

RESIDENTS SURVEY

KAPITI COAST DISTRICT COUNCIL

SUMMARY REPORT

JULY 1999

MARKET RESEARCH REPORT

RESIDENTS SURVEY

KAPITI COAST DISTRICT COUNCIL

JULY 1999



Phone (09)630-0655, Fax (09)638-7846
P O Box 10118, Dominion Road,
110 Mt Eden Road, Mt Eden
Auckland

CONTENTS

PAGE NO.

| | | |
|-----|---|----|
| A. | BACKGROUND AND OBJECTIVES | 1 |
| B. | SURVEY METHODOLOGY | 2 |
| C. | EXECUTIVE SUMMARY | 3 |
| D. | FINDINGS IN DETAIL | 5 |
| 1. | Contact With Council By Telephone | 5 |
| 2. | Contact With Specific Council Offices/Centres | 8 |
| 3. | Contact With Council - Specific Issues | 13 |
| 4. | Rating Staff Performance | 16 |
| 5. | Service and Facility Satisfaction | 18 |
| 6. | Water Supply Services | 20 |
| a. | Water Supply | 20 |
| b. | Taste of Water | 22 |
| c. | Water Conservation | 24 |
| 7. | Civil Defence | 26 |
| a. | Have Residents Made Any Plans or Preparations For A Civil Defence Emergency? | 26 |
| b. | What Have Residents Done? | 27 |
| 8. | Place To Live | 28 |
| 9. | Community Spirit | 29 |
| 10. | Safety | 30 |
| a. | Do Residents Feel Their District Is Generally A Safe Place To Live? | 30 |
| b. | How Serious A Problem Do Residents Feel Crime Is In Their District? | 31 |
| 11. | Performance | 32 |
| a. | Rating The Performance of the Kapiti Coast District Council, In General, In The Last Year | 32 |
| b. | Reasons Why Residents Rated Council's Performance As Not Very Good/Poor | 32 |
| 12. | Other Issues Concerning The Kapiti Coast District Council, Residents Wished To Comment On | 33 |
| | APPENDIX | 34 |

A. BACKGROUND AND OBJECTIVES

The residents' survey was commissioned to:

- Evaluate customer service at different contact points and areas of Council's operations, to assist in the development and monitoring of an effective customer service programme.
- Measure certain performance criteria as set out in the Annual Plan, to fulfil audit requirements for responsible administration.
- Monitor the effectiveness of Council programmes of public awareness and public participation and to assist in further Council decision-making.

The 1997 and 1998 surveys were undertaken by DMB Research Consultant Ltd, with National Research Bureau (NRB) being commissioned in 1999.

B. SURVEY METHODOLOGY

Sample Size

A net sample of 500 people were interviewed on the basis of one per household.

The survey is framed on the basis of the Wards, as the elected representatives are associated with a particular Ward.

Interviews were spread amongst the four Wards as follows:

| | |
|---------------------|------------|
| Paraparaumu | 150 |
| Paekakariki-Raumati | 138 |
| Paekakariki (70) | |
| Raumati (68) | |
| Waikanae | 112 |
| Otaki | 100 |
| Total | <u>500</u> |

Interview Type

All interviewing was conducted by telephone, with calls being made between 4.30 p.m. and 8.30 p.m. on weekdays and 9.30 a.m. and 8.30 p.m. weekends.

Sample Selection

The white pages of the telephone directory were used as the sample source, with every xth number being selected.

Quota sampling was used to ensure an even balance of male and female respondents, with the sample stratified according to Ward. Sample sizes for each Ward were predetermined to ensure a sufficient number of respondents within each Ward, so that analysis could be conducted on a Ward-by-Ward basis.

Households were screened to ensure they fell within the Kapiti Coast District Council's geographical boundaries.

Call Backs

Three call backs, i.e. four calls in all, were made to a residence before the number was replaced in the sample. Call backs were made on a different day or, in the case of a weekend, during a different time period, i.e. at least four hours later.

Sample Weighting

Weightings were applied to the sample data, to reflect the actual Ward/gender/age proportions in the area as determined by Statistics New Zealand's 1996 Census data. The result is that the total figures represent the population's viewpoint as a whole across the entire Kapiti Coast District. Bases for subsamples are shown in the Appendix. Where we specify a "base" we are referring to the actual number of residents interviewed.

Survey Dates

All interviews were conducted between Tuesday 29 June and Sunday 11 July 1999.

Margin of Error

The maximum likely error limits occur when the sample is split 50/50 on an issue, but often the split is 80/20. Error limits on various sample sizes are as follows:

| | <u>50/50</u> | <u>80/20</u> |
|--------------------------------------|--------------|--------------|
| a. 500 | | |
| • within the reading | ±4.4 | ±3.5 |
| • difference from reading to reading | ±6.2 | ±4.9 |
| b. 400 | | |
| • within the reading | ±4.9 | ±3.9 |
| • difference from reading to reading | ±6.9 | ±5.5 |
| c. 200 | | |
| • within the reading | ±6.9 | ±5.5 |
| • difference from reading to reading | ±9.8 | ±7.8 |

This means that if one were to repeat the study with an entirely fresh randomly selected sample of 500, the answers are most likely to fall close to those obtained in the survey, but may with decreasing likelihood vary by up to plus or minus 4.4%.

C. EXECUTIVE SUMMARY

Objectives and Performance Measures

For some of the objectives of the Annual Plan, performance was to be measured by the survey results:

| | Target % | Achieved % |
|---|-------------|---------------|
| Satisfaction with the Taste of Water | 70 | 69 |
| Community Awareness of Water Conservation Measures | 90 | 91 |
| Customer Satisfaction with Resource Consent Service | 70 | 69 |
| Customer Satisfaction with Resource Consent Handling | | *48 |
| Building Control Services | 80 | 71 |
| Building Control Handling | | 77 |
| Satisfaction with Dog Control | 65 | 80 |
| Response to Dog Complaints | | 73 |
| User Satisfaction with Public Halls and Community Buildings | 80 | 92 |
| Pool Users' Satisfaction with Pool Operation | 82 | 84 |
| Park Users Satisfaction with Maintenance | 87 | †94 |
| Sports Fields' Users Satisfaction with Maintenance | 89 | 96 |
| Litter Control in Retail Areas | 90 | 95 |
| Waikanae Service Centre User Satisfaction | 90 | *95 |
| Otaki Service Centre User Satisfaction | 90 | 94 |

* Caution required, as number of residents who used these services was small (30 or less).

† Percentage relates to satisfaction with passive reserves.

Contact With Council

57% of residents said they had not contacted Council at all, by phone, in the last 12 months, compared to 65% in 1998.

As in previous years, overall, residents who have contacted Council by phone in the last 12 months, were satisfied with the various aspects of telephone service.

Contact With Specific Council Offices/Centres

43% of residents have had contact with the Paraparaumu Library, with 27% having had contact with Paraparaumu Rates Office. 26% have had contact with the Waikanae Library. Less than 20% of residents have had contact with all other Offices or Centres.

Generally, Kapiti Coast District residents were satisfied with the Council Offices/Centres specified (see page 11).

Contact With Council For Specific Reasons

In 1999, contact with Council for the specific reasons given was, overall, similar to 1998, although it appears that residents this year were slightly more likely to have contacted Council regarding a Land Information Memorandum, than in 1998. For satisfaction levels, see page 16.

Rating Staff Performance

Overall, Kapiti District Council staff rated well across all aspects of performance.

Service and Facility Satisfaction

In 1999, the services or facilities used most often by residents were: libraries for borrowing books (62%), libraries as a reference source (54%), and passive reserves (50%).

Overall, Kapiti Coast District residents were satisfied with the Council services and facilities they had used in the last 12 months (see page 22).

Water Supply Services

92% of residents are provided with a piped water supply where they live (90% in 1998).

80% of residents provided with a piped water supply were satisfied with the water supply, while 20% said they were not.

92% of residents have used the water for drinking, in the last 12 months.

69% of residents who have used the water for drinking were satisfied with the taste, while 30% were not very satisfied.

91% of residents were aware of a programme promoting water conservation, carried out last summer by Council, compared to 84% in 1998.

Civil Defence

61% of residents say they have made plans or preparations for a Civil Defence emergency, while 39% have not.

91% of those who had made preparations, had stored food, and 78% had stored water.

Place To Live

Bearing in mind the range and standard of community amenities and activities on which Council can have an influence, 29% of residents thought their District was a better place to live than three years ago. 47% said it was about the same, 14% said it was worse, and 10% were unsure.

Community Spirit

74% of residents rated the community spirit of their District as good/very good, while 6% said it was not very good/poor. 18% said it was neither good nor bad, and 2% didn't know.

Safety

34% of Kapiti Coast District residents felt their District was definitely a safe place to live, and 60% said "yes, mostly". 5% of residents felt it was not really a safe place to live, and 1% said it is definitely not.

29% of residents felt crime in their District was not all that serious a problem, and 61% said it was a somewhat serious problem. 8% of residents felt crime was a very serious problem in their District, and 2% were unable to comment.

Performance

45% of residents rated the performance of the Kapiti Coast District Council, in general, in the last year as very good/good, while 17% rated it not very good/poor. 35% rated it neither good nor bad, and 3% didn't know.

D. FINDINGS IN DETAIL

1. CONTACT WITH COUNCIL BY TELEPHONE

i. *Level of Contact*

57% of residents said they had not contacted Council at all, by phone, in the last 12 months, compared to 65% in 1998.

32% of residents said they had contacted Council, by phone, less than five times in the last year.

Residents more likely not to have had contact by phone in the last 12 months were:

- residents with an annual household income of \$30,000 or less,
- longer term residents, those residing in the District five years or more,
- non-ratepayers,
- residents aged 65 years or over.

There were no notable differences between men and women, or between different Ward residents, in terms of those more likely not to have contacted Council by phone in the last 12 months.

Table: Level of Contact With Council By Phone In Last 12 Months

| | Level of Contact In Last 12 Months | | | |
|-------------|------------------------------------|--------------------|-------------------------|-----------------|
| | Less than 5 times % | 5 to 10 times % | More than 10 times % | Not at all % |
| 1999 | 32 | 7 | 3 | 57 |
| 1998 | 27 | 6 | 1 | 65 |
| 1997 | 32 | 7 | 4 | 57 |

ii. Satisfaction With Phone Service Received

As in previous years, overall, residents who had contacted Council by phone in the last 12 months, were satisfied with the various aspects of telephone service.

In particular, they were very satisfied with:

- getting to talk with staff, rather than an answer phone (53%),
- getting the information they needed (52%), compared to 43% in 1998,
- feeling that they were listened to (49%).

Overall, the very satisfied readings are above last year's readings.

The not very satisfied readings are similar or on par with the 1998 measurements, except for:

- the waiting time before being answered (10% in 1999, up from 5% in 1998),
- getting to talk with staff, rather than an answerphone (12% in 1999, up from 6% in 1998), and
- being rung back or followed up (18% in 1999, up from 12% in 1998).

A large number (23%) were unable to say whether they were satisfied or not very satisfied with being rung back or followed up (31% in 1998).

Among residents who had contacted Council by phone, women were more likely than men to be not very satisfied with being rung back or followed up.

