



Waitomo District
Council
Residents' Survey
Report

August 2021

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Executive Summary



Executive Summary

Waitomo District Council (WDC) is responsible for the provision of services and the management of facilities and assets in the Waitomo district.

WDC again commissioned Versus Research this year to conduct its annual Residents' Survey. This survey identifies and measures perceptions which Waitomo district residents have towards Council, and satisfaction with the Council's delivery of these services.

The final sample size (total number of residents interviewed) is n=422. Age and gender weighting has been applied to the final data set to ensure specific demographic groups are not under or over represented.

A summary of key results, along with comparisons to last year's results, and Council's Key Performance Targets, is given in the tables* below.

ROADS AND FOOTPATHS

This year, 62% of respondents are satisfied with the overall condition of sealed roads with a further 63% of respondents satisfied with the overall condition of unsealed roads. Satisfaction with both sealed and unsealed roads has decreased significantly this year.

Almost all (90%) of respondents are satisfied with the standard of pedestrian crossings, on a par with last year's result.

A further 88% are satisfied that the public footpaths are safe and accessible, a 3% increase from last year's result, while 94% are satisfied that road signs and markings are visible and assist with safety.

ROADS AND FOOTPATHS	2020 /2021 TARGET	2016	2017	2018	2019	2020	2021	+/- Y.O.Y.	+/- DIFF. FROM TARGET
Overall condition of sealed roads	No performance target	84%	84%	76%	75%	70%	62%	-8%	-
Overall condition of unsealed roads	No performance target	72%	75%	77%	68%	75%	63%	-12%	-
Standard of pedestrian crossings	No performance target	-	-	85%	89%	90%	90%	-	-
Standard of public footpaths are safe and accessible	No performance target	78%	77%	76%	85%	85%	88%	+3%	-
Road signs and markings are visible and assist with safety	No performance target	92%	92%	87%	92%	94%	94%	-	-

*The tables indicate overall satisfaction results (somewhat satisfied, satisfied, and very satisfied) of all measures with a satisfied rating scale.

Executive Summary

WATER SUPPLY AND SEWERAGE - TREATMENT AND DISPOSAL

Seventy-nine percent of respondents who are connected to the town supply water service are satisfied with the provision of the water supply service, this is a 2% decrease from last year's results. A further 97% of respondents who use the service are satisfied with the provision of the sewerage service in the district, this is a 4% increase from last year's result.

WATER SUPPLY & SEWERAGE - TREATMENT AND DISPOSAL	2020/2021 TARGET	2016	2017	2018	2019	2020	2021	+/- Y.O.Y.	+/- DIFF. FROM TARGET
Provision of water supply service	No performance target	80%	73%	83%	68%	81%	79%	-2%	-
Provision of sewerage service	No performance target	96%	94%	93%	93%	93%	97%	+4%	-

RUBBISH AND RECYCLING

Almost all (97%) respondents who have used the landfill and district transfer stations are satisfied with safety at the facilities, this is on a par with the results from last year and exceeds the performance target by 12%. A further 98% of these respondents are also satisfied with the provision of waste management facilities, this is a 2% increase from last year's result and exceeds the performance target by 18%.

RUBBISH AND RECYCLING	2020/2021 TARGET	2019	2020	2021	+/- Y.O.Y.	+/- DIFF. FROM TARGET
Safety of the facilities (landfill and district transfer stations)	≥ 85% performance target	95%	98%	97%	-1%	+12%
Provision of waste management facilities	>80% performance target	94%	96%	98%	+2%	+18%

When asked about reducing waste at home, 86% of respondents indicate they recycle plastic, glass, tin, and paper, this is a small decrease from last year's result. Respondents also mention they compost food waste (75%), use long life products rather than disposables (50%), and choose products with packaging that can be recycled (44%).

Executive Summary

COMMUNITY SERVICES

Eighty-nine percent of respondents are satisfied with parks and reserves in the district, although this is a 4% decrease from last year's result it exceeds the performance target by 9%. A further 97% of respondents are satisfied with the library facilities and services, this exceeds the performance target by 12%.

Almost all (95%) of respondents are satisfied with the pool facilities in the district, this exceeds the performance target by 15%. Ninety-five percent of respondents are also satisfied with the toilet facilities at the District Aquatic Centre, similar to last year's results.

On a par with last year's results, 97% of respondents are satisfied with the Les Munro Centre, this exceeds the performance target by 17%. Eighty-nine percent of respondents are also satisfied with the public amenities in the district, although this is a 4% decrease from last year's results it still exceeds the performance target by 4%.

COMMUNITY SERVICES	2020/2021 TARGET	2014	2015	2016	2017	2018	2019	2020	2021	+/- Y.O.Y.	+/- DIFF. FROM TARGET
Parks and reserves	≥ 80% performance target	77%	82%	87%	84%	83%	90%	93%	89%	-4%	+9%
Library facilities and services	≥ 85% performance target	90%	92%	93%	94%	89%	95%	97%	97%	-	+12%
Pool facilities	≥ 80% performance target	64%	75%	88%	88%	85%	93%	92%	95%	+3%	+15%
Toilet facilities at the District Aquatic Centre	No performance target	-	-	-	-	-	94%	94%	95%	+1%	-
Les Munro Centre	≥ 80% performance target	77%	88%	94%	92%	94%	96%	97%	97%	-	+17%
Public amenities	≥ 85% performance target	84%	87%	89%	88%	86%	93%	93%	89%	-4%	+4%

Executive Summary

COUNCIL-PROVIDED SERVICES

Overall, 88% of respondents who have used a Council provided service are satisfied with the provision of effective Environmental Health Service, although this is a 7% decrease from last year's result it still exceeds the performance target by 3%.

The majority of respondents (92%) who have used building control services are satisfied with the provision of an effective service, this is a 13% increase from last year's result and exceeds the performance target by 17%.

Eighty-one percent of respondents are also satisfied with the provision of effective animal control, although this is a 5% decrease from last year it exceeds the performance target by 6%.

COUNCIL SERVICES	2020/2021 TARGET	2014	2015	2016	2017	2018	2019	2020	2021	+/- Y.O.Y.	+/- DIFF. FROM TARGET
Provision of effective Environmental Health Service	>85% performance target	52%	88%	90%	91%	88%	89%	95%	88%	-7%	+3%
Provision of effective Building Control Services	75% performance target	48%	82%	77%	88%	84%	69%	79%	92%	+13%	+17%
Provision of effective Animal Control Service	≥ 75% performance target	46%	78%	78%	78%	70%	81%	86%	81%	-5%	+6%

Executive Summary

EMERGENCY MANAGEMENT

On a par with last year, 50% of respondents indicate they have an emergency plan in place. However, almost all (97%) of respondents perceive they are prepared for a natural disaster, this exceeds the performance target by 22%.

When asked about their emergency survival kit, 81% of respondents mention they have dried or tinned food to last their household at least 3 days. Respondents also mention they have a first aid kit and instruction book (73%), important personal documents (52%), and a battery powered radio (40%).

EMERGENCY MANAGEMENT	2020/2021 TARGET	2014	2015	2016	2017	2018	2019	2020	2021	+/- Y.O.Y.	+/- DIFF. FROM TARGET
Emergency plan in place	No performance target	-	-	-	-	-	42%	50%	50%	-	-
Preparedness in natural disaster	≥ 75% performance target	88%	90%	89%	92%	91%	96%	96%	97%	+1%	+22%

Mobile phone app (78%) is the primary source respondents expect to receive emergency messages in a natural disaster. Following this, respondents expect to receive these emergency messages via friends and family (56%), television (58%), and text message (58%).

Executive Summary

COUNCIL COMMUNICATIONS

Ninety percent of respondents are satisfied with the usefulness and effectiveness of Council's communications, this is a 3% increase from last year's result and meets the Council set performance target.

This year, 91% of respondents are also satisfied with the ease of accessing Council information, this is on a par with results from last year.

Seventy-one percent of respondents are satisfied with the amount of information supplied by Council, this is a 4% increase from last year's result.

COUNCIL COMMUNICATIONS	2020/2021 TARGET	2014	2015	2016	2017	2018	2019	2020	2021	+/- Y.O.Y.	+/- DIFF. FROM TARGET
Usefulness and effectiveness of Council's communications	90% performance target	89%	95%	94%	95%	96%	90%	87%	90%	+3%	0%
Ease of accessing Council information	No performance target	-	-	-	-	-	91%	90%	91%	+1%	-
Amount of info supplied by Council	No performance target	-	-	-	-	-	84%	67%	71%	+4%	-

Executive Summary

COUNCIL'S OVERALL PERFORMANCE

Eighty-two percent of respondents are satisfied with Council's efficiency with resources and funding, this is a 3% increase from last year's result.

This year 81% of respondents are satisfied with elected members, this is a significant increase from last year's result (cf. 2020, 71%).

COUNCIL'S OVERALL PERFORMANCE	2019/2020 TARGET	2014	2015	2016	2017	2018	2019	2020	2021	+/- Y.O.Y.	+/- DIFF. FROM TARGET
Satisfaction with Council's efficiency with resources and funding	No performance target	73%	90%	93%	89%	87%	86%	79%	82%	+3%	-
Satisfaction with elected members	No performance target	-	89%	92%	93%	89%	91%	71%	81%	+10%	-

CUSTOMER SERVICE

Half (51%) of respondents mention they have contacted Council in the past 12 months, with 65% of these respondents indicating they contacted Council via telephone. Notably this year, a significantly greater number of respondents mention they contacted Council via email (25% cf. 2020, 16%), and significantly fewer respondents contacted Council in person (53% cf. 2020, 62%).

Method and Sample



Method and Sample

Objectives

Waitomo District Council (WDC) is the local authority responsible for the delivery of community services and facilities to residents in Te Kuiti, Waitomo Caves, Piopio, and surrounding rural areas. In order to monitor residents' perceptions of Council and their satisfaction with the delivery of services, WDC has undertaken an annual resident survey.

The main goal of this survey is to report against the 12 specific performance measures related to: Governance - Leadership and Investments; Community Services; Community Development; Compliance; and Solid Waste Management.

Approach

The primary target audience for this research is residents within the Waitomo district.

Contact details for residents were sourced through the electoral roll, as this allows access to a broad range of residents, not just ratepayers within the district.

A total of n=5,945 residents were selected from the electoral roll and invited to participate in the survey. A total of 3,568 residents were posted a letter with a unique link to complete the online survey, and given the internet connectivity in the smaller, more rural communities, 2,377 Waitomo District residents who live in smaller rural communities were posted a letter with the full survey to complete and return to Versus Research via freepost.

A total of n=422 completed surveys were received from residents; 52% completed the survey via the online link.

Fieldwork for this project was completed between the 16th of June and 16th of July 2021.

Weights

Weighting ensures that specific demographic groups are neither under nor over represented in the final dataset, and that each group is represented as it would be in the population. Age and gender weights have been applied to data within these results.

Weighting gives greater confidence that the final results are representative of the district's population overall. The proportions used for the age and gender weights are taken from the 2018 Census (Statistics New Zealand). The proportions used are shown in the table below:

Demographic	Population %
Male 39 and under	17%
Female 39 and under	17%
Male 40-59 years	18%
Female 40-59 years	18%
Male 60 and older	15%
Female 60 and older	15%

Margin of Error

Margin of Error (MoE) is a statistic used to express the amount of random sampling error present in a survey's results.

The MoE is particularly relevant when analysing a subset of the data as smaller sample sizes incur a greater MoE.

The final sample size for this study is n=422, which gives a maximum margin of error of +/- 4.77% at the 95% confidence interval, that is, if the observed result on the total sample of n=422 respondents is 50% (point of maximum margin of error), then there is a 95% probability that the true answer falls between 45.23% and 54.77%.

Method and Sample

Questionnaire

The questionnaire was designed by Waitomo District Council in conjunction with Versus Research and is in line with the questionnaire used in 2020. A copy of the questionnaire is included at the end of this report.

Notes on Reporting

Satisfaction ratings were made on a 1-5 scale, this scale has been grouped for ease of reporting. Ratings have been grouped as a two-point scale. Groupings are shown below.

1 Very dissatisfied 2 Dissatisfied	Total dissatisfaction
3 Somewhat satisfied	Total satisfaction
4 Satisfied 5 Very satisfied	

Results are shown at a total level for all measures.

In the final section of the report, results are analysed by different areas, grouped as Te Kuiti, Rural North, Rural Central, and Rural South and East. Details of any statistically significant differences for each area are shown in this section.

The map, overleaf, shows the sample breakdown by each area.

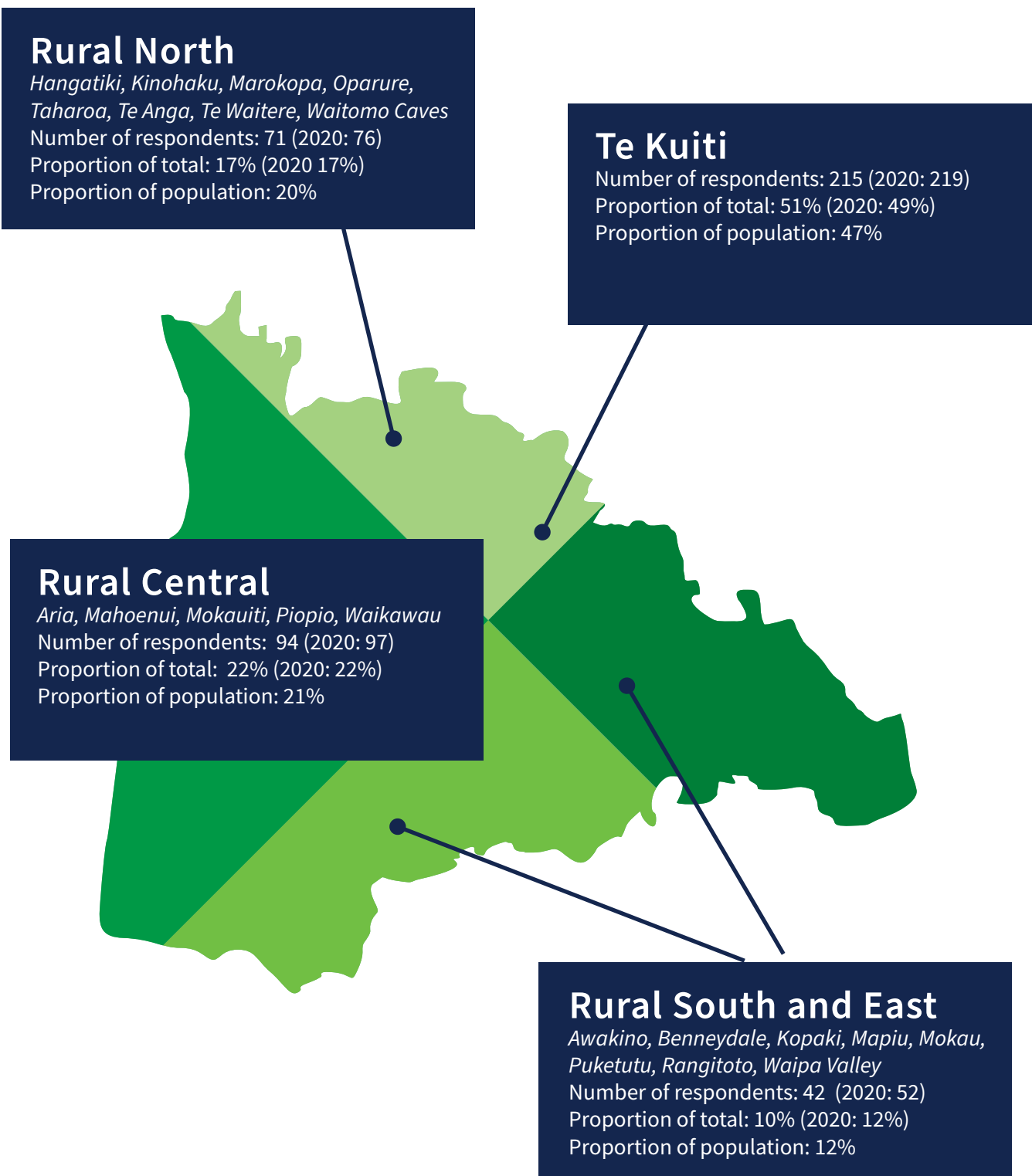
Please note, not all percentages shown add up to 100%. This is due to rounding and/or occurs where questions allow multiple responses. The base sizes vary on questions as not all respondents answered all questions on the paper based survey.

Statistical Testing

Statistical testing has been applied to figures in this report. This testing compares 2021 results with results from 2020. When changes are statistically significant at the 95% or 99% confidence level, these differences are highlighted in **blue** (significantly greater) or **yellow** (significantly lower).

Sample Map

The map below shows the unweighted sample breakdown of each area.



Roads and Footpaths

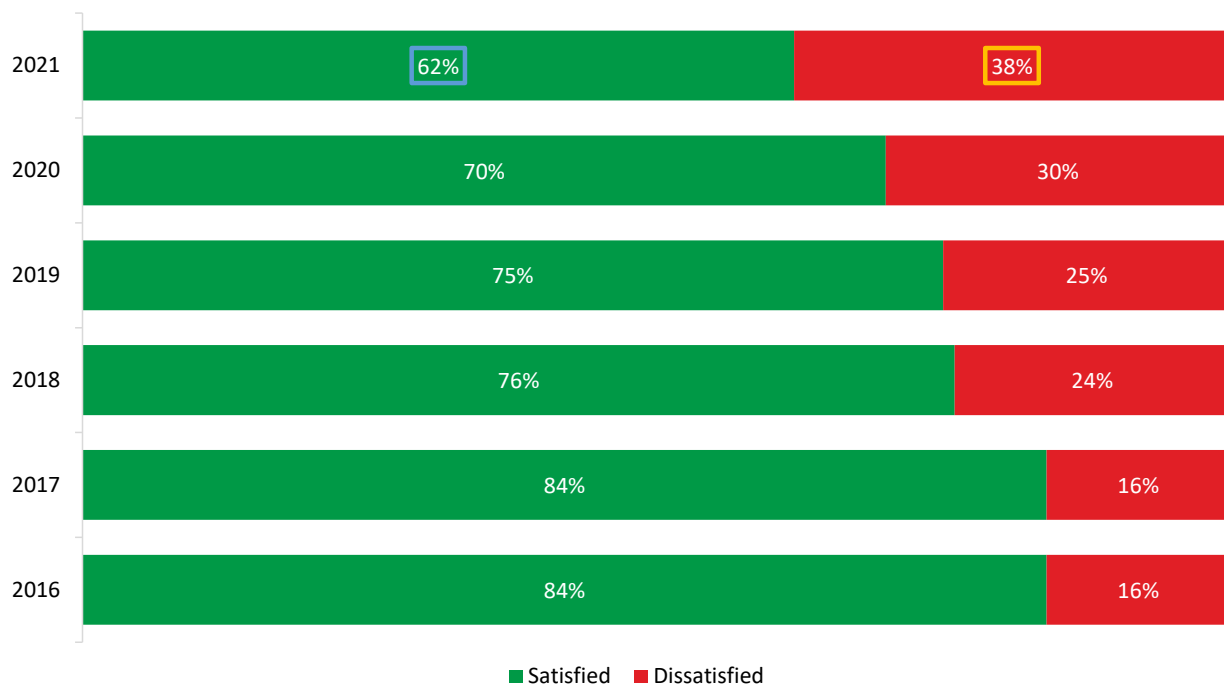


Overall Condition of Sealed Roads in District

This year, 62% of respondents are satisfied with the overall condition of sealed roads in the district, this is a significant decrease from last year's result (cf. 2020, 70%). The majority of respondents (90%) indicate their dissatisfaction is based on the roads needing better maintenance.



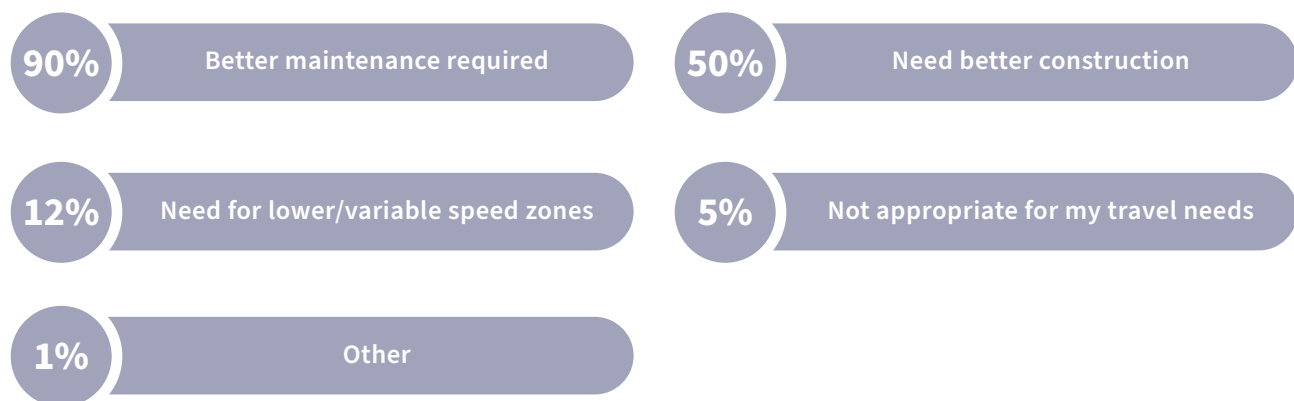
Total



Base: 2016 n=325; 2017 n=296; 2018 n=184; 2019 n=504; 2020 n=439; 2021 n=407.



