

Annual Residents Survey

Wave two 2021/22



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.

What does this report show?

This report summarises the responses received from the first two waves of Tauranga City Council's 2021/22 annual residents survey. In the second wave, 170 people have responded. A further two waves will be undertaken in 2021/22 with a goal of a minimum of 600 responses in total (over four waves).

This report gives a high-level view of the responses received to date and how they compared to previous years. It is important to note that as the survey has not yet been completed, these results are indicative but do not meet the threshold of statistical relevance to be reflective of the views of the whole city.

We will provide a follow up report in May once wave three of the survey has been completed in February to March 2022.

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 2021/22 annual study will target 600 responses from the residents in the Tauranga City Council area. In 2019/20 the data collection method was changed from 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 takes place in four waves between August 2021 and May 2022.

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

= Overall Performance

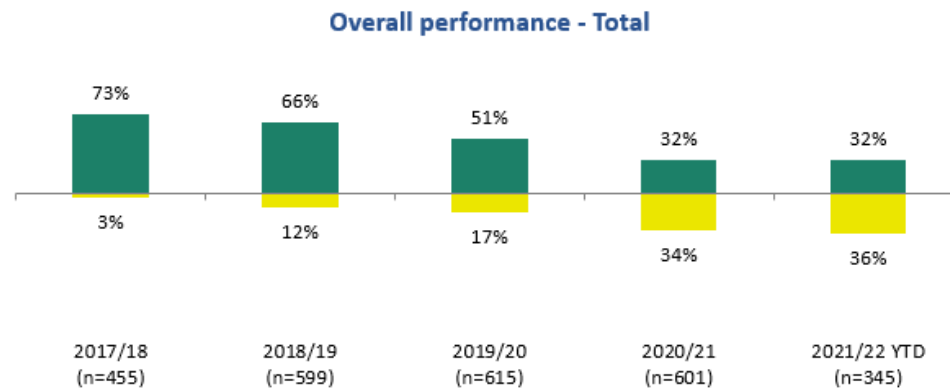
Overall Performance – Wave two 2021/22 = 32% (YTD)

▼ Trending down ▲ Trending up = No Change

Results

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

Interpretation



- The year to date result is that 32% of respondents are satisfied or very satisfied with Tauranga City Council in general, which is equal to the full year result for 2020/21.
- As noted in the wave one report, satisfaction with Council has been on a declining trend over the past reporting periods and dissatisfaction has been increasing since 2018, this appears to be stabilising from the downward trend.

