



Councils' Annual Residents Surveys Benchmarking Report 2023/2024



Research background



Research Objectives

The specific objectives of this research were:

- To understand residents’ satisfaction with services and facilities provided by Councils across New Zealand.
- To benchmark the key performance indicators against other Councils.



Method

- Surveys were undertaken with 18 different Councils across New Zealand in 2023/24, including 15 District Councils and 3 City Councils.
- Respondents were selected at random from the Electoral Roll, ratepayers database and/or email contacts collected through previous years’ surveys.
- The questionnaires were designed in consultation with Councils and were 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 samples were weighted to be exactly representative of key population demographics for each area based on the 2018 Census.
- At an aggregate level the surveys have an expected 95% confidence interval (margin of error) of between +/- 3.2% and +/-4.8%.
- Maximum, minimum and average scores for key performance indicators are shown and benchmarked based on 18 Council’s performances. Questions used are either identical or closely related, allowing for comparison.
- To allow better and more extensive benchmarking, several measures are presented as an average score of all related measures in the relevant section.

Councils included in 2023/24 Benchmarking report

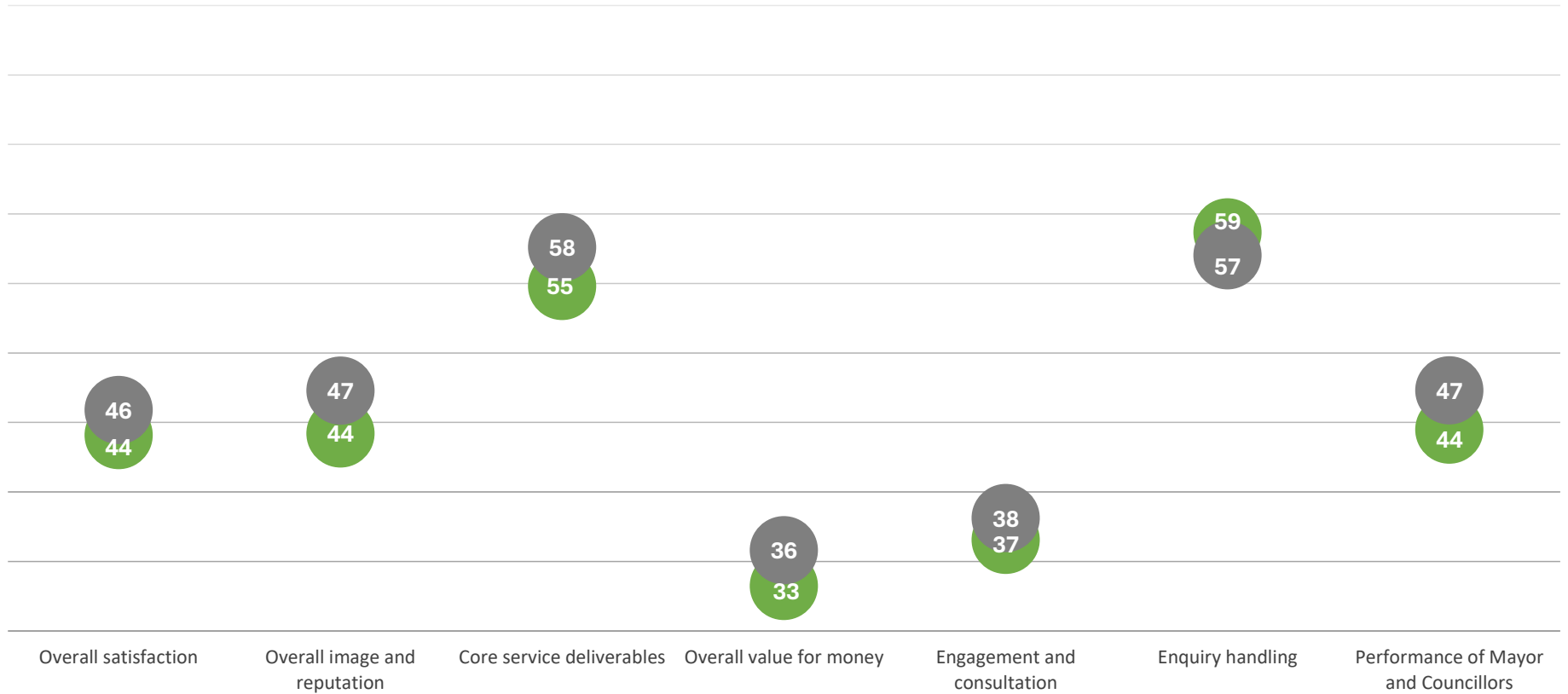
- Far North District Council
- Gisborne District Council
- Hauraki District Council
- Kaipara District Council
- Manawatū District Council
- Nelson City Council
- Palmerston North City Council
- Rotorua Lakes District Council
- South Taranaki District Council
- South Waikato District Council
- Stratford District Council
- Tararua District Council
- Tauranga City Council
- Timaru District Council
- Waikato District Council
- Waipa District Council
- Waitaki District Council
- Western Bay of Plenty District Council

