



New Plymouth District Council

COMMUNITY SURVEY 2022

Research report | June 2022



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Section 1

Summary of findings

Summary of levels of service results: Community Survey 2022

	Top performing services (85%+ satisfaction)		Moderate performing service (between 50% to 84% satisfaction)		Under performing services (less than 50% satisfaction)
	Increase in satisfaction score by 4% or more since last year		Satisfaction score remained same or within 3% of last year		Decrease in satisfaction score by 4% or more since last year

Activity Group	Service/facility	Satisfaction Score Trend since Last Year	New Plymouth District %			Level of Performance	Peer Group Average#
			2022	2021	2020		
Three Waters	Water supply		87%	77%	80%		55%
	Flood protection		51%	61%	72%		
	Stormwater (excluding flood protection)		70%	66%	75%		57%
	Sewerage		83%	72%	75%		69%
Waste	Kerbside rubbish and recycling collection		84%	77%	81%		83%
Roads and footpaths	The overall quality of the roads		61%	66%	79%		56%
	Ability to drive around the District safely		85%	76%	86%		
	Quality and safety of footpaths		79%	77%	82%		57%
	Quality and safety of the cycle network		65%	67%	65%		67%
	Availability of car-parking in the District		61%	52%	76%		48%
Council events	Quality of event venues		86%	84%	84%		
	Quality of events		79%	84%	83%		
Libraries	Puke Ariki Library		78% (95%)*	85% (94%)*	80%		78%
	Other community libraries		55% (94%)*	62% (89%)*	50%		
Museums and art galleries	Museum at Puke Ariki		77%	89%	86%		
	Govett-Brewster Art Gallery/Len Lye Centre		48%	61%	48%		69%
Urban landscape	Maintenance of the quality of the living environment		85%	81%	84%		
	Quality of urban landscapes and streets		91%	87%	92%		

Activity Group	Service/facility	Satisfaction Score Trend since Last Year	New Plymouth District %			Level of Performance	Peer Group Average#
			2022	2021	2020		
Outdoor environment	Access to the natural environment		98%	94%	95%		
	Quality of parks and reserves		95%	95%	96%		85%
	Quality of sports parks		74%	80%	76%		
	Quality of playgrounds		77%	85%	82%		82%
Other services and facilities	Assistance and support to community groups		69%	63%	57%		
	Swimming pools		71%	87%	84%		64%
	The airport		80%	86%	74%		
	Quality of public toilets		73%	77%	76%		65%
	Animal control activities		43%	77%	79%		
Satisfaction with Council performance	The way rates are spent		71%	77%	81%		
	Contact with Council offices		80%	83%	87%		
	Council has a good reputation		68%	65%	81%		
	Meeting community's aspirations and needs		51%	49%	62%		
Satisfaction with interaction with Council staff	Staff are helpful		78%	81%	87%		
	Staff are knowledgeable		77%	78%	82%		
	Council did what it said it would (follow-up)		65%	66%	70%		
Perceptions of New Plymouth District	Quality of life is good		88%	88%	90%		

See Appendix 15.3

* Percentage of users who were satisfied with their experience

Key insights

The 2022 New Plymouth Community Survey was carried out by the New Plymouth District Council (the Council) throughout May 2022. This survey followed the ten-year plan public consultation process completed in 2021.

The long-term goals for the public consultation focused on improving water meters, rolling out a Climate Action Framework, and proposing building a multi-sport hub within the New Plymouth District (the District). Therefore, the public consultation project may affect some responses in this survey¹.

The 2022 Community Survey has investigated perceptions of various services and facilities provided by the Council over the past 12 months. Of these, ten of 35 have seen satisfaction levels increase by four percent or more, 11 have stabilised, and 14 have decreased by four percent or more. Notably:

- Two services have seen satisfaction levels increase by ten percent or more (water supply and sewerage).
- It is also worth noting that for several facilities, the drop in satisfaction was due to an increase in 'don't know' responses rather than an increase in dissatisfaction per-se.

Seven services/facilities fall into the Council's top-performing category (where satisfaction levels are 85 percent or higher) in this year's survey. These include the water supply, the ability to drive around the District safely, quality of event venues, maintenance of the quality of the living environment, the quality of urban landscapes and streets, access to the natural environment, and the quality of parks and reserves.

That said, compared to last year, there has been little change in terms of perceptions of the Council's reputation and the perception that the Council is meeting the District's needs and aspirations (less than a four percent positive increase). While the ratings have moved in the right direction this year, overall, results have declined over the years.

¹ Further information about the Long-Term Plan Consultation Document (2021 – 2031) can be found here: <https://www.npdc.govt.nz/media/00qcqfoa/2021-10-year-plan-consultation-document.pdf>

Figure 1-1 Overall, do you think New Plymouth District Council has a good reputation?

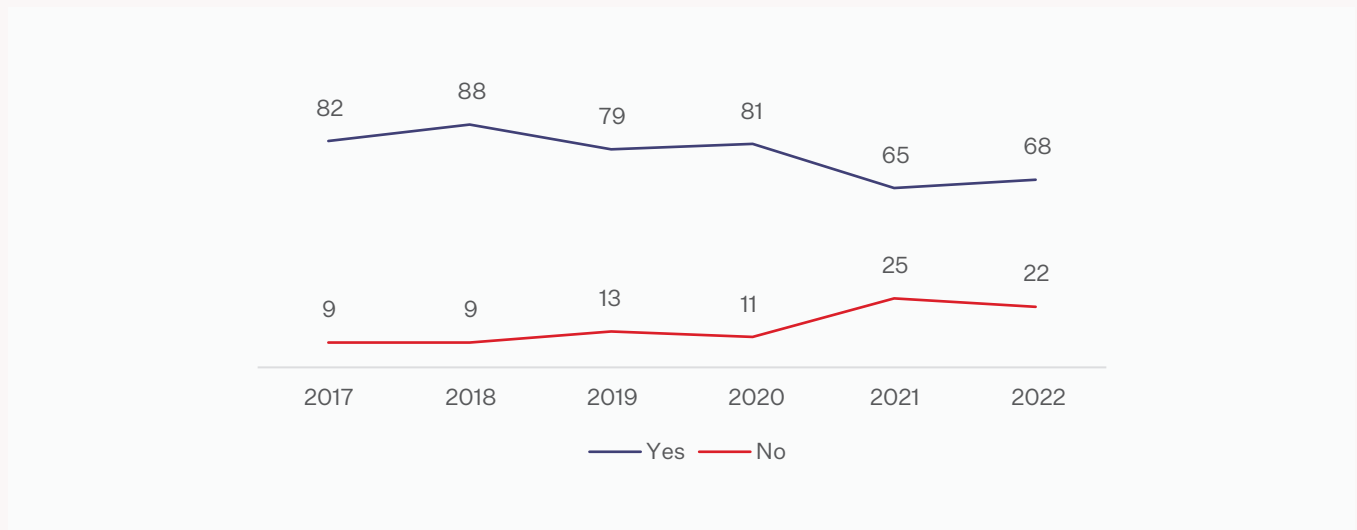
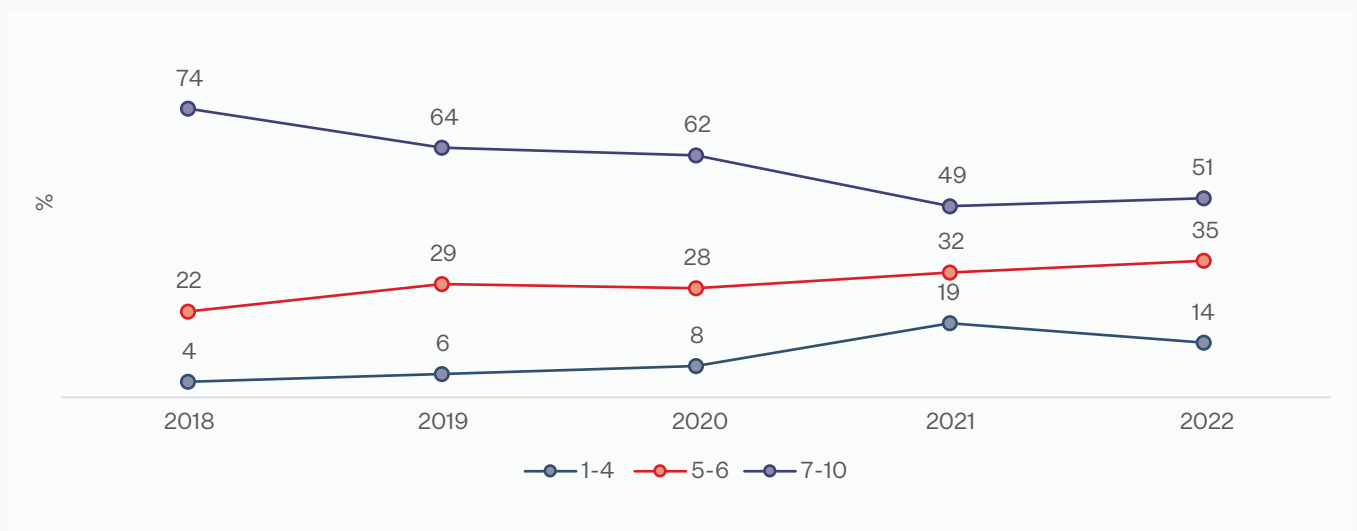


Figure 1-2 Does the Council meet the needs and aspirations of the District?*



*1 is does not meet the District's needs and aspirations very well, 5 or 6 is about neutral, and 10 is meets the District's needs and aspirations very well

Looking at where residents would prefer Council to place a focus on, car-parking and the quality of roads are clearly the two top priorities. These are also two aspects that have recently suffered a drop in satisfaction:

- The availability of car parking in the District saw a significant decline in public perceptions between 2020 and 2021 (76 percent and 52 percent, respectively). In 2022, results are slowly back on the rise, with 61 percent of residents being satisfied with the availability of parking in the District.
- Satisfaction levels with roads is currently at their lowest (61 percent satisfaction), following a steady decline in satisfaction since 2015.

“ We have a lot more cars on the road these days, so I think it would be a good idea to look at a long-term goal with reducing vehicle congestion. I think this long-term goal needs to be prioritised.”

(WAITARA)

“ It is becoming more and more difficult to get parking in some areas of the CBD, especially if you have mobility issues. I would use the bus, but unfortunately, the stops in town are not convenient.”

(NEW PLYMOUTH CITY)

Section 2

Research Method

Research Context

In 1989 as a part of a New Zealand-wide reorganisation of local government, the New Plymouth City Council merged with North Taranaki District Council, Inglewood District Council and Clifton County Council to form the New Plymouth District Council (the Council). Three wards currently² make up the New Plymouth District with a population of 87,300 (that includes 14,370 Māori³):

- New Plymouth City Ward (61,900 residents)
- North Ward (12,200 residents)
- South-West Ward (13,200 residents).

The Council has fifteen elected councillors (including the Mayor) and twenty community board members.

The District's day-to-day operations are managed by about 580 full-time equivalent Council staff, who provide advice and information to the elected members as well as the public. Day-to-day operations include a wide variety of responsibilities. Staff are responsible for everything from maintaining over 110 parks and reserves, wastewater management and issuing consents and permits to providing libraries and other recreational services and ensuring the District's cafes and restaurants meet health standards.

Each year, the Council commissions a Community Survey of residents to investigate their perceptions about specific Council services and facilities and how they feel about the Council's performance.

The key service areas analysed in the Community Survey were:

- Three Waters: Water Services, Wastewater and Stormwater Services;
- Rooding Services;
- Waste Services;
- Council Services;
- Council Facilities;
- Rates Spend;
- Council Communications; and
- Perceptions of the New Plymouth District.

² Please note that the wards are undergoing change in the 2022 election

³ Source: StatsNZ 2021 subnational population estimates <https://nzdotstat.stats.govt.nz/wbos/Index.aspx?DataSetCode=TABLECODE7505#>

Research Design

The 2022 Community Survey followed the mixed-method quantitative approach established in 2021. The survey was made available to residents through two different methods: a telephone (CATI) survey (landline and cell phone numbers) and an online panel survey. In addition, an online option was offered to residents who were unable or unwilling to complete the survey by telephone via an email containing a link to the online survey.

The 2022 Community Survey questionnaire was relatively consistent with the 2021 survey, except that some questions were excluded (e.g. the impact of Covid-19). Although some alterations were made to the 2021 survey, the results in this survey are comparable to previous years.

Sampling

Data collection was undertaken between 26 April to 22 May 2022.

Like 2021, the telephone survey (CATI) data collection was randomised within each household to ensure the sample included a range of respondents based on age, location, gender, and ethnicity. A quota system was used to ensure the sample was representative of the population as per the 2018 Census statistics.

The survey provided a sample of 524 respondents representing the District's population and was accurate to +/-4.3% at the 95% confidence interval. There were 303 responses from the combined telephone/online option survey (52 landline and 230 mobile responses) and 242 responses from the online panel survey.

Because the data for this survey was collected using sample quotas (by location, gender, age, and ethnicity), data weighting was not employed. The disadvantage of weighted data is reduced accuracy (sampling variance, standard deviation, and standard errors increase).

Notes on Reporting Conventions

Levels of resident satisfaction with services are measured in this report by including all respondents who answered, 'don't know', 'not applicable' or similar. This method is comparable to the 2021 survey.

To ensure consistency, where total satisfaction is reported for any service area, the proportion of residents who answered, 'fairly satisfied' and 'very satisfied' is used.

In this report, the numbers presented have been rounded into whole numbers. Due to this rounding, individual figures may not add up precisely to the totals provided or to 100 percent.

Benchmarking

The results shown here are a good indication of comparative performance between similar Councils and identify where different approaches in service areas may be worthy of further investigation to identify best practices.

Comparisons are shown where two or more Councils have asked questions about the same service area, facility, or issue.

Councils included in this comparison:

Council	Year of final reporting	Scale	Data collection	Method	Number of respondents	Margin of error (95% CI)
Palmerston North	2020/2021	10-point question scales (don't knows excluded)	Quarterly	Mixed	437 (weighted)	+/- 4.7%
Nelson	2020/2021	5-point question scales (don't knows included)	Quarterly (with annual report)	Telephone	401 (quotas)	+/- 4.9%
Napier	2020/2021	10-point question scales (don't knows included)	Quarterly	Mixed	452 (weighted)	+/-4.6%

NOTE: many Councils remove 'don't know' or 'not applicable' responses from their satisfaction level calculations. In this report, the 'don't know' responses have been included to enable comparisons to previous years. But this will impact the comparison benchmarked satisfaction levels that would have been higher if the 'don't know' responses had been removed.

Detailed Findings

Section 3

Three Waters

Key metrics

Water supply

85%	had piped water to their houses provided by the Council. Of those residents, 94% were satisfied with their water supply.
87%	were satisfied with their water supply overall.

Flood protection

51%	were satisfied with the flood protection provided by the Council.
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Stormwater collection services

59%	had stormwater collection services provided by the Council. Of these residents, 92% were satisfied with the services.
70%	were satisfied with their stormwater collection services overall.

Sewerage

77%	had a sewerage system provided by the Council. Of those residents, 96% were satisfied with their sewerage service.
83%	were satisfied with Council sewerage services overall.

Water supply

PIPED WATER TO EACH HOUSEHOLD PROVIDED BY THE COUNCIL

Although 85 percent of residents had piped water to their house, results by location show significant differences depending on which area residents reside. Residents in Clifton (and to a lesser extent, Kaitake and Inglewood) were more likely to supply their own water.

Table 3-1 Percentage of houses with piped water

	Piped water supply to each house						
	New Plymouth City	Inglewood	Clifton	Kaitake	Waitara	Puketapu-Bell Block	Average
Yes	92% ↑	61% ↓	50% ↓	76%	83%	87%	85%
No	4% ↓	37% ↑	50% ↑	24%	15%	6%	12%
Don't know	3%	1%	0%	0%	2%	6%	3%

OVERALL SATISFACTION WITH WATER SUPPLY

Residents were asked how satisfied they were with their water supply. Almost 9 out of 10 residents were satisfied (87 percent were fairly/very satisfied) with their water supply. This result is a 10 percent increase from 2021 results (from 77 percent in 2021 to 87 percent in 2022) and takes satisfaction levels back to the high results seen between 2008 and 2014.

Provincial peer group average = 55%

Figure 3-1 Overall satisfaction with water supply

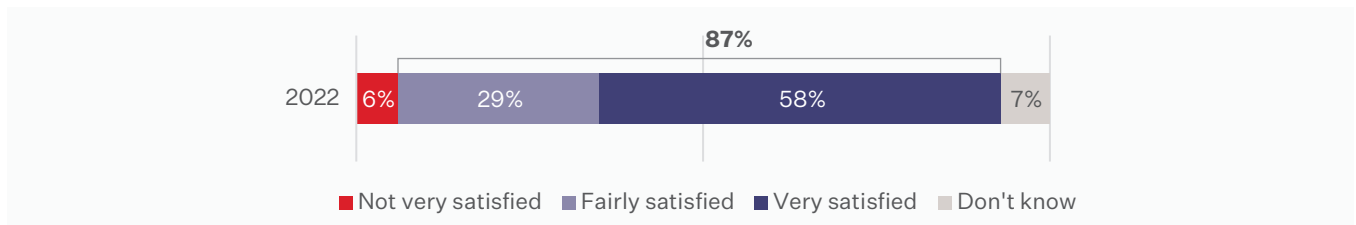
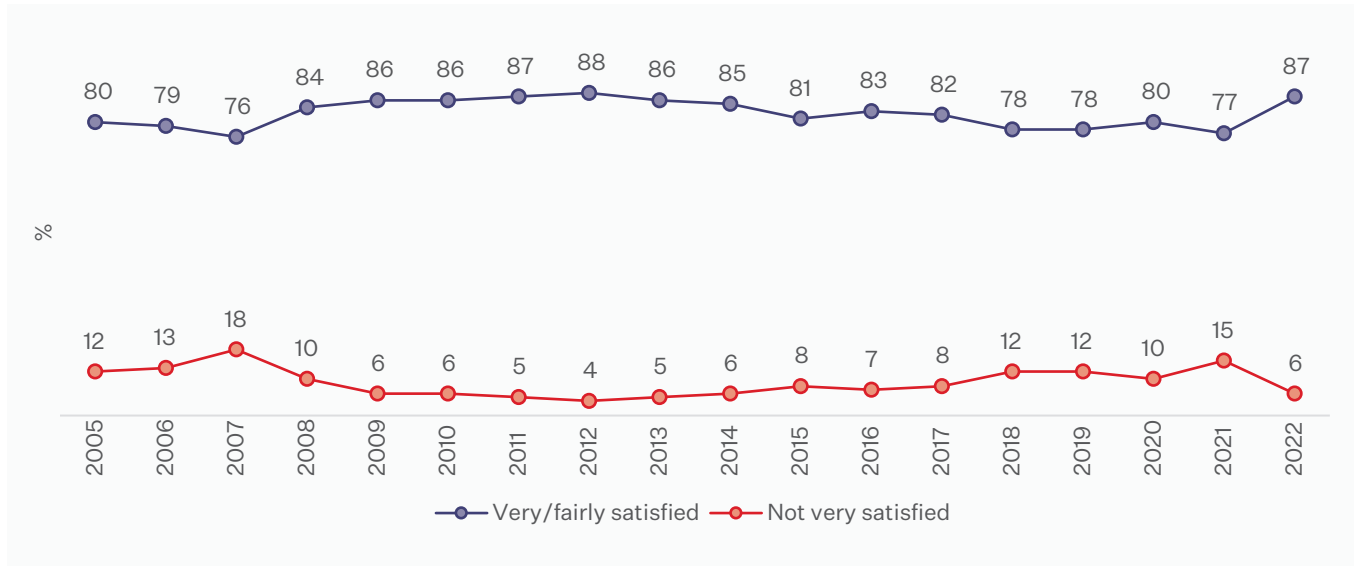


Figure 3-2 Overall level of satisfaction with water supply over time



Residents in the New Plymouth City area are significantly more satisfied with their water supply, whereas residents in Inglewood, Clifton and Kaitake are less likely to be very satisfied.

Table 3-2 Satisfaction with water supply by area

	Not very satisfied	Fairly satisfied	Very satisfied	Don't know
New Plymouth City	4%	25% ↓	68% ↑	3% ↓
Inglewood	14% ↑	33%	39% ↓	14% ↑
Clifton	14%	21%	21% ↓	43% ↑
Kaitake	14%	24%	43%	19%
Waitara	6%	44% ↑	44%	6%
Puketapu-Bell Block	0%	40%	55%	4%
Average	6%	29%	58%	7%

SATISFACTION WITH PIPED WATER SUPPLY PROVIDED BY THE COUNCIL

Of the 85 percent of residents with a piped water supply, 94 percent were satisfied (fairly/very satisfied) with their water supply. Satisfaction has increased since 2021, when 82 percent were satisfied.

Table 3-3 Satisfaction with piped water supply

	Not very satisfied	Fairly satisfied	Very satisfied	Don't know	Total (n)
	Satisfied				
Have a piped water supply from the Council	5%	28%	66%	1%	446

There are no provincial peer group averages for piped water supply provided by the Council.

Flood protection

OVERALL SATISFACTION WITH FLOOD PROTECTION

Just over half of the residents were satisfied (51 percent were fairly/ very satisfied) with the flood protection measures. However, it's important to note that 42 percent of residents could not comment on this issue.

This result compares to 61 percent in 2021 who were satisfied, which suggests a 10 percent decrease in the last 12 months. However, only one-quarter of residents could not comment on their satisfaction with flood protection last year. Therefore while overall satisfaction is declining, overall dissatisfaction with flood protection measures has remained relatively stable since 2017.

There are no provincial peer group averages for flood protection.

Figure 3-3 Overall satisfaction with flood protection

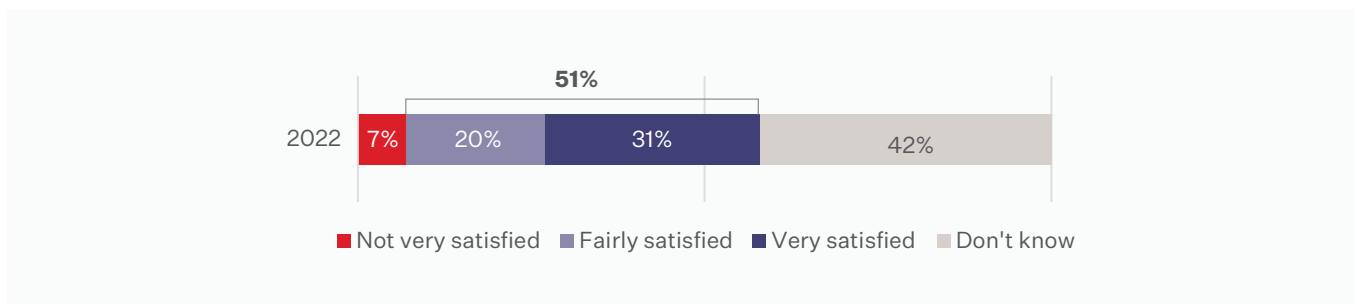
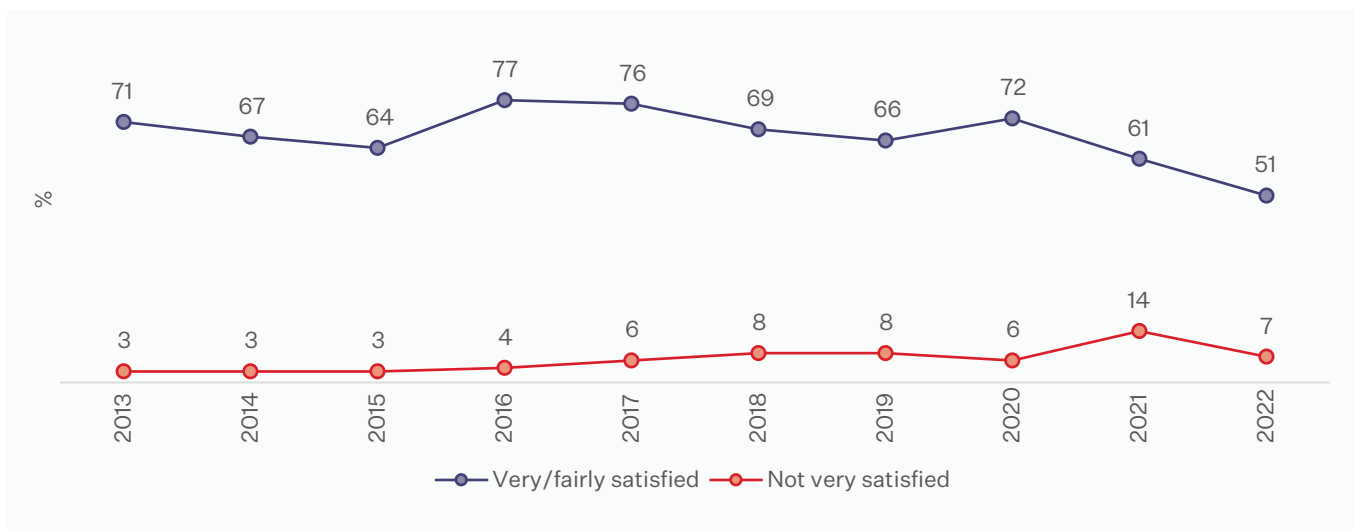


Figure 3-4 Overall level of satisfaction with flood protection over time



Satisfaction with flood protection varies between the different areas. Waitara is the most unsatisfied area, followed by Clifton and Kaitake. It is important to note that although Clifton and Kaitake had high levels of dissatisfaction, they both yielded high levels of respondents unable to comment on flood protection services (79 percent and 62 percent, respectively).

Table 3-4 Satisfaction with flood protection by area

	Not very satisfied	Fairly satisfied	Very satisfied	Don't know
New Plymouth City	6%	19%	32%	43%
Inglewood	4%	30%	23%	43%
Clifton	14%	0%	7%	79% ↑
Kaitake	14%	10%	14%	62%
Waitara	17% ↑	20%	39%	24% ↓
Puketapu-Bell Block	4%	26%	38%	32%
Average	7%	20%	31%	42%

Stormwater (excluding flood protection)

PIPED STORMWATER TO EACH HOUSEHOLD PROVIDED BY THE COUNCIL

Over half of residents were provided stormwater services by the Council in 2022 (59 percent). Residents in Clifton are the least likely to be provided stormwater services.

Table 3-5 Percent of households that are provided with piped stormwater services

A piped stormwater collection							
	New Plymouth City	Inglewood	Clifton	Kaitake	Waitara	Puketapu-Bell Block	Average
Yes	67% ↑	51%	21% ↓	48%	44%	55%	59%
No	16% ↓	41% ↑	71% ↑	43%	35%	23%	24%
Don't know	18%	7%	7%	10%	20%	21%	16%

OVERALL SATISFACTION WITH STORMWATER SERVICES

Satisfaction with stormwater services has increased by four percent over the past 12 months (66 percent in 2021 and 70 percent in 2022). This result represents a slight increase from the low result recorded last year; however, results are not back to levels recorded prior to 2017.