Reasons for Dissatisfaction



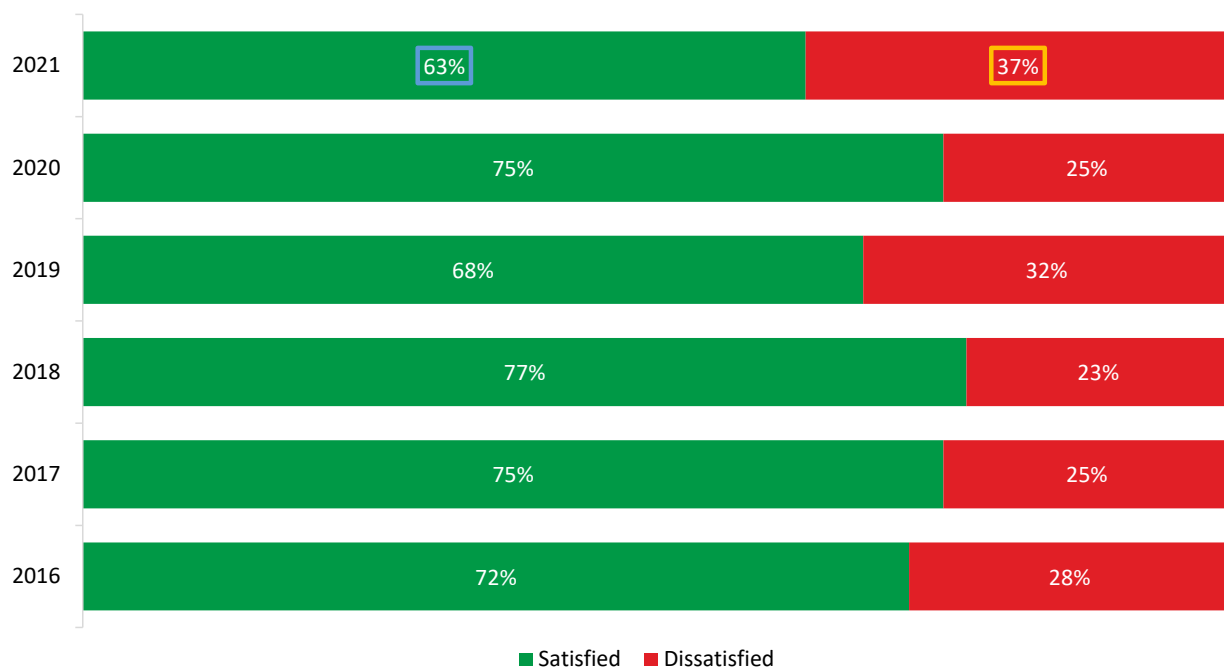
Base: 2021 n=134.

Overall Condition of Unsealed Roads in District

Overall, 63% of respondents are satisfied with the condition of unsealed roads in the district, this is a significant decrease from last year's result (cf. 2020, 75%). Potholes and rough surfaces (92%) are the primary reason for dissatisfaction.



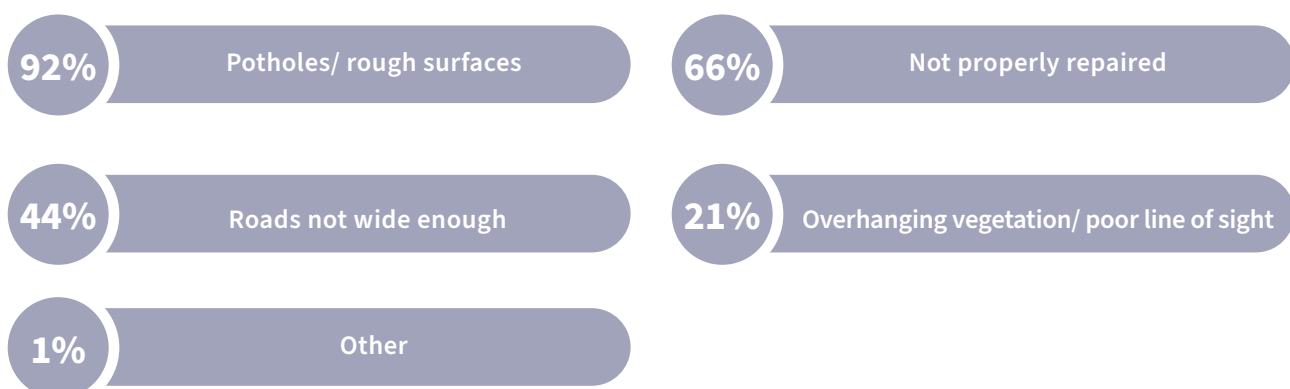
Total



Base: 2016 n=305; 2017 n=268; 2018 n=173; 2019 n=504; 2020 n=436; 2021 n=397.



Reasons for Dissatisfaction



Base: 2021 n=132.

Standard of Pedestrian Crossings

In line with previous results, 90% of respondents are satisfied with the standard of pedestrian crossings. Safety (65%) and location of crossings (47%) are the primary reasons for respondent's dissatisfaction with the standard of pedestrian crossings.



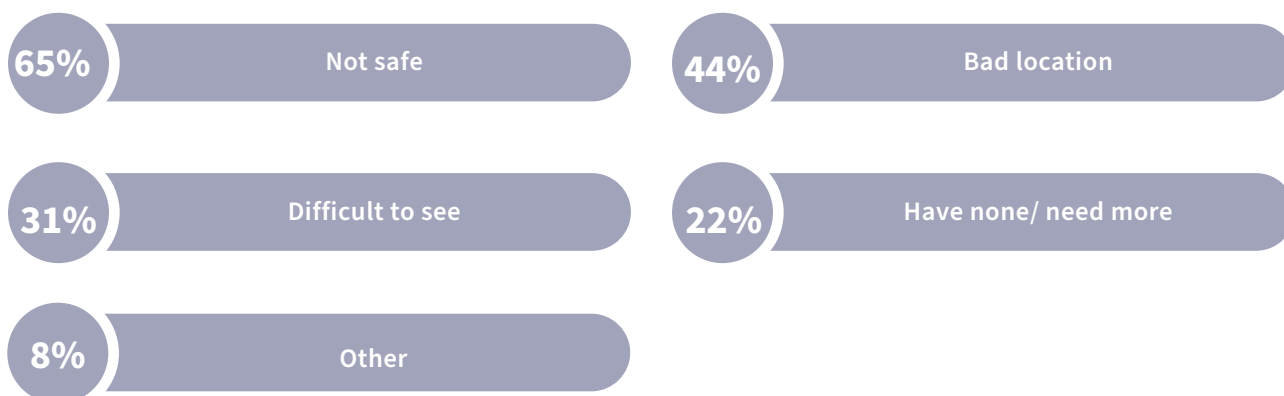
Total



Base: 2018 n=177; 2019 n=504; 2020 n=419; 2021 n=386.



Reasons for Dissatisfaction



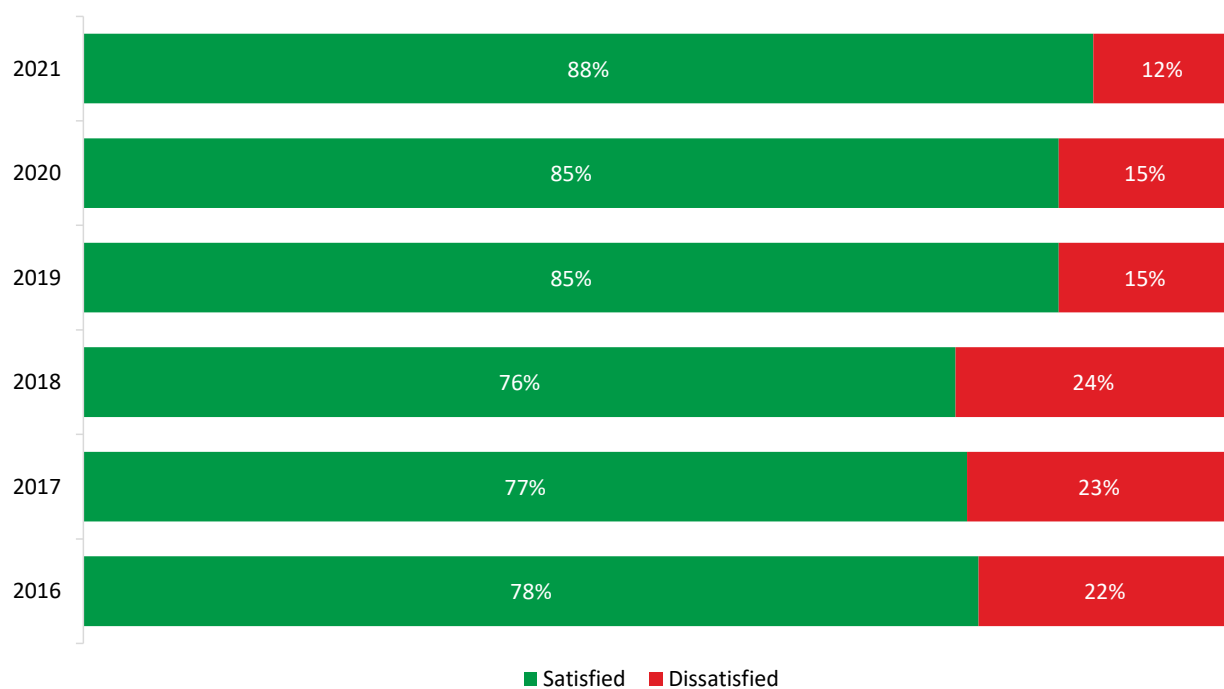
Base: 2021 n=32.

Standard of Public Footpaths Safe and Accessible

Eighty-eight percent of respondents are satisfied with the standard of public footpaths, that they are safe and accessible. Although not statistically significant this is a 3% increase from last year's result. Cracked or damaged footpaths (78%) and footpaths needing maintenance (62%) are the primary reasons for dissatisfaction amongst respondents.



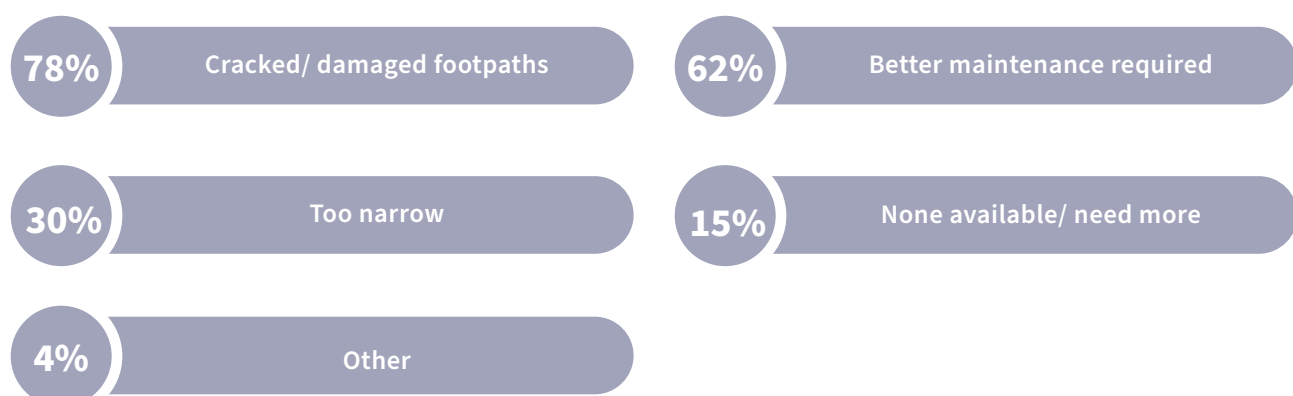
Total



Base: 2016 n=318; 2017 n=288; 2018 n=174; 2019 n=504; 2020 n=421; 2021 n=396.



Reasons for Dissatisfaction



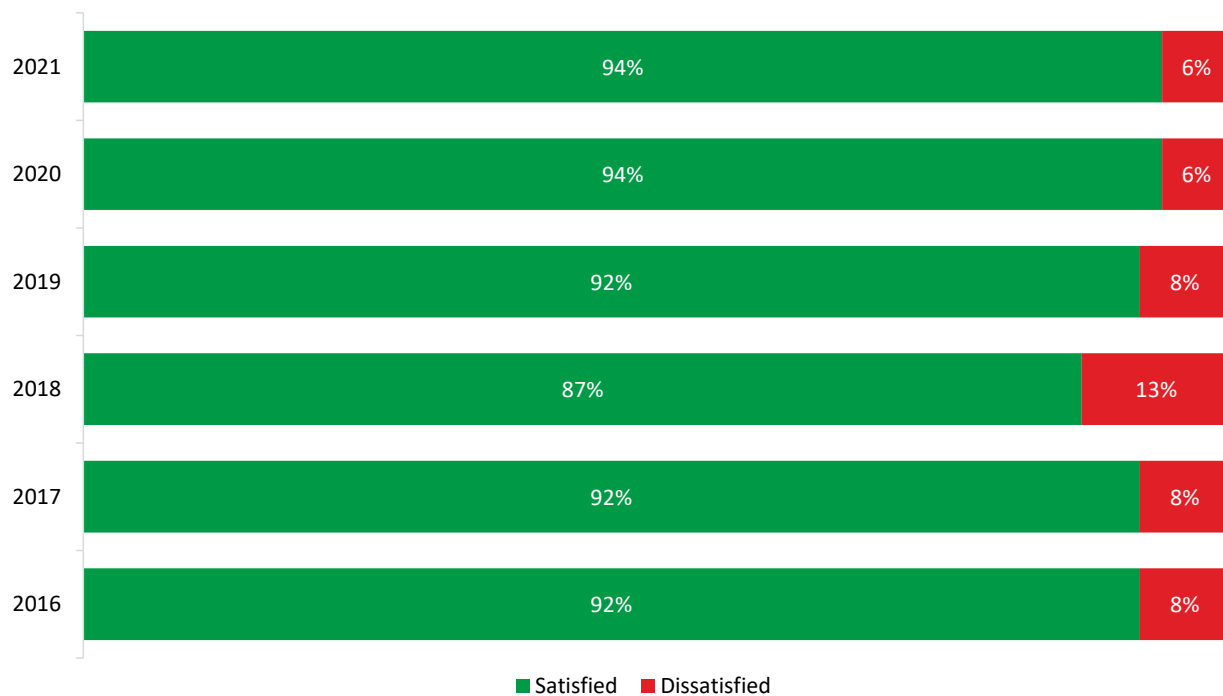
Base: 2021 n=60.

Road Signs and Markings are Visible and Assist Road Safety

On par with previous years' results, 94% of respondents are satisfied that road signs and markings are visible and assist road safety. Dissatisfaction appears to stem from road signs being difficult to see (69%) and road markings or lines not clearly painted (52%).



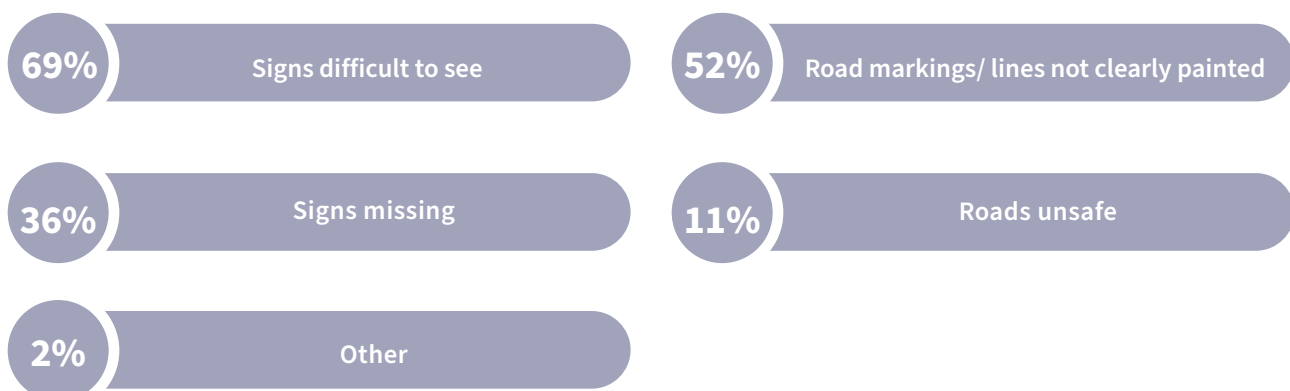
Total



Base: 2016 n=318; 2017 n=293; 2018 n=176; 2019 n=504; 2020 n=435; 2021 n=403.



Reasons for Dissatisfaction



Base: 2021 n=25.

Water Supply

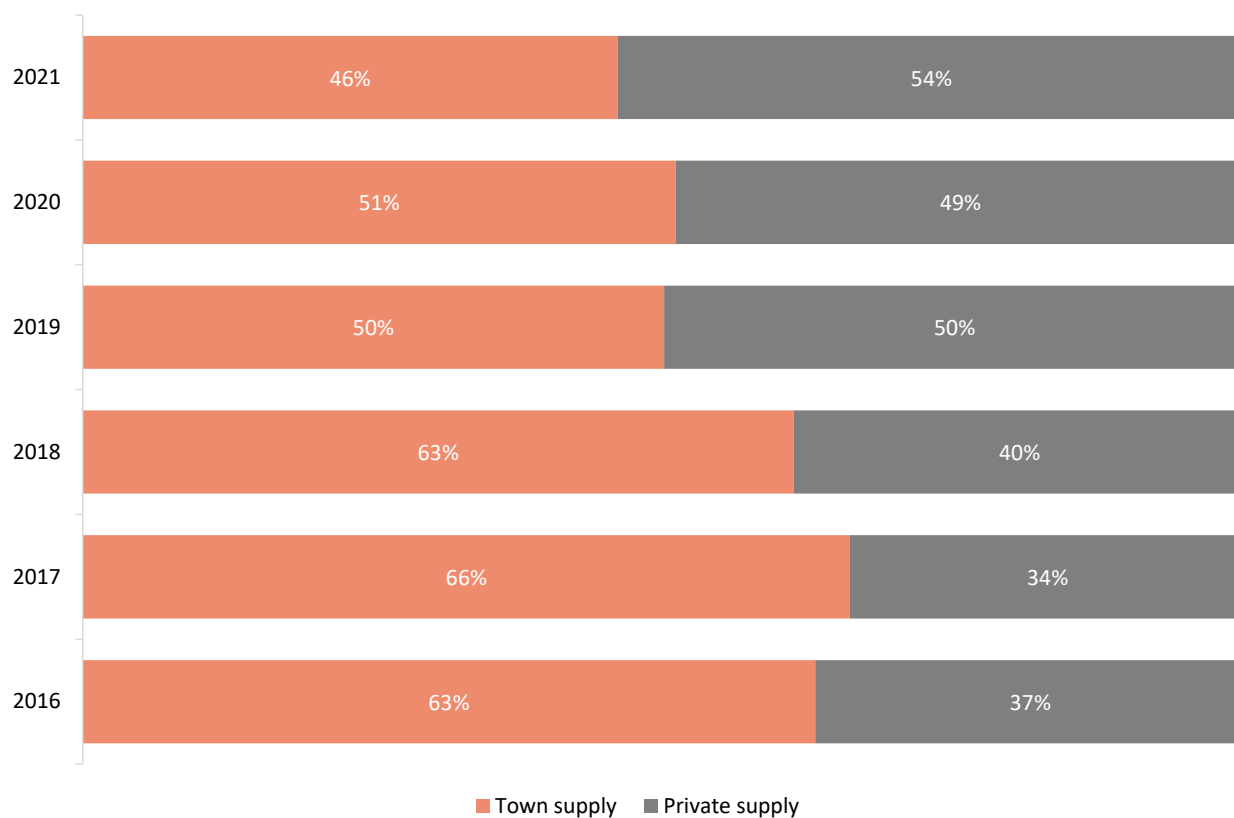


Water Supply Services

This year, just over half of respondents who participated in the survey indicate they have a private water supply, with the remaining 46% mentioning they are connected to the town supply.



