

**NEW PLYMOUTH DISTRICT COUNCIL
COMMUNITRAK™ SURVEY
MARCH 2018**

COMMUNITRAK™ SURVEY

PUBLIC PERCEPTIONS AND INTERPRETATIONS OF COUNCIL SERVICES AND REPRESENTATION

PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAM FOR:

NEW PLYMOUTH DISTRICT COUNCIL

MARCH 2018



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NB: Please note the following explanations for this report:



Figures that are comparably lower than percentages for other respondent types.



Figures that are comparably higher than percentages for other respondent types.

Arrows, whenever shown, depict a directional trend.

Please note that unusual or one-off occurrences, such as climatic events, can affect ratings.

In general, where bases are small (<30), no comparisons have been made. For small bases, the estimates of results are not statistically reliable due to the high margins of error.

Icons used in this report made by Freepik from www.flaticon.com

A. SITUATION AND OBJECTIVES

Council has engaged a variety of approaches both to seeking public opinion and to communicating its decisions and programmes to residents and ratepayers. One of these approaches was to commission the National Research Bureau's Communitrak™ survey in 1994, 1996-2000, 2003-2016 and now again in 2017.

Communitrak™ determines how well Council is performing in terms of services / facilities offered and representation given to its citizens.

The advantages and benefits of this are that Council has the National Average and Peer Group Average comparisons against which to analyse perceived performance, as well as the results from the Communitrak™ surveys undertaken in 1994, 1996, 1997, 1998, 1999, 2000, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013, 2014, 2015, 2016 and 2017.

In addition, the survey sought to obtain the views of New Plymouth District residents on specific issues, namely ...

- who they would contact first if they would like Council to do something,
- which services and facilities Council does best, and worst, and why,
- rating of Council in terms of meeting the needs / aspirations of the District,
- how safe residents feel the District is generally,
- how residents feel about the quality of life in the District, and,
- whether or not residents feel New Plymouth District Council has a good reputation,
- how often, in an average week, residents walk / cycle.

* * * * *

B. COMMUNITRAK™ SPECIFICATIONS

Sample Size

This Communitrak™ survey was conducted with 401 residents of the New Plymouth District.

The survey is framed on the basis of the Areas, as the elected representatives are associated with a particular Area.

Sampling and analysis were based on five Areas. The interviews were spread as follows:

New Plymouth	241
Inglewood	39
Clifton	39
Kaitake	40
Waitara	42
	<u>401</u>

Interview Type

All interviewing was conducted by telephone, with calls being made between 4.30pm and 8.30pm on weekdays and 9.30am and 8.30pm weekends.

Sample Selection

The relevant white pages of the telephone directory were used as the sample source, with every xth number being selected, that is, each residential (non-business) number selected was chosen in a systematic, randomised way (in other words, at a regular interval), in order to spread the numbers chosen in an even way across all relevant phone book pages. We took special care to ensure all residents of the District were included, by checking the directory with Area and District boundaries.

Households were screened to ensure they fell within the New Plymouth District Council's geographical boundaries.

Quota sampling was used to ensure an even balance of male and female respondents, with the sample also stratified according to Area. Sample sizes for each Area were predetermined to ensure a sufficient number of respondents within each Area, so that analysis could be conducted on a Area-by-Area basis.

A target of interviewing approximately 120 residents, aged 18 to 44 years, and 50 Māori residents was also set.

Respondent Selection

Respondent selection within the household was randomised, with the eligible person being the man or woman normally resident, aged 18 years or over, who had the last birthday.

Call Backs

Three call backs, ie, four calls in all, were made to a residence before the number was replaced in the sample. Call backs were made on a different day or, in the case of a weekend, during a different time period, ie, at least four hours later.

Sample Weighting

Weightings were applied to the sample data, to reflect the actual Ward, gender and age group proportions in the area as determined by Statistics New Zealand's 2013 Census data. The result is that the total figures represent the population's viewpoint as a whole across the entire New Plymouth District. Bases for sub samples are shown in the Appendix.

Where we specify a "base", we are referring to the actual number of respondents interviewed.

Survey Dates

All interviews were conducted between Friday 2nd March and Sunday 11th March 2018.

Comparison Data

Communitrak™ offers to Councils the opportunity to compare their performance with those of Local Authorities across all New Zealand as a whole and with similarly constituted Local Authorities.

The Communitrak service includes ...

- comparisons with a national sample of 1000 interviews conducted in July 2016,
- comparisons with provincial, urban and rural norms.

The survey methodology for the comparison data is similar in every respect to that used for your Council's Communitrak™ reading.

Where comment has been made regarding respondents more or less likely to represent a particular opinion or response, the comparison has been made between respondents in each socio-economic group, and not between each socio-economic group and the total.

Weightings have been applied to this comparison data to reflect the actual adult population in Local Authorities as determined by Statistics NZ 2013 Census data.

Comparisons With National Communitrak™ Results

Where survey results have been compared with Peer Group and/or National Average results from the July 2016 National Communitrak™ Survey, NRB has used the following for comparative purposes, for a sample of 400 residents:

above/below	±7% or more
slightly above/below	±5% to 6%
on par with	±3% to 4%
similar to	±1% to 2%

Margin Of Error

The survey is a quota sample, designed to cover the important variables within the population. Therefore, we are making the assumption that it is appropriate to use the error estimates that would apply to a simple random sample of the population.

The following margins of error are based on a simple random sample. The maximum likely error limits occur when a reported percentage is 50%, but more often than not the reported percentage is different, and margins of error for other reported percentages are shown below. The margin of error approaches 0% as a reported percentage approaches either 100% or 0%.

Margins of error rounded to the nearest whole percentage, at the 95 percent level of confidence, for different sample sizes and reported percentages are:

Sample Size	Reported Percentage				
	50%	60% or 40%	70% or 30%	80% or 20%	90% or 10%
500	±4%	±4%	±4%	±4%	±3%
400	±5%	±5%	±5%	±4%	±3%
300	±6%	±6%	±5%	±5%	±3%
200	±7%	±7%	±6%	±6%	±4%

The margin of error figures above refer to the **accuracy** of a result in a survey, given a 95 percent level of confidence. A 95 percent level of confidence implies that if 100 samples were taken, we would expect the margin of error to contain the true value in all but five samples. At the 95 percent level of confidence, the margin of error for a sample of 400 respondents, at a reported percentage of 50%, is plus or minus 5%.

Response Rate

The response rate for the 2018 New Plymouth District Council was **62%**, which is much higher than seen typically in web or mail-out surveys (often in the 5%-30% range). With a decreasing response rate there is an increasing likelihood that the sample is less and less representative of the District.

Significant Difference

This is a test to determine if the difference in a result between two separate surveys is significant. Significant differences rounded to the nearest whole percentage, at the 95 percent level of confidence, for different sample sizes and midpoints are:

Sample Size	Midpoint				
	50%	60% or 40%	70% or 30%	80% or 20%	90% or 10%
500	6%	6%	6%	5%	4%
400	7%	7%	6%	6%	4%
300	8%	8%	7%	6%	5%
200	10%	10%	9%	8%	6%

The figures above refer to the difference between two results that is required, in order to say that the difference is significant, given a 95 percent level of confidence. Thus the significant difference, for the same question, between two separate surveys of 400 respondents is 7%, given a 95 percent level of confidence, where the midpoint of the two results is 50%.

Please note that while the Communitrak™ survey report is, of course, available to residents, the Mayor and Councillors, and Council staff, it is not available to research or other companies to use or leverage in any way for commercial purposes.

* * * * *



C. EXECUTIVE SUMMARY

This report summarises the opinions and attitudes of New Plymouth District Council residents and ratepayers to the services and facilities provided for them by their Council and their elected representatives.

The New Plymouth District Council commissioned Communitrak™ as a means of measuring their effectiveness in representing the wishes and viewpoints of their residents. Understanding residents' and ratepayers' opinions and needs will allow Council to be more responsive to its citizens.

Communitrak™ provides a comparison for Council on major issues, on their performance relative to the performance of their Peer Group of similarly constituted Local Authorities and to Local Authorities on average throughout New Zealand.

SNAPSHOT



96% of residents are satisfied with the access to the natural environment, including the rivers, lakes, the mountain and the coast.



However, 26% are not very satisfied with the Govett-Brewster Art Gallery/Len Lye Centre.



91% of residents who have contacted Council offices (by phone, in writing, by email and/or by social media), in the last 12 months, are satisfied.



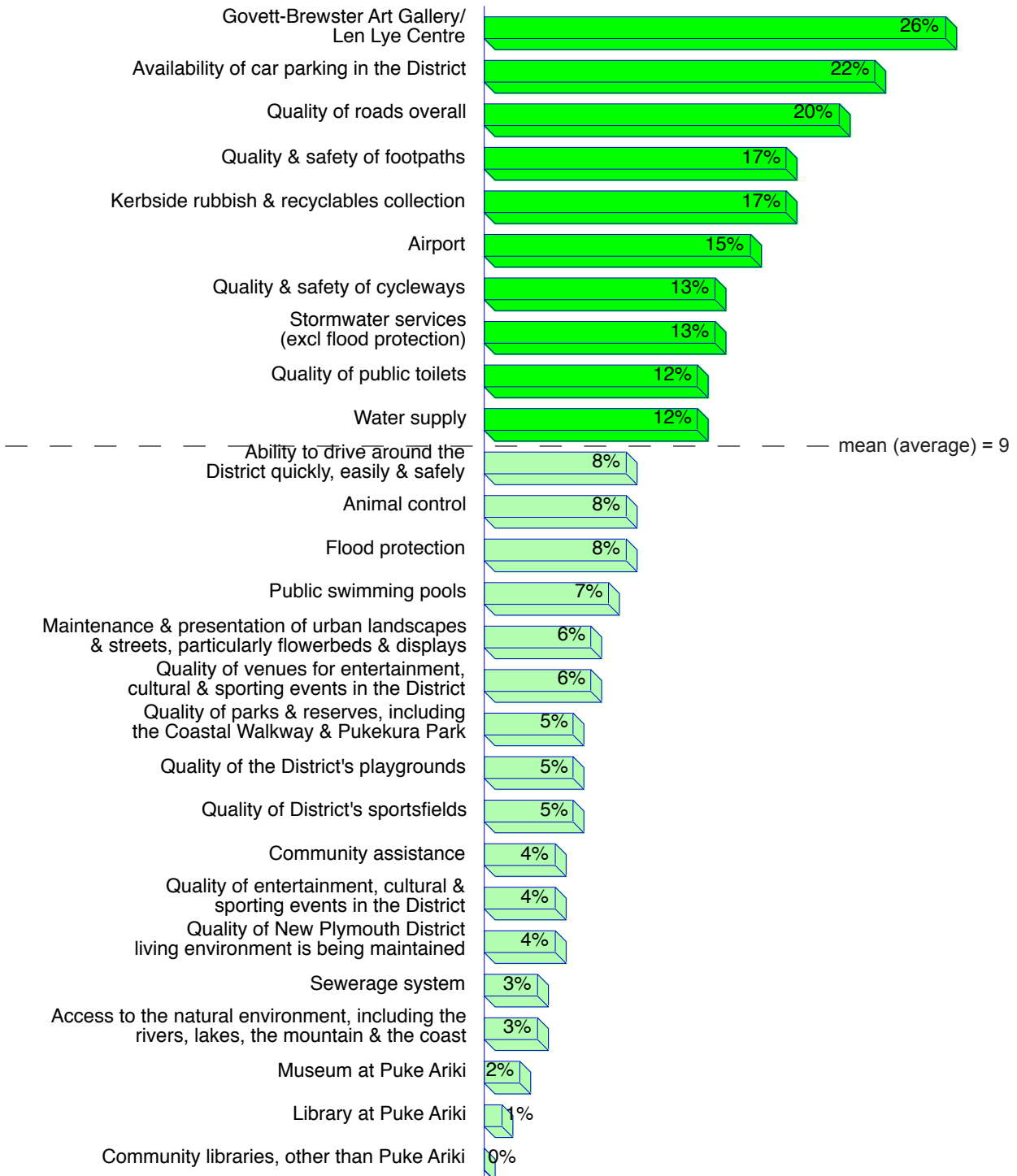
74% of residents feel that Council meets the needs and aspirations of the District.



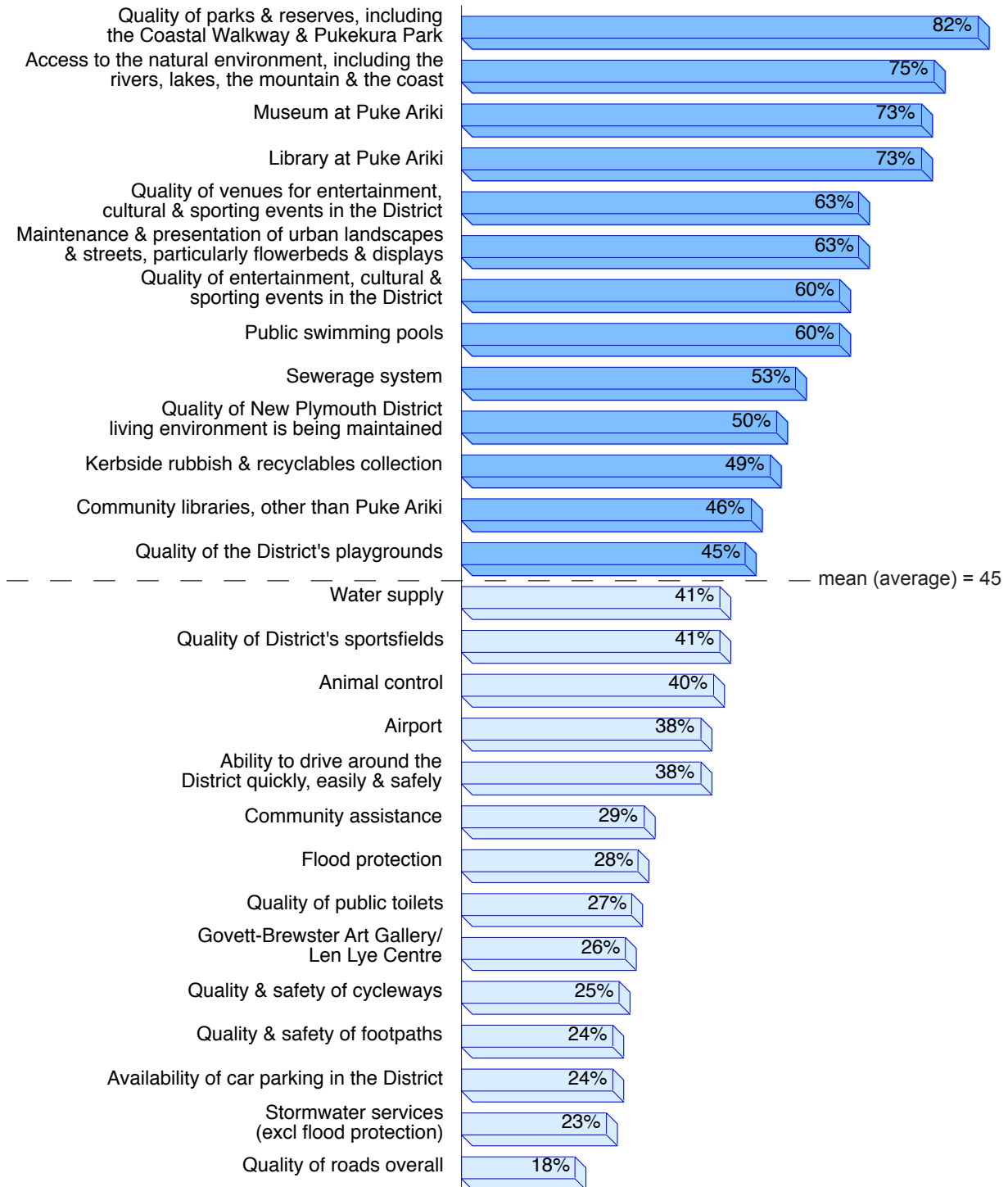
Overall, 77% of residents feel the quality of life in New Plymouth is very good.

COUNCIL SERVICES/FACILITIES

Percent Saying They Are Not Very Satisfied With ...



Percent Very Satisfied



Summary Table: Comparison Between 2017 And 2018

	New Plymouth 2018		New Plymouth 2017	
	Very / fairly satisfied %	Not very satisfied %	Very / fairly satisfied %	Not very satisfied %
Access to the natural environment, including the rivers, lakes, the mountain and the coast	96 =	3 =	95	3
The quality of parks and reserves, including the Coastal Walkway and Pukekura Park	94 =	5 =	94	6
The quality of the New Plymouth District living environment is being maintained	93 =	4 =	91	5
The maintenance and presentation of urban landscapes and streets, particularly flowerbeds and displays	92 =	6 =	92	7
Quality of the venues for entertainment, cultural and sporting events in the District	91 =	6 =	95	2
Quality of entertainment, cultural and sporting events in the District	90 =	4 =	90	5
Ability to drive around the District quickly, easily and safely	90 =	8 =	90	9
Museum at Puke Ariki	88 =	2 =	88	2
Library at Puke Ariki	85 =	1 =	83	2
Public swimming pools	83 =	7 =	85	4
Animal Control	82 ↓	8 =	87	6
Quality of sportsfields	80 =	5 =	83	3
Quality of playgrounds	80 =	5 =	78	3
Airport	80 ↓	15 ↑	87	10
Quality and safety of footpaths	80 =	17 =	80	16
Quality of roads overall	80 =	20 =	82	17
Sewerage system	79 =	3 =	77	4
Water supply	78 =	12 =	82	8
Kerbside rubbish and recyclables collection	77 =	17 ↑	81	12
Availability of car parking in the District	75 =	22 =	77	22
Quality of public toilets	73 =	12 =	73	15
Stormwater services (excluding flood protection)	72 ↓	13 =	79	9
Flood protection	69 ↓	8 =	76	6
Assistance Council gives to the community	64 =	4 =	63	7
Quality and safety of cycleways	64 ↓	13 =	71	10
Community Libraries, excluding the Puke Ariki Library	61 ↑	0 =	54	0
Govett-Brewster Art Gallery / Len Lye Centre	51 =	26 =	52	23

NB: the balance, where figures don't add to 100%, is a "don't know" response

Key: ↑ slightly above 2017 reading
 ↓ slightly below 2017 reading
 = similar / on par

Percent Not Very Satisfied Versus Peer Group And National Average

New Plymouth is **higher/slightly higher** than the Peer Group and/or National Averages for ...

	New Plymouth %	Peer Group %	National Average %
• Govett-Brewster Art Gallery / Len Lye Centre	26	°°°5	°°°4
• kerbside rubbish and recyclables collection	17	°12	°12

However, the comparison is **favourable** for New Plymouth for ...

• availability of car parking in New Plymouth	22	*31	*42
• quality of roads overall	20	**31	**25
• quality and safety of footpaths	17	++25	++23
• quality of public toilets	12	+19	+17
• animal control	8	+++23	+++19

The comparison for the following show New Plymouth **on par/similar** to both the Peer Group and National Averages for ...

• stormwater services (excluding flooding)	13	°°16	°°14
• water supply	12	11	9
• public swimming pools	7	9	8
• quality of parks and reserves, including the Coastal Walkway and Pukekura Park	5	◇2	◇4
• quality of District's playgrounds	5	◇◇6	◇◇5
• quality of District's sportsfields	5	◇◇6	◇◇5
• community assistance	4	7	7
• the sewerage system	3	7	6
• Museum at Puke Ariki	2	6	3
• library at Puke Ariki	1	***1	***3
• Community Libraries, excluding Puke Ariki	0	***1	***3

* figures are based on ratings for parking in CBD/local town

+ figures are based on ratings for public toilets in general

° figures are based on the **averaged** ratings for rubbish collection and recycling (these are asked separately in the National survey)

°° figures are based on ratings for stormwater services (does not exclude flood protection)

°°° figures are based on ratings for Art Gallery in a District/City

++ figures are based on ratings for footpaths in general

** figures are based on the ratings for roads in general

◇◇ figures are based on ratings for sportsfields and playgrounds in general

◇ figures are based on ratings for parks and reserves in general

*** figures are based on ratings for libraries in general

+++ figures are based on ratings for dog control

There are no Peer Group and National Averages for the maintenance of the quality of the District's living environment; the ability to drive around the District quickly, easily and safely; the quality of entertainment, cultural and sporting events in the District, the quality of venues for entertainment, cultural and sporting events in the District; the maintenance and presentation of urban landscapes and streets, particularly flowerbeds and displays; the quality and safety of cycleways; access to the natural environment, including the rivers, lakes, the mountain and the coast; flood protection; and the airport.

FREQUENCY OF HOUSEHOLD USE - COUNCIL FACILITIES/SERVICES

	Usage In The Last Year		
	Three times or more %	Once or twice %	Not at all %
Parks or reserves, including the Coastal Walkway and Pukekura Park	84	10	6
The airport	64	25	11
An entertainment, arts or sporting event at TSB Showplace, TSB Stadium, Bowl of Brooklands or Yarrow Stadium	55	29	16
Public toilets	57	18	25
Museum at Puke Ariki	37	36	27
Sportsfield	51	20	29
Library at Puke Ariki	53	15	32
Playground	47	14	39
Public swimming pool	45	16	39
A cycleway	39	13	48
Govett-Brewster Art Gallery / Len Lye Centre	16	35	49
Community library (excluding Puke Ariki) [†]	29	10	62
Visitor Information Centre at Puke Ariki	7	30	63
Contacted Council about dogs and / or other animals	3	11	86

% read across

Parks or reserves, including the Coastal Walkway and Pukekura Park, 94%, and the airport, 89%,

... are the facilities / services surveyed which have been most frequently used by households, in the last year.

SPEND EMPHASIS ON FACILITIES/SERVICES

In terms of the facilities/services measured, the six main ones residents think more should be spent on are:

	Spend 'More'
• quality of roads overall	43%
• availability of car parking in the District	36%
• airport	36%
• quality and safety of footpaths	34%
• water supply	33%
• quality of public toilets	30%

OUTCOMES

Is There Anything Council Has Done Well In The Past Year?

Yes 56% (59% in 2017)

Main things mentioned:

- | | | |
|---|-----|------------------|
| • handling of water supply crisis | 16% | of all residents |
| • events/concerts/entertainment | 12% | |
| • good communication/keep us informed/listen | 11% | |
| • provision/improvement of services/facilities | 6% | |
| • good parks/reserves/playgrounds/
upkeep and improvements | 5% | |

Is There Anything Council Could Have Done Better In The Past Year?

Yes 43% (42% in 2017)

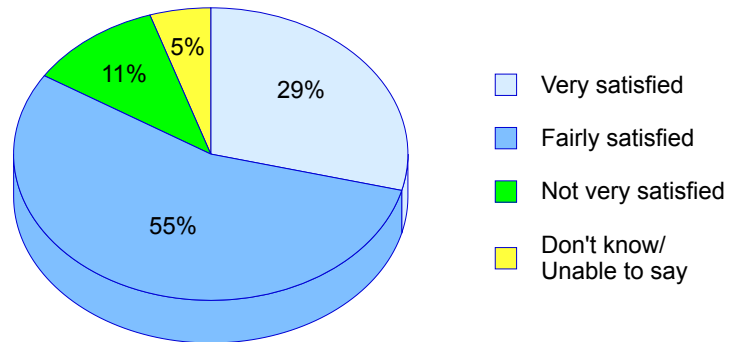
Main things mentioned:

- | | | |
|--|-----|------------------|
| • water supply/restrictions | 10% | of all residents |
| • poor consultation/communication/information/
don't listen/more transparency | 7% | |
| • rubbish/recycling services | 4% | |
| • sale of Fitzroy golf course | 4% | |

RATES

92% of residents identify themselves, or members of their household, as ratepayers (86% in 2017).

Satisfaction With How Rates Are Spent On The Services And Facilities Provided By Council



The main* reasons given for being not very satisfied are:

- waste money / overspend / priorities wrong 3% of all residents
- other services / facilities need attention / expenditure 3%
- high rates / rates increases / too high for services provided / unfair system 2%

* multiple responses allowed

CONTACT WITH COUNCIL

43% of residents have contacted the Council offices in the last 12 months by phone (41% in 2017), with 39% contacting the Council in person (34% in 2017) and 3% contacting the Council in writing (6% in 2017). 16% have contacted Council by email (13% in 2017) and 7% have contacted Council by social media (2% in 2017).

Overall, 62% of residents have contacted the Council in the last 12 months (57% in 2017).

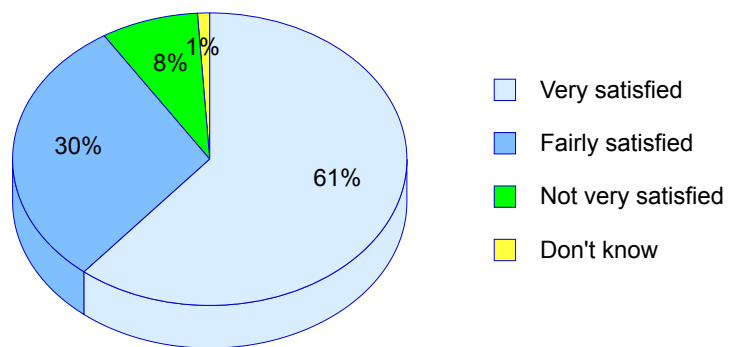
Rating Of Council Staff In Terms Of:

	Very satisfactory / Satisfactory %	Neither / Neutral %	Very unsatisfactory / satisfactory %	Don't know / Unable to say / Not applicable %
Helpfulness	90	2	6	2
Knowledge	86	5	6	3
Did the Council do what it said it would do?	73	7	11	9

Base = 244*

* those residents who have contacted Council staff in the last 12 months

Satisfaction With Overall Service Received When Contact The Council Offices

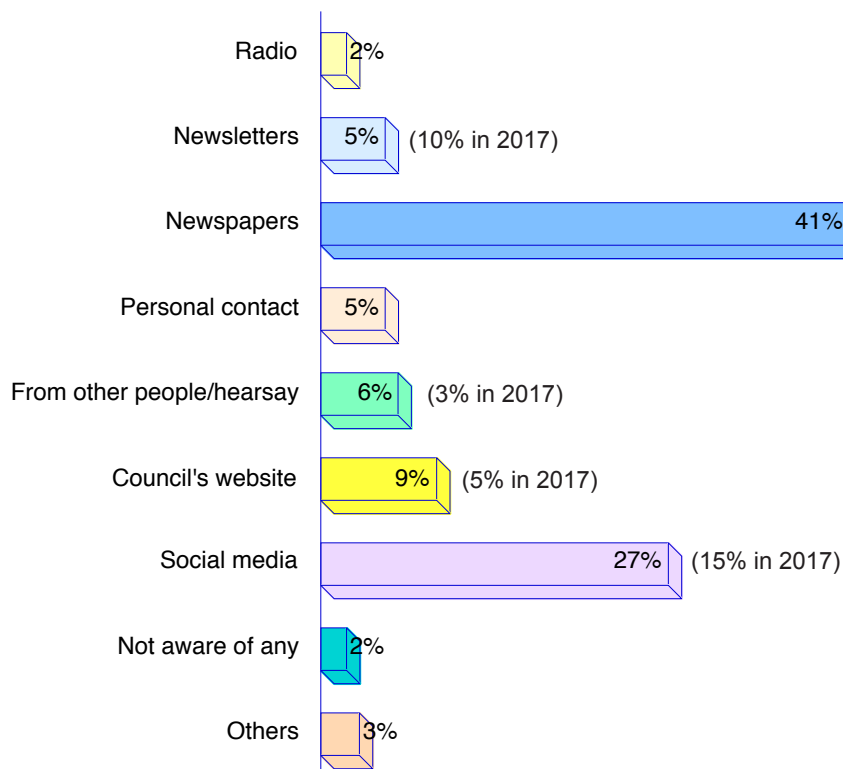


Base = 244

PUBLIC CONSULTATION

Main Source Of Information About Council

Where or from whom residents mainly see, read or hear information about the Council:



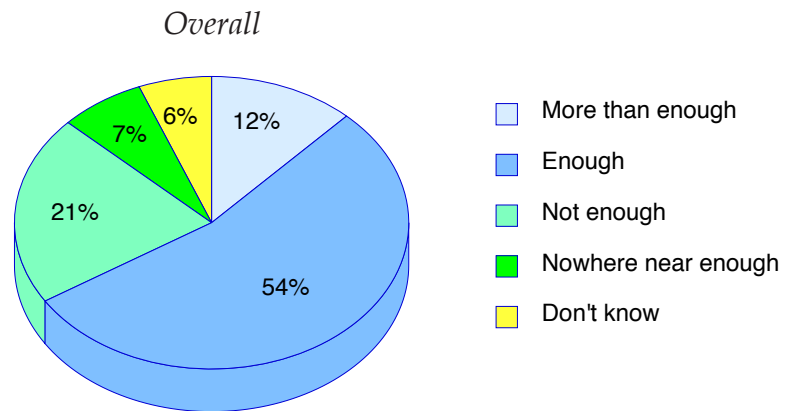
Those residents[†] who say newspapers are their main source of information give the following as the newspapers* they read:

The Taranaki Daily News	85%
The North Taranaki Midweek	57%
Live Magazine	14%
Opunake & Coastal News	6%
The Stratford Press	5%
Moa Mail	3%
Waitara Alive	3%
TOM Oakura	2%
Others	2%

* multiple responses allowed

[†] Base = 190

Sufficiency Of Information Supplied By Council To The Community

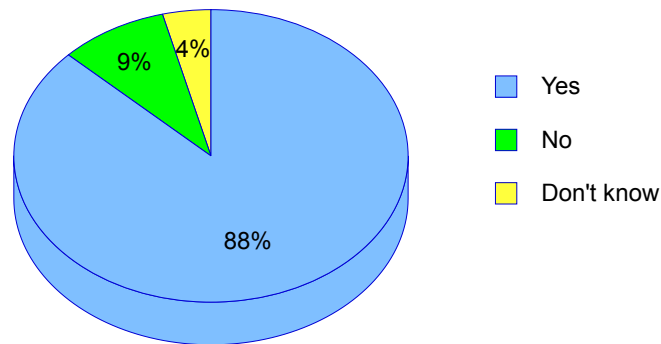


25% of residents say that in the last three months, they have interacted with the Council online (ie, via the Council website or its Facebook/Twitter pages) (15% in 2017).

LOCAL ISSUES

Council Reputation

Does Council Have A Good Reputation?



(Does not add to 100% in 2017)

Services And Facilities

Of all the services and facilities that the Council provides, the main* ones residents think it does the **best** are:

- parks and reserves / recreational areas / well maintained / presented, mentioned by 27% of all residents,
- walkways / Coastal Walkway, 14%,
- events / entertainment / festivals / sporting events / free events / family events, 11%,
- rubbish collection / disposal / recycling, 8%.

* multiple responses allowed

22% of residents were unable to comment (14% in 2017) and 10% say there are no services / facilities that the Council provides, that they feel the Council does the best (11% in 2017).

Of all the services and facilities that the Council provides, the main* ones residents think it does the **worst** are:

- roading / maintenance of roads, mentioned by 8% of all residents,
- parking issues / need more parking / cost of parking, 5%,
- rubbish collection / recycling / rubbish disposal, 4%,
- general maintenance of city / public areas / parks / playgrounds, 4%.

* multiple responses allowed

30% of residents were unable to comment (23% in 2017) and 25% say there are no services / facilities that Council provides, that they feel Council does the worst (29% in 2017).

Meeting The Needs/Aspirations Of The District

74% of residents feel that Council meets the needs and aspirations of the District [rating 7 to 10], while 4% feel the Council does not meet the needs/aspirations of the District [rating 1 to 4]. These readings are similar to 2017 results.

Perception Of Safety

Do residents feel that New Plymouth District is generally a safe place to live?

Yes, definitely	57%	of all residents	(55% in 2017)
Yes, mostly	40%		(43% in 2017)
Not really	3%		(2% in 2017)

The percent saying 'Yes, definitely' is above the Peer Group and National Averages.

Quality Of Life

Overall, residents feel the overall quality of life in the New Plymouth District is:

Very good	77%	of all residents	(74% in 2017)
Good	19%		(24% in 2017)
Fair	4%		(1% in 2017)
Poor	-		

New Plymouth District residents are above Peer Group residents and residents nationwide in rating the quality of life in their District as very good.

Physical Activity

Walking

The mean (average) number of minutes residents say they walk on each day of the week in an average week, for any reason is:

Day Of The Week	Mean Minutes
Monday	42
Tuesday	40
Wednesday	43
Thursday	39
Friday	41
Saturday	39
Sunday	38

Cycling

42% of residents say they have cycled in the last year, while 58% have not. Of those that have cycled, 44% say they do it at least once a week and 56% do it less often. Amongst the residents[†] who cycle at least once a week, the mean (average) number of minutes they say they cycle on each day of the week in an average week, for any reason is:

Day Of The Week	Mean Minutes
Monday	18
Tuesday	24
Wednesday	26
Thursday	22
Friday	18
Saturday	38
Sunday	38

[†] N=61

* * * * *

D. MAIN FINDINGS

Throughout this Communitrak™ report, comparisons are made with the National Average of Local Authorities and with a Peer Group of similar Local Authorities.

For New Plymouth District Council, this Peer Group of similar Local Authorities are those comprising a provincial city or town(s), together with a rural component.

NRB has defined the **Provincial Peer Group** as those Territorial Authorities where from 66% to 91% of dwellings are in urban meshblocks, as classified by Statistics New Zealand's 2013 Census data.

In this group are ...

Ashburton District Council

Gisborne District Council

Gore District Council

Grey District Council

Hastings District Council

Horowhenua District Council

Marlborough District Council

Masterton District Council

Queenstown Lakes District Council

Rotorua Lakes Council

South Waikato District Council

Taupo District Council

Thames Coromandel District Council

Timaru District Council

Waipa District Council

Whakatāne District Council

Whangarei District Council



1. AREA DIFFERENCES

The five Areas are as follows:

1. New Plymouth
2. Inglewood
3. Clifton
4. Kaitake
5. Waitara

Summary Table: Demographics Of Weighted** Sample By Area

	Total District 2018 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Gender						
Male	48	47	40	42	57	53
Female	52	53	60	58	43	47
Age[†]						
18-34 years	14	14	10	22	17	11
35-44 years	28	28	29	18	30	27
45-54 years	14	12	15	18	22	21
55-64 years	22	23	21	18	22	18
65-74 years	12	13	12	14	8	12
75+ years	10	10	14	10	2	10
Ethnicity[†]						
NZ European	84	85	87	80	83	71
NZ Māori	13	13	9	8	15	26
Pacific Island/Asian/Other	3	2	3	12	2	3
Household Income*						
Less than \$30,000 pa	12	12	12	6	7	18
\$30,000 pa-\$60,000 pa	22	20	25	40	19	27
More than \$60,000 pa- up to \$100,000 pa	28	29	26	25	25	35
More than \$100,000 pa	27	28	23	23	41	10
Household Size						
1-2 person household	50	50	35	54	45	54
3+ person household	50	50	65	46	55	46
Length Of Residence						
Ten years or less	11	10	12	17	17	8
More than ten years	89	90	88	83	83	92

% read down

* balance = don't know / refused

** please note that these percentages have been weighted by Ward, gender and age proportions - see also page 4 and page 186

† where totals do not add to 100% this is due to rounding



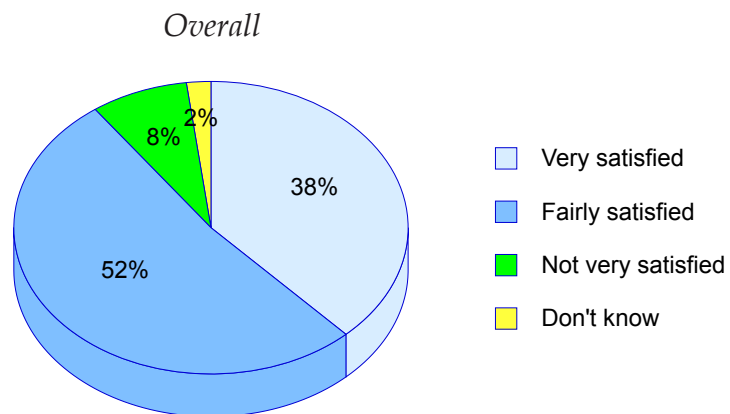
2. COUNCIL SERVICES/FACILITIES

A. SATISFACTION WITH COUNCIL SERVICES/FACILITIES

Residents were read out a number of Council functions and asked whether they are very satisfied, fairly satisfied or not very satisfied with the provision of that service/facility.

i. Ability To Drive Around The District Quickly, Easily And Safely

(Residents were asked to bear in mind that the Council does not control State Highways.)



90% of residents are satisfied with the ability to drive around the District quickly, easily and safely, including 38% who are very satisfied (30% in 2017), while 8% are not very satisfied.

There are no comparative Peer Group and National Averages for this reading, however the not very satisfied reading is similar to the 2017 result.

There are no notable differences between Areas and between socio-economic groups, in terms of those residents not very satisfied with the ability to drive around the District quickly, easily and safely.