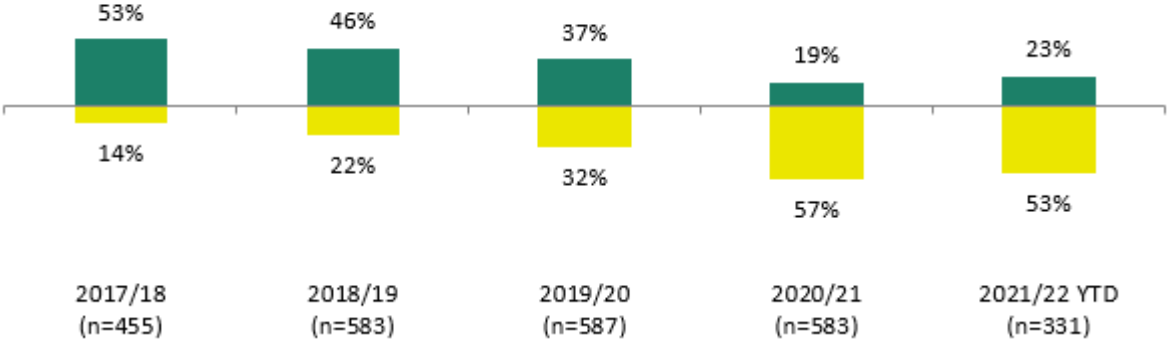
Verbatim Summary

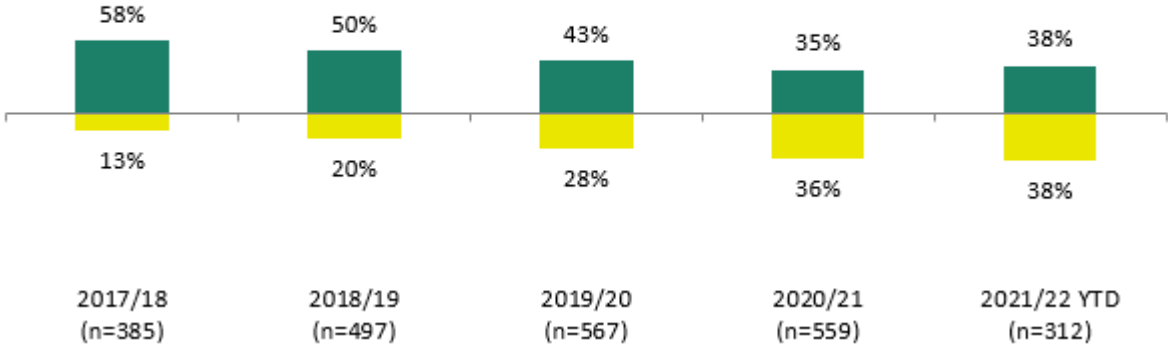
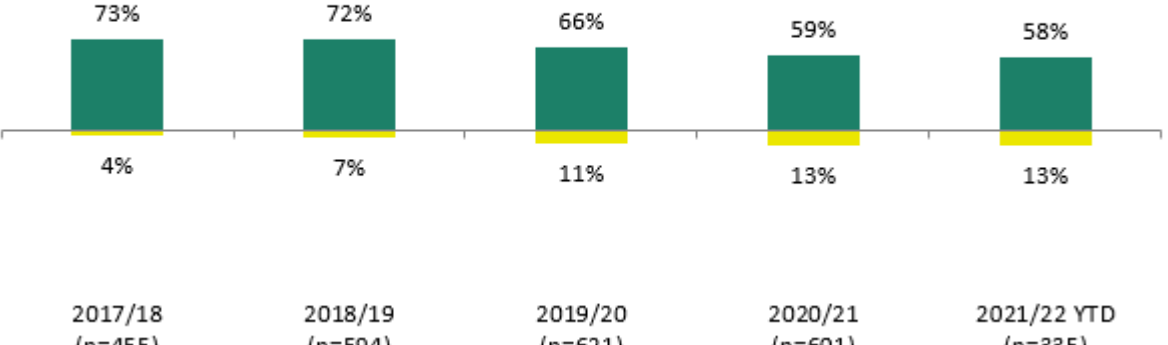
- This section of the survey includes a free text field in which respondents could comment further on their overall satisfaction score of Tauranga City Council in general.
- The majority of respondents who were dissatisfied (scored 1-4) commented on concerns around the suspension of the democratic process as well as having better elected members when it resumes, wanting more community consultation, issues around parking, roading and transport safety, and felt that rates were too high.
- For the respondents who were satisfied (scored 7-10), the comments were themed around addressing governance concerns and returning to democracy, happiness at the leadership direction of the commissioners, and making progress on infrastructure and roading.