Summary Table: Level of Satisfaction With Various Aspects of Telephone Contact With Council

| | Level of Satisfaction - Users Only | | | | | | | | | | | |
|---|------------------------------------|-----------|-----------|---------------------|-----------|-----------|-----------------------|-----------|-----------|--------------------------|-----------|-----------|
| | Very Satisfactory | | | Fairly Satisfactory | | | Not Very Satisfactory | | | Don't know/Unable to Say | | |
| | 1997 % | 1998 % | 1999 % | 1997 % | 1998 % | 1999 % | 1997 % | 1998 % | 1999 % | 1997 % | 1998 % | 1999 % |
| <u>Aspects of Council Service</u> | | | | | | | | | | | | |
| Waiting time before being answered | 38 | 33 | 38 | 56 | 61 | 50 | 5 | 5 | 10 | 1 | 1 | 2 |
| Number of staff residents had to transfer to before they got the right person | 37 | 34 | 36 | 51 | 51 | 47 | 9 | 12 | 14 | 3 | 3 | 3 |
| Being dealt with without the need for follow-up | 37 | 35 | 44 | 45 | 43 | 35 | 11 | 17 | 17 | 8 | 5 | 4 |
| Getting to talk with staff, rather than an answerphone | 46 | 50 | 53 | 40 | 40 | 33 | 9 | 6 | 12 | 5 | 4 | 2 |
| Feeling that you were listened to | 51 | 46 | 49 | 37 | 42 | 38 | 10 | 10 | 12 | 2 | 2 | 1 |
| Getting the information you needed | 52 | 43 | 52 | 31 | 39 | 35 | 13 | 13 | 13 | 4 | 5 | - |
| Being rung back or followed up | 31 | 32 | 33 | 27 | 25 | 26 | 11 | 12 | 18 | 31 | 31 | 23 |

Those more likely to be not very satisfied with being dealt with without the need for follow-up were:

- women,
- residents aged 35 to 49 years.

There were no significant differences between Wards and socio-economic groups, in terms of those residents not very satisfied with the remaining aspects of Council's telephone service.

iii. *Reasons For Being Not Very Satisfied*

The following are the main reasons for being not very satisfied with:

(a) The waiting time before being answered

The main reasons were:

- waiting time too long/put on hold, mentioned by 5% of residents who have had telephone contact with Council in the last 12 months,
- too long to actually pick up the phone, 3%,
- don't answer/get answerphone, but don't return call, 2%.

(b) The number of staff you had to transfer to before you got to the right person

The main reasons were:

- transferred through too many people/nobody had the answer, mentioned by 7% of residents who have had telephone contact with Council in the last 12 months,
- difficulty contacting person handling job/the right person, 3%,
- answerphones, 2%.

(c) Being dealt with without the need for follow-up

The main reasons were:

- no response/don't return calls, mentioned by 5% of residents who have had telephone contact with Council in the last 12 months,
- follow-up needed, 3%,
- have to chase them, 3%,
- problem still exists/lack of action, 3%,
- hard to get hold of/difficult to contact right person, 3%.

(d) Getting to talk with staff, rather than answerphones

The main reasons were:

- don't like answerphones/prefer direct contact, mentioned by 5% of residents who have had telephone contact with Council in the last 12 months,
- messages left, but don't get back to you, 5%.

(e) Feeling you were listened to

The main reasons were:

- don't listen/not interested/one-sided, mentioned by 6% of residents who have had telephone contact with Council in the last 12 months,
- didn't get a reply/don't get back to you, 3%,
- poor attitude, 2%.

(f) Getting the information you needed

The main reasons were:

- could not get information, mentioned by 6% of residents who have had telephone contact with Council in the last 12 months,
- don't return calls/had to chase it, 4%.

(g) Being rung back or followed-up

The main reasons were:

- did not ring back/no follow-up/had to call them, mentioned by 12% of residents who have had telephone contact with Council in the last 12 months,
- improve the service, 3%.

2. CONTACT WITH SPECIFIC COUNCIL OFFICES/CENTRES

i. Have Residents Had Contact In The Last 12 Months?

In the last 12 months, 43% of residents have had contact with the Paraparaumu Library (44% in 1998), with 27% of residents saying they have had contact with the Paraparaumu Rates Office (30% in 1998).

The level of contact with specific Council Offices/Centres was similar to previous years, apart from the following, where there appeared to be a slight increase:

- Paraparaumu Building Control Office
18% in 1999, up from 13% in 1998
- Outside Field Staff
18% in 1999, up from 12% in 1998
- Resource Consents Office
13% in 1999, up from 7% in 1998

Summary Table: Level of Contact With Specific Council Offices/Centres

| | Yes - Have Had Contact | | |
|--|------------------------|-----------|-----------|
| | 1997 % | 1998 % | 1999 % |
| Paraparaumu Library | 46 | 44 | 43 |
| Paraparaumu Rates Office | 29 | 30 | 27 |
| Waikanae Library | 22 | 23 | 26 |
| Paraparaumu Visitor Information Centre | NA | NA | 19 |
| Paraparaumu Building Control Office | 16 | 13 | 18 |
| Outside Field Staff | 18 | 12 | 18 |
| Otaki Library | 16 | 14 | 16 |
| Resource Consents Office | NA | 7 | 13 |
| Otaki Visitor Information Centre | NA | NA | 10 |
| Otaki Service Centre | 8 | 6 | 8 |
| Waikanae Community Information Centre | NA | NA | 7 |
| Waikanae Service Centre | 6 | 7 | 5 |
| Environmental Health Office | 4 | 4 | 4 |
| Paraparaumu Depot | 4 | 5 | 4 |

NA: Not asked in 1997/98

Residents more likely to have contact with the Paraparaumu Library were:

- Paekakariki-Raumati and Paraparaumu Ward residents,
- residents with an annual household income of \$30,000 to \$50,000,
- residents residing in the District 5 to 10 years.

Residents less likely to have had contact with the Paraparaumu Library were:

- Otaki Ward residents,
- residents aged 50 years or over,
- residents residing in the District 11 years or more.

Residents more likely to have contact with the Paraparaumu Rates Office were:

- Paraparaumu Ward and Paekakariki-Raumati Ward residents,
- residents with an annual household income of more than \$50,000,
- ratepayers.

Residents more likely to have had contact with the Paraparaumu Building Control Office were:

- men,
- residents aged 35 to 49 years,
- residents with an annual household income of more than \$30,000, in particular those with an annual household income of more than \$50,000,
- those residing in the District 10 years or less.

Residents more likely to have contact with the Resource Consents Office were:

- men,
- residents with an annual household income of more than \$30,000,
- residents residing in the District less than 5 years.

Residents more likely to have had contact with Outside Field Staff were:

- men,
- residents with an annual household income of more than \$30,000, in particular those with an annual household income of more than \$50,000.

Residents more likely to have contact with the Waikanae Library were:

- Waikanae Ward residents,
- ratepayers.

Residents more likely to have had contact with the Waikanae Service Centre and Waikanae Information Centre were:

- Waikanae Ward residents.

Residents more likely to have contact with the Otaki Library, Otaki Service Centre and Otaki Visitor Information Centre were:

- Otaki Ward residents.

Residents more likely to have had contact with the Paraparaumu Visitor Information Centre were:

- Paraparaumu Ward residents.

There are no significant differences between Wards and socio-economic groups, in terms of residents more likely to have contact with either the Environmental Health Office or the Paraparaumu Depot.

Contact was low with the Environmental Health Office, Paraparaumu Depot, Waikanae Service Centre, Waikanae Community Information Centre, Otaki Service Centre and Otaki Visitor Information Centre.

ii. *Level of Satisfaction With Specific Council Offices/Centres*

Generally, Kapiti Coast District residents were satisfied with the Council Offices/Centres/staff specified.

In particular, 90% or more residents were satisfied with the following:

| | |
|---|------|
| • Otaki Library | 100% |
| • Waikanae Community Information Centre | 98% |
| • Otaki Visitor Information Centre | 97% |
| • Waikanae Library | 96% |
| • Waikanae Service Centre | 95% |
| • Otaki Service Centre | 94% |
| • Paraparaumu Library | 92% |
| • Paraparaumu Rates Office | 92% |

It should be noted, however, that the bases differ for each of the places listed and, where bases were less than 30, single mentions carried a far greater weighting. For example, the base for Waikanae Service Centre was 25. The 75% reading therefore translated to 18 mentions out of 25. Compare this to the very satisfied reading for Paraparaumu Library (67%). Here the base was 213. The 67% reading equated to 142 mentions out of 213.

When comparing this year's results with those in 1998, the size of the bases (% having contact) again needs to be taken into consideration. The not very satisfied reading for the Resource Consents Office increased from 19% in 1998 to 31% this year. However, the base for this office was 35 in 1998 and 67 in 1999. A difference of 12% when comparing bases of this size is not considered notable, but may indicate a trend. Overall, the not very satisfied readings were similar to last year's measurements.

Summary Table: Level of Satisfaction With Specific Council Offices/Centres/Staff

| | Base | Level of Satisfaction - Users Only | | | | | | | | | | | |
|--|------|------------------------------------|-----------|-----------|---------------------|-----------|-----------|-----------------------|-----------|-----------|--------------------------|-----------|-----------|
| | | Very Satisfactory | | | Fairly Satisfactory | | | Not Very Satisfactory | | | Don't know/Unable to Say | | |
| | | 1997 % | 1998 % | 1999 % | 1997 % | 1998 % | 1999 % | 1997 % | 1998 % | 1999 % | 1997 % | 1998 % | 1999 % |
| <u>Council Offices/Centres/Staff</u> | | | | | | | | | | | | | |
| Paraparaumu Library | 213 | 69 | 69 | 67 | 29 | 28 | 25 | 2 | 3 | 7 | - | - | 1 |
| Paraparaumu Rates Office | 136 | 63 | 60 | 60 | 34 | 38 | 32 | 2 | 2 | 5 | - | - | 3 |
| Waikanae Library | 116 | 65 | 73 | 65 | 32 | 25 | 31 | 3 | 2 | 4 | - | - | - |
| Paraparaumu Visitor Information Centre | 91 | NA | NA | 62 | NA | NA | 29 | NA | NA | 8 | NA | NA | 1 |
| Paraparaumu Building Control Office | 90 | 41 | 32 | 43 | 41 | 42 | 28 | 19 | 26 | 28 | - | - | 1 |
| Outside Field Staff | 87 | 68 | 66 | 53 | 26 | 21 | 31 | 6 | 11 | 12 | - | - | 4 |
| Otaki Library | 79 | 66 | 74 | 77 | 33 | 26 | 23 | 1 | - | - | - | - | - |
| Resource Consents Office | 67 | NA | 31 | 38 | NA | 50 | 31 | NA | 19 | 31 | NA | - | - |
| Otaki Visitor Information Centre | 52 | NA | NA | 84 | NA | NA | 13 | NA | NA | 2 | NA | NA | 1 |
| Otaki Service Centre | 40 | 52 | 76 | 70 | 43 | 24 | 24 | 2 | - | 4 | - | - | 2 |
| Waikanae Community Information Centre | 33 | NA | NA | 65 | NA | NA | 33 | NA | NA | - | NA | NA | 2 |
| Waikanae Service Centre* | 25 | 68 | 89 | 75 | 25 | 11 | 20 | 4 | - | 3 | - | - | 2 |
| Environmental Health Office* | 19 | 50 | 56 | 59 | 27 | 39 | 29 | 23 | 6 | 12 | - | - | - |
| Paraparaumu Depot* | 19 | 68 | 38 | 37 | 32 | 54 | 33 | - | 8 | 8 | - | - | 22 |

In 1997 and 1998 the 'Don't know' responses were not noted.

* Caution: small base (N<30)

NA = not asked in 1997, or 1998.