Satisfaction With The Ability To Drive Around The District Quickly, Easily And Safely

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2018	38	52	90	8	2
2017	30	60	90	9	1
2016	32	52	84	15	1
2015	25	62	87	11	2
2014	28	55	83	14	3
2013	32	58	90	8	2
2012	23	64	87	11	2
2011	28	61	89	10	1
2010	23	62	85	14	1
2009	32	46	78	20	2
2008	17	61	78	19	3
2007	23	62	85	12	3
2006	29	51	80	18	2
2005	31	52	83	15	2
Area					
New Plymouth [†]	39	52	91	8	2
Inglewood	44	41	85	13	2
Clifton	25	66	91	9	-
Kaitake	38	54	92	8	-
Waitara [†]	43	42	85	12	2

% read across

* not asked prior to 2005

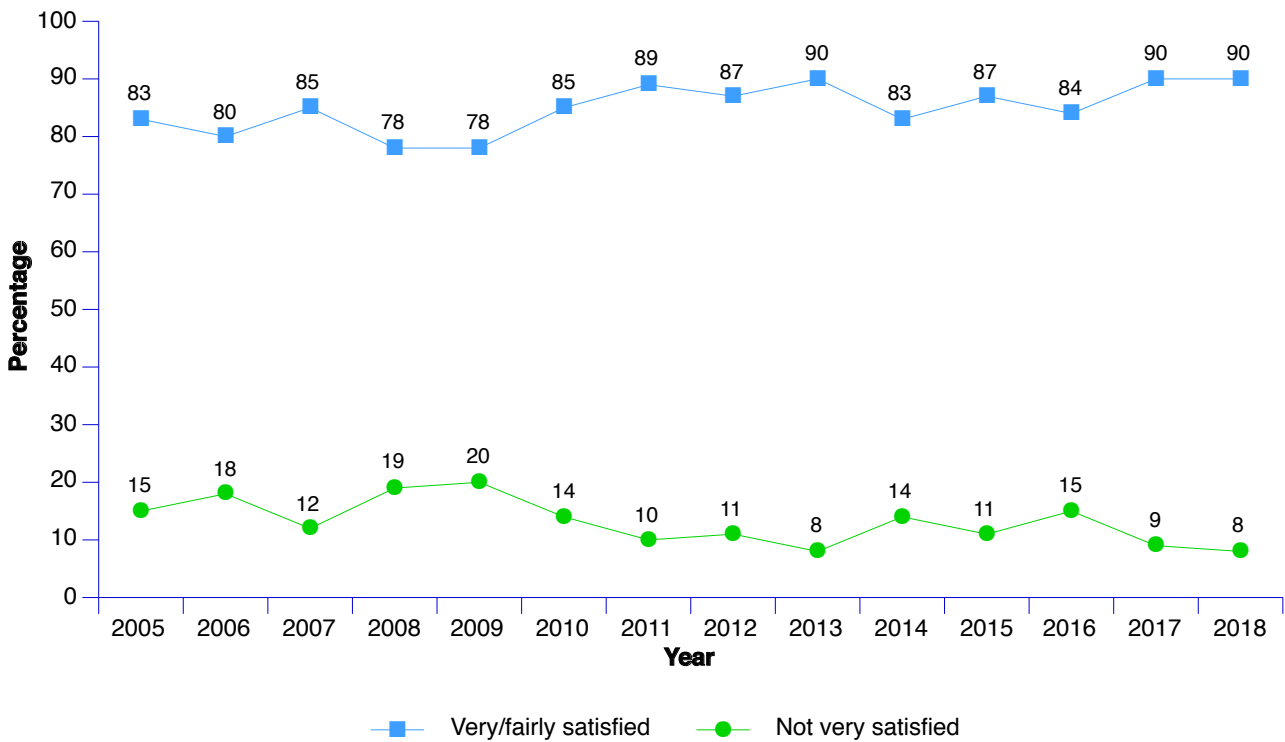
[†] does not add to 100% due to rounding

The main reasons* residents are not very satisfied with the ability to drive around the District are ...

- poor traffic flow / congestion / one way system causing congestion, mentioned by 4% of all residents,
- poor condition of roads / not maintained / poor quality of work done, 1%,
- roundabout needed, 1%,
- roadworks cause congestion / slow to complete, 1%,
- speed restrictions, 1%.

* multiple responses allowed

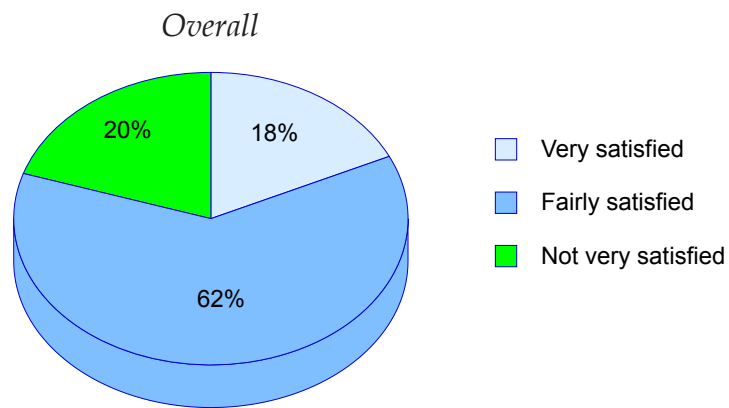
Ability To Drive Around The District Quickly, Easily And Safely



Recommended Satisfaction Measure For Reporting Purposes:
Total District = 90%

ii. *Quality Of Roads Overall*

(Residents were asked to bear in mind that the Council has no responsibility for State Highways.)



80% of residents are satisfied with New Plymouth District's quality of roads overall, while 20% of residents are not very satisfied (17% in 2017).

The percent not very satisfied is below the Peer Group Average and slightly below the National Average for **roads in general**.

Residents more likely to be not very satisfied with the quality of roads overall are ...

- men,
- longer term residents, those residing in the District more than 10 years.

Satisfaction With The Quality Of Roads Overall

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2018	18	62	80	20	-
2017	16	66	82	17	1
2016	25	57	82	17	1
2015	23	66	89	11	-
2014	25	59	84	14	2
2013 [†]	25	60	85	15	1
2012	21	63	84	16	-
2011	18	67	85	15	-
2010	21	65	86	13	1
2009	27	56	83	15	2
2008	15	70	85	14	1
2007	21	65	86	14	-
2006	27	58	85	15	-
2005*	29	59	88	11	1
2004	21	64	85	15	-
2003	19	62	81	18	1
2000	20	54	74	25	1
1999	18	53	71	28	1
Comparison**					
Peer Group (Provincial)	20	49	69	31	-
National Average	21	54	75	25	-
Area					
New Plymouth	17	66	83	17	-
Inglewood [†]	18	58	76	25	-
Clifton	13	54	67	33	-
Kaitake	22	44	66	34	-
Waitara	24	51	75	25	-
Gender[†]					
Male	16	60	76	25	-
Female	20	64	84	17	-
Length of Residence					
Lived there 10 years or less	25	64	89	11	-
Lived there more than 10 years	17	61	78	22	-

% read across

* the 2005 readings refer to satisfaction with the quality of footpaths and roads overall, including safety

NB: Readings prior to 2005 refer to satisfaction with footpaths and roads overall, including safety

** Peer Group and National Average readings are for roads in general

[†] does not add to 100% due to rounding

The main reasons residents are not very satisfied with the quality of roads overall are ...

- potholes/uneven/bumpy/rough,
- poor quality of roads/materials/patching,
- lack of maintenance/slow to do maintenance.

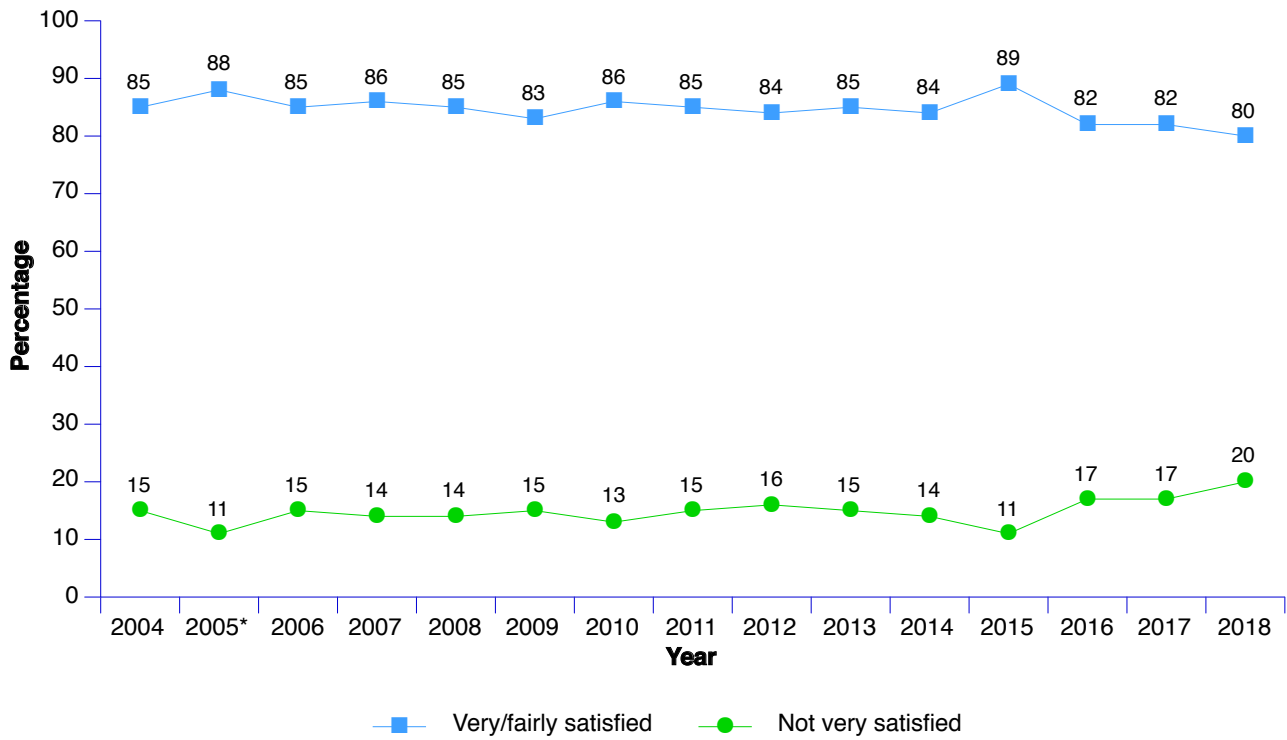
Summary Table:

Main Reasons* For Being Not Very Satisfied With The Quality Of Roads Overall

	Total District 2018 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Percent Who Mention ...						
Potholes/uneven/bumpy/rough	11	9	11	22	27	9
Poor quality of roads/ materials/patching	7	6	14	10	18	5
Lack of maintenance/ slow to do maintenance	3	2	3	14	8	-

* multiple responses allowed

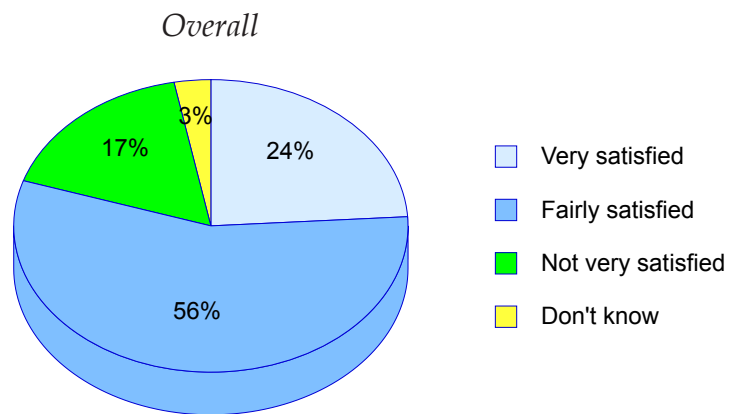
Quality Of Roads Overall



* the 2005 readings refer to satisfaction with the quality of footpaths and roads overall, including safety. Readings prior to 2005 refer to satisfaction with footpaths and roads overall, including safety.

Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 80%

iii. The Quality And Safety Of Footpaths



80% of residents are satisfied with the quality and safety of the District's footpaths, while, 17% of residents are not very satisfied and 3% are unable to comment. These readings are similar to the 2017 results.

The percent not very satisfied is below the Peer Group Average and slightly below the National Average for **footpaths in general**.

Women are more likely to be not very satisfied with the quality and safety of footpaths, than men.

It also appears that Waitara Area residents are slightly more likely to feel this way, than other Area residents.

Satisfaction With The Quality And Safety Of Footpaths

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2018	24	56	80	17	3
2017	27	53	80	16	4
2016	32	47	79	17	4
2015	22	60	82	14	4
2014	26	52	78	16	6
2013 [†]	36	47	83	15	3
2012 [†]	28	53	81	14	6
2011	25	58	83	13	4
2010	25	56	81	16	3
2009	36	42	78	16	6
2008	24	54	78	18	4
2007	17	57	74	21	5
2006	28	53	81	16	3
2005*	29	59	88	11	1
2004	21	64	85	15	-
2003	19	62	81	18	1
2000	20	54	74	25	1
1999	18	53	71	28	1
Comparison**					
Peer Group (Provincial)	20	47	67	25	8
National Average	23	49	72	23	5
Area					
New Plymouth	23	58	81	17	2
Inglewood	20	67	87	12	1
Clifton	26	50	76	11	13
Kaitake [†]	31	43	74	17	10
Waitara	23	45	68	31	1
Gender					
Male	27	58	85	12	3
Female	20	55	75	21	4

% read across

* the 2005 readings refer to satisfaction with the quality of footpaths and roads overall, including safety

NB: Readings prior to 2005 refer to satisfaction with footpaths and roads overall, including safety

** Peer Group and National Average readings are for footpaths in general

[†] does not add to 100% due to rounding

The main reasons residents are not very satisfied with the quality and safety of footpaths are ...

- uneven/potholes/broken/cracked/rough/bumpy/can easily trip,
- no footpaths/not enough/only on one side/incomplete,
- poor condition/need improving/lack maintenance.

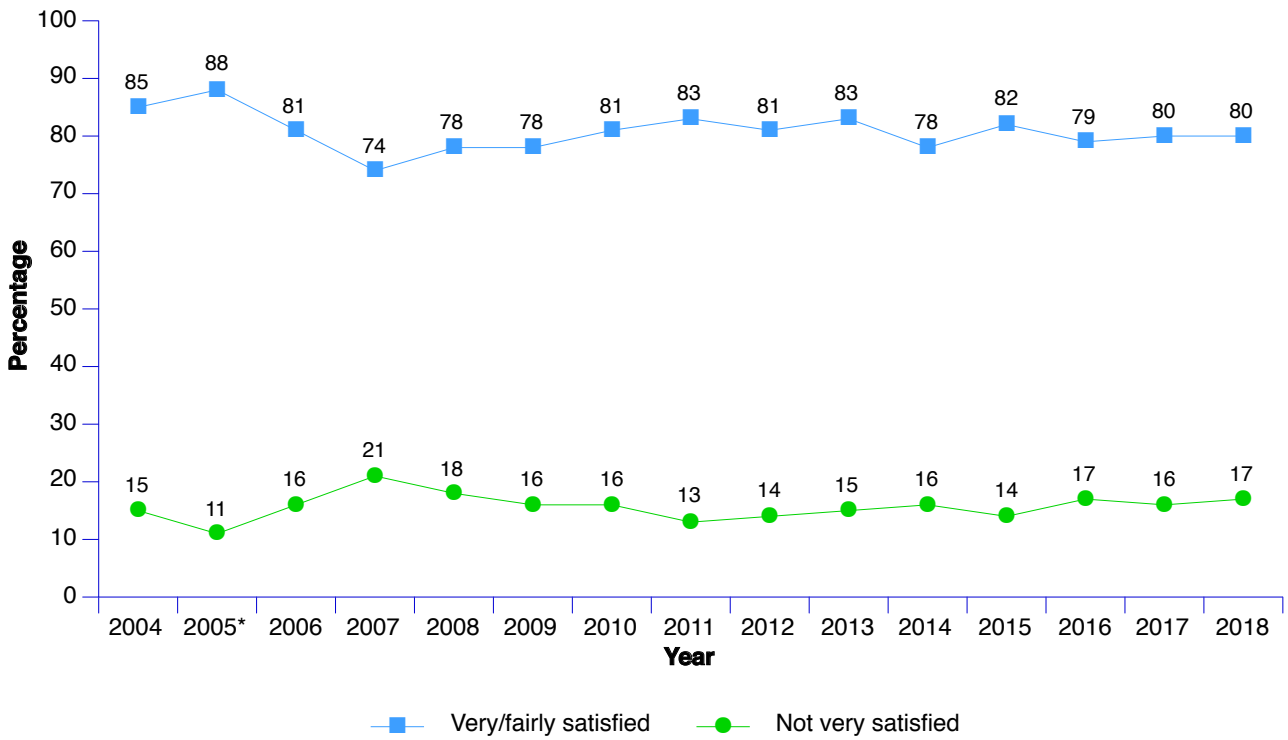
Summary Table:

Main Reasons* For Being Not Very Satisfied With The Quality And Safety Of Footpaths

	Total District 2018 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Percent Who Mention ...						
Uneven/potholes/broken/cracked/ rough/bumpy/can easily trip	7	7	3	5	1	8
No footpaths/not enough/ only on one side/incomplete	4	2	-	4	-	20
Poor condition/need improving/ lack maintenance	3	4	-	-	1	9

* multiple responses allowed

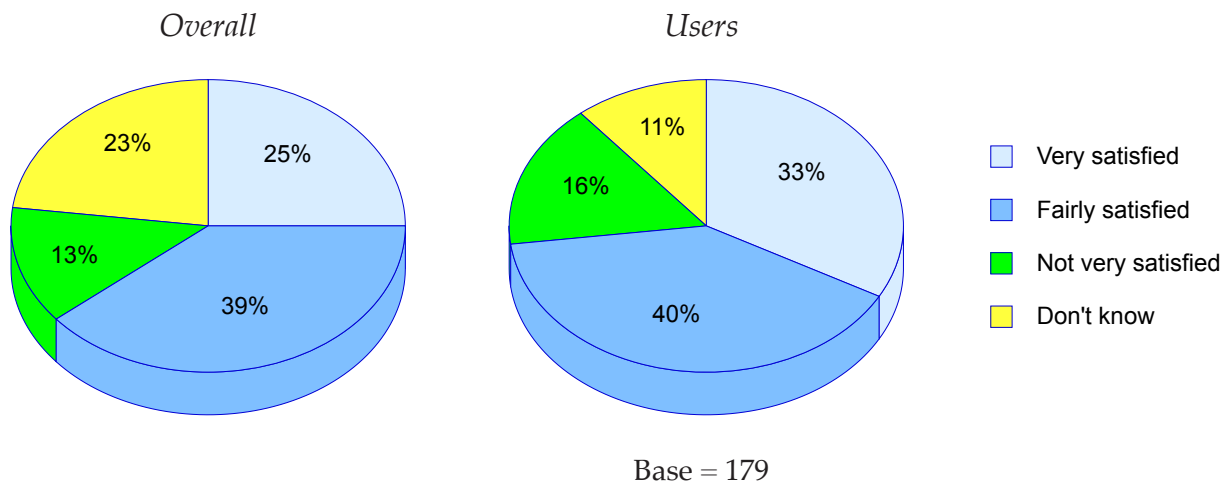
Quality And Safety Of Footpaths



* the 2005 readings refer to satisfaction with the quality of footpaths and roads overall, including safety. Readings prior to 2005 refer to satisfaction with footpaths and roads overall, including safety.

Recommended Satisfaction Measure For Reporting Purposes:
Total District = 80%

iv. The Quality And Safety Of Cycleways



64% of New Plymouth residents are satisfied with the quality and safety of cycleways (71% in 2017), including 25% who are very satisfied (30% in 2017). 13% of residents are not very satisfied and 23% are unable to comment (19% in 2017).

There are no comparative Peer Group and National Averages for this reading, however, the not very satisfied reading is on par with the 2017 result.

52% of households have used a cycleway in the District, in the last 12 months (48% in 2017). Of these, 73% are satisfied (84% in 2017) and 16% not very satisfied (12% in 2017).

There are no notable differences between Areas and between socio-economic groups, in terms of those not very satisfied with the quality and safety of cycleways. However, it appears that NZ European residents are slightly more likely to feel this way, than NZ Māori residents.

Satisfaction With The Quality And Safety Of Cycleways

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2018	25	39	64	13	23
2017	30	41	71	10	19
2016	30	37	67	12	21
2015 [†]	32	37	69	10	22
2014	26	40	66	15	19
2013 [†]	31	43	74	10	17
2012	27	44	71	13	16
2011	19	50	69	15	16
2010	18	38	56	18	26
2009	20	35	55	16	29
2008	12	38	50	22	28
2007	15	39	54	25	21
2006	20	46	66	17	17
Users	33	40	73	16	11
Area					
New Plymouth	26	37	63	14	23
Inglewood [†]	26	44	70	6	23
Clifton [†]	16	41	57	7	37
Kaitake	17	43	60	21	19
Waitara	26	43	69	9	22
Ethnicity[†]					
NZ European	26	36	62	15	24
NZ Māori	22	57	79	5	17

% read across

* not asked prior to 2006

[†] does not add to 100% due to rounding

The main reasons residents are not very satisfied with the quality and safety of cycleways are ...

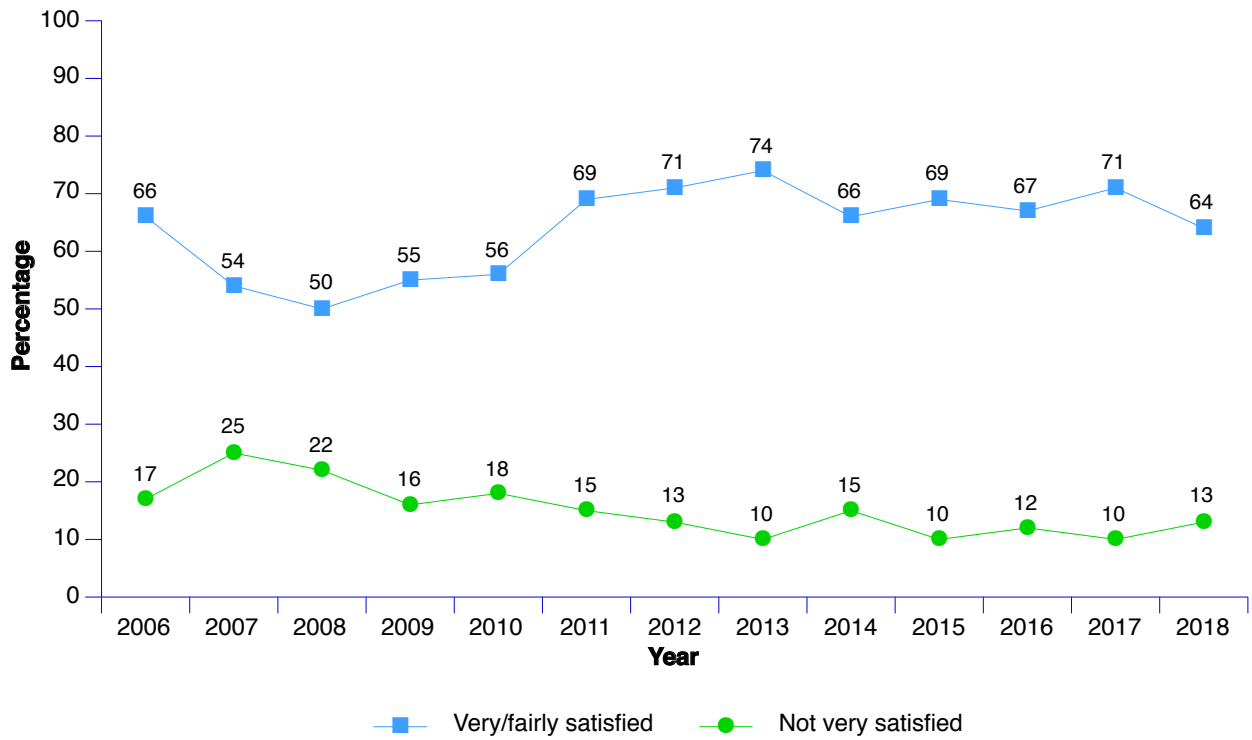
- dangerous/unsafe/not much room/too narrow/need better provisions for cyclists,
- need to be more clearly defined/not continuous/more signage,
- no cycleways/not enough/need more.

Summary Table: Main Reasons* For Being Not Very Satisfied With The Quality And Safety Of Cycleways

	Total District 2018 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Percent Who Mention ...						
Dangerous/unsafe/not much room/too narrow/need better provisions for cyclists	10	9	6	6	20	8
Need to be more clearly defined/not continuous/more signage	3	4	-	-	3	-
No cycleways/not enough/need more	2	3	-	-	4	3

* multiple responses allowed

Quality And Safety Of Cycleways

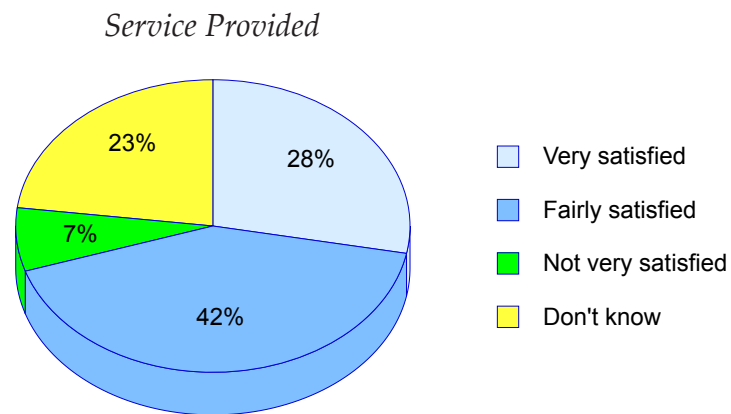
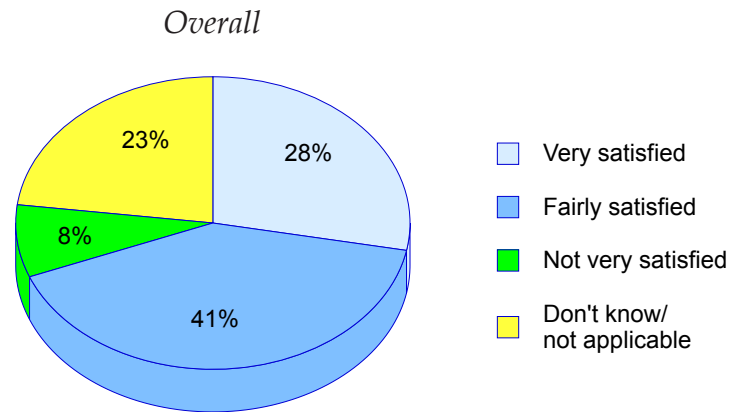


Recommended Satisfaction Measure For Reporting Purposes:

Total District = 64%

Users = 73%

v. Flood Protection



Base = 293

69% of New Plymouth residents are satisfied with flood protection (76% in 2017), including 28% who are very satisfied (33% in 2017). 8% not very satisfied and 23% are unable to comment (18% in 2017).

There are comparative Peer Group and National Averages for this reading, however the not very satisfied reading is similar to last year's finding.

76% of residents have a piped stormwater collection (73% in 2017). Of these, 70% are satisfied (81% in 2017), while 7% are not very satisfied.

There are no notable differences between Areas and between socio-economic groups, in terms of those residents not very satisfied with flood protection.

Satisfaction With Flood Protection

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2018	28	41	69	8	23
2017	33	43	76	6	18
2016	39	38	77	4	19
2015	31	33	64	3	33
2014	26	41	67	3	31
2013	35	36	71	3	26
Service Provided	28	42	70	7	23
Area					
New Plymouth	29	40	69	7	24
Inglewood	16	35	51	7	42
Clifton	17	58	75	11	14
Kaitake	27	39	66	16	18
Waitara	36	50	86	7	7

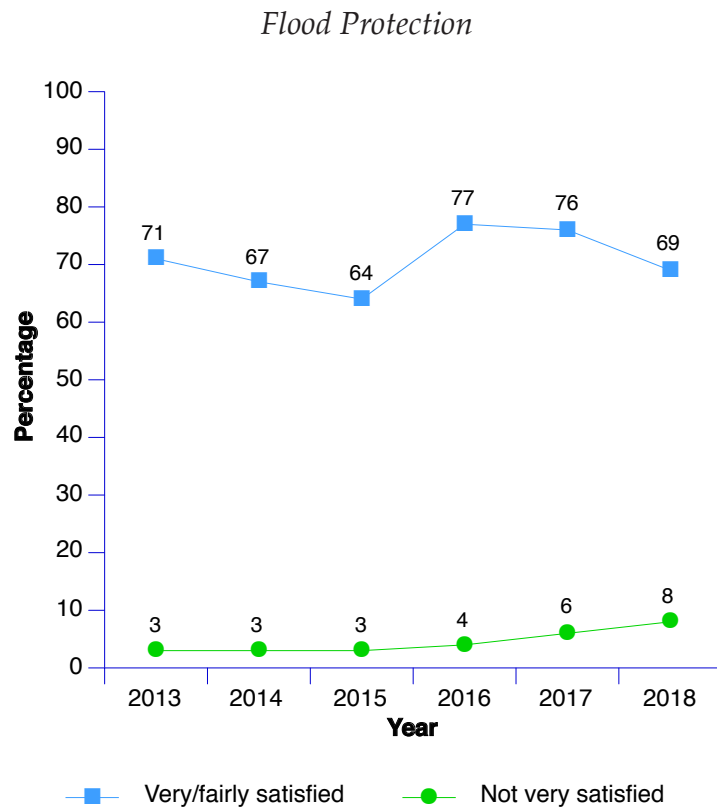
% read across

* not asked prior to 2013

The main reasons* that residents are not very satisfied with flood protection are ...

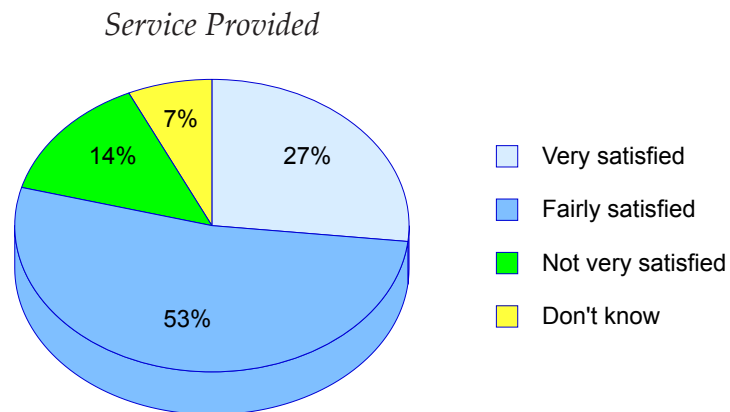
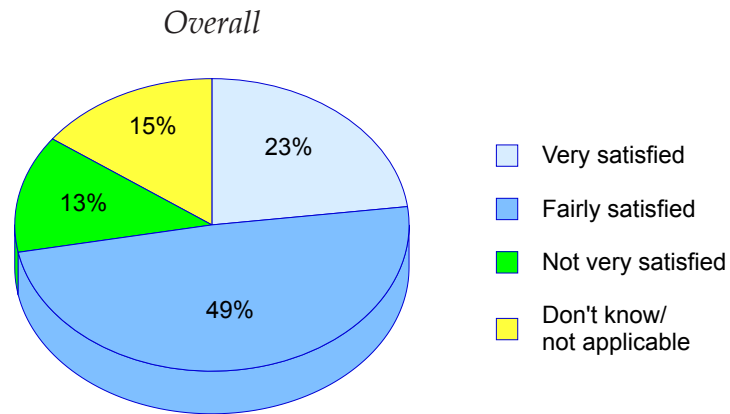
- flooding problems, mentioned by 6% of all residents,
- inadequate/needs improvement, 1%,
- blocked drains/leaves need clearing, 1%.

* multiple responses allowed



Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 69%
 Receivers Of Service = 70%

vi. Stormwater Services (Excluding Flood Protection)



Base = 293

72% of New Plymouth residents are satisfied with stormwater services (excluding flood protection) (79% in 2017), while 15% are unable to comment (11% in 2017).

The percent not very satisfied (13%) is on par with the Peer Group Average and similar to the National Average for **stormwater services in general** and on par with the 2017 reading.

Of those residents provided with a piped stormwater collection, 80% are satisfied (86% in 2017) and 14% are not very satisfied (8% in 2017).

NZ Māori residents are more likely to be not very satisfied with stormwater services, than NZ European residents.

Satisfaction With Stormwater Services

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2018	23	49	72	13	15
2017 [†]	27	52	79	9	11
2016	37	41	78	8	14
2015	31	47	78	8	14
2014	29	48	77	8	15
2013 [†]	33	45	78	10	13
2012 [†]	30	49	79	13	9
2011	28	53	81	10	9
2010	33	48	81	10	9
2009	39	41	80	10	10
2008	24	53	77	12	11
2007	24	54	78	12	10
2006	30	45	75	15	10
2005	32	50	82	10	8
2004	31	48	79	13	8
2003*	26	53	79	12	9
2000	25	56	81	11	8
1999	23	56	79	12	9
Service Provided [†]	27	53	80	14	7
Comparison**					
Peer Group (Provincial)	37	32	69	16	15
National Average	36	39	75	14	11
Area					
New Plymouth [†]	26	52	78	13	10
Inglewood [†]	12	48	60	3	38
Clifton	10	41	51	9	40
Kaitake [†]	24	31	55	16	28
Waitara	22	49	71	22	7
Ethnicity					
NZ European [†]	24	49	73	11	15
NZ Māori	23	42	65	26	9

% read across

* prior to 2003, figures are based on ratings for stormwater control. Readings prior to 2013 didn't exclude flood protection

** Peer Group and National Average refer to stormwater services (does not exclude flood protection)

[†] does not add to 100% due to rounding

The main reasons that residents are not very satisfied with stormwater services in the District are ...

- blockages/drains and gutters need cleaning/maintenance,
- flooding/surface flooding,
- inadequate system/drains can't cope/overflow/need improving.

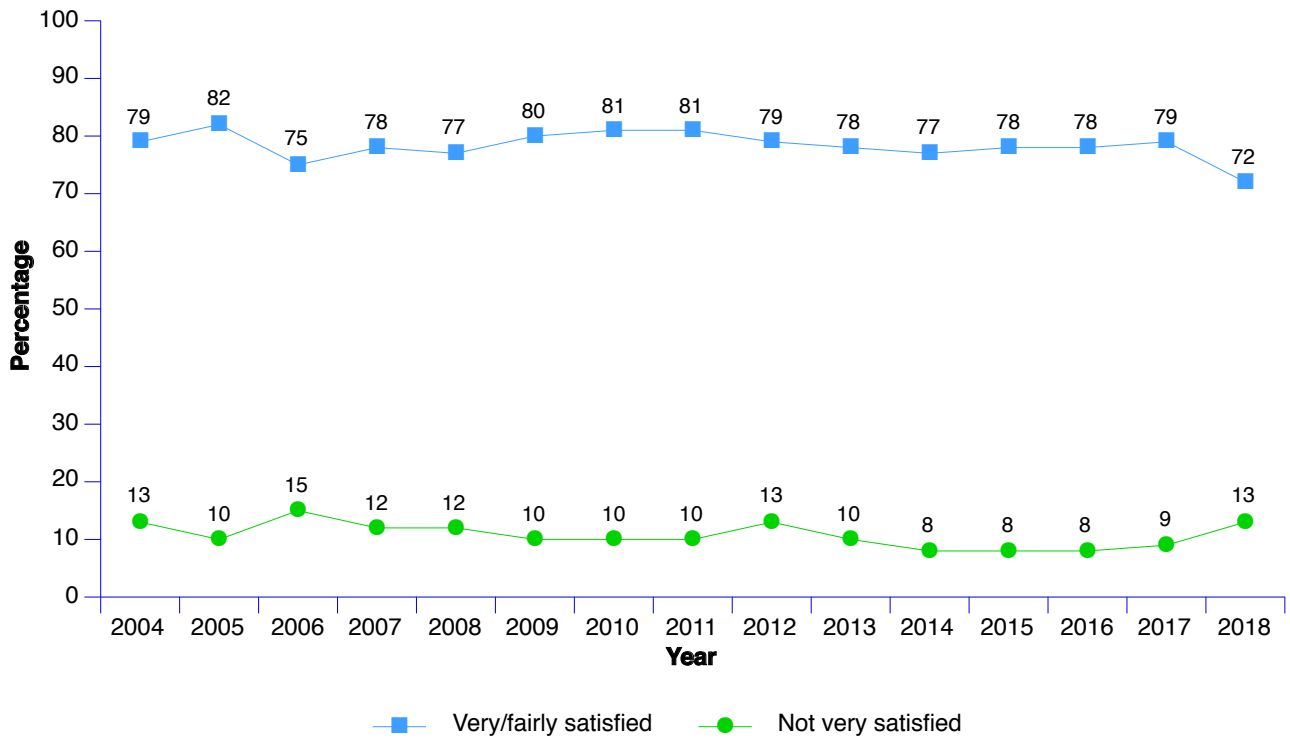
Summary Table: Main Reasons* For Being Not Very Satisfied With Stormwater Services (Excluding Flood Protection)

	Total District 2018 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Percent Who Mention ...						
Blockages/drains and gutters need cleaning/maintenance	6	6	-	7	5	2
Flooding/surface flooding	4	4	3	-	4	7
Inadequate system/drains can't cope/overflow/need improving	3	2	-	1	10	5

NB: no other reason mentioned by more than 1% of all residents

* multiple responses allowed

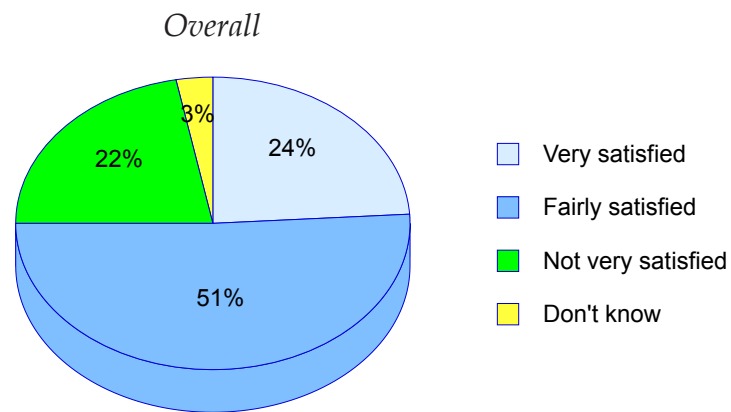
Stormwater Services (excluding flood protection)



Recommended Satisfaction Measure For Reporting Purposes:

Total District = 72%
 Receivers Of Service = 80%

vii. Availability Of Car Parking In The District



75% of New Plymouth District residents are satisfied with the availability of car parking in the District, while 22% are not very satisfied. These readings are similar to the 2017 results.

