



Residents' Experience Monitor 2024

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Background, Objectives, and Methodology

Background

The Rotorua Lakes Council has an ongoing need to measure how satisfied residents are with resources, facilities and services provided by the Council, and to prioritise improvement opportunities that will be valued by the community.

Research objectives

- To assess satisfaction amongst residents in relation to services, facilities and other activities for the Rotorua Lakes Council
- To identify opportunities for improvement that would be valued by residents and how these should be prioritised

Methodology

- The methodology involved a postal to online survey. Invitation letters, containing an embedded link to an online survey were sent to a random selection of residents. Respondents were also able to request a paper copy if they preferred to complete the survey on paper.
- The invite was sent by Rotorua Lakes Council to a random selection of 5,500 residents aged 18 years or older across the Rotorua Lakes District. A follow up reminder was sent to all non-respondents two weeks prior to the survey closure date.
- Data collection was based on balancing the random selection to manage quota targets by geographic location, age and ethnicity. Post data collection, the sample was weighted so it is aligned with known population distributions for those aged 18 and over as contained in the 2018 Census.
- Data collection took place in two waves, Wave 1 between 26 February and 24 March 2024, Wave 2 between 8 May and 5 June 2024.
- A total of n=508 responses have been received from the community over the two waves with a response rate of 9.2%. A total of n=402 responses were selected based on the set quotas to ensure the representation across geographic location, ethnicities and age groups. At an aggregate level the sample has an expected 95% confidence interval (margin of error) of $\pm 4.71\%$.
- The questionnaire was designed in consultation with the Rotorua Lakes Council and is structured to provide a comprehensive set of measures relating to core activities, services and infrastructure, and to provide a wider perspective of performance.
- The margins of error associated with subgroups will be larger than this as the results become less precise as the sample size shrinks. Thus, results associated with particularly small sample sizes should be read with caution.
- The responses were given scores on a scale of 1 to 10, excludes 'Don't know' responses, and were grouped as follows:

1-2	Very dissatisfied
3-4	Dissatisfied
5-6	Neutral
7-8	Satisfied
9-10	Very satisfied

Notes

Results have been rounded to the nearest whole number. Where results measured on a 1-10 scale have been summarised into groups, the sum of these groups may result in a difference of plus or minus one percentage point.



Executive Summary

Key Findings

2024's report creates a good baseline for future reporting. *Overall satisfaction* is 42%, meaning that over four in ten respondents are 'Satisfied' or 'Very satisfied' with Rotorua Lakes Council. Based on verbatim comments, residents have an overall positive perception of the Council and are looking forward to seeing how the Mayor and Councillors perform over time.

Perceptions of Council's performance were impacted greatly by *Value for money*, with the driver model determining a 63% impact on *Overall satisfaction*. This metric is primarily driven by ratepayers' perceptions on whether they receive value for money given the rates spent. 43% of ratepayers were satisfied that this was the case, amongst those dissatisfied the verbatim comments suggest that a rise in rates above CPI/Inflation/Wage increases and unequal spending across wards are the main drivers of this dissatisfaction.

Image and reputation was the second most important area for residents. 28% of respondent's overall satisfaction was driven by *Image and reputation* factors including *Leadership, Trust, Quality of services* and *Financial management*. *Faith and trust* was the highest scoring aspect amongst these metrics.

Value for money was closely connected to *Image and reputation*, especially when it comes to *Faith and trust*. *Value for money* also appeared as one of the main themes amongst the comments related to *Communication*. Based on verbatim comments, residents would like to know more about the Council's activity, including more transparency on spending and more open consultation with the community when it comes to financial decisions.

Rotorua Lakes District Council's reputation benchmark came in at +61, which falls into the 'Acceptable' range but leaves room for improvement, as it is at the low end of being 'Acceptable'. There is an almost 30-point discrepancy between those aged over 65 years (81), and those aged between 18 and 39 years (51).

In *Core service deliverables*, respondents were generally satisfied with *Waste disposal* and *Outdoor spaces* (82% and 76% satisfied respectively). *Water management* at 68% and *Roading and footpaths* at 44% leave room for improvement, with a lot of residents concerned with flooding and the lack of maintenance of the roads.

In other metrics, *Quality of life in the district* reported 79% of respondents rating it as 'Good' or 'Excellent', and 48% believe that the *District is going in the right direction*.

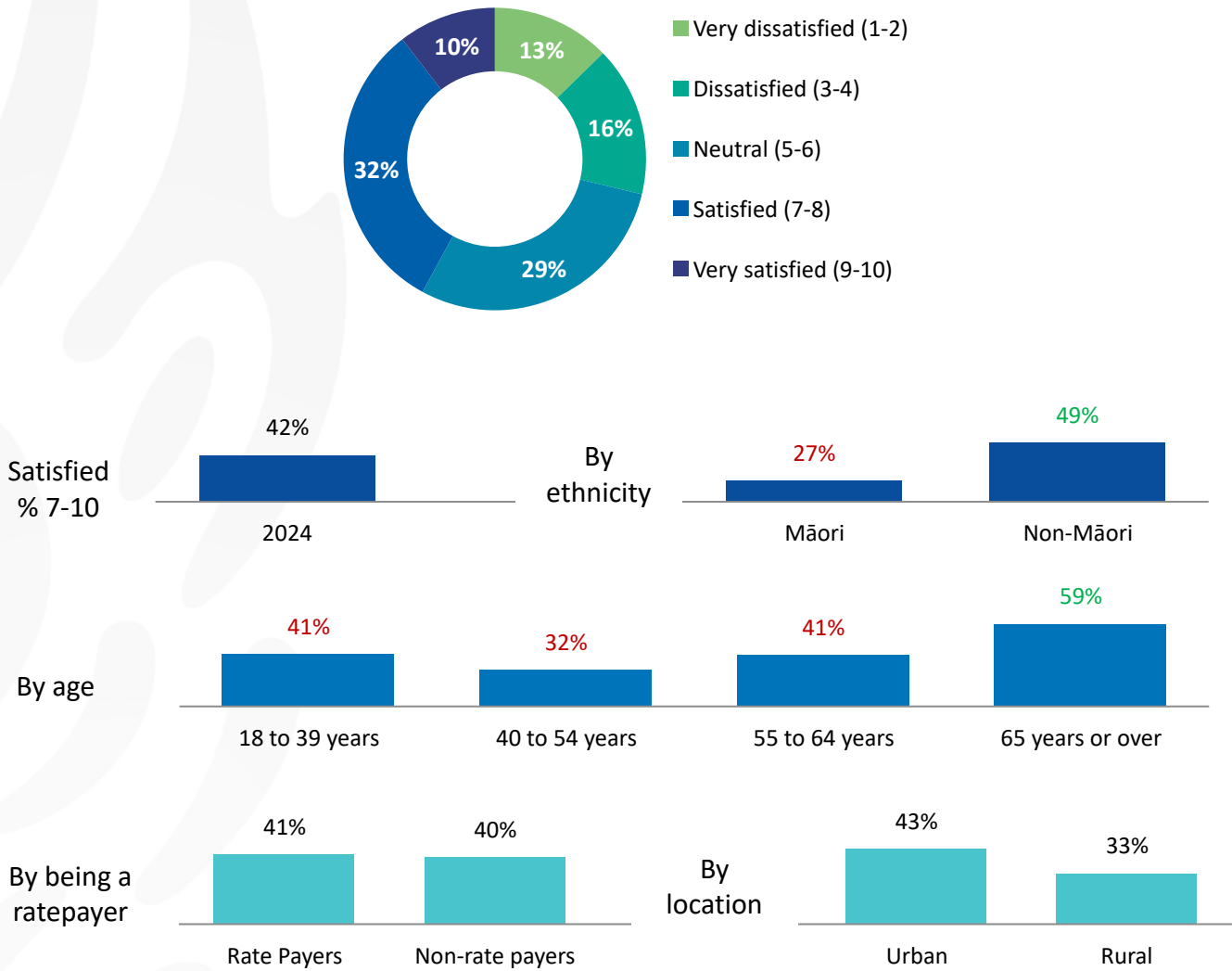
Top-3 priorities for improvement in Rotorua include:

- ✓ Increasing safety in the District - Security / safety concerns (gang activity, lack of street lighting, increase the police presence)
- ✓ Addressing social issues - Support / address the homelessness problem
- ✓ Continuous economic development - Growth within the CBD / tidy the CBD / encourage tourism / increased events



Key Performance Measures

Overall Satisfaction with Rotorua Lakes Council



- 42% of residents have rated their *Overall satisfaction with the Council* 7-10 on the ten-point scale.
- Those aged 65 years or over, and those who identify as Non-Māori are considerably more satisfied with the Council overall than other age groups and ethnicities.
- 54% of respondents have mentioned that the biggest issue that they have at the moment is regarding rates. Some verbatim comments indicate that regular increases are becoming harder to manage, and others, especially those in rural areas, are feeling frustrated that they are unable to reap the benefits of the services provided that their rates pay for.

Notes:

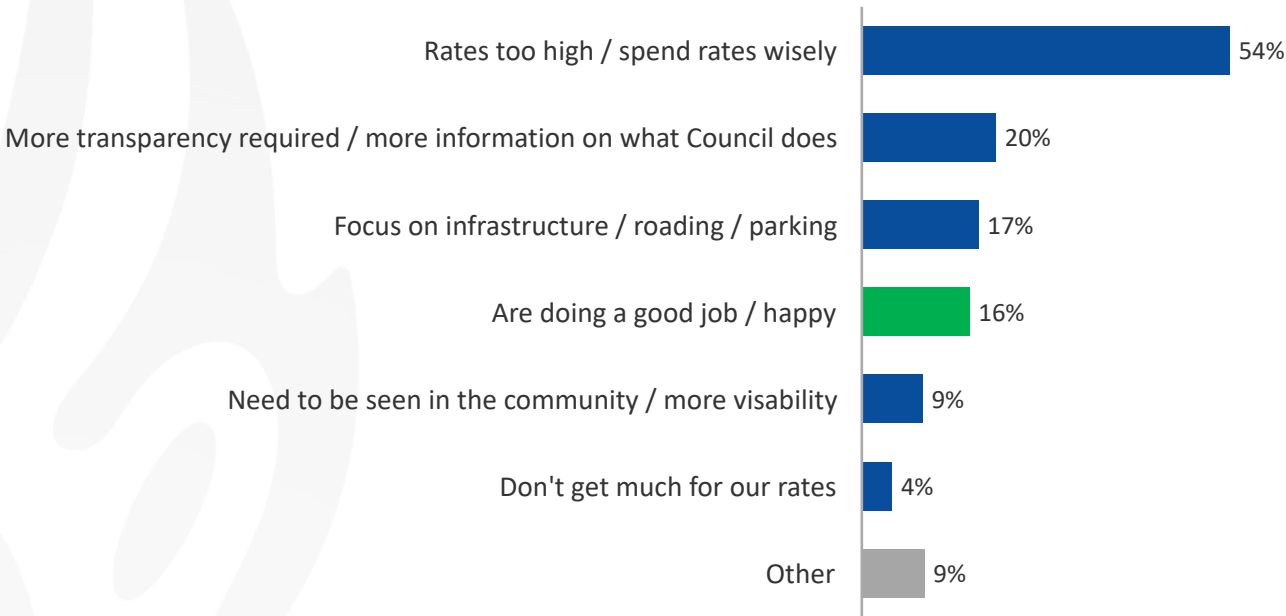
1. OV1. When you think about the Council overall, their image and reputation, the services and facilities they provide, the rates they charge, and fees that you pay, overall, how satisfied are you with Rotorua Lakes Council? n=372

Between demographics

Significantly higher

Significantly lower

General Comments



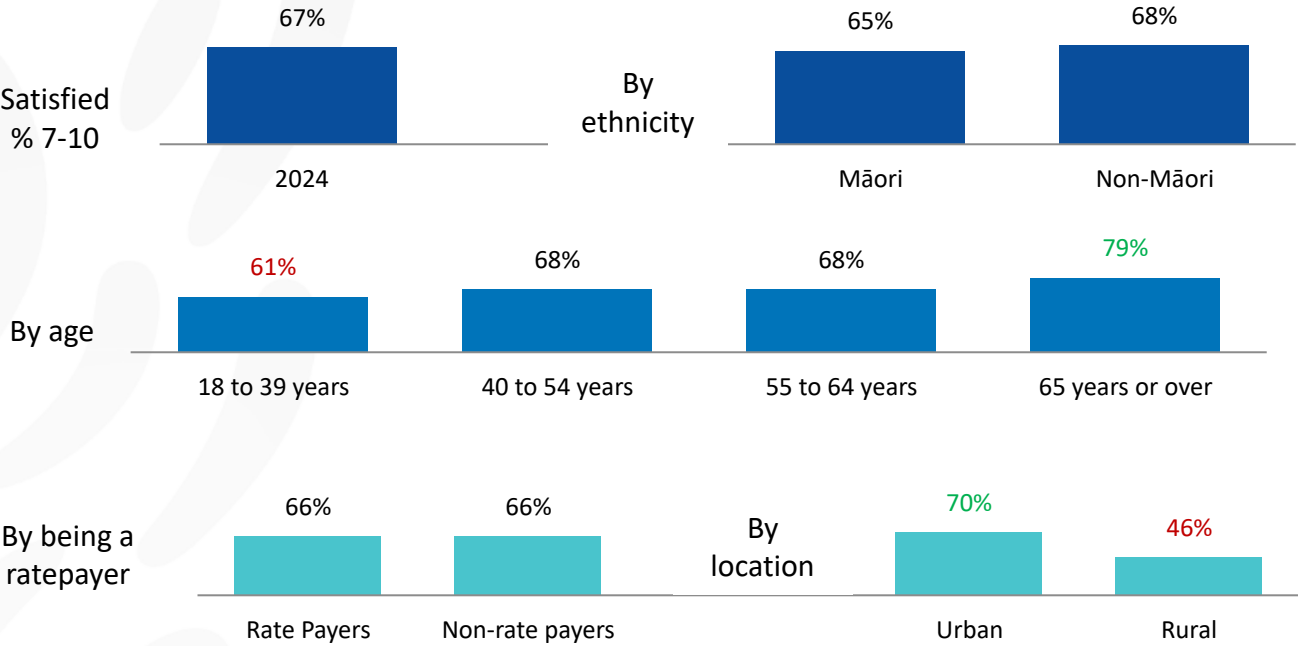
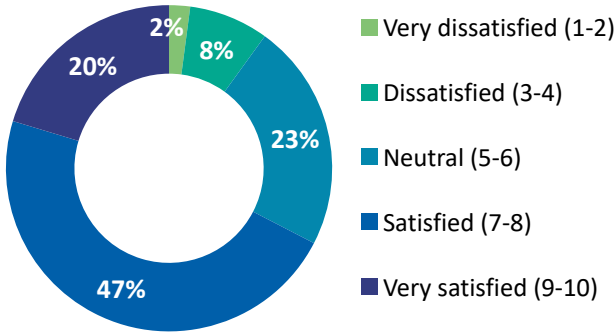
- *More satisfied now due to the election of the new Mayor.*
- *There are improvements to the district over the past 12 months with the new Lakefront, monitoring of services in the city and around the lakes.*
- *I am very grateful. I really appreciate the leadership of our Mayor.*
- *Overall, the Council staff and all the workers, especially the gardeners, do a great job.*
- *The lakefront upgrade is looking really great.*
- *Our town seems to be getting better.*
- *They are a lot better than the last Mayor and Council.*
- *I'm encouraged by the new Mayor Tania. I like her style and hopefully appears to be working for all of the community. The same for the Councillors working together for the ratepayer and getting back to a vibrant place where locals, ratepayers, and visitors can be proud of.*
- *I think, overall, we get a lot of good services from the Council. There are many community facilities such as community halls, parks, and sports fields as well as good key infrastructure, such as the airport.*



- *Rates are too high, and Council are spending money on re-doing roads that had nothing wrong with them.*
- *Regional rates are too high compared to others.*
- *Rates increases and dog registration increases are too costly especially when roadside kerbs are not maintained frequently, and Council funding of community agencies and projects are being cut. There is no value for the attributed increase to take from the ratepayers.*
- *Sensible spending of our rates I agree with, infrastructure and new industry, recreation, sporting and parks yes, but changing the CBD how many times, expensive unnecessary statues, Hemo Gorge, changes to the lake front inhibiting easy access, and an international airport that is not used for international flights and has very limiting domestic flights, I do not agree with.*
- *Rotorua residents feel we are being robbed for no reason, one of the highest rate payers in NZ.*
- *Dog registration fees are ridiculous.*
- *The rates we pay are higher than Auckland. Not happy for the service you get as it is not value for money.*

Notes:
1. OV2. Are there any other comments you would like to make about Rotorua Lakes Council?
n=89

Core Service Deliverables



- Close to seven in ten respondents (67%) have rated *Overall core service deliverables* between 7-10 on the 10-point scale.
- When referencing the services and facilities provided by the Council, many residents praise the improvements to the lakefront.
- 17% have mentioned that there should be more focus on *Core services and infrastructure*, such as roading, instead of the large-scale projects, such as an international airport.

Notes:

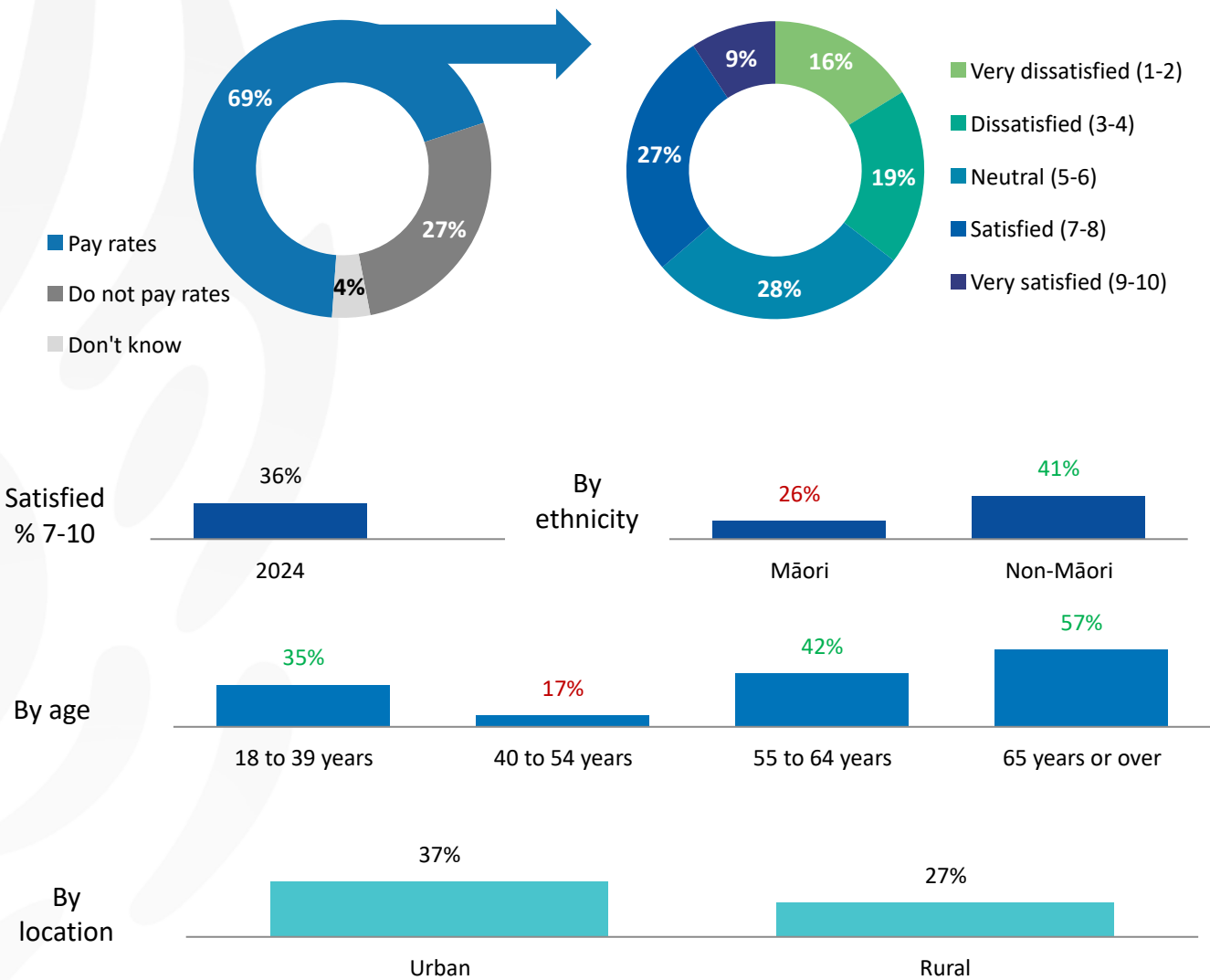
1. PF9. Everything considered, roads, footpaths, rubbish and recycling collection, sportsgrounds, lake reserves, park reserves and walkways, cemeteries, environmental and regulatory services, and public facilities provided, how would you rate the Rotorua Lakes Council for its overall services and facilities? n=395

Between demographics
Significantly higher
Significantly lower



Value for Money

Value for Money



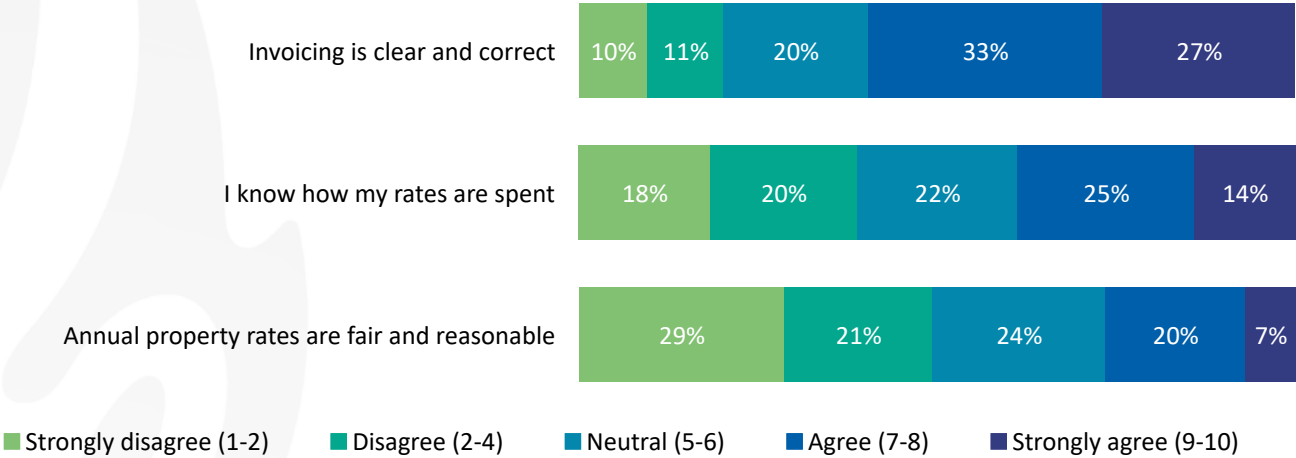
- Similar proportions of residents are dissatisfied (35%) and satisfied (36%) with *How rates are spent on services and facilities provided by Council*, and *The value for money you get for your rates*.
- The only age group where a majority expressed satisfaction with *Value for money* are those aged 65 and older (57%). Residents aged 18-54 are significantly less likely to agree than older residents
- Dissatisfied residents mentioned additional regional rates being too high, house values not matching the rates they are paying, and not enough services available for rural residents paying the same rates as those in urban area, as the main reasons for the low scores they have provided.
- Half (50%) of respondents disagree that *Annual property rates are fair and reasonable*.
- Māori respondents are noticeably less satisfied with key aspects of *Value for money*.

Notes:

1. VM3. Thinking about everything Rotorua Lakes Council has done over the past twelve months and what you have experienced of its services and facilities, how satisfied are you with how rates are spent on services and facilities provided by Council, and the value for money you get for your rates? n=270

Between demographics
Significantly higher
Significantly lower

Other Measures Related to Value for Money



Scores with % 7-10 (by ethnicity)	2024	Māori	Non-Māori
Invoicing is clear and correct	60%	43%	66%
I know how my rates are spent	39%	32%	42%
Annual property rates are fair and reasonable	27%	16%	31%

% 7-10 (by age)	18 to 39 years	40 to 54 years	55 to 64 years	65 years or over
Invoicing is clear and correct	55%	49%	64%	74%
I know how my rates are spent	28%	26%	52%	54%
Annual property rates are fair and reasonable	26%	14%	31%	39%

% 7-10 (by location)	Urban	Rural
Invoicing is clear and correct	60%	54%
I know how my rates are spent	40%	29%
Annual property rates are fair and reasonable	28%	13%

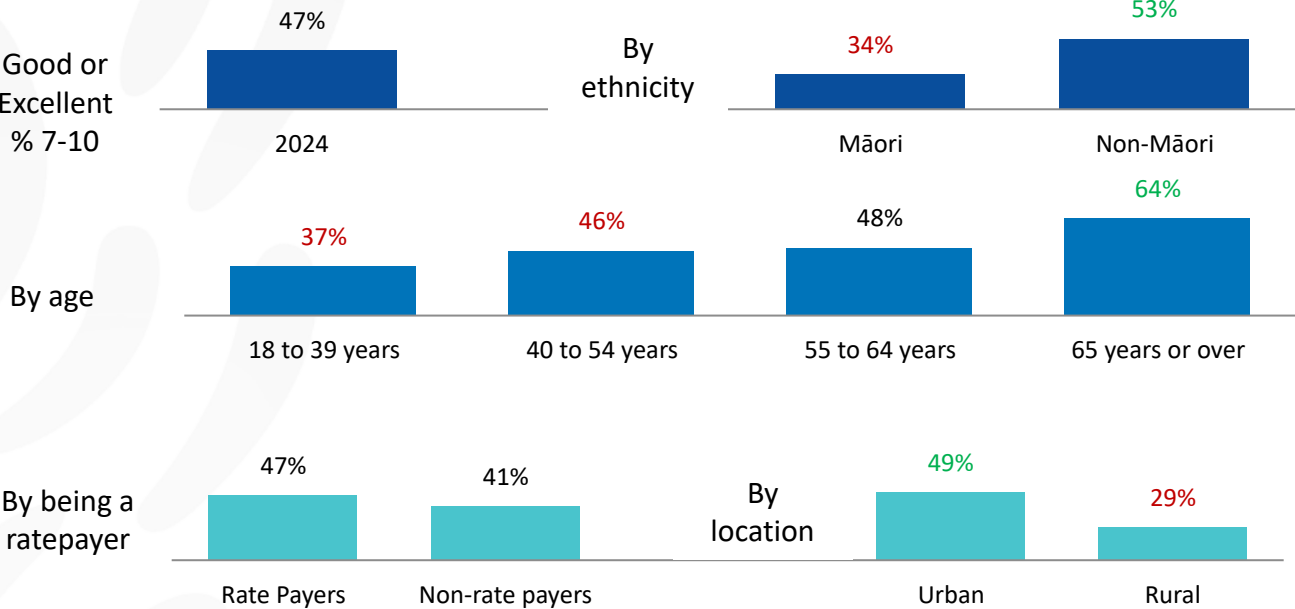
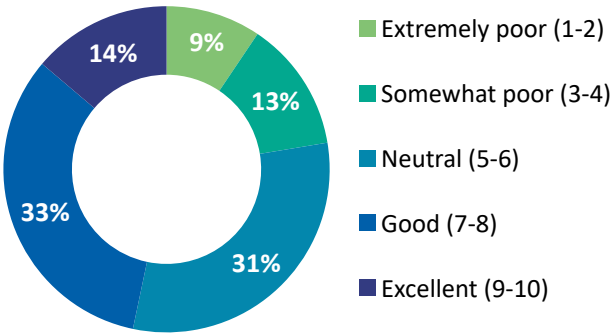
- Notes:
- a. VM2. How strongly do you agree or disagree with the following statements?
 - a. Annual property rates are fair and reasonable n=279
 - b. Invoicing is clear and correct n=278
 - c. I know how my rates are spent n=270

Between demographics
Significantly higher
Significantly lower



Image and Reputation

Image and Reputation

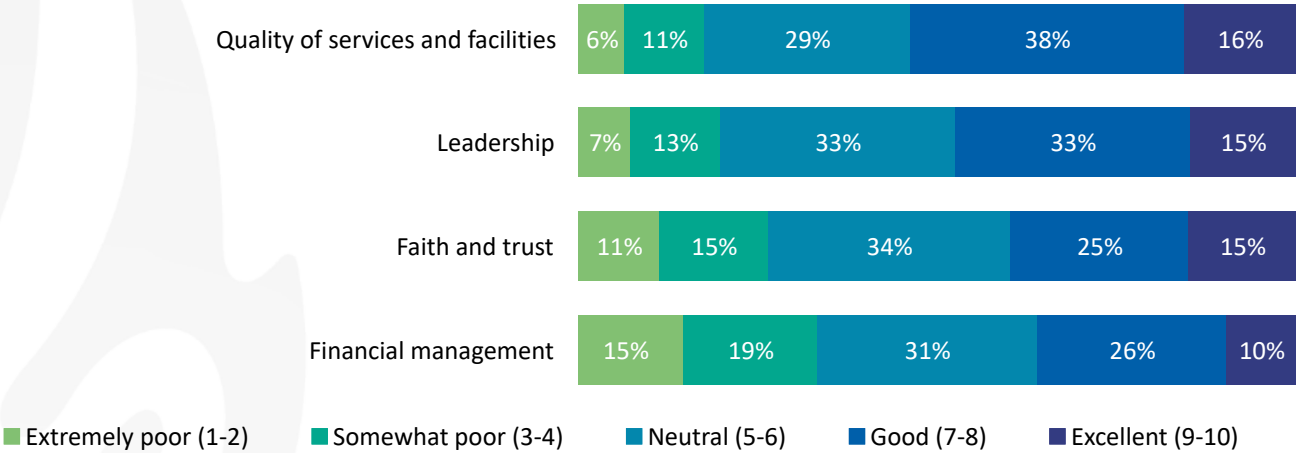


- Just under half (47%) of respondents rated Council’s *Overall image and reputation* positively. Further, over one in five (22%) assessed the Council’s *Overall image and reputation* negatively.
- Younger residents, those aged 64 and younger, are far less likely to rank the Council’s *Reputation* as ‘Good’ or ‘Excellent’.
- The *Trust* and *Financial management* aspects of overall reputation are the lowest rated areas (40% and 38% respectively).
- Looking at the verbatim comments related to *Trust* and *Financial* management, residents have mentioned a need for more transparency on spending and more information on what Council does. Another common theme was a lack of visibility of Councillors, and the need for more involvement with the community.

