

COMMUNITRAK™ SURVEY

PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:

NEW PLYMOUTH DISTRICT COUNCIL

MAY 2020



National Research Bureau Ltd
PO Box 10118, Mt Eden, Auckland, New Zealand
P (09) 6300 655, www.nrb.co.nz

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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

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, 2003-2019 and now again in 2020.

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, 2017, 2018 and 2019.

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,
- rating of Council in terms of meeting the needs/aspirations of the District,
- 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 cycle,
- how satisfied residents are with information provided by Council in regard to their COVID-19 response, and,
- the financial impact of COVID-19.

SURVEY SPECIFICATIONS

Sample size

This Communitrak™ survey was conducted with 501 residents of the New Plymouth District. In previous years the survey has been conducted with 400 residents.

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	331
Inglewood	47
Clifton	39
Kaitake	44
Waitara	40
	<hr/>
	501
	<hr/>

Interview type

Interviewing was mainly 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.

This year, in an effort to access residents who do not have a landline, 115 interviews were done with an online panel through Dynata. 66 were done with residents aged 18 to 44 years and 49 with residents aged 45 to 65+ years.

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 65 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 2018 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 8th May and Thursday 21st May 2020. During this time New Zealand was in Alert Level 2 and Alert Level 3 due to the COVID-19 pandemic.

Dates when different Alert Levels came into force:

- COVID-19 Alert Level 4 came into force at 11:59pm Wednesday 25 March 2020.
- COVID-19 Alert Level 3 came into force at 11:59pm Monday 27 April 2020.
- COVID-19 Alert Level 2 came into force at 11:59pm Wednesday 13 May 2020.
- COVID-19 Alert Level 1 came into force at 11:59pm Monday 8 June 2020.

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 750 interviews conducted in October/November 2018,
- 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 2018 Census data.

Comparisons with National Communitrak™ results

Where survey results have been compared with Peer Group and/or National Average results from the October/November 2018 National Communitrak™ Survey, NRB has used the following for comparative purposes, for a sample of 500 residents:

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

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 2020 New Plymouth District Council phone survey was **64%**, 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.

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.

In 2020, 501 residents were interviewed. These were mainly done by telephone, but 115 online interviews were also done through Dynata, with residents aged 18 to 64 years, in an effort to open up participation in the survey.

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.

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 2018 Census data. Other examples of Councils included in this group are Rotorua Lakes Council and Hastings District Council.

SNAPSHOT



96% of residents are satisfied with the quality of parks and reserves.



However, 27% are not very satisfied with the Govett-Brewster Art Gallery/Len Lye Centre.



87% 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.



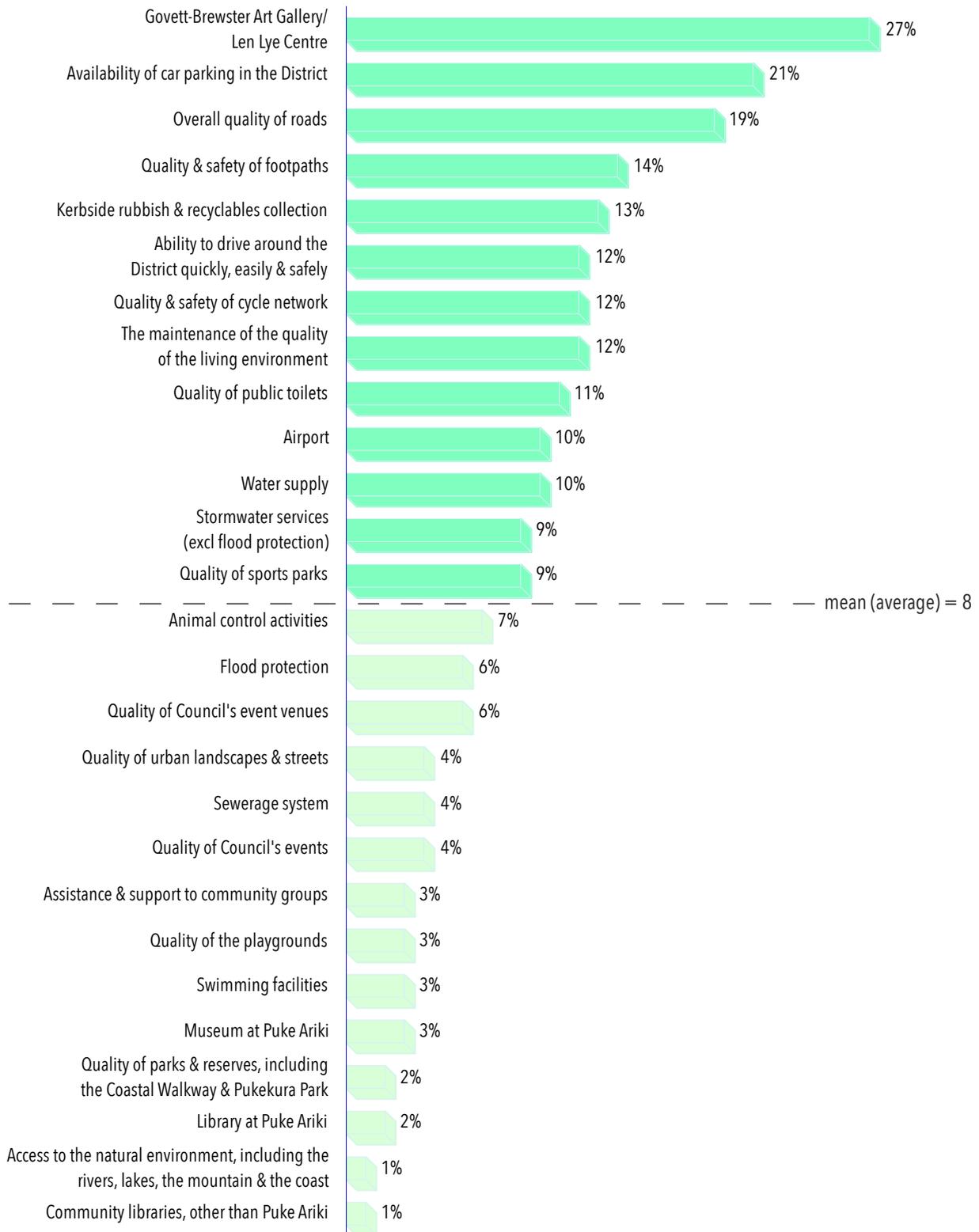
81% of residents are satisfied with how the rates are spent on the services and facilities provided by Council.



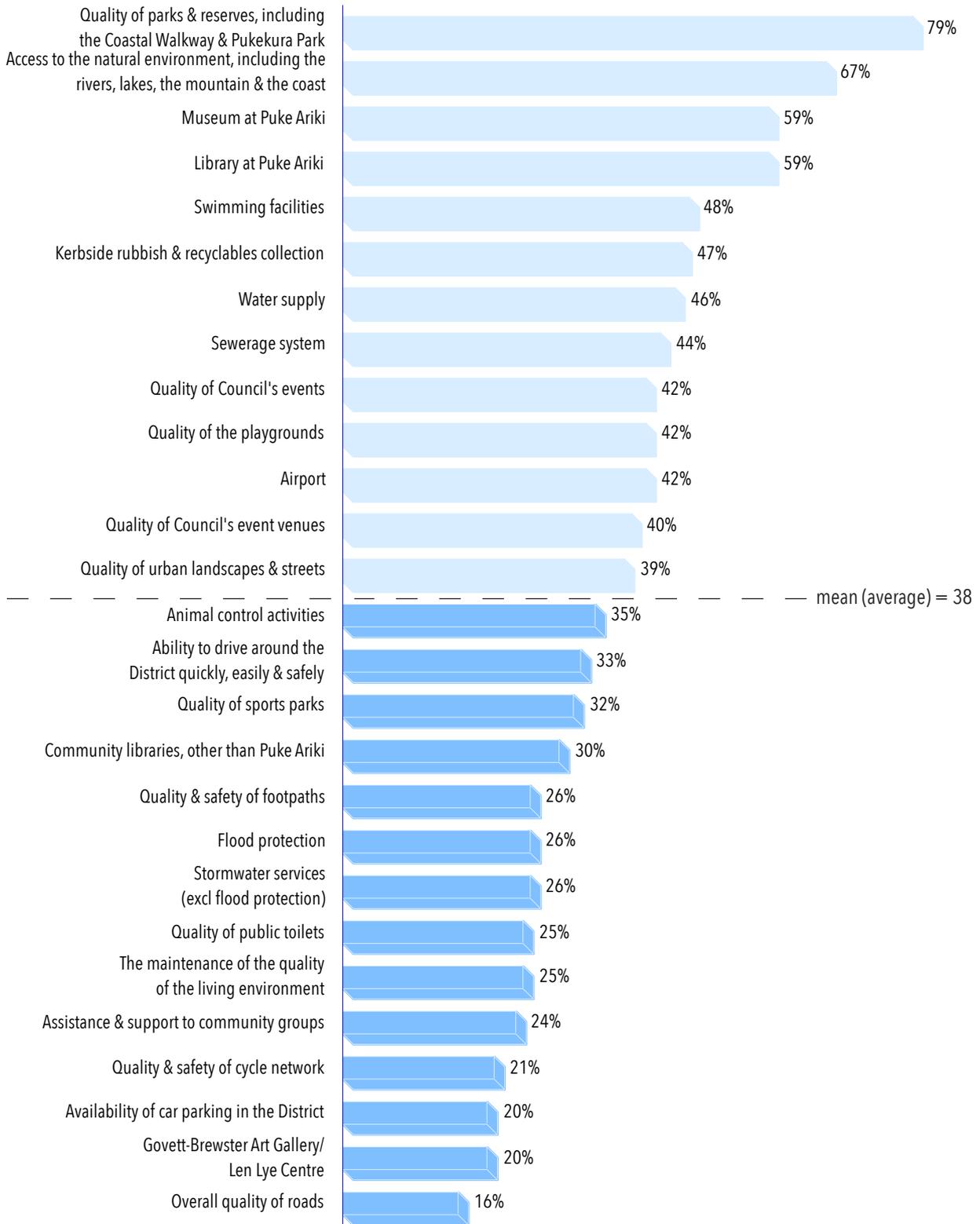
Overall, 81% of residents feel the Council has a good reputation.

COUNCIL SERVICES/FACILITIES

Percent saying they are not very satisfied with ...



Percent very satisfied



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	27	°°°7	°°°4
• quality of sports parks	9	°°4	°°3

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

• availability of car parking in New Plymouth	21	*35	*40
• overall quality of roads	19	**33	**27
• quality and safety of footpaths	14	††27	††21
• quality of public toilets	11	†17	†17
• water supply	10	17	14
• stormwater services (excluding flooding)	9	°°17	°°16
• animal control activities	7	†††22	†††16
• swimming facilities	3	††††12	††††7
• assistance and support to community groups	3	°°°12	°°°7
• Museum at Puke Ariki	3	10	5

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

• kerbside rubbish and recyclables collection	13	°14	°11
• the sewerage system	4	7	7
• quality of playgrounds	3	°°4	°°3
• quality of parks and reserves, including the Coastal Walkway and Pukekura Park	2	°5	°5
• library at Puke Ariki	2	***4	***3
• community libraries, excluding Puke Ariki	1	***4	***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

°°° figures are based on ratings for community assistance

†††† figures are based on ratings for public swimming pools

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 Council's events, the quality of Council's events venues; the quality of urban landscapes and streets; the quality and safety of the cycle network; access to the natural environment, including the rivers, lakes, the mountain and the coast; flood protection; and the airport.

FREQUENCY OF HOUSEHOLD USE - COUNCIL SERVICES AND FACILITIES

	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	80	12	8
The airport	49	33	18
Public toilets	52	28	20
An entertainment, arts or sporting event at TSB Showplace, TSB Stadium, Bowl of Brooklands or Yarrow Stadium†	39	33	29
Museum at Puke Ariki	31	39	30
Library at Puke Ariki	46	22	32
Sports parks	45	22	33
Playground	45	18	37
Public swimming facility	38	19	43
A cycleway	31	12	57
Community library (excluding Puke Ariki)	25	16	59
Govett-Brewster Art Gallery/Len Lye Centre	11	29	60
Visitor Information Centre at Puke Ariki	10	29	61
Contacted Council about dogs and/or other animals	6	12	82

% read across

† does not add to 100% due to rounding

Parks or reserves, including the Coastal Walkway and Pukekura Park, 92%, and

the airport, 82%,

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

SPEND EMPHASIS ON FACILITIES/SERVICES

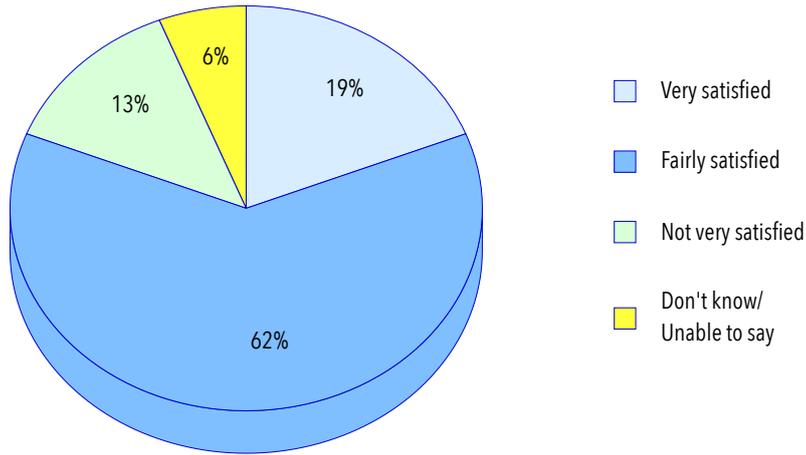
In terms of the facilities/services measured, the four main ones residents think more should be spent on are:

	Spend 'More'
• overall quality of roads	39%
• economic development	36%
• availability of car parking in the District	33%
• quality and safety of footpaths	31%

RATES

83% of residents identify themselves, or members of their household, as ratepayers (86% in 2019).

Satisfaction with how rates are spent on the services and facilities provided by Council



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

• Yarrow Stadium upgrade	5%	of all residents
• high rates/rates increases/too high for services provided/unfair system	3%	
• waste money/overspend/priorities wrong	3%	
• spending on arts/Len Lye Centre/waste of money	2%	

* multiple responses allowed

The percent not very satisfied (13%) is below the Peer Group Average (30%) and National Average (22%).

CONTACT WITH COUNCIL

43% of residents have contacted the Council offices in the last 12 months by phone (38% in 2019), with 31% contacting the Council in person (33% in 2019) and 7% contacting the Council in writing (4% in 2019). 20% have contacted Council by email (14% in 2019) and 5% have contacted Council by social media (3% in 2019).

Overall, 58% of residents have contacted the Council in the last 12 months (55% in 2019).

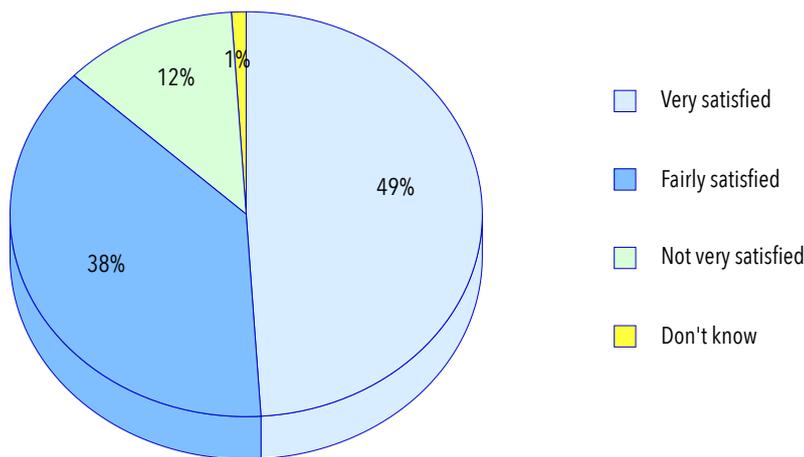
Rating of Council staff in terms of:

	Very satisfactory/ Satisfactory %	Neither/ Neutral %	Very unsatisfactory/ Unsatisfactory %	Don't know/ Unable to say/ Not applicable %
Helpfulness	87	5	7	1
Knowledge	82	9	7	2
Did the Council do what it said it would do? [†]	70	8	12	11

Base = 301*

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

Satisfaction with overall service received when contacting the Council offices



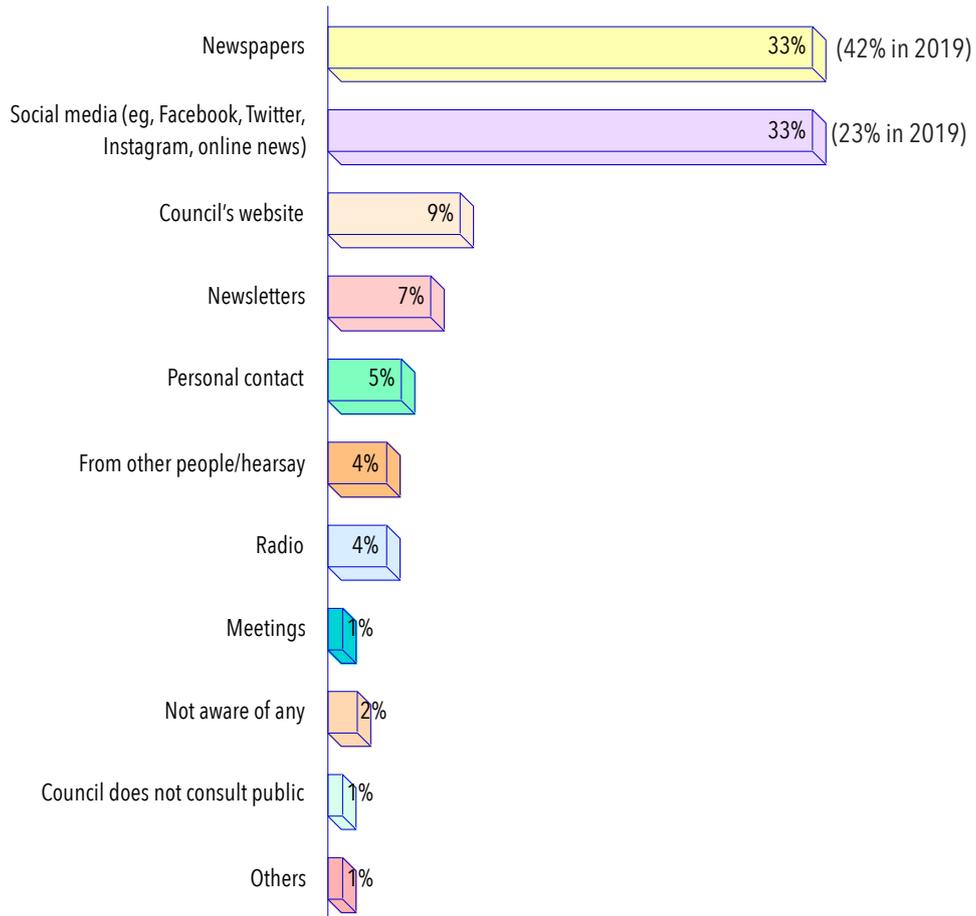
Base = 301*

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

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:

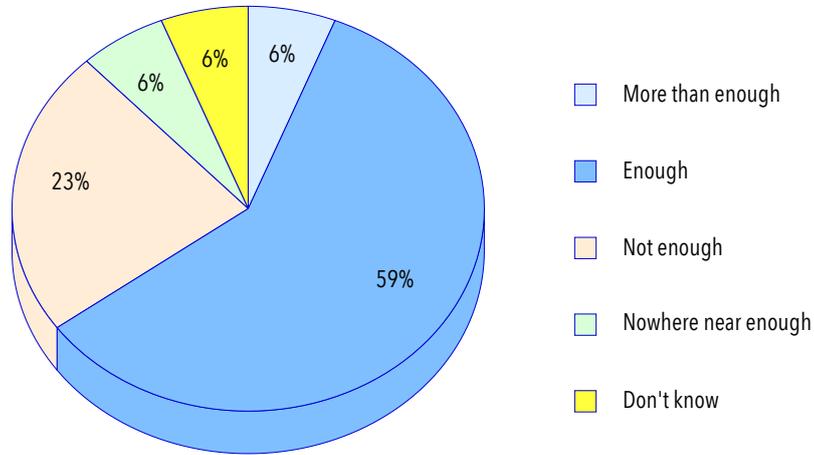
The Taranaki Daily News	86%
The North Taranaki Midweek	41%
Live Magazine	7%
Opunake & Coastal News	2%
The Stratford Press	2%
TOM Oakura	2%
Moa Mail	2%
Waitara Alive	1%
Others	2%

* multiple responses allowed

[†] Base = 191

Sufficiency of information supplied by Council to the community

Overall

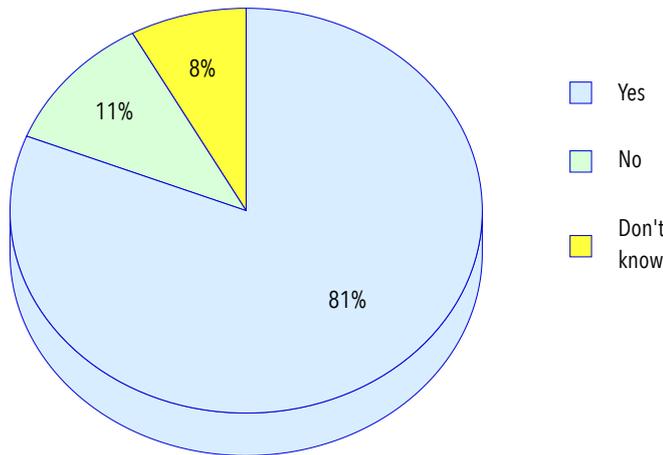


New Plymouth District residents are slightly above Peer Group residents and residents nationwide in feeling there is enough/more than enough information supplied to the community.

LOCAL ISSUES

Council reputation

Does Council have a good reputation?



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

Meeting the needs/aspirations of the District

62% of residents feel that Council meets the needs and aspirations of the District [rating 7 to 10] (64% in 2019), while 8% feel the Council does not meet the needs/aspirations of the District [rating 1 to 4] (6% in 2019).

Quality of life

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

Very good	62%	of all residents (76% in 2019)
Good	28%	(22% in 2019)
Fair	8%	(2% in 2019)
Poor	1%	(0% in 2019)

Does not add to 100% due to rounding

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

Physical activity

Cycling

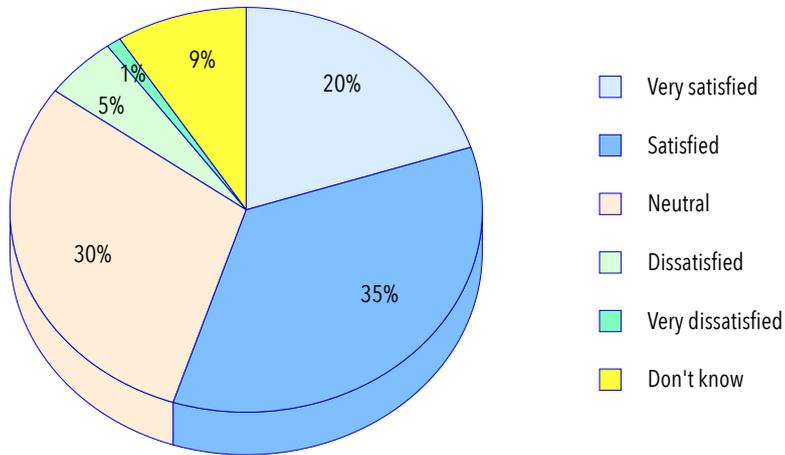
43% of residents say they have cycled in the last year, while 57% have not. Of those that have cycled, 41% say they do it at least once a week and 59% do it less often. Amongst the residents[†] who cycle at least once a week, the mean (average) number of minutes they say they cycle on each day of the week in an average week, for any reason is:

Day of the week	Mean minutes
Monday	23
Tuesday	14
Wednesday	27
Thursday	14
Friday	15
Saturday	31
Sunday	25

[†] N=88
(those who cycle at least once a week)

Coronavirus/COVID-19

*How satisfied are residents with the information provided by the New Plymouth District Council in regard to their COVID-19 response?
Overall*



Financial impact of COVID-19



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 2018 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

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 2020 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Gender						
Male	48	48	53	53	44	47
Female	52	52	47	47	56	53
Age[†]						
18-34 years	19	21	15	13	18	13
35-44 years	22	21	28	32	18	26
45-54 years	14	14	18	14	18	10
55-64 years	21	20	18	25	19	32
65-74 years	11	11	4	12	17	13
75+ years	12	14	17	5	10	7
Ethnicity[†]						
NZ European	76	77	78	65	88	61
NZ Māori	17	15	17	30	6	39
Pacific Island/Asian/Other	7	8	5	3	6	1
Household income[†]						
Less than \$30,000 pa	13	14	8	5	11	14
\$30,000 pa-\$60,000 pa	30	32	28	14	14	37
More than \$60k pa-up to \$100k pa	21	17	24	39	37	23
More than \$100,000 pa	24	23	24	27	32	15
Household size[†]						
1-2 person household	54	54	60	49	48	54
3+ person household	45	44	40	51	51	46
Length of residence[†]						
Ten years or less	18	20	21	9	24	8
More than ten years	81	79	79	91	76	92

% read down

* please note that these percentages have been weighted by Ward, gender and age proportions - see also page 3 and page 180

† where totals do not add to 100% this is due to rounding and/or refused

COMPARISON TABLE

Summary table: Comparison between 2019 and 2020

	New Plymouth 2020		New Plymouth 2019	
	Very/fairly satisfied %	Not very satisfied %	Very/fairly satisfied %	Not very satisfied %
The quality of parks and reserves, including the Coastal Walkway and Pukekura Park	96 =	2 =	94	5
Access to the natural environment, including the rivers, lakes, the mountain and the coast	95 =	1 =	94	3
The quality of urban landscapes and streets	92 =	4 ↓	89	8
Museum at Puke Ariki	86 ↓	3 =	90	2
Ability to drive around the District quickly, easily & safely	86 =	12 =	85	13
Swimming facilities	84 =	3 =	84	6
Quality of Council event venues	84 =	6 =	84	8
The maintenance of the quality of the living environment	84 =	12 =	85	12
Quality of Council events	83 =	4 =	83	5
Quality of playgrounds	82 =	3 =	82	6
Quality and safety of footpaths	82 =	14 =	82	15
Kerbside rubbish and recyclables collection	81 =	13 ↓	78	17
Library at Puke Ariki	80 =	2 =	83	2
Water supply	80 =	10 =	78	12
Animal control activities	79 =	7 =	80	8
Overall quality of roads	79 =	19 =	78	21
Quality of sports parks	76 =	9 =	72	12
Quality of public toilets	76 ↑	11 ↓	67	17
Availability of car parking in the District	76 ↑	21 ↓	71	28
Sewerage system	75 =	4 =	73	7
Stormwater services (excluding flood protection)	75 ↑	9 ↓	71	17
Airport	74 ↓	10 =	79	13
Flood protection	72 ↑	6 =	66	8
Quality and safety of the cycle network	65 =	12 =	62	13
Assistance and support to community groups	57 =	3 =	55	6
Community Libraries, excluding the Puke Ariki Library	50 =	1 =	52	0
Govett-Brewster Art Gallery/Len Lye Centre	48 =	27 ↓	47	31

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

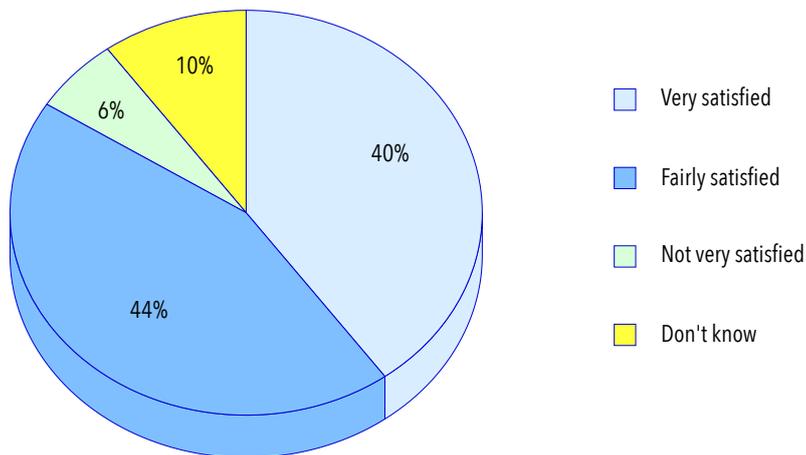
Key: ↑ above/slightly above 2019 reading
 ↓ below/slightly below 2019 reading
 = similar/on par

COUNCIL SERVICES/FACILITIES

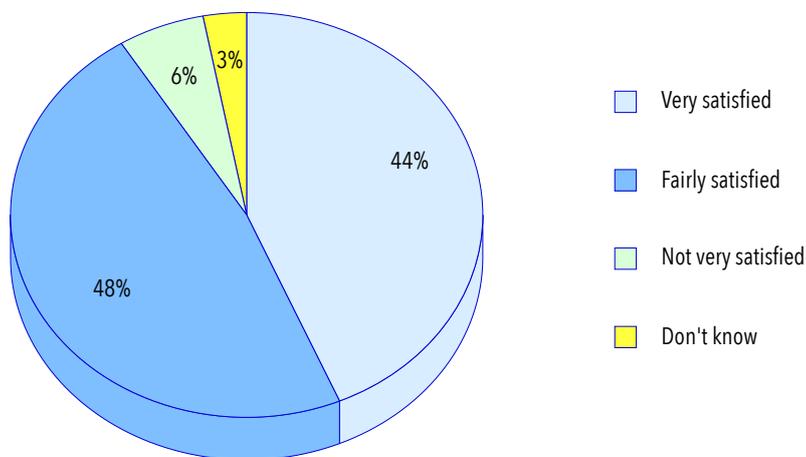
SATISFACTION WITH COUNCIL SERVICES/FACILITIES

i. The quality of the Council's event venues

Overall



Attended an entertainment/arts/sporting event



Base = 342

84% of New Plymouth District residents are satisfied with the quality of Council's event venues, with 40% being very satisfied (49% in 2019), while 6% are not very satisfied.

There are no comparative Peer Group and National Averages for this reading, however, the not very satisfied reading is on par with the 2019 result.

72% of households have attended an entertainment, arts and/or a sporting event at TSB Showplace, TSB Stadium, Bowl of Brooklands and/or Yarrow Stadium (80% in 2019). Of these, 92% 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 Council event venues.

Satisfaction with the quality of the Council's event venues

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2020	40	44	84	6	10
2019†	49	35	84	8	9
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†	44	48	92	6	3
Area					
New Plymouth†	40	43	83	6	10
Inglewood	30	47	77	6	17
Clifton	46	43	89	7	4
Kaitake	33	56	89	10	1
Waitara	41	45	86	1	13

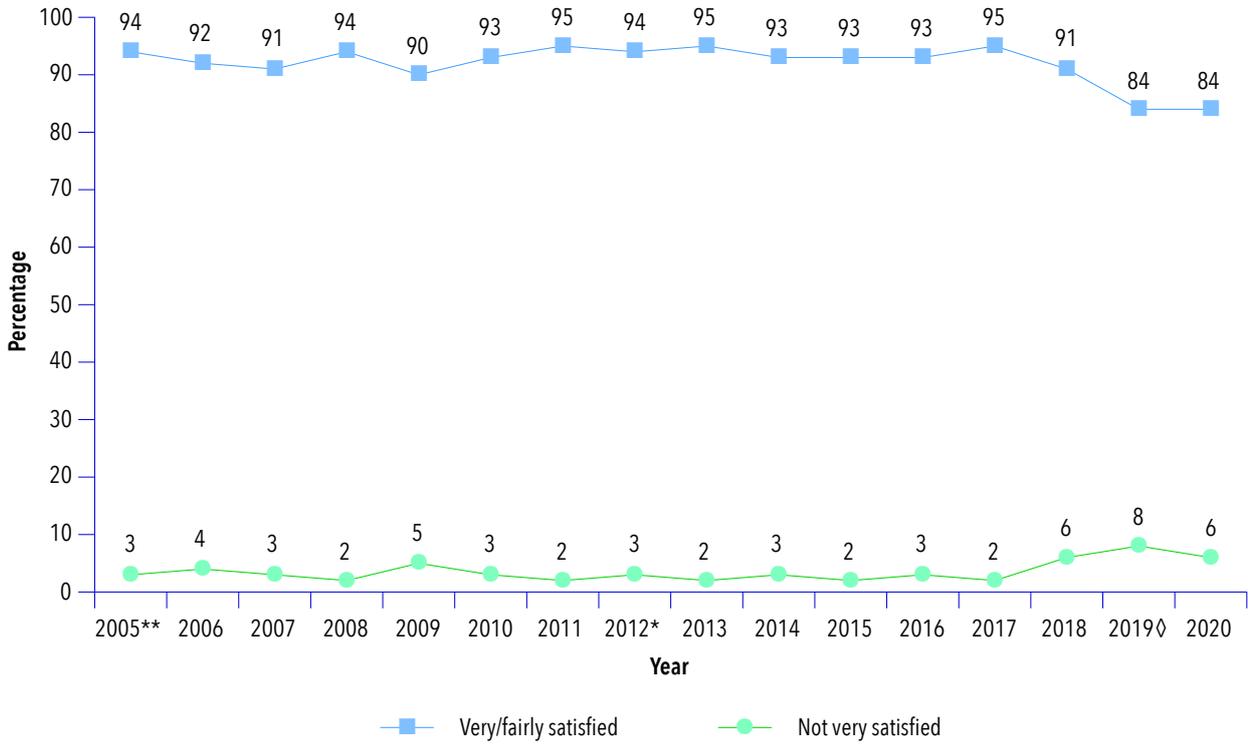
% read across

* 2012-2018 readings refer to the quality of 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

† does not add to 100% due to rounding

Quality of the Council's event venues



[◇] 2012-2018 readings refer to the quality of venues for entertainment, cultural and sporting events in the District

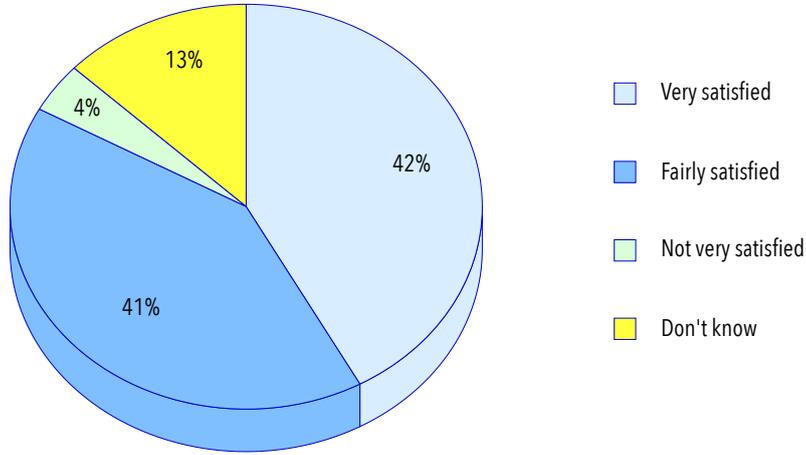
* 2006 - 2011 readings refer to ratings for the quality of entertainment, cultural and sporting events in the District **and** the venues they are held in. In 2012 these were asked separately.

