



Councils' Annual Residents Surveys Benchmarking Report 2025



Research background



Research Objectives

The specific objectives of this research were:

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



Method

- Surveys were undertaken with 22 different Councils across New Zealand in 2024/25, including 19 District Councils and 3 City Councils.
- Respondents were selected at random from the Electoral Roll, ratepayers database, and/or email contacts collected through previous years' surveys.
- The questionnaires were designed in consultation with Councils and were structured to provide a comprehensive set of measures relating to core activities, services, and infrastructure, and to provide a wider perspective of performance. This includes assessment of reputation and knowledge of Council's activities.
- Post data collection, the samples were weighted to be exactly representative of key population demographics for each area based on the 2023 Census.
- At an aggregate level the surveys have an expected 95% confidence interval (margin of error) of between +/- 3.2% and +/-4.8%.
- Maximum, minimum and average scores for key performance indicators are shown and benchmarked based on 22 Council's performances. Questions used are either identical or closely related, allowing for comparison.
- To allow for better and more extensive benchmarking, several measures are presented as an average score of all related measures in the relevant section.
- Please note: if minimum, average, or maximum values are not visible in a chart, it means that your Council results are equal to that value. For clarity, please view the table on the page following each chart.

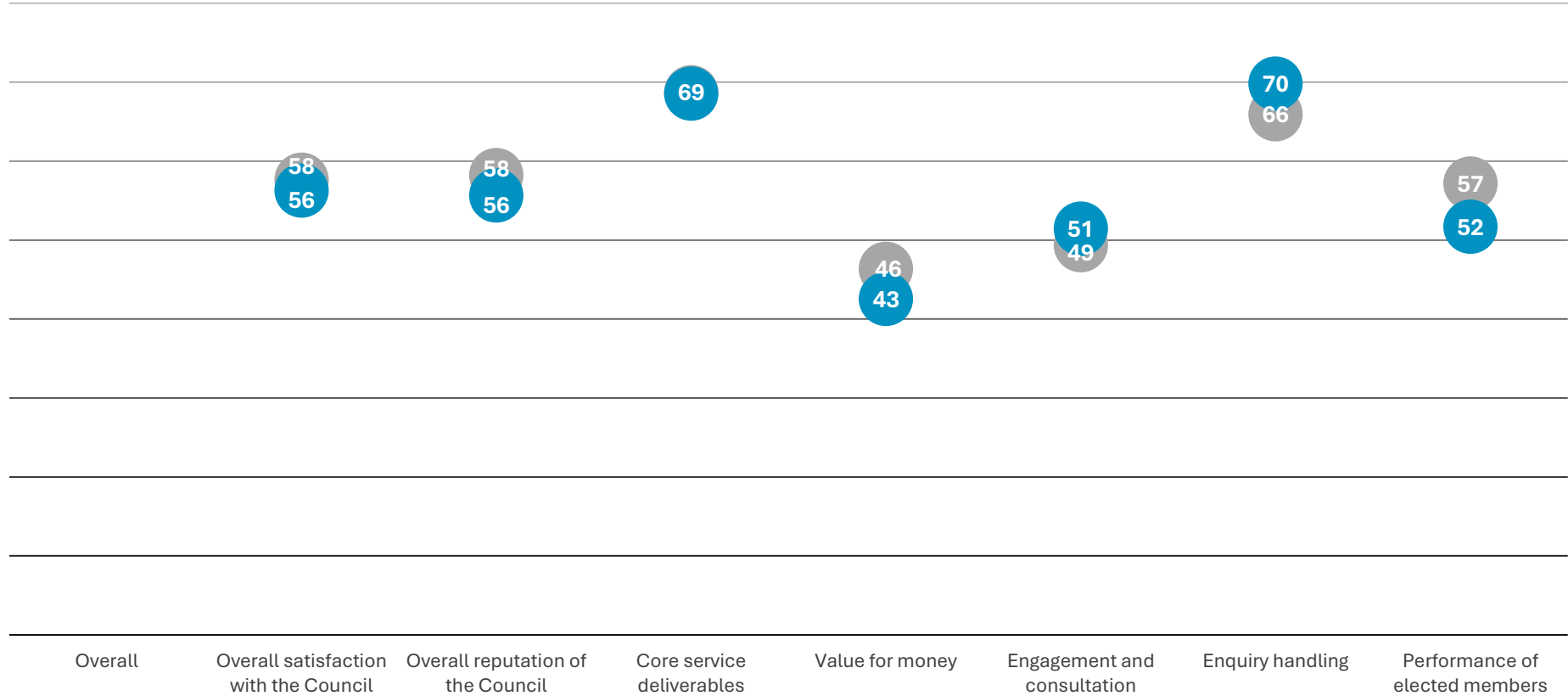
Councils included in 2024/25 Benchmarking report

- Far North District Council
- Gisborne District Council
- Hauraki District Council
- Kaipara District Council
- Manawatū District Council
- Matamata-Piako District Council
- Nelson City Council
- Palmerston North City Council
- Queenstown Lakes District Council
- Rotorua Lakes District Council
- South Taranaki District Council
- South Waikato District Council
- Stratford District Council
- Tararua District Council
- Tauranga City Council
- Thames-Coromandel District Council
- Waikato District Council
- Waimate District Council
- Waipā District Council
- Waitaki District Council
- Waimakariri District Council
- Waitomo District Council

