



2022/23

**Manawatū District Council
Residents' Survey**



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Background, objectives and method

Introduction

The Manawātū District Council has an ongoing need to measure how satisfied residents are with resources, facilities and services provided by 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 Council can best invest its resources to improve residents' satisfaction with its overall performance

Method

- The methodology involved a postal to online survey measuring the performance of Manawātū District Council with a sample of n=491 residents.
- The questionnaire was designed in consultation with the staff of 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 an assessment of reputation, the willingness of residents to become involved with Council's decision-making processes and to measure satisfaction across a range of lifestyle-related measures.
- Data collection was conducted over four periods; 121 responses between 22 October and 24 November 2022, 125 responses between 1 December and 8 January 2023, 129 responses between 4 March and 8 April 2023, and 116 responses between 6 May and 10 June 2023.
- 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 2018 Census.
- At an aggregate level the survey has an expected 95% confidence interval (margin of error) of $\pm 4\%$
- There are instances where the sum of the whole number score varies by one point relative to the aggregate score due to rounding.

Notes

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



Executive summary

Key Findings

2022/23 has been a challenging year for New Zealanders on many levels, including several severe weather events which left several regions cut off and many people unable to return to their homes. Stresses have been exacerbated by financial pressures associated with inflation, the rising cost of living and uncertain political and economic situations.

This is reflected in the survey results this year with noticeable decreases in key metrics, from satisfaction with services, such as *Roading* and *Water management* to *Value for money*, *Leadership* and *Financial management*.

The decline in satisfaction with roading was expected, as the entire District was heavily affected by Cyclone Gabrielle and further flooding which saw several main roads closing, road conditions being worse than expected, and landslides within the district. The comments related to roading show that residents have relatively high expectation regarding the road conditions, would like Council to fix the roads at a faster pace, as well as pay more attention to upgrading and maintaining rural roads.

Reputation (Leadership in particular) and *Value for money*, including *Financial management* are the two main drivers of satisfaction in 2023. *Value for money*, especially on what services rates are spent is the main priority for the Council to work on.

While residents' satisfaction with *Rates being fair and reasonable* is low (48%), the verbatim comments indicate that residents would like to see more money spent on roading, as well as Council to focus on other core services as a priority. Residents admit that some of the areas in the district are well looked after, however, these areas are mostly urban. Rural residents would like a fairer rate system that would allow their rates to be allocated to the needs of their geographic suburbs. Additionally, they feel it is unfair that they pay for services they do not receive through the council, for example, wastewater management.

Leadership is also a priority for Council to focus on. Residents believe that Council needs to show more transparency in decision making and consider more consultation with a more diverse selection of ratepayers.

Most improved areas (% Satisfied 6 to 10)



1. How would you rate Council overall for how well they handled your enquiry (+11%)
2. How long it took to resolve the matter (+9%)
3. The information provided being accurate (+7%)
4. The odour of the water (+6%)
5. How well Council staff understood your request and how they communicated with you (+6%)

Most declined areas (% Satisfied 6 to 10)

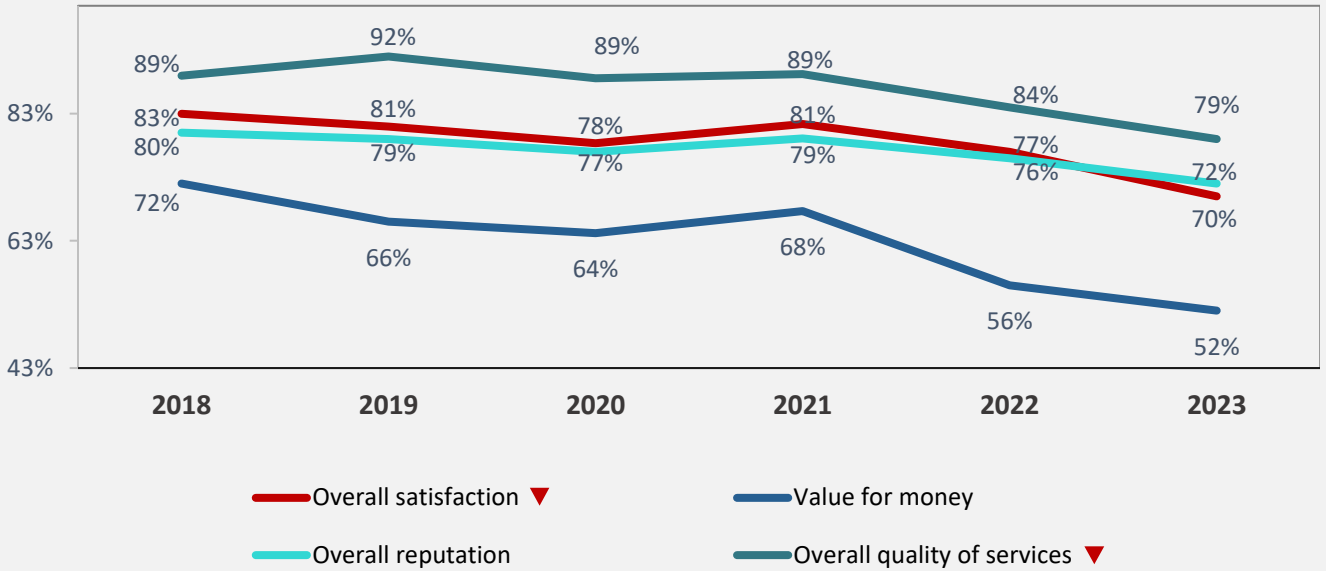


1. Overall satisfaction with roads, footpaths, cycle ways (-10%)
2. Keeping roads and footpaths free of flooding (-9%)
3. Infrastructure fit for the future (-8%)
4. You're confident that the District is going in the right direction (-8%)
5. How well the stormwater system is maintained (-8%)

Summary of key performance indicators

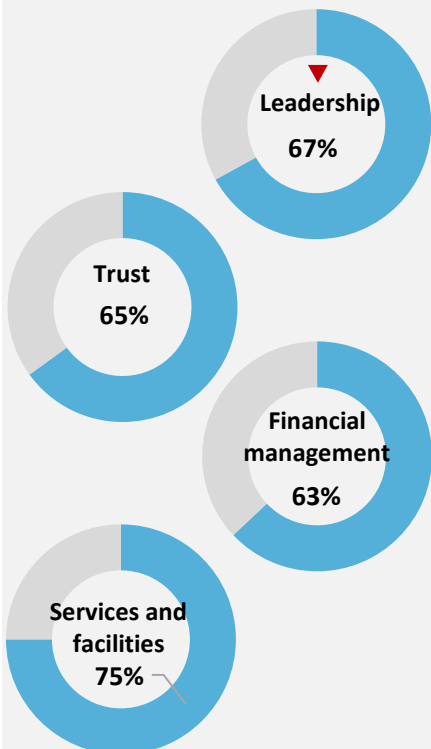
Trend in performance

6-10%



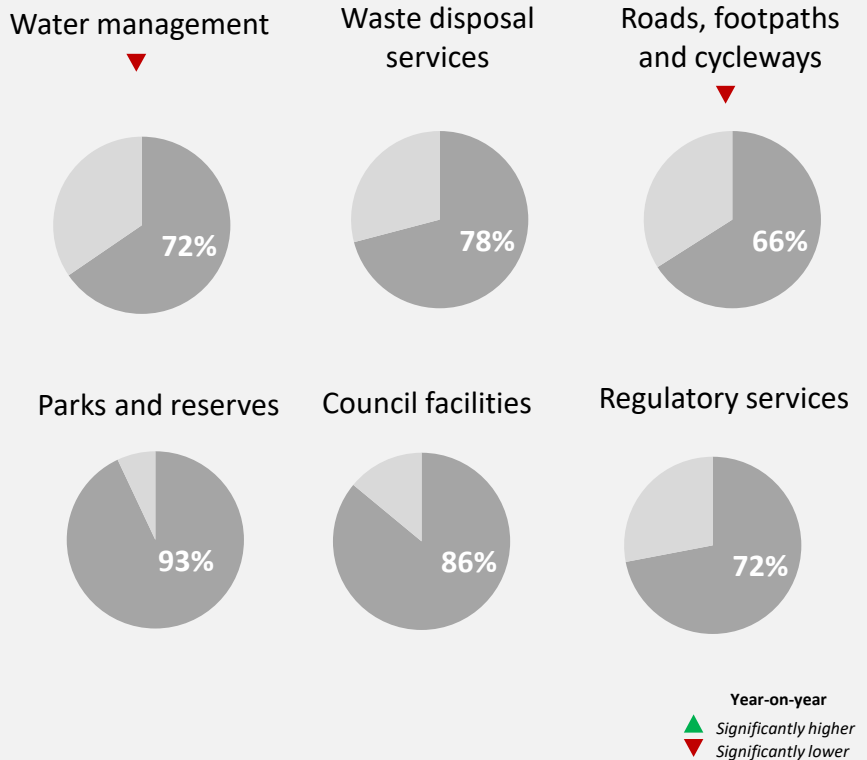
Reputation

6-10%



Other important measures

6-10%



Overall measures - satisfied (% 6-10)

	% point increase / decrease (2023-2022)	Percentage of respondents satisfied, or very satisfied				
		2023	2022	2021	2020	2019
How would you rate Council overall for how well they handled your enquiry	+11%	50%	39%	42%	61%	53%
How long it took to resolve the matter	+9%	46%	37%	33%	48%	48%
The information provided being accurate	+7%	52%	45%	50%	61%	59%
The odour of the water	+6%	84%	78%	81%	87%	85%
How well Council staff understood your request and how they communicated with you	+6%	58%	52%	52%	67%	65%
The resolution or outcome achieved	+4%	47%	43%	38%	54%	53%
The taste of the water	+3%	73%	70%	72%	76%	79%
Playgrounds	+3%	93%	90%	94%	95%	95%
Licensing premises such cafes, restaurants and haird	+3%	83%	80%	80%	76%	84%
It is easy to find out what Council funding is available	+2%	49%	47%	47%	50%	54%
The ease of making payments	+1%	92%	91%	94%	95%	92%
The clarity of the water	-	86%	86%	85%	87%	88%
The Council is doing a good job growing the district economy	-	69%	69%	63%	66%	70%
It is easy to access Council funding for my/our events	-	52%	52%	37%	46%	53%
Overall quality of your life	-	93%	-	-	-	-
How well footpaths are maintained	-1%	68%	69%	71%	72%	73%
Sportsgrounds	-1%	93%	94%	95%	95%	97%
Other parks and reserves	-1%	93%	94%	96%	96%	97%
The reliability of the water supply	-1%	95%	96%	96%	99%	98%
The pressure of the water	-1%	86%	87%	88%	87%	92%
The reliability of the sewage system	-1%	96%	97%	96%	95%	95%
The services for managing general waste using the Manawatu District Council Blue Bag	-1%	80%	81%	84%	86%	89%
The availability of footpaths and crossing points for mobility scooters and wheelchairs	-1%	65%	66%	65%	67%	65%
Adequacy of cycleways on our roads	-1%	58%	59%	49%	57%	57%
A future planned together	-1%	61%	62%	-	-	-
Overall satisfaction with parks, reserves and sportsgrounds	-2%	93%	95%	94%	95%	97%

Overall measures - satisfied (% 6-10)

	% point increase / decrease (2023-2022)	Percentage of respondents satisfied, or very satisfied				
		2023	2022	2021	2020	2019
How the Manawatu District Council treats and disposes of sewage	-2%	90%	92%	86%	91%	90%
Kerbside rubbish collection	-2%	89%	91%	92%	91%	94%
Transfer station	-2%	74%	76%	82%	80%	80%
Cemetery maintenance	-2%	89%	91%	92%	96%	96%
Providing dog and animal control	-2%	77%	79%	80%	75%	80%
Managing liquor licensing	-2%	78%	80%	72%	75%	78%
How easy it was to make your enquiry or request	-2%	64%	66%	70%	73%	80%
The services for managing green waste	-3%	64%	67%	69%	73%	73%
Management of loose litter and bins in and around the town	-3%	78%	81%	83%	82%	86%
The safety of the roads	-3%	62%	65%	70%	70%	74%
Overall satisfaction with council's public facilities	-3%	86%	89%	93%	93%	96%
Managing and issuing resource consents	-3%	48%	51%	50%	55%	63%
Overall satisfaction with council's regulatory services	-3%	72%	75%	75%	71%	81%
A place to belong and grow	-3%	75%	78%	0%	0%	0%
Financial management	-3%	63%	66%	60%	60%	68%
Overall satisfaction with waste disposal services	-4%	78%	82%	85%	86%	86%
The provision of dedicated walkways and other cycle ways around the Manawatū district	-4%	68%	72%	68%	72%	68%
I am satisfied with the economic development services	-4%	66%	70%	60%	65%	69%
The kerbside recycling services	-4%	77%	81%	82%	85%	85%
Recycling points or centre	-4%	75%	79%	84%	81%	82%
Parking provisions	-4%	75%	79%	82%	77%	81%
Overall satisfaction with - Makino Pools	-4%	85%	89%	93%	91%	95%
Overall satisfaction with - Community halls	-4%	87%	91%	89%	91%	90%
Overall satisfaction with - Council owned property e.g. Civic Centre, Council offices	-4%	89%	93%	96%	95%	95%
Overall value for money	-4%	52%	56%	68%	64%	66%
Overall reputation	-4%	72%	76%	79%	77%	79%

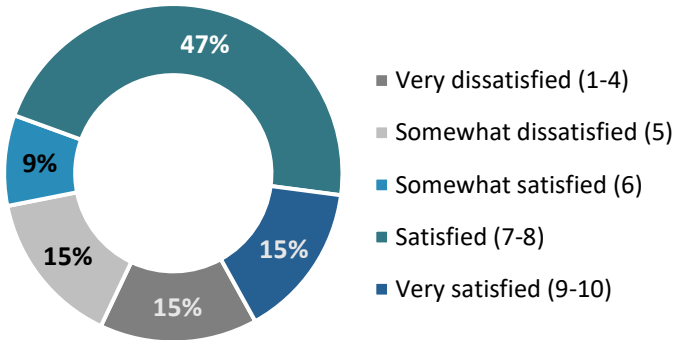
Overall measures - satisfied (% 6-10)

	% point increase / decrease (2023-2022)	Percentage of respondents satisfied, or very satisfied				
		2023	2022	2021	2020	2019
Overall services and facilities	-5%	79%	84%	89%	89%	92%
I am aware that Council is working in partnership with Palmerston North City Council (PNCC) to develop, improve and promote the region's economy	-5%	64%	69%	62%	64%	72%
I am satisfied with Community Funding and Development services	-5%	55%	60%	46%	54%	57%
I feel a sense of connection with my neighbourhood or community	-5%	66%	71%	0%	0%	0%
Satisfaction with Overall communication	-5%	66%	71%	68%	72%	72%
Trust	-5%	65%	70%	64%	68%	72%
Overall satisfaction with - The libraries	-5%	85%	90%	94%	92%	94%
I am aware that Council is working with, and funding, external agencies to develop, improve and promote the local economy	-5%	61%	66%	61%	64%	66%
An environment to be proud of	-5%	76%	81%	0%	0%	0%
A prosperous, resilient economy	-5%	73%	78%	0%	0%	0%
Services and facilities	-5%	75%	80%	83%	82%	82%
Ability to protect your property from flooding	-6%	66%	72%	74%	78%	75%
Overall satisfaction with - Public toilets	-6%	81%	87%	89%	87%	88%
Overall satisfaction with water management	-6%	72%	78%	78%	78%	78%
The road network having enough signage and being easy to navigate	-6%	82%	88%	89%	87%	91%
Overall satisfaction with - Sports and events centre	-6%	87%	93%	89%	92%	95%
Rates being fair and reasonable	-6%	48%	54%	57%	59%	57%
Managing and issuing building consents	-7%	50%	57%	50%	48%	64%
Vision and leadership	-7%	67%	74%	72%	73%	76%
The condition of the roads in your area being to a quality that you expect	-7%	61%	68%	69%	74%	75%
Overall performance	-7%	70%	77%	81%	78%	81%
How well the stormwater system is maintained	-8%	54%	62%	64%	67%	72%
You're confident that the District is going in the right direction	-8%	74%	82%	-	-	-
Infrastructure fit for the future	-8%	57%	65%	-	-	-
Keeping roads and footpaths free of flooding	-9%	54%	63%	70%	72%	74%
Overall satisfaction with roads, footpaths, cycle ways	-10%	66%	76%	79%	76%	79%

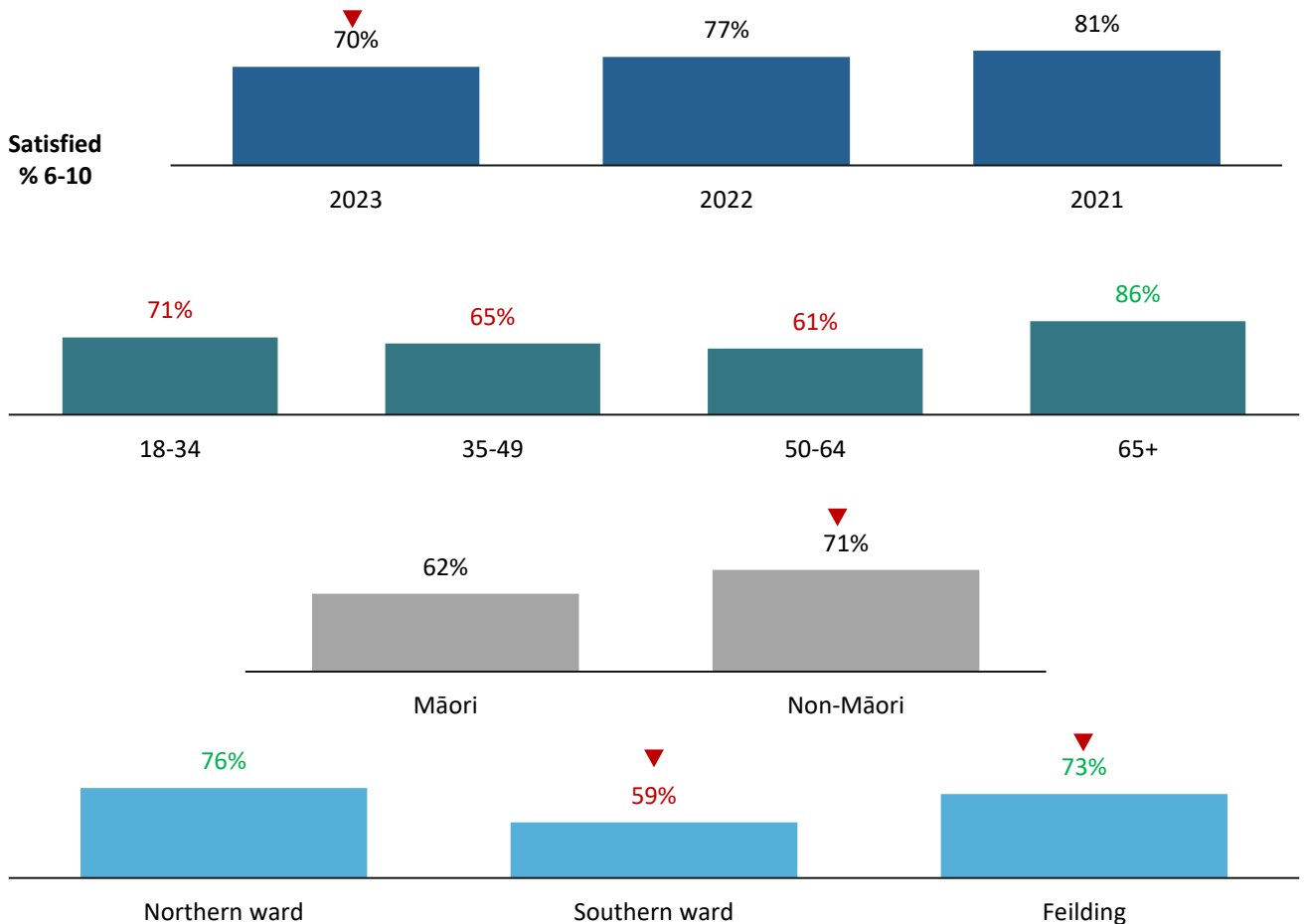


Overall satisfaction with Manawatū District Council

Overall satisfaction



- Seven in ten residents (70%) are satisfied with Council's *Overall performance*, a significant decline (-7%) when compared with 2022.
- The main reasons stated for dissatisfaction related to issues around *Roading* and *Rates*.
- Significant year on year declines in satisfaction are evident for non-Māori and those in the Southern ward.

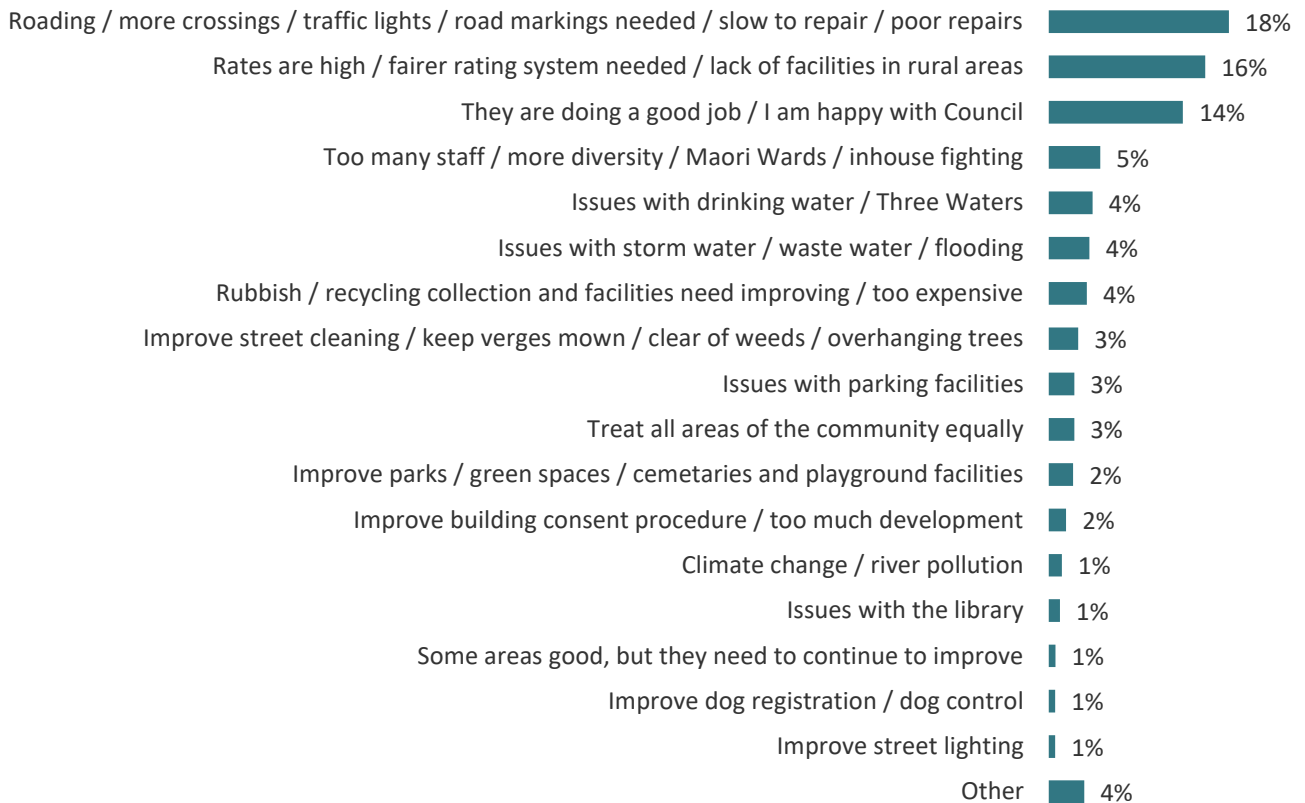


NOTES:

1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. 18-34 n=116; 35-49 n=118; 50-64 n=136; 65 n=121;
3. Māori n=73; All others n=418;
4. Northern ward n=122; Southern ward n=86; Feilding n=283;
5. OP1. Finally, everything considered that we've gone through; reputation, services and facilities, and value for money, how satisfied are you with the overall performance of the Manawātū District Council? n=442

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

General comments



- *The District and rural areas count just as much as urban.*
- *It would be nice to hear more about Council's plans for future proofing the infrastructure. Given the growth the region has experienced over the last few years and continues to experience, the local roads and intersections, particularly around schools need to be looked at.*
- *Need to make the hard calls and follow through.*
- *Invest more into critical infrastructure and keep the work local.*
- *It's definitely time for a change, sad that the voting didn't reflect that.*
- *Need to sort out crime.*
- *If I lived in Feilding I'm sure it would great but being rural, very little evidence if where my rates money is spent.*

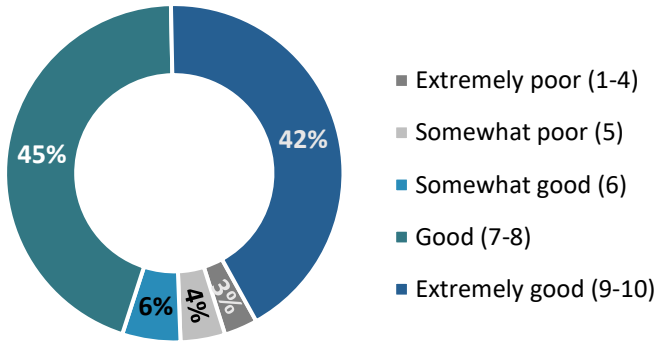


- *I feel our Council is genuine and committed to Manawatū.*
- *Keep up the good work. I realise you can't please everyone nor fix all problems immediately; everything costs and takes time but help us to see we are getting good value for money.*
- *They do a very good job to be honest but like anything there's always room for improvement.*
- *Manawatu is the best.*
- *I think the Council do a great job overall.*
- *I'm overall pretty happy with everything. I feel we could do with some young blood and extra vibrance in the council to really make it shine.*
- *Councillors seem sensible and don't get engaged in stupid ideas which gives me confidence in their decisions. Also, a very good Mayor as leader.*

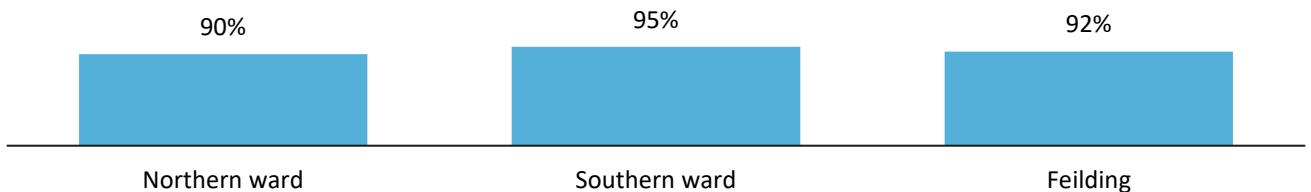
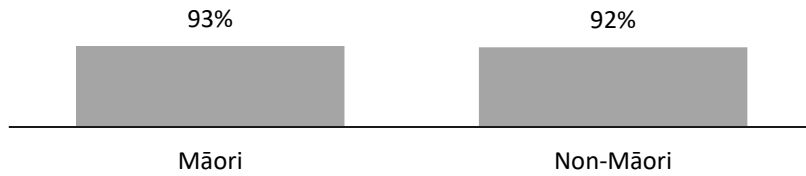
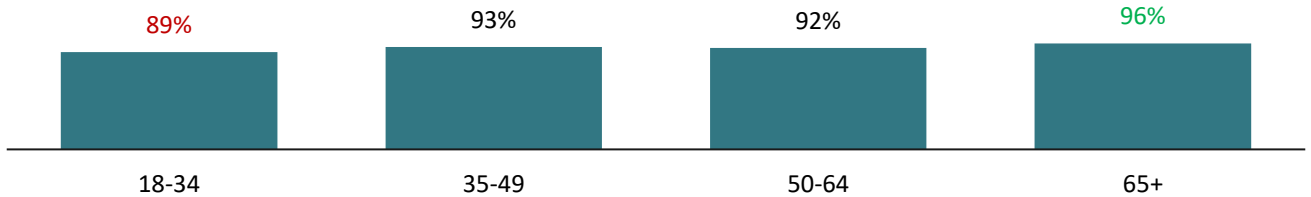
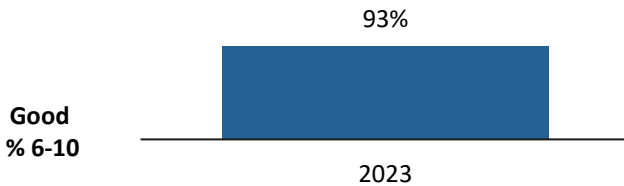
NOTES:

1. Total sample: 2023 n=491; Results less than 2% are not shown, Excludes Don't know
2. GEN1. Are there any other comments that you would like to make about the Manawatū District Council? n=147

Quality of life



- Nine in ten respondents (90%) rated the *Quality of life* in the Manawātū District as either *Good* or *Extremely good*.
- Only 3% of respondents rated the *Quality of life* in the Manawātū District as *Poor* or *Very poor*.
- Residents aged 65 and over were significantly more likely to rate the *Quality of life in the district* higher than those aged 18-34 years.
- Perception of the high quality of life is consistent across different ethnicities and wards.

