

Manawatū District Council
Annual Residents' Survey 2019/20



Presentation overview

1. Objectives and method summary
2. Satisfaction results
3. Areas for improvement
4. Perceptions of Council's performance
5. Thoughts about methodology

Objectives and method summary

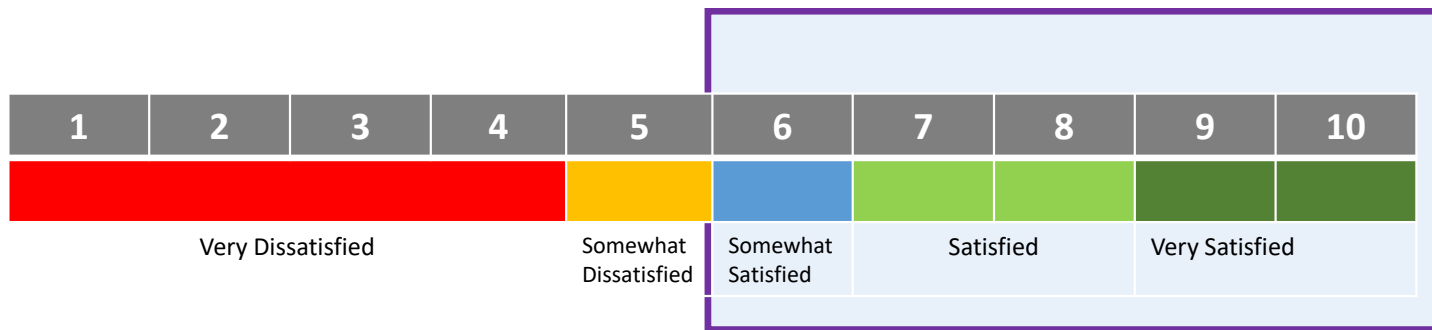
OBJECTIVES

- To measure residents' satisfaction with the Manawatū District Council's performance
- To provide insights into how Council can best invest its resources to improve residents' satisfaction with its overall performance

METHOD

- Telephone survey
- Total of 448 residents (112 in October, December, March, June)
- Quota targets based on age, gender, ward and ethnicity.
- Weighted to represent population demographics (2018 Census).

Satisfaction scale



Headlines:

- All of the overall score categories achieved more than 60% in the satisfied range
- Of the 23 subcategories, 13 achieved more than 71%

Satisfaction results - Services and facilities

OVERALL SERVICES AND FACILITIES - 89%

3 Waters	78%
Roading and footpaths	76%
Waste and rubbish disposal	86%
Regulatory	71%
Community Facilities	93%
Parks and Reserves	95%

Satisfaction results - Regulatory

OVERALL REGULATORY - 71%

Licensing premises	76%
Animal control	75%
Managing liquor licencing	75%
Managing and issuing building consents	48%
Managing and issuing resource consents	55%

Satisfaction results - Customer interactions

OVERALL CUSTOMER INTERACTIONS – 61%

Ease of making an enquiry or request	73%
How well staff understood the request	67%
The resolution or outcome achieved	54%
Accuracy of information provided	61%
Length of time it took to resolve the matter	48%

Satisfaction results – Value for money

OVERALL VALUE FOR MONEY - 64%

The ease of making payments	95%
Fees for other services being fair and reasonable	69%
Rates being fair and reasonable	59%

Satisfaction results – Other services

COMMUNITY FUNDING

Overall community funding and development services	54%
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ECONOMIC DEVELOPMENT

Overall economic development services	65%
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COMMUNICATION AND ENGAGEMENT

