



Councils' Annual Residents Surveys Benchmarking Report 2023/2024



ROTORUA LAKES COUNCIL
Te Kaunihera o ngā Roto o Rotorua

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.

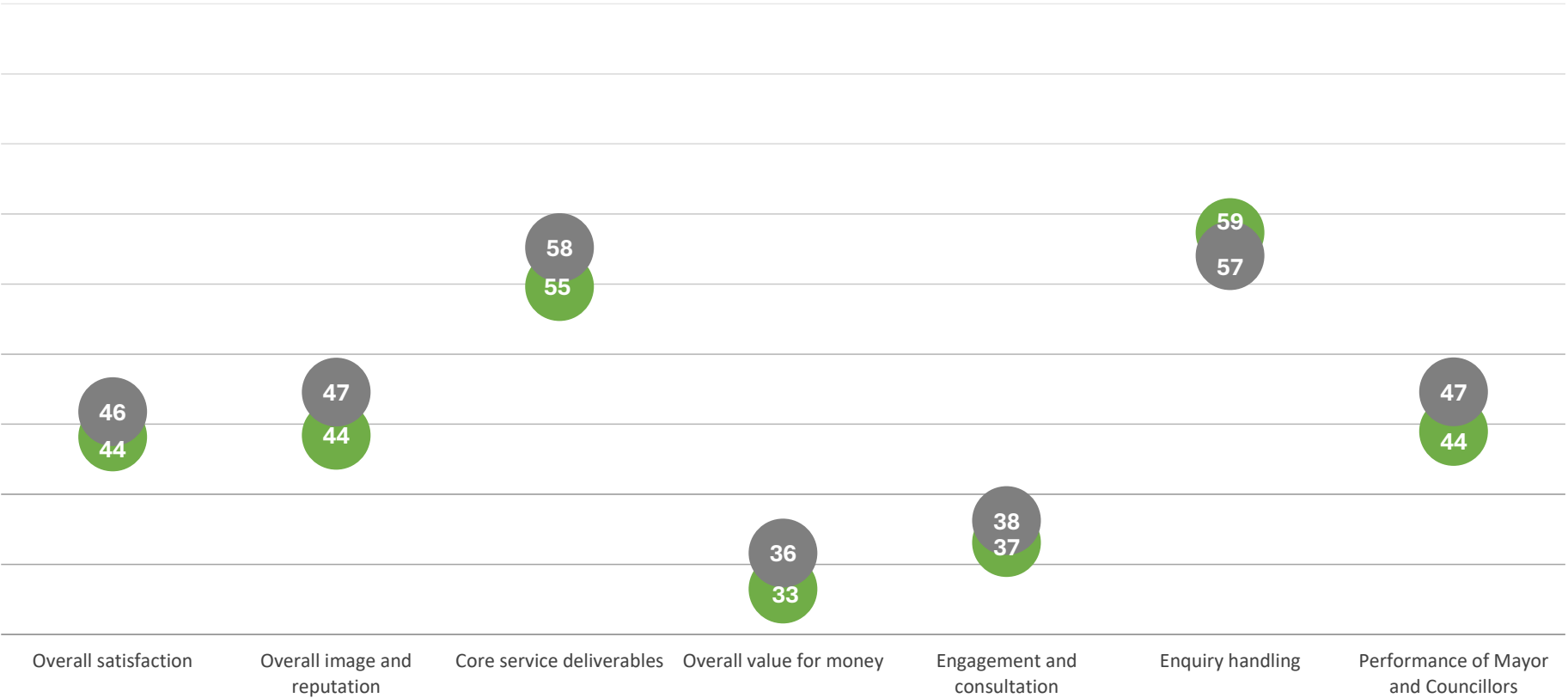
Councils included in 2023/24 Benchmarking report

