

2018 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 2018 Resident Survey over the period Wednesday 6 June to Friday 22 June 2018. 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.

The survey was also available at the WDC Office, Waitomo District Library and Te Kuiti Visitor Information Centre i-SITE.

The main goal of the 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 prepared 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*.

Margin of Error (MOE)

The final sample size for this survey is n=191, which gives a maximum MOE of +/- 7% at the 95% confidence interval. That is, if the observed result on the total sample of 191 respondents was 50 per cent (point of maximum margin of error), then there is a 95 per cent probability that the true answer falls between 44% and 56%. What this means for the 2018 results (contained in this document) is that if the satisfaction ratings vary between +/- 7% of last year's results they could still be considered similar to the results of last year's survey.

It should be noted that smaller samples sizes incur a greater MOE. If the number of survey respondents decreases, it can have an effect on the percentage.

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 June 2018. WDC estimated that it would take respondents 10 minutes to complete the survey. Surveys were distributed to letterboxes, postal boxes, rural delivery addresses and the remaining copies were made available at the Visitor Information Centre, Library, WDC Customer Services counter.

A total of **191 respondents** took part in the Resident Survey 2018 (2017:305).

The incentive prize draw was aimed at encouraging residents to contribute their opinions. A total of 164 Residents provided their contact details and went into the prize draw to win a New World card. Following completion of the survey, two names were drawn by the Group Manager Corporate Services and the Chief Executive. The winners were Janis MacDonald and Harold Davis.

Sample Composition

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

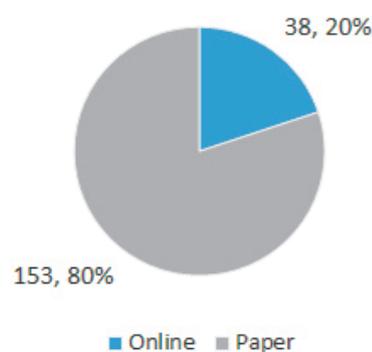
Mode of Completion

153 residents completed the paper survey.

38 residents completed the survey online via the links made available on Council's website and facebook page.

(2017: 247 paper, 58 online.)

Mode of completion

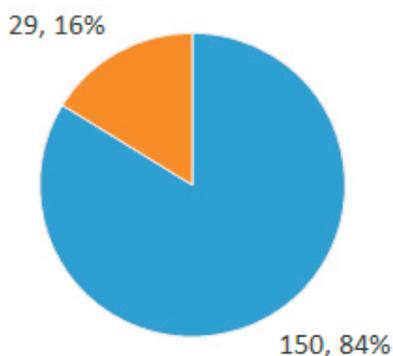


Property Ownership

Residents were asked whether or not they owned a property in the Waitomo District. Of the 179 people who answered the question, eighty-four per cent of the respondents (150) stated they own a property within the district while sixteen per cent (29) said they don't.

(2017: 296 stated they own a property within the district while 50 said they don't.)

Property Ownership



Employed vs. Unemployed:

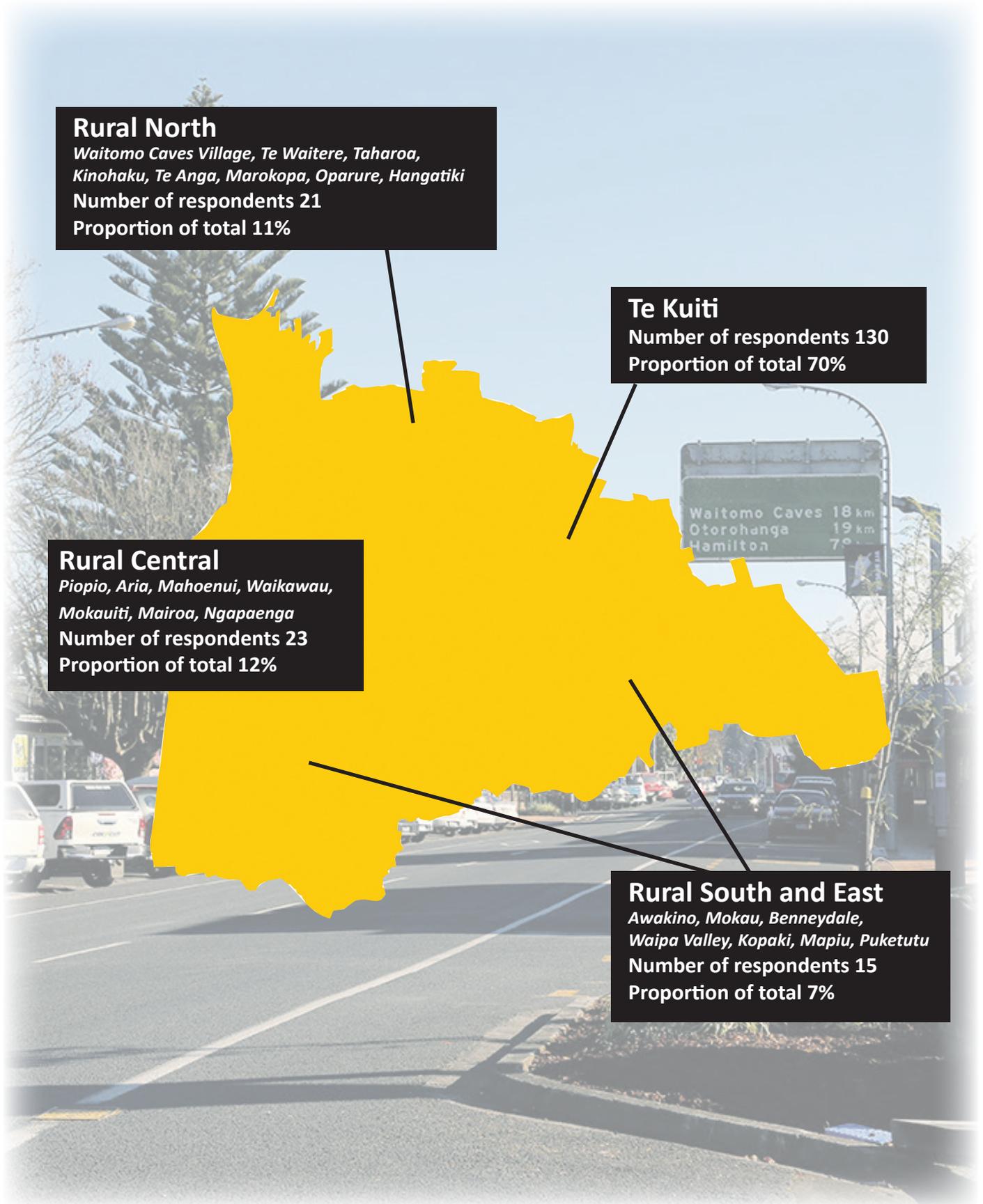


Age of respondents:

	2018	2017	2016
Under 18 years	0%	1%	0.33%
18-39 years	11%	16%	16.01%
40-59 years	26%	28%	30.72%
60 and over	63%	55%	52.94%

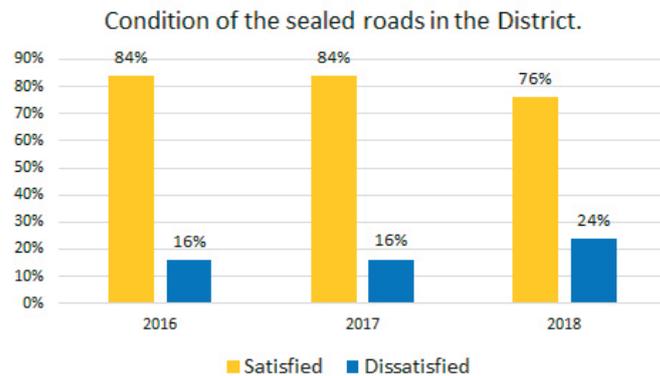
Sample Composition by Town/ Area

A total of 189 residents answered this question. 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.



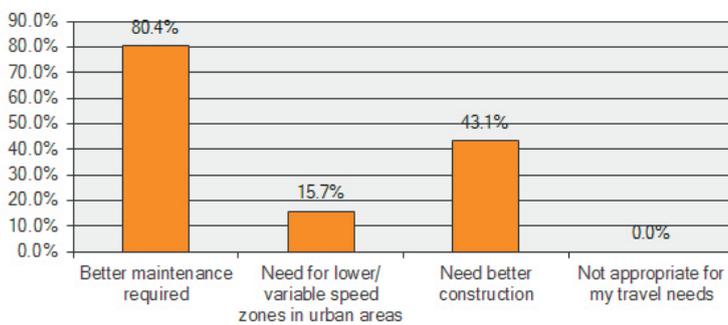
Section A: Roads and Footpaths

Residents were asked how satisfied they are with the **overall condition of the sealed roads** in the District. Of the 184 residents who provided a rating, seventy-six per cent (140) are satisfied and twenty-four per cent (44) are dissatisfied.



There is a decrease in resident satisfaction with the sealed roads. (2017, 84%). There is no performance target for this service.

Main reasons for dissatisfaction with sealed roads:



In the 2017 Resident Survey, the main reasons given for dissatisfaction with the overall condition of the sealed roads was 'better maintenance required' and 'need better construction'.

The main reasons given for dissatisfaction was that better maintenance and construction of roads is required.

Summary of comments that relate to this service:

Poor surfaces and visibility.

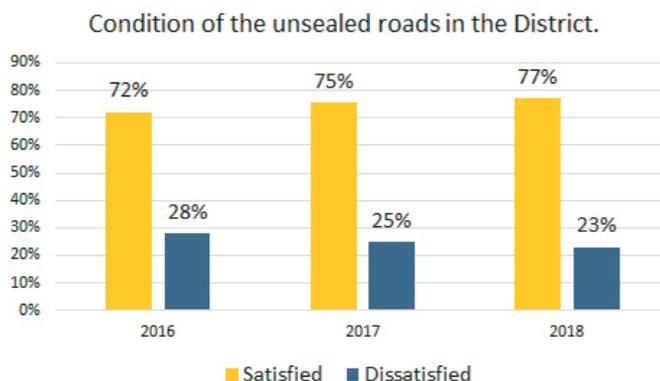
Washouts not repaired.

Footpaths and paving need attention.

Better road signs and directional signs required.

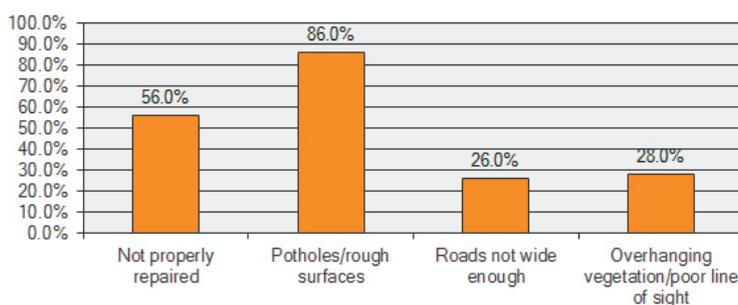
Three comments relate to State Highways which is the responsibility of the NZ Transport Agency.

Residents were asked how satisfied they are with the **overall condition of the unsealed roads** in the District. Of the 173 residents who provided a rating, seventy-seven per cent (133) are satisfied and twenty-three per cent (40) are dissatisfied.



There is an increase in resident satisfaction with the condition of unsealed roads, compared to last year's rating (75%). There is no performance target for this service.

Main reasons for dissatisfaction with unsealed roads:



In the 2017 Resident Survey, the main reasons given for dissatisfaction with the overall condition of the unsealed roads was 'potholes/rough surfaces and not properly repaired.'

The main reasons given for dissatisfaction was potholes/rough surfaces and roads are not properly repaired.

Summary of comments that relate to this service:

Roads not wide enough.

Overhanging vegetation/poor visibility.

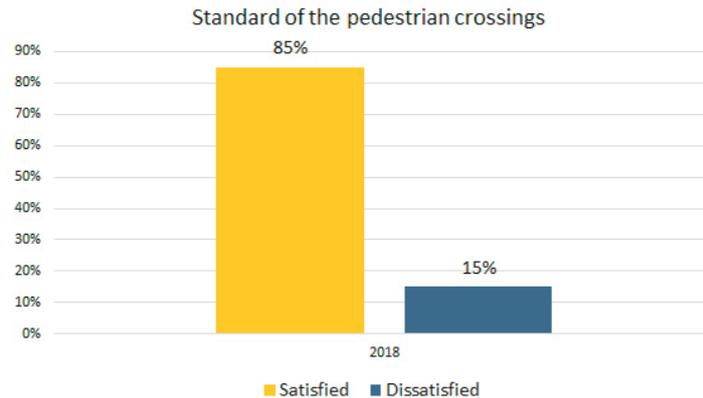
Corrugation of road surface is a problem.

