



Resident Opinion Survey 2015



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Introduction, Methodology and Objectives

Introduction

Kāpiti Coast District Council commissioned Key Research to undertake the 2015 Resident Opinion Survey of residents within its area of jurisdiction.

The purpose of this survey is to assess the Council's performance across a wide range of services and activities, to determine satisfaction with these services and to provide accurate information about opportunities to improve services including how these should be prioritised.

Research Objectives

The research objectives are summarised as:

- To measure satisfaction with key activities that the Council is responsible for
- To identify changes in residents' perceptions and evaluation of Council's performance relative to prior years
- Provide insights into how Council can best invest its resources to improve service levels and resident's satisfaction in the future, particularly in relation to its core activities

Methodology

This study consisted of 474 interviews with residents in the Kāpiti Coast District. The interviews were conducted by telephone and took place between the 2nd and 19th June 2015. The overall results have a margin of error of +/- 4.4% at the 95% confidence level.

Quota targets were established by age group, ward and ethnicity to achieve a sample that is closely aligned with known population distributions. Prior to analysis the sample was weighted so the sample exactly resembles population distributions within the 2013 Census. This was achieved using interlocking proportions for age and gender, and to also reflect population distributions by ward and by ethnicity.

The following additional steps were taken to ensure that the data collected and subsequent report are of a high quality and can be relied upon for decision making:

- The questionnaire was subjected to a review with Kāpiti Coast District Council executives to ensure that the questions remained appropriate and aligned with information needed to measure performance relative to current targets. Changes to improve the questionnaire mean that some results are not directly comparable with those from 2014
- Prior to conducting the survey a small pilot phase was used to test the questionnaire with a total of eighteen respondents. Feedback from the interviewers was reviewed and data checked to ensure that the logic within the questionnaire was working as intended
- Interviewing has been undertaken by experienced interviewers with a minimum of 10% of interviews being checked by a supervisor
- Prior to analysis the data was carefully checked by an experienced analyst to identify any missing or unusual values
- The analysis has been undertaken by an experienced and suitably qualified analyst and results checked by a senior researcher

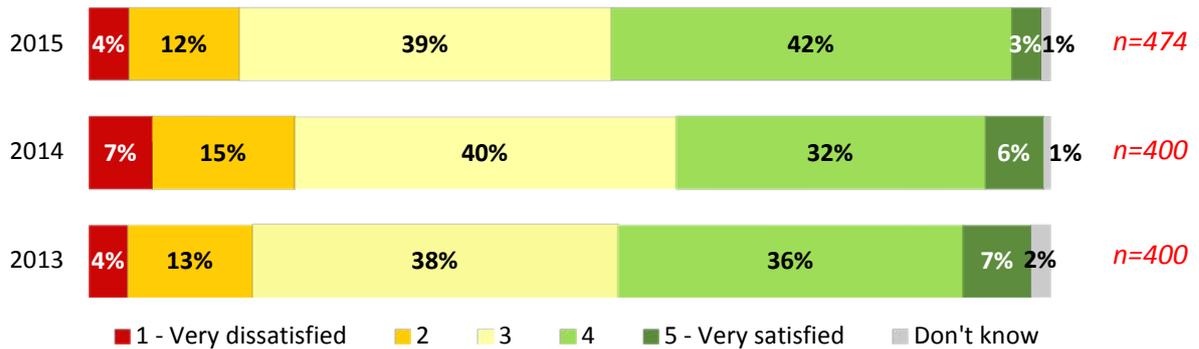
Key Point Summary

1. Overall perceptions of the Kapiti Coast District council have improved relative to the prior survey with 45% of residents indicating that they are either '*satisfied*' or '*very satisfied*'. This compares with 38% in 2014.
2. Performance improvements have been observed across many of Council's services and activities with the most notable being:
 - i. Public toilets (+17%)
 - ii. Rubbish collection services (+15%)
 - iii. Library services (+12%)
 - iv. Council road safety programmes (+12%)
 - v. Parks and reserves (+10%)
3. The quality of Council's water supply remains a major area of concern. Of note, this is considered to be of high importance to residents with 71% scoring water supply a '5' on the 1-5 importance scale, but scored satisfaction with the service poorly; only 37% are either '*satisfied*' or '*very satisfied*'. Accordingly, improving the quality of the district's water supply represents a high priority opportunity.
4. Residents are also concerned about the district's storm water system and its capacity to safeguard the public during major storm events. This is also of high importance (63% score '5' on the 1-5 importance scale) while perceptions of the service remain low (44% are either '*satisfied*' or '*very satisfied*').
5. Other priority opportunities relate to improving roads to reduce congestion, improving the condition of roads and the condition of the footpaths in the district.
6. Within the individual wards, improving the quality of water supply and the capacity of the storm water system are common to Paraparaumu-Raumati, Paekakariki and Waikanae. Paekakariki and Otaki residents are also concerned about traffic congestion.

Executive Summary

Results from the recent survey indicate an improvement in perceptions of Council’s performance across many of its core activities and services. Additionally, the overall performance evaluation has improved with 45% of residents providing a ‘satisfied’ or ‘very satisfied’ score compared with 38% in 2014. The overall result is however similar to that reported in 2013 which showed 43% of residents were satisfied. Results are illustrated below:

Overall Performance¹



Historically, Kapiti Coast District Council has adopted an adjusted satisfaction score for measuring performance with satisfaction calculated as a proportion of the population excluding those who have a neutral response; i.e. scoring a ‘3’ on a 1-5 satisfaction scale and excluding those who are unable to formulate a view; i.e. ‘don’t know’. Thus, the adjusted score is calculated as:

$$\text{Adjusted satisfaction score} = \frac{\% \text{ scoring 4-5 (satisfied / very satisfied)}}{\text{Population excluding 'don't know' and 'neutral' (3)}}$$

The adjusted satisfaction scores also show an improvement in Council’s overall performance relative to the 2014 survey as illustrated below:

Overall Performance: Adjusted Satisfaction²



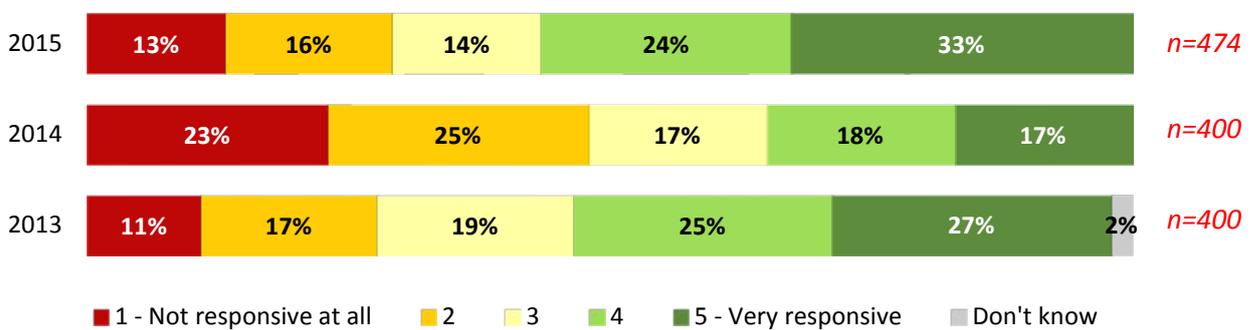
¹ Thinking about everything Kapiti District Council has done over the past 12 months and what you have experienced of its services and facilities, how satisfied or dissatisfied are you with the overall performance of Council?

² Percentage satisfied (4-5) excluding Don’t know and Neither

The adjusted satisfaction scores for all the questions asked are detailed in Table 2 at the end of the executive summary.

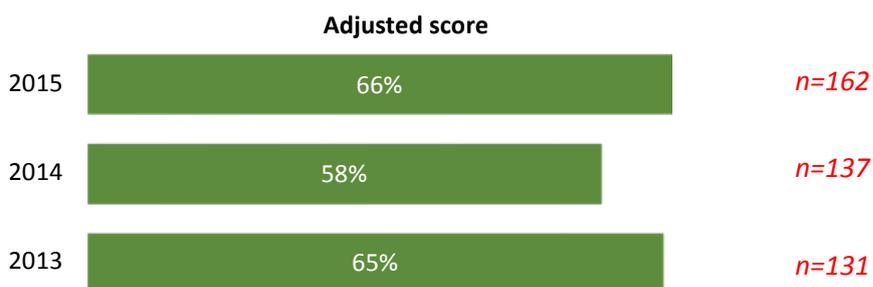
In addition to performance improvements across a number of core services and activities, the Kapiti Coast District Council is also being evaluated more favourably for being responsive to issues raised. Overall, 37% of residents indicated that they had made contact with Council at some time during the prior 12 month period and of these 57% believed that Council had been either 'responsive' or 'very responsive' to their issues. This compares with 35% who rated Council as 'responsive' or 'very responsive' in the prior survey. In the 2014 survey 40% of respondents indicated that they had contacted the Council in the past twelve months.

Responsive to Issues Raised¹



When the adjusted score is applied to the responsiveness of issues raised, 66% of residents rated Council as either 'responsive' or 'very responsive' to their issues. This is an improvement to the previous survey.

