



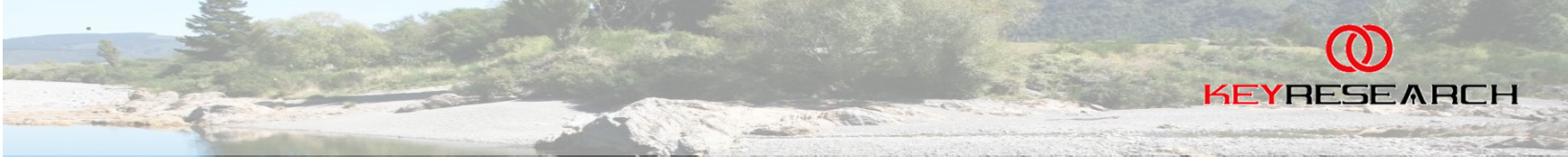
Upper Hutt City Council

Annual Residents' Survey



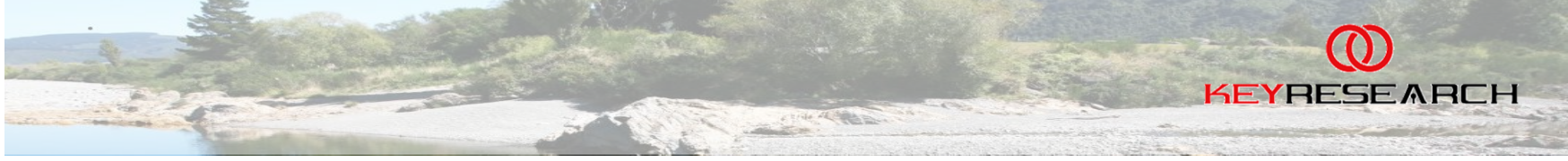
Report – July 2019





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Technical summary

Introduction

- The Upper Hutt City Council has an ongoing need to measure how satisfied residents are with the services, facilities and resources they provide, and to prioritise improvement opportunities that will be valued by the community

Research Objectives

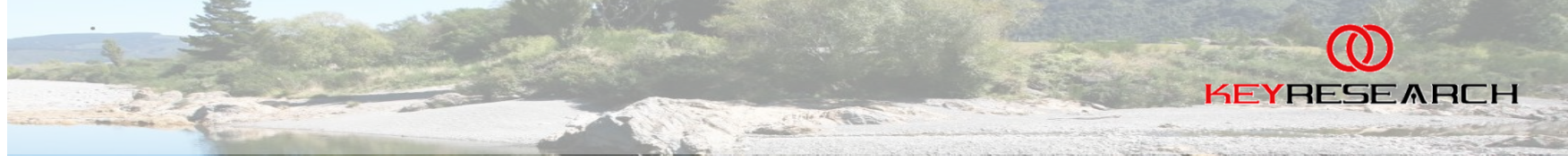
- To assess satisfaction among residents in relation to the services, facilities and other activities run by the Council
- To determine changes in performance relative to prior years in relation to key service deliverables
- To identify improvements that would be valued by residents

Methodology

- The questionnaire provides for measurements across a broad range of Council's activities and services, and in particular, facilitates assessment of performance relative to Long Term Plan objectives
- The survey was conducted by telephone with a sample of 399 residents living in the Upper Hutt City area with interviewing being conducted to quarterly targets each of n=100. Interviewing took place between 15th September 2018 and 29th May 2019
- There were significant changes in the questionnaire in 2018 – for those questions that remained the same, results from 2019 are compared with those from previous years
- Data collection was managed to quota targets by age, ward and ethnicity. Post data collection, the sample has been weighted so it is aligned with known population distributions as contained in the Census 2013
- At an aggregate level the sample has an expected 95% confidence interval (margin of error) of +/- 4.9%
- Unless indicated otherwise, all performance scores have been calculated excluding 'don't know' responses
- Results have been rounded to the nearest whole number. Where results measured on a 1-10 scale have been summarised into groups, the sum of these groups may result in a difference of plus or minus one percentage point



Executive summary



Executive summary

1

Most Upper Hutt residents rate the Council as performing well overall (with 82% providing a rating of 6 to 10, out of 10). This finding is supported by most residents being satisfied with the *Services and facilities* Council provides (93%); Council's *Reputation* (86%); and the *Value for money* received (75%).

2

Concerning aspects that drive residents' perceptions about the city and the council, *Value for money* has the greatest impact (45%), followed by *Reputation* (40% of impact) and overall *Services and facilities* (14% of impact).

3

The key opportunities for the Council are to improve residents' perceptions of receiving good *Value for money* (*Rates being fair and reasonable*, and *Fees for other services being fair and reasonable*), and *Trust* in the Council. These are elements which are highly important to residents and in which residents would value Council making improvements.

4

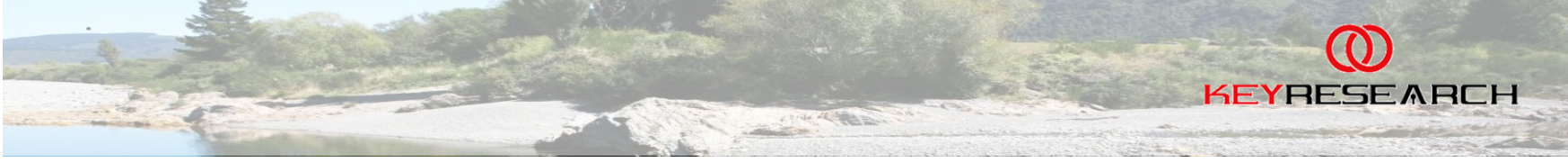
The Council has a strong reputation profile with 67% of residents classified as '*Champions*', that is, having a positive emotional connection with Council and recognising that council is doing a good job. However, over a fifth of residents (22%) are considered '*Sceptics*', who do not value or recognise Council's performance and have doubts and lack of trust.

5

There is potential for Council to further improve perceptions by promoting the various services and facilities (e.g. *Parks and reserves*) where its performance is high. These aspects currently have a moderate/low level of impact, but additional promotion could encourage greater usage and also serve to communicate what Council is already doing well - which may help improve perceptions of value.

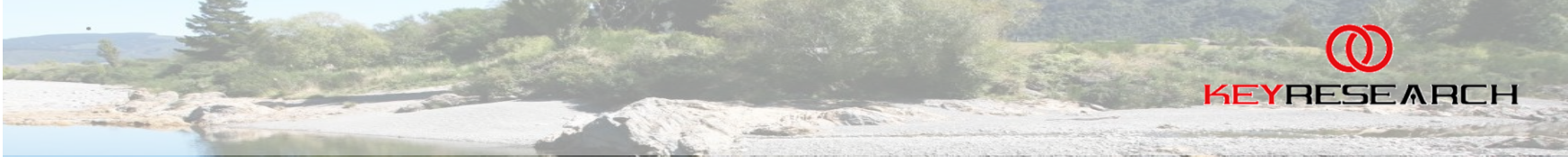
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Residents continue to evaluate their local neighbourhood and environment very well, particularly in relation to the overall *Pleasantness of their neighbourhood* and *Safety within their neighbourhoods*. Improvement opportunities relate to the variety of retail shopping in the city.



Performance summary (based on performance framework template)

Performance measures (%)	Aim	2018	2019	Change
Community outcome - Environment				
Visited parks, reserves or gardens in the past 12 months	NEW	-	83%	-
Resident satisfaction with parks, reserves and gardens (6-10)	95%	96%	97%	+1%
User satisfaction with the Upper Hutt pathways network (6-10)	NEW	-	94%	-
Used the drop-off point in the previous 12 months	NEW	-	52%	-
Community outcome - Community				
User satisfaction with customer service provided by library staff (6-10)	95%	93%	97%	+4%
H2O Xstream: User satisfaction with the facility (6-10)	80%	93%	90%	-3%
H2O Xstream: Satisfaction with service provided by staff (6-10)	90%	94%	95%	+1%
Community satisfaction with the range and quality of events and exhibitions (6-10)	90%	97%	99%	+2%
Know how much water per person should be stored in the case of an emergency event	NEW	-	7%	-
Community outcome - City Centre				
Resident satisfaction: Appearance of the city centre (6-10)	75%	81%	79%	-2%
Resident satisfaction with safety in the city centre (6-10)	85%	87%	87%	-
Resident satisfaction with safety in their neighbourhood (6-10)	85%	91%	92%	+1%

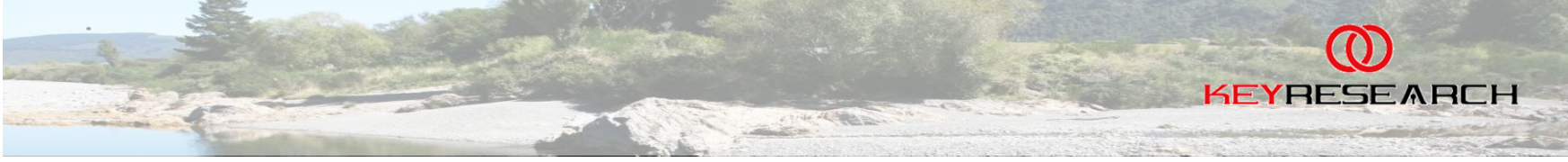


Performance summary (based on performance framework template) - Continued

Performance measures (%)	Aim	2018	2019	Change
Community outcome - Infrastructure				
Resident satisfaction with street lighting (6-10)	85%	87% ¹	87%	-
Resident satisfaction with street cleanliness (6-10)	85%	89% ²	90%	+1%
Council is fit for purpose and capable				
Reputation	NEW	-	86%	-
Perceived value for money	NEW	-	75%	-
Overall satisfaction with services, infrastructure and facilities	NEW	85%	93%	+8%
Satisfaction with the overall performance of our Mayor and Councillors	85%	85%	81%	-4%

Notes:

1. In 2018 aim for satisfaction with street lighting was 90%.
2. In 2018 aim for satisfaction with street cleanliness was 90%



Performance summary – Key metrics

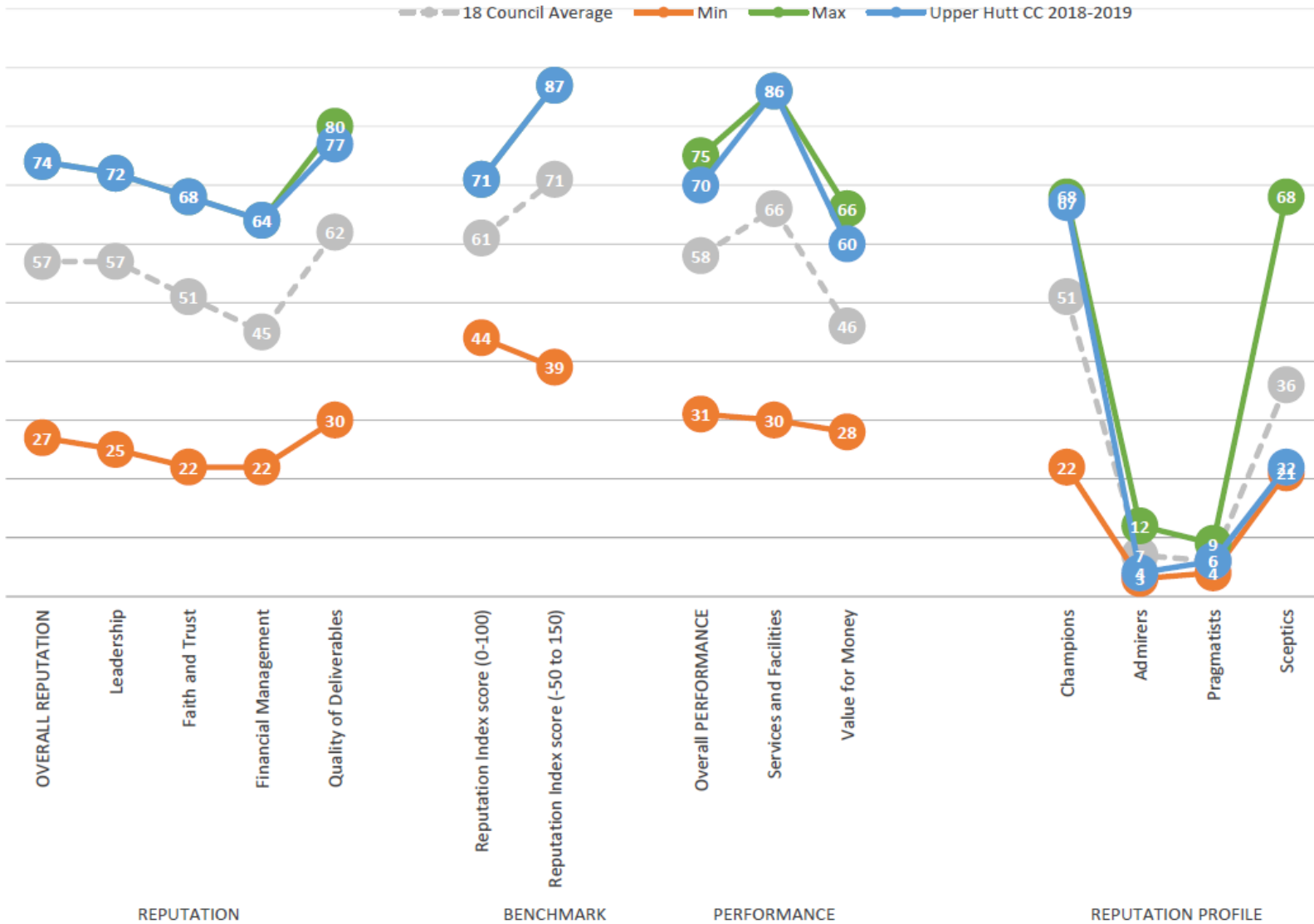
Satisfaction (% satisfied 6-10 out of 10)	2015	2016	2017	2018	2019	Change
Key Performance Measures						
Overall performance	93% ▲	91% ▲	91% ▲	92% ▲	82% ▼	-10%
Overall services and facilities	85%	83%	84%	85%	93%	+8%
Other Measures						
Level of service at Akatarawa cemetery	99%	97%	95%	98%	96%	-2%
Range and quality of events/exhibitions at the Arts and Entertainment Centre ⁽¹⁾	93% ▼	97%	94% ▼	97% ▲	99% ▲	+2%
Customer service at iSite in Arts and Entertainment Centre ⁽¹⁾	97% ▼	96%	95% ▼	97%	99% ▲	+2%
Open spaces, amenities, gardens	98%	95%	95%	96%	97%	+1%
Customer service provided by pool staff ⁽¹⁾	92%	90%	93%	95%	93%	-2%
Customer service provided by the library ⁽¹⁾	99% ▲	97% ▲	97% ▲	93% ▼	97%	+2
Kerbside recycling service	84%	84%	86%	90%	79%	-11%
Cleanliness of streets	89%	89%	90%	89%	90%	+1%
Level of customer service received when contacting Council	89% ▲	80% ▼	85%	89% ▲	82%	-7%
Street lighting	85%	84%	84%	87%	87%	-
Pedestrian facilities	86%	88%	84%	86%	89%	+3%
Ease of accessing Council information	-	87%	82%	85%	87%	+2%

▲ Significantly higher
▼ Significantly lower

Notes:
1. Questions only asked of users of the service, or who have had an interaction.

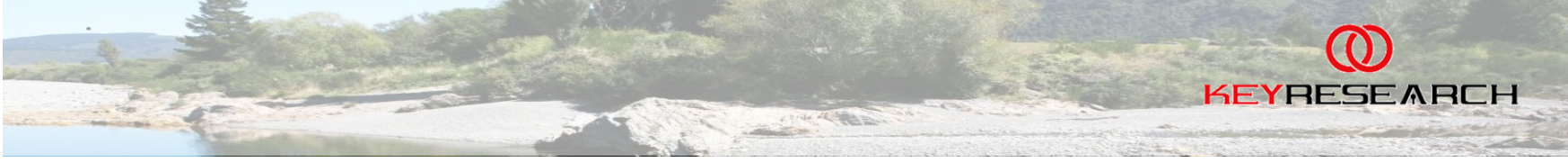


2019 Council Reputation Benchmarking





Key performance measures



Over eight in ten (82%) residents are satisfied with Council’s performance (scored 6-10 out of 10), indicating that Council is doing a good job. Particularly, residents are satisfied with *Services and facilities* provided (93%) and lesser so with *Value for money* (75%)

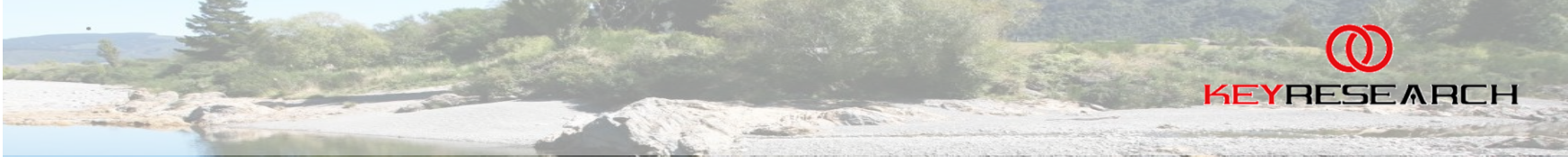
Overall performance

	Satisfaction Levels					Satisfied (6-10%)	Mean score out of 10	Satisfied by Ward (6-10%)			
	Dissatisfied (1-4)	Somewhat dissatisfied (5)	Somewhat satisfied (6)	Satisfied (7-8)	Very satisfied (9-10)			North	Central	South	Rural
Overall satisfaction with Council's performance	6%	12%	12%	58%	12%	82%	6.9	87%	80%	82%	72%
Services and facilities	2%	5%	7%	68%	18%	93%	7.5	94%	92%	95% ▲	82% ▼
Value for money	12%	13%	15%	48%	12%	75%	6.6	75%	78%	75%	65%
Reputation	5%	10%	12%	59%	15%	86%	7.2	88%	82%	88%	81%

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

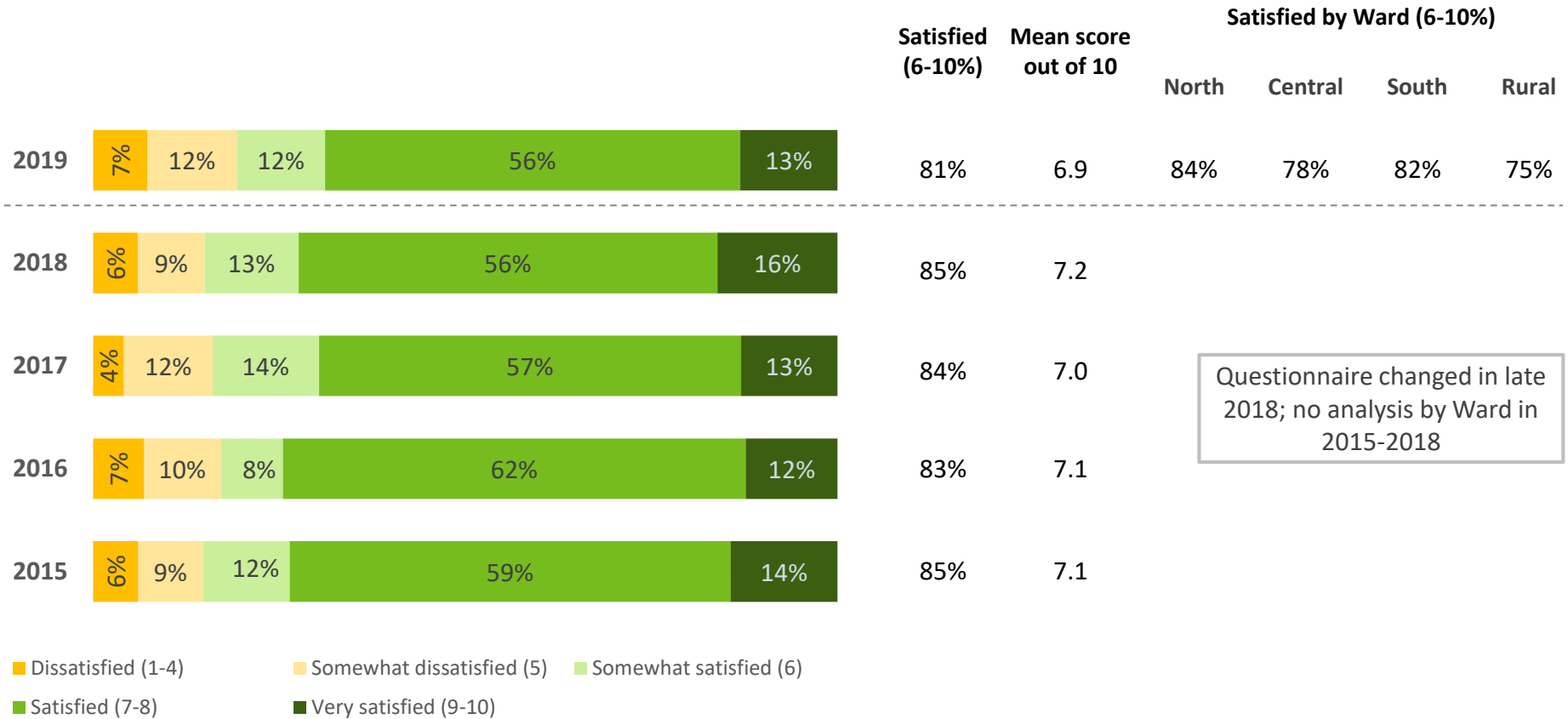
▲ Significantly higher
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Notes:
 1. Sample: 2019 Total n=399, North n=103, Central n=100, South n=151, Rural n=45. Analysis excludes 'don't know' responses.
 2. OP2. Thinking of the ways in which the elected Council, that is the Mayor and Councillors, cater for community needs, how satisfied are you with its overall performance?
 3. OVLS. Thinking about all the services, facilities and infrastructure that we have discussed so far... so the likes of roading, water management, facilities and other services. Overall, how would you rate your satisfaction with Council's performance in relation to all of these types of services it provides for the community?
 4. VM2. Considering all the services and facilities that the Council provides, overall how satisfied are you that you receive good value for the money you spend in rates and other fees?
 5. REPS5. So, considering; leadership, trust, financial management and quality of services provided, how would you rate Upper Hutt City Council for its overall reputation?



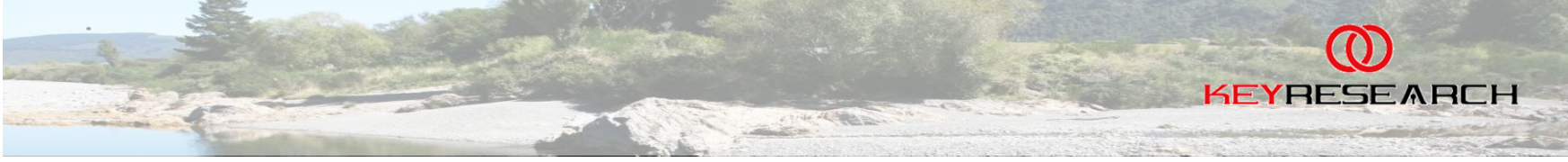
Likewise, a significant proportion of residents (81%) are satisfied with the *Performance of Mayor and Councillors*, however this proportion has dropped slightly since 2018

Performance of Mayor and Councillors



Notes:

- Sample: 2019 n=399, 2018 n=401, 2017 n=404, 2016 n=401, 2015 n=400. 2019 North n=103, Central n=100, South n=151, Rural n=45. Analysis excludes 'don't know' responses.
- OP2. Thinking of the ways in which the elected Council, that is the Mayor and Councillors, cater for community needs, how satisfied are you with its overall performance? (Q40 in 2015, 2016, 2017 and 2018 surveys).



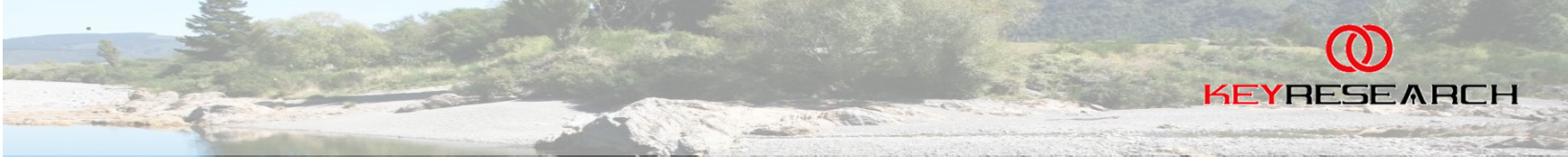
Those who are less satisfied or dissatisfied expressed concerns about the lack of knowledge regarding the Councillors (who they are and what they do), insufficient communication and transparency, and cite a need for Council to be more proactive, forward thinking and hear the voice of residents

Performance of Mayor and Councillors: Understanding dissatisfaction



Notes:

1. Sample: 2019 n=399.
2. OP2 Thinking of the ways in which the elected Council, that is the Mayor and Councillors, cater for community needs, how satisfied are you with its overall performance? (Q40 in 2015-2018 surveys)
3. OP3. What specific concerns, if any, do you have about the performance of elected members? Multiple response
4. Since individuals may make multiple comments, these have been analysed as a multiple response set. Only the most frequently occurring themes have been reported



The majority of residents (93%) are satisfied with *Council's services and facilities* and this has remained relatively stable since 2015

Overall services and facilities

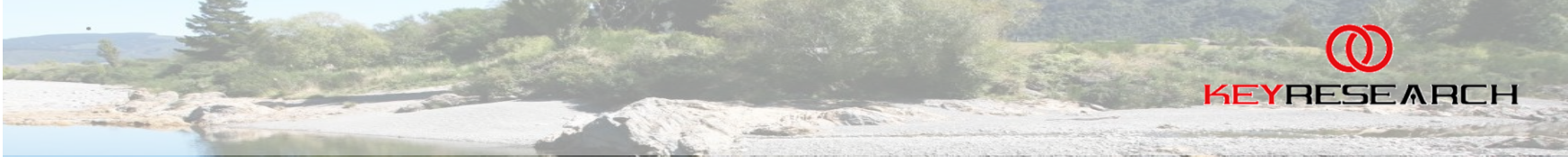


Notes:

- Sample: 2019 n=399, 2018 n=401, 2017 n=404, 2016 n=401, 2015 n=400. Analysis excludes 'don't know' responses
- OVLS. Thinking about all the services, facilities and infrastructure that we have discussed so far... so the likes of roading, water management, facilities and other services. Overall, how would you rate your satisfaction with Council's performance in relation to all of these types of services it provides for the community?
- Q32. How would you rate your level of satisfaction with Upper Hutt City Council in general across all services and facilities? Please rate on a scale of 1 to 10 where 1 is very dissatisfied and 10 is very satisfied? (Question used in 2015-2018 surveys).