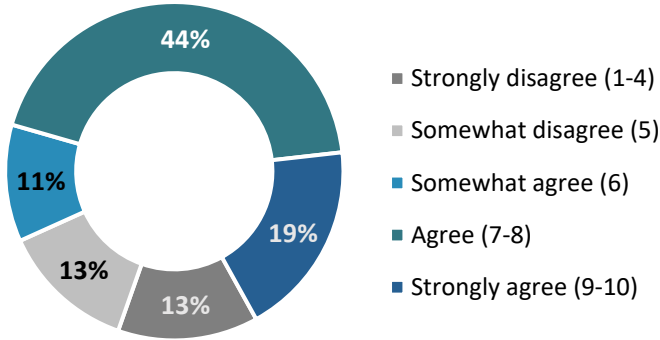


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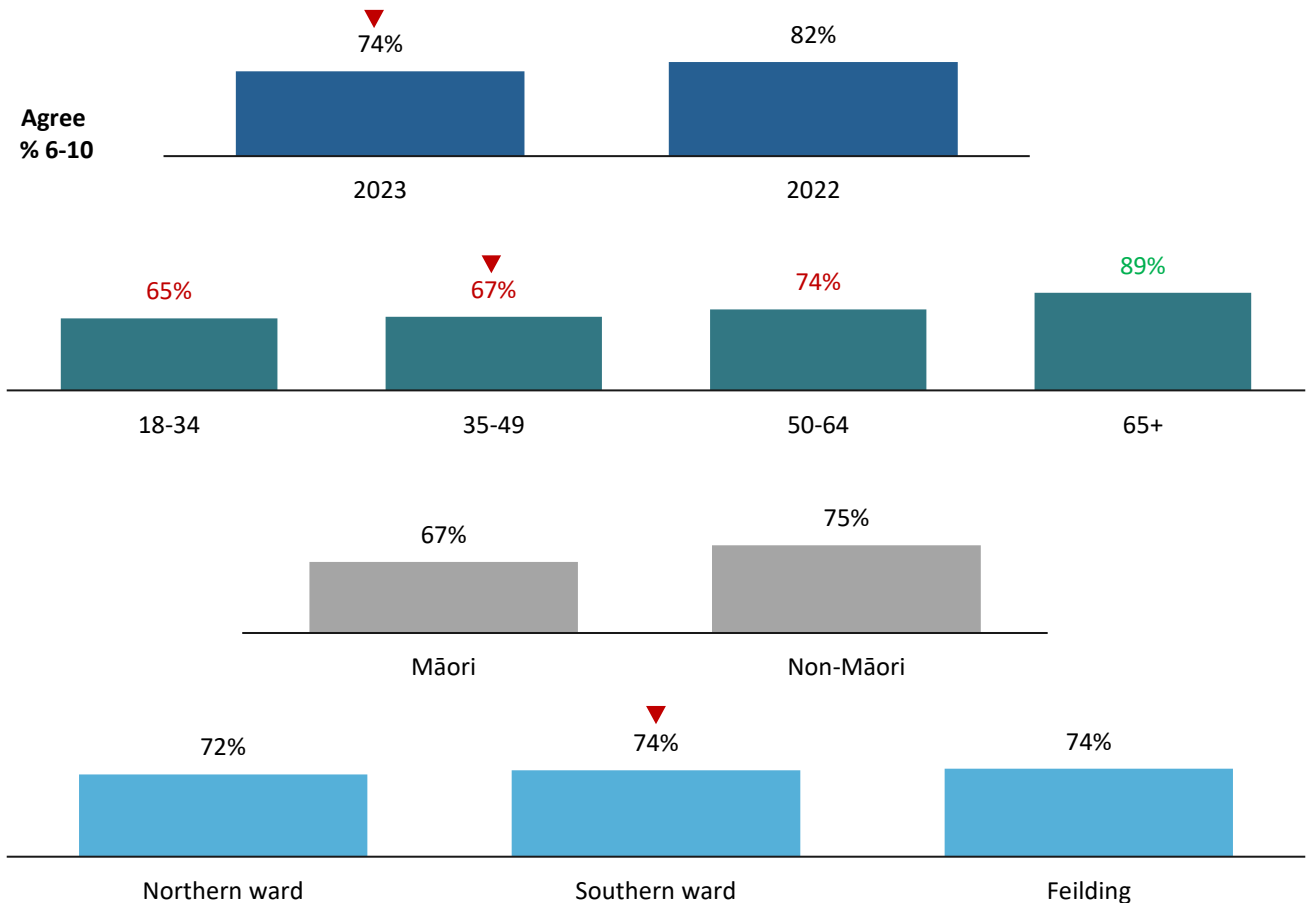
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3. Māori n=73; All others n=418;
4. Northern ward n=122; Southern ward n=86; Feilding n=283;
5. QOL1. On a scale of 1 to 10 where 1 is 'extremely poor' and 10 is 'extremely good', how would you rate the overall quality of your life? n=467

Between demographics
Significantly higher
Significantly lower

District going in the right direction



- Just under three in four respondents (74%) agree that the *District is going in the right direction*. Even though the proportion remains relatively high, this is still a significant decline when compared with 2022.
- The decline is most likely due to a shift in perception among those aged between 35 and 49 years and residents from Southern ward.

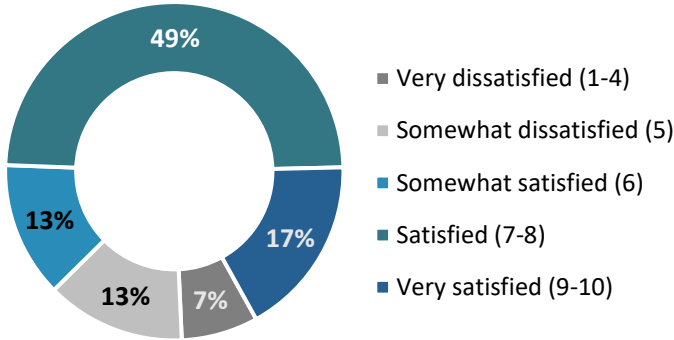


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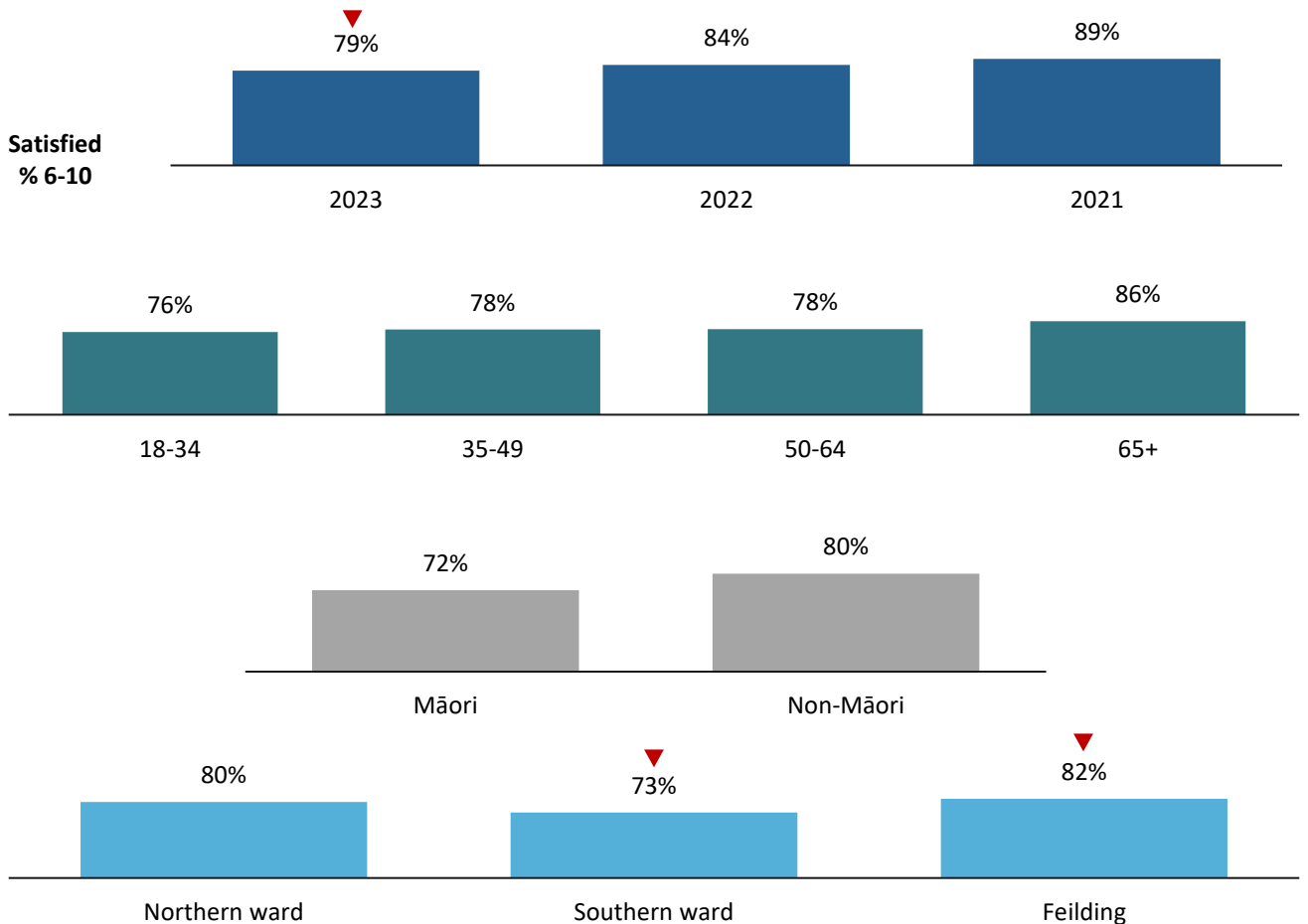
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3. Māori n=73; All others n=418;
4. Northern ward n=122; Southern ward n=86; Feilding n=283;
5. QOL2. On a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how strongly do you agree or disagree with the following statement about the District? n=407

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

Overall services and facilities



- Just under eight in ten respondents (79%) are satisfied with the *Overall services and facilities*. Even though the proportion remains relatively high, this is still a significant decline when compared with 2022.
- The year-on-year decline is especially noticeable among residents from the Southern ward and Feilding.



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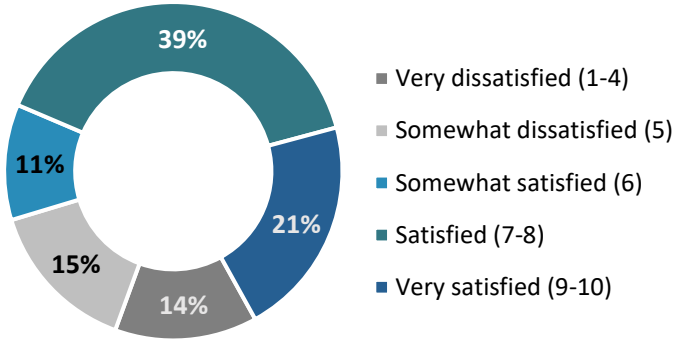
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3. Māori n=73; All others n=418;
4. Northern ward n=122; Southern ward n=86; Feilding n=283;
5. OVLSV. When you think of all the services and facilities that Council provides; roads, parks, water reticulation, waste disposal, swimming pools, museums, libraries and so on, and its regulatory services such as animal control, building consents, overall, how satisfied are you with the services and facilities that Council provides? n=455

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

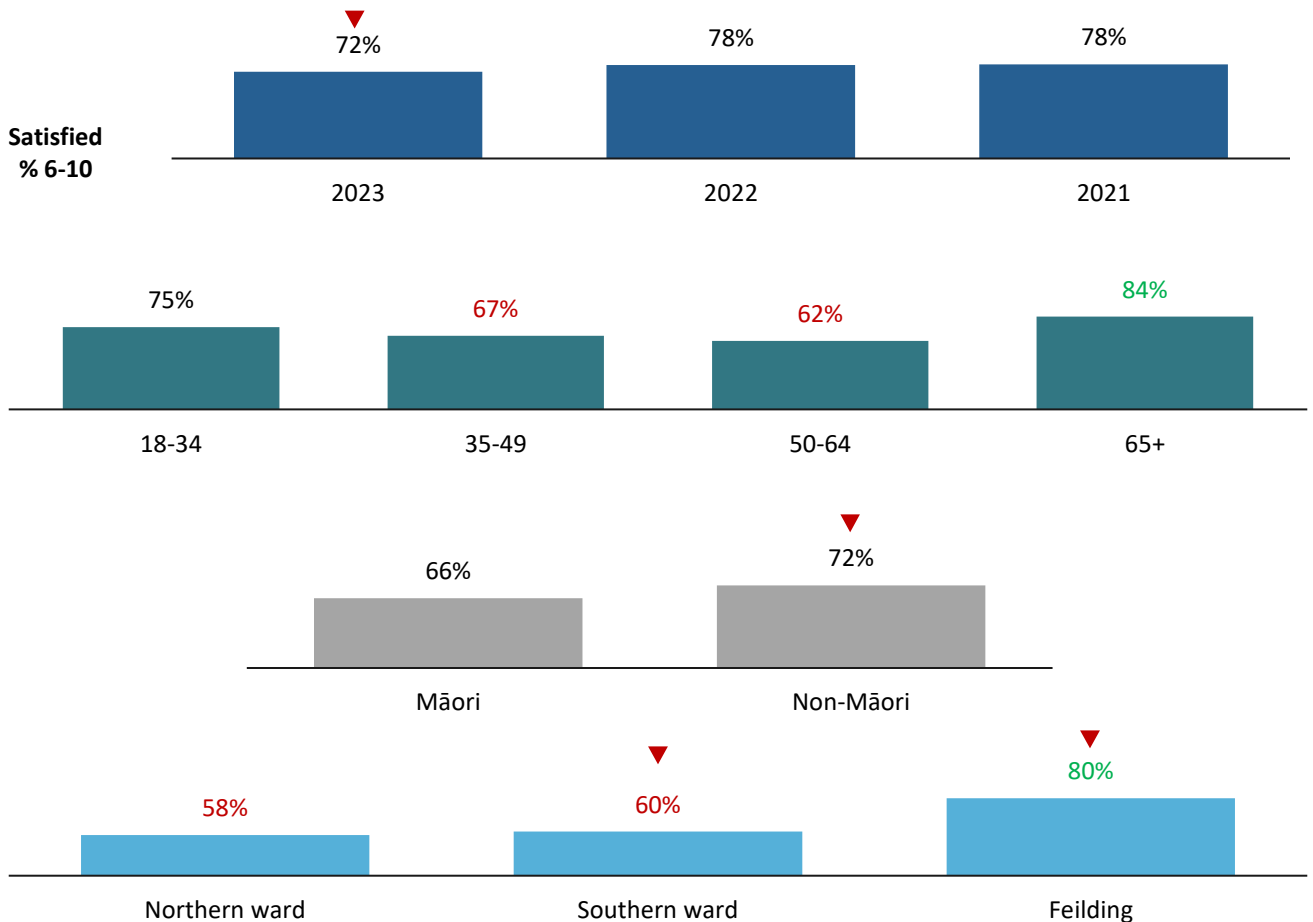


Water management

Overall water management



- Satisfaction with *Overall water management* remains relatively high (72%).
- The significant decline (-6%) is likely influenced by the severe weather events earlier in the year.
- The significant year on year decline has been impacted by a shift in perception among non-Māori residents and those from the Southern ward and Feilding.

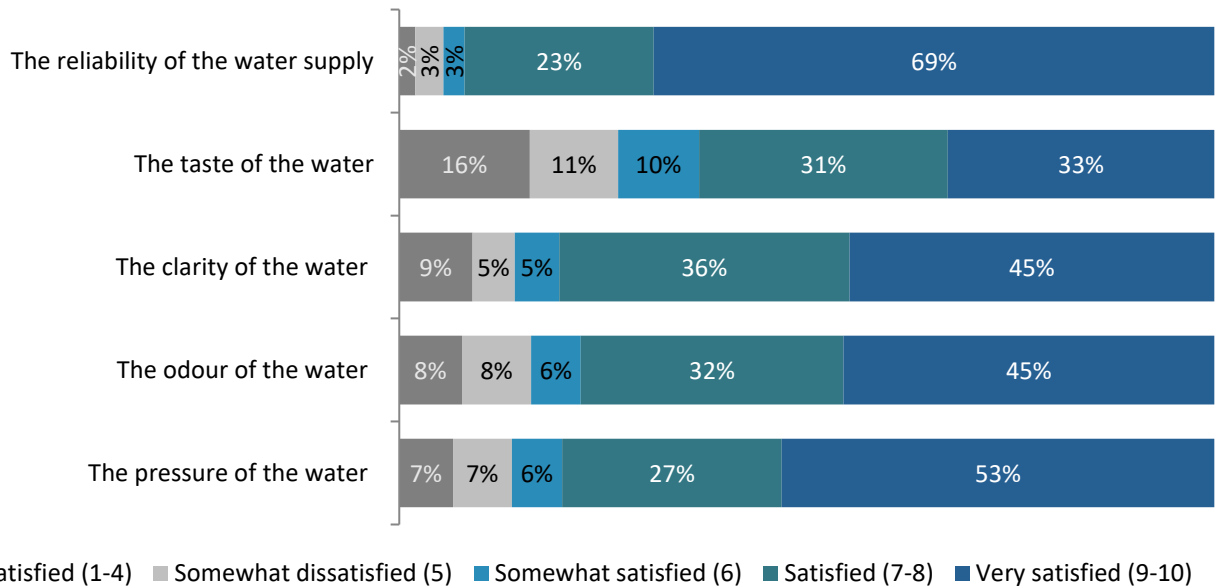
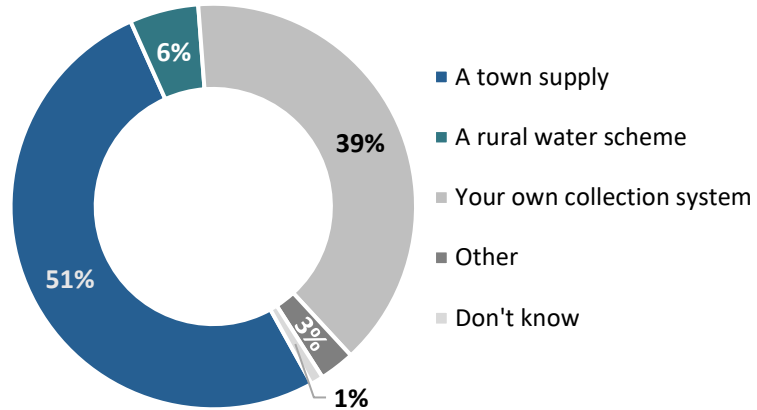


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3. Māori n=73; All others n=418;
4. Northern ward n=122; Southern ward n=86; Feilding n=283;
5. TW9. When you think about the supply of water, the management and disposal of stormwater and of wastewater, how would you rate your satisfaction with Council overall for its management of water in the Manawatu district? n=419

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

Water management: water supply



- Satisfaction with the measures related to *Water supply* is high with almost all residents on a town supply being satisfied (95%).
- *Taste of water* is the lowest rated measure with 73% satisfied.
- There has been a significant improvement in perception of *Odour of water* among those in Feilding and those who identify as Māori.

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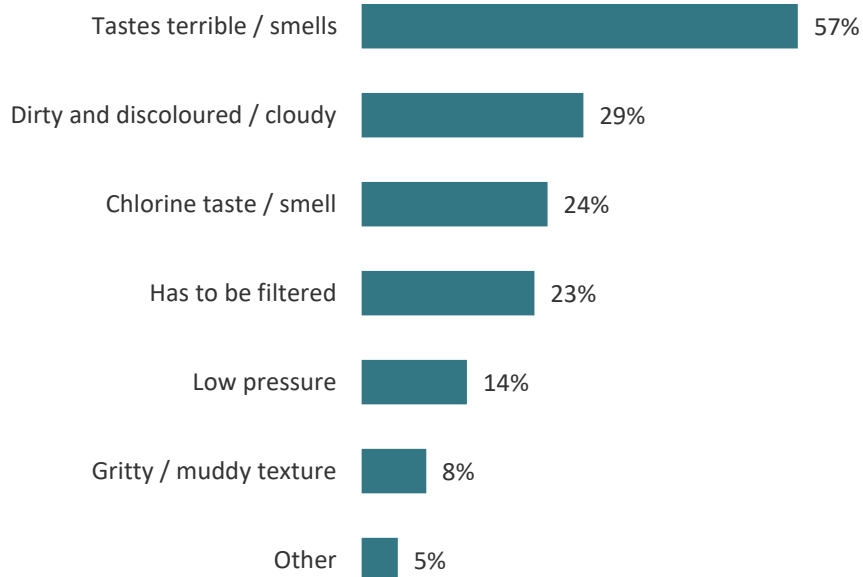
1. Total sample: 2023 n=491, Excludes Don't knows
2. TW1. Which of the following best describes your water supply connection? n=490
3. TW2. On the scale of 1-10, how would you rate your satisfaction with each of the following? n=303

Water management: water supply (continued)

Scores with % 6-10	2023	2022	2021	Māori	Non-Māori
The reliability of the water supply	95%	96%	96%	85%	96%
The taste of the water	73%	70%	72%	65%	75%
The clarity of the water	86%	86%	85%	77%	87%
The odour of the water	84%	78%	81%	79% ▲	85%
The pressure of the water	86%	87%	88%	81%	87%

Scores with % 6-10	Northern ward	Southern ward	Feilding
The reliability of the water supply	92%	85%	95%
The taste of the water	70%	50%	74%
The clarity of the water	84%	67%	87%
The odour of the water	81%	50%	85% ▲
The pressure of the water	81%	51%	88%

Water management: water supply (reasons for dissatisfaction)

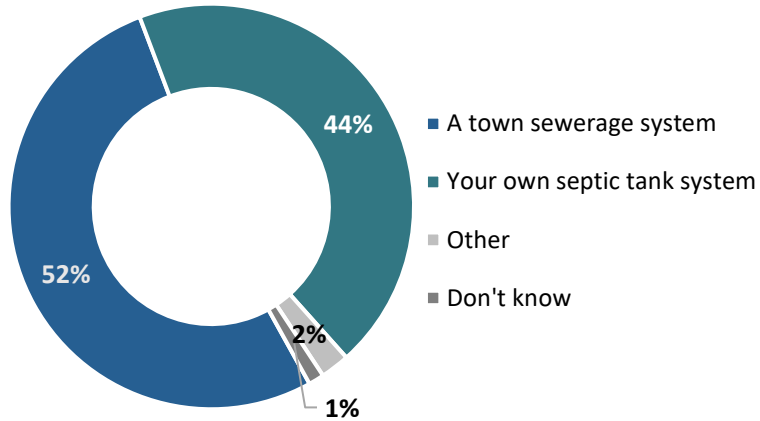


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- Māori n=73; All others n=418;
- Northern ward n=122; Southern ward n=86; Feilding n=283;
- TW2. On the scale of 1-10, how would you rate your satisfaction with each of the following? n=303
- TW3. If you have rated 1 to 4 out of 10 in the previous question, can you please tell us why you are dissatisfied with any of the aspects of Council's water supply service? n=59

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

Water management: sewerage system



The reliability of the sewerage system



How the Manawātū District Council treats and disposes of sewage



■ Very dissatisfied (1-4) ■ Somewhat dissatisfied (5) ■ Somewhat satisfied (6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

Scores with % 6-10	2023	2022	2021	Māori	Non-Māori
The reliability of the sewerage system	96%	97%	96%	84%	98%
How the Manawātū District Council treats and disposes of sewage	90%	92%	86%	76%	93%

Scores with % 6-10	Northern ward	Southern ward	Feilding
The reliability of the sewerage system	100%	77%	96%
How the Manawātū District Council treats and disposes of sewage	100%	69%	90%

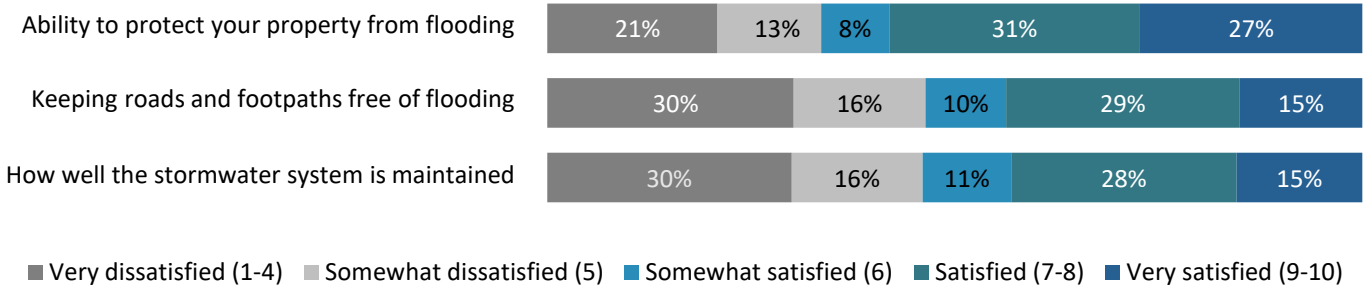
- *The reliability of the sewerage system and How the Manawātū District Council treats and disposes of sewage* are evaluated highly among residents who are connected to the town supply, with nine in ten satisfied with both measures (96% and 90% respectively).
- The proportion of residents connected to the wastewater system in rural areas affect these results when comparing wards.
- Only three respondents left comments outlining the reasons for dissatisfaction with the sewerage system. The common issue mentioned was that sewage comes up to the surface during heavy rain.

NOTES:

1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. Māori n=73; All others n=418;
3. Northern ward n=122; Southern ward n=86; Feilding n=283;
4. TW4. Which of the following best describes the sewerage system that your property is connected to? n=491
5. TW5. On the scale of 1-10, how would you rate your satisfaction with each of the following? n=266

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

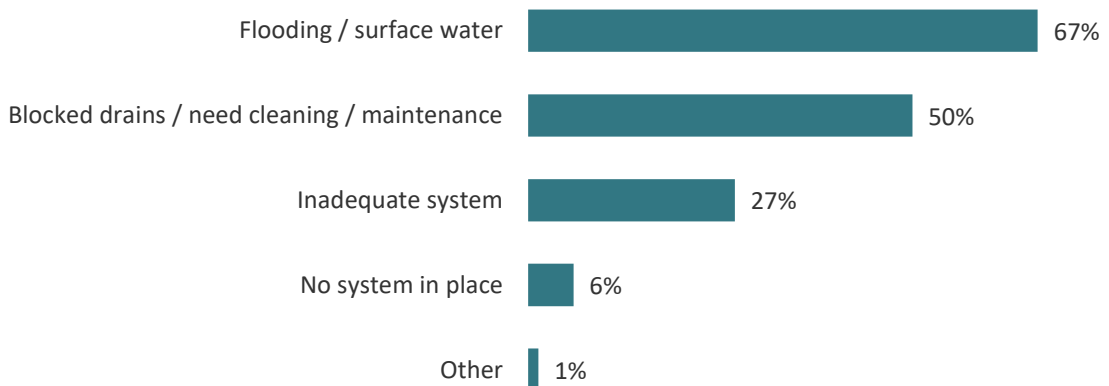
Water management: stormwater system



Scores with % 6-10	2023	2022	2021	Māori	Non-Māori
Ability to protect your property from flooding	66%	72%	74%	61%	67% ▼
Keeping roads and footpaths free of flooding	54% ▼	63%	70%	46%	55% ▼
How well the stormwater system is maintained	54% ▼	62%	64%	45%	55%

Scores with % 6-10	Northern ward	Southern ward	Feilding
Ability to protect your property from flooding	63%	64%	69% ▼
Keeping roads and footpaths free of flooding	49%	58%	53% ▼
How well the stormwater system is maintained	42%	52%	60% ▼

Water management: stormwater system (reasons for dissatisfaction)



- Just over half of respondents (54%) were satisfied with both *Keeping roads and footpaths free of flooding* and *How well the stormwater system is maintained*. Both significantly declined since 2022.
- The significant decline in these measures was likely to have been influenced by the severe weather events earlier in the year. This is supported by the verbatim comments explaining that the issues are worse during heavy rains.

NOTES:

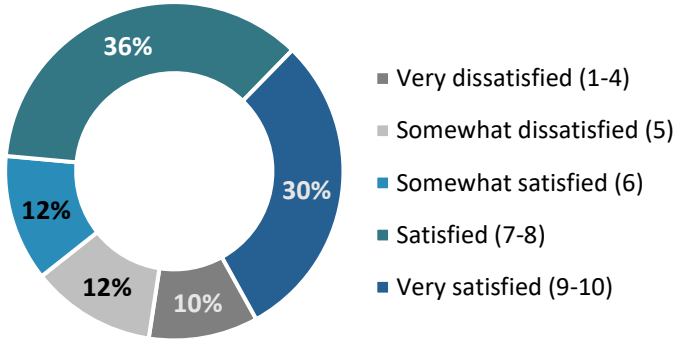
1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. Māori n=73; All others n=418;
3. Northern ward n=122; Southern ward n=86; Feilding n=283;
4. TW7. On the scale of 1- 10, how would you rate your satisfaction with the stormwater system in terms of... n=435
5. TW8. If you have rated 1 to 4 out of 10 in the previous question, can you please tell us why you are dissatisfied with any of the aspects of the stormwater system in the district? n=169

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

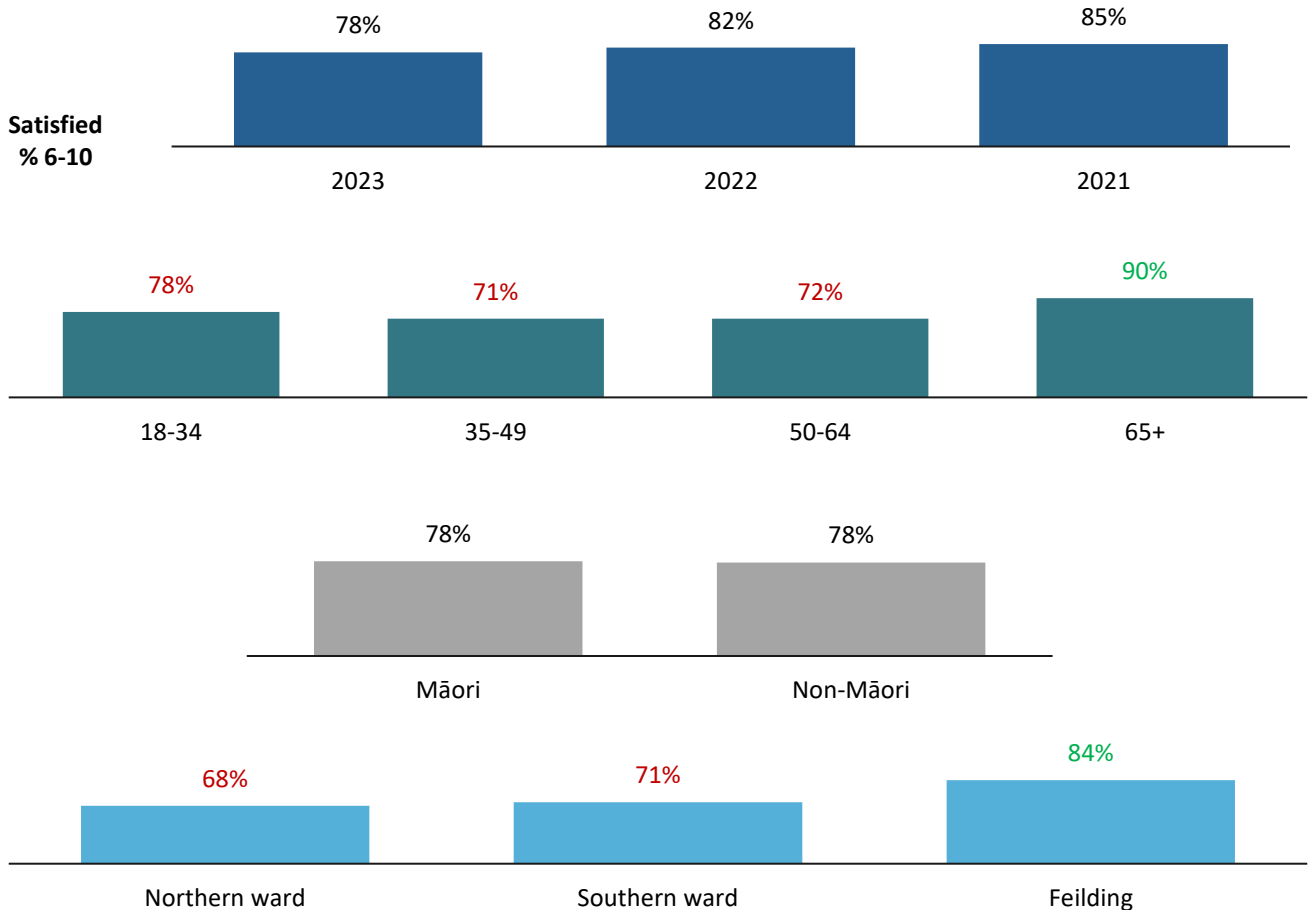


Waste disposal services

Overall waste disposal services



- Close to eight in ten residents (78%) were satisfied with *Overall waste disposal services*, a slight decrease since 2022.
- Residents aged 18 – 64 were significantly less likely to be satisfied with *Overall waste disposal services* than those aged over 65.
- Satisfaction varied significantly by ward, with the highest satisfaction in Feilding.



