



# Porirua City Council Annual Residents Survey



Report | June 2016





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## Introduction, Objectives and Methodology

### 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

### Methodology

- A statistically robust survey conducted by telephone with a sample of 408 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 15<sup>th</sup> April and 23 May 2016
- The 2016 survey used a new questionnaire that is designed to provide for a wider review of residents' perceptions of Council including reputation and value for money. The structure is also designed to facilitate additional analysis to help determine opportunities and how these should be prioritised. Since individual questions and their order may have changed relative to prior surveys, results may not be directly comparable
- All performance scores have been calculated excluding '*don't know*' responses, unless otherwise stated

## 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 62% of residents are either satisfied or very satisfied (%7-10)

2

The Porirua City Council has a particularly strong reputation profile with 56% of residents classified as '*Champions*' having a positive emotional connection and recognising that Council is doing a good job. Māori, Pacific people and younger age groups are noted for having a more positive perception than others

3

While satisfaction with services and facilities is high, residents are not recognising that rates are value for money or recognising 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 further improve overall perceptions

4

About a quarter of residents are interacting with Council annually to make enquiries or lodge complaints or issues. Satisfaction with the service provided is moderate with 57% being satisfied (%7-10). Evaluation of the service is mostly influenced by the time taken, staff following through and doing what they promised, and the quality of their communications. 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 give it better recognition and work positively with perceptions of value

6

While not specifically identified as high priorities, there is some evidence to suggest that residents would value improvements to the stormwater system, the standard of public toilets in the city and elements of the Spicer landfill, particularly in relation to cost



## Summary of Key Performance Indicators

Relative to last year residents are less satisfied with the sewerage system and stormwater management...

### Overall performance: Summary

	Satisfaction with performance (% 7-10)			Difference
	2014	2015	2016	
<b>Services</b>				
- Kerbside rubbish collection	71%	80%	82%	1%
- Recycling collection	82%	83%	81%	-2%
- Litter removal	69%	68%	73%	4%
<hr/>				
<b>Infrastructure</b>				
- Water supply	85%	89%	88%	-1%
- Sewerage system	73%	86%	77%	-9%
- Effectiveness of stormwater system	56%	70%	56%	-14%
<hr/>				
<b>Public facilities</b>				
- Pataka Museum	87%	92%	95%	3%
- Libraries	90%	95%	95%	-1%
- Te Rauparaha Arena	89%	92%	94%	3%
- Swimming pools	82%	86%	87%	1%
- Council owned public halls	67%	69%	73%	4%

NOTES:  
 1. Sample: n=408  
 2. Excludes 'Don't know' responses

...while satisfaction with footpaths and with parks, reserves and other open spaces has increased

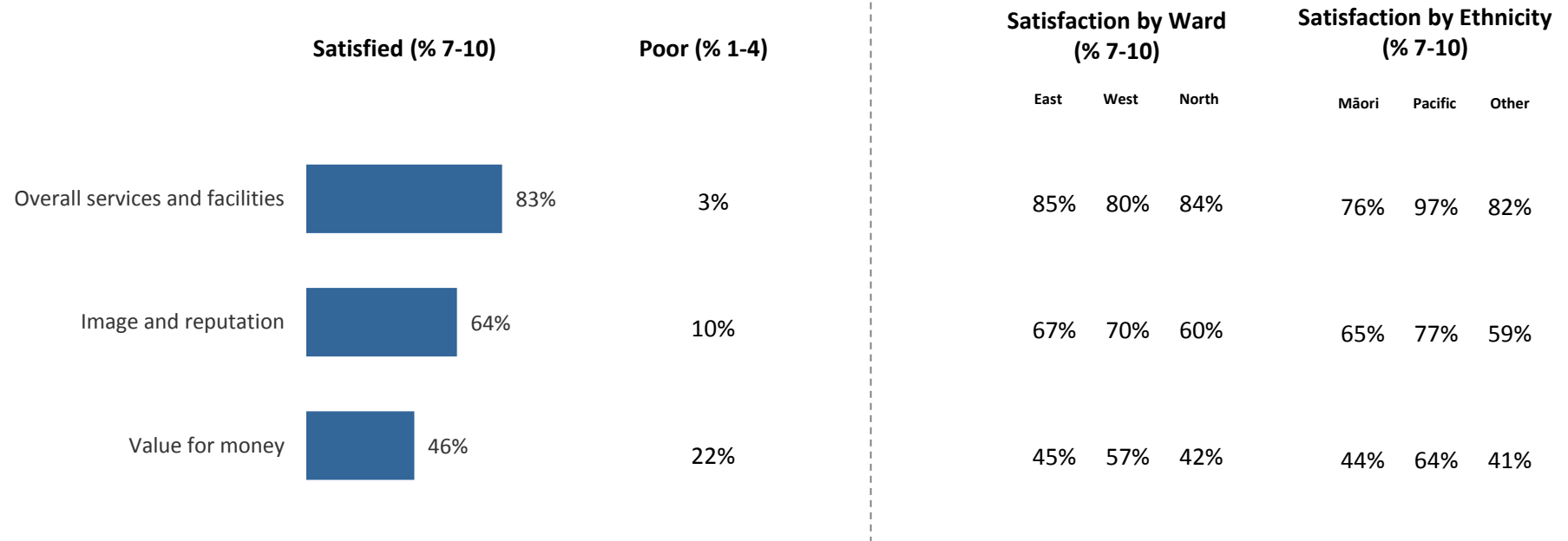
### Overall performance: Summary

	Satisfaction with performance (% 7-10)			Difference
	2014	2015	2016	
<b>Roading</b>				
Dedicated walkways	79%	81%	84%	3%
Condition of footpaths	55%	56%	63%	7%
<hr/>				
<b>Parks, reserves and open spaces</b>				
Cemeteries	74%	92%	94%	2%
Sports fields	82%	83%	91%	8%
Playgrounds	80%	79%	87%	8%
Other parks and reserves	83%	85%	86%	0%
Beaches	69%	74%	84%	10%

NOTES:  
 1. Sample: n=408  
 2. Excludes 'Don't know' responses

Council is evaluated extremely well for its various services, infrastructure and facilities, it has a strong and positive reputation but is less well recognised for providing value for money

### Overall performance



NOTES:  
 1. Sample: n=408  
 2. Excludes 'Don't know' responses



In terms of the various services and facilities, residents are mostly satisfied with parks, reserves and facilities but are less satisfied with some aspects of water management, waste and roading

### Overall performance: Services and facilities



NOTES:

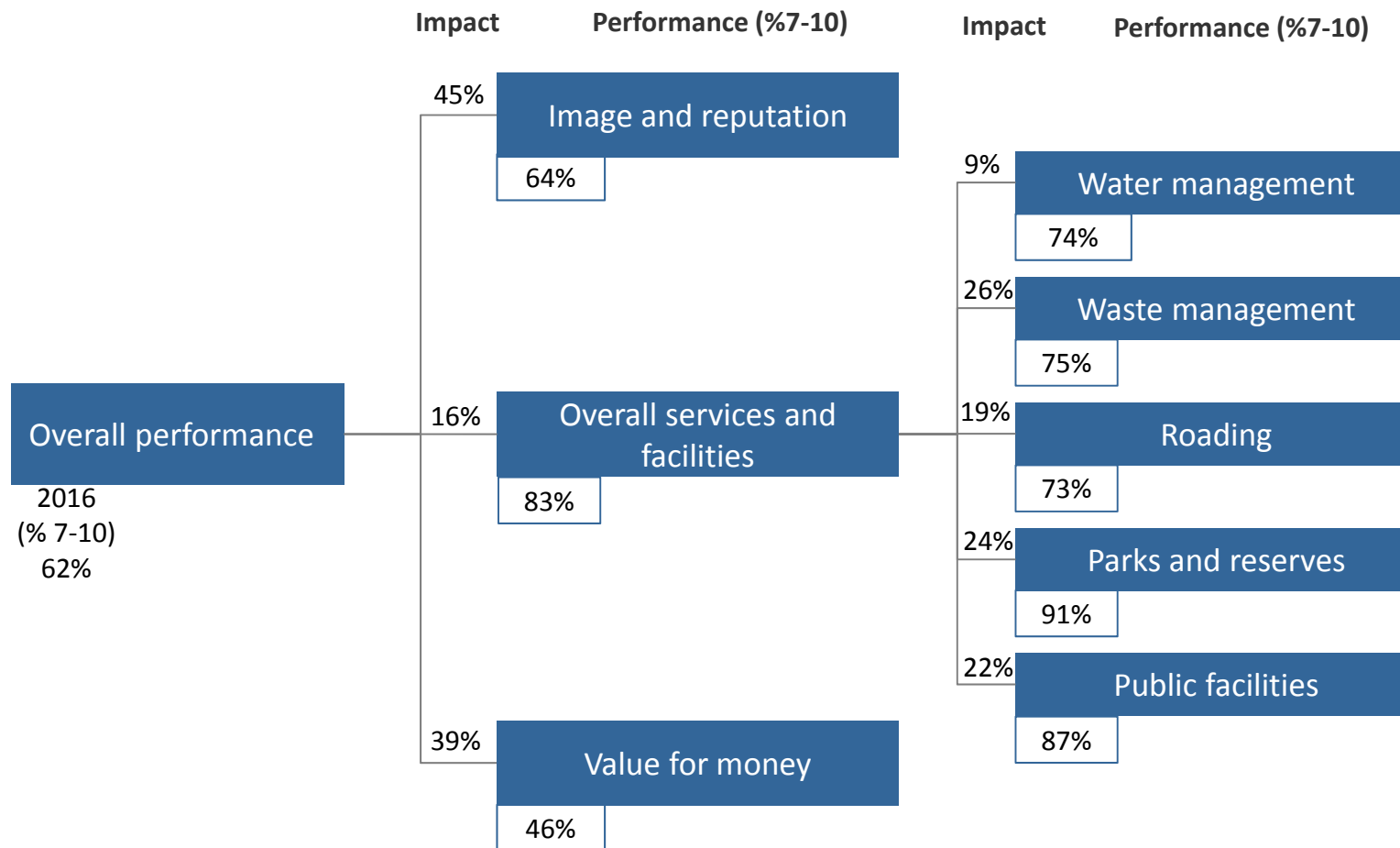
1. Sample: n=408
2. Excludes 'Don't know' responses



Driver of Overall Satisfaction

The overall performance evaluation is most strongly influenced by reputation and value for money, more so than the various services, infrastructure and facilities provided

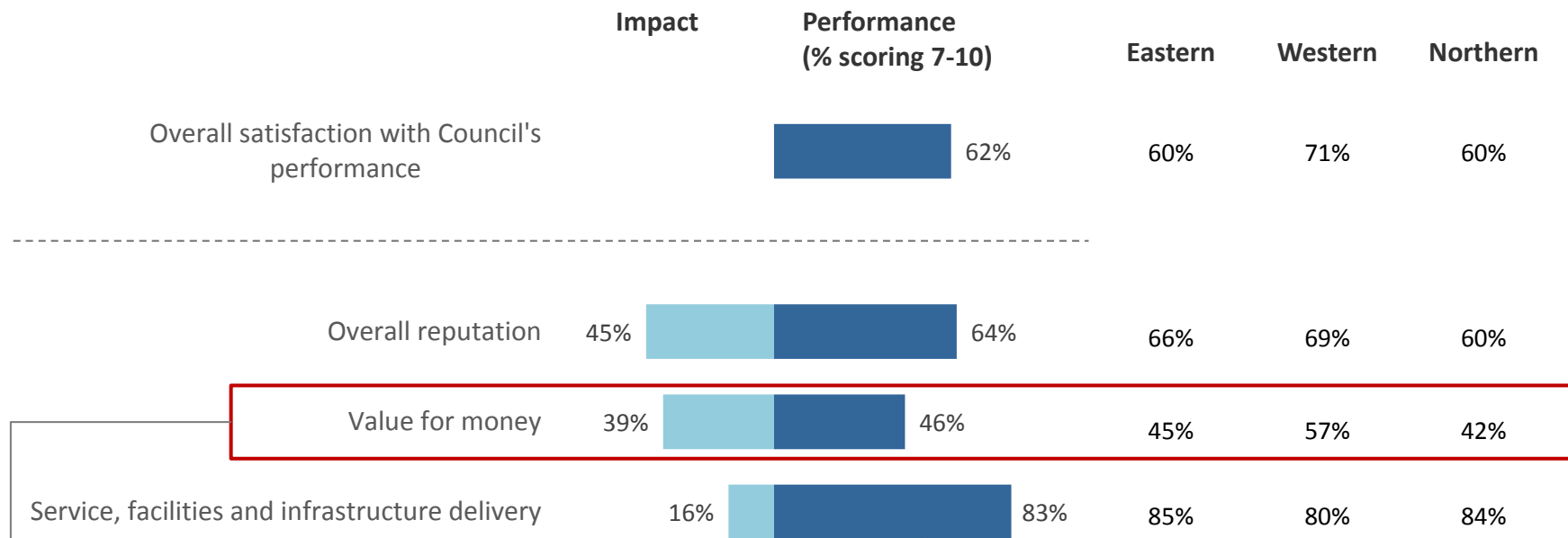
**Driver analysis: Overall level drivers**



NOTES:  
 1. Sample: n=408  
 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 and 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.

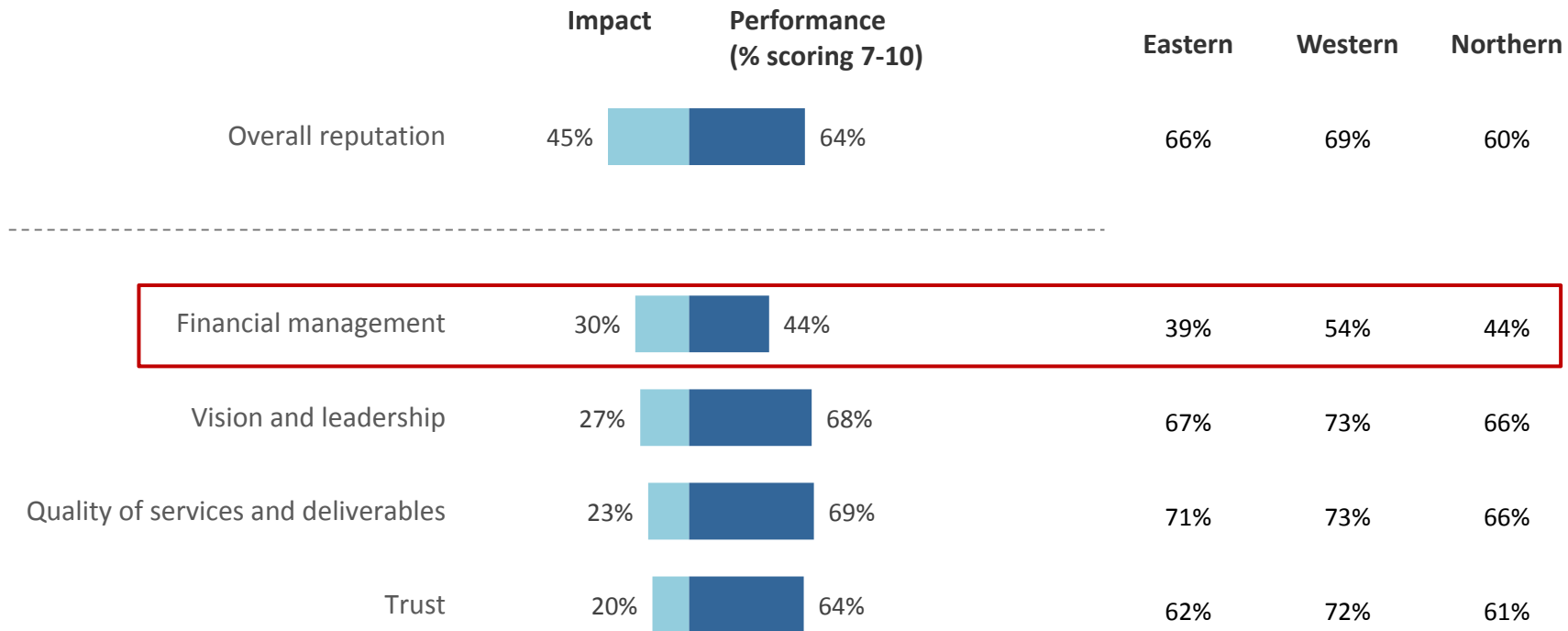
Because Council is already performing well in relation to service delivery, further improvements in this area will have the least impact on improving perceptions.