The percent not very satisfied is below the Peer Group and National Average readings for **parking in the CBD/local town**.

Residents with an annual household income of more than \$100,000 are **less** likely to be not very satisfied, than other income groups.

It also appears that Waitara Area residents are slightly less likely to feel this way, than other Area residents.

Satisfaction With The Availability Of Car Parking In the District

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2018	24	51	75	22	3
2017	22	55	77	22	1
2016	26	49	75	23	2
2015	21	54	75	24	1
2014	22	49	71	27	2
2013 [†]	23	53	76	23	2
2012 [†]	22	53	75	23	1
2011	17	51	68	30	2
2010	23	51	74	25	1
2009	27	44	71	25	4
2008	12	42	54	43	3
2007	12	44	56	41	3
2006*	14	35	49	48	3
2005	15	39	54	43	3
2004	8	40	48	48	4
2003	9	45	54	42	4
2000	13	46	59	38	3
1999	10	47	57	39	4
Comparison*					
Peer Group (Provincial)	31	37	68	31	1
National Average	19	35	54	42	4
Area					
New Plymouth	24	50	74	24	2
Inglewood	19	58	77	20	3
Clifton	24	49	73	21	6
Kaitake	18	55	73	20	7
Waitara	42	48	90	7	3
Household Income					
Less than \$30,000 pa	30	43	73	25	2
\$30,000-\$60,000 pa	19	51	70	26	4
\$61,000-\$100,000 pa [†]	23	48	71	27	1
More than \$100,000 pa	29	59	88	8	4

% read across

* readings prior to 2006 refer to satisfaction with parking in New Plymouth. Peer Group and National Averages refer to satisfaction with parking in CBD/local town

[†] does not add to 100% due to rounding

The main reasons residents are not very satisfied with the availability of car parking in the District are ...

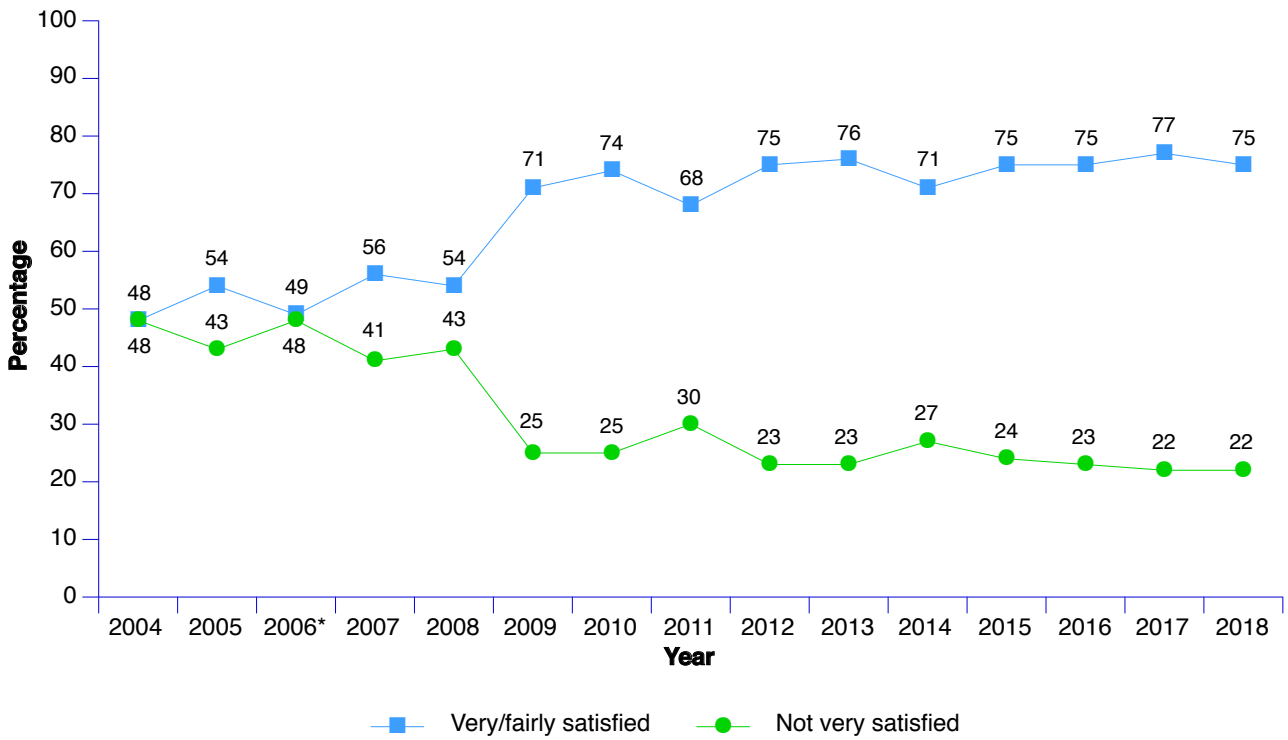
- not enough parking / not enough in city centre,
- parking too expensive / meters too expensive.
- pay for parking / need more free parking / too many meters.

Summary Table: Main Reasons* For Being Not Very Satisfied With The Availability Of Car Parking In The District

	Total District 2018 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Percent Who Mention ...						
Not enough parking / not enough in city centre	15	16	12	20	15	5
Parking too expensive / meters too expensive	4	5	2	7	1	-
Pay for parking / need more free parking / too many meters	3	3	7	-	2	-

* multiple responses allowed

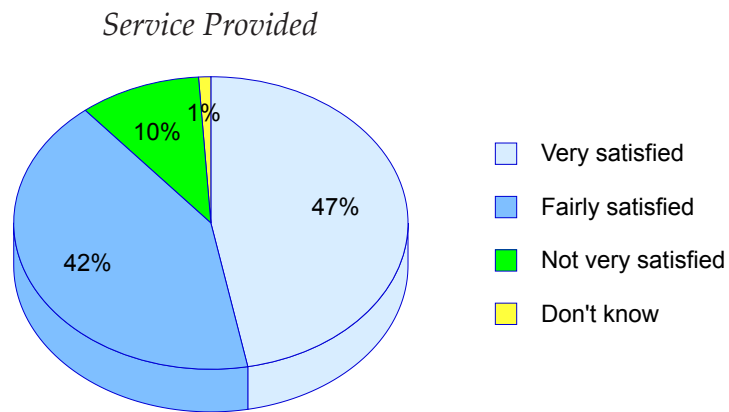
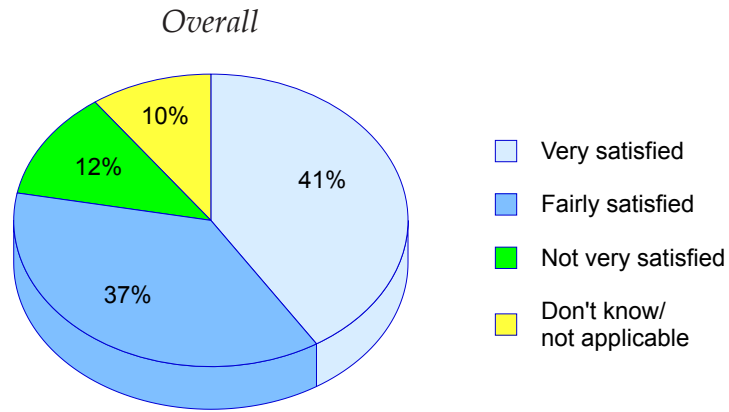
Availability Of Car Parking In The District



* readings prior to 2006 refer to satisfaction with parking in New Plymouth

Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 75%

viii. Water Supply



Base = 332

78% of New Plymouth District residents are satisfied with their water supply (82% in 2017), with 41% being very satisfied (50% in 2017).

The percent not very satisfied with water supply (12%) is similar to the Peer Group Average, and on par with the National Average and the 2017 reading.

83% of residents are provided with a piped water supply, with 89% of them being satisfied with their supply and 10% not very satisfied.

There are no notable differences between Areas and between socio-economic groups, in terms of those residents not very satisfied with the District's water supply.

Satisfaction With The Water Supply

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2018	41	37	78	12	10
2017	50	32	82	8	10
2016 [†]	53	30	83	7	11
2015	46	35	81	8	11
2014 [†]	43	42	85	6	10
2013	57	29	86	5	9
2012	53	35	88	4	8
2011	46	41	87	5	8
2010	52	34	86	6	8
2009	57	29	86	6	8
2008	35	49	84	10	6
2007	33	43	76	18	6
2006	45	34	79	13	8
2005	35	45	80	12	8
2004	35	33	68	25	7
2003	37	43	80	12	8
2000	35	41	76	17	7
1999	39	40	79	12	9
Service Provided	47	42	89	10	1
Comparison					
Peer Group (Provincial) [†]	47	27	74	11	16
National Average	50	31	81	9	10
Area					
New Plymouth	46	41	87	10	3
Inglewood [†]	21	18	39	21	41
Clifton [†]	10	30	40	14	45
Kaitake	43	12	55	24	21
Waitara	35	54	89	10	1

% read across

[†] does not add to 100% due to rounding

The main reasons residents are not very satisfied with New Plymouth District's water supply are ...

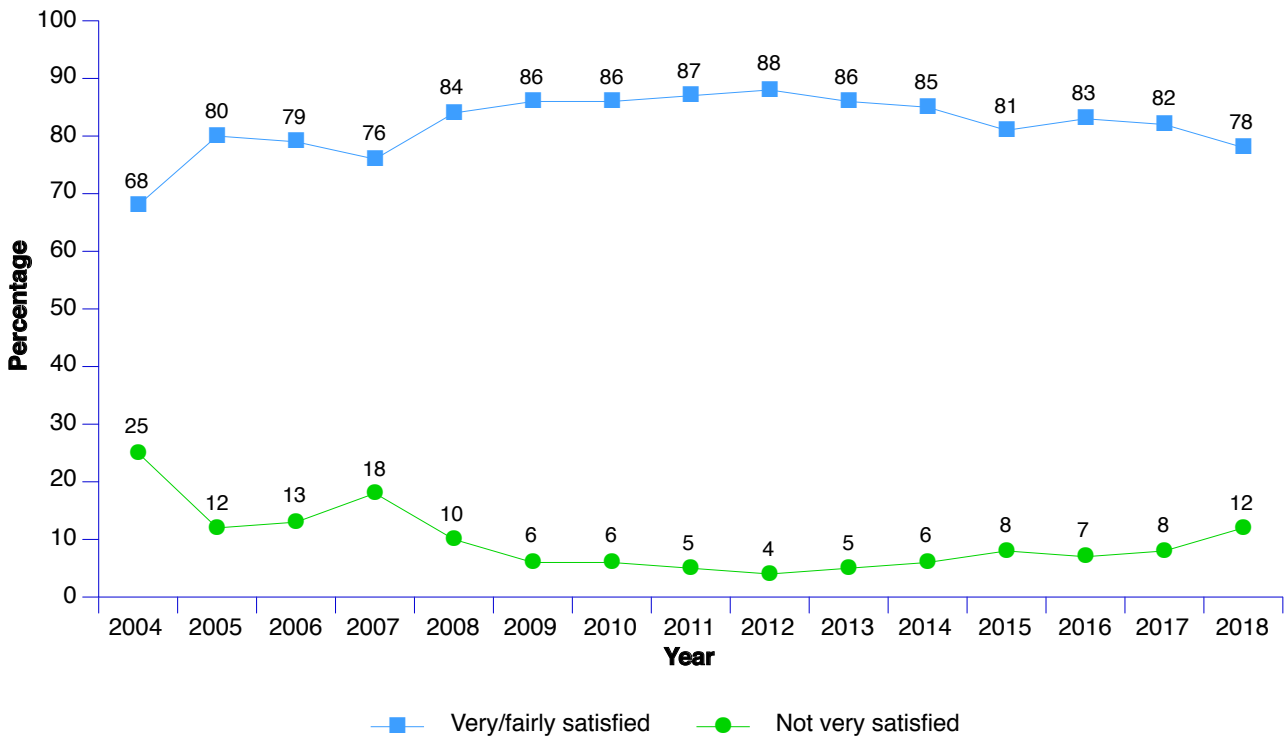
- recent disruption to supply,
- water storage capacity/infrastructure needs improving,
- poor quality of water/discoloured/dirty water,
- bad taste/smells,
- water restrictions/no water.

Summary Table: Main Reasons* For Being Not Very Satisfied With Water Supply

	Total District 2018 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Percent Who Mention ...						
Recent disruption to supply	3	1	9	4	13	7
Water storage capacity/ infrastructure needs improving	3	3	2	5	2	1
Poor quality of water/discoloured/ dirty water	2	2	11	-	1	2
Bad taste/smells	2	2	8	-	6	-
Water restrictions/no water	2	1	3	1	5	3

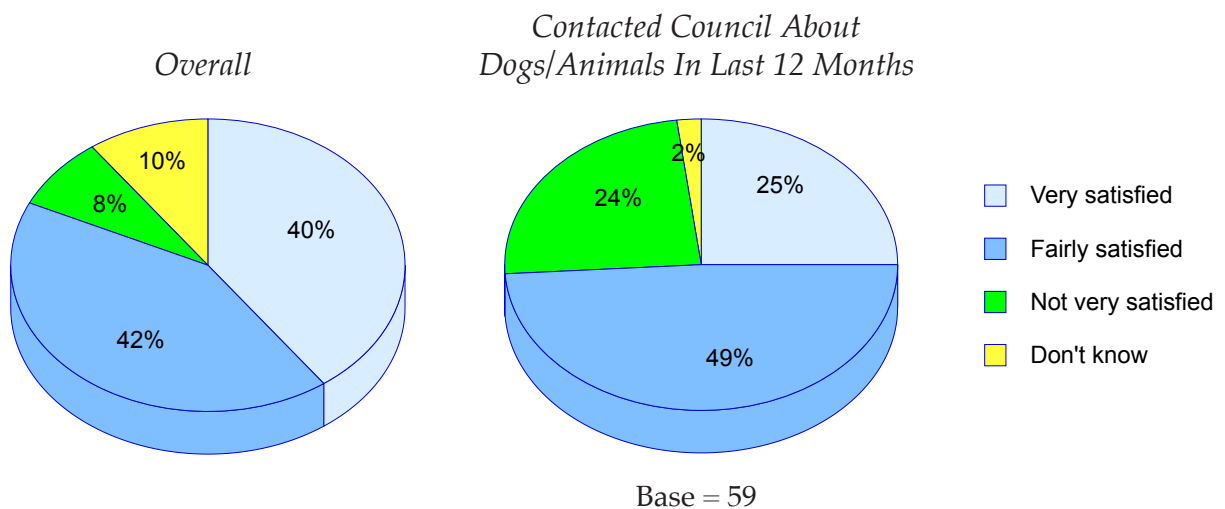
* multiple responses allowed

Water Supply



Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 78%
 Receivers Of Service = 89%

ix. Control Of Animals



82% of New Plymouth District residents are satisfied with the Council's efforts in controlling animals (87% in 2017), with 40% being very satisfied (44% in 2017).

The percent not very satisfied (8%) is below the Peer Group and National Averages for **dog control**, and similar to the 2017 reading.

14% of households have contacted Council about dogs and/or other animals in the last 12 months (18% in 2017) and, of these, 74% are satisfied.

There are no notable differences between Areas and between socio-economic groups, in terms of those not very satisfied with Council's efforts in controlling animals. However, it appears that Waitara Area residents are slightly more likely to feel this way, than other Area residents.

Satisfaction With Control Of Animals

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2018	40	42	82	8	10
2017	44	43	87	6	7
2016	49	35	84	7	9
2015	41	45	86	5	9
2014	35	46	81	11	8
2013	49	36	85	8	7
2012 [†]	41	46	87	9	5
2011	36	51	87	8	5
2010	41	44	85	9	6
2009*	51	35	86	7	7
2008	26	50	76	19	5
2007	27	54	81	14	5
2006	31	48	79	16	5
2005	30	46	76	17	7
2004	34	40	74	21	5
2003	23	53	76	19	5
2000	20	44	64	29	7
1999	26	41	67	27	6
Contacted Council	25	49	74	24	2
Comparison*					
Peer Group (Provincial) [†]	28	42	70	23	6
National Average	32	41	73	19	8
Area					
New Plymouth [†]	42	40	82	9	10
Inglewood	39	41	80	-	20
Clifton [†]	24	60	84	7	8
Kaitake	35	53	88	-	12
Waitara [†]	41	33	74	23	4

% read across

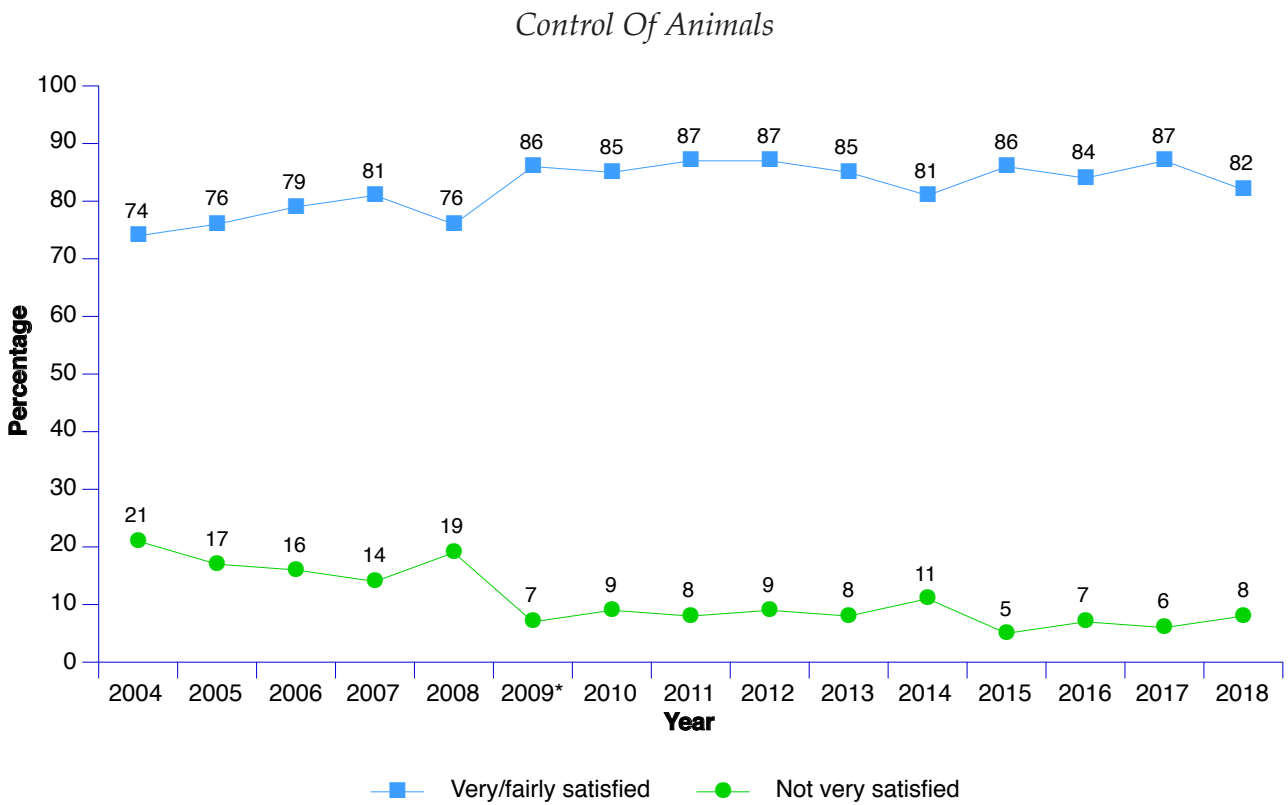
* the Peer Group and National Averages and readings prior to 2009 relate to ratings for dog control

[†] does not add to 100% due to rounding

The main reasons* residents are not very satisfied with New Plymouth District Council's animal control efforts are ...

- too many roaming/uncontrolled dogs/dogs off leashes, mentioned by 3% of all residents,
- more control needed/more enforcement, 2%.

* multiple responses allowed

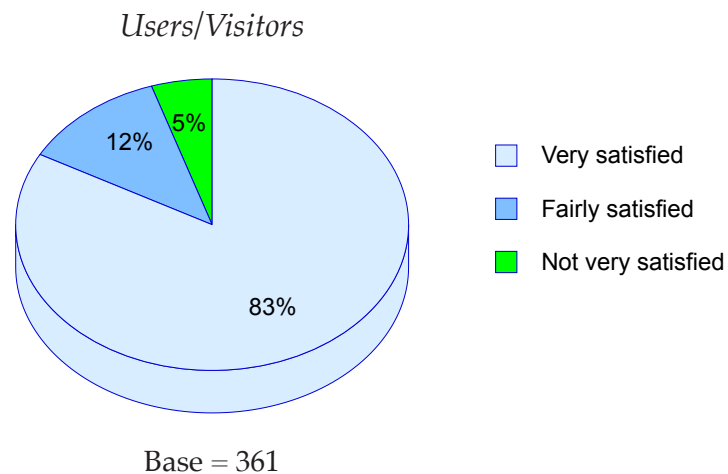
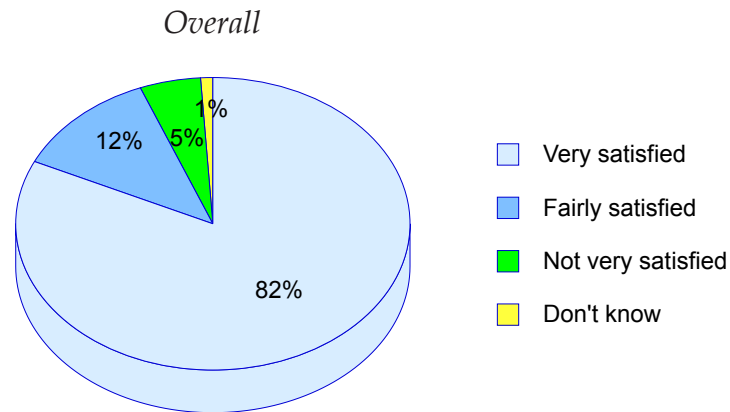


* readings prior to 2009 relate to ratings for dog control

Recommended Satisfaction Measure For Reporting Purposes:

Total District	=	82%
Contacted Council	=	74%

x. *Quality Of Parks And Reserves, Including The Coastal Walkway And Pukekura Park*



94% of New Plymouth District residents are satisfied with the quality of parks and reserves, including The Coastal Walkway and Pukekura Park, with 82% being very satisfied. These readings are similar to the 2017 results.

The percent not very satisfied (5%) is on par with the Peer Group Average and similar to the National Average for **parks and reserves in general**.

94% of households have used / visited parks or reserves, including The Coastal Walkway and Pukekura Park, in the last 12 months (91% in 2017), with 95% of these "users / visitors" being satisfied.

There are no notable differences between Areas and between socio-economic groups, in terms of those residents not very satisfied with the quality of parks and reserves, including The Coastal Walkway and Pukekura Park.

Satisfaction With The Quality Of Parks And Reserves, Including The Coastal Walkway And Pukekura Park

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2018	82	12	94	5	1
2017	81	13	94	6	1
2016	85	10	95	4	1
2015	81	15	96	3	1
2014	83	13	96	3	1
2013	83	13	96	3	1
2012 [†]	80	14	94	5	2
2011	81	14	95	3	2
2010	83	13	96	3	1
2009	84	11	95	3	2
2008	82	11	93	5	2
2007	80	13	93	5	2
2006	80	16	96	4	-
2005 ^{**}	66	29	95	4	1
2004 [◊]	68	24	92	5	3
2003 [*]	70	25	95	4	1
2000 [◊]	57	34	91	8	1
1999 [◊]	68	25	93	5	2
Users/Visitors	83	12	95	5	-
Comparison*					
Peer Group (Provincial)	67	28	95	2	3
National Average [†]	59	34	93	4	2
Area					
New Plymouth	84	11	95	5	-
Inglewood	86	11	97	2	1
Clifton [†]	87	10	97	-	4
Kaitake	76	17	93	7	-
Waitara	65	24	89	7	4

% read across

◊ 1999/2000 readings refer to ratings for parks, reserves and recreation areas

* 2003 readings and Peer Group and National Averages refer to ratings for parks and reserves in general

◊ 2004 readings refer to ratings for parks, reserves and recreation services

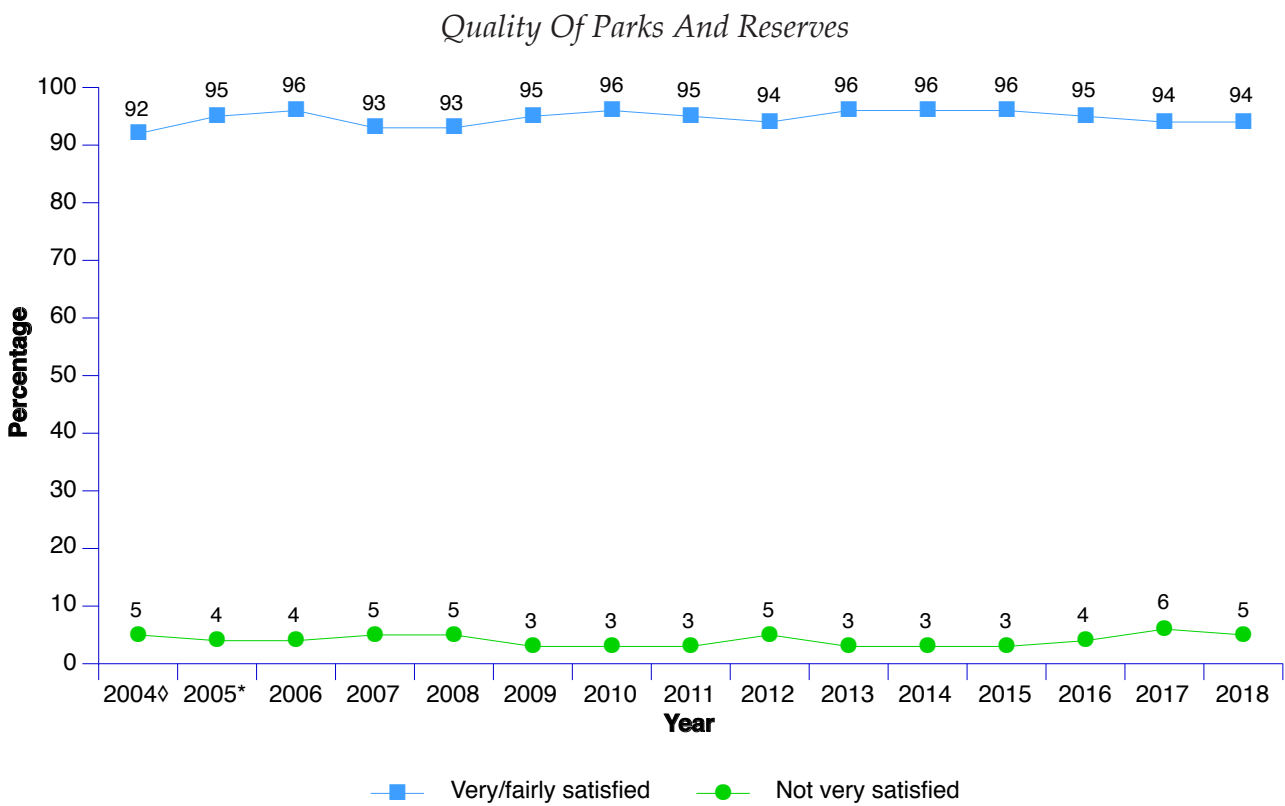
** 2005 readings refer to ratings for the availability and maintenance of parks, gardens, reserves and public open spaces

† does not add to 100% due to rounding

The main reasons* residents are not very satisfied with quality of parks and reserves, including The Coastal Walkway and Pukekura Park are ...

- need improvements, mentioned by 3% of all residents,
- untidy/lack of maintenance/need a tidy up, 2%.

* multiple responses allowed



[◇] 2004 readings refer to ratings for parks, reserves and recreation services

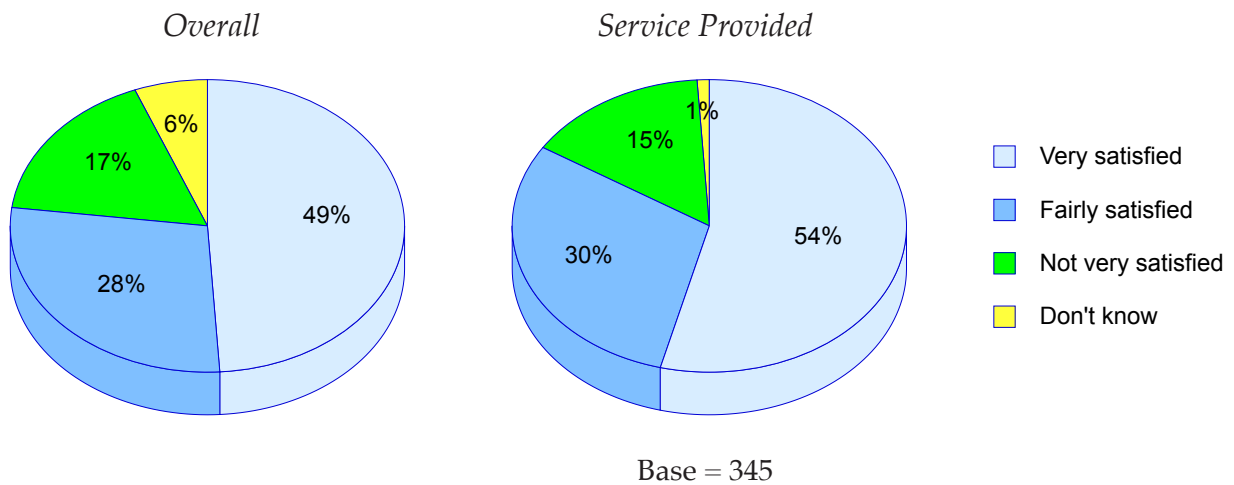
* 2005 readings refer to ratings for the availability and maintenance of parks, gardens, reserves and public open spaces

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 94%

Users/Visitors = 95%

xi. Kerbside Rubbish And Recyclables Collection



77% of New Plymouth District residents are satisfied with kerbside rubbish and recyclables collection (81% in 2017), with 49% being very satisfied (57% in 2017). 17% are not very satisfied (12% in 2017) and 6% are unable to comment.

The percent not very satisfied with this service is slightly above the **averaged** Peer Group and National Average readings for **rubbish collection and recycling**.

87% of residents are provided with a kerbside rubbish and recyclables collection, with 84% of these residents being satisfied (89% in 2017) and 15% not very satisfied (9% in 2017).

There are no notable differences between Areas and between socio-economic groups, in terms of those residents not very satisfied with kerbside rubbish and recyclables collection. However, it appears that NZ European residents are slightly more likely to feel this way, than NZ Māori residents.

Satisfaction With Kerbside Rubbish And Recyclables Collection

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2018	49	28	77	17	6
2017	57	24	81	12	7
2016 [†]	54	28	82	10	8
2015 [◇]	38	34	72	21	7
2014	41	34	75	19	6
2013 [†]	53	27	80	14	5
2012 [†]	40	37	77	18	4
2011	41	34	75	21	4
2010	45	32	77	20	3
2009	54	26	80	16	4
2008	45	32	77	18	5
2007	44	30	74	23	3
2006	50	29	79	15	6
2005	46	33	79	15	6
2004	55	24	79	14	7
2003 [*]	50	28	78	14	8
2000	46	35	81	12	7
1999	55	26	81	8	11
Service Provided	54	30	84	15	1
Comparison**					
Peer Group (Provincial)	59	20	79	12	9
National Average [†]	53	28	81	12	8
Area					
New Plymouth [†]	54	27	81	16	4
Inglewood	23	25	48	22	30
Clifton [†]	33	33	66	17	16
Kaitake [†]	26	40	66	29	6
Waitara [†]	61	28	89	10	2
Ethnicity					
NZ European	49	27	76	18	6
NZ Māori	55	33	88	9	3

% read across

[◇] 2004-2015 readings refer to rubbish collection and disposal

^{*} prior to 2003, figures are based on ratings of rubbish collection and disposal

^{**} Peer Group and National Averages are the **averaged** ratings for rubbish collection **and** recycling as these were asked separately in the 2016 National Communitrak Survey

[†] does not add to 100% due to rounding

The main reasons residents are not very satisfied with kerbside rubbish and recyclables collection are ...

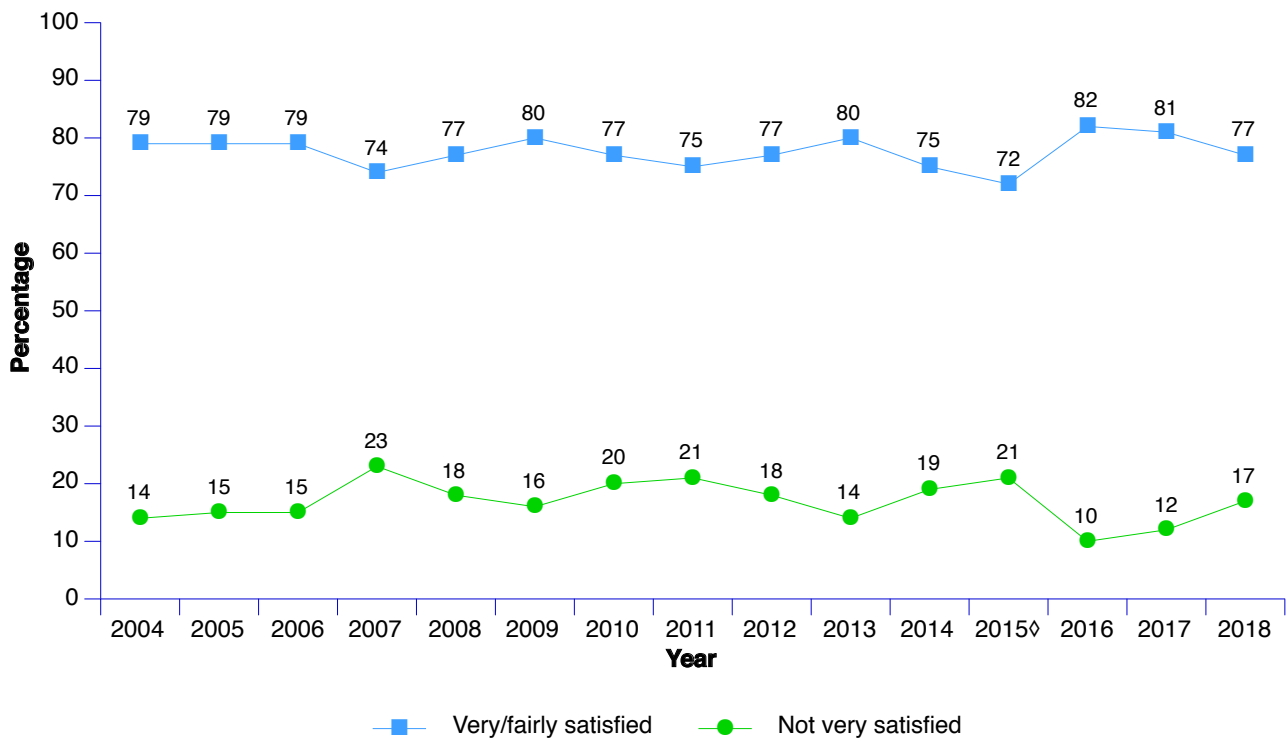
- no rubbish/recycling collection,
- need bins for rubbish/bags too small/get ripped open,
- bins blow over/rubbish not picked up.

Summary Table: Main Reasons* For Being Not Very Satisfied With Kerbside Rubbish And Recyclables Collection

	Total District 2018 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Percent Who Mention ...						
No rubbish/recycling collection	4	1	14	16	12	-
Need bins for rubbish/bags too small/get ripped open	3	3	-	-	6	-
Bins blow over/rubbish not picked up	3	3	3	-	1	-

* multiple responses allowed

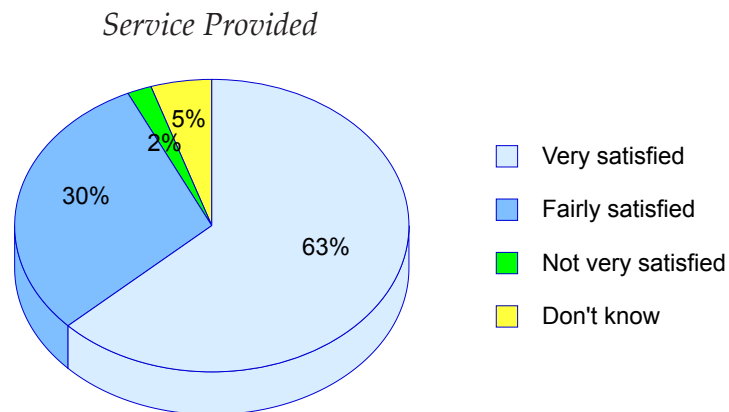
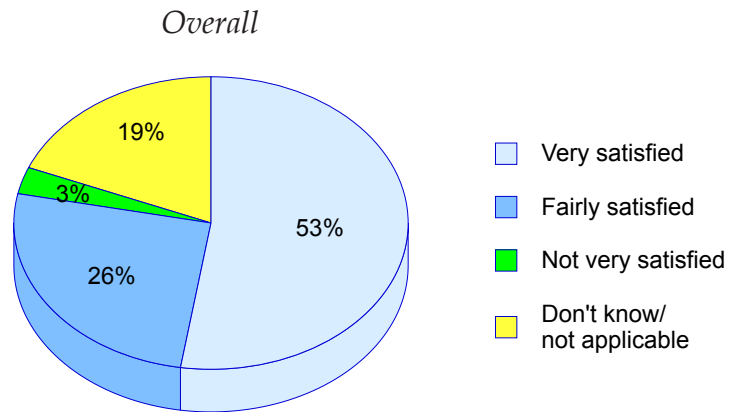
Kerbside Rubbish And Recyclables Collection



◇ 2004-2015 readings refer to rubbish collection and disposal

Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 77%
 Receivers Of Service = 84%

xii. Sewerage System



Base = 286

79% of residents are satisfied with New Plymouth District's sewerage system, including 53% who are very satisfied (48% in 2017). 3% are not very satisfied with this service and 19% are unable to comment.