Responsive to Issues Raised: Adjusted Score²



While performance has generally improved, we note that some aspects of the Council's services and activities remain a source of concern for residents. In particular, there has been an apparent decline in the proportion of residents who believe that the public's safety is safeguarded by Council's storm water system during flooding events with 44% being 'satisfied' or 'very satisfied' compared with 50%

¹ Overall how responsive was the Council to the service issue or issues you raised?

² Percentage responsive (4-5) excluding Don't know and Neither

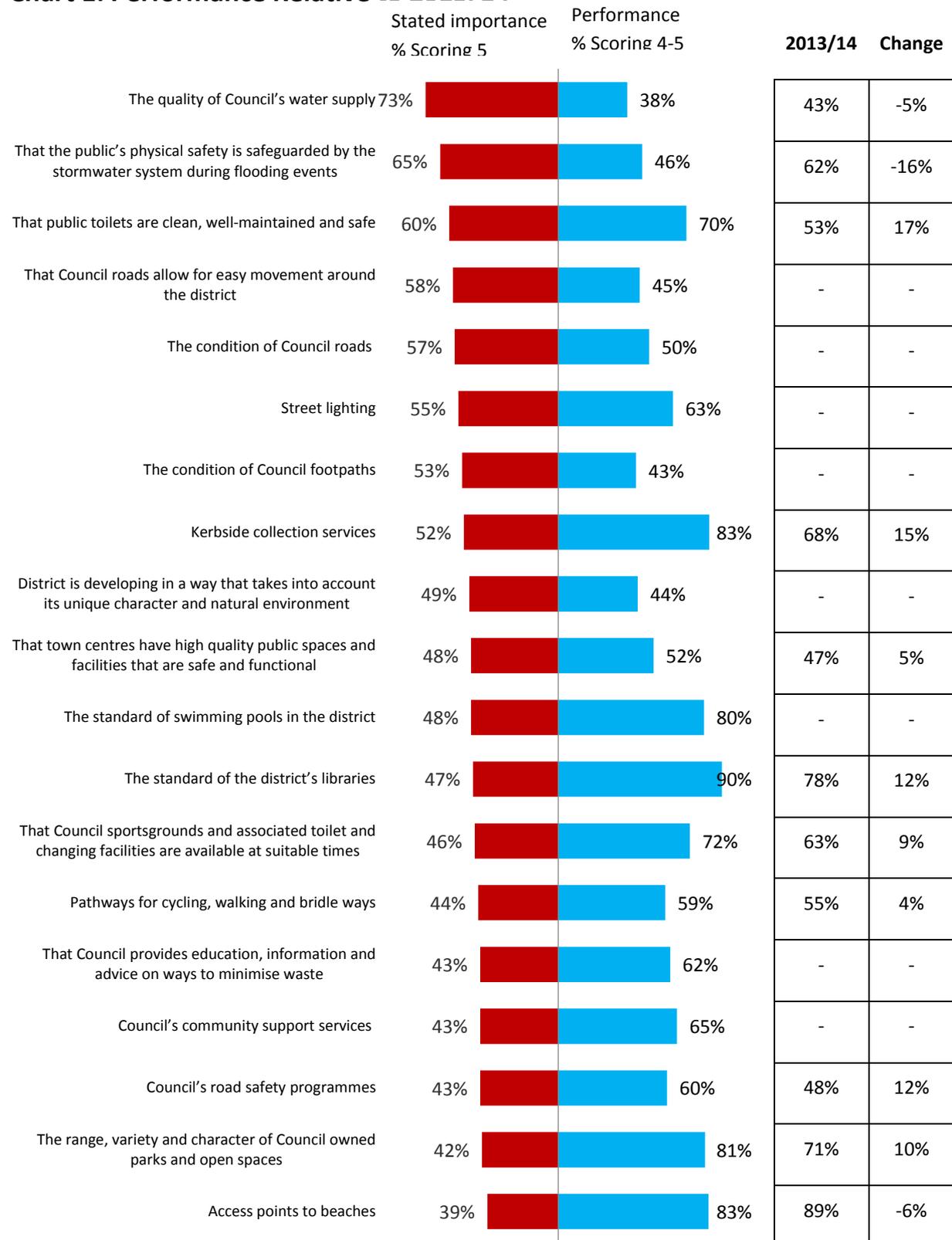
in 2014. The change is however within the confidence limits for the survey and therefore is inconclusive.

Residents also remain dissatisfied with the quality of the Council's water supply. Results are similar to those recorded in the 2014 survey with 37% being '*satisfied*' or '*very satisfied*' compared with 40% in prior survey. Although this change is not statistically significant.

Chart 1 below summarises the performance scores that have been retained in the survey relative to the 2014 results.

Chart 2 and Chart 3 provide the full distribution of results for performance and importance scores.

Chart 1: Performance Relative to 2013/14¹



¹ Due to changes to the 2015 questionnaire, the table has been produced to exclude don't know responses in order to provide a comparison between the 2014 and 2015 results (Access points to beach is compared to the 2013 result). The performance scores are based on the percentage of those satisfied (4-5) excluding Don't know

Mean rating
(max. 5)

