



Porirua City Council Annual Residents Survey

June 2017



Table of Contents

Introduction and objectives	Page 3
Executive summary	Page 4
Summary of key indicators	Page 5
Drivers of satisfaction	Page 10
Understanding reputation	Page 25
Satisfaction with infrastructure	Page 31
Satisfaction with public facilities	Page 36
Satisfaction with other council services	Page 52
Satisfaction with interactions	Page 55
Communications	Page 59
City of Porirua environment	Page 63
General comments	Page 70
Sample profile	Page 72



Introduction, Objectives and Method

Introduction

- The Porirua City Council has an ongoing need to measure how satisfied residents are with resources, facilities and services provided by the Council, and to prioritise improvement opportunities that will be valued by the community

Research Objectives

- Assess satisfaction among residents in relation to services, facilities and other activities of the Porirua City Council
- To determine changes in performance relative to prior years in relation to key service deliverables
- To identify opportunities for improvement that would be valued by residents and how these should be prioritised

Method

- A statistically robust survey conducted by telephone with a sample of 475 residents across the Porirua City Council area
- Data collection was managed to quota targets by age, ward and ethnicity and post data collection the sample has been weighted so it is aligned with known population distributions as contained in the Census 2013
- At an aggregate level the sample has an expected 95% confidence interval (margin of error) of +/- 4.9%
- Interviewing took place between 6th April and 1st June 2017
- The 2017 survey used the same questionnaire as in 2016 with minor amendments. The questionnaire provides a holistic review of residents' perceptions of Council including reputation and value for money, and is structured to facilitate additional analysis to help determine opportunities and how these should be prioritised
- All performance scores have been calculated excluding 'don't know' responses, unless otherwise stated
- Results have been rounded to the nearest whole number. Charts that summarise results on the 1-10 scale used for evaluating performance may therefore sum to plus or minus one percentage point due to rounding



Executive summary

1

Porirua residents are mostly very satisfied with the various services, infrastructure and facilities that are provided and maintained by Council, and in most instances results are in line with those from the prior year. At an aggregate level 64% of residents are either satisfied or very satisfied (%7-10)

2

The Porirua City Council has a particularly strong reputation profile with 57% of residents classified as '*Champions*' having a positive emotional connection and recognising that Council is doing a good job. Pacific people, older age groups and those in the Eastern ward are noted for having a more positive perception

3

While satisfaction with services and facilities is high, residents are not recognising that rates represent value for money, nor do they recognise the quality of Council's financial management. Value for money has a high impact on overall perceptions and demonstrating value, and quality of financial management has potential to improve perceptions

4

About a third of residents are interacting with Council annually to make enquiries or lodge complaints or issues. Satisfaction with the service provided is moderate with 54% being satisfied (%7-10). Evaluation of the service is mostly influenced by the outcome achieved, staff following through and doing what they promised, and the time taken to resolve the issue. Focussing on these elements will enable overall service quality with interactions to be improved

5

There is potential for Council to further improve perceptions by promoting the various services, facilities and infrastructure where its performance is high. These aspects are not currently having a great deal of impact and accordingly, communicating what Council is already doing well may work positively to improve perceptions of value

6

There is evidence to suggest that residents would value improvements to the stormwater system, public toilet facilities and the suitability of cycle lanes in the city. Improving the collection of litter and maintaining the cleanliness of public places also offers some potential value



Summary of Key Performance Indicators



Relative to last year residents are less satisfied with litter removal and stormwater management...

Overall performance: Summary



	Satisfaction with performance (% 7-10)				Difference
	2014	2015	2016	2017	
Services					
- Kerbside rubbish collection	71%	80%	82%	85%	3%
- Recycling collection	82%	83%	81%	79%	-2%
- Litter removal	69%	68%	73%	67%	-6%
<hr/>					
Infrastructure					
- Water supply	85%	89%	88%	88%	0%
- Sewerage system	73%	86%	77%	76%	-1%
- Effectiveness of stormwater system	56%	70%	56%	43%	-13%
<hr/>					
Public facilities					
- Pataka Museum	87%	92%	95%	96%	1%
- Libraries	90%	95%	95%	95%	0%
- Te Rauparaha Arena	89%	92%	94%	95%	1%
- Swimming pools	82%	86%	87%	88%	1%
- Council owned public halls	67%	69%	73%	76%	3%




NOTES:
 1. Sample: n=475
 2. Excludes 'Don't know' responses



... and satisfaction with footpaths and sports fields has decreased, while satisfaction with other open spaces has increased

Overall performance: Summary

	Satisfaction with performance (% 7-10)				Difference
	2014	2015	2016	2017	
Roading					
Dedicated walkways	79%	81%	84%	76%	-8% 
Condition of footpaths	55%	56%	63%	60%	-3% 

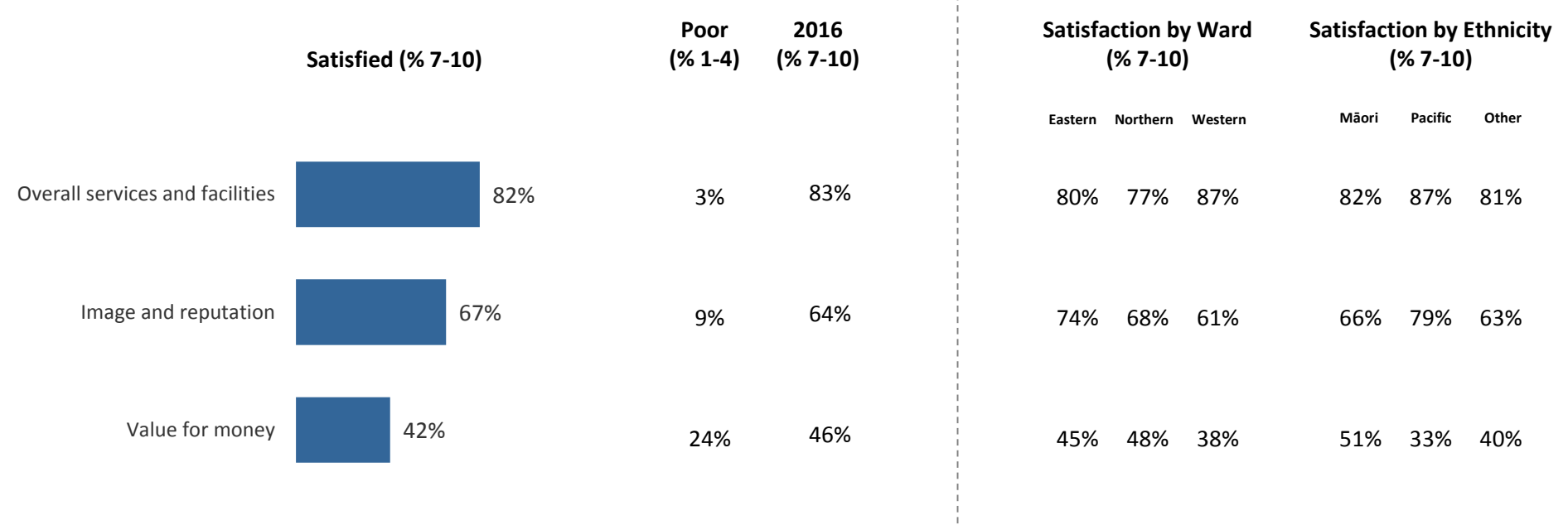
Parks, reserves and open spaces					
Cemeteries	74%	92%	94%	94%	0%
Sports fields	82%	83%	91%	88%	-3% 
Playgrounds	80%	79%	87%	87%	0%
Other parks and reserves	83%	85%	86%	89%	3% 
Beaches	69%	74%	84%	83%	-1% 

NOTES:
 1. Sample: n=475
 2. Excludes 'Don't know' responses



Council continues to be evaluated extremely well for its various services, infrastructure and facilities; it has a strong and increasingly positive reputation, but the perception of providing value for money has decreased from last year

Overall performance

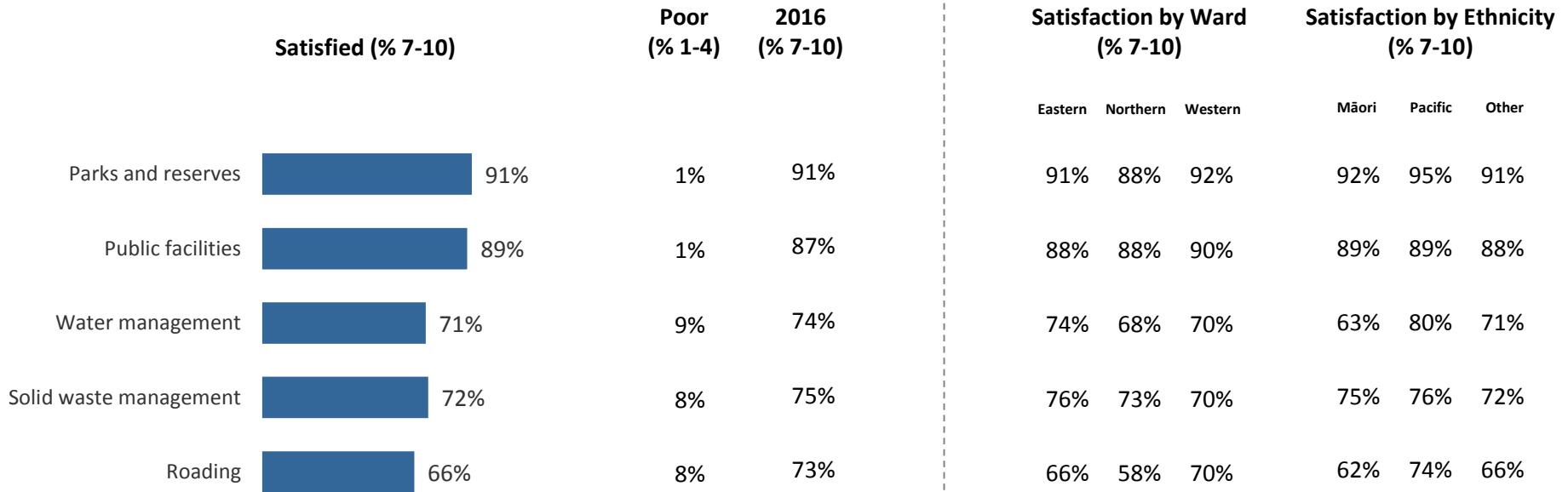


NOTES:
 1. Sample: n=475
 2. Excludes 'Don't know' responses



In terms of the various services and facilities, residents continue to be satisfied with parks, reserves and facilities but are less satisfied with some aspects of water management, waste and roading compared to last year

Overall performance: Services and facilities



NOTES:

1. Sample: n=475
2. Excludes 'Don't know' responses



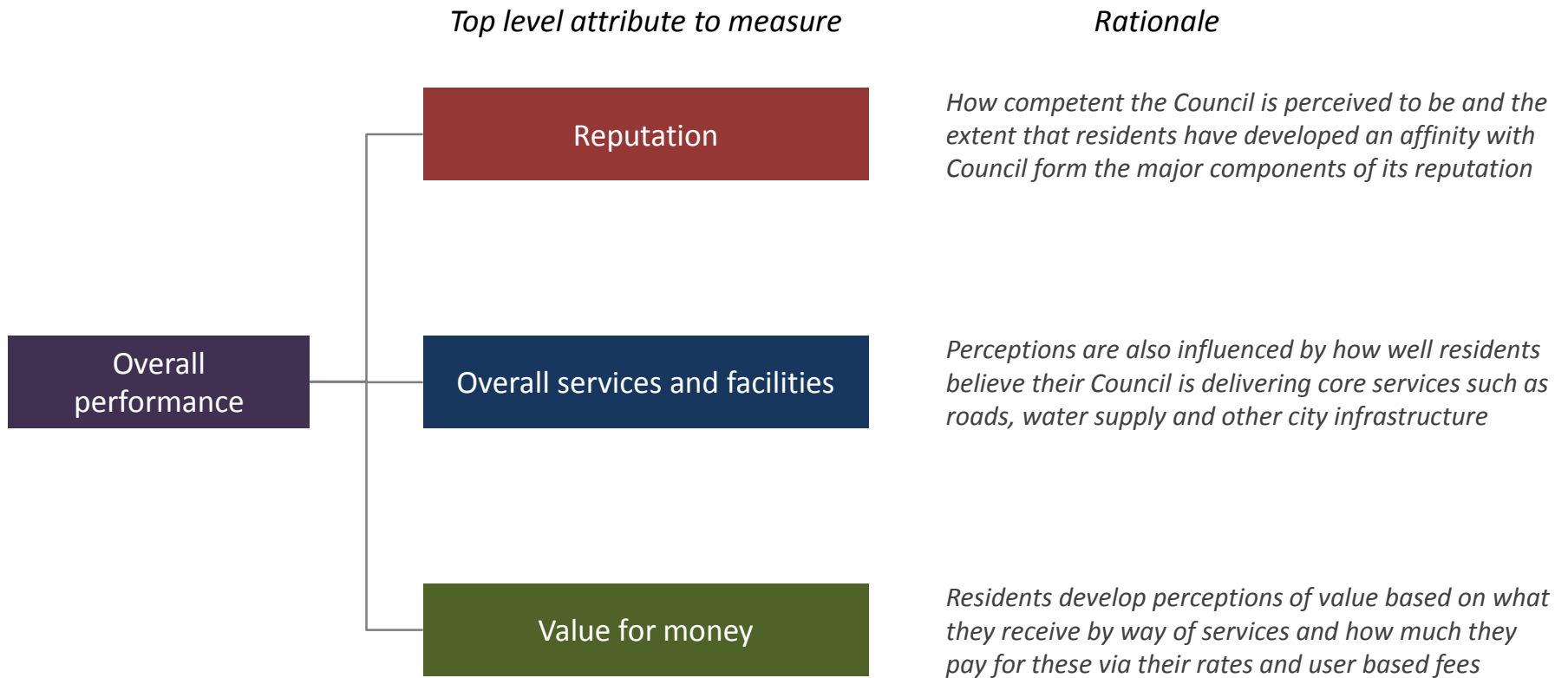
Drivers of Overall Satisfaction



A Customer Value Management model (CVM) has been used to determine how residents evaluate what they receive by way of services and facilities for their rates and other fees paid

Overview

The model is essentially concerned with determining the relationships that exist between a set of independent measures and an overall level performance measure for which we want to understand the outcome

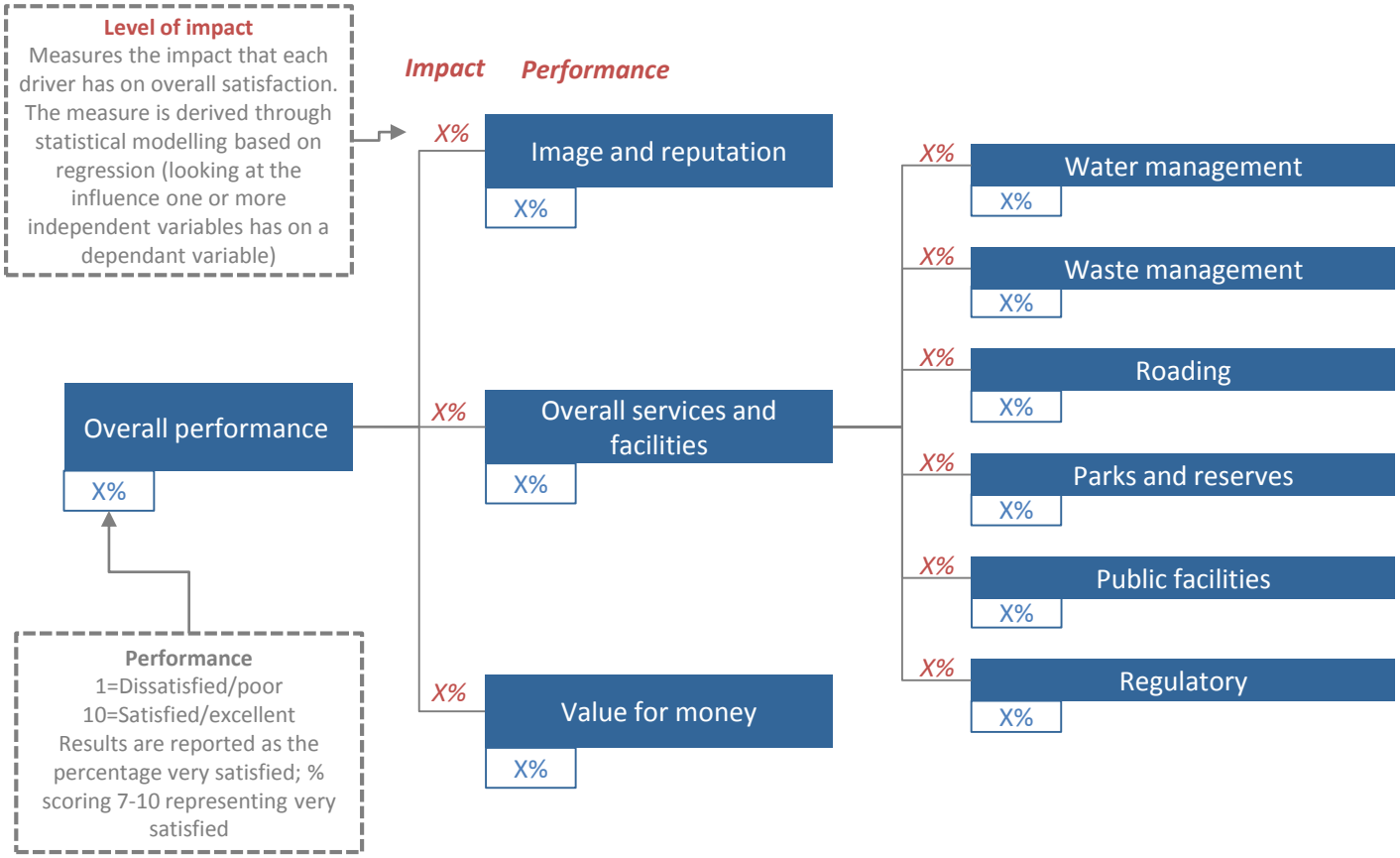




CVM asks residents to rate their Council on the drivers of value with these processes aligning with those over which Council has control to ensure that outputs are actionable

Introduction to the CVM driver model

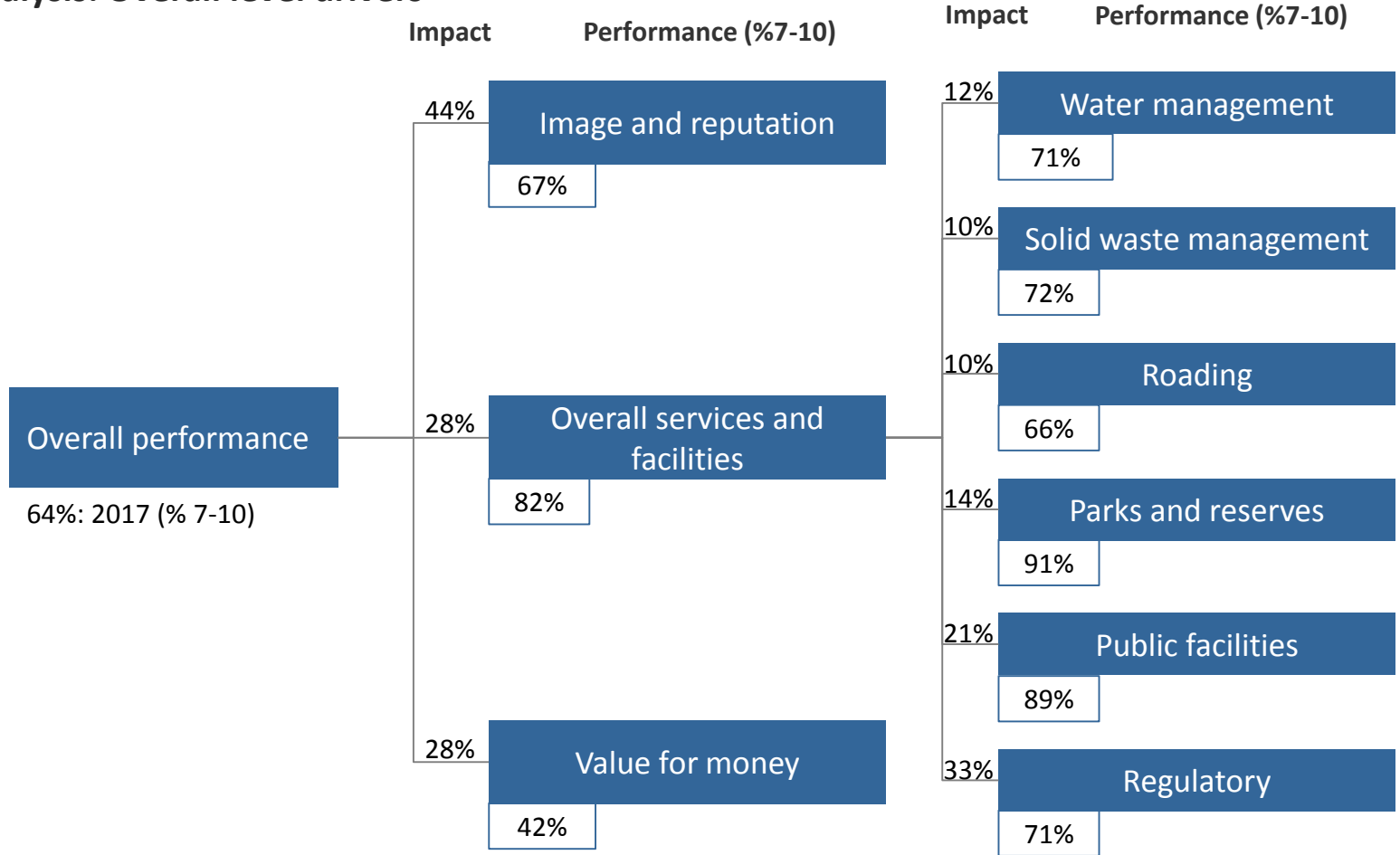
- Overview of our driver model**
- Residents are asked to rate their perceptions of Council’s performance on the various elements that impact overall satisfaction with public services, facilities and activities that Council provides
 - Rather than asking respondents what is important, we use statistics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