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

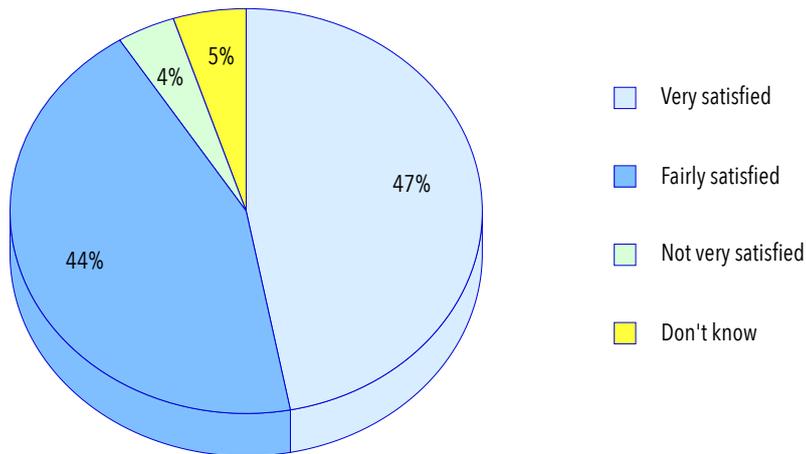
Recommended satisfaction measure for reporting purposes:
 Total District = 84%
 Attended an entertainment/arts/sporting event = 92%

ii. The quality of Council's events

Overall



Attended an entertainment/arts/sporting event



Base = 342

83% of New Plymouth District residents are satisfied with the quality of Council's events, with 42% being very satisfied (54% in 2019), 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 2019 reading.

Of those households who have attended an event, 91% are satisfied (87% in 2019) 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 Council's events.

Satisfaction with the quality of Council's events

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2020	42	41	83	4	13
2019	54	29	83	5	12
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	47	44	91	4	5
Area					
New Plymouth	42	41	83	4	13
Inglewood†	32	47	79	5	15
Clifton†	44	44	88	5	8
Kaitake	46	34	80	10	10
Waitara	55	32	87	2	11

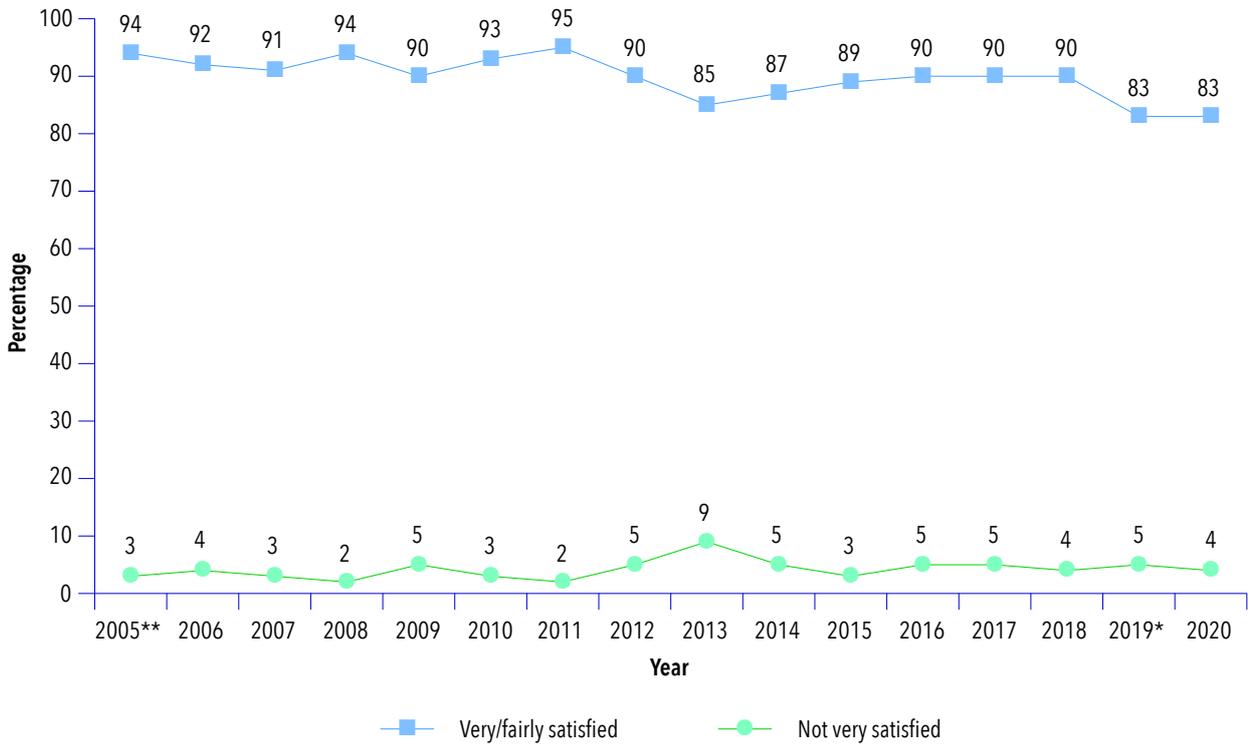
% read across

* 2012-2018 readings refer to the quality of 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

† does not add to 100% due to rounding

Quality of Council's events



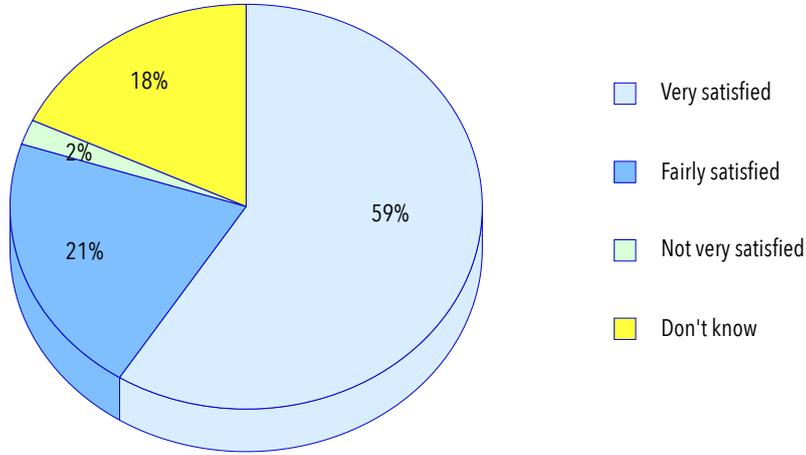
* 2012-2018 readings refer to the quality of quality of entertainment, cultural and sporting events in the District, 2006 - 2011 readings refer to ratings for the quality of entertainment, cultural and sporting events in the District **and** the venues they are held in. In 2012 these were asked separately.

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

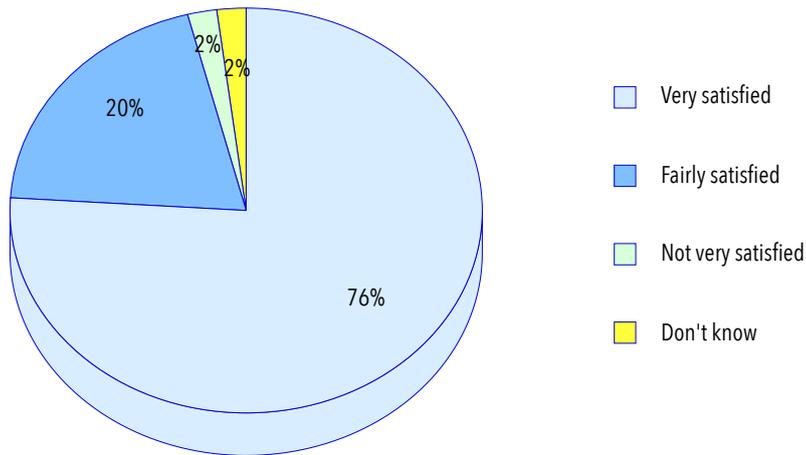
Recommended satisfaction measure for reporting purposes:
 Total District = 83%
 Attended an entertainment/arts/sporting event = 91%

iii. Library At Puke Ariki

Overall



Users/visitors



Base = 314

80% of New Plymouth residents are satisfied with the library at Puke Ariki (83% in 2019), including 59% who are very satisfied (67% in 2019). 2% of residents are not very satisfied and 18% are unable to comment (15% in 2019).

The percent not very satisfied is on par with the Peer Group Average and similar to the National Average for **libraries in general**, and similar to the 2019 reading.

68% of households have used or visited the library at Puke Ariki in the last 12 months. Of these, 96% 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					
2020	59	21	80	2	18
2019	67	16	83	2	15
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	76	20	96	2	2
Comparison**					
Peer Group Average (Provincial) [†]	68	22	90	4	7
National Average	69	18	87	3	10
Area					
New Plymouth	62	21	83	3	14
Inglewood	41	26	67	-	33
Clifton	51	12	63	2	35
Kaitake	55	25	80	1	19
Waitara	62	16	78	-	22

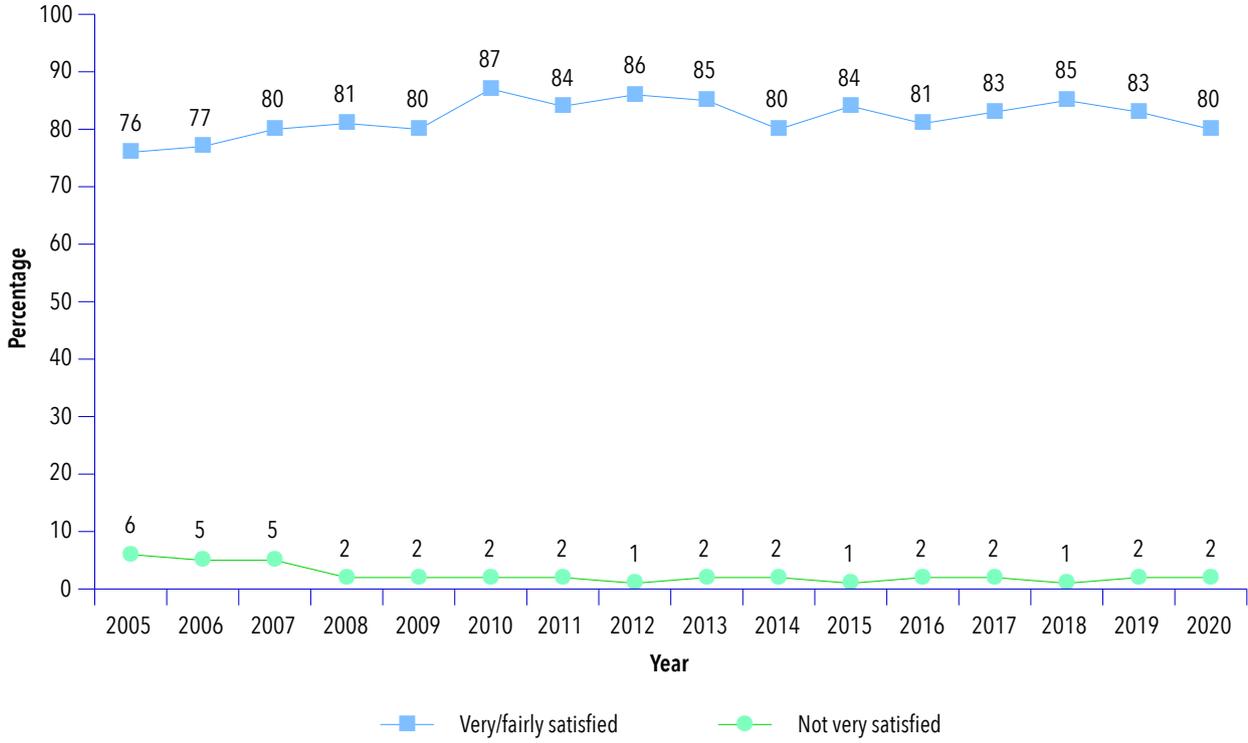
% read across

* 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

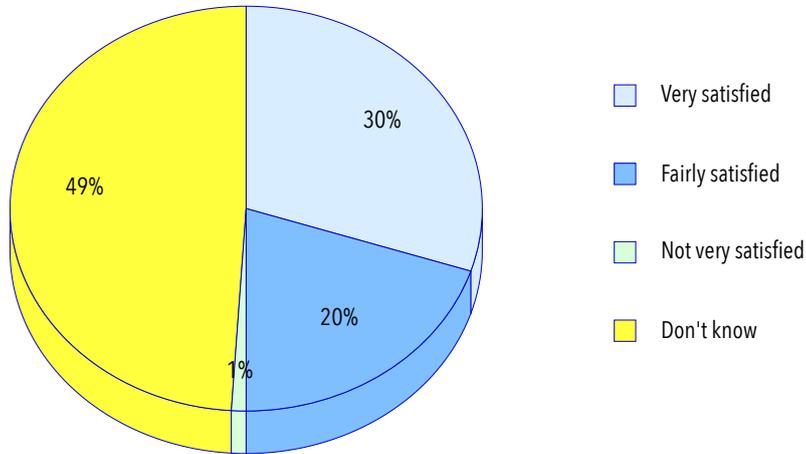
The library at Puke Ariki



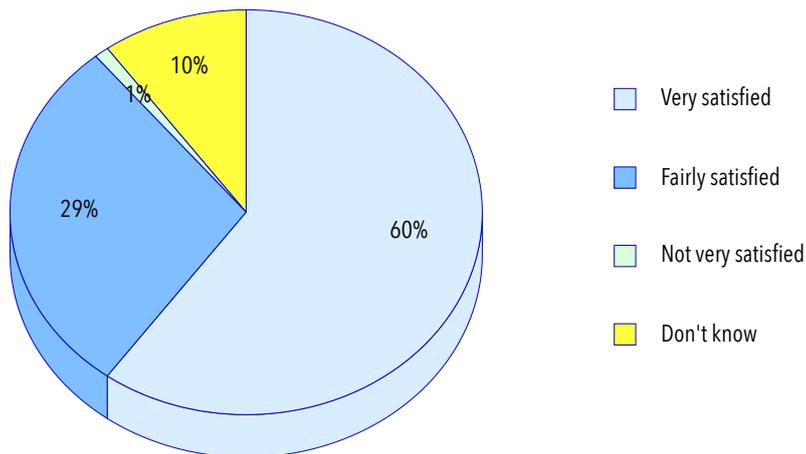
Recommended satisfaction measure for reporting purposes:
Total District = 80%
Users/visitors = 96%

iv. Community libraries, other than the Puke Ariki Library

Overall



Users/visitors



Base = 208

50% of New Plymouth District residents are satisfied with the District's community libraries, excluding Puke Ariki library, with 30% being very satisfied (40% in 2019), while 1% are not very satisfied.

A significant percentage (49%) are unable to comment. This is probably due to only 41% of households saying they have used/visited a community library (other than Puke Ariki) in the last 12 months.

The percent not very satisfied (1%) is on par with the Peer Group and National Average readings for **libraries in general**, and similar to the 2019 reading.

Of those who have used or visited a community library in the last 12 months, 90% 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					
2020	30	20	50	1	49
2019	40	12	52	-	48
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	60	29	89	1	10
Comparison**					
Peer Group Average (Provincial)†	68	22	90	4	7
National Average	69	18	87	3	10
Area					
New Plymouth	23	20	43	1	56
Inglewood	49	24	73	2	25
Clifton†	37	27	64	-	35
Kaitake†	36	19	55	-	44
Waitara	69	14	83	-	17

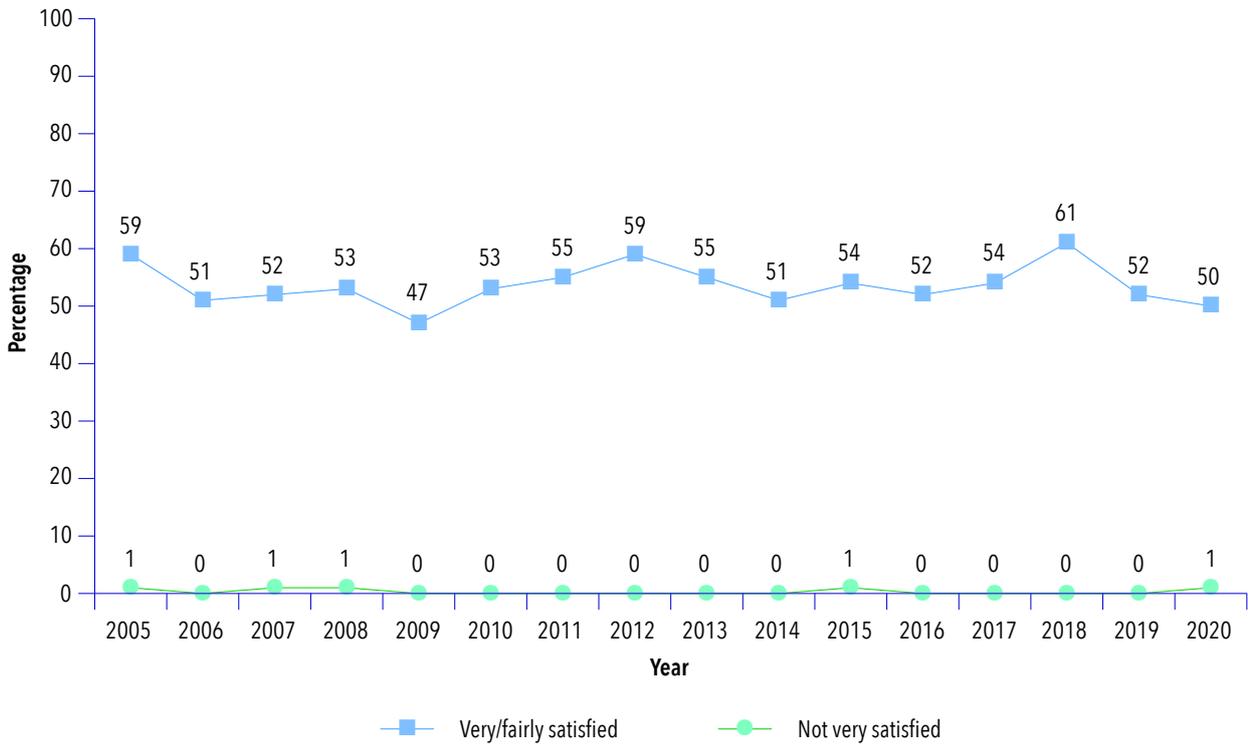
% read across

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

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

† does not add to 100% due to rounding

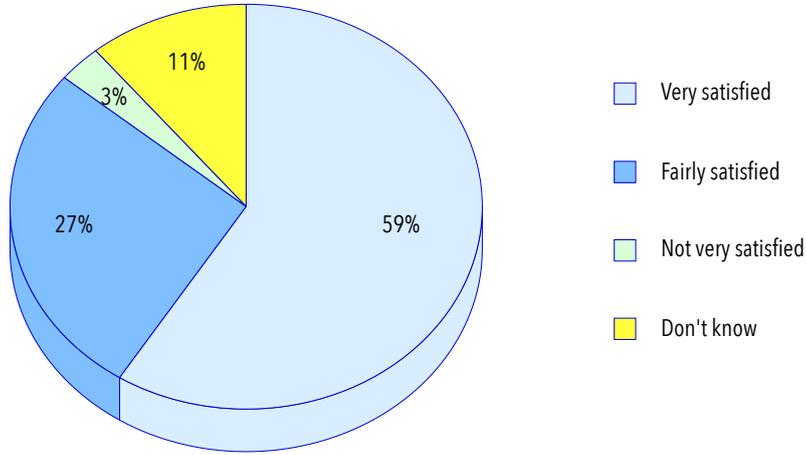
Community libraries



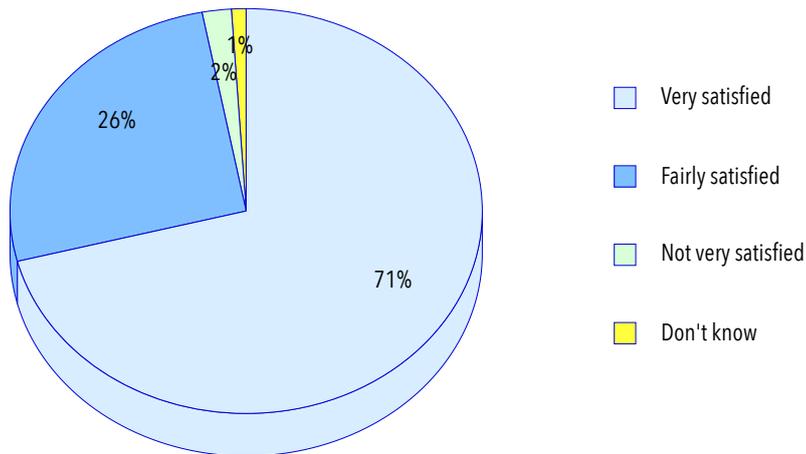
Recommended satisfaction measure for reporting purposes:
 Total District = 50%
 Users/visitors = 89%

v. The Museum at Puke Ariki

Overall



Visitors



Base = 330

86% of residents are satisfied with the Museum at Puke Ariki (90% in 2019), including 59% who are very satisfied (70% in 2019). 3% are not very satisfied and 11% are unable to comment.

The percent not very satisfied (3%) is below the Peer Group Average, on par with the National Average and similar to the 2019 reading.

70% of households have visited the Museum at Puke Ariki in the last 12 months (78% in 2019). Of these, 97% are satisfied and 2% 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.

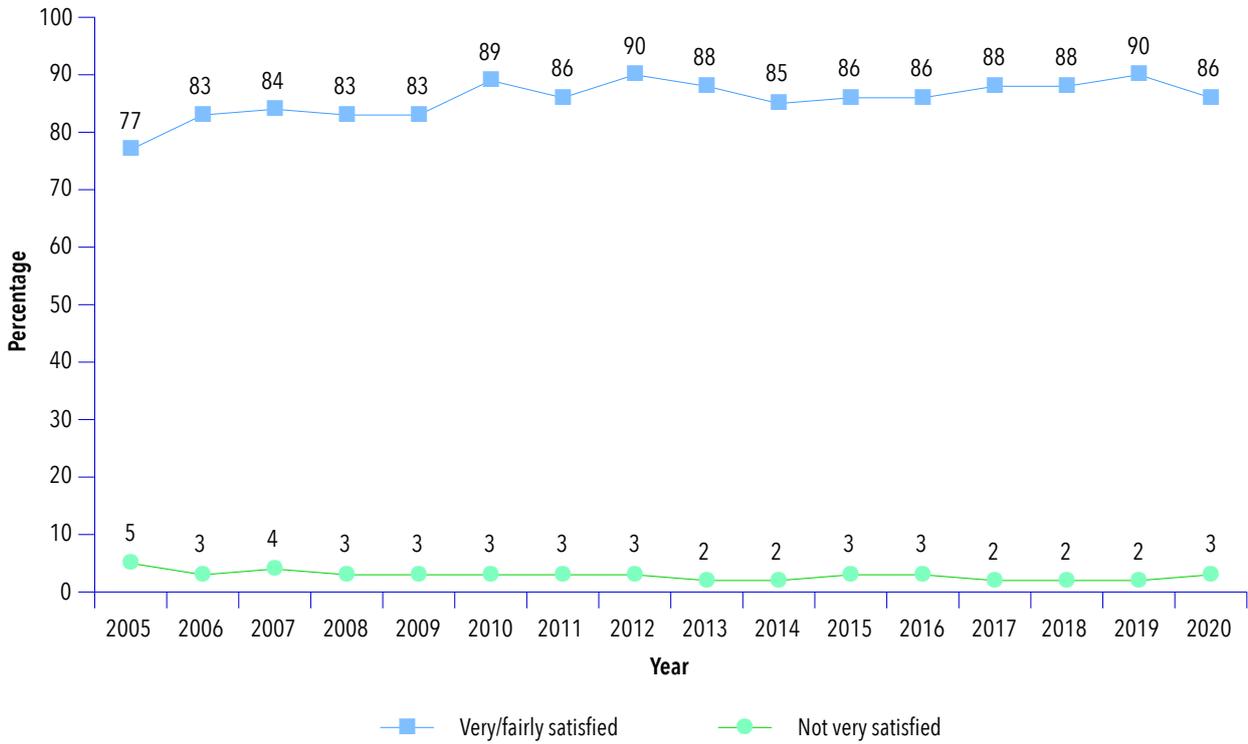
Satisfaction with the Museum at Puke Ariki

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2020	59	27	86	3	11
2019 [†]	70	20	90	2	9
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	71	26	97	2	1
Comparison					
Peer Group Average (Provincial) [†]	32	22	54	10	35
National Average	53	19	72	5	23
Area					
New Plymouth	62	25	87	4	9
Inglewood [†]	45	33	78	3	20
Clifton	46	37	83	1	16
Kaitake	58	34	92	-	8
Waitara	63	20	93	-	17

% read across

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

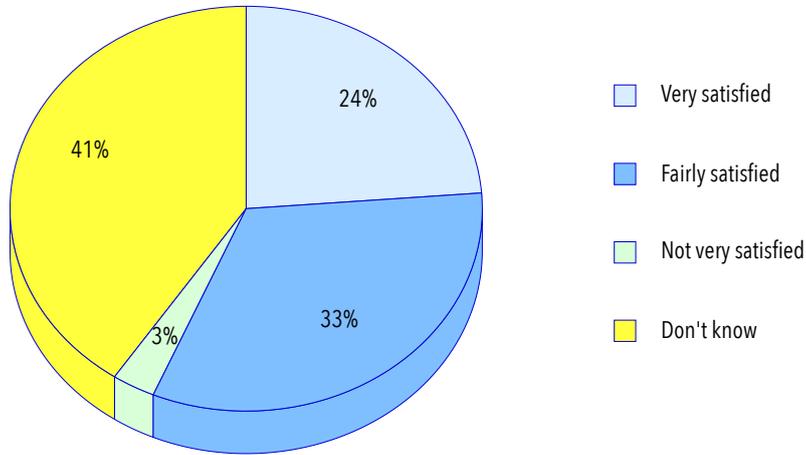
The Museum at Puke Ariki



Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 86%
 Visitors = 97%

vi. Assistance and support to community groups

Overall



57% of residents are satisfied with the assistance and support to community groups, while 3% are not very satisfied (6% in 2019). 41% are unable to comment.

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

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

* Peer Group and National Average readings refer to "community assistance"

Satisfaction with assistance and support to community groups

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2020†	24	33	57	3	41
2019**	17	38	55	6	39
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 Average (Provincial)	20	42	62	12	26
National Average	21	39	60	7	33
Area					
New Plymouth	24	31	55	3	42
Inglewood	17	39	56	2	42
Clifton†	17	37	54	3	44
Kaitake	18	41	59	4	37
Waitara	40	37	77	2	21

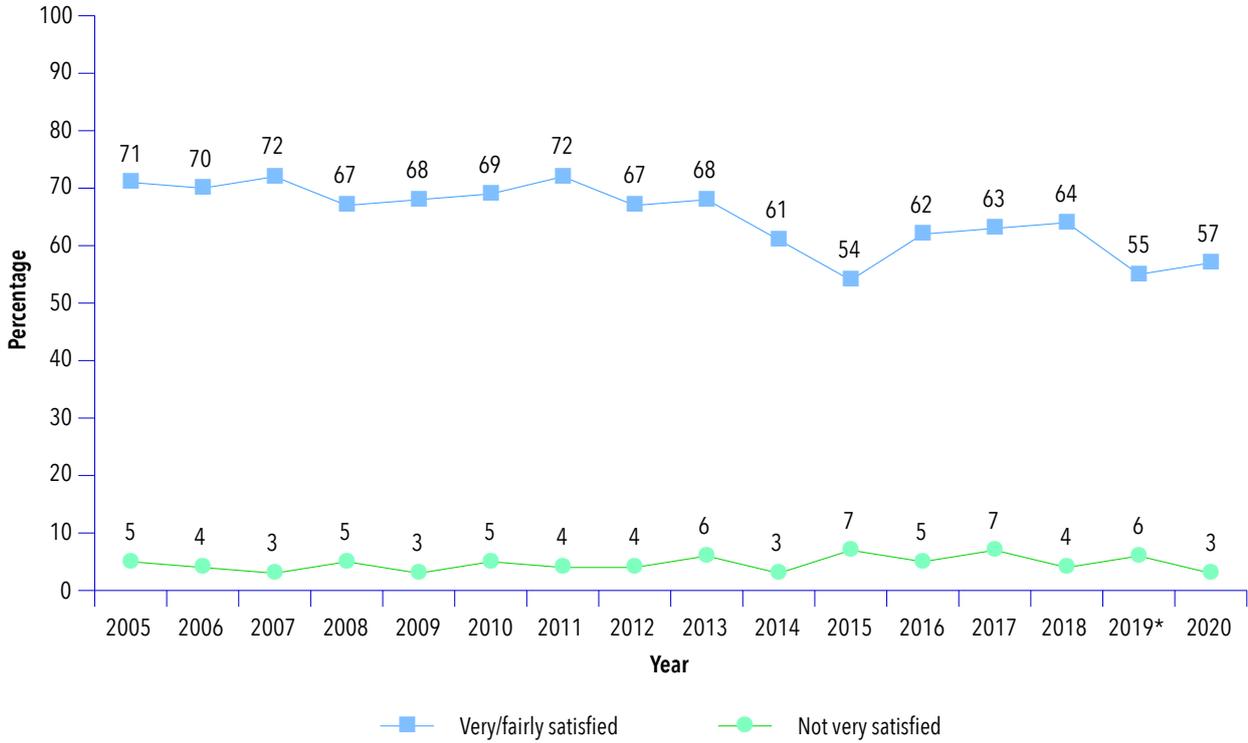
% read across

* Peer Group and National Average refer to "community assistance"

** reading prior to 2019 refer to "assistance Council gives to the community"

† does not add to 100% due to rounding

Assistance and support to community groups



** reading prior to 2019 refer to "assistance Council gives to the community"

Recommended Satisfaction Measure For Reporting Purposes:
Total District = 57%

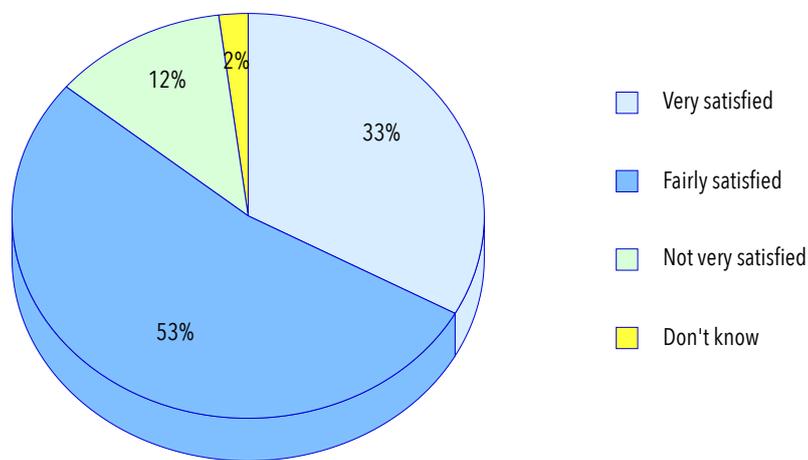
SATISFACTION WITH COUNCIL SERVICES/FACILITIES - REASONS FOR DISSATISFACTION

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.)

Overall



86% of residents are satisfied with the ability to drive around the District quickly, easily and safely, including 33% who are very satisfied (25% in 2019), while 12% 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 2019 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. It does appear that residents aged 45 to 64 years are slightly more likely to feel this way, than other age groups.

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					
2020	33	53	86	12	2
2019	25	60	85	13	2
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	34	53	87	11	2
Inglewood	24	63	87	10	3
Clifton	22	52	74	26	-
Kaitake	39	45	84	16	-
Waitara	38	53	91	6	3
Age					
18-44 years	32	55	87	10	3
45-64 years	24	57	81	18	1
65+ years	47	42	89	8	3

% 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 condition of roads/not maintained/poor quality of work done,
- poor traffic flow/congestion/one way system causing congestion,
- need roundabouts/dangerous intersections.