Total



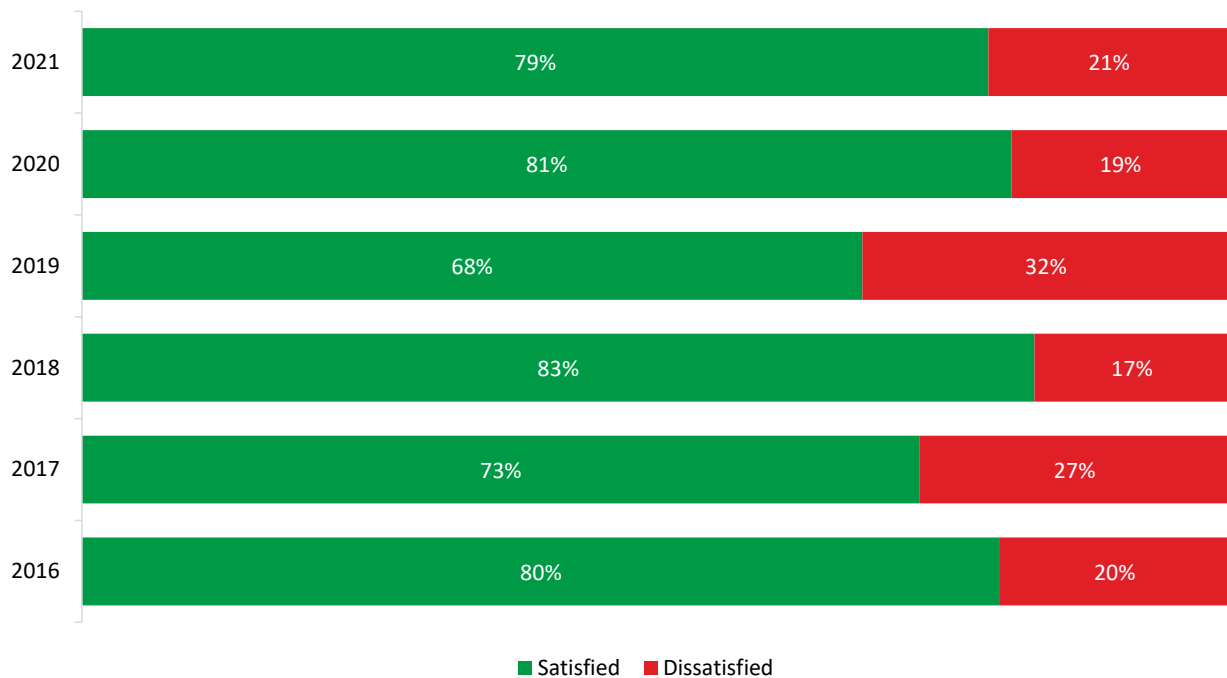
Base: 2016 n=323; 2017 n=303; 2018 n=185; 2019 n=504; 2020 n=444; 2021 n=408.

Council's Provision of Water Supply Services

Over three quarters (79%) of the respondents who are connected to the town water supply are satisfied with the supply service; this is in line with last year's result. The taste (92%) and quality (74%) of the water are the primary reasons for dissatisfaction with the town water supply amongst respondents this year.



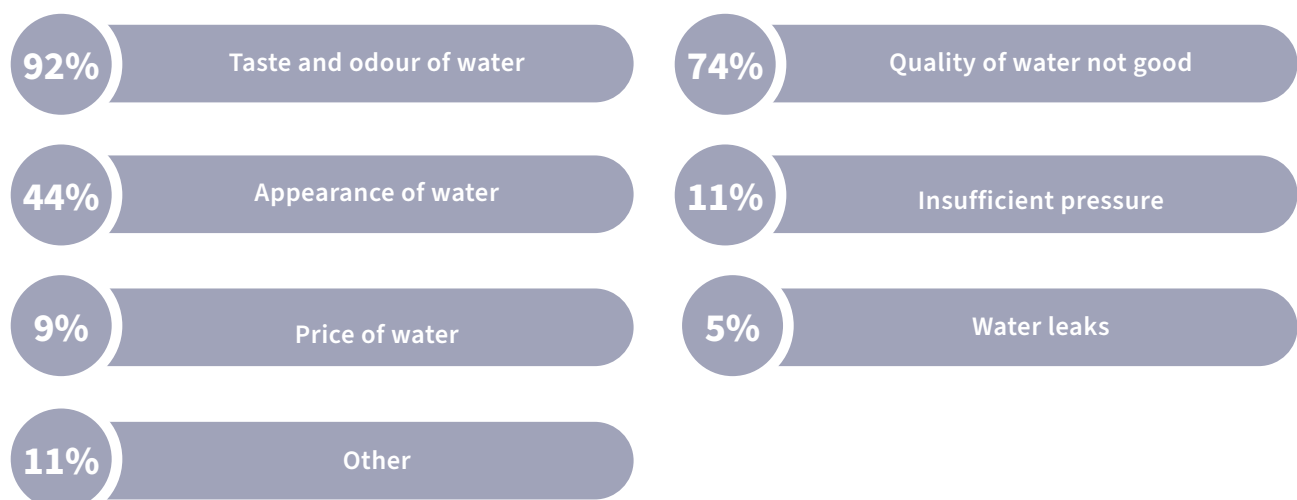
Total



Base: 2016 n=205; 2017 n=197; 2018 n=115; 2019 n=256; 2020 n=231; 2021 n=196.



Reasons for Dissatisfaction



Base: 2021 n=35.

Sewerage - Treatment and Disposal

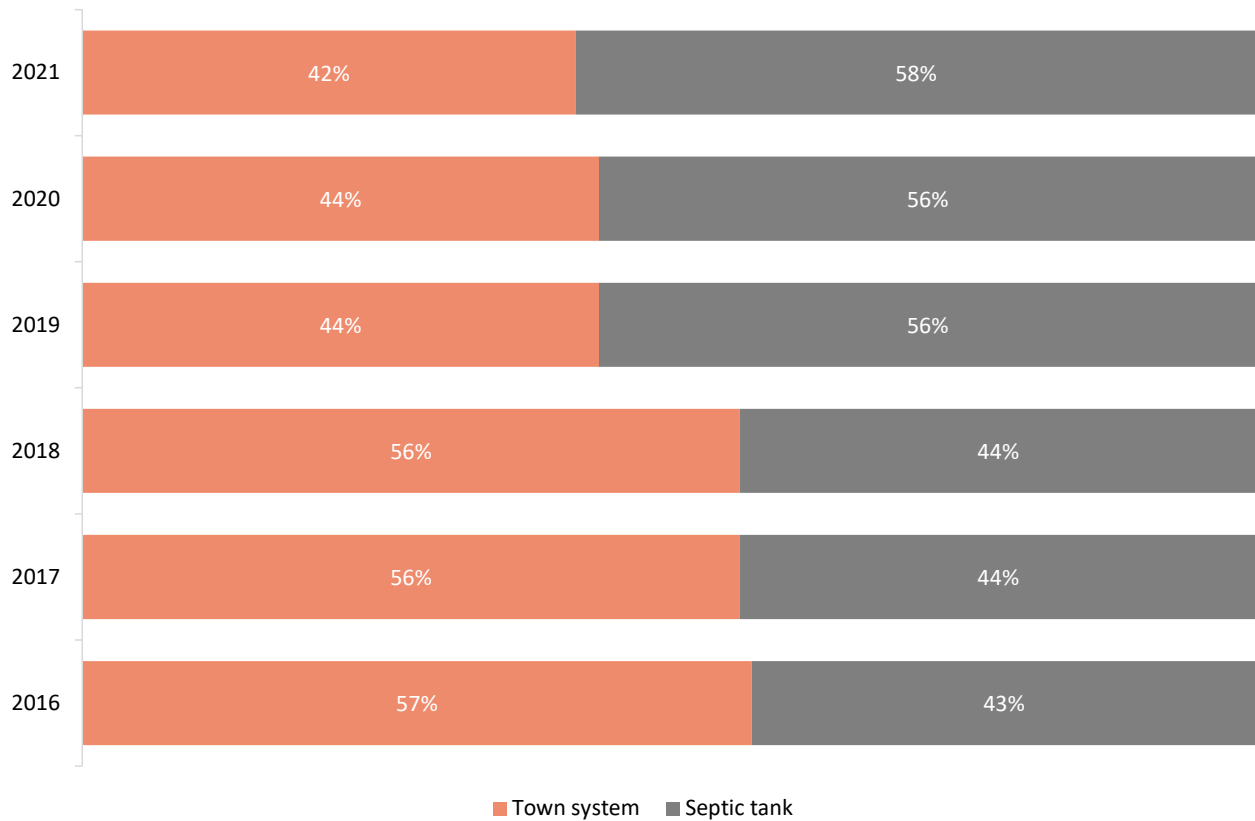


Sewerage System

Similar to previous years, 42% of respondents who participated in the survey mention they use the town sewerage system while the remaining respondents indicate they have a septic tank.



Total



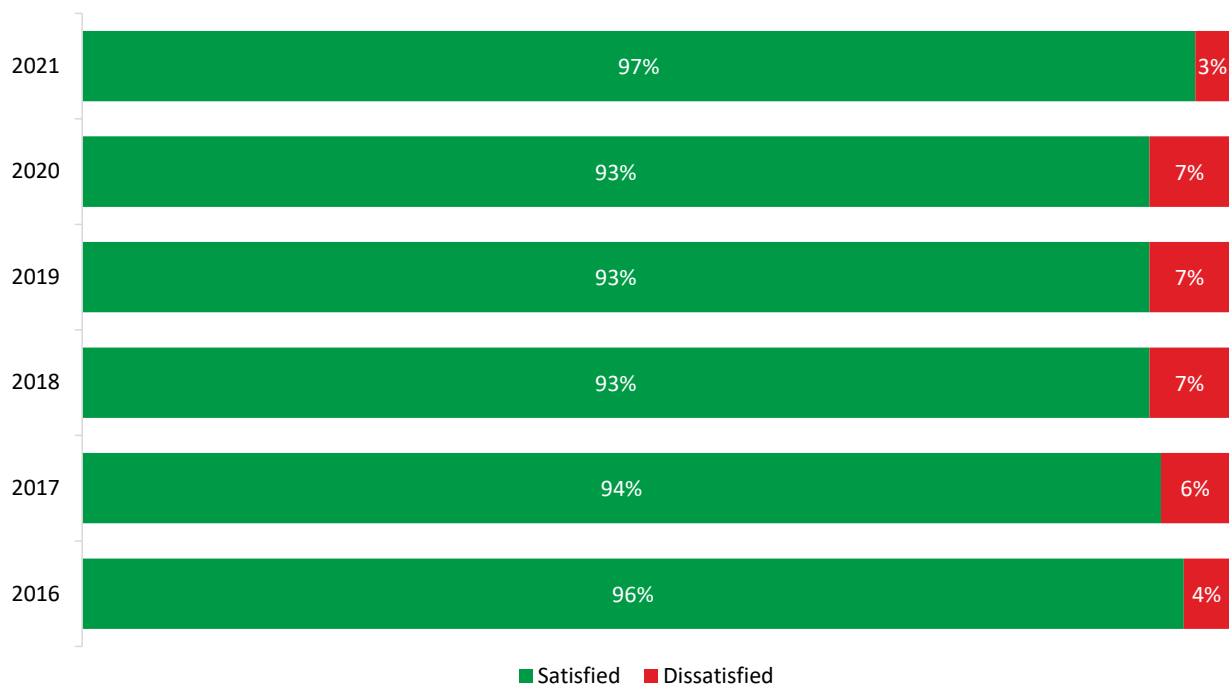
Base: 2016 n=326; 2017 n=303; 2018 n=184; 2019 n=504; 2020 n=444; 2021 n=405.

Sewerage Treatment Service in the Community

Almost all (97%) of the respondents who use the town septic system are satisfied with the service, although not statistically significant this is a 4% increase from last year's result. Indicative mentions around reasons for dissatisfaction relate to the response and service from Council, odours and smell, and overflows or blockages.



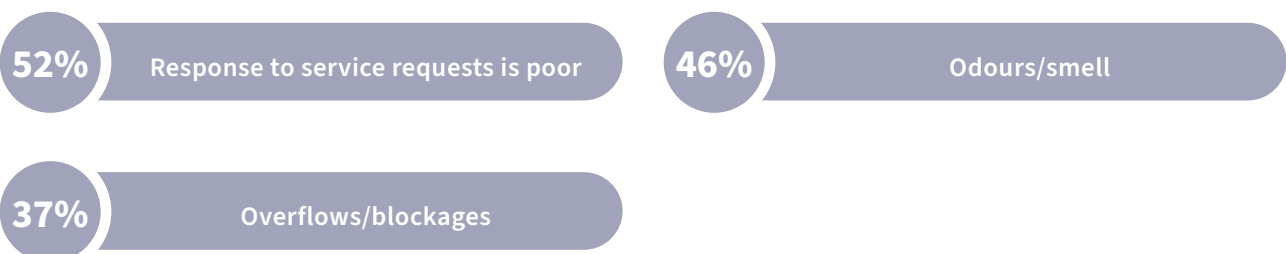
Total



Base: 2016 n=185; 2017 n=177; 2018 n=107; 2019 n=221; 2020 n=196; 2021 n=170.



Reasons for Dissatisfaction



Base: 2021 n=6.

Refuse and Recycling

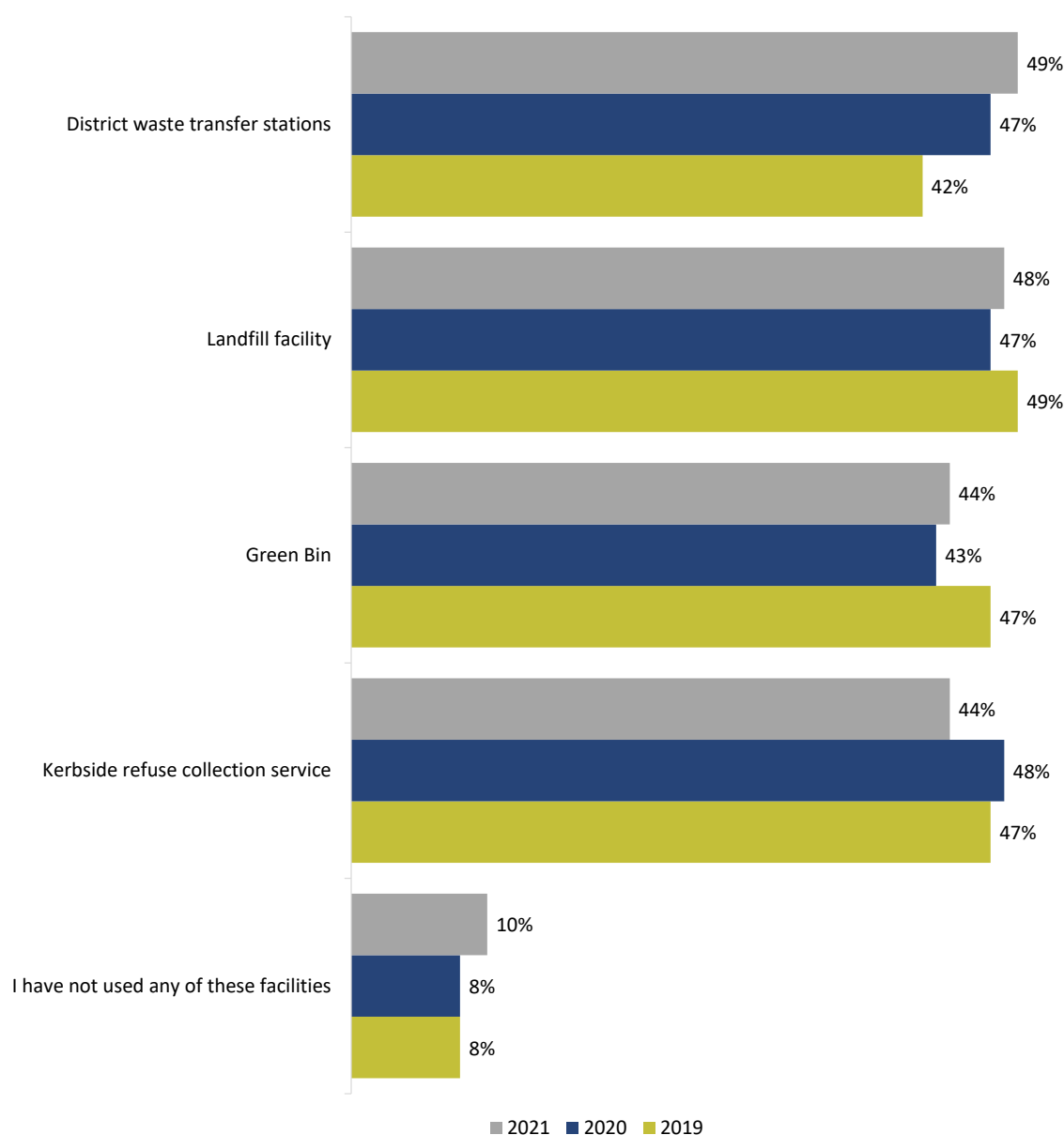


Council Refuse and Recycling Services

This year, 49% of respondents indicate they have used the waste transfer system. Following this respondents also mention they have used the landfill facility (48%), green bin (44%), and kerbside refuse collection service (44%). Ten percent of respondents indicate they have not used any Council refuse and recycling services, although not statistically significant this is a small increase from last year's result.



Total



Base: 2019 n=504; 2020 n=444; 2021 n=408.

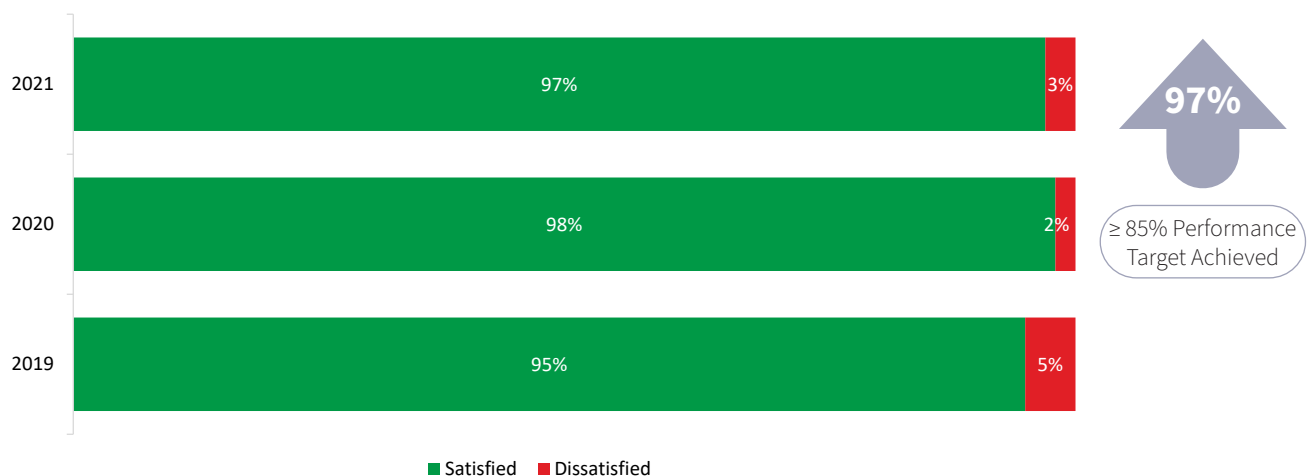
Note: District Transfer Stations (DTS) are provided in: Te Kuiti, Piopio, Marokopa, Kinohaku, Mokau/Awakino, and Benneydale.

Safety of Facilities (Landfill & District Transfer Stations)

Amongst respondents who have used a landfill or transfer station, 97% are satisfied with the safety at the facility, this is on a par with last year's result. This year also exceeds the performance target of 85% by 12%. Rubbish dumped at the site (45%) and broken glass (31%) are primary mentions as reasons for dissatisfaction amongst these respondents.



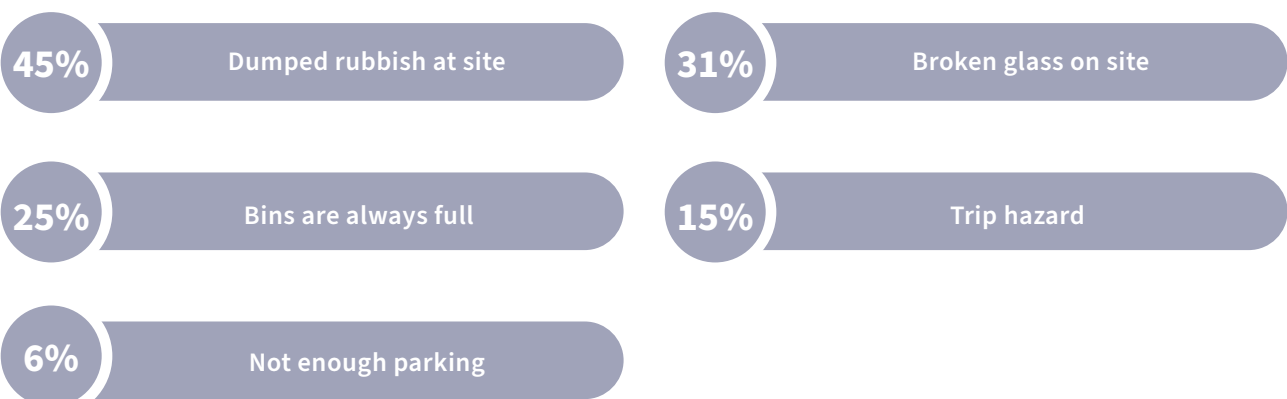
Total



Base: 2019 n=468; 2020 n=398; 2021 n=357.