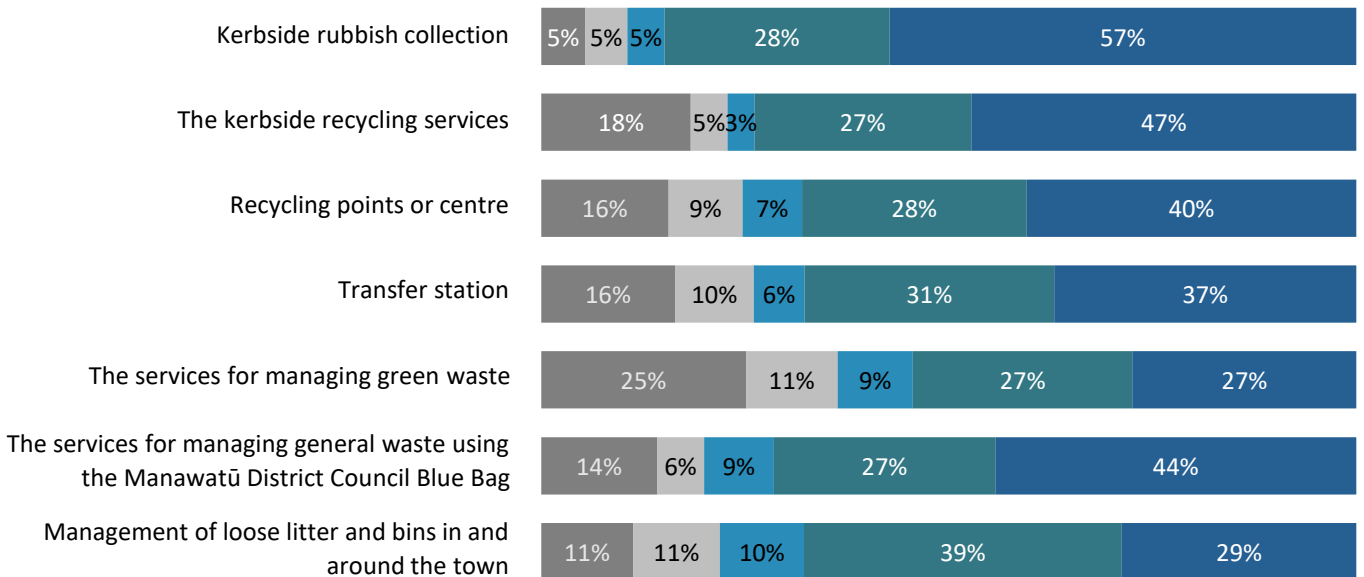
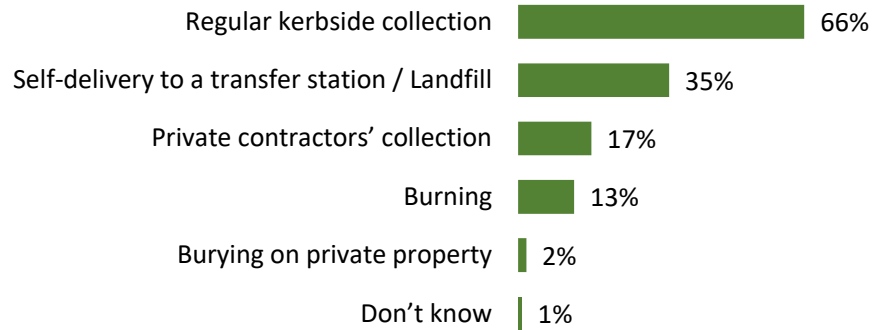
NOTES:

1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. 18-34 n=116; 35-49 n=118; 50-64 n=136; 65 n=121;
3. Māori n=73; All others n=418;
4. Northern ward n=122; Southern ward n=86; Feilding n=283;
5. WR6. How would you rate your satisfaction with the Manawātū District Council overall for its waste disposal services? n=450

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

Waste disposal services

Method of disposal for non-recyclable waste



■ Very dissatisfied (1-4) ■ Somewhat dissatisfied (5) ■ Somewhat satisfied (6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

- Respondents were most satisfied with the *Kerbside rubbish collection* (89%), *The services for managing general waste using the Manawatū District Council Blue Bag* (80%) and *Management of loose litter and bins in and around the town* (78%).
- 66% of respondents use *Regular kerbside collection* to dispose of non-recyclable waste, while a further 35% take it to the *Transfer station / Landfill* themselves.

NOTES:

1. Total sample: 2023 n=491; Excludes Don't knows
2. WR1. Which of the following methods does your household use for disposal of non-recyclable waste? n=491
3. WR2. Still using the 1-10 scale, how satisfied are you with Council's kerbside collection service? n=330
4. WR4. How satisfied are you with each of the following services that are provided by Council? n=410

Waste disposal services

Scores with % 6-10	2023	2022	2021	Māori	Non-Māori
Kerbside rubbish collection	89%	91%	92%	82%	91%
The kerbside recycling services	77%	81%	82%	79%	77%
Recycling points or centre	75%	79%	84%	78%	75%
Transfer station	74%	76%	82%	75%	74%
The services for managing green waste	64%	67%	69%	60%	64%
The services for managing general waste using the Manawātū District Council Blue Bag	80%	81%	84%	74%	81%
Management of loose litter and bins in and around the town	78%	81%	83%	78%	78%

Scores with % 6-10	Northern ward	Southern ward	Feilding
Kerbside rubbish collection	86%	87%	91%
The kerbside recycling services	52%	37% ▼	92%
Recycling points or centre	66%	64%	85%
Transfer station	63%	68%	80%
The services for managing green waste	52% ▼	56%	69%
The services for managing general waste using the Manawātū District Council Blue Bag	75%	72%	85%
Management of loose litter and bins in and around the town	75%	72%	81%

- Overall metrics remain reasonably consistent year-on-year with no significant changes recorded.
- Residents of Feilding were more likely to be satisfied with all *Waste disposal services*.

NOTES:

1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. Māori n=73; All others n=418;
3. Northern ward n=122; Southern ward n=86; Feilding n=283;
4. WR2. Still using the 1-10 scale, how satisfied are you with Council's kerbside collection service? n=330
5. WR4. How satisfied are you with each of the following services that are provided by Council? n=410

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

Waste disposal services (reasons for dissatisfaction)



- *The transfer station is too costly, greenwaste is similar but also not in convenient locations.*
- *The plan to close the transfer station at Kaumatarau Road was the worst thing that could happen for us, please keep it open.*
- *We do not have access to kerbside recycling, we have to drive over 40 kilometres to recycle. Transfer stations are extremely expensive.*
- *The blue bags are too expensive. It would be nice to get some supplied for free as part of our rates.*

Comments related to dissatisfaction with the kerbside collection:

- *No collection along our road, we have to take rubbish to an adjoining road.*
- *Council won't pick up bins, even though we are very close to town. We are now having to use a third-party service for the bin collection.*
- *Plastic bags are expensive, environmentally unsafe and animals love to rip them apart.*
- *At times I have seen the driver dump the bin on its side and drive off.*
- *It would be great to have recyclables picked up in rural areas.*
- *It is challenging to get our rubbish to the collection site (the nearest convenient site is 3.5km from our home) before collection, which is quite early in the morning.*
- *Multiple rubbish bags are left at my gate meaning I have to clean up spilled garbage, including used nappies after the rubbish collection.*

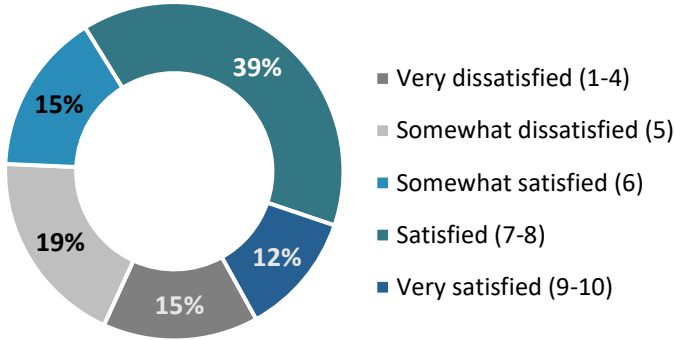
NOTES:

1. Total sample: 2023 n=491; Results less than 2% are not shown, Excludes Don't know
2. WR3. If you have rated 1 to 4 out of 10 in the previous question, can you please tell us why you are dissatisfied with any of the aspects of Council's kerbside collection service? n=19
3. WR5. If you have rated 1 to 4 out of 10 in the previous question, can you please tell us why you are dissatisfied with any of the aspects of Council's waste management services? n=155

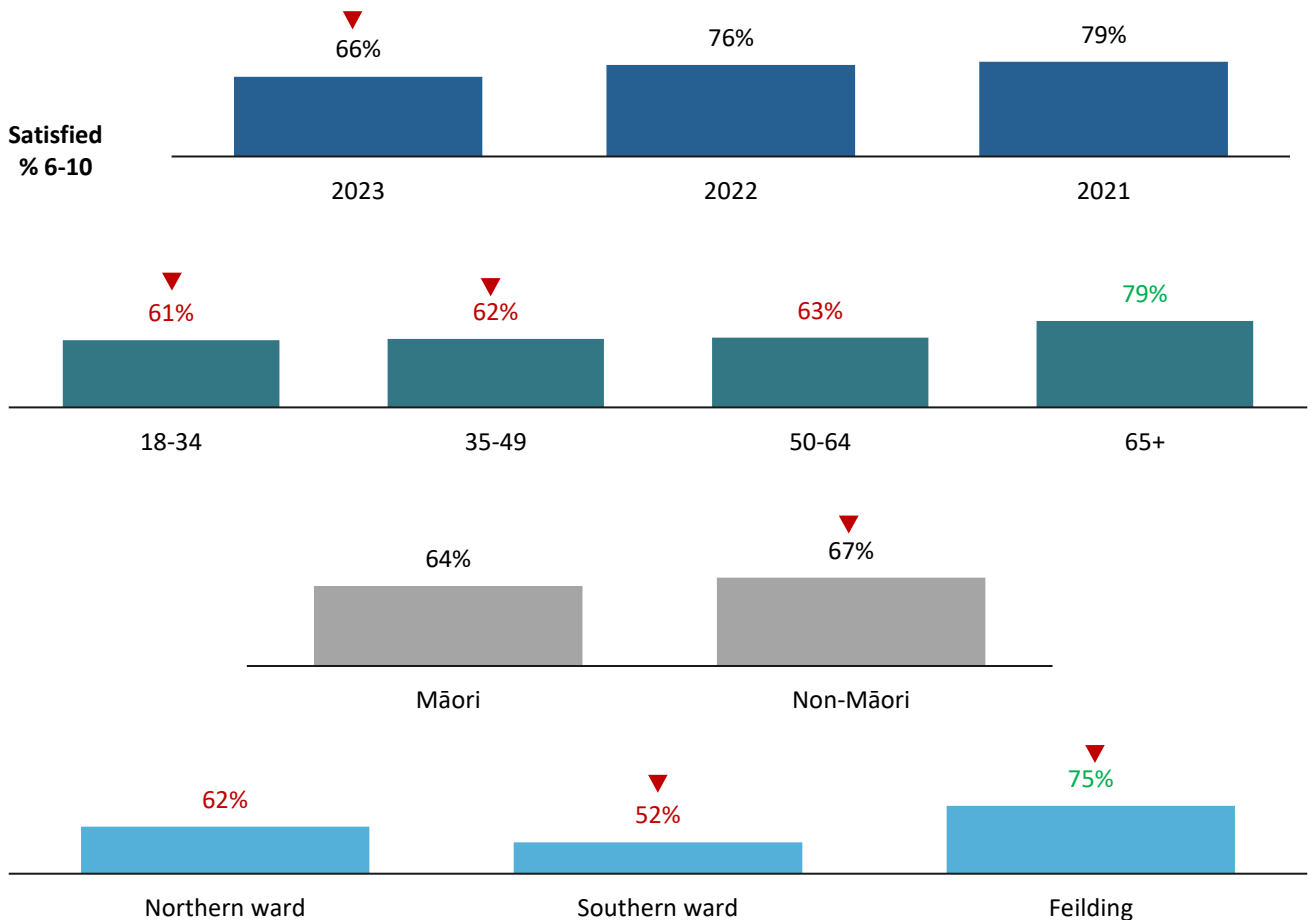


Roads, footpaths and cycleways

Overall roads, footpaths and cycleways



- The results show a slight decline since 2022 (-10%).
- Year on year change is most likely influenced by the shift in perception among those aged 18-49, those who identify as non-Māori and those from the Southern ward and Feilding.
- Rural areas have recorded significantly lower satisfaction when compared to Feilding.

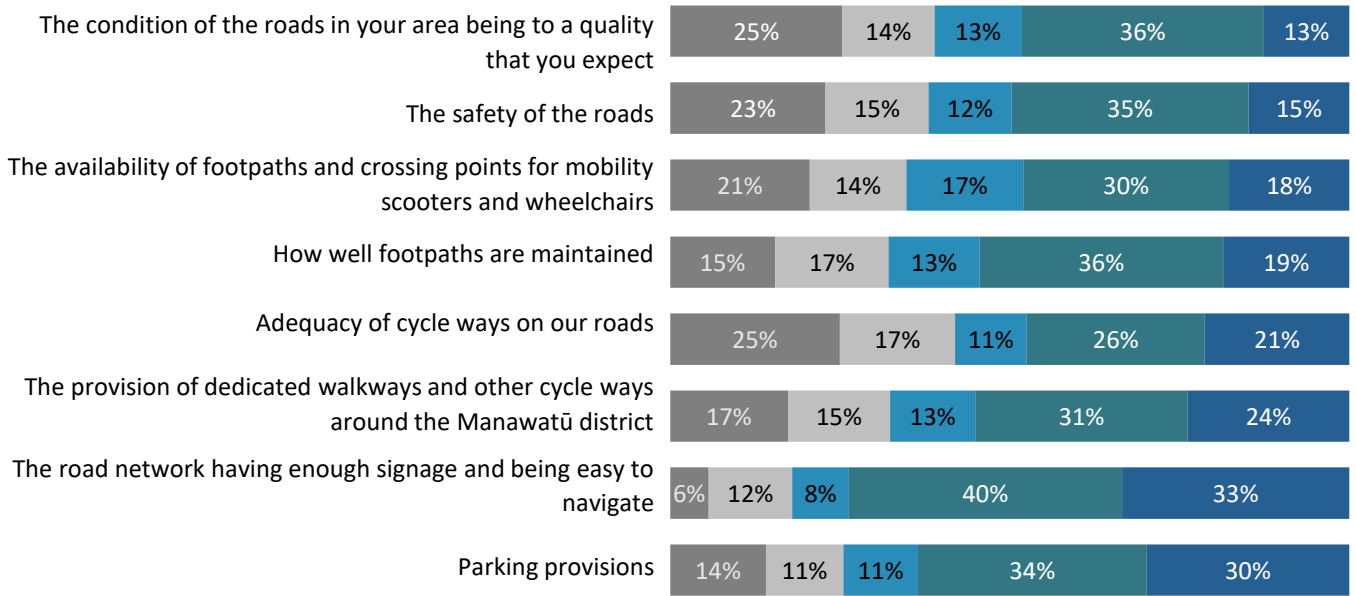


NOTES:

1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. 18-34 n=116; 35-49 n=118; 50-64 n=136; 65 n=121;
3. Māori n=73; All others n=418;
4. Northern ward n=122; Southern ward n=86; Feilding n=283;
5. RF3. Overall, how satisfied are you with the roads, cycle ways, footpaths, and walkways around the Manawātū district? n=481

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

Roads, footpaths and cycleways



■ Very dissatisfied (1-4) ■ Somewhat dissatisfied (5) ■ Somewhat satisfied (6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

Scores with % 6-10	2023	2022	2021
The condition of the roads in your area being to a quality that you expect	61% ▼	68%	69%
The safety of the roads	62%	65%	70%
The availability of footpaths and crossing points for mobility scooters and wheelchairs	65%	66%	65%
How well footpaths are maintained	68%	69%	71%
Adequacy of cycle ways on our roads	58%	59%	49%
The provision of dedicated walkways and other cycle ways around the Manawatū district	68%	72%	68%
The road network having enough signage and being easy to navigate	82% ▼	88%	89%
Parking provisions	75%	79%	82%

- Respondents were least satisfied with the *Adequacy of cycle ways on our roads* (58%) and *The condition of the roads in your area being to a quality that you expect* (62%).
- Both *The condition of the roads in your area being to a quality that you expect* and *The road network having enough signage and being easy to navigate* have recorded a significant year on year decline of 7% and 6% respectively.
- When analysed by ward, those from Feilding were significantly more satisfied with all measures related to roading infrastructure when compared to other wards.
- Verbatim responses received indicate many issues with *Roading condition* and *Maintenance* as well as *Potholes*, likely reflecting the challenges from recent weather events.

NOTES:

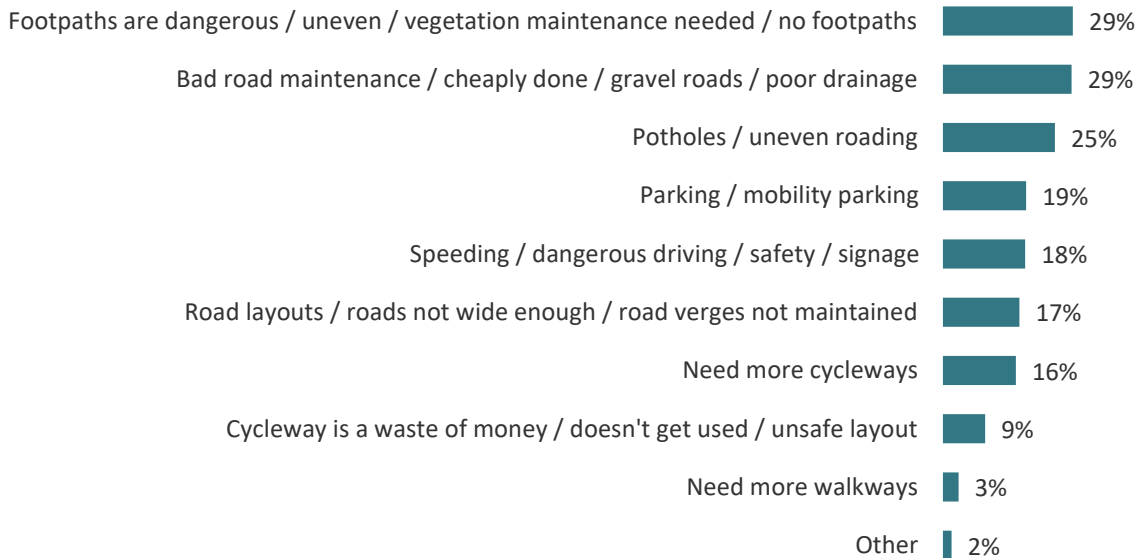
1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. RF1. Still using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall satisfaction with each of the following? n=469

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

Roads, footpaths and cycleways (continued)

Scores with % 6-10	Māori	Non-Māori	Northern ward	Southern ward	Feilding
The condition of the roads in your area being to a quality that you expect	65%	61% ▼	48%	56%	69% ▼
The safety of the roads	55%	63%	48% ▼	57%	69%
The availability of footpaths and crossing points for mobility scooters and wheelchairs	54%	67%	48% ▼	53%	75%
How well footpaths are maintained	71%	67%	57%	62%	73%
Adequacy of cycle ways on our roads	53%	59%	43%	38%	73%
The provision of dedicated walkways and other cycle ways around the Manawatū district	70%	67%	57%	54%	78%
The road network having enough signage and being easy to navigate	76%	83% ▼	78% ▼	78%	86% ▼
Parking provisions	68%	75%	67%	78%	76%

Roads, footpaths and cycleways (reasons for dissatisfaction)



NOTES:

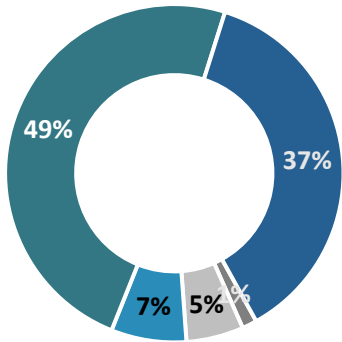
- Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
- Māori n=73; All others n=418;
- Northern ward n=122; Southern ward n=86; Feilding n=283;
- RF1. Still using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall satisfaction with each of the following? n=469
- RF2. If you have rated 1 to 4 out of 10 in the previous question, can you please tell us why you are dissatisfied with the roads, footpaths or cycle ways in the district? n=217

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



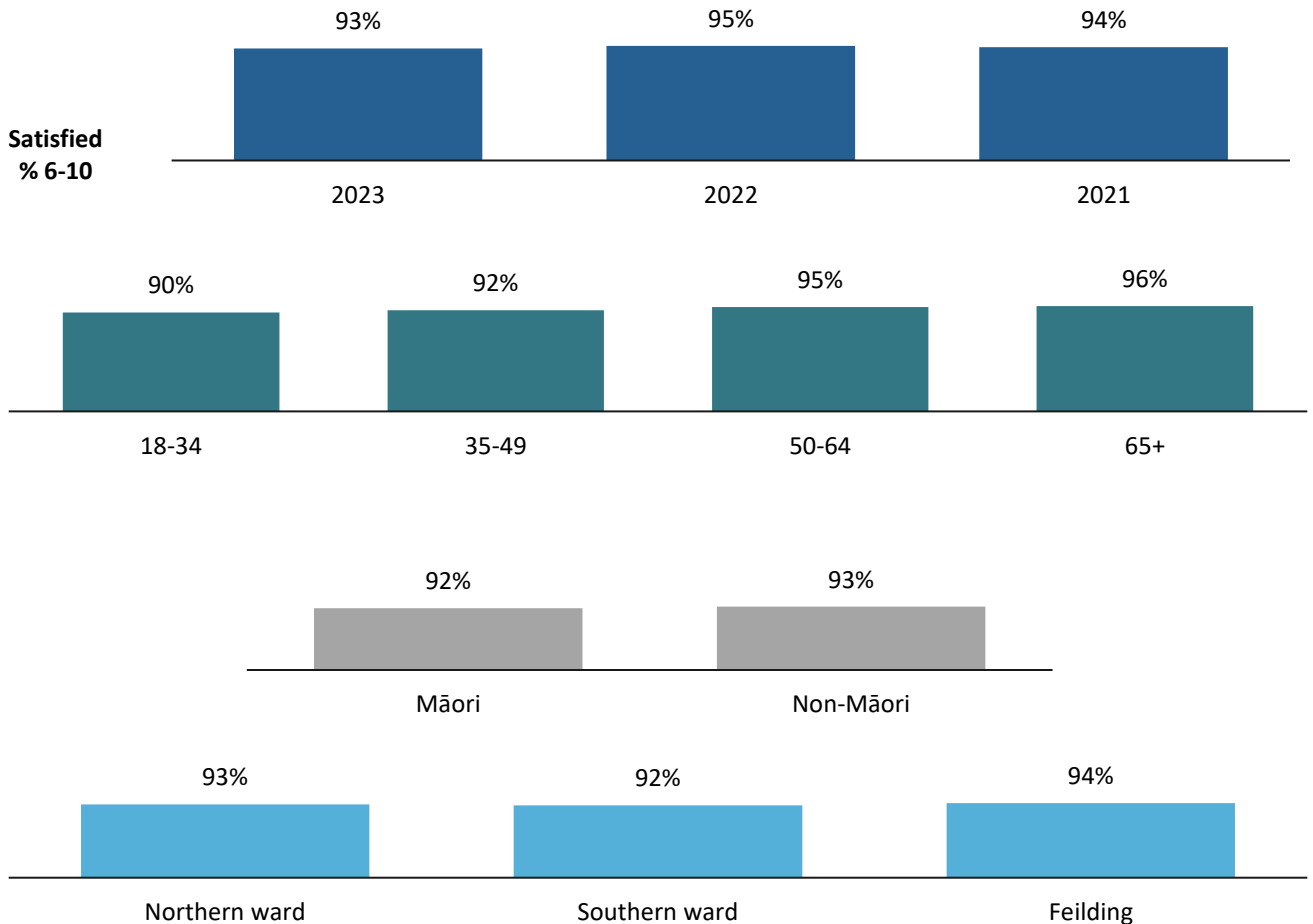
Outdoor spaces

Overall outdoor spaces



- Very dissatisfied (1-4)
- Somewhat dissatisfied (5)
- Somewhat satisfied (6)
- Satisfied (7-8)
- Very satisfied (9-10)

- Satisfaction with *Overall outdoor spaces* remains high with almost all respondents (93%) satisfied.
- High satisfaction is consistent among respondents of different age groups, ethnicities and geographical areas of residence.

