



# Upper Hutt City Council

## Annual Residents' Survey

Report – July 2018





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## Technical summary

### Introduction

- The Upper Hutt City Council has an ongoing need to measure how satisfied residents are with the services, facilities and resources they provide, and to prioritise improvement opportunities that will be valued by the community

### Research Objectives

- To assess satisfaction among residents in relation to the services, facilities and other activities run by the Council
- To determine changes in performance relative to prior years in relation to key service deliverables
- To identify improvements that would be valued by residents

### Methodology

- The questionnaire provides for measurements across a broad range of Council's activities and services, and in particular, facilitates assessment of performance relative to Long Term Plan objectives
- The survey was conducted by telephone with a sample of 401 residents living in the Upper Hutt City area with interviewing being conducted to quarterly targets each of n=100. Interviewing took place between 25<sup>th</sup> September 2017 and 10<sup>th</sup> June 2018
- Data collection was managed to quota targets by age, ward and ethnicity. Post data collection, the sample has been weighted so it is aligned with known population distributions as contained in the Census 2013
- At an aggregate level the sample has an expected 95% confidence interval (margin of error) of +/- 4.9%
- Unless indicated otherwise, all performance scores have been calculated excluding 'don't know' responses
- 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

## Executive summary

1

Satisfaction with Council and its various services and activities remains high; overall satisfaction 85% and satisfaction with overall services and facilities 92%. A number of services show an improvement: range and quality of exhibitions at the Arts and Entertainment Centre, animal control and customer service when contacting Council

2

Residents place a great deal of importance on the library service and on the upkeep of parks, reserves and outdoor spaces. The performance evaluation on these remains high: 55% being very satisfied (%9-10) with the Library and 54% in relation to parks and reserves. These aspects of Councils performance are therefore strengths and could be promoted

3

Residents consider that resource management is an area of importance but those who have had involvement with resource management evaluate Council's performance poorly; only 15% are very satisfied (%9-10) and 19% are very dissatisfied (%1-4). This suggests that either more communication is required or service improvement

4

Although the library service continues to be evaluated very well, the most recent survey indicates an apparent decline in use; 67% down from 73% in 2016 and importantly, the proportion satisfied with the service has declined from 97% in 2017 to 93%. While not pressing, a separate evaluation of the library service may be prudent to understand the slight decline

5

There has been a decline in the proportion of residents who are interacting with Council in relation to queries or lodging complaints; 30% in 2018 versus 38% in 2017. However, satisfaction with the service received continues to follow an improving trend with 89% satisfied. Few are dissatisfied (5%) with this mostly due to Council's response to their issue or not following up

6

Residents continue to evaluate their local neighbourhood and environment very well, particularly in relation to the overall pleasantness of their neighbourhood, protection of natural features and transport. Improvement opportunities relate to the variety of retail shopping in the city and increasing the Police presence

## Performance summary

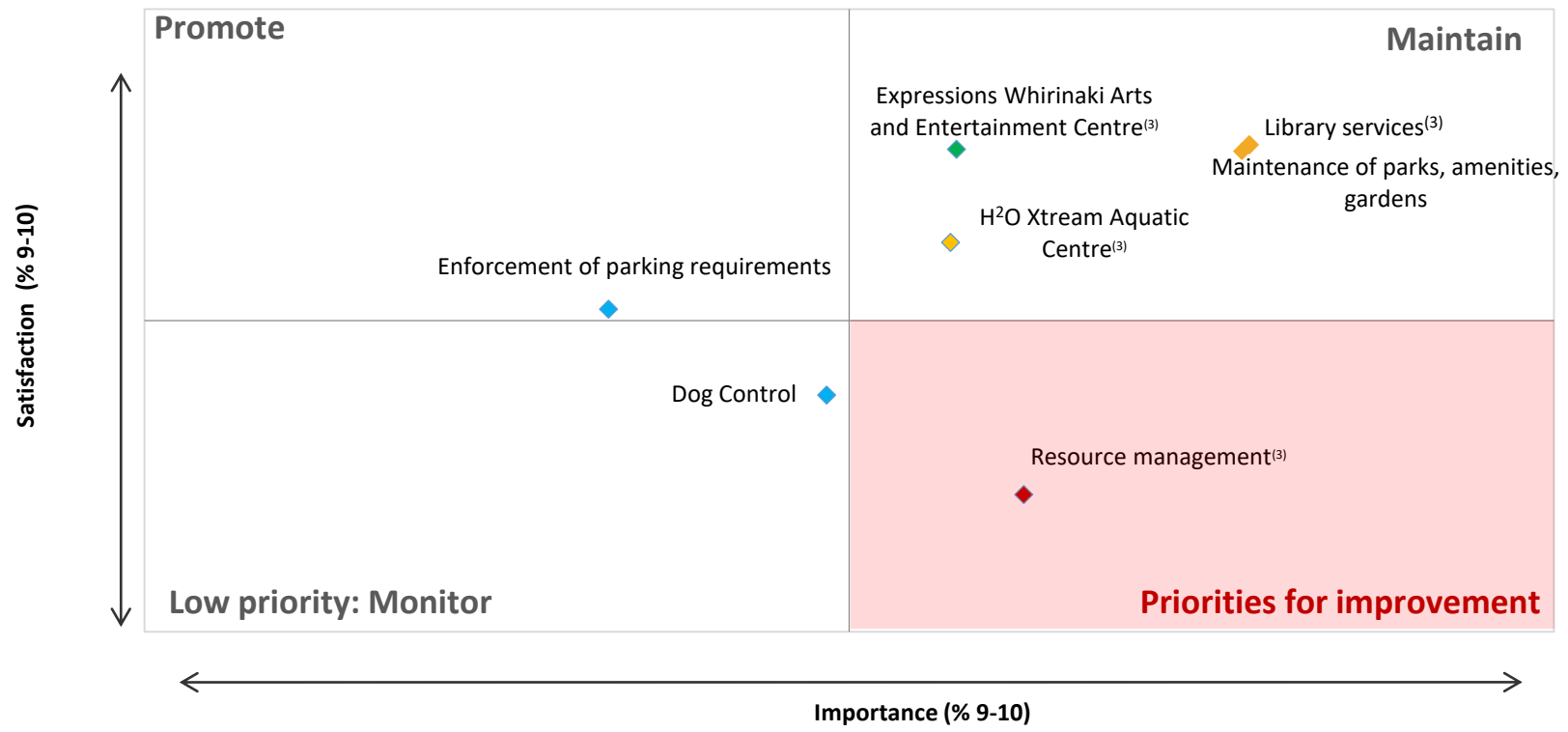
Satisfaction (% satisfied 6-10 out of 10)	2015	2016	2017	2018	Change
<b>Key Performance Measures</b>					
Overall performance	85%	83%	84%	85%	+1%
Overall services and facilities	93%	91%	91%	92%	+1%
<b>Other Measures</b>					
Level of service at Akatarawa cemetery	99%	97%	95%	98%	+3%
Range and quality of events/exhibitions at the Arts and Entertainment Centre <sup>(1)</sup>	93% ▼	97%	94%	97% ▲	+3%
Customer service at Arts and Entertainment Centre <sup>(1)</sup>	97%	96%	95%	97%	+1%
Open spaces, amenities, gardens	98%	95%	95%	96%	+1%
Customer service provided by pool staff <sup>(1)</sup>	92%	90%	93%	95%	+2%
Range of high quality leisure opportunities provided at the pool <sup>(1)</sup>	92%	91%	92%	94%	+2%
Customer service provided by the library <sup>(1)</sup>	99% ▲	97% ▲	97% ▲	93% ▼	-4%
Range and quality of local initiatives and programmes delivered by Activation <sup>(1)</sup>	85%	88%	85%	92%	+7%
Kerbside recycling service	84%	84%	86%	90%	+4%
Control of dog nuisances	86%	82% ▼	82% ▼	90% ▲	+7%
Cleanliness of streets	89%	89%	90%	89%	-
Level of customer service received when contacting Council	89% ▲	80% ▼	85%	89% ▲	+5%
Street lighting	85%	84%	84%	87%	+3%
Pedestrian facilities	86%	88%	84%	86%	+2%
Ease of accessing Council information	-	87%	82%	85%	+3%
Enforcement of parking requirements	90% ▲	89% ▲	85%	83% ▼	-1%
Navigating and using the Council website	-	82%	80%	82%	+3%
Resource management planning practices <sup>(1)</sup>	59%	58%	53%	59%	+6%

▲ Significantly higher  
▼ Significantly lower

Notes:  
1. Questions only asked of users of the service, or who have had an interaction.

Residents would value improvement to resource management and dog control since these areas have high stated importance, while performance is comparatively low

**Priority assessment: Based on stated importance<sup>(1)(2)</sup>**



Notes:  
 1. Q28. How important do you feel each of the following areas of Council activity is to the community...? n=404 Excludes 'don't know'  
 2. How satisfied are you with...? Excludes 'don't know'  
 3. Satisfaction only asked of those who have used the service



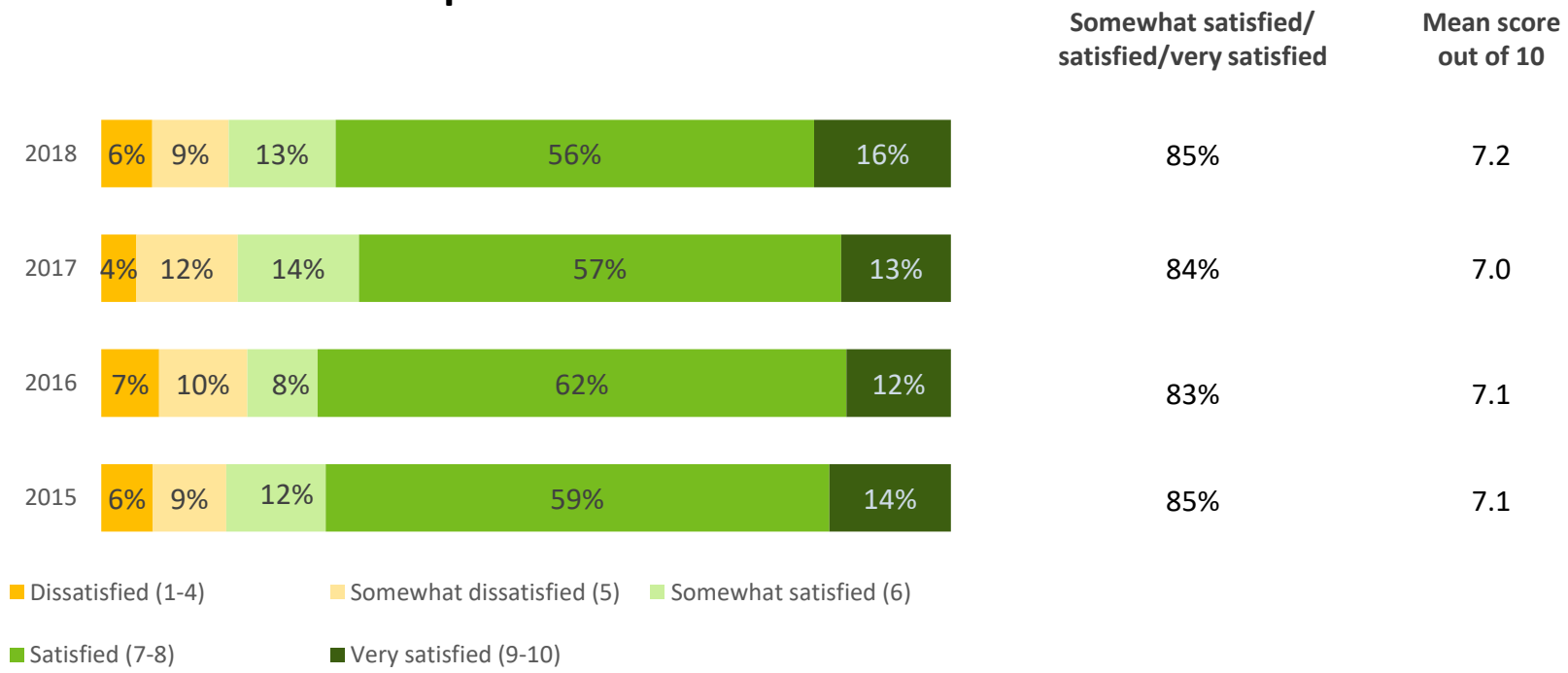


Key performance measures



The proportion very satisfied is similar to last year, albeit in absolute terms there is a slight increase in those who are very satisfied (16%), indicating that Council is doing a good job

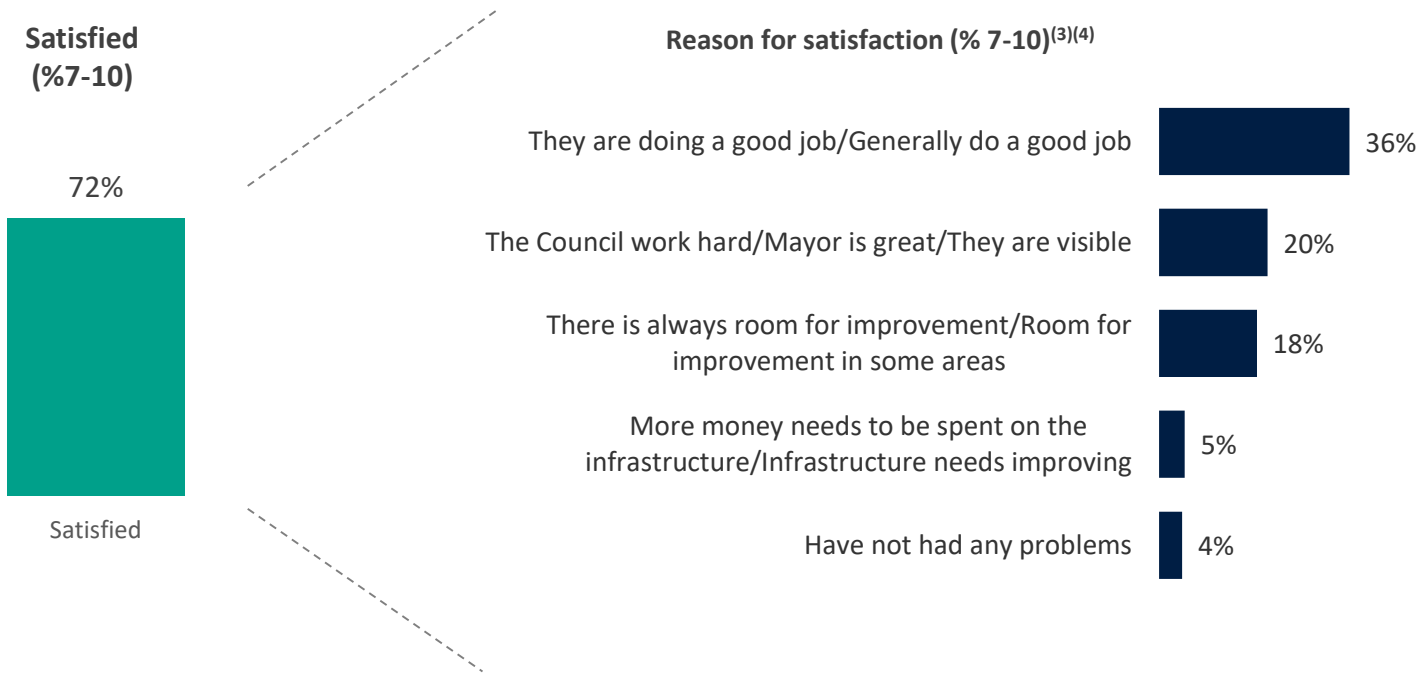
### Satisfaction with overall performance<sup>(1)(2)</sup>



Notes:  
 1. Sample: 2018 n=401, 2017 n=404, 2016 n=401, 2015 n=400. Analysis excludes 'don't know' responses  
 2. Q40. Thinking of the ways in which the elected Council, that is the Mayor and Councillors, cater for community needs, how satisfied are you with its overall performance?