Notes:
1. REP5. Everything considered, leadership, trust, financial management and quality of services provided, how would you rate the Rotorua Lakes Council for its overall reputation? n=361

Between demographics
Significantly higher
Significantly lower

Other Measures Related to Image and Reputation



Scores with % 7-10 (by ethnicity)	2024	Māori	Non-Māori
Quality of services and facilities	54%	43%	59%
Leadership	47%	43%	50%
Faith and trust	40%	32%	44%
Financial management	36%	33%	38%

Scores with % 7-10 (by age)	18 to 39 years	40 to 54 years	55 to 64 years	65 years or over
Quality of services and facilities	46%	51%	57%	68%
Leadership	38%	48%	50%	62%
Faith and trust	31%	39%	45%	54%
Financial management	31%	32%	36%	52%

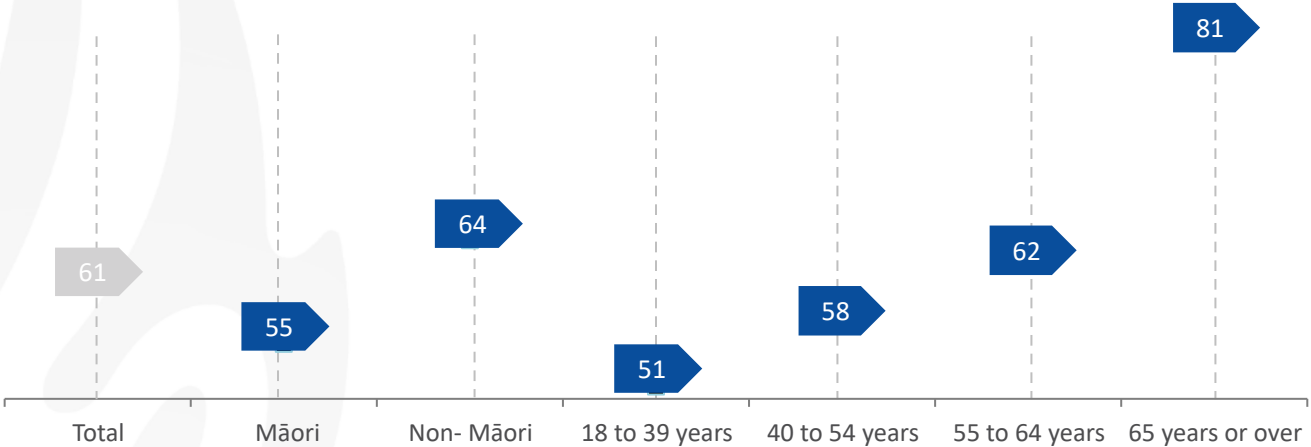
Scores with % 7-10 (by being a ratepayer and location)	Rate payers	Non-rate payers	Urban	Rural
Quality of services and facilities	56%	46%	55%	43%
Leadership	48%	44%	50%	31%
Faith and trust	41%	31%	43%	19%
Financial management	36%	33%	38%	23%

Notes:

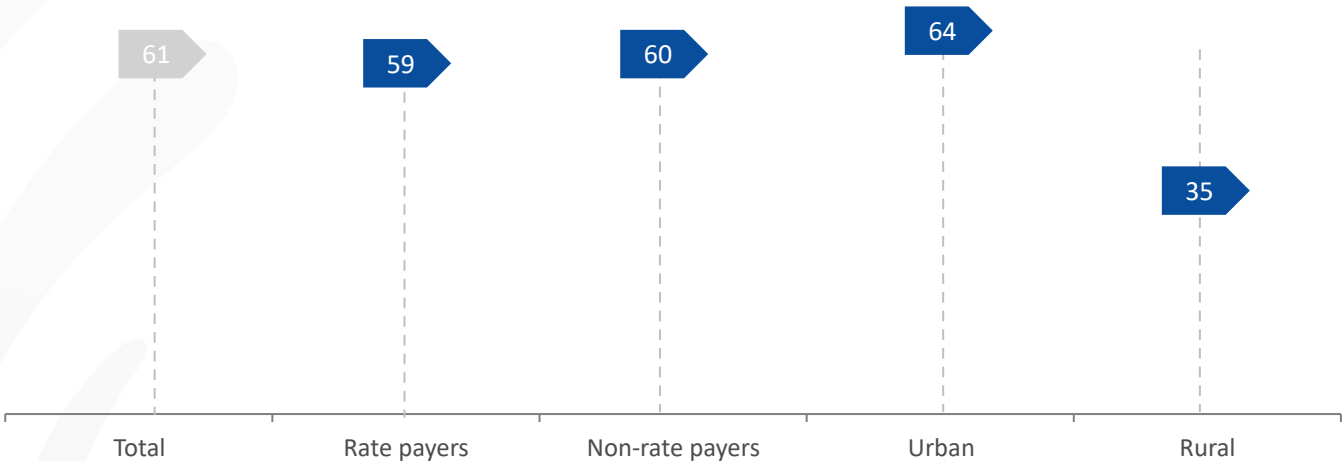
- 1. REP1. ...how would you rate the Council for its leadership? n=349
- 2. REP2. ...overall, how would you rate the Council in terms of the faith and trust you have in them? n=356
- 3. REP3. ...how would you rate the Council overall for its financial management? n=322
- 4. REP4. ...how would you rate the Council for the quality of the services and facilities they provide Rotorua? n=372

Between demographics
Significantly higher
Significantly lower

Reputation Benchmark



- The *Reputation benchmark* is calculated by rescaling the *Overall reputation* measure to a new scale between -50 and +150 to improve granularity of the results.
- The benchmarking is done amongst different demographic groups to identify the communities that are least/most supportive of the Council.
- *Overall reputation benchmark* is within an ‘Acceptable’ range (61).
- Residents aged over 65 years register the highest reputation benchmark (81) which is ‘Excellent’, whilst younger residents record significantly poorer scores (51 for those aged between 18 and 34 years and 58 for those aged between 40 and 54 years).
- Residents from rural areas of the District have recorded the lowest *Reputation Benchmark* (35).

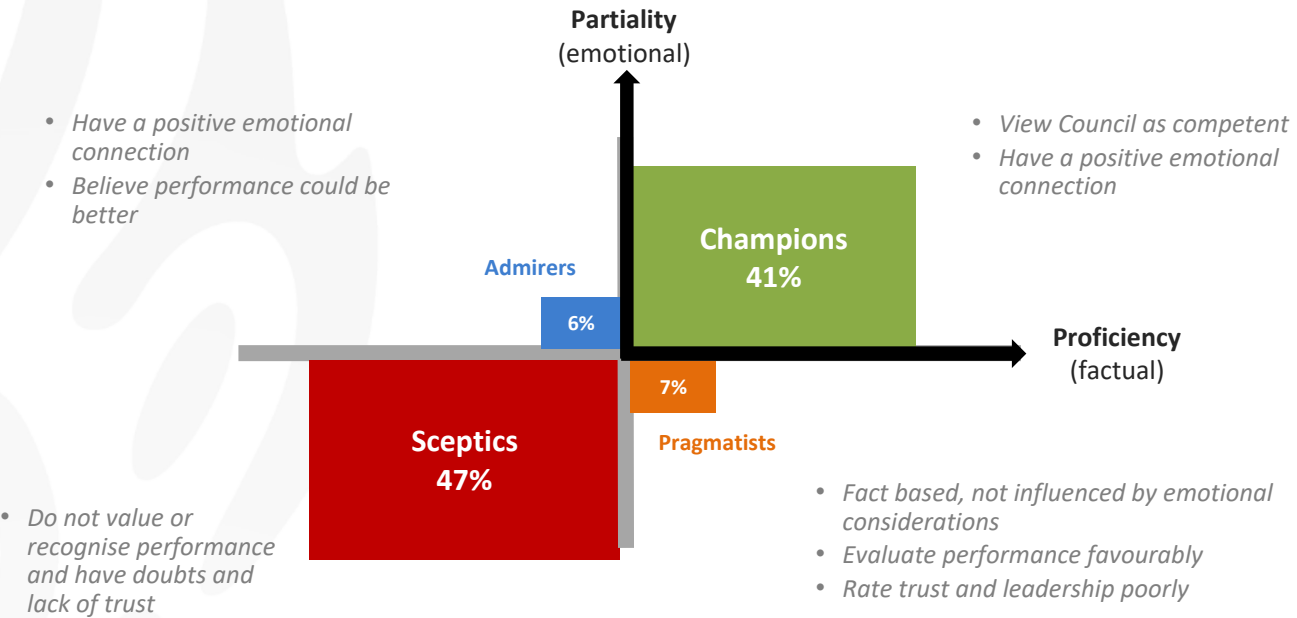


Notes:

1. REP1 leadership, REP2 trust, REP3 financial management, REP4 services and facilities , REP5 overall reputation
2. The benchmark is calculated by rescaling the overall reputation measure to a new scale between -50 and +150 to improve granularity for the purpose of benchmarking

Key:	
>80	Excellent reputation
60-79	Acceptable reputation
<60	Poor reputation
150	Maximum score

Reputation Profile



- Almost half of the residents (47%) can be classed as ‘Sceptics’. This is the group that is the least supportive of the Council. They do not see Council as being trustworthy, and disagree with the leadership and financial decisions.
- The largest proportions of ‘Sceptics’ can be found amongst residents from rural areas (68%), those who identify as Māori (55%) and those aged between 18 and 39 years (52%).

- The second largest group of residents are ‘Champions’ (41%). These residents are, overall, satisfied with Council’s performance, have trust in the leadership team and support their decision-making.
- Non- Māori residents and those over 64 are most likely to be classed as ‘Champions’ when compared to other demographics.

- 6% of the District’s residents can be classed as ‘Admirers’. This group might not support all of Council’s decisions, but overall, they trust that Council is acting in the best interest of the District.
- The middle age group (those aged 40 to 54 years) are significantly more likely than other demographics to be ‘Admirers’ (11%).

- ‘Pragmatists’ are the group that mostly approves of the Council’s decision-making; however, they lack trust and often are not satisfied with the leadership.
- Those who do not pay rates in the District and residents from rural areas are most likely to be classed as ‘Pragmatists’ (8%).

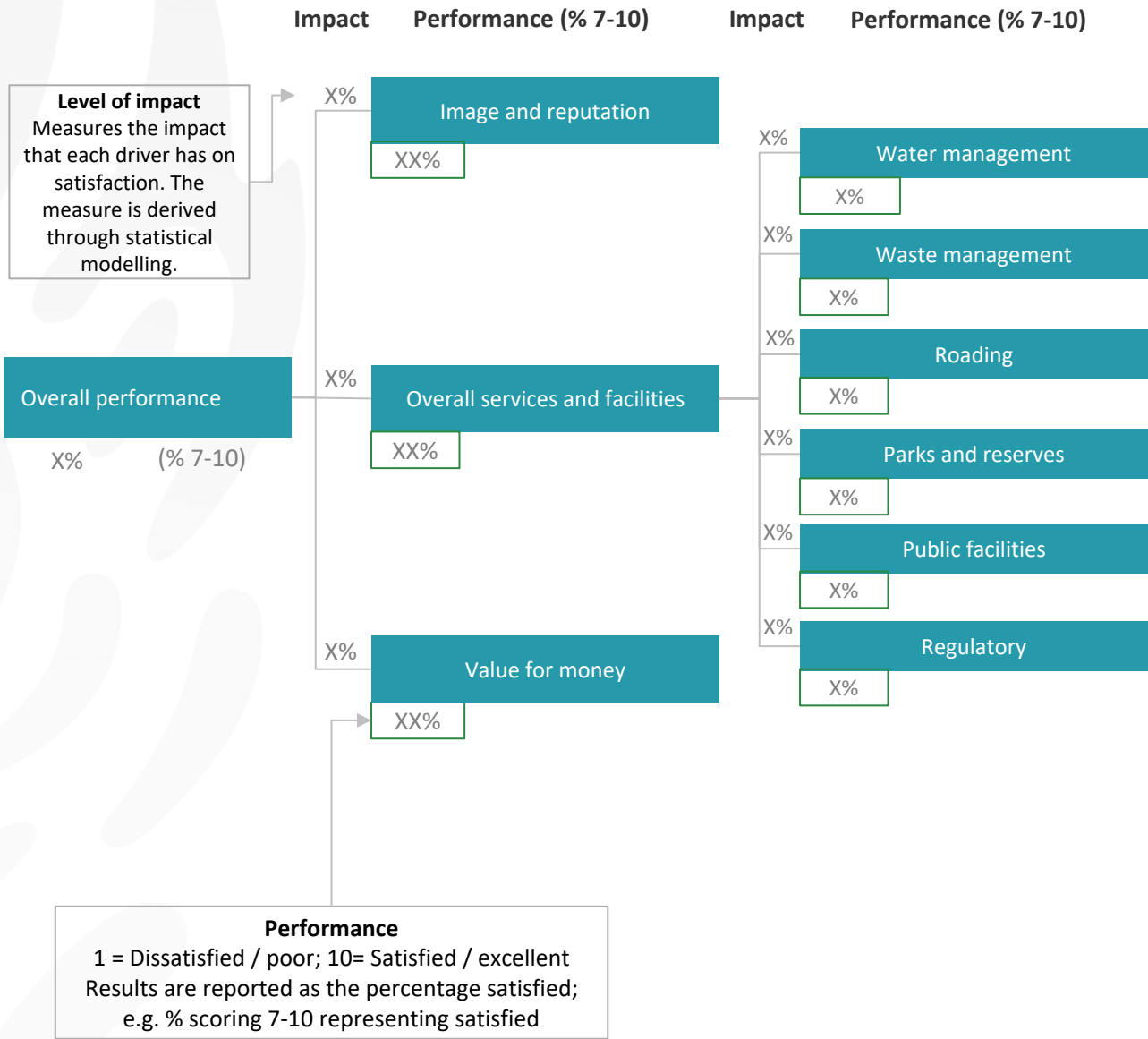
Notes:

1. REP1 leadership, REP2 trust, REP3 financial management, REP4 services and facilities , REP5 overall reputation



Priorities and Opportunities

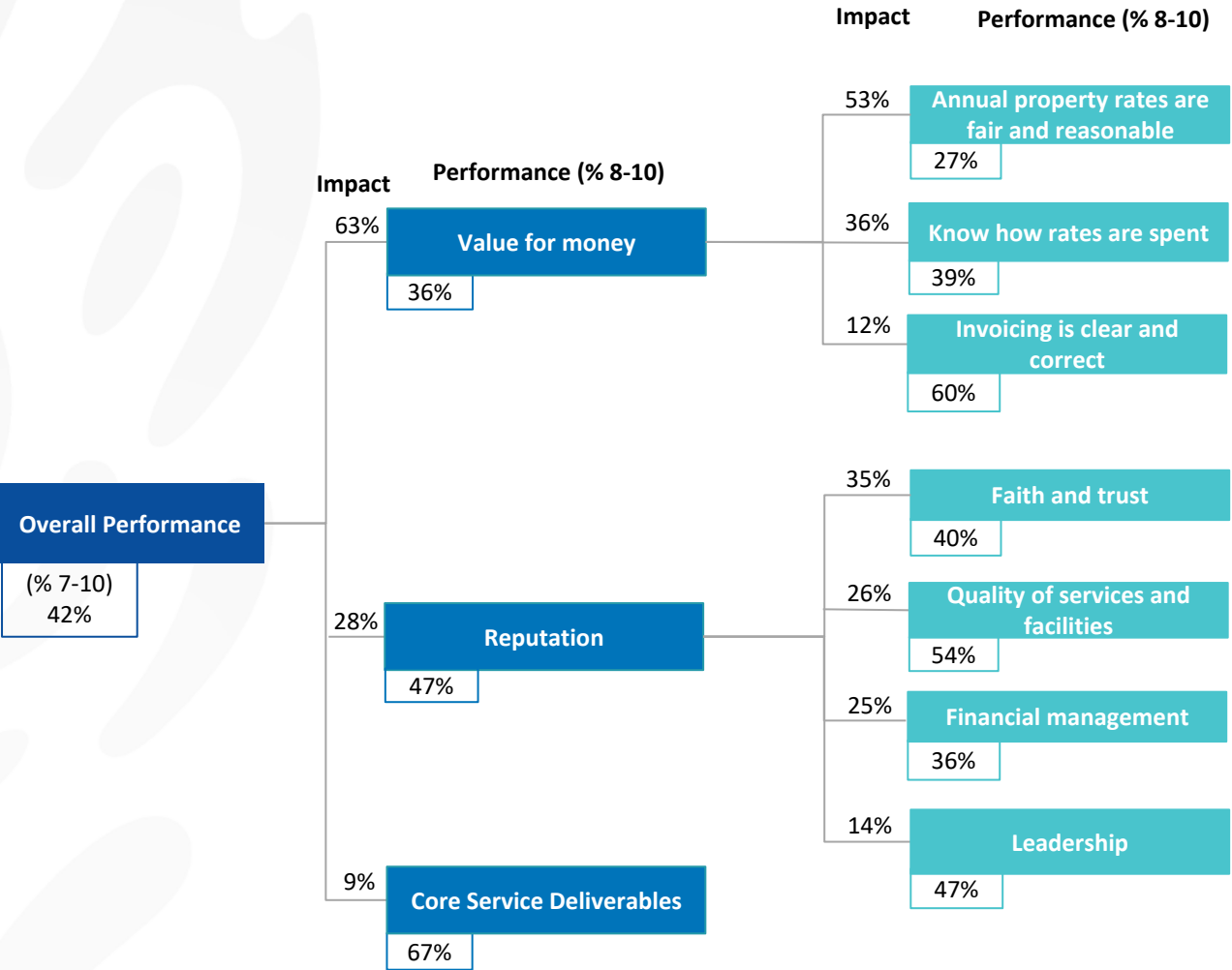
Introduction to the driver model



Overview of our driver model

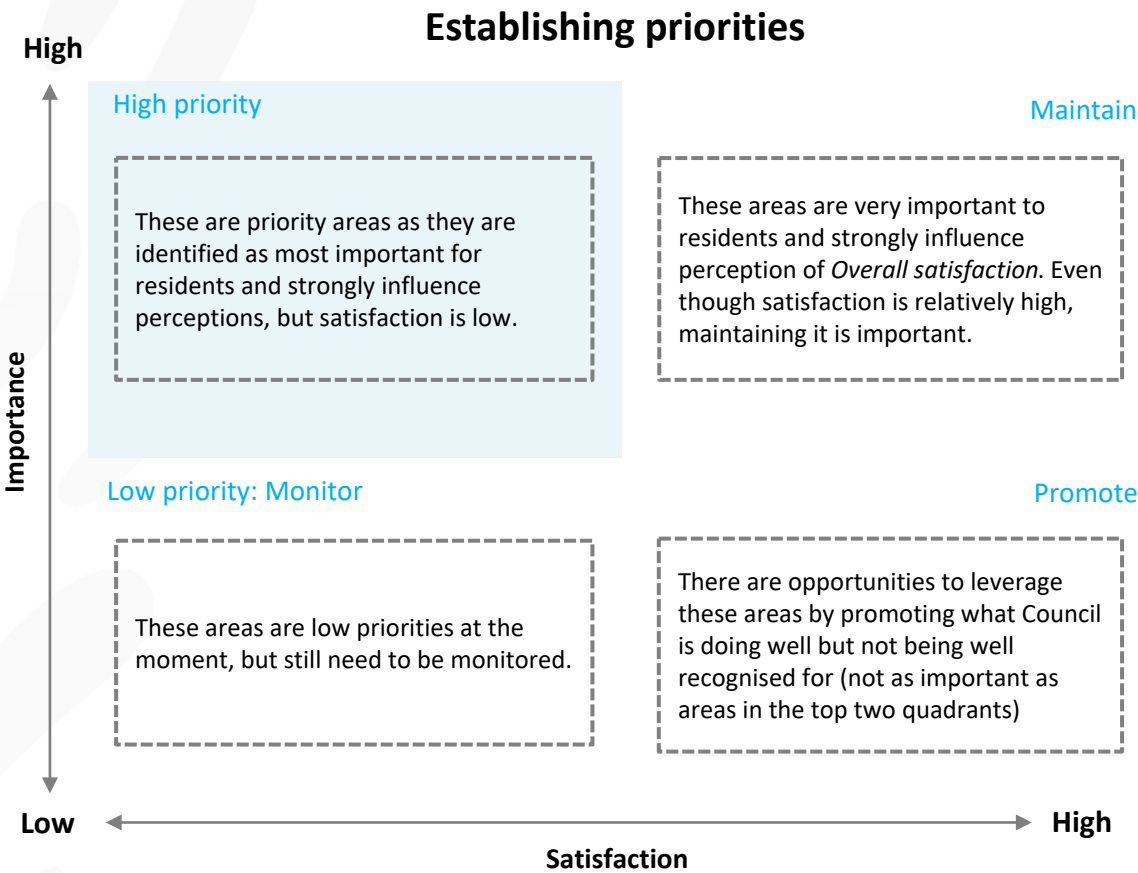
- Residents are asked to rate their perceptions of Council’s performance on the various elements that impact overall satisfaction. These processes must align with the customer facing services and processes to ensure they are actionable
- We use multiple regression analysis to identify how much different areas of services provided by Council impact overall perception. Impact scores represent how strong the connection is.
- For example, if impact score for one of the KPI’s is 50%, it means that increasing residents' perception in this area by 4% will increase perception of *Overall performance* by 2%, given all other factors remain unchanged.

Drivers of Perception of Rotorua Lakes District Council’s Performance

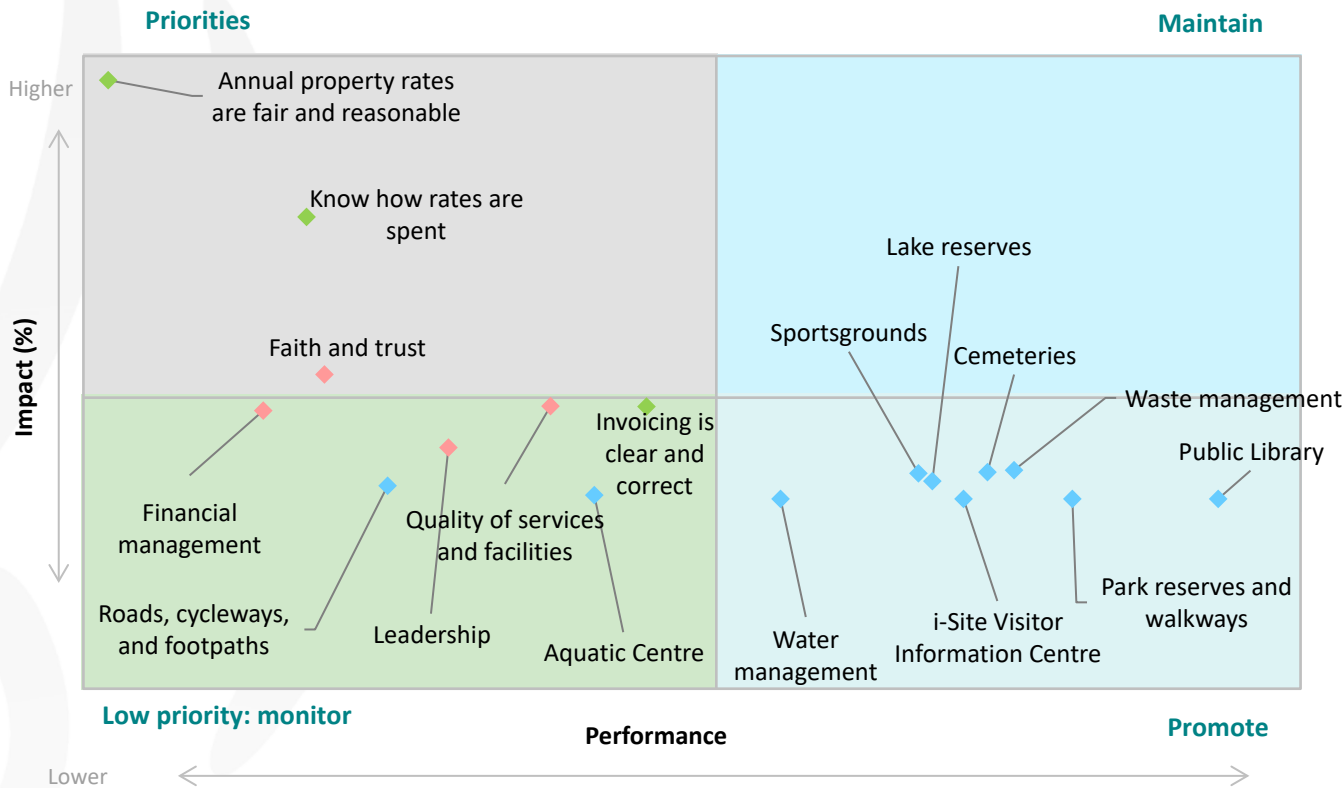


Establishing priorities - Matrix

- ‘Importance’ vs ‘Satisfaction’ analysis helps to establish priorities and opportunities for Council to improve overall satisfaction.
- Using the importance and satisfaction scores, we are able to position each area of performance on two axis. Below is a brief explanation of what it means if the measure is located in each of the quadrants.



Opportunities and Priorities - Overall measures



The following areas have been identified as the top priorities to enhance residents' perception of the Council:

- *Value for money*, especially *Rates being fair and reasonable* and on *Knowing how rates are spent* are the main priorities for the Council to work on. While residents rate satisfaction across all measures related to *Value for money* low, the verbatim comments indicate that residents would like to see more money spent on roading, as well as for Council to focus on other core services as a priority.
- *Faith and trust* is another priority for Council to focus on. Residents believe that council needs to show more transparency in decision making and consider more consultation with ratepayers.

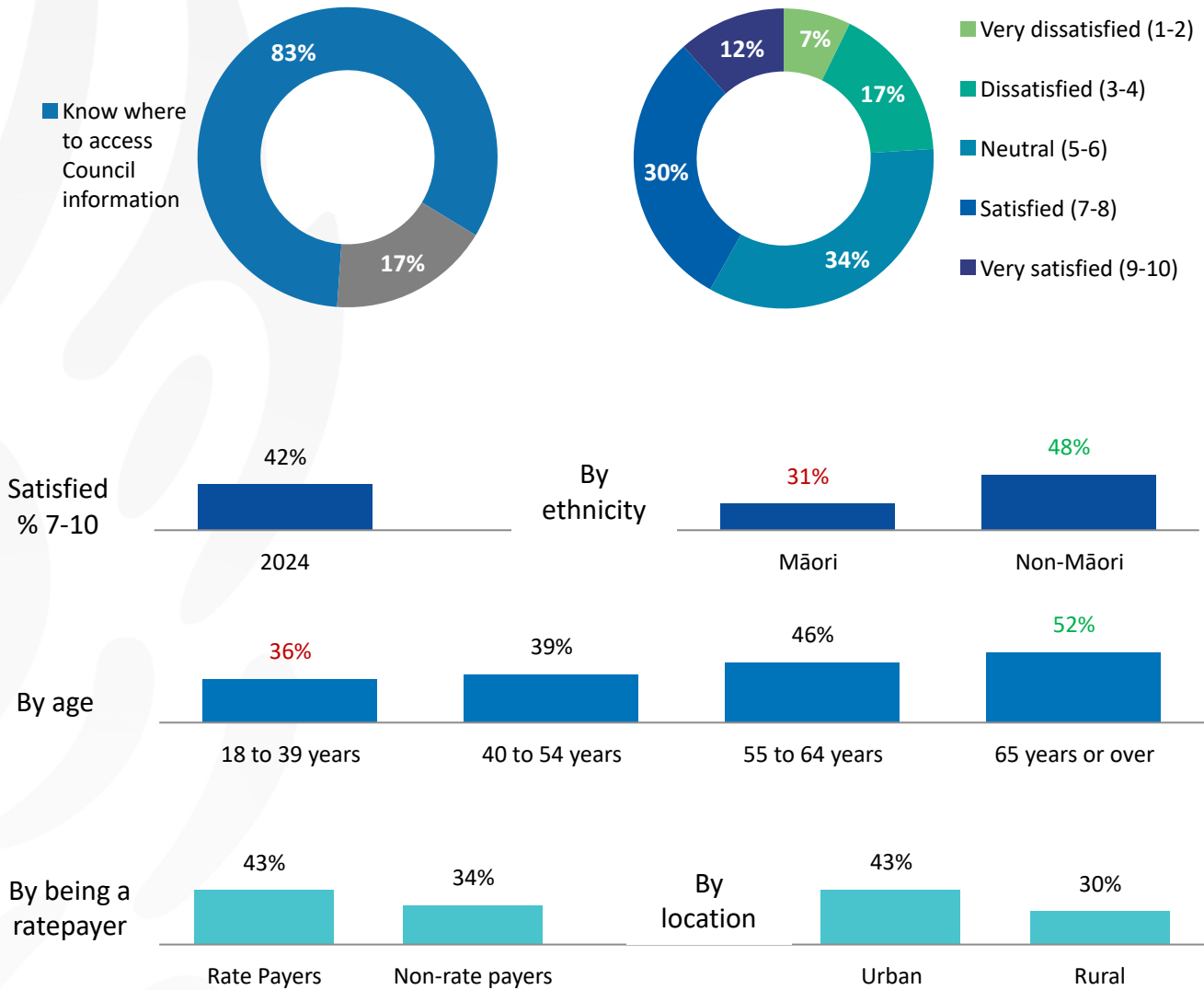
There are six areas of performance that show the lowest satisfaction. However, at the moment, they also have lower impact on *Overall performance*. Monitoring these areas and trying to make some improvements before these shift into *Priorities* is important for the Council to manage future risks.

