



Versus
RESEARCH

Waitomo District Council Residents' Survey Report

August 2020

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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.

In 2020, WDC commissioned Versus Research to conduct its annual Residents' Survey. This survey identifies and measures perceptions which Waitomo district residents (residents) have towards Council, and satisfaction with their delivery of services.

The final sample size (total number of residents interviewed) is n=444.

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

In 2020, 70% of residents are satisfied with the overall condition of sealed roads in the district, while 75% of residents are satisfied with the overall condition of unsealed roads in the district, a 7% increase compared with last year.

Ninety per cent of residents are satisfied with the standard of pedestrian crossings, while 85% of residents are satisfied that the standard of public footpaths are safe and accessible, these measures remain similar to last year.

Ninety-four per cent of residents are satisfied that road signs and markings are visible and assist road safety, a 2% increase compared with last year.

ROADS AND FOOTPATHS	2019/2020 TARGET	2014	2015	2016	2017	2018	2019	2020	+/- Y.O.Y.	+/- DIFF. FROM TARGET
Overall condition of sealed roads	No performance target	-	-	84%	84%	76%	75%	70%	-5%	-
Overall condition of unsealed roads	No performance target	-	-	72%	75%	77%	68%	75%	+7%	-
Standard of pedestrian crossings	No performance target	-	-	-	-	85%	89%	90%	+1%	-
Standard of public footpaths are safe and accessible	No performance target	-	-	78%	77%	76%	85%	85%	0%	-
Road signs and markings are visible and assist with safety	No performance target	-	-	92%	92%	87%	92%	94%	+2%	-

*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

Fifty-one per cent of residents are connected to WDC's town water supply, while a further 49% use a private water supply.

Eighty-one per cent of residents who are connected to WDC's water supply are satisfied with this service, a significant increase compared with last year (cf. 2019, 68%).

Forty-four per cent of residents are connected to WDC's sewerage system, while 56% have a septic tank.

Ninety-three per cent of residents who are connected to WDC's sewerage system are satisfied with the sewerage service in the community.

WATER SUPPLY & SEWERAGE - TREATMENT AND DISPOSAL	2019/2020 TARGET	2014	2015	2016	2017	2018	2019	2020	+/- Y.O.Y.	+/- DIFF. FROM TARGET
Provision of water supply service	No performance target	-	-	80%	73%	83%	68%	81%	+13%	-
Provision of sewerage service	No performance target	-	-	96%	94%	93%	93%	93%	0%	-

RUBBISH AND RECYCLING

Forty-eight per cent of residents have used the kerbside refuse collection service in the last 12 months.

Following this, 47% each have used the district waste transfer station and a landfill facility, and 43% have used a green bin.

Regarding the refuse and recycling facilities at the Waitomo District Landfill and rural transfer stations, 98% of residents are satisfied with the safety of the facilities, which exceeds the $\geq 85\%$ performance target by 13%.

A further 96% of residents are satisfied with the provision of waste management facilities, this exceeds the $>80\%$ performance target by 16%.

RUBBISH AND RECYCLING	2019/2020 TARGET	2014	2015	2016	2017	2018	2019	2020	+/- Y.O.Y.	+/- DIFF. FROM TARGET
Safety of the facilities (landfill and district transfer stations)	$\geq 85\%$ performance target	-	-	-	-	-	95%	98%	+3%	+13%
Provision of waste management facilities	$>80\%$ performance target	-	-	-	-	-	94%	96%	+2%	+16%

Regarding reducing waste at home; 89% of residents recycle plastic, glass, tin and paper all of the time or almost always, while 78% compost food waste all of the time or almost always.

At a lower level, 50% use long life products rather than disposables, 46% of residents choose products with packaging that can be recycled, 40% choose products with little or no packaging, and 24% of residents purchase second-hand goods all of the time or almost always.

Executive Summary

COMMUNITY SERVICES

Ninety-three per cent of residents are satisfied with the quality of parks and reserves in the district, a slight increase compared with last year, and exceeds the $\geq 80\%$ performance target by 13%.

The majority of residents (97%) are satisfied with the quality of library facilities at Waitomo District Library. This is a slight increase compared with last year, and exceeds the $\geq 85\%$ performance target by 12%.

Ninety-two per cent of residents are satisfied with the quality of the pool facilities (District Aquatic Centre) and services. This exceeds the $\geq 80\%$ performance target by 12%. A further 94% of residents are satisfied with the toilet and changing facilities at the District Aquatic Centre.

The majority of residents (97%) are satisfied with the quality of the Les Munro Centre (arts and culture facilities). This exceeds the $\geq 80\%$ performance target by 17%.

Ninety-three per cent of residents are satisfied with the quality of public amenities (public toilets and cemeteries). This exceeds the $\geq 85\%$ performance target by 8%.

COMMUNITY SERVICES	2019/2020 TARGET	2014	2015	2016	2017	2018	2019	2020	+/- Y.O.Y.	+/- DIFF. FROM TARGET
Parks and reserves	$\geq 80\%$ performance target	77%	82%	87%	84%	83%	90%	93%	+3%	+13%
Library facilities and services	$\geq 85\%$ performance target	90%	92%	93%	94%	89%	95%	97%	+2%	+12%
Pool facilities	$\geq 80\%$ performance target	64%	75%	88%	88%	85%	93%	92%	-1%	+12%
Toilet facilities at the District Aquatic Centre	No performance target	-	-	-	-	-	94%	94%	0%	-
Les Munro Centre	$\geq 80\%$ performance target	77%	88%	94%	92%	94%	96%	97%	+1%	+17%
Public amenities	$\geq 85\%$ performance target	84%	87%	89%	88%	86%	93%	93%	0%	+8%

Executive Summary

COUNCIL-PROVIDED SERVICES

Regarding WDC services used in the last 12 months, 86% of residents stated they had not used any, a significant decrease compared with last year (cf. 2019, 91%). Of those who had, 8% used alcohol and liquor licensing services, 5% used food premise licensing services, while 4% used noise control.

Ninety-five per cent of residents who have used these services are satisfied with the provision of an effective Environmental Health Service for the community. This is a 6% increase compared with last year and exceeds the >85% performance target by 10%.

Eleven per cent of residents used a Building Control Service in the past 12 months. Of these residents, 79% are satisfied with the provision of an effective Building Control Service for the community. This is a 10% increase compared with last year, and exceeds the performance target of 75% resident satisfaction by 4%.

Eighty-six per cent of residents are satisfied with the provision of an effective Animal Control Service for the community, a 5% increase compared with last year, and it exceeds the ≥ 75% performance target by 11%.

COUNCIL SERVICES	2019/2020 TARGET	2014	2015	2016	2017	2018	2019	2020	+/- Y.O.Y.	+/- DIFF. FROM TARGET
Provision of effective Environmental Health Service	>85% performance target	52%	88%	90%	91%	88%	89%	95%	+6%	+10%
Provision of effective Building Control Services	75% performance target	48%	82%	77%	88%	84%	69%	79%	+10%	+4%
Provision of effective Animal Control Service	≥ 75% performance target	46%	78%	78%	78%	70%	81%	86%	+5%	+11%

Executive Summary

EMERGENCY MANAGEMENT

Fifty per cent of residents have an emergency plan in place. However, the majority of residents (96%) are able to survive unaided (without outside assistance) in the event of a natural disaster for at least three days. This exceeds the $\geq 75\%$ performance target by 21%.

With regards to being prepared for a natural disaster, and what residents have in their emergency kit; 79% have dried or tinned food to last their household at least three days, while 72% have a first aid kit and an instruction book. At a lower level, 47% have important personal documents, and 36% have a battery powered radio that works.

EMERGENCY MANAGEMENT	2019/2020 TARGET	2014	2015	2016	2017	2018	2019	2020	+/- Y.O.Y.	+/- DIFF. FROM TARGET
Emergency plan in place	No performance target	-	-	-	-	-	42%	50%	+8%	-
Preparedness in natural disaster	$\geq 75\%$ performance target	88%	90%	89%	92%	91%	96%	96%	0%	+21%

Regarding how they would expect to receive emergency messages in the event of a natural disaster, 70% of residents would expect to receive an emergency alert via a mobile phone app. This is a significant increase compared with last year (cf. 2019, 61%). A further 61% would expect to hear from their friends and family, 60% on the television, and 56% via social media, also a significant increase (cf. 2019, 47%).

Executive Summary

COUNCIL COMMUNICATIONS

Regarding the usefulness and effectiveness of WDC’s communications, 87% of residents are satisfied, which does not meet the 90% performance target.

Ninety per cent of residents are satisfied with the ease of accessing Council information, while regarding information supplied from WDC in the last 12 months, 4% of residents felt they had more than enough information supplied, while 36% felt they had enough information. Twenty-seven per cent of residents felt there was some information supplied from WDC.

COUNCIL COMMUNICATIONS	2019/2020 TARGET	2014	2015	2016	2017	2018	2019	2020	+/- Y.O.Y.	+/- DIFF. FROM TARGET
Usefulness and effectiveness of Council’s communications	90% performance target	89%	95%	94%	95%	96%	90%	87%	-3%	-3%
Ease of accessing Council information	No performance target	-	-	-	-	-	91%	90%	-1%	-
Amount of info supplied by Council	No performance target	-	-	-	-	-	84%	67%	-17%	-

Executive Summary

COUNCIL'S OVERALL PERFORMANCE

Seventy-nine per cent of residents are satisfied with Council's efficiency with resources and funding, while 71% of residents are satisfied that Councillors (elected Members and Mayor) are approachable and have been working in the best interests of the district.

COUNCIL'S OVERALL PERFORMANCE	2019/2020 TARGET	2014	2015	2016	2017	2018	2019	2020	+/- 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%	-7%	-
Satisfaction with elected members	No performance target	-	89%	92%	93%	89%	91%	71%	-20%	-

CUSTOMER SERVICE

More than half of residents (53%) had contact with WDC Customer Services in the last 12 months. Of these residents, 62% made contact in person, 59% via telephone, and 16% via email.

In terms of impressions of first point of contact; 71% of residents (each) agreed their enquiry was handled politely, and professionally. At a lower level, 47% of residents agreed their enquiry was handled in a timely manner, and 30% agreed it was handled fairly.

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=5,627 residents were selected from the electoral roll and invited to participate in the survey. A total of 3,483 residents within Te Kuiti township were posted a letter with a unique link to complete the online survey, and given the internet connectivity in the smaller, more rural communities, 2,144 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=444 completed surveys were received from residents; 55% completed the survey via the online link, an increase in online participation compared with last year (cf. 2019, 53%), while 45% completed a paper copy of the survey.

Fieldwork for this project was completed between the 30th of July and the 18th of August, 2020.

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=444, which gives a maximum margin of error of +/- 4.65% at the 95% confidence interval, that is, if the observed result on the total sample of n=444 respondents is 50% (point of maximum margin of error), then there is a 95% probability that the true answer falls between 45.35% and 54.65%.

Method and Sample

Questionnaire

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

Statistical Testing

Statistical testing has been applied to figures in this report. This testing compares 2020 results with results from 2019. When changes are statistically significant at the 95% or 99% confidence level, these differences are highlighted in **blue** (significantly greater) or **yellow** (significantly lower).

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 4 Satisfied 5 Very satisfied	Total satisfaction

Results are shown at a total level for all measures.

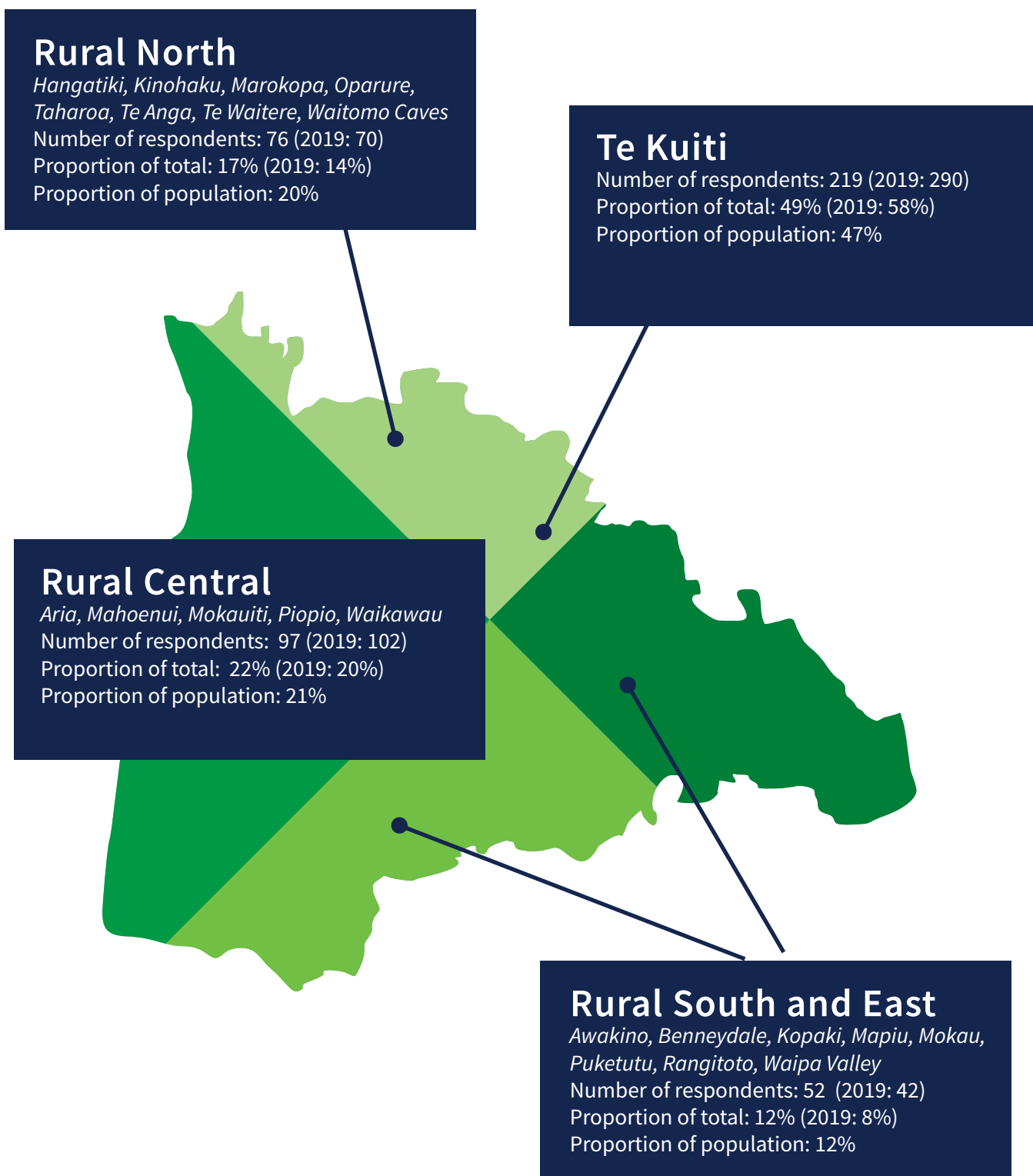
In the final section of the report, results have also been analysed by different areas, grouped as Te Kuiti, Rural North, Rural Central, and Rural South and East; and details any statistically significant differences for each area.

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.

Sample Map

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



The image features a dark blue background with a faint, aerial-style map of a road and footpath network. The network consists of numerous small, light-colored circular nodes connected by thin lines, forming a complex web. The nodes are more densely packed in the lower-left quadrant and become sparser towards the top-right. At the bottom of the image, there is a horizontal bar with a color gradient from orange on the left to green on the right.

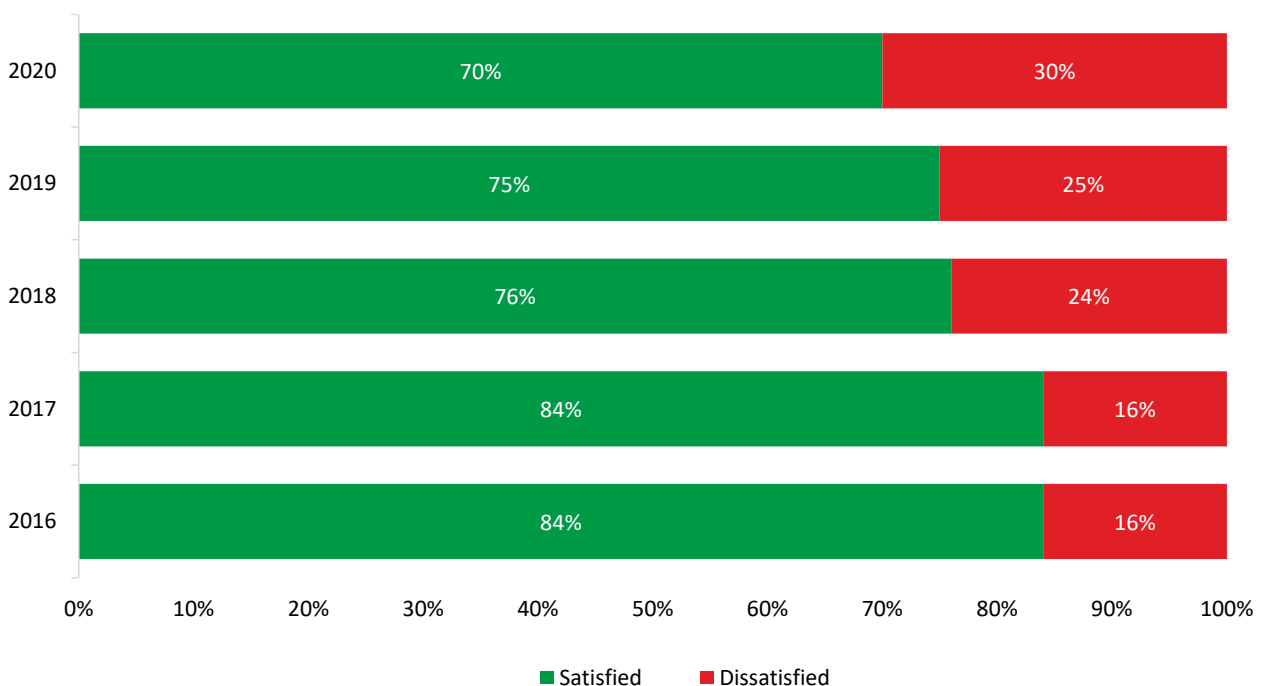
Roads and Footpaths

Overall Condition of Sealed Roads in District

In 2020, 70% of residents are satisfied with the overall condition of sealed roads in the district. While not statistically significant, this is a 5% decrease compared with last year (cf. 2019, 75%). A further 30% of residents are dissatisfied with the overall condition of sealed roads in the district.