Summary of other measures

▼ Trending down ▲ Trending up = No Change

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

Measure/Result	Comments	Graph																																										
<p>▲ Overall Image and reputation</p> <p>2021/22 YTD = 23%</p>	<p>The Year to date (YTD) results show a 4% increase in satisfaction when compared to 2020/21 and decrease in dissatisfaction by the same value.</p> <p>The YTD sub-driver results for this measure are:</p> <table border="1" data-bbox="387 783 882 1074"> <thead> <tr> <th>Driver</th> <th>2021</th> <th>2022 YTD</th> <th></th> </tr> </thead> <tbody> <tr> <td>Overall</td> <td>19%</td> <td>23%</td> <td>▲</td> </tr> <tr> <td>Leadership</td> <td>22%</td> <td>28%</td> <td>▲</td> </tr> <tr> <td>Trust</td> <td>19%</td> <td>22%</td> <td>▲</td> </tr> <tr> <td>Financial Management</td> <td>16%</td> <td>18%</td> <td>▲</td> </tr> <tr> <td>Quality of services</td> <td>40%</td> <td>39%</td> <td>▼</td> </tr> </tbody> </table>	Driver	2021	2022 YTD		Overall	19%	23%	▲	Leadership	22%	28%	▲	Trust	19%	22%	▲	Financial Management	16%	18%	▲	Quality of services	40%	39%	▼	<p style="text-align: center;">Overall image and reputation - Total</p>  <table border="1" data-bbox="927 676 2092 1018"> <thead> <tr> <th>Year</th> <th>Satisfied (%)</th> <th>Dissatisfied (%)</th> </tr> </thead> <tbody> <tr> <td>2017/18 (n=455)</td> <td>53%</td> <td>14%</td> </tr> <tr> <td>2018/19 (n=583)</td> <td>46%</td> <td>22%</td> </tr> <tr> <td>2019/20 (n=587)</td> <td>37%</td> <td>32%</td> </tr> <tr> <td>2020/21 (n=583)</td> <td>19%</td> <td>57%</td> </tr> <tr> <td>2021/22 YTD (n=331)</td> <td>23%</td> <td>53%</td> </tr> </tbody> </table>	Year	Satisfied (%)	Dissatisfied (%)	2017/18 (n=455)	53%	14%	2018/19 (n=583)	46%	22%	2019/20 (n=587)	37%	32%	2020/21 (n=583)	19%	57%	2021/22 YTD (n=331)	23%	53%
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<p>▼ Overall Value for money</p> <p>2021/22 YTD = 38%</p>	<p>A marginal increase for this measure's satisfaction YTD results when compared to 2020/21, however this is negated due to increase in dissatisfaction by a similar value.</p> <p>The YTD sub-driver results for this measure are:</p> <table border="1" data-bbox="387 467 882 850"> <thead> <tr> <th>Driver</th> <th>2021</th> <th>2022 YTD</th> <th></th> </tr> </thead> <tbody> <tr> <td>Overall</td> <td>35%</td> <td>38%</td> <td>▲</td> </tr> <tr> <td>Annual rates fair and reasonable</td> <td>29%</td> <td>28%</td> <td>▼</td> </tr> <tr> <td>Water rates fair and reasonable</td> <td>46%</td> <td>42%</td> <td>▼</td> </tr> <tr> <td>Invoicing