NOTES:

1. Sample: n=408
2. REP5: 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

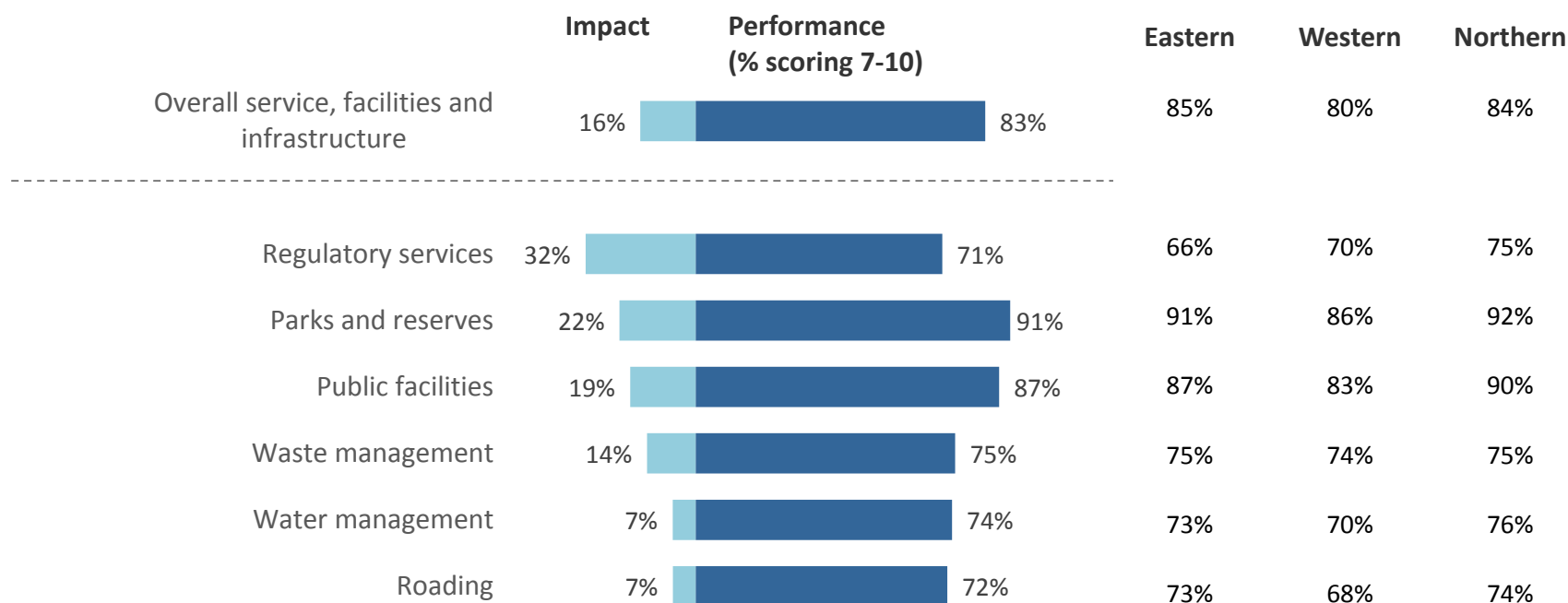


NOTES:

1. Sample: n=408
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

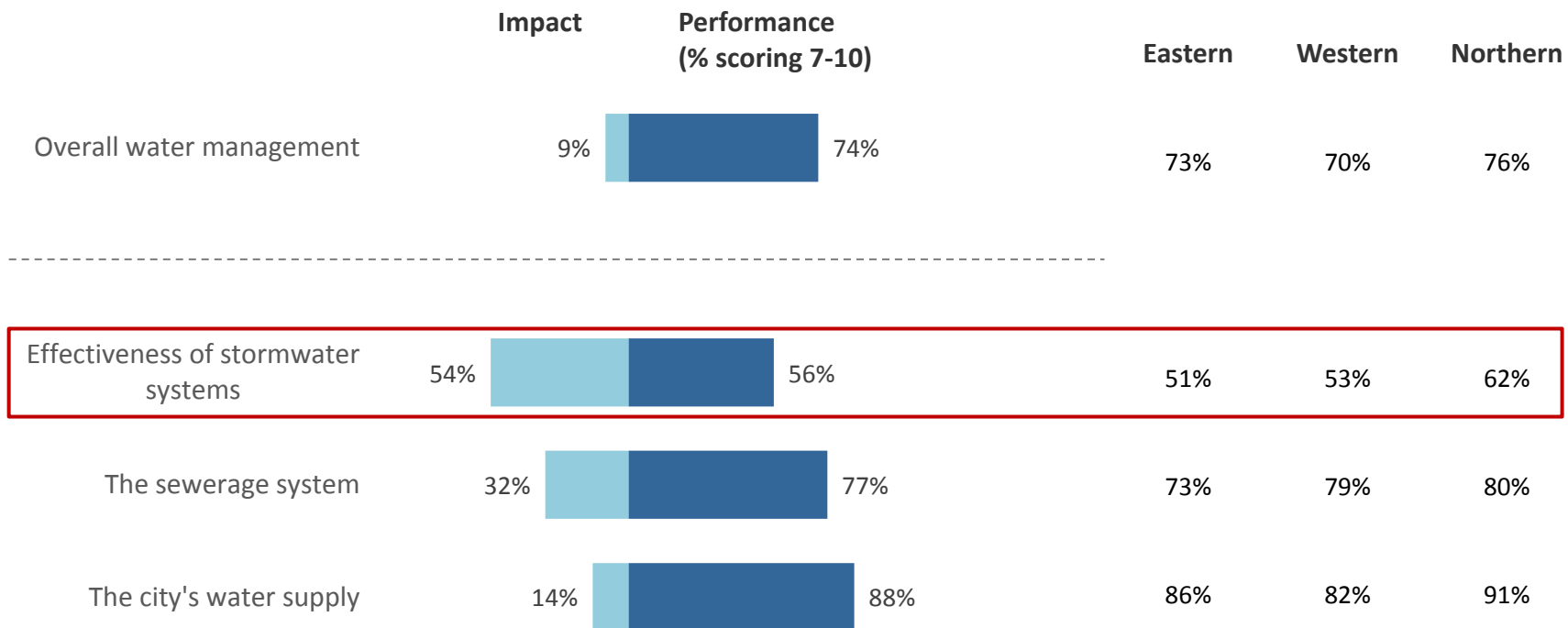


NOTES:

1. Sample: n=408
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 minimal impact on overall perceptions, stormwater is identified as an opportunity since performance is low and it has a higher impact than other measures

### Driver analysis: Water management

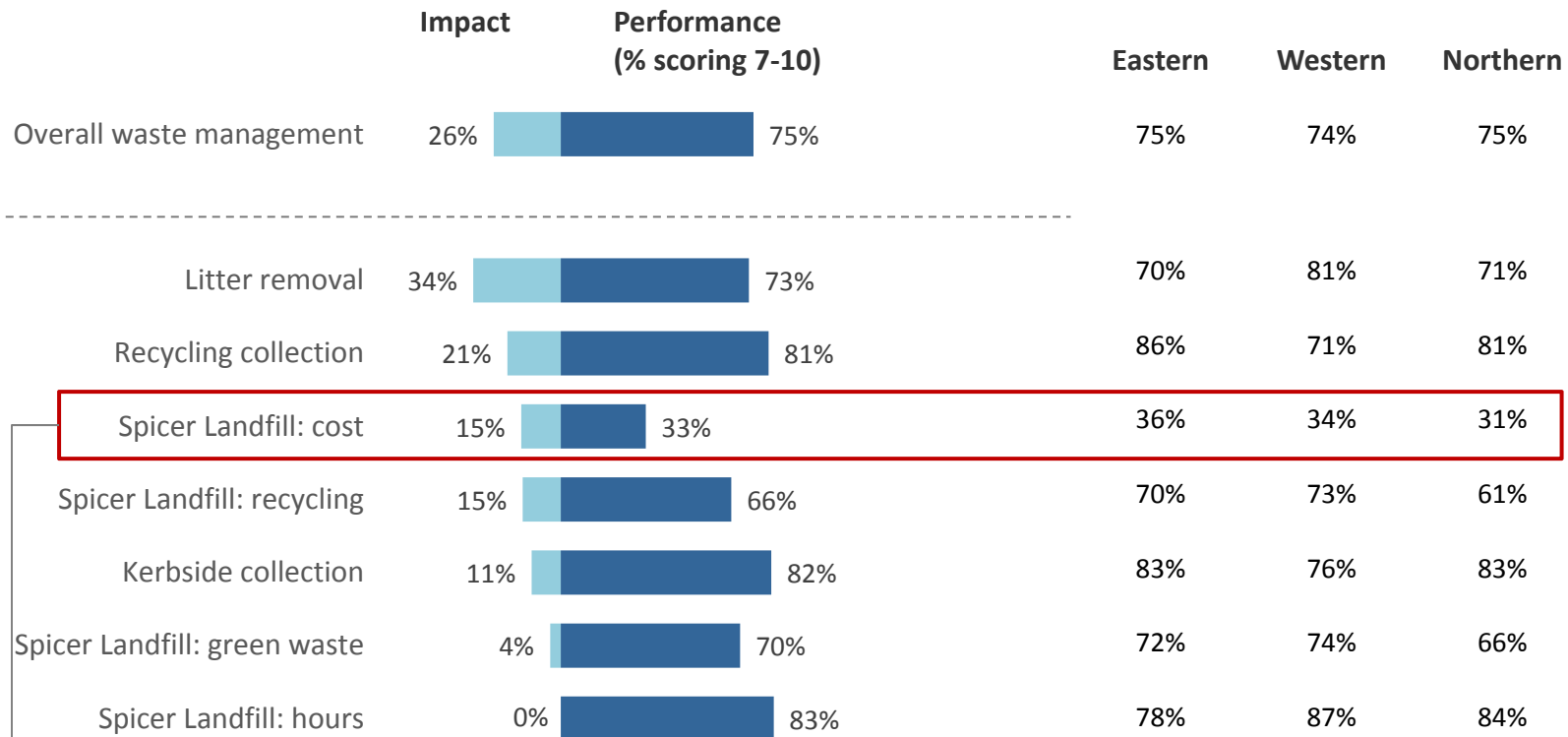


NOTES:

1. Sample: n=408
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 sewerage 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 perceptions related to cost and value for the Spicer Landfill represents the best opportunity

### Driver analysis: Waste management



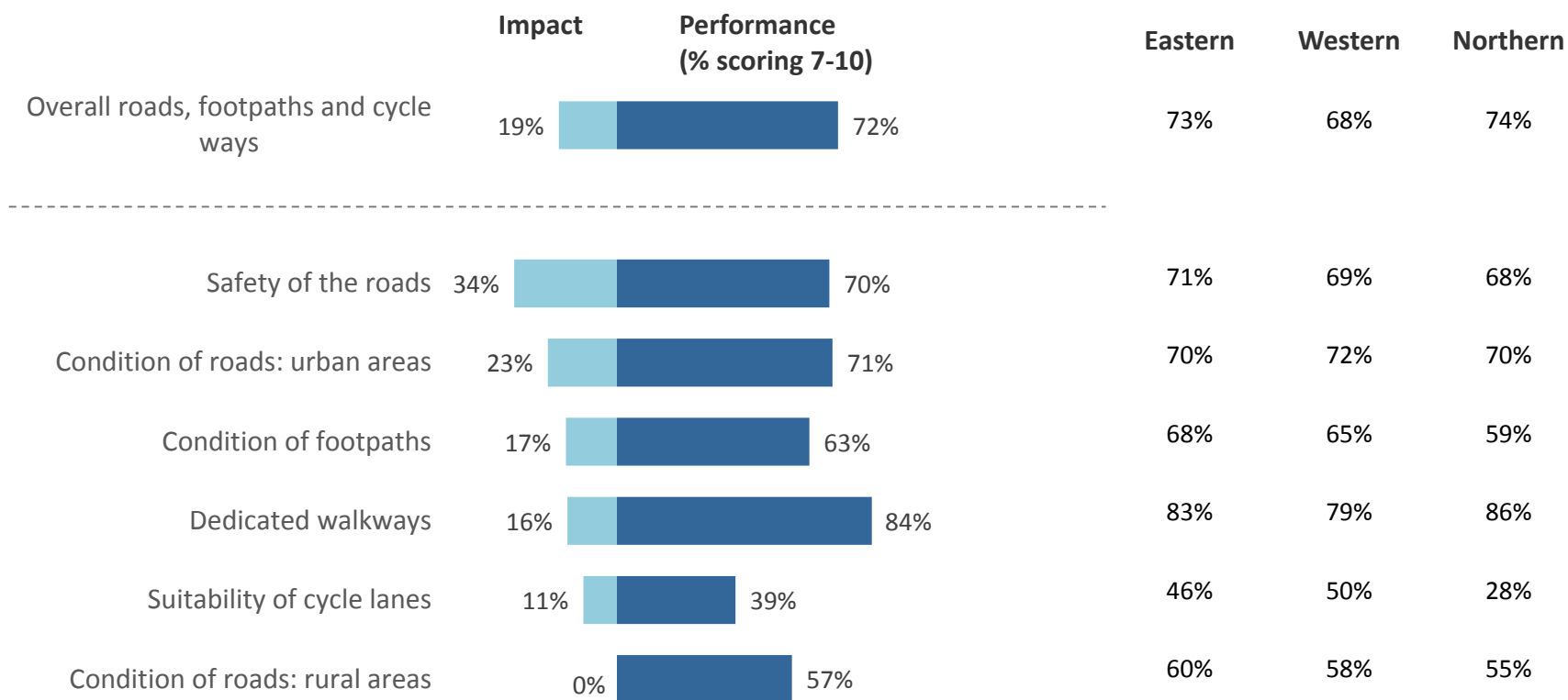
The cost of using the Spicer Landfill has a reasonable impact on perceptions of overall waste management and the performance score is low (33%)

- NOTES:
1. Sample: n=408
  2. WR2a: Still using the 1-10 scale, how satisfied are you with Council's kerbside rubbish collection?
  3. WR2b: Still using the 1-10 scale, how satisfied are you with Council's recycling collection?
  4. WR4: How satisfied are you with each of the following in relation to the Spicer Landfill?
  5. WR5: And how satisfied are you with how well Council manages litter removal and cleaning in public places?



Safety and the condition of urban roads have the highest impact and as performance is already high, the strategy is one of maintaining performance

### Driver analysis: Roads, footpaths and cycle ways

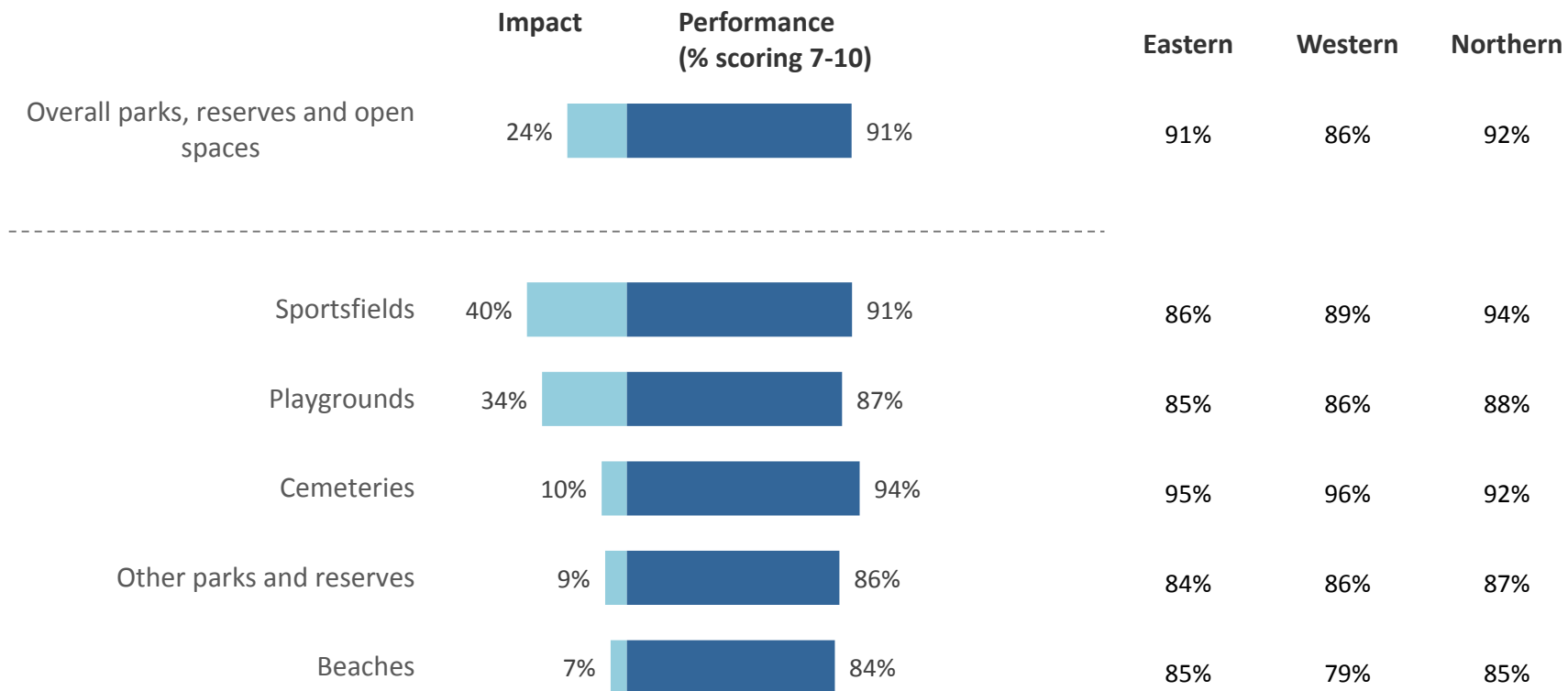


NOTES:

1. Sample: n=408
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?

Similarly, sportsfields and playgrounds have a high impact on the evaluation of parks and reserves 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=408
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	22%	87%	87%	83%	90%

Public toilets	33%	53%	37%	58%	62%
Libraries	22%	95%	98%	88%	95%
Pataka Museum	15%	95%	96%	94%	95%
Te Rauparaha Arena	11%	94%	91%	94%	98%
Swimming pools	9%	87%	84%	90%	88%
Public halls	9%	73%	74%	75%	71%