Year on year change – Overall

2024/2025 Council Benchmarking

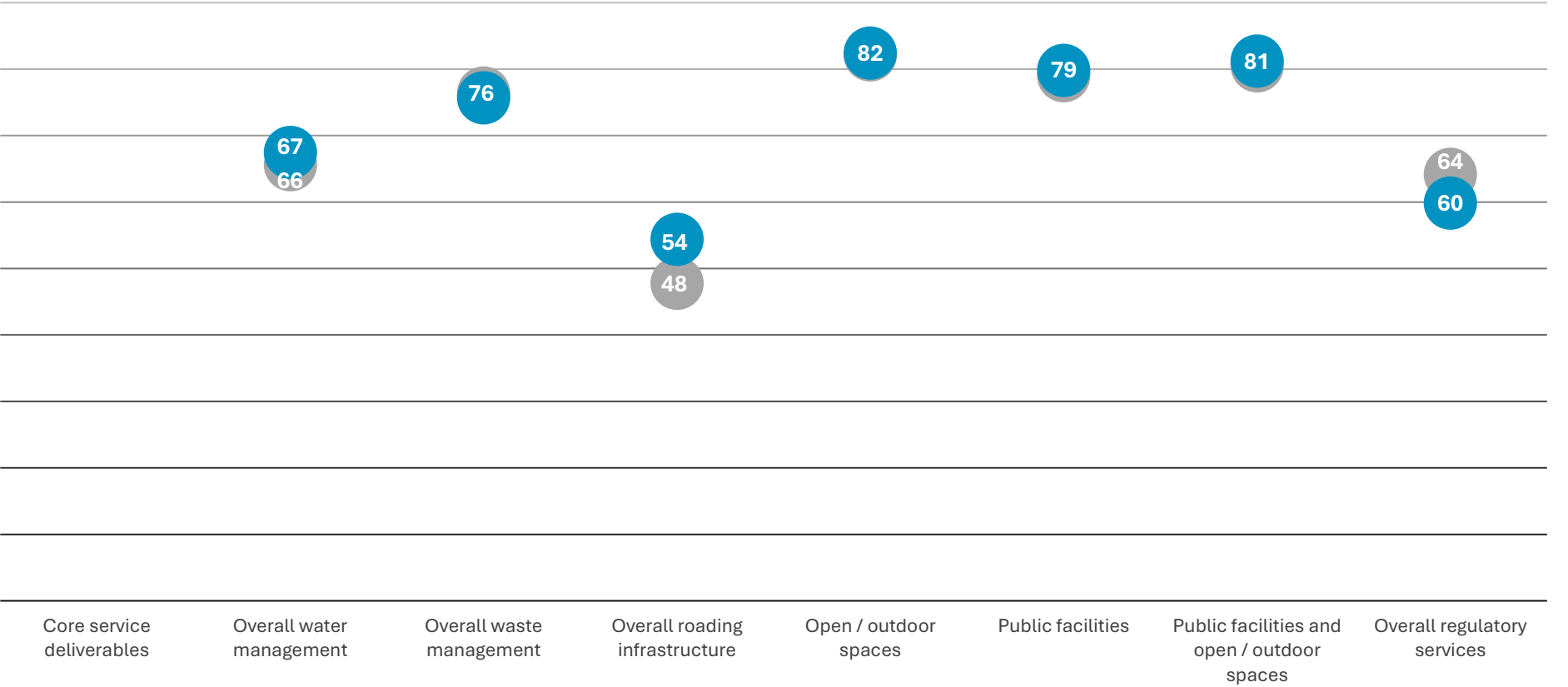
● All Councils' Average 2023/24 ● All Councils' Average 2024/25



Year on year change – Core service deliverables

2024/2025 Council Benchmarking

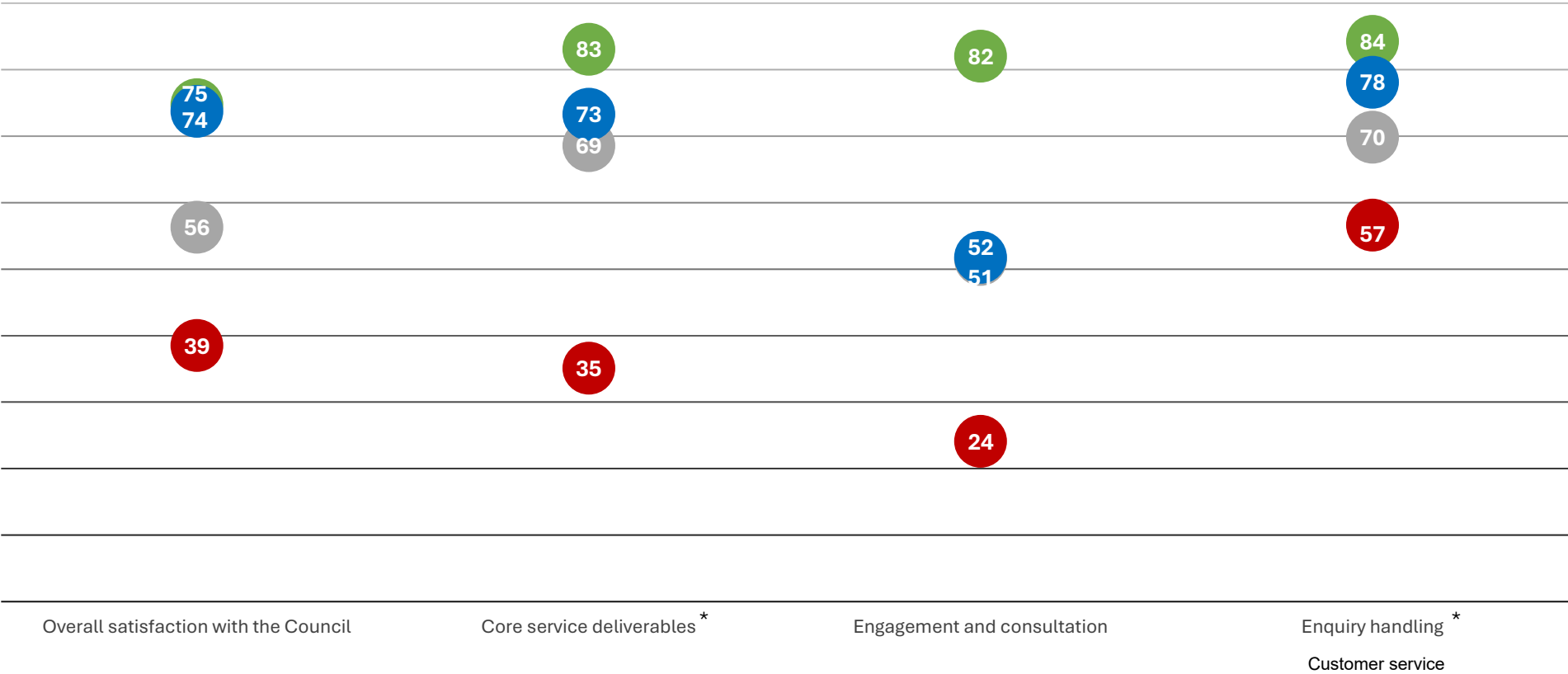
● All Councils' Average 2023/24 ● All Councils' Average 2024/25