Year on year change (% 7-10) - Overall

2023/2024 Council Benchmarking

● All Councils' Average 2023/24

● All Councils' Average 2022/23



Year on year change (% 7-10) – Core service deliverables

2023/2024 Council Benchmarking

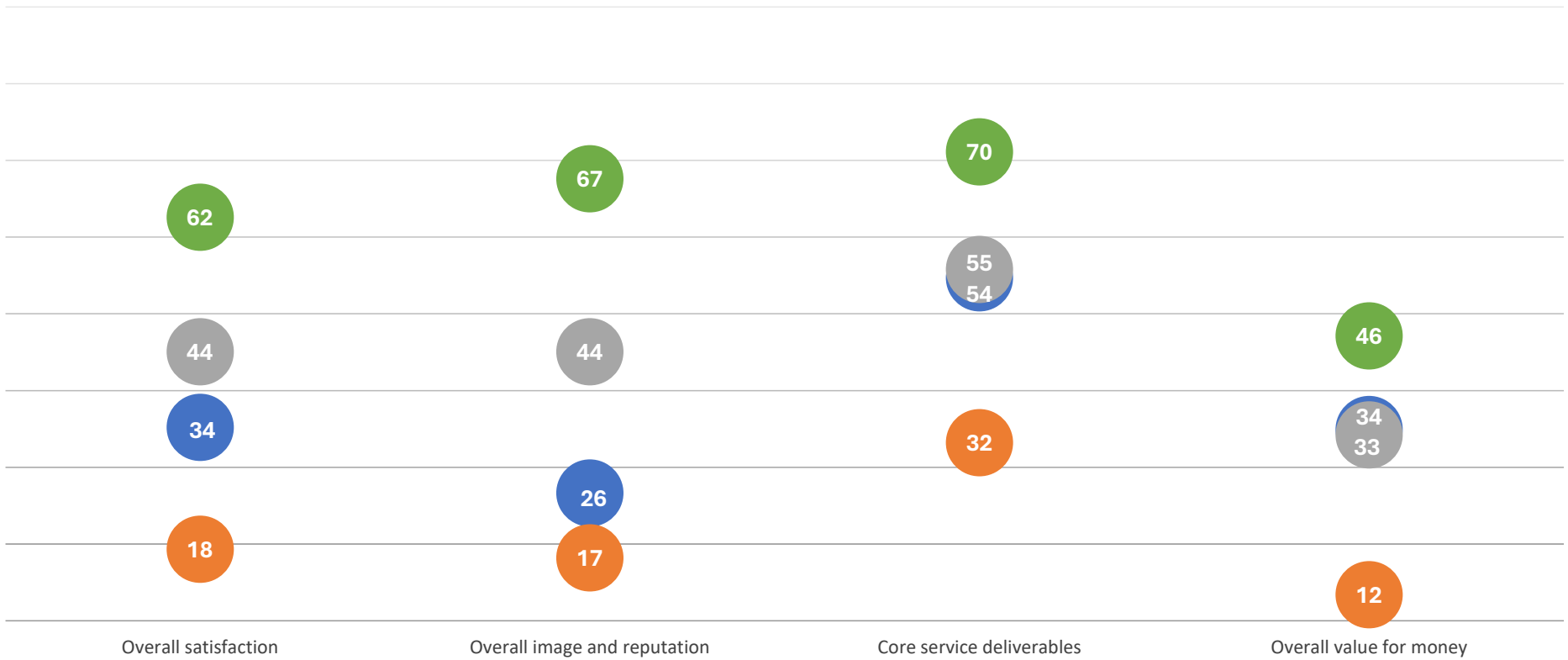
● All Councils' Average 2023/24 ● All Councils' Average 2022/23