The overall performance evaluation for Porirua City Council is strongly influenced by reputation with value for money and services, including infrastructure, carrying about equal weight

Driver analysis: Overall level drivers

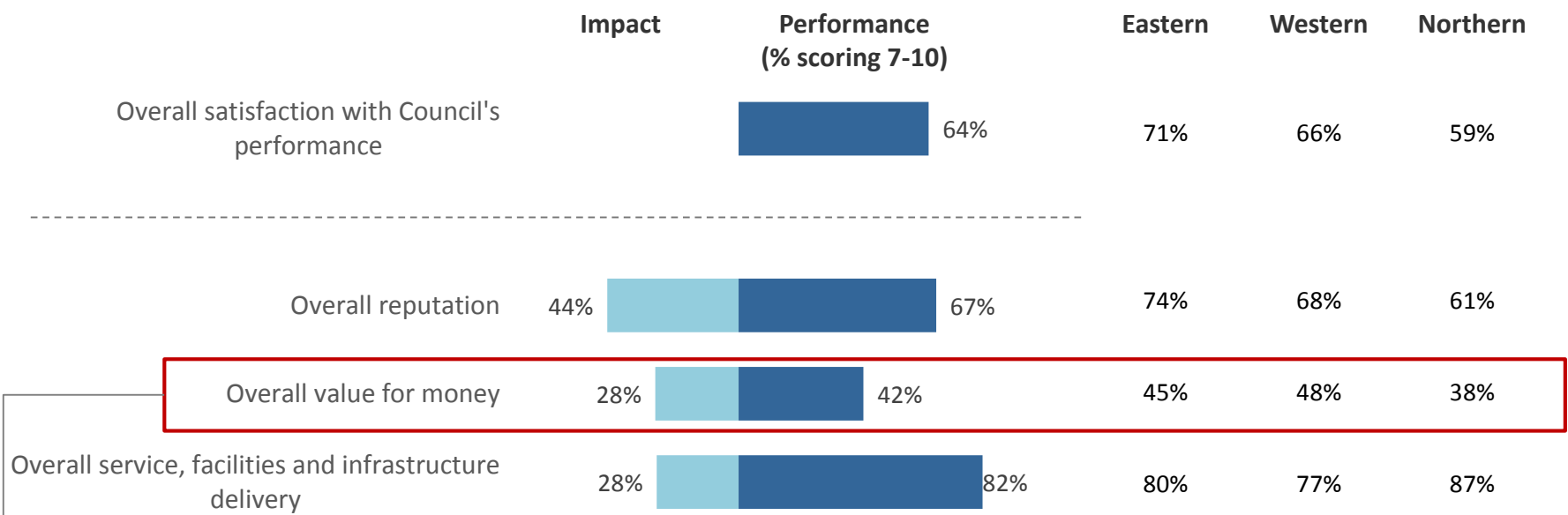


NOTES:
 1. Sample: n=475
 2. Excludes 'Don't know' responses



Perceptions of value for money has a strong influence on overall perceptions of Council and as the evaluation is low, demonstrating the value that Council provides represents an opportunity

Driver analysis: Overall level drivers



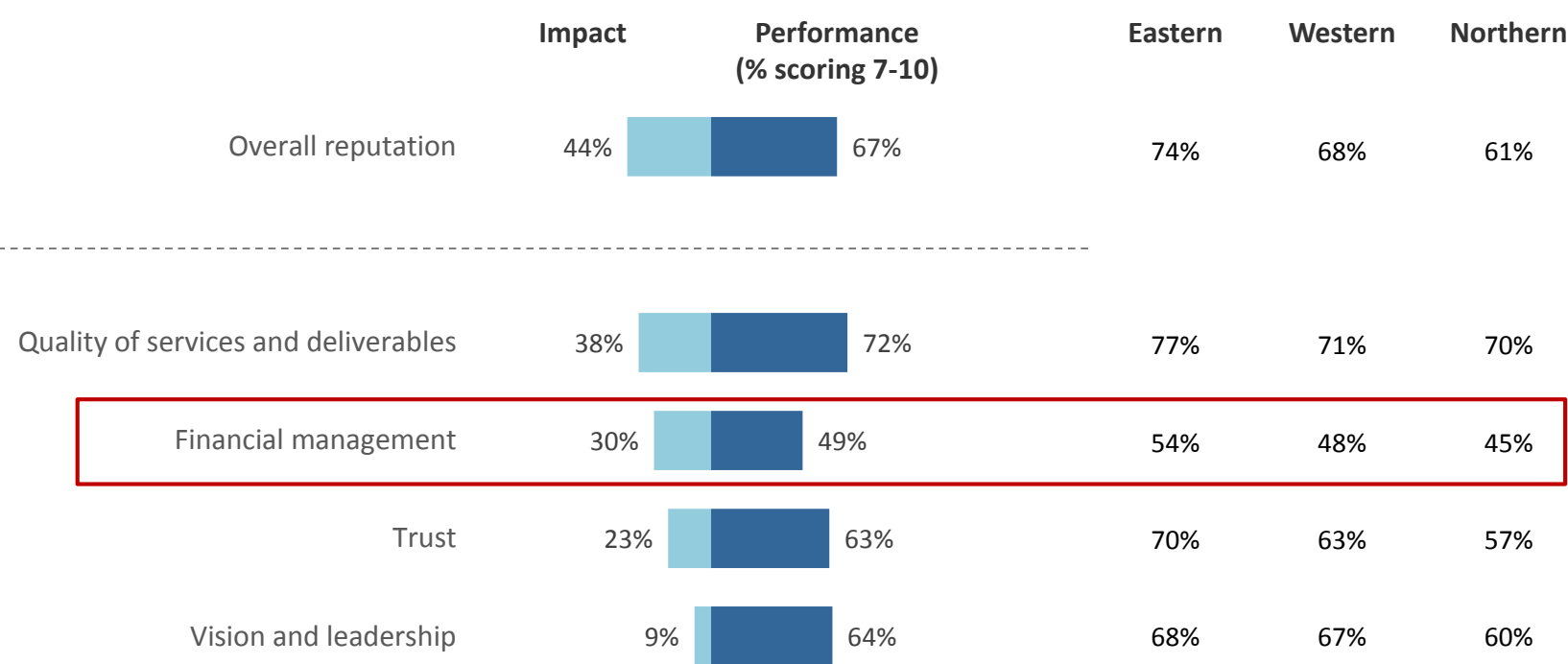
Value for money is a reasonably strong driver of overall perceptions of Council. As the evaluation on this measure is low, Council should focus on demonstrating the value that it provides since this represents the best opportunity to further improve overall perceptions.

NOTES:
 1. Sample: n=475
 2. REPS: So considering leadership, trust, financial management and quality of services provided, how would you rate the Council for its overall reputation?
 3. 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?
 4. VM2: Considering all the services and facilities that the Council provides. Overall how satisfied are you that you receive good value for the money you spend in rates and other fees?



Council needs to strengthen perceptions of its financial management since the evaluation is low and this aspect has a high impact, and also is likely to be linked to value perceptions

Driver analysis: Reputation

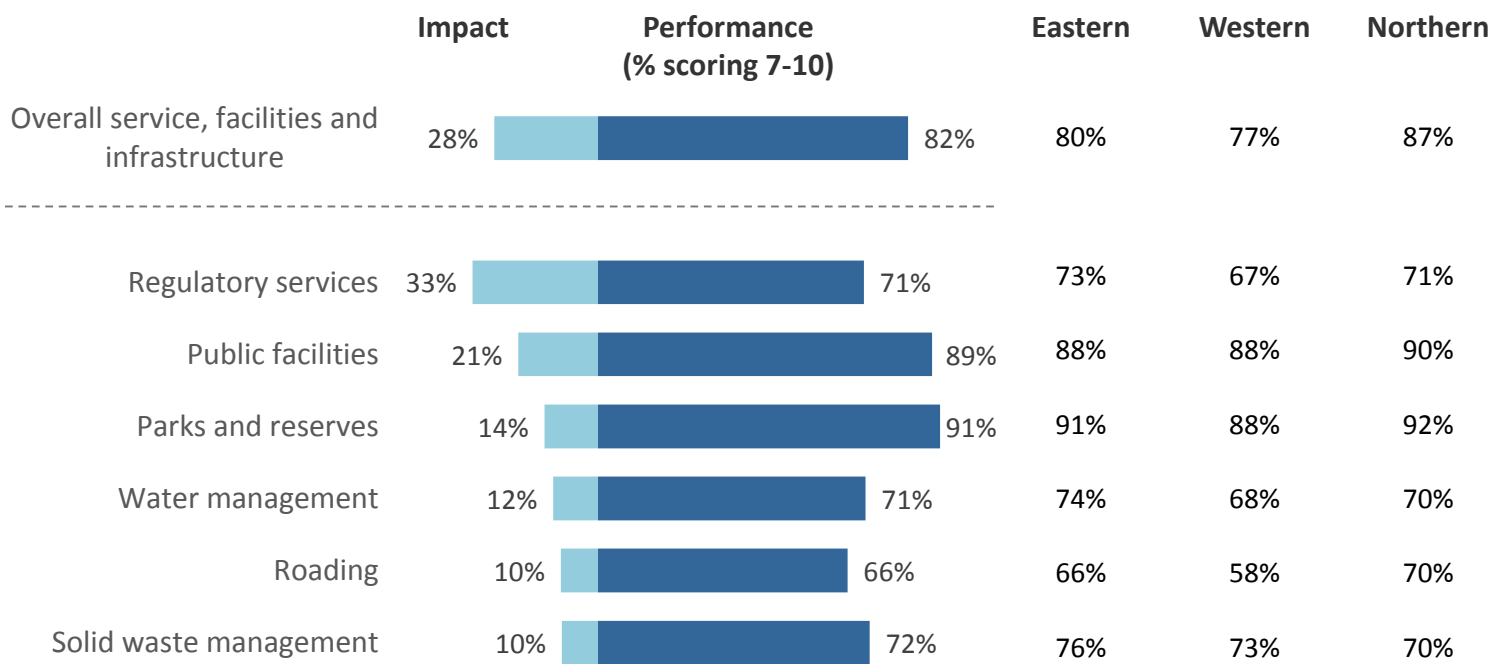


NOTES:
 1. Sample: n=475
 2. REP1: Being committed to creating a great city, how it promotes economic development, being in touch with the community and setting clear direction... overall how would you rate the Council for its vision and leadership?
 3. REP2: Next I'd like you to think about how open 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 City? Overall how would you rate the Council in terms of the faith and 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 they provide?
 6. REP5: So considering leadership, trust, financial management and quality of services provided, how would you rate the Council for its overall reputation?



Performance is strong across aspects of services, infrastructure and facilities, and as such further improvements in this area will have minimal impact in terms of the overall evaluation

Driver analysis: Services, facilities and infrastructure

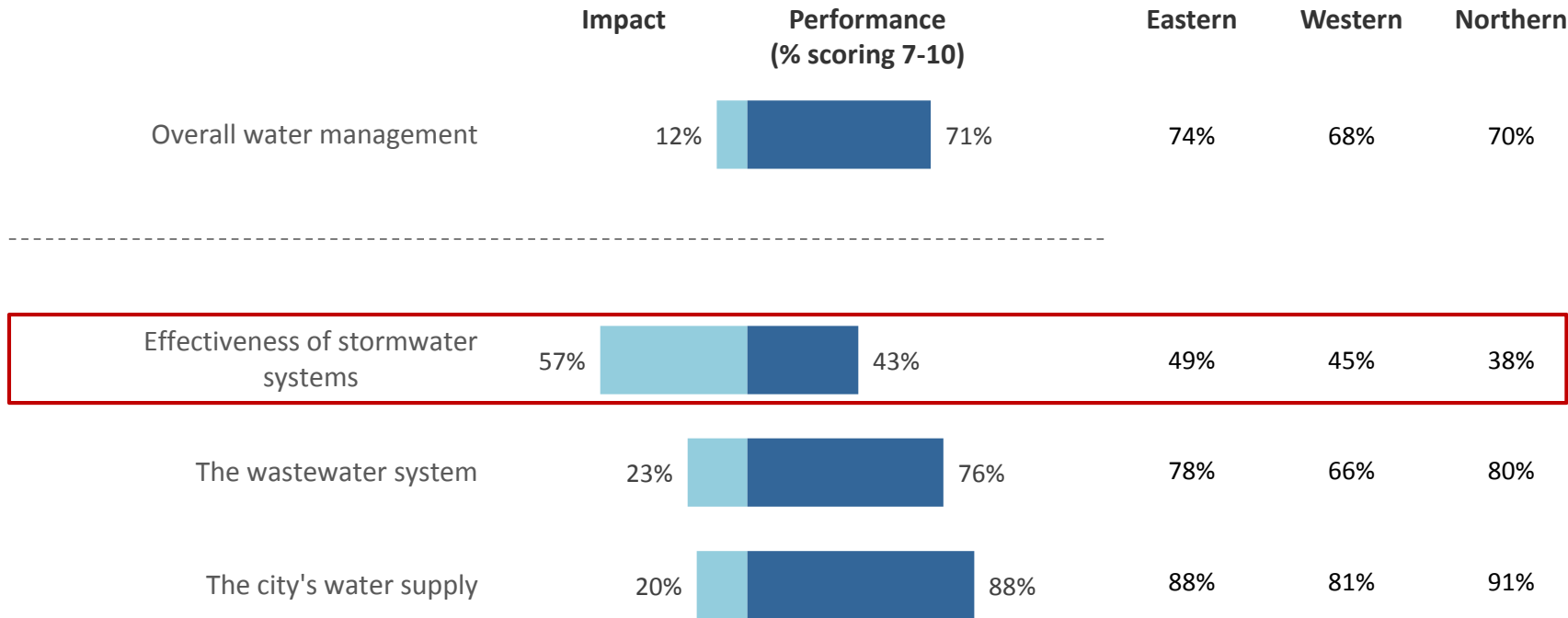


NOTES:
 1. Sample: n=475
 2. OVLSV: When you think of all the services and facilities that Council provides; so roads, parks, water reticulation, waste disposal, swimming pools, museums, libraries and so on, and its regulatory types of services such as animal control, building consents. Overall, how satisfied are you with the services and facilities that Council provides?
 3. TW6: And overall, when you think about the supply of water, the management and disposal of stormwater and disposal of sewage, how would you rate your satisfaction with Council overall for its management of water in the city?
 4. WR5: And how satisfied are you with how well Council manages litter removal and cleaning in public places?
 5. RF2: Overall how satisfied are you with the roads, cycle ways, footpaths and walkways around the city?
 6. PR3: And overall, how satisfied are you with how well Council maintains its sports-fields, parks, playgrounds, cemeteries and other open spaces?
 7. CF5: When you consider all the public facilities that are provided by the Council, including how well they are maintained, the opening hours and where applicable, the cost to use these, how would you rate your overall satisfaction with the public facilities that are provided?
 8. OS3: Council provides a range of others services including dog and animal control, building and resource consents, liquor licensing, licensing of food establishments and hairdressers and it manages parking around the city. Overall, how would you rate Council's performance in managing these activities?



While water management has little impact on overall perceptions, stormwater is identified as an opportunity given performance here is low and it has a higher impact than other measures

Driver analysis: Water management



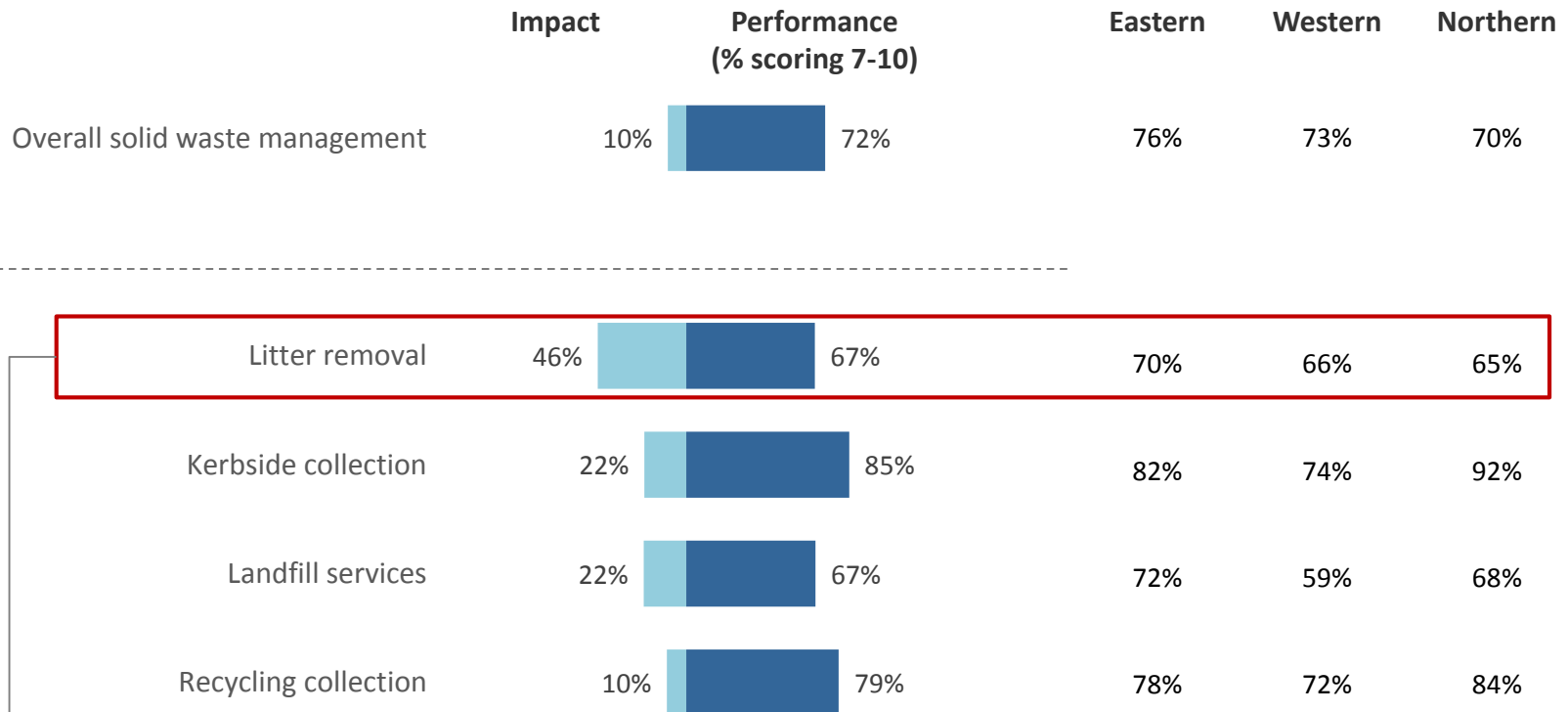
NOTES:

1. Sample: n=475
2. TW6: And overall, when you think about the supply of water, the management and disposal of stormwater and disposal of sewage, how would you rate your satisfaction with Council overall for its management of water in the city?
3. TW2: How satisfied are you with the city's water supply?
4. TW4: How satisfied are you with the city's sewage system?
5. TW6: And overall, when you think about the supply of water, the management and disposal of stormwater and disposal of sewage, how would you rate your satisfaction with Council overall for its management of water in the city?



Within the general area of waste management, improving services relating to litter removal and cleaning in public places would deliver the most value

Driver analysis: Waste management



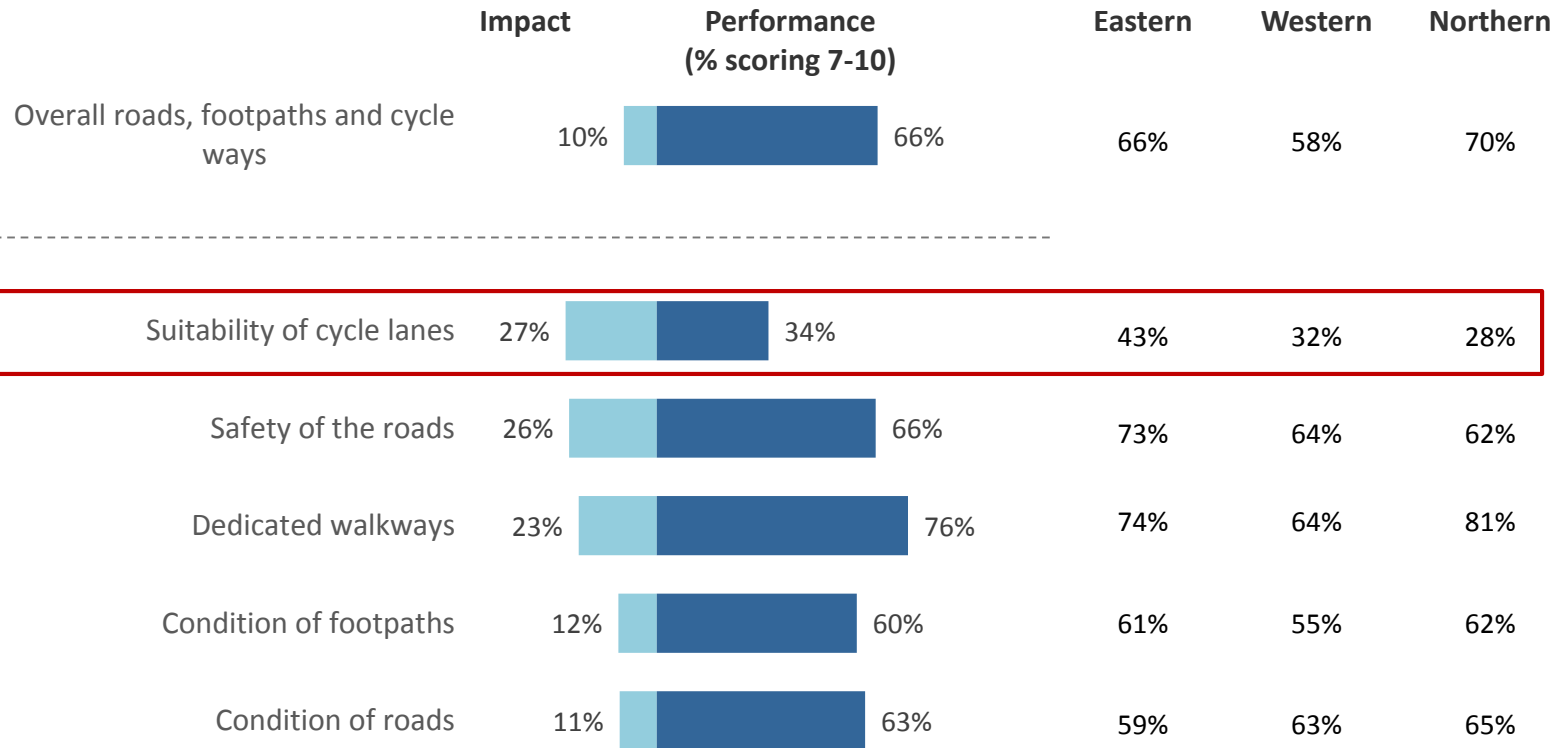
Litter removal has a high impact on perceptions relating to waste management and as the performance score is not particularly high, this represents an improvement which residents would value

NOTES:
 1. Sample: n=475
 2. Q15_1: How satisfied are you with Council's kerbside rubbish collection?
 3. Q15_2: How satisfied are you with Council's recycling collection?
 4. Q15_3: How satisfied are you with landfill services?
 5. WR5: And how satisfied are you with how well Council manages litter removal and cleaning in public places?
 6. WR6: How would you rate your satisfaction with Council overall for its recycling and waste disposal services?