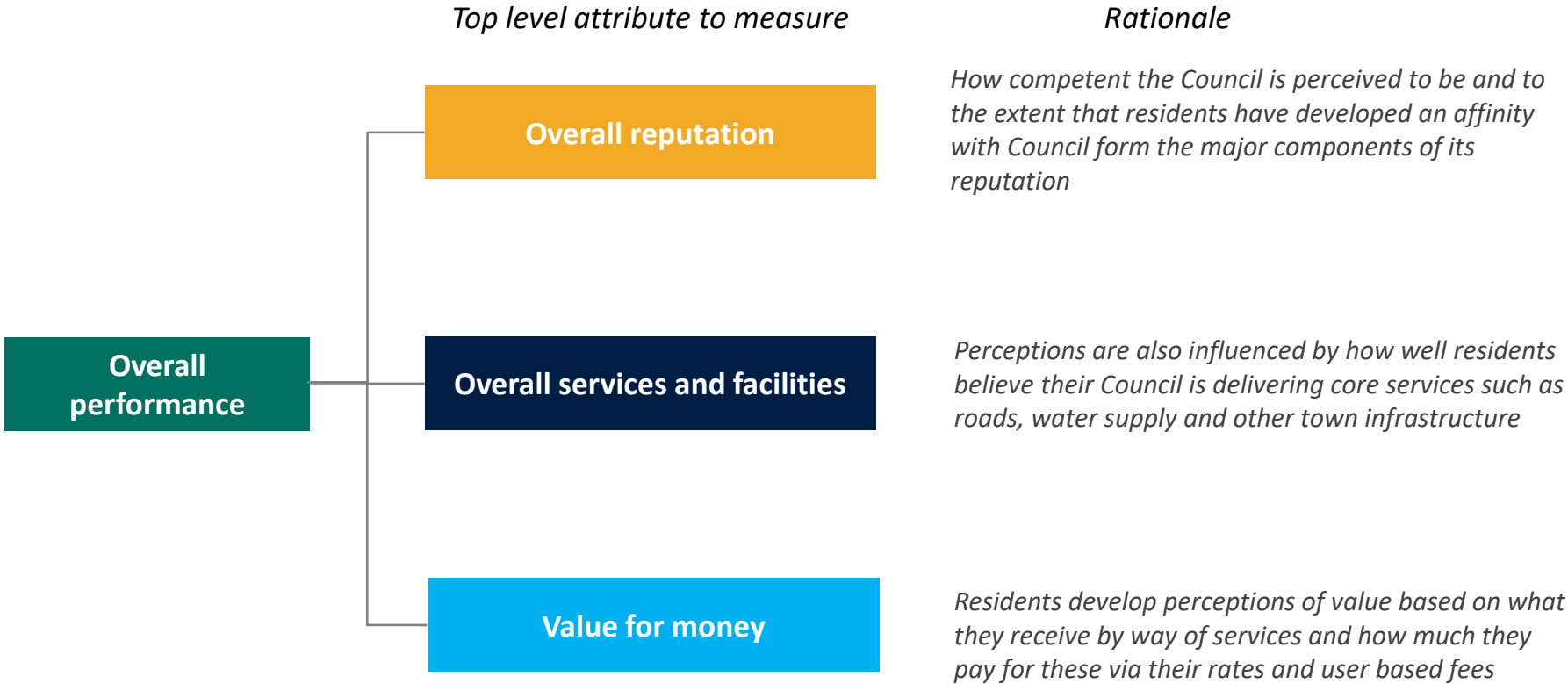
Drivers of overall satisfaction

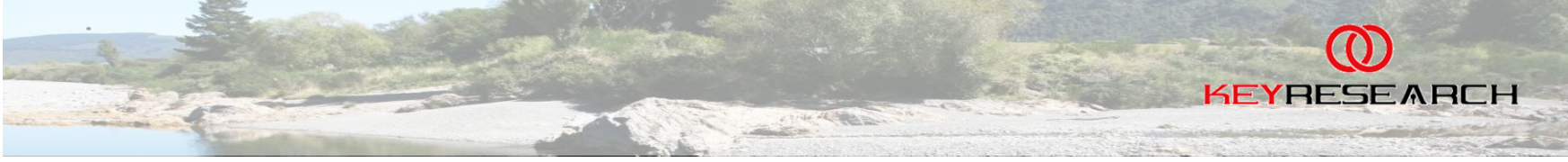


A Customer Value Management model (CVM) has been used to determine how residents evaluate what they receive by way of services and facilities for their rates and other fees paid

Overview

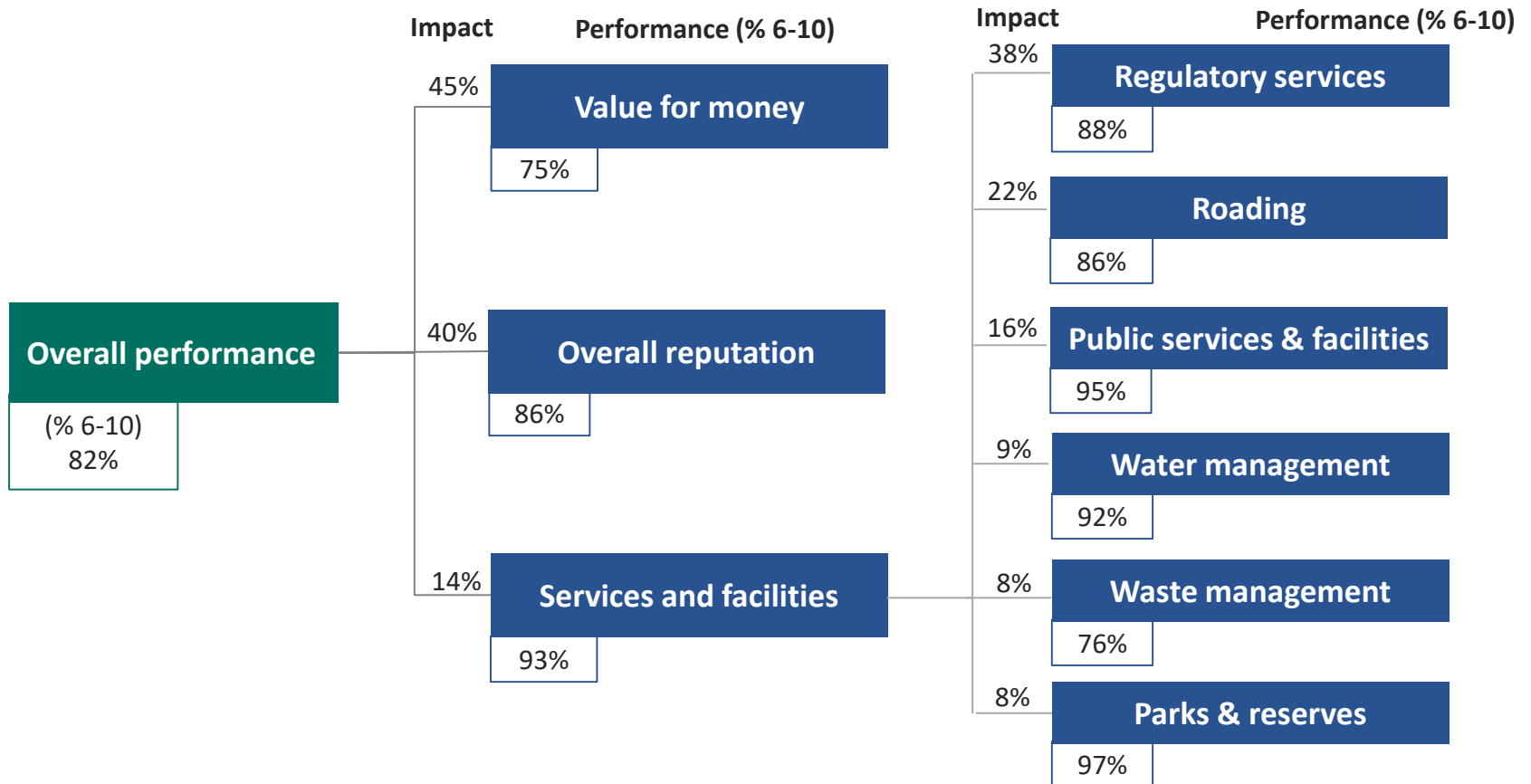
The model determines the relationships that exist between a set of independent variables and a dependent variable for which we want to predict the outcome.





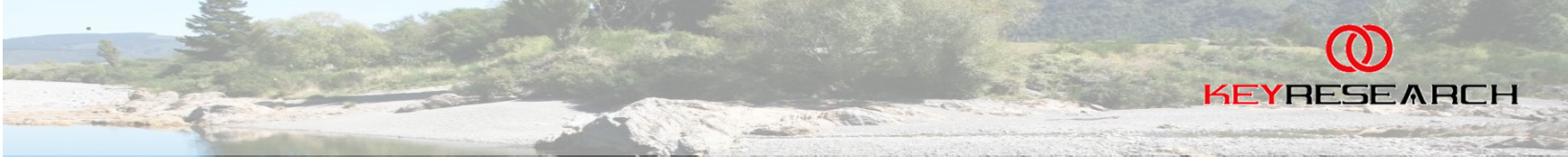
Value for money has the strongest influence (45% of impact) on the overall evaluation of Council's performance, with *Services and facilities* having less influence (14% of impact)

Drivers of perceptions of Upper Hutt City Council's performance



Notes:

1. Sample: n=399, Excludes 'don't knows'
2. OP1. Everything considered; reputation, services provided and value for money, how satisfied are you with the performance of the Upper Hutt City Council?
3. VM2. Considering all the services and facilities that the Council provides, overall how satisfied are you that you receive good value for the money you spend in rates and other fees?
4. REPS. So, considering; leadership, trust, financial management and quality of services provided, how would you rate Upper Hutt City Council for its overall reputation?
5. OVLS. Thinking about all the services, facilities and infrastructure that we have discussed so far... so the likes of roading, water management, facilities and other services. Overall, how would you rate your satisfaction with Council's performance in relation to all of these types of services it provides for the community?



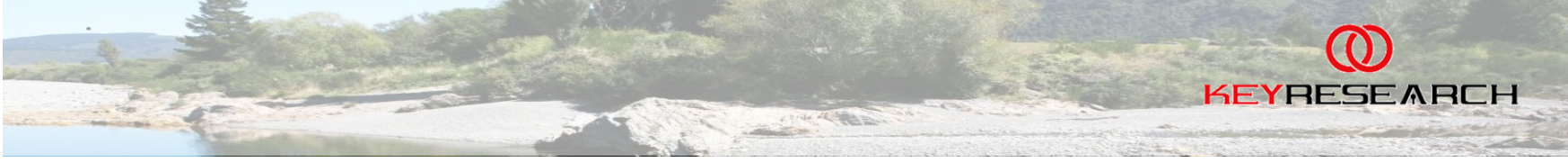
Since *Value for money* has the greatest impact on residents' perceptions of the Upper Hutt City Council and as Council's performance in this area is relatively low (75% or 60% on the brackets 6-10% and 7-10% respectively), this area is identified as an opportunity for improvement

Driver analysis: Overall level drivers

	Impact	Satisfied (6-10%)	Satisfied (7-10%)	Mean score out of 10	Satisfied by Ward (6-10%)				Satisfied by Ethnicity (6-10%)	
					North	Central	South	Rural	Māori	All Others
Overall performance		82%	70%	7.0	87%	80%	82%	72%	86%	81%
Value for money	45%	75%	60%	6.6	75%	78%	75%	65%	85%	73%
Overall reputation	40%	86%	74%	7.2	88%	82%	88%	81%	85%	86%
Services and facilities	14%	93%	86%	7.5	94%	92%	95% ▲	82% ▼	95%	92%

▲ Significantly higher
▼ Significantly lower

Notes:
 1. Sample: n=399, North n=103, Central n=100, South n=151, Rural n=45, Maori n=36, Other Ethnicities n=363. Excludes 'don't knows'
 2. OP1. Everything considered; reputation, services provided and value for money, how satisfied are you with the performance of the Upper Hutt City Council?
 3. VM2. Considering all the services and facilities that the Council provides, overall how satisfied are you that you receive good value for the money you spend in rates and other fees?
 4. REPS. So, considering; leadership, trust, financial management and quality of services provided, how would you rate Upper Hutt City Council for its overall reputation?
 5. OVLS. Thinking about all the services, facilities and infrastructure that we have discussed so far... so the likes of roading, water management, facilities and other services. Overall, how would you rate your satisfaction with Council's performance in relation to all of these types of services it provides for the community?



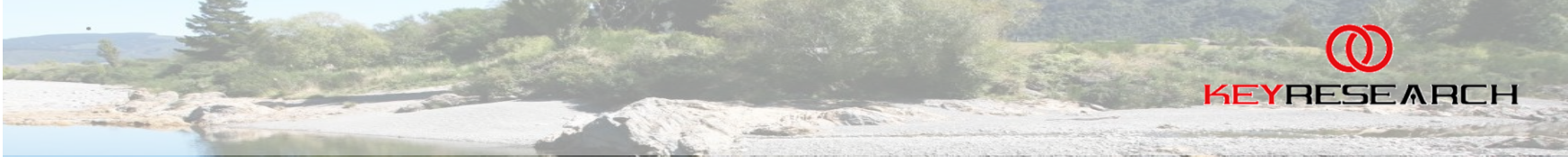
With the *Value for money* aspect, residents' perceptions about *Rates being fair and reasonable* has the greatest impact and since performance in this area is relatively low (71% or 52% on the brackets 6-10% and 7-10% respectively), this is ear-marked as an area for Council to improve in

Driver analysis: Value for money

	Impact	Satisfied (6-10%)	Satisfied (7-10%)	Mean score out of 10	Satisfied by Ward (6-10%)				Satisfied by Ethnicity (6-10%)	
					North	Central	South	Rural	Māori	All Others
Value for money	45%	75%	60%	6.6	75%	78%	75%	65%	85%	73%
Rates being fair and reasonable	69%	71%	52%	6.3	69%	71%	73%	64%	81%	69%
Fees for other services being fair and reasonable	31%	79%	65%	6.8	77%	79%	81%	75%	95% ▲	76% ▼

▲ Significantly higher
▼ Significantly lower

Notes:
 1. Sample: n=399, North n=103, Central n=100, South n=151, Rural n=45, Maori n=36, Other Ethnicities n=363. Excludes 'don't knows'
 2. VM2. Considering all the services and facilities that the Council provides, overall how satisfied are you that you receive good value for the money you spend in rates and other fees?
 3. VM1. How would you rate your satisfaction with Upper Hutt City Council for...?



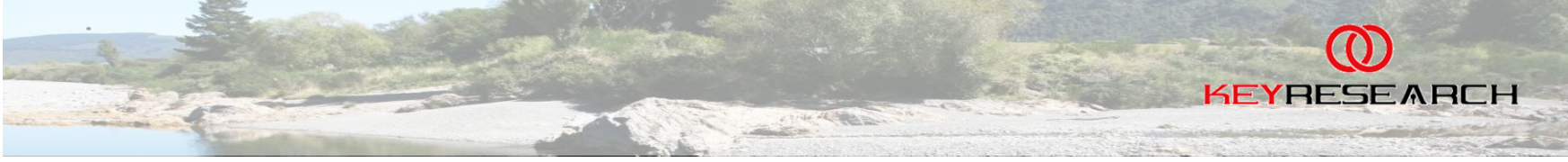
Trust has the greatest influence on residents' perceptions of Upper Hutt City Council's Overall reputation, while Leadership has a lower impact

Driver analysis: Overall reputation

	Impact	Satisfied (6-10%)	Satisfied (7-10%)	Mean score out of 10	Satisfied by Ward (6-10%)				Satisfied by Ethnicity (6-10%)	
					North	Central	South	Rural	Māori	All Others
Overall reputation	40%	86%	74%	7.2	88%	82%	88%	81%	85%	86%
Trust	43%	81%	68%	6.9	84%	79%	83%	74%	84%	81%
Quality of services	24%	86%	77%	7.3	84%	85%	90%	75%	89%	85%
Financial management	21%	82%	64%	6.8	86%	80%	80%	85%	91%	80%
Leadership	12%	84%	72%	7.2	89%	81%	85%	77%	92%	83%

Notes:

- Sample: n=399, North n=103, Central n=100, South n=151, Rural n=45, Maori n=36, Other Ethnicities n=363. Excludes 'don't knows'
- REP1. Being committed to creating a great city, how it promotes economic development, being in touch with the community and setting clear direction... overall how would you rate the Council for its leadership?
- REP2. Next, I'd like you to think about how open and transparent Council is, how much Council can be relied on to act honestly and fairly, and their ability to work in the best interests of the city? Overall how would you rate the Council in terms of the faith and trust you have in them?
- REP3. Now thinking about the Council's financial management – how appropriately it invests in the City, how wisely it spends and avoids waste, and its transparency around spending. How would you rate the Council overall for its financial management?
- REP4. And thinking about all the services, facilities and infrastructure the Council provides, how would you rate them for the quality of the services, facilities and infrastructure?
- REP5. So, considering; leadership, trust, financial management and quality of services provided, how would you rate Upper Hutt City Council for its overall reputation?



Regulatory services have the greatest effect on residents' perceptions of Overall services and facilities while Water management, Waste management, and Parks and reserves have a lower impact

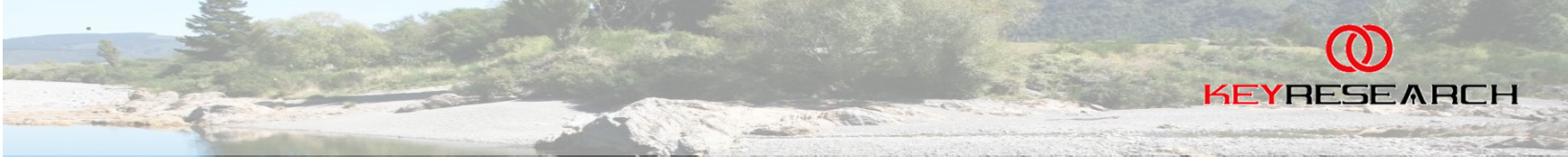
Driver analysis: Overall services and facilities

	Impact	Satisfied (6-10%)	Satisfied (7-10%)	Mean score out of 10	Satisfied by Ward (6-10%)				Satisfied by Ethnicity (6-10%)	
					North	Central	South	Rural	Māori	All Others
Overall services & facilities	14%	93%	86%	7.5	94%	92%	95%▲	82%▼	95%	92%
Regulatory services	38%	88%	78%	7.6	91%	84%	88%	83%	94%	87%
Roading	22%	86%	73%	7.1	90%▲	92%▲	86%▲	66%▼	95%▲	85%▼
Public services & facilities	16%	95%	91%	8.0	96%	93%	95%	92%	90%	96%
Water management	9%	92%	84%	7.9	94%	98%▲	90%	84%▼	92%	93%
Waste management	9%	76%	66%	6.8	80%	71%	77%	72%	82%	75%
Parks & reserves	8%	97%	93%	8.2	97%	97%	96%	98%	94%	97%

▲ Significantly higher
▼ Significantly lower

Notes:

- Sample: n=399, North n=103, Central n=100, South n=151, Rural n=45, Maori n=36, Other Ethnicities n=363. Excludes 'don't knows'
- TW6. And overall, when you think about the supply of water, the management and disposal of stormwater and disposal of waste water, how would you rate your satisfaction with Council overall for its management of water in the city?
- WR5. How would you rate your satisfaction with the Upper Hutt City Council overall for its waste disposal services?
- RF2. Overall, how satisfied are you with the roads, cycle ways, footpaths and walkways around the city?
- PR3. Still using the 1 to 10 scale, where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your level of satisfaction with the provision of open space, amenities and gardens?
- CF3. When you consider all the public facilities provided by Upper Hutt City Council, including how well they are maintained, the opening hours and where applicable the cost to use these, how would you rate your overall satisfaction with the public facilities provided?
- OS4. Thinking about all the regulatory services Council provides such as town planning, resource consents, building consents and enforcement of local bylaws, overall, how satisfied are you with how well Council manages its various regulatory activities?
- OVLS. Thinking about all the services, facilities and infrastructure that we have discussed so far... so the likes of roading, water management, facilities and other services. Overall, how would you rate your satisfaction with Council's performance in relation to all of these types of services it provides for the community?



Perceptions of *Regulatory services* are mostly shaped by how *Enforcement of local bylaws* and *Building control* are perceived

Driver analysis: Regulatory services

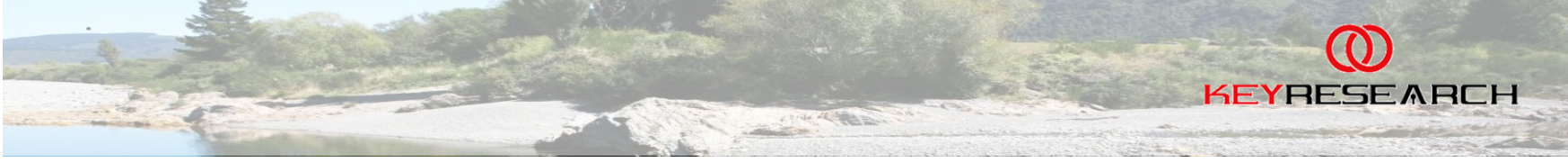
	Impact	Satisfied (6-10%)	Satisfied (7-10%)	Mean score out of 10	Satisfied by Ward (6-10%)				Satisfied by Ethnicity (6-10%)	
					North	Central	South	Rural		
Regulatory services	38%	88%	78%	7.4	91%	84%	88%	83%	94%	87%
Enforcement of local bylaws	49%	82%	74%	7.3	83%	84%	81%	83%	88%	81%
Building control *	43%	84%	68%	-	-	-	-	-	-	-
Control of dogs in the city	8%	87%	78%	7.5	89%	84%	86%	93%	93%	86%
Town planning	No Current Impact	77%	67%	-	-	-	-	-	-	-

* Caution: small sample size n<30

Environmental health e.g. food safety, liquor licensing not included in the analysis due to a small sample size n=4. *Building control* and *Town planning* not analysed by Ward and Ethnicity due to small sample sizes n<30 as the questions concerning Regulatory services were asked only those who had had contact with the Council regarding these services

Notes:

1. Sample: n=399, North n=103, Central n=100, South n=151, Rural n=45, Maori n=36, Other Ethnicities n=363. Asked only those who had contact with the Council regarding the services. Excludes 'don't knows'
2. OS2. Still using the 1 to 10 scale, where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall satisfaction with each of the following...
3. OS3. And how satisfied are you with Council in terms of...
4. OS4. Thinking about all the regulatory services Council provides such as town planning, resource consents, building consents and enforcement of local bylaws, overall, how satisfied are you with how well Council manages its various regulatory activities?



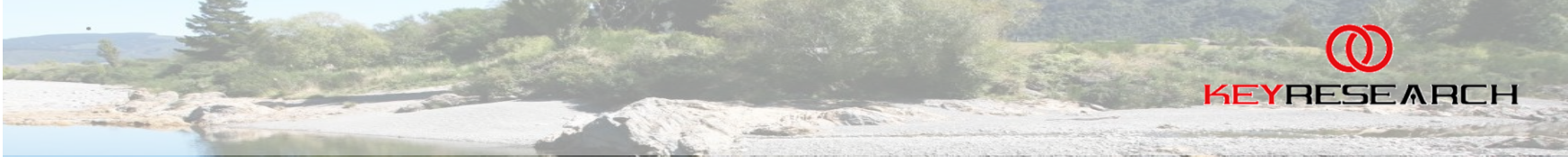
Concerning *Roading*, *Provision of cycle lanes on roads* and *Maintenance of roads* are having the greatest impact, with the former identified as an opportunity for improvement given its lower relative performance score (60% or 47% on the brackets 6-10% and 7-10% respectively), in particular among rural residents

Driver analysis: Rooding

	Impact	Satisfied (6-10%)	Satisfied (7-10%)	Mean score out of 10	Satisfied by Ward (6-10%)			Satisfied by Ethnicity (6-10%)		
					North	Central	South	Rural	Māori	All Others
Rooding	14%	86%	73%	7.1	90%▲	92%▲	86%▲	66%▼	95%▲	85%▼
Provision of cycle lanes on roads	24%	60%	47%	6.1	69%▲	63%	58%	39%▼	68%	59%
Maintenance of roads	24%	73%	61%	6.6	75%▲	76%▲	76%▲	48%▼	73%	73%
Maintenance of footpaths	16%	83%	70%	7.1	96%	98%	94%	73%	91%	81%
Provision of off-road walkways & cycle ways	15%	86%	79%	7.6	93%▲	85%	86%	71%▼	89%	86%
Provision of pedestrian crossings	11%	89%	78%	7.5	94%	90%	85%	83%	89%	89%
Street lighting in Upper Hutt	8%	87%	79%	7.5	94%	85%	86%	79%	96%	86%
Availability of footpaths	1%	94%	88%	8.0	96%▲	98%▲	94%▲	73%▼	93%	94%

▲ Significantly higher
▼ Significantly lower

Notes:
 1. Sample: n=399, North n=103, Central n=100, South n=151, Rural n=45, Maori n=36, Other Ethnicities n=363. Excludes 'don't knows'
 2. RF1. Using the 1 to 10 scale, where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall satisfaction with each of the following...?
 3. RF2. Overall, how satisfied are you with the roads, cycle ways, footpaths and walkways around the city?