Overall measures

2024/2025 Council Benchmarking

● All Councils' Average 2024/25 ● Max ● Min ● Waimakariri DC



* To allow for better and more extensive benchmarking, these measures are presented as an average score of all related measures.

Overall measures

Combined % of Satisfied and Very satisfied % 4-5	Your Council %	Average based on 22 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall satisfaction with the Council	74	56	+18	75	-1	39	+35
Core service deliverables	73	69	+4	83	-10	35	+38
Engagement and consultation	52	51	+1	82	-30	24	+28
Enquiry handling	78	70	+8	84	-6	57	+21

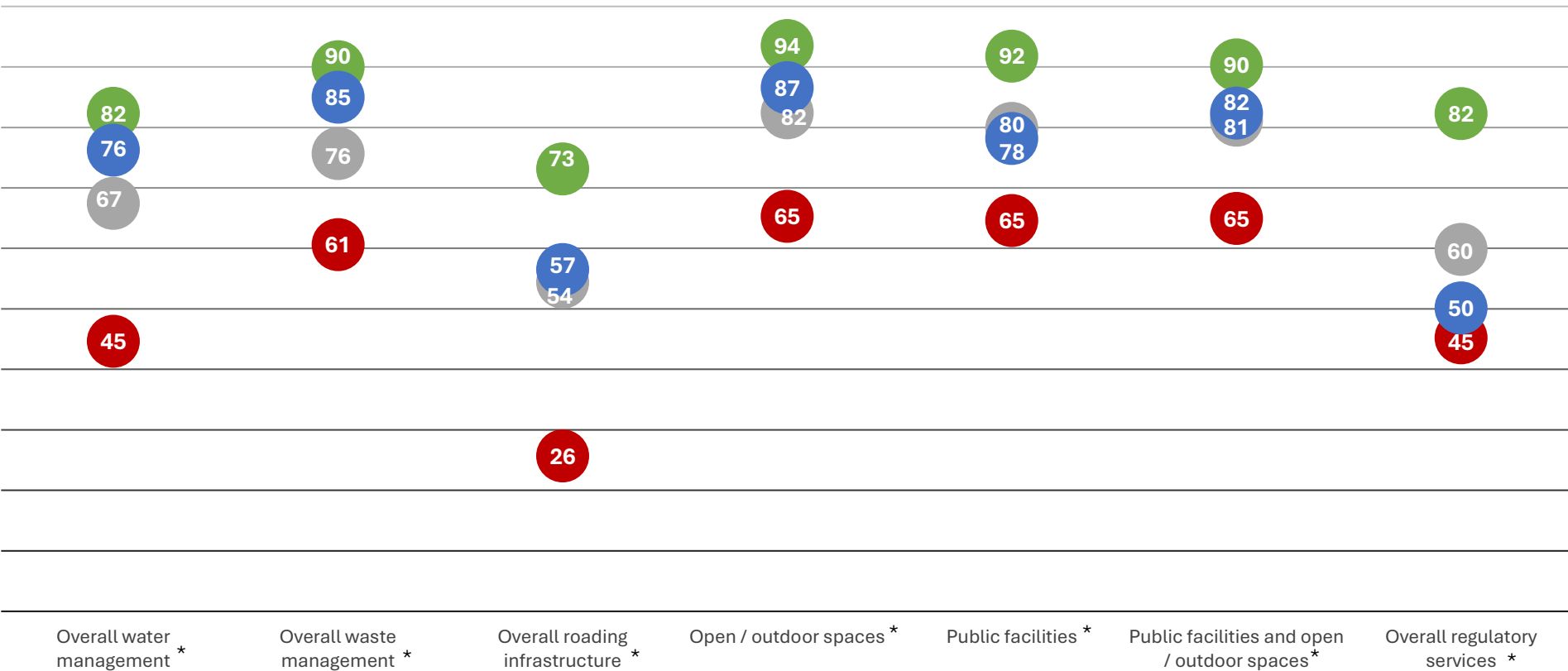
Overall measures – District Councils only

Combined % of Satisfied and Very satisfied % 4-5	Your Council %	Average based on 19 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall satisfaction with the Council	74	55	+19	74	-	39	+35
Core service deliverables	73	68	+5	83	-10	35	+38
Engagement and consultation	52	52	-	82	-30	24	+28
Enquiry handling	78	70	+8	84	-6	57	+21

Core service deliverables

2024/2025 Council Benchmarking

● All Councils' Average 2024/25 ● Max ● Min ● Waimakariri DC



Water supply, Stormwater and Sewerage

* To allow for better and more extensive benchmarking, these measures are presented as an average score of all related measures.

