



Stratford District Council 2023 Residents' Perception Survey



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STRATFORD
DISTRICT COUNCIL

Final Report | August 2023



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Background, objectives and method

Background

Stratford District Council has an ongoing need to measure how satisfied residents are with the resources, services and facilities provided by Council, and to identify improvement opportunities that will be valued by the community.

Research Objectives

- To provide a robust measure of satisfaction with Stratford District Council's performance in relation to service delivery.
- To establish perceptions of various services, infrastructure and facilities provided by Council.
- To provide insights into how Council can best invest its resources to improve residents' satisfaction with its overall performance.
- To provide benchmarking of performance for Stratford District Council compared to other similar authorities.

Method

- A mixed method approach to data collection, consisting of a postal invitation to an online survey, along with a hard copy survey component was used. The invite was sent to a random selection of 3,000 residents aged 18 years or older across the Stratford district. Those who are 65 years and older were provided with an invite letter containing an embedded link to the online version of the survey and paper survey questionnaire. Residents younger than 65 years old were provided with a letter containing an embedded link to the online version of the survey without a paper questionnaire. Additional paper questionnaires were provided on demand. A follow up reminder letter was sent to all non-respondents two weeks prior to the survey closure date.
- A total of 4,100 invitations were sent to residents. 421 responses were collected over four periods; from 2 November to 7 December 2022, 9 January to 27 February 2023, 31 March to 26 April 2023, and 1 June to 6 July 2023 with a response rate of 10% (usual response rate is between 10% and 15%).
- The questionnaire was designed in consultation with Stratford District Council and is structured to provide a comprehensive set of measures relating to core activities, services and infrastructure, and to provide a wider perspective of performance. This includes assessment of reputation and knowledge of Council's activities.
- Post data collection, the sample has been weighted so it is exactly representative of key population demographics based on the 2018 Census.
- At an aggregate level the survey has an expected 95% confidence interval (margin of error) of +/- 4.72%.
- The margins of error associated with subgroups will be larger than this as the results become less precise as the sample size shrinks. Thus, results associated with particularly small sample sizes should be read with caution.

Notes

Due to rounding, percentages may add to just over or under (+/- 1%) totals.



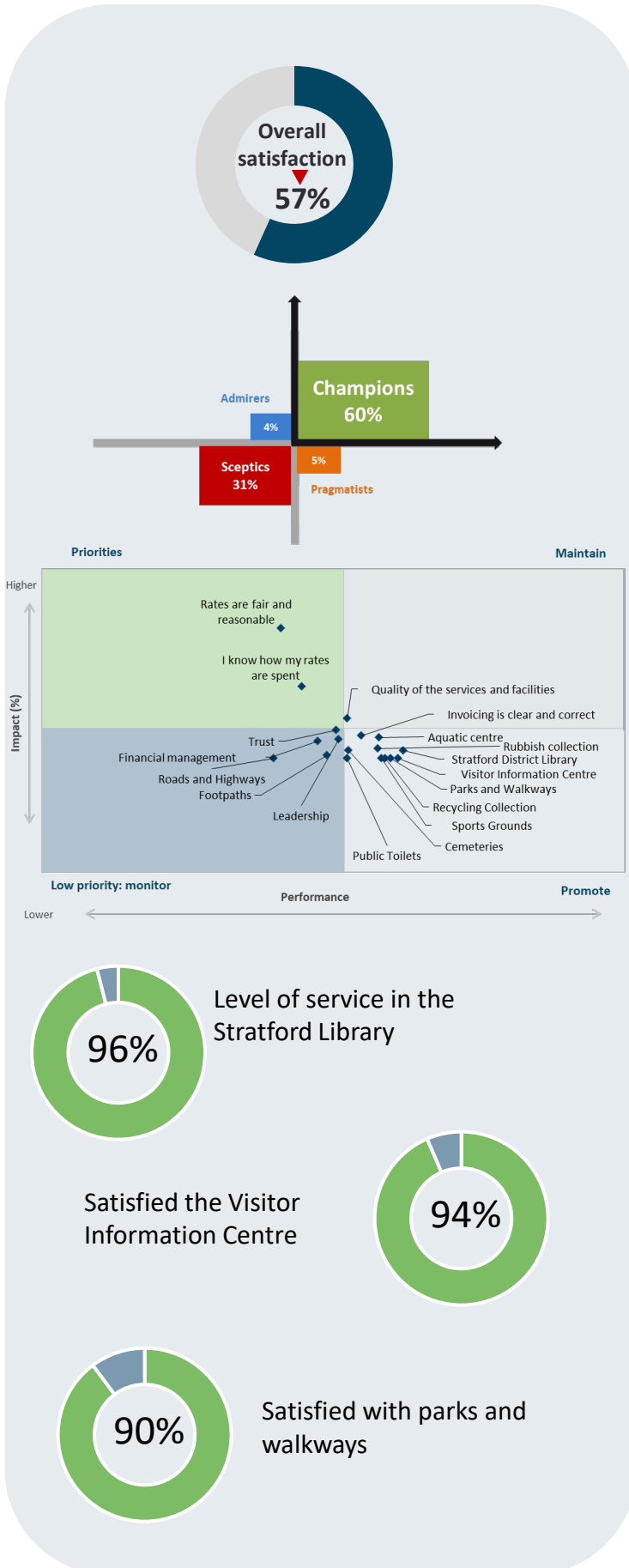
Executive summary



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Key findings



2023's report shows a number of downward trends across the board, *Overall satisfaction, Value for money, Overall image and reputation and Overall facilities and services* each declined year-on-year.

Dissatisfaction tends to be highest amongst those aged 41-55, rural residents and non-Maori respondents. This is relatively consistent throughout the survey results.

Despite these decreases, the reputation profile has a score of 84 overall, which is considered 'Excellent' by a healthy margin.

Rates being fair and reasonable and how rates are being spent are an opportunity for improvement. Both attributes are related to *Value for money* which has the greatest impact on the perception of the Council's overall performance.

The level of service in the Stratford library, Visitor Information Centre, and Parks and walkways consistently receives high ratings from residents, with 96%, 94%, and 90% levels of satisfaction respectively. While these areas may have minimal impact on the overall performance of the Council, promoting them could potentially contribute to enhancing overall satisfaction with the Council.

Overall measures (showing proportion of respondents scoring % 7-10)

		Percentage of respondents satisfied, or very satisfied		
		Change	2023	2022
RC4	Overall satisfied with the council's recycling collection service	3%	87%	84%
SP3	Overall satisfied with the District's sports grounds	2%	85%	83%
RC2	Overall satisfied with the council's rubbish collection service	-	83%	83%
TSB3	Overall satisfied with the level of service at the aquatic centre	-	84%	-
OV2	Overall wellbeing	-	81%	81%
PT3	Overall satisfied with the District's public toilets	-1%	67%	68%
LIB3	Overall satisfied with the level of service at the Stratford District Library	-1%	96%	97%
CEM2	Overall satisfied with the level of service provided in the District's cemeteries	-2%	68%	70%
PW3	Overall satisfied with the District's parks and walkways	-2%	90%	92%
VIC3	Overall satisfied with the level of service at the Visitor Information Centre	-2%	94%	96%
CSERV4	Overall satisfied with the performance of Council staff in handling your request or enquiry	-2%	83%	85%
RF2	Overall satisfied with the Stratford district council footpaths	-4%	57%	61%
OV3_1	You're confident that the district is going in the right direction	-7%	64%	71%
REP5	Overall reputation	-8%	69%	77%
RF1	Overall satisfied with the residential and rural roads in the Stratford District	-9%	30%	39%
OV1	Overall satisfied with the Stratford District Council	-12%	57%	69%
VM3	Overall value for money	-14%	45%	59%

Overall measures (showing proportion of respondents scoring % 7-10)

		Percentage of respondents satisfied, or very satisfied		
		Change	2023	2022
ES3_2	Service from council, made during After hours service (from 4.30pm until 8am) - Noise	54%	79%	25%
PT2_8	Morgan's Grave public toilets	49%	63%	14%
ES2_6	Service from council, made during Business hours service (from 8am until 4.30pm) - Alcohol Licensing	48%	100%	52%
ES2_8	Service from council, made during Business hours service (from 8am until 4.30pm) - Other request	27%	81%	54%
ES2_7	Service from council, made during Business hours service (from 8am until 4.30pm) - Parking	15%	34%	19%
PT2_7	Whangamomona public toilets	6%	61%	55%
PW2_8	Service provided in the District's parks and walkways - Three Bridges Trail	2%	93%	91%
ES3_3	Service from council, made during After hours service (from 4.30pm until 8am) - Other request	2%	71%	69%
ES2_5	Service from council, made during Business hours service (from 8am until 4.30pm) - Food Control	-	100%	100%
PT2_4	Percy Thomson Complex public toilets	-1%	95%	96%
PT2_2	Centennial Restroom toilets	-2%	93%	95%
SP2_1	Service provided in the District's sports grounds - Victoria Park	-2%	82%	84%
PW2_3	Service provided in the District's parks and walkways - King Edward Park	-2%	88%	90%
PW2_4	Service provided in the District's parks and walkways - Playgrounds in Victoria or King Edward Park	-2%	90%	92%
PW2_9	Service provided in the District's parks and walkways - Carrington walkway	-2%	86%	88%
ES3_1	Service from council, made during After hours service (from 4.30pm until 8am) - Animal Control	-2%	48%	50%
COM5	Satisfied with how council keeps you informed	-2%	61%	63%
PW2_1	Service provided in the District's parks and walkways - Victoria Park	-3%	88%	91%
PW2_7	Service provided in the District's parks and walkways - Western Loop walkway	-3%	87%	90%
CSERV3_2	Staff had good understanding of what you wanted	-3%	87%	90%
CSERV3_1	Front desk staff were helpful and friendly	-4%	91%	95%
PT2_6	TET Stadium public toilets	-4%	50%	54%
PW2_2	Service provided in the District's parks and walkways - Windsor Park	-4%	82%	86%
PW2_6	Service provided in the District's parks and walkways - Eastern Loop walkway	-4%	83%	87%
REP2	Trust	-4%	62%	66%

Overall measures (showing proportion of respondents scoring % 7-10)

		Percentage of respondents satisfied, or very satisfied		
		change	2023	2022
SP2_2	Service provided in the District's sports grounds - Swansea Road	-6%	78%	84%
CS1	Council's role in supporting community development in the Stratford District	-6%	68%	74%
PT2_9	Stratford Bike Park toilets	-6%	71%	77%
SC1_2	Stratford is a safe place to live	-6%	71%	77%
SC1_3	Stratford offers a healthy lifestyle	-6%	75%	81%
CSERV3_3	The information provided was accurate	-6%	85%	91%
VM2_2	Invoicing is clear and correct	-7%	75%	82%
ES2_4	Service from council, made during Business hours service (from 8am until 4.30pm) - Building Consents	-7%	41%	48%
REP1	Leadership	-8%	63%	71%
GOV1	Decisions made by the council represent the best interests of the District	-9%	56%	65%
REP4	Quality of the services and facilities	-9%	67%	76%
SP2_3	Service provided in the District's sports grounds - Page Street	-10%	75%	85%
CS2	Council's ability to create a sense of community in the Stratford District	-10%	61%	71%
SC1_1	Stratford is an attractive place to live	-10%	67%	77%
PW2_5	Service provided in the District's parks and walkways - Adrian Street Reserve	-11%	82%	93%
VM2_1	Annual property rates are fair and reasonable	-13%	33%	46%
ES2_2	Service from council, made during Business hours service (from 8am until 4.30pm) - Land Information Memorandum (LIMS)	-16%	69%	85%
REP3	Financial management	-16%	52%	68%
VM2_3	I know how my rates are spent	-17%	44%	61%
GOV3	Interaction with you	-17%	74%	91%
PT2_3	Exeloo toilets in Victoria Park	-18%	43%	61%
PT2_1	Town Centre toilets on Broadway	-20%	62%	82%
ES2_1	Service from council, made during Business hours service (from 8am until 4.30pm) - Animal Control	-20%	43%	63%
PT2_5	Kopuatama Cemetery public toilets	-21%	65%	86%
ES2_3	Service from council, made during Business hours service (from 8am until 4.30pm) - District Planning and Resource Consents	-48%	22%	70%



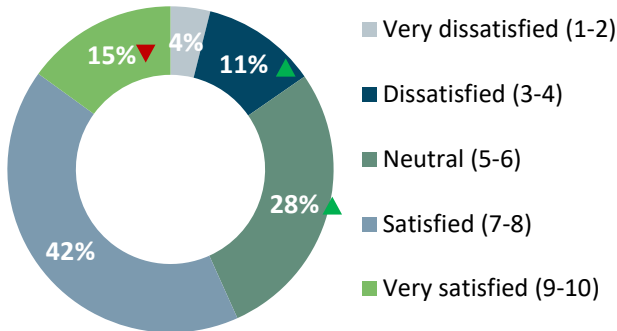
Overall satisfaction with the Council



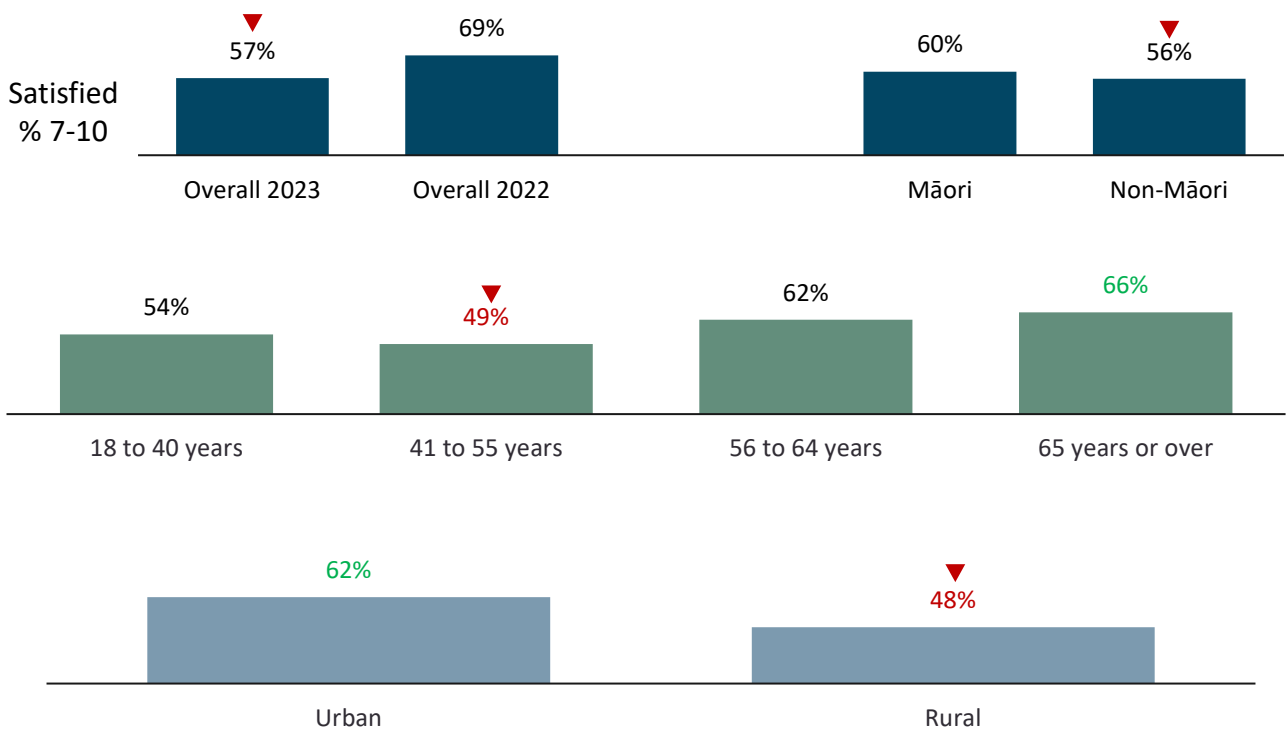
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Overall performance



- There is a significant decline in satisfaction with the Council's *Overall performance*, which has dropped from 69% in 2022 to 57% in 2023.



- Older residents aged 65 and above exhibit a considerably higher level of satisfaction with the Council's *Overall performance* when compared to younger residents, particularly those aged between 41 and 55 years.
- Rural residents have experienced a significant decline in their satisfaction with the Council's *Overall performance* since 2022. Additionally, they are the least likely to be content with the Council's performance compared to their urban counterparts.

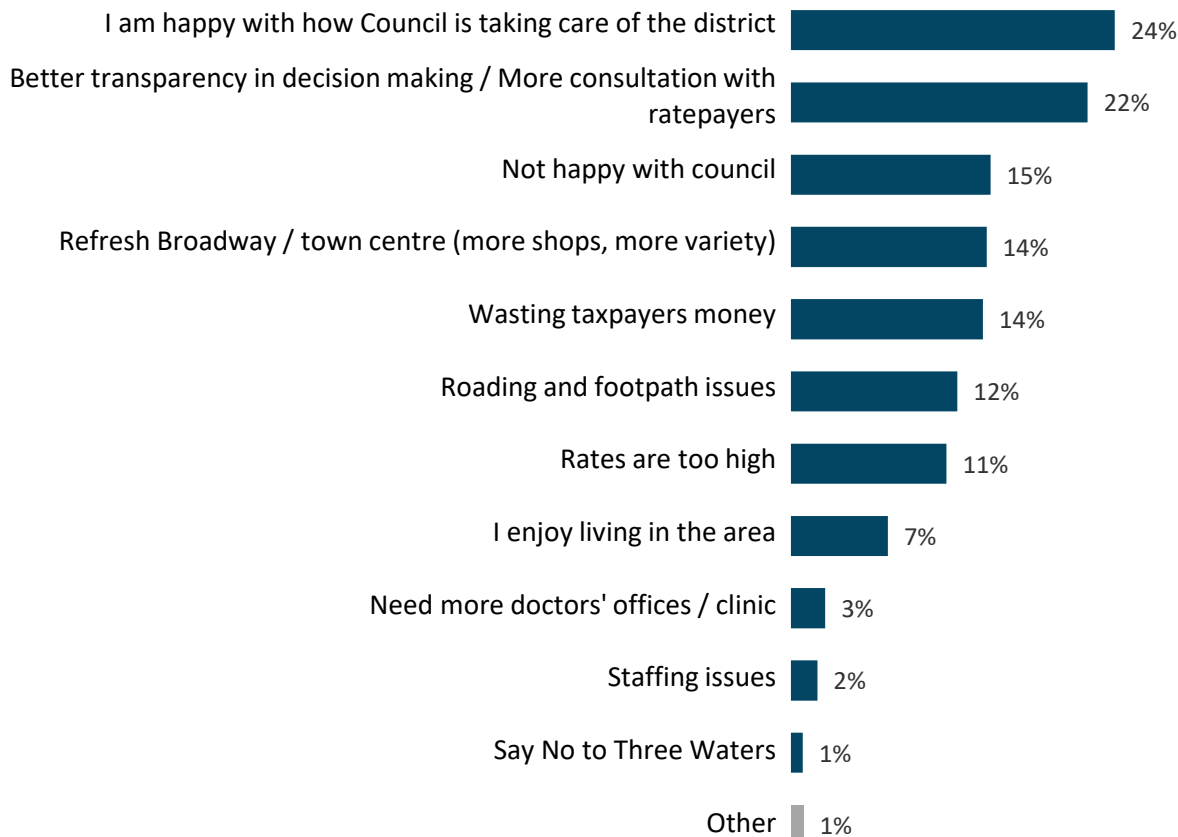
NOTES:

- Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
- OV1. When you think about Council overall, their image and reputation, the services and facilities they provide and the rates and fees that you pay, overall, how satisfied are you with Stratford District Council? n=389

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

General comments



- *I think you could look at emailing the rates bill out to people instead of printing it out and sending them.*
- *Too many councillors.*
- *Stratford Council should not implement Three Waters in the future.*
- *Council needs to be much more proactive in the recognition and mitigation of climate change.*
- *Improve the doctors' service.*
- *The water invoices for metered water need to be sent out monthly and go back to the graph that shows usage from the same time frame as last year, that way people know when they have a water leak.*
- *If the pool was going to cost so much to run that it has to significantly increase the cost of learning to swim by adding a lane charge, this should have been taken into consideration before building the new pool.*



- *Keep the good work up.*
- *I think for the most part council do an okay job.*
- *Greater monitoring of lifestyle blocks for excessive stock. Animal welfare and land management.*
- *I love the parks, trees, walkways, friendliness, bike tracks and children's parks. Well done. Keep it up Stratford District Council. I love our community and I am so proud to live here.*
- *I love Stratford and its people.*
- *They are doing their best for the things I need.*
- *They're making the right decisions for our district.*
- *The council is usually always fair and good to the residents of Stratford.*
- *Thank you for keeping abreast of the forever-changing landscape regarding water management and not being afraid to challenge and push back when needed for the benefit of all Stratford residents.*

NOTES:

1. Sample: 2023 n=421; Excludes don't know responses.
2. OV4. Are there any other comments you would like to make about Stratford District Council?? n=94



Reputation profile

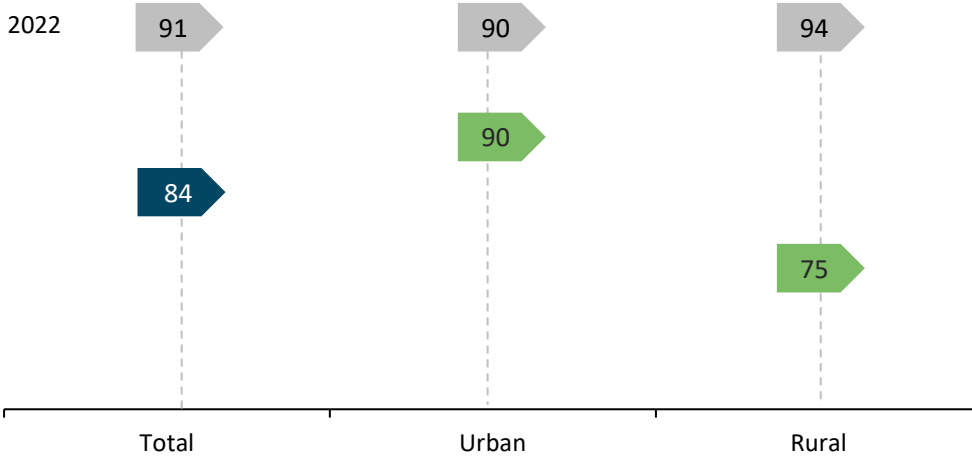


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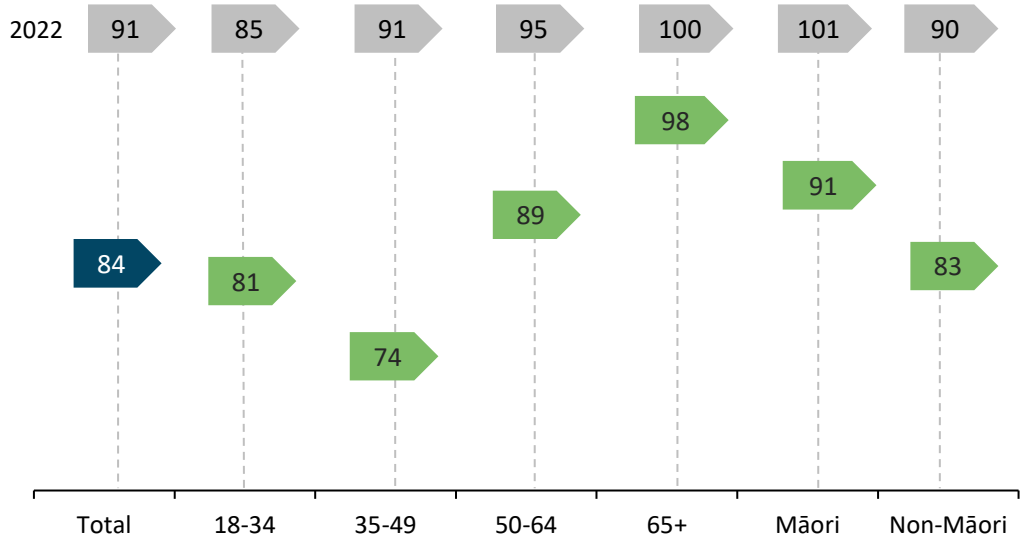
Reputation benchmark

- The reputation benchmark is calculated by rescaling the *Overall reputation* measure to a new scale between -50 and +150 to improve granularity of the results.
- The benchmarking is done among different demographic groups to identify the communities that are least/most supportive of the Council.