Overall communication	72%
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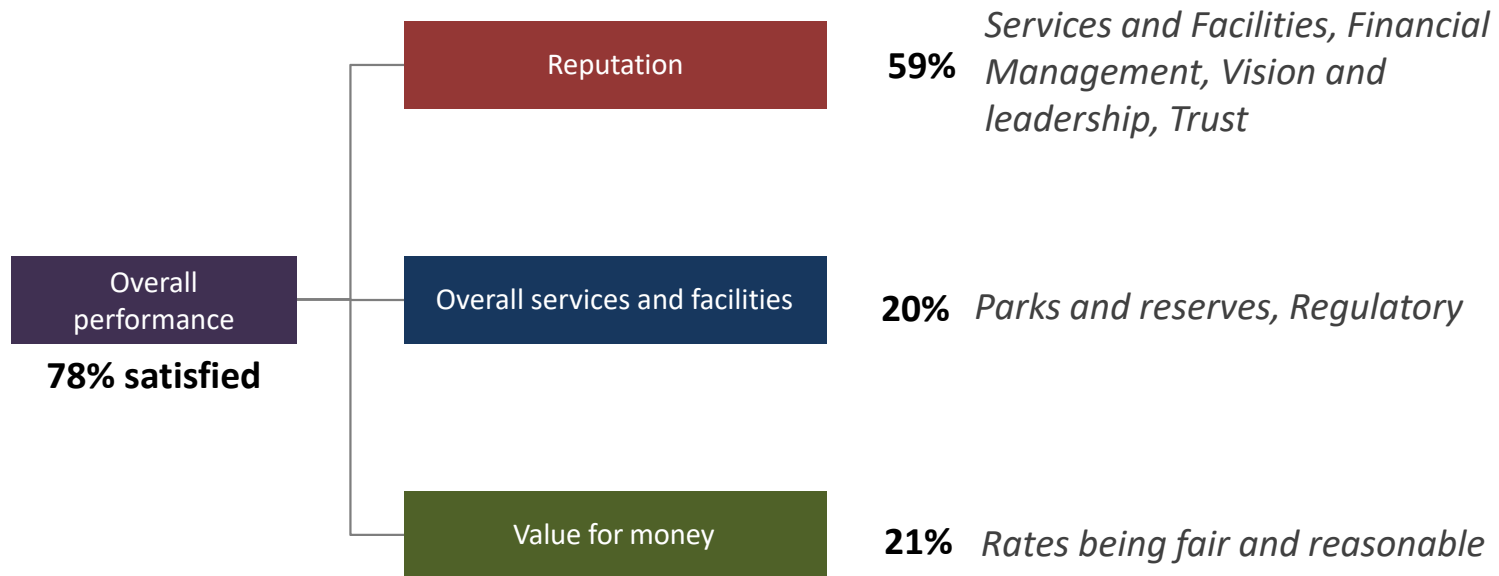
CIVIL DEFENCE

Preparing for/responding to CD emergencies	76/80%
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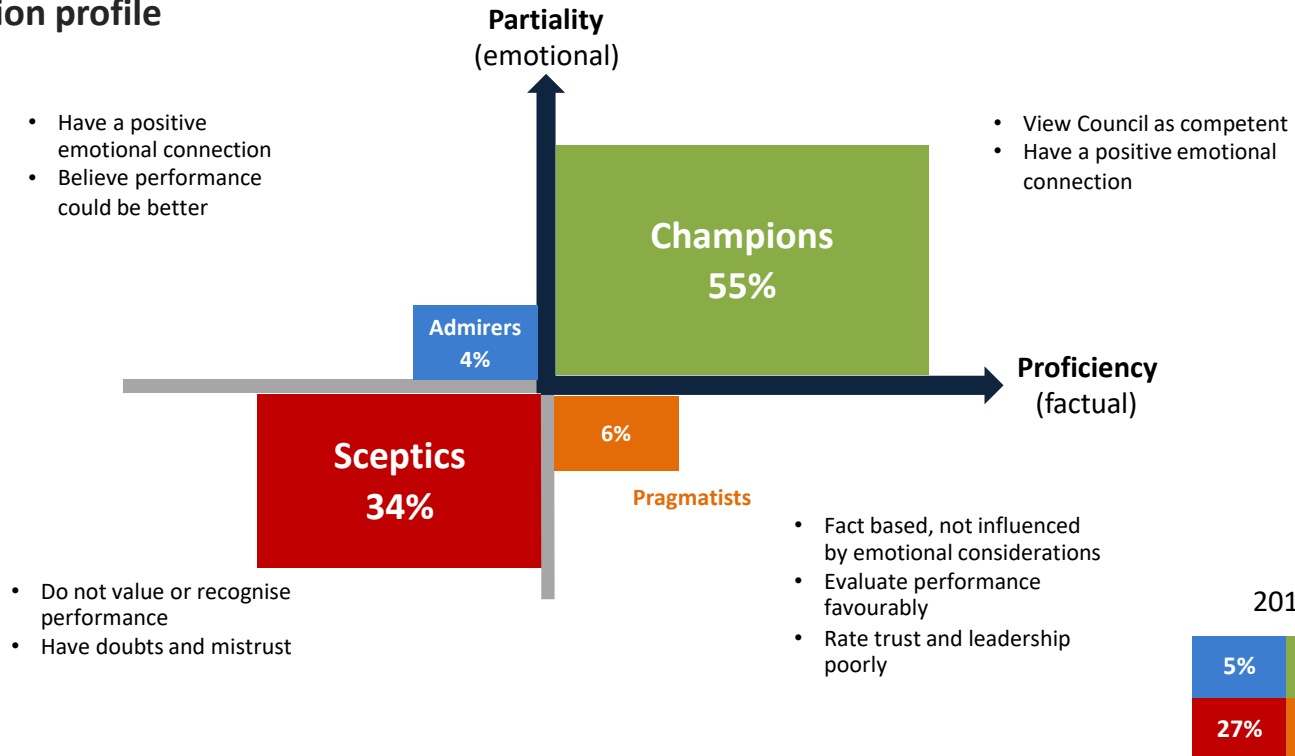
Areas for improvement