- 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

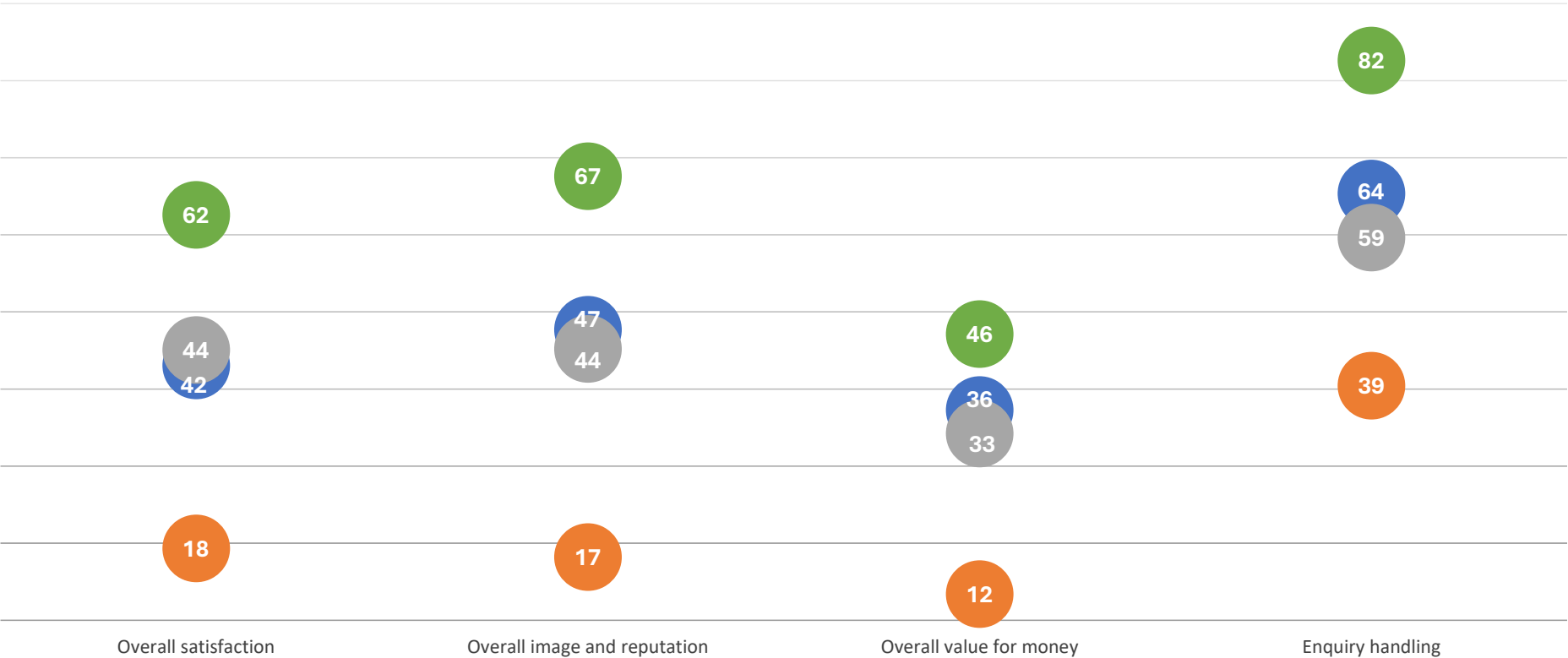
● All Councils' Average 2023/24 ● All Councils' Average 2022/23



