



2016 Resident Survey

Results Report

***Creating a better future with vibrant communities
and thriving business.***

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Executive Summary

Waitomo District Council (WDC) conducted the 2016 Resident Survey over a two week period, from Monday 2 May to Friday 13 May 2016.

Residents of the Waitomo District were provided with a survey delivered to their letterbox and were invited to provide their opinions on a wide range of services delivered by Council. Surveys were also made available at key locations.

The main goal of the 2016 Resident Survey was to report against 14 specific performance measures determined by Council for:

- Community Services
- Regulatory Services
- Solid Waste Management
- Emergency preparedness
- Council communications

Further, Section 78 of the Local Government Act 2002 requires Council to give consideration to community views and preferences in relation to its decision making.

The questionnaire was designed by WDC. A paper based method was used to conduct the survey, and this was supported by the option of completing the same survey online using *Survey Monkey*.

Rating Scale

Residents were asked to provide their opinion on the level of satisfaction with the services provided by WDC, using a five point rating scale:

1= Very Dissatisfied, 2= Dissatisfied, 3= Somewhat Satisfied, 4= Satisfied, 5= Very Satisfied.

Main reasons for dissatisfaction

Respondents who provided a dissatisfied or very dissatisfied rating were asked to tell us why, and were given the option to provide more than one response. Space was provided for further comment.

Summary of Results

Of the 14 questions asked that relate directly to key performance indicators set by the Long Term Plan 2015-2025, all were achieved. This is an excellent result for WDC.

The balance of the questions were made up of Roads and Footpaths, Water Supply, Sewerage - Treatment and disposal and Council's Overall Service Performance.

Council achieved very positive satisfaction rating in areas of financial management, efficiency, capability and competency, being approachable and interacting with the community; and for moving towards its vision for the Waitomo District.

The full questionnaire forms Appendix A to this report.

Background and Method

This section outlines the research approach taken, techniques used and processes followed for the resident survey.

A quantitative paper survey of Waitomo District residents was completed during May 2016. WDC estimated that it would take respondents 10 minutes to complete the survey. Surveys were distributed to letterboxes, Post office boxes, rural delivery addresses and the remaining copies were made available at the Visitor Information Centre, Library, WDC Customer Services counter and at the Mokau Museum and Gallery. Residents were given a two-week time frame to complete and submit their survey.

A total of **329 respondents** took part in the Resident Survey 2016 (2015:439).

The incentive prize draw was aimed at encouraging residents to contribute their opinions.

A total of 275 Residents provided their contact details and went into the draw to win one of five \$200 Te Kuiti New World grocery vouchers. Following completion of the survey, five names were drawn by the Group Manager Customer Services, and the winners were: M. Jones, D. Holbrook, L. Bell, L.A. Davies, G and M Churstain.

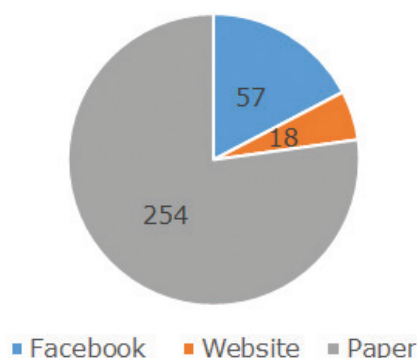
Sample Composition

This section outlines the final sample composition for those residents who responded.

Mode of Completion

254 Residents completed the paper survey.
75 Residents completed the survey online via the links made available on Council's website and facebook page.
(2015: 332 paper, 107 online.)

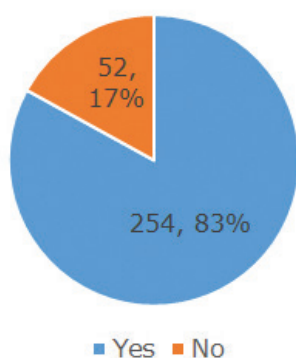
Mode of Completion



Property owner

Residents were asked whether or not they owned a property in the Waitomo District. Of the 306 people who answered the question, eighty-three per cent of the respondents (254) stated they own a property within the district while seventeen per cent (52) said they don't.
(2015: 298 stated they own a property within the district while 84 said they don't.)

Do you own a property in the Waitomo District?



Are you currently employed?

61% Yes



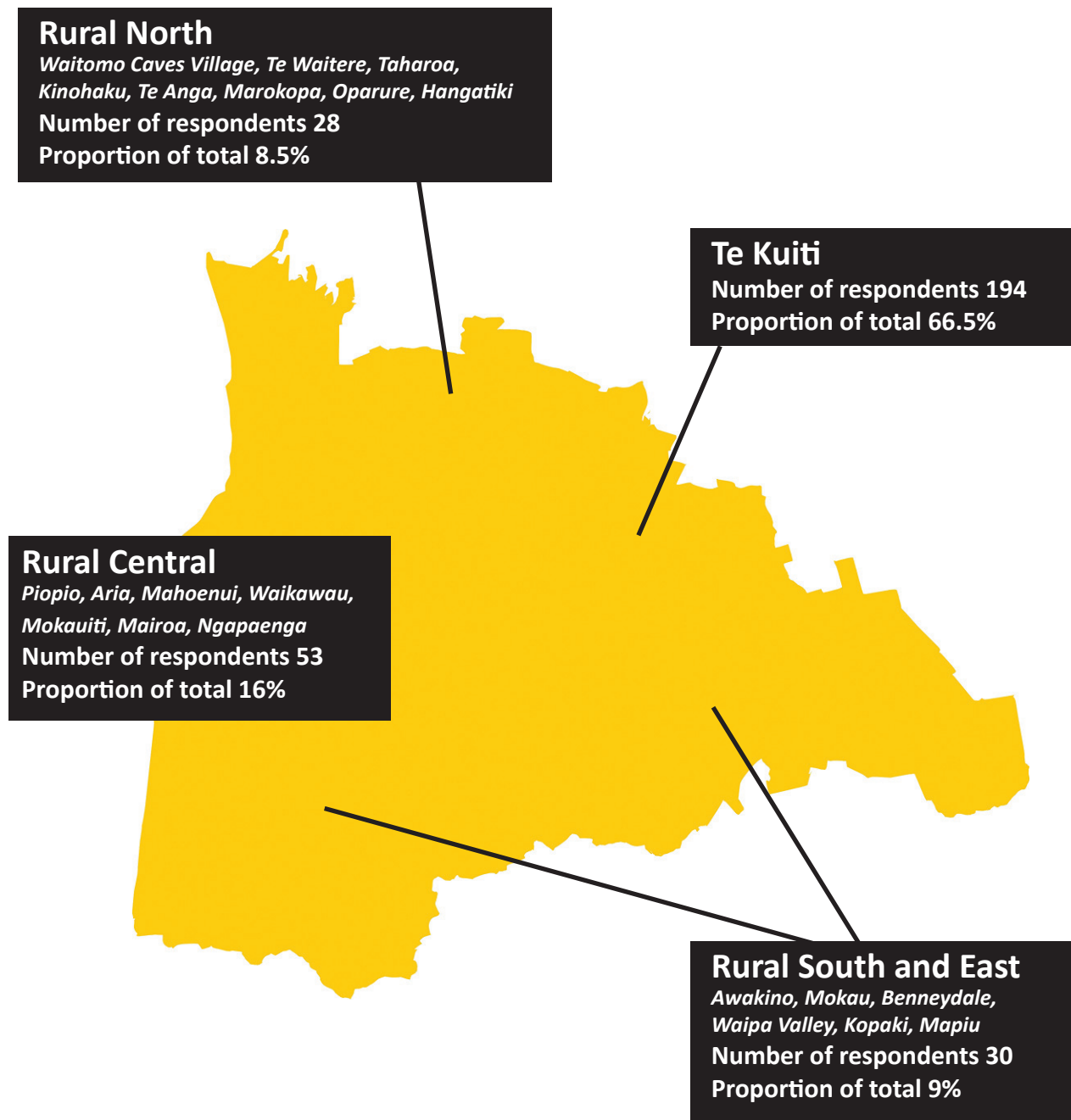
39% No

Which age bracket do you belong to?

	2016	2015
Under 18 years	0.33%	< 1%
18-39 years	16.01%	18%
40-59 years	30.72%	35%
60 and over	52.94%	46%

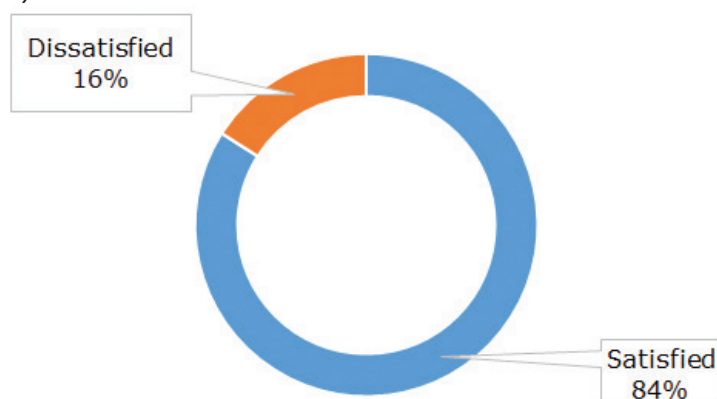
Sample Composition by Town/ Area

The map below compares the proportion of responses received from the towns/ areas within the Waitomo District. Te Kuiti once again made up the largest sample size.



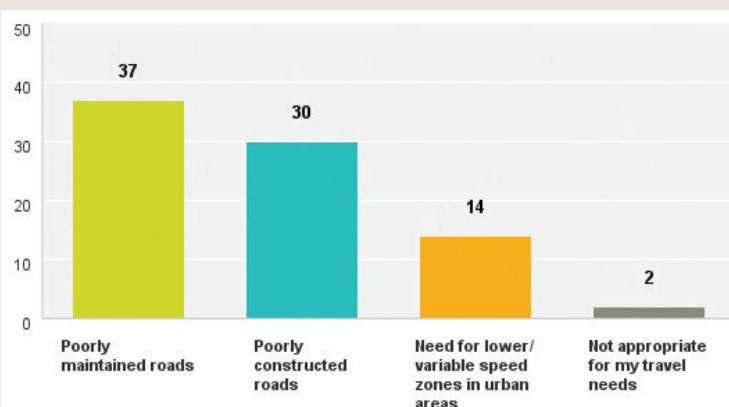
Section A: Roads and Footpaths

Residents were asked how satisfied they are with the **overall condition of the sealed roads** in the District. Of the 325 residents who provided a rating, eighty-four per cent (273) are satisfied and sixteen per cent (52) are dissatisfied. *This question was not asked in the 2015 Resident Survey.*



There is no
Performance
Target for this
activity

Main reasons for dissatisfaction with sealed roads:



63 residents provided a response. The main reasons given for dissatisfaction with the overall condition of the sealed roads was poorly maintained roads and poorly constructed roads.