Those who are most satisfied with Council cite that the organisation is doing a good job, they recognise the effort made and transparency, although some did identify improvements needed

### Satisfaction with overall performance: Understanding satisfaction<sup>(1)(2)</sup>



Notes:  
 1. Sample: 2018 n=401. Analysis excludes 'don't know' responses  
 2. Q40. Thinking of the ways in which the elected Council, that is the Mayor and Councillors, cater for community needs how satisfied are you with its overall performance?  
 3. Q41. Can you please tell us your reason for giving this rating? Open ended. Multiple response  
 4. Since individuals may make multiple comments, these have been analysed as a multiple response set. Only the most frequently occurring themes have been reported

Those who are dissatisfied express concerns about lack of visibility, insufficient communication and transparency, and cite a need for more diversity within Council

### Satisfaction with overall performance: Understanding dissatisfaction<sup>(1)(2)</sup>

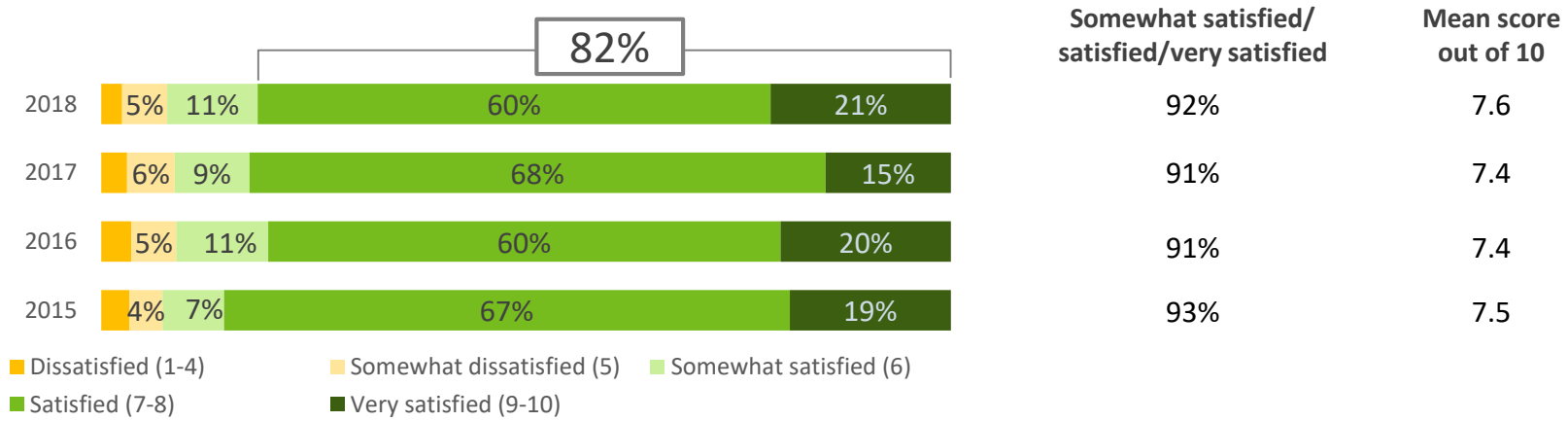


Notes:  
 1. Sample: 2018 n=401. Analysis excludes 'don't know' responses  
 2. Q40. Thinking of the ways in which the elected Council, that is the Mayor and Councillors, cater for community needs, how satisfied are you with its overall performance?  
 3. Q41. Can you please tell us your reason for giving this rating? Open ended. Multiple response  
 4. Since individuals may make multiple comments, these have been analysed as a multiple response set. Only the most frequently occurring themes have been reported



The majority of residents (82%) are satisfied or very satisfied with Council’s services and facilities

### Satisfaction with overall services and facilities<sup>(1)(2)</sup>



### Reasons for dissatisfaction<sup>(3)</sup>

- *Council needs to smarten up the streets and improve retail facilities. Upper Hutt needs to be made more appealing to people*
- *I think they should be more aware of the economic environment rather than just talking about it and they should have a more professional attitude toward Resource management. They hide behind the amount of paper work involved rather than managing it*
- *Council needs to provide housing to all strata's of society*
- *I think they should be more accountable for their actions*

Notes:  
 1. Sample:2018 n=401, 2017 n=404, 2016 n=401, 2015 n=400. Analysis excludes 'don't know' responses  
 2. Q32. How would you rate your level of satisfaction with Upper Hutt City Council in general across all services and facilities?  
 3. Q32a. Are there any changes that could be made for you to be more satisfied with Upper Hutt City Council? Open Ended



Customer service

Fewer people had an interaction with Council in the last year in person, via phone or via email, however satisfaction with the service received has improved relative to the 2016 results

### Contact with Council<sup>(1)</sup>



Notes:  
 1. Sample: 2018 n=401, 2017 n=404, 2016 n=401 2015 n=400. Contacted Council; 2018 n=126, 2017 n=157; 2016 n=136 2016 n=152.  
 2. Q29. In the last six months, have you contacted the Council in person, by phone or by email?  
 3. Q30. How would you rate your satisfaction with the overall level of service you received?

▲ Significantly higher  
 ▼ Significantly lower

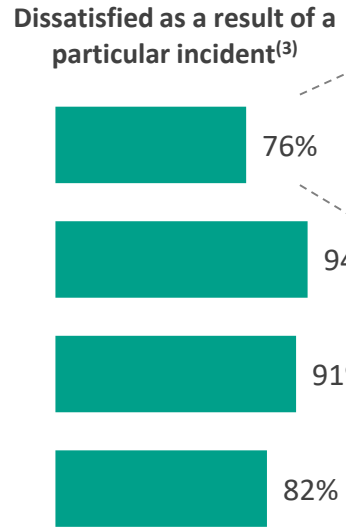
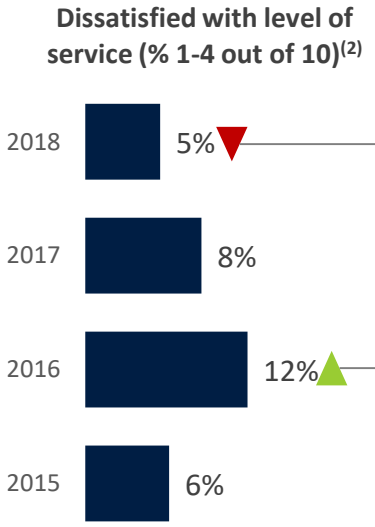


While only a small number of residents are dissatisfied with the level of service from Council, most of these relate to a single incident (76%)

### Contact with Council<sup>(1)</sup>

*Caution: Since very few people are dissatisfied, analysis of this group and their comments need to be regarded as indicative only; 2018 n=6*

There has been a reduction in the proportion who are dissatisfied with their interaction when tested using a 90% confidence interval.



“  
*I rang up noise control and no action was taken.*  
*We received notification of a change of use of Moehau Park and made a submission... the response from Council staff was so arrogant that a complaint was made to the CE and Mayor.*  
*Issue with trying to have a large tree removed.*  
*There is an area which needs cleaning up but I have been waiting for two weeks and nothing has been done.*  
 ”

1. Sample: 2018 n=401, 2017 n=404, 2016 n=401, 2015 n=400; Have made contact, 2018 n=126, 2017 n=157, 2016 n=136 2015 n=152. Dissatisfied 2018 n=6, 2017 n=15, 2016 n=11, 2015 n=9.  
 2. Q30. How would you rate your satisfaction with the overall level of service you received?  
 3. Q30a. Were you dissatisfied as a result of a particular incident or interaction?

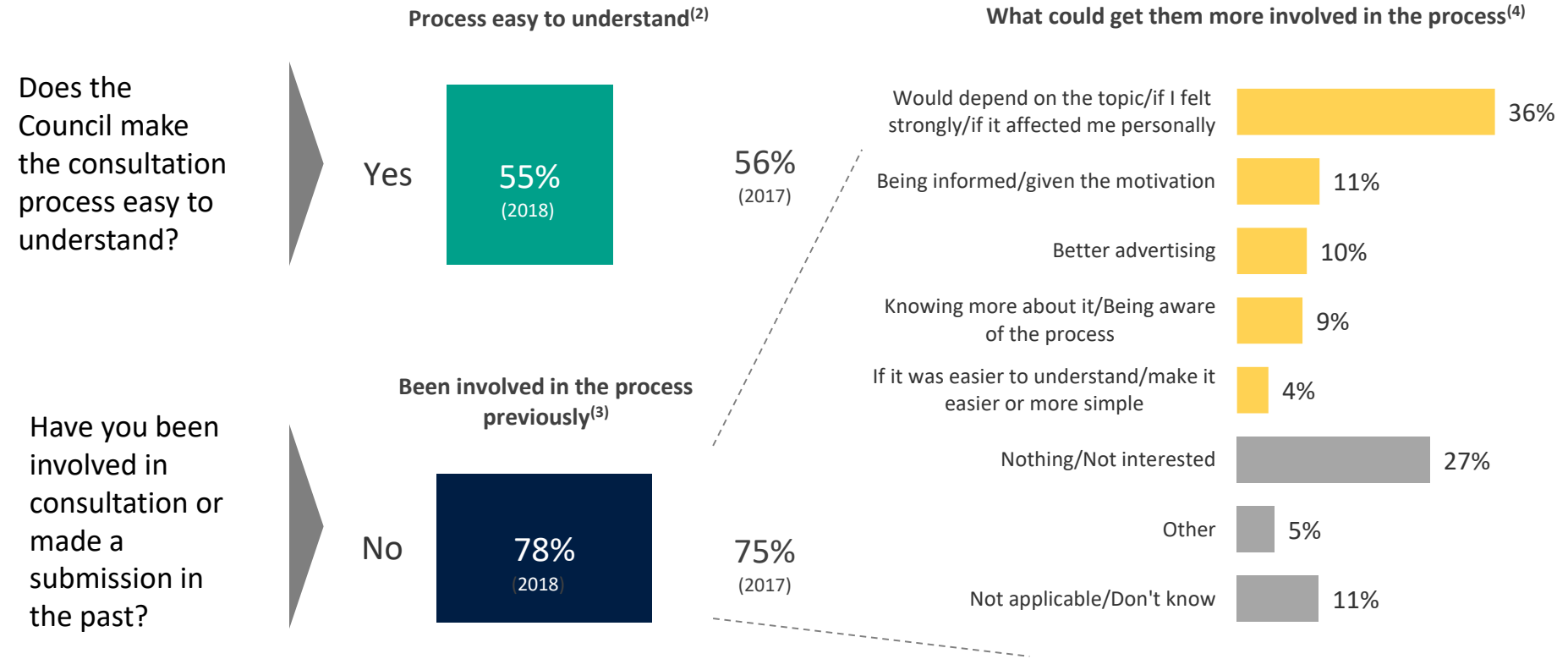
Significantly higher  
 Significantly lower



## Council communication and performance

While residents mostly agree that the Council makes the consultation process easy (55%), most have not made a submission (78%) and would only do so if they were directly affected

### Council consultation process<sup>(1)</sup>

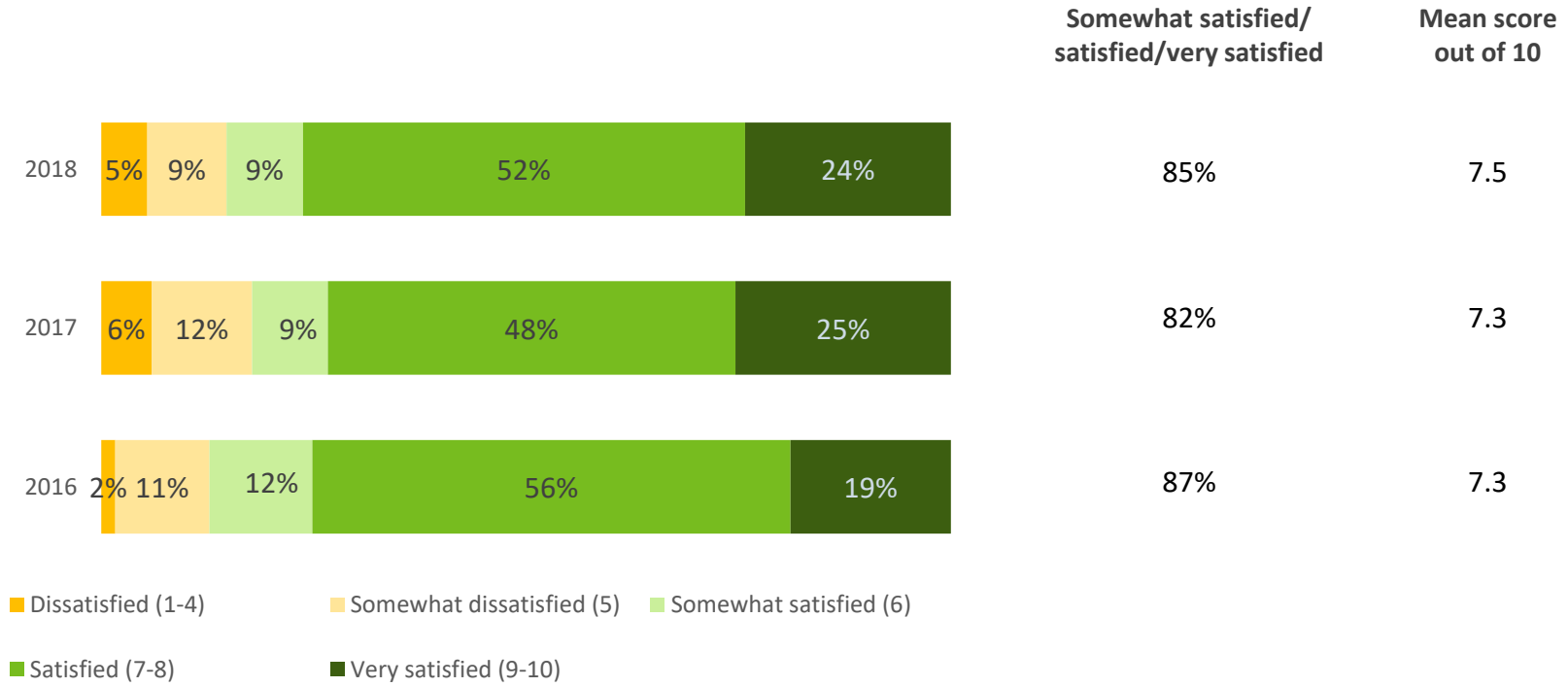


Notes:  
 1. Sample: 2018 n=401, 2017 n=404.  
 2. Q33. Council consults with the public several times throughout the year. Does Council make the consultation process easy to understand?  
 3. Q34. Have you been involved in consultation or made a submission in the past?  
 4. Q35. What would make you more likely to be involved in the consultation process? Open ended question coded with multiple responses



Residents remain satisfied with how easily they are able to access Council information with the result from the recent survey being on par with the prior two surveys