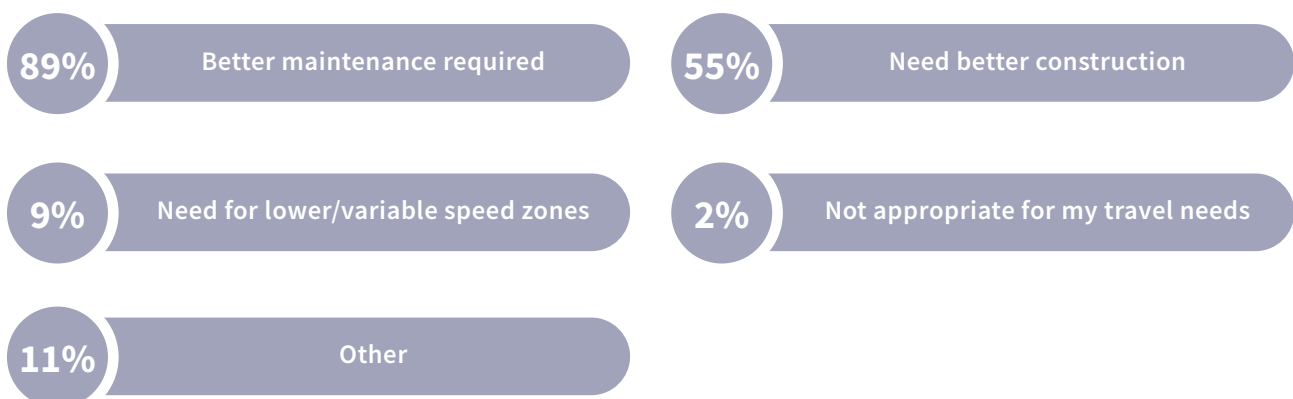
By Residents



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



Reasons for Dissatisfaction



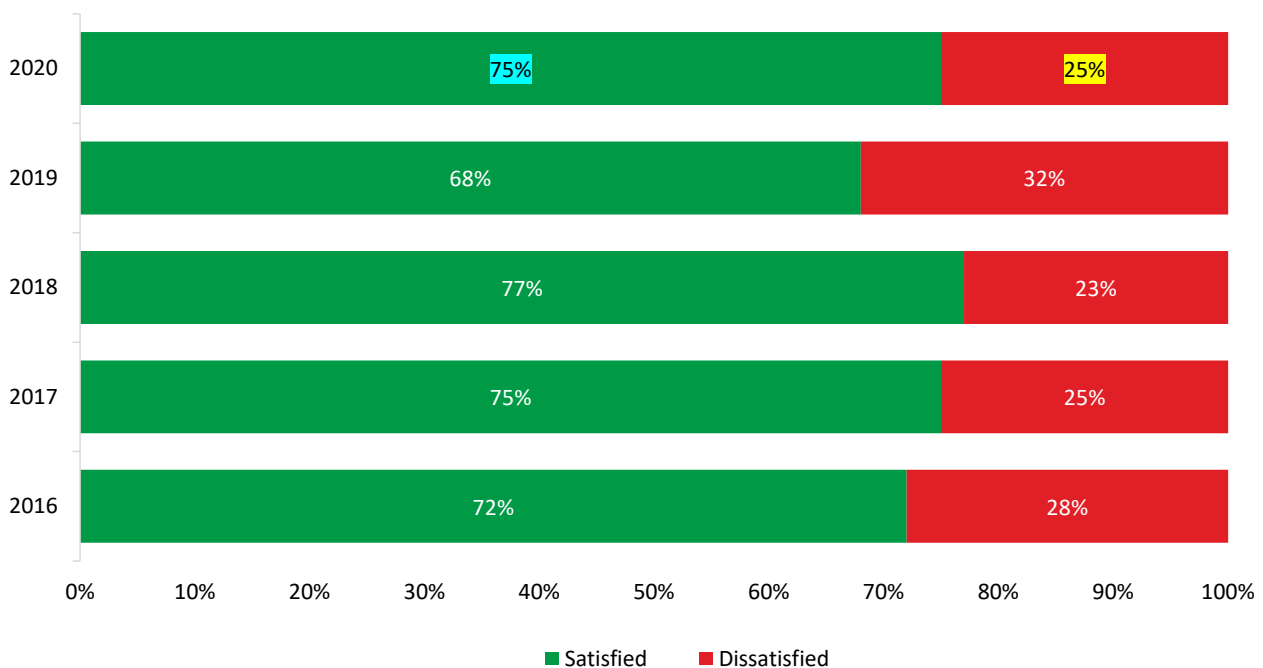
Base: 2020 n=125.

Overall Condition of Unsealed Roads in District

Seventy-five per cent of residents are satisfied with the overall condition of unsealed roads in the district, a significant increase compared with last year (cf. 2019, 68%). Concurrently, there is a significant decrease in residents who are dissatisfied (25% cf. 2019, 32%).



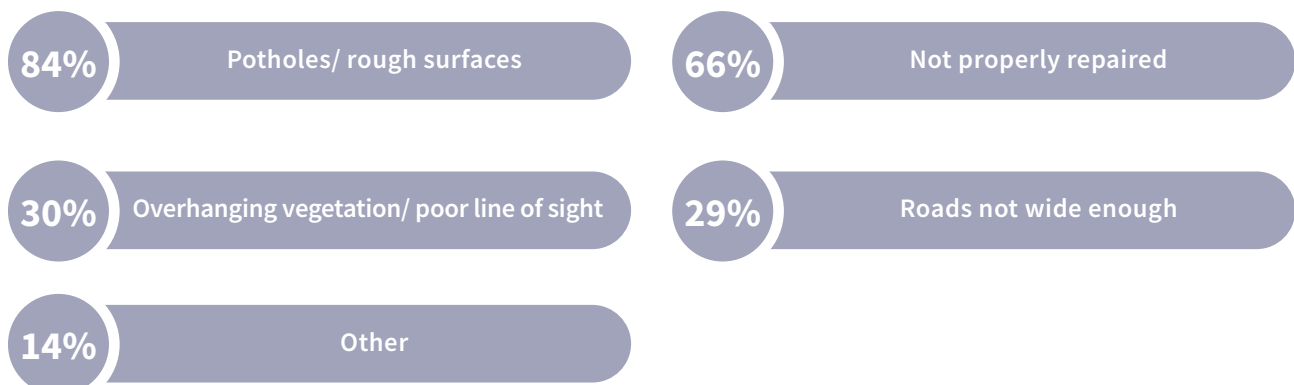
By Residents



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



Reasons for Dissatisfaction



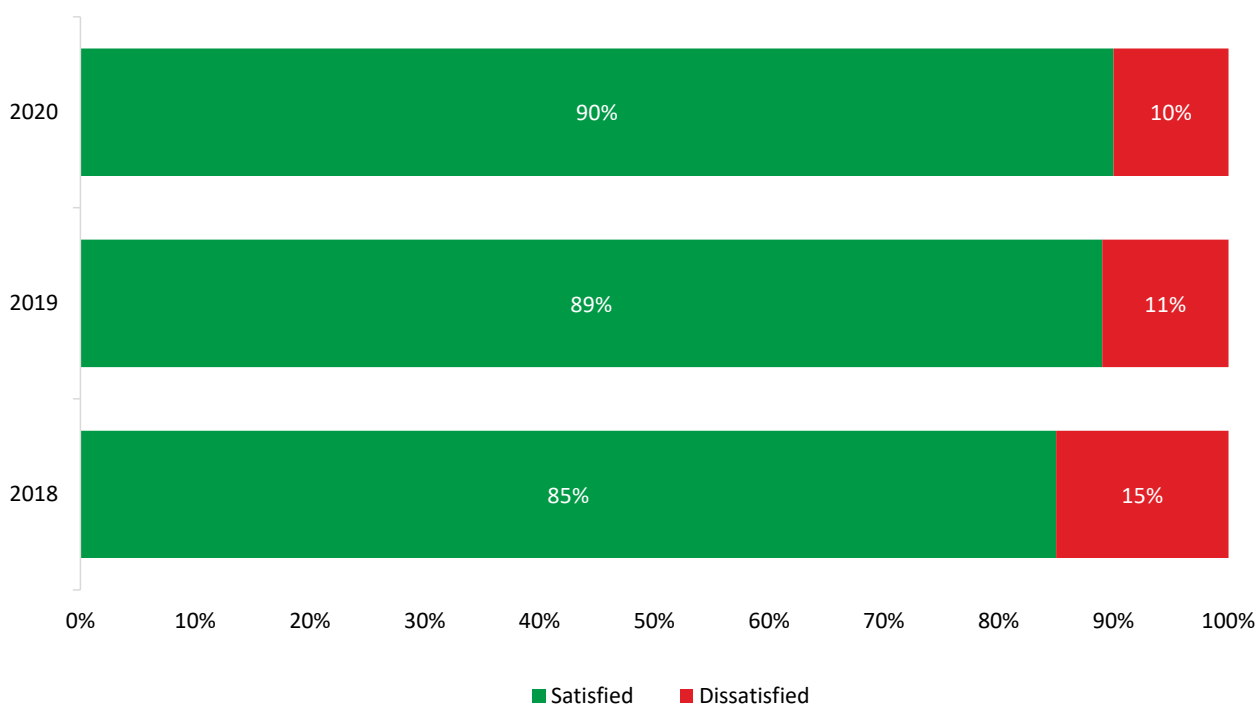
Base: 2020 n=101.

Standard of Pedestrian Crossings

Ninety per cent of residents are satisfied with the standard of pedestrian crossings, while 10% are dissatisfied. This year's results remain similar to last year's but does show slight movement in satisfaction ratings since 2018.



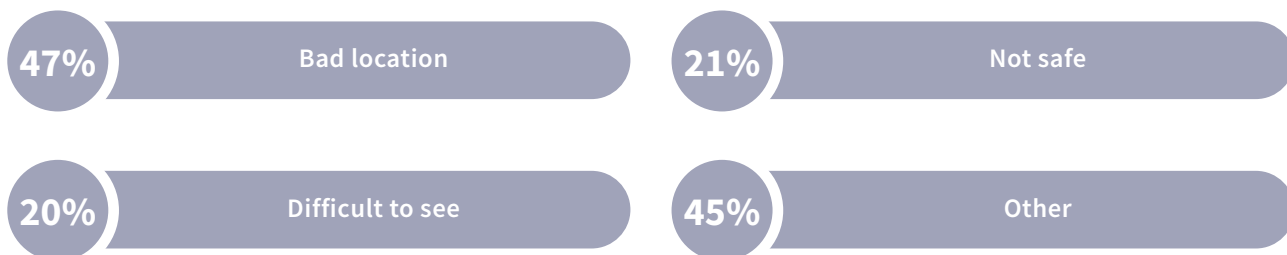
By Residents



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



Reasons for Dissatisfaction



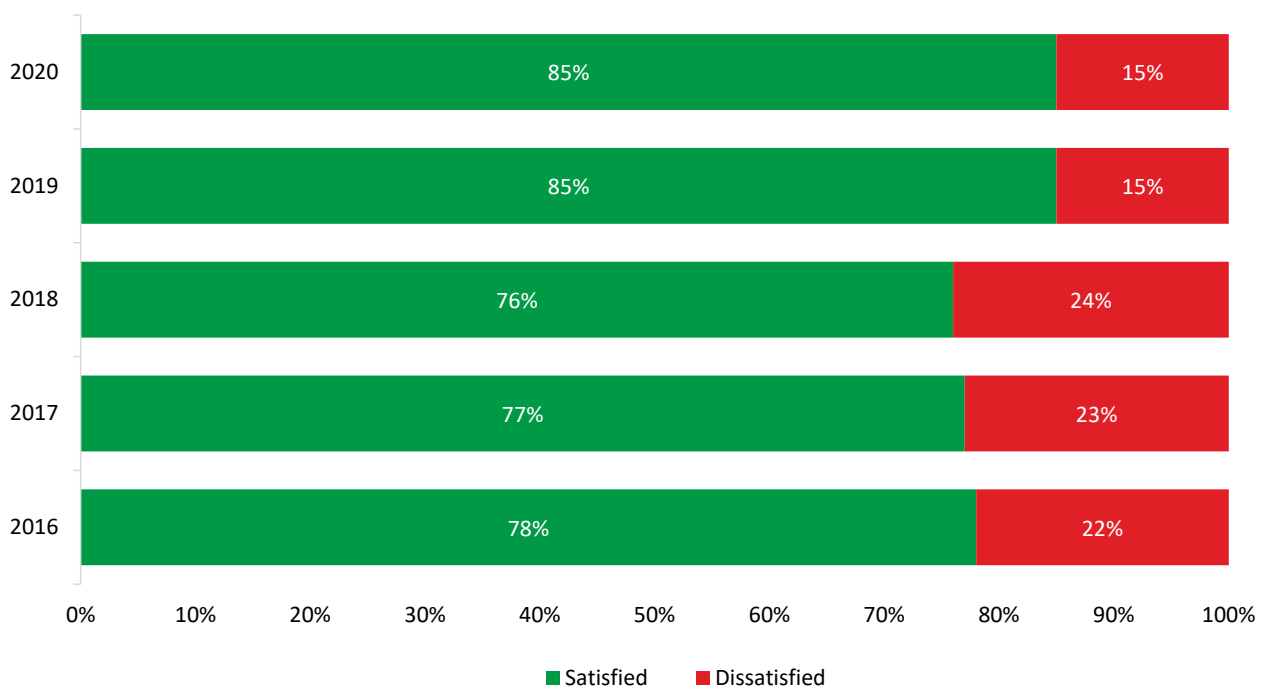
Base: 2020 n=43.

Standard of Public Footpaths Safe and Accessible

Eighty-five per cent of residents are satisfied that the standard of public footpaths are safe and accessible, while 15% are dissatisfied. These results remain on par with last year's results.



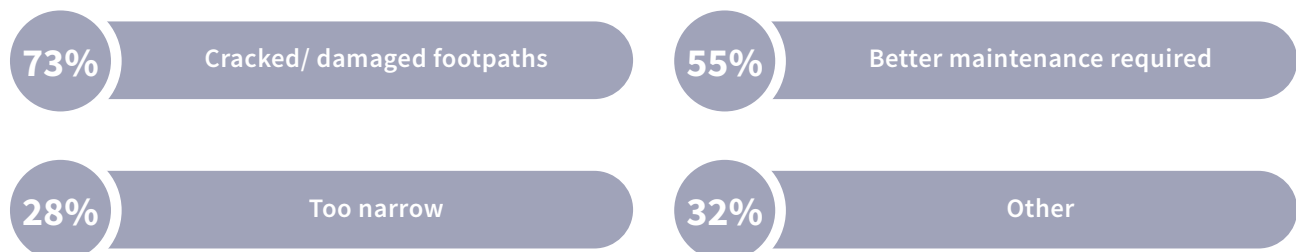
By Residents



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



Reasons for Dissatisfaction



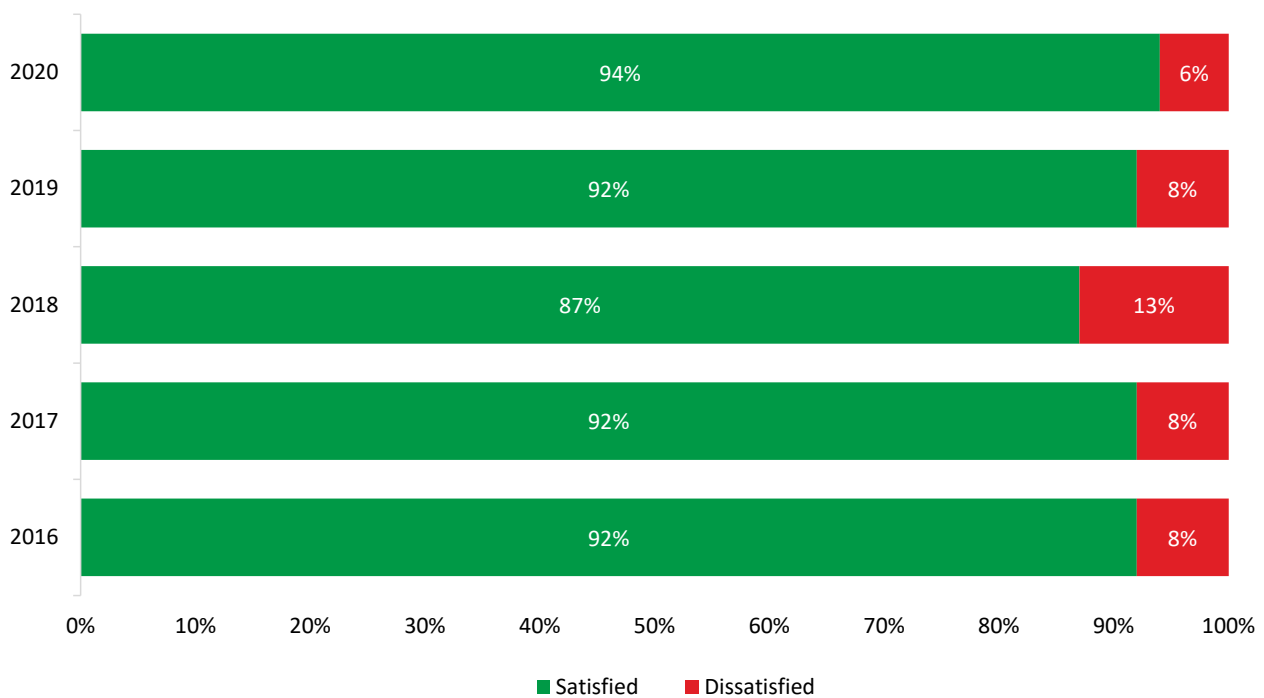
Base: 2020 n=65.

Road Signs and Markings are Visible and Assist Road Safety

Ninety-four per cent of residents are satisfied that road signs and markings are visible and assist road safety, a 2% increase compared with last year (cf. 2019, 92%). Concurrently, 6% of residents are dissatisfied, a slight decrease compared with last year (cf. 2019, 8%).



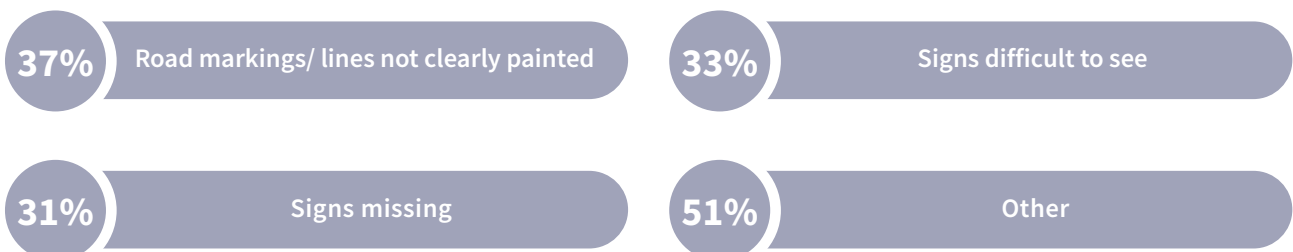
By Residents



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



Reasons for Dissatisfaction



Base: 2020 n=33.