The percent not very satisfied is on par with the Peer Group and National Averages and similar to the 2017 result.

76% of residents are provided with a sewerage system, with 93% of these residents being satisfied.

There are no notable differences between Areas and between socio-economic groups, in terms of those residents not very satisfied with the District's sewerage system.

Satisfaction With The Sewerage System

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2018 [†]	53	26	79	3	19
2017	48	29	77	4	19
2016 [†]	57	23	80	2	17
2015	51	27	78	2	20
2014 [†]	48	30	78	4	19
2013	53	27	80	4	16
2012	48	33	81	3	16
2011 [†]	45	34	79	5	15
2010	51	32	83	4	13
2009	60	25	85	2	13
2008	47	34	81	3	16
2007	49	34	83	3	14
2006	56	27	83	1	16
2005	47	37	84	2	14
2004	56	26	82	4	14
2003	51	30	81	2	17
2000	48	35	83	2	15
1999	55	28	83	2	15
Service Provided	63	30	93	2	5
Comparison					
Peer Group (Provincial)	46	26	72	7	21
National Average	48	33	81	6	13
Area					
New Plymouth	61	25	86	4	10
Inglewood	26	28	54	-	46
Clifton	15	17	32	2	66
Kaitake	41	17	58	2	40
Waitara	42	47	89	-	11

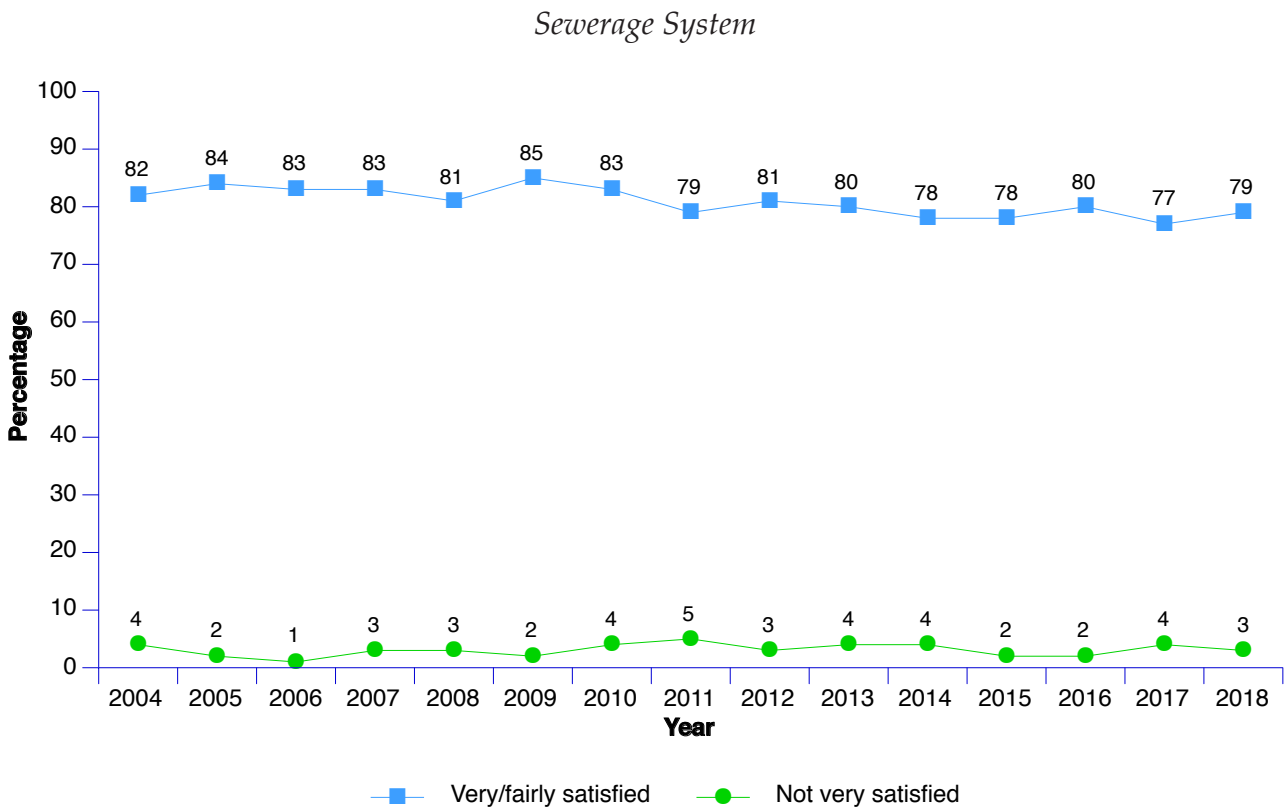
% read across

[†] does not add to 100% due to rounding

The main reasons* residents who say they are not very satisfied with the District's sewerage system are ...

- smell from system, mentioned by 1% of all residents,
- sewerage overflows/leakage/ discharging into sea, 1%,
- no sewerage here, 1%.

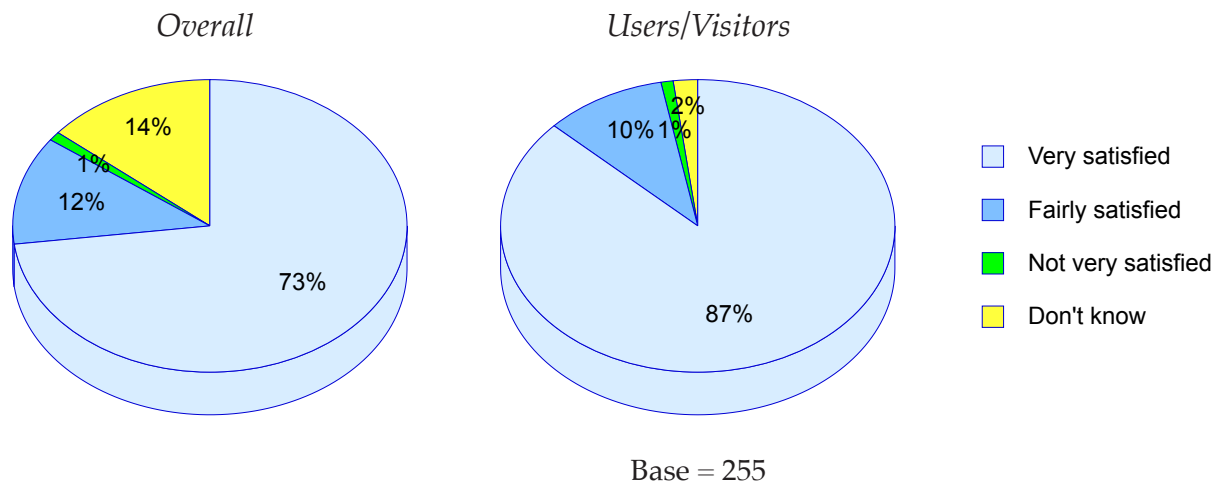
* multiple responses allowed



Recommended Satisfaction Measure For Reporting Purposes:

Total District	=	79%
Receivers Of Service	=	93%

xiii. Library At Puke Ariki



85% of New Plymouth residents are satisfied with the library at Puke Ariki, including 73% who are very satisfied (65% in 2017). 1% of residents are not very satisfied and 14% are unable to comment.

The percent not very satisfied is similar to the Peer Group and National Averages for **libraries in general**, and the 2017 reading.

68% of households have used or visited the library at Puke Ariki in the last 12 months. Of these, 97% are satisfied.

There are no notable differences between Areas and between socio-economic groups, in terms of those not very satisfied with the library at Puke Ariki.

Satisfaction With The Library At Puke Ariki

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2018	73	12	85	1	14
2017	65	18	83	2	15
2016	67	14	81	2	17
2015	64	20	84	1	15
2014	66	14	80	2	18
2013 [†]	71	14	85	2	14
2012	68	18	86	1	13
2011	62	22	84	2	14
2010	70	17	87	2	11
2009	70	10	80	2	18
2008	59	22	81	2	17
2007	63	17	80	5	15
2006	58	19	77	5	18
2005	51	25	76	6	18
2004*	53	14	67	8	25
2003	61	22	83	3	14
2000	55	33	88	5	7
1999	57	27	84	5	11
Users/Visitors	87	10	97	1	2
Comparison**					
Peer Group (Provincial)	69	17	86	1	13
National Average	69	17	86	3	11
Area					
New Plymouth	78	11	89	-	11
Inglewood	61	12	73	-	27
Clifton	64	11	75	2	23
Kaitake [†]	60	17	77	1	23
Waitara	67	11	78	3	19

% read across

* readings prior to 2004 refer to community libraries

** Peer Group and National Averages refer to ratings for libraries in general

[†] does not add to 100% due to rounding

The reasons* residents are not very satisfied with the library at Puke Ariki are ...

"It needs more funding."

"They put in a radioactive door and see no reason for this as the books are not stolen.

Electrical door and returning books we are exposed to radiation and very unhealthy. Need to be more aware of electromagnetic frequencies."

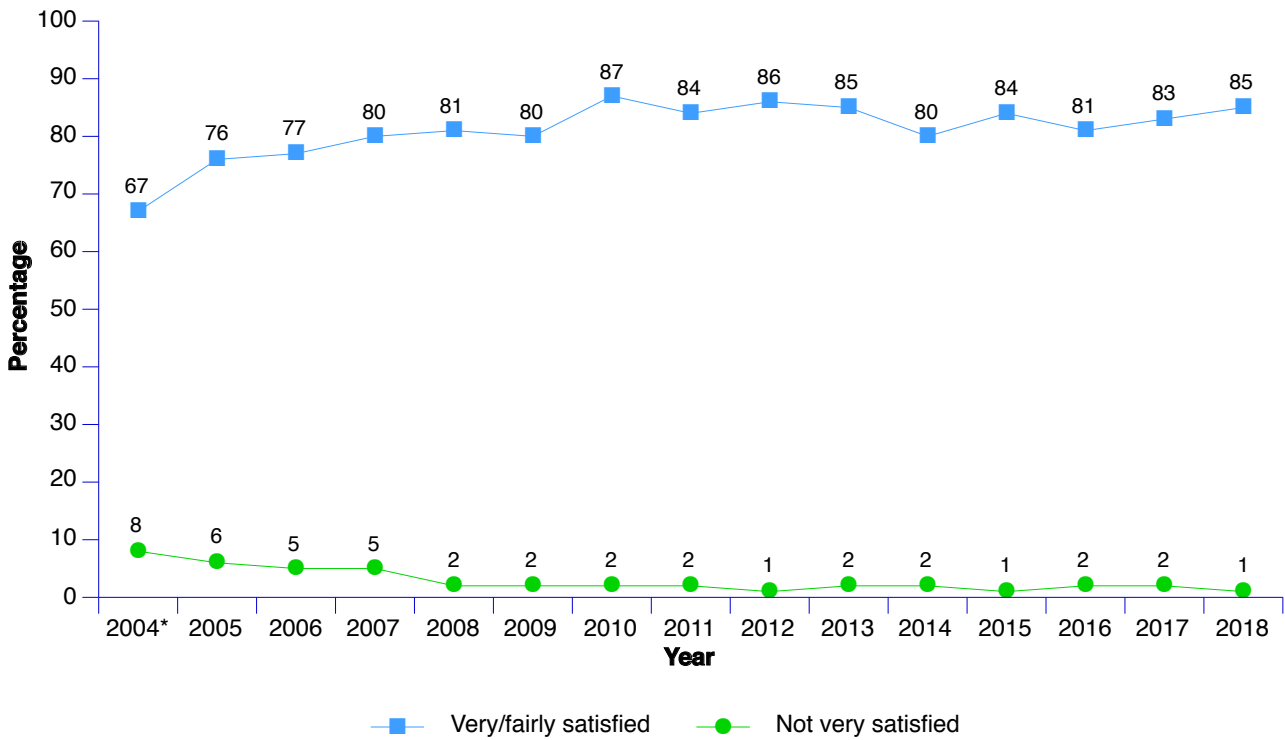
"Needs more parking, especially for the elderly."

"Assaulted by screaming children. It's very loud. Can't read a book in there, or study."

"Being an older person, I enjoy an outing to the library. There is no customer service available and a friendly atmosphere is not provided anymore."

* multiple responses allowed

The Library At Puke Ariki



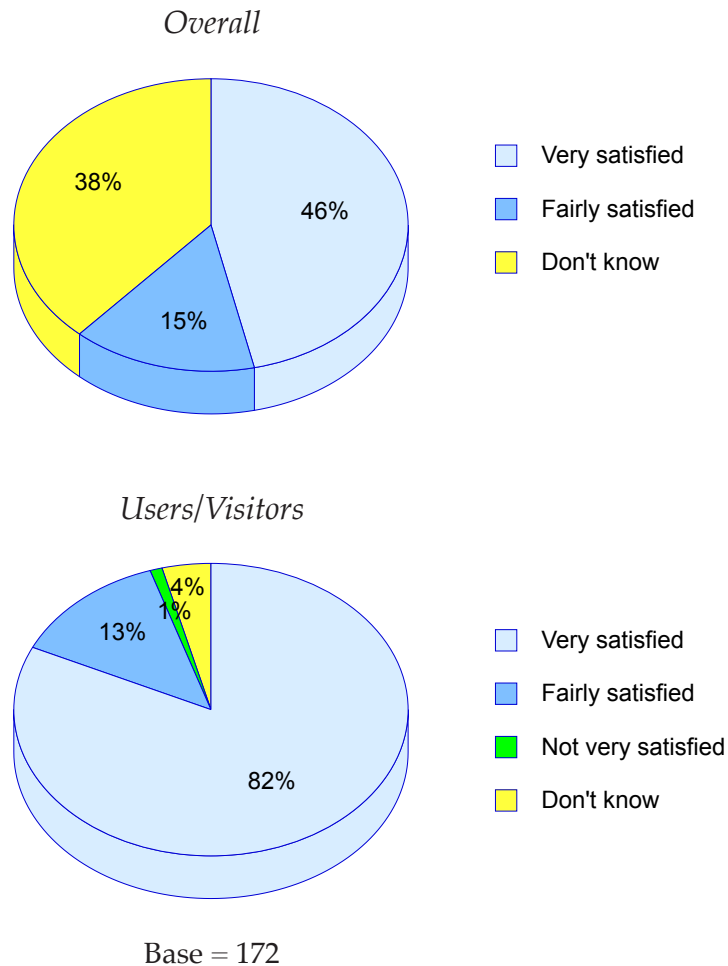
* readings prior to 2004 refer to community libraries

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 85%

Users/Visitors = 97%

xiv. Community Libraries, Other Than The Puke Ariki Library



61% of New Plymouth District residents are satisfied with the District's community libraries (54% in 2017), excluding Puke Ariki library, with 46% being very satisfied (34% in 2017).

A significant percentage (38%) are unable to comment (45% in 2017). This is probably due to only 38% of households saying they have used/visited a community library (other than Puke Ariki) in the last 12 months.

The percent not very satisfied (0.3%) is similar to the Peer Group Average and on par with the National Average readings for **libraries in general**, and similar to the 2017 reading.

Of those who have used or visited a community library in the last 12 months, 95% are satisfied.

There are no notable differences between Areas and between socio-economic groups, in terms of those residents not very satisfied.

Satisfaction With Community Libraries, Other Than The Puke Ariki Library

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2018 [†]	46	15	61	-	38
2017 [†]	34	20	54	-	45
2016	36	16	52	-	48
2015	38	16	54	1	45
2014 [†]	32	19	51	-	50
2013	39	16	55	-	45
2012	38	21	59	-	41
2011	37	18	55	-	45
2010	34	19	53	-	47
2009	37	10	47	-	53
2008	33	20	53	1	46
2007	34	18	52	1	47
2006	38	13	51	-	49
2005	38	21	59	1	40
2004*	37	10	47	1	52
2003	61	22	83	3	14
2000	55	33	88	5	7
1999	57	27	84	5	11
Users/Visitors	82	13	95	1	4
Comparison**					
Peer Group (Provincial)	69	17	86	1	13
National Average	69	17	86	3	11
Area					
New Plymouth [†]	39	15	54	-	47
Inglewood	63	19	82	-	18
Clifton	71	13	84	1	15
Kaitake	51	21	72	-	28
Waitara	74	17	91	3	6

% read across

* readings prior to 2004 refer to community libraries, **including** Puke Ariki library

** Peer Group and National Averages refer to readings for libraries in general

[†] does not add to 100% due to rounding

The reasons* residents are not very satisfied with community libraries are ...

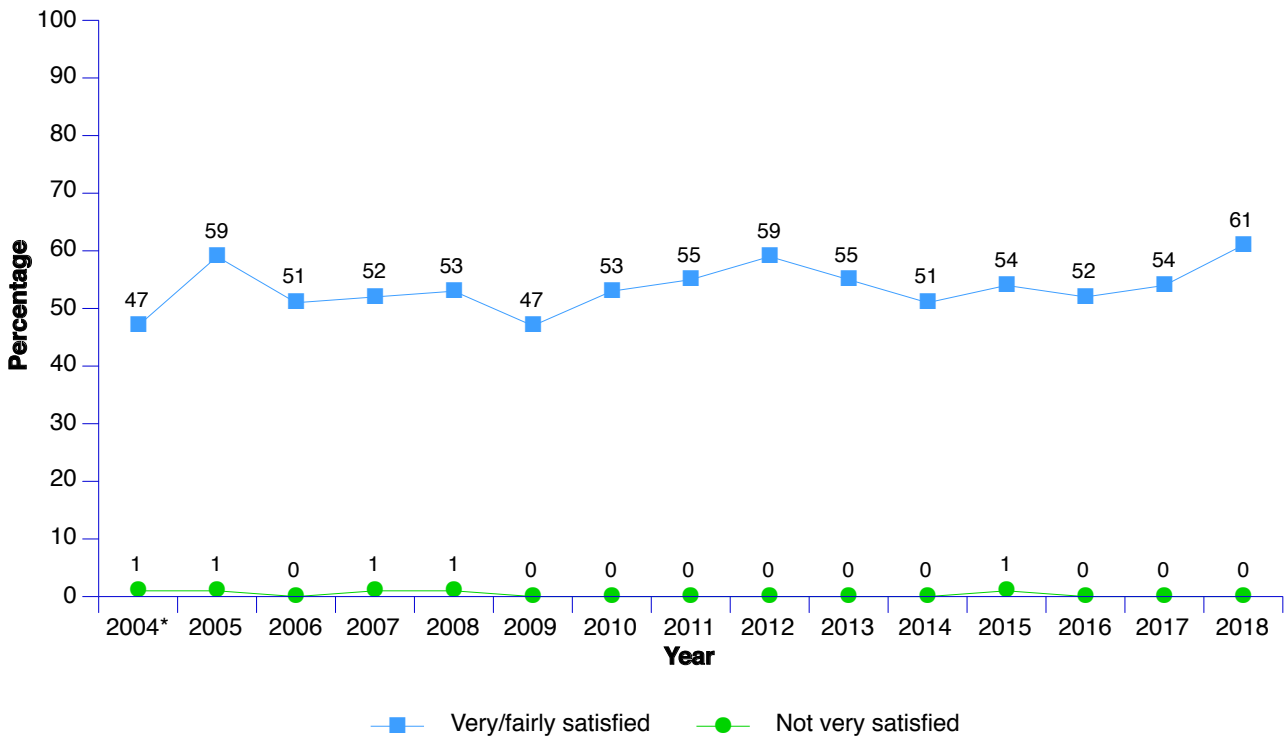
"It would be nice to see some new magazines from time to time. This is at Urenui Library."

"Waitara a bit small to accommodate kids and others."

"Very loud. Librarians can't get it quiet at Waitara."

* multiple responses allowed

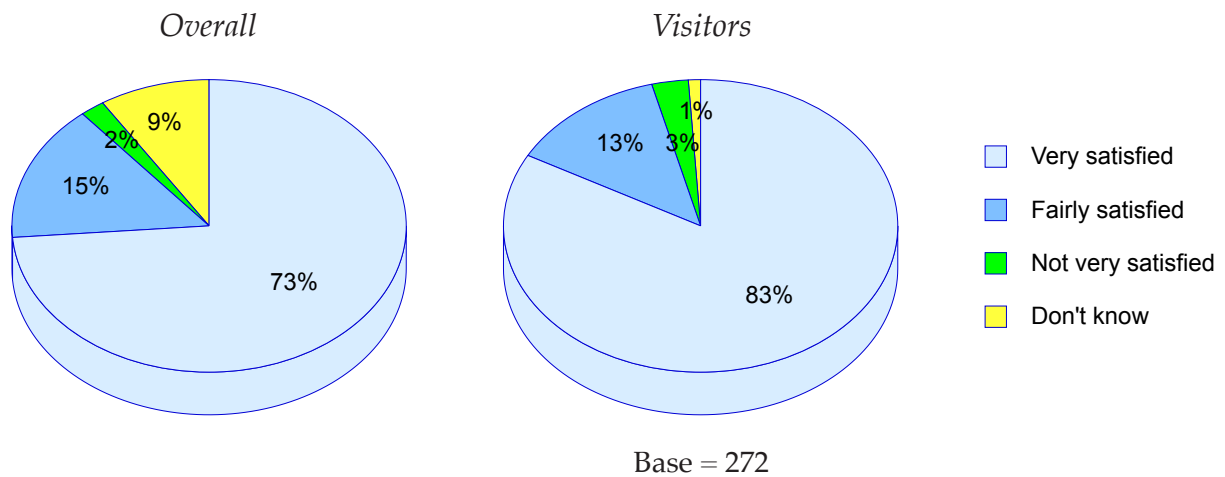
Community Libraries



* readings prior to 2004 refer to community libraries, **including** Puke Ariki library

Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 61%
 Users/Visitors = 95%

xv. *The Museum At Puke Ariki*



88% of residents are satisfied with the Museum at Puke Ariki, including 73% who are very satisfied (68% in 2017). 2% are not very satisfied and 9% are unable to comment.

The percent not very satisfied (2%) is on par with the Peer Group Average and similar to the National Average and the 2017 reading.

73% of households have visited the Museum at Puke Ariki in the last 12 months. Of these, 96% are satisfied and 3% not very satisfied.

There are no notable differences between Areas and between socio-economic groups, in terms of those not very satisfied with the Museum at Puke Ariki.

Satisfaction With The Museum At Puke Ariki

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2018 [†]	73	15	88	2	9
2017	68	20	88	2	10
2016	66	20	86	3	11
2015	63	23	86	3	11
2014	70	15	85	2	13
2013	69	19	88	2	10
2012 [†]	69	21	90	3	8
2011	60	26	86	3	11
2010	67	22	89	3	8
2009	68	15	83	3	14
2008	61	22	83	3	14
2007	63	21	84	4	12
2006	63	20	83	3	14
2005	55	22	77	5	18
2004	54	15	69	9	22
Visitors	83	13	96	3	1
Comparison					
Peer Group (Provincial)	44	16	60	6	34
National Average [†]	55	16	71	3	27
Area					
New Plymouth	76	15	91	1	8
Inglewood	59	27	86	2	12
Clifton [†]	70	10	80	8	11
Kaitake	71	21	92	3	5
Waitara	55	10	65	6	29

% read across

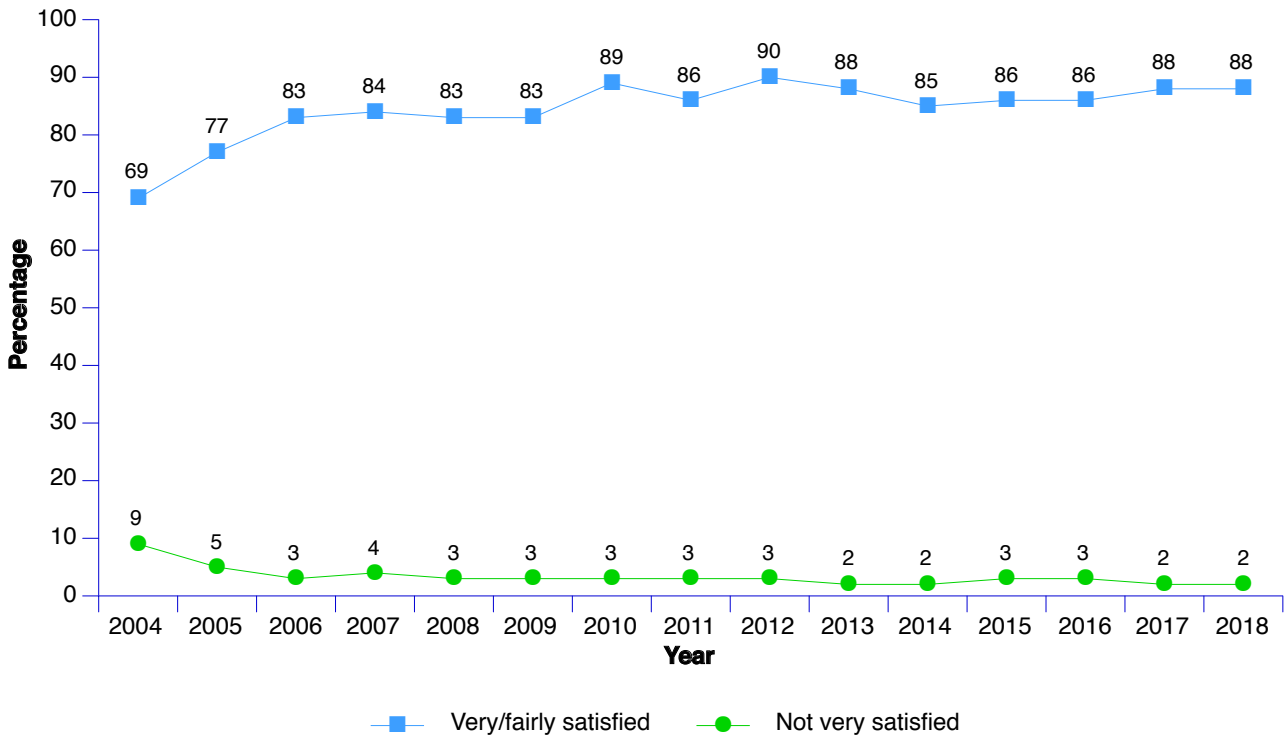
[†] does not add to 100% due to rounding

The reasons* residents are not very satisfied with the Museum at Puke Ariki are ...

- poor displays/boring/uninteresting, mentioned by 2% of all residents,
- need more displays, 1%,
- others, 0.3%.

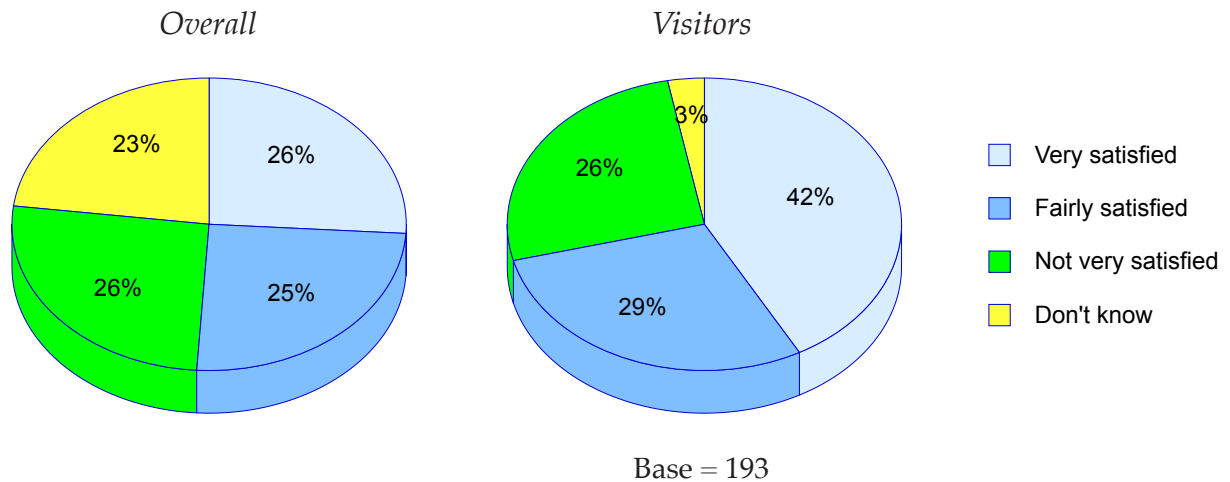
* multiple responses allowed

The Museum At Puke Ariki



Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 88%
 Visitors = 96%

xvi. Govett-Brewster Art Gallery/Len Lye Centre



51% of New Plymouth residents are satisfied with the Govett-Brewster Art Gallery / Len Lye Centre, including 26% who are very satisfied (29% in 2017), while 26% are not very satisfied.

The percent not very satisfied is above the Peer Group and National Averages for **art galleries**, but on par with the 2017 reading.

A significant percentage, 23%, are unable to comment (26% in 2017) and this appears to be due to 49% of households having **not** visited the gallery in the past 12 months (45% in 2017). Compared to residents overall, these 'visitors' are more likely to be satisfied (71%) and less likely to be unable to comment (3%).

Residents more likely to be not very satisfied with the Govett-Brewster Art Gallery / Len Lye Centre are ...

- residents aged 45 years or over, in particular those aged 65 years or over,
- residents who live in a one or two person household,
- longer term residents, those residents residing in the District more than 10 years.

Satisfaction With The Govett-Brewster Art Gallery/Len Lye Centre

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %	
Overall						
Total District	2018	26	25	51	26	23
	2017 [†]	29	23	52	23	26
	2016 ^{**†}	32	16	48	22	31
	2013 [†]	35	25	60	11	30
	2012	32	26	58	14	28
	2011	31	28	59	9	32
	2010	35	24	59	7	34
	2009	35	21	56	9	35
	2008	30	24	54	11	35
	2007	26	28	54	11	35
	2006	23	31	54	10	36
	2005	29	27	56	8	36
	2004	31	20	51	8	41
	2003	19	28	47	13	40
	2000	21	31	52	14	34
	1999	25	28	53	11	36
Visitors		42	29	71	26	3
Comparison^{*†}						
Peer Group (Provincial)		37	16	53	5	41
National Average		41	15	56	4	41
Area						
New Plymouth		25	29	54	26	20
Inglewood		20	14	34	23	43
Clifton		31	10	41	24	35
Kaitake		36	27	63	26	11
Waitara		30	6	36	25	39

continued over page ...

Satisfaction With The Govett-Brewster Art Gallery/Len Lye Centre (continued)

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Age					
18-44 years	35	27	62	16	22
45-64 years [†]	23	28	51	28	20
65+ years	15	15	30	42	28
Household Size					
1-2 person household	19	22	41	33	26
3+ person household	33	28	61	19	20
Length of Residence					
Lived there 10 years or less [†]	42	18	60	10	30
Lived there more than 10 years	24	26	50	28	22

% read across

* Peer Group and National Averages are based on ratings for an Art Gallery in a District/City

** readings prior to 2016 refer to the Govett-Brewster Art Gallery (in July 2015 the combined Govett-Brewster Art Gallery / Len Lye Centre opened)

[†] does not add to 100% due to rounding

The main reasons* residents are not very satisfied with the Govett-Brewster Art Gallery / Len Lye Centre are ...

- nothing in it/empty,
- disappointing/not impressed with displays/boring,
- waste of money/spent too much ratepayers' money,
- not much on display.

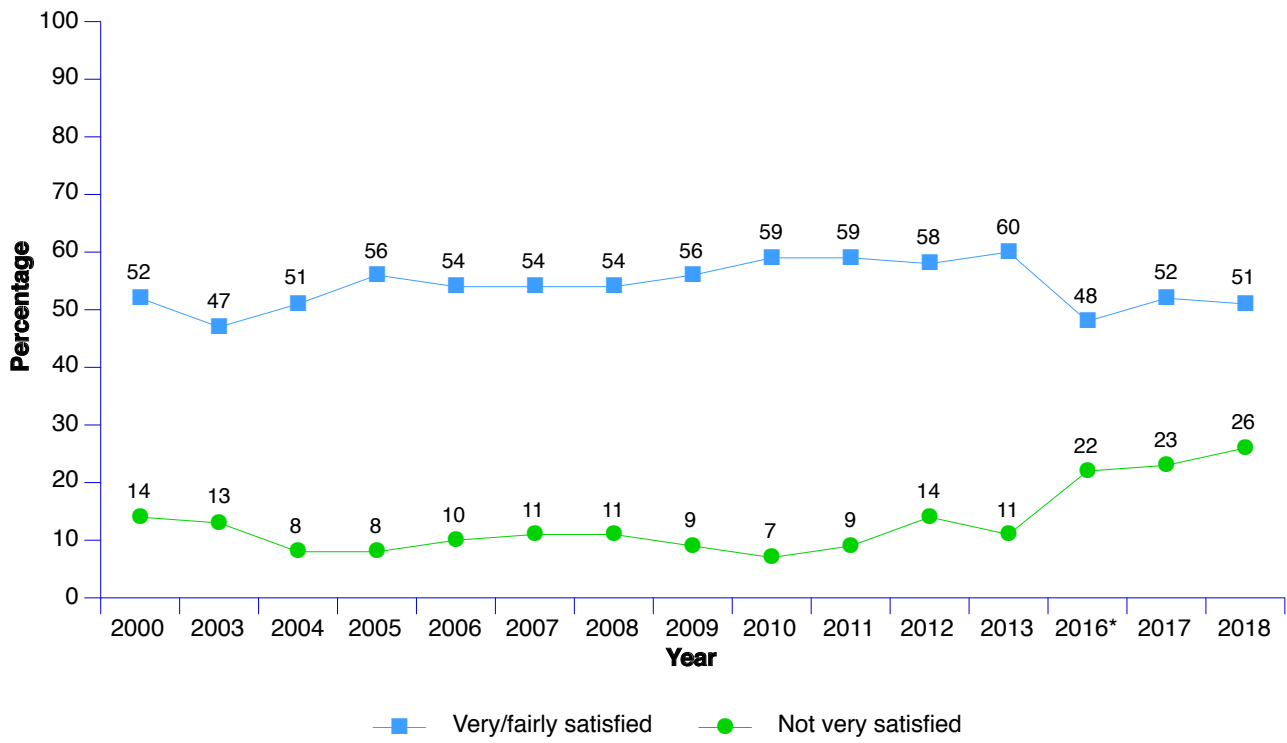
Summary Table: Main Reasons* For Being Not Very Satisfied With Govett-Brewster Art Gallery/Len Lye Centre

	Total District 2018 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Percent Who Mention ...						
Nothing in it/empty	10	11	3	11	12	4
Disappointing/ not impressed with displays/boring	9	10	-	10	12	2
Waste of money / spent too much ratepayers' money	7	7	14	9	4	9
Not much on display	5	5	11	4	4	1

* multiple responses allowed

NB: no other reason mentioned by more than 3% of all residents

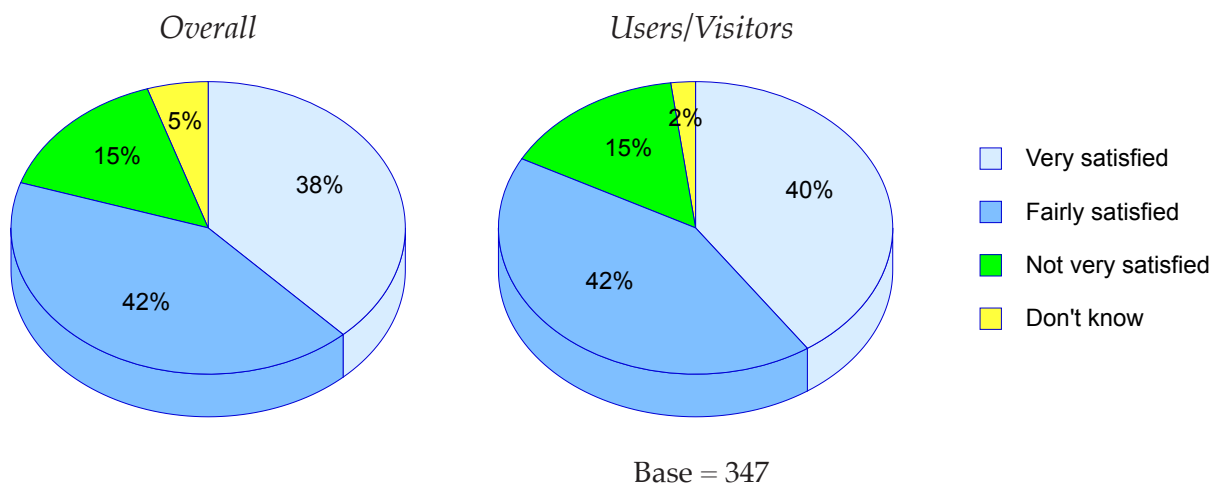
The Govett-Brewster Art Gallery



* readings prior to 2016 refer to the Govett-Brewster Art Gallery (in July 2015 the combined Govett-Brewster Art Gallery / Len Lye Centre opened)

Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 51%
 Visitors = 71%

xvii. The Airport



80% of New Plymouth residents are satisfied with the airport (87% in 2017), including 38% who are very satisfied, while 15% are not very satisfied.

There are no comparative Peer Group and National Averages for this reading, however the not very satisfied reading is 5% above the 2017 result.

89% of residents say they, or a member of their household, have used or visited the airport in the last 12 months. Of these users / visitors 82% are satisfied (88% in 2017) and 15% not very satisfied (11% in 2017).

Residents with an annual household income of less than \$30,000 are more likely to be not very satisfied with the airport, than other income groups.