Reasons for Dissatisfaction



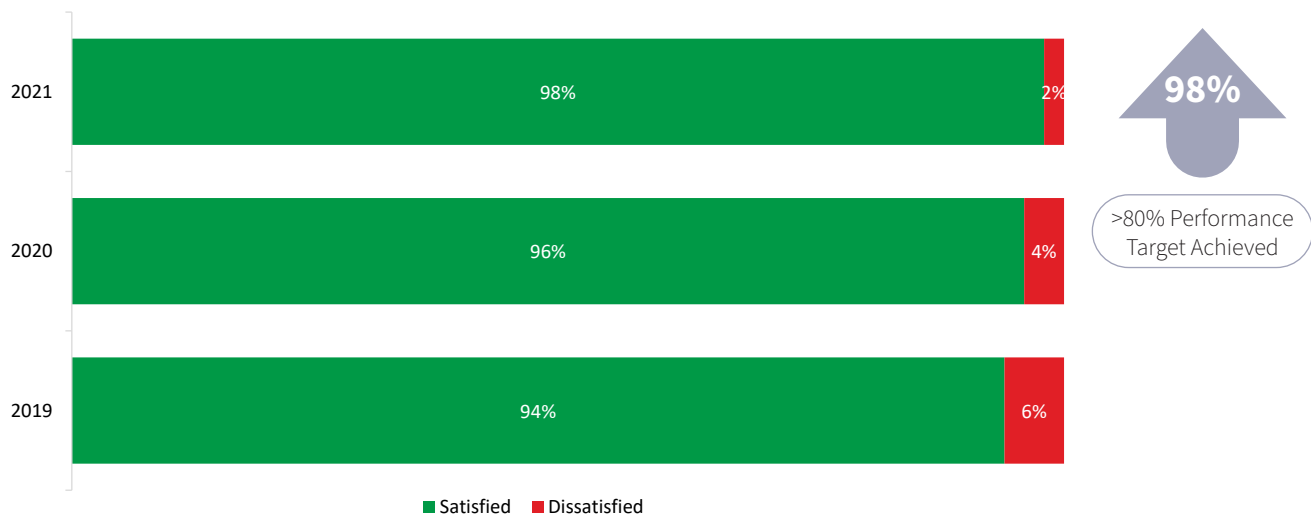
Base: 2021 n=8.

Provision of Waste Management Facilities

Almost all (98%) of respondents that have used a landfill or transfer station are satisfied with the management of the facilities, although not statistically significant this is a 2% increase from last year's results. This year's results exceeds the performance target of 80% by 18%.



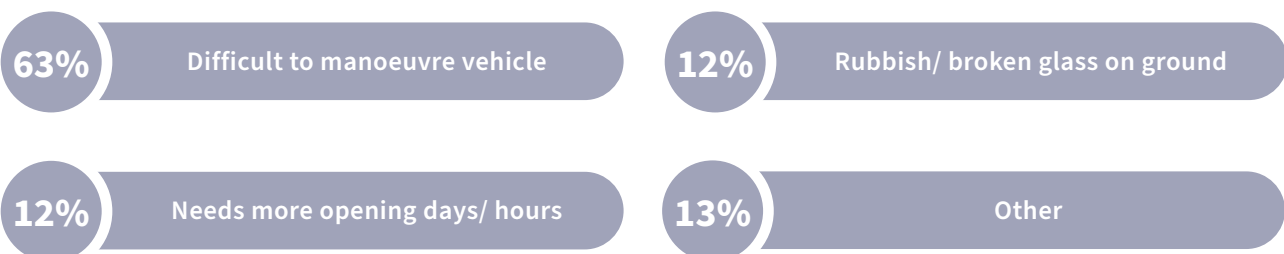
Total



Base: 2019 n=468; 2020 n=384; 2-21 n=356.



Reasons for Dissatisfaction



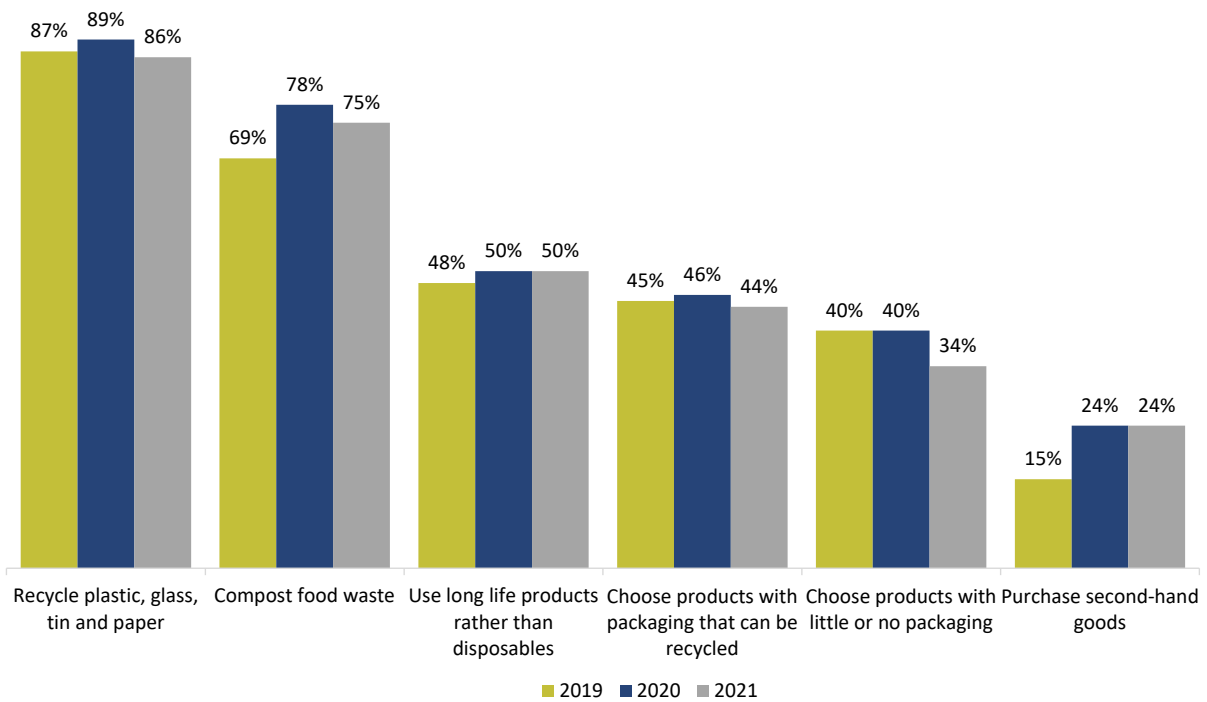
Base: 2020 n=16.

Reducing Waste at Home

Eighty-six percent of respondents indicate they recycle plastic, glass, tin, and paper at home. A further 75% of respondents mention they compost food waste, 50% use long life products rather than disposables, and 44% choose products with packaging that can be recycled. Although not statistically significant, many of the results have decreased slightly this year.



Total



Base: 2019 n=504; 2020 n=433; 2021 n=396.

Community Services

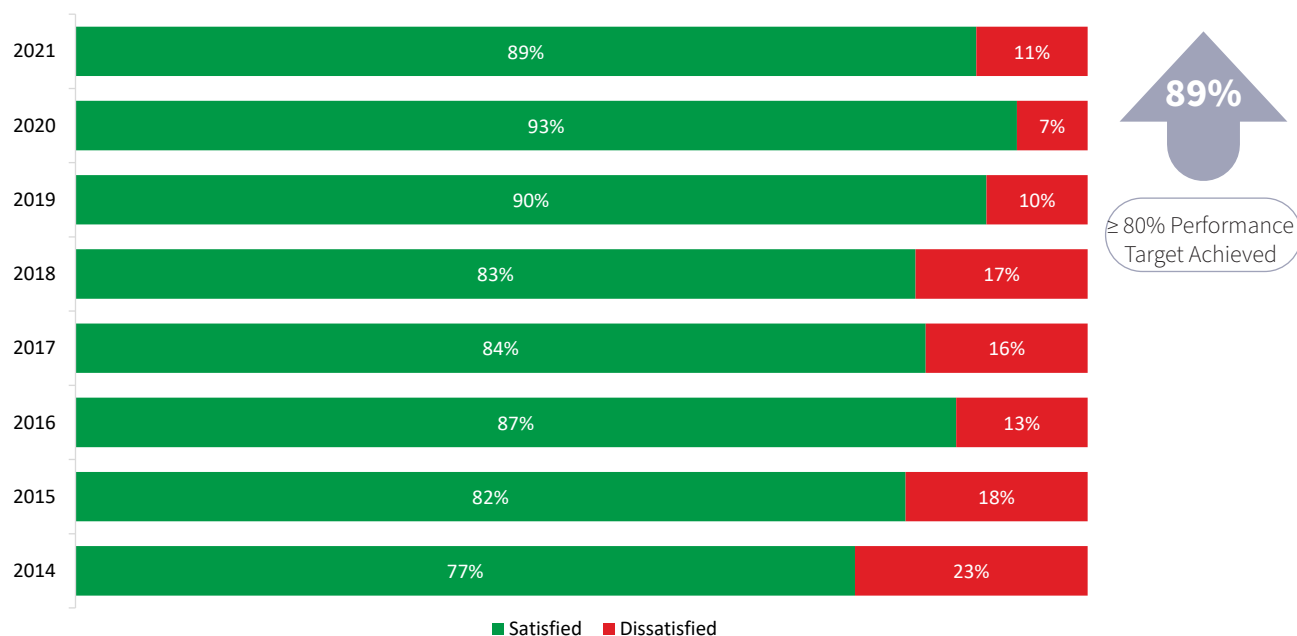


Quality of Parks and Reserves

Overall, 89% of respondents are satisfied with the quality of parks and reserves in the district, although not statistically significant this is a 4% decrease from last year's result. This year's result exceeds the performance target of 80% by 9%. Reasons for dissatisfaction with the parks and reserves pertain to there not being enough rubbish bins (45%), playgrounds needing upgrading (37%), and general graffiti and damage (35%).



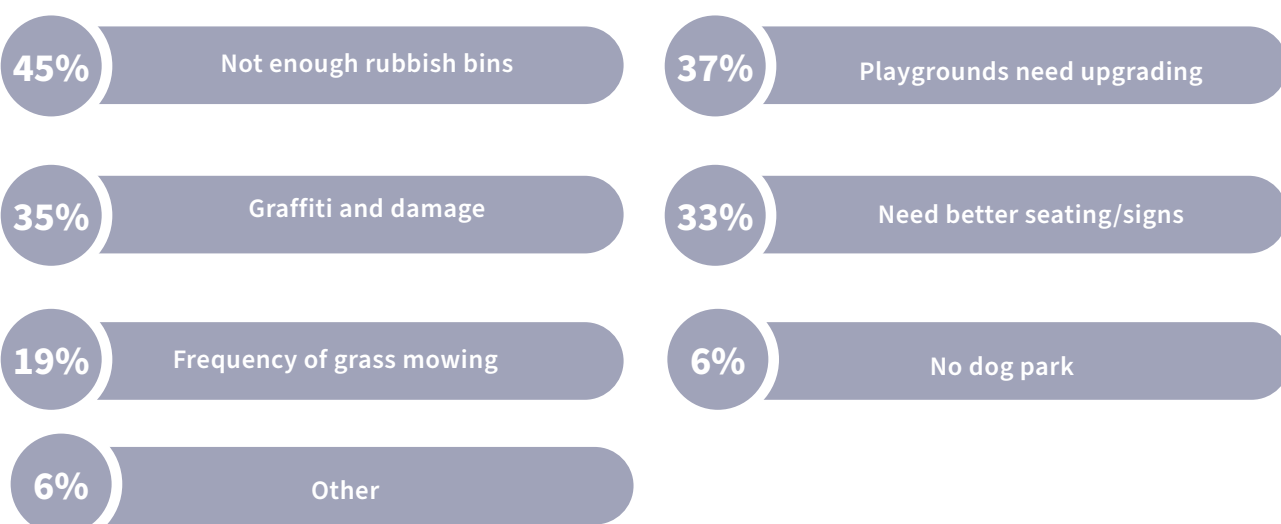
Total



Base: 2014 n=315; 2015 n=363; 2016 n=305; 2017 n=275; 2018 n=181; 2019 n=504; 2020 n=421; 2021 n=386.



Reasons for Dissatisfaction



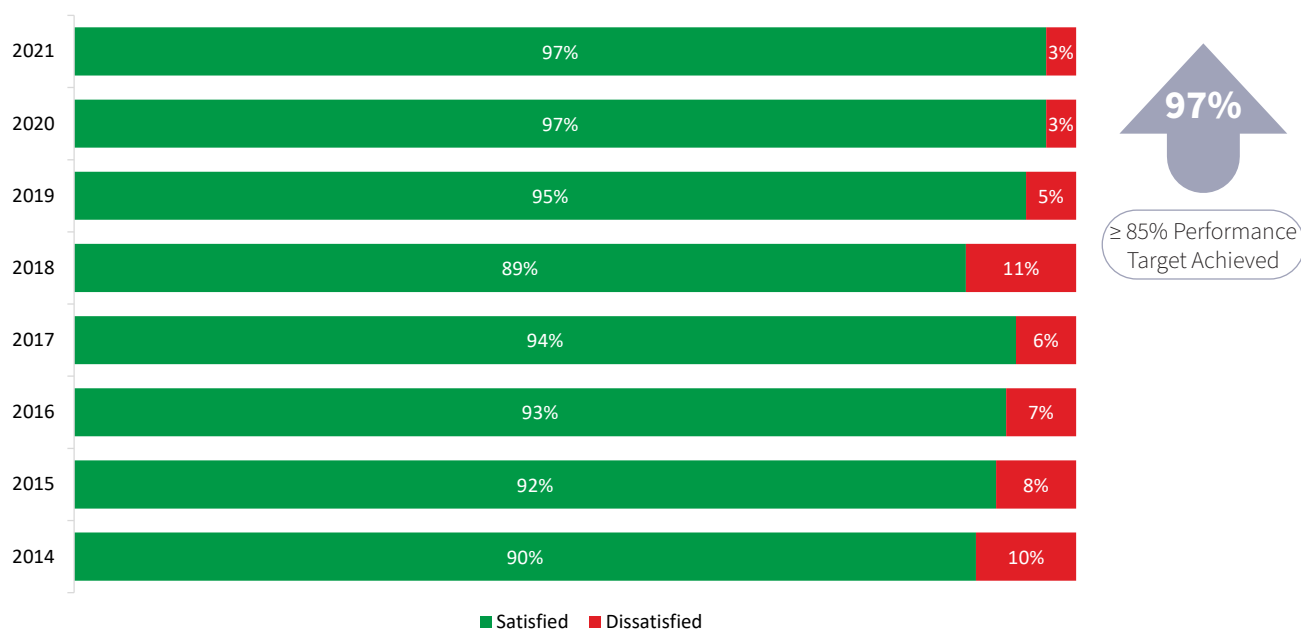
Base: 2021 n=77.

Quality of Library Facilities at Waitomo District Library

Ninety-seven percent of respondents are satisfied with the library facilities and service in the district, this is on a par with previous years' results. This year's result also exceeds the performance target of 85% by 12%. Reasons for dissatisfaction with the library facilities and service in the district revolve around inadequate selection of books and inconvenient opening hours.



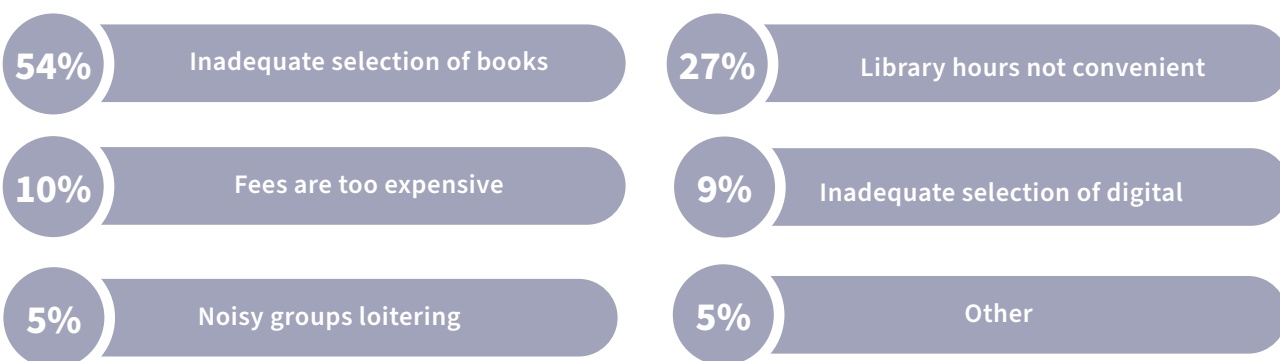
Total



Base: 2014 n=305; 2015 n=361; 2016 n=292; 2017 n=242; 2018 n=170; 2019 n=504; 2020 n=400; 2021 n=364.



Reasons for Dissatisfaction



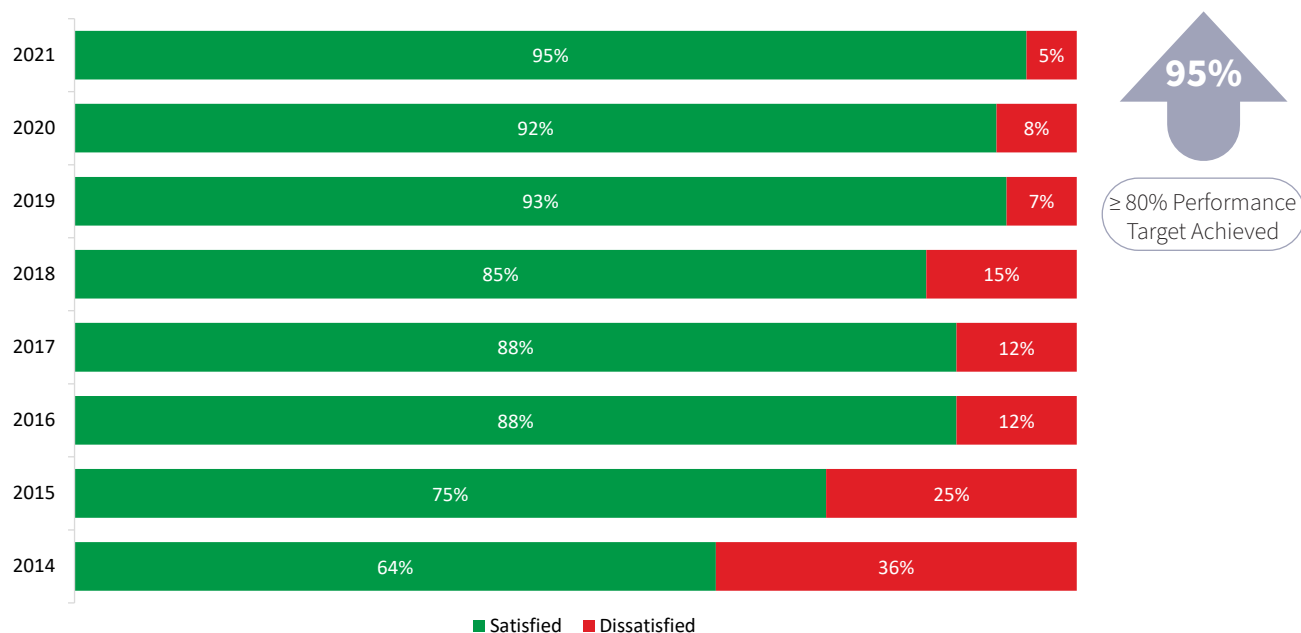
Base: 2021 n=10.

Quality of Pool Facility Meeting Residents' Needs

The majority of respondents (95%) are satisfied that the quality of pool facilities meet residents' needs, although not statistically significant this is a 3% increase from last year's result. This year's result also exceeds the performance target of 80% by 15%. Reasons for dissatisfaction with the quality of pool facilities pertain to unsuitable opening hours (36%) and fees being too expensive (30%).