The suitability of cycle lanes on roads has become more important and as the provision of cycle lanes is evaluated poorly (34% satisfied) this becomes an improvement opportunity

Driver analysis: Roads, footpaths and cycle ways



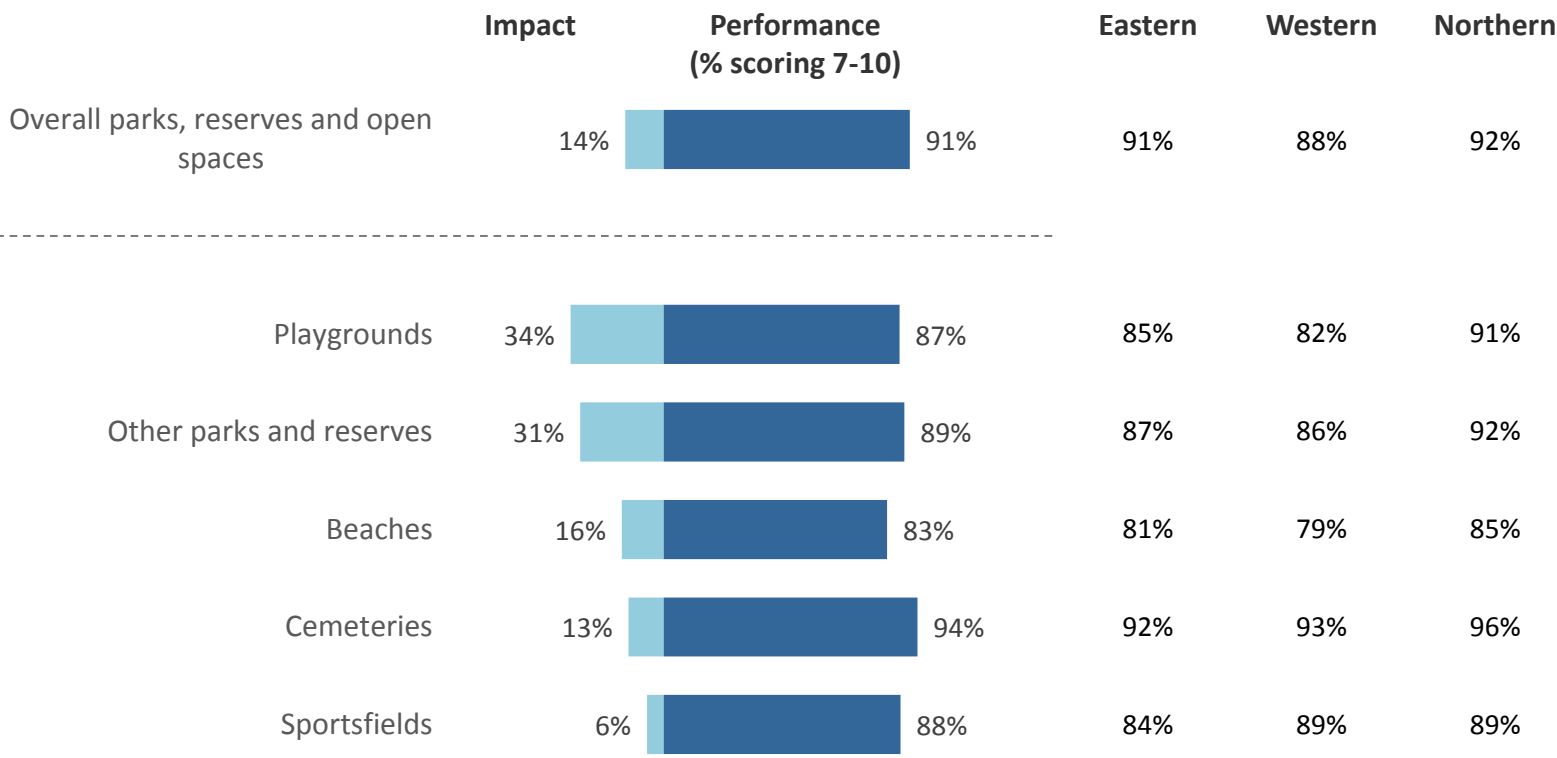
The impact of cycle lanes has increased from 11% in 2016 to 27% and given the low evaluation, improving the suitability of cycle lanes in the city would be valued

NOTES:
 1. Sample: n=475
 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...?
 3. RF2: Overall how satisfied are you with the roads, cycle ways, footpaths and walkways around the city?



Playgrounds and other parks and reserves have a high impact on the overall evaluation and as performance is already high on these drivers, the strategy is one of maintenance

Driver analysis: Parks, reserves and open spaces



NOTES:
 1. Sample: n=475
 2. PR2: Still using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your satisfaction with Council's performance in maintaining its...
 3. PR3: And overall, how satisfied are you with how well Council maintains its sports-fields, parks, playgrounds, cemeteries and other open spaces?



The standard of public toilets is an area that should be addressed as the poor performance is impacting overall perceptions relating to public facilities

Driver analysis: Public facilities

	Impact	Performance (% scoring 7-10)	Eastern	Western	Northern
Overall public facilities	21%	89%	88%	88%	90%
Swimming pools	26%	88%	89%	83%	90%
Libraries	25%	95%	98%	95%	94%
Public toilets	22%	60%	51%	53%	71%
Te Rauparaha Arena	16%	95%	98%	94%	92%
Public halls	10%	76%	79%	71%	77%
Pataka Art + Museum	NCI	96%	96%	92%	97%

Perceptions of public toilets have a reasonably high impact on overall level perceptions of public facilities and as performance is very low this does represent an improvement opportunity

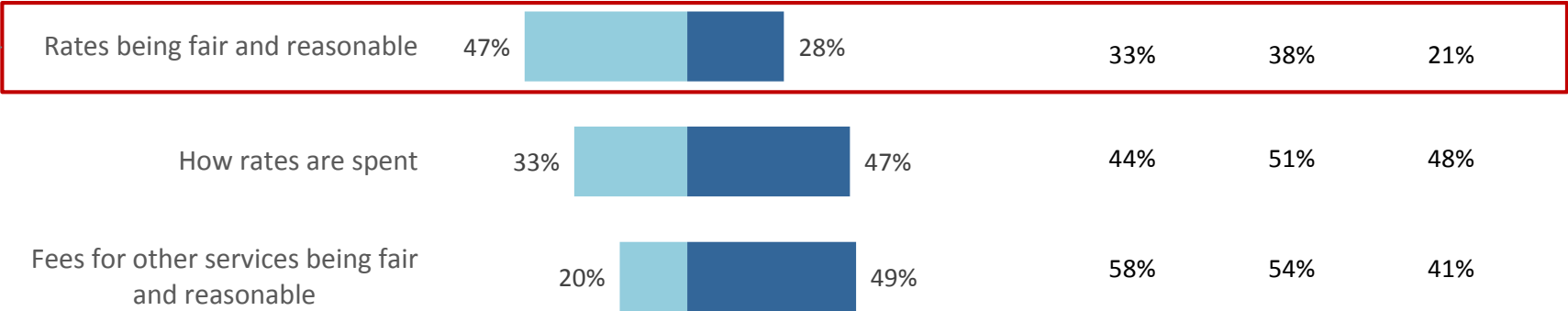
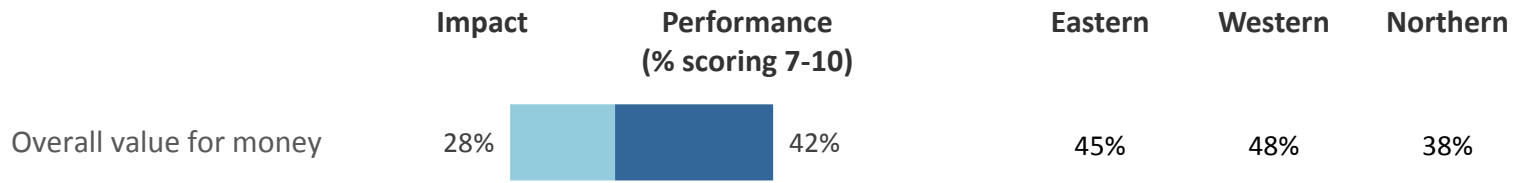
NOTES:

1. Sample: n=475
2. CF4: How would you rate your overall satisfaction with each of the following facilities?
3. CF5: When you consider all the public facilities that are provided by the 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. NCI means 'no current impact'; i.e. at the current level of performance this is not influencing perceptions



Improving perceptions of value for money represents the single most important opportunity and this is best achieved by focusing on demonstrating that rates are fair and reasonable

Driver analysis: Value for money



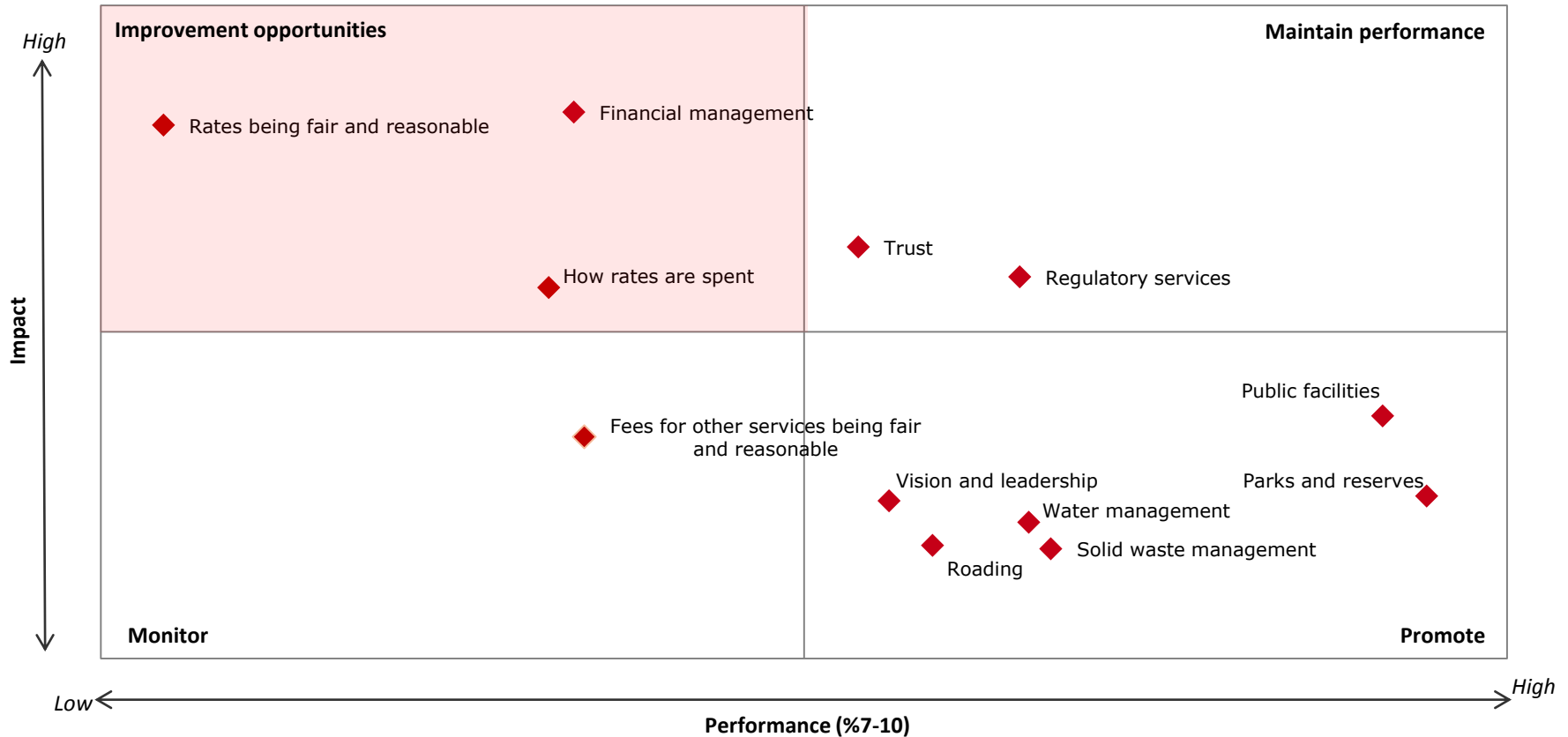
Rates being considered to be fair and reasonable has the most impact on overall value perceptions and as the performance assessment is poor (28%), this represents the best opportunity to lift the overall evaluation of Council's performance

NOTES:
 1. Sample: n=475
 2. VM2: Considering all the services and facilities that the Council provides. Overall how satisfied are you that you receive good value for the money you spend in rates and other fees?
 3. VM1a: How would you rate your satisfaction with the Council for how rates are spent on services and facilities?
 4. VM1b: How would you rate your satisfaction with the Council for rates being fair and reasonable?
 5. VM1c: How would you rate your satisfaction with the Council for fees for other services being fair and reasonable?



Opportunities relate to demonstrating value delivered in return for rates and demonstrating the quality of Council's financial management

Priority matrix: Improvement opportunities





Within services and infrastructure, improvements to the stormwater system and public toilets would be valued, while improvements to cycle lanes and litter control should be considered

Priority matrix: Improvement opportunities for services and infrastructure





Understanding reputation



Porirua City Council continues to have an excellent reputation and this is strongest among Māori and Pacific people

Reputation benchmarks



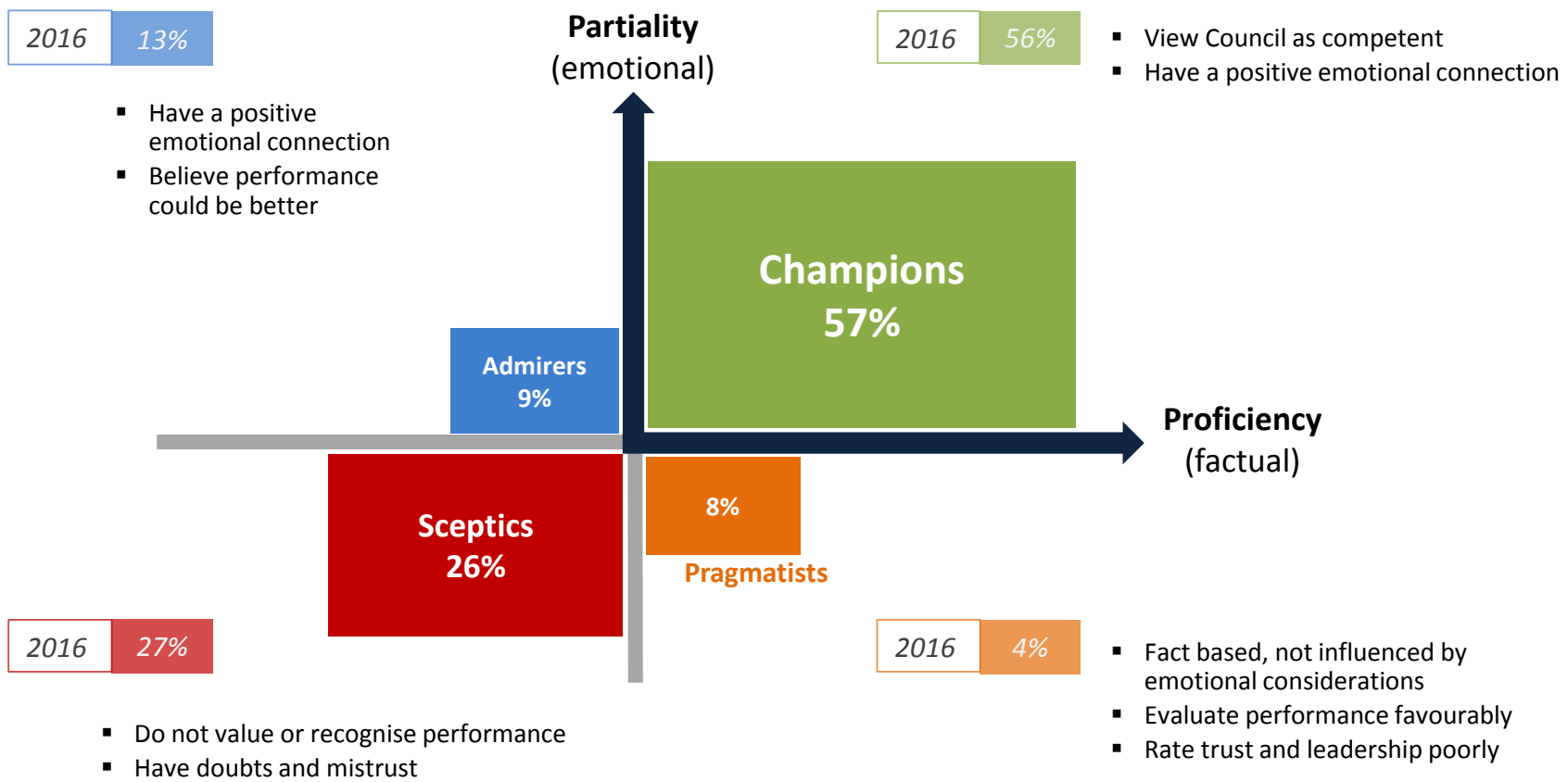
Key:
 >80 Excellent reputation
 60-79 Acceptable reputation
 <60 Poor reputation
 150 Maximum score

NOTES:
 2. REP5: So considering, leadership, trust, financial management and quality of services provided, how would you rate the Council for its overall reputation?
 3. The benchmark is calculated by re-scaling the overall reputation measure to a new scale between -50 and +150 to improve granularity for the purpose of benchmarking



Porirua City Council continues to have a high proportion of 'Champions' with 57% of residents believing that Council is doing a good job and have a positive emotional connection

Reputation profile

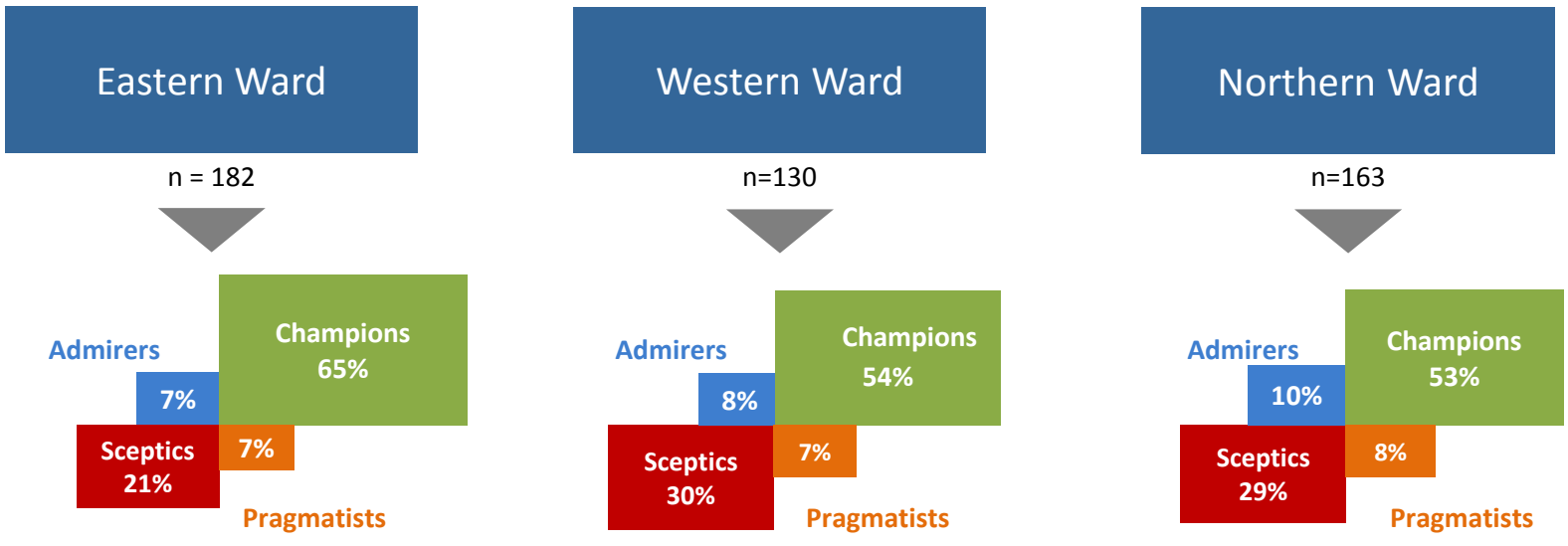


NOTES:
 1. Sample: n=475
 2. Segments have been determined using the results from a set of five overall level questions
 3. REP1 vision and leadership, REP2 trust, REP3 financial management, REP4 quality of deliverables, REP5 overall reputation