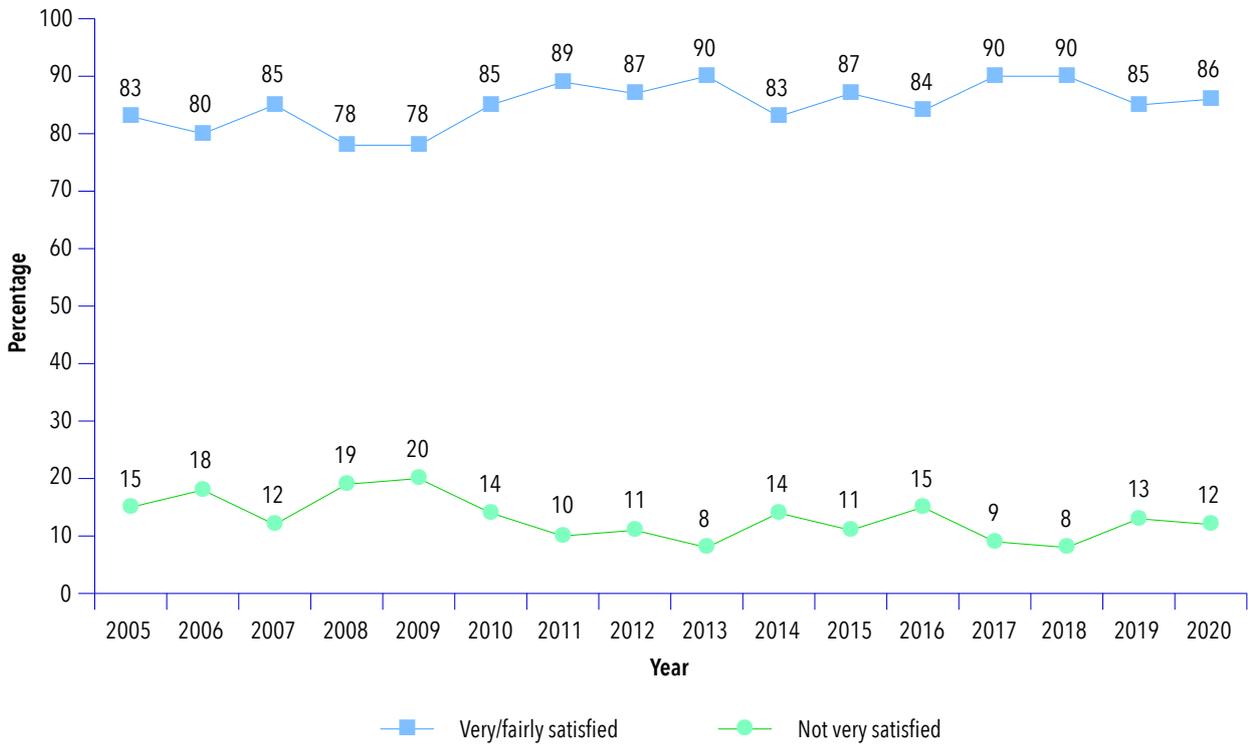
Summary table: Main reasons* for being not very satisfied with the ability to drive around the District quickly, easily and safely

	Total District 2020 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Percent who mention ...						
Poor condition of roads/not maintained/poor quality of work done	4	4	4	5	8	6
Poor traffic flow/congestion/one way system causing congestion	3	3	5	2	1	-
Need roundabouts/dangerous intersections	3	2	4	15	-	-

* multiple responses allowed

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

Ability to drive around the District quickly, easily and safely

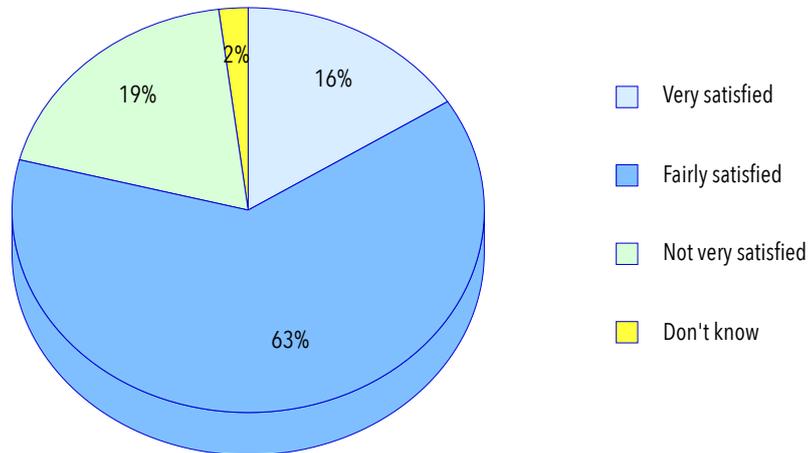


Recommended satisfaction measure for reporting purposes:
Total District = 86%

ii. Overall quality of roads

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

Overall



79% of residents are satisfied with New Plymouth District's overall quality of roads, while 19% of residents are not very satisfied. These readings are similar to/on par with the 2019 results.

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

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

- Kaitake Area residents,
- non-ratepayers.

Satisfaction with the overall quality of roads

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2020	16	63	79	19	2
2019†	19	59	78	21	-
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 Average (Provincial)	11	55	66	33	1
National Average†	20	52	72	27	-
Area					
New Plymouth	18	62	80	18	2
Inglewood	8	62	70	30	-
Clifton	10	63	73	27	-
Kaitake	13	83	96	4	-
Waitara	17	57	74	25	1
Ratepayer?					
Ratepayer†	15	64	79	21	1
Non-ratepayer	23	61	84	12	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 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 ...

- poor condition/potholes/uneven/bumpy/rough,
- poor quality of work/materials/patching,
- need improvements/maintenance/slow to maintain.

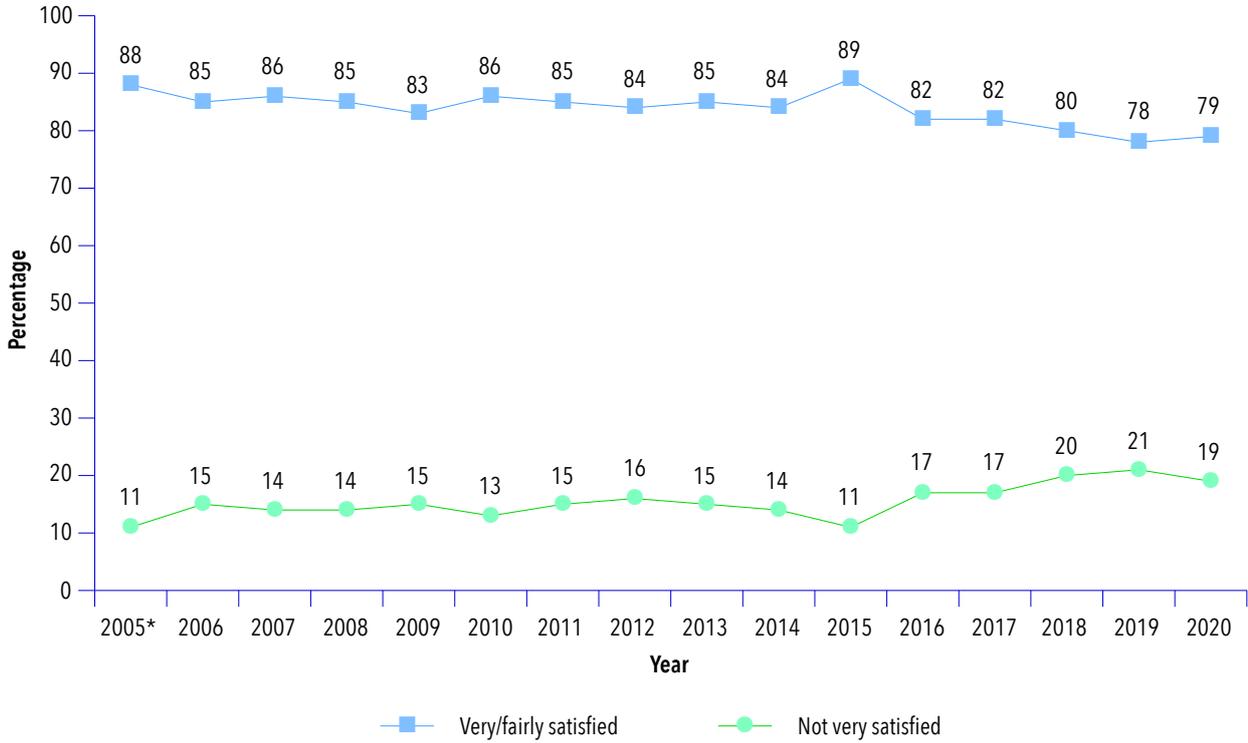
Summary table: Main reasons* for being not very satisfied with the overall quality of roads

	Total District 2020 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Percent who mention ...						
Poor condition/potholes/uneven/bumpy/rough	11	10	21	12	4	15
Poor quality of work/materials/patching	5	5	8	-	-	5
Need improvements/maintenance/slow to maintain	4	2	2	17	4	9

* multiple responses allowed

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

Overall quality of roads

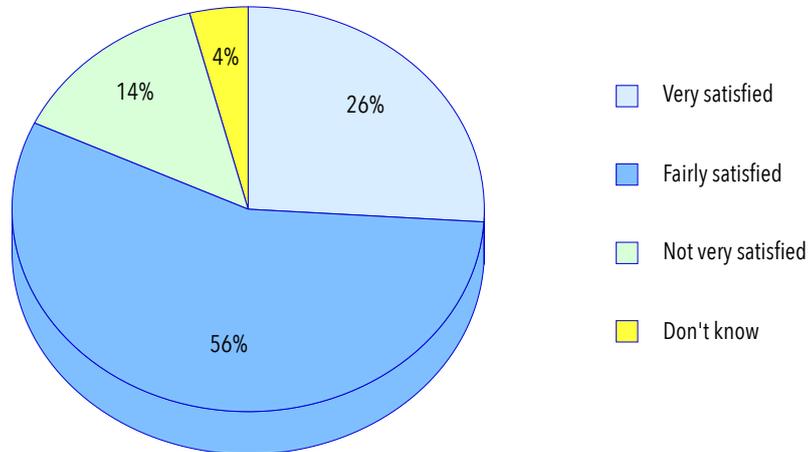


* the 2005 readings refer to satisfaction with the quality of footpaths and roads overall, including safety. Readings prior to 2005 refer to satisfaction with footpaths and roads overall, including safety.

Recommended satisfaction measure for reporting purposes:
Total District = 79%

iii. The quality and safety of footpaths

Overall



82% of residents are satisfied with the quality and safety of the District's footpaths, including 26% who are very satisfied, while, 14% of residents are not very satisfied and 4% are unable to comment. These readings are similar to the 2019 results.

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

Residents more likely to be not very satisfied with the quality and safety of footpaths ...

- women,
- residents aged 65 years or over,
- residents who live in a one or two person household,
- NZ European 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					
2020	26	56	82	14	4
2019†	27	55	82	15	4
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 Average (Provincial)	16	52	68	27	5
National Average	26	48	74	21	5
Area					
New Plymouth†	30	55	85	14	2
Inglewood	16	54	70	24	6
Clifton†	13	58	71	6	24
Kaitake	28	48	76	18	6
Waitara	13	65	78	18	4

continued ...

Satisfaction with the quality and safety of footpaths (continued)

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Age					
18-44 years	31	56	87	10	3
45-64 years	21	61	82	12	6
65+ years	25	46	71	27	2
Gender					
Male	29	59	88	8	4
Female	23	52	75	21	4
Household Size					
1-2 person household	26	52	78	19	3
3+ person household	26	61	87	9	4
Ethnicity					
NZ European	25	56	81	16	3
NZ Māori	22	62	84	6	10

% 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,
- poor condition/need improving/lack maintenance,
- difficulties for disabled people/walkers/mobility scooters/elderly,
- footpaths overgrown/overhanging trees/roots lifting footpaths.

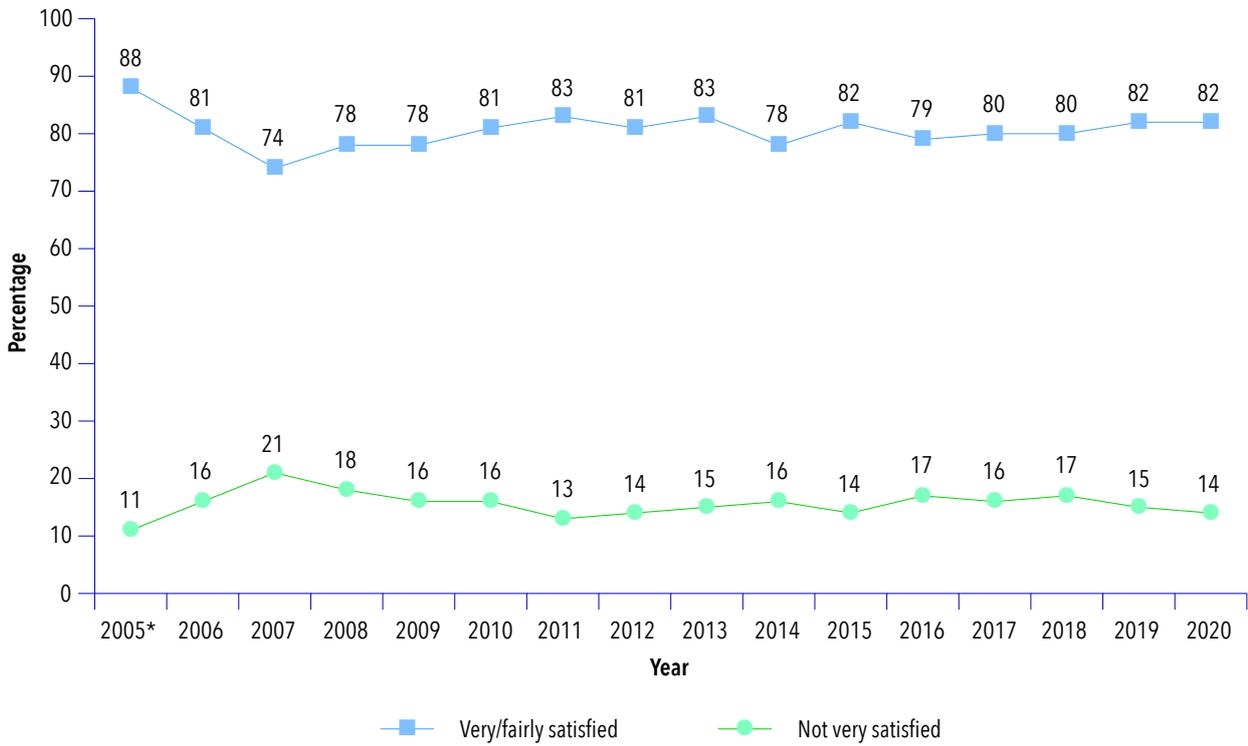
Summary table: Main reasons* for being not very satisfied with the quality and safety of footpaths

	Total District 2020 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Percent who mention ...						
Uneven/potholes/broken/cracked/rough/bumpy/can easily trip	8	8	12	1	6	5
Poor condition/need improving/lack maintenance	3	3	8	1	2	4
Difficulties for disabled people/walkers/mobility scooters/elderly	3	3	7	-	2	1
Footpaths overgrown/overhanging trees/roots lifting footpaths	3	3	3	2	1	-

* multiple responses allowed

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

Quality and safety of footpaths

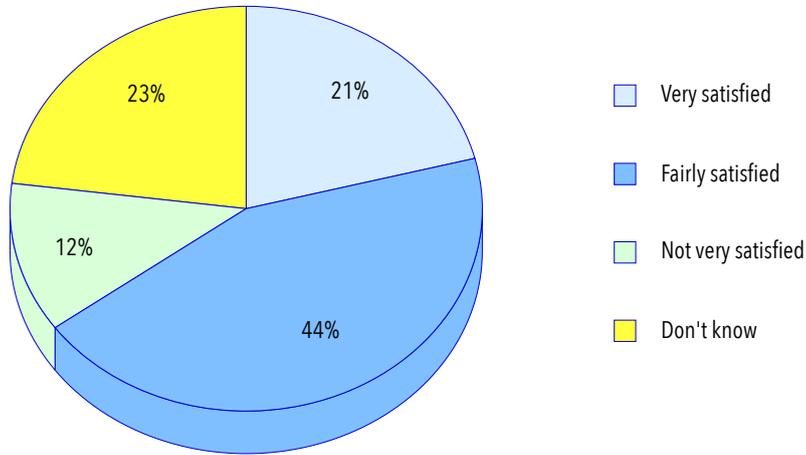


* the 2005 readings refer to satisfaction with the quality of footpaths and roads overall, including safety. Readings prior to 2005 refer to satisfaction with footpaths and roads overall, including safety.

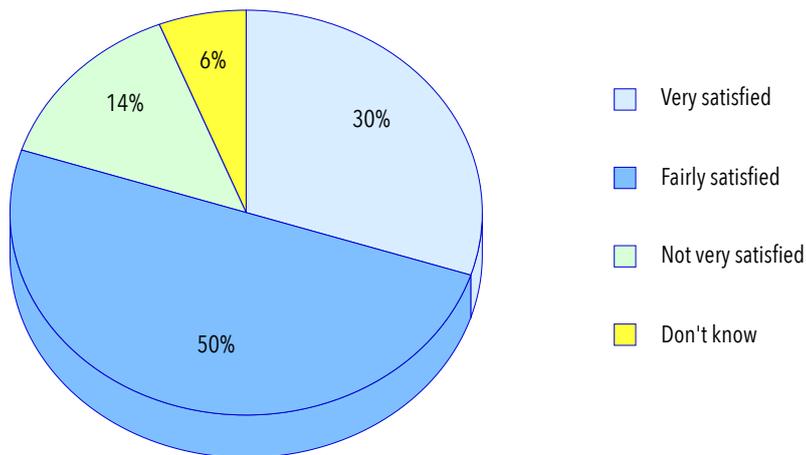
Recommended satisfaction measure for reporting purposes:
Total District = 82%

iv. The quality and safety of the cycle network

Overall



Users



Base = 194

65% of New Plymouth residents are satisfied with the quality and safety of the cycle network (62% in 2019), including 21% who are very satisfied (28% in 2019). 12% of residents are not very satisfied and 23% 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 the 2019 result.

43% of households have used a cycleway in the District, in the last 12 months (48% in 2019). Of these, 80% are satisfied and 14% not very satisfied.

There are no notable differences between Areas and between socio-economic groups. However, it appears that shorter term residents, those residing in the District 10 years or less are slightly more likely to be not very satisfied with the quality and safety of the cycle network, than longer term residents.

Satisfaction with the quality and safety of the cycle network

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District					
2020	21	44	65	12	23
2019**	28	34	62	13	25
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	30	50	80	14	6
Area					
New Plymouth	21	45	66	14	20
Inglewood	10	52	62	9	29
Clifton†	27	41	68	6	25
Kaitake	15	36	51	11	38
Waitara	33	36	69	5	26
Length of residence					
Lived there 10 years or less	14	44	58	19	23
Lived there more than 10 years	23	44	67	11	22

% read across

* not asked prior to 2006

** readings prior to 2019 relate to satisfaction with "quality and safety of cycleways"

† does not add to 100% due to rounding

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

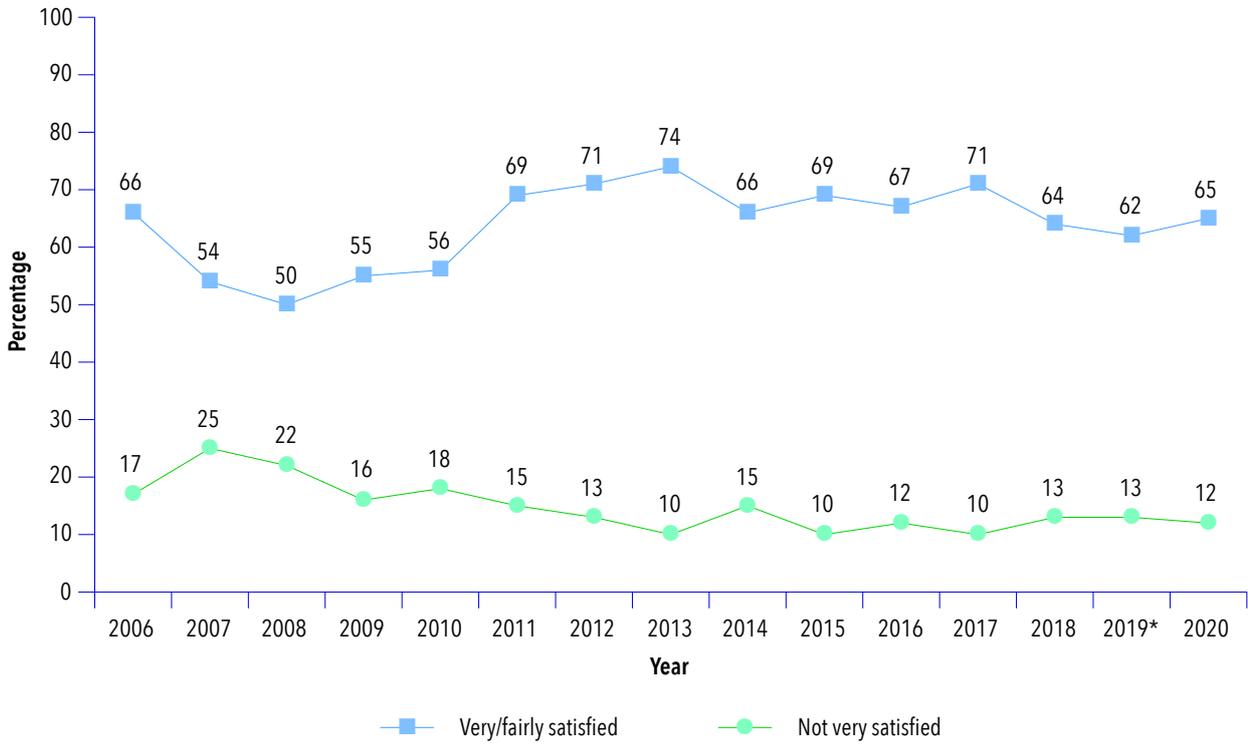
- dangerous/unsafe/too narrow/need better provisions for cyclists,
- no cycleways/not enough/need more,
- cyclists behaviour.

Summary table: Main reasons* for being not very satisfied with the quality and safety of the cycle network

	Total District 2020 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Percent who mention ...						
Dangerous/unsafe/too narrow/need better provisions for cyclists	5	6	1	4	7	-
No cycleways/not enough/need more	3	3	2	2	2	-
Cyclists behaviour	2	3	2	-	1	2

* multiple responses allowed

Quality and safety of the cycle network

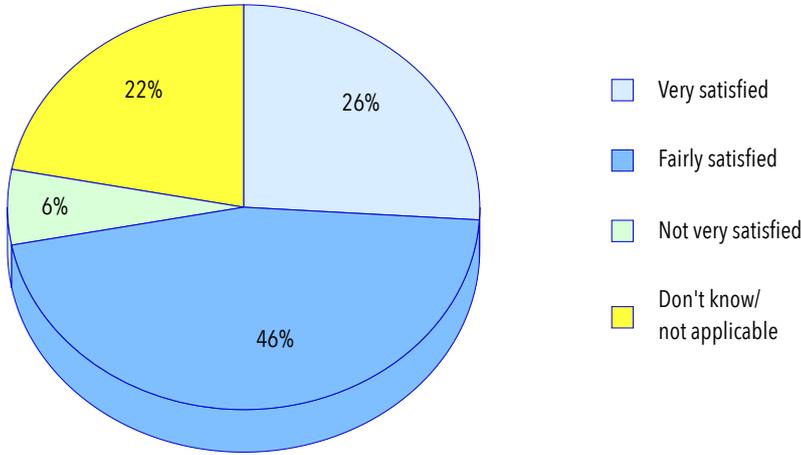


* readings prior to 2019 relate to satisfaction with "quality and safety of cycleways"

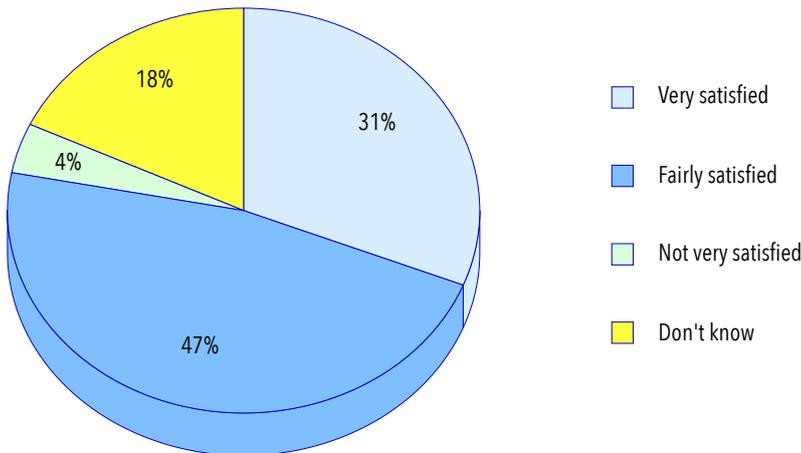
Recommended satisfaction measure for reporting purposes:
 Total District = 65%
 Users = 80%

v. Flood protection

Overall



Service provided



Base = 353

72% of New Plymouth residents are satisfied with flood protection (66% in 2019), including 26% who are very satisfied (19% in 2019), while 6% not very satisfied and 22% are unable to comment (26% in 2019).

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

71% of residents have a piped stormwater collection. Of these, 78% are satisfied (66% in 2019), while 4% are not very satisfied (8% in 2019).

There are no notable differences between Areas and between socio-economic groups, in terms of those residents not very satisfied with flood protection. However, it appears that Clifton Area residents are slightly more likely to feel this way, than other Area residents.

Satisfaction with flood protection

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District					
2020	26	46	72	6	22
2019	19	47	66	8	26
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	31	47	78	4	18
Area					
New Plymouth	29	47	76	3	21
Inglewood	13	39	52	8	40
Clifton	11	43	54	22	24
Kaitake	23	48	71	5	24
Waitara†	32	42	64	9	18

% read across

* not asked prior to 2013

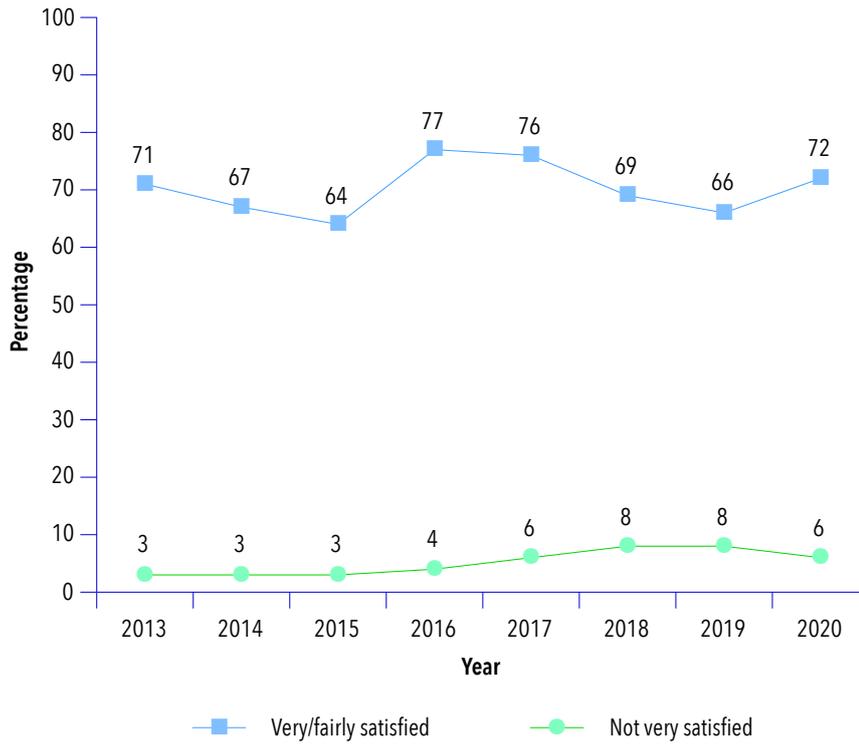
† does not add to 100% due to rounding

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

- flooding problems, mentioned by 4% of all residents,
- inadequate drains/needs improvement/better maintenance, 1%,
- blocked drains/leaves need clearing, 1%.

* multiple responses allowed

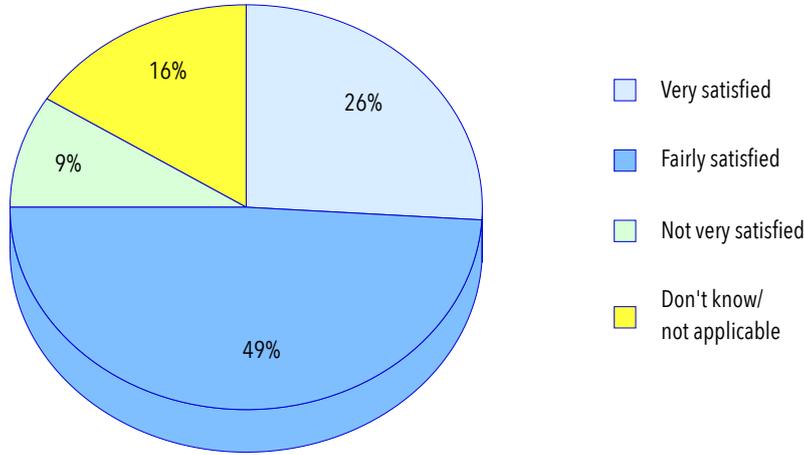
Flood protection



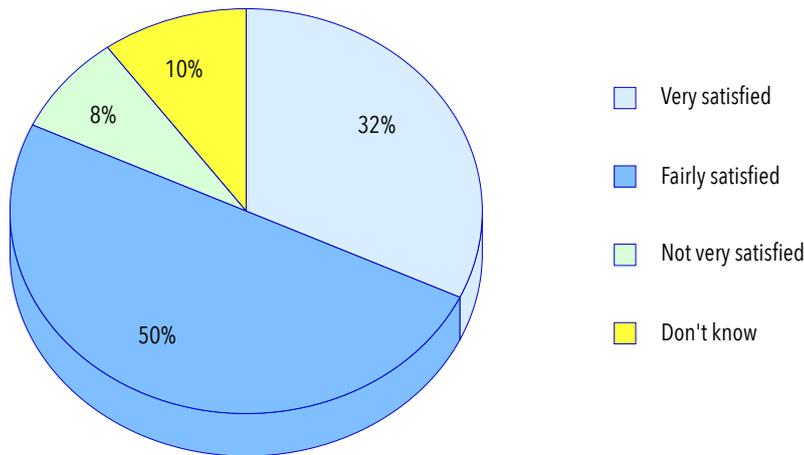
Recommended satisfaction measure for reporting purposes:
 Total District = 72%
 Receivers of service = 78%

vi. Stormwater services (excluding flood protection)

Overall



Service provided



Base = 353

75% of New Plymouth residents are satisfied with stormwater services (excluding flood protection) (71% in 2019), while 16% are unable to comment (13% in 2019).

The percent not very satisfied (9%) is below the Peer Group and National Averages for **stormwater services in general** and 8% below the 2019 reading.

Of those residents provided with a piped stormwater collection, 82% are satisfied (77% in 2019) and 8% are not very satisfied (16% in 2019).

Residents more likely to be not very satisfied with stormwater services are ...

- residents with annual household income of \$61,000 to \$100,000,
- ratepayers.

Satisfaction with stormwater services

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2020	26	49	75	9	16
2019 [†]	19	52	71	17	13
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	32	50	82	8	10
Comparison**					
Peer Group Average (Provincial)	29	42	71	17	12
National Average	31	41	72	16	12
Area					
New Plymouth	29	52	81	6	13
Inglewood	11	47	58	19	23
Clifton	7	30	37	21	42
Kaitake [†]	33	36	69	6	26
Waitara	22	57	79	16	5

continued ...

Satisfaction with the overall quality of roads (continued) ...

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Household Income					
Less than \$30,000 pa [†]	31	49	80	6	13
\$30,000-\$60,000 pa	25	56	81	7	12
\$61,000-\$100,000 pa [†]	21	40	61	19	21
More than \$100,000 pa	27	51	78	4	18
Ratepayer?					
Ratepayer [†]	26	49	75	11	15
Non-ratepayer	24	53	77	-	23

% 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)

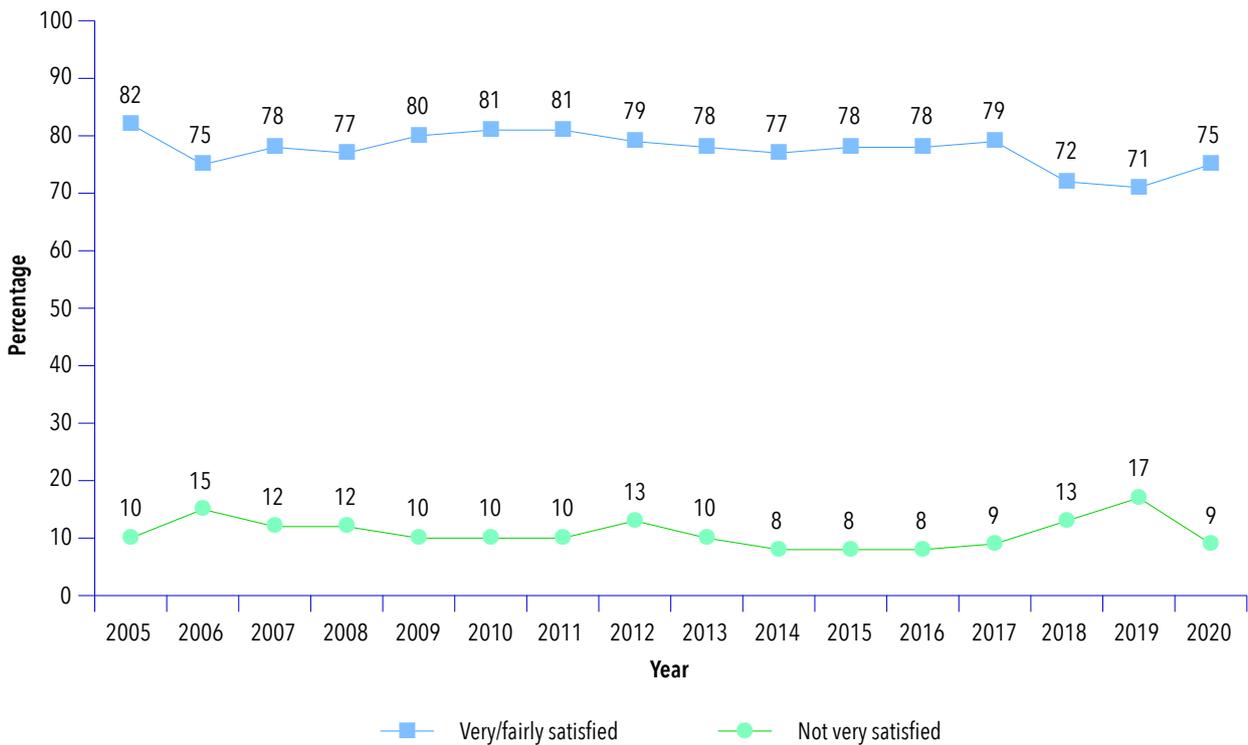
[†] does not add to 100% due to rounding

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

- flooding/surface flooding, mentioned by 3% of all residents
- inadequate system/drains can't cope/overflow/run offs/need improving, 3%,
- not maintained/not fixed properly, 2%,
- blockages/drains and gutters need cleaning/maintenance, 2%,

* multiple responses allowed

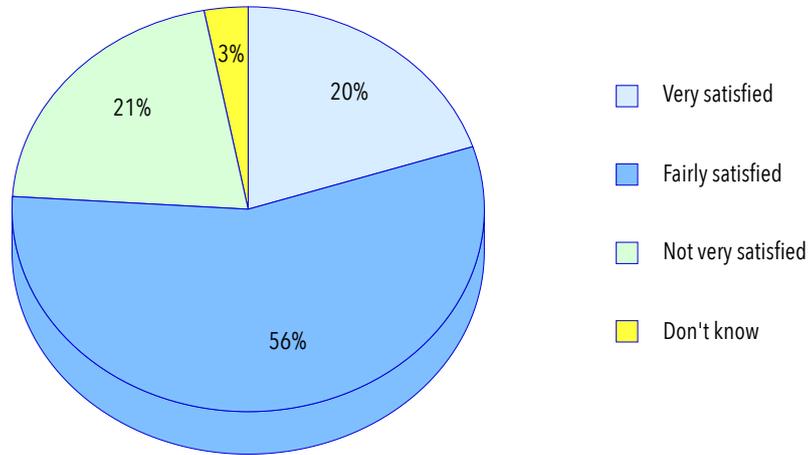
Stormwater services (excluding flood protection)



Recommended satisfaction measure for reporting purposes:
 Total District = 75%
 Receivers of service = 82%

vii. Availability of car parking in the District

Overall



76% of New Plymouth District residents are satisfied with the availability of car parking in the District (71% in 2019), while 21% are not very satisfied (28% in 2019).