Overall measures

2023/2024 Council Benchmarking

● Tauranga CC ● All Councils' Average 2023/24 ● Max ● Min



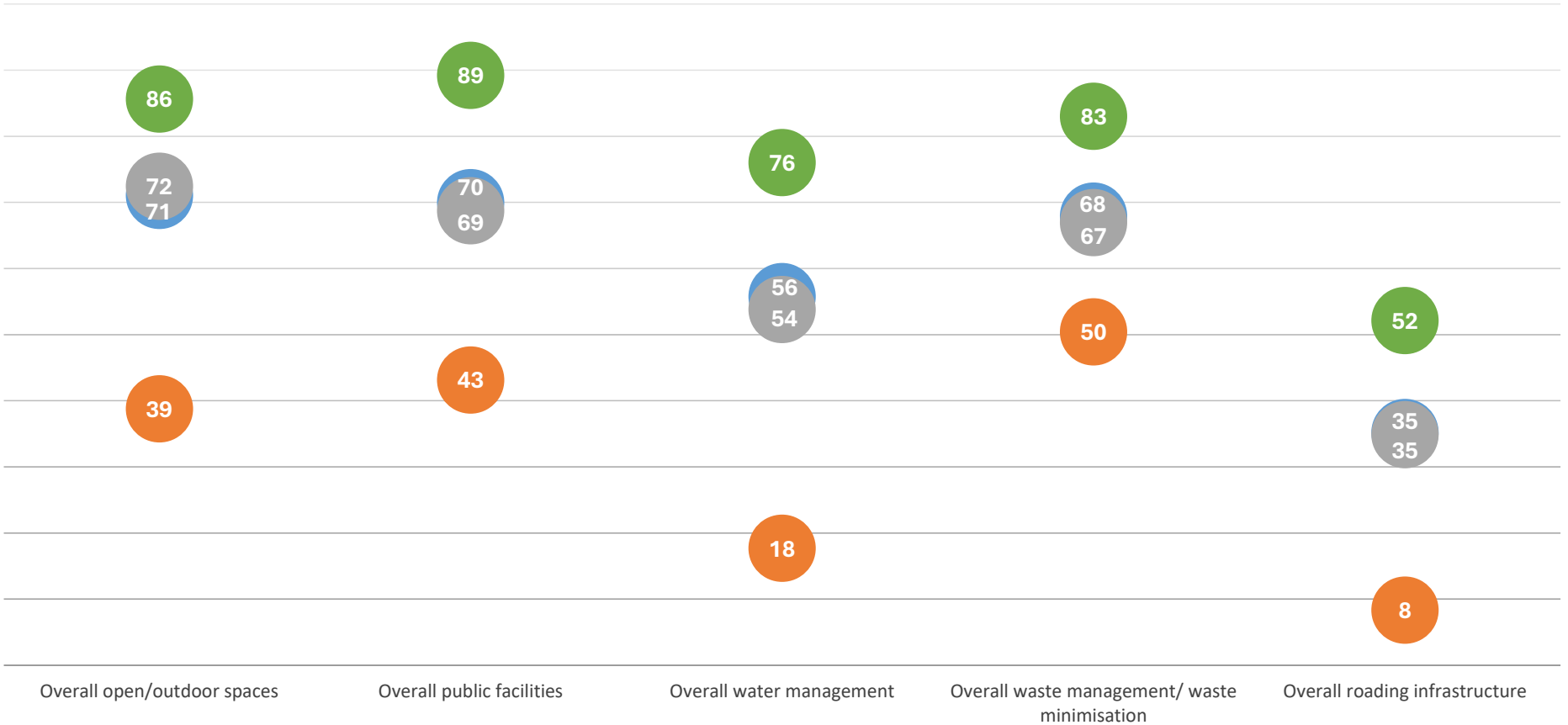
Overall measures

% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall satisfaction	34	44	-10	62	-28	18	+16
Overall image and reputation	26	44	-18	67	-41	17	+9
Core service deliverables	54	55	-1	70	-16	32	+22
Overall value for money	34	33	+1	46	-12	12	+22