Provincial peer group average = 57%

Figure 3-5 Level of satisfaction with stormwater services overall

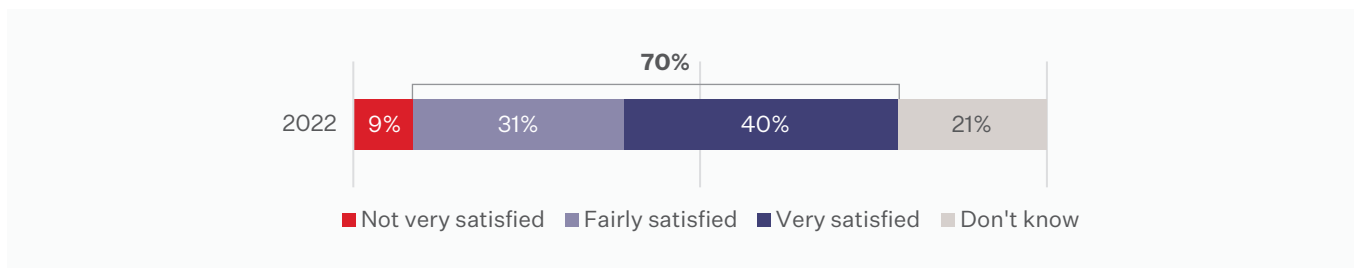
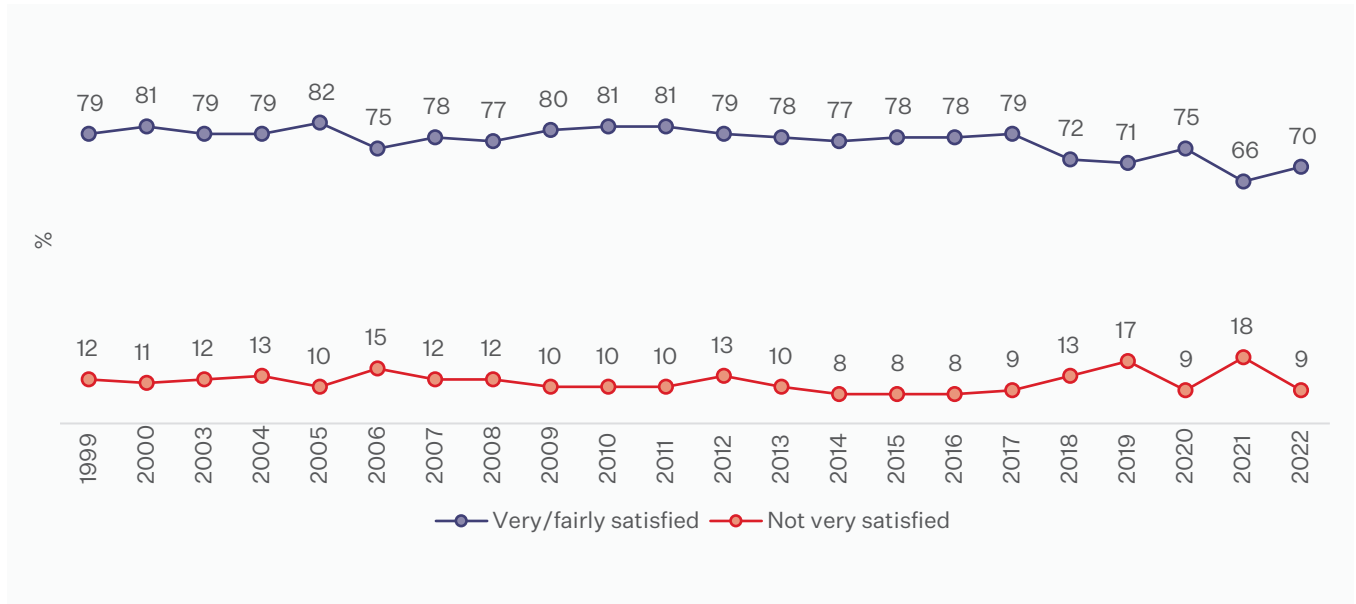


Figure 3-6 Level of satisfaction with stormwater services over time



Most areas hold similar levels of high satisfaction with stormwater services – apart from Clifton and Waitara. Waitara holds the highest dissatisfaction levels concerning stormwater services. At the same time, most Clifton residents cannot comment on their level of satisfaction – this is likely due to not having the service provided.

Table 3-6 Level of satisfaction with stormwater services by area

	Not very satisfied	Fairly satisfied	Very satisfied	Don't know
New Plymouth City	6% ↓	29%	45%↑	20%
Inglewood	11%	31%	34%	23%
Clifton	14%	14%	7% ↓	64% ↑
Kaitake	10%	33%	24%	33%
Waitara	24% ↑	35%	22% ↓	19%
Puketapu-Bell Block	2%	38%	45%	15%
Average	9%	31%	40%	21%

SATISFACTION WITH STORMWATER COLLECTION SERVICES PROVIDED BY COUNCIL

Of those residents who receive stormwater collection services from the Council, 92 percent are satisfied with the services they received. This result is higher than in 2021 when 72 percent were satisfied.

Table 3-7 Level of satisfaction with stormwater collection services provided by the Council

	Not very satisfied	Fairly satisfied	Very satisfied	Don't know	Total (n)
	Satisfied				
Have a piped stormwater collection provided by the Council	5%	34%	57%	4%	311

There are no provincial peer group averages for stormwater collection services provided by the Council.

Sewerage system

A SEWERAGE SYSTEM PROVIDED BY THE COUNCIL

While 77 percent of residents have a sewerage system provided by the Council, large variations are seen by area.

Table 3-8 Sewerage system provided by the Council by area

	A sewerage system provided by the Council						Average
	New Plymouth City	Inglewood	Clifton	Kaitake	Waitara	Puketapu-Bell Block	
Yes	87% ↑	57% ↓	7% ↓	57%	76%	77%	77%
No	7% ↓	40% ↑	93% ↑	43% ↑	20%	19%	18%
Don't know	6%	3%	0%	0%	4%	4%	5%

OVERALL SATISFACTION WITH THE SEWERAGE SYSTEM (ALL RESIDENTS)

All residents were asked about their satisfaction with the Council's sewerage system. Eight in ten residents are satisfied (fairly + very satisfied) with the sewerage system. Satisfaction has markedly improved since 2021, from 72 percent in 2021 to 83 percent in 2022; this is back to levels seen prior to 2010.

Provincial peer group average = 69%

Figure 3-7 Level of satisfaction with Council provided sewerage system

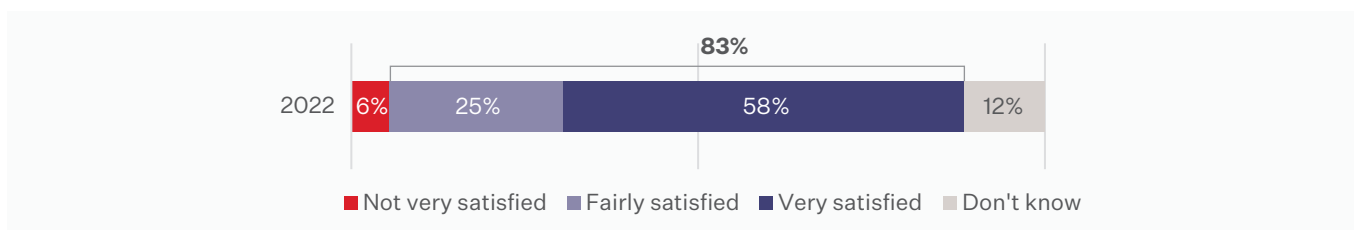
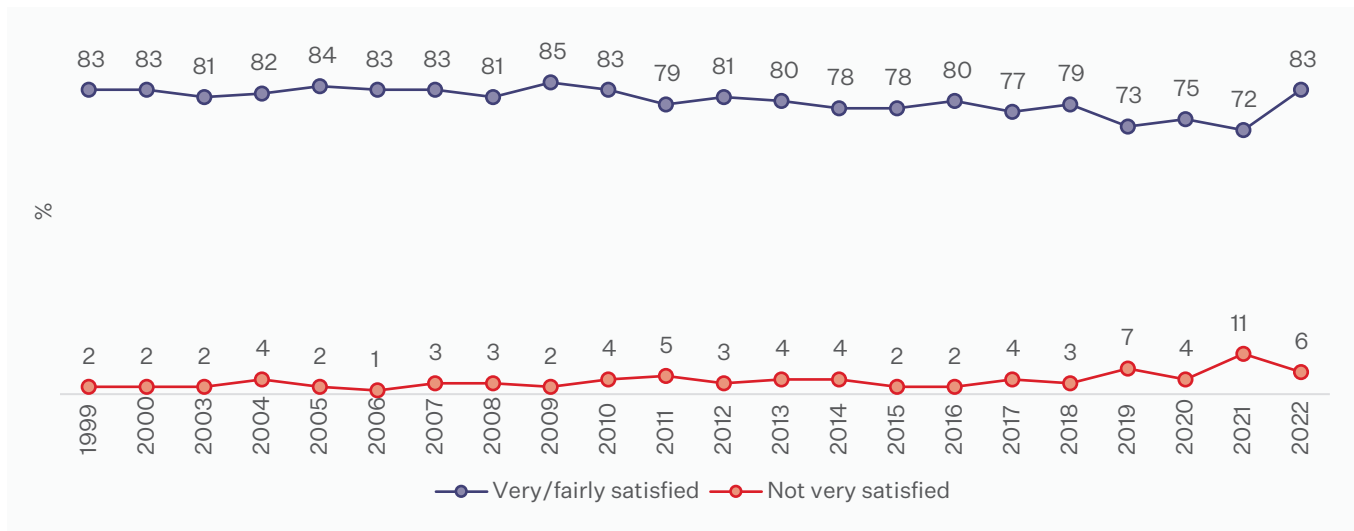


Figure 3-8 Satisfaction levels with sewerage system – over time



Understandably, areas that do not have a Council provided sewerage system (Clifton) are less satisfied. New Plymouth City residents were more likely to be very satisfied; Clifton residents were less satisfied.

Table 3-9 Level of satisfaction with sewerage system by area

	Not very satisfied	Fairly satisfied	Very satisfied	Don't know
New Plymouth City	3% ↓	24%	65% ↑	8% ↓
Inglewood	9%	24%	49%	19%
Clifton	36% ↑	0%	7% ↓	57% ↑
Kaitake	10%	10%	48%	33% ↑
Waitara	9%	46% ↑	41% ↓	4%
Puketapu-Bell Block	6%	26%	60%	9%
Average	6%	25%	58%	12%

SATISFACTION WITH THE SEWERAGE SYSTEM SERVICES BY HOUSEHOLDS THAT RECEIVE IT

Of those residents who receive sewerage system services from the Council, 96 percent are satisfied with their service, compared to 82 percent in 2021.

There are no provincial peer group averages for the sewerage system by households that receive this service.

Table 3-10 Level of satisfaction with sewerage system by households that receive this service

	Not very satisfied	Fairly satisfied	Very satisfied	Don't know	Total (n)
	Satisfied				
Have a sewerage system provided by the Council	2%	24%	72%	2%	406

Suggestions to improve Three Water services

All respondents were invited to provide suggestions on what the Council could do to improve its water or waste service services. However, the majority did not comment on the water services.

Of those who commented, water supply services – particularly improvements in water quality – were the areas where residents would like to see change. However, residents also wanted to see equal improvements in upgrading and maintaining stormwater services and improving sewerage system overflows and pollution.

Table 3-11 Suggestions to improve Three Water services

Topic	Area for improvement	%	n
Water supply	Water quality/taste	5%	28
	Upgrade/better maintenance	3%	15
	Water collection	2%	8
	Unhappy with Three Waters	1%	6
	Restrictions	1%	6
	Unhappy with charging for water	1%	5
	Don't install water meters	1%	3
	Proportion of respondents providing a comment on water supply	13%	67
Stormwater services	Upgrade and more maintenance	2%	11
	Implement a stormwater system	1%	3
	Proportion of respondents providing a comment on stormwater services	3%	14
Sewerage system	Overflows/pollution	2%	9
	Put in a sewerage system	1%	6
	Other sewerage system	0%	2
	Proportion of respondents providing a comment on the sewerage system	3%	15

“ Build more water collection facilities to cover our growing population; we have a good rainfall in this province yet are subjected to water restrictions. Australia manages its water better.”

“ I'm just concerned about the quality of the pipe for the water supply. The age of the pipes and whether there might be some chemicals or metals from the pipes entering our water.”

“ Less chemicals in the water. Some days can taste/smell them in the water.”

“ I think they have to do some something about our water; when it rains, it runs straight don't my drains and footpaths it gets quite grotty.”

(WAITARA)

“ The human wastewater flowing into the mudflats has rendered them a health hazard and resulted in the local iwi, Ngati Mutunga, putting a rahui on the river. This makes it unusable until the problem of the sewage system in Urenui is resolved. This has been going on for 2 years now, with no sign of improvement on the horizon.”

Section 4

Waste

Key metrics

Kerbside and recycling collection services

84%	were satisfied with the services overall.
91%	of residents receive a kerbside and recycling collection service. Of those, 89% are satisfied with the services received.

Kerbside rubbish and recycling collection

KERBSIDE RUBBISH AND RECYCLING COLLECTION PROVISION BY THE COUNCIL

While 91 percent of residents receive a kerbside and recycling collection service from the Council in 2022, residents have reported large variations in other service provisions. For example, almost every household in New Plymouth City receives kerbside rubbish and recycling collection, but only half do in Clifton.

Table 4-1 Provision of kerbside rubbish and recycling collection in the District

	A kerbside and recycling collection service provided by the Council						
	New Plymouth City	Inglewood	Clifton	Kaitake	Waitara	Puketapu-Bell Block	Average
Yes	98% ↑	79% ↓	50% ↓	76% ↓	89%	87%	91%
No	2% ↓	21% ↑	50% ↑	24% ↑	11%	11%	8%
Don't know	0%	0%	0%	0%	0%	2%	0%

OVERALL SATISFACTION WITH KERBSIDE RUBBISH AND RECYCLING COLLECTION PROVIDED BY COUNCIL

Just over eight in ten residents were satisfied (84 percent were fairly/very satisfied) with the kerbside and recycling collection services provided by the Council.

This result shows a 7 percent increase from 2021, when 77 percent were satisfied. Satisfaction levels with kerbside recycling are currently at the highest levels recorded, although satisfaction levels have fluctuated over time.

Provincial peer group averages = 83%

Figure 4-1 Overall satisfaction with kerbside rubbish and recycling collection services

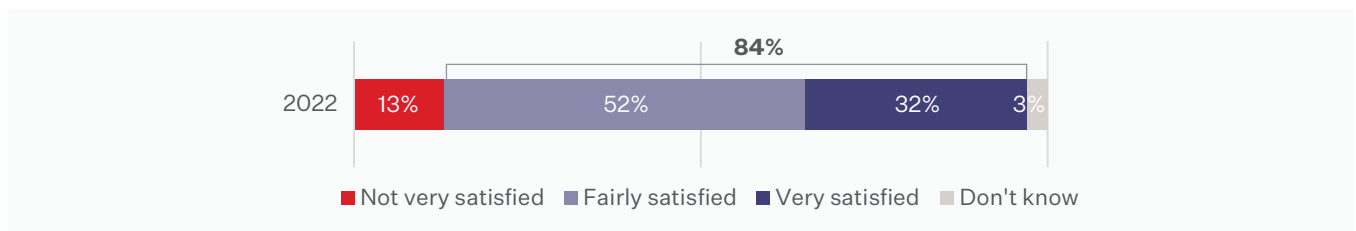
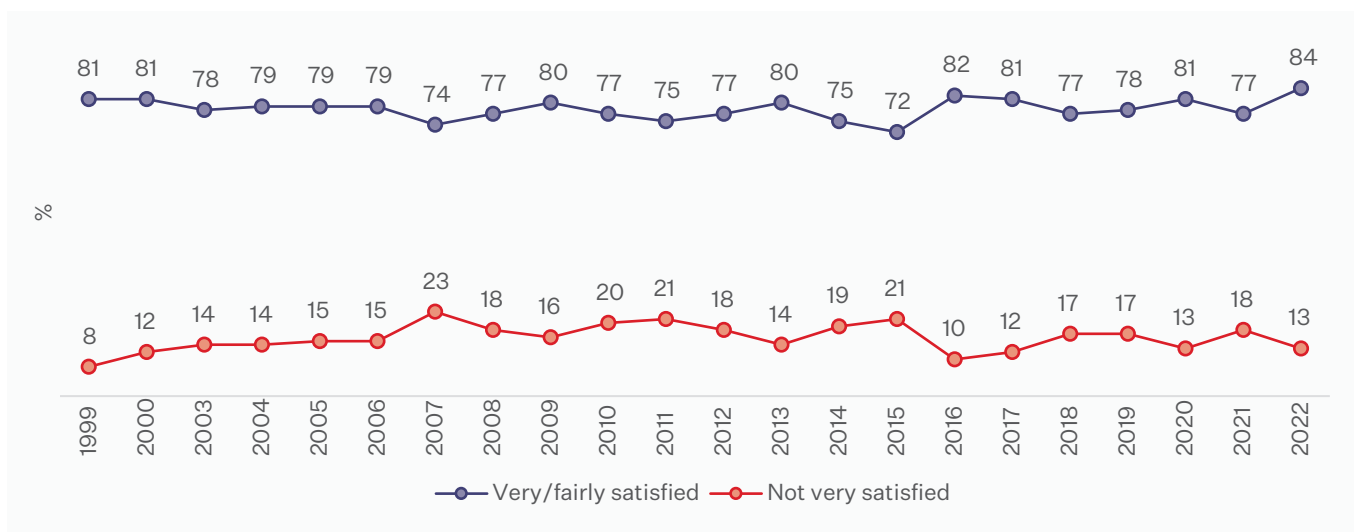


Figure 4-2 Satisfaction with kerbside rubbish and recyclables collection – over time



Satisfaction with kerbside recycling is associated with service provision. Given that Inglewood, Clifton, and Kaitake residents are less likely to have this service, it is not surprising they are more likely not to have an opinion.

Table 4-2 Satisfaction with kerbside rubbish and recycling collection services by area

	Not very satisfied	Fairly satisfied	Very satisfied	Don't know
New Plymouth City	11%	31%	57% ↑	1% ↓
Inglewood	14%	29%	49%	9% ↑
Clifton	29%	36%	14% ↓	21% ↑
Kaitake	14%	38%	33%	14% ↑
Waitara	11%	39%	48%	2%
Puketapu-Bell Block	15%	28%	53%	4%
Average	13%	32%	52%	9%

SATISFACTION WITH KERBSIDE AND RECYCLING COLLECTION SERVICES PROVIDED TO HOUSEHOLDS

Of those households who receive kerbside and recycling collection services, 89 percent were satisfied with that service. This result is a slight increase from 2021, when 82 percent were satisfied.

Table 4-3 Satisfaction with kerbside rubbish and recycling collection services by households that receive this service

	Not very satisfied	Fairly satisfied	Very satisfied	Don't know	Total (n)
	Satisfied				
Have a kerbside and recycling collection service provided by the Council	10%	32%	57%	1%	478

Suggestions to improve waste services

Residents who provided a suggestion on how to improve waste services focused on bin sizes, emptying bins on time, accepting more recycling, and keeping the area clean.

Table 4-4 Suggestions to improve kerbside rubbish and collection services

Topic	Area for improvement	%	n
Kerbside rubbish and collection	Bigger/more bins	5%	26
	Emptying bins on time	5%	24
	Accept more in recycling/rubbish	3%	17
	Rubbish blowing out of bins	3%	17
	Rubbish pickup area	2%	10
	Empty bins more regularly	1%	4
	Other	2%	9
	Proportion of respondents providing a comment on kerbside rubbish and collection	19%	99

Some comments included:

- “ The rubbish/landfill bin needs to be bigger - the 140 doesn't quite cut it for two weeks for a family of five. We are using the recycling and food bins where we can, but it's still not enough.”
- “ Drop off glass recycling could be outside the hours they currently are.”
- “ Driver training on food recycling bins too rough and throw bins down have had to have 2 replacement bins.”
- “ Kerbside recyclables collections for a family - the red bins are too small, and we recycle. But you cannot recycle everything, there are certain things that should be able to recycle only 1 3 5, so there is a lot of stuff that can't. I have a family with young children, and it should be collected once a week.”

Section 5

Local roads and footpaths

Key metrics

Overall quality of the roads

61% were satisfied with the quality of the District's roads.

Ability to drive around the District

85% were satisfied with their ability to drive around the District safely and easily.

Quality and safety of the footpaths

79% were satisfied with the quality and safety of the footpaths.

Quality and safety of the cycle network

65% were satisfied with the quality and safety of the cycle network.

34% had cycled during the past year.

Availability of car-parking in the District

61% were satisfied with the availability of car-parking, a decrease from 2020 when 76% were satisfied.

Overall quality of the roads

OVERALL SATISFACTION WITH THE QUALITY OF THE ROADS

There has been a decline in satisfaction levels with the quality of the roads over the last two years. Satisfaction has fallen from 66 percent in 2021 to 61 percent in 2022. This survey iteration shows the lowest level of satisfaction with the overall quality of the roads since 2005. The level of satisfaction has been declining over time.

Provincial peer group average = 56%

Figure 5-1 Level of satisfaction with the quality of the roads

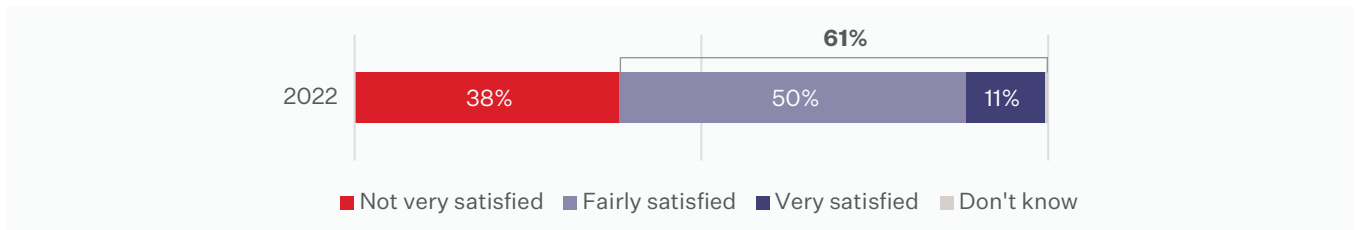
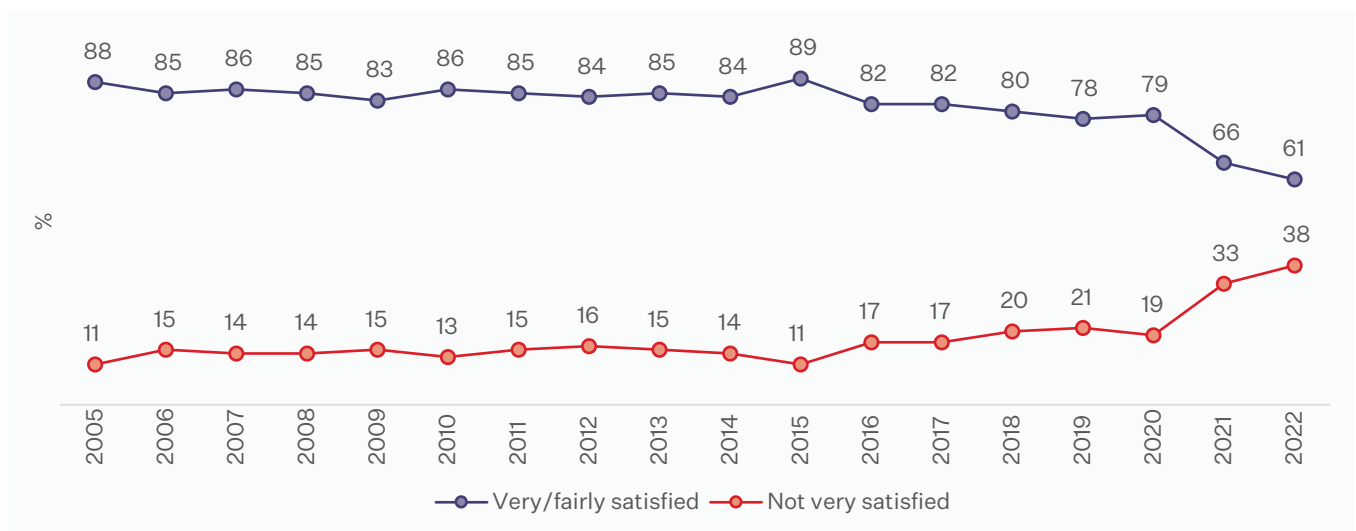


Figure 5-2 Satisfaction with the overall quality of roads – over time



Results also show that residents from different areas have slightly different satisfaction levels. Residents in Inglewood were the most likely to be the least satisfied.

Table 5-1 Level of satisfaction with the quality of the roads by area

	Not very satisfied	Fairly satisfied	Very satisfied	Don't know
New Plymouth City	35%	51%	14%	0%
Inglewood	54% ↑	39%	7%	0%
Clifton	36%	57%	0%	7% ↑
Kaitake	48%	43%	10%	0%
Waitara	37%	56%	6%	2%
Puketapu-Bell Block	36%	53%	11%	0%
Average	38%	50%	11%	0%

Ability to drive around the District quickly, easily, and safely

OVERALL SATISFACTION WITH THE ABILITY TO DRIVE AROUND THE DISTRICT QUICKLY, EASILY, AND SAFELY

In 2022, 85 percent of residents were satisfied (fairly/very satisfied) with their ability to drive around the District quickly, easily, and safely. This level of satisfaction has recovered from a low in 2021 and has increased by 9 percent (from 76 percent in 2021). Satisfaction levels have fluctuated over time.

There are no peer group averages for the ability to drive around the District quickly, easily, and safely.

Figure 5-3 Overall level of satisfaction with the ability to drive around the District easily and safely.