Overall measures

2023/2024 Council Benchmarking

● Rotorua Lakes DC ● All Councils' Average 2023/24 ● Max ● Min



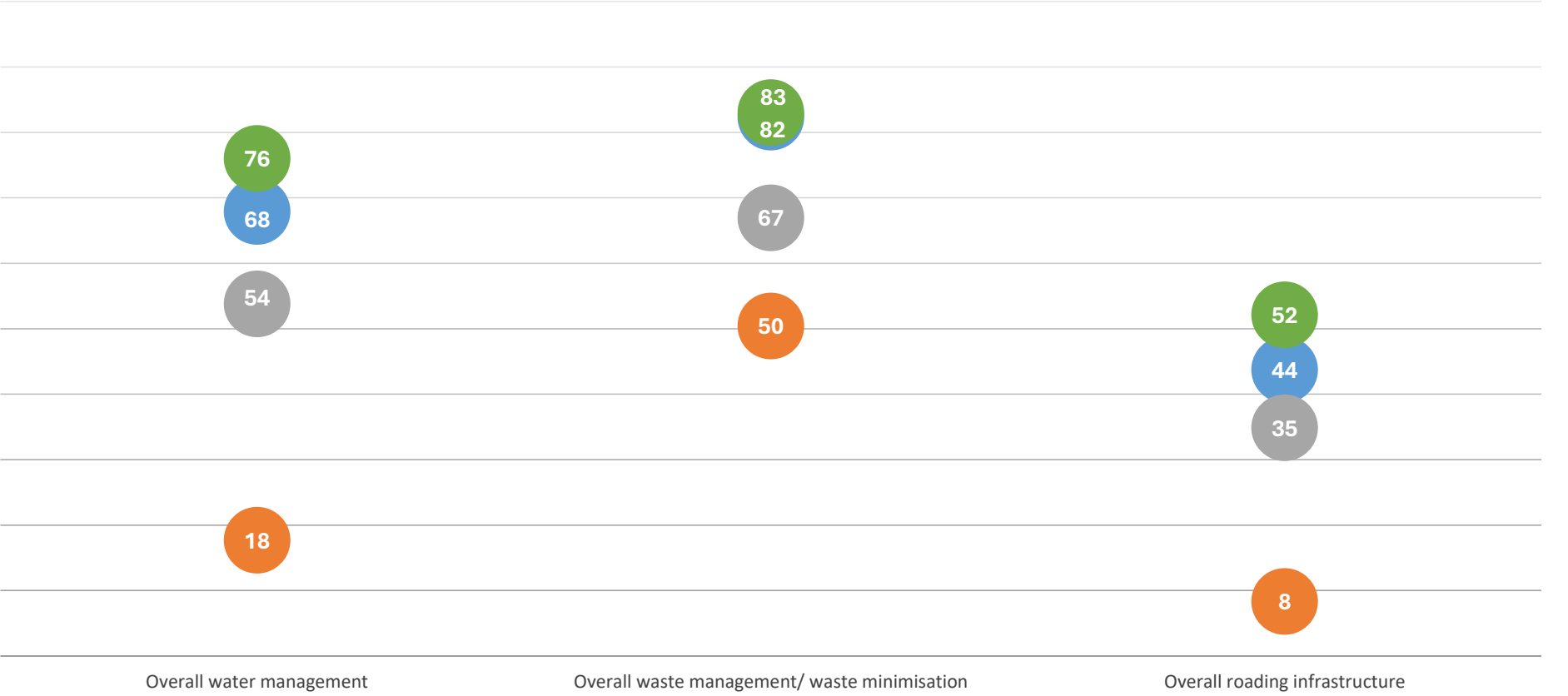
Overall measures

% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall satisfaction	42	44	-2	62	-20	18	+24
Overall image and reputation	47	44	+3	67	-20	17	+30
Overall value for money	36	33	+3	46	-10	12	+24
Enquiry handling	64	59	+5	82	-18	39	+25