Areas within the Council's performance that are not receiving sufficient recognition include *Public facilities* (with the exception of the Aquatic centre) and *Outdoor facilities*. Promoting these aspects of the Council's performance would naturally redirect residents' attention towards a more positive perception.



Communication and Engagement

Communication



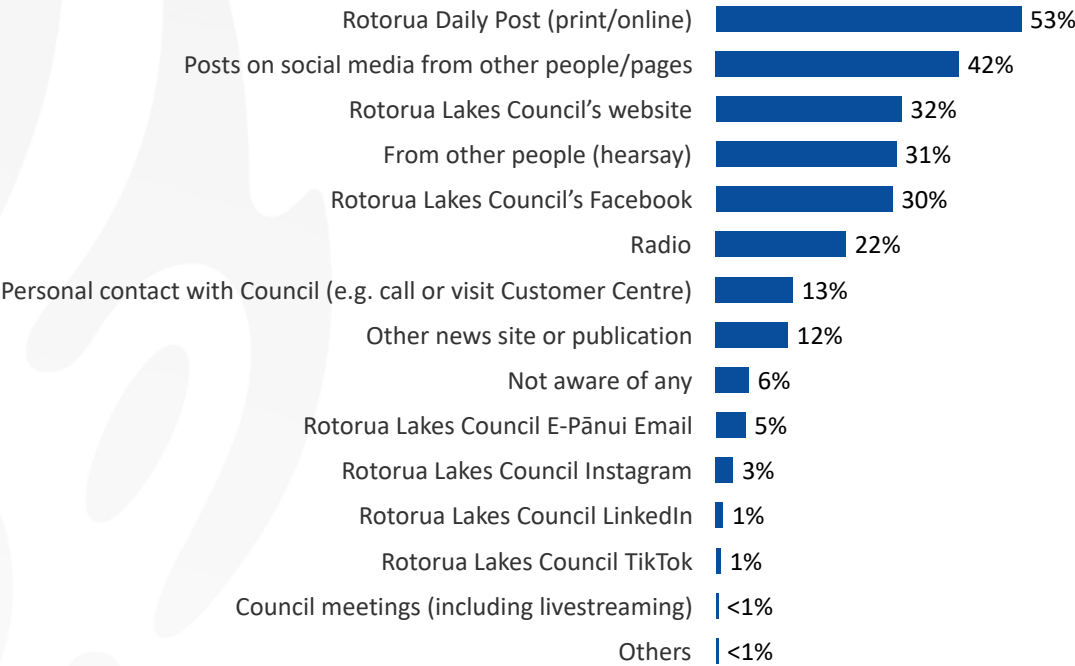
- Over four in ten respondents (42%) are satisfied with how *Council keeps residents informed*.
- Residents aged 18-34 are significantly less likely to feel satisfied with Council's communication than other age groups.
- Non-Māori residents were significantly more likely to be satisfied with how *Council keeps residents informed*.
- The *Rotorua Daily Post* is the most common way to keep up with the Council activities (53%), followed by *Social media posts (non-Council pages)* (42%).

Notes:
1. COM1. Do you know where to get Rotorua Lakes Council information if you want it? Yes n=335
2. COM4. How satisfied are you with how Council keeps you informed? n=377

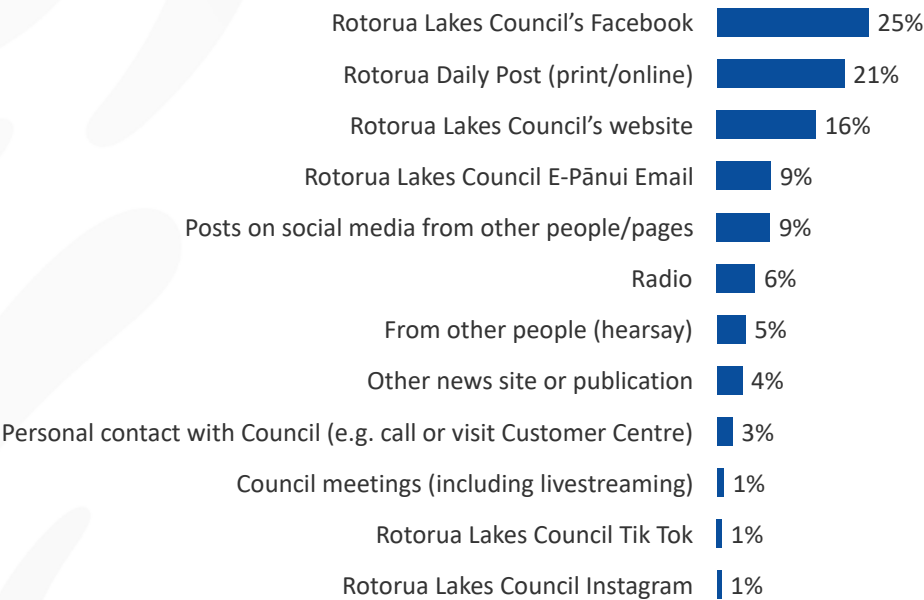
Between demographics
Significantly higher
Significantly lower

Sources of Information

Main way of staying informed



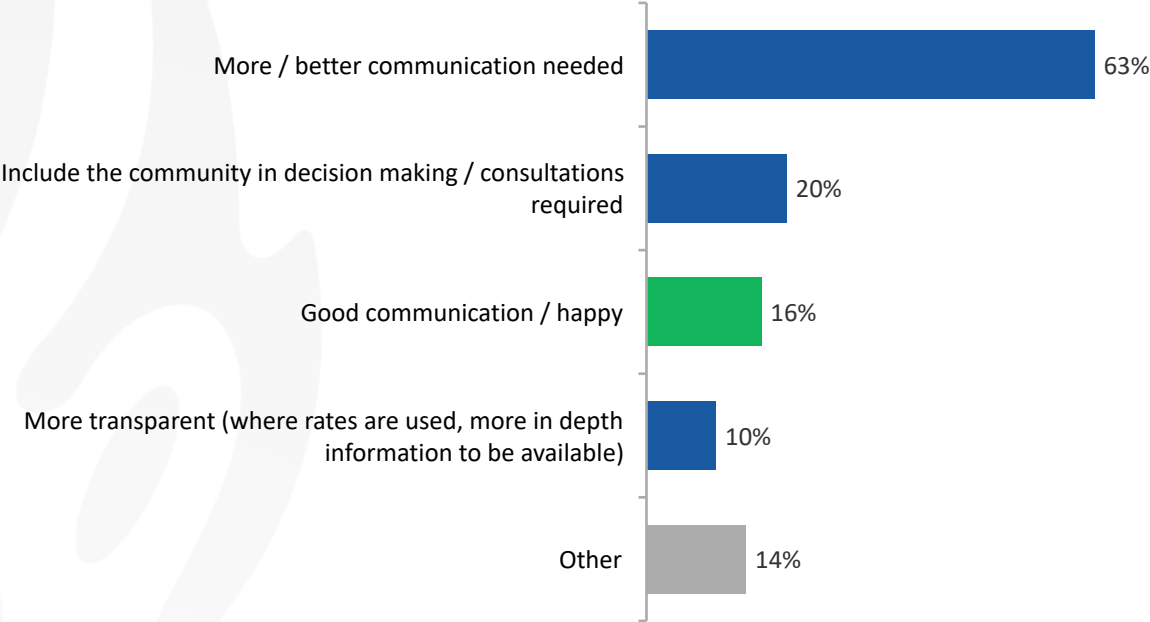
Preferred way to keep up to date



Notes:

- 1. COM2. Where do you mainly see, read, or hear information about the Council? n=402
- 2. COM3. What would be your preferred way to keep up to date with what Rotorua Lakes Council is doing? n=402

Comments on Communication



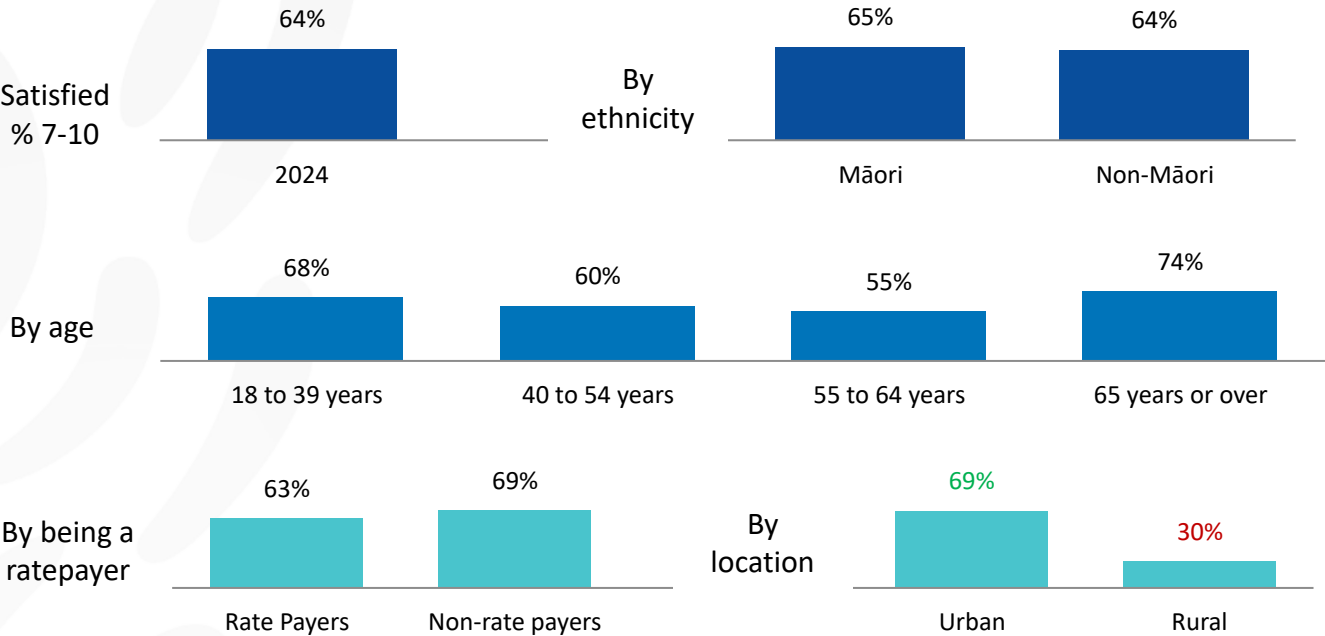
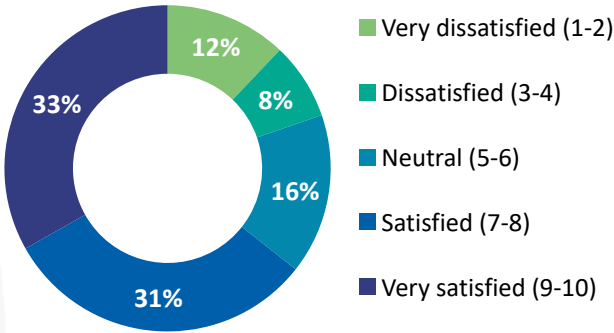
- Information is available through various streams. Happy with what is being provided.
- I feel the current Council is a lot more open than the last. Thank you for this.
- Heading in a good direction.
- I'm not too worried because the Council usually contacts me by mail when there's something happening out my way.
- Well done to our new Council. Be strong in sticking to getting our city safe again.
- Keep people informed.
- To be fair, because of our lack of interaction with the Council living in a rural area, the updates and posts you see on Facebook are generally enough for us.



- Better communication from RDC, a more detailed run down on what all our rates are used for by Council.
- I never hear from the Council unless it's an invoice. As far as I'm concerned, their communication is non-existent.
- I would hope that RLC would not move to an entirely social media driven communication model.
- Very poor communication for a business that wants their own ratepayers to commit to deadlines.
- Perhaps include the community with decisions around the city to see what needs improvement or attention.
- More value in communities' opinions. Talk to the community about changes, making sure what is going to be changed is going to damage the communities, and bring it about improvement instead.
- I am concerned that LTP and AP consultations are being used only to consult on what Council deems important, whereas there are other issues that residents are also concerned with.

Notes:
1. COM5. Are there comments you would like to make about the communications provided by Rotorua Lakes Council? n=49

Overall Handling of the Enquiry

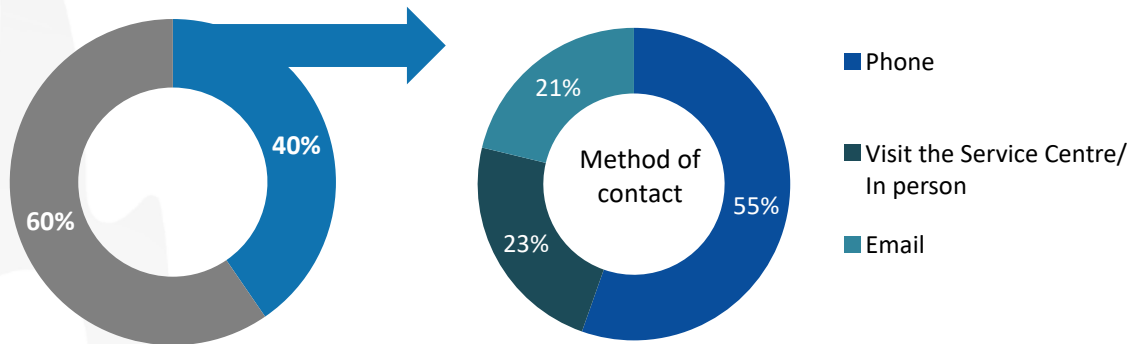


- 40% of respondents had made an enquiry with the Council in the past 12 months. Of those who have contacted Council, 55% did so via telephone, 23% in person at their office, and 31% via email.
- Younger residents (18-39 years) are the least likely to have made an enquiry. When they do however, they are significantly less likely to *Go in person to the Council's offices* than other residents.
- Satisfaction with the *Handling of the enquiry* is relatively high with over six in ten of residents being satisfied (64%).
- Two in five residents (20%) are dissatisfied with the Council's *Enquiry handling*.
- Dissatisfaction is most likely related to a low rating for *The information provided was accurate* (64%). Some other reasons mentioned in the comments include poor customer service, lack of follow up, and a long wait to resolve the request.

Notes:
1. CSERV4. How satisfied are you with the overall performance of Council staff in handling your request or enquiry? n=168

Between demographics
Significantly higher
Significantly lower

Contact with the Council



% Contacted Council (by ethnicity)	2024	Māori	Non-Māori
Contacted the Council	40%	38%	42%
Phone	55%	59%	54%
Visit the Customer Centre/In person	23%	23%	23%
Email	21%	18%	23%

% Contacted Council (by age)	18 to 39 years	40 to 54 years	55 to 64 years	65 years or over
Contacted the Council	21%	50%	54%	53%
Phone	63%	59%	58%	44%
Visit the Customer Centre/In person	10%	16%	29%	38%
Email	27%	25%	13%	18%

% Contacted Council (by being a ratepayer and location)	Rate Payers	Non-rate payers	Urban	Rural
Contacted the Council	48%	25%	41%	39%
Phone	53%	71%	54%	64%
Visit the Customer Centre/In person	25%	14%	24%	20%
Email	23%	15%	22%	16%

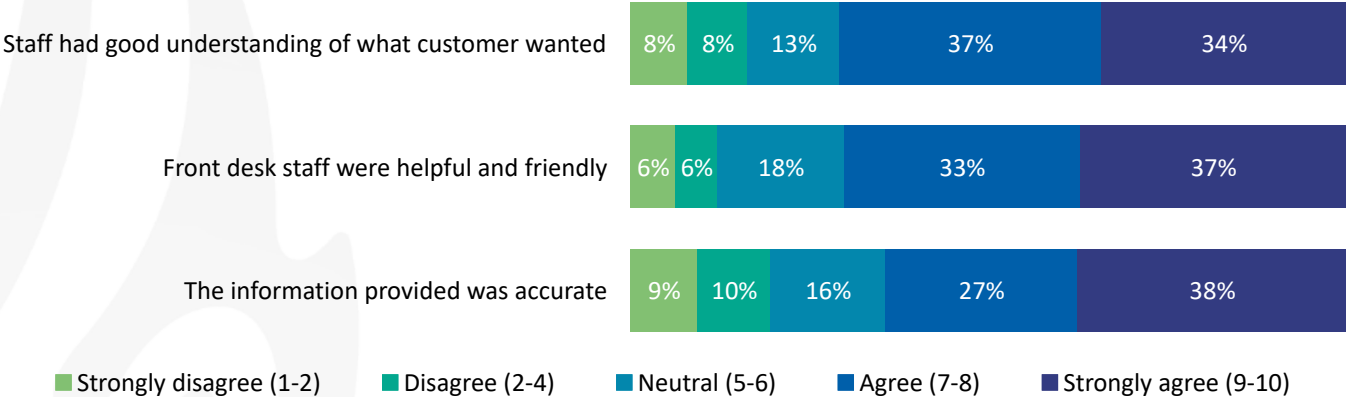
Notes:

- 1. CSERV1. Have you contacted Council’s Customer Centre over the last year? Yes n=168
- 2. CSERV2. How do you prefer to contact Council? n=168

Between demographics

Significantly higher
Significantly lower

Other Measures Related to Handling of the Enquiry



Scores with % 7-10 (by ethnicity)	2024	Māori	Non-Māori
Staff had good understanding of what customer wanted	71%	69%	72%
Front desk staff were helpful and friendly	70%	69%	71%
The information provided was accurate	64%	60%	66%

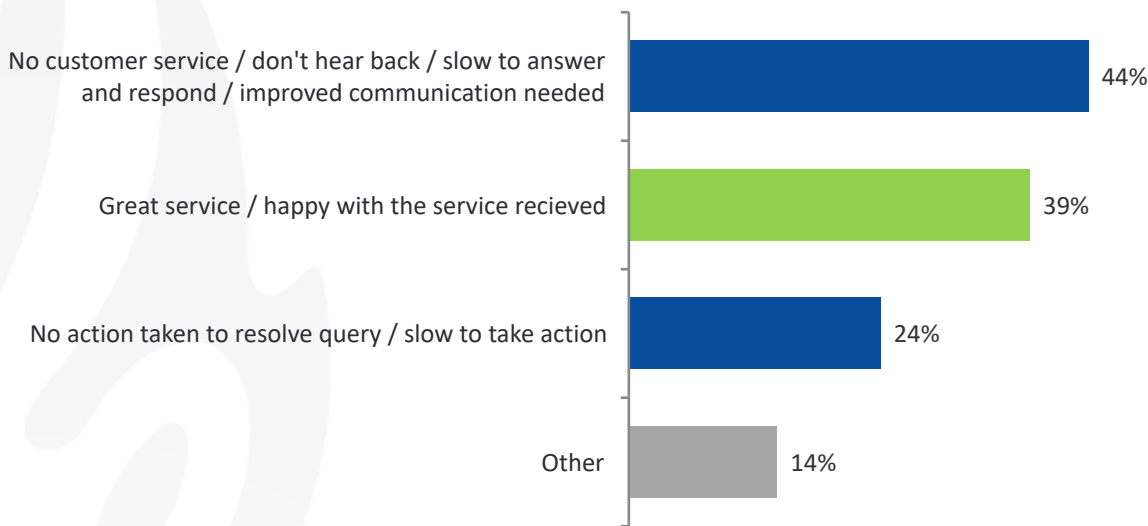
Scores with % 7-10 (by age)	18 to 39 years	40 to 54 years	55 to 64 years	65 years or over
Staff had good understanding of what customer wanted	65%	70%	66%	80%
Front desk staff were helpful and friendly	62%	70%	66%	80%
The information provided was accurate	65%	60%	58%	75%

Scores with % 7-10 (by being a ratepayer and location)	Rate payers	Non-rate payers	Urban	Rural
Staff had good understanding of what customer wanted	70%	73%	75%	36%
Front desk staff were helpful and friendly	70%	69%	73%	46%
The information provided was accurate	64%	68%	69%	29%

- Notes:
- a. CSERV3. How strongly do you agree or disagree with the following statements?
 - a. Front desk staff were helpful and friendly n=168
 - b. Staff had good understanding of what customer wanted n=168
 - c. The information provided was accurate n=163

Between demographics
Significantly higher
Significantly lower

Areas for Improvement



- Excellent customer service provided whenever I have had to go into the Council office to use these services.
- My recycling lid was broken and after ringing Council, it was fixed the following week. Excellent experience.
- My request was fulfilled but I didn't find out that it was being actioned until later. I'm very happy with the action being taken, but the communication could have been sharper. Overall, I am very happy.
- I really like their professional, but friendly approach. Both in-person and on the phone.
- There is usually someone on the desk who can deal with what you need to know.
- When I have used them, they have been really helpful, both in-person and on the phone.
- Respond with enthusiasm, and give some feedback on the situation at hand.
- Helpful and friendly.
- Spoke with a gentleman named James on the phone and he was amazing.
- We have found everyone to be most helpful, polite, and expeditious.



- It takes far too long for service desk to answer the phone. I had to wait up to nearly 3/4 of an hour last time I rang service desk this is not good enough.
- Got no response to my emails even though received message saying would be contacted within 24 working hours.
- I had to ring three times before I finally emailed. Not good.
- No urgency after calling three weeks in a row and then had to email in to get action have been waiting with a follow up email. Not good enough.
- I've had an issue with a water meter at a commercial property we own. This has been a very painful process to sort out.
- Staff are inundated with multiple queries, there have been couple instances telephone requests were not actioned which required me to visit the office in person to request again.
- I had rates reversed due to flooding and the automatic payments should have been stopped but they weren't. So, they had to reverse the payments again. Now I have received my rates notice stating that I have not paid for the last nine months. Council don't you talk to each other, or is this just another supposed oversight.

Notes:
1. CSERV5. Are there comments you would like to make about Council's customer service? n=55



Environmental and Regulatory Services

Contact with Council

Reason for contact *n= represents the number of residents who answered regarding the satisfaction	2024	Satisfaction with enquiry handing (% 7-10)
Animal control (n=72)	19%	48%
Parking (n=33)	9%	31%
Noise Control (n=36)	9%	47%
Building Consents (n=29)*	8%	38%
Land Information Memorandum (LIMS) (n=15)*	4%	80%
District Planning and Resource Consents (n=13)*	3%	36%
Alcohol Licensing (n=6)*	2%	53%
Food Control (n=3)*	1%	35%
Others (n=32)	8%	34%
None of these (n=230)	58%	-

- The most common reasons to contact Council include *Animal control* (19%), *Parking* (9%) and *Noise control* (9%).
- While there is a small proportion of residents that contact the Council to get *LIM reports*, this service has the highest satisfaction among users – 80%.
- Verbatim comments identify one main area for improvement of Council’s customer services, which is a *Faster response time and better assistance from the Council staff* (mentioned by 33% of the respondents).

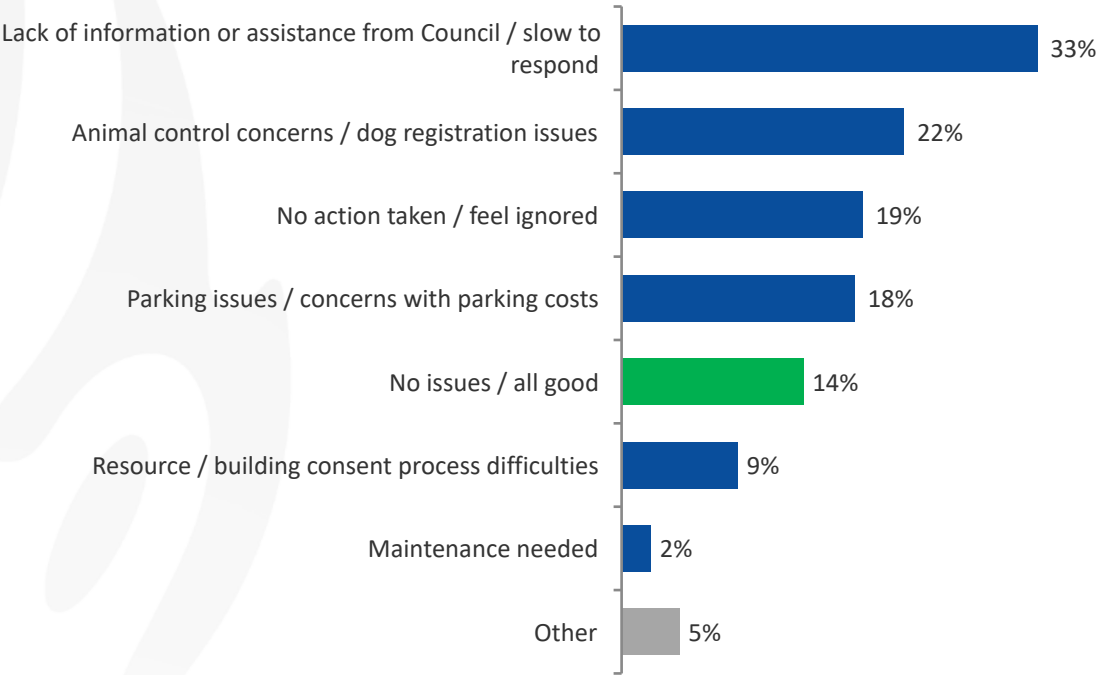
Notes:

ES1. In the last twelve months, have you had any direct involvement or contact with Council in relation to any of the following? n=402

ES2. Please rate the service from Council, in the following areas in the last twelve months. n=172

* Caution: Small sample size (n<30). Results are indicative only

Areas for Improvements



- No issues so far.
- Good response time.
- We haven't had any issues with the environmental and regulatory services. Often if there are issues in our area they are dealt with promptly.
- I think animal control do a great job.
- Registration for our dogs is excellent. I am happy with the Council in this regard in general. I was born here, and lived here all my life. I love being a Rotorua girl.
- Regarding noise control, is every complaint dealt with? I have my doubts. However, when it is, the response is brilliant.
- Sorted out my problem fast.
- First class.
- Service was quick and the two young people were very helpful.
- When I have submitted a request for service online, typically around fixing water leaks that I have seen while out and about, the team have been very responsive at getting them fixed.