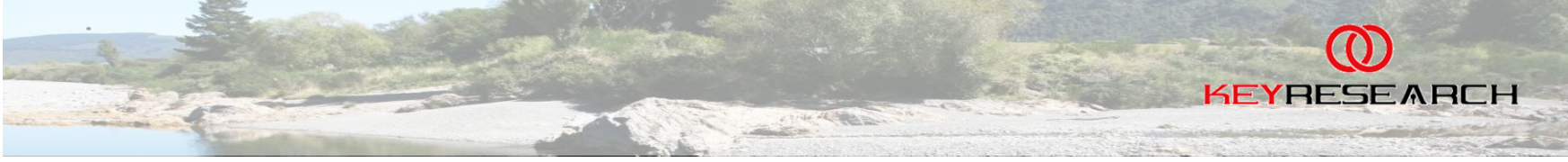
Perceptions of *Public services and facilities* are most strongly influenced by how the *H²O Xstream facility* and *Library staff customer service* are perceived

Driver analysis: Public services and facilities

	Impact	Satisfied (6-10%)	Satisfied (7-10%)	Mean score out of 10	Satisfied by Age group (6-10%)			Satisfied by Ethnicity (6-10%)	
					18-39	40-59	60+	Māori	All Others
Public services & facilities	16%	95%	91%	8.0	93%	93%	99%	90%	96%
H2O Xstream	40%	95%	91%	8.0	94%	95%	95%	92%	95%
Library staff customer service	31%	97%	96%	8.6	98%	98%	93%	100%	96%
Pool staff customer service	17%	93%	87%	8.1	93%	91%	95%	92%	93%
Range & quality of events/exhibitions at Expressions Whirinaki Art Centre	9%	99%	97%	8.6	100%	98%	100%	100%	99%
Customer service at the i-Site in the Expressions Art Centre	3%	99%	97%	8.7	98%	99%	100%	100%	99%

Notes:

1. Sample: n=399, North n=103, Central n=100, South n=151, Rural n=45, Maori n=36, Other Ethnicities n=363. Asked only those who visited the facilities in the last year. Excludes 'don't knows'
2. CF2. Thinking about these facilities, how would you rate your satisfaction with...?
3. CF3. When you consider all the public facilities provided by Upper Hutt City Council, including how well they are maintained, the opening hours and where applicable the cost to use these, how would you rate your overall satisfaction with the public facilities provided?



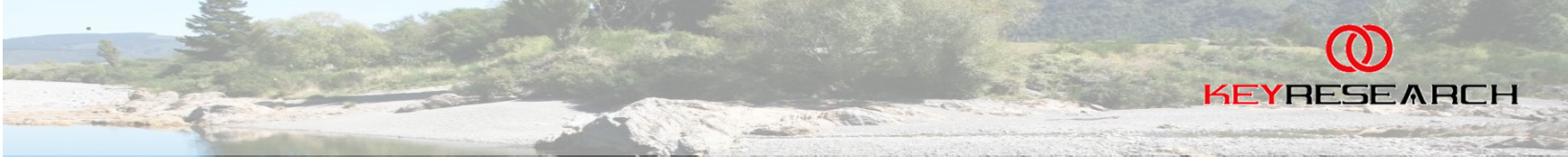
With regards to *Water management*, *Stormwater system* has by far the greatest impact. Given a relatively low performance of *Stormwater system* (86% or 76% on the brackets 6-10% and 7-10% respectively) compared to other areas within *Water management*, this area is identified as an opportunity to improve

Driver analysis: Water management

	Impact	Satisfied (6-10%)	Satisfied (7-10%)	Mean score out of 10	Satisfied by Ward (6-10%)				Satisfied by Ethnicity (6-10%)	
					North	Central	South	Rural	Māori	All Others
Water management	9%	92%	84%	7.9	94%	98% ▲	90%	84% ▼	92%	93%
Stormwater system	78%	86%	76%	7.6	90% ▲	91% ▲	83%	70% ▼	93%	84%
Sewerage system	16%	96%	94%	8.9	98%	97%	95%	97%	97%	96%
Household water supply	6%	97%	95%	8.8	97%	99%	96%	94%	100%	96%

▲ Significantly higher
▼ Significantly lower

Notes:
 1. Sample: n=399, North n=103, Central n=100, South n=151, Rural n=45, Maori n=36, Other Ethnicities n=363. Excludes 'don't knows'
 2. TW2. On the scale of 1- 10, how satisfied are you with your household water supply?
 3. TW4. On the scale of 1- 10, how satisfied are you with the city's sewerage system?
 4. TW5. On the scale of 1- 10, how would you rate your satisfaction with the stormwater system in terms of the following?
 5. TW6. And overall, when you think about the supply of water, the management and disposal of stormwater and disposal of waste water, how would you rate your satisfaction with Council overall for its management of water in the city?



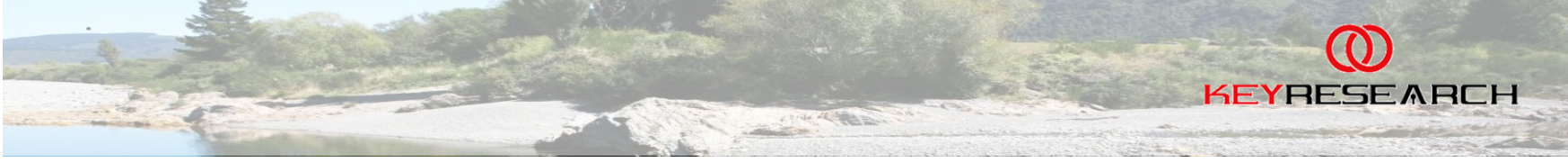
In relation to *Stormwater system*, Rural residents are less satisfied than those from the North and Central wards. *Keeping roads and pavements free from flooding* has a greater impact than *Ability to protect property from flooding* on residents' perceptions of the *Stormwater system*

Driver analysis: Stormwater system

Impact	Satisfied (6-10%)	Satisfied (7-10%)	Mean score out of 10	Satisfied by Ward (6-10%)				Satisfied by Ethnicity (6-10%)		
				North	Central	South	Rural	Māori	All Others	
Stormwater system	78%	86%	76%	7.6	90% ▲	91% ▲	83%	70% ▼	93%	84%
Keeping roads & pavements free from flooding	61%	83%	71%	7.4	90%	85%	79%	71%	89%	82%
Ability to protect property from flooding	39%	88%	81%	7.9	89%	93% ▲	87%	72% ▼	95%	86%

▲ Significantly higher
▼ Significantly lower

Notes:
 1. Sample: n=399, North n=103, Central n=100, South n=151, Rural n=45, Maori n=36, Other Ethnicities n=363. Excludes 'don't knows'
 2. TW5. On the scale of 1- 10, how would you rate your satisfaction with the stormwater system in terms of the following?



Kerbside rubbish collection has the greatest influence on residents' perceptions of *Waste management* and since satisfaction in this area is relatively low (79% or 74% on the brackets 6-10% and 7-10% respectively), it is worthwhile to work towards improving perceptions about how kerbside rubbish is collected

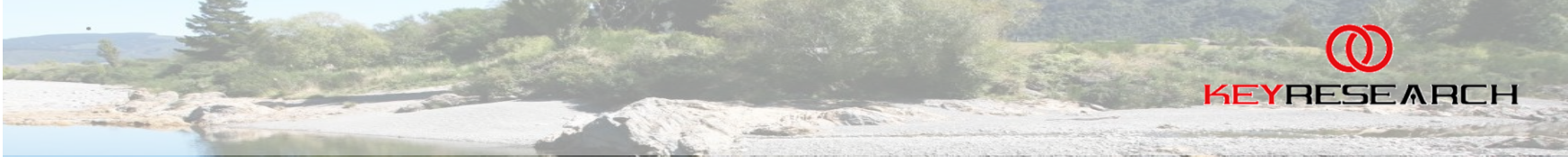
Driver analysis: Waste management

	Impact	Satisfied (6-10%)	Satisfied (7-10%)	Mean score out of 10	Satisfied by Ward (6-10%)				Satisfied by Ethnicity (6-10%)	
					North	Central	South	Rural	Māori	All Others
Waste management	9%	76%	66%	6.8	80%	71%	77%	72%	82%	75%
Kerbside rubbish collection	49%	79%	74%	7.3	83%	74%	79%	79%	91%	76%
Public street litter bins	37%	82%	73%	7.2	85%	82%	79%	83%	88%	81%
Cleanliness of streets	9%	90%	80%	7.5	91%	86%	90%	94%	97% ▲	88% ▼
Management of loose litter in/around the city	5%	87%	74%	7.3	86%	86%	89%	81%	84%	87%

Notes:

- Sample: n=399, North n=103, Central n=100, South n=151, Rural n=45, Maori n=36, Other Ethnicities n=363. Asked only those who had contact with the Council regarding the services. Excludes 'don't knows'
- WR4. How satisfied are you with each of the following services provided by Council?
- WR5. How would you rate your satisfaction with the Upper Hutt City Council overall for its waste disposal services?

▲ Significantly higher
▼ Significantly lower

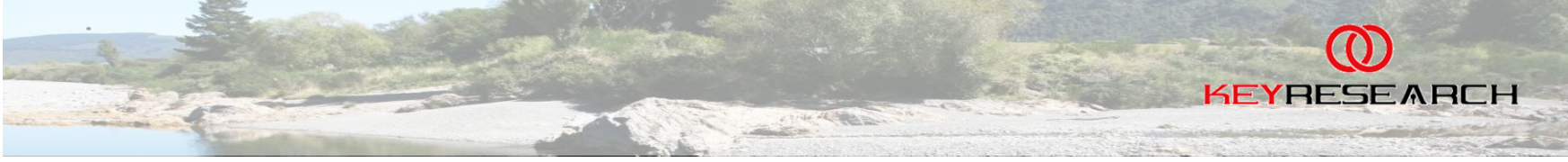


Parks and reserves is an area of high performance (97% or 93% on the brackets 6-10% and 7-10% respectively) but relatively low impact (8%), so Council may benefit by promoting the quality of these facilities

Driver analysis: Parks and reserves

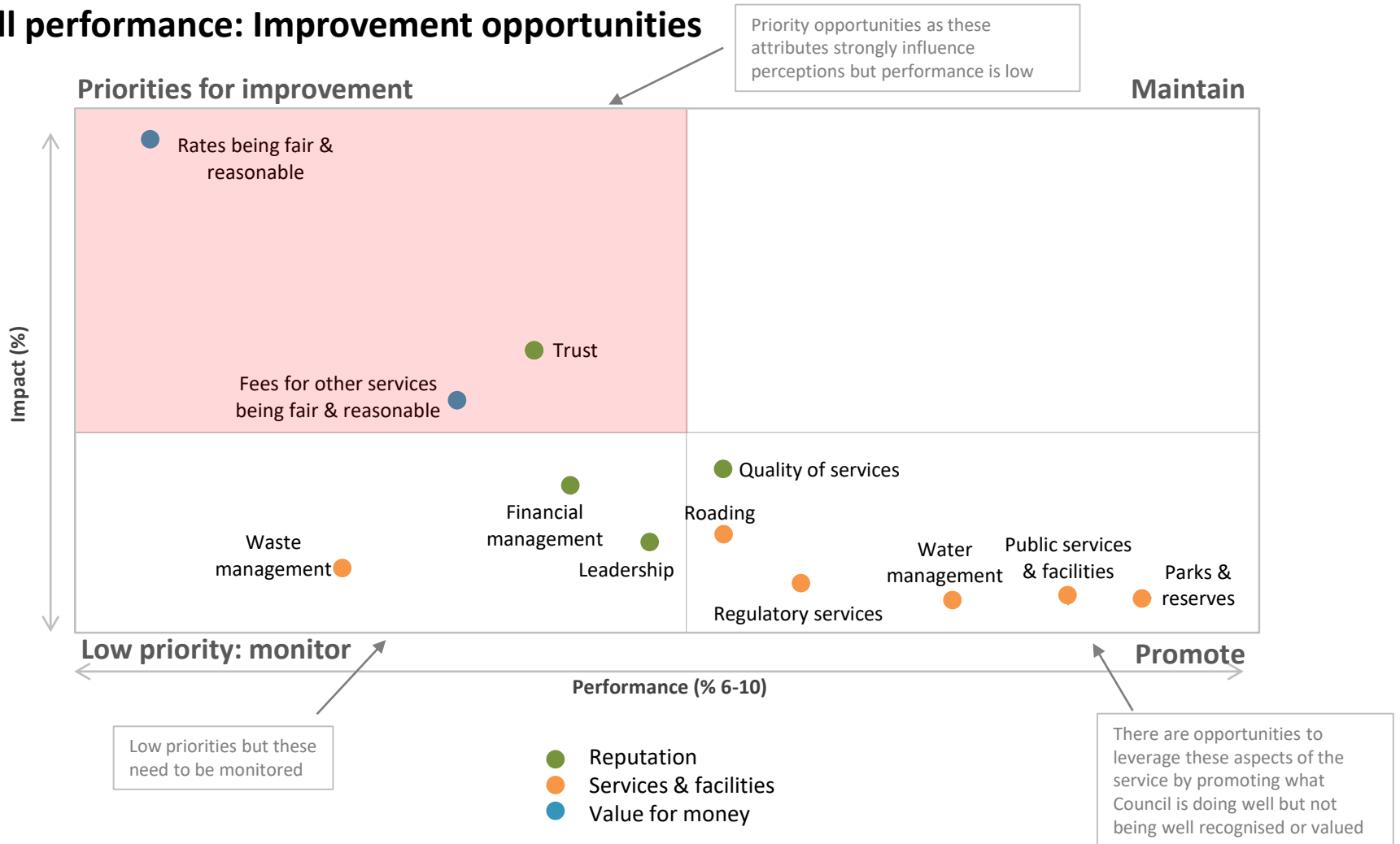
	Impact	Satisfied (6-10%)	Satisfied (7-10%)	Mean score out of 10	Satisfied by Ward (6-10%)				Satisfied by Ethnicity (6-10%)	
					North	Central	South	Rural	Māori	All Others
Overall parks & reserves	8%	97%	93%	8.2	97%	97%	96%	98%	94%	97%
Pathways network	46%	94%	81%	7.6	96%	98%	91%	85%	92%	94%
Parks, reserves and gardens (incl. TMP, Maidstone and Harcourt)	25%	96%	92%	8.3	93%	98%	98%	95%	95%	96%
Sportsfields	15%	97%	93%	8.2	96%	98%	97%	96%	97%	97%
The Akatarawa Cemetery	13%	96%	92%	8.6	97%	93%	97%	95%	94%	96%
Playgrounds	No Current Impact	94%	90%	8.1	96%	92%	95%	94%	98%	94%

Notes:
 1. Sample: n=399, North n=103, Central n=100, South n=151, Rural n=45, Maori n=36, Other Ethnicities n=363. Asked only those who visited the facilities in the last year. Excludes 'don't knows'
 2. PR2. Based on your experience or impressions, how would you rate your overall satisfaction with each of the following outdoor facilities?
 3. PR3. Still using the 1 to 10 scale, where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your level of satisfaction with the provision of open space, amenities and gardens?



The key opportunities for Upper Hutt City Council are to improve residents' perceptions of receiving good *Value for money* (perceptions of *Rates being fair and reasonable* and *Fees for other services being fair and reasonable*), and to increase *Trust* in the Council

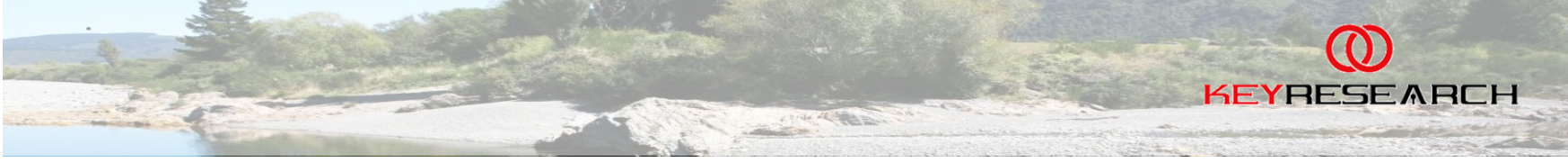
Overall performance: Improvement opportunities



Notes:
1. Sample: n=399



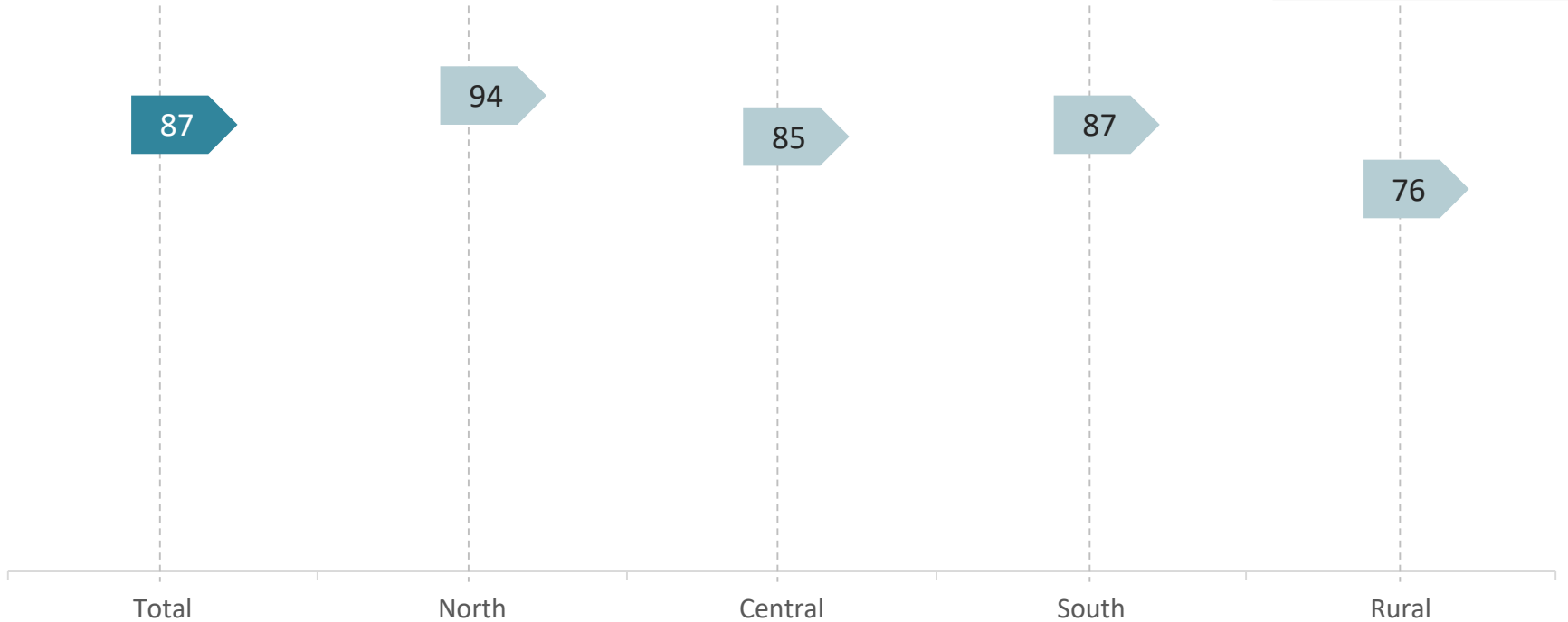
Understanding reputation



Upper Hutt City Council has an excellent reputation and this is reflected across all wards (with residents of the North ward having the most positive opinion about the Council’s reputation)...

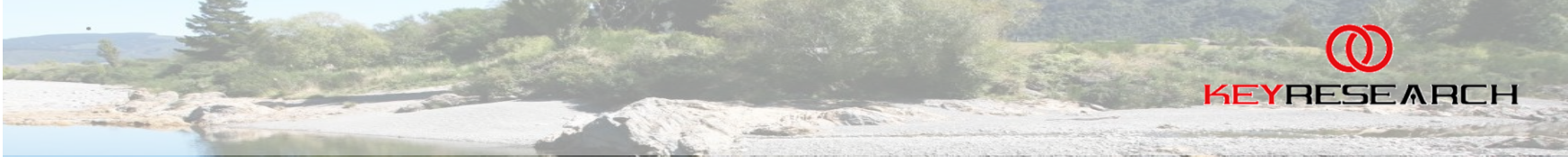
Reputation benchmarks

Key:	
>80	Excellent reputation
60-79	Acceptable reputation
<60	Poor reputation
150	Maximum score



Notes:

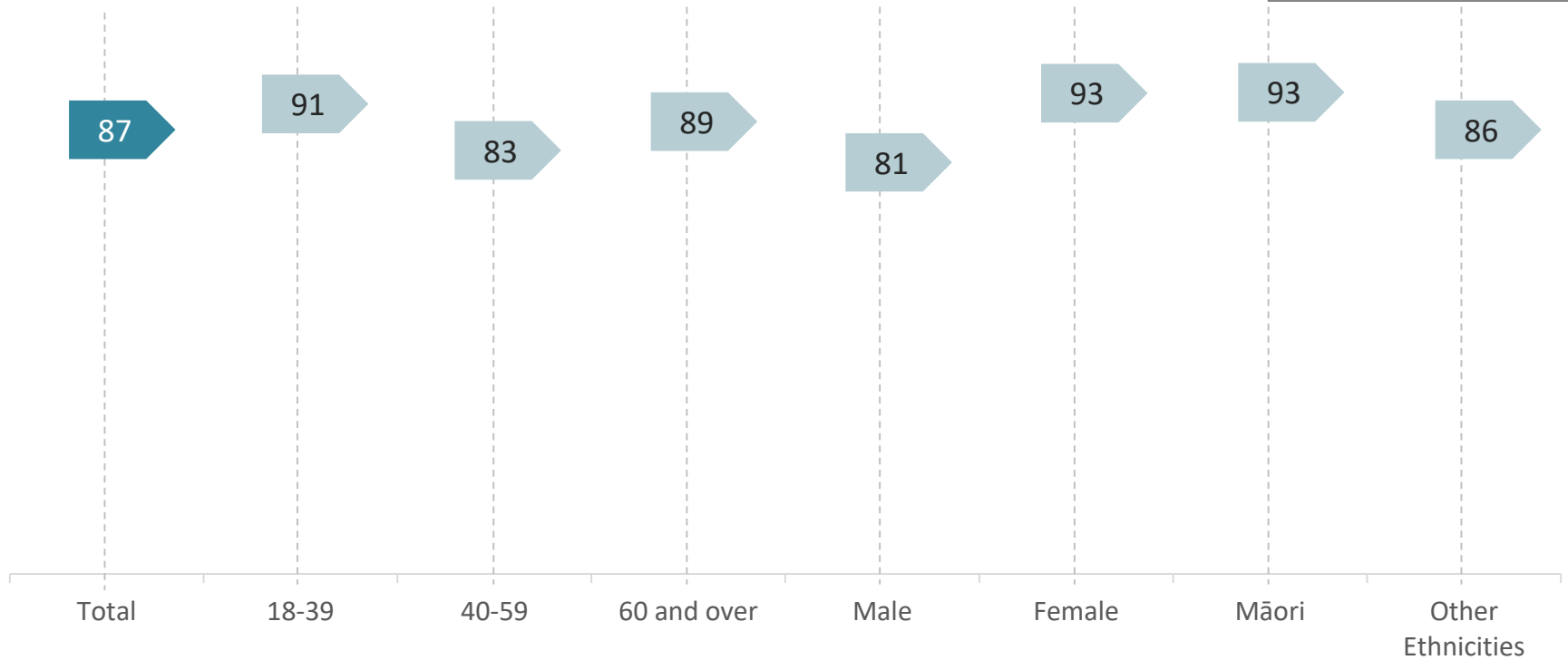
1. Sample: n=399, North n=103, Central n=100, South n=151, Rural n=45, Maori n=36, Other Ethnicities n=363. Excludes 'don't knows'
2. REPS. So, considering; leadership, trust, financial management and quality of services provided, how would you rate Upper Hutt City Council for its overall reputation?
3. The benchmark is calculated by rescaling the overall reputation measure to a new scale between -50 and +150 to improve granularity for the purpose of benchmarking



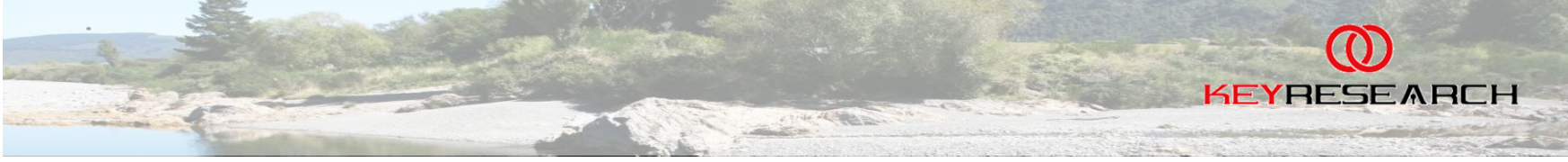
... and across all age, gender and ethnicity groups. In particular, younger residents (18-39 year olds), females and Māori residents have positive evaluations of the Council’s reputation

Reputation benchmarks

Key:	
>80	Excellent reputation
60-79	Acceptable reputation
<60	Poor reputation
150	Maximum score

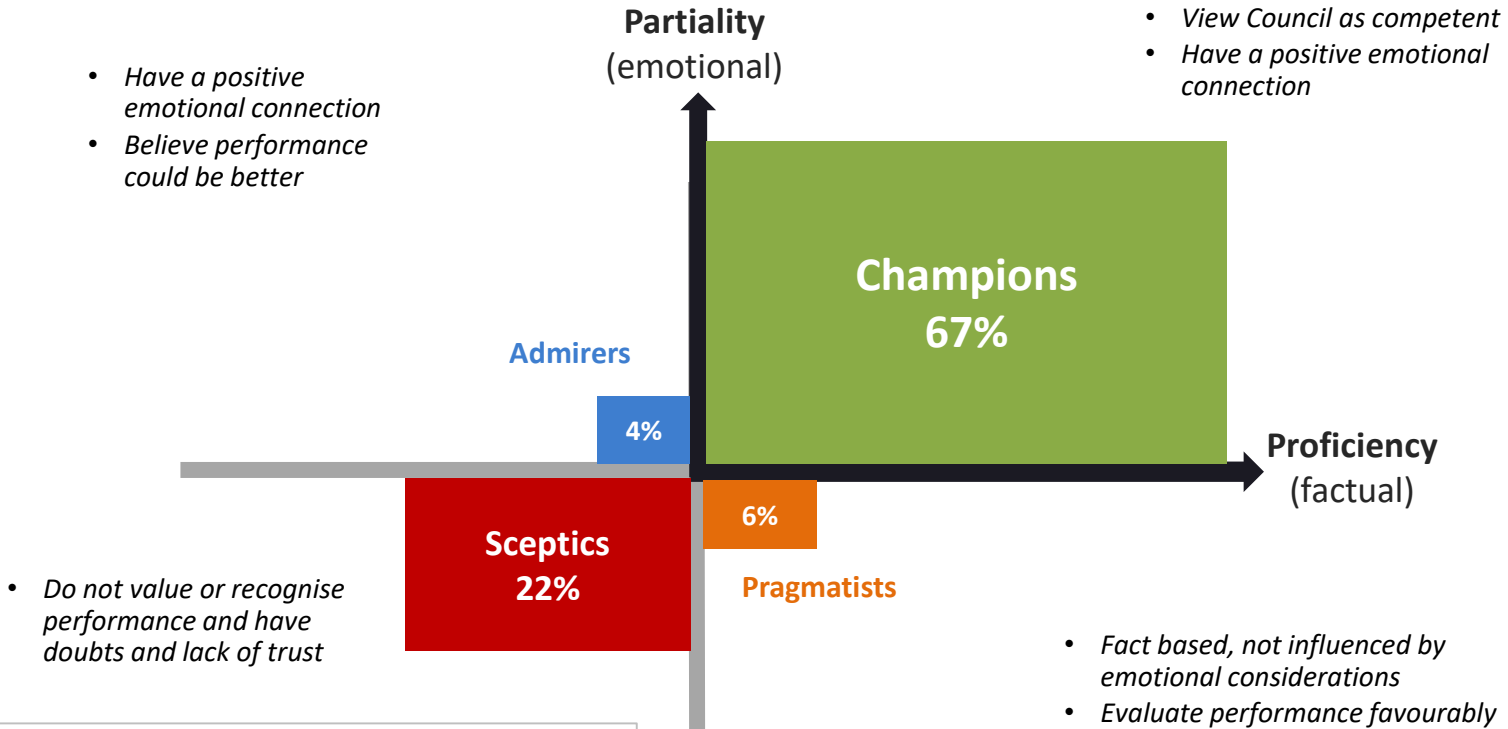


Notes:
 1. Sample: n=399, North n=103, Central n=100, South n=151, Rural n=45, Maori n=36, Other Ethnicities n=363. Excludes 'don't knows'
 2. REPS. So, considering; leadership, trust, financial management and quality of services provided, how would you rate Upper Hutt City Council for its overall reputation?
 3. The benchmark is calculated by rescaling the overall reputation measure to a new scale between -50 and +150 to improve granularity for the purpose of benchmarking