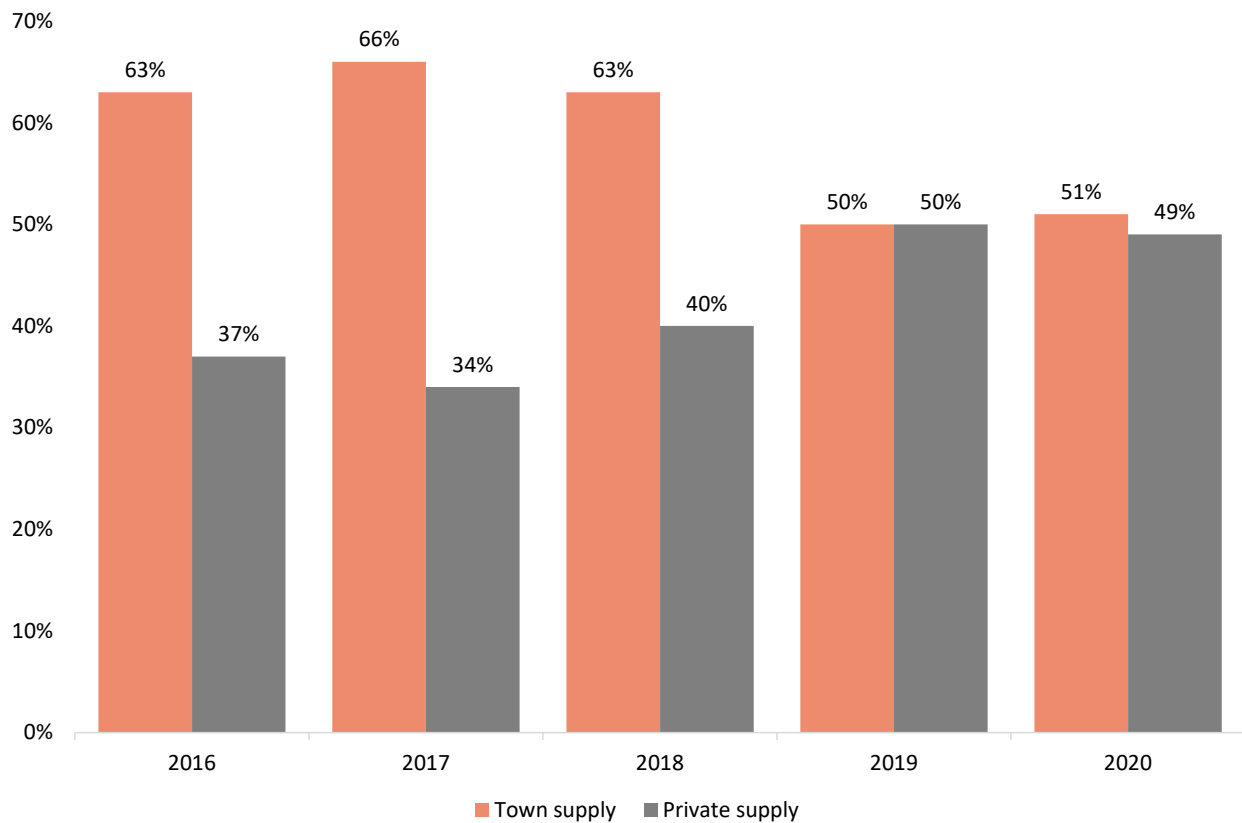
Water Supply

Water Supply Services

In 2020, 51% of the residents surveyed are connected to WDC's supply of water, while 49% of residents use a private water supply. These results remain similar to last year's results.



By Residents



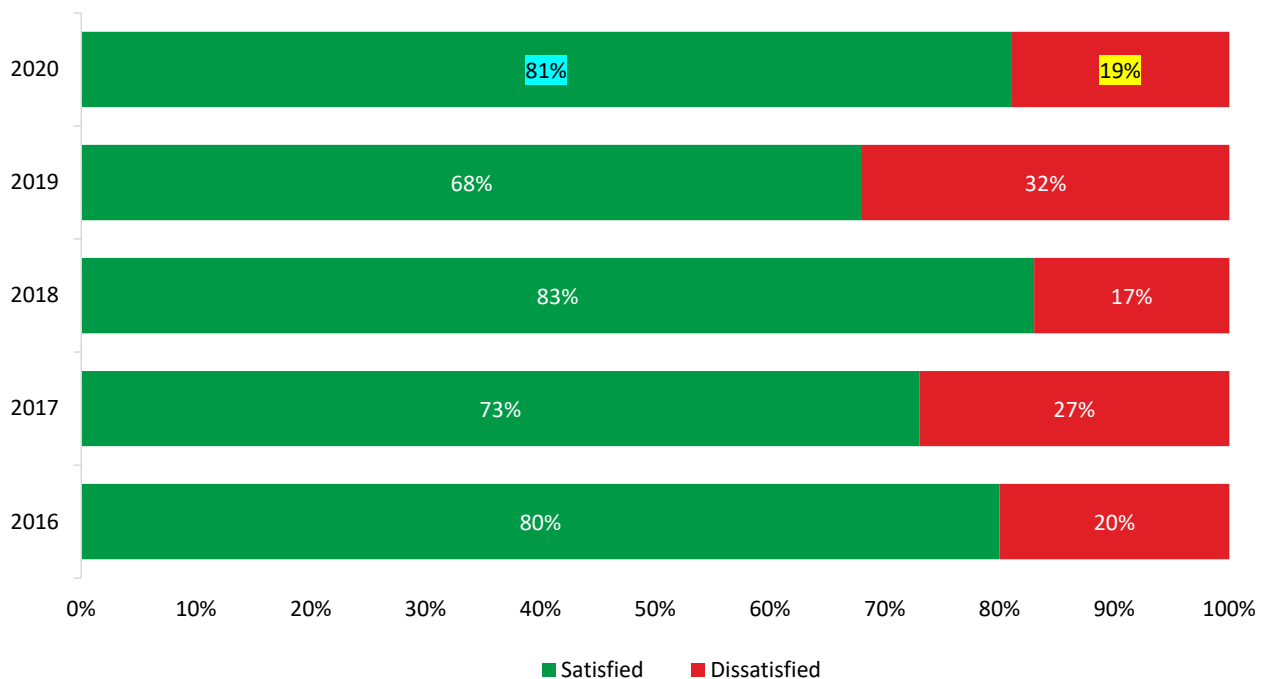
Base: 2016 n=323; 2017 n=303; 2018 n=185; 2019 n=504; 2020 n=444.

Council's Provision of Water Supply Services

Eighty-one per cent of residents who are connected to WDC's supply of water are satisfied with the services, a significant increase compared with last year (cf. 2019, 68%). Concurrently, 19% of residents are dissatisfied, a significant decrease compared with last year (cf. 2019, 32%).



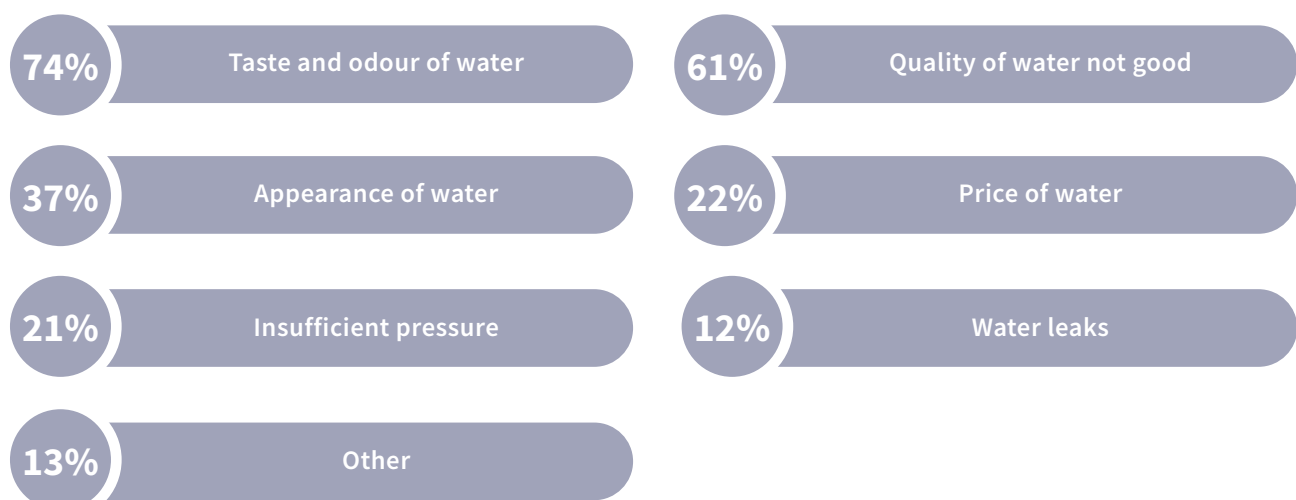
By Residents



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



Reasons for Dissatisfaction



Base: 2020 n=46.

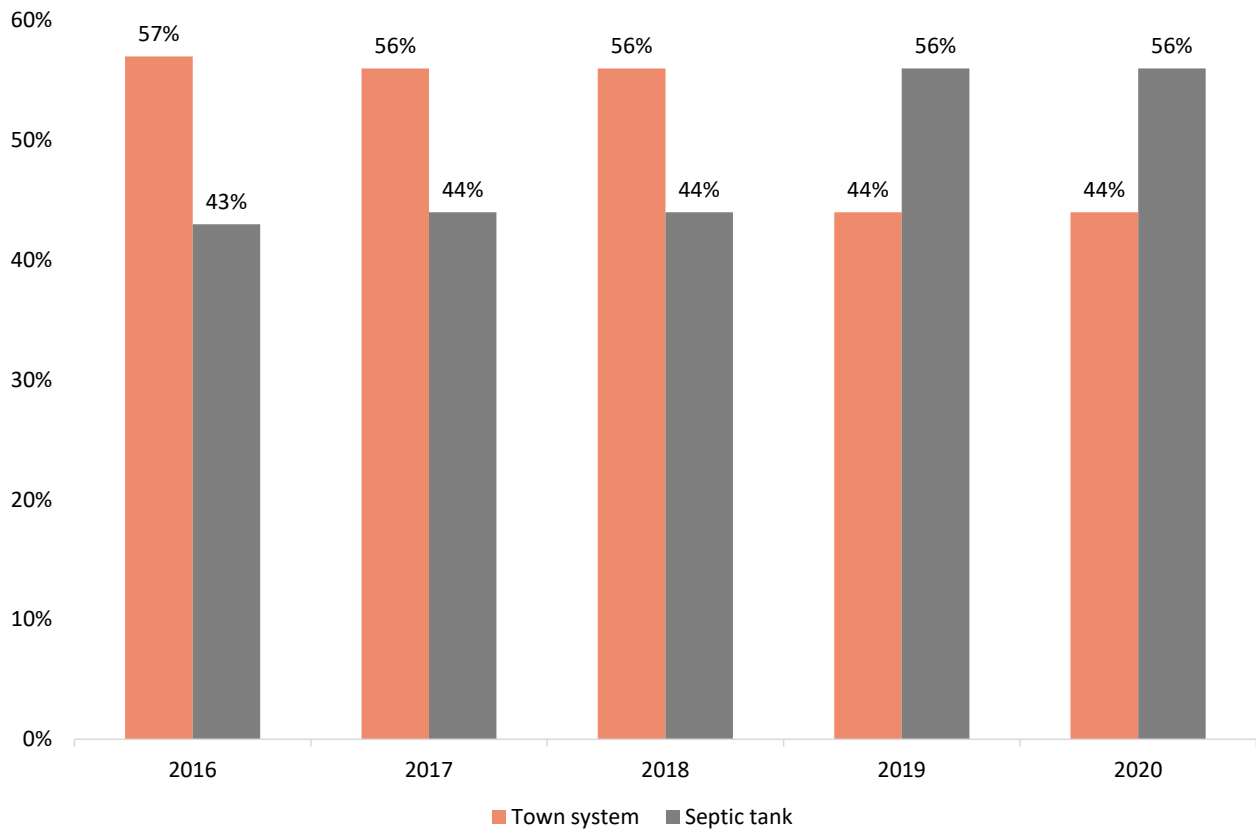
Sewerage - Treatment and Disposal

Sewerage System

In 2020, 44% of residents use WDC's sewerage system, while 56% of residents indicate that they have a septic tank. These results remain on par with last year's results.



By Residents



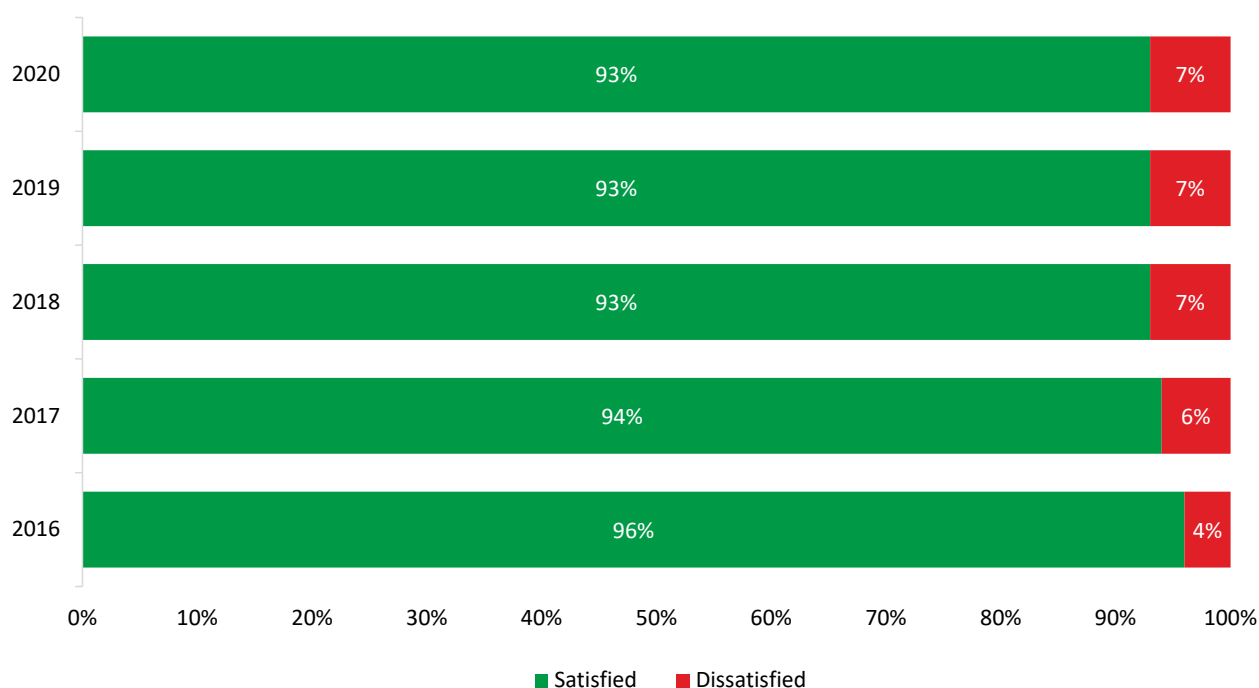
Base: 2016 n=326; 2017 n=303; 2018 n=184; 2019 n=504; 2020 n=444.

Sewerage Treatment Service in the Community

Ninety-three per cent of residents who use WDC's sewerage system are satisfied with the sewerage treatment service in the community, while 7% are dissatisfied. These results are on par with last year's results.



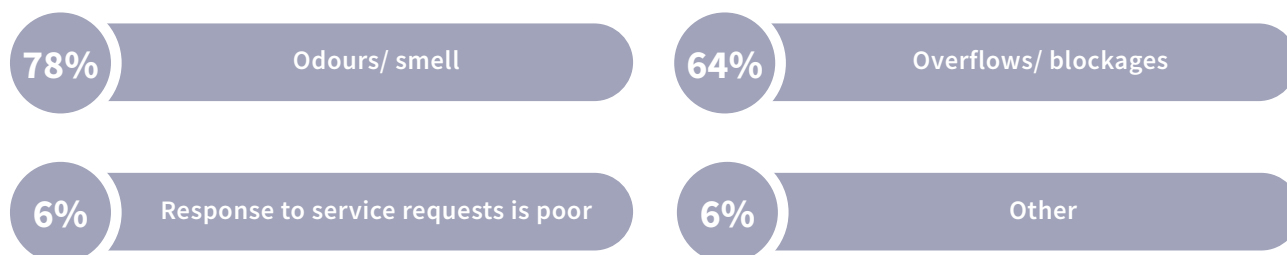
By Residents



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



Reasons for Dissatisfaction



Base: 2020 n=12.

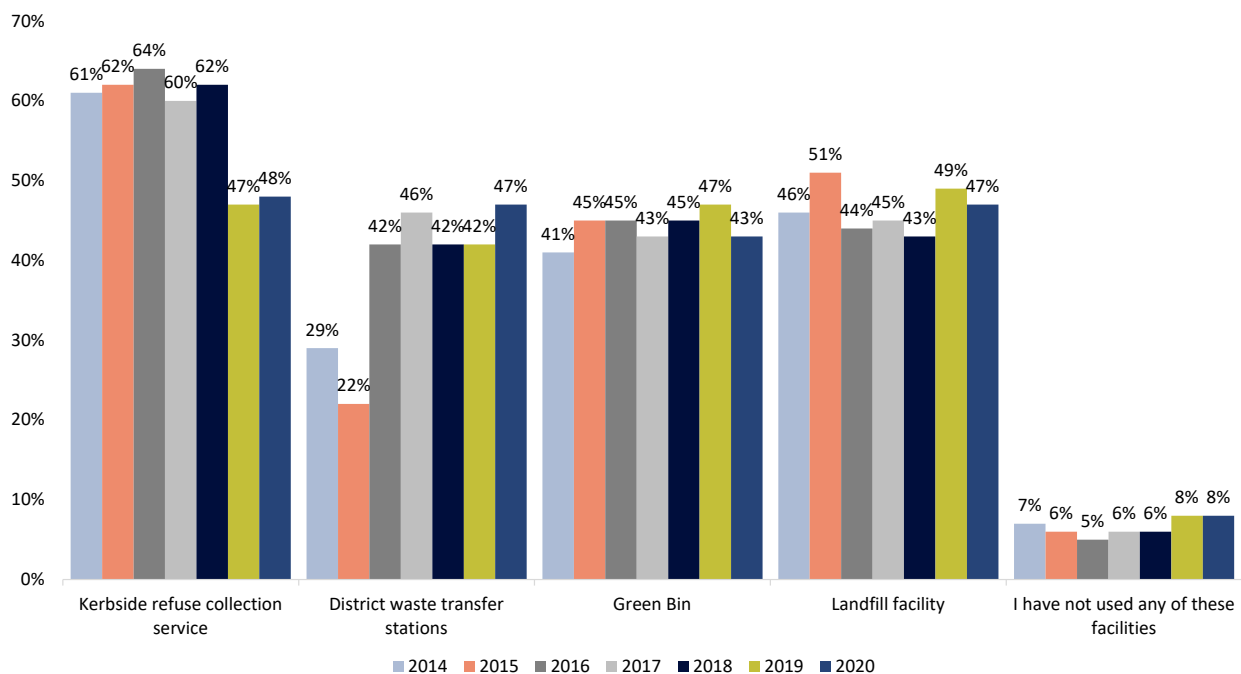
Refuse and Recycling

Council Refuse and Recycling Services

Forty-eight per cent of residents have used the kerbside refuse collection service in the last 12 months. Following this, 47% of residents have each used the district waste transfer stations, or a landfill facility, while 43% have used a green bin. Eight per cent of residents have not used any of these facilities in the last 12 months.