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

Women are **more** likely to be not very satisfied, than men, with the availability of car parking in the District.

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					
2020	20	56	76	21	3
2019	20	51	71	28	1
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 Average (Provincial) [†]	22	41	63	35	1
National Average	22	34	56	40	4
Area					
New Plymouth [†]	19	56	75	22	4
Inglewood	19	57	76	20	4
Clifton	23	65	88	10	2
Kaitake	5	63	68	32	-
Waitara	44	38	82	16	2
Gender					
Male [†]	20	62	82	16	3
Female	20	50	70	26	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 ...

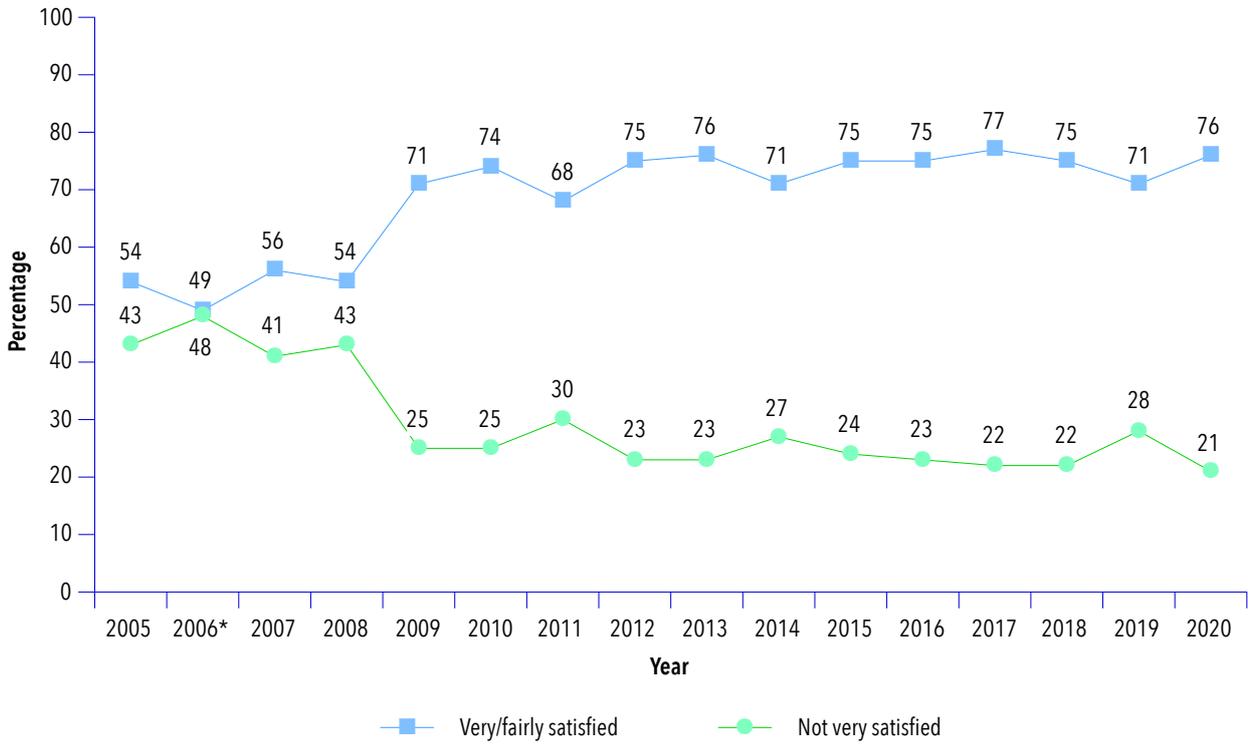
- not enough parking/not enough in city centre,
- parking too expensive/meters too expensive,
- pay for parking/need more free parking/too many meters.

Summary table: Main reasons* for being not very satisfied with the availability of car parking in the District

	Total District 2020 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Percent who mention ...						
Not enough parking/not enough in city centre	13	13	16	7	20	7
Parking too expensive/meters too expensive	4	5	2	-	9	-
Pay for parking/need more free parking/too many meters	2	2	2	-	6	6

* multiple responses allowed

Availability of car parking in the District

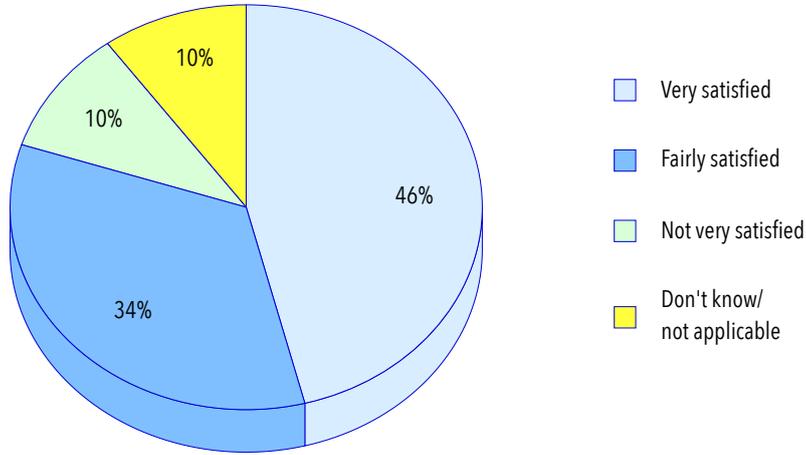


* readings prior to 2006 refer to satisfaction with parking in New Plymouth

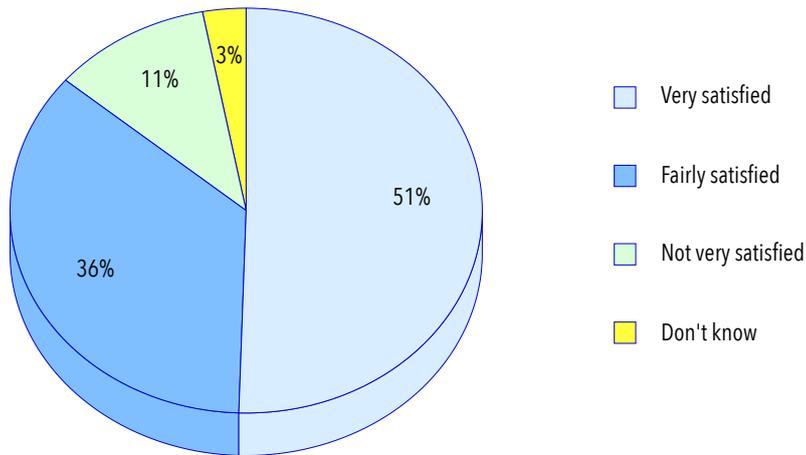
Recommended satisfaction measure for reporting purposes:
Total District = 76%

viii. Water supply

Overall



Service provided



Base = 422

80% of New Plymouth District residents are satisfied with their water supply, with 46% being very satisfied (41% in 2019).

The percent not very satisfied with water supply (10%) is below the Peer Group Average, and slightly below the National Average.

85% of residents are provided with a piped water supply, with 87% of them being satisfied with their supply and 11% not very satisfied.

Ratepayers are more likely to be not very satisfied with the water supply, than non-ratepayers. It appears that Inglewood Area residents are slightly more likely than other Area residents, to feel this way.

Satisfaction with the water supply

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2020	46	34	80	10	10
2019†	41	37	78	12	9
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†	51	36	87	11	3
Comparison†					
Peer Group Average (Provincial)	37	37	74	17	10
National Average	46	29	75	14	10
Area					
New Plymouth	50	39	89	9	2
Inglewood†	24	26	50	31	20
Clifton	17	18	35	5	60
Kaitake	36	26	62	16	22
Waitara	63	22	85	7	8
Ratepayer?					
Ratepayer	43	34	77	12	11
Non-ratepayer	58	37	95	3	2

% 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 ...

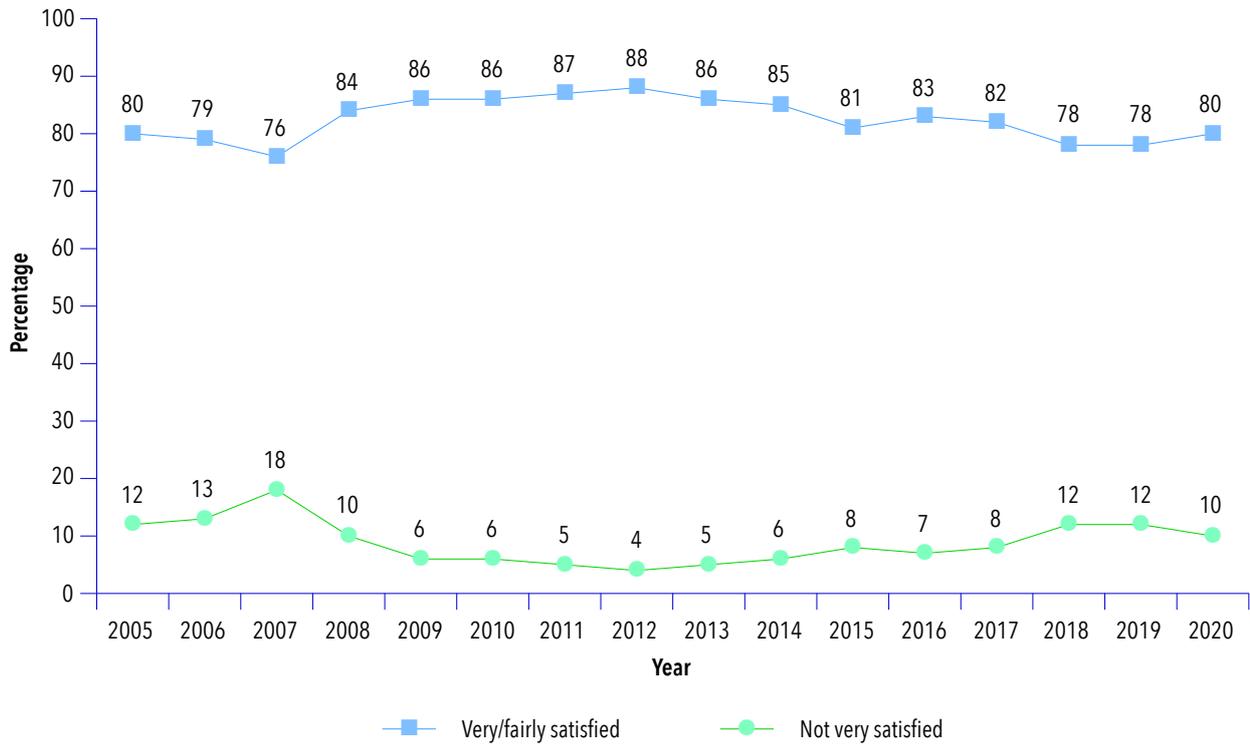
- water storage capacity/infrastructure needs improving/maintenance,
- water restrictions/no water/shortages,
- poor quality of water/discoloured/dirty water.

Summary table: Main reasons* for being not very satisfied with water supply

	Total District 2020 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Percent who mention ...						
Water storage capacity/ infrastructure needs improving/maintenance	4	5	5	-	10	-
Water restrictions/no water/shortages	3	3	6	-	7	-
Poor quality of water/discoloured/dirty water	2	1	23	1	2	-

* multiple responses allowed

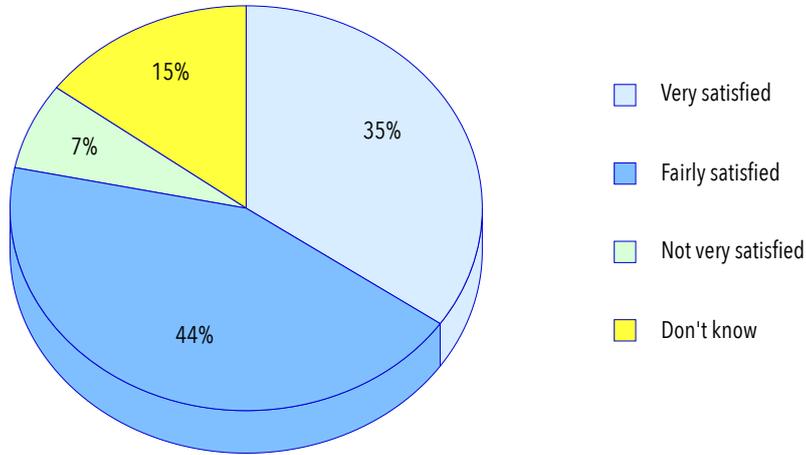
Water supply



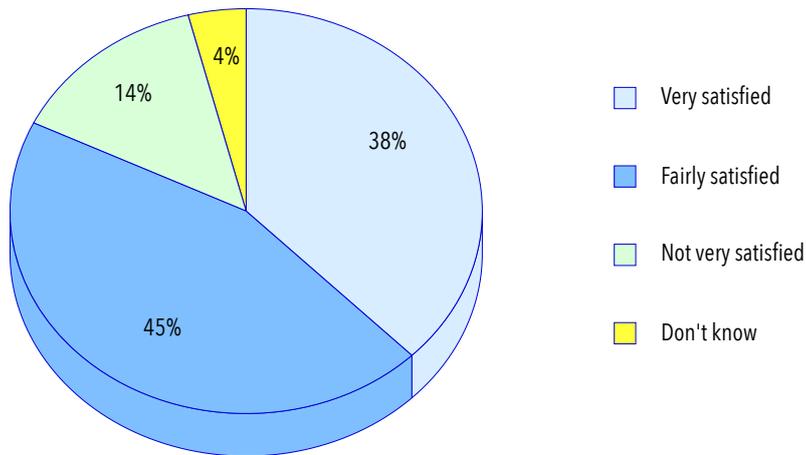
Recommended satisfaction measure for reporting purposes:
 Total District = 80%
 Receivers of service = 87%

ix. Animal control activities

Overall



Contacted Council about dogs/animals in last 12 months



Base = 86

79% of New Plymouth District residents are satisfied with the Council's efforts in animal control activities, with 35% being very satisfied. These readings are similar to/on par with the 2019 results.

The percent not very satisfied (7%) is below the Peer Group and National Averages for **dog control**, and similar to the 2019 reading.

18% of households have contacted Council about dogs and/or other animals in the last 12 months and, of these, 83% are satisfied and 14% not very 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 animal control activities.

Satisfaction with animal control activities

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2020 [†]	35	44	79	7	15
2019 [†]	37	43	80	8	13
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 [†]	38	45	83	14	4
Comparison*					
Peer Group Average (Provincial)	36	35	71	22	7
National Average	36	38	74	16	10
Area					
New Plymouth	38	41	79	7	14
Inglewood [†]	27	47	74	8	19
Clifton [†]	19	51	70	2	27
Kaitake	27	53	80	9	11
Waitara	36	48	84	7	9

% read across

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

** readings prior to 2019 refer to "control of animals"

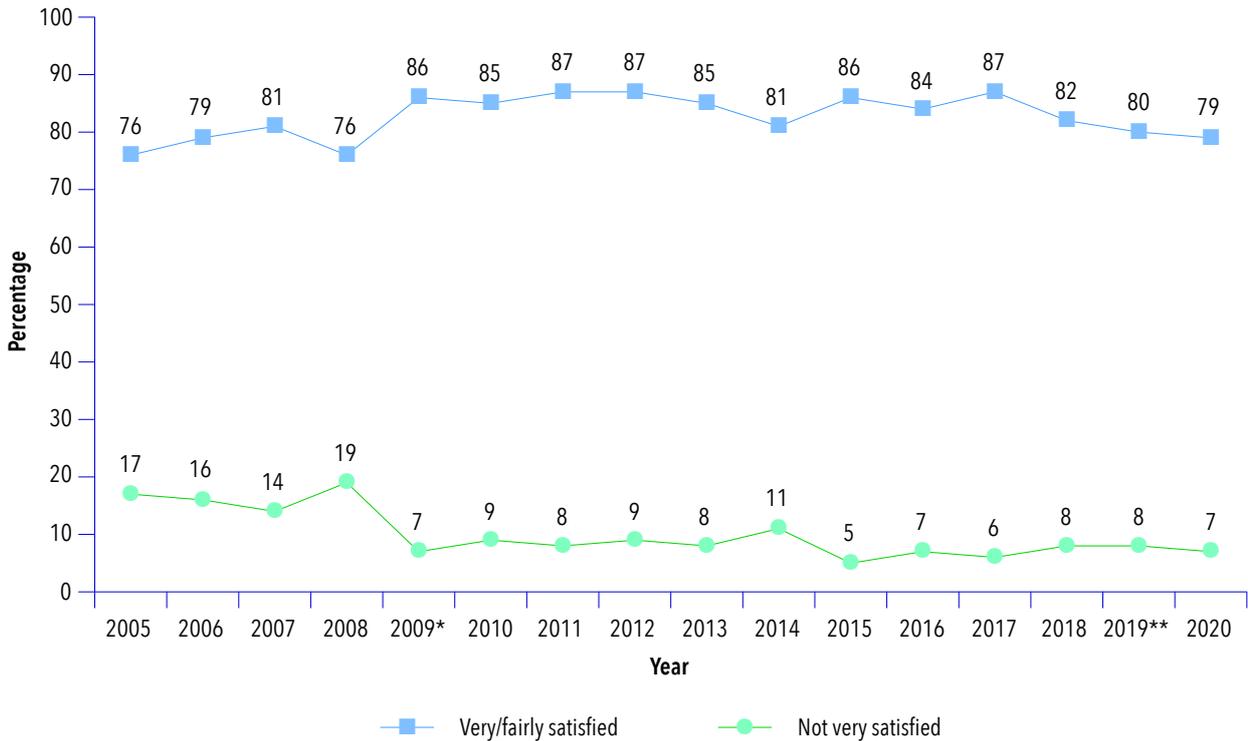
[†] does not add to 100% due to rounding

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

- irresponsible owners/dogs off leash/don't pick up after dog, mentioned by 2% of all residents,
- too many roaming/stray/uncontrolled dogs, 2%.

* multiple responses allowed

Animal control activities



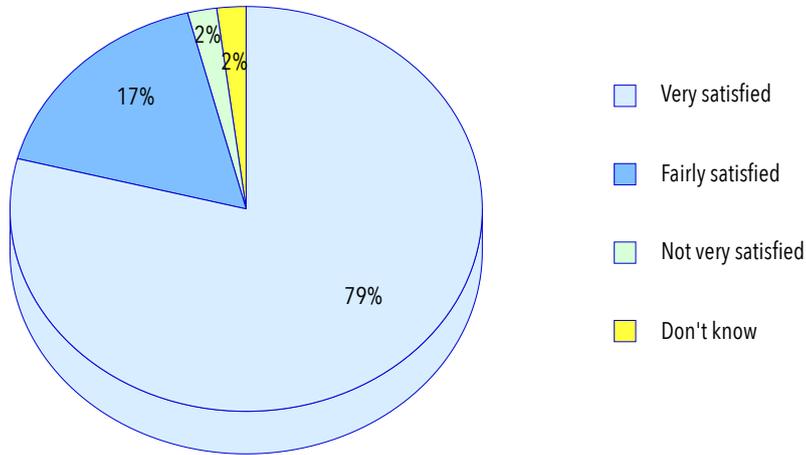
* readings prior to 2009 relate to ratings for dog control

** readings prior to 2019 refer to "control of animals"

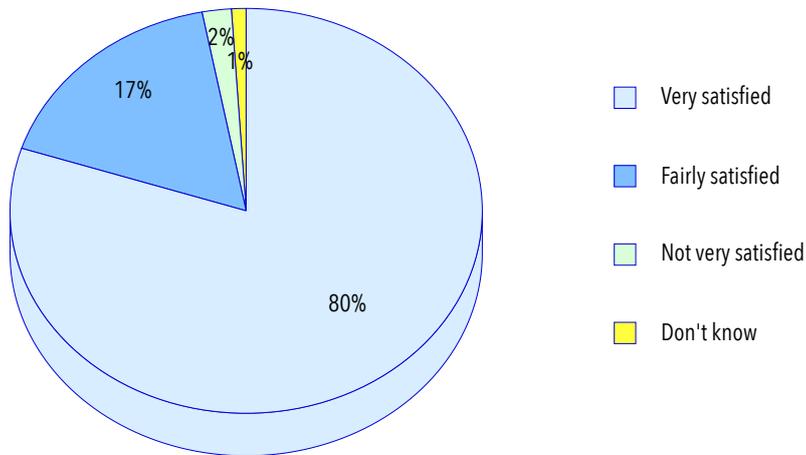
Recommended satisfaction measure for reporting purposes:
 Total District = 79%
 Contacted Council = 83%

x. Quality of parks and reserves, including The Coastal Walkway and Pukekura Park

Overall



Users/visitors



Base = 451

96% of New Plymouth District residents are satisfied with the quality of parks and reserves, including The Coastal Walkway and Pukekura Park, with 79% being very satisfied.

The percent not very satisfied (2%) is on par with the Peer Group and National Averages for **parks and reserves in general** and the 2019 reading.

92% of households have used/visited parks or reserves, including The Coastal Walkway and Pukekura Park, in the last 12 months, with 97% 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					
2020	79	17	96	2	2
2019	77	17	94	5	1
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	80	17	97	2	1
Comparison*					
Peer Group Average (Provincial)	61	32	93	5	2
National Average [†]	63	31	94	5	1
Area					
New Plymouth	77	19	96	2	2
Inglewood	78	15	93	2	5
Clifton	86	12	98	-	2
Kaitake	91	7	98	-	2
Waitara	85	12	97	2	1

% 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

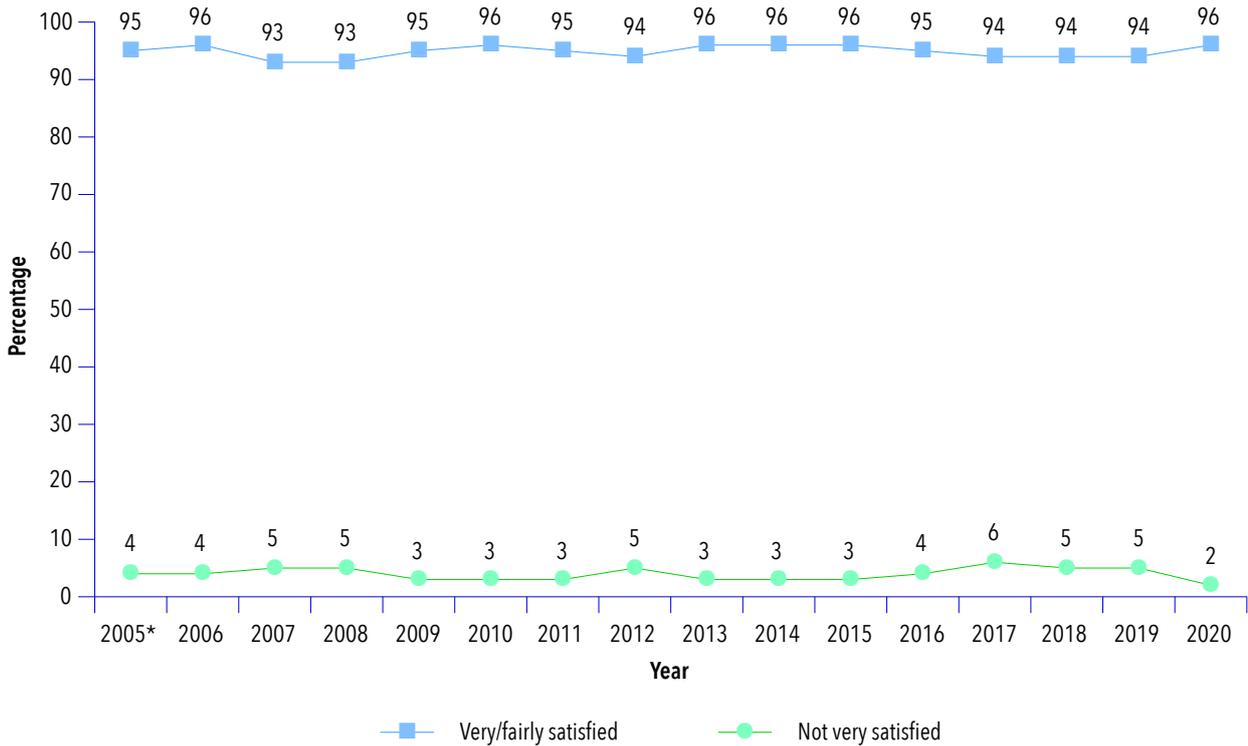
^{**} 2005 readings refer to ratings for the availability and maintenance of parks, gardens, reserves and public open spaces

[†] 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 is: "untidy/lack of maintenance/need a tidy up/need mowing", mentioned by 1% of all residents.

* multiple responses allowed

Quality of parks and reserves

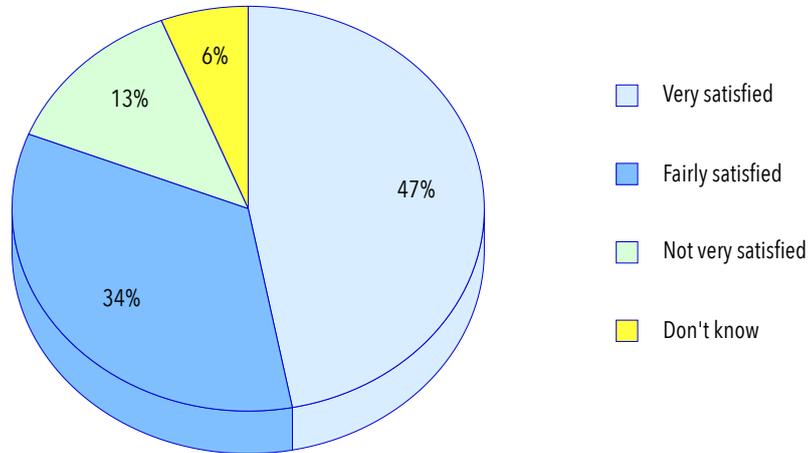


* 2005 readings refer to ratings for the availability and maintenance of parks, gardens, reserves and public open spaces

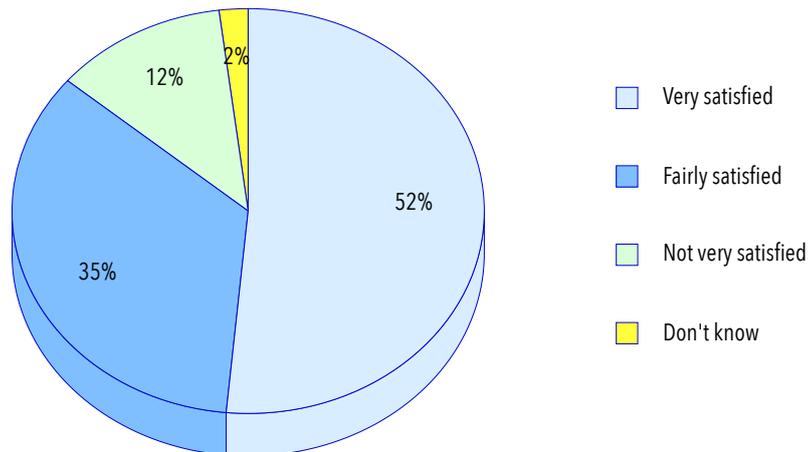
Recommended satisfaction measure for reporting purposes:
 Total District = 96%
 Users/visitors = 97%

xi. Kerbside rubbish and recyclables collection

Overall



Service provided



Base = 451

81% of New Plymouth District residents are satisfied with kerbside rubbish and recyclables collection, with 47% being very satisfied (43% in 2019). 13% are not very satisfied (17% in 2019) and 6% are unable to comment.

The percent not very satisfied with this service is similar to the **averaged** Peer Group Average and on par with the **averaged** National Average readings for **rubbish collection and recycling**.

90% of residents are provided with a kerbside rubbish and recyclables collection (85% in 2019), with 87% of these residents being satisfied and 12% not very satisfied.

NZ Māori residents are more likely to be not very satisfied with kerbside rubbish and recyclables collection, than NZ European residents.

Satisfaction with kerbside rubbish and recyclables collection

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2020	47	34	81	13	6
2019	43	35	78	17	5
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 [†]	52	35	87	12	2
Comparison^{**}					
Peer Group Average (Provincial) [†]	47	36	83	14	4
National Average	52	32	84	11	5
Area					
New Plymouth	53	34	87	12	1
Inglewood [†]	29	34	63	19	19
Clifton	25	20	45	12	43
Kaitake	26	56	81	13	6
Waitara	45	29	74	26	-

continued ...

Satisfaction with kerbside rubbish and recyclables collection (continued) ...

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Ethnicity					
NZ European	49	35	84	10	6
NZ Māori	37	35	72	19	9

% 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 2018 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 ...

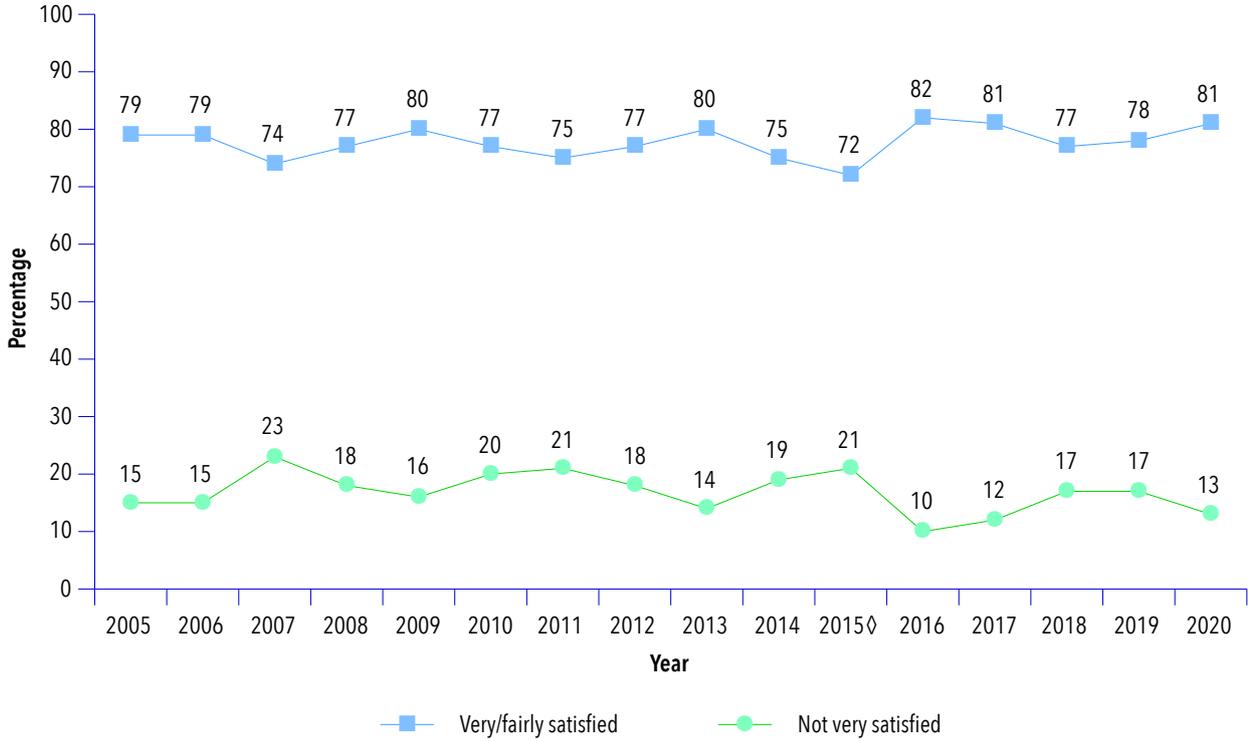
- no rubbish/recycling collection,
- rubbish not picked up/bins thrown around,
- collections times/frequency,
- bins too small,
- too many bins/bins too big/against bins.