- Whilst there has been a decline, the reputation profile has a score of 84 overall, which is considered 'Excellent'.
- Urban remains consistent at 90 points. However, rural residents have had a decline of 19 points

- The decline in the reputation benchmark is evident across all demographic profiles.
- Overall, groups that support Council the most include those residents aged over 65 years (98) and Māori residents (91).

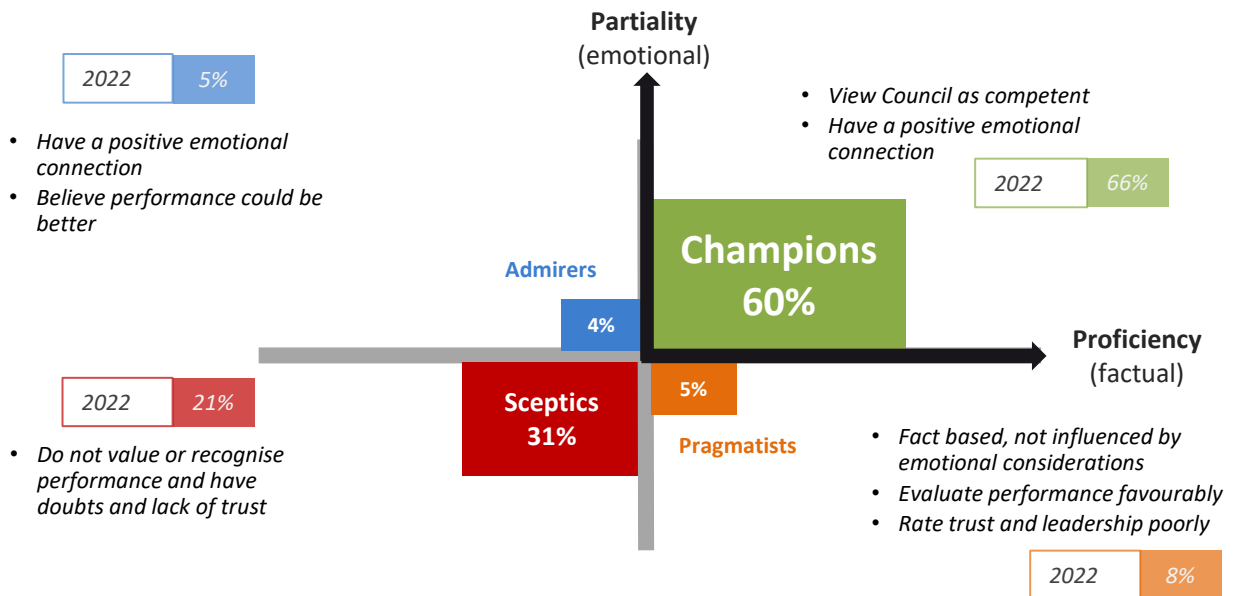


Key:	
>80	Excellent reputation
60-79	Acceptable reputation
<60	Poor reputation
150	Maximum score

NOTES:

1. Sample: 2023 n=421; 2022 n=413; Excludes 'Don't know' responses
2. REP5. Everything considered, leadership, trust, financial management and quality of services provided, how would you rate the Stratford District Council for its overall reputation? n=377

Reputation Profile



- Most residents are categorised as *Champions* (60%), while nearly one-third (31%) identified as *Sceptics*, representing a significant increase in this category compared to the previous year.

- The attitude of older residents has remained unchanged over time, whereas younger age groups have shown an increasing trend of identifying as *Sceptics* and displaying reduced support as *Champions* or *Admirers*. In particular, among the 18-40 age group, 31% identify as *Sceptics*, and in the 41-55 age group, this number rises to 43%, signifying the lowest level of support for the District Council.

- There is a slight shift from being *Sceptics* to *Champions* for those who identify as Māori. However, for other ethnicities, there has been a significant increase of 12% in the number of *Sceptics*.

Urban residents are more likely to be identified as *Champions* compared to residents in other areas.

NOTES:

- Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
- REP1. When you think about Council's role in creating a great district, how it promotes economic development, being in touch with the community and setting clear direction, how would you rate the Council for its leadership? n=362
- REP2. Thinking about how open and transparent Council is, how council can be relied on to act honestly and fairly, and their ability to work in the best interests of the district, overall, how would you rate the Council in terms of the faith and trust you have in them? n=364
- REP3. Now thinking about the Council's financial management – how appropriately it invests in the district, how wisely it spends and avoids waste, and its transparency around spending, how would you rate the Council overall for its financial management? n=325
- REP4. When you think about everything that Council does, how would you rate the Council for the quality of the services and facilities they provide the Stratford District? n=377



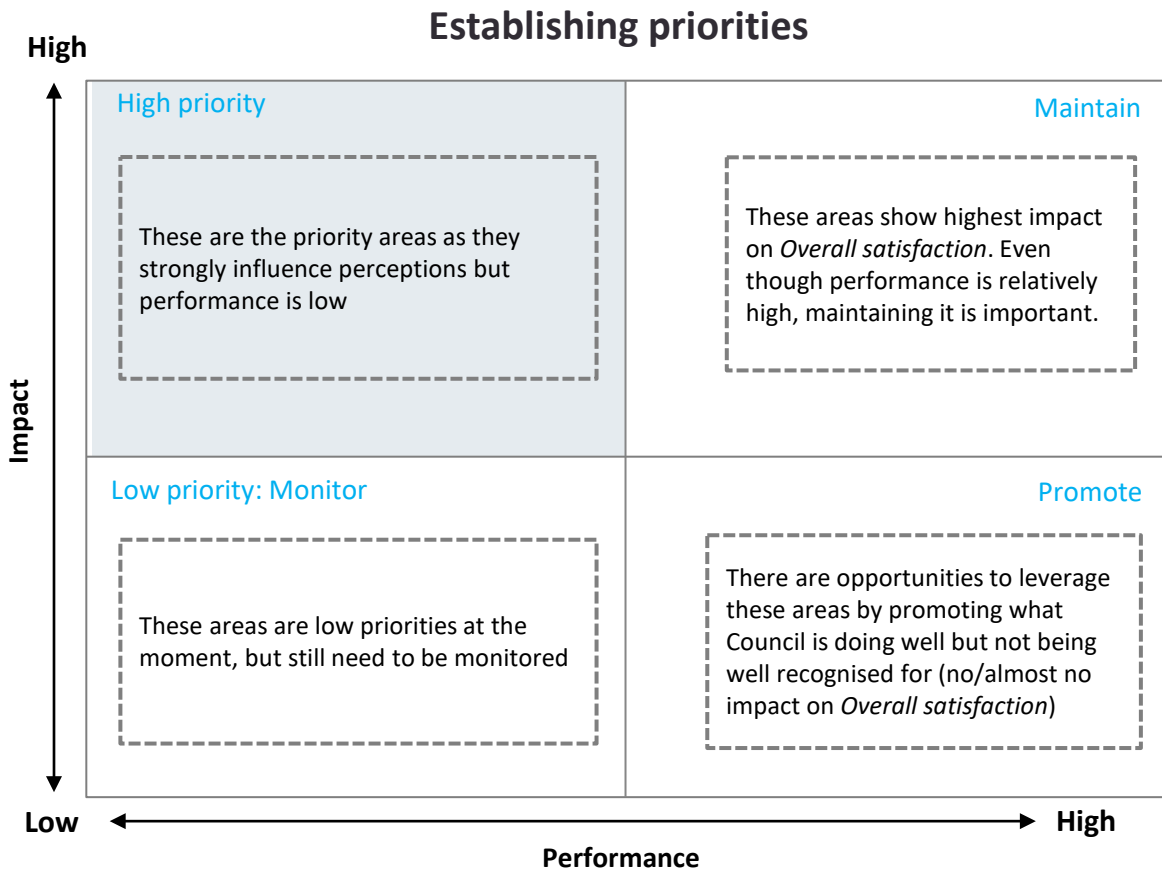
Drivers of satisfaction Priorities and opportunities



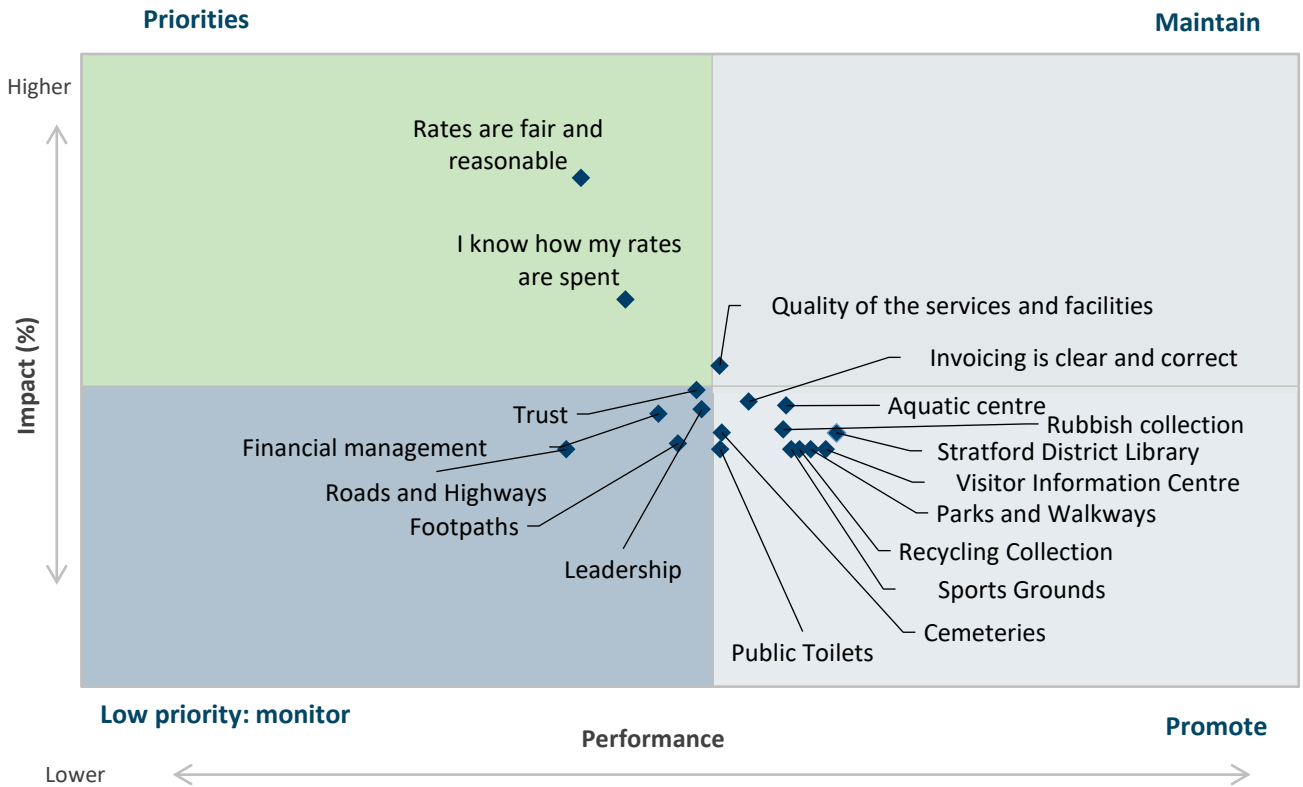
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Establishing priorities - Matrix



Opportunities and priorities. Overall measures



Two key areas have been identified as top priorities to enhance residents' perception of the Council:

Rates are fair and reasonable and ***I know how my rates are spent***.

Enhancing these attributes is crucial, as they strongly influence the *Overall reputation* of the Council, which has the strongest influence on residents' perception of its performance. Improving these areas will lead to higher satisfaction scores for the Council's *Overall performance*.

By focusing on these priorities, the Council can work towards improving residents' overall perception and satisfaction.



Areas within the Council's performance that are not receiving sufficient recognition are mostly ***Services and facilities*** as well as ***Invoicing is clear and correct***.

Promoting these aspects of the Council's performance would naturally redirect residents' attention towards a more positive perception.



Things Stratford District Council should monitor include ***Trust, Leadership, Financial Management, and Roading and footpaths***.



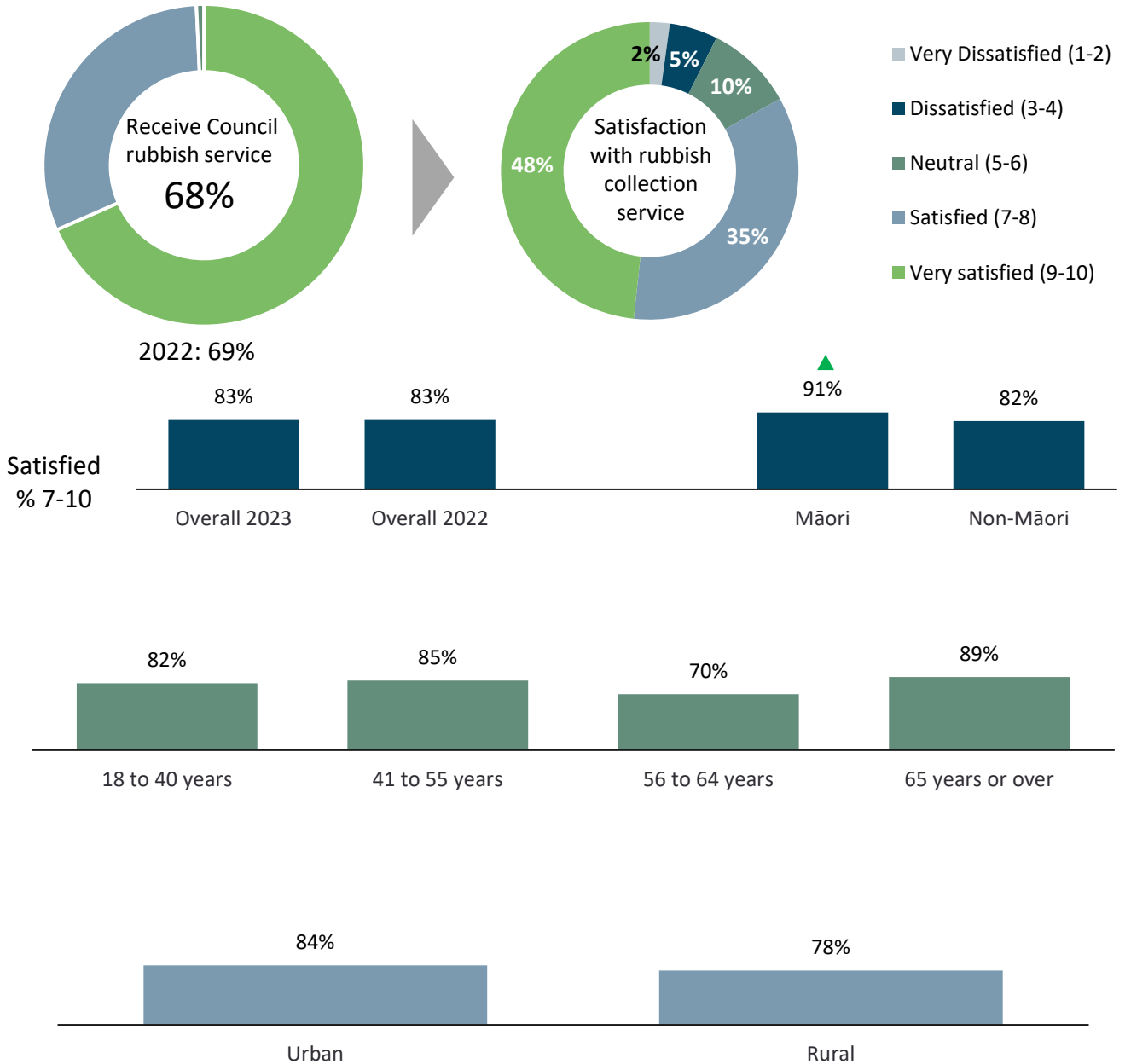
Waste management



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Services and Facilities; Rubbish service - Satisfaction



- Nearly seven in ten households (68%) receive the *Council rubbish service*.
- The overall satisfaction with the *Council rubbish service* has remained consistent at 83% year on year.
- Māori are more likely to be satisfied with this service than other ethnicities.

NOTES:

1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
2. RC1. Is your property receiving the Council rubbish service? Yes: n=406
3. RC2. Overall, how satisfied are you with Council's rubbish collection service? n=305

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Services and Facilities; Recycling service - Satisfaction



- A slightly lower percentage of households are receiving the *Council recycling service* compared to the last reporting period (67% v 69%).
- The residents' perception of the *Council recycling service* has slightly increased by 3% points since 2022.

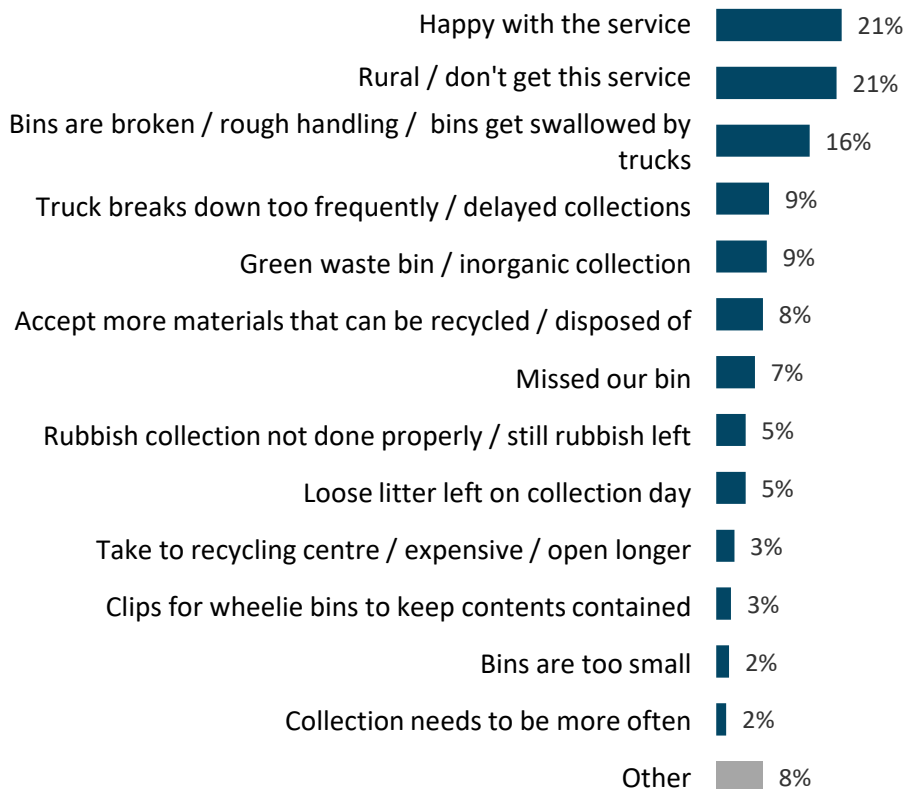
NOTES:

1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
2. RC3. Is your property receiving the Council recycling service? Yes: n=299
3. RC4. Overall, how satisfied are you with Council's recycling collection service? n=296

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

Services and Facilities; Rubbish and Recycling service - Comments



- *The drivers could be putting bins down more carefully.*
- *Would be nice if it was offered to the rural suburbs.*
- *Rural properties pay a lot of tax for amenities we don't even get the benefit out of rubbish, water, sewerage and good condition roads for a few.*
- *Glass recycling many times have left small pieces of glass in my grass area where my blue bin was left, waiting for collection. If they drop it, they should clean it up.*
- *Recycling is often missed.*
- *Drivers need to slow down and have more vehicle sympathy rather than driving fast and slamming their brakes.*
- *The truck keeps breaking down and pick-ups are often delayed.*



- *Overall, pretty happy with it.*
- *Very good, wonderful people.*
- *Good recycling depot.*
- *The lady in charge is excellent.*
- *No, they do a good job.*
- *Very happy.*
- *I use the app and I am very satisfied with it.*
- *There is a good frequency of collection, and the bins are the correct size for my family's needs.*
- *Personally, I think this service is amazing and if there is a problem one simple phone call to the council and it's sorted. Well done.*

NOTES:

1. Sample: 2023 n=421; Excludes don't know responses.
2. RC5. Are there comments you would like to make about the Council's rubbish and recycling collection service? n=156



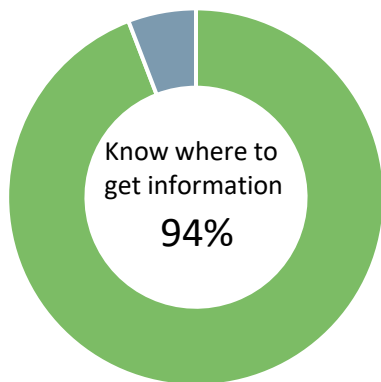
Communication and engagement



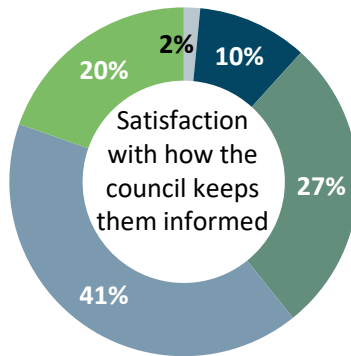
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Public information

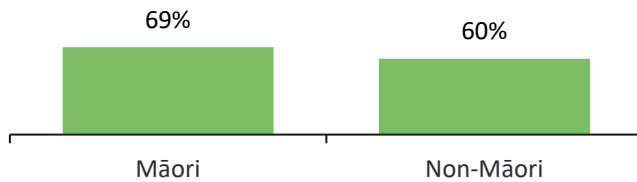
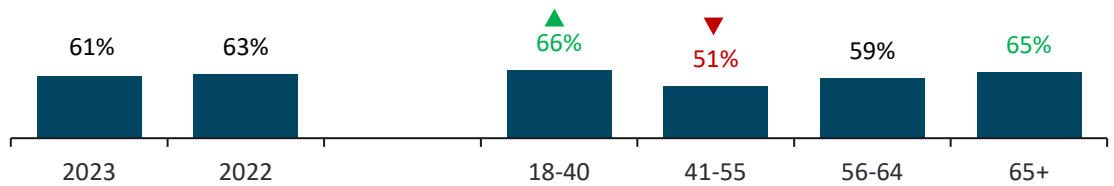


2022: 94%



- Very Dissatisfied (1-2)
- Dissatisfied (3-4)
- Neutral (5-6)
- Satisfied (7-8)
- Very satisfied (9-10)

Scores
% 7-10



- Almost all residents (94%) *Know where to get Stratford District Council information if they want it.*
- Six in ten residents (61%) are satisfied with *How the council keeps them informed*, a relatively consistent satisfaction level.



