



2021/22

**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=596 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 assessment of reputation and 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; 149 responses between 25 August and 8 October 2022, 135 responses between 2 November and 10 December 2021, 138 responses between 1 March and 8 April 2022, and 174 responses between 3 May and 10 June 2022.
- 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

1

Residents' perceptions of Manawātū District Council's *Overall performance* have decreased slightly over the past year, as has satisfaction with *Overall reputation*. Satisfaction with *Value for money* has decreased significantly when compared with 2021.

2

In terms of services and facilities, *Parks, reserves and sportsgrounds* continues to score very highly this year with 95% of residents satisfied (scoring 6 to 10 out of 10). On the other hand, *Regulatory services* has the lowest percentage of satisfied residents (75%) consistent with 2021's results.

3

Of the new *Community outcomes* measures residents were most likely to agree with *An environment to be proud of. He kāinga ka rauhītia tōna taiao*. And its corresponding statement *Council takes environmental responsibility seriously* with 81% of respondents agreeing.

4

Overall reputation continues to be the main driver of perceptions of Manawātū District Council's *Overall performance*. *Value for money* has a moderate impact while *Services and facilities* has a relatively lesser influence on perceptions.

5

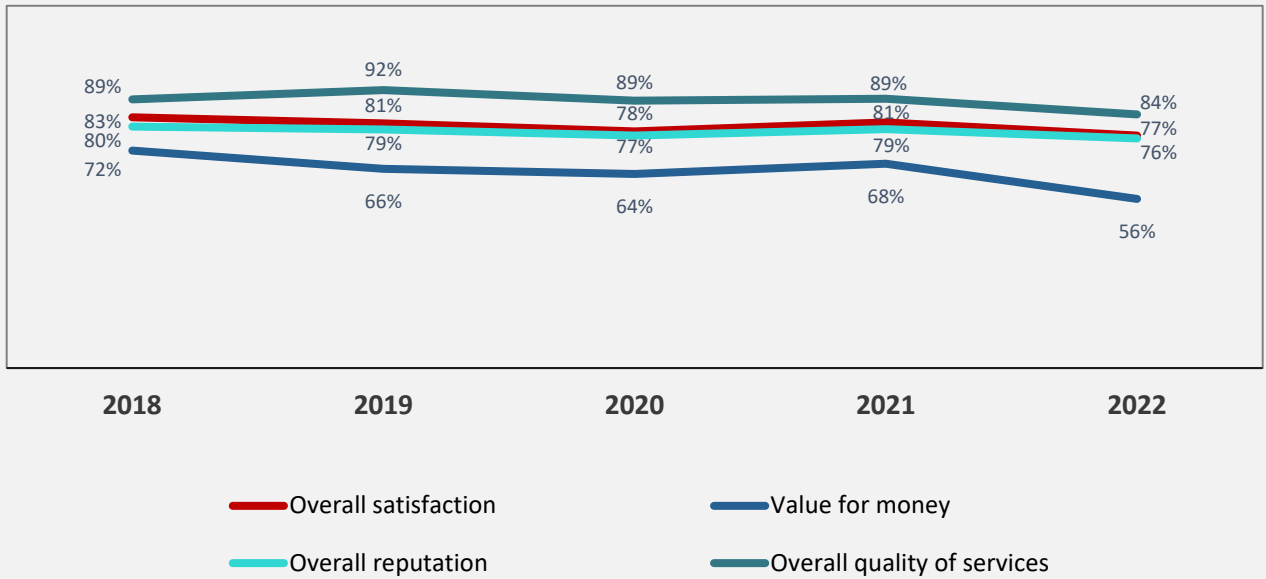
The key priorities for Manawātū District Council are to improve its performance regarding *Trust, Financial management, and Rates being fair and reasonable*. *Vision and leadership* has made the positive move from 'Priority' to 'Maintain'.

6

Manawātū District Council's 'Reputation profile' has improved slightly with a 5% increase in the proportion of 'Champions' and a 2% reduction in the proportion of 'Sceptics'. We also see a small improvement in the 'Reputation Benchmark' up to +78 and climbing ever closer to an 'Excellent' +80.

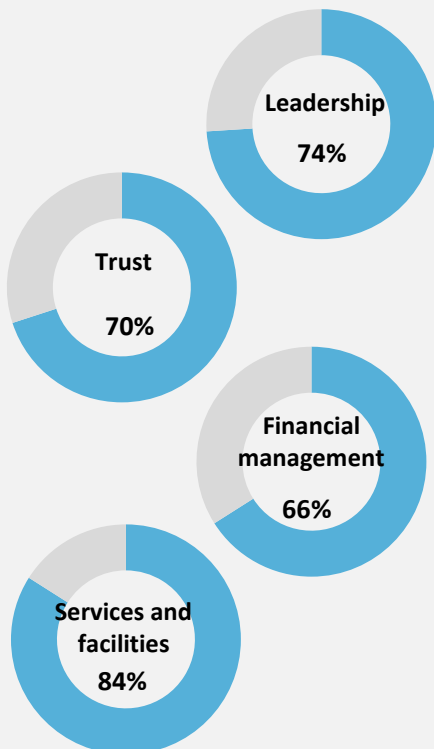
Summary of key performance indicators

Trend in performance



Reputation

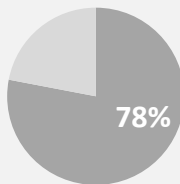
6-10%



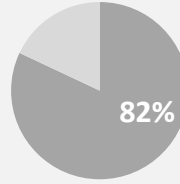
Other important measures

6-10%

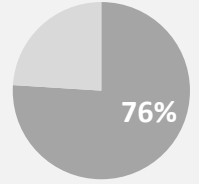
Water management



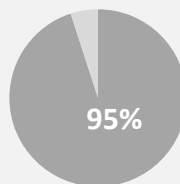
Waste disposal services



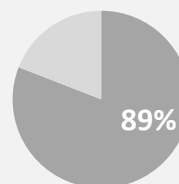
Roads, footpaths and cycleways



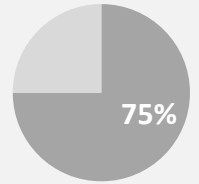
Parks & Reserves



Council Facilities



Regulatory Services



Overall measures - satisfied (% 6-10)

	% point increase / decrease (2022-2021)	Percentage of respondents satisfied, or very satisfied			
		2022	2021	2020	2019
It is easy to access Council funding for my/our events	15%	52%	37%	46%	53%
I am satisfied with Community Funding and Development services	14%	60%	46%	54%	57%
Adequacy of cycleways on our roads	10%	59%	49%	57%	57%
I am satisfied with the economic development services	10%	70%	60%	65%	69%
Managing liquor licensing	8%	80%	72%	75%	78%
Managing and issuing building consents	7%	57%	50%	48%	64%
I am aware that Council is working in partnership with Palmerston North City Council (PNCC) to develop, improve and promote the region's economy	7%	69%	62%	64%	72%
How the Manawātū District Council treats and disposes of sewage	6%	92%	86%	91%	90%
Financial management	6%	66%	60%	60%	68%
The Council is doing a good job growing the district economy	6%	69%	63%	66%	70%
Trust	6%	70%	64%	68%	72%
I am aware that Council is working with, and funding, external agencies to develop, improve and promote the local economy	5%	66%	61%	64%	66%
The resolution or outcome achieved	5%	43%	38%	54%	53%
Overall satisfaction with - Sports and events centre	4%	93%	89%	92%	95%
How long it took to resolve the matter	4%	37%	33%	48%	48%
The provision of dedicated walkways and other cycleways around the Manawātū District	4%	72%	68%	72%	68%
Satisfaction with Overall communication	3%	71%	68%	72%	72%
Overall satisfaction with - Community halls	2%	91%	89%	91%	90%
Vision and leadership	2%	74%	72%	73%	76%

Overall measures - satisfied (% 6-10)

	% point increase / decrease (2022-2021)	Percentage of respondents satisfied, or very satisfied			
		2022	2021	2020	2019
The clarity of the water	1%	86%	85%	87%	88%
The reliability of the sewerage system	1%	97%	96%	95%	95%
The availability of footpaths and crossing points for mobility scooters and wheelchairs	1%	66%	65%	67%	65%
Overall satisfaction with parks, reserves and sportsgrounds	1%	95%	94%	95%	97%
Managing and issuing resource consents	1%	51%	50%	55%	63%
The reliability of the water supply	0%	96%	96%	99%	98%
Overall satisfaction with water management	0%	78%	78%	78%	78%
Licensing premises such cafes, restaurants and hairdressers	0%	80%	80%	76%	84%
Overall satisfaction with council's regulatory services	0%	75%	75%	71%	81%
It is easy to find out what Council funding is available	0%	47%	47%	50%	54%
A place to belong and grow	-	78%	-	-	-
I feel a sense of connection with my neighbourhood or community	-	71%	-	-	-
A future planned together	-	62%	-	-	-
An environment to be proud of	-	81%	-	-	-
Infrastructure fit for the future	-	65%	-	-	-
A prosperous, resilient economy	-	78%	-	-	-
How well Council staff understood your request and how they communicated with you	-	52%	-	-	-
You're confident that the District is going in the right direction	-	82%	-	-	-
The kerbside recycling services	-1%	81%	82%	85%	85%

Overall measures - satisfied (% 6-10)

	% point increase / decrease (2022-2021)	Percentage of respondents satisfied, or very satisfied			
		2022	2021	2020	2019
The condition of the roads in your area being to a quality that you expect	-1%	68%	69%	74%	75%
The pressure of the water	-1%	87%	88%	87%	92%
Kerbside rubbish collection	-1%	91%	92%	91%	94%
The road network having enough signage and being easy to navigate	-1%	88%	89%	87%	91%
Sportsgrounds	-1%	94%	95%	95%	97%
Cemetery maintenance	-1%	91%	92%	96%	96%
Providing dog and animal control	-1%	79%	80%	75%	80%
The services for managing green waste	-2%	67%	69%	73%	73%
Management of loose litter and bins in and around the town	-2%	81%	83%	82%	86%
The taste of the water	-2%	70%	72%	76%	79%
Ability to protect your property from flooding	-2%	72%	74%	78%	75%
How well the stormwater system is maintained	-2%	62%	64%	67%	72%
How well footpaths are maintained	-2%	69%	71%	72%	73%
Other parks and reserves	-2%	94%	96%	96%	97%
Overall satisfaction with - Public toilets	-2%	87%	89%	87%	88%
The services for managing general waste using the Manawātū District Council Blue Bag	-3%	81%	84%	86%	89%
Parking provisions	-3%	79%	82%	77%	81%
Overall satisfaction with - Council owned property e.g. Civic Centre, Council offices	-3%	93%	96%	95%	95%
The ease of making payments	-3%	91%	94%	95%	92%

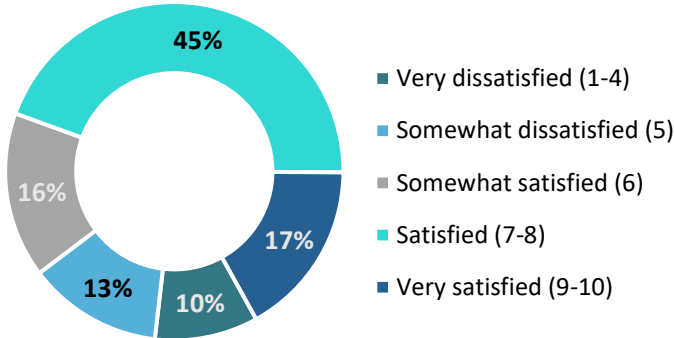
Overall measures - satisfied (% 6-10)

	% point increase / decrease (2022-2021)	Percentage of respondents satisfied, or very satisfied			
		2022	2021	2020	2019
Rates being fair and reasonable	-3%	54%	57%	59%	57%
Services and facilities	-3%	80%	83%	82%	82%
How would you rate Council overall for how well they handled your enquiry?	-3%	39%	42%	61%	53%
The odour of the water	-3%	78%	81%	87%	85%
Overall satisfaction with waste disposal services	-3%	82%	85%	86%	86%
Overall satisfaction with roads, footpaths, cycleways	-3%	76%	79%	76%	79%
Overall reputation	-3%	76%	79%	77%	79%
Playgrounds	-4%	90%	94%	95%	95%
Overall satisfaction with - The libraries	-4%	90%	94%	92%	94%
How easy it was to make your enquiry or request	-4%	66%	70%	73%	80%
Overall satisfaction with - Makino Pools	-4%	89%	93%	91%	95%
Overall satisfaction with council's public facilities	-4%	89%	93%	93%	96%
Overall performance	-4%	77%	81%	78%	81%
Recycling points or centre	-5%	79%	84%	81%	82%
The safety of the roads	-5%	65%	70%	70%	74%
The information provided being accurate	-5%	45%	50%	61%	59%
Overall services and facilities	-5%	84%	89%	89%	92%
Transfer station	-6%	76%	82%	80%	80%
Keeping roads and footpaths free of flooding	-7%	63%	70%	72%	74%
Overall value for money	-12%	56%	68%	64%	66%



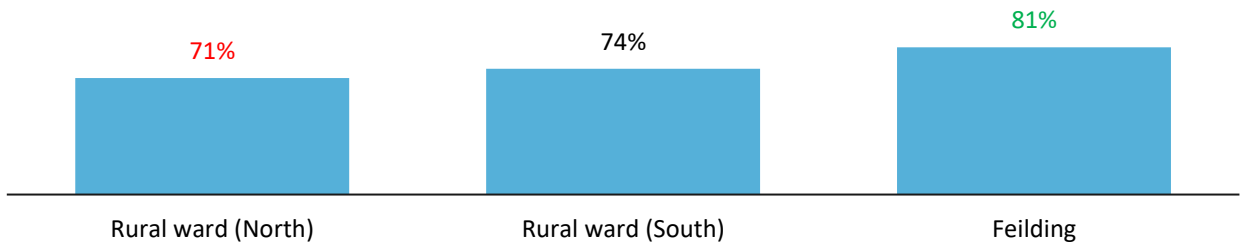
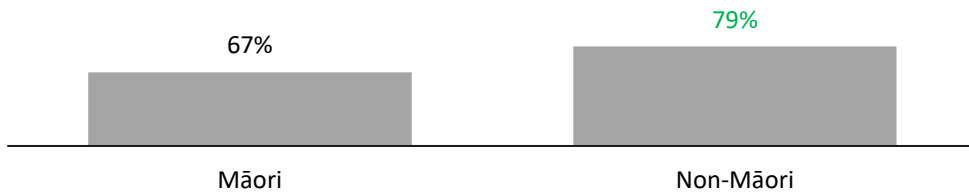
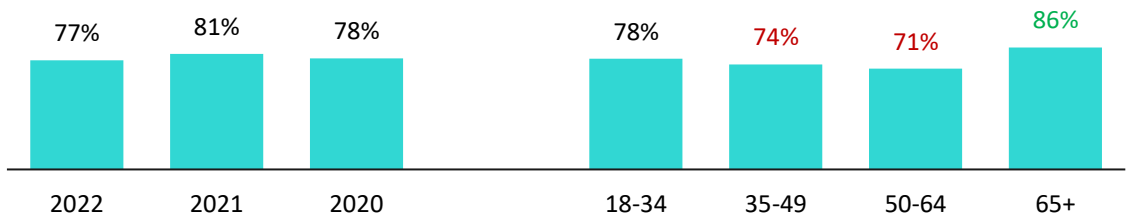
Overall satisfaction with Manawatū District Council

Overall performance



- Residents' satisfaction with Manawātū District Council's *Overall performance* has decreased from 81% in 2021 to 77% in 2022.
- Older residents aged 65+ were more likely to be satisfied with Council. Satisfaction amongst residents in the Feilding Ward is significantly higher than amongst Northern Ward residents.

Satisfied % 6-10

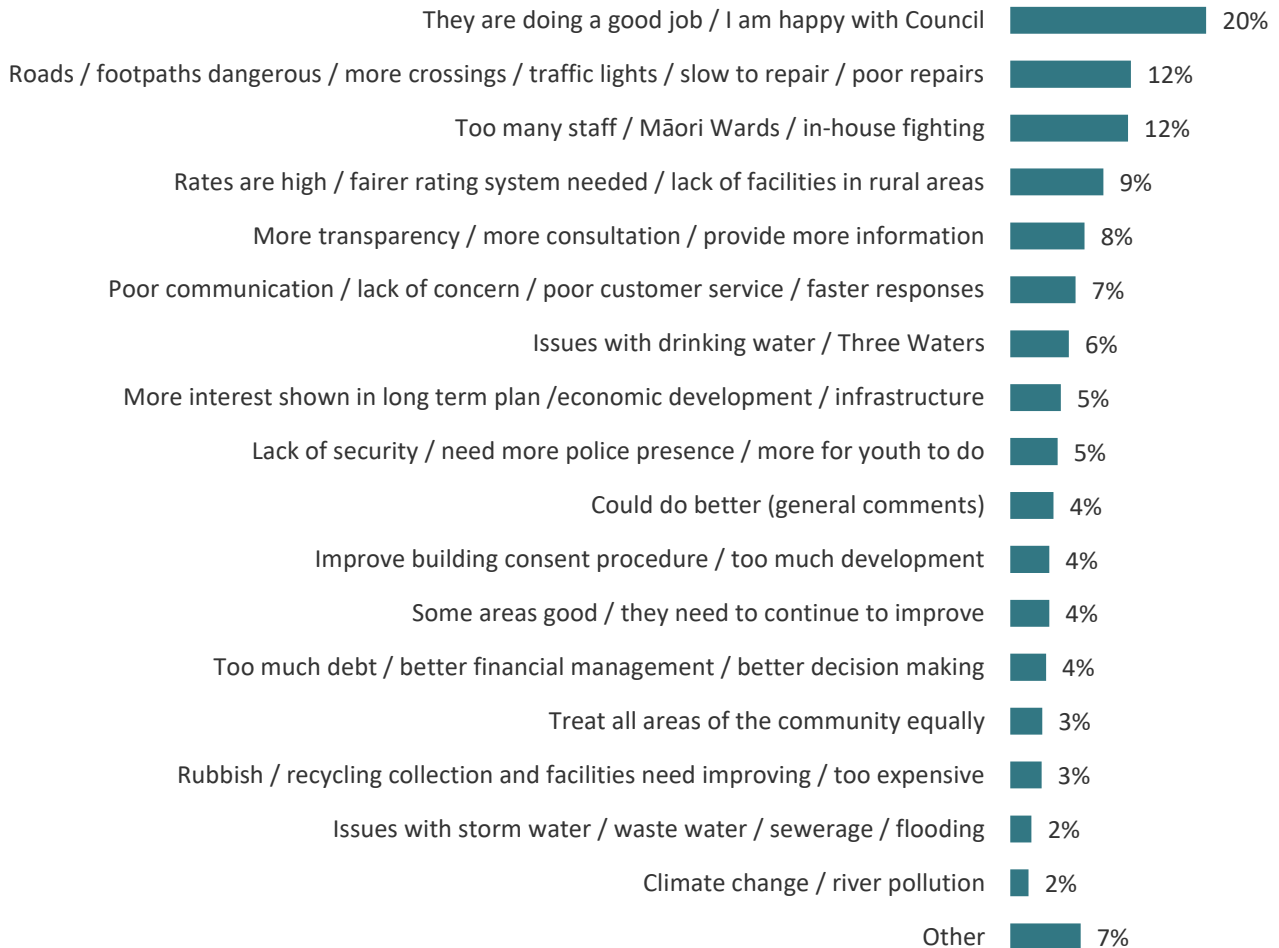


NOTES:

- Total sample: 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
- 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?

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

General comments



- *I'd like to see them just get their jobs done, I get sick of seeing, he said, she said. Just get on with the job.*
- *Focus on value for money. The rates are killing us. The increasing Horizons rates are not helping either.*
- *I think that the way the elected Council has acted recently towards one and other is appalling and appears to be an amount of bullying that occurs. That certain has eroded trust in both the Mayor and deputy.*
- *The money I see being spent on unnecessary road maintenance and road mistakes ending up having to redo again. Contractors not confident in doing their job right or being misinformed.*

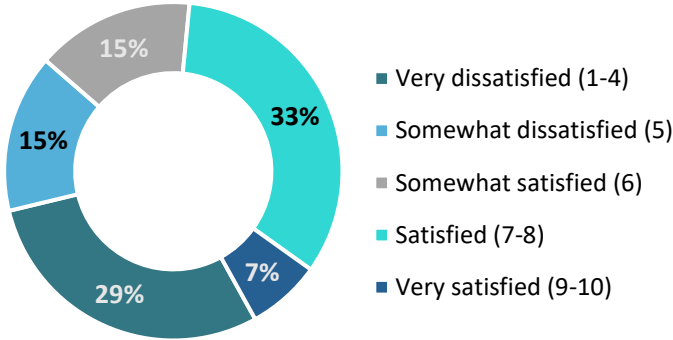


- *I have lived here for nearly 40 years, and it is home for me. Thanks for all that you do to make this a great place to live.*
- *I am happy to see the good job they do about keeping Feilding looking clean and beautiful.*
- *Thank you for inviting me to take part. I look forward to seeing whether any positive and progressive changes can be made as a result of the findings of this ratepayer survey.*
- *Great work on establishing the Māori wards. Consider gender quotas for Council too to ensure gender parity and equality as well.*
- *Manawatū is a good district.*

NOTES:

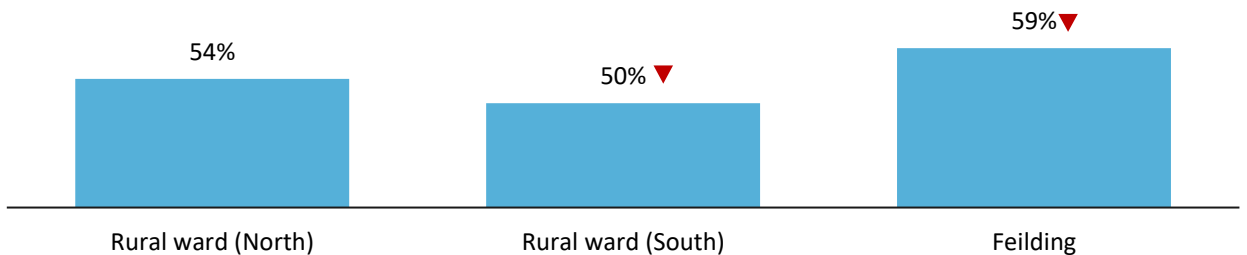
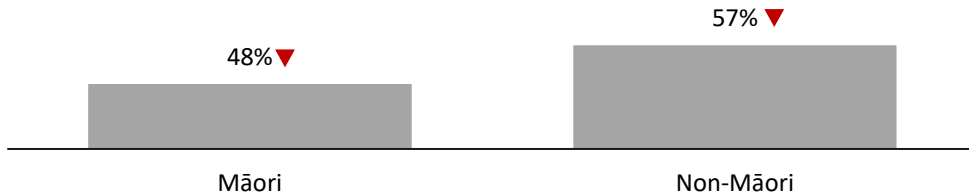
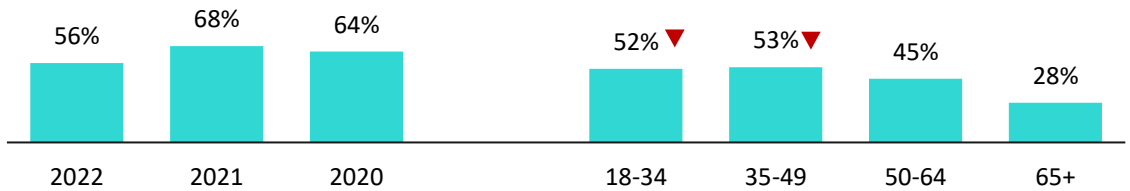
1. Sample: Total 2022 n=596,; Results less than 2% are not shown, Excludes Don't know
2. GEN1. Are there any other comments that you would like to make about the Manawatū District Council? n=212

Value for money



- Residents' satisfaction with Manawātū District Council's *Overall performance* has decreased from 81% in 2021 to 77% in 2022.
- Older residents aged 65+ were more likely to be satisfied with Council. Satisfaction amongst residents in the Feilding ward is significantly higher than amongst Northern Ward residents.

Satisfied % 6-10

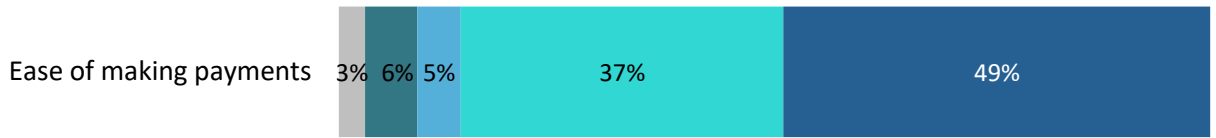


NOTES:

- Total sample: 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
- VM1. How would you rate your satisfaction with the Manawātū District Council for...
- 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?

▲ 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)

- Satisfaction with *ease of making payments* has declined slightly but remains very high at 91%.
- Satisfaction with *rates being fair and reasonable* has declined slightly year-on-year to 54% from 57% in 2021.

Scores with % 6-10	2022	2021	2020	Māori	Non-Māori
Ease of making payments	91%	94%	95%	90%	94%
Rates being fair and reasonable	54%	57%	59%	55%	57%

Scores with % 6-10	18-34	35-49	50-64	65+
Ease of making payments	84%	91%	96%	92%
Rates being fair and reasonable	39% ▼	53%	54%	67%

Scores with % 6-10	Northern	Southern	Feilding
Ease of making payments	92%	87% ▼	93%
Rates being fair and reasonable	54%	60%	51%

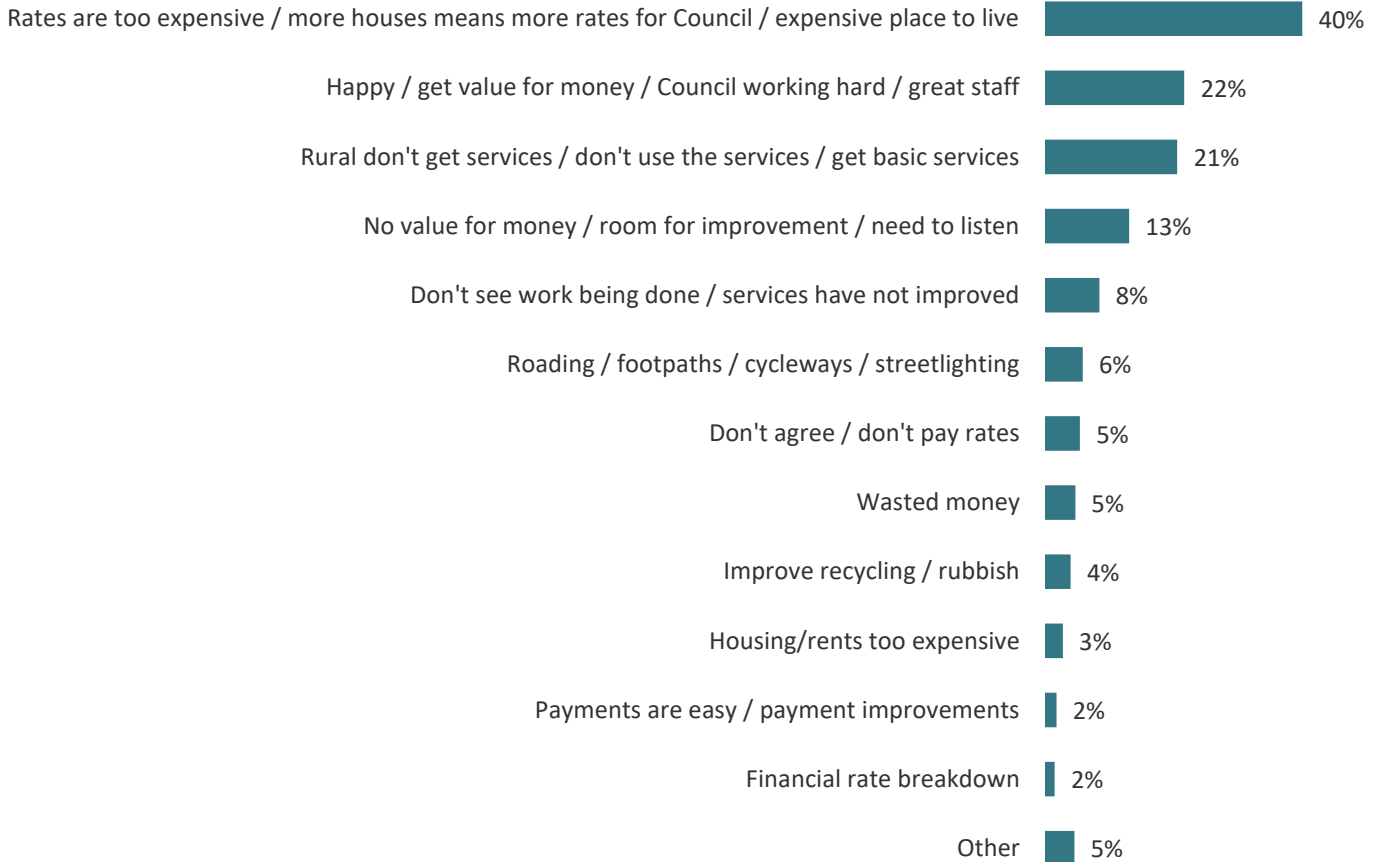
- Older residents aged 65+ are significantly more likely to be satisfied with *rates being fair and reasonable* than all other age groups.
- Residents of the Feilding ward are significantly more likely to be satisfied with the *ease of making payments* than residents of the Southern rural ward.