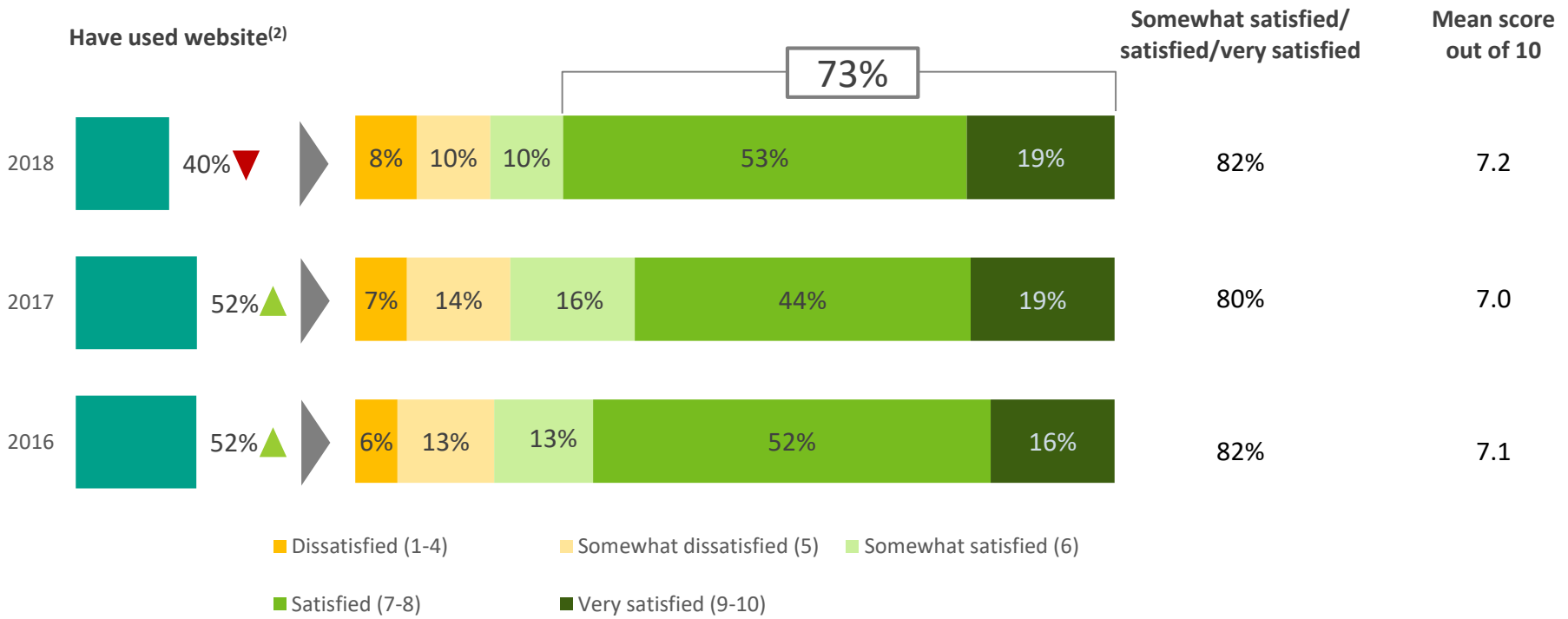
### Satisfaction with ease of accessing Council information<sup>(1)(2)</sup>



Notes:  
 1. Sample: 2017 n=404. Analysis excludes 'don't know' responses  
 2. Q37.How would you rate your level of satisfaction with the ease of accessing Council information? Please rate on a scale of 1 to 10 where 1 is very dissatisfied and 10 is very satisfied...?

The community survey indicates that fewer people are using the Council’s website, although satisfaction with the website remains high; about three quarters of users are satisfied (73%)

### Satisfaction with the Council website<sup>(1)(2)</sup>

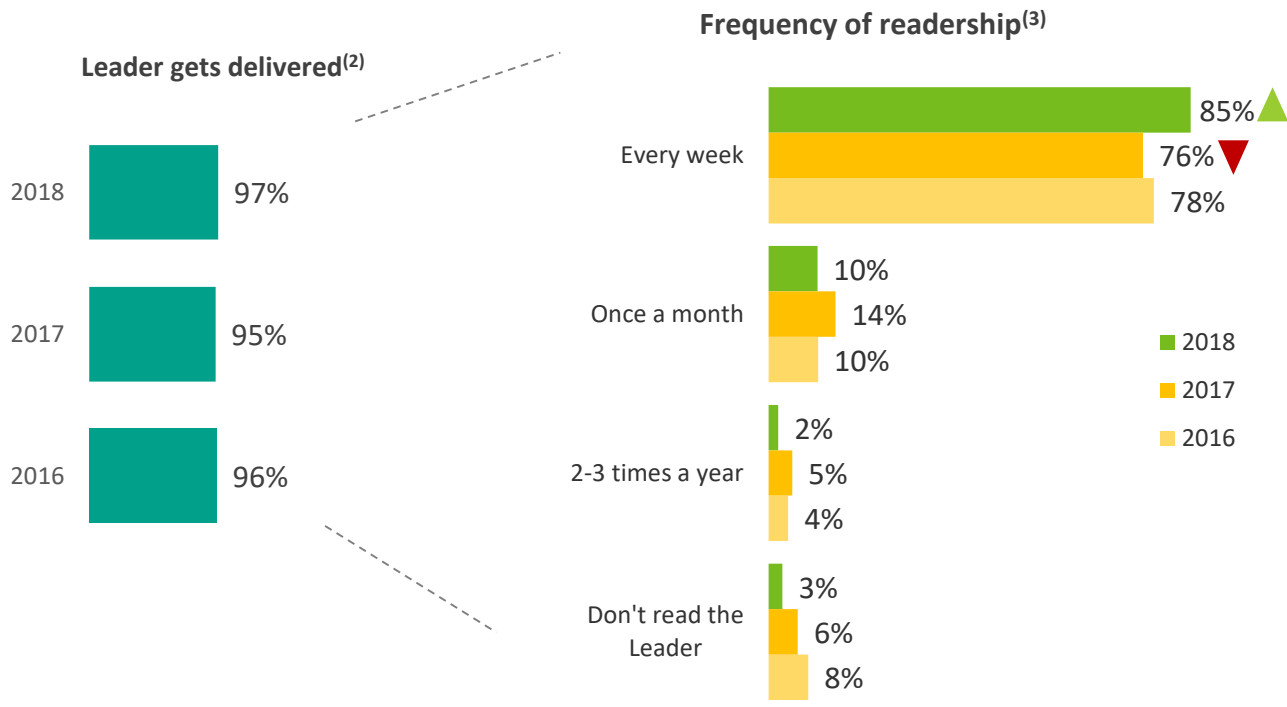


Notes:  
 1. Sample: 2018 n=401, 2017 n=404, 2016 n=401. Have visited the website; 2018 n=160, 2017 n=212, 2016 n=197. Analysis excludes 'don't know' responses  
 2. Q38. Have you used the Council website in the last year?  
 3. Q39. How would you rate your level of satisfaction with the ease of navigating and using the Council website?

▲ Significantly higher  
 ▼ Significantly lower

Delivery of the *Upper Hutt Leader* remains high (97%), and there has been an increase in the proportion of residents who read the publication each week (85%)

### Frequency of reading the *Upper Hutt Leader* newspaper<sup>(1)(2)</sup>



Notes:  
 1. Sample: 2018 n=401, 2017 n=404, 2016 n=401; Receive the Leader; 2018 n=389, 2017 n=385, 2016 n=388  
 2. Q42. Does the Leader, the local newspaper, get delivered to your home?  
 3. Q43. How frequently do you read the Leader?

▲ Significantly higher  
 ▼ Significantly lower

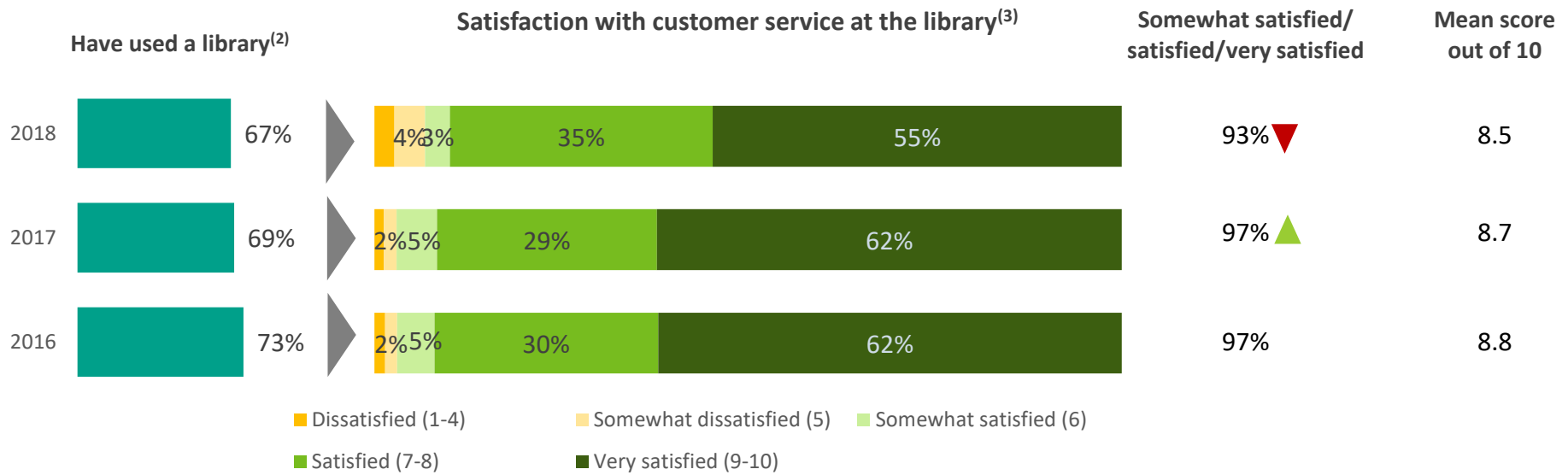


# Libraries



There has been a small apparent decline in library use and although the proportion of users considered to be satisfied remains high (93%), this is lower than in 2017 (97%)

### Satisfaction with library customer service<sup>(1)</sup>

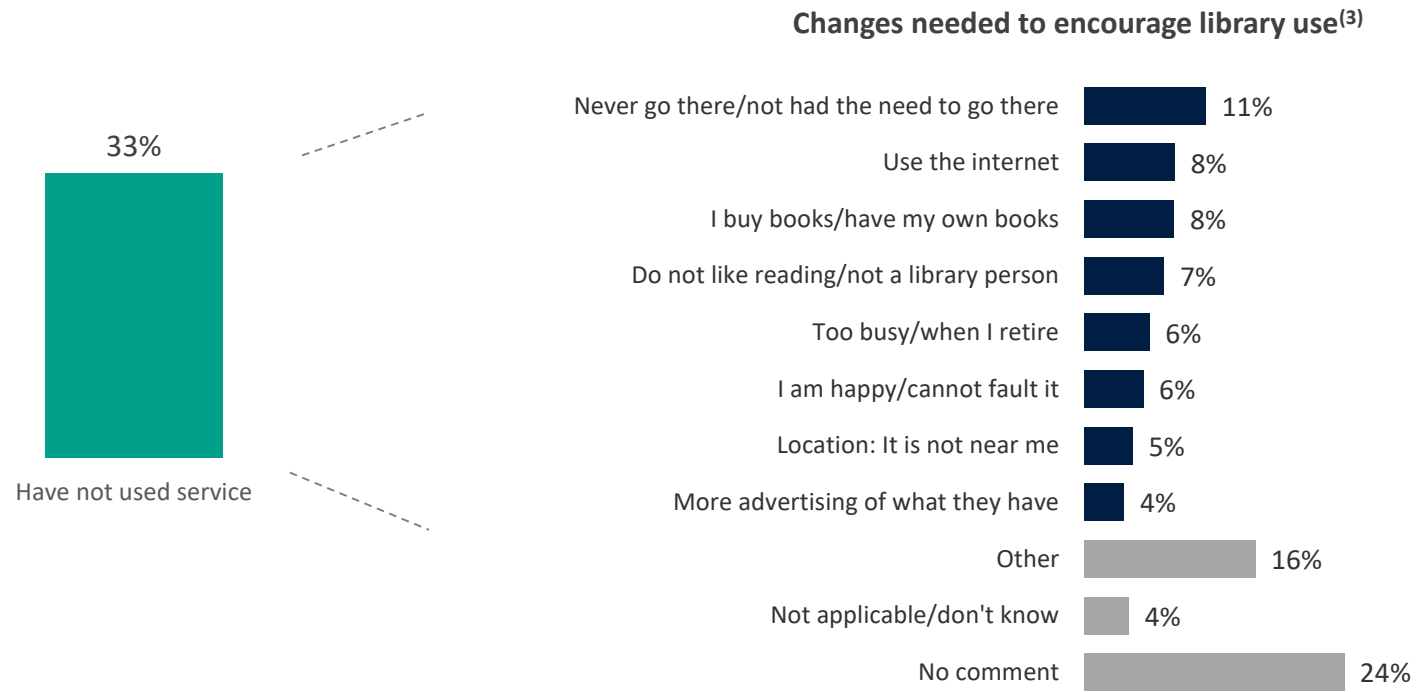


Notes:  
 1. Sample: 2018 n=401, 2017 n=404, 2016 n=401. Library users 2018 n=270, 2017 n=282, 2016 n=280. Analysis excludes 'don't know' responses  
 2. Q1. Did you, or anyone in your family, use the Upper Hutt City Libraries during the last year?  
 3. Q2. Thinking about the last time or last few times you either visited the library or contacted the library. On a scale of 1 to 10 where 1 is very dissatisfied and 10 is very satisfied, how would you rate your level of satisfaction with the customer service provided by library staff?

▲ Significantly higher  
 ▼ Significantly lower

Around a third of residents have not used the library services (33%), with most citing personal reasons for their non-use as opposed to service improvements being needed

### Changes that could increase library usage<sup>(1)(2)</sup>



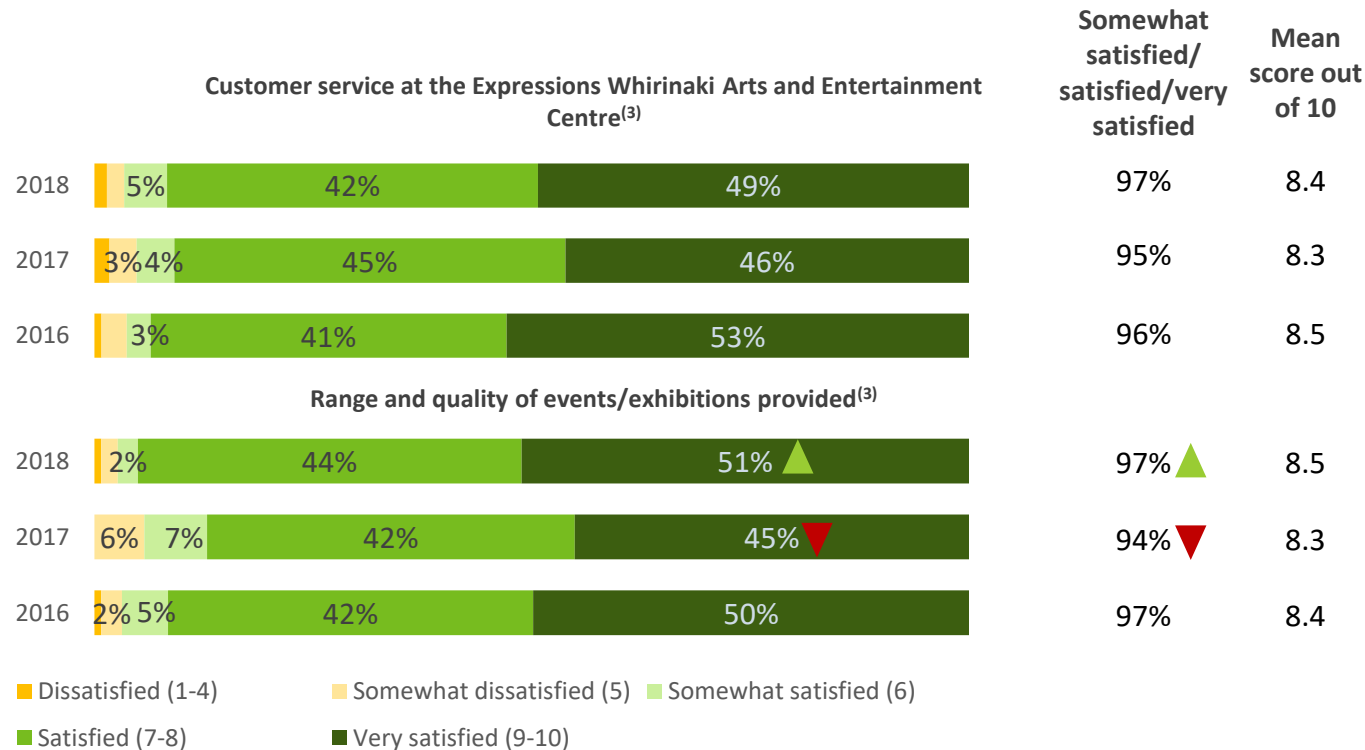
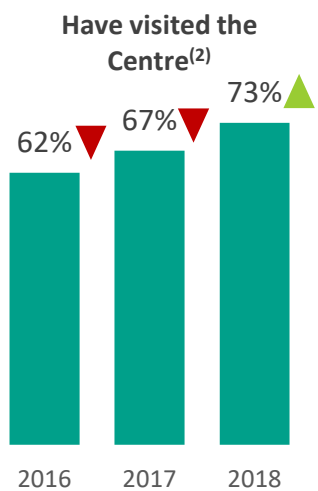
Notes:  
 1. Sample: 2018 n=401, 2017 n=404, 2016 n=401. Those not using the library; 2018 n=131, 2017 n=121, 2016 n=121  
 2. Q1. Did you, or anyone in your family, use the Upper Hutt City Libraries during the last year?  
 3. Q2a. Are there any changes that could be made for you to be more satisfied with, or to begin using, the Upper Hutt City libraries? Open Ended