Comments that relate to this service:

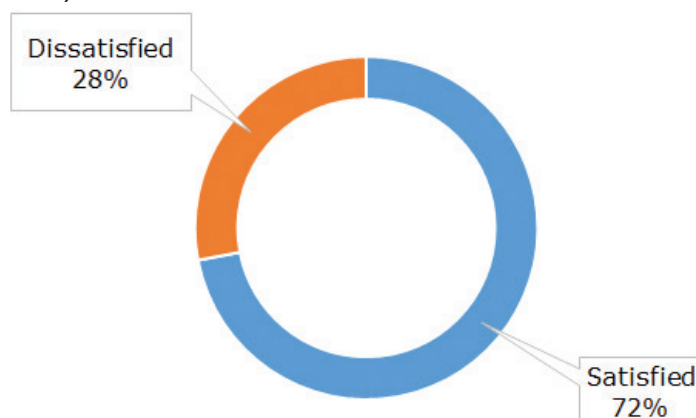
Road surface is bumpy/ uneven/ rough

Road works need to be re-done/ resealed often

More monitoring needed of speeding motorists in urban areas

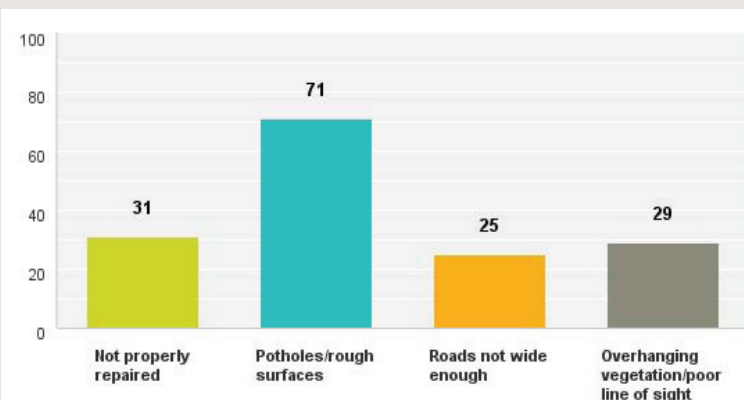
Access issues for elderly and disabled people

Residents were asked how satisfied they are with the **overall condition of the unsealed roads** in the District. Of the 305 residents who provided a rating, seventy-two per cent (220) are satisfied and twenty-eight per cent (85) are dissatisfied. *This question was not asked in the 2015 Resident Survey.*



There is no
Performance
Target for this
activity

Main reasons for dissatisfaction with unsealed roads:



88 residents provided a response. The main reasons given for dissatisfaction with the overall condition of the unsealed roads was potholes/ rough surfaces and not properly repaired.

Comments that relate to this service:

Corrugation of surface is a problem

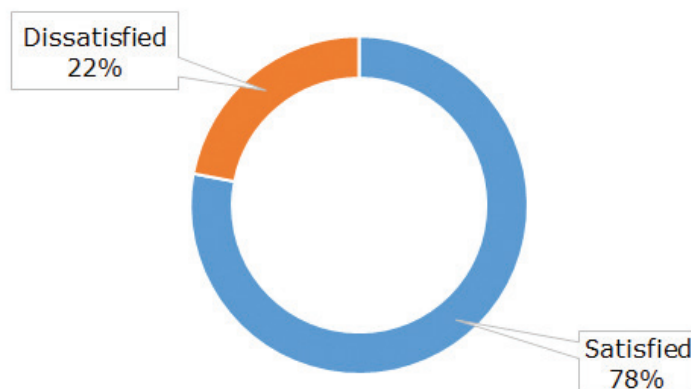
The grading/ maintenance is not undertaken often

Road needs to be sealed/ widened for safety

Overhanging trees and debris on road

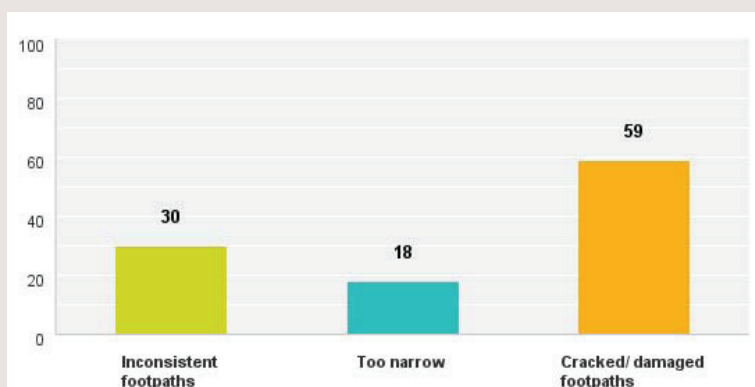
Section A: Roads and Footpaths

Residents were asked how satisfied they are that the **standard of the public footpaths are safe and accessible**. Of the 318 residents who provided a rating, seventy-eight per cent (248) are satisfied and twenty-two per cent (70) are dissatisfied. *This question was not asked in the 2015 Resident Survey.*



There is no
Performance
Target for this
activity

Main reasons for dissatisfaction with public footpaths:



74 residents provided a response. The main reasons given for dissatisfaction with the standard of the public footpaths was cracked/ damaged footpaths and inconsistent footpaths.

Comments that relate to this service:

Bikes and skateboards being ridden on footpaths

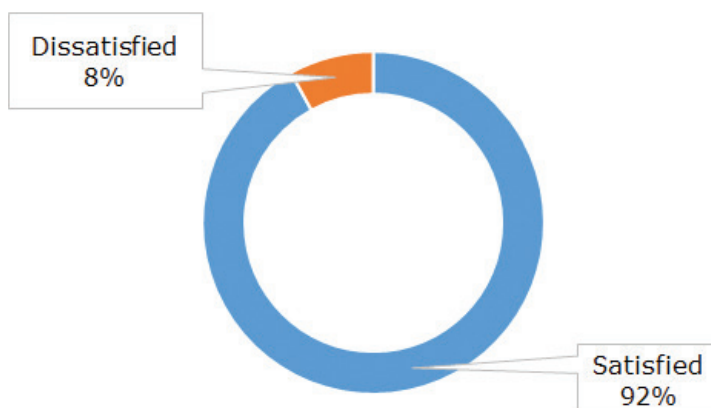
Cars parked on footpaths during day and night

Cobblestones uneven / trip hazard

Grass and vegetation overhanging footpath

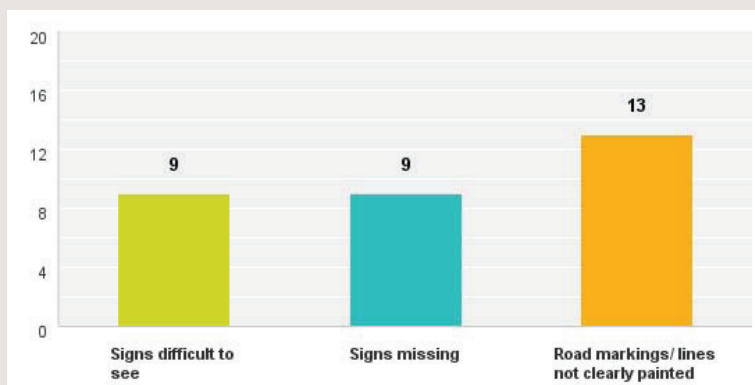
Access issues for elderly and disabled people

Residents were asked how satisfied they are that the **road signs and markings** are visible and assist road safety? Of the 318 residents who provided a rating, ninety-two per cent (294) are satisfied and eight per cent (24) are dissatisfied. *This question was not asked in the 2015 Resident Survey.*



There is no
Performance
Target for this
activity

Main reasons for dissatisfaction with road signs and markings:



23 residents provided a response. The main reasons given for dissatisfaction with the road signs and markings was that they are not clearly painted, that the signs are difficult to see and missing signs.

Comments that relate to this service:

Vegetation/ trees covering signs

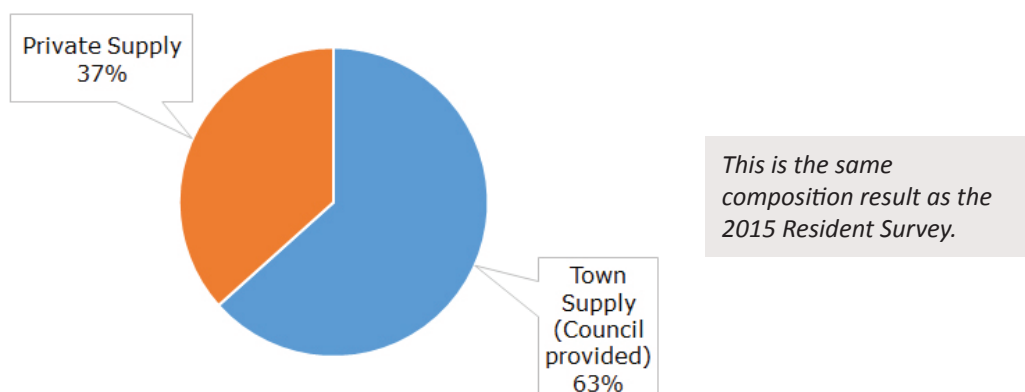
Obstacles block line of sight at intersection

White line markings not completed on street

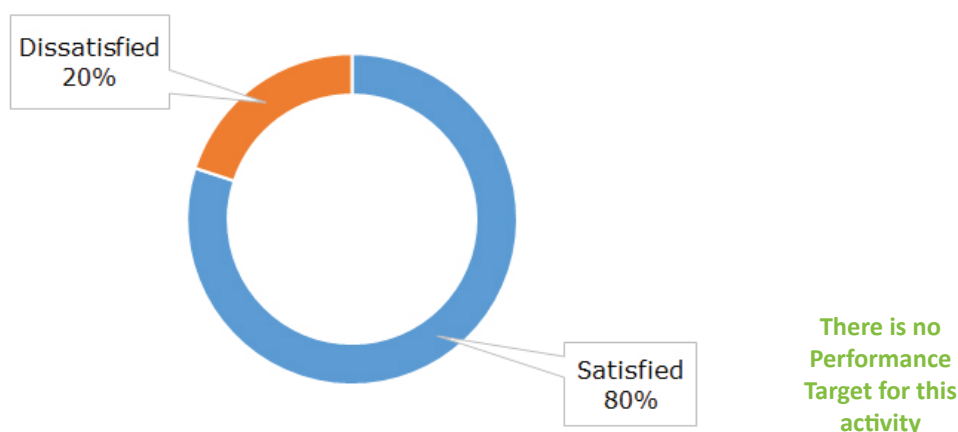
Road sign located in wrong place

Section A: Water Supply

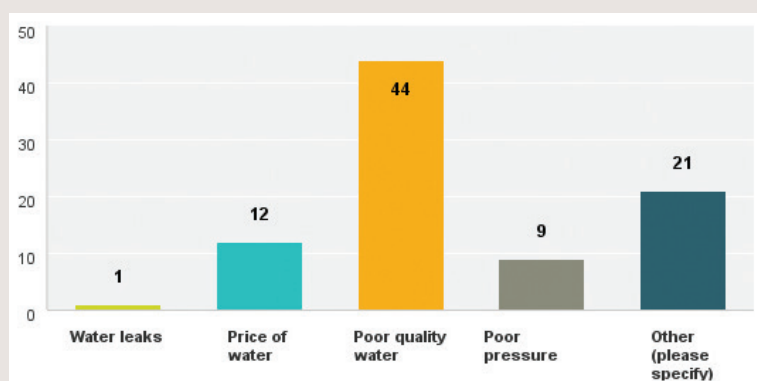
Residents were asked if they had a private water supply (i.e. roof water, natural spring or bore supply) or if they are connected to a Council provided supply. Of the 323 residents who provided a response, sixty-three per cent (206) are on the town water supply and thirty-seven per cent (119) are connected to a private water supply.