Roadside drains not maintained.

Pot holes need attention.

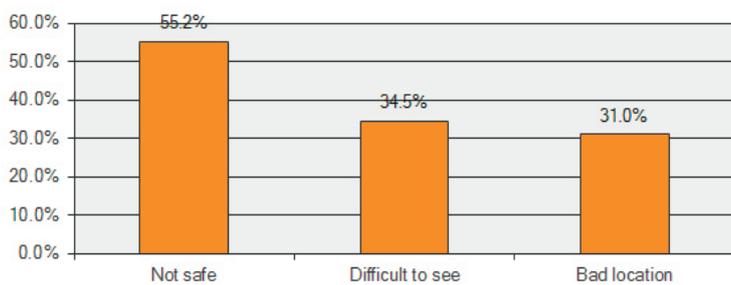
Section A: Roads and Footpaths

Residents were asked how satisfied they are that the **standard of the pedestrian crossings in the district**. Of the 177 residents who provided a rating, eighty-five per cent (151) are satisfied and fifteen per cent (26) are dissatisfied.



This question was not asked in the 2017 Resident Survey.

Main reasons for dissatisfaction with pedestrian crossings:



The main reasons given for dissatisfaction was that crossings are not safe and are difficult to see.

Summary of comments that relate to this service:

Bad location.

Unsafe for elderly; uneven surface, cracks.

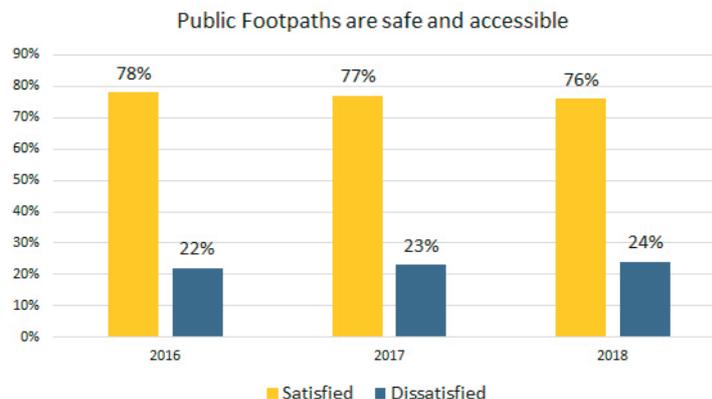
Poor visibility at crossing (line of sight).

Need crossings on main streets of Mokau, Piopio and Benneydale.

Cars parked too close (Warehouse and Paper Plus crossing), limits visibility of pedestrians.

Poor signs, poor lighting.

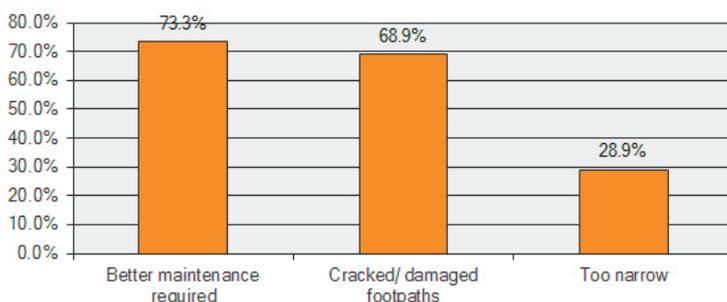
Residents were asked how satisfied they are that the **standard of the public footpaths are safe and accessible**. Of the 174 residents who provided a rating, seventy-six per cent (133) are satisfied and twenty-four per cent (41) are dissatisfied.



-1%

There is a decrease in resident satisfaction with the public footpaths. (2017, 77%). There is no performance target for this service.

Main reasons for dissatisfaction with public footpaths:



The main reasons given for dissatisfaction was better maintenance required and cracked/damaged footpaths.

Summary of comments that relate to this service:

Unsafe due to uneven surfaces; main street Te Kuiti.

Access is not suitable for users of mobility scooters.

People riding skateboards and bikes on footpaths.

Overhanging vegetation along banks.

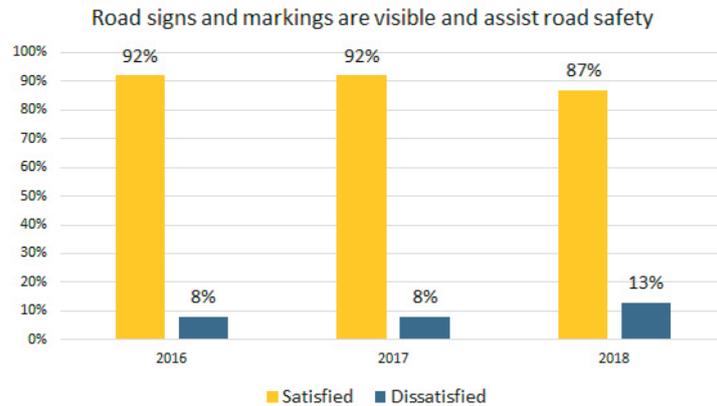
Water not draining well after rain; makes it slippery.

Ailsa St. footpath to medical centre needs attention.

In the 2017 Resident Survey, the main reasons given for dissatisfaction with the standard of the public footpaths was 'cracked/ damaged footpaths and better maintenance required'.

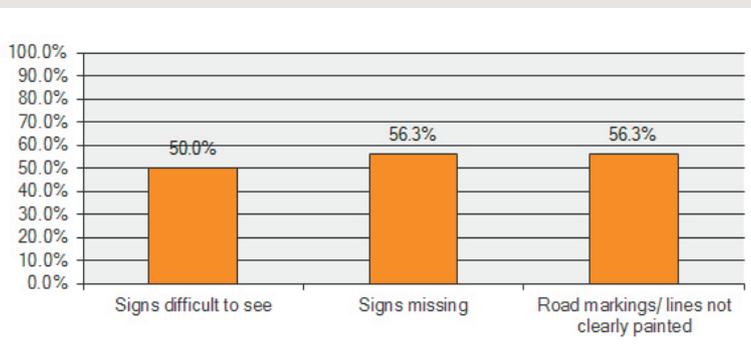
Section A: Roads and Footpaths

Residents were asked how satisfied they are that the **road signs and markings are visible and assist road safety**. Of the 176 residents who provided a rating, eighty-seven per cent (153) are satisfied and thirteen per cent (23) are dissatisfied.



There is a decrease in resident satisfaction with the road signs and markings. (2017, 92%). There is no performance target for this service.

Main reasons for dissatisfaction with road signs and markings:



The main reasons given for dissatisfaction was that markings/lines are not clearly painted and signs are missing.

Summary of comments that relate to this service:

Signs need cleaning or replacement.

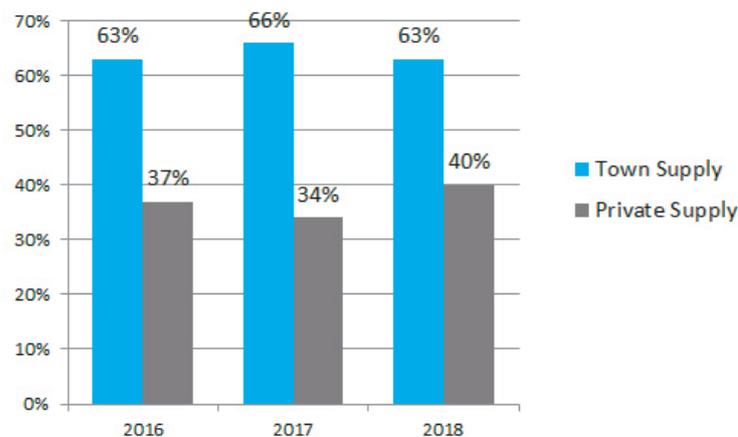
Roadside signs/fences at intersections, block visibility of oncoming traffic i.e. Ngarongo and Williams Street intersection.

Need 50km/ph sign in Mokau and Benneydale main roads. Need to slow traffic for safety.

In the 2017 Resident Survey, the main reasons given for dissatisfaction with the road signs and markings was 'that the signs are difficult to see, and road markings/lines are not painted clearly.'

Section B: Water Supply

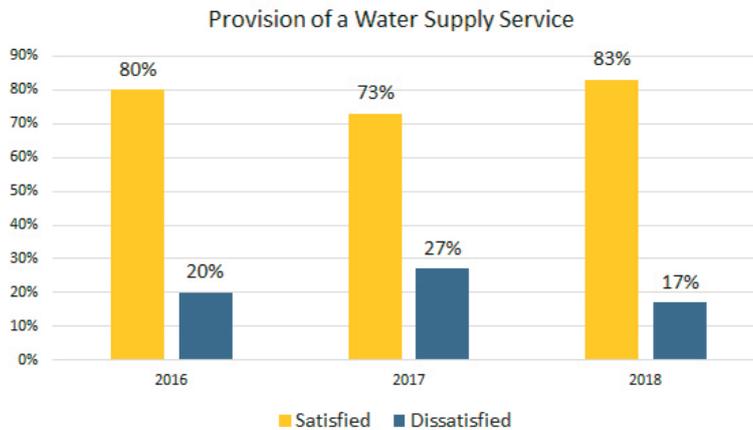
Residents were asked if they had a private water supply (i.e. roof water, natural spring or bore supply) or if they are connected to a Council provided supply. Of the 185 residents who provided a response, sixty-three per cent (117) are on the town water supply and forty per cent (74) are connected to a private water supply.



There is a minor decrease in respondents who said they are connected to the town water supply (2017, 66%).

Section B: Water Supply

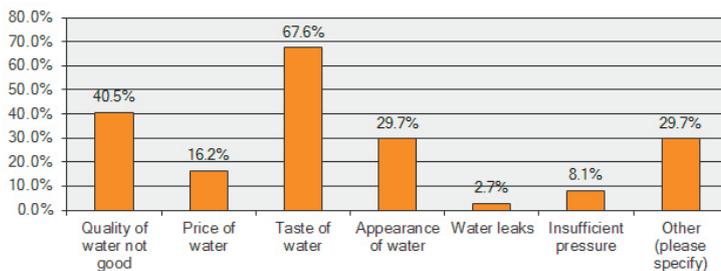
Residents were asked how satisfied they are with the **Council's provision of a Water Supply Service**. Of the 115 residents who provided a rating, eighty-three per cent (96) are satisfied and seventeen per cent (19) are dissatisfied.



There is an increase in resident satisfaction with the provision of a water supply service (2017, 73%).

There is no performance target for this service.

Main reasons for dissatisfaction with the provision of a Water Supply Service:



The main reasons given for dissatisfaction was the taste of water and the quality of water.

Summary of other comments that relate to this service:

Piopio water leaves residue in bathroom and toilet.

Everyone should be metered and charged.

Have noted an improvement in taste.

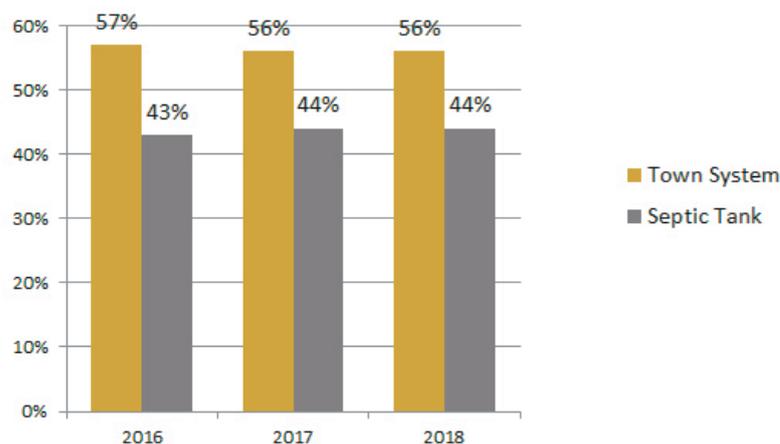
Price of water rates is too high.

Water smells.

In the 2017 Resident Survey, the main reasons given for dissatisfaction with the water supply service was 'the taste, quality and appearance of water.'