## Cultural activities

There has been an increase in the proportion of residents visiting the Arts and Entertainment Centre (73%) and satisfaction with the range and quality of exhibitions has increased

### Arts and Entertainment Centre: Service and events<sup>(1)</sup>



Notes:  
 1. Sample: 2018 n=401, 2017 n=404, 2016 n=401. Users 2018 n=298, 2017 n=279, 2016 n=263. Analysis excludes 'don't know' responses  
 2. Q3. Now thinking about the Expressions Arts and Entertainment Centre. Have you or anyone in your family visited the Expressions Arts and Entertainment Centre which includes the art galleries, theatre, recreation hall and i-SITE, during the last year?  
 3. Q4. On the scale of 1- 10, where 1 is very dissatisfied and 10 is very satisfied, how would you rate your satisfaction with the...

Significantly higher  
 Significantly lower



The small number of comments received about improvement opportunities relate to the atmosphere within the building, putting more focus on local people and staff performance

## Arts and Entertainment Centre: Increasing usage and satisfaction<sup>(1)(2)</sup>

n=5 People  
made a  
comment

### **Atmosphere**

- *I think its a very big building for not much going on*
- *Bit stand offish, sometimes feels like an interruption, needs a more friendly atmosphere*

### **Exhibitions**

- *I would actually like to see more emphasis on Upper Hutt's people's achievements e.g. the artists who originate from Upper Hutt*

### **Customer service**

- *Better training of the staff*
- *Nothing except much more interaction from staff*

Notes:

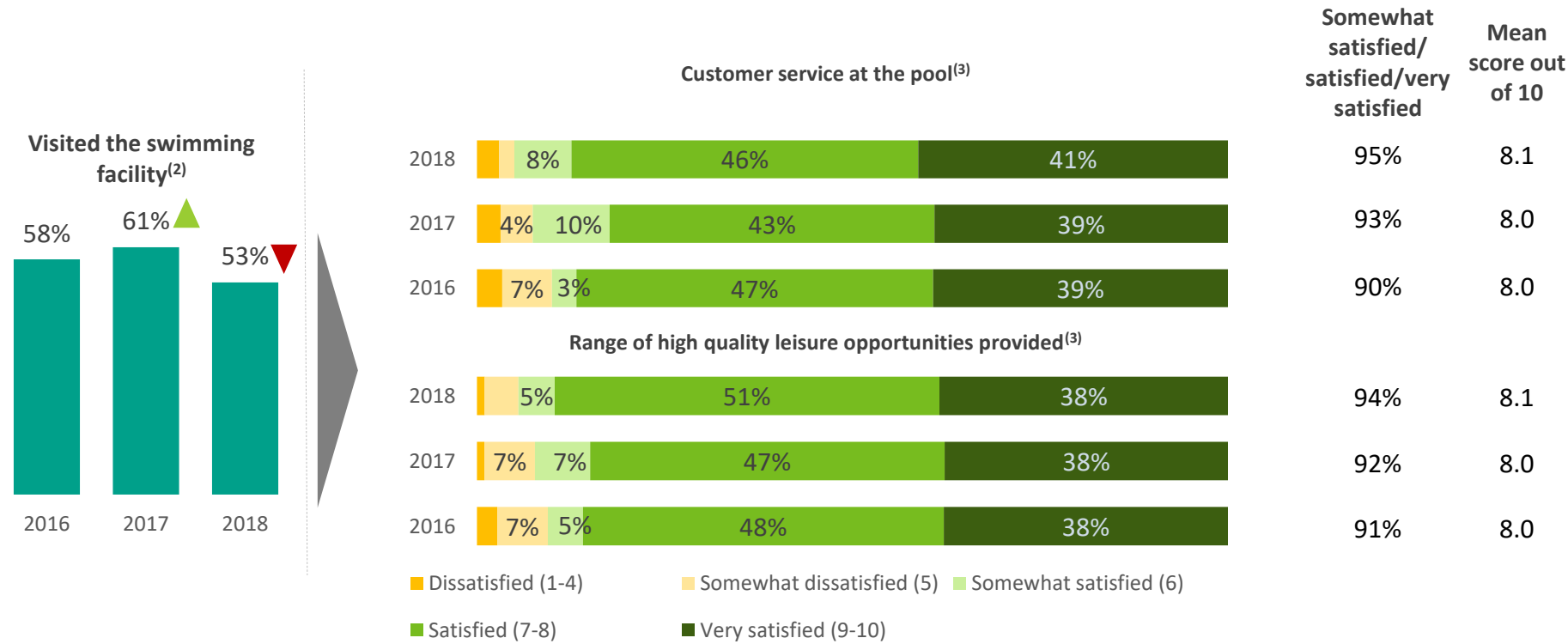
1. Sample: 2018 n=401
2. Q4c. Are there any changes that could be made for you to be more satisfied with the range and quality of events and exhibitions, or to begin using, the Expressions Arts and Entertainment Centre? Open Ended



H<sup>2</sup>O Xtream

The number of residents who have visited H<sup>2</sup>O Xtream in the past year has declined relative to 2017, however, satisfaction with staff and the range of leisure activities remains high (95%)

### H<sup>2</sup>O Xtream: Service and opportunities provided<sup>(1)</sup>



Notes:  
 1. Sample: 2018 n=401, 2017 n=404, 2016 n=401. Users 2018 n=209, 2017 n=241, 2016 n=223. Analysis excludes 'don't know' responses  
 2. Q5. Do you, or any child in your care, ever go to H2O Xtream, the Council's leisure swimming facility?  
 3. Q6. Please rate the following on a scale of 1 to 10 where 1 is very dissatisfied and 10 is very satisfied...?

Significantly higher  
 Significantly lower

# Suggestions for enhancing the H<sup>2</sup>O Xstream relate to pricing, staff, the management of shared facilities and capital improvements

## Enhancing the experience: H<sup>2</sup>O Xstream<sup>(1)(2)</sup>

### **Pricing structure**

- *Better pricing for lane swimming. I don't always use all the facilities. Fees for specific parts I utilise will get me there more frequently*
- *I think my wife complained about the lockers, the price to hire the lockers is a bit steep*
- *I think it is quite well utilised and meets needs. Drop the prices a little bit for families*

### **Facility management**

- *Because its too cold. Everybody says how cold that pool is. I go swimming all the time, three times a week, but I don't go to that pool*
- *The staff do not watch the kids very well, they stand around and watch*
- *Staff at the front could be more helpful and less grumpy, and act like they want to do the job*
- *The staff need to be a little bit more aware and be ready to step in if any altercations were to occur between children*

### **Management of shared facilities**

- *Stricter rules governing the use of the pool by kids. Kids are pooing in the pool*
- *It seems to cater for the elderly and children and nothing for the middle ages*
- *Most of the adult time there is during the day, and if you work, there is always a barrage of kids there. It's not adult friendly really*

### **Development of new facilities**

- *The recreation pool for children needs to be bigger. The area for little children is quite small*
- *They need to redo the facility, I don't think the facility caters for all age groups. We find the Naenae pool better for little kids. The river ride and the wave in the pool can knock the little kids off their feet, so could be dangerous for certain ages, especially the little kids*
- *Some new things to do there. Like bring back the trampolines and a bigger spa pool; it's always cramped in there*
- *It is crowded at times and there are delays getting through the counters which makes the experience more rushed*
- *Maybe the steam room could be spruced up a little, maybe the changing rooms as well*

#### Notes:

1. Sample: n=404. Non-users n=
2. Q6c. What additional improvements or opportunities would enhance your H<sup>2</sup>O experience, or entice you to use the facility? Open Ended

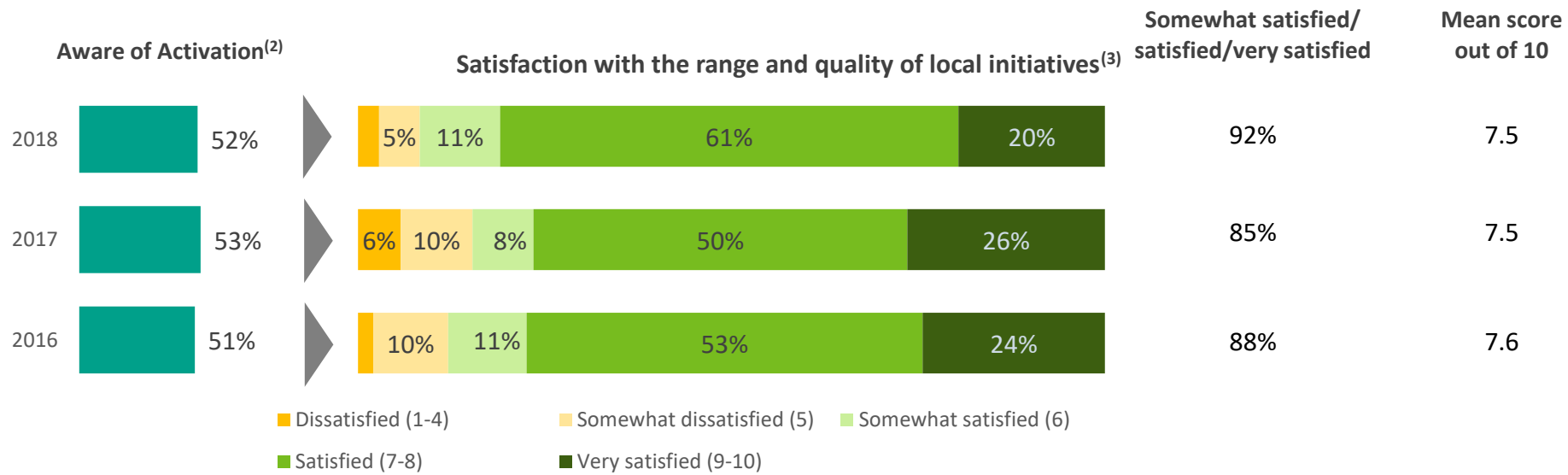




# Activation

Awareness and satisfaction remain constant, with 80% of those aware of Activation satisfied or very satisfied with the range and quality of local initiatives, and programmes delivered

### Satisfaction with Activation: Range and quality of programmes<sup>(1)</sup>



Notes:  
 1. Sample: 2018 n=401, 2017 n=404, 2016 n=401, Aware:2018 n=212, 2017 n=224, 2016 n=213.  
 2. Q7. Activation is the active recreation team within the Council who are responsible for assisting the community to become more active, more often. Are you aware of Activation and the role it plays in sport, recreation and leisure in the community?  
 3. Q8. How would you rate your level of satisfaction with the range and quality of local initiatives and programmes delivered by Activation to meet the needs of the Upper Hutt community?

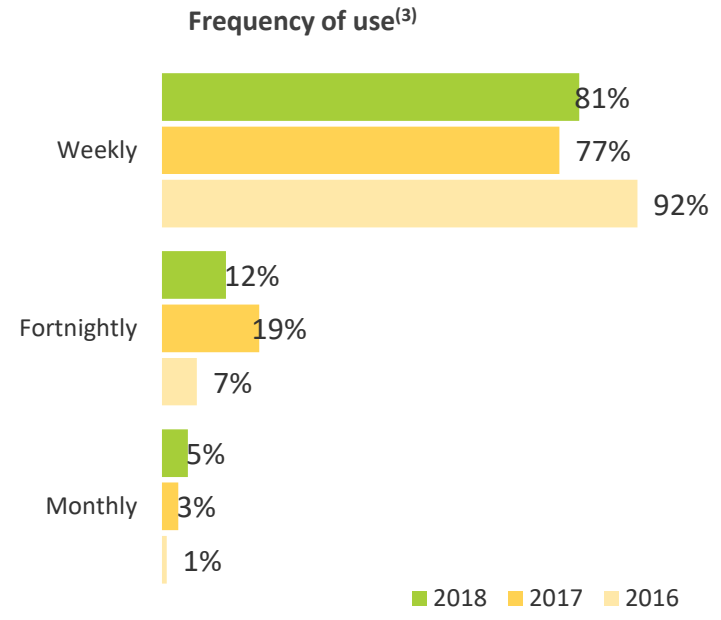
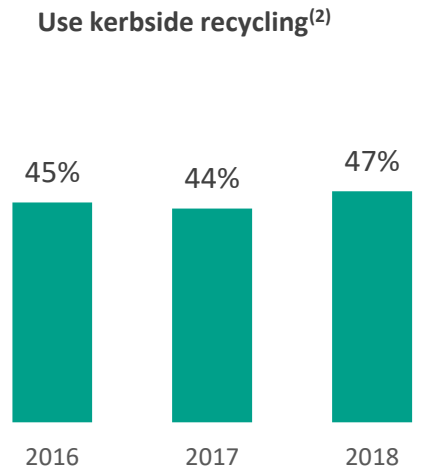


Recycling



Overall use of kerbside recycling is similar to 2017 but lower than 2016 as a result of a change in the service

### Frequency of using kerbside recycling<sup>(1)</sup>

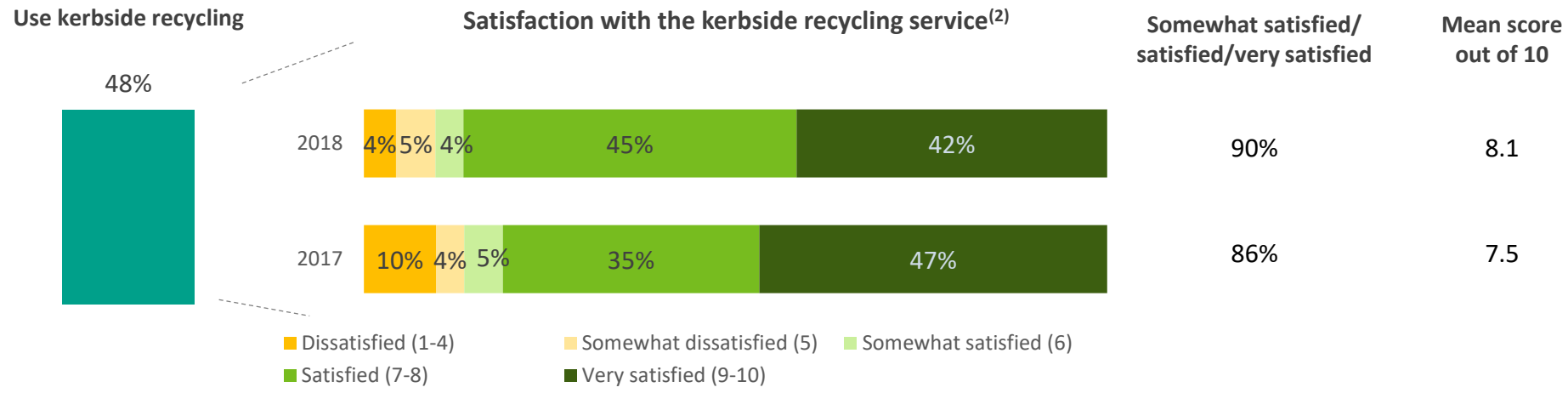


Notes:  
 1. Sample: 2018 n=401, 2017 n=404, 2016 n=401. Users: 2018 n=188, 2017 n=187, 2016 n=187  
 2. Q11. Does your household use a kerbside recycling system?  
 3. Q12. How often does your household use this service?