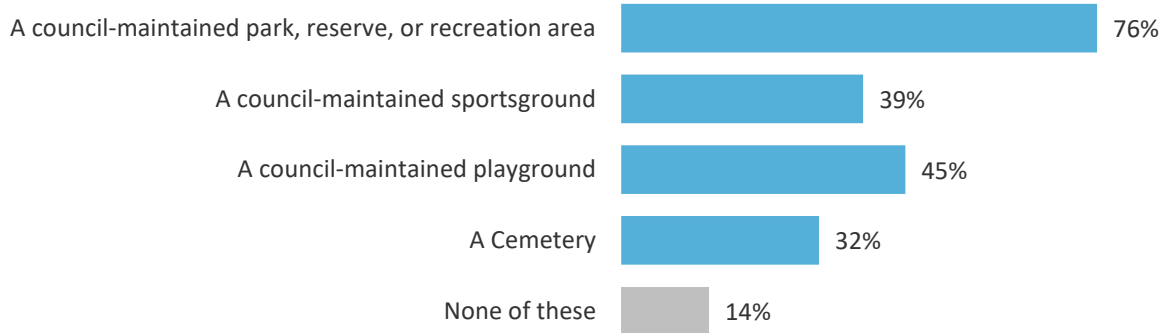


NOTES:

1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. 18-34 n=116; 35-49 n=118; 50-64 n=136; 65 n=121;
3. Māori n=73; All others n=418;
4. Northern ward n=122; Southern ward n=86; Feilding n=283;
5. PR4. And overall, how satisfied are you with how well Council maintains its sports-fields, parks, playgrounds, and other open spaces? n=432

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

Outdoor spaces: visitation



% visited	2023	2022	2021	Māori	Non-Māori
A council-maintained park, reserve, or recreation area	76%	75%	78%	77%	76%
A council-maintained sportsground	39% ▼	46%	60%	54%	36% ▼
A council-maintained playground	45%	48%	55%	57%	43%
A Cemetery	32%	33%	41%	36%	31%
None of these	14%	14%	12%	6%	15%

% visited	18-34	35-49	50-64	65+
A council-maintained park, reserve, or recreation area	77%	84%	76%	67%
A council-maintained sportsground	41%	46% ▼	31%	37%
A council-maintained playground	54%	56%	37%	35%
A cemetery	32%	18% ▼	34%	41%
None of these	13%	6%	18%	18%

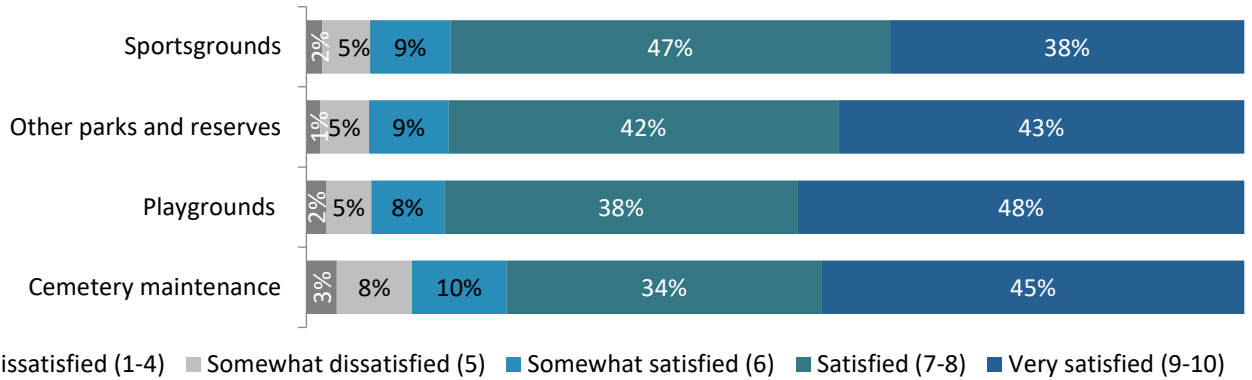
% visited	Northern ward	Southern ward	Feilding
A council-maintained park, reserve, or recreation area	77%	59%	83%
A council-maintained sportsground	46%	19% ▼	45% ▼
A council-maintained playground	45%	30%	53%
A Cemetery	34%	24%	34%
None of these	13%	26%	8%

NOTES:

- Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
- 18-34 n=116; 35-49 n=118; 50-64 n=136; 65 n=121;
- Māori n=73; All others n=418;
- Northern ward n=122; Southern ward n=86; Feilding n=283;
- PR1. In the last year, which of the following have you visited? n=491

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

Outdoor spaces: satisfaction



Scores with % 6-10	2023	2022	2021	Māori	Non-Māori
Sportsgrounds	93%	94%	95%	84%	95%
Other parks and reserves	93%	94%	96%	88%	94%
Playgrounds	93%	90%	94%	83%	95%
Cemetery maintenance	89%	91%	92%	83%	90%

Scores with % 6-10	18-34	35-49	50-64	65+
A council-maintained park, reserve, or recreation area	93%	91%	95%	94%
A council-maintained sportsground	91%	91%	95%	96%
A council-maintained playground	88%	96%	96%	93%
A cemetery	87%	87%	85%	94%

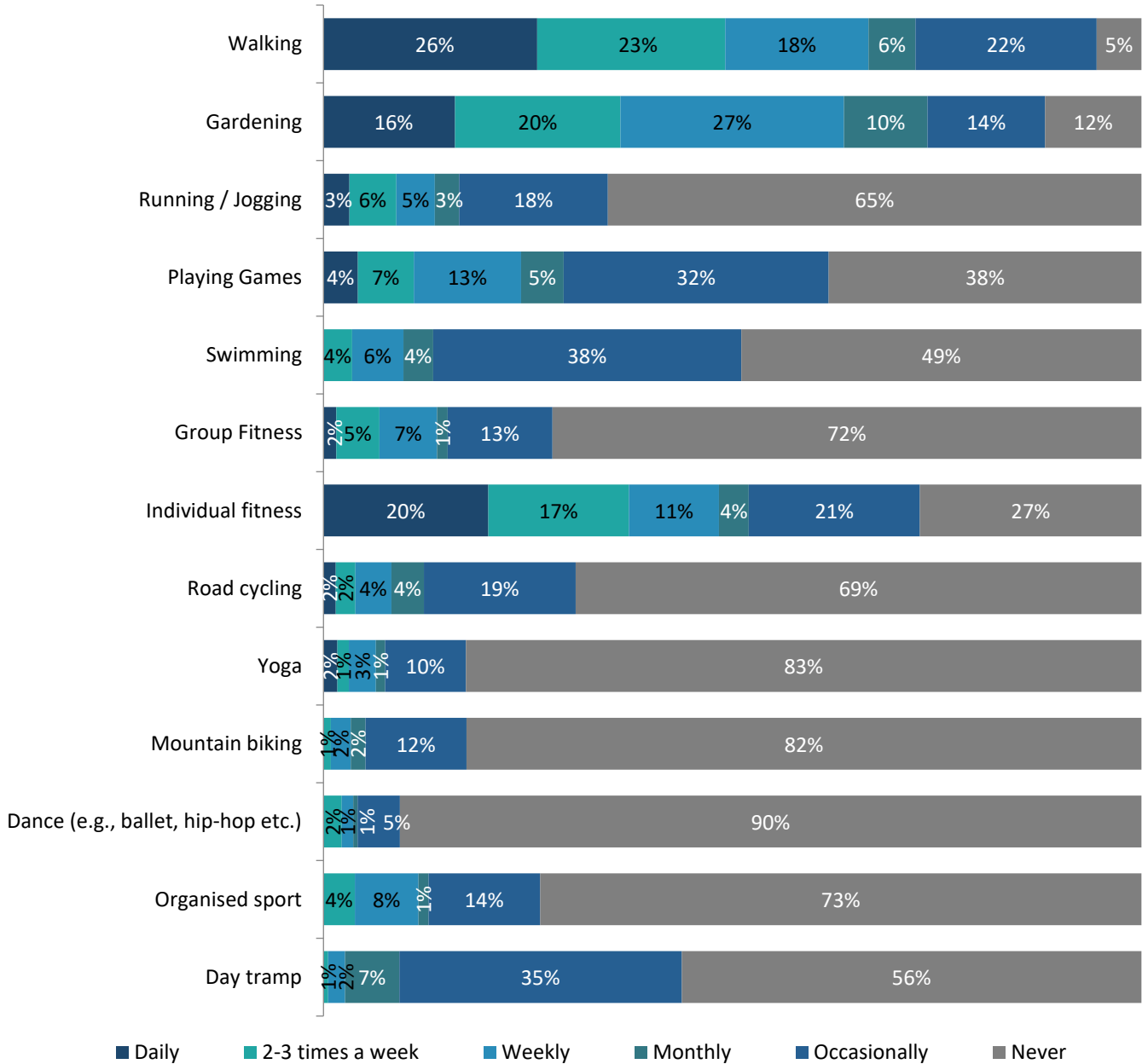
Scores with % 6-10	Northern ward	Southern ward	Feilding
Sportsgrounds	89%	94%	94%
Other parks and reserves	92%	94%	94%
Playgrounds	90%	96% ▲	93%
Cemetery maintenance	86%	91%	89%

- Residents were most satisfied with *Sportsgrounds, Parks and reserves* and *playgrounds* (each 93%).
- However, *Cemetery maintenance* received the lowest satisfaction rating (89%).
- Verbatim comments reveal a particular issue with *Cemetery maintenance*, including overflowing bins and public toilets maintenance.

NOTES:
 1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
 2. 18-34 n=116; 35-49 n=118; 50-64 n=136; 65 n=121;
 3. Māori n=73; All others n=418;
 4. Northern ward n=122; Southern ward n=86; Feilding n=283;
 5. 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... n=429
 6. PR3. If you have rated 1 to 4 out of 10 in the previous question, can you please tell us why you are dissatisfied with the parks, reserves, and playgrounds in the district? n=23

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

Leisure and recreational activities residents take part in



- *Walking, Gardening and Individual fitness* are most common leisure activities residents took part in over the past 12 months (95%, 88% and 73% respectively).
- However, just 10% partake in *Dancing* and 17% in *Yoga*.

NOTES:

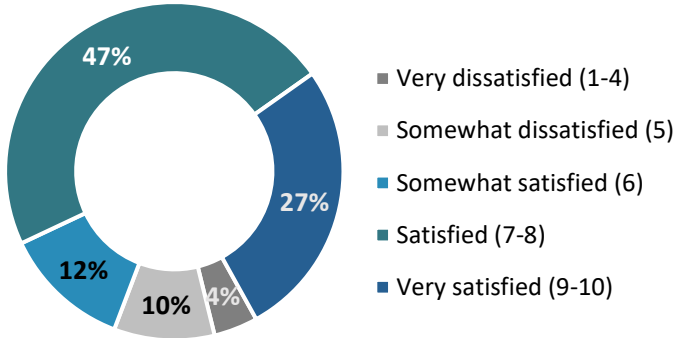
1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. 18-34 n=116; 35-49 n=118; 50-64 n=136; 65 n=121;
3. Māori n=73; All others n=418;
4. Northern ward n=122; Southern ward n=86; Feilding n=283;
5. PR5. In the last 12 months, what type of leisure and recreational activities do you take part in and how often do you do it? n=481

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

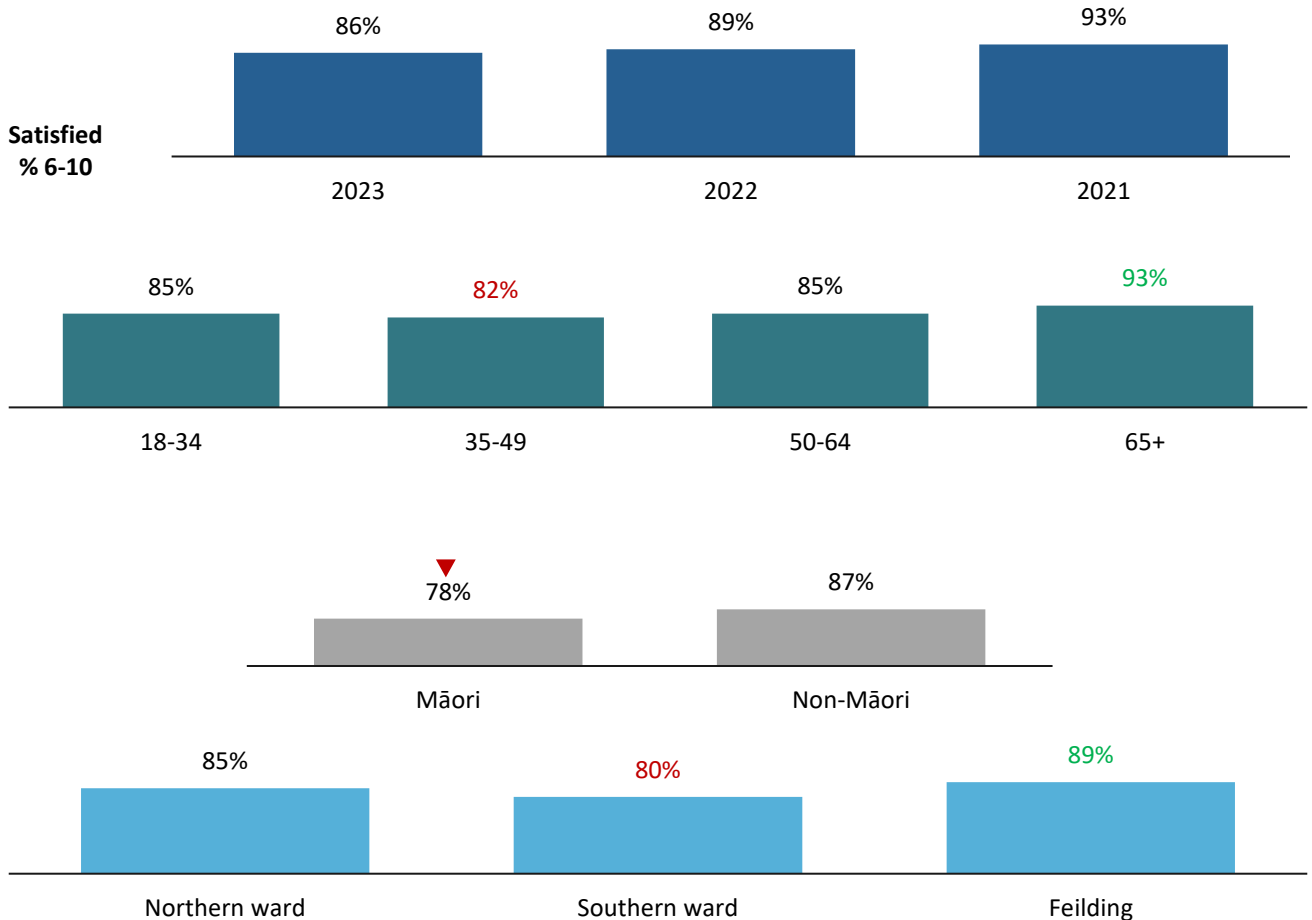


Public facilities

Overall council's public facilities



- Council's public facilities satisfaction levels remain very high with over eight in ten respondents satisfied (86%).
- Overall satisfaction with council's public facilities has declined by 7% over the past 24 months.

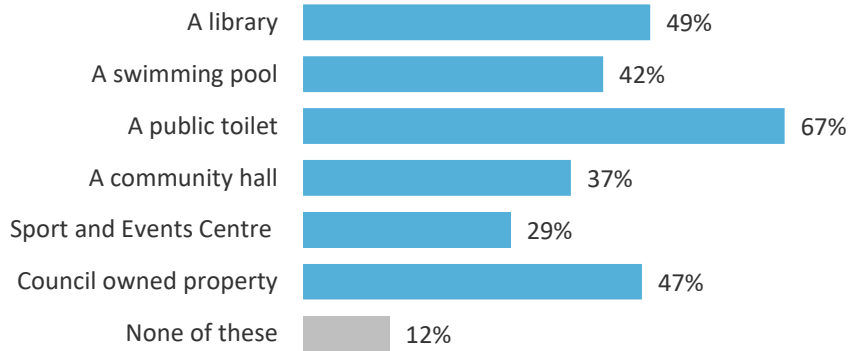


NOTES:

1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. 18-34 n=116; 35-49 n=118; 50-64 n=136; 65 n=121;
3. Māori n=73; All others n=418;
4. Northern ward n=122; Southern ward n=86; Feilding n=283;
5. CF4. 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=441

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

Council's public facilities: visitation



% visited	2023	2022	2021	Māori	Non-Māori
A library	49%	49%	55%	54%	48%
A swimming pool	42%	40%	45%	59%	39%
A public toilet	67%	68%	74%	73%	66%
A community hall	37%	37%	54%	39%	37%
Sport and Events Centre	29%	32%	45%	36%	28%
Council owned property	47%	46%	62%	47%	47%
None of these	12%	10%	4%	7%	13%

% visited	18-34	35-49	50-64	65+
A library	45%	49%	42%	60%
A swimming pool	51%	56%	33%	30%
A public toilet	65%	68%	72%	64%
A community hall	29%	46%	36%	39%
Sport and Events Centre	29%	35%	30%	22%
Council owned property	29%	51%	48%	61%
None of these	13%	12%	12%	11%

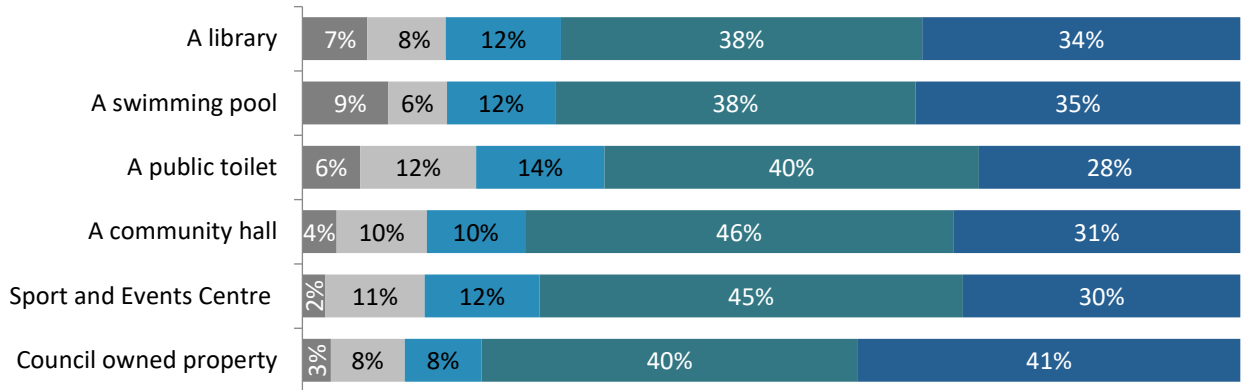
% visited	Northern ward	Southern ward	Feilding
A library	42%	35%	58%
A swimming pool	39%	31%	48%
A public toilet	74%	64%	66%
A community hall	42%	44%	33%
Sport and Events Centre	32%	34%	25%
Council owned property	45%	29%	57%
None of these	10%	20%	9%

NOTES:

- Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
- 18-34 n=116; 35-49 n=118; 50-64 n=136; 65 n=121;
- Māori n=73; All others n=418;
- Northern ward n=122; Southern ward n=86; Feilding n=283;
- CF1. Which of the following facilities have you visited in the last year? Please select all the apply. n=491

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

Council's public facilities: satisfaction



■ Very dissatisfied (1-4) ■ Somewhat dissatisfied (5) ■ Somewhat satisfied (6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

Scores with % 6-10	2023	2022	2021	Māori	Non-Māori
A library	85% ▼	90%	94%	84%	85%
A swimming pool	85%	89%	93%	83%	85%
A public toilet	81% ▼	87%	89%	74% ▼	83%
A community hall	87%	91%	89%	83% ▼	87%
Sport and Events Centre	87% ▼	93%	89%	85% ▼	87%
Council owned property	89%	93%	96%	82%	90%

Scores with % 6-10	18-34	35-49	50-64	65+
A library	84%	85%	83%	88%
A swimming pool	85%	80%	81%	95%
A public toilet	67%	82%	83% ▼	96%
A community hall	84%	82%	86%	96%
Sport and Events Centre	84%	87%	86% ▼	92%
Council owned property	83%	89%	91%	93%

Scores with % 6-10	Northern ward	Southern ward	Feilding
A library	81%	83%	86%
A swimming pool	82%	82%	86%
A public toilet	79%	83%	82%
A community hall	89%	88%	85% ▼
Sport and Events Centre	94%	84%	85% ▼
Council owned property	87%	90%	89%

- Residents were most satisfied with *Council owned property*, for example, *Civic Centre*, *Council office* (89%).
- However, *Public toilets* received the lowest satisfaction rating (81%).
- Satisfaction with three public facilities has significantly declined year on year – *Library* (-5%), *Public toilets* (6%), and *Sport and Events Centre* (6%).

NOTES:

1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. 18-34 n=116; 35-49 n=118; 50-64 n=136; 65 n=121;
3. Māori n=73; All others n=418;
4. Northern ward n=122; Southern ward n=86; Feilding n=283;
5. CF2. How would you rate your overall satisfaction with each of the following facilities? n=373

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

Council's public facilities (reasons for dissatisfaction)



- *Lack of public facilities usable for sports at an affordable rate. Pool prices are expensive to use. The library is a work in progress, hard to use if the only town visit possible is on the weekend or after hours.*
- *The Civic Centre is incredibly aged and worn out, it's a wonder if anyone uses it. The public toilets are often vandalised.*
- *I stopped using the library because it was noisy, kids running around and people on phones. The libraries should be quiet places. I was told by a friend the new library should have a quiet space, if that's the case I might start using it again.*
- *There were taps leaking in the disabled toilet, water was everywhere, definitely not good.*
- *Ministry of Education provides better sports facilities in Feilding compared to Manawatu District Council. Council's building is well maintained, but it appears that there is poor or non-existent management of community halls. Feilding children need more sports events hosted in Feilding, for example, touch rugby and basketball. Can Manawatu District Council organise use of its facilities? The kids in the comments are bored.*
- *Public toilets are generally dirty, but this goes for public toilets everywhere. Makino pools is very expensive to go as a family and have problems with temperature regulation often, or too busy and not enough lanes open when wanting to go for a swim.*
- *Makino is always closed for maintenance. Pools are great in the outdoor area, but often the toddler pool is not filled up.*

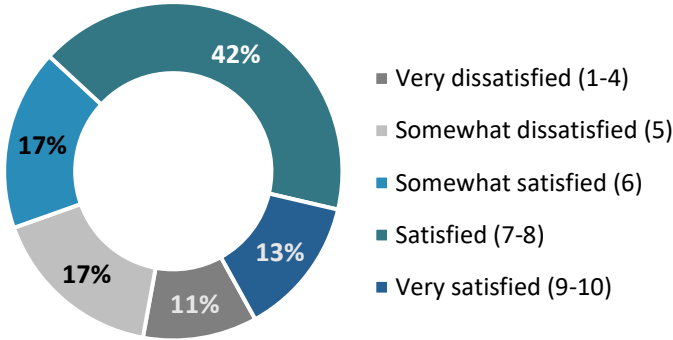
NOTES:

1. Total sample: 2023 n=491; Results less than 2% are not shown, Excludes Don't know
2. CF3. If you have rated 1 to 4 out of 10 in the previous question, can you please tell us why you are dissatisfied with public facilities in the district? n=65

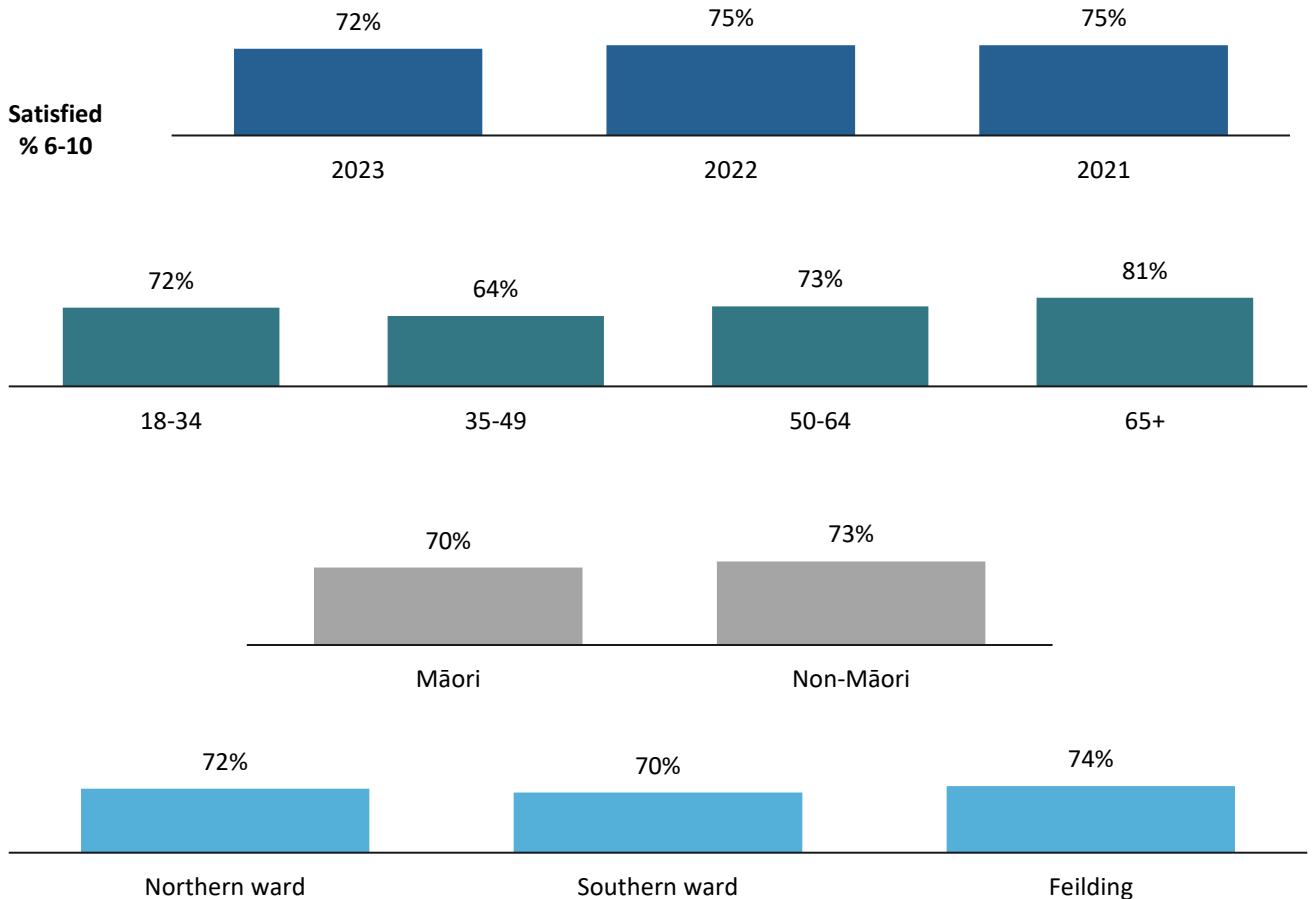


Regulatory services

Overall regulatory services



- Overall perceptions of Council's *Regulatory services* remains high and shows no significant year on year shift.
- Over seven in ten respondents (75%) are satisfied with *Overall regulatory services*.
- Satisfaction is consistent across all demographics.

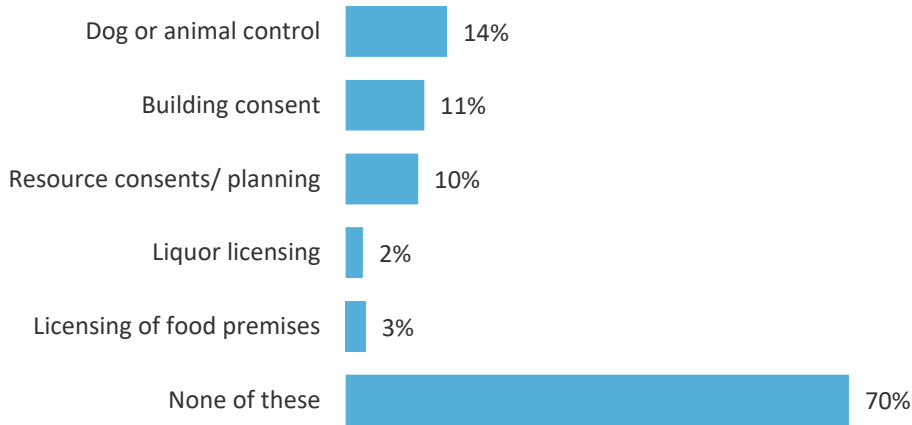


NOTES:

1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. 18-34 n=116; 35-49 n=118; 50-64 n=136; 65 n=121;
3. Māori n=73; All others n=418;
4. Northern ward n=122; Southern ward n=86; Feilding n=283;
5. OS4. And how would you rate the Manawātū District Council overall for how well it provides these types of regulatory services? n=237

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

Regulatory services: involvement



% involved	2023	2022	2021	Māori	Non-Māori
Dog or animal control	14%	17%	17%	13%	14%
Building consent	11%	12%	14%	12%	11%
Resource consents/ planning	10%	8%	9%	10%	10%
Liquor licensing	2%	1%	3%	4%	2%
Licensing of food premises	3%	1%	2%	4%	3%
None of these	70%	69%	69%	74%	70%

% involved	Northern ward	Southern ward	Feilding
Dog or animal control	15%	15%	13%
Building consent	20%	12%	7%
Resource consents/ planning	14%	12%	7%
Liquor licensing	5%	1%	2%
Licensing of food premises	5%	1%	3%
None of these	59%	70%	75%

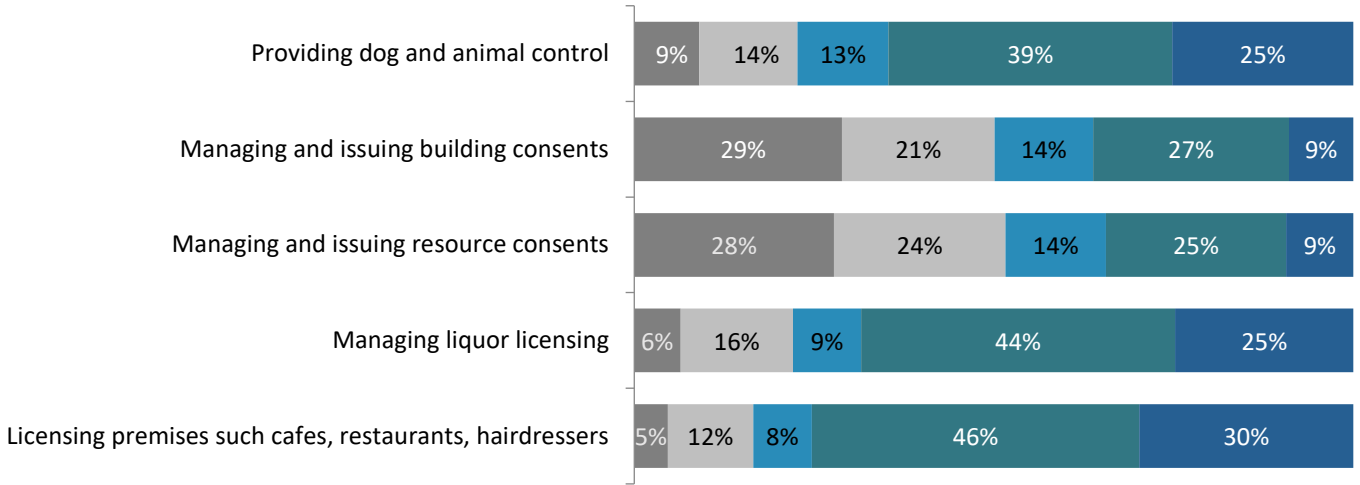
- Only a few residents had contacted Council about a *Regulatory service* in the past year. *Dog or animal control* was the most common reason for contact (14%), followed by a *Building consent* (11%).

NOTES:

1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. Māori n=73; All others n=418;
3. Northern ward n=122; Southern ward n=86; Feilding n=283;
4. 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? Please select all that apply. n=491

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

Regulatory services : satisfaction



■ Very dissatisfied (1-4) ■ Somewhat dissatisfied (5) ■ Somewhat satisfied (6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

Scores with % 6-10	2023	2022	2021	Māori	Non-Māori
Providing dog and animal control	77%	79%	80%	70%	79%
Managing and issuing building consents	50%	57%	50%	44%	51%
Managing and issuing resource consents	48%	51%	50%	51%	48%
Managing liquor licensing	78%	80%	72%	74%	79%
Licensing premises as such cafes, restaurants, hairdressers	83%	80%	80%	78%	84%

Scores with % 6-10	Northern ward	Southern ward	Feilding
Providing dog and animal control	75%	95% ▲	72%
Managing and issuing building consents	59%	45%	47%
Managing and issuing resource consents	50%	39%	53%
Managing liquor licensing	80%	83%	75%
Licensing premises such as cafes, restaurants, hairdressers	86%	94% ▲	77%

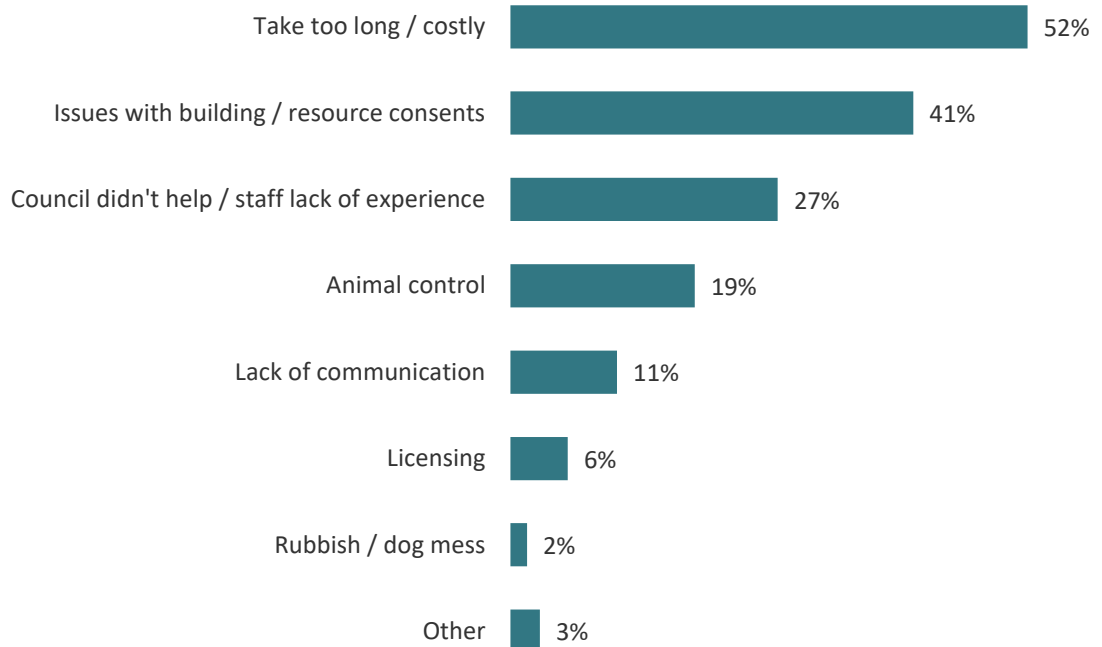
- Satisfaction with *Managing and issuing resource consents* is the lowest when compared with other *Regulatory services* with just 48% satisfied.
- Overall perceptions of Council’s *Providing dog and animal control* and *Licensing premises such as cafes, restaurants, hairdressers* have improved year on year among residents in Southern wards.