Residents were asked how satisfied they are with the **Council's provision of a Water Supply Service**. Of the 205 residents who provided a rating, eighty per cent (165) are satisfied and twenty per cent (40) are dissatisfied. *This question differs from that asked in the 2015 Resident Survey (reliability of the water supply service).*



Main reasons for dissatisfaction with the water supply service:



61 residents provided a response. The main reasons given for dissatisfaction with the provision of the water supply service was poor quality water and the price of water.

Comments that relate to this service:

Poor water pressure

Water is murky in colour

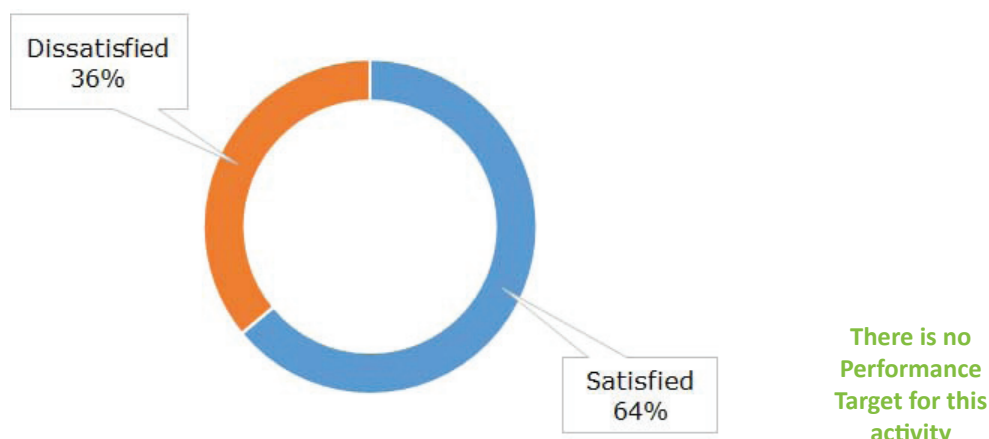
Generally bad taste during summer

Smells and tastes of chlorine

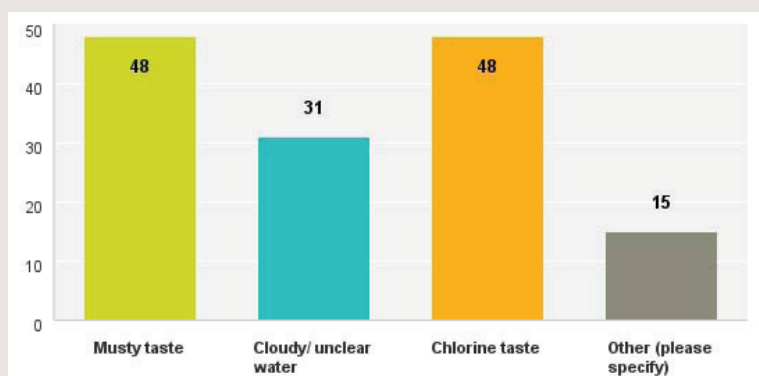
Water leaks

Section A: Water Supply

Residents were asked how satisfied they are with the **taste and appearance of the water provided through the supply**. Of the 203 residents who provided a rating, sixty-four per cent (130) are satisfied and thirty-six per cent (73) are dissatisfied. *This question differs from that asked in the 2015 Resident Survey (quality of the drinking water).*



Main reasons for dissatisfaction with the taste and appearance of water:



86 residents provided a response. The main reasons given for dissatisfaction with the taste and appearance of the water was musty taste, chlorine taste, and cloudy/unclear water.

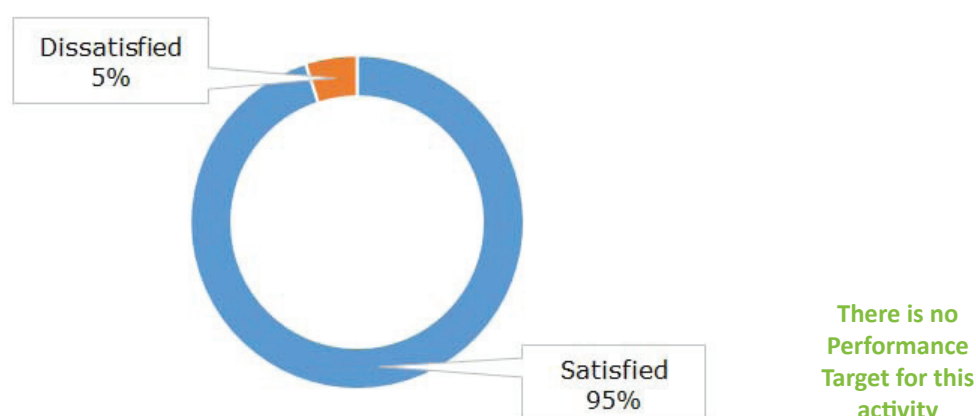
Comments that relate to this service:

Water from the tap tastes of dirt

Water from tap must be put through private filter or boiled before it is pleasant to drink

Taste of water is unpredictable

Residents were asked how satisfied they are with the **pressure and flow of the water supply**. Of the 196 residents who provided a rating, ninety-five per cent (187) are satisfied and five per cent (9) are dissatisfied. *This question was not asked in the 2015 Resident Survey.*



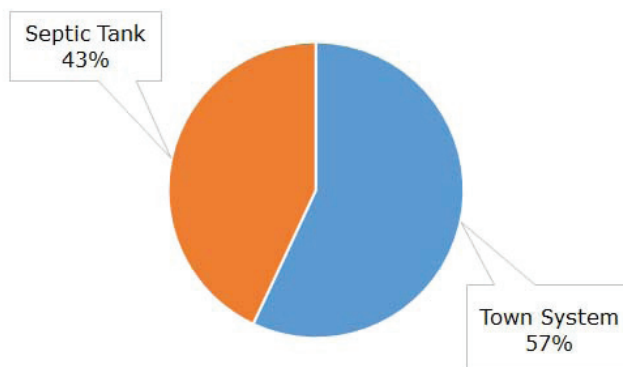
Main reason for dissatisfaction with the pressure and flow of the water supply:

Residents who provided a dissatisfaction rating were asked to tell us why in a sentence. 15 residents provided a response.

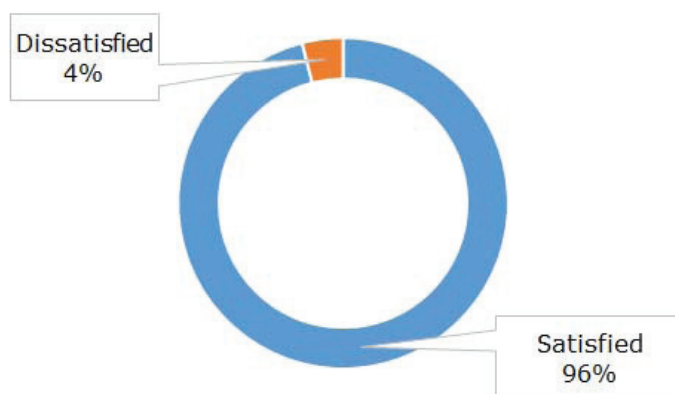
The majority of comments relate to the poor/slow water pressure or that the water pressure is inconsistent throughout the household. This was followed by comments relating to bad taste of water supply.

Section A: Sewerage - Treatment and Disposal

Residents were asked if they had a septic tank or if they were on a Council provided reticulation sewerage disposal system. Of the 326 residents who provided a response, fifty-seven per cent (185) are on the town (Council) system and forty-three per cent (141) are connected to a septic tank. *This was not measured in the 2015 Resident Survey.*

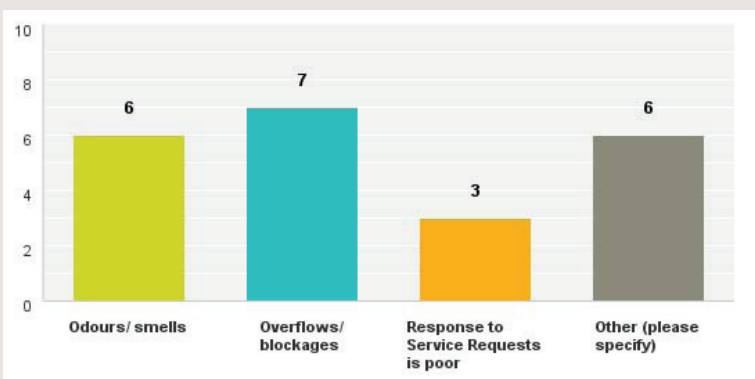


Residents were asked how satisfied they are with the **Council's overall provision of an adequate Sewerage treatment and disposal service for the community in which they live.** Of the 185 residents who provided a rating, ninety-six per cent (177) are satisfied and four per cent (8) are dissatisfied. *This question was not asked in the 2015 Resident Survey.*



There is no
Performance
Target for this
activity

Main reasons for dissatisfaction with the provision of Sewerage service to the community:



15 residents provided a response. The main reasons given for dissatisfaction with the provision of an adequate Sewerage service was overflows/blockages and odours/smells.