# Satisfaction with kerbside recycling services remains high and on par with results in 2017

## Satisfaction with kerbside recycling: Users<sup>(1)</sup>

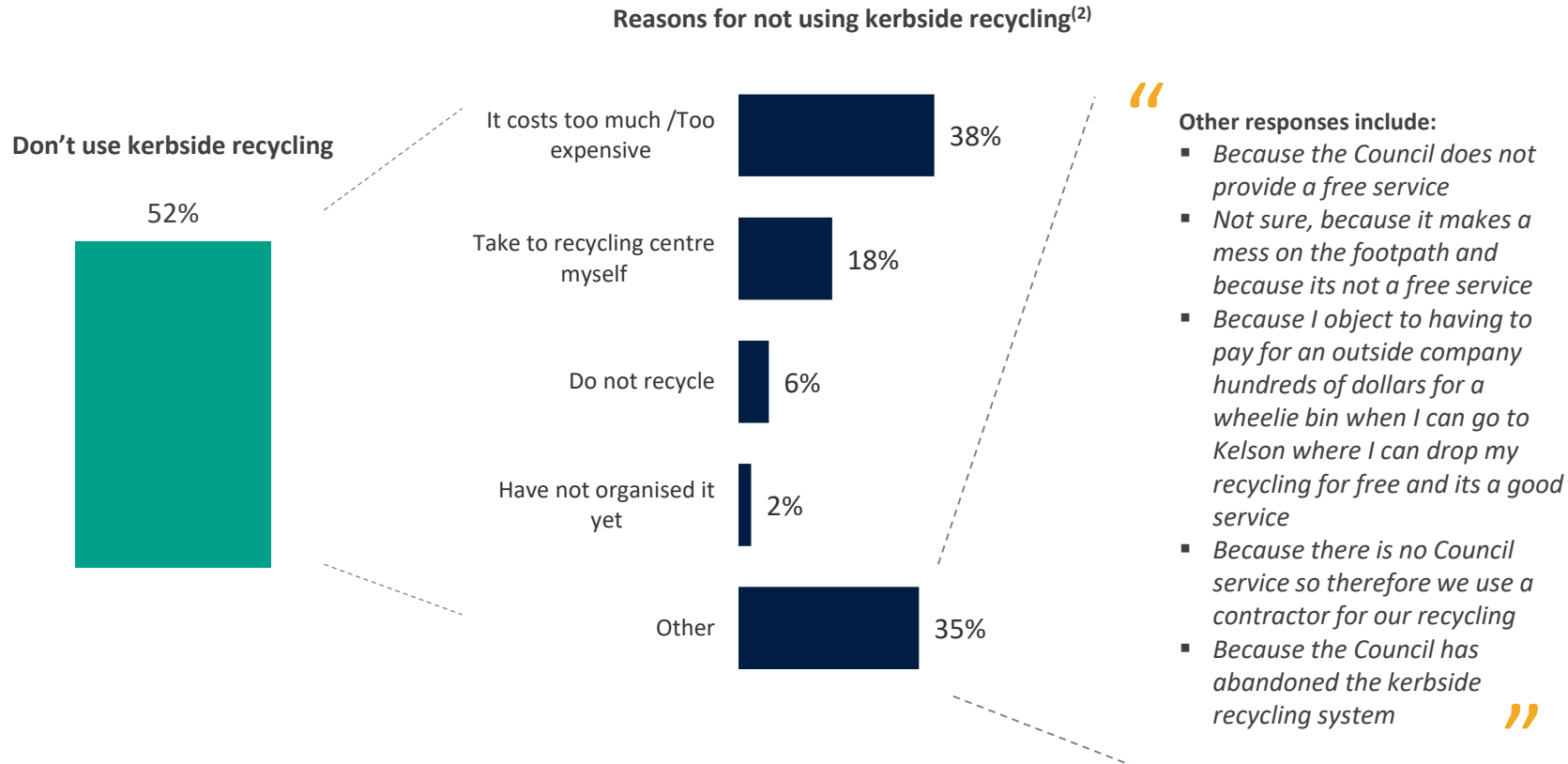


Notes:  
 1. Sample: 2018 n=401, 2017 n=404, 2016 n=401. Users of the kerbside service 2018 n=188, 2017 n=187, 2016 n=187. Analysis excludes 'don't know' responses  
 2. Q13. How would you rate your level of satisfaction with the kerbside recycling service?  
 3. The sum of the whole number scores varies by one point relative to the aggregate score due to rounding

▲ Significantly higher  
 ▼ Significantly lower

The perceived cost of kerbside recycling remains a barrier to residents not using the service, with only a fifth (18%) preferring to take it to a recycling centre themselves

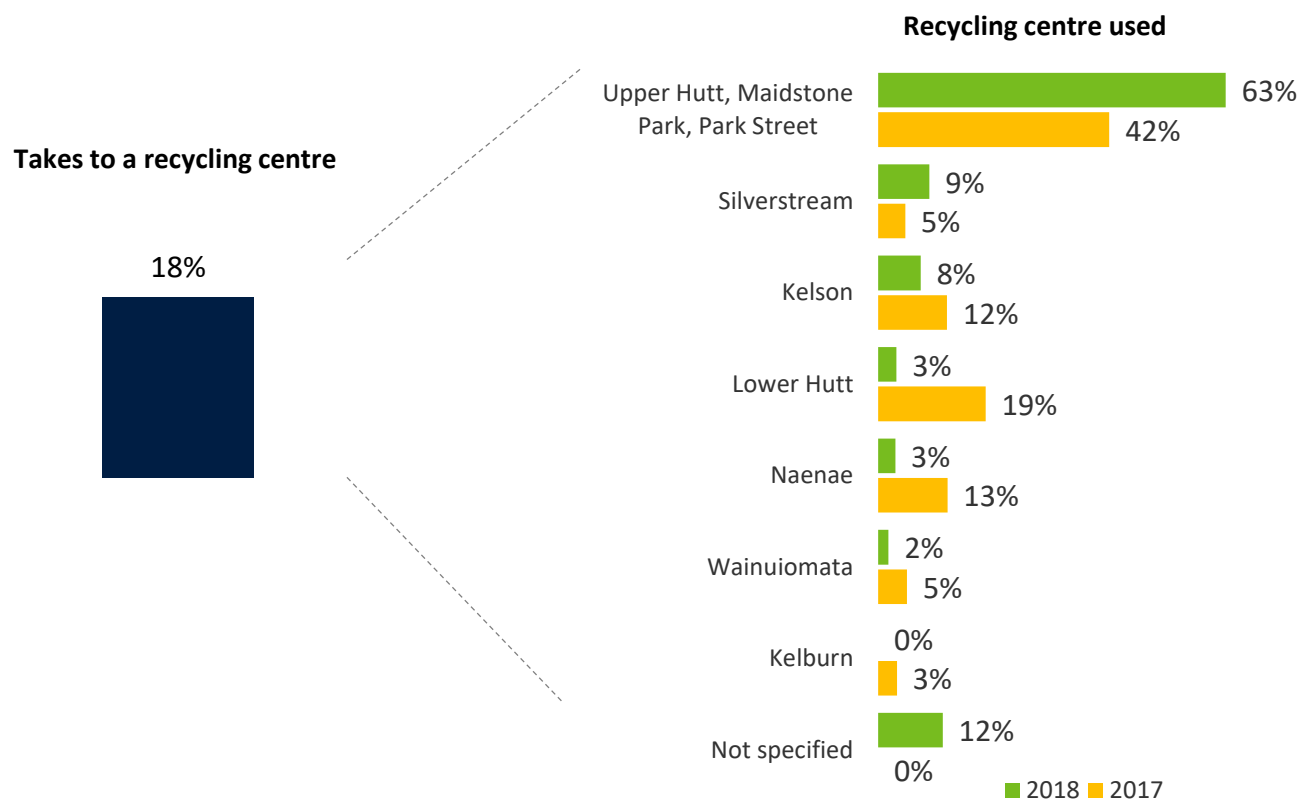
### Main reason for not using kerbside recycling<sup>(1)</sup>



Notes:  
 1. Sample: 2018 n=401. non-users n=215  
 2. Q14. What would be the main reason why you do not recycle at the kerbside? Open Ended

The majority of residents who take their own recycling to a centre use the Upper Hutt, Maidstone Park facility, the use of which appears to have increased

### Recycling centres used<sup>(1)</sup>

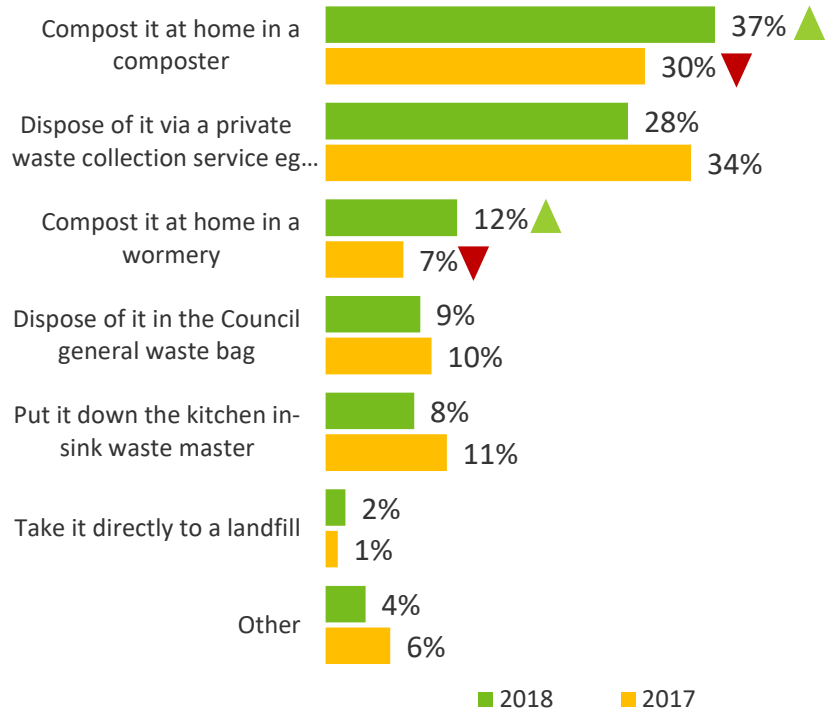


Notes:  
 1. Sample: 2018 n=42  
 2. Q15. Which centre do you take your recycling to?

How residents dispose of organic kitchen waste is changing with more electing to compost it at home (37%) and more composting it in a wormery (12%)

### Methods of disposing of organic waste<sup>(1)(2)</sup>

How organic kitchen waste disposed of



Notes:  
 1. Sample: 2018 n=401, 2017 n=404  
 2. Q16. Could you tell me how you usually dispose of your organic kitchen waste, fruit and vegetable matter not including green waste such as trees and leaves? Do you usually...?

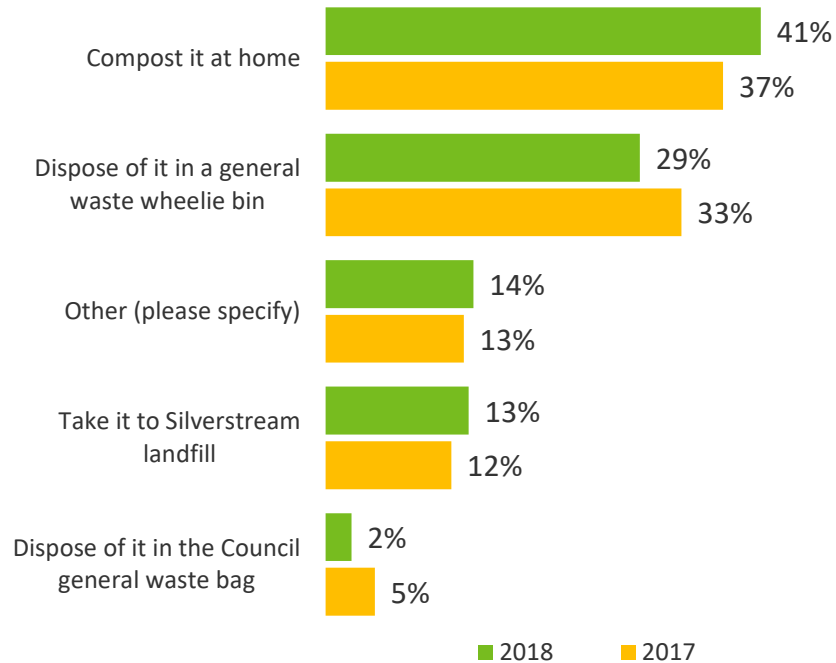
▲ Significantly higher  
 ▼ Significantly lower



Although not conclusive, there appears to be a similar trend with more green garden waste being composted at home and less going into general waste

### Methods of disposing of green garden waste<sup>(1)(2)</sup>

How green garden waste disposed of



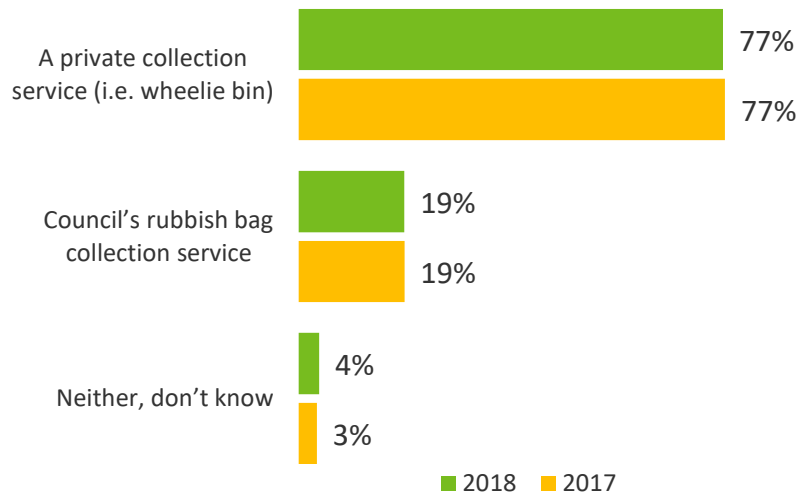
Notes:  
 1. Sample: 2018 n=401, 2017 n=404  
 2. Q17. And what do you usually do with your green garden waste? Do you usually...?