Section C: Sewerage - Treatment and Disposal

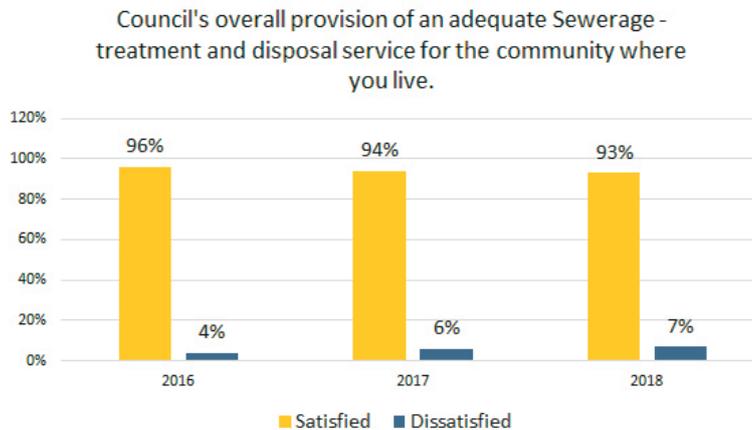
Residents were asked if they had a septic tank or if they were on a Council provided reticulation sewerage disposal system. Of the 184 residents who provided a response, fifty-six per cent (103) are on the town (Council) system and forty-four per cent (81) are connected to a septic tank.



There is the same result as recorded in the 2017 Resident Survey (56%).

Section C: Sewerage - Treatment and Disposal

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 107 residents who provided a rating, ninety-three per cent (100) are satisfied and seven per cent (7) are dissatisfied.

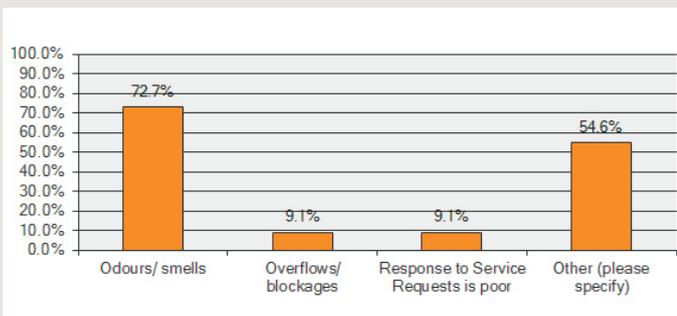


-1%

There is a decrease in resident satisfaction with the provision of an adequate Sewerage treatment and disposal service (2017, 94%).

There is no performance target for this service.

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



The main reason given for dissatisfaction was odours/smells.

Summary of other comments that relate to this service:
There is a problem in Hospital Road with a foul smell on occasion.

Bad smell - Lawrence St Bridge, has been for many years.

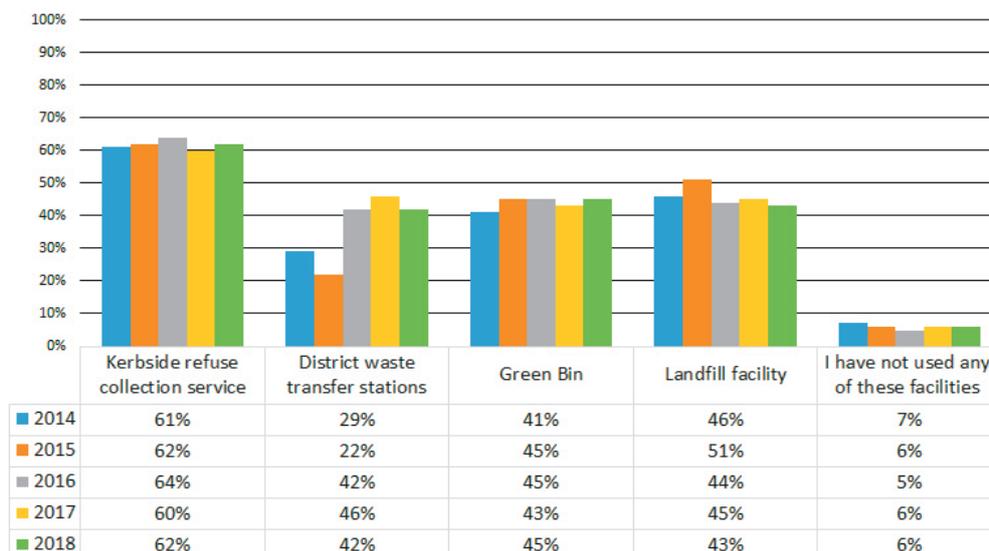
Cost to empty effluent tank.

Sewerage rates are too high.

In the 2017 Resident Survey, the main reasons given for dissatisfaction with the provision of an adequate Sewerage treatment and disposal service was 'overflows/blockages and odours/smells'.

Section D: Refuse and Recycling

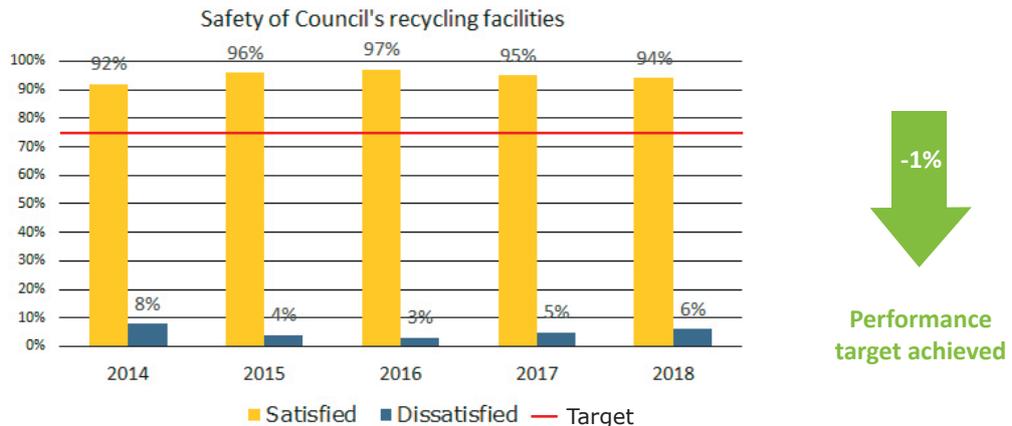
Residents were asked which Council provided refuse (rubbish) and recycling facilities they has used in the last 12 months. Of the 178 residents who provided a response, sixty-two per cent (111) have used the Kerbside Refuse Collection Service, followed by forty-two per cent (74) who had used the district waste transfer stations. Forty-five per cent (80) had used the green bin, forty-three per cent (76) had used the Landfill facility and six per cent (10) 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.



There has been an increase in residents who use the kerbside refuse service (2017, 60%), and the Green Bins (2017, 43%).

Section D: Refuse and Recycling

Residents were asked how satisfied they are with the **safety of the Council's recycling facilities**. Of the 171 residents who provided a rating, ninety-four per cent (160) are satisfied and six per cent (11) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.



This result exceeds the 2017/18 performance target of **seventy-five per cent** of resident satisfaction with the safety of Council's recycling facilities, but is a **minor decrease** from the satisfaction rating given last year (95%).

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. 24 residents provided a response. The following is a summary of the responses:

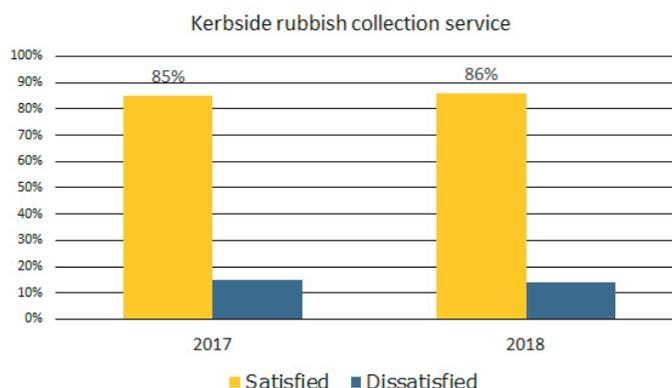
'As a person living on my own, I do not collect much rubbish each week; free rubbish bags or smaller bags'. 'Collection times are random. Need to know what time to put out rubbish. You put more plastic in Landfill with the blue bags. I expect genuinely compostable rubbish bags that breakdown in landfill. Council needs a waste strategy - everything bought in the shops is plastic.' 'Opening hours are limited. Accept more plastics for recycling.'

'Broken glass around tin, glass and paper area. Needs regular water blasting.' 'The bars in front of the tip area are a hazard - especially if emptying a trailer.' 'Restricted access to bins.'

'Congratulations. Well planned.' 'The Te Kuiti tip is a joy. The drive is beautiful in spring. The staff are helpful.'

In the 2017 Resident Survey, the main reasons given for dissatisfaction with the safety of recycling facilities varied from broken glass on ground, safety/fall risks associated with skip bins, opening hours unsuitable, and cost of blue bags is expensive.

Residents were asked how satisfied they are with the **kerbside rubbish collection service**. Of the 147 residents who provided a rating, eighty-six per cent (127) are satisfied and fourteen per cent (20) are dissatisfied.



Main reasons for dissatisfaction with the kerbside rubbish collection service.

Residents who provided a dissatisfaction rating were asked to tell us why in a sentence. 34 residents provided responses. The following is a summary of the responses:

'Opening hours are inadequate.' 'Not sure recycling is separated properly.' 'I have seen my prepared recycling dumped in with blue bags.' 'Cost of rubbish bags is expensive.'

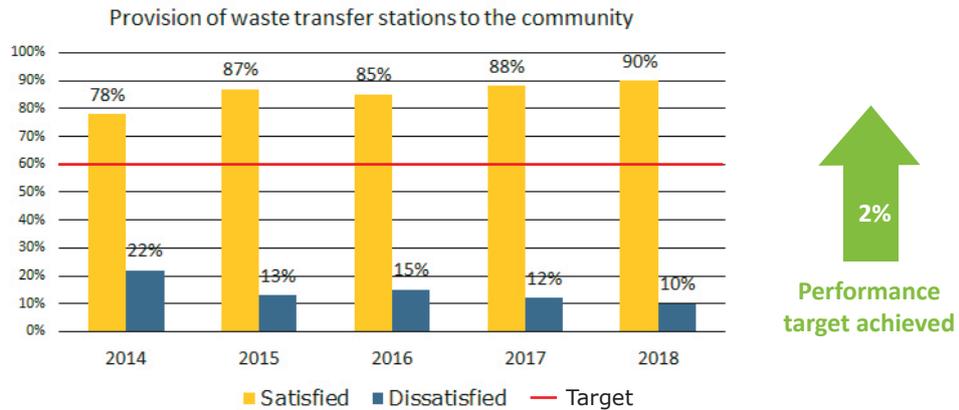
'Collection times are inconsistent under new contract; 7.30am, 9.45am, 10.15am - Esplanade Te Kuiti.' 'Need larger rubbish bins at Kiritehere Beach, plus signs to encourage keeping the beach free of litter.'

'Why doesn't Council provide a service for people who cannot afford to dump household waste at the dump.' 'Why is the green bin service provided for some rural areas and not others? Our property is 15km from town.'

In the 2017 Resident Survey, the main reasons given for dissatisfaction varied from access to service, cost of blue bags, and levels of service (no collection of large items).

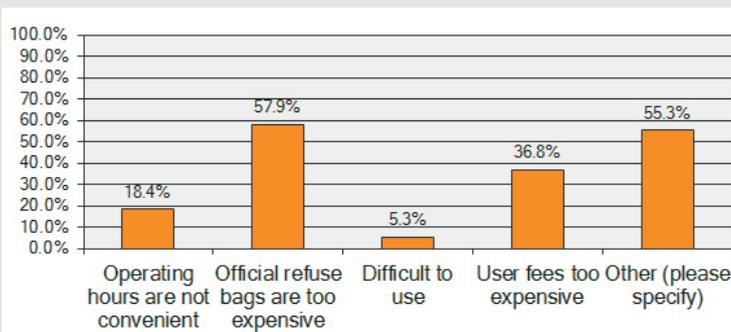
Section D: Refuse and Recycling

Residents were asked how satisfied they are with the **provision of waste transfer stations to the community**. Of the 149 residents who provided a rating, ninety per cent (134) are satisfied and ten per cent (15) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.



This result exceeds the 2017/18 performance target of **sixty per cent** of resident satisfaction with the provision of waste transfer stations, and is an **increase** from the satisfaction rating given last year (88%).

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



38 residents provided a response. The main reasons given for dissatisfaction was that the official refuse bags are too expensive and user fees are expensive.

Summary of other comments that relate to this service:

The bar across the dump is not a good idea.