By Residents



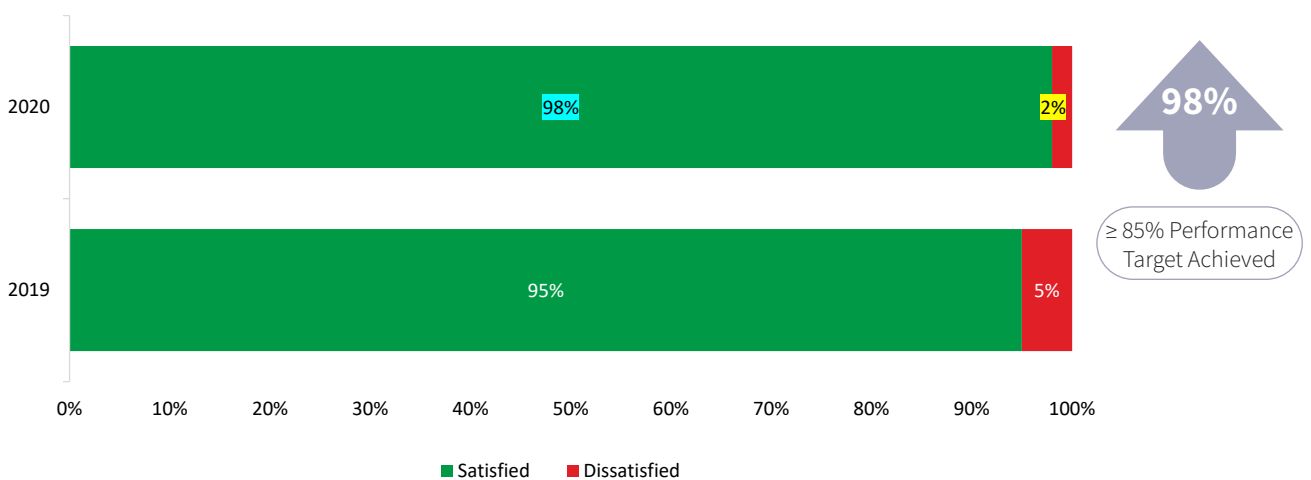
Base: 2014 n=470; 2015 n=439; 2016 n=322; 2017 n=290; 2018 n=178; 2019 n=504; 2020 n=444.

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

Safety of Facilities (Landfill & District Transfer Stations)

The majority of residents (98%) are satisfied with the safety of the facilities at the landfill and district transfer stations*. This is a significant increase compared with last year (cf. 2019, 95%), and exceeds the performance target of $\geq 85\%$ resident satisfaction by 13%.

By Residents

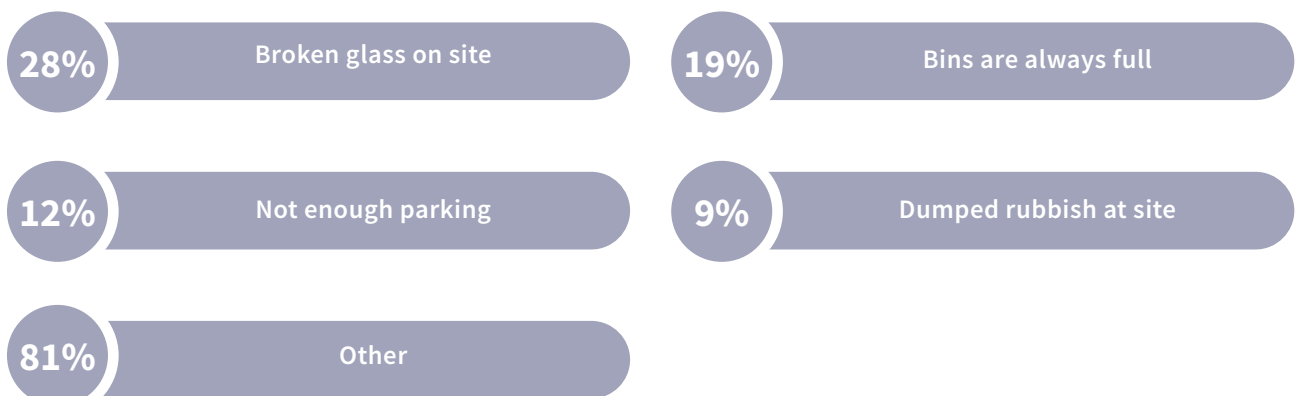


Base: 2019 n=468; 2020 n=398.

*Prior to 2019 this question was previously asked as two separate questions, satisfaction ratings for previous years are tabulated below.

	2014	2015	2016	2017	2018
Satisfaction with safety of the facilities - landfill facility	92%	97%	98%	96%	92%
Satisfaction with safety of the facilities - district transfer stations	90%	95%	95%	91%	95%

Reasons for Dissatisfaction

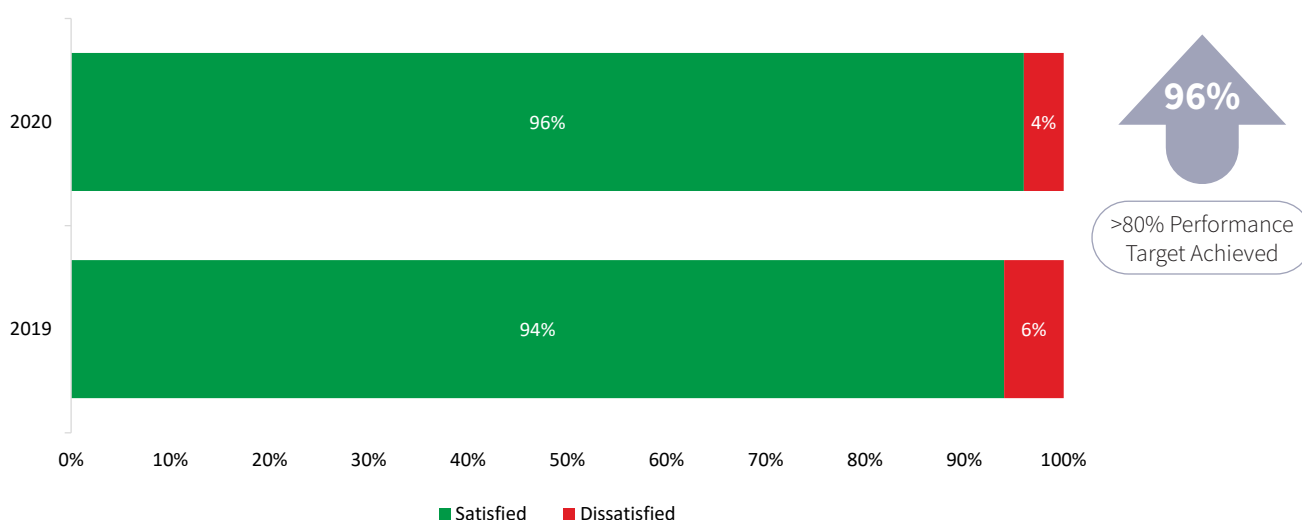


Base: 2020 n=7.

Provision of Waste Management Facilities

Ninety-six per cent of residents are satisfied with the provision of waste management facilities*. This is a 2% increase compared with last year, and exceeds the performance target of > 80% resident satisfaction by 16%.

By Residents

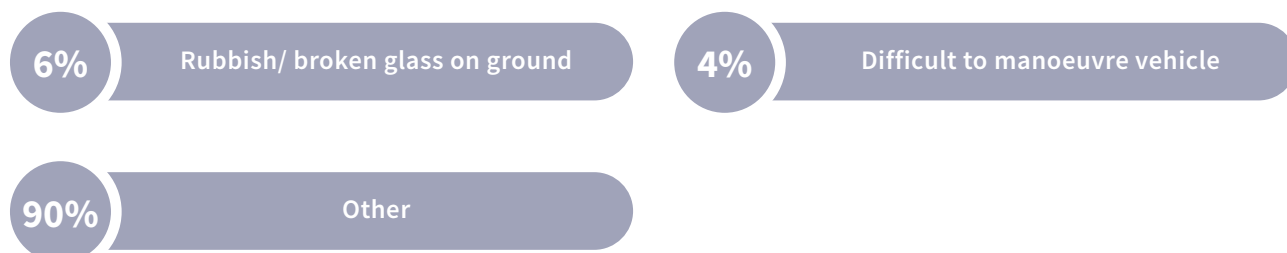


Base: 2019 n=468; 2020 n=384.

*Prior to 2019 this question was previously asked as satisfaction of the provision of waste transfer stations to the community; satisfaction ratings for previous years are tabulated below.

	2014	2015	2016	2017	2018
Provision of waste transfer stations to the community	78%	87%	85%	88%	90%

Reasons for Dissatisfaction



Base: 2020 n=16.

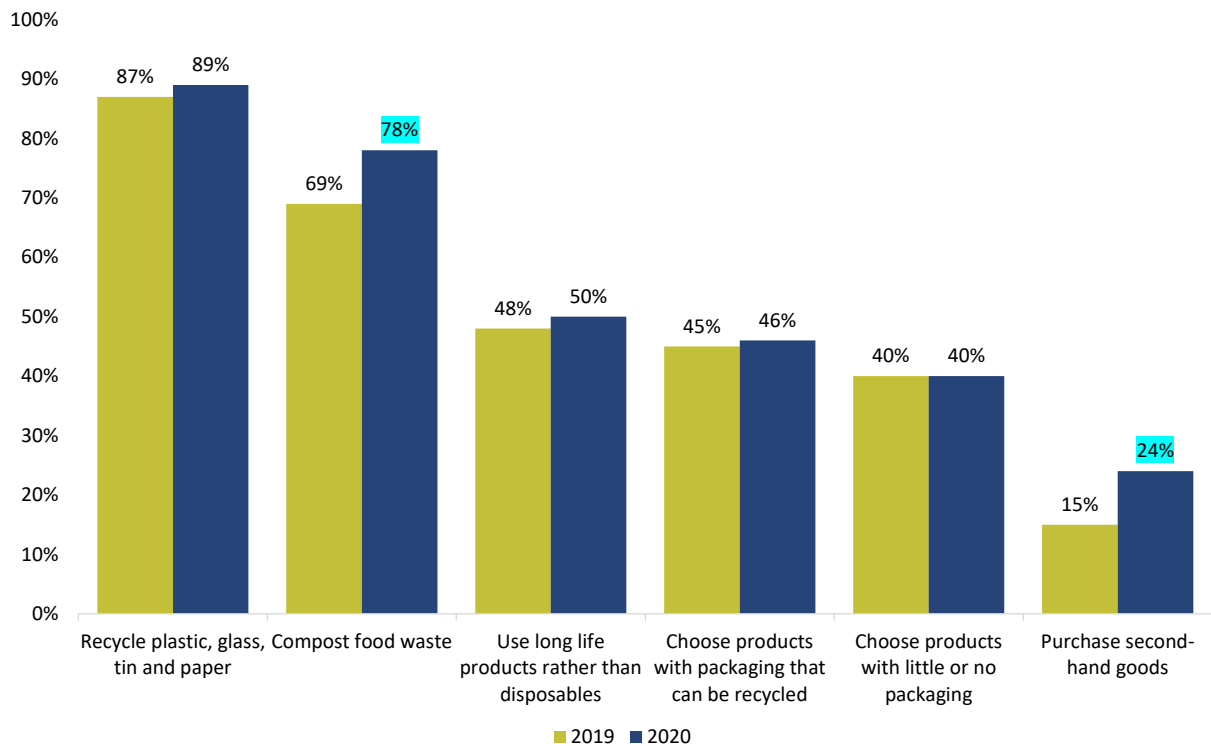
Reducing Waste at Home

When asked how they reduce their waste at home, 89% of residents recycle plastic, glass, tin and paper all of the time (61%), or almost always (28%), while 78% compost food waste all of the time (59%) or almost always (19%). This is a significant increase compared with last year (78% cf. 2019, 69%).

At a lower level, 50% use long life products rather than disposables, 46% of residents choose products with packaging that can be recycled, and 40% choose products with little or no packaging. A further 24% of residents purchase second-hand goods all of the time or almost always, a significant increase compared with last year (cf. 2019, 15%).



By Residents



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

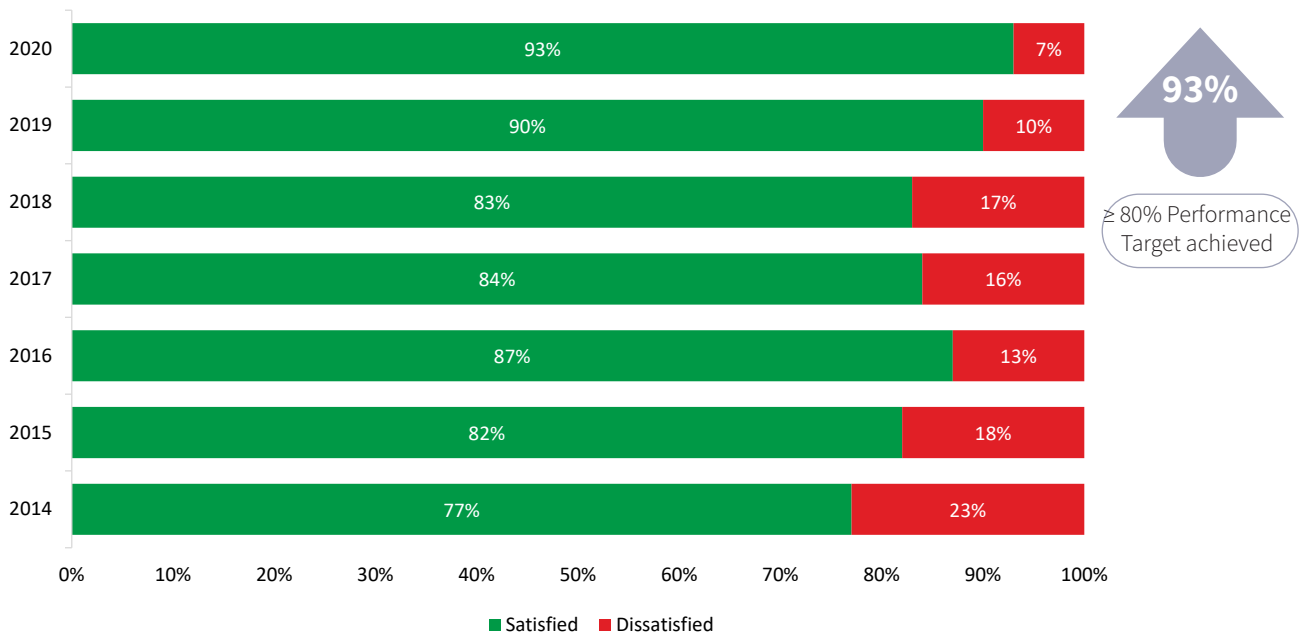
Community Services

Quality of Parks and Reserves

Ninety-three per cent of residents are satisfied with the quality of parks and reserves in the district. This is a 3% increase compared with last year, and exceeds the performance target of $\geq 80\%$ resident satisfaction by 13%.



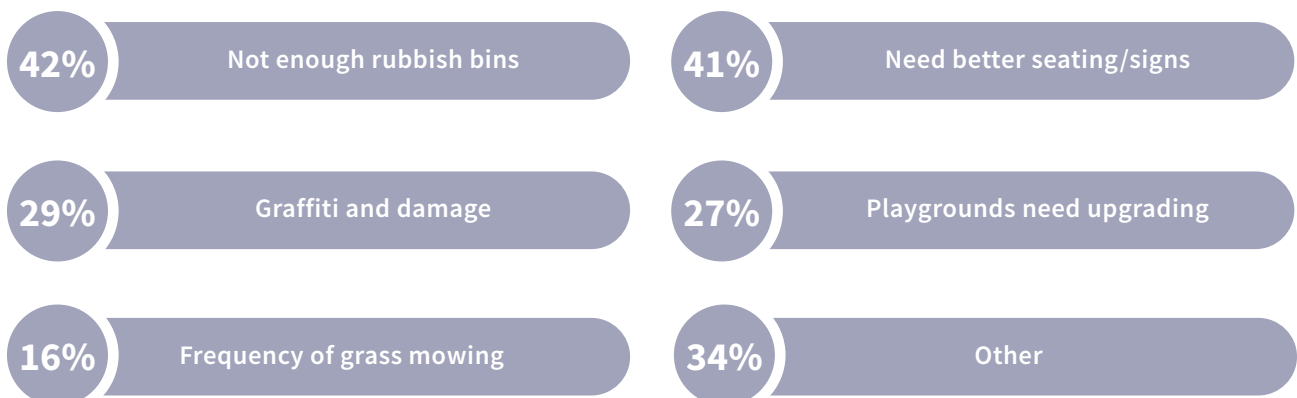
By Residents



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



Reasons for Dissatisfaction

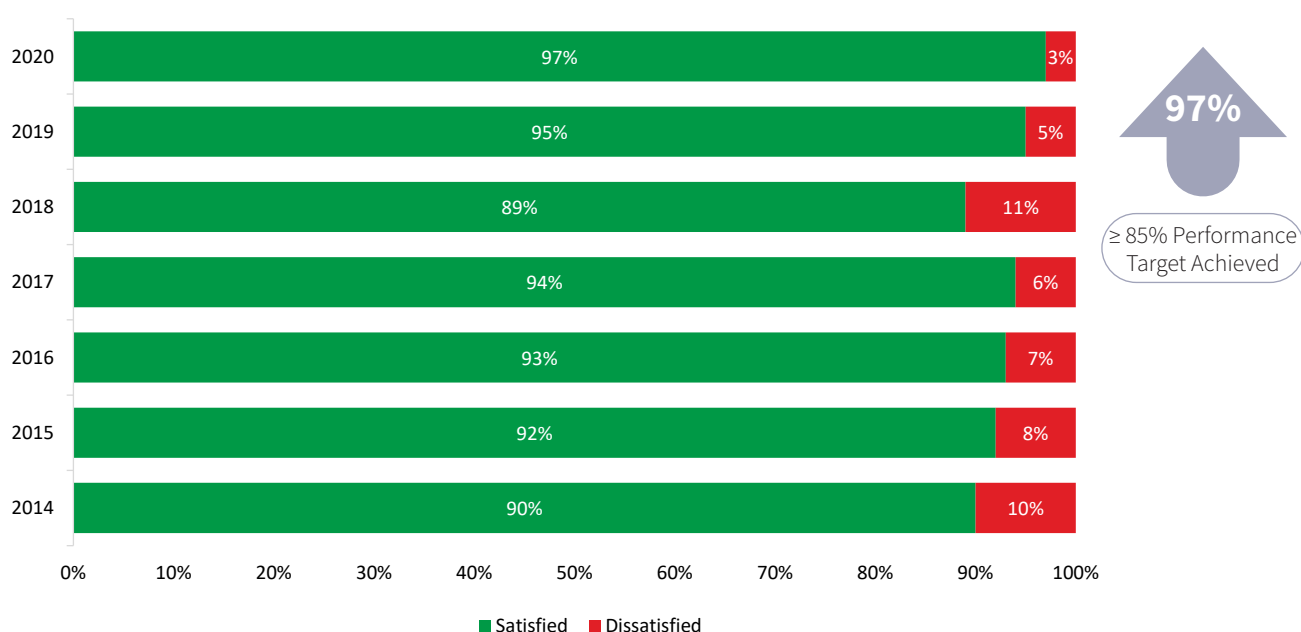


Base: 2020 n=27.