Core service deliverables

Combined % of Satisfied and Very satisfied % 4-5	Your Council %	Average based on 22 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management (Water supply, stormwater, sewerage)	76	67	+9	82	-6	45	+31
Overall waste management	85	76	+9	90	-5	61	+24
Overall roading infrastructure	57	54	+3	73	-16	26	+31
Open / outdoor spaces	87	82	+5	94	-7	65	+22
Public facilities	78	80	-2	92	-14	65	+13
Public facilities and open / outdoor spaces	82	81	+1	90	-8	65	+17
Overall regulatory services	50	60	-10	82	-32	45	+5

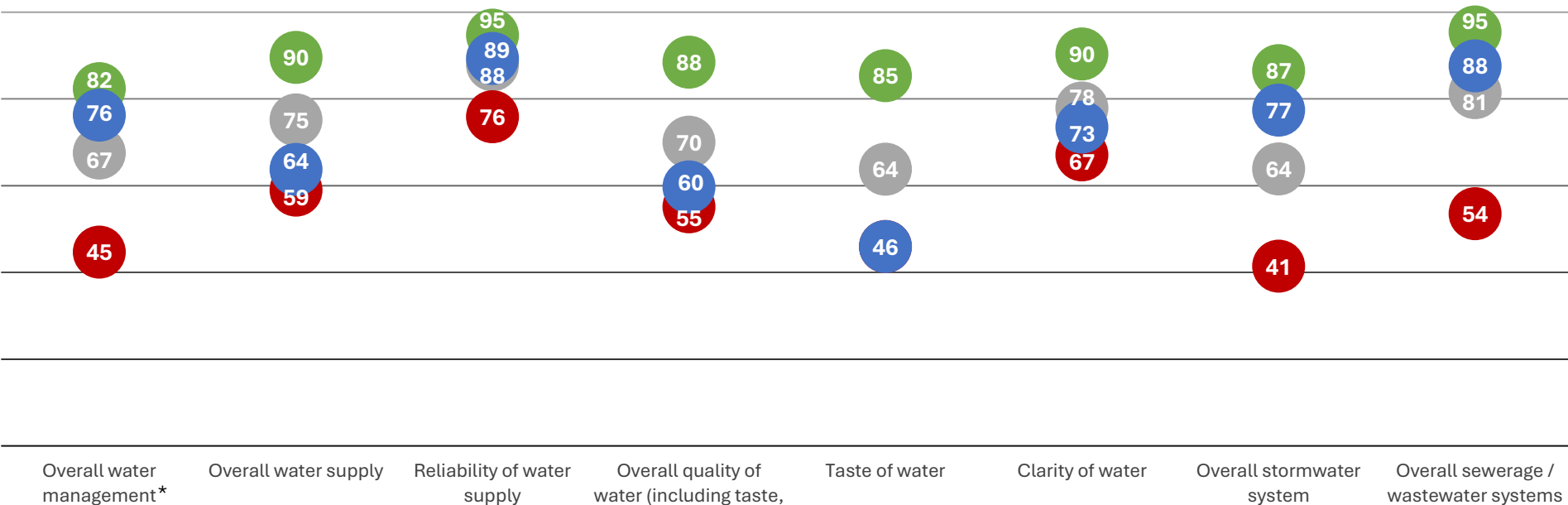
Core service deliverables – District Councils Only

Combined % of Satisfied and Very satisfied % 4-5	Your Council %	Average based on 19 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management	76	67	+9	82	-6	45	+31
Overall waste management	85	75	+10	90	-5	61	+24
Overall roading infrastructure	57	54	+3	70	-13	26	+31
Open / outdoor spaces	87	83	+4	94	-7	65	+22
Public facilities	78	80	-2	92	-14	65	+13
Public facilities and open / outdoor spaces	82	81	+1	90	-8	65	+17
Overall regulatory services	50	60	-10	82	-32	45	+5

Water management

2024/2025 Council Benchmarking

● All Councils' Average 2024/25 ● Max ● Min ● Waimakariri DC



Water supply, Stormwater and Sewerage

* To allow for better and more extensive benchmarking, these measures are presented as an average score of all related measures.

Water management

ombined % of Satisfied and Very satisfied % 4-5	Your Council %	Average based on 22 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management	76	67	+9	82	-6	45	+31
Overall water supply	64	75	-11	90	-26	59	+5
Reliability of water supply	89	88	+1	95	-6	76	+13
Overall quality of water (including taste, clarity and odour)	60	70	-10	88	-28	55	+5
Taste of water	46	64	-18	85	-39	46	-
Clarity of water	73	78	-5	90	-17	67	+6
Overall stormwater system	77	64	+13	87	-10	41	+36
Overall sewerage / wastewater systems	88	81	+7	95	-7	54	+34