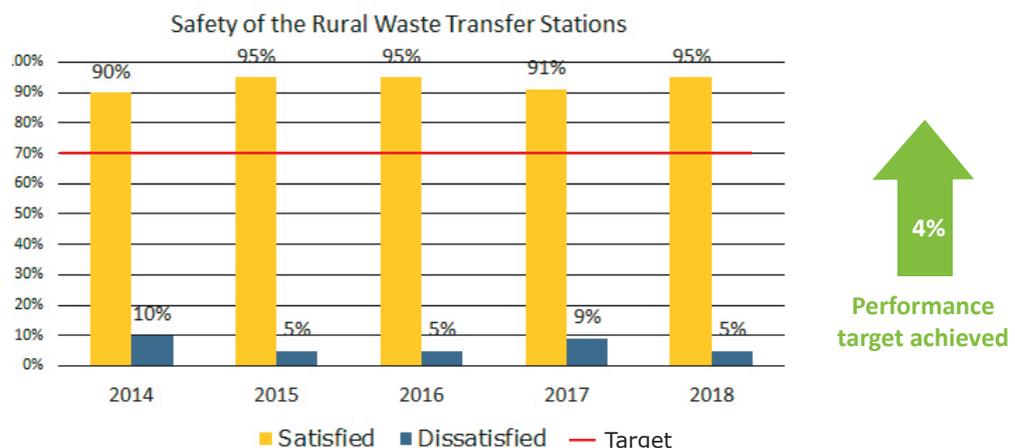
Need smaller bags.

Notice houses with junk outside house. If fees were cheap or special collection people would remove junk.

Rubbish on beaches - encourage and facilitate rubbish collection.

In the 2017 Resident Survey, the main reasons given for dissatisfaction with the transfer stations was official refuse bags are too expensive, user fees are expensive, and that the opening hours are not convenient.

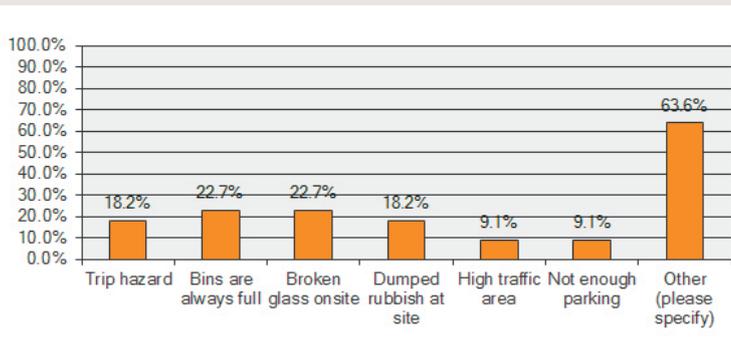
Residents were asked how satisfied they are with the **safety of the Rural Waste Transfer Stations**. Of the 147 residents who provided a rating, ninety-five per cent (140) are satisfied and five per cent (7) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.



This result exceeds the 2017/18 performance target of **seventy per cent** of resident satisfaction with the safety of the Rural Waste Transfer Stations, and is an **increase** from the satisfaction rating given last year (91%).

Section D: Refuse and Recycling

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



22 residents provided a response. The main reasons given for dissatisfaction was bins are always full and broken glass on-site.

Summary of other comments that relate to this service:

Trip hazard.

Dumped rubbish at site.

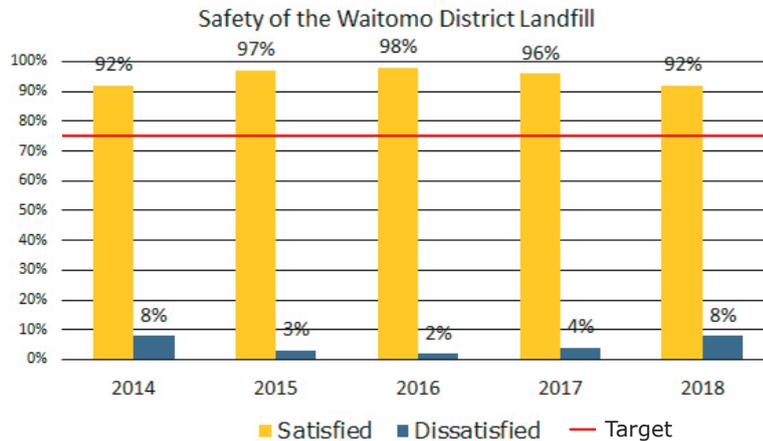
Piopia transfer station is well looked after.

Difficult to empty rubbish.

Safety bars are a pain.

In the 2017 Resident Survey, the main reasons given for dissatisfaction with the safety of transfer stations was dumped rubbish at site, rubbish everywhere and broken glass, and bins are always full.

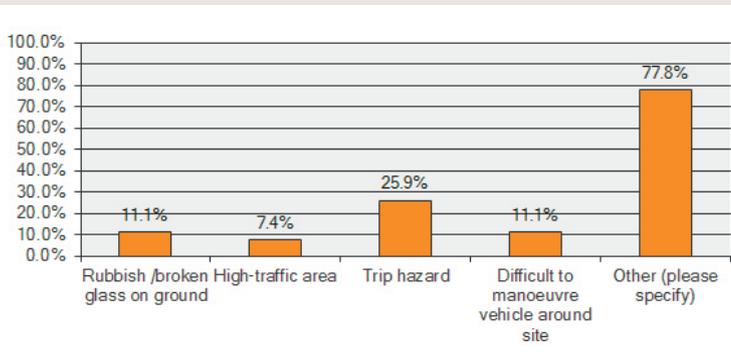
Residents were asked how satisfied they are with the **safety of the Waitomo District Landfill facility**. Of the 152 residents who provided a rating, ninety-two per cent (140) are satisfied and eight per cent (12) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.



-4%
Performance target achieved

This result exceeds the 2017/18 performance target of **seventy-five per cent** of resident satisfaction with the safety of the Waitomo District Landfill facility, but is a **decrease** from the satisfaction rating given last year (96%).

Main reasons for dissatisfaction with the safety of the Landfill:



27 residents provided a response. The main reason given for dissatisfaction was trip hazard.

Summary of other comments that relate to this service:

Larger bins in town that take recycling and cigarette butts. Need to educate people to have pride.

Difficult to unload rubbish under barrier if emptying a trailer.

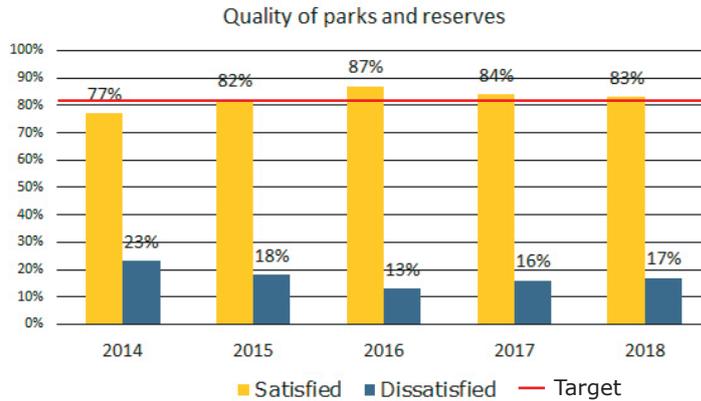
Too far away to use.

Unless you have been before, it is not clear what to do, or where to go. Needs better signs.

In the 2017 Resident Survey, the main reasons given for dissatisfaction with the safety of the Waitomo District Landfill was rubbish and broken glass on ground, trip hazard, and high traffic area.

Section E: Community Services

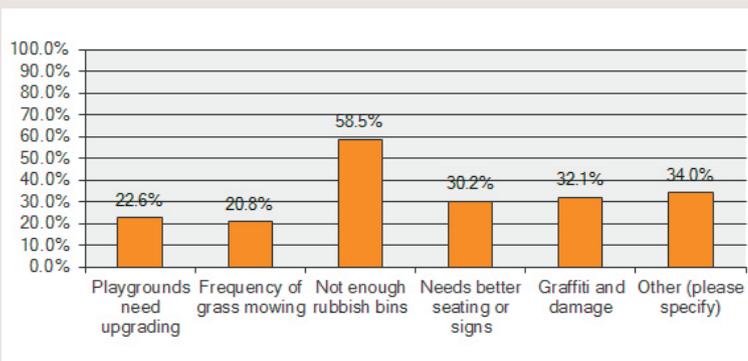
Residents were asked how satisfied they are with the **quality of the parks and reserves**. Of the 181 residents who provided a rating, eighty-three per cent (151) are satisfied and seventeen per cent (30) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.



Performance target achieved

This result exceeds the 2017/18 performance target of **greater than or equal to eighty per cent** of resident satisfaction with the quality of the parks and reserves, but is a minor **decrease** from the satisfaction rating given last year (84%).

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



53 residents provided a response. The main reasons given for dissatisfaction was not enough rubbish bins, and graffiti and damage.

Summary of other comments that relate to this service:

A lot of rubbish at Centennial Park.

Place seating and tables in shaded areas of parks.

Awesome upgrade for Centennial Park.

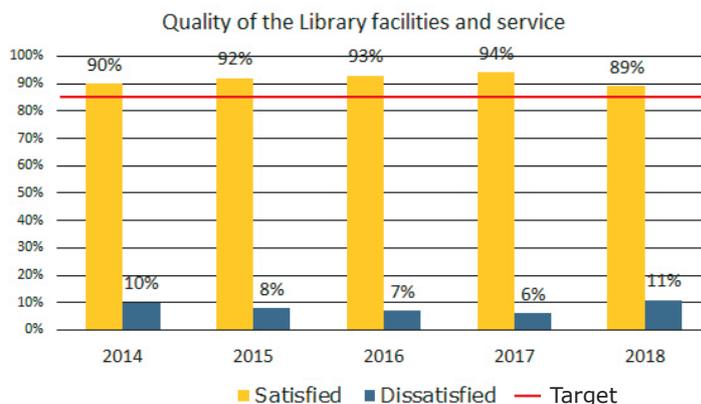
Entrance to Mangaokewa needs improvement.

Need better playgrounds for 9 years plus age group.

Dogs inside playgrounds and dog poo issues.

In the 2017 Resident Survey, the main reasons given for dissatisfaction with the quality of parks and reserves was not enough rubbish bins, needs better seating or signs, and playgrounds need upgrading.

Residents were asked how satisfied they are with the **quality of the library facilities and service provided at the Waitomo District Library**. Of the 170 residents who provided a rating, eighty-nine per cent (152) are satisfied and eleven per cent (18) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.

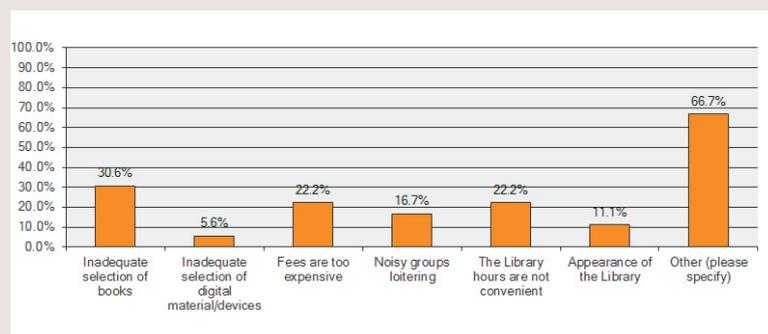


Performance target achieved

This result exceeds the 2017/18 performance target of **greater than or equal to eighty-five per cent** of resident satisfaction with the quality of the library facilities and service, but is a **decrease** from the satisfaction rating given last year (94%).

Section E: Community Services

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



In the 2017 Resident Survey, the main reasons given for dissatisfaction was inadequate selection of books, digital materials and devices. Fees are expensive, and Library hours are not convenient.

36 residents provided a response. The main reasons given for dissatisfaction was inadequate selection of books, fees are too expensive, and Library hours are not convenient.

Summary of other comments that relate to this service:

Not enough free books.

Signs provided in lane of books i.e. cooking.

Should open 8am for before work/school.

Great service and very helpful.

The library is a joy. I belong to the library circle and we meet once a month - major social activity for elderly.

More trending books/series, non-fiction, maps.

Residents were asked if there were other services that they would like to see provided at the Library. 22 residents provided a response. The following is a summary of the responses:

'Ask large noisy groups to leave.'

'Wriggle and Rhyme, regular JP services, classes and interest groups to bring people together would be good.'

'Books with Christian/religion category.'

'More kids programs, book club etc.'

'More computer facilities.'