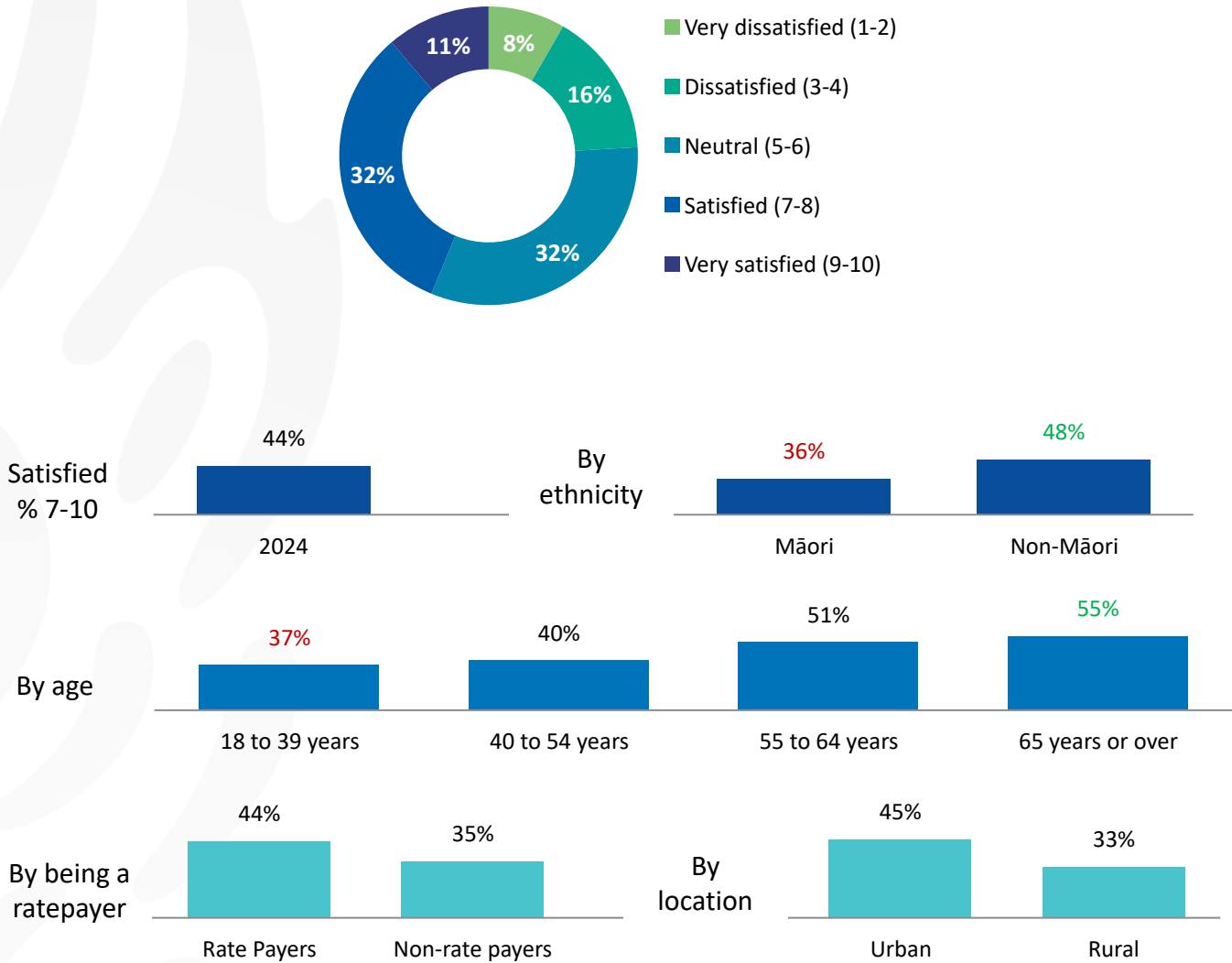
- We requested our rates to go to direct debit, we filled in required form. They have not set up the direct debit.
- Noise control are very slow at responding to issues. I found them hopeless.
- Took way too long to access my information as it was passed around apparently for peer review.
- The lack of follow through from the illegal signs that have popped up around the city and district is atrocious.
- They are hard to get a hold of, and sometimes they don't show up.
- In the past three years animal control has gotten worse. I see lots of dogs roaming the streets.
- Using their websites to do dog registration is horrible. The email kept crashing and was told it would be best to go in and see them but did not have time with work.
- My dissatisfied response is related to a complaint about a dog constantly barking and yelping, and nothing was done.
- Regarding animal control, replies were quick, but action was non-existent.

Notes:
1. E53. Are there comments you would like to make about Council’s environmental and regulatory services? n=85



Roads, Cycleways and Footpaths

Overall Roads, Cycleways and Footpaths

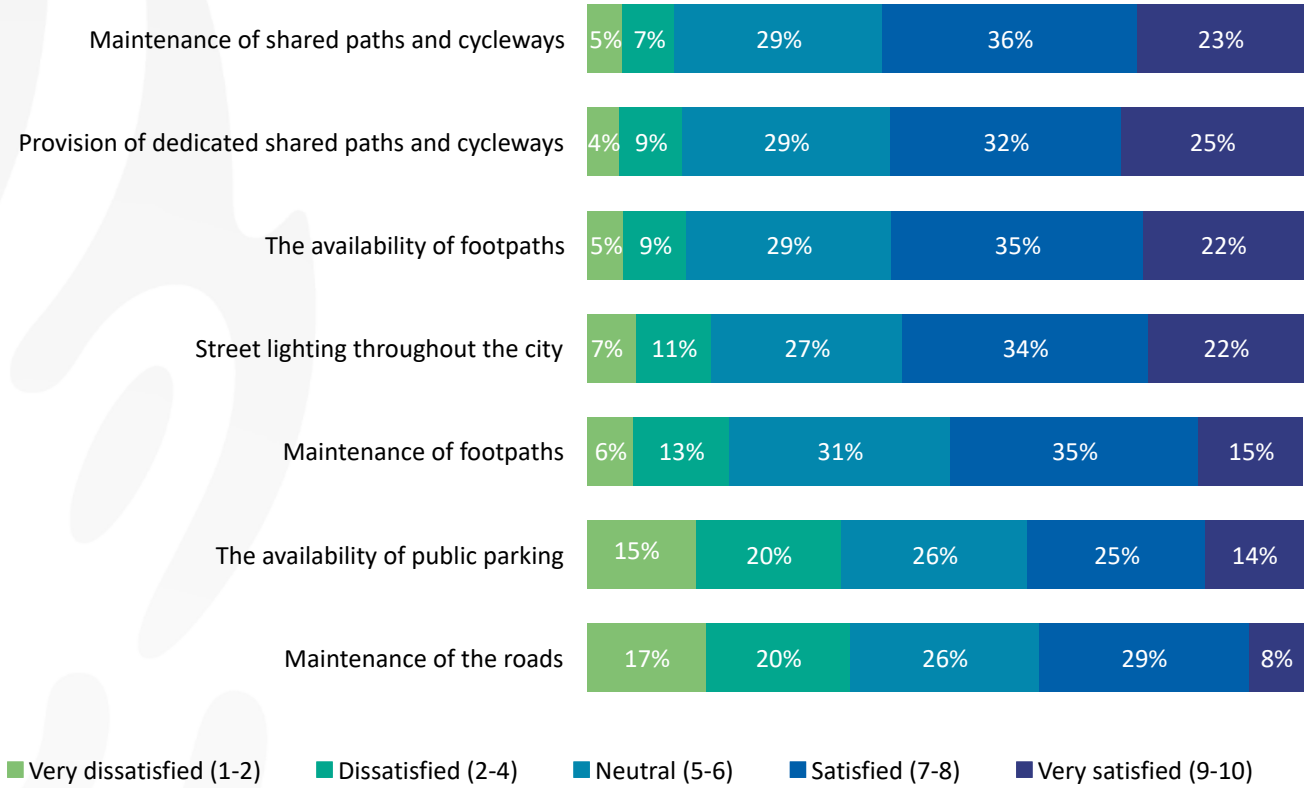


- Over four in ten residents (44%) are satisfied with the *Roads, cycleways and footpaths*.
- Satisfaction is significantly lower for those aged 18-39, and those living in rural areas.
- Respondents were the least satisfied with the *Maintenance of the roads* (37%) and *The availability of public parking* (38%).
- Verbatim comments indicate that residents feel frustrated with too many potholes, that repairs take too long and are poor quality, as well as the amount of roadworks.
- Parking concerns, including parking on footpaths, lack of available parking, and cost have been mentioned by 14% of respondents when talking about roading infrastructure in the District.

Notes:
1. RF2. Overall, how satisfied are you with the roads, cycleways, and footpaths in Rotorua? n=394

Between demographics
Significantly higher
Significantly lower

Other Measures Related to Roads and Footpaths



Scores with % 7-10 (by ethnicity)	2024	Māori	Non-Māori
Maintenance of shared paths and cycleways	59%	52%	62%
Provision of dedicated shared paths and cycleways	58%	53%	60%
The availability of footpaths	57%	49%	62%
Street lighting throughout the city	56%	49%	60%
Maintenance of footpaths	49%	42%	53%
The availability of public parking	38%	30%	43%
Maintenance of the roads	37%	29%	41%

Notes:
1. RF1. Thinking about roads provided by Rotorua Lakes Council - excluding State Highways which are not Council managed roads, how satisfied are you with the following: n=397

Between demographics

Significantly higher
Significantly lower

Other Measures Related to Roads and Footpaths
(continued)

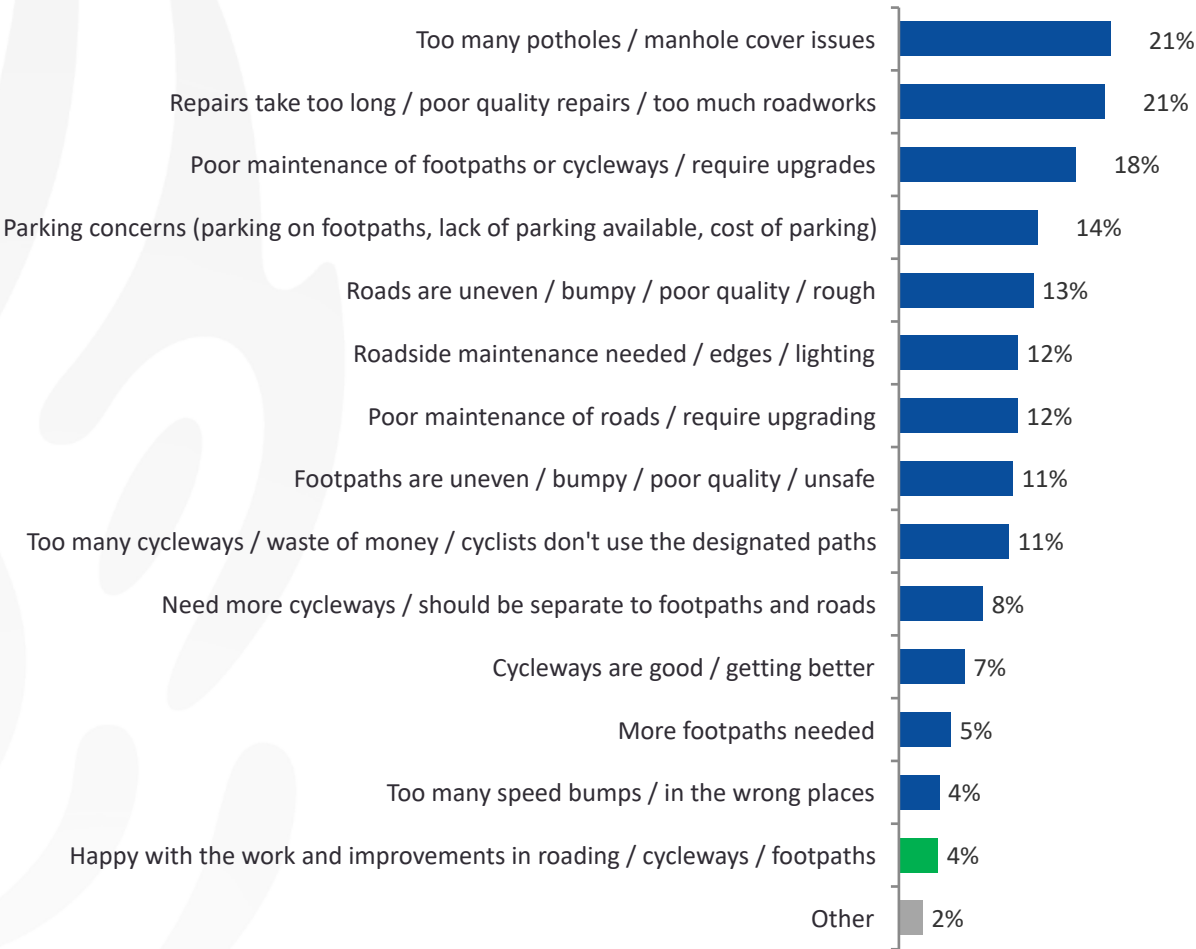
Scores with % 7-10 (by age)	18 to 39 years	40 to 54 years	55 to 64 years	65 years or over
Maintenance of shared paths and cycleways	54%	60%	60%	67%
Provision of dedicated shared paths and cycleways	53%	54%	62%	69%
The availability of footpaths	55%	51%	60%	69%
Street lighting throughout the city	49%	48%	67%	72%
Maintenance of footpaths	50%	45%	50%	53%
The availability of public parking	34%	33%	46%	49%
Maintenance of the roads	28%	35%	45%	48%

Scores with % 7-10 (by being a ratepayer and location)	Rate payers	Non-rate payers	Urban	Rural
Maintenance of shared paths and cycleways	60%	54%	60%	52%
Provision of dedicated shared paths and cycleways	58%	56%	57%	61%
The availability of footpaths	59%	50%	59%	49%
Street lighting throughout the city	58%	49%	57%	49%
Maintenance of footpaths	48%	49%	51%	38%
The availability of public parking	40%	33%	39%	31%
Maintenance of the roads	37%	33%	39%	23%

Notes:
1. RF1. Thinking about roads provided by Rotorua Lakes Council - excluding State Highways which are not Council managed roads, how satisfied are you with the following: n=397

Between demographics
Significantly higher
Significantly lower

Comments about Roding Networks Around the District



- The footpath has been improved.
- The work on the pathways and roads out at Te Ngae has been awesome.
- Kia kaha koutou!
- The roads I use are pretty well maintained. We do not have footpaths in our area which I am very happy with. I think more cycleways is important, but Council needs to consult with users to get the usage up.
- All seem ok to me.
- It looks okay.



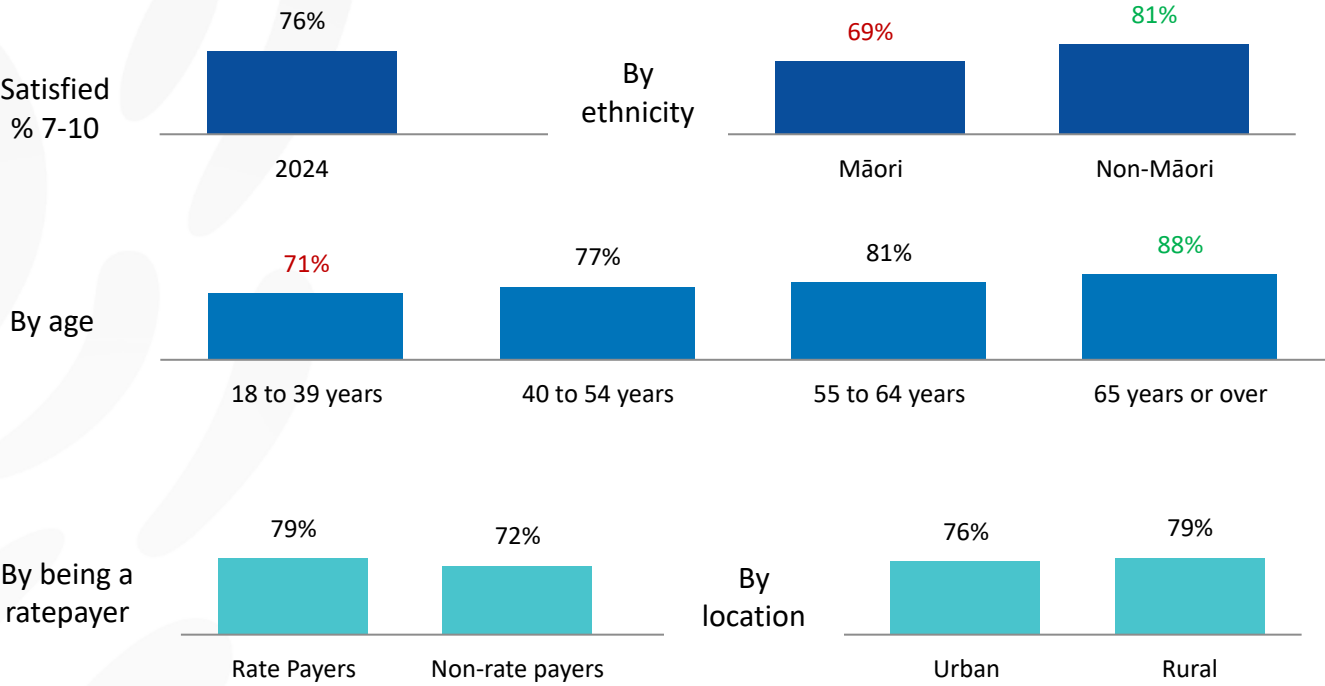
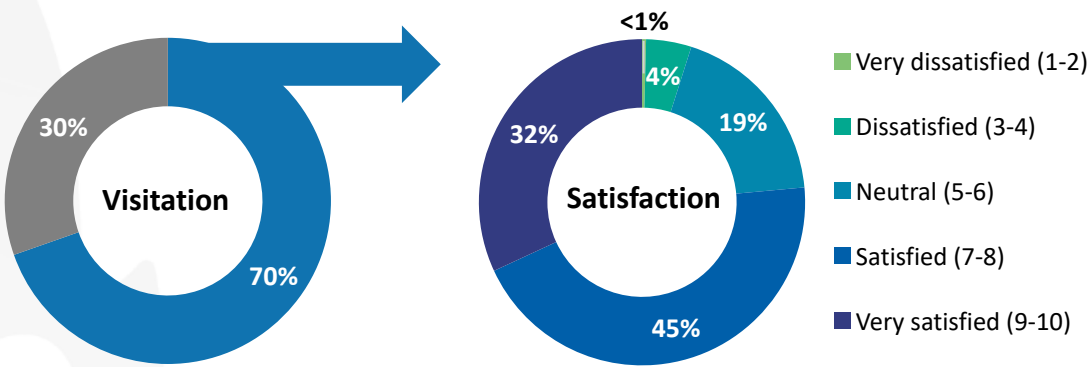
- There are some potholes that have been there for a long time, and it would be safe if these roads were fixed as soon as possible.
- Mostly patchwork that pops up again in the next rain. I understand we have a lot of heavy trucks on our roads. Therefore, they should be built to a better standard.
- I am a full-time wheelchair user therefore having well maintained footpaths is very important to me, as a regular user. I depend on knowing that footpaths are being well maintained in order to maintain my safety and independence.
- Parking cost too much and there's still not enough parking for people working in town centre.

Notes:
RF3. Are there comments you would like to make about the roding network in the District? n=166



Parks, Reserves, and Sportsgrounds

Sportsgrounds



- Seven in ten residents (70%) have used one of the sportsgrounds in the District in the past year.
- Satisfaction overall is relatively high, with close to eight in ten users (76%) satisfied with the outdoor spaces.
- The sportsground in Kuirau Park is the most used (50%).
- Based on the verbatim comments there are several areas that can be improved to increase residents’ satisfaction with sportsgrounds, such as increasing the parking, installing more lighting, and a general upgrade of the facilities.

Notes:

1. SG1. Which of the following sportsgrounds have you used or visited in the past year? n=402

2. SG3. Overall, how satisfied are you with the District’s sportsgrounds? n=247

Between demographics

Significantly higher

Significantly lower

Sportsgrounds
(continued)

Sportsgrounds *n= represents the number of residents who answered regarding the satisfaction	Visitation	Satisfaction (% 7-10)
Kuirau Park (n=190)	50%	80%
Smallbone Park (n=82)	22%	77%
Rotorua International Stadium (n=83)	21%	84%
Neil Hunt Park (n=55)	19%	77%
Puketawhero Park (n=68)	17%	72%
Ngongotaha Domain (n=58)	15%	73%
Linton Park (n=55)	15%	64%
Puarenga Park (n=45)	12%	67%
Ray Boord Park/Westbrook Reserve (n=47)	12%	64%
Marist St Michaels (n=21) *	5%	72%
Jessie Martin Park (n=10) *	3%	50%
Medical Officers Reserve (n=9) *	2%	68%
Tamaraki Reserve (n=6) *	1%	67%

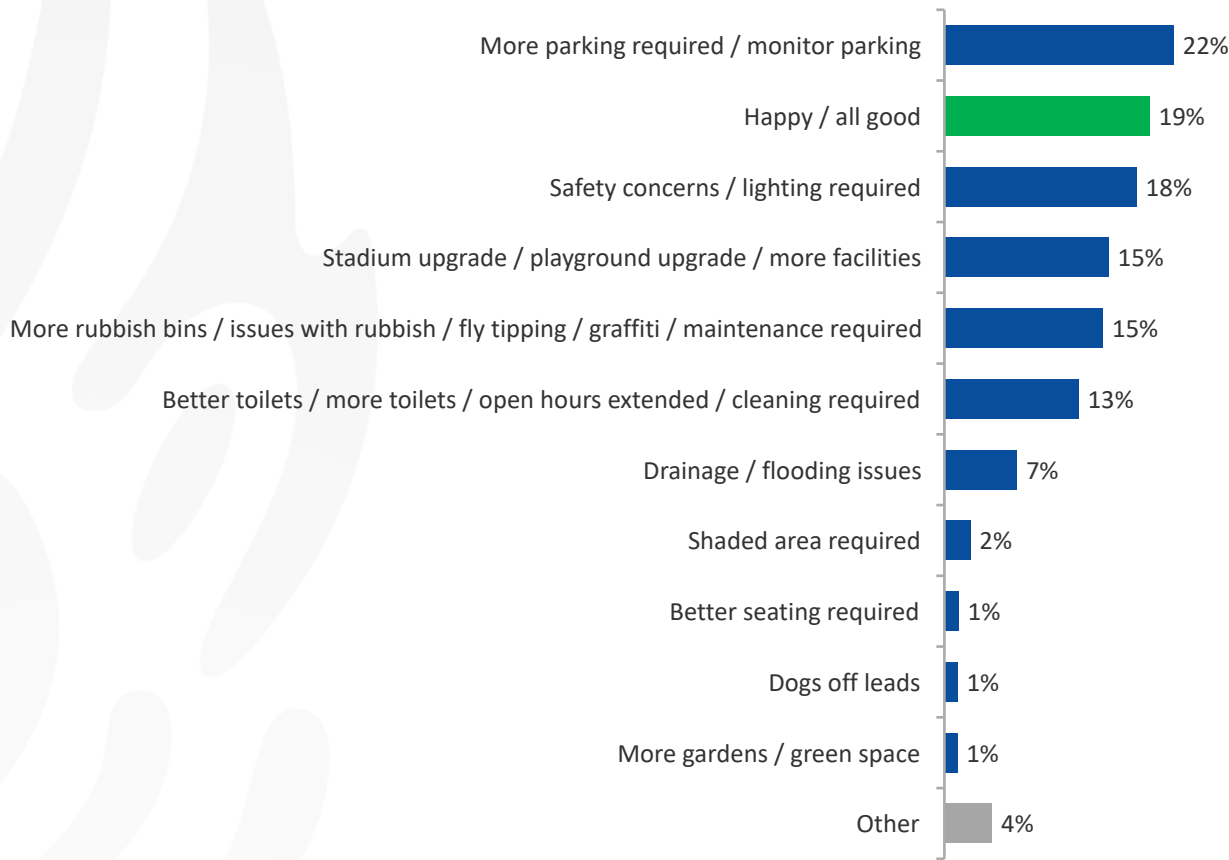
Notes:

1. SG1. Which of the following sportsgrounds have you used or visited in the past year? n=275

2. SG2_1 How satisfied are you with the overall level of service provided in the district’s sportsgrounds?

* Caution: Small sample size (n<30). Results are indicative only.

Comments on District’s Sportsgrounds



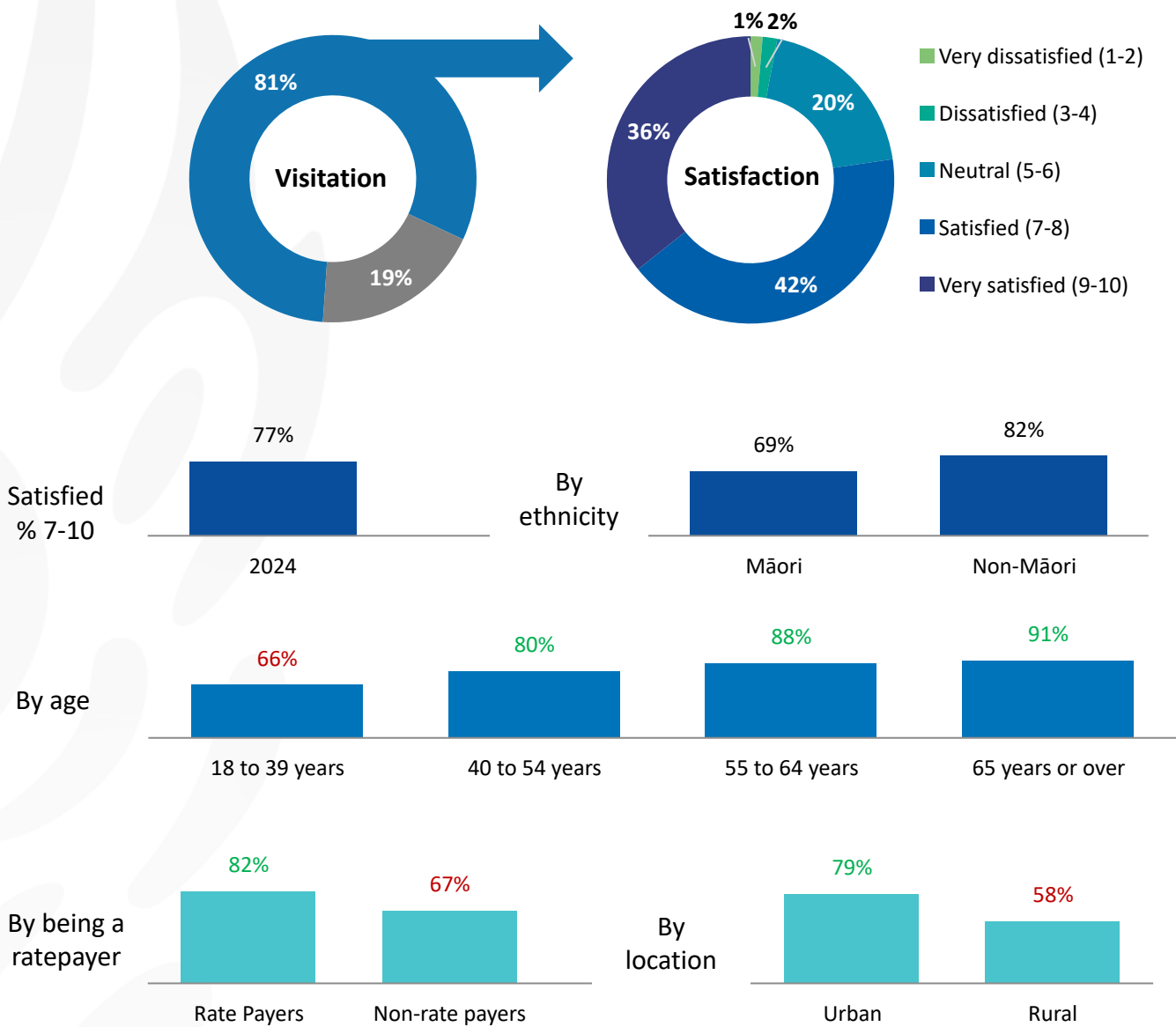
- *I am glad you have decided not to turn Springfield Golf Course into sports fields or high-density housing.*
- *The ones that I drive past on the way to town look well maintained.*
- *The sports grounds are well maintained and in good condition.*
- *We are lucky to have the facilities.*
- *Very nice work on the new foot soak area, love to see more of that stuff in the park.*
- *One of the true highlights of the city.*
- *Kuirau Park always looks tidy.*
- *I don't use them, but they seem to be well patronised.*
- *They're looked after very well.*



- *Very unhappy with parking with vehicles at Puketwehero Park on Te Ngae Road when league is on, as live around that area, shouldn't be allowed, it's a main highway.*
- *Accessible parking that is wide enough for wheelchair vehicles, is my main concern as a full-time wheelchair user.*
- *Homeless hang out at Puarenga Park, making us feel unsafe.*
- *Need improved lighting in most of these parks.*
- *At Linton Park, the pathway our community walks on, is very bumpy and uneven.*
- *We need a running track.*
- *Need some more investment in the buildings, great facility but needs some attention.*

Notes:
1. SG4. Are there comments you would like to make about the District’s sportsgrounds? n=75

Lake Reserves



- Over eight in ten residents (81%) have used or visited one of the lake reserves in the District in the past year.
- Satisfaction overall is high with close to eight in ten users (77%) satisfied with the lake reserves.
- Lake Tikitapu (Blue Lake) is the most frequented (52%) lake reserve.
- Based on the verbatim comments there are several areas that can be improved to increase residents’ satisfaction with the lake reserves, such as general cleanliness, general maintenance, and emptying rubbish bins more often.