- The 44–55-year age bracket was significantly less satisfied (51%) than all other age brackets.
- Residents in rural areas were significantly less satisfied with *How the council keeps them informed* than residents in urban areas.
- Results were similar across ethnicities.

NOTES:

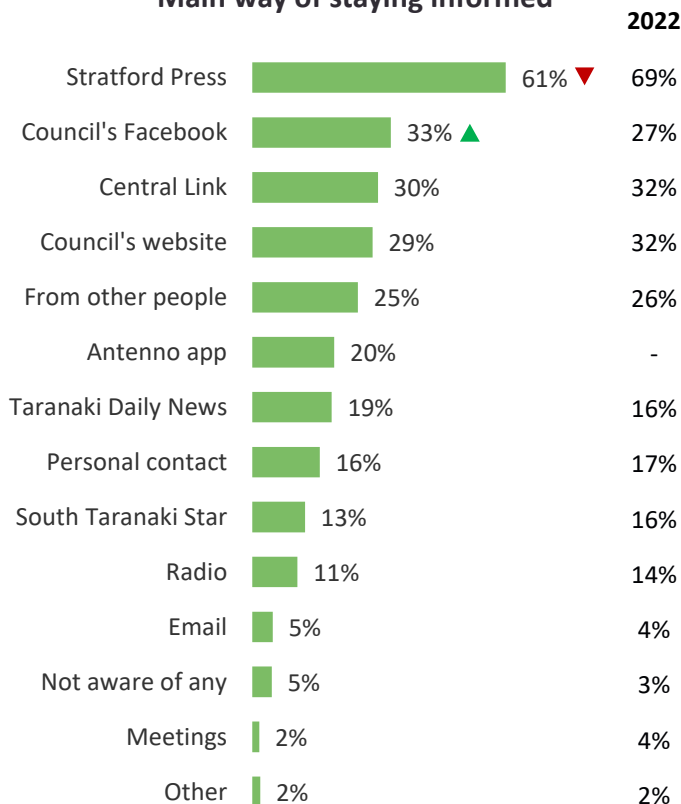
1. Sample: 2023 n=421; 2022 n=413 excludes 'Don't know' responses.
2. COM1. Do you know where to get Stratford District Council information if you want it? Yes: n=392
3. COM5. Using a scale of 1 to 10 where 1 is 'very dissatisfied' and 10 is 'very satisfied', how satisfied are you with how Council keeps you informed? n=398

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Public information continued

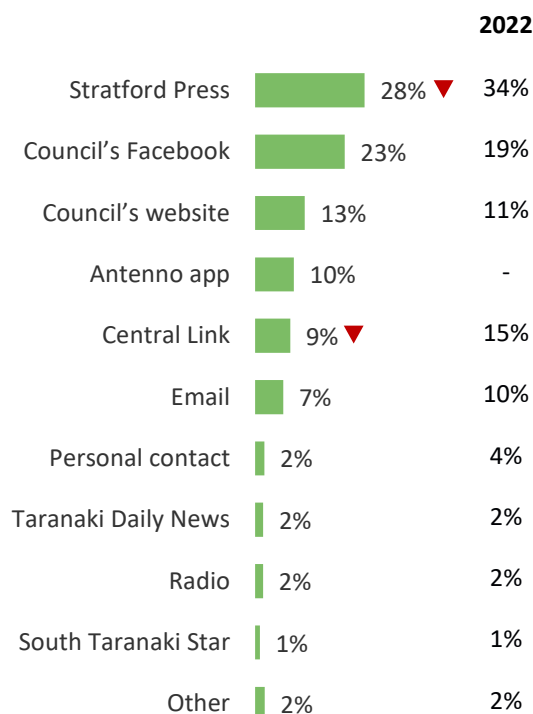
Main way of staying informed



- A significantly lower percentage of residents (61%) are currently keeping informed on council information through the *Stratford Press* in comparison to the previous year.
- On the other hand, *Council's Facebook* appears to be a more popular source of information compared to 2022, with a third (33%) of respondents using it to stay informed about the council.

- The *Stratford Press* is still the most preferred means to keep up to date with Stratford District Council.
- Two in ten residents (23%) would prefer *Council's Facebook* as a way to be kept up to date with the council.

Preferred way to keep up to date



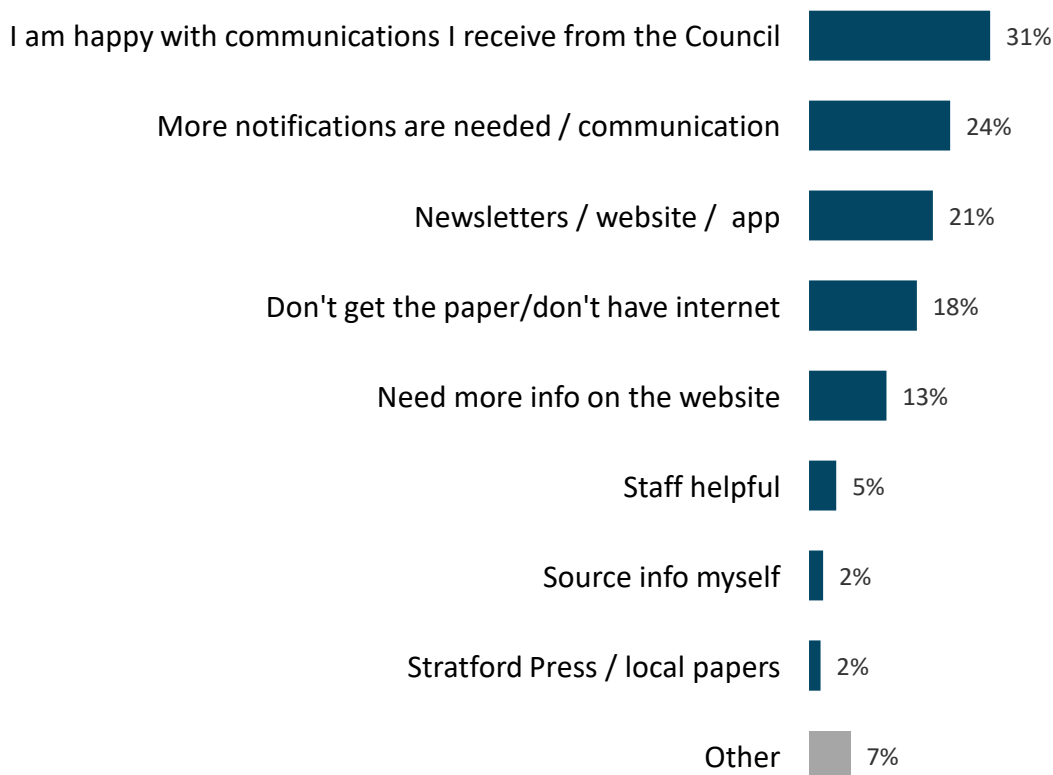
NOTES:

1. Sample: 2023 n=421; 2022 n=413 excludes 'Don't know' responses.
2. COM2. Where do you mainly see, read, or hear information about the Council? Please select all that apply. n=419
3. COM3. What would be your preferred way to keep up to date with what Stratford District Council is doing? (Please select one.) n=414

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Comments on information



- *An up-to-date events list on the website would be nice like a working calendar or something.*
- *Sometimes the website is hard to navigate and is missing information on key events that are happening in the community.*
- *Delivery of the Stratford Press is very poor as we have not had one delivered since late last year.*
- *Antenno app is seriously lacking in functionality when it proved completely useless with a recent water outage.*
- *I live on Portia Street, and I haven't received the Stratford Press for months.*
- *It is hard to understand quarterly bills. I pay weekly and don't know what's been paid or is still due to be up to date.*



- *We are very happy with the current council. Thank you for all you do.*
- *Great Antenno app.*
- *The Antenno app is fantastic.*
- *I like the Antenno app. Information is up-to-date and relevant.*
- *Great communication by staff that I have dealt with, they are helpful. If they don't know they make the effort to find out and let me know.*
- *Very responsive when there are service breakdowns or delays.*

NOTES:

1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
2. COM4. Are there comments you would like to make about the communications provided by Stratford District Council? n=44



Regulatory services



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Contact with the council

Reason for contact	2023	2022
Animal control	9%	7%
Building Consents	7%	7%
District planning and Resource Consents	6%	4%
Land Information Memorandum (LIMS)	2%	2%
Noise	3%	3%
Alcohol licensing	2%	3%
Food control	1%	-
Parking	1%	2%
Other	6%	6%
None of these	71%	75%

- **Animal control** was contacted by 38 respondents during business hours and 16 after hours. During business hours 17 (43%) of the respondents who contacted the council scored the service between *Good* and *Excellent* (7-10) while 10 who contacted after hours scored the service of the council between *Good* and *Excellent* (7-10).
- **Land Information Memorandum (LIMS)** was a reason for contact for 7 respondents. All of them scored the service of the council between *Good* and *Excellent* (7-10).
- **District Planning and Resource Consent** was a reason for contact for 21 respondents, 5 (22%) of these respondents scored the service of the council between *Good* and *Excellent* (7-10).
- **Building Consent** was a reason for contact for 29 respondents. 12 (41%) of these respondents scored the service of the council between *Good* and *Excellent* (7-10).
- **Food control** was the reason for contact for 3 respondents they scored the service of the council *Good* (7-8).
- **Alcohol Licensing** was a reason for contact for 8 respondents. All of these respondents scored the service of the council between *Good* and *Excellent* (7-10).
- **Parking** was a reason for contact for 3 respondents with only one of them giving the service a rating between *Good* and *Excellent* (7-10).
- **Noise** was a reason for after-hours contact for 14 respondents. 10 of these respondents scored the service of the council between *Good* and *Excellent* (7-10).
- **Other requests** were the reason for contact for 31 respondents 25 during business hours and 6 after hours. During business hours 20 (81%) of the respondents who contacted during business hours scored the service of the council between *Good* and *Excellent* (7-10) while 4 who contacted after hours scored the service of the council between *Good* and *Excellent* (7-10).

NOTES:

1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
2. ES1. In the last twelve months, have you had any direct involvement or contact with Council in relation to any of the following? Please select all that apply. n=421
3. ES2. Using a scale of 1 to 10 where 1 is 'poor' and 10 is 'excellent', please rate the service from Council, in the following areas, made during Business hours service (from 8am until 4.30pm) in the last twelve months. n=38
4. ES3. Using the same rating scale, please rate the service, in the following areas, made during After hours service (from 4.30pm until 8am) in the last 12 months.
5. Animal control n=38; LIMS n=7; District planning / resource consents n=21; Building consents n=29, Food control n=3, Alcohol licensing n=8, Parking n=3, Noise n=14.

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Comments on improvements of regulatory services



- Elected members from the Mayor down need to get involved with paying attention to the state of our gutters that are forever clogged by council trees. Also have more empathy / understanding of issues that these trees have on homeowners.
- The progress on our building consent was glacially slow and totally unacceptable.
- They shouldn't give out details when noise control complaints are made.
- My query took too long.
- There was very poor communication and the staff member lacked knowledge and never got back as promised.



- Doing well. Can be better signage for our environmental attractions.
- The staff are always helpful at the front desk.
- After a particularly nasty dog incident, Rachael Otter was able to bring some resolution.

NOTES:

1. Sample: 2023 n=421; Excludes don't know responses.
2. ES4. Are there comments you would like to make about Council's environmental services? n=52



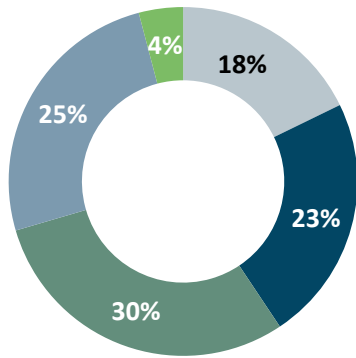
Roads and footpaths



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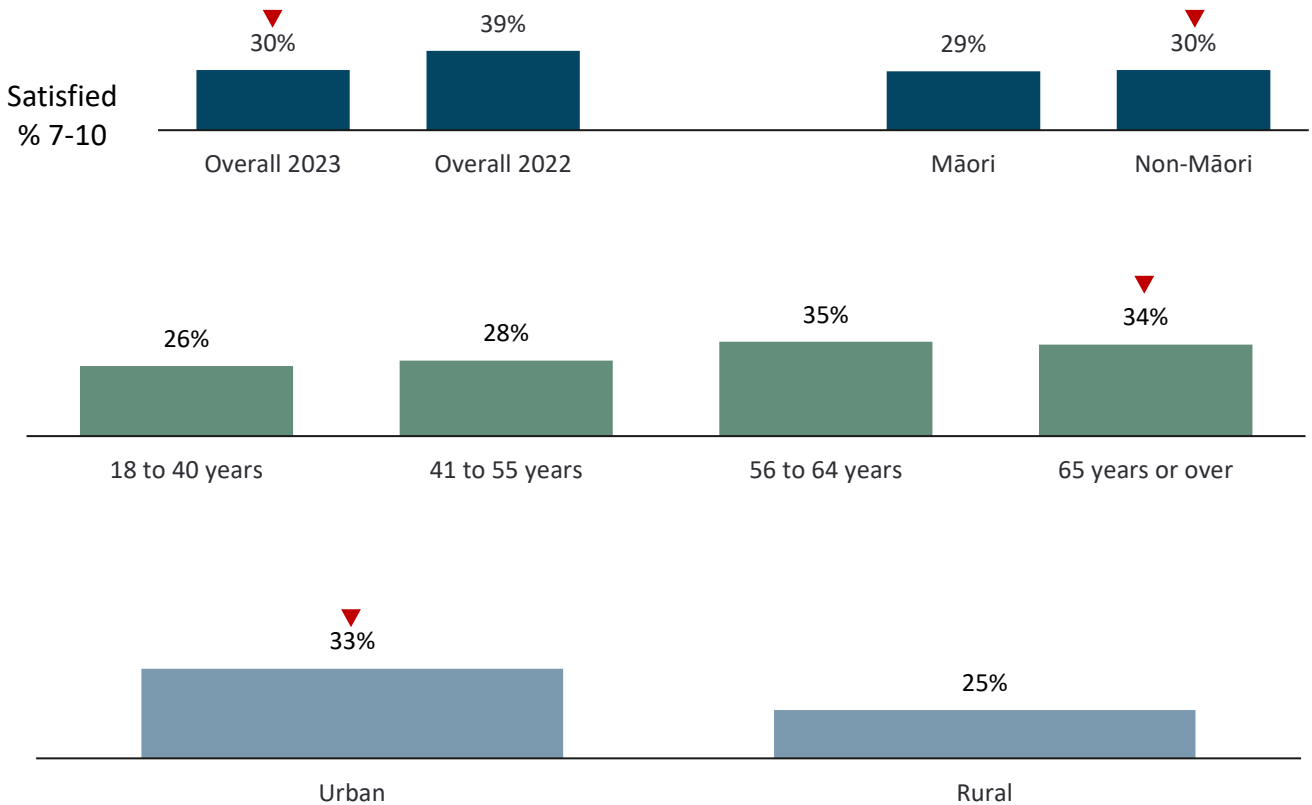


Satisfaction with the residential and rural roads



- Very Dissatisfied (1-2)
- Dissatisfied (3-4)
- Neutral (5-6)
- Satisfied (7-8)
- Very satisfied (9-10)

- There is a significant decrease in satisfaction with *Residential and rural roads* from 39% in 2022 to 30% this year.



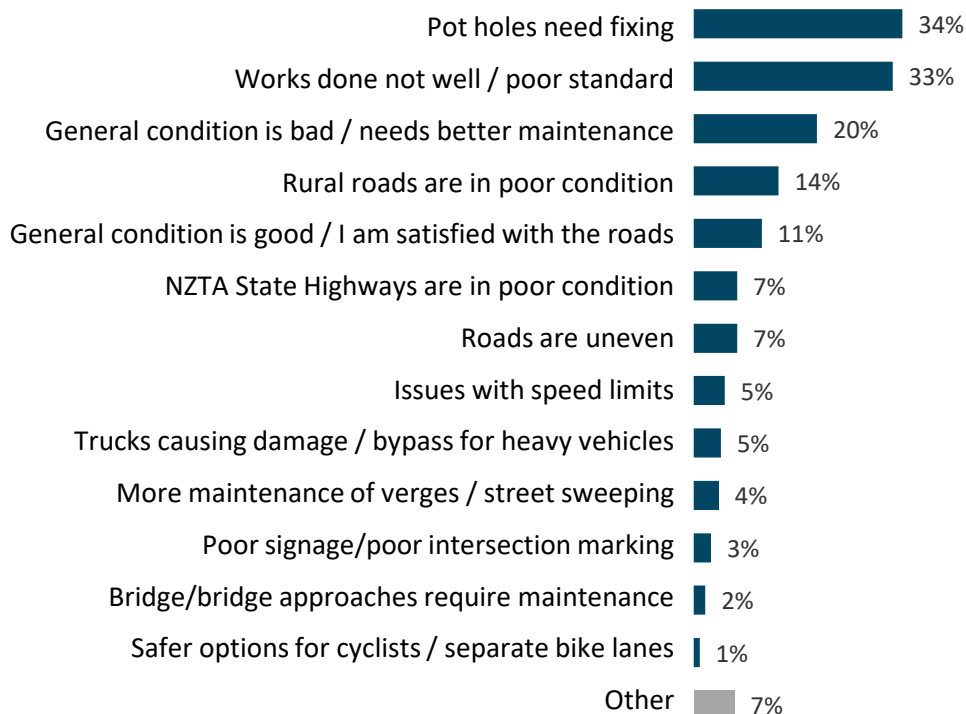
- Satisfaction with the *residential and rural roads* remains reasonably consistent across most demographics.
- However, the satisfaction of Non-Māori residents, residents aged 65+ and residents in urban have significantly decreased since 2022.

NOTES:

- Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
- RF1. Using a scale of 1-10 where 1 is very dissatisfied and 10 is very satisfied, overall, how satisfied are you with the residential and rural roads in the Stratford District (NOT including the state highways)? n=415

- ▲ **Year-on-year** Significantly higher
- ▼ **Year-on-year** Significantly lower
- ▲ **Between demographics** Significantly higher
- ▼ **Between demographics** Significantly lower

Residential and Rural roads - Comments



- *Disappointed after purchasing a new car that it has just been pelted with stones. Chipping the paint and 3x chipped windscreens between 2 vehicles.*
- *Roads are covered in potholes.*
- *More inspections of more rural roading.*
- *The potholes are actually ridiculous. On rural roads there are massive holes that are so dangerous, especially one-lane roads with no exit that seem to be overlooked every time.*
- *Very poor road works have been done by the Downer Contractors, it is a waste of taxpayers money.*
- *Roads should be made to handle conditions of the environment.*
- *The roads are very bumpy.*
- *Repairs appear to be quick fixes, repairs don't appear to last very long.*

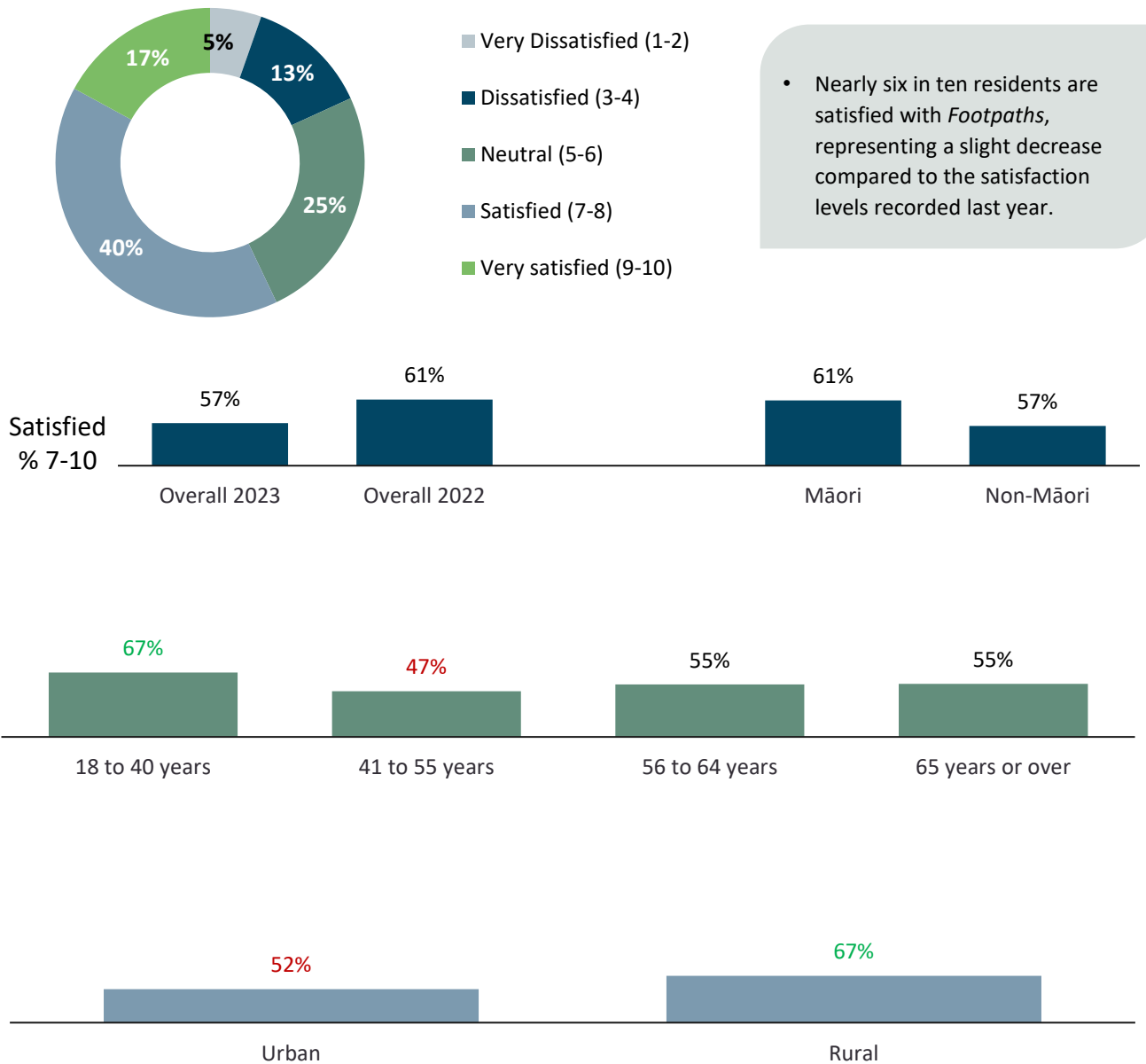


- *Generally, in good condition but some repairs are poor.*
- *In general, they are really well maintained. I am a cyclist as well as motorist and enjoy training on the local roads.*
- *The streets are very good, all major complaints are about the highways.*
- *The state of the roads in the residential areas are reasonable.*
- *They are fairly good a few things need to be fixed.*
- *They are all quite well to drive on.*
- *I am happy they are getting fixed because the potholes were just horrible.*
- *I am very happy with the upgrade work done on Swansea Road, it has made a real difference.*
- *Some roads are amazingly easy to drive.*

NOTES:

1. Sample: 2023 n=421; Excludes don't know responses.
2. RF1a. Are there comments you would like to make about the roading network in the District? n=188

Stratford District Council footpaths - Satisfaction



• Nearly six in ten residents are satisfied with *Footpaths*, representing a slight decrease compared to the satisfaction levels recorded last year.

