

Resident Satisfaction Survey 2024

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Jess Bromley – Engagement Advisor

Introduction

Introduction

Engagement Methodology

Satisfaction at a Glance

Communication and Engagement

Council Decision-Making

City Perceptions

Performance of Organisation & Elected Members/Mayor

Council-Maintained Facilities

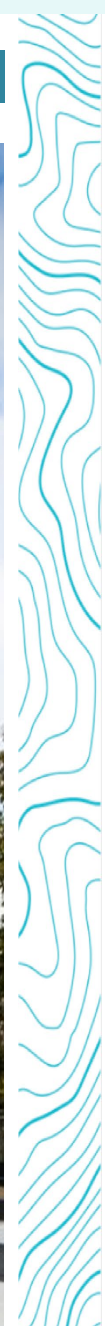
Council-Maintained Spaces

Transport Infrastructure

Kerbside Rubbish and Recycling

Three Waters Services

Next Steps



- Introduction and Executive Summary
- Engagement Methodology**
- Satisfaction at a Glance
- Communication and Engagement
- Council Decision-Making
- City Perceptions
- Performance of Organisation & Elected Members/Mayor
- Council-Maintained Facilities
- Council-Maintained Spaces
- Transport Infrastructure
- Kerbside Rubbish and Recycling
- Three Waters Services
- Next Steps

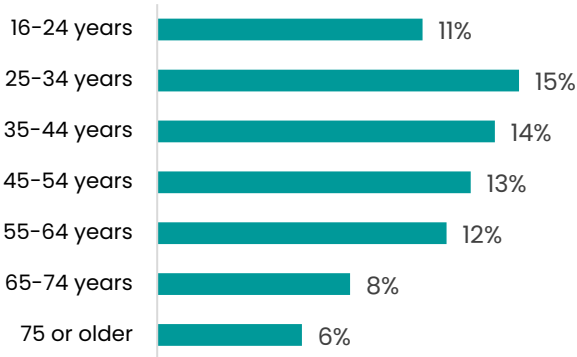


Sample comparison by age

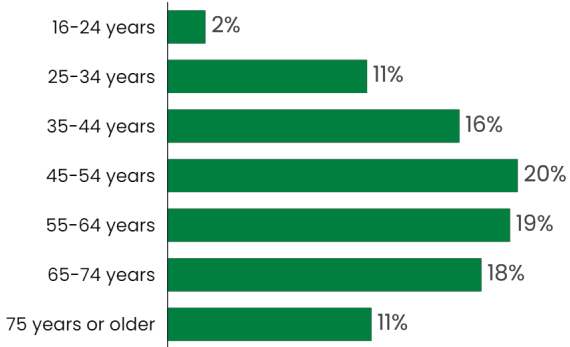
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The chart below compares population distribution by age group as of Census 2018 and sample responses from the Resident Satisfaction Survey 2023 and 2024.

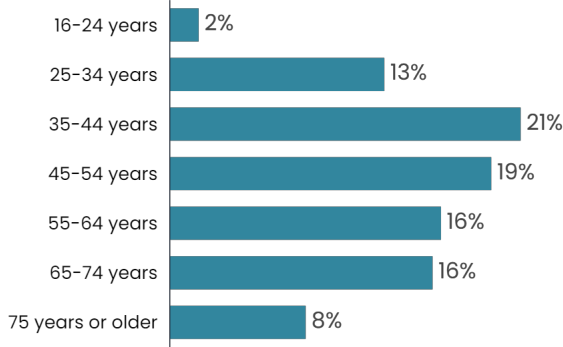
Age Distribution of Lower Hutt (Census 2018)



RSS2023



RSS2024

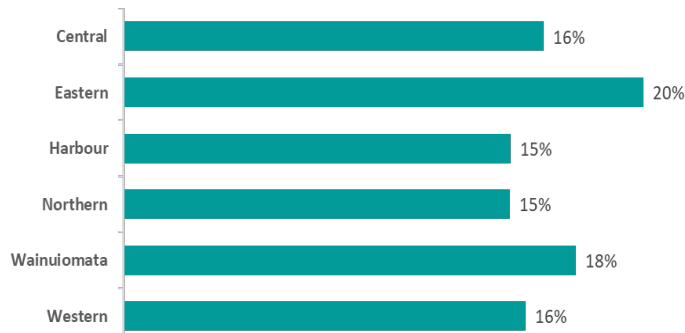


Sample comparison by ward

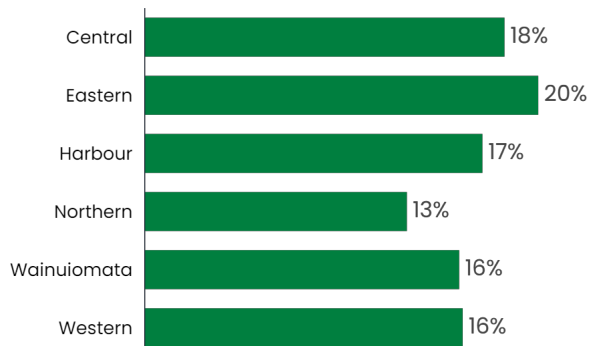
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- Next Steps