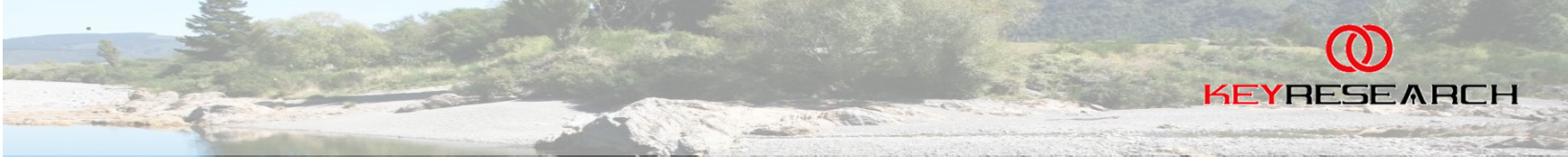
The overall reputation profile noticeably curves towards ‘Champions’, with just over two-thirds of residents (67%) believing the Council is doing a good job

Reputation profile



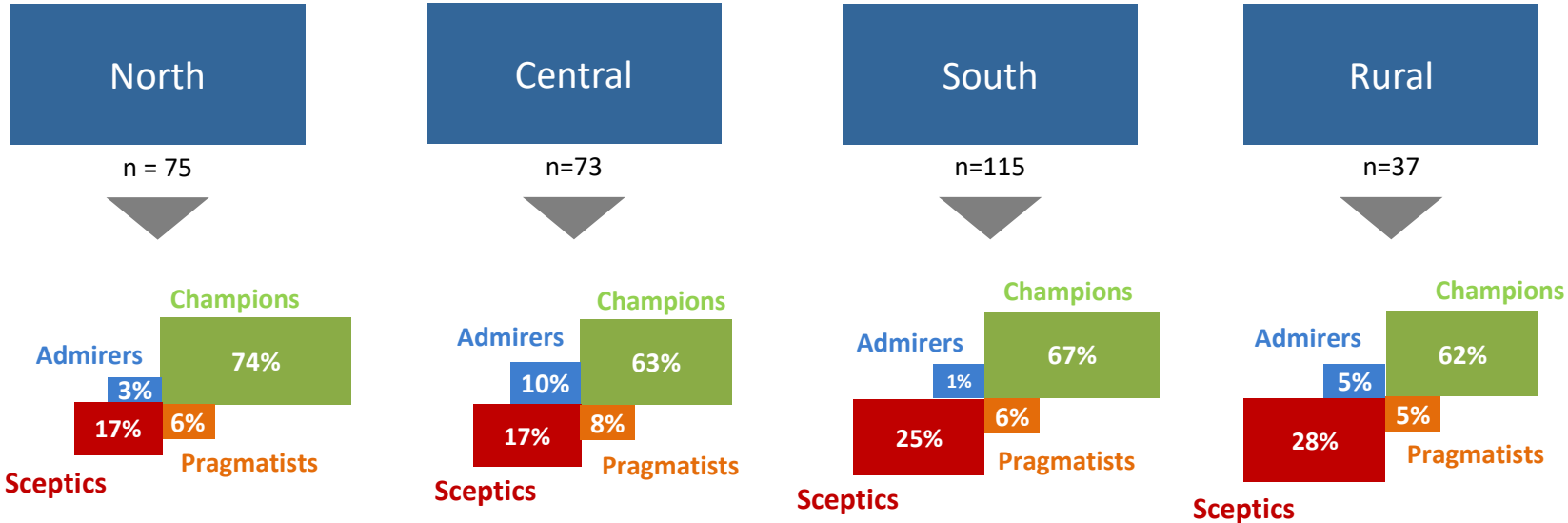
While Council’s reputation profile curves towards ‘Champions’, over a fifth of residents are sceptical of Council and exhibit signs of distrust.

Notes:
 1. Sample: n=300.
 2. REPS. So, considering; leadership, trust, financial management and quality of services provided, how would you rate Upper Hutt City Council for its overall reputation?
 3. Segments have been determined using the results from a set of five overall level questions



Residents of the North ward have the most positive profile while Rural residents have the highest proportion of 'Sceptics' and the lowest proportion of 'Champions'

Reputation profile, by Ward

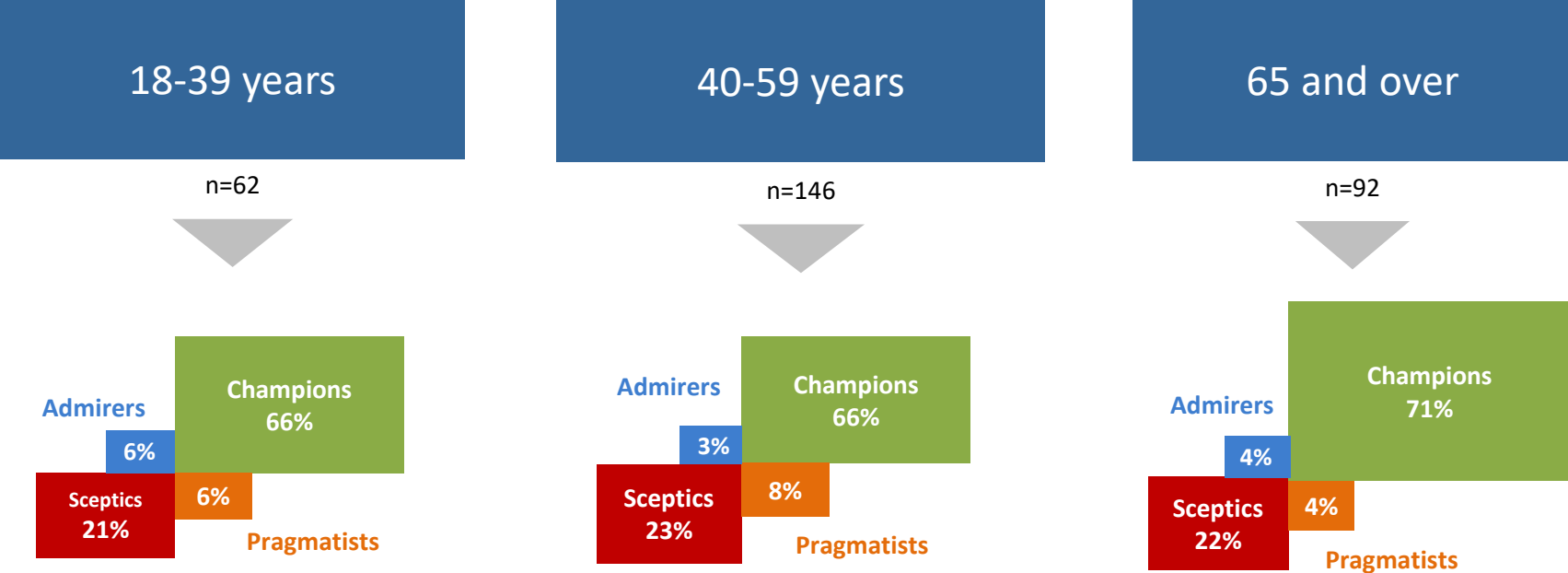


Notes:
 1. Sample: n=300.
 2. REPS. So, considering; leadership, trust, financial management and quality of services provided, how would you rate Upper Hutt City Council for its overall reputation?
 3. Segments have been determined using the results from a set of five overall level questions



Older residents (aged 65 or older) are more likely to be 'Champions' compared to members of other age groups

Reputation profile, by Age group



Notes:

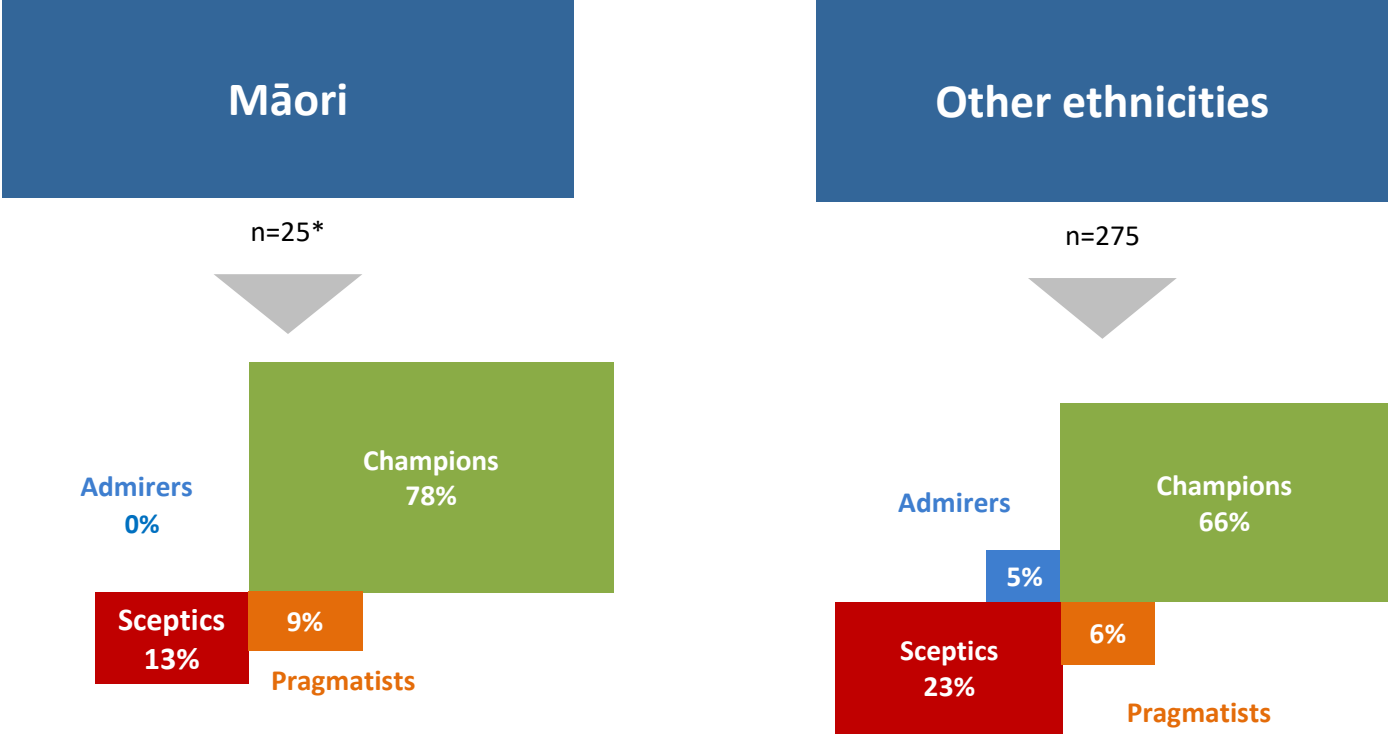
1. Sample: n=300.
2. REPS. So, considering; leadership, trust, financial management and quality of services provided, how would you rate Upper Hutt City Council for its overall reputation?
3. Segments have been determined using the results from a set of five overall level questions



Two-thirds (66%) of non-Māori residents are likely to be 'Champions' while nearly a quarter (23%) are sceptical about the Council

Reputation profile, by Ethnicity

* Caution: small sample size n<30

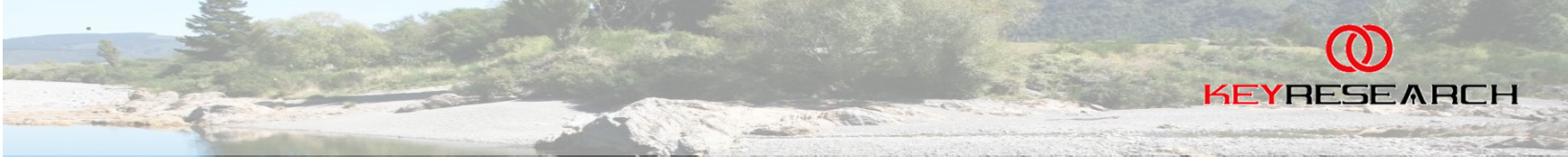


Notes:

1. Sample: n=300.
2. REPS. So, considering; leadership, trust, financial management and quality of services provided, how would you rate Upper Hutt City Council for its overall reputation?
3. Segments have been determined using the results from a set of five overall level questions

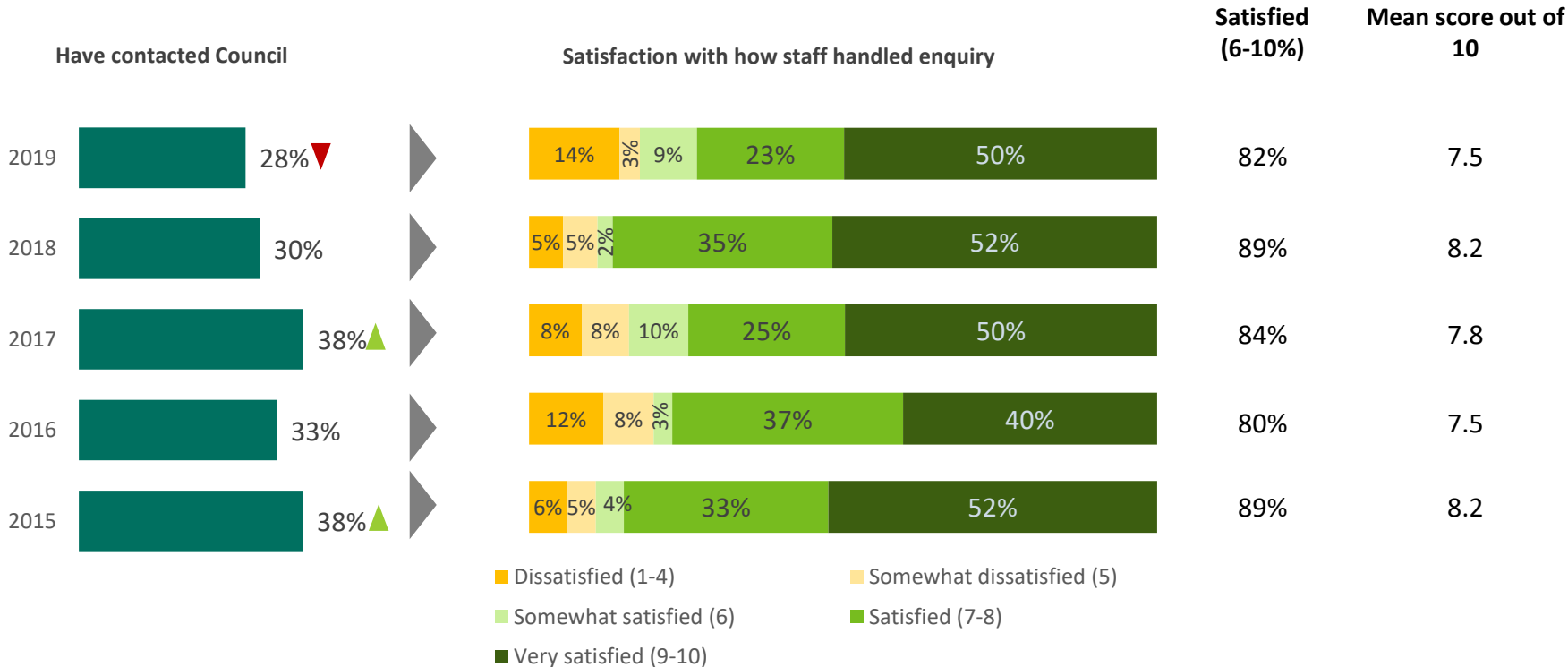


Customer service



Fewer people had contact with Council in the last year compared with 2017 and 2015. Over eight in 10 residents (82%) are satisfied with how staff handled their enquiries

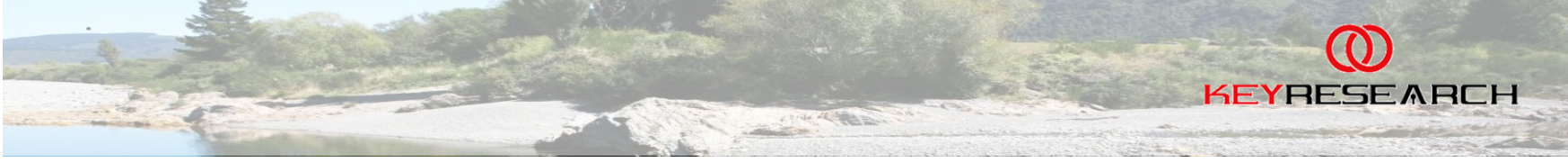
Contact with Council



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

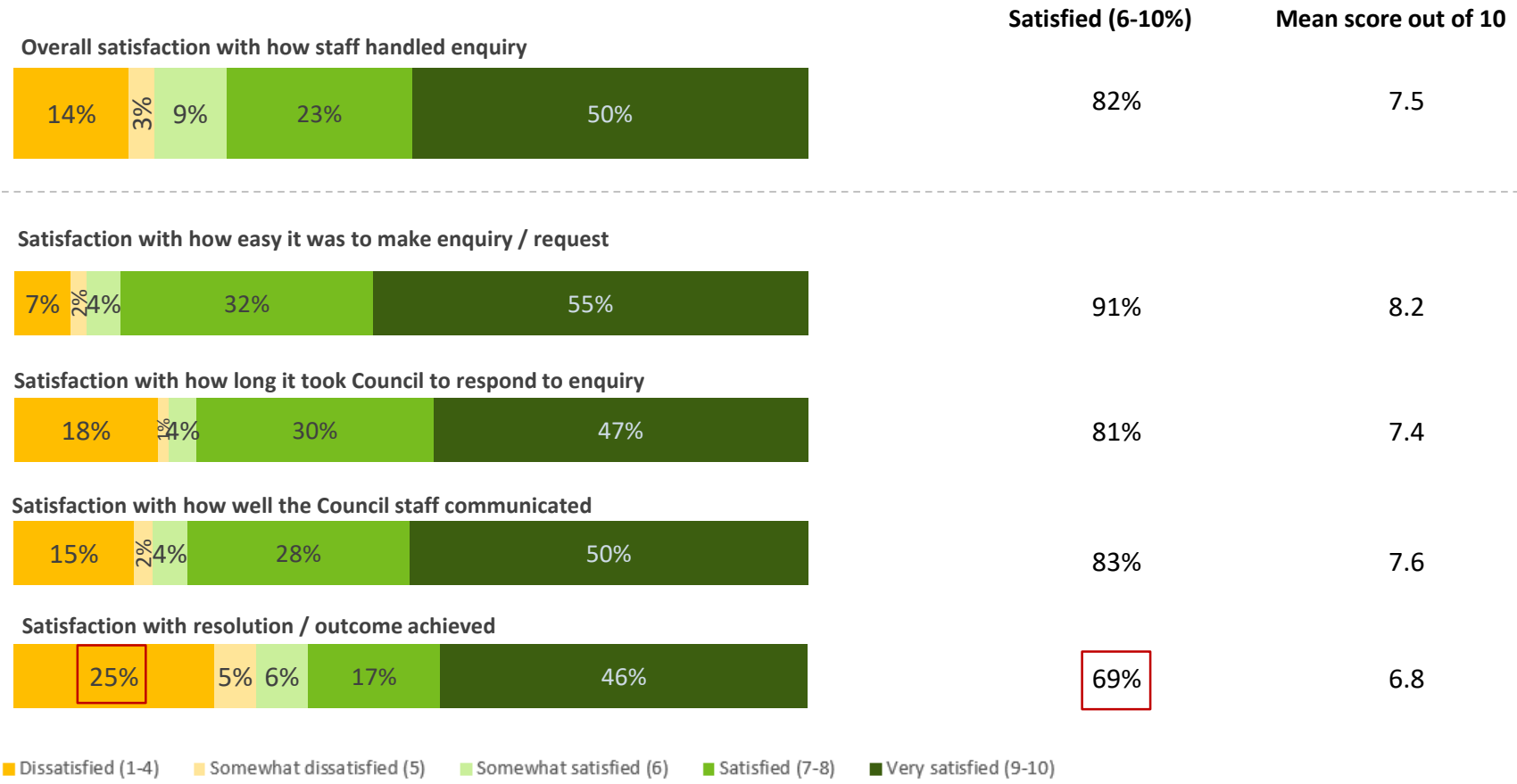
Significantly higher
 Significantly lower

Notes:
 1. Sample: 2019 n=399, 2018 n=401, 2017 n=404, 2016 n=401 2015 n=400. Contacted Council; 2019 n=121, 2018 n=126, 2017 n=157; 2016 n=136 2016 n=152. Excludes 'don't knows'.
 2. RS1. Have you personally contacted Council about something during the past six months? (Q29 in 2015-2018 surveys)
 3. RS4. Thinking back to your most recent contact, how would you rate your satisfaction with each of the following? (Q30 in 2015-2018 surveys)



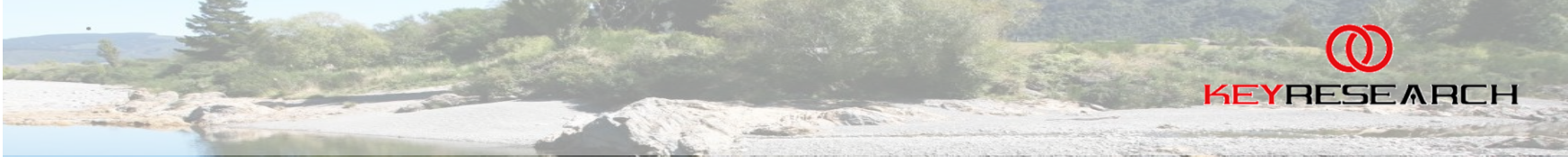
While residents are satisfied with most aspects of their interactions with the Council, a fourth (25%) are dissatisfied with the resolution or outcome achieved

Contact with Council



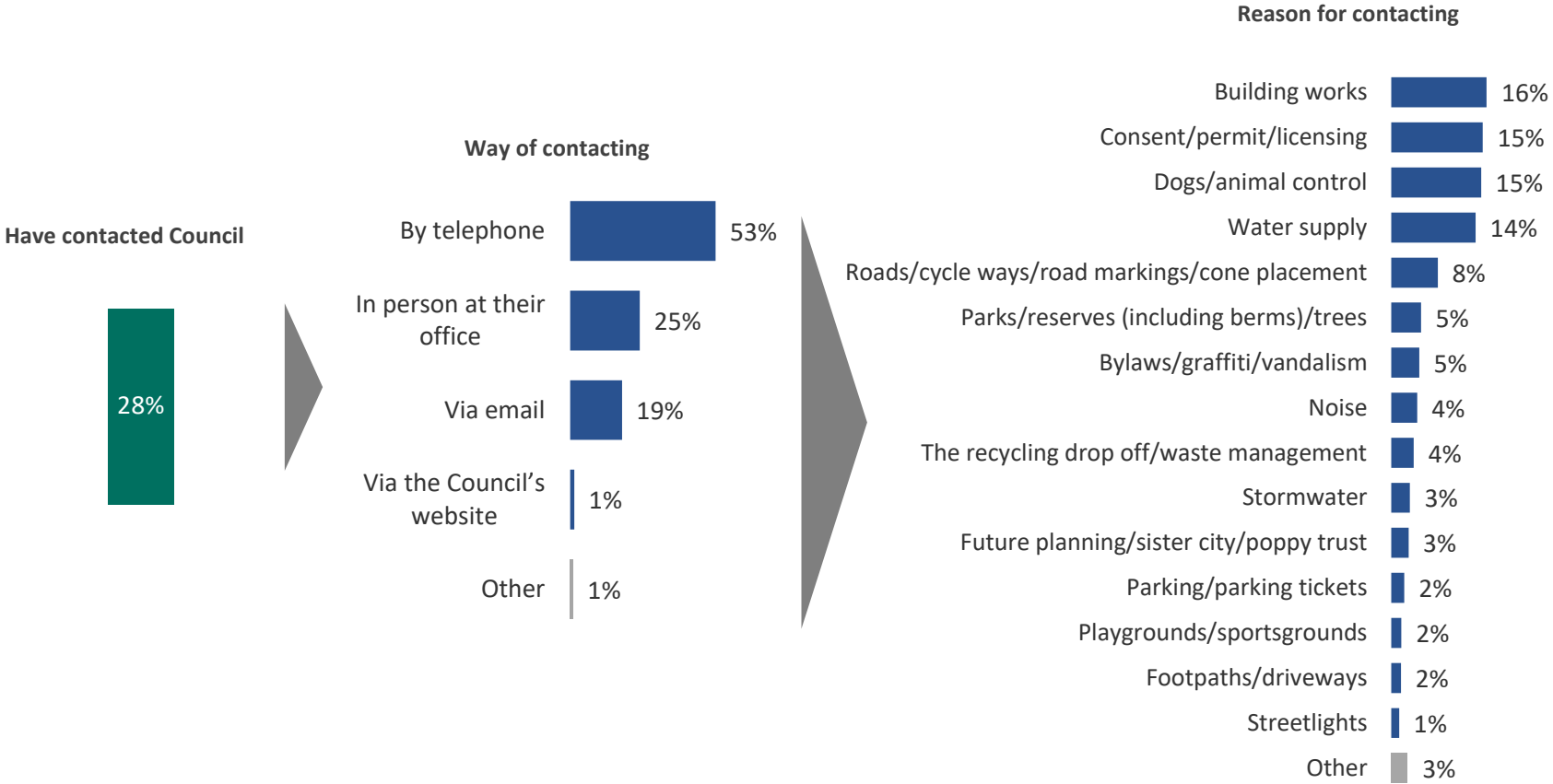
Notes:

1. Sample: 2019 n=399. Excludes 'don't knows'.
2. RS4. Thinking back to your most recent contact, how would you rate your satisfaction with each of the following? (Q30 in 2015-2018 surveys)



The majority of those who contacted Council did so via phone (53%) with the most common reasons for contacting relating to queries regarding *Building works, Consents/permits/licensing, Dogs/Animal control* and *Water supply*

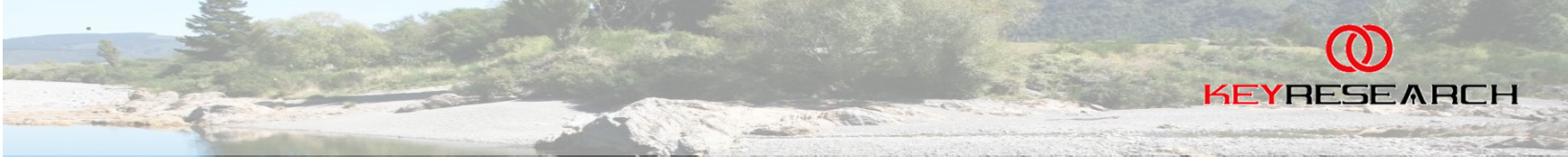
Contact with Council



Notes:
 1. Sample: 2019 n=399. Have made contact n=121.
 2. RS1. Have you personally contacted Council about something during the past six months?
 3. RS2. Was your most recent contact with Council.
 4. RS3. Thinking about the most recent contact you had with the Council, what did it relate to?