'Keep providing good quality services.' *'More discs for the visually impaired.'*

'Can members of the Piopio College library link to other facilities at Waitomo District Library?'

'A late night service once a week.'

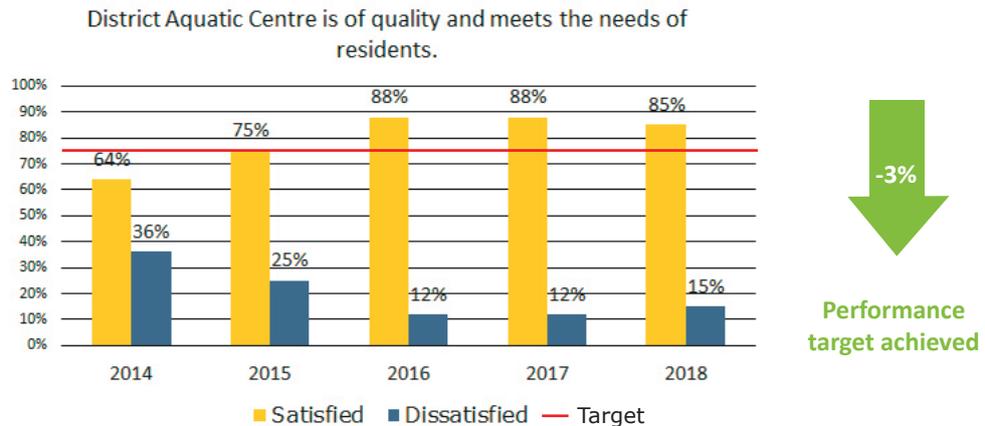
'A better computer for searching the library catalogue. A lot of times the computer will not turn on, or search function is unavailable.'

'More community and family events.'



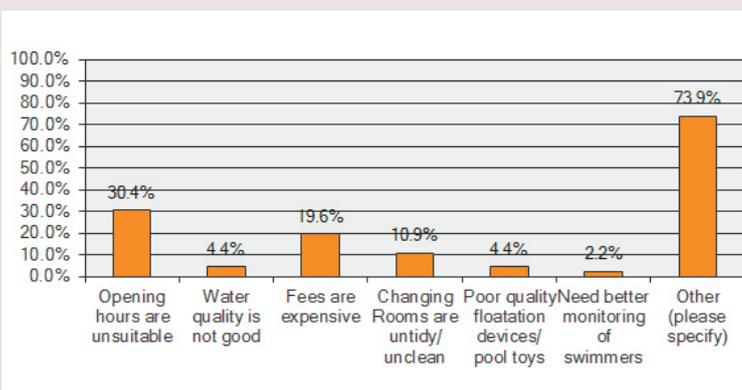
Section E: Community Service

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 136 residents who provided a rating, eighty-five per cent (116) are satisfied and fifteen per cent (20) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.



This result exceeds the 2017/18 performance target of **greater than or equal to seventy-seven per cent** resident satisfaction with the pool facility, but is a minor **decrease** on last year's rating (88%).

Main reasons for dissatisfaction with the pool facility:



46 residents provided a response (includes 14 who said they don't use the facility). The main reasons given for dissatisfaction were opening hours are unsuitable and fees are expensive.

Summary of other comments that relate to this service:

More early morning opening hours.

Excellent facility and it is great to see the numbers using it.

Caregivers should not be charged when they are there to supervise their children.

Should be open during winter months.

In the 2017 Resident Survey, the main reasons given for dissatisfaction with the pool facility was opening hours are unsuitable and fees are too expensive.

Residents were asked if there was any other comment they wished to make about the pool swimming programmes or services. 24 residents provided a response. A summary of responses is categorized as follows:

'Don't close too early - cater for the people. What's wrong with 10am till 8.30pm?'

'Needs a rubbish tin outside, otherwise it is thrown on the ground.'

'Swimming lessons were great for grandchildren.'

'I would LOVE it to be open all year and have more people use it as a focus for all age exercise! An icon I think.'

'Awesome facility. Could do with more maintenance and painting.'

'The Lifeguards who patrol the pools need better people skills in relating to the users of the pools.'

'Keep providing good quality services for the community, especially the children.'

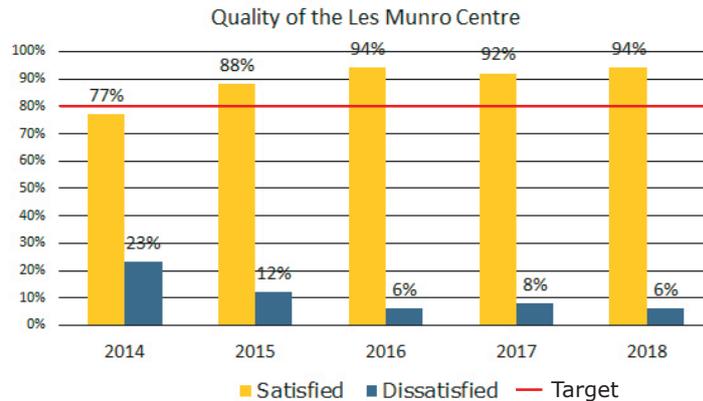
'Great pool facility a great asset to our community.'

'Opportunity to have early or later training - pre 6 am or evening 6 pm.'



Section E: Community Service

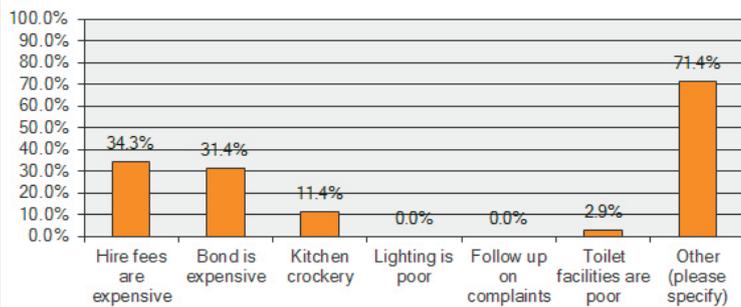
Residents were asked how satisfied they are with the **quality of the Les Munro Centre** (arts and culture facilities and services). Of the 163 residents who provided a rating, ninety-four per cent (153) are satisfied and six per cent (10) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.



↑
2%
Performance target achieved

This result exceeds the 2017/18 performance target of **greater than or equal to eighty per cent** resident satisfaction with the quality of arts and culture facilities and service, and is an **increase** from the satisfaction rating given last year (92%).

Main reasons for dissatisfaction with the quality of the Les Munro Centre:



35 residents provided a response (includes 10 who said they don't use the facility). The main reasons given for dissatisfaction was that the hire fees and bond are too expensive.

Summary of other comments that relate to this service:

Not enough crockery at least cater for 400 people.

Sound system not good enough.

Expensive but a good facility.

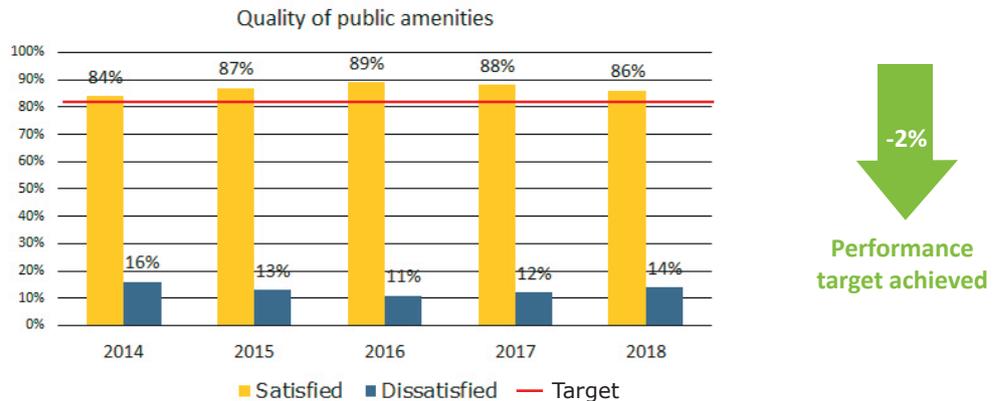
Keep up modern and well maintained.

In the 2017 Resident Survey, the main reasons given for dissatisfaction with the Les Munro Centre was the hire fees and bond are too expensive, kitchen crockery and toilet facilities are poor.



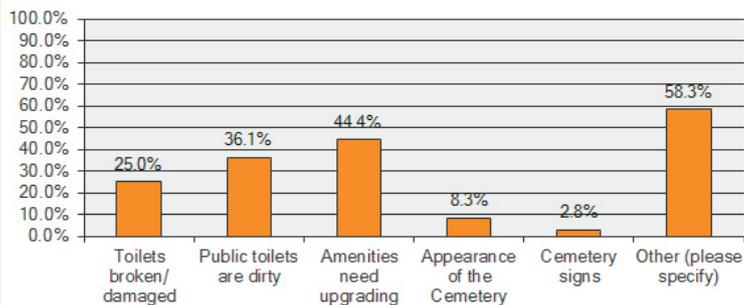
Section E: Community Service

Residents were asked how satisfied they are with the **quality of public amenities (public toilets and cemeteries)**. Of the 184 residents who provided a rating, eighty-six per cent (159) are satisfied and fourteen per cent (25) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.



This result exceeds the 2017/18 performance target of **greater than or equal to eighty-two per cent resident satisfaction with the quality of public amenities**, but is a minor **decrease** from the satisfaction rating given last year (88%).

Main reasons for dissatisfaction with the quality of public amenities:



In the 2017 Resident Survey, the main reasons given for dissatisfaction with the public amenities was dirty public toilets and the amenities need upgrading.

36 residents provided a response. The main reasons given for dissatisfaction was that the amenities need upgrading and the public toilets are dirty.

Summary of other comments that relate to this service:

Town toilets need upgrading for visitors. The flowers that are provided are lovely.

Locks broken. Amenities in town centre need upgrading.

Cemetery looks amazing, brilliantly maintained.

Council does little for Te Kuiti's Pa cemetery.

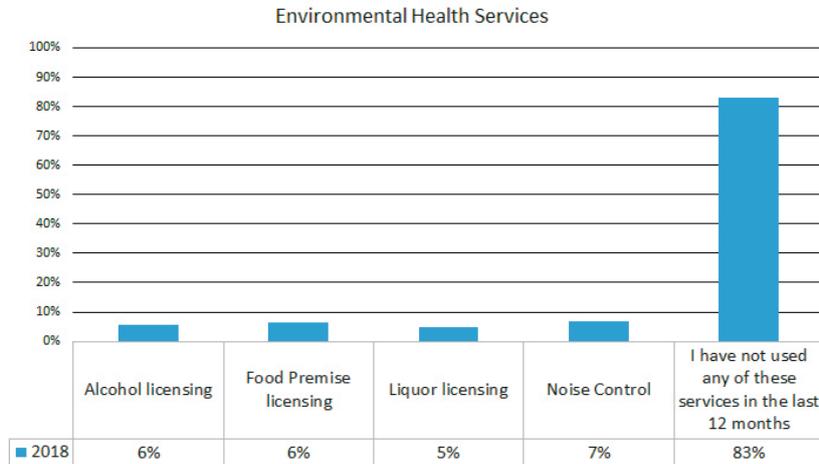
Toilets at Waitomo need upgrading, so many tourists.

Thank you for keeping our cemetery so nice at Mokau.