The chart below compares population distribution by ward (geographic boundaries) as of Census 2018 and sample responses from the Resident Satisfaction Survey 2023 and 2024.

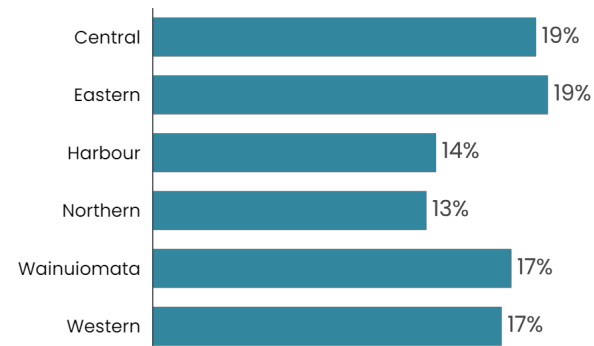
Population distribution by ward, Lower Hutt (Census 2018)



RSS 2023



RSS 2024

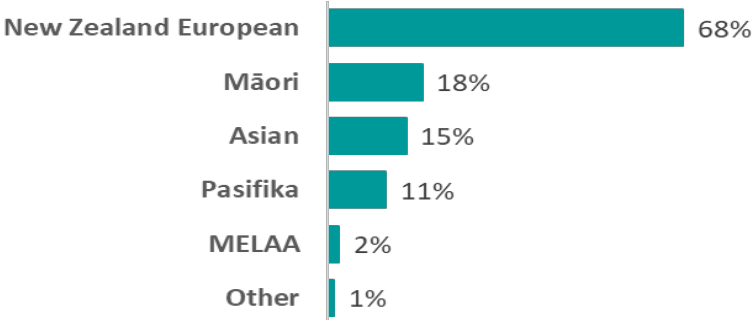


Sample comparison by ethnicity

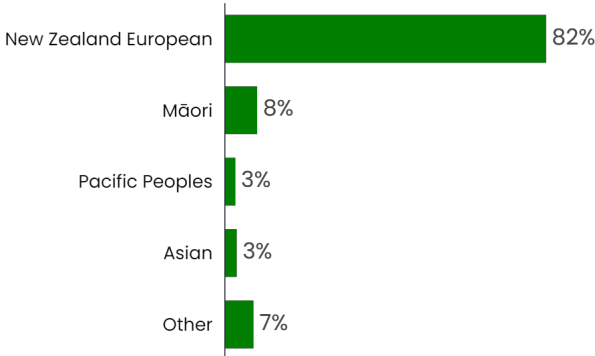
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- Three Waters Services
- Next Steps

The chart below compares population distribution by ethnicity as of Census 2018 and sample responses from the Resident Satisfaction Survey 2023 and 2024.

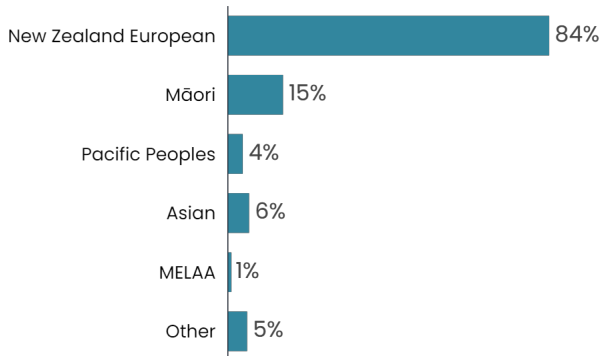
Ethnicity Distribution of Lower Hutt (Census 2018)