Notes:

1. LR1. Which of the following lake reserves have you used or visited in the past year? n=402
2. LR3. Overall, how satisfied are you with the District’s lake reserves? n=314

Between demographics
Significantly higher
Significantly lower

Lake Reserves
(continued)

Lake reserves *n= represents the number of residents who answered regarding the satisfaction	Visitation	Satisfaction (%7-10)
Lake Tikitapu (Blue Lake) (n=206)	52%	78%
Boyes Beach (Lake Ōkareka) (n=169)	43%	83%
Hamurana Reserve (Lake Rotorua) (n=149)	38%	78%
The Landing (Lake Tarawera) (n=128)	33%	79%
Waikawau Reserve/Hannah’s Bay (Lake Rotorua) (n=84)	22%	70%
Stoney Point (Lake Tarawera) (n=78)	20%	83%
Reeme Street Reserve (Lake Rotorua) (n=59)	16%	80%
Boatshed Bay (Lake Tarawera) (n=49)	13%	70%
Ōtaramarae (Lake Rotoiti) (n=40)	10%	63%
Hinehopu Reserve (Lake Rotoiti) (n=34)	9%	70%
Matahi Spit (Lake Rotomā) (n=29) *	7%	50%
Gisborne Point (Lake Rotoiti) (n=24) *	6%	73%
Lake Ōkaro (n=14) *	4%	68%
Guy Roe Reserve (Lake Rerewhakaaitu) (n=12) *	3%	49%
Lake Ōhākuri (n=10) *	3%	49%

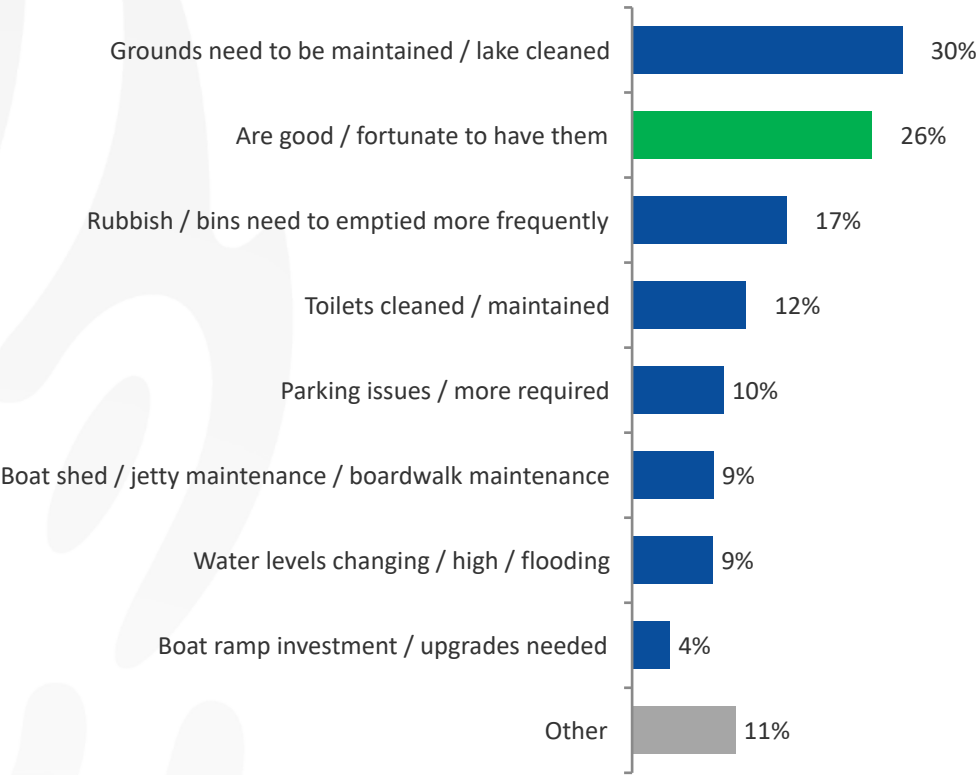
Notes:

1. LR1. Which of the following lake reserves have you used or visited in the past year? n=322

2. LR2. How satisfied are you with the overall level of service provided in the District’s lake reserves?

* Caution: Small sample size (n<30). Results are indicative only.

Comments on District’s Lakes Reserves



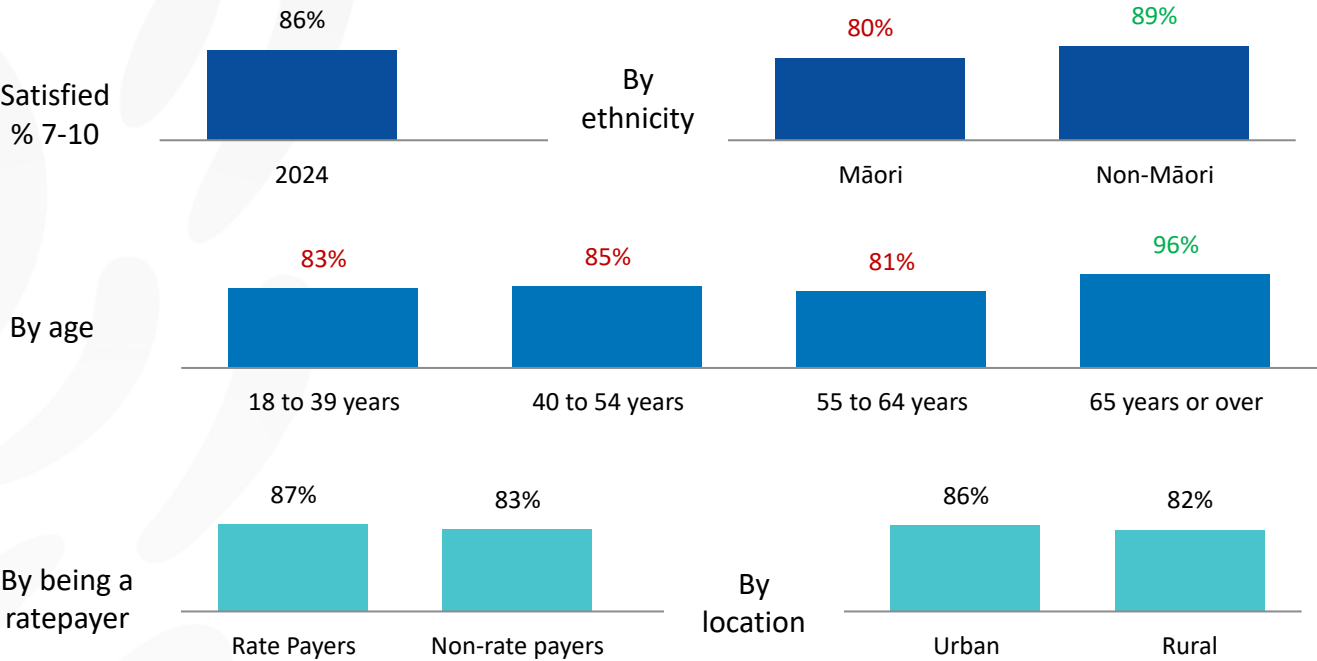
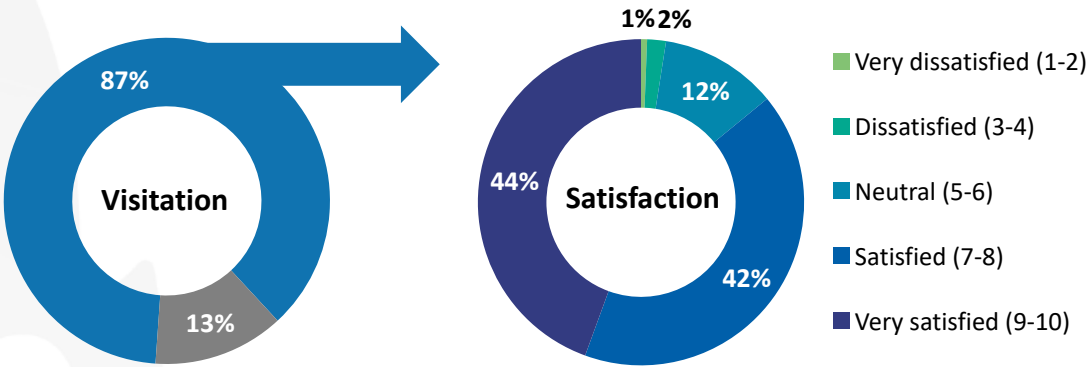
- *I am grateful for these spaces.*
- *Thanks for keeping these clean and tidy and for our kuri to run around off leash.*
- *The bathrooms and park at Boye’s Beach are fantastic. We love going there.*
- *Keep up the monitoring of boaties that arrive to use their boats on all our lakes.*
- *Overall, the lake reserves are in a satisfactory condition.*
- *The Okareka Group that keeps an eye on the reserve do a great job.*
- *Tracks are well-maintained considering how many there are.*



- *Keep the toilets clean. The grass needs mowing etc more than they get.*
- *Could be better management of riparian weeds in these, areas.*
- *Hamurana needs a face lift in all areas. It’s a great walk, but that’s it.*
- *The Landing needs more shade, tables, and chairs to sit on. Maybe even a BBQ.*
- *Need improved rubbish removal over summer, wasp control and weed spraying.*
- *Poor rubbish collection. Maintained of new toilet blocks and protection of green spaces from cars and four-wheel drives ripping up the lawns.*

Notes:
LR4. Are there comments you would like to make about the District’s lake reserves? n=98

Park Reserves and Walkways



- Close to nine in ten residents (87%) have used one of park reserves and walkways in the District in the past year.
- Satisfaction overall is high with close to nine in ten users (86%) satisfied with the outdoor spaces.
- Redwoods (63%) and Rotorua Lakefront (62%) are the most used.
- Based on the verbatim comments there are several areas that can be improved to increase residents’ satisfaction with the park reserves and walkways, such as ground and park maintenance, including the maintenance of the walkways.

Notes:

1. PW1. Which of the following park reserves and walkways have you used or visited in the past year? n=402
2. PW3. Overall, how satisfied are you with the District’s park reserves and walkways? n=343

Between demographics
Significantly higher
Significantly lower

Park Reserves and Walkways
(continued)

Park Reserves and Walkways *n= represents the number of residents who answered regarding the satisfaction	Visitation	Satisfaction (% 7-10)
Redwoods / Titokorangi Forest (n=262)	65%	95%
Rotorua Lakefront and Village Green (n=256)	63%	86%
Government Gardens (n=242)	60%	89%
Kuirau Park (n=207)	52%	84%
Centennial Park (Rotorua Tree Trust) (n=123)	31%	87%
Linton Park (east and west) (n=37)	9%	73%
Murray Linton Rose Garden (n=32)	8%	87%
Jackson Park (n=19)*	5%	86%
Rerewhakaaitu Domain (n=14)*	4%	62%
Aquarius Drive Reserve (n=13) *	3%	61%
Wrigley Road Reserve (n=9) *	2%	42%
Western Road Reserve (n=9) *	2%	77%
Karenga Park (n=7) *	2%	83%
Coulter Road Reserve (n=3) *	1%	30%
Mamaku Domain / Youth Park (n=3) *	1%	59%
Elliot Park (Western Road) (n=6) *	1%	33%
Reporoa Domain (n=4) *	1%	79%
Wright Park (n=2) *	1%	100%

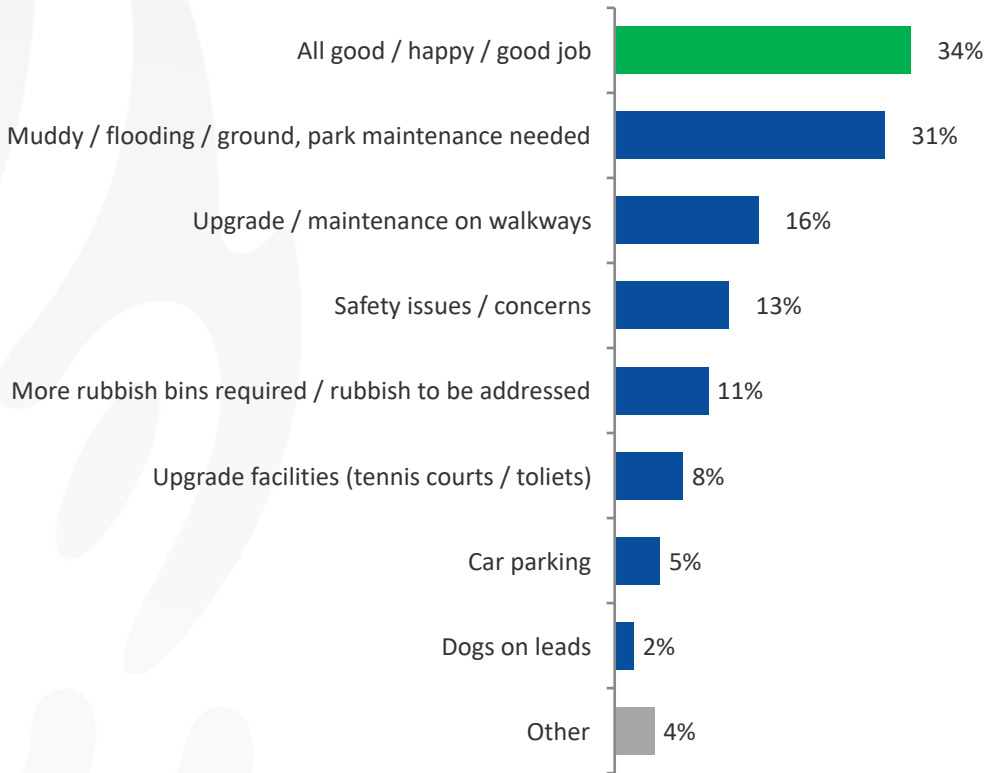
Notes:

1. PW1. Which of the following park reserves and walkways have you used or visited in the past year? n=350

2. PW2. How satisfied are you with the overall level of service provided in the District’s park reserves and walkways?

* Caution: Small sample size (n<30). Results are indicative only.

Comments on District’s Park Reserves and Walkways



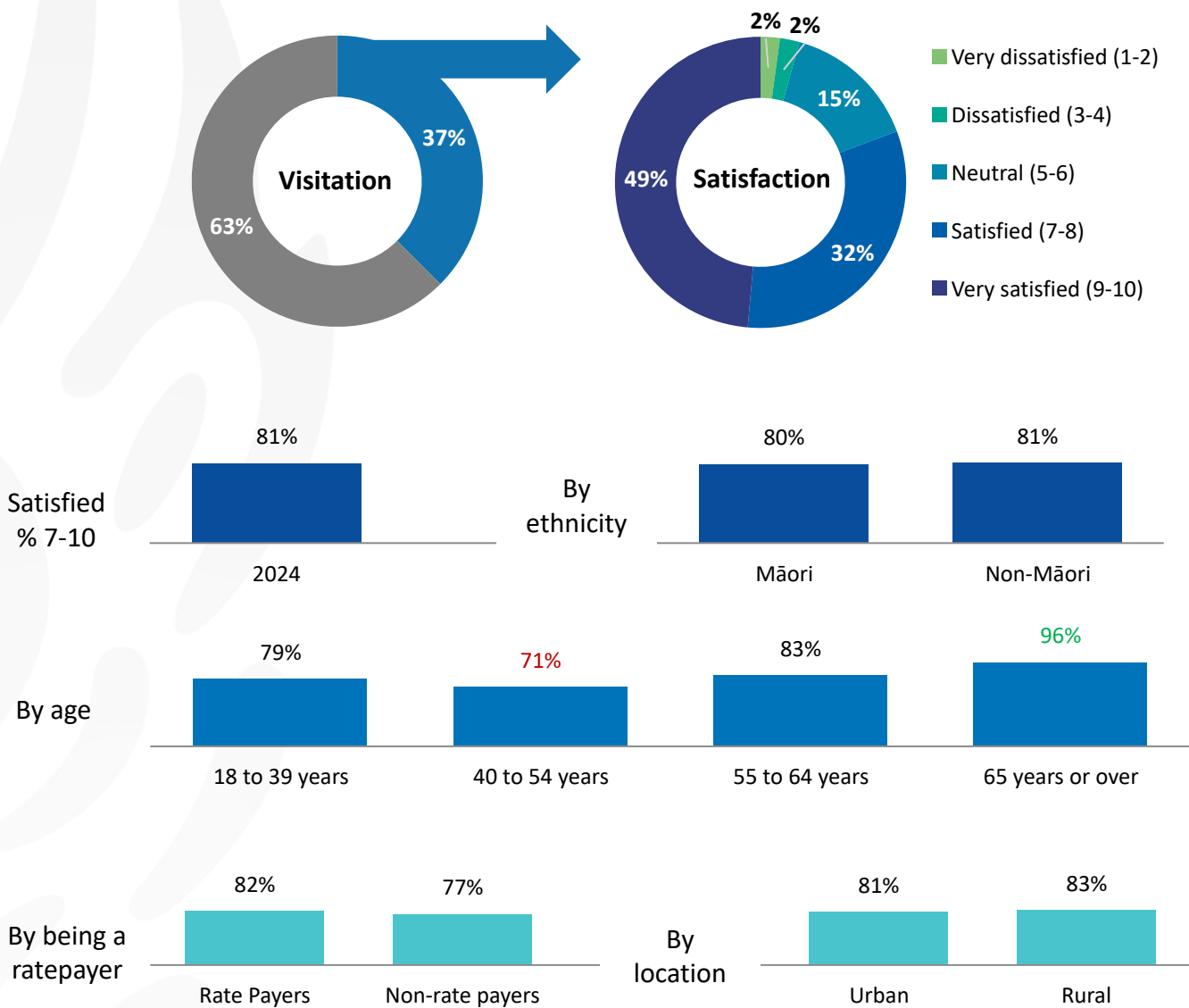
- *They are always well-kept as far as I've seen. The gardens around town are beautiful too.*
- *It is one of the best assets Rotorua has along with the lakes.*
- *The centre plots and street gardens always look nice and well-kept.*
- *The Tree Trust is well-maintained. I would like to see another area freed up for memorial trees. I love the Redwoods and use it a lot. It is always well-maintained.*
- *The new lakefront walkway is beautiful. And it's also safer having such good walkways from govt gardens to the lakefront.*
- *Great work on the Rotorua Lakefront and the Redwoods improvements.*
- *Please maintain these. They're fantastic and beautiful.*



- *Wrigley reserve needs work. The eye sore of a broken fence from a property through to reserve. Burnt out cars.*
- *The Government Gardens needs some upgrading, with the landscaping and walkway around the lake needs to be repaired from last year's storm damage.*
- *At the Rotorua lakefront, when the water weed is pushed into the small inlet and starts rotting, it is an awful smell.*
- *Long Mile Drive needs the sweeper to come down more often in Autumn and Winter. The wet leaves become slick, and are a slipping hazard.*
- *Not at all suitable for disabled persons.*
- *Walkways are far too narrow.*

Notes:
PW4. Are there comments you would like to make about the District’s park reserves and walkways? n=91

Cemeteries



- Close to four in ten residents (37%) have visited one of the cemeteries in the District in the past year.
- Satisfaction overall is high with over eight in ten users (81%) satisfied with the cemeteries.
- Kauae Cemetery (22%) and Rotorua Cemetery (22%) are the most used.
- Based on the verbatim comments there is one main area that can be improved to increase residents’ satisfaction with the cemeteries which is general maintenance, including mowing and general tidying up.

Notes:

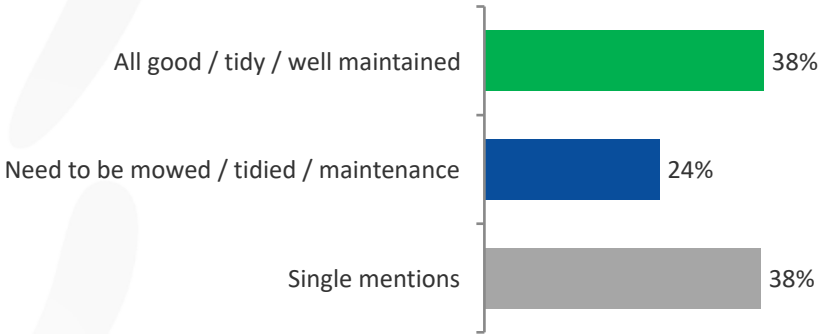
1. CEM1. Which of the following cemeteries have you visited in the past year? n=402

2. EM2. How satisfied are you with the overall level of service provided in the District’s cemeteries? n=149

Between demographics
Significantly higher
Significantly lower

Cemeteries
(continued)

Cemeteries *n= represents the number of residents who answered regarding the satisfaction	Visitation	Satisfaction (%7-10)
Kauae Cemetery (n=90)	23%	81%
Rotorua Cemetery (n=91)	22%	83%
Ngākuru Cemetery* (n=5)	1%	81%
Mamaku Cemetery* (n=3)	1%	71%
Reporoa Cemetery* (n=3)	1%	67%
None of these	63%	-



- They seem tidy but could be more imaginative at the Maunu Cemetery in Whangarei.
- The Council does a beautiful job with our cemeteries.
- These are areas of significance for people they must be maintained well.
- Kudos to the Council for their upkeep of Kauae cemetery.
- They seem to be well cared for except the old parts.
- Ngongotaha cemetery and Sala Street cemetery awesome maintenance.
- Ngākuru Cemetery is always well-maintained.



- Keeping the grass short. Council is not looking after it enough.
- Rotorua cemetery looks ill kept.
- Again, starting to look scruffy. Need a good clean up on boundaries and undergrowth.
- Some grave sites need more soil because they have sunk.
- A tap has been leaking for months. I am conscious of wasting water.
- There is always rubbish dumped there, and left there for more than one week.

Notes:

1. CEM1. Which of the following cemeteries have you visited in the past year? n=153

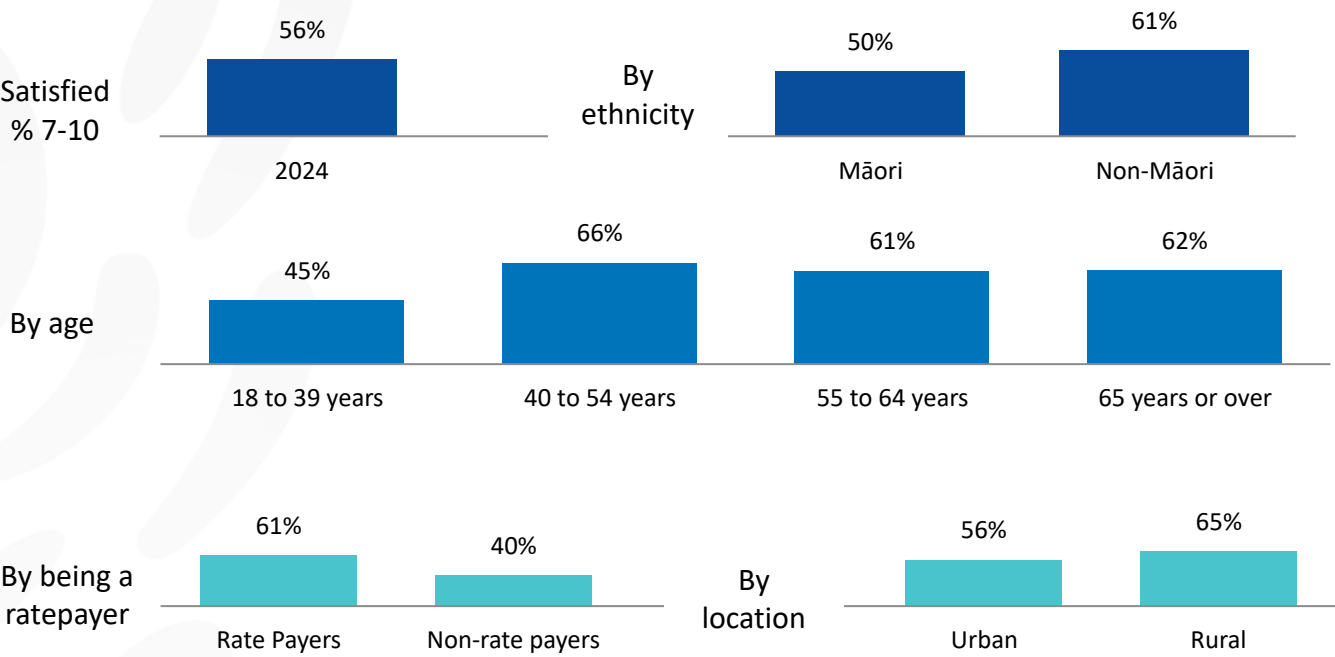
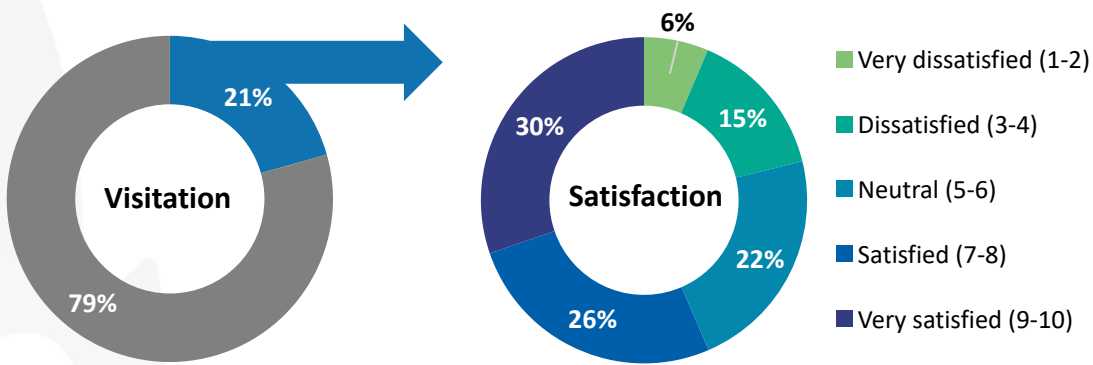
2. CEM3. Are there comments you would like to make about the District’s cemeteries? n=41

* Caution: Small sample size (n<30). Results are indicative only.



Public Facilities

Rotorua Aquatic Centre



- Just over two in ten residents in the District (21%) have used or visited the Rotorua Aquatic Centre in the past year.
- Satisfaction with the facility is relatively low, with less than six in ten users (56%) satisfied.
- The most common reason to visit the Aquatic Centre is to use a lane pool (38%) or due to being a caregiver who is bringing someone else (28%).

Notes:

1. PF1. Which of the following public facilities have you used or visited in the past year? Rotorua Aquatic Centre n=402
2. PF3. Overall, how satisfied are you with the Rotorua Aquatic Centre? n=81

Between demographics
Significantly higher
Significantly lower

Rotorua Aquatic Centre – Services Used

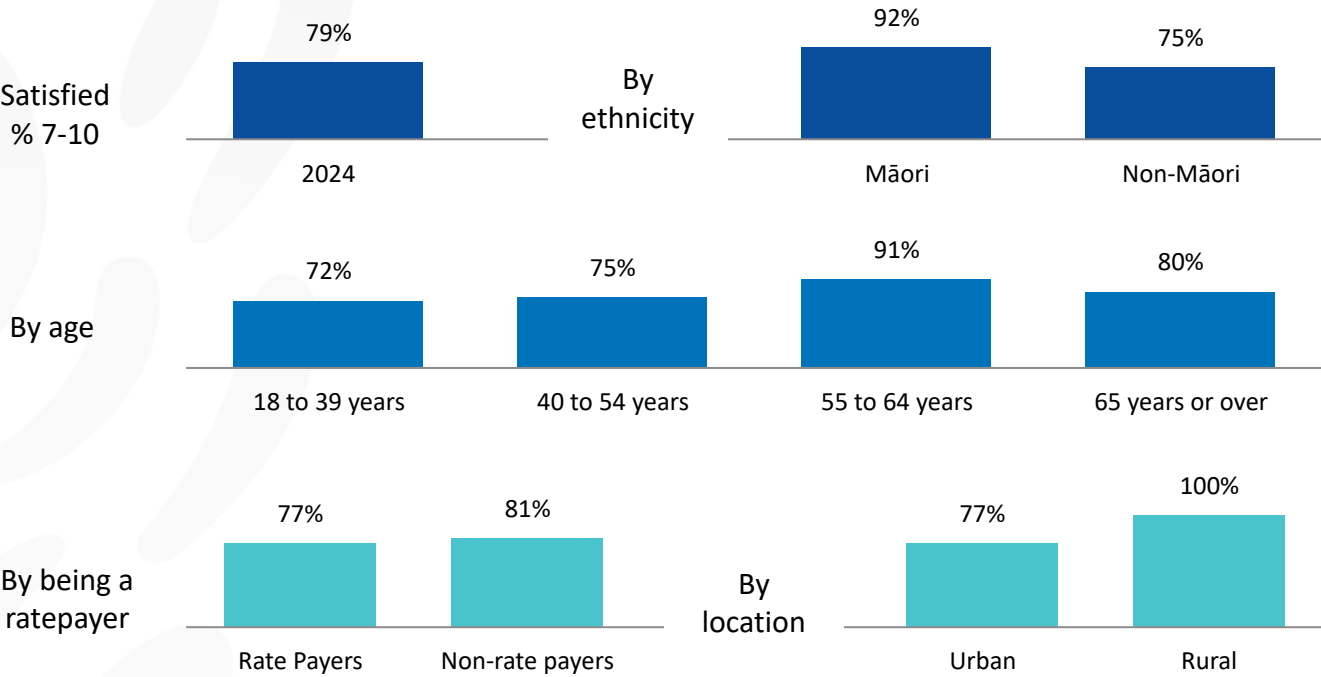
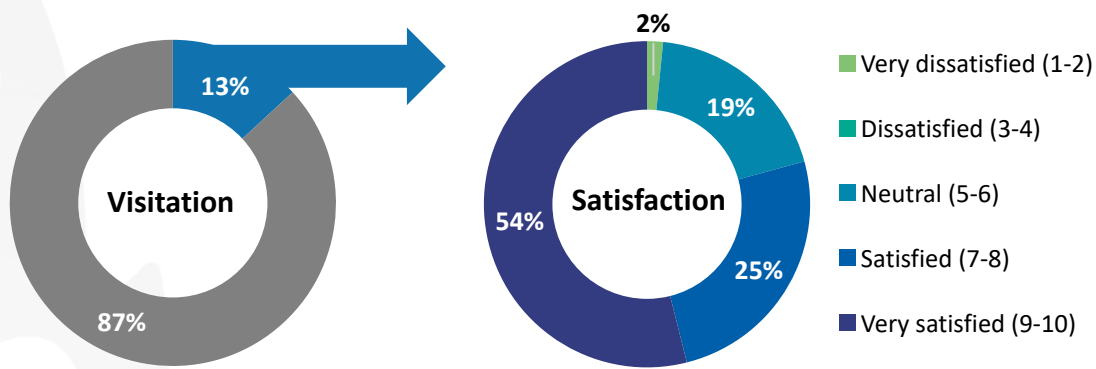
Services Used	2024
Lane swimming	38%
I am a caregiver bringing someone else	28%
Play	23%
Swimming lessons	18%
In water group fitness classes	7%
Unison lake safety programme	1%
Water polo	1%
Others	11%

Services Used	18 to 39 years	40 to 54 years	55 to 64 years	65 years or over
Lane swimming	34%	30%	69%	35%
I am a caregiver bringing someone else	33%	22%	15%	35%
Play	23%	21%	23%	24%
Swimming lessons	13%	35%	-	18%
In water group fitness classes	7%	-	-	23%
Unison lake safety programme	3%	-	-	-
Water polo	3%	-	-	-
Others	3%	22%	8%	12%

Notes:
1. PF2. What service(s) did you use at the Rotorua Aquatic Centre? n=83

Between demographics
Significantly higher
Significantly lower

i-Site Visitor Information Centre



- A very small proportion of residents in the District (13%) have visited the i-Site Visitor Information Centre in the past year.
- However, satisfaction among users is high with close to eight in ten (79%) satisfied.
- Residents usually go to the i-Site Visitor Information Centre to get general information (47%) or pick up maps and brochures (40%).