Core service deliverables

2023/2024 Council Benchmarking

● Tauranga CC ● All Councils' Average 2023/24 ● Max ● Min



Core service deliverables

% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall open/outdoor spaces	71	72	-1	86	-15	39	+32
Overall public facilities	70	69	+1	89	-19	43	+27
Overall water management	56	54	+2	76	-20	18	+38
Overall waste management/ waste minimisation	68	67	+1	83	-15	50	+18
Overall roading infrastructure	35	35	-	52	-17	8	+27

Water management

2023/2024 Council Benchmarking

● Tauranga CC ● All Councils' Average 2023/24 ● Max ● Min



Water management

	% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management		56	54	+2	76	-20	18	+38
Quality of water (including taste, clarity and odour)		71	65	+6	81	-10	37	+34

Waste management

2023/2024 Council Benchmarking

● Tauranga CC ● All Councils' Average 2023/24 ● Max ● Min



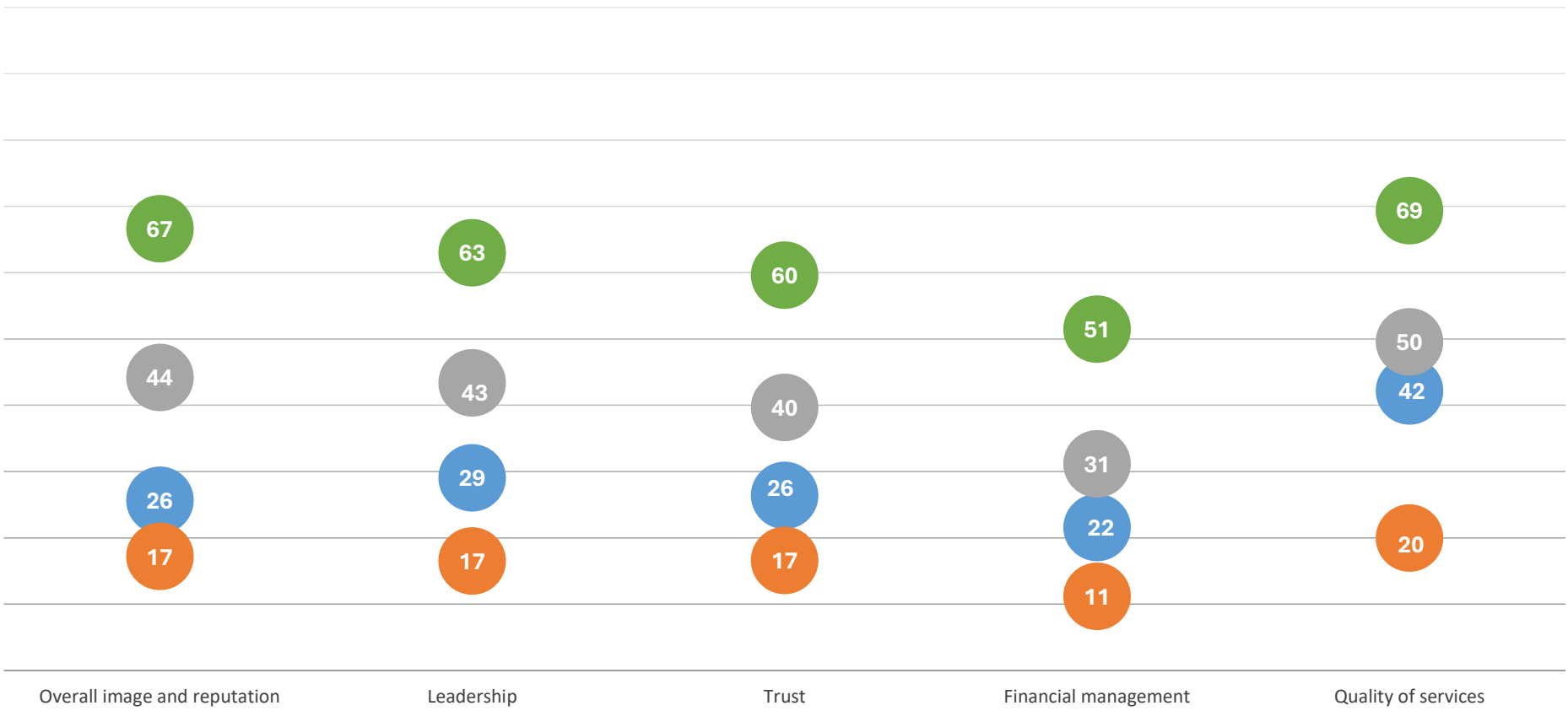
Waste management

	% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall waste management/ waste minimisation		68	67	+1	83	-15	50	+18
Kerbside collection, including general and recycling		82	76	+6	86	-4	60	+22
Litter control		64	55	+9	70	-6	35	+29