- Residents who identify as Māori are more satisfied with the *Footpaths* (61%) than other ethnicities.
- Younger residents aged between 18 and 44 years old are significantly more likely to be satisfied with the *District's footpaths* than residents aged between 41 to 55.
- Urban residents are least likely to be satisfied with the *District's footpaths*.

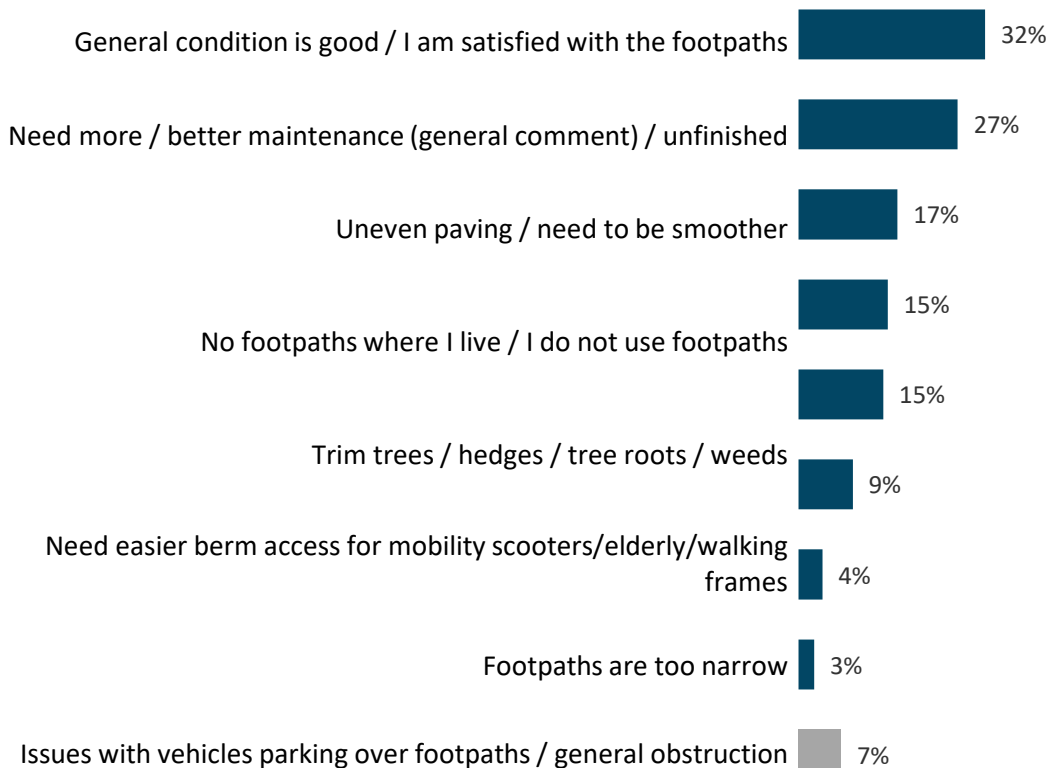
NOTES:

1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
2. RF2. Using the same 1-10 scale, overall, how satisfied are you with the Stratford District Council footpaths? n=391

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Stratford District Council footpaths - Comments



- We don't have footpaths on Kent Terrace.
- Roads should be made to handle conditions of the environment.
- The roads fall apart very quickly.
- Maintenance contractors are very slow to repair damage to roads. It can take years.
- Use decent roading materials that last. For example, concrete in the potholes first.
- Potholes are everywhere.
- They need continuous maintenance.
- Rural areas don't get footpaths, the ones in town seem okay.



- Great to see footpaths getting replaced every year.
- Good paths in most areas.
- In general, most are in good condition.
- Please keep up the new good footpath work.
- They are looking good. The new ones are more than suitable.
- They are not bad. I see a lot being upgraded around town.
- I've seen many upgrades on the mountainside of Broadway's footpaths. For the most part, they are in good condition. It would be nice to keep that up.
- Our footpath is very new and a delight to walk on.

NOTES:

1. Sample: 2023 n=421; Excludes don't know responses.
2. RF2a. Are there comments you would like to make about the District's footpaths? n=143



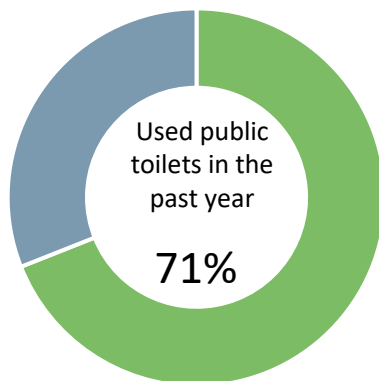
Public facilities and services



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Public toilets – Overall satisfaction, visitation and comments



2022: 69%

- Usage of *Public toilets* has slightly increased by 2% points within the last 12 months.

'Users' In last 12 months	2023	2022
Town Centre toilets on Broadway (behind the glockenspiel)	46%	42%
Centennial Restroom toilets	34% ▲	28%
TET Stadium public toilets	26%	23%
Percy Thomson Complex public toilets	18%	16%
Stratford Bike Park toilets	17%	15%
Exeloo toilets in Victoria Park	12% ▼	17%
Whangamomona public toilets	6%	7%
Kopuatama Cemetery public toilets	6%	6%
Morgan's Grave public toilets	3%	3%
None of these	29%	31%

- Usage is especially high for the toilet on *Broadway* (46%) followed by *Centennial Restroom* (34%) and *TET Stadium public toilets* (26%)
- Morgan's Grave public toilets* (3%) are the least used *Public toilets* in the past 12 months.
- There is a significant decline recorded in the usage of *Exeloo toilet in Victoria Park*.

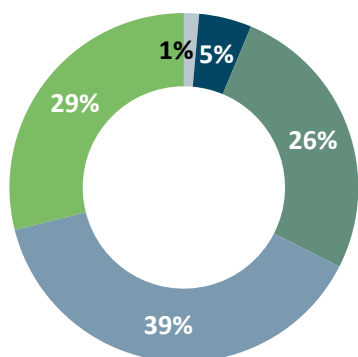
NOTES:

- Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
- PT1. Which of the following public toilets have you used in the past year? Please select all that apply. n=421

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

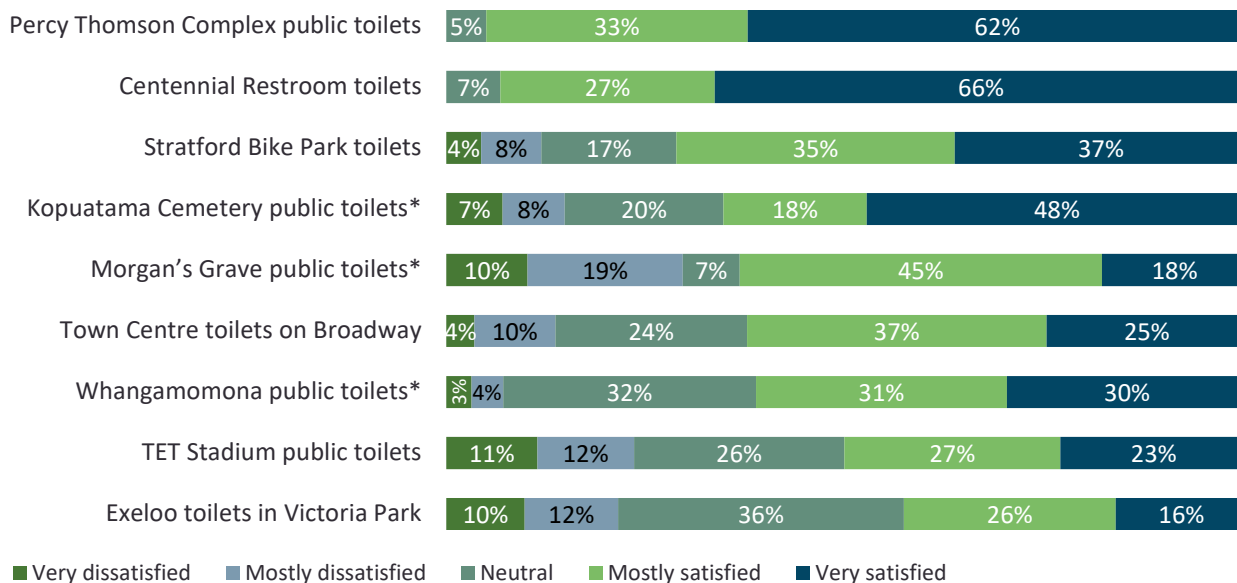
Public Toilets - Satisfaction



- Very Dissatisfied (1-2)
- Dissatisfied (3-4)
- Neutral (5-6)
- Satisfied (7-8)
- Very satisfied (9-10)

• 67% of residents were either satisfied (39%) or very satisfied (29%) with the *Public toilets* in Stratford District.

Satisfaction (% 7-10)	2023	2022
Public toilet	67%	68%



- *Percy Thomson Complex public toilets* have the highest proportion of respondents reporting to be highly satisfied (95%).
- *Centennial Restroom toilets* and *Stratford Bike Park toilets* both have very high overall satisfaction levels (93% and 71% respectively).
- *Exeloo toilets in Victoria Park* has the lowest satisfaction score of 43%.

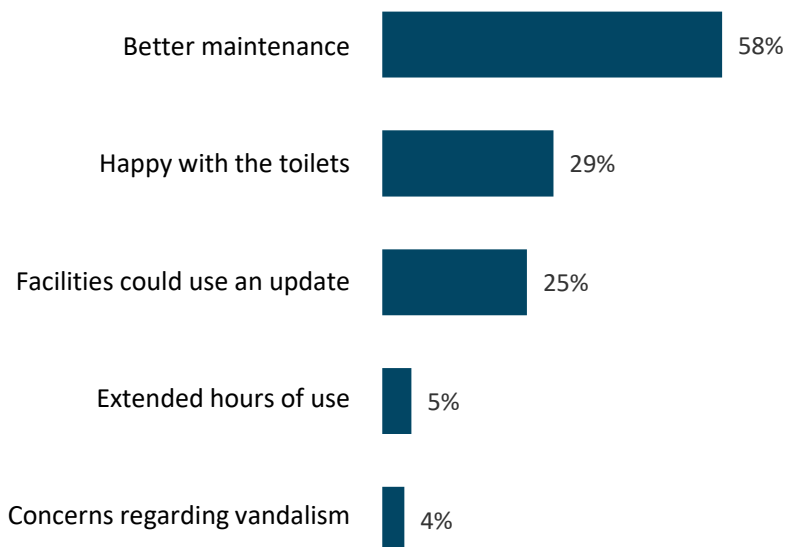
NOTES:

1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
2. PT2. Using the same 1-10 rating scale, how satisfied are you with the overall level of service provided in the District's public toilets? (Please rate your satisfaction for every public toilet you have used in the past year.)
3. PT3. Overall, how satisfied are you with the District's public toilets? n=279
4. * Caution: Small sample size (n<30). Results are indicative only.

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Public Toilets - Comments



- Nearly six in ten residents (58%) suggest *Better maintenance* for the public toilets, while a quarter (25%) stated the *Facilities could use an update*.



- They are disgusting so I don't use them.*
- The Clock Tower toilets are always disgusting which means I would rather walk a bit further to use The Centennial restrooms.*
- Sometimes the public toilets were not open. Please make it accessible all the time, especially benefitting passers-by as well as informing where the public toilets are located.*
- Toilet paper is somewhat thin, not a good look for visitors.*
- The TET Stadium toilets are not always clean and rarely have toilet paper or soap. I was also unsure whom to ask about getting this fixed.*

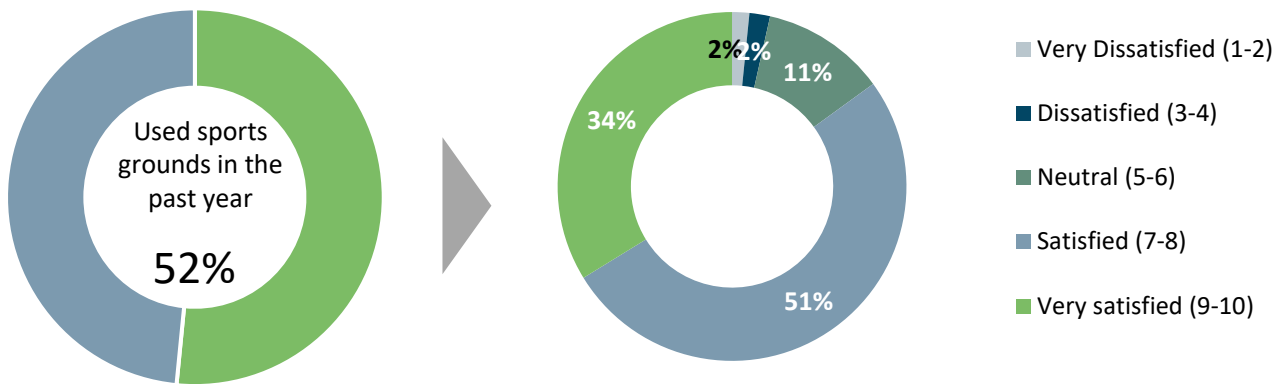


- They are nice and clean.*
- Nice to know they are there.*
- Always clean and tidy when used.*
- All good, happy they are there.*
- Love the way you have renovated the Centennial rest rooms.*
- The new ones are well cleaned.*
- Good locality for children.*
- They are always well-maintained, stocked with paper, and clean.*
- They are always kept quite clean.*
- The Centennial Park refurbishment looks great, possibly the nicest public toilets in the country.*

NOTES:

- Sample: 2023 n=421; Excludes don't know responses.
- PT4. Are there comments you would like to make about the District's public toilets? n=84

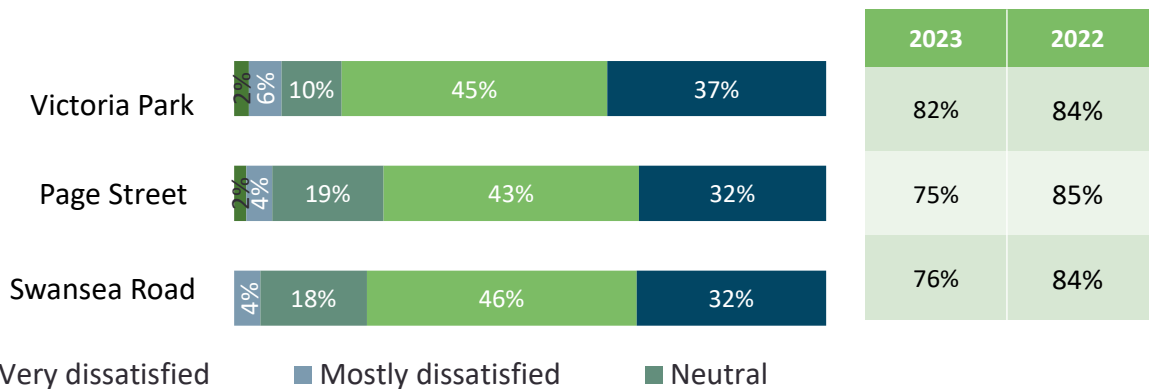
Sports grounds – Visitation and Satisfaction



Satisfaction (% 7-10)	2023	2022
Sports ground	85%	83%

'Users' In last 12 months	2023	2022
Victoria Park	45%	47%
Page Street	28%	28%
Swansea Road	11%	13%
None of these	48%	46%

- Slightly more than half of residents (52%) have reported to have visited a *Sports ground* in Stratford District over the last year.
- Victoria Park* has had more use or visitors in the last 12 months (45% of respondents) than either *Page Street* (28%) or *Swansea Road* (11%).



- Overall satisfaction with *Sports grounds* in Stratford are high (85%) with almost half (51%) of respondents being *Satisfied* and almost two in five (34%) *Very Satisfied*.
- Despite the slight decrease, satisfaction levels are high across all *Sports grounds*.

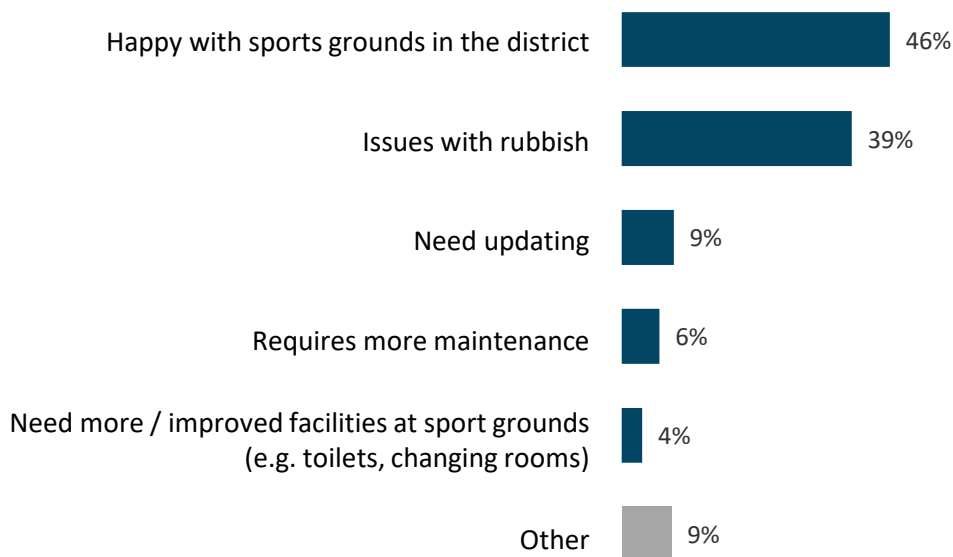
NOTES:

- Sample: 2023 n=412; 2022 n=413; Excludes don't know responses.
- SP1. Which of the following sports grounds have you used or visited in the past year? Please select all that apply. n=421
- SP3. Overall, how satisfied are you with the District's sports grounds? n=207
- SP2. How satisfied are you with the overall level of service provided in the District's sports grounds?

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Sports grounds - Comments



- *So much rubbish. The pond behind the new skate park is disgusting. My two sons filled up an entire bread bag with rubbish that they found there.*
- *I know it costs more but it would be nice if Swansea was mowed more regularly.*
- *Need toilets or changing rooms over at the Page Street grounds.*
- *Victoria Park and Page Street drainage systems need work. The grounds get very wet and muddy in winter.*
- *The council should be ashamed of the state of Victoria Park, cricket and rugby have been left to fend for themselves.*
- *The drainage issue at Victoria Park has been a hindrance to the winter sports season getting underway.*
- *Court number five and six get waterlogged easily in the rain.*



- *Beautifully kept grounds.*
- *I use them for exercise and dog walking and find they are well maintained and a great asset.*
- *Awesome spaces to get out and about.*
- *Look good from the road.*
- *They are well-maintained and pleasant places to visit.*
- *Sports grounds in Stratford are fit for purpose.*
- *Stratford has a good range of sports grounds, it's good to see.*

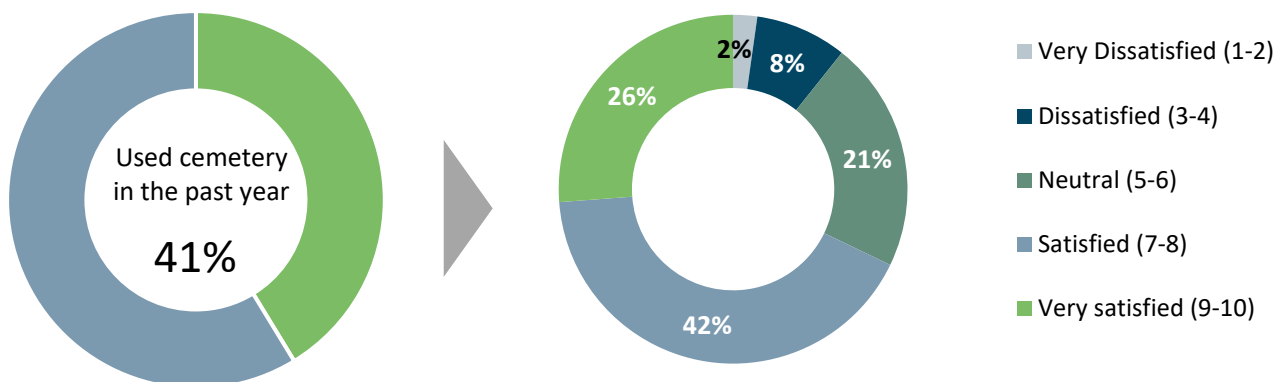
NOTES:

1. Sample: 2023 n=421; Excludes don't know responses.
2. SP4. Are there comments you would like to make about the District's sports grounds? n=60

Between demographics

Significantly higher
Significantly lower

Cemeteries – Visitation, Satisfaction and Comments



Satisfaction (% 7-10)	2023	2022
Cemeteries	68%	70%

Visitation in the last 12 months	2023	2022
Kopuatama	40%	45%
Midhirst	3%	3%
None of these	59% ▲	51%

- Four in ten respondents (41%) have reported to have visited a *Cemetery* in Stratford District over the last year.
- *Koputama Cemetery* has had significantly more use or visitors in the last 12 months (40% of respondents) than *Midhirst Cemetery* (3%).