Quality of Library Facilities at Waitomo District Library

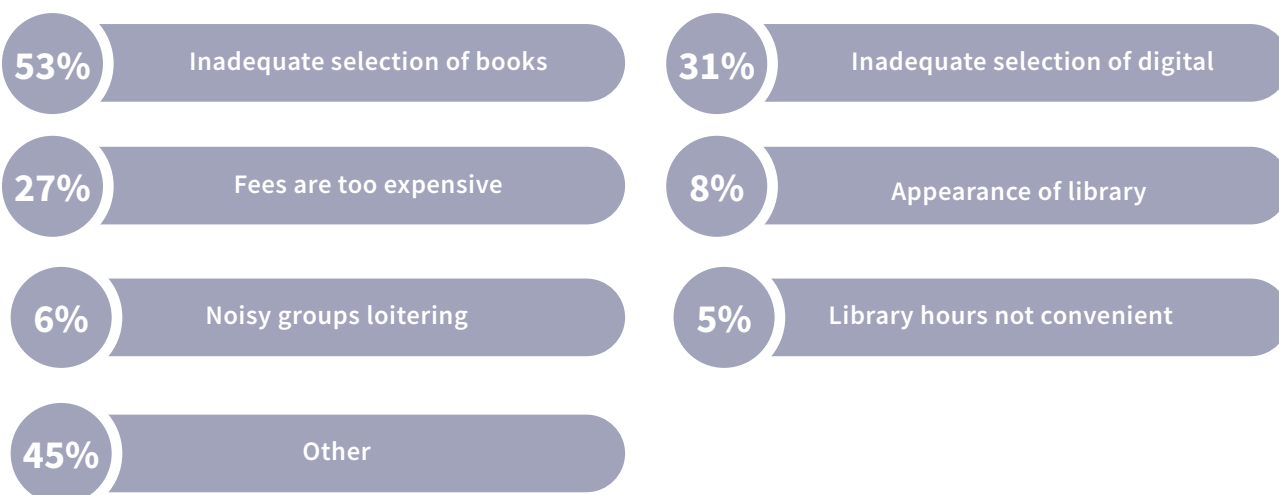
The majority of residents are satisfied with the quality of the library facilities and services at Waitomo District Library (97%). This is a 2% increase compared with last year, and exceeds the performance target of $\geq 85\%$ resident satisfaction by 12%.

By Residents



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

Reasons for Dissatisfaction

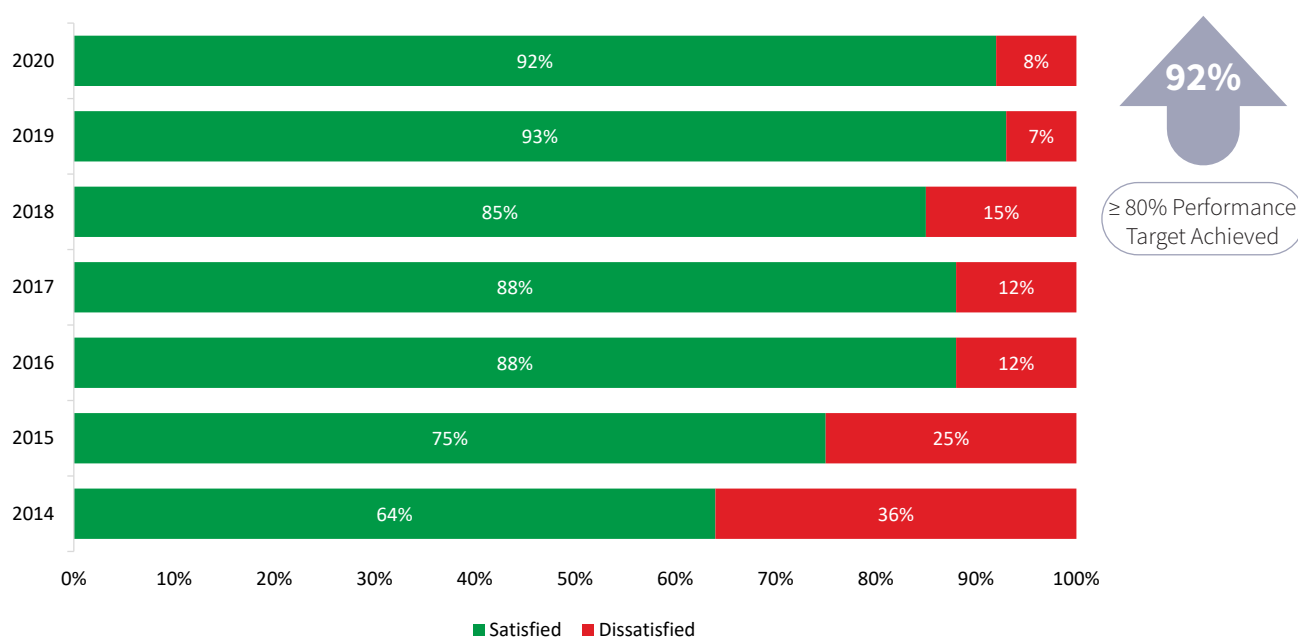


Base: 2020 n=13.

Quality of Pool Facility Meeting Residents' Needs

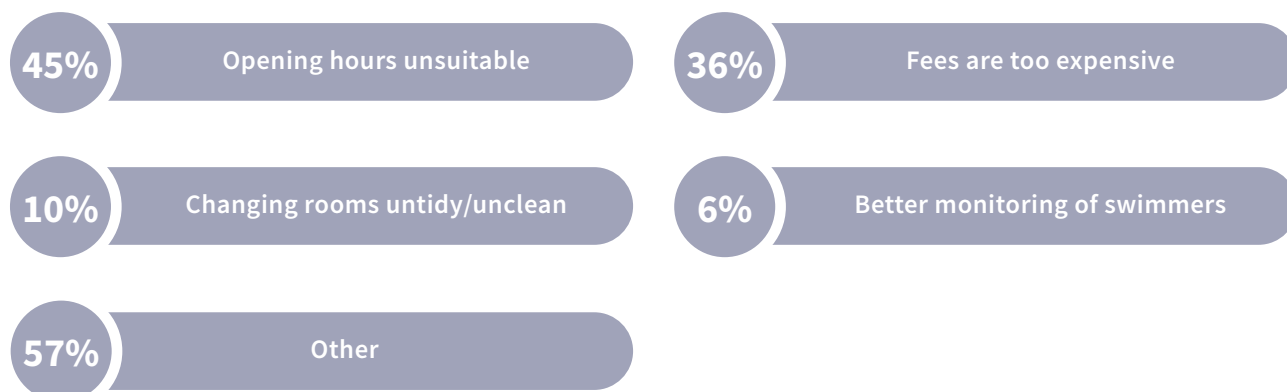
Ninety-two per cent of residents are satisfied that the pool facility (District Aquatic Centre) is of good quality and meets the needs of residents. This exceeds the performance target of $\geq 80\%$ resident satisfaction by 12%.

By Residents



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

Reasons for Dissatisfaction



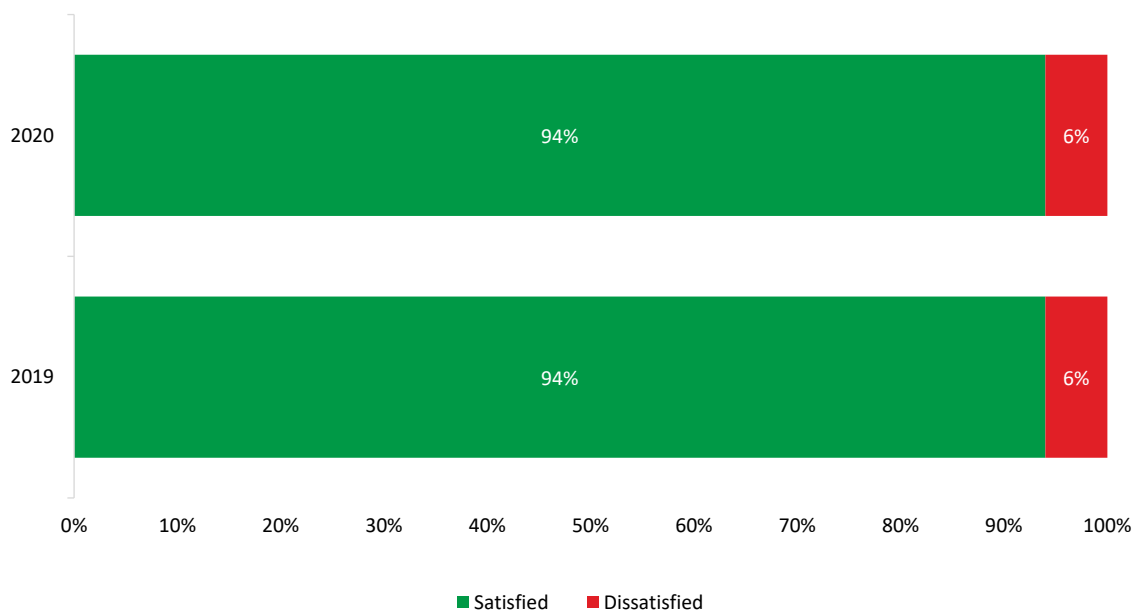
Base: 2020 n=29.

Toilet and Changing Facilities at the District Aquatic Centre

Ninety-four per cent of residents are satisfied with the toilet and changing facilities at the District Aquatic Centre. Concurrently, 6% are dissatisfied with the facilities. These results remain on par with last year's results.



By Residents



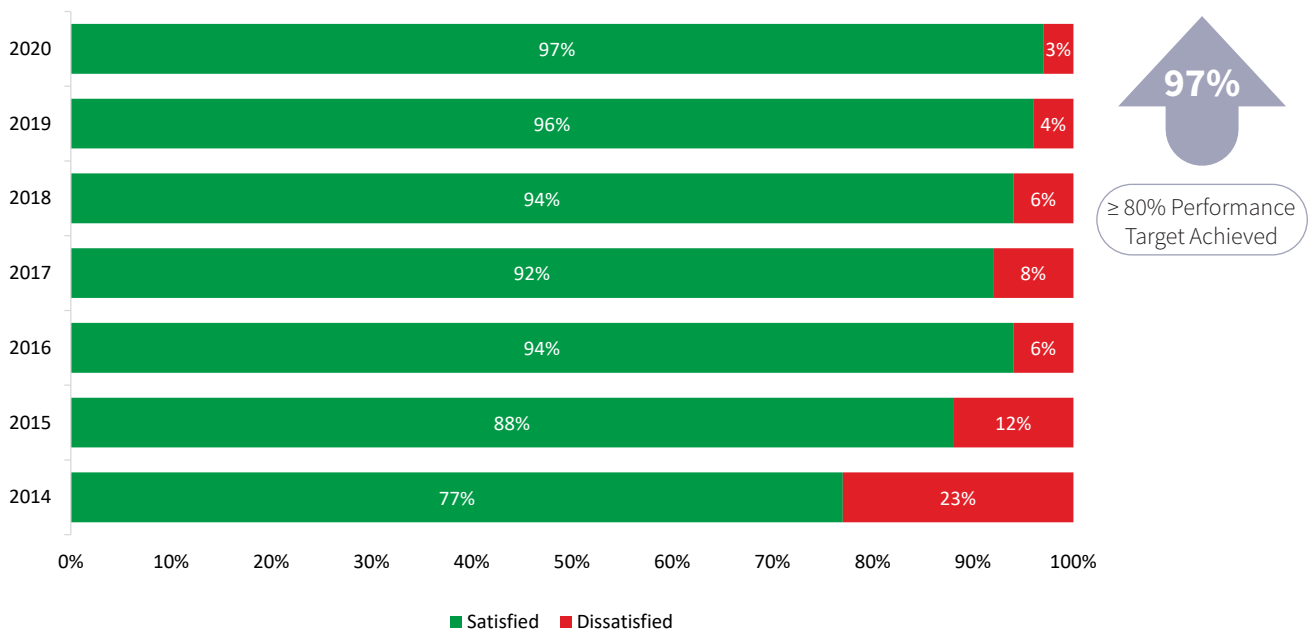
Base: 2019 n=504; 2020 n=368.

Quality of Les Munro Centre (Arts and Culture Facilities)

The majority of residents (97%) are satisfied with the quality of the Les Munro Centre (arts and culture facilities). This is a 1% increase compared with last year, and exceeds the performance target of $\geq 80\%$ by 17%.



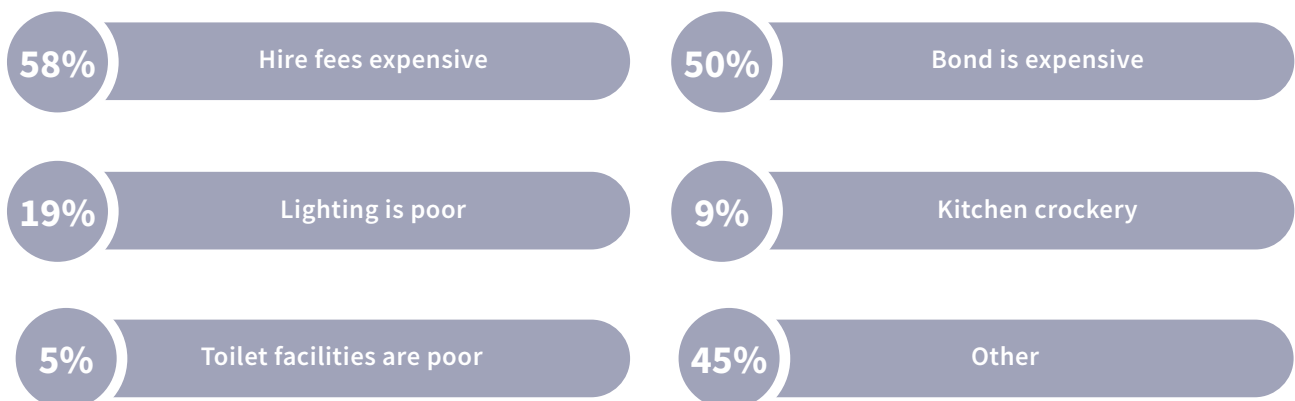
By Residents



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



Reasons for Dissatisfaction



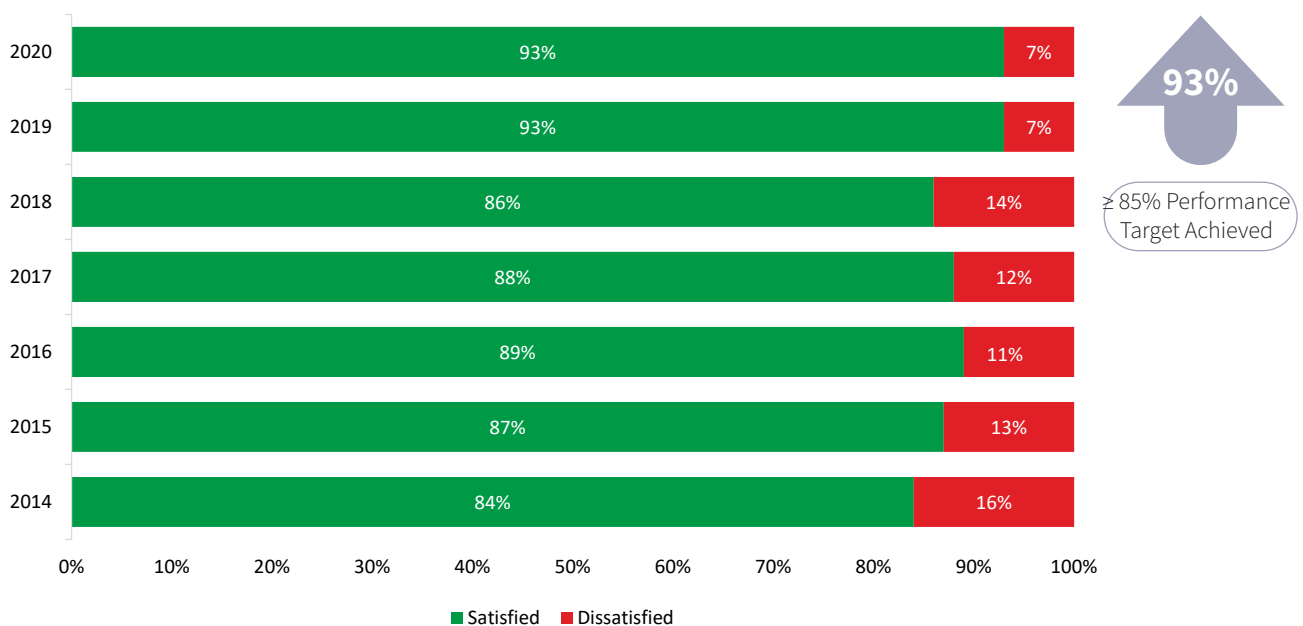
Base: 2019 n=14.

Quality of Public Amenities - Public Toilets and Cemeteries

Ninety-three per cent of residents are satisfied with the quality of public amenities (public toilets and cemeteries). This result is on par with last year, and exceeds the performance target of $\geq 85\%$ resident satisfaction by 8%.



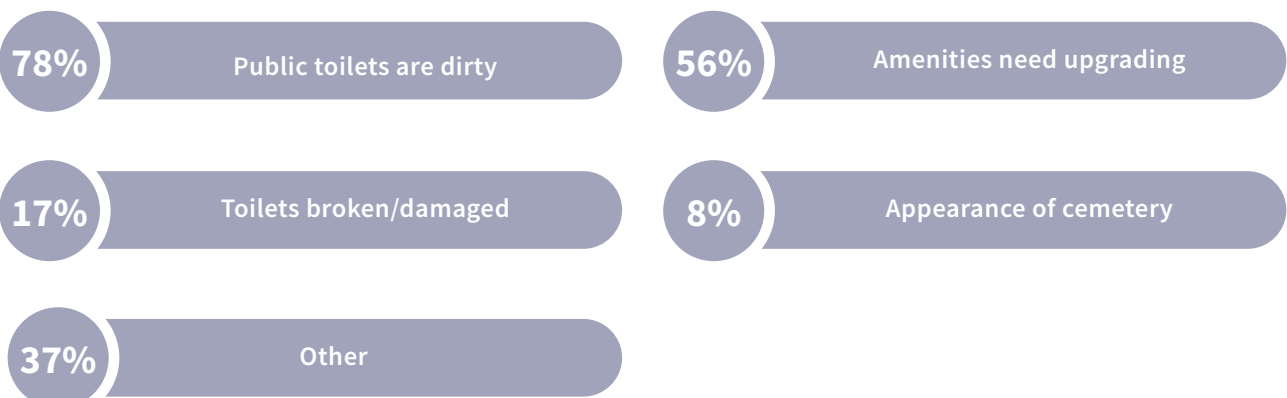
By Residents



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



Reasons for Dissatisfaction



Base: 2020 n=26.