▲ Significantly higher  
 ▼ Significantly lower

Private collection remains the main disposal service used for solid waste (77%), with only about a fifth of residents using Council’s rubbish bag collection service (19%)

**Solid waste: Service used<sup>(1)(2)</sup>**

How solid waste disposed of



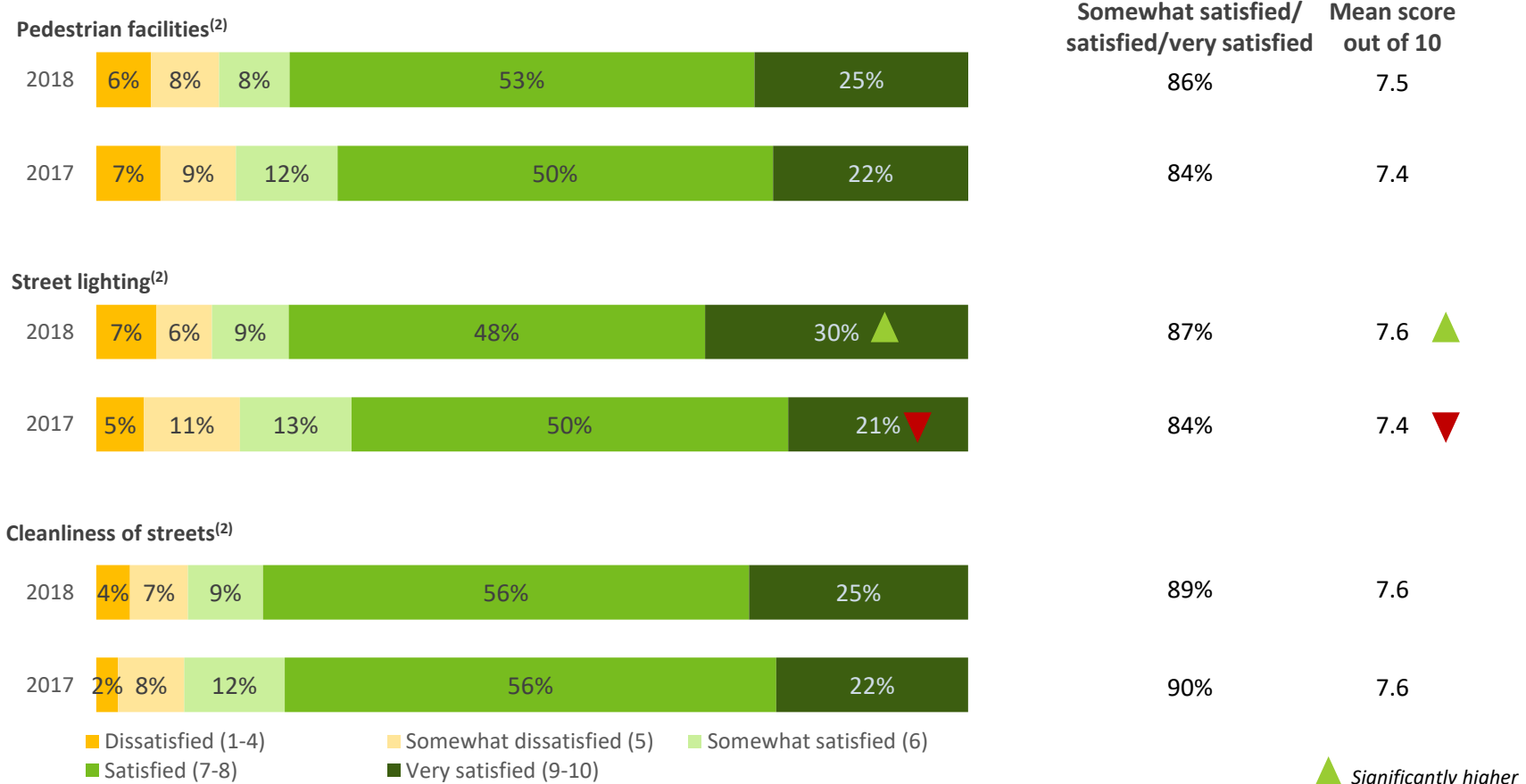
Notes:  
 1. Sample: 2018 n=401, 2017 n=404  
 2. Q18. What rubbish collection service does your household use?



Roads and streets (excl River Road)

# Residents' satisfaction with road related infrastructure remains good, with the proportion of residents very satisfied with street lighting showing an improvement

## Satisfaction with pedestrian facilities, street lighting and cleanliness of streets<sup>(1)</sup>



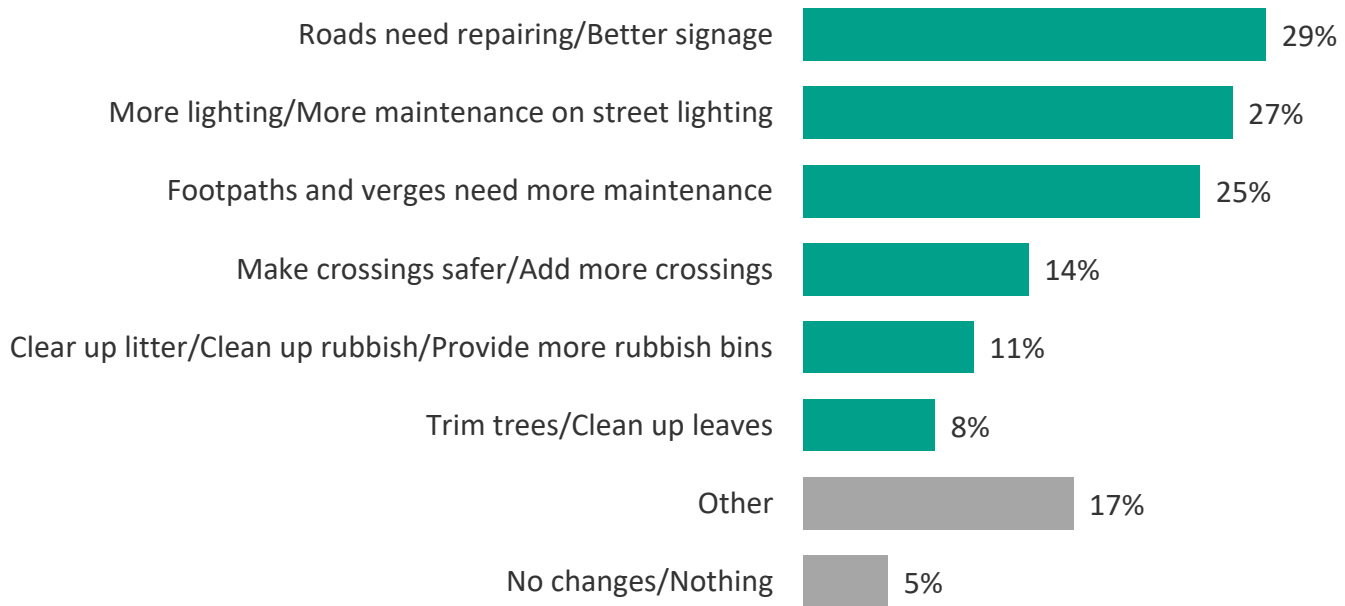
Notes:  
 1. Sample: 2018 n=401; 2017 n=404. Analysis excludes 'don't know' responses  
 2. Q19. Thinking about Upper Hutt's roads and streets, excluding the River Road (that is SH2 between Silverstream and the Rimutakas), which is maintained by New Zealand Transport Agency, please rate your level of satisfaction with the following services on a scale of 1 to 10 where 1 is very dissatisfied and 10 is very satisfied?



Residents indicate that they would value better maintenance of roading and related infrastructure including maintenance of footpaths and verges

### Changes that can increase satisfaction with roads and streets<sup>(1)</sup>

Those who are dissatisfied with some aspect of the Council’s roads are seeking...<sup>(2)</sup>



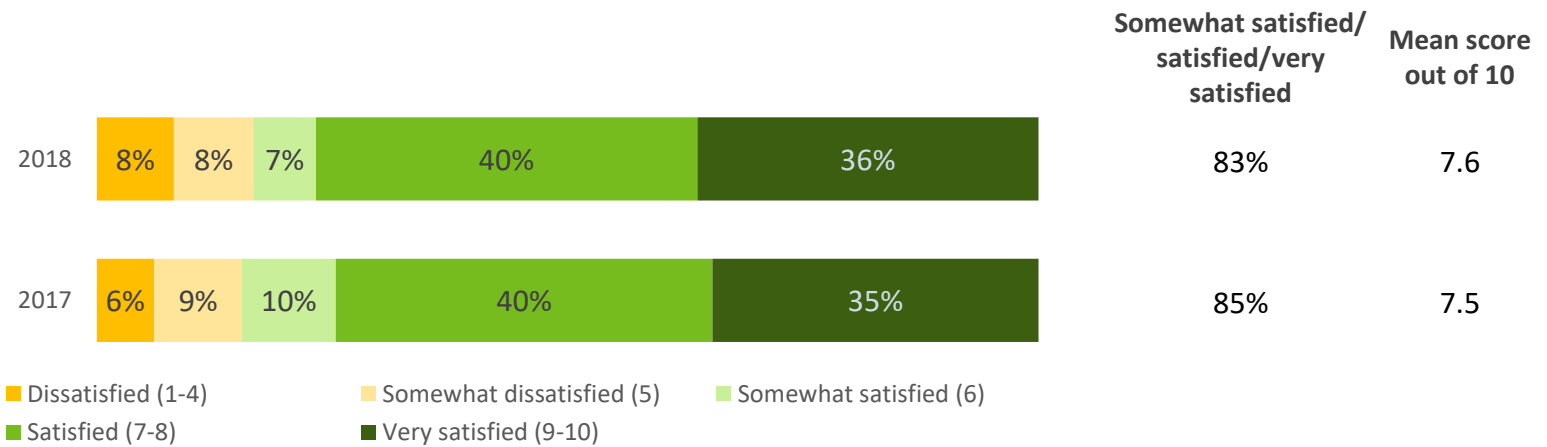
Notes:  
 1. Sample: 2018 n=401.  
 2. Q19d. Are there any changes that could be made for you to be more satisfied with Upper Hutt’s roads and streets, excluding State Highways? Open Ended



Regulatory services

Over a third (36%) of residents are very satisfied with parking enforcement which is consistent with 2017 and again, relatively few are particularly dissatisfied (8%)

**Satisfaction with enforcement of parking requirements<sup>(1)(2)</sup>**



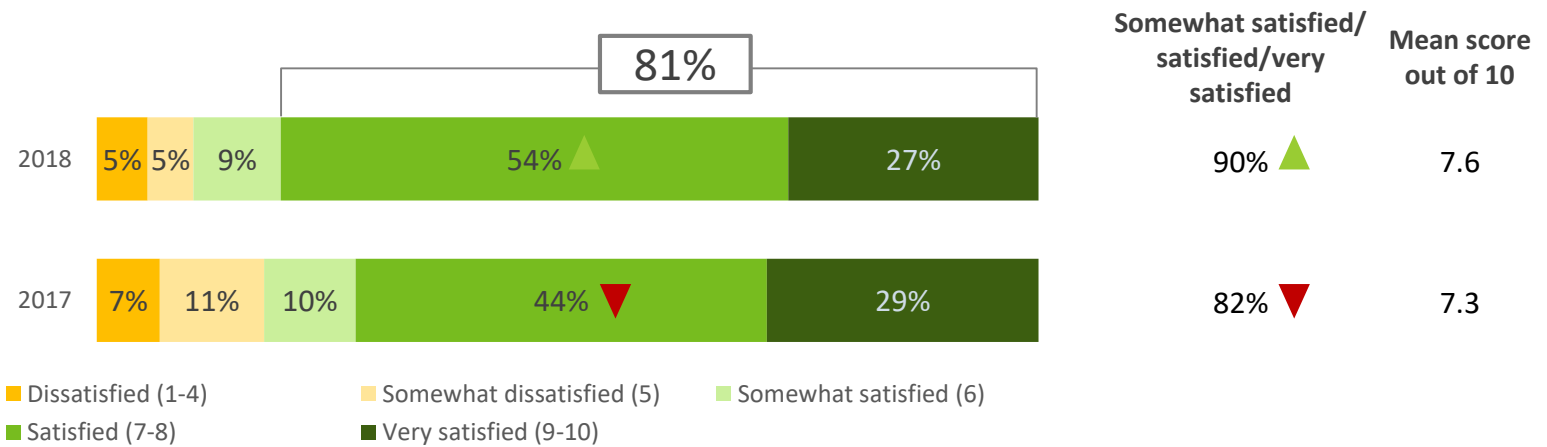
***Reasons for dissatisfaction<sup>(3)</sup>***

- *There needs to be longer hours, more than one hour*
- *There are not many parking facilities available and some people who are not disabled or who do not have disabled parking tickets, park in the disabled spaces where there is not very many to start with*
- *If there was more parking available. Also the new Railway building where they spent millions on rebuilding it, has only 6 spaces there*
- *Provide more parking near the shopping centre. I wouldn't park in the 60 minute parking if I'm going shopping as its not long enough, and if you go over by a few minutes you're liable to get a parking ticket. I'd rather do my shopping in Lower Hutt or at a covered mall*

Notes:  
 1. Sample: 2018 n=401; 2017 n=404. Analysis excludes 'don't know' responses  
 2. Q20. How would you rate your level of satisfaction with the enforcement of parking requirements in the city centre?  
 3. Q20a. Are there any changes that could be made for you to be more satisfied with the enforcement of parking requirements in the city centre?

Overall satisfaction with the control of dog nuisance is significantly higher, with more than eight out of ten residents (81%) satisfied or very satisfied

### Satisfaction with control of dog nuisances<sup>(1)(2)</sup>



### Reasons for dissatisfaction<sup>(3)</sup>

- I think harsher punishments for owners who allow their dogs to escape from their property. More noise control enforcement. I would like to see at least a two meter restriction from the boundary
- Council needs to respond quicker when you ring
- Want to see less dogs running around. We have had sheep killed by dogs. This came down to the owners
- More dogs on leads. They need to be on leads rather than roaming free
- Some owners do not care. I pick up dog poo and everything that is left on my garden like cigarette butts. People are very inconsiderate
- Education. People need to be educated, dog owners I mean

Notes:  
 1. Sample: 2018 n=401; 2017 n=404. Analysis excludes 'don't know' responses; 2018 dissatisfied n=18  
 2. Q21. How would you rate your level of satisfaction with the control of dog nuisances within the city?  
 3. Q21a. Are there any changes that could be made for you to be more satisfied with the control of dog nuisances within the city? Open Ended

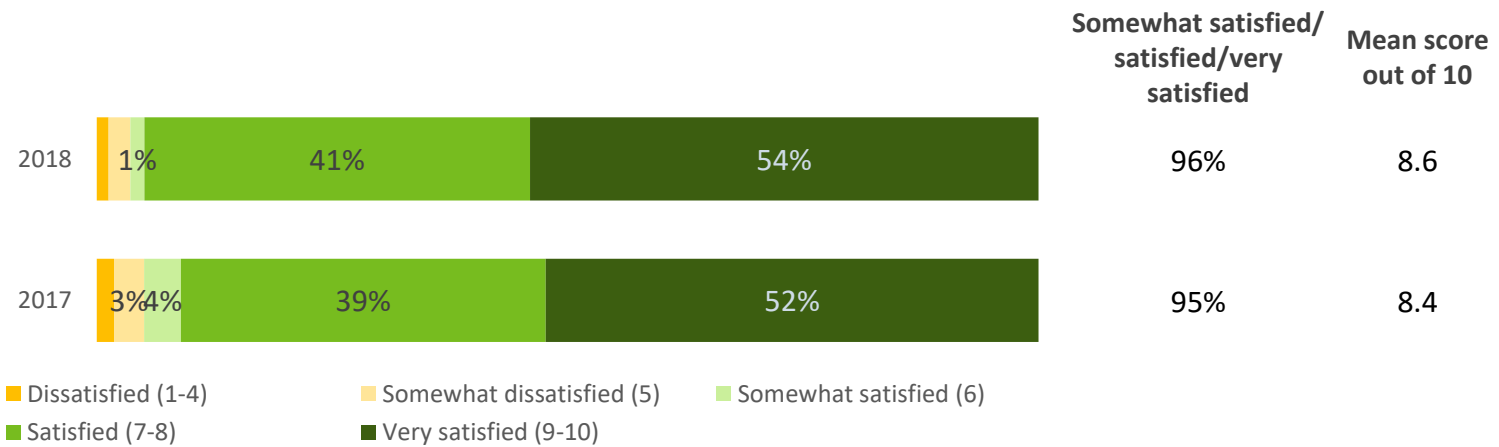




Open spaces, amenities and gardens

# Satisfaction with open spaces, amenities and gardens remains high with 96% of residents satisfied with the facilities provided

## Satisfaction with open spaces, amenities, gardens<sup>(1)(2)</sup>



Notes:  
 1. Sample: 2018 n=401; 2017 n=404. Analysis excludes 'don't know' responses  
 2. Q22. How would you rate your level of satisfaction with the provision of open spaces, amenities and gardens?