Taking the bases into account, there were however some changes in the very satisfied readings. These were:

- Paraparaumu Building Control Office
43% in 1999, up from 32% in 1998
- Outside Field Staff
53% in 1999, down from 66% in 1998
- Waikanae Library
65% in 1999, down from 73% in 1998

Women were more likely than men to be not very satisfied with the Paraparaumu Library.

However, taking into account the base sizes for Wards and socio-economic groups, there were no significant differences in terms of those residents more likely to be not very satisfied with the remaining Council offices/centres/staff.

iii. Main Reasons For Being Not Very Satisfied

The following are the main reasons/reasons given by residents for being not very satisfied:

Paraparaumu Library

The main reasons were:

- books - not enough/poor selection, mentioned by 4% of residents who have contacted the library,
- facilities need upgrading/too small, 2%.

Paraparaumu Rates Office

The 5% of residents who had contacted the Paraparaumu Rates Office and were not very satisfied, gave a range of reasons for their dissatisfaction.

Paraparaumu Building Control Office

The main reasons were:

- slow/lack of action, mentioned by 8% of residents who had contacted the Paraparaumu Building Control Office,
- poor customer service, 7%,
- general attitude/unhelpful/rude, 6%,
- too much red tape/bureaucratic/one-sided, 6%.

Resource Consents Office

The main reasons were:

- one-sided/go by the book/bureaucratic, mentioned by 13% of residents who had contacted the office,
- customer service could be better/poor attitude/unhelpful, 11%,
- slow service/lack of action, 7%.

The Environmental Health Office

The 12% of residents who had contacted the Environmental Health Office and were not very satisfied, gave a range of reasons for their dissatisfaction.

Paraparaumu Depot

The reason given was:

Officials - but now resolved."

Outside Field Staff

The main reason was:

- lack of action/unfinished work/could do a better job, mentioned by 4% of residents who had contacted Outside Field Staff.

The Waikanae Library

The 4% of residents who used the library and were not very satisfied, gave various reasons for their dissatisfaction.

Waikanae Service Centre

The reason given was:

"If you can call it a service centre."

Otaki Service Centre

The 4% of residents who had contacted the Service Centre and were not very satisfied, gave various reasons for being not very satisfied.

Otaki Visitor Information Centre

The reason given was:

"I don't think I got treated very fairly when I went to see them."

Paraparaumu Visitor Information Centre

The reasons given were:

- lack of information, mentioned by 5% of residents who visited the Centre,
- service provided by staff could improve, 3%.

3. CONTACT WITH COUNCIL - SPECIFIC ISSUES

i. *Have Residents Had Contact With Council In Last 12 Months?*

In 1999, contact with Council for the specific reasons listed was, overall, similar to 1998, although it appears that residents this year were slightly more likely to have contacted Council regarding a Land Information Memorandum, than in 1998.

Residents more likely to have had contact with Council regarding an application for a building consent were:

- men (17%),
- residents with an annual household income of more than \$50,000 (25%),
- residents residing in the District less than five years (17%).

Residents more likely to have had contact with Council regarding an application for a resource consent were:

- residents with an annual household income of more than \$50,000 (14%).

Residents more likely to have had contact with Council regarding a noise complaint were:

- residents with an annual household income of more than \$50,000 (11%).

Residents more likely to have had contact with Council regarding a dog control complaint were:

- women (15%).

Table: Have Residents Had Contact With Council In Last 12 Months?

| | Yes - Have Had Contact | | |
|---------------------------------------|------------------------|-----------|-----------|
| | 1997 % | 1998 % | 1999 % |
| Application for a building consent | 11 | 11 | 12 |
| Dog Control complaint | 16 | 11 | 11 |
| Land Information Memorandum (LIM) | 12 | 4 | 8 |
| Noise complaint | 5 | 4 | 7 |
| Application for a resource consent | NA | 7 | 6 |
| Submission on the Annual Plan | 4 | 4 | 3 |
| Application for a subdivision consent | 3 | 3 | 2 |
| Litter complaint | 2 | 2 | 1 |

NA = not asked in 1997

ii. *Level of Satisfaction With Service Received When Contacting Council Regarding Specific Issues*

The not very satisfied readings appear large for an application for a subdivision consent (54%), application for a resource consent (52%), noise complaint (45%) and litter complaint (45%). However, for all but noise complaint, the bases were particularly small, <20. The 54% not very satisfied reading for an application for a subdivision consent (54%) translated to 5 mentions out of 10, compared to the 1998 reading of 29% when 4 out of 15 said they were not very satisfied. This illustrates how single readings have a far greater weighting when the base is small and, as such, the not very satisfied results in these instances are indicative only.

Looking at the not very satisfied reading for noise complaint (45%), the 22% difference between the 1998/99 readings is considered notable for bases of 20 (1998) and 35 (1999). Accordingly, it appears that residents were more likely to be not very satisfied with noise control in 1999 than they were in 1998.

For the remaining three areas of contact where reasonable bases exist, residents were more likely to be satisfied, than not very satisfied, and the readings were on par with last year's findings.

Summary Table: Level of Satisfaction With Contact With Council Regarding ...

| | Base | Level of Satisfaction - Users Only | | | | | | | | | | | |
|--|------|------------------------------------|-----------|-----------|---------------------|-----------|-----------|-----------------------|-----------|-----------|------------------------------|-----------|-----------|
| | | Very Satisfactory | | | Fairly Satisfactory | | | Not Very Satisfactory | | | Don't know/ Unable to Say | | |
| | | 1997 % | 1998 % | 1999 % | 1997 % | 1998 % | 1999 % | 1997 % | 1998 % | 1999 % | 1997 % | 1998 % | 1999 % |
| <u>Issues Residents Have Had Contact With Council On</u> | | | | | | | | | | | | | |
| Application for a building consent | 62 | 38 | 44 | 28 | 29 | 40 | 49 | 29 | 16 | 22 | - | - | 1 |
| Dog Control complaint | 55 | 55 | 43 | 45 | 21 | 36 | 28 | 24 | 21 | 26 | - | - | 1 |
| Land Information Memorandum (LIM) | 37 | 47 | 32 | 41 | 34 | 50 | 34 | 15 | 18 | 19 | - | - | 6 |
| Noise complaint | 33 | 42 | 50 | 21 | 38 | 27 | 34 | 19 | 23 | 45 | - | - | - |
| Application for a resource consent | *30 | NA | 46 | 26 | NA | 37 | 22 | NA | 17 | 52 | NA | - | - |
| Submission on the Annual Plan | *17 | 38 | 41 | 25 | 29 | 36 | 37 | 29 | 18 | 31 | - | - | 7 |
| Application for a subdivision consent | *10 | 31 | 43 | 27 | 19 | 29 | 8 | 50 | 29 | 54 | - | - | 11 |
| Litter complaint | *9 | 56 | 13 | 20 | 22 | 63 | 35 | 22 | 25 | 45 | - | - | - |

% read across

- 'Don't know' responses not included in the 1997/98 tables.

NA = not asked in 1997

* Caution: small base

iii. Main Reasons For Being Not Very Satisfied

The main reasons given by residents for being not very satisfied with the service received when contacting Council for specific reasons:

Land Information Memorandum

The 19% of residents who had contacted Council regarding Land Information Memoranda and were not very satisfied, gave various reasons why they felt this way.

An Application For Building Consent

The main reason given for being not very satisfied was:

- slow service, mentioned by 9% of residents who had contacted Council for this reason.

An Application For A Subdivision Consent

The 54% of residents who had contacted Council regarding an application for a subdivision consent and were not very satisfied, gave a range of reasons for their dissatisfaction.

An Application For A Resource Consent

The main reason given for being not very satisfied was:

- slow service, mentioned by 18% of residents who had contacted Council for this reason.

A Submission on the Annual Plan

The 31% of residents who had contacted Council regarding a submission on the Annual Plan and were not very satisfied, gave various reasons for their dissatisfaction.

Noise Complaint

The main reasons given for being not very satisfied were:

- lack of response/slow to respond, mentioned by 20% of residents who had contacted Council regarding noise complaint,
- lack of control/not firm enough, 15%.

A Dog Complaint

The main reasons given for being not very satisfied were:

- lack of response, mentioned by 7% of respondents who had contacted Council regarding a dog complaint,
- lack of control, 6%.

A Litter Complaint

The 45% of residents who had contacted Council regarding a litter complaint and were not very satisfied, gave a range of reasons for feeling this way.

4. RATING STAFF PERFORMANCE

85% of residents have contacted Council staff in the last 12 months. These residents were asked to rate Kapiti Coast District Council staff on various aspects of their performance.

Overall, Kapiti Coast District Council staff performance rated well across all aspects.

In particular, staff were considered:

- polite,
- approachable,
- helpful,
- professional,
- open,
- technically competent.

However, compared to 1998, this year's 'strongly like this' rating (5) fell notably for approachability, helpfulness, professionalism, openness, technical competence and showing initiative.

Two areas of concern, when looking at those giving staff a 4 or 5 rating, regard the bureaucratic attitude of staff, with 25% of residents saying staff were like this (7% in 1998) and that they avoid decisions (19%, up from 10% in 1998).

Table: Rating Council Staff Performance

| Users Only | | | | | | | | | | | | | | | | | | | | | | |
|------------------------------------|--|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|-----------|------------|-----------|-----------|--------------|
| | <i>Not at all like this</i> <i>Strongly like this</i> | | | | | | | | | | | | | | | | | | | | | Mean 1999 |
| | 0 | | | 1 | | | 2 | | | 3 | | | 4 | | | 5 | | | Don't know | | | |
| | 1997 % | 1998 % | 1999 % | 1997 % | 1998 % | 1999 % | 1997 % | 1998 % | 1999 % | 1997 % | 1998 % | 1999 % | 1997 % | 1998 % | 1999 % | 1997 % | 1998 % | 1999 % | 1997 % | 1998 % | 1999 % | |
| <u>Aspect of Staff Performance</u> | | | | | | | | | | | | | | | | | | | | | | |
| Polite | 1 | - | 1 | - | - | 2 | 4 | 2 | 2 | 17 | 10 | 15 | 27 | 33 | 31 | 56 | 52 | 45 | - | 2 | 4 | 4 |
| Approachable | - | - | 1 | 1 | 1 | 1 | 2 | 1 | 2 | 20 | 10 | 22 | 27 | 36 | 30 | 49 | 50 | 39 | - | 2 | 5 | 4 |
| Helpful | 1 | 1 | 2 | 1 | 1 | 2 | 4 | 4 | 4 | 17 | 13 | 18 | 24 | 34 | 30 | 53 | 46 | 39 | - | 2 | 5 | 4 |
| Professional | 1 | 1 | 1 | 1 | 1 | 2 | 4 | 3 | 4 | 20 | 13 | 21 | 29 | 37 | 32 | 44 | 42 | 34 | - | 2 | 6 | 4 |
| Open | 2 | - | 2 | 2 | 2 | 2 | 2 | 5 | 6 | 21 | 16 | 20 | 28 | 34 | 32 | 45 | 42 | 30 | - | 2 | 8 | 4 |
| Technically competent | 1 | 1 | 3 | 1 | - | 1 | 5 | 4 | 6 | 15 | 13 | 21 | 32 | 39 | 28 | 40 | 40 | 30 | 6 | 3 | 11 | 4 |
| Showing initiative | 4 | 1 | 7 | 3 | 4 | 3 | 11 | 5 | 9 | 31 | 22 | 29 | 23 | 30 | 22 | 23 | 31 | 22 | 5 | 6 | 8 | 3 |
| Bureaucratic | 28 | 39 | 19 | 14 | 14 | 9 | 13 | 8 | 16 | 17 | 17 | 20 | 11 | 12 | 14 | 13 | 7 | 11 | 4 | 3 | 11 | 2 |
| Decision avoiding | 50 | 58 | 31 | 14 | 14 | 10 | 7 | 6 | 12 | 11 | 9 | 19 | 6 | 6 | 11 | 5 | 4 | 8 | 7 | 4 | 9 | 2 |
| Overly aggressive | 66 | 73 | 54 | 11 | 15 | 15 | 9 | 4 | 11 | 5 | 4 | 8 | 3 | 2 | 4 | 1 | - | 1 | 4 | 2 | 7 | 1 |

% read across

5. SERVICE AND FACILITY SATISFACTION

a. Have Residents Used Specific Services/Facilities In The Last 12 Months?