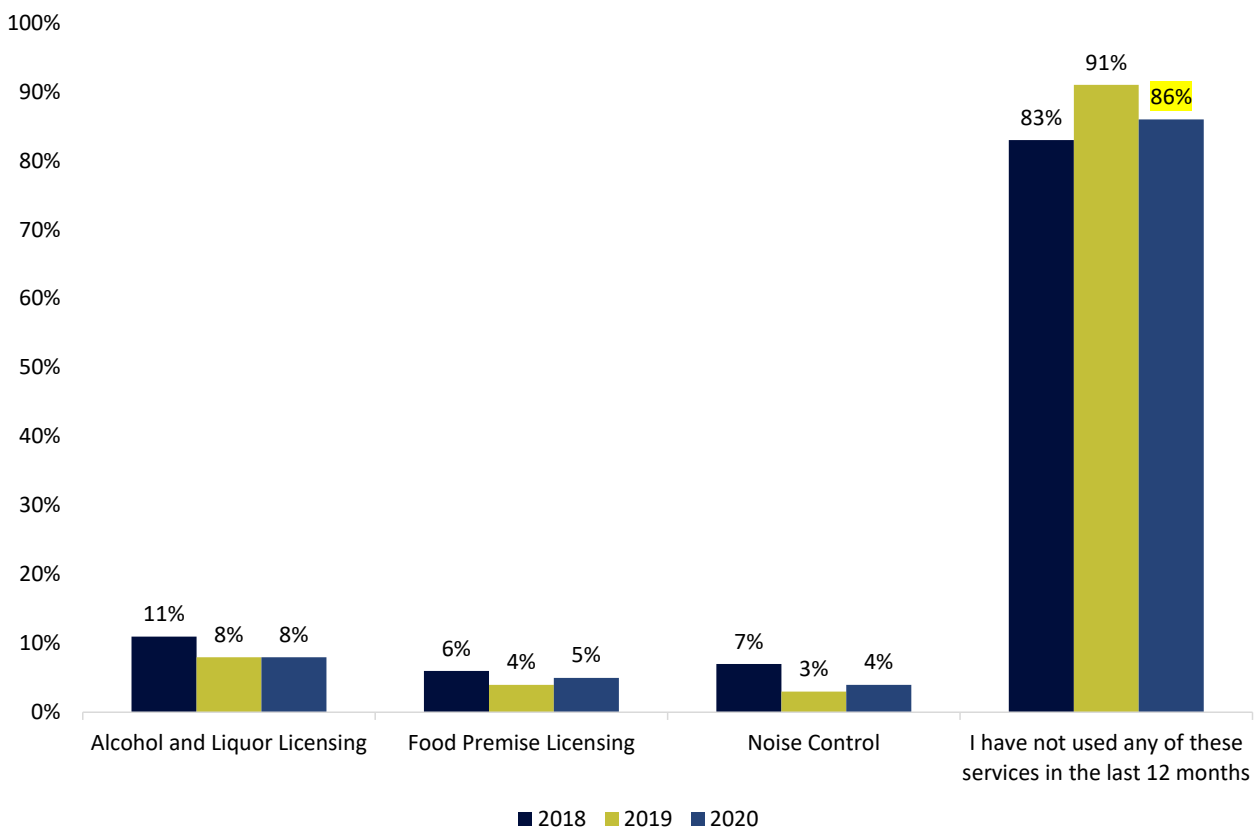
Environmental Health Services

Council Services Used

Regarding WDC services used in the last 12 months, 86% of residents stated they had not used any, a significant decrease compared with last year (cf. 2019, 91%). Of those who had; 8% used alcohol and liquor licensing services, 5% used food premise licensing services, while 4% used noise control in the past 12 months.



By Residents

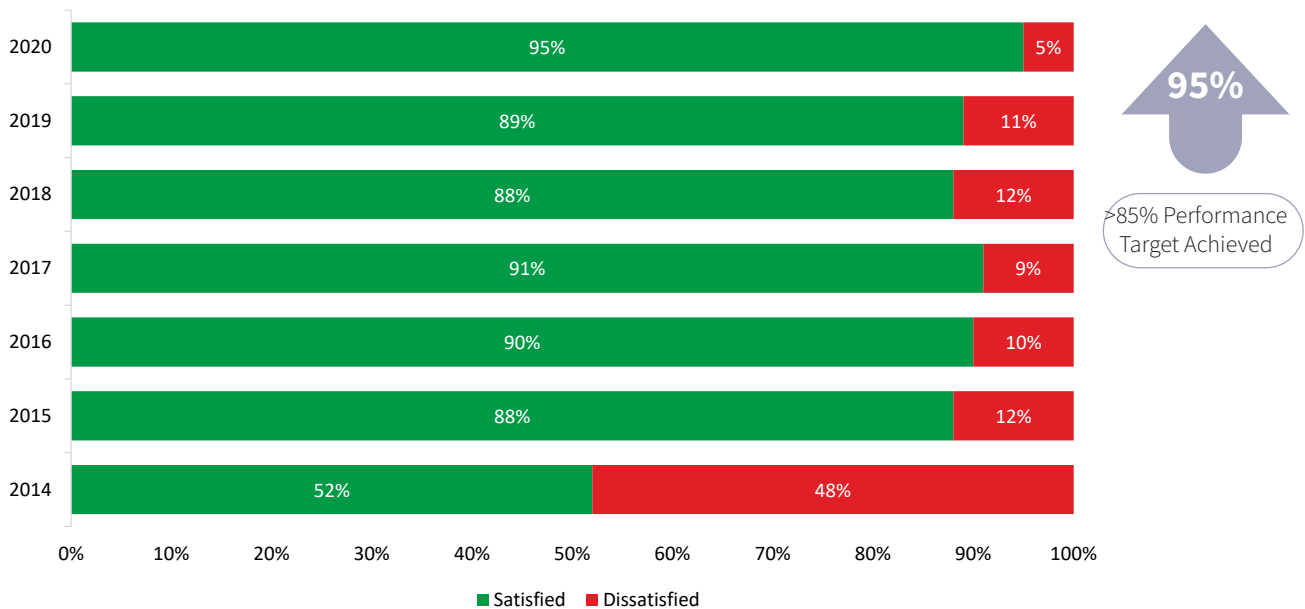


Base: 2018 n=160; 2019 n=504; 2020 n=444.

Provision of an Effective Environmental Health Service

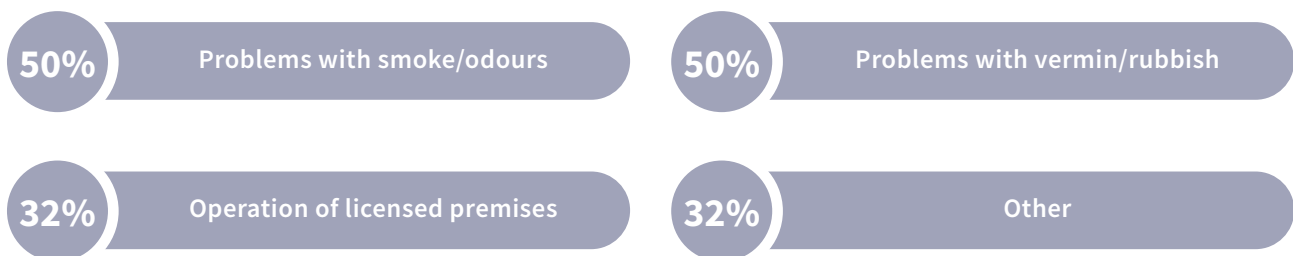
In 2020, 14% of residents used a Council-provided Environmental Health Service. The majority of these residents are satisfied with the provision of an effective Environmental Health Service for the community (95%). While not statistically significant, this is a 6% increase compared with last year, and exceeds the performance target of >85% resident satisfaction by 10%.

By Residents



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

Reasons for Dissatisfaction



Base: 2020 n=4.

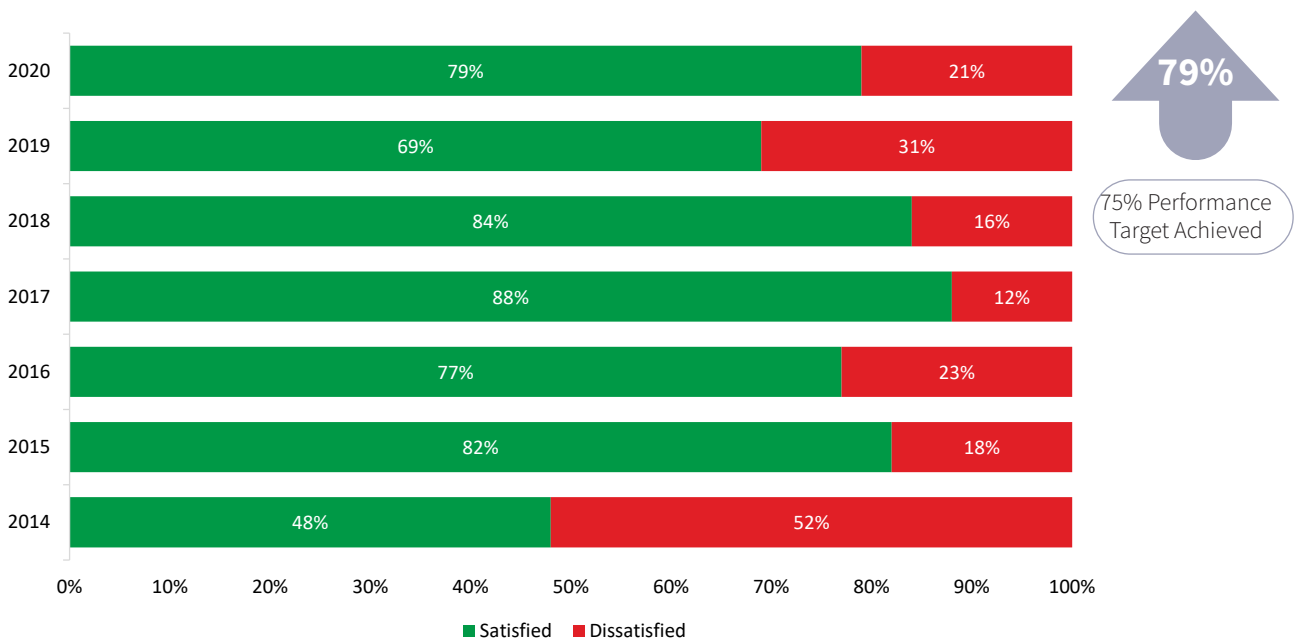
Building Control Service

Provision of Building Control Service for the Community

Eleven per cent of residents used Building Control Services in the last 12 months. Of these residents, 79% are satisfied with the provision of an effective Building Control Service for the community. While not statistically significant, this is a 10% increase compared with last year, and exceeds the performance target of 75% resident satisfaction by 4%.



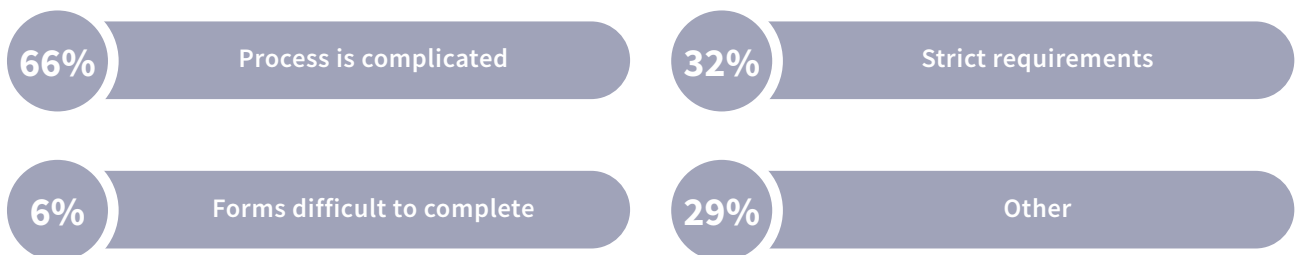
By Residents



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



Reasons for Dissatisfaction



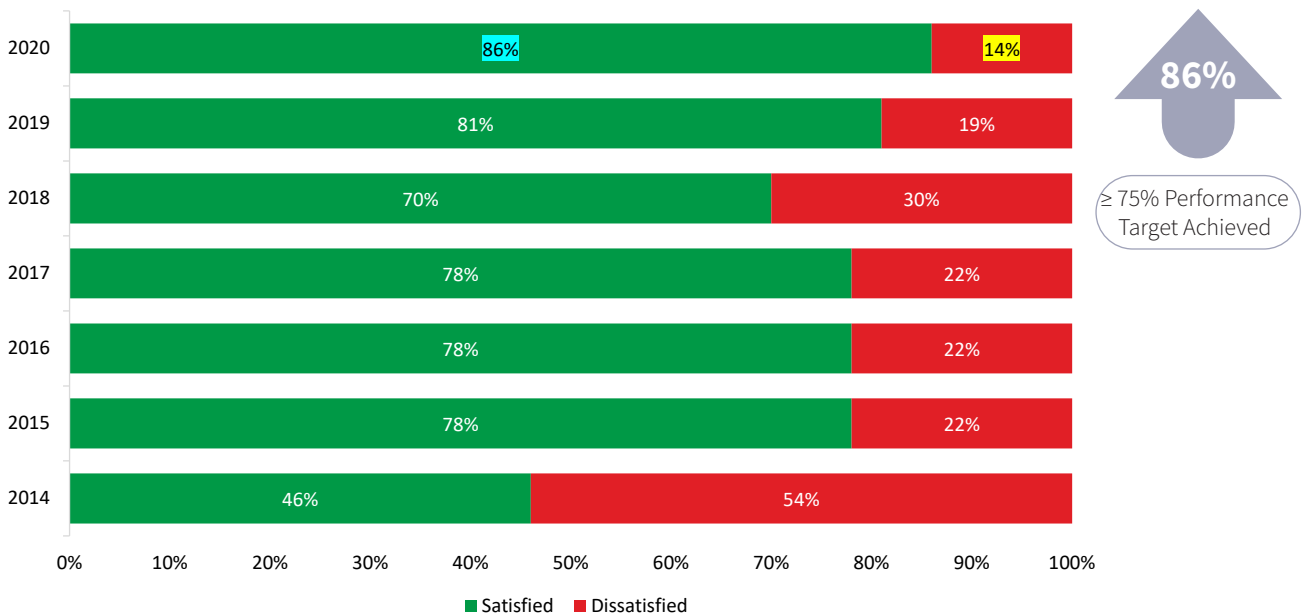
Base: 2020 n=9.

Animal Control Service

Council's Provision of Effective Animal Control Service

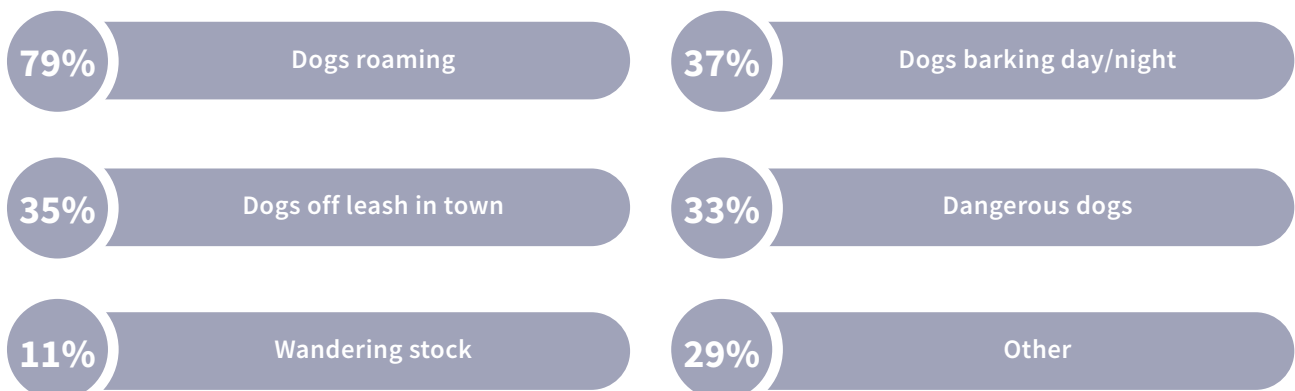
Eighty-six per cent of residents are satisfied with the provision of an effective Animal Control Service for the community. This is a significant increase compared with last year (cf. 2019, 81%), and exceeds the performance target of $\geq 75\%$ resident satisfaction by 11%. Concurrently, there is a significant decrease in the number of residents who are dissatisfied this year (14% cf. 2019, 19%).

By Residents



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

Reasons for Dissatisfaction



Base: 2020 n=60.

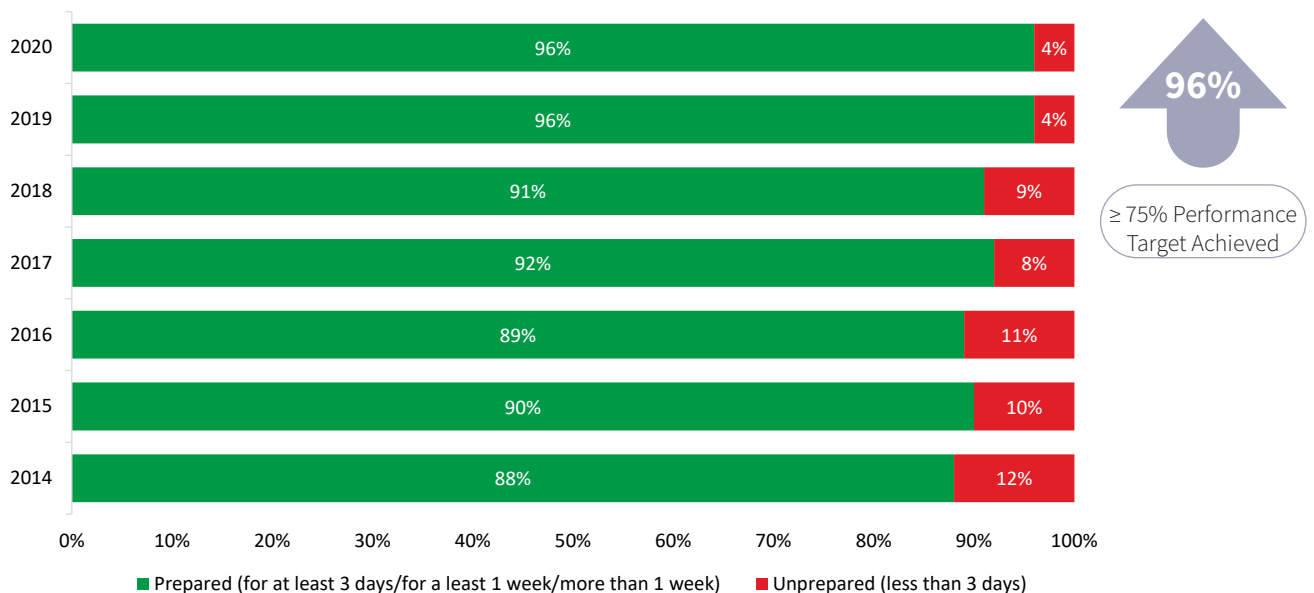
Emergency Management

Preparedness for a Natural Disaster

While 50% of residents have an emergency plan in place, the majority of residents are prepared to survive unaided (without outside assistance) in the event of a natural disaster for at least three days (96%). This is on par with last year's result, and exceeds the performance target of $\geq 75\%$ resident preparedness by 21%.