RSS2023

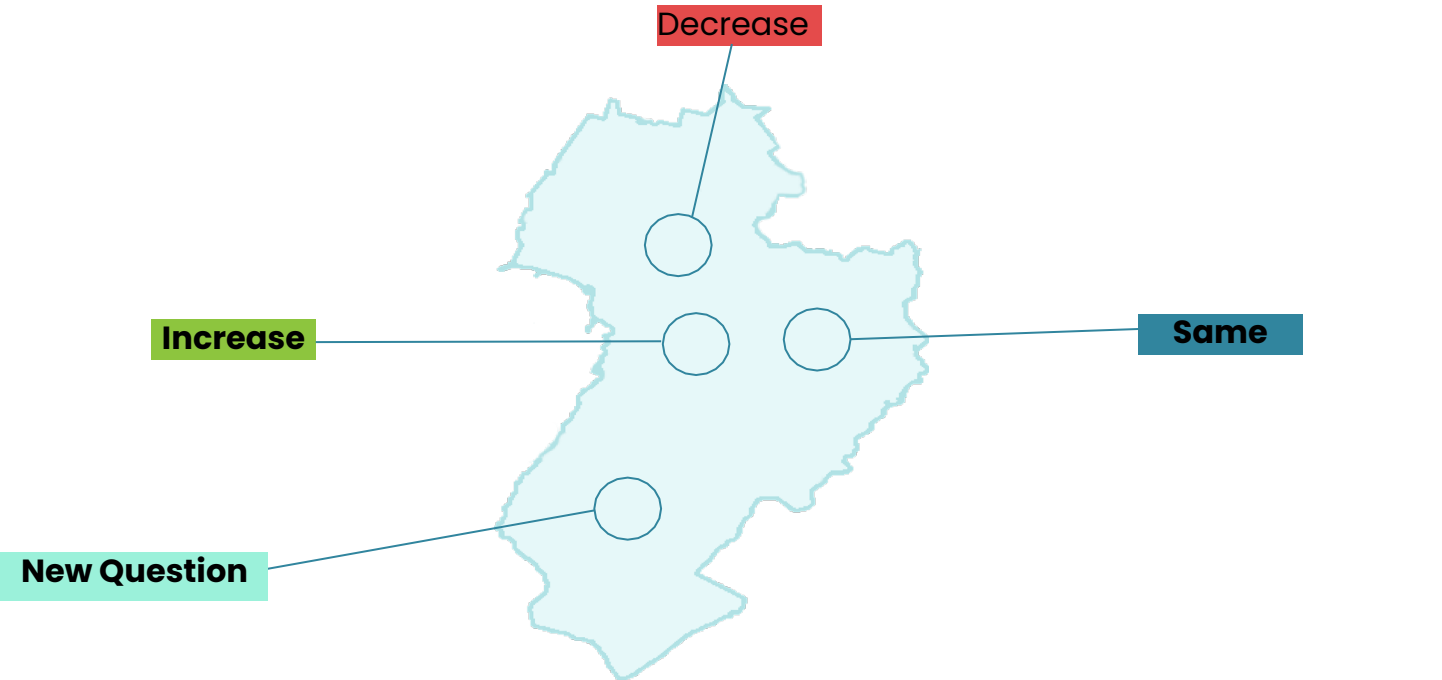


RSS2024



Satisfaction at a Glance

- Introduction and Executive Summary
- Engagement Methodology
- Satisfaction at a Glance**
- Communication and Engagement
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- Council-Maintained Facilities
- Council-Maintained Spaces
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- Kerbside Rubbish and Recycling
- Three Waters Services
- Next Steps

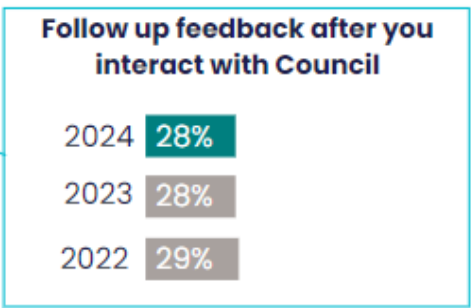
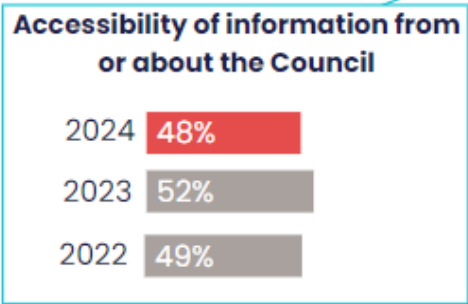
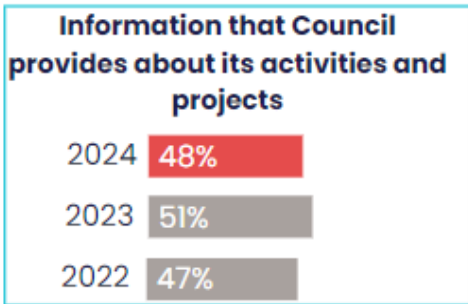
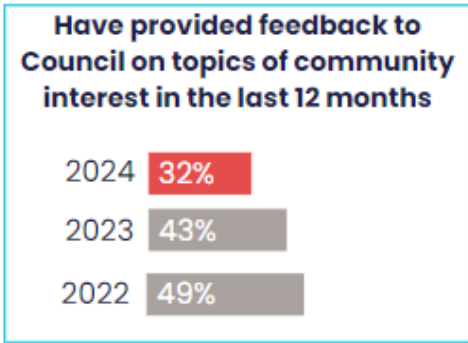