Core service deliverables

2023/2024 Council Benchmarking

● Rotorua Lakes DC ● All Councils' Average 2023/24 ● Max ● Min



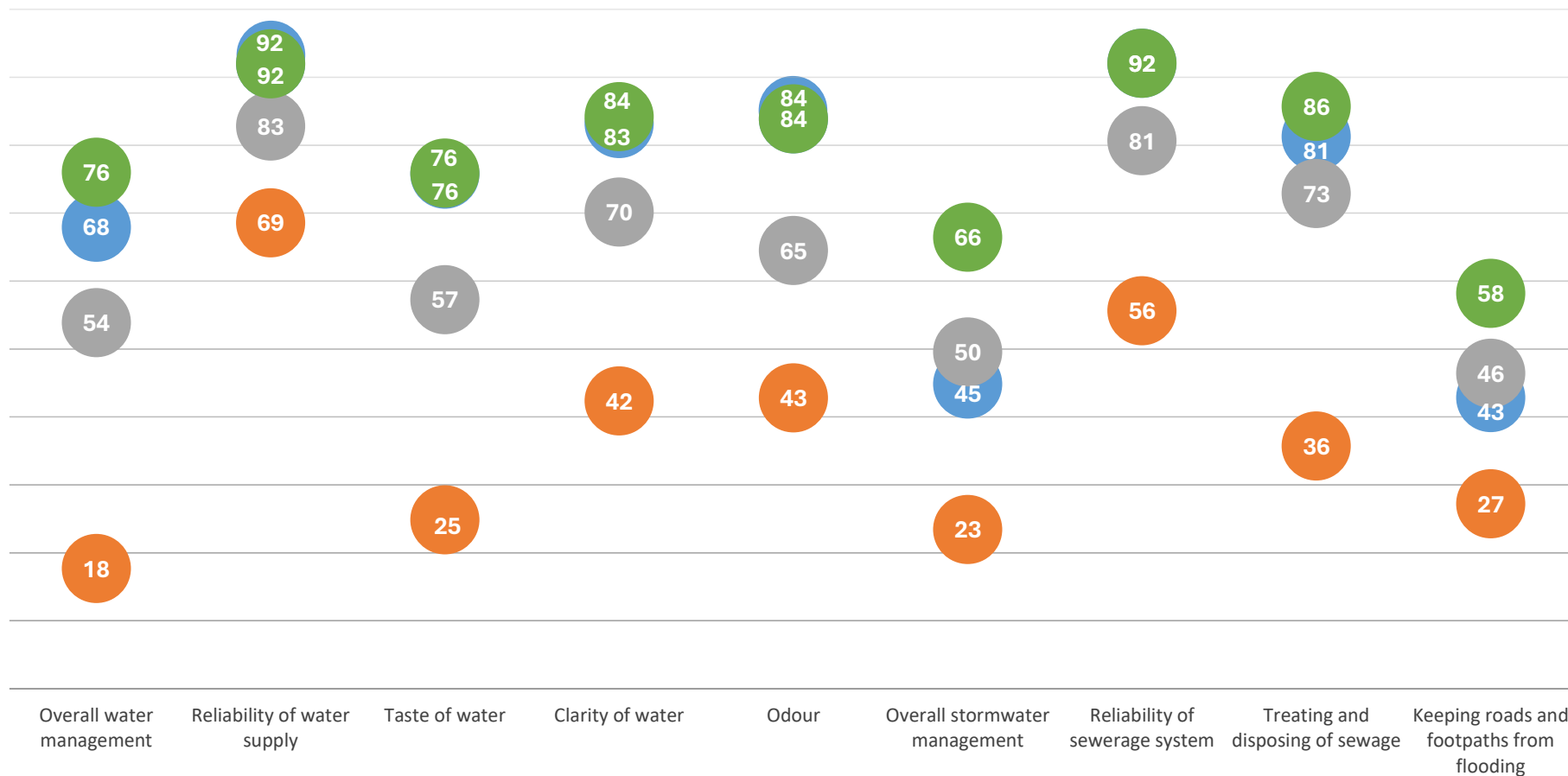
Core service deliverables

% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management	68	54	+14	76	-8	18	+50
Overall waste management/ waste minimisation	82	67	+15	83	-1	50	+32
Overall roading infrastructure	44	35	+9	52	-8	8	+36

Water management

2023/2024 Council Benchmarking

● Rotorua Lakes DC ● 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	68	54	+14	76	-8	18	+50
Reliability of water supply	92	83	+9	92	-	69	+23
Taste of water	76	57	+19	76	-	25	+51
Clarity of water	83	70	+13	84	-1	42	+41
Odour	84	65	+19	84	-	43	+41
Overall stormwater management	45	50	-5	66	-22	23	+22
Reliability of sewerage system	92	81	+11	92	-	56	+36
Treating and disposing of sewage	81	73	+8	86	-5	36	+45
Keeping roads and footpaths from flooding	43	46	-4	58	-15	27	+16