NOTES:

1. Total sample: 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. VM1. How would you rate your satisfaction with the Manawātū District Council for...

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

Value for money



- The rates are extremely high, especially for landlords trying to provide housing for others. This drives the rents up.
- In the 40 years I have lived here we have always had a rate increase. It currently far exceeds the rate of inflation.
- I see a lot of spending that is not warranted for an example, reading about the Manawatū District Council nursery is this really money well spent?
- Being rural we don't get Council bag roadside rubbish collection and there is no need for Council support for wastewater, so you don't offer us anything.
- I've never seen a financial breakdown of costs in regard to how the rates are spent or forecast.



- Our rates are okay for what we get.
- The benefits in Feilding are easy to see. Not sure that the smaller communities would feel the same?
- Council is good, could do with improving the roads.
- The parks and cool facilities are worth it and feel that the rates are reasonable.
- The services are generally very good.
- I am happy with the Councils rates and overall value for money.
- You get what you pay for, and you'll never keep everyone happy. But I think overall Manawatū District Council do a good job.
- Feilding is a well-managed and progressive community. Thank you.

NOTES:

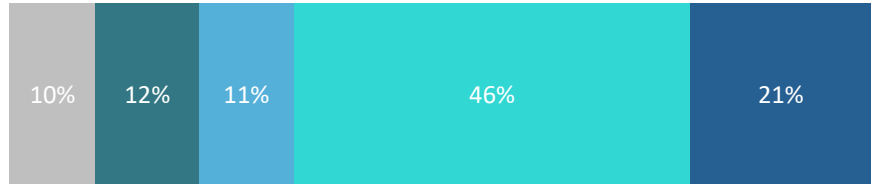
1. Sample: Total 2022 n=596, 2021 n=455; Results less than 2% are not shown, Excludes Don't know
2. CO11. Why did you provide these ratings for 'value for money and excellence in local government'? n=427



Community outcomes

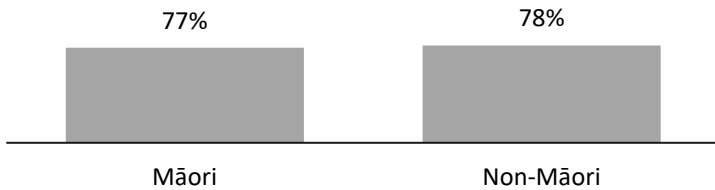
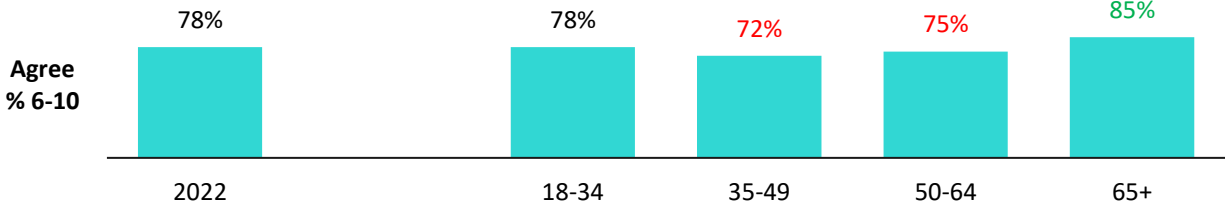
A place to belong and grow. He kāinga e ora pai ai te katoa

Council provides and supports community spaces and activities that encourage a sense of belonging for everyone from all walks of life

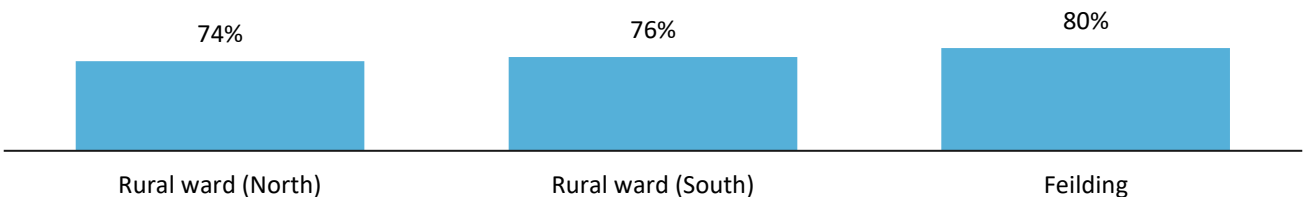


■ Strongly disagree (1-4)
 ■ Somewhat disagree (5)
 ■ Somewhat agree (6)
 ■ Agree (7-8)
 ■ Strongly Agree (9-10)

- Almost eight in ten respondents (78%) agree that *Council provides and supports community spaces and activities that encourage a sense of belonging for everyone from all walks of life* with 21% of respondents strongly agreeing.



- Older residents aged 65+ are significantly more likely to agree than residents aged 35-49 and 50-64.
- Results remain consistent across ethnicity and wards.



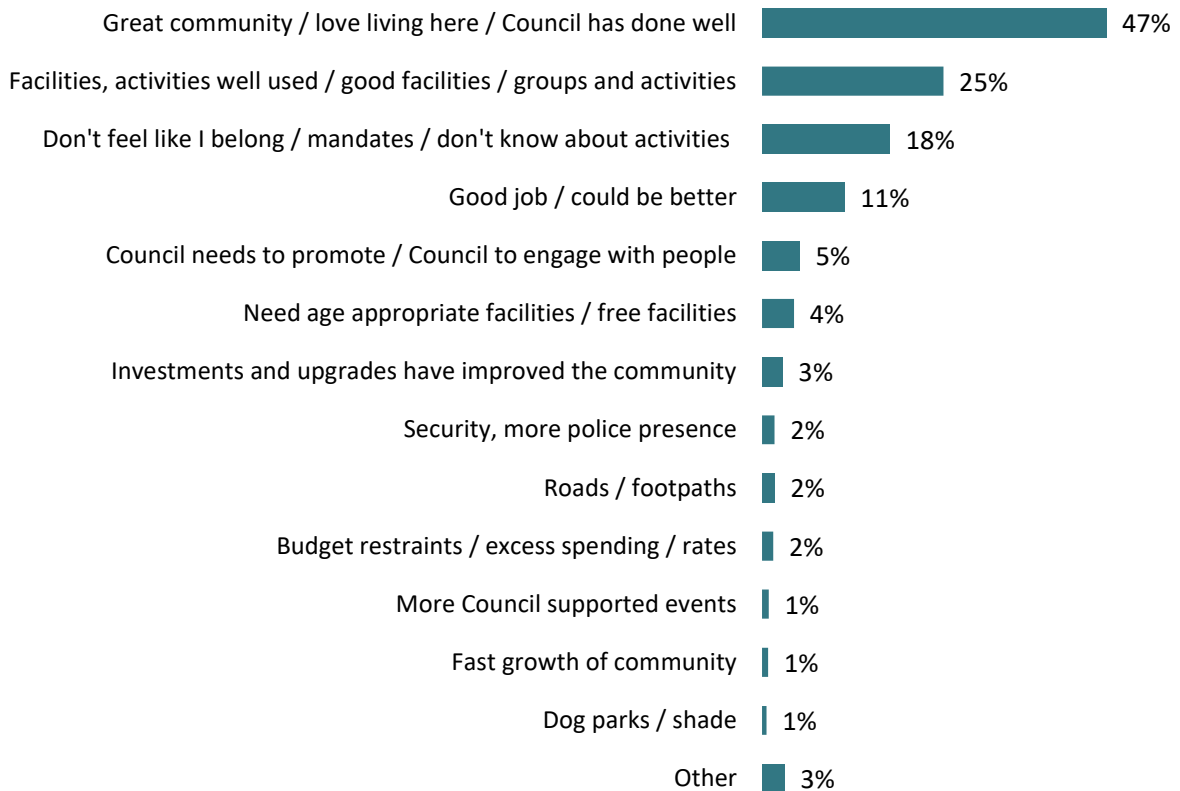
NOTES:

1. Sample: 2022 n=596, Excludes Don't know
2. CO1. Council provides and supports community spaces and activities that encourages a sense of belonging for everyone from all walks of life.

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

A place to belong and grow. He kāinga e ora pai ai te katoa



- *I just don't see and feel this.*
- *I have no interest in belonging and have no idea what is meant by growth and so have no experience of either.*
- *I don't know what Council does to make my area feel like a place to belong and grow.*
- *There have been some great things going on in Feilding, but the Council lets itself down. For example, the debacle at Mt Lees Reserve, Feilding Little Theatre, continuing huge costs at Manfeild and the new playground at Kowhai Park is still not finished. The new playground seems too far away from the public toilets for young families.*
- *I don't think this Council is willing to embrace the future, look at their reaction to a Māori ward and having to have a second vote.*
- *The Council is not addressing the best use of available community spaces which should address the needs all members of the community.*



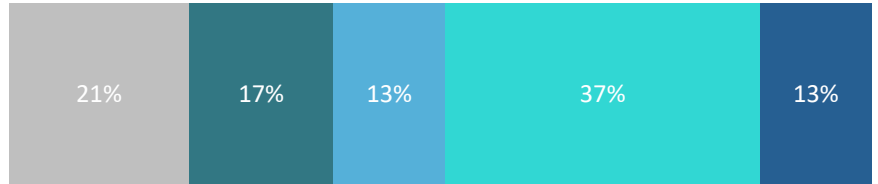
- *Overall, a good job in this regard.*
- *Recent investment in upgrades and new facilities within communities has helped to improve this goal.*
- *Feilding is a nice town, with all the conveniences for my personal needs.*
- *My family and I have been living in this area of Watershed Road for five years now and absolutely love it, but of course I am retired now so can enjoy it every day. We have noticed an increase in road traffic especially large vehicles such as milk tankers, concrete trucks, buses and delivery trucks for which our roads are too narrow.*
- *I was born and bred in Feilding, and I think it's a great town.*
- *As a resident escaper from Wellington the Manawatū is paradise in comparison. Of course, there are things that occasionally irritate me but nothing that truly bothers me.*

NOTES:

1. Sample: Total 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't know
2. CO2. Why did you provide this rating for 'a place to belong and grow'? n=412

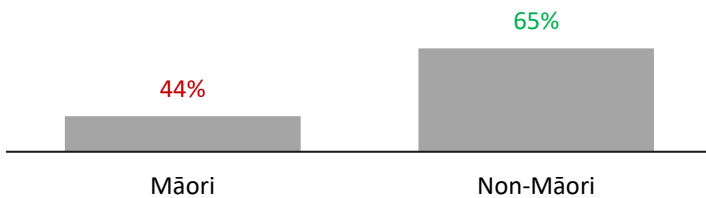
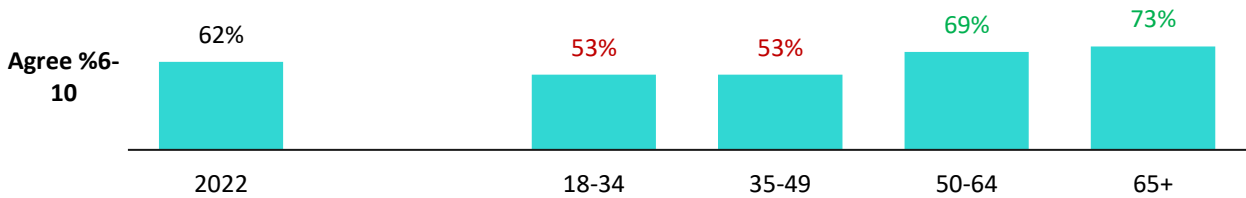
A future planned together. He kāinga ka whakamaherea tahitia tōna anamata e te hāpori tonu

Council has a plan for the future and has involved the community in creating it

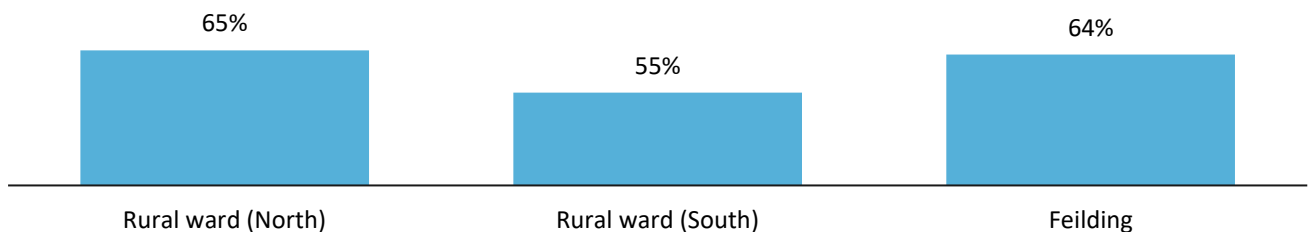


■ Strongly disagree (1-4) ■ Somewhat disagree (5) ■ Somewhat agree (6) ■ Agree (7-8) ■ Strongly Agree (9-10)

- Three in five respondents (62%) agree that *Council has a plan for the future and has involved the community in creating it* with 13% 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 50-64 and 65+ are significantly more likely to agree than residents aged 18-34 and 35-49.
- Non-Māori residents are significantly more likely to agree than those who identify as Māori.



NOTES:

1. Sample: 2022 n=596.; Excludes Don't know
2. CO3. Priority 2: A future planned together: Council has a plan for the future and has involved the community in creating it.

A future planned together. He kāinga ka whakamaherea tahitia tōna anamata e te hapori tonu



- *I don't feel part of this. I have thoughts and opinions but have never been asked.*
- *I can't say if the community involvement was top of their agenda, especially around the increased burden of higher rates that comes from population growth in the region.*
- *The Council involves the people closer to town and in town, however they fail to involve people who live further out in the country.*
- *I feel a future planned by loud voices who are scared of change and are more likely to vote.*
- *I feel that consultation is not planning together. Most of the planning and consultation is poor. The water scheme is a mess. There has been no consultation on Three Waters that I know of, and I have no idea where Council stands on this.*

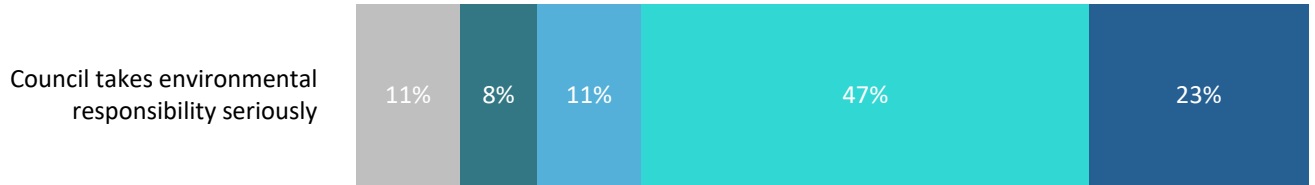


- *There has been lots of consultation and information on long term plans and opportunities to have your say.*
- *I believe they have a good plan for growth of the region.*
- *The Council is geared toward the future with great ideas.*
- *I feel that Council has clear, regular communication with residents.*
- *The weekly newspaper, rates notices, letterbox drops, and emails keep us fully informed.*
- *The Council always is planning ahead for the future, and this is key to success in a place to live and work.*
- *The Councils plans are open for the public to see and in my experience, feedback is encouraged.*

NOTES:

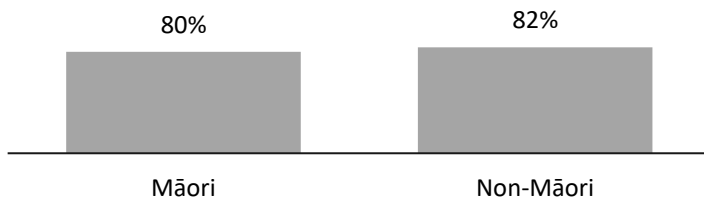
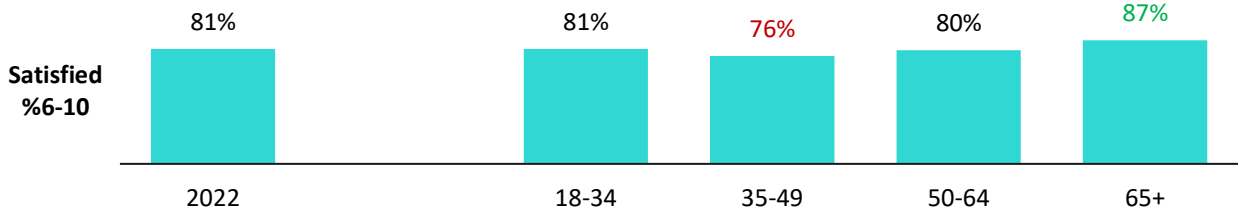
1. Sample: Total 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't know
2. CO4. Why did you provide this rating for 'a future planned together'? n=372

An environment to be proud of. He kāinga ka rauhītia tōna taiao

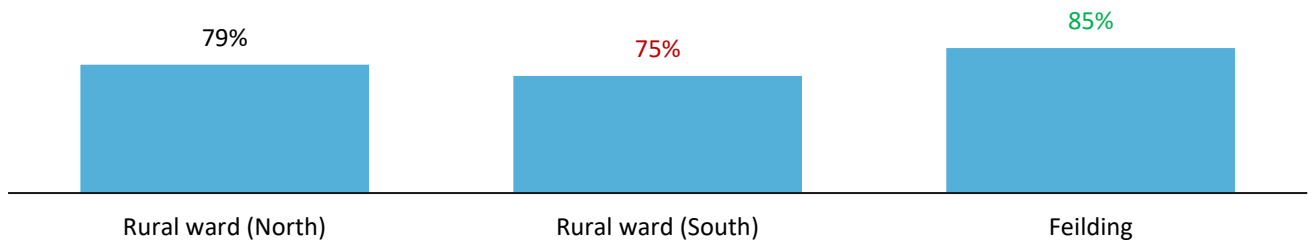


■ Strongly disagree (1-4) ■ Somewhat disagree (5) ■ Somewhat agree (6) ■ Agree (7-8) ■ Strongly Agree (9-10)

- Over four in five respondents (81%) agree that *Council takes environmental responsibility seriously* with 23% of respondents *strongly agreeing*.
- 11% of respondents *strongly disagree* that *Council takes environmental responsibility seriously*.



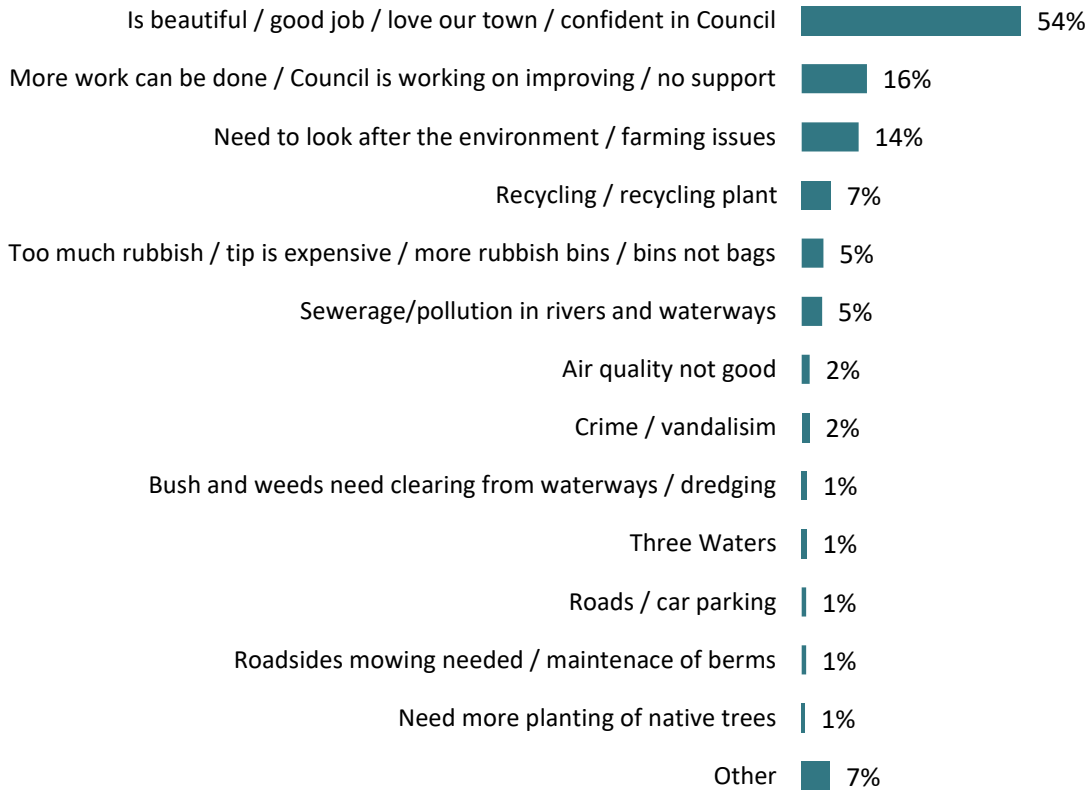
- Older residents aged 65+ are significantly more likely to agree than residents aged 35-49.
- Residents of Feilding are significantly more likely to agree than residents in the Southern rural ward.



NOTES:

1. Sample: Total 2022 n=596, Excludes Don't know
2. CO5. Priority 3: An environment to be proud of: Council takes environmental responsibility seriously.

An environment to be proud of. He kāinga ka rauhitia tōna taiao



- It is not good if wastewater is going into rivers.
- We are a way off. Yes, it is better than some towns but still not up to date. I want to live in a town that's progressive and ahead of others.
- I walk around Feilding in winter and my clothes smell of smoke. The air quality is appalling.
- Supporting the Halcombe community walkway was credit worthy. However, the Feilding Council nursery is a debacle. Private enterprise could have delivered everything.
- Are you joking? Look at the state of our rivers and reserves. Maybe if the tip wasn't so expensive people would stop dumping by the waterways. Whenever I drive into Feilding in a southerly wind all I can smell is sewerage.
- We need more aggressive action on climate change.



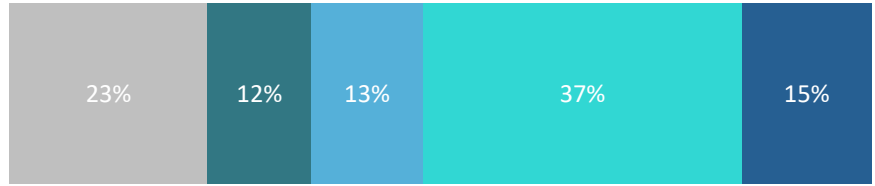
- Having contractors who are constantly taking care of the environment shows a commitment to being proud of this district.
- We live in a clean region, still a load of work to go with our streams and rivers. However, that also falls with Horizons Regional Council.
- Council are beginning to take this seriously.
- The Council takes good care of the environment surrounding the Manawatū area and they all are up to a good standard.
- Feilding is a lovely place to live in and be in. There is a lot of pride in the way the town is presented.
- Council takes a reasonable and pragmatic approach to environmental matters.
- My general observation of the state of the urban and rural areas of Feilding is a well-kept and well managed district.

NOTES:

1. Sample: Total 2022 n=596,; Excludes Don't know
2. CO6. Why did you provide this rating for 'an environment to be proud of'? n=403

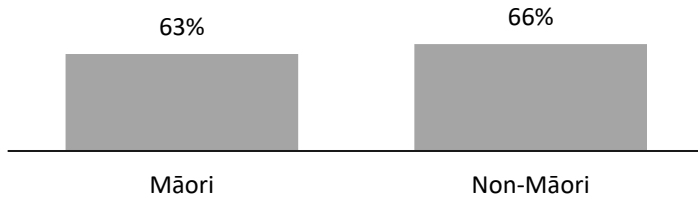
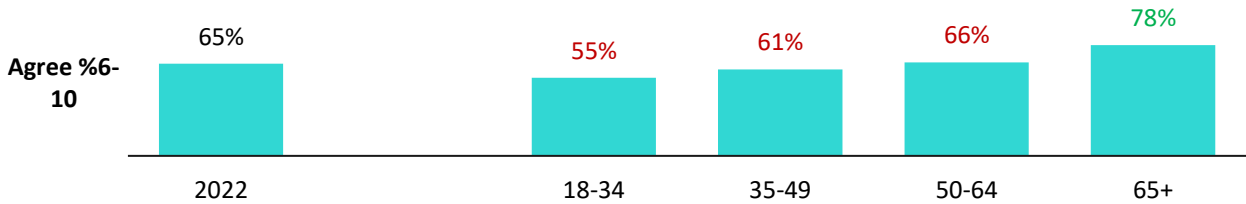
Infrastructure fit for future. He kāinga ka tūwhena tonu ōna pūnahahanga, haere ake nei te wā

Infrastructure in the Manawātū District is in good shape and our upgrade plans will serve us well in the future

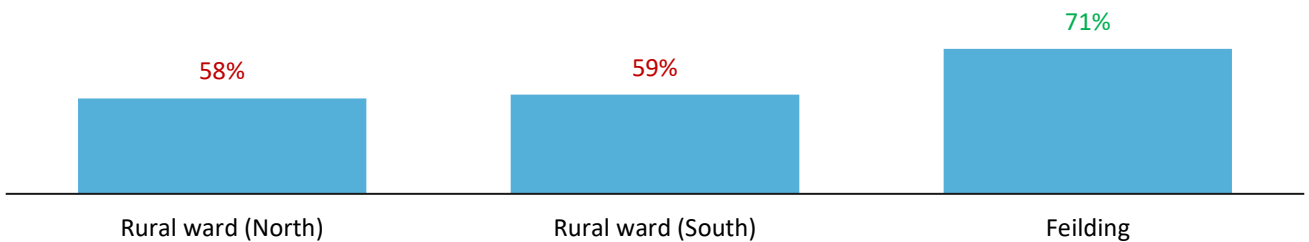


■ Strongly disagree (1-4)
 ■ Somewhat disagree (5)
 ■ Somewhat agree (6)
 ■ Agree (7-8)
 ■ Strongly Agree (9-10)

- Almost two-thirds of respondents (65%) agree that *infrastructure in the Manawātū District is in good shape and our upgrade plans will serve us well in the future.*
- 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.
- There is little difference across ethnicity.