Top Priorities	2023	2022
Need better maintenance (e.g. mowing, fill the hollows, etc).	73%	75%
Happy with the state of cemeteries in the district.	40%	21%
More facilities for public at cemeteries	6%	-
Other	2%	15%

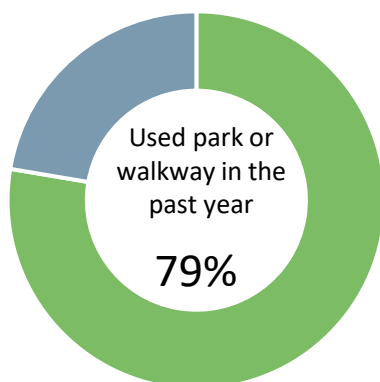
NOTES:

1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
2. CEM1. Which of the following cemeteries have you visited in the past year? Please select all that apply..
3. CEM2. How satisfied are you with the overall level of service provided in the District's cemeteries? n=168.
4. CEM3. Are there comments you would like to make about the District's cemeteries? n=57

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Parks and walkways – Visitation



- Usage and visitation is especially high when it comes to *Parks and walkways* in Stratford District, with almost four in five (79%) respondents reporting to have used at least one in the last year.

'Users' In last 12 months	2023	2022
King Edward Park	56%	54%
Three Bridges Trail	51%	53%
Victoria Park	46%	41%
Playgrounds in Victoria or King Edward Park	39%	36%
Carrington walkway	37%	35%
Western Loop walkway	36%	33%
Eastern Loop walkway	31%	31%
Windsor Park	17%	16%
Adrian Street Reserve	3%	4%
None of these	22%	21%

- More than half of respondents reported to have used *King Edward Park* (56%) or *Three Bridges Trail* (51%) in the last year.
- Windsor Park* and *Adrian Street Reserve* saw very low usage among respondents (17% and 3%) respectively.

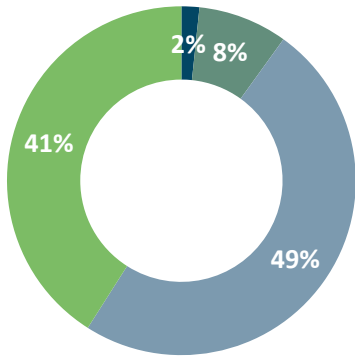
NOTES:

- Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
- PW1. Which of the following parks and walkways have you used in the past year? Please select all that apply.

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

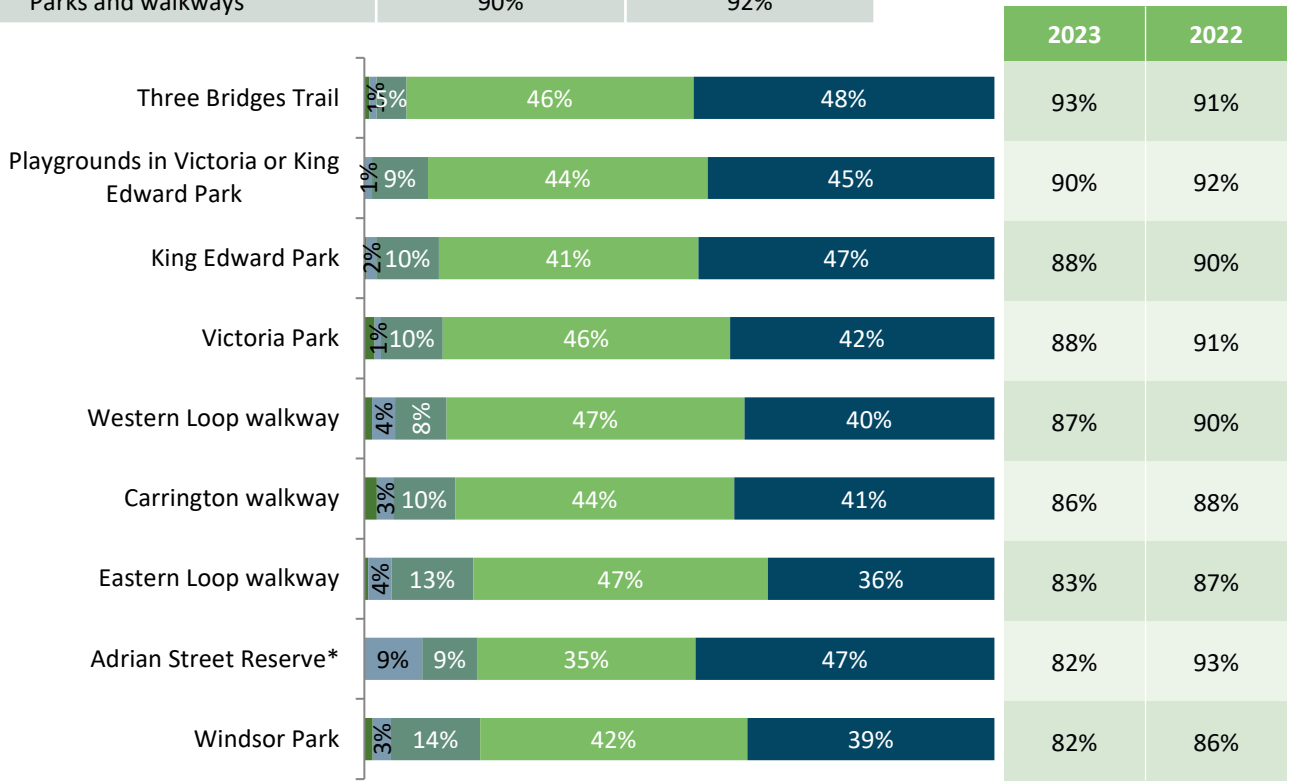
Parks and walkways - Satisfaction



- Very Dissatisfied (1-2)
- Dissatisfied (3-4)
- Neutral (5-6)
- Satisfied (7-8)
- Very satisfied (9-10)

- Overall total satisfaction with *Parks and walkways* is very high with 49% of respondents being *Satisfied* and 41% being *Very Satisfied*.
- Only 2% of respondents were *Mostly Dissatisfied* or *Very Dissatisfied* with the *Parks and walkways* overall.

Satisfaction (% 7-10)	2023	2022
Parks and walkways	90%	92%



■ Very dissatisfied ■ Mostly dissatisfied ■ Neutral ■ Mostly satisfied ■ Very satisfied

- Satisfaction with *Parks and walkways* in Stratford are high across the board with every park or walkway recording 82% or higher in combined *Mostly Satisfied* and *Very Satisfied* results.

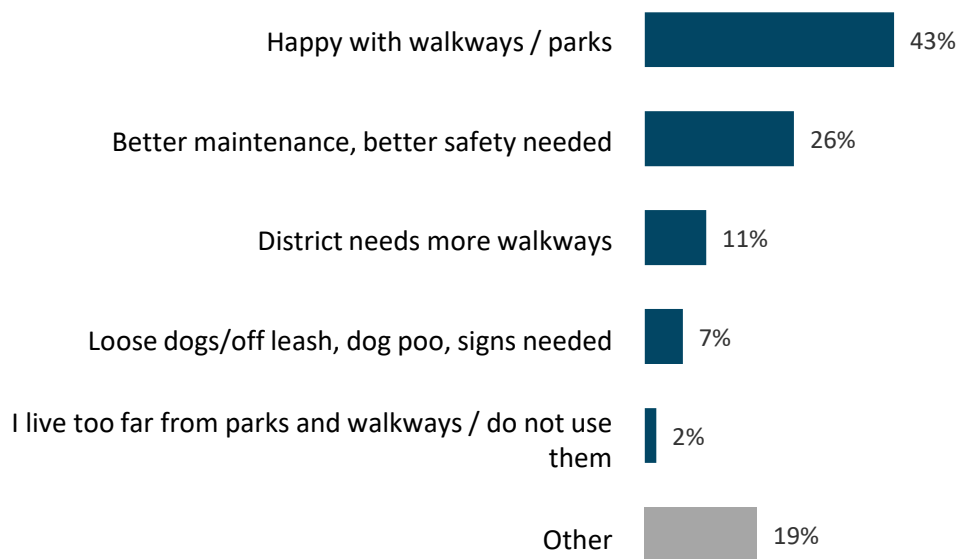
NOTES:

1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
 2. PW3. Overall, how satisfied are you with the District's parks and walkways? n=324
 3. PW2. How satisfied are you with the overall level of service provided in the District's parks and walkways? (Please rate your satisfaction for every park or walkway you have used in the past year.)
- * Caution: Small sample size (n<30). Results are indicative only.

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Parks and Walkways - Comments



- 43% of the residents leave positive comments about *Parks and walkways*, expressing their satisfaction with the facilities. On the other hand, two in ten residents (26%) feel that *Better maintenance and safety* are needed.



- *The Adrian Street playground would be better if it was mowed more often and if there was a wider range of playground equipment.*
- *The playground had some nails sticking out that should be maintained and looked over more regularly.*
- *They are not very well maintained. Poorly presented during the Garden Festival.*
- *Drainage and grass length.*
- *I pick up litter as I go through, and I seem to pick up to five pieces a time. 3 bridges is the worst.*
- *Fix stairs and some parts of walkways as can be dangerous.*
- *More rubbish bins.*
- *They need to improve the signage around all parks for people who walk their dogs.*



- *They are an amazing asset. Again, I use them for exercise and dog walking, they are great.*
- *They are beautiful, we are very lucky to have all of these parks and walkways available to us in such close proximity.*
- *Wonderful to walk around, nice and peaceful. Tracks are good.*
- *It is nice to have these walkways to use.*
- *Love the walkways. A huge gift to our community. Thank you.*
- *Good that they have seating.*
- *The parks are well looked after.*
- *It is lovely that we have so many beautiful green spaces to enjoy.*

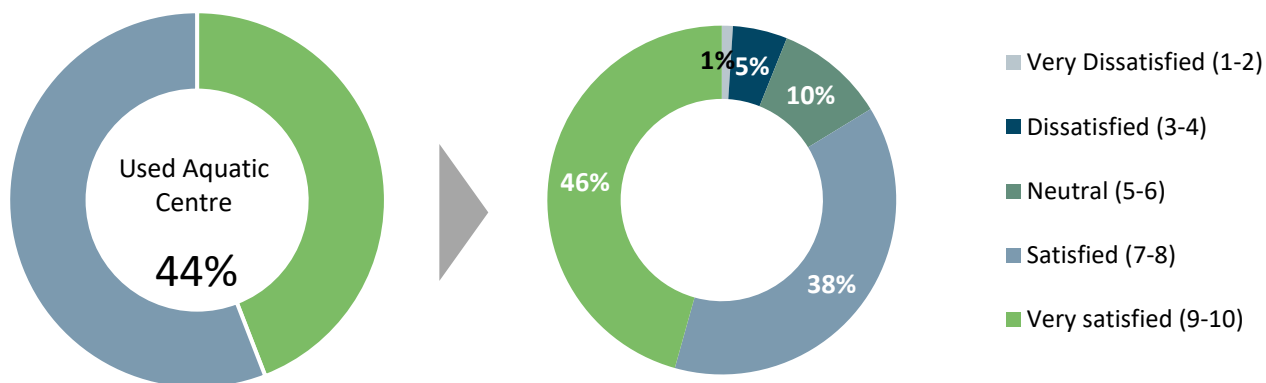
NOTES:

1. Sample: 2023 n=421; Excludes don't know responses.
2. PW4. Are there comments you would like to make about the District's parks and walkways? n=105

Between demographics

Significantly higher
Significantly lower

Aquatic Centre



2022: 30% (TSB Pool Complex)

Satisfaction (% 7-10)	2023	2022 (TBS Pool Complex)
Aquatic Centre	84%	77%

Users In last 12 months	Users In last 12 months
I am a caregiver bringing someone else	46%
Lane swimming	31%
Swimming lessons	26%
Aqua jogging/water walking	13%
School water safety programme	12%
In water group fitness classes	5%
Other	15%

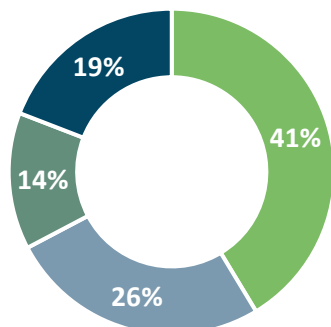
- Almost half of the respondents (46%) are *Caregivers who bring someone else to the pools*.
- Close to three in ten respondents participate in *Swimming lessons* (26%) or do *Lane swimming* (31%).

NOTES:

1. Sample: 2023 n=421; Excludes don't know responses.
2. TSB1. Have you used the aquatic centre in the past year? n=420 users n=189
3. TSB3. How satisfied are you with the overall level of service at the aquatic centre? n=188
4. TSB2. What service(s) did you use at the aquatic centre?

Between demographics
Significantly higher
Significantly lower

Aquatic Centre – Use and satisfaction by age



- 18-40 yo
- 41-55 yo
- 56-64 yo
- 65+ yo

Satisfaction (% 7-10)	2023
18-40 years (n=80)	85%
41-55 years (n=45)	71%
56-64 years* (n=26)	84%
Over 65 years (n=37)	97%

- The residents who most frequent the *Aquatic Centre* are those aged between 18 and 40 years old (41%).
- Satisfaction with the facility especially high among users aged over 65 years with almost everyone (97%) satisfied.
- Based on the comments left by respondents, 26% suggest *Extending the facility to host an event* and *Adding a café, hydroslide, hot pool, or sauna*.



- *There is not enough diversity in the classes anymore, there is mostly aqua spin bike.*
- *Think we missed a chance to have a fun interactive pool in place where more people in the community would benefit not just lane swimmers and swim club.*
- *I would like more classes scheduled after work hours, for example starting at 6 pm.*
- *Where is the new one? Lots of publicity about it being opened but didn't see where it is located.*
- *Pool closing too early for workers who want to swim after work.*
- *To make it more enticing for kids, hopefully a hydro slide can be added.*
- *There are things that will need addressing, for example the wheelchair ramp leads into an area that have families swimming and you will find those who have physical disabilities have nowhere to hold on to.*

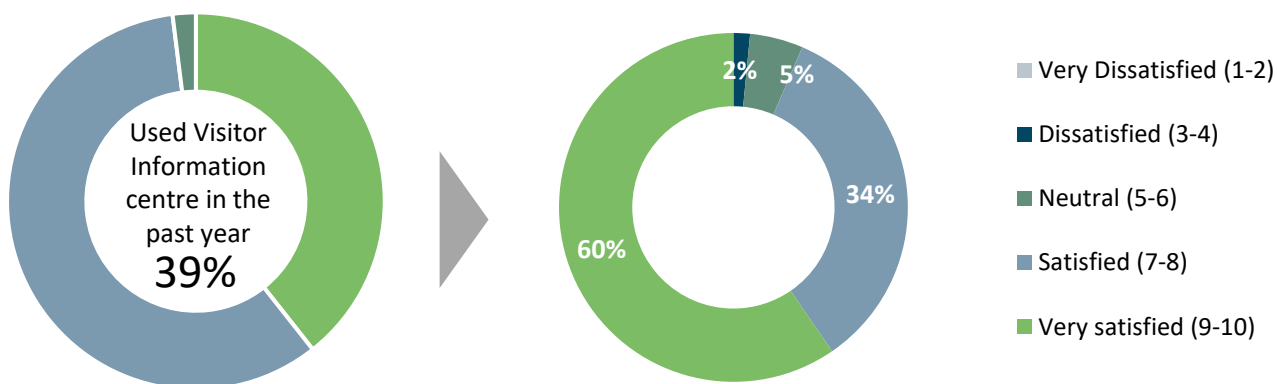


- *The new one looks impressive.*
- *The new swimming complex is a marvelous asset for Stratford.*
- *Swim 4 days a week so convenient especially my lunch break the staff are awesome love the pools lovely complex.*
- *Love Flyers, very organised and good to see kids improve and progress. Very good instructors.*
- *The lessons are great, we use them provided through the Flyers.*
- *The spacious overall feel was nice. The individual changing rooms were also great.*
- *I love the new pool, it's great for our kids to have fun, wish there was more for the little kids to play with, maybe even an outside playground would be great, with eating and seating available.*

NOTES:

1. Sample: 2022 n=413; Excludes don't know responses.
2. TSB1. Have you used the aquatic centre in the past year? n=420 users n=189
3. TSB3. How satisfied are you with the overall level of service at the aquatic centre? n=188
4. TSB4. Are there comments you would like to make about the aquatic centre? n=141
5. * Caution: Small sample size (n<30). Results are indicative only.

Visitor Information Centre – Usage, overall satisfaction, and comments



Satisfaction (% 7-10)	2023	2022
Visitor Information Centre	94%	96%

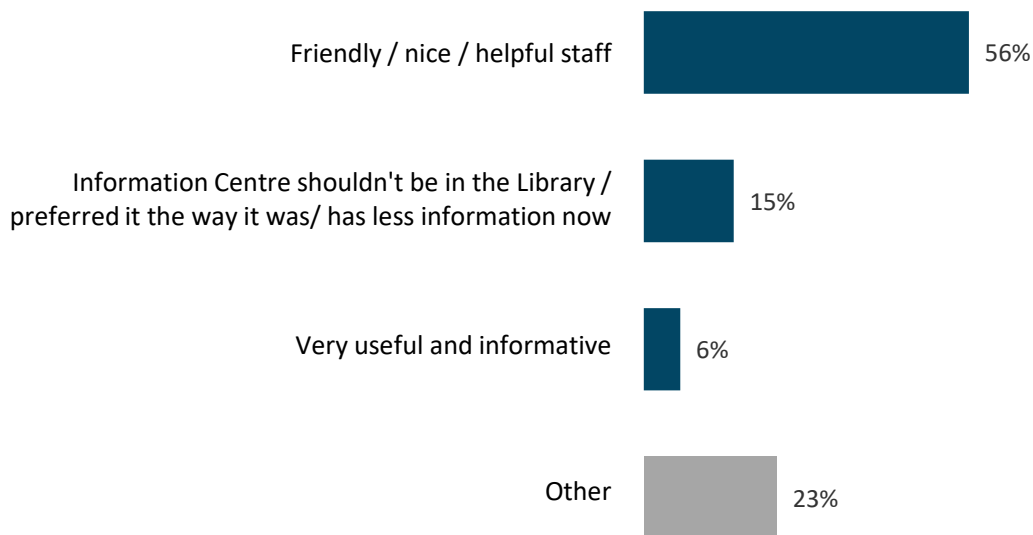
	Users In last 12 months	Satisfaction (%7-10)
Driver Licensing	45%	93%
Vehicle Licensing	41%	94%
General information	37%	99%
Maps and brochures	22%	93%
Retail/Souvenirs	12%	94%*
Travel bookings (Bus/Ferry)	4%	81%*
Event tickets	3%	82%*
Accommodation	1%	100%*
Other	4%	100%*

- Nearly four in ten respondents (39%) have visited the facility in the past 12 months. The most common reasons for visiting include *Driver licensing* (45%), *Vehicle licensing* (41%), *General information* (37%), and *Maps and brochures* (22%).

NOTES:

- Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
- VIC1. Have you used the Visitor Information Centre, within the Stratford Library, in the past year?
n=419 Used n=165
- VIC2. What service(s) did you use at the Visitor Information Centre? Please select all the apply.
n=219
- VIC3. How satisfied are you with the overall level of service at the Visitor Information Centre? n=165
- * Caution: Small sample size (n<30). Results are indicative only.

Stratford District Visitor Information Centre - Comments



- More than half of respondents (56%) who provided comments think that the *Staff for the Visitor Information Centre are friendly, nice, and helpful.*



- *Remove it from the library along with the AA and the Driving License info.*
- *I can't stand that it's in the library.*
- *There are long waits and not enough staff. With one trip I was served by a very grumpy, short tempered person. She sighed and huffed because I had come during her break time.*
- *Why has everything been crammed into the library?*
- *Preferred it before it was in the library.*
- *Was later in the afternoon, took a while as only one person working.*
- *There is one lady at the desk for vehicle licensing who is very rude.*
- *It's ineffective and a poor example of cost saving.*



- *Great bunch of staff, friendly and very helpful always going that extra mile.*
- *I find Jane and the other lady at the AA help desk very helpful.*
- *The staff are very good dealing with queries. Congratulations to them.*
- *They are a great asset to the community.*
- *The staff is friendly and seem happy in their work.*
- *It looks welcoming and interesting. The staff is very approachable.*
- *The staff are always friendly.*
- *A great facility, the staff is friendly and helpful.*

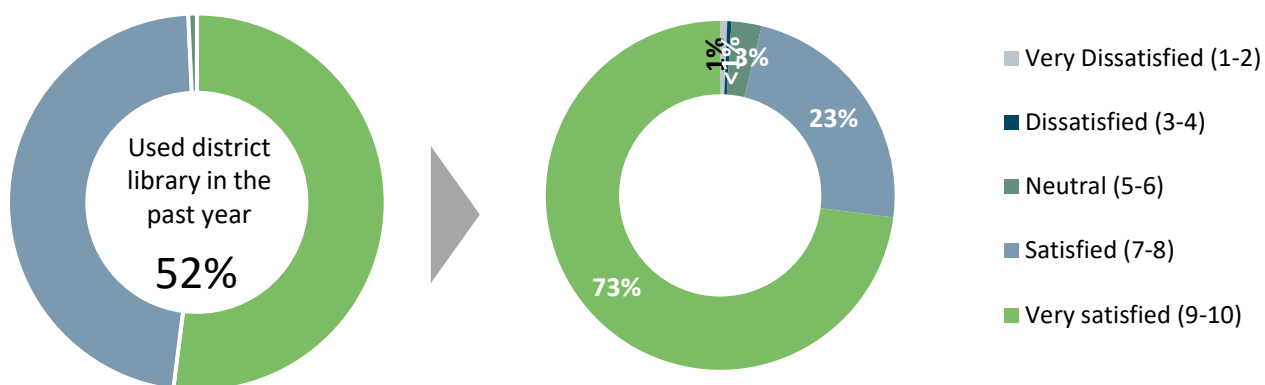
NOTES:

1. Sample: 2023 n=421; Excludes don't know responses.
2. VIC4. Are there comments you would like to make about the district's Visitor Information Centre? n=52

Between demographics

Significantly higher
Significantly lower

Stratford District Library – Usage and Overall Satisfaction.