Summary table: Main reasons* for being not very satisfied with kerbside rubbish and recyclables collection

	Total District 2020 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Percent who mention ...						
No rubbish/recycling collection	2	-	-	7	-	23
Rubbish not picked up/bins thrown around	2	2	5	1	2	-
Collections times/frequency	2	2	3	2	4	3
Bins too small	2	2	5	-	2	-
Too many bins/bins too big/against bins	2	2	3	-	2	-

* multiple responses allowed

Kerbside rubbish and recyclables collection

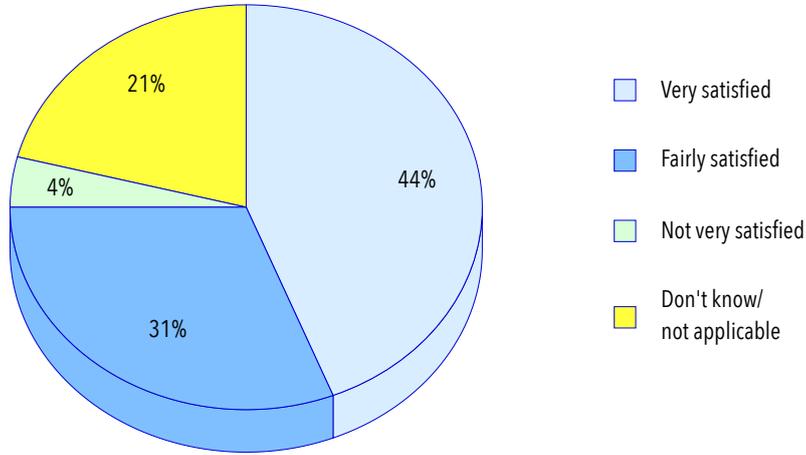


◊ 2005-2015 readings refer to rubbish collection and disposal

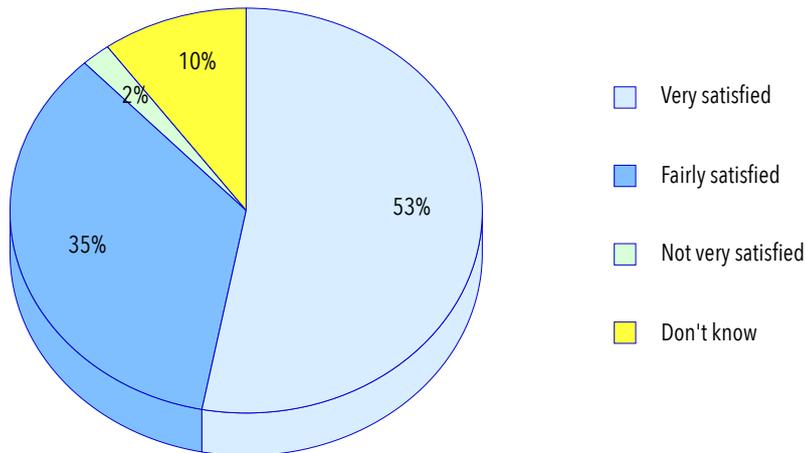
Recommended satisfaction measure for reporting purposes:
 Total District = 81%
 Receivers of service = 87%

xii. Sewerage system

Overall



Service provided



Base = 378

75% of residents are satisfied with New Plymouth District's sewerage system, including 44% who are very satisfied. 4% are not very satisfied with this service and 21% are unable to comment.

The percent not very satisfied is on par with the Peer Group and National Averages and the 2019 result.

75% of residents are provided with a sewerage system, with 88% 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. However, it appears that Clifton Area residents are slightly more likely to feel this way, than other Area residents.

Satisfaction with the sewerage system

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2020	44	31	75	4	21
2019	42	31	73	7	20
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	53	35	88	2	10
Comparison					
Peer Group Average (Provincial)	37	39	76	7	17
National Average	46	34	80	7	13
Area					
New Plymouth	49	35	84	3	13
Inglewood	35	32	67	5	28
Clifton	-	7	7	18	75
Kaitake	42	24	66	1	33
Waitara	43	31	74	6	20

% read across

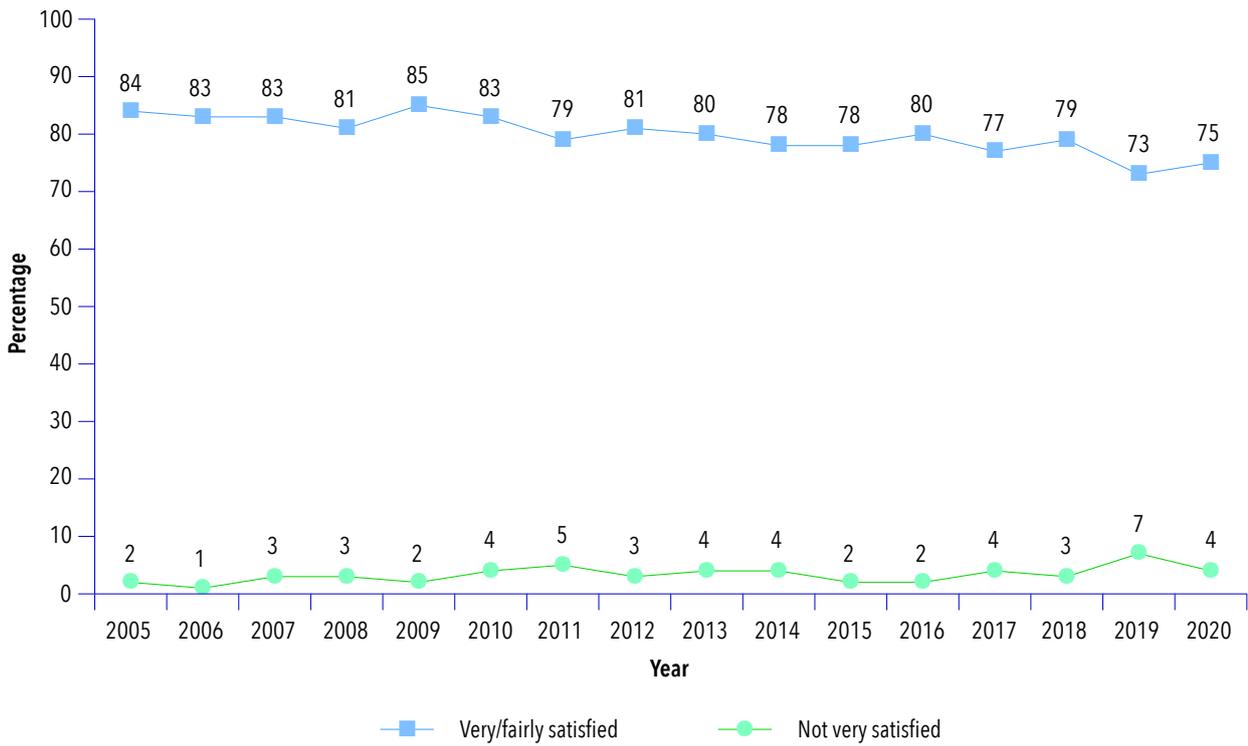
† does not add to 100% due to rounding

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

- sewerage system needs upgrade, mentioned by 2% of all residents,
- sewerage overflows/leakage/discharging into sea, 1%,
- no sewerage here, 1%.

* multiple responses allowed

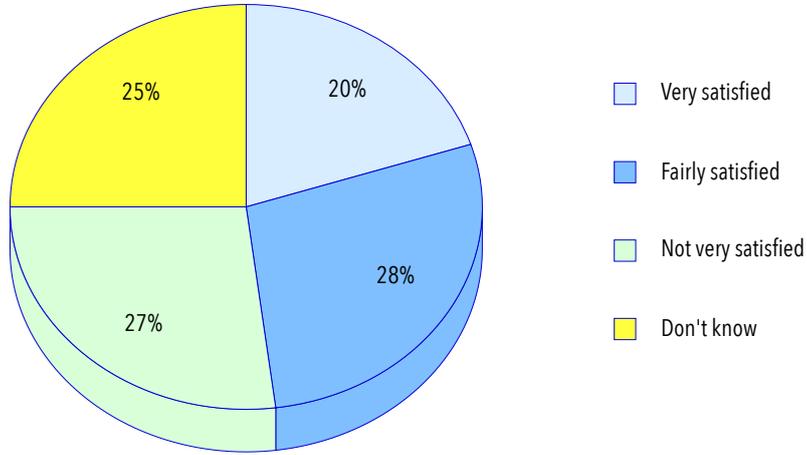
Sewerage system



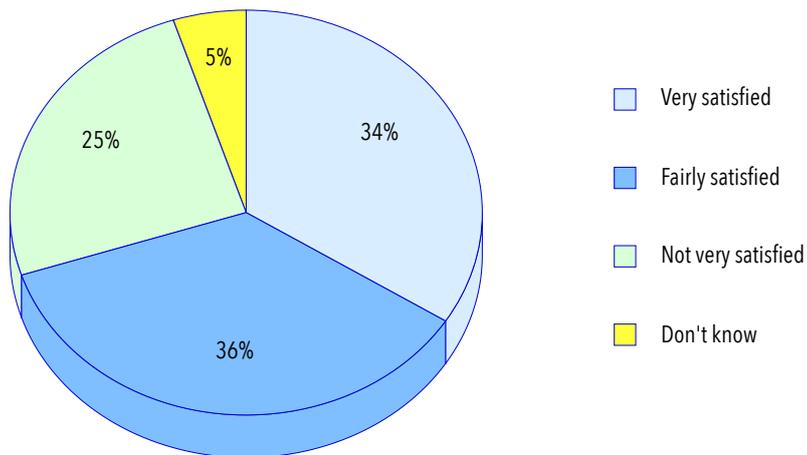
Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 75%
 Receivers of service = 88%

xiii. Govett-Brewster Art Gallery/Len Lye Centre

Overall



Visitors



Base = 192

48% of New Plymouth residents are satisfied with the Govett-Brewster Art Gallery/Len Lye Centre, while 27% are not very satisfied.

The percent not very satisfied is above the Peer Group and National Averages for **art galleries**, but 4% below the 2019 reading.

A significant percentage, 25%, are unable to comment and this appears to be due to 60% of households having **not** visited the gallery in the past 12 months. Compared to residents overall, these 'visitors' are more likely to be satisfied (70%) and less likely to be unable to comment (5%).

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

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

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					
2020	20	28	48	27	25
2019	23	24	47	31	22
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	34	36	70	25	5
Comparison*					
Peer Group Average (Provincial) [†]	27	24	51	7	43
National Average	42	19	61	4	35
Area					
New Plymouth	21	29	50	27	23
Inglewood	10	22	32	34	34
Clifton	20	16	36	20	44
Kaitake [†]	17	31	48	31	20
Waitara	14	36	50	24	26

continued ...

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	23	35	↑ 58	13	29
45-64 years	19	26	45	37	18
65+ years	15	19	34	37	29
Length of residence					
Lived there 10 years or less	26	34	60	15	25
Lived there more than 10 years	18	27	45	30	25
Household size					
1-2 person household†	18	26	44	33	24
3+ person household	20	32	52	21	27
Ratepayer?					
Ratepayer	18	28	46	29	25
Non-ratepayer†	27	30	57	16	28
Ethnicity					
NZ European	19	26	45	32	23
NZ Māori	25	31	56	10	34

% 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 ...

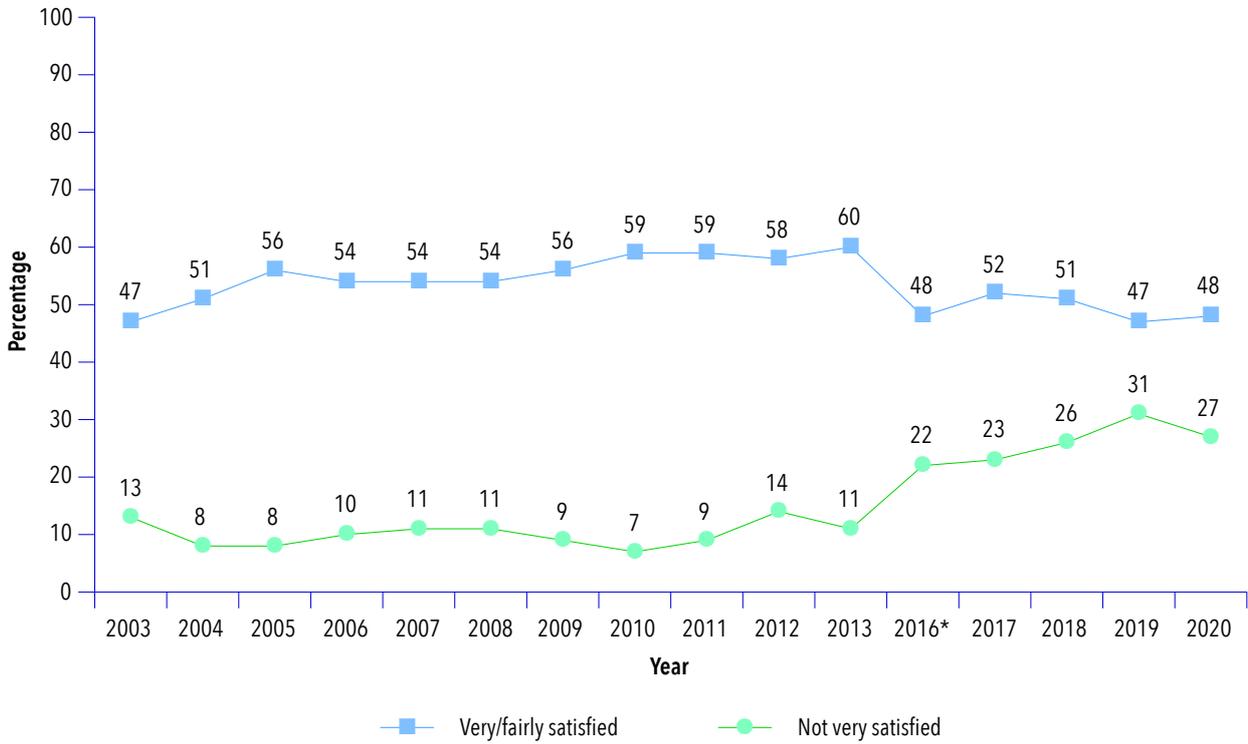
- waste of money/spent too much ratepayers' money,
- disappointing/not impressed with displays/boring,
- not much on display.

Summary table: Main reasons* for being not very satisfied with Govett-Brewster Art Gallery/Len Lye Centre

	Total District 2020 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Percent who mention ...						
Waste of money/ spent too much ratepayers' money	12	11	24	9	12	12
Disappointing/not impressed with displays/boring	7	7	10	3	6	7
Not much on display	4	5	5	-	4	3

* multiple responses allowed

The Govett-Brewster Art Gallery

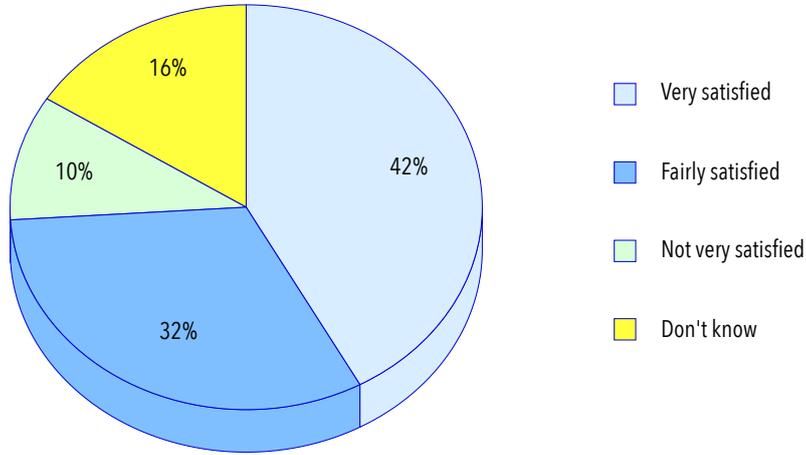


* readings prior to 2016 refer to the Govett-Brewster Art Gallery (in July 2015 the combined Govett-Brewster Art Gallery/Len Lye Centre opened)

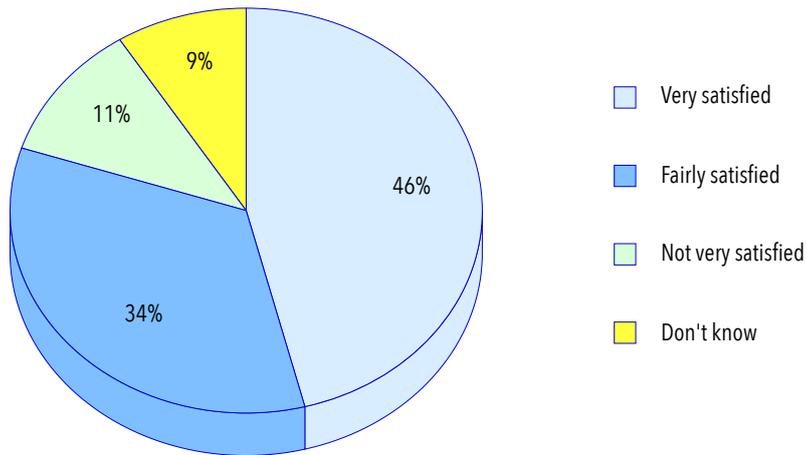
Recommended satisfaction measure for reporting purposes:
 Total District = 48%
 Visitors = 70%

xiv. The Airport

Overall



Users/visitors



Base = 404

74% of New Plymouth residents are satisfied with the airport (79% in 2019), including 42% who are very satisfied, while 10% are not very satisfied.

There are no comparative Peer Group and National Averages for this reading, however the not very satisfied reading is on par with the 2019 result.

82% of residents say they, or a member of their household, have used or visited the airport in the last 12 months (85% in 2019). Of these users/visitors 80% are satisfied and 11% not very satisfied.

Residents who live in a one or two person household are more likely to be not very satisfied with the airport, than those who live in a three or more person household.

Satisfaction with the airport

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2020	42	32	74	10	16
2019†	27	52	79	13	7
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	46	34	80	11	9
Area					
New Plymouth	40	31	71	11	18
Inglewood†	39	38	77	7	17
Clifton	50	35	85	7	8
Kaitake	37	29	66	17	17
Waitara	56	41	97	2	1
Household size					
1-2 person household†	39	29	68	15	18
3+ person household	44	37	81	5	14

% 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 ...

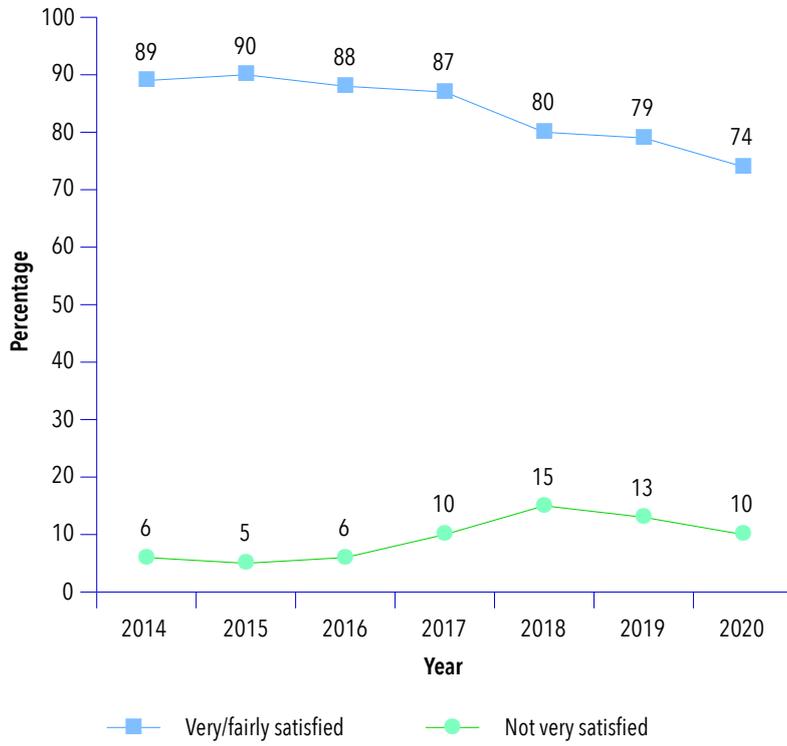
- cost of upgrade/upgrade unnecessary,
- car parking issues,
- Don Driver mural,
- too small/need another runway/extend runway.

Summary table: Main reasons* for being not very satisfied with the airport

	Total District 2020 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Percent who mention ...						
Cost of upgrade/upgrade unnecessary	8	8	5	7	14	2
Car parking issues	1	2	1	-	-	-
Don Driver mural	1	1	-	-	2	-
Too small/need another runway/extend runway	1	1	-	-	-	2

* multiple responses allowed

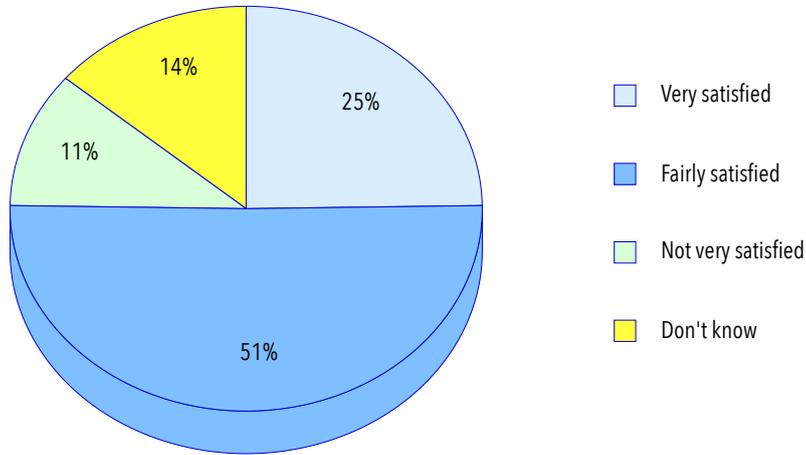
The airport



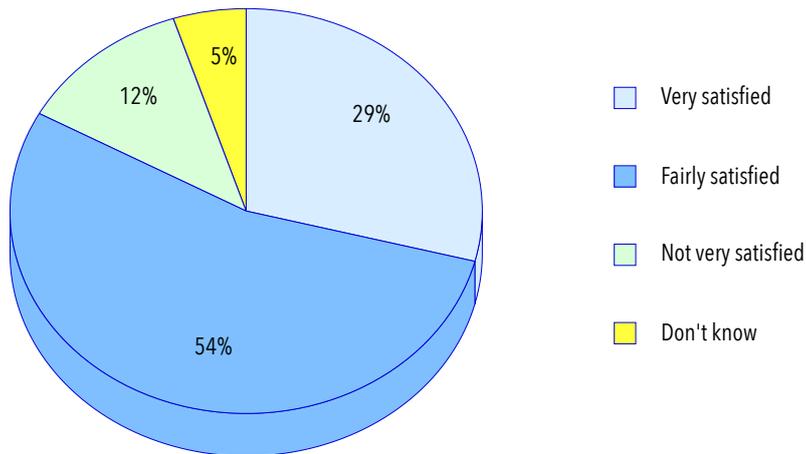
Recommended satisfaction measure for reporting purposes:
Total District = 74%
Users/visitors = 80%

xv. Quality of public toilets

Overall



Users



Base = 379

76% of New Plymouth residents are satisfied with the quality of the District's toilets (67% in 2019), including 25% who are very satisfied (20% in 2019), while 11% are not very satisfied (17% in 2019). 14% are unable to comment.

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

80% of households have used a public toilet in the last 12 months. Of these, 83% are satisfied (75% in 2019) and 12% not very satisfied (20% in 2019).

Inglewood Area residents are more likely to be not very satisfied with the quality of public toilets, than other Area residents.

Satisfaction with the quality of public toilets

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2020 [†]	25	51	76	11	14
2019 [†]	20	47	67	17	16
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	29	54	83	12	5
Comparison*[†]					
Peer Group Average (Provincial)	26	44	70	17	14
National Average	24	46	70	17	14
Area					
New Plymouth [†]	26	50	76	9	16
Inglewood	30	36	66	30	4
Clifton	4	71	75	8	17
Kaitake	29	52	81	10	9
Waitara	27	52	79	14	7

% 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 ...

- dirty/disgusting/smelly/untidy/wet/need cleaning,
- in poor condition/need upgrading/improving/better upkeep,
- no toilets/not enough toilets/need more,
- no toilet paper/soap.

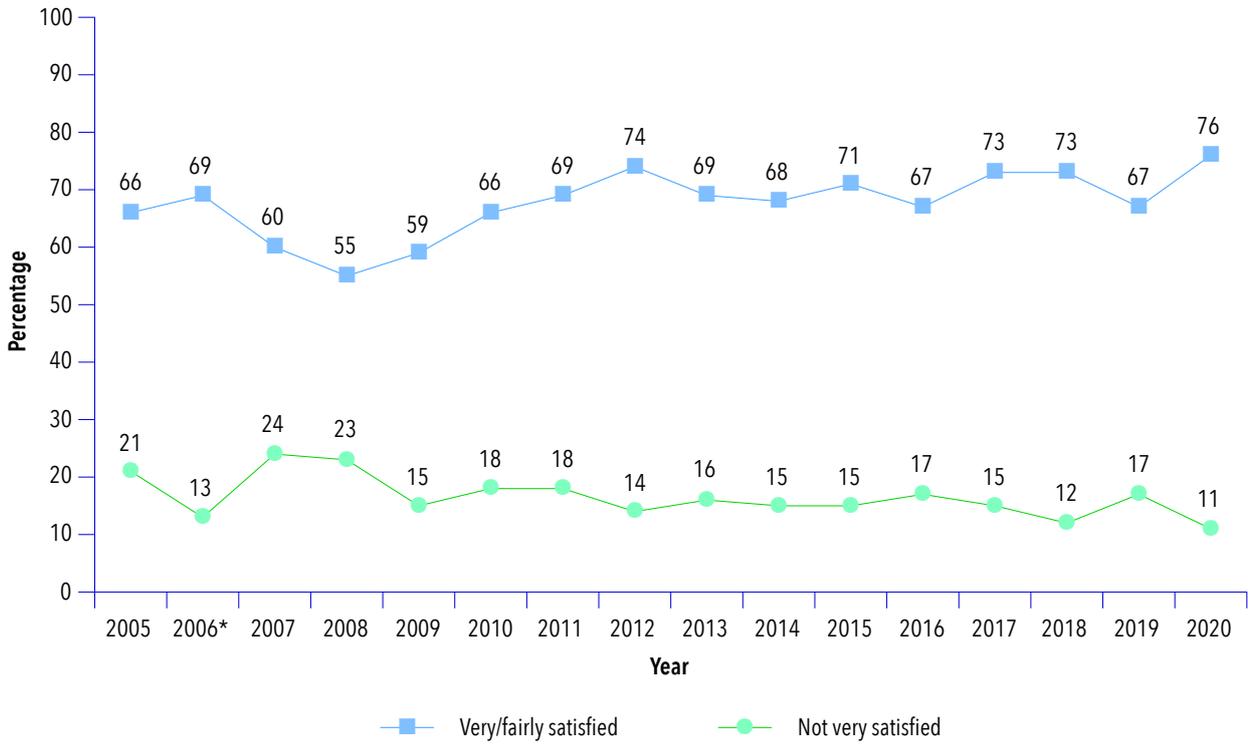
Summary table: Main reasons* for being not very satisfied with the quality of public toilets

	Total District 2020 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Percent who mention ...						
Dirty/disgusting/smelly/untidy/wet/need cleaning	6	5	16	4	8	10
In poor condition/need upgrading/improving/better upkeep	3	2	5	3	2	8
No toilets/not enough toilets/need more	3	2	7	2	2	7
No toilet paper/soap	3	2	8	5	2	2

* multiple responses allowed

NB: no other reasons are mentioned by more than 0.3% of all residents

Quality of public toilets

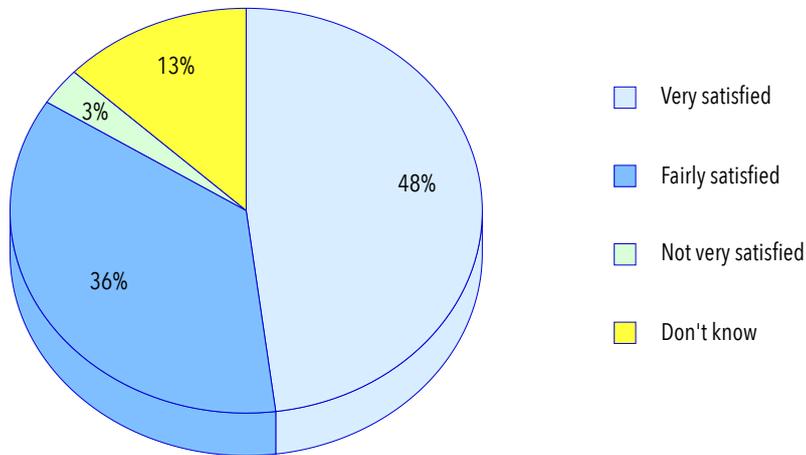


* readings prior to 2006 refer to ratings for public toilets in general

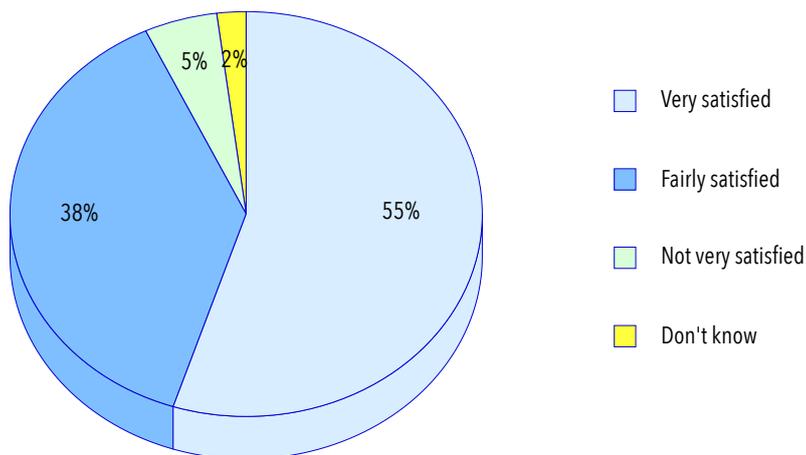
Recommended satisfaction measure for reporting purposes:
 Total District = 76%
 Users = 83%

xvi. Swimming facilities

Overall



Users/visitors



Base = 260

84% of New Plymouth residents are satisfied with the swimming facilities, including 48% who are very satisfied (54% in 2019). 3% are not very satisfied and 13% are unable to comment (10% in 2019).

The percent not very satisfied is below the Peer Group Average and slightly below the National Average for public swimming pools and on par with the 2019 reading.

57% of households have used or visited a public swimming pool in the last 12 months (60% in 2019). Of these users/visitors, 93% are satisfied and 5% 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 the swimming facilities.

Satisfaction with swimming facilities

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2020	48	36	84	3	13
2019*	54	30	84	6	10
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	55	38	93	5	2
Comparison*					
Peer Group Average (Provincial)	38	33	71	12	17
National Average	35	34	69	7	24
Area					
New Plymouth†	47	37	84	3	14
Inglewood	33	48	81	9	10
Clifton	53	30	83	1	16
Kaitake	53	33	86	6	8
Waitara	60	28	88	4	8

% read across

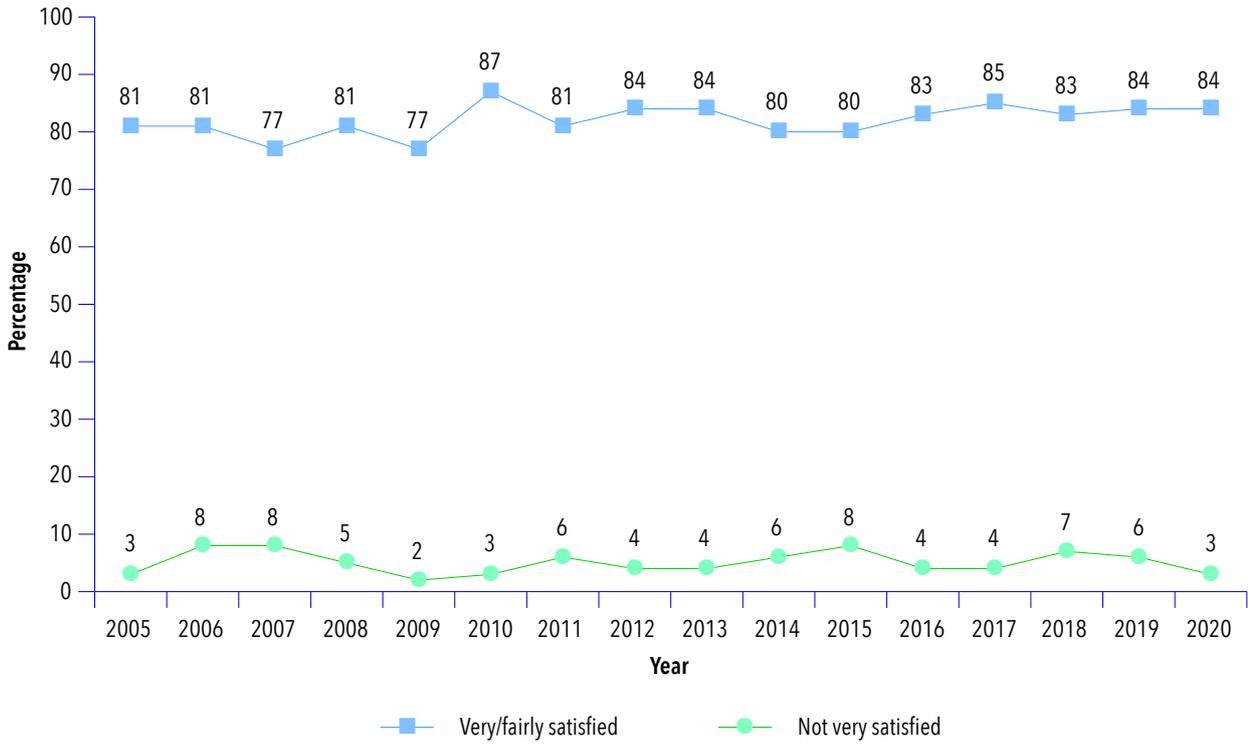
* readings prior to 2019 and Peer Group and National Averages refer to public swimming pools

† does not add to 100% due to rounding

The main reason* residents are not very satisfied with swimming facilities is: "need upgrading/maintenance/improve facilities", mentioned by 2% of all residents.