Comments that relate to this service:

Response to service requests is poor

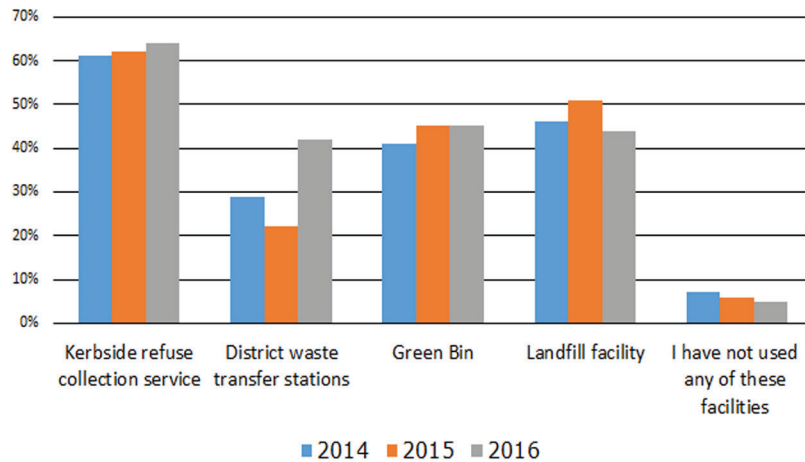
The cost of the service is high

Smells bad on occasion

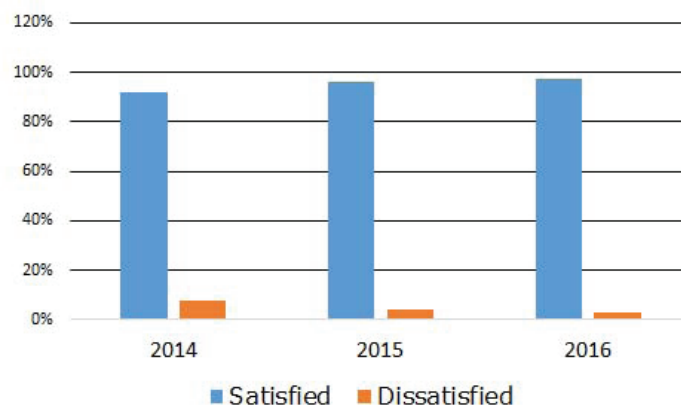
Overflows during periods of heavy rainfall

Section B: Refuse and Recycling

Residents were asked which Council provided refuse (rubbish) and recycling facilities they has used in the last 12 months. Of the 322 residents who provided a response, sixty-four per cent (207) has used the Kerbside Refuse Collection Service, followed by forty-five per cent (146) who had used the Green Bin for recycling. Forty-four per cent (143) had used the Landfill facility, forty-two per cent (134) had used district waste transfer stations and five per cent said they had not used any Council provided refuse and recycling facilities in the last 12 months. The following graph shows the comparison with previous years survey results.



Residents were asked how satisfied they are with the **safety of the Council's recycling facilities**. Of the 294 residents who provided a rating, ninety-seven per cent (285) are satisfied and three per cent (9) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.



This result exceeds the 2015/16 performance target of *seventy-five per cent of resident satisfaction with the safety of Council's recycling facilities*, and is a minor increase from the satisfaction rating given last year (96%).



Main reasons for dissatisfaction with the safety of the Council's recycling facilities:

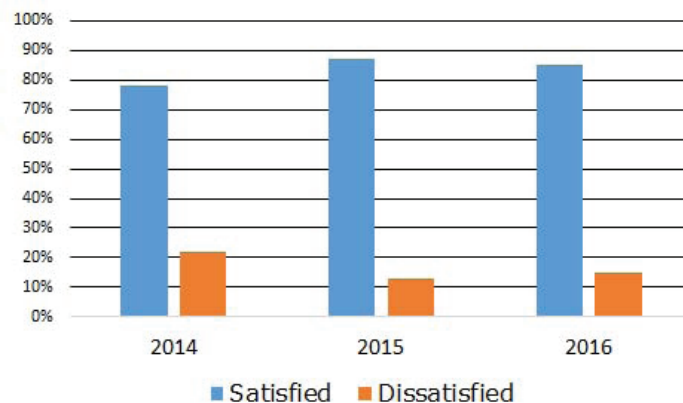
Residents who provided a dissatisfaction rating were asked to tell us why in a sentence. 14 residents provided a response.

The majority of comments relate to the need for more options for recycling i.e. wood, metal and other plastics.

Other comments relate to broken glass around the recycling bins, and the cost to dispose of rubbish at the Landfill.

Section B: Refuse and Recycling

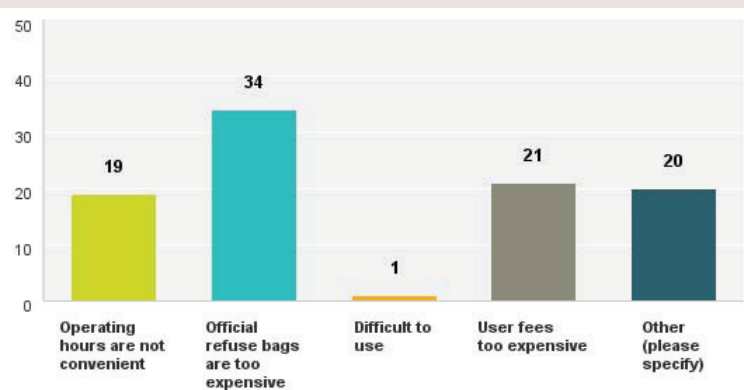
Residents were asked how satisfied they are with the **provision of waste transfer stations to the community**. Of the 258 residents who provided a rating, eighty-five per cent (220) are satisfied and fifteen per cent (38) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.



Performance target achieved

This result exceeds the 2015/16 performance target of *sixty per cent of resident satisfaction with the provision of waste transfer stations*, and is a minor decrease from the satisfaction rating given last year (87%).

Main reasons for dissatisfaction with the provision of waste transfer stations:



60 residents provided a response. The main reasons given for dissatisfaction with the provision of waste transfer stations was that the official refuse bags are too expensive and user fees are expensive.

Comments that relate to this service:

Operating hours are not convenient

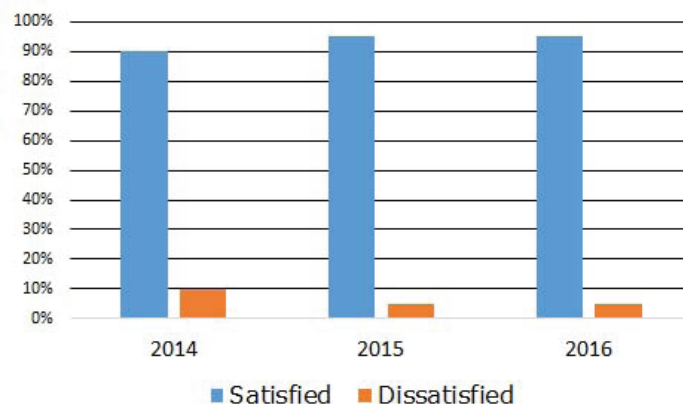
Location of facility does not suit/too far away

Doesn't accept all plastic types for recycling

More recycling of e-waste (TV's/computers)

Difficult to use

Residents were asked how satisfied they are with the **safety of rural waste transfer stations**. Of the 209 residents who provided a rating, ninety-five per cent (199) are satisfied and five per cent (10) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.

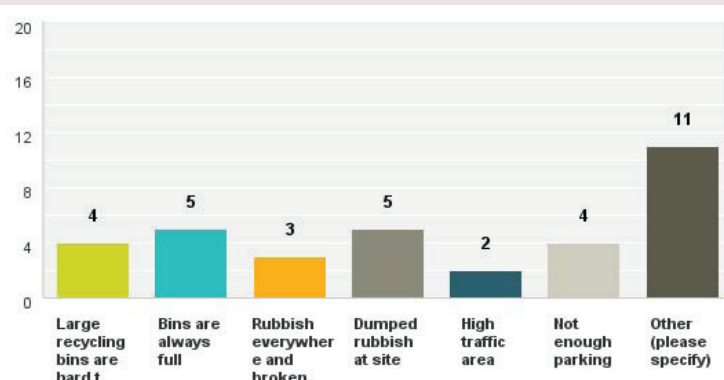


Performance target achieved

This result exceeds the 2015/16 performance target of *seventy per cent of resident satisfaction with the safety of rural waste transfer stations*, and is equal to the satisfaction rating given last year.

Section B: Refuse and Recycling

Main reasons for dissatisfaction with the safety of rural waste transfer stations:



20 residents provided a response. The main reasons given for dissatisfaction with the safety of waste transfer stations was that the bins are always full and there is dumped rubbish at site.

Comments that relate to this service:

Broken glass at site

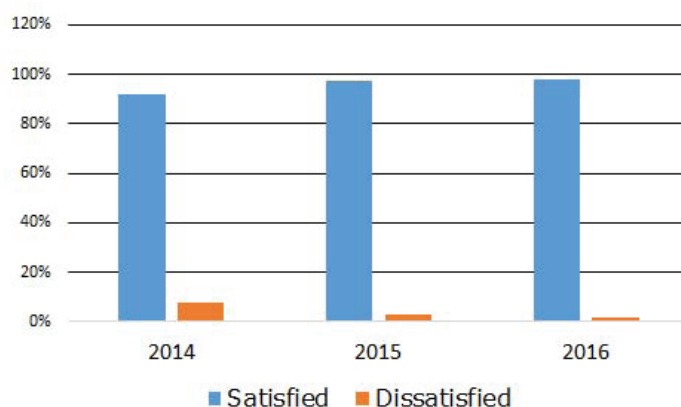
Untidy transfer station

More recycling options needed

Not enough parking

Large bins are hard to reach

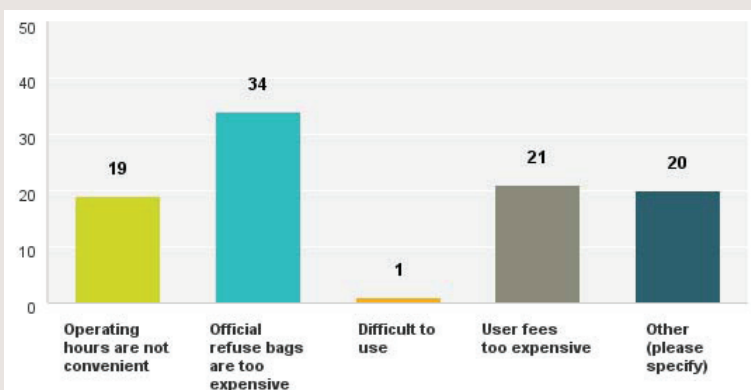
Residents were asked how satisfied they are with the **safety of the Waitomo District Landfill facility**. Of the 256 residents who provided a rating, ninety-eight per cent (252) are satisfied and two per cent (4) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.



Performance target achieved

This result exceeds the 2015/16 performance target of *seventy-five per cent of resident satisfaction with the safety of the Waitomo District Landfill*, and is a minor increase from the satisfaction rating given last year (97%).

Main reasons for dissatisfaction with the Landfill facility:



60 residents provided a response. The main reasons given for dissatisfaction with the provision of waste transfer stations was that the official refuse bags are too expensive and user fees are too expensive.

Comments that relate to this service:

More recycling options needed for other plastic types

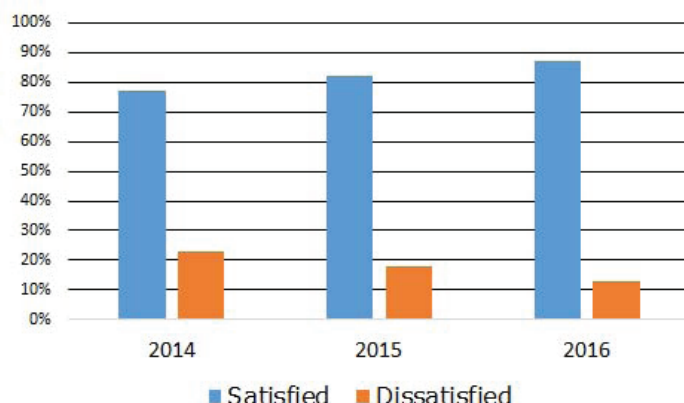
Operating hours are not suitable

Need for inorganic collection

Rubbish disposal cost is expensive

Section C: Community Services

Residents were asked how satisfied they are with the **quality of the parks and reserves**. Of the 305 residents who provided a rating, eighty-seven per cent (265) are satisfied and thirteen per cent (40) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.