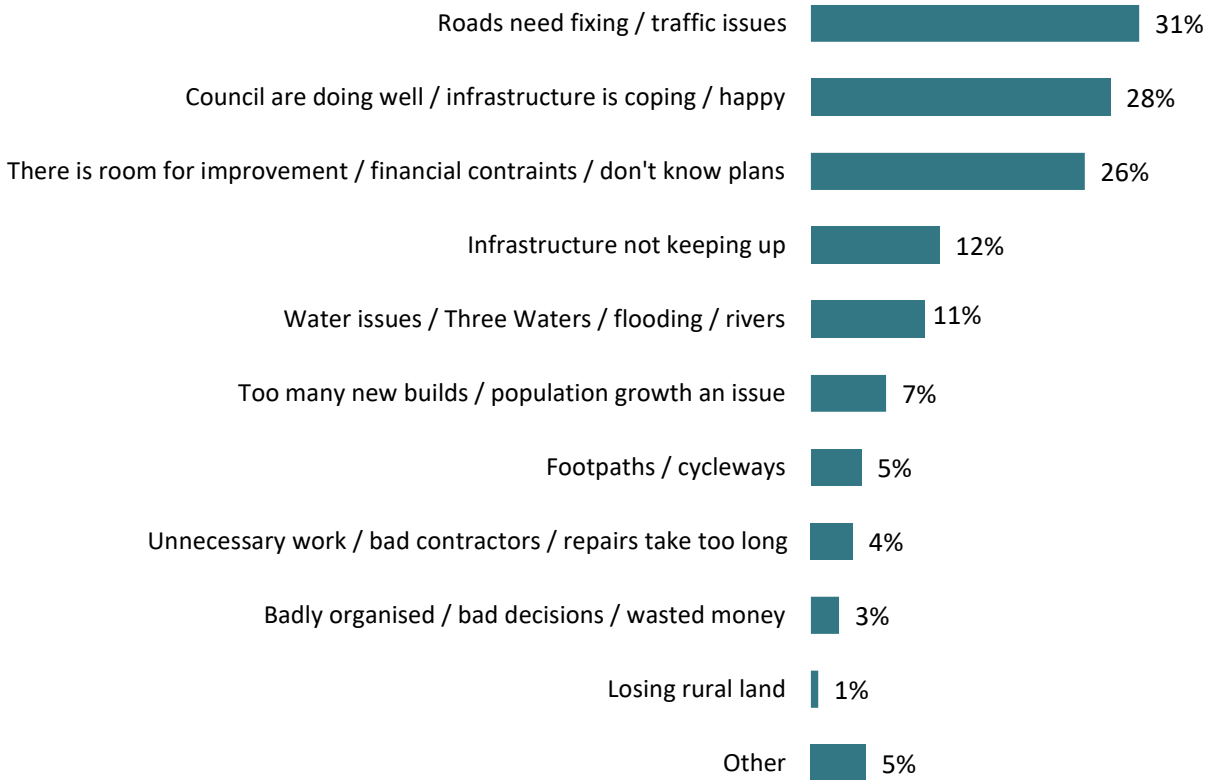
NOTES:

1. Sample: Total 2022 n=596; Excludes Don't know
2. 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.

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Infrastructure fit for future. He kāinga ka tūwhena tonu ōna pūnahahanga, haere ake nei te wā



- Feilding is growing very fast, as is most of NZ, and infrastructure appears to be lagging behind.
- I am absolutely furious about Three Waters, as the Council has done so well in this regard.
- I am concerned that a lot of our roads need attention. There are many rural roads that are not in good shape. Also, our traffic system in the town is not keeping up with the volume of traffic in our area. There are many intersections that have become extremely dangerous, and the traffic does not flow well through the centre of town.
- I am not happy with sewerage system outflow even when treated into Oroua River then into Manawātū River.
- I am not really agreeing with this. The floods caused major issues that could have been prevented or dealt with better. And there are quite a few roads that could do with some help.

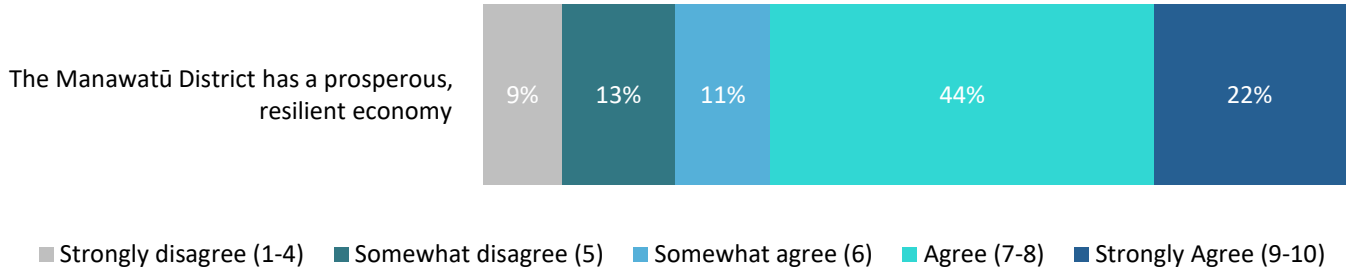


- Could do better but understand financial restraints.
- Council appears to place an importance on infrastructure for new subdivisions whilst maintaining the order of established areas. Overall, a balanced approach.
- I think it was awesome work on Manawātū Gorge.
- It appears to be future proof.
- Most roads are very well kept.
- Manawātū District Council is heading in the right direction.
- Our infrastructure is great, don't give it to the Government.
- We are pleased with what we get.

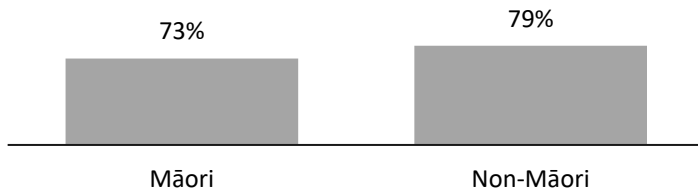
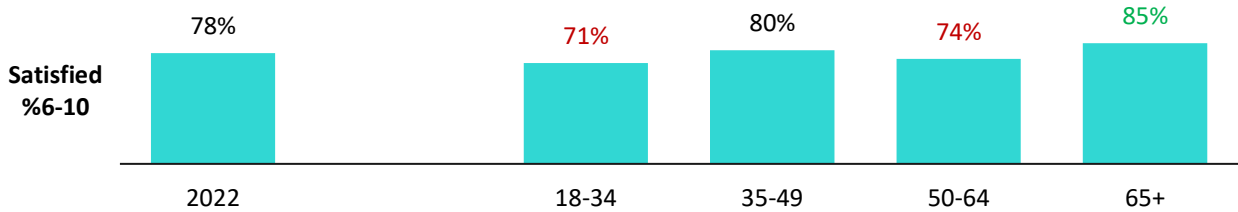
NOTES:

1. Sample: Total 2022 n=596,; Excludes Don't know
2. CO8. Why did you provide this rating for 'infrastructure fit for the future'? n=407

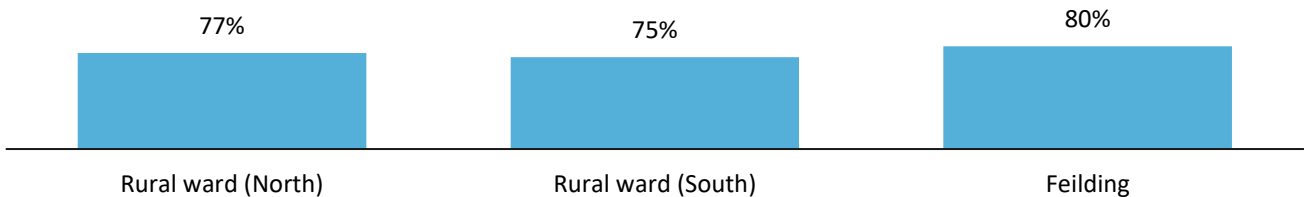
A prosperous, resilient economy. He kāinga ka tōnui tōna ōhanga



- Close to four in five residents (78%) agree that *the Manawātū District has a prosperous resilient economy*. Of these residents 22% *strongly agree*.
- Older residents aged 65+ are significantly more likely to agree than residents aged 18-34 and 50-64.

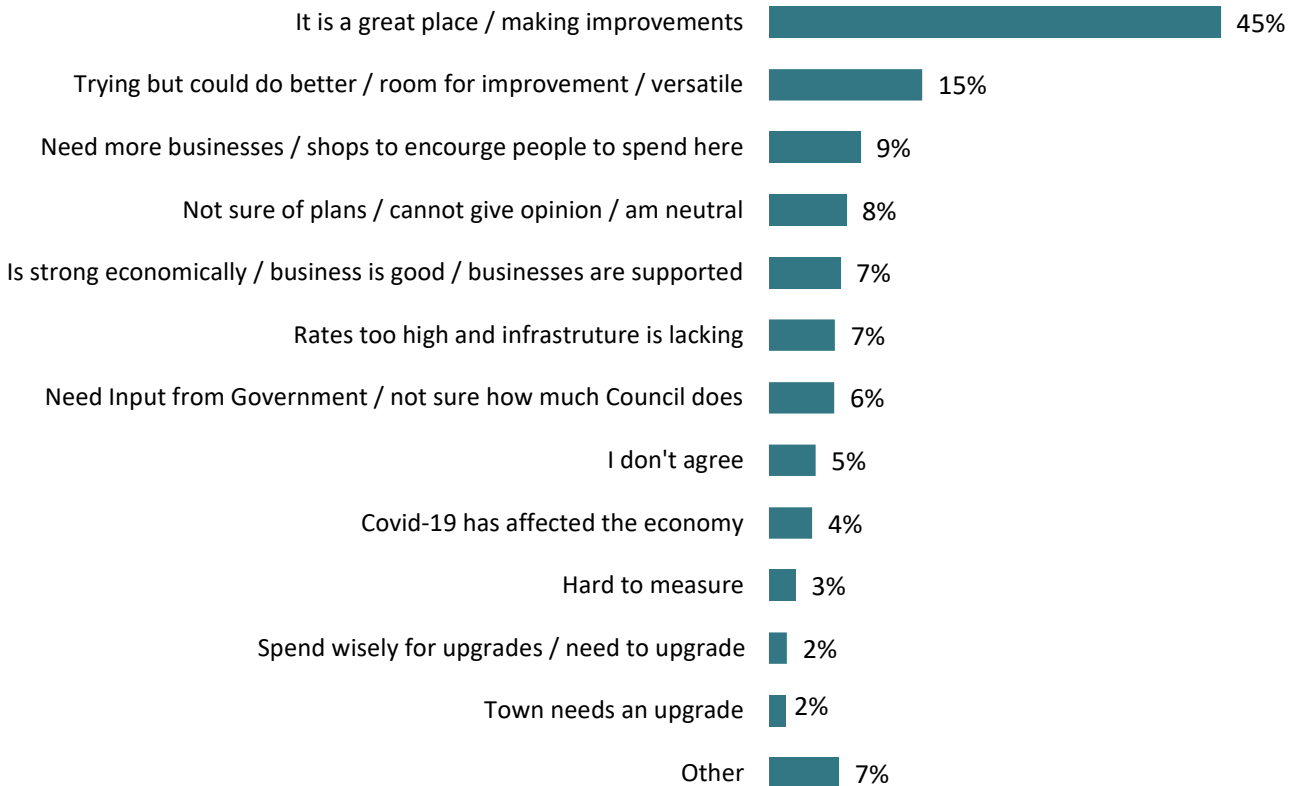


• Results are reasonably consistent across ethnicity and ward with no significant differences recorded.



NOTES:
 1. Sample: Total 2022 n=596,; Excludes Don't know
 2. CO9. Priority 5: A prosperous, resilient economy: Council works hard to make the Manawātū District a great place to live, visit, and do business.

A prosperous, resilient economy. He kāinga ka tōnui tōna ōhanga



- *The Feilding town centre is quite run down and old and needs to be revamped to attract more people and businesses, like new shops and cafes.*
- *Although there is free parking, due to Covid-19 too many businesses have folded and the businesses that are open are all the same aside from Turners. How many pubs do we seriously need? I love living here but the mess left from the night before and the pokies being open at 7 am every day is a sad sight to see.*
- *Housing costs and rates are too high and it makes housing unaffordable. Rents are also dreadfully high.*
- *Not enough is being done to support the rural community. Feilding is a rural support town. Without farming, Feilding will have a poor economic outcome.*

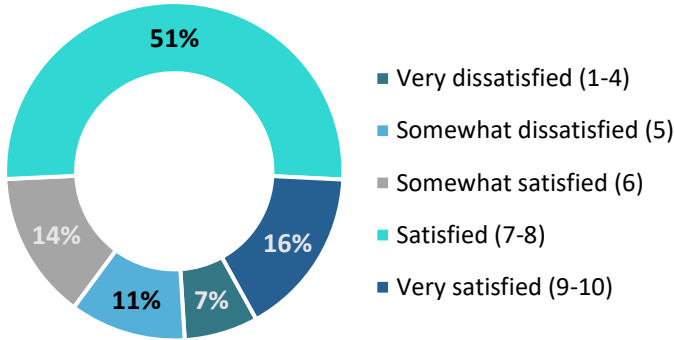


- *Agree, this is a great place to live and after 40 years history for my company, it is a great place to do business. I have had many overseas business visitors over this time who have spent time here and without exception all had positive comments on Feilding as a great place to visit and several have returned on private visits.*
- *As far as I know no one's business suffered economically during the lockdowns, so I'd call that resilience.*
- *Council does the best they can with what they have.*
- *Council is helped by surrounding local economy and agriculture is the main business of the area, need to continue to work with business and surrounding areas to ensure a great place for all.*
- *Feilding is a good place to live, and businesses here seem to have weathered Covid-19 pretty well.*

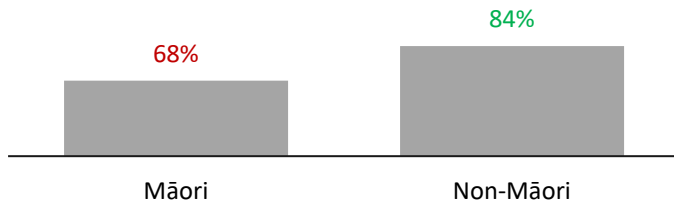
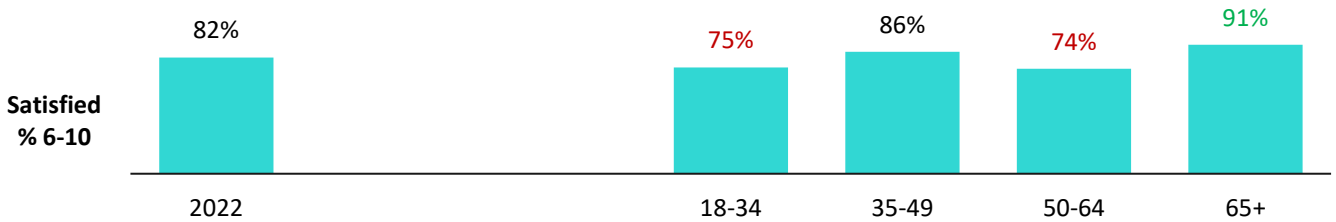
NOTES:

1. Sample: Total 2022 n=596; Excludes Don't know
2. CO10. Why did you provide this rating for 'a prosperous, resilient economy'? n=357

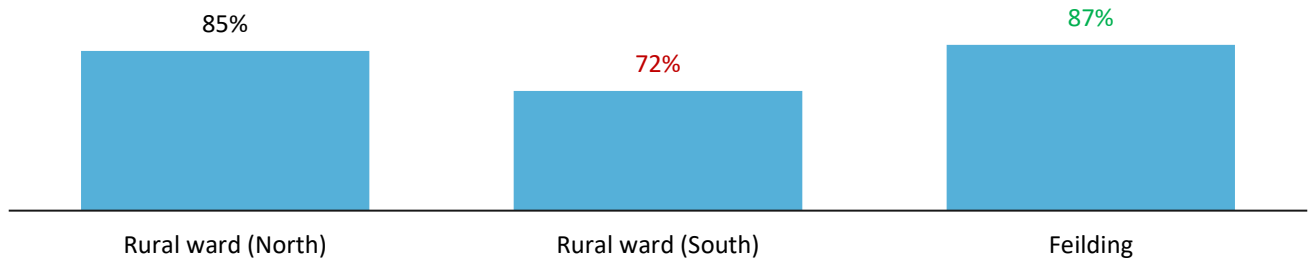
District going in the right direction



- Residents' satisfaction with *Manawātū District going in the right direction* is high with more than four out of five residents (82%) reporting that they are satisfied.
- Older residents aged 65+ are significantly more likely to be satisfied than residents aged 18-34 and 50-64.



- Residents that identify as Māori are less likely to be satisfied than other ethnicities.
- Residents of Feilding are significantly more likely to be satisfied than residents of the southern rural ward.

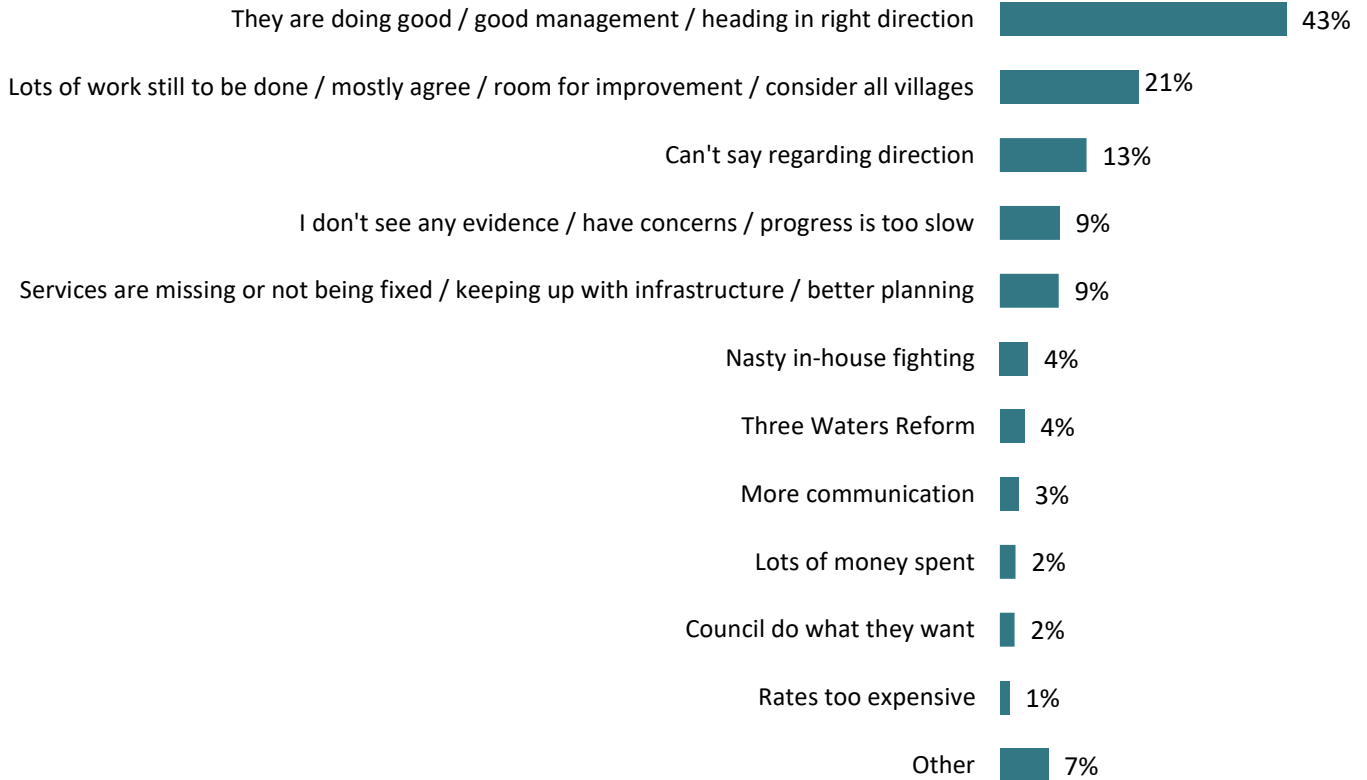


NOTES:

- Total sample 2022 n=596; Excludes Don't knows
- OP2. 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?

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

District going in the right direction



- I don't see any evidence of innovation coming forward and have a concern the Council works in a cost-plus mode. The direction needs a review.*
- I'm not sure there is much to trust when there is fighting between members of Council, as per newspaper reporting on more than a few occasions. However, I'm hoping the Chief Executive, Shayne Harris can make some changes, as I know him personally and would hope he still holds the values I know him for.*
- The Council is doing its best for Feilding, but some of the country areas seem to be missing out.*
- We need more social housing and less homelessness. I would like a roadside recycling service for our road.*
- You have not addressed the issue of Highfield Road and you tried to stop Feilding having Māori wards.*



- I cannot ever recall a time when Council were heading in the wrong direction overall.*
- There is good management of the environment.*
- I see roads being repaired when needed, parks being upgraded for kids to play in and all-round content people. I feel the district is definitely heading in the right direction.*
- On the surface and from what I have seen the area seems to be going ahead reasonably well.*
- I believe the council in Feilding know what they are doing, and they will do what's best for the community and provide excellent service, and a great social media presence.*
- My impression overall is that we live in a progressive, vibrant region of New Zealand that continues to provide us with an excellent lifestyle.*

NOTES:

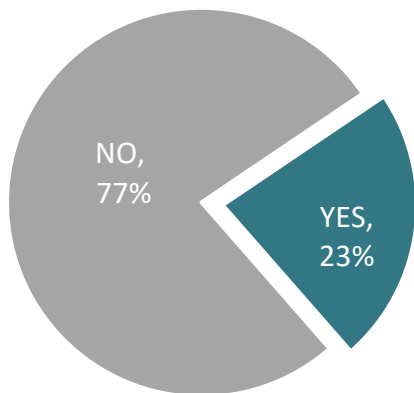
- Sample: Total 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't know
- OP2. On a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how strongly do you agree or disagree with the following statement about the District?
- OP3. Can you please tell us why you provided that rating? n=185



Customer interactions

Customer interaction with Manawātū District Council

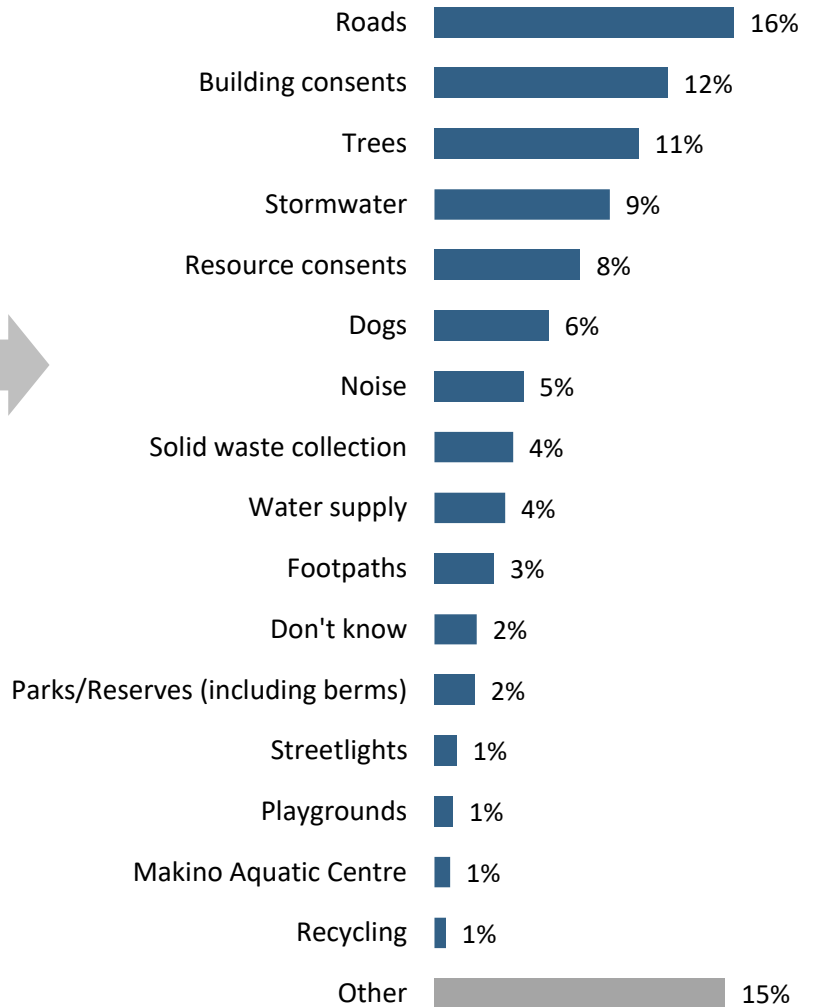
Requested/made contact about a Council service in the last 12 months



2021: 18% made a request for service or complaint, 5 percentage points less than in 2022

In 2022, most requests were related to roads, building consents and trees.

Subject of request for service or complaint

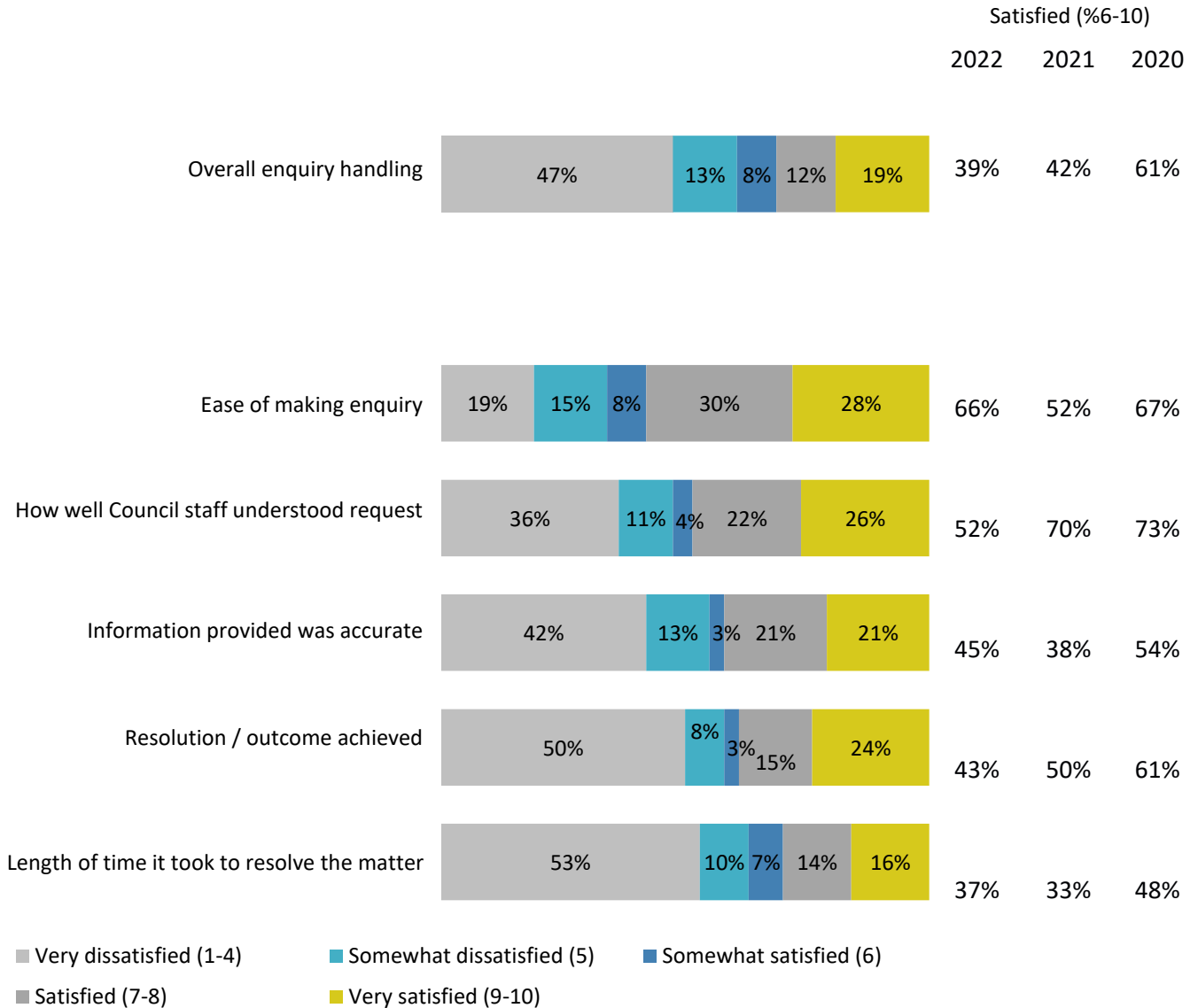


- Almost a quarter of residents (23%) have requested a service or made a complaint in the last 12 months. The most common subject of request relates to Roads.