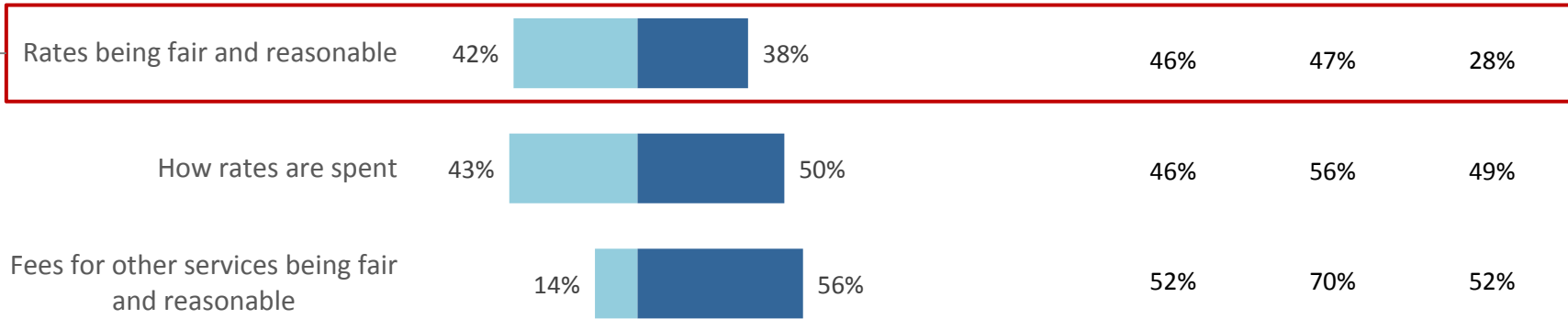
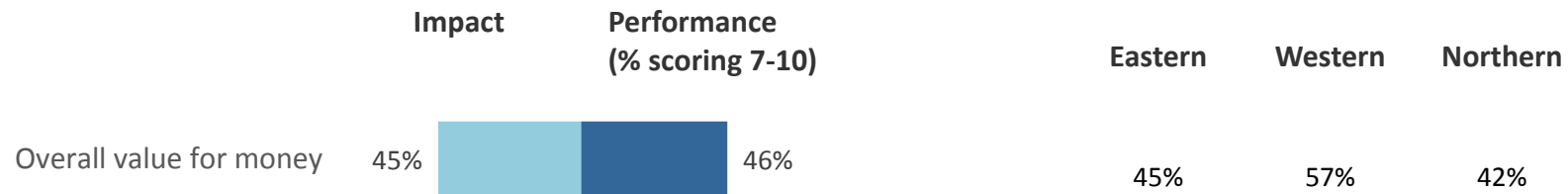
Public toilets does have a reasonably high impact on overall level perceptions of public facilities and as performance is very low this does represent an improvement opportunity

NOTES:

1. Sample: n=408
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?

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



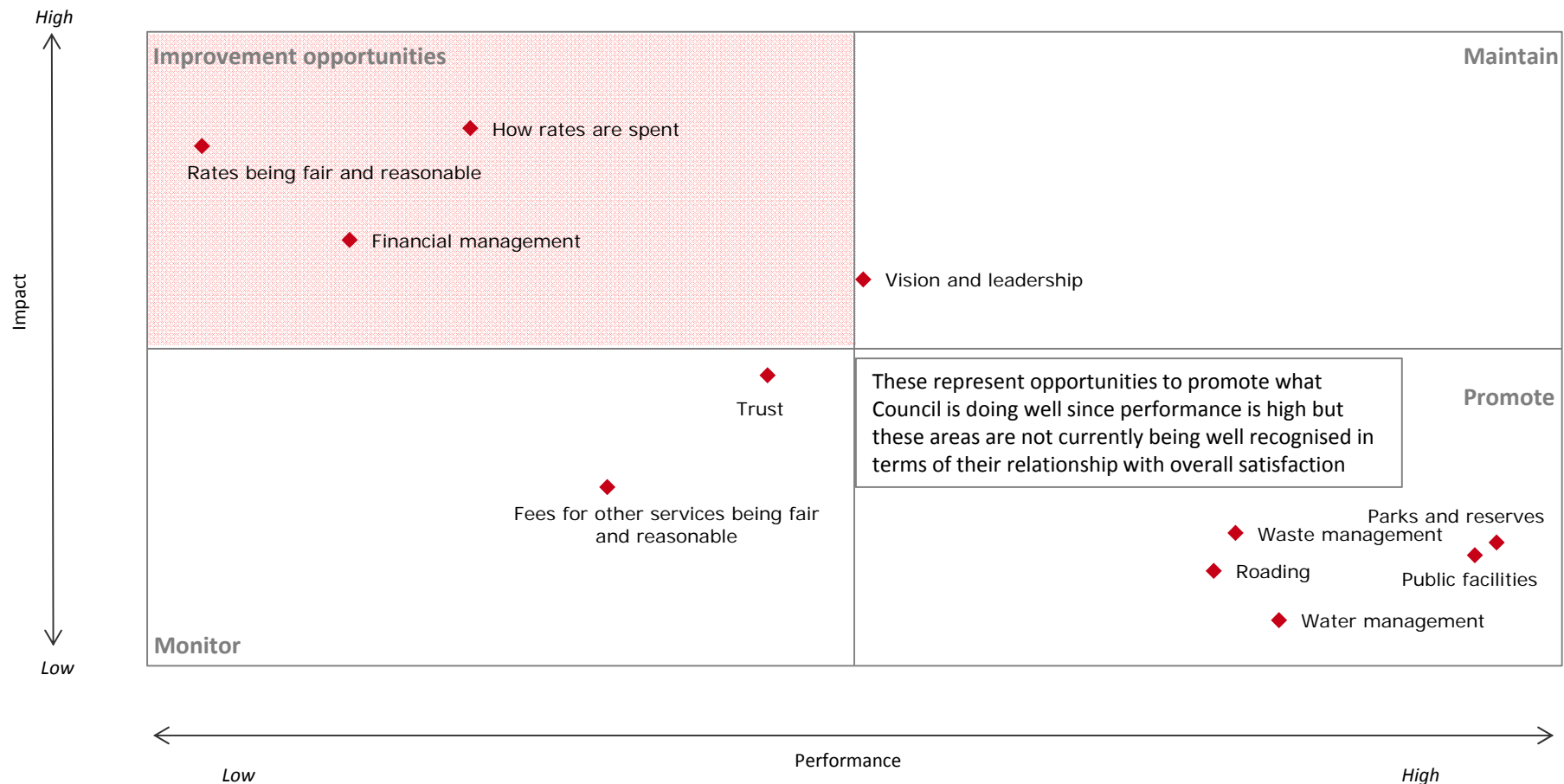
Rates being considered to be fair and reasonable has the most impact on overall value perceptions and as the performance assessment is poor (38%), this represents the best opportunity to lift the overall evaluation of Council's performance

NOTES:

1. Sample: n=408
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 financial management and that rates, and how they are spent, represent value for money since these areas have a high impact and the evaluation is low

### Overall performance: Improvement priorities



NOTES:  
1. Sample: n=408



## Understanding reputation

Porirua City Council has 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

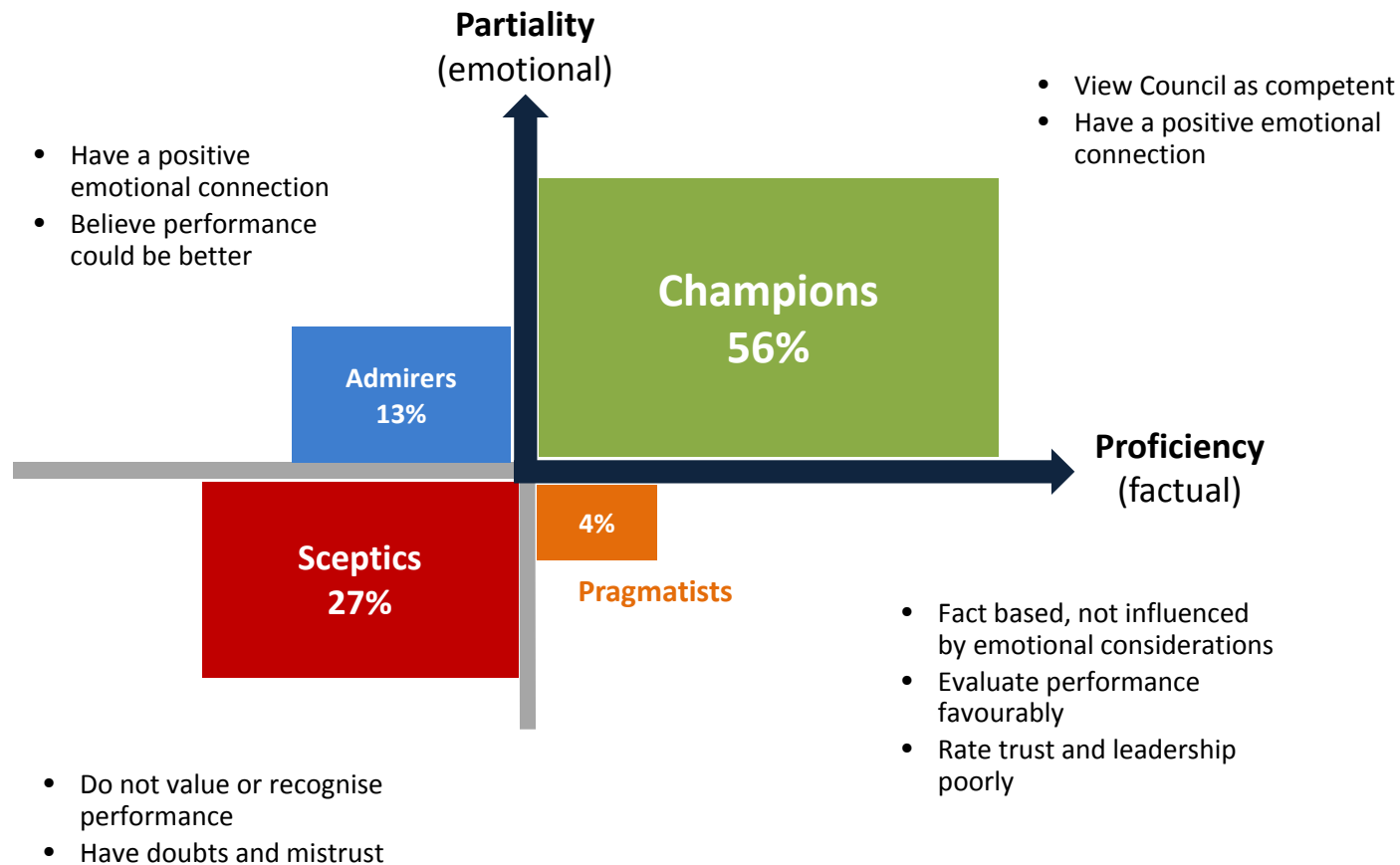


**NOTES:**

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 search between -50 and +150 to improve granularity for the purpose of benchmarking

Porirua City Council has a high proportion of 'Champions' with 56% of residents believing that Council is doing a good job and have a positive emotional connection

### Reputation profile



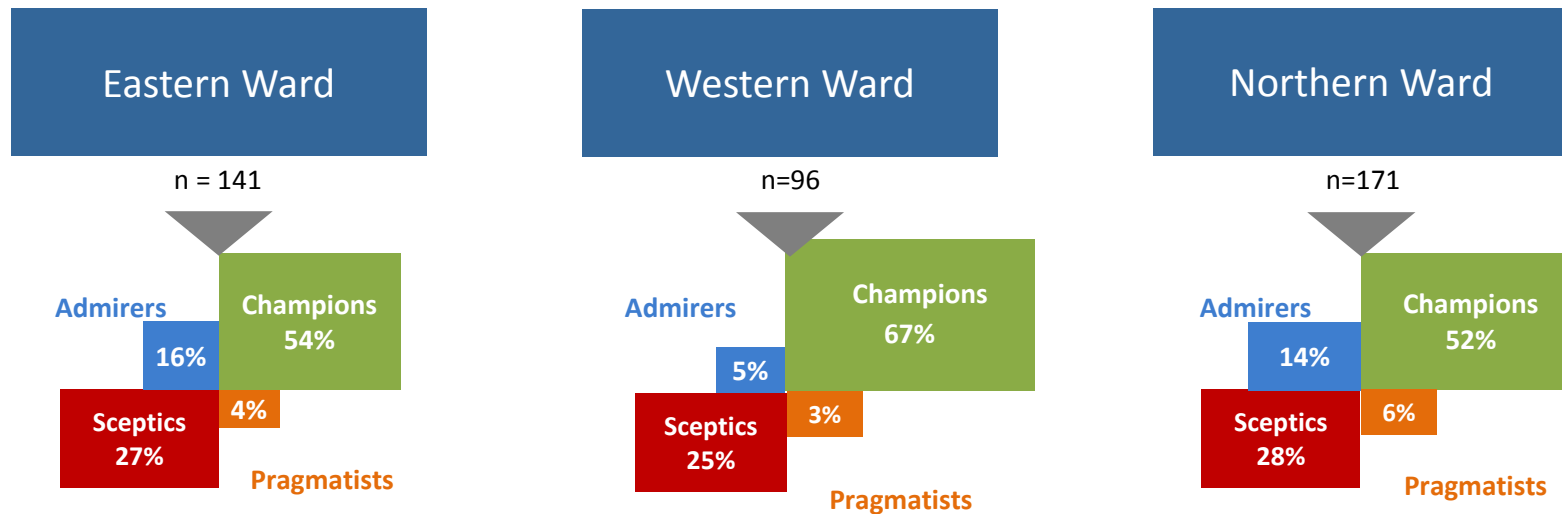
NOTES:

1. Sample: n= 408
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



There is a higher proportion of 'Admirers' in the Eastern Ward where those in the Western Ward are more likely to be 'Champions' recognising the Council

### Reputation profile: Wards



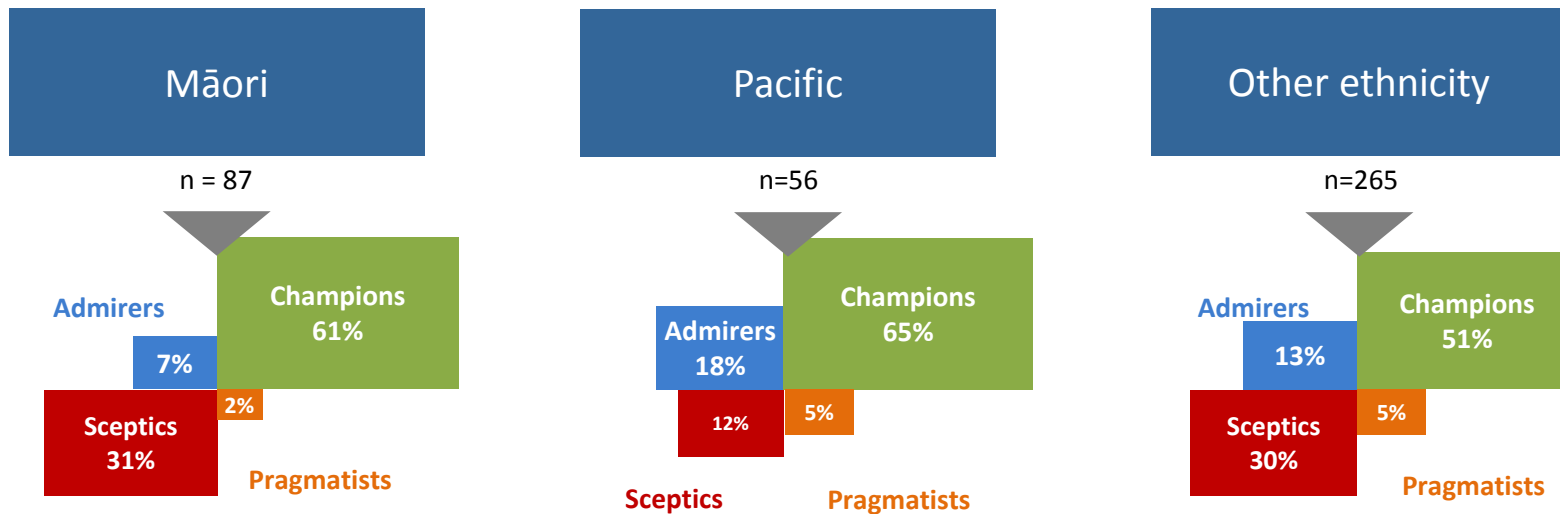
Admirers	16%	5%	14%
Champions	54%	67%	52%
Pragmatists	4%	3%	6%
Sceptics	27%	25%	28%

NOTES:

1. Sample: n=
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

Pacific people appear less likely than others to be sceptical and of note, both Māori and Pacific people are more likely to be classified as 'Champions' relative to other ethnicities