clear and correct</td> <td>75%</td> <td>70%</td> <td>▼</td> </tr> <tr> <td>Payment arrangements fair and reasonable</td> <td>73%</td> <td>73%</td> <td>=</td> </tr> </tbody> </table>	Driver	2021	2022 YTD		Overall	35%	38%	▲	Annual rates fair and reasonable	29%	28%	▼	Water rates fair and reasonable	46%	42%	▼	Invoicing clear and correct	75%	70%	▼	Payment arrangements fair and reasonable	73%	73%	=	<p style="text-align: center;">Overall value for money - Total</p>  <table border="1" data-bbox="925 319 2089 667"> <thead> <tr> <th>Year</th> <th>Satisfaction</th> <th>Dissatisfaction</th> </tr> </thead> <tbody> <tr> <td>2017/18 (n=385)</td> <td>58%</td> <td>13%</td> </tr> <tr> <td>2018/19 (n=497)</td> <td>50%</td> <td>20%</td> </tr> <tr> <td>2019/20 (n=567)</td> <td>43%</td> <td>28%</td> </tr> <tr> <td>2020/21 (n=559)</td> <td>35%</td> <td>36%</td> </tr> <tr> <td>2021/22 YTD (n=312)</td> <td>38%</td> <td>38%</td> </tr> </tbody> </table>	Year	Satisfaction	Dissatisfaction	2017/18 (n=385)	58%	13%	2018/19 (n=497)	50%	20%	2019/20 (n=567)	43%	28%	2020/21 (n=559)	35%	36%	2021/22 YTD (n=312)	38%	38%
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<p>▼ Overall Core Services Deliverables</p> <p>2021/22 YTD = 58%</p>	<p>The YTD results for satisfaction and dissatisfaction remain consistent when compared to results from 2020/21.</p>	<p style="text-align: center;">Core service deliverables - Total</p>  <table border="1" data-bbox="925 1013 2089 1359"> <thead> <tr> <th>Year</th> <th>Satisfaction</th> <th>Dissatisfaction</th> </tr> </thead> <tbody> <tr> <td>2017/18 (n=455)</td> <td>73%</td> <td>4%</td> </tr> <tr> <td>2018/19 (n=594)</td> <td>72%</td> <td>7%</td> </tr> <tr> <td>2019/20 (n=621)</td> <td>66%</td> <td>11%</td> </tr> <tr> <td>2020/21 (n=601)</td> <td>59%</td> <td>13%</td> </tr> <tr> <td>2021/22 YTD (n=335)</td> <td>58%</td> <td>13%</td> </tr> </tbody> </table>	Year	Satisfaction	Dissatisfaction	2017/18 (n=455)	73%	4%	2018/19 (n=594)	72%	7%	2019/20 (n=621)	66%	11%	2020/21 (n=601)	59%	13%	2021/22 YTD (n=335)	58%	13%																								
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<p>▼ Overall Water management</p> <p>2021/22 YTD = 53%</p>	<p>This measure will be monitored over the next wave as YTD satisfaction has decreased eight percent. However, dissatisfaction has not increased further to date.</p> <p>Those that were dissatisfied mentioned water restrictions and lack of infrastructure as reasons for dissatisfaction.