NOTES:

1. Sample: Total 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't know
2. RS1. Have you made a request for service or complaint about a Council service during the past 12 months? Yes n=128
3. RS2. Thinking about your most recent request or complaint, what did it relate to?

Customer interaction with Manawātū District Council continued



- Satisfaction has decreased with *how well the Council staff understood request* (70% 2021 to 52% 2022), *resolution/outcome achieved* (50% 2021 to 43% 2022) and *overall, how well the Council handled the enquiry* (42% 2021 to 39% 2022) and has increased in *ease of making a request* (52% in 2021 to 66% in 2022), *information provided was accurate* (38% in 2021 to 45% in 2022) and *length of time it took to resolve the matter* (33% in 2021 to 37% in 2022).

NOTES:

1. Total sample: 2022 n=596, n= 2021 n=455, 2020 n=448; Excludes Don't knows
2. RS3. Thinking back to your most recent request, how would you rate your satisfaction with each of the following? n=131

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

Customer interaction with Manawātū District Council continued

Scores with % 6-10	Northern	Southern	Feilding	Māori	Non-Māori
Overall enquiry handling	29%	49%	38%	30%	41%
Ease of making contact	56%	64%	72%	42%	71%
Length of time it took to resolve the matter	24%	51%▲	35%	34%	38%
Information being provided was accurate	35%	52%	44%	36%	46%
How well Council staff understood request	46%	52%	55%	42%	54%
Resolution/outcome achieved	31%	47%	45%	38%	44%

Scores with % 6-10	18 to 34 years	35 to 49 years	50 to 64 years	65 years or over
Overall enquiry handling	31%	25%	43%	61%
Ease of making contact	61%	53% ▼	68%	78%
Length of time it took to resolve the matter	31%	20%	44% ▼	48%
Information being provided was accurate	40%	22% ▼	50%	66%
How well Council staff understood request	38%	36%	56%	69%
Resolution/outcome achieved	33%	30%	43%	61%

- Residents aged 35 to 49 are considerably less likely to be satisfied with all measures regarding contact with the Council than all other age groups.
- There are few differences across wards and ethnicity.

NOTES:

1. Total sample: 2022 n=596, 2021 n=455
2. RS3. Thinking back to your most recent request, how would you rate your satisfaction with each of the following?

▲ **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



- *\$390,000+ spent on the onfall for an inaccurate report. Disgraceful. I am unable to correct the information. So unable to be resolved. With the Mayor who is connected to farming, and little done rurally. There is an unfair balance.*
- *Emailed regarding abandoned vehicle under Bulls bridge. Never received a reply and vehicle is still there rusting away and leaking oil.*
- *I am very disappointed that my resource consent application is still in limbo after so long - nearly eight months!*
- *I get the impression the various departments within the Council are not joined up. I have received conflicting advice. Some people are helpful, others are not. There seems to be institutional barriers to developers. Instead of supporting and encouraging residential development, the system seems hellbent on making it difficult and frustrating.*
- *Trees are overhanging onto my property, and they told me to trim them back at my cost. Isn't that what the rates are for?*

NOTES:

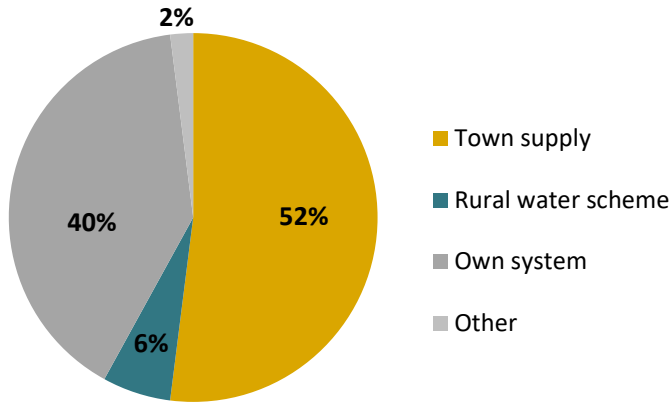
1. Total sample: 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. RS3. Thinking back to your most recent request, how would you rate your satisfaction with each of the following?
3. RS4. If you have rated 1 to 4 out of 10 in the previous question, can you please tell us why you are dissatisfied with how Council handled your enquiry or complaint? n=68



Water management

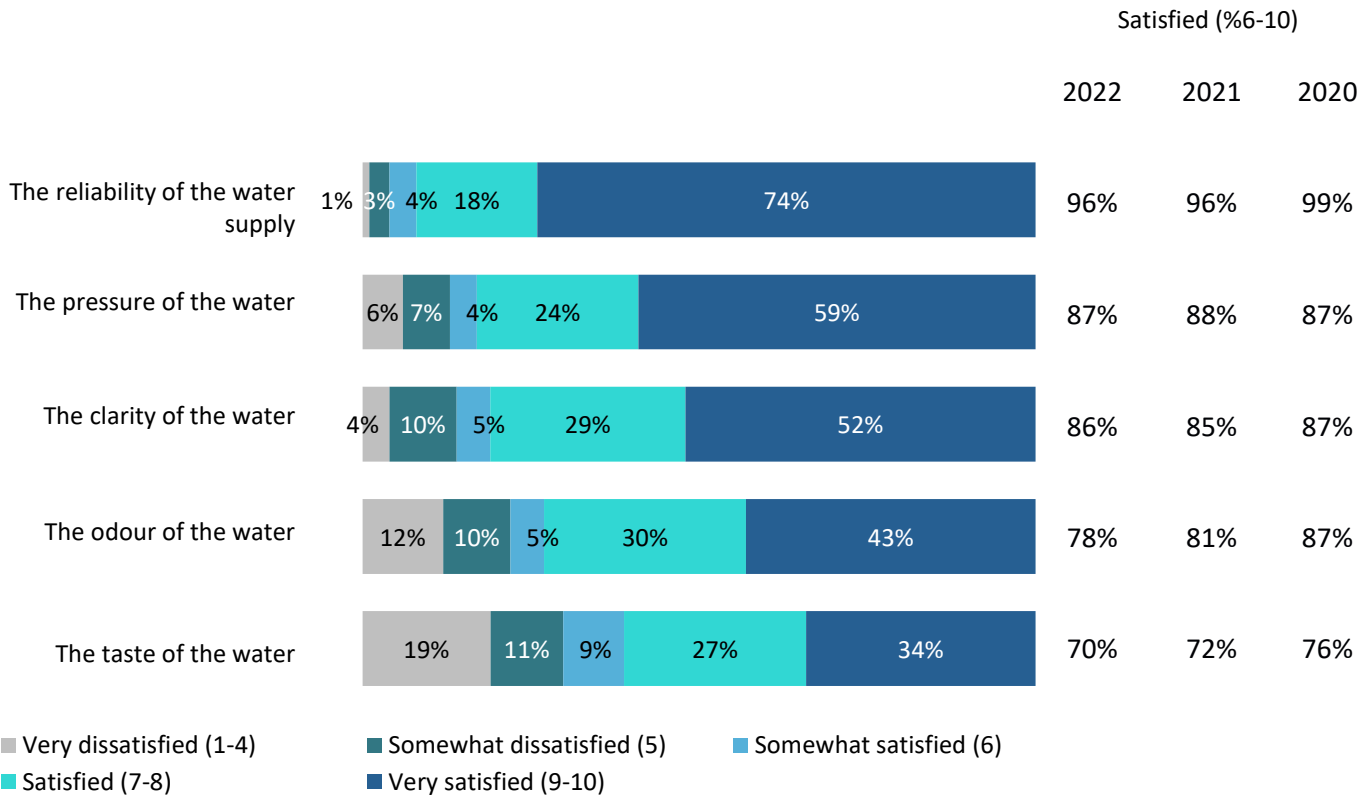
Water supply

Water Supply Connection



- More than half of the respondents (52%) are connected to the *town water supply* while four in ten (40%) have their *own system*. These results are consistent with the last reporting period.

2021: 51% were connected to a town supply

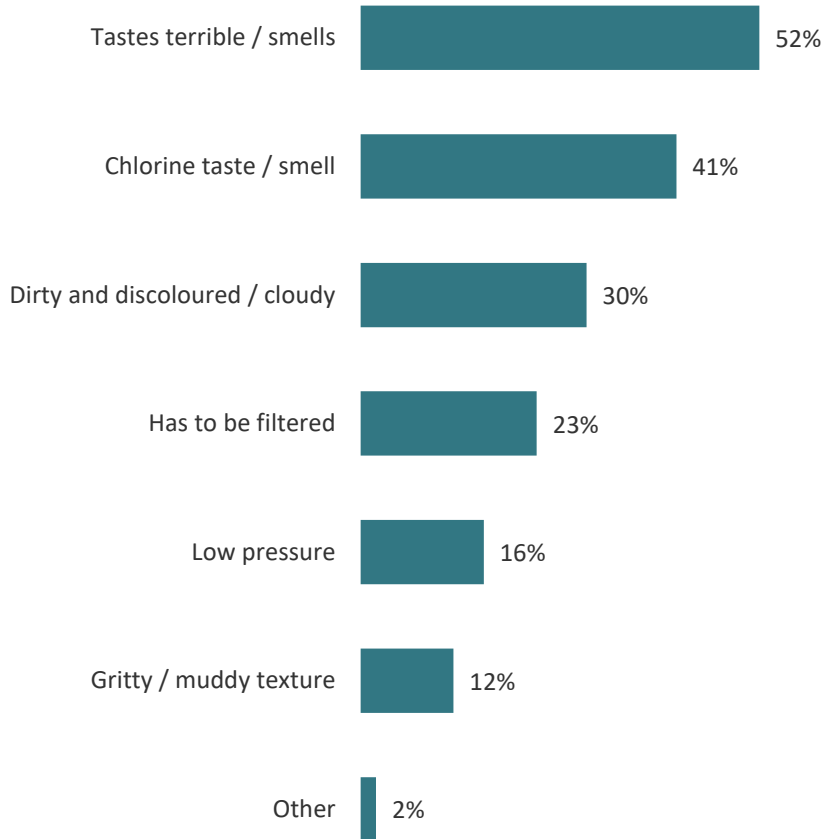


- Satisfaction results remain relatively consistent year-on-year with no significant changes recorded. *The reliability of the water supply* is the highest performing metric (96%) followed by *the pressure of the water* (87%).

NOTES:

1. Total sample: 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. TW1. Which of the following best describes your water supply connection? Town supply n=305, Rural water scheme n=39, Own system n=232
3. TW2. On the scale of 1- 10, how would you rate your satisfaction with...; n=273

Water supply: reasons for dissatisfaction



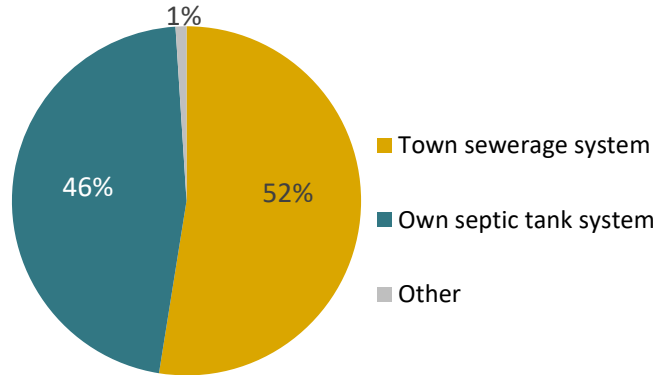
- *The water tastes horrible. Without the filter it is undrinkable. After a shower it dries out your skin and smells like you have been at the swimming pool.*
- *Dislike taste-never drink from the tap, either boil water or buy bottled water. Have been incidents of discolouration and foul smells.*
- *I have to filter the water via the fridge or it tastes chalky.*
- *Shower pressure is rubbish.*
- *The water can be dirty.*
- *The water pressure is low. I have to have a pump. I collect runoff from the roof and I have to get the tank cleaned regularly. These are expenses on top of rates.*
- *Water tastes a bit muddy / quite a bit metallic or the like. We pay a lot of money to put all our drinking water (from the tap) thru a filter so it's drinkable. Not happy about this at all.*

NOTES:

1. Total sample: 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. TW1. Which of the following best describes your water supply connection? Town supply n=305, Rural water scheme n=39, Own system n=232
3. TW2. On the scale of 1- 10, how would you rate your satisfaction with...; n=339
4. 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=64

Sewerage system

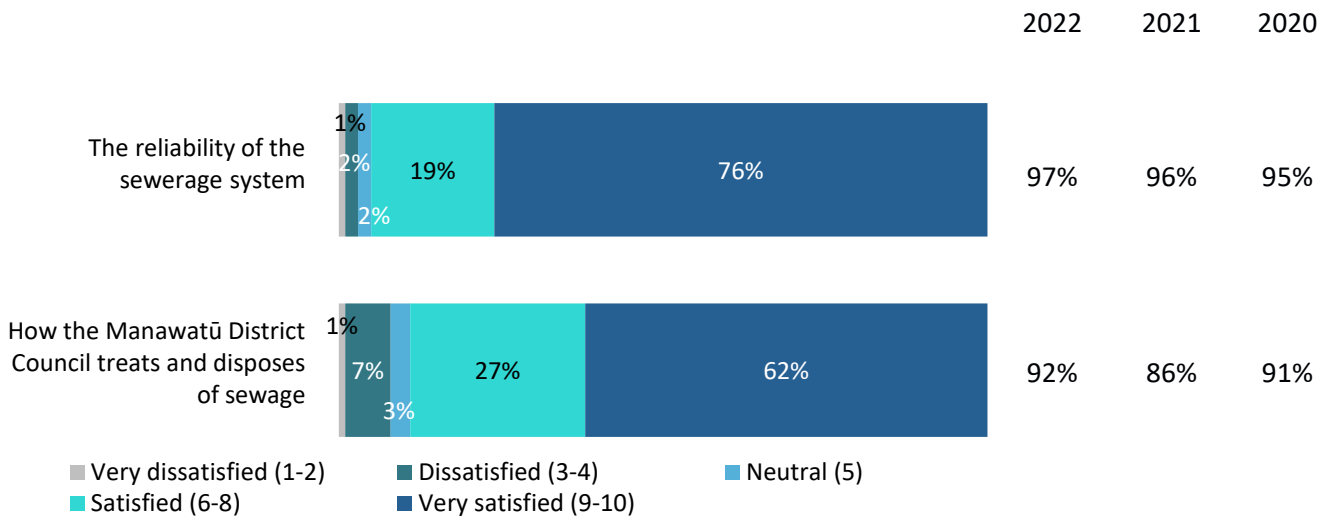
Sewerage system connection



- More than half of the respondents (52%) have their properties connected to a *town sewerage system*.

2021: 52% were connected to a town sewerage system

Satisfied (%6-10)



- Perceptions of *The reliability of the sewerage system* and *How the Manawatū District Council treats and disposes of sewage* have slightly improved year-on-year.

NOTES:

1. Total sample: 2022 n=596, 2021 n=455; 2020 n=448; Excludes Don't knows
2. TW4. Which of the following best describes the sewerage system that your property is connected to?
Town sewerage system n=245, Own septic tank n=207
3. TW5. On the scale of 1- 10, how would you rate your satisfaction with...; n=231

Sewerage systems: reasons for dissatisfaction

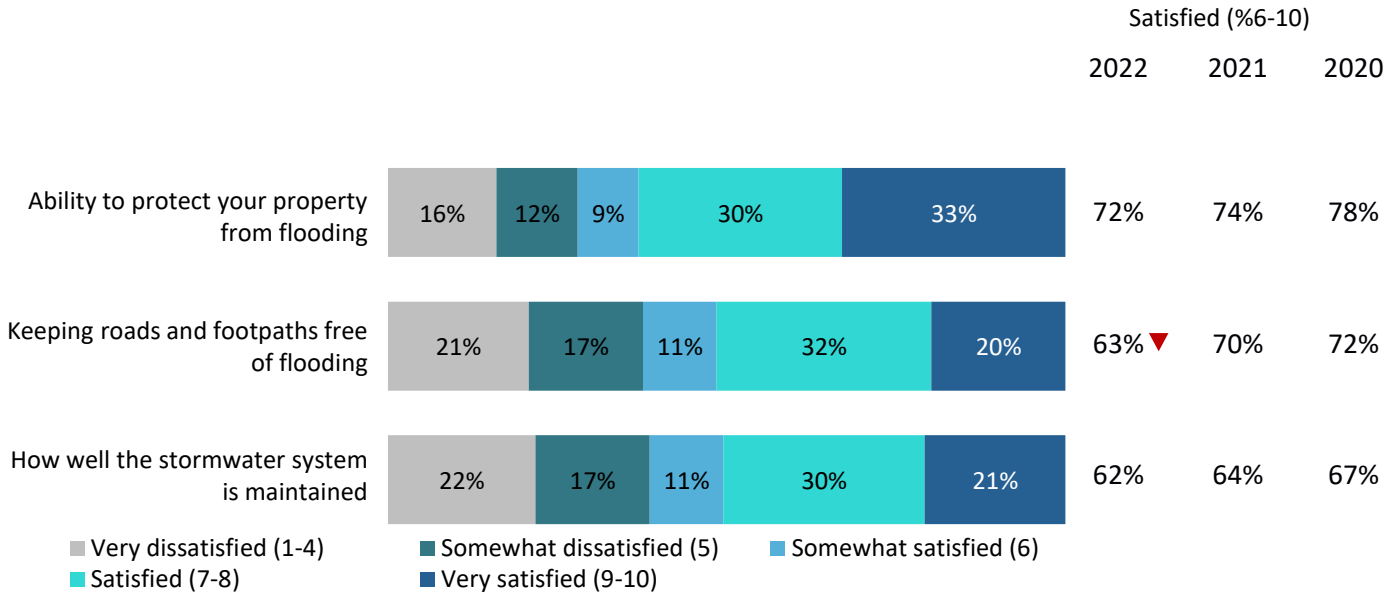
- *I guess since I have been living in Feilding (3 years) we have had two blockages of the council system outside our house. I have to call a plumber who then calls the council. We usually have a blocked system for a day. Why can't the council just fix the fault? Council workings say it's a fault with the council pipe.*
- *Run off into the river is not good for the environment.*
- *In the floods in December, we noticed a number of manholes popping that were obviously wastewater. This included one at the end of our street that popped a couple of days after the flood receded, so obviously not all was well in the system. The clean up method seemed to be to wash it down into the stormwater (not sure if the solids were collected beforehand), which is less than ideal. I don't believe that the land disposal is sustainable in the long term.*

Note: Small sample size due to 46% of respondents not connected to town sewerage systems and of the 54% connected only 8% were 'Dissatisfied' with the system.

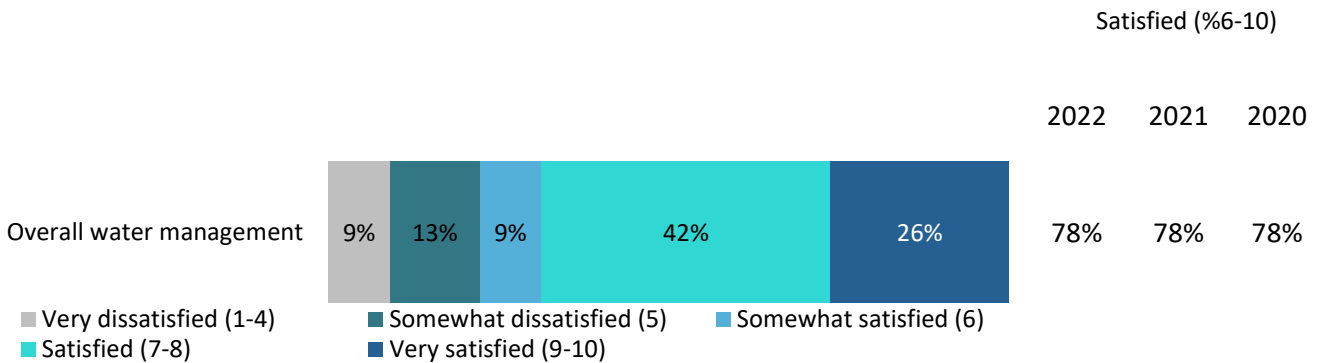
NOTES:

1. Total sample: 2022 n=596, 2021 n=455; 2020 n=448; Excludes Don't knows
2. TW4. Which of the following best describes the sewerage system that your property is connected to?
Town sewerage system n=245, Own septic tank n=207
3. TW5. On the scale of 1- 10, how would you rate your satisfaction with...; n=296
4. TW6. 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 sewage system? n=4

Stormwater system



Overall water management

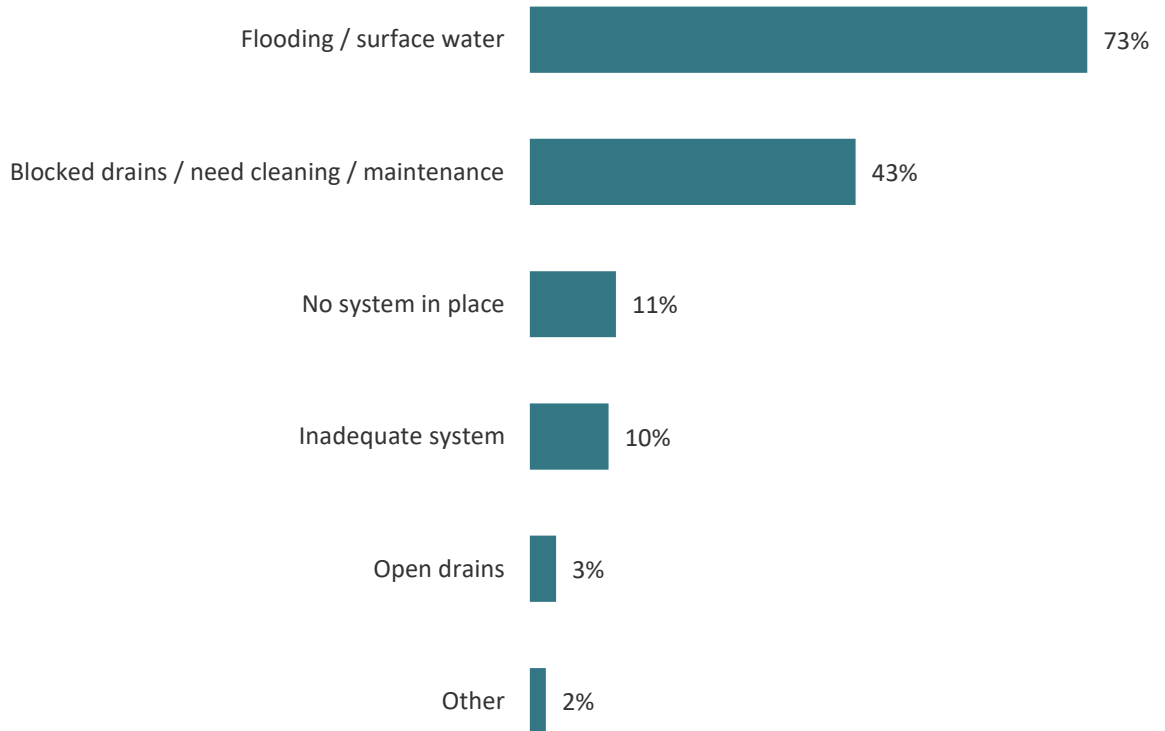


- Satisfaction with *Keeping roads and footpaths free of flooding* has decreased significantly year-on-year.
- Satisfaction with *Overall water management* has been steady at 78% for the past four years.

NOTES:

1. Total sample: 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. TW7. On the scale of 1- 10, how would you rate your satisfaction with the stormwater system in terms of...
3. 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 Manawātū District? n=489

Stormwater system: reasons for dissatisfaction



- *After heavy rain we do get water that flows out of storm water culvert in the backyard resulting in most of the backyard under an inch of water during heavy rain. Footpaths are pretty good. Roads do get surface flooding at particular locations only a handful of times a year.*
- *Better drainage is needed in Pharazyn Street and the road area when there is heavy rain.*
- *Council has done nothing about the stormwater coming off Colyton road and flooding properties in new subdivisions every time it rains. This should have been addressed prior to approving land lots to be sold and title issued.*
- *The flooding over the past 12 months has been quite bad so I think some work needs to be done.*
- *Stormwater was not maintained until recently after we were flooded. Only cleared after I contacted the council to come and clear it. Our immediate area was cleared but don't seem to have cleared further up or down the road.*

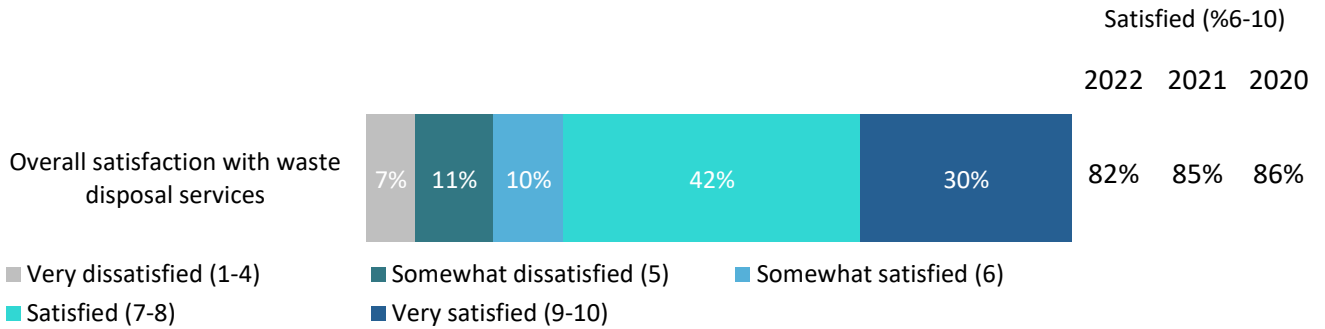
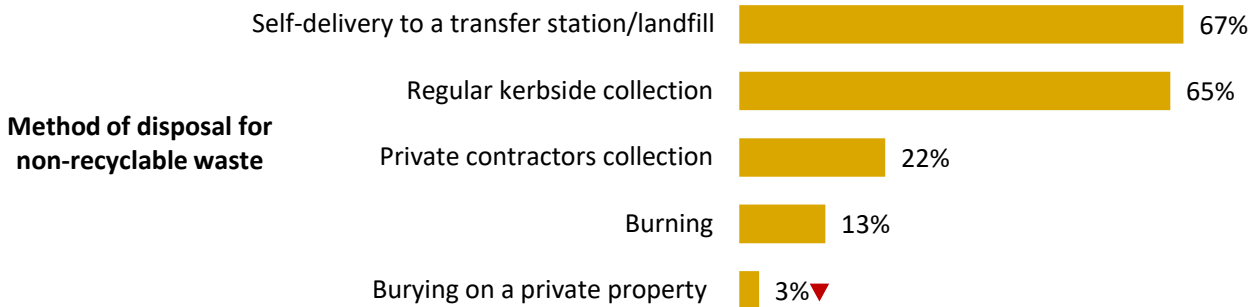
NOTES:

1. Total sample: 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. TW7. On the scale of 1- 10, how would you rate your satisfaction with the stormwater system in terms of...
3. 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 Manawātū District? n=489
4. 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?