NOTES:

1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don’t knows
2. Māori n=73; All others n=418;
3. Northern ward n=122; Southern ward n=86; Feilding n=283;
4. 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’. n=161

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

Regulatory services(reasons for dissatisfaction)



- *My neighbour had racing dogs, maybe 20 plus. They bark most of the day and through the night when I'm trying to sleep.*
- *Council planning and consent processes are a shambles. Too focused on quick development and less on the long-term impacts.*
- *The consent and RMA management is poor. There are conflicts of interest and a lack of investigation into consents.*
- *Very long turnaround time, far too much bureaucracy, far too many middlemen driving up costs, all of this just to check a ridiculous box.*
- *Should require all registered owners of properties to give consent for building permits to be issued.*
- *Animal Control Officer came onto our property and chased our dog to pick up to take to the pound. Our dog's breed has also been reclassified, which we put in an objection to (Sept 2022), had a reply in Dec 2022 to say it was being looked into, and then no further response.*
- *We've lost the ability to meet with the council staff face to face, very difficult to get a meeting with the right staff. Productive meetings can save hours of work and weeks on delays on projects.*
- *Been waiting 18 months for a title and consent to come through for a new dwelling on our property. No updates, very ridiculous.*

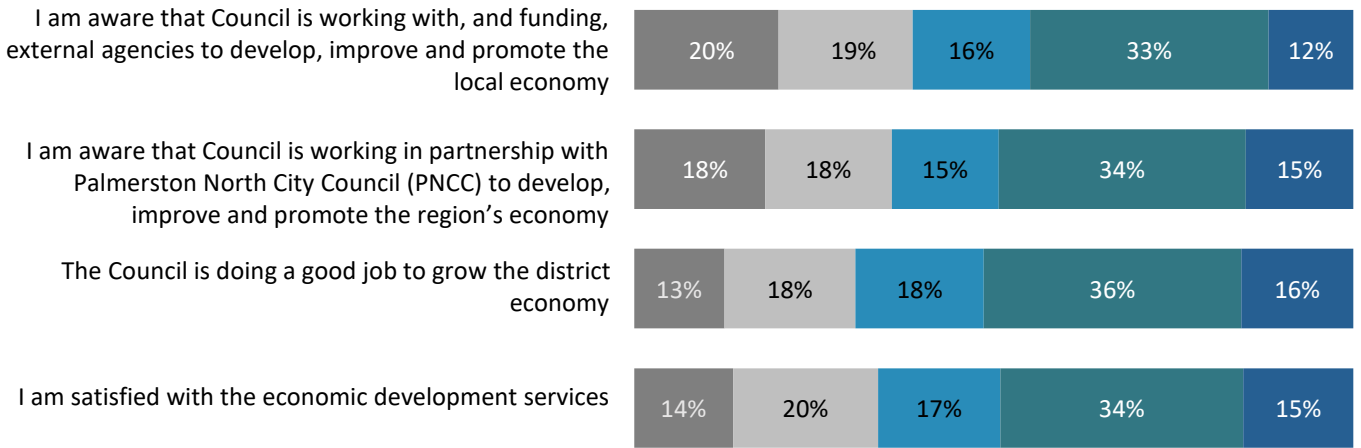
NOTES:

1. Total sample: 2023 n=491; Results less than 2% are not shown, Excludes Don't know
2. OS3. If you have rated 1 to 4 out of 10 in the previous question, can you please tell us why you are dissatisfied with Council's regulatory services? n=58



Economic development and community funding

Economic development



■ Strongly disagree (1-4)
 ■ Somewhat disagree (5)
 ■ Somewhat agree (6)
 ■ Agree (7-8)
 ■ Strongly agree (9-10)

Scores with % 6-10	2023	2022	2021	Māori	Non-Māori
I am aware that Council is working with, and funding, external agencies to develop, improve and promote the local economy	61%	66%	61%	54%	62%
I am aware that Council is working in partnership with Palmerston North City Council (PNCC) to develop, improve and promote the region's economy	64%	69%	62%	67%	64%
The Council is doing a good job to grow the district economy	69%	69%	63%	59%	71%
I am satisfied with the economic development services	66%	70%	60%	61%	67%

Scores with % 6-10	Northern ward	Southern ward	Feilding
I am aware that Council is working with, and funding, external agencies to develop, improve and promote the local economy	60%	51%	67%
I am aware that Council is working in partnership with Palmerston North City Council (PNCC) to develop, improve and promote the region's economy	64%	57%	67%
The Council is doing a good job to grow the district economy	57%	74%	72%
I am satisfied with the economic development services	56%	71%	68%

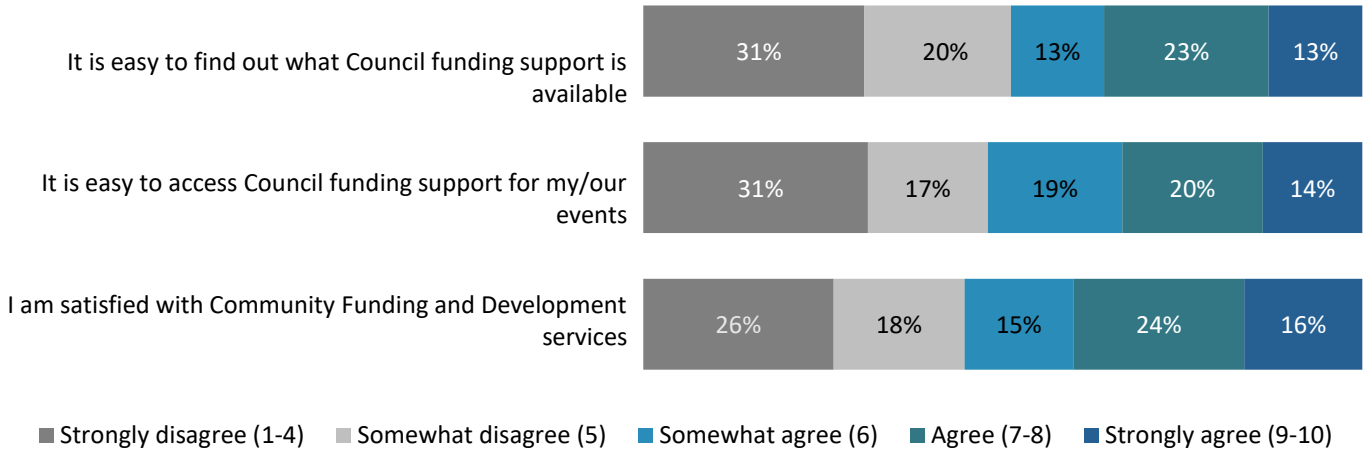
- There has been a slight decline in satisfaction with Council's *Overall economic development services* when compared against 2022's results (70% in 2022, 66% in 2023)
- Residents of Feilding are more likely to be aware of different economic development initiatives than residents of other areas.

NOTES:

1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. 18-34 n=116; 35-49 n=118; 50-64 n=136; 65 n=121;
3. Māori n=73; All others n=418;
4. Northern ward n=122; Southern ward n=86; Feilding n=283;
5. 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? n=343

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

Community funding



Scores with % 6-10	2023	2022	2021	Māori	Non-Māori
It is easy to find out what Council funding support is available	49%	47%	47%	43%	50%
It is easy to access Council funding support for my/our events	52%	52%	37%	37%	56%
I am satisfied with Community Funding and Development services	55%	60%	46%	51%	56%

Scores with % 6-10	Northern ward	Southern ward	Feilding
It is easy to find out what Council funding support is available	38%	42%	57%
It is easy to access Council funding support for my/our events	46%	43%	60%
I am satisfied with Community Funding and Development services	49%	51%	60%

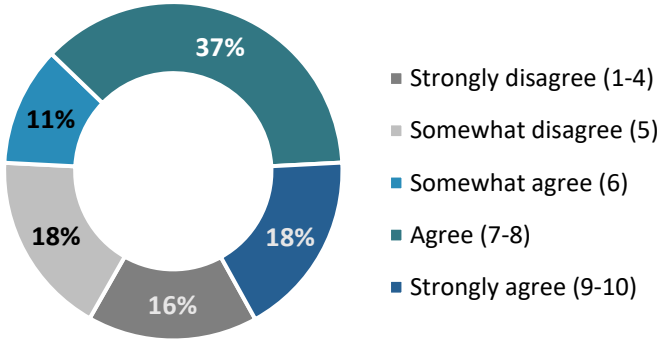
- There has been a slight decline in the proportion of residents who agree that they are *Satisfied with overall community funding and development services*, from 60% in 2022 to 55% in 2023.
- There has been no change in perception of other measures related to *Community funding*.

NOTES:

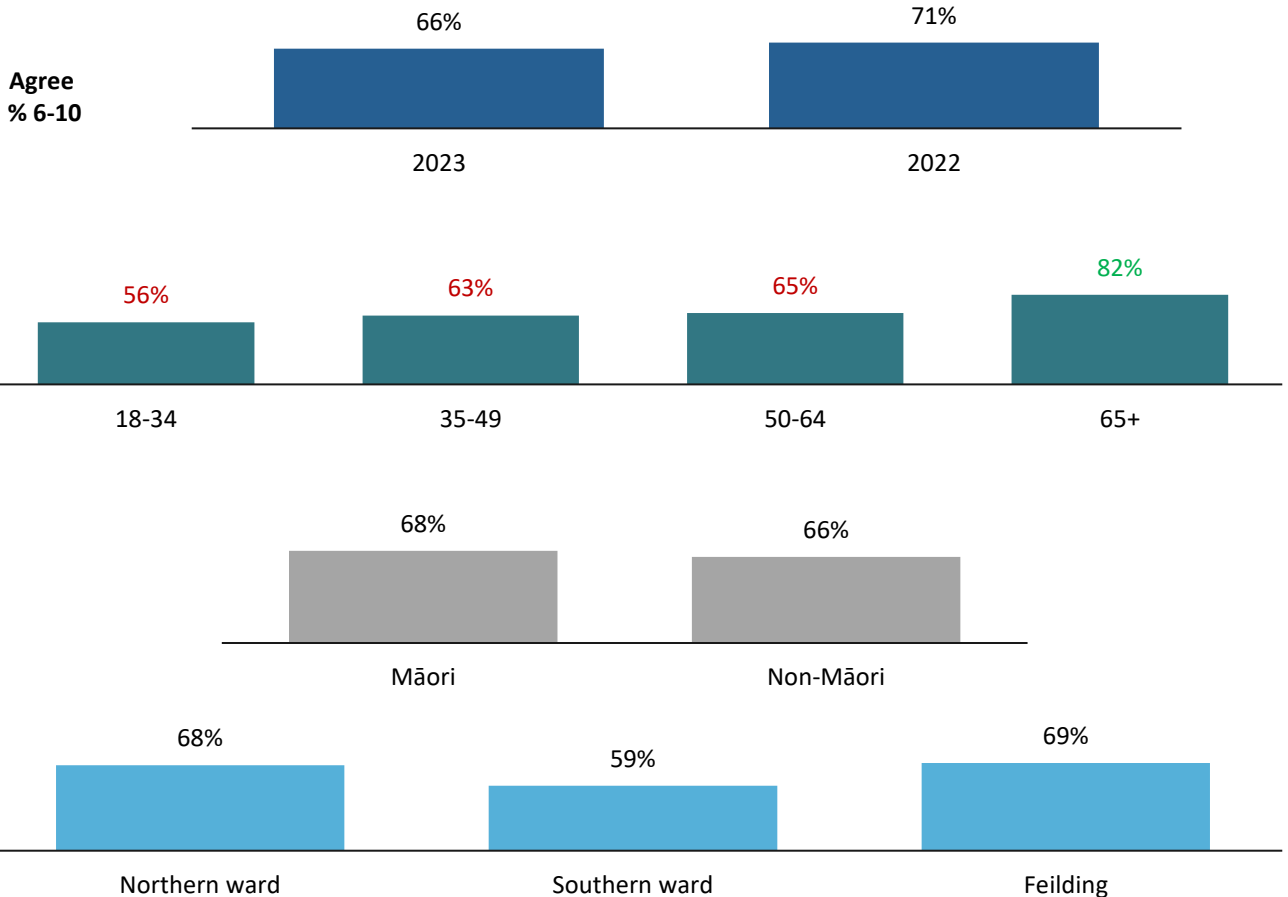
1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. 18-34 n=116; 35-49 n=118; 50-64 n=136; 65 n=121;
3. Māori n=73; All others n=418;
4. Northern ward n=122; Southern ward n=86; Feilding n=283;
5. CFU1. On the 10-point scale where 1 is 'strongly disagree' and 10 is 'strongly agree', please rate your level of agreement with the following community funding statements? n=197

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

Sense of connection with the neighbourhood



- The results show a slight decline since 2022 (-10%).
- Year on year change is most likely influenced by the shift in perception among those aged 18-49, those who identify as non-Māori and those from the Southern ward and Feilding.
- Rural areas have recorded significantly lower satisfaction when compared to the Feilding urban area.



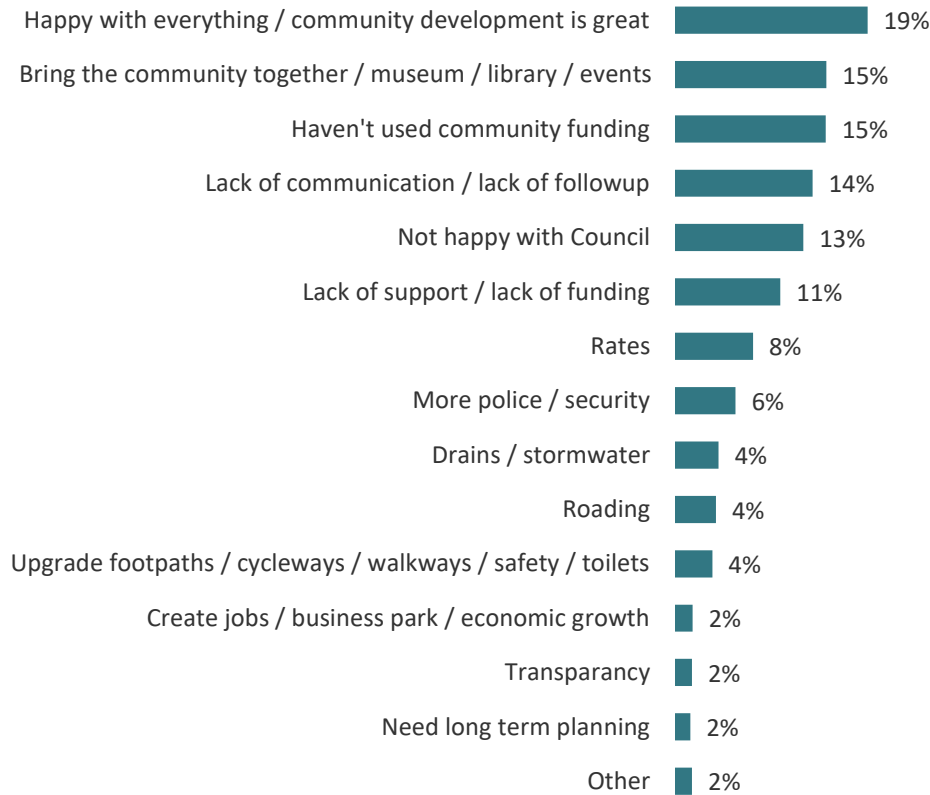
NOTES:

1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. 18-34 n=116; 35-49 n=118; 50-64 n=136; 65 n=121;
3. Māori n=73; All others n=418;
4. Northern ward n=122; Southern ward n=86; Feilding n=283;
5. CFU2. On the 10-point scale where 1 is 'strongly disagree' and 10 is 'strongly agree', please rate your level of agreement with the following statement: n=455

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Comments on community development and community funding



- *It seems like we are constantly paying taxes for road maintenance, but the roads are never built properly, and end up needing more money spent on repairs.*
- *They should tender more work to small local companies and not just give it to the maintenance contractors.*
- *There needs to be more for youth development, maybe a youth centre like in Palmerston North.*
- *I am dissatisfied with the community development and funding in my ward, a small group have taken control of the funding and they isolate out those in this community who they do not want to participate.*
- *I do not have enough involvement with the community to answer this question. It would be nice if the farmers market was on the weekend, as I am working full-time so can't attend on a Friday.*
- *Funding doesn't seem to be spent outside Feilding township. No great obvious signs of where it is spent in the rural small communities.*



- *I have to confess to being amazed at how well the Council looks after the appearance of the village. I live in, Pohangina. Grass on the roadside verges is mown regularly. I have to say that I am truly grateful of the service, thank you.*
- *The new playground in Kowhai Park is great.*
- *You do a great job at organising and facilitating the Three Waters, please don't stop what you are doing and developing. The water quality in smell, clarity and taste has been exceptional this year and should only get better.*
- *The recent repairs being made to the local library, that place is a hub for all ages. It is good to see work done on it.*
- *I am satisfied with the effort put forward by the council and community regarding the upkeep and continued development of the parks and walks in the Feilding area, Timona, Kowhai and Kitchener Parks are all great for the youth in the community.*

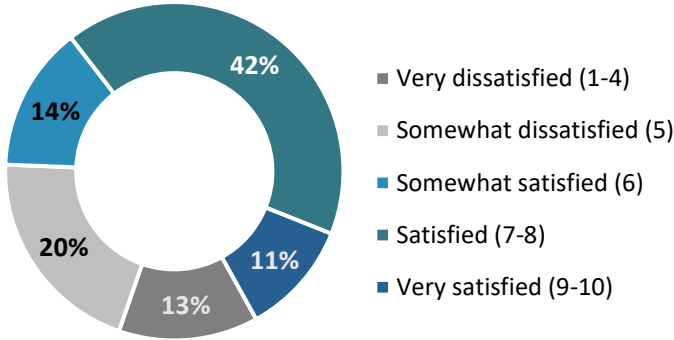
NOTES:

1. Total sample: 2023 n=491; Results less than 2% are not shown, Excludes Don't know
2. CFU3. Was there anything that you were satisfied or dissatisfied with in relation to community development including community funding? n=153

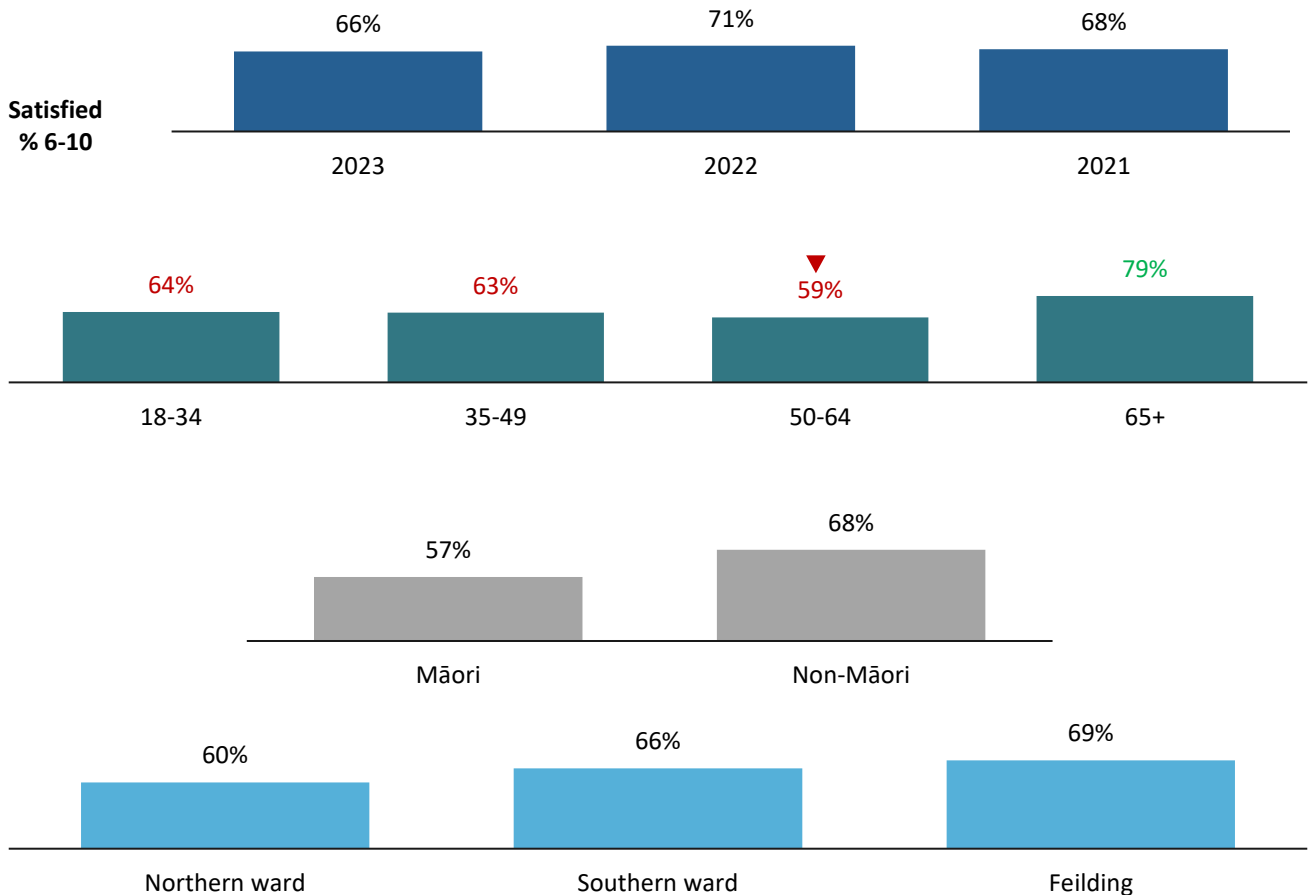


Communication and engagement

Overall communication



- Satisfaction with *Overall communication* has decreased slightly year on year to 66%.
- Results remain relatively consistent across wards and ethnicities.
- Those aged over 65 are more likely to be satisfied with *Overall communication* when compared to other age groups.



NOTES:

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2. 18-34 n=116; 35-49 n=118; 50-64 n=136; 65 n=121;
3. Māori n=73; All others n=418;
4. Northern ward n=122; Southern ward n=86; Feilding n=283;
5. CM4. How would you rate council for keeping the public informed? n=430

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

Most relied on source of information about Council

% used	2023	2022	2021	Māori	Non-Māori
Newspaper	15% ▼	28%	50%	8% ▼	16% ▼
Council publications	5%	7%	10%	5%	6%
Facebook	25% ▲	17%	27%	37% ▲	23% ▲
Twitter	<1%	<1%	2%	1%	-
Council's website	12%	11%	32%	20%	11%
Radio	2%	1%	18%	-	2%
Other people / word of mouth	9%	9%	31%	9%	9%
Flyers that come with letters, or your rates notice	19%	15%	38%	9%	21% ▲
E-mail	3%	2%	6%	1%	4%
Instagram	<1%	<1%	1%	-	<1%
Neighbourly	1%	2%	5%	-	2%
Other	2%	2%	9%	1%	2%

% involved	Northern ward	Southern ward	Feilding
Newspaper	14% ▼	15% ▼	15% ▼
Council publications	2%	3%	8%
Facebook	25%	21% ▲	26% ▲
Twitter	1%	-	-
Council's website	16%	12%	11%
Radio	3%	1%	1%
Other people / word of mouth	8%	12%	7%
Flyers that come with letters, or your rates notice	16%	24%	18%
E-mail	4%	1%	4%
Instagram	-	-	1%
Neighbourly	2%	2%	1%
Other	3%	2%	1%

Radio:

- *The Hits*
- *Breeze*
- *More FM*
- *Newstalk ZB*
- *The Rock*

Newspapers:

- *Feilding Herald*
- *Rangitikei Herald*
- *Manawatu Standard*
- *STUFF*

NOTES:

1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
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3. Māori n=73; All others n=418;
4. Northern ward n=122; Southern ward n=86; Feilding n=283;
5. CM1. Which of the following do you most rely on for information about the Manawātū District Council?
n=491

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

Preferred means to receive information about Council

% used	2023	2022	2021	Māori	Non-Māori
Newspaper	15% ▼	26%	37%	9% ▼	15% ▼
Council publications	16%	18%	5%	24%	15%
Facebook	28%	23%	23%	43% ▼	25%
Twitter	1%	<1%	1%	-	1%
Instagram	3%	2%	1%	6%	3%
Neighbourly	2% ▼	5%	2%	3%	2% ▼
Council's website	19%	18%	21%	31%	17%
Radio	5%	7%	10%	2%	5%
Other people / word of mouth	4%	6%	12%	3%	4%
Flyers that come with letters, or your rates notice	31% ▼	38%	45%	27% ▼	32%
E-mail	23%	22%	20%	22%	23%
Other	3%	2%	5%	3%	3%

% involved	Northern ward	Southern ward	Feilding
Newspaper	16%	14%	15% ▼
Council publications	14% ▲	13% ▲	19% ▲
Facebook	33%	23%	28%
Twitter	3%	-	1%
Instagram	5%	-	4% ▲
Neighbourly	6%	1%	2% ▼
Council's website	26% ▲	16%	18%
Radio	7%	5%	4%
Other people / word of mouth	4%	5%	4%
Flyers that come with letters, or your rates notice	28%	32%	33%
E-mail	21%	27%	22%
Other	9%	2%	2%

Radio:

No radio stations have been mentioned by respondents.

Newspapers:

- *Feilding Herald*
- *Manawatu Standard*
- *Weekly local newspaper (free)*
- *STUFF*
- *Wanganui Chronicle*

NOTES:

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3. Māori n=73; All others n=418;
4. Northern ward n=122; Southern ward n=86; Feilding n=283;
5. CM2. How would you prefer to receive information about Manawātū District Council? n=488

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

Preferred ways to engage in consultation

% used	2023	2022	2021	Māori	Non-Māori
Attending workshops	9%	11%	11%	13%	9%
Council's website	25%	29%	36%	26%	25%
Facebook	25%	22%	19%	39%	23%
Instagram	3%	2%	2%	4%	3%
Other social media	1%	2%	6%	-	2%
Council consultation printed publications / feedback forms	23% ▼	31%	18%	20% ▼	24% ▼
Flyers that come with letters, or your rates notice	32% ▼	39%	42%	32%	33% ▼
Community meetings	21%	23%	37%	23%	21%
Other	5%	5%	14%	4%	5%

% involved	Northern ward	Southern ward	Feilding
Attending workshops	11%	9%	9%
Council's website	27%	25%	25%
Facebook	33%	18%	26%
Instagram	2%	1%	4%
Other social media	-	2%	1%
Council consultation printed publications / feedback forms	28%	20%	23% ▼
Flyers that come with letters, or your rates notice	30%	33%	33%
Community meetings	23%	24%	19%
Other	3%	6%	6%

Social media:

- MDC App

Other suggestions:

- Surveys like this
- E-mail
- Friday market
- Webinars

NOTES:

1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. 18-34 n=116; 35-49 n=118; 50-64 n=136; 65 n=121;
3. Māori n=73; All others n=418;
4. Northern ward n=122; Southern ward n=86; Feilding n=283;
5. CM3. Thinking about when Council wants your input to decisions, how would you prefer to engage in the process? n=

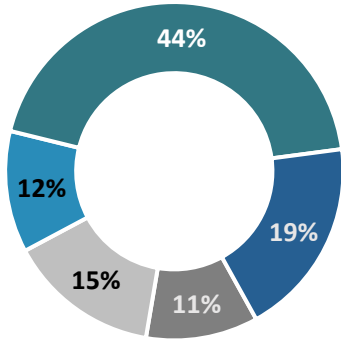
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower



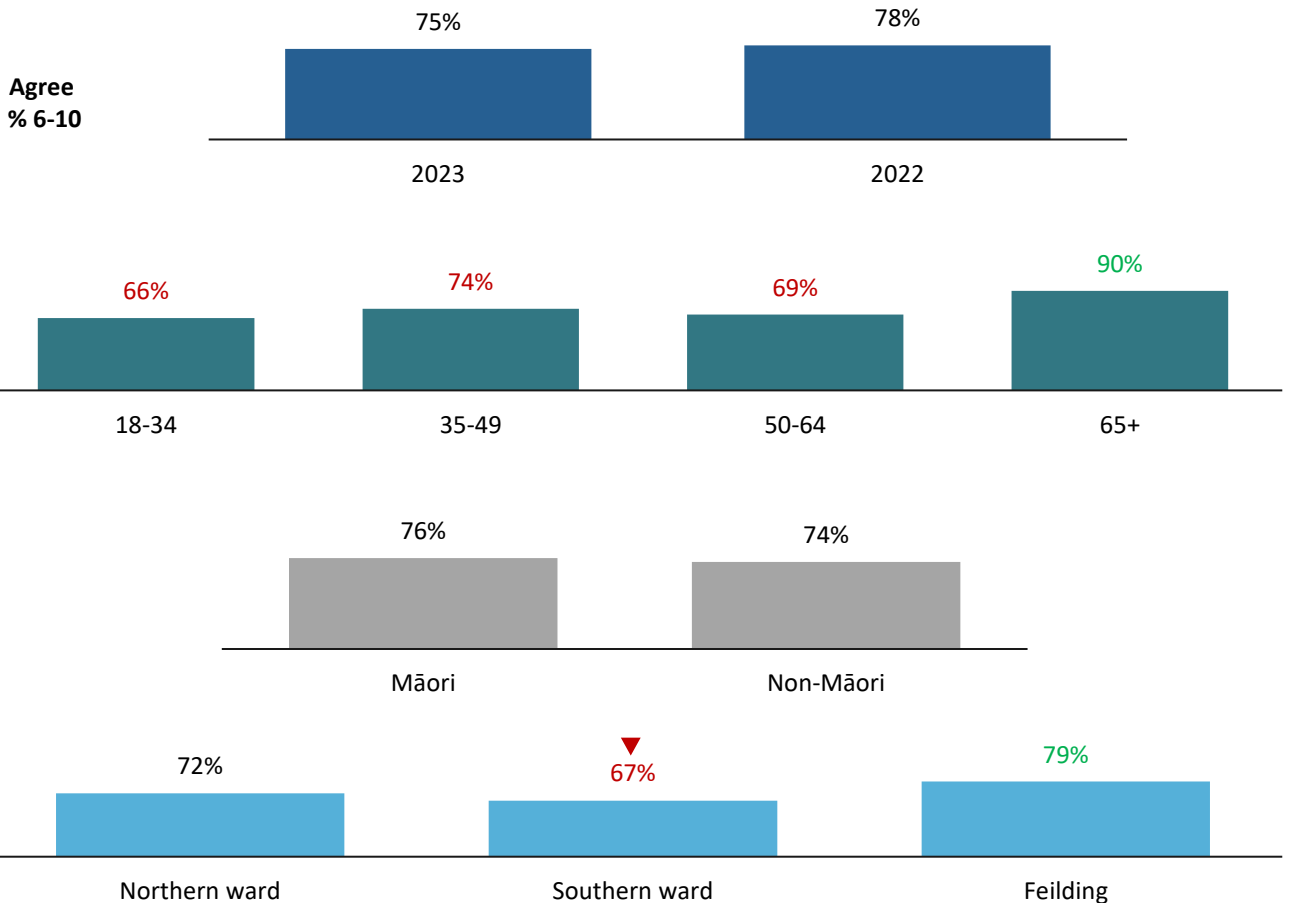
Community outcomes

Priority 1: A place to belong and grow:



- Strongly disagree (1-4)
- Somewhat disagree (5)
- Somewhat agree (6)
- Agree (7-8)
- Strongly agree (9-10)

- Over seven in ten respondents (75%) agree that *Council provides and supports community spaces and activities that encourage a sense of belonging for everyone from all walks of life* with 19% of respondents *Strongly agreeing*.
- Older residents aged 65+ are significantly more likely to agree than younger residents.