Satisfaction compared to 2022 & 2023 RSS results

- Green indicates an increase
- Red indicates a decrease
- Dark blue indicates consistent with 2023 and/or within margin of error

Satisfaction with Communication and Engagement

- Introduction and Executive Summary
- Methodology and Data Collection
- Satisfaction at a Glance**
- Communication and Engagement**
- Council Decision-Making
- City Perceptions
- Performance of Organisation & Elected Members/Mayor
- Council-Maintained Facilities
- Council-Maintained Spaces
- Transport Infrastructure
- Kerbside Rubbish and Recycling
- Three Waters Services
- Key takeaways & recommendations

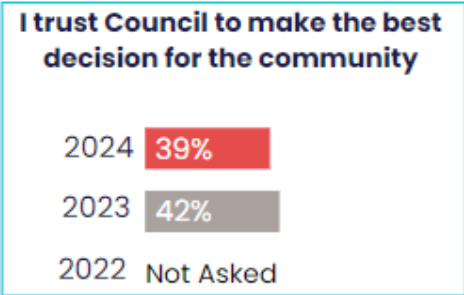


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Satisfaction with Council Decision-Making

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- Engagement Methodology
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- Council Decision-Making**
- City Perceptions
- Performance of Organisation & Elected Members/Mayor
- Council-Maintained Facilities
- Council-Maintained Spaces
- Transport Infrastructure
- Kerbside Rubbish and Recycling
- Three Waters Services
- Next Steps