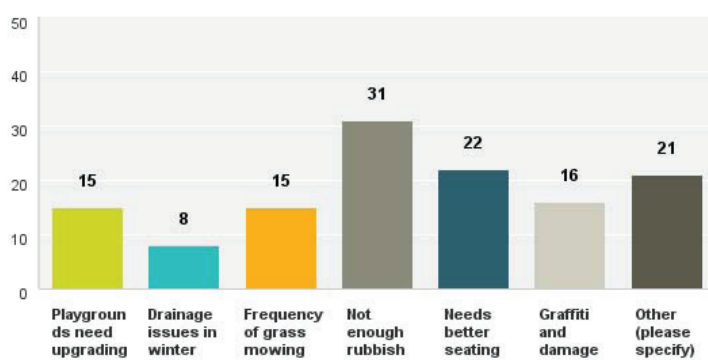


5%

Performance target achieved

This result exceeds the 2015/16 performance target of *greater than or equal to eighty per cent of resident satisfaction with the quality of the parks and reserves*, and is an increase from the satisfaction rating given last year (82%).

Main reasons for dissatisfaction with the quality of the parks and reserves:



72 residents provided a response. The main reasons given for dissatisfaction with the quality of the parks and reserves was that there are not enough rubbish bins and needs better seating or signage.

Comments that relate to this service:

Graffiti and damage

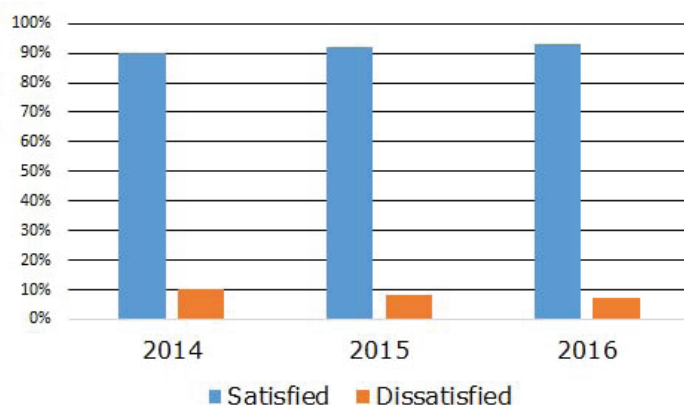
Playgrounds need upgrading

Camping on reserve/overnight

Frequency of grass mowing

Restrict vehicle access to reserves

Residents were asked how satisfied they are with the **quality of the library facilities and service provided at the Waitomo District Library**. Of the 292 residents who provided a rating, ninety-three per cent (271) are satisfied and seven per cent (21) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.



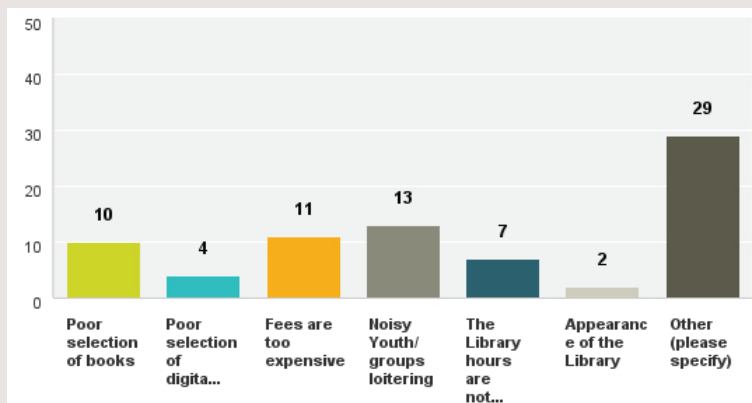
1%

Performance target achieved

This result exceeds the 2015/16 performance target of *greater than or equal to eighty-five per cent of resident satisfaction with the quality of the library facilities and service*, and is an increase from the satisfaction rating given last year (92%).

Section C: Community Services

Main reasons for dissatisfaction with the quality of the Library facilities and service:



44 residents provided a response. The main reasons given for dissatisfaction with the quality of the Library facilities and service was the noisy youth groups loitering and fees are too expensive.

Comments that relate to this service:

Poor selection of books

Poor selection of digital material

Operating hours are not convenient

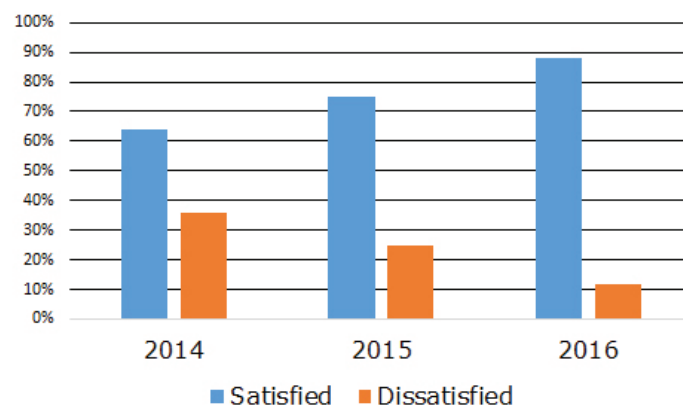
Appearance of the Library

Feedback on other services provided at the Library

Residents were asked if there were any **other services** that they would like to see provided at the Library.

44 residents provided a response that relates to this question. Comments vary in topic from the need for a better selection of books, more services and programmes that cater for children and toddlers, extending digital services (e-books) and access to computers and WiFi, improvements to the layout/atmosphere of the library and extending the opening hours.

Residents were asked how satisfied they are that the **pool facility (District Aquatic Centre) is of quality and meets the needs of residents**. Of the 234 residents who provided a rating, eighty-eight per cent (206) are satisfied and twelve per cent (28) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.

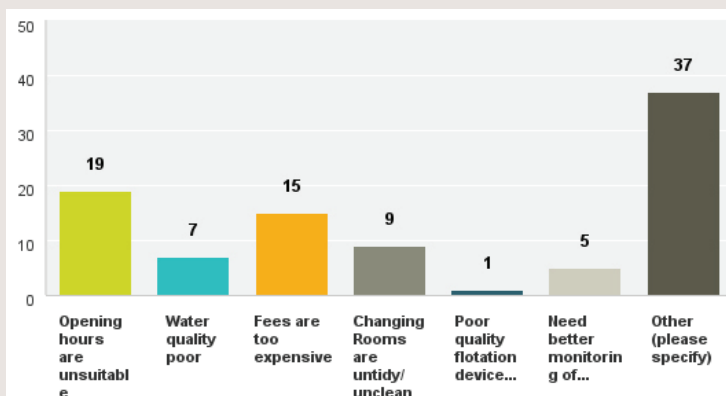


13%

Performance target achieved

This result exceeds the 2015/16 performance target of *greater than or equal to seventy per cent of resident satisfaction with the pool facility*, and is a significant increase from the satisfaction rating given last year (75%).

Main reasons for dissatisfaction with the pool facility:



57 residents provided a response. The main reasons given for dissatisfaction with the pool facility was that the opening hours are unsuitable and fees are too expensive.

Comments that relate to this service:

Pool needs more regular cleaning

Facilities need maintenance/cleaning

Better promotion of the facility

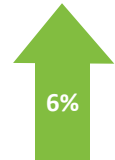
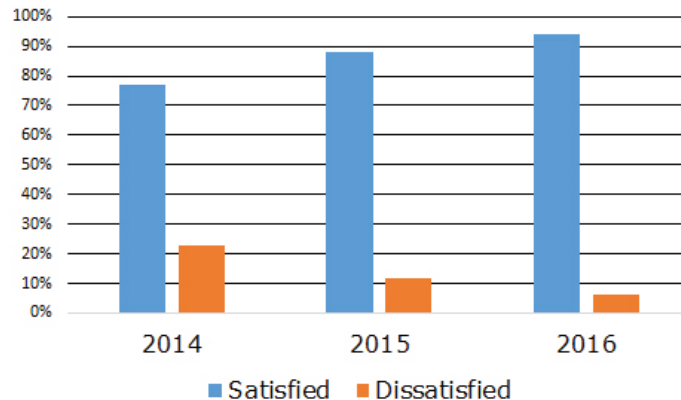
Need more classes and times available for adult fitness swimming

Section C: Community Service

Feedback on pool swimming programmes and services

Residents were asked if there was any comment that they would like to make about the pool swimming programmes and services. 41 residents provided a response that relates to this question. A majority of comments were very positive in regards to the management of the facility. A number of comments suggest that the opening hours are unsuitable, preference for a covered indoor pool open year-round, that school bookings limit general public access, and that the cost of swimming lessons and entry fee for spectators is too high.

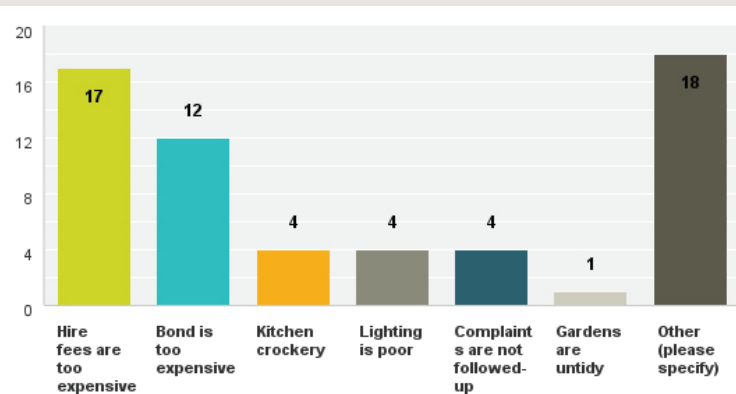
Residents were asked how satisfied they are with the **quality of arts and culture facilities** (Les Munro Centre) and **service**. Of the 273 residents who provided a rating, ninety-four per cent (257) are satisfied and six per cent (16) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.



Performance target achieved

This result exceeds the 2015/16 performance target of *greater than or equal to seventy-five per cent of resident satisfaction with the quality of arts and culture facilities and service*, and is a significant increase from the satisfaction rating given last year (88%).

Main reasons for dissatisfaction with the quality of arts and culture facilities and service:



33 residents provided a response. The main reasons given for dissatisfaction with the quality of arts and culture facilities and service was that the hire fees are too expensive and bond is too expensive.

Comments that relate to this service:

Toilet facilities need improvements

Sound/audio system in the facility is poor

Need for more planned community events held at the Centre

Feedback on ongoing renewal and refurbishment - Les Munro Centre

Residents were asked if there was any comment that they would like to make about the ongoing renewal and refurbishment of the Les Munro Centre.

