

2018 ALGIM Best Customer Experience Rankings

Rank 2018	Council
1	Great Lake Taupo District Council
2	Manawatu District Council
3	Nelson City Council
4	Hauraki District Council
5	New Plymouth District Council
6	Far North District Council
7	South Taranaki District Council
8	Tararua District Council
9	Stratford District Council
10	Timaru District Council
11	Ashburton District Council
12	Environment Southland
13	Whakatane District Council
14	Horowhenua District Council
15	Bay of Plenty Regional Council
16	Western Bay of Plenty District Council
17	Central Hawke's Bay District Council
18	Hurunui District Council
19	Kapiti Coast District Council
20	Christchurch City Council
21	Waitaki District Council
22	Whangarei District Council
23	Tauranga City Council
24	Napier City Council
25	Palmerston North City Council
26	Ruapehu District Council
27	Southland District Council
28	Waipa District Council
29	Gisborne District Council
30	Matamata-Piako District Council

Rank 2018	Council
31	Thames-Coromandel District Council
32	Otago Regional Council
33	Westland District Council
34	Marlborough District Council
35	Waikato District Council
36	Environment Canterbury
37	South Waikato District Council
38	Wellington City Council
39	Mackenzie District Council
40	Hastings District Council
41	Masterton District Council
42	Hutt City Council
43	Central Otago District Council
44	Tasman District Council
45	Upper Hutt City Council
46	Kaipara District Council
47	Rangitikei District Council
48	Dunedin City Council
49	Whanganui District Council
50	Porirua City Council
51	Northland Regional Council
52	Waitomo District Council
53	Buller District Council
54	Chatham Islands Council
55	Rotorua Lakes District Council
56	Kawerau District Council
57	Waikato Regional Council
58	Selwyn District Council
59	Invercargill City Council
60	Waimakariri District Council

Rank 2018	Council
61	Horizons Regional Council
62	Caterton District Council
63	Clutha District Council
64	Waimate District Council
65	Gore District Council
65	Otorohanga District Council
67	Wairoa District Council
68	Hamilton City Council
69	Greater Wellington Regional Council
70	Auckland Council
71	Queenstown Lakes District Council
72	Opotiki District Council
73	Taranaki Regional Council
74	South Wairarapa District Council
75	Grey District Council
76	West Coast Regional Council
77	Kaikoura District Council
78	Hawke's Bay Regional Council

Weightings for Ranking

- 17.00% **Responsiveness**
- 13.50% **Welcome**
- 23.00% **Conversation**
- 23.00% **Information/Knowledge**
- 13.50% **Closing**
- 10.00% **Time**



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