Relative to last year, the Eastern ward has a more positive reputation profile while the Western ward has somewhat fewer 'Champions' and more 'Sceptics'

Reputation profile: Wards



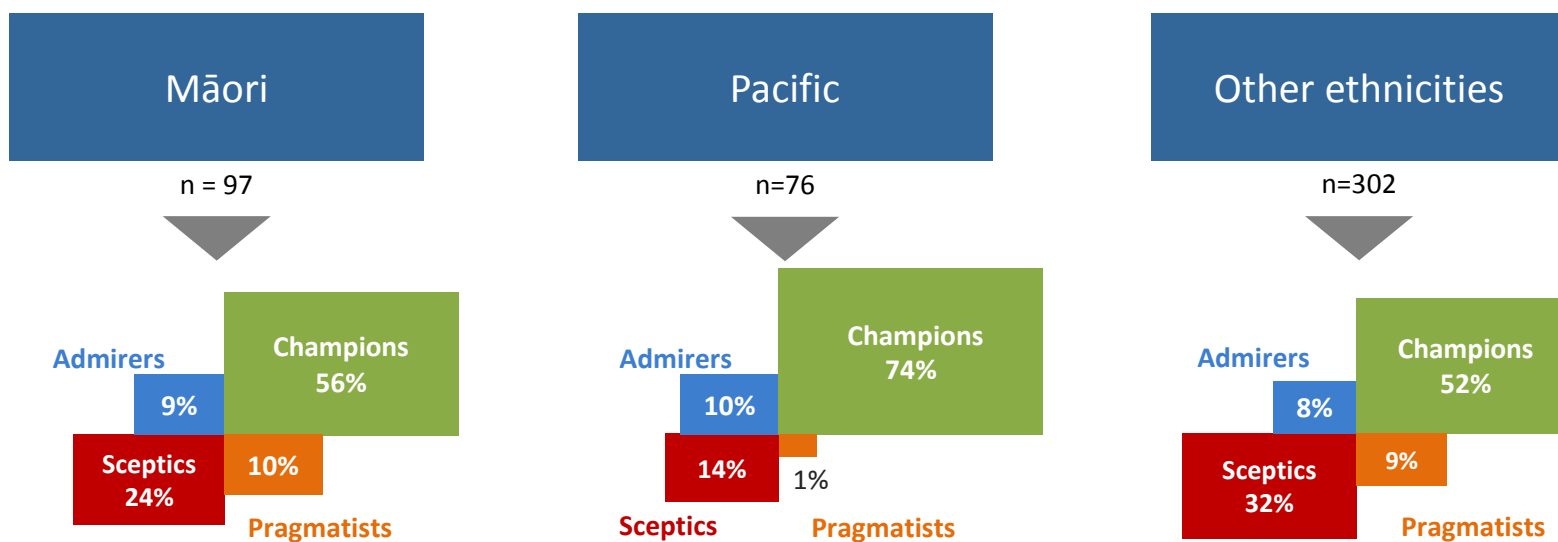
	2016	2017	2016	2017	2016	2017
Admirers	13%	7%	5%	8%	14%	10%
Champions	54%	65%	67%	55%	52%	53%
Pragmatists	4%	7%	3%	7%	6%	8%
Sceptics	27%	21%	25%	30%	28%	29%

NOTES:
 1. Sample: n=475
 2. Segments have been determined using the results from a set of five overall level questions
 3. REP1 vision and leadership, REP2 trust, REP3 financial management, REP4 quality of deliverables, REP5 overall reputation



Reputation profiles are relatively similar to the previous year although Pacific people are somewhat more likely to be 'Champions'

Reputation profile: Ethnicity



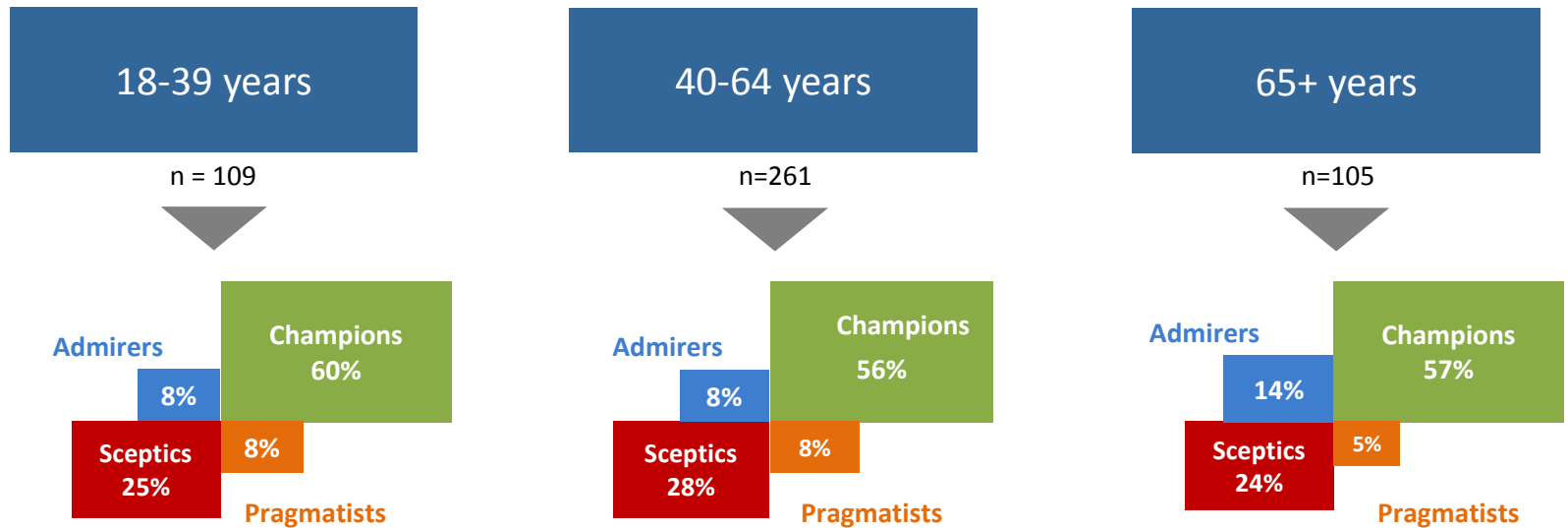
	2016	2017	2016	2017	2016	2017
Admirers	7%	9%	18%	10%	13%	8%
Champions	61%	56%	65%	74%	51%	52%
Pragmatists	2%	10%	5%	1%	5%	9%
Sceptics	31%	24%	12%	14%	30%	32%

NOTES:
 1. Sample: n=475
 2. Segments have been determined using the results from a set of five overall level questions
 3. REP1 vision and leadership, REP2 trust, REP3 financial management, REP4 quality of deliverables, REP5 overall reputation



Both older age groups have slightly more positive profiles while those aged under 40 years are somewhat less positive relative to last year

Reputation profile: Age group



	2016	2017	2016	2017	2016	2017
Admirers	9%	8%	15%	8%	16%	14%
Champions	66%	60%	51%	56%	45%	57%
Pragmatists	3%	7%	5%	8%	6%	5%
Sceptics	22%	25%	29%	28%	34%	24%

NOTES:
 1. Sample: n=475
 2. Segments have been determined using the results from a set of five overall level questions
 3. REP1 vision and leadership, REP2 trust, REP3 financial management, REP4 quality of deliverables, REP5 overall reputation

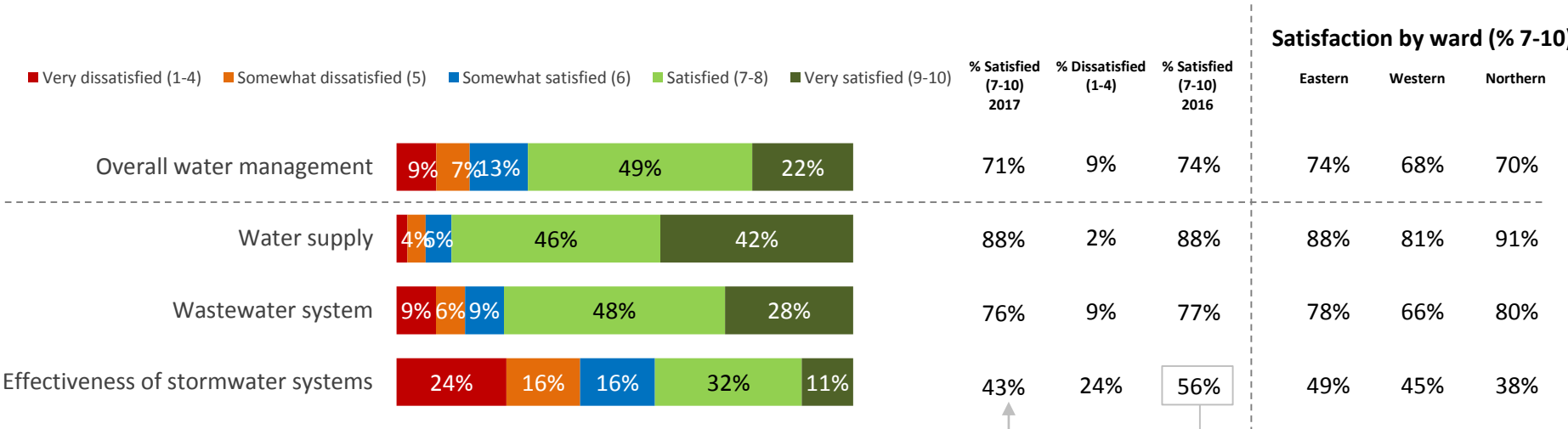


Satisfaction with Infrastructure



Residents continue to be satisfied with the quality of the water supply and wastewater systems but there has been a decrease in satisfaction with the effectiveness of the stormwater systems

Water management



NOTES:
 1. Sample: n=475
 2. TW2: How satisfied are you with the city's water supply?
 3. TW4: How satisfied are you with the city's sewage system?
 4. TW5: How satisfied are you with the effectiveness of the city's stormwater systems?
 5. TW6: And overall, when you think about the supply of water, the management and disposal of stormwater and disposal of sewage, how would you rate your satisfaction with Council overall for its management of water in the city?

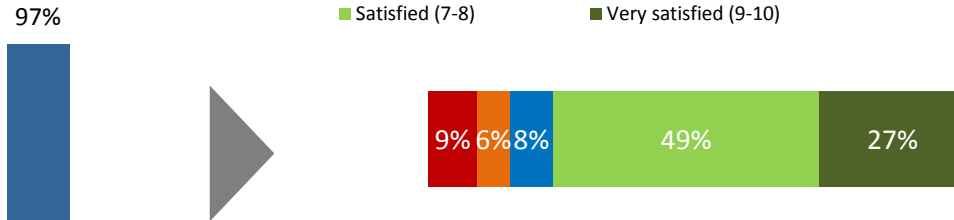


Virtually all residents are connected to the wastewater system and most are satisfied or very satisfied with the system

Water management: Wastewater system

Connected to city wastewater system

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



Not connected to city wastewater system



Unsure if connected to city wastewater system



% Satisfied (7-10) 2017	% Dissatisfied (1-4)	% Satisfied (7-10) 2016
77%	9%	78%

77% 9% 78%

Satisfaction by ward (% 7-10)

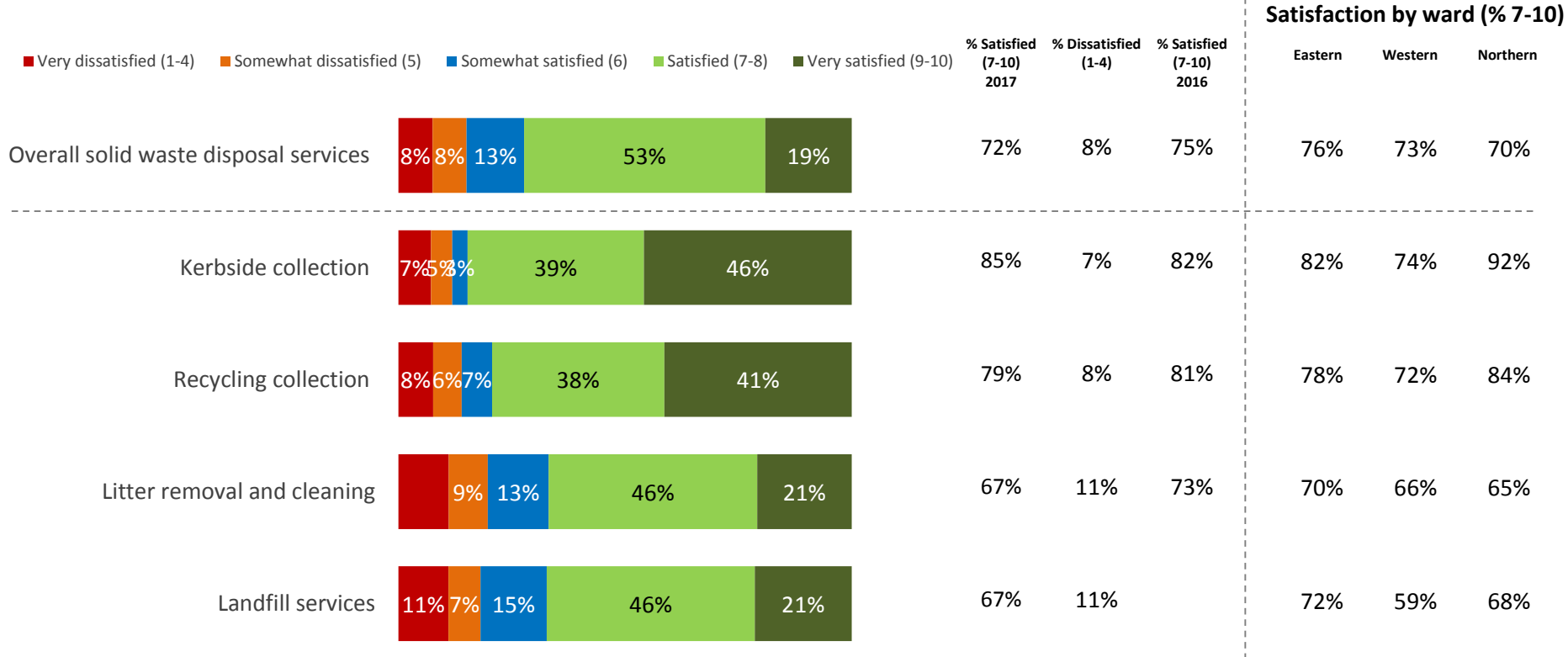
	Eastern	Western	Northern
	77%	66%	81%

NOTES:
 1. Sample: n=475; Connected to city sewage n=458, Not connected n=5, Don't know n=11
 2. TW3: Which of the following best describes the sewage system that your property is connected to?
 3. TW4: How satisfied are you with the city's sewage system?



The kerbside rubbish and recycling services continue to be evaluated highly, however there is a lower level of satisfaction in relation to the landfill services and litter removal

Waste and rubbish disposal

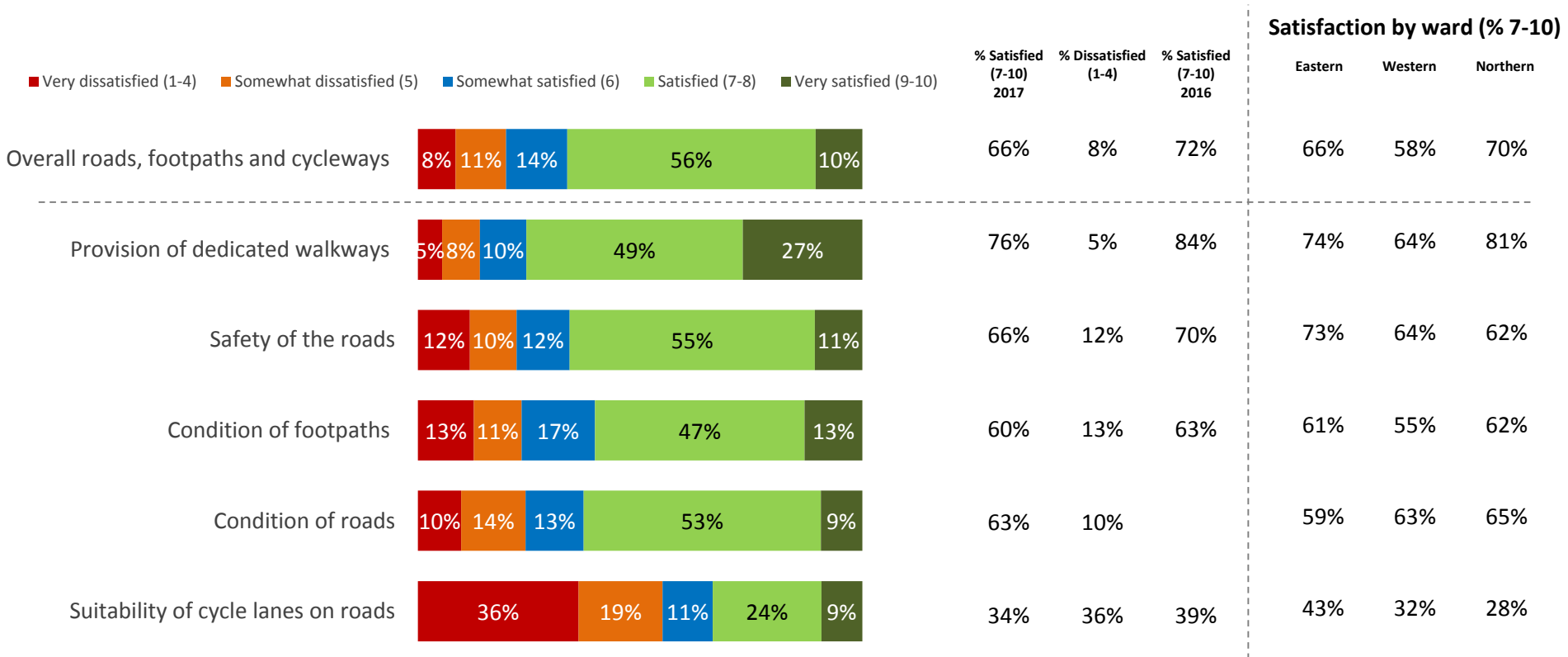


NOTES:
 1. Sample: n=475
 2. WR2: Still using the 1-10 scale, how satisfied are you with Council's...?
 3. WR4: How satisfied are you with each of the following in relation to the Spicer Landfill?
 4. WR5: And how satisfied are you with how well Council manages litter removal and cleaning in public places?
 5. WR6: How would you rate your satisfaction with the Council overall for its recycling and waste disposal services?



There has been a decrease in overall satisfaction with roads, footpaths and cycleways compared to last year; and more than half of respondents (55%) are dissatisfied with the suitability of cycle lanes on roads

Roads, footpaths and cycleways



NOTES:

1. Sample: n=475
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...
3. RF2: Overall how satisfied are you with the roads, cycle ways, footpaths and walkways around the city?