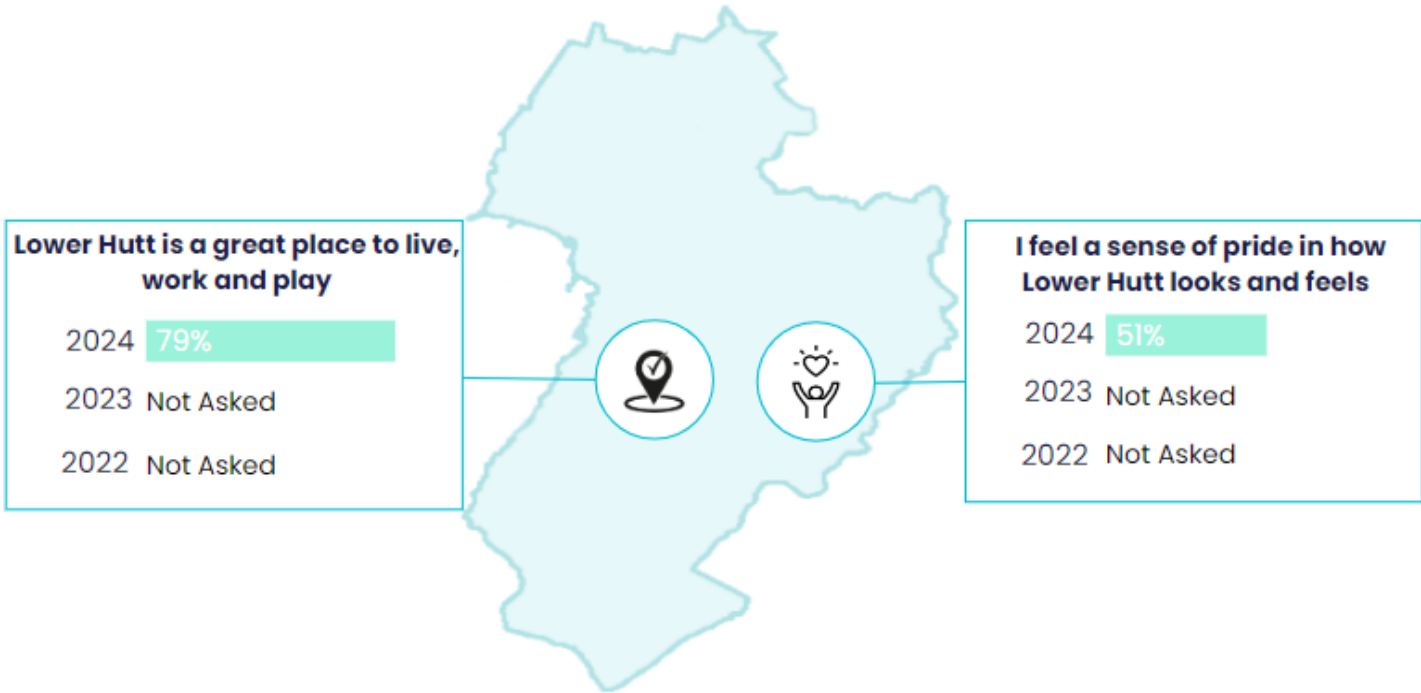


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City Perceptions

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- Engagement Methodology
- Satisfaction at a Glance**
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- City Perceptions**
- Performance of Organisation & Elected Members/Mayor
- Council-Maintained Facilities
- Council-Maintained Spaces
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- Three Waters Services
- Next Steps

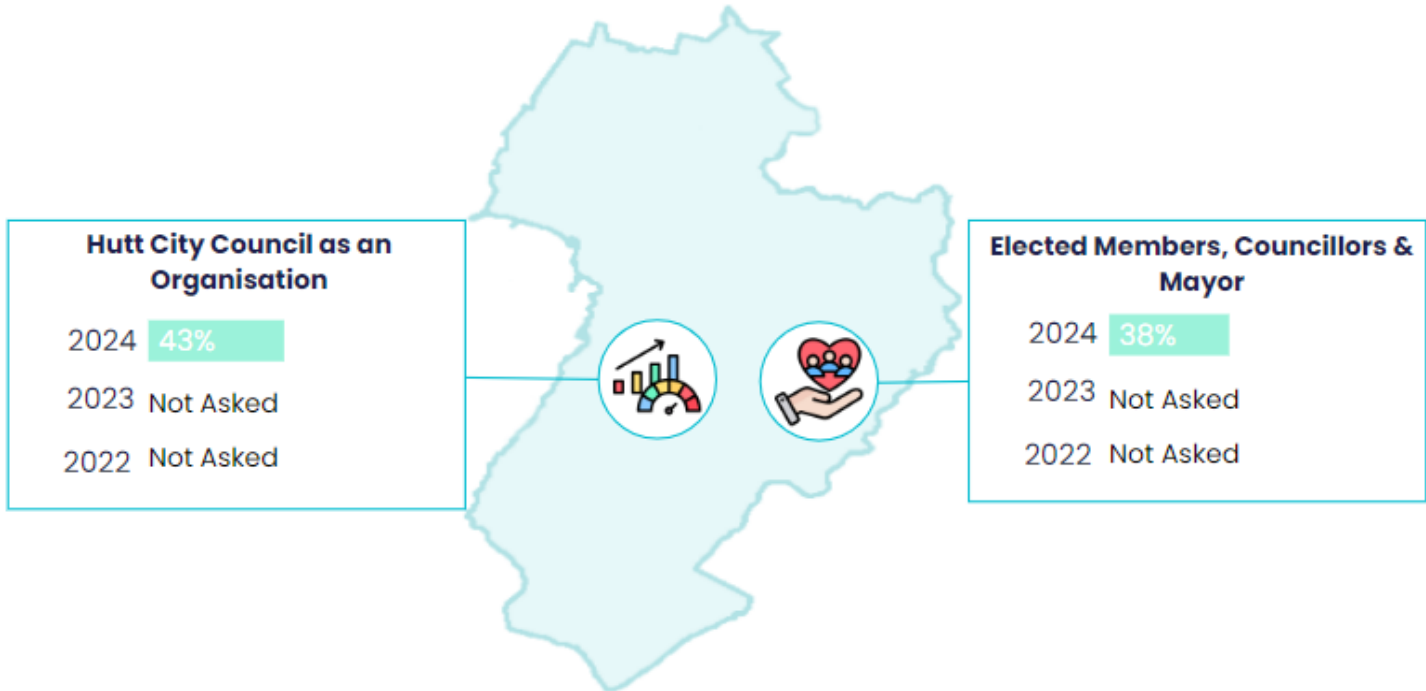


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Satisfaction with Performance of Hutt City Council and Elected Members/Mayor