Satisfaction (% 7-10)	2023	2022
Stratford District Library	96%	97%
'Users' In last 12 months	2023	2022
Browse and/or borrow print books	65%	76%
Library staff (for information, assistance, recommendations)	34%	41%
Printing / photocopying	22%	29%
Justice of the Peace	12%	15%
Free Wi-Fi on your own device	12%	7%
Tables and / or seating to work or study	9%	8%
Children's services (Tot Time, reading programme)	8%	1%
Library computers (for internet, word processing)	7%	8%
eBooks and / or downloadable audiobooks	5%	10%
Electronic databases	4%	5%
Hire of Kowhai room	1%	2%
Other	8%	6%

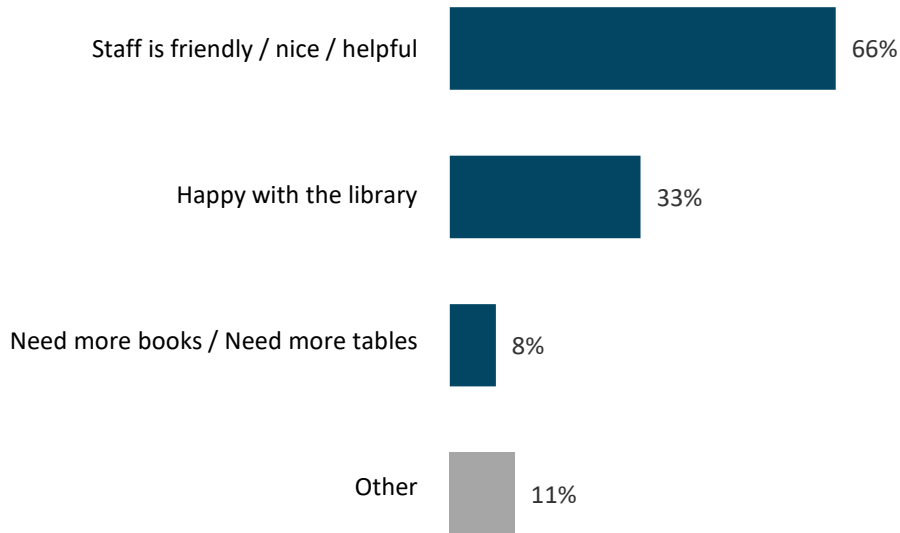
- More than half of the residents (52%) have visited the *Library* in the past year.
- The majority of *Library* visitors are there to *Browse and/or borrow print books* – 65%, a decrease from the 2022 survey results.

NOTES:

1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
2. LIB1. Have you used or visited the Stratford District Library in the past year? n=420
3. LIB2. What service(s) did you use at the Stratford District Library? Please select all that apply. n=221
4. LIB3. How satisfied are you with the overall level of service at the Stratford District Library? n=217

Year-on-year Between demographics
▲ Significantly higher ▲ Significantly higher
▼ Significantly lower ▼ Significantly lower

Stratford District Library- Comments



- *The children's area could be modified making it more attractive like the New Plymouth library.*
- *Limited space, not much variety of books. I am not aware of this if already existing, like doing a project of a book exchange.*
- *It could do with a quieter carpet.*
- *It would be good to have the Taranaki libraries networked so you can share the books around the district. You can order a book in Stratford and have it sent over from New Plymouth. It could be a great network setup for the entire district.*
- *An amazingly small number of books of quality, many flashy ones, and many politically correct ones. It is more an indoctrination center than a library.*



- *Love the Stratford library. The ladies are beyond helpful, kind and lovely. They are so helpful and knowledgeable. It is clean, tidy and just a great place to visit. 10/10.*
- *Always lovely staff that are helpful and willing to go that extra mile.*
- *For a small town, the library is great. I also love the fact that we can easily inter-loan from other South Taranaki libraries.*
- *Great staff, very helpful and knowledgeable.*
- *An amazing asset to our community. The ladies are absolutely lovely. Great variety of books to borrow.*
- *I love the summer reading programme for kids.*
- *We love the library, there is an enormous range of books. The staff is friendly and welcoming. My children love all the events we go to at the library.*

NOTES:

1. Sample: 2023 n=421; Excludes don't know responses.
2. LIB4. Are there comments you would like to make about the Stratford District Library? n=75

Between demographics

Significantly higher
Significantly lower



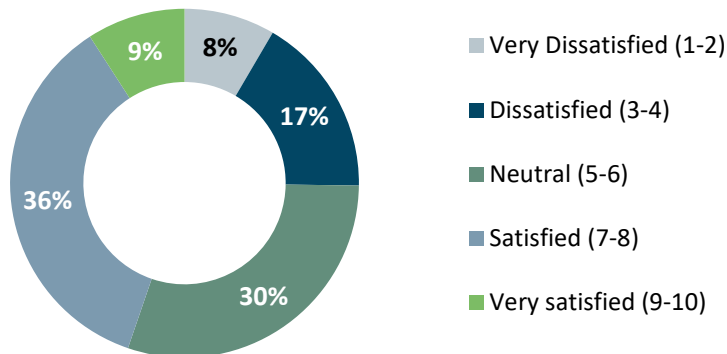
Value for money



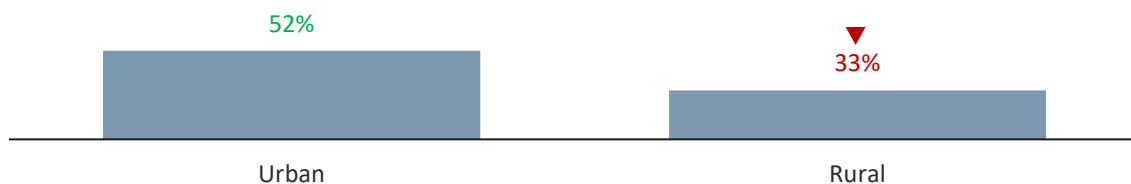
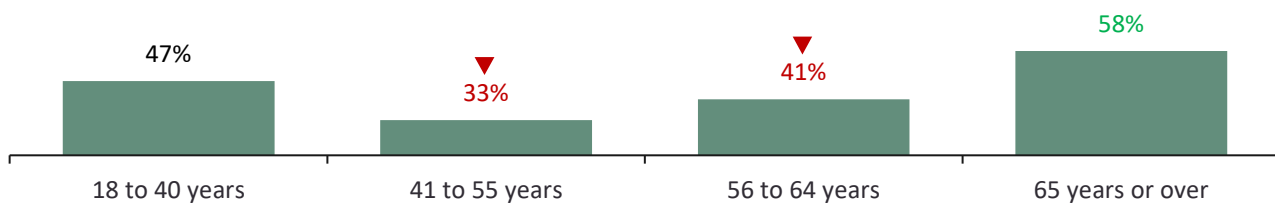
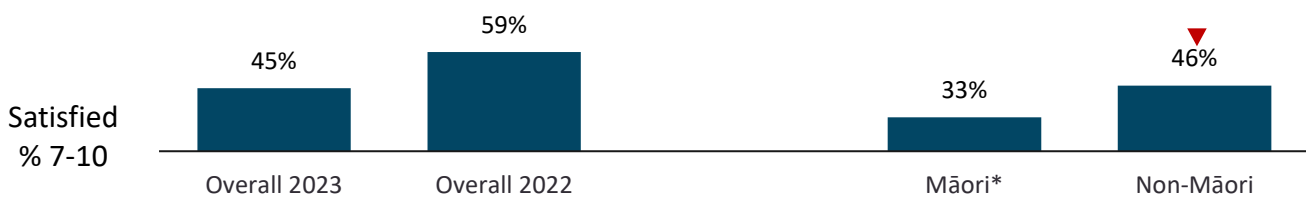
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Value for money



- 45% of residents expressed satisfaction with *Value for money*
- Perceived *Value for money* in relation to the Council's services has declined over the year.



- Rural residents, and those aged 41-55 express lower satisfaction levels with this aspect of the council compared to other residents.

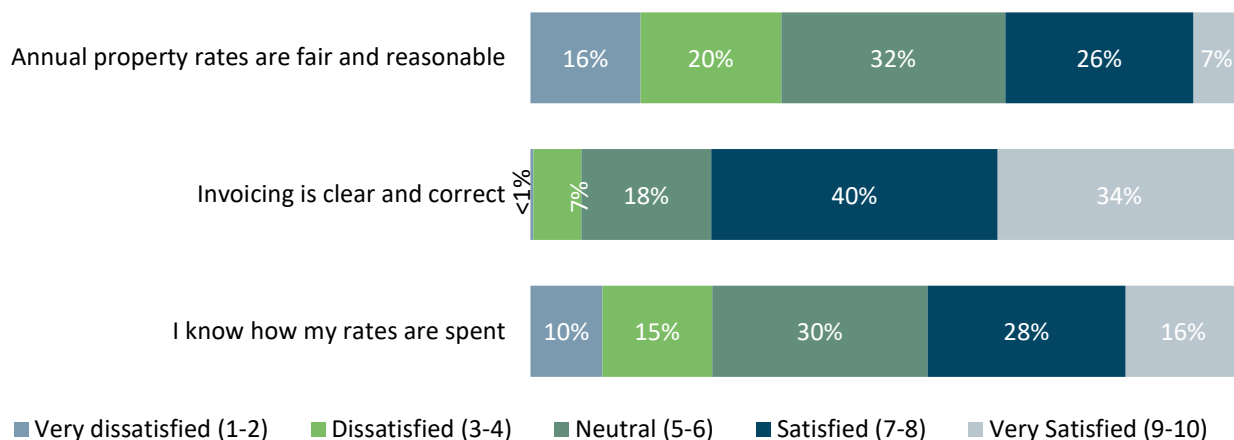
NOTES:

1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
2. VM3. Thinking about everything Stratford District Council has done over the past twelve months and what you have experienced of its services and facilities, how satisfied are you with how rates are spent on services and facilities provided by Council, and the value for money you get for your rates? n=308

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Value for money



Scores with % 7-10	2023	2022	Māori	Non-Māori
Annual property rates are fair and reasonable	33% ▼	46%	18%	35% ▼
Invoicing is clear and correct	75% ▼	82%	65%	75% ▼
I know how my rates are spent	44% ▼	61%	30%	45% ▼

Scores with % 7-10	Urban	Rural
Annual property rates are fair and reasonable	34%	32%
Invoicing is clear and correct	77%	70% ▼
I know how my rates are spent	50%	35% ▼

- All measures related to *Value for money* have significantly decline year-on-year. Despite the decline, *Invoicing being clear and correct* scores relatively high at 75%.
- Residents from Urban areas are significantly more satisfied with *How rates are being spent* than those in Rural areas (50% and 35% respectively).
- One third of respondents (33%) are satisfied that their *Annual rates are fair and reasonable*.

NOTES:

1. Sample: 2023 n=421; 2022 n=413 Excludes 'Don't know' responses
2. VM2. How strongly do you agree or disagree with the following statements? VM2_1 n=316 VM2_2 n=317 VM2_3 n=308

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower



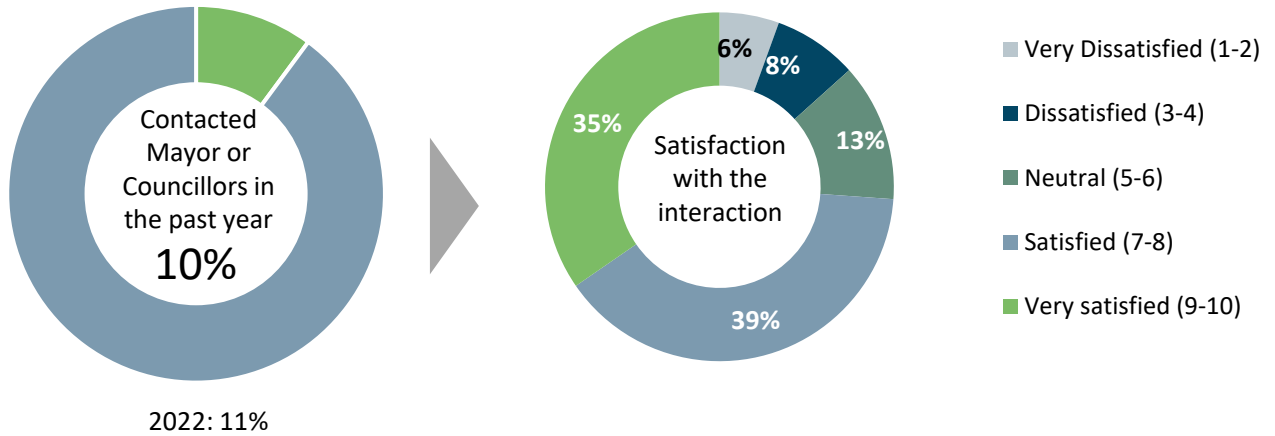
Governance, and sense of community



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Contacting the Mayor or the Councillors



- At least one in ten residents (10%) have *Contacted the Mayor or Councillors in the past year*.
- Among those who made contact, 74% expressed satisfaction with their interaction with the Mayor or Councillors

The decisions made by the Council represent the best interest of the District.



■ Strongly disagree (1-2) ■ Disagree (3-4) ■ Neutral (5-6) ■ Agree (7-8) ■ Strongly agree (9-10)

- More than half (56%) of the respondents agree that *The decisions made by the Council represent the best interest of the District*.

Scores with % 7-10	2023	2022	18-40 yo	41-55 yo	56-64 yo	65+ yo
The decisions made by the Council represent the best interest of the District.	56%	65%	56%	44%▼	63%	66%

Scores with % 7-10	Māori	Non-Māori	Urban	Rural
The decisions made by the Council represent the best interest of the District.	65%	55%▼	60%	51%

- Satisfaction with *The decisions made by the Council represent the best interest of the District* is lowest amongst rural residents and those aged 41-55.

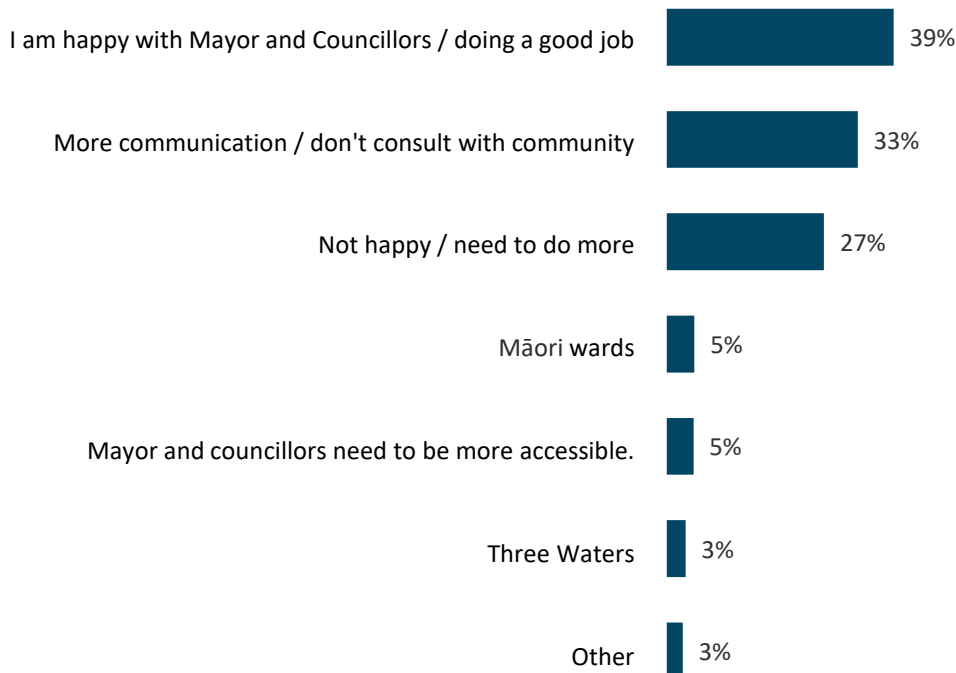
NOTES:

1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
2. GOV2. Have you contacted the Mayor or the Councillors in the past year? n=413
3. Contacted n=40
4. GOV3. How did you find their interaction with you? n=40
5. GOV1. Using the same scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how strongly do you agree that the decisions made by the Council represent the best interests of the District? n=362

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Comments on Stratford District Council's governance



- Nearly four in ten respondents who made comments (39%) are *Happy with the Mayor and Councillors*, believing that they are *Doing a good job*.



- Talk to people with common sense before going ahead with works, use local trades if you can't even shop local how can you expect the residents to.
- Addressed issues raised not only by the community and potholes.
- The Council makes decisions without taking into account the thoughts, ideas or feelings of the people of Stratford.
- Listen more and talk less.
- Actually focus on what people want. Because of lack of electoral competition.
- I feel like there should have been more communication between the council and the swimming families/community.
- Council needs to be progressive. Direction for the next 100 years.

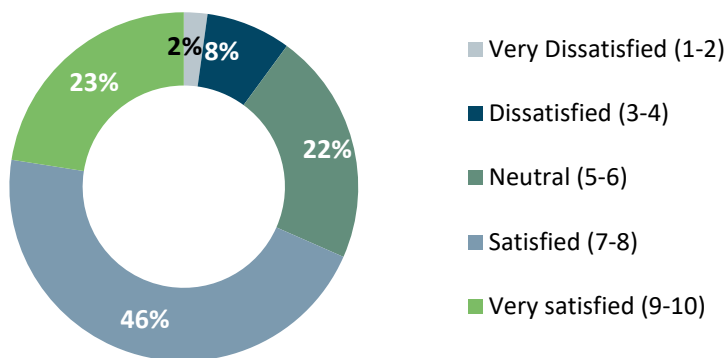


- I found the Mayor very helpful on a roading issue some years ago.
- From previous experience, Neil Volske is an excellent leader, role model and advocate.
- He does a great job.
- They have a good cross-section of people.
- The mayor is effective.
- I am very happy with what the council is doing.
- Great to see racism was taken out of the equation and Māori wards adopted. That is a huge step forward.
- SDC seems a lot more 'for the people' than NPDC, shown by the extra work done to lower rates increase this year. Very impressed.

NOTES:

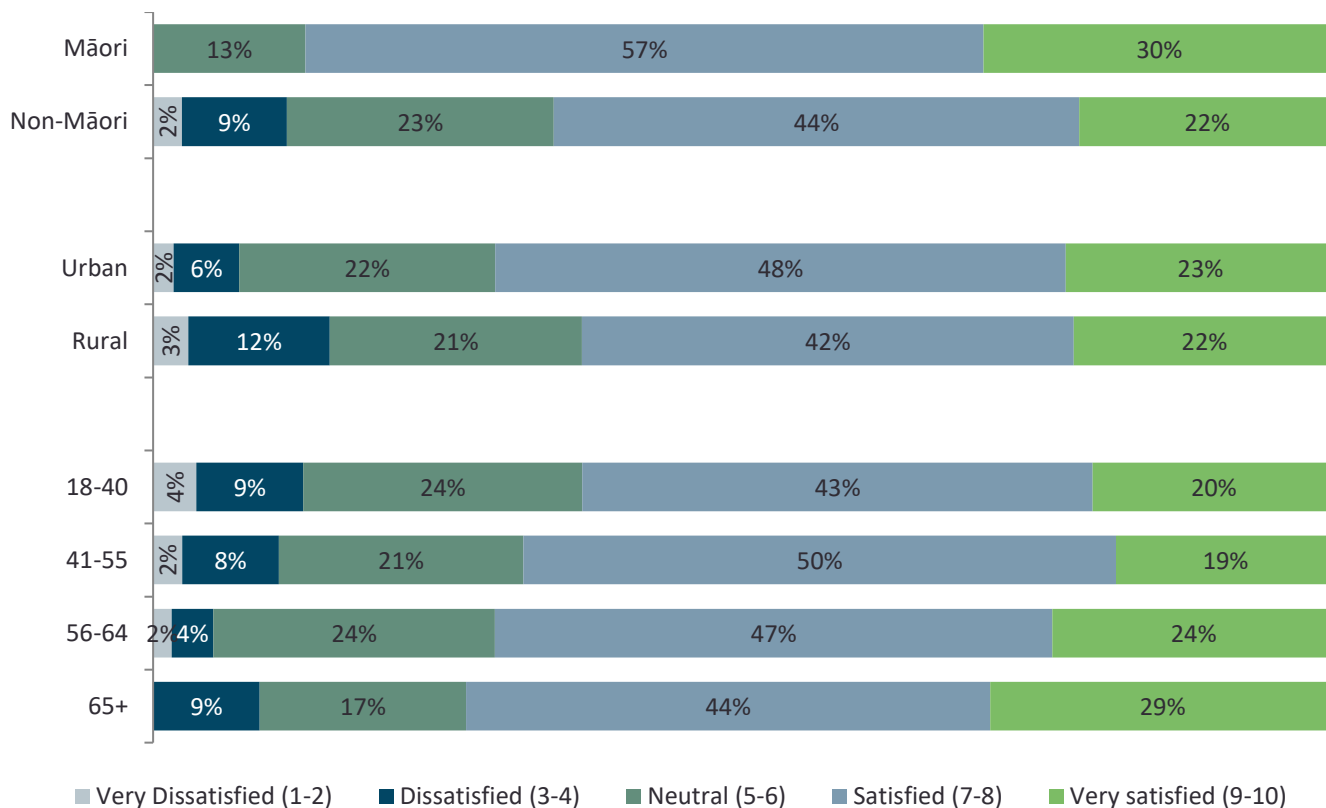
- Sample: 2023 n=421; Excludes don't know responses.
- GOV4. Are there comments you would like to make about Stratford District Council's governance? n=60.

Council's role in supporting community development



- Nearly seven in ten (68%) either *Satisfied* (46%) or *Very Satisfied* (23%) with the *Council's role in supporting community development*.

Satisfaction (% 7-10)	2023	2022
Supporting community development	68%	74%

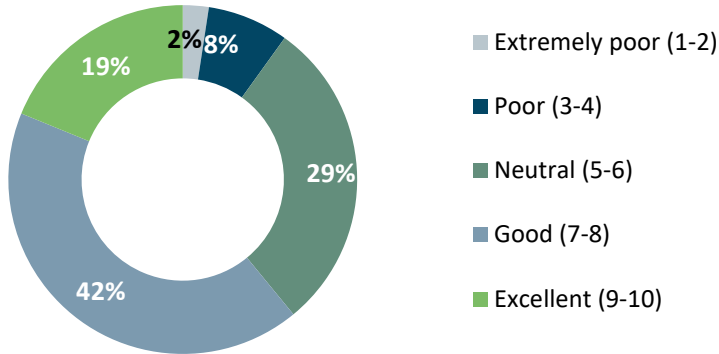


- Only a very small proportion of respondents are dissatisfied in the *Council's role in supporting community development* (10%).
- There is no significant difference between ethnicity or location.