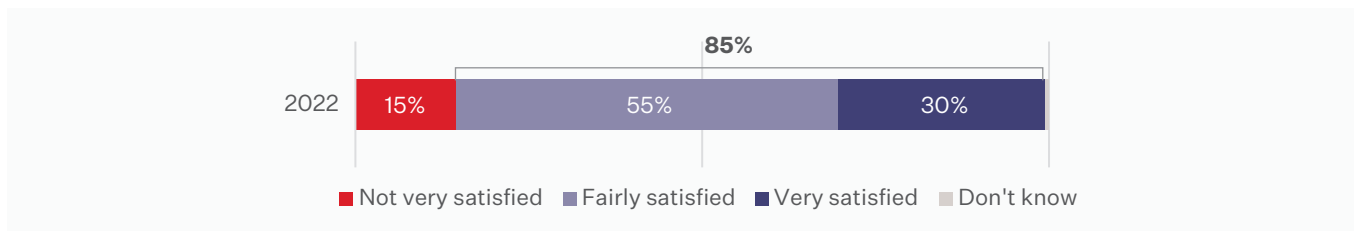
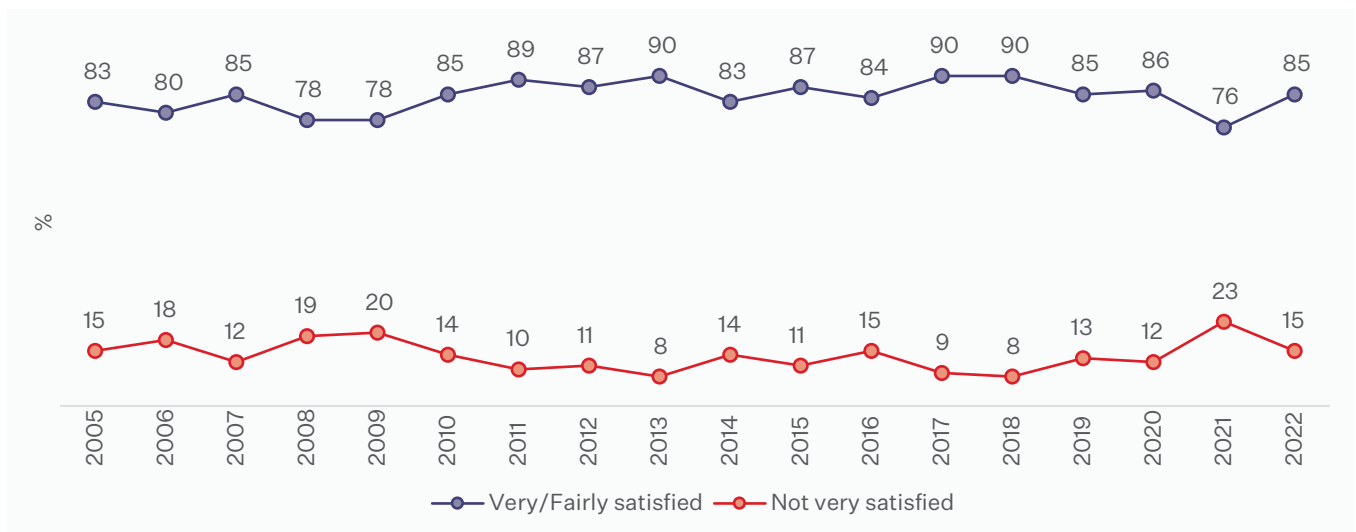


Figure 5-4 Satisfaction with the ability to drive around the District quickly, easily, and safely – over time



There is a variety of different satisfaction levels seen by area. For example, Clifton residents were less satisfied with their ability to drive around the District quickly, easily, and safely than in all other areas. Conversely, new Plymouth City residents had the highest satisfaction levels, while Clifton residents were the most dissatisfied.

Table 5-2 Levels of satisfaction with the ability to drive around the District safely and easily by area

	Not very satisfied	Fairly satisfied	Very satisfied	Don't know
New Plymouth City	11% ↓	55%	34%	0%
Inglewood	24%	50%	26%	0%
Clifton	43% ↑	29%	21%	7% ↑
Kaitake	24%	67%	10%	0%
Waitara	19%	52%	28%	2%
Puketapu-Bell Block	9%	68%	21%	2%
Average	15%	55%	30%	1%

Quality and safety of the footpaths

OVERALL SATISFACTION WITH THE QUALITY AND SAFETY OF THE FOOTPATHS

Eight in ten residents were satisfied (79 percent were fairly/very satisfied) with the quality and safety of the footpaths in the District. This result is similar to satisfaction levels seen in several of the past years – since 2008.

Provincial peer group average = 57%

Figure 5-5 Overall satisfaction with quality and safety of footpaths

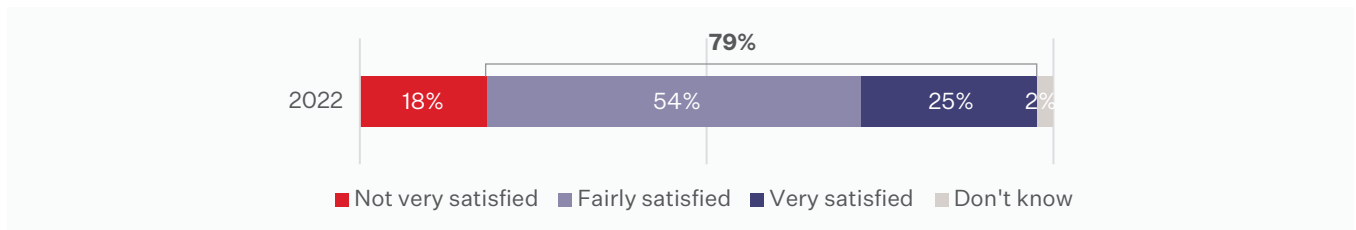
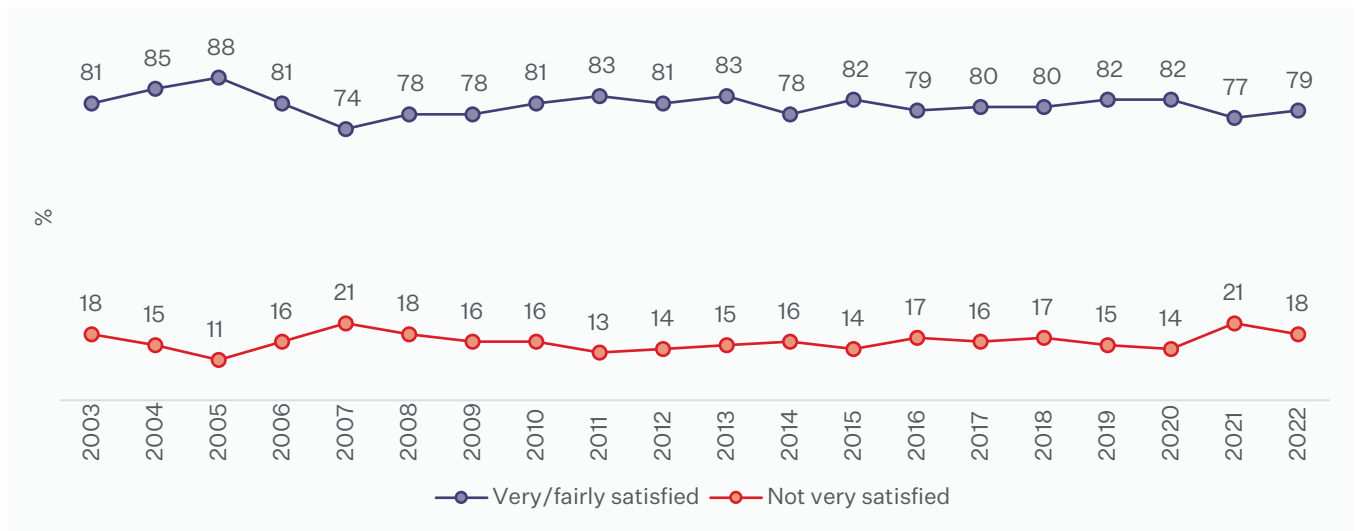


Figure 5-6 Satisfaction with the quality and safety of footpaths over time



Residents from different areas also held different satisfaction levels around the quality and safety of their footpaths. In general, most residents were satisfied with their footpaths. While high dissatisfaction levels were seen in Waitara, high satisfaction levels were seen in New Plymouth City and Puketapu-Bell Block.

Table 5-3 Level of satisfaction with the quality and safety of footpaths by area

	Not very satisfied	Fairly satisfied	Very satisfied	Don't know
New Plymouth City	17%	52%	30% ↑	2%
Inglewood	20%	57%	23%	0%
Clifton	14%	57%	7%	21% ↑
Kaitake	24%	52%	19%	5%
Waitara	30%	50%	17%	4%
Puketapu-Bell Block	13%	70%	15%	2%
Average	18%	54%	25%	2%

Long-standing residents (longer than ten years) were less likely to be satisfied with the quality and safety of footpaths. Younger residents were more likely to be satisfied.

Quality and safety of the cycle network

In 2022, two-thirds of residents aged over 18 years reported not using the cycleways over the past year – compared to just over half in 2021 (66 percent and 56 percent, respectively).

	Three times or more	Once or twice	Once or more	Not at all
Use of cycleways over the past year	24%	10%	34%	66%

OVERALL SATISFACTION WITH THE QUALITY AND SAFETY OF THE CYCLE NETWORK

In 2022, just under two-thirds of residents were satisfied (65 percent were fairly/very satisfied) with the quality and safety of the District’s cycle network. This result is a slight decline from 2021, when 67 percent were satisfied. However, satisfaction levels with the cycle network have been relatively consistent since 2014.

Provincial peer group average = 67%

Figure 5-7 Overall satisfaction with quality and safety of the cycle network

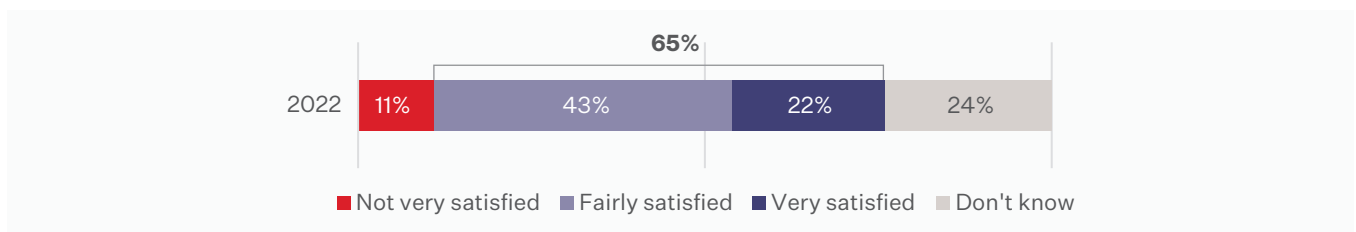
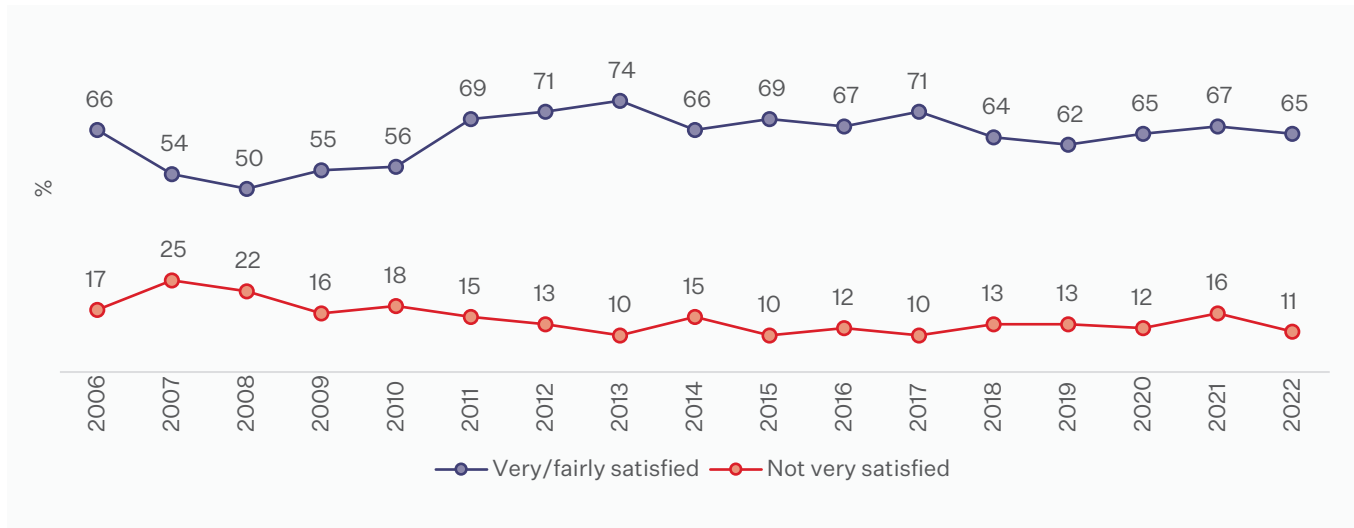


Figure 5-8 Satisfaction with quality and safety of the cycle network – over time



Looking at satisfaction levels of cycle networks by area, it is apparent that satisfaction varies. The highest satisfaction levels are seen in New Plymouth City and Puketapu-Bell Block. However, it is important to note that many residents could not comment on their satisfaction levels, which may be due to the lack of cycle network usage.

Table 5-4 Level of satisfaction with quality and safety of the cycle network

	Not very satisfied	Fairly satisfied	Very satisfied	Don't know
New Plymouth City	10%	42%	25%	23%
Inglewood	13%	40%	19%	29%
Clifton	0%	29%	21%	50%
Kaitake	14%	43%	5%	38%
Waitara	20%	46%	15%	19%
Puketapu-Bell Block	6%	57%	26%	11%
Average	11%	43%	22%	24%

Respondents aged 65+ were the least likely to be satisfied with the quality and safety of the cycle network. However, this could be due to a high percentage of the age group not knowing enough to give their opinion of cycle ways.

SATISFACTION WITH THE QUALITY AND SAFETY OF THE CYCLE NETWORK BY THOSE WHO HAVE USED IT

Of those households (a third) who use the cycle network, 79 percent were satisfied with the service’s quality and safety.

Table 5-5 Satisfaction with quality and safety of the cycle network by households that receive this service

	Not very satisfied	Fairly satisfied	Very satisfied	Don’t know	Total (n)
	Satisfied				
Used a cycleway in the District	16%	49%	31%	4%	180

Availability of car-parking in the District

OVERALL SATISFACTION WITH CAR-PARKING IN THE DISTRICT

In 2022, 61 percent of residents in the District were satisfied with car-parking, a 9 percent increase from 52 percent in 2021. However, satisfaction with car-parking remains low compared to results reported since 2009 (ranging from 71–76 percent).

Provincial peer group average = 48%

Figure 5-9 Overall satisfaction with car-parking in the District

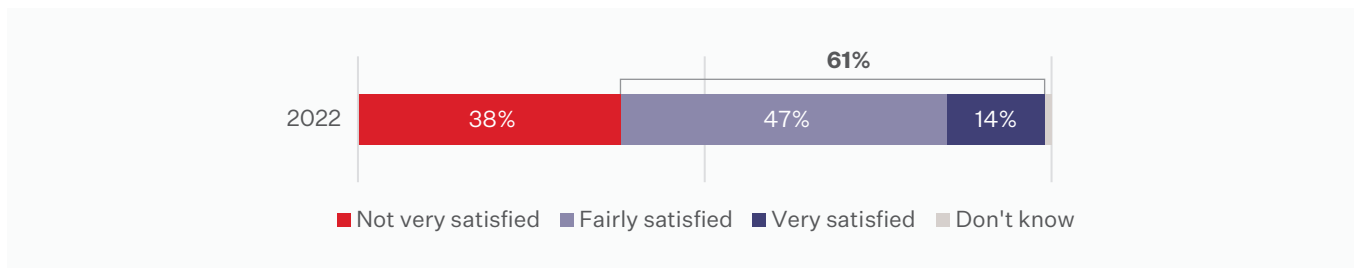
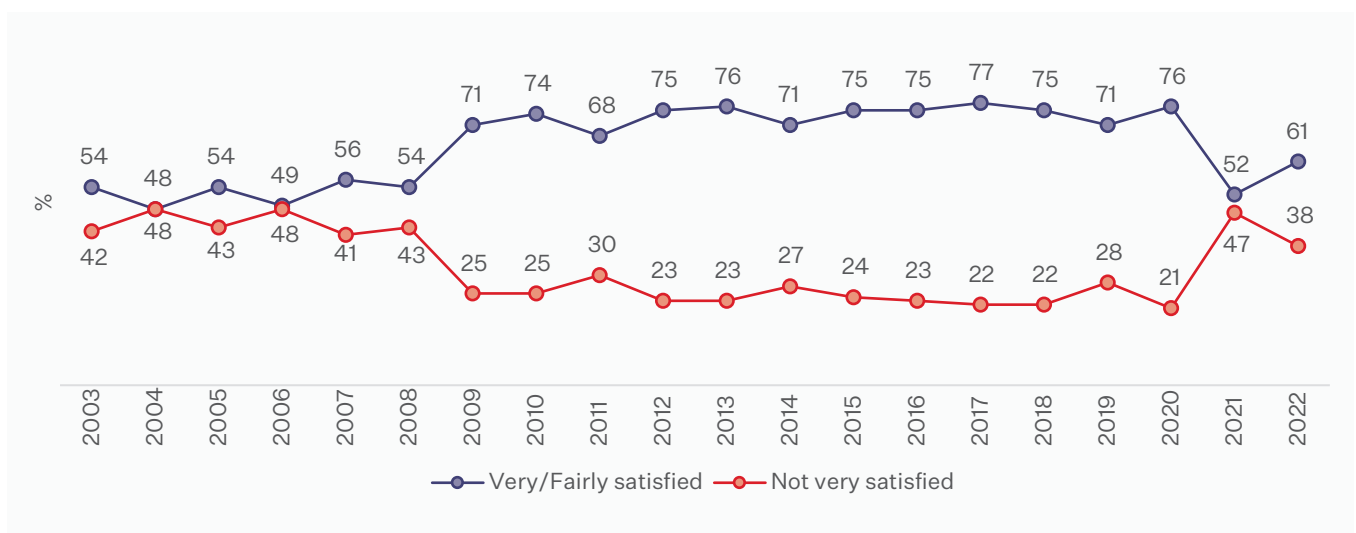


Figure 5-10 Satisfaction with car-parking in the District – over time



There were slight differences in satisfaction levels by area. New Plymouth City showed the highest levels of dissatisfaction, followed by Inglewood and Kaitake. Puketapu-Bell Block displayed the highest satisfaction levels by area. No residents in Clifton were very satisfied with car-parking in the District.

Table 5-6 Satisfaction with car-parking in the District by area

	Not very satisfied	Fairly satisfied	Very satisfied	Don't know
New Plymouth City	40%	44%	15%	1%
Inglewood	39%	47%	14%	0%
Clifton	29%	64%	0%	7%
Kaitake	38%	52%	10%	0%
Waitara	35%	56%	9%	0%
Puketapu-Bell Block	30%	53%	17%	0%
Average	38%	47%	14%	1%

There were no significant differences between demographics.

Suggestions to improve road services

Again, all respondents were invited to suggest what the Council could do to improve its road services. Seven in ten residents provided suggestions. Residents wanted mostly to see the removal of potholes, more maintenance and upgrades of roads, and an increase in carparks.

Table 5-7 Suggestions to improve road services

Topic	Area of improvement	%	n
Overall quality of roads	Potholes	12%	61
	More maintenance/upgrades	11%	58
	More long-term repairs	6%	29
	Roads broken and uneven	5%	26
	Heavy trucks damaging roads	1%	6
	Sweep up chips after road works	1%	4
	Other	1%	3
	Proportion of respondents providing a comment on overall quality of roads	29%	152
Ability to drive around the District quickly, easily, and safely	Change road layout/plan better	5%	25
	Bad traffic	3%	16
	Widen roads	2%	8
	More signs/lighting/safety	1%	6
	Road works take too long	1%	5
	Traffic lights out of sync	1%	4
	Other	2%	8
	Proportion of respondents providing a comment on the ability to drive around the District quickly, easily, and safely	12%	63
Quality and safety of footpaths	Footpaths broken and uneven	3%	18
	Fix/maintain footpaths	2%	13
	Accessibility (E.g., for disabled and elderly)	2%	8
	More/upgrade pedestrian crossings	1%	5
	Greenery maintenance needed	1%	5
	More footpaths needed	1%	3
	Other	1%	4
	Proportion of respondents providing a comment on the ability to drive around the District quickly, easily, and safely	9%	49

Topic	Area of improvement	%	n
Availability of car-parking in District	More parking needed	9%	46
	Cheaper/free parking	5%	24
	More charging stations for EVs	0%	2
	Other	1%	4
	Proportion of respondents providing a comment on the availability of car-parking in the District	14%	72
Quality and safety of cycle network	More cycleways needed	2%	11
	Safer cycle lanes	2%	8
	More maintenance	1%	7
	Other	1%	4
	Proportion of respondents providing a comment on the quality and safety of cycle network	5%	28
Unspecific mentions/other	Fix them	2%	11
	Safer	1%	3
	Communication	1%	3
	Other	4%	20
	Nothing/no comment	30%	159
	Total number of respondents	100%	524

Typical comments were:

- “ Do permanent road repairs - most of the time, inadequate repairs are done and have to be repeated. Drivers often swing out into the road to avoid bad surfaces/potholes - dangerous.”
- “ Widen the road a little. No room for the cycles on the road because cars are parked on the side.”
- “ Better parking in new Plymouth for workers and cheaper or free.”
- “ Provide more off-road cycle ways. No lips on footpath crossings for smooth wheelchair access when crossing roads.”

Section 6

Urban environment

Key metrics

Maintenance of the quality of the living environment

85% were satisfied with the quality of the living environment.

The quality of urban landscapes and streets

91% were satisfied with the quality of urban landscapes and streets.

Overall satisfaction with the maintenance of the quality of the living environment

Most residents were satisfied (85 percent were fairly/very satisfied) with the overall maintenance of the quality of the living environment in the District. This result represents an increase since last year's low (81 percent were satisfied in 2021). However, satisfaction levels are not back to the highs seen prior to 2019.

There are no provincial peer group averages for satisfaction with the maintenance of the quality of the living environment.

Figure 6-1 Overall satisfaction with the maintenance of the quality of the living environment, including litter control

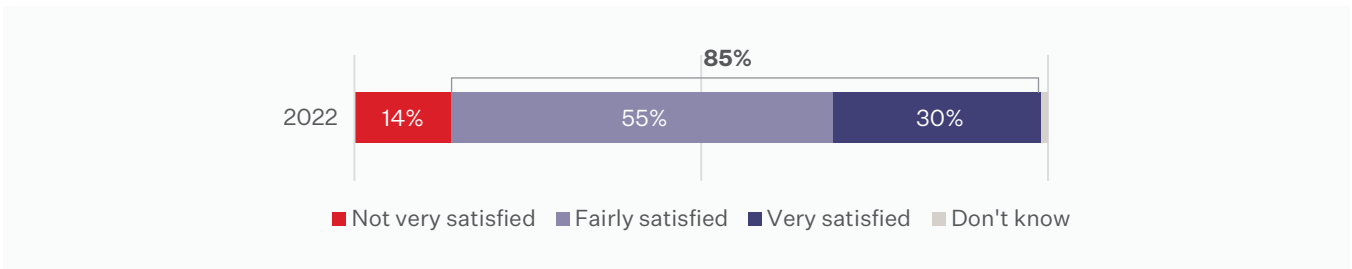
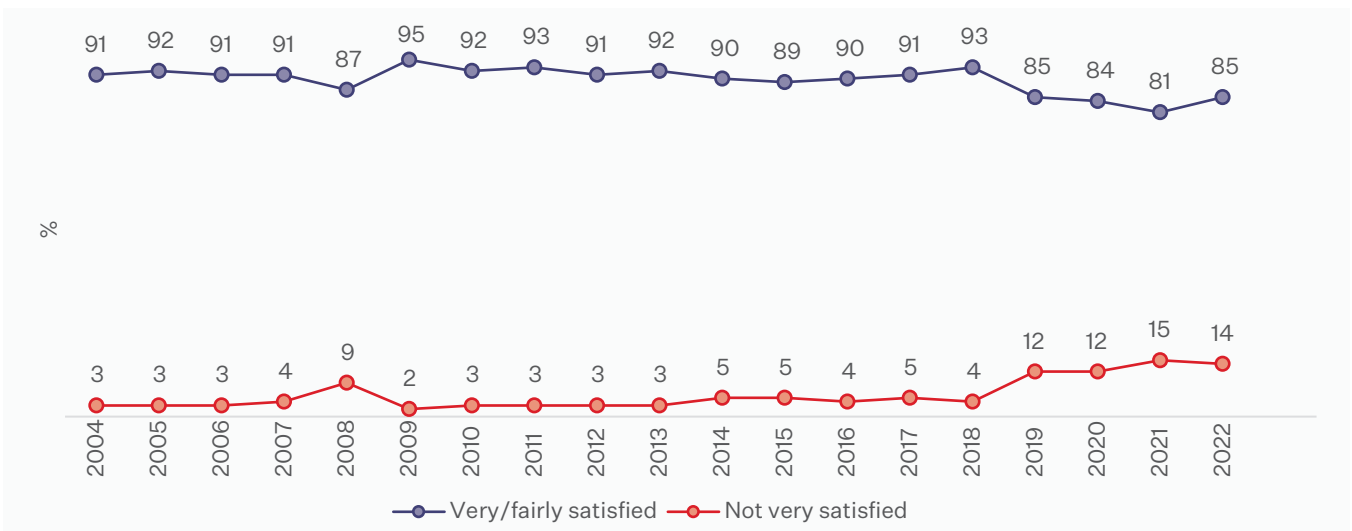


Figure 6-2 Satisfaction with the maintenance of the quality of the living environment, including litter control – over time



Satisfaction levels are fairly consistent across areas. Clifton held the highest dissatisfaction levels, whilst New Plymouth City held the highest satisfaction levels of maintenance of the quality of the living environment.

Table 6-1 Satisfaction with the maintenance of the quality of the living environment, including litter control by area

	Not very satisfied	Fairly satisfied	Very satisfied	Don't know
New Plymouth City	14%	53%	32%	1%
Inglewood	13%	54%	30%	3%
Clifton	7%	71%	21%	0%
Kaitake	14%	57%	29%	0%
Waitara	22%	57%	17%	4%
Puketapu-Bell Block	11%	60%	30%	0%
Average	14%	55%	30%	1%

There were no significant demographic differences.

Overall satisfaction with urban landscapes and streets

Nine in ten residents were satisfied (91 percent were fairly/very satisfied) with the quality of the urban landscapes and streets. This result is a four percent increase in satisfaction levels from 2021. Satisfaction levels have remained relatively steady over the past 17 years.

There are no provincial peer group averages for urban landscapes and street quality.