Residents are generally satisfied with the current facilities, but additional playground facilities that cater for a wider age group, and additional seating for the elderly would be valued

## **Additional features that would add value to open spaces, amenities, gardens<sup>(1)(2)</sup>**

### ***Most were satisfied with the existing facilities***

- *I think they are doing a good job with new flower boxes*
- *No I'm pretty happy with what we have. I think we have good sporting activities, we have nice parks and a good river and its nice to see people out walking and enjoying what we have*

### ***New facilities***

- *Family orientated playgrounds to cater for wider range of children*
- *I think having proper enclosed dog parks would be really good*
- *A cycle track between Upper Hutt and Manor park along the railway corridor. Always more kids playgrounds*
- *I think possibly more facilities like all year/all weather sporting facilities*
- *Harcourt Park has a water feature and BBQ areas - it would be good if other parks had these facilities. Harcourt Park gets pretty crowded. Carrington Park in Carterton has an exercise circuit by the playground - one of these in Upper Hutt would be brilliant. Play time for kids while parents get fit*

### ***Age related facilities***

- *Could have more bench seats around the pavement areas, that would be nice as the population gets older*
- *They could have some seats along the river walk for older users*

### ***Develop river use***

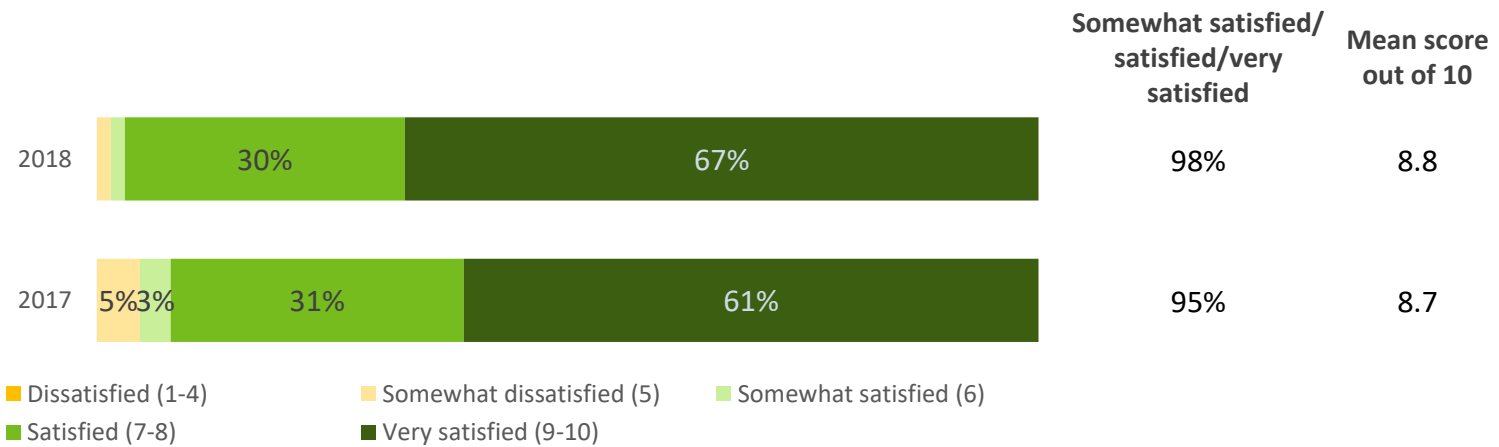
- *Hutt River trail advertising the history of the area and the significance of the land marks*
- *Completing the Hutt River trail on the northern bank between Moonshine Hill Rd and Totara Park*
- *On the river trail, people ride their bikes. This can be quite frightening when I am running, coming up behind me. A separate bike trail would be good*

Notes:

1. Sample: 2018 n=401
2. Q22a. Thinking about open spaces, amenities, and gardens, are there any additional features needed that would add value to Upper Hutt? Open Ended

More than two thirds (67%) of residents are very satisfied with the level of service at Akatarawa cemetery, with only a very small minority dissatisfied (3%)

### Satisfaction with level of service at Akatarawa cemetery<sup>(1)</sup>



Notes:  
 1. Sample: 2018 n=401; 2017 n=404  
 2. Q23. How would you rate the level of service provided at the Akatarawa cemetery?

▲ Significantly higher  
▼ Significantly lower

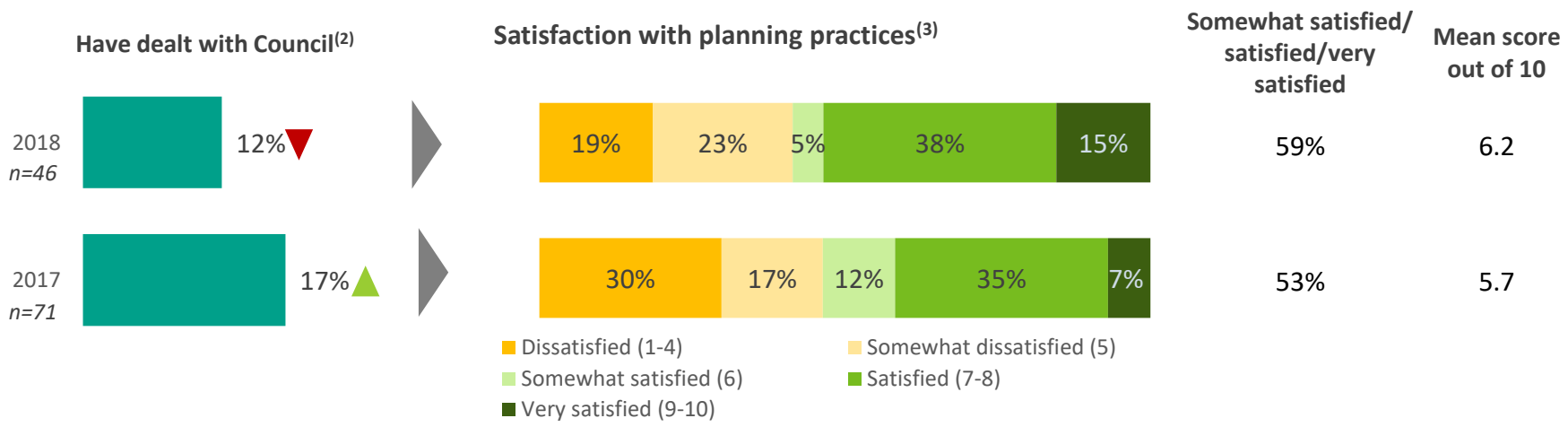




# Resource management

Fewer residents (12% vs 17%), have dealt with Council in relation to resource management in the last year, and satisfaction with the service is at least as good or somewhat better

### Satisfaction with resource management planning practices<sup>(1)</sup>



Notes:  
 1. Sample: 2018 n=401; 2017 n=404. Those who have dealt with the Council 2018 n=46, 2017 n=71. Analysis excludes 'don't know' responses [2018 n=6; 2017 n=9]  
 2. Q24. Have you or anyone in your family dealt with the Council in respect to land use and subdivision matters?  
 3. Q25. How would you rate your level of satisfaction with Upper Hutt's current resource management planning practices?

▲ Significantly higher  
 ▼ Significantly lower

An arduous, slow process, and a sense of scepticism regarding the application of rules and regulations are the key causes of discontent

## Reasons for dissatisfaction with resource management planning (n=8)<sup>(1)(2)</sup>

### ***Length and arduousness of process***

- *Because the Council's resource management processes create unnecessary delays, angst and extra costs to the home owner. Our builder cannot book the final inspection in advance because he needs to have all the final documents prior to making the booking. He will have all of the documents by the specified time frame given by the Council which is three weeks or more. Once he has all of the documents the building will have been finished and it may be three weeks or more before the house receives its final inspection by the Council*
- *They could work a lot faster*

### ***General discontent and distrust in the process***

- *I think a lot of it doesn't have a sound base*
- *Because when we were in the process of selling a section two years ago, the Council was very obstructive. They used the Resource Management Act as an excuse for putting up continual problems, but in the end that they allowed the sale to go through. The reasoning had nothing to do with the Resource Management Act 1991*
- *Some of the rules and regulations are pathetic. We were made to do our road crossing part in the subdivision. We had to redo our drive to the road - there was nothing wrong with our drive*
- *Very questionable, disrespectful of peoples' individual rights and blights*

### ***Specific concerns***

- *They subdivided a section next to us without our consent or consultation*
- *They pander too much to developers, they don't regulate developers enough. They need to get more intensive living areas in the urban areas. This has to stop as we have to protect our farms and viable food security. We have to start protecting our rural areas a lot better for recreational and food production and forestry, there are lots of reasons. The Council needs to stand up to the developers*

#### Notes:

1. Q25b. Can you tell us why you gave this rating?
2. Sample: 2018 n=401. Open ended 2018 n=8 Dissatisfied with resource management planning practices



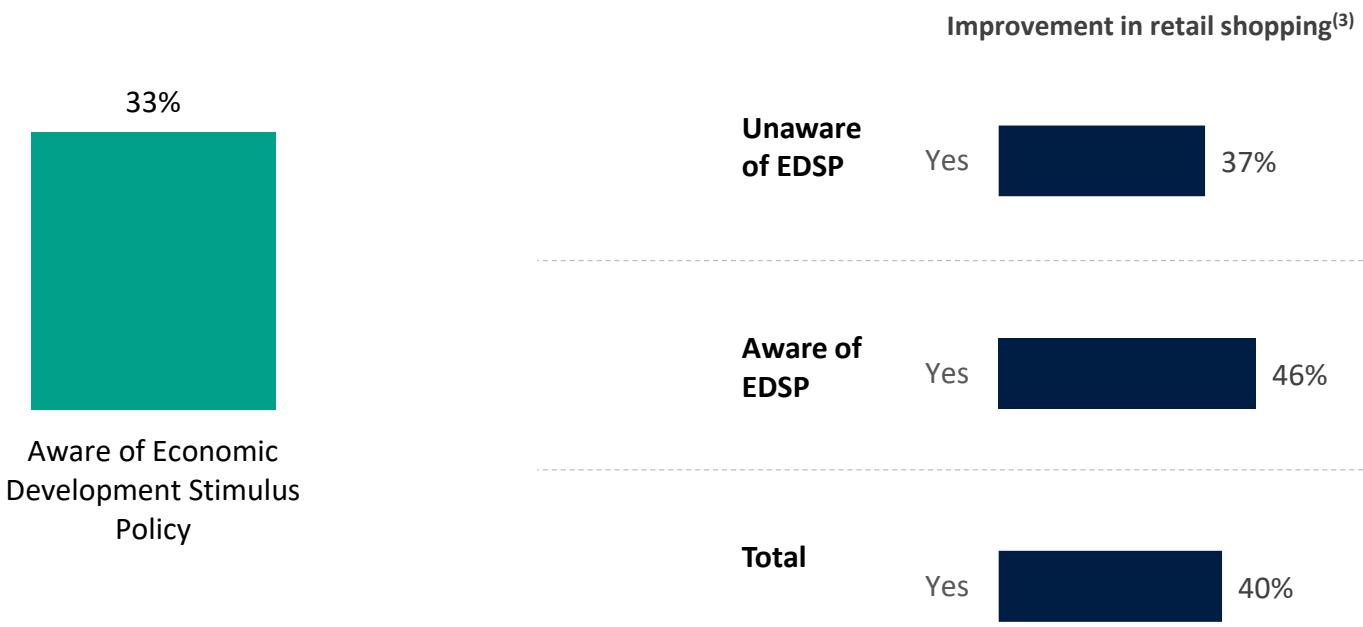


Economic development



A third of residents (33%) are aware of the Economic Development Stimulus Policy (EDSP), with nearly half of those aware noting retail shopping improvements in the past year (46%)

### Economic development and retail shopping<sup>(1)(2)</sup>



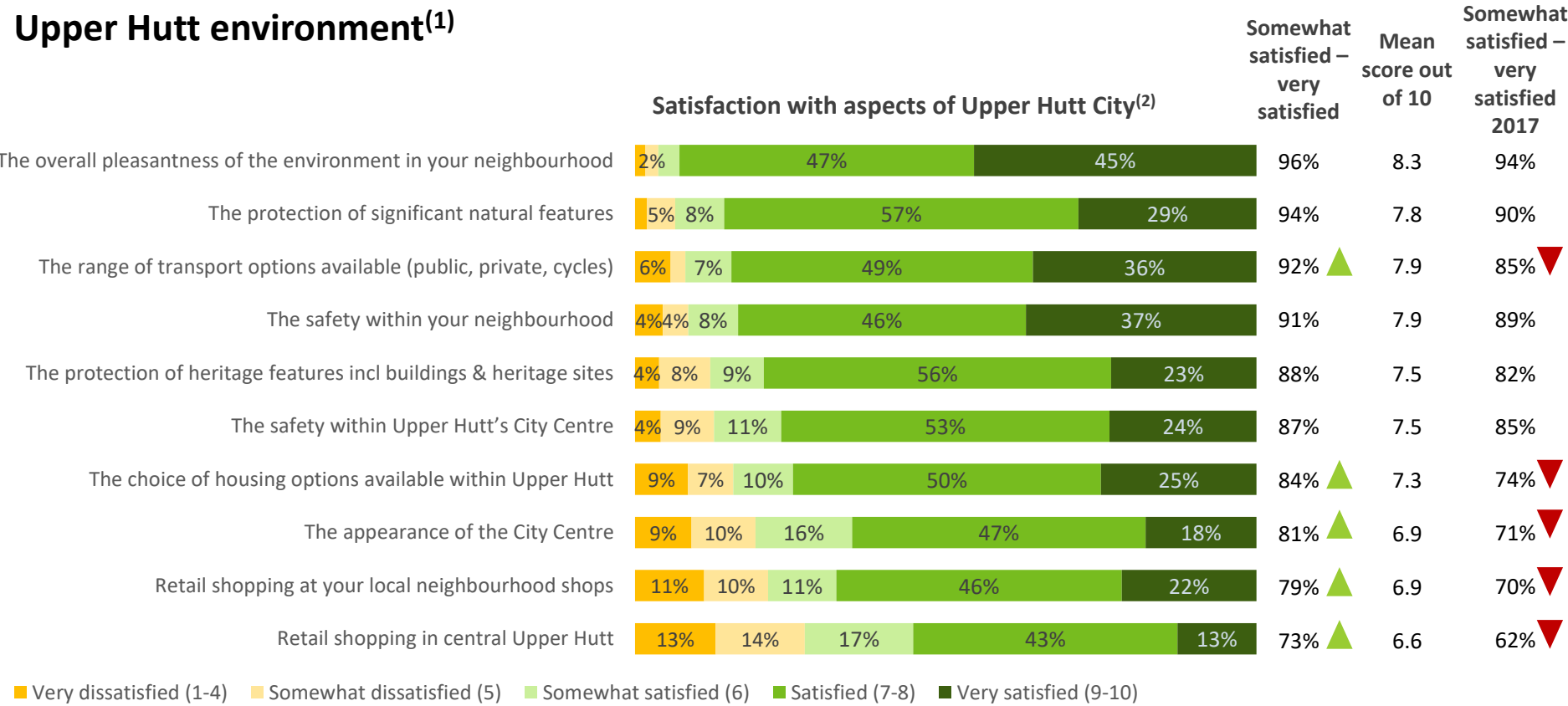
Notes:  
 1. Sample: 2018 n=401  
 2. Q26. Are you aware of the Upper Hutt City Council's Economic Development Stimulus Policy?  
 3. Q27. Do you think the retail shopping in the city centre has improved in the last 12 months? Analysis excludes 'don't know' responses