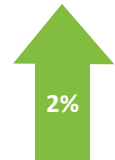
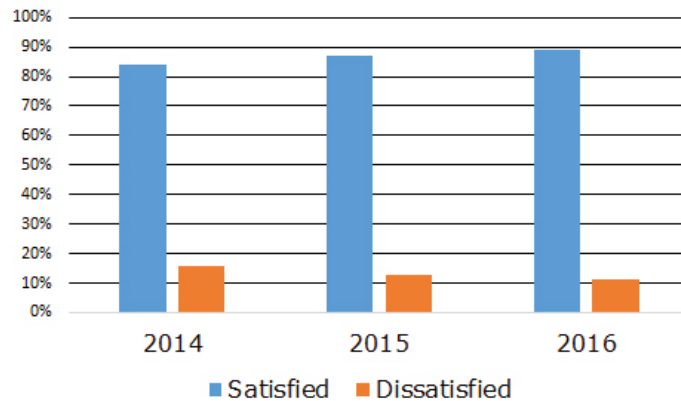
31 residents provided a response that relates to this question. The majority of comments were very positive in regards to the renewal/refurbishment work completed to date and recent renaming of the Centre in honour of Les Munro.

Other comments suggest that there is more that can be done to improve the quality and number of the toilet facilities, the quality of the sound/audio system, and the quantity and standard of the kitchen utilities.

Section C: Community Service

Residents were asked how satisfied they are with the **quality of public amenities (public toilets and cemeteries)**.

Of the 304 residents who provided a rating, eighty-nine per cent (271) are satisfied and eleven per cent (33) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.

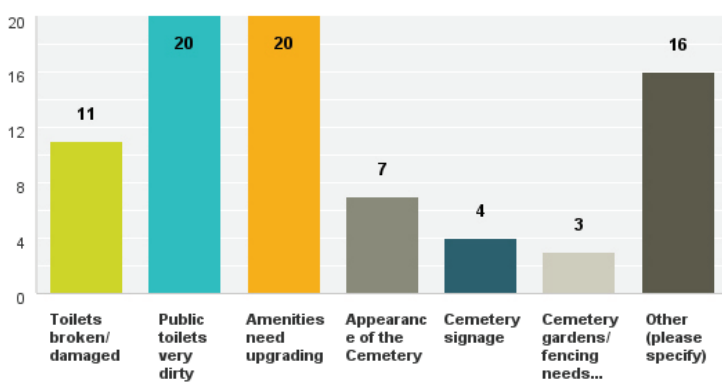


2%

Performance target achieved

This result exceeds the 2015/16 performance target of *greater than or equal to eighty-one per cent of resident satisfaction with the quality of public amenities*, and is a minor increase from the satisfaction rating given last year (87%).

Main reasons for dissatisfaction with the quality of public amenities:



44 residents provided a response. The main reasons given for dissatisfaction with the quality of public amenities was that the public toilets are very dirty and that the public amenities need upgrading.

Comments that relate to this service:

Toilets are broken/ damaged

After hours toilets are closed early

Appearance of the cemetery

Cemetery signage

Cemetery gardens/ fencing needs upgrading

Feedback on the public toilets and cemeteries

Residents were asked if there was any comment that they would like to make about the public toilets and cemeteries.

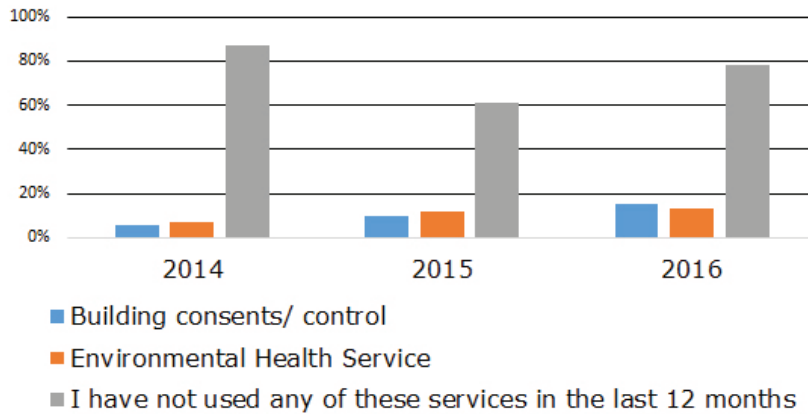
49 residents provided a response that relates to this question. A majority of comments suggest that the public toilet facilities require renewal work.

A number of comments are positive in regards to the maintenance of the cemeteries.

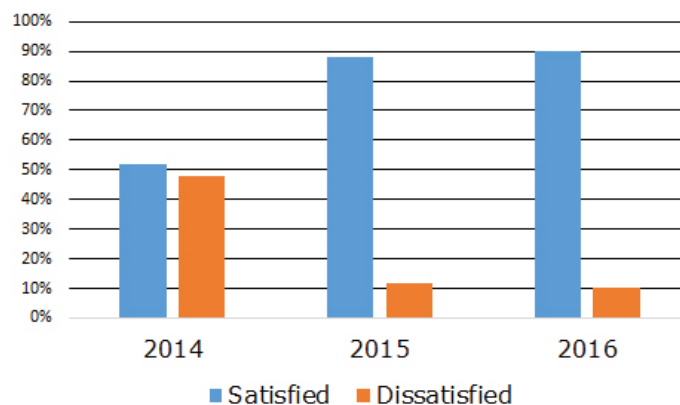
Other comments suggest that there is more that can be done to improve the standard of the cemeteries.

Section D: Regulatory Services

Residents were asked which Council provided regulatory services they had used in the last 12 months. Of the 329 residents who provided a response, fifteen per cent (50) has used the Building consent/control service, followed by thirteen per cent (44) who had used the Environmental Health Service. Seventy-eight per cent (257) **had not** used any of these services in the last 12 months. The following graph shows the comparison with previous years survey results. Note: A number of people who responded that they had not used any of these services in the last twelve months, provided a satisfaction rating for that service.



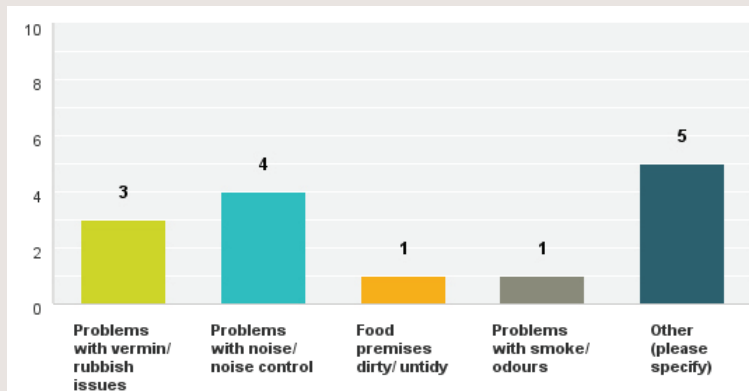
Residents were asked how satisfied they are with the **provision of an effective Environmental Health Service for the community**. Of the 60 residents who provided a rating, ninety per cent (54) are satisfied and ten per cent (6) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.



This result exceeds the 2015/16 performance target of *greater than fifty per cent of resident satisfaction with the provision of an effective Environmental Health Service*, and is a minor increase from the satisfaction rating given last year (88%).

2%
Performance target achieved

Main reasons for dissatisfaction with the Environmental Health Service:



11 residents provided a response. The main reasons given for dissatisfaction with the Environmental Health Service was problems with noise and noise control and problems with vermin/rubbish.

Comments that relate to this service:

Food premises dirty/untidy

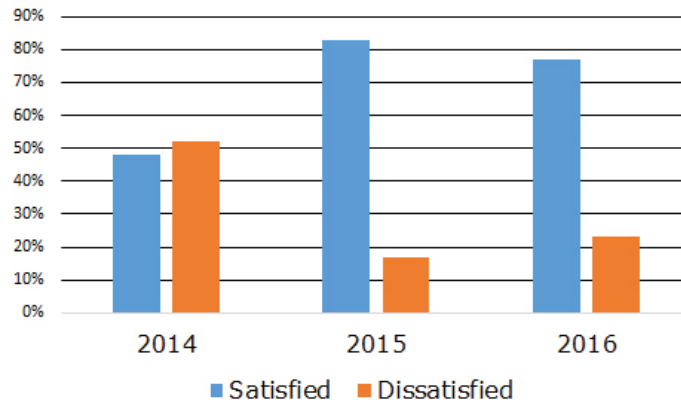
Problems with smoke/odours

Shop fronts/vacant premises need to be tidied up

Too many takeaway food outlets

Section D: Regulatory Services

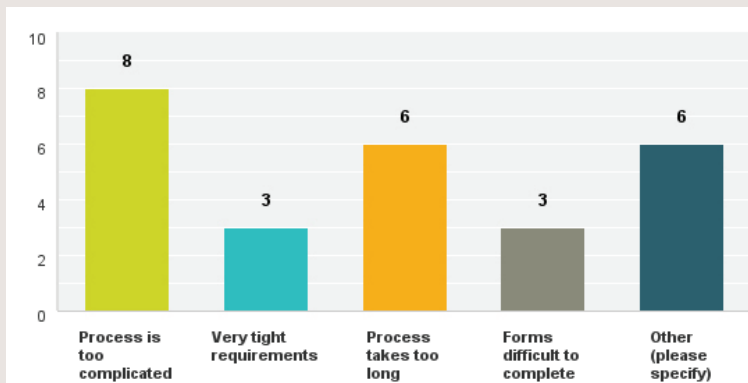
Residents were asked how satisfied they are with the **provision of an effective Building Control Service for the community**. Of the 53 residents who provided a rating, seventy-seven per cent (41) are satisfied and twenty-three per cent (12) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.



Performance target achieved

This result exceeds the 2015/16 performance target of *greater than fifty per cent of resident satisfaction with the provision of an effective Building Control Service*, but is a minor decrease from the satisfaction rating given last year (82%).

Main reasons for dissatisfaction with the Building Control Service:



13 residents provided a response. The main reasons given for dissatisfaction with the Building Control Service was that the process is too complicated, and that the process takes too long.

Comments that relate to this service:

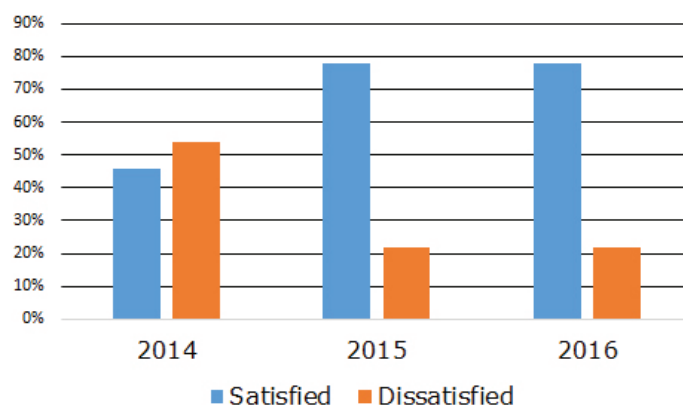
Poor level of assistance and advice

Conflicting advice/inaccurate information given

Very tight requirements

Forms difficult to complete

Residents were asked how satisfied they are with the **provision of an effective Animal Control Service**. Of the 292 residents who provided a rating, seventy-eight per cent (228) are satisfied and twenty-two per cent (64) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.