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- City Perceptions
- Performance of Organisation & Elected Members/Mayor**
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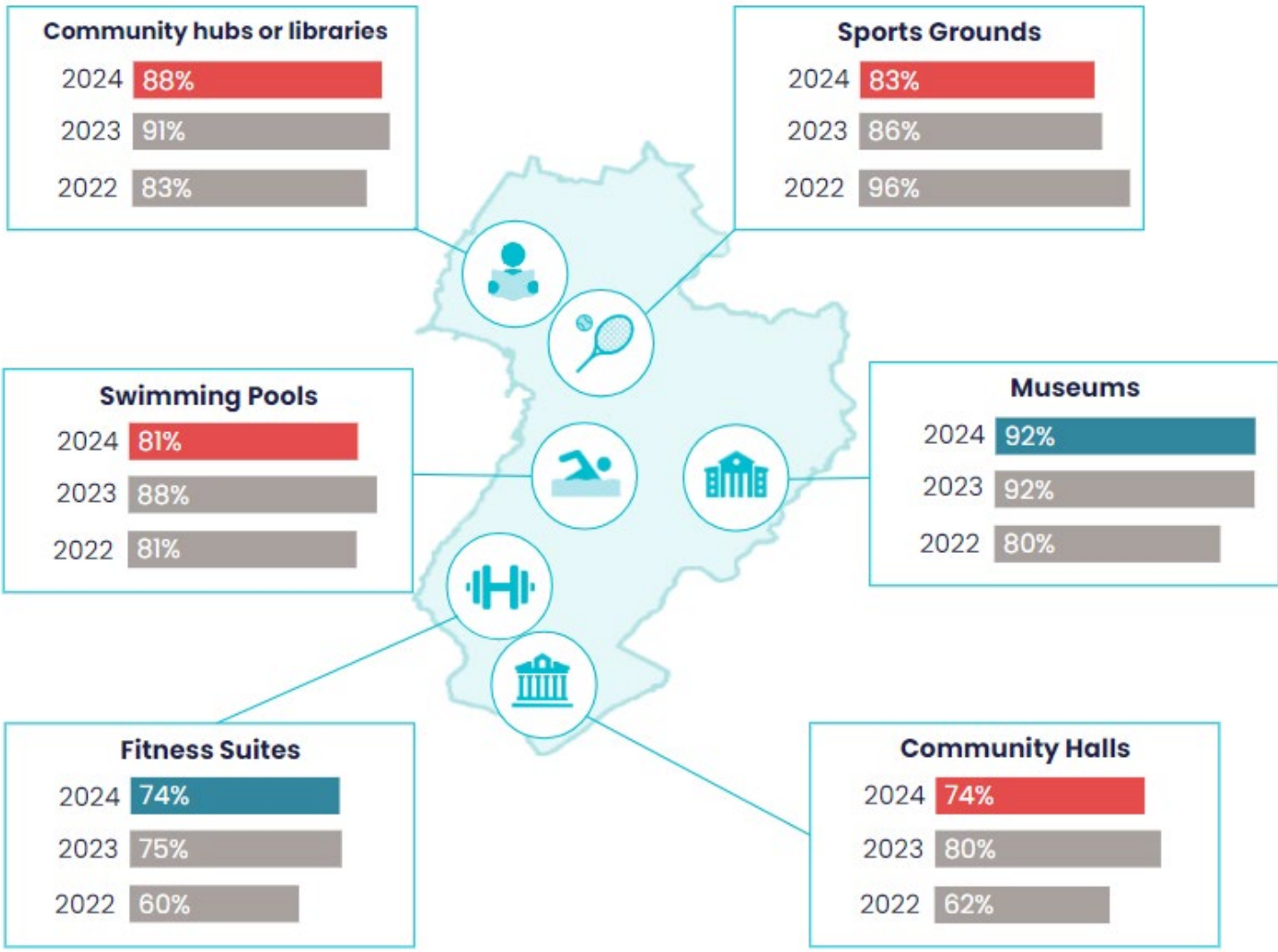


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Satisfaction with Council-Maintained Facilities