Reputation

2023/2024 Council Benchmarking

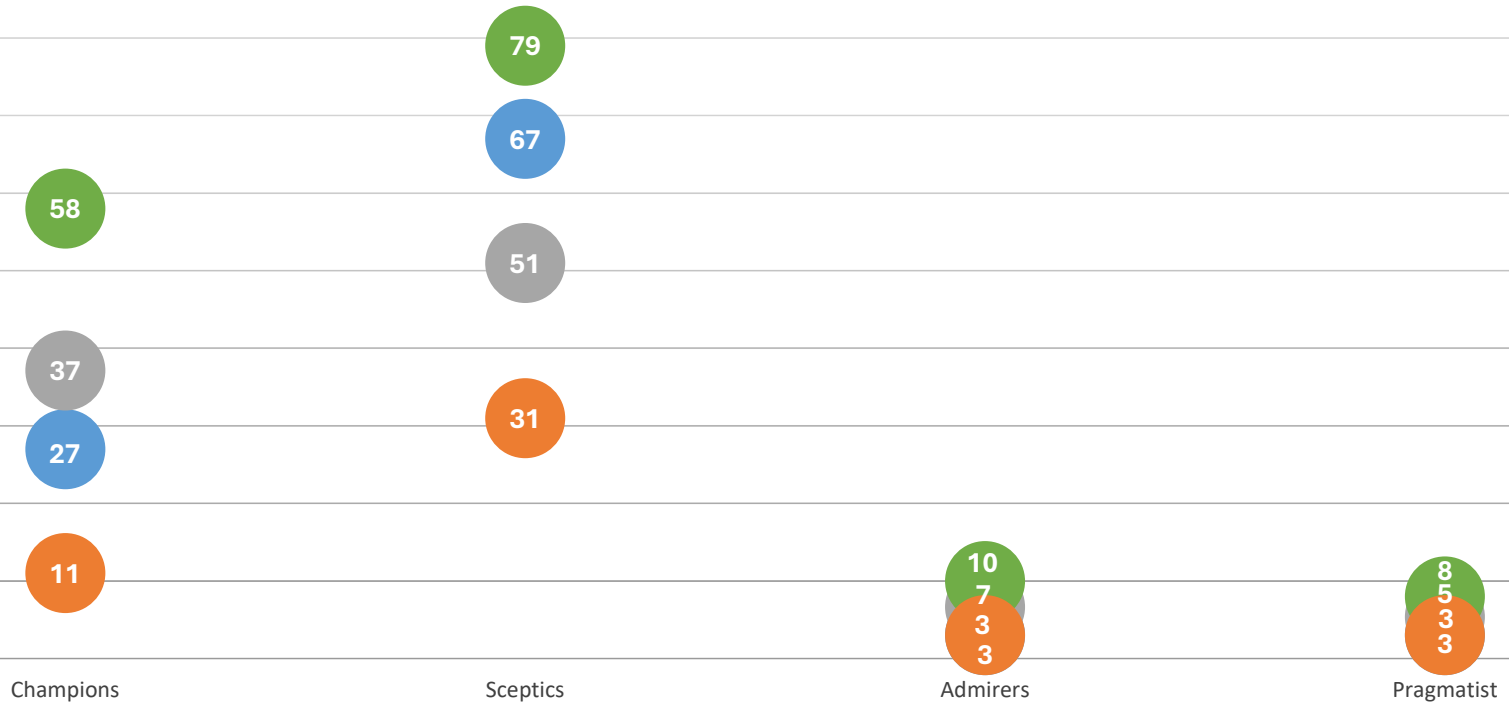
● Tauranga CC ● All Councils' Average 2023/24 ● Max ● Min