This year more residents provided a survey rating for Animal Control Service (2015:123)

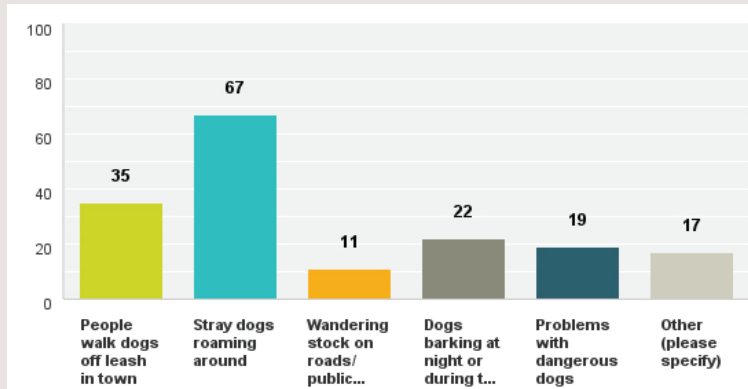


Performance target achieved

This result exceeds the 2015/16 performance target of *greater than or equal two fifty per cent of resident satisfaction with the provision of an effective Animal Control Service*, and is equal to the satisfaction rating given last year.

Section D: Regulatory Services

Main reasons for dissatisfaction with the Animal Control Service:



90 residents provided a response. The main reasons given for dissatisfaction with the Animal Control Service was stray dogs roaming around and people that walk their dog off leash in town.

Comments that relate to this service:

Movement of stock on roads; wandering stock, effluent nuisance.

Dogs causing a nuisance (barking) at night or during the day

Dogs fouling

Problems with dangerous dogs

Feedback on Animal Control Service

Residents were asked if there was any comment that they would like to make about the Animal Control Service.

60 residents provided further comment. Not all comments relate to this question.

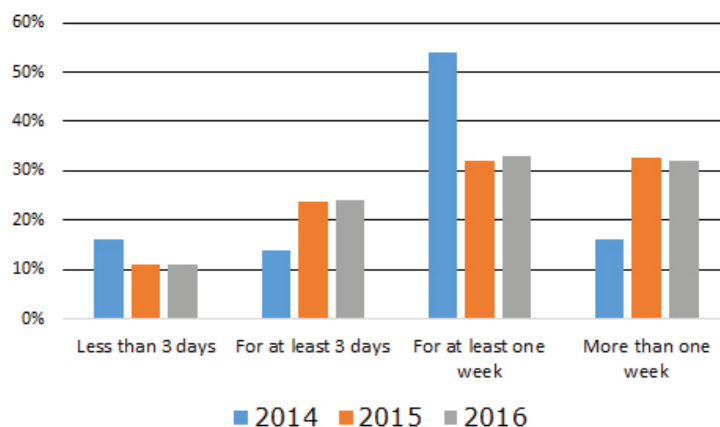
A number of comments were very positive in regards to the service provided to the community.

Other comments suggest that stray dogs roaming (and fouling) on public and private property is causing a nuisance.

The movement of stock (and stock wandering) on roads was also mentioned as a concern.

Section E: Emergency Management

Residents were asked how long their household could **survive unaided** (without outside assistance) in the event of a natural disaster. Of the 303 residents who provided a rating eighty-nine per cent understand the need to plan for the ability to survive on their own for three days if there was an emergency event. This comprises of twenty-four per cent (72) who feel they would be able to survive for at least three days, thirty-three per cent for at least one week (102), and thirty-two per cent for more than one week (97). Ten per cent of residents feel they could survive for less than three days. The following graph shows the satisfaction trend with previous years survey results.

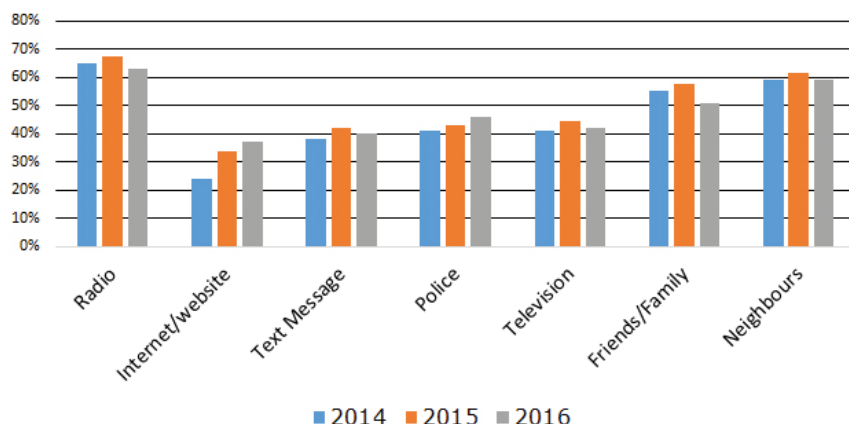


This result exceeds the 2015/16 performance target of *greater than or equal to forty-two per cent of residents understand the need to plan for the ability to survive on their own for 3 days if there was an emergency event*. This is a decrease in the satisfaction rating given last year (90%).

Performance target achieved

Section E: Emergency Management

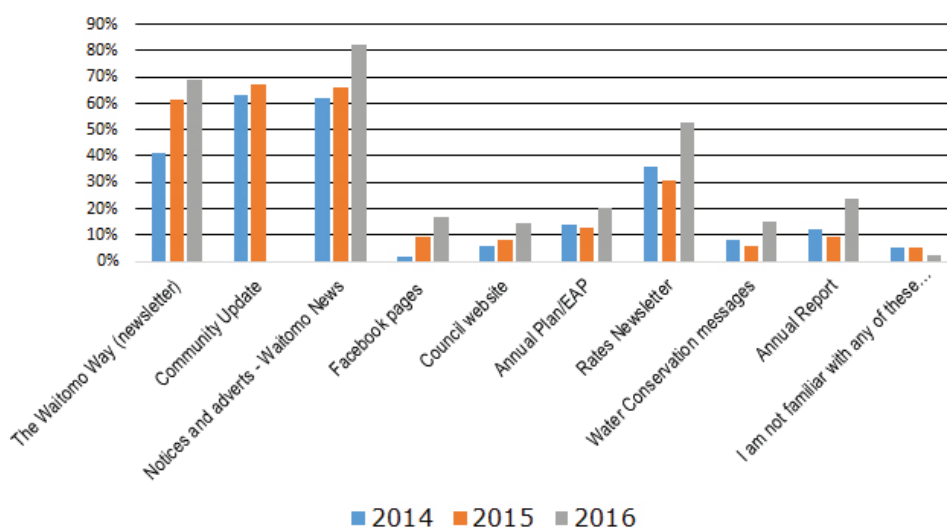
Radio was once again the most expected form of **emergency communication** with sixty-three per cent (191) of residents stating this is how they would expect to be contacted. Fifty-nine per cent of residents expect to hear from their neighbours (179), fifty-one per cent via friends/family (155) and forty-six per cent (140) expect to hear from the Police in the case of an event.



Fire Brigade/fire alarm, Land line, Mobile phone and Civil Defence response staff were also commented on as an expected form of emergency communication

Section F: Useful and Effective Communications

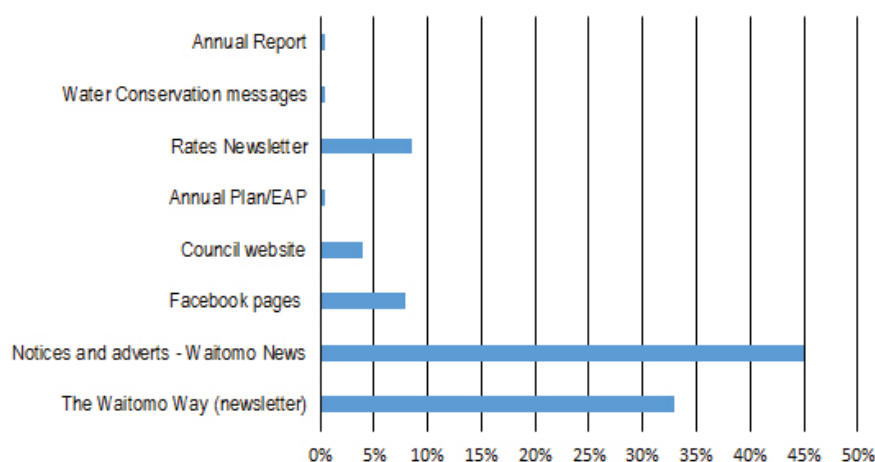
Residents were asked which Council communications methods they had used or read. Of the 312 residents who provided a response, eighty-two per cent (256) read the notices and adverts published in the Waitomo News (2015:66%), sixty-nine per cent (216) read the Waitomo Way (2015:62%) and fifty-three per cent (165) read the Rates Newsletter (2015:31%). The following graph shows the comparison with previous years survey results.



The Community Update (advert) was combined with Notices and Adverts for the 2016 Survey.

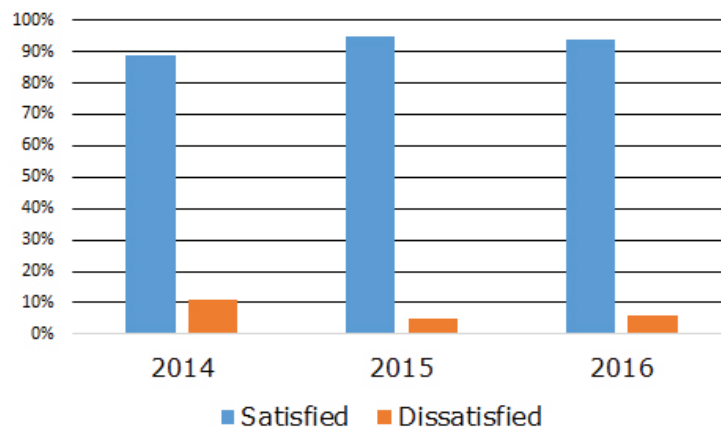
Overall there is an increase in awareness of Council Communications.

Residents were asked what was their preferred method of receiving Council information. Of the 200 residents who provided a response, forty-five per cent (90) prefer notices and adverts published in the Waitomo News, thirty-three per cent prefer the Waitomo Way (66). This question was not asked in the 2015 Survey.



Section F: Useful and Effective Communications

Residents were asked how satisfied they are with the **usefulness and effectiveness of the Council communications**. Of the 301 residents who provided a rating, ninety-four per cent (282) are satisfied and six per cent (19) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.



**Performance
target achieved**

This result exceeds the 2015/16 performance target of *greater than or equal to sixty per cent of resident satisfaction with the usefulness and effectiveness of the Council communications*, but is a decrease from the satisfaction rating given last year (96%).

Main reasons for dissatisfaction with Council Communications

Residents who provided a dissatisfaction rating were asked to tell us why in a sentence. 31 residents provided a response to this question. Not all comments relate to this question.

