

Introduction:

The Community Perceptions Monitor Study measures the perceptions of residents regarding various aspects of services that Council provides. The results of this study feed into the Tauranga City Council Long Term Plan process and allow Council staff to assess the performance of the Council against a set of pre-determined actions and performance levels.

To this end, Key Research has undertaken the annual Community Perceptions Study from 2006 to 2020 to gauge residents' perceptions of a number of Council services and initiatives.

Research Objectives:

To determine residents' satisfaction with various Council services and facilities.

To determine residents' perceptions about aspects of living, working and playing in Tauranga.

To identify progress towards Key Performance Indicators (KPIs) in Council's Annual Report.

To assess trends in perceptions and satisfaction through comparisons with previous survey results.

Methodology:

The 2020 annual study will target 600 responses from the residents in the Tauranga City Council area. In 2019/20 the data collection method was changed to postal to online.

Each wave's mail out quotas are applied according to age, gender and ward, to ensure that a representative sample of Tauranga City's population is achieved. The data is weighted to account for variances in the achieved quotas and to ensure that the sample reflects the population profile achieved.

Data collection will take place in three waves between November 2019 and June 2020.

The overall results have an anticipated margin of error of +/- 4.6% at the 95% confidence level.

Scores for 2018/19 and 2019/20 reporting periods exclude 'Don't know' responses.

The results for 2019/20 wave 1 are interim and based on the sample of n=200. Data collection has taken place between 04 Nov and 09 Dec 2019.

Press the summary button below to proceed to the overall summary page. From that page you can then navigate further to within each measured area.

Use the drop down menus to display the results by Ward or by Total.

[Summary](#)

Areas with most improvement:

Total		2019 W3	2020 W1	Change
1	Tauranga has enough parks or green spaces	71%	80%	+9%
2	Levels of safety when cycling on roads or cycle	37%	40%	+3%
3	Council-provided community centres and halls	68%	70%	+2%
Mt Maunganui-Papamoa				
1	Assessibility of boat ramps and associated parking	46%	72%	+27%
2	Council-provided community centres and halls	61%	76%	+15%
Te Papa-Welcome Bay				
1	Levels of safety when cycling on roads or cycle	29%	69%	+40%
2	Leadership	32%	51%	+20%
Otumoetai-Bethlehem				
1	CEMETERIES	75%	80%	+5%
2	Tauranga has enough parks or green spaces	72%	75%	+3%

Areas with least improvement:

Total		2019 W3	2020 W1	Change
1	Tauranga Art Gallery	78%	62%	-16%
2	Overall Value for Money	58%	42%	-15%
3	Rubbish collection	58%	42%	-15%
Mt Maunganui-Papamoa				
1	Overall Value for Money	62%	41%	-21%
2	Levels of safety when walking on the footpaths	83%	67%	-17%
Te Papa-Welcome Bay				
1	Assessibility of boat ramps and associated parking	87%	61%	-26%
2	The way Council involves the public in decision it makes	33%	17%	-16%
Otumoetai-Bethlehem				
1	Baycourt Community & Arts Centre	80%	51%	-29%
2	General cleanliness of the footpaths in Tauranga	84%	57%	-28%

***WARNING:** Small sample



■ Satisfied (%7-10)
■ Dissatisfied (%1-4)

- Introduction
- Water
- Waste
- Roading
- Outdoor space
- Facilities
- Value
- Reputation
- Community Engagement
- Community Issues
- Feeling safe
- Civil Defence
- Culture & Tourism

Total



Key Performance Measures **Infrastructure and Waste Management** **Services and Facilities**