	<60%
Roading and footpaths (76%)	
- Adequacy of cycleways on our roads	57%
Regulatory (71%)	
- Managing and issuing building consents	48%
- Managing and issuing resource consents	55%
Customer interaction (61%)	
- Resolution or outcome achieved	54%
- Length of time it took to resolve the matter	48%
Value for money (64%)	
- Rates fair and reasonable	59%
Other services	
- It is easy to find out what funding is available	50%
- It is easy to access funding for events	46%

Perceptions of Council's performance



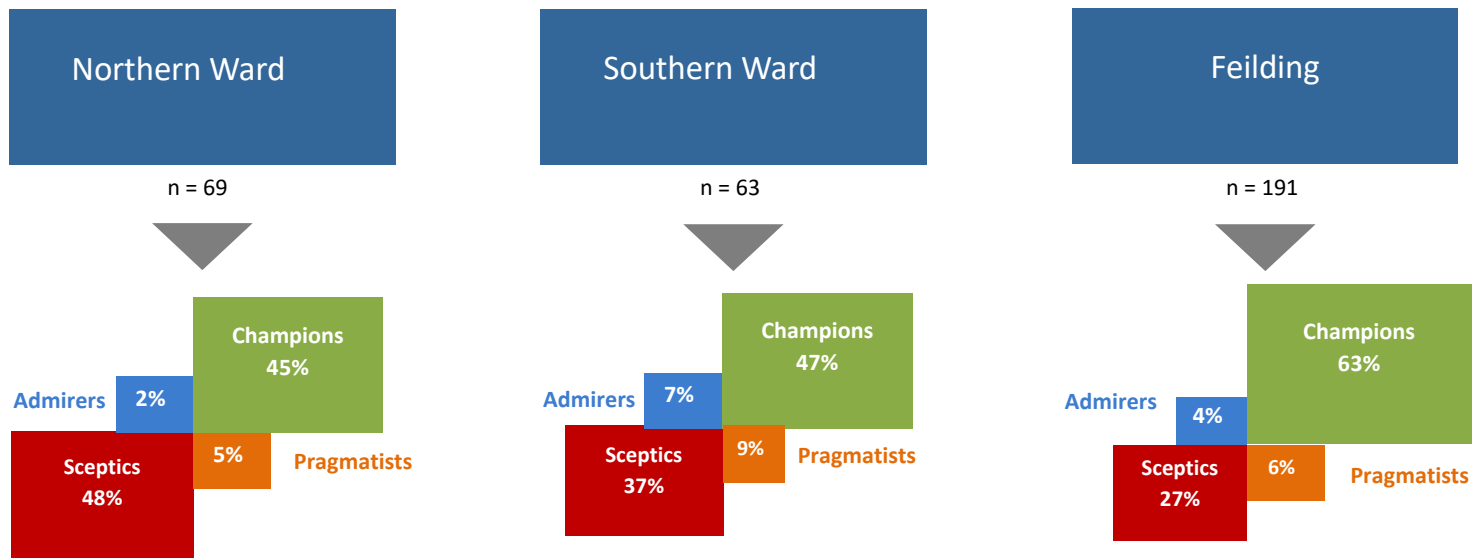
Reputation profile



NOTES:

1. Sample: n=323; Excludes 'don't know' responses to any of the reputation questions
2. Segments have been determined using the results from a set of five overall level questions
3. REP1 leadership, REP2 trust, REP3 financial management, OVLSV quality of deliverables, REP5 overall reputation

Reputation profile: Wards



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Thoughts about survey methodology

MODE?

- Landline
- Cell phone
- Online
- Face to face
- Paper

TIMING?

- Quarterly
- Once a year
- Continuous

Single method mixed method?