Figure 6-3 Overall satisfaction with urban landscapes and streets

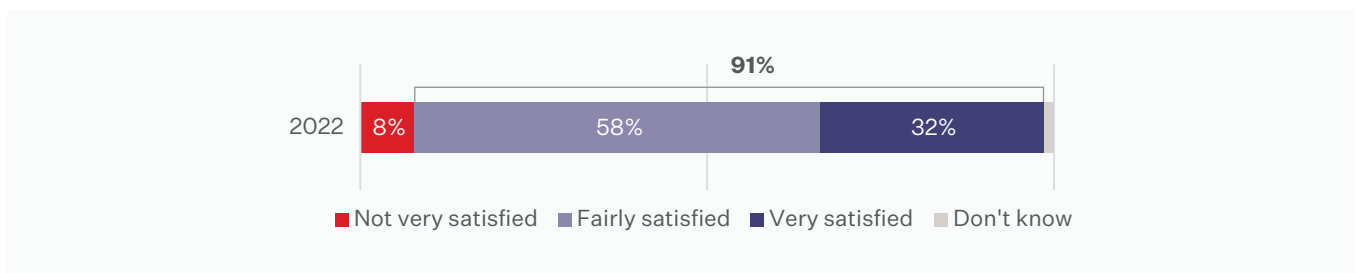
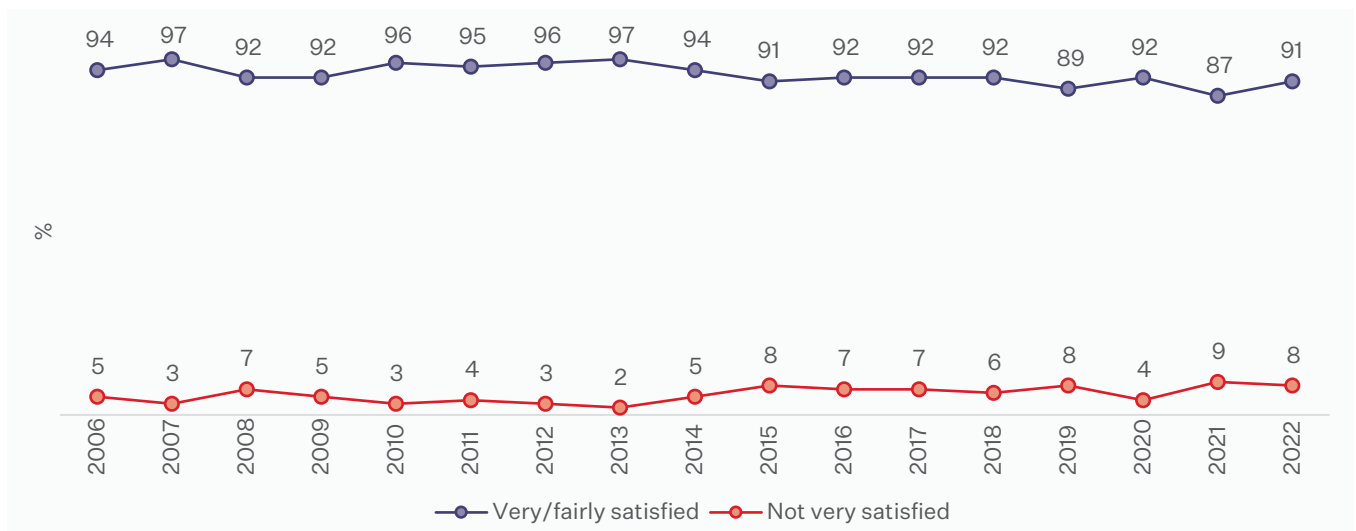


Figure 6-4 Satisfaction with the quality of urban landscapes and streets over time



There were no significant demographic differences. Most areas held relatively consistent responses regarding urban landscape and street satisfaction, although Kaitake residents tended to be more dissatisfied than any other area.

Table 6-2 Satisfaction by area

	Not very satisfied	Fairly satisfied	Very satisfied	Don't know
New Plymouth City	8%	58%	33%	1%
Inglewood	9%	54%	34%	3%
Clifton	0%	50%	43%	7%
Kaitake	14%	52%	29%	5%
Waitara	9%	67%	24%	0%
Puketapu-Bell Block	4%	60%	36%	0%
Average	8%	58%	32%	1%

Section 7

The outdoor environment

Key metrics

Access to the natural environment

98% were satisfied with their access to the natural environment.

Quality of parks and reserves

88% had used or visited parks or reserves, including the coastal walkway and Pukekura Park, over the past year. Of those, 97% were satisfied with their experience.

95% were satisfied with the quality of their parks and reserves overall.

Quality of sports parks

49% had visited a sports park over the past year. Of those, 94% were satisfied with their experience.

74% were satisfied with the quality of their sports parks overall.

Quality of playgrounds

60% had visited a playground over the past year. Of those, 94% were satisfied with their experience.

77% were satisfied with the quality of playgrounds overall.

Overview of usage of parks and reserves

Many of the residents in the District visit public parks and reserves, with 88 percent of residents confirming they have done so in the last 12 months. Half of the residents (49 percent) have used or visited a sports park. Comparatively, 60 percent of residents have used or visited a playground in the District.

Compared to last year, this represents a decrease in overall use, when 95 percent had visited the parks/reserves, 67 percent had used/visited a sports park, and 71 percent had visited a playground.

Table 7-1 Usage of parks and reserves

	Three times or more	Once or twice	Once or more	Not at all
Used or visited public parks or reserves, including the Coastal Walkway and Pukekura Park	74%	14%	88%	12%
Used or visited a sports park	31%	19%	49%	51%
Used or visited a playground	39%	21%	60%	40%

Residents were asked a series of questions related to the outdoor environment, including access to rivers, lakes, mountains, and the coastline. Questions were also asked about the usage and quality of parks and reserves (including the Coastal Walkway and Pukekura Park), sports grounds, and playgrounds.

Satisfaction with access to the natural environment

Nearly all of the District’s residents were satisfied with access to the natural environment (98 percent were fairly/very satisfied). Similar satisfaction levels have been displayed in the past.

There is no provincial peer group average for access to the natural environment.

Figure 7-1 Overall satisfaction with access to the natural environment

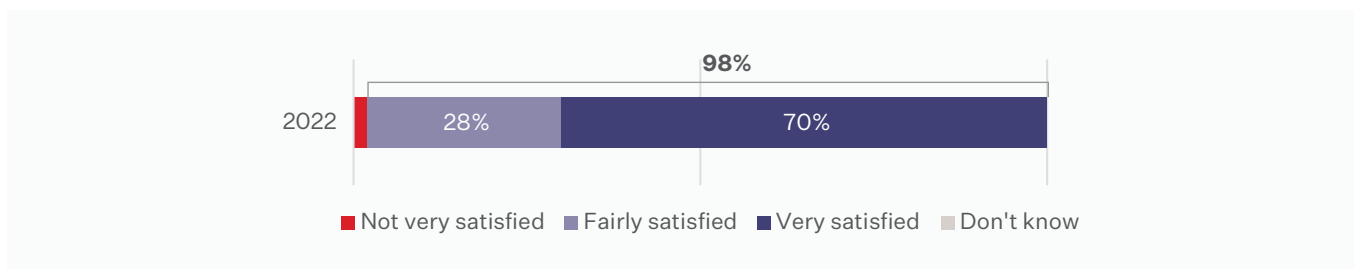
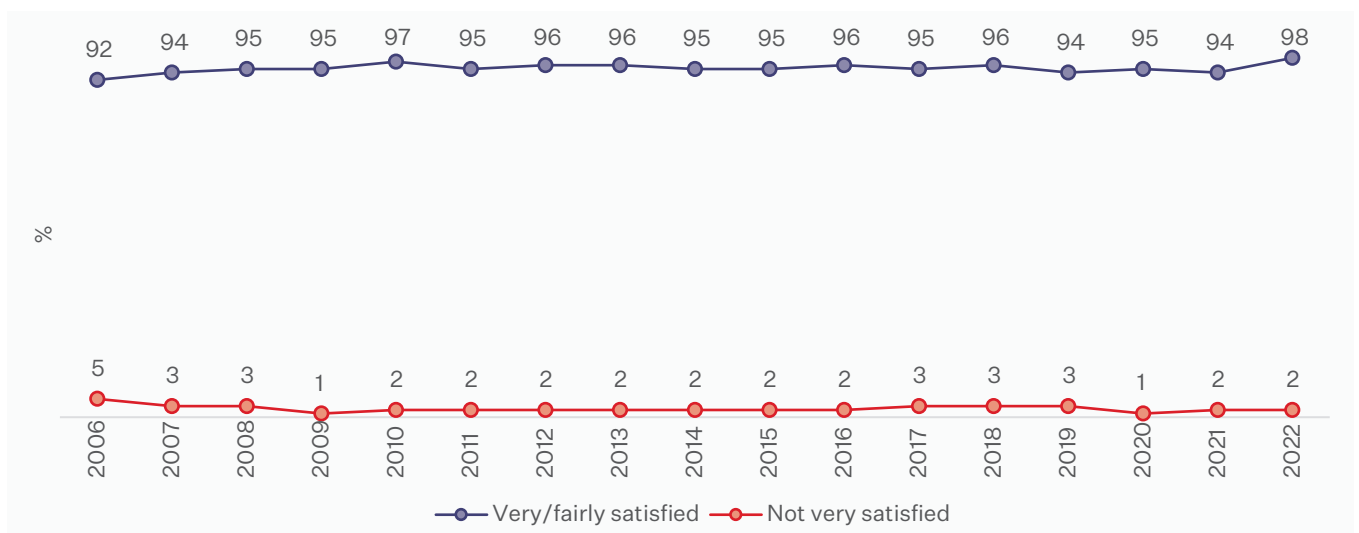


Figure 7-2 Satisfaction with the access to the natural environment – over time



There were no significant differences between areas or any other demographic variables.

Table 7-2 Satisfaction with access to the natural environment by area

	Not very satisfied	Fairly satisfied	Very satisfied	Don't know
New Plymouth City	2%	25%	74%	0%
Inglewood	1%	30%	67%	1%
Clifton	0%	43%	57%	0%
Kaitake	0%	29%	71%	0%
Waitara	2%	41%	57%	0%
Puketapu-Bell Block	2%	30%	68%	0%
Average	2%	28%	70%	0%

Satisfaction with the parks and reserves

Nearly all residents (95 percent were fairly/very satisfied) were satisfied with the quality of their parks and reserves. Satisfaction and dissatisfaction with the District’s parks and reserves have remained steady over time.

Of the 88 percent who had used/visited the public parks or reserves, 97 percent were satisfied with their experience. This result is similar to last year when 96 percent were satisfied.

Provincial peer group average = 85%

Figure 7-3 Overall satisfaction with parks and reserves

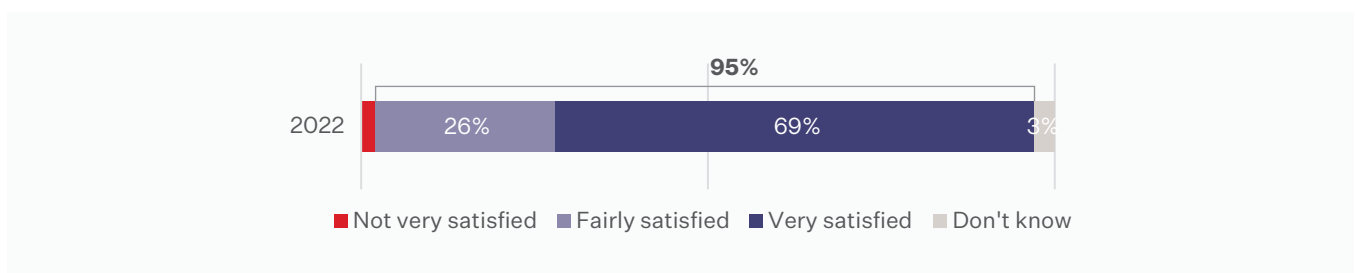
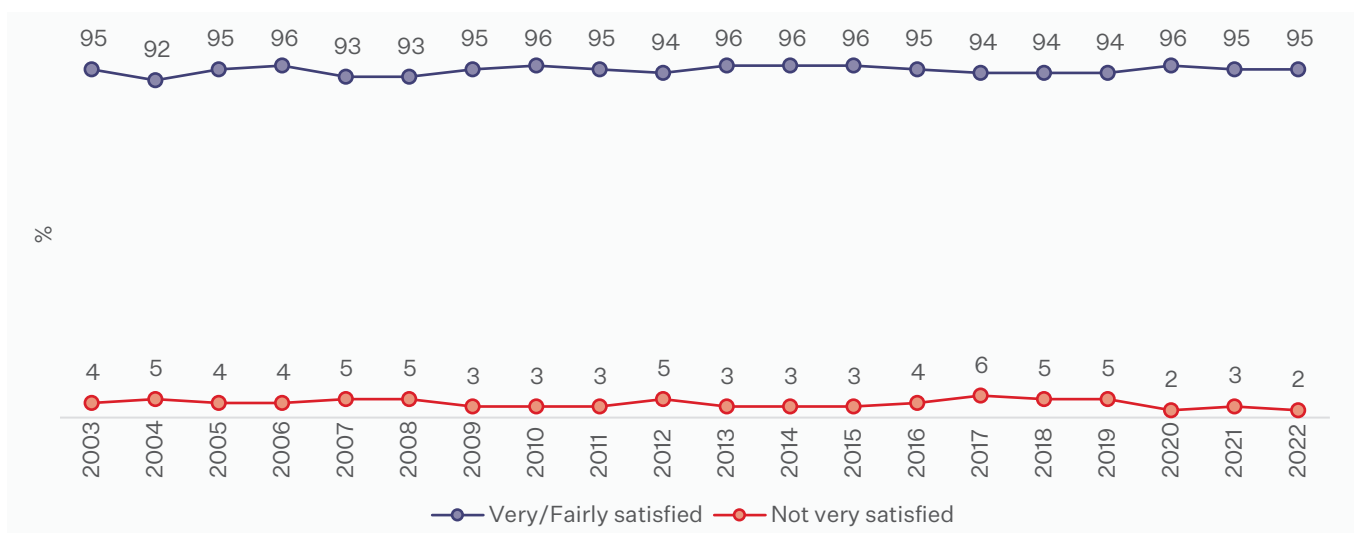


Figure 7-4 Satisfaction with parks and reserves – over time



There were no discernible demographic differences.

Table 7-3 Satisfaction with parks and reserves by area

	Not very satisfied	Fairly satisfied	Very satisfied	Don't know
New Plymouth City	2%	23%	72%	3%
Inglewood	0%	31%	64%	4%
Clifton	0%	36%	57%	7%
Kaitake	5%	19%	76%	0%
Waitara	2%	33%	63%	2%
Puketapu-Bell Block	4%	36%	57%	2%
Average	2%	26%	69%	3%

Satisfaction with sports parks

Three-quarters of residents were satisfied (74 percent were fairly/very satisfied) with the quality of their sports parks. However, this result represents a six percent decrease, mostly due to an increase in respondents who have no opinion (from 10 percent responding don't know in 2021 to 22 percent in 2022).

Just under half of the residents had used or visited a sports park over the past 12 months. Of those, 92 percent were satisfied with their experience. This result is a six percent increase from the 2021 survey.

There are no provincial peer group averages for the quality of sports parks.

Figure 7-5 Overall satisfaction with sports parks

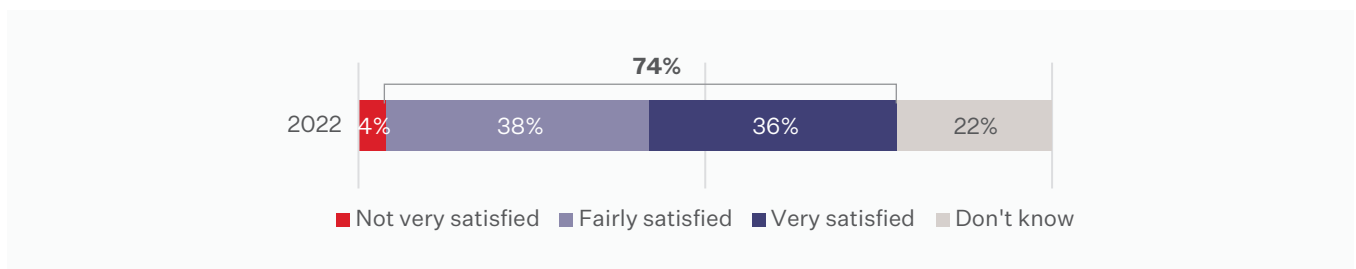
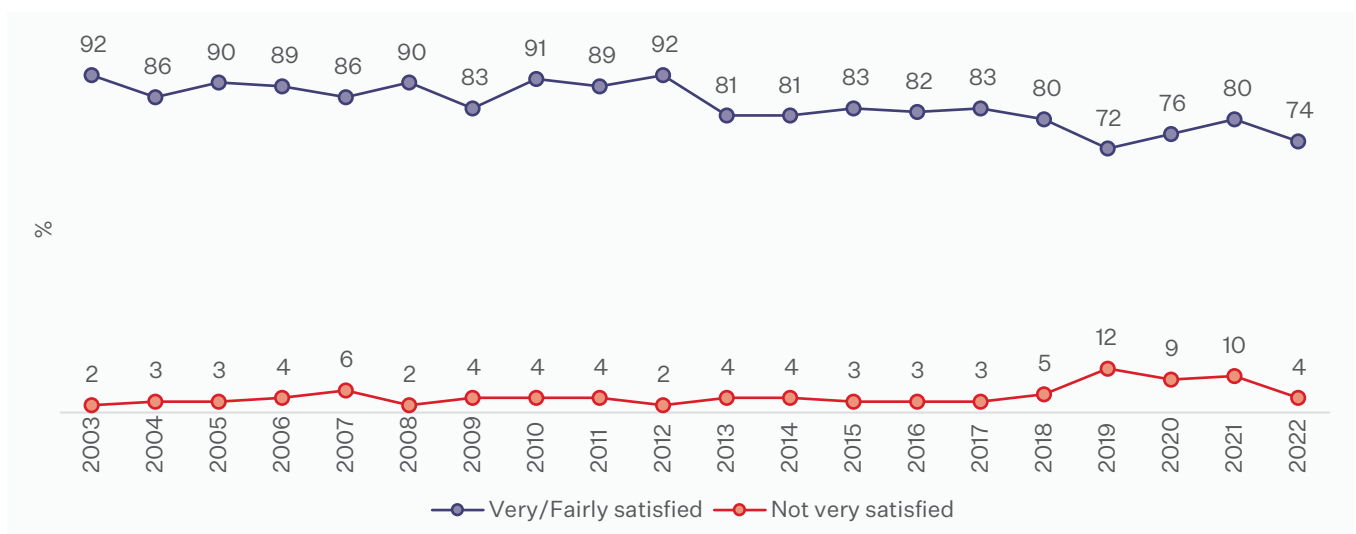


Figure 7-6 Satisfaction levels with sports parks – over time



There were no discernible demographic differences regarding satisfaction with sports parks. But older respondents (65+) were more likely not to have an opinion.

Table 7-4 Satisfaction with sports parks – by area

	Not very satisfied	Fairly satisfied	Very satisfied	Don't know
New Plymouth City	4%	34%	40%	22%
Inglewood	3%	43%	34%	20%
Clifton	0%	50%	0%	50%
Kaitake	10%	29%	29%	33%
Waitara	2%	50%	30%	19%
Puketapu-Bell Block	6%	45%	32%	17%
Average	4%	38%	36%	22%

Satisfaction with playgrounds

Overall, 77 percent of residents were satisfied with the quality of their playgrounds. Close to one-in-five (18 percent) residents could not comment on their satisfaction with the quality of playgrounds.

Satisfaction with playgrounds has declined in 2022 by 8 percent, which can be attributed to the large proportion of respondents being unable to comment on the playgrounds. Dissatisfaction levels have remained stable over time.

Over half of the residents (60 percent) had visited a playground over the past year. Of those, 94 percent were satisfied with their experience, a 3 percent decrease since 2021 when 91 percent were satisfied.

Provincial peer group averages = 82%

Figure 7-7 Overall satisfaction with the playgrounds

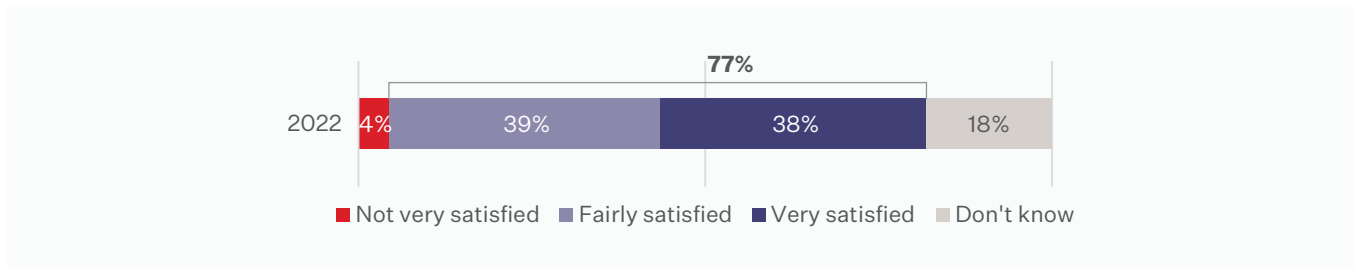
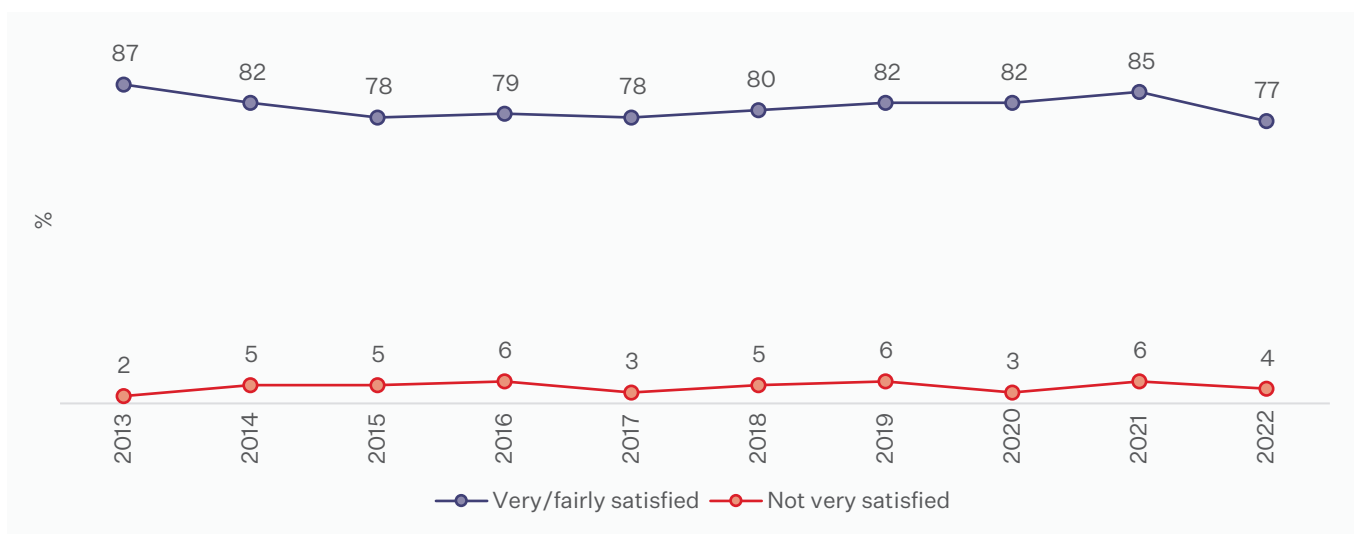


Figure 7-8 Satisfaction levels with sports, parks, and playgrounds – over time



The younger age groups (under 45 years) were more likely to be satisfied with the playgrounds.

Table 7-5 Satisfaction with playgrounds by area

	Not very satisfied	Fairly satisfied	Very satisfied	Don't know
New Plymouth City	5%	34%	42%	19%
Inglewood	1%	43%	37%	19%
Clifton	14%	36%	21%	29%
Kaitake	0%	29%	48%	24%
Waitara	6%	54%	28%	13%
Puketapu-Bell Block	0%	55%	30%	15%
Average	4%	39%	38%	18%

Suggestions to improve the parks, reserves, sports grounds, and playgrounds

All respondents were again invited to suggest what the Council could do to improve their parks, reserves, sports grounds, and playgrounds. More and bigger facilities for each service were identified as areas that needed improvement. For parks and reserves, a cleaner environment with regularly emptied bins was also identified as areas that need improvement.

Table 7-6 Suggestions to improve parks, reserves, sports grounds, and playgrounds

Topic	Area of improvement	%	n
Parks and reserves	More/bigger parks	2%	13
	Empty bins/pick up rubbish	2%	12
	Update/maintenance	2%	10
	Cleaner toilets	1%	6
	Other	1%	3
	Proportion of respondents providing a comment on the parks and reserves	7%	38
Sports parks	More/bigger sport facilities	2%	9
	Upgrade/maintenance	1%	4
	Parking	1%	3
	Other	0%	1
	Proportion of respondents providing a comment on the sports parks	3%	16
Playgrounds	More/bigger playgrounds	2%	12
	Updated/maintenance	1%	5
	Proportion of respondents providing a comment on the playgrounds	3%	17

Typical comments were:

- “ Upkeep of public toilet facilities across the place, maybe a few more.”
- “ There’s lots of rubbish in parks/walkways/beaches, so clean it up.”

- “ The parks could do with an update not much to choose from for smaller kids. Would be nice to have a splash pad installed somewhere by the beach.”
- “ Improve parking availability. Difficulty in parking basic reason for missing opportunities to visit sites.”
- “ More comprehensive maintenance programmes and more financial investment in Sports Grounds.”

Section 8

Events and venues

Key metrics

Quality of event venues and events

54%	had attended an event venue or event during the past 12 months.
86%	were satisfied with the quality of the Council's event venue.
79%	were satisfied with the overall quality of the Council's events.

Quality of libraries

52%	had visited the Puke Ariki Library over the past year. Of those, 95% were satisfied with their experience.
78%	were satisfied with the Puke Ariki Library overall.
32%	had visited another community library over the last year. Of those, 94% were satisfied with their experience.
55%	were satisfied with other community libraries in the District overall.

Museums and art galleries

77%	were satisfied with the museum at Puke Ariki overall.
51%	had used or visited the museum or the Visitor Information Centre at Puke Ariki. Of those, most (94%) were satisfied with their experience.
48%	were satisfied with the Govett-Brewster Art Gallery/Len Lye Centre overall.
26%	had visited the Govett-Brewster Art Gallery/Len Lye Centre, and 87% were satisfied with the venue(s).

Quality of event venues and events

OVERVIEW OF EVENT VENUE USAGE

Just over half (54 percent) of residents had visited an entertainment, arts, or sporting event at least once during the past 12 months. This result is a large decrease compared to last year (down from 75 percent).

	Three times or more	Once or twice	Once or more	Not at all
Attended an entertainment, arts, or sporting event at TSB Showplace (Opera House), TSB Stadium (near the racecourse), Bowl of Brooklands, or Yarrow Stadium.	24%	30%	54%	46%

SATISFACTION WITH EVENT VENUES AND EVENTS

Over eight in ten residents were satisfied (86 percent were fairly/ very satisfied) with the District’s event venues, whilst slightly fewer (79%) were satisfied with the quality of the events. Results from 2021 –for both event venues and events– were at 84 percent, indicating an increase in satisfaction with the event venues but a decrease in the events themselves. Overall, satisfaction levels have been very high over time, whilst dissatisfaction levels have been very low.

Of those residents who had visited an entertainment, arts, or sporting event at least once during the past 12 months, 95 percent were satisfied with their experience.

There are no peer group averages for the quality of Council event venues or Council events.