### Reputation profile: Wards



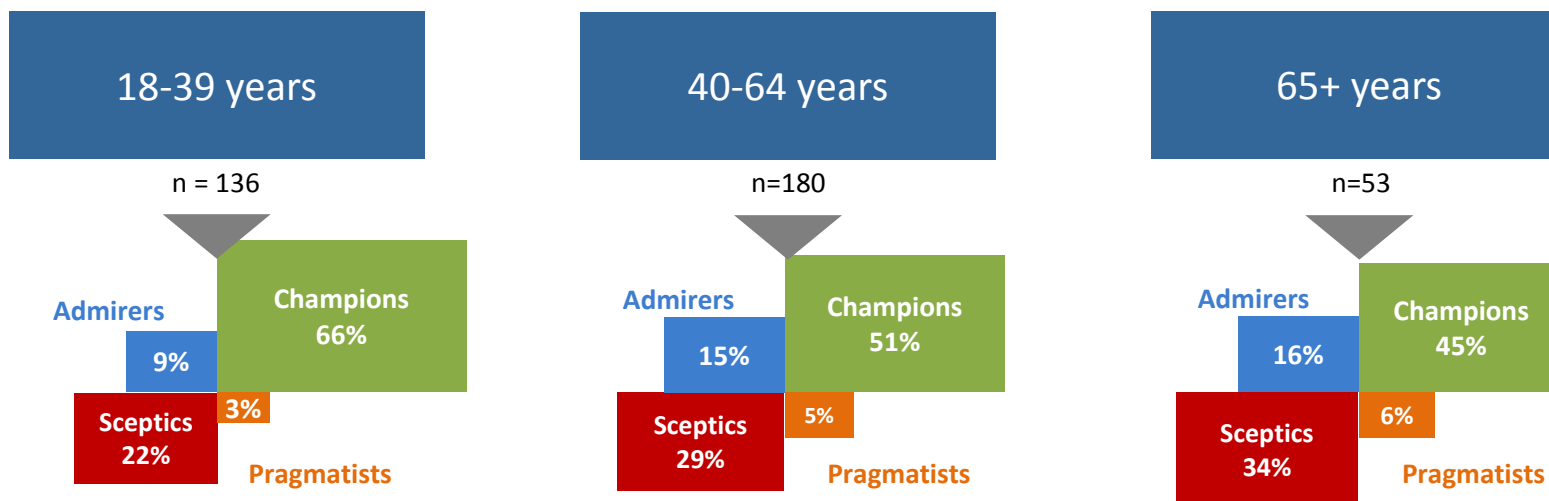
Admirers	7%	18%	13%
Champions	61%	64%	51%
Pragmatists	2%	5%	5%
Sceptics	31%	12%	30%

NOTES:

1. Sample: n=
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

Younger people are considerably more likely to be ‘Champions’ where older age groups show an increasing level of scepticism

**Reputation profile: Wards**



Admirers	9%	15%	16%
Champions	66%	51%	45%
Pragmatists	3%	5%	6%
Sceptics	22%	29%	34%

NOTES:

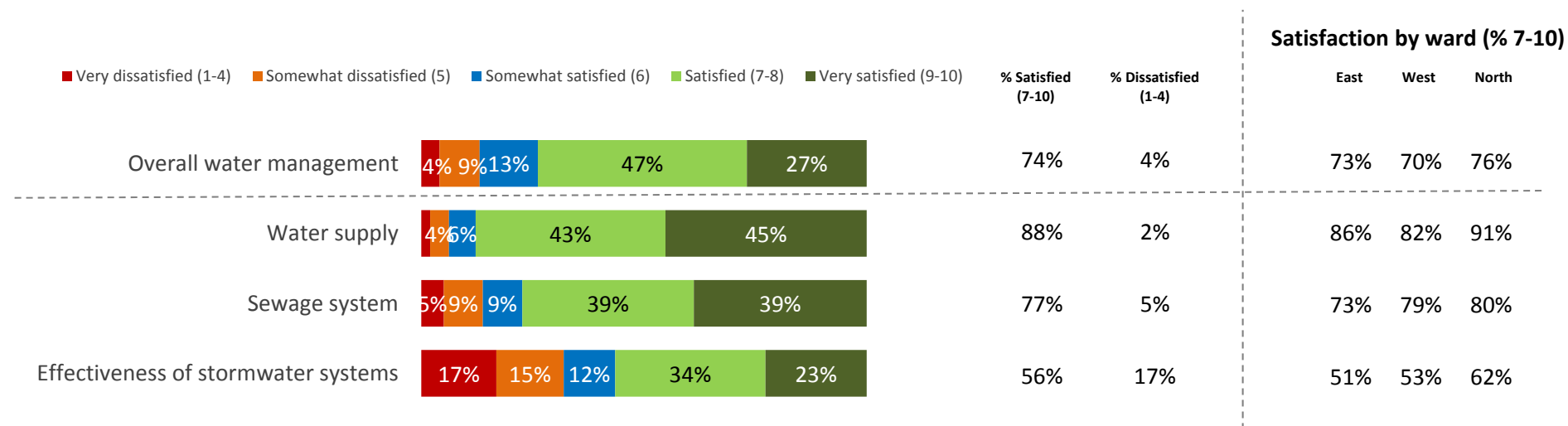
1. Sample: n=
2. Segments have been determined using the results from a set of five overall level questions
3. REP1 vision and leadership, REP2 trust, REP3 financial management, REP4 quality of deliverables, REP5 overall reputation



## Satisfaction with Infrastructure

Residents are particularly satisfied with the quality of the water supply and the sewerage system but are less satisfied with the effectiveness of the stormwater systems

## Water management



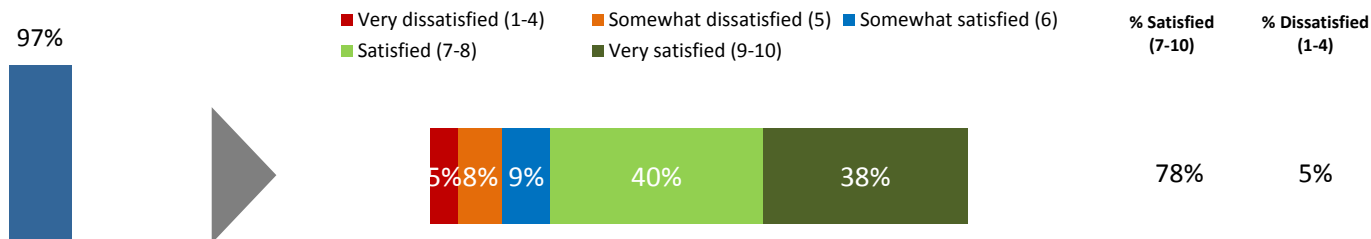
NOTES:

1. Sample: n=408
2. TW2: How satisfied are you with the city's water supply?
3. TW4: How satisfied are you with the city's sewerage 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 sewerage system and most are satisfied or very satisfied with the system

### Water management: Sewage system

#### Connected to city sewage



#### Satisfaction by ward (% 7-10)

	East	West	North
% Satisfied (7-10)	72%	81%	80%

#### Not connected to city sewage



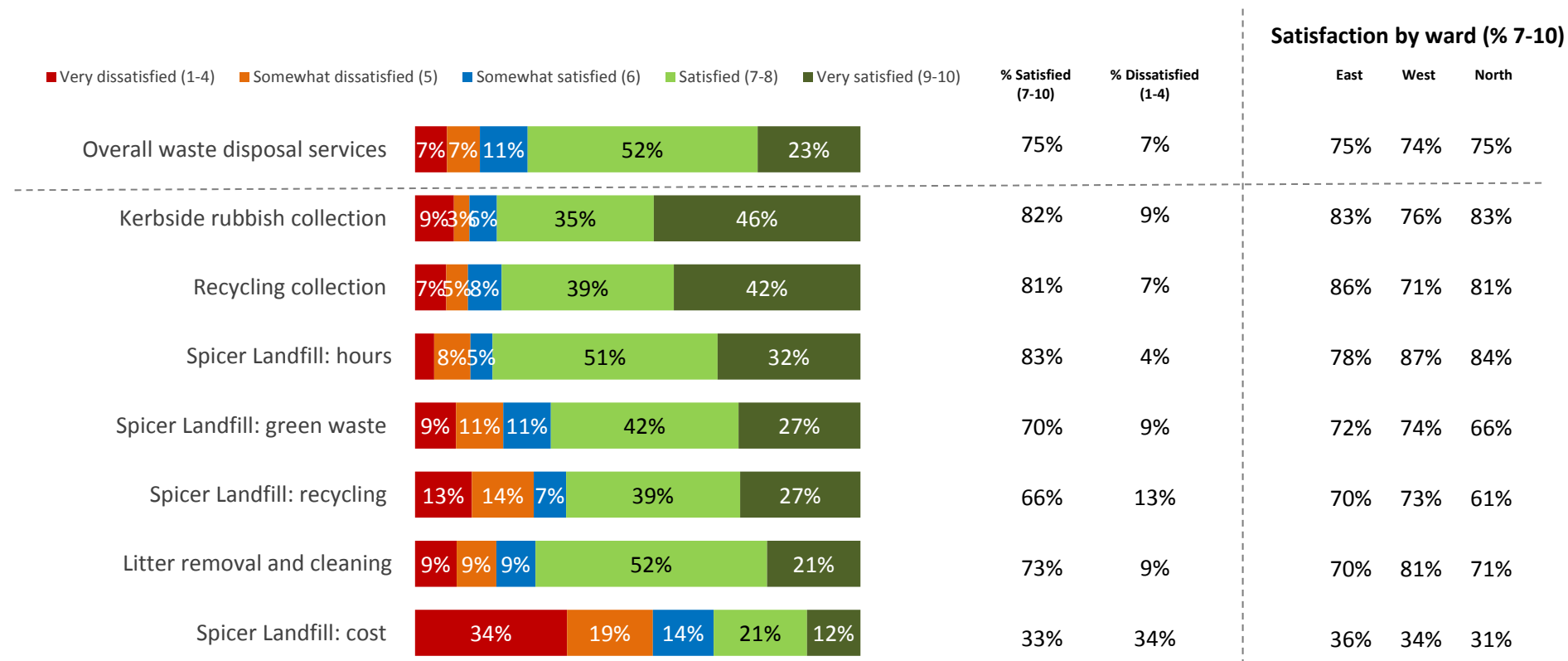
	East	West	North
% Satisfied (7-10)	100%	100%	40%

NOTES:

1. Sample: n=408; Connected to city sewage n=400, Not connected n=5
2. TW3: Which of the following best describes the sewerage system that your property is connected to?
3. TW4: How satisfied are you with the city's sewerage system?

## The kerbside rubbish and recycling services are evaluated highly, however there is a lower level of satisfaction in relation to the Spicer Landfill

### Waste and rubbish disposal

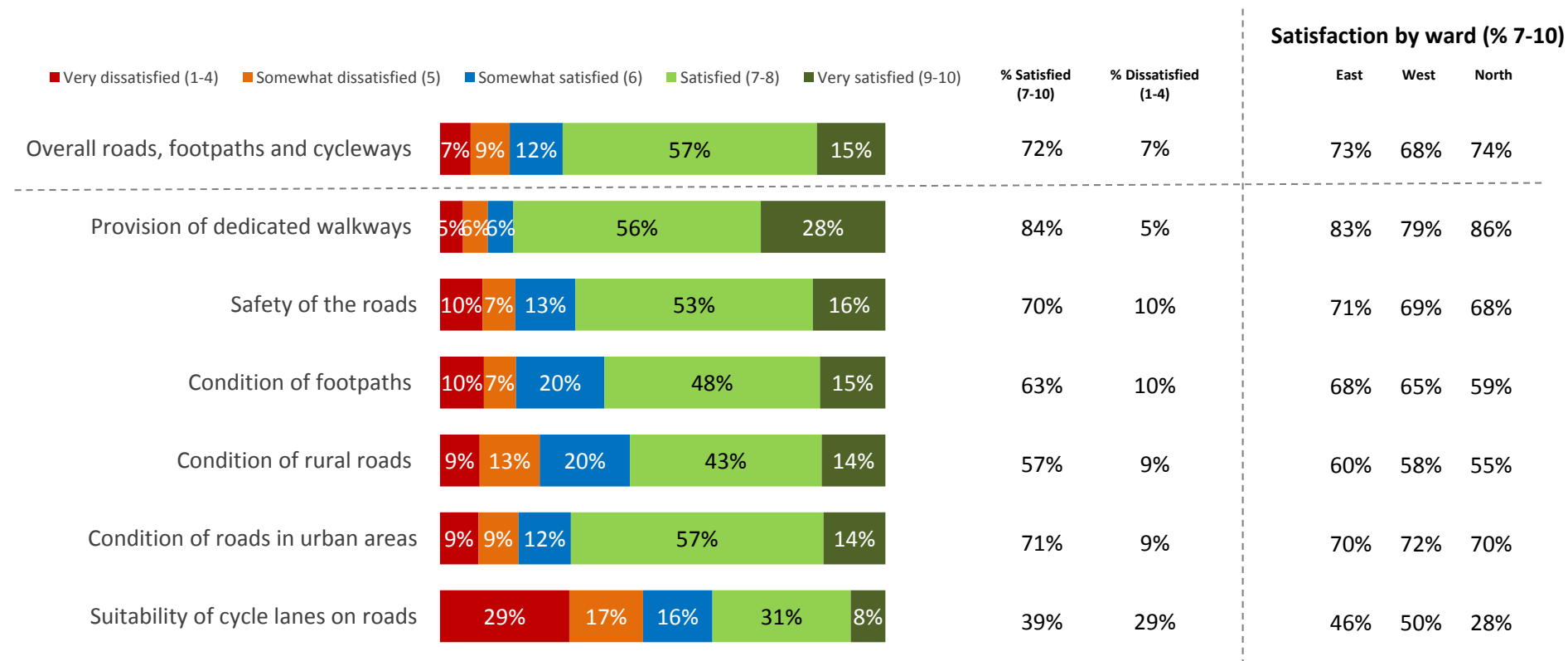


NOTES:

1. Sample: n=408
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?

Dedicated walkways are evaluated positively, however some aspects of roading are a source of dissatisfaction; the condition of footpaths, rural roads and provision of cycle lanes

### Roads, footpaths and cycleways



NOTES:

1. Sample: n=408

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?

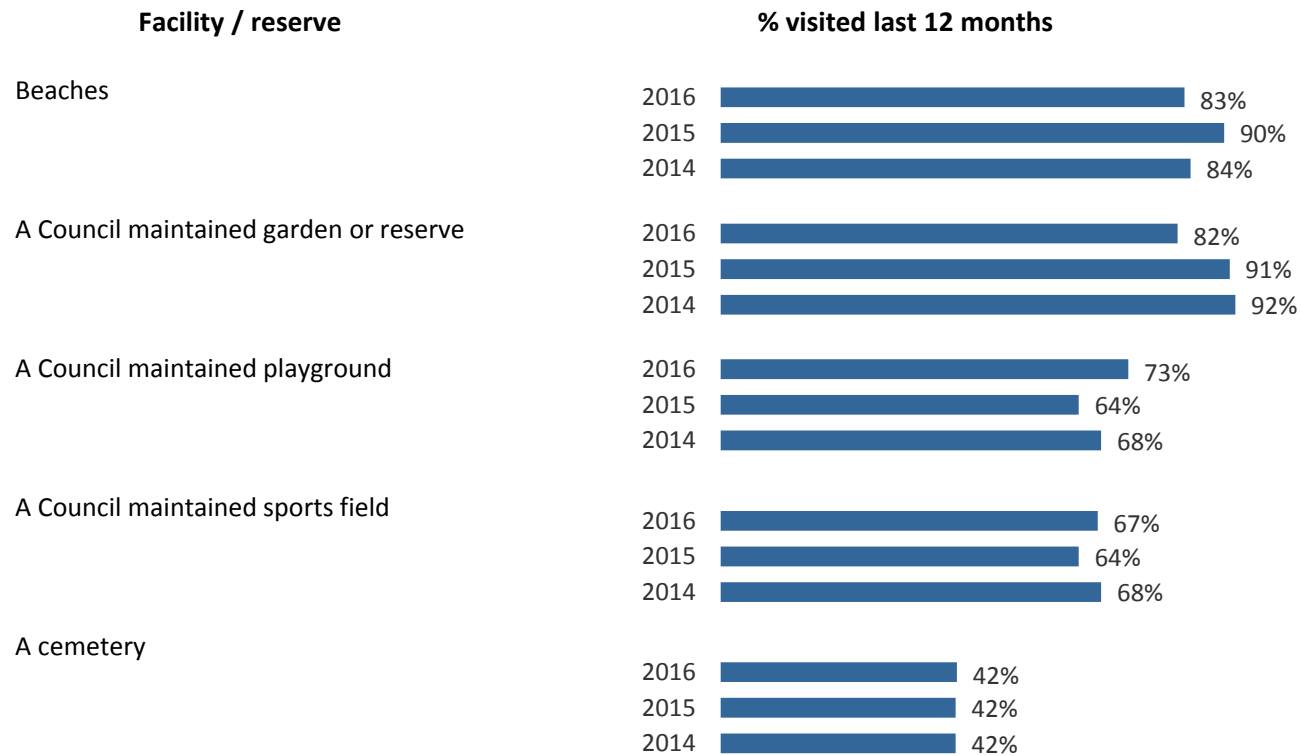




## Satisfaction with public facilities

Visitation of parks, reserves and other open spaces remains high and in line with the findings in prior years