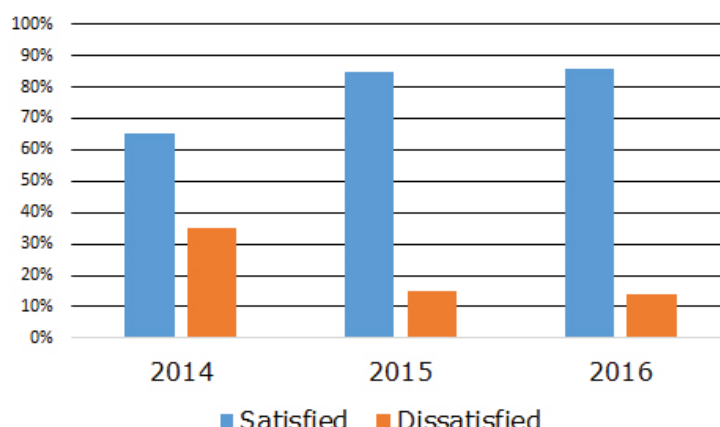
A number of comments showed a preference for printed or hard-copy Council communications.

Several comments were in regard to a lack of communication (or response to) Customer service requests/complaints.

Some comments suggested that more information can be provided about major roadworks and traffic delays, more information could be provided via email and facebook, and other comments were positive in regards to Council Communications.

Section G: Council's Overall Service Performance

Residents were asked how satisfied they are with **Council's financial management**. Of the 306 residents who provided a rating, eighty-six per cent (262) are satisfied and fourteen per cent (44) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.



=
This is equal to the 2015 result of 86%.

There is no Performance Target for this activity

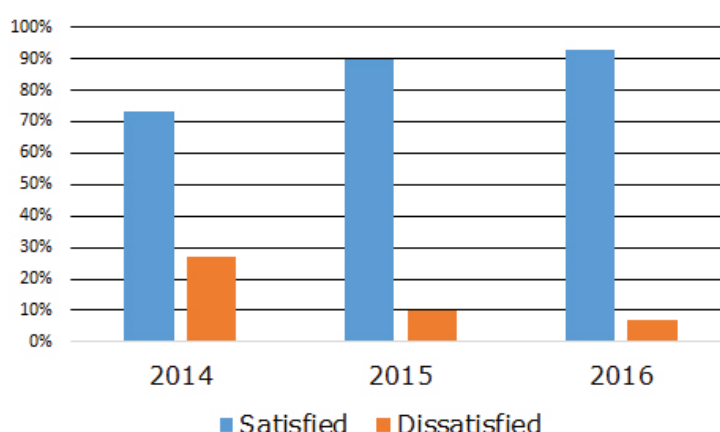
Main reasons for dissatisfaction with Council's Financial Management

Residents who provided a dissatisfaction rating were asked to tell us why in a sentence. 48 residents provided a response to this question. Not all comments relate to this question.

The majority of comments state that the rates are high, and that the level of public debt is high.

Other comments relate to the allocation of funds to activity areas, and a number of positive comments were made in regards to Council's financial management.

Residents were asked how satisfied they are with **Council's efficiency - doing things well with the resource and funding available**. Of the 301 residents who provided a rating, ninety-three per cent (281) are satisfied and seven per cent (20) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.



↑ 3%
This is an increase on the 2015 result of 90%.

There is no Performance Target for this activity

Main reasons for dissatisfaction with Council's Efficiency

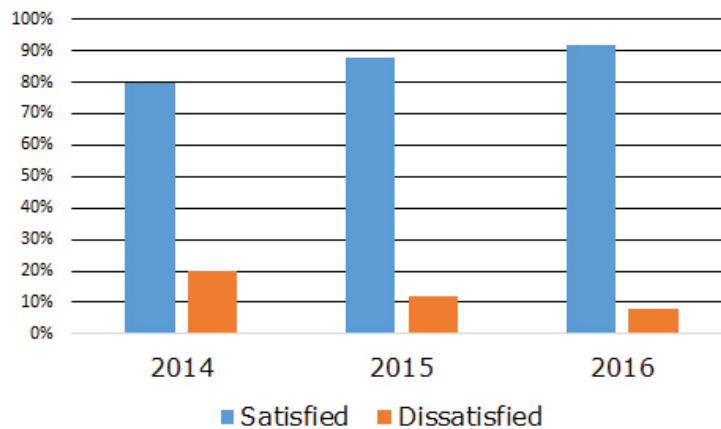
Residents who provided a dissatisfaction rating were asked to tell us why in a sentence. 16 residents provided further comment. Not all comments relate to this question.

The majority of comments state that the rates requirement is high. A number of comments relate to poor road maintenance. The level of public debt, incorrect allocation of funds and the length of time it takes to get things done were also mentioned in the comments.

Several comments were positive in regards to Council's efficiency.

Section G: Council's Overall Service Performance

Residents were asked how satisfied they are that **Council is capable and competent - doing things the right way and using sound judgement to make decisions.** Of the 300 residents who provided a rating, ninety-two per cent (275) are satisfied and eight per cent (25) are dissatisfied. The following graph shows the satisfaction trend with previous year's survey results.



4%

This is an increase on the 2015 result of 88%.

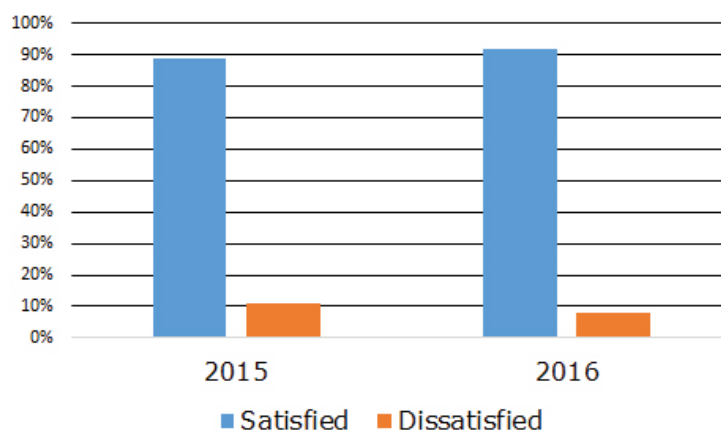
There is no Performance Target for this activity

Main reasons for dissatisfaction with Council's capability and competency

Residents who provided a dissatisfaction rating were asked to tell us why in a sentence. 23 residents provided a response to this question. Not all comments relate to this question.

A majority of comments state that the rates requirement is high. A number of comments were in regard to the level of public debt being high, and that Council makes poor decisions.

Residents were asked how satisfied they are that **Councillors (Elected Members) are approachable and interact with the community.** Of the 302 residents who provided a rating, ninety-two per cent (275) are satisfied and eight per cent (25) are dissatisfied. The following graph shows the satisfaction trend with last year's survey results.



3%

This is an increase on the 2015 result of 89%.

There is no Performance Target for this activity

Main reasons for dissatisfaction with the interaction of the Elected Members

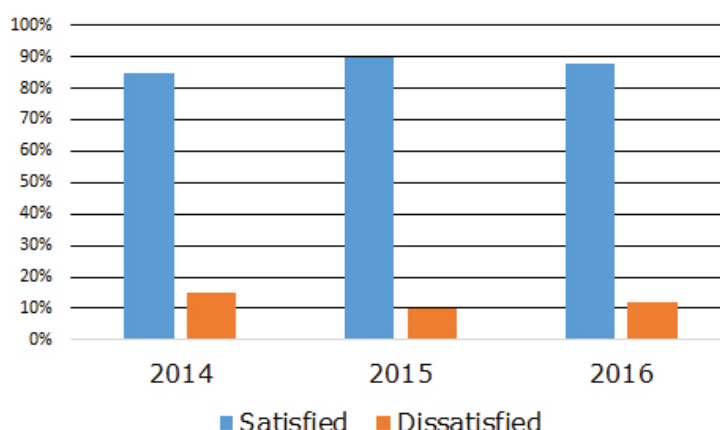
Residents who provided a dissatisfaction rating were asked to tell us why in a sentence. 26 residents provided a response to this question. Not all comments relate to this question.

A majority of comments suggest a general lack of awareness of who the Councillors are.

However, a number of comments were positive in regards to the interaction of the Elected Members and that they are approachable.

Section G: Council's Overall Service Performance

Residents were asked how satisfied they are that **Council is assisting in the creation of 'vibrant communities and thriving business'**. Of the 299 residents who provided a rating, eighty-eight per cent (263) are satisfied and twelve per cent (36) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.



This is a minor decrease on the 2015 result of 90%.

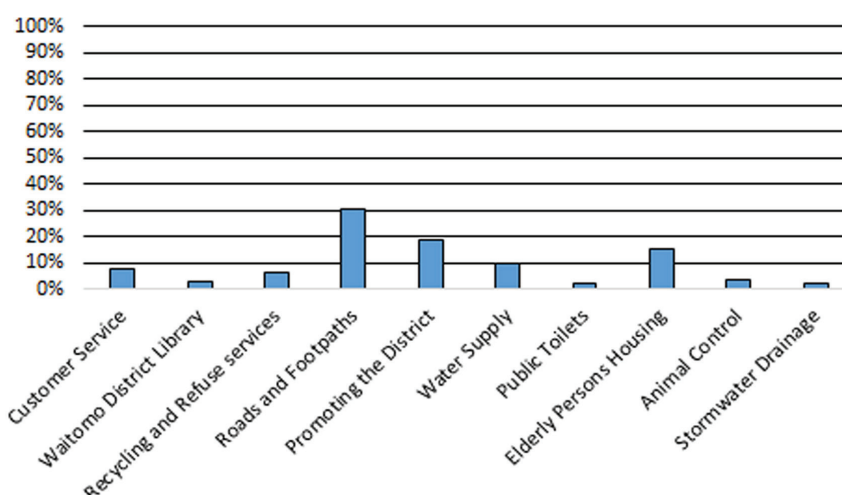
There is no Performance Target for this activity

Main reasons for dissatisfaction with the creation of vibrant communities and thriving business

Residents who provided a dissatisfaction rating were asked to tell us why in a sentence. 35 residents provided a response to this question. Not all comments relate to this question.

The majority of comments suggest that more can be done to support local business and business development.

Residents provided comments on the **Council provided service that is considered the most important to improve on over the next 12 months**. Of the 263 residents who provided a rating, thirty per cent (80) stated that Roads and footpaths need improvement, followed by District Promotion (50), Elderly Persons Housing (41).



In the 2015 Resident Satisfaction Survey, the services that were considered the most important to improve on were roads and footpaths, community services and amenities, refuse and recycling services and facilities, promotion opportunities and attracting people to the district, water supply and animal control.

Final comment about a Council service or facility

Residents were asked if there was any other comment they wished to make about a Council service or facility. 65 residents provided feedback on a wide variety of topics. The majority of responses related to:

- Better parking and rubbish disposal for high tourist areas.
- Need for more residential and tourism accommodation.
- Improve the local roads and footpaths
- Better promotion of Aquatic Centre services.
- More public seating.
- Promote the District and local businesses more.
- More options for waste collection and disposal.