Figure 8-1 Overall level of satisfaction with event venues and events

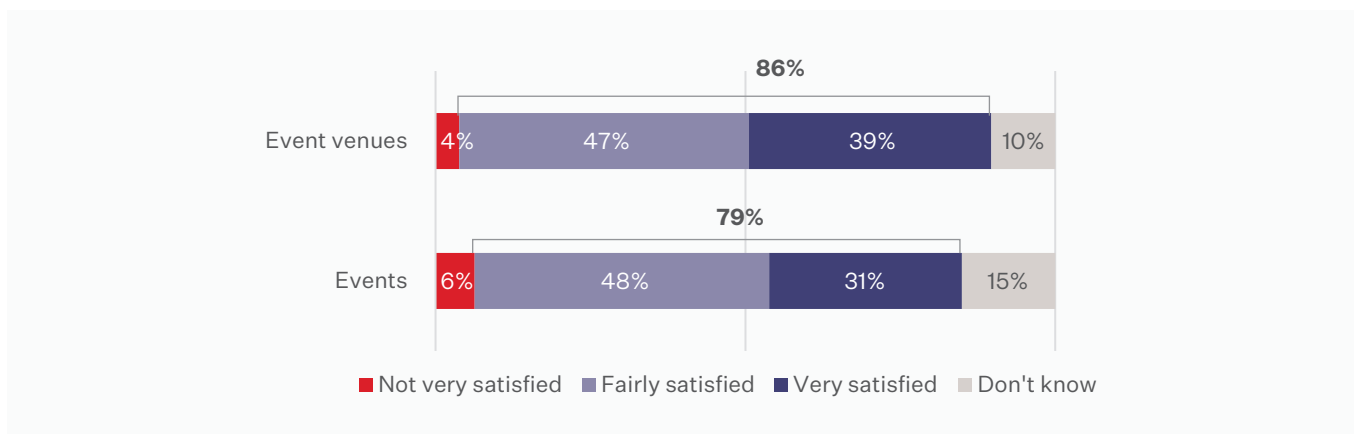
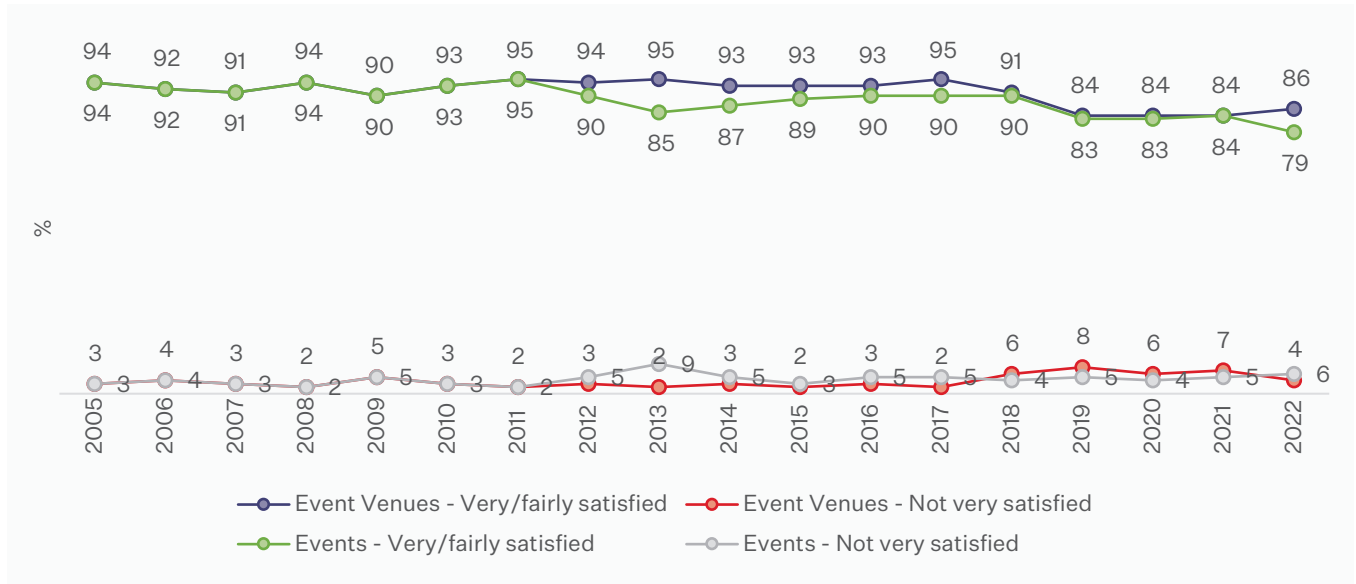


Figure 8-2 Satisfaction with event venues and events – over time



Satisfaction levels were relatively consistent across areas. But Clifton residents were slightly less able to comment on their satisfaction with the events or event venues.

Residents over 65 were more likely to not comment on their satisfaction with the events or event venues. However, residents between 18–44 years of age were more likely to be satisfied with the quality of the Council’s events.

There were no other significant demographic differences.

Table 8-1 Satisfaction with event venues and events – by area

Event venues	Not very satisfied	Fairly satisfied	Very satisfied	Don't know
New Plymouth City	4%	43%	43%	10%
Inglewood	3%	49%	36%	13%
Clifton	7%	43%	29%	21%
Kaitake	10%	52%	33%	5%
Waitara	2%	57%	31%	9%
Puketapu-Bell Block	2%	57%	34%	6%
Average	4%	47%	39%	10%
Events	Not very satisfied	Fairly satisfied	Very satisfied	Don't know
New Plymouth City	7%	43%	35%	15%
Inglewood	7%	53%	20%	20%
Clifton	0%	43%	29%	29%
Kaitake	10%	48%	38%	5%
Waitara	4%	57%	26%	13%
Puketapu-Bell Block	6%	57%	26%	11%
Average	6%	48%	31%	15%

Libraries

OVERVIEW OF LIBRARY USAGE

Just over half of residents had visited the library at Puke Ariki over the past year, and a third had visited other libraries (52 percent and 32 percent, respectively). This result represents a decrease in library usage for both the library at Puke Ariki (72 percent in 2021) and other community libraries (42 percent in 2021). However, like last year, residents from areas other than New Plymouth City tend to visit community libraries (52– 67 percent visitation from other areas).

Table 8-2 Usage of libraries

	Three times or more	Once or twice	Once or more	Not at all
Used or visited the library at Puke Ariki	32%	20%	52%	48%
Used or visited a community library other than the Puke Ariki Library	16%	16%	32%	68%

SATISFACTION WITH LIBRARIES

Likely due to a decline in use, satisfaction with the Puke Ariki Library has decreased by 7 percent, from 85 percent in 2021 to 78 percent in 2022; results are similar to 2020. Satisfaction levels with the community libraries have also declined slightly since last year (from 62 percent to 55 percent).

Positively, dissatisfaction levels with all District libraries remain very low.

Provincial peer group average = 78%

Figure 8-3 Overall satisfaction with libraries

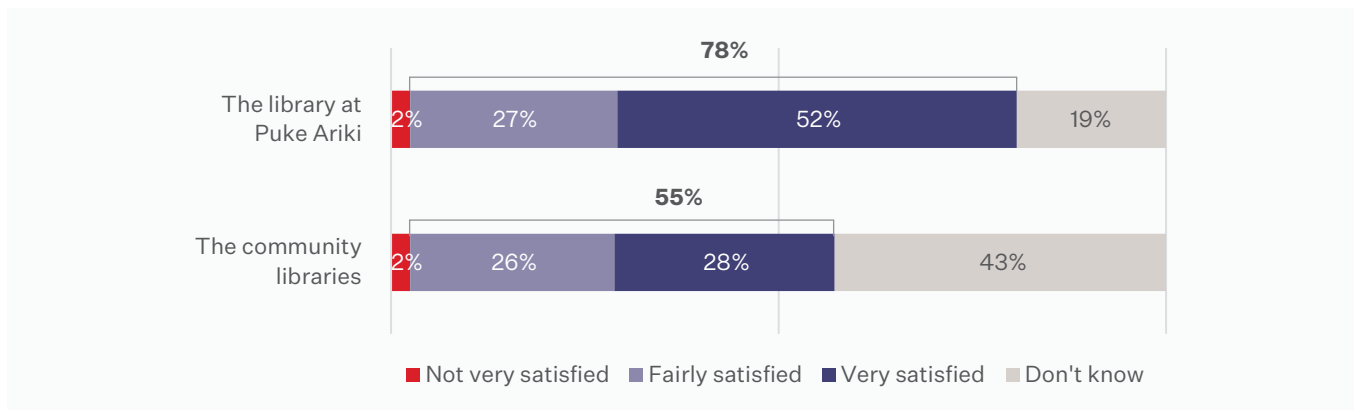
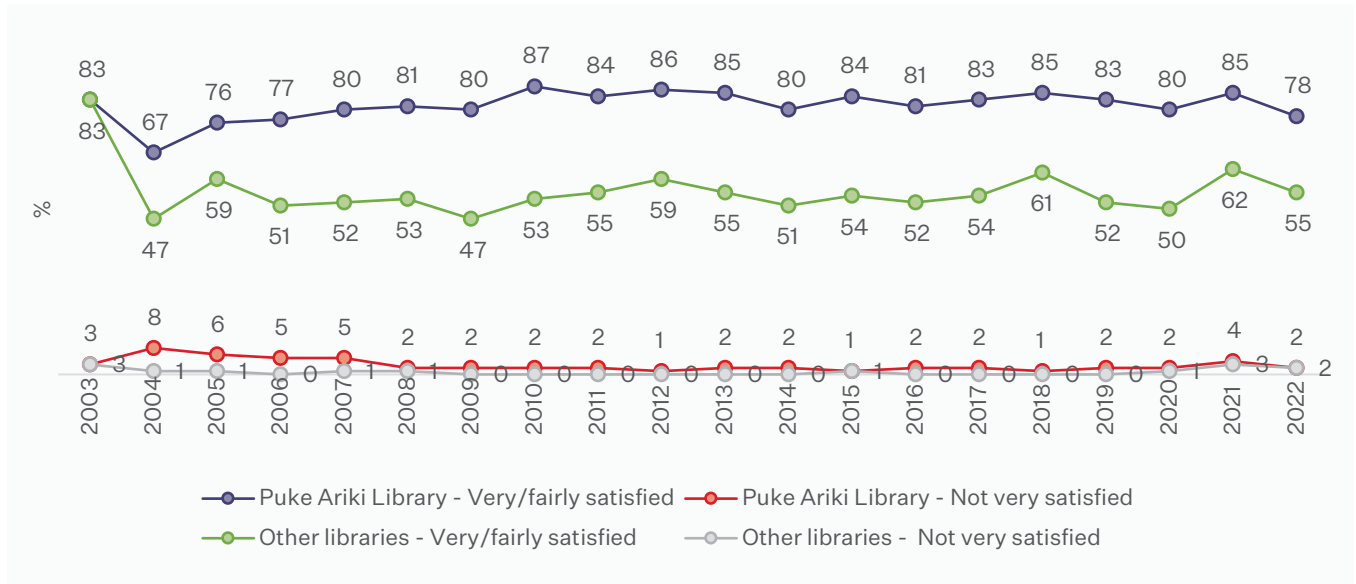


Figure 8-4 Satisfaction with libraries – over time



Overall, satisfaction levels indicate that residents like visiting the Puke Ariki Library, as little dissatisfaction levels occur. Where differences in satisfaction levels exist, it is due to respondents’ inability to make a comment, which is related to their lack of use.

Table 8-3 Satisfaction with libraries – by area

Library at Puke Ariki	Not very satisfied	Fairly satisfied	Very satisfied	Don't know
New Plymouth City	3%	26%	57%	14% ↓
Inglewood	3%	23%	40%	34% ↑
Clifton	0%	29%	50%	21%
Kaitake	0%	24%	48%	29%
Waitara	0%	33%	41%	26%
Puketapu-Bell Block	6%	28%	49%	17%
Average	2%	27%	52%	19%
Other community libraries	Not very satisfied	Fairly satisfied	Very satisfied	Don't know
New Plymouth City	3%	23%	17% ↓	57% ↑
Inglewood	0%	33%	49% ↑	19% ↓
Clifton	7%	21%	36%	36%
Kaitake	0%	24%	38%	38%
Waitara	0%	37%	52% ↑	11% ↓
Puketapu-Bell Block	6%	30%	40%	23%
Average	2%	26%	28%	43%

Museums and art galleries

OVERVIEW OF USAGE

Just over half of residents had used or visited the Museum or the Visitor Information Centre at Puke Ariki over the past year, and a quarter had visited the Govett-Brewster Art Gallery/Len Lye Centre (51 percent and 26 percent, respectively). This result represents a decrease in usage of the museum/Visitor Centre by 22 percent (73 percent in 2021) and a decrease in the use of the art gallery by 18 percent (44 percent in 2021).

Table 8-4 Usage of museums and art galleries

	Three times or more	Once or twice	Once or more	Not at all
Used or visited the museum or the Visitor Information Centre at Puke Ariki	15%	35%	51%	49%
Visited the Govett-Brewster Art Gallery/Len Lye Centre	6%	21%	26%	74%

SATISFACTION WITH THE MUSEUMS AND ART GALLERIES

Three-quarters of residents were satisfied (77 percent were fairly/very satisfied) with the museum at Puke Ariki. This result is a decrease from 2021 when 89 percent were satisfied. As dissatisfaction levels have remained consistently low and usage levels have decreased (a significant proportion had no comments), this suggests that the lack of satisfaction is likely due to lower usage – rather than dissatisfaction.

Comparatively, nearly half (48 percent) of respondents were satisfied with the Govett-Brewster Art Gallery/Len Lye Centre. This result has substantially decreased since 2021 when only 61 percent were satisfied. Positively, relatively fewer were dissatisfied in 2022 compared to 2021 (14 percent were dissatisfied in 2022 and 22 percent in 2021). Similar to the museum/Visitor Centre, higher proportions have no opinion in 2022 (38 percent had no opinion in 2022 compared to 17 percent in 2021).

The provincial peer group average for galleries is 69%.

Figure 8-5 Overall satisfaction levels with museum and art galleries

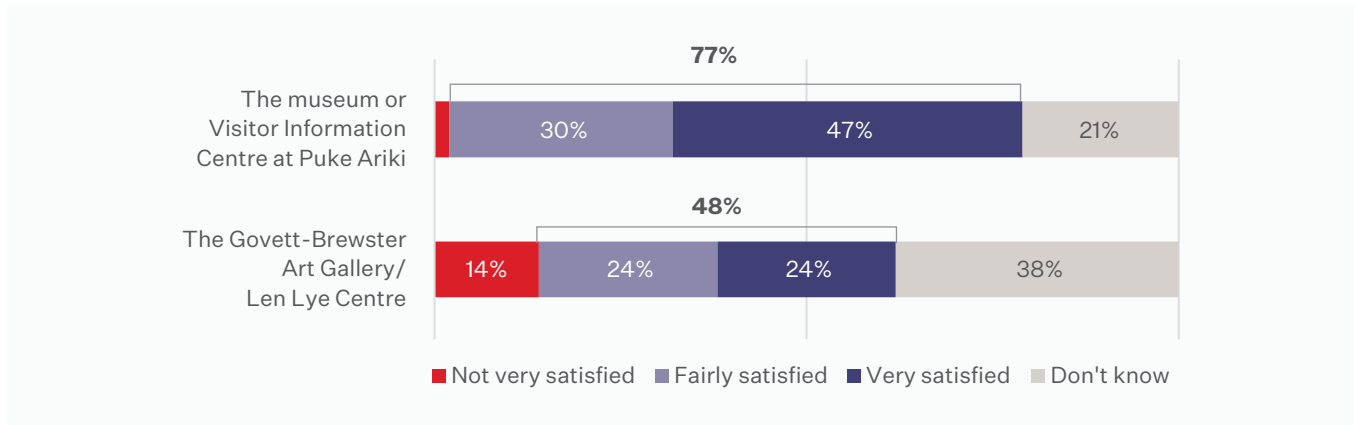
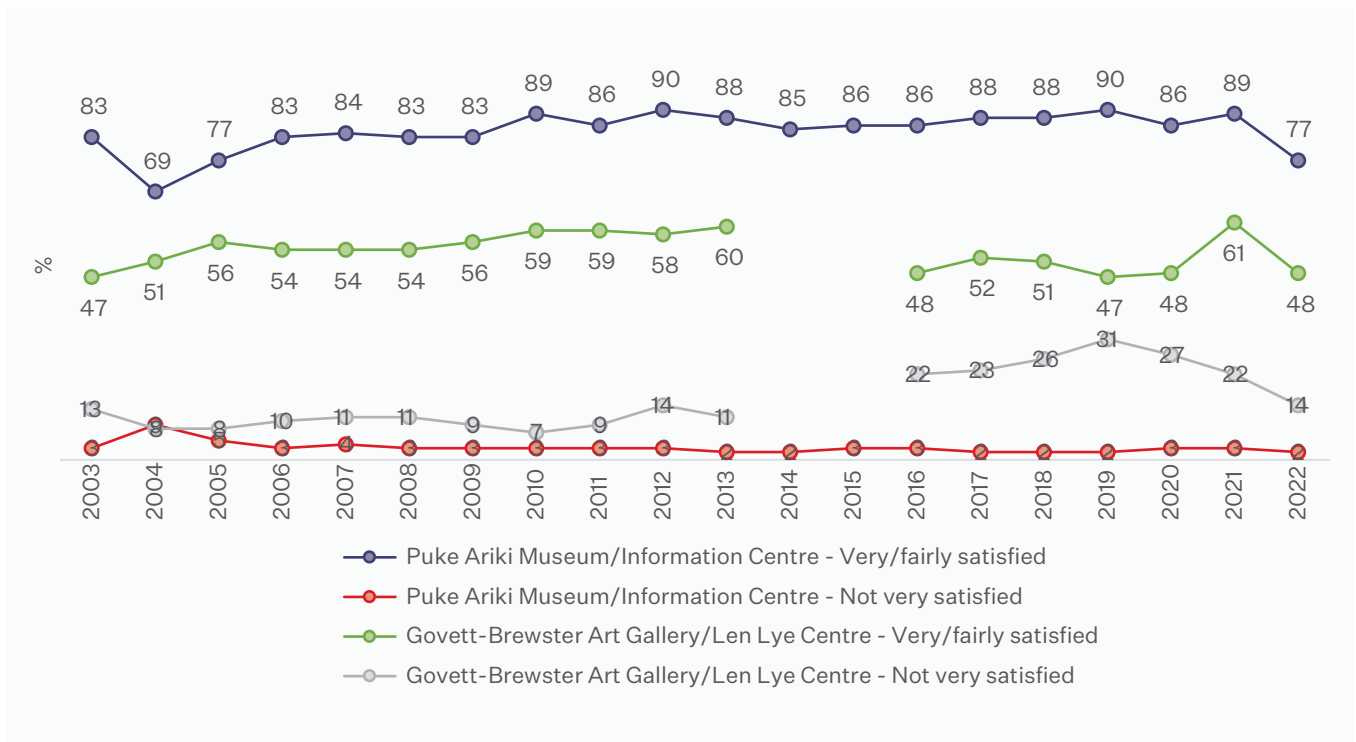


Figure 8-6 Satisfaction levels with Puke Ariki Museum and Govett-Brewster Art Gallery/Len Lye Centre – over time*



*Satisfaction with the Govett-Brewster Art Gallery was not asked during 2014-15 as it was closed for the Len Lye Centre expansion and earthquake strengthening

There were no significant differences in perceptions about the museum at Puki Arika or the Govett-Brewster Art Gallery between different areas in the District.

Older residents were likelier not to have an opinion on the museums or art galleries.

Table 8-5 Satisfaction by location

Puke Arika Museum or Visitor Information Centre	Not very satisfied	Fairly satisfied	Very satisfied	Don't know
New Plymouth City	3%	29%	49%	19%
Inglewood	1%	29%	43%	27%
Clifton	0%	43%	36%	21%
Kaitake	0%	24%	52%	24%
Waitara	0%	31%	43%	26%
Puketapu-Bell Block	2%	32%	47%	19%
Average	2%	30%	47%	21%
Govett-Brewster Art Gallery/Len Lye Centre	Not very satisfied	Fairly satisfied	Very satisfied	Don't know
New Plymouth City	14%	24%	28%	34%
Inglewood	13%	21%	17%	49%
Clifton	14%	21%	14%	50%
Kaitake	29%	10%	19%	43%
Waitara	13%	24%	13%	50%
Puketapu-Bell Block	9%	34%	23%	34%
Average	14%	24%	24%	38%

Suggestions to improve events and venues

All respondents were invited to suggest what the Council could do to improve the District’s events and venues. Recurring themes such as lowering prices and increasing venues and exhibitions were seemingly where the lack of satisfaction could stem from.

Table 8-6 Suggestions to improve events and venues

Topic	Area of improvement	%	n
Council’s events	More events	2%	11
	Better venues	0%	2
	Cheaper	0%	1
	Proportion of respondents providing a comment on Council events/venues	2%	13
Govett-Brewster Art Gallery/ Len Lye Centre	More exhibits	1%	5
	Cheaper	0%	2
	Proportion of respondents providing a comment on Govett-Brewster Art Gallery/Len Lye Centre	1%	7
Libraries	Puke Ariki	1%	5
	Community libraries other than Puke Ariki	1%	3
	Proportion of respondents providing a comment on the libraries	1%	7

Typical comments were:

- “ Govett Brewster make it user pay.”
- “ More funding for museum and gallery exhibitions. Puke Ariki is not as active as it once was.”
- “ Waitara Library could be bigger.”
- “ Community events should be a bit cheaper and accessible to all.”
- “ Len Lye Centre, I’m very interested in art. Brewster Art Gallery, some exhibitions have been very underwhelming in the past.”

Section 9

Other Council services

Key metrics

The airport

65%	had used or visited the airport over the past year. Of these, 96% were satisfied with their experience.
80%	were satisfied with the airport overall.

Swimming facilities

43%	had used swimming facilities over the past year. Of those, 93% were satisfied with their experience.
71%	were satisfied with swimming facilities overall.

Quality of public toilets

73%	had used a public toilet. Of those, 86% were satisfied with their experience.
73%	were satisfied with public toilets overall.

Assistance and support to community groups

69%	were satisfied with assistance and support to community groups.
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Animal control activities

12%	had contacted the Council about animal control. Of those, 86% were satisfied with their experience.
43%	were satisfied with animal control overall.

Overview of usage of other Council services

Usage of other Council services were lower than in 2021 by 9 to 16 percentage points.

Nearly two-thirds (65 percent) had used or visited the airport in 2022, a drop of 10 percent (75 percent in 2021). Forty-three percent had used or visited a public swimming facility in 2022 compared to 59 percent in 2021. Seventy-three percent have used a public toilet compared to 85 percent in 2021. Only 12 percent had contacted the Council about dogs and/or other animals compared to 21 percent in 2021

Table 9-1 Usage of other Council services

	Three times or more	Once or twice	Once or more	Not at all
Used or visited the airport	31%	33%	65%	35%
Used or visited a public swimming facility	29%	14%	43%	57%
Used a public toilet	48%	25%	73%	27%
Contacted the Council about dogs and/or other animals	3%	10%	12%	88%

Satisfaction with the airport

Overall, 80 percent were satisfied with the airport, which has decreased from 86 percent in 2021. This drop in satisfaction corresponds to a six percent increase in don't know responses. Dissatisfaction overall remains at a low.

Two-thirds of residents (or family members) had used or visited the airport during the past 12 months. Of these, 96 percent were satisfied with their experience. User satisfaction with the airport has remained similar to 2021.

There are no provincial peer group averages for satisfaction for airports.

Figure 9-1 Overall satisfaction with the airport

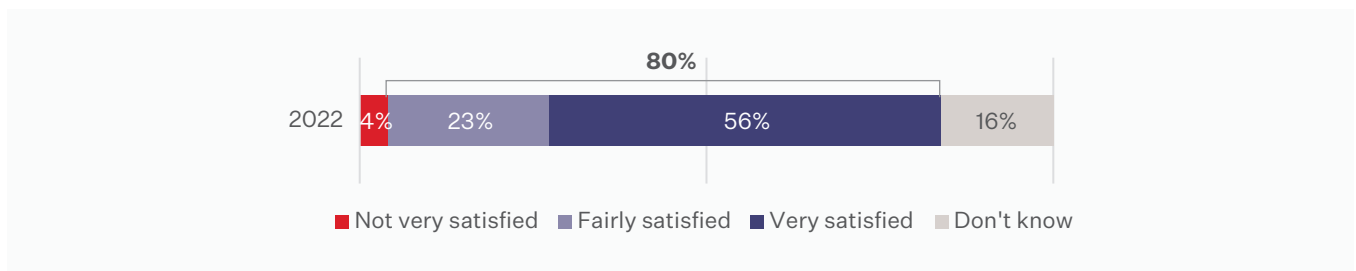
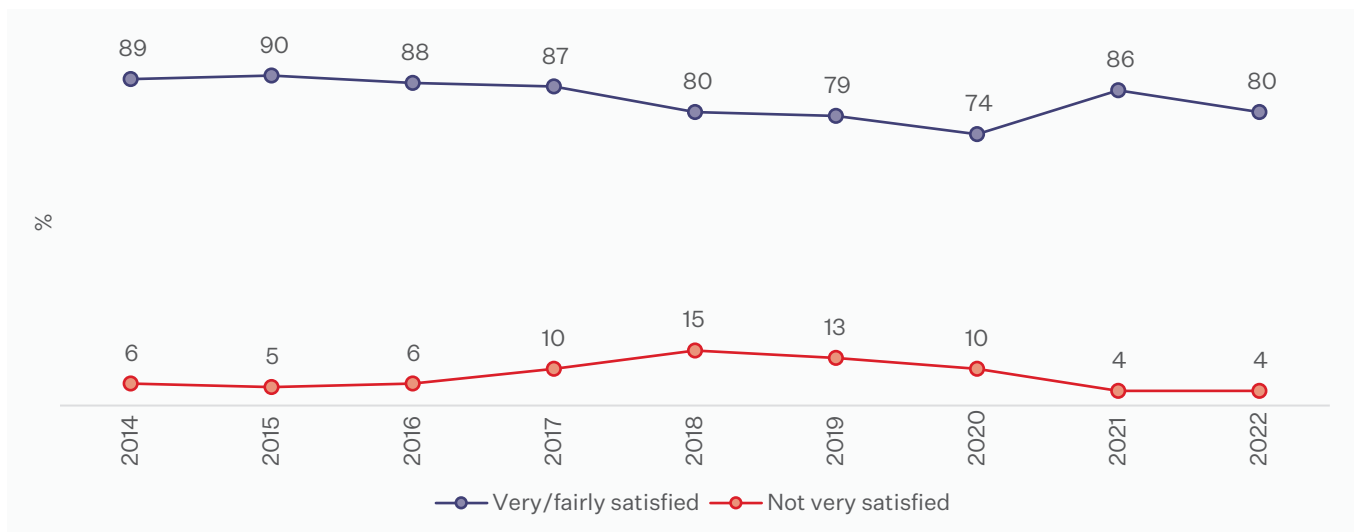


Figure 9-2 Satisfaction with the airport – over time



There were no significant demographic differences.

Table 9-2 Satisfaction with the airport by area

	Not very satisfied	Fairly satisfied	Very satisfied	Don't know
New Plymouth City	4%	20%	59%	17%
Inglewood	6%	29%	47%	19%
Clifton	7%	36%	36%	21%
Kaitake	0%	5%	71%	24%
Waitara	2%	28%	56%	15%
Puketapu-Bell Block	4%	36%	55%	4%
Average	4%	23%	56%	16%

Satisfaction with swimming facilities

Overall, 71 percent of residents were satisfied with the District’s swimming facilities, a 16 percent decline from 2021 (down from 93 percent). This result mostly corresponds to a similar increase in don’t know responses, likely due to the decreased use in 2022. Dissatisfaction levels have remained consistent over time.