Chart 2: Satisfaction with services provided

In order of mean rating, percentage of respondents

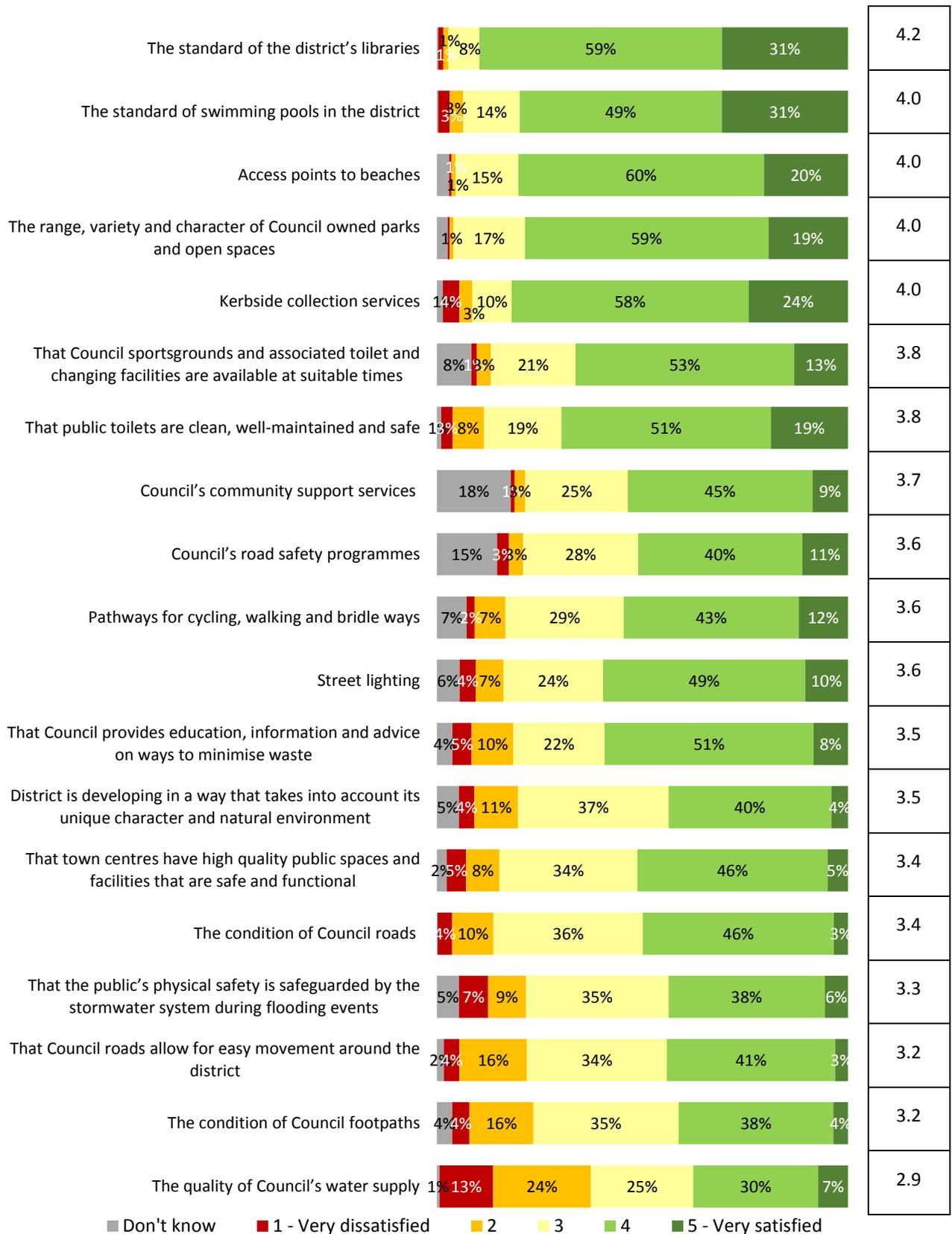
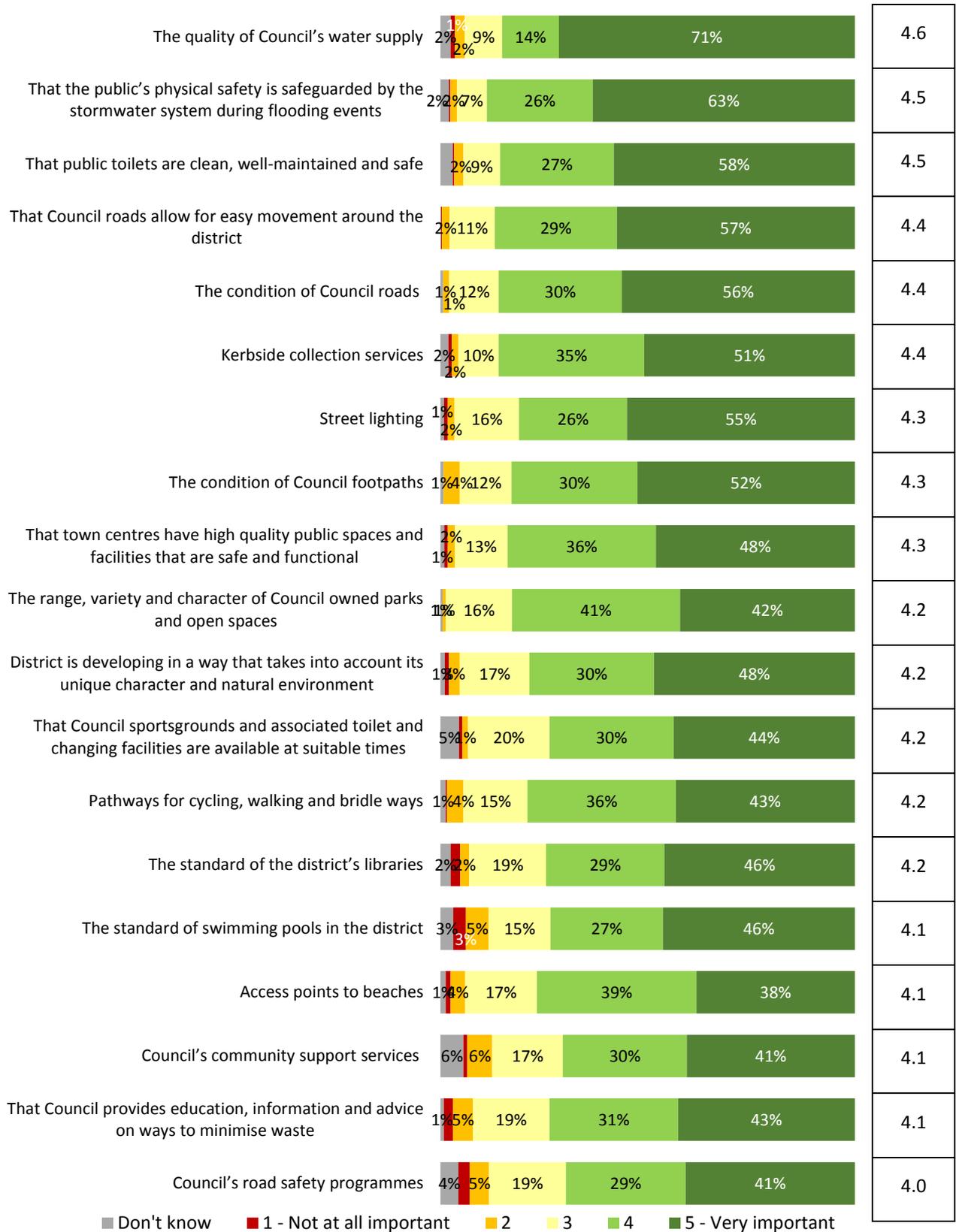


Chart 3: Importance of services provided

In order of mean rating, percentage of respondents

Mean rating
(max. 5)



Service Performance Index

In addition to providing an evaluation of Council's performance, residents also indicated how important the various Council services and activities are to them personally. The importance information was captured using a 1-5 stated importance scale where 1 means '*not important*' and 5 means '*very important*'. Bringing the analysis together combining both performance and importance scores enables us to identify improvement opportunities and priorities. The Service Performance Index¹ (SPI) identifies the services and activities with the greatest need for focus from Council and those that, according to the perceptions of residents, would be areas Council can best invest its resources to improve performance perceptions and satisfaction. The services and activities with the highest Service Performance Index's are:

1. The quality of Council's water supply

This was rated as most important by respondents and has the lowest level of satisfaction amongst respondents. The quality of the Council's water supply has the highest SPI score which equates to the greatest need for improvement. Stated reasons for dissatisfaction relate to poor taste and odour, particularly during summer months.

2. The public's physical safety is safeguarded by the storm water system during flooding

The public's physical safety being safeguarded by the storm water system during flooding has the next highest SPI score. Only 44% of respondents rated a 4 or 5 on a 5 point satisfaction scale while it is identified as being very important (63% rated a 5 on a 5 point importance scale). The main reasons given for dissatisfaction relate to concerns that the storm water system is unable to cope with a significant storm event and some residents noted that their property had been flooded as a consequence.

3. Council roads allow for easy movement around the district

Council roads allowing for easy movement around the district is the next focus for improvement. Although 57% of respondents rated this as highly important, only 44% were satisfied. The main reason given for dissatisfaction is congestion on roads and residents feel that there is a lot more that the Council could do to improve traffic flow.

The Service Performance Index (SPI) prioritises all of the attributes in order of the focus for action to be taken by Council. The Service Performance index was calculated using the importance mean ratings and performance (satisfaction and agreement) mean ratings. $SPI = \text{Importance of X} / \text{Performance of X}$. Thus, the higher the index score, the greater the need for focus from Council.

The Service Performance Index is detailed in Table 1:

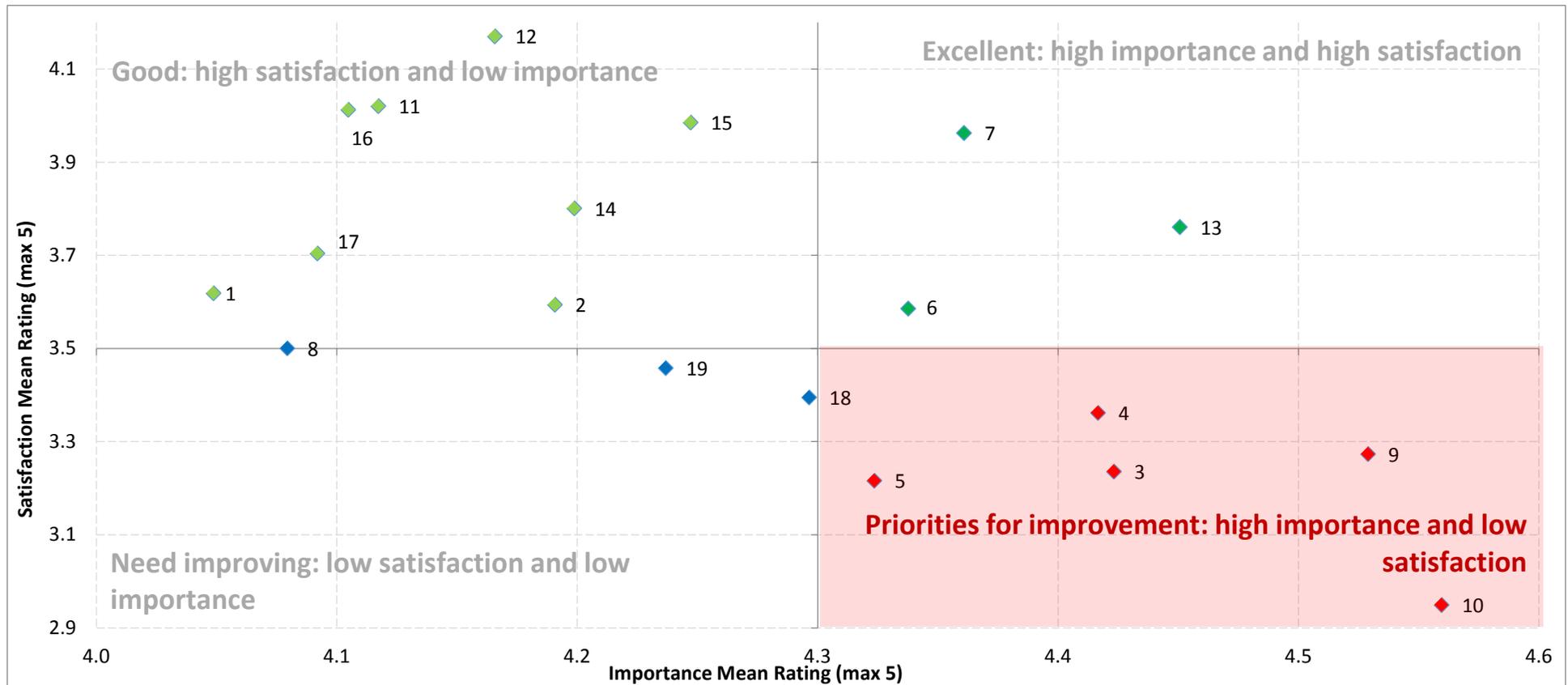
¹ The Service Performance Index is calculated using the importance mean ratings and performance (satisfaction and agreement) mean ratings. $SPI = \text{Importance of X} / \text{Performance of X}$. Thus the higher the index score the greater the level of importance relative to its satisfaction/agreement score and hence the greater the need for focus from Council.