Reputation profile

2023/2024 Council Benchmarking

● Tauranga CC ● All Councils' Average 2023/24 ● Max ● Min



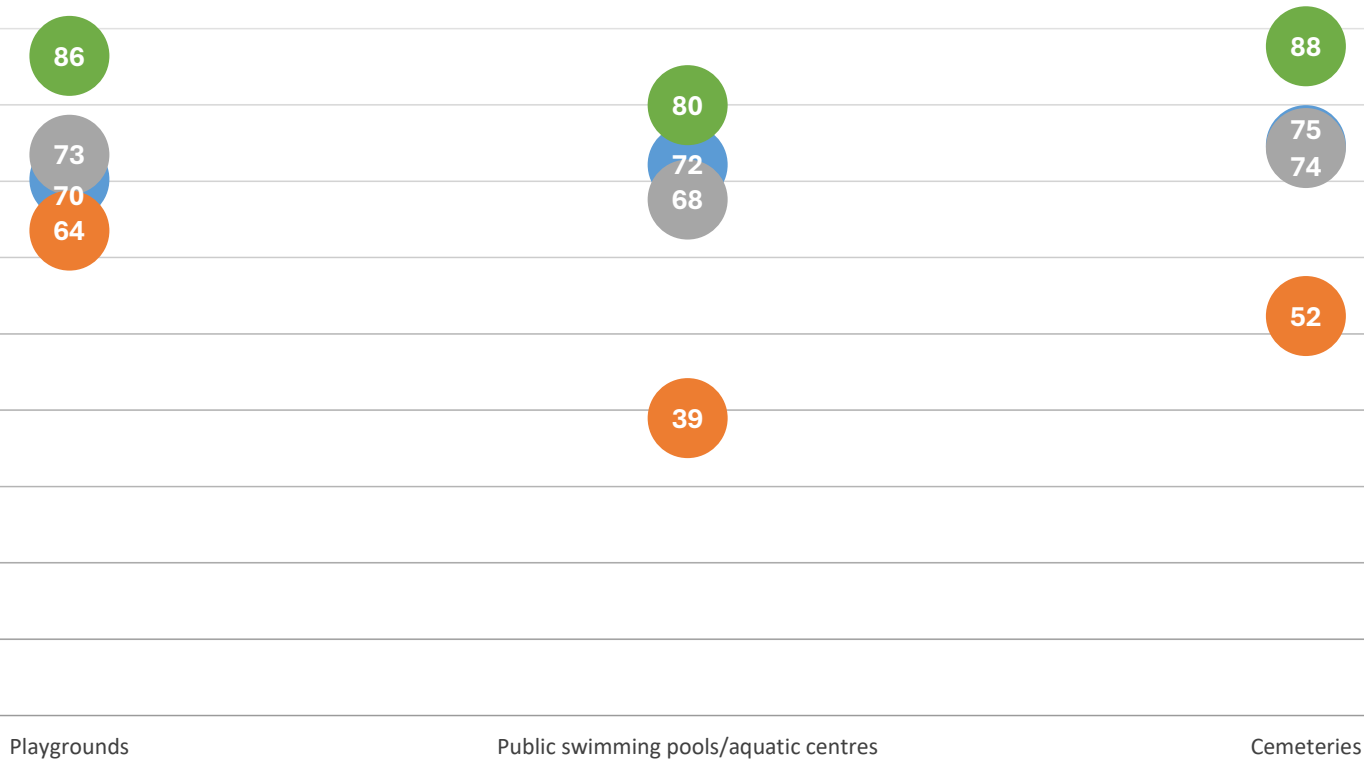
Reputation

	% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall image and reputation	26	44	-18	67	-40	17	+9	
Leadership	29	43	-14	63	-34	17	+12	
Trust	26	40	-14	60	-34	17	+9	
Financial management	22	31	-9	51	-29	11	+11	
Quality of services	42	50	-8	69	-27	20	+22	