In 1999, the services/facilities used most often by residents were:

- libraries for borrowing books (62%),
- libraries as a reference source (54%),
- passive reserves (50%).

Usage appears to have dropped significantly between this year and 1998 for litter control in retail areas, dog control services, noise control services and environmental health.

With respect to dog and noise control, the 1999 percentages were in line with the 1997, 1998 and 1999 readings for contact regarding dog control complaints and noise complaints (see page 15).

Table: Usage of Specific Services/Facilities In The Last 12 Months

| | Yes - Have Used In Last 12 Months | | |
|--------------------------------------|-----------------------------------|-----------|-----------|
| | 1997 % | 1998 % | 1999 % |
| <u>Service/Facility</u> | | | |
| Libraries for borrowing books | 75 | 69 | 62 |
| Libraries as a reference source | 70 | 62 | 54 |
| Passive reserves | 69 | 61 | 50 |
| Children's Playgrounds | 49 | 44 | 43 |
| Swimming Pools | 62 | 47 | 39 |
| Public Halls and Community Buildings | 38 | 38 | 36 |
| Sportsfields | 37 | 33 | 31 |
| Litter Control in Retail Areas | NA | 83 | 19 |
| Dog Control services | 70 | 60 | 19 |
| Noise Control services | 60 | 55 | 9 |
| Environmental Health services | 65 | 55 | 8 |

NA - not asked in 1997

b. Level of Satisfaction With The Service/Facility Used In The Last 12 Months

Overall, Kapiti Coast District residents were satisfied with the Council services and facilities they had used in the last 12 months.

Taking into account the bases for each service/facility, the very satisfied ratings increased, since 1998, for the following:

| | <u>1999</u> | <u>1998</u> |
|--------------------------------------|-------------|-------------|
| • public halls & community buildings | 46% | 37% |
| • sportsfields | 61% | 44% |
| • children's playgrounds | 51% | 36% |
| • passive reserves | 58% | 38% |
| • swimming pools | 47% | 34% |
| • libraries for borrowing books | 70% | 64% |
| • dog control services | 43% | 21% |

Noise control is the one area where dissatisfaction appears to have risen (5% in 1998, 34% in 1999). The difference between the two readings is considered notable for a base of 39.

There are no discernable differences between Ward residents and socio-economic groups in terms of those not very satisfied for all but the following services/facilities:

Swimming Pools

Residents more likely to be not very satisfied are:

- all Ward residents except Otaki Ward residents,
- women.

Libraries as a reference or information source

Non-ratepayers are more likely, than ratepayers, to be not very satisfied.

Summary Table: Level of Satisfaction With The Service/Facility Used In Last 12 Months

| | | Level of Satisfaction - Users Only | | | | | | | | | | | |
|--|------|------------------------------------|-----------|-----------|------------------|-----------|-----------|--------------------|-----------|-----------|--------------------------|-----------|-----------|
| | | Very Satisfied | | | Fairly Satisfied | | | Not Very Satisfied | | | Don't know/Unable to Say | | |
| | Base | 1997 % | 1998 % | 1999 % | 1997 % | 1998 % | 1999 % | 1997 % | 1998 % | 1999 % | 1997 % | 1998 % | 1999 % |
| <u>Service/Facility</u> | | | | | | | | | | | | | |
| Libraries for borrowing books | 310 | 60 | 64 | 70 | 35 | 31 | 25 | 5 | 5 | 5 | - | - | - |
| Libraries as a reference or information source | 264 | 43 | 58 | 61 | 52 | 36 | 31 | 5 | 6 | 8 | - | - | - |
| Passive reserves | 243 | 33 | 38 | 58 | 57 | 58 | 36 | 10 | 4 | 5 | - | - | 1 |
| Children's playgrounds | 204 | 37 | 36 | 51 | 52 | 52 | 39 | 11 | 12 | 9 | - | - | 1 |
| Swimming pools | 187 | 30 | 34 | 47 | 47 | 45 | 37 | 23 | 21 | 16 | - | - | - |
| Public halls and community buildings | 185 | 36 | 37 | 46 | 58 | 57 | 46 | 6 | 6 | 7 | - | - | 1 |
| Sportsfields | 147 | 57 | 44 | 61 | 36 | 55 | 35 | 7 | 2 | 4 | - | - | - |
| Litter control in retail areas | 84 | NA | 25 | 31 | NA | 66 | 64 | NA | 7 | 5 | NA | - | - |
| Dog control services | 87 | 26 | 21 | 43 | 49 | 60 | 37 | 24 | 19 | 20 | - | - | - |
| Noise control services | 39 | 32 | 29 | 24 | 62 | 67 | 42 | 7 | 5 | 34 | - | - | - |
| Environmental Health Services | 40 | 22 | 22 | 25 | 65 | 65 | 45 | 12 | 13 | 27 | - | - | 3 |

% read across

- 'Don't know' responses not included in the 1997/98 tables

NA - not asked in 1997

6. WATER SUPPLY SERVICES

a. Water Supply

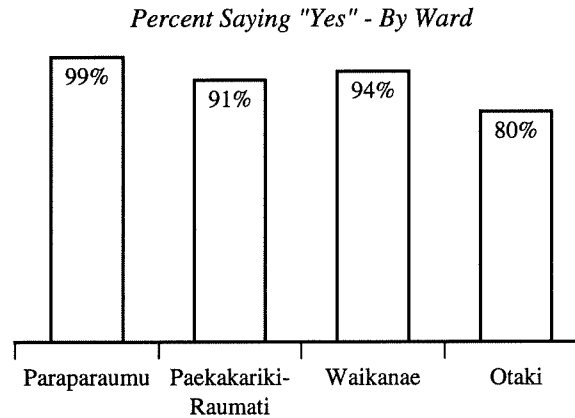
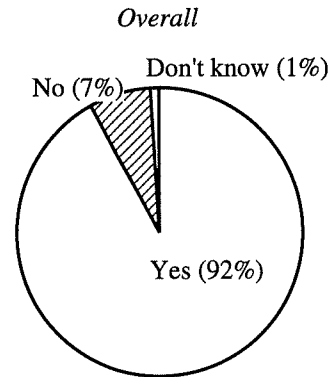
i. *Are Residents Provided With a Piped Water Supply Where They Live?*

In 1999, 92% of residents were provided with a piped water supply where they live (90% in 1998).

Residents more likely to say they were provided with a piped water supply were:

- all Ward residents except Otaki Ward residents,
- residents aged 50 years or over,
- ratepayers.

Are Residents Provided With a Piped Water Supply Where They Live?



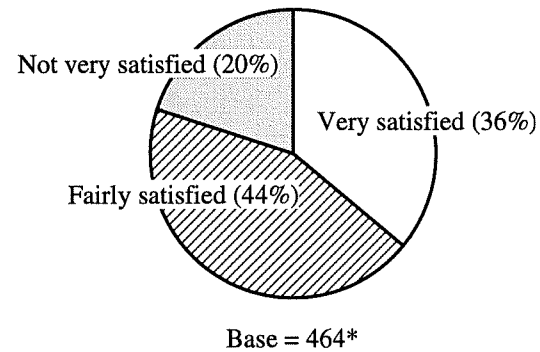
ii. *Satisfaction With The Water Supply*

80% of residents provided with a piped water supply were satisfied with the water supply, while 20% said they were not very satisfied.

Residents with an annual household income of more than \$50,000 are more likely, than other income groups, to be not very satisfied.

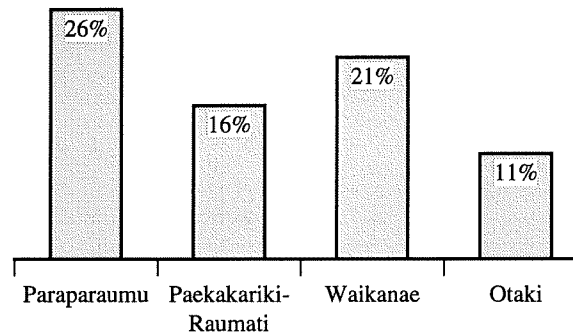
It also appears that Paraparaumu and Waikanae Ward residents are slightly more likely, than other Ward residents, to be not very satisfied.

Residents Provided With a Piped Water Supply



* In 1997/98 all residents who used the water supply were asked how satisfied they were with the water supply.

Percent Not Very Satisfied - By Ward



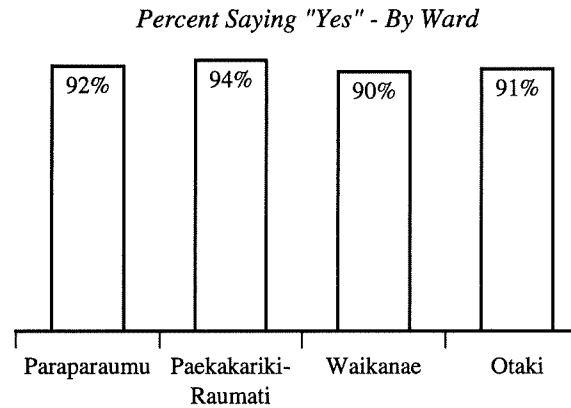
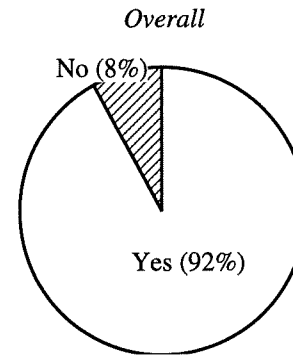
b. Taste of Water

i. Have Residents Used The Water For Drinking, In The Last 12 Months?

92% of residents have used the water for drinking, in the last 12 months.

There were no notable differences between Ward residents and socio-economic groups, in terms of those more likely to have used the water for drinking.

Have Residents Used The Water For Drinking?



ii. Satisfaction With The Taste of Water

69% of residents who have used the water for drinking in the last 12 months, were satisfied with the taste, while 30% were not very satisfied.

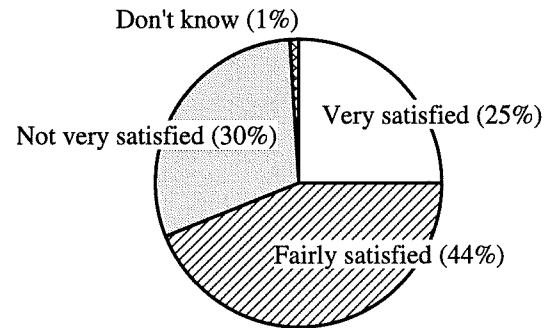
Paraparaumu Ward residents who have used the water for drinking, were more likely, than other Ward resident users to be not very satisfied.

Reasons Why Residents Are Not Very Satisfied

The main reasons given by the 138 residents who have used the water for drinking and are not very satisfied were:

- tastes/smells of chemicals - chlorine/chloride/fluoride, mentioned by 15% of residents who have used the water for drinking,
- unpleasant taste, 11%,
- use a filter system, 6%.