Table 1: Service Performance Index

Service Attribute	Index Score
The quality of Council's water supply	1.6
That the public's physical safety is safeguarded by the storm water system during flooding	1.4
That Council roads allow for easy movement around the district	1.4
The condition of Council footpaths	1.3
The condition of Council roads	1.3
That town centres have high quality public spaces and facilities that are safe and functional	1.3
District is developing in a way that takes into account its unique character and natural environment	1.2
Street lighting	1.2
That public toilets are clean, well-maintained and safe	1.2
Pathways for cycling, walking and bridle ways	1.2
That Council provides education, information and advice on ways to minimise waste	1.2
Council's road safety programmes	1.1
Council's community support services	1.1
That Council sportsgrounds and associated toilet and changing facilities are available at suitable times	1.1
Kerbside collection services	1.1
The range, variety and character of Council owned parks and open spaces	1.1
The standard of swimming pools in the district	1.0
Access points to beaches	1.0
The standard of the district's libraries	1.0

The Service Performance Index is also shown graphically in Chart 5. Attributes falling within the lower right quadrant represent the highest priority opportunities since these have a high stated importance, but evaluation of Council's performance is poor. Of note, Council has a significant number of attributes within the upper left quadrant and these represent an opportunity to promote the service being provided. Specifically, while council is providing excellent services, the value of these is not fully recognised. Accordingly, promoting these services offers potential for residents to better appreciate Council's performance.

Chart 5: Focus Areas for Council Services



1. Council's road safety programmes
2. Pathways for cycling, walking and bridle ways
3. That Council roads allow for easy movement around the district
4. The condition of Council roads
5. The condition of Council footpaths
6. Street lighting
7. Kerbside collection services
8. That Council provides education, information and advice on ways to minimise waste
9. That the public's physical safety is safeguarded by the storm water system during flooding events
10. The quality of Council's water supply
11. The standard of swimming pools in the district

12. The standard of the district's libraries
13. That public toilets are clean, well-maintained and safe
14. That Council sportsgrounds and associated toilet and changing facilities are available at suitable times
15. The range, variety and character of Council owned parks and open spaces
16. Access points to beaches
17. Council's community support services
18. That town centres have high quality public spaces and facilities that are safe and functional
19. That the district is developing in a way that takes into account its unique character and natural environment

Table 2: Adjusted Satisfaction Scores

Service Attribute	Previous year Percentage satisfied/agreed (4-5) excluding Don't know and Neither	2015 Percentage satisfied/agreed (4-5) excluding Don't know and Neither	Percentage point increase/decrease (2015 – Previous year)
The range, variety and character of Council owned Access points to beaches	93%	98%	+5%
The standard of the district's libraries	97%	97%	0%
Council's community support services	-	94%	-
That Council sportsgrounds and associated toilet and changing facilities are available at suitable times	87%	93%	+6%
The standard of swimming pools in the district	-	93%	-
Kerbside collection services	82%	92%	+10%
Council's road safety programmes	67%	89%	+22%
That public toilets are clean, well-maintained and safe	74%	87%	+13%
Street lighting	-	85%	-
Pathways for cycling, walking and bridle ways	80%	85%	+5%
That Council provides education, information and advice on ways to minimise waste	-	80%	-
That town centres have high quality public spaces and facilities that are safe and functional	70%	80%	+10%
The condition of Council roads	-	79%	-
That the district is developing in a way that takes into account its unique character and natural environment	-	75%	-
That the public's physical safety is safeguarded by the storm water system during flooding events	83%	73%	-10%
The condition of Council footpaths	-	68%	-
That Council roads allow for easy movement around the district	-	67%	-
The quality of Council's water supply	56%	51%	-5%



Council Services and Activities

Access and Transport

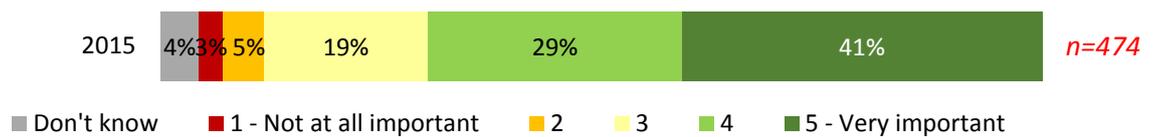
Council's road safety programme

One half of respondents (50%) are aware of Council's road safety programme with 51% of these respondents satisfied with the programme. When the adjusted satisfaction score (ratings of 4 to 5 excluding don't know and neither) is considered, the satisfaction is then 89% which is a 22% improvement on 2014 (67% satisfaction).

Seven in ten respondents (70%) consider the Council's road safety programme to be an important service with a mean score of 4.0.



Importance



The 2015 questionnaire was amended to survey only those aware of the programme and therefore this has reduced the don't know responses.

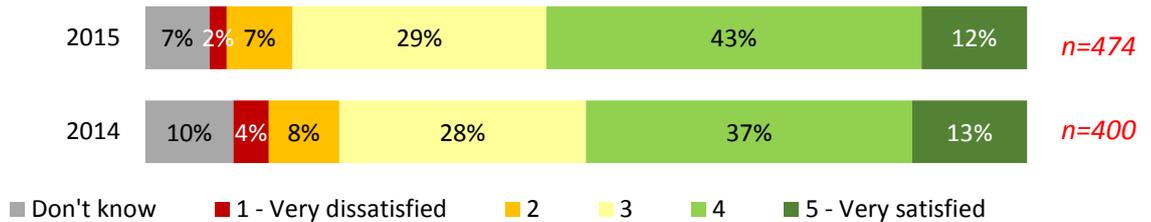
Reasons for satisfaction	Reasons for dissatisfaction
<p>Very satisfied (5) 11%</p> <hr/> <p>% mentioning (verbatim)</p> <ul style="list-style-type: none"> Good initiative/good idea 69% Good for elderly/children 28% Council does a good job/Satisfied with them 14% Traffic moves faster/less congestion 5% Other 3% <p>Selected reasons for satisfaction:</p> <p><i>"I attended a road safety meeting at the Council and I found the safety information really good; road safety driving advice."</i></p> <p><i>"I have seen children being trained in road safety, including the parks, and it is really good."</i></p> <p><i>"Not all Councils do it. It is a good service."</i></p> <p><i>"I actually think it is a good idea to do this for the elderly. The more they help them and others, the better."</i></p> <p><i>"Good initiative, good to do."</i></p>	<p>Very dissatisfied (1) 3%</p> <hr/> <p>Reasons for dissatisfaction:</p> <p><i>"I think it is ridiculous that ratepayers are paying for it. It is money down the drain, and is a National issue."</i></p> <p><i>"I have been trying to get the Council to give us a road crossing."</i></p> <p><i>"I don't think the Council should be doing it. The government should be."</i></p> <p><i>"It's not Council's role to be teaching people to drive."</i></p> <p><i>"The road markings are pointing the wrong way."</i></p> <p><i>"I don't see that as a Council core service. Am not sure why I should be paying rates. They should concentrate on their core service."</i></p> <p><i>"I think it's a waste of money and not the Councils role."</i></p> <p><i>"While she was a very experienced transport officer she was not a good facilitator of the group."</i></p>

Pathways for cycling, walking and bridle ways

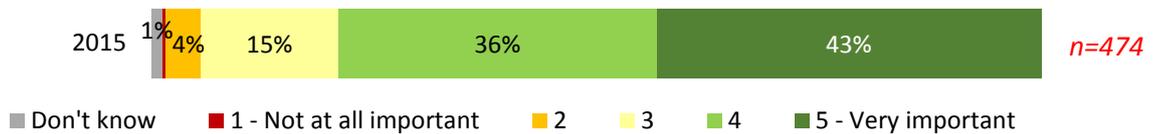
There is a high level of satisfaction among respondents with regard to pathways for cycling, walking and bridle ways. Over half of respondents (55%) are satisfied with this service and only 9% dissatisfied with a mean score of 3.6. When the adjusted satisfaction score (ratings of 4 to 5 excluding don't know and neither) is considered, the satisfaction is then 85% which has improved from 2014 (80% satisfaction).

Almost eight in ten respondents (79%) consider pathways for cycling, walking and bridle ways to be an important service with a mean score of 4.2.