Regulatory services

2023/2024 Council Benchmarking

● Rotorua Lakes DC ● All Councils' Average 2023/24 ● Max ● Min



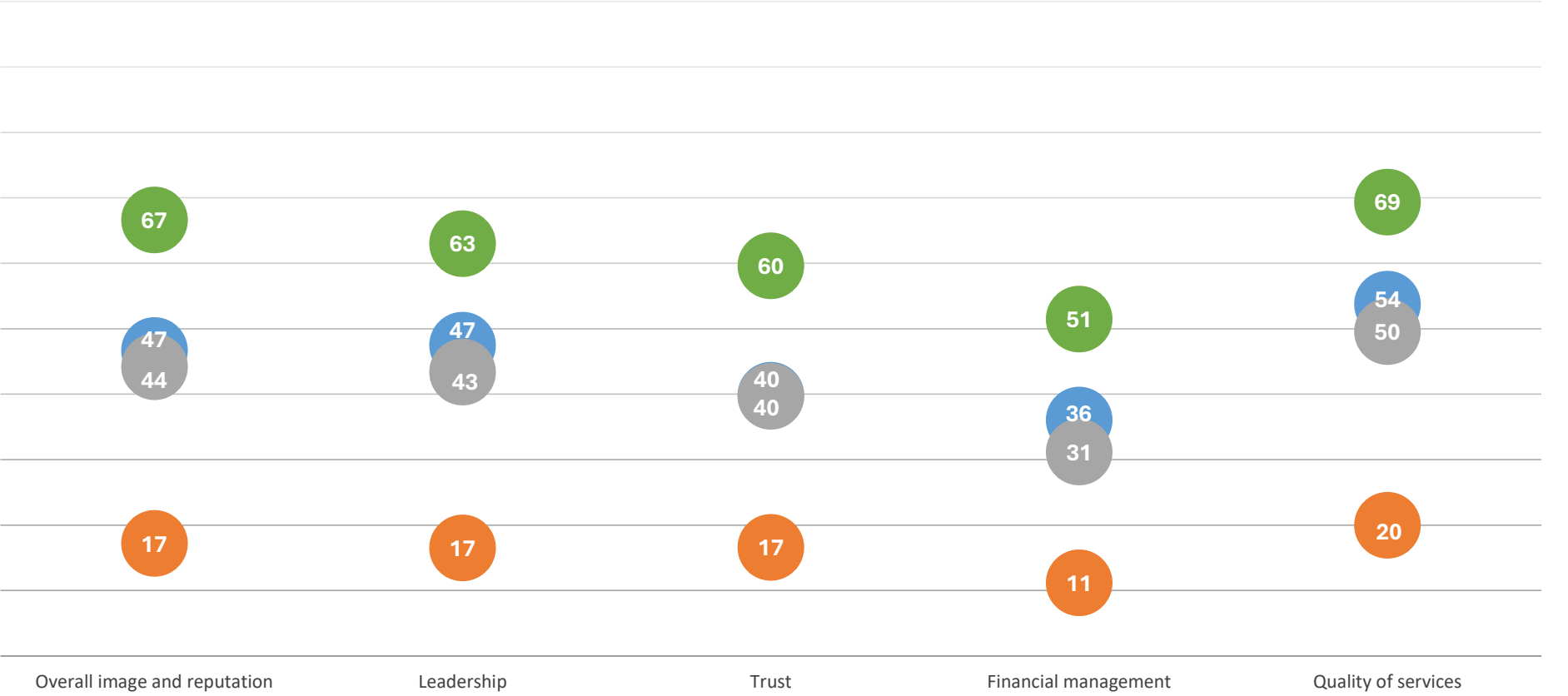
Regulatory services

% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Dog and animal control	48	51	-3	68	-20	19	+29
Resource consents	36	36	-	62	-26	11	+25
Building Consents	38	42	-4	64	-26	28	+10
Parking enforcement	31	33	-2	47	-16	22	+9