NOTES:

1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. 18-34 n=116; 35-49 n=118; 50-64 n=136; 65 n=121;
3. Māori n=73; All others n=418;
4. Northern ward n=122; Southern ward n=86; Feilding n=283;
5. CO1. Priority 1: A place to belong and grow: Council provides and supports community spaces and activities that encourages a sense of belonging for everyone from all walks of life. n=388

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

Reasons for the rating



- *There is a lack of support for housing, 70 percent of the community clubs and groups are in Feilding.*
- *I have not felt welcome since arriving in the Manawatu. There is little information, I find out after events have occurred. There is a presumption that it's always been like this, new residents have difficulties finding out the norms, especially when not living in town.*
- *As we live rural, I am not exposed to a sense of community promotion.*
- *For example, my child is 14, plays basketball at home with his mates because it is unsafe at school and community hoops. You would think this is a good thing, but our neighbors call noise patrol and complains at 1pm in the afternoon because the basketball is noisy. Feilding is not bringing good people to our community. Our community facilities are drug dens. How to raise a teenager when our community is becoming plagued with septic new-comers. Older community members stand out in a crowd, being approachable and kind.*

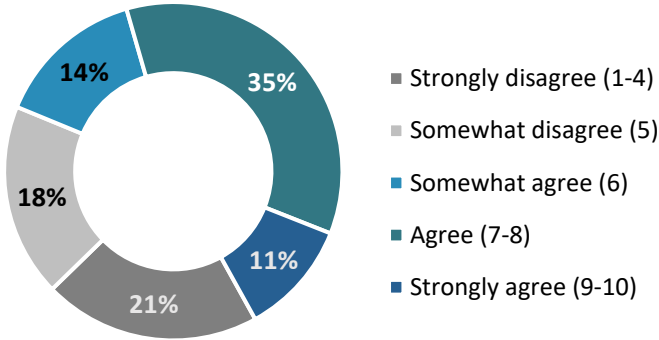


- *Services are good. New library will provide more for town residents.*
- *Council is good at promoting ND, supporting our local community group and their initiatives.*
- *I have noted the development in certain areas around town.*
- *I have a good community out in Kimbolton, it is very welcoming.*
- *I have seen that they are trying to cater for young and old with community spaces and activities.*
- *Very important for the elderly and people that need to be around more people.*
- *There are a lot of activities the Council provides for those that want something to do.*
- *Feilding has been good to us so far since moving here from Wellington. A huge culture shock, but one we have had to adjust to quickly. It is a place to belong, grow in and raise our children.*

NOTES:

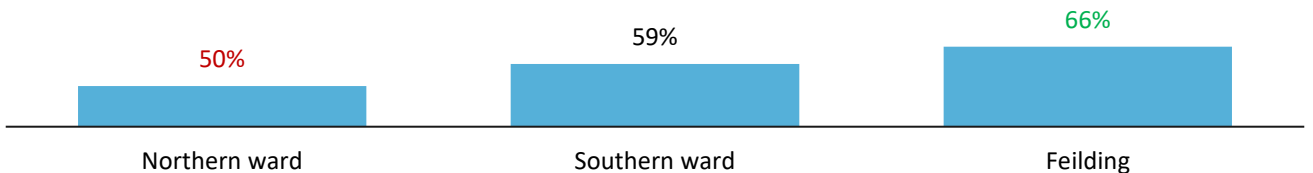
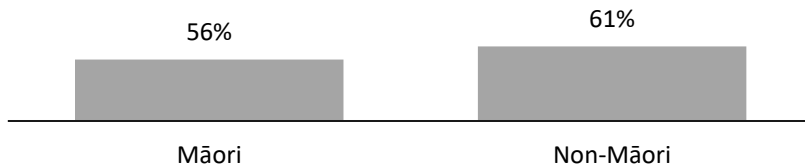
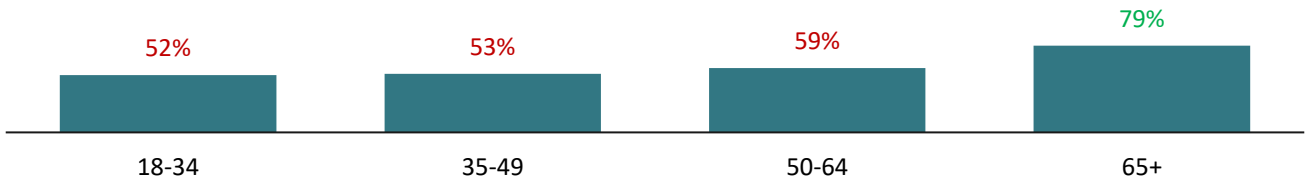
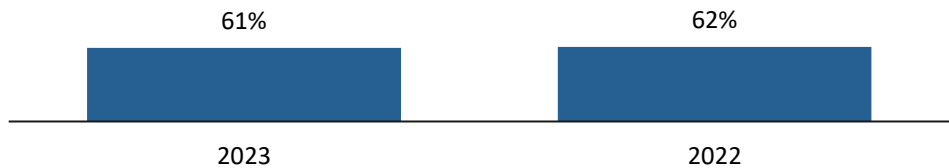
1. Total sample: 2023 n=491; Results less than 2% are not shown, Excludes Don't know
2. CO2. Why did you provide this rating for 'a place to belong and grow'? n=344

Priority 2: A future planned together



- Three in five respondents (61%) agree that *Council has a plan for the future and has involved the community in creating it* with 11% of respondents *Strongly agreeing*.
- 21% of residents *Strongly disagree* that *Council has a plan for the future and has involved the community in creating it*.
- Older residents aged 65+ are significantly more likely to agree than residents aged 18-64.

Agree
% 6-10



NOTES:

1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. 18-34 n=116; 35-49 n=118; 50-64 n=136; 65 n=121;
3. Māori n=73; All others n=418;
4. Northern ward n=122; Southern ward n=86; Feilding n=283;
5. CO3. Priority 2: A future planned together: Council has a plan for the future and has involved the community in creating it. n=314

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

Reasons for the rating



- I would like to be more informed. I don't know much or haven't heard much about the upcoming future projects.*
- How has the Council involved this community? I have seen little to support this claim.*
- Information appears to be supplied to a select few regarding meetings, events and plans. Real old school vibe.*
- I've heard about a few initiatives, but it seems to take a long time for things to happen. Possibly not the Council's fault, but too much money is spent on talking, rather than doing.*
- Decisions are arbitrary, consultation is lip service only and changes nothing.*
- Council didn't inform us on how many cycleways would be built and removing carparking.*
- It's important to see investment where it is wanted.*

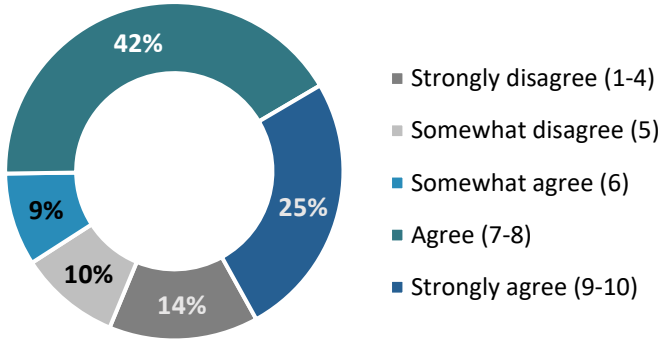


- Good place for families with younger kids.*
- I feel they have a vision and although it doesn't affect me in a lot of ways, it will benefit people.*
- The community is the future of Feilding.*
- I often see posts or articles trying to get feedback from the community on different subjects which contribute to the growth and future of Feilding.*
- So far so good.*
- We enjoy living in Feilding.*
- It's good for everyone to hear their voice regarding the community if there's anything needing to be done.*
- Kōwhai Park playground involved community input.*
- Council seems to inform people and ask opinions.*

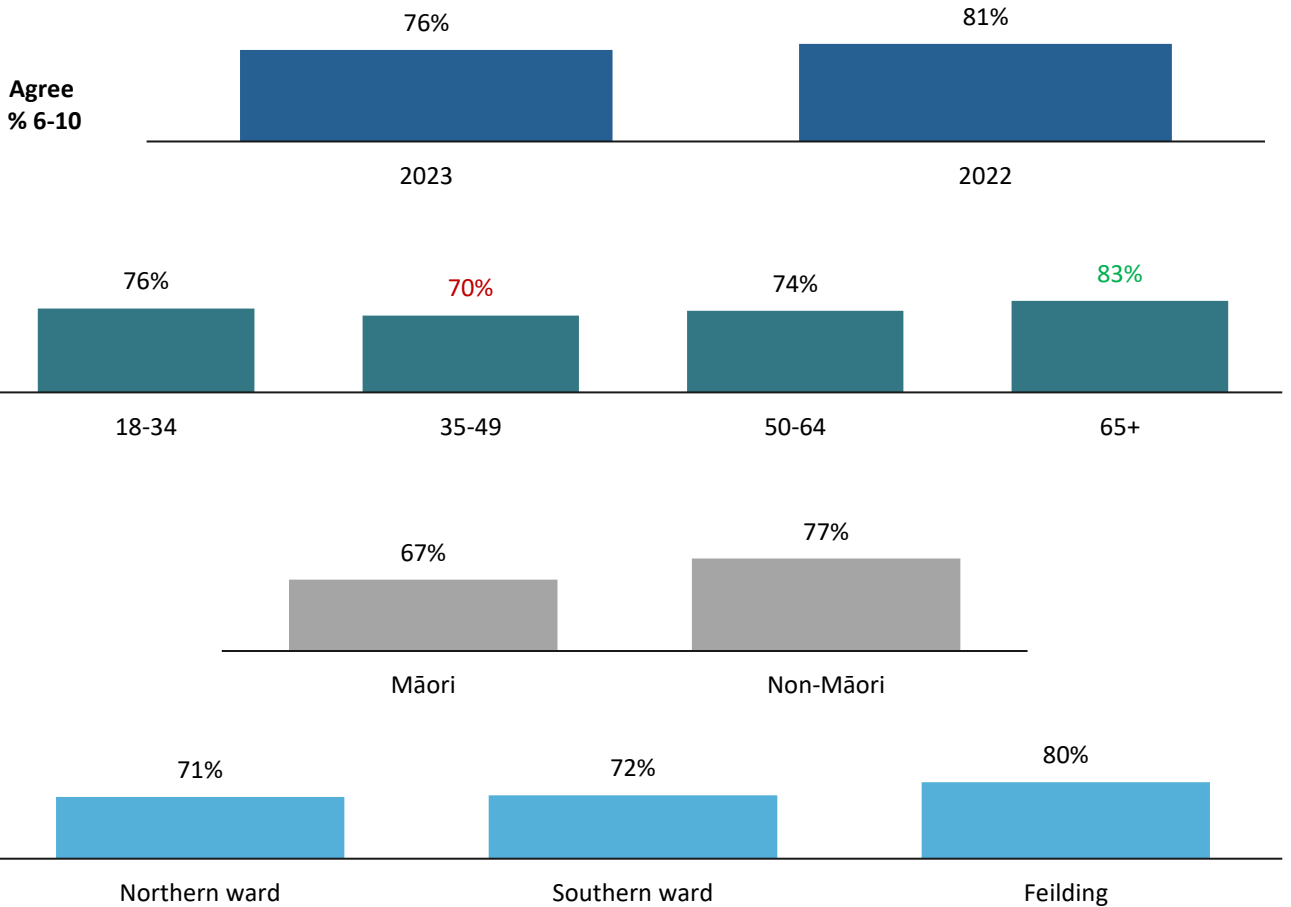
NOTES:

- Total sample: 2023 n=491; Results less than 2% are not shown, Excludes Don't know
- CO4. Why did you provide this rating for 'a future planned together'? n=354

Priority 3: An environment to be proud of



- Over seven in ten respondents (76%) agree that *Council takes environmental responsibility seriously* with 25% of respondents *Strongly agreeing*.
- 14% of respondents *Strongly disagree* that *Council takes environmental responsibility seriously*.
- Older residents aged 65+ are significantly more likely to agree than residents aged 35-49.

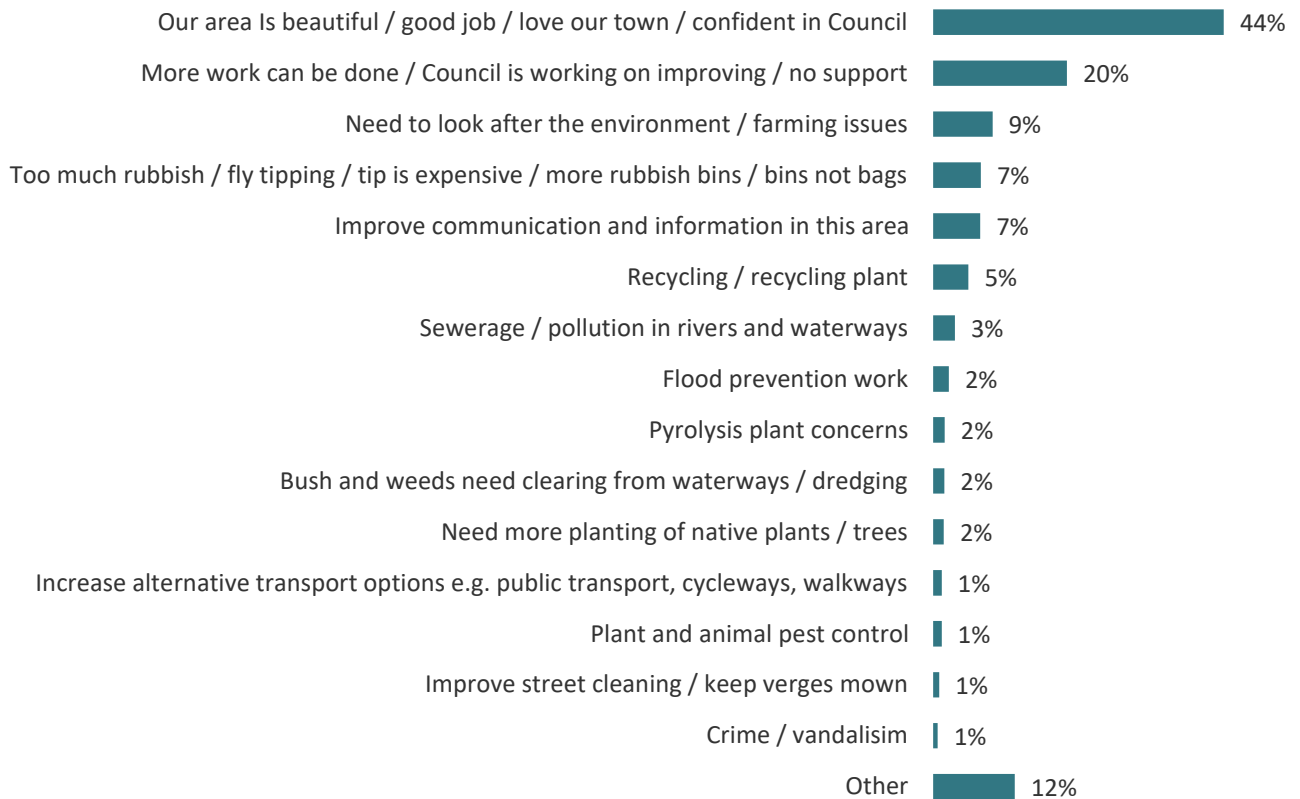


NOTES:

1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. 18-34 n=116; 35-49 n=118; 50-64 n=136; 65 n=121;
3. Māori n=73; All others n=418;
4. Northern ward n=122; Southern ward n=86; Feilding n=283;
5. CO5. Priority 3: An environment to be proud of: Council takes environmental responsibility seriously. n=401

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

Reasons for the rating



- *As a dry stock farmer, I'm very conflicted on this topic as I feel like we are not being credited fairly for the work we do to be sustainable yet are penalized on all fronts for growing food. We put a lot of money and effort into keeping our environment clean and reducing our carbon footprint. Not sure the Council recognises this.*
- *Recycling is very expensive, if there were more bins and things like recycle shops and lower cost rubbish disposal, there would be less rubbish lying around. Inclusion in planting and environmental rejuvenation would enhance the region.*
- *The river is still polluted from Feilding industry and as it flows past our neighbourhood, poor Awahuri.*
- *Council needs to consider environmental impacts and effects on property owners. Where there are effects, Council should be more conversant.*

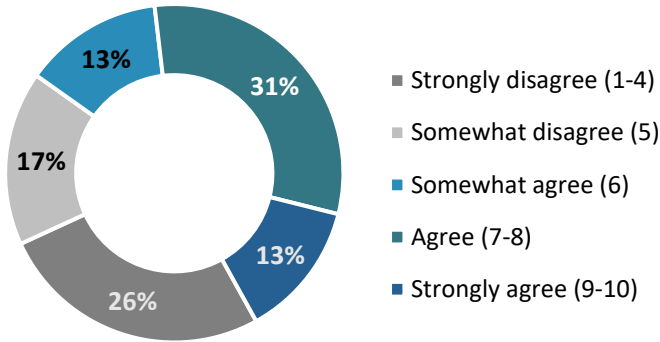


- *Fielding is beautiful and the gardens are maintained well, but litter could be picked up more often.*
- *Love the recycling centres and I think they are onto it with their rejection of the Three Waters.*
- *Feilding and surrounding areas are kept pretty neat, and most residents keep their places nice.*
- *Rubbish is dealt with in a reasonable manner, both in town and country. Please do not get rid of blue rubbish bags and the collection system.*
- *An attractive place as commented on by visitors. Parks and central gardens in particular and lack of graffiti.*
- *Best idea! Feilding has great parks and gardens and needs to be a leader in the environmental area.*
- *You are trying to do this. We have to get involved - 'own' the concept too.*

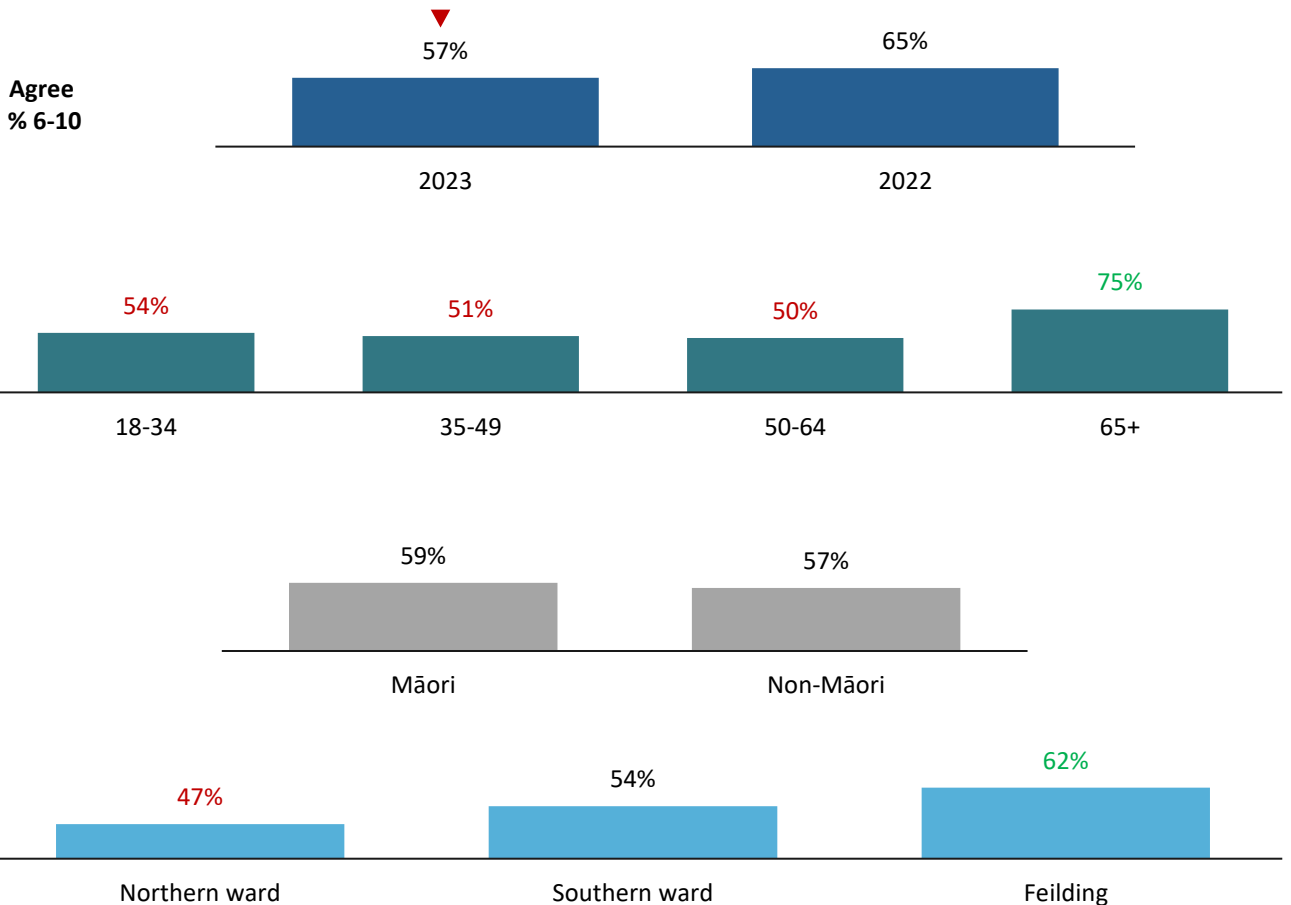
NOTES:

1. Total sample: 2023 n=491; Results less than 2% are not shown, Excludes Don't know
2. CO6. Why did you provide this rating for 'an environment to be proud of?'. n=378

Priority 4: Infrastructure fit for the future



- Less than six in ten respondents (57%) agree that *Infrastructure in the Manawātū District is in good shape and our upgrade plans will serve us well in the future*. This is a significant decline from 65% recorded in 2022.
- Older residents aged 65+ are significantly more likely to agree than all other age groups.
- Residents of Feilding are significantly more likely to agree than residents of the rural wards.



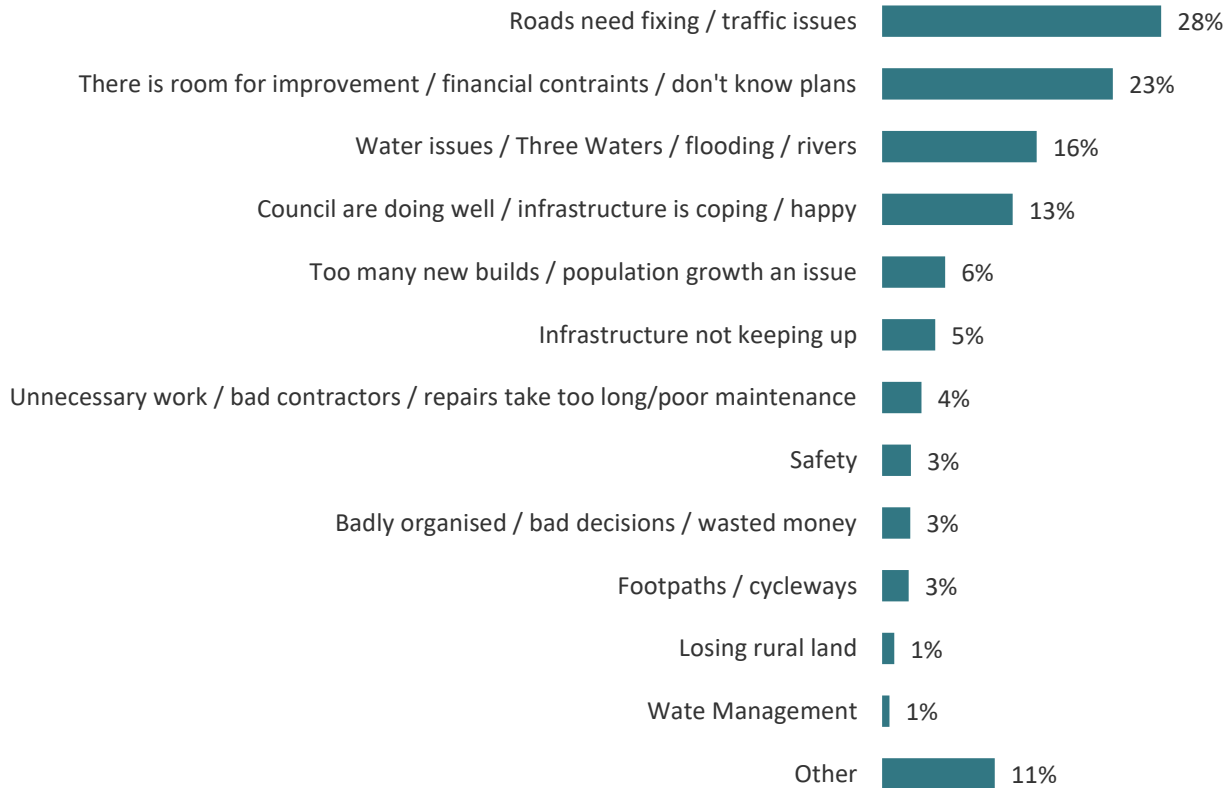
NOTES:

1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. 18-34 n=116; 35-49 n=118; 50-64 n=136; 65 n=121;
3. Māori n=73; All others n=418;
4. Northern ward n=122; Southern ward n=86; Feilding n=283;
5. CO7. Priority 4: Infrastructure fit for the future: Infrastructure in the Manawātū District (water, roads, etc.) are in good shape and our upgrade plans will serve us well in the future. n=377

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Reasons for the rating



- *Not much information provided on what their plans are. With respect to roading, there is limited information and little or no plans to upgrade or redesign roads that have been impacted by population growth.*
- *Infrastructure is a mixed bag currently, some good, some not so good, roading and road corridors come to mind.*
- *Just need to keep focus on upgrading what we have, and stop wasting money on green ideology, for example, cycleways.*
- *Roads, stormwater and footpaths are rubbish and are no way fit for the future.*
- *Need to address stormwater flooding issues within Feilding town.*
- *Rural roads are maintained in the most minimal of acceptable manner possible, and private companies provide water in many rural areas that cannot access a scheme.*

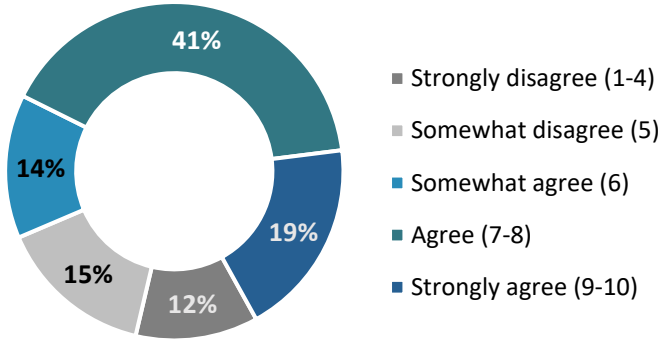


- *Looking at roads, I am pleased with the way the roads and embankments are rapidly and well maintained.*
- *Most of the infrastructure that I have had anything to do with is satisfactory.*
- *Council seems to be doing a good job here.*
- *I like the roads in Feilding and have heard good things about the water infrastructure.*
- *Roads are all fine. I have access to water, and I use rain water for household water.*
- *There would be the occasional chip in the armour, but besides this, our infrastructure is quite well done.*
- *I think it is overall in good shape. To encourage more cycling in the region we could use some safe cycle ways from Palmy to the beaches.*
- *There is still room for improvement, but overall, the quality of roads and water is good.*

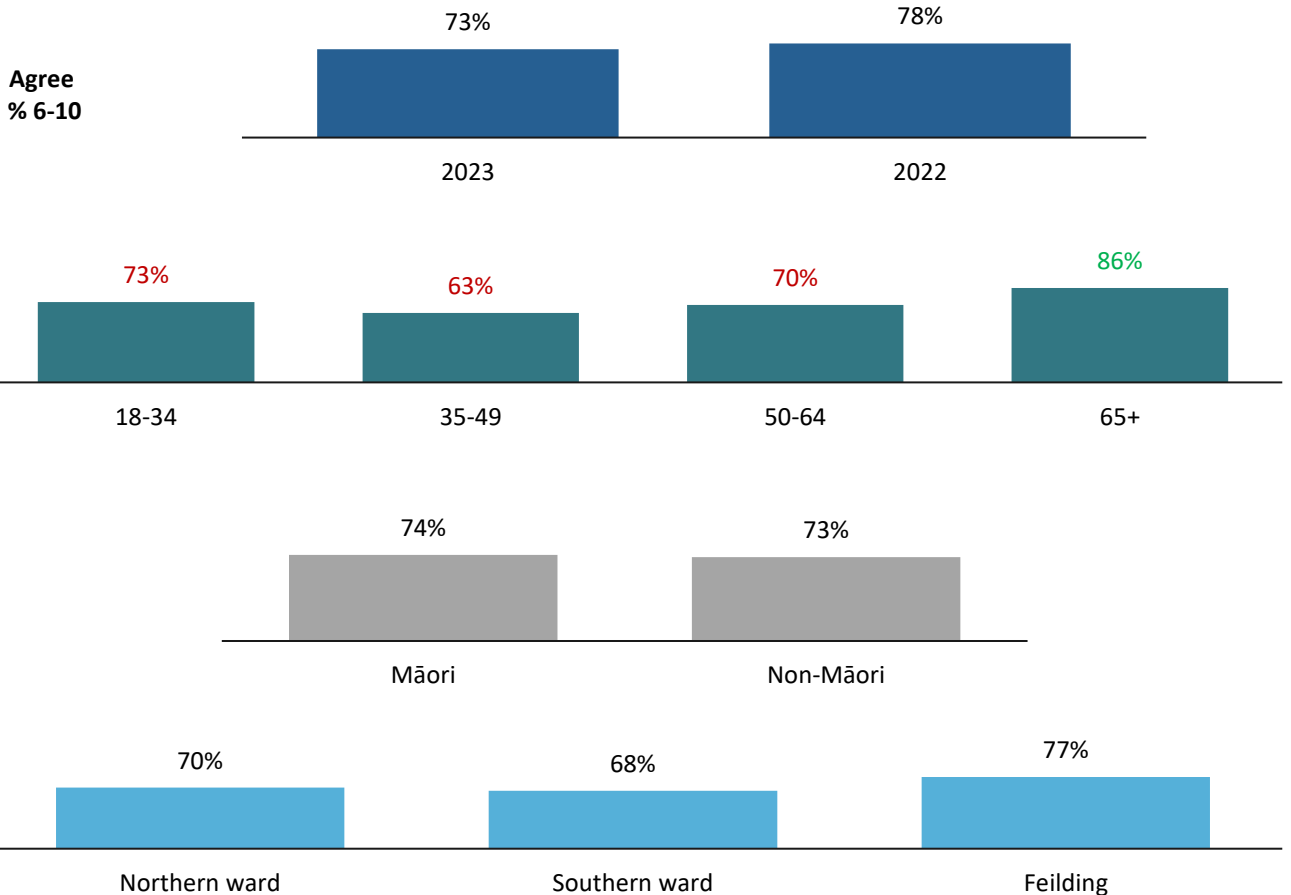
NOTES:

1. Total sample: 2023 n=491; Results less than 2% are not shown, Excludes Don't know
2. CO8. Why did you provide this rating for 'infrastructure fit for the future'? n=376

Priority 5: A prosperous, resilient economy



- Over seven in ten residents (73%) agree that *the Manawātū District has a prosperous resilient economy*. Of these residents 19% *Strongly agree*.
- Older residents aged 65+ are significantly more likely to agree than residents aged 18-64.
- Results are reasonably consistent across ethnicity and ward with no significant differences recorded.