By Residents



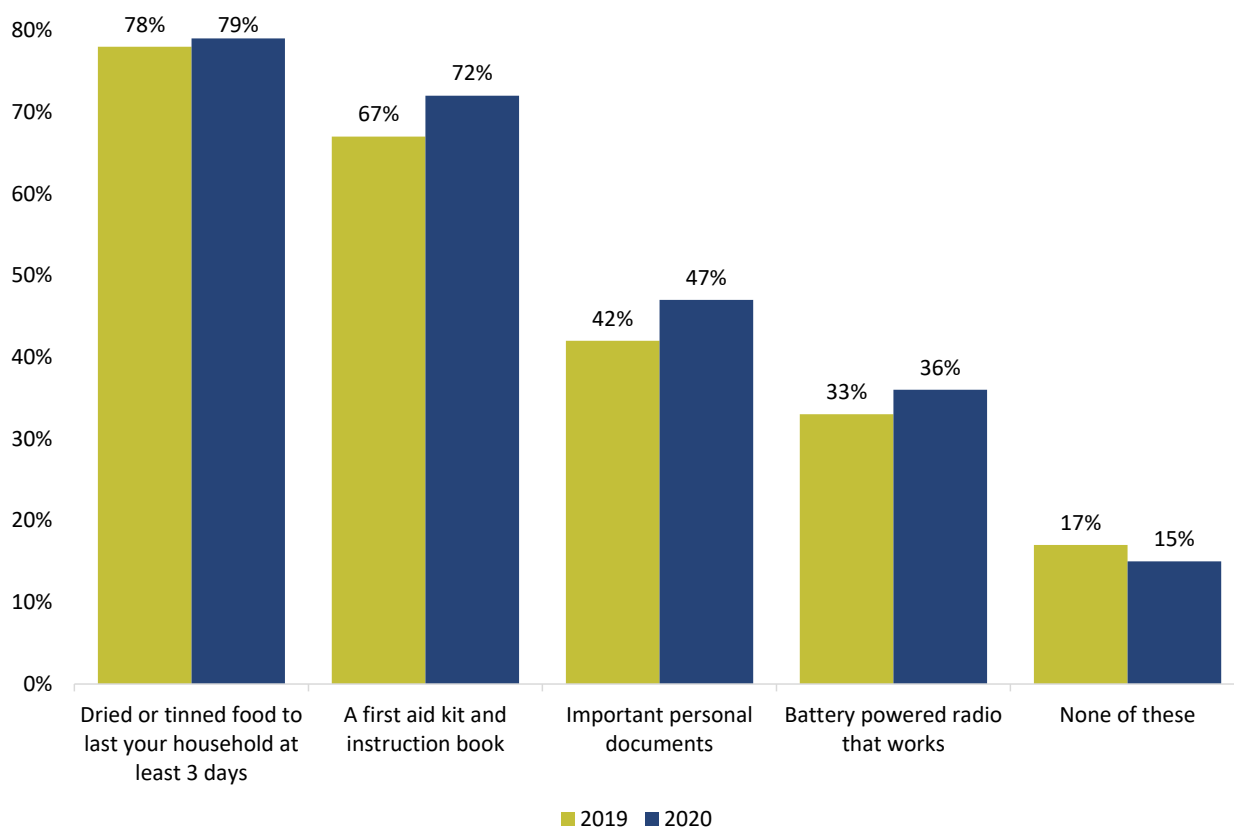
Base: 2014 n= 470; 2015 n=439; 2016 n=303; 2017 n=277; 2018 n=164; 2019 n=504; 2020 n=444.

Emergency Survival Kit

With regards to being prepared for a natural disaster, and what they have in their emergency kit, 79% of residents have dried or tinned food to last their household for at least three days, and 72% have a first aid kit and instruction book. At a lower level, 47% have important personal documents, and 36% have a battery powered radio that works. Fifteen per cent of residents have none of these items.



By Residents



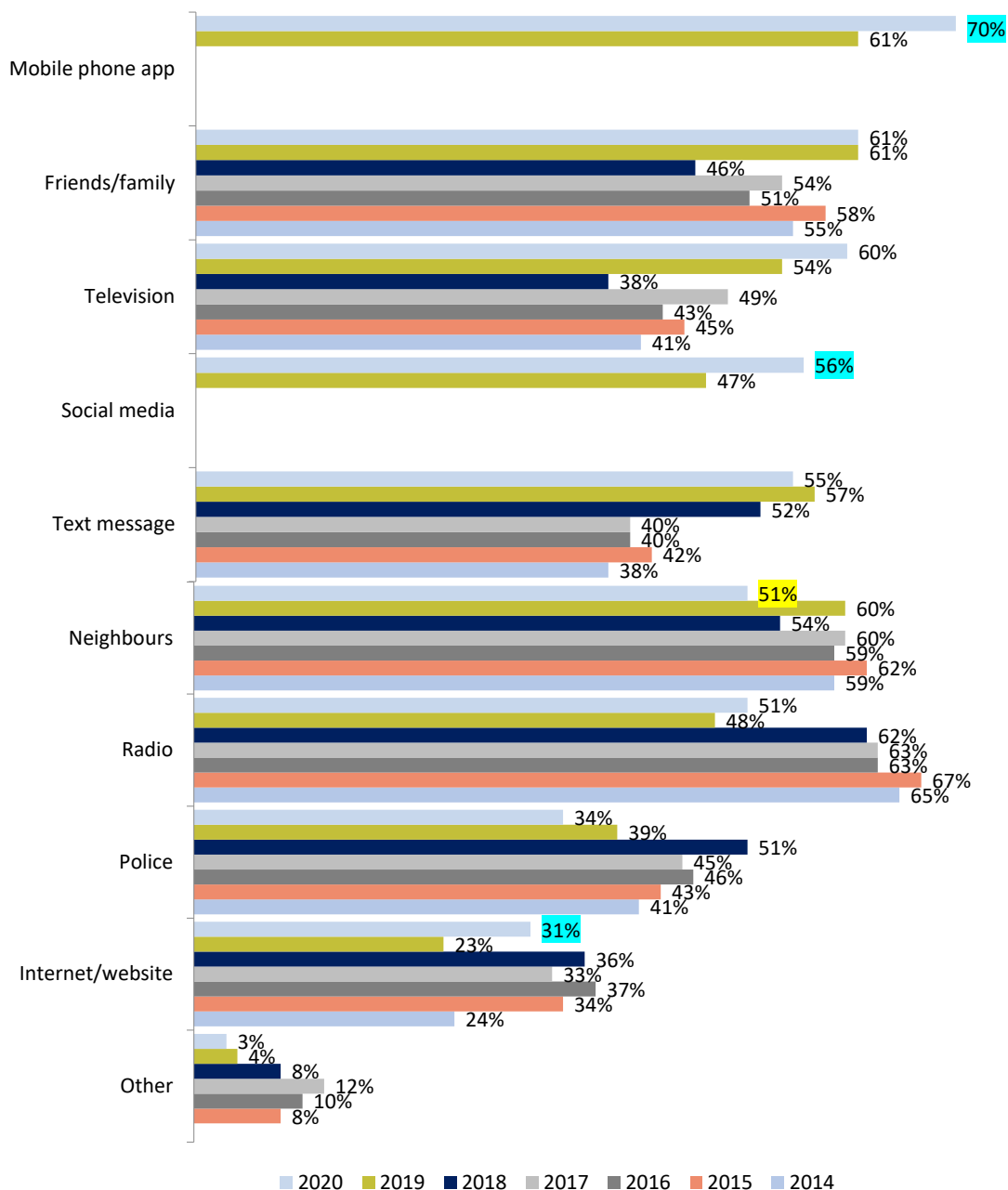
Base: 2019 n=504; 2020 n=444.

Method of Receiving Emergency Messages in a Natural Disaster

Regarding how they would expect to receive emergency messages in the event of a natural disaster, 70% of residents would expect to receive an emergency alert via a mobile phone app. This is a significant increase compared with last year (cf. 2019, 61%). A further 61% would expect to hear from their friends and family, 60% on the television, and 56% via social media, also a significant increase (cf. 2019, 47%).



By Residents



Base: 2014 n=470; 2015 n=439; 2016 n=312; 2017 n=265; 2018 n=165; 2019 n=504; 2020 n=444.

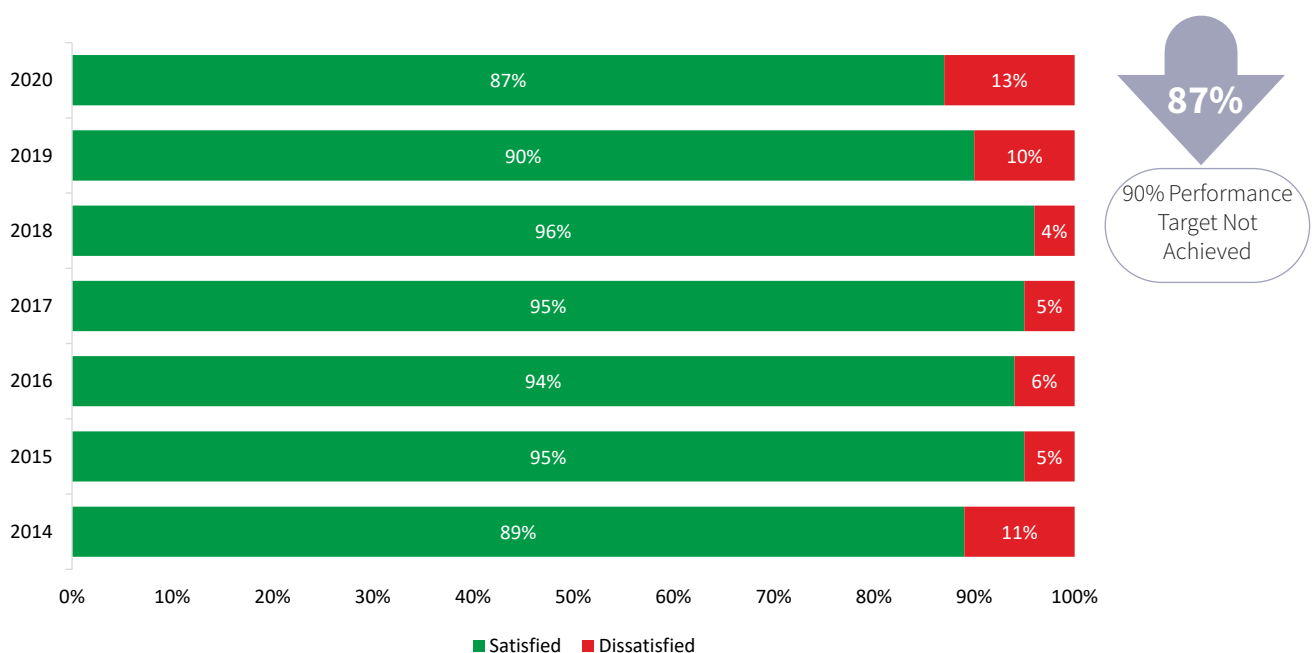
Council Communications

Usefulness and Effectiveness of Council Communications

Eighty-seven per cent of residents are satisfied with the usefulness and effectiveness of Council communications. This is a 3% decrease compared with last year and does not reach the performance target of 90% resident satisfaction.



By Residents



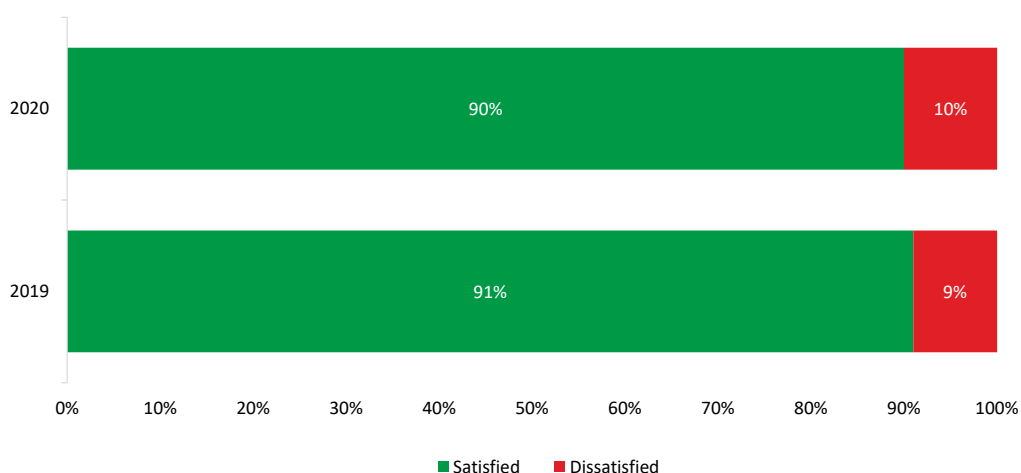
Base: 2014 n=250; 2015 n=366; 2016 n=301; 2017 n=274; 2018 n=180; 2019 n=504; 2020 n=444.

Ease of Accessing Council Information

Ninety per cent of residents are satisfied with the ease of accessing Council information. Concurrently, 10% are dissatisfied with the ease of accessing Council information. These results remain similar to last year's results.



By Residents

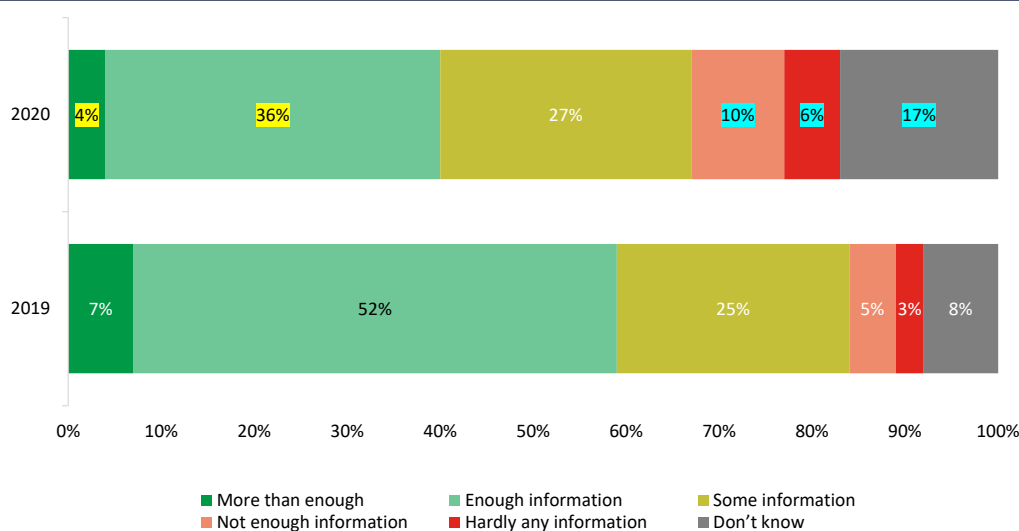


Base: 2019 n=504; 2020 n=444.

Four per cent of residents felt they had more than enough information supplied from WDC in the last 12 months, while 36% felt they had enough information, and 27% felt they had some. Ten per cent of residents felt there was not enough information, 6% felt there was hardly any information, and 17% were unsure how to answer. There is a significant decrease in residents who felt they had more than enough (4% cf. 2019, 7%), and enough information (36% cf. 2019, 52%), Concurrently, there is a significant increase in residents who felt there was not enough information (10% cf. 2019, 5%), hardly any information (6% cf. 2019, 3%), or who are unsure (17% cf. 2019, 8%).



Information Supplied: By Residents



Base: 2019 n=504, 2020 n=444.

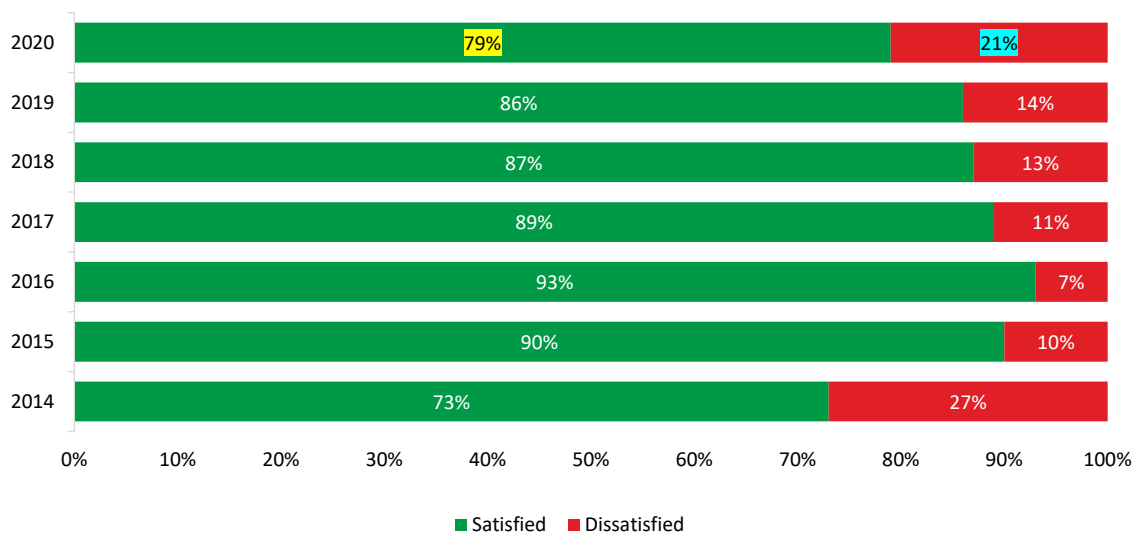
Council's Overall Performance

Council's Efficiency with Resources and Funding

Seventy-nine per cent of residents are satisfied with Council's efficiency with resources and funding, a significant decrease compared with last year (cf. 2019, 86%). Concurrently, 21% are dissatisfied, a significant increase compared with last year (cf. 2019, 14%).



Council's Efficiency: By Residents

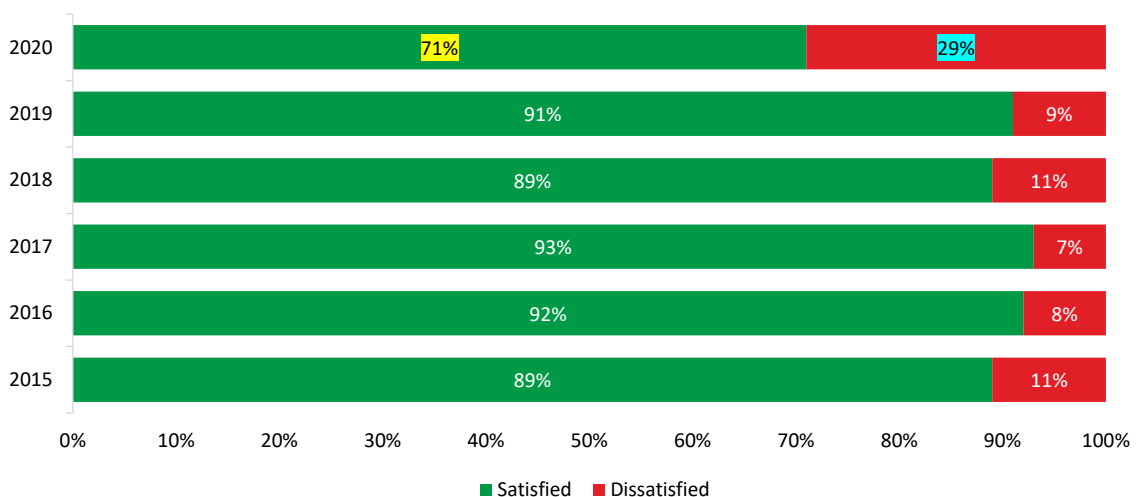


Base: 2014 n=233; 2015 n=386; 2016 n=301; 2017 n=275; 2018 n=176; 2019 n=504; 2020 n=444.