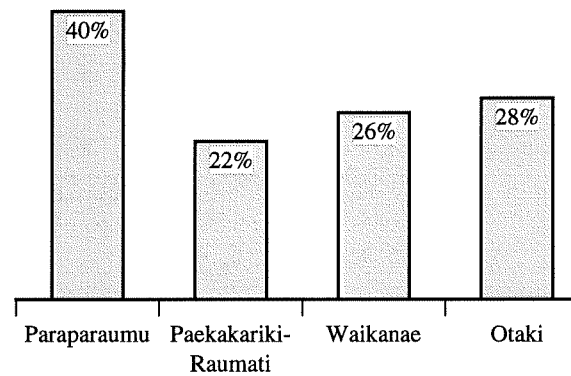
How Satisfied Are Residents With The Taste of Water?



Base = 461*

* In 1997/98 all residents who used water were asked how satisfied they were with its taste, not just those who used it for drinking.

Percent Not Very Satisfied - Users, By Ward



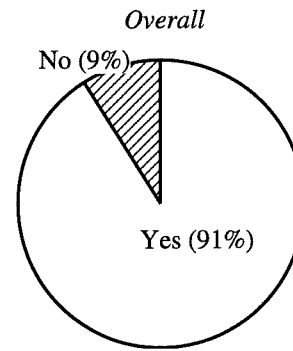
c. Water Conservation

i. Were Residents Aware of a Programme Promoting Water Conservation, Carried Out Last Summer By Council?

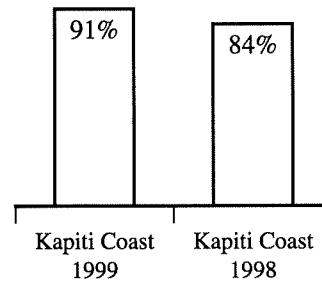
91% of residents were aware of a programme promoting water conservation, carried out last summer by Council, compared to 84% in 1998.

There were no notable differences between Ward residents, in terms of those more likely to be aware of the programme. However, ratepayers were more likely, than non-ratepayers, to be aware.

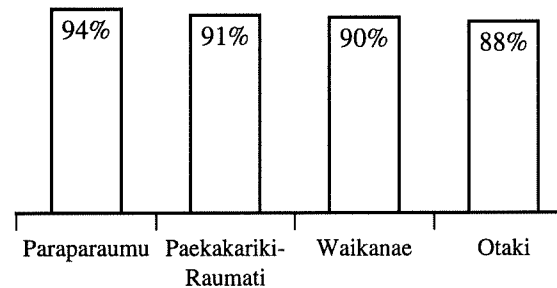
Were Residents Aware of a Programme Promoting Water Conservation?



Percent Saying 'Yes' - Comparison



Percent Saying 'Yes' - By Ward



ii. Have Residents Done Anything In The Past Year To Save Water?

The main actions undertaken by residents, in the past year, to save water were:

- used less water in the garden,
- kept to water restrictions,
- used less water in the house.

The 'other' initiatives mentioned were: own supply/use bore/tank water (8%), fixed leaking taps/checked taps (4%), use of toilet/fitted dual flush (3%), less car washing/alternative methods (2%), don't wash car (2%), other specified ways to save water (2%), self monitoring/use minimum amount (2%), and turn taps off properly (1%).

This year residents were more likely to use less water in both the garden and in the house, than in 1998.

10% of residents said they hadn't done anything to conserve water.

Table: Percentage of Residents Who Have Done The Following, In The Past Year, To Conserve Water

| | Yes - Have... | | | |
|-------------|-----------------------------|--------------------------------|------------------------------|-----------|
| | Used less water in garden % | Used less water in the house % | Kept to water restrictions % | Other % |
| <u>Year</u> | | | | |
| 1999 | 64 | 43 | 63 | 24 |
| 1998 | 51 | 35 | 65 | 10 |

7. CIVIL DEFENCE

a. Have Residents Made Any Plans or Preparations For A Civil Defence Emergency?

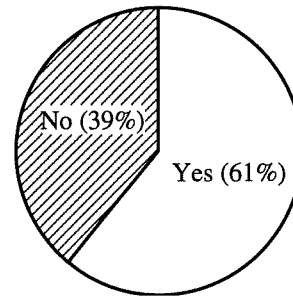
61% of residents say they have made plans or preparations for a Civil Defence emergency, with 39% saying they haven't (48% in 1998).

Residents more likely not to have made any plans or preparations were:

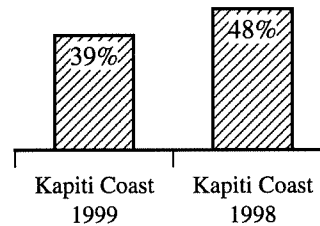
- residents with an annual household income of \$50,000 or less,
- residents residing in the District eleven years or more,
- non-ratepayers.

It appears that Paraparaumu District residents were slightly more likely to say they hadn't made any plans or preparations for a Civil Defence emergency.

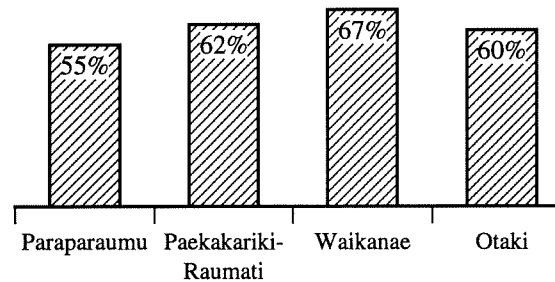
Have Residents Made Any Plans Or Preparations For A Civil Defence Emergency?



Percent Saying 'No' - Comparison



Percent Saying 'No' - By Ward



b. What Have Residents Done?

Residents who say they had made plans or preparations for an emergency were more likely to say they had stored food and water in 1999 than in 1998. However, they were less likely to say they had an emergency plan.

The other preparations or plans mentioned were:

"Have money on hand." (x 3)

"Radio/portable radio." (x 3)

"Made ourselves self sufficient if we have to be."

"Have a list of all local places to ring."

"Campervan has all facilities on board."

"Got stuff in the car - wet weather gear like gumboots."

Table: What Preparations Or Plans Have Households Made?

| | 1998 % | 1999 % |
|--------------------------------------|-----------|------------|
| <u>Preparations/Plans Undertaken</u> | | |
| Stored food | 68 | 91 |
| Stored water | 68 | 78 |
| Have a Home Emergency Kit | 67 | 69 |
| Have an emergency plan | 59 | 47 |
| Made preparations for the Year 2000 | NA | 21 |
| First Aid kit | - | 5 |
| Alternative cooking methods | - | 3 |
| Others | 4 | 3 |
| Base | 260 | 307 |

NA = not asked in 1998

- not specified in 1998

8. PLACE TO LIVE

Residents were asked to think about the range and standard of community amenities and activities on which Council can have an influence. With these in mind, as a place to live, do residents think their District is better, about the same, or worse, than it was three years ago?

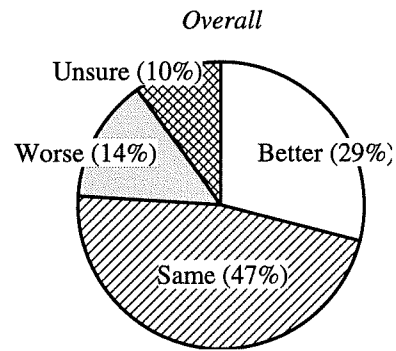
29% of residents said that, as a place to live, their District was better than it was three years ago, with 47% saying it was the same. 14% of residents thought it was a worse place to live, while 10% were unable to comment.

Kapiti Coast District residents were just as likely as Peer Group residents and residents nationwide, to think their District was a worse place to live.

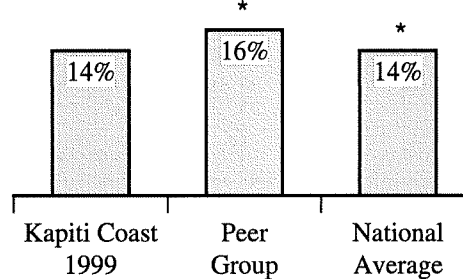
Residents more likely to think their District is a worse place to live than it was three years ago are:

- residents aged 50 to 64 years,
- residents living in the District 5 years or more, in particular those living in the District more than 11 years,
- ratepayers.

Is Their District A Better, Same or Worse Place To Live, Than It Was Three Years Ago?

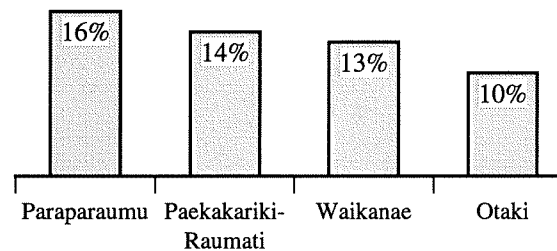


Percent Saying 'Worse' - Comparison



* The Peer Group and National Averages were obtained from a national sample of 1000 interviews conducted by NRB in August 1998.

Percent Saying 'Worse' - By Ward



9. COMMUNITY SPIRIT

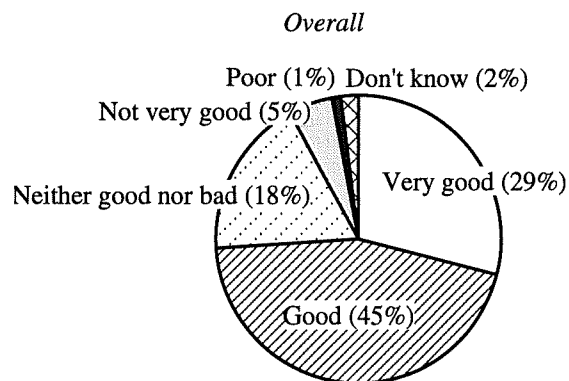
Community Spirit is defined, for the purposes of this survey, as being a sense of belonging and togetherness, a pride in the area and a good atmosphere among the people. Residents were asked to say how they would rate the community spirit of their District.

74% of residents rated the community spirit of their District as good/very good, while 6% said it was not very good/poor. 18% of residents feel the community spirit was neither good nor bad, with 2% being unable to comment.

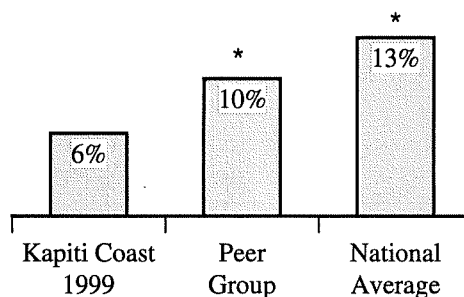
Kapiti Coast District residents are less likely, than residents nationwide, to rate community spirit as not very good/poor, while being slightly less likely than Peer Group residents in this respect.

There were no notable differences between Ward residents and socio-economic groups, in terms of those more likely to rate community spirit as not very good/poor.

Rating Community Spirit

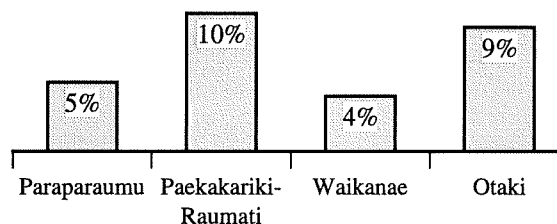


Percent Saying 'Not Very Good/Poor' - Comparison



* The Peer Group and National Averages were obtained from a national sample of 1000 interviews conducted by NRB in August 1998.