## The Upper Hutt environment

Residents are mostly satisfied with the various aspects of the local environment with a number of measures showing improvement, however retail shopping remains the area of least satisfaction

### Upper Hutt environment<sup>(1)</sup>

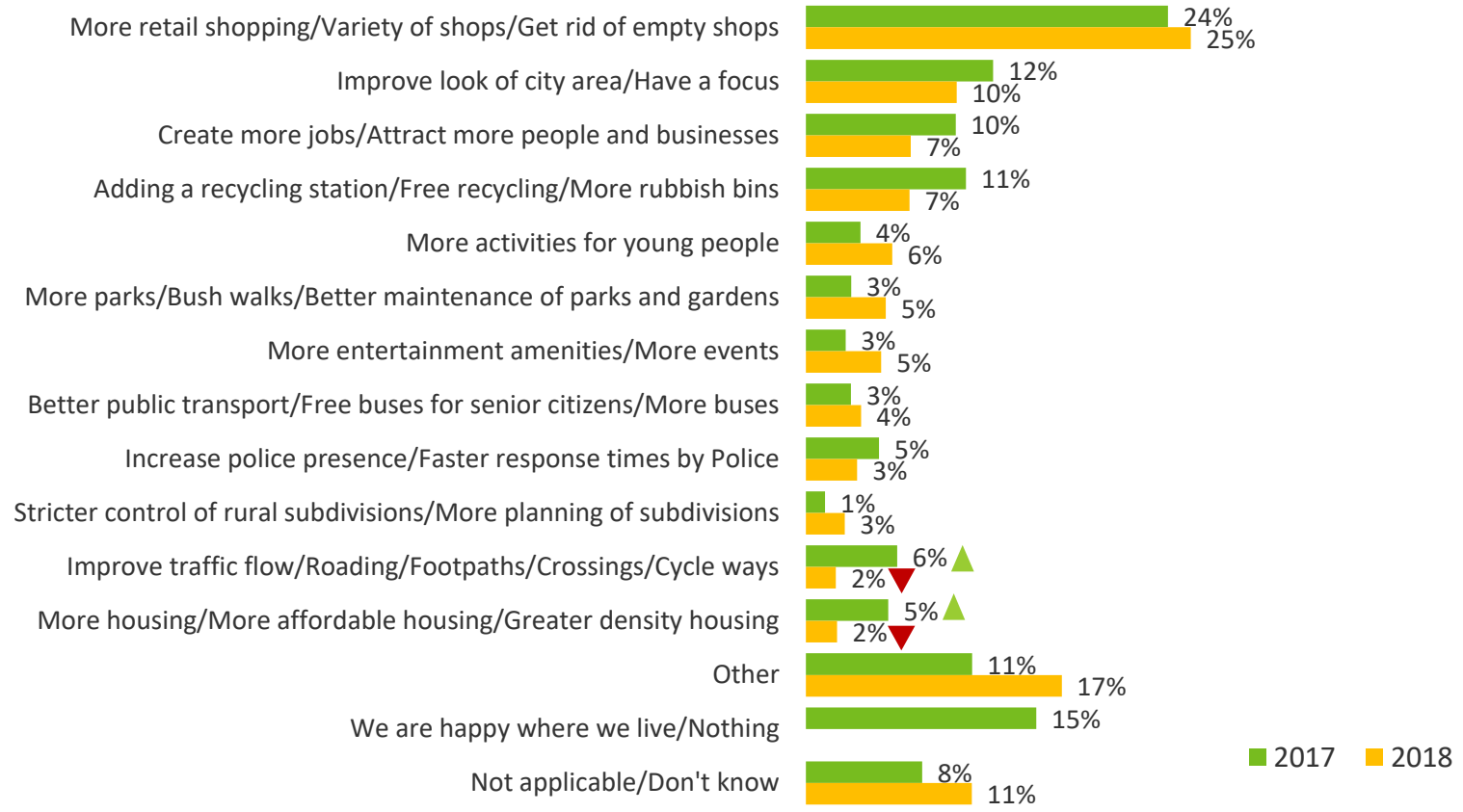


▲ Significantly higher  
▼ Significantly lower

Notes:  
 1. Sample: 2018 n=401; 2017 n=404. Analysis excludes 'don't know' responses  
 2. Q31. I'm now going to read out different aspects of living in Upper Hutt. Please rate each one on a scale of 1 to 10 where 1 is very dissatisfied and 10 is very satisfied?

Retail remains the most frequently mentioned area for improvement (26%), followed by improving the look or focus of the city

### Improving Upper Hutt as a place to live<sup>(1)(2)</sup>

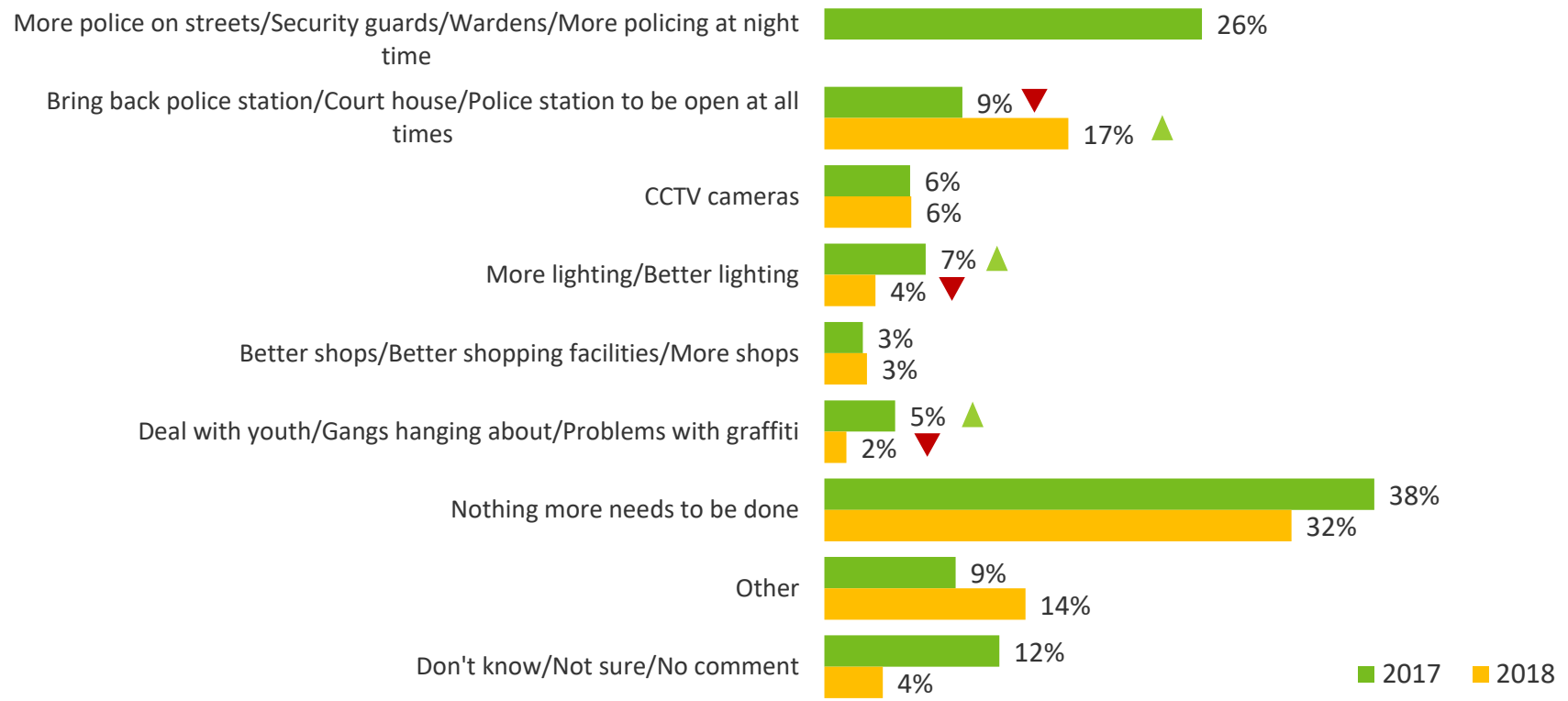


Notes:  
 1. Sample: 2018 n=401; 2017 n=404  
 2. Q31k. What else can be done to make Upper Hutt a better place to live? Open question. Multiple response coded



Overall, about 40% of residents made a comment relating to policing and security

### Improving safety in Upper Hutt<sup>(1)(2)</sup>



Notes:  
 1. Sample: 2018 n=401; 2017 n=404  
 2. Q31L. Are there any changes that could be made to improve your satisfaction with the safety in Upper Hutt's city centre? If so, what sort of changes? Multiple response coded

▲ Significantly higher  
 ▼ Significantly lower

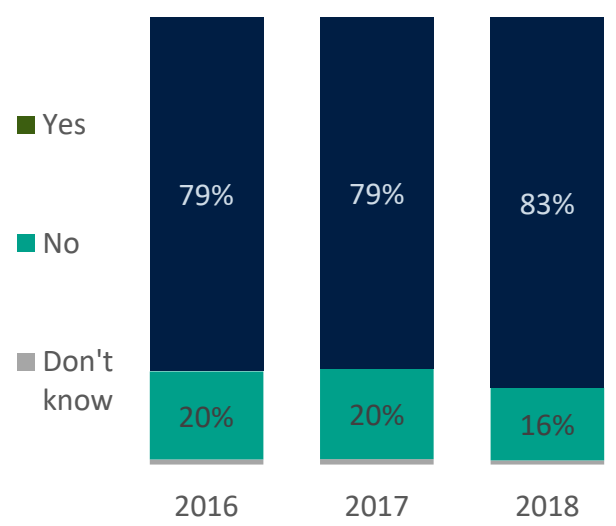


# Emergency management

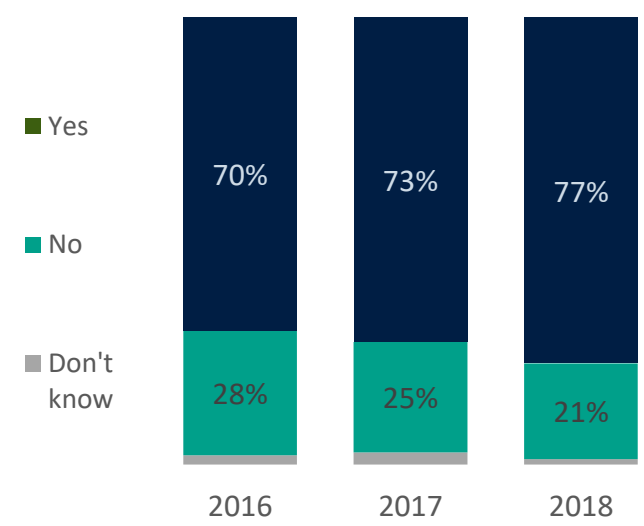
The majority of residents are prepared for a civil defence emergency (83%), with 77% of residents indicating that they could be self-reliant for at least 3 days, and partially for up to 20 days

### Civil defence emergency<sup>(1)</sup>

Prepared for an emergency<sup>(2)</sup>



Self-reliant for up to 20 days<sup>(3)</sup>



Notes:  
 1. Sample: 2018 n=401, 2017 n=404, 2016 n=401  
 2. Q9. To be prepared for a civil defence emergency, households should have an emergency kit, which includes stored food, water, a radio, batteries and a torch, also an emergency plan of what to do. Bearing this in mind, is your household prepared for a civil defence emergency?  
 3. Q10. Following a civil defence emergency, you and your family may have to be totally self-reliant for at least three days and partially for up to 20 days. Would you consider that your household is prepared for such possibilities?



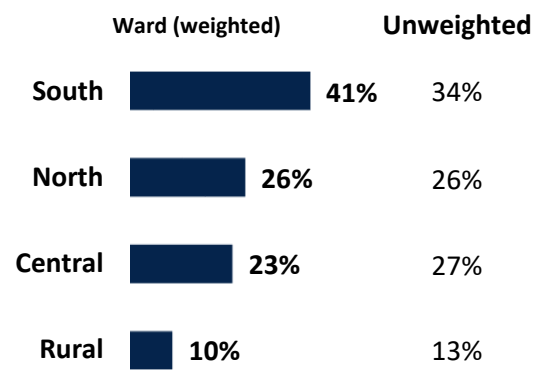
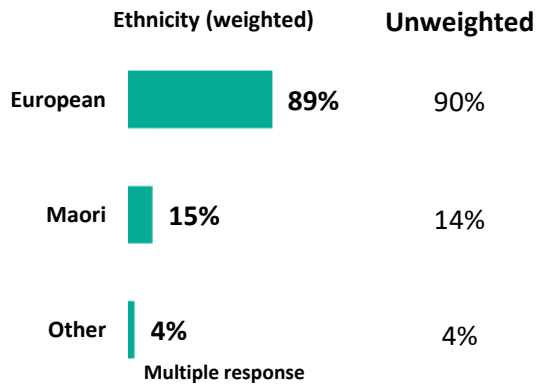
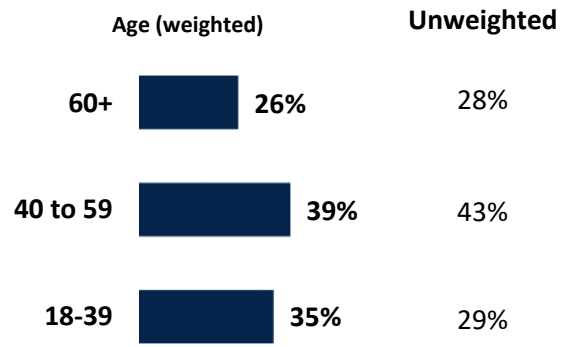
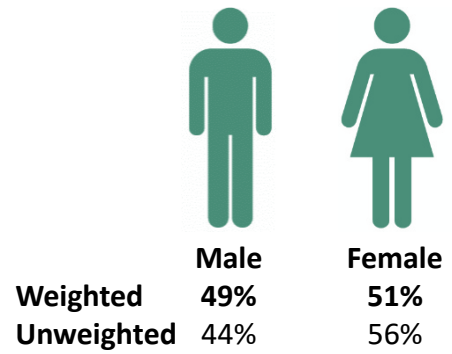


# Demographics



# Demographic Profile<sup>(1)</sup>

## Gender



Notes:  
1. Sample: 2018 n=401