Looking at users and visitors, just over four in ten (43%) of the District’s residents had used a swimming facility over the past year. Of those, 94 percent were satisfied with their experience, similar to last year.

Provincial peer group averages = 64 percent

Figure 9-3 Overall satisfaction with swimming facilities

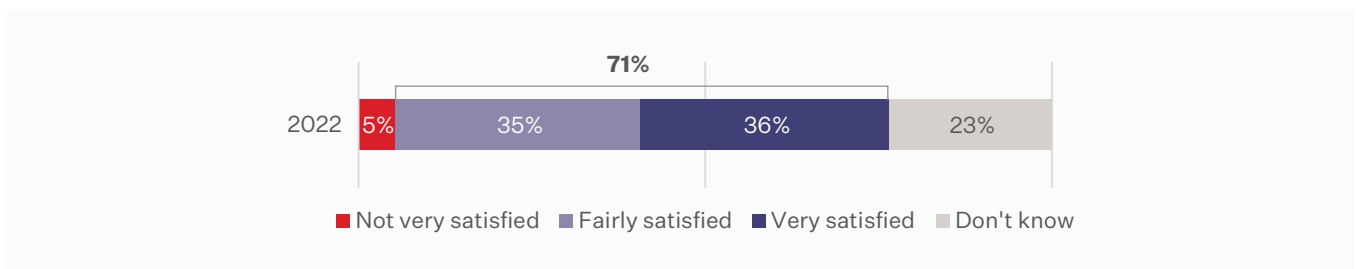
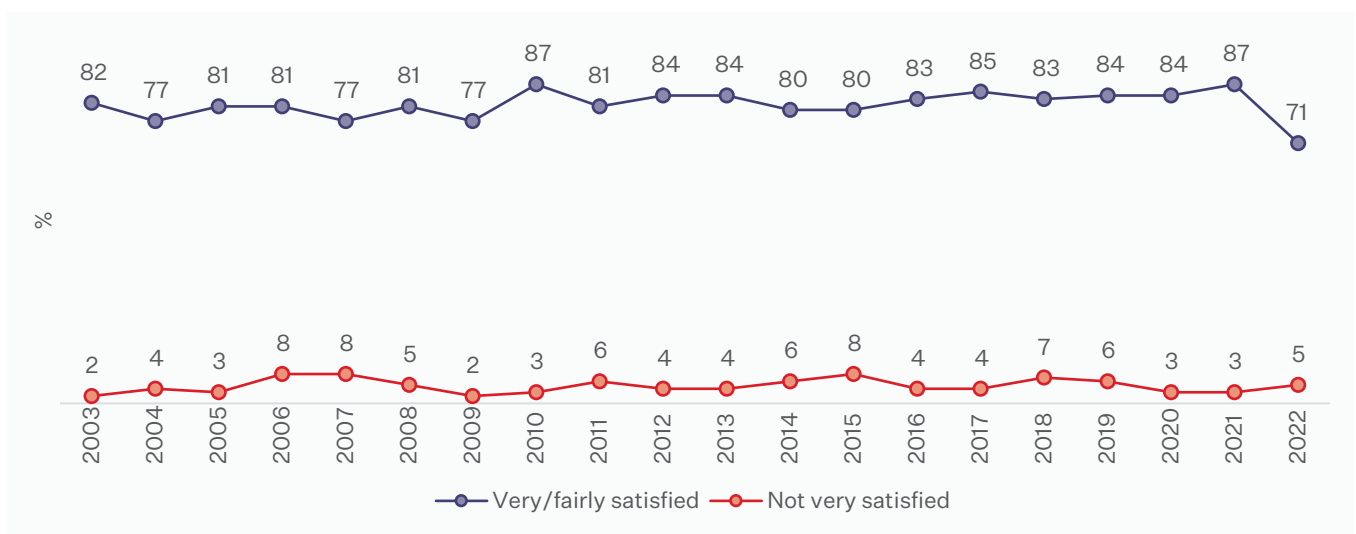


Figure 9-4 Satisfaction with swimming facilities – over time



Residents aged between 18–44 were more likely to be satisfied than other age groups; those over 65 years of age were more likely not to have an opinion. Those within a household of three or more were also more likely to be satisfied.

Table 9-3 Satisfaction with swimming facilities by area

	Not very satisfied	Fairly satisfied	Very satisfied	Don't know
New Plymouth City	6%	34%	38%	23%
Inglewood	3%	33%	33%	31%
Clifton	7%	43%	21%	29%
Kaitake	14%	38%	24%	24%
Waitara	4%	43%	31%	22%
Puketapu-Bell Block	4%	38%	40%	17%
Average	5%	35%	36%	23%

Satisfaction with the quality of public toilets

In 2022, 73 percent of residents were satisfied with the quality control of their public toilets, a 14 percent decline from 2021 (87%). This result is likely due to an increase in don't know responses or a decrease in use in 2022. Positively, dissatisfaction decreased by six percent in 2022.

Satisfaction levels with the quality of public toilets have oscillated over time but remained fairly stable over the past eleven years.

Almost three-quarters of residents had used a public toilet over the past 12 months. Of those, 86 percent acknowledged satisfaction with their experience. This result is a slight increase from 2021 satisfaction levels when 80 percent were satisfied.

Provincial peer group averages = 65 percent

Figure 9-5 Overall satisfaction with the quality of public toilets

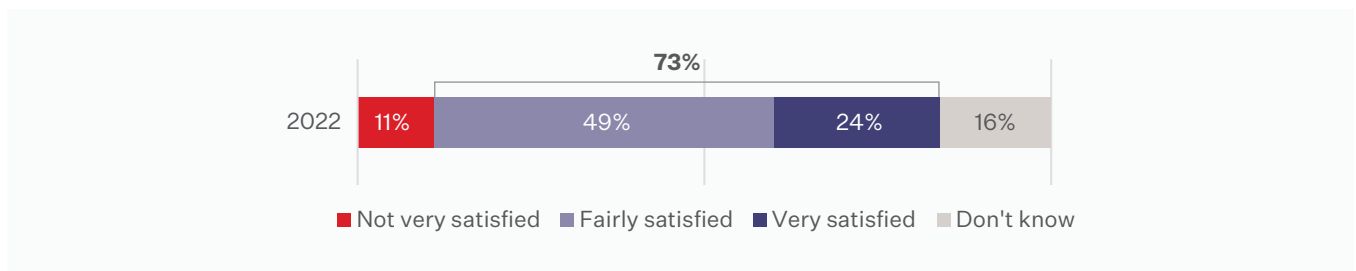
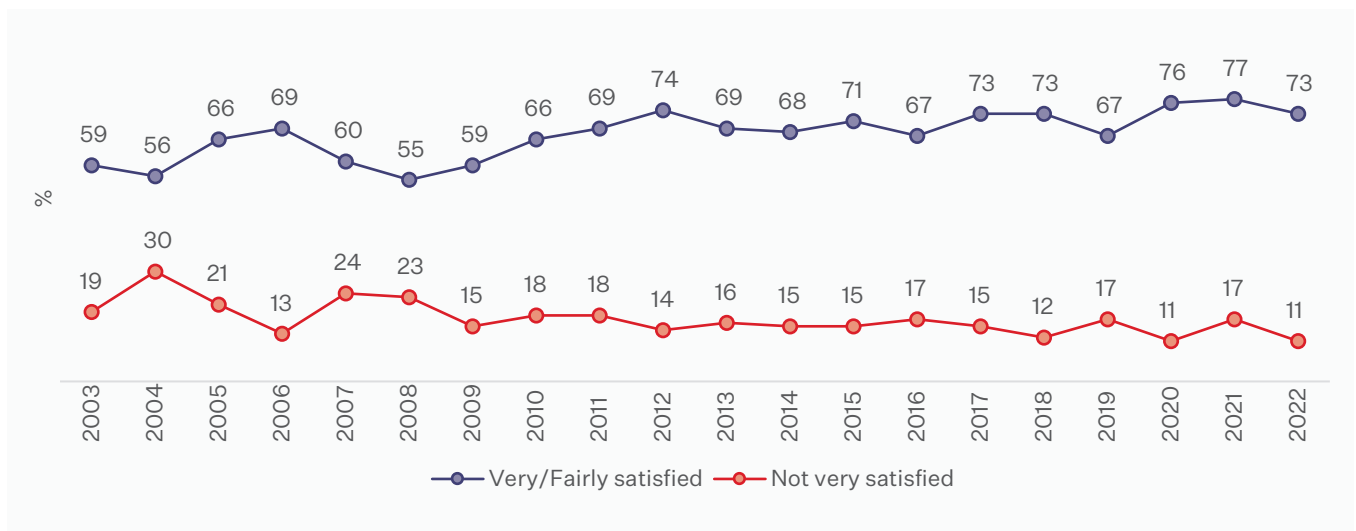


Figure 9-6 Satisfaction with the quality of public toilets – over time



While not significantly different, dissatisfaction with public toilets was higher in Inglewood, Waitara and Puketapu-Bell Block. Residents aged 18–44 and residents living in a household with three or more members were significantly more likely to be dissatisfied with public toilets.

Table 9-4 Satisfaction with the quality of public toilets by area

	Not very satisfied	Fairly satisfied	Very satisfied	Don't know
New Plymouth City	9%	50%	23%	17%
Inglewood	13%	44%	26%	17%
Clifton	0%	50%	36%	14%
Kaitake	5%	57%	29%	10%
Waitara	19%	48%	17%	17%
Puketapu-Bell Block	17%	40%	28%	15%
Average	11%	49%	24%	16%

Assistance and support to community groups

Almost seven in ten residents were satisfied (69 percent were fairly/very satisfied) with the assistance and support given to community groups. However, just under one-quarter did not know, indicating many are still unaware of any measures the Council takes in this area.

Satisfaction with assistance and support to community groups has varied over time but is continuing an upward trend since 2019. Dissatisfaction levels have remained consistent over time.

There are no provincial peer group averages for satisfaction with assistance and support to community groups.

Figure 9-7 Overall satisfaction with assistance and support to community groups

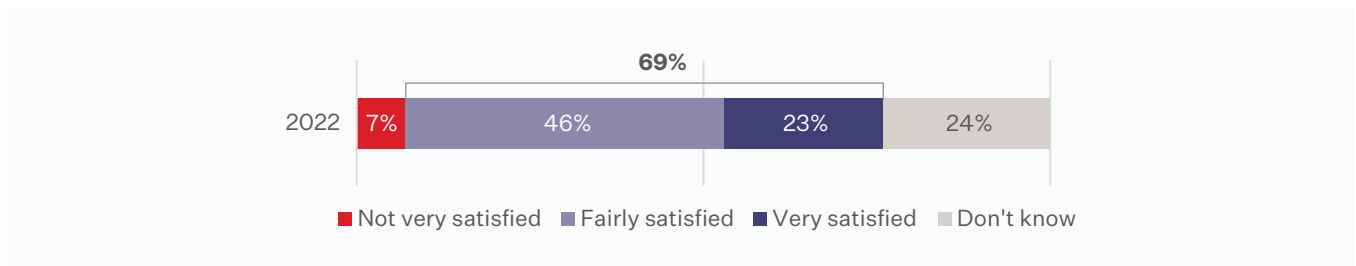
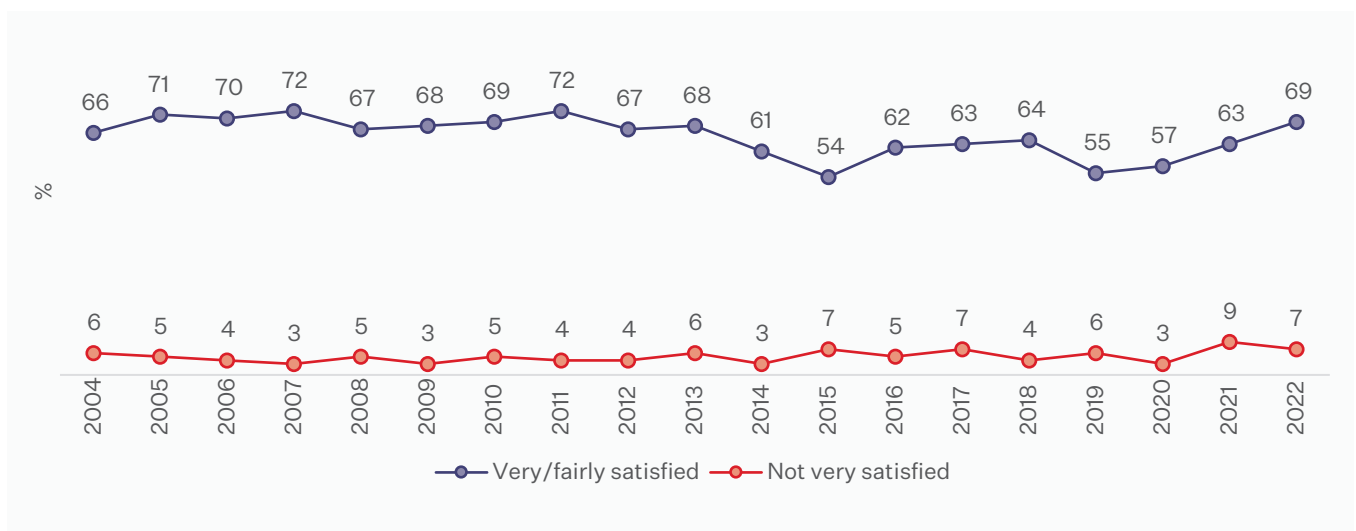


Figure 9-8 Satisfaction with assistance and support to community groups – over time



Residents in Kaitake, Waitara, and Puketapu-Bell Block were the most dissatisfied with assistance and support to community groups.

Table 9-5 Satisfaction with assistance and support to community groups by area

	Not very satisfied	Fairly satisfied	Very satisfied	Don't know
New Plymouth City	6%	45%	24%	25%
Inglewood	4%	46%	20%	30%
Clifton	7%	50%	14%	29%
Kaitake	10%	52%	14%	24%
Waitara	15%	46%	26%	13%
Puketapu-Bell Block	11%	47%	28%	15%
Average	7%	46%	23%	24%

Satisfaction with animal control services

Over half (52 percent) of the District’s residents were unable to comment on animal control services. This finding represents a significant increase since 2021, when only 14 percent had no opinion. As a result, the proportion of respondents satisfied with this service has declined markedly (43 percent were satisfied in 2022 compared to the 70+ percent satisfied prior to 2022).

Among the 12 percent of residents who contacted the Council about animal control, 79 percent were satisfied with their experience. This result is a four percent increase from 2021 when 75 percent were satisfied.

There are no provincial peer group averages for animal control.

Figure 9-9 Overall satisfaction with animal control services

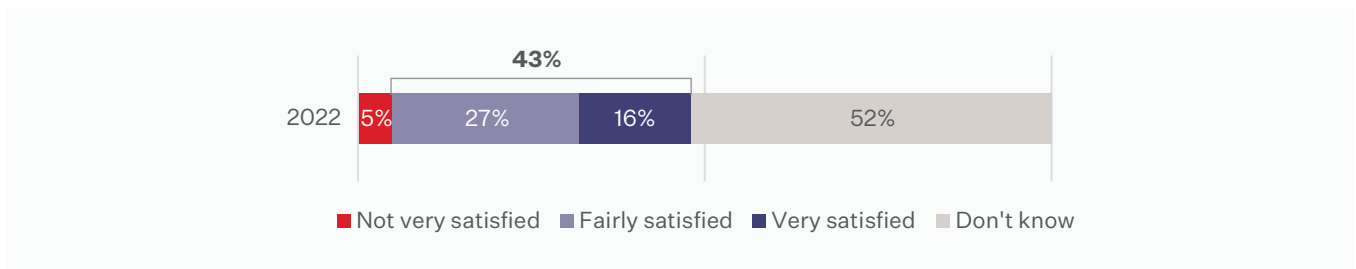
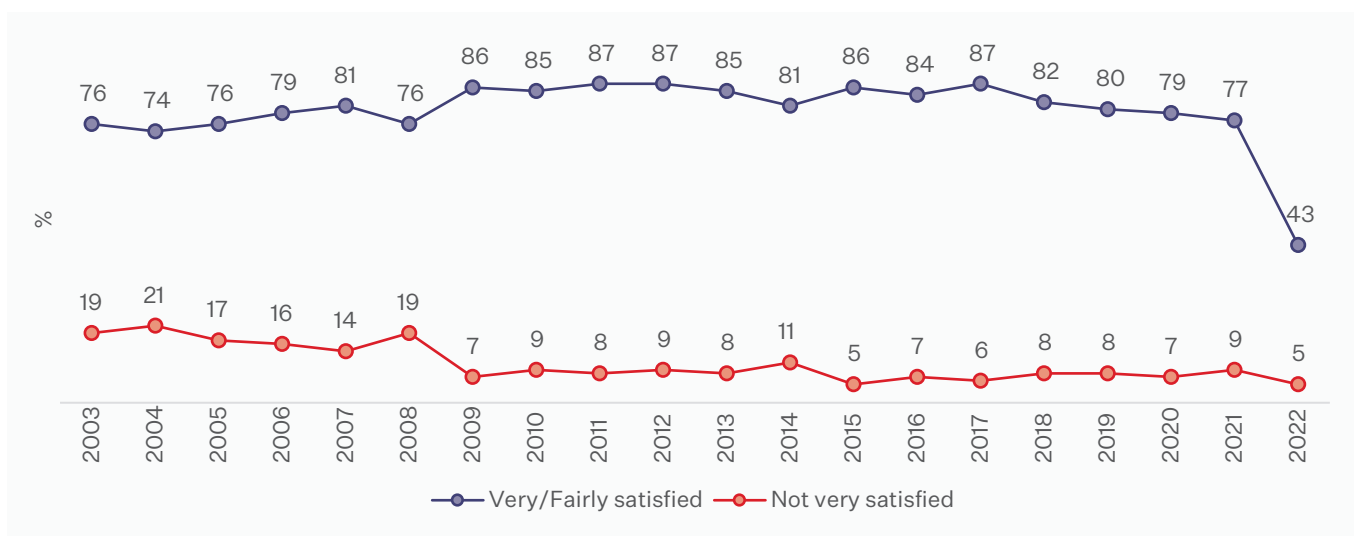


Figure 9-10 Satisfaction with animal control services – over time



Residents from Kaitake were slightly more likely to be dissatisfied with animal control. Residents aged 65+ were most likely to be less satisfied and/or did not know their satisfaction level with animal control services.

Table 9-6 Satisfaction with animal control services by area

	Not very satisfied	Fairly satisfied	Very satisfied	Don't know
New Plymouth City	3%	24%	17%	55%
Inglewood	7%	34%	11%	47%
Clifton	0%	29%	0%	71%
Kaitake	14%	24%	0%	62%
Waitara	4%	37%	24%	35%
Puketapu-Bell Block	9%	30%	15%	47%
Average	5%	27%	16%	52%

Suggestions to improve other Council services

All respondents were invited to provide a suggestion on what the Council could do to improve their services. Most residents suggested improvements around increasing the cleanliness of the public toilets. Other suggestions included upgrading swimming facilities and increasing airport parking.

Table 9-7 Suggestions to improve other Council services

Topic	Area of improvement	%	n
Airport	Parking	1%	5
	Other	1%	3
	Proportion of respondents providing a comment on the airport	2%	8
Swimming facilities	Upgrade/maintenance	2%	10
	Open longer hours	1%	4
	Other	1%	3
	Proportion of respondents providing a comment on the swimming facilities	3%	14
Public toilets	Cleaner	13%	67
	Proportion of respondents providing a comment on the public toilets	13%	67
Animal control services	Better/more help	1%	6
	Enforce dogs on leashes	0%	2
	Other	0%	1
	Proportion of respondents providing a comment on the animal control services	2%	9

Some comments were:

- “ Airport - needs to be a second runway that runs a cross from the existing one.”
- “ The public facilities need to be cleaned more frequently, and we have found on many occasions that the toilets have been blocked.”
- “ Animal Control Services - Lots of dogs that wander and are a noise problem. Dog controller needs to be more visible.”
- “ Aquatic Centre - keep the outdoor pool open longer in the season.”

Section 10

Overview of usage of Council services and facilities

Residents from the District frequently visit their local parks and reserves, making this a valuable asset to the area. Contacting the Council about animals is the least used service in 2022 compared to all others.

Table 10-1 Number of times a facility or service has been visited

	Three or more times	Once or twice	Once or more	Not at all
Public parks or reserves, including the Coastal Walkway and Pukekura Park	74%	14%	88%	12%
A public toilet in the New Plymouth District	48%	25%	73%	27%
The airport	31%	33%	65%	35%
A playground	39%	21%	60%	40%
Attended an entertainment, arts, or sporting event at TSB Showplace (Opera House), TSB Stadium (near the racecourse), Bowl of Brooklands, or Yarrow Stadium)	24%	30%	54%	46%
The library at Puke Ariki	32%	20%	52%	48%
The museum or Visitor Information Centre at Puke Ariki	15%	35%	51%	49%
A sports park	31%	19%	49%	51%
A public swimming facility	29%	14%	43%	57%
Used a cycleway in the district	24%	10%	34%	66%
A community library, other than the Puke Ariki Library	16%	16%	32%	68%
The Govett-Brewster Art Gallery/Len Lye Centre	6%	21%	26%	74%
Animal control services	3%	10%	12%	88%

Section 11

Council planning

Key metrics

Satisfaction with rates

71% are satisfied with the way their rates are spent.

Spend emphasis

53% The availability of car-parking in the District was the top emphasis for spending more rates. This result is consistent with the 2021 survey.

Rates spending

SATISFACTION WITH THE WAY RATES ARE SPENT

Generally, residents are fairly satisfied with the way their rates are spent (71 percent were satisfied). This result is lower than 2021 when 77 percent were satisfied with this measure and represents a downward trend; it was the lowest level of satisfaction recorded since 2003.

There are no peer group averages for satisfaction with the way rates are spent.

Figure 11-1 Overall level of satisfaction with the way rates are spent

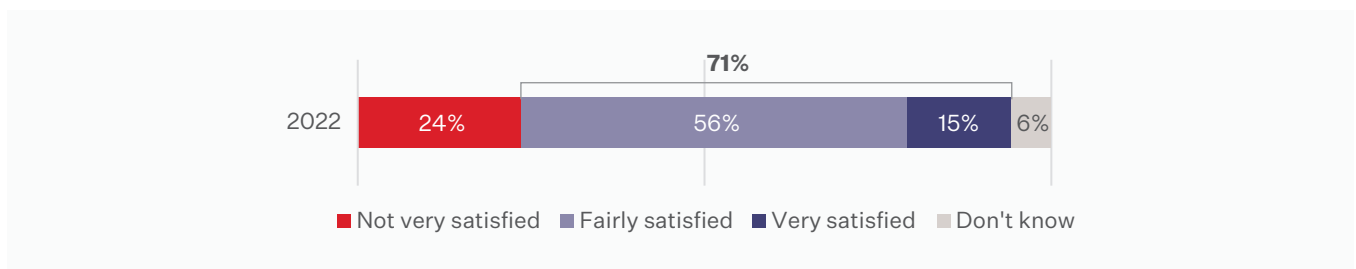
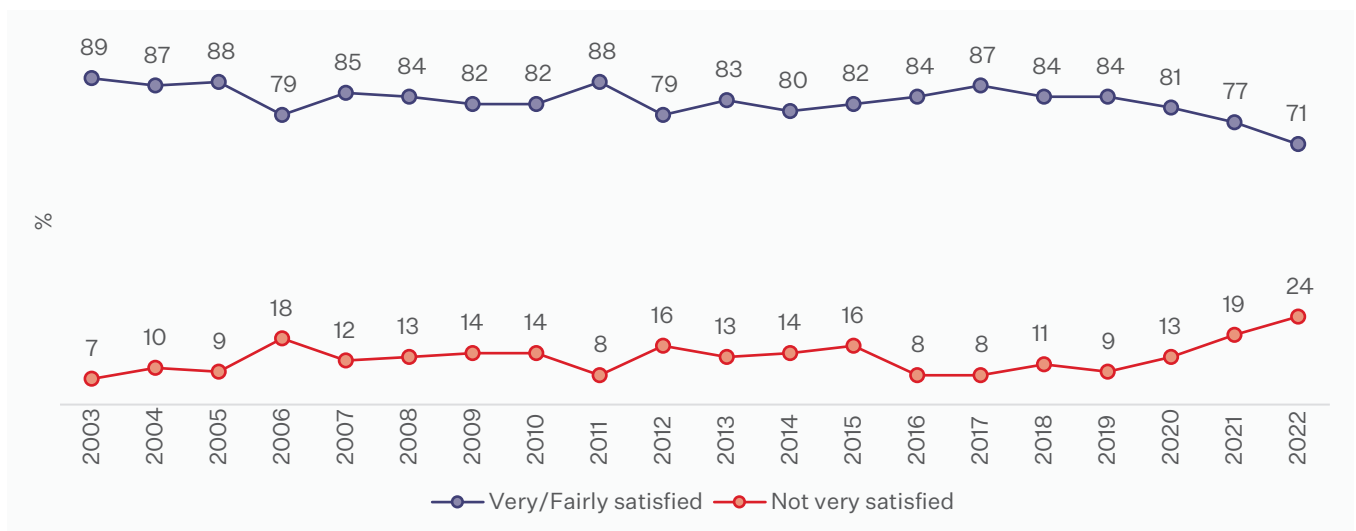


Figure 11-2 Satisfaction with the way rates are spent – over time



Rates spending perceptions varies among different areas, but not significantly.

Table 11-1 Satisfaction of rates spending by area.

	Not very satisfied	Fairly satisfied	Very satisfied	Don't know
New Plymouth City	23%	55%	17%	5%
Inglewood	23%	56%	19%	3%
Clifton	29%	43%	7%	21%
Kaitake	29%	57%	10%	5%
Waitara	30%	57%	2%	11%
Puketapu-Bell Block	19%	60%	17%	4%
Average	24%	56%	15%	6%

REASONS FOR DISSATISFACTION WITH RATES SPENT

Respondents dissatisfied with how the Council spent their rates were asked why.

Nearly a third were generally dissatisfied with the Council services/the Council. Specifically, respondents were dissatisfied with spending on specific services and facilities they felt were unnecessary and felt that the rates were high.

Table 11-2 Reasons for dissatisfaction with rates spent.

	%	n
General dissatisfaction with Council services	30%	38
Spending on specific services/facilities	17%	21
Spending money on Yarrow Stadium/rugby parks ⁴	17%	21
Rates/rates affordability	15%	19
The Council	14%	17
Quality/lack of rubbish collection	6%	7
General spending of rates/allocation of funding	6%	7
Other	1%	1
Nothing/no comment	12%	15
TOTAL	100%	125

Some comments were:

- “ Ever increasing rates increases with not much to show for it that assists the average household.”
- “ Cost of parking in town Quality of the roads.”
- “ Spending money in the wrong places - more into infrastructure roading water supplies.”
- “ Rubbish collection and water (or lack of) as previously stated.”