Notes:

1. PF1. Which of the following public facilities have you used or visited in the past year? -Site Visitor Information Centre n=55

2. PF5. Overall, how satisfied are you with the i-Site Visitor Information Centre? n=54

Between demographics

Significantly higher

Significantly lower

i-Site Visitor Information Centre – Services Used

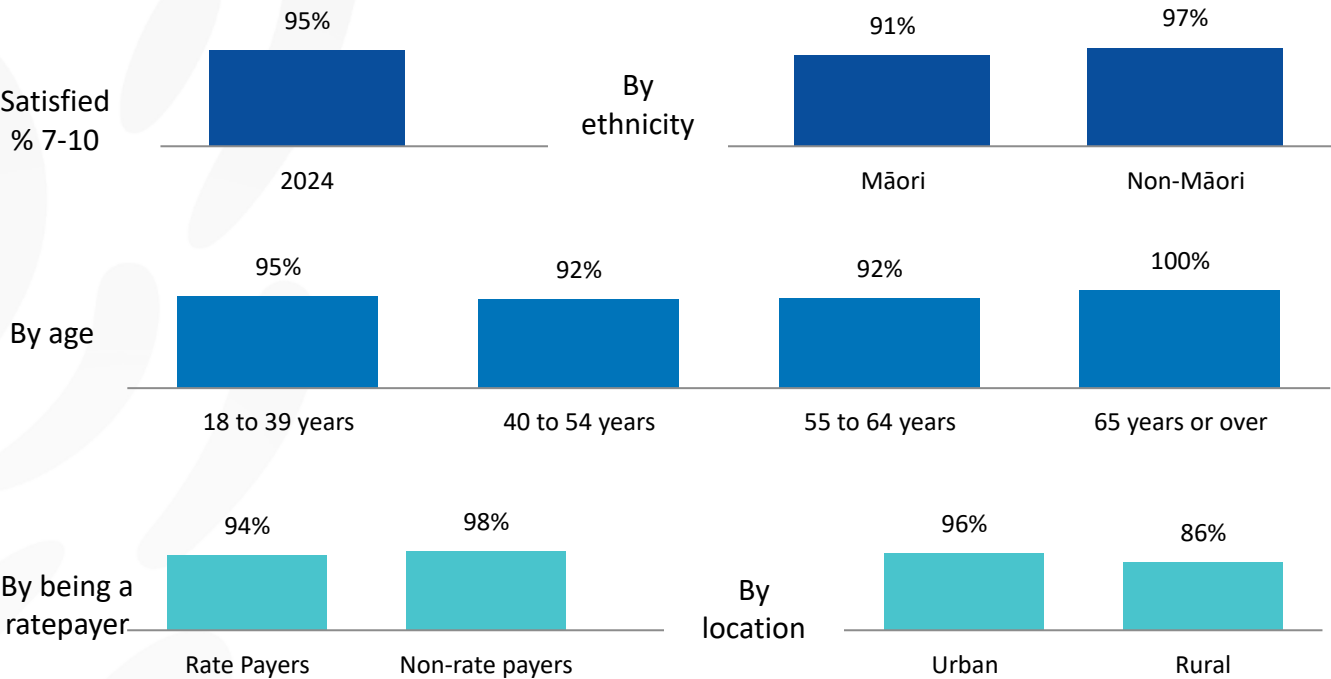
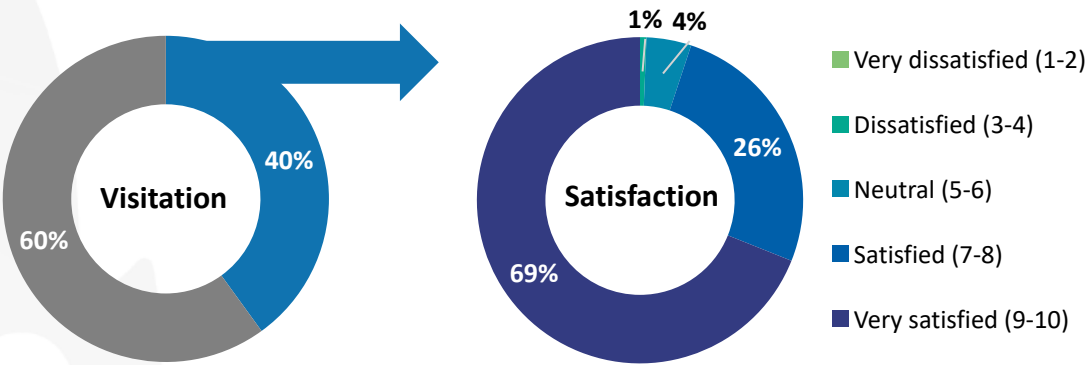
Services Used	2024
General information	47%
Maps and brochures	40%
Travel bookings (Bus/Ferry)	25%
Retail/Souvenirs	17%
Attractions booking	7%
Accommodation	-
Others	17%

Services Used	18 to 39 years	40 to 54 years	55 to 64 years	65 years or over
General information	36%	38%	69%	46%
Maps and brochures	28%	37%	23%	65%
Travel bookings (Bus/Ferry)	29%	75%	7%	10%
Retail/Souvenirs	29%	-	8%	20%
Attractions booking	14%	-	-	10%
Accommodation	-	-	-	-
Others	7%	13%	31%	20%

Notes:
1. PF4. What service(s) did you use at the i-Site Visitor Information Centre? n=55

Between demographics
Significantly higher
Significantly lower

Rotorua Public Library



- Four in ten residents have used the Rotorua public library in the past year.
- Almost all users (95%) are satisfied with the facility.
- 63% of users go to the library to borrow books, magazines or DVDs.

Notes:

1. PF1. Which of the following public facilities have you used or visited in the past year? Rotorua Public Library n=163
2. PF7. Overall, how satisfied are you with the Rotorua Public Library? n=162

Between demographics
Significantly higher
Significantly lower

Rotorua Public Library – Services Used

Services Used	2024	18 to 39 years	40 to 54 years	55 to 64 years	65 years or over
Browse and/or borrow print books/magazine/DVDs	63%	55%	53%	81%	73%
Tables and/or seating to work or study	30%	38%	28%	27%	20%
Library staff	27%	21%	25%	23%	40%
Free Wi-Fi on your own device	18%	25%	22%	15%	4%
Children’s services	17%	28%	22%	4%	2%
Justice of the Peace	16%	15%	22%	12%	15%
Downloadable eBooks, audiobooks, eMagazines, eNewspapers	14%	12%	11%	16%	18%
Printing/photocopying	12%	11%	17%	12%	9%
Library computers (for internet, word processing)	9%	9%	11%	8%	7%
Rotorua Toy Library	8%	14%	6%	8%	2%
Heritage and research support	7%	2%	11%	15%	7%
Hire of community meeting room	6%	5%	6%	8%	7%
School visits	6%	11%	8%	-	-
Access to Skinny Jump modems	2%	2%	3%	-	2%
Stepping up programme	1%	-	-	-	4%
Delivery service for customers unable to physically access the library	1%	2%	-	-	-
Others	6%	4%	5%	8%	11%

Notes:
1. PF6. What service(s) did you use at the Rotorua Public Library? n=163

Between demographics
Significantly higher
Significantly lower

Comments on District’s Public Facilities



- The library is very good, and the staff are helpful. At times there have been undesirable people in and around the library, using it as a hangout.
- I love the library and use it a lot. I would use it more, but I work full time.
- I love the pool, it’s very good for my arthritis.
- Most facilities are very good.
- Assume it will be much better post upgrade. Staff all friendly and helpful.
- Friendly and welcoming staff.
- Great friendly and helpful people working for our library.
- Staff were great was easy to rejoin. Great website.
- Very convenient having a Justice of the Peace on site. The library staff are very helpful.



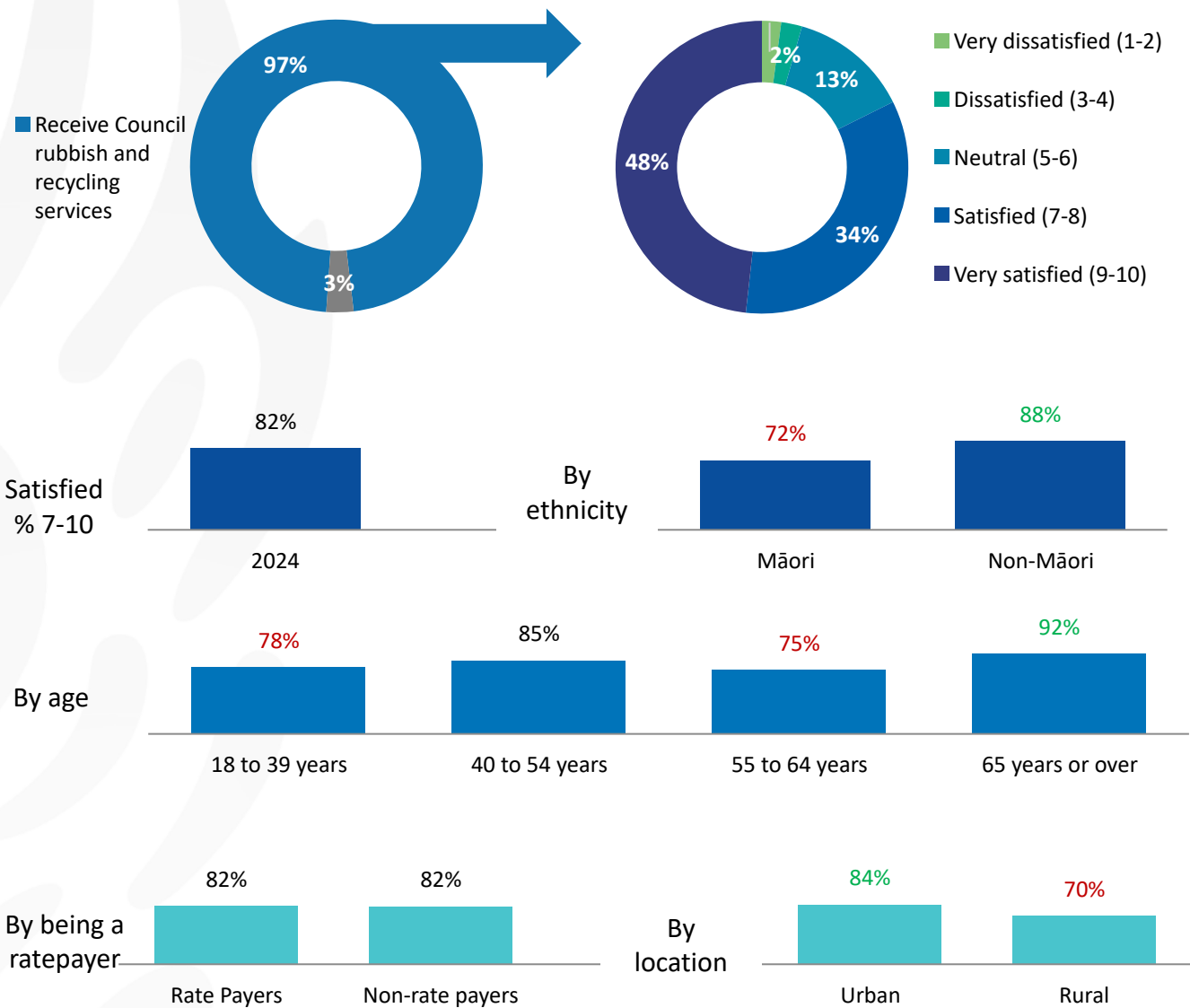
- The RDC has not kept the public updated on the work to reopen the Museum and seems to be just allowing the Blue Baths building to decay.
- Swim Magic needs to stop using the swimming lessons as a cash cow. They do not move their swimmers into other groups but rather hold back students so they can keep paying for lessons for prolonged periods of time.
- You need more staff for the fit class at the pools. The staff are not replaced for a very long time. The changing room needs to be worked on.
- I would visit the library if I could get a park. It’s not that easy during the day.
- The Swim Centre seems to be taking forever to finish.

Notes:
PF5. Are there comments you would like to make about Rotorua public facilities? n=66



Waste Management

Rubbish and Recycling Services



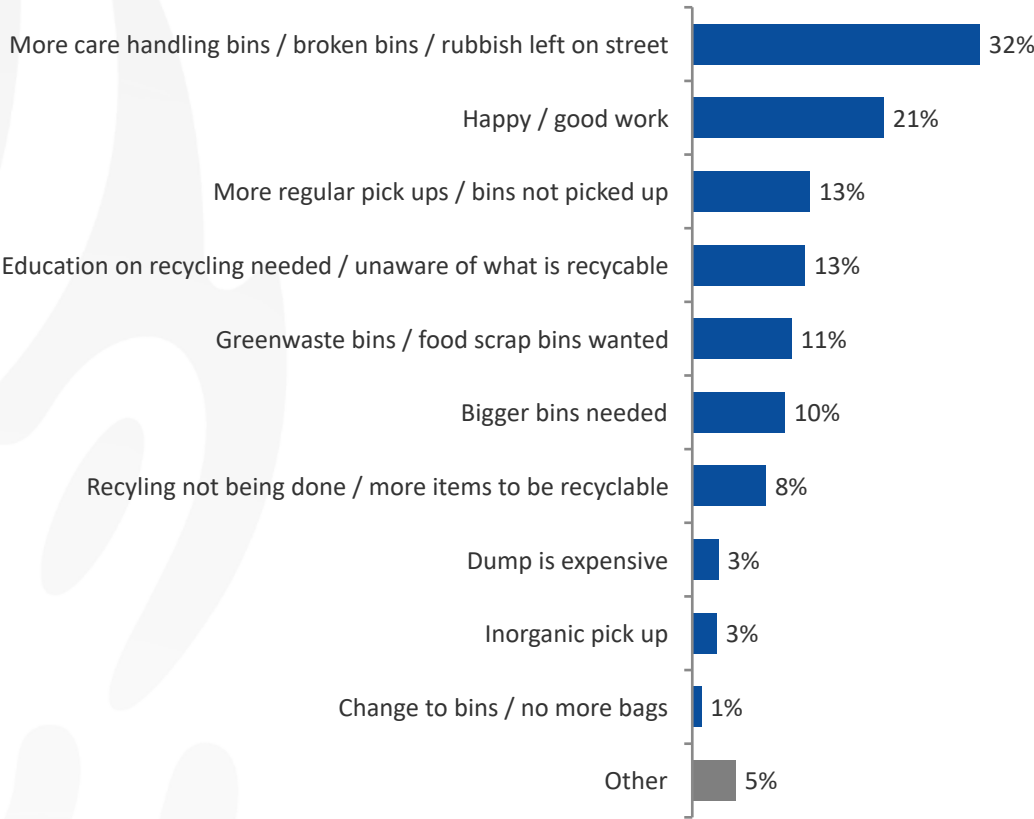
- Almost all residents (97%) receive the Council rubbish and recycling kerbside collection service.
- Satisfaction with the service is very high, with over eight in ten residents rating their satisfaction between 7-10 on the 10-point scale.
- While over two in ten residents (21%) are happy with the service, 32% would like to see improvements with what happens on the rubbish collection day, including more care when handling bins, and leaving less rubbish on the street after collection.

Notes:

1. RC1. Is your property receiving the Council rubbish and recycling kerbside collection service? Yes n=402
2. Overall, how satisfied are you with Council’s rubbish and recycling kerbside collection service? n=387

Between demographics
Significantly higher
Significantly lower

Comments on Rubbish and Recycling Services



- *The guys that serve us do a grand job.*
- *Just keep up the good work of removing our waste and recycling.*
- *The service we receive is excellent and no complaints.*
- *I believe this service is working very well, from a user's perspective.*
- *Don't change it. Don't downsize the bins.*
- *Thank you team.*
- *Pretty happy. Keep it up thanks.*
- *Excellent service. Always comes at the same time every week or fortnight.*
- *Effective, polite and friendly.*



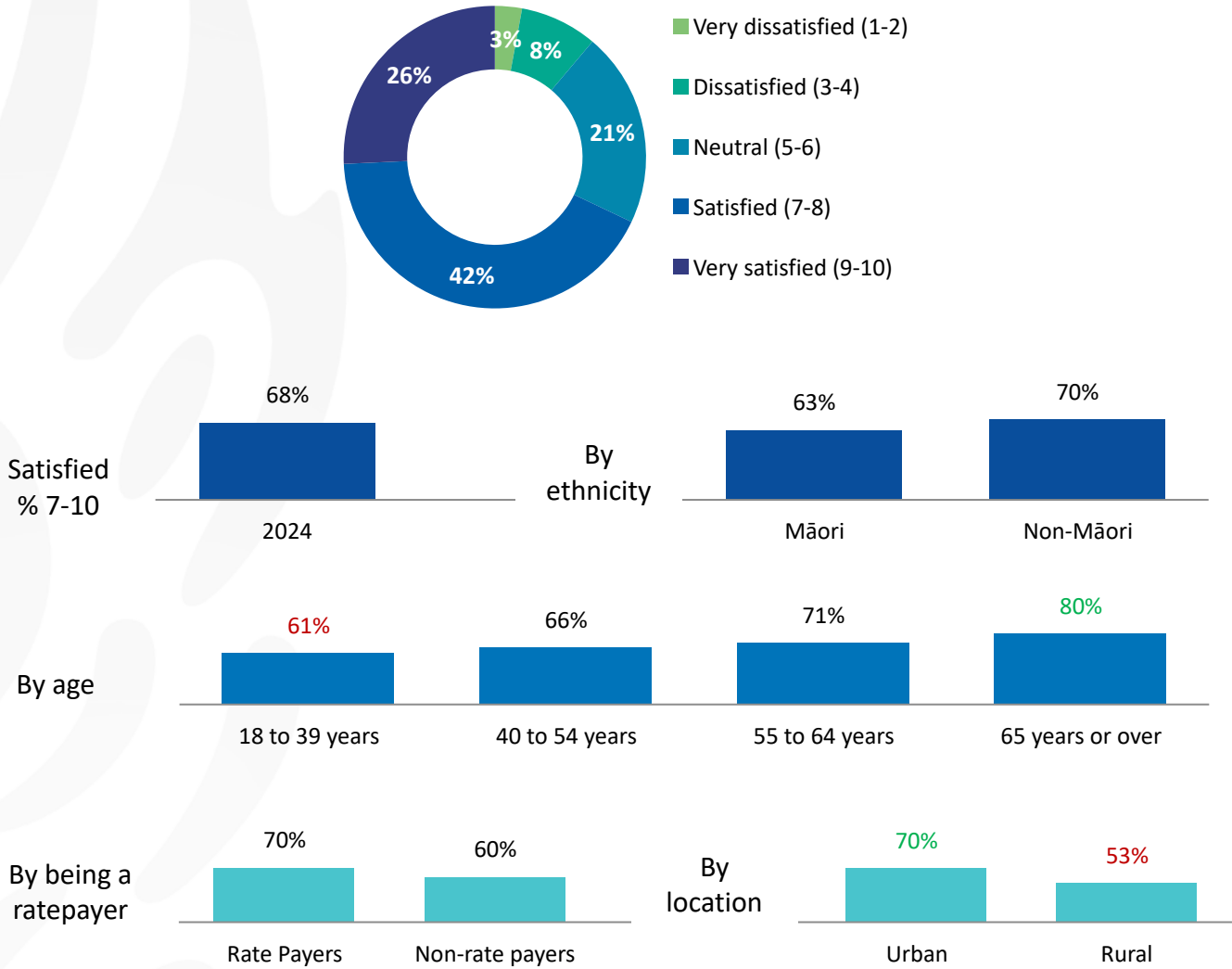
- *It used to be better. The driver must be in a rush everyday as my bin is usually outside my neighbours house or on its side when I get home from work. Both bins are also now broken.*
- *Inconsistent collection times.*
- *The dump is very expensive, and this may explain why so much rubbish is dumped in the bush.*
- *I believe very little recycling is being done and most of it ends up in landfill. I would like to see more done in this area and action taken to decrease the use of plastic.*
- *There is nothing for green waste, just goes in with the general rubbish. Wheely bins are getting bashed around and some need replacing.*
- *Rubbish bins need to be same size as recycling bin.*

Notes:
1. RC3. Are there comments you would like to make about the Council’s rubbish and recycling collection service? n=166



Water Management

Overall Water Management

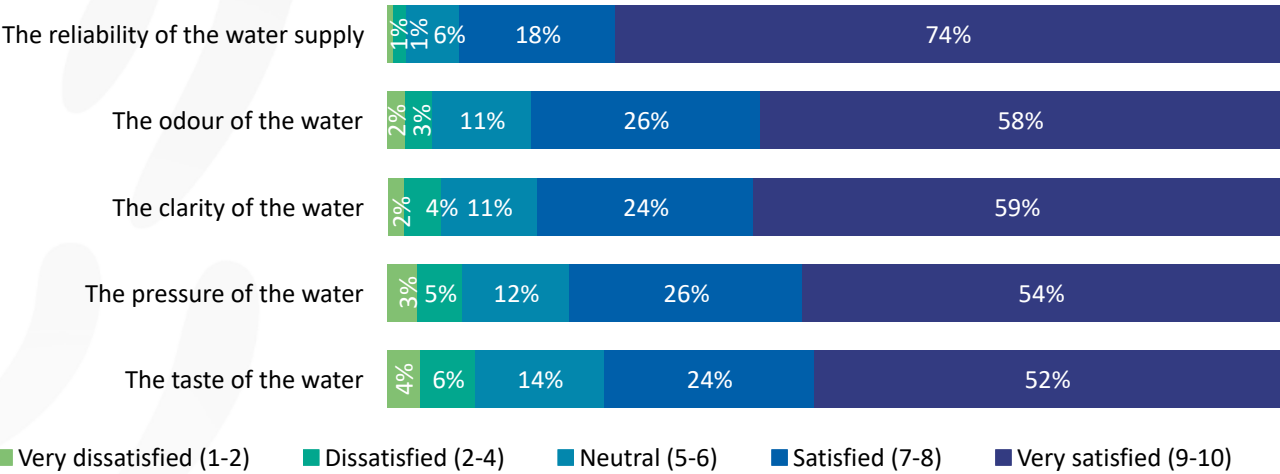
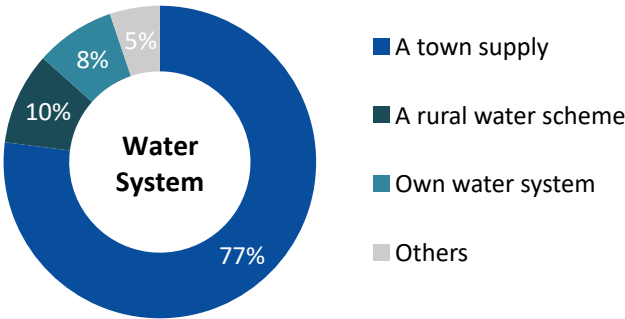


- Satisfaction with *Overall water management* is relatively high (68%).
- There is a large discrepancy in satisfaction between different age groups. Those aged over 65 years are significantly more satisfied with the *Water management* when compared to those aged between 18 and 39 years.
- Seven in ten residents in urban areas are satisfied with *Water management*, while just over half (53%) of residents in rural areas feel the same.

Notes:
1. TW6. When you think about the supply of water, the management and disposal of stormwater and of wastewater, how would you rate your satisfaction with Council overall for its management of water in the Rotorua Lakes district? n=361

Between demographics
Significantly higher
Significantly lower

Water Supply



- Satisfaction with the measures related to *Water supply* are high. Almost all residents who are connected to a town supply (92%) are satisfied with *The reliability of water supply*.
- *The pressure of water* has the lowest satisfaction among residents, with eight in ten respondents (80%) rating this aspect 7-10 on the 10-point scale.

- Notes:
1. TW1. Which of the following best describes your water supply connection? Town supply n=402
 2. TW2. How would you rate your satisfaction with each of the following?
 - a. The reliability of the water supply n=344
 - b. The taste of the water n=347
 - c. The clarity of the water n=347
 - d. The odour of the water n=341
 - e. The pressure of the water n=347

Water Supply
(continued)

Scores with % 7-10 (by ethnicity)	2024	Māori	Non-Māori
The reliability of water supply	92%	92%	92%
The taste of the water	76%	74%	77%
The clarity of the water	83%	75%	88%
The odour of the water	84%	79%	86%
The pressure of the water	80%	77%	81%

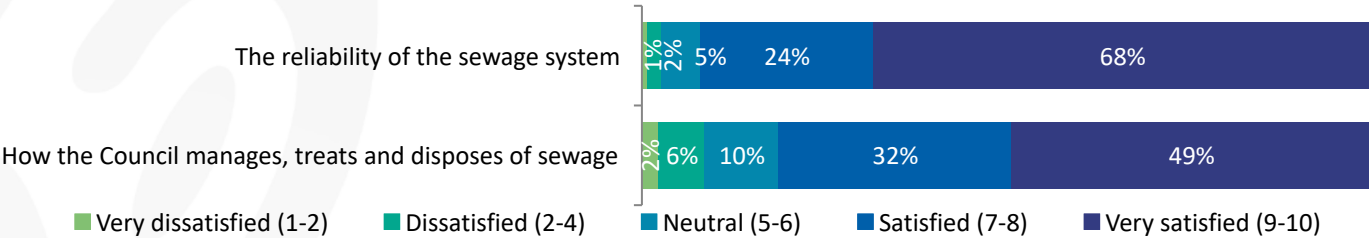
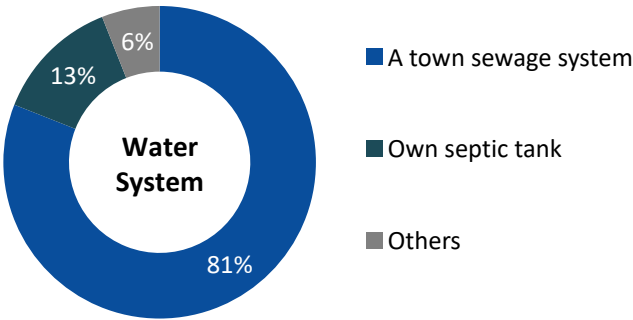
Scores with % 7-10 (by age)	18 to 39 years	40 to 54 years	55 to 64 years	65 years or over
The reliability of water supply	87%	95%	90%	98%
The taste of the water	67%	77%	79%	86%
The clarity of the water	76%	81%	89%	94%
The odour of the water	77%	86%	84%	93%
The pressure of the water	73%	80%	80%	89%

Scores with % 7-10 (by being a ratepayer and location)	Rate Payers	Non-rate payers	Urban	Rural
The reliability of water supply	93%	90%	92%	95%
The taste of the water	79%	66%	75%	86%
The clarity of the water	86%	74%	82%	95%
The odour of the water	86%	78%	83%	95%
The pressure of the water	82%	72%	79%	83%

- Notes:
- 1. TW2. How would you rate your satisfaction with each of the following?
 - a. The reliability of the water supply n=344
 - b. The taste of the water n=347
 - c. The clarity of the water n=347
 - d. The odour of the water n=341
 - e. The pressure of the water n=347

Between demographics
Significantly higher
Significantly lower

Wastewater System



Scores with % 7-10 (by ethnicity)	2024	Māori	Non-Māori
The reliability of the sewage system	92%	90%	93%
How council manages, treats and disposes of sewage	81%	71%	86%

Scores with % 7-10 (by age)	18 to 39 years	40 to 54 years	55 to 64 years	65 years or over
The reliability of the sewage system	88%	93%	89%	99%
How council manages, treats and disposes of sewage	75%	79%	89%	88%

Scores with % 7-10 (by being a ratepayer and location)	Rate Payers	Non-rate payers	Urban	Rural
The reliability of the sewage system	93%	88%	92%	63%
How council manages, treats and disposes of sewage	81%	81%	82%	63%

- Satisfaction with measures related to the *Wastewater system* are high. Almost all residents who are connected to a town sewerage system (92%) are satisfied with *The reliability of the sewage system*.
- *How council manages, treats and disposes of sewage* has eight in ten respondents (81%) rating their satisfaction with this area 7-10 on the 10-point scale.