Satisfaction With The Airport

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2018	38	42	80	15	5
2017	40	47	87	10	3
2016	50	38	88	6	6
2015	52	38	90	5	5
2014*	49	40	89	6	5
Users/Visitors†	40	42	82	15	2
Area					
New Plymouth	37	43	80	15	5
Inglewood†	38	46	84	8	9
Clifton	39	49	88	9	4
Kaitake	39	38	77	21	2
Waitara	44	28	72	22	6
Household Income					
Less than \$30,000 pa	26	33	59	37	4
\$30,000-\$60,000 pa	36	45	81	10	9
\$61,000-\$100,000 pa	46	42	88	8	4
More than \$100,000 pa†	35	47	82	17	2

% read across

* not asked prior to 2014

† does not add to 100% due to rounding

The main reasons residents are not very satisfied with the airport are ...

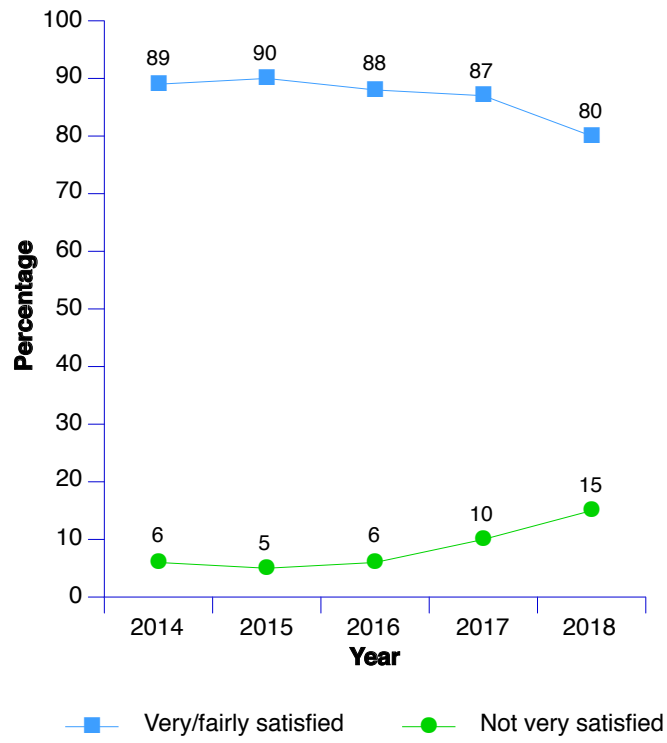
- car parking issues,
- cost of upgrade/upgrade unnecessary,
- needs upgrading/updating/better facilities,
- too small/need another runway.

Summary Table: Main Reasons* For Being Not Very Satisfied With The Airport

	Total District 2018 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Percent Who Mention ...						
Carparking issues	8	8	1	2	5	14
Cost of upgrade/ upgrade unnecessary	4	4	2	4	5	7
Needs upgrading/updating/ better facilities	3	3	3	2	4	5
Too small/need another runway	3	2	-	4	6	-

* multiple responses allowed

The Airport

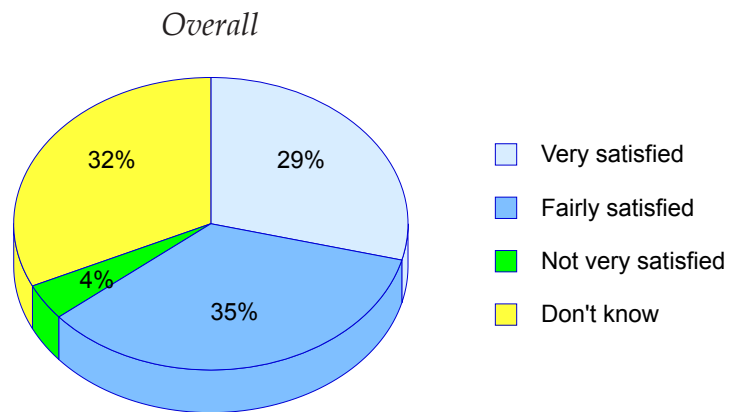


Recommended Satisfaction Measure For Reporting Purposes:

Total District = 80%

Users/Visitors = 82%

xviii. Assistance Council Gives To The Community (that is, grants to community organisations and general support to community groups)



64% of residents are satisfied with the assistance Council gives to the community, including 29% who are very satisfied (21% in 2017), while 4% are not very satisfied (7% in 2017). 32% are unable to comment.

The percent not very satisfied is on par with the Peer Group and National Averages.

There are no notable differences between Areas and between socio-economic groups, in terms of those residents not very satisfied with community assistance.

Satisfaction With Assistance Council Gives To The Community

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2018	29	35	64	4	32
2017	21	42	63	7	30
2016 [†]	28	34	62	5	32
2015	19	35	54	7	39
2014 [†]	22	39	61	3	35
2013	32	36	68	6	26
2012	26	41	67	4	29
2011	26	46	72	4	24
2010	28	41	69	5	26
2009	37	31	68	3	29
2008	23	44	67	5	28
2007	29	43	72	3	25
2006	30	40	70	4	26
2005	29	42	71	5	24
2004	29	37	66	6	28
Comparison[†]					
Peer Group (Provincial)	27	41	68	7	26
National Average	23	38	61	7	31
Area					
New Plymouth	30	35	65	3	32
Inglewood	14	39	53	1	46
Clifton	30	30	60	12	28
Kaitake [†]	19	50	69	4	26
Waitara [†]	36	25	61	10	30

% read across

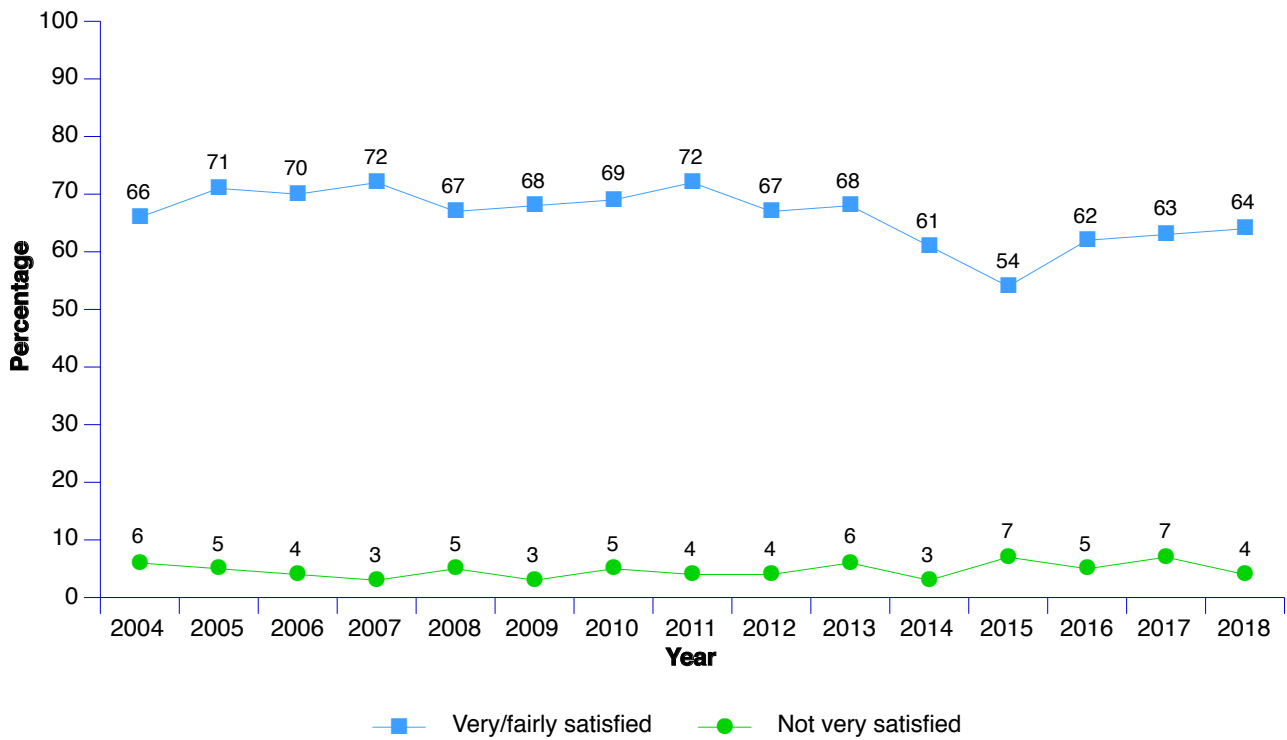
[†] does not add to 100% due to rounding

The main reasons* residents are not very satisfied with community assistance are ...

- none given/ minimal support/ funding given/ cuts to funding/ support, mentioned by 2% of all residents,
- unfair allocation of funding/ support, 1%,
- more support should be given/ could do more, 1%,
- not Council role, 1%.

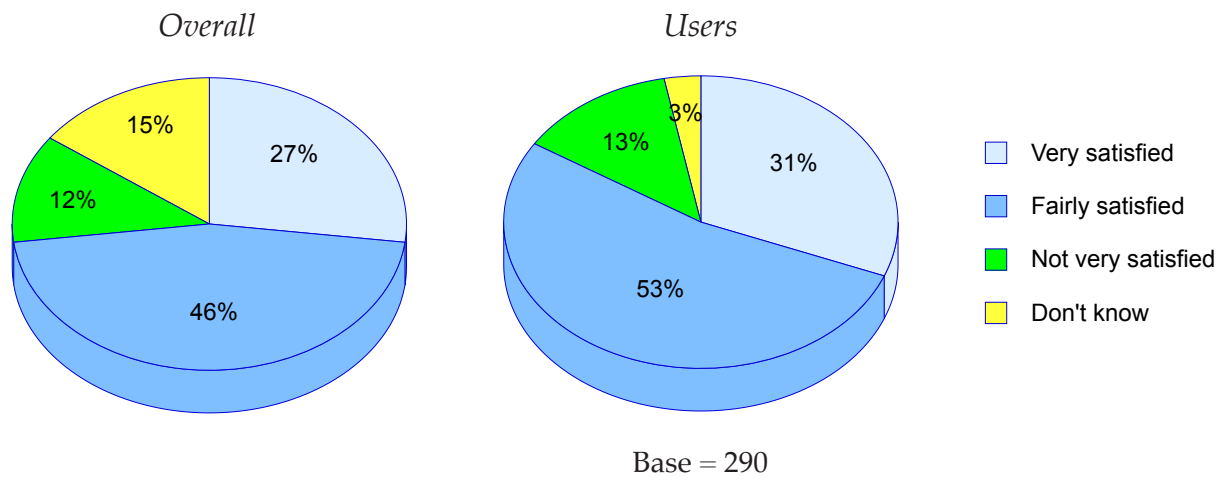
* multiple responses allowed

Assistance Council Gives To The Community



Recommended Satisfaction Measure For Reporting Purposes:
Total District = 64%

xix. Quality Of Public Toilets



73% of New Plymouth residents are satisfied with the quality of the District's toilets, including 27% who are very satisfied (24% in 2017), while 12% are not very satisfied (15% in 2017). 15% are unable to comment (12% in 2017).

The percent not very satisfied is below the Peer Group Average and slightly below the National Average for **public toilets in general**.

75% of households have used a public toilet in the last 12 months (82% in 2017). Of these, 84% are satisfied and 13% not very satisfied.

There are no notable differences between Areas and between socio-economic groups, in terms of those residents not very satisfied with the quality of public toilets.

Satisfaction With The Quality Of Public Toilets

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District	27	46	73	12	15
2018	27	46	73	12	15
2017	24	49	73	15	12
2016	24	43	67	17	16
2015	23	48	71	15	14
2014	25	43	68	15	17
2013	25	44	69	16	15
2012 [†]	19	55	74	14	13
2011	21	48	69	18	13
2010	17	49	66	18	16
2009	20	39	59	15	26
2008	12	43	55	23	22
2007	15	45	60	24	16
2006*	22	47	69	13	18
2005	22	44	66	21	13
2004	16	40	56	30	14
2003	18	41	59	19	22
Users	31	53	84	13	3
Comparison*					
Peer Group (Provincial)	32	37	69	19	12
National Average	26	41	67	17	16
Area					
New Plymouth	27	45	72	11	17
Inglewood	20	59	79	9	12
Clifton	22	58	80	16	4
Kaitake	32	43	75	18	7
Waitara	34	40	74	15	11

% read across

* readings prior to 2006 and Peer Group and National Averages refer to ratings for public toilets in general

[†] does not add to 100% due to rounding

The main reasons residents are not very satisfied with the quality of public toilets in the District are ...

- no toilets/not enough toilets/need more,
- dirty/disgusting/smelly/untidy/wet/need cleaning.

Summary Table:

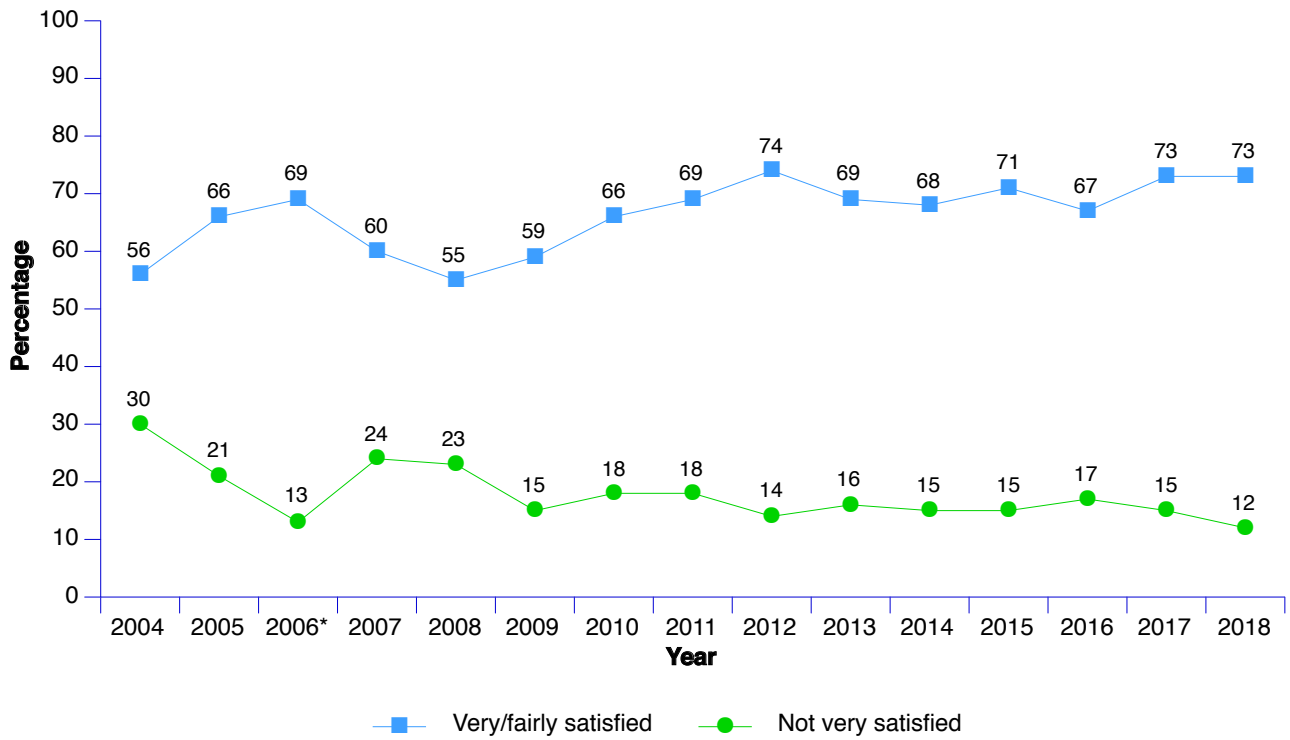
Main Reasons* For Being Not Very Satisfied With The Quality Of Public Toilets

	Total District 2018 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Percent Who Mention ...						
No toilets/not enough toilets/ need more	6	6	1	14	5	3
Dirty/disgusting/smelly/untidy/ wet/need cleaning	5	4	7	2	9	9

* multiple responses allowed

NB: no other reasons are mentioned by more than 2% of all residents

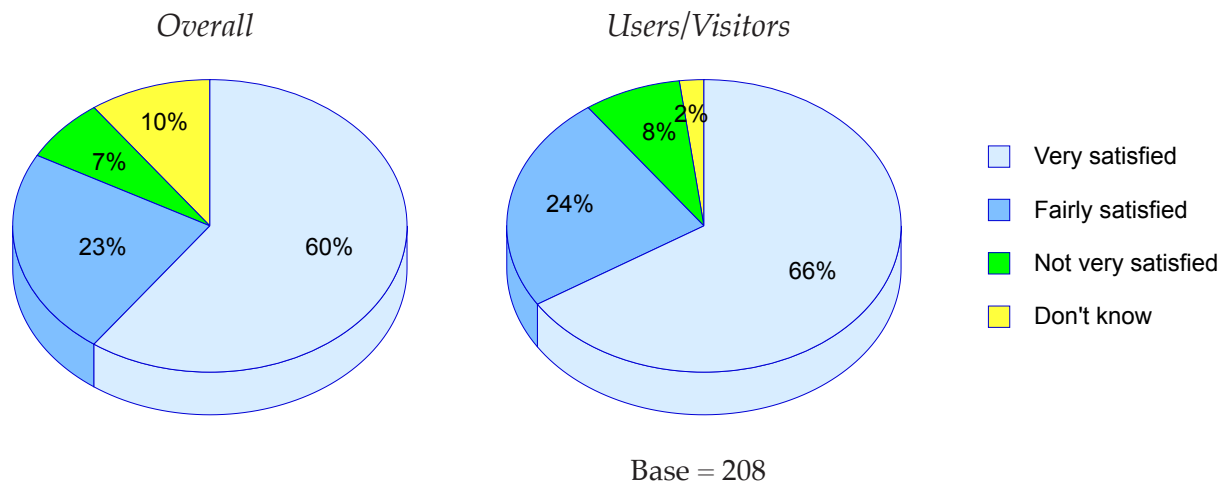
Quality Of Public Toilets



* readings prior to 2006 refer to ratings for public toilets in general

Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 73%
 Users = 84%

xx. Public Swimming Pools



83% of New Plymouth residents are satisfied with the District's public swimming pools, including 60% who are very satisfied (54% in 2017). 7% are not very satisfied (4% in 2017) and 10% are unable to comment.

The percent not very satisfied is similar to the Peer Group and National Averages.

61% of households have used or visited a public swimming pool in the last 12 months. Of these users/visitors, 90% are satisfied and 8% are not very satisfied.

There are no notable differences between Areas and between socio-economic groups, in terms of those residents not very satisfied with public swimming pools.

Satisfaction With Public Swimming Pools

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2018	60	23	83	7	10
2017 [†]	54	31	85	4	12
2016 [†]	58	25	83	4	14
2015	44	36	80	8	12
2014	48	32	80	6	14
2013 [†]	56	28	84	4	11
2012 [†]	53	31	84	4	13
2011	49	32	81	6	13
2010	57	30	87	3	10
2009	54	23	77	2	21
2008	44	37	81	5	14
2007	48	29	77	8	15
2006	48	33	81	8	11
2005	49	32	81	3	16
2004	57	20	77	4	19
2003	53	29	82	2	16
Users/Visitors	66	24	90	8	2
Comparison					
Peer Group (Provincial)	43	28	71	9	20
National Average	38	30	68	8	24
Area					
New Plymouth [†]	62	21	83	6	12
Inglewood	60	24	84	7	9
Clifton [†]	56	30	86	2	11
Kaitake	44	39	83	14	3
Waitara	60	25	85	9	6

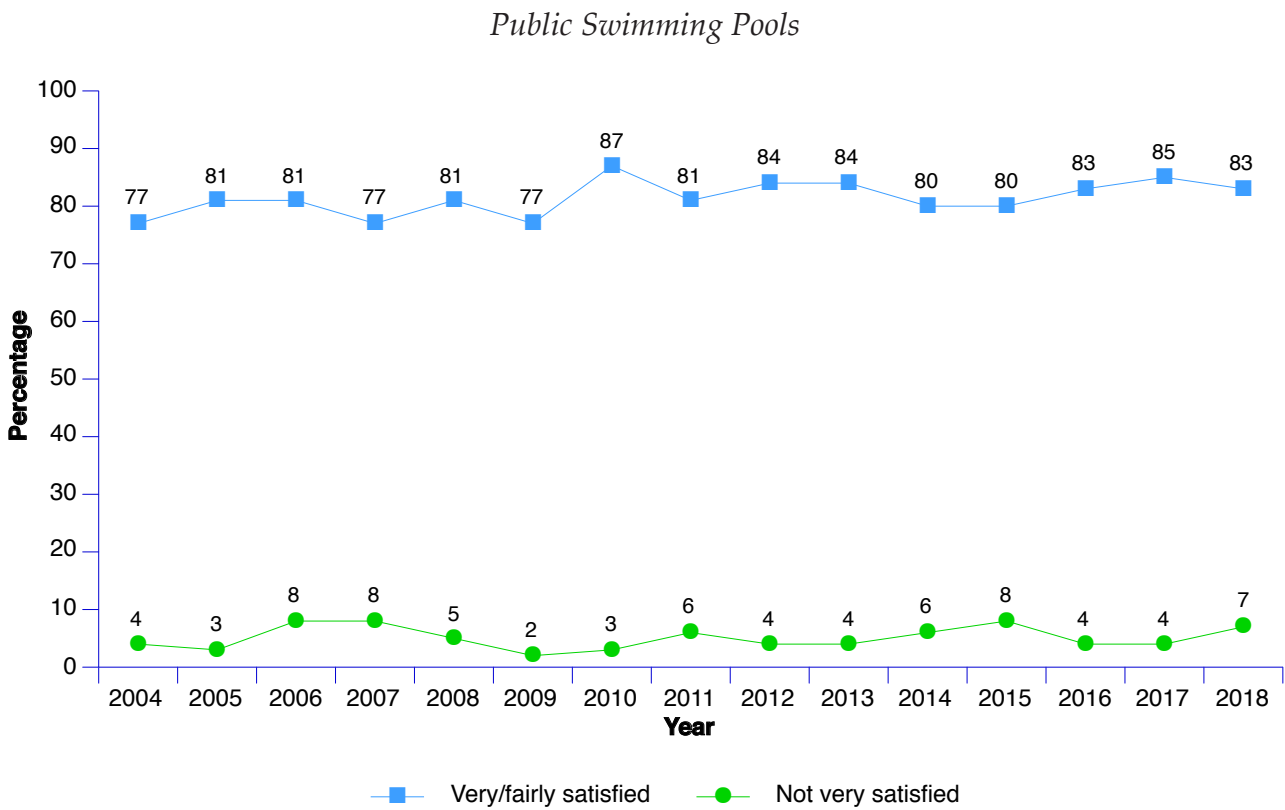
% read across

[†] does not add to 100% due to rounding

The reasons* residents are not very satisfied with the District's public swimming pools are ...

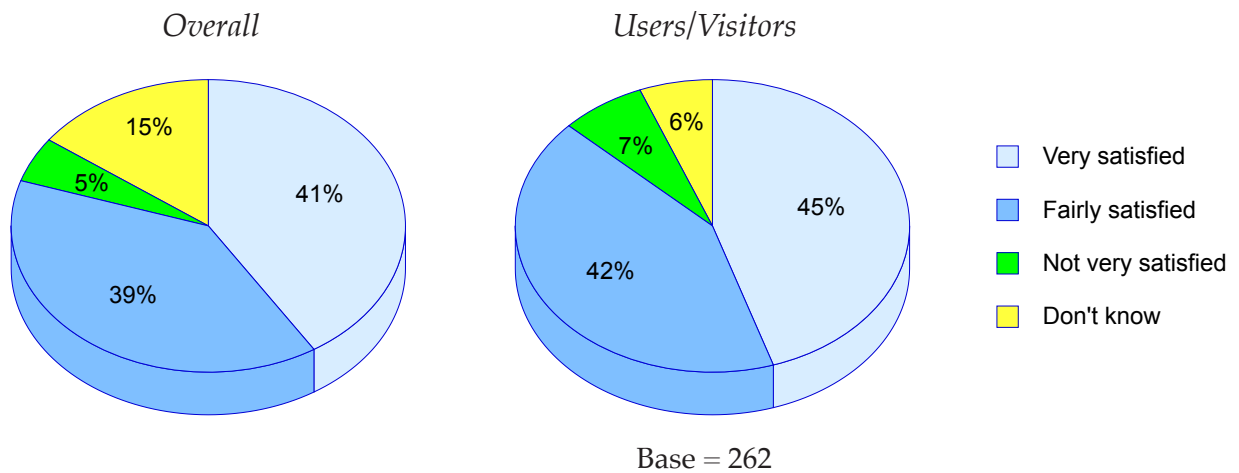
- need upgrading/maintenance/improve facilities, mentioned by 4% of all residents,
- too expensive, 1%,
- dirty/not clean, 1%,
- restricted availability, 1%,
- too small/need a bigger pool/need more, 1%,
- too cold, 1%.

* multiple responses allowed



Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 83%
 Users/Visitors = 90%

xxi. The Quality Of District's Sportsfields



80% of residents are satisfied with the quality of sportsfields (83% in 2017), including 41% who are very satisfied. 15% are unable to comment.

The percent not very satisfied (5%) is similar to the Peer Group and National Averages for **sportsfields and playgrounds** and similar to the 2017 reading.

71% of households have used or visited a sportsfield in the last 12 months, with 87% being satisfied and 7% not very satisfied.

There are no notable differences between Areas and between socio-economic groups, in terms of those residents not very satisfied with the quality of sportsfields.

Satisfaction With The Quality Of The District's Sportsfields

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2018	41	39	80	5	15
2017	42	41	83	3	14
2016	52	30	82	3	15
2015	41	42	83	3	14
2014	50	31	81	4	15
2013*	49	32	81	4	15
2012	55	37	92	2	6
2011 [†]	53	36	89	4	6
2010	59	32	91	4	5
2009	57	26	83	4	13
2008	51	39	90	2	8
2007	52	34	86	6	8
2006*	58	31	89	4	7
2005	54	36	90	3	7
2004	59	27	86	3	11
2003	60	32	92	2	6
Users/Visitors	45	42	87	7	6
Comparison*					
Peer Group (Provincial) [†]	59	28	87	6	8
National Average	56	32	88	5	7
Area					
New Plymouth	39	41	80	5	15
Inglewood	39	34	73	9	18
Clifton	51	27	78	2	20
Kaitake	39	39	78	9	13
Waitara [†]	58	32	90	-	9

% read across

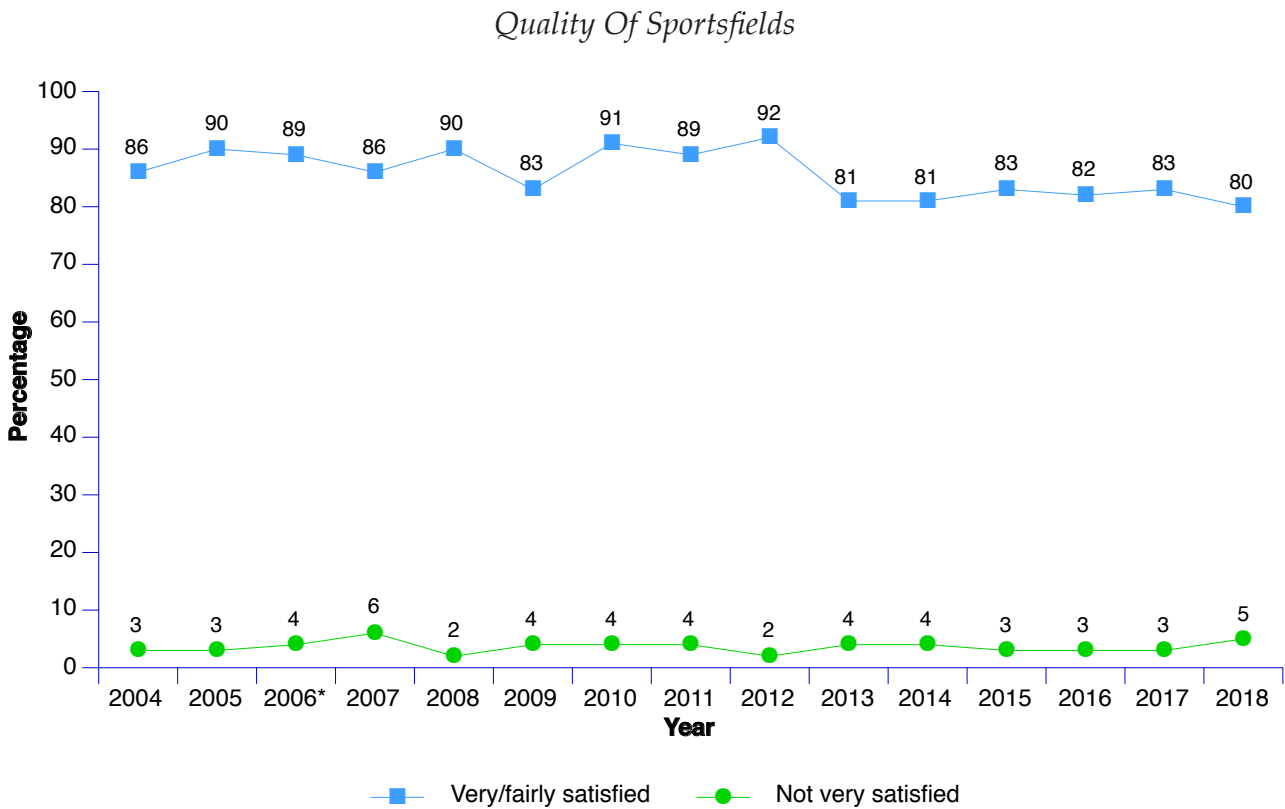
* 2006-2012 readings refer to the quality of sportsparks **and** playgrounds while readings prior to 2006 and Peer Group and National Averages refer to ratings for sportsfields and playgrounds

[†] does not add to 100% due to rounding

The reasons* residents are not very satisfied with the quality of the District's sportsfields are ...

- poor standard / need upgrading / improving, mentioned by 4% of all residents,
- lack of maintenance / upkeep, 1%,
- others, 1%.

* multiple responses allowed

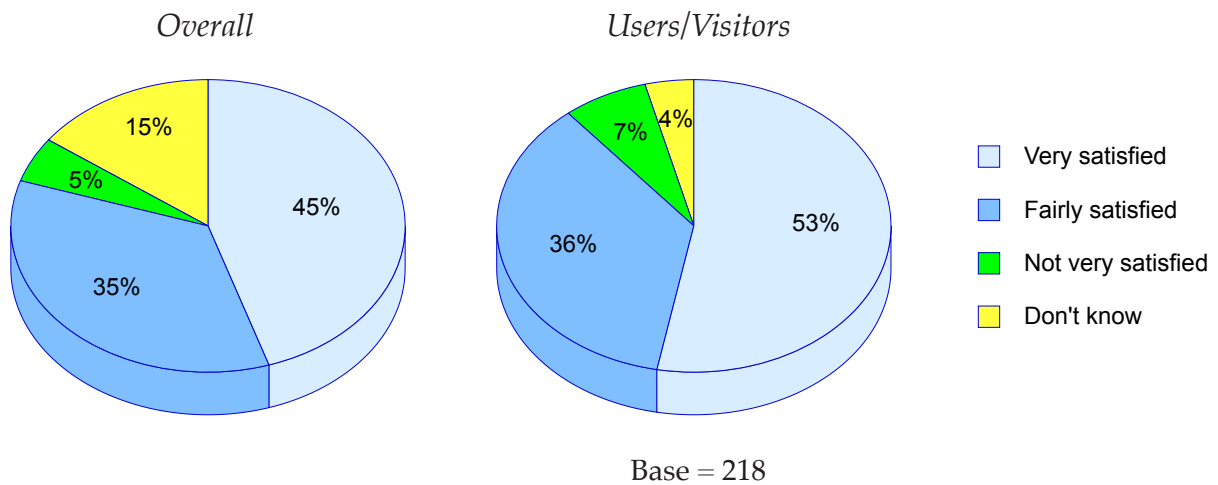


* readings prior to 2006 refer to ratings for sportsfields and playgrounds, while 2006-2012 readings refer to the quality of sportsparks and playgrounds

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 80%
 Users/Visitors = 87%

xxii. The Quality Of The District's Playgrounds



80% of residents are satisfied with the quality of the District's playgrounds, including 45% who are very satisfied. 15% are unable to comment (19% in 2017).

The percent not very satisfied (5%) is similar to the Peer Group and National Averages for **sportsfields and playgrounds**, and similar to the 2017 reading.

61% of households have used or visited a playground in the last 12 months, with 89% being satisfied and 5% not very satisfied.

There are no notable differences between Areas and between socio-economic groups, in terms of those residents not very satisfied with the quality of the District's playgrounds.

Satisfaction With The Quality Of The District's Playgrounds

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2018	45	35	80	5	15
2017	43	35	78	3	19
2016 [†]	47	32	79	6	16
2015	44	34	78	5	17
2014	49	33	82	5	13
2013 [†]	54	33	87	2	12
Users/Visitors	53	36	89	7	4
Comparison*					
Peer Group (Provincial) [†]	59	28	87	6	8
National Average	56	32	88	5	7
Area					
New Plymouth	45	36	81	4	15
Inglewood	39	43	82	3	15
Clifton	45	39	84	2	14
Kaitake	41	31	72	9	19
Waitara	47	24	71	14	15

% read across

* Peer Group and National Averages refer to ratings for sportsfields and playgrounds

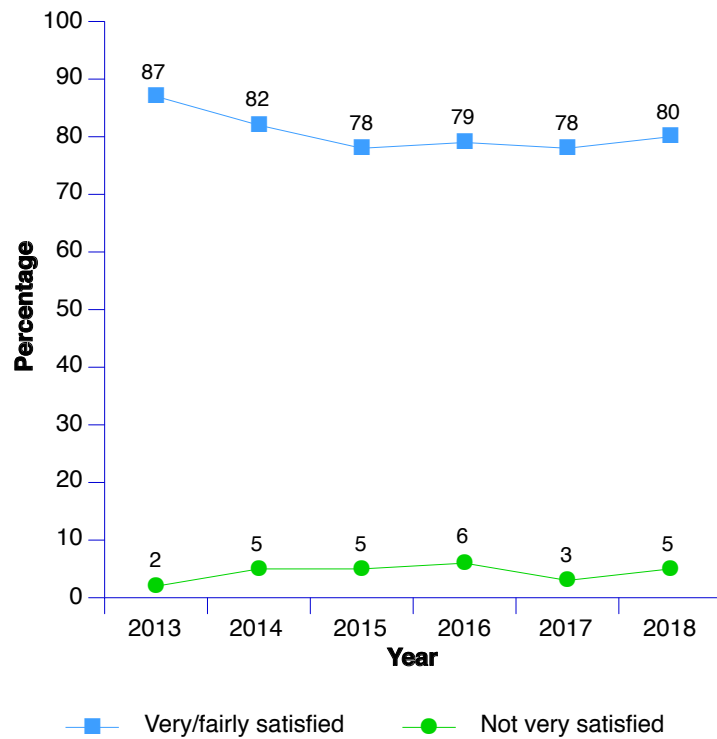
[†] does not add to 100% due to rounding

The main reasons* residents are not very satisfied with the quality of the District's playgrounds are ...

- need an upgrade/improvements, mentioned by 4% of all residents,
- need more playgrounds, 1%,
- run down/need more maintenance, 1%.

* multiple responses allowed

Quality Of The District's Playgrounds

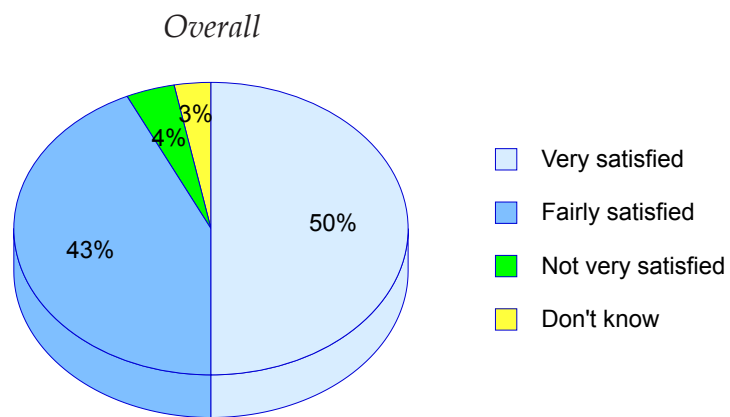


Recommended Satisfaction Measure For Reporting Purposes:

Total District = 80%

Users/Visitors = 89%

xxiii. The Quality Of The New Plymouth District Living Environment Is Being Maintained (this includes both the natural environment and the human environment)



93% of residents are satisfied that the quality of the New Plymouth District living environment is being maintained, including 50% who are very satisfied (37% in 2017). 4% are not very satisfied and 3% are unable to comment.

There are no comparative Peer Group and National Averages for this reading, however the 2018 not very satisfied reading is similar to last year's result.

There are no notable differences between Areas and between socio-economic groups, in terms of those residents not very satisfied with the quality of the New Plymouth District living environment being maintained.