Waste disposal services

Waste disposal services



Scores with % 6-10	Satisfied (%6-10)				
	Northern	Southern	Feilding	Māori	Non-Māori
Overall satisfaction with waste disposal services	77%	70%	89%	80%	82%

Scores with % 6-10	Satisfied (%6-10)			
	18 to 34 years	35 to 49 years	50 to 64 years	65 years or over
Overall satisfaction with waste disposal services	83%	76%	80%	90%

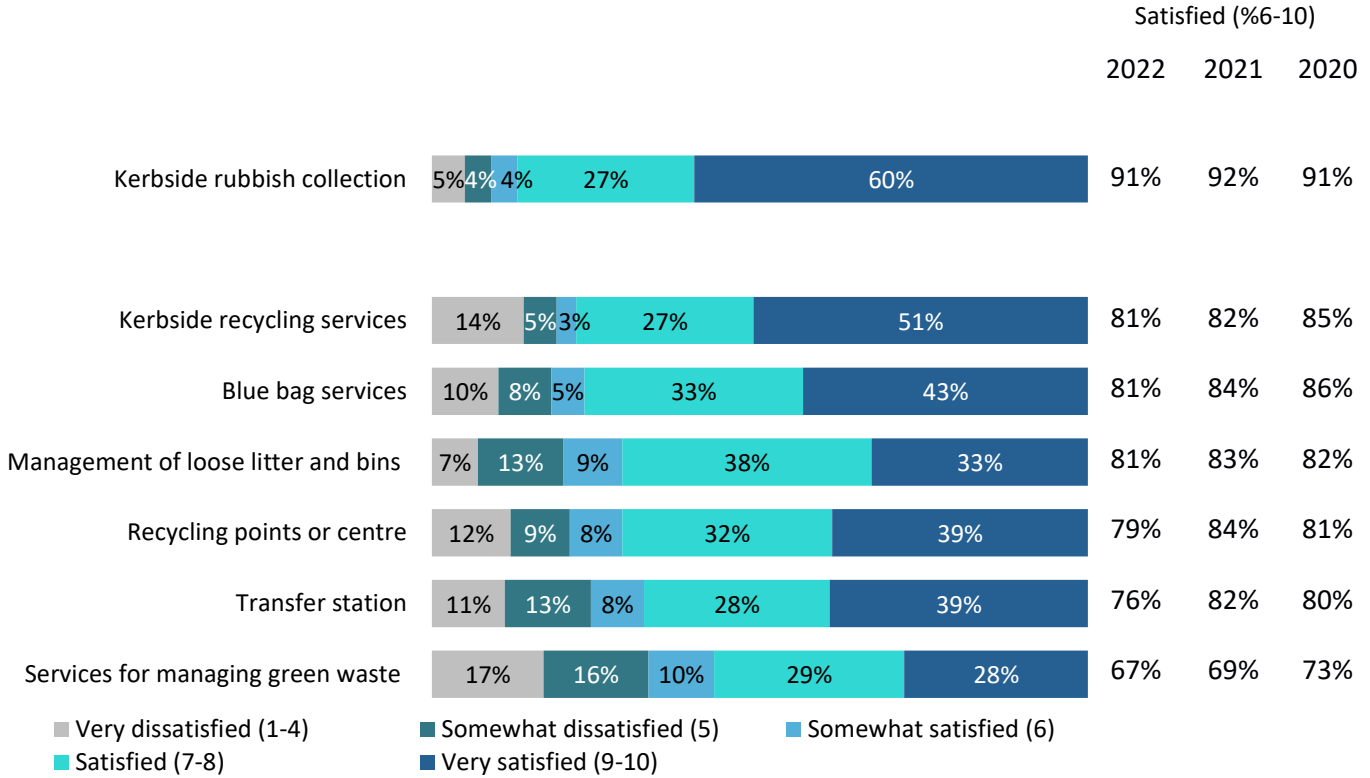
- *Self-delivery to a transfer station/landfill* is the most common method of non-recyclable waste disposal; this is followed by *Regular kerbside collection*.
- Feilding ward residents are more likely to be satisfied with *Overall waste disposal services* than residents from the other wards.

NOTES:

1. Total sample: 2022 n=596, 2021 n=455; 2020 n=448; Excludes Don't knows
2. WR1. Which of the following methods does your household use for disposal of non-recyclable waste?
3. WR6. How would you rate your satisfaction with the Manawatu District Council overall for its waste disposal services? n=529
4. WR2. Still using the 1-10 scale, how satisfied are you with Council's kerbside collection service?

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

Waste disposal services continued



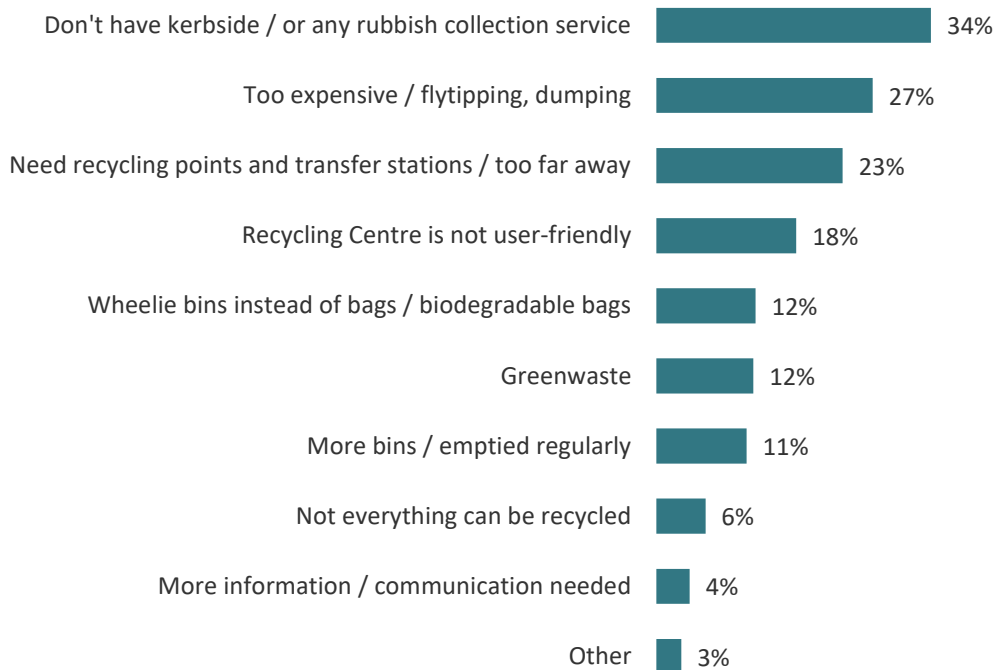
Scores with % 6-10	Satisfied (%6-10)				
	Northern	Southern	Feilding	Māori	Non-Māori
Kerbside rubbish collection	92%	85% ▼	92%	83%	92%
Kerbside recycling services	66%	54%	92%	76%	82%
Blue bag services	81%	76%	84%	68%	84%
Management of loose litter and bins	78%	74%	84%	76%	81%
Recycling points or centre	74%	65%	88%	78%	79%
Transfer station	70%	74%	79%	78%	75%
Services for managing green waste	72%	62%	67%	60%	68%

- 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* excluding *Services for managing green waste*.

NOTES:

1. Total sample: 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. WR4. How satisfied are you with each of the following services that are provided by Council?

Waste management system: reasons for dissatisfaction



- *Basically the cost. I am aware of a lot of people who find other places to dump rubbish due to the massive cost of using the transfer station.*
- *Blue bags are not collected at the gate and I have to drive 2km up the road just to get it collected. The roadside is full of rubbish.*
- *Difficult to get to and expensive. Green waste disposal zone is frequently muddy and wood debris can pose a hazard to the tires. While the transfer station is in a transition period, there is a lack of signage leading to confusion if there are multiple cars.*
- *Fees are extremely high at the recycle centre and not as well set-up as years previously when we were happy to pay a suitable fee and use the centre, now we are using private contractors and burning on our small farm block.*
- *Having plastic bags instead of bins for our rubbish is bad for the environment and animals can get into them. They also tear easily.*
- *I rated recycling two because it's not available in my area, and when you take in your own recycling you have to sort it but people in town can have all their bottles together so it's a double penalty for rural people which makes me not want to recycle.*
- *No kerbside recycling collection. Don't use blue bags, use independent rubbish collection.*
- *Okay with the bins for recycling but it is disgustingly dirty at the Feilding site.*

NOTES:

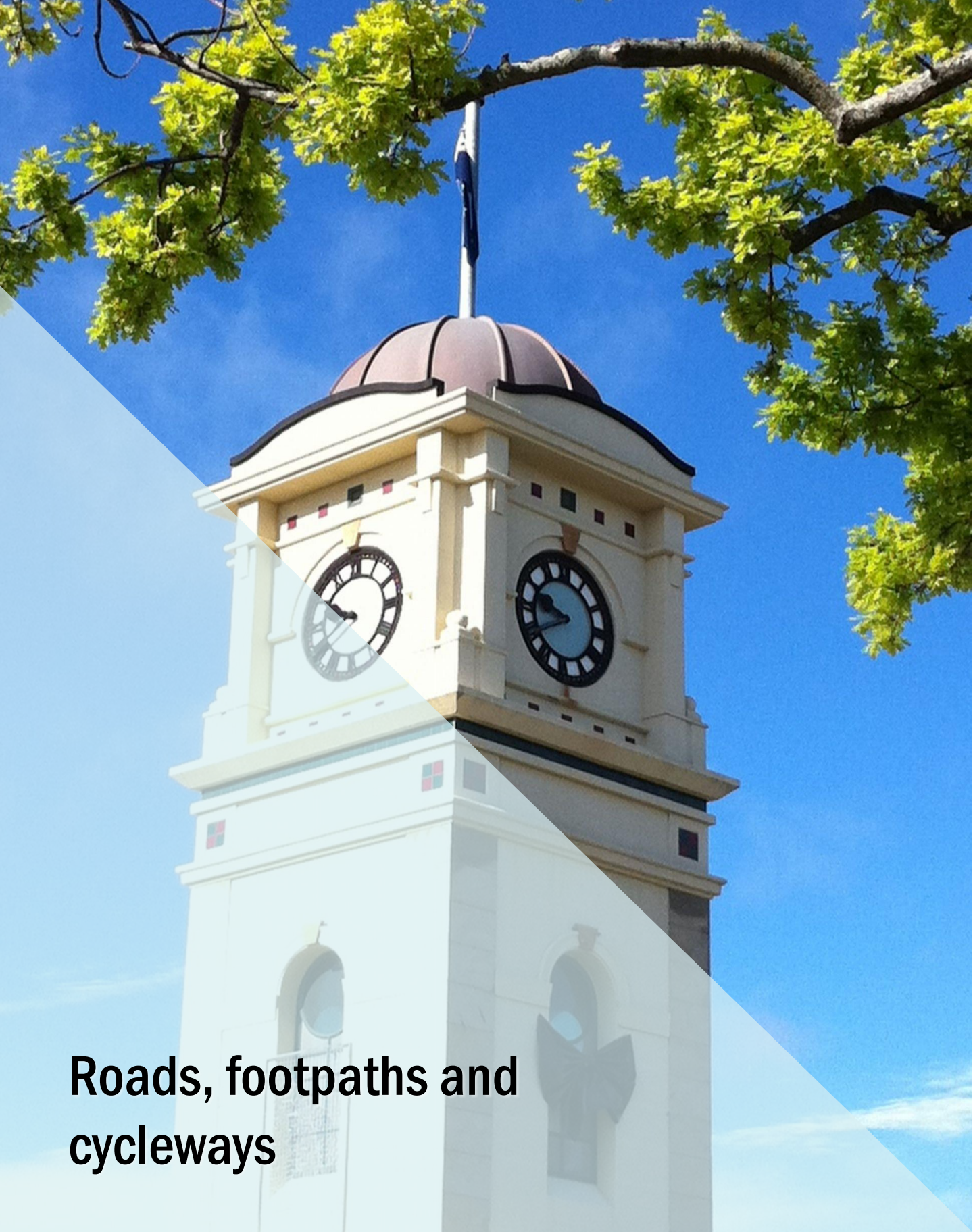
1. Total sample: 2022 n=596, 2021 n=455; 2020 n=448; Excludes Don't knows
2. WR1. Which of the following methods does your household use for disposal of non-recyclable waste?
3. WR6. How would you rate your satisfaction with the Manawātū District Council overall for its waste disposal services? n=434
4. 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?

Kerbside collection service: reasons for dissatisfaction

- *Because we have to drop it off 3kms down the road. Would be much better if it could be actually kerbside collection.*
- *Dangerous site at Karere Road corner to drop off bags due to busy traffic.*
- *Not a bad service but could do better.*
- *It is inconsistent with the pickup on Thursday.*
- *Rubbish pick up on the corner of Campbell road and Nannestad Line. The rubbish bags sit there for 2 weeks.*
- *There is no alternative option available for our location. The only option is blue plastic council bags that are not suitable for a rural environment for a number of reasons which I am happy to discuss further.*
- *We pay for rubbish collection then pay again to use plastic bags which are not good for the environment. Surely the council should be using wheelie bins to collect rubbish in an age where we all have to take steps to protect the environment.*
- *We pay rates for a rubbish collection and yet we have to then pay for the bags that the rubbish is collected in. The council used to supply bags as part of the rates, it is now just another additional charge. The bags are small and the weight is restricted. So they are next to useless for disposing of rubbish, but that is in line with the councils plan. The least they can do for us the better appears to be the goal.*
- *Every second week my bin is overflowing.*
- *I have to take the rubbish to the end of the road. I am not sure why they cannot supply bins and collect them from the gate.*
- *Our recycle bin is not big enough.*
- *The use of blue rubbish bags at the occupants own cost is a poorly conceived way of managing waste and continues to send plastic to landfill! Why can we not have a second wheelie bin for general waste and charge it through our rates? For occupants with limited budgets, rubbish bags may be a discretionary item whilst rubbish will still accumulate and alternative disposal methods used.*
- *They leave what they call overweight rubbish bags behind. I have weighed the bags and they're underweight.*
- *We have to drive to it as it's considered rural. Don't have a bin, just bags.*

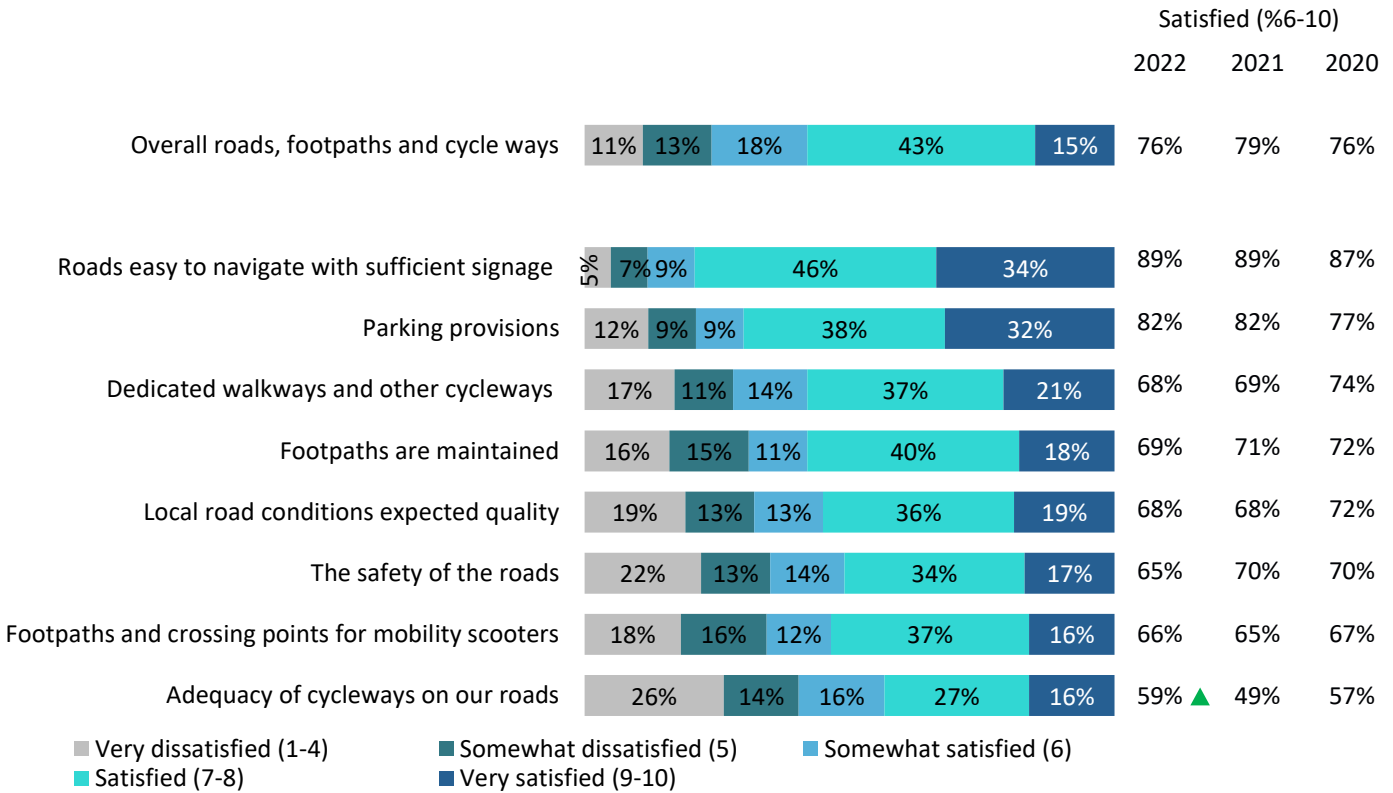
NOTES:

1. Total sample: 2022 n=596, 2021 n=455; 2020 n=448; Excludes Don't knows
2. WR1. Which of the following methods does your household use for disposal of non-recyclable waste?
3. WR2. Still using the 1-10 scale, how satisfied are you with Council's kerbside collection service?
4. 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?



Roads, footpaths and cycleways

Roads, footpaths and cycleways



Scores with % 6-10	Northern	Southern	Feilding	Māori	Non-Māori
Overall roads, footpaths and cycleways	69%	72%	86%	66%	78%
Roads easy to navigate with sufficient signage	88%	82%	91%	88%	88%
Parking provisions	79%	75%	81%	78%	79%
Footpaths are maintained	69%	60%	72%	66%	69%
Local road conditions expected quality	58%	55%	78%	62% ▼	69%
Dedicated walkways and other cycleways	69%	63%	78%	73%	72%
The safety of the roads	64%	46% ▼	75%	61% ▼	66%
Footpaths and crossing points for mobility scooters	68%	47%	71%	71%	65%
Adequacy of cycleways on our roads	53% ▲	40%	70%	66%	58% ▲

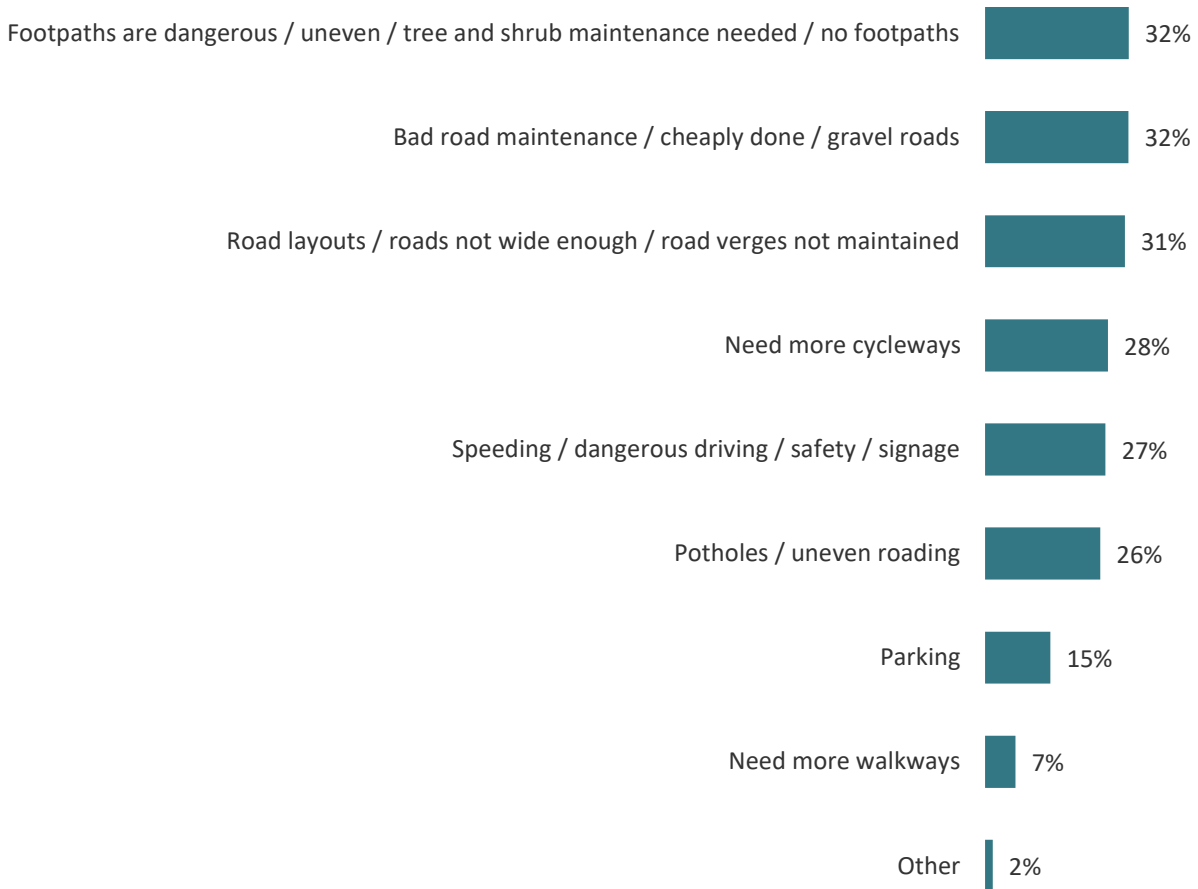
- Satisfaction with *adequacy of cycleways on our roads* has significantly improved year-on-year back to pre 2020 levels.
- Residents of Feilding are generally more satisfied with *roads, footpaths and cycleways* than other residents.

NOTES:

1. Total sample: 2022 n=596, 2021 n=455; 2020 n=445; 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=558

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

Reasons for dissatisfaction: roads, footpaths, or cycleways



- *Continuous pothole issues, unsafe intersections and roads, and no footpaths or safe road walking paths.*
- *Cycleways are not adequate. Try using State Highway 3 Rongotea Road!*
- *I avoid crossing Kimbolton Road, turn left then right again.*
- *I feel Pharazyn Street is a raceway with excessive speed being used daily, day and night. It is an accident waiting to happen with any children living in this street at risk of being hit by a racing car.*
- *Lack of maintenance on roads.*
- *Main intersection by BP needs a safer crossing point and as a walker I have found quite a few trip points due to uneven footpaths.*
- *Parking can be at a premium, far too expensive, more free parking/loading zones are definitely needed.*

NOTES:

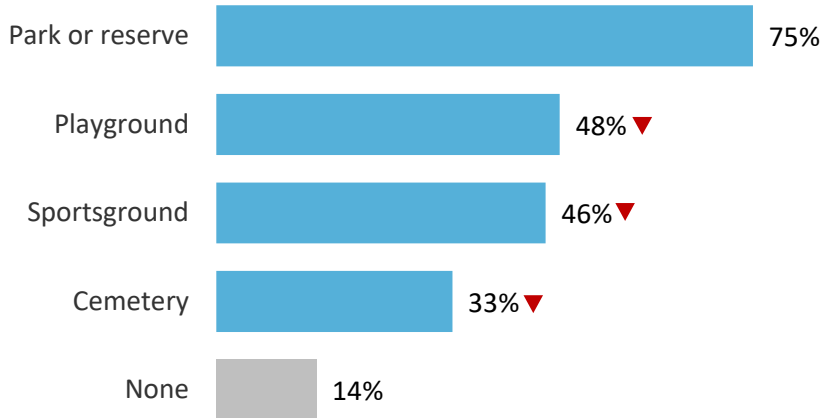
1. Total sample: 2022 n=596, 2021 n=455; 2020 n=445; Excludes Don't knows
2. RF1. Still using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall satisfaction with each of the following... n=558
3. RF2. If you have rated 1 to 4 out of 10 in the previous question, can you please tell us why you are dissatisfied with the roads, footpaths or cycleways in the district? n=239



Parks, reserves and sportsgrounds

Parks, reserves and sportsgrounds

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



Visitation %	18 - 34	35 - 49	50 - 64	65+
Park or reserve	83%	79% ▼	65% ▼	74% ▲
Sportsground	46% ▼	59% ▼	42%	40%
Playground	49% ▼	64%	39%	42%
Cemetery	22% ▼	30% ▼	40%	39%

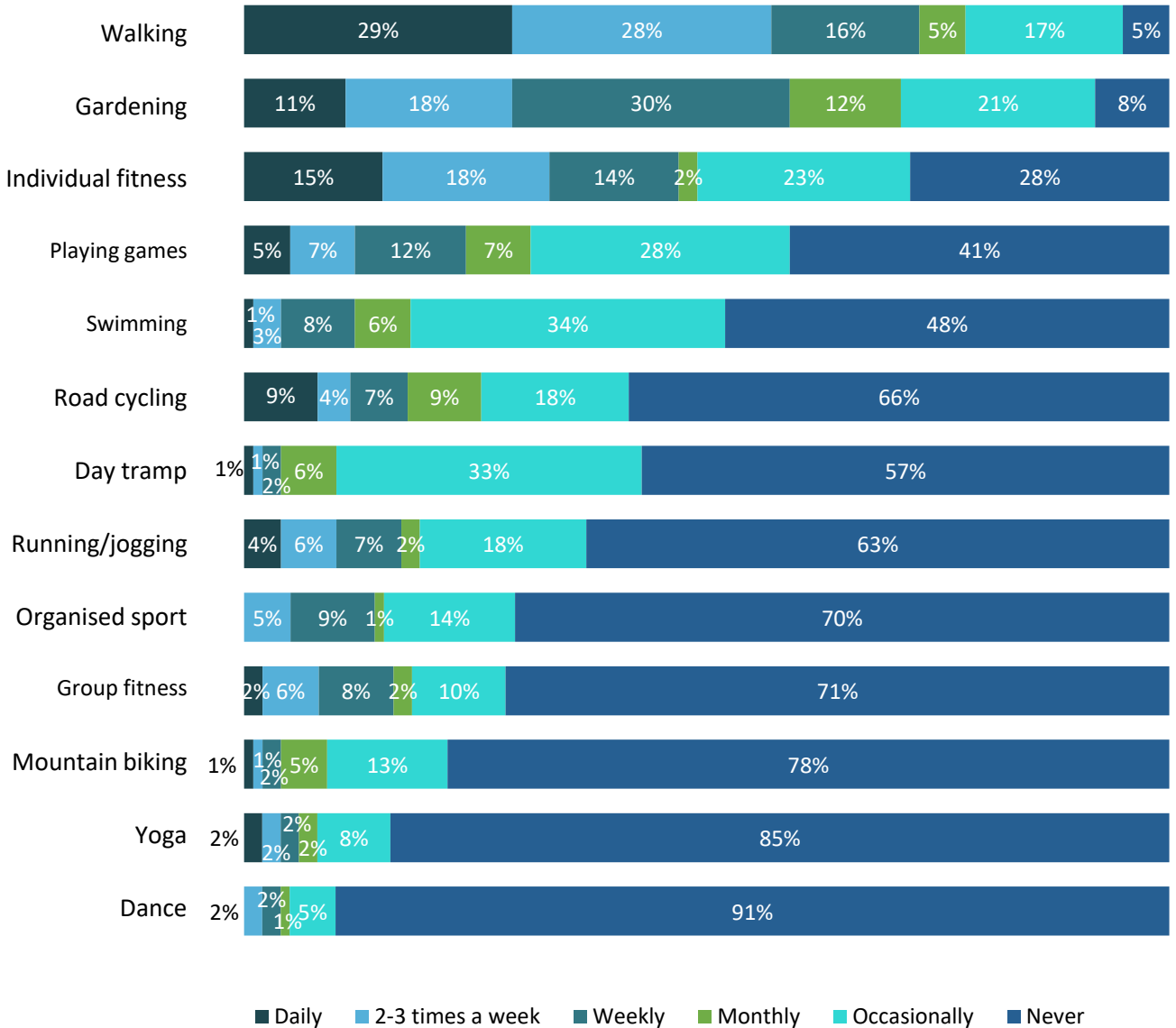
Visitation %	Northern	Southern	Feilding	Māori	Non-Māori
Park or reserve	67%	65%	83%	81%	74%
Sportsground	38%	37%	54%	63%	44% ▼
Playground	44%	31%	58%	60%	46%
Cemetery	34%	33%	33%	37%	32% ▼

- Visitation has significantly decreased year-on-year at all facilities excluding *parks or reserves*.
- Residents aged 35 – 49 and residents of Feilding are most likely to be utilising these facilities.