Notes:

1. TW3. Which of the following best describes the sewage system that your property is connected to? Town sewage system n=402
2. TW4. How would you rate your satisfaction with each of the following?
 - a. The reliability of the sewage system n=318
 - b. How the Rotorua Lakes Council manages, treats and disposes of sewage n=237

Between demographics
Significantly higher
Significantly lower

Stormwater Management

Ability to protect property from flooding



How well the stormwater system is maintained



Keeping roads and footpaths free of flooding



■ Very dissatisfied (1-2) ■ Dissatisfied (2-4) ■ Neutral (5-6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

Scores with % 7-10 (by ethnicity)	2024	Māori	Non-Māori
Ability to protect property from flooding	62%	52%	67%
Keeping roads and footpaths free of flooding	43%	35%	47%
How well the stormwater system is maintained	45%	37%	49%

Scores with % 7-10 (by age)	18 to 39 years	40 to 54 years	55 to 64 years	65 years or over
Ability to protect property from flooding	55%	61%	69%	72%
Keeping roads and footpaths free of flooding	31%	39%	52%	65%
How well the stormwater system is maintained	35%	42%	57%	60%

Scores with % 7-10 (by being a ratepayer and location)	Rate Payers	Non-rate payers	Urban	Rural
Ability to protect property from flooding	64%	56%	64%	42%
Keeping roads and footpaths free of flooding	47%	32%	44%	32%
How well the stormwater system is maintained	46%	39%	47%	24%

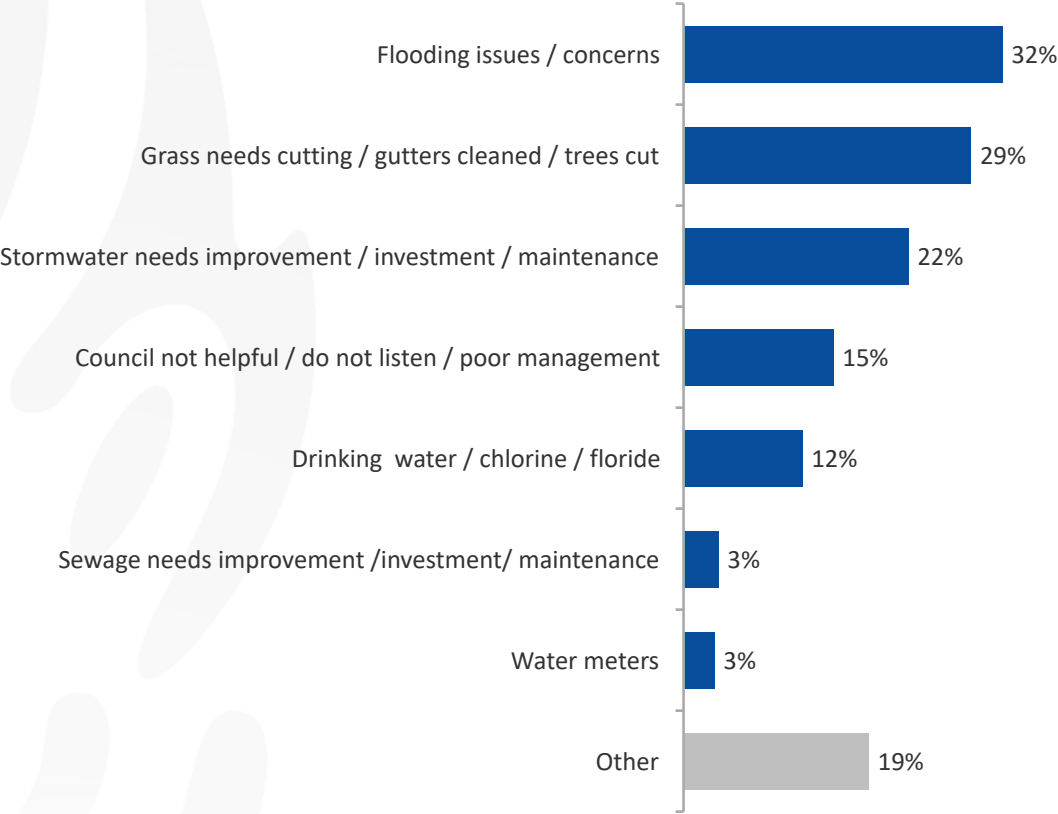
- Less than half of respondents were satisfied with the *How well the stormwater system is maintained* (45%) and *Keeping roads and pavements free from flooding* (43%).
- Residents in rural areas were significantly less satisfied with the *Ability to protect property from flooding* and *How well the stormwater system is maintained*.

Notes:

- 1. TW5. How would you rate your satisfaction with Council’s management of the stormwater system in terms of the following?
 - a. Ability to protect property from flooding n=356
 - b. Keeping roads and footpaths free of flooding n=384
 - c. How well the stormwater system is maintained n=334

Between demographics
Significantly higher
Significantly lower

Comments on Water Management



- Been very good cleaning the drain on the road since the problems a few year ago.
- Very happy with our water supply.
- It's reasonably good.
- I'm happy with the service.
- Keep up the good work.



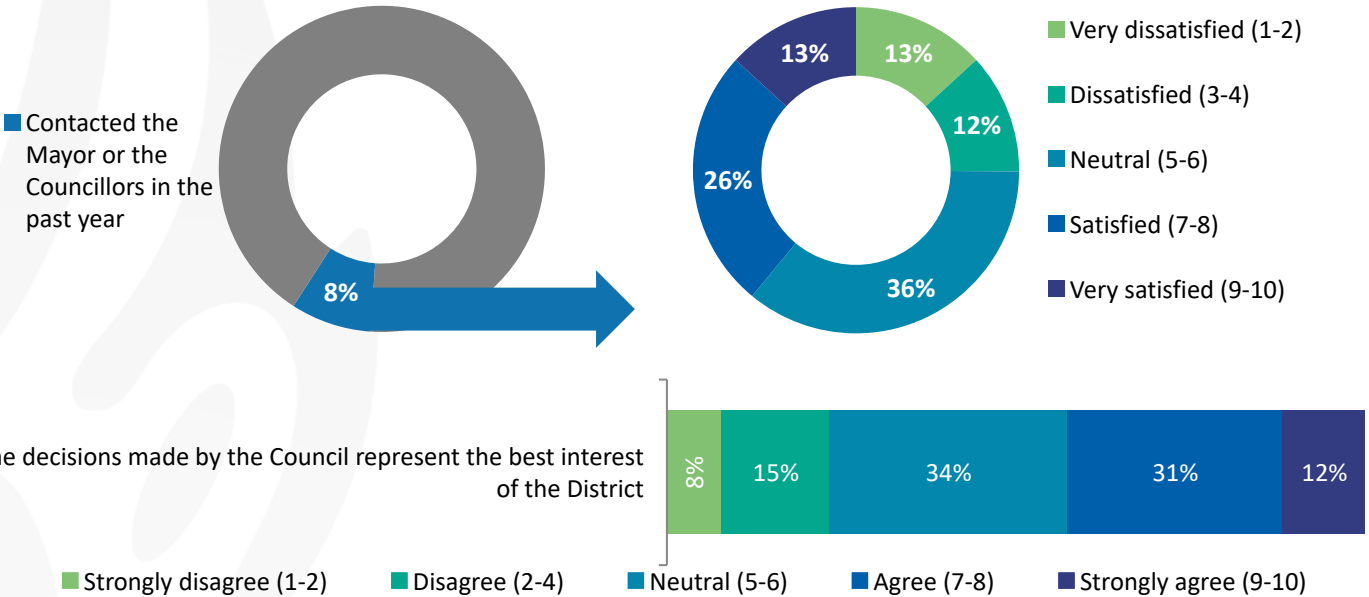
- More effort needs to be put into managing stormwater to protect us from future natural disasters particularly considering the climate crisis.
- People I know have been affected by floods from waterways partly related to uncleared culverts or ditches.
- Lake levels are too high.
- Council has not done enough to stop rainwater entering the sewage system. Resulting in overflow events at the sewage treatment plant.
- Never put fluoride in the water. That is up to the individual to decide.
- Slow response with repair of water leaks when reported. Don't like the idea of sewage overflow going into streams.

Notes:
1. TW10. Are there comments you would like to make about the Council's water management? n=103



Governance and Sense of Community

Contacting the Mayor or the Councillors



Scores with % 7-10 (by ethnicity)	2024	Māori	Non-Māori
The decisions made by the Council represent the best interest of the District	43%	31%	49%

Scores with % 7-10 (by age)	18 to 39 years	40 to 54 years	55 to 64 years	65 years or over
The decisions made by the Council represent the best interest of the District	39%	41%	43%	53%

Scores with % 7-10 (by being a ratepayer and location)	Rate payers	Non-rate payers	Urban	Rural
The decisions made by the Council represent the best interest of the District	43%	38%	44%	32%

- A very small proportion of residents (8%) have contacted the Mayor or Councillors in the past year. 39% of those who did were satisfied with their interactions.
- Over four in ten respondents (43%) agree that *The decisions made by the Council represent the best interest of the District*.
- Verbatim comments indicate that there is a lack of transparency and visibility of the leadership team, as well as a need for the Mayor and Councillors to be more community-minded.

Notes:

1. GOV2. Have you contacted the Mayor or the Councillors in the past year? n=402

2. GOV3. How did you find their interaction with you? n=31

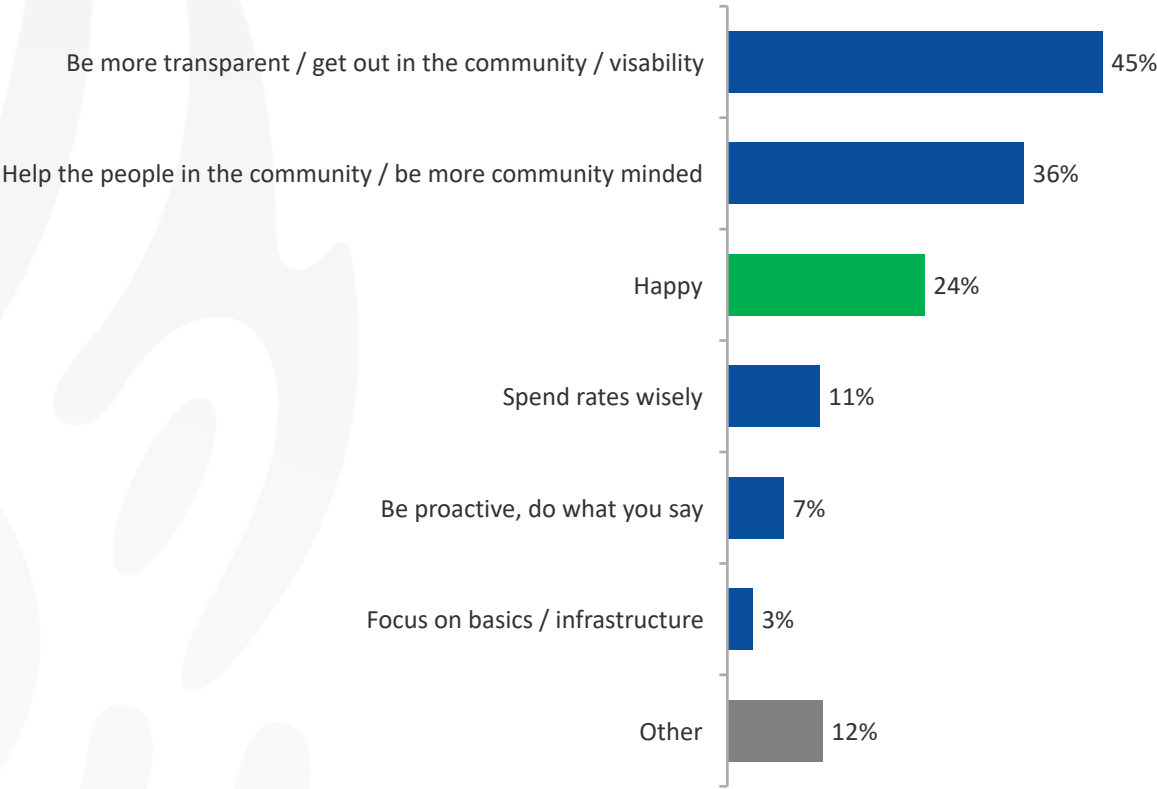
3. GOV1. How strongly do you agree or disagree that the decisions made by the Council represent the best interests of the District? n=354

Between demographics

Significantly higher

Significantly lower

Comments on Rotorua Lakes District Council’s Governance



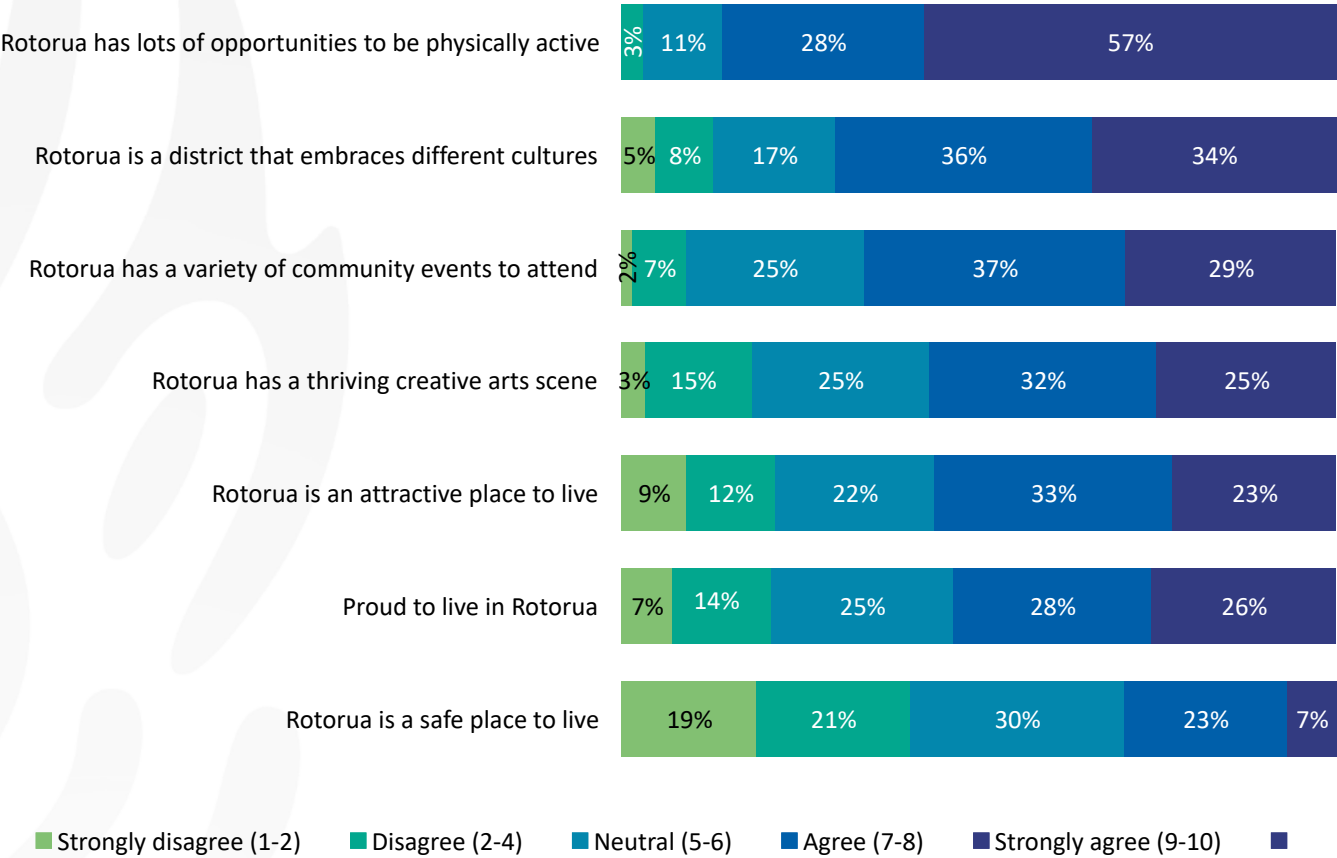
- *Keep doing the best that you can for the community.*
- *Doing a pretty good job after Covid.*
- *Kia kaha tonu Mayor Tania Tapsell. There is still much to be done.*
- *It’s a lot better than it was 2 years ago. It’s nice to see more police around and security.*
- *What I’ve heard people love our Mayor.*
- *I’m proud of the representation that Rotorua achieves organically. I love that we can engage iwi into decision making without sacrificing democratically elected seats. We have the best governance in the country.*
- *I think that the current Council appear to be more able to make comments than past representatives who tended to be less vocal under a dominant chief executive.*



- *Rates rises are difficult for ratepayers to manage as most are on limited incomes.*
- *Be transparent and don't change the goalposts. The licensing debacle I went through for the Wasps, Rotorua International Stadium this past year was horrendous.*
- *Should not be afraid to increase rates if spent wisely. Too many Councillors try to buy their way in by holding rates down and failing to deliver on city improvement.*
- *They are okay. But I think more visibility of Councillors is required. A few make great effort. Fisher Wang for one.*
- *Urgency to concerns, have been waiting months for the road to get fixed outside our whare.*
- *Creative community need more funding.*

Notes:
1. GOV4. Are there comments you would like to make about Rotorua Lakes Council’s governance? n=87

Sense of Community



- There is some discrepancy in perception of different areas related to the *Sense of community*.
- While 70% believe that *Rotorua is a district that embraces different cultures*, just 30% agree that *Rotorua is a safe place to live*.
- Almost all respondents agree that *Rotorua has lots of opportunities to be physically active* (86%).

- Notes:
- SC1. How strongly do you agree or disagree with the following statements?
 - Rotorua is an attractive place to live n=401
 - Rotorua is a safe place to live n=398
 - Proud to live in Rotorua n=399
 - Rotorua has lots of opportunities to be physically active n=394
 - Rotorua has a thriving creative arts scene n=333
 - Rotorua is a district that embraces different cultures n=383
 - Rotorua has a variety of community events to attend n=377

Between demographics
Significantly higher
Significantly lower

Sense of Community
(continued)

Scores with % 7-10 (by ethnicity)	2024	Māori	Non-Māori
Rotorua is an attractive place to live	56%	59%	55%
Rotorua is a safe place to live	30%	30%	30%
Proud to live in Rotorua	54%	59%	51%
Rotorua has lots of opportunities to be physically active	86%	85%	86%
Rotorua has a thriving creative arts scene	57%	59%	56%
Rotorua is a district that embraces different cultures	70%	72%	69%
Rotorua has a variety of community events to attend	66%	68%	65%

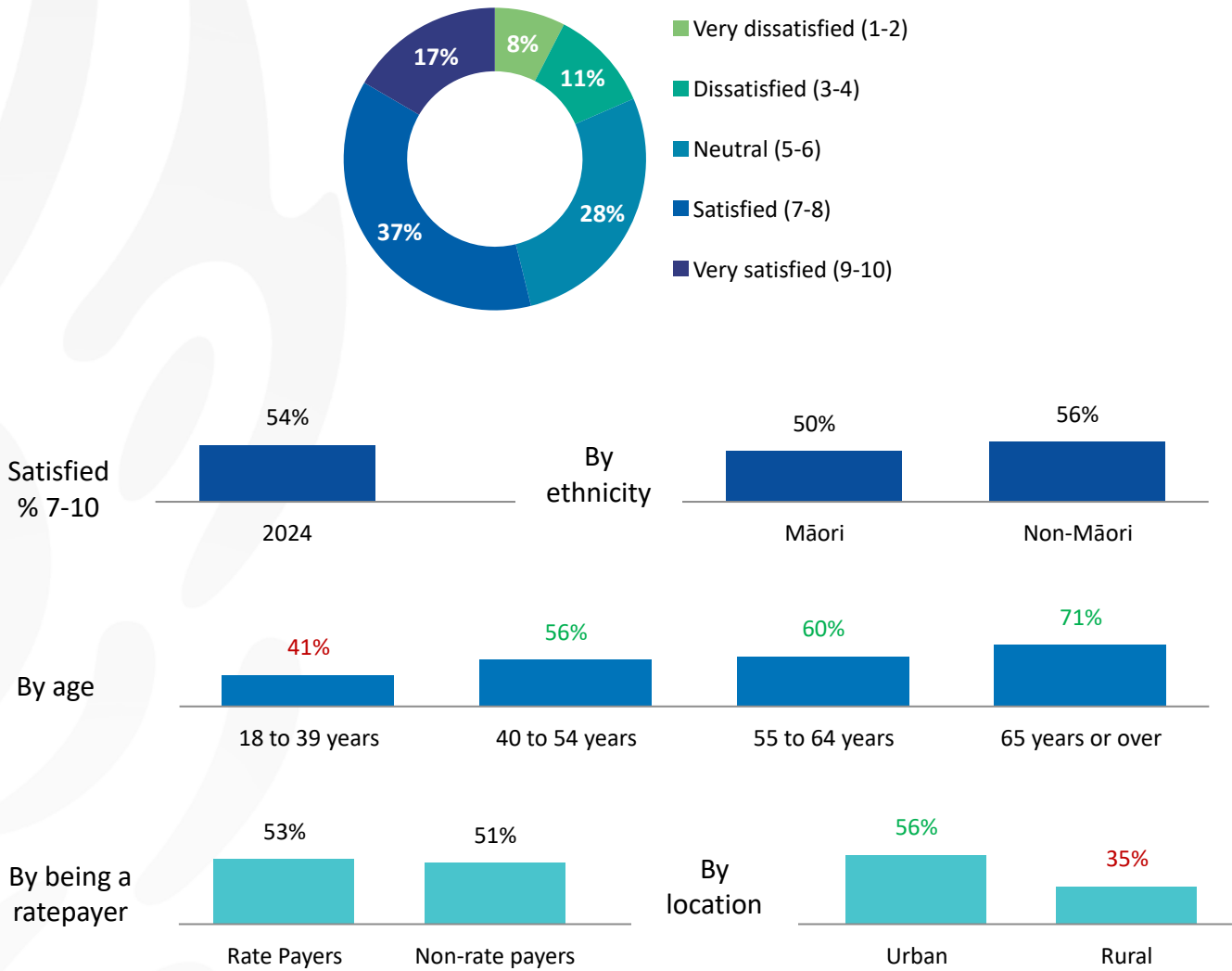
Scores with % 7-10 (by age)	18 to 39 years	40 to 54 years	55 to 64 years	65 years or over
Rotorua is an attractive place to live	45%	55%	60%	75%
Rotorua is a safe place to live	27%	23%	28%	46%
Proud to live in Rotorua	45%	57%	49%	68%
Rotorua has lots of opportunities to be physically active	81%	87%	88%	89%
Rotorua has a thriving creative arts scene	48%	55%	57%	79%
Rotorua is a district that embraces different cultures	64%	71%	70%	82%
Rotorua has a variety of community events to attend	60%	65%	69%	77%

Scores with % 7-10 (by being a ratepayer and location)	Rate payers	Non-rate payers	Urban	Rural
Rotorua is an attractive place to live	59%	49%	59%	34%
Rotorua is a safe place to live	31%	23%	32%	16%
Proud to live in Rotorua	54%	51%	57%	31%
Rotorua has lots of opportunities to be physically active	89%	78%	85%	93%
Rotorua has a thriving creative arts scene	56%	58%	57%	57%
Rotorua is a district that embraces different cultures	70%	69%	70%	69%
Rotorua has a variety of community events to attend	65%	68%	67%	56%

- Notes:
- 1. SC1. How strongly do you agree or disagree with the following statements?
 - a. Rotorua is an attractive place to live n=401
 - b. Rotorua is a safe place to live n=398
 - c. Proud to live in Rotorua n=399
 - d. Rotorua has lots of opportunities to be physically active n=394
 - e. Rotorua has a thriving creative arts scene n=333
 - f. Rotorua is a district that embraces different cultures n=383
 - g. Rotorua has a variety of community events to attend n=377

Between demographics
Significantly higher
Significantly lower

Council’s Role in Supporting Community Development

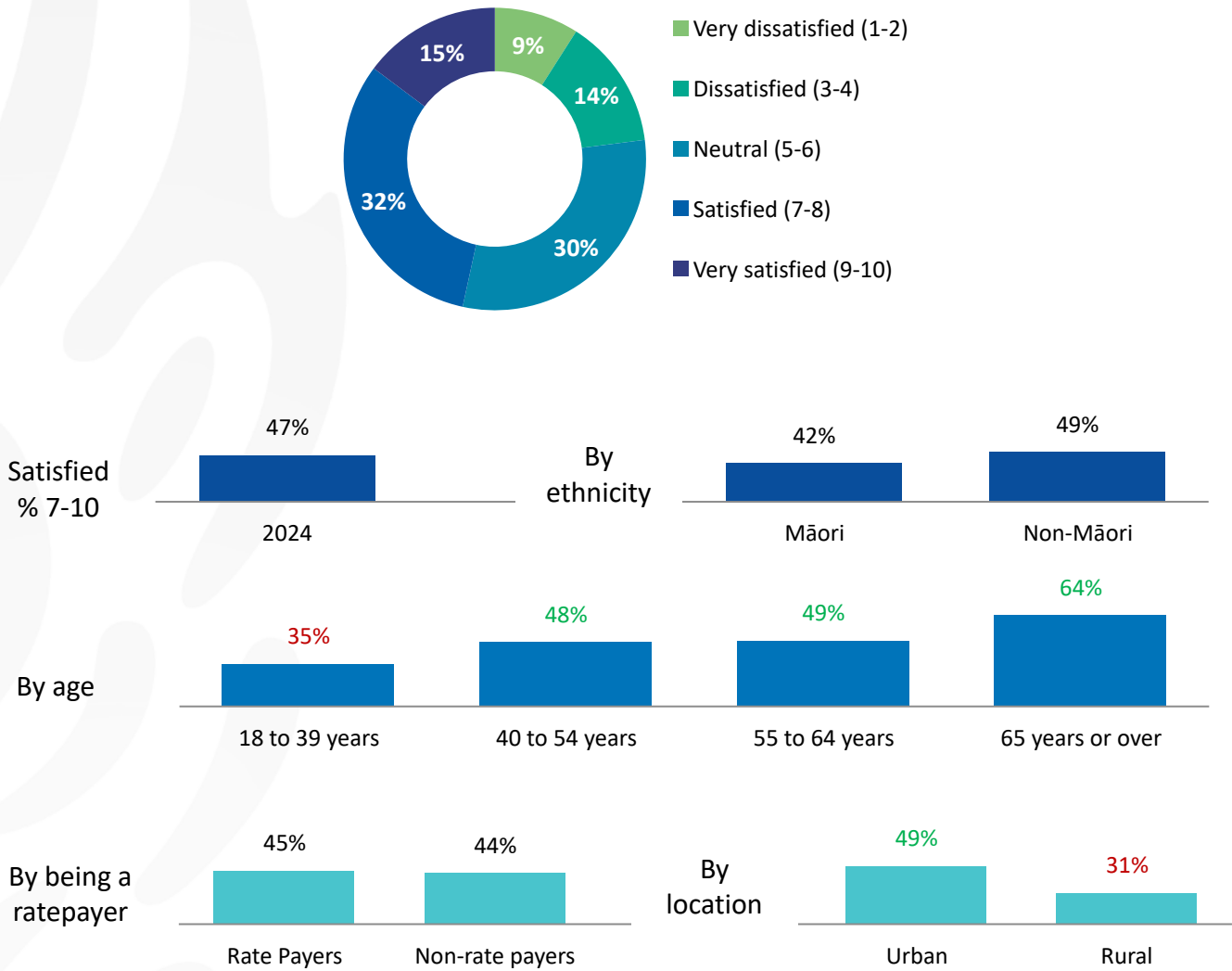


- Just over half of residents (54%) are satisfied with how *The Council’s role in supporting community development in Rotorua* .
- Those aged under 40 years are considerably less likely to believe that *Council is supporting community development* when compared to other age groups.