Reputation

2023/2024 Council Benchmarking

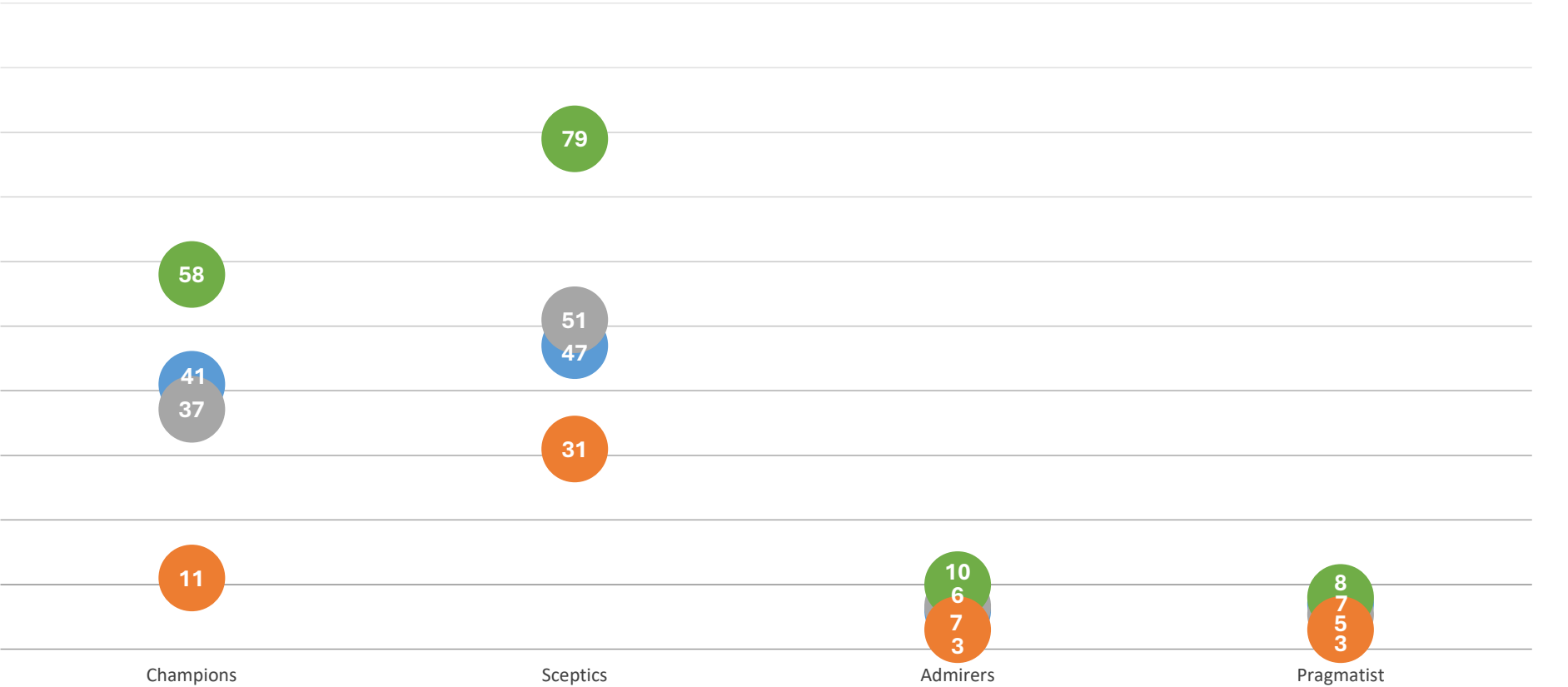
● Rotorua Lakes DC ● All Councils' Average 2023/24 ● Max ● Min