Council communication



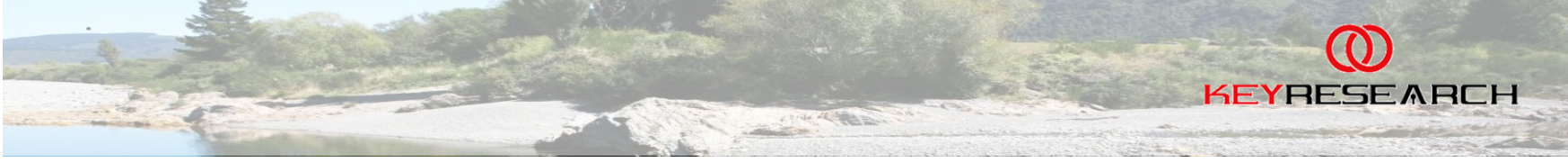
Nearly eight in ten (77%) residents are satisfied with *Communication and involvement*. In particular, residents value how much they are informed about Council’s decision making

Driver analysis: Communication

	Impact	Satisfied (6-10%)	Satisfied (7-10%)	Mean score out of 10	Satisfied by Age group (6-10%)			Satisfied by Ethnicity (6-10%)	
					18-39	40-59	60 and over	Māori	All Others
Communication and involvement		77%	65%	6.8	81%	71%	78%	84%	75%
Keeping the public informed about its decision making	46%	76%	61%	6.7	77%	73%	81%	78%	76%
Making it clear how the public can be involved in Council’s decision making	35%	75%	62%	6.7	77%	70%	79%	88%▲	72%▼
Ease of accessing Council information	19%	87%	75%	7.3	89%	83%	88%	88%	87%

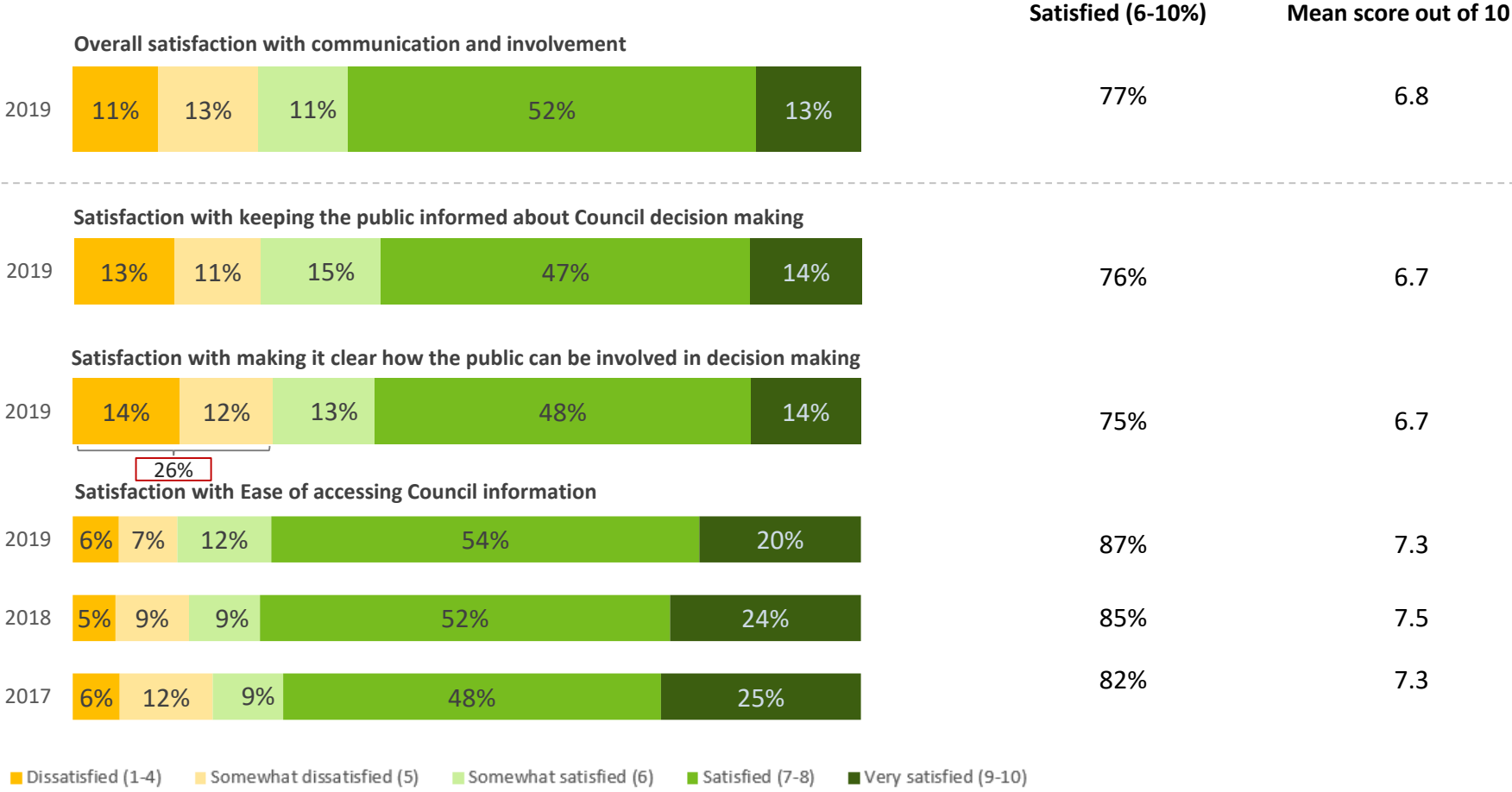
▲ Significantly higher
▼ Significantly lower

Notes:
 1. Sample: n=399, 18-39 n=87, 40-59 n=184, 60 and over n=128, Maori n=36, Other Ethnicities n=363. Excludes 'don't knows'
 2. COM1. How satisfied are you with each of the following.
 3. COM2. And how would you rate Council overall for its communications in keeping the public informed and involved in its decision making?

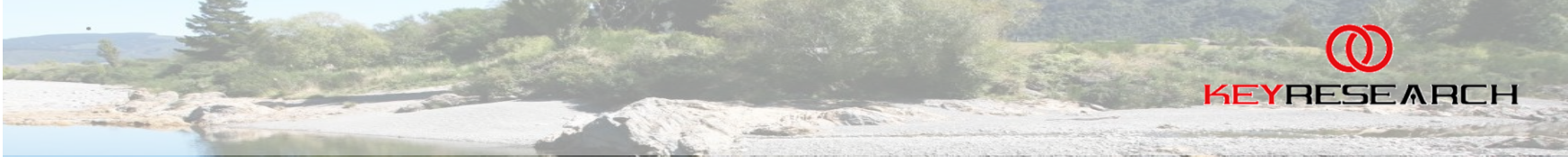


The majority of residents are satisfied with all the aspects of Council communication, however just over a quarter (26%) of them are dissatisfied or somewhat dissatisfied with *Council making it clear how the public can be involved in decision making*

Communication



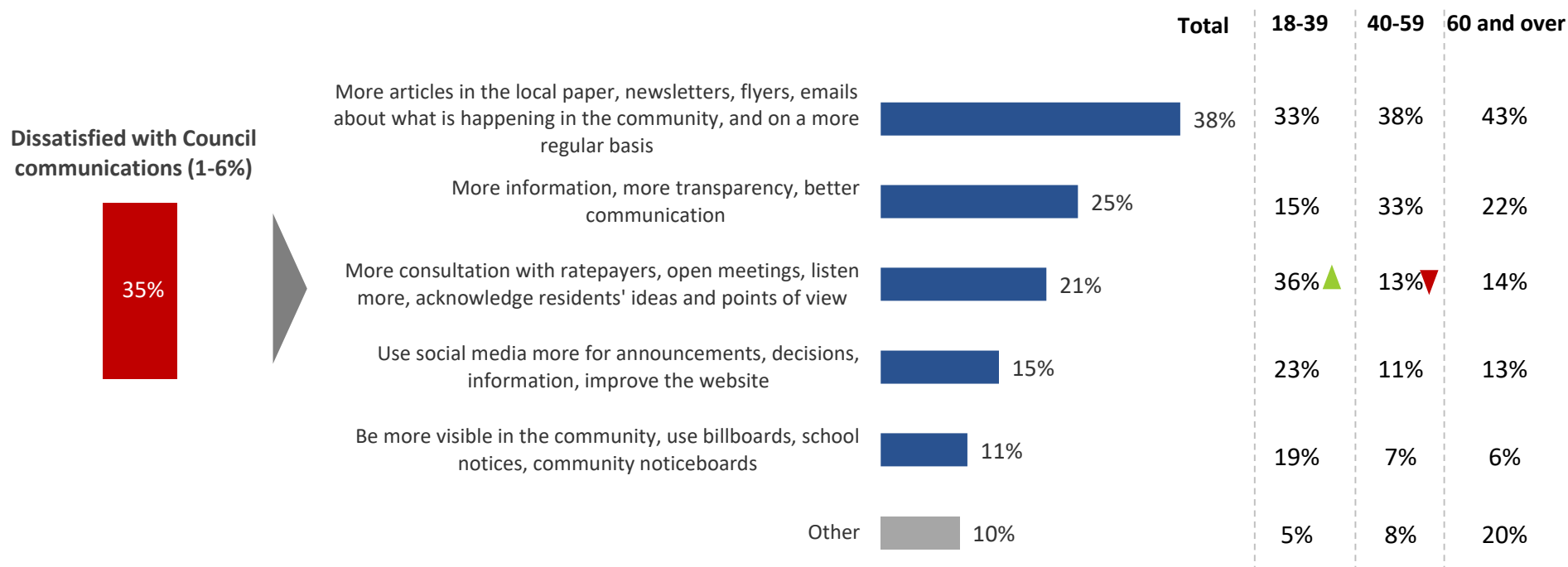
Notes:
 1. Sample: 2019 n=399. Analysis excludes 'don't know' responses
 2. COM1. How satisfied are you with each of the following (Q37 in 2015-2018 surveys)
 3. COM2. And how would you rate Council overall for its communications in keeping the public informed and involved in its decision making?



More than a third (35%) of residents are dissatisfied or less satisfied with Council communications and would like to see more articles around the Council’s decision making in the local newspaper, more newsletters, flyers and emails about what is happening in the community and to receive these on a more regular basis

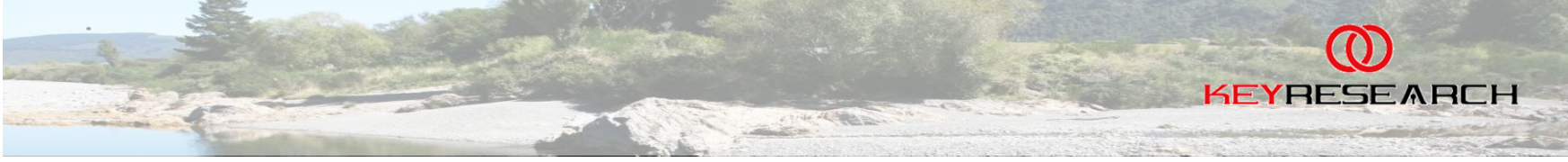
Communication: Understanding dissatisfaction

How to improve communications around Council’s decision making



Notes:
 1. Sample: n=399. Dissatisfied (1-6%) n=133. Excludes 'don't knows'.
 2. COM2. And how would you rate Council overall for its communications in keeping the public informed and involved in its decision making?
 3. COM3. What would you like Council to do to improve communications around its decision making?

▲ Significantly higher
 ▼ Significantly lower

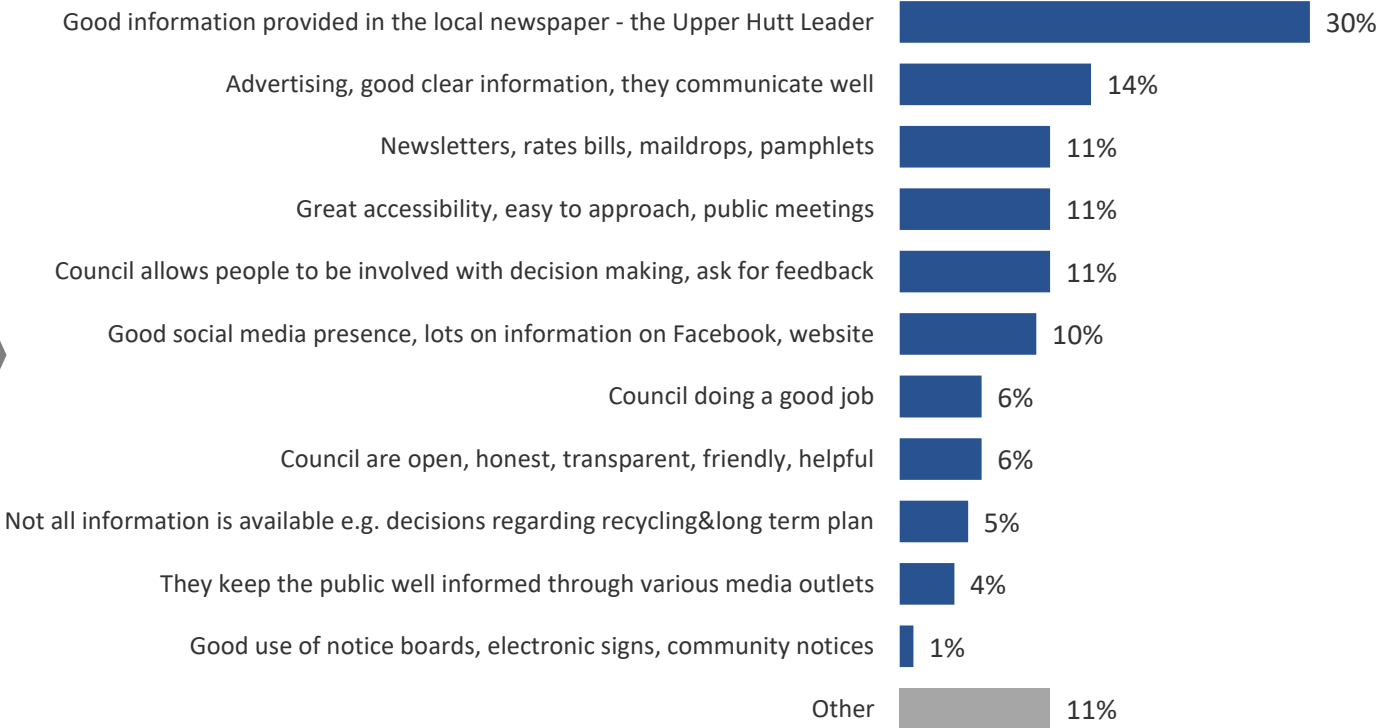


Conversely, those who are more satisfied with Council communications (65%), praise Council in particular for providing good information in the *Upper Hutt Leader*

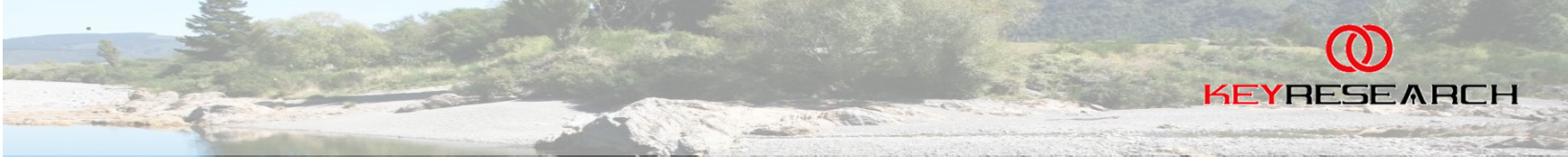
Contact with Council

Aspects concerning Council's communications that are valued

Satisfied with Council communications (7-10%)

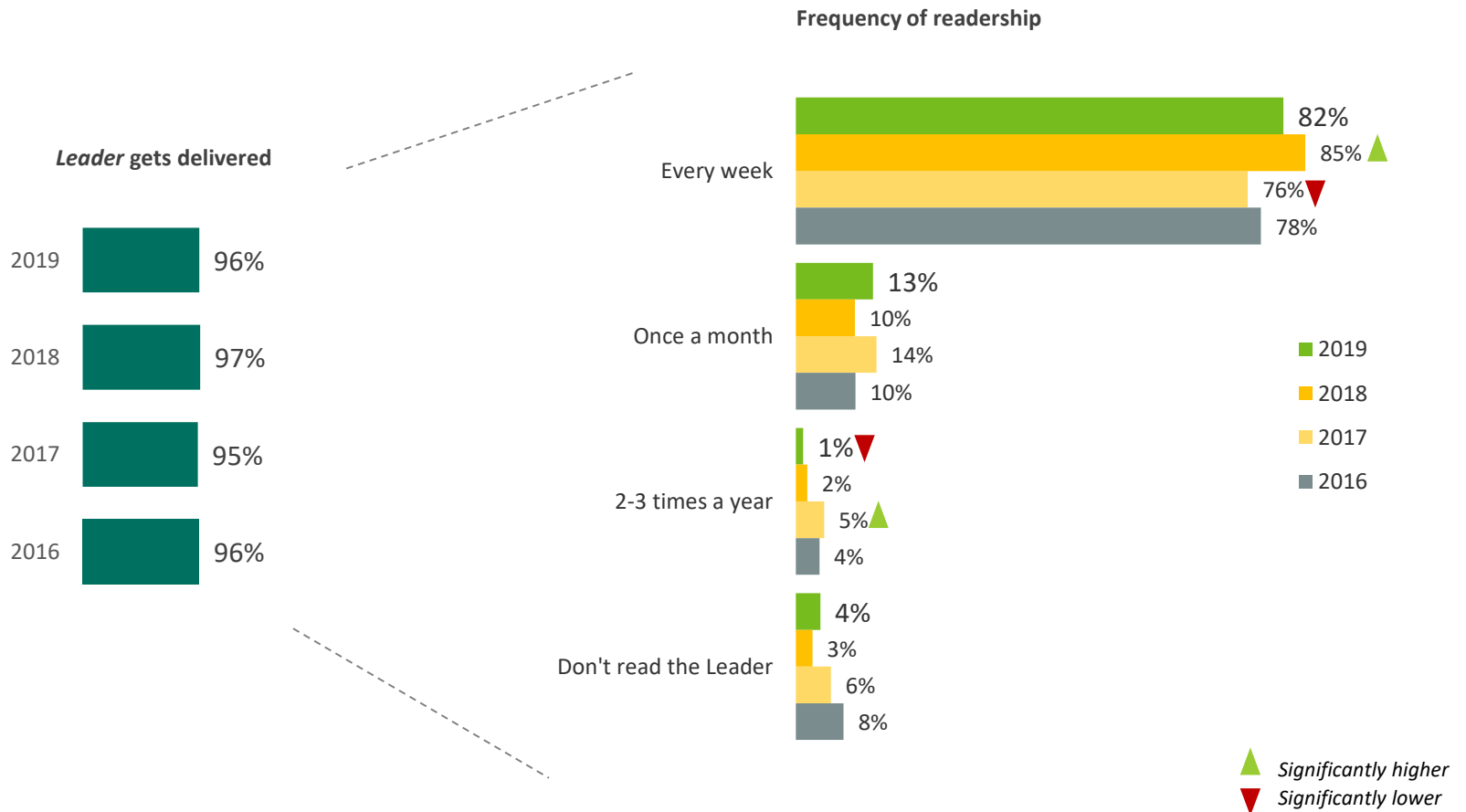


Notes:
 1. Sample: n=399. Satisfied (7-10%) n=248. Excludes 'don't knows'.
 2. COM2. And how would you rate Council overall for its communications in keeping the public informed and involved in its decision making?
 3. COM4. What do you particularly value about how Council communicates and involves the public in its decision making?



Delivery of the *Upper Hutt Leader* remains high (96%). Over eight in ten (82%) residents read this newspaper every week

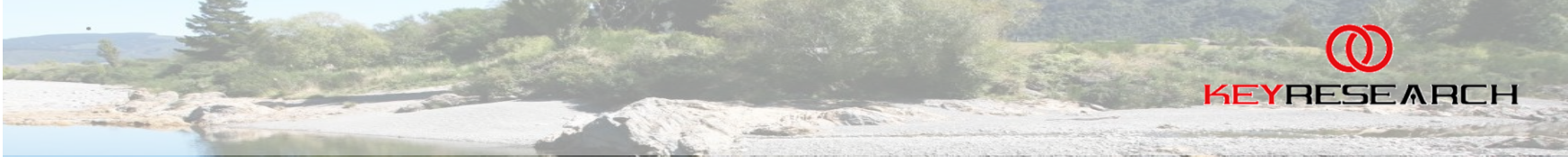
Frequency of reading the *Upper Hutt Leader* newspaper



Notes:
 1. Sample: 2019 n=399, 2018 n=401, 2017 n=404, 2016 n=401; Receive the Leader; 2019 n= 384, 2018 n=389, 2017 n=385, 2016 n=388
 2. COM5. Does the Leader, the local newspaper, get delivered to your home? (Q42in 2015-2018 surveys)
 3. COM6. How frequently do you read the Leader? (Q43 in 2015-2018 surveys)

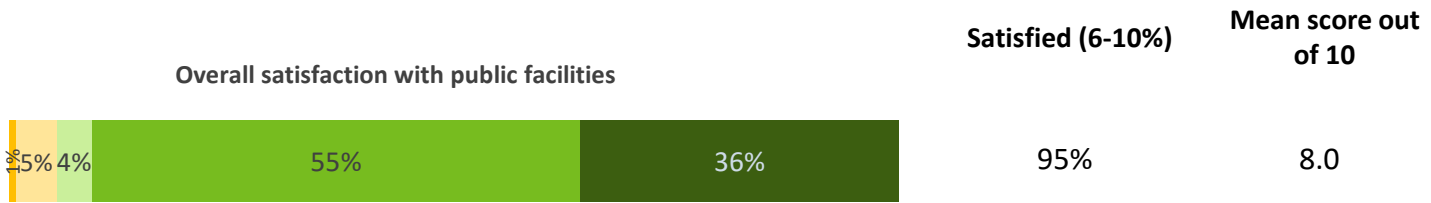


Public facilities



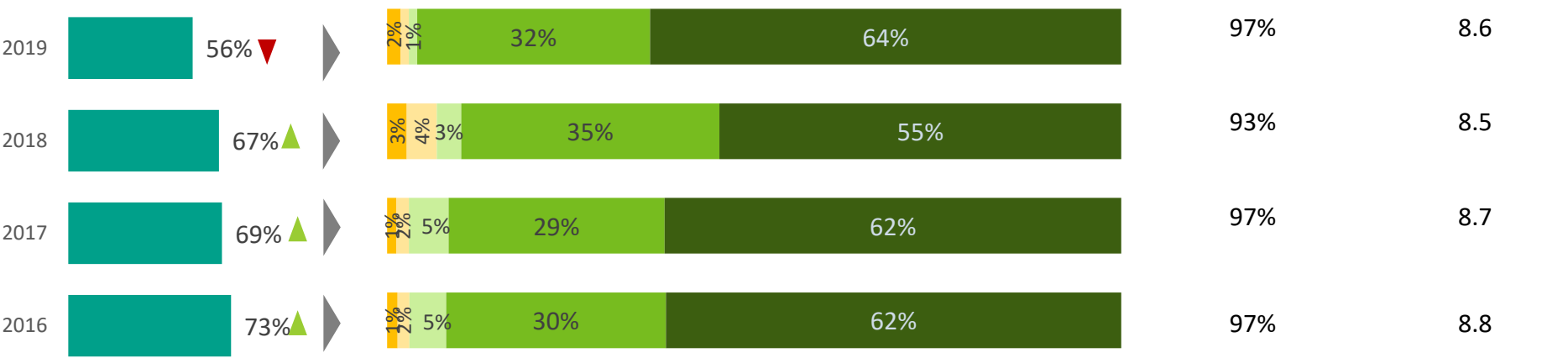
A very high proportion of residents (95%) are satisfied with *Public facilities* in Upper Hutt. Regarding *Library*, over a half of residents visited this facility in 2019 and almost all of them (97%) are satisfied. The proportion of those who visited *Library* in the past 12 months significantly declined