</p>	<p>Sig Diff</p> <p>Overall water management - Total</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Satisfaction</th> <th>Dissatisfaction</th> </tr> </thead> <tbody> <tr> <td>2017/18 (n=455)</td> <td>67%</td> <td>7%</td> </tr> <tr> <td>2018/19 (n=566)</td> <td>69%</td> <td>8%</td> </tr> <tr> <td>2019/20 (n=560)</td> <td>70%</td> <td>10%</td> </tr> <tr> <td>2020/21 (n=550)</td> <td>61%</td> <td>16%</td> </tr> <tr> <td>2021/22 YTD (n=313)</td> <td>53%</td> <td>16%</td> </tr> </tbody> </table>	Year	Satisfaction	Dissatisfaction	2017/18 (n=455)	67%	7%	2018/19 (n=566)	69%	8%	2019/20 (n=560)	70%	10%	2020/21 (n=550)	61%	16%	2021/22 YTD (n=313)	53%	16%
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<p>▼ Overall Road and footpaths</p> <p>2021/22 YTD = 43%</p>	<p>This measure has seen a steady decline in satisfaction and significant increase in dissatisfaction over the last four reporting periods.</p> <p>Dissatisfied comments from wave two point to traffic congestion and lack of maintenance as the biggest reasons for dissatisfaction.</p>	<p>Overall road and footpaths - Total</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Satisfaction</th> <th>Dissatisfaction</th> </tr> </thead> <tbody> <tr> <td>2017/18 (n=455)</td> <td>63%</td> <td>6%</td> </tr> <tr> <td>2018/19 (n=597)</td> <td>57%</td> <td>16%</td> </tr> <tr> <td>2019/20 (n=634)</td> <td>51%</td> <td>21%</td> </tr> <tr> <td>2020/21 (n=612)</td> <td>48%</td> <td>26%</td> </tr> <tr> <td>2021/22 YTD (n=357)</td> <td>43%</td> <td>32%</td> </tr> </tbody> </table>	Year	Satisfaction	Dissatisfaction	2017/18 (n=455)	63%	6%	2018/19 (n=597)	57%	16%	2019/20 (n=634)	51%	21%	2020/21 (n=612)	48%	26%	2021/22 YTD (n=357)	43%	32%
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<p>= Overall Waste management</p> <p>2021/22 YTD = 61%</p>	<p>The YTD results for satisfaction and dissatisfaction remain consistent when compared to results from 2020/21.</p> <p>Approximately 74% of residents were satisfied with what happens on their rubbish collection day which continues to be around the same as what it was previously before the introduction of Council's own collection service.</p> <p>An analysis of comments provided by respondents who were dissatisfied showed that the majority of concerns centred around the size/quantity of bins (either too small, or too big, or too many or not enough) and cost of service.