Seventy-one per cent of residents are satisfied that Councillors (elected Members and Mayor) are approachable and have been working in the best interests of the district, a significant decrease compared with last year (cf. 2019, 91%). Concurrently, 29% of residents are dissatisfied, a significant increase compared with last year (cf. 2019, 9%).



Members Approachable: By Residents



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

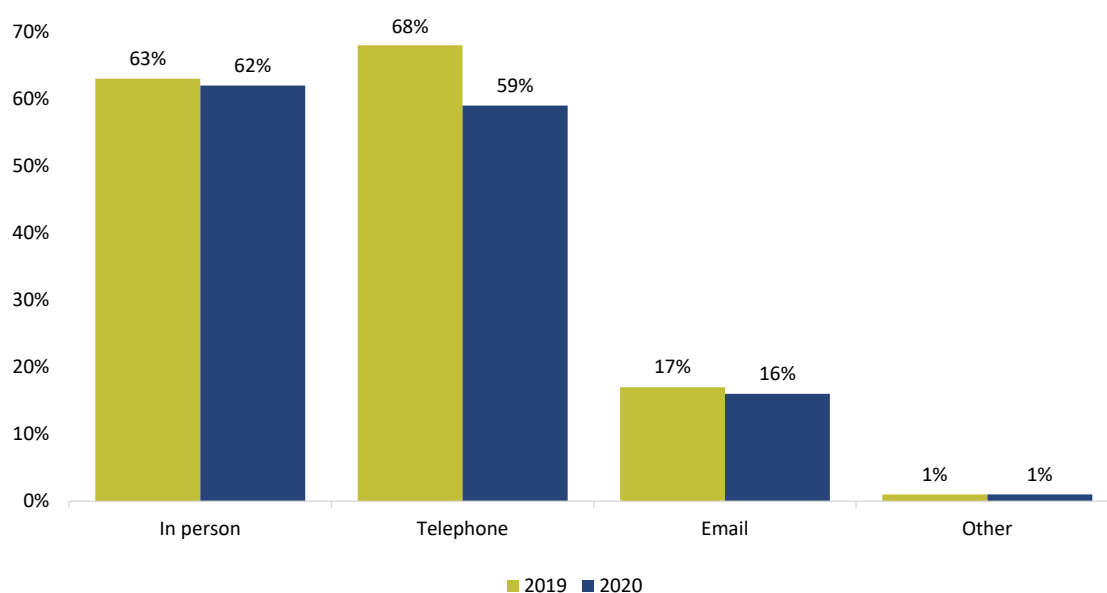
Customer Services

Contact with WDC Customer Services

Fifty-three per cent of residents had contact with WDC Customer Services in the last 12 months. Of these residents, 62% made contact in person, 59% via telephone, and 16% via email.



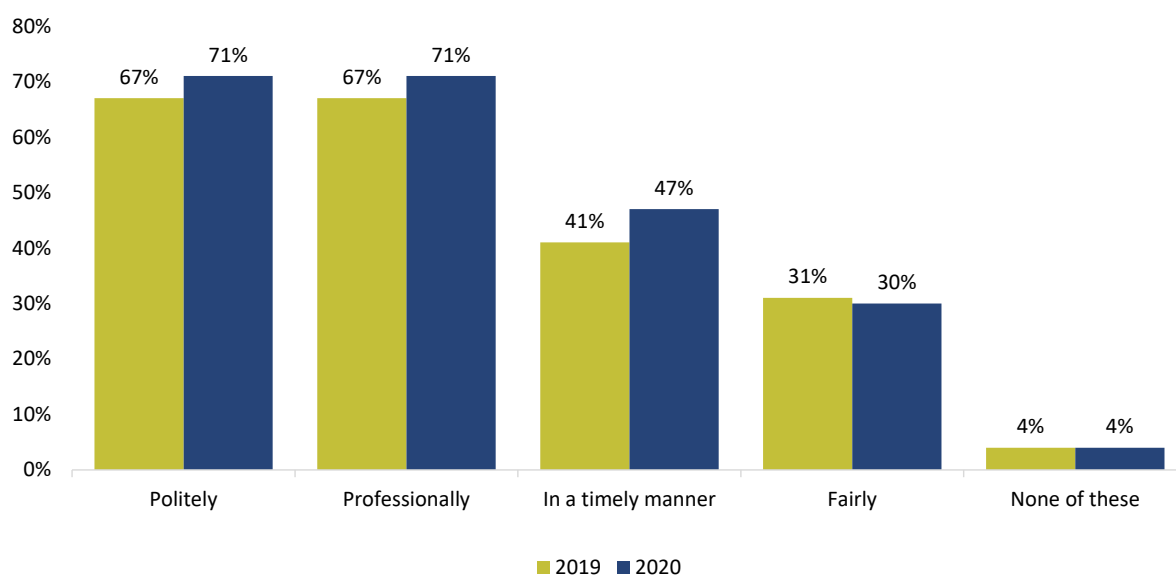
Contact With WDC: By Residents



In terms of impressions of the first point of contact, 71% of residents each agreed their enquiry was handled politely, and professionally. At a lower level, 47% agreed it was timely, and 30% agreed it was fair. Four per cent of residents stated the service they received was none of these.



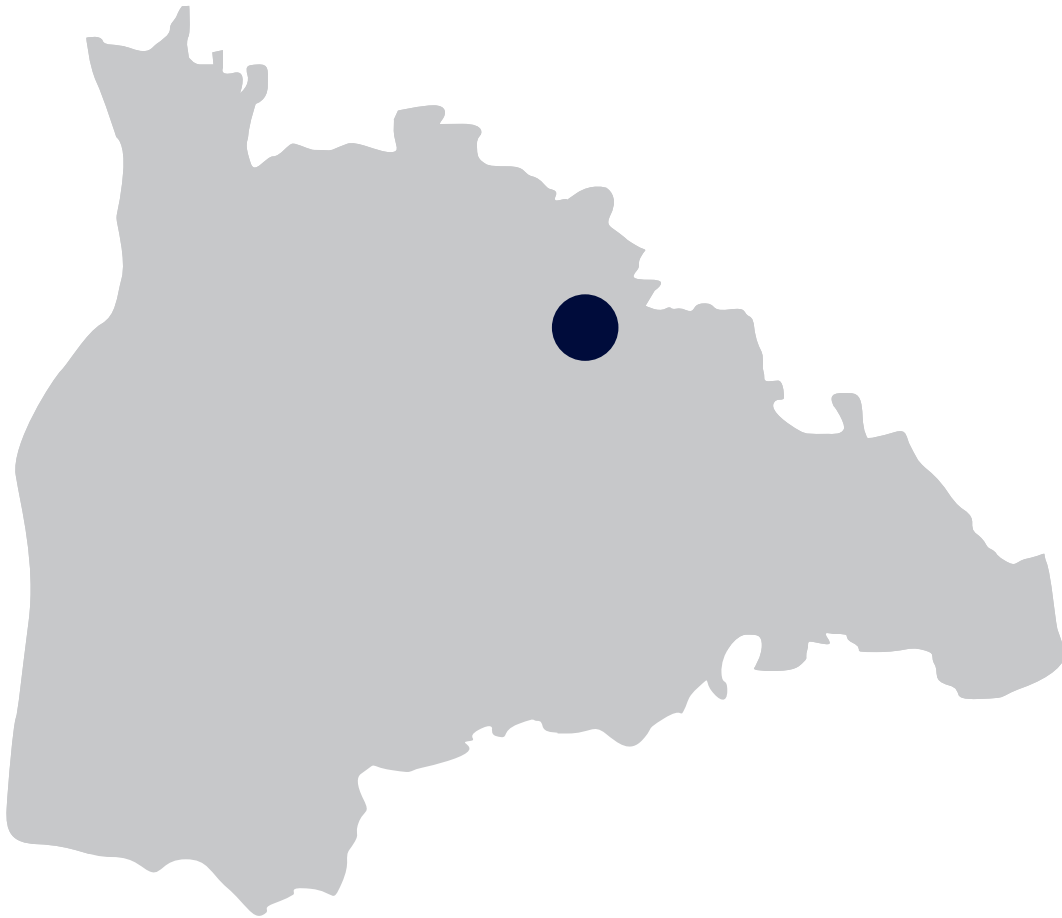
First Point of Contact: By Residents



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

Area Profiles

Te Kuiti



Te Kuiti residents are significantly more likely to be satisfied with the overall condition of unsealed roads in the district (82% cf. total, 70%).

These residents are significantly more likely to be connected to a Council-provided water supply than other residents in the district (81% cf. total, 51%).

This group are significantly more likely to be connected to a Council-provided sewerage system (74% cf. total, 44%), and significantly less likely to have a septic tank (26% cf. total, 56%).

Te Kuiti residents are significantly more likely to have used the kerbside refuse collection service in the last 12 months (66% cf. total, 48%). They are also significantly more likely to have used a green bin (60% cf. total, 43%), and a landfill facility (73% cf. total, 47%).

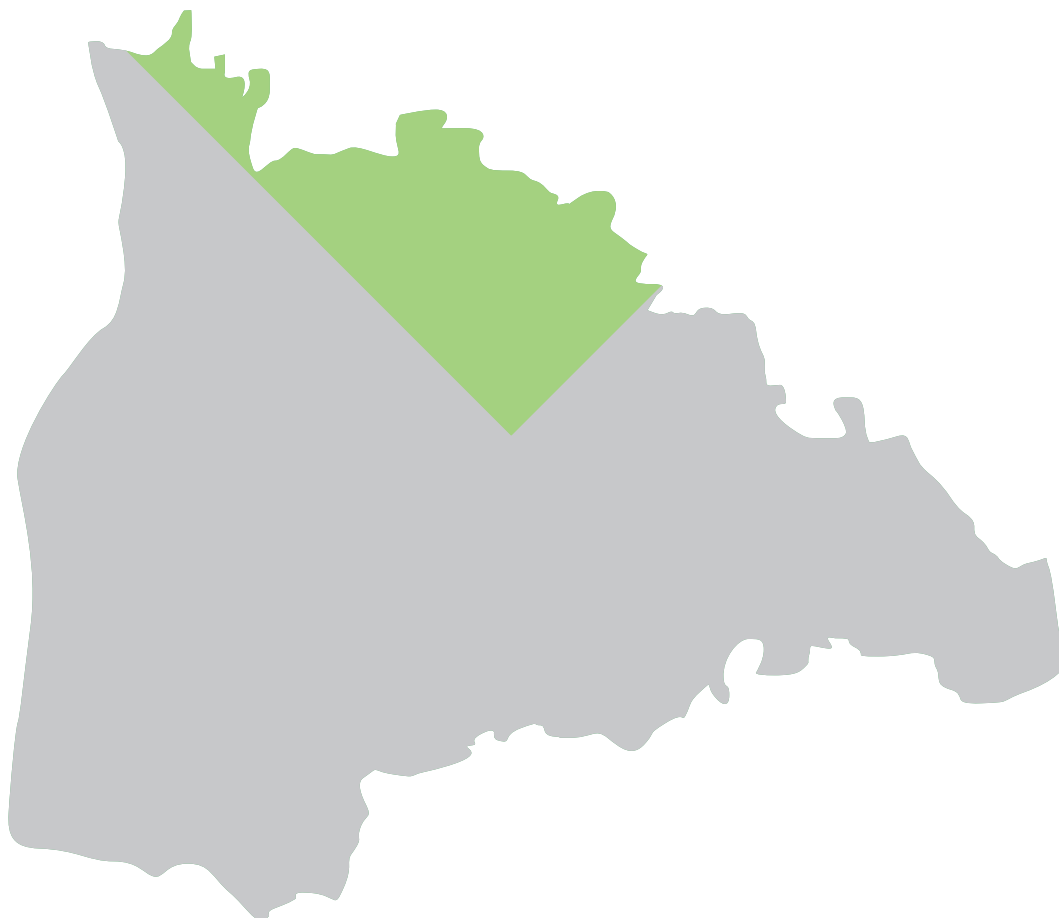
They are significantly more likely to be satisfied with the provision of waste management facilities (99% cf. total, 96%).

These residents are significantly more likely to be dissatisfied with the toilet and changing facilities at the District Aquatic Centre (9% cf. total, 6%).

They are significantly less likely to have used Building Control Services in the last 12 months (5% cf. total, 11%).

Te Kuiti residents are significantly less likely to be unsure about the amount of information supplied by Council (8% cf. total, 17%).

Rural North



Rural North residents are significantly more likely to be satisfied with the overall condition of sealed roads in the district (84% cf. total, 70%).

These residents are significantly less likely to be connected to a Council-provided water supply (1% cf. total, 51%), and significantly more likely to have a private water supply (99% cf. total, 49%).

Rural North residents are significantly less likely to be connected to a Council-provided sewerage system (1% cf. total, 44%), and significantly more likely to have a septic tank (99% cf. total, 56%).

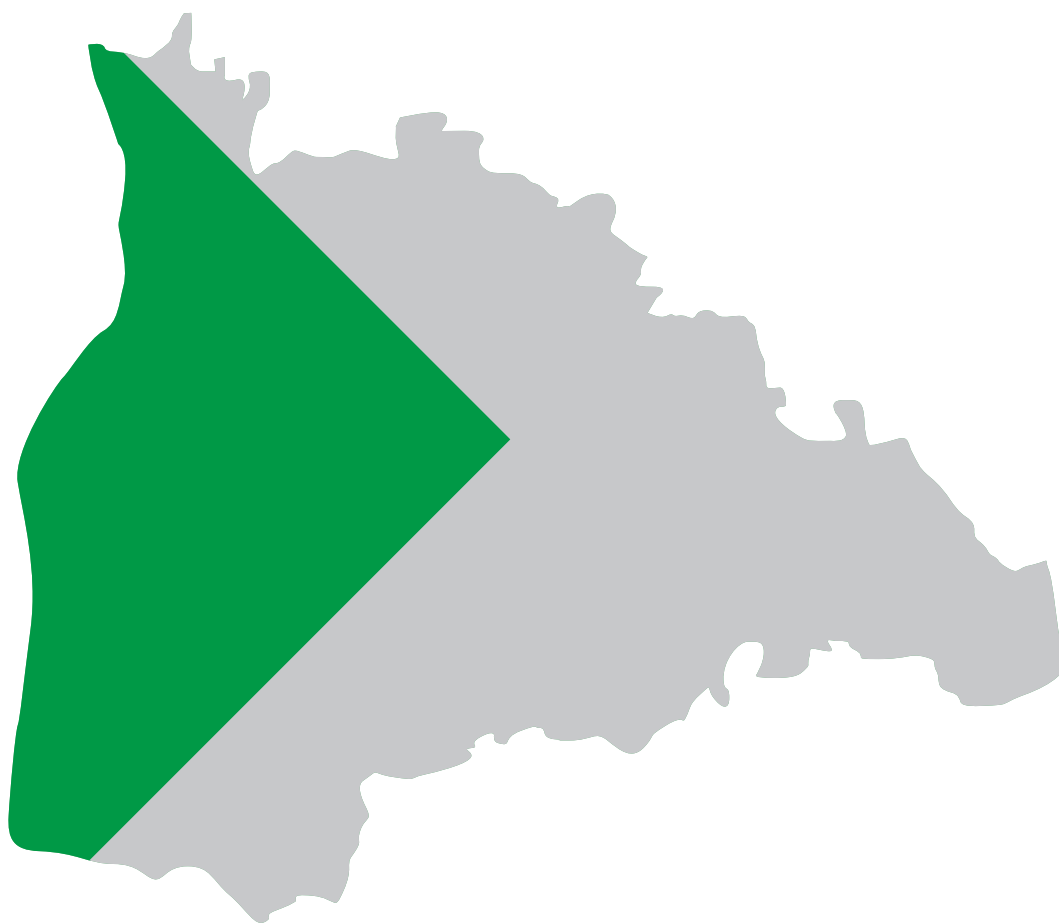
This group are significantly more likely to be satisfied with the parks and reserves in the district (99% cf. total, 93%).

While not statistically significant, Rural North residents are more likely to be satisfied with the usefulness and effectiveness of Council communications (94% cf. total, 87%).

These residents are significantly more likely to be satisfied with Council's efficiency – doing things well with the resource and funding available (93% cf. total, 79%).

While not statistically significant, this group are more likely to be satisfied that Councillors (elected Members and Mayor) are approachable and have been working in the best interests of the Waitomo district (82% cf. total, 71%).

Rural Central



Rural Central residents are significantly less likely to be satisfied with the overall condition of sealed roads in the district (45% cf. total, 70%).

These residents are also significantly less likely to be satisfied with the overall condition of unsealed roads in the district (61% cf. total, 75%).

Rural Central residents are significantly less likely to be connected to a Council-provided water supply (28% cf. total, 51%), and significantly more likely to have a private water supply (72% cf. total, 49%).

This group are significantly less likely to be connected to a Council-provided sewerage system (20% cf. total, 44%), and significantly more likely to have a septic tank (80% cf. total, 56%).

These residents are significantly more likely to have used a district transfer station (70% cf. total, 47%).

Rural Central residents are significantly more likely to be satisfied with the quality of the parks and reserves in the district (99% cf. total, 93%).

These residents are significantly more likely to be satisfied with the toilet and changing facilities at the District Aquatic Centre (99% cf. total, 94%).

Rural Central residents are significantly more likely to have used Building Control Services in the last 12 months (19% cf. total, 11%).

Rural South and East



Rural South and East residents are significantly less likely to be connected to a Council-provided sewerage system (25% cf. total, 44%), and significantly more likely to have a septic tank (75% cf. total, 56%). These residents are significantly less likely to be satisfied with Council's provision of an adequate sewerage service (66% cf. total, 93%), and significantly more likely to be dissatisfied (34% cf. total, 7%).
This group

Demographics

Demographics

Sample Profile

This section outlines the sample composition of the residents surveyed.

Age, unweighted

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

Gender, unweighted

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

Employment, unweighted

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

Property ownership, unweighted

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

Questionnaire

RESIDENTS' SURVEY 2020

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	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).

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	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).

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"/>
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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).*

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"/>
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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).*

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"/>

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).

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 <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).

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"/>

E. COMMUNITY SERVICES

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

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).

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...

THANK YOU FOR HAVING YOUR SAY



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