NOTES:

1. Total sample: 2022 n=596, 2021 n=455
2. PR1. In the last year, which of the following have you visited?

Leisure and recreational activities residents take part in



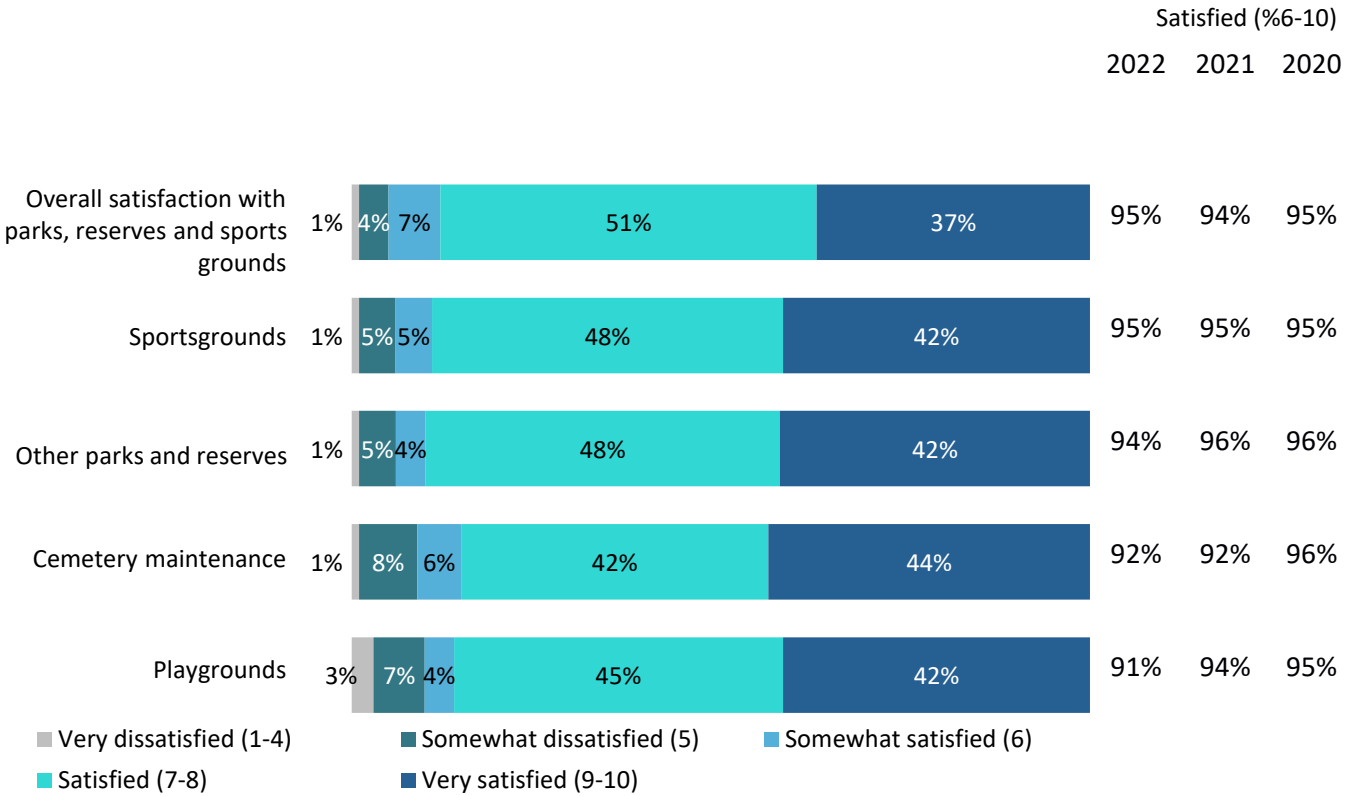
- Walking, Gardening, and Individual fitness continue to be the top three activities residents took part in over the last 12 months.

NOTES:

- Total sample: 2022 n=596, 2021 n=455
- 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?
- Percentages with 1% are not shown

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

Parks, reserves and sportsgrounds



Scores with % 6-10	Northern	Southern	Feilding	Māori	Non-Māori
Overall satisfaction with parks and reserves	96%	93%	95%	92%	95%
Cemetery maintenance	92%	90%	92%	88%	92%
Other parks and reserves	95%	92%	95%	92%	95%
Playgrounds	95%	86%▼	90%	84%	91%
Sportsgrounds	94%	92%	95%	88%	95%

- Satisfaction with how Council maintains *Parks, reserves and sportsgrounds* continues to be at a very high level.
- Residents of the Southern rural ward are significantly less satisfied with *playgrounds* compared to 2021's results.

NOTES:

1. Total sample: 2022 n=596, 2021 n=455; 2020 n=448; Excludes Don't knows
2. 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...
3. PR4. And overall, how satisfied are you with how well Council maintains its sports-fields, parks, playgrounds, and other open spaces?

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

Reasons for dissatisfaction: Parks, Reserves, and Playgrounds

- *Sanson Domain has had trees removed and taken out, wires on fence has hurt dogs running into it. Sanson Domain is now strips of grass so rubbish to walk my dog on.*
- *When the Kowhai Park children's play area is completed, this number will raise up the scale.*
- *Grass all over headstones. No catcher used.*
- *I can imagine the new playground will be great, but I can't comment on that as I haven't visited it yet - but the other kid's playgrounds are old and run down, same with the bird area - it doesn't look humane for the birds.*
- *There is no shade for seating at playgrounds.*
- *You have ruined Kowhai Park. The parking area is too small now and hard to use. A lot of people don't want to have to walk for ages to get to the playground.*
- *Again, we don't have a sportsground as such. I think there is a field that has one rugby goal post on the field.*
- *Playgrounds need more sunshades. Kitchener Park is beautiful but needs areas with tables, chairs and sunshades.*
- *The Kowhai Park new playground is dangerous and poorly designed. The lack of shade sails over play equipment makes the park an unpleasant place to visit in summer and also dangerous due to the metal slides that were installed.*
- *Halcombe is maintained to a basic mown standard, it would be nice if it was tended to like Feilding.*
- *The new playground at Kowhai Park is poorly planned. The toilets are on the other side of the park which is difficult for parents with multiple children. In the area for small children there was only one swing installed, no gate from this area to the picnic area, large gaps in the playground equipment where children's legs can slip through and no shade. It seems it was designed by somebody who does not have children.*
- *The playgrounds need to have a budget for shade sail installation and upkeep.*

NOTES:

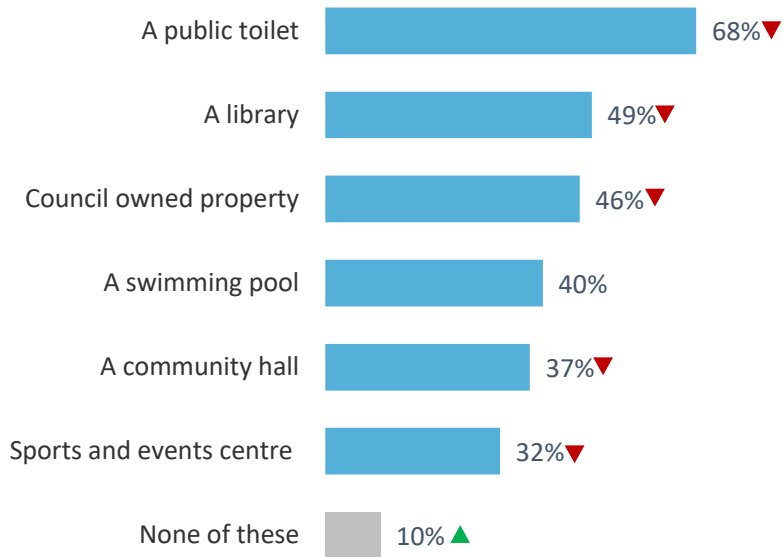
1. Total sample: 2022 n=596, 2021 n=455; 2020 n=448; Excludes Don't knows
2. PR2. Still using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall experience with Council's...
3. PR3. If you have rated 1 to 4 out of 10 in the previous question, can you please tell us why you are dissatisfied with the parks, reserves, and playgrounds in the district?



Public facilities

Council facilities

% of residents who visited the following Council facilities in the last year



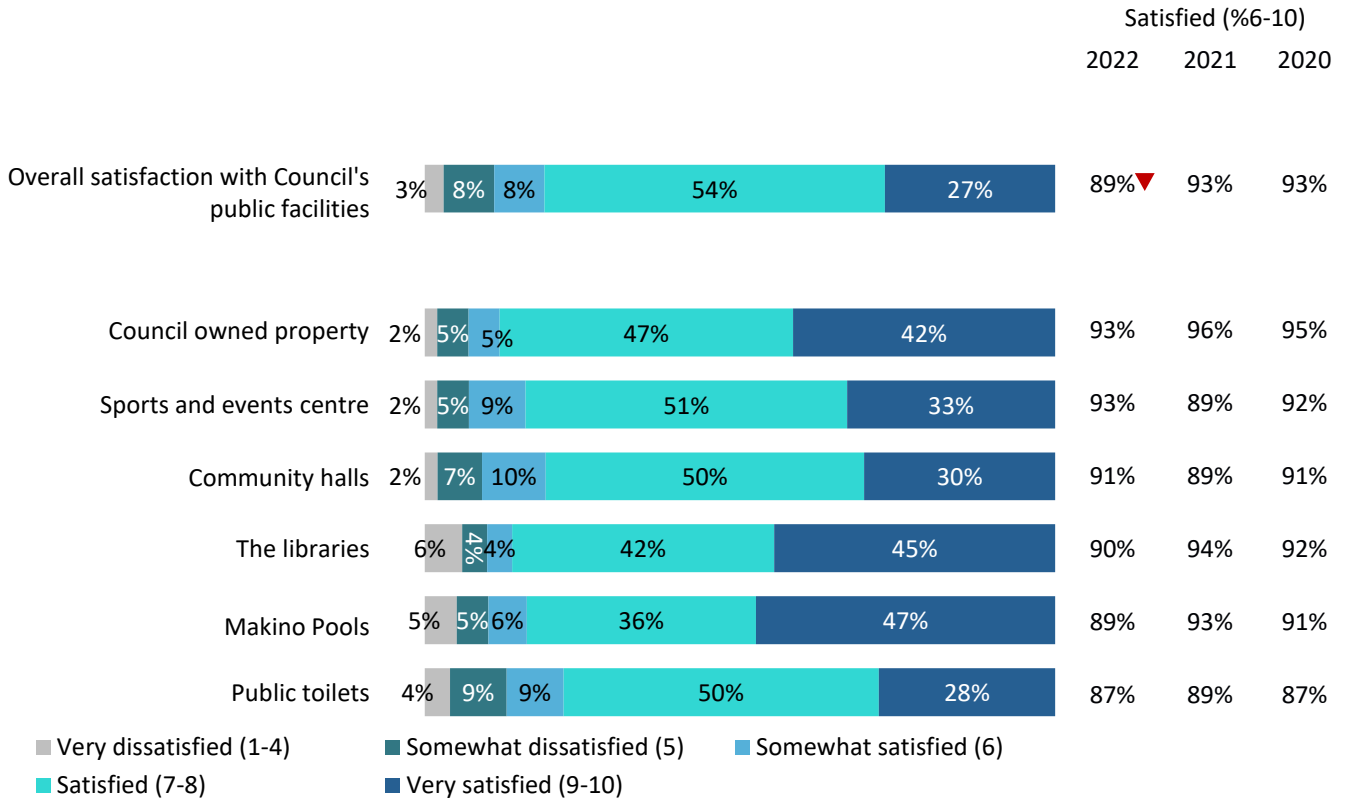
Percentage of residents who visited	Northern	Southern	Feilding	Māori	Non-Māori
Public toilet	70%	66%	68%	80%▼	66%
Council owned property	40%▼	39%▼	53%▼	58%▼	45%
Library	42%	35%	58%▼	59%	47%
Community hall	59%▼	55%▼	51%▼	50%▼	36%
Swimming pool	40%	35%▼	42%▼	54%	61%
Sports and events centre	36%	28%	32%▼	47%▼	30%

- Visitation of council facilities has decreased significantly year-on-year in all areas excluding *swimming pools*.
- Residents who identify as Māori are significantly more likely to have used all Council facilities excluding *libraries* and *swimming pools*, than residents of other ethnicities.

NOTES:

1. Total sample: 2022 n=596, 2021 n=455
2. CF1. Which of the following facilities have you visited in the last year?

Council facilities continued



Scores with % 6-10	Northern	Southern	Feilding	Māori	Non-Māori
Overall satisfaction with Council's public facilities	86%	85%▼	92%	91%	89%▼
The libraries	90%	86%	91%	92%	89%▼
Makino Pools	87%	83%	92%	81%▼	90%
Council owned property	96%	89%▼	93%	90%	94%
Community halls	91%	86%	93%	96%	90%
Sports and events centre	92%	86%	93%▲	98%	92%
Public toilets	87%	84%	88%	89%	87%

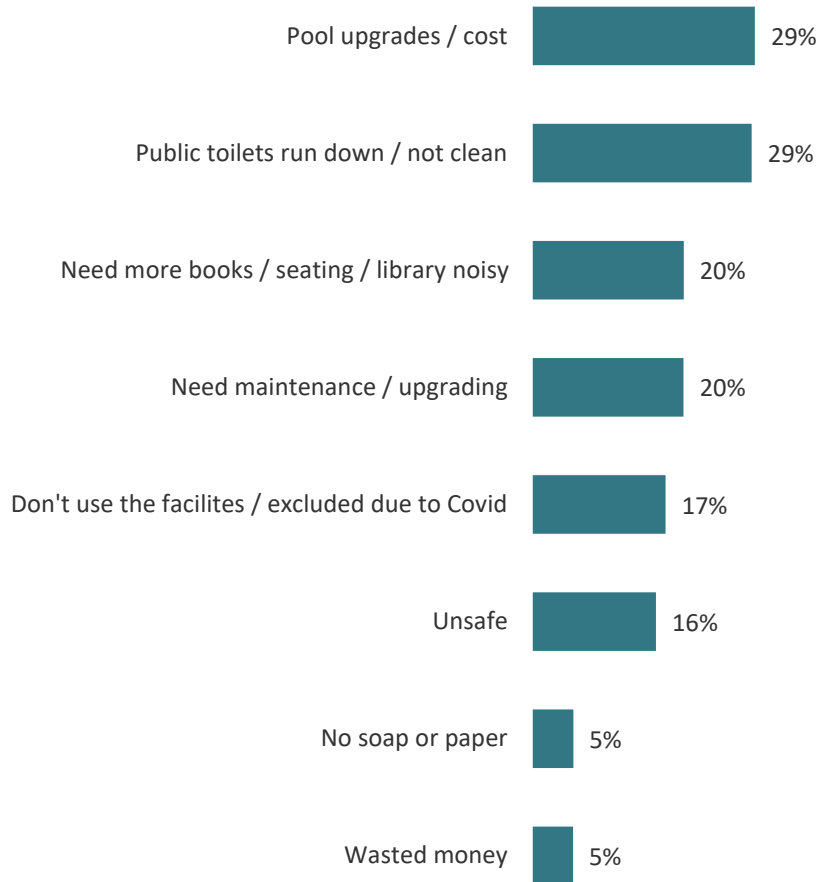
• Despite a significant year-on-year decrease in *overall satisfaction with Council's public facilities*, satisfaction levels remain very high with almost nine in ten respondents 'Satisfied' (89%).

NOTES:

- Total sample: 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
- CF2. How would you rate your overall satisfaction with each of the following facilities?
- 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?

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

Reasons for dissatisfaction: Council facilities



- *I mean, it's a public bathroom, so it's expected to be a bit gross. However, I have tried to use the facilities and frequently found no soap or loo roll. This is unacceptable, especially whilst in a global pandemic.*
- *I pay a large amount of my rates to the Makino Aquatic Centre, which I have never used. I would rather pay rates to something that I do use and value. The community halls are a bit run down.*
- *I pay a set amount in my rates for Makino Pool (why?) then I also have to pay to go to the pool as well. I do not understand. Also, as a ratepayer, the cost of going to the pool on a regular basis is ridiculously high. As a ratepayer, paying this extra amount in my rates, I would expect a sizeable discount to use the pool. I would like to use the pool but I'm not paying twice!*
- *I used to go to the library weekly but now not at all. It's noisy and there is a lack of good young children's books. It seems more like a hang out place for certain people than a well managed library.*
- *Not a lot of book selection, very noisy in Feilding library.*

NOTES:

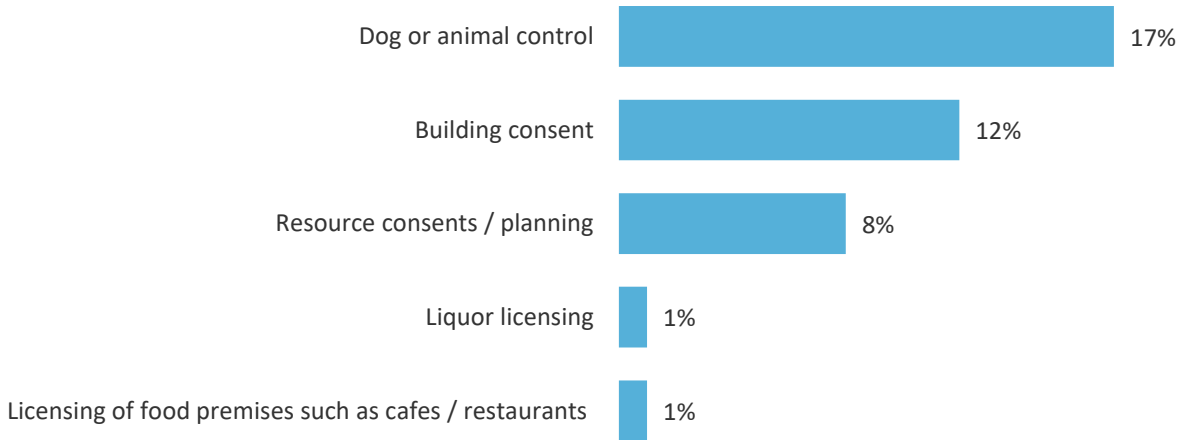
1. Total sample: 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. CF2. How would you rate your overall satisfaction with each of the following facilities?
3. CF4. When you consider all the public facilities that are provided by Manawatu District Council including how well they are maintained, 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?
4. 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?



Regulatory services

Regulatory services

Had direct involvement/contact with Council in the past year



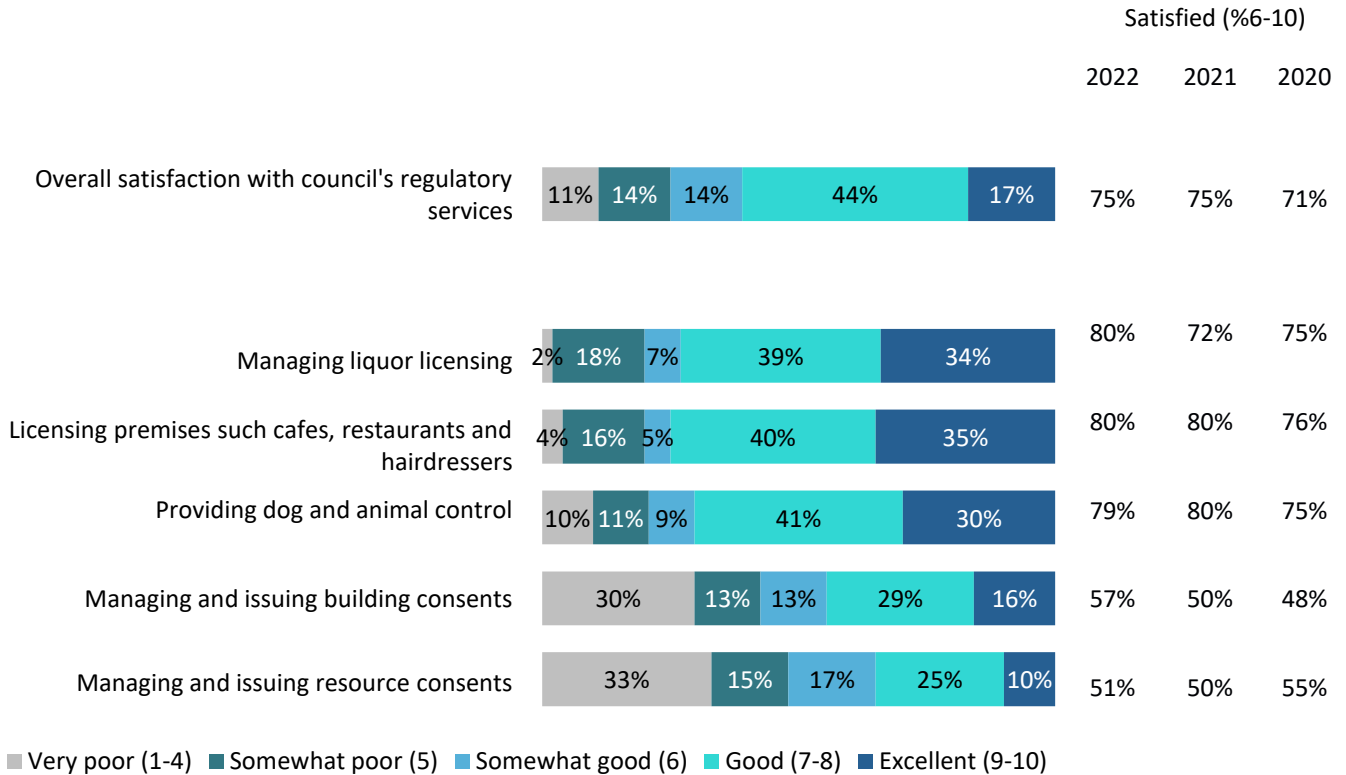
Percentage of residents who had direct involvement/contact with Council	Northern	Southern	Feilding	Māori	Non-Māori
Dog or animal control	15%	16%	18%	17%	17%
Building consent	13%	11%	12%	22%	10%▼
Resource consents/ planning	8%	9%	7%	12%	7%
Liquor licensing	2%	1%	1%	-	1%
Licensing of food premises such as cafes, restaurants	1%	1%	1%	-	1%

- 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.

NOTES:

1. Total sample: 2022 n=596, 2021 n=455
2. OS1. Council also provides a range of other services. In the last year have you had any direct involvement or contact with Council in relation to any of the following?

Regulatory services



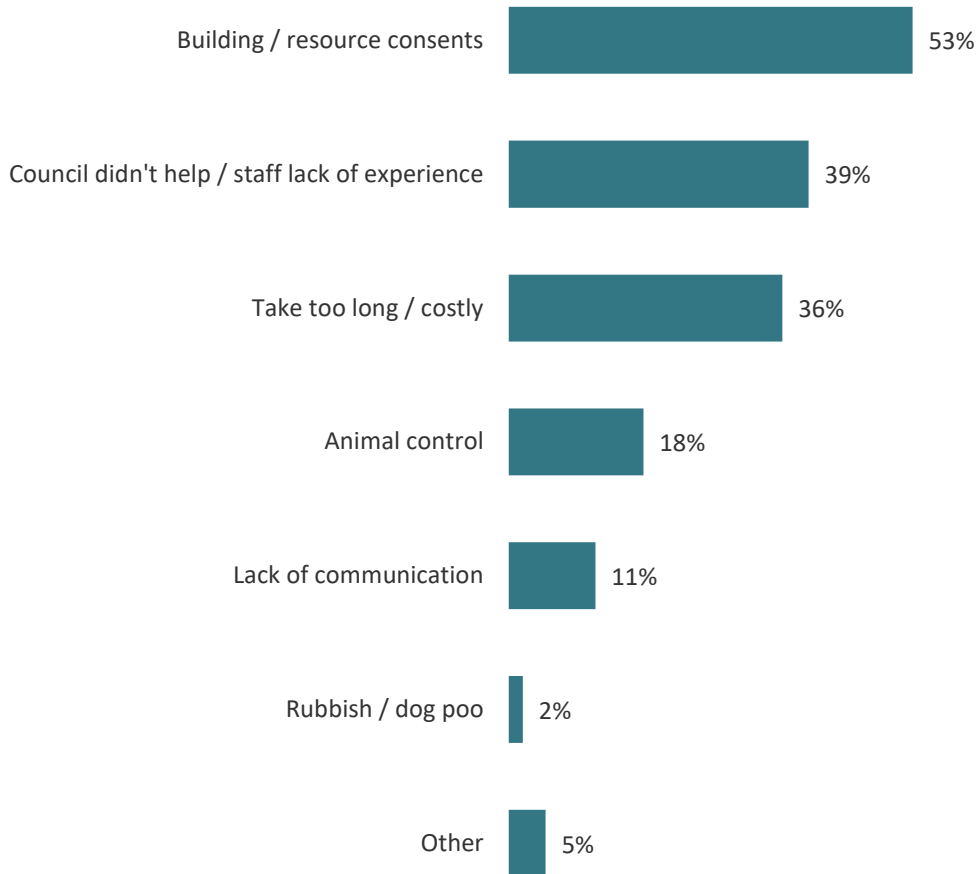
Scores with % 6-10	Northern	Southern	Feilding	Māori	Non-Māori
Overall satisfaction with council's regulatory services	67%	66%	82%	64%	77%
Providing dog and animal control	73%	78%	82%	82%	79%
Managing liquor licensing	79%	81%	80%	59%	84%
Licensing premises such as cafes, restaurants and hairdressers	76%	68%	84%	72%	82%
Managing and issuing resource consents	46%	42%	58%	44%	53%
Managing and issuing building consents	58%	52%	58%	45%	60%

- Overall perceptions of Council's *Regulatory services* have improved year-on-year with residents in the Feilding and Southern wards more likely to be satisfied with this service than Northern ward residents.

NOTES:

1. Total sample: 2022 n=596, 2021 n=455
2. 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'.
3. OS4. And how would you rate the Manawātū District Council overall for how well it provides these types of regulatory services?