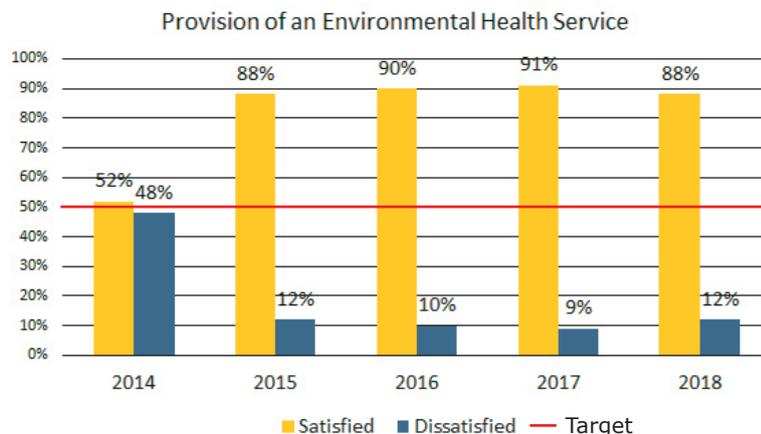


Section F: Environmental Health

Residents were asked which Council provided services they had used in the last 12 months. Of the 160 residents who provided a response, seven per cent (11) who have used the **Noise Control**, six per cent (9) have used the **Alcohol Licensing**, six per cent (10) have used the **Food Premise Licensing**, and five per cent (8) have used the **Liquor Licensing**, and. Eighty-three per cent (132) **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, went on to provide a satisfaction rating for that service.*

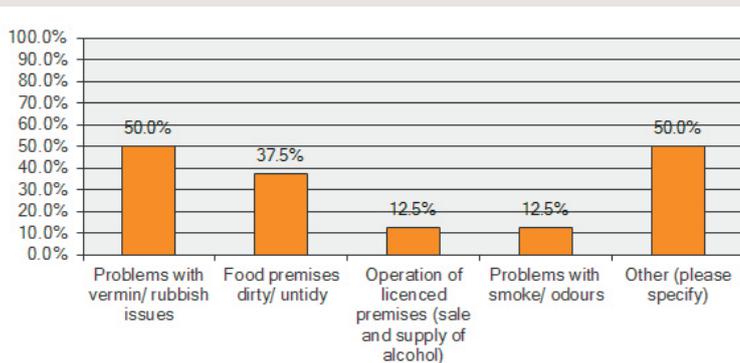


Residents were asked how satisfied they are with the **provision of an effective Environmental Health Service for the community**. Of the 40 residents who provided a rating, eighty-eight per cent (35) are satisfied and twelve per cent (5) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.



This result exceeds the 2017/18 performance target of **greater than fifty per cent** resident satisfaction with the provision of an effective Environmental Health Service, but is a minor **decrease** from the satisfaction rating given last year (91%).

Main reasons for dissatisfaction with the Environmental Health Service:



In the 2017 Resident Survey, the main reasons given for dissatisfaction with the Environmental Health Service was food premises dirty/untidy and problems with smoke/odours.

8 residents provided a response. The main reasons given for dissatisfaction was food premises was problems with vermin/rubbish issues and food premises dirty/untidy.

Summary of other comments that relate to this service:

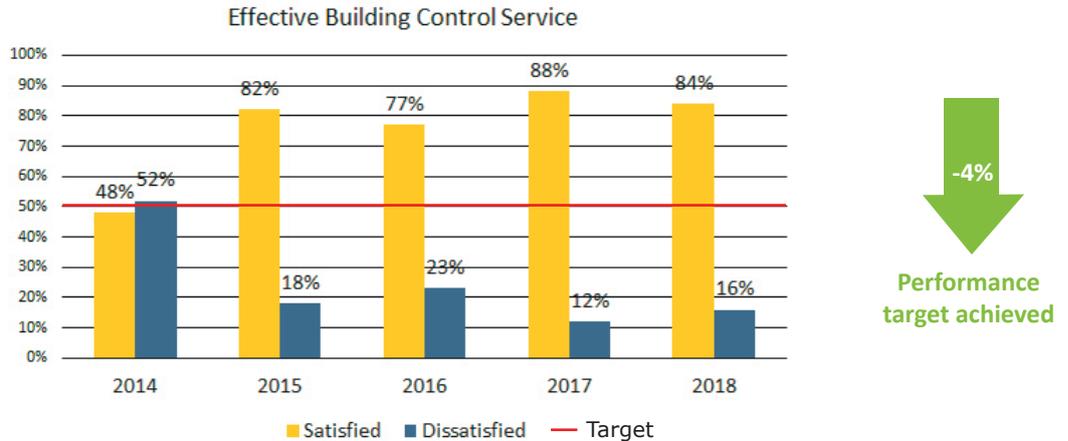
Get someone for barking dogs-after hours not good enough.

*The administration of noise control needs to be far better.
There is a problem with noise control in this town, with recidivist offenders making it a very unpleasant place to live.*

There is a problem with barking dogs, roaming dogs and dog poo and people walking their dogs without a lead. For food premises there is no way of telling what their rating is like in Auckland which has a grading system.

Section G: Building Control Service

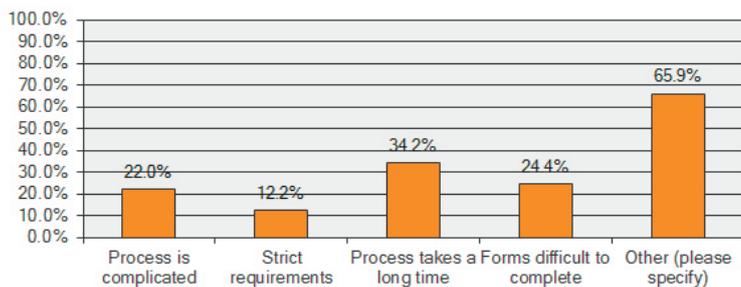
Residents were asked how satisfied they are with the **provision of an effective Building Control Service for the community**. Of the 127 residents who provided a rating, eighty-four per cent (107) are satisfied and sixteen per cent (20) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.



This result exceeds the 2017/18 performance target of **greater than fifty per cent resident satisfaction with the provision of an effective Building Control Service**, but is a **decrease** from the satisfaction rating given last year (88%).

Main reasons for dissatisfaction with the Building Control Service:

41 residents provided a response. The main reasons given for dissatisfaction was that the process takes a long time and the forms are difficult to complete.



Summary of other comments that relate to this service (a large number said they don't know/use the service):

Very expensive.

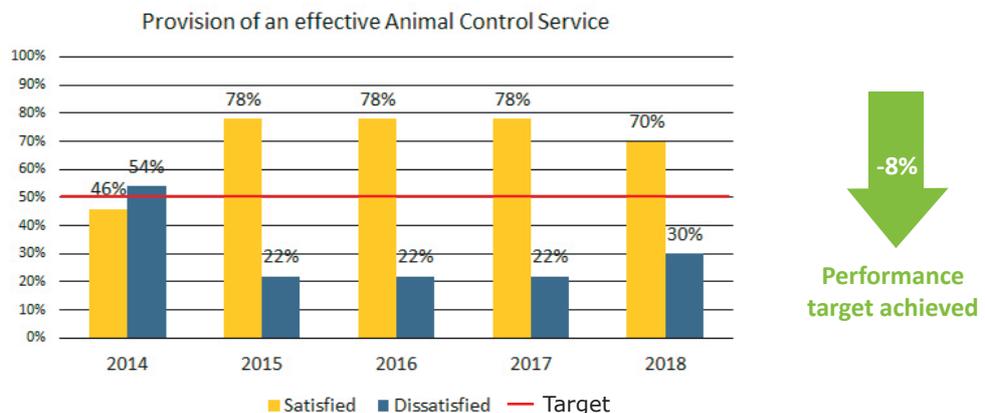
I've had great assistance but the wait time is so long - up to 2.5 weeks for a 10 minute inspection. Overall the whole process has taken months and not yet complete, for building work that only took us half a day to complete to standard.

Construction noise and mess and traffic not controlled or monitored. Insufficient info available on website so any specifics need to be answered by a staff member which is both slow and costly for the district.

In the 2017 Resident Survey, the main reasons given for dissatisfaction with the Building Control Service was that the process takes a long time, and the process is complicated.

Section H: Animal Control Service

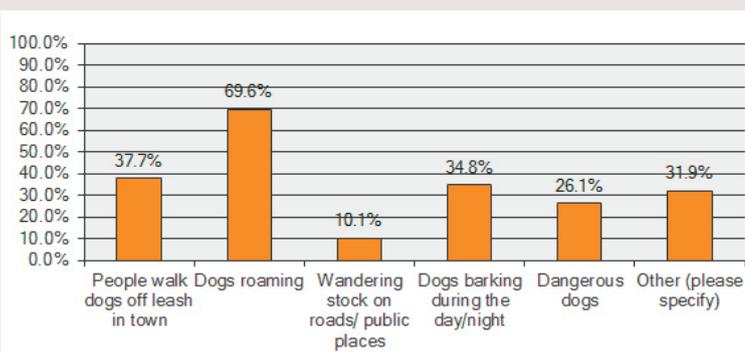
Residents were asked how satisfied they are with the **provision of an effective Animal Control Service**. Of the 160 residents who provided a rating, seventy per cent (112) are satisfied and thirty per cent (48) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.



This result exceeds the 2017/18 performance target of **greater than or equal to fifty per cent resident satisfaction with the provision of an effective Animal Control Service**, but is a **decrease** from the satisfaction rating given last year (78%).

Section H: Animal Control Service

Main reasons for dissatisfaction with the Animal Control Service:



In the 2017 Resident Survey, the main reasons given for dissatisfaction with the Animal Control Service was stray dogs roaming around, people that walk their dog off leash in town, followed by no action on dogs barking at night or during the day.

69 residents provided a response. The main reasons given for dissatisfaction was dogs roaming around, people that walk their dog off leash in town, followed by dogs barking at night or during the day.

Summary of other comments that relate to this service:

Too many dogs unregistered.

Need doggy bins along paths on walkways.

Too many dogs in town.

Generally good service - limited ability to address uncontrolled dogs.

Poor roadside fencing.

Stray cats population is a problem.

Horses in main street, Waitete Rd, Centennial Park.

Residents were asked if there was any other comment they wished to make about the Animal Control Service.

30 residents provided a response. A summary of responses is categorized as follows:

'Removal of wild cats needs attention.' *'Would like more control for cats, SPCA difficult to contact owner persons cannot catch wild cats and deliver to SPCA, even if they supply a cage.'* *'Your focus seems to be on dogs.'*

'Animal Control is the responsibility of all residents, not just Animal Control. As a new resident I am appalled at all of the feral cats and disappointed the RSPCA do not help with the neutering of these animals. We need options for neutering and resident should be required, by law to neuter all pets.'

'No service to pick up roaming dogs at night or on weekends.'

'Riding horses on road frontage and leaving horse manure on footpath and street.' *'There are still dogs roaming here and there and if council can give notice to people to tie their dangerous dogs behind their house would be good.'*

'They do a good job - Te Kuiti at times can have problems with roaming dogs.' *'Great job.'* *'Better than it was several years ago.'*

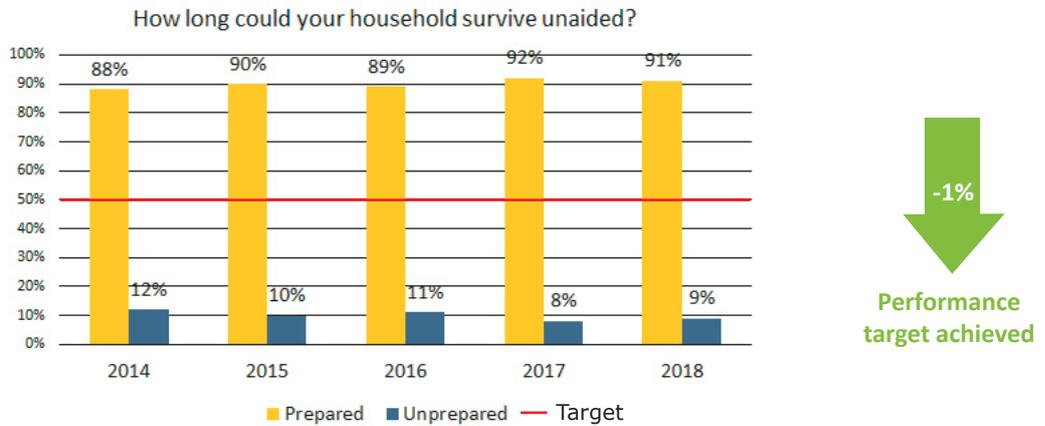
'More laws required to allow the Animal Control guys to do the job properly.'

'In some areas prior to dog registration, the council does a microchip check, one weekend at a park or something that owners can come and get their dogs checked, make sure the chip is still reading. In light of the recent batch of chip failures or potential failures this would be a great check each year. I have to do this, as one of my dogs has a wandering chip and it costs me a vet visit every time.'



Section I: Emergency Management

Residents were asked **how long their household could survive unaided** (without outside assistance) in the event of a **natural disaster**. Of the 164 residents who provided a rating ninety-one 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 per cent (33) who feel they would be able to survive for at least three days, thirty-six per cent for at least one week (59), and thirty-five per cent for more than one week (57). Nine per cent of residents (15) feel they could survive for **less than three days**. The following graph shows the satisfaction trend with previous years survey results.