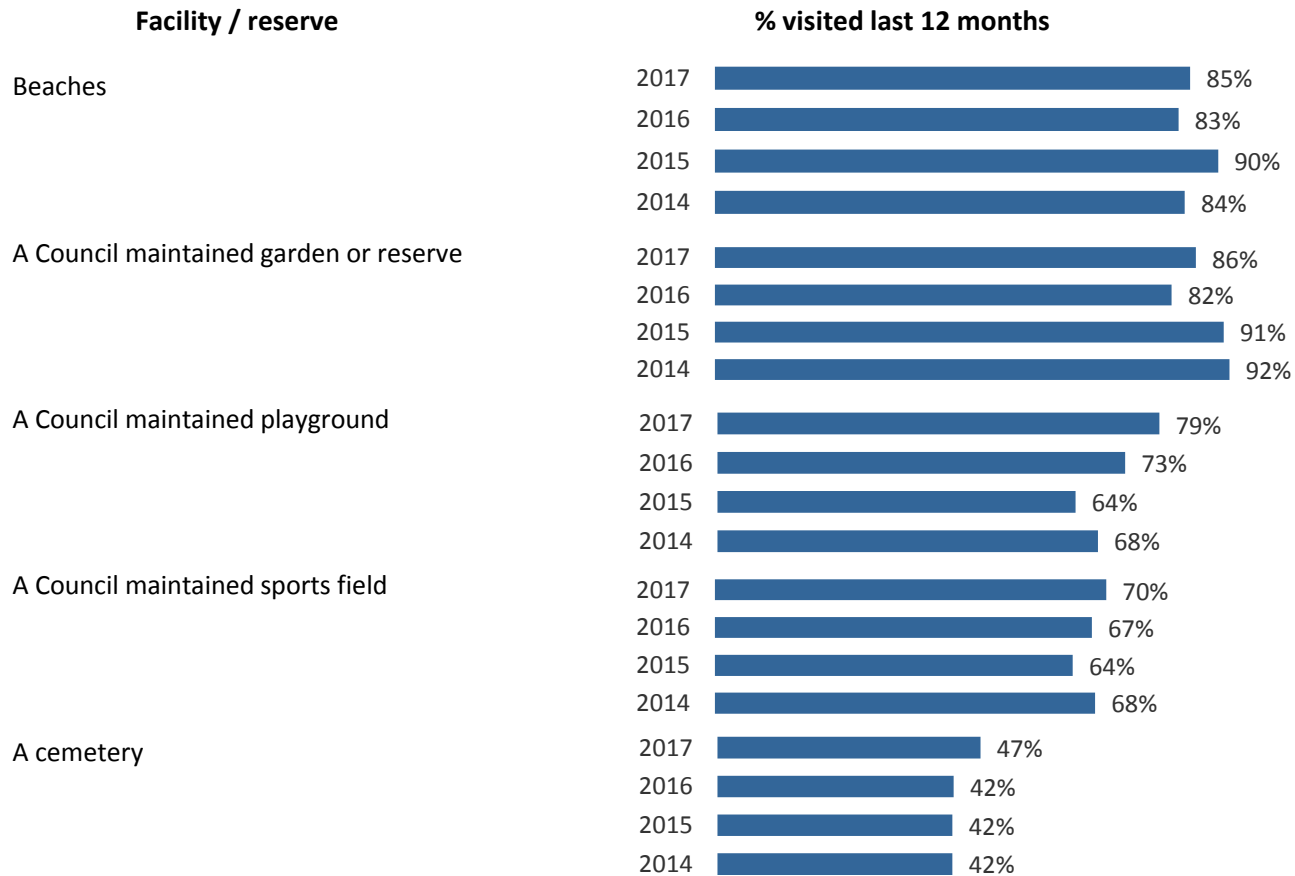


Satisfaction with public facilities



Visitation of parks, reserves and other open spaces remains high and generally in line with last year

Parks, reserves and open spaces: Visitation

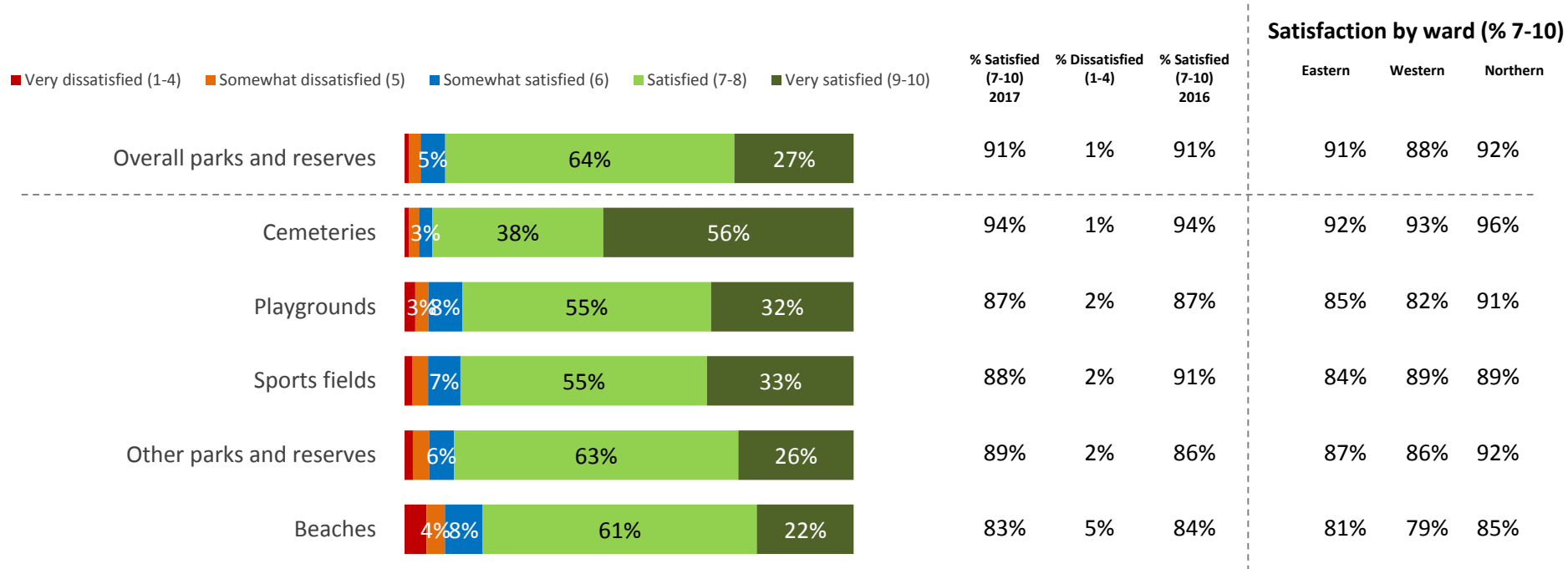


NOTES:
 1. Sample: n=475
 2. PR1: Which of the following facilities have you visited in the last year?



Residents satisfaction with how Council maintains its parks, reserves and other open spaces remains high, and very few are dissatisfied

Parks, reserves and open spaces



NOTES:

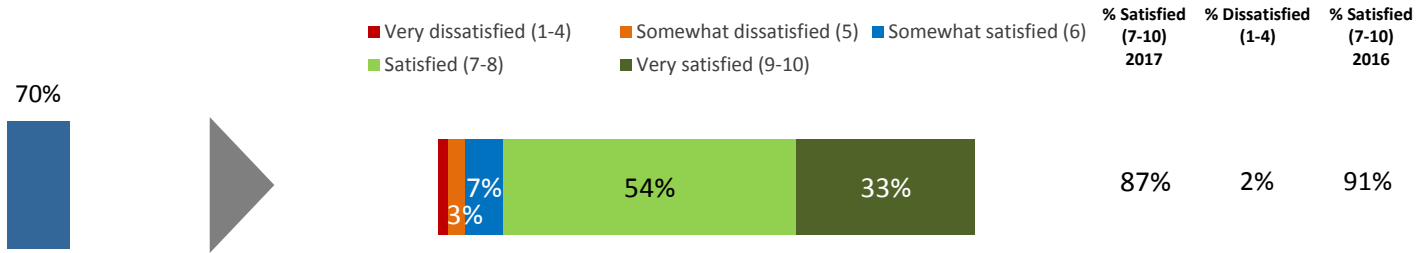
1. Sample: n=475
2. PR2: Still using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your satisfaction with Council's performance in maintaining its...?
3. PR3: And overall, how satisfied are you with how well Council maintains its sports-fields, parks, playgrounds, cemeteries and other open spaces?



Satisfaction with how sports fields are maintained remains high, but has dropped slightly from last year among those who have visited a sports field in the last 12 months

Parks and reserves: Sports fields

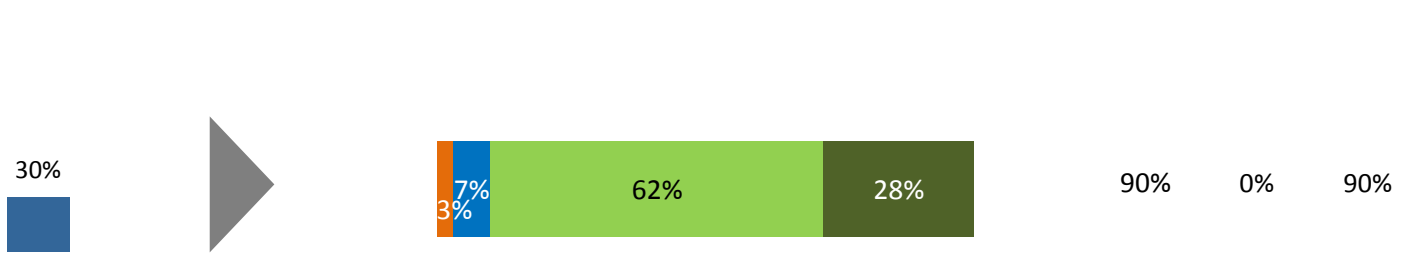
Visited in last 12 months



Satisfaction by ward (% 7-10)

	Eastern	Western	Northern
% Satisfied (7-10) 2017	85%	88%	88%
% Dissatisfied (1-4)			
% Satisfied (7-10) 2016			

Not visited in last 12 months



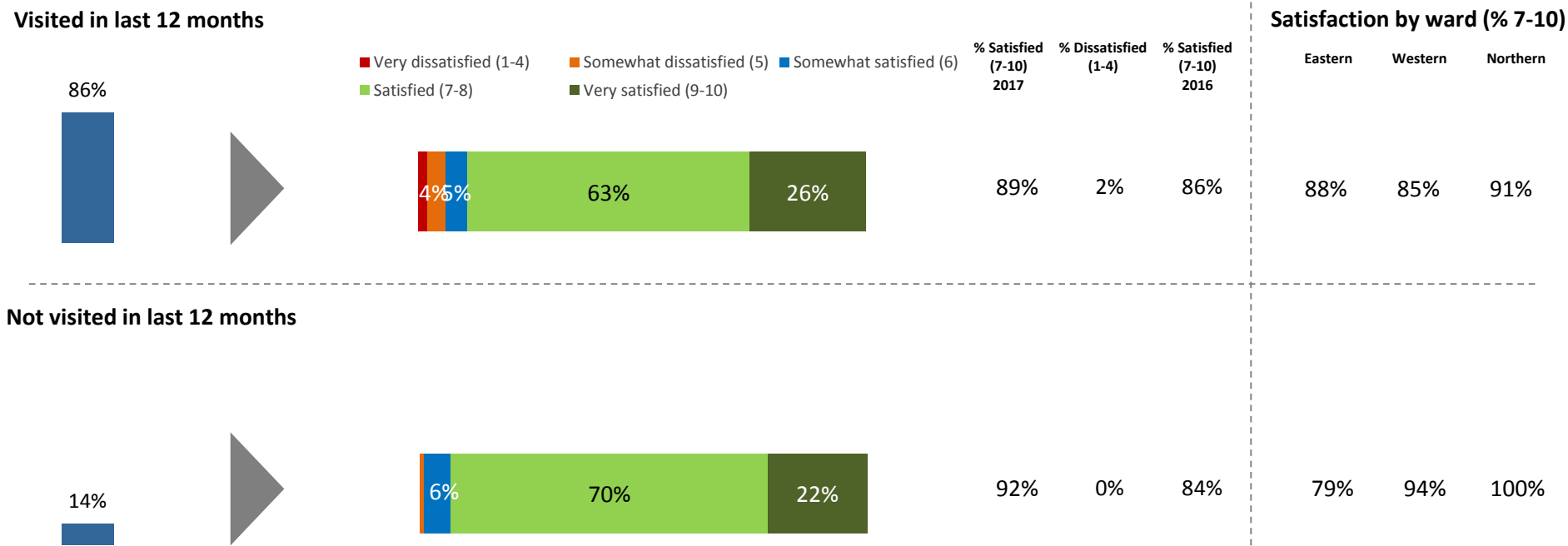
% Satisfied (7-10) 2017	80%	96%	93%
% Dissatisfied (1-4)			
% Satisfied (7-10) 2016			

NOTES:
 1. Sample: n=475, visited n=319, not visited n=156
 2. PR2: Still using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your satisfaction with Council's performance in maintaining its...?



Most residents visited a park or Council maintained garden in the last year (86%) and almost all (89%) are either satisfied or very satisfied with Council's performance

Parks and reserves: Other parks and reserves



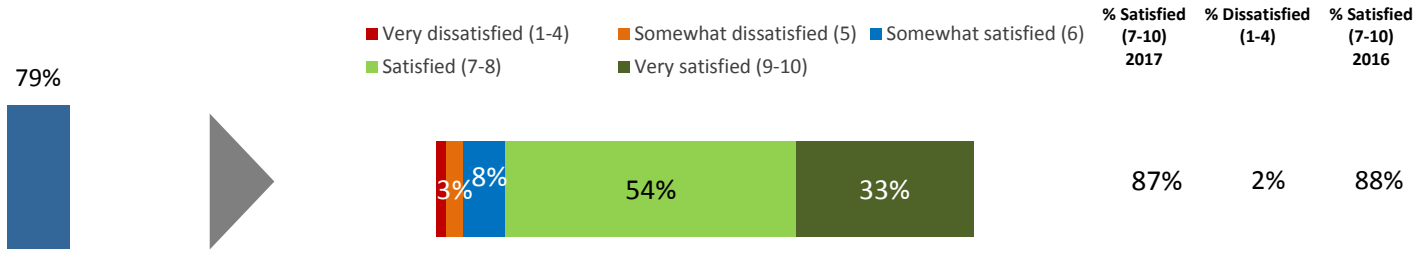
NOTES:
1. Sample: n=475, visited n=411, not visited n=64



Overall, 79% of residents have visited a Council maintained playground in the last year and almost all are satisfied or very satisfied with the facilities provided (87%)

Parks and reserves: Playgrounds

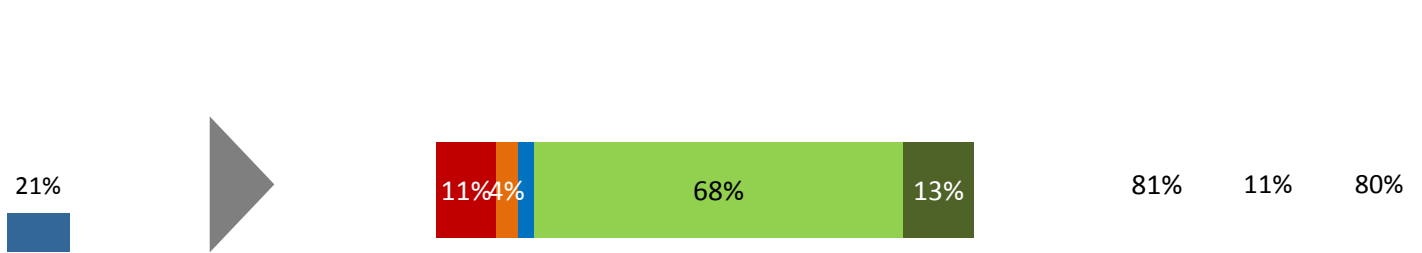
Visited in last 12 months



Satisfaction by ward (% 7-10)

	Eastern	Western	Northern
% Satisfied (7-10) 2017	86%	83%	91%
% Dissatisfied (1-4)			
% Satisfied (7-10) 2016			

Not visited in last 12 months



% Satisfied (7-10) 2017	81%	11%	80%
% Dissatisfied (1-4)			
% Satisfied (7-10) 2016	74%	80%	91%

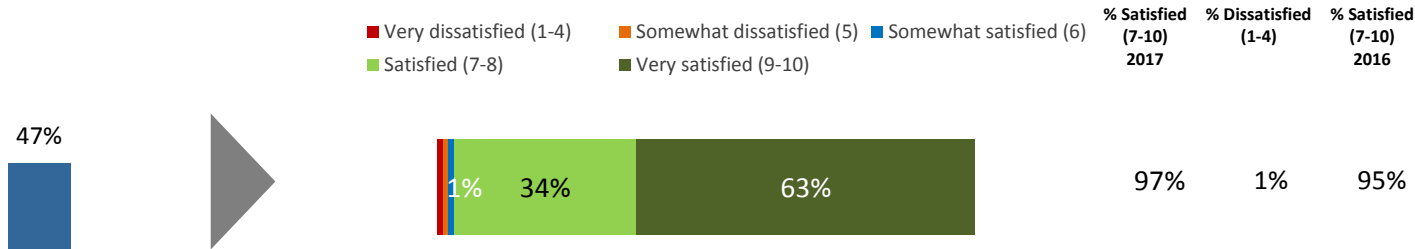
NOTES:
1. Sample: n=475, visited n=356, not visited n=119



Visitation of cemeteries is low relative to other outdoor spaces (47% visited in the last year) and among this group almost three quarters are very satisfied (63%)

Parks and reserves: Cemeteries

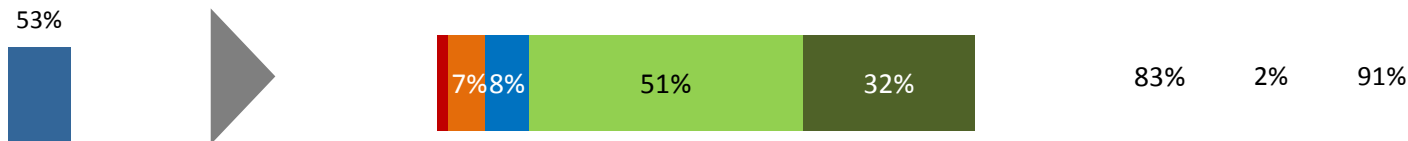
Visited in last 12 months



Satisfaction by ward (% 7-10)

	Eastern	Western	Northern
% Satisfied (7-10) 2017	96%	99%	98%
% Dissatisfied (1-4)			
% Satisfied (7-10) 2016			

Not visited in last 12 months



% Satisfied (7-10) 2017	83%		
% Dissatisfied (1-4)	2%		
% Satisfied (7-10) 2016	91%	75%	70%

NOTES:

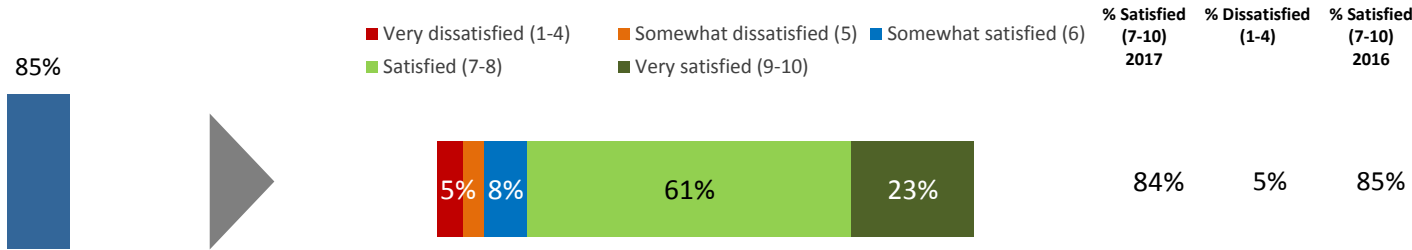
1. Sample: n=475, visited n=232, not visited n=243



Those who have visited a beach in the past year (85%) are more satisfied with how Council is maintaining these facilities relative to those who haven't visited; 84% satisfied versus 69%

Parks and reserves: Beaches

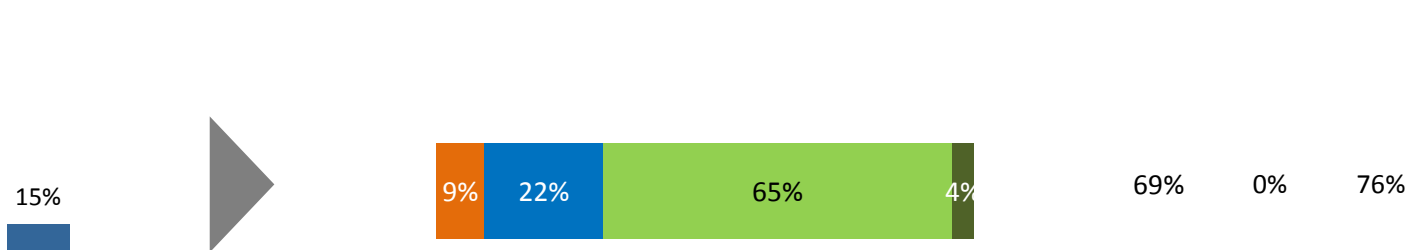
Visited in last 12 months



Satisfaction by ward (% 7-10)

	Eastern	Western	Northern
% Satisfied (7-10) 2017	82%	80%	85%
% Dissatisfied (1-4)			
% Satisfied (7-10) 2016			

Not visited in last 12 months



% Satisfied (7-10) 2017	69%	0%	76%
% Dissatisfied (1-4)			
% Satisfied (7-10) 2016	65%	55%	84%

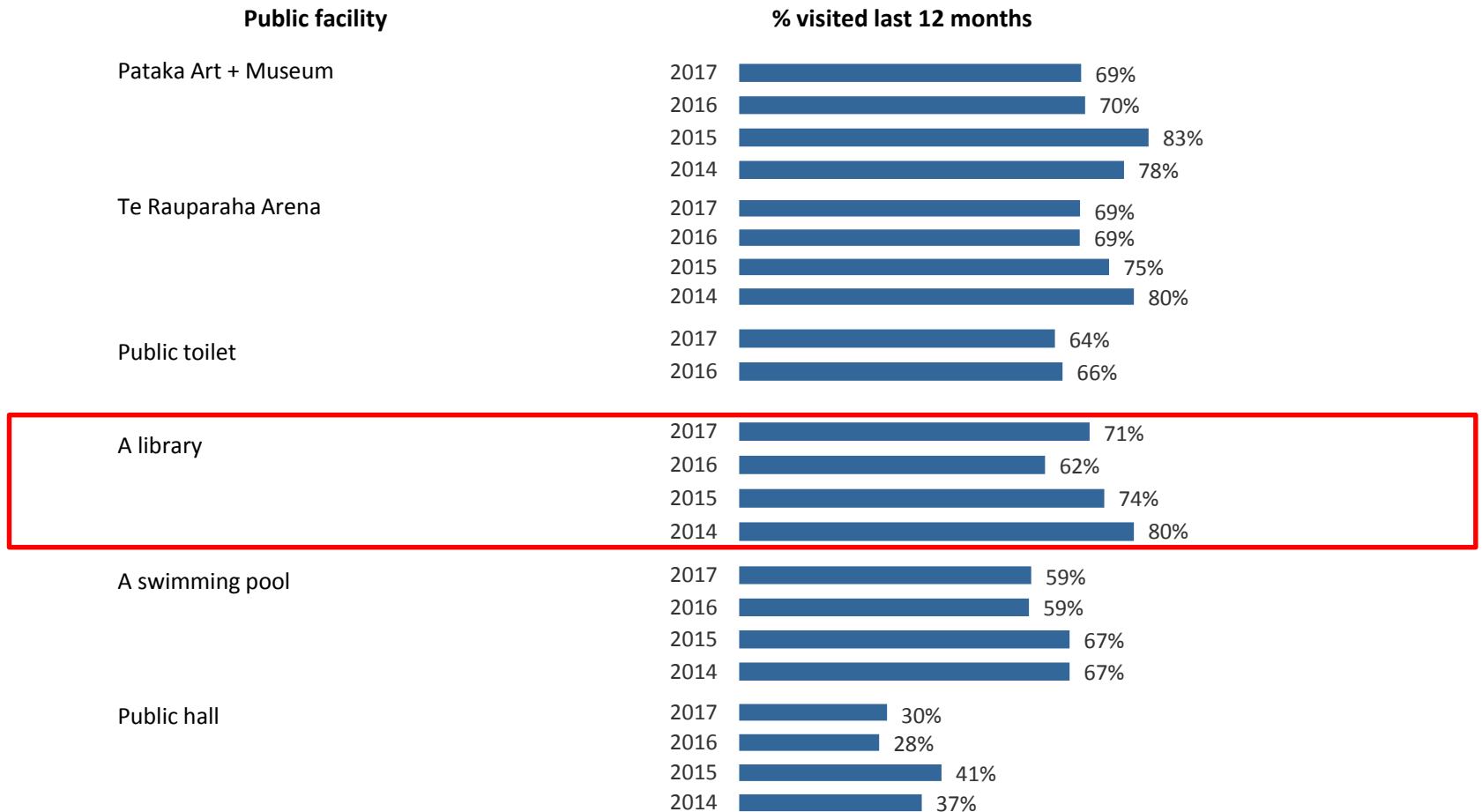
NOTES:

1. Sample: n=475, visited n=393, not visited n=82



Use of most public facilities has remained steady relative to last year and of note there appears to be an increase in library use; 71% up from 62% in 2016

Public facilities: Utilisation

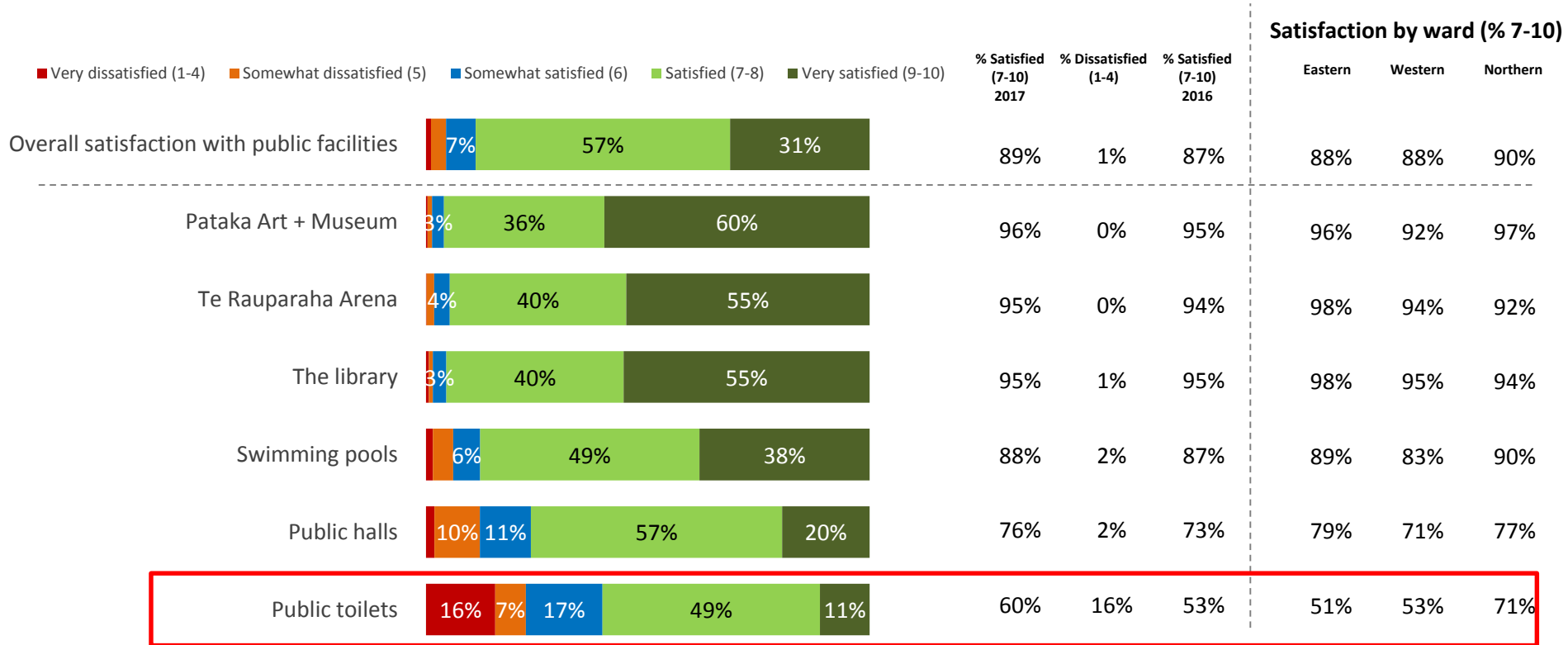


NOTES:
1. Sample: n=475



Satisfaction with public facilities remains high, particularly in relation to Pataka Museum, Te Rauparaha Arena and the libraries, while satisfaction with public toilets is much lower

Council facilities



NOTES:

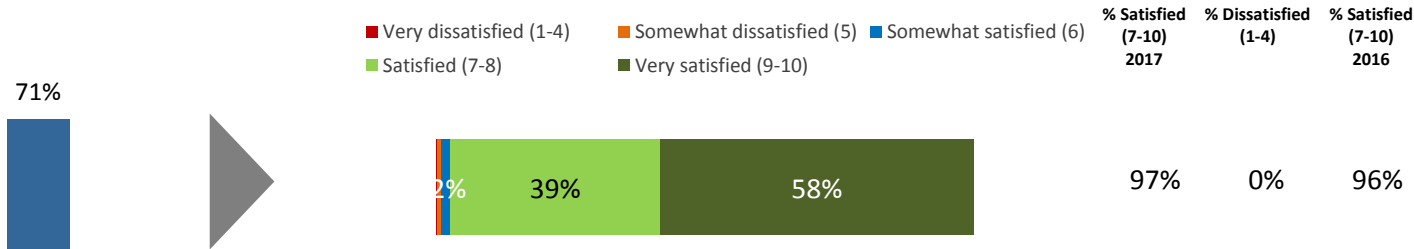
1. Sample: n=475
2. CF4: How would you rate your overall satisfaction with each of the following facilities?
3. CF5: When you consider all the public facilities that are provided by the Council, including how well they are maintained, the opening hours and where applicable, the cost to use these, how would you rate your overall satisfaction with the public facilities that are provided?



Library use has increased from last year to 71%; residents who are using the libraries are more satisfied than non-users; 58% very satisfied versus 37% of non-users

Public facilities: Libraries

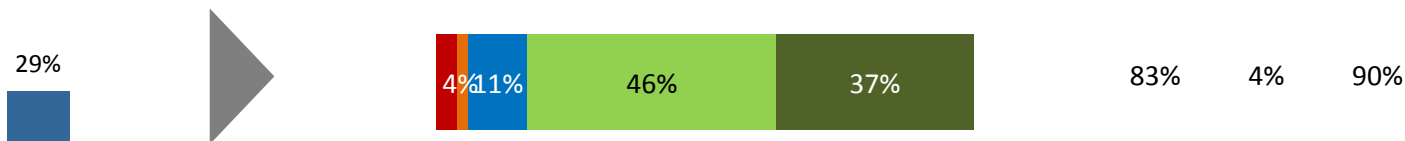
Visited in last 12 months



Satisfaction by ward (% 7-10)

	Eastern	Western	Northern
Visited in last 12 months	99%	97%	97%

Not visited in last 12 months



	Eastern	Western	Northern
Not visited in last 12 months	93%	85%	71%

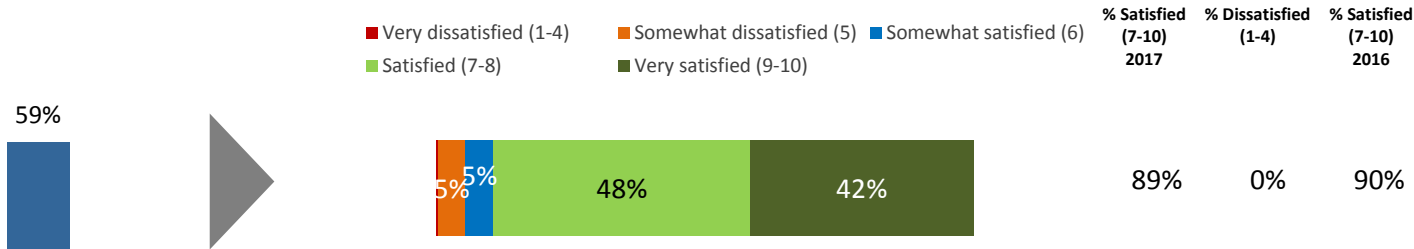
NOTES:
 1. Sample: n=475, visited n=328, not visited n=147
 2. CF1: Which of the following facilities have you visited in the last year?
 3. CF4: How would you rate your overall satisfaction with each of the following facilities?



Similarly, those using the swimming pools are more satisfied than non-users; 42% very satisfied versus 24% of non-users

Public facilities: Swimming pools

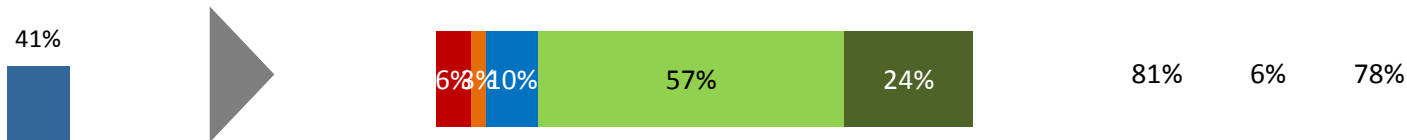
Visited in last 12 months



Satisfaction by ward (% 7-10)

	Eastern	Western	Northern
% Satisfied (7-10) 2017	88%	86%	92%
% Dissatisfied (1-4)	0%		
% Satisfied (7-10) 2016			

Not visited in last 12 months



% Satisfied (7-10) 2017	92%	70%	79%
% Dissatisfied (1-4)	6%		
% Satisfied (7-10) 2016			

NOTES:

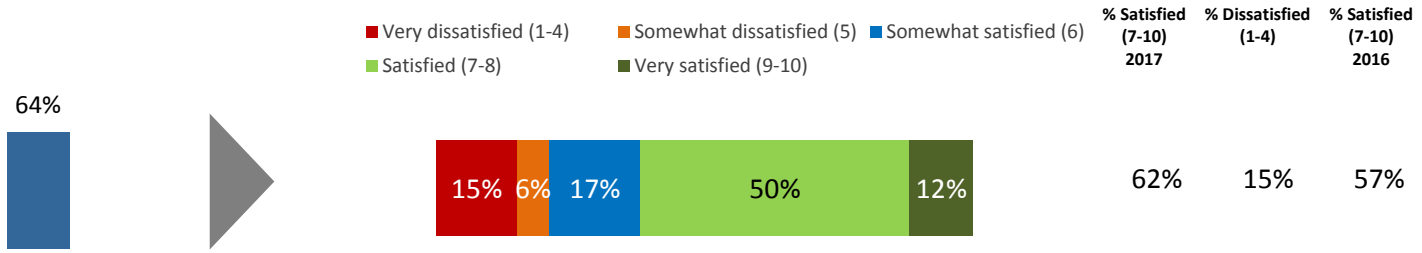
1. Sample: n=475, visited n=269, not visited n=206



Almost two thirds of residents have used a public toilet in the last year (64%) and there is an increase in satisfaction among users to 62%, which compares with 48% of non-users

Public facilities: Public toilets

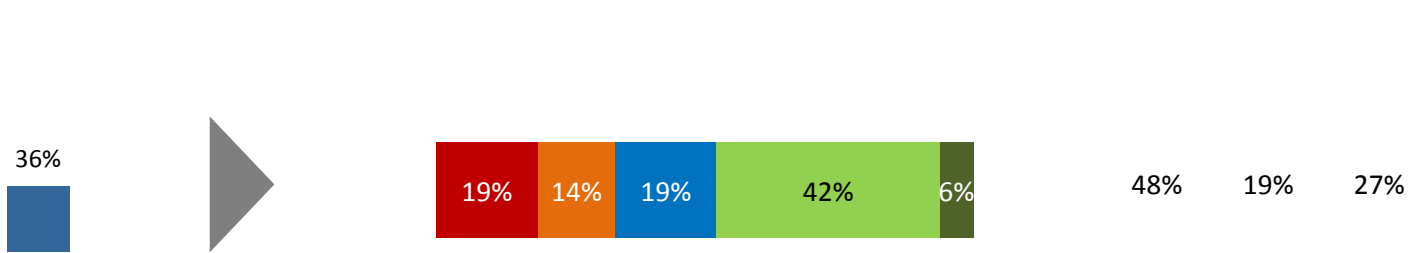
Visited in last 12 months



Satisfaction by ward (% 7-10)

	Eastern	Western	Northern
% Satisfied (7-10) 2017	53%	53%	73%
% Dissatisfied (1-4)			
% Satisfied (7-10) 2016			

Not visited in last 12 months



% Satisfied (7-10) 2017	41%	45%	57%
% Dissatisfied (1-4)			
% Satisfied (7-10) 2016			

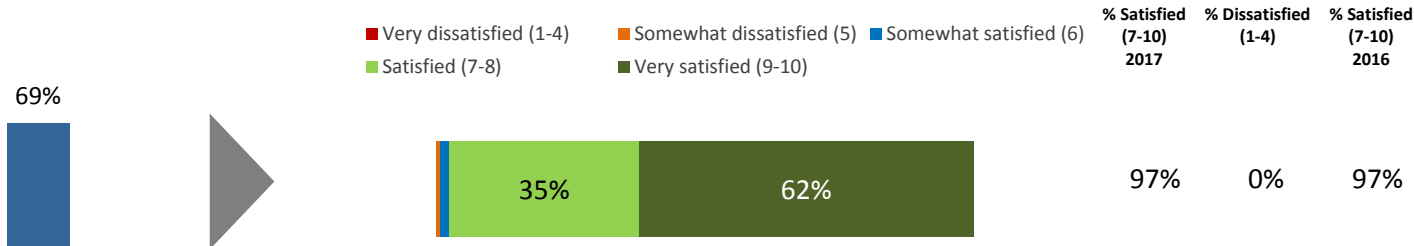
NOTES:
1. Sample: n=475, visited n=298, not visited n=177



Those who have visited Pataka Museum have a more favourable view of the facility relative to those who have not visited in the last year; 62% very satisfied versus 45%

Public facilities: Pataka Museum

Visited in last 12 months



Satisfaction by ward (% 7-10)

	Eastern	Western	Northern
% Satisfied (7-10) 2017	97%	97%	97%
% Dissatisfied (1-4)	0%	0%	0%
% Satisfied (7-10) 2016	98%	93%	99%

Not visited in last 12 months



% Satisfied (7-10) 2017	86%	87%	86%
% Dissatisfied (1-4)	3%	3%	3%
% Satisfied (7-10) 2016	92%	88%	77%

NOTES:

1. Sample: n=475, visited n=338, not visited n=137



The level of satisfaction with public halls is similar for both those who have visited a hall in the last year and others

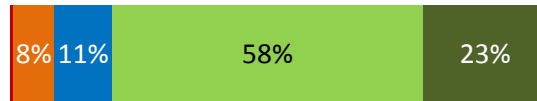
Public facilities: Public halls

Visited in last 12 months

30%



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



% Satisfied (7-10) 2017	% Dissatisfied (1-4)	% Satisfied (7-10) 2016
81%	1%	77%

Satisfaction by ward (% 7-10)

Eastern	Western	Northern
85%	81%	78%

Not visited in last 12 months

70%



% Satisfied (7-10) 2017	% Dissatisfied (1-4)	% Satisfied (7-10) 2016
68%	4%	69%

Eastern	Western	Northern
67%	57%	74%

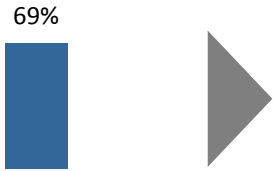
NOTES:
1. Sample: n=475, visited n=138, not visited n=337



Those who have visited Te Rauparaha Arena in the last year remain highly satisfied with the facility, there has also been an increase in satisfaction among non-users; 84% to 90%

Public facilities: Te Rauparaha Arena

Visited in last 12 months



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



% Satisfied (7-10) 2017	% Dissatisfied (1-4)	% Satisfied (7-10) 2016
95%	0%	96%

Satisfaction by ward (% 7-10)

	Eastern	Western	Northern
Visited in last 12 months	98%	95%	93%

Not visited in last 12 months



90%	0%	84%
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Not visited in last 12 months	97%	86%	84%
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NOTES:
1. Sample: n=475, visited n=330, not visited n=145

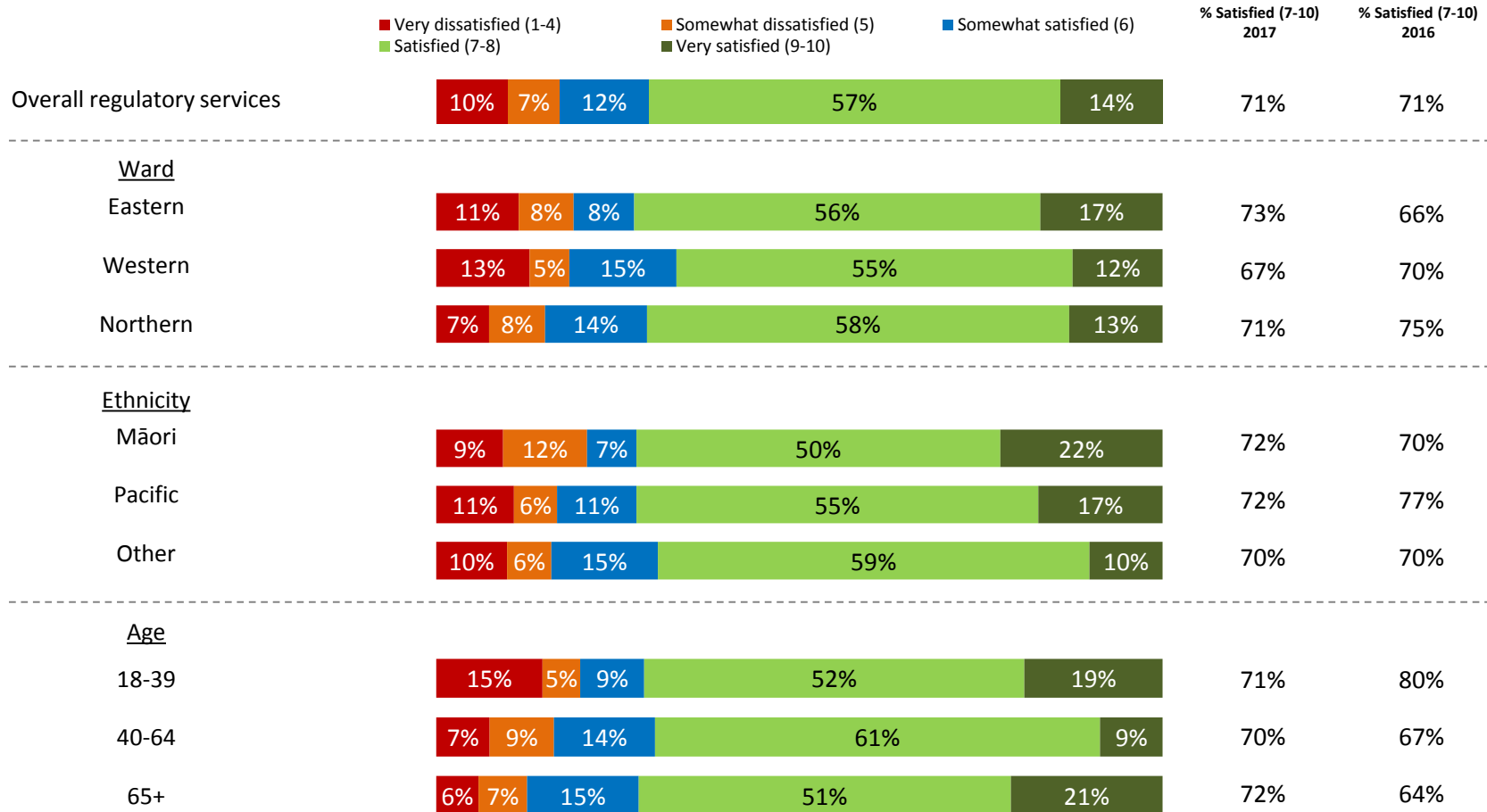


Satisfaction with other services



Satisfaction with regulatory services is similar to that measured in 2016 with 71% of residents being satisfied

Regulatory services

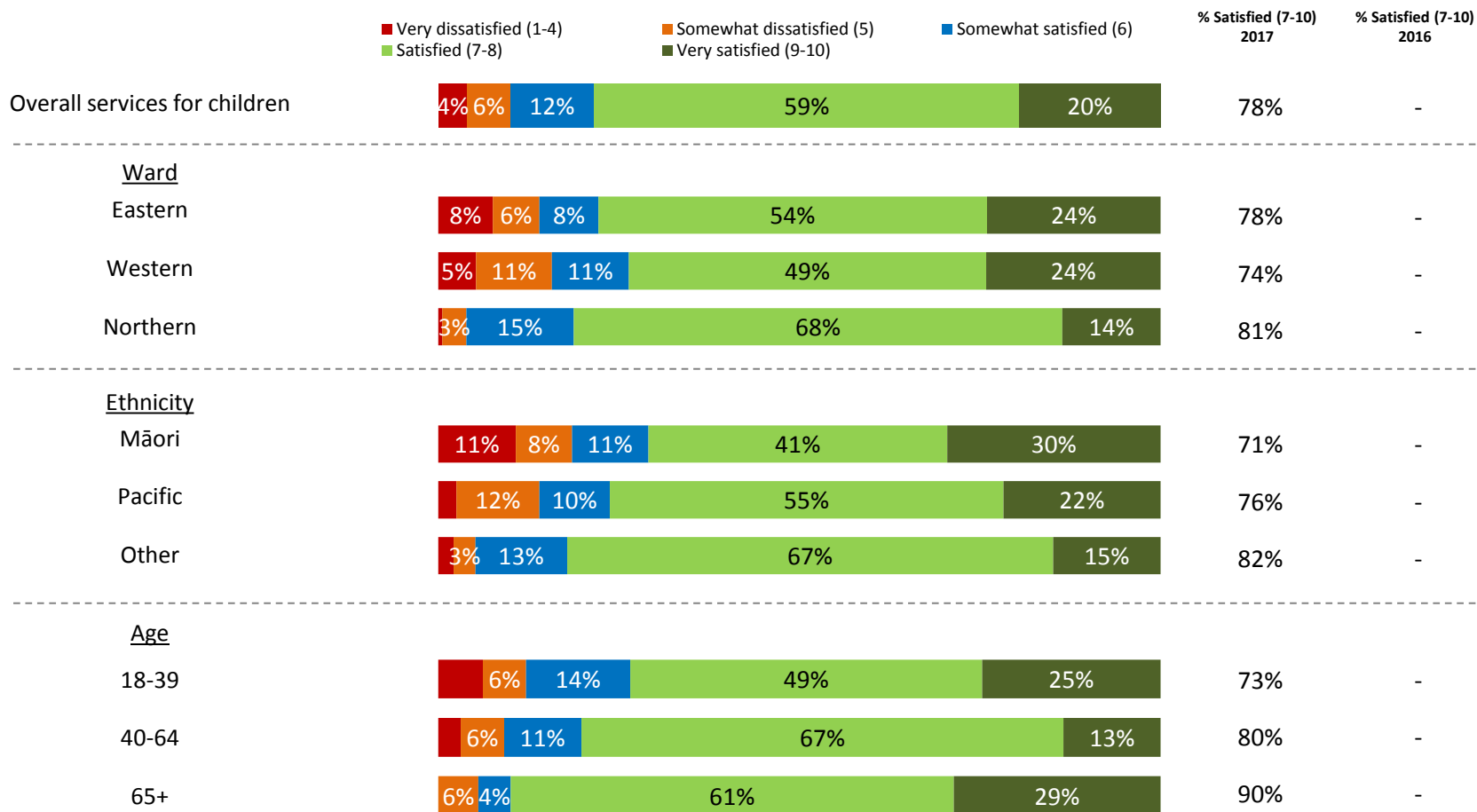


NOTES:
 1. Sample: n=475
 2. OS3. Council provides a range of others services including dog and animal control, building and resource consents, liquor licensing, licensing of food establishments and hairdressers and it manages parking around the city. Overall, how would you rate Council's performance in managing these activities?