Reputation profile

2023/2024 Council Benchmarking

● Rotorua Lakes DC ● All Councils' Average 2023/24 ● Max ● Min



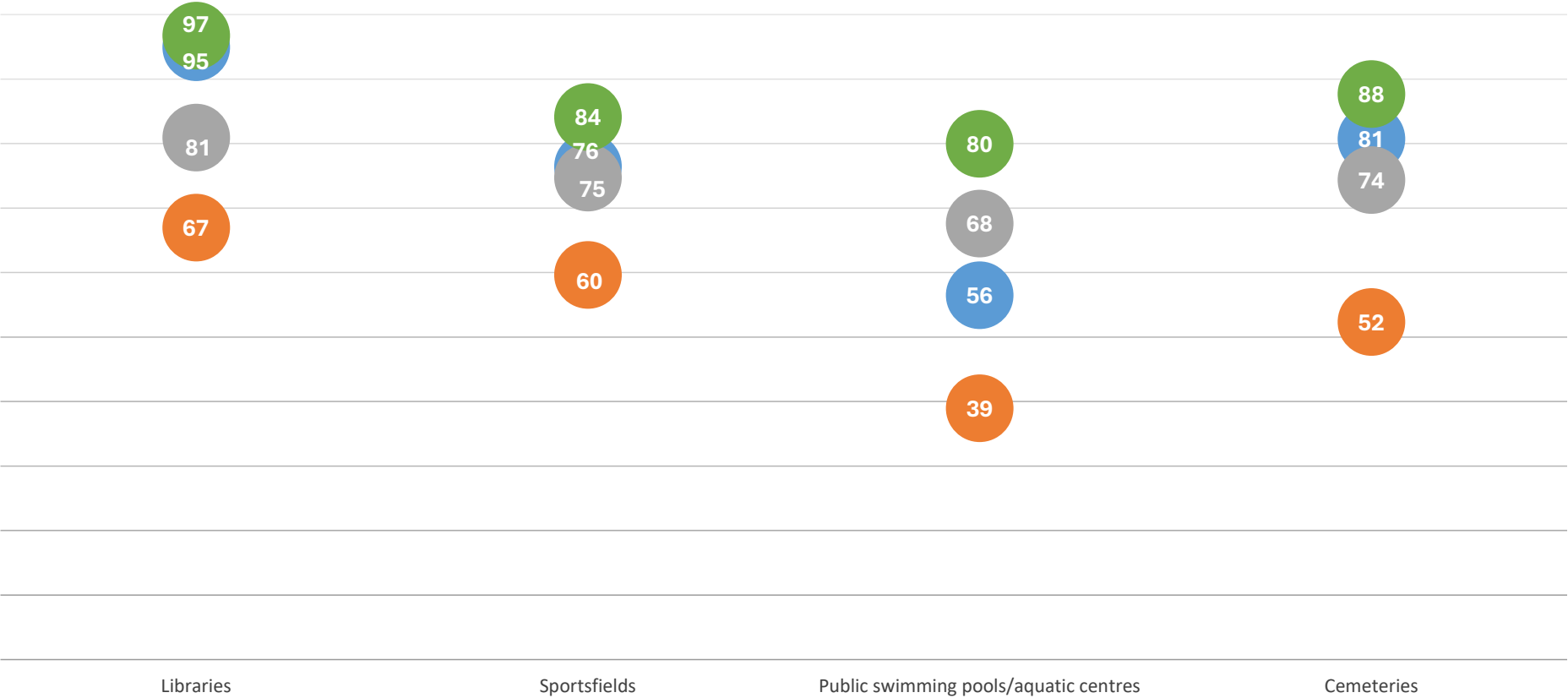
Reputation

	% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall image and reputation		47	44	+3	67	-20	17	+30
Leadership		47	43	+4	63	-16	17	+30
Trust		40	40	-	60	-20	17	+23
Financial management		36	31	+5	51	-15	11	+25
Quality of services		54	50	+4	69	-15	20	+34