Satisfaction With The Quality Of The New Plymouth Living Environment Being Maintained

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2018	50	43	93	4	3
2017	37	54	91	5	4
2016	50	40	90	4	6
2015	45	44	89	5	6
2014	40	50	90	5	5
2013	48	44	92	3	5
2012	43	48	91	3	6
2011	42	51	93	3	4
2010	42	50	92	3	5
2009	61	34	95	2	3
2008	39	48	87	9	4
2007	45	46	91	4	5
2006	48	43	91	3	6
2005	49	43	92	3	5
2004	47	44	91	3	6
Area					
New Plymouth [†]	53	41	94	4	3
Inglewood	38	58	96	2	2
Clifton	44	50	94	3	3
Kaitake [†]	32	62	94	4	1
Waitara [†]	54	30	84	5	12

% read across

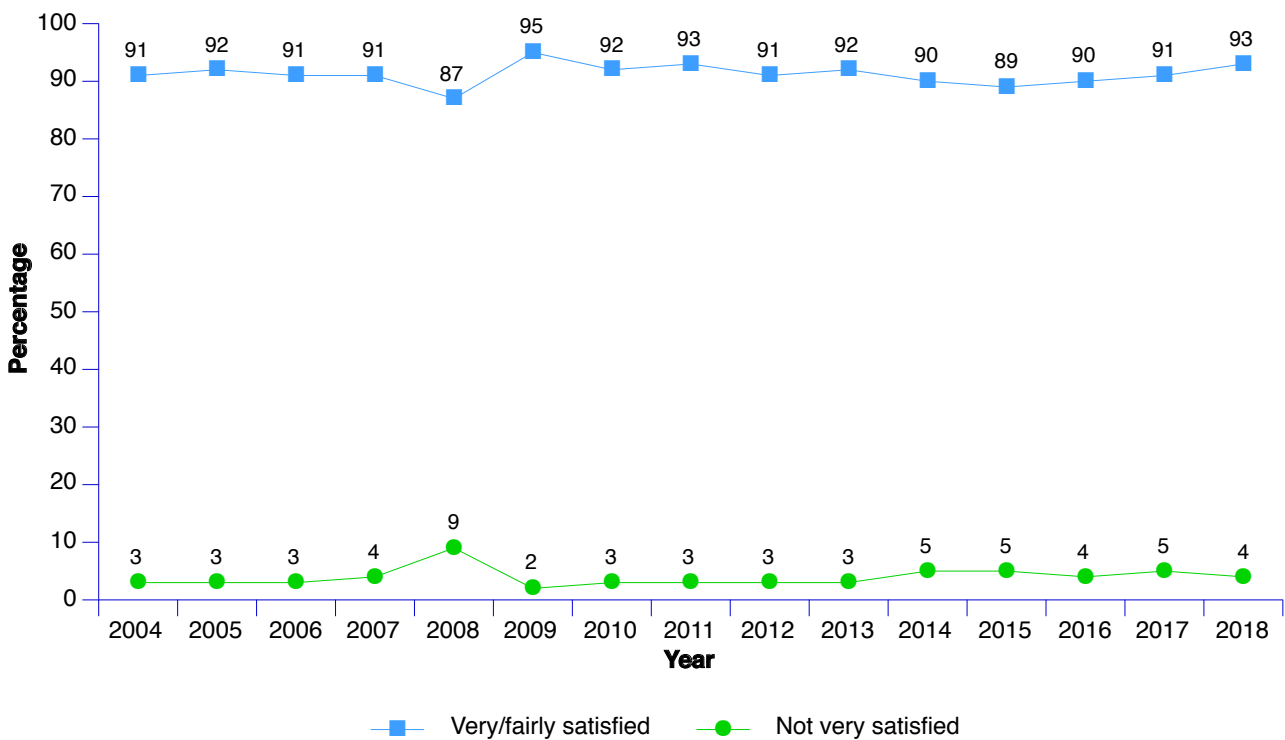
[†] does not add to 100% due to rounding

The main reasons* residents are not very satisfied with the quality of the New Plymouth District living environment being maintained are ...

- environmental issues, mentioned by 1% of all residents,
- more maintenance / needs to be cleaner / tidier / beautification, 1%,
- need for better planning, 1%,
- building / redevelopment / infill housing, 1%,
- CBD needs improving, 1%.

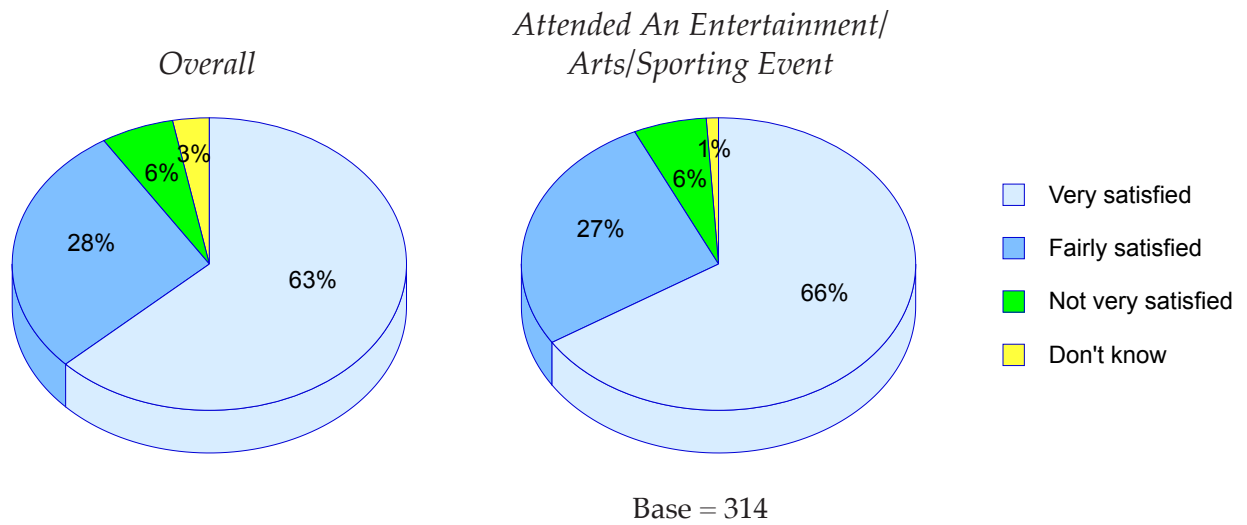
* multiple responses allowed

Quality Of The New Plymouth Living Environment Being Maintained



Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 93%

xxiv. The Quality Of The Venues For Entertainment, Cultural And Sporting Events In The District



91% of New Plymouth District residents are satisfied with the quality of the venues for entertainment, cultural and sporting events in the District (95% in 2017), with 63% being very satisfied (70% in 2017), while 6% are not very satisfied (2% in 2017).

There are no comparative Peer Group and National Averages for this reading.

84% of households have attended an entertainment, arts and/or a sporting event at TSB Showplace, TSB Stadium, Bowl of Brooklands and/or Yarrow Stadium. Of these, 93% are satisfied and 6% not very satisfied.

There are no notable differences between Areas and between socio-economic groups, in terms of those residents not very satisfied with the quality of venues for entertainment, cultural and sporting events in the District.

Satisfaction With The Quality Of Venues For Entertainment, Cultural And Sporting Events In The District

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2018	63	28	91	6	3
2017	70	25	95	2	3
2016	70	23	93	3	4
2015	69	24	93	2	5
2014	68	25	93	3	4
2013	67	28	95	2	3
2012*	68	26	94	3	3
2011	73	22	95	2	3
2010	78	15	93	3	4
2009	74	16	90	5	5
2008	71	23	94	2	4
2007	63	28	91	3	6
2006	69	23	92	4	4
2005**	72	22	94	3	3
Attended an Entertainment/ Arts/ Sporting Event at TSB Showplace, TSB Stadium, Bowl of Brooklands and/or Yarrow Stadium	66	27	93	6	1
Area					
New Plymouth	63	29	92	5	3
Inglewood	68	19	87	-	13
Clifton [†]	68	22	90	6	5
Kaitake	49	36	85	15	-
Waitara	63	25	88	6	6

% read across

* 2006 - 2011 readings refer to ratings for the quality of entertainment, cultural and sporting events in the District **and** the venues they are held in. In 2012 these were asked separately.

** the 2005 readings refers to ratings for the availability and quality of events, not asked prior to 2005

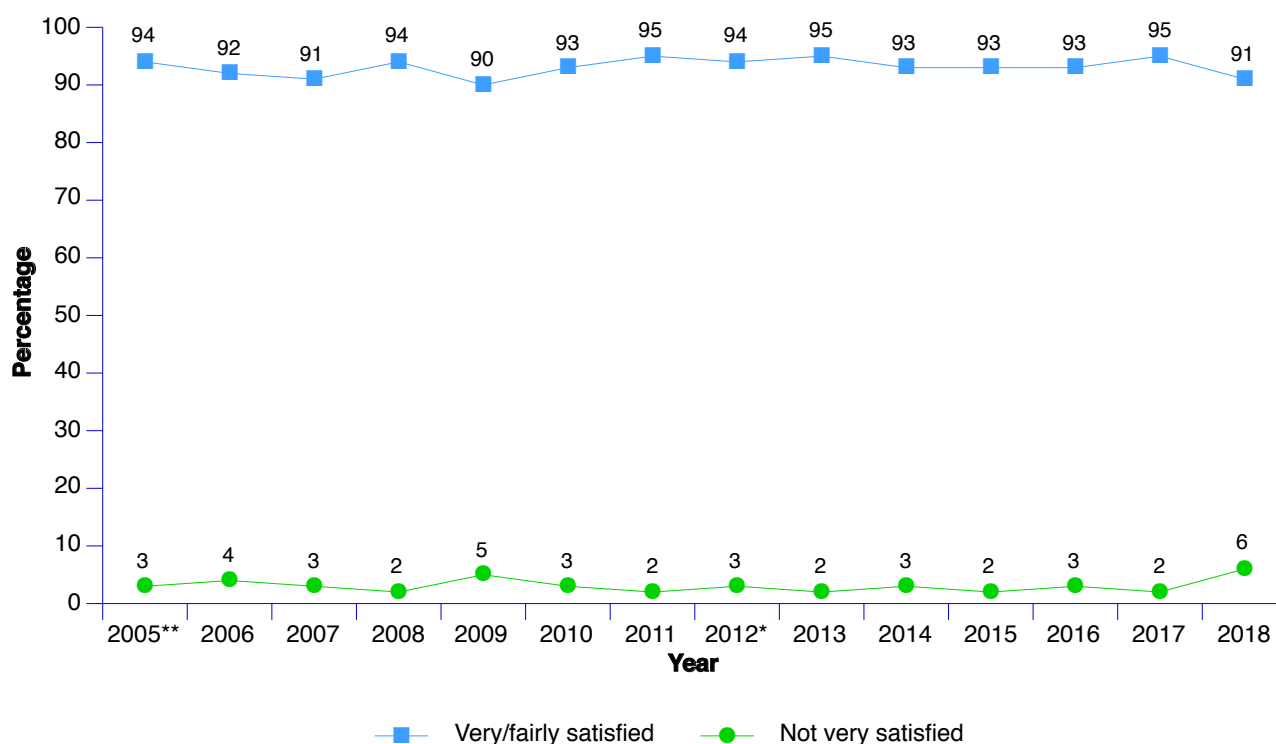
[†] does not add to 100% due to rounding

The main reasons* residents are not very satisfied with the quality of venues for entertainment, cultural and sporting events in the District are ...

- more venues needed, mentioned by 2% of all residents,
- Yarrow Stadium issues, 2%,
- need maintenance, 2%.

* multiple responses allowed

Quality Of The Venues For Entertainment, Cultural And Sporting Events In The District

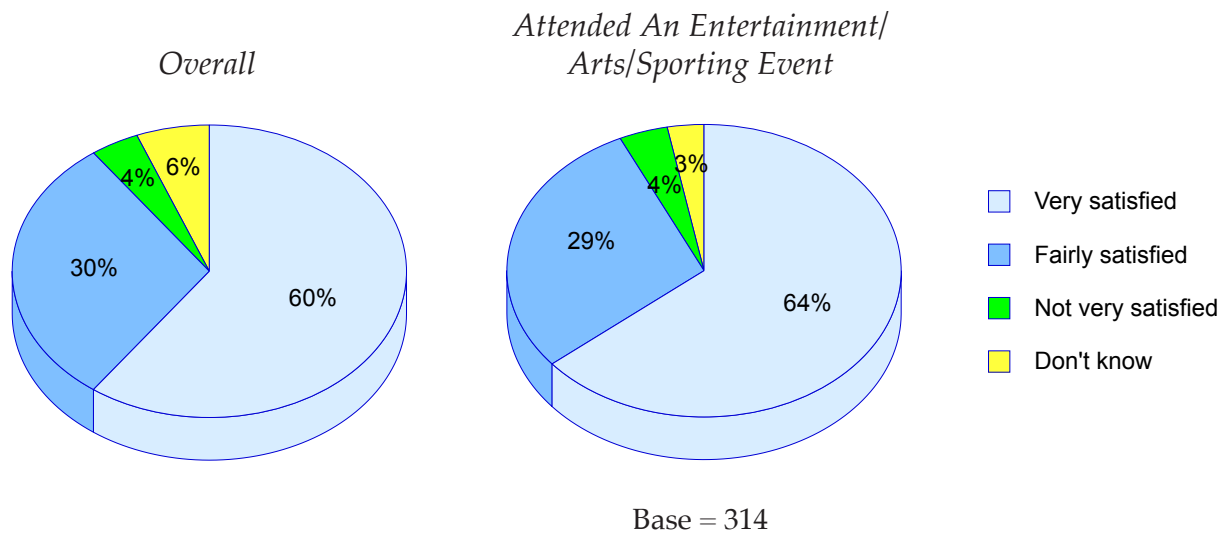


* 2006 - 2011 readings refer to ratings for the quality of entertainment, cultural and sporting events in the District **and** the venues they are held in. In 2012 these were asked separately.

** the 2005 readings refers to ratings for the availability and quality of events, not asked prior to 2005

Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 91%
 Attended an Entertainment/ Arts/Sporting Event = 93%

xxv. The Quality Of Entertainment, Cultural And Sporting Events



90% of New Plymouth District residents are satisfied with the quality of entertainment, cultural and sporting events in the District, with 60% being very satisfied (54% in 2017), while 4% are not very satisfied.

There are no comparative Peer Group and National Averages for this reading, however, the percent not very satisfied (4%) is similar to the 2017 reading.

Of those households who have attended an event, 93% are satisfied and 4% not very satisfied.

There are no notable differences between Areas and between socio-economic groups, in terms of those residents not very satisfied with the quality of entertainment, cultural and sporting events in the District.

Satisfaction With The Quality Of Entertainment, Cultural And Sporting Events In The District

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2018	60	30	90	4	6
2017 [†]	54	36	90	5	4
2016	59	31	90	5	5
2015	61	28	89	3	8
2014 [†]	54	33	87	5	7
2013	50	35	85	9	6
2012 ^{**}	52	38	90	5	4
2011	73	22	95	2	3
2010	78	15	93	3	4
2009	74	16	90	5	5
2008	71	23	94	2	4
2007	63	28	91	3	6
2006	69	23	92	4	4
2005 ^{**}	72	22	94	3	3
Attended an Entertainment/ Arts/ Sporting Event at TSB Showplace, TSB Stadium, Bowl of Brooklands and/or Yarrow Stadium [†]	64	29	93	4	3
Area					
New Plymouth [†]	61	31	92	3	4
Inglewood [†]	56	29	84	3	12
Clifton	64	25	89	5	6
Kaitake	44	37	81	11	8
Waitara	72	13	85	1	14

% read across

* 2006 - 2011 readings refer to ratings for the quality of entertainment, cultural and sporting events in the District **and** the venues they are held in. In 2012 these were asked separately.

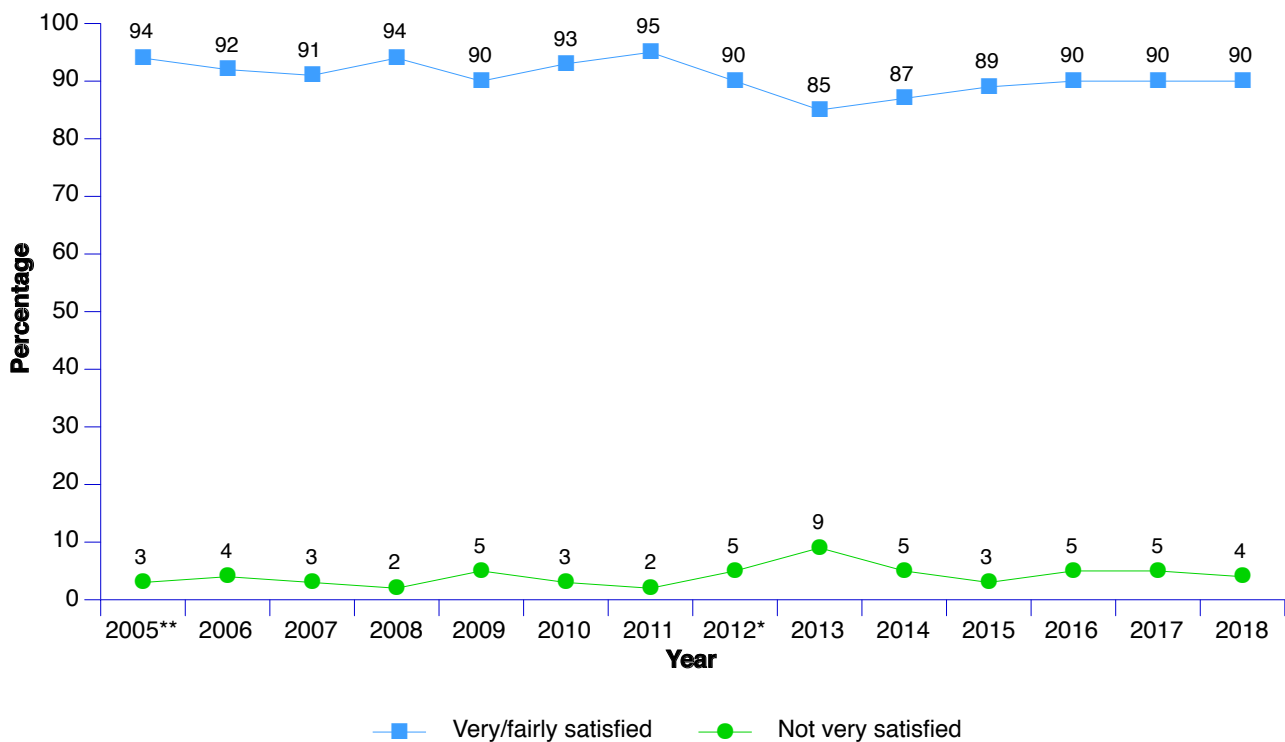
** the 2005 readings refers to ratings for the availability and quality of events, not asked prior to 2005

[†] does not add to 100% due to rounding

The main reasons* residents are not very satisfied with the quality of entertainment, cultural and sporting events in the District are ...

- not enough/need more, mentioned by 2% of all residents,
- too expensive/need free events, 1%,
- lost some events/not getting events we used to get, 1%,
- lack of variety of events/not available for all ages, 1%.

Quality Of Entertainment, Cultural And Sporting Events In The District

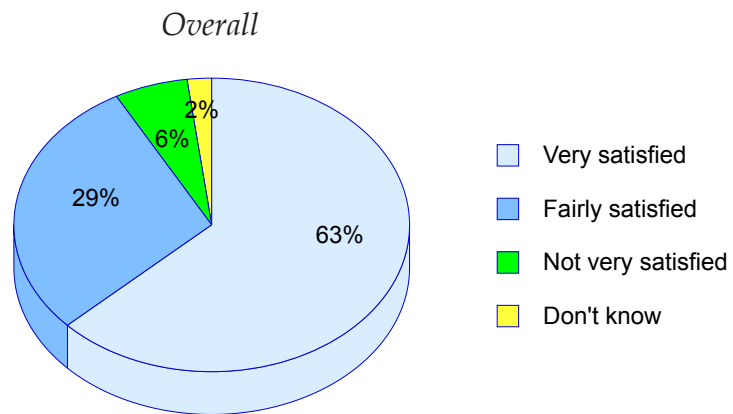


* 2006 - 2011 readings refer to ratings for the quality of entertainment, cultural and sporting events in the District **and** the venues they are held in. In 2012 these were asked separately.

** the 2005 readings refers to ratings for the availability and quality of events, not asked prior to 2005

Recommended Satisfaction Measure For Reporting Purposes:	
Total District	= 90%
Attended an Entertainment/ Arts/Sporting Event	= 93%

xxvi. The Maintenance And Presentation Of Urban Landscapes And Streets, Particularly Flowerbeds And Displays



92% of New Plymouth District residents are satisfied with the maintenance and presentation of urban landscapes and streets, particularly flowerbeds and displays, with 63% being very satisfied (58% in 2017). 6% are not very satisfied.

There are no comparative Peer Group and National Averages for this reading, however, the not very satisfied reading is similar to the 2017 result.

There are no notable differences between Areas and between socio-economic groups, in terms of those residents not very satisfied.

Satisfaction With The Maintenance And Presentation Of Urban Landscapes And Streets, Particularly Flowerbeds And Displays

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2018	63	29	92	6	2
2017	58	34	92	7	1
2016	63	29	92	7	1
2015	59	32	91	8	1
2014 [†]	67	27	94	5	2
2013	75	22	97	2	1
2012 [†]	68	28	96	3	2
2011	61	34	95	4	1
2010	69	27	96	3	1
2009	70	22	92	5	3
2008	67	25	92	7	1
2007	69	28	97	3	-
2006	70	24	94	5	1
Area					
New Plymouth	65	27	92	7	1
Inglewood	80	19	99	-	1
Clifton	48	38	86	11	3
Kaitake	55	41	96	1	3
Waitara	62	27	89	5	6

% read across

* not asked prior to 2006

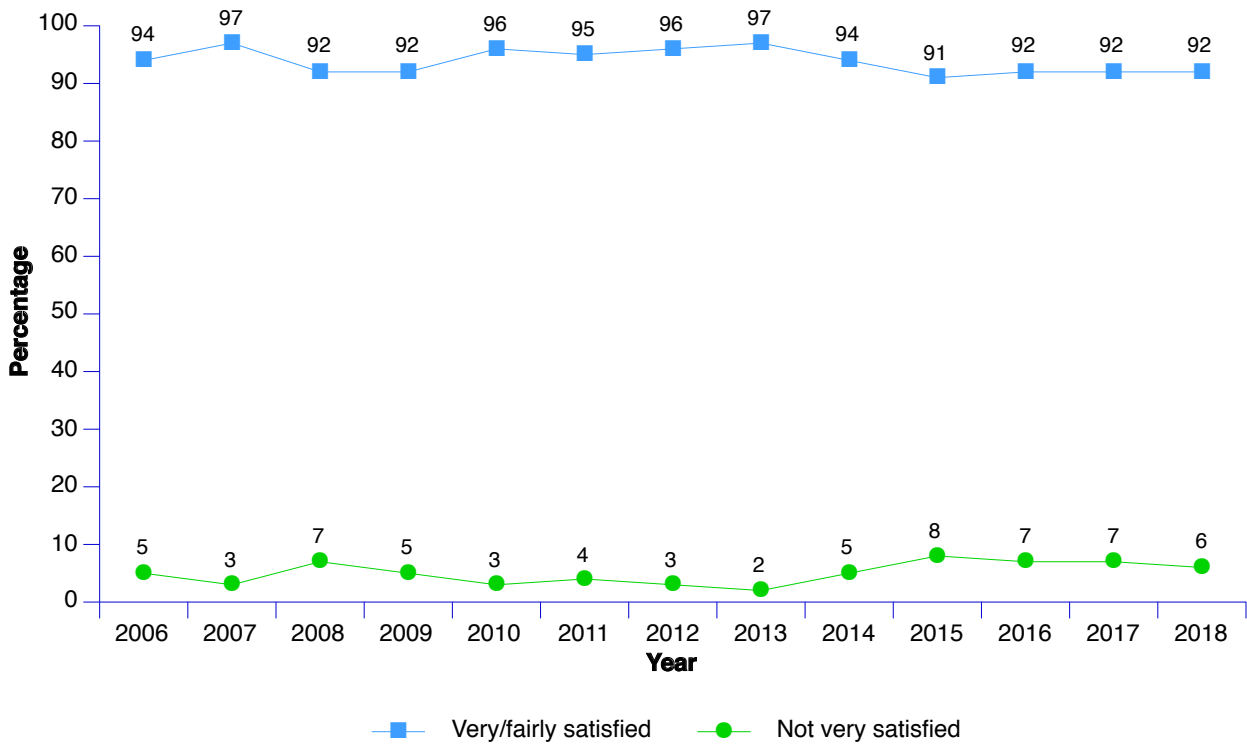
[†] does not add to 100% due to rounding

The main reasons* residents are not very satisfied with the maintenance and presentation of urban landscapes and streets, particularly flowerbeds and displays are ...

- untidy / overgrown / need better upkeep / maintenance, mentioned by 3% of all residents,
- need more plantings / beautification / flowerbeds and trees taken out, 1%,
- have been removed / replaced, 1%,
- use of sprays, 1%.

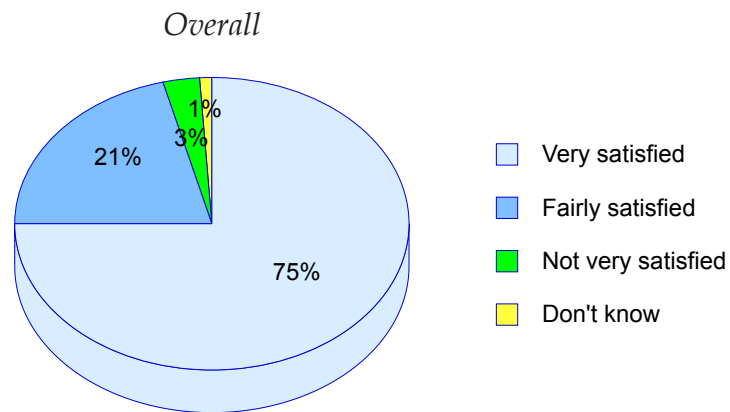
* multiple responses allowed

*Maintenance And Presentation Of Urban Landscapes And Streets,
Particularly Flowerbeds And Displays*



Recommended Satisfaction Measure For Reporting Purposes:
Total District = 92%

xxvii. Access To The Natural Environment, Including The Rivers, Lakes, The Mountain And The Coast



96% of New Plymouth District residents are satisfied with access to the natural environment, including the rivers, lakes, the mountain and the coast, with 75% being very satisfied (68% in 2017). 3% are not very satisfied and 1% are unable to comment.

There are no comparative Peer Group and National Averages for this reading, however, the not very satisfied reading is similar to last year's result.

There are no notable differences between Areas and between socio-economic groups, in terms of those residents not very satisfied.

Satisfaction With Access To The Natural Environment, Including The Rivers, Lakes, The Mountain And The Coast

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2018	75	21	96	3	1
2017 [†]	68	27	95	3	2
2016	71	25	96	2	2
2015	70	25	95	2	3
2014	66	29	95	2	3
2013	68	28	96	2	2
2012	67	29	96	2	2
2011	61	34	95	2	3
2010	66	31	97	2	1
2009	70	25	95	1	4
2008	58	37	95	3	2
2007	56	38	94	3	3
2006	60	32	92	5	3
Area					
New Plymouth [†]	76	19	95	3	1
Inglewood	69	27	96	-	4
Clifton	71	24	95	5	-
Kaitake	69	29	98	2	-
Waitara	73	20	93	5	2

% read across

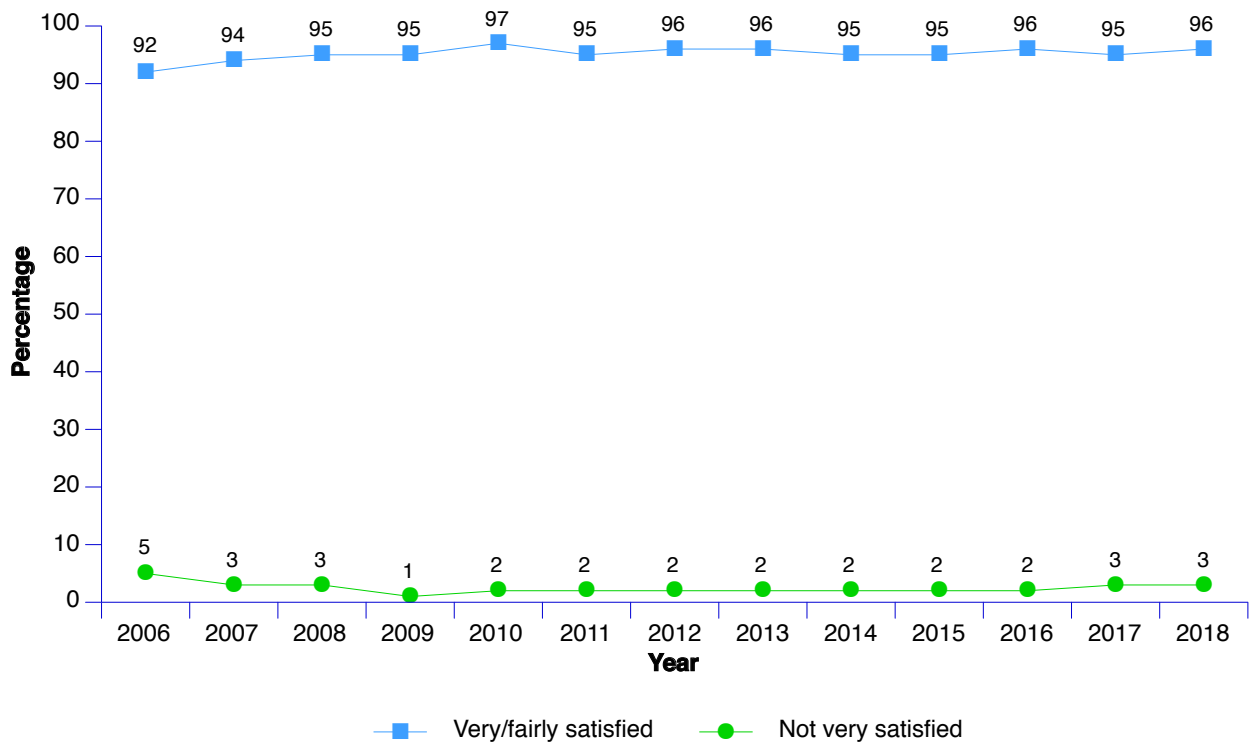
* not asked prior to 2006

[†] does not add to 100% due to rounding

The reasons residents are not very satisfied with access to the natural environment, including the rivers, lakes, the mountain and the coast, are ...

- improve facilities, mentioned by 2% of all residents,
- lack of access/need better access, 1%,
- others, 1%.

Access To The Natural Environment, Including The Rivers, Lakes, The Mountain And The Coast



Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 96%

B. SPEND EMPHASIS ON SERVICES/FACILITIES

Residents were asked if they would like to see more, about the same or less spent on each of the services / facilities measured, given that more cannot be spent on all services / facilities, without increasing rates and / or user charges where applicable.

(Please refer to page 120).

Summary Table: Spend Emphasis For Services/Facilities

	More %	About the same %	Less %	Don't Know %
Percent Who Mention ...				
Quality of roads overall [†]	43	57	1	-
Availability of car parking in the District	36	61	2	1
Airport [†]	36	54	8	3
Quality and safety of footpaths [†]	34	65	1	1
Water supply	33	61	1	5
Quality of public toilets [†]	30	60	2	9
Ability to drive around the District quickly, easily and safely [†]	26	68	4	1
Community assistance	24	59	2	15
Public swimming pools	23	72	2	3
District planning and control of building consents or subdivisions and development	23	58	5	14
Quality of parks and reserves, including the Coastal Walkway and Pukekura Park	21	78	1	-
Kerbside rubbish and recyclables collection [†]	21	73	2	3
Quality and safety of cycleways	21	71	2	6
Stormwater services excluding flood protection	20	72	1	7
Flood protection	20	68	2	10
Quality of playgrounds	19	73	2	6
The quality of the venues for entertainment, cultural and sporting events in the District	17	78	3	2
The quality of entertainment, cultural and sporting events in the District	17	77	4	2
Access to the natural environment, including the rivers, lakes, the mountain and the coast	16	81	2	1
Quality of sportsfields	16	77	2	5
The maintenance and presentation of urban landscapes and streets, particularly flowerbeds and displays	15	81	3	1
Library at Puke Ariki	13	76	3	8
Community Libraries, other than Puke Ariki	12	68	2	18
Sewerage system	10	79	2	9
Animal control	9	80	5	6
Museum at Puke Ariki [†]	8	81	6	4
Govett-Brewster Art Gallery / Len Lye Centre	7	44	39	10
Visitor Information Centre at Puke Ariki [†]	3	80	5	13

[†] does not add to 100% due to rounding

C. SPEND MORE COMPARISON

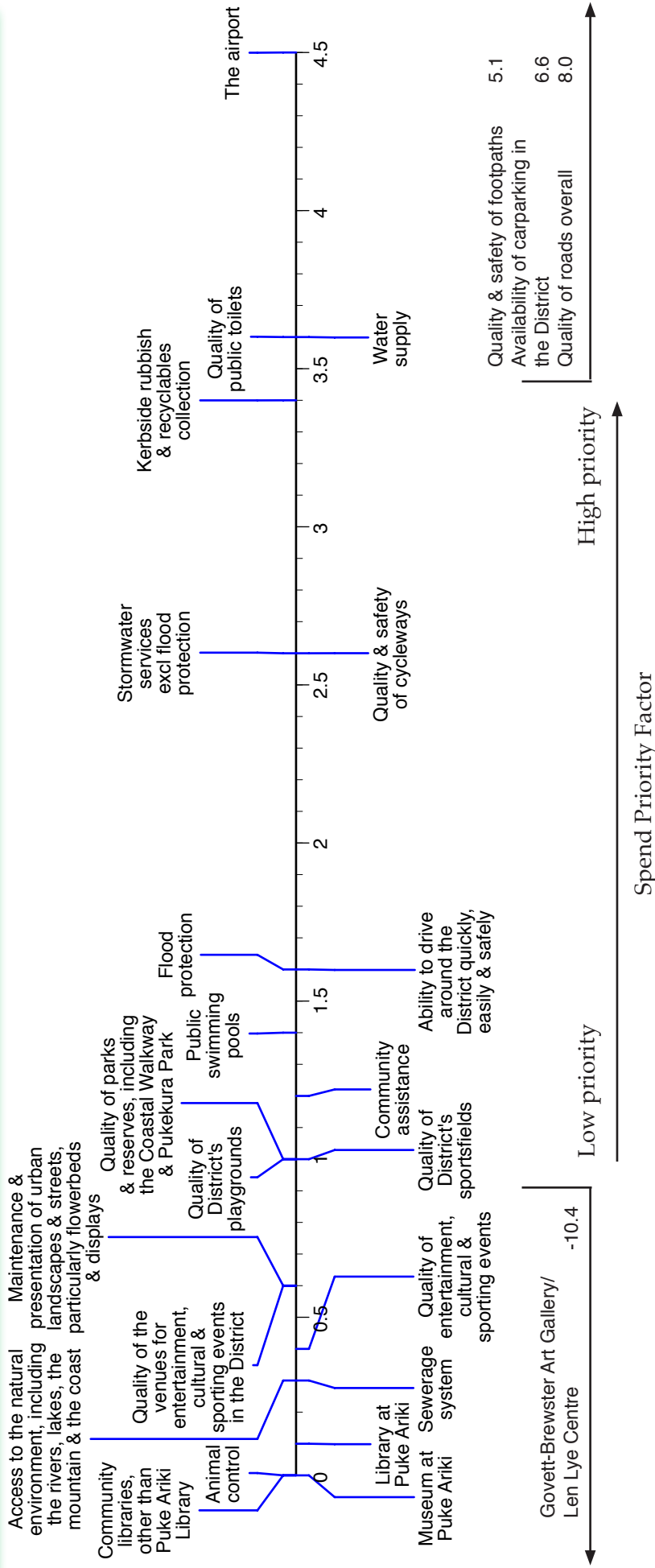
	2018 %	2017 %	2016 %	2015 %	2014 %
Quality of roads overall	43	35	31	25	27
Availability of car parking in the District	36	37	33	30	29
Airport	36	48	37	24	29
Quality and safety of footpaths	34	32	30	23	28
Water supply	33	21	15	14	10
Quality of public toilets	30	32	34	25	31
Ability to drive around the District quickly, easily and safely	26	21	29	23	27
Community assistance	24	23	18	17	16
Public swimming pools	23	14	14	15	13
District planning and control of building consents or subdivisions and development	23	20	14	15	14
Quality of parks and reserves, including the Coastal Walkway and Pukekura Park	21	19	16	16	15
Kerbside rubbish and recyclables collection*	21	19	14	28	27
Quality and safety of cycleways	21	17	21	18	21
Stormwater services excluding flood protection	20	12	11	8	10
Flood protection	20	10	7	5	8
Quality of playgrounds	19	15	15	14	12
The quality of the venues for entertainment, cultural and sporting events in the District	17	12	12	13	12
The quality of entertainment, cultural and sporting events in the District	17	22	17	21	19
Access to the natural environment, including the rivers, lakes, the mountain and the coast	16	14	9	9	9
Quality of sportsfields	16	12	9	8	10
The maintenance and presentation of urban landscapes and streets, particularly flowerbeds and displays	15	13	13	11	6
Library at Puke Ariki	13	11	6	8	7
Community Libraries, other than Puke Ariki	12	9	7	8	6
Sewerage system	10	14	8	7	8
Animal control	9	10	8	5	10
Museum at Puke Ariki	8	5	5	6	5
Govett-Brewster Gallery/Len Lye Centre	7	5	4	NA	NA
Visitor Information Centre at Puke Ariki	3	3	2	1	2

* readings prior to 2016 refer to rubbish collection and disposal
 NA: not asked

Summary Table: Top 6 'Spend More' By Area

	Total District 2018 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Percent Who Mention ...						
Quality of roads overall	43	42	35	56	51	34
Availability of car parking in the District	36	37	42	32	38	23
Airport	36	37	35	26	39	32
Quality and safety of footpaths	34	36	28	15	6	59
Water supply	33	32	42	25	43	35
Quality of public toilets	30	29	26	52	30	22

D. SPEND PRIORITY



This graph shows the priorities for spending for Council in terms of the 26 services/ facilities where both the not very satisfied readings and mean spend figures are available.

The spend priority factor is gained by multiplying the mean spend (where "spend more" = +1, "spend about the same" = 0 and "spend less" = -1), by the percentage not very satisfied.

The quality of roads overall, availability of carparking in the District, and quality and safety of footpaths are the top priorities for Council in terms of spend, with Govett-Brewster Art Gallery/ Len Lye Centre, animal control, the Museum at Puke Ariki, and Community Library other than Puke Ariki Library being of lowest priority in terms of spend.