Satisfaction

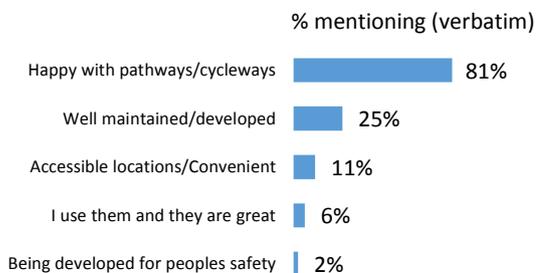


Importance



Reasons for satisfaction

Very satisfied (5) 12%



Selected reasons for satisfaction:

"Because I use them myself as they are very accessible and well maintained."

"I have been on the coast for 26 years and watched it transform and develop. I think it's excellent."

"It's a great access, and gets people active. The pathways are great to look at."

"It's wonderful. It gives people good healthy choices to have fun, and it's scenic."

"They have done a good job. I use them. They are quite well constructed, and in logical places."

Reasons for dissatisfaction

Very dissatisfied (1) 2%

Selected reasons for dissatisfaction:

"This has been ongoing for eight to ten years and nothing is happening in our area, especially for walking and bridle ways. It is dangerous for the walkers. There is a sign, but no pathway."

"On our road there are no cycle ways in the area. It is 100 kilometres per hour, and cyclists ride two or three abreast when the roading is narrow. Currently we still have a collapsed slip on our road, and it's reduced to one lane, from the recent flooding."

"I live in Peka Peka, and we have been completely forgotten. There are no footpaths to walk, cycle or push a buggy on. They have done some pathways near the old sewage ponds in Paetawa Road, and if they were extended along Paetawa into Tasman Lakes, and up Peka Peka Road, it would be great."

"Just out of Otaki it's very unsafe to cycle or walk."

"It's not available for me in my area."

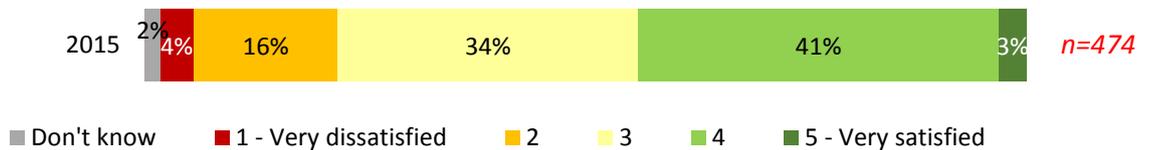
"I just feel that the safety of cycling across the Otaki River needs some work."

Council roads allow easy movement around the district

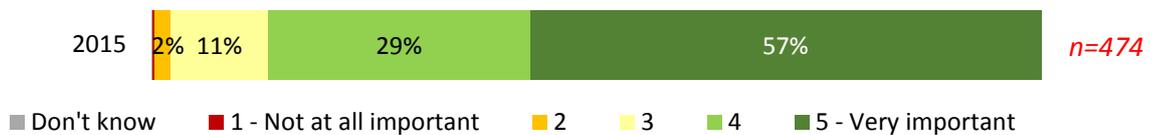
Almost half of respondents (44%) are satisfied that roads allow easy movement around the district. When the adjusted satisfaction score (ratings of 4 to 5 excluding don't know and neither) is considered, the satisfaction is then 67%.

Over eight in ten respondents (86%) consider that council roads allow easy movement around the district to be an important service with a mean score of 4.4.

Satisfaction



Importance



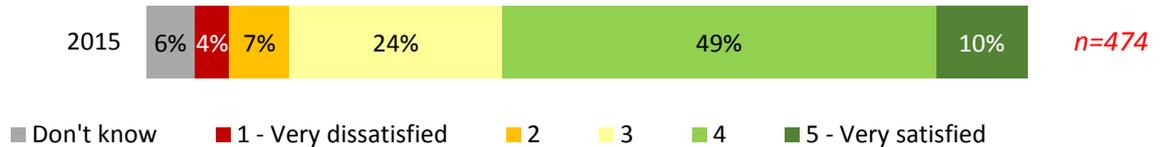
Reasons for satisfaction	Reasons for dissatisfaction
<p>Very satisfied (5) 3%</p> <hr/> <p>% mentioning (verbatim)</p> <p>Well maintained/Roads in good condition 67%</p> <p>No problems/Can get to where you want to go 16%</p> <p>Other 17%</p> <p>Selected reasons for satisfaction:</p> <p><i>"If anything goes wrong they fix it, for example flooding."</i></p> <p><i>"We can get to places we want to within the Kapiti area."</i></p> <p><i>"The roads are in good condition."</i></p> <p><i>"I suppose they have improved a lot in the last 17 years. The potholes have disappeared."</i></p> <p><i>"They are well maintained, and also well controlled through traffic lights."</i></p> <p><i>"They seem to be pretty good. When I walk down Kapiti Road the lights systems and crossings are very good."</i></p> <p><i>"It's managing as best as it can at this time, with all the construction that is happening in the area."</i></p> <p><i>"I have lived here a very long time, and the roads are in good condition with no potholes."</i></p> <p><i>"They are always in good order."</i></p>	<p>Very dissatisfied (1) 4%</p> <hr/> <p>% mentioning (verbatim)</p> <p>Congestion on roads 45%</p> <p>A lot more that council can do 22%</p> <p>Inadequate planning 20%</p> <p>Traffic lights at wrong places 15%</p> <p>Happy once Expressway is finished 14%</p> <p>Selected reasons for dissatisfaction:</p> <p><i>"I think right of ways and shared driveways are not planned properly."</i></p> <p><i>"We need to monitor the young people doing wheelies. Need to take corner off so there is more room for logging trucks, by pumping station. Whinstone Quarries, road is subsiding."</i></p> <p><i>"The traffic at peak times."</i></p> <p><i>"They built traffic lights at the wrong place, and the traffic gets blocked during peak time."</i></p> <p><i>"A chronic lack of infrastructure. Kapiti Road up to shopping centre is diabolical."</i></p> <p><i>"Traffic flow under the Waikanae rail bridge is too slow, because of road signage that is unnecessary."</i></p> <p><i>"When the express way is finished will be happy."</i></p> <p><i>"The decision to build a motorway through the middle of town."</i></p>

Street lighting in the district

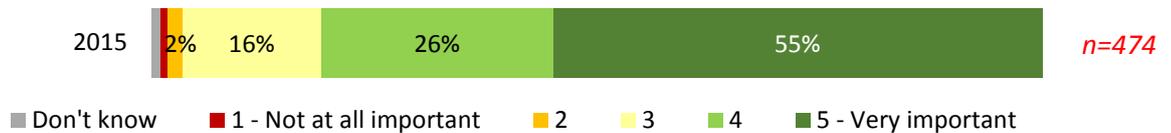
Over half of respondents (59%) are satisfied with street lighting in the district. When the adjusted satisfaction score (ratings of 4 to 5 excluding don't know and neither) is considered, the satisfaction is then 85%.

Over eight in ten respondents (81%) consider street lighting in the district to be an important service with a mean score of 4.3.

Satisfaction



Importance



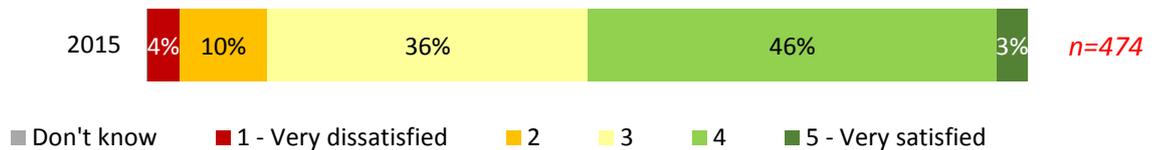
Reasons for satisfaction	Reasons for dissatisfaction
<p>Very satisfied (5) 10%</p> <hr/> <p style="text-align: right;">% mentioning (verbatim)</p> <p>No problems/Adequate street lighting 80%</p> <p>Have street light outside house/Street well lit 13%</p> <p>Good level service 6%</p> <p>Don't know 3%</p> <p>Selected reasons for satisfaction:</p> <p><i>"There is plenty of it, and they are progressive enough to change to give good lighting."</i></p> <p><i>"It's very effective, and provides good visibility at night."</i></p> <p><i>"I live in a beach area and I think street light is excellent. It is not too bright, and it is really reliable."</i></p> <p><i>"It's easier for me to see driving at night, and I feel safe with the street light outside my house. The whole area is well lit."</i></p> <p><i>"I am quite happy with the lighting."</i></p> <p><i>"I walk at night, and they fixed the issue quickly when I rang up."</i></p> <p><i>"It covers all the streets I go on, so I am quite happy."</i></p> <p><i>"I drive around the area a reasonable amount at night, and I've never thought the lighting's bad."</i></p> <p><i>"Good safety for us really."</i></p>	<p>Very dissatisfied (1) 4%</p> <hr/> <p style="text-align: right;">% mentioning (verbatim)</p> <p>Lights not adequate/bright enough 52%</p> <p>Need more street lighting 45%</p> <p>Lights need maintaining more often 8%</p> <p>Selected reasons for dissatisfaction:</p> <p><i>"The lighting in Raumati, close to the church, is very poor."</i></p> <p><i>"There is not enough lighting in Paetawa Road."</i></p> <p><i>"There is not enough of it. People should feel safe walking after dark, and some areas have very few street lights to make elderly and young people feel safer."</i></p> <p><i>"We have to put head lights on at night, as there is no lighting in our street. Someone was mugged recently."</i></p> <p><i>"Some of the side streets have no lighting at all."</i></p> <p><i>"I have a street light right outside my house, and it is annoying. I am interested in seeing if our Council will do LED lighting."</i></p> <p><i>"On my street - Huia Street - I don't have sufficient lighting. The lamp posts are very far apart and when I run in the night I hit black spots at corners and at the main stretch."</i></p>

Condition of roads in the district

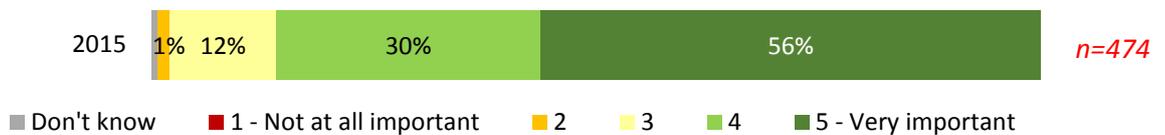
Almost half of respondents (49%) are satisfied with the condition of roads in the district. When the adjusted satisfaction score (ratings of 4 to 5 excluding don't know and neither) is considered, the satisfaction is then 79%.