* multiple responses allowed

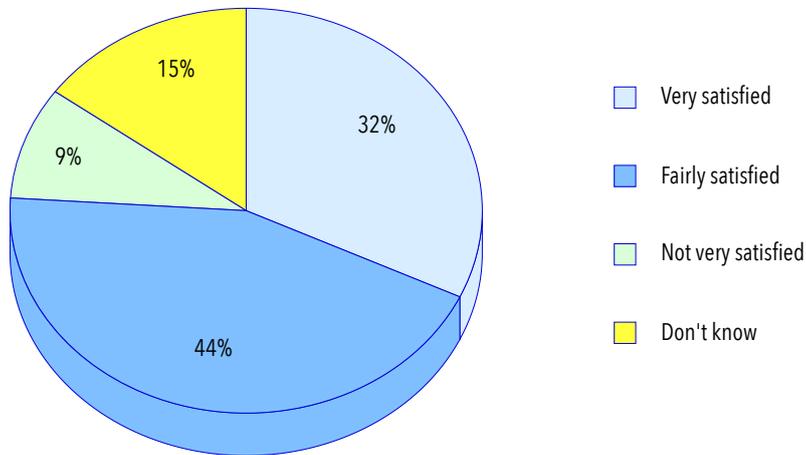
Swimming facilities



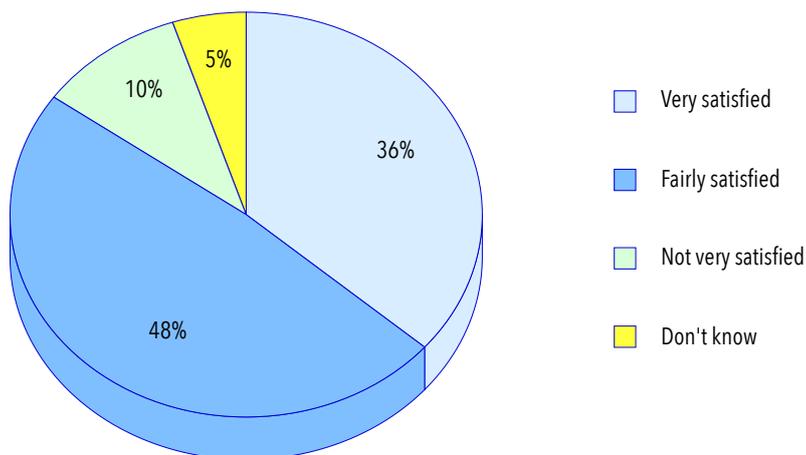
Recommended satisfaction measure for reporting purposes:
 Total District = 84%
 Users/visitors = 93%

xvii. The quality of the sports parks

Overall



Users/visitors



Base = 314

76% of residents are satisfied with the quality of sports parks (72% in 2019), including 32% who are very satisfied. 15% are unable to comment.

The percent not very satisfied (9%) is slightly above the Peer Group Average and above the National Average for **sportsfields and playgrounds**, and on par with the 2019 reading.

67% of households have used or visited a sports park in the last 12 months, with 84% being satisfied 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 quality of sports parks.

Satisfaction with the quality of the sports parks

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2020	32	44	76	9	15
2019	32	40	72	12	16
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 [†]	36	48	84	10	5
Comparison*					
Peer Group Average (Provincial)	52	38	90	4	6
National Average [†]	60	32	92	3	6
Area					
New Plymouth	31	44	75	9	16
Inglewood	32	40	72	12	16
Clifton [†]	35	42	77	12	12
Kaitake	34	46	80	14	6
Waitara	29	52	81	8	11

% read across

* 2013-2018 readings refer to the quality of the District's sportsfields, 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 sports parks are ...

- Yarrow/Rugby Park,
- poor standard/need upgrading/improving/maintenance,
- need more/need larger/better facilities.

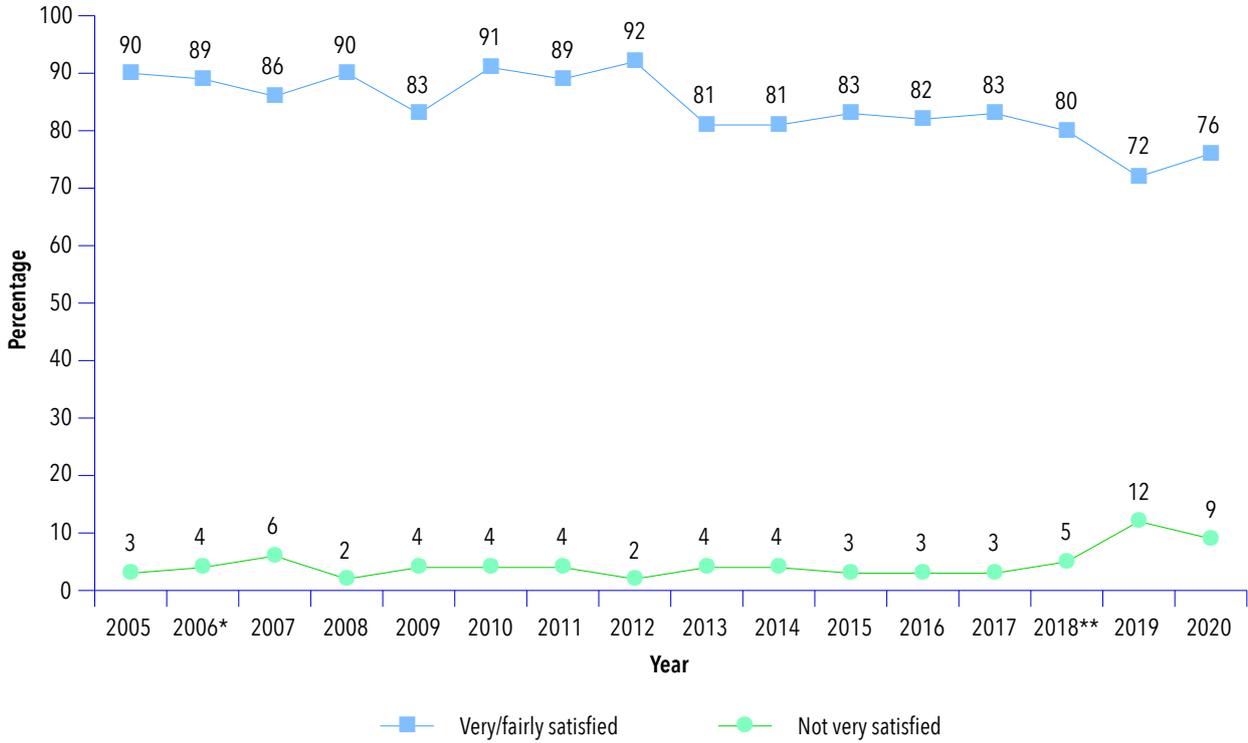
Summary table: Main reasons* for being not very satisfied with the quality of the sports parks

	Total District 2020 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Percent who mention ...						
Yarrow/Rugby Park	7	5	8	12	12	8
Poor standard/need upgrading/improving/maintenance	2	2	4	-	-	-
Need more/need larger/better facilities	2	1	-	-	2	5

* multiple responses allowed

0.4% mentioned 'other reasons

Quality of the sports parks



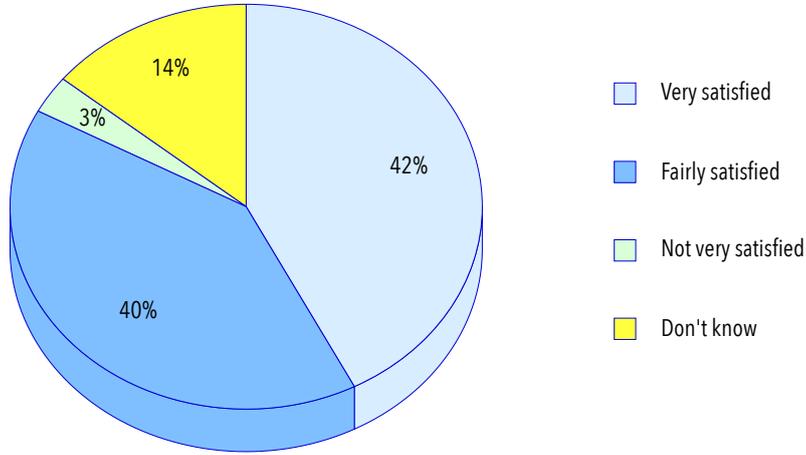
* readings prior to 2006 refer to ratings for sportsfields and playgrounds, while 2006-2012 readings refer to the quality of sportsparks and playgrounds

** 2013-2018 readings refer to the quality of the District's sportsfields

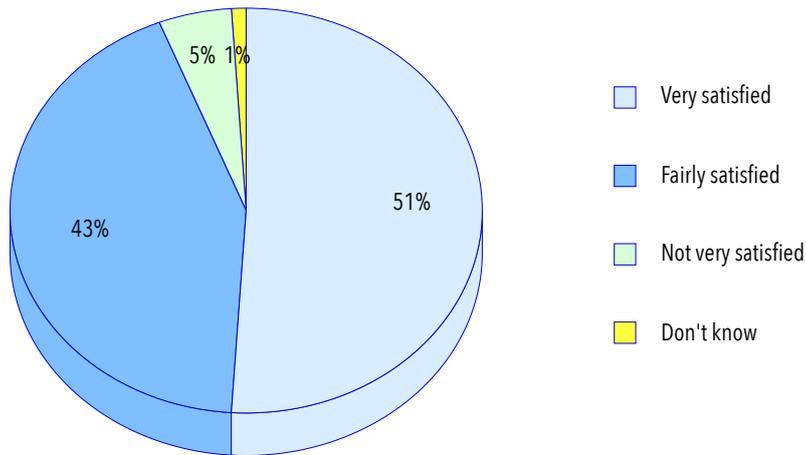
Recommended satisfaction measure for reporting purposes:
 Total District = 76%
 Users/visitors = 84%

xviii. The quality of playgrounds

Overall



Users/visitors



Base = 299

82% of residents are satisfied with the quality of playgrounds, including 42% who are very satisfied (48% in 2019). 14% are unable to comment.

The percent not very satisfied (3%) is similar to the Peer Group and National Averages for **sportsfields and playgrounds**, and on par with the 2019 reading.

63% of households have used or visited a playground in the last 12 months (67% in 2019), with 94% being satisfied and 5% not very satisfied (9% in 2019).

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

Satisfaction with the quality of playgrounds

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2020 [†]	42	40	82	3	14
2019 ^{**}	48	34	82	6	12
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	51	43	94	5	1
Comparison*					
Peer Group Average (Provincial)	52	38	90	4	6
National Average [†]	60	32	92	3	6
Area					
New Plymouth	41	41	82	3	15
Inglewood	48	27	75	10	15
Clifton	41	43	84	2	14
Kaitake	53	35	88	-	12
Waitara	42	50	92	2	6

% read across

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

** readings prior to 2019 refer to the quality of the District's playgrounds

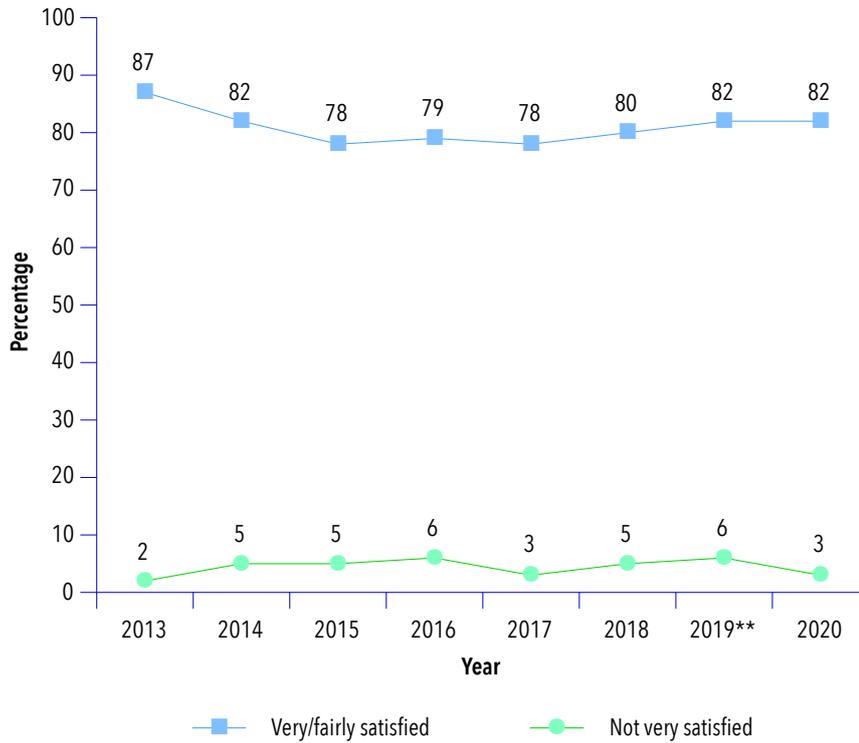
† does not add to 100% due to rounding

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

- need an upgrade/improvements, mentioned by 2% of all residents,
- need more playgrounds, 1%,
- rundown/need more maintenance, 1%
- boring/too safe, 1%.

* multiple responses allowed

Quality of playgrounds

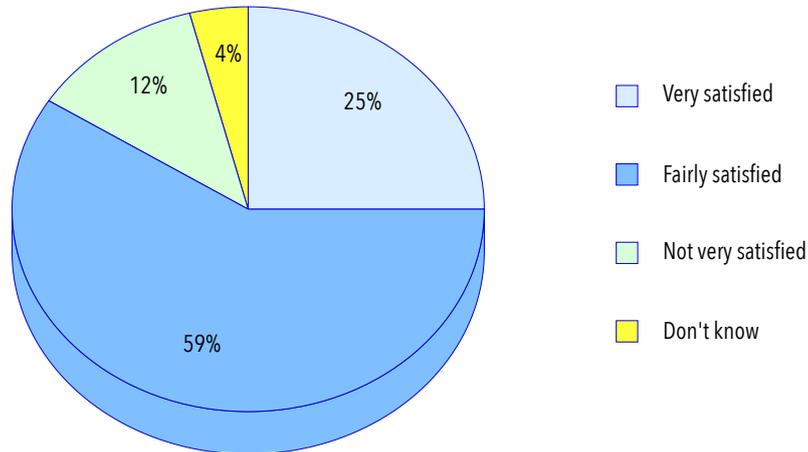


** readings prior to 2019 refer to the quality of the District's playgrounds

Recommended satisfaction measure for reporting purposes:
 Total District = 82%
 Users/visitors = 94%

xix. The maintenance of the quality of the living environment, including litter control (this includes both the natural environment and the built environment)

Overall



84% of residents are satisfied that the maintenance of the quality of the living environment, including 25% who are very satisfied (31% in 2019). 12% are not very satisfied and 4% are unable to comment.

There are no comparative Peer Group and National Averages for this reading, however the 2019 not very satisfied reading is similar to the 2019 result.

Residents more likely to be not very satisfied with the maintenance of the quality of the living environment are ...

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

Satisfaction with the maintenance of the quality of the living environment, including litter control

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2020	25	59	84	12	4
2019*	31	54	85	12	3
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	28	57	85	11	4
Inglewood†	21	56	77	12	10
Clifton†	12	67	78	19	1
Kaitake	20	72	92	4	4
Waitara	20	64	84	16	-
Length of residence					
Lived there 10 years or less†	22	70	92	5	2
Lived there more than 10 years	26	56	82	13	5
Ratepayer?					
Ratepayer	25	58	83	13	4
Non-ratepayer	28	61	89	4	7

% read across

* readings prior to 2019 refer to the quality of the New Plymouth living environment being maintained

† does not add to 100% due to rounding

The main reasons residents are not very satisfied with the maintenance of the quality of the living environment are ...

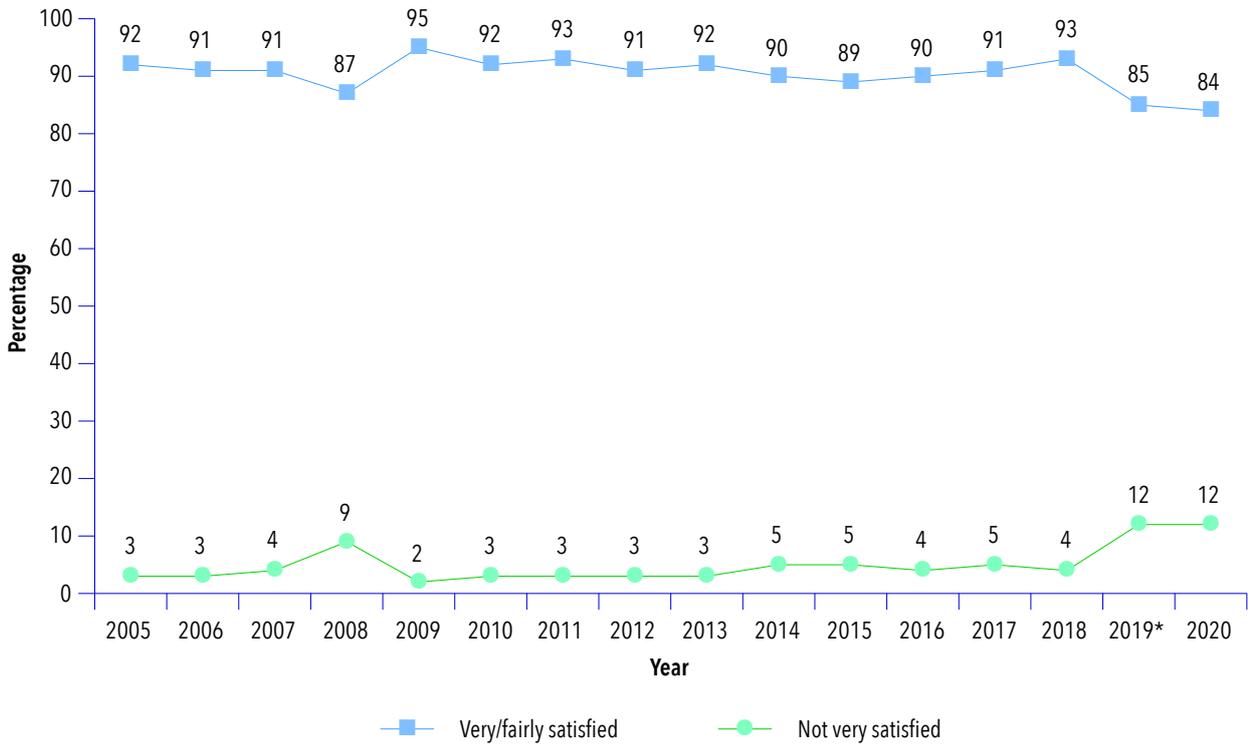
- too much litter/rubbish dumped,
- empty bins more often/remove rubbish,
- need more rubbish bins/bigger bins/removed bins,
- more/better maintenance needed.

Summary table: Main reasons* for being not very satisfied with the maintenance of the quality of the living environment

	Total District 2020 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Percent who mention ...						
Too much litter/rubbish dumped	4	4	7	2	-	6
Empty bins more often/remove rubbish	3	3	2	11	2	6
Need more rubbish bins/bigger bins/removed bins	3	3	-	7	2	5
More/better maintenance needed	3	3	5	3	-	2

* multiple responses allowed
0.6% mentioned 'other reasons'

Maintenance of the quality of the living environment, including litter control

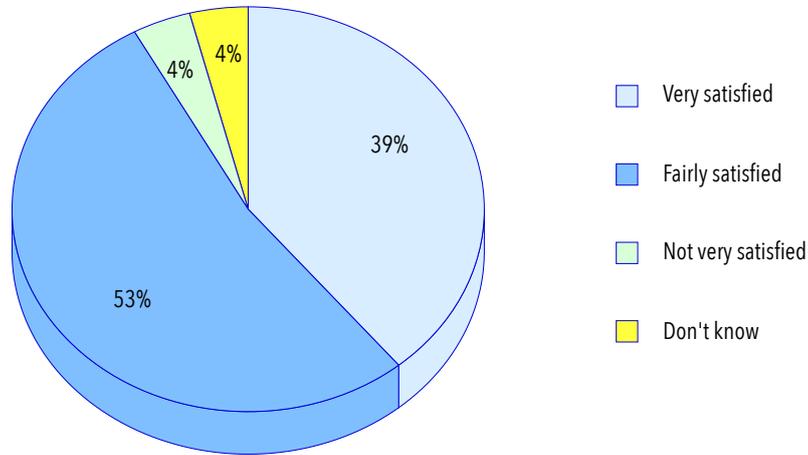


* readings prior to 2019 refer to the quality of the New Plymouth living environment being maintained

Recommended satisfaction measure for reporting purposes:
Total District = 84%

xx. The quality of urban landscapes and streets

Overall



92% of New Plymouth District residents are satisfied with the quality of urban landscapes and streets (89% in 2019), with 39% being very satisfied (44% in 2019). 4% are not very satisfied.

There are no comparative Peer Group and National Averages for this reading, however the 2020 not very satisfied reading is 4% below the 2019 result.

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

Satisfaction with the quality of urban landscapes and streets

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District					
2020	39	53	92	4	4
2019	44	45	89	8	3
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	38	53	91	5	4
Inglewood	51	39	90	5	5
Clifton†	24	68	92	5	2
Kaitake†	47	51	98	1	-
Waitara†	40	55	95	2	2

% read across

* readings prior to 2019 refer to the maintenance and presentation of urban landscapes and streets, particularly flower beds and display, not asked prior to 2006

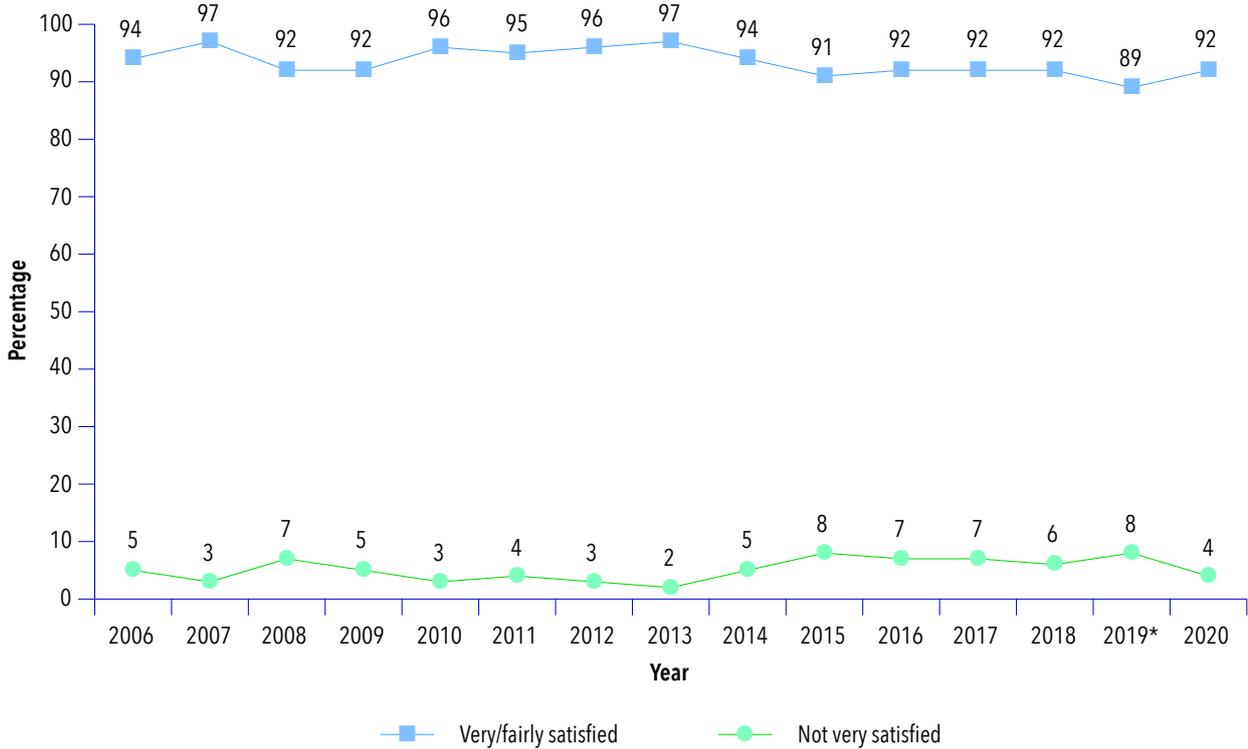
† does not add to 100% due to rounding

The main reasons* residents are not very satisfied with the quality of urban landscapes and streets are ...

- tree issues/drop leaves/roots, mentioned by 1% of all residents,
- untidy/overgrown/need better upkeep/maintenance, 1%,
- need more plantings/beautification/flowerbeds and trees taken out, 1%.

* multiple responses allowed

Quality of urban landscapes and streets

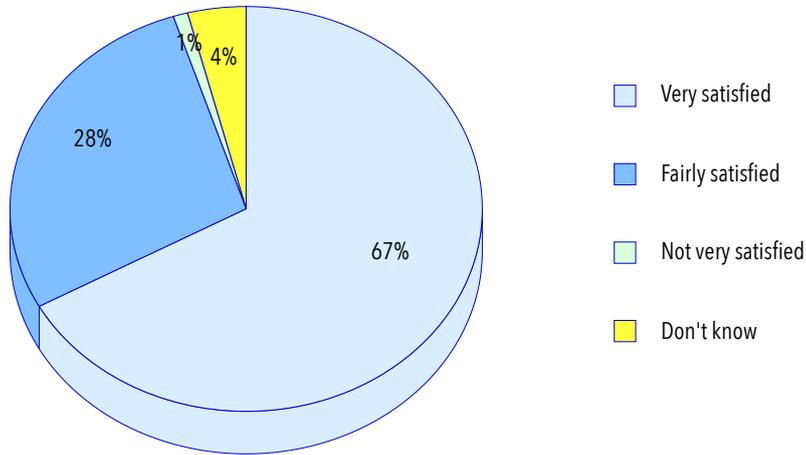


* readings prior to 2019 refer to the maintenance and presentation of urban landscapes and streets, particularly flower beds and display, not asked prior to 2006

Recommended satisfaction measure for reporting purposes:
Total District = 92%

xxi. Access to the natural environment, including the rivers, lakes, the mountain and the coast

Overall



95% of New Plymouth District residents are satisfied with access to the natural environment, including the rivers, lakes, the mountain and the coast, with 67% being very satisfied. 1% are not very satisfied and 4% are unable to comment.

There are no comparative Peer Group and National Averages for this reading, however, the not very satisfied reading is on par with 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					
2020	67	28	95	1	4
2019†	65	29	94	3	2
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†	65	30	95	2	4
Inglewood	58	35	93	1	6
Clifton	76	21	97	-	3
Kaitake	77	21	98	2	-
Waitara	82	18	100	-	-

% read across

* not asked prior to 2006

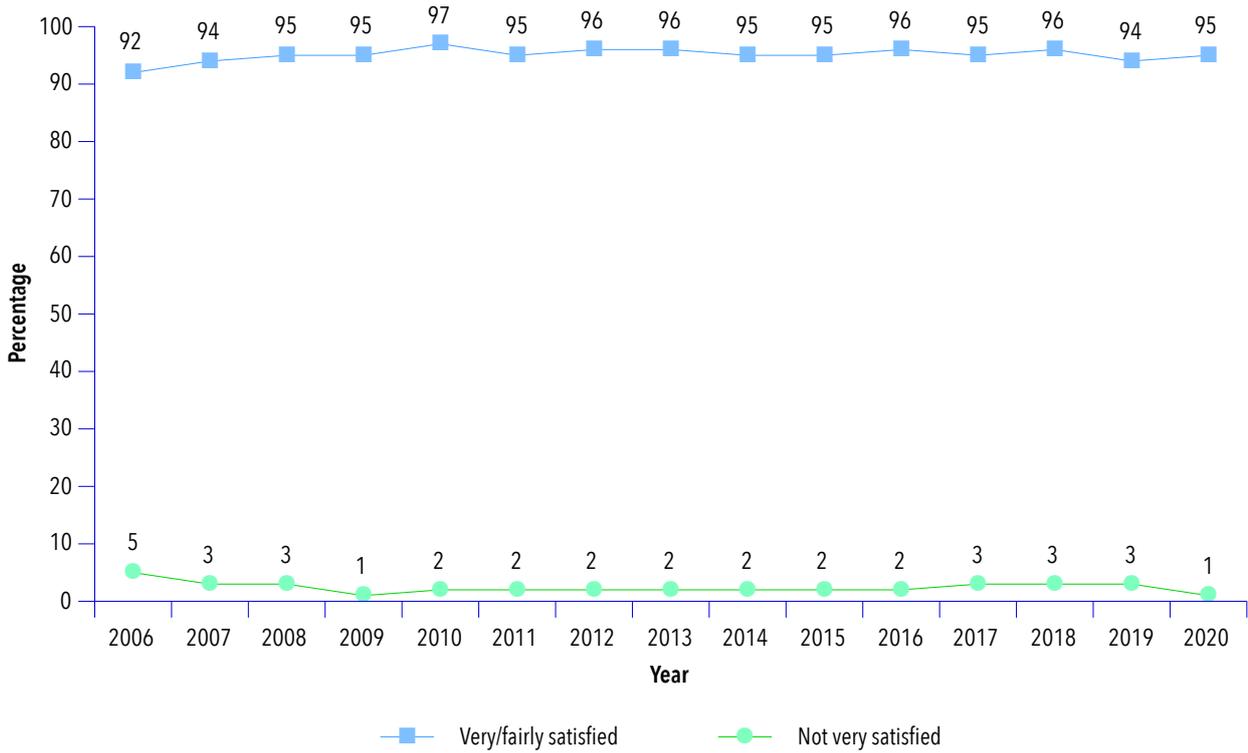
† does not add to 100% due to rounding

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

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

* multiple responses allowed

Access to the natural environment, including the rivers, lakes, the mountain and the coast



Recommended satisfaction measure for reporting purposes:
Total District = 95%

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 127).