NOTES:

1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. 18-34 n=116; 35-49 n=118; 50-64 n=136; 65 n=121;
3. Māori n=73; All others n=418;
4. Northern ward n=122; Southern ward n=86; Feilding n=283;
5. CO9. Priority 5: A prosperous, resilient economy: Council works hard to make the Manawātū District a great place to live, visit, and do business. n=365

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

Reasons for the rating



- If you live in town maybe, but rural communities are being isolated with school bus services not reaching rural areas.*
- For the first time I feel unsure about our economic future and our ability to save for a reasonable retirement. The feel of living in the Manawatu is changing.*
- The district seems a bit dead at times in comparison to other towns.*
- I feel that your rates are too high. This Council has one of the most expensive rate prices in the country.*
- Councils have forgotten most of the community and again commit resources more toward their business, and minimal is done for the general community.*
- Need to sort out the crime element to grow business confidence.*



- New businesses seem to be coming. New house building is happening.*
- Based on the visible expansion of house building in Feilding for example, others must consider it to be a great place to live! There is also evidence of busy-ness in Feilding and environs.*
- Feilding is a nice place to live, so the Council is encouraging growth.*
- Lots of new businesses opening, not food outlets, nice to see.*
- Lots of hard workers and the community that looks out for each other.*
- Good to see new buildings and businesses in town. I'm assuming it will continue to be a main service town for the rural sector but good to see some diversity.*

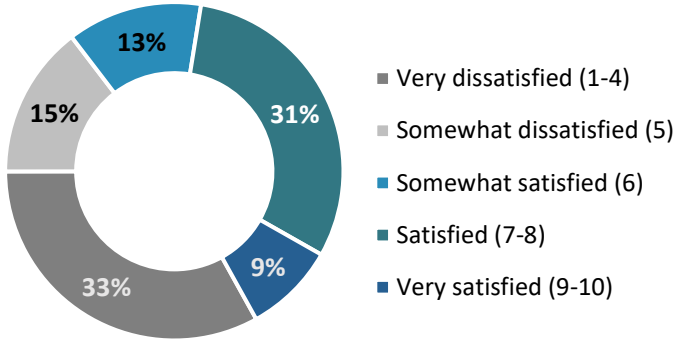
NOTES:

- Total sample: 2023 n=491; Results less than 2% are not shown, Excludes Don't know
- CO10. Why did you provide this rating for 'a prosperous, resilient economy'? n=332

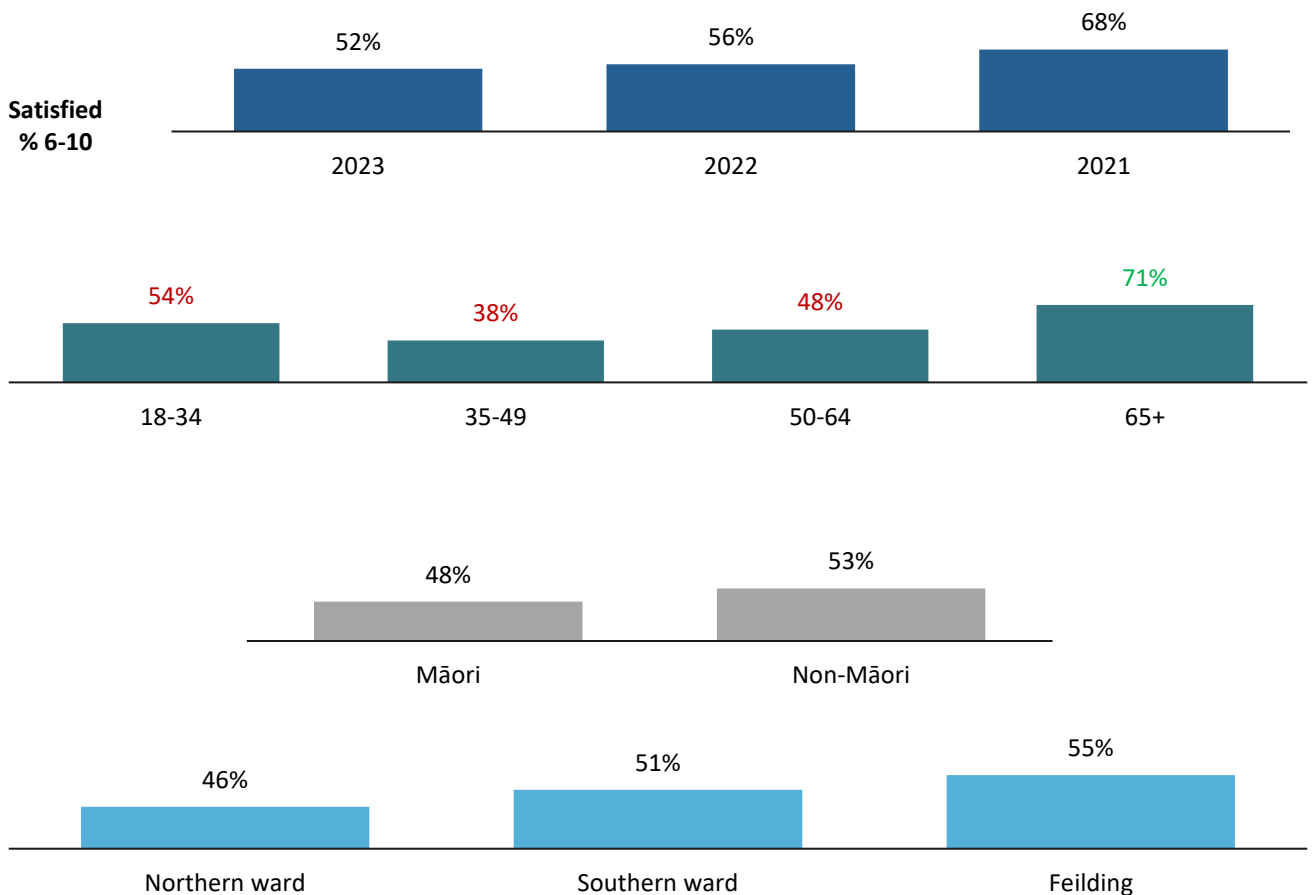


Value for money

Overall value for money



- Residents' satisfaction with Manawātū District Council's *Value for money* has continued to decrease from 68% in 2021 to 56% in 2022 to 52% in 2023.
- Older residents aged 65+ were more likely to be satisfied with the value for money they receive for their rates.

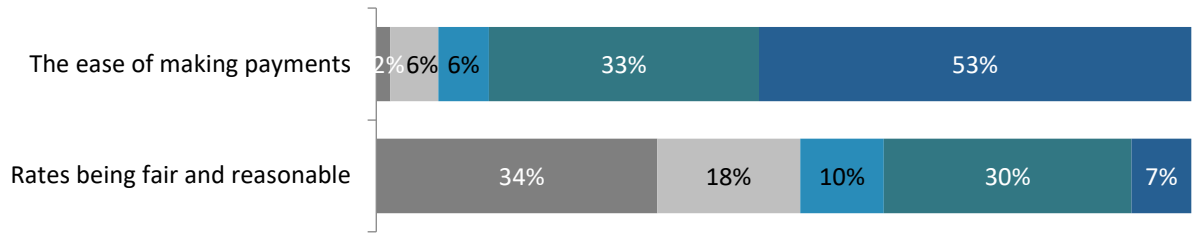


NOTES:

- Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
- 18-34 n=116; 35-49 n=118; 50-64 n=136; 65 n=121;
- Māori n=73; All others n=418;
- Northern ward n=122; Southern ward n=86; Feilding n=283;
- 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=415

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

Value for money



■ Very dissatisfied (1-4) ■ Somewhat dissatisfied (5) ■ Somewhat satisfied (6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

Scores with % 6-10	2023	2022	2021	Māori	Non-Māori
The ease of making payments	92%	91%	94%	75%	95%
Rates being fair and reasonable	48%	54%	57%	39%	49%

Scores with % 6-10	18-34	35-49	50-64	65+
The ease of making payments	90%	94%	89%	96%
Rates being fair and reasonable	46%	35% ▼	49%	61%

Scores with % 6-10	Northern ward	Southern ward	Feilding
The ease of making payments	91%	95% ▲	92%
Rates being fair and reasonable	44%	60%	43%

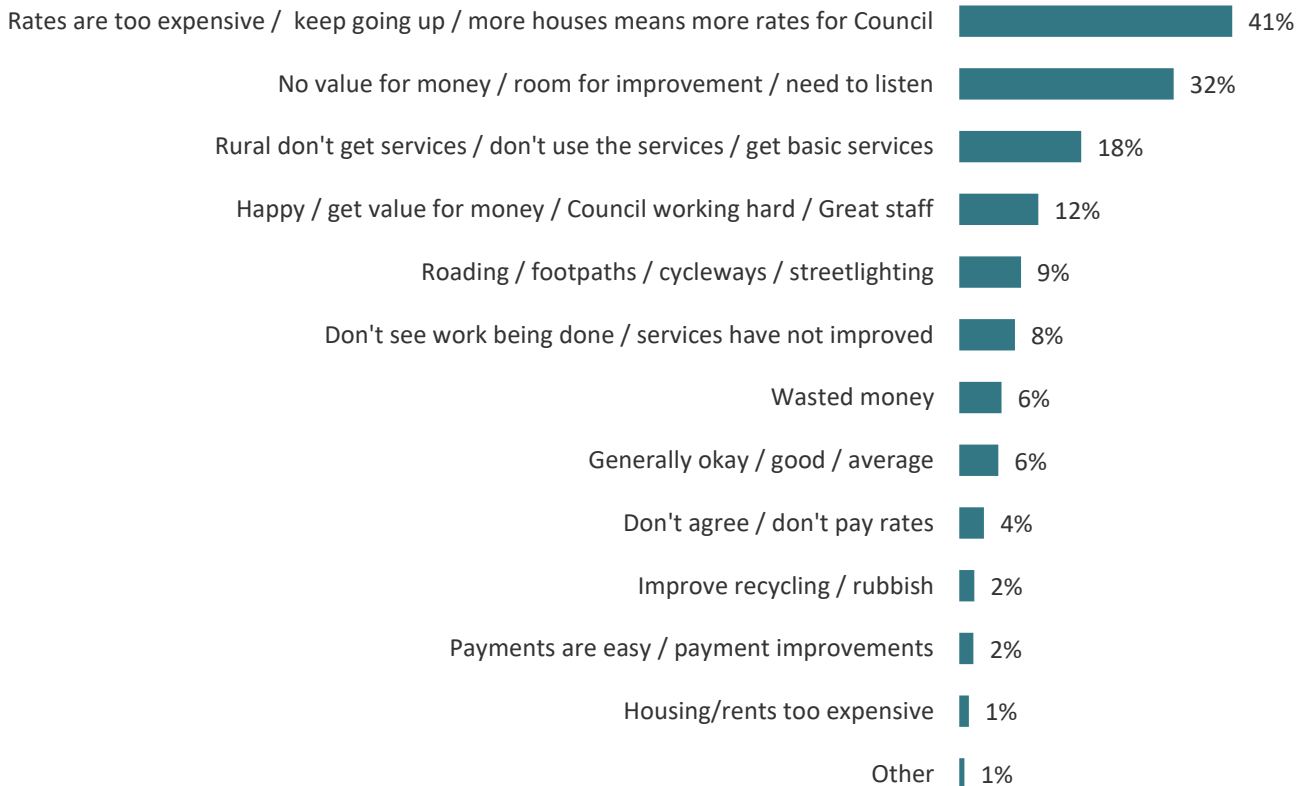
- Satisfaction with *Ease of making payments* remains on par with the results recorded in 2022.
- Satisfaction with *Rates being fair and reasonable* has declined slightly year-on-year to 48% from 54% in 2022.
- Older residents aged 65+ are significantly more likely to be satisfied with *Rates being fair and reasonable* than all other age groups.

NOTES:

1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. Māori n=73; All others n=418;
3. Northern ward n=122; Southern ward n=86; Feilding n=283;
4. VM1. On a 10-point scale where 1 is 'very dissatisfied' and 10 is 'very satisfied', how would you rate your satisfaction with the Manawātū District Council for the following? n=391

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

Reasons for the rating



- Rates keep going up, but we still have the same poorly maintained roads, and services that we don't even use.
- Some of highest rates around in the lower North Island.
- Being rural, the only things we notice are the library, the good roads, and rubbish collection. I am upset by the cost of the Makino Pool, which is practically inaccessible to us, mostly because of distance.
- Rates are very high for this district and unclear at times as to what it's going towards and what benefits the community actually gets from it.
- Feilding has much higher rates than other towns of similar population, and little more to show for it.
- Some of these things should be user pays as not everywhere or everyone uses all of the services provided.



- Generally okay.
- Largely, services are as I expect for living in a rural area. Roads could be improved as some are developing potholes and breaking at the edges, but it's not surprising, considering the growth in road traffic. In general, the Manawatu District appears tidy and maintained.
- Facilities seem okay for the size of area.
- I believe they are doing a good job.
- Rates are reasonable, but they don't do a lot either, don't supply water nor sewage.
- Seems okay, but our rates are high.
- No complaints but should always be trying to do better.
- I know it costs money to run a community.

NOTES:

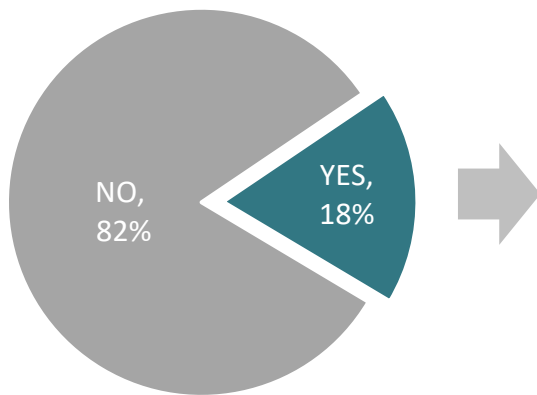
1. Total sample: 2023 n=491; Results less than 2% are not shown, Excludes Don't know
2. Why did you provide these ratings for 'value for money and excellence in local government'? n=371



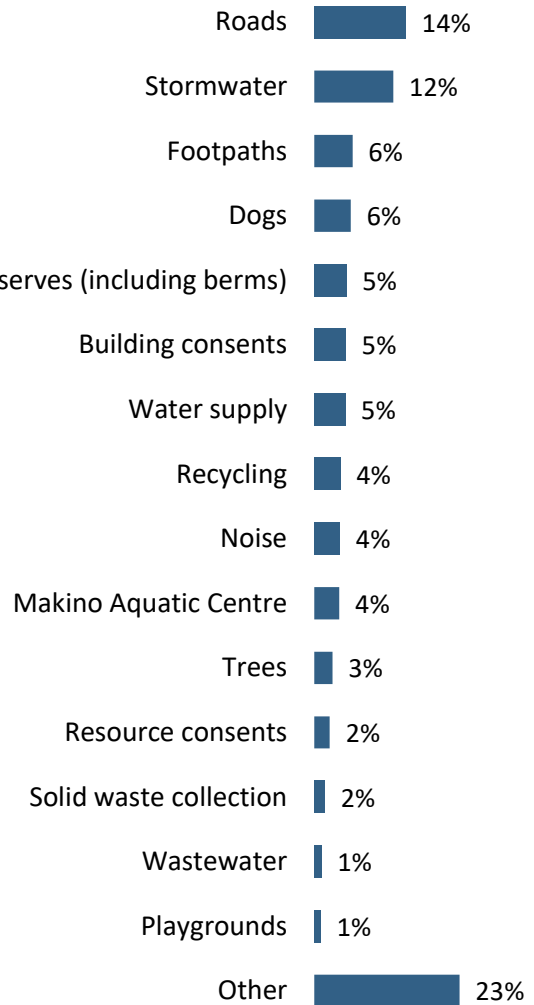
Customer interactions

Customer interaction with Manawātū District Council

Requested/made contact about a Council service in the last 12 months



Subject of request for service or complaint



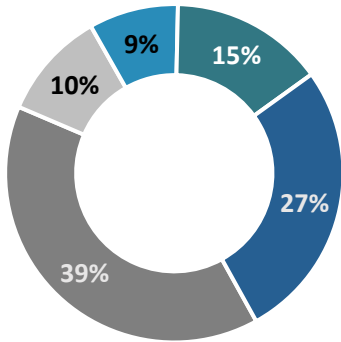
- Close to two in ten residents (18%) *Have requested a service or made a complaint* in the last 12 months. The most common subject of request relates to *Roads*.

NOTES:

1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. RS1. Have you made a request for service or complaint about a Council service during the past 12 months? Yes n=87
3. RS2. Thinking about your most recent request or complaint, what did it relate to?

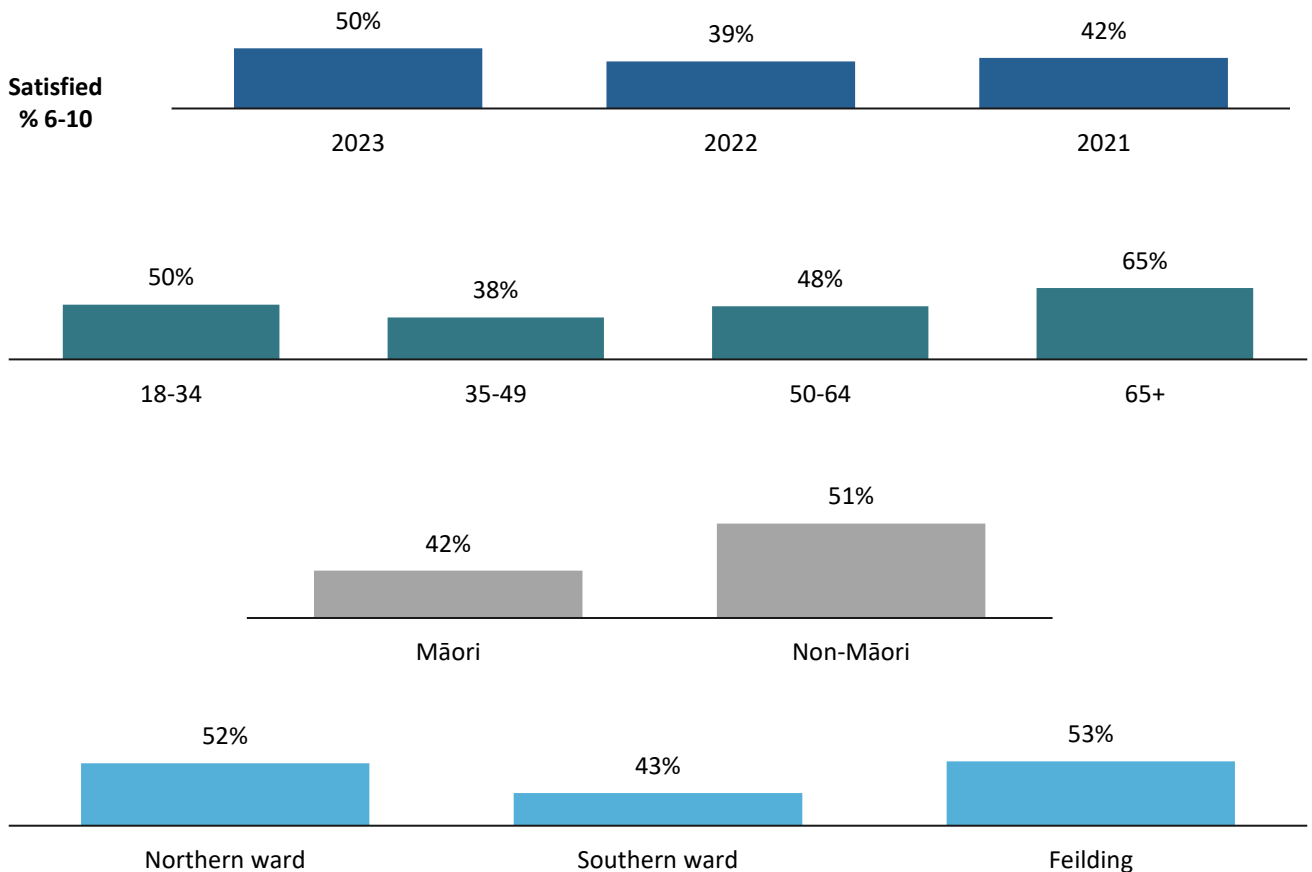
<p>Year-on-year</p> <p>▲ Significantly higher</p> <p>▼ Significantly lower</p>	<p>Between demographics</p> <p>▲ Significantly higher</p> <p>▼ Significantly lower</p>
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Overall Enquiry handling



- Very dissatisfied (1-4)
- Somewhat dissatisfied (5)
- Somewhat satisfied (6)
- Satisfied (7-8)
- Very satisfied (9-10)

• When it comes to *Overall enquiry handling* the results are on par when compared with 2022, as well being consistent across all demographics.

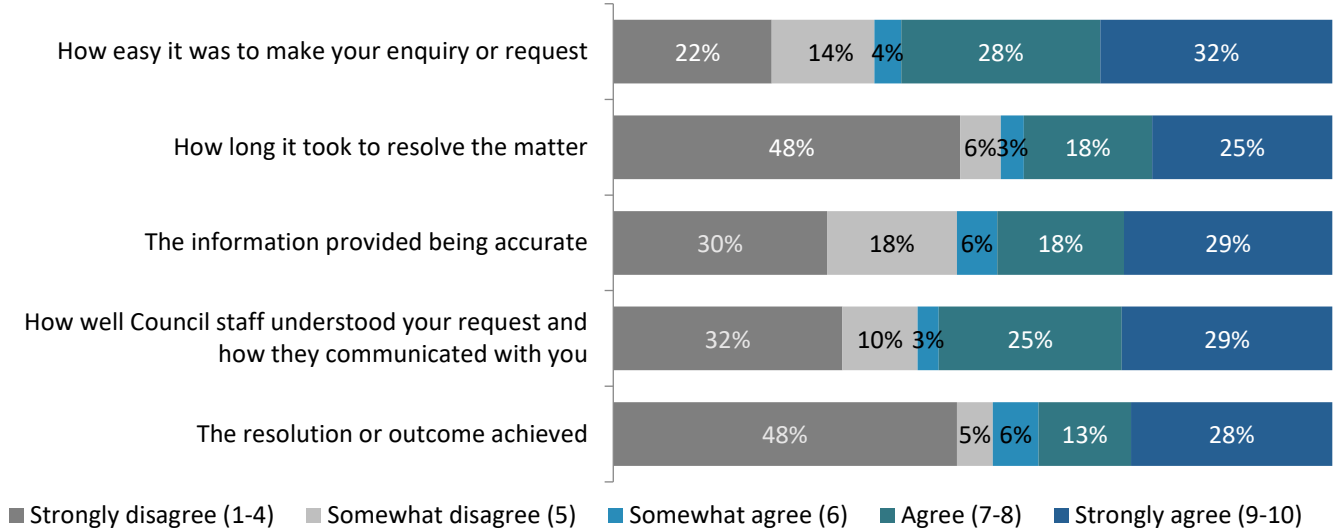


NOTES:

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- Māori n=73; All others n=418;
- Northern ward n=122; Southern ward n=86; Feilding n=283;
- RS3. Thinking back to your most recent request, how would you rate your satisfaction with each of the following? n=87

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

Enquiry handling (continued)



Scores with % 6-10	2023	2022	2021	Māori	Non-Māori
How easy it was to make your enquiry or request	64%	66%	70%	53%	65%
How long it took to resolve the matter	46%	37%	33%	38%	47%
The information provided being accurate	52%	45%	50%	36%	54%
How well Council staff understood your request and how they communicated with you	58%	52%	52%	50%	59%
The resolution or outcome achieved	47%	43%	38%	50%	47%

Scores with % 6-10	Northern ward	Southern ward	Feilding
How easy it was to make your enquiry or request	61%	65%	65%
How long it took to resolve the matter	45%	29%	56%
The information provided being accurate	52%	43%	57%
How well Council staff understood your request and how they communicated with you	56%	62%	57%
The resolution or outcome achieved	53%	29%	53%

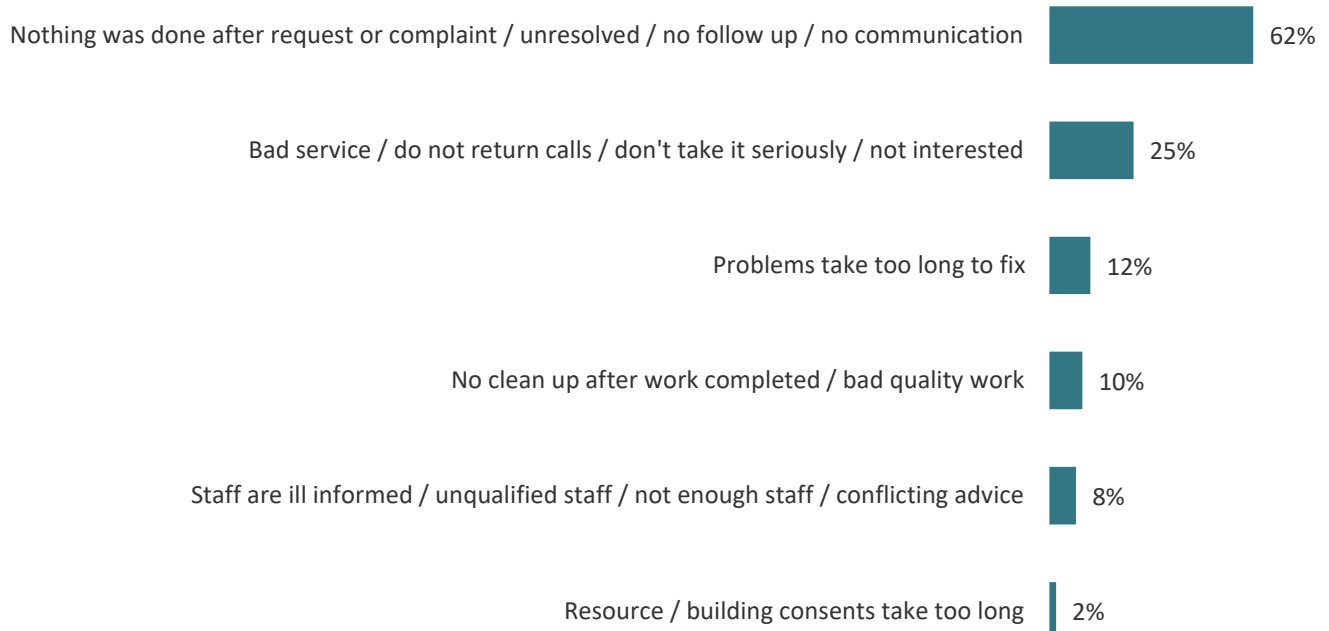
- Satisfaction has slightly increased across most measures related to *Enquiry handling*, with the exception of *How easy it was to make an enquiry or request*.
- However, satisfaction is relatively low with 48% dissatisfied with *How long it took to resolve the matter* and *The resolution or outcome achieved*.