### Parks, reserves and open spaces: visitation



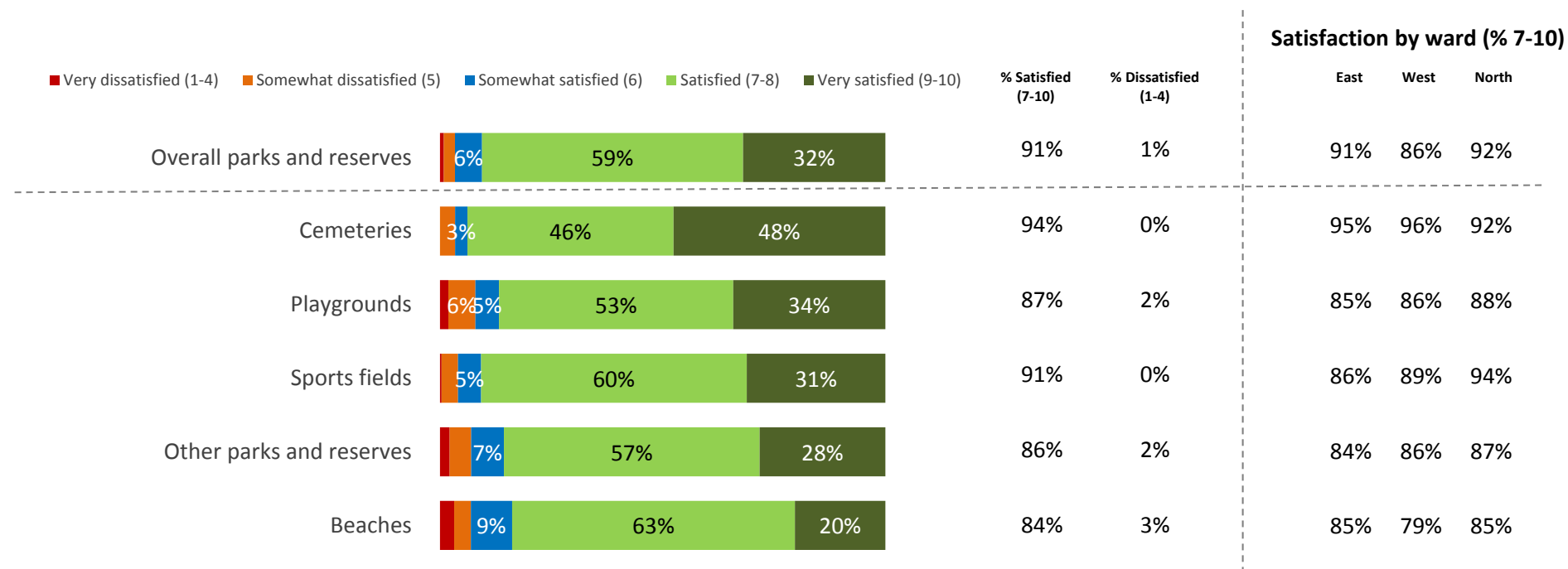
NOTES:

1. Sample: n=408

2. CF1: Which of the following facilities have you visited in the last year?

Residents are generally very satisfied with how Council is maintaining its parks, reserves and other open spaces and of note, very few are dissatisfied

### Parks, reserves and open spaces



NOTES:

1. Sample: n=408

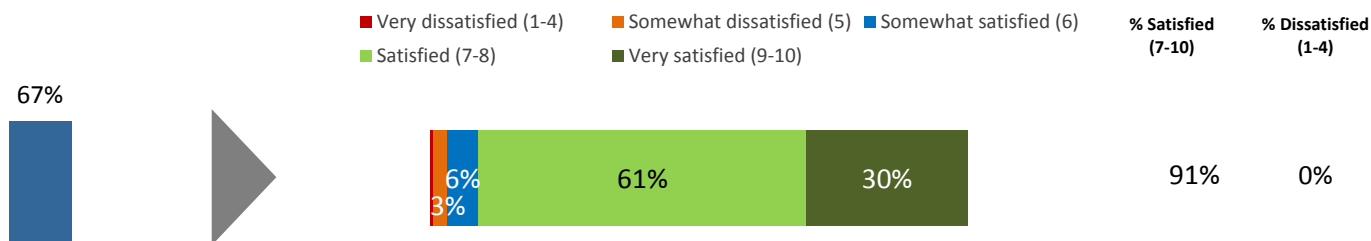
2. PR2: Still using the 1 to 10 scale where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your satisfaction with Council's performance in maintaining its...?

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 is equally high among both users and non-users

### Parks and reserves: Sports fields

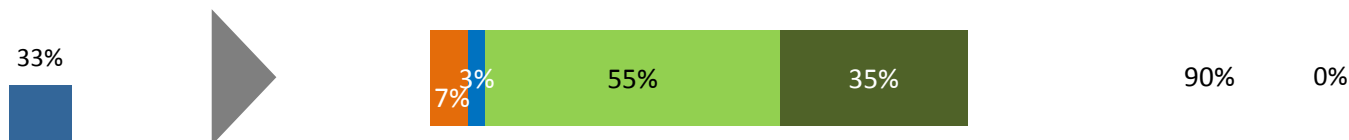
#### Visited in last 12 months



#### Satisfaction by ward (% 7-10)

	East	West	North
Visited in last 12 months	87%	87%	96%

#### Not visited in last 12 months



	East	West	North
Not visited in last 12 months	85%	97%	90%

NOTES:

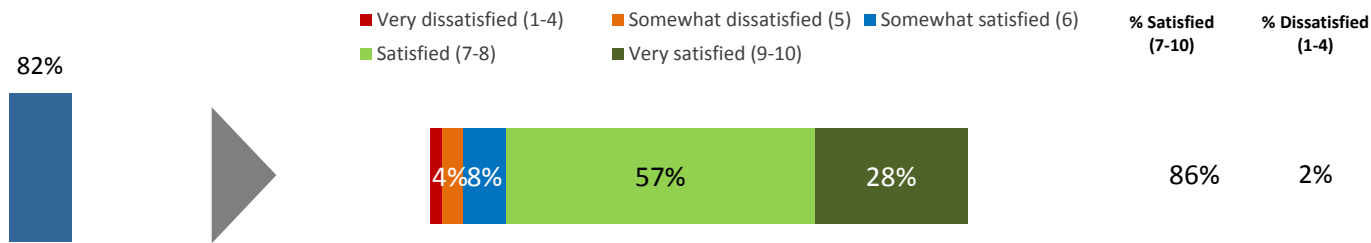
1. Sample: n=408 , visited n=274 , not visited n=134

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 (82%) and almost all (85%) are either satisfied or very satisfied with Council's performance

### Parks and reserves: Other parks and reserves

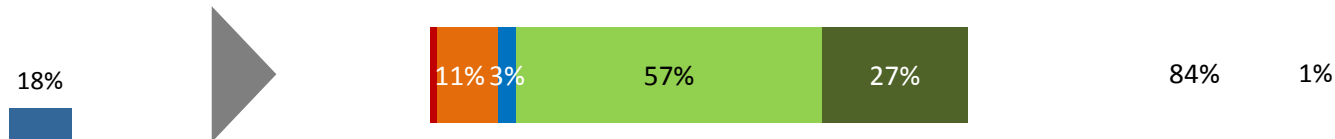
#### Visited in last 12 months



#### Satisfaction by ward (% 7-10)

	East	West	North
Visited in last 12 months	84%	88%	86%

#### Not visited in last 12 months



	East	West	North
Not visited in last 12 months	82%	67%	90%

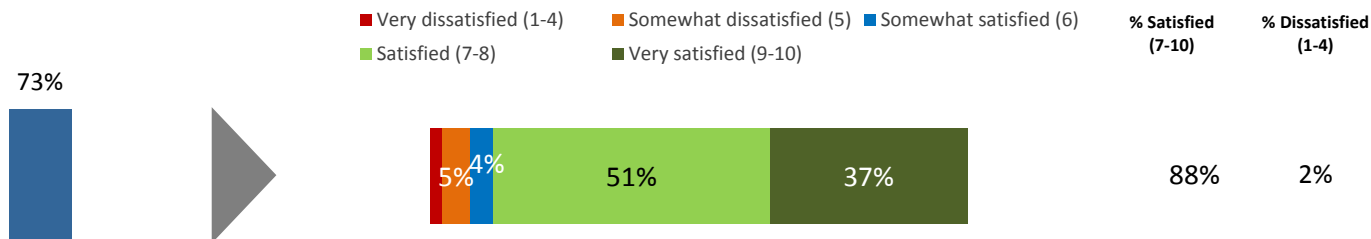
NOTES:

1. Sample: n=408 , visited n=336 , not visited n=72

Overall, 73% of residents have visited a Council maintained playground in the last year and almost all are satisfied or very satisfied with the facilities provided (88%)

### Parks and reserves: Playgrounds

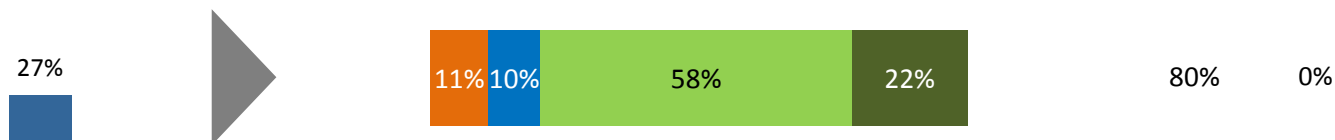
#### Visited in last 12 months



#### Satisfaction by ward (% 7-10)

	East	West	North
Visited in last 12 months	86%	86%	91%

#### Not visited in last 12 months



Not visited in last 12 months	78%	82%	79%
-------------------------------	-----	-----	-----

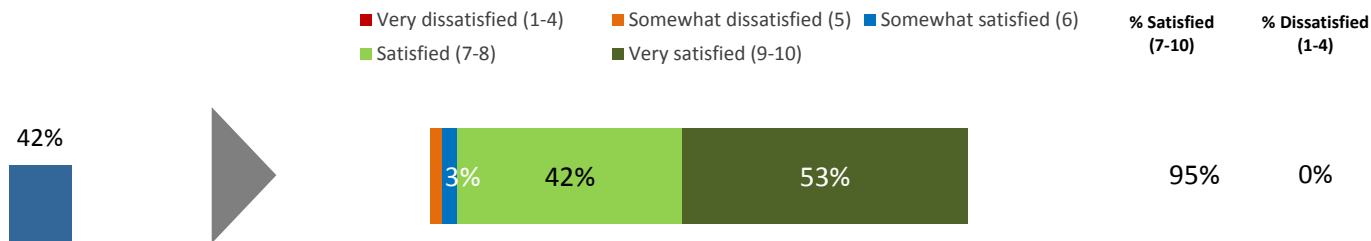
NOTES:

1. Sample: n=408 , visited n=289 , not visited n=119

Visitation of cemeteries is low relative to other outdoor spaces (42% visited in the last year) and among this group over half are very satisfied (53%)

### Parks and reserves: Cemeteries

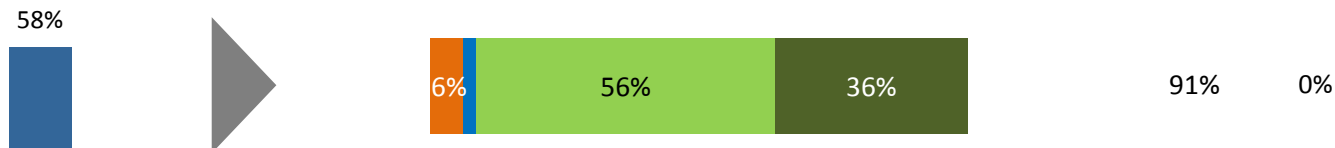
#### Visited in last 12 months



#### Satisfaction by ward (% 7-10)

	East	West	North
Visited in last 12 months	96%	98%	92%

#### Not visited in last 12 months



Not visited in last 12 months	92%	91%	91%
-------------------------------	-----	-----	-----

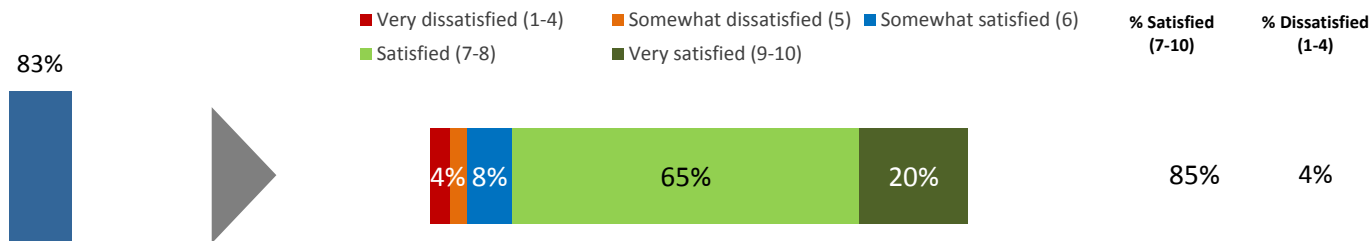
NOTES:

1. Sample: n=408 , visited n=182 , not visited n=226

Those who have visited a beach in the past year are slightly more satisfied with how Council is maintaining these facilities relative to those who haven't visited; 85% satisfied versus 76%

### Parks and reserves: Beaches

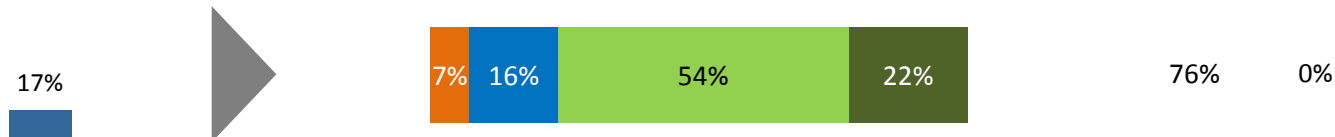
#### Visited in last 12 months



#### Satisfaction by ward (% 7-10)

	East	West	North
Visited in last 12 months	86%	82%	85%
Not visited in last 12 months	74%	63%	84%

#### Not visited in last 12 months



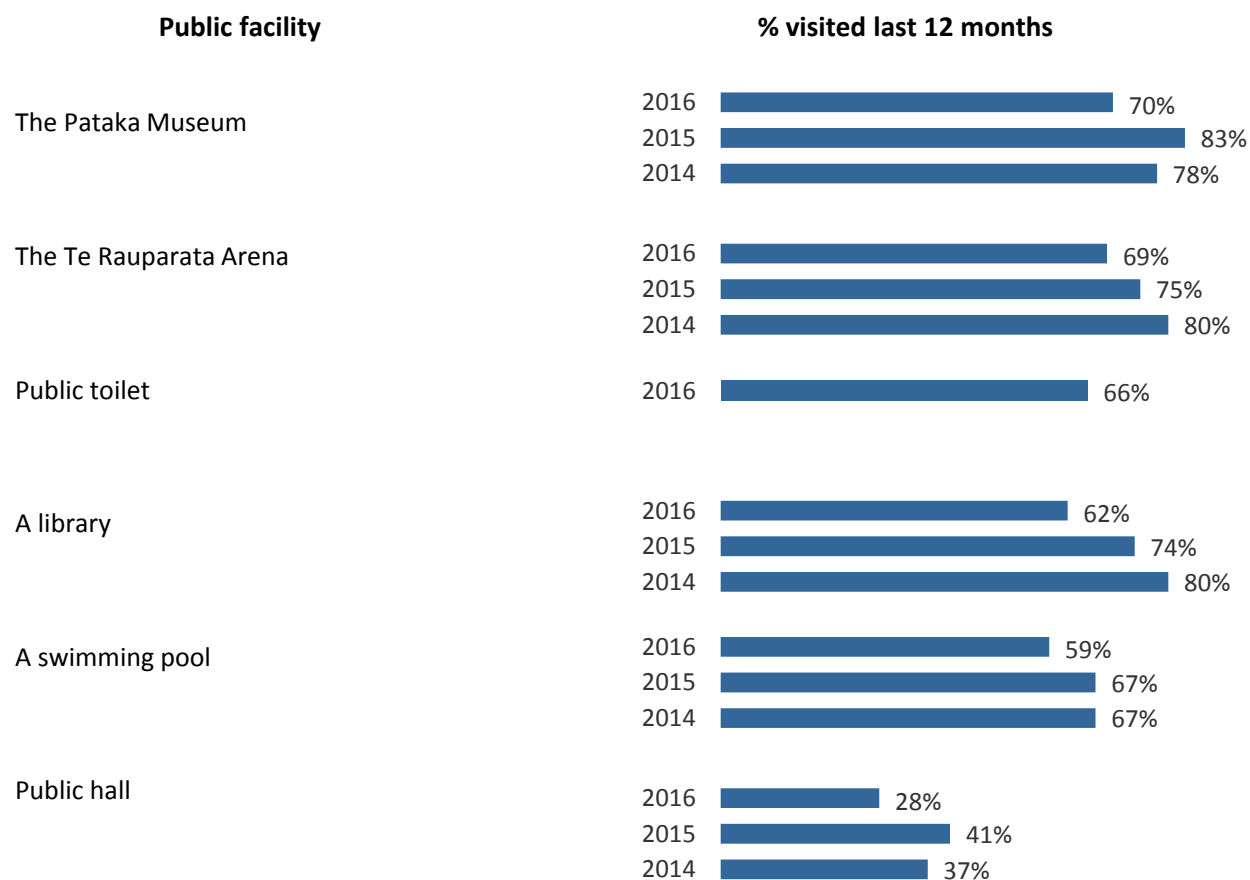
Not visited in last 12 months	74%	63%	84%
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NOTES:  
1. Sample: n=408 , visited n=342 , not visited n=66



Use of public facilities indicates a decline relative to past years and of note there appears to be a declining trend in relation to use of the libraries; 62% down from 80% in 2014