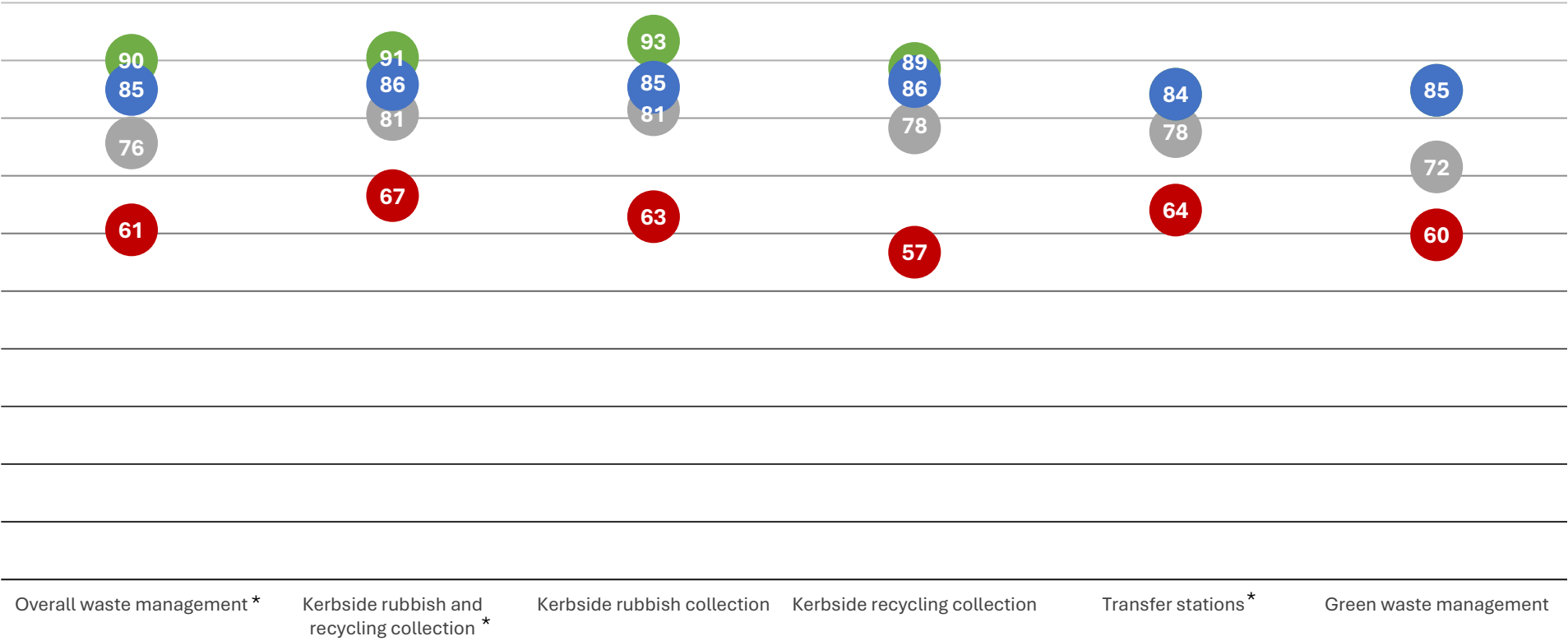
Water management – District Councils Only

Combined % of Satisfied and Very satisfied % 4-5	Your Council %	Average based on 19 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall water management	76	67	+9	82	-6	45	+31
Overall water supply	64	75	-11	90	-26	59	+5
Reliability of water supply	89	88	+1	95	-6	76	+13
Overall quality of water (including taste, clarity and odour)	60	70	-10	88	-28	55	+5
Taste of water	46	64	-18	85	-39	46	-
Clarity of water	73	78	-5	90	-17	67	+6
Overall stormwater system	77	64	+13	87	-10	41	+36
Overall sewerage / wastewater systems	88	82	+6	95	-7	54	+34

Waste management

2024/2025 Council Benchmarking

● All Councils' Average 2024/25 ● Max ● Min ● Waimakariri DC



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Waste management

Combined % of Satisfied and Very satisfied % 4-5	Your Council %	Average based on 22 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall waste management	85	76	+9	90	-5	61	+24
Kerbside rubbish and recycling collection	86	81	+5	91	-5	67	+19
Kerbside rubbish collection	85	81	+4	93	-8	63	+22
Kerbside recycling collection	86	78	+8	89	-3	57	+29
Transfer stations	84	78	+6	84	-	64	+20
Green waste management	85	72	+13	85	-	60	+25

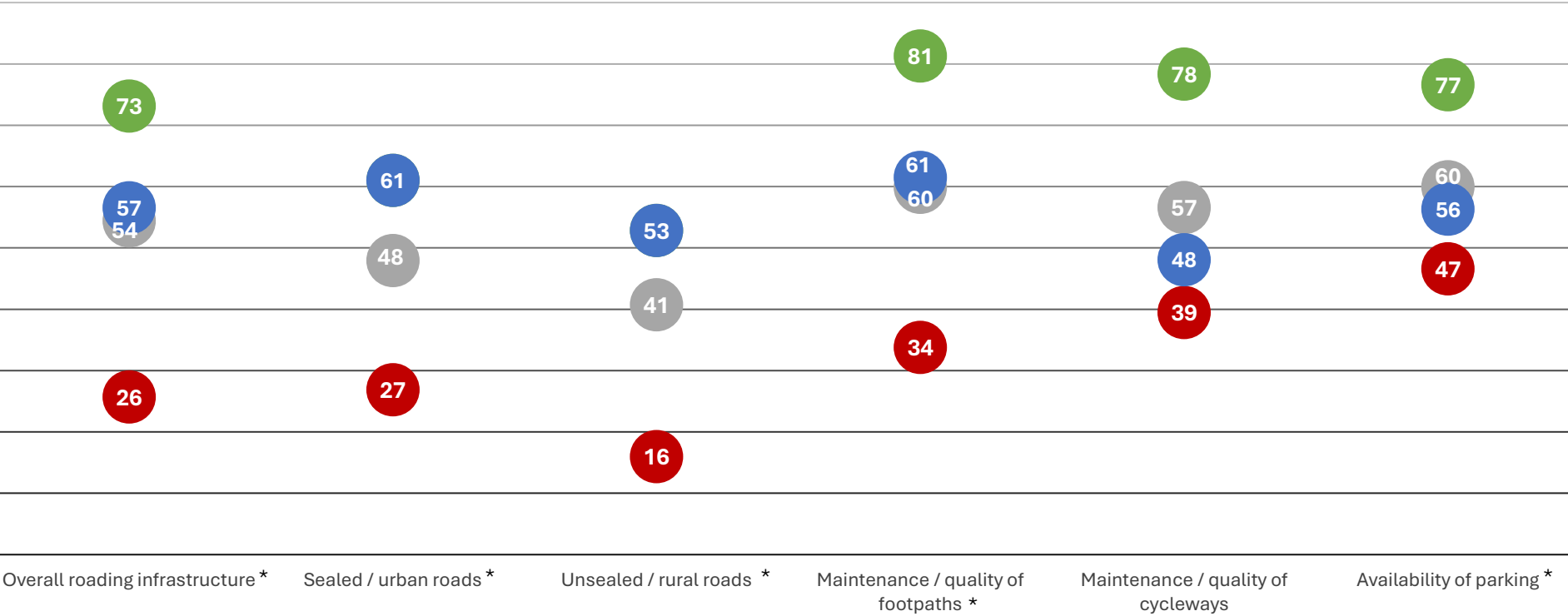
Waste management – District Councils Only