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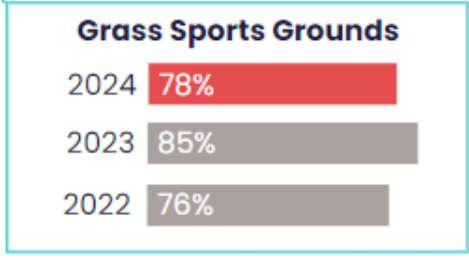
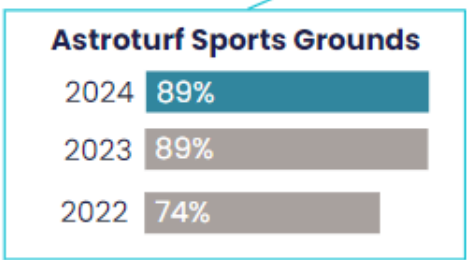
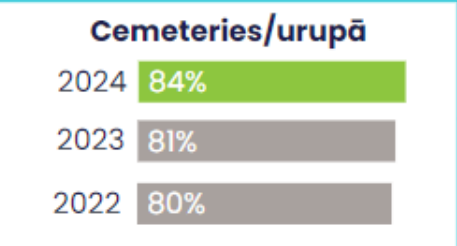
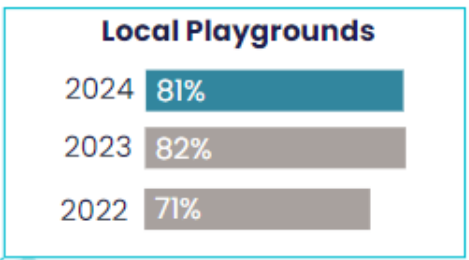
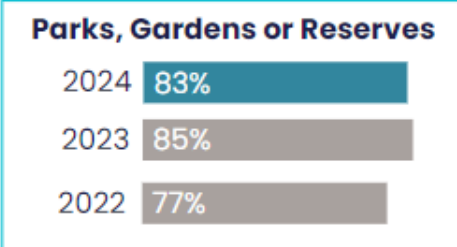


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Satisfaction with Council-Maintained Spaces

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- Council-Maintained Spaces**
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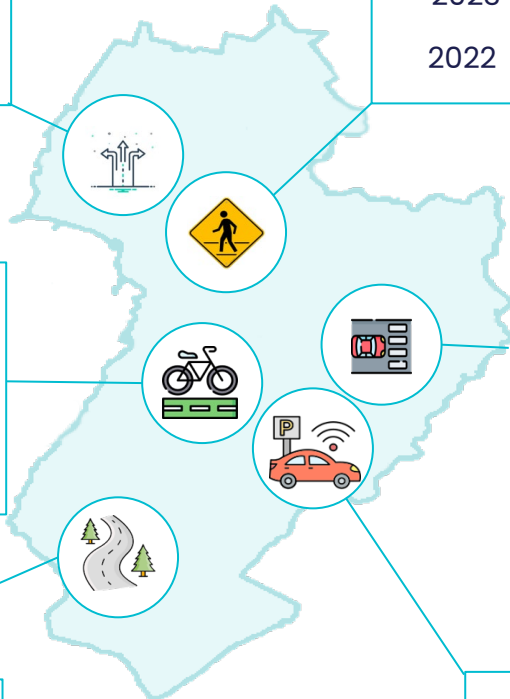
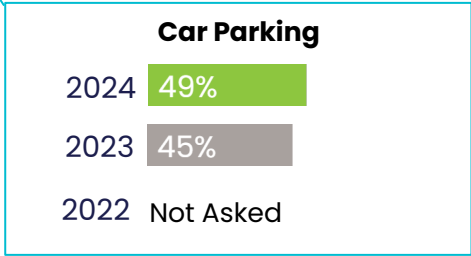
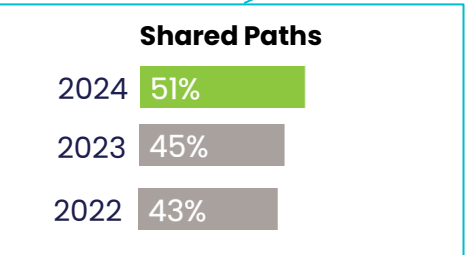
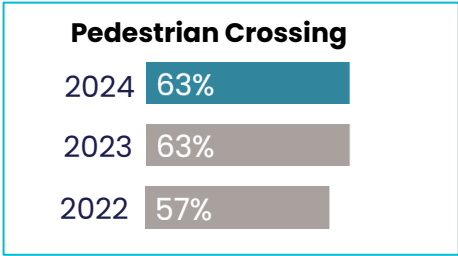
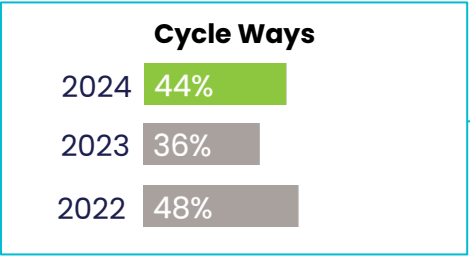
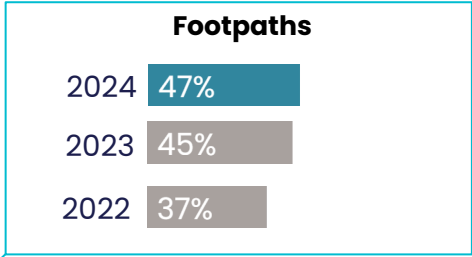
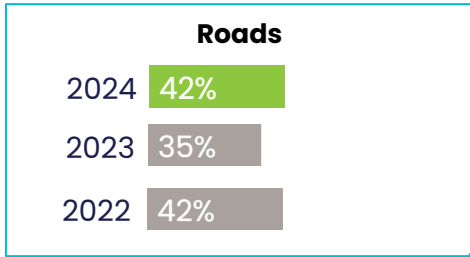