Residents are mostly satisfied with the various services provided by Council that benefit children with 78% classified as ‘satisfied’ having scored 7-10

Services for children



NOTES:

1. Sample: n=475
2. CLD1. Council provides a range of services and facilities that are used by children. These include parks, swimming pools, museums, libraries and so on. Children also benefit from regulatory types of services such as animal control, environmental standards. Thinking about all of the different services and facilities that the Council provides for children and young people, overall how satisfied are you with these?



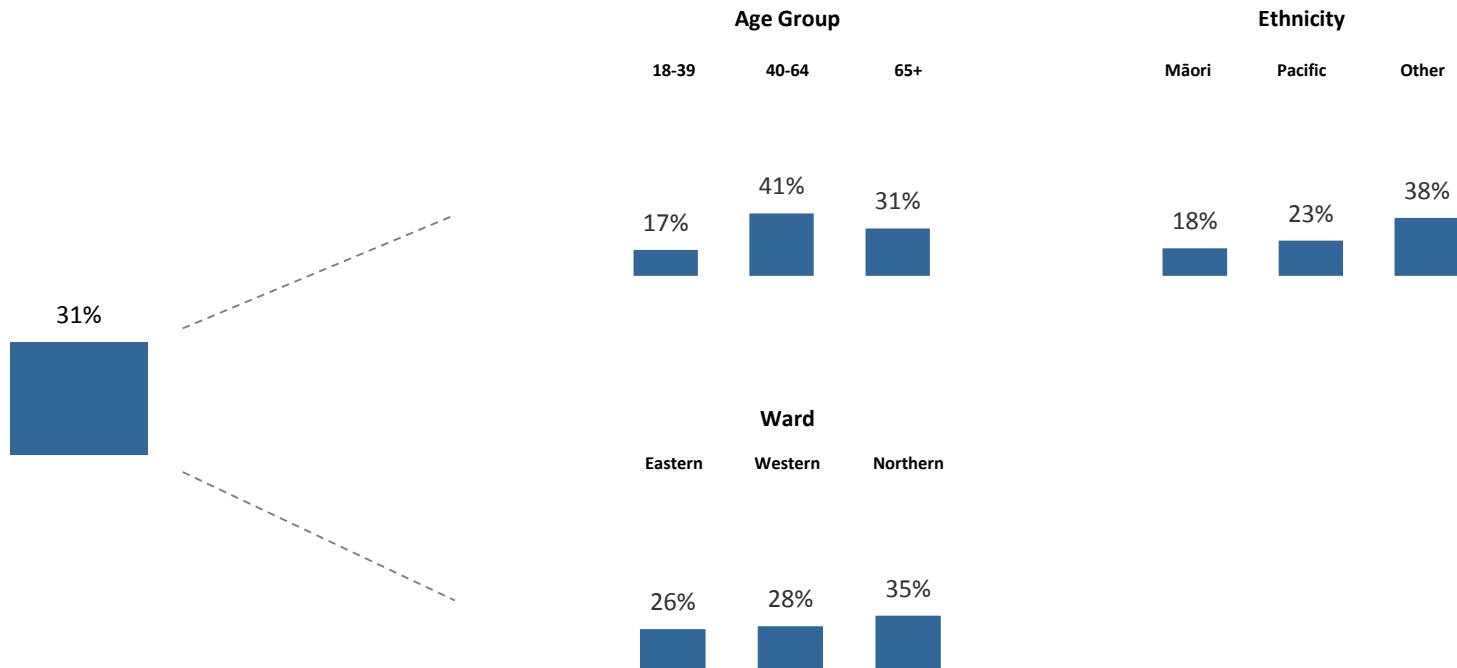
Satisfaction with interactions



Almost a third of residents lodged an enquiry within the last year with those from older age groups, Western and Northern Wards, and Europeans making more contact than others

Interactions: Enquiries, requests for services and complaints

Proportion of residents in each group lodging a request

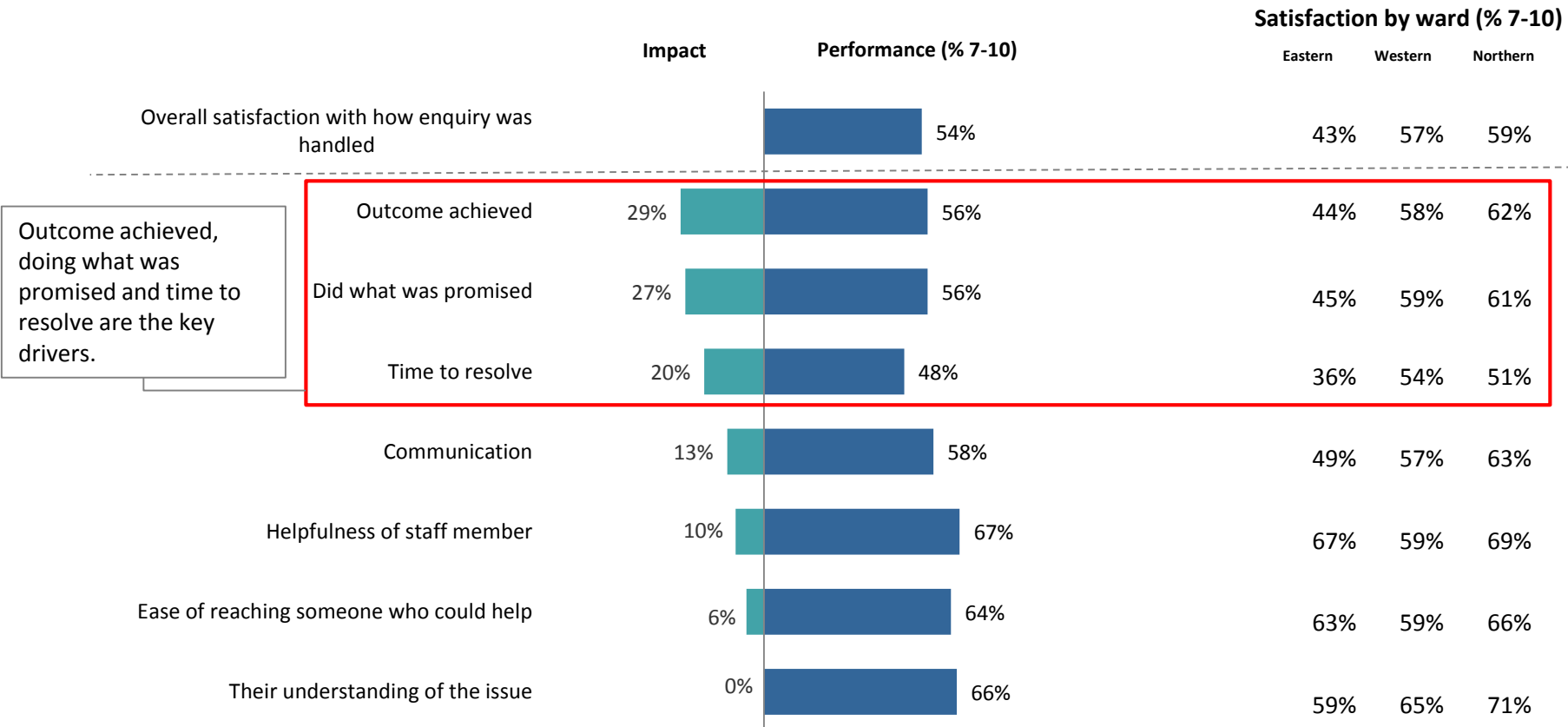


NOTES:
 1. Sample: n=475
 2. RS1: Have you made a request for service or a complaint about a Council service during the past 12 months?



Working to improve the outcome achieved, ensuring staff follow through and do what they promise, and the time taken to resolve issues will improve the evaluation of interactions

Interactions: Enquiries, requests for services and complaints

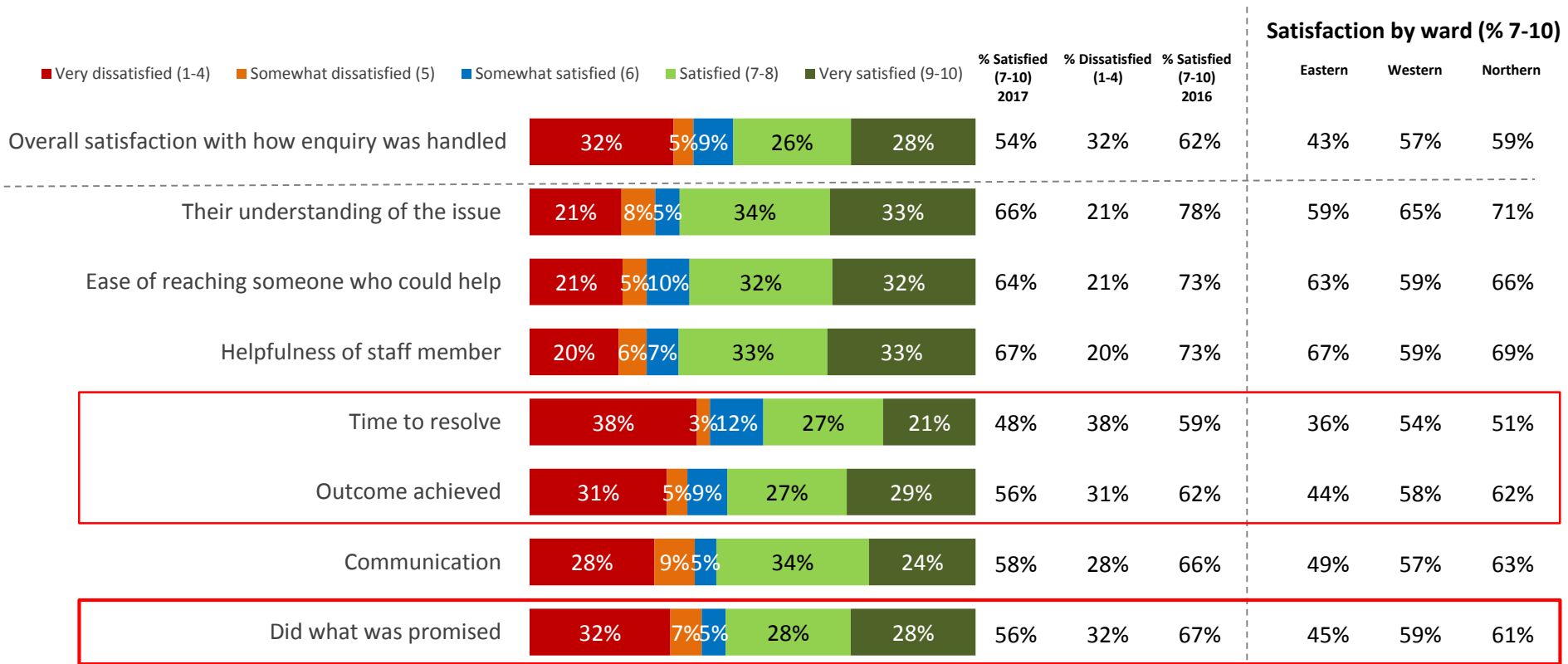


NOTES:
 1. Sample: n=475
 2. RS3: Thinking back to your most recent request, how would you rate your satisfaction with each of the following?



A relatively high proportion of people are dissatisfied with these key drivers which indicates that there is an opportunity to improve satisfaction with interactions

Interactions: Enquiries, requests



NOTES:
 1. Sample: n=475
 2. RS3: Thinking back to your most recent request, how would you rate your satisfaction with each of the following?

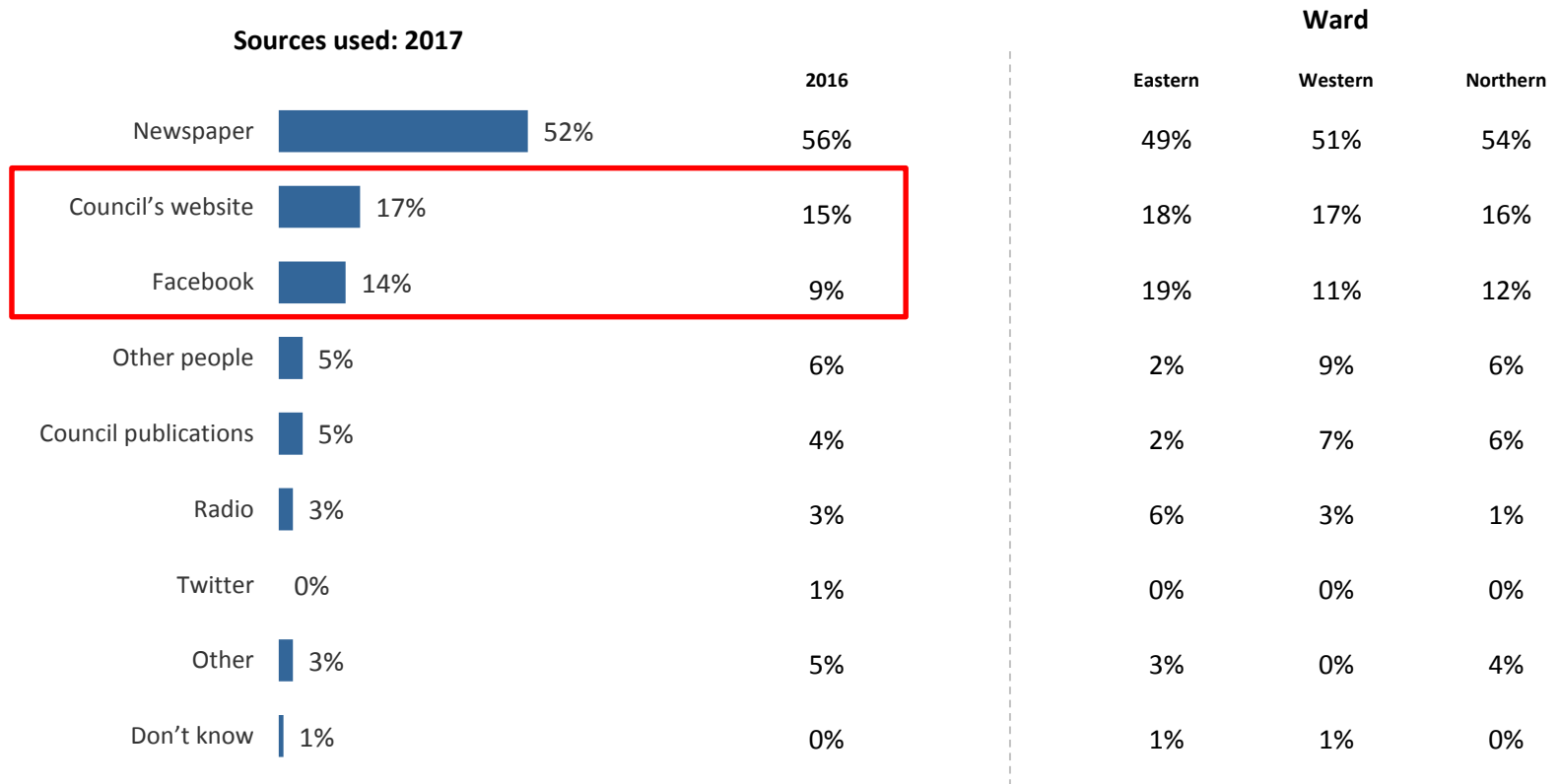


Communications



The majority of residents continue to rely on newspapers to keep them informed about what Council is doing, however there has been a slight increase in sourcing information online

Communication: Sources used to keep up to date with Council



NOTES:
 1. Sample: n=475
 2. CM1: Which of the following do you most rely on for information about the Council?



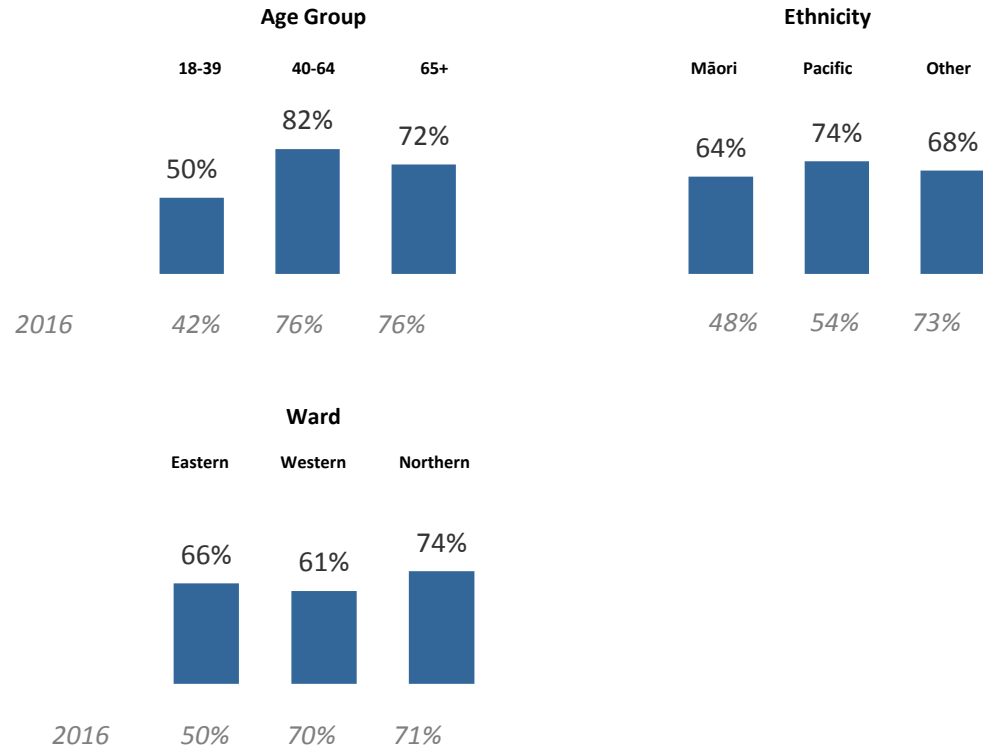
There has been an increase in residents who have read or seen the City Focus in the last year, particularly among the Māori and Pacific groups and those in the Eastern Ward

Communication: Kapi-Mana News, 'City Focus'

Seen or read the City Focus in last 12 months



Proportion of residents in each group who have seen or read City Focus in last 12 months

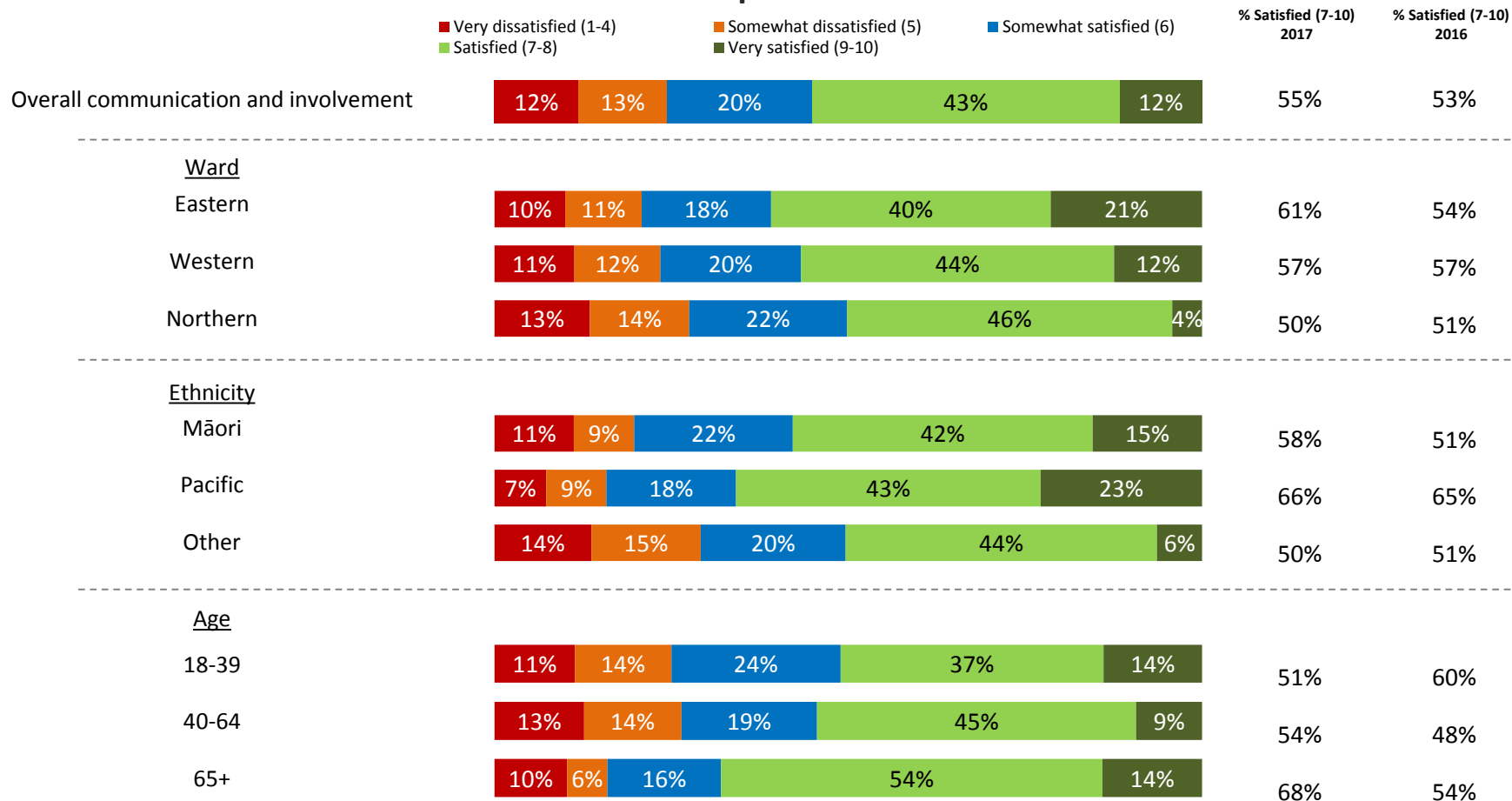


NOTES:
 1. Sample: n=475
 2. CM2: Every month in the Kapi-Mana News, Council has a supplement called 'City Focus'. In the last 12 months, have you seen or read this?