Combined % of Satisfied and Very satisfied % 4-5	Your Council %	Average based on 19 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall waste management	85	75	+10	90	-5	61	+24
Kerbside rubbish and recycling collection	86	79	+7	87	-1	67	+19
Kerbside rubbish collection	85	81	+4	93	-8	63	+22
Kerbside recycling collection	86	77	+9	86	-	57	+29
Transfer stations	84	77	+7	84	-	64	+20
Green waste management	85	70	+15	85	-	60	+25

Roading infrastructure

2024/2025 Council Benchmarking

● All Councils' Average 2024/25 ● Max ● Min ● Waimakariri DC



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Roading infrastructure

Combined % of Satisfied and Very satisfied % 4-5	Your Council %	Average based on 22 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall roading infrastructure	57	54	+3	73	-16	26	+31
Sealed / urban roads	61	48	+13	61	-	27	+34
Unsealed / rural roads	53	41	+12	53	-	16	+37
Maintenance / quality of footpaths	61	60	+1	81	-20	34	+27
Maintenance / quality of cycleways	48	57	-9	78	-30	39	+9
Availability of parking	56	60	-4	77	-21	47	+9

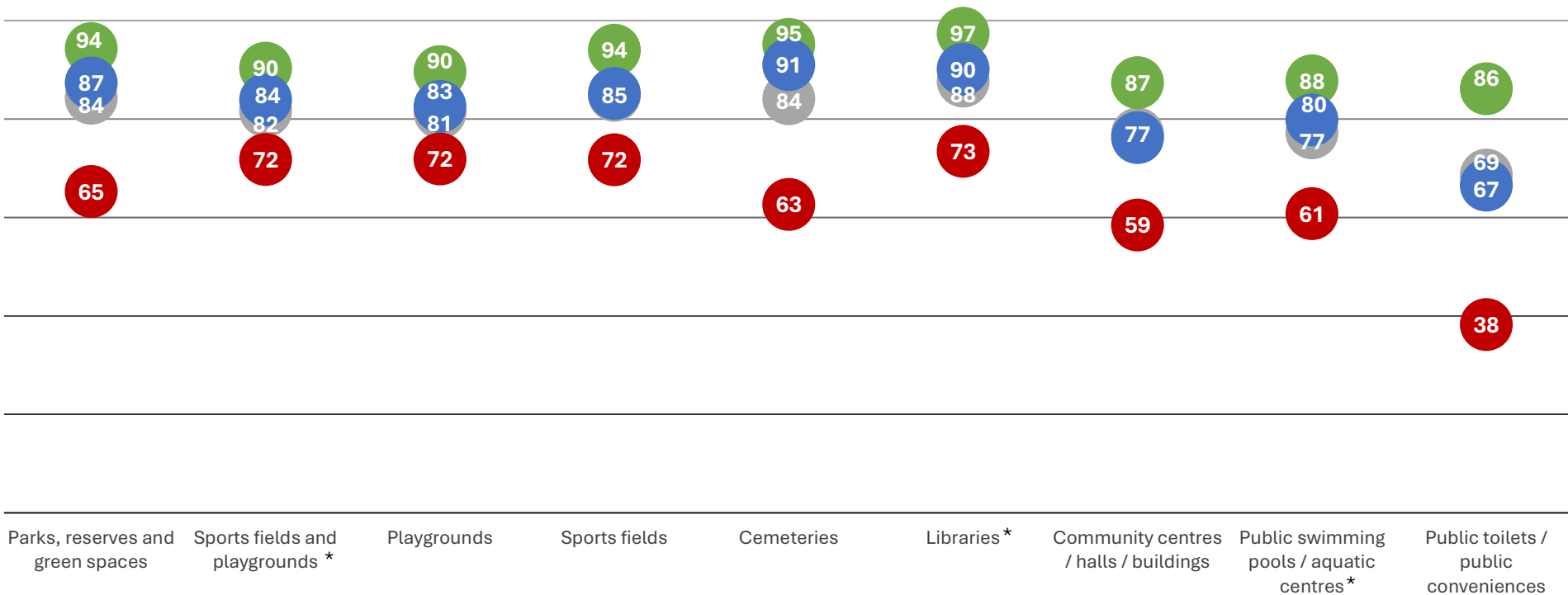
Roading infrastructure – District Councils Only

Combined % of Satisfied and Very satisfied % 4-5	Your Council %	Average based on 19 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall roading infrastructure	57	54	+3	70	-13	26	+31
Sealed / urban roads	61	49	+12	61	-	27	+34
Unsealed / rural roads	53	41	+12	53	-	16	+37
Maintenance / quality of footpaths	61	59	+2	72	-11	34	+27
Maintenance / quality of cycleways	48	56	-8	73	-25	39	+9
Availability of parking	56	63	-6	77	-21	51	+5

Public facilities and open / outdoor spaces

2024/2025 Council Benchmarking

● All Councils' Average 2024/25 ● Max ● Min ● Waimakariri DC



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Public facilities and open / outdoor spaces