Facilities

2023/2024 Council Benchmarking

● Tauranga CC ● All Councils' Average 2023/24 ● Max ● Min



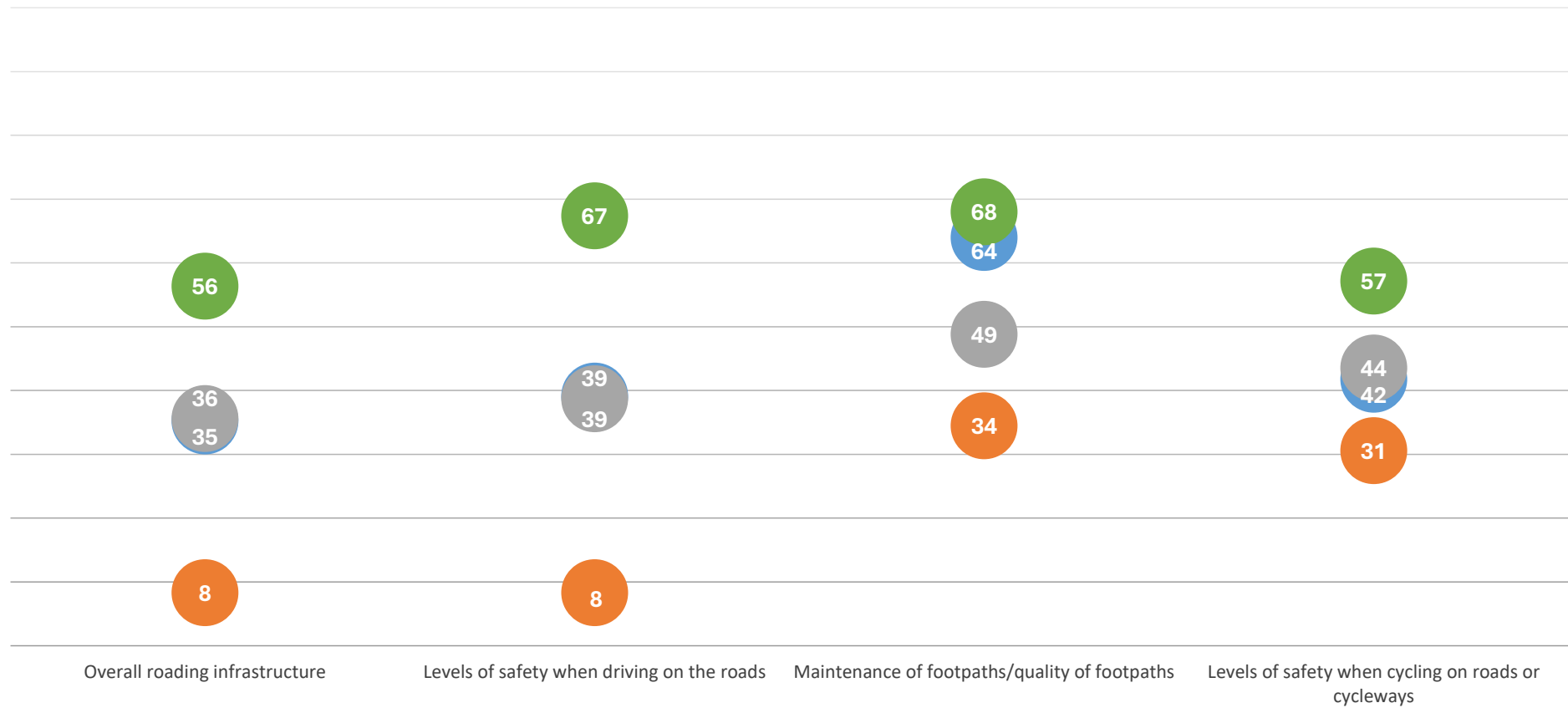
Facilities

% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Playgrounds	70	73	-3	86	-16	64	+6
Public swimming pools/aquatic centres	72	68	+4	80	-8	39	+33
Cemeteries	75	74	-	88	-13	52	+23