Percent Saying 'Not Very Good/Poor' - By Ward



10. SAFETY

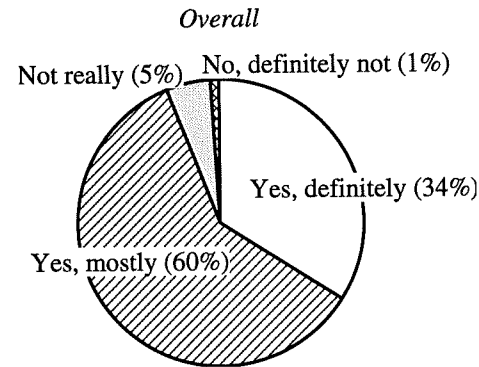
a. Do Residents Feel Their District Is Generally A Safe Place To Live?

34% of Kapiti Coast District residents felt their District was definitely a safe place to live, and 60% said "yes, mostly". 5% of residents felt it was not really a safe place to live, and 1% said it is definitely not.

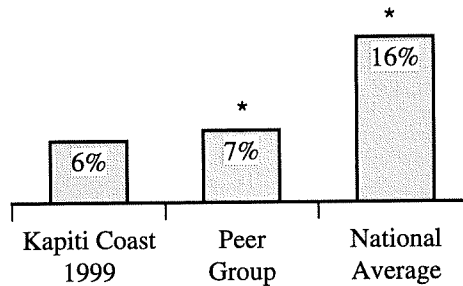
Kapiti Coast District residents were as likely as Peer Group residents, but less likely than residents nationwide, to feel their District was "not really/definitely not" as safe a place to live as three years ago.

There were no notable differences between Ward residents and socio-economic groups, in terms of those more likely to feel their District was not really/definitely not a safe place to live. However, it appears that Paekakariki-Raumati Ward residents were slightly less likely to feel this way, than other Ward residents.

Is Their District Generally A Safe Place To Live?

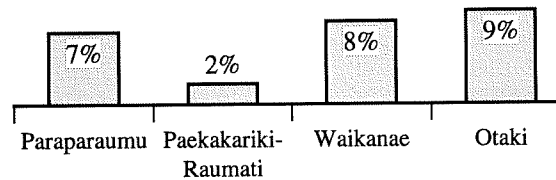


Percent Saying 'Not Really/No, Definitely Not' - Comparison



* The Peer Group and National Averages were obtained from a national sample of 1000 interviews conducted by NRB in August 1998.

Percent Saying 'Not Really/No, Definitely Not' - By Ward



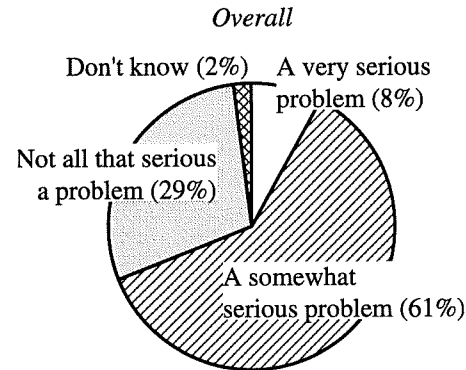
b. How Serious A Problem Do Residents Feel Crime Is In Their District?

29% of residents felt crime in their District was not all that serious a problem, and 61% said it was a somewhat serious problem. 8% of residents felt crime was a very serious problem in their District, and 2% were unable to comment.

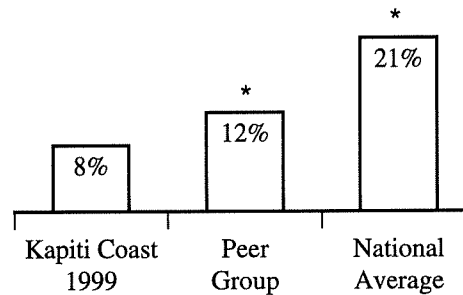
Kapiti Coast District residents were slightly less likely than Peer Group residents and less likely than residents nationwide, to rate crime as a very serious problem.

There were no notable differences between Ward residents and socio-economic groups, in terms of those residents more likely to rate crime as a very serious problem. However, it appears that Paraparaumu and Otaki Ward residents were slightly more likely, than other Ward residents, to feel this way.

Rating The Seriousness of Crime In The District

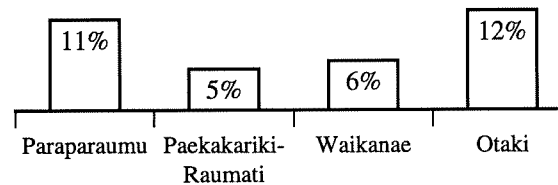


Percent Saying 'A Very Serious Problem' - Comparison



* The Peer Group and National Averages were obtained from a national sample of 1000 interviews conducted by NRB in August 1998.

Percent Saying 'A Very Serious Problem' - By Ward



11. PERFORMANCE

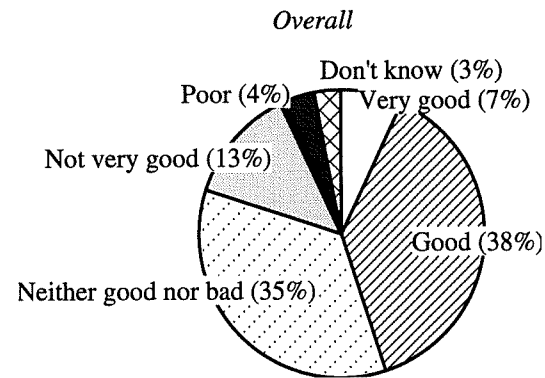
a. Rating The Performance of the Kapiti Coast District Council, In General, In The Last Year

45% of residents rated the performance of the Kapiti Coast District Council, in general, in the last year as very good/good, while 17% rated it poor/not very good. 35% of residents rated Council performance, in general, as neither good nor bad, with 3% unable to comment.

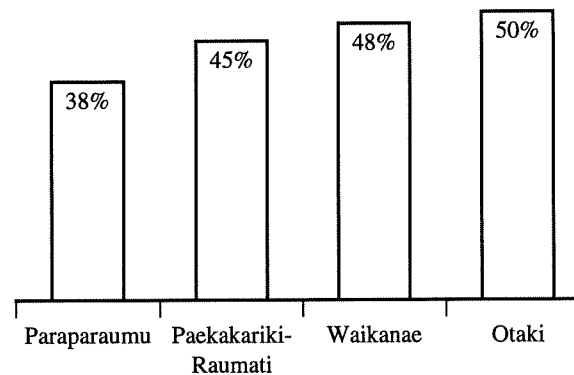
Residents more likely to rate Council performance, in general, as good/very good were:

- men,
- residents aged 18 to 34 years or 65 years or over,
- residents with an annual household income of \$50,000 or less,
- non-ratepayers.

Rating The Performance of Kapiti Coast District Council



Percent Saying "Good/Very Good" - By Ward



b. Reasons Why Residents Rated Council's Performance As Not Very Good/Poor

The main reasons given by the 96 residents who rated Council's performance as not very good/poor were:

- services/facilities need improving, mentioned by 31% of residents who rated Council's performance as not very good/poor,
- too much infighting, 26%,
- poor performance/service (general), 23%,
- poor financial control/overspending, 19%,
- the Mayor/poor leadership (18%),
- indecision (17%),
- lack of action (14%), and
- high rates/high for services received (10%).

12. OTHER ISSUES CONCERNING THE KAPITI COAST DISTRICT COUNCIL, RESIDENTS WISHED TO COMMENT ON

53% of residents commented on an issue concerning the Council (multiple responses were allowed). 46% said there was nothing in particular they wished to comment on, and 1% didn't know of any issues.

The main issues mentioned by Kapiti Coast District residents were:

- new roads/Link Road/bypass/Transmission Gully/new bridge, mentioned by 8% of all residents,
- water supply, 8%,
- sewerage, 5%,
- could do better/don't listen/bureaucratic, 4%,
- growth of community, 4%,
- traffic problems/traffic flow/speed limits, 4%,
- improve maintenance/upkeep/untidy, 4%,
- rates issues, 4%.

The other issues mentioned by 3% of residents were:

- lack of action,
- infighting/internal politics,
- not impressed with Mayor, and
- roads need improving/poor quality of work.

By 2% of residents:

- seawall/erosion/protection of coastline,
- other specified environmental issues,
- need more facilities for young people,
- footpaths need attention/no footpaths/footbridge,
- beautification/presentation of area/more trees,
- bus service/public transport,
- stormwater drainage/flooding, and
- issues concerning dogs.

By 1% of residents:

- swimming pool,
- rubbish disposal/dump charges/recycling,
- parks/recreational areas,
- too many consultants used/amount spent on consultants,
- improve library facilities/charges, and
- crime/personal safety.

3% of residents gave positive comments, and 5% of residents made other comments.

APPENDIX

Base By Sub-sample

| | | Actual residents interviewed | *Expected numbers according to population distribution |
|--------|---------------------|------------------------------|--|
| Ward | Paraparaumu | 150 | 168 |
| | Paekakariki-Raumati | 138 | 111 |
| | Waikanae | 112 | 126 |
| | Otaki | 100 | 95 |
| Gender | Male | 248 | 232 |
| | Female | 252 | 268 |
| Age† | 18-34 years | 64 | 119 |
| | 35-49 years | 140 | 131 |
| | 50-64 years | 138 | 106 |
| | 65+ years | 156 | 142 |

† Two people refused to give details of their age.

* Interviews are intentionally conducted to allow reasonable bases in each Ward so that comparisons can be made, even though the populations may differ from Ward to Ward. Post stratification (weighting) is then applied to adjust back to population proportions in order to yield correctly balanced overall percentages. This is accepted statistical procedure.

MARKET RESEARCH REPORT

SPECIAL CLIENTS CUSTOMER SURVEY

SUMMARY REPORT

KAPITI COAST DISTRICT COUNCIL

JULY 1999

SPECIAL CLIENTS CUSTOMER SURVEY

KAPITI COAST DISTRICT COUNCIL

JULY 1999



Phone (09)630-0655, Fax (09)638-7846
P O Box 10118, Dominion Road,
110 Mt Eden Road, Mt Eden
Auckland

CONTENTS

| | PAGE NO. |
|--|----------|
| A. BACKGROUND AND OBJECTIVES | 1 |
| B. SURVEY METHODOLOGY | 1 |
| C. EXECUTIVE SUMMARY | 2 |
| D. FINDINGS IN DETAIL | 3 |
| 1. Combined Results | 3 |
| a. Rating of Kapiti Coast District Council Staff | 3 |
| b. Overall Impressions of Kapiti Coast District Council's Customer Service or The Way They Deal With The Public | 6 |
| 2. Resource Management | 7 |
| a. Areas of Contact | 7 |
| b. Satisfaction With Kapiti Coast District Council's Handling Of The Contact | 8 |
| c. Satisfaction With Service | 9 |
| 3. Key Influencers and Business People | 10 |
| a. Rating Kapiti Coast District Council In Specific Areas | 10 |
| b. Things Handled Well By Kapiti Coast District Council | 11 |
| c. Things Not Handled So Well By Kapiti Coast District Council | 11 |
| d. Suggestions For Change | 11 |

* * * * *

A. BACKGROUND AND OBJECTIVES

BACKGROUND

In May 1998 and June/July 1999 Kapiti Coast District Council had a Customer Service Survey of randomly selected residents carried out, to obtain feedback from the general public. Kapiti Coast District Council was also concerned to obtain Customer Service feedback from customers who were frequent users of Council services, or had contact with Kapiti Coast District Council in ways other than as a ratepayer or resident.