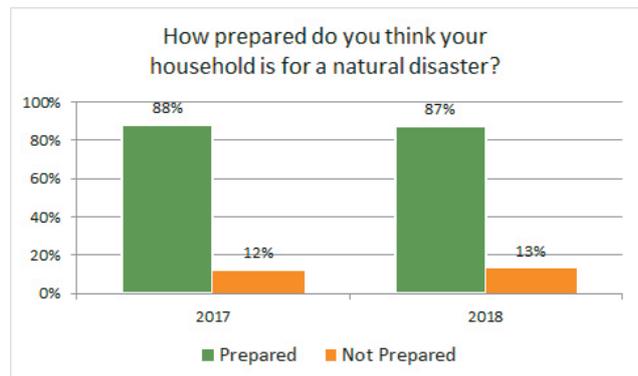


This result exceeds the 2017/18 performance target of **greater than or equal to fifty per cent** of residents understand the need to plan for the ability to survive on their own for 3 days if there was an emergency event. This is a minor **decrease** in the satisfaction rating given last year (92%).

Residents were asked how prepared they think their household is for a **natural disaster (earthquake or flood)**.

Of the 165 residents who provided a rating, eighty-seven per cent (144) said they are prepared, and thirteen per cent (21) said they are not prepared.

This is a minor **decrease** in the preparedness rating given last year (88%).



Radio was once again the most **expected method of receiving emergency messages** with sixty-two per cent (108) of residents stating this is how they would expect to receive messages. Fifty-four per cent of residents expect to hear from their neighbours (94), forty-six per cent via friends/family (80) and thirty-eight per cent (66) expect to receive messages from the television.

Residents also said they expected to receive emergency messages from the Police (51%, up from 45%:2017), text message (52%, up from 40%:2017), the internet/website (36%, up from 33%:2017), and three people expect to be notified by Civil Defence.

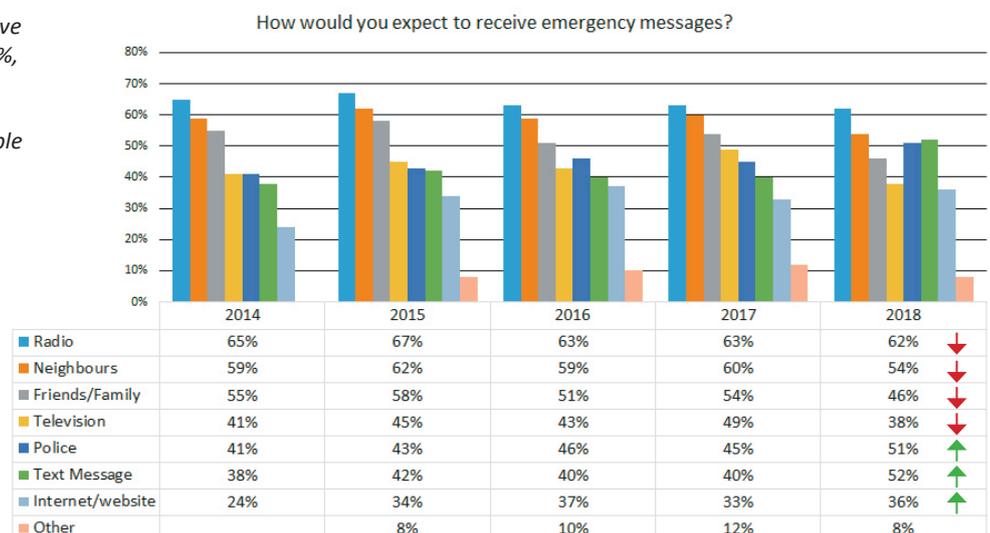
A summary of other comments are:

'If power and phones go out there is no mobile coverage here.'

'If there was no power television, radio etc would be cut.'

'Smoke signals.'

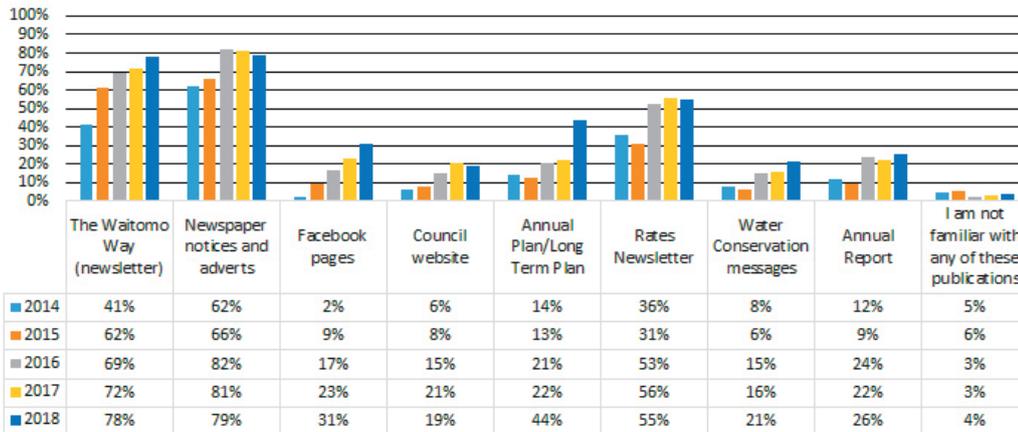
'Don't know. Very low income so do not have the resources to have an emergency plan or supplies.'



Section J: Council Communications

Residents were asked which Council communications methods **they had used or read**. Of the 179 residents who provided a response, seventy-nine per cent (141) read newspaper notices and adverts, seventy-eight per cent (139) read the Waitomo Way, and fifty-five per cent (99) read the Rates Newsletter. The following graph shows the comparison with previous years survey results.

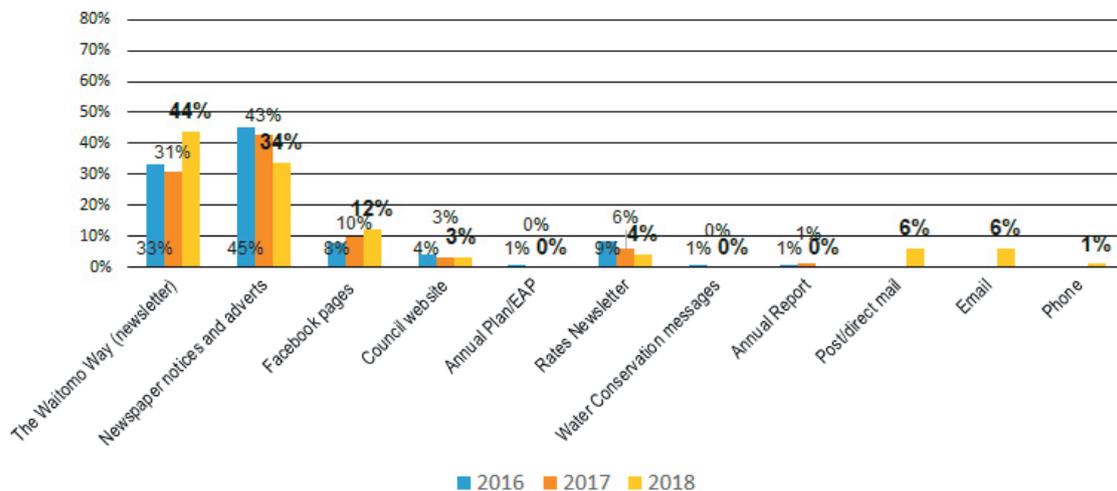
Which communications methods do you use/read?



Overall more residents are using/reading the Waitomo Way, facebook, Annual Plan/LTP, water conservation messages and the Annual Report.

Residents were asked what was their **preferred method** of receiving Council information. Of the 98 residents who provided a response, forty-four per cent use/read the Waitomo Way, thirty-four per cent use/read newspaper notices and adverts. There was an increase in the number of people who prefer facebook. A number of respondents stated that they prefer to receive information via multiple channels (print, social media, direct mail). This is a good indication that Council's strategy of using various communication methods is appropriate.

Preferred method of receiving Council information



There is an increase in the number of residents who prefer to receive the Waitomo Way.



More residents said they prefer email as a way of receiving Council communications.



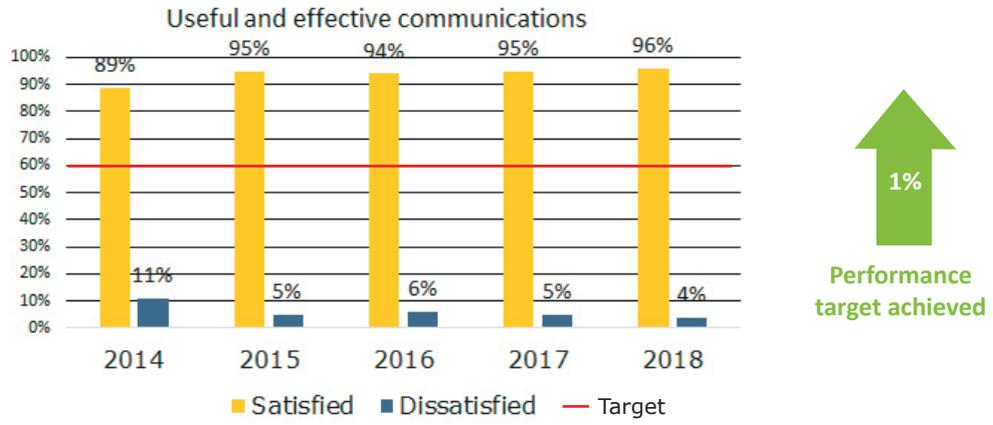
More residents said they prefer to receive Council communications in the post.



More residents prefer to receive Council communications via facebook or social media.

Section J: Council Communications

Residents were asked how satisfied they are with the **usefulness and effectiveness of the Council communications**. Of the 180 residents who provided a rating, ninety-six per cent (172) are satisfied and four per cent (8) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.

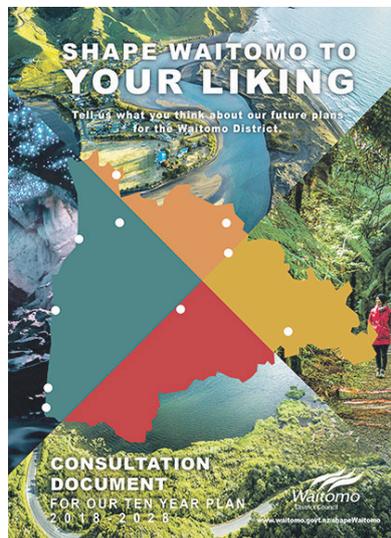


This result exceeds the 2017/18 performance target of **greater than or equal to sixty per cent resident satisfaction with the usefulness and effectiveness of the Council communications**, and is an **increase** from the satisfaction rating given last year (95%).

Main reasons for dissatisfaction with Council Communications

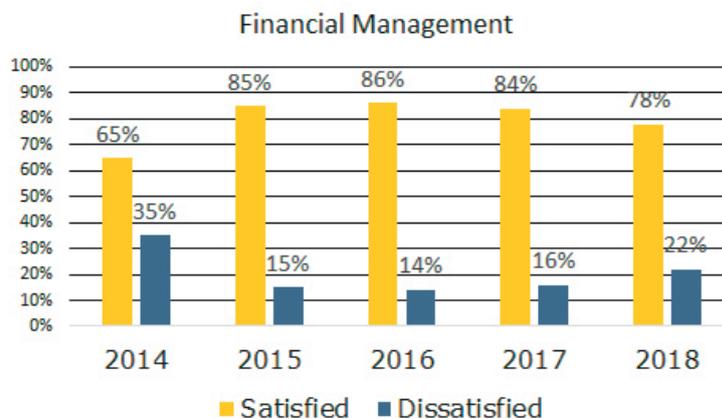
Residents who provided a dissatisfaction rating were asked to tell us why in a sentence. 14 residents provided a response to this question. A summary of the responses is provided below:

- 'Could be improved e.g. facebook - needs to be more immediate when events etc take place. Feature local people/business.'
- 'Very very poor use of fast and cheap communication methods like email and facebook. I do not see any reason to use ratepayer money to send out paper invoices, notices, letters, adverts and newsletters except for those who wish to receive them this way (e.g. elderly). It is not environmentally friendly, nor is it cost effective. And Council's communication with its residents is really poor - I do not feel part of a community here at all - community could be led by Council but Council does nothing to facilitate community.'
- 'Sometimes, it seems to take a long time to do what they say they will do.'
- 'I think you are good and useful service that is trying very hard.'
- 'You don't communicate and when you do its too late. You rely to much on electronic media (the first to fail).'
- 'A lot of jargon but issues (such as recycling) glossed over.'