## Public facilities: Utilisation

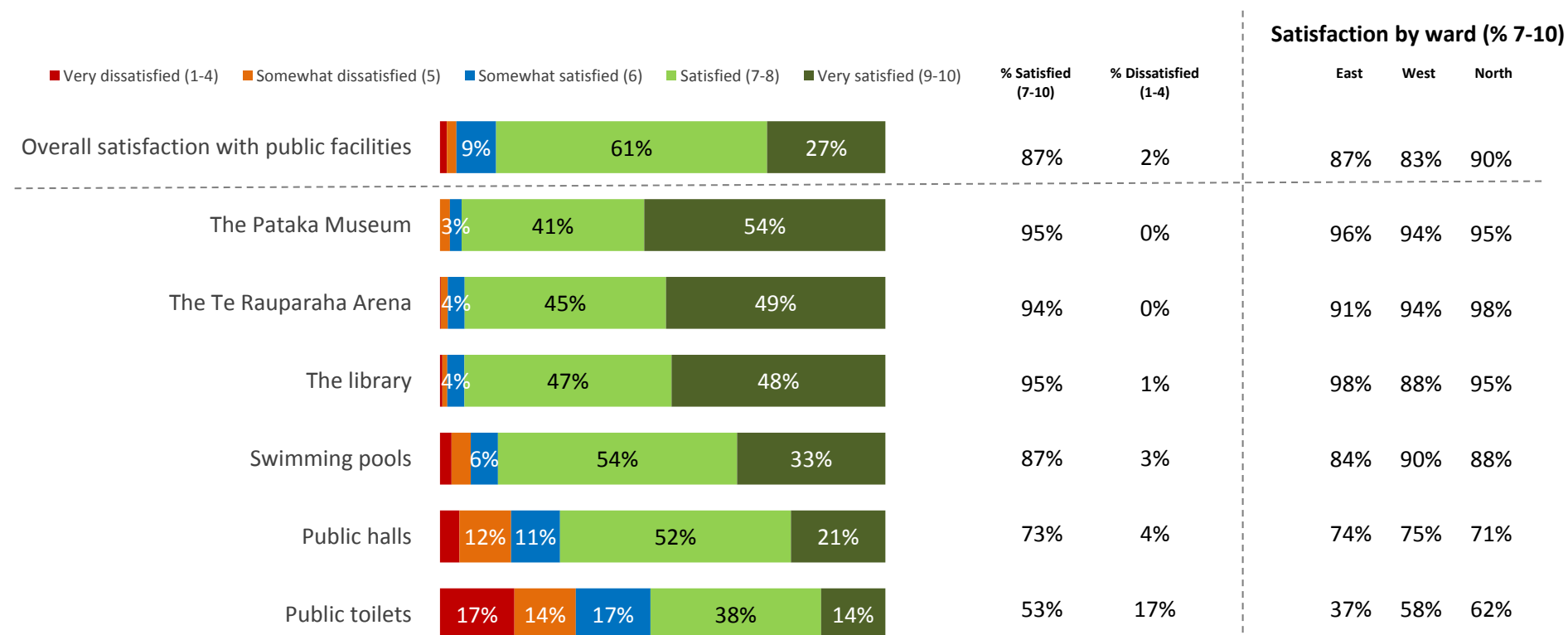


NOTES:

1. Sample: n=408

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

### Council facilities



NOTES:

1. Sample: n=408

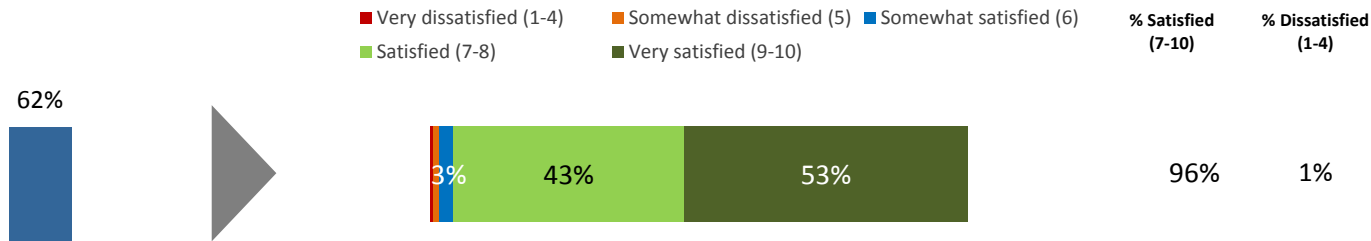
2. CF4: How would you rate your overall satisfaction with each of the following facilities?

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?

Residents who are using the libraries are more satisfied than non-users; 53% very satisfied versus 31% of non users

### Public facilities: Libraries

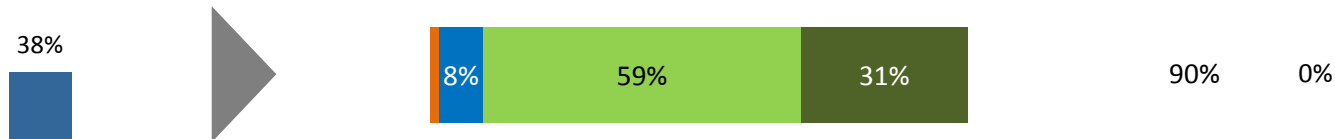
#### Visited in last 12 months



#### Satisfaction by ward (% 7-10)

	East	West	North
Visited in last 12 months	98%	90%	97%

#### Not visited in last 12 months



Not visited in last 12 months	100%	80%	89%
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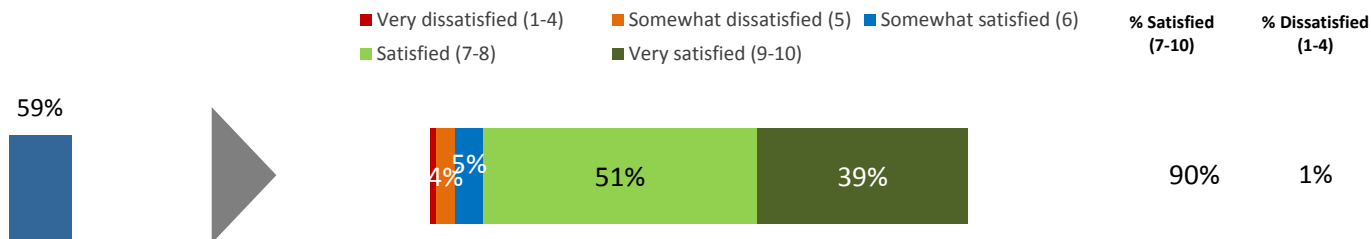
NOTES:

1. Sample: n=408 , visited n=272, not visited n=136
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; 39% very satisfied versus 17% of non-users

### Public facilities: Swimming pools

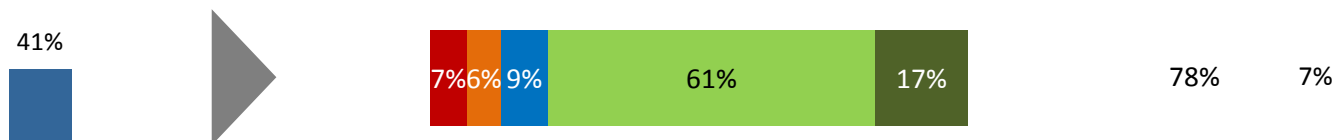
#### Visited in last 12 months



#### Satisfaction by ward (% 7-10)

	East	West	North
Visited in last 12 months	84%	91%	95%

#### Not visited in last 12 months



Not visited in last 12 months	85%	82%	72%
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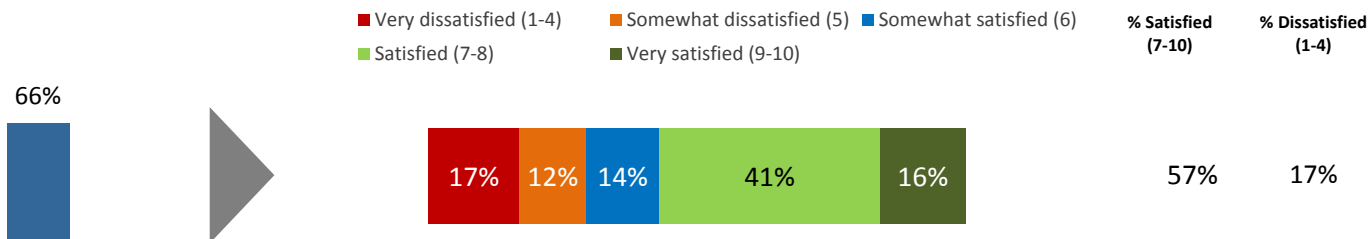
NOTES:

1. Sample: n=408, visited n=235, not visited n=173

Two thirds of residents have used a public toilet in the last year and almost a third (29%) are dissatisfied to some extent which compares with 37% of non-users being dissatisfied

### Public facilities: Public toilets

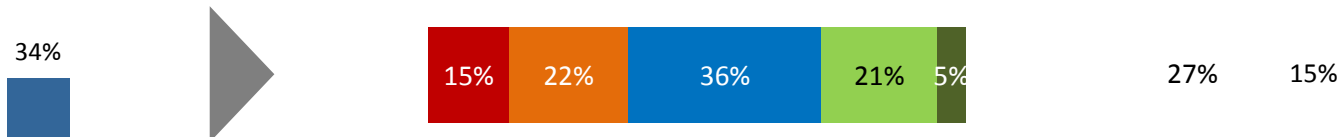
#### Visited in last 12 months



#### Satisfaction by ward (% 7-10)

	East	West	North
Visited in last 12 months	40%	62%	67%

#### Not visited in last 12 months



Not visited in last 12 months	20%	35%	26%
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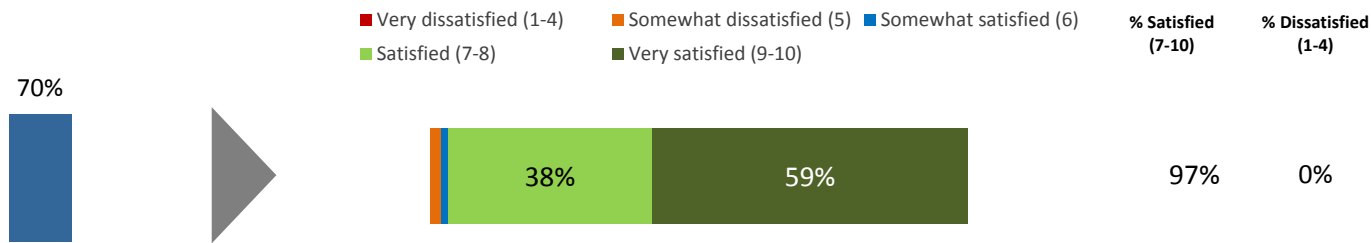
NOTES:

1. Sample: n=408, visited n=252, not visited n=156

Those who have visited the Pataka Museum do have a more favourable view of the facility relative to those who have not visited in the last year; 59% very satisfied versus 30%

### Public facilities: The Pataka Museum

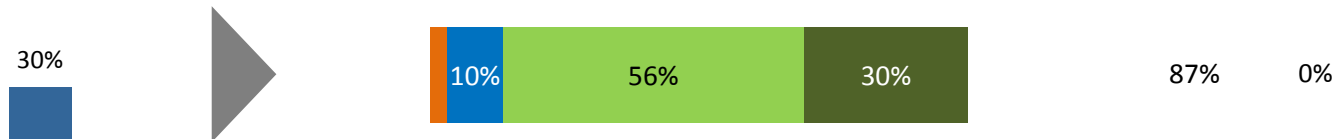
#### Visited in last 12 months



#### Satisfaction by ward (% 7-10)

	East	West	North
Visited in last 12 months	96%	95%	98%

#### Not visited in last 12 months



Not visited in last 12 months	94%	93%	79%
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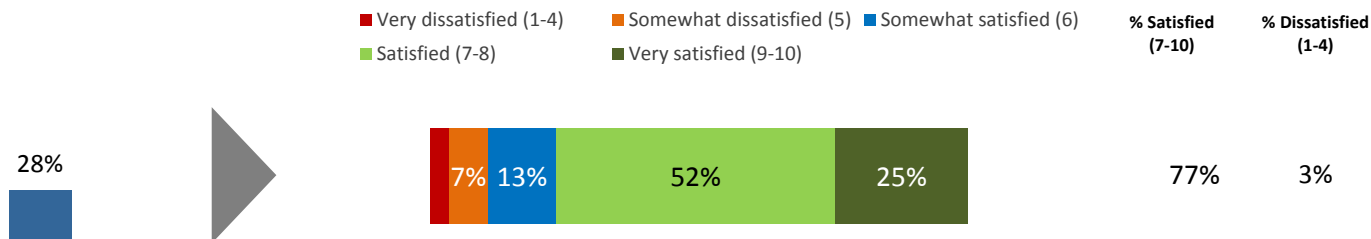
NOTES:

1. Sample: n=408, visited n=297, not visited n=111

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

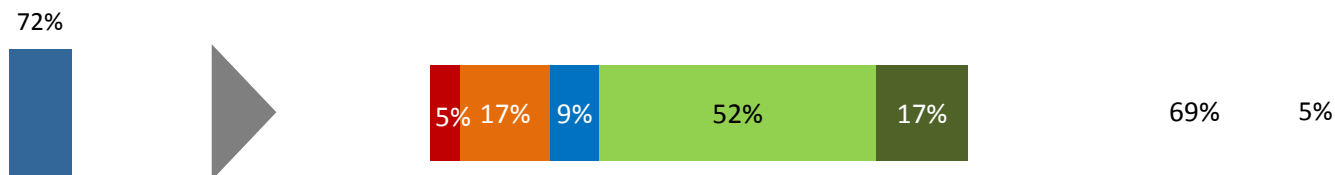
#### Visited in last 12 months



#### Satisfaction by ward (% 7-10)

	East	West	North
7-10	72%	80%	78%

#### Not visited in last 12 months



	East	West	North
7-10	77%	64%	63%

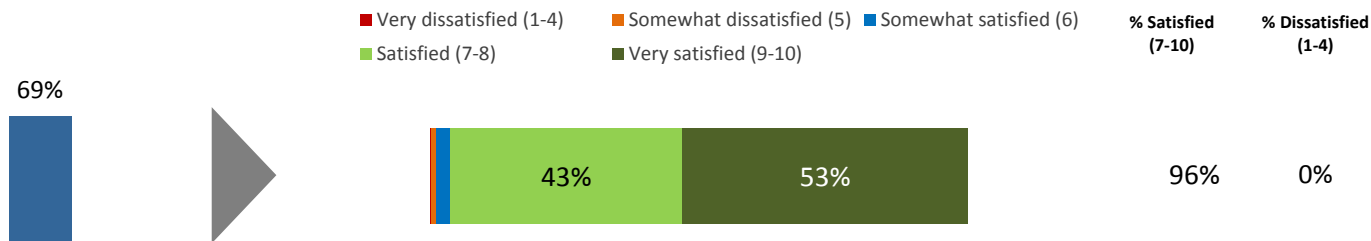
NOTES:

1. Sample: n=408, visited n=121, not visited n=287

Those who have visited the Te Rauparaha Arena in the last year are more highly satisfied with the facility relative to non-users; 53% very satisfied versus 28%

### Public facilities: The Te Rauparaha Arena

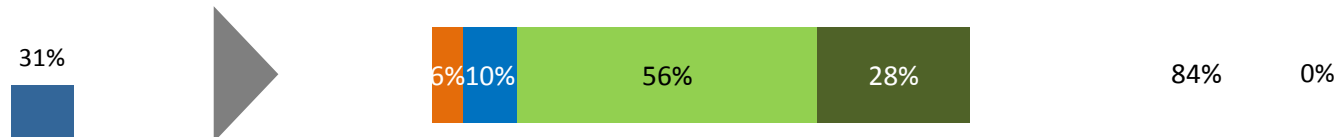
#### Visited in last 12 months



#### Satisfaction by ward (% 7-10)

	East	West	North
Visited in last 12 months	94%	95%	99%

#### Not visited in last 12 months



Not visited in last 12 months	71%	79%	93%
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NOTES:

1. Sample: n=408, visited n=282, not visited n=126



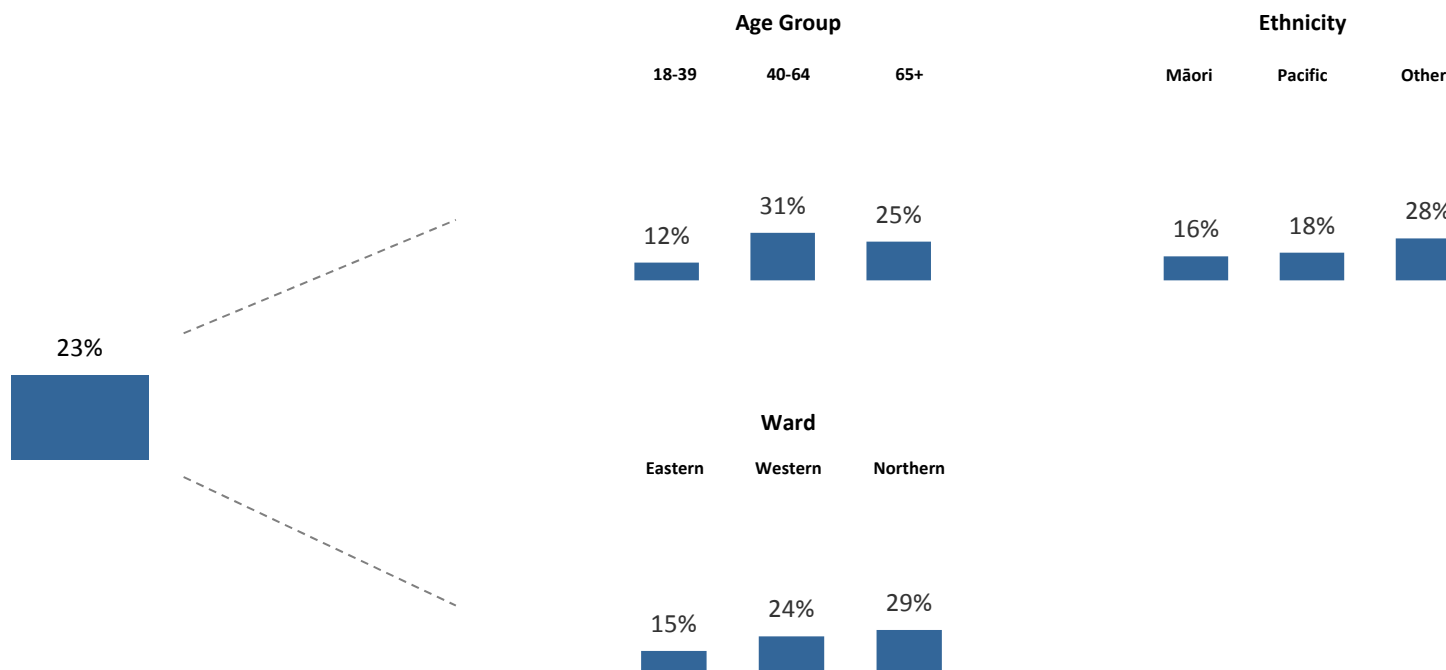


## Satisfaction with interactions

Almost a quarter 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: Enquires, requests for services and complaints