Satisfaction compared to 2022 & 2023 RSS results

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Satisfaction with Transport Infrastructure

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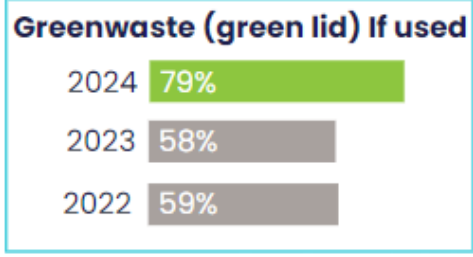
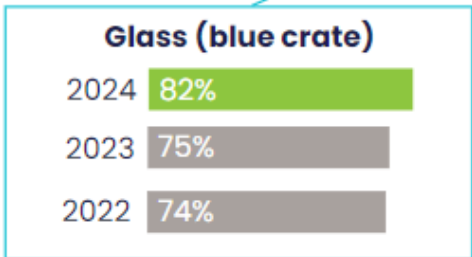
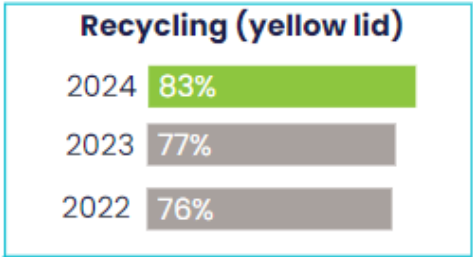
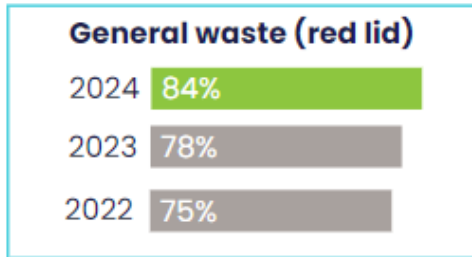


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Satisfaction with Kerbside Rubbish and Recycling

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- Kerbside Rubbish and Recycling**
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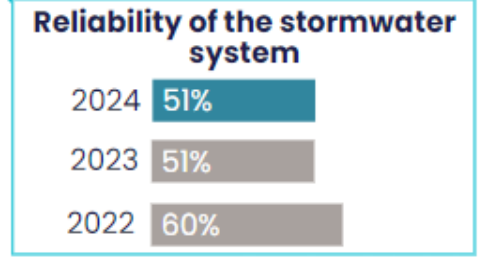
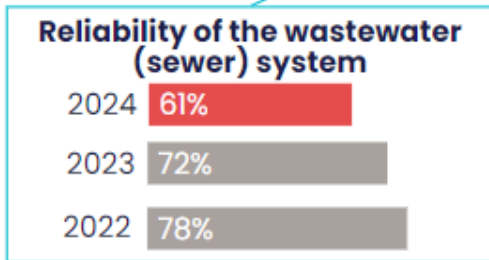
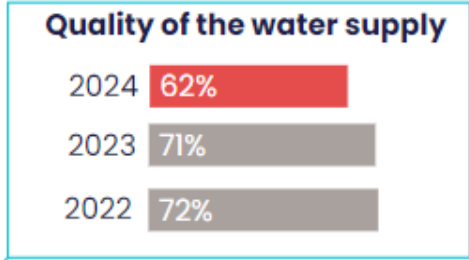
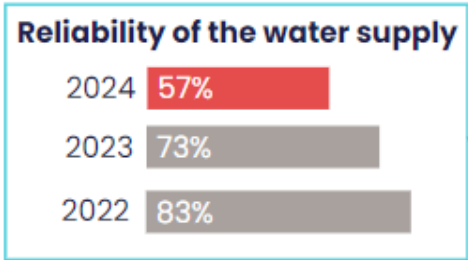


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Satisfaction with Three Waters Services

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Next steps

1. **August-September:** Will workshop detailed survey results with relevant teams (e.g. Transport, Comms, Engagement, Solid Waste), including resident’s suggestions for improvement.
2. **Late August/early September:** Publish a public facing report with an overview of survey results. We will email survey participants with link to report to close the engagement loop.
3. **October:** Early preparation for 2025 survey including critical reflections/lessons learned from 2024.

Questions?