Overall Public facilities and Library



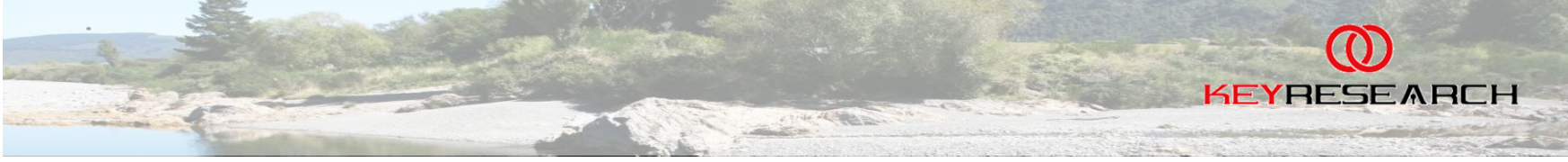
Have used a library

Satisfaction with customer service at the library



Notes:
 1. Sample: 2019 n=399, 2018 n=401, 2017 n=404, 2016 n=401. Library users 2019 n=221, 2018 n=270, 2017 n=282, 2016 n=280. Analysis excludes 'don't know' responses
 2. CF1. Which of the following facilities have you or anyone in your family visited in the last year? (Q1 in 2015-2018 surveys)
 3. CF2. Thinking about these facilities, how would you rate your satisfaction with...? (Q2 in 2015-2018 surveys)

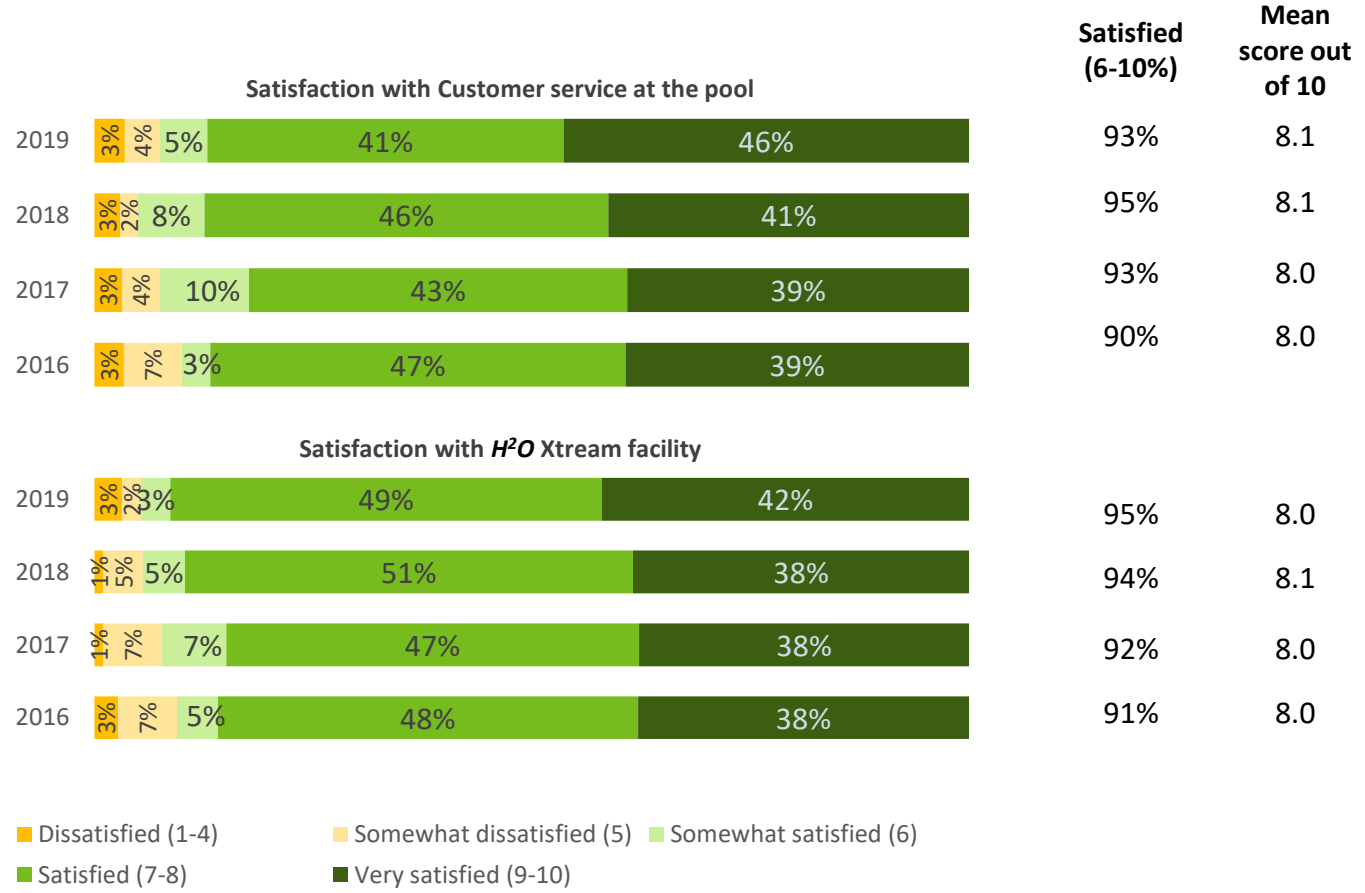
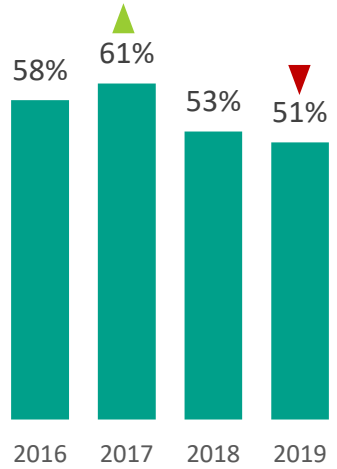
▲ Significantly higher
 ▼ Significantly lower



The number of residents who have visited *H²O Xtream* in the past year has declined since 2017, however, satisfaction with staff and the range of leisure activities remains high (over 90%)

H²O Xtream

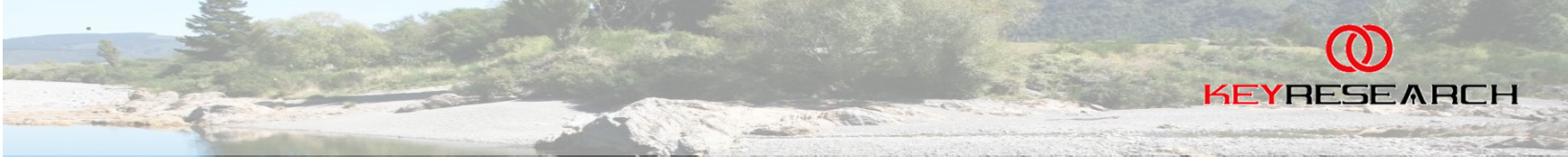
Visited the swimming facility



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

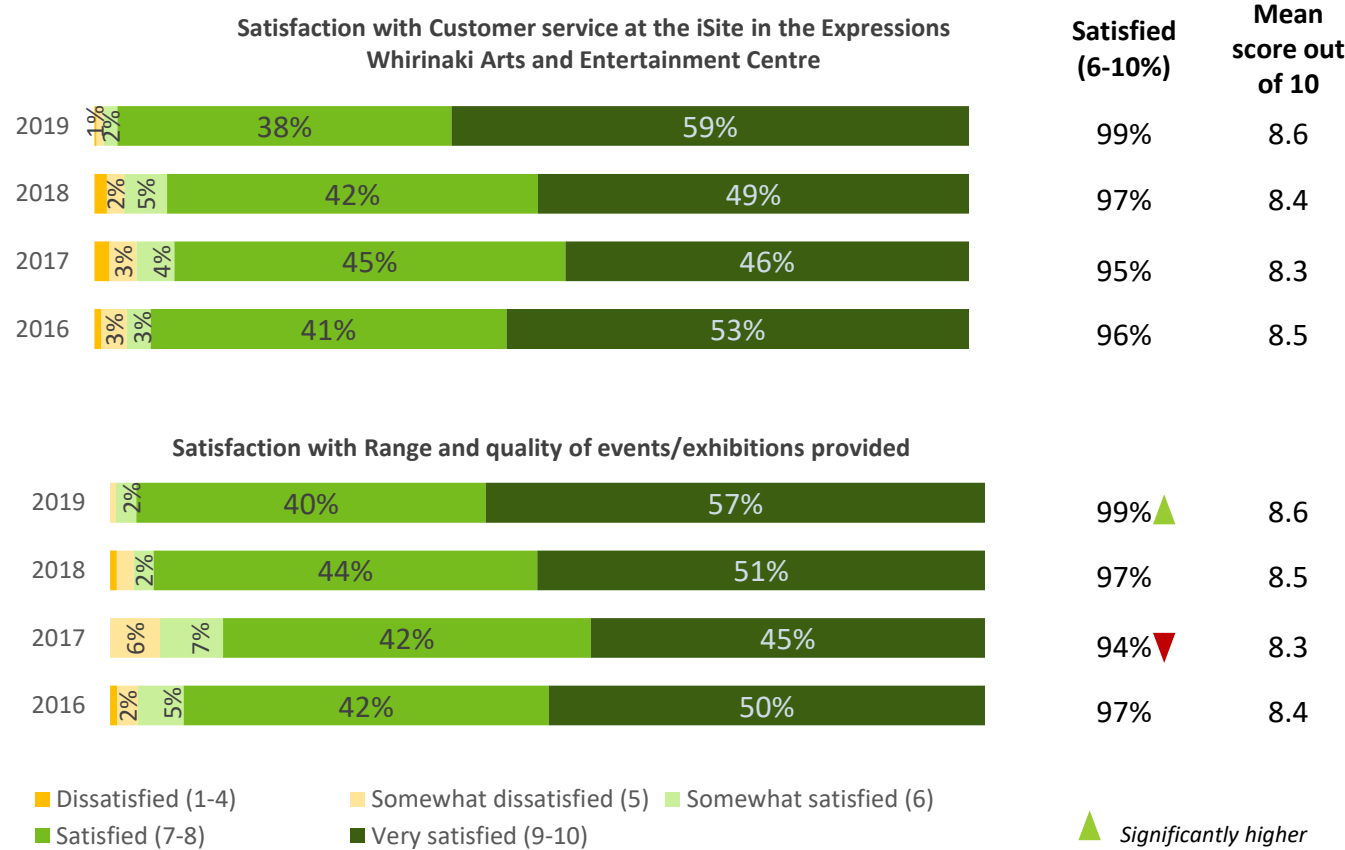
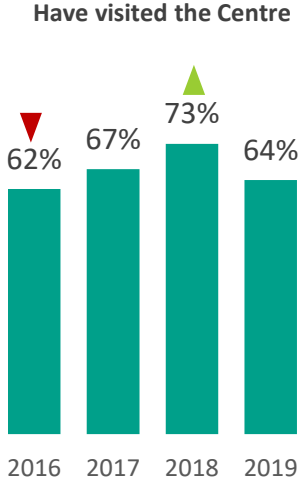
▲ Significantly higher
▼ Significantly lower

Notes:
 1. Sample: 2019 n=399, 2018 n=401, 2017 n=404, 2016 n=401. Users 2019 n=188, 2018 n=209, 2017 n=241, 2016 n=223. Analysis excludes 'don't know' responses
 2. CF1. Which of the following facilities have you or anyone in your family visited in the last year? (Q5 in 2015-2018 surveys)
 3. CF2. Thinking about these facilities, how would you rate your satisfaction with...? (Q6 in 2015-2018 surveys)



Fewer residents visited the *Arts and Entertainment Centre* (64%) in 2019 compared with 2018, however satisfaction with the customer service at the iSite, and the range and quality of exhibitions has increased

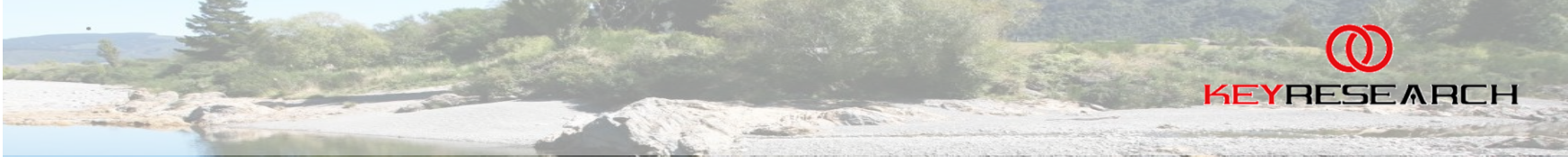
Arts and Entertainment Centre



Notes:
 1. Sample: 2019 n=399, 2018 n=401, 2017 n=404, 2016 n=401. Users 2019 n=265, 2018 n=298, 2017 n=279, 2016 n=263. Analysis excludes 'don't know' responses
 2. CF1. Which of the following facilities have you or anyone in your family visited in the last year? (Q3 in 2015-2018 surveys)
 3. CF2. Thinking about these facilities, how would you rate your satisfaction with...?(Q4 in 2015-2018 surveys)

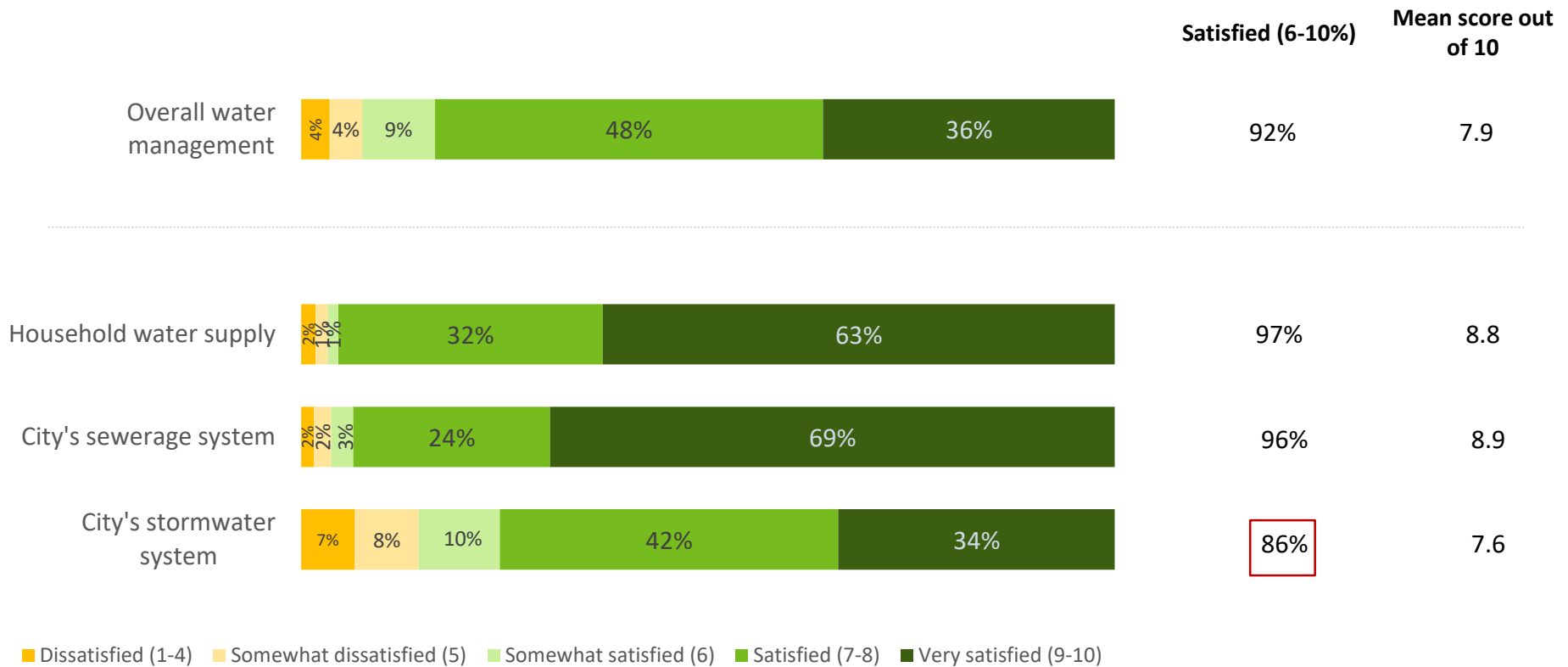


Infrastructure



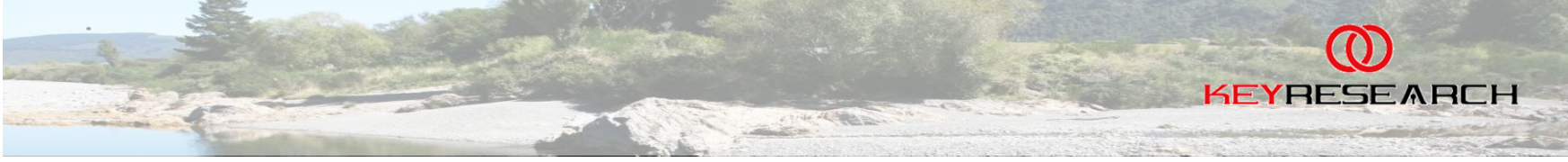
Residents' overall satisfaction with *Water management* remains very good (92% satisfied), however satisfaction with *City's stormwater system* is slightly lower compared to the levels of satisfaction with *Household water supply* and *City's sewerage system*

Water management



Notes:

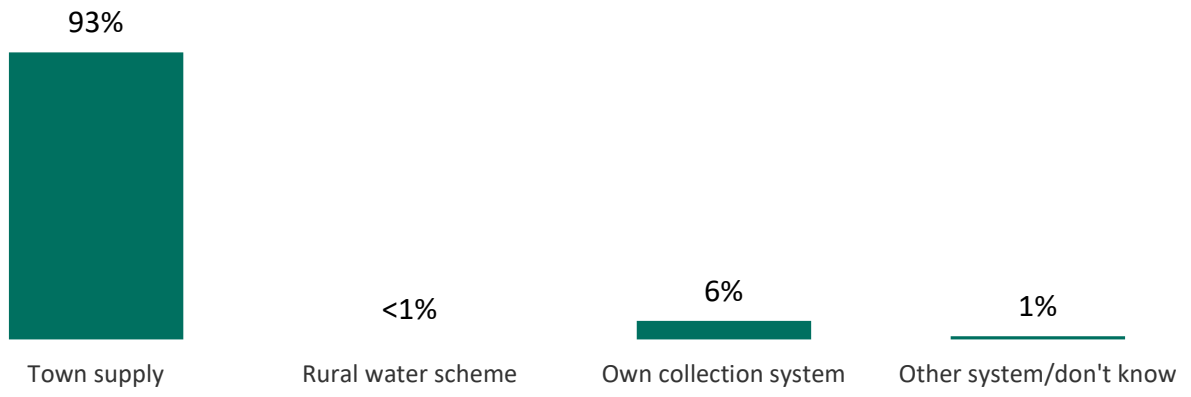
- Sample: 2019 n=399. Analysis excludes 'don't know' responses
- TW2 On the scale of 1- 10, how satisfied are you with your household water supply?
- TW4. On the scale of 1- 10, how satisfied are you with the city's sewerage system?
- TW5. On the scale of 1- 10, how would you rate your satisfaction with the stormwater system in terms of the following?
- TW6. And overall, when you think about the supply of water, the management and disposal of stormwater and disposal of waste water, how would you rate your satisfaction with Council overall for its management of water in the city?



Over nine in ten (93%) residents are connected to *Town supply*, however a half of rural residents use their *Own collection system*

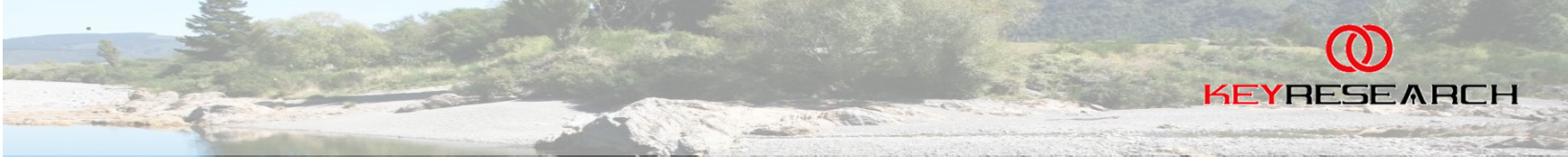
Water management: Water connection

North	96%	0%	2% ▼	1%
Central	98%	0%	1% ▼	1%
South	100%	0%	0%	0%
Rural	44%	4%	50% ▲	2%



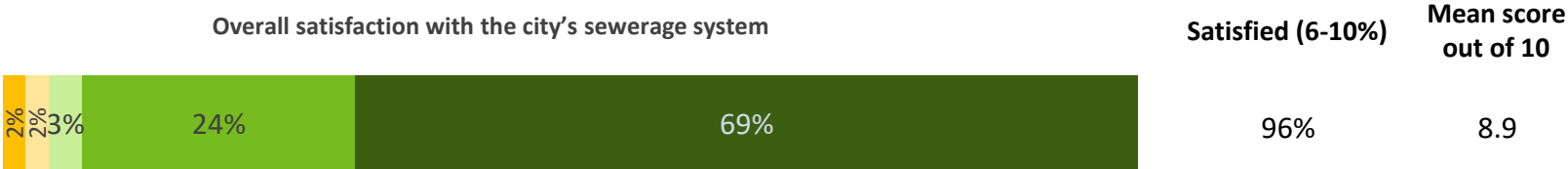
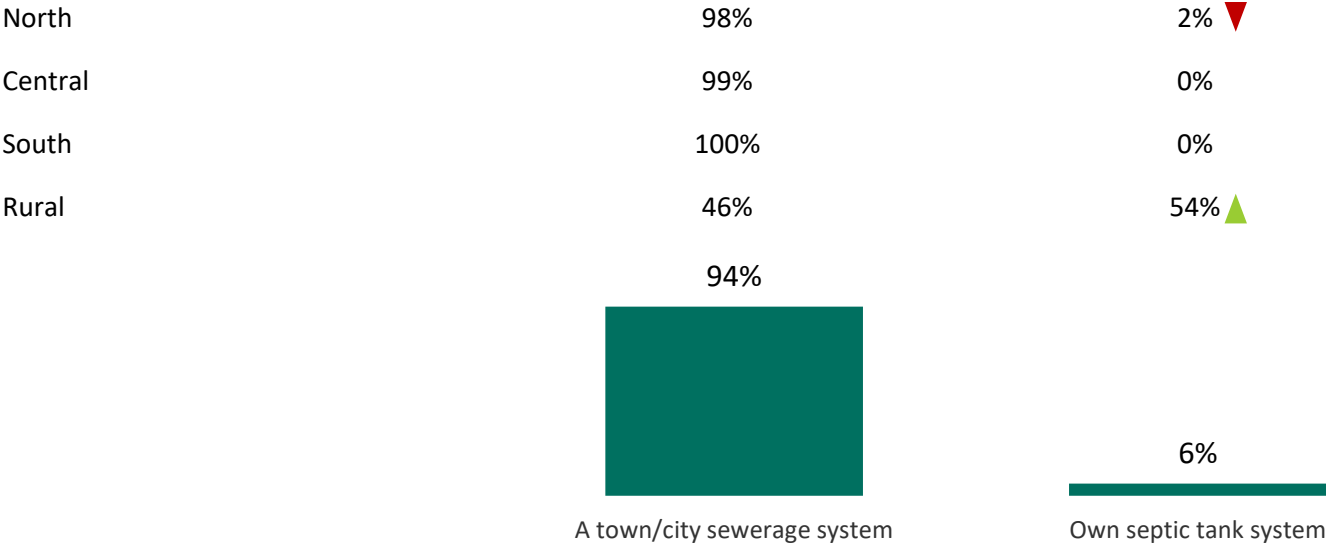
▲ Significantly higher
▼ Significantly lower

Notes:
1. Sample: 2019 n=399. Analysis excludes 'don't know' responses
2. TW1. Which of the following best describes your water supply connection?



A similar proportion of residents (94%) are connected to *Town/city sewerage system* with satisfaction remaining very high (96%). Over a half (54%) of rural residents use their *Own septic tank system*

Water management: Sewerage system connection



Notes:
 1. Sample: 2019 n=399. Analysis excludes 'don't know' responses
 2. TW3. Which of the following best describes your water supply connection?
 3. TW4. On the scale of 1- 10, how satisfied are you with the city's sewerage system?

▲ Significantly higher
 ▼ Significantly lower



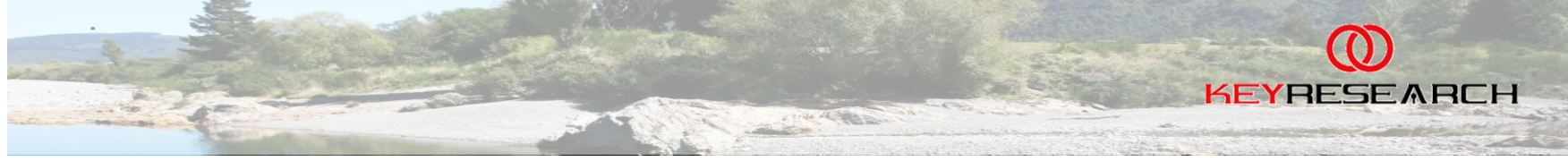
Overall, residents' satisfaction with road related infrastructure remains very high (86% or 73% on the brackets 6-10% and 7-10% respectively), however, residents are somewhat less satisfied with *Provision of cycle lanes on the roads* and *How well roads are maintained*

Roads, cycle ways, walkways and street lighting

		Satisfied (6-10%)	Satisfied (7-10%)	Mean score out of 10
Overall satisfaction with Rooding				
2019		86%	73%	7.2
Satisfaction with How well roads are maintained				
2019		73%	61%	6.6
Satisfaction with Provision of cycle lanes on the roads				
2019		60%	47%	6.1
Satisfaction with Provision of off-road walkways and cycleways around the city				
2019		86%	79%	7.6
Satisfaction with Street lighting				
2019		87%	79%	7.5
2018		87%	-	7.6
2017		84%	-	7.4

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

Notes:
 1. Sample: 2019 n=399, 2018 n=401; 2017 n=404. Analysis excludes 'don't know' responses
 2. RF1. Using the 1 to 10 scale, where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall satisfaction with each of the following? (Q19 in 2015-2018 surveys)
 3. RF2. Overall, how satisfied are you with the roads, cycle ways, footpaths and walkways around the city?