Proportion of residents in each group lodging a request

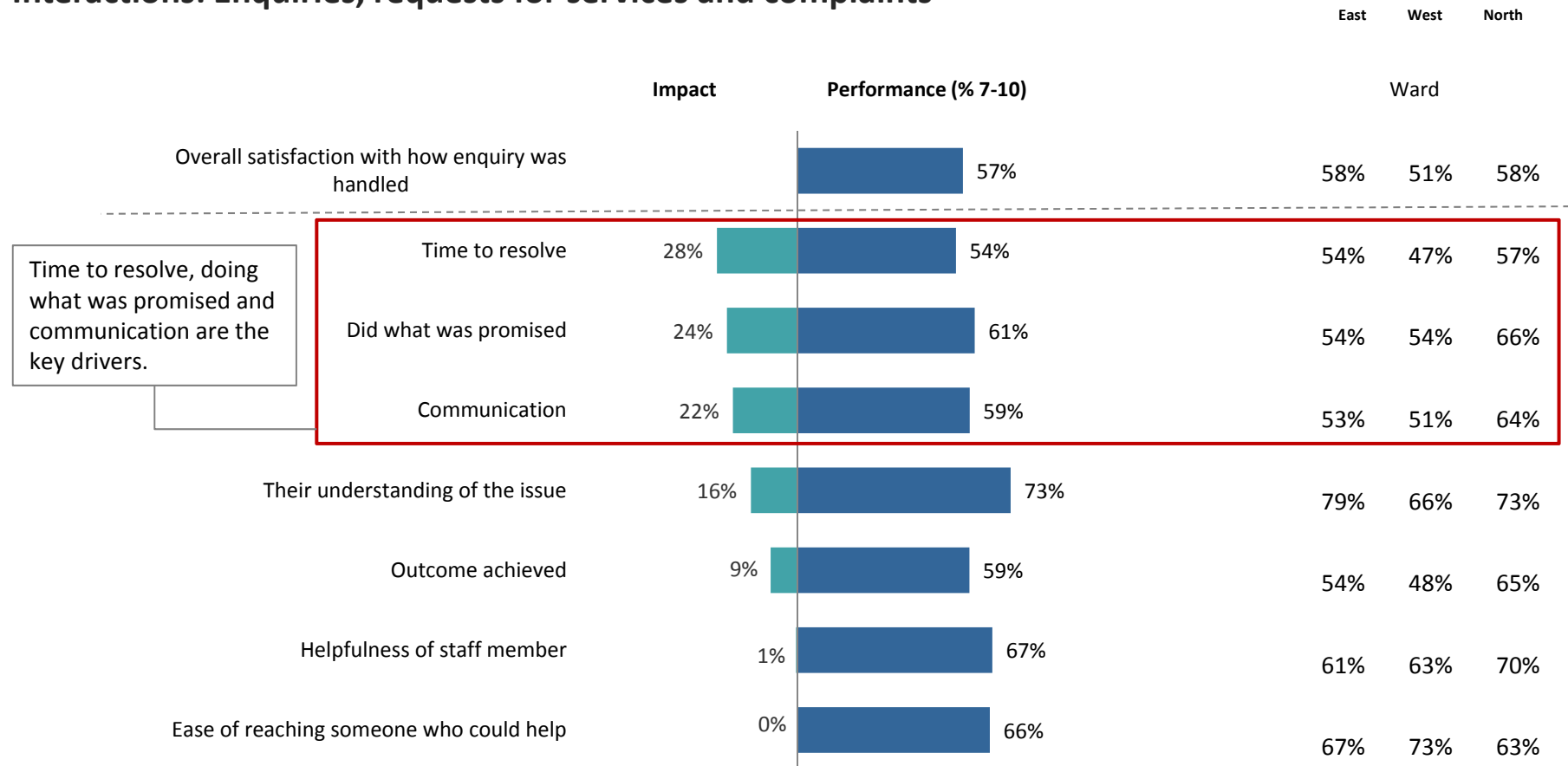


NOTES:

1. Sample: n=408
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 time taken to resolve issues, ensuring staff follow through and do what they promise, and how well they communicate will improve the evaluation of interactions

### Interactions: Enquiries, requests for services and complaints



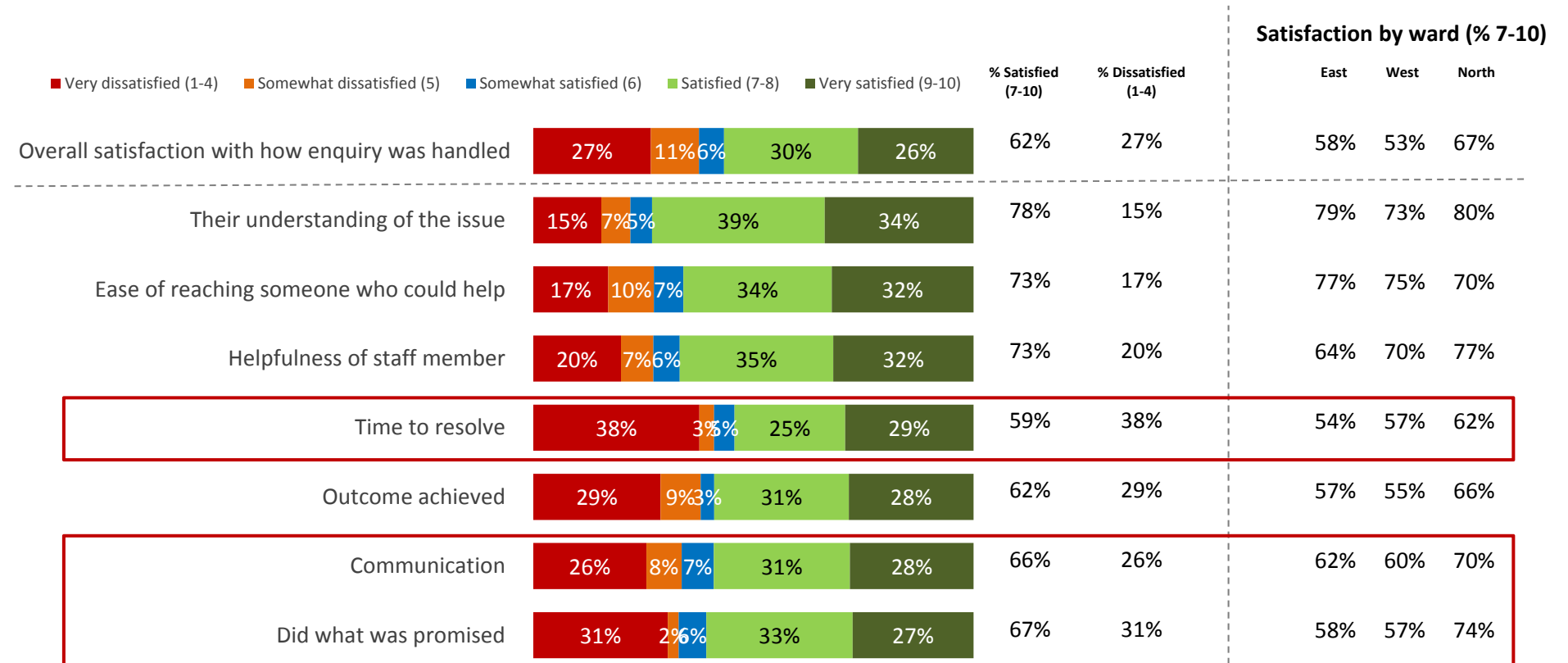
NOTES:

1. Sample: n=408

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 opportunity for satisfaction with interactions to be improved

### Interactions: Enquiries, requests



NOTES:

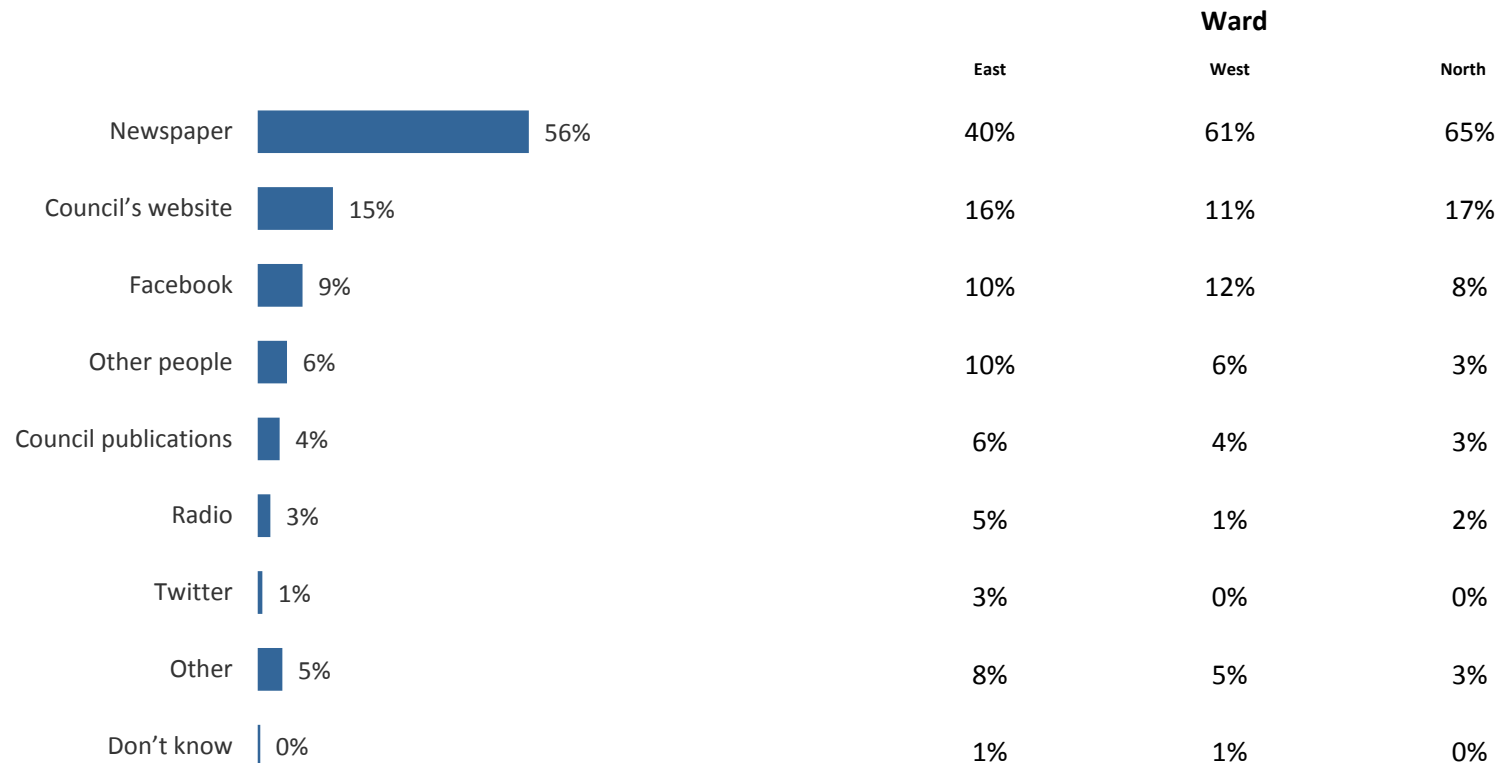
1. Sample: n=408
2. RS3: Thinking back to your most recent request, how would you rate your satisfaction with each of the following?



## Communications

## The majority of residents rely on newspapers to keep them informed about what Council is doing

### Communication: Sources used to keep up to date with Council



NOTES:

1. Sample: n=408
2. CM1: Which of the following do you most rely on for information about the Council?

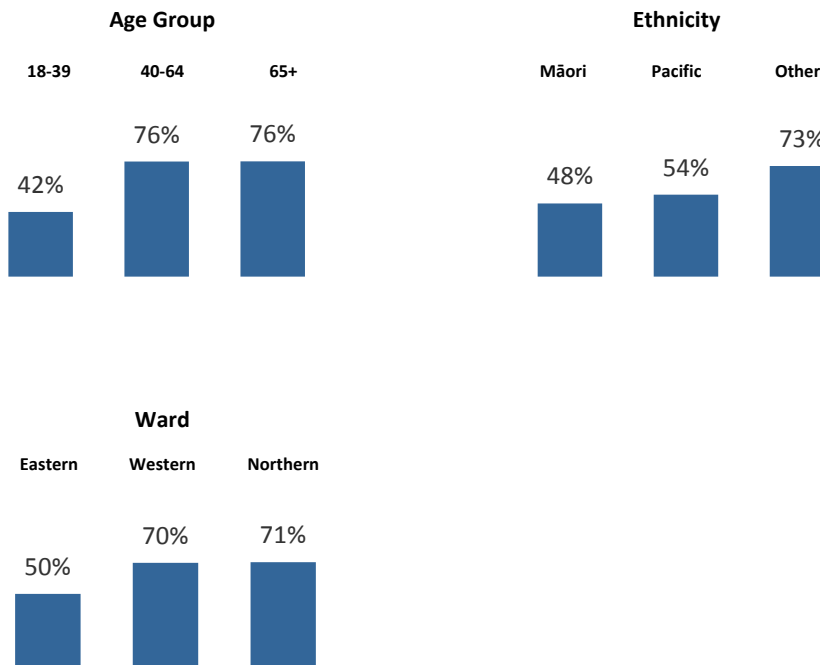
Older residents, Europeans and those in the Western and Eastern Wards are more likely to have read or seen the City Focus in the last year

**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**



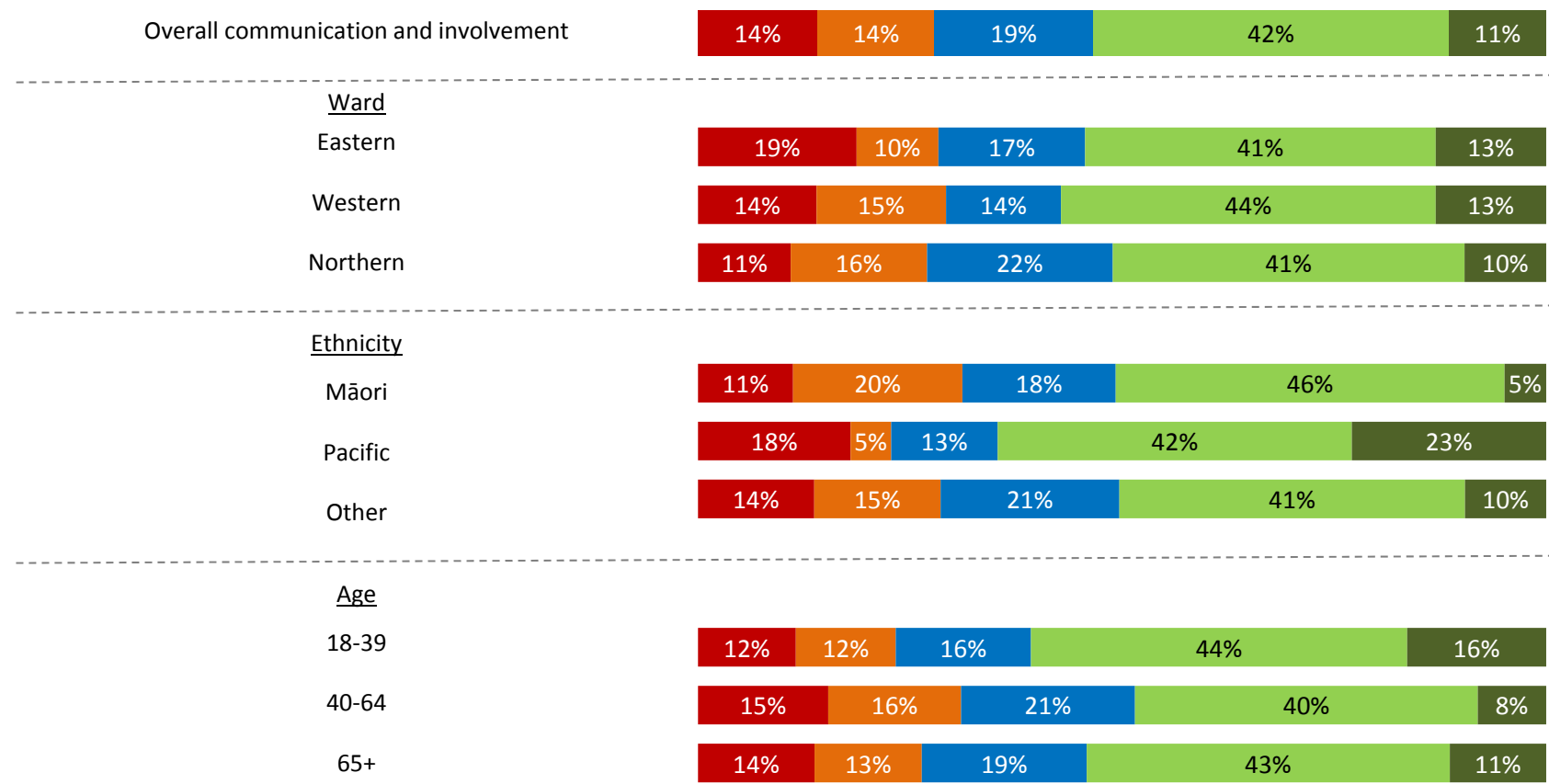
NOTES:

1. Sample: n=408
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?

While residents in the Eastern Ward are less likely to have seen or read the City Focus, they are also the most dissatisfied group in terms of Council keeping residents informed

### Communication: Satisfaction with how well Council keeps residents informed

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



NOTES:  
 1. Sample: n=408  
 2. CM3: How would you rate Council for keeping the public informed and involved in its decision making?