Over eight in ten respondents (86%) consider the condition of roads in the district to be an important service with a mean score of 4.4.

Satisfaction



Importance



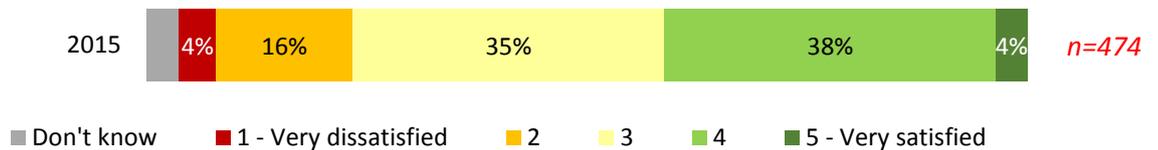
Reasons for satisfaction	Reasons for dissatisfaction
<p>Very satisfied (5) 3%</p> <hr/> <p style="text-align: right;">% mentioning (verbatim)</p> <p>No problems with roads 77%</p> <p>Well maintained/smooth roads 30%</p> <p><u>Selected reasons for satisfaction:</u></p> <p><i>"They are well maintained."</i></p> <p><i>"They are as good as you would expect them to be. I have no complaints."</i></p> <p><i>"I think they are very good. I have never had any problems, and am impressed with roads in the area."</i></p> <p><i>"They keep them up-to-date much better. More care, workers and machinery. They get round them all regularly."</i></p> <p><i>"In Arawhata Road the gutters are kept clean by a large machine. They always look clean and tidy in the area."</i></p> <p><i>"I have driven a million kilometres in my life, and these roads are excellent."</i></p> <p><i>"I've never had problems with the road. When there have been accidents the Council have been proactive in sorting it."</i></p> <p><i>"If there is a repair to be done it is done very quickly, usually within about 48 hours."</i></p> <p><i>"I am not aware of any road situations that are not to my liking."</i></p>	<p>Very dissatisfied (1) 4%</p> <hr/> <p style="text-align: right;">% mentioning (verbatim)</p> <p>Not well maintained 49%</p> <p>Uneven road surfaces/Potholes 42%</p> <p>Inadequate road markings 26%</p> <p>Roads need widening and improved 14%</p> <p><u>Selected reasons for dissatisfaction:</u></p> <p><i>"No kerb. Patches and potholes."</i></p> <p><i>"In Reikorangi the metal roads are deteriorating."</i></p> <p><i>"Roads are too narrow. Since the Coast has grown we need better roading."</i></p> <p><i>"There doesn't seem to be any upkeep of roads in Otaki. I am not happy with the main street improvements. It is too narrow, which has resulted in the cyclists using the footpath, as it is too dangerous on the narrow road. There is going to be an accident with pedestrians being knocked over at some stage. It is also poorly maintained. They put down a sub grade of paving blocks that are impossible to keep clean."</i></p> <p><i>"Our road is rural and we get no help with it at all, but roads in Waikanae are good."</i></p> <p><i>"Not enough road signs and speed signs and markings on the road. My street is a two way street and there are no road markings and people are driving in the middle of the road or into oncoming traffic."</i></p>

Condition of footpaths in the district

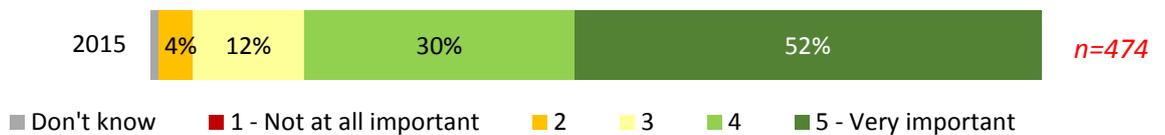
Over four in ten respondents (42%) are satisfied with the condition of footpaths in the district. When the adjusted satisfaction score (ratings of 4 to 5 excluding don't know and neither) is considered, the satisfaction is then 68%.

Over eight in ten respondents (82%) consider the condition of footpaths in the district to be an important service with a mean score of 4.3.

Satisfaction



Importance



Reasons for satisfaction	Reasons for dissatisfaction
<p>Very satisfied (5) 4%</p> <hr style="border-top: 1px dashed #ccc;"/> <p style="text-align: right; margin-right: 20px;">% mentioning (verbatim)</p> <p>Good condition/Well maintained 55%</p> <p>Upgraded footpaths 31%</p> <p>No problems/issues 18%</p> <p>Other 5%</p> <p>Selected reasons for satisfaction:</p> <p><i>"They are very good. I walk a lot."</i></p> <p><i>"They are in good repair, and are functional."</i></p> <p><i>"They are fine. I walk around the streets and the beach."</i></p> <p><i>"I have never had any problem. They are in good condition."</i></p> <p><i>"The footpaths I use are in good condition and if they need fixing they are repaired very quickly."</i></p> <p><i>"Where I live they have been recently upgraded."</i></p> <p><i>"I can see they are doing their best to rectify past mistakes, and making it better."</i></p> <p><i>"When I walk they are good and wide, different than in Wellington, no wide ones there, always upgrading them. Can see what they are trying to achieve."</i></p> <p><i>"Where I live they have just put in a new footpath across the road; Percival Road and Mazengarb Road."</i></p>	<p>Very dissatisfied (1) 4%</p> <hr style="border-top: 1px dashed #ccc;"/> <p style="text-align: right; margin-right: 20px;">% mentioning (verbatim)</p> <p>Footpaths need to be maintained more 53%</p> <p>Uneven/Broken footpaths/sloping/unsafe 38%</p> <p>No footpaths in some areas 29%</p> <p>Footpaths on only one side of street 12%</p> <p>Other 3%</p> <p>Selected reasons for dissatisfaction:</p> <p><i>"Overall the footpaths are not in good condition in Otaki. The concrete is rough, and it's bitsy. They started to put bitumen down which was great, but then it stopped. So you get a bit of footpath and a bit of bitumen."</i></p> <p><i>"It is very broken. Crossings and kerbside are very difficult for elderly on scooters. They go all over the place. It is unsafe."</i></p> <p><i>"It is uneven and in some areas broken. It is difficult for a five year old to walk on the pathways."</i></p> <p><i>"There are some places where there are only footpaths on one side of the street. It's shocking when it's wet. The root system on the trees is a nuisance."</i></p> <p><i>"It needs work on the bumps. It can be dangerous at night."</i></p>

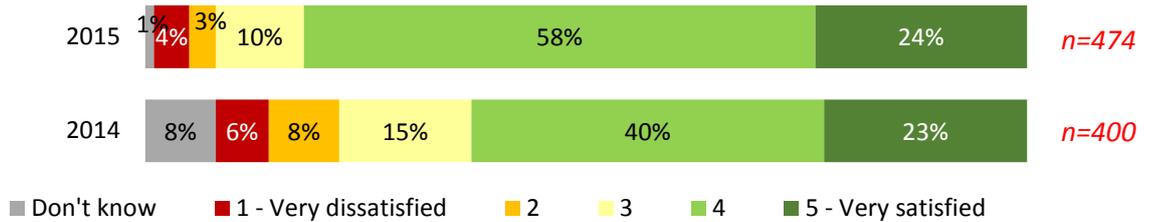
Solid waste

Standard of kerbside collection services

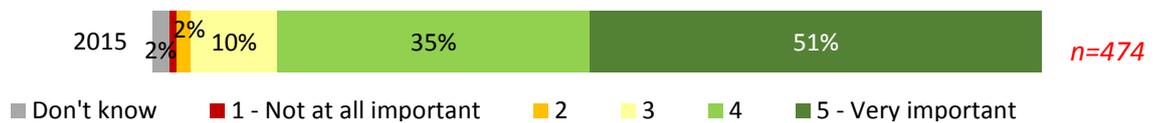
Over nine in ten respondents (91%) have access to kerbside collection services with 82% being satisfied with the standard of the service they receive. When the adjusted satisfaction score (ratings of 4 to 5 excluding don't know and neither) is considered, the satisfaction is then 92% which is a 10% improvement on 2014 (82% satisfaction).