3. COUNCIL POLICY AND DIRECTION

It is important for Council to understand where public sentiment presently lies in terms of Council policy and direction. Council is, of course, not forced to adopt the most "popular" policies or direction, rather by understanding where people's opinions and attitudes currently lie, Council is able to embark on information, education, persuasion and/or communication strategies on particular topics if it is felt necessary to lead the public to fulfil Council's legitimate community leadership role.

Residents were asked whether there is anything in the past year that Council has, in their opinion ...

- has done well,
- could have done better.

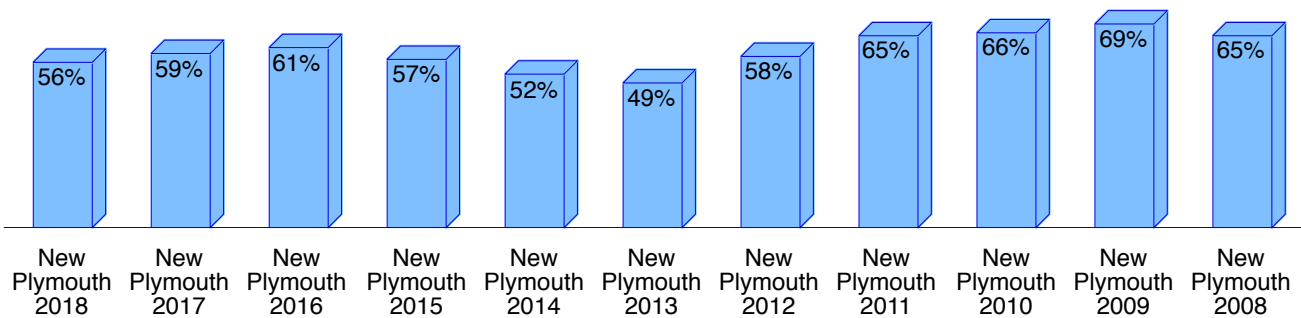
A. RECENT THINGS COUNCIL HAS DONE WELL

Overall, 56% of New Plymouth District residents say there is something that, in their opinion, Council has done well in the past year.

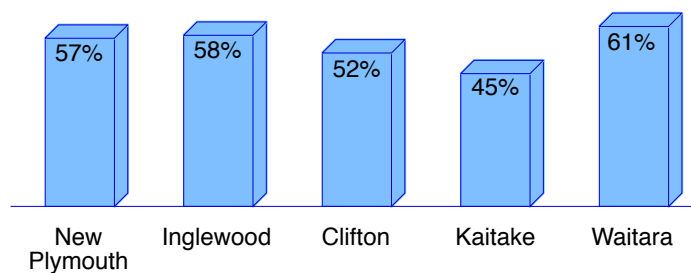
Residents **more** likely to say "Yes" are ...

- residents aged 18 to 64 years, in particular those aged 18 to 44 years,
- residents with an annual household income of \$61,000 or more,
- longer term residents, those residing in the District more than 10 years,
- residents who live in a three or more person household.

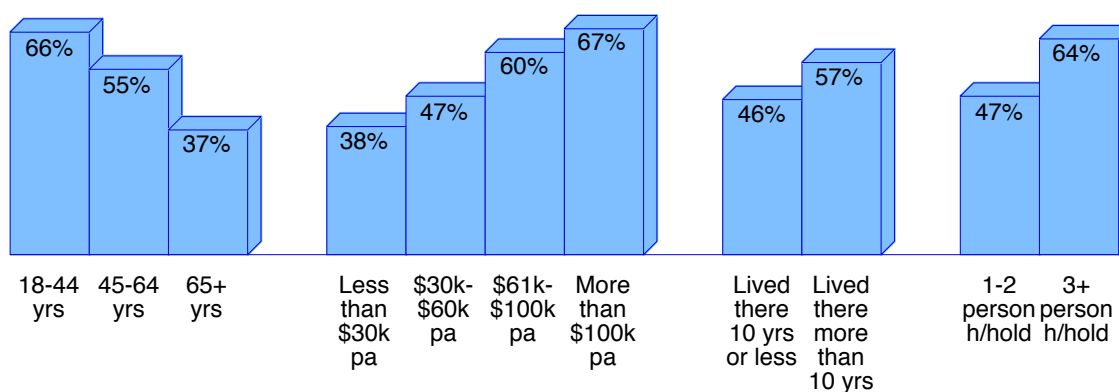
Percent Saying 'Yes' - Comparison



Percent Saying 'Yes' - By Area



Percent Saying 'Yes" - Comparing Different Types Of Residents



Main things residents say Council has done well are ...

- handling of water supply crisis,
- events / concerts / entertainment,
- good communication / keep us informed / listen,
- provision / improvement of services / facilities,
- good parks / reserves / playgrounds / upkeep and improvements.

Summary Table: Main Things* Council Has Done Well In The Last 12 Months

	Total District 2018 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Percent Who Mention ...						
Handling of water supply crisis	16	16	16	17	-	(31)
Events / concerts / entertainment [†]	12	13	10	12	13	5
Good communication / keep us informed / listen	11	12	3	2	-	(27)
Provision / improvement of services / facilities	6	7	3	6	-	-
Good parks / reserves / playgrounds / upkeep and improvements**	5	6	3	-	2	4

* multiple responses allowed

** 1% of residents mention "parks / sportsfields" as something Council could have done better

[†] 1% of residents mention "events / concerts / entertainment" as something Council could have done better

Other things Council has done well mentioned by 4% of residents ...

- Council does a good job/good service/new Mayor is good,
- promotion of district/tourism,
- walkways unspecified (Coastal Walkway not mentioned)),

by 3% ...

- beautification/tidying up/improvements,
- rubbish collection/recycling,
- the Coastal Walkway/extensions to walkway,

by 2% ...

- roading/traffic/road safety,

by 1% ...

- sporting facilities/sporting events,
- upgrading/improving the airport,
- sewerage upgrade.

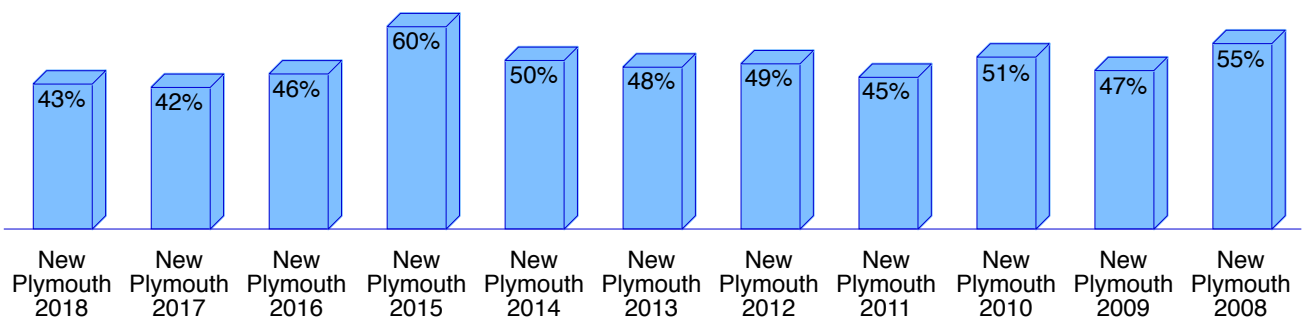
B. RECENT THINGS COUNCIL COULD HAVE DONE BETTER

Overall, 43% of New Plymouth District residents say there is something in their opinion, that Council could have done better in the last year.

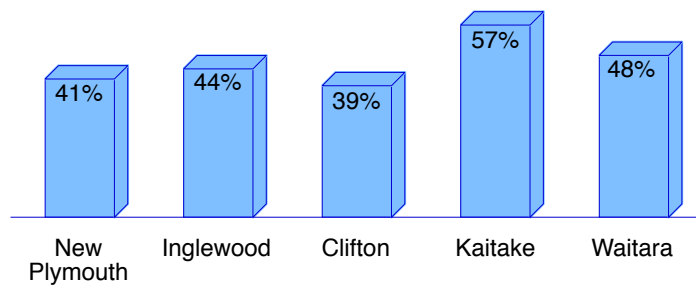
Residents **more** likely to have in mind something they feel Council could have done better are ...

- men,
- longer term residents, those residing in the District more than 10 years.

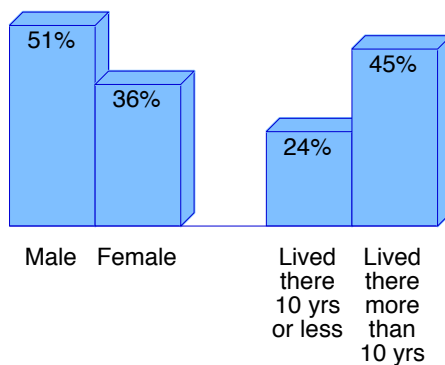
Percent Saying 'Yes' - Comparison



Percent Saying 'Yes' - By Area



Percent Saying 'Yes' - Comparing Different Types Of Residents



Main things residents say Council could have done better are ...

- water supply/restrictions,
- poor consultation/communication/information/don't listen/more transparency,
- rubbish/recycling services,
- sale of Fitzroy golf course.

Summary Table: Main Things* Council Could Have Done Better

	Total District 2018 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Percent Who Mention ...						
Water supply/restrictions [†]	10	11	13	4	8	8
Poor consultation/communication/ information/don't listen/ more transparency [◊]	7	7	7	5	6	12
Rubbish/recycling services ^{◊◊}	4	3	6	8	5	4
Sale of Fitzroy golf course	4	4	2	2	3	4

* multiple responses allowed

[†] 16% of residents mention "handling of water supply crisis" as something the Council has done well

[◊] 11% of residents mention "good communication/keep us informed/listen" as something the Council has done well

^{◊◊} 3% of residents mention "rubbish collection/recycling" as something the Council has done well

Other things Council could have done better mentioned by 3% of residents ...

- roading / maintenance / road safety / cycling issues,
- Len Lye / Art Gallery,
- expenditure / wasting money / need to control spending,
- airport upgrade,

by 2% ...

- footpaths / walkways,
- drainage / flooding issues,
- lower the rates / rates issues,

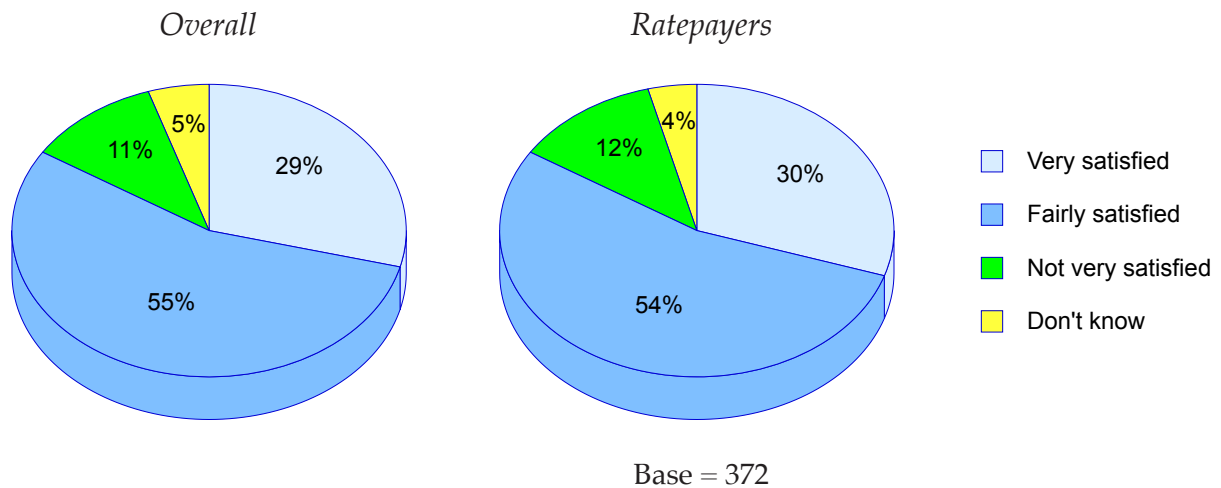
by 1% ...

- general appearance of the city / CBD / upkeep of city,
- events / concerts / entertainment,
- improve Council performance / service / too much bickering,
- environmental issues,
- Freedom campers issue,
- parks / sportsfields,
- town planning issues / subdivisions / building consents,
- Māori representation on Council / more sensitivity to Māori issues.



4. RATES ISSUES

A. SATISFACTION WITH THE WAY RATES ARE SPENT ON THE SERVICES AND FACILITIES PROVIDED BY COUNCIL



92% of residents identify themselves, or members of their household, as ratepayers (86% in 2017).

Overall, 84% of New Plymouth residents are satisfied with the way rates are spent on the services / facilities provided by Council (87% in 2017), while 11% are not very satisfied (8% in 2017).

The percentage not very satisfied with the way rates are spent on services / facilities is below the Peer Group and National Averages.

84% of ratepayers are satisfied with the way rates are spent on the services and facilities provided by Council, with 12% being not very satisfied.

There are no notable differences between Areas and between socio-economic groups, in terms of those residents not very satisfied.

Satisfaction With The Way Rates Are Spent On The Services And Facilities Provided By Council

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2018	29	55	84	11	5
2017 [†]	25	62	87	8	6
2016 [†]	24	60	84	8	7
2015	23	59	82	16	2
2014	20	60	80	14	6
2013	25	58	83	13	4
2012	18	61	79	16	5
2011 [†]	23	65	88	8	3
2010	17	65	82	14	4
2009	24	58	82	14	4
2008	18	66	84	13	3
2007	16	69	85	12	3
2006	15	64	79	18	3
2005	27	61	88	9	3
2004	21	66	87	10	3
2003	16	73	89	7	4
2000	12	63	75	21	4
1999	10	66	76	20	4
Ratepayer	30	54	84	12	4
Comparison					
Peer Group (Provincial)	13	59	72	24	4
National Average	10	60	70	25	5
Area					
New Plymouth	31	55	86	10	4
Inglewood	27	57	84	16	-
Clifton	17	73	90	6	4
Kaitake	27	51	78	20	2
Waitara	23	47	70	13	17

% read across

[†] does not add to 100% due to rounding

The main reasons* residents are not very satisfied with the way rates are spent on the services and facilities provided by Council are ...

- waste money / overspend / priorities wrong, mentioned by 3% of residents,
- other services / facilities need attention / expenditure, 3%,
- high rates / rates increases / too high for services / unfair rating system, 2%.

* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 84%

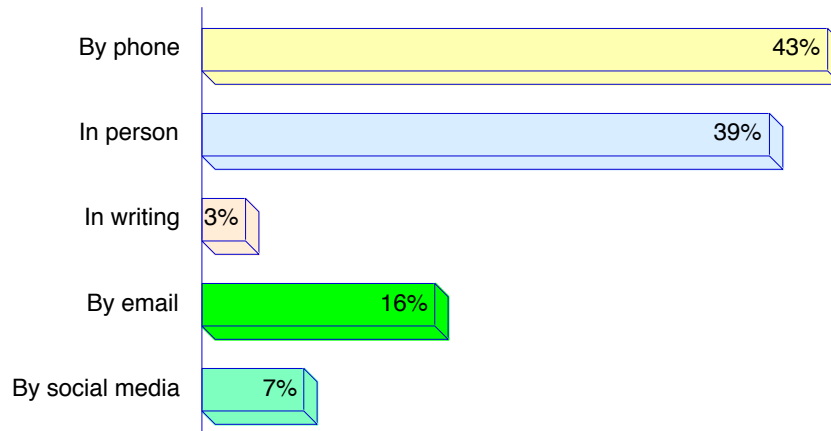
Ratepayers = 84%



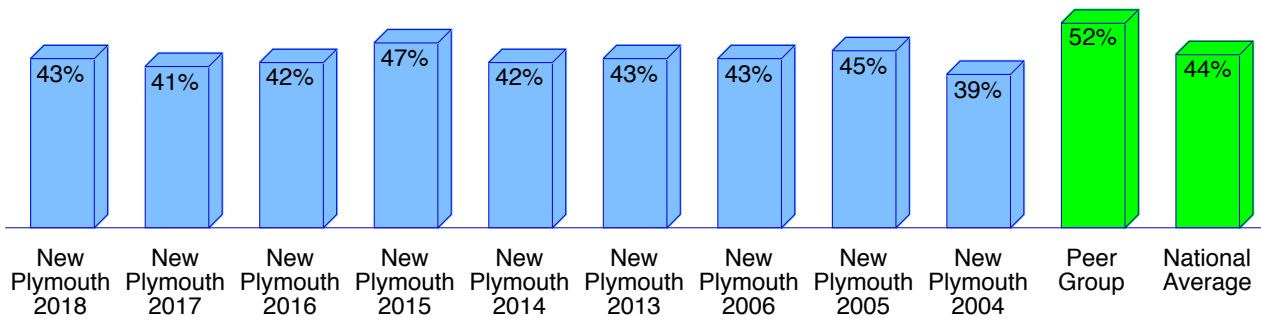
5. CONTACT WITH COUNCIL

A. LEVELS OF CONTACT

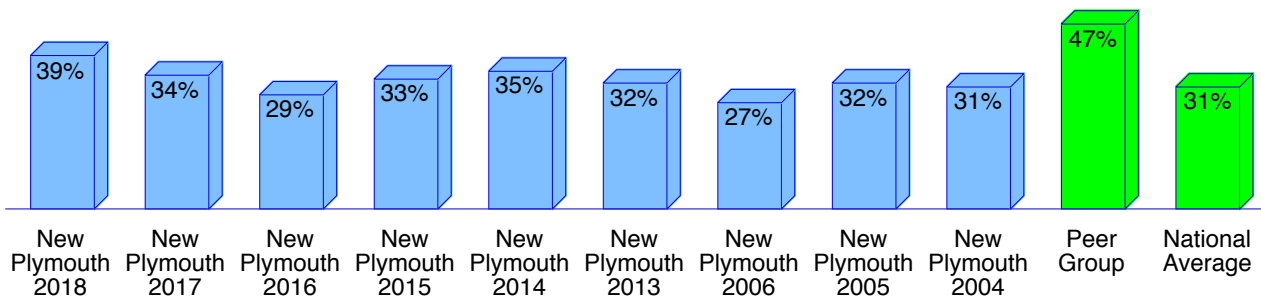
2018 - Yes, Have Contacted Council Offices ...



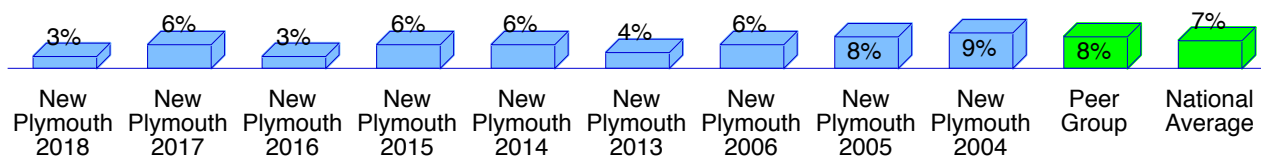
Percent Saying 'Yes - By Phone' - Comparison



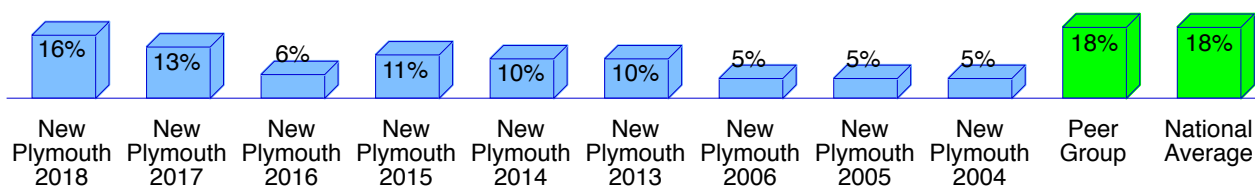
Percent Saying 'Yes - Visited' - Comparison



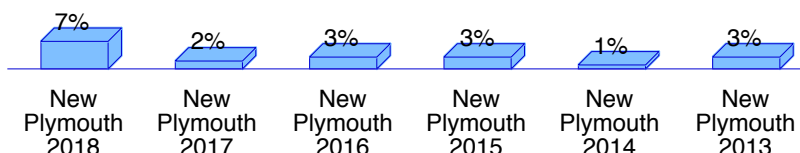
Percent Saying 'Yes - In Writing' - Comparison



Percent Saying 'Yes - By Email' - Comparison



Percent Saying 'Yes - By Social Media' - Comparison



Overall, 62% of residents have contacted Council offices in the last 12 months (57% in 2017).

43% of residents have contacted Council offices by phone in the last year, while 39% have contacted Council offices in person (34% in 2017) and 3% in writing (6% in 2017). 16% have contacted Council by email (13% in 2017), with 7% contacting them by social media (2% in 2017).

Residents are similar to residents nationwide and below Peer Group residents, in terms of saying they have contacted Council by phone.

New Plymouth residents are less likely than Peer Group residents and above residents nationwide, to say they have contacted Council in person.

Residents are slightly below Peer Group residents and on par with residents nationwide in terms of contacting Council in writing and similar to Peer Group residents and residents nationwide to have contacted them by email.

There are no comparative figures for residents who have contacted Council by social media.

Longer term residents, those residing in the District more than 10 years, were more likely to have contacted Council **by phone**, than shorter term residents.

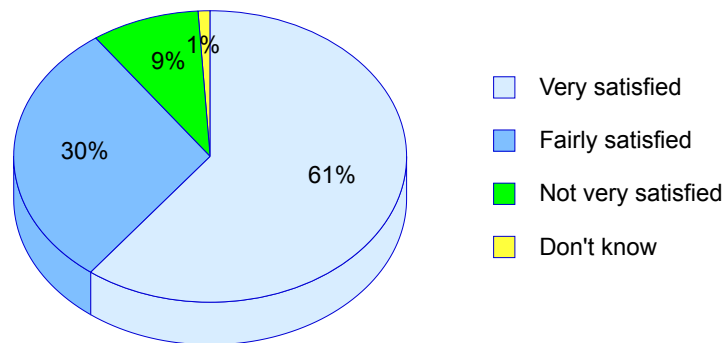
Residents more likely to contact Council **in person** are ...

- New Plymouth and Kaitake Area residents,
- residents with an annual household income of more than \$100,000.

Residents who live in a three or more person household are more likely to have contacted Council **by email** and/or **by social media**, than those who live in a one or two person household.

There are no notable differences between Areas and between socio-economic groups, in terms of those residents contacting Council offices **in writing**.

B. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES BY PHONE



Base = 168

91% of residents contacting the Council Offices by phone, in the last 12 months, are satisfied, including 61% who are very satisfied (53% in 2017), while 9% are not very satisfied.

The percent not very satisfied is slightly below the Peer Group Average and on par with the National Average.

There are no notable differences between Areas and between socio-economic groups, in terms of those residents who have contacted the Council by phone and are not very satisfied.

Satisfaction When Contacting Council Office By Phone

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council By Phone					
2018 [†]	61	30	91	9	1
2017 [†]	53	40	93	6	-
2016	52	36	88	11	1
2015	55	37	92	8	-
2014	46	43	89	11	-
2013 ^{°†}	49	41	90	9	-
2006	44	37	81	19	-
2005	43	43	86	14	-
2004	41	41	82	18	-
2003	38	47	85	15	-
2000	34	53	87	12	1
Comparison					
Peer Group (Provincial)	51	30	81	18	1
National Average	47	35	82	15	3
Area					
New Plymouth	63	32	95	5	-
Inglewood*	62	16	78	22	-
Clifton*	61	24	85	15	-
Kaitake*	66	17	83	17	-
Waitara*	40	38	78	20	2

Base = 168

% read across

° not asked from 2007-2012

* caution: small bases

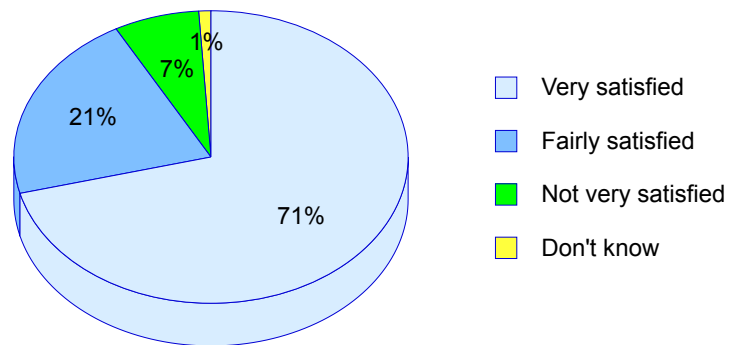
† does not add to 100% due to rounding

The main reasons* residents[†] are not very satisfied with Council's response are ...

- lack of action/slow to act, mentioned by 5% of residents contacting Council by phone who are not very satisfied,
- no response / don't hear back, 2%,
- unhelpful / fobbed off, 2%.

* multiple responses allowed

[†] Base = 168

C. SATISFACTION WHEN VISITING A COUNCIL OFFICE IN PERSON

Base = 147

92% of residents visiting a Council office in person, in the last 12 months, are satisfied, including 71% who are very satisfied (58% in 2017). 7% are not very satisfied.

The percent not very satisfied is on par with the Peer Group Average and similar to the National Average and last year's reading.

There are no notable differences between Areas and between socio-economic groups, in terms of those residents who have contacted Council in person and are not very satisfied.

Satisfaction When Visiting A Council Office In Person

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council In Person					
2018	71	21	92	7	1
2017	58	34	92	7	1
2016	69	27	96	4	-
2015	54	40	94	6	-
2014	62	33	95	5	-
2013 ^o	65	31	96	4	-
2006	53	33	86	14	-
2005	53	37	90	9	1
2004	52	37	89	10	1
2003	49	41	90	10	-
2000	40	50	90	10	-
Comparison					
Peer Group (Provincial)	60	28	88	12	-
National Average	58	31	89	10	1
Area					
New Plymouth [†]	68	24	92	6	1
Inglewood ^{**}	100	-	100	-	-
Clifton ^{**}	92	-	92	8	-
Kaitake [*]	78	11	89	11	-
Waitara ^{**}	65	28	90	10	-

Base = 147

% read across

^o not asked from 2007-2012

* caution: small bases

** caution: very small bases

[†] does not add to 100% due to rounding

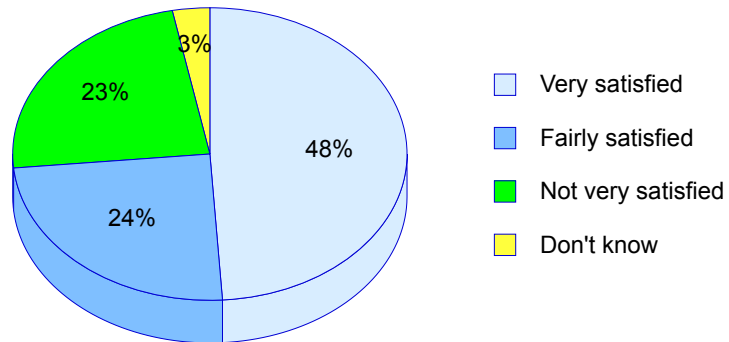
The reasons* residents[†] are not very satisfied are ...

- poor service / inefficient, mentioned by 2% of residents visiting the Council office in person, and are not very satisfied,
- lack of action, 2%,
- others, 3%.

* multiple responses allowed

[†] Base = 141

D. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES IN WRITING



Base = 13*
 (Margin of error $\pm 27.2\%$)
 * caution: small base

74% of residents contacting the Council offices in writing, in the last 12 months, are satisfied, while 23% are not very satisfied. Caution is recommended as the base is small.

The percentage not very satisfied appears to be below the Peer Group Average and on par with the National Average.

Because the bases for Areas and socio-economic groups are, in the main, very small (<30), no comparisons have been made.

Satisfaction When Contacting Council Offices In Writing

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council In Writing					
2018	48	26	74	23	3
2017	46	41	87	7	6
2016	37	3	40	60	-
2015	36	28	64	36	-
2014	58	24	82	14	4
2013 ^{o†}	21	66	87	14	-
2006	51	20	71	29	-
2005	19	44	63	34	3
2004	47	41	88	9	3
2003	26	44	70	27	3
2000	20	42	62	36	2
Comparison					
Peer Group (Provincial) [†]	15	29	44	55	-
National Average	30	30	60	38	2

Base = 13*

% read across

^o not asked from 2007-2012

* caution: small base

[†] does not add to 100% due to rounding

The reasons* residents[†] are not very satisfied are ...

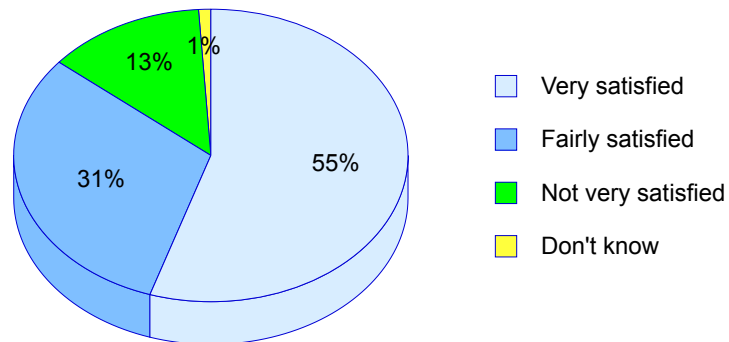
"The response was negligible."

"I expected a personal response from them, got an acknowledgement to say they received it but no response after that."

"To do with objection, this was not heard."

* multiple responses allowed

[†] Base = 13

E. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES BY EMAIL

Base = 54

86% of residents contacting the Council offices by email, in the last 12 months, are satisfied, while 13% are not very satisfied.

The percentage not very satisfied is on par with the Peer Group and National Averages.

Because the bases for all Areas and most socio-economic groups are small (<30), no comparisons have been made.

Satisfaction When Contacting Council Offices By Email

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council By Email*					
2018	55	31	86	13	1
2017	52	35	87	10	3
2016	46	33	79	18	4
2015	38	57	95	5	-
2014	41	36	77	20	3
2013 ^o	54	35	89	11	-
2006	50	46	96	4	-
2005	45	38	83	17	-
2004	55	30	85	10	5
2003	24	51	75	25	-
2000	37	43	80	20	-
Comparison					
Peer Group (Provincial)	44	28	72	23	5
National Average [†]	39	31	70	26	5
Area					
New Plymouth	51	38	89	10	1
Inglewood**	49	51	100	-	-
Clifton**	100	-	100	-	-
Kaitake**	68	11	79	21	-
Waitara**	49	14	63	37	-

Base = 54*

% read across

^o not asked from 2007-2012

* caution: bases from 2000-2006 and 2016 are small (<30)

** caution: very small bases

[†] does not add to 100% due to rounding

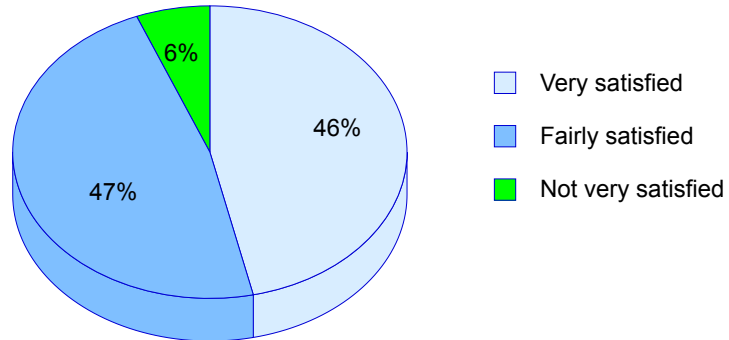
The reasons* residents[†] contacting Council by email are not very satisfied are ...

- unhelpful/fobbed off, mentioned by 5% of residents contacting the Council office by email who are not very satisfied,
- unsatisfactory response/service, 5%,
- others, 3%.

* multiple responses allowed

[†] Base = 54

F. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES BY SOCIAL MEDIA



Base = 21*

* caution: base is small
(does not add to 100% due to rounding)

93% residents contacting the Council offices by social media, in the last 12 months, are satisfied, while 6% are not very satisfied.

There are no comparative Peer Group and National Averages.

The reason* one resident is not very satisfied is ...

"They disregarded the question altogether and came up with a lousy excuse."

Because the bases for all Areas and socio-economic groups are **very** small, no comparisons have been made.

Base = 21

* multiple responses allowed

G. RATING OF STAFF

Residents who contacted Council staff in the last 12 months were asked to rate three aspects of service received.

i. Helpfulness

Summary Table: Rating Council Staff In Terms Of Helpfulness

	Very satisfactory %	Satis- factory %	Neutral %	Unsatis- factory %	Very unsatis- factory %	Unsure/ Not applicable %
Contacted Council						
2018	61	29	2	4	2	2
2017	47	42	4	3	1	3
2016	50	36	7	4	2	1
2015	51	39	2	5	2	1
2014 [†]	51	41	2	3	3	1
2013 [°]	56	34	4	3	3	1
2006	40	50	5	3	2	-
2005	51	36	3	6	3	1
2004	45	38	6	8	2	1
2003	44	48	3	2	2	1
2000	37	48	8	5	1	1
1999	33	54	7	3	1	2
Area						
New Plymouth [†]	60	33	2	2	1	1
Inglewood ^{**}	68	22	2	3	-	6
Clifton [*]	65	20	-	7	3	5
Kaitake [*]	67	21	4	8	-	-
Waitara ^{**†}	61	19	2	8	6	5

Base = 244

% read across

[°] not asked from 2007-2012

^{*} caution: small bases

[†] does not add to 100% due to rounding

90% of residents who have contacted Council staff in the last 12 months rate the helpfulness of staff as satisfactory / very satisfactory, including 61% who rate it very satisfactory (47% in 2017), with 6% saying it is unsatisfactory / very unsatisfactory.

There are no notable differences between Areas and between socio-economic groups, in terms of those residents[†] who rate the helpfulness of staff as **unsatisfactory/very unsatisfactory**.

[†] contacted Council staff in the last 12 months

ii. Knowledge

Summary Table: Rating Council Staff In Terms Of Knowledge

	Very satisfactory %	Satis- factory %	Neutral %	Unsatis- factory %	Very unsatis- factory %	Unsure/ Not applicable %
Contacted Council						
2018	56	30	5	3	3	3
2017	48	40	5	4	1	2
2016 [†]	44	40	5	6	1	5
2015	45	41	4	4	4	2
2014 [†]	47	40	4	5	3	2
2013 [°]	50	35	3	3	5	4
2006	37	43	8	7	2	3
2005	36	46	7	7	3	1
2004	35	49	8	6	1	1
2003	35	47	8	6	3	1
2000	28	48	12	7	2	3
1999	28	46	9	10	1	6
Area						
New Plymouth [†]	55	31	5	4	3	3
Inglewood ^{**}	68	22	2	-	3	6
Clifton [*]	48	41	8	-	3	-
Kaitake ^{**†}	53	27	10	-	8	1
Waitara [*]	67	23	-	2	3	5

Base = 244

% read across

[°] not asked from 2007-2012

^{*} caution: small base

[†] does not add to 100% due to rounding

86% of residents who have contacted Council staff in the last 12 months, rate the knowledge of staff as satisfactory / very satisfactory, including 56% who say it is very satisfactory (48% in 2017), with 6% rating it unsatisfactory / very unsatisfactory.

There are no notable differences between Areas and between socio-economic groups, in terms of those residents[†] who rate their knowledge as **unsatisfactory/very unsatisfactory**.

[†] contacted Council staff in the last 12 months

iii. Did The Council Do What It Said It Would Do, That Is, Was The Follow-Up What You Were Told It Would Be?

Summary Table: Rating Council Staff In Terms Of Their Follow-Up

	Very satisfactory %	Satis- factory %	Neutral %	Unsatis- factory %	Very unsatis- factory %	Unsure/ Not applicable %
Contacted Council						
2018	51	22	7	5	6	9
2017	44	29	10	5	4	8
2016	38	27	5	9	5	16
2015	36	35	5	7	3	14
2014	43	27	4	5	9	12
2013 ^o	46	26	2	6	6	14
2006	30	41	2	11	4	12
2005	31	37	7	10	4	11
2004	33	36	5	7	9	10
2003	37	45	9	4	4	1
2000	31	47	7	9	3	3
1999	23	52	11	9	3	2
Area						
New Plymouth [†]	50	26	7	4	5	9
Inglewood*	57	18	-	7	10	8
Clifton*	51	8	12	-	8	21
Kaitake**	52	8	11	11	8	9
Waitara*	53	19	4	10	8	6

Base = 244

% read across

^o not asked from 2007-2012, prior to 2004 readings refer to satisfaction with staff efficiency

* caution: small base

[†] does not add to 100% due to rounding

73% of residents who have contacted Council staff in the last 12 months, rate staff follow-up as satisfactory / very satisfactory, including 51% who say it is very satisfied (44% in 2017), while 11% say it is unsatisfactory / very unsatisfactory.

There are no notable differences between Areas and between socio-economic groups, in terms of those residents[†] who rate staff follow-up as **unsatisfactory/very unsatisfactory**.

[†] contacted Council staff in the last 12 months

iv. Summary Table

Rating Of Council Staff In Terms Of...

	Very satisfactory / Satisfactory %	Neither/ Neutral %	Very unsatisfactory / satisfactory %	Don't know / Unable to say / Not applicable %
Helpfulness	90	2	6	2
Knowledge	86	5	6	3
Did the Council do what it said it would do?	73	7	11	9

Base = 244*

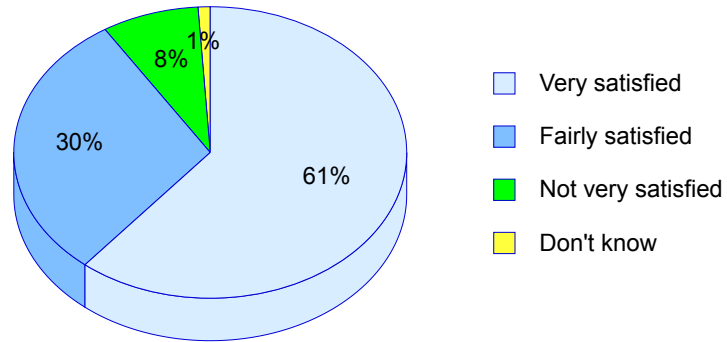
* those residents who have contacted Council staff in the last 12 months

As in 2017, residents* are **less** likely to rate staff follow-up as very satisfactory/satisfactory, than they are the other two aspects of service.