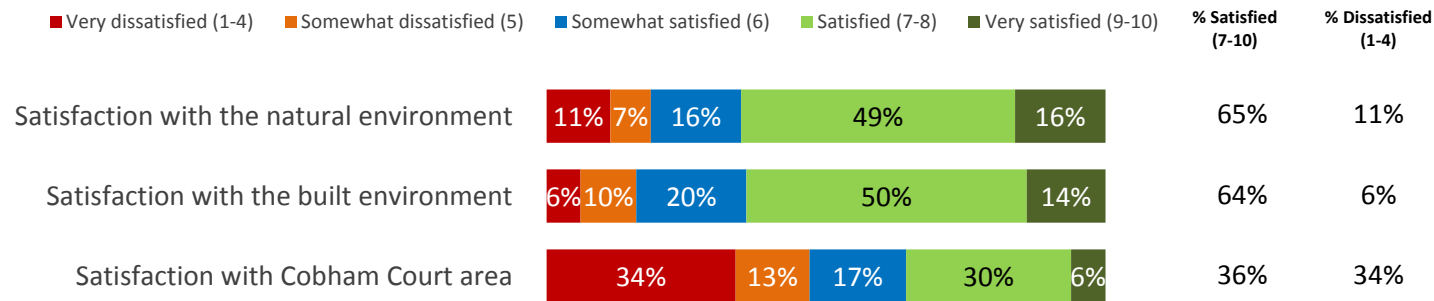




## The Porirua City environment

While residents are mostly satisfied with both the natural and built environment, satisfaction with the Cobham Court area is low with a third (34%) being very dissatisfied

### The natural and built environment



### Satisfaction by ward (% 7-10)

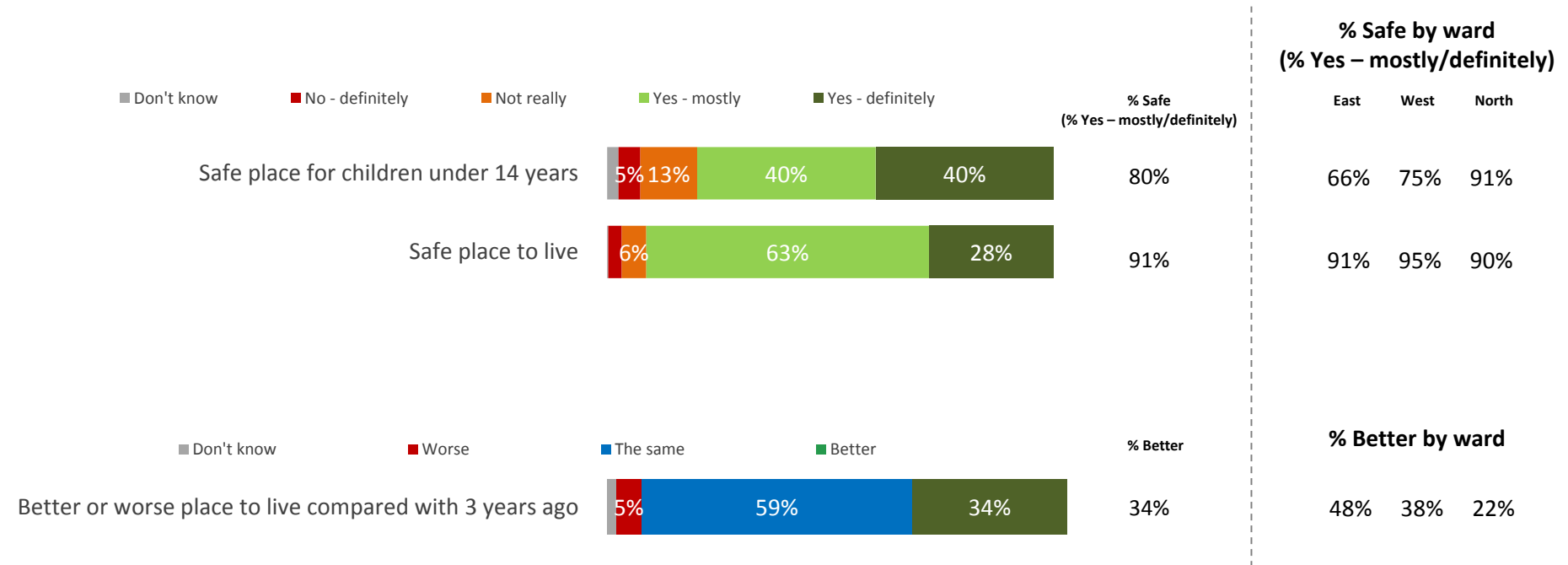
	East	West	North
Satisfaction with the natural environment	63%	69%	65%
Satisfaction with the built environment	65%	65%	64%
Satisfaction with Cobham Court area	42%	40%	29%

NOTES:

1. Sample: n=408
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. NB3: How satisfied are you with the quality of the natural environment including the harbour, coast, wetlands, streams, hills and native bush?

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=408
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 Christmas in the Park are the two most attended events with about half of the population having attended these at some time in the past

### Events attended

		Age Group			Ethnicity			Ward		
		18-39	40-64	65+	Māori	Pacific	Other	East	West	North
The Festival of the Elements on Waitangi Day	 54%	59%	55%	39%	61%	79%	43%	64%	69%	41%
Christmas in the Park	 50%	60%	47%	39%	61%	80%	36%	62%	65%	35%
The Aotea Lagoon Summer Series	 38%	31%	43%	41%	37%	50%	34%	42%	38%	35%
Creekfest	 36%	47%	32%	20%	57%	73%	16%	60%	43%	16%
The Christmas Carnival	 32%	38%	31%	24%	43%	57%	21%	47%	45%	17%
The Children's Day	 18%	22%	17%	13%	26%	27%	12%	24%	22%	12%
The Porirua Grand Traverse	 18%	17%	21%	7%	21%	24%	15%	17%	28%	14%

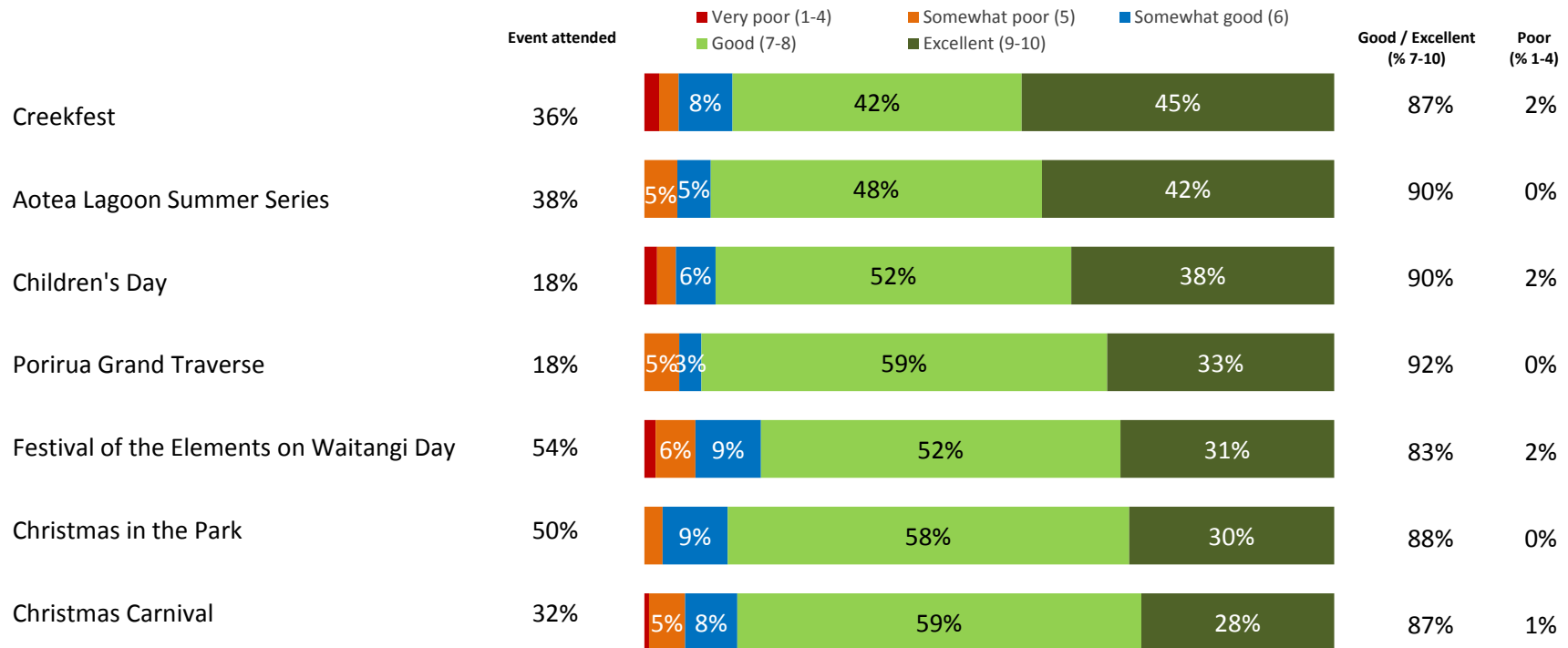
NOTES:

1. Sample: n=408

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 Creekfest, the Aotea Lagoon Summer Series and Children’s Day rate their experience at these events most positively

### Events: Performance

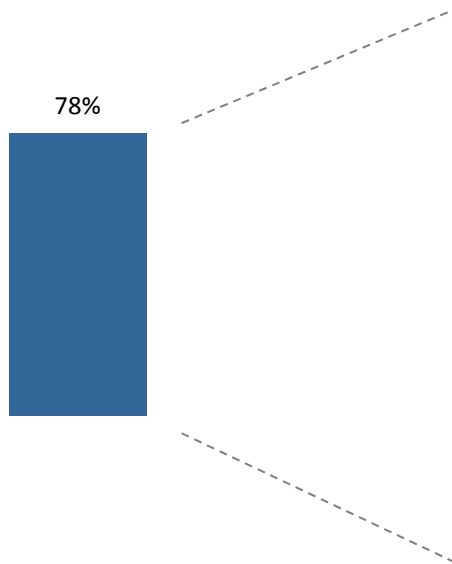


NOTES:  
 1. Sample: n=408  
 2. CE2: Using a 1-10 scale where 1 means 'Very poor' and 10 means 'excellent', how would you rate your experience with...?

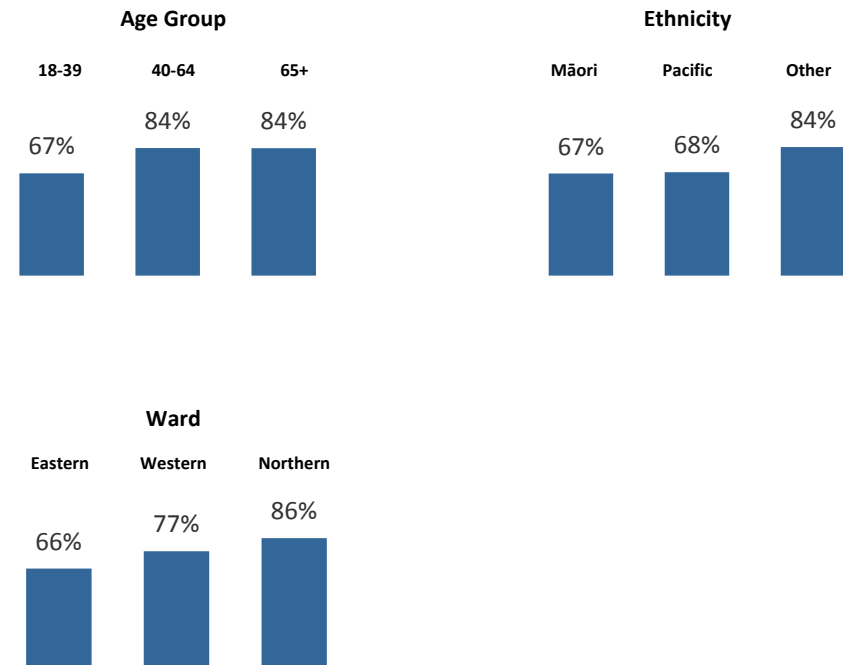
Overall 78% of residents state that they are ready for an emergency however those in younger age groups and in the Eastern Ward are the least prepared

### Civil Defence

Household ready for any emergency



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



NOTES:

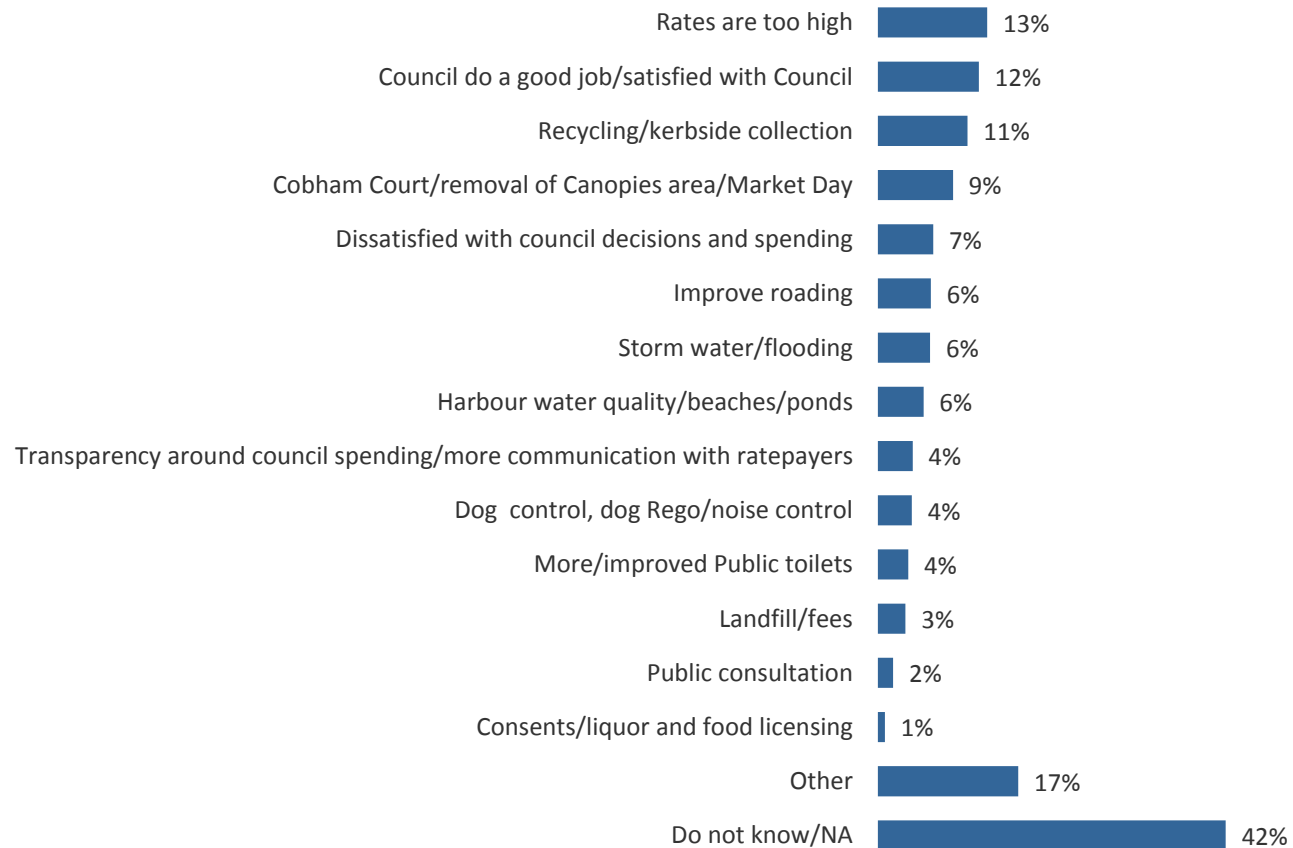
1. Sample: n=408
2. CD1: Is your household ready for any emergency by having stored water, food, survival items and a household emergency plan?



## General comments

About half of residents either had no comment or believe that Council is doing a good job and of those who did comment, most cited issues with rates and / or kerbside collection

### 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

<b>Age</b>	<b>%</b>	<b>Weighted Unweighted</b>		<b>Wards</b>	<b>%</b>	<b>Weighted Unweighted</b>	
18-39	36%	146	82	Eastern	33%	134	141
40-64	49%	200	238	Western	21%	84	96
65+	15%	60	87	Northern	46%	189	171
Refused	0%	2	1				
<b>Ethnicity (Prioritises)</b>	<b>%</b>	<b>Weighted Unweighted</b>		<b>Employment Status</b>	<b>%</b>	<b>Weighted Unweighted</b>	
Māori	20%	83	87	Self employed	11%	44	50
Pacific	20%	83	56	Working full time	43%	174	172
All others	59%	242	265	Working part-time	15%	60	59
				Not in paid work	19%	76	48
				Retired	13%	52	76
				Refused	0%	2	3



## Contact details



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