</p>	<p style="text-align: center;">Overall waste management - Total</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Satisfied (%)</th> <th>Dissatisfied (%)</th> </tr> </thead> <tbody> <tr> <td>2017/18 (n=455)</td> <td>61%</td> <td>14%</td> </tr> <tr> <td>2018/19 (n=587)</td> <td>69%</td> <td>12%</td> </tr> <tr> <td>2019/20 (n=629)</td> <td>62%</td> <td>19%</td> </tr> <tr> <td>2020/21 (n=584)</td> <td>61%</td> <td>19%</td> </tr> <tr> <td>2021/22 YTD (n=348)</td> <td>61%</td> <td>16%</td> </tr> </tbody> </table>	Year	Satisfied (%)	Dissatisfied (%)	2017/18 (n=455)	61%	14%	2018/19 (n=587)	69%	12%	2019/20 (n=629)	62%	19%	2020/21 (n=584)	61%	19%	2021/22 YTD (n=348)	61%	16%
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<p>▼ Overall Outdoor spaces</p> <p>2021/22 YTD = 75%</p>	<p>This measure will be monitored over the next wave as YTD satisfaction has decreased six percent. Also, dissatisfaction has increased further to eight percent.</p> <p>Those that were dissatisfied mentioned needing more shade at playgrounds, quality of offerings and and lack of maintenance.</p>	<p style="text-align: center;">Sig Diff</p> <p style="text-align: center;">Overall outdoor spaces - Total</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Satisfied (%)</th> <th>Dissatisfied (%)</th> </tr> </thead> <tbody> <tr> <td>2017/18 (n=455)</td> <td>82%</td> <td>5%</td> </tr> <tr> <td>2018/19 (n=588)</td> <td>83%</td> <td>5%</td> </tr> <tr> <td>2019/20 (n=601)</td> <td>81%</td> <td>6%</td> </tr> <tr> <td>2020/21 (n=578)</td> <td>81%</td> <td>5%</td> </tr> <tr> <td>2021/22 YTD (n=339)</td> <td>75%</td> <td>8%</td> </tr> </tbody> </table>	Year	Satisfied (%)	Dissatisfied (%)	2017/18 (n=455)	82%	5%	2018/19 (n=588)	83%	5%	2019/20 (n=601)	81%	6%	2020/21 (n=578)	81%	5%	2021/22 YTD (n=339)	75%	8%
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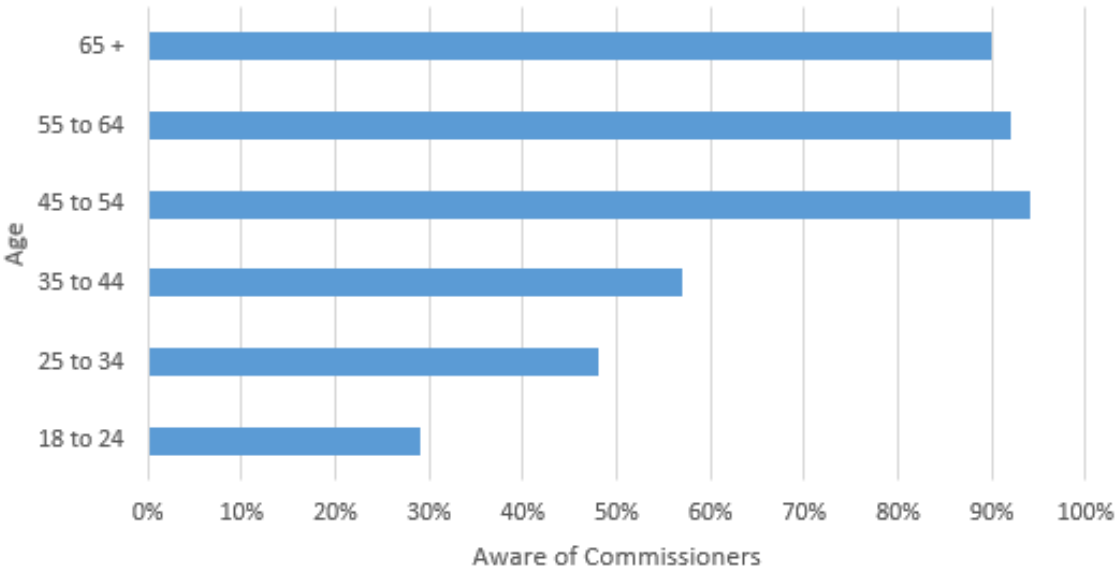
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<p>▲ Overall Public facilities</p> <p>2021/22 YTD = 72%</p>	<p>The 2021/22 YTD result show there has been a slight positive change in the results when compared to 2020/21 results.</p>	<p style="text-align: center;">Overall public facilities - Total</p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>Year</th> <th>Percentage</th> <th>Sample Size (n)</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>78%</td> <td>455</td> </tr> <tr> <td>2018/19</td> <td>77%</td> <td>570</td> </tr> <tr> <td>2019/20</td> <td>72%</td> <td>566</td> </tr> <tr> <td>2020/21</td> <td>67%</td> <td>524</td> </tr> <tr> <td>2021/22 YTD</td> <td>72%</td> <td>293</td> </tr> </tbody> </table>	Year	Percentage	Sample Size (n)	2017/18	78%	455	2018/19	77%	570	2019/20	72%	566	2020/21	67%	524	2021/22 YTD	72%	293
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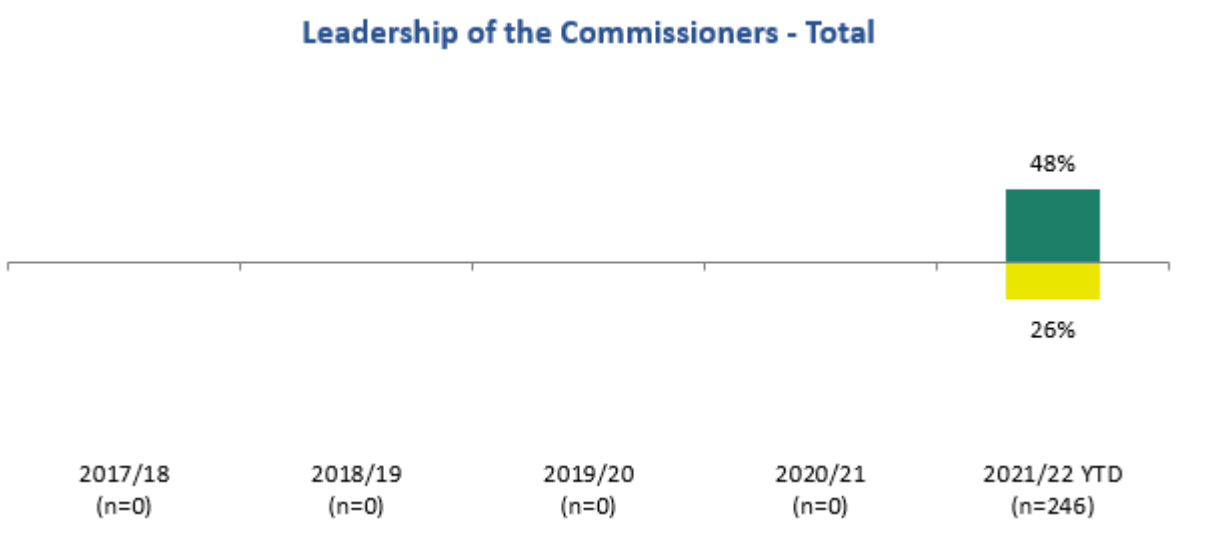
Commissioner based questions