A small proportion (6%) of residents are dissatisfied with *Street lighting* with several reasons behind their dissatisfaction cited, for example insufficient lighting and poor quality of LED bulbs

Street lighting: Understanding dissatisfaction

Reasons for being dissatisfied with street lighting n=11

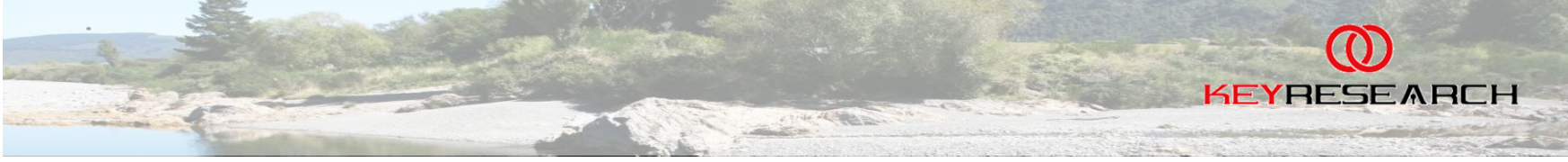
Dissatisfied with street lighting (1-4%)

6%



- “
 - *Because where I live it basically doesn't exist. Just because we're rural doesn't mean we don't need street lighting.*
 - *Insufficient lighting, they are not close enough compared to other cities, it is a bit dark.*
 - *There can be times when the light can be poor. We live in the Elderslea area.*
 - *Because at times it is not going in certain areas. It just seems to be changing every so often as well. I have driven down by the bridge and lights have been off at a roundabout.*
 - *LED has a blue light in my front yard it's always lit up at night. Blue light is bad for people.*
 - *Lights have been lost last 3 days.*
 - *Only one on our side, he has on the other.*
 - *We don't have any.*
 - *Trees are over grown so it blocks off the light. It is a maintenance problem.*
 - *Just don't feel there is enough of it.*
 - *New LEDs outside the house is too bright unnecessary use of power, can't see the stars when you look up.*”

Notes:
1. Sample: 2019 n=399. Dissatisfied n=24. Left a comment n=11
2. RF1. Using the 1 to 10 scale, where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall satisfaction with each of the following...?
3. RF1b: Why are you dissatisfied with the street lighting in Upper Hutt?



Residents' satisfaction with *Pedestrian facilities* also remains very high with satisfaction exceeding 80% (on the bracket of 6-10%) in each area examined

Pedestrian facilities

		Satisfied (6-10%)	Satisfied (7-10%)	Mean score out of 10
Satisfaction with Pedestrian facilities				
2018		86%	-	7.5
2017		84%	-	7.4
<hr/>				
Satisfaction with Availability of footpaths				
2019		94%	88%	8.0
Satisfaction with How well footpaths maintained				
2019		83%	70%	7.1
Satisfaction with Provision of pedestrian crossings				
2019		89%	78%	7.5

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

Notes:
 1. Sample: 2019 n=399, 2018 n=401; 2017 n=404. Analysis excludes 'don't know' responses
 2. RF1. Using the 1 to 10 scale, where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall satisfaction with each of the following? (Q19 in 2015-2018 surveys)



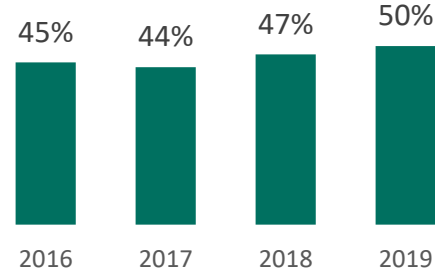
Half of residents use kerbside recycling and those who don't, indicate the perceived cost as a barrier for not to use the service

Kerbside recycling usage

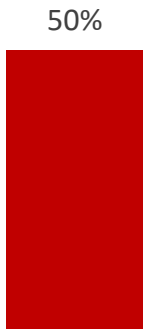
Used Council drop-off point of recycling in the past 12 months



Use kerbside recycling

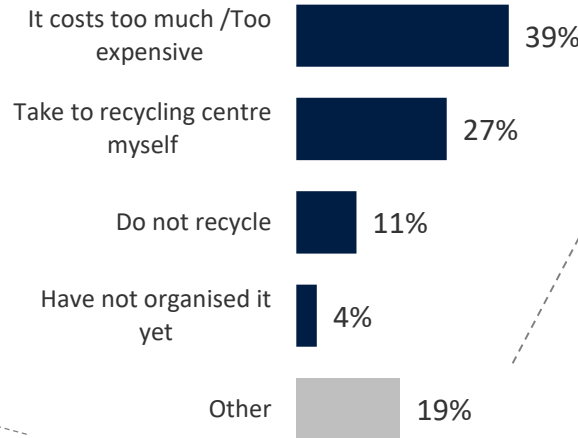


Don't use kerbside recycling



2019

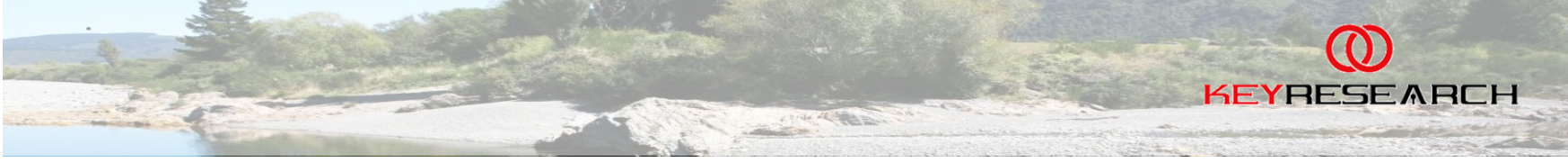
Reasons for not using kerbside recycling



- Other responses include:**
- There is no kerbside recycling system.
 - Only one at home little rubbish.
 - Not 100 % sure it goes to correct place.
 - Do it through work.
 - I do pay for private pick up recycling.
 - Don't have much to recycle.
 - Use Lower Hutt one as Upper Hutt is a shambles.
 - It used to be free I am already paying for waste management.
 - It was never picked up in the past.
 - I take it to Lower Hutt.
 - They do not take my stuff.
 - Didn't work out very well using Council services.
 - Why pay for it.
 - Private collection
 - Sommerset Village staff see to the recycling.
 - Do it ourselves.
 - Goes into compost.
 - Not in my area.
 - Pass off to family.
 - We have never been offered a recycling bin.
 - It used to be free and now it costs.
 - Too lazy.

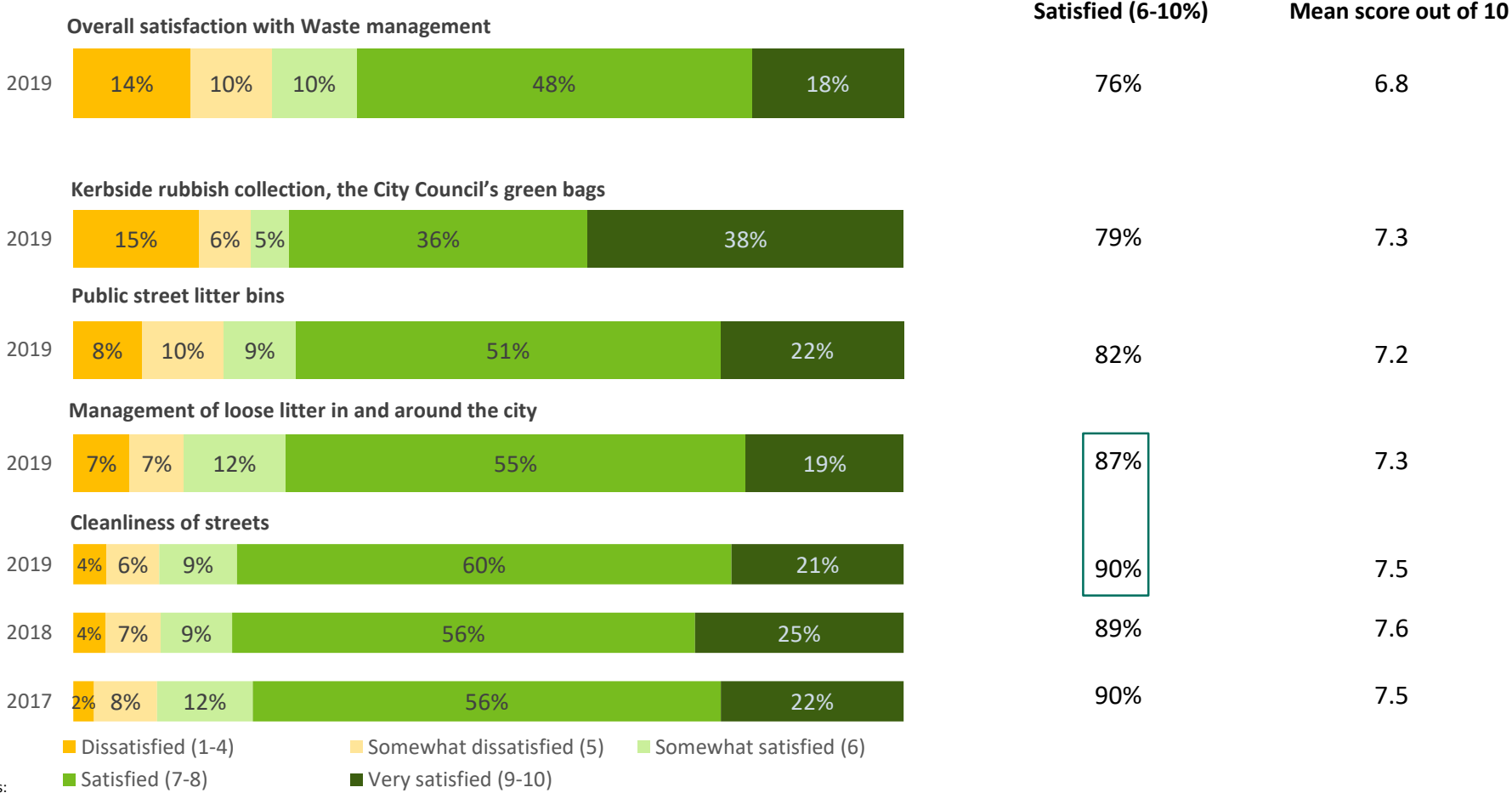
Notes:

1. Sample: 2019 n=399, 2018 n=401, 2017 n=404, 2016 n=401. Users: 2019 n=196, 2018 n=188, 2017 n=187, 2016 n=187. 2019 didn't use n=197
2. WR1. Does your household pay for a kerbside recycling system? (Q11 in 2015-2018 surveys)
3. WR2. What would be the main reason why you do not recycle at the kerbside? (Q14 in 2015-2018 surveys)
4. WR3. Have you used the Council drop-off point for recycling in the past 12 months? [IF NEEDED: THIS IS THE DROP-OFF POINT IN PARK STREET, JUST OUTSIDE THE COUNCIL DEPOT.]



Residents are generally happy with all aspects of *Waste management*, particularly with the *Cleanliness of streets* and *Management of loose litter in and around the city*

Waste management

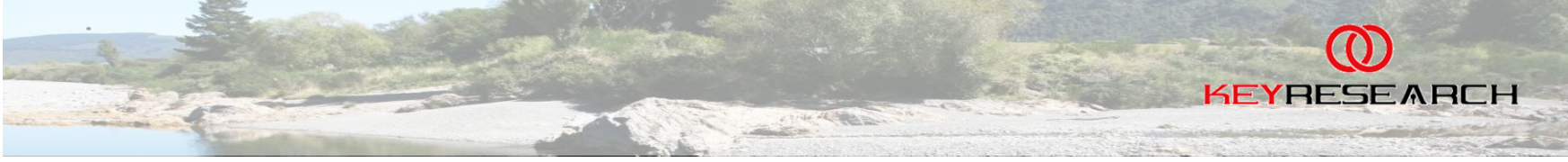


■ Dissatisfied (1-4)
 ■ Somewhat dissatisfied (5)
 ■ Somewhat satisfied (6)
 ■ Satisfied (7-8)
 ■ Very satisfied (9-10)

Notes:
 1. Sample: 2019 n=399, 2018 n=401; 2017 n=404. Analysis excludes 'don't know' responses
 2. WR4. How satisfied are you with each of the following services provided by Council? (Q19 in 2015-2018 surveys)
 3. WR5. How would you rate your satisfaction with the Upper Hutt City Council overall for its waste disposal services?

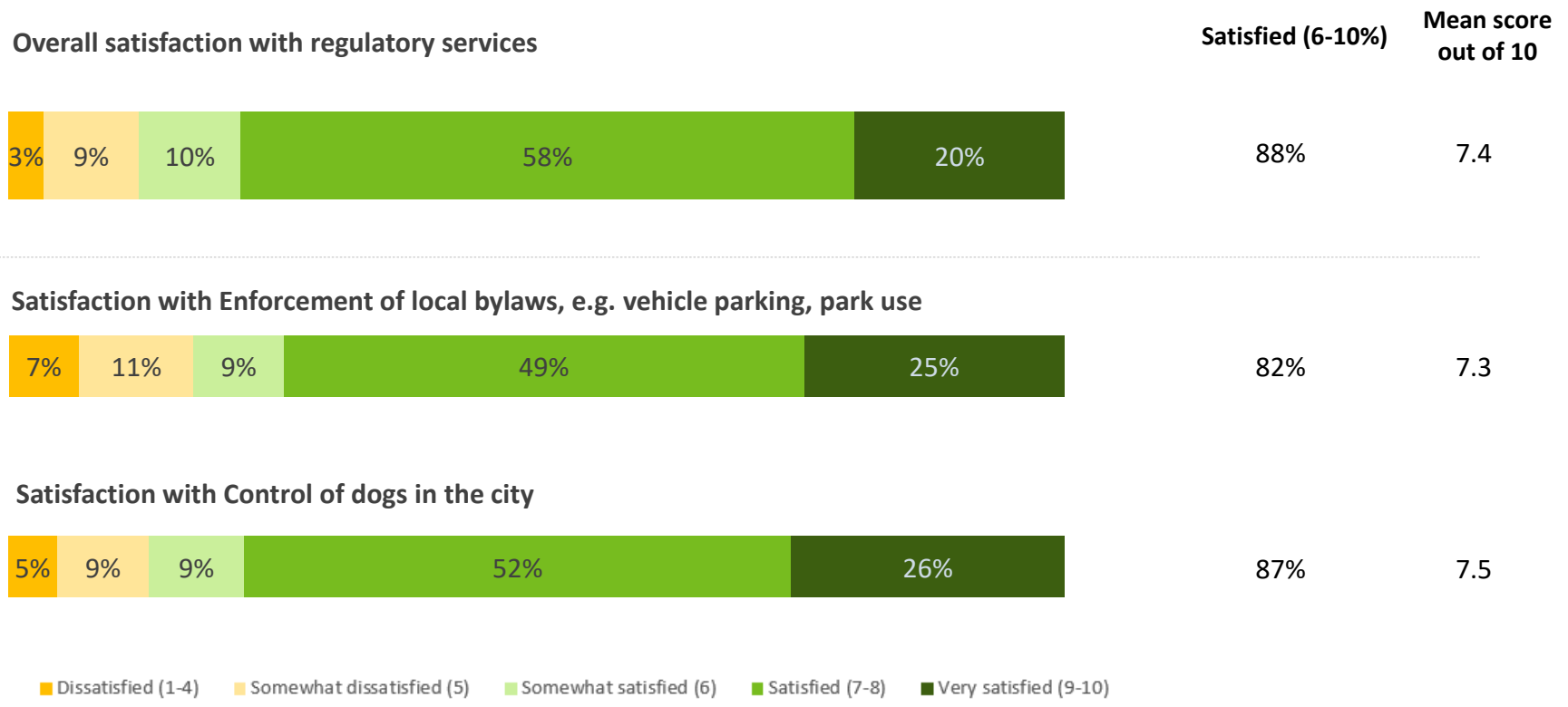


Regulatory services



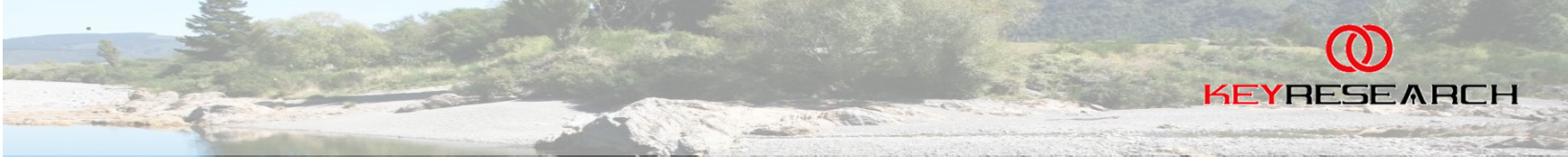
Nearly nine in ten (88%) residents are satisfied with *Regulatory services* provided by Council

Regulatory services



Notes:

- Sample: 2019 n=399. Excludes 'don't knows'
- OS3. And how satisfied are you with Council in terms of...
- OS4. Thinking about all the regulatory services Council provides such as town planning, resource consents, building consents and enforcement of local bylaws, overall, how satisfied are you with how well Council manages its various regulatory activities?



Dog registration was the most common issue residents contacted the Council about (27%). Satisfaction with *Resource consents and planning*, and *Building consents* remains high with about eight in ten residents satisfied with these services

Regulatory services

Contacted Council for:

Resource consents and planning

7%



n=33

Satisfaction with Resource consents and planning



Satisfied (6-10%)

Mean score out of 10

77%

6.8

Building consents

8%



n=34

Satisfaction with Building consents



84%

7.2

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

Contacted Council for:

Dog registration

27%



n=109

Environmental health, e.g. food safety or liquor licensing

1%



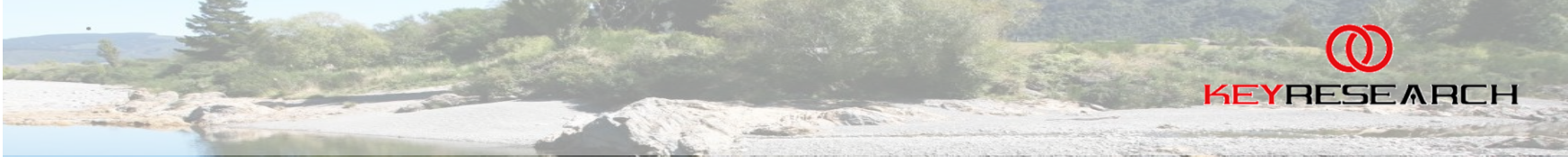
n=4

Notes:

1. Sample: 2019 n=399
2. OS1. In the last year, which of the following have you had contact with Council about?
3. OS2. Still using the 1 to 10 scale, where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your overall satisfaction with each of the following...



Parks, reserves and open spaces



Satisfaction with *Parks, reserves and open spaces* remains very high (97%)...

Parks, reserves and open spaces

Overall satisfaction with parks, reserves and open spaces

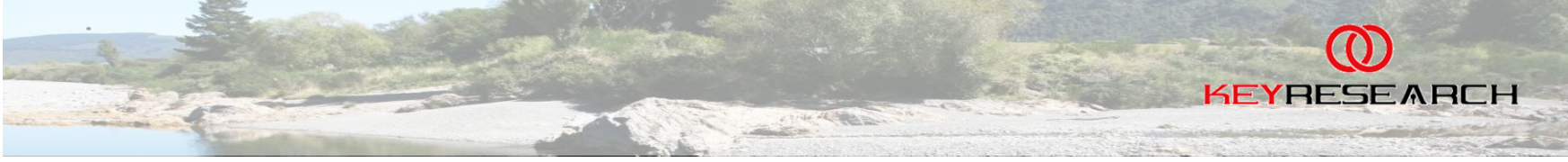
Satisfied (6-10%)

Mean score out of 10



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

Notes: 1. Sample: 2019 n=399, 2018 n=401; 2017 n=404. Analysis excludes 'don't know' responses



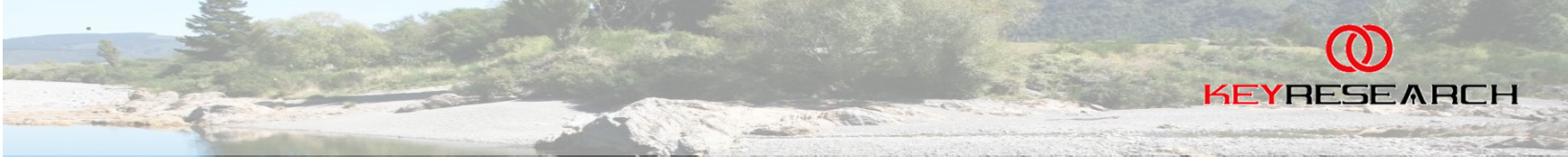
...and this aligns with a very high satisfaction level for each of the facilities provided by the Council (satisfaction levels exceeding 90%)

Parks, reserves and open spaces

		Satisfied (6-10%)	Mean score out of 10
Overall satisfaction with parks, reserves and open spaces			
2019		97%	8.2
Satisfaction with Parks, reserves and gardens (includes TMP, Maidstone and Harcourt)			
2019		96%	8.3
Satisfaction with Sports fields			
2019		97%	8.2
Satisfaction with Pathway network			
2019		94%	7.6
Satisfaction with Playgrounds			
2019		94%	8.1
Satisfaction with The Akatarawa Cemetery			
2019		96%	8.6
2018		98%	8.8
2017		95%	8.7

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

Notes:
 1. Sample: 2019 n=399, 2018 n=401; 2017 n=404. Analysis excludes 'don't know' responses
 2. PR2. Based on your experience or impressions, how would you rate your overall satisfaction with each of the following outdoor facilities?
 3. PR3. Still using the 1 to 10 scale, where 1 means 'very dissatisfied' and 10 means 'very satisfied', how would you rate your level of satisfaction with the provision of open space, amenities and gardens? (Q22 in 2015-2018 surveys)



Almost all (97%) residents who have used a Council maintained park, reserve or garden (includes TMP, Maidstone and Harcourt) in the last 12 months are satisfied with them

A Council maintained park, reserve or garden (includes TMP, Maidstone and Harcourt)

Visited in last 12 months

83%



Total (%6-10)

97%

n= 329

Satisfied by Ward (6-10%)

	North	Central	South	Rural
Satisfied (%)	95%	98%	97%	95%
n	83	86	129	31

Not visited in last 12 months

17%



Total (%6-10)

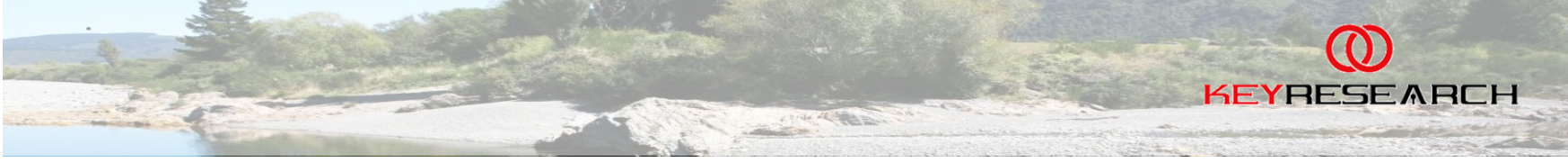
90%

n= 32

No results by Ward due to small sample sizes.

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

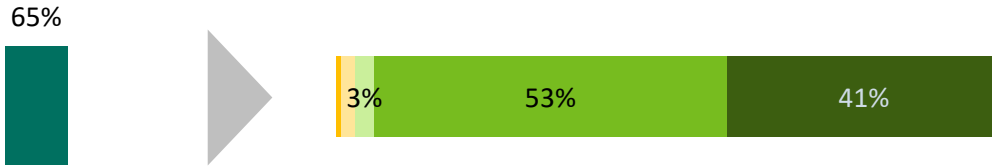
Notes:
 1. Sample: 2019 n=399, 2018 n=401; 2017 n=404. Analysis excludes 'don't know' responses
 2. PR1. In the last year, which of the following have you visited?
 3. PR2. Based on your experience or impressions, how would you rate your overall satisfaction with each of the following outdoor facilities?



Likewise, almost all (97%) residents who have used a *Council maintained sportsfield* in the last 12 months are satisfied with them

A Council maintained sportsfield

Visited in last 12 months



Total (%6-10)
97%
n= 252

Satisfied by Ward (6-10%)

	North	Central	South	Rural
Satisfied	97%	98%	98%	94%
n	65	66	96	25

Not visited in last 12 months

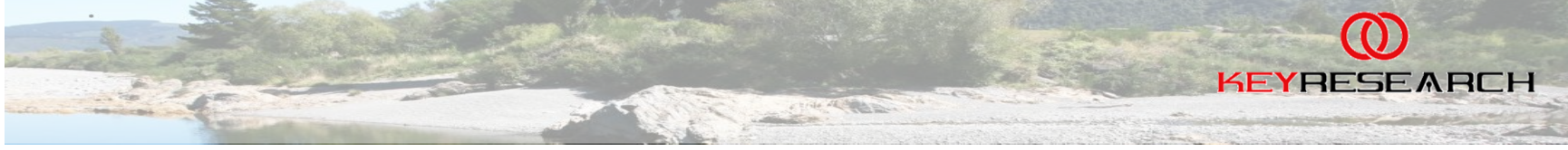


Total (%6-10)
95%
n= 53

No results by Ward due to small sample sizes.

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

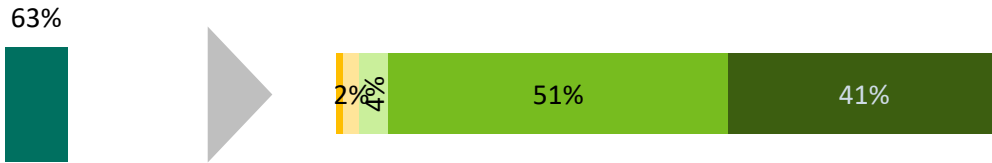
Notes:
 1. Sample: 2019 n=399, 2018 n=401; 2017 n=404. Analysis excludes 'don't know' responses
 2. PR1. In the last year, which of the following have you visited?
 3. PR2. Based on your experience or impressions, how would you rate your overall satisfaction with each of the following outdoor facilities?