NOTES:

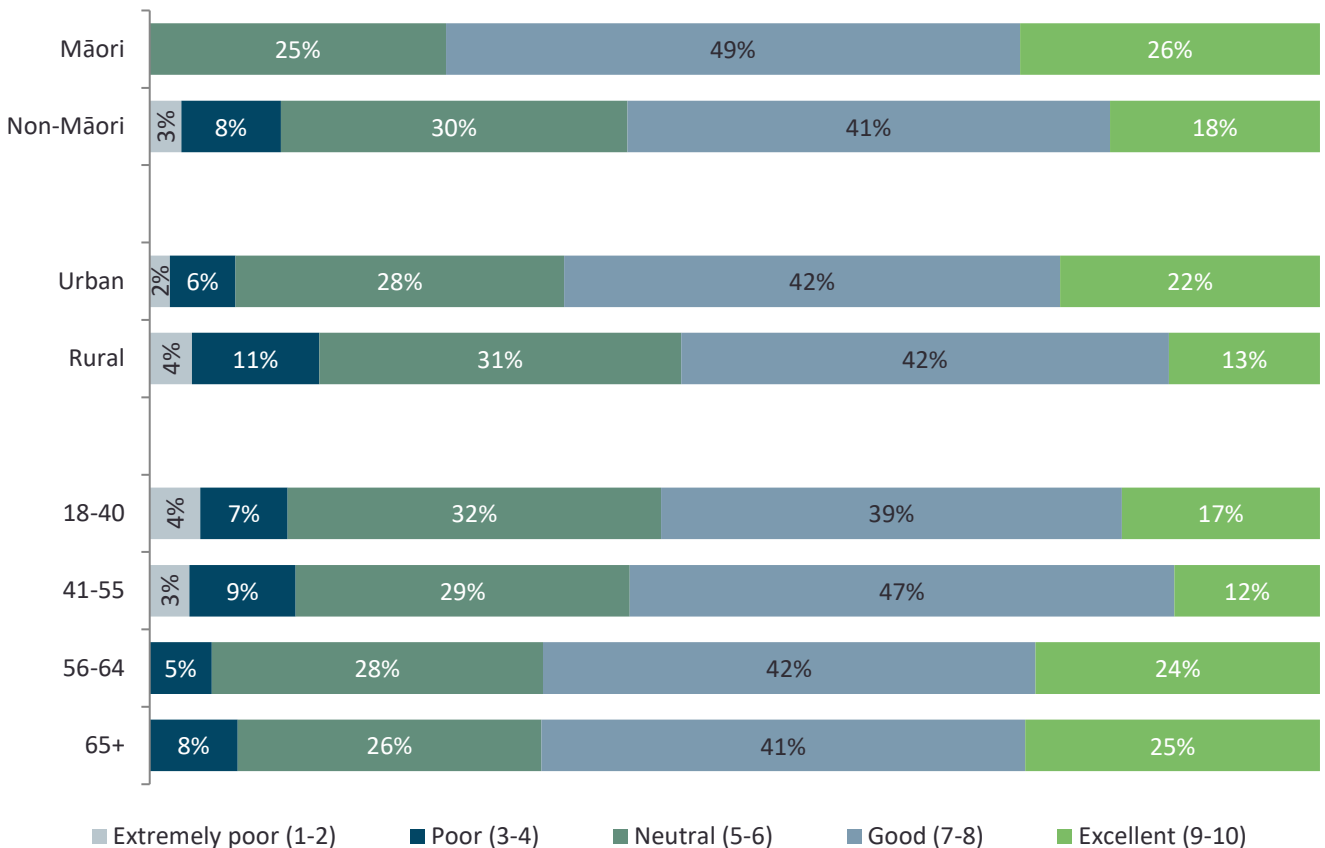
- Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
- CS1. Using a scale of 1 to 10 where 1 is 'very dissatisfied' and 10 is 'very satisfied', how satisfied are you with the Council's role in supporting community development in the Stratford District? n=348.

Council's ability to create a sense of community



• Over six in ten respondents (61%) rated *The Council's ability to create a sense of community spirit* either *Good* (42%) or *Excellent* (19%). This represents a significant decrease since the 2022 survey results.

Satisfaction (% 7-10)	2023	2022
Sense of community	61% ▼	71%



• The perception that the *Council creates a sense of community spirit* remains high across location and ethnicities however, residents that identify as Māori are the strongest supporters of this idea rating *The Council's ability to create a sense of community spirit* either *Good* (49%) or *Excellent* (26%).

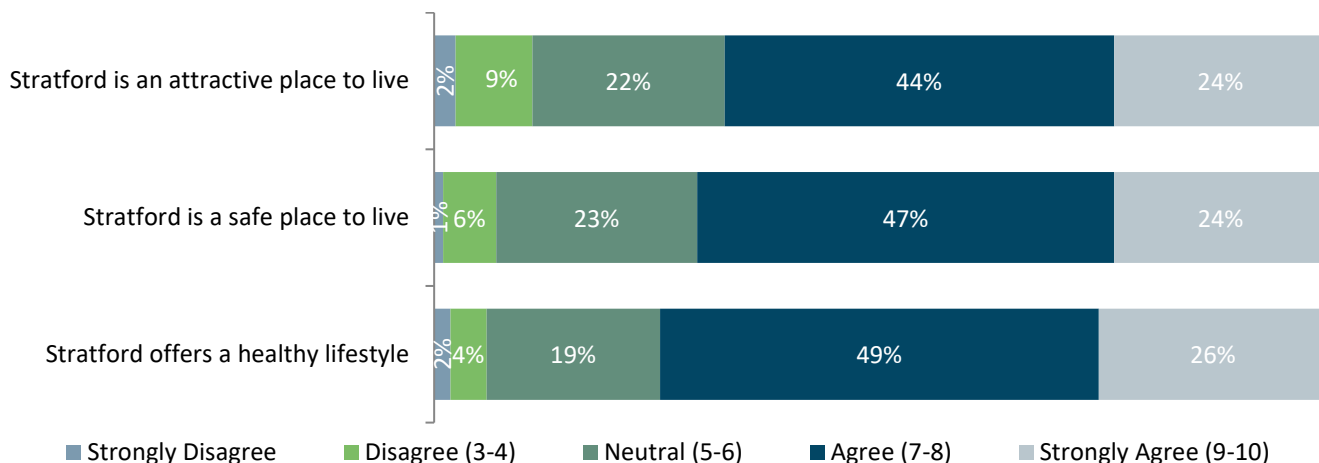
NOTES:

1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
2. CS2. Using a scale of 1 to 10 where 1 is 'poor' and 10 is 'excellent', how do you rate Council's ability to create a sense of community in the Stratford District? n=364

Between demographics

Significantly higher
Significantly lower

Sense of community



Scores with % 7-10	Scores with % 7-10					
	2023	2022	Māori	Non-Māori	Urban	Rural
Stratford is an attractive place to live	67% ▼	77%	70%	67% ▼	73%	58%
Stratford is a safe place to live	71% ▼	77%	72%	70% ▼	74%	65%
Stratford offers a healthy lifestyle	75% ▼	81%	68%	76%	77%	71%

Scores with % 7-10	Scores with % 7-10			
	18-40 years	41-55 years	56-64 years	65+ years
Stratford is an attractive place to live	63%	62% ▼	68%	80%
Stratford is a safe place to live	63%	64%	79%	83%
Stratford offers a healthy lifestyle	62% ▼	75%	82%	89%

- Compared with 2022, respondents scored Stratford significantly lower as an *Attractive* (67%) *Safe* (71%) or *Healthy* (71%) place to live.
- Those aged 65+ are strong proponents for Stratford with 80% agreeing that Stratford is an *Attractive place to live* and 89% that it offers a *Healthy lifestyle*.
- Urban residents agree significantly more than rural residents that Stratford is an *Attractive and safe place to live* (73% and 74% respectively).

NOTES:

1. Sample: 2023 n=421; 2022 n=413 Excludes 'Don't know' responses
2. SC1. Using a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how strongly do you agree or disagree with the following statements? SC1_1 n=412 SC1_2 n=412 SC1_3 n=401

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Areas for improvement

Top Priorities	
Refresh Broadway / town Centre (more shops, more variety)	34%
Improve roading, road visibility and safety	23%
More activities / events	14%
Better maintenance of our outdoor spaces and more events and activities	9%

The top priorities are:

- *Refresh Broadway / Town Centre*
- *Better roading / improve road visibility at roundabouts*
- *More activities / events*

NOTES:

1. Sample: 2023 n=421; Excludes don't know responses.
2. SC2. What are three areas for improvement you would suggest for the Stratford District? n=371

Community Development: Comments



- One quarter (25%) of the residents who offered comments expressed a desire for *The Council to listen and be involved with the community.*



- *It's a strong sense of community but feel they pushing Māori onto everyone.*
- *Council seems to be behind the times, or scared to get behind the views of the younger generation living in Stratford.*
- *I have met people feeling isolated by the use of te reo. Please ensure English translations are always well displayed.*
- *Mayors taskforce needs to be more publicised.*
- *They need more staff who care and fewer consultants that don't.*
- *Don't just help the rich and the poor, middle-class people matter too.*
- *There is no evidence of there being a longer-term strategy regarding community development. There is no passion for a sense of community or such communicated by council.*



- *Activities like the bike park anniversary were great. The Scarecrow Trail is also really fun and involves the community. Great presence on social media lately to. Good work.*
- *The Mayor is very visible and approachable. This helps. The new bike park and courts are a great place for families to meet. Community there.*
- *Good sense of community, the town centre lawn or events area could be improved.*
- *Be good to see the motor sport park build start.*
- *Stratford District Council is forward-thinking and proactive when it comes to community development.*
- *An excellent idea that the mayor invites new residents to a get together.*
- *We love the sense of community and having a stable and sensible council.*

NOTES:

1. Sample: 2023 n=421; Excludes don't know responses.
2. SC3. Are there comments you would like to make about Stratford's sense of community and Council's role in community development? n=67



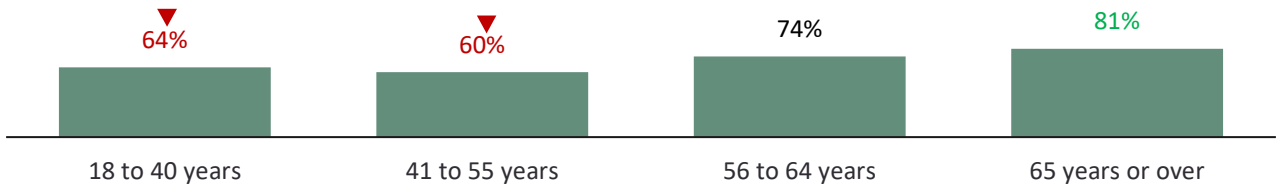
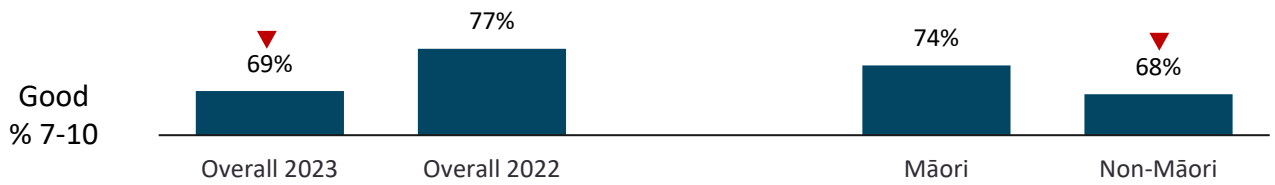
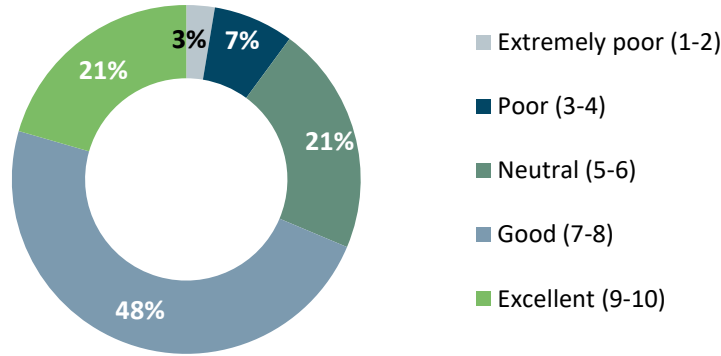
Image and reputation



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Overall reputation



- Council's Reputation score has significantly decreased (-8%) since the 2022 study.
- One in ten residents (10%) have rated the Overall reputation of the Council as Poor (1-4 out of 10).
- The Reputation score has declined across all age groups.

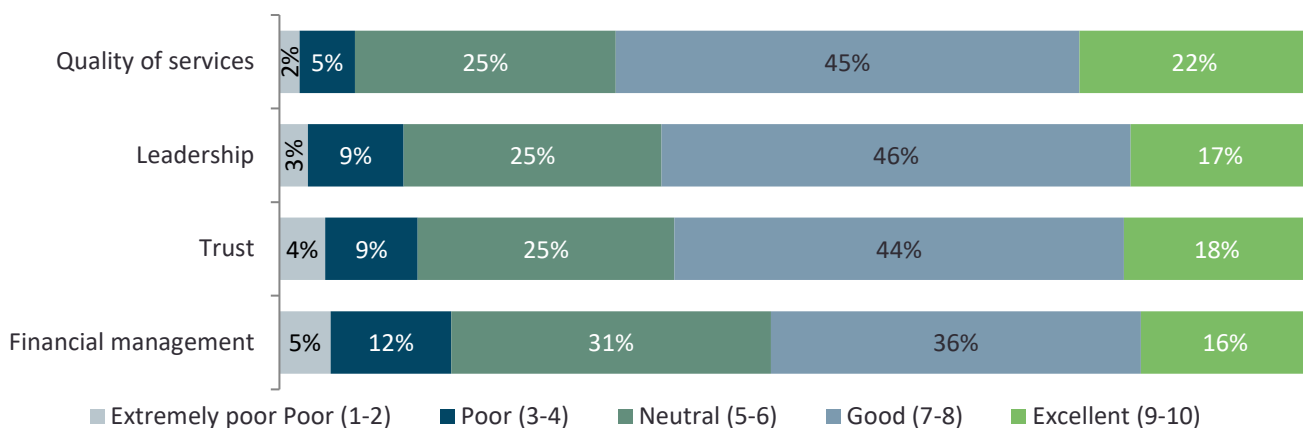
NOTES:

1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
2. REPS. Everything considered, leadership, trust, financial management and quality of services provided, how would you rate the Stratford District Council for its overall reputation? n=378

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Leadership and decision making - satisfaction



Scores with % 7-10	2023	2022	18-40 yo	41-55 yo	56-64 yo	65+ yo
Quality of services	67% ▼	76%	65%	58% ▼	71%	78%
Leadership	63% ▼	71%	63%	56% ▼	66%	69%
Trust	62%	66%	63%	51%	65%	70%
Financial management	52% ▼	68%	48% ▼	39% ▼	61%	69%

Scores with % 7-10	Māori	Non-Māori	Urban	Rural
Quality of services	71%	67% ▼	72%	60% ▼
Leadership	75%	62% ▼	68%	55% ▼
Trust	70%	61%	65%	56%
Financial management	51%	52% ▼	59%	41% ▼

- All measures related to *Reputation* have had a decrease in satisfaction, significantly *Quality of services*, *Leadership*, and *Financial management*.
- The 65+ age bracket have a consistently higher perception of the *Council's leadership* and decision making when compared to the younger age brackets.
- There is significant variation between demographic groups in terms of satisfaction with the Council's reputation-related measures. Those aged 41-55, living in rural areas and non-Māori respondents were most dissatisfied.

NOTES:

1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
2. REP1. When you think about Council's role in creating a great district, how it promotes economic development, being in touch with the community and setting clear direction, how would you rate the Council for its leadership? n=361
3. REP2. Thinking about how open and transparent Council is, how council can be relied on to act honestly and fairly, and their ability to work in the best interests of the district, overall, how would you rate the Council in terms of the faith and trust you have in them? n=365
4. REP3. Now thinking about the Council's financial management – how appropriately it invests in the district, how wisely it spends and avoids waste, and its transparency around spending, how would you rate the Council overall for its financial management? n=347
5. REP4. When you think about everything that Council does, how would you rate the Council for the quality of the services and facilities they provide the Stratford District? n=394

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower



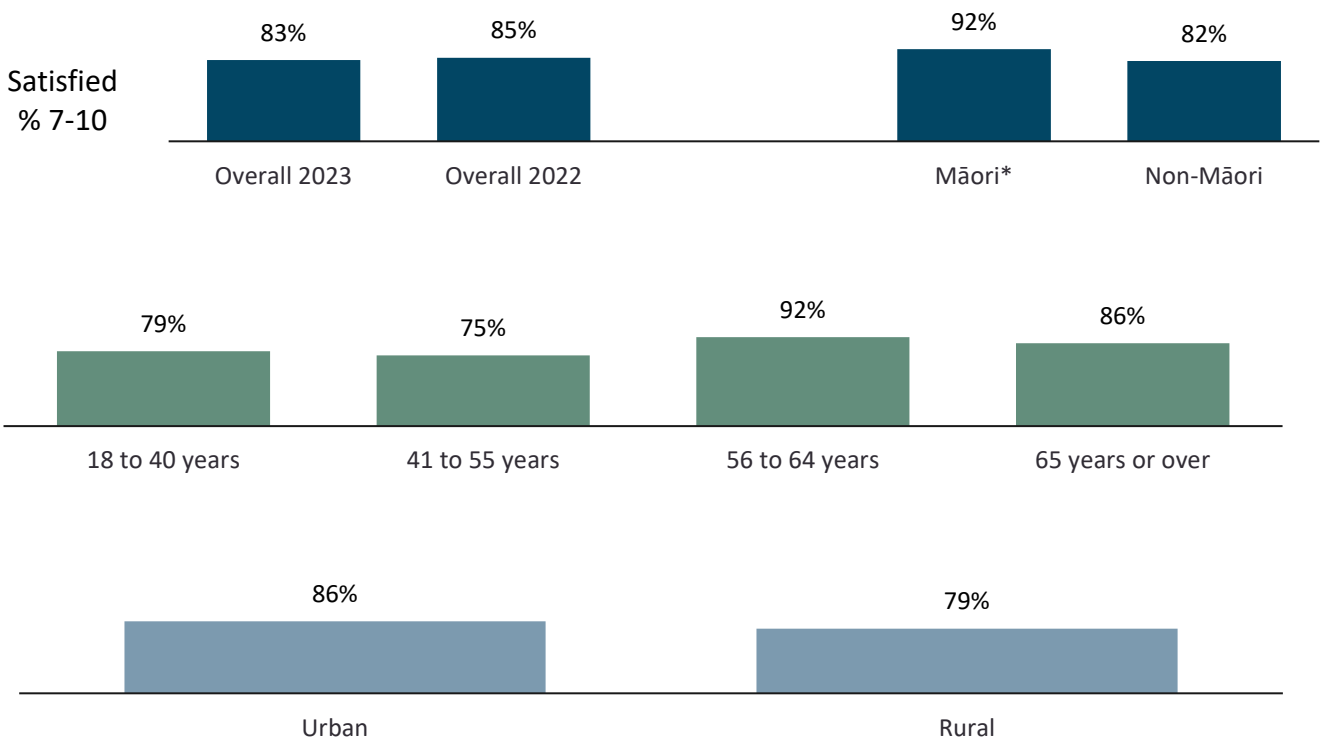
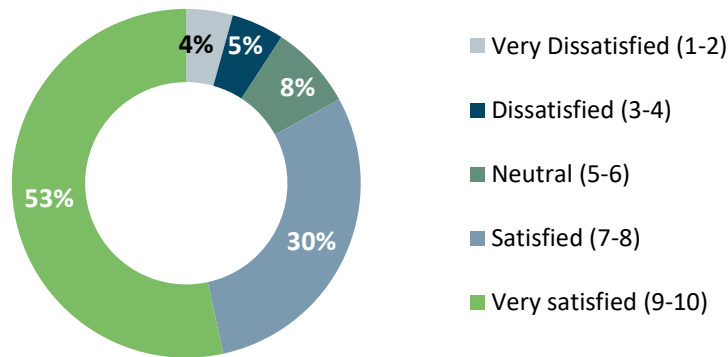
Interactions with the Council



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Overall handling of the enquiry



- Satisfaction with the *Overall handling of enquiry* has remained consistently high year-on-year at 83%. Respondents rated their customer experience as either Satisfied (30%) or Very Satisfied (53%).
- There is no significant variation in satisfaction between age groups, ethnicity or location.

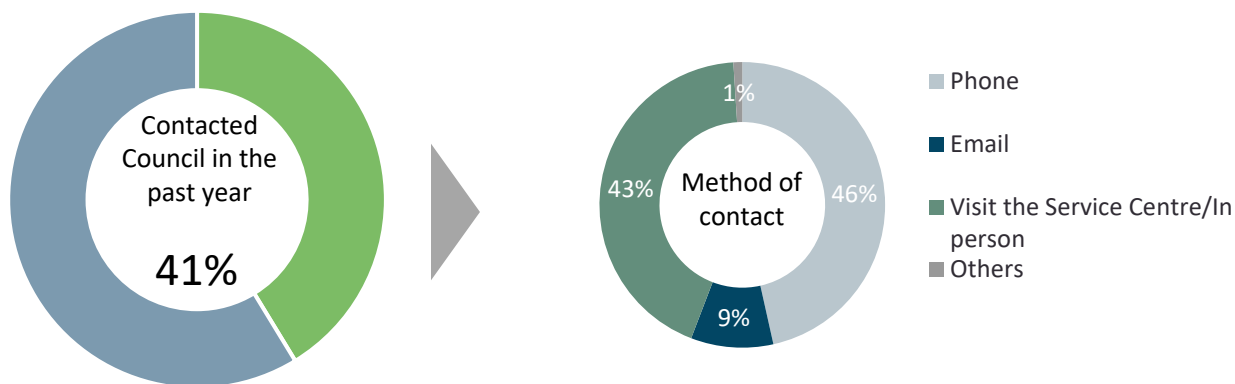
NOTES:

1. Sample: 2023 n=421; 2022 n=194; Excludes don't know responses.
2. Made enquiry n=171
3. CSERV4. On a scale of 1 to 10 where 1 is very dissatisfied and 10 is very satisfied, how satisfied are you with the overall performance of Council staff in handling your request or enquiry? n=171

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Contact with the Council



	2023	2022	18-40 yo	41-55 yo	50-64 yo	65+ yo
Contacted Council	41%	40%	25%	41%	53%	58%
Phone	46%	49%	67%	44%	42%	37%
Via email	9%	8%	5%	27%	2%	2%
Visit the Service Centre/In person	43%	43%	27%	29%	53%	59%
Others	1%	-	-	-	3%	2%

	Māori	Non-Māori	Urban	Rural
Contacted Council	29%	43%	41%	41%
Phone	49%	46%	45%	49%▼
Via email	-	10%	7%	13%
Visit the Service Centre/In person	42%	43%	47%	36%
Others	9%	1%	1%	2%

- Almost half (46%) of those who have *Contacted Council* have done so via *Telephone*, followed by *Visiting the Service Centre/In person* at 43%.
- Younger residents (18-40) are least likely to make enquiries *In person* and opted for *Telephone*.

