



# Tauranga City Council - Residents Perception Monitor 2019/2020



### 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.

The results for 2019/20 wave 2 are interim and based on the sample of n=180. Data collection has taken place between 10 Feb and 16 Mar 2020.

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		2020 W1	2020 W2	Change
1	The way Council involves the public in decision it makes	23%	41%	+18%
2	The efforts of Council in consulting and engaging directly with the community	30%	44%	+14%
3	Decisions that Council makes being in the best interests of my city	30%	40%	+10%

### Mt Maunganui-Papamoa

1	Assessability of boat ramps and associated parking	72%	92%	+20%
2	Tauranga Art Gallery	66%	85%	+19%

### Te Papa-Welcome Bay

1	The way Council involves the public in decision it makes	17%	33%	+16%
2	Decisions that Council makes being in the best interests of my city	25%	35%	+9%

### Otumoetai-Bethlehem

1	Levels of safety when cycling on roads or cycle ways in Tauranga City	24%	66%	+42%
2	The way Council involves the public in decision it makes	14%	46%	+33%

### Areas with least improvement:

Total		2020 W1	2020 W2	Change
1	General cleanliness of the footpaths in Tauranga	71%	60%	-11%
2	Levels of safety when walking on the footpaths in Tauranga	69%	59%	-10%
3	Council-provided indoor sports facilities	78%	69%	-9%

### Mt Maunganui-Papamoa

1	Management of street litter and litter bins in our parks and streets	69%	53%	-16%
2	General cleanliness of the footpaths in Tauranga	75%	60%	-15%

### Te Papa-Welcome Bay

1	Levels of safety when cycling on roads or cycle ways in Tauranga City	69%	24%	-45%
2	Baycourt Community & Arts Centre	85%	52%	-33%

### Otumoetai-Bethlehem

1	Quality (taste, colour, odour) of drinking water in Tauranga	75%	60%	-15%
2	Management of street litter and litter bins in our parks and streets	63%	62%	-1%

\*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