Over eight in ten respondents (86%) consider kerbside collection services to be an important service with a mean score of 4.4.

Satisfaction

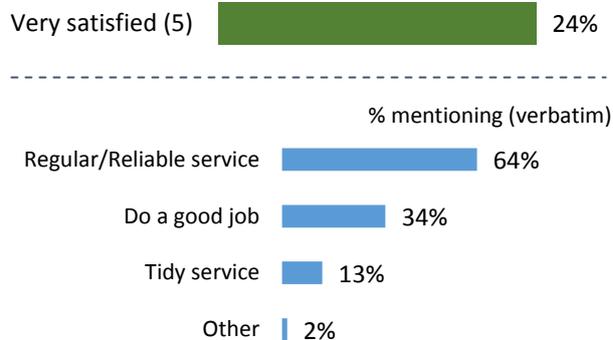


Importance



The 2015 questionnaire was amended to survey only those who have kerbside collection which has reduced the don't know responses.

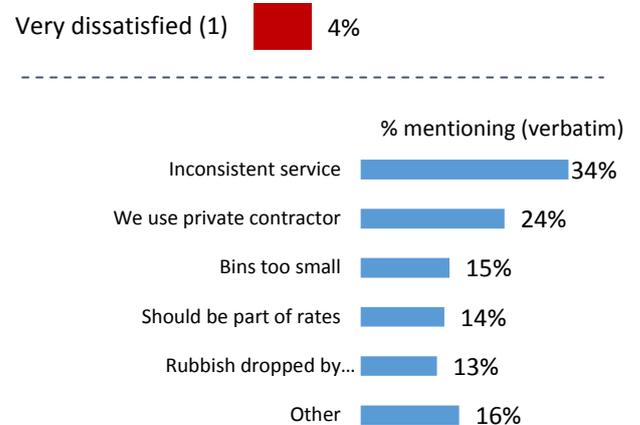
Reasons for satisfaction



Selected reasons for satisfaction:

"They turn up every week, don't leave anything on the ground, and leave recycling bins tidy."
"It is very well run. They know what they are doing."
"It's always done on the day specified, and any issues are dealt with quickly."
"They are always reliable, and the streets are left immaculate. There is never rubbish lying around, and they provide an excellent service."
"The company takes everything we put out, in a timely manner."
"It's done regularly, done well and done on time."
"I have no complaints at all. It's 100 percent. They pick up on time, when they stated."
"They always clean up everything, and are punctual."

Reasons for dissatisfaction



Selected reasons for dissatisfaction:

"The service is inconsistent, collection times are not co-ordinated, and contracted company staff are rude and unhelpful."
"It is not a Council collection, we pay a contractor. It should be picked up free by the Council as we pay rates."
"Because they drop a lot of the rubbish down the road and I end up with bottles and plastic up my drive and down the street. Greendale Drive."
"The first receptacles were too small, we need bigger and lidded recycle bins. The collectors need to be doing their jobs better, they don't always collect our recycling on recycling day, we are quite often missed."

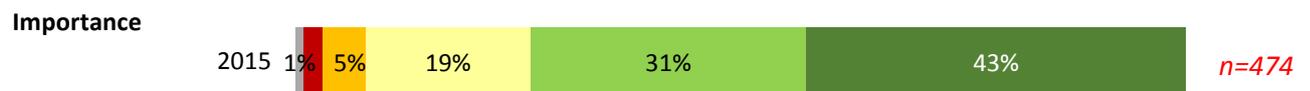
Waste minimisation

Four in ten respondents (40%) are aware of the Council's waste minimisation activities with 59% being satisfied. When the adjusted satisfaction score (ratings of 4 to 5 excluding don't know and neither) is considered, the satisfaction is then 80%.

Over seven in ten respondents (74%) consider the Council's waste minimisation activities to be an important service with a mean score of 4.1.



■ Don't know ■ 1 - Very dissatisfied ■ 2 ■ 3 ■ 4 ■ 5 - Very satisfied



■ Don't know ■ 1 - Not at all important ■ 2 ■ 3 ■ 4 ■ 5 - Very important

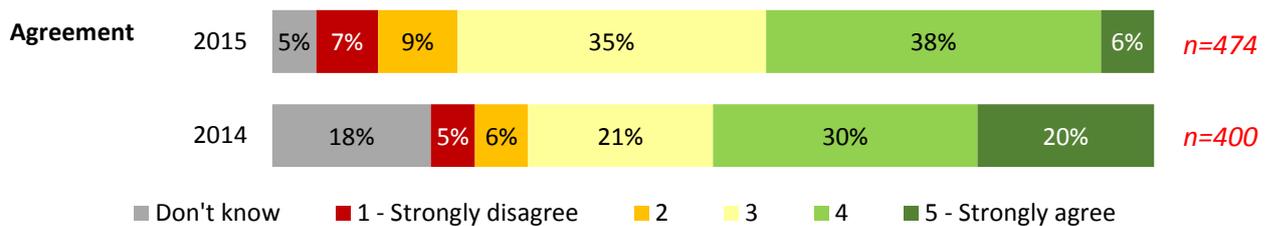
Reasons for satisfaction	Reasons for dissatisfaction
<p>Very satisfied (5) 8%</p> <hr style="border-top: 1px dashed #ccc;"/> <p style="text-align: right;">% mentioning (verbatim)</p> <p>Well advertised 54%</p> <p>Council is doing a good job to educate 42%</p> <p>Good idea to educate schools 10%</p> <p>Other 5%</p> <p><u>Selected reasons for satisfaction:</u></p> <p><i>"It is very well advertised."</i></p> <p><i>"It is always in local papers about how to recycle and minimise waste."</i></p> <p><i>"I think it's a great idea especially in the schools where the children collect newspaper."</i></p> <p><i>"The Council is doing a very good job about it. It's how people respond to it that is the problem."</i></p> <p><i>"It's pretty much up-to-date, easy to read and understand, and easy to find."</i></p> <p><i>"The Council is making a big effort."</i></p>	<p>Very dissatisfied (1) 5%</p> <hr style="border-top: 1px dashed #ccc;"/> <p style="text-align: right;">% mentioning (verbatim)</p> <p>Recycling is dumped in landfill by river 31%</p> <p>More simple recycle system 21%</p> <p>Mess left behind by collectors 20%</p> <p>Lack of communication from Council 14%</p> <p>Bigger bins 13%</p> <p>Other 2%</p> <p><u>Selected reasons for dissatisfaction:</u></p> <p><i>"They need to pick up rubbish they drop. I would like to see a place closer for recycling. There are a lot of single people in Kapiti, and it would be great to have a little bin to use."</i></p> <p><i>"The complicated collection. It all goes in one green bins, rather than three bins."</i></p> <p><i>"Rubbish gets dumped in landfill, connected to local river, not happy with them dumping in someone else's patch really."</i></p>

Storm water management

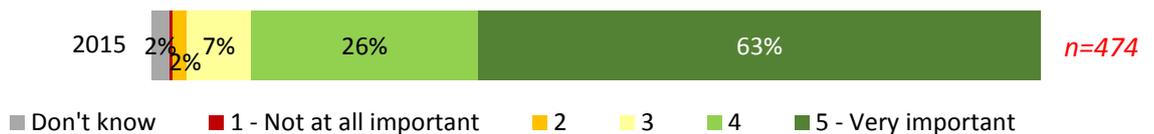
The public's physical safety is safeguarded by the stormwater system during flooding events

Almost three quarters of respondents are connected to the Council's storm water system with 44% agreeing that the public's physical safety is safeguarded by the storm water system during flooding events. When the adjusted agreement score (ratings of 4 to 5 excluding don't know and neither) is considered, the agreement is then 73% which is a 10% decrease on 2014 (83% agreement).

Almost nine in ten respondents (89%) consider the storm water system to be an important service with a mean score of 4.5.

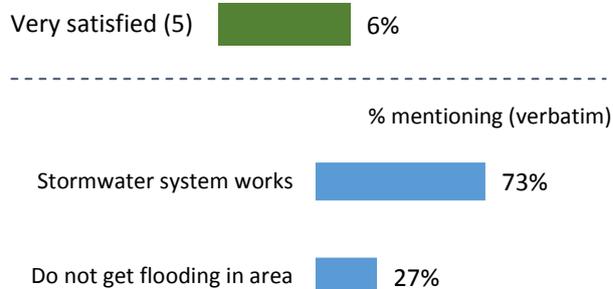


Importance



The 2015 questionnaire was amended to survey only those connected to storm water which has reduced the don't know responses.