Combined % of Satisfied and Very satisfied % 4-5	Your Council %	Average based on 22 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Parks, reserves and green spaces	87	84	+3	94	-7	65	+22
Sports fields and playgrounds	84	82	+2	90	-6	72	+12
Playgrounds	83	81	+2	90	-7	72	+11
Sports fields	85	85	-	94	-9	72	+13
Cemeteries	91	84	+7	95	-4	63	+28
Libraries	90	88	+2	97	-7	73	+17
Community centres / halls / buildings	76	77	-1	87	-11	59	+17
Public swimming pools / aquatic centres	80	77	+3	88	-8	61	+19
Public toilets / public conveniences	67	69	-2	86	-19	38	+29

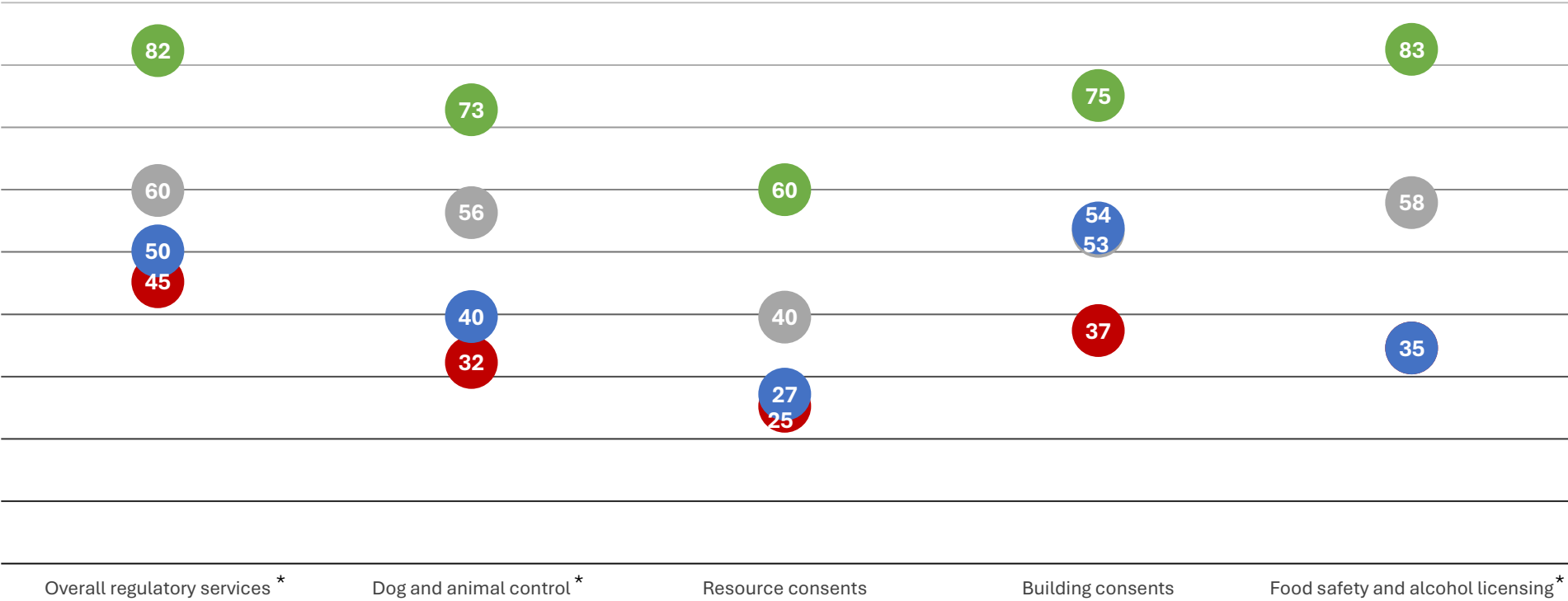
Public facilities and open / outdoor spaces – District Councils Only

Combined % of Satisfied and Very satisfied % 4-5	Your Council %	Average based on 19 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Parks, reserves and green spaces	87	85	+2	94	-7	65	+22
Sports fields and playgrounds	84	83	+1	90	-6	72	+12
Playgrounds	83	82	+1	90	-7	72	+11
Sports fields	85	85	-	94	-9	72	+13
Cemeteries	91	85	+6	95	-4	63	+28
Libraries	90	88	+2	97	-7	73	+17
Community centres / halls / buildings	76	79	-3	87	-11	67	+9
Public swimming pools / aquatic centres	80	78	+2	88	-8	61	+19
Public toilets / public conveniences	67	69	-2	86	-19	38	+29

Regulatory services

2024/2025 Council Benchmarking

● All Councils' Average 2024/25 ● Max ● Min ● Waimakariri DC



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Regulatory services

Combined % of Satisfied and Very satisfied % 4-5	Your Council %	Average based on 22 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall regulatory services	50	60	-10	82	-32	45	+5
Dog and animal control	40	56	-16	73	-33	32	+8
Resource consents	27	40	-13	60	-33	25	+2
Building consents	54	53	+1	75	-21	37	+17
Food safety and alcohol licensing	35	58	-23	83	-48	35	-