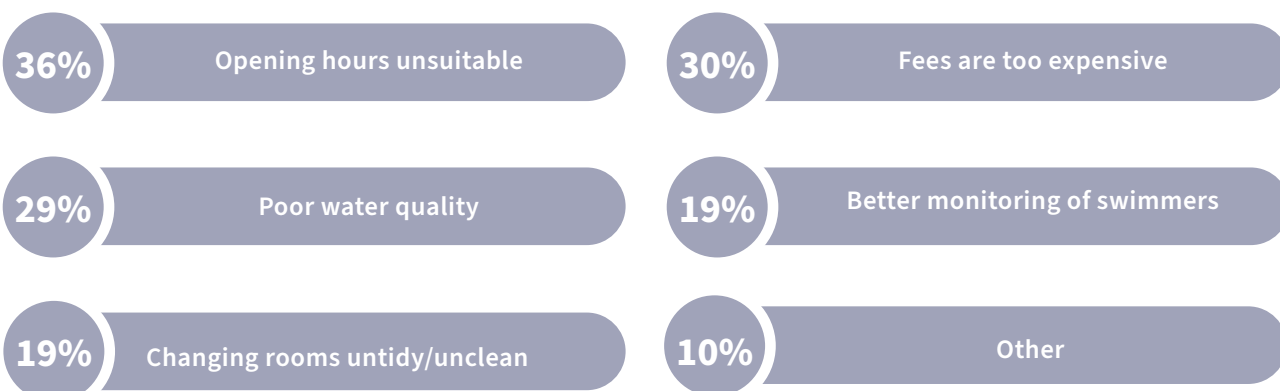
Total



Base: 2014 n=193; 2015 n=259; 2016 n=234; 2017 n=188; 2018 n=136; 2019 n=504; 2020 n=377; 2021 n=327.



Reasons for Dissatisfaction



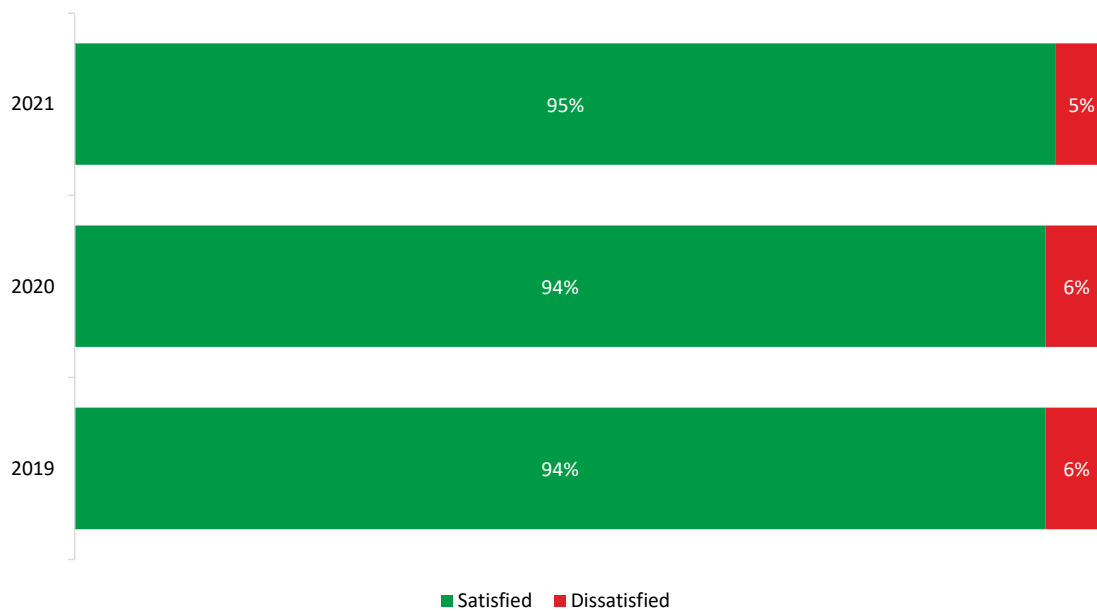
Base: 2021 n=14.

Toilet and Changing Facilities at the District Aquatic Centre

Overall, 95% of respondents are satisfied with the toilet and changing facilities at the district aquatic facilities, this is on a par with previous years' results.



Total

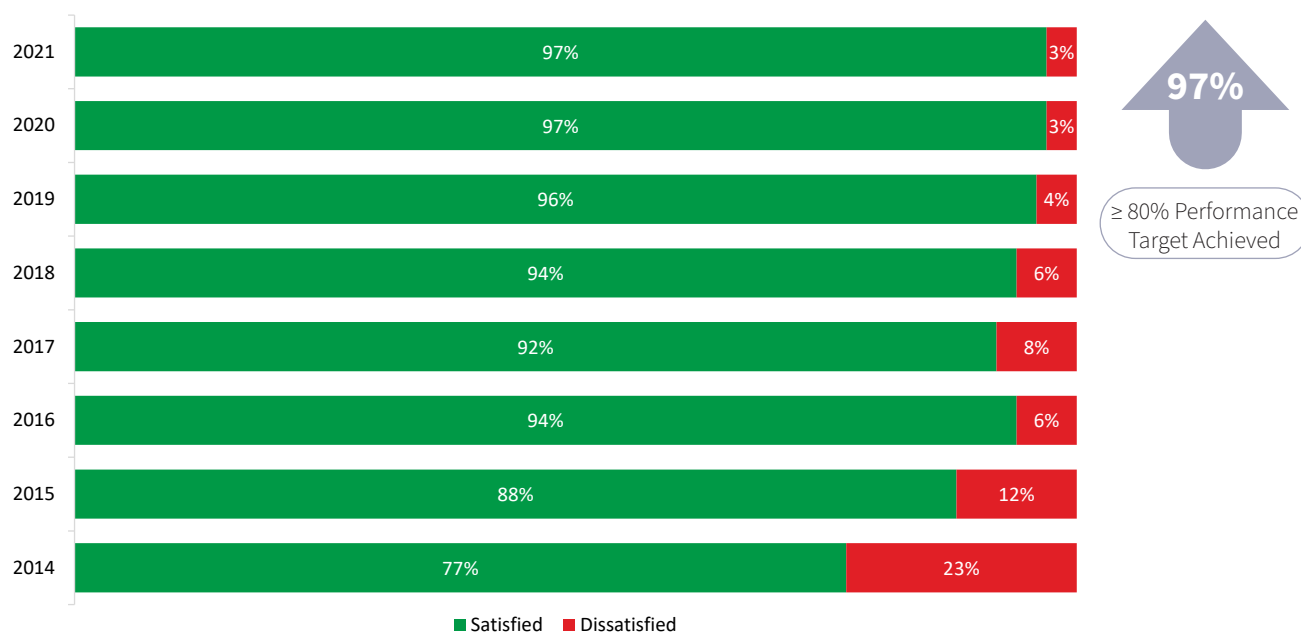


Base: 2019 n=504; 2020 n=368; 2021 n=316.

Quality of Les Munro Centre (Arts and Culture Facilities)

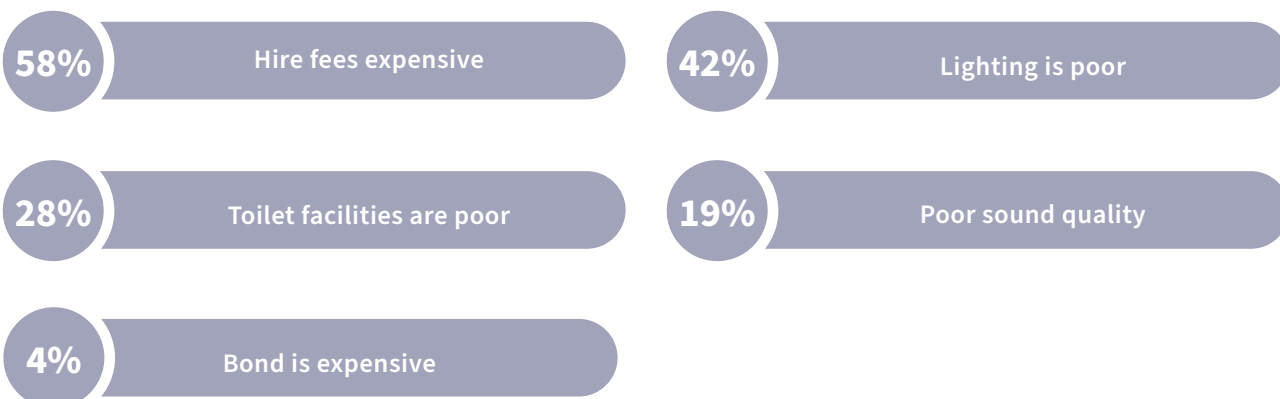
Almost all (97%) of respondents are satisfied with the quality of the Les Munro Centre, this is on a par with last year's results. This year's result exceeds the performance target of 80% by 17%.

Total



Base: 2014 n=261; 2015 n=341; 2016 n=273; 2017 n=237; 2018 n=163; 2019 n=504; 2020 n=398; 2021 n=349.

Reasons for Dissatisfaction

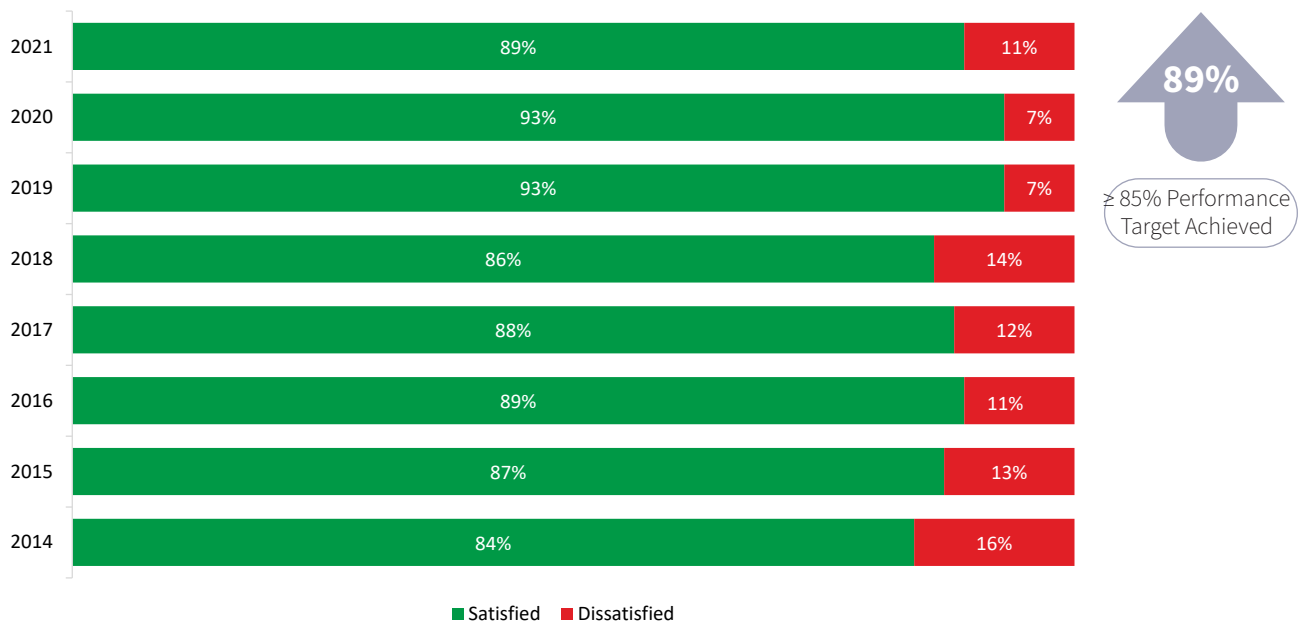


Base: 2021 n=9.

Quality of Public Amenities - Public Toilets and Cemeteries

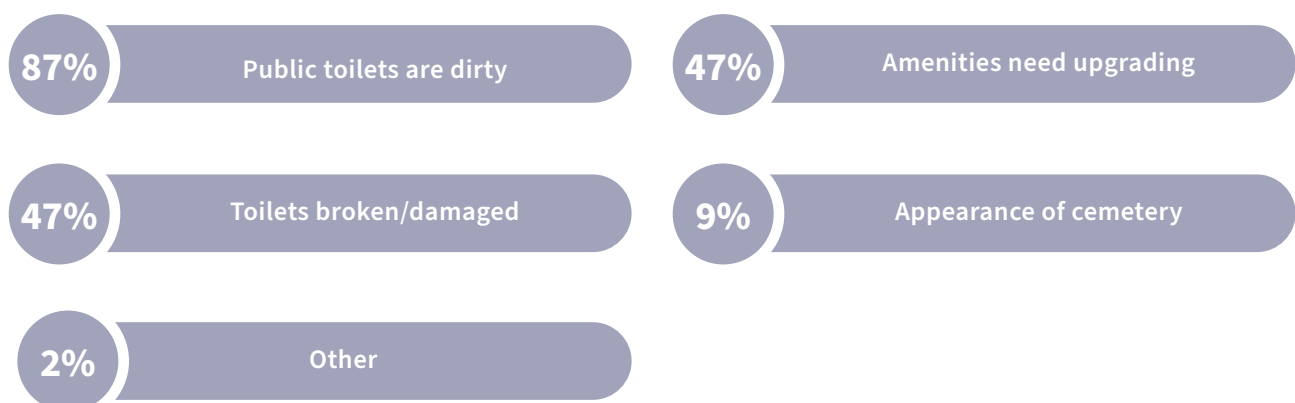
Eighty-nine percent of respondents are satisfied with the quality of public amenities, although not statistically significant this is a 4% decrease from last year's result. This year's result exceeds the performance target of 85% by 4%. Reasons for dissatisfaction with the quality of public amenities pertain to the toilets being dirty (87%), toilets being broken or damaged (47%), and amenities needing upgrading generally (47%).

Total



Base: 2014 n=261; 2015 n=362; 2016 n=304; 2017 n=271; 2018 n=173; 2019 n=504; 2020 n=433; 2021 n=394.

Reasons for Dissatisfaction



Base: 2021 n=36.

Environmental Health Services

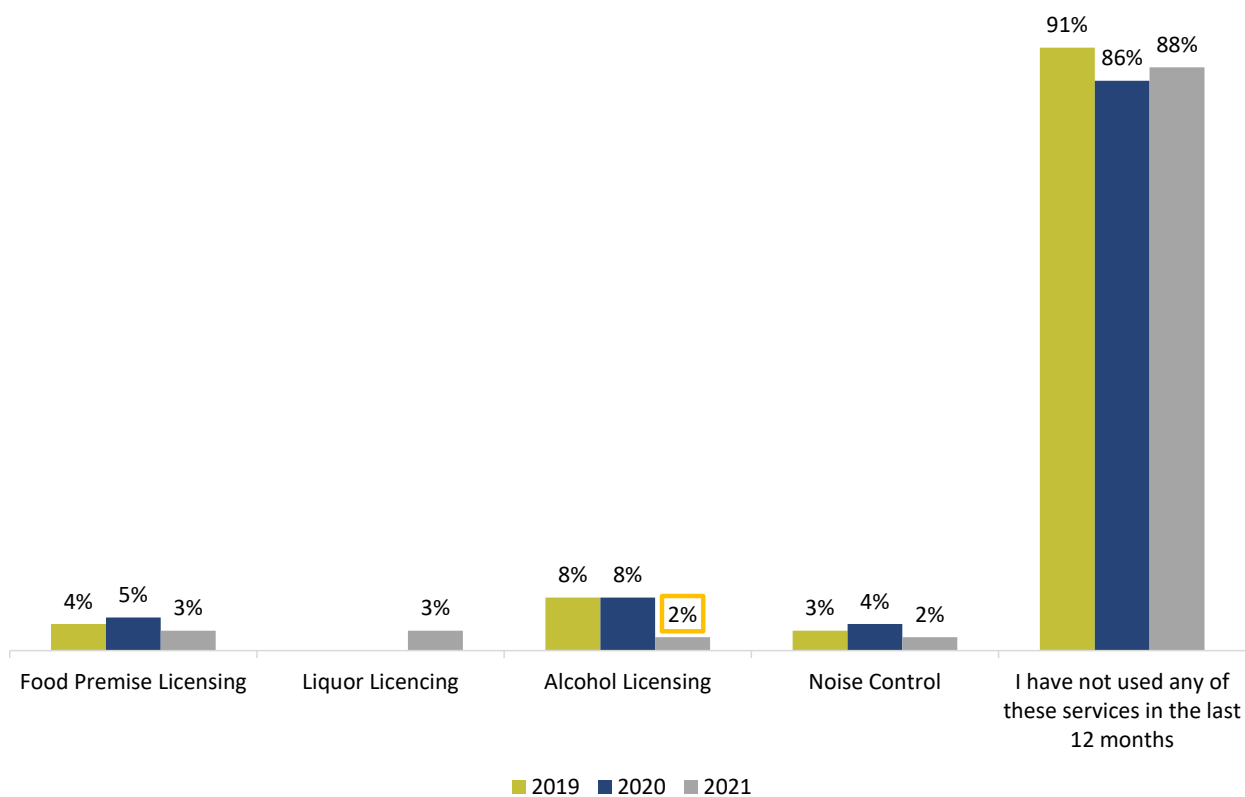


Council Services Used

Overall, 88% of respondents indicate they have not used any of the listed Council provided services in the past 12 months. Notably, significantly fewer respondents this year mention they have used the alcohol and liquor licensing services (2% cf. 2020, 8%).



Total



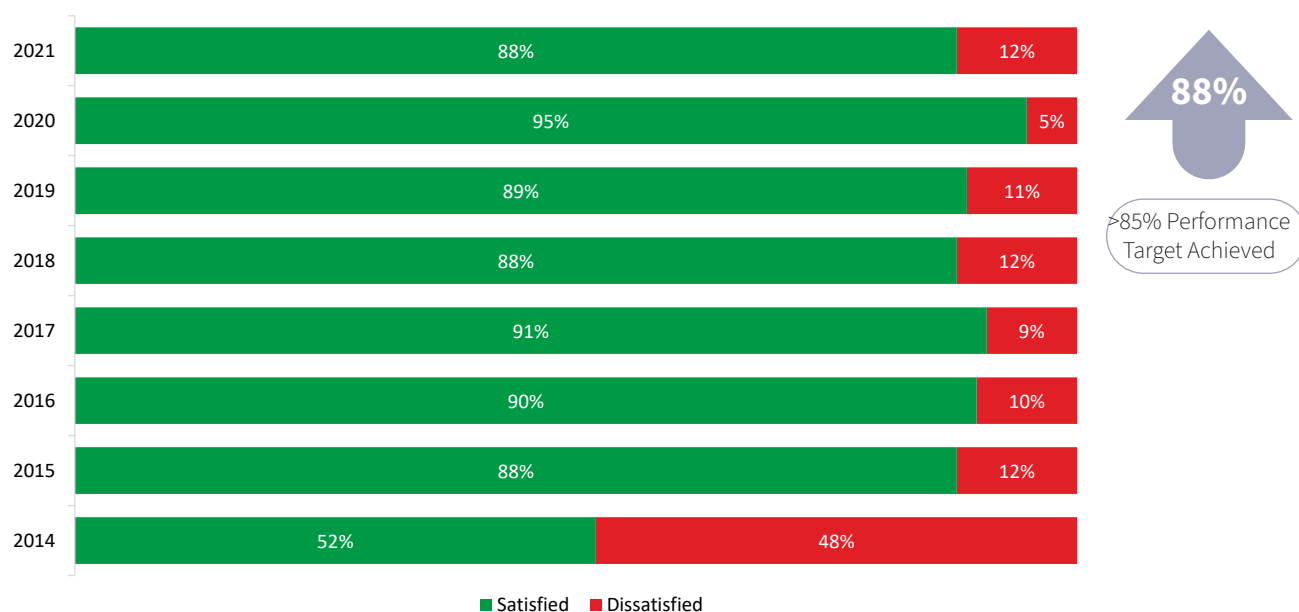
Base: 2019 n=504; 2020 n=444; 2021 n=408.

Provision of an Effective Environmental Health Service

Of the respondents who have used an environmental health service in the past 12 months, 88% are satisfied with the provision of an effective Environmental Health Service for the community; although not statistically significant, this is a 7% decrease from last year's results, however is in line with results from 2019 and 2018. This year's result exceeds the performance target of 85% by 3%.



Total



Base: 2014 n=21; 2015 n=68; 2016 n=60; 2017 n=46; 2018 n=40; 2019 n=47; 2020 n=59; 2021 n=28.



Reasons for Dissatisfaction

72%

Problems with noise control

28%

Food premises dirty/ untidy

Base: 2021 n=3.