There is also an increase in satisfaction among Māori and Pacific residents in terms of Council keeping residents informed

Communication: Satisfaction with how well Council keeps residents informed



NOTES:
 1. Sample: n=475
 2. CM3: How would you rate Council for keeping the public informed and involved in its decision making?

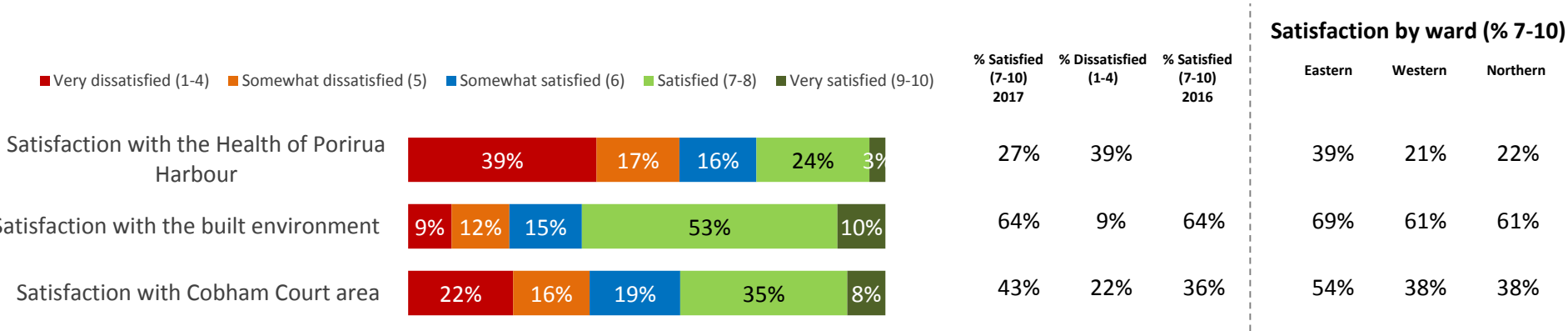


The Porirua City environment



Residents are mostly satisfied with the built environment, however satisfaction with the health of Porirua Harbour is low with over half (56%) being either dissatisfied or very dissatisfied

The natural and built environment

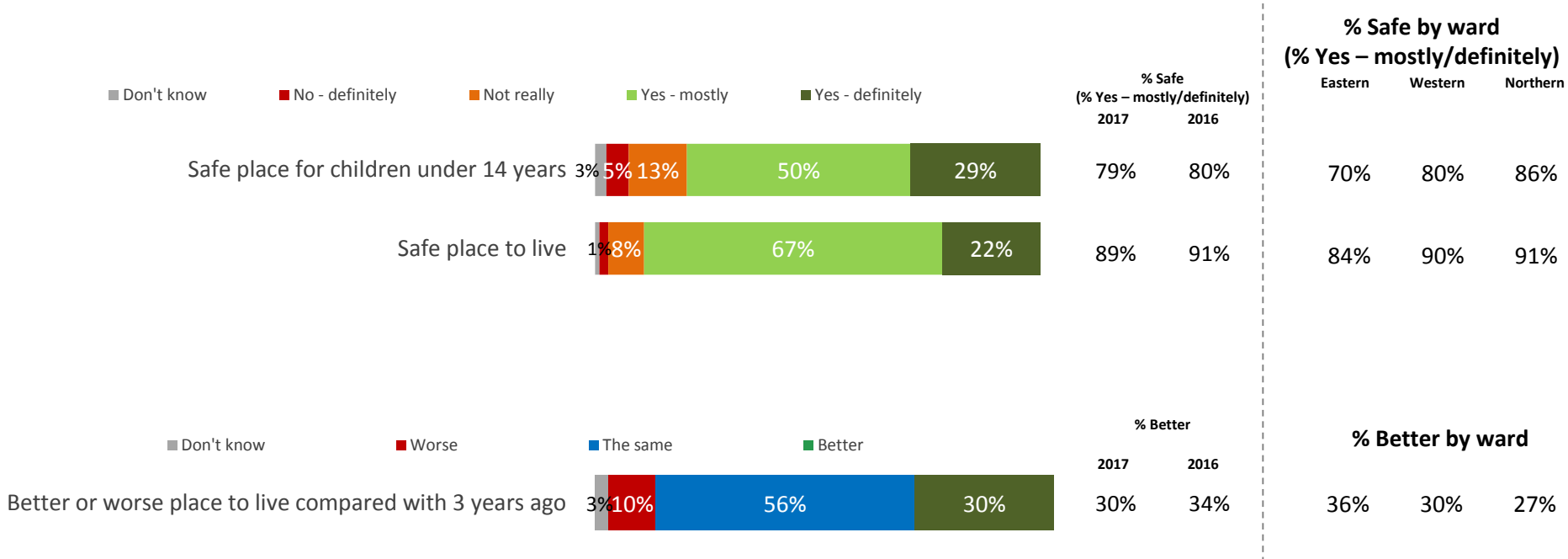


NOTES:
 1. Sample: n=475
 2. NB1: How satisfied are you with the quality of the built environment, including the city and suburb centres, new building and subdivisions, and heritage and historic sites, but excluding Cobham Court?
 3. NB2: How satisfied are you with the inner city Cobham Court, canopies area?
 4. NB4: How satisfied are you with the Health of Porirua Harbour which includes the Onpoto arm and the Pauatahanui inlet?



Porirua is viewed as a safe place to live and to bring up children, and most believe it is at least the same or a better place to live compared with three years ago

Perception of Porirua City



NOTES:
 1. Sample: n=475
 2. GEN1: And how would you describe your perception of safety in the district. Do you feel that Porirua City is generally a safe place to live?
 3. GEN3: Would you say the district is better, about the same or worse as a place to live compared with three years ago?



The Festival of the Elements and Creekfest are the two most attended events, followed closely by the Aotea Lagoon Summer Series

Events attended

Events attended: 2017	2016	Age Group			Ethnicity			Ward		
		18-39	40-64	65+	Māori	Pacific	Other	Eastern	Western	Northern
The Festival of the Elements on Waitangi Day	54%	53%	61%	46%	70%	65%	48%	57%	68%	49%
Plimmerton Christmas Carols	-	16%	24%	28%	17%	22%	23%	17%	13%	29%
The Aotea Lagoon Summer Series	38%	29%	42%	51%	43%	34%	38%	38%	35%	40%
Creekfest	36%	47%	39%	17%	63%	74%	19%	58%	54%	19%
Christmas in Cobham Court	-	29%	27%	18%	38%	43%	17%	35%	34%	17%
The Children's Day	18%	28%	19%	11%	33%	29%	15%	26%	27%	16%
The Porirua Grand Traverse	18%	10%	21%	10%	18%	19%	13%	13%	22%	14%
East, Drink and Be Crafty	-	16%	14%	12%	16%	18%	13%	13%	16%	14%

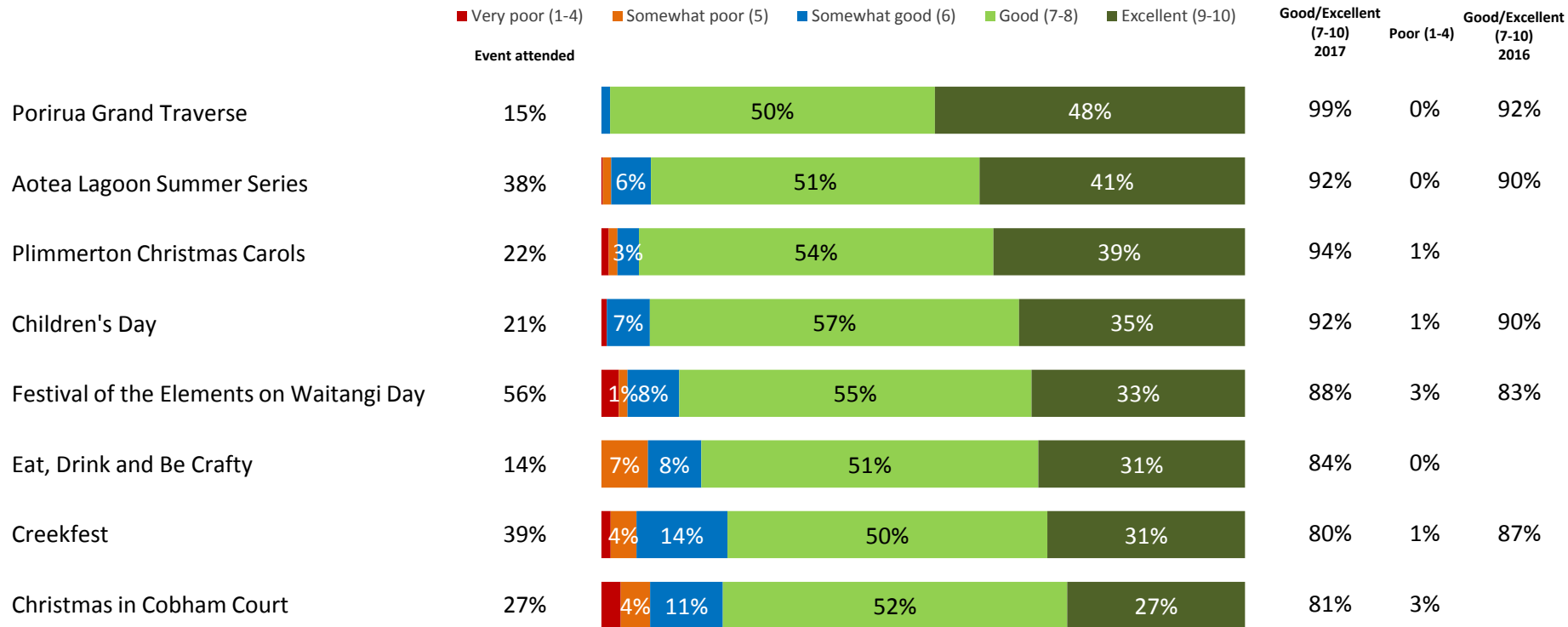
NOTES:

1. Sample: n=475
2. CE1: The Council provides a number of events in the city. Have you ever been to any of these events? So have you ever been to...?



Those who have attended Porirua Grand Traverse, the Aotea Lagoon Summer Series, Christmas Carols and Children’s Day rate their experience at these events most positively

Events: Performance



NOTES:
 1. Sample: n=475
 2. CE2: Using a 1-10 scale where 1 means 'Very poor' and 10 means 'excellent', how would you rate your experience with...?

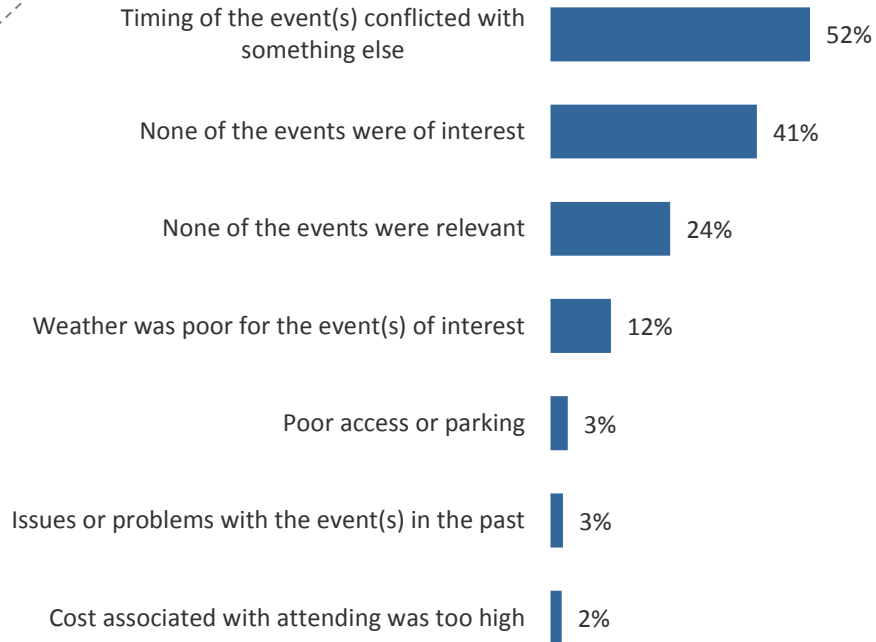
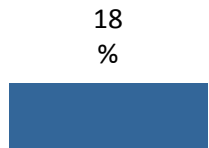


The most frequently cited reasons for not attending events is due to conflict with competing things of interest or general lack of interest in any of the events held

Events: Non attendance

Stated reasons for not attending any events

Did not attend any events: 2017



NOTES:

1. Sample: n=475

CE1. The Council provides a number of events in the city. Have you been to any of these events in the last year? So have you ever been to...

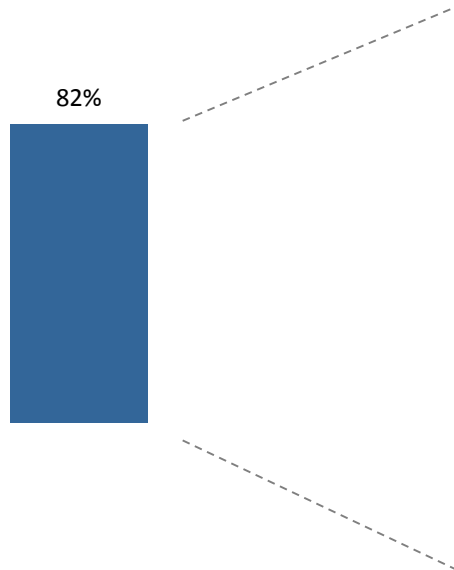
CE3. What are the main reasons you haven't attended one of these events? Please indicate which ones apply as I read these out. Would you say you didn't attend any of these events because...



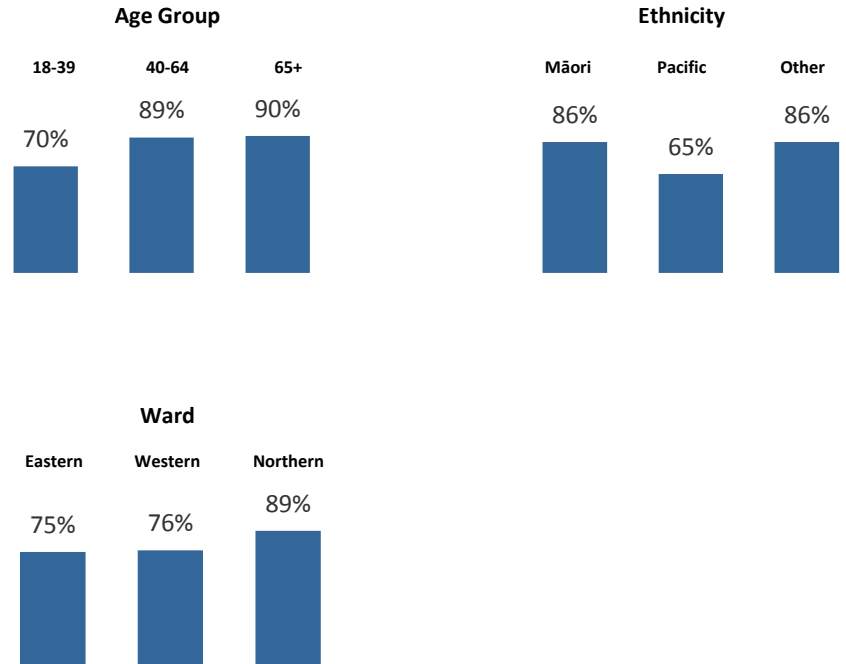
Overall 82% of residents state that they are ready for an emergency however those in younger age groups, in the Pacific ethnicity group and those in the Eastern Ward are the least prepared

Civil Defence

Household ready for any emergency



Proportion of residents in each group who are ready for an emergency



NOTES:
 1. Sample: n=475
 2. CD1: Is your household ready for any emergency by having stored water, food, survival items and a household emergency plan?

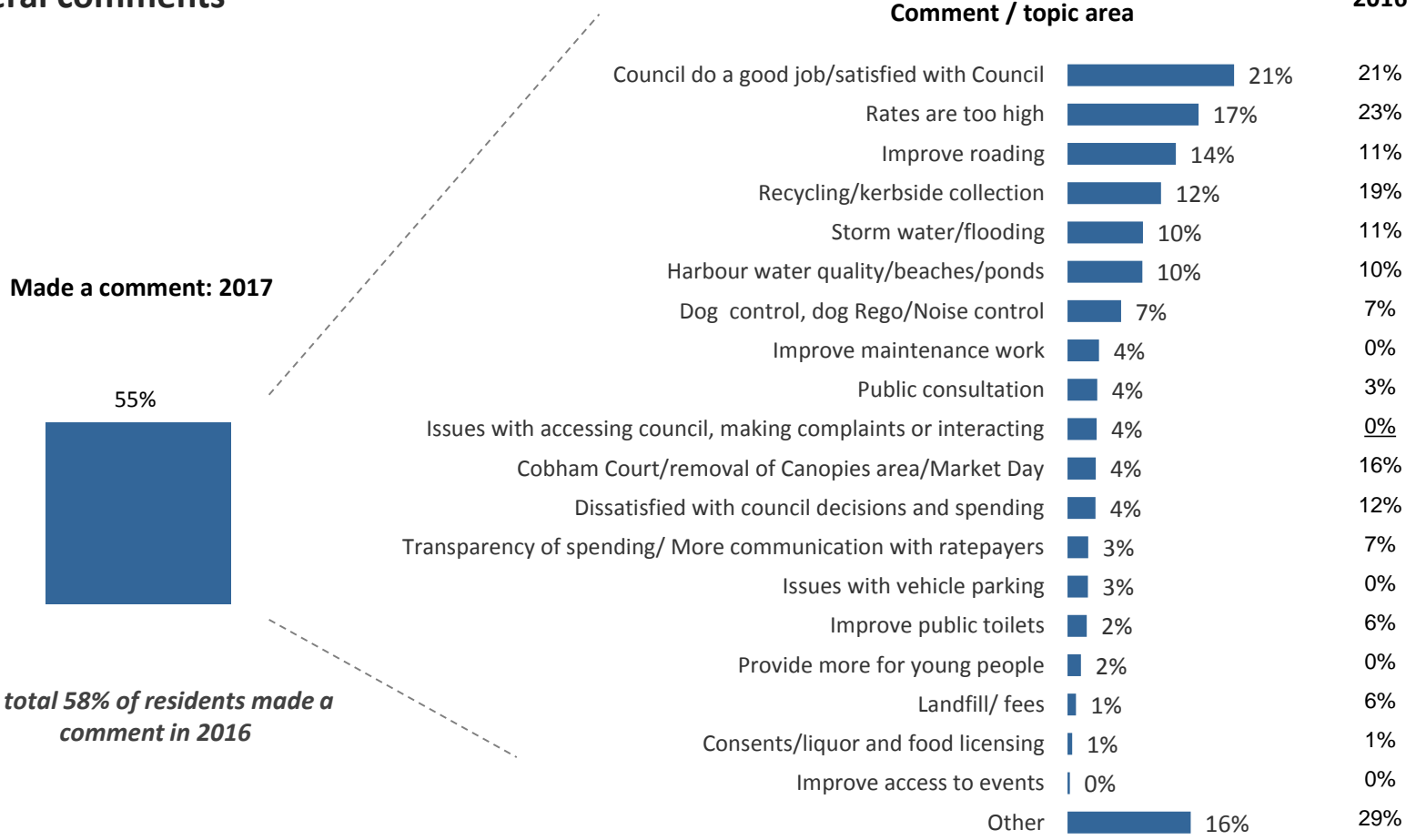


General comments



Residents who made comments (55%) most frequently made positive remarks, while concerns cited mostly relate to rates, roading, waste collection, stormwater and harbour water quality

General comments



NOTES:
 1. Sample: n=408
 2. GEN4. Are there any other comments that you would like to make about the Council?



Sample profile



Sample profile

Demographics

Age	%	Weighted	Unweighted
18-39	37%	178	109
40-64	48%	227	261
65+	15%	70	105
Refused	0%	0	0

Wards	%	Weighted	Unweighted
Eastern	33%	156	182
Western	21%	98	130
Northern	46%	221	163

Ethnicity (Prioritises)	%	Weighted	Unweighted
Māori	20%	97	97
Pacific	20%	97	76
All others	59%	282	302

Employment Status	%	Weighted	Unweighted
Self employed	10%	45	47
Working full time	44%	208	202
Working part-time	16%	75	66
Not in paid work	16%	74	56
Retired	15%	70	102
Refused	1%	3	2



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