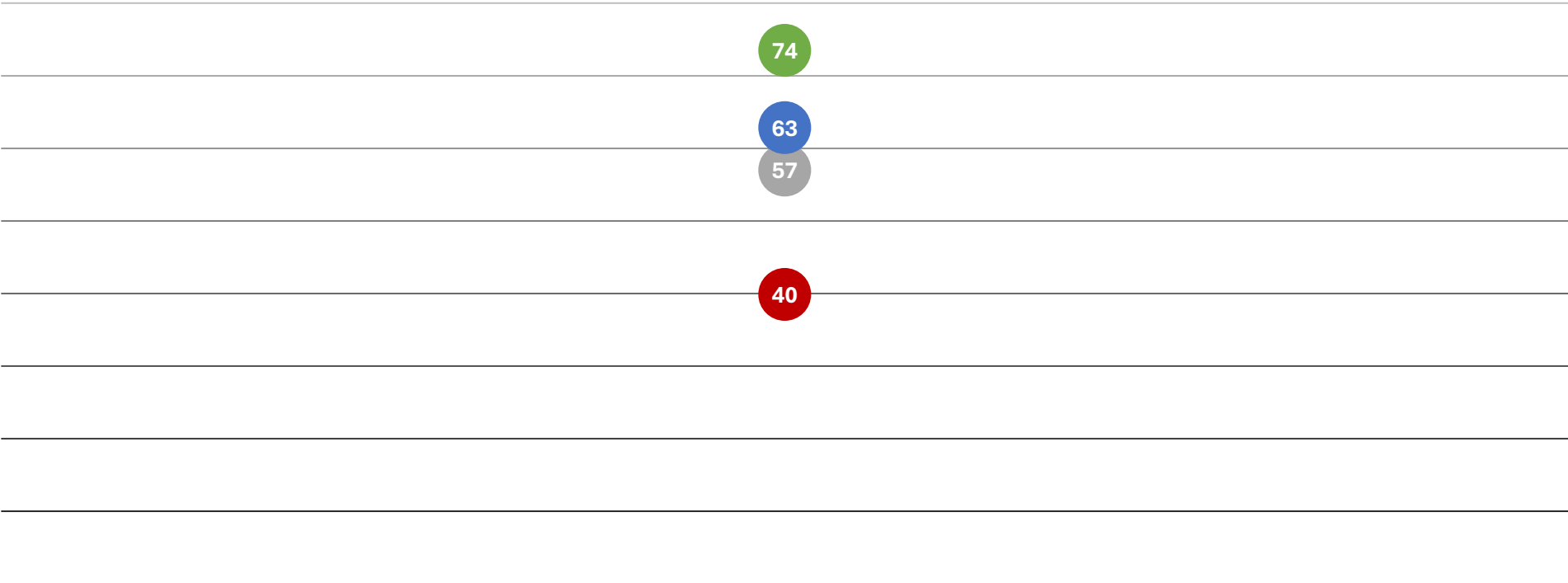
Regulatory services – District Councils Only

combined % Type text head Very satisfied % 4-5	Your Council %	Average based on 19 Councils %	point diff %	Top performance %	point diff %	Lowest performance %	point diff %
Overall regulatory services	50	60	-10	82	-32	45	+5
Dog and animal control	40	56	-16	73	-33	32	+8
Resource consents	27	40	-13	60	-33	25	+2
Building consents	54	53	+1	75	-21	37	+17
Food safety and alcohol licensing	35	58	-23	83	-48	35	-

Sentiment questions

2024/2025 Council Benchmarking

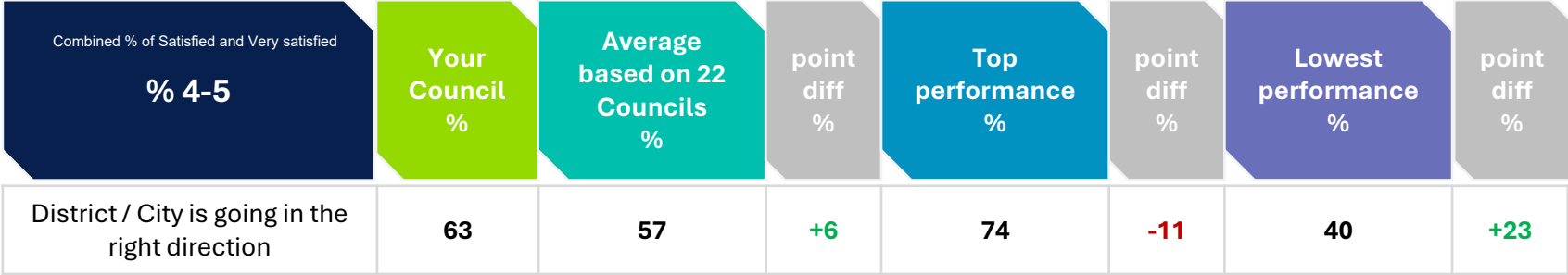
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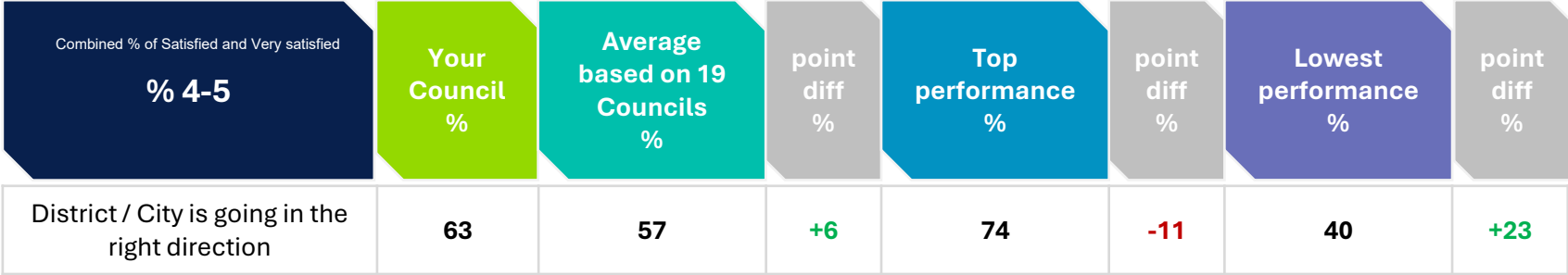
District / City is going in the right direction

General planning for the long term future of the district

Sentiment questions



Sentiment questions – District Councils Only



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