Notes:
1. SC2. How satisfied are you with the Council’s role in supporting community development in Rotorua? n=325

Between demographics
Significantly higher
Significantly lower

Council’s Ability to Create a Sense of Community

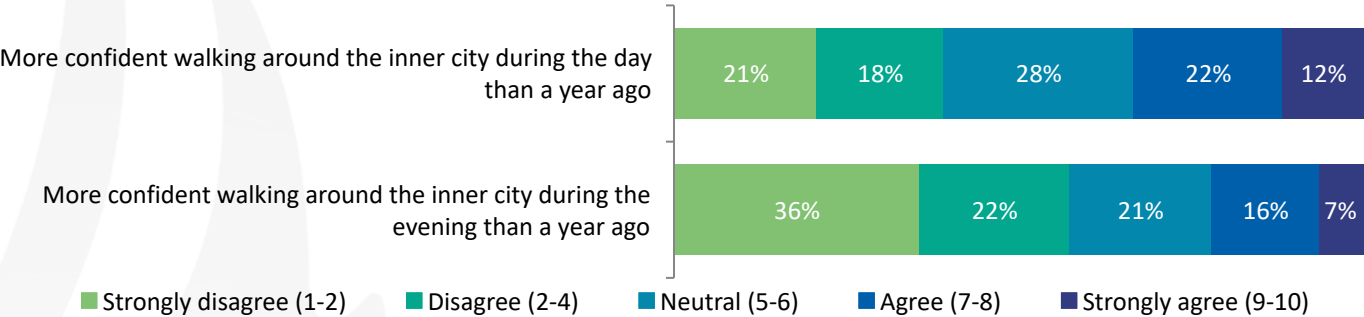


- Just under half of residents (47%) are satisfied with *Council’s ability to create a sense of community in Rotorua*.
- Those aged under 40 years are considerably less likely, when compared to other age groups, to believe that *Council’s activities are focused on creating a sense of community*.

Notes:
1. SC3. How do you rate Council’s ability to create a sense of community in Rotorua? n=344

Between demographics
Significantly higher
Significantly lower

Security and Safety within the District



Scores with % 7-10 (by ethnicity)	2024	Māori	Non-Māori
More confident walking around the inner city during the day than a year ago	33%	36%	32%
More confident walking around the inner city during the evening than a year ago	22%	22%	22%

Scores with % 7-10 (by age)	18 to 39 years	40 to 54 years	55 to 64 years	65 years or over
More confident walking around the inner city during the day than a year ago	30%	34%	36%	37%
More confident walking around the inner city during the evening than a year ago	20%	20%	24%	27%

Scores with % 7-10 (by being a ratepayer and location)	Rate payers	Non-rate payers	Urban	Rural
More confident walking around the inner city during the day than a year ago	31%	37%	35%	21%
More confident walking around the inner city during the evening than a year ago	19%	26%	24%	10%

- Safety concerns have been mentioned by respondents. A number of verbatim comments related to safety mention the need of more police presence, as well as improved lighting.
- One in three respondents (33%) think that safety has improved over the past 12 months.

Notes:

1. SC. How strongly do you agree or disagree with the following statements?

a. I feel more confident walking around the inner city during the day than I did a year ago n=371

b. I feel more confident walking around the inner city during the evening than I did a year ago n=345

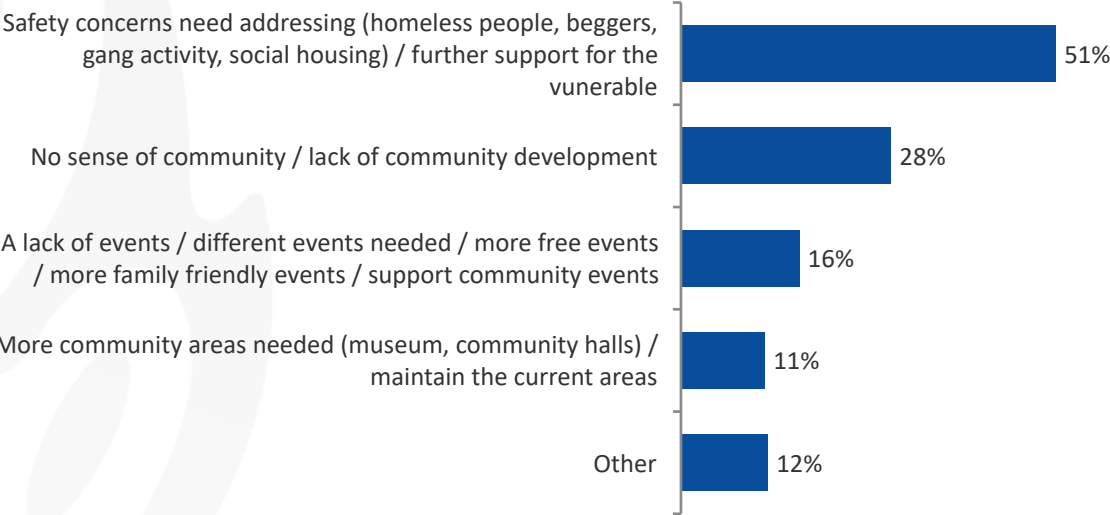
Between demographics

Significantly higher

Significantly lower

Areas for Community Improvement

Comments on Community Development



Top Priorities	2024
Security / safety concerns (gang activity, lack of street lighting, increase the police presence)	41%
Support / address the homelessness problem	32%
Growth within the CBD / tidy the CBD / encourage tourism / increased events	31%
Roading / potholes	27%
Parks, playgrounds and garden maintenance or upgrades (shaded areas, plants and trees)	19%
Parking / more parking required (public, accessibility, free, and employee)	18%
Council accountable / transparent with funds / reduce spending / rates	15%
Housing concerns (emergency housing, housing for the elderly / vulnerable)	15%
Facilities require upgrading (halls, toilets, venues)	14%
Repair / upgrade / increase the number of footpaths / walkways / cycleways	11%
Water / sewage / waterways / stormwater (clearing gutters, flood prevention, water quality)	10%

- Top-3 priorities for improvement in Rotorua include:
 - ✓ Increasing safety in the District - Security / safety concerns (gang activity, lack of street lighting, increase the police presence)
 - ✓ Addressing social issues - Support / address the homelessness problem
 - ✓ Continuous economic development - Growth within the CBD / tidy the CBD / encourage tourism / increased events

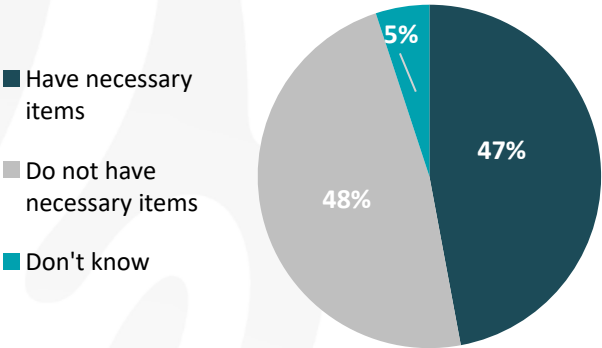
Notes:
SC6. What are three areas for improvement you would suggest for Rotorua? n=310
SC5. Are there comments you would like to make about Council’s role in community development and creating a sense of community? n=85



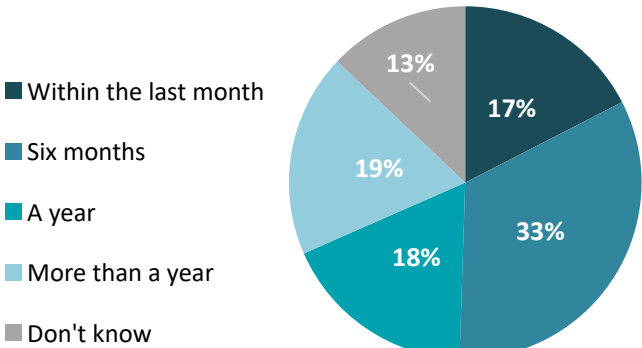
Civil Defence

Civil Defence

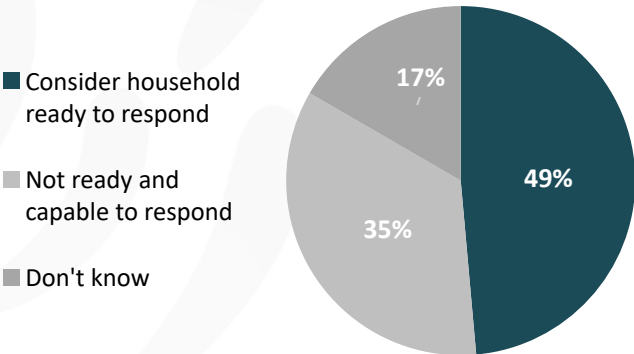
Having necessary items



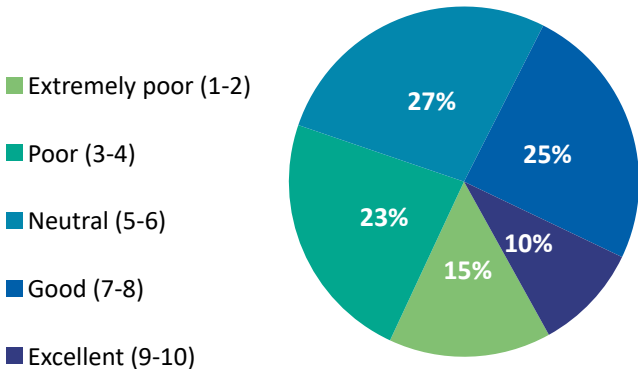
When emergency survival items last updated



Readiness to respond



Satisfaction with Council promoting emergency preparedness



- Close to half of residents (47%) have the necessary items at home to survive a natural disaster, with close to eight in ten (78%) of those updating these items less than a year ago.
- 49% consider that their household is ready and capable to respond to a civil defence emergency. However, just 35% are satisfied with *the Council promoting being prepared in the event of an emergency*.

Notes:

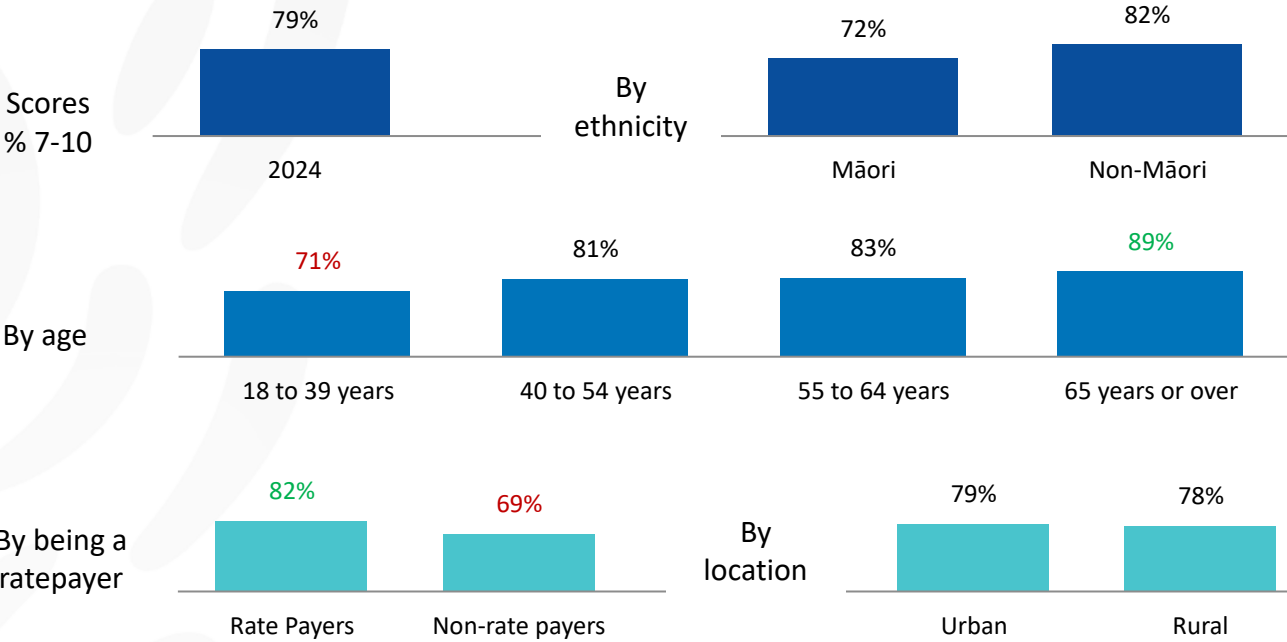
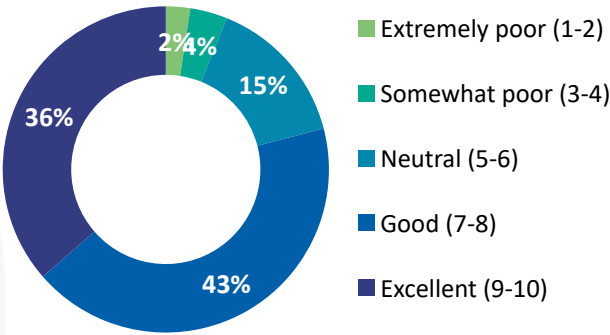
1. CD1. Do you have at home the necessary items needed to survive a natural disaster, e.g., tinned food, bottled water for more than 3 days (at 3 litres per person per day)? n=402
2. CD2. When was the last time you updated your emergency survival items? n=195
3. CD3. Do you consider that your household is ready and capable to respond to a civil defence emergency? n=402
4. CD4. How would you rate your satisfaction with the Council promoting being prepared in the event of an emergency? n=308

Between demographics
Significantly higher
Significantly lower



Sentiment Questions

Quality of Life

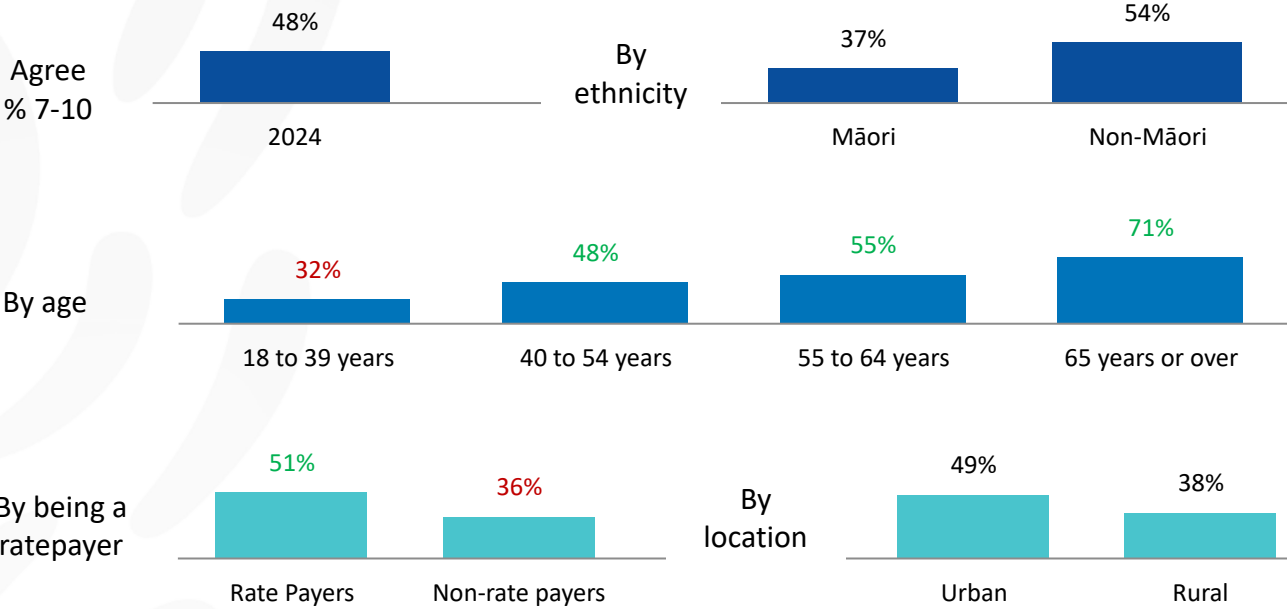
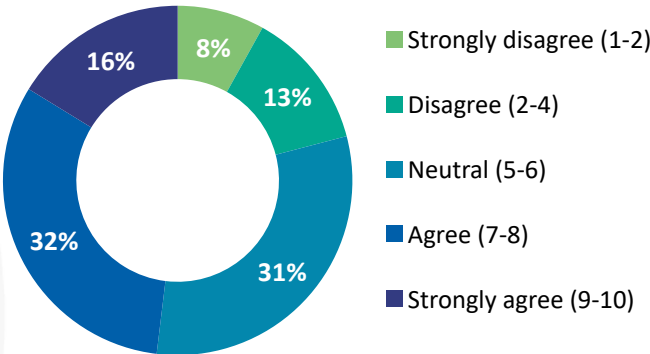


- Residents rate their quality of life highly, with eight in ten (79%) considering it ‘Good’ or ‘Excellent’.
- In Rotorua, quality of life increases with age (71% for those aged 18-39, 81% for those aged 40-54, 83% for those aged 55-64 and 89% for those aged 65 years and over).

Notes:
1. G1 How would you rate the overall quality of your life? n=381

Between demographics
Significantly higher
Significantly lower

District is going in the right direction



- While quality of life was rated highly by respondents, a considerably smaller proportion (48%) believe that *the District is going in the right direction*.

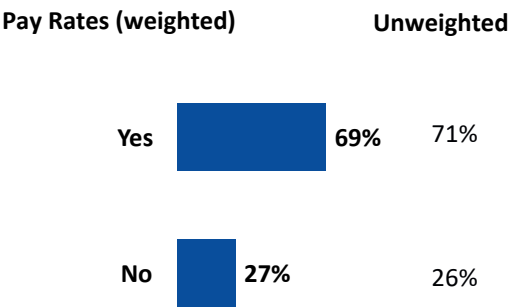
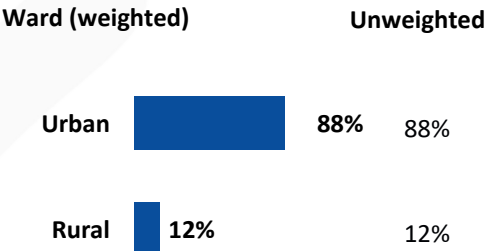
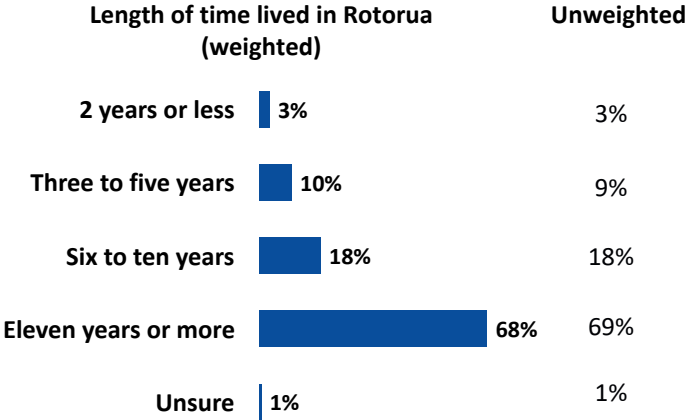
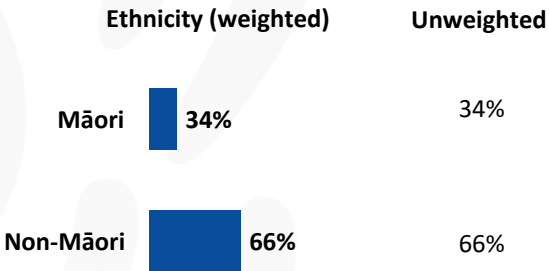
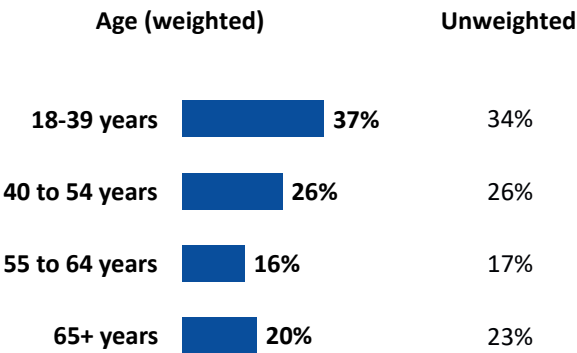
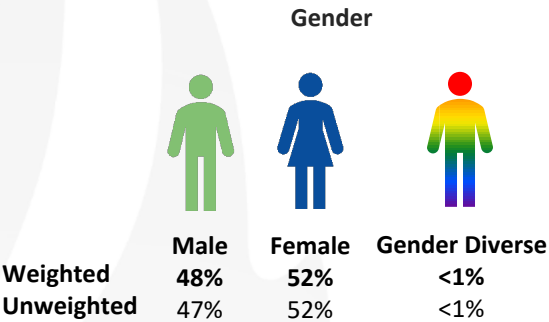
Notes:
1. G2. How strongly do you agree or disagree with the following statement about the District? n=363

Between demographics
Significantly higher
Significantly lower



Sample Profile

Sample Profile



Between demographics
Significantly higher
Significantly lower



Appendix – All measures

Overall measures (showing proportion of respondents scoring % 7-10)

		2024 (Satisfied %7-10)
PF4_1a	Overall Rotorua Public Library	95%
PW3	Overall park reserves and walkways	86%
RC2	Overall rubbish and recycling kerbside collection service	82%
CEM2	Overall cemeteries	81%
PF3_1a	Overall i-Site Visitor Information Centre	79%
LR3	Overall lake reserves	77%
SG3	Overall sportsgrounds	76%
TW9_1	Overall water management	68%
CSERV4	Overall request or enquiry handling	64%
PF2_1a	Overall Rotorua Aquatic Centre	56%
REP5	Overall Image and reputation	47%
RF3	Overall roads, cycleways, and footpaths	44%
OV1_RP	Overall satisfaction with Rotorua Lakes Council	42%
VM3	Overall value for money	36%

Other measures (showing proportion of respondents scoring % 7-10)

		2024 (Satisfied %7-10)
PW2_16	Overall level of service provided in the District's park reserves and walkways - Wright Park	100%
PW2_6	Overall level of service provided in the District's park reserves and walkways - Redwoods / Titokorangi Forest	95%
TW5_1	The reliability of the sewage system	92%
TW2_1	The reliability of the water supply	92%
PW2_2	Overall level of service provided in the District's park reserves and walkways - Government Gardens	89%
PW2_4	Overall level of service provided in the District's park reserves and walkways - Murray Linton Rose Garden	87%
PW2_1	Overall level of service provided in the District's park reserves and walkways - Centennial Park (Rotorua Tree Trust)	87%
PW2_5	Overall level of service provided in the District's park reserves and walkways - Rotorua Lakefront & Village Green	86%
SC1_4	Rotorua has lots of opportunities to be physically active	86%
PW2_8	Overall level of service provided in the District's park reserves and walkways - Jackson Park	86%
PW2_3	Overall level of service provided in the District's park reserves and walkways - Kuirau Park	84%
SG2_12	Overall level of service provided in the District's sportsground - Rotorua International Stadium	84%
TW2_4	The odour of the water	84%
LR2_10	Overall level of service provided in the District's lake reserves - Stoney Point (Lake Tarawera)	83%
TW2_3	The clarity of the water	83%
PW2_15	Overall level of service provided in the District's park reserves and walkways - Karenga Park	83%
LR2_2	Overall level of service provided in the District's lake reserves - Boyes Beach (Lake Ōkareka)	83%
TW5_2	How the Rotorua Lakes Council manages, treats and disposes of sewage	81%
ES2_2	Land Information Memorandum (LIMS)	80%
SG2_3	Overall level of service provided in the District's sportsground - Kuirau Park	80%
LR2_1	Overall level of service provided in the District's lake reserves - Reeme Street Reserve (Lake Rotorua)	80%
TW2_5	The pressure of the water	80%
G1	Overall quality of your life	79%
LR2_11	Overall level of service provided in the District's lake reserves - The Landing (Lake Tarawera)	79%
PW2_14	Overall level of service provided in the District's park reserves and walkways - Reporoa Domain	79%

Other measures (showing proportion of respondents scoring % 7-10)

		2024 (Satisfied %7-10)
LR2_13	Overall level of service provided in the District's lake reserves - Lake Tikitapu (Blue Lake)	78%
LR2_3	Overall level of service provided in the District's lake reserves - Hamurana Reserve (Lake Rotorua)	78%
SG2_7	Overall level of service provided in the District's sportsground - Neil Hunt Park	77%
PW2_10	Overall level of service provided in the District's park reserves and walkways - Western Road Reserve	77%
SG2_13	Overall level of service provided in the District's sportsground - Smallbone Park	77%
TW2_2	The taste of the water	76%
LR2_8	Overall level of service provided in the District's lake reserves - Gisborne Point (Lake Rotoiti)	73%
SG2_1	Overall level of service provided in the District's sportsground - Ngongotaha Domain	73%
PW2_17	Overall level of service provided in the District's park reserves and walkways - Linton Park (east and west)	73%
SG2_10	Overall level of service provided in the District's sportsground - Puketawhero Park	72%
SG2_5	Overall level of service provided in the District's sportsground - Marist St Michaels	72%
CSERV3_2	Staff had good understanding of what you wanted	71%
CSERV3_1	Staff were helpful and friendly	70%
SC1_6	Rotorua is a district that embraces different cultures	70%
LR2_15	Overall level of service provided in the District's lake reserves - Waikawau Reserve/Hannah's Bay (Lake Rotorua)	70%
LR2_9	Overall level of service provided in the District's lake reserves - Hinehopu Reserve (Lake Rotoiti)	70%
LR2_12	Overall level of service provided in the District's lake reserves - Boatshed Bay (Lake Tarawera)	70%
SG2_6	Overall level of service provided in the District's sportsground - Medical Officers Reserve	68%
LR2_6	Overall level of service provided in the District's lake reserves - Lake Ōkaro	68%
SG2_8	Overall level of service provided in the District's sportsground - Tamaraki Reserve	67%
SG2_9	Overall level of service provided in the District's sportsground - Puarenga Park	67%
SC1_7	Rotorua has a variety of community events to attend	66%
CSERV3_3	The information provided was accurate	64%
SG2_4	Overall level of service provided in the District's sportsground - Linton Park	64%
SG2_11	Overall level of service provided in the District's sportsground - Ray Boord Park/Westbrook Reserve	64%

Other measures (showing proportion of respondents scoring % 7-10)

		2024 (Satisfied %7-10)
LR2_7	Overall level of service provided in the District's lake reserves - Ōtaramarae (Lake Rotoiti)	63%
PW2_11	Overall level of service provided in the District's park reserves and walkways - Rerewhakaaitu Domain	62%
TW7_1	Ability to protect your property from flooding	62%
PW2_18	Overall level of service provided in the District's park reserves and walkways - Aquarius Drive Reserve	61%
VM2_2	Invoicing is clear and correct	60%
RF1_5	Maintenance of shared paths and cycleways	59%
PW2_12	Overall level of service provided in the District's park reserves and walkways - Mamaku Domain / Youth Park	59%
RF1_4	The provision of dedicated shared paths and cycleways around Rotorua	58%
RF1_3	The availability of footpaths	57%
SC1_5	Rotorua has a thriving creative arts scene	57%
SC1_1	Rotorua is an attractive place to live	56%
RF1_6	Street lighting throughout the city	56%
SC2	Council's role in supporting community development	54%
REP4	Overall quality of the services and facilities	54%
SC1_3	I am proud to live in Rotorua	54%
ES2_6	Alcohol Licensing	53%
LR2_14	Overall level of service provided in the District's lake reserves - Matahi Spit (Lake Rotomā)	50%
SG2_2	Overall level of service provided in the District's sportsground - Jessie Martin Park	50%
RF1_2	Maintenance of footpaths	49%
LR2_5	Overall level of service provided in the District's lake reserves - Lake Ōhakuri	49%
LR2_4	Overall level of service provided in the District's lake reserves - Guy Roe Reserve (Lake Rerewhakaaitu)	49%
G2_1	I'm confident that the District is going in the right direction	48%
ES2_1	Animal Control	48%
REP1	Overall leadership	47%
ES2_8	Noise Control	47%

Other measures (showing proportion of respondents scoring % 7-10)

		2024 (Satisfied %7-10)
SC3	Council's ability to create a sense of community	47%
TW7_3	How well the stormwater system is maintained	45%
TW7_2	Keeping roads and footpaths free of flooding	43%
GOV1	Council represent the best interests of the District	43%
PW2_7	Overall level of service provided in the District's park reserves and walkways - Wrigley Road Reserve	42%
COM5	Council keeps you informed	42%
REP2	Overall faith and trust	40%
GOV3	Council's interaction with you	39%
VM2_3	I know how my rates are spent	39%
RF1_7	The availability of public parking	38%
ES2_4	Building Consents	38%
RF1_1	Maintenance of the roads	37%
REP3	Overall financial management	36%
ES2_3	District Planning and Resource Consents	36%
ES2_5	Food Control	35%
CD4	Council promoting being prepared in the event of an emergency	34%
ES2_9	Other request	34%
SC_1	I feel more confident walking around the inner city during the day than I did a year ago	33%
PW2_13	Overall level of service provided in the District's park reserves and walkways - Elliot Park (Western Road)	33%
ES2_7	Parking	31%
PW2_9	Overall level of service provided in the District's park reserves and walkways - Coulter Road Reserve	30%
SC1_2	Rotorua is a safe place to live	30%
VM2_1	Annual property rates are fair and reasonable	27%
SC_2	I feel more confident walking around the inner city during the evening than I did a year ago	22%

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