Because of the significance of Kapiti Coast District Council's role in the growth of the community, both in a business sense and in terms of resource management issues, two separate surveys were carried out, with questioning relating to Kapiti Coast District Council's role in these two different areas. However, in order to compare perceptions of customer service, questioning on service from Kapiti Coast District Council staff was the same, both for the residents' survey and for the two separate Special Clients' surveys.

B. SURVEY METHODOLOGY

Sample Size

| Key Influencers/Business People | |
|---------------------------------|----|
| Business | 11 |
| Media | 2 |
| MP/CEO/other Local Authority | 2 |
| Total | 15 |

| Resource Management | |
|---|----|
| Surveyor/Engineer/Planner/Lawyer | 10 |
| Statutory Body/Community Board/ Ratepayers' Representative | - |
| Builder/Developer | 2 |
| Residents/Ratepayers | 3 |
| Total | 15 |

The sample size for this survey was small and, as such, the results are indicative only of these respondent types.

Interview Type

All interviewing was conducted by telephone, with calls being made between 9 a.m. and 5 p.m. on weekdays only.

Sample Selection

Kapiti Coast District Council supplied lists of regular contacts to NRB. The lists were updates of those supplied in 1998. They were mainly local businesses and professionals who were suppliers of services to Council, or who regularly acted on behalf of local people in dealing with the Council over consents and other procedures.

From these lists, names were randomly selected within different categories of client, and to ensure that the identity of respondents remained confidential from Kapiti Coast District Council.

A few names were simply local residents who had had recent contact over Resource Management matters.

One Local MP and three media representatives were interviewed.

30 interviews in total were carried out by telephone by one senior NRB interviewer.

Call Backs

Three call backs, i.e. four calls in all, were made to a residence before the number was replaced in the sample. Call backs were made on different days.

Survey Dates

All interviews were conducted between Monday 5 July and Friday 9 July 1999.

C. EXECUTIVE SUMMARY

RATING OF KAPITI COAST DISTRICT COUNCIL STAFF

Using the scale 0 to 5, where 0 = not at all like this and 5 = strongly like this, Resource Management respondents, and key influencers and business respondents were both largely positive about specific aspects of staff performance, when rating Kapiti Coast District Council staff they had come into contact with.

The main area of concern appeared to be that staff could be bureaucratic, and this is evidenced by the verbal comments made by respondents throughout the survey.

OVERALL IMPRESSION

Both groups of respondents' overall impression of Kapiti Coast District Council's customer service, or the way they deal with the public, was favourable.

RESOURCE MANAGEMENT RESPONDENTS

Contact with Council with respect to the seven areas listed is similar to the previous year's level. It does appear, however, that contact regarding subdivision applications has increased since 1998.

Overall, this group of respondents is more likely to be satisfied, than not very satisfied, with Council's handling in each of the seven areas.

Additionally, Resource Management respondents are more likely to be satisfied, than not very satisfied, with Council's Resource Management service, although it appears that one area of concern relates to the time taken for all the processes to be completed (6 out of 15 respondents being not very satisfied).

KEY INFLUENCERS AND BUSINESS PEOPLE

Overall, this group of respondents were satisfied with Kapiti Coast District Council in the specific areas mentioned, although 8 out of 15 respondents were not very satisfied with the promotion and encouragement of business growth.

The sewerage system, conflict within Council, water and roading were the main areas respondents felt Council had not handled so well.

Their suggestions for change mainly related to better communication and economic issues.

D. FINDINGS IN DETAIL

1. COMBINED RESULTS

a. Rating of Kapiti Coast District Council Staff

Both groups of respondents were asked to rate the Kapiti Coast District Council staff they have come into regular contact with, using a scale of 0 to 5, where 0 = not at all like this and 5 = strongly like this.

i. Resource Management Respondents

Using the scale 0 to 5 and looking at the mean scores for each description, Resource Management respondents felt Council staff were strongly like the following:

- approachable,
- helpful,
- polite,
- open,
- professional.

Two possible areas of concern were:

- bureaucratic, where the mean score was 3, and
- receptive to new ideas, where the mean score was 2.

ii. Key Influencers and Business People

Using the scale 0 to 5 and looking at the individual mean scores, the group of Key Influencers and Business respondents felt Council staff were strongly like the following:

- polite,
- approachable,
- helpful,
- professional.

Areas of concern pertain to bureaucracy (mean score 4) and perhaps the issue of decision avoiding (mean score 3).

**Table 1: Rating Kapiti Coast Council Staff Whom Respondents Have Come Into Regular Contact With
Over Resource Management Matters**

| Rating By Resource Management Respondents (actual number of respondents) | | | | | | | | | | | | | | | | | | | | | | |
|---|---|------|------|----------|------|------|----------|------|------|----------|------|------|----------|------|------|----------|------|------|-------------------|------|------|-------------|
| | <i>Not at all like this</i> —————→ <i>Strongly like this</i> | | | | | | | | | | | | | | | | | | | | | |
| | 0 | | | 1 | | | 2 | | | 3 | | | 4 | | | 5 | | | Don't know | | | Mean |
| | 1997 | 1998 | 1999 | 1997 | 1998 | 1999 | 1997 | 1998 | 1999 | 1997 | 1998 | 1999 | 1997 | 1998 | 1999 | 1997 | 1998 | 1999 | 1997 | 1998 | 1999 | 1999 |
| <u>Aspect of Staff Performance</u> | | | | | | | | | | | | | | | | | | | | | | |
| Approachable | - | 2 | - | - | - | - | - | 1 | - | 1 | 7 | 1 | 11 | 5 | 10 | 8 | 9 | 4 | - | - | - | 4 |
| Technically competent | - | 1 | - | - | 1 | - | - | 1 | 1 | 8 | 8 | 10 | 6 | 11 | 1 | 5 | 1 | 3 | - | - | - | 3 |
| Helpful | - | 2 | - | - | - | - | - | - | - | 3 | 6 | 5 | 9 | 10 | 8 | 8 | 6 | 2 | - | - | - | 4 |
| Polite | - | 1 | - | - | - | - | - | 1 | - | 3 | 4 | 2 | 10 | 11 | 10 | 6 | 8 | 3 | - | - | - | 4 |
| Open | - | 2 | - | - | - | - | 3 | 2 | 1 | 3 | 4 | 3 | 10 | 10 | 9 | 3 | 6 | 2 | - | - | - | 4 |
| Professional | - | 2 | - | - | - | - | 1 | 4 | - | 4 | 3 | 7 | 10 | 11 | 5 | 4 | 4 | 3 | - | - | - | 4 |
| Bureaucratic | 3 | 2 | 1 | 2 | - | 1 | 5 | 3 | 2 | 6 | 5 | 3 | 1 | 6 | 4 | 2 | 7 | 4 | - | - | - | 3 |
| Decision avoiding | 4 | 6 | 3 | 3 | - | - | 6 | 5 | 2 | 3 | 4 | 9 | 2 | 2 | 1 | 1 | 5 | - | - | - | - | 2 |
| Overly aggressive | 5 | 9 | 7 | 11 | 3 | 2 | 2 | 7 | 4 | 1 | 3 | 1 | - | - | 1 | - | 1 | - | - | - | - | 1 |
| Showing initiative | 1 | 4 | - | 1 | 3 | - | 4 | 4 | 7 | 6 | 7 | 6 | 5 | 5 | 1 | 2 | 1 | 1 | - | - | - | 3 |
| Receptive to new ideas | 1 | 5 | 2 | - | - | 1 | 3 | 4 | 6 | 7 | 7 | 5 | 5 | 3 | 1 | 3 | 4 | - | - | - | - | 2 |

% read across

Table 2: Rating Kapiti Coast Council Staff Whom Respondents Have Come Into Regular Contact With

| Rating By Key Influencers and Business People (actual number of respondents) | | | | | | | | | | | | | | | | | | | | | | |
|---|--|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------|------------|------|------|------|
| | <i>Not at all like this</i> <i>Strongly like this</i> | | | | | | | | | | | | | | | | | | | | | |
| | 0 | | | 1 | | | 2 | | | 3 | | | 4 | | | 5 | | | Don't know | | | Mean |
| | 1997 | 1998 | 1999 | 1997 | 1998 | 1999 | 1997 | 1998 | 1999 | 1997 | 1998 | 1999 | 1997 | 1998 | 1999 | 1997 | 1998 | 1999 | 1997 | 1998 | 1999 | 1999 |
| <u>Aspect of Staff Performance</u> | | | | | | | | | | | | | | | | | | | | | | |
| Polite | - | - | - | 1 | - | - | 4 | - | - | 5 | 3 | 1 | 12 | 14 | 9 | 9 | 8 | 5 | - | - | - | 4 |
| Approachable | - | - | - | - | - | - | 5 | 1 | 1 | 6 | 4 | - | 10 | 11 | 9 | 10 | 9 | 5 | - | - | - | 4 |
| Helpful | 1 | - | - | 1 | - | 1 | - | 1 | - | 12 | 8 | 6 | 8 | 11 | 5 | 9 | 4 | 3 | - | - | - | 4 |
| Professional | - | - | - | 1 | - | 1 | 3 | 3 | - | 11 | 9 | 4 | 11 | 9 | 8 | 5 | 5 | 2 | - | - | - | 4 |
| Open | 1 | - | 1 | 1 | 1 | - | 8 | 2 | 3 | 8 | 7 | 3 | 7 | 10 | 7 | 6 | 5 | 1 | - | - | - | 3 |
| Technically competent | 1 | - | - | - | 1 | - | 3 | 5 | 1 | 12 | 9 | 11 | 11 | 8 | 2 | 4 | 2 | 1 | - | - | - | 3 |
| Showing initiative | 1 | 1 | - | 1 | 1 | 1 | 5 | 3 | 4 | 10 | 13 | 9 | 9 | 7 | 1 | 4 | - | - | - | - | - | 3 |
| Bureaucratic | 3 | - | - | 5 | 2 | - | 6 | 5 | 2 | 5 | 11 | 7 | 9 | 4 | 3 | 2 | 2 | 3 | - | - | - | 4 |
| Decision avoiding | 5 | 1 | 2 | 4 | 1 | - | 5 | 9 | 2 | 6 | 10 | 7 | 8 | 1 | 3 | 2 | 2 | 1 | - | - | - | 3 |
| Overly aggressive | 7 | 6 | 6 | 8 | 4 | 3 | 5 | 5 | 2 | 7 | 8 | 3 | 3 | 3 | 1 | - | - | - | - | - | - | 1 |
| Receptive to new ideas | 1 | 3 | 1 | 2 | - | 1 | 7 | 2 | 3 | 8 | 7 | 6 | 9 | 9 | 3 | 4 | 4 | 1 | - | - | - | 3 |

% read across

b. Overall Impressions of Kapiti Coast District Council's Customer Service or The Way They Deal With The Public

As in previous years, both groups of respondents' overall impression of Kapiti Coast District Council's customer service, or the way they deal with the public, was favourable, with 4/30 saying it was very favourable (9/50 in 1998).