Reasons for dissatisfaction: Regulatory Services



- *Building and resource consents take too long, more staff needed.*
- *Communication from MDC on the exact requirements could be a lot clearer. We have been jumping through the hoops because two different areas of MDC cannot agree on the district plan 'intent' v's 'letter of the law'.*
- *From my experience in the past, I merely got mucked around when making inquiries with a building inspector. Several people I know have mentioned that dealing with MDC for anything is a total pain in the rear end. I merely avoid them as much as possible now.*
- *I would like to see the same licensing regime as Palmerston North does. I want to know whether the premises is safe to buy food from.*
- *Struggled getting information from the council. Very unhelpful.*
- *Taking way too long. Unfortunately, very under resourced.*

NOTES:

1. Total sample: 2022 n=596, 2021 n=455
2. 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'.
3. OS4. And how would you rate the Manawātū District Council overall for how well it provides these types of regulatory services?

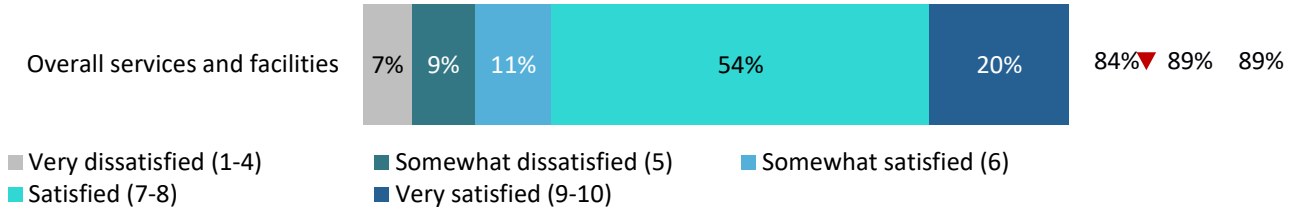


Overall services and facilities

Overall services and facilities

Satisfied (%6-10)

2022 2021 2020



Scores with % 6-10	Scores with % 6-10				
	Northern	Southern	Feilding	Māori	Non-Māori
Overall services and facilities	77%	78% ▼	90%	82%	85%

Scores with % 6-10	Scores with % 6-10			
	18 to 34 years	35 to 49 years	50 to 64 years	65 years or over
Overall services and facilities	79% ▼	84%	83%	92%

- Satisfaction with *Overall services and facilities* has declined significantly from 2021’s results from 89% to 84%.
- By demographic group, Feilding residents and residents aged 65 years and older have given higher satisfaction ratings for this attribute than other residents.

NOTES:

1. Total sample: 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don’t knows
2. OVLSV. When you think of all the services and facilities that Council provides; so roads, parks, water reticulation, waste disposal, swimming pools, museums, libraries and so on, and its regulatory types of services such as animal control, building consents. Overall, how satisfied are you with the services and facilities that Council provides?

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



Other services

Economic development

Satisfied (%6-10)
2022 2021 2020

Overall economic development services



70%▲ 60% 65%

Aware of PNCC partnership



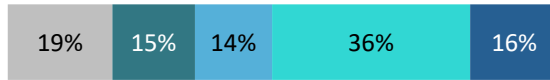
69%▲ 62% 64%

Council is doing a good job to grow the district economy



69% 61% 64%

Aware that Council is working with, and funding, external agencies



66% 63% 66%

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

Scores with % 6-10	Northern	Southern	Feilding	Māori	Non-Māori
Overall economic development services	61%	67%▲	75%	61%▲	71%
Aware of PNCC partnership	60%	65%▲	74%	66%▲	69%
Aware that Council is working with, and funding, external agencies	57%	61%▲	73%	67%	66%
Council is doing a good job to grow the district economy	62%	70%	73%	66%▲	70%

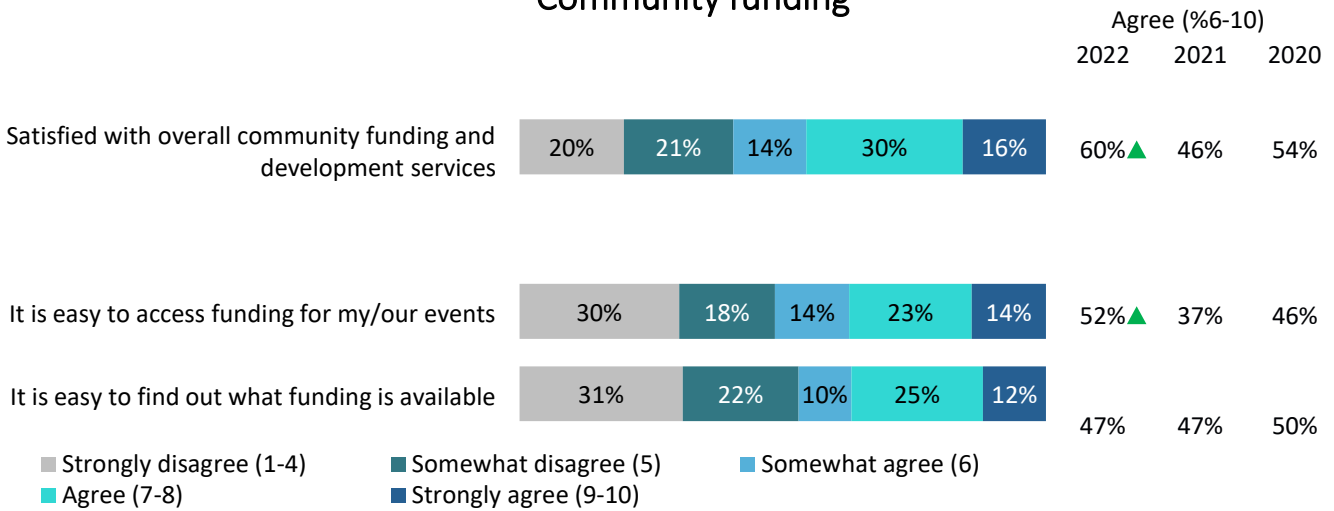
- There has been a significant increase in satisfaction with Council’s *Overall economic development services* when compared against 2021’s results (60% in 2021, 70% in 2022)
- Residents of Feilding are more likely to be satisfied across all metrics than residents of other areas.

NOTES:

1. Total sample: 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don’t knows
2. 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?

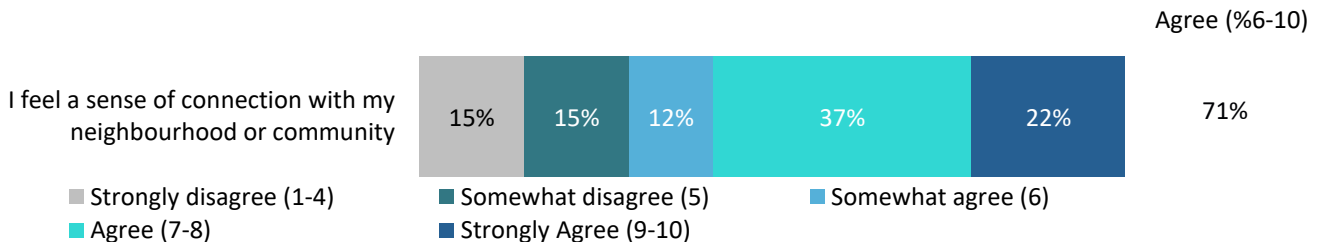
▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower

Community funding



Scores with % 6-10	Northern	Southern	Feilding	Māori	Non-Māori
Overall community funding and development services	69%	57%	57%	38%	65%▲
It is easy to find out what funding is available	53%	48%	44%	34%	50%
It is easy to access funding for my/our events	60%	54%	48%	38%	55%▲

- There has been a significant increase in the proportion of residents who agree that they are *Satisfied with overall community funding and development services* from 46% in 2021 to 60% in 2022.
- There has also been a significant increase in the proportion of residents who agree that *it is easy to access funding for my/our events*.



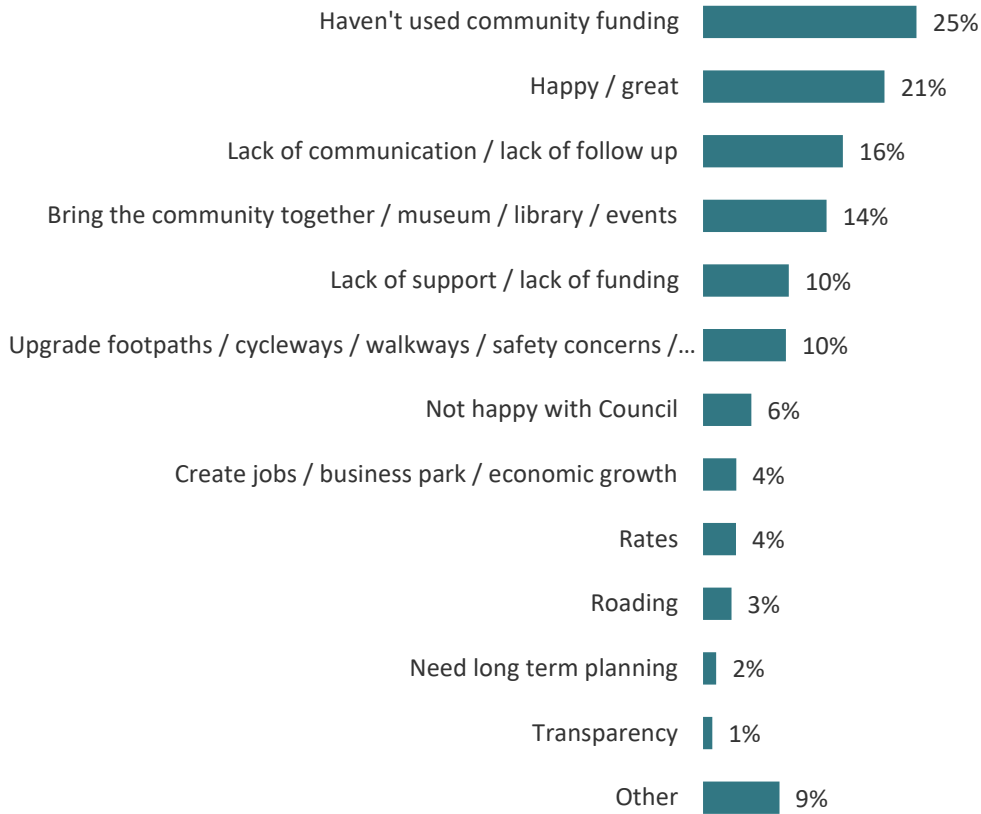
- 71% of respondents agree with the statement *I feel a sense of connection with my neighborhood or community*.

NOTES:

1. Total sample: 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. 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?
3. 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:

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

Community funding: comments



- *All the many new housing estates in Feilding should have some small parks and green spaces which at the moment is very lacking. A few walkways among the houses would be nice too. It seems to be just row on row of new houses.*
- *Didn't realise MDC does any community funding.*
- *Dissatisfied selling off Tennis club land and land along South Street.*
- *Feilding District Promotions, while they have a good manager, now need to be more focused on walking the talk rather than talking the talk.*
- *Generally satisfied with the services we receive from MDC. Feilding is a very pleasant town to visit and clean and tidy.*
- *Hate the way Manawatū use another council to do their work.*
- *I am a committee member of a local group that is routinely asked to support local community events, however, the funding options are not clearly articulated and there is no clear pathway to enable engagement to discuss funding alternatives for the community services that we do provide. Some direct liaison between those in council who hold the purse strings and the known active community groups would be useful.*

NOTES:

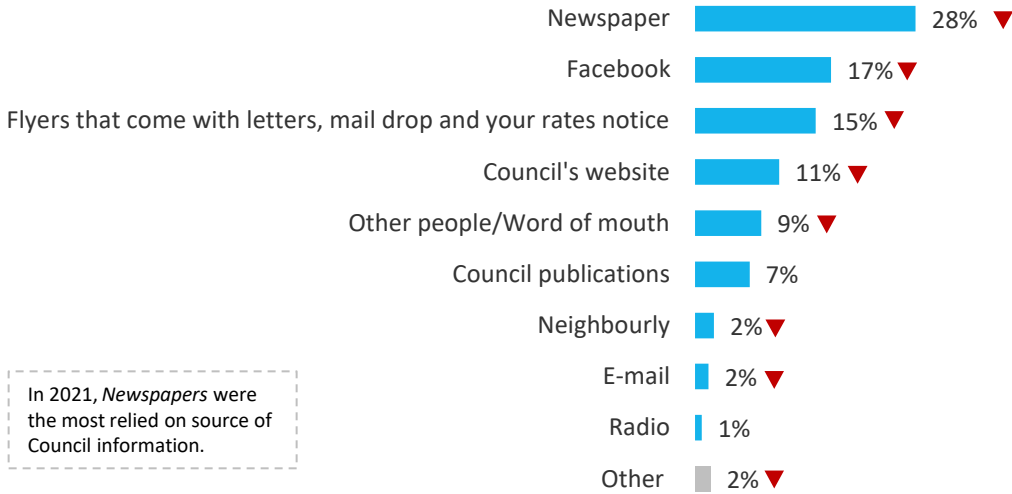
1. Total sample: 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. CFU3. Was there anything that you were satisfied or dissatisfied with in relation to community development including community funding? n=136



Communication and engagement

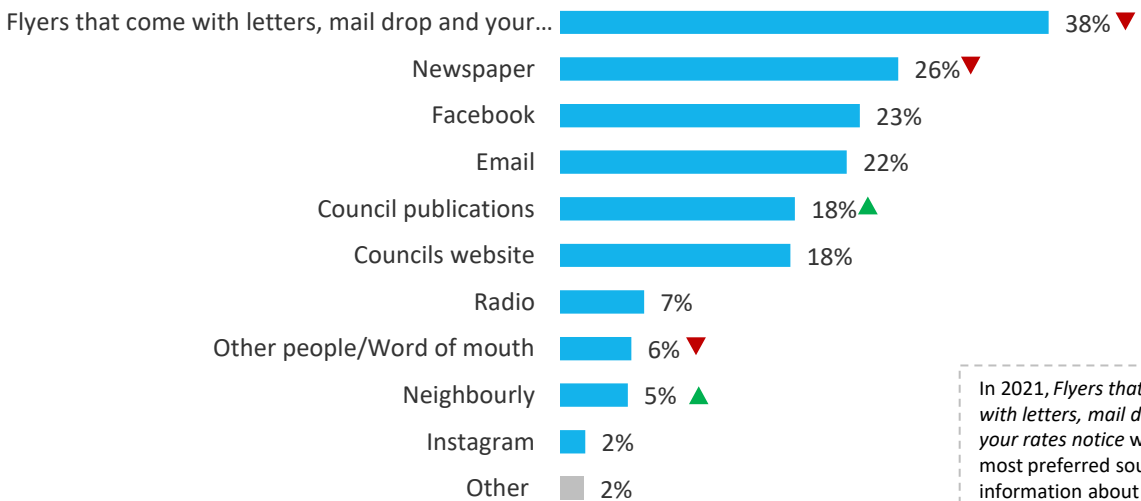
Communication and engagement

Most relied on source of information about Council



In 2021, *Newspapers* were the most relied on source of Council information.

Preferred means to receive information about Council



In 2021, *Flyers that come with letters, mail drop and your rates notice* were the most preferred source of information about Council activities.

- *Newspaper* remains the main source of information about Council, however *Newspaper* along with almost all methods recorded a significant decrease in usage.
- *Flyers that come with letter, mail drop and rates notice* is the most preferred means of receiving information about Council.

NOTES:

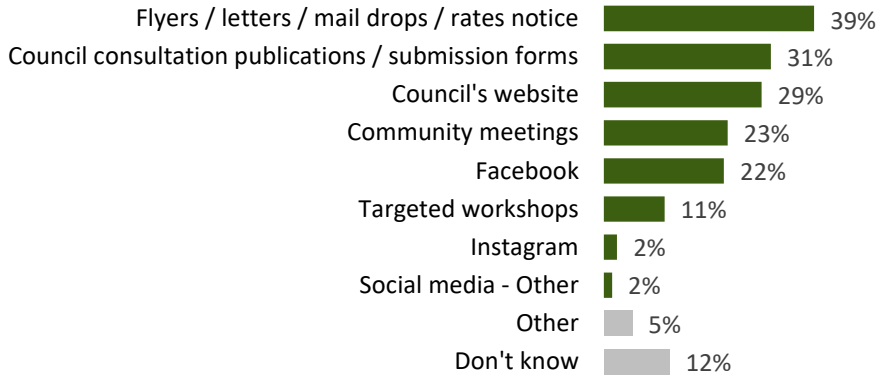
1. Total sample: 2022 n=596, 2021 n=455
2. CM1. Which of the following do you most rely on for information about the Manawātū District Council?
3. CM2. How would you prefer to receive information about Manawātū District Council?

▲ Significantly higher
▼ Significantly lower

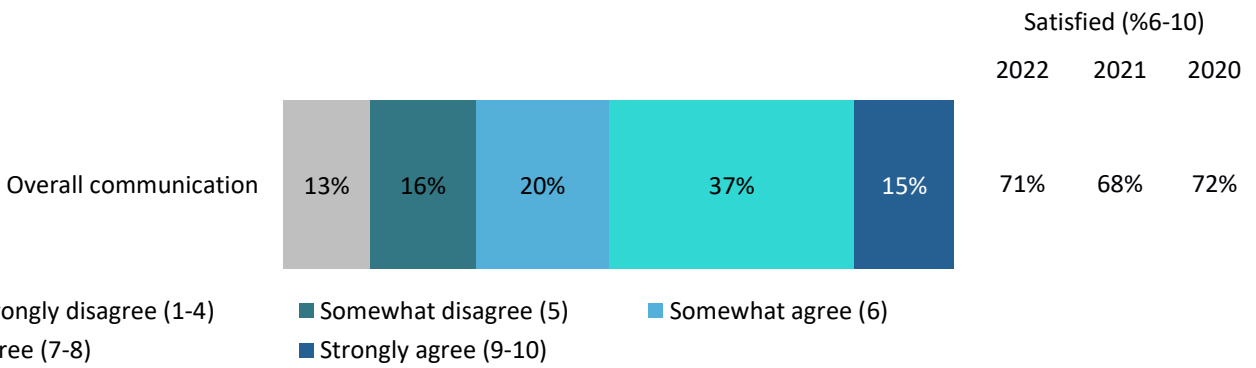
▲ Significantly higher
▼ Significantly lower

Communication and engagement

Preferred means for engagement in decision-making process



- Almost four in ten residents (39%) indicated *Flyers/letters, mail drops, rates notices* as their preferred method to engage in *Council's decision-making process*.



Scores with % 6-10	Satisfied (%6-10)				
	Northern	Southern	Feilding	Māori	Non-Māori
Overall communication	67%	67%	75%	65%	72%

- Satisfaction with *Overall communication* has increased slightly year-on-year to 71%.
- Results remain relatively consistent across wards and ethnicities.

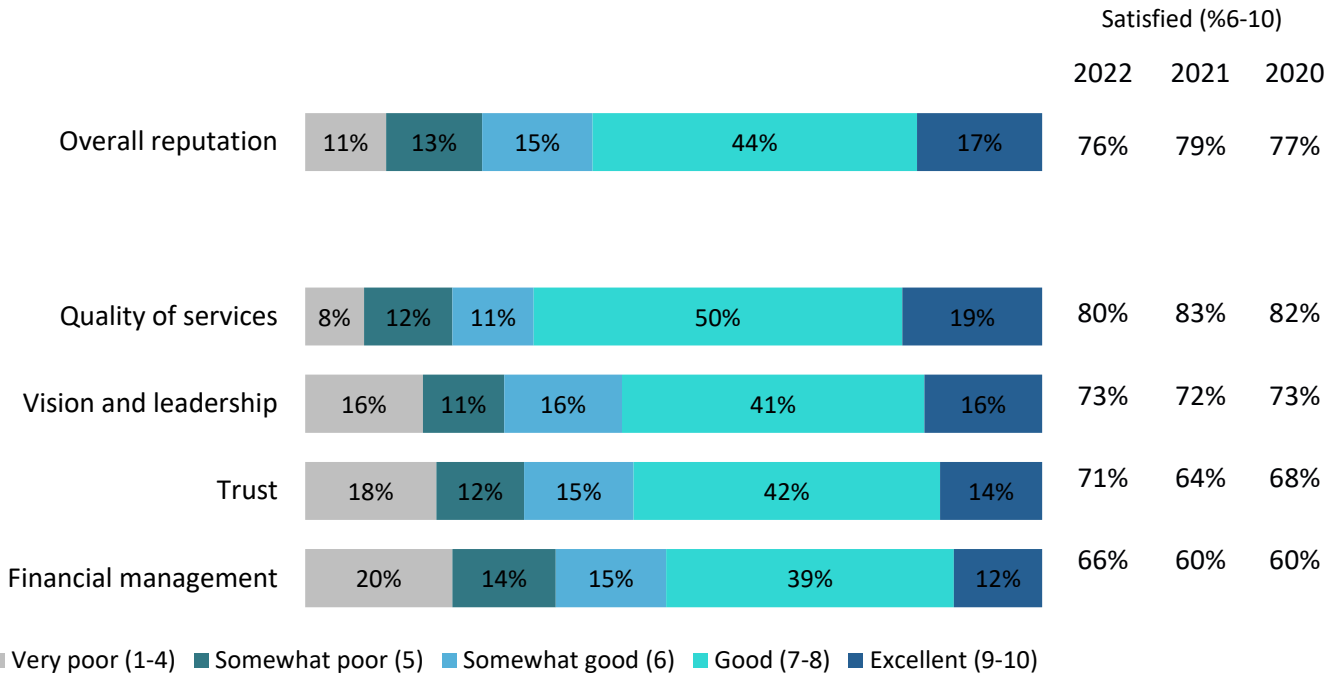
NOTES:

1. Total sample: 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. CM5 Thinking about when Council wants your input to decisions, how would you prefer to engage in the process?
3. CM4. How would you rate council for keeping the public informed?



Understanding reputation

Reputation



Scores with % 6-10	Northern	Southern	Feilding	Māori	Non-Māori
Overall reputation	71%	74%	79%	70%	77%
Quality of services	76%	77%	83%	72%	81%
Trust	67%	69%	71%	62%	71%▲
Vision and leadership	68%	74%	76%	64%	75%
Financial management	64%	64%	68%	55%	68%▲

- Satisfaction with *Overall reputation* has decreased slightly to 76% satisfied residents.
- There was no significant differences recorded across wards or ethnicity however residents who did not identify as Māori recorded a considerable increase in satisfaction with the *trust* they have in the Council and the *financial management* of the Council.

NOTES:

1. Total sample: 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't knows
2. 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?
3. 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?
4. 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?
5. REP4. And thinking about all the services and infrastructure the Council provides, how would you rate them for the quality of the services and facilities they provide?
6. REP5. So considering, leadership, trust, financial management and quality of services provided, how would you rate the Manawātū District Council for its overall reputation?

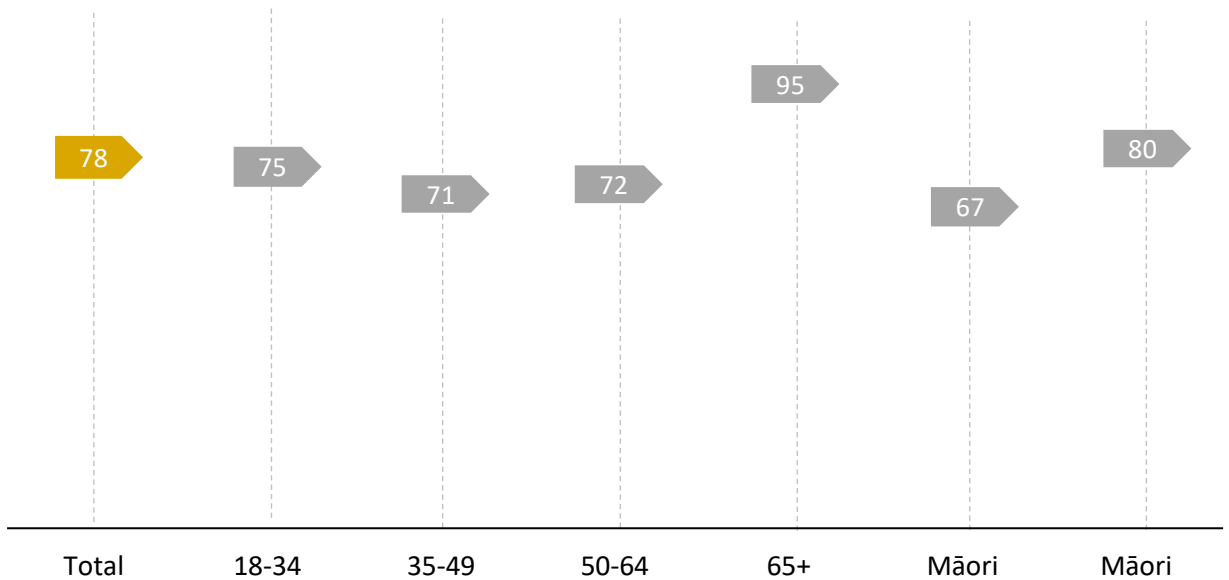
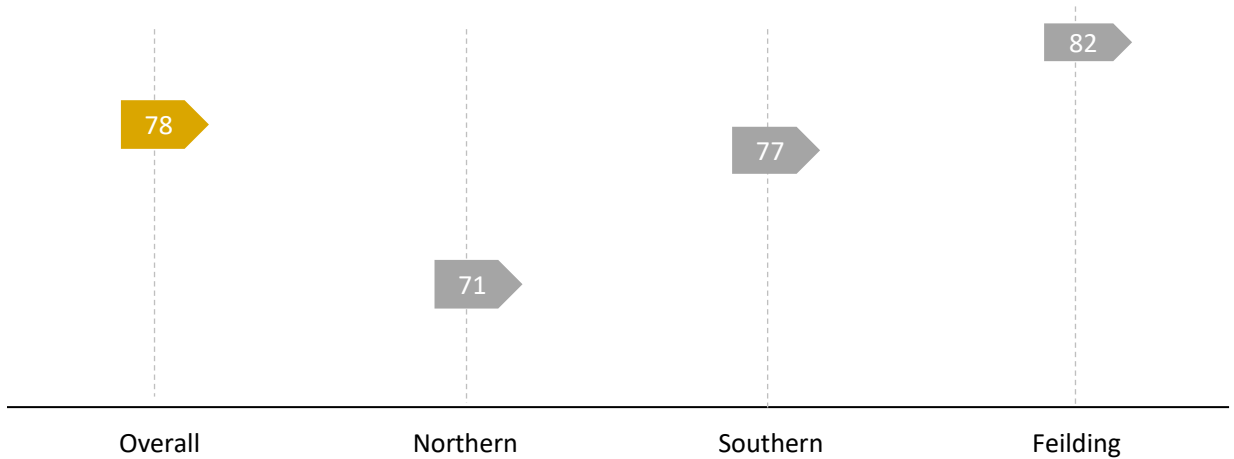
▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower

Reputation benchmark score

Manawātū District Council has an acceptable reputation *benchmark score* of +78, up one point year-on-year and coming very close to an ‘Excellent’ reputation (80).