Those who used a *Council maintained playground* tend to be more satisfied with this type of facility (97%) compared to those who did not use it (86%). Hence, encouraging the use of playgrounds is likely to result in greater overall satisfaction

A Council maintained playground

Visited in last 12 months

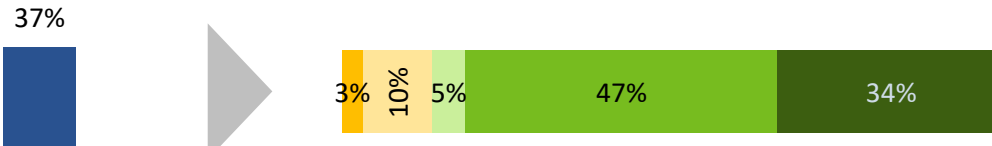


Total (%6- 10)
97%
n= 236

Satisfied by Ward (6-10%)

	North	Central	South	Rural
Satisfied	99%	97%	95%	97%
n	61	65	88	22

Not visited in last 12 months



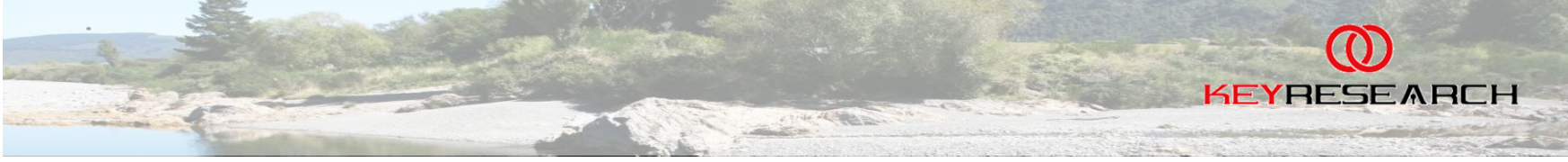
Total (%6 - 10)
86%
n= 68

No results by Ward due to small sample sizes.

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

Notes:

- Sample: 2019 n=399, 2018 n=401; 2017 n=404. Analysis excludes 'don't know' responses
- PR1. In the last year, which of the following have you visited?
- PR2. Based on your experience or impressions, how would you rate your overall satisfaction with each of the following outdoor facilities?



Four in ten (40%) residents visited the *Akatarawa Cemetery* in the past 12 months and they are inclined to be more satisfied with this facility compared to those who did not visit it

The Akatarawa Cemetery

Visited in last 12 months

40%



Total
(%6-10)

98%

n= 157

Satisfied by Ward (6-10%)

	North	Central	South	Rural
	96%	100%	98%	100%
	45	41	53	18

Not visited in last 12 months

60%



Total
(%6-10)

88%

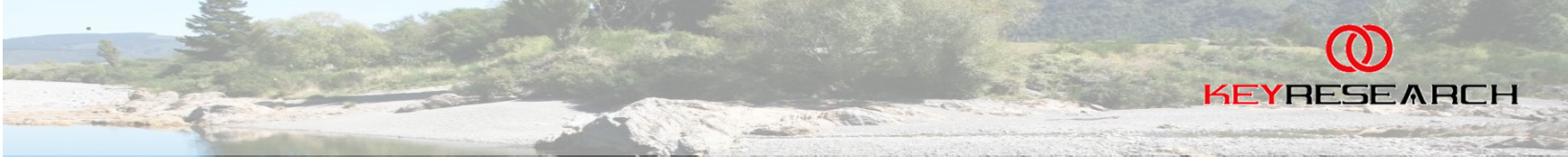
n= 55

No results by Ward due to small sample sizes.

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

Notes:

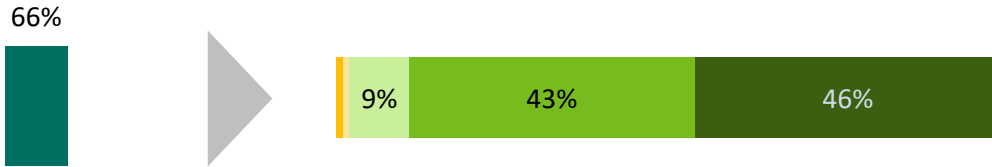
1. Sample: 2019 n=399, 2018 n=401; 2017 n=404. Analysis excludes 'don't know' responses
2. PR1. In the last year, which of the following have you visited?
3. PR2. Based on your experience or impressions, how would you rate your overall satisfaction with each of the following outdoor facilities?



Similarly, residents who used *Council's pathways network* are likely to be somewhat more satisfied compared to those who did not use it

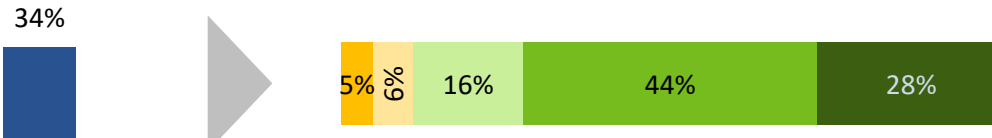
Council's pathways network (includes cycle ways, walkways, shared paths and bush tracks in Council maintained open spaces)

Visited in last 12 months



Total (%6-10)	Satisfied by Ward (6-10%)			
	North	Central	South	Rural
95%	96%	100%	91%	92%
n= 135	37	32	58	8

Not visited in last 12 months



Total (%6-10)
89%
n= 21

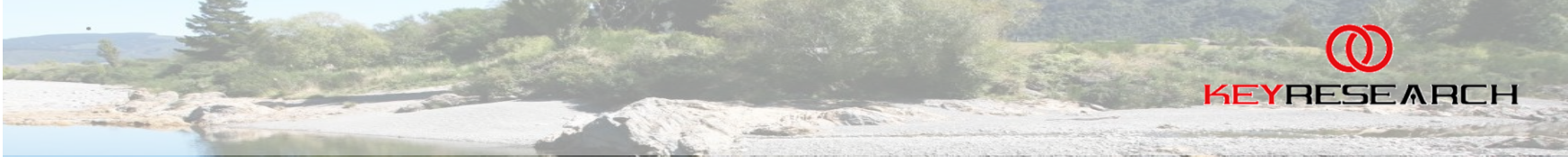
No results by Ward due to small sample sizes.

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

Notes:
 1. Sample: 2019 n=399, 2018 n=401; 2017 n=404. Analysis excludes 'don't know' responses
 2. PR1. In the last year, which of the following have you visited?
 3. PR2. Based on your experience or impressions, how would you rate your overall satisfaction with each of the following outdoor facilities?

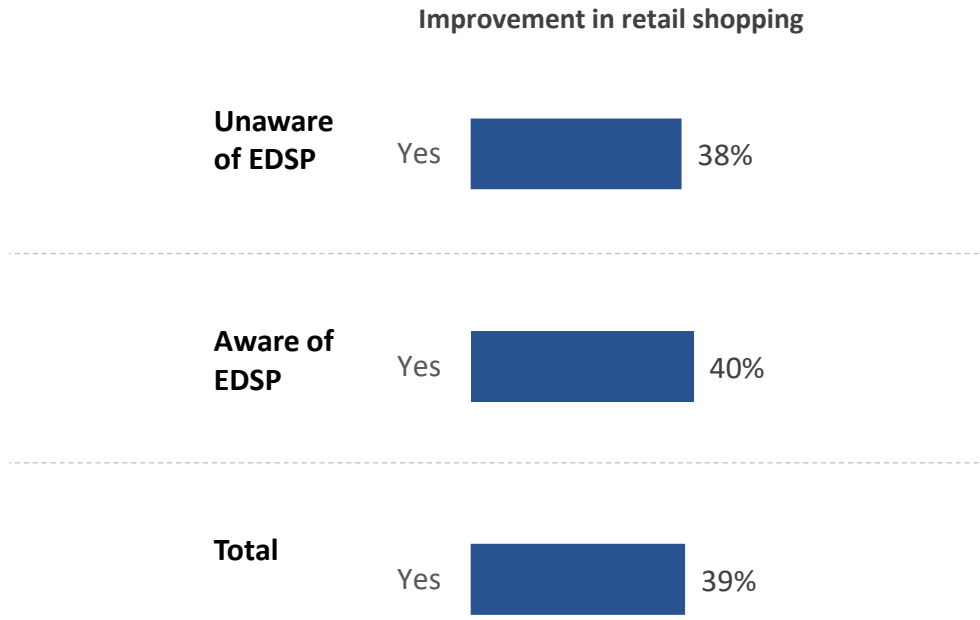


Economic development



Nearly a third of residents (30%) are aware of the *Economic Development Stimulus Policy (EDSP)*, with 40% of those aware noting retail shopping improvements in the past year

Economic development and retail shopping

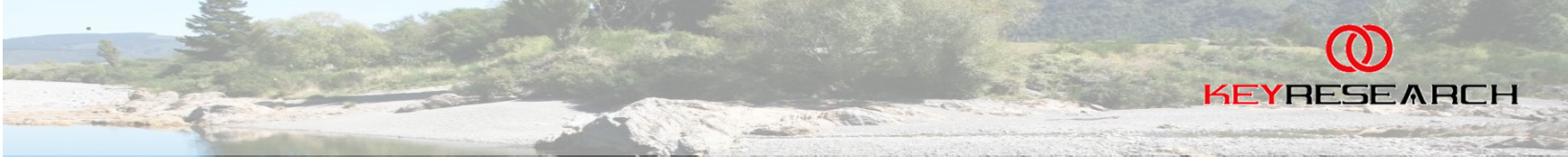


Notes:

1. Sample: 2019 n=399; 2018 n=401
2. ED1. Are you aware of the Upper Hutt City Council's Economic Development Stimulus Policy? (Q26 in 2015-2018 surveys)
3. ED2. Do you think the retail shopping in the city centre has improved in the last 12 months? (Q27 in 2015-2018 surveys)



The Upper Hutt environment



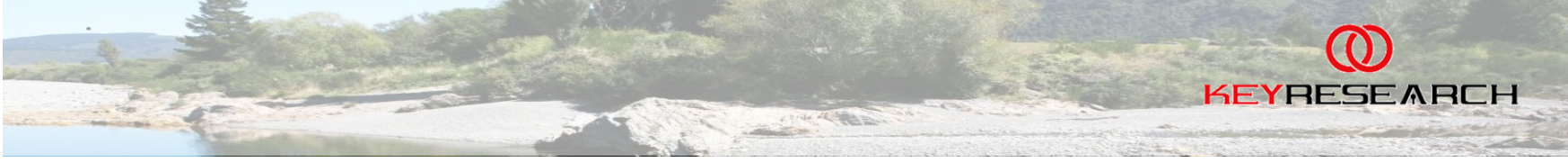
Overall Upper Hutt environment is highly rated by residents with 93% (on the bracket of 6-10%) of them expressing their high satisfaction. Perceptions about *Retail shopping in central Upper Hutt* is identified as a potential area for improvement given its high impact (30%) and relatively low performance (66%)

Driver analysis: Upper Hutt environment

	Impact	Satisfied (6-10%)	Satisfied (7-10%)	Mean score out of 10	Satisfied by Ward (6-10%)				Satisfied by Ethnicity (6-10%)	
					North	Central	South	Rural	Māori	All Others
Overall Upper Hutt environment		93%	83%	7.5	93%	93%	94%	86%	94%	93%
Retail shopping in central Upper Hutt	30%	66%	44%	6.1	62%	62%	72%	65%	74%	65%
Choice of housing options available within Upper Hutt	13%	81%	71%	7.1	83%	84%	80%	77%	80%	82%
Safety within your neighbourhood	13%	92%	84%	7.8	89%	94%	94%	83%	90%	92%
Safety within Upper Hutt's City Centre	12%	87%	74%	7.2	87%	88%	88%	79%	91%	86%
Protection of significant natural features within Upper Hutt	10%	91%	82%	7.6	94%	89%	92%	85%	95%	91%
Appearance of the City Centre	6%	79%	61%	6.8	80%	77%	82%	71%	80%	79%
Pleasantness of the environment in your neighbourhood	6%	95%	89%	8.1	96%	97%	93%	98%	90%	96%
Protection of heritage features within Upper Hutt	6%	89%	77%	7.4	91%	89%	89%	87%	87%	89%
Range of public transport options available	4%	89%	82%	7.5	88%	89%▲	95%▲	67%▼	91%	89%
Retail shopping at your local neighbourhood shops	No Current Impact	70%	57%	6.4	72%	61%	74%	72%	70%	70%

▲ Significantly higher
▼ Significantly lower

Notes:
 1. Sample: n=399, North n=103, Central n=100, South n=151, Rural n=45, Maori n=36, Other Ethnicities n=363. Excludes 'don't knows'
 2. EV1. I'm now going to read out different aspects of living in Upper Hutt. Please rate each one on a scale of 1 to 10, where 1 is very dissatisfied and 10 is very satisfied?
 3. EV2. And, considering all those aspects, how would you rate the Upper Hutt environment overall?



Apart from *Retail shopping in central Upper Hutt*, *Retail shopping at residents' local neighbourhood shops* is perceived somewhat less favourably

Upper Hutt environment

Satisfaction with aspects of Upper Hutt City

		Satisfied (6-10%)	Satisfied (7-10%)	Mean score out of 10	Satisfied (6-10%) in 2018
Overall environment		93%	83%	7.5	93%
The overall pleasantness of the environment in your neighbourhood		95%	89%	8.1	96%
The protection of significant natural features		91%	82%	7.6	94%
The range of transport options available (public, private, cycles)		89%	82%	7.5	92%
The safety within your neighbourhood		92%	84%	7.8	91%
The protection of heritage features incl buildings & heritage sites		89%	77%	7.4	88%
The safety within Upper Hutt's City Centre		87%	74%	7.2	87%
The choice of housing options available within Upper Hutt		81%	71%	7.1	84%
The appearance of the City Centre		79%	61%	6.8	81%
Retail shopping at your local neighbourhood shops		70%	57%	6.4	79%
Retail shopping in central Upper Hutt		66%	44%	6.1	73%

■ Very dissatisfied (1-4)
 ■ Somewhat dissatisfied (5)
 ■ Somewhat satisfied (6)

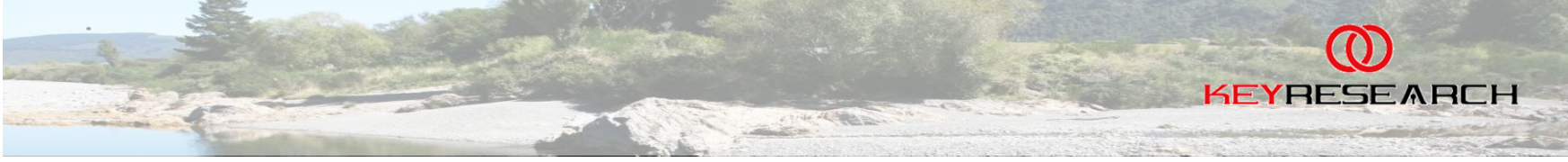
■ Satisfied (7-8)
 ■ Very satisfied (9-10)

Notes:

1. Sample: 2019 n=399; 2018 n=401. Analysis excludes 'don't know' responses
2. EV1. I'm now going to read out different aspects of living in Upper Hutt. Please rate each one on a scale of 1 to 10, where 1 is very dissatisfied and 10 is very satisfied? (Q31 in 2015-2018 surveys)
3. EV2. And, considering all those aspects, how would you rate the Upper Hutt environment overall?

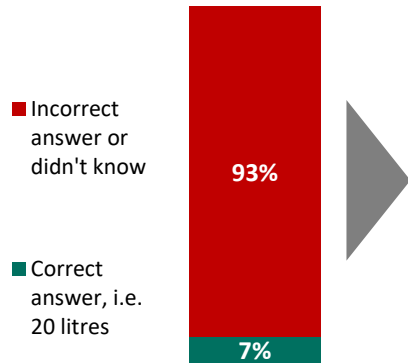


Emergency management

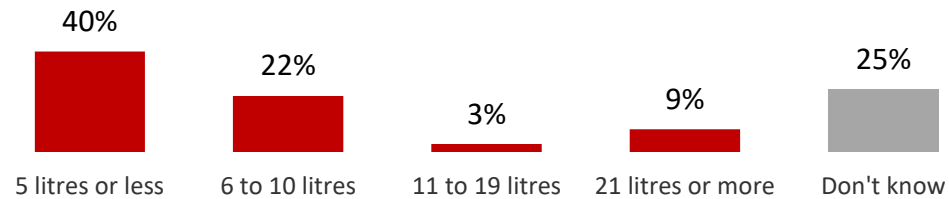


Only 7% of residents knew how much water should be stored in case of an emergency. Over a half (54%) knew where the nearest emergency hub was located with 77% of them indicating *School* as the facility

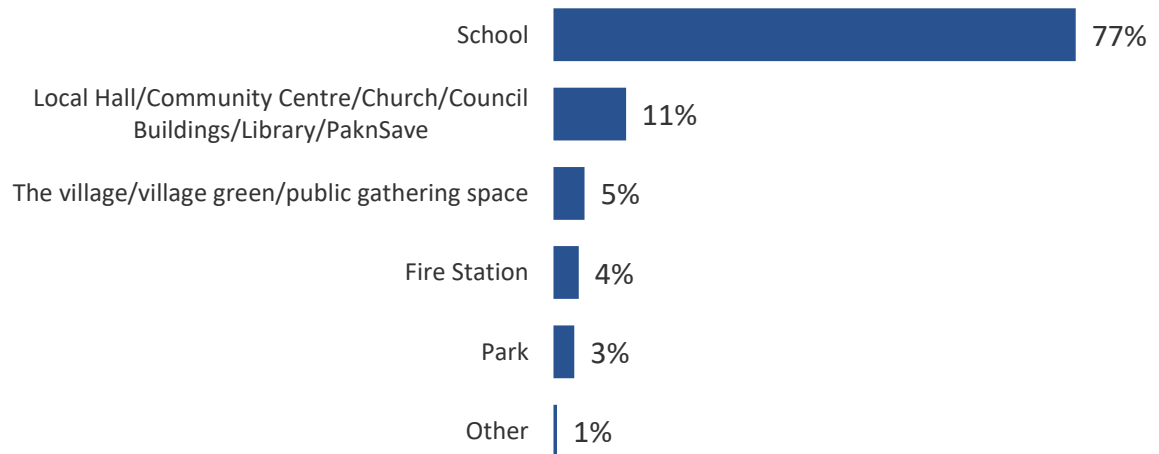
Emergency management



Number of litres of water that should be stored for each person in case of emergency



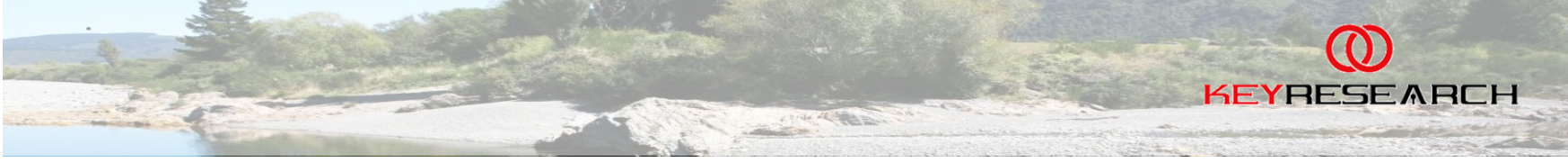
Location of the nearest community emergency hub



Notes:
 1. Sample: 2019 n=399
 2. EM1. How many litres of water should be stored for each person per day in case of emergency?
 3. EM2. Can you tell me where your nearest community emergency hub is located?

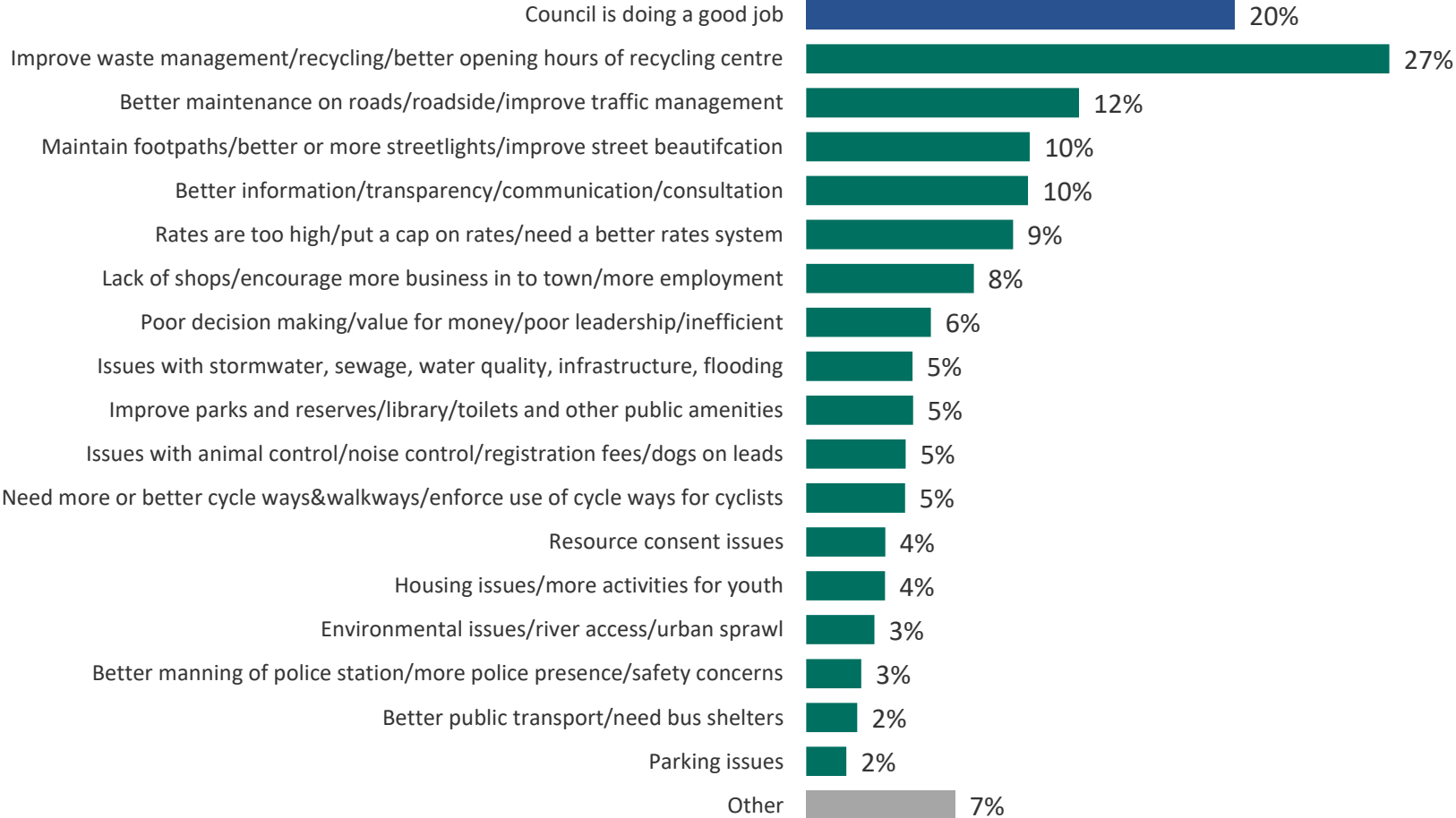


General comments about the Council



Concerning general comments about Council, a fifth (20%) believed that Council is doing a good job, while 27% would like to see an improvement in waste management and recycling including the recycling centre

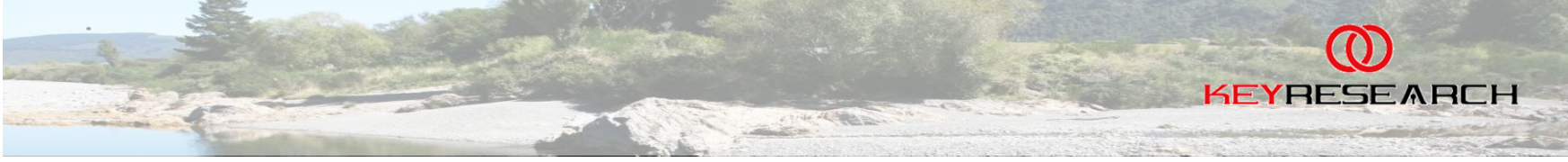
General comments about the Council



Notes:
1. Sample: 2019 n=399
2. GEN1. Are there any other comments that you would like to make about the Council?

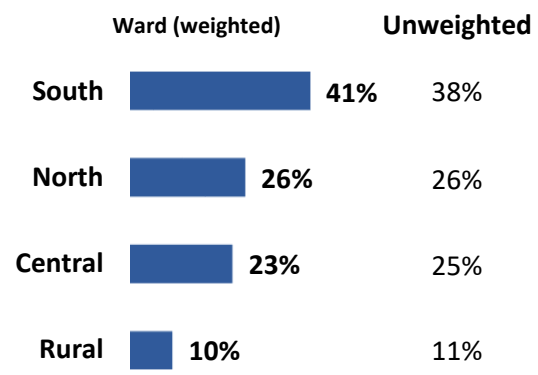
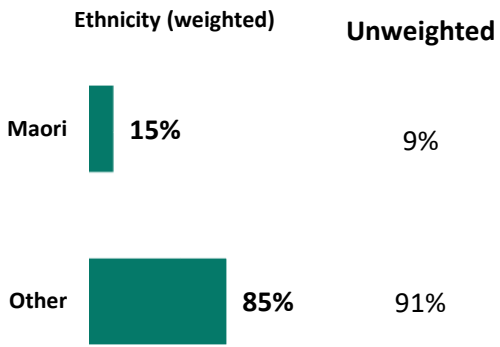
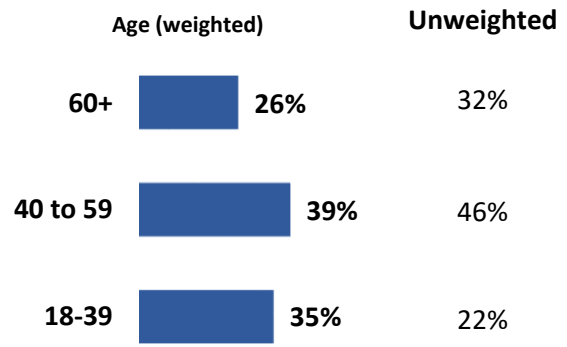
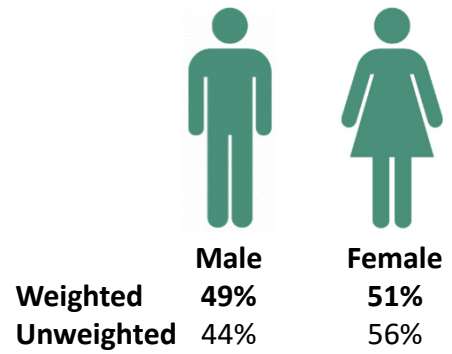


Demographics



Demographic Profile

Gender



Notes:
 1. Sample: 2019 n=399