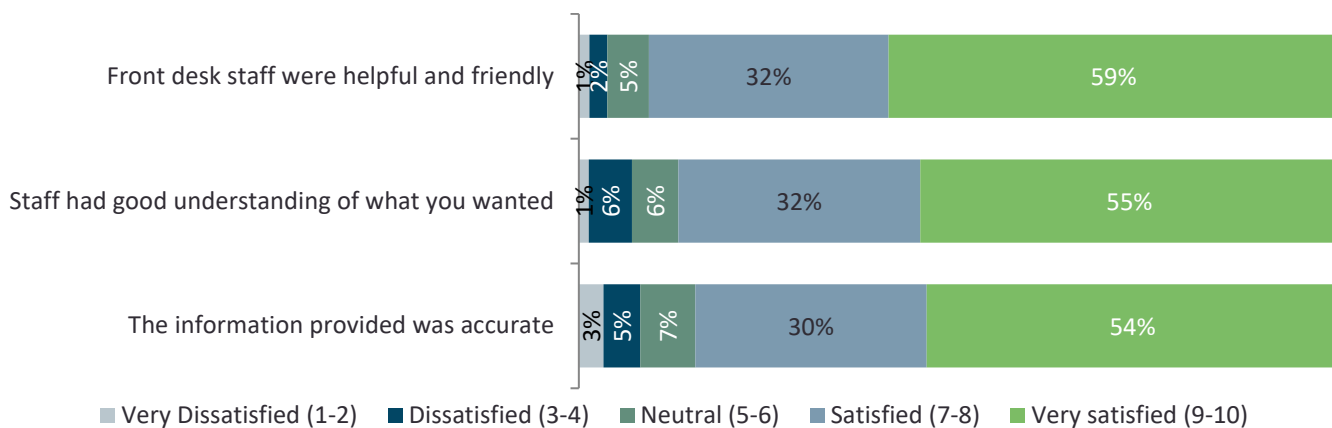
NOTES:

1. Sample: 2023 n=421; 2022 n=394; Excludes don't know responses
2. CSERV1. Have you contacted Council's Service Centre over the last year? n=414
3. Made enquiry n=171
4. CSERV2. How do you prefer to contact Council? n=172

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Convenience



Scores with % 7-10	2023	2022	18-40 yo	41-55 yo	56-64 yo	65+ yo
Front desk staff were helpful and friendly	91%	95%	82%	90%	94%	94%
Staff had good understanding of what you wanted	87%	90%	80%	82%	94%	91%
The information provided was accurate	85%	91%	74%	82%	90%	91%

Scores with % 7-10	Māori	Non-Māori	Urban	Rural
Front desk staff were helpful and friendly	92%	91%	94%	86%
Staff had good understanding of what you wanted	92%	86%	90%	81%
The information provided was accurate	92%	84% ▼	87%	81%

- Almost all residents who had contact with the customer service are satisfied with *Staff being helpful and friendly* (91%), *Staff understanding the query* (87%) and *The accuracy of information provided* (85%).
- Satisfaction is consistently high across all demographics.

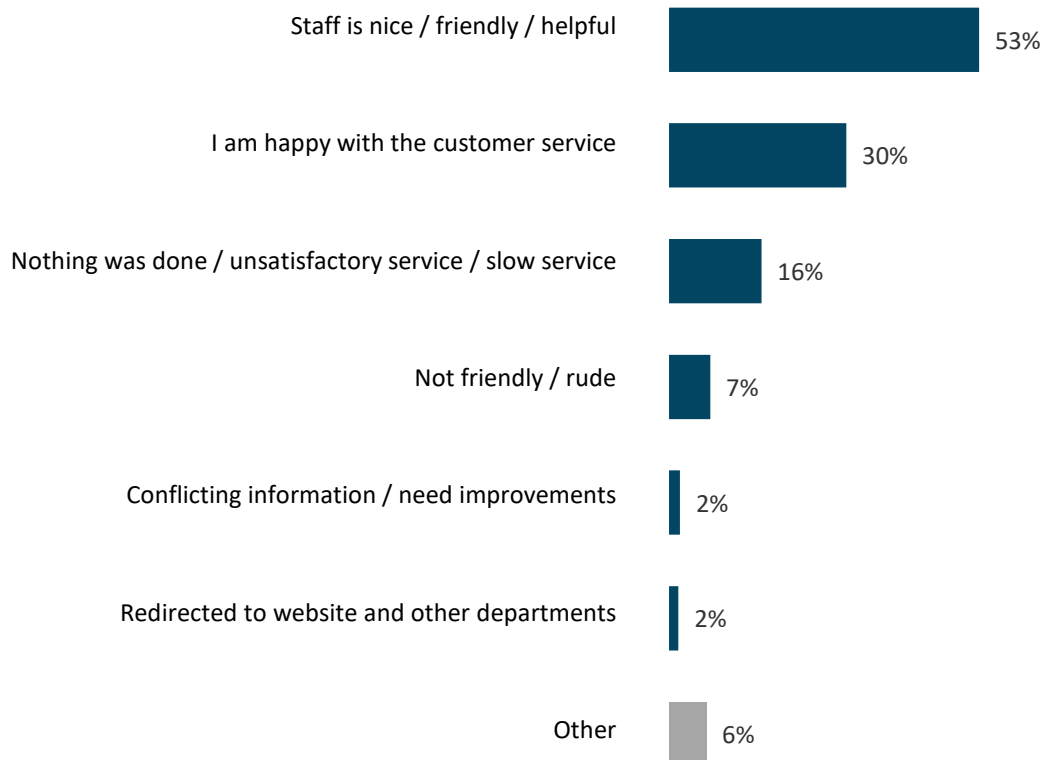
NOTES:

1. Sample: 2023 n=421; 2022 n=413; Excludes don't know responses
2. Made enquiry n=171
3. CSERV3. Using a scale of 1 to 10 where 1 is strongly disagree and 10 is strongly agree, how strongly do you agree or disagree with the following statements? n=168

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Areas for improvement



- Train your front desk workers, as they are not very knowledgeable.
- Reply to emails.
- Most of the time when I ring, the person I want is unavailable and out.
- Staff need to achieve some understanding of levies before inflicting themselves on the public.
- I have to chase up, I don't get feedback on my questions, they don't want to meet face to face.
- They need to know the rules of each section of town. We are still waiting for our complaint to be sorted out and the first time we rang, no one there knew anything about business regulations and licensing.



- Great and helpful staff, especially Linda Lee, she's great.
- Very helpful. Many thanks.
- Friendly and professional when paying rates.
- Helpful and informative.
- Excellent customer service, thanks to all staff for their patience.
- They are usually very helpful and nice.
- I've dealt with Dixie and Linda who were friendly and knowledgeable.
- The customer service team always goes the extra mile to get what you want and need.

NOTES:

1. Sample: 2023 n=421; Excludes don't know responses.
2. CSERV5. Are there comments you would like to make about Council's customer service? n=52



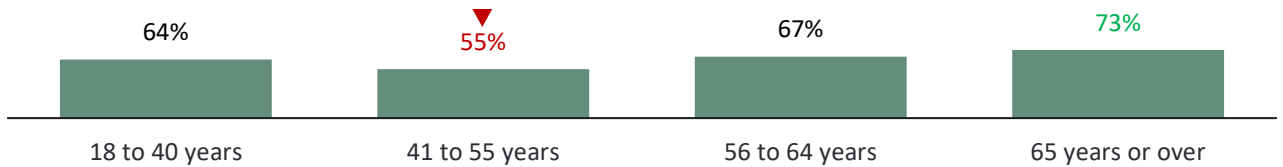
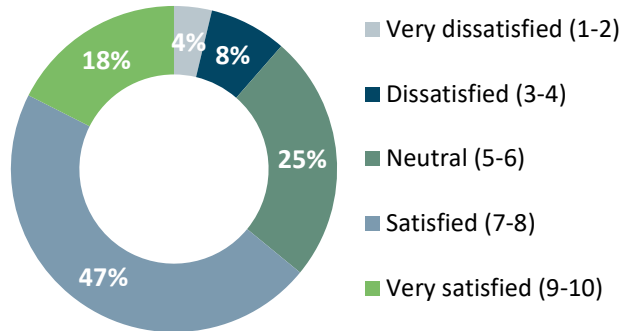
Overall sentiment



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Direction of the District



- There is a slight decrease in satisfaction with the *Direction the district is headed* (from 71% to 64%).
- Residents in urban areas are more likely to agree (68%) that the *District is headed in the right direction* than residents in rural areas (57%).

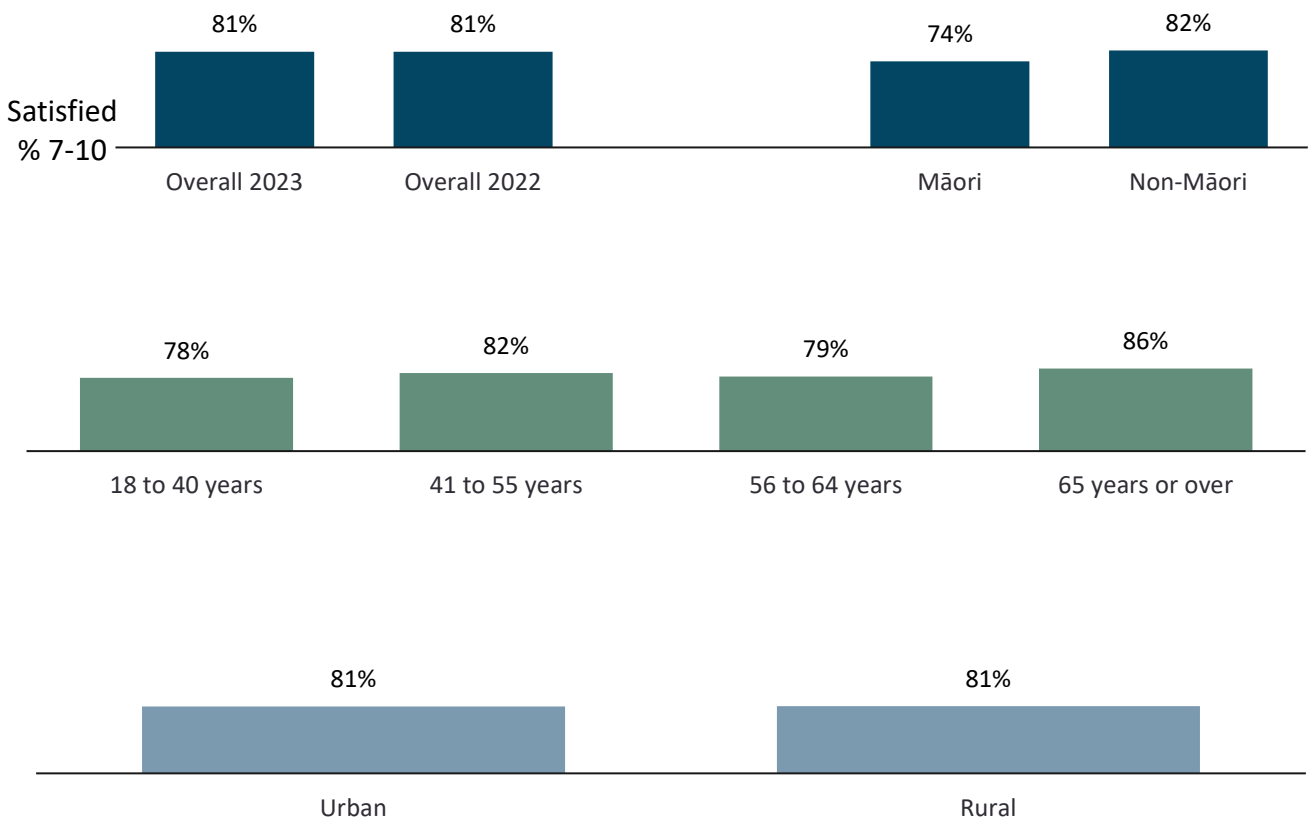
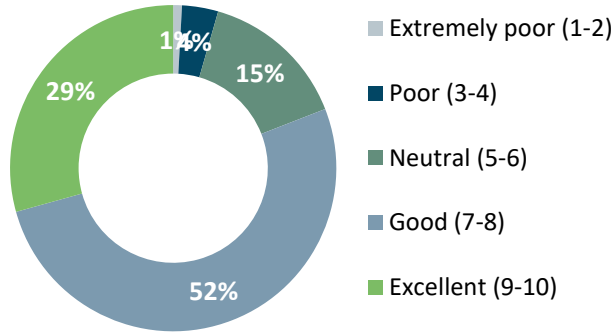
NOTES:

1. Sample: 2023 n=421; 2022 n= 413; Excludes don't know responses.
2. OV3. Using a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how strongly do you agree or disagree with the following statement about the District? n=392

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Overall well-being



- Self reported *Overall well-being* in Stratford is very high, with more than four in five residents (81%) rating their well-being as Good or Excellent, a consistent satisfaction score year-on-year.

NOTES:

- Sample: 2023 n=421; 2022 n=413; Excludes don't know responses.
- OV2. Using a scale of 1 to 10 where 1 is 'poor' and 10 is 'excellent', how would you rate your overall wellbeing? n=395

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower



Sample profile



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Demographics

Gender



	Male	Female
Weighted	49%	51%
Unweighted	47%	53%

Age (weighted)

Unweighted

Age Group	Weighted	Unweighted
18 to 40 years	35%	36%
41 to 55 years	26%	24%
56 to 64 years	16%	16%
65 years or over	23%	24%

Ethnicity (weighted)

Unweighted

Ethnicity	Weighted	Unweighted
Māori	11%	12%
Non-Māori	89%	88%

Length of time lived in Stratford district (weighted)

Unweighted

Length of time	Weighted	Unweighted
2 years or less	10%	10%
3 to 5 years	14%	14%
6 to 10 years	13%	13%
11 years or more	63%	63%
Unsure	1%	1%

Ward (weighted)

Unweighted

Ward	Weighted	Unweighted
Urban	62%	67%
Rural	38%	33%

Pay Rates (weighted)

Unweighted

Pay Rate	Weighted	Unweighted
Yes	79%	79%
No	11%	11%
Renting	10%	10%

Demographics (counts)

Male	199
Female	222

Māori	50
Non-Māori	371

Urban	283
Rural	138

18 to 40 years	150
41 to 55 years	101
56 to 64 years	69
65 years or over	101

2 years or less	40
3 to 5 years	60
6 to 10 years	54
11 years or more	262
Unsure	3



Appendices



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Overall measures (showing proportion of respondents scoring % 7-10 and mean scores)

		2023 (Satisfied % 7-10)	2022 (Satisfied % 7-10)	2023 (Mean score)	2022 (Mean score)
RC4	Overall satisfied with the council's recycling collection service	87%	84%	8.3	8.2
SP3	Overall satisfied with the District's sports grounds	85%	83%	7.8	7.9
RC2	Overall satisfied with the council's rubbish collection service	83%	83%	8.0	8.1
TSB3	Overall satisfied with the level of service at the aquatic centre	84%	-	8.1	-
OV2	Overall wellbeing	81%	81%	7.7	7.9
PT3	Overall satisfied with the District's public toilets	67%	68%	7.3	7.4
LIB3	Overall satisfied with the level of service at the Stratford District Library	96%	97%	9.1	9.1
CEM2	Overall satisfied with the level of service provided in the District's cemeteries	68%	70%	7.1	7.2
PW3	Overall satisfied with the District's parks and walkways	90%	92%	8.2	8.4
VIC3	Overall satisfied with the level of service at the Visitor Information Centre	94%	96%	8.7	8.7
CSERV4	Overall satisfied with the performance of Council staff in handling your request or enquiry	83%	85%	8.0	8.3
RF2	Overall satisfied with the Stratford district council footpaths	57%	61%	6.5	6.6
OV3_1	You're confident that the district is going in the right direction	64%	71%	6.9	7.1
REP5	Overall reputation	69%	77%	7.0	7.4
RF1	Overall satisfied with the residential and rural roads in the Stratford District	30%	39%	4.9	5.6
OV1	Overall satisfied with the Stratford District Council	57%	69%	6.6	7.0
VM3	Overall value for money	45%	59%	5.9	6.5

Overall measures (showing proportion of respondents scoring % 7-10 and mean scores)

		2023 (Satisfied % 7-10)	2022 (Satisfied % 7-10)	2023 (Mean score)	2022 (Mean score)
ES3_2	Service from council, made during After hours service (from 4.30pm until 8am) - Noise	79%	25%	8.0	5.4
PT2_8	Morgan's Grave public toilets	63%	14%	6.3	5.0
ES2_6	Service from council, made during Business hours service (from 8am until 4.30pm) - Alcohol Licensing	100%	52%	9.6	7.4
ES2_8	Service from council, made during Business hours service (from 8am until 4.30pm) - Other request	81%	54%	7.8	6.6
ES2_7	Service from council, made during Business hours service (from 8am until 4.30pm) - Parking	34%	19%	5.3	5.1
PT2_7	Whangamomona public toilets	61%	55%	7.1	6.5
PW2_8	Service provided in the District's parks and walkways - Three Bridges Trail	93%	91%	8.4	8.4
ES3_3	Service from council, made during After hours service (from 4.30pm until 8am) - Other request	71%	69%	7.9	6.9
ES2_5	Service from council, made during Business hours service (from 8am until 4.30pm) - Food Control	100%	100%	7.7	10.0
PT2_4	Percy Thomson Complex public toilets	95%	96%	8.9	9.2
PT2_2	Centennial Restroom toilets	93%	95%	8.8	9.2
SP2_1	Service provided in the District's sports grounds - Victoria Park	82%	84%	7.8	7.9
PW2_3	Service provided in the District's parks and walkways - King Edward Park	88%	90%	8.2	8.4
PW2_4	Service provided in the District's parks and walkways - Playgrounds in Victoria or King Edward Park	90%	92%	8.3	8.5
PW2_9	Service provided in the District's parks and walkways - Carrington walkway	86%	88%	8.0	8.2
ES3_1	Service from council, made during After hours service (from 4.30pm until 8am) - Animal Control	48%	50%	5.1	6.8
COM5	Satisfied with how council keeps you informed	61%	63%	6.9	6.9
PW2_1	Service provided in the District's parks and walkways - Victoria Park	88%	91%	8.1	8.4
PW2_7	Service provided in the District's parks and walkways - Western Loop walkway	87%	90%	7.9	8.1
CSERV3_2	Staff had good understanding of what you wanted	87%	90%	8.3	8.6
CSERV3_1	Front desk staff were helpful and friendly	91%	95%	8.5	8.8
PT2_6	TET Stadium public toilets	50%	54%	6.3	6.5
PW2_2	Service provided in the District's parks and walkways - Windsor Park	82%	86%	7.9	8.3
PW2_6	Service provided in the District's parks and walkways - Eastern Loop walkway	83%	87%	7.9	8.0
REP2	Trust	62%	66%	6.7	7.0

Overall measures (showing proportion of respondents scoring % 7-10 and mean scores)

		2023 (Satisfied % 7-10)	2022 (Satisfied % 7-10)	2023 (Mean score)	2022 (Mean score)
SP2_2	Service provided in the District's sports grounds - Swansea Road	78%	84%	7.6	8.2
CS1	Council's role in supporting community development in the Stratford District	68%	74%	7.1	7.3
PT2_9	Stratford Bike Park toilets	71%	77%	7.4	7.9
SC1_2	Stratford is a safe place to live	71%	77%	7.3	7.7
SC1_3	Stratford offers a healthy lifestyle	75%	81%	7.4	7.7
CSERV3_3	The information provided was accurate	85%	91%	8.2	8.6
VM2_2	Invoicing is clear and correct	75%	82%	7.6	8.0
ES2_4	Service from council, made during Business hours service (from 8am until 4.30pm) - Building Consents	41%	48%	5.6	6.0
REP1	Leadership	63%	71%	6.8	7.2
GOV1	Decisions made by the council represent the best interests of the District	56%	65%	6.6	6.9
REP4	Quality of the services and facilities	67%	76%	7.1	7.4
SP2_3	Service provided in the District's sports grounds - Page Street	75%	85%	7.5	8.0
CS2	Council's ability to create a sense of community in the Stratford District	61%	71%	6.9	7.2
SC1_1	Stratford is an attractive place to live	67%	77%	7.1	7.6
PW2_5	Service provided in the District's parks and walkways - Adrian Street Reserve	82%	93%	8.1	7.9
VM2_1	Annual property rates are fair and reasonable	33%	46%	5.2	5.8
ES2_2	Service from council, made during Business hours service (from 8am until 4.30pm) - Land Information Memorandum (LIMS)	69%	85%	7.3	7.7
REP3	Financial management	52%	68%	6.4	7.0
VM2_3	I know how my rates are spent	44%	61%	6.0	6.5
GOV3	Interaction with you	74%	91%	7.4	8.5
PT2_3	Exeloo toilets in Victoria Park	43%	61%	6.1	6.9
PT2_1	Town Centre toilets on Broadway	62%	82%	7.0	7.5
ES2_1	Service from council, made during Business hours service (from 8am until 4.30pm) - Animal Control	43%	63%	5.2	7.1
PT2_5	Kopuatama Cemetery public toilets	65%	86%	7.2	7.4
ES2_3	Service from council, made during Business hours service (from 8am until 4.30pm) - District Planning and Resource Consents	22%	70%	4.3	7.2

Historical comparison mean scores

Measure	2023	2022	2021	2020	2019
Overall roading	4.9	5.6	5.16	5.72	5.7
Footpaths	6.5	6.6	5.43	5.71	5.59
Rubbish service	8.0	8.1	7.28	7.67	7.88
Recycling service	8.3	8.2	7.18	7.62	7.85
Toilets					
Broadway	7.0	7.5	6.61	6.95	7.01
Centennial	8.8	9.2	7.61	6.96	6.94
Exeloo	6.1	6.9	5.99	5.95	6.42
Percy Thomson	8.9	9.2	7.67	7.94	8.28
TET	6.3	6.5	5.22	5.46	6.13
Whangamomona	7.1	6.5	5.45	6.15	6.21
Morgans grave	6.3	5	5.67	5.3	5.73
Kopuatama	7.2	7.4	6.02	6.15	5.94
Sportsground					
Victoria Park	7.8	7.9	6.74	7.21	7.19
Swansea	7.6	8.2	6.39	7.01	7.04
Page st	7.5	8	6.53	7.09	6.62
Cemeteries					
Kopuatama	7.1	7.4	6.72	6.66	6.81
Midhirst	7.9	3.7	5.97	6.19	5.72
Parks and Walkways					
Victoria park	8.1	8.4	7.16	7.26	7.2
Windsor	7.9	8.3	7.12	7.24	7.18
King edward	8.2	8.4	7.31	7.47	7.4
Victoria Page st playground	8.3	8.5	7.37	7.38	7.39
Eastern loop walkway	7.9	8	6.72	6.84	6.68
Western loop walkway	7.9	8.1	6.8	6.97	6.94
Three Bridges Trail	8.4	8.4	7.49	7.52	7.32
Carrington Walkway	8.0	8.2	7.05	7.28	7.1
Services					
Animal control	5.2	7.1	5.91	6.2	6.32
LIM	7.3	7.7	5.94	6.35	6.39
Planning/resource consent	4.3	7.2	5.16	6.36	6.14
Building consents	5.6	6	5.09	6.28	6.06
Liquor Licensing	9.6	7.4	6.21	6.51	6.25
Parking	5.3	5.1	6.12	6.89	6.45
After hours					
Animal control	5.1	6.8	5.32	6.01	6.05
Noise	8.0	5.4	5.65	6.21	6
Info Centre					
Info Centre	8.7	8.7	7.48	7.84	8.01
Library	9.1	9.1	8.2	8.29	8.3
TSB pool	-	7.9	6.95	7	7.07
Customer Service	8.0	8.3	7.64	7.74	7.86



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