Facilities

2023/2024 Council Benchmarking

Rotorua Lakes DC All Councils' Average 2023/24 Max Min



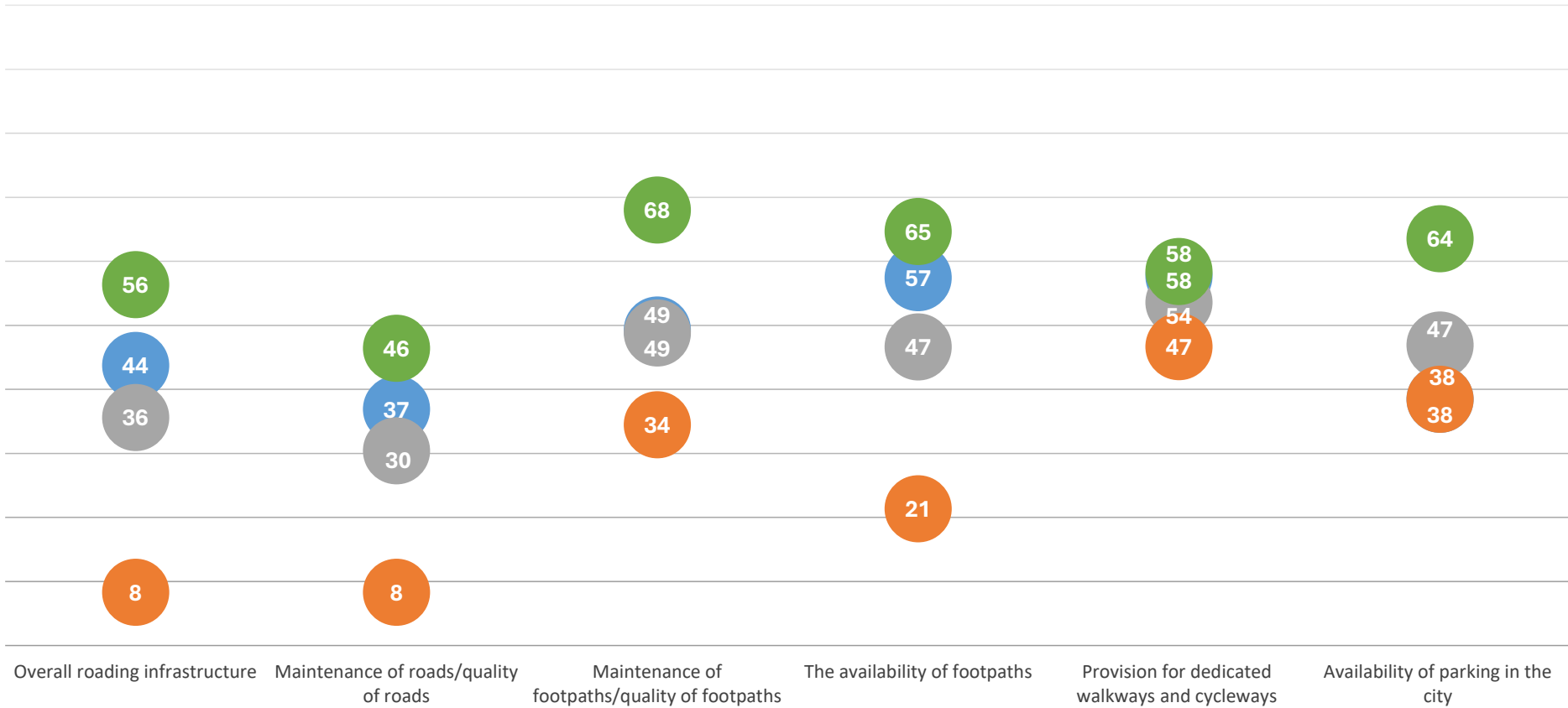
Facilities

% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Libraries	95	81	+14	97	-2	67	+28
Sportsfields	76	75	+1	84	-8	60	+16
Public swimming pools/aquatic centres	56	68	-12	80	-24	39	+17
Cemeteries	81	74	+7	88	-7	52	+29

Roading infrastructure

2023/2024 Council Benchmarking

● Rotorua Lakes DC ● 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	44	36	+8	56	-12	8	+36
Maintenance of roads/quality of roads	37	30	+7	46	-9	8	+29
Maintenance of footpaths/quality of footpaths	49	49	-	68	-19	34	+15
The availability of footpaths	57	47	+10	65	-8	21	+36
Provision for dedicated walkways and cycleways	58	54	+4	58	-	47	+11
Availability of parking in the city	38	47	-9	64	-26	38	-

Value for money

2023/2024 Council Benchmarking

● Rotorua Lakes DC ● 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		36	33	+3	46	-10	12	+24
Annual property rates are fair and reasonable		27	26	+1	36	-9	11	+16
Invoicing is clear and correct		60	66	-6	76	-16	49	+11

Quality of life

2023/2024 Council Benchmarking

● Rotorua Lakes DC ● All Councils' Average 2023/24 ● Max ● Min



66



62



48

46



23

Quality of Life

District is going in the right direction

Quality of life

	% 7-10	Your Council %	Average based on 18 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Quality of Life		79	78	+1	85	-6	66	+13
District is going in the right direction		48	46	+2	62	-14	23	+25

Key contact details

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