Summary table: Spend emphasis for services/facilities

Percent who mention ...	More %	About the same %	Less %	Don't know %
Overall quality of roads	39	58	2	1
Economic Development, such as promotion of the District, including tourism and support for economic growth and diversification	36	48	7	9
Availability of car parking in the District	33	58	6	3
Quality and safety of footpaths	31	64	2	3
Maintenance of the quality of the living environment†	27	69	2	3
Quality of public toilets†	26	63	4	8
Water supply	24	65	2	9
Ability to drive around the District quickly, easily and safely	22	72	3	3
Assistance and support to community groups	22	59	3	16
Quality and safety of the cycle network	21	63	5	11
Quality of sports parks†	19	66	7	8
Kerbside rubbish and recyclables collection	18	72	3	7
District planning and control of building consents or subdivisions and development	18	52	10	20
Quality of parks and reserves, including the Coastal Walkway & Pukekura Park	15	80	3	2
Flood protection†	15	71	2	11
Sewerage system	15	71	1	13
The quality of Council's event venues	15	68	10	7
Access to the natural environment, including the rivers, lakes, the mountain and the coast	14	79	4	3
The quality of urban landscapes and streets	14	78	4	4
Swimming facilities†	14	75	4	8
Stormwater services excluding flood protection	14	71	3	12
The quality of Council's events	14	70	10	6
Quality of playgrounds	12	75	2	11
Museum at Puke Ariki	10	74	8	8
Airport	9	59	23	9
Animal control activities	9	70	9	12
Library at Puke Ariki†	8	77	6	10
Community Libraries, other than Puke Ariki	7	62	5	26
Govett-Brewster Art Gallery/Len Lye Centre†	6	39	44	12
Visitor Information Centre at Puke Ariki†	3	72	8	16

† does not add to 100% due to rounding

SPEND MORE COMPARISON

	2020 %	2019 %	2018 %	2017 %	2016 %
Overall quality of roads [°]	39	38	43	35	31
Economic Development, such as promotion of the District, incl tourism & support for economic growth and diversification	36	32	NA	NA	NA
Availability of car parking in the District	33	38	36	37	33
Quality and safety of footpaths	31	29	34	32	30
Maintenance of the quality of the living environment	27	33	NA	NA	NA
Quality of public toilets	26	31	30	32	34
Water supply	24	26	33	21	15
Ability to drive around the District quickly, easily and safely	22	26	26	21	29
Assistance and support to community groups [∞]	22	29	24	23	18
Quality and safety of the cycle network ^{***}	21	22	21	17	21
Quality of sports parks [∞]	19	21	16	12	9
Kerbside rubbish and recyclables collection	18	24	21	19	14
District planning and control of building consents or subdivisions and development	18	21	23	20	14
Quality of parks and reserves, including the Coastal Walkway and Pukekura Park	15	17	21	19	16
Flood protection	15	17	20	10	7
Sewerage system	15	16	10	14	8
The quality of Council's event venues ^{##}	15	15	17	12	12
Access to the natural environment, including the rivers, lakes, the mountain and the coast	14	15	16	14	9
The quality of urban landscapes and streets [#]	14	17	15	13	13
Swimming facilities ^{**}	14	17	23	14	14
Stormwater services excluding flood protection	14	19	20	12	11
The quality of Council's events [*]	14	19	17	22	17
Quality of playgrounds	12	17	19	15	15
Museum at Puke Ariki	10	9	8	5	5
Airport	9	19	36	48	37
Animal control activities [∞]	9	12	9	10	8
Library at Puke Ariki	8	10	13	11	6
Community Libraries, other than Puke Ariki	7	8	12	9	7
Govett-Brewster Gallery/Len Lye Centre	6	6	7	5	4
Visitor Information Centre at Puke Ariki	3	3	3	3	2

[#] readings prior to 2019 refer to the maintenance and presentation of urban landscapes and streets

^{##} readings prior to 2019 refer to quality of the venues for entertainment, cultural and sporting

^{*} readings prior to 2019 refer to quality of entertainment, cultural and sporting events in the District

^{**} readings prior to 2019 refer to public swimming pools

^{***} readings prior to 2019 refer to quality and safety of cycleways

[∞] readings prior to 2019 refer to animal control

[∞] readings prior to 2019 refer to community assistance

[°] readings prior to 2019 refer to quality of roads overall

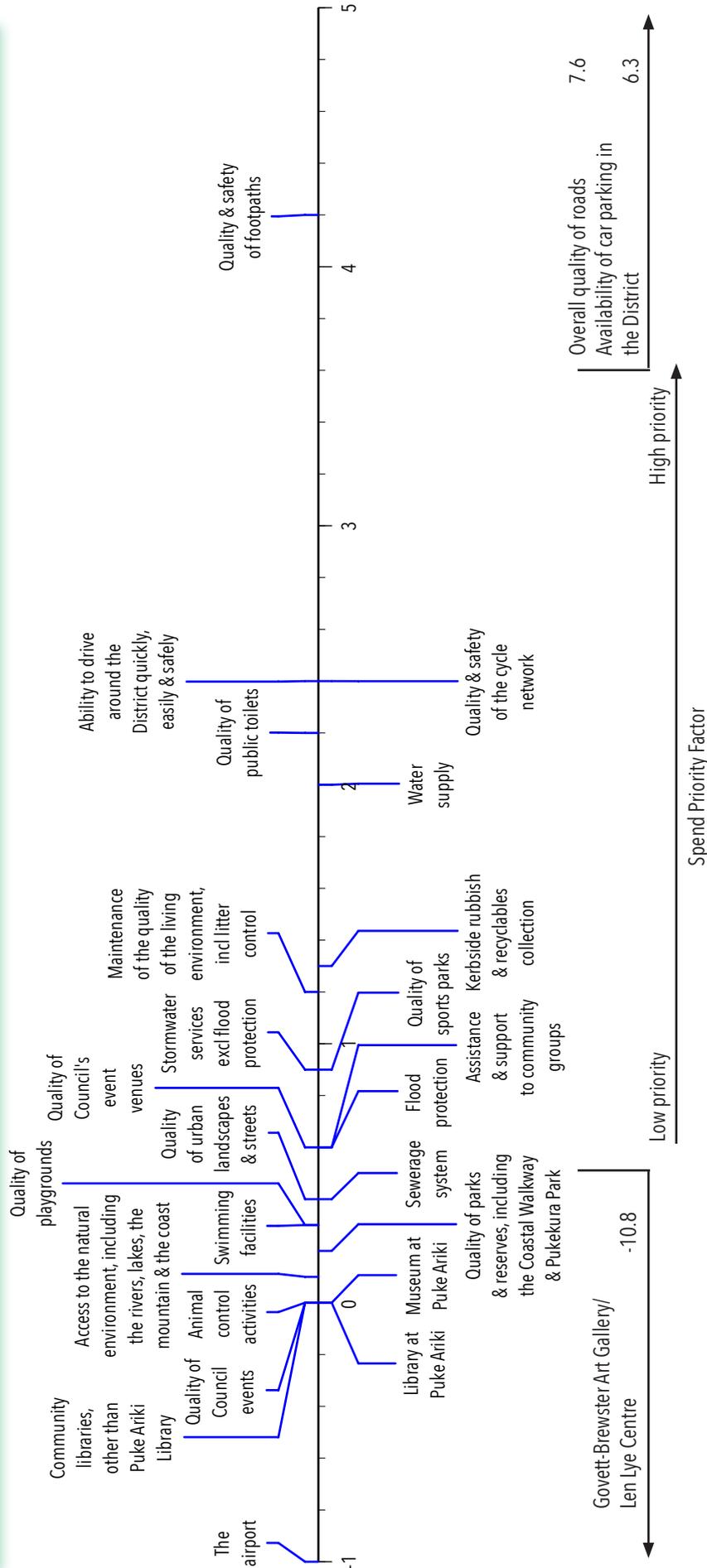
[∞] readings prior to 2019 refer to quality of sportsfields

NA: not asked

Summary table: Top 5 'spend more' by area

	Total District 2020 %	Area				
		New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Percent who mention ...						
Overall quality of roads	39	37	40	59	27	46
Economic development	36	37	28	52	33	23
Availability of car parking in the District	33	36	28	26	34	20
Quality and safety of footpaths	31	33	30	19	17	38
Maintenance of the quality of the living environment	27	25	28	37	29	25

SPEND PRIORITY



(Spend priority = mean spend x percentage not very satisfied).

This graph shows the priorities for spending for Council in terms of the 27 services/facilities where both the not very satisfied readings and mean spend figures are available.

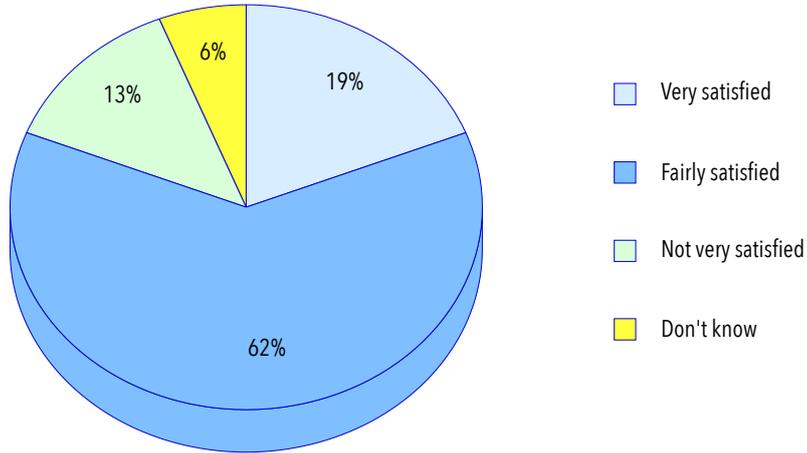
The spend priority factor is gained by multiplying the mean spend (where "spend more" = +1, "spend about the same" = 0 and "spend less" = -1), by the percentage not very satisfied.

The quality of roads overall, availability of car parking 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, and the airport being of lowest priority in terms of spend.

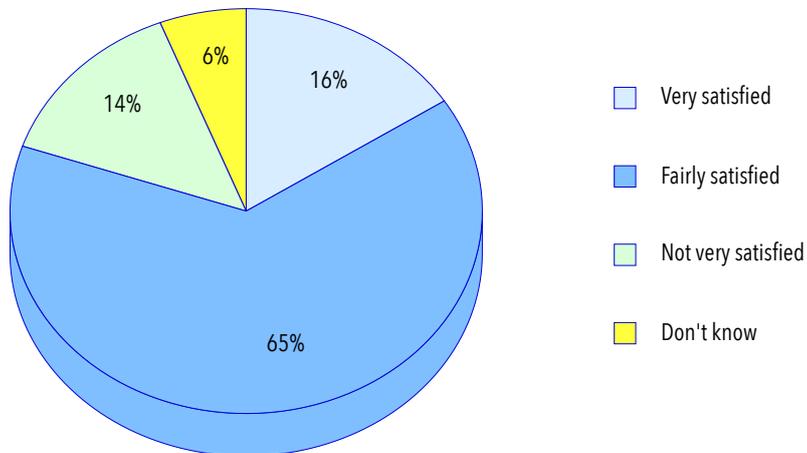
RATES ISSUES

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

Overall



Ratepayers



Base = 423

83% of residents identify themselves, or members of their household, as ratepayers (86% in 2019).

Overall, 81% of New Plymouth residents are satisfied with the way rates are spent on the services/facilities provided by Council (84% in 2019), while 13% are not very satisfied (9% in 2019).

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

81% of ratepayers are satisfied with the way rates are spent on the services and facilities provided by Council, with 14% being not very satisfied.

Residents more likely to be not very satisfied are ...

- Clifton Area residents,
- NZ Māori residents.

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					
2020	19	62	81	13	6
2019	19	65	84	9	7
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 [†]	16	65	81	14	6
Comparison					
Peer Group Average (Provincial)	7	55	62	30	8
National Average	11	58	69	22	9
Area					
New Plymouth	22	60	82	11	7
Inglewood	6	83	89	9	2
Clifton	12	52	64	32	4
Kaitake [†]	22	63	85	16	-
Waitara	11	70	81	13	6

continued ...

Satisfaction with the way rates are spent on the services and facilities provided by Council (continued) ...

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Ethnicity[†]					
NZ European	16	68	84	11	6
NZ Māori	25	48	73	20	8

% 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 ...

- Yarrow Stadium upgrade, mentioned by 5% of residents,
- high rates/rates increases/too high for services/unfair rating system, 3%,
- waste money/overspend/priorities wrong, 3%,
- spending on arts/Len Lye Centre/waste of money, 2%.

* multiple responses allowed

Recommended satisfaction measure for reporting purposes:

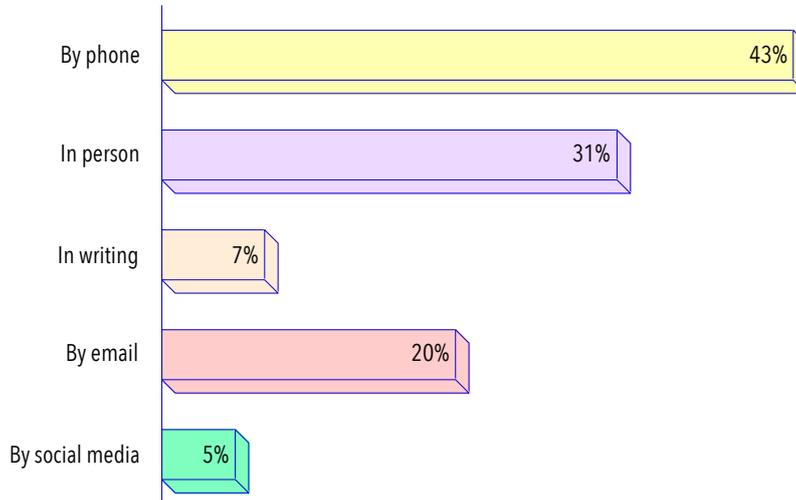
Total District = 81%

Ratepayers = 81%

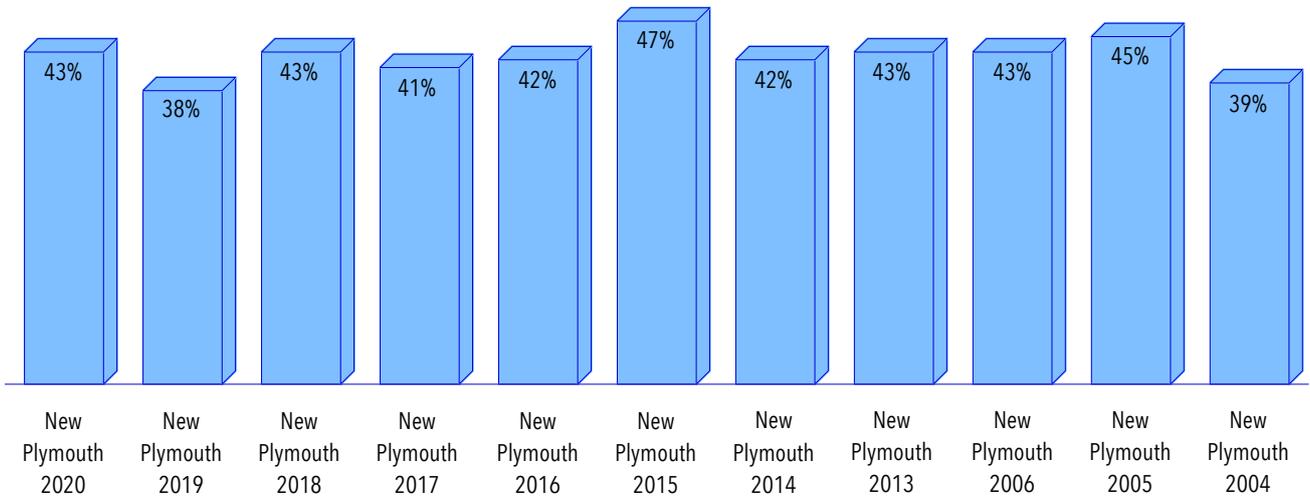
CONTACT WITH COUNCIL

LEVELS OF CONTACT

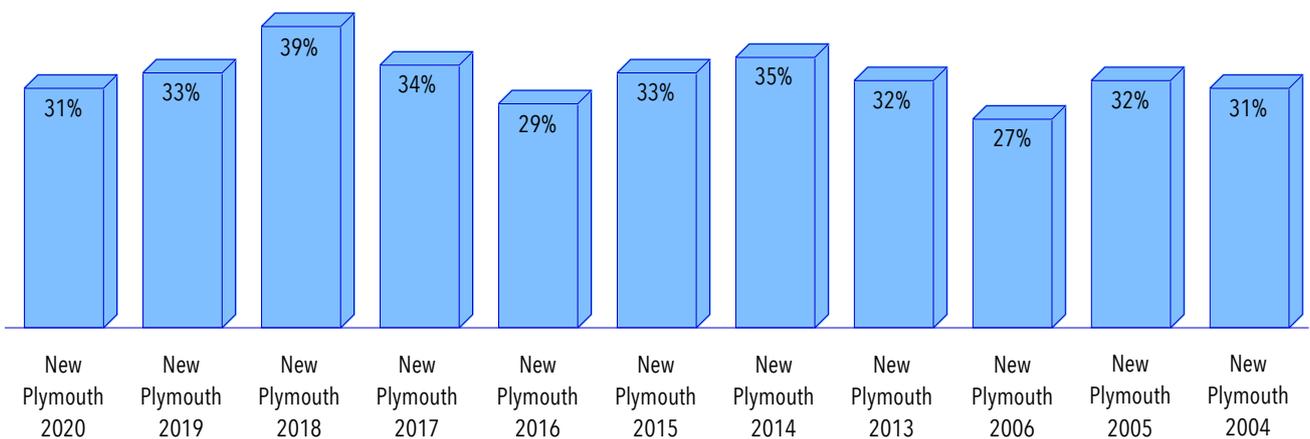
2020 - yes, have contacted Council offices ...



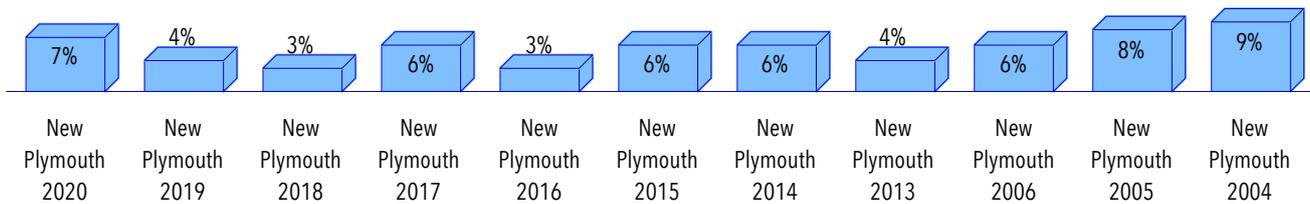
Percent saying 'yes - by phone' - comparison



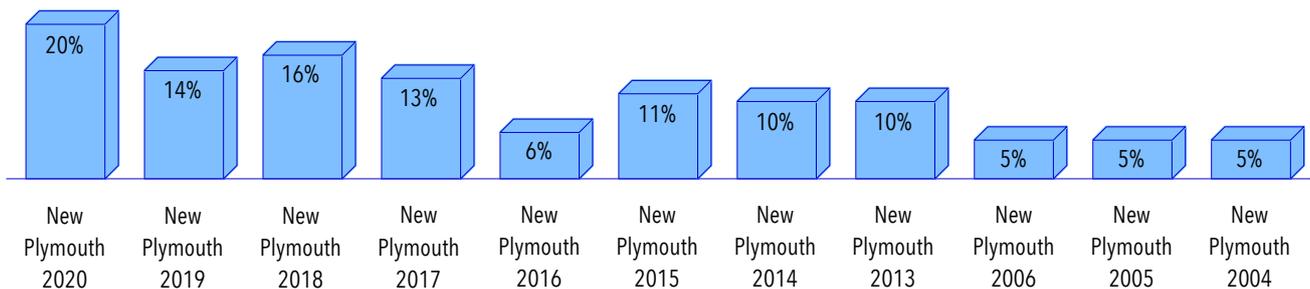
Percent saying 'yes - visited' - comparison



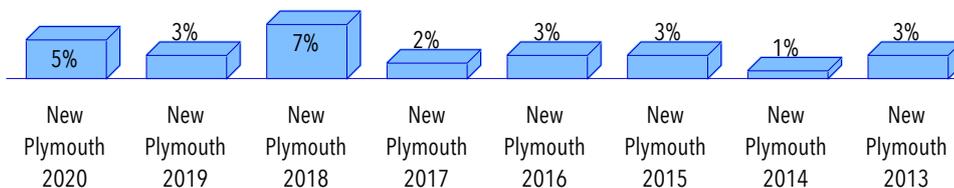
Percent saying 'yes - in writing' - comparison



Percent saying 'yes - by email' - comparison



Percent saying 'yes - by social media' - comparison



Overall, 58% of residents have contacted Council offices in the last 12 months (55% in 2019).

43% of residents have contacted Council offices by phone in the last year (38% in 2019), while 31% have contacted Council offices in person and 7% in writing. 20% have contacted Council by email (14% in 2019), with 5% contacting them by social media.

Residents more likely to contact Council **by phone**, are ...

- residents aged 45 years or over,
- longer term residents, those residing in the District more than 10 years,
- ratepayers.

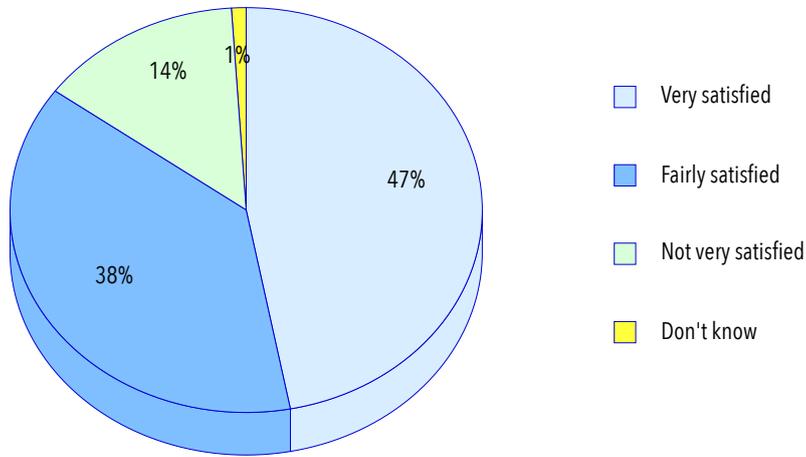
Ratepayers are more likely to contact Council **in person**, than non-ratepayers.

Residents more likely to have contacted Council **by email** are ...

- residents with an annual household income of \$30,000 or more,
- ratepayers.

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

SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES BY PHONE



Base = 224

85% of residents contacting the Council Offices by phone, in the last 12 months, are satisfied, including 47% who are very satisfied (51% in 2019), while 14% are not very satisfied.

The percent not very satisfied is similar to the 2019 reading.

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					
2020	47	38	85	14	1
2019 [†]	51	33	84	17	-
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
Area					
New Plymouth	49	35	84	15	1
Inglewood*	30	47	77	23	-
Clifton*	43	43	86	14	-
Kaitake*	49	47	96	4	-
Waitara*	50	40	90	10	-

Base = 224

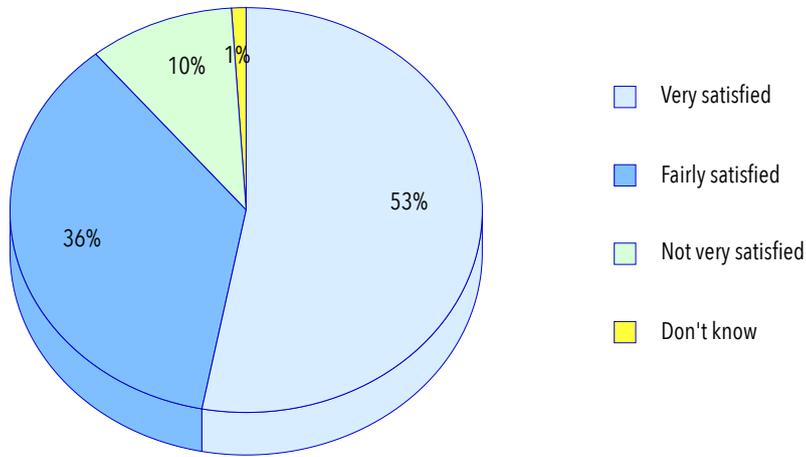
% read across

° not asked from 2007-2012

* caution: small bases

† does not add to 100% due to rounding

SATISFACTION WHEN VISITING A COUNCIL OFFICE IN PERSON



Base = 158

89% of residents visiting a Council office in person, in the last 12 months, are satisfied, including 53% who are very satisfied (68% in 2019). 10% are not very satisfied.

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. However, it appears that men are slightly more likely, than women, to feel this way.

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					
2020	53	36	89	10	1
2019†	68	25	93	8	-
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°	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	-
Area					
New Plymouth†	58	33	91	7	1
Inglewood*	32	56	88	12	-
Clifton**	46	8	54	46	-
Kaitake*	56	38	94	-	6
Waitara**	13	70	83	17	-
Gender					
Male	36	46	82	16	2
Female	69	26	95	4	1

Base = 158

% read across

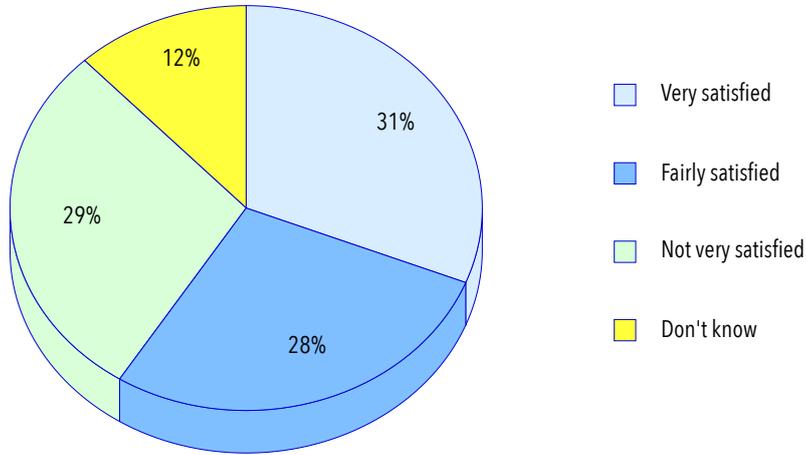
° not asked from 2007-2012

* caution: small bases

** caution: very small bases

† does not add to 100% due to rounding

SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES IN WRITING



Base = 35
(Margin of error ±16.6%)

59% of residents contacting the Council offices in writing, in the last 12 months, are satisfied, while 29% are not very satisfied.

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					
2020	31	28	59	29	12
2019 [†]	38	35	73	27	-
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 ^{°†}	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

Base = 35*

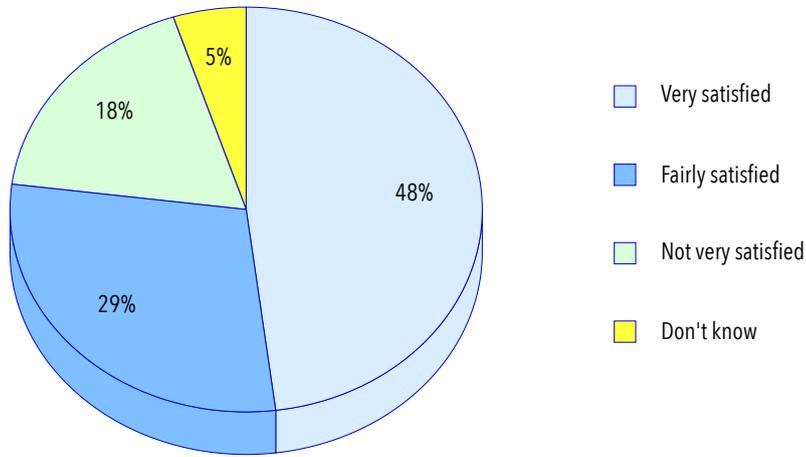
% read across

[°] not asked from 2007-2012

* caution: bases are small in 2006 and 2013-2019

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

SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES BY EMAIL



Base = 98

77% of residents contacting the Council offices by email, in the last 12 months, are satisfied, including 48% who are very satisfied, while 18% are not very satisfied. These readings are similar to the 2019 results.

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

Satisfaction when contacting Council offices by email

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council by email					
2020	48	29	77	18	5
2019	51	28	79	19	2
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 [°]	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	-
Area					
New Plymouth* [°]	46	29	75	23	2
Inglewood** [†]	32	57	89	12	-
Clifton**	13	31	44	4	52
Kaitake [°]	69	18	87	13	-
Waitara**	78	22	100	-	-

Base = 98*

% read across

[°] not asked from 2007-2012

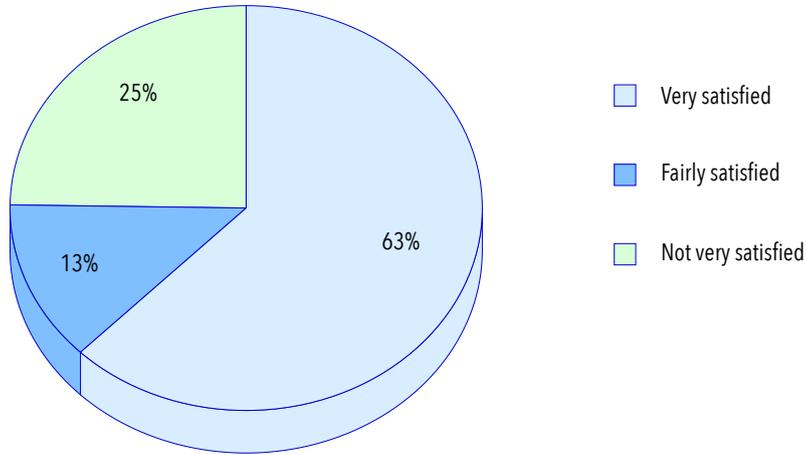
* caution: bases from 2000-2006 and 2016 are small (<30)

** caution: very small bases

[°] caution: small base

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

SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES BY SOCIAL MEDIA



Base = 22*
* caution: base is small
(Does not add to 100% due to rounding)
Margin of error ±20.9%

76% residents contacting the Council offices by social media, in the last 12 months, are satisfied, while 25% are not very satisfied.

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

Base = 22
* multiple responses allowed

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 %	Satisfactory %	Neutral %	Unsatisfactory %	Very unsatisfactory %	Unsure/ Not applicable %
Contacted Council						
2020	45	42	5	6	1	1
2019	62	26	4	3	4	1
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 ^{o†}	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	44	42	6	5	2	1
Inglewood*	38	41	4	14	3	-
Clifton*	31	65	-	3	1	-
Kaitake*	61	23	7	7	-	2
Waitara*	57	37	6	-	-	-

Base = 301

% read across

^o not asked from 2007-2012

* caution: small bases

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

87% of residents who have contacted Council staff in the last 12 months rate the helpfulness of staff as satisfactory/very satisfactory, including 45% who rate it very satisfactory (62% in 2019), with 7% 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 %	Satisfactory %	Neutral %	Unsatisfactory %	Very unsatisfactory %	Unsure/ Not applicable %
Contacted Council						
2020	43	39	9	5	2	2
2019	53	29	8	4	5	2
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
Area						
New Plymouth	43	39	11	3	1	3
Inglewood*	44	29	6	14	7	-
Clifton* [†]	26	50	5	17	3	-
Kaitake* [†]	56	29	3	3	6	2
Waitara* [†]	38	53	-	5	-	5

Base = 219

% read across

[°] not asked from 2007-2012

* caution: small base

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

82% of residents who have contacted Council staff in the last 12 months, rate the knowledge of staff as satisfactory/very satisfactory, including 43% who say it is very satisfactory (53% in 2019), with 7% 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 %	Satisfactory %	Neutral %	Unsatisfactory %	Very unsatisfactory %	Unsure/ Not applicable %
Contacted Council						
2020 [†]	41	29	8	7	5	11
2019	49	22	6	5	9	9
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 [°]	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	41	30	8	5	5	11
Inglewood* [†]	35	22	9	10	11	14
Clifton* [†]	26	36	7	22	3	7
Kaitake*	48	13	9	4	3	23
Waitara*	56	32	4	5	-	3
Gender						
Male	33	36	5	10	6	10
Female [†]	48	23	10	4	4	12

Base = 301

% read across

[°] 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

70% of residents who have contacted Council staff in the last 12 months, rate staff follow-up as satisfactory/very satisfactory, including 41% who say it is very satisfied (49% in 2019), while 12% say it is unsatisfactory/very unsatisfactory.

There are no notable differences between socio-economic groups in terms of those residents[†] who rate staff follow-up as **unsatisfactory/very unsatisfactory**. However, it appears that men[†] are slightly more likely, than women[†] to feel this way.

[†] contacted Council staff in the last 12 months

iv. Summary table

Rating of Council staff in terms of...

	Very satisfactory/ Satisfactory %	Neither/ Neutral %	Unsatisfactory/ Very unsatisfactory %	Don't know/ Unable to say/ Not applicable %
Helpfulness	87	5	7	1
Knowledge	82	9	7	2
Did the Council do what it said it would do? [†]	70	8	12	11

Base = 301*

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

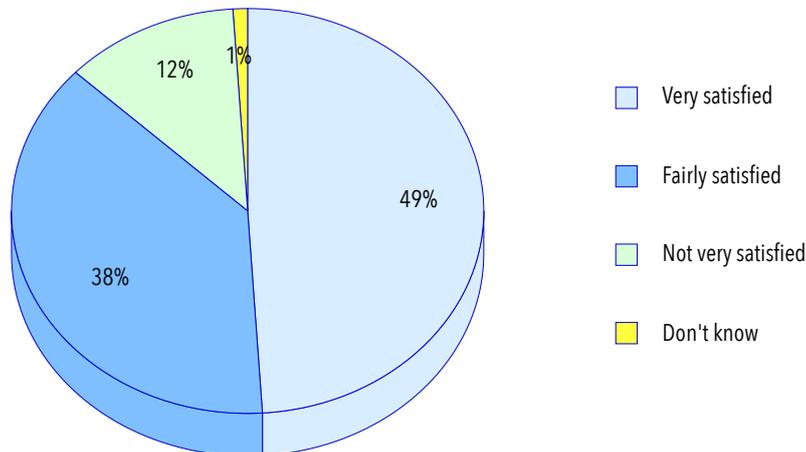
[†] does not add to 100% due to rounding

As in 2019, 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

SATISFACTION WITH THE OVERALL SERVICE RECEIVED WHEN CONTACTING COUNCIL OFFICES

Contacted a Council office in the last 12 months



Base = 301

Of the 58% of residents who contacted the Council offices in the last 12 months (55% in 2019), 87% are satisfied, including 49% who are very satisfied (59% in 2019), while 12% are not very satisfied.

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

Shorter term residents[†], those residing in the District 10 years or less, are more likely to be not very satisfied, than longer term residents[†].

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

- poor service/inefficient/unhelpful/fobbed off/rude, mentioned by 4% of residents who have contacted Council by phone, in person, in writing, by email and/or by social media in last 12 months,
- lack of action/slow to act/issue not resolved, 4%,
- unhappy with outcome/result/don't listen, 3%.