Key:

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

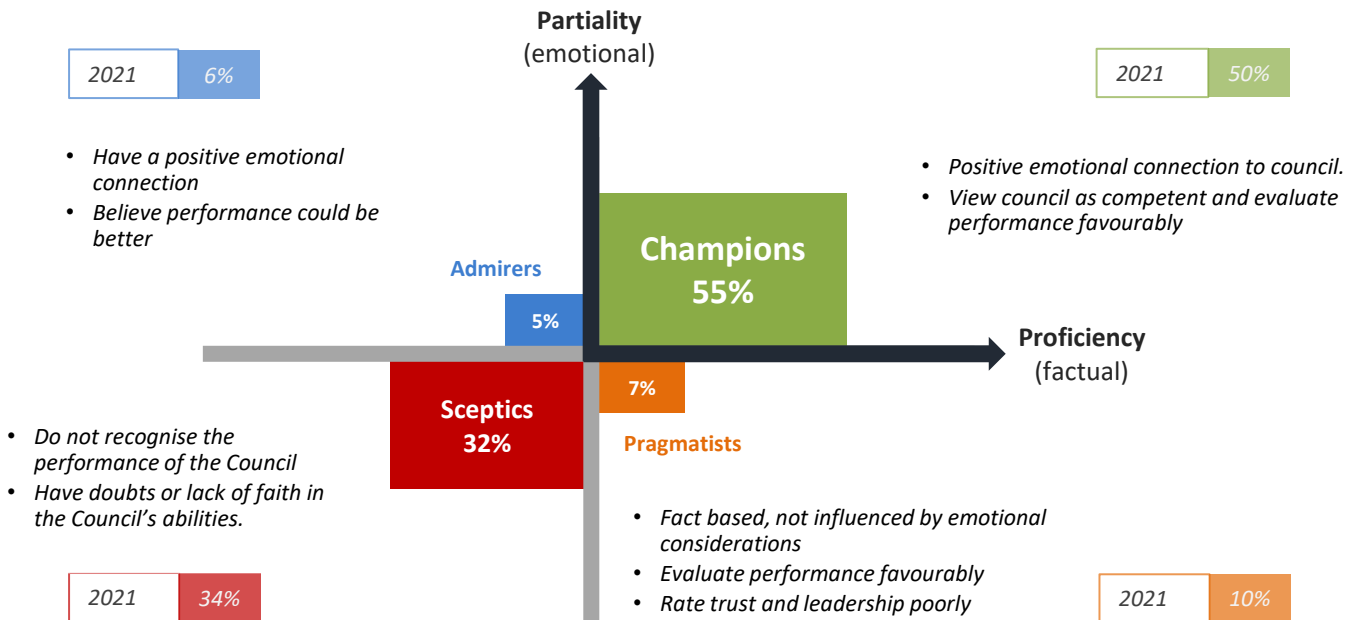


NOTES:

1. Total sample: 2022 n=596, 2021 n=455
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?
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



- Older residents aged 65+ are considerably more likely to be found among the 'Champions' with 73% of residents of this age group a member of this group.
- Residents that identify as Māori are more likely to be found among the 'Sceptics' (47%).
- Residents aged 18-34 have the highest proportion of 'Pragmatists' with 11% of respondents among this group.
- Residents aged 35-49 have the highest proportion of 'Admirers' among them with 14% of respondents identified as members of this group.

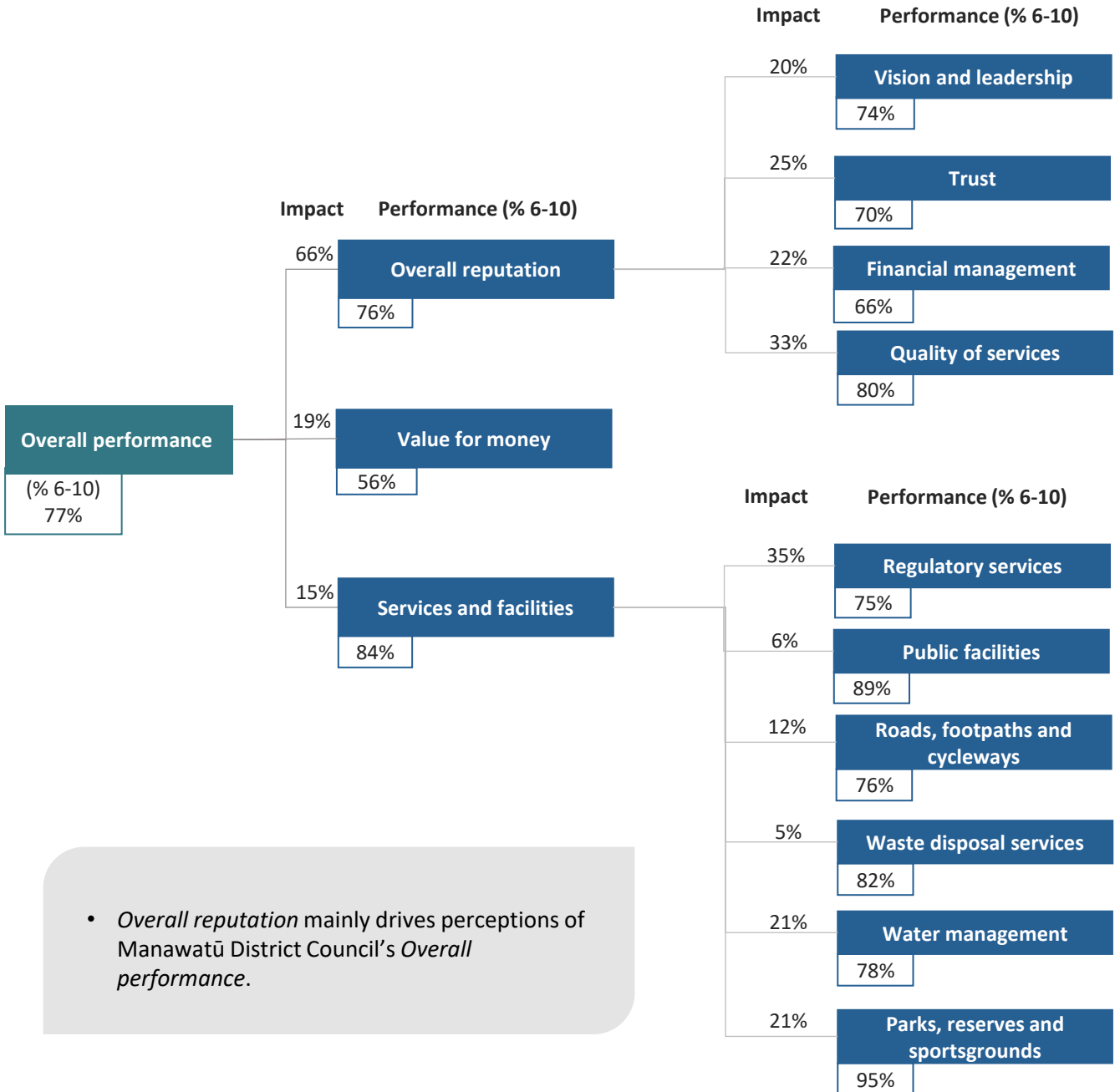
NOTES:

- Total sample: 2022 n=596, 2021 n=455, 2020 n=448
- Segments have been determined using the results from a set of five overall level questions
- REP1 leadership, REP2 trust, REP3 financial management, OVLSV quality of deliverables, REP5 overall reputation



Drivers of satisfaction

Drivers of satisfaction with Manawatū District Council

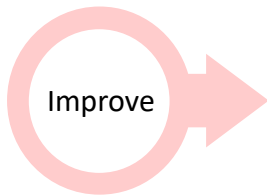
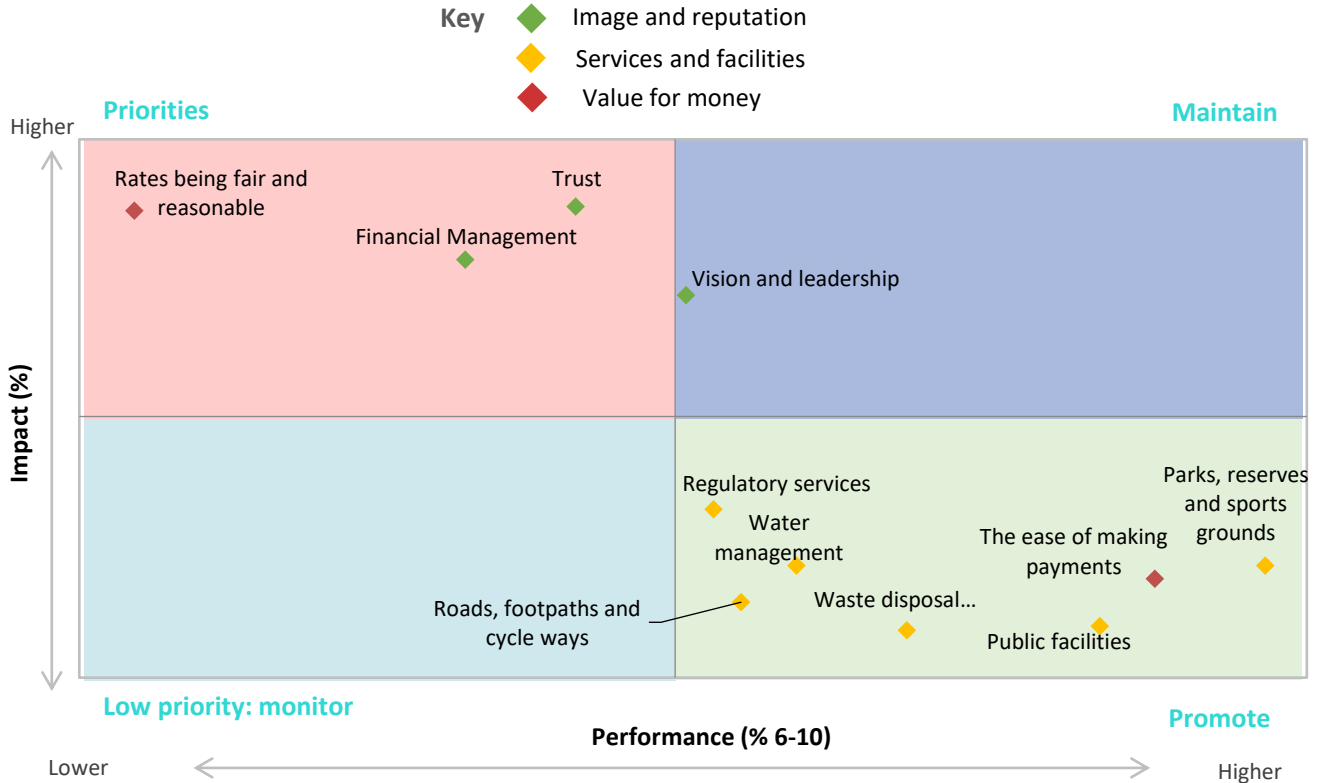


- Overall reputation mainly drives perceptions of Manawatū District Council’s Overall performance.

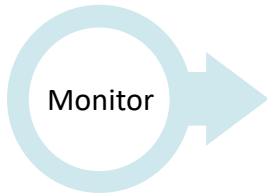
NOTES:

1. Total sample: 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don’t know

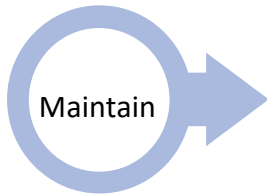
Opportunities and priorities: Overall measures



The key opportunities for Manawātū District Council are to improve perceptions regarding *Trust*, *Financial management*, and *Rates being fair and reasonable*.



Manawātū District Council currently has no aspects in the 'monitor' category however *regulatory services* and *roads, footpaths and cycleways* are close to crossing into this section.



Manawātū District Council should maintain its *Vision and leadership* since this area greatly influences perceptions and has a relatively high performance score.

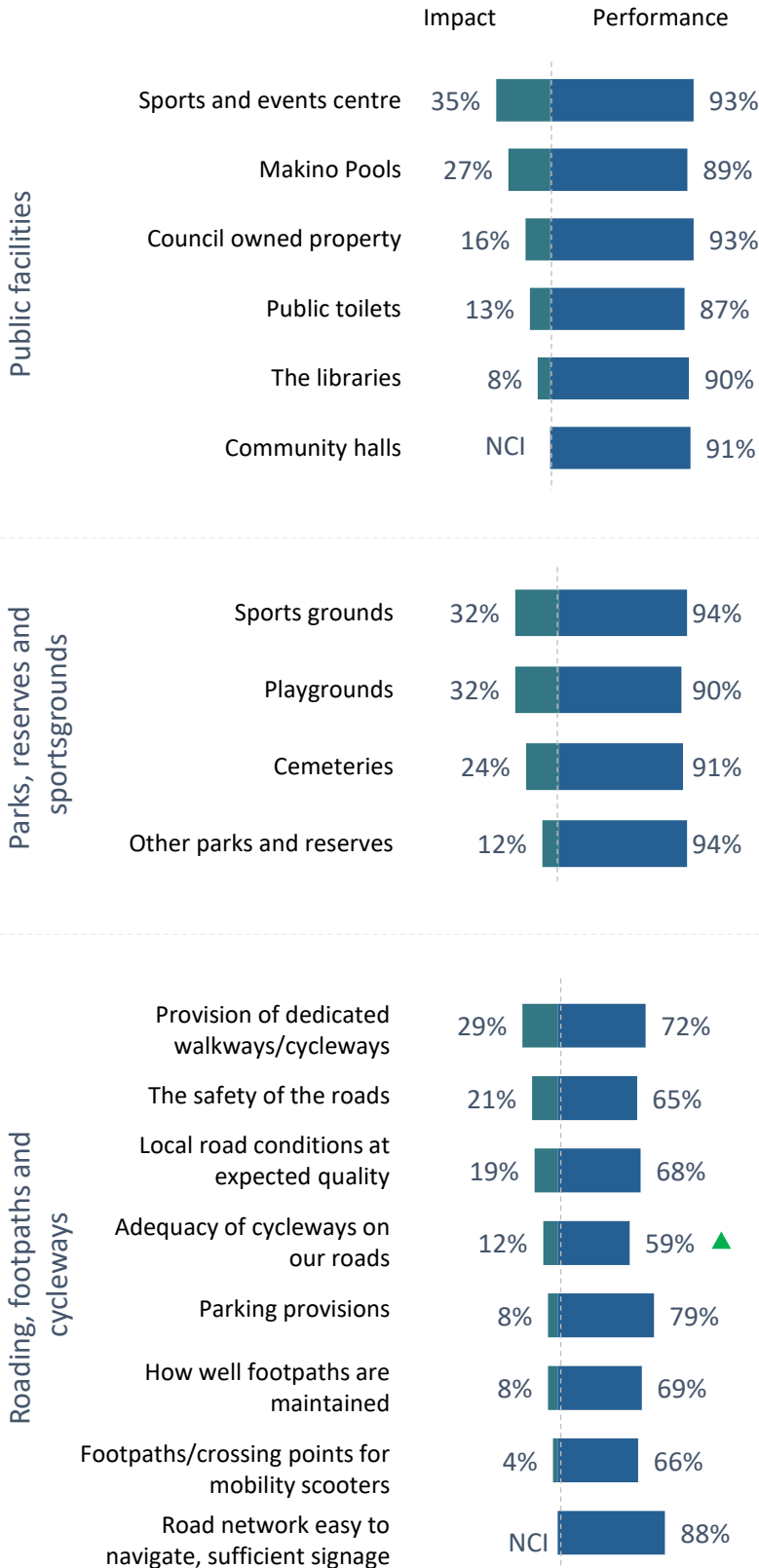


The underappreciated areas within Council's performance include all *Services and facilities metrics* and *the ease of making payments*.

NOTES:

1. Total sample: 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't know

Driver analysis



- *Sports and events centre* has the greatest impact on perception of *Overall public facilities* in 2022. Since this aspect has a relatively high satisfaction rating, Council's performance in the maintenance of these facilities should be maintained.

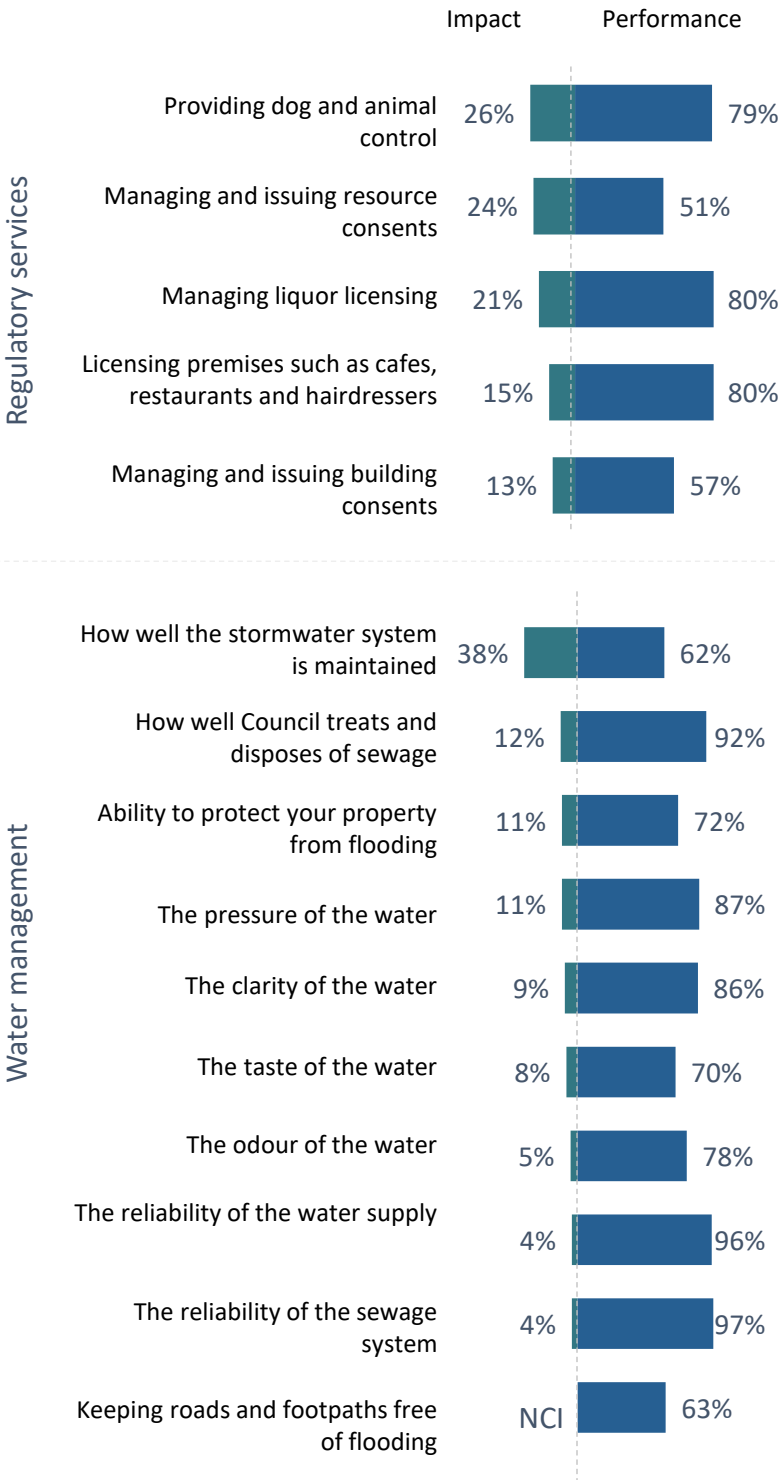
- *Sportsgrounds* drives overall perceptions of *Parks, reserves and sportsgrounds*. Council should maintain its high performance in this area.

- Regarding *Roading and footpaths*, Council should continue to focus on the *Provision of dedicated walkways/cycleways* since this aspect continues to greatly influence perceptions.

NOTES:

1. Total sample: 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't know
2. NCI – No current impact

Driver analysis



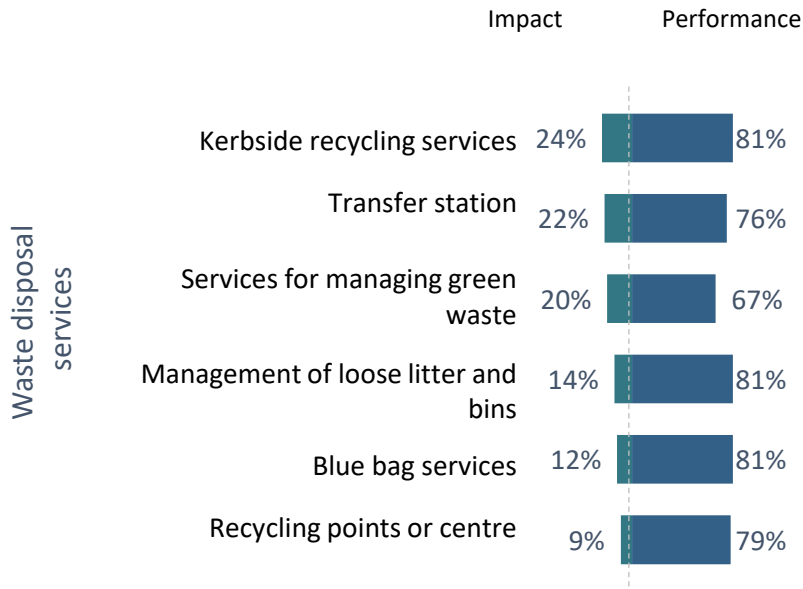
- *Providing dog and animal control* has the greatest impact on perception of *Regulatory services*. Council's performance in this area should be maintained. *Resource consents* continue to offer an opportunity for improvement as a high impact low performing metric.

- *How well the stormwater system is maintained* is now the most prominent driver of overall perceptions of *Water management*, most likely due to the significant rain events experienced in since September. With a relatively low performance score this should be a priority for Council.

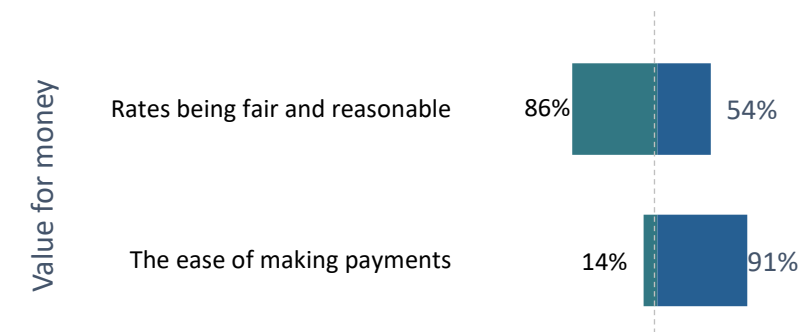
NOTES:

1. Total sample: 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't know
2. NCI – No current impact

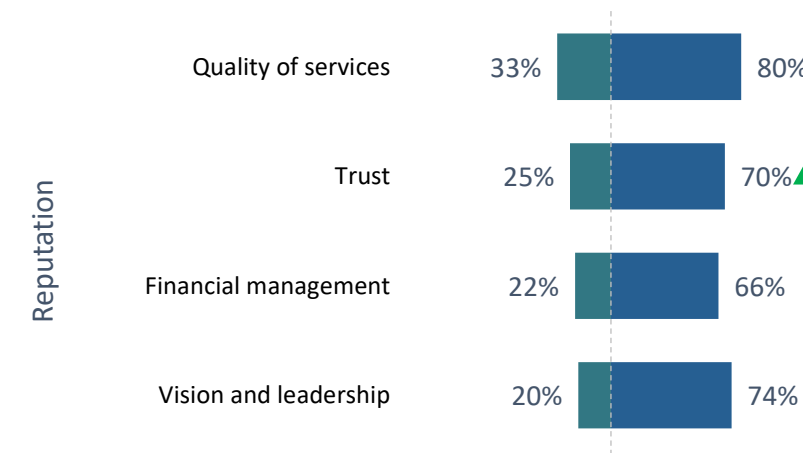
Driver analysis



- *Kerbside recycling services* is the main driver of perception of *Waste disposal services*. Performance in this area is amongst the highest in waste disposal and Council should maintain current service levels.



- Regarding *Value for money*, *Rates being fair and reasonable* continues to be the priority to improve overall perceptions of *Value for money*.



- *Quality of services* is the main driver of perception of Council's *Reputation* in 2022. Since performance in this area is comparatively high, Council should maintain current service levels.

NOTES:

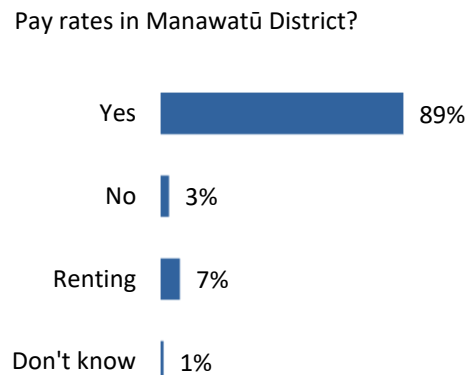
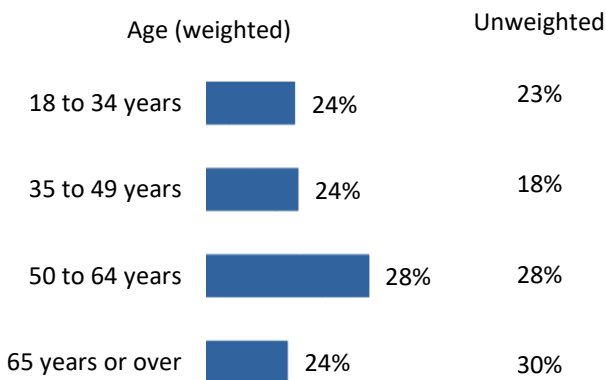
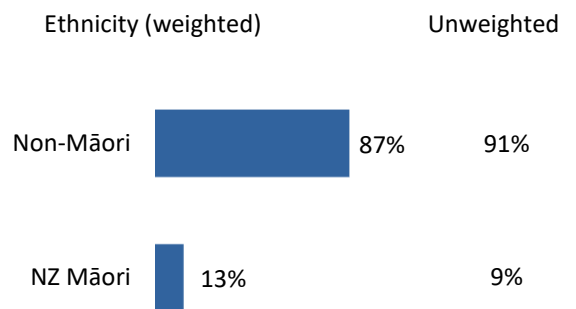
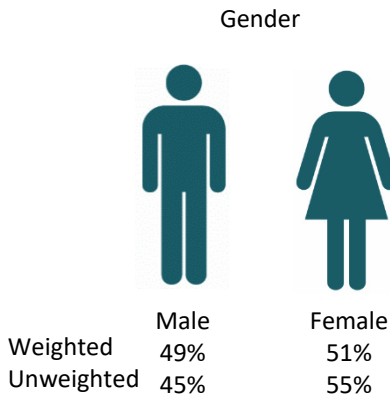
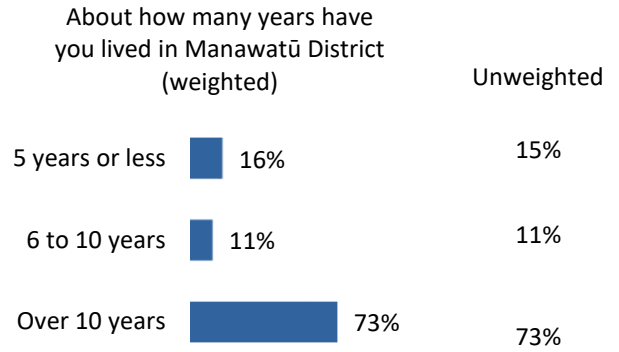
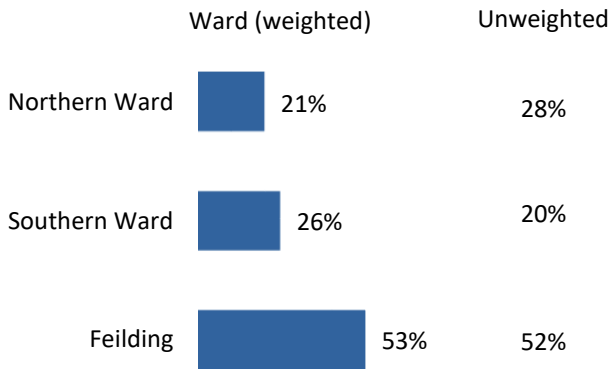
1. Total sample: 2022 n=596, 2021 n=455, 2020 n=448; Excludes Don't know

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



Sample profile

Sample profile





Head Office

Telephone: + 64 7 575 6900

Address: Level 1, 247 Cameron Road
PO Box 13297
Tauranga 3141

Website: www.keyresearch.co.nz

Key Staff

Project lead: **Elena Goryacheva**
Senior Research Executive

Telephone: + 64 7 929 7076

Email: elena@keyresearch.co.nz

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