⁴ Note: the Yarrow Stadium/rugby parks is a TRC matter, not a NPDC matter

The emphasis on spending trade-offs

Residents were asked what they would like to see more, about the same, or less spent on a list of 30 services or facilities in the District. More cannot be spent on all services or facilities without increasing rates or user charges (see Appendix for the full summary table).

There were not a lot of significant differences in demographic variables. Residents aged 18–44 were likelier to want more rates spent on playgrounds. Those aged 65+ were likelier to want less rates spent on access to the natural environment. Females were more likely than males to want more rates spent on public toilets and playgrounds.

EMPHASIS ON SPENDING MORE

The availability of car-parking in the District was the top emphasis for 53 percent of respondents. In 2021, 57 percent of respondents identified this as a priority issue, showcasing that this issue has remained significant.

This was followed by the overall quality of roads – a topic that was also the second priority in 2021.

Table 11-3 Top ten services or facilities to spend more rates on.

		%	n
1	The availability of car-parking in the District	53%	277
2	The overall quality of roads	51%	266
3	The quality and safety of footpaths	33%	172
4	The maintenance of the quality of the living environment, including litter control. (This includes both the natural environment and the built environment)	32%	170
5	The quality of public toilets	32%	166
6	District planning, control of building consents, subdivision, and development	31%	161
7	The quality of the water supply	31%	160
8	The ability to drive around the District quickly, easily, and safely	29%	153
9	Assistance and support to community groups	28%	147
10	Economic Development, such as promotion of the District, including tourism and support for economic growth and diversification	28%	145

EMPHASIS ON SPENDING ABOUT THE SAME

Most respondents preferred the emphasis on spending to be about the same for many other facilities and services.

Table 11-4 Top ten services or facilities to spend about the same rates on

		%	n
1	The library at Puke Ariki	79%	415
2	Access to the natural environment, including the rivers, lakes, the mountain, and the coast	76%	398
3	The museum at Puke Ariki	75%	392
4	The Visitor Information Centre at Puke Ariki	75%	392
5	The quality of urban landscapes and streets	73%	384
6	The quality of parks and reserves, including the Coastal Walkway and Pukekura Park	73%	383
7	Kerbside rubbish and recyclables collection	72%	376
8	Community libraries, other than the Puke Ariki Library	71%	371
9	The quality of playgrounds	70%	367
10	Swimming facilities	70%	366

EMPHASIS ON SPENDING LESS

The Govett-Brewster Gallery/Len Lye Centre was the only service or facility that respondents specifically wanted less money spent by the Council. Again, this is similar to 2021.

Table 11-5 Top ten services or facilities to spend fewer rates on

		%	n
1	Govett-Brewster Art Gallery/Len Lye Centre	40%	212
2	The airport	20%	107
3	The museum at Puke Ariki	16%	83
4	The Visitor Information Centre at Puke Ariki	15%	77
5	The quality of Council's events	15%	77
6	Economic development, such as promotion of the District, including tourism and support for the economy	15%	77
7	The quality of the Council's event venues	13%	70
8	District planning, control of building consents, subdivision, and development	12%	61
9	Animal control activities	11%	59
10	The library at Puke Ariki	10%	54

Section 12

Contacting the Council

Key metrics

Satisfaction with overall service when contacting

80% were satisfied with their contact with Council offices.

86% were most satisfied when they contacted the Council in person.

Rating of Council staff when contacting

78% **found the Council staff helpful.**

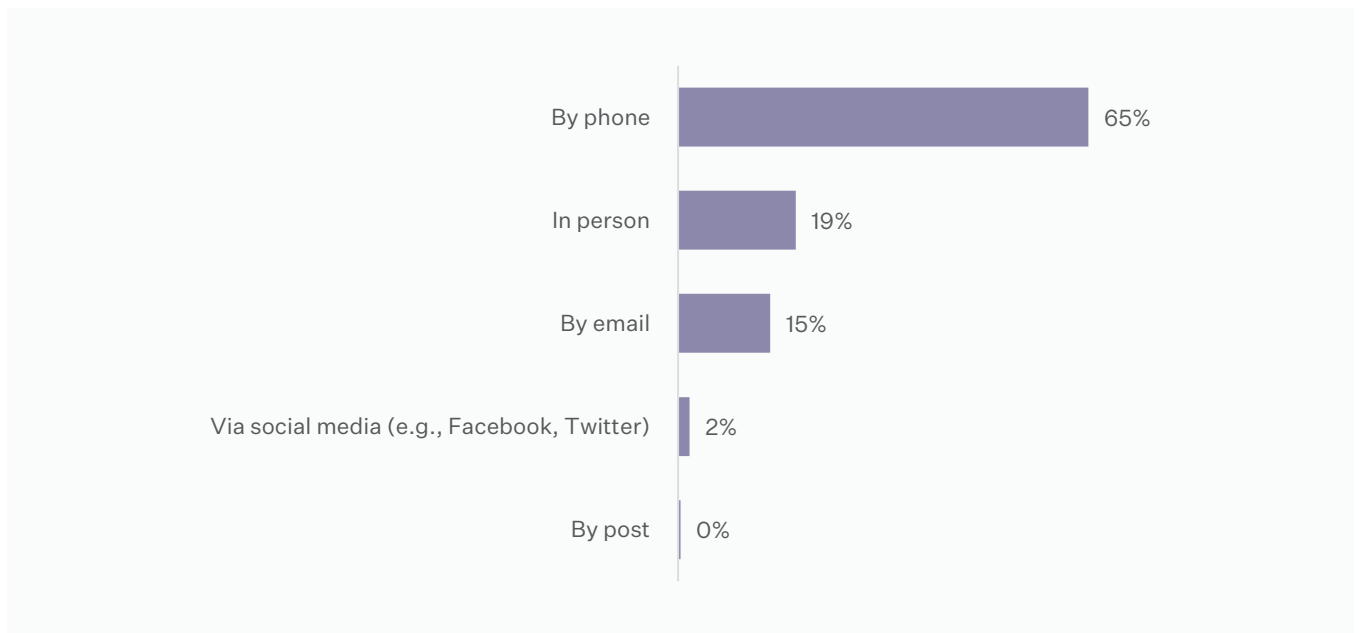
77% found the Council staff knowledgeable.

65% were satisfied the Council did what it said it would do.

Contacting Council offices

All respondents were asked if they had contacted the Council over the past 12 months, and a half (275 residents or 53 percent) had. The most predominant contact method was by phone, which 65 percent had used.

Figure 12-1 Method to contact Council



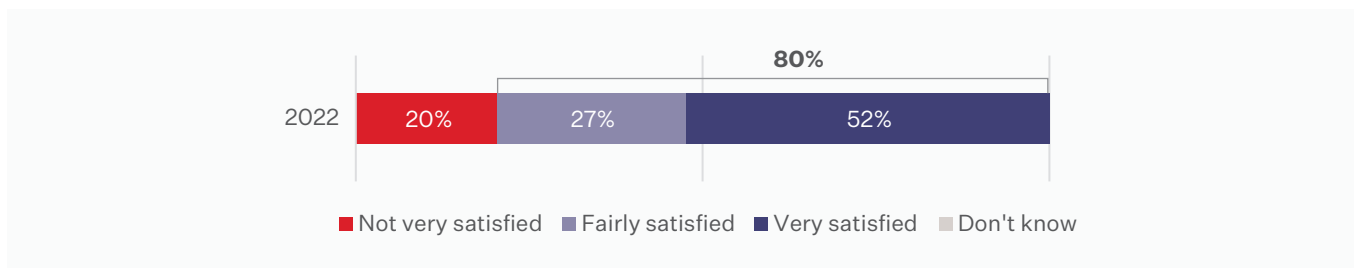
There were no significant differences in the proportion of respondents who had contacted the Council or mode of contact by area.

Satisfaction with contact with Council offices

OVERALL SATISFACTION

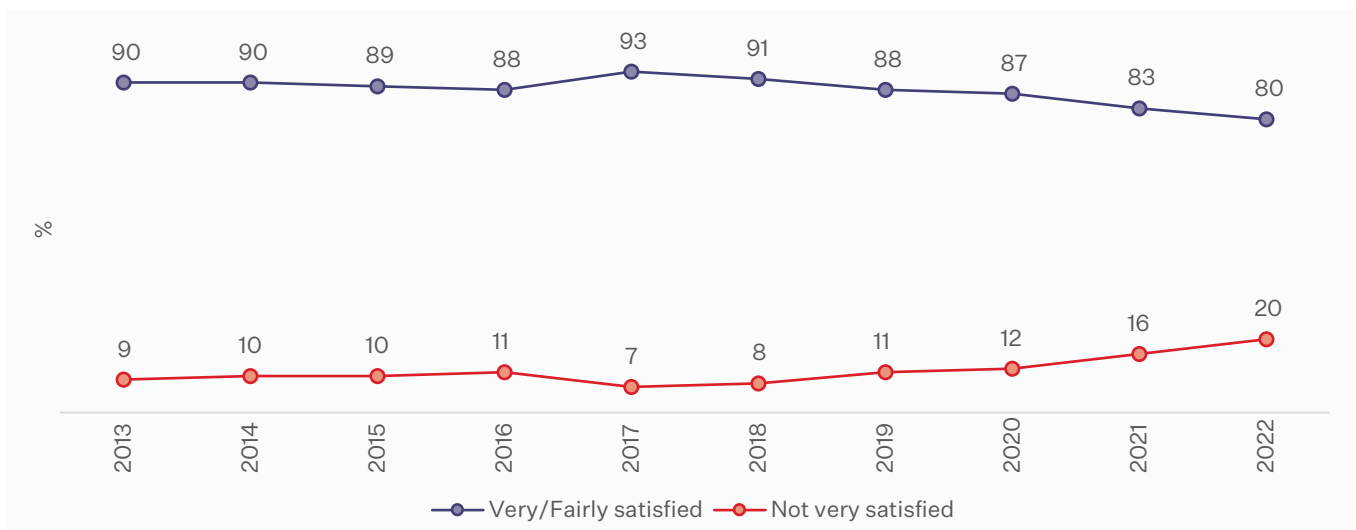
In total, 80 percent of respondents were satisfied with their contact with Council offices. Trend analysis shows a decline in satisfaction and an increase in dissatisfaction since 2017.

Figure 12-2 Overall satisfaction with contact with Council offices (n=275)



There is no provincial peer average for satisfaction with contact with Council offices.

Figure 12-3 Overall satisfaction with contact with Council offices – over time



SATISFACTION WITH CONTACT WITH COUNCIL OFFICES BY DIFFERENT MODES

Residents were most satisfied when they contacted the Council in person (80 percent satisfied), whereas contact by email was the method that produced the highest level of dissatisfaction (33 percent).

Table 12-1 Level of satisfaction with contact with Council offices by contact mode

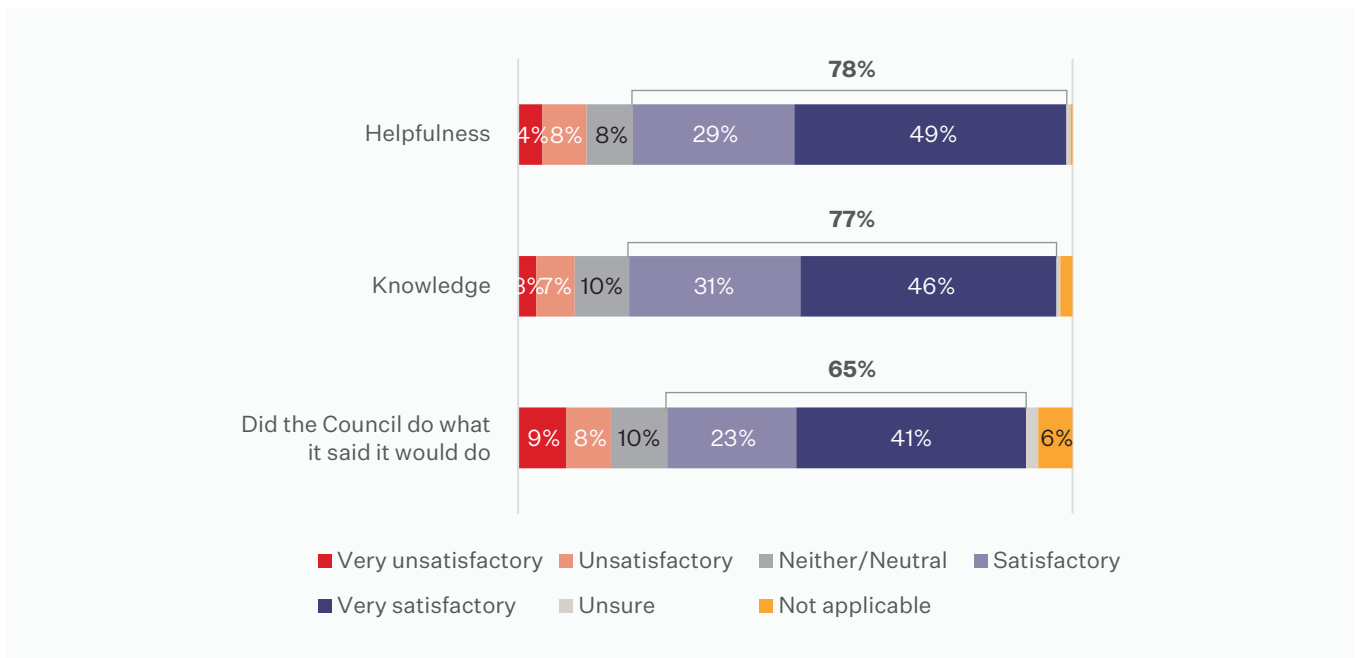
	Not very satisfied	Fairly satisfied	Very satisfied	Don't know	Number of respondents (n)
By phone	20%	28%	53%	0%	178
In person	14%	24%	63%	0%	51
By email	33%	28%	40%	0%	40
Via social media	20%	40%	40%	0%	5
By post	0%	100%	0%	0%	1
Average	20%	27%	52%	0%	275

Staff performance

Those respondents (n=275) that contacted the Council over the past 12 months were asked how they rated staff performance on helpfulness, knowledge, and whether the Council did what it said it would.

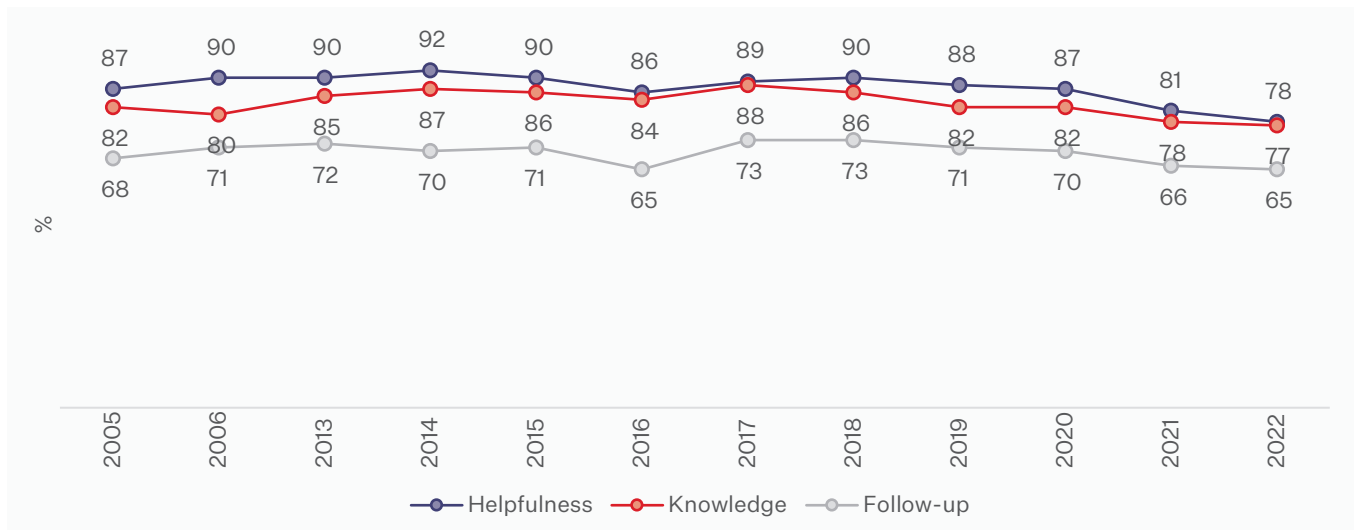
Respondents found the interactions with staff more than satisfactory (satisfactory + very satisfactory) across all three investigated areas. They felt the staff were helpful (78 percent satisfied), knowledgeable (77 percent satisfied), and were satisfied the Council did what it said it would do (65 percent satisfied).

Figure 12-4 Level of satisfaction with staff performance (n=275)



Satisfaction with staff performance in all three investigated areas has slowly declined over time.

Figure 12-5 Staff performance over time



Suggestions to improve Council service

Dissatisfied respondents were invited to provide a suggestion on what the Council could do to improve its overall service. The top two areas residents would like to see improvements in are better communication and processes (41 percent and 29 percent, respectively). There were 20 percent of residents that had no further comments to add.

Table 12-2 Suggestions to improve Council services

Areas of improvement	%	n
Better communication	41%	23
Better processes	29%	16
Hire better staff	11%	6
Follow through with promises	9%	5
Other	2%	1
Don't know/nothing/no comment	20%	11
Total number of dissatisfied respondents	100%	56

Some typical comments were:

- “ Communicate a lot better - follow through with promises - if they said they're going to do it, follow through with it.”
- “ Listen to its ratepayers.”
- “ Provide the services are paid for.”
- “ Have people that are actually qualified to talk to people on the same plane; when you ask a question, don't look in the book; just answer the question.”

Section 13

Public Consultation

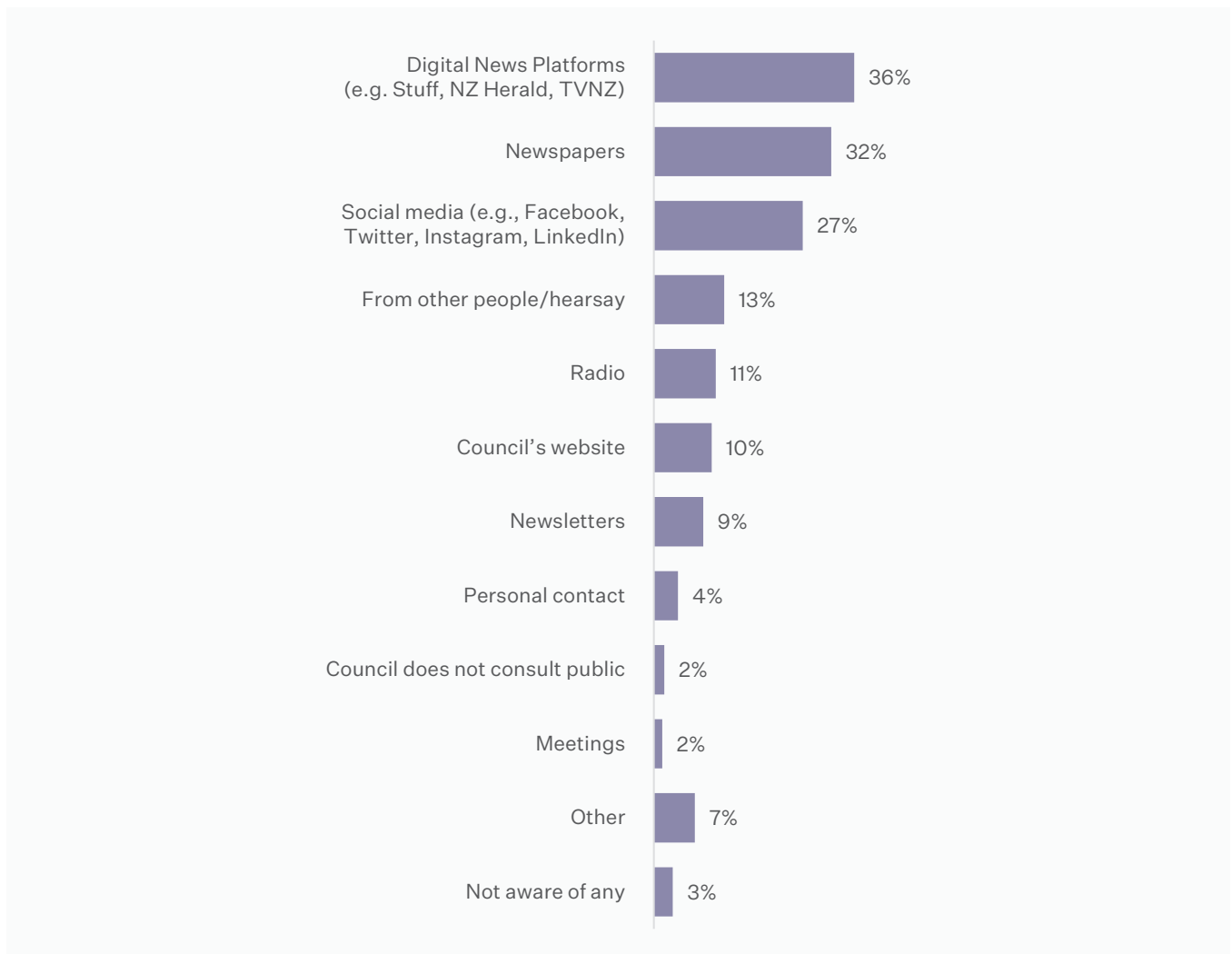
Public consultation

- Digital news platforms are the predominant source of information about the Council.
- Online media (media websites and social media) is the most preferred method.
- Preferred media sources vary by age.
- 59 percent feel the information the Council supplies to the community is enough/more than enough.

Sources of information

Respondents were asked to identify sources of information seen, read, or heard about the Council. In 2022, most people found information about the Council from digital news platforms, followed by newspapers and social media.

Figure 13-1 Source of information about the Council



Looking at the District’s areas in more detail, there were no significant differences among the top three sources of information.

Table 13-1 Top three sources of information by area

	New Plymouth City	Inglewood	Clifton	Kaitake	Waitara	Puketapu-Bell Block	Average
Digital News Platforms (e.g. Stuff, NZ Herald, TVNZ)	39%	36%	14%	38%	33%	28%	36%
Newspapers	34%	37%	29%	14%	24%	32%	32%
Social media (e.g., Facebook, Twitter, Instagram, online news)	26%	27%	14%	19%	33%	32%	27%

Most significant differences regarding information sources about the Council were seen in the different age groups. For example, the younger age groups were significantly more likely to use social media, and the older age groups were more likely to use newspapers. These results are consistent with the results obtained in 2021.

Table 13-2 Top three sources of information by age

	18–44 years	45–64 years	65+ years
Digital News Platforms (e.g. Stuff, NZ Herald, TVNZ)	31%	37%	42%
Newspapers	18% ↓	26%	58% ↑
Social media (e.g. Facebook, Twitter, Instagram, LinkedIn)	37% ↑	25%	16% ↓

Preferred sources of information

Residents were also asked about other media sources that they use. Media websites such as Stuff and TVNZ were used the most frequently (77 percent), followed by social media (71 percent) and television (63 percent).

Similar to the sources used to see, read, or hear about Council information, the use of media sources varies by age.

Figure 13-2 General use of media sources

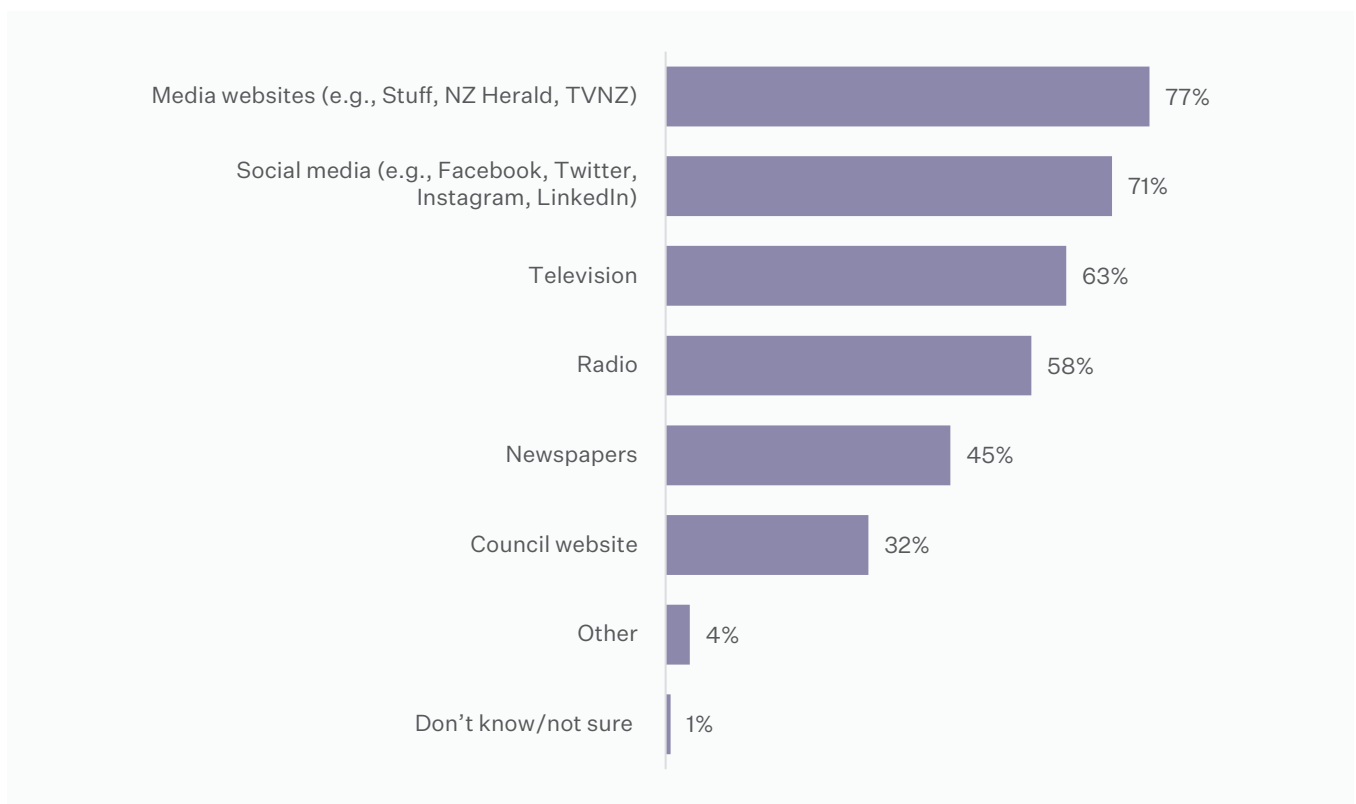


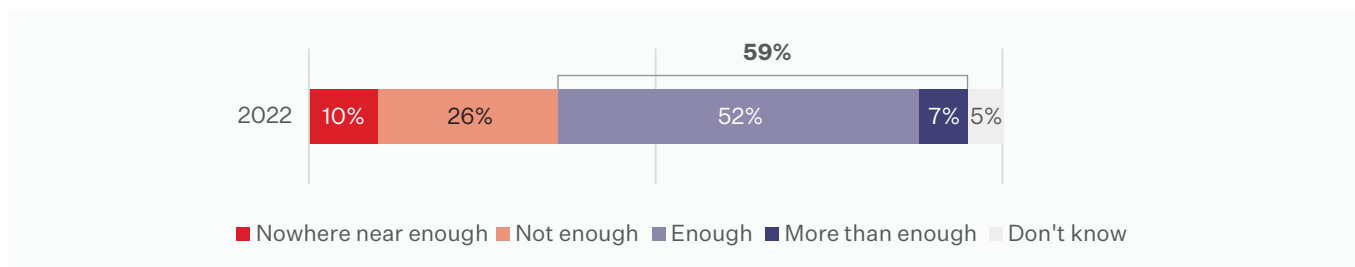
Table 13-3 General use of media sources by age

	18–44 years	45–64 years	65+ years
Media websites (e.g. Stuff, NZ Herald, TVNZ)	74%	83% ↑	73%
Social media (e.g. Facebook, Twitter, Instagram, LinkedIn)	85% ↑	72%	52% ↓
Television	45% ↓	70%	79% ↑
Radio	50% ↓	62%	63%
Newspapers	28% ↓	45%	67% ↑
Council website	31%	38%	27%
Other	3%	5%	3%
Don't know/not sure	1%	1%	0%

Sufficiency of information

All respondents were asked to comment whether the information the Council supplies to the public were enough. Almost six in ten (59 percent) residents felt that the information was satisfactory, whilst over a third (37 percent) of residents believe that the information provided by the Council is insufficient or nowhere near enough. Satisfaction has increased by 14 percent in the last 12 months (from 45 percent in 2021).