* multiple responses allowed

[†] 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 %
Overall					
2020	49	38	87	12	1
2019 [†]	59	29	88	11	-
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 [°]	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 Average (Provincial)	47	37	84	16	-
National Average [†]	46	37	83	17	1
Area					
New Plymouth [†]	48	40	88	10	1
Inglewood*	42	37	79	21	-
Clifton*	35	37	72	28	-
Kaitake*	63	28	91	3	6
Waitara*	55	37	92	8	-
Length of residence					
Lived there 10 years or less	40	36	76	23	1
Lived there more than 10 years	50	39	89	10	1

Base = 301

% read across

[°] not asked from 2007-2012

* caution: small base

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

Recommended satisfaction measure for reporting purposes:

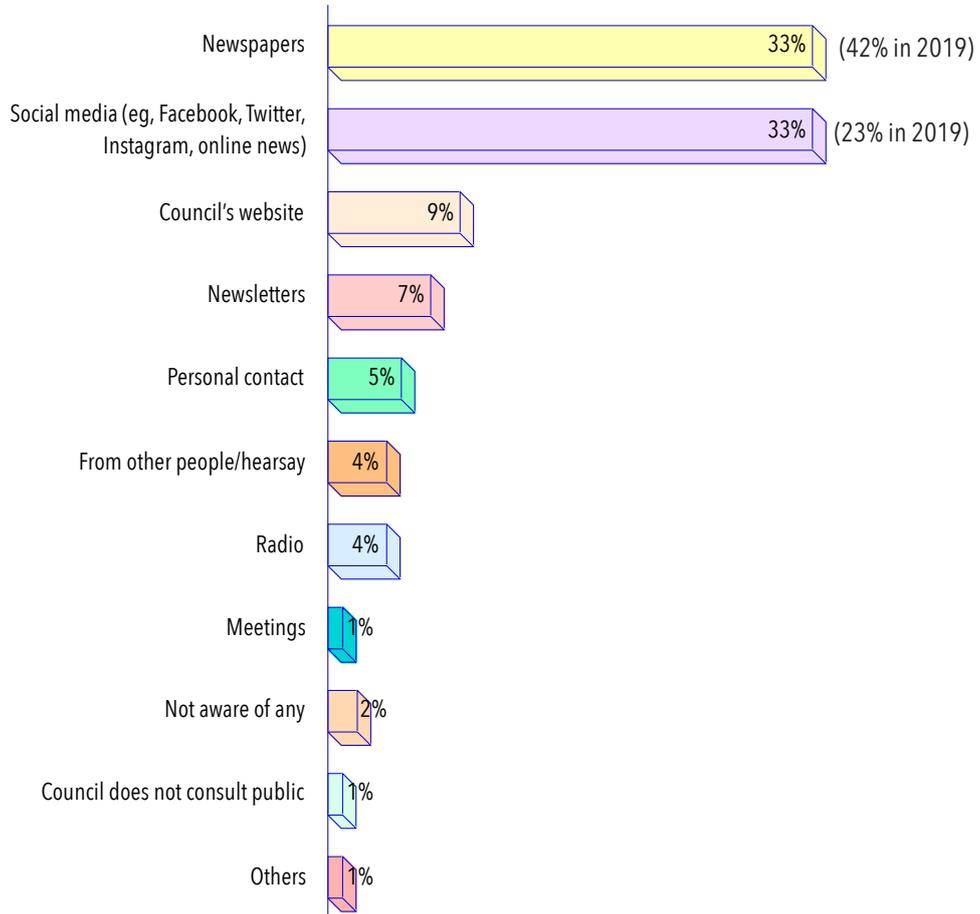
Contacted Council in last 12 months	= 87%
Contacted Council by phone	= 85%
Contacted Council in person	= 89%
Contacted Council in writing*	= 59%
Contacted Council by email	= 77%
Contacted Council by social media*	= 76%

* caution: small bases

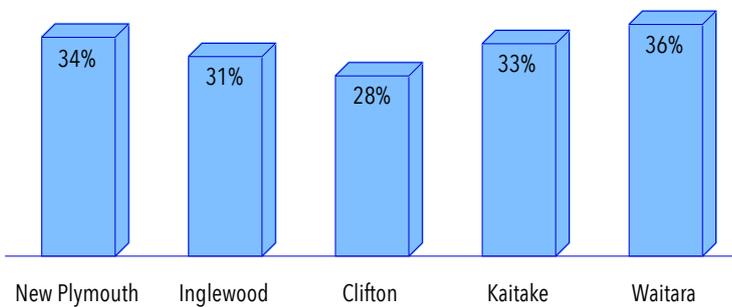
INFORMATION

PUBLIC CONSULTATION

Where or from whom do you mainly see, read or hear information about the Council?



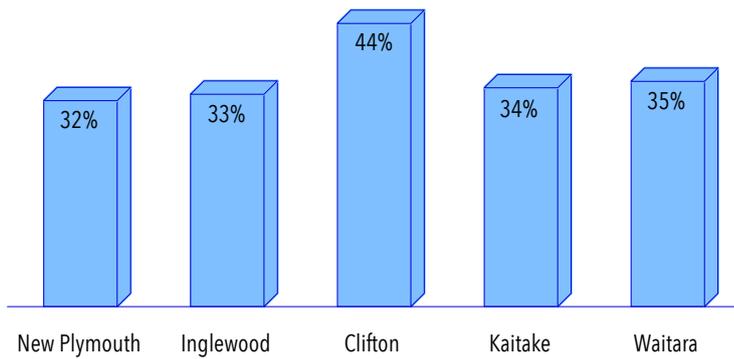
Percent saying "newspapers" - by area



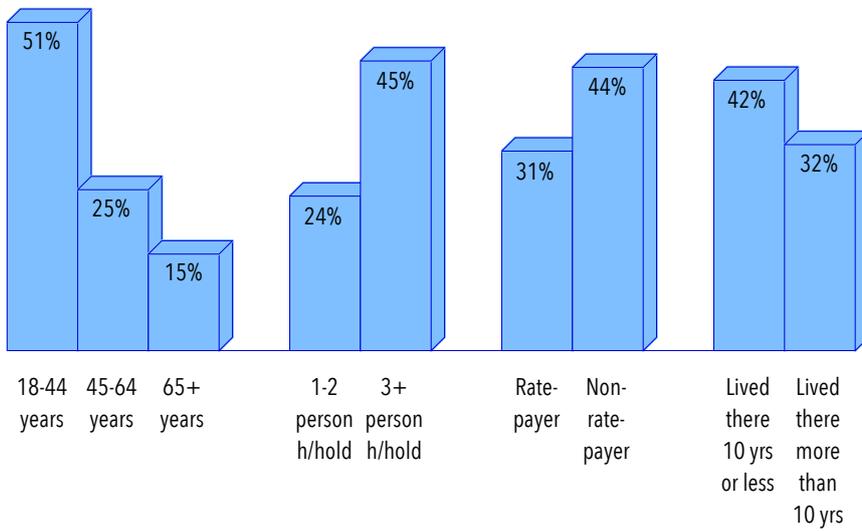
Percent saying "newspapers" - comparing different types of residents



Percent saying "social media" - by area



Percent saying "social media" - comparing different types of residents



Both 33% mention newspapers and social media as their main source of information about Council.

Residents **more** likely to mention newspapers as their main source of information 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,
- ratepayers,
- residents with an annual household income of \$60,000 or less,
- longer term residents, those residing in the District more than 10 years,
- NZ European residents.

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

- residents aged 18 to 44 years,
- residents who live in a three or more person household,
- non-ratepayers,
- shorter term residents, those residing in the District 10 years or less.

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

"Stuff website."

"Waitara Alive website."

"Read the Daily News online."

"I work with a Councillor."

"Internet news sites."

"The community boards need more to have more say at a local level and then we hear of what is going."

"Only what I see when walking in streets."

"Library at Puke Ariki."

"The Information Centre has pamphlets."

"Local neighbourhood watch group on the internet at Frankley Park - Frankley Park Neighbourhood Watch."

"Emails from council."

"Pamphlet in rates."

"News."

The newspapers residents mentioned* they read are ...

- The Taranaki Daily News, 86% of those where newspapers are their main source,
- The North Taranaki Midweek, 41%,
- Live Magazine, 7%,
- Opunake & Coastal News, 2%,
- Stratford Press, 2%,
- TOM Oakura, 2%,
- Moa Mail, 2%,
- Waitara Alive, 1%,
- others, 2%.

Base = 191

* multiple responses allowed

The 'other' newspapers mentioned are ...

"MidWeek."

"Sunday Star Times and NZ Herald."

"Midweek newspaper."

"The Midweeker."

"Herald, Sunday Star Times."

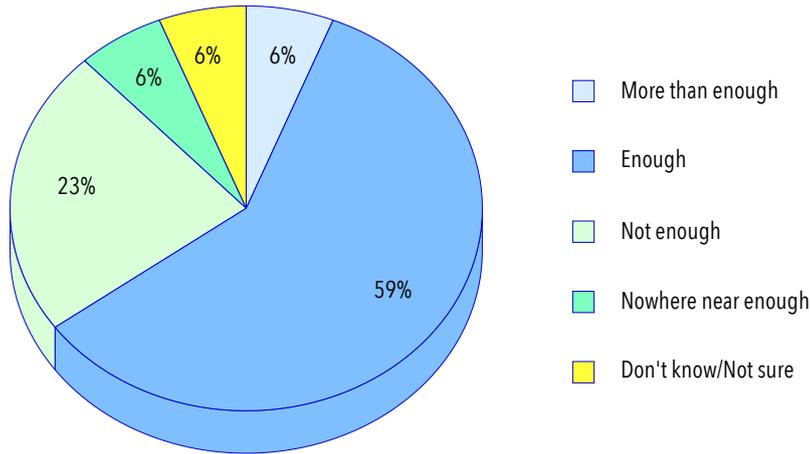
"Stuff - online newspaper."

"Midweek."

THE SUFFICIENCY OF THE INFORMATION SUPPLIED

All residents were asked whether they considered the information supplied by Council to be sufficient.

Overall



Summary table: Comparisons

	Total District 2020 %	Total District 2019 %	Peer Group %	National Average %	Area				
					New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
Percent who mention ...									
More than enough	6 65	8 67	8 60	10 60	6	6	6	14	3
Enough	59	59	52	50	58	58	51	56	82
Not enough	23 29	25 30	21 38	24 34	24	29	23	16	9
Nowhere near enough	6	5	17	10	5	5	16	8	6
Don't know/Not sure	6	3	2	6	7	2	5	6	-
Total	100	100	100	100	100	100	†101	100	100

† does not add to 100% due to rounding

65% of residents feel that there is more than enough/enough information supplied, while 29% feel there is not enough/nowhere near enough information supplied. These readings are similar/on par with the 2019 results.

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

Residents more likely to say there is **enough/more than enough information** are ...

- residents who live in a one or two person household,
- ratepayers.

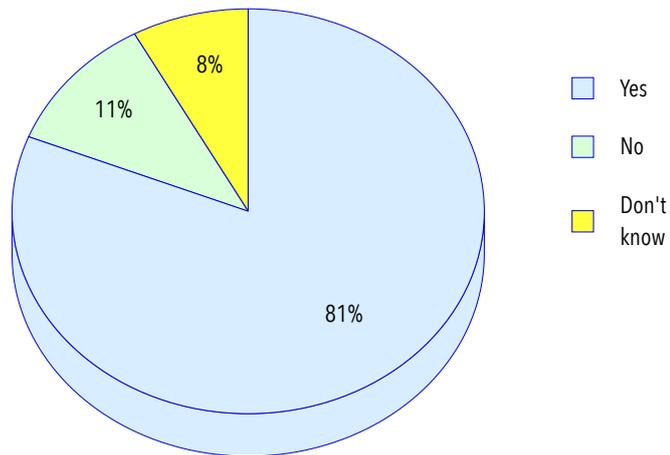
It also appears that Waitara Area residents are slightly more likely to feel this way, than other Area residents.

LOCAL ISSUES

COUNCIL REPUTATION

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

Overall



81% of residents think New Plymouth District Council has a good reputation, while 11% do not. These readings are on par with the 2019 results.

The percent saying 'Yes' is above the Peer Group Average (57%) and the National Average (58%).

There are no notable differences between Areas and between socio-economic groups, in terms of those residents who say 'Yes'.

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

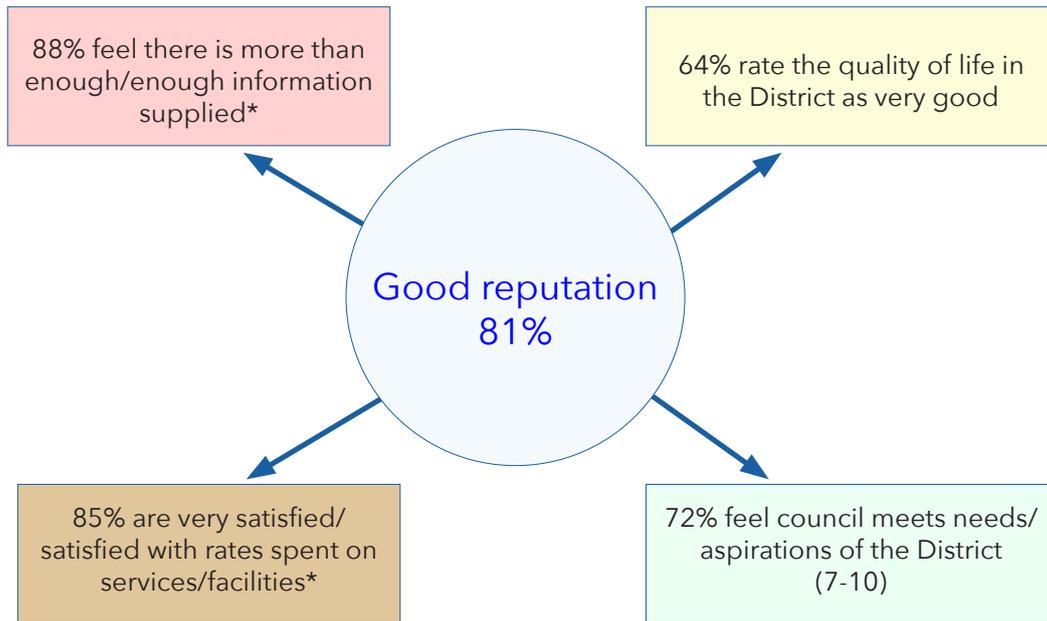
	Yes %	No %	Don't know %
Overall*			
Total District			
2020	81	11	8
2019	79	13	8
2018†	88	9	4
2017	82	9	9
Comparison			
Peer Group Average (Provincial)	57	29	14
National Average†	58	29	14
Area			
New Plymouth	80	12	8
Inglewood	88	7	5
Clifton	83	11	6
Kaitake	75	12	13
Waitara	83	7	10

% read across

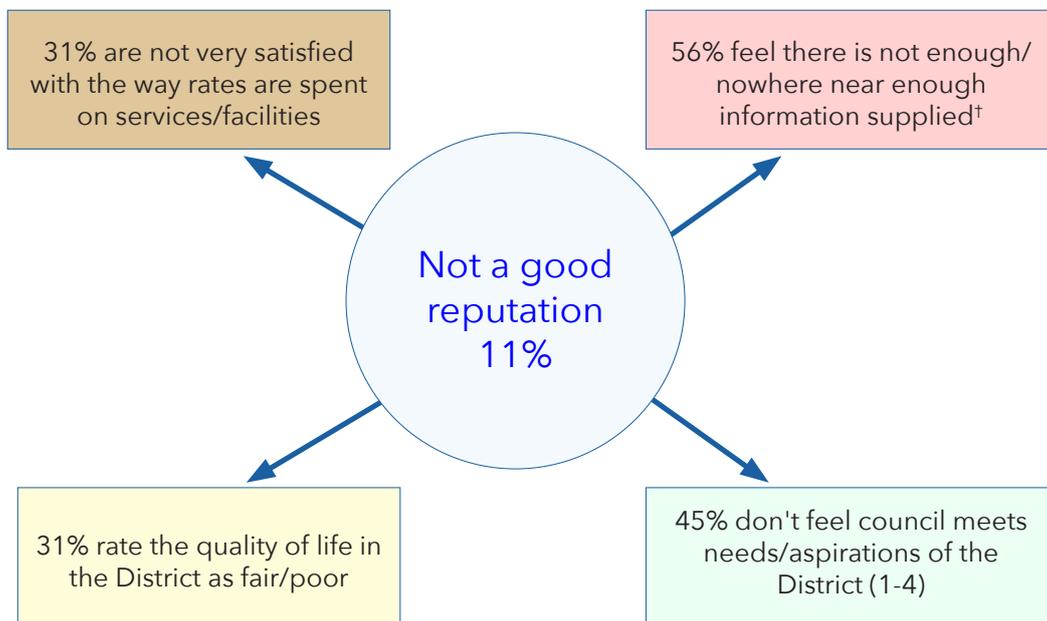
* not asked prior to 2017

† 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, 88% feel there is more than enough/enough information supplied



† of those residents who say New Plymouth District Council does not have a good reputation, 56% feel there is not enough/nowhere near enough information supplied

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

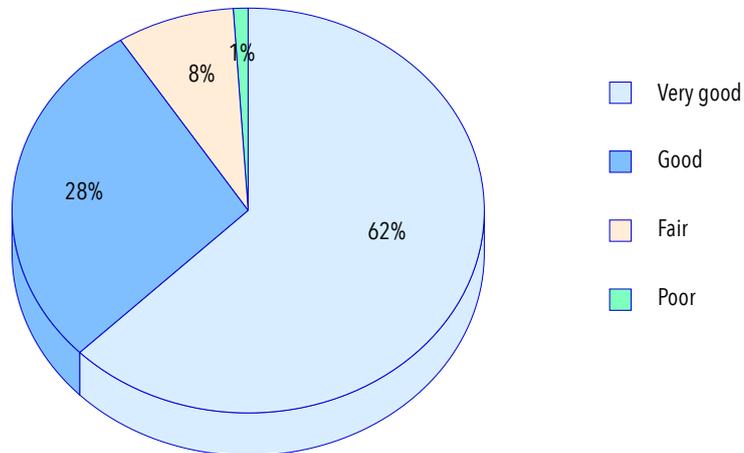
	Total District 2020 %	Total District 2019 %	Total District 2018 %	Area				
				New Plymouth %	Inglewood %	Clifton %	Kaitake %	Waitara %
01 - does not meet needs/aspirations	1	1	-	2	1	1	1	-
02	1	1	1	1	-	-	-	-
03	2	1	1	1	2	2	2	2
04	4	3	2	5	2	9	2	-
05	11 Neutral	10	9	11	14	10	11	7
06		19	13	15	16	27	30	16
07	28	27	33	28	34	26	34	27
08	24	26	32	25	26	19	18	33
09	6	8	6	5	6	6	3	7
10 - meets needs/aspirations very well†	4	3	3	5	-	-	-	6
Unsure	1	1	-	2	-	-	-	1
Total	†99	100	100	100	†101	†99	†101	†99

† does not add to 100% due to rounding

62% of residents feel that Council meets the needs and aspirations of the District (rating 07 to 10), while 8% feel the Council does not meet the needs/aspirations of the District (rating 01 to 04). 28% are neutral (rating 05 and 06). The average rating is 07 (which is meeting needs/aspirations).

QUALITY OF LIFE

Overall



62% of residents think that, overall, the quality of life in their District is very good (76% in 2019), while 28% say it is good (22% in 2019), 8% feel it is fair (2% in 2019) and 1% say it is 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**.

Residents **more likely** to rate the overall quality of life in their District as very good are ...

- residents aged 65 years or over,
- longer term residents, those residing in the District more than 10 years.

Rating the quality of life in the District

	Very good %	Good %	Fair %	Poor %	Don't know %
Overall*					
Total District					
2020†	62	28	8	1	-
2019	76	22	2	-	-
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)	41	43	13	3	-
National Average	40	45	10	4	-
Area					
New Plymouth	61	27	11	1	-
Inglewood	56	38	4	-	2
Clifton	71	29	-	-	-
Kaitake	73	25	2	-	-
Waitara	62	34	4	-	-
Age					
18-44 years	59	27	13	1	-
45-64 years	56	35	8	1	-
65+ years	77	21	2	-	-
Length of residence					
Lived there 10 years or less†	46	35	16	1	1
Lived there more than 10 years	66	27	6	1	-

% read across

* not asked prior to 2009

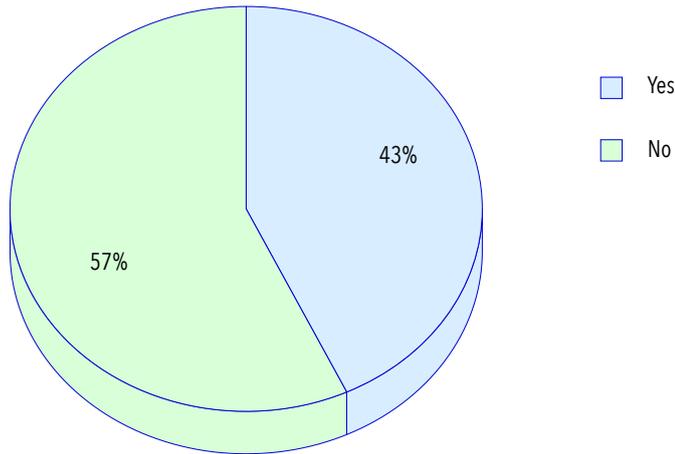
† does not add to 100% due to rounding

PHYSICAL ACTIVITY

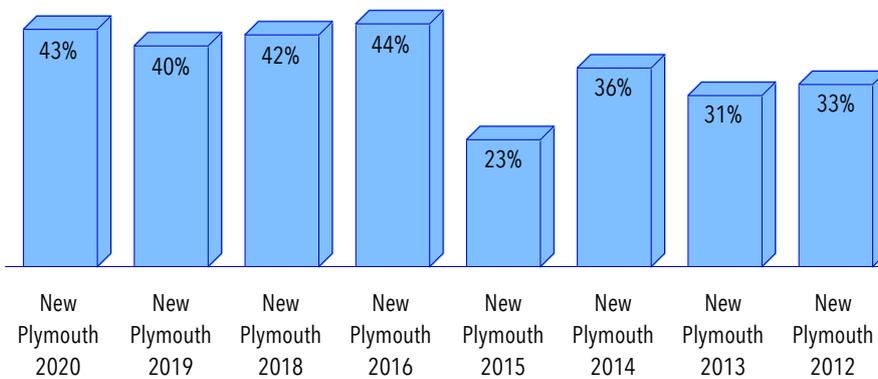
i. Cycling

1. Have residents cycled in the last year?

Overall

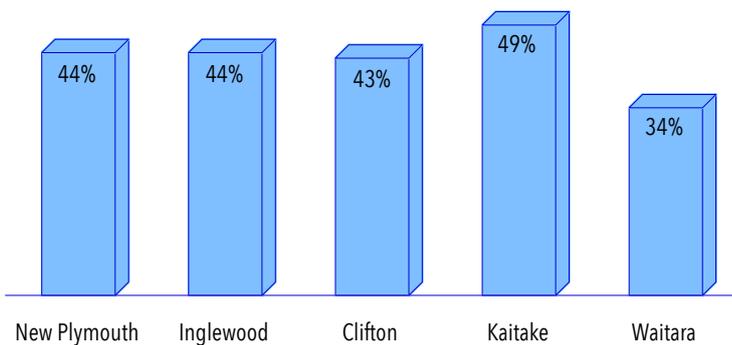


Percent saying 'yes' - comparison

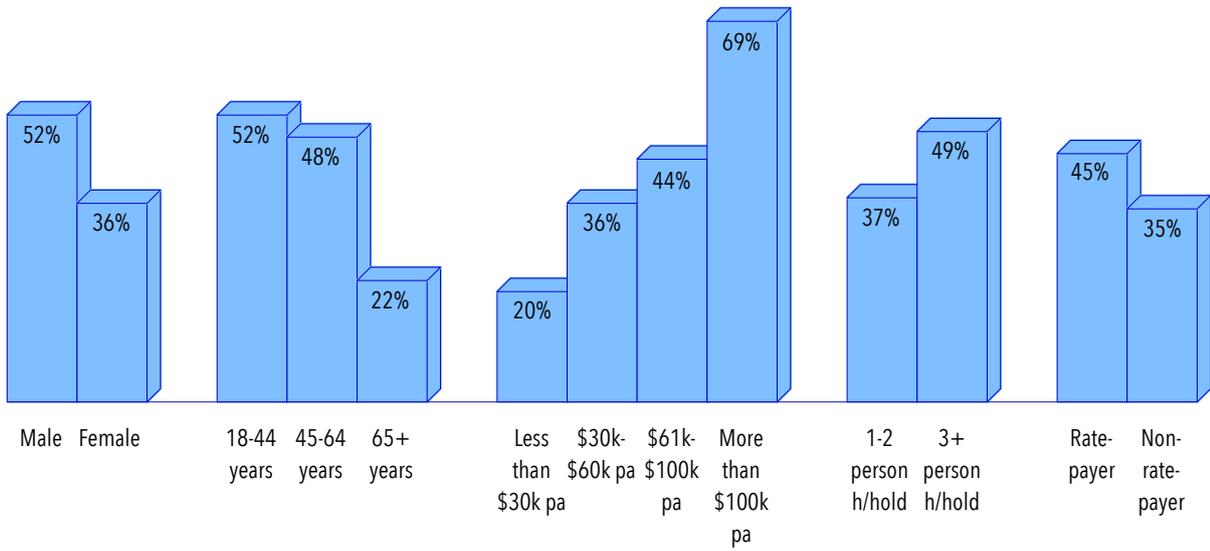


(not asked in 2017)

Percent saying 'yes' - by area



Percent saying 'yes' - comparing different types of residents



43% of residents say they have cycled in the last year (40% in 2019), while 57% do not (60% in 2019).

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

- men,
- residents aged 18 to 64 years,
- residents with an annual household income of more than \$100,000,
- residents who live in a three or more person household,
- ratepayers.

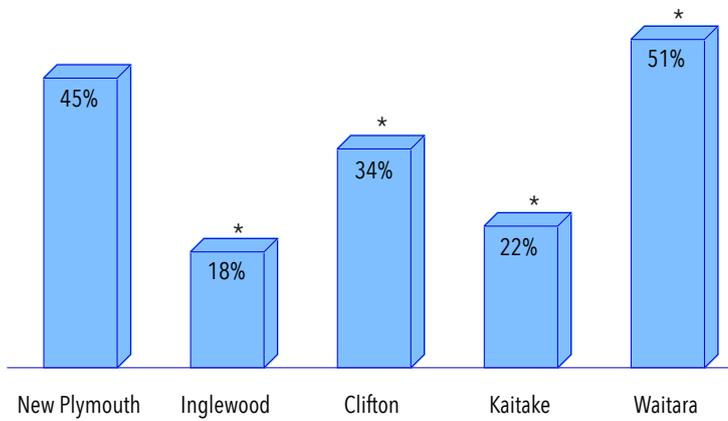
2. Frequency

Overall



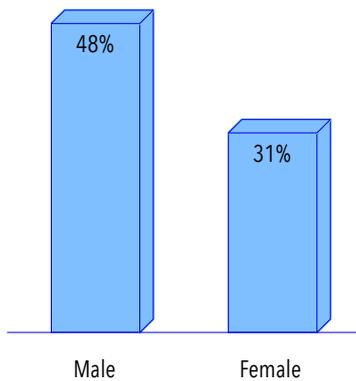
Base = 193

Percent saying 'at least once a week' - by area†



* caution: small bases

Percent saying 'at least once a week' - comparing different types of residents†



Of those residents who have cycled in the last 12 months, 43% say they cycle at least once a week. This is on par with the 2019 reading

Men† are more likely to say they cycle at least once a week, than women†.

† residents who have cycled in the last 12 months (N=193)

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	45	3	13	20	8	9	6	23
Tuesday	55	4	15	17	5	3	1	14
Wednesday	34	6	17	15	10	10	8	27
Thursday†	57	3	15	14	6	5	1	14
Friday	60	3	14	8	5	6	4	15
Saturday	37	2	13	12	8	22	6	31
Sunday	54	2	10	7	6	14	7	25

N=88 (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 14 minutes (Tuesday and Thursday) to 31 minutes (Saturday).

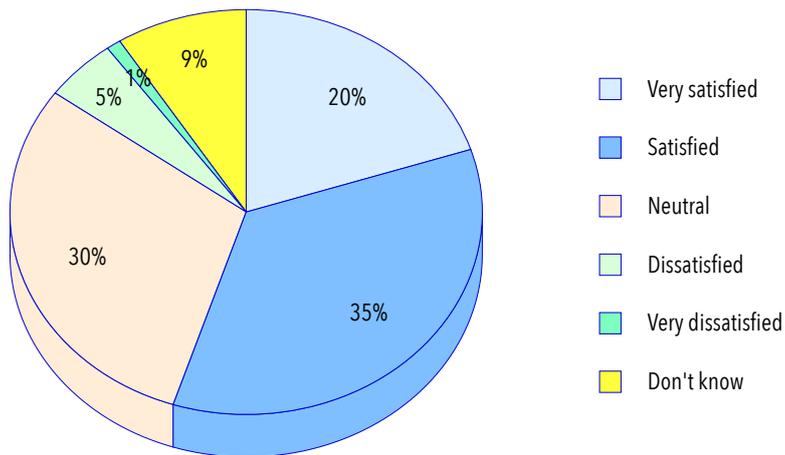
* 18% of all residents who say they cycle weekly (N=88)

CORONAVIRUS/COVID-19

i. Satisfaction with information provided by New Plymouth Council

Residents were asked to say how satisfied they are with the information provided by New Plymouth District Council in regard to their COVID-19 response.

Overall



Satisfaction with Council consultation and community involvement

	Very satisfied %	Satisfied %	Very satisfied/Satisfied %	Neutral %	Dis-satisfied %	Very dissatisfied %	Dissatisfied/Very dissatisfied %	Don't know %
Overall								
Total District								
2020	20	35	55	30	5	1	6	9
Area								
New Plymouth	20	35	55	31	5	1	6	8
Inglewood	17	33	50	35	2	7	9	6
Clifton	15	27	42	33	7	-	7	18
Kaitake†	8	44	52	33	8	2	10	6
Waitara†	31	41	72	14	5	-	5	8
Age								
18-44 years	22	35	57	30	5	-	5	8
45-64 years	15	32	47	35	6	2	8	10
65+ years	23	40	63	24	4	2	6	7
Ratepayer?								
Ratepayer	17	35	52	33	5	1	6	9
Non-ratepayer	32	36	68	19	6	-	6	7
Ethnicity								
NZ European	18	35	53	31	5	1	6	10
NZ Māori	23	42	65	22	5	2	7	6

% read across (the very satisfied/satisfied readings are the sum of the very satisfied and satisfied readings, whilst the dissatisfied/very dissatisfied readings are the sum of the dissatisfied and very dissatisfied readings)

† does not add to 100% due to rounding

55% of residents say they are very satisfied/satisfied with the information provided by New Plymouth District Council in regard to their COVID-19 response, while 30% are neutral and 6% are dissatisfied/very dissatisfied. 9% are unable to comment.

Residents more likely to be very satisfied/satisfied with the information provided by New Plymouth District Council are ...

- Waitara Area residents,
- residents aged 18 to 44 years or 65 years or over,
- non-ratepayers,
- NZ Māori residents.

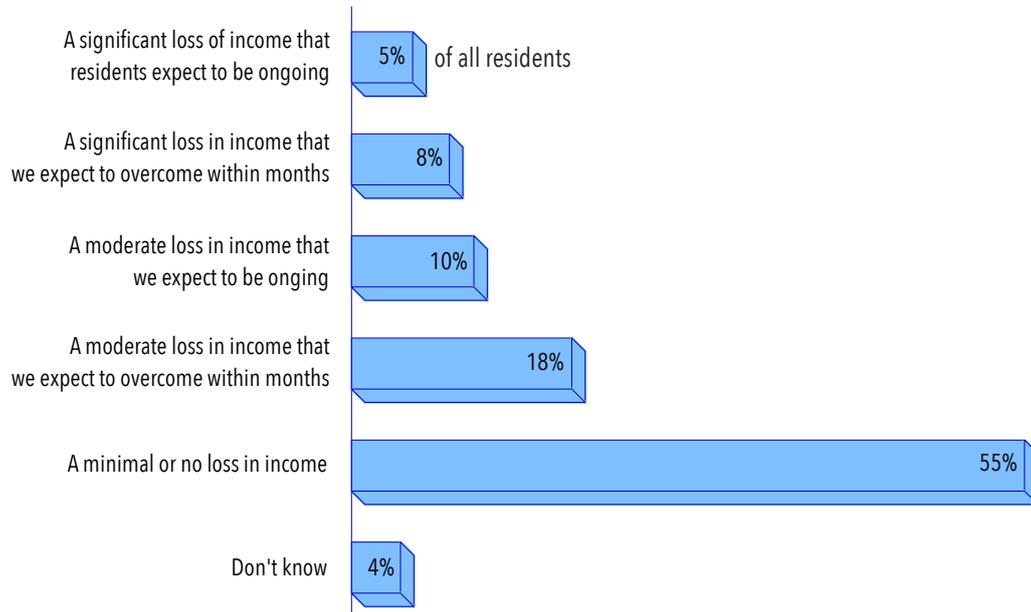
Main reasons* for feeling dissatisfied/very dissatisfied are ...

- no information, mentioned by 2% of all residents,
- didn't hear or see anything, 2%,
- too slow to take action, 1%,
- not enough information provided, 1%.

* multiple responses allowed

ii. Financial impact

Impact on individuals and/or their family



Summary table: Financial impact

	Significant loss/ongoing %	Significant loss/overcome in months %	Moderate loss/ongoing %	Moderate loss/overcome in months %	Minimal/no loss %	Don't know %
Overall						
Total District						
2020	5	8	10	18	55	4
Area						
New Plymouth	3	8	10	18	57	4
Inglewood	7	10	12	13	56	2
Clifton†	7	13	9	33	39	-
Kaitake†	14	4	14	17	50	2
Waitara†	2	12	7	18	61	1
Age						
18-44 years	4	10	10	23	48	5
45-64 years	7	10	13	20	47	3
65+ years	2	2	5	9	80	2
Household size						
1-2 person household†	4	6	10	11	66	2
3+ person household	5	11	10	26	45	3
Household income						
Less than \$30,000 pa	5	5	4	7	75	4
\$30,000-\$60,000 pa†	3	8	11	20	57	-
\$61,000-\$100,000 pa†	8	4	10	22	55	2
More than \$100,000 pa	3	15	12	17	53	-
Ethnicity						
NZ European	4	8	9	17	59	3
NZ Māori	3	11	9	27	44	6

† does not add to 100% due to rounding

5% of residents say the financial impact of COVID-19 on themselves/their family will be a significant loss in income that they expect will be ongoing, while 8% say the loss will be significant but they expect to overcome it within months.

10% of residents feel the loss in income will be moderate and expect it to be ongoing, with a further 18% saying the loss will be moderate but they expect to overcome it within months.

55% of residents say there was minimal or no loss in income.

Residents more likely to say there was **minimal or no loss in income** are ...

- residents aged 65 years or over,
- residents who live in a one or two person household,
- residents with an annual household income of less than \$30,000,
- NZ European residents.

APPENDIX

Base by sub-sample

	Actual residents interviewed	*Expected numbers according to population distribution
Area		
New Plymouth	331	98
Inglewood	47	107
Clifton	39	98
Kaitake	44	107
Waitara	40	107
Gender		
Male	211	242
Female	290	259
Age		
18-44 years	148	207
45-64 years	167	175
65+ years	186	119

* 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 5, and page 25.

Benchmarking was applied for the three Wards in the District, using 2018 Census figures.

Expected Ward numbers for 400 are:

New Plymouth City Ward	359
North Ward (Waitara and Clifton Areas)	69
South-West Ward (Inglewood and Kaitake Areas)	72