NOTES:

1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. 18-34 n=116; 35-49 n=118; 50-64 n=136; 65 n=121;
3. Māori n=73; All others n=418;
4. Northern ward n=122; Southern ward n=86; Feilding n=283;
5. RS3. Thinking back to your most recent request, how would you rate your satisfaction with each of the following? n=87

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

Enquiry or complaint handling (reasons for dissatisfaction)



- *It's called animal control, which implies multiple species. We have a lot of non desexed stray cats and it's like the Council doesn't want to do anything about it.*
- *Rubbish bags had been left at the road corner for two weeks. Was rung and told the next day. Took about five days.*
- *I was not informed of any outcome regards to the alkalinity issue of our supply.*
- *I complained about work carried out on the footpath with gravel all over my mowed grass and culvert bags left on the top side of the culvert after it was repaired.*
- *A dangerous tree hanging over a 100 kilometres per hour road was not removed after a storm for three weeks, yet both Fire and Emergency, and Police had reported it. Council staff passed the job to the contractor, but no Council staff actually followed up to see if their contractor had removed the tree.*
- *Cycle lane not finished properly, finished poorly, asked why it was built and was told this is what the Government wanted, someone will get killed. No resolution, as no one got back to me. Waste of money.*
- *The matter is still ongoing, seven months so far. Again, Council need to be more informative with existing property owners and not be dismissive. Makes them look incompetent.*
- *Footpath issues still unresolved.*
- *The person on the phone seemed indifferent to wanting to get it sorted.*

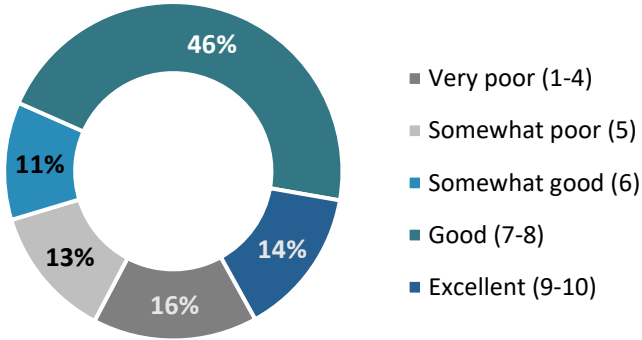
NOTES:

1. Total sample: 2023 n=491; Results less than 2% are not shown, Excludes Don't know
2. RS4. If you have rated 1 to 4 out of 10 in the previous question, can you please tell us why you are dissatisfied with how Council handled your enquiry or complaint? n=45

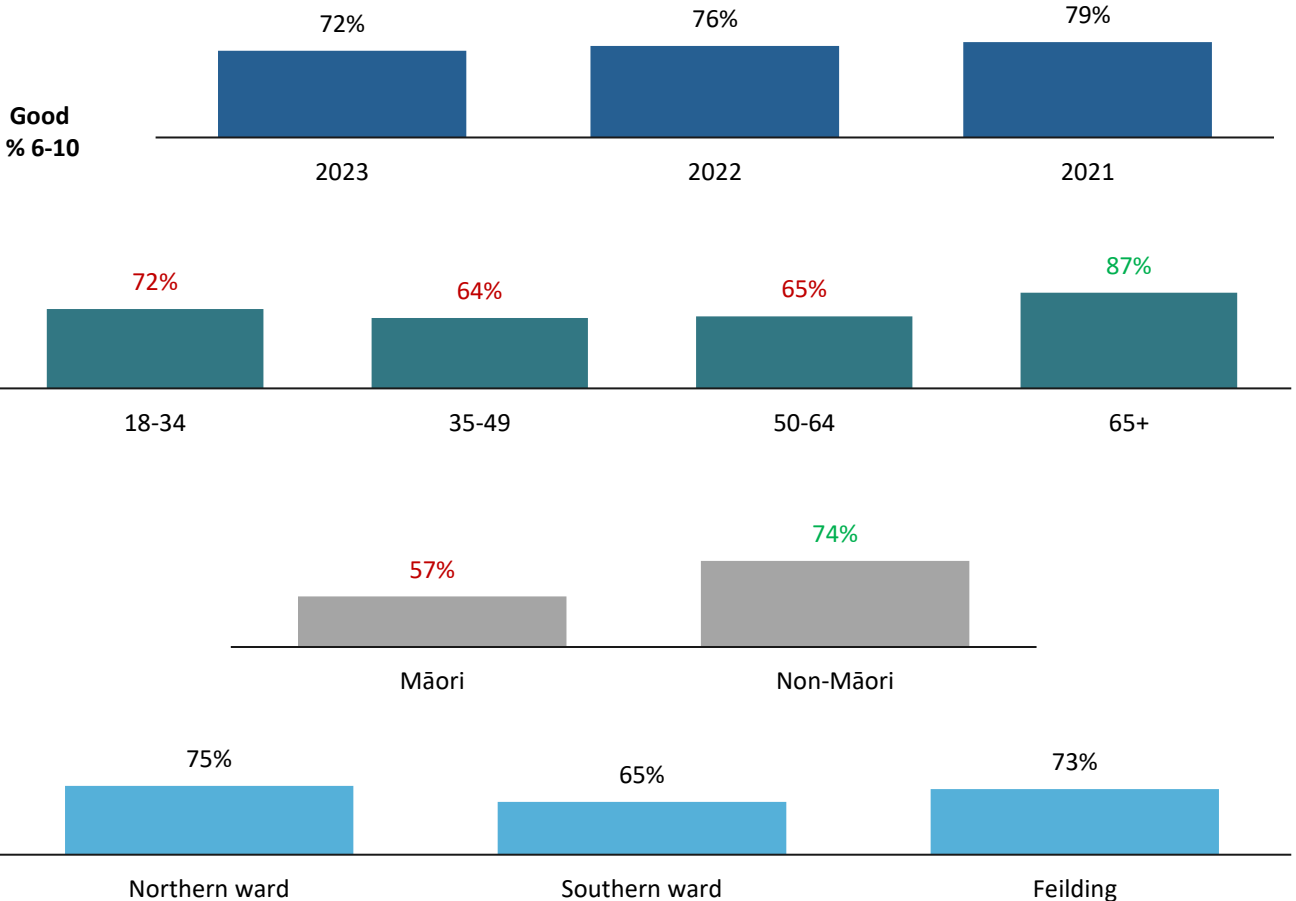


Understanding reputation

Overall image and reputation



- While year on year decline in perception of *Overall image and reputation* is not significant, the continuing trend saw a total of -7% over the past 24 months since 2021.
- Older residents feel more positive when it comes to *Image and reputation* and tend to rate it higher than those from younger age groups.

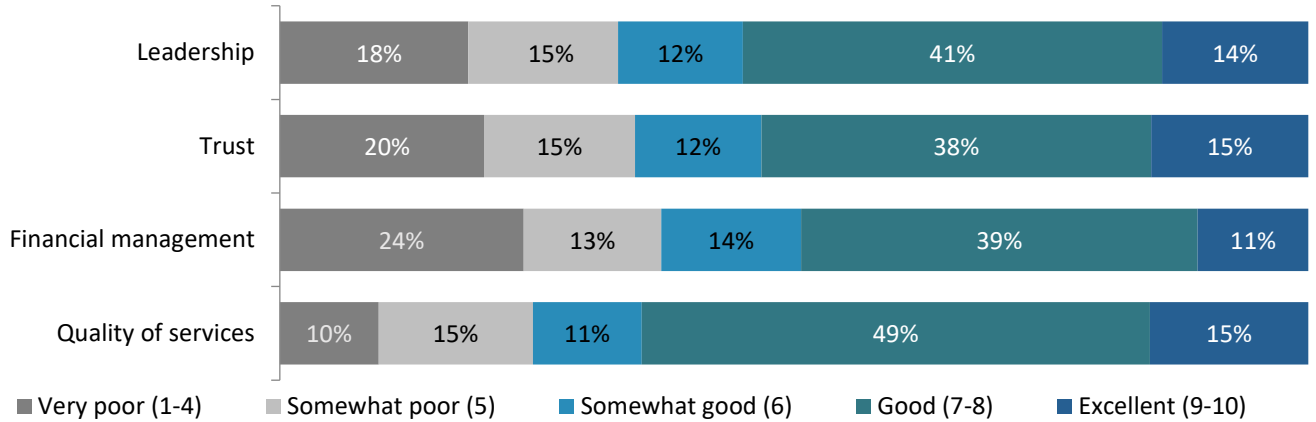


NOTES:

1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. 18-34 n=116; 35-49 n=118; 50-64 n=136; 65 n=121;
3. Māori n=73; All others n=418;
4. Northern ward n=122; Southern ward n=86; Feilding n=283;
5. REP5. So considering, leadership, trust, financial management and quality of services provided, how would you rate the Manawatu District Council for its overall reputation? n=410

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

Enquiry handling (continued)



Scores with % 6-10	2023	2022	2021	Māori	Non-Māori
Leadership	67% ▼	74%	72%	66%	67% ▼
Trust	65%	70%	64%	58%	67%
Financial management	63%	66%	60%	54%	64%
Quality of services	75%	80%	83%	68%	76%

Scores with % 6-10	Northern ward	Southern ward	Feilding
Leadership	65%	73%	66% ▼
Trust	60%	63%	68%
Financial management	58%	66%	63%
Quality of services	75%	70%	78%

- While other measures related to *Image and reputation* declined slightly, perception of *Leadership* has declined significantly.
- This year-on-year decline is most likely influenced by the perception of residents who are Non-Māori and reside in Feilding.

NOTES:

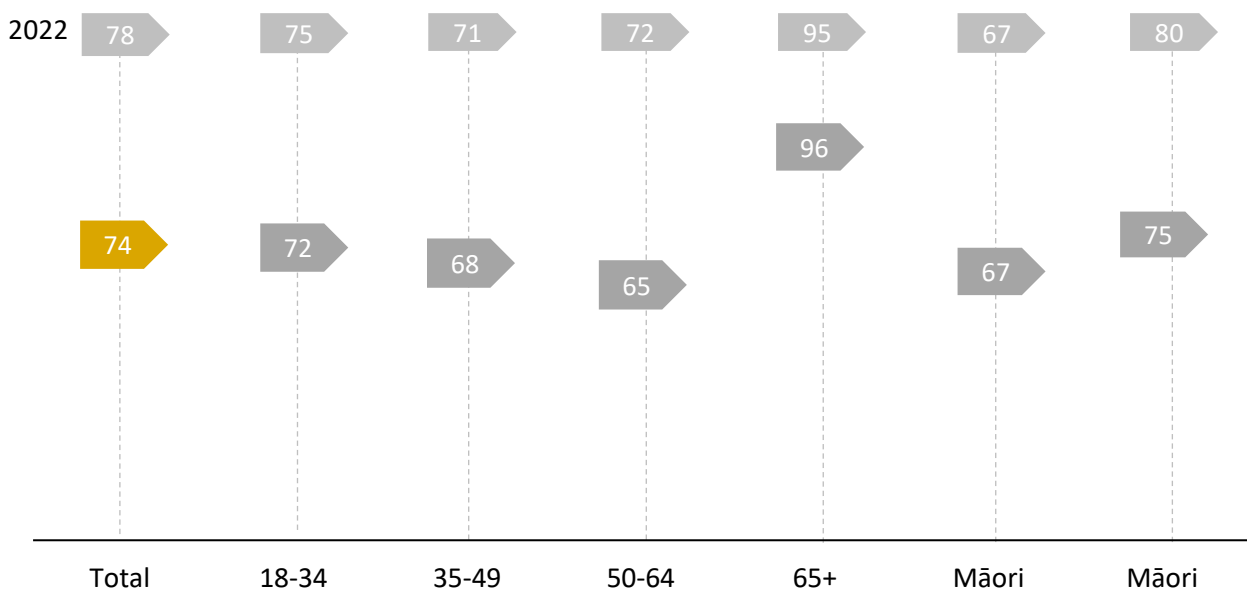
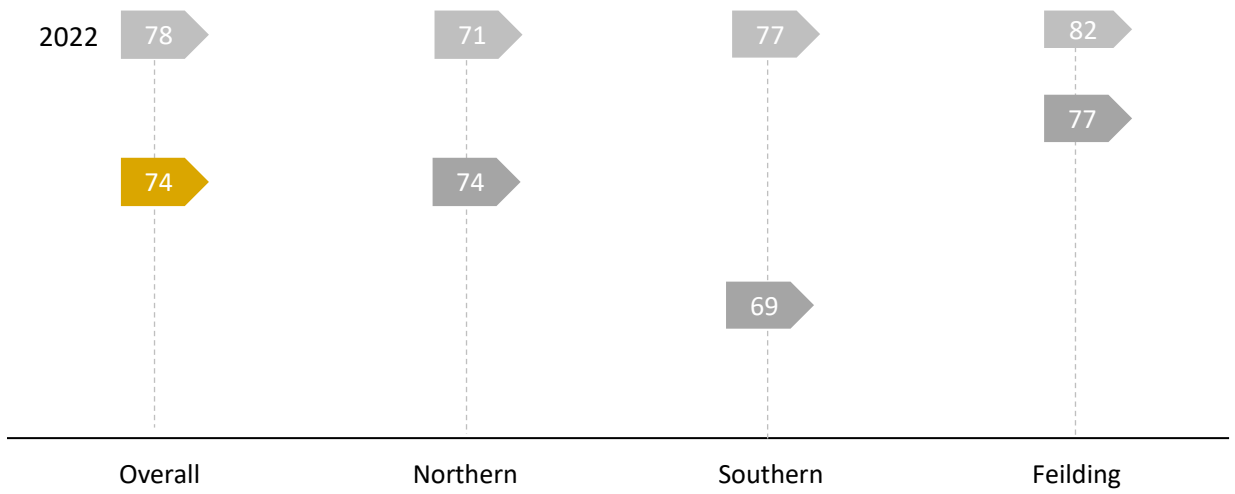
1. Total sample: 2023 n=491, 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. 18-34 n=116; 35-49 n=118; 50-64 n=136; 65 n=121;
3. Māori n=73; All others n=418;
4. Northern ward n=122; Southern ward n=86; Feilding n=283;
5. REP1. Being committed to creating a great district, how it promotes economic development, being in touch with the community and setting clear direction... overall how would you rate the Council for its vision and leadership? n=361
6. REP2. Next I'd like you to think about how open and transparent Council is, how council can be relied on to act honestly and fairly, and their ability to work in the best interests of the district? Overall how would you rate the Council in terms of the trust you have in them? n=378
7. REP3. Now thinking about the 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=310
8. 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=424

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

Reputation benchmark score

Manawātū District Council has an acceptable reputation benchmark score of +74, a four-point decline from 2022.

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

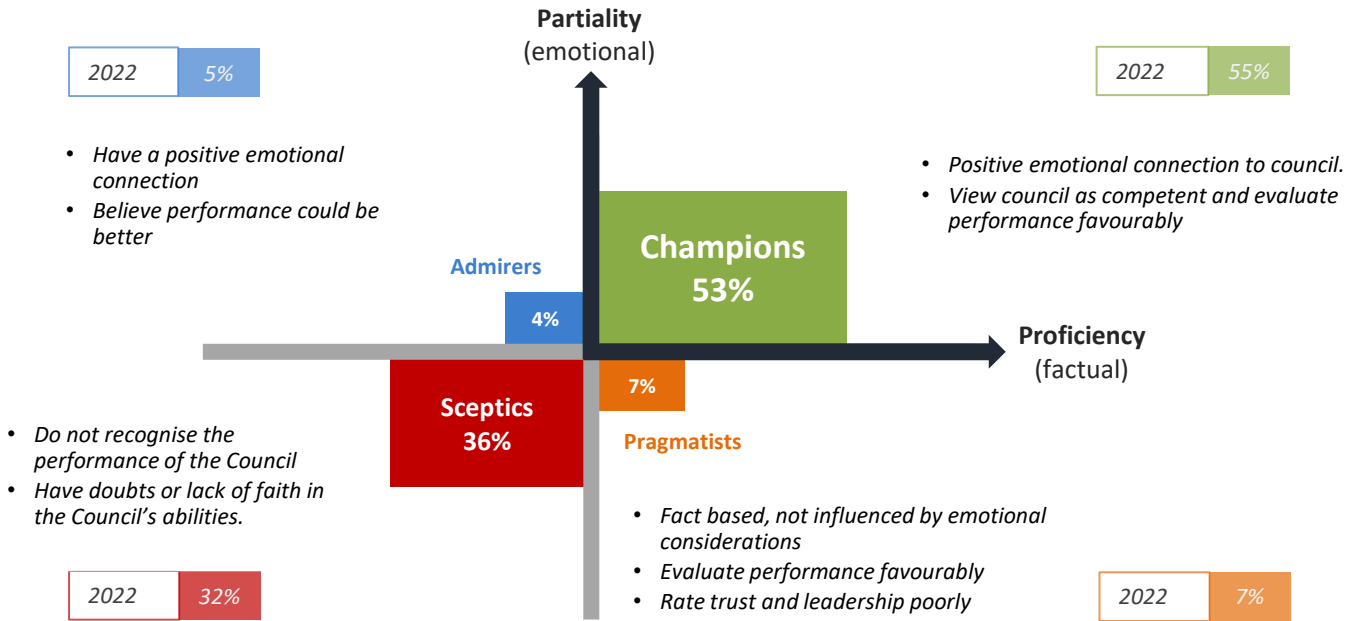


NOTES:

1. Total sample: : 2023 n=491, 2022 n=596
2. 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=410
3. The benchmark is calculated by rescaling the overall reputation measure to a new scale between -50 and +150 to improve granularity for the purpose of benchmarking

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

Reputation profile



- Admirers of the Council include residents that have a positive emotional connection to the Council but believe performance could be better.
- Female residents are more likely than other demographics to belong to this group (6%).

- Champions of the Council include residents that view the Council as competent and have a positive emotional connection to the Council. Those from Southern Ward (57%) and those aged over 65 (72%) are more likely than other demographics to belong to this group.

- Sceptics of the Council include residents that do not value or recognise the performance of the Council and have doubts or a lack of faith in the Council's abilities.
- Residents from Northern Ward (43%), those aged 18-34 (44%) and those who identify as Māori (43%) are more likely than other demographics to belong to this group.

- Pragmatists of the Council include residents that are more fact based and less emotional in their connection to the Council, they typically rate performance favourably but trust and leadership poorly.
- Those from Northern ward (14%) are more likely than other demographics to belong to this group.

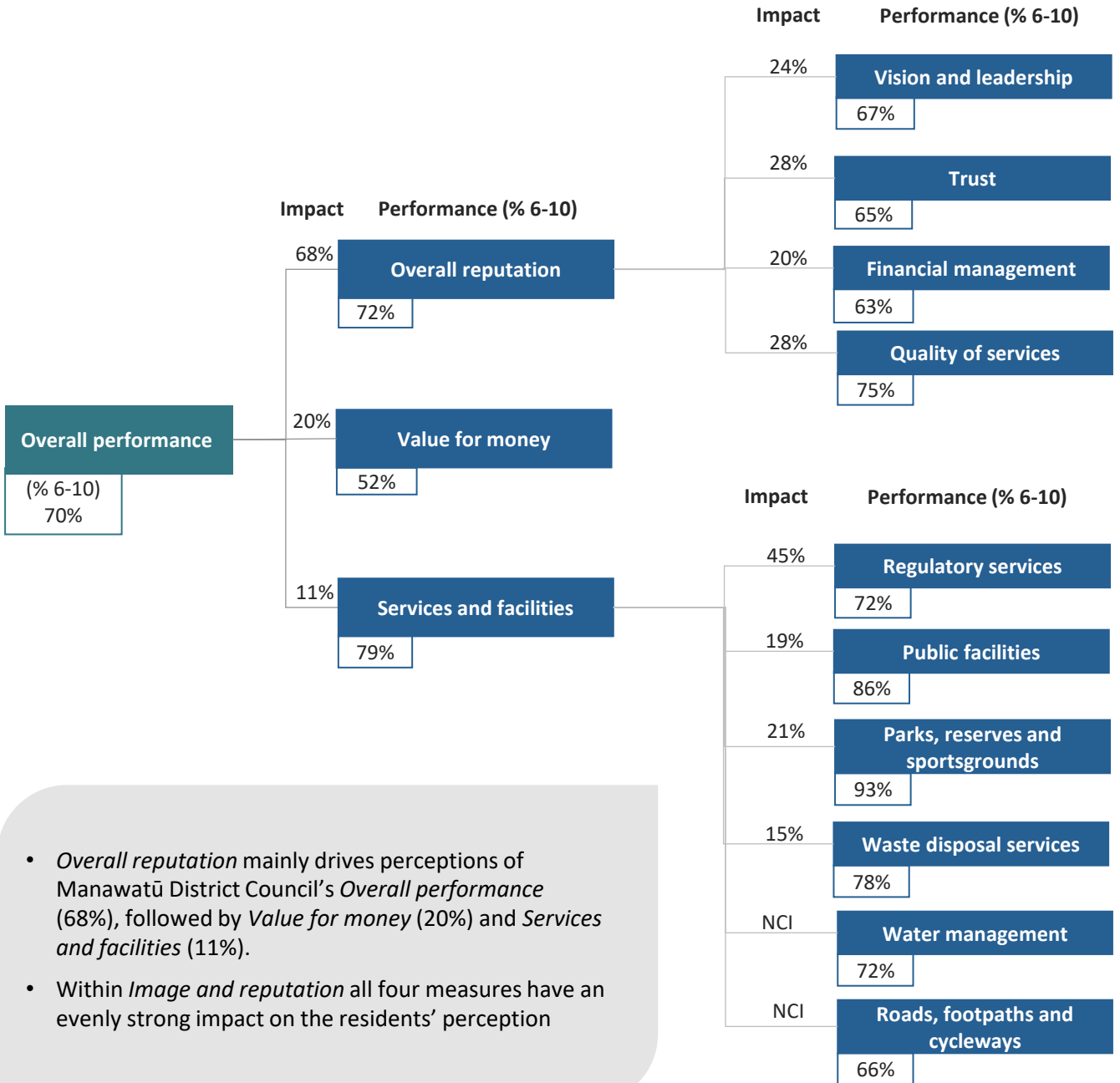
NOTES:

- Total sample: 2023 n=491, 2022 n=596,
- Segments have been determined using the results from a set of five overall level questions



Drivers of satisfaction

Drivers of satisfaction with Manawatū District Council

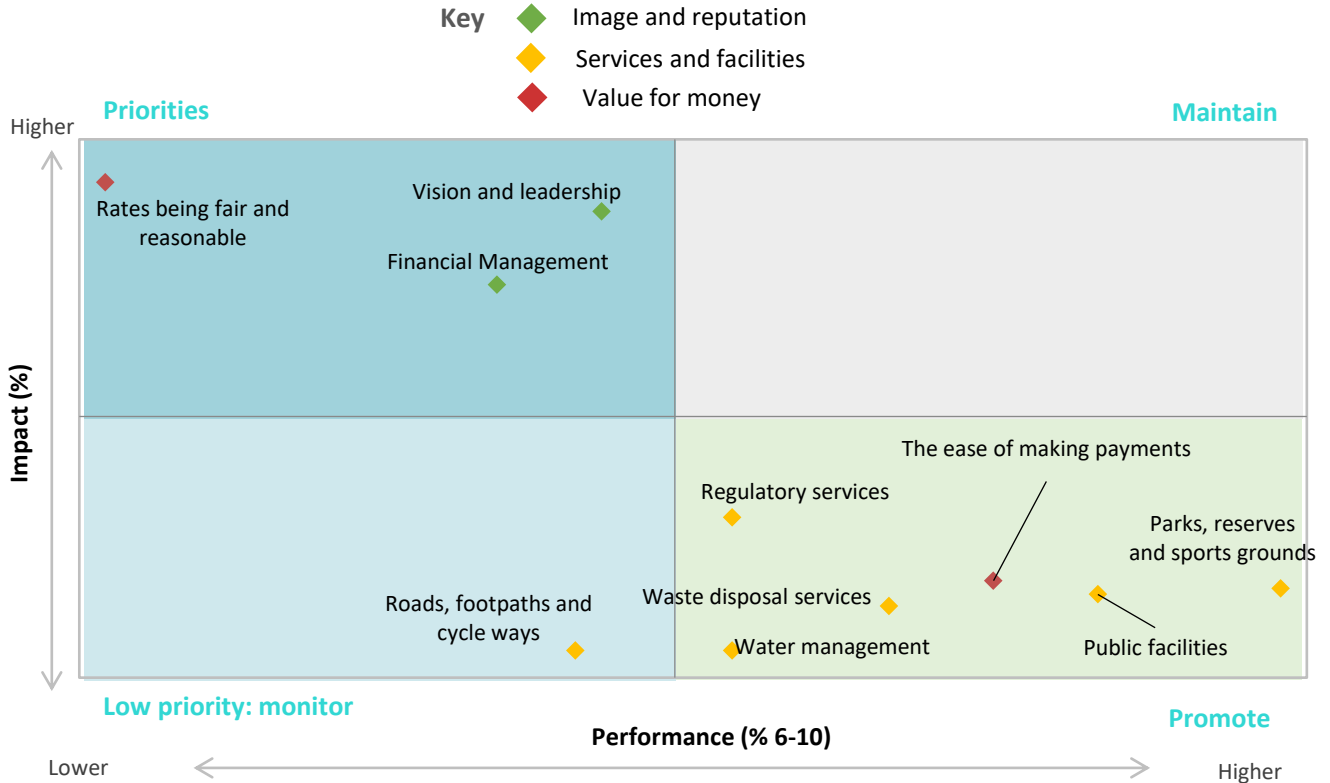


- Overall reputation mainly drives perceptions of Manawatū District Council’s Overall performance (68%), followed by Value for money (20%) and Services and facilities (11%).
- Within Image and reputation all four measures have an evenly strong impact on the residents’ perception

NOTES:

1. Total sample: : 2023 n=491, 2022 n=596 Excludes Don't know

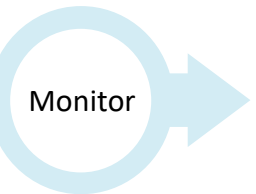
Opportunities and priorities: Overall measures



- *Value for money* and *Financial management*, especially on what services rates are spent on, is the main priority for the Council to work on. While residents' satisfaction rate is low, the verbatim comments indicate that residents would like to see more money spent on roading, as well as Council to focus on other core services as a priority. Another issue mentioned by the residents is rates not being fair to those in rural areas, as they do not see the money being spent on facilities outside Feilding.
- *Leadership* is a second priority for Council to focus on. Residents believe that council needs to show more transparency in decision making and consider more consultation with the ratepayers.



- Some of the higher rated areas include *Water management*, *Waste disposal services*, *Parks, reserves and sports grounds* and *Public facilities and open spaces*.



- There is one area of performance that shows lower satisfaction. However, at the moment it also has a lower impact on *Overall performance*. Monitoring *Roading, footpaths and cycleways* and trying to make some improvements before these shift into the *Priorities* is important for the Council to manage future risks.

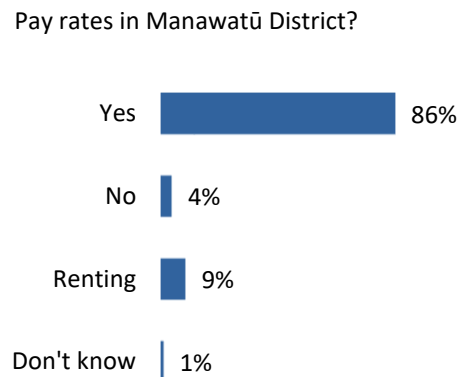
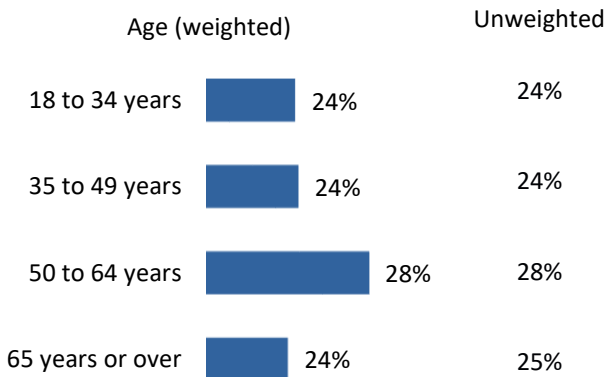
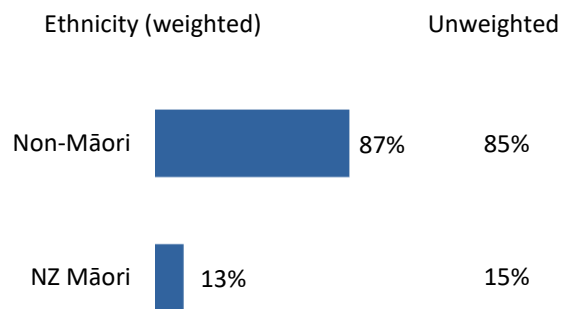
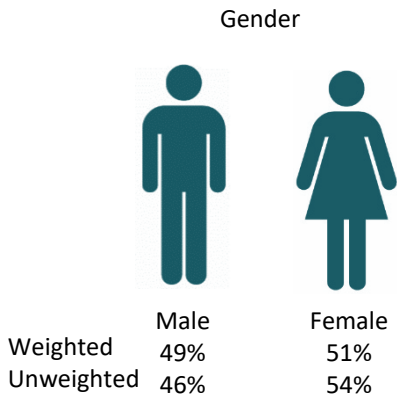
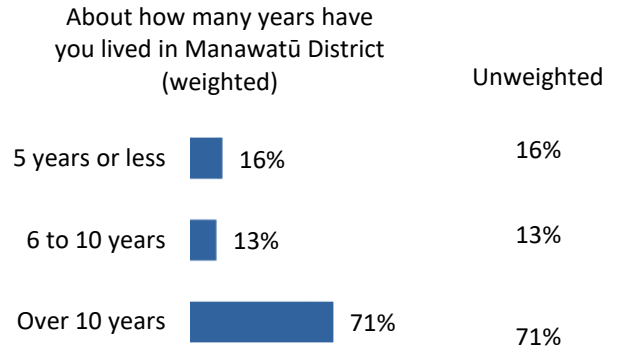
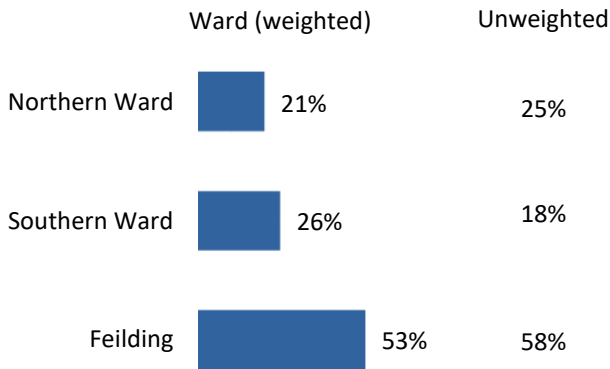
NOTES:

1. Total sample: : 2023 n=491, 2022 n=596 Excludes Don't know



Sample profile

Sample profile





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