Building Control Service

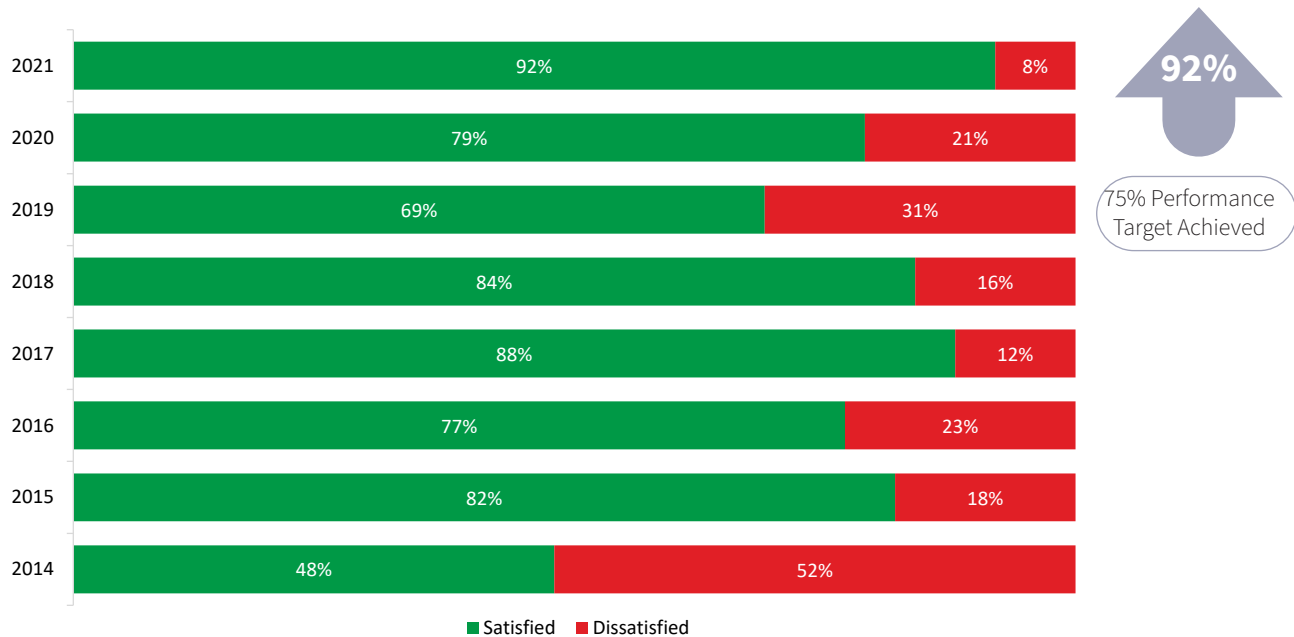


Provision of Building Control Service for the Community

This year, 14% of respondents mention they have used the building consent service in the past 12 months. Of these respondents, 92% are satisfied with the provision of building control service for the community, although not statistically significant this is a 13% increase from last year's result. This year's result also exceeds the performance target of 75% by 17%. Reasons for dissatisfaction with the building control service pertain to the process taking too long (64%) and being too complicated (64%).



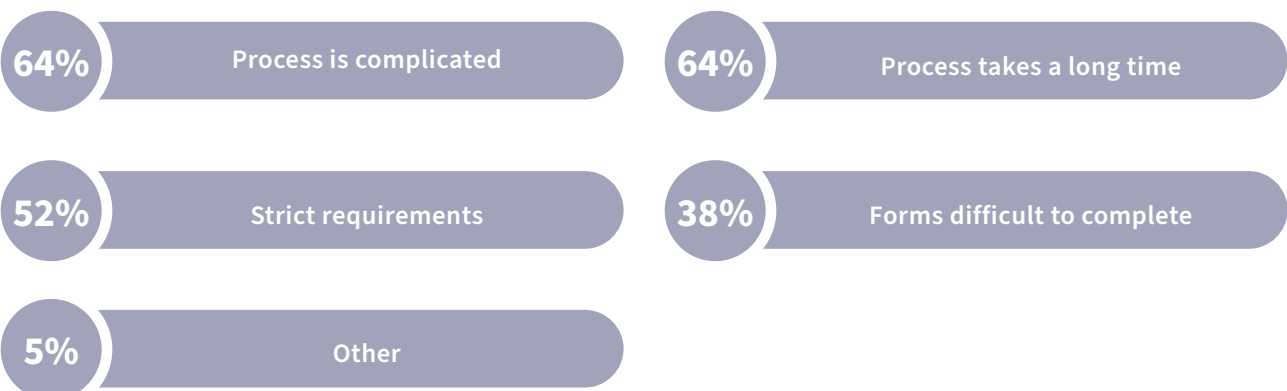
Total



Base: 2014 n=23; 2015 n=67; 2016 n=53; 2017 n=41; 2018 n=127; 2019 n=68; 2020 n=46; 2021 n=57.



Reasons for Dissatisfaction



Base: 2020 n=9.

Animal Control Service

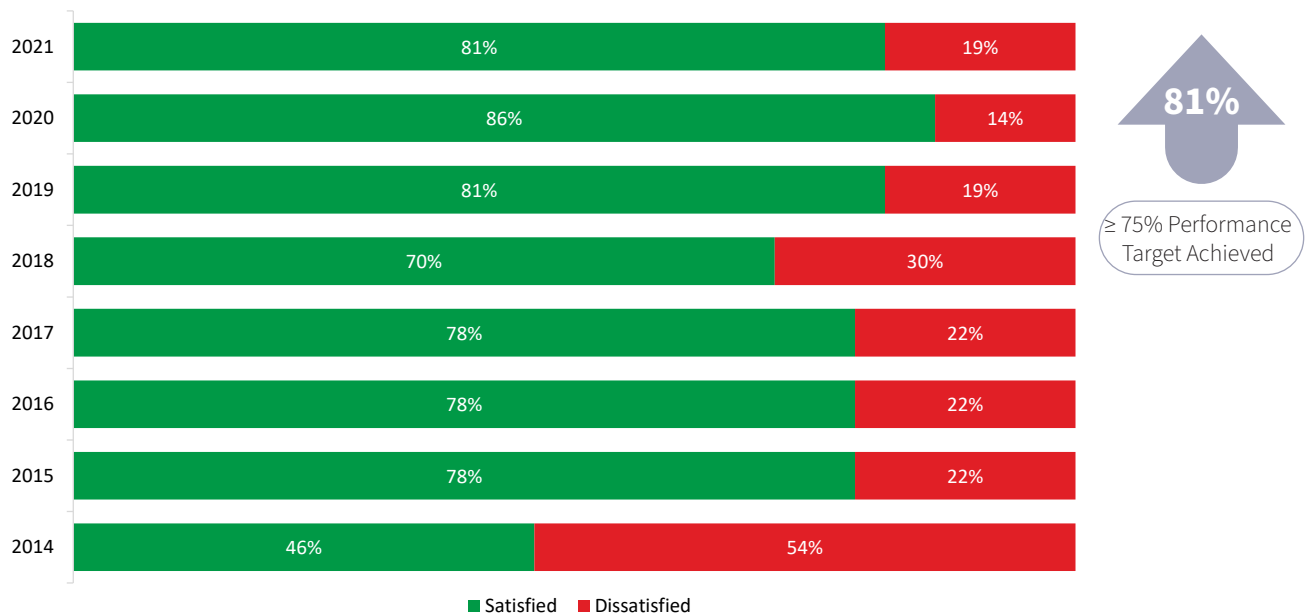


Council's Provision of Effective Animal Control Service

Eighty-one percent of respondents are satisfied with Council's provision of effective animal control service, although not statistically significant this is a 5% decrease from last year's result. This year's result exceeds the performance target of 75% by 6%. Primary reasons for dissatisfaction with Council's provision of effective animal control service relate to roaming dogs (63%), dogs barking (43%), and dogs off leash in town (43%).



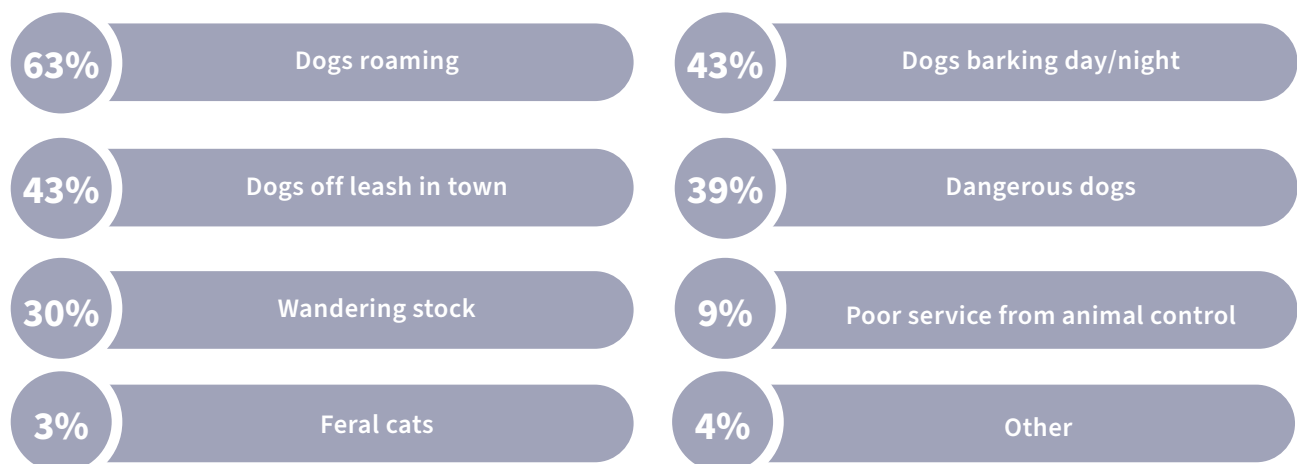
Total



Base: 2014 n=295; 2015 n=123; 2016 n=292; 2017 n=260; 2018 n=160; 2019 n=504; 2020 n=407; 2021 n=352.



Reasons for Dissatisfaction



Base: 2021 n=66.

Emergency Management

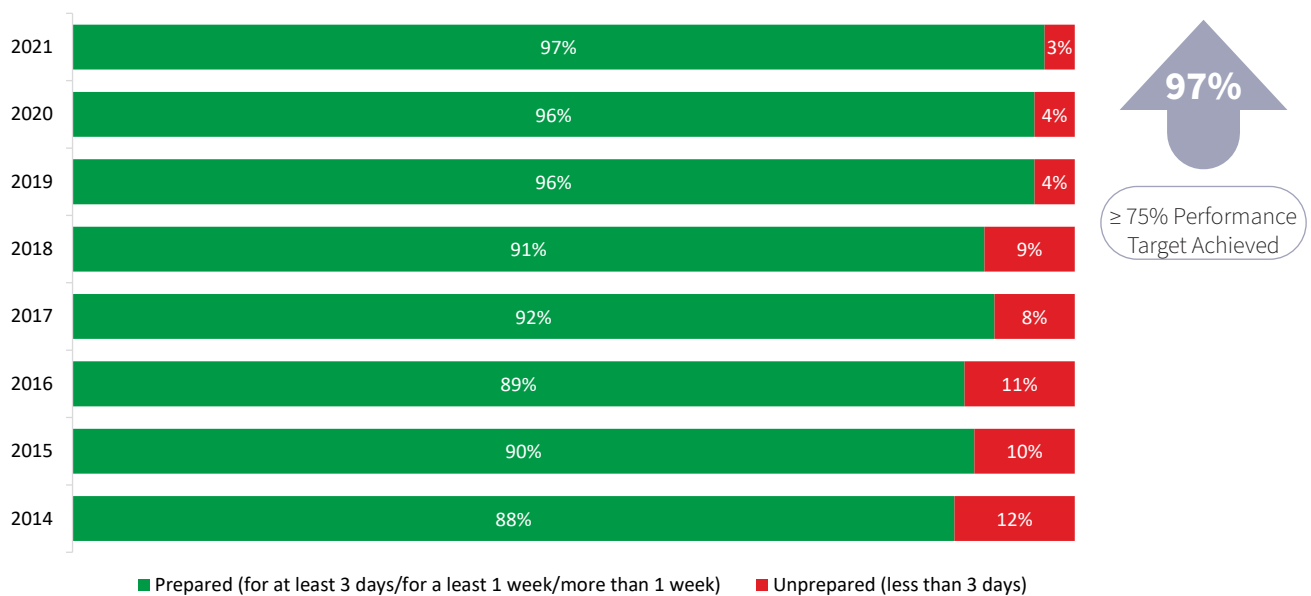


Preparedness for a Natural Disaster

Half (50%) of respondents indicate they have an emergency plan in place. However, almost all 97% indicate they are prepared to survive unaided in the event of a natural disaster for at least three days. This year's result is on a par with last year's result, and exceeds the performance target of 75% by 22%.



Total



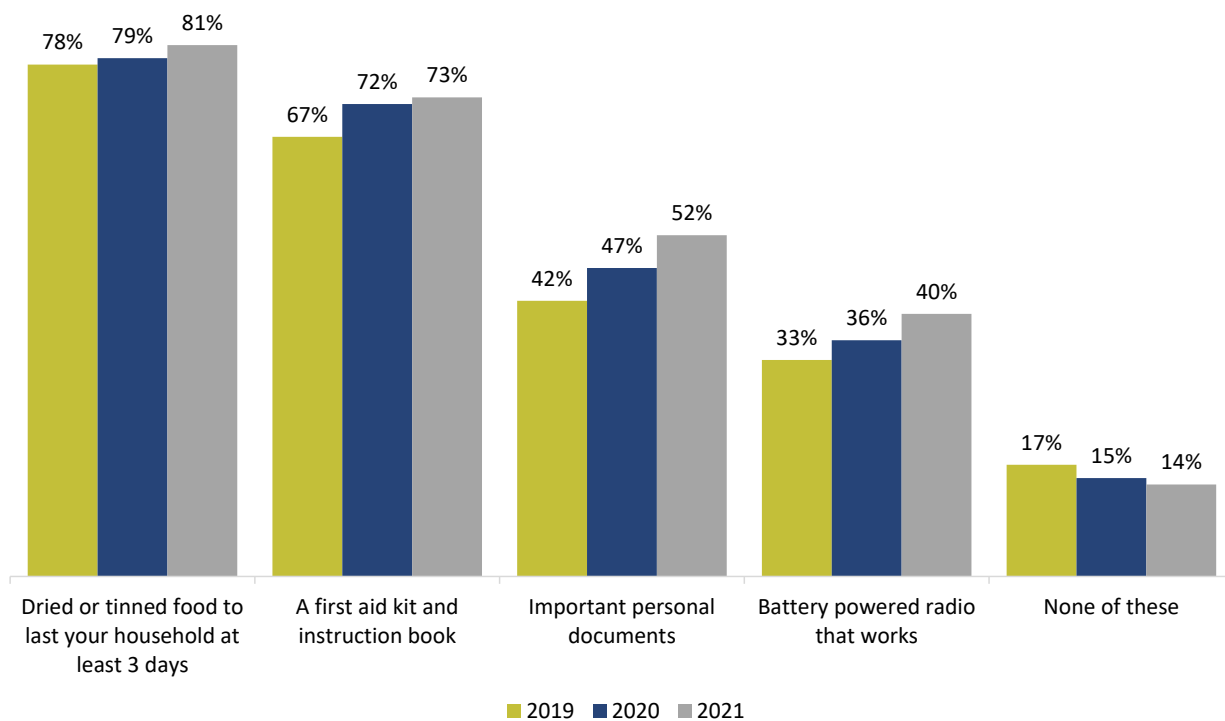
Base: 2014 n= 470; 2015 n=439; 2016 n=303; 2017 n=277; 2018 n=164; 2019 n=504; 2020 n=444; 2021 n=406.

Emergency Survival Kit

When asked about contents of their emergency survival kit, 81% of respondents have dried or tinned food to last their household for at least 3 days. Following this, respondents also mention they have a first aid kit and instruction book (73%), important personal documents (52%), and a battery powered radio that works (40%). Notably, 14% of respondents indicate they have none of the mentioned survival kit items, this has steadily decreased since 2019.



Total



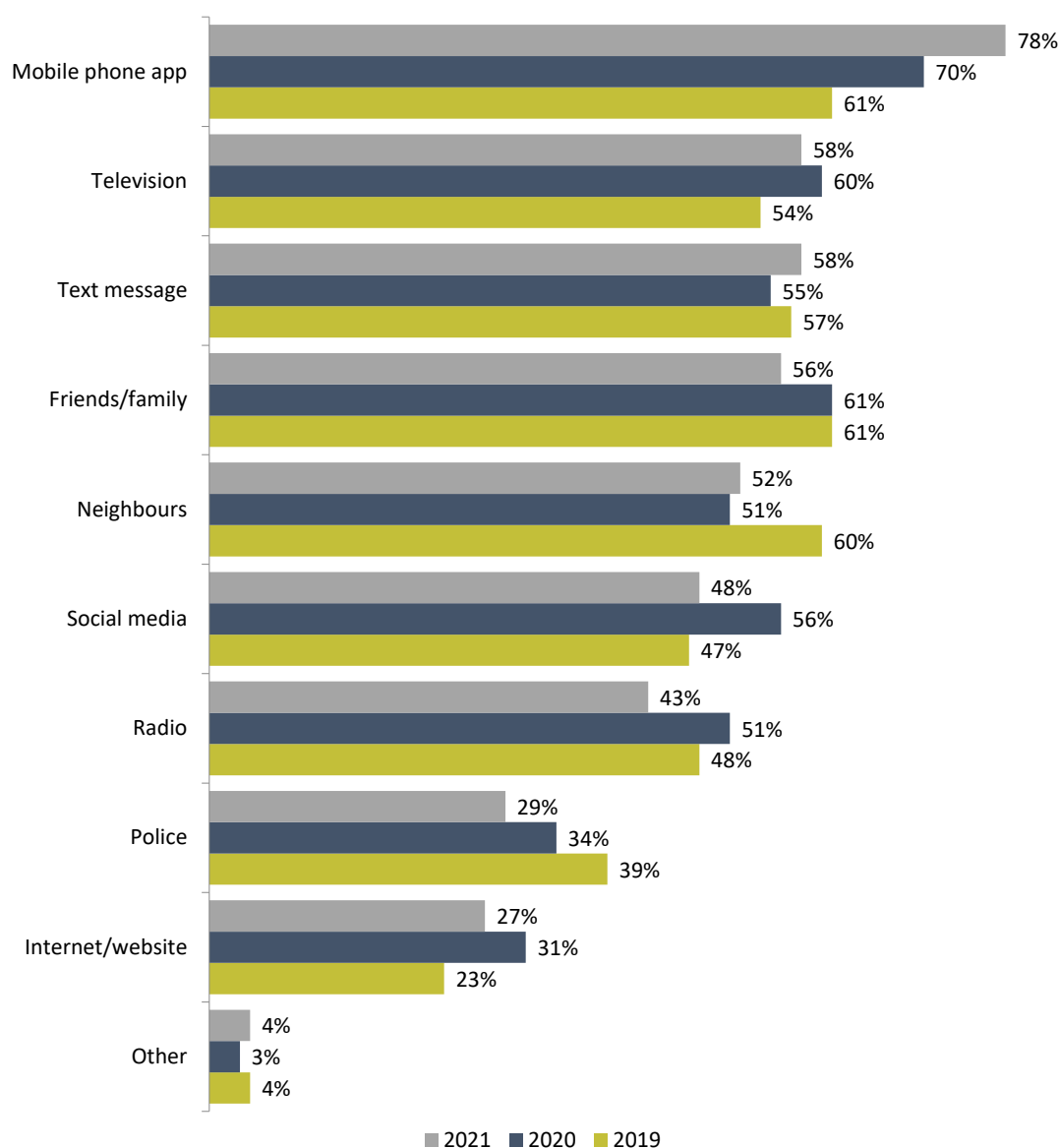
Base: 2019 n=504; 2020 n=444; 2021 n=408.

Method of Receiving Emergency Messages in a Natural Disaster

Overall, 78% of respondents indicate they expect to receive emergency messages in a natural disaster via a mobile phone app; although not statistically significant this is an 8% increase from last year's result. At a lower level, respondents mention they would expect to receive information from family and friends (56%), television (58%), and on social media (48%).



Total



Base: 2019 n=504; 2020 n=444; 2021 n=408.