Section K: Council's Overall Performance

Residents were asked how satisfied they are with **Council's financial management**. Of the 180 residents who provided a rating, seventy-eight per cent (141) are satisfied and twenty-two per cent (39) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.



-6%

This is a decrease on the 2017 satisfaction result of 84%.

There is no performance target for this service.

Main reasons for dissatisfaction with Council's Financial Management

Residents who provided a dissatisfaction rating were asked to tell us why in a sentence. 39 residents provided a response to this question. The majority of comments focussed on high rates and that debt reduction should remain a priority.

A summary of other responses is provided below:

'Spending ratepayers money on non Council buildings.'

'Would like to see debt paid down faster.'

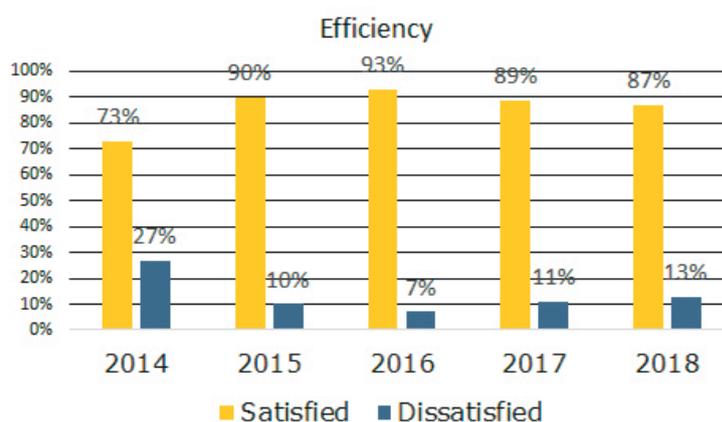
'There needs to be more investment in roading and facilities for tourists, as numbers and requirements have increased.'

'Spend less time making the main street "pretty" and work on other areas.'

'Be great to have town clock fixed and more money going towards programs for youth and tamariki. Also need a lot more acknowledgement of Maori in Te Kuiti Muster. Need more going into mental health facilities and addiction services. Council doesn't recognise how big that problem is in Te Kuiti alone. Lots of people hooked on alcohol/drugs and very few options/inadequately funded mental health services to support them getting off. Need more mental health services for the climbing suicide rate and teenage depression. Need more schemes/programs for employing youth to stop them going into the local gang.'

'Seems to fix stuff over and over again such as road quality drainage etc and a sports stadium, try attracting new businesses in town help new shop owners more, police presence less drugs in schools better get kids into work programmes- support schools more.'

Residents were asked how satisfied they are with **Council's efficiency - doing things well with the resource and funding available**. Of the 176 residents who provided a rating, eighty-seven per cent (153) are satisfied and thirteen per cent (23) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.



-2%

This is a decrease on the 2017 satisfaction result of 89%.

There is no performance target for this service.

Section K: Council's Overall Performance

Main reasons for dissatisfaction with Council's Efficiency

Residents who provided a dissatisfaction rating were asked to tell us why in a sentence. 20 residents provided further comment. The majority of comments focussed on high rates, that debt reduction should remain a priority, and roads maintenance/repairs takes too long to complete. A summary of the other responses are provided below:

'Why are our roads left so long to repair?'

'How about a report in laymen terms released each year so we can see the efficiency?'

'Use of Council money on non relevant projects - Railway Building.'

'Nothing is getting done about the footpaths or the dogs.'

'Slips on Manganui Rd, Awakino, are not dealt with promptly - very dangerous.'

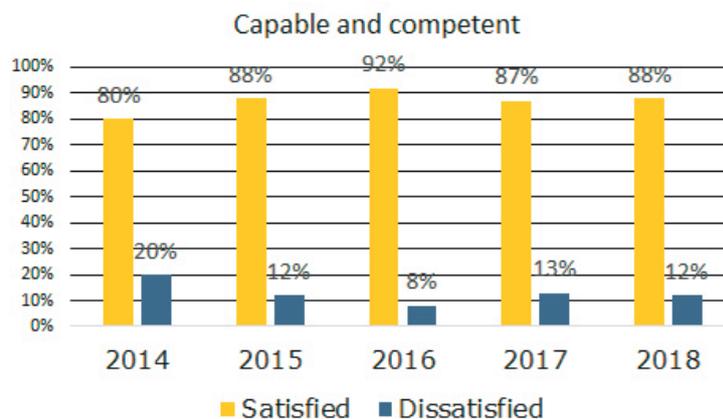
'Upgrading the pools was a waste of money, not open much.'

'Lawns in town need to be mowed.'

'Contractors go into do a job and are not able to complete 100 percent due to budget.'

'Rates have gone up over the years but service/maintenance provided out here has gone down.'

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 176 residents who provided a rating, eighty-eight per cent (154) are satisfied and twelve per cent (22) are dissatisfied. The following graph shows the satisfaction trend with previous year's survey results.



↑
1%

This is an increase on 2017 the satisfaction result of 88%.

There is no performance target for this service.

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. 22 residents provided further comment. Comments ranged in topic from decision making to rates increases. A summary of the other responses are provided below:

'They have had a long time to get roading and recycling right.'

'I have no idea how decisions are made.' 'Don't often understand how the financials work.'

'I asked last year for some doggy poo bins but this has not happened.'

'Don't know how to repair rough roads you grade them and 2 days later rough.'

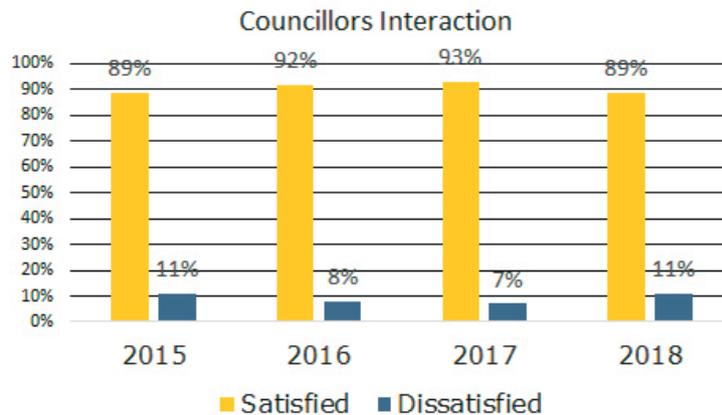
'Money was wasted by not fixing the water problem in our street first time.'

'Rate increases due to new infrastructure wanting to be built.'

'Mental health services need to be funded more and also more services to be introduced. More options need to be available to youth for employment, bridging programmes into education, free holiday programs to keep them out of trouble. Not enough for youth to do in Te Kuiti.'

Section K: Council's Overall Performance

Residents were asked how satisfied they are that **Councillors (Elected Members) are approachable and interact with the community**. Of the 174 residents who provided a rating, eighty-nine per cent (155) are satisfied and eleven per cent (19) are dissatisfied. The following graph shows the satisfaction trend with last year's survey results.



This is a decrease on the 2017 satisfaction result of 93%.

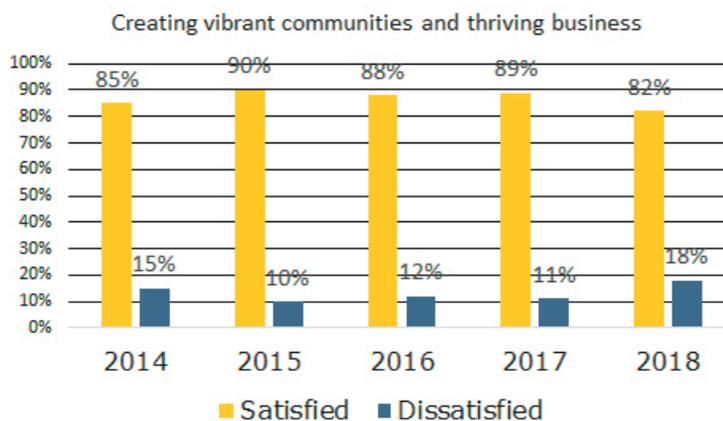
There is no performance target for this service.

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. 23 residents provided a response to this question. A summary of the responses are provided below:

'Apart from the Mayor, I have no idea of who local councillors are.' *'Have not had to discuss any issues with Councillors.'*
'Never met one or seen one yet.' *'Seldom seen in town - unapproachable.'* *'No opportunity to meet.'*
'I feel they are not in touch with all elements of the community especially the poor and the homeless.'

Residents were asked how satisfied they are that **Council is assisting in the creation of 'vibrant communities and thriving business'**. Of the 177 residents who provided a rating, eighty-two per cent (146) are satisfied and eighteen per cent (31) are dissatisfied. The following graph shows the satisfaction trend with previous years survey results.



This is a decrease on the 2017 satisfaction result of 89%.

There is no performance target for this service.

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. 32 residents provided a response to this question. A summary of the responses are provided below:

'Main street needs work/better lighting for main street.' *'From what I have seen and heard businesses are not doing well. 10 years ago I came home it has not improved, business have to let staff go.'*

'Community groups need to be well supported especially ones that are new or are going through change. These groups are important for new members to the community and keeping people happy in the community. The fireworks night is a great night for young families.'

'Need to build more state homes to house lower income. Rentals are becoming scarce. Need more affordable homes not market rental/buying homes because no one can afford that and it isn't helping the housing crisis just further exploiting it.'

'There is no community in Te Kuiti. There are no entry points into community. It is a very lonely place to be. I do not see thriving business. Because there is nothing to do here we travel for activities and 90% of our retail spending is out of the district where it is cheaper and better. If there was more to do here, we would leave less and spend more here.'

Section K: Council's Overall Performance

Residents were asked if there was any other comment they wished to make about a Council service or facility. 63 residents who provided a response. Comments range in topic. A summary of the responses are provided below:

'Cars taking up car parking for the Lyceum Club. Dead cars especially in Hinerangi Street and over footpaths for children walking to the baths and elderly riding their mobile scooters.'

'Need more highway planning in Piopio, traffic way too fast through town during school hours. Night time is even worse.'

'Please can we upgrade and replace our rubbish bins we need ones that take recyclables and have ashtrays. More needed in streets away from the CBD. Seating on Rora St (shop side) needed too.'

'No complaints except for unsealed roads, council works hard for the community -thank you all -not an easy job.'

'New sports centre seems to be a high cost asset as I am unsure of true benefit/revenue potential. My wider family believe Council need to invest in industry infrastructure to provide jobs/revenue in to town. Some suggested a recycling plant, very expensive I know, but consider ideas.'

'Main street looks great, Roadside gutters clean and tidy. The roadside gutters in Carroll Street full of weeds and rubbish.'

'The main street needs a revamp. Paving stones, planters big pots trees, seating more of it. How about some huge murals, depicting areas history, people. The old railway shed as seen from restaurant in centre of town needs a mural or tidy up - its an eye sore.'

'Cut the rates in the whole of Waitomo District by at least \$1000.00 and you will create a healthy lifestyle for all your residents - new people will set up business in town - employment will blossom. Take a chance - lower the rates.'

'The Te Kuiti recycle amenity needs to be available seven days a week.'

'A lot of side roads need an upgrade, not just maintenance which has been done for years. The truck and trailer units are a lot larger now, and carry twice the weight of 30 years ago. Also an increase of vehicle numbers using these roads.'

'The freedom campers at the viaduct are overwhelming, the viaduct is a 'go to place', but no longer take grandchildren there over peak times.'

'I do not like Steve, mongrel mob patches worn in the town at sports venues. Lowers the tone dramatically if Whanganui can get rid of gang patches, so can Te Kuiti.'

'As I have said in previous resident surveys, for more equal spread of Council funding, adopt a user pays of roads via tolls, metered urban water sewerage, library, pools.'

'Te Kuiti needs some 1 or 2 bedroom houses for singles'. Build some up market units in this area. What a waste of land. Sad to see closing of camping ground and many caravans and camper vans having to leave over summer unable to stay in Te Kuiti.'

'Thank you listening to the Mokau community regarding shifting the transfer station for fronting up to the meeting held, helped the community feel we had one on one contact with the various Council members and management and a say in what we care about.'

'Generally our Council staff do a great job. Gardens look great.'

'New to the area, but have reason to believe Council are doing their best. Area needs to attract more businesses. Tough job, but am hopeful Council are working on it.'

'Keep positive representation of our District up. The Mayor is excellent at this. He needs some back up of this.'

'I am very supportive of the Council service or facility and I do appreciate the great work and God bless for the commitment for us all. Stay alert and God help you always.'