Figure 13-3 Sufficiency of information supplied by the Council



There were no significant differences by area. However, respondents aged 45–64 were likely to say the Council did not supply anywhere near enough information. In addition, residents that have lived in New Plymouth for more than ten years were significantly more likely to feel that the Council did not supply enough (enough + more than enough) information to the community compared to those that have lived in the city for less than ten years.

Table 13-3 Satisfaction of rates spent by area

	Nowhere near enough	Not enough	Enough	More than enough	Don't know
New Plymouth City	12%	27%	50%	8%	3%
Inglewood	7%	36%	46%	6%	6%
Clifton	7%	14%	64%	0%	14%
Kaitake	10%	14%	57%	10%	10%
Waitara	13%	22%	54%	2%	9%
Puketapu-Bell Block	4%	19%	66%	9%	2%
Average	10%	26%	52%	7%	5%

Section 14

Perceptions of the New Plymouth District

Key metrics

Council reputation

68% of residents think the Council has a good reputation.

Meeting community aspirations

51% perceive the Council as meeting the community's aspirations and needs.

Quality of life

88% perceive their quality of life to be very good or good.

Council's reputation

Just over two-thirds of the District's residents think the Council has a good reputation. This finding is a slight increase since last year (from 65 percent to 68 percent); however, results are still comparatively low compared with 2017–2019.

There are no provincial peer group averages for Council's reputation

Figure 14-1 Does the Council have a good reputation?

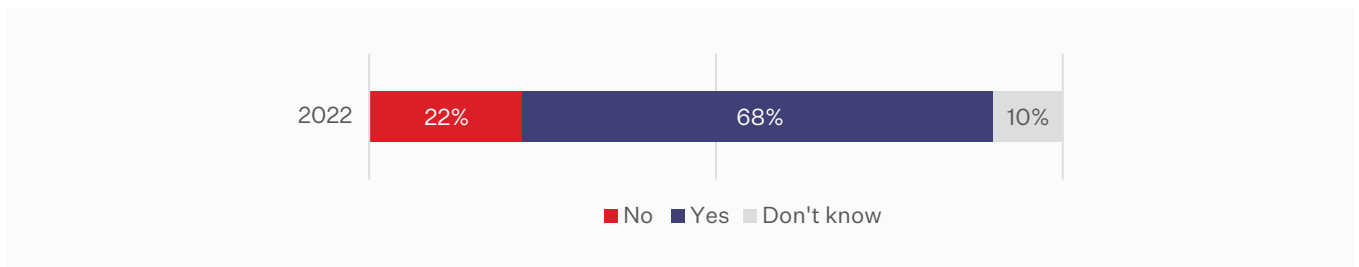
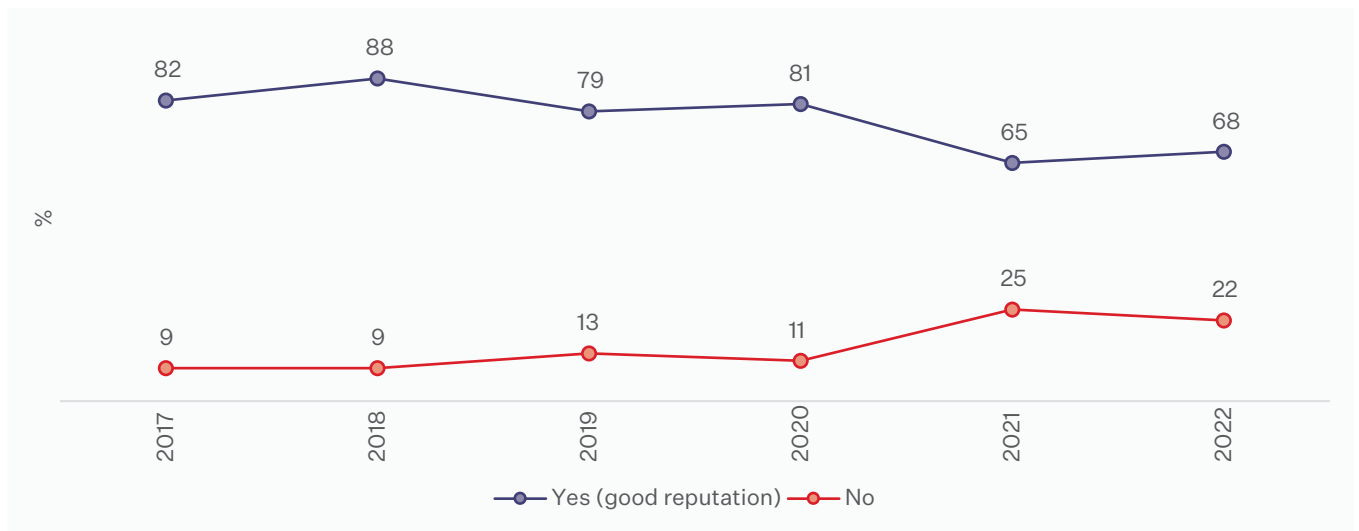


Figure 14-2 Council's reputation – over time



There were demographic differences regarding the Council's reputation.

Table 14-1 Reputation measurement by area

	New Plymouth City	Inglewood	Clifton	Kaitake	Waitara	Puketapu- Bell Block	Average
Yes (good reputation)	69%	66%	64%	48%	65%	72%	68%
No	21%	21%	36%	48%	24%	17%	22%
Don't know	10%	13%	0%	5%	11%	11%	10%

Meeting the needs and aspirations of the community

Residents were asked how they feel the Council meets the community’s needs and aspirations, using a ten-point scale, where one is ‘does not meet’ to 10 is ‘meets very well’.

Just over half (51%) of residents scored between 7 to 10. This result suggests about half of the District residents perceive the Council as meeting the community’s needs and aspirations. Following a downward trend, this is a slight improvement since 2021, where 49 percent provided the same score.

Just over a third gave the Council a neutral score (35 percent gave a score of 5–6), and only 14 percent rated the Council as not meeting the District’s needs or aspirations (a score of 1-4). Positively, this was slightly less than in 2021 (19 percent gave a score of 1-4).

Figure 14-2 Meeting aspirations and needs

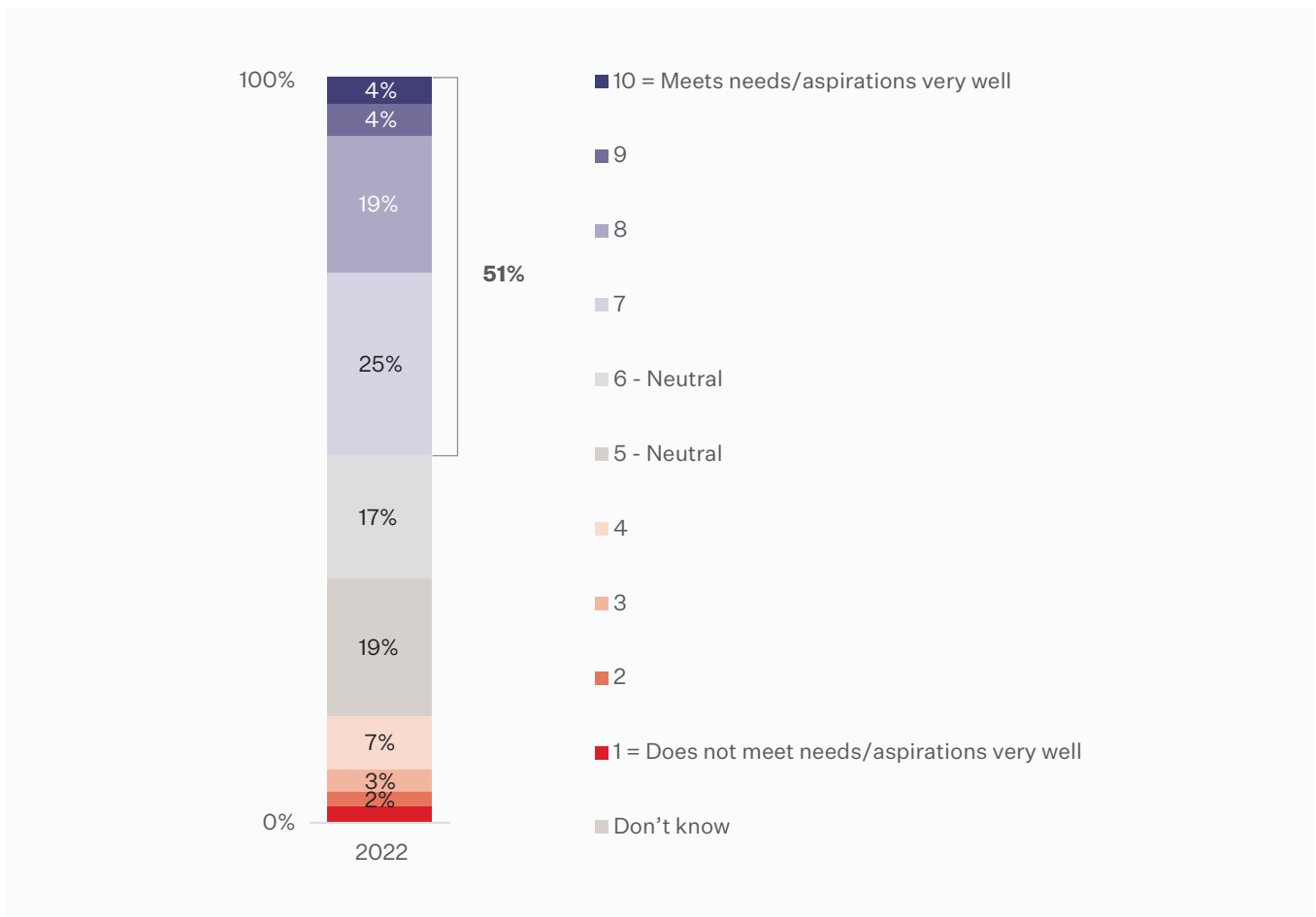
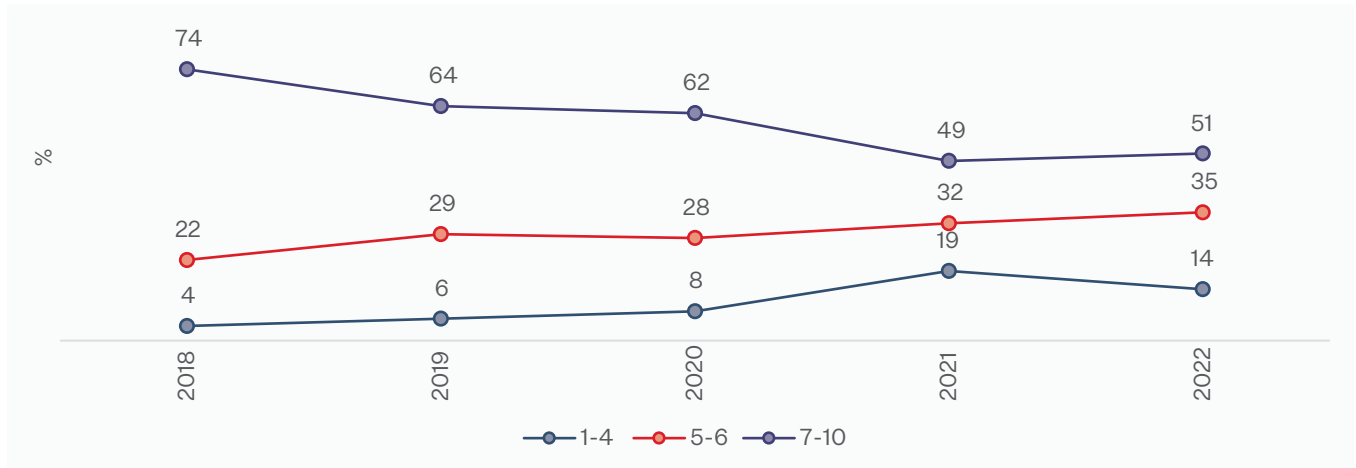
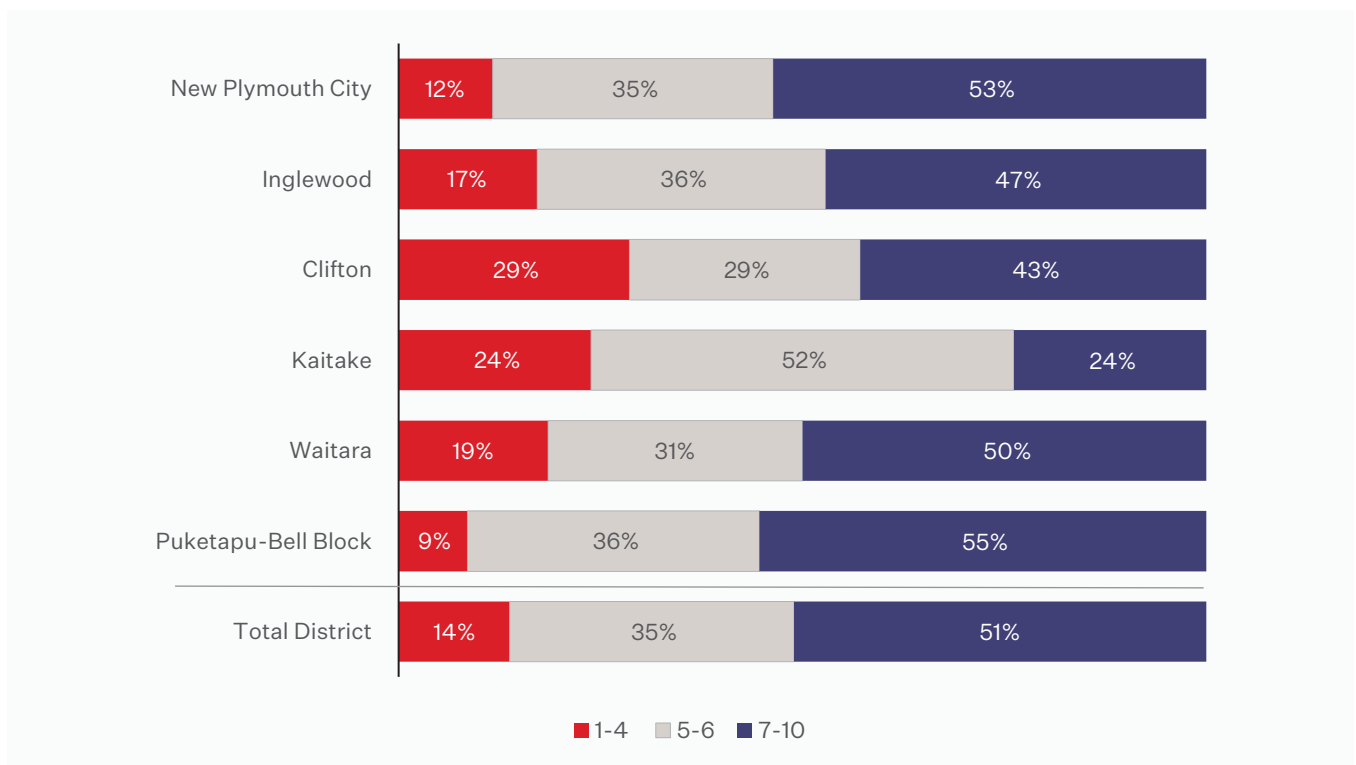


Figure 14-3 Meeting aspirations and needs – over time



In more detail, Puketapu-Bell Block and New Plymouth city residents are more likely to perceive the Council meets their needs and aspirations very well. But residents in Kaitake are much more likely to have neutral perceptions (52 percent), and only one quarter perceived their needs and aspirations were being met. Although just under one-third of residents in Clifton felt the Council did not meet their needs or aspirations very well, this was balanced by those who felt they were.

Figure 14-4 Meeting aspirations and needs by area

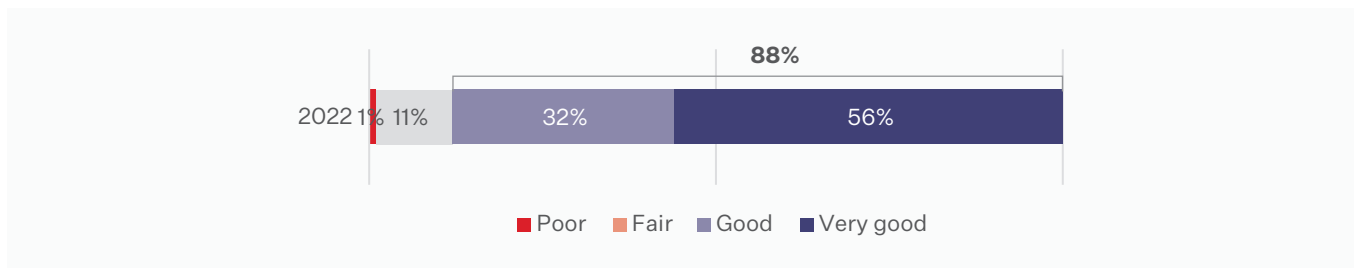


Quality of life

Overall, almost nine in ten respondents (88%) were satisfied with their quality of life in the New Plymouth District (32 percent perceiving life as good and 56 percent perceiving life as very good). Only one percent of residents perceived their quality of life as poor in the District.

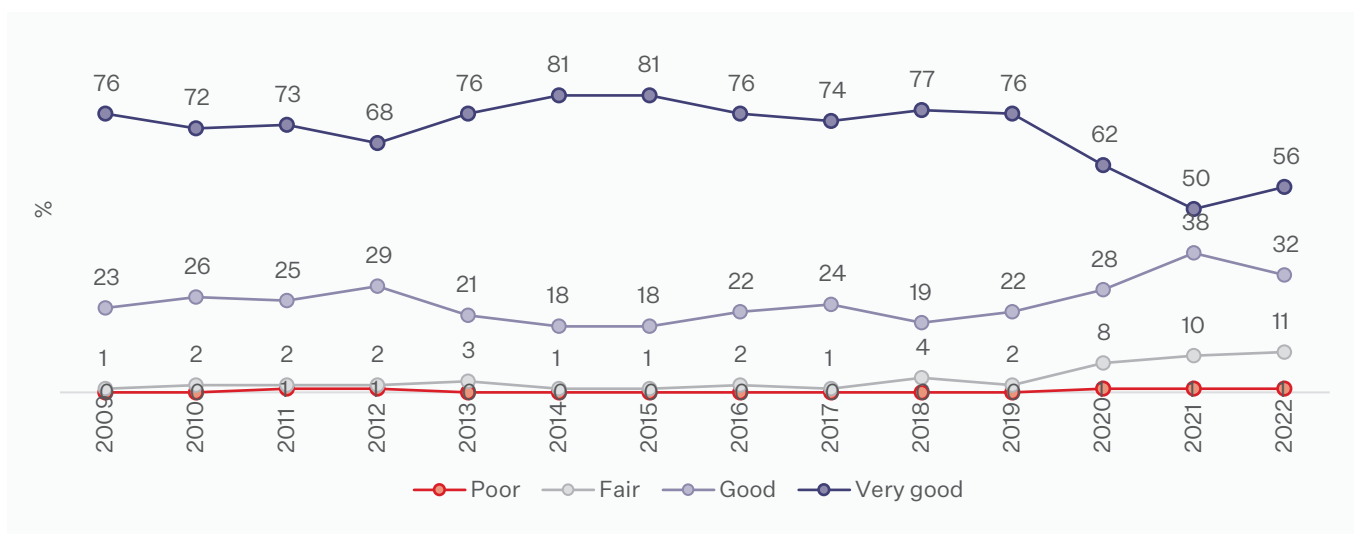
There are no provincial peer group averages for quality of life.

Figure 14-5 Quality of life in the District



Perceptions of quality of life have changed dramatically since 2021. In 2022, there was a 38 percent increase of residents perceiving life as ‘very good’ (88%) since 2021 (50%). Very few residents rate their quality of life as poor over the years.

Figure 14-6 Perceptions of quality of life in the District – over time



There were no significant differences by area. Household income, age, gender, ethnicity, or ratepayer status did not have any bearing on this measurement.

Table 14-2 Quality of life in the District by area

	Poor	Fair	Good	Very good
New Plymouth City	1%	9%	31%	58%
Inglewood	0%	11%	31%	57%
Clifton	0%	14%	36%	50%
Kaitake	5%	5%	33%	57%
Waitara	0%	17%	37%	46%
Puketapu-Bell Block	2%	15%	26%	57%
Average	1%	11%	32%	56%

Section 15

Appendix

Who took part?

	Total District	Total District	Area					
	(%)	(n)	New Plymouth	Inglewood	Clifton	Kaitake	Waitara	Puketapu-Bell Block
Gender								
Male	45%	238	44%	47%	36%	67%	37%	53%
Female	54%	284	55%	53%	64%	33%	61%	47%
Gender diverse	0%	2	0%	0%	0%	0%	2%	0%
Age								
18–34 years	19%	99	20%	11%	14%	14%	19%	28%
35–44 years	19%	102	20%	23%	7%	10%	19%	21%
45–54 years	18%	94	18%	19%	7%	24%	20%	15%
55–64 years	14%	75	13%	19%	29%	19%	15%	11%
65–74 years	21%	109	20%	21%	36%	29%	19%	19%
75 years and over	8%	44	9%	6%	7%	5%	9%	6%
Refused	0%	1	0%	1%	0%	0%	0%	0%
Ethnicity								
New Zealand European	83%	437	84%	90%	71%	95%	80%	70%
Māori	14%	73	12%	7%	14%	10%	31%	19%
Other	10%	55	11%	9%	14%	5%	4%	19%
Total household income (per annum)								
< \$30,000	14%	71	14%	10%	14%	0%	26%	9%
\$30,000 to \$60,000	20%	107	19%	27%	7%	10%	28%	23%
>\$60,000 to \$100,000	23%	121	24%	27%	43%	14%	19%	13%
>\$100,000	27%	144	29%	21%	7%	52%	13%	36%
Don't know/refused	15%	81	14%	14%	29%	24%	15%	19%
Household size								
1–2 persons per household	57%	298	58%	57%	79%	57%	54%	51%
3 or more persons per household	43%	224	42%	43%	21%	43%	46%	49%
Refused	0%	0						

	Total District	Total District	Area					
Length of residence in District								
10 years or less	22%	115	23%	16%	14%	19%	19%	32%
More than 10 years	78%	408	77%	84%	86%	81%	81%	68%
Unsure/refused	0%	1	0%	0%	0%	0%	0%	0%
Ratepayer status								
Yes	78%	409	76%	93%	86%	95%	74%	62%
No	10%	52	10%	7%	14%	5%	7%	15%
Renting	11%	60	13%	0%	0%	0%	17%	23%
Don't know	1%	3	1%	0%	0%	0%	2%	0%

Rates spending priority summary

	More	About the same	Less	Don't know
The availability of car-parking in the District	53%	39%	6%	2%
The overall quality of roads	51%	45%	3%	1%
The quality and safety of footpaths	33%	62%	3%	2%
The maintenance of the quality of the living environment, including litter control	32%	63%	3%	2%
The quality of public toilets	32%	60%	3%	5%
District planning, control of building consents, subdivision, and development	31%	47%	12%	10%
The quality of the water supply	31%	63%	3%	4%
The ability to drive around the District quickly, easily, and safely	29%	64%	4%	3%
Assistance and support to community groups	28%	59%	6%	7%
Economic development, such as promotion of the District, including tourism and support for the economy	28%	53%	15%	5%
The quality and safety of the cycle network	22%	60%	10%	7%
Kerbside rubbish and recyclables collection	21%	72%	5%	2%
The quality of playgrounds	21%	70%	4%	5%
The sewerage system	21%	69%	3%	8%
The quality of parks and reserves, including the Coastal Walkway and Pukekura Park	21%	73%	4%	2%
The quality of urban landscapes and streets	19%	73%	5%	3%
Stormwater services excluding flood protection	18%	68%	4%	10%
Swimming facilities	18%	70%	6%	5%
Access to the natural environment, including the rivers, lakes, the mountain, and the coast	17%	76%	5%	2%
Flood protection	17%	64%	6%	13%
The quality of sports parks	16%	69%	10%	5%
Animal control activities	12%	64%	11%	13%
The quality of Council's event venues	12%	70%	13%	5%
The quality of Council's events	11%	70%	15%	5%
Community libraries, other than the Puke Ariki Library	8%	71%	8%	13%
The airport	7%	69%	20%	3%
The museum at Puke Ariki	5%	75%	16%	5%
The library at Puke Ariki	5%	79%	10%	6%
The Visitor Information Centre at Puke Ariki	3%	75%	15%	7%
Govett-Brewster Art Gallery/Len Lye Centre	3%	48%	40%	9%

Benchmarking

Comparisons between results recorded by Councils in similar areas are provided to add context to the results. When viewing the results, there are a number of factors to bear in mind that may influence recorded results:

1. Councils in this group were identified as being similar in terms of some key identifiers: split of urban/rural residential areas, the significance of rural industry, and broad demographic profile. However, the districts are very different in other areas that may impact results.
2. Sample sizes and data collection methods differ between Councils.
3. Question-wording and response scales differ between Councils.

Response scales have been combined for comparison as follows: green cells show responses that have been deemed to represent a 'Satisfied' respondent.

Napier	Palmerston North	Nelson	New Plymouth
1- Very dissatisfied	1- Very dissatisfied	1 - Very dissatisfied	1- Not very satisfied
2- Very dissatisfied	2- Very dissatisfied	2 - Dissatisfied	
3- Dissatisfied	3- Dissatisfied		
4- Dissatisfied	4- Dissatisfied		
5 - Neutral	5 - Neutral		
6- Satisfied	6- Neutral		
7- Satisfied	7- Satisfied		
8- Satisfied	8- Satisfied	3 - Neutral	
9- Very satisfied	9- Very satisfied	4 - Satisfied	2 - Fairly satisfied
10- Very satisfied	10- Very satisfied	5 - Very satisfied	3 -Very satisfied



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