Council Communications

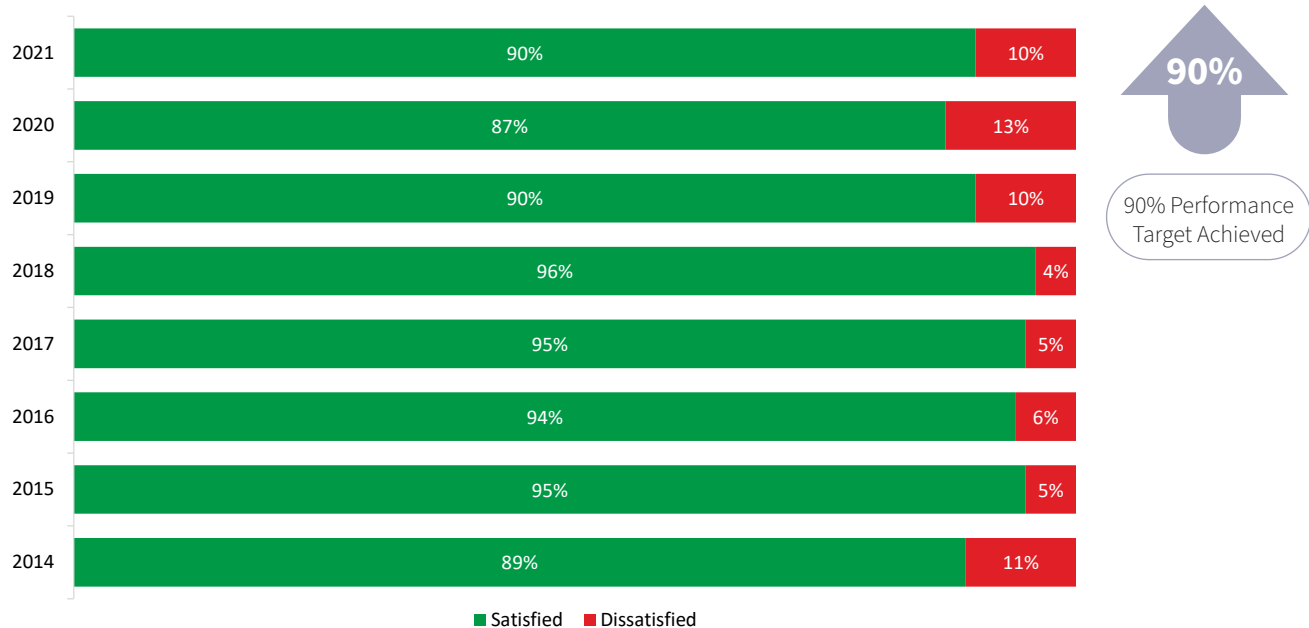


Usefulness and Effectiveness of Council Communications

This year, 90% of respondents are satisfied with the usefulness and effectiveness of Council communications, although not statistically significant this is a 3% increase from last year's results. This year's result meets the performance target of 90%.



Total



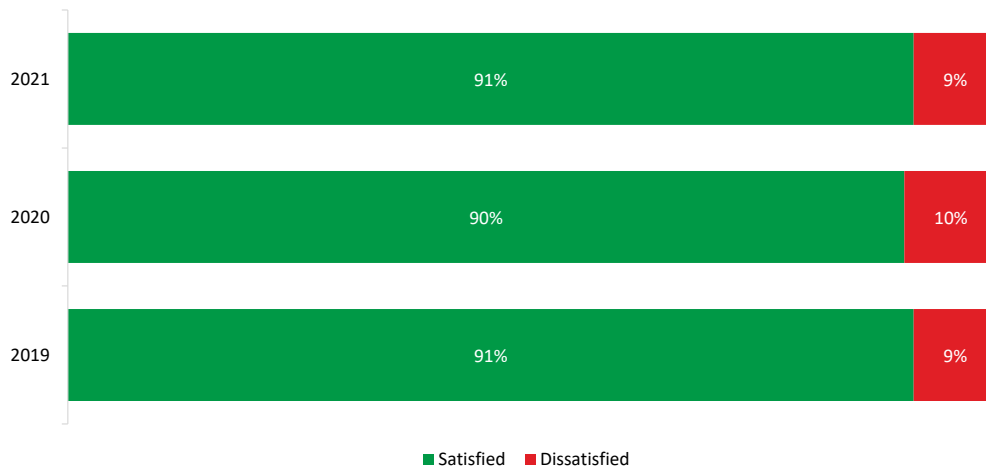
Base: 2014 n=250; 2015 n=366; 2016 n=301; 2017 n=274; 2018 n=180; 2019 n=504; 2020 n=444; 2021 n=390.

Ease of Accessing Council Information

Ninety-one percent of respondents this year are satisfied with the ease of accessing Council information, this is on a par with results from last year.



Total

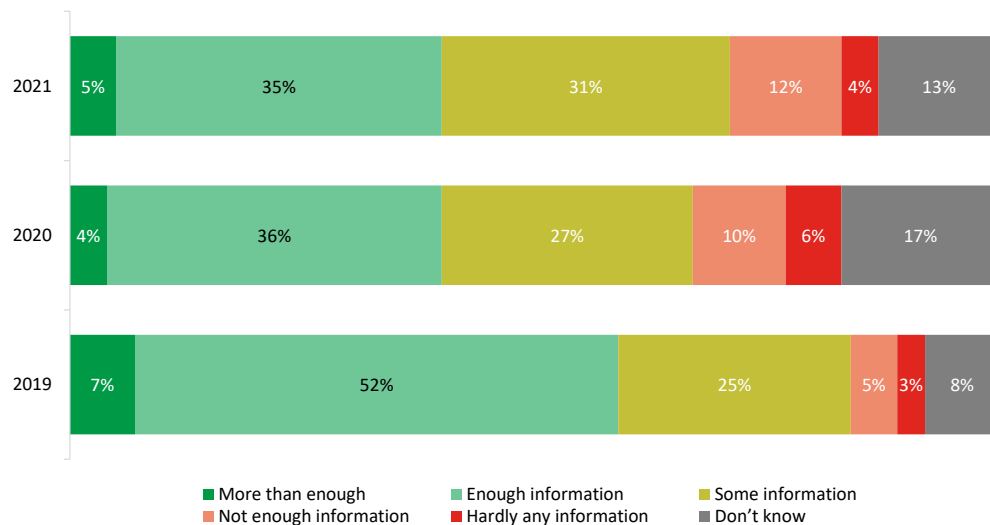


Base: 2019 n=504; 2020 n=444; 2021 n=377.

In terms of the amount of information supplied by Council to residents, this year 5% of respondents mention they receive more than enough. A further 35% of respondents mention Council supplies enough information and 31% indicate they supply some information. Overall, this year's results are on a par with last year's results.



Information Supplied: Total



Base: 2019 n=504; 2020 n=444; 2021 n=372.

Council's Overall Performance

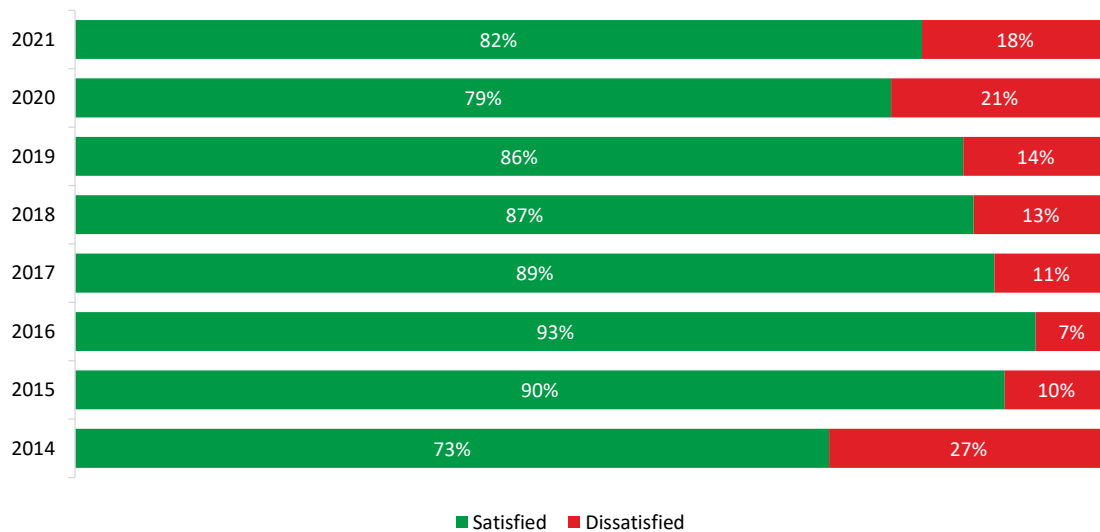


Council's Efficiency with Resources and Funding

Eighty-two percent of respondents are satisfied with Council's efficiency with resources and funding, although not statistically significant this is a 3% increase from last year's result.



Council's Efficiency: Total

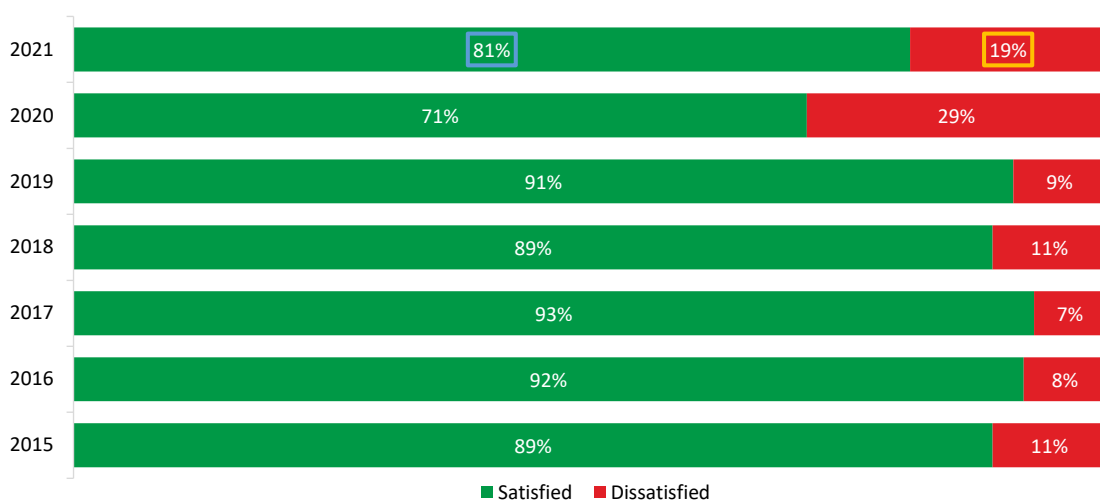


Base: 2014 n=233; 2015 n=386; 2016 n= 301; 2017 n=275; 2018 n=176; 2019 n=504; 2020 n=444; n=395.

This year, 81% of respondents mention they are satisfied that Councillors are approachable and have been working in the best interests of the district. Notably, this year sees a significant increase in satisfied results (81% cf. 2020, 71%).



Members Approachable: Total



Base: 2015 n=386; 2016 n=302; 2017 n=269; 2018 n=174; 2019 n=504; 2020 n=444; 2021 n=387.

Customer Services

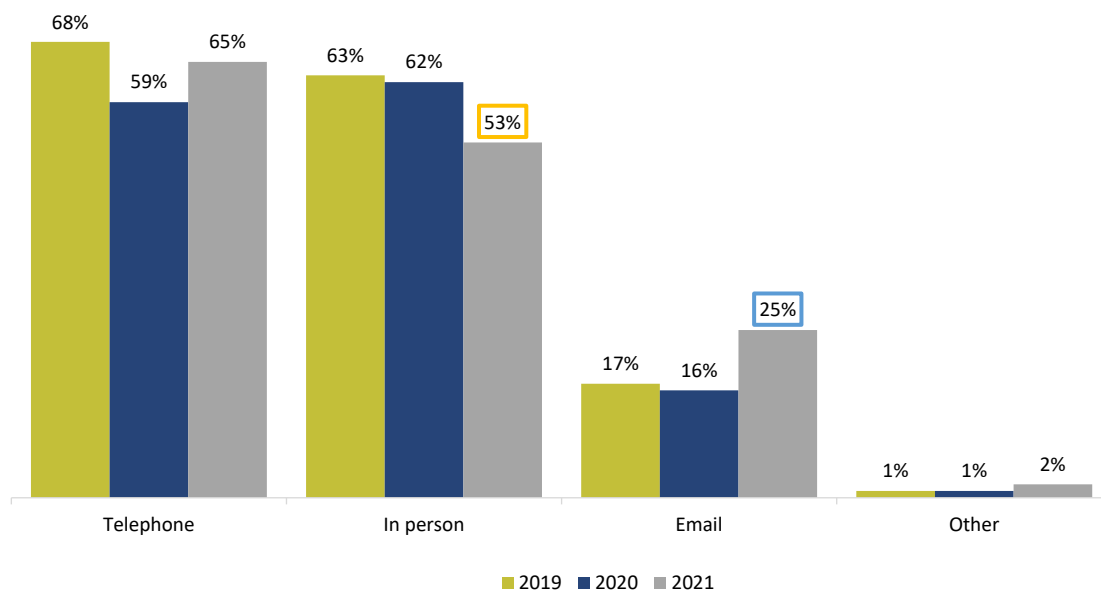


Contact with WDC Customer Services

Fifty-one percent of respondents indicate they have contacted Council in the last 12 months. Amongst these respondents, 65% indicate they contacted Council via telephone, 53% contacted Council in person, and 25% via email. Notably, this year significantly fewer respondents mention they contacted Council in person (53% cf. 2020, 62%) and significantly more respondents have used email (25% cf. 2020, 16%).



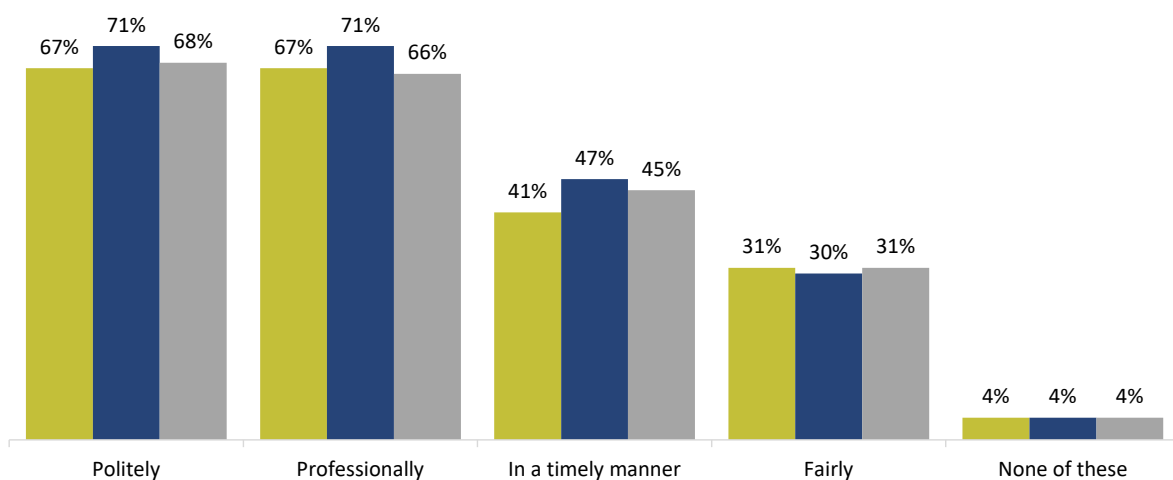
Contact With WDC: Total



When asked about impressions of the first point of contact with Council, in line with last year's results 68% indicate the contact was polite. A further 66% mention the first point of contact was professional, 45% that the contact was timely, and 31% indicate the interaction was fair.



First Point of Contact: Total



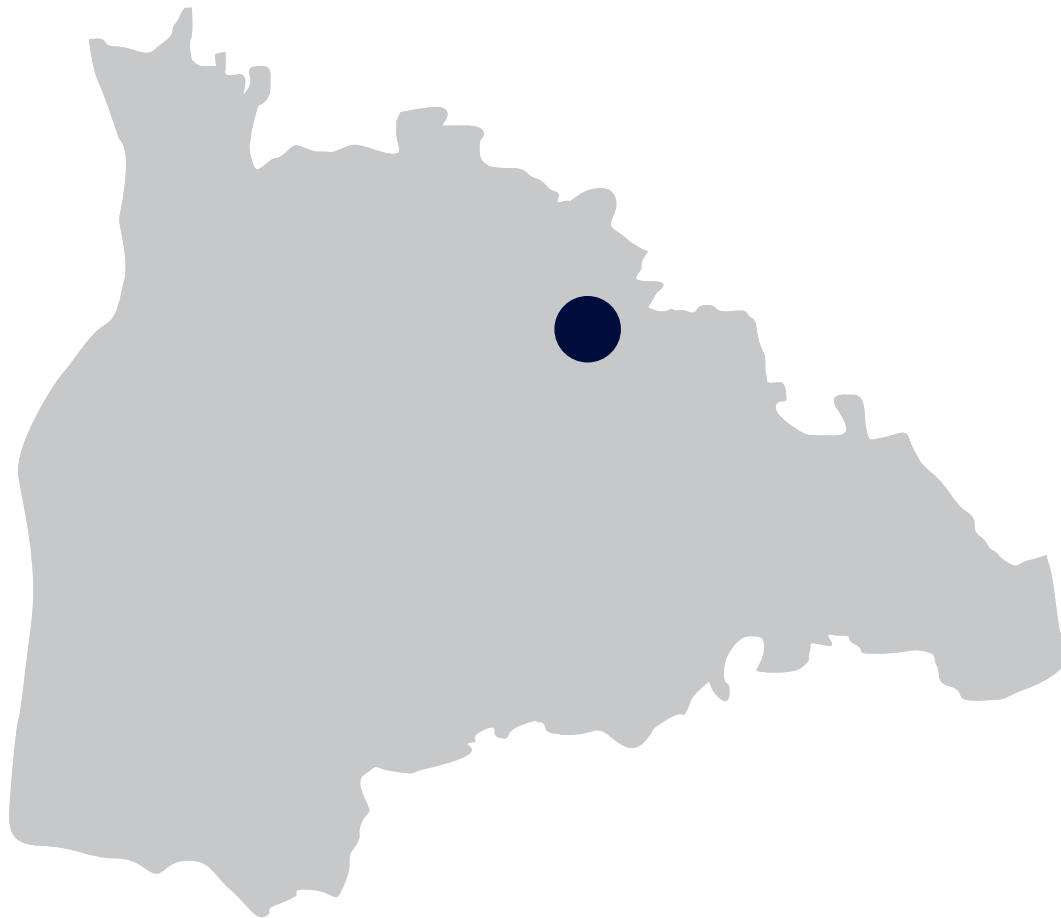
Base: 2019 n=297; 2020 n=254; 2021 n=236.

2019 2020 2021

Area Profiles



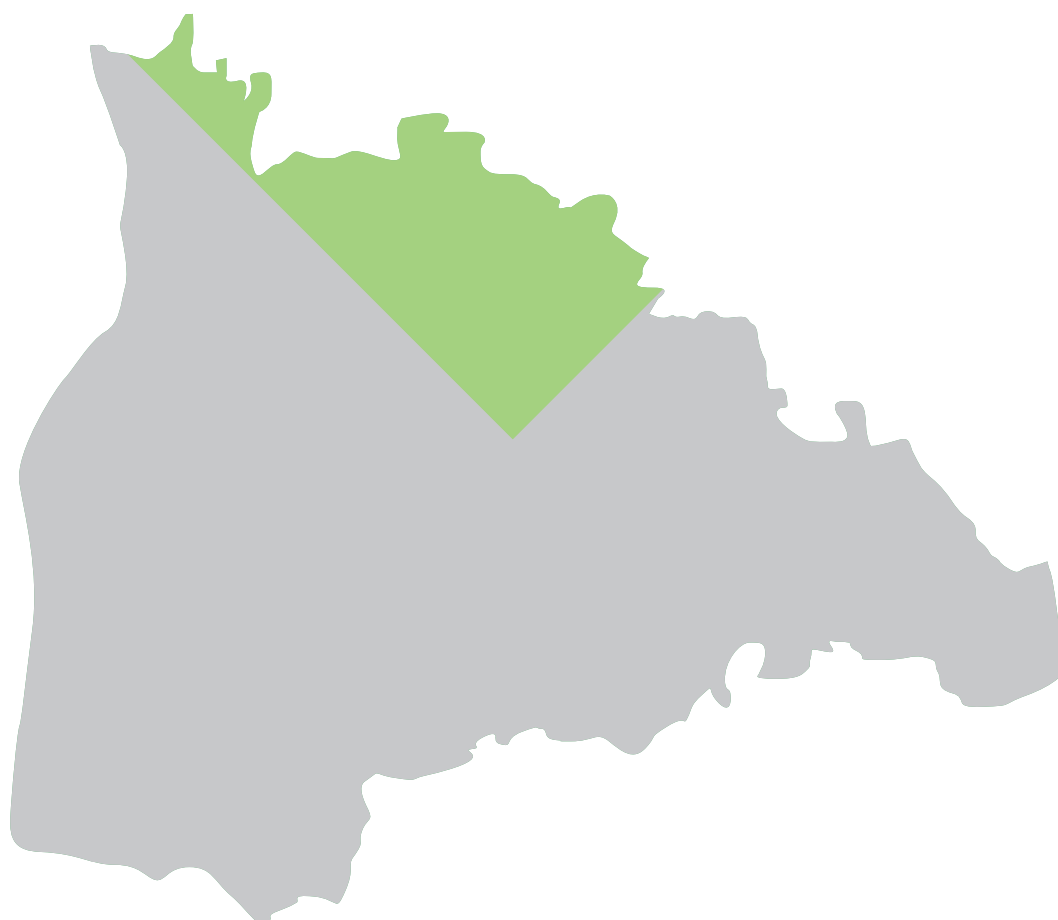
Te Kuiti



The following details results for Te Kuiti respondents; Te Kuiti makes up 52% of the total sample. The bold text indicate a result which is significantly different from the total result.