Roading infrastructure

2023/2024 Council Benchmarking

● Tauranga CC ● All Councils' Average 2023/24 ● Max ● Min



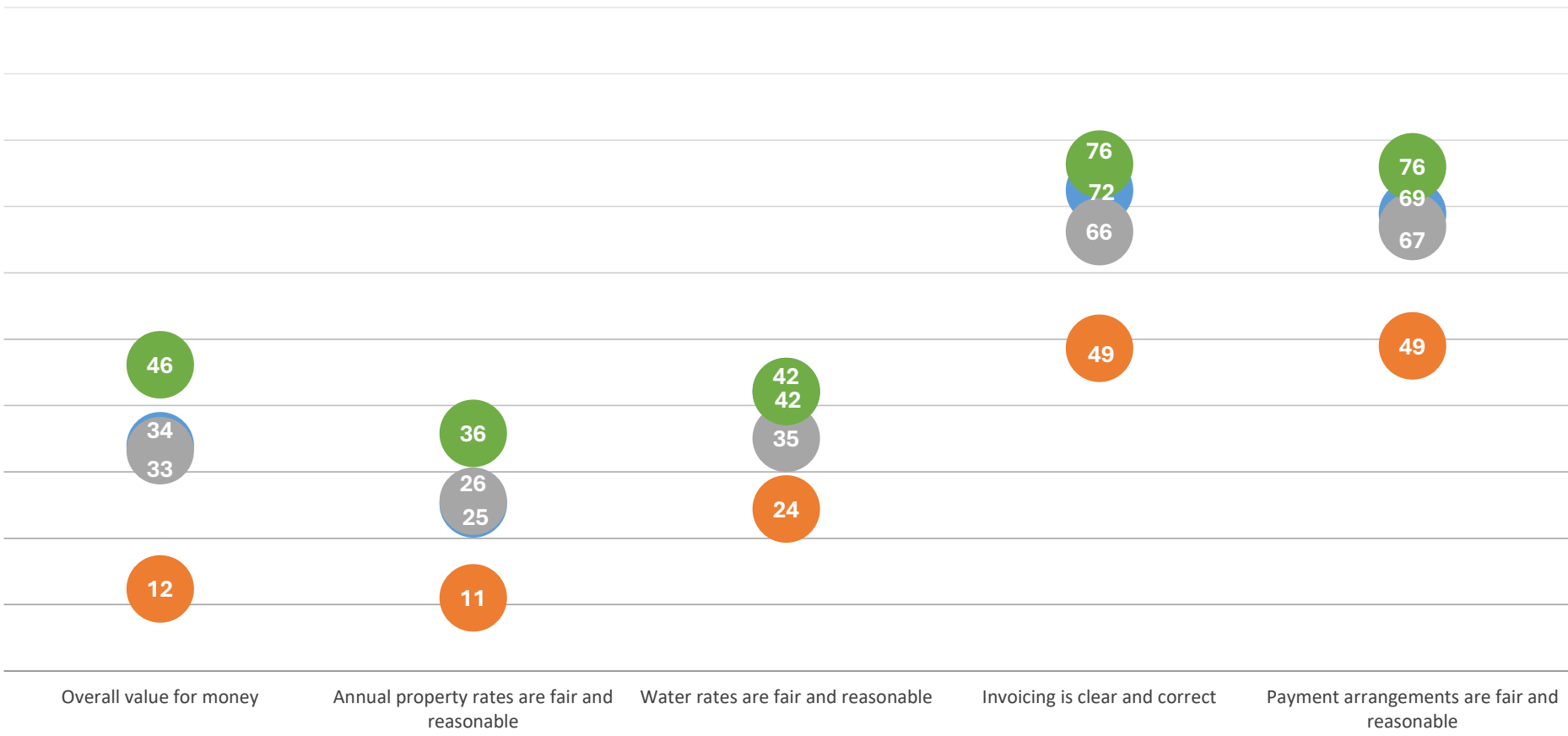
Roading infrastructure

	% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall roading infrastructure		35	36	-1	56	-21	8	+27
Levels of safety when driving on the roads		39	39	-	67	-28	8	+31
Maintenance of footpaths/quality of footpaths		64	49	+15	68	-4	34	+30
Levels of safety when cycling on roads or cycleways		42	44	-2	57	-15	31	+11

Value for money

2023/2024 Council Benchmarking

● Tauranga CC ● All Councils' Average 2023/24 ● Max ● Min



Value for money

	% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall value for money		34	33	+1	46	-12	12	+22
Annual property rates are fair and reasonable		25	26	-1	36	-11	11	+14
Water rates are fair and reasonable		42	35	+7	42	-	24	+18
Invoicing is clear and correct		72	66	+6	76	-4	49	+23
Payment arrangements are fair and reasonable		69	67	+2	76	-7	49	+20

Key contact details

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