Comments Relating To Ratings Given
(Multiple responses allowed)

Positive Comments

- *My personal dealings have been okay.*
- *Some are excellent.*
- *Parks and Reserves are good.*
- *I have found them to be very receptive and responsive.*
- *Running fairly well in resource consents area.*
- *No trouble/easy enough to get along with. I only deal with a few of their staff.*
- *If you know what you want, they respond well. Generally helpful. No barriers experienced.*
- *Excellent service, thank you.*
- *Fine/no problem.*

Negative Comments

- Bureaucracy (4)
- Aggressiveness/Unhelpfulness (4)
- Answerphones (3)
- Bias (2)
- Lack of accountability (2)
- Priorities (2)
- Other (6)

None (7)

Table 3: Respondents' Overall Impressions of Kapiti Coast District Council's Customer Service or The Way They Deal With The Public

| | Rating (Actual Number of Respondents) | | | | | | | | | | | | | | |
|---|---------------------------------------|------|------|------------|------|------|---------------------|------|------|-----------------------|------|------|-------------|------|------|
| | Very Favourable | | | Favourable | | | Not Very Favourable | | | Not At All Favourable | | | Don't know/ | | |
| | 1997 | 1998 | 1999 | 1997 | 1998 | 1999 | 1997 | 1998 | 1999 | 1997 | 1998 | 1999 | 1997 | 1998 | 1999 |
| <u>Resource Management Respondents</u> | 4 | 6 | 1 | 12 | 9 | 12 | 4 | 7 | 1 | - | 1 | 1 | NA | NA | - |
| Surveyor/Engineer/Planner/Lawyer | - | 1 | - | 2 | 3 | 9 | 3 | 3 | 1 | - | - | - | NA | NA | - |
| Statutory Body/Community Board/Ratepayers' Representative | 2 | 2 | - | 7 | 1 | - | 1 | 1 | - | - | - | - | NA | NA | - |
| Builder/Developer | 2 | - | - | 3 | 3 | 2 | - | 1 | - | - | 1 | - | NA | NA | - |
| Local Business | - | 3 | - | - | 1 | - | - | - | - | - | - | - | NA | NA | - |
| Resident/Ratepayer | - | - | 1 | - | 1 | 1 | - | 2 | - | - | - | 1 | NA | NA | - |
| <u>Total Key Influencers and Business People</u> | 3 | 3 | 3 | 18 | 20 | 10 | 7 | 2 | 1 | 2 | 1 | - | NA | NA | 1 |
| Business | 2 | 1 | 2 | 6 | 13 | 8 | 3 | 2 | 1 | 1 | 1 | - | NA | NA | - |
| Media (Plus MP in 1998 and other TLA's in 1997) | 1 | - | - | 8 | 2 | 1 | 3 | - | - | 1 | - | - | NA | NA | 1 |
| MP/CEO/other Local Authority | - | - | 1 | - | - | 1 | - | - | - | - | - | - | - | - | - |
| Local Organisation (non business) | - | 2 | - | 4 | 5 | - | 1 | - | - | - | - | - | NA | NA | - |
| Total | 7 | 9 | 4 | 30 | 29 | 22 | 11 | 9 | 2 | 2 | 2 | 1 | NA | NA | 1 |

NA: figures not recorded in 1997/98

2. RESOURCE MANAGEMENT

a. Areas of Contact

Each respondent was asked with which of the ways listed they have had contact, over the last 12 months, with the Kapiti District Council.

It should be noted that when comparing this year's results with previous years' findings, the number of Resource Management respondents in these surveys has changed (1997: 20; 1998: 24 respondents; 1999: 15 respondents).

Taking this into account, the number of respondents who have had contact, over the last 12 months, with Kapiti District Council, with respect to the seven areas listed, is relatively similar.

However, it appears that contact has risen in respect to subdivision applications, with 10/15 respondents having contact in 1999, compared to 8/24 respondents in 1998.

Table 4: Have Respondents Had Contact With Each Of The Following?

| | Yes - Have Had Contact | | |
|--|------------------------|------|------|
| | 1997 | 1998 | 1999 |
| Subdivision application | 9 | 8 | 10 |
| Land use application | 9 | 16 | 13 |
| Building consent | 9 | 17 | 8 |
| Objection to proposed building | 3 | 4 | - |
| Request for Lim (Land Information Memorandum) | 4 | 11 | 3 |
| Environmental protection issue, i.e. noise complaint, dog complaint, abandoned car, etc. | 3 | 8 | 2 |
| Complaint regarding a Resource Management matter, e.g. objection to land use, earthworks, etc. | 5 | 11 | 5 |
| Base | 20 | 24 | 15 |

b. Satisfaction With Kapiti Coast District Council's Handling Of The Contact

Overall, Resource Management respondents are more likely to be satisfied, than not very satisfied, with Council's handling of each of the seven areas of contact listed.

In particular this year, 12/13 respondents are satisfied with Council's handling of land use applications, up from 4/16 respondents in 1998.

Table 5: How Satisfied Are Resource Management Respondents With Council's Handling of Specific Types of Contact?

| | Level of Satisfaction - Users Only | | | | | | | | | | | |
|---|------------------------------------|------|------|---------------------|------|------|-----------------------|------|------|------------|------|------|
| | Very Satisfactory | | | Fairly Satisfactory | | | Not Very Satisfactory | | | Don't know | | |
| | 1997 | 1998 | 1999 | 1997 | 1998 | 1999 | 1997 | 1998 | 1999 | 1997 | 1998 | 1999 |
| Subdivision application | - | 2 | - | 7 | 2 | 7 | 2 | 3 | 3 | NA | NA | - |
| Land use application | 1 | 3 | 3 | 5 | 1 | 9 | 3 | 7 | 1 | NA | NA | - |
| Building Consent | 4 | 4 | 4 | 2 | 4 | 2 | 2 | 5 | 2 | NA | NA | - |
| Objection to proposed building | 1 | 2 | - | 1 | - | - | - | 1 | - | NA | NA | - |
| Request for LIM (Land Information Memorandum) | 2 | 3 | 1 | 1 | 3 | 1 | 1 | 2 | 1 | NA | NA | - |
| Environmental protection issue, e.g. noise complaint, dog complaint, abandoned car, etc. | 3 | 4 | 1 | - | 3 | - | - | 1 | 1 | NA | NA | - |
| Complaint re a Resource Management matter, e.g. objection to land use, earthworks etc. | 1 | 3 | 1 | 2 | 3 | 1 | 2 | 3 | 2 | NA | NA | 1 |

Numbers read across

NA - figures not recorded in 1997/98

c. Satisfaction With Service

As in previous years, respondents are more likely to be satisfied, than not very satisfied, with Kapiti Coast District Council's Resource Management service in each of four areas mentioned.

It appears that respondents are more likely to be not very satisfied with the time taken for all the processes to be completed (6/15 respondents) than they are with the other three areas listed.

Satisfaction with the quality of advice on how to apply for, or object to, a consent seems to have increased, with 14/15 respondents being satisfied in 1999, compared to 12/24 respondents in 1998.

Suggestions Given As To What Changes Respondents Think Should Be Made

14 out of the 15 respondents gave suggestions as to what changes they think should be made to Kapiti Coast District Council's Resource Management service (multiple responses allowed).

The comments are as follows:

- Flexibility (5)
- Time Taken (2)
- Charges (2)
- Relationships With Outside Organisations (1)
- Better Enforcement (1)
- Communication (1)
- Answerphones (1)
- Less Subcontracting/More Staff Required (1)

Table 6: Level of Satisfaction With Kapiti Coast District Council's Resource Management Service In Specific Areas

| | Level of Satisfaction - Users Only | | | | | | | | | | | |
|--|------------------------------------|------|------|---------------------|------|------|-----------------------|------|------|------------|------|------|
| | Very Satisfactory | | | Fairly Satisfactory | | | Not Very Satisfactory | | | Don't know | | |
| | 1997 | 1998 | 1999 | 1997 | 1998 | 1999 | 1997 | 1998 | 1999 | 1997 | 1998 | 1999 |
| Quality of advice on how to apply for, or object to, a consent | 6 | 6 | 6 | 7 | 6 | 8 | 1 | 8 | - | NA | NA | 1 |
| The consideration of the relevant issues | 5 | 6 | 3 | 9 | 10 | 10 | 1 | 7 | 1 | NA | NA | 1 |
| The time taken for all the processes to be completed | 2 | 7 | 2 | 7 | 2 | 7 | 7 | 12 | 6 | NA | NA | - |
| The clarity of any consent, conditions or requirements | 6 | 9 | 6 | 6 | 7 | 7 | 4 | 5 | 2 | NA | NA | - |

Numbers read across

NA - figures not recorded in 1997/98

Positive (2)

- *Doing all right.*
- *Majority of literature for my building consent was not relevant to my case. I lady I dealt with pointed out the relevant few paragraphs I had to fill in - she was very helpful.*

3. KEY INFLUENCERS AND BUSINESS PEOPLE

a. Rating Kapiti Coast District Council In Specific Areas

Overall, the group of respondents comprised of key influencers and business people were satisfied with Kapiti Coast District Council with respect to the nine specific areas mentioned.

However, one area of concern is the promotion and encouragement of business growth, with 8/15 respondents being not very satisfied, compared to 7/26 in 1998.

Table 7: Level of Satisfaction With Kapiti Coast District Council In Specific Areas

| | Level of Satisfaction (Actual Number of Respondents) | | | | | | | | | | | |
|---|--|------|------|---------------------|------|------|-----------------------|------|------|------------|------|------|
| | Very Satisfactory | | | Fairly Satisfactory | | | Not Very Satisfactory | | | Don't know | | |
| | 1997 | 1998 | 1999 | 1997 | 1998 | 1999 | 1997 | 1998 | 1999 | 1997 | 1998 | 1999 |
| Promoting a safer community | 8 | 12 | 5 | 20 | 11 | 8 | 2 | 2 | 2 | NA | NA | - |
| Accessibility | 15 | 10 | 5 | 14 | 14 | 6 | 2 | 1 | 4 | NA | NA | - |
| Communication over major issues | 10 | 9 | 3 | 16 | 13 | 7 | 5 | 4 | 5 | NA | NA | - |
| Promoting and encouraging business growth | 4 | 10 | 1 | 13 | 8 | 5 | 11 | 7 | 8 | NA | NA | 1 |
| Promoting and encouraging tourism | 3 | 8 | 3 | 10 | 9 | 6 | 14 | 6 | 5 | NA | NA | 1 |
| Responsiveness | 7 | 7 | 3 | 17 | 18 | 7 | 6 | 4 | 5 | NA | NA | - |
| Management of its affairs | 4 | 3 | - | 24 | 21 | 11 | 3 | 2 | 4 | NA | NA | - |
| Communication over day to day issues | 4 | 3 | 3 | 22 | 14 | 8 | 4 | 9 | 4 | NA | NA | - |
| Quality of work | 6 | 2 | 3 | 24 | 23 | 8 | 1 | 1 | 4 | NA | NA | - |

Numbers read across

NA - figures not recorded in 1997/98

b. Things Handled Well By Kapiti Coast District Council

All 15 respondents gave an example(s) of something the Council has handled well (multiple responses allowed).

The comments made are as follows:

- Poor consultation/communication (3)
- Tourism (2)
- Safer Community Council (2)
- Roding (2)
- Civil Defence (2)
- Golf (2)
- Erosion (2)
- Growth/subdivision (3)
- Dog Issues (2)
- Consents (2)
- Other (5)

c. Things Not Handled So Well By Kapiti Coast District Council

All 15 respondents gave example(s) of things not handled so well by Kapiti Coast District Council (multiple responses allowed).

The comments made are as follows:

- Sewerage System (6)
- Council Conflict (6)
- Water (5)
- Roding (4)
- Handling of Major Issues (3)
- Town Centre (2)
- Town Planning (2)
- Growth (3)
- Iwi (2)
- Double Standards (2)
- Other Council Performance Issues (3)
- Other (2)

d. Suggestions For Changes

14 out of 15 respondents gave a suggestion as to what change(s) should be made (multiple responses allowed).

These suggestions were:

- Better Communication (5)
- The Mayor (3)
- Resolution of Conflict (2)
- The Economy (5)
- Flexibility/Less Bureaucracy (2)
- Other (4)