	Total Result	Te Kuiti
Overall condition of sealed roads	62%	68%
Overall condition of unsealed roads	63%	70%
Standard of pedestrian crossings	90%	87%
Standard of public footpaths	88%	87%
Road signs and markings are visible and assist road safety	94%	92%
Quality of parks and reserves	89%	89%
Quality of public amenities	89%	91%
Usefulness and effectiveness of Council communications	90%	87%
Council's efficiency with resources and funding	82%	82%
Ease of accessing Council information	91%	90%
Councillors are approachable and have been working in the best interest of the district	81%	80%

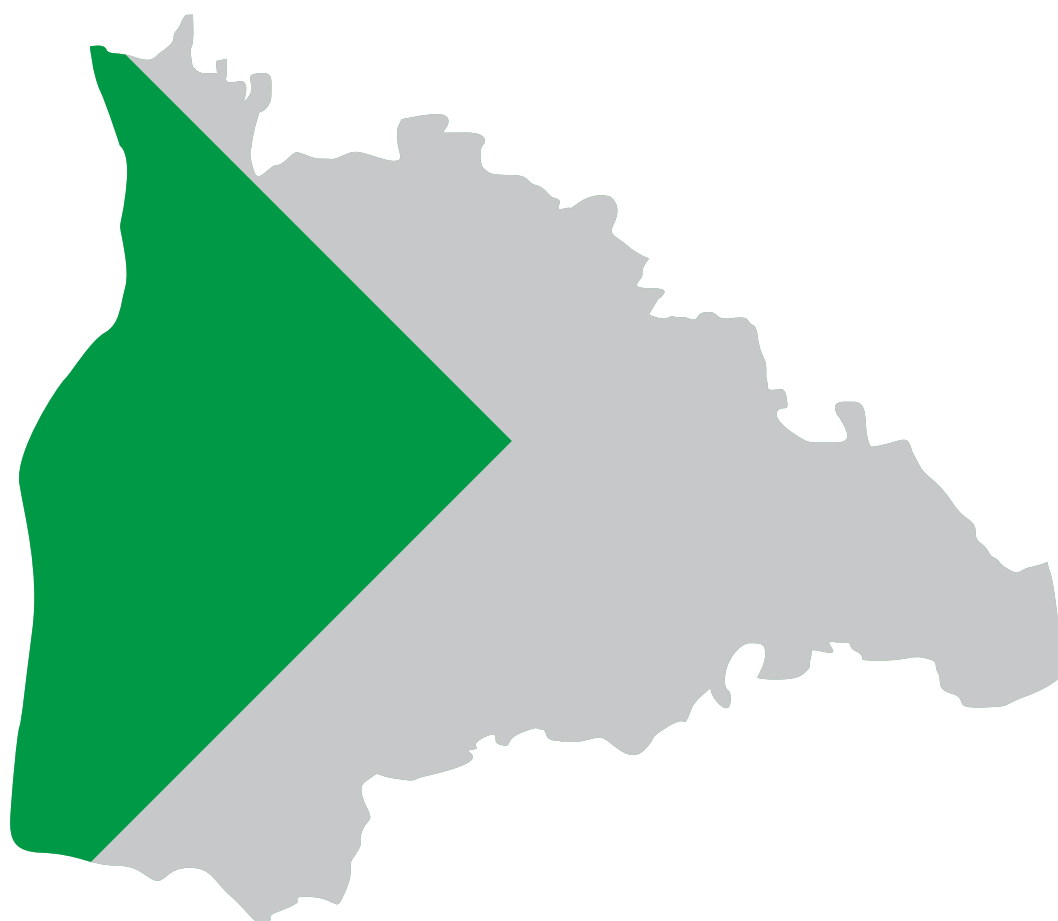
Rural North



The following details results for Rural North respondents; Rural North makes up 16% of the total sample. The bold text indicate a result which is significantly different from the total result.

	Total Result	Rural North
Overall condition of sealed roads	62%	62%
Overall condition of unsealed roads	63%	60%
Standard of pedestrian crossings	90%	94%
Standard of public footpaths	88%	94%
Road signs and markings are visible and assist road safety	94%	98%
Quality of parks and reserves	89%	91%
Quality of public amenities	89%	95%
Usefulness and effectiveness of Council communications	90%	97%
Council's efficiency with resources and funding	82%	93%
Ease of accessing Council information	91%	95%
Councillors are approachable and have been working in the best interest of the district	81%	84%

Rural Central



The following details results for Rural Central respondents; Rural Central makes up 21% of the total sample. The bold text indicate a result which is significantly different from the total result.

	Total Result	Rural Central
Overall condition of sealed roads	62%	48%
Overall condition of unsealed roads	63%	57%
Standard of pedestrian crossings	90%	90%
Standard of public footpaths	88%	84%
Road signs and markings are visible and assist road safety	94%	94%
Quality of parks and reserves	89%	98%
Quality of public amenities	89%	87%
Usefulness and effectiveness of Council communications	90%	98%
Council's efficiency with resources and funding	82%	81%
Ease of accessing Council information	91%	97%
Councillors are approachable and have been working in the best interest of the district	81%	76%

Rural South and East



The following details results for Rural South and East respondents; Rural South and East makes up 10% of the total sample. The bold text indicate a result which is significantly different from the total result.

	Total Result	Rural South and East
Overall condition of sealed roads	62%	57%
Overall condition of unsealed roads	63%	47%
Standard of pedestrian crossings	90%	97%
Standard of public footpaths	88%	89%
Road signs and markings are visible and assist road safety	94%	96%
Quality of parks and reserves	89%	74%
Quality of public amenities	89%	73%
Usefulness and effectiveness of Council communications	90%	77%
Council's efficiency with resources and funding	82%	69%
Ease of accessing Council information	91%	83%
Councillors are approachable and have been working in the best interest of the district	81%	86%

Demographics



Demographics

Sample Profile

This section outlines the sample composition of the respondents surveyed.

Age, unweighted

	2014	2015	2016	2017	2018	2019	2020	2021
Under 18	0%	1%	0%	1%	0%	2%	0%	0%
18-39 years old	16%	18%	16%	16%	11%	16%	16%	14%
40-59 years old	34%	35%	31%	28%	26%	36%	32%	30%
60 years and older	49%	46%	53%	55%	63%	46%	52%	55%

Gender, unweighted

	2014	2015	2016	2017	2018	2019	2020	2021
Male	-	-	-	-	-	40%	42%	42%
Female	-	-	-	-	-	60%	58%	58%

Employment, unweighted

	2014	2015	2016	2017	2018	2019	2020	2021
Employed	-	-	61%	57%	53%	61%	58%	58%
Unemployed	-	-	39%	43%	47%	39%	42%	42%

Property ownership, unweighted

	2014	2015	2016	2017	2018	2019	2020	2021
Yes	78%	78%	83%	83%	84%	80%	79%	81%
No	18%	22%	17%	7%	16%	20%	21%	19%

Questionnaire



RESIDENTS' SURVEY 2021

Disclaimer Notice to Survey Respondents:

- This survey is specifically for residents of the Waitomo district who are not employees of/ or contracted to Waitomo District Council.
- Waitomo District Council is solely responsible for this survey and its contents. Your response to the survey is voluntary. Personal information provided by respondents will not be made publicly available.
- As this is a resident survey, please contribute to its usefulness by responding only once.

PLEASE ENTER YOUR DETAILS:

Full Name:

Postal Address:

Contact Phone Number:

Email Address:

What town or area do you reside in?

Te Kuiti <input type="radio"/>	Te Waitere <input type="radio"/>	Awakino <input type="radio"/>	Kopaki <input type="radio"/>
Waitomo Caves <input type="radio"/>	Mapiu <input type="radio"/>	Kinohaku <input type="radio"/>	Mokauiti <input type="radio"/>
Maniaiti/Benneydale <input type="radio"/>	Aria <input type="radio"/>	Marokopa <input type="radio"/>	Waipa Valley <input type="radio"/>
Piopio <input type="radio"/>	Mahoenui <input type="radio"/>	Taharoa <input type="radio"/>	Other (specify) <input type="radio"/>
Mokau <input type="radio"/>	Waikawau <input type="radio"/>	Te Anga <input type="radio"/>

Do you own a property in the Waitomo district? Yes No

Are you currently employed? Yes No

Which age bracket do you belong to?

18 years and under 18 - 39 years of age 40 - 59 years of age 60 years and over

Which of the following do you identify as...

Male Female Gender diverse Prefer not to say

A. ROADS AND FOOTPATHS

Q1. How satisfied are you with the overall condition of the sealed roads in the district?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. (Tick relevant box / you can have more than one response).

Better maintenance required <input type="radio"/>	Need for lower/variable speed zones in urban areas <input type="radio"/>
Need better construction <input type="radio"/>	Not appropriate for my travel needs <input type="radio"/>
Other <input type="radio"/>	

Q2. How satisfied are you with the overall condition of unsealed roads in the district?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. (Tick relevant box / you can have more than one response).

Not properly repaired <input type="radio"/>	Potholes/rough surfaces <input type="radio"/>
Roads not wide enough <input type="radio"/>	Overhanging vegetation/poor line of sight <input type="radio"/>
Other <input type="radio"/>	

Q3. How satisfied are you with the standard of the pedestrian crossings in the district?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. *(Tick relevant box / you can have more than one response).*

Difficult to see <input type="radio"/>	Not safe <input type="radio"/>
Bad location <input type="radio"/>	Other <input type="radio"/>

Q4. How satisfied are you that the standard of the public footpaths are safe and accessible?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
---	--	--	---	--

If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. *(Tick relevant box / you can have more than one response).*

Better maintenance required <input type="radio"/>	Cracked/damaged footpaths <input type="radio"/>
Too narrow <input type="radio"/>	Other <input type="radio"/>

Q5. How satisfied are you that the road signs and markings are visible and assist road safety?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
---	--	--	---	--

If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. *(Tick relevant box / you can have more than one response).*

Signs difficult to see <input type="radio"/>	Road markings/lines not clearly painted <input type="radio"/>
Signs missing <input type="radio"/>	Other <input type="radio"/>

B. WATER SUPPLY

Q6. Do you have a private water supply (i.e. roof water, natural spring or bore supply) or are you connected to a Council provided supply?

Town (Council) supply <input type="radio"/>	Private supply <i>(Move onto Section C: Sewerage)</i> <input type="radio"/>
---	---

Q7. How satisfied are you with Council's provision of your water supply service?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
---	--	--	---	--

If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. *(Tick relevant box / you can have more than one response).*

Quality of water not good <input type="radio"/>	Appearance of water <input type="radio"/>
Price of water <input type="radio"/>	Water leaks <input type="radio"/>
Taste and odour of water <input type="radio"/>	Insufficient pressure <input type="radio"/>
Other <input type="radio"/>	

C. SEWERAGE - TREATMENT AND DISPOSAL

Q8. Do you have a septic tank or are you on a Council provided reticulated sewerage disposal system?

Town (Council) supply <input type="radio"/>	Septic tank <i>(Move onto Section D: Refuse and Recycling)</i> <input type="radio"/>
---	--

Q9. How satisfied are you with Council's overall provision of an adequate Sewerage treatment and disposal service for the community where you live?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
---	--	--	---	--

If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. *(Tick relevant box / you can have more than one response).*

Odour/smell <input type="radio"/>	Response to service requests is poor <input type="radio"/>
Overflows/blockages <input type="radio"/>	Other <input type="radio"/>

D. REFUSE AND RECYCLING

Q10. Which of the following Council provided refuse (rubbish) and recycling facilities have you used in the last 12 months? (Tick relevant box / you can have more than one response).

Kerbside Refuse Collection Service - weekly collection of WDC blue rubbish bags from outside your home	<input type="radio"/>
Green bin - weekly collection of recyclables from outside your home	<input type="radio"/>
District Transfer Stations in Te Kuiti, Piopio, Marokopa, Kinohaku, Mokau/Awakino and Maniaiti/Benneydale	<input type="radio"/>
Landfill facility - refuse and recycling facilities provided at Waitomo District Landfill	<input type="radio"/>
I have not used any of the Council provided refuse and recycling facilities in the last 12 months <i>(Move onto Question 13).</i>	<input type="radio"/>

Q11. How satisfied are you with the safety of the facilities (Landfill and the District Transfer Stations)?

Very Dissatisfied	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. *(Tick relevant box / you can have more than one response).*

Trip hazard	<input type="radio"/>	Dumped rubbish at site	<input type="radio"/>
Bins are always full	<input type="radio"/>	High traffic area	<input type="radio"/>
Broken glass onsite	<input type="radio"/>	Not enough parking	<input type="radio"/>
Other	<input type="radio"/>		

Q12. How satisfied are you with the provision of waste management facilities (Landfill and District Transfer Stations)?

Very Dissatisfied	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. *(Tick relevant box / you can have more than one response).*

Rubbish/broken glass on ground	<input type="radio"/>	Trip hazard	<input type="radio"/>
High-traffic area	<input type="radio"/>	Difficult to manoeuvre vehicle around site	<input type="radio"/>
Other	<input type="radio"/>		

Q13. Thinking about how you reduce waste at home, which of the following do you do at home?

(Please select one rating for each option).

	Never	Rarely	Sometimes	Almost always	All the time
Compost food waste	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recycle plastic, glass, tin and paper	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Choose products with little or no packaging	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Choose products with packaging that can be recycled	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Use long life products rather than disposables	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Purchase secondhand goods	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

E. COMMUNITY SERVICES

Q14. How satisfied are you with the quality of the parks and reserves?

Very Dissatisfied	Dissatisfied	Somewhat Satisfied	Satisfied	Very Satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. *(Tick relevant box / you can have more than one response).*

Playgrounds need upgrading	<input type="radio"/>	Needs better seating or signs	<input type="radio"/>
Frequency of grass mowing	<input type="radio"/>	Graffiti and damage	<input type="radio"/>
Not enough rubbish bins	<input type="radio"/>	Other	<input type="radio"/>

Q15. How satisfied are you with the quality of the library facilities and services provided at the Waitomo District Library?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. (Tick relevant box / you can have more than one response).

Inadequate selection of books <input type="radio"/>	Noisy groups loitering <input type="radio"/>
Inadequate selection of digital material/devices <input type="radio"/>	The library hours are not convenient <input type="radio"/>
Fees are too expensive <input type="radio"/>	Appearance of the library <input type="radio"/>
Other <input type="radio"/>	

Q16. How satisfied are you that the pool facility (District Aquatic Centre) is of quality and meets the needs of residents?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. (Tick relevant box / you can have more than one response).

Opening hours are unsuitable <input type="radio"/>	Changing rooms are untidy/unclean <input type="radio"/>
Water quality is not good <input type="radio"/>	Need better monitoring of swimmers <input type="radio"/>
Fees are expensive <input type="radio"/>	Other <input type="radio"/>

Q17. How satisfied are you with the toilet and changing facilities at the Aquatic Centre?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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Q18. How satisfied are you with the quality of the Les Munro Centre (arts and culture facilities and services)?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. (Tick relevant box / you can have more than one response).

Hire fees are expensive <input type="radio"/>	Lighting is poor <input type="radio"/>
Bond is expensive <input type="radio"/>	Follow up on complaints <input type="radio"/>
Kitchen crockery <input type="radio"/>	Toilet facilities are poor <input type="radio"/>
Other <input type="radio"/>	

Q19. How satisfied are you with the quality of public amenities (public toilets and cemeteries)?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. (Tick relevant box / you can have more than one response).

Toilets broken/damaged <input type="radio"/>	Appearance of the cemetery <input type="radio"/>
Public toilets are dirty <input type="radio"/>	Cemetery signs <input type="radio"/>
Amenities need upgrading <input type="radio"/>	Other <input type="radio"/>

F. ENVIRONMENTAL HEALTH SERVICES

Council ensures a healthy and safe environment for residents by providing Environmental Health Services, which involves the provision for the licencing and inspection of food premises, liquor licencing and noise control.

Q20. Which of the following Council services have you used in the last 12 months? (Tick relevant box).

Alcohol Licencing <input type="radio"/>	Food Premise Licencing <input type="radio"/>	Liquor Licencing <input type="radio"/>	Noise Control <input type="radio"/>
I have not used any of these services in the last 12 months (Move onto section G: Building Control Service). <input type="radio"/>			

Q21. How satisfied are you with the provision of an effective Environmental Health Service for the community?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. (Tick relevant box / you can have more than one response).

Problems with vermin/rubbish issues <input type="radio"/>	Food premises dirty/untidy <input type="radio"/>
Operation of licenced premises (sale and supply of alcohol) <input type="radio"/>	Problems with smoke/odours <input type="radio"/>
Other <input type="radio"/>	

G. BUILDING CONTROL SERVICE

Q22. Have you used Building Control Services in the last 12 months? If yes, how satisfied are you with the provision of an effective Building Control Service for the community? (If no, move onto Section H: Animal Control Service).

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. (Tick relevant box / you can have more than one response).

Process is complicated <input type="radio"/>	Process takes a long time <input type="radio"/>
Strict requirements <input type="radio"/>	Forms difficult to complete <input type="radio"/>
Other <input type="radio"/>	

H. ANIMAL CONTROL SERVICE

Q23. How satisfied are you with Council's provision of an effective Animal Control Service?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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If you ticked 'Very Dissatisfied' or 'Dissatisfied' above, please tell us why. (Tick relevant box / you can have more than one response).

People walking dogs off leash in town <input type="radio"/>	Dangerous dogs <input type="radio"/>
Dogs roaming <input type="radio"/>	Wandering stock on roads/public places <input type="radio"/>
Dogs barking during the day/night <input type="radio"/>	Other <input type="radio"/>

I. EMERGENCY MANAGEMENT

Q24. How long do you think your household could survive unaided (without outside assistance) in the event of a natural disaster?

Less than 3 days <input type="radio"/>	For at least 3 days <input type="radio"/>	For at least one week <input type="radio"/>	More than one week <input type="radio"/>
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Q25. Thinking about planning for a natural disaster (flood or earthquake), has your household got an Emergency Plan in place?

Yes <input type="radio"/>	No <input type="radio"/>
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Q26. Thinking about being prepared for a natural disaster, which of the following do you have in your emergency kit?

Battery powered radio that works <input type="radio"/>	Important personal documents <input type="radio"/>
A first aid kit and instruction book <input type="radio"/>	None of these <input type="radio"/>
Dried or tinned food to last your household at least 3 days <input type="radio"/>	

Q27. If there was a natural disaster tonight, how would you expect to receive emergency messages? (Tick relevant box / you can have more than one response).

Radio <input type="radio"/>	Website <input type="radio"/>	Television <input type="radio"/>
Mobile Phone App (Emergency Alert) <input type="radio"/>	Text Message <input type="radio"/>	Friends/family <input type="radio"/>
Social Media <input type="radio"/>	Police <input type="radio"/>	Neighbours <input type="radio"/>
Other <input type="radio"/>		

J. COUNCIL COMMUNICATIONS

Q28. How satisfied are you with the usefulness and effectiveness of the Council communications?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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Q29. How satisfied are you with the ease of accessing Council information?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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Q30. Thinking about the amount of information supplied by Council in the past 12 months, do you think Council has supplied...

More than enough information	<input type="radio"/>	Not enough information	<input type="radio"/>
Enough information	<input type="radio"/>	Hardly any information	<input type="radio"/>
Some information	<input type="radio"/>	Don't know	<input type="radio"/>

K. COUNCIL'S OVERALL PERFORMANCE

Q31. How satisfied are you with Councils efficiency - doing things well with the resource and funding available?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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Q32. How satisfied are you that Councillors (elected Members and Mayor) are approachable and have been working in the best interests of the Waitomo district?

Very Dissatisfied <input type="radio"/>	Dissatisfied <input type="radio"/>	Somewhat Satisfied <input type="radio"/>	Satisfied <input type="radio"/>	Very Satisfied <input type="radio"/>
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L. CUSTOMER SERVICES

Q33. In the last 12 months, have you had contact with WDC Customer Services? (If no, or don't know, move onto Q36).

Yes	<input type="radio"/>	No	<input type="radio"/>	Don't know	<input type="radio"/>
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Q34. How was this contact made?

Telephone	<input type="radio"/>	Email	<input type="radio"/>
In person	<input type="radio"/>	Other (specify).....	<input type="radio"/>

Q35. We are interested in your feedback on our Customer Services Team. How was your enquiry handled:

Politely	<input type="radio"/>	In a timely manner	<input type="radio"/>
Professionally	<input type="radio"/>	None of these	<input type="radio"/>
Fairly	<input type="radio"/>		

Q36. Is there anything else you would like to add based on this survey...

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THANK YOU FOR HAVING YOUR SAY



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