At the beginning of the reputation section of the questionnaire the following statement is made to respondents completing the survey:

- *“Please note on 9 February 2021, a Crown Commission appointed by the Minister of Local Government took over all of the council’s governance responsibilities, replacing elected members until the next election in October 2022”.*

Then two questions are asked to respondents about their awareness of the Commissioners of having taken over the governance responsibilities of Tauranga City Council and then rate their satisfaction with their leadership.

Measure/Result	Comments	Graph																																			
<p>Awareness that a Crown appointed Commission has taken over the governance responsibilities of Tauranga City Council until the next election in October 2022</p> <p>YTD 2021/22</p> <ul style="list-style-type: none"> - Aware 77% - Unaware 23% 	<p>Age continues to be the biggest factor in awareness that a commission had been appointed; with very high awareness in those 45 years and older.</p> <p>The wave by waves results are shown in the table below:</p> <table border="1" data-bbox="387 810 882 1042"> <thead> <tr> <th>Age</th> <th>Wave one</th> <th>Wave two</th> </tr> </thead> <tbody> <tr> <td>18 to 24</td> <td>54%</td> <td>29%</td> </tr> <tr> <td>25 to 34</td> <td>59%</td> <td>48%</td> </tr> <tr> <td>35 to 44</td> <td>80%</td> <td>57%</td> </tr> <tr> <td>45 to 54</td> <td>83%</td> <td>94%</td> </tr> <tr> <td>55 to 64</td> <td>87%</td> <td>92%</td> </tr> <tr> <td>65 +</td> <td>95%</td> <td>90%</td> </tr> </tbody> </table>	Age	Wave one	Wave two	18 to 24	54%	29%	25 to 34	59%	48%	35 to 44	80%	57%	45 to 54	83%	94%	55 to 64	87%	92%	65 +	95%	90%	<p style="text-align: center;">Awareness by Age</p>  <table border="1" data-bbox="958 651 2072 1220"> <thead> <tr> <th>Age</th> <th>Aware of Commissioners (%)</th> </tr> </thead> <tbody> <tr> <td>18 to 24</td> <td>29%</td> </tr> <tr> <td>25 to 34</td> <td>48%</td> </tr> <tr> <td>35 to 44</td> <td>57%</td> </tr> <tr> <td>45 to 54</td> <td>94%</td> </tr> <tr> <td>55 to 64</td> <td>92%</td> </tr> <tr> <td>65 +</td> <td>90%</td> </tr> </tbody> </table>	Age	Aware of Commissioners (%)	18 to 24	29%	25 to 34	48%	35 to 44	57%	45 to 54	94%	55 to 64	92%	65 +	90%
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<p>Satisfaction with the leadership of the Commissioners</p> <p>Wave two 2021/22 = 48% (YTD)</p>	<p>The YTD result of satisfaction with the Commissioners leadership is 48% and dissatisfaction is 26%. Positive result as satisfaction continues to outweigh those dissatisfied.</p>	<p style="text-align: center;">Leadership of the Commissioners - Total</p>  <p>The graph is a stacked bar chart titled "Leadership of the Commissioners - Total". The x-axis represents fiscal years from 2017/18 to 2021/22 YTD. The y-axis represents percentages. For 2021/22 YTD, the bar is split into a green segment for satisfaction (48%) and a yellow segment for dissatisfaction (26%). All other years have zero data.</p> <table border="1"> <thead> <tr> <th>Year</th> <th>Satisfaction (%)</th> <th>Dissatisfaction (%)</th> <th>Total (n)</th> </tr> </thead> <tbody> <tr> <td>2017/18</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>2018/19</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>2019/20</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>2020/21</td> <td>0</td> <td>0</td> <td>0</td> </tr> <tr> <td>2021/22 YTD</td> <td>48</td> <td>26</td> <td>246</td> </tr> </tbody> </table>	Year	Satisfaction (%)	Dissatisfaction (%)	Total (n)	2017/18	0	0	0	2018/19	0	0	0	2019/20	0	0	0	2020/21	0	0	0	2021/22 YTD	48	26	246
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