* those residents who have contacted Council staff in the last 12 months

H. SATISFACTION WITH THE OVERALL SERVICE RECEIVED WHEN CONTACTING COUNCIL OFFICES

Contacted A Council Office In The Last 12 Months



Base = 244

Of the 62% of residents who contacted the Council offices in the last 12 months, 91% are satisfied, including 61% who are very satisfied (53% in 2017), while 8% are not very satisfied.

The percent not very satisfied is below the Peer Group Average and on par with the National Average.

There are no notable differences between Areas and between socio-economic groups, in terms of those residents[†] not very satisfied.

[†] residents who have contacted Council offices in the last 12 months

Satisfaction With The Overall Service Received When Contacting Council Offices

		Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council	2018	61	30	91	8	1
	2017	53	40	93	7	-
	2016	50	38	88	11	1
	2015	49	40	89	10	1
	2014	49	41	90	10	-
	2013 ^o	55	35	90	9	1
	2006	38	48	86	14	-
	2005	44	44	88	11	1
	2004	47	43	90	9	1
	2003	46	42	88	12	-
	2000	32	53	85	12	3
1999	37	50	87	10	3	
Comparison						
	Peer Group (Provincial)	47	36	83	17	-
	National Average [†]	46	39	85	14	1
Area						
	New Plymouth [†]	58	33	91	6	2
	Inglewood*	68	13	81	19	-
	Clifton*	62	28	90	10	-
	Kaitake* [†]	73	18	91	8	-
	Waitara*	61	27	88	12	-

Base = 244

% read across

^o not asked from 2007-2012

* caution: small base

[†] does not add to 100% due to rounding

Recommended Satisfaction Measure For Reporting Purposes:

Contacted Council in last 12 months	=	91%
Contacted Council by phone	=	91%
Contacted Council in person	=	92%
Contacted Council in writing*	=	74%
Contacted Council by email	=	86%
Contacted Council by social media*	=	93%

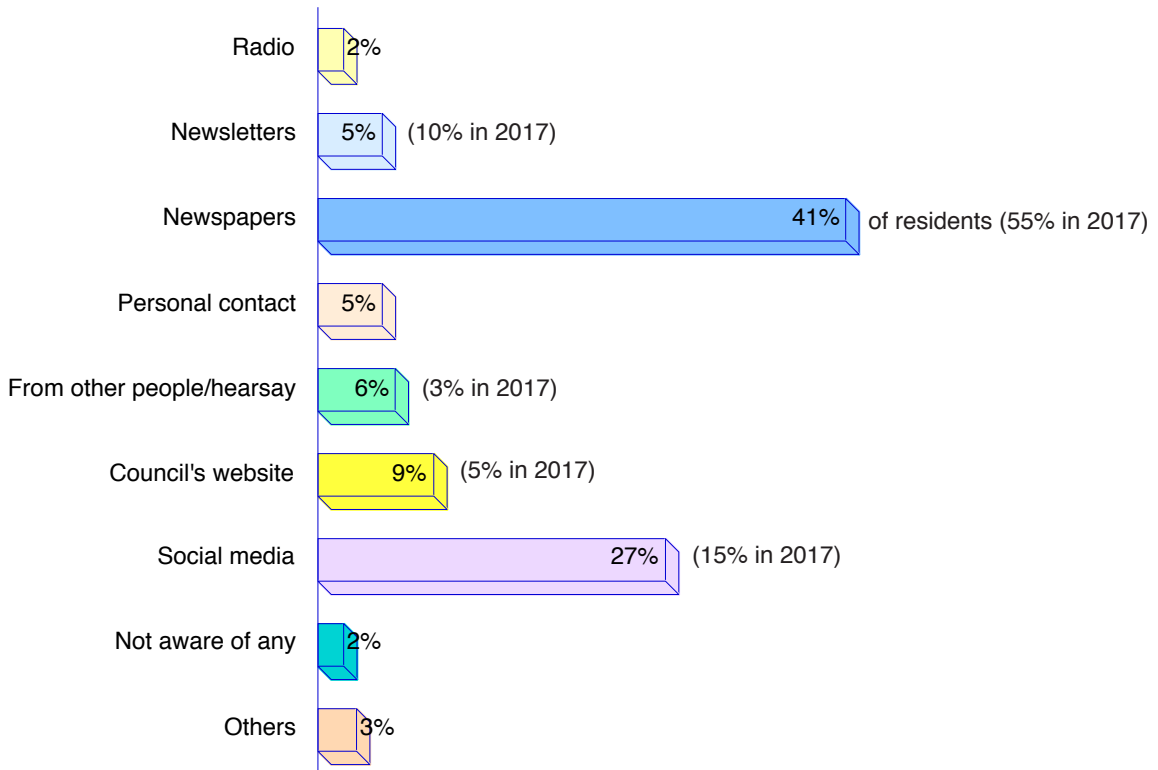
* caution: small base



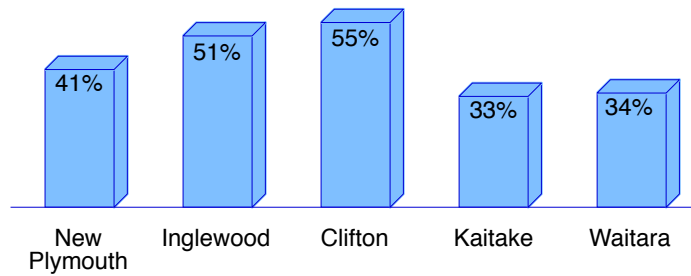
6. INFORMATION

A. PUBLIC CONSULTATION

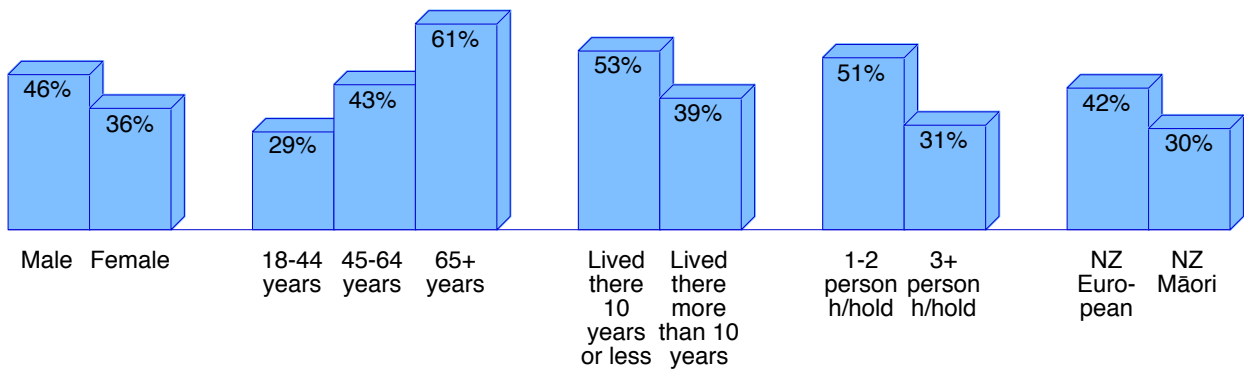
Where Or From Whom Do You Mainly See, Read or Hear Information About The Council?



Percent Saying "Newspapers" - By Area



Percent Saying "Newspapers" - Comparing Different Types Of Residents



Newspapers are mentioned by 41% of residents as their main source of information about Council (55% in 2017), followed by social media 27% (15% in 2017).

Residents **more** likely to mention newspapers as their main source of information are ...

- men,
- residents aged 45 years or over, in particular those aged 65 years or over,
- shorter term residents, those residents residing in the District 10 years or less,
- residents who live in a one or two person household,
- NZ European residents.

The 'other' sources of information about Council are ...

"With the rates/in the rates notice/rates information." (x4)

"Phone the Council."

"Internet – Stuff website." (x2)

"Internet."

"Newspapers and Stuff equally."

"Google on computer, maps and where to go."

The newspapers residents mentioned* they read are ...

- The Taranaki Daily News, 85% of those where newspapers are their main source,
- The North Taranaki Midweek, 57%,
- Live Magazine, 14%,
- Opunake & Coastal News, 6%,
- Stratford Press, 5%,
- Moa Mail, 3%,
- Waitara Alive, 3%,
- TOM Oakura, 2%,
- others, 2%.

Base = 190

* multiple responses allowed

The 'other' newspapers mentioned are ...

"Mid Weekly/The Midweek." (x2)

"New Zealand Herald."

"Read paper online."

66% of residents feel that there is more than enough/enough information supplied (70% in 2017), while 28% feel there is not enough/nowhere near enough information supplied (23% in 2017).

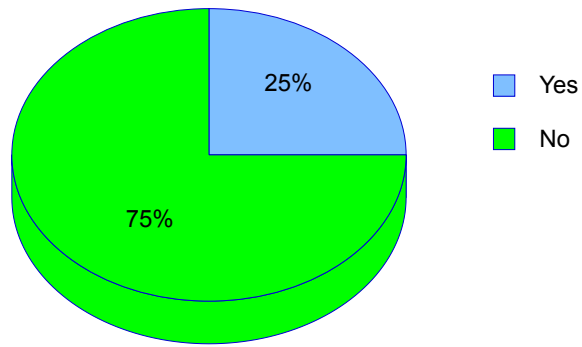
New Plymouth District residents are on par with Peer Group residents and similar to residents nationwide, in feeling there is enough/more than enough information supplied to the community.

There are no notable differences between Areas and between socio-economic groups, in terms of those residents more likely to say there is **enough/more than enough information**. However, it appears that the following residents are slightly more likely to feel this way ...

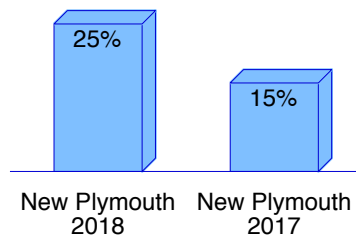
- residents aged 18 to 44 years,
- NZ European residents.

C. DIGITAL SERVICES

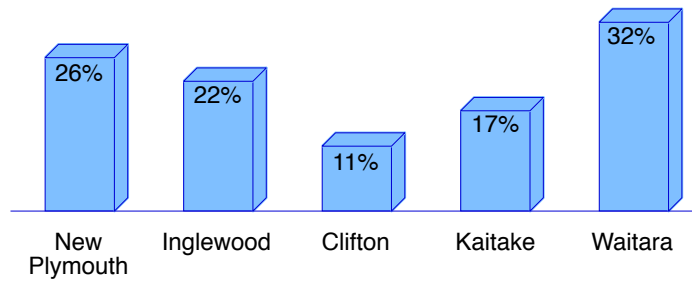
Overall



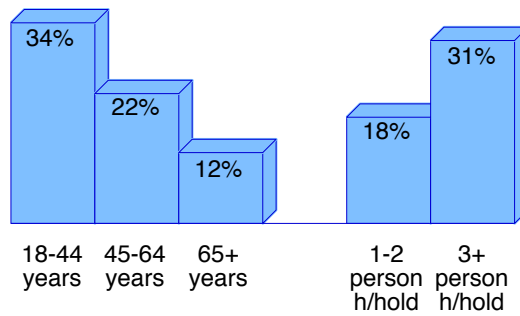
Percent Saying "Yes" - Comparison



Percent Saying "Yes" - By Area



Percent Saying "Yes" - Comparing Different Types Of Residents



In the last three months, 25% of residents say they have interacted with the Council online, ie, via the Council website or its Facebook or Twitter pages (15% in 2017).

Residents more likely to say 'Yes' are ...

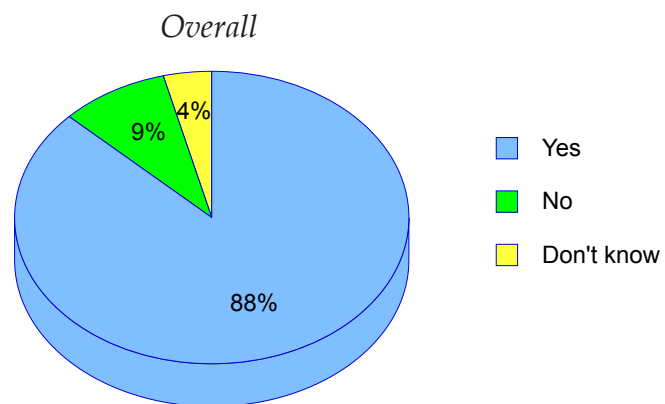
- residents aged 18 to 64 years, in particular those aged 18 to 44 years,
- residents who live in a three or more person household.



7. LOCAL ISSUES

A. COUNCIL REPUTATION

Do residents feel New Plymouth District Council has a good reputation?



88% of residents think New Plymouth District Council has a good reputation (82% in 2017), while 9% do not.

The percent saying 'Yes' is above the Peer Group Average (62%) and the National Average (57%).

NZ European residents are more likely to say 'Yes', than NZ Māori residents.

Do Residents Feel New Plymouth District Council Has A Good Reputation?

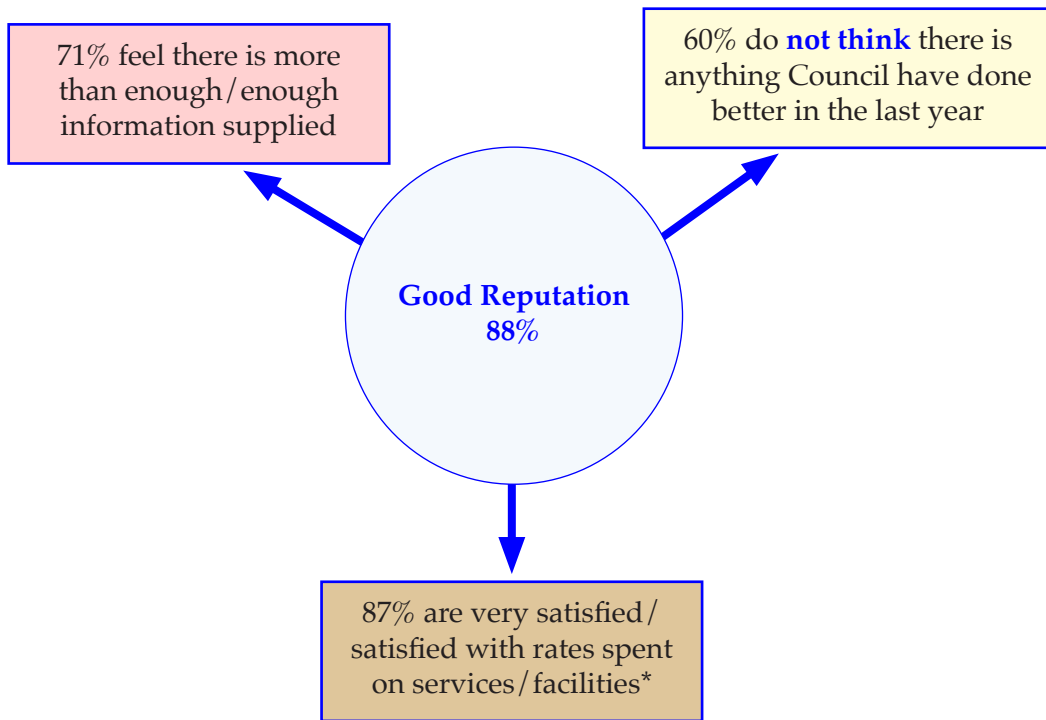
	Yes %	No %	Don't know %
Overall*			
Total District 2018 [†]	88	9	4
2017	82	9	9
Comparison			
Peer Group	62	27	11
National Average [†]	57	30	12
Area			
New Plymouth	89	8	3
Inglewood [†]	87	11	1
Clifton	80	10	10
Kaitake	91	3	6
Waitara	73	22	5
Ethnicity			
NZ European	90	7	3
NZ Māori	77	16	7

% read across

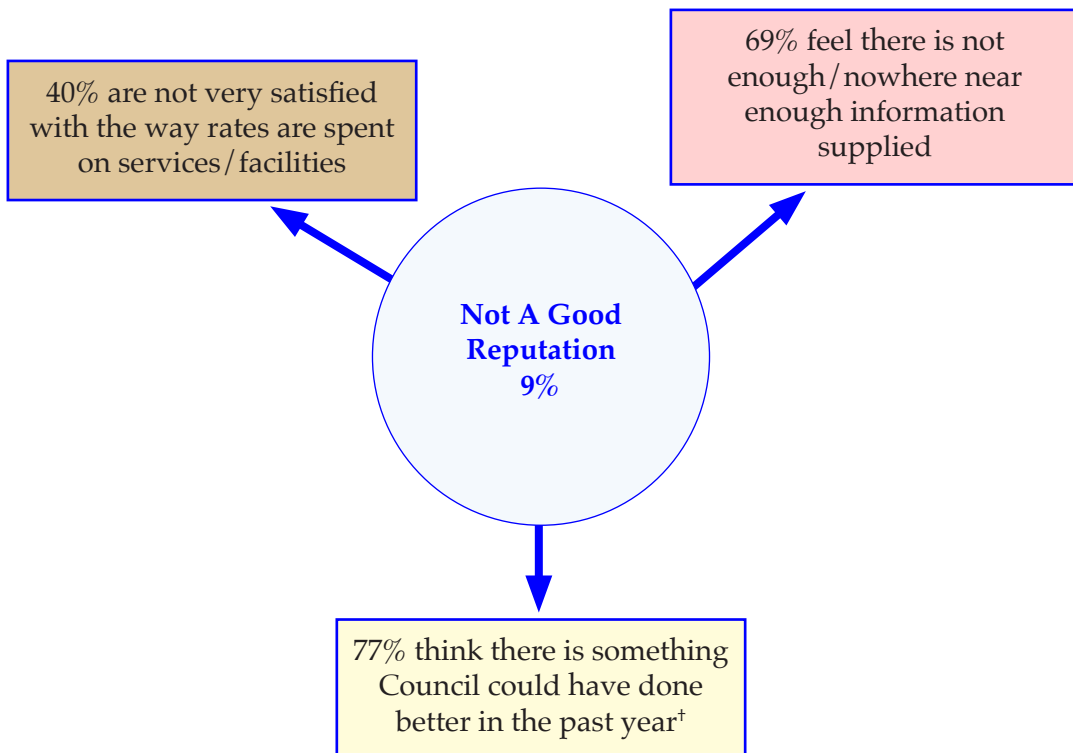
* not asked prior to 2017

[†] does not add to 100% due to rounding

Correlation Between Reputation And Other Key Questions



* of those residents who say New Plymouth District Council has a good reputation, 87% are very satisfied/satisfied with rates spent on services and facilities



† of those residents who say New Plymouth District Council does not have a good reputation, 77% think there is something Council could have done better in the past year.

B. SERVICES AND FACILITIES

i. What Services/Facilities That Council Provides Do Residents Think It Does The Best And Why?

The main services / facilities provided by Council that residents think they do the best and why are ...

- parks and reserves / recreational areas / well maintained / presented,
- walkways / Coastal Walkway,
- events / entertainment / festivals / sporting events / free events / family events,
- rubbish collection / disposal / recycling.

22% of residents are unable to comment (14% in 2017) and 10% say there are no services / facilities that the Council provides, that they feel the Council does the best.

Summary Table: Main Services and Facilities* Provided By Council That Residents Feel They Do The Best

	Total District 2018 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Percent Who Mention ...						
Parks and reserves/ recreational areas/ well maintained/presented	27	28	23	24	37	14
Walkways/Coastal Walkway [†]	14	14	23	19	8	13
Events/entertainment/festivals/ sporting events/free events/ family events	11	13	2	6	11	10
Rubbish collection/disposal/ recycling	8	9	3	1	3	6

* multiple responses allowed

[†] 3% of residents mention "footpaths/walkways" is something the Council do the worst

Other services / facilities mentioned by 4% ...

- all services done very well / happy with everything,
- library facilities / services,
- Pukekura Park,
- gardens / flowerbeds / beautification,

by 3% ...

- good venues for events / entertainment / sporting events,
- water supply,
- sewerage / sewerage treatment,
- tourism promotion / promoting Taranaki / encouraging tourists,

by 2% ...

- playgrounds / sportsgrounds,
- Puke Ariki / Puke Ariki Museum and Library,
- general maintenance of city area,
- good customer service / helpful / knowledgeable staff,

by 1% ...

- roading / footpaths in good condition / well maintained,
- public toilets,
- good / natural environment / good place to live,
- swimming pools,
- good communication / information,
- good cultural amenities / the arts / Len Lye Centre,
- community issues / look after needs of community.

ii. What Services/Facilities That Council Provides Do Residents Think It Does The Worst And Why?

The main services / facilities provided by Council that residents think they do the worst and why are ...

- roading / road maintenance,
- parking issues / need more parking / cost of parking,
- rubbish collection / recycling / rubbish disposal,
- general maintenance of city / public areas / parks / playgrounds.

30% of residents were unable to comment (23% in 2017) and 25% say there are no services / facilities that the Council provides, that they feel the Council does the worst (29% in 2017).

Summary Table: Main Services and Facilities* Provided By Council That Residents Feel They Do The Worst

	Total District 2018 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Percent Who Mention ...						
Roading/road maintenance [†]	8	7	11	10	4	8
Parking issues/need more parking/ cost of parking	5	6	4	8	4	-
Rubbish collection/recycling/ rubbish disposal [◊]	4	4	6	1	6	6
General maintenance of city/ public areas/parks/playgrounds ^{††}	4	5	-	2	2	-

* multiple responses allowed

[†] 1% of residents say they think that "roading/footpaths in good condition/well maintained" is the best service provided by Council

^{††} 2% of residents say they think that "general maintenance of city area/public areas/clean and tidy/general presentation" is the best service provided by Council

[◊] 8% of residents say they think that "rubbish collection/disposal/recycling" is the best service provided by Council

Other services / facilities mentioned by 3% of residents are ...

- Art Gallery / Len Lye Centre / arts / museum,
- planning / subdivisions / consents,
- footpaths / walkways,

by 2% ...

- community support / activities,
- Freedom camping issues,
- basic services / infrastructure / wasting money / not spending wisely,
- public toilets,
- lack of information / communication / don't listen,

by 1% ...

- stormwater drainage,
- poor performance / service / poor attitude,
- traffic flow / traffic management,
- environmental issues,
- rates issues.

C. RATING OF COUNCIL IN TERMS OF MEETING THE NEEDS/ASPIRATIONS OF THE DISTRICT

Residents were asked to say how well they feel Council meets the needs and aspirations of the District, where 01 = does not meet needs/aspirations and 10 = meets needs/aspirations very well. 05 and 06 are neutral.

Summary Table: Rating Of How Well Council Meets Needs/Aspirations Of District

	Total District 2018 %	Total District 2017 %	Total District 2016 %	Area				
				New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
01 - does not meet needs/aspirations	-	1	1	-	1	-	-	1
02	1	-	-	-	-	-	-	2
03	1	-	1	1	-	4	2	-
04	2	1	2	1	11	1	-	6
05	9	10	8	9	1	7	8	12
06	13	15	15	13	13	20	6	18
07	33	35	32	33	26	37	51	22
08	32	29	31	33	39	29	26	30
09	6	5	7	7	8	1	2	4
10 - meets needs/aspirations very well [†]	3	3	2	3	1	1	4	6
Unsure	-	1	1	-	-	-	-	-
Total	100	100	100	100	100	100	[†] 99	[†] 101

[†] does not add to 100% due to rounding

74% of residents feel that Council meets the needs and aspirations of the District (rating 07 to 10), while 4% feel the Council does not meet the needs/aspirations of the District (rating 01 to 04). The average rating is 07 (which is meeting needs/aspirations). These readings are similar to the 2017 results.

D. PERCEPTION OF SAFETY

Is New Plymouth Generally A Safe Place To Live? ...

	Yes, definitely %	Yes, mostly %	Not really %	No, definitely not %	Don't know %
Overall*					
Total District 2018	57	40	3	-	-
2017	55	43	2	-	-
2016	51	48	1	-	-
2015	63	36	1	-	-
2014	53	45	2	-	-
2013	46	53	1	-	-
2012	40	59	1	-	-
2011	37	62	1	-	-
2010	37	61	2	-	-
2009	34	64	1	-	1
Comparison					
Peer Group Average (Provincial) [†]	40	53	6	1	1
National Average	36	54	7	2	1
Area					
New Plymouth	58	38	4	-	-
Inglewood	48	51	-	-	1
Clifton	51	44	5	-	-
Kaitake	60	40	-	-	-
Waitara	51	47	2	-	-
Length of Residence					
Lived there 10 years or less	70	30	-	-	-
Lived there more than 10 years	55	41	4	-	-
Household Income					
Less than \$30,000 pa	53	47	-	-	-
\$30,000-\$60,000 pa [†]	54	44	1	-	-
\$61,000-\$100,000 pa	52	42	6	-	-
More than \$100,000 pa	68	29	3	-	-

% read across

* not asked prior to 2009

[†] does not add to 100% due to rounding

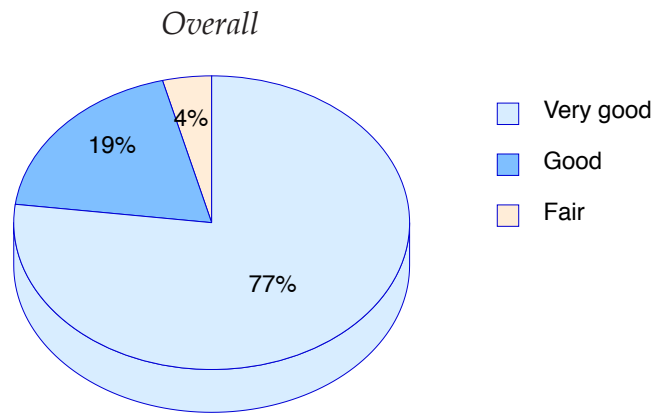
57% of residents feel that generally New Plymouth District is definitely a safe place to live, 40% say it is mostly and 3% of residents think the District is not really a safe place to live. These readings are similar to/on par with the 2017 results.

The percent saying 'yes, definitely' (57%) is above the Peer Group and National Averages.

Residents more likely to feel that New Plymouth District is **definitely** a safe place to live are ...

- shorter term residents, those residing in the District 10 years or less,
- residents with an annual household income of more than \$100,000.

E. QUALITY OF LIFE



77% of residents think that, overall, the quality of life in their District is very good (74% in 2017), while 19% say it is good (24% in 2017) and 4% feel it is fair (1% in 2017).

New Plymouth District residents are above Peer Group residents and residents nationwide, in rating the quality of life in their District as **very good**.

Waitara Area residents are **less likely** to rate the overall quality of life in their District as very good, than other Area residents.

Rating The Quality Of Life In The District

	Very good %	Good %	Fair %	Poor %	Don't know %
Overall*					
Total District 2018	77	19	4	-	-
2017 [†]	74	24	1	-	-
2016	76	22	2	-	-
2015	81	18	1	-	-
2014	81	18	1	-	-
2013	76	21	3	-	-
2012	68	29	2	1	-
2011 [†]	73	25	2	1	-
2010	72	26	2	-	-
2009	76	23	1	-	-
Comparison					
Peer Group Average (Provincial)	49	38	10	3	-
National Average [†]	41	43	14	2	1
Area					
New Plymouth	80	17	3	-	-
Inglewood	76	17	3	-	4
Clifton	63	31	6	-	-
Kaitake	89	4	7	-	-
Waitara	45	42	9	4	-

% read across

* not asked prior to 2009

[†] does not add to 100% due to rounding

F. PHYSICAL ACTIVITY

i. Walking

In an average week, how many minutes of walking do residents generally do each day, for at least 10 minutes at a time?

	Nothing (less than 10 mins) %	10 mins %	11-20 mins %	21-30 mins %	31-50 mins %	51- 60 mins %	61- 100 mins %	101-120 mins %	More than 120 mins %	Mean (Average) Minutes %
Monday [†]	27	7	12	21	7	15	4	3	5	42
Tuesday	30	8	11	20	8	12	3	3	5	40
Wednesday [†]	27	6	12	21	8	14	3	3	5	43
Thursday [†]	31	7	11	20	8	13	4	3	4	39
Friday [†]	29	7	11	20	8	14	4	4	4	41
Saturday	29	6	8	20	7	17	5	5	3	39
Sunday [†]	33	6	8	18	8	15	5	6	3	38

[†] does not add to 100% due to don't know response and/or rounding

Percent Saying 'Nothing/Less Than 10 Minutes' - By Area

	Area				
	New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Monday	26	33	31	23	29
Tuesday	29	42	35	27	38
Wednesday	26	33	26	25	30
Thursday	30	38	39	25	36
Friday	28	33	39	25	33
Saturday	28	32	33	24	37
Sunday	32	41	40	25	34

Percent Saying '31-50 Minutes' - By Area

	Area				
	New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Monday	8	3	3	8	3
Tuesday	10	-	1	5	3
Wednesday	9	3	5	5	9
Thursday	9	-	4	8	5
Friday	9	3	3	5	4
Saturday	7	5	8	8	3
Sunday	8	9	8	11	3

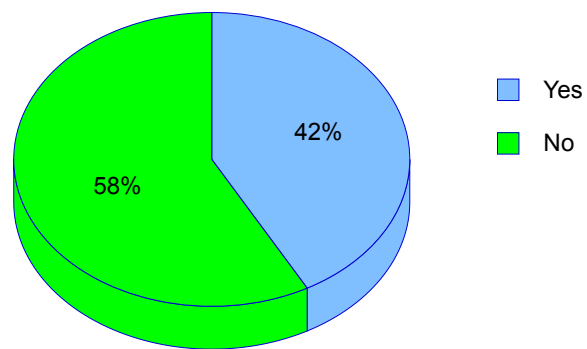
Across all seven days, the average number of minutes residents generally walk, for at least 10 minutes at a time, ranges from 38 minutes (Sunday) to 43 minutes (Wednesday).

13% of residents do not walk on any day of the week for at least 10 minutes at a time.

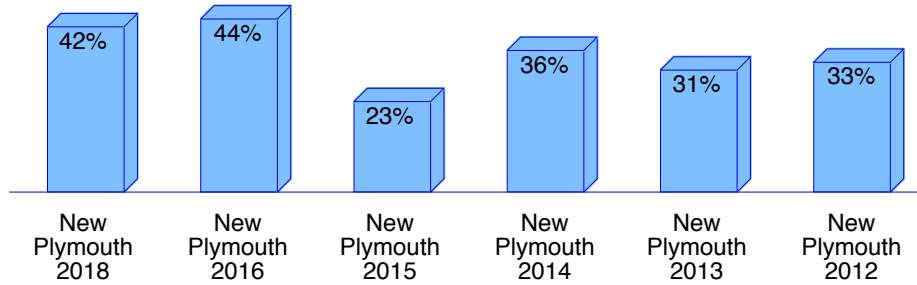
ii. Cycling

1. Have Residents Cycled In The Last Year?

Overall

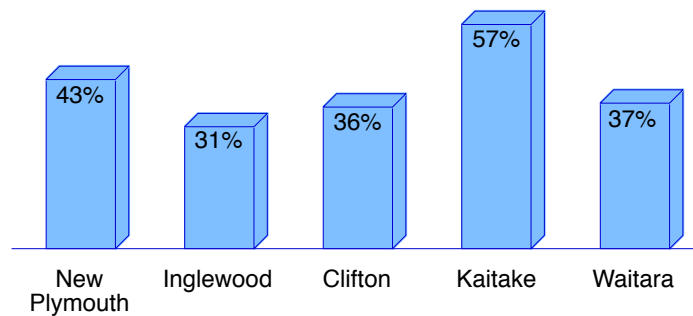


Percent Saying 'Yes' - Comparison

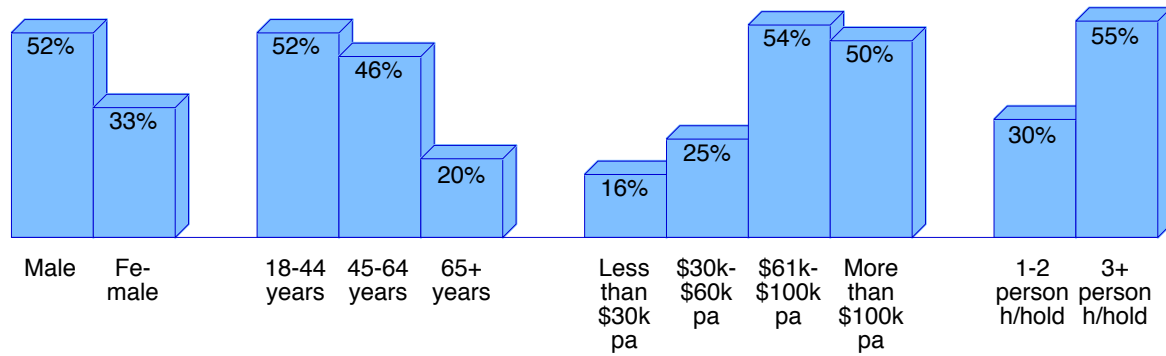


(not asked in 2017)

Percent Saying 'Yes' - By Area



Percent Saying 'Yes' - Comparing Different Types Of Residents



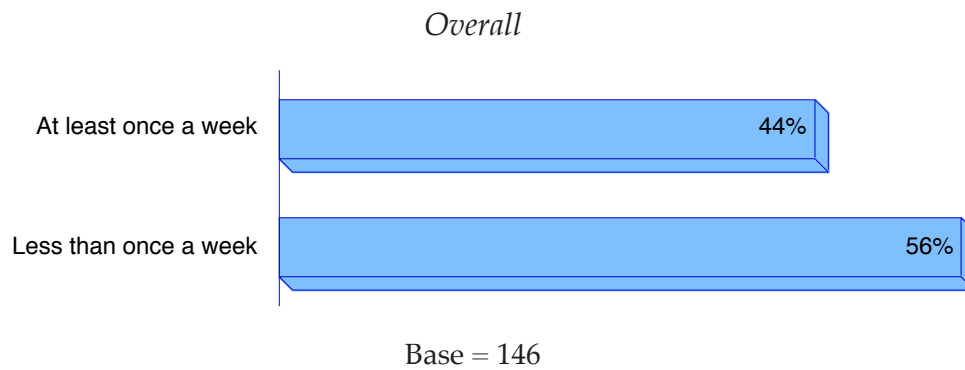
42% of residents say they have cycled in the last year, while 58% do not. These readings are similar to the 2016 results.

Residents more likely to say 'Yes' are ...

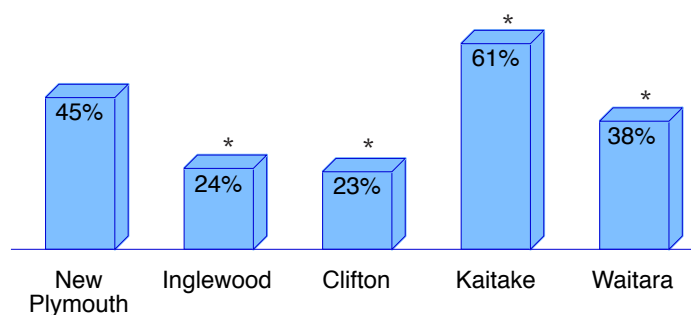
- men,
- residents aged 18 to 64 years,
- residents with an annual household income of \$61,000 or more,
- residents who live in a three or more person household.

It also appears that Kaitake Area residents are slightly more likely to do so, than other Area residents.

2. Frequency



Percent Saying 'At Least Once A Week' - By Area



* caution: small bases

Of those residents who have cycled in the last 12 months, 44% say they cycle at least once a week (53% in 2016).

There are no notable differences between socio-economic groups, in terms of those residents[†] who say they cycle at least once a week.

[†] residents who have cycled in the last 12 months (N=146)

3. In an average week, how many minutes of cycling do residents* generally do each day, for at least 10 minutes at a time?

	Nothing (less than 10 mins) %	10 mins %	11-29 mins %	30 mins %	31-59 mins %	60 mins %	More than 60 mins %	Mean (Average) Minutes %
Monday [†]	51	7	5	15	8	15	-	18
Tuesday	51	6	5	13	6	11	8	24
Wednesday [†]	42	6	9	12	8	15	6	26
Thursday	49	6	7	12	9	12	5	22
Friday [†]	55	6	5	12	6	14	1	18
Saturday	40	3	3	10	6	25	13	38
Sunday [†]	41	4	5	8	4	23	15	38

N=61 (residents who cycle at least once a week)

[†] does not add to 100% due to rounding

Of those that do cycle on a regular basis*, the average number of minutes spent cycling ranges from 18 minutes (Monday and Friday) to 38 minutes (Saturday and Sunday).

* 18% of all residents who say they cycle weekly (N=61)

* * * * *

E. APPENDIX

Base By Sub-sample

		Actual respondents interviewed	*Expected numbers according to population distribution
Area	New Plymouth	241	NA
	Inglewood	39	NA
	Clifton	39	NA
	Kaitake	40	NA
	Waitara	42	NA
Gender	Male	196	191
	Female	205	210
Age	18-44 years	114	168
	45-64 years	118	143
	65+ years	169	89

* Interviews are intentionally conducted to get reasonable bases for comparison between the five Areas. This is done to give a relatively robust sample base within each Area. Post stratification (benchmarking) is then applied to adjust back to population proportions in order to yield correctly balanced overall percentages. This is accepted statistical procedure. Please also refer to pages 3 to 6, and page 25.

Benchmarking was applied for the three Wards in the District, using 2013 Census figures.

Expected Ward numbers for 400 are:

New Plymouth City Ward	281
North Ward (Waitara and Clifton Areas)	57
South-West Ward (Inglewood and Kaitake Areas)	62

* * * * *