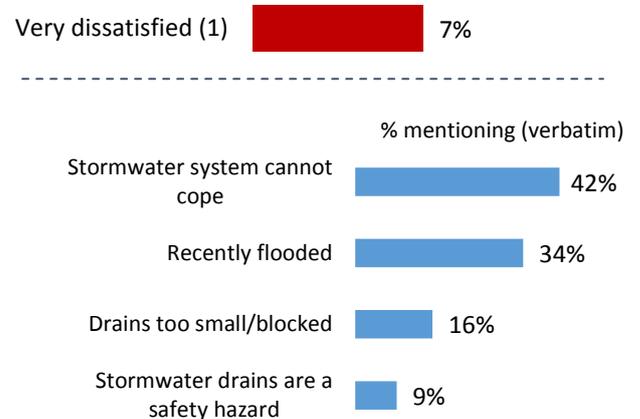
Reasons for satisfaction



Selected reasons for satisfaction:

"No problem with flooding that others had."
 "I have never noticed when there has been torrential rain that there has been any flooding."
 "I have never had any floods. The water gets taken straight away."
 "I can't see any problems with it, and it works."
 "I never get any flooding here. Not even a month ago, when the river burst its banks."
 "It is effective, and it works."
 "Have a lot of water with heavy rain but it does get away."
 "We are very well served in this area."

Reasons for dissatisfaction



Selected reasons for dissatisfaction:

"I am not happy. They are always blocked up and always need cleaning, as we get floods."
 "Due to recent flooding, I have to disagree that it is safe."
 "With the last flooding, properties were flooded, and it affected a lot of people."
 "A problem with storm water. We have been flooded twice in this last three months. They keep saying they are going to fix it, but have done nothing."
 "They don't do anything about it. Our street floods with every rainfall, and is deep."
 "The storm water system hasn't been able to cope especially with the full moon and high tide line raising the water level."

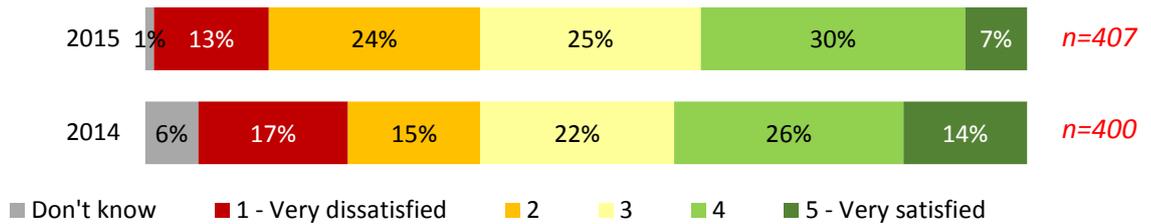
Water management

Quality of the water supply

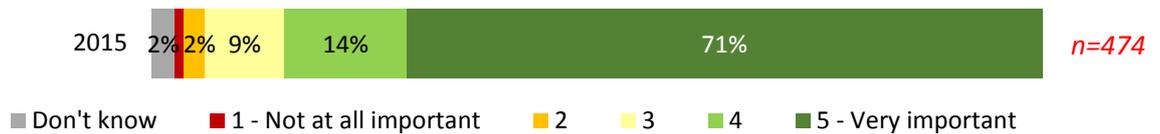
86% of respondents have their drinking water from the Council supply with 37% being satisfied with the quality of the water supply. When the adjusted satisfaction score (ratings of 4 to 5 excluding don't know and neither) is considered, the satisfaction is then 51% which is a 5% decline on 2014 (56% satisfaction).

Over eight in ten respondents (85%) consider the quality of the Council's water supply to be an important service with a mean score of 4.6.

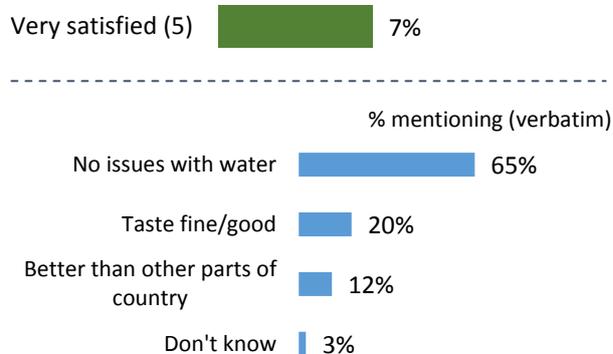
Satisfaction



Importance



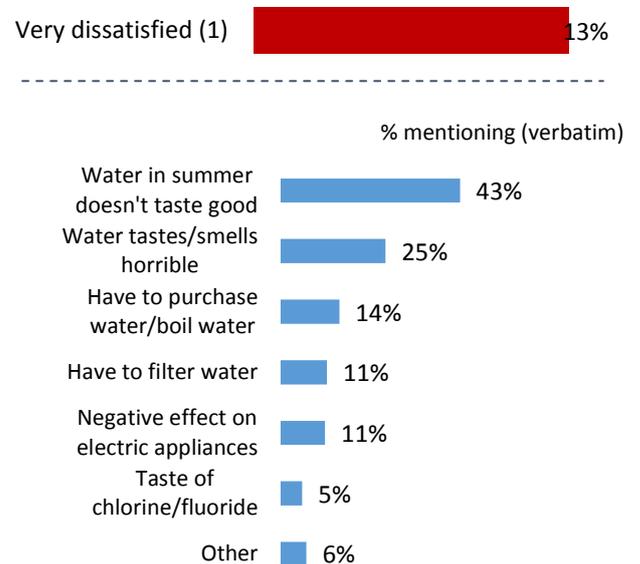
Reasons for satisfaction



Selected reasons for satisfaction:

"It tastes fine, and I am pleased there is fluoride in the water."
"I have no issues. It is pretty good."
"Our water is fine. There is nothing wrong with it."
"We have good water in Otaki."
"It tastes alright, keeps flowing, and doesn't cost a fortune."
"I compare to countries where drinking water is not available at all as opposed to getting the best. Grateful can drink water out of taps."
"Turn on the tap, its there, no problems."
"I have never come across bad smells or bad taste in the water."

Reasons for dissatisfaction



Selected reasons for dissatisfaction:

"It is full of chlorine. The fluoride doesn't taste good, and you can taste chlorine."
"It's not good in the summer when they use bore water."
"It tastes terrible when it goes on to bore water. I have to buy water, as it makes me heave."
"It has a smell and it's awful. I have to boil it. I never drink from the tap, I use bottled water."
"It doesn't have a good taste."

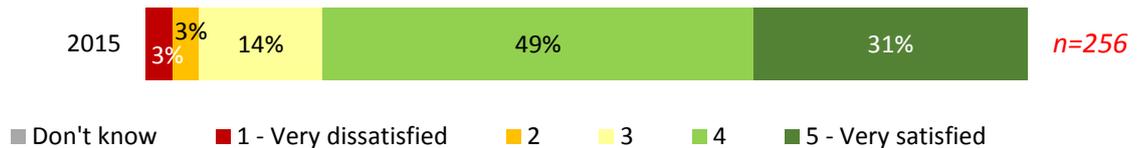
Community facilities

Swimming pools

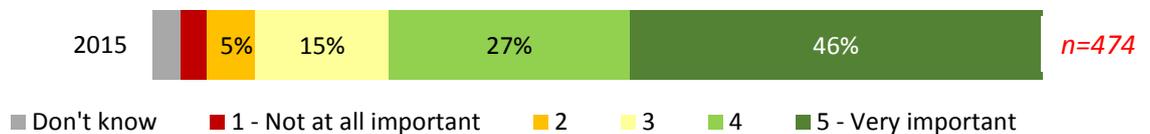
Over half of respondents (55%) use the Council's swimming pools with 80% being satisfied with the standard of the pools. When the adjusted satisfaction score (ratings of 4 to 5 excluding don't know and neither) is considered, the satisfaction is then 93%.

Over seven in ten respondents (73%) consider the Council's swimming pools to be an important service with a mean score of 4.1.

Satisfaction

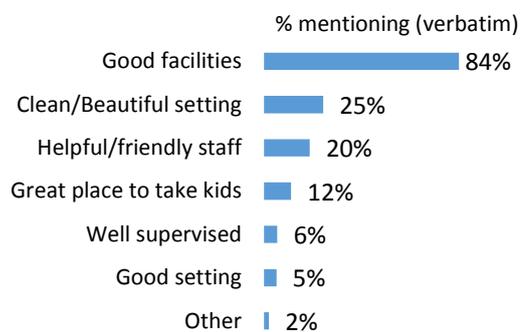


Importance



Reasons for satisfaction

Very satisfied (5) 31%



Selected reasons for satisfaction:

"They all have a different character. They are clean and well maintained, with good staff."

"Otaki pool is run well, the water is warm, and the staff are friendly."

"I have been to the pools and have been watching the children in the competitions, and it was amazing. The pools looked beautiful, and there was plenty of room."

"The facilities are very good for their age, service is excellent and so is safety."

"A lovely centre to take my daughter to."

"It's of a very high standard. The facilities are very good and it caters for all ages. The activities are very good."

"It is new and has the latest water cleansing technology. The staff are well trained. It is the best thing the Council has done in the seven years I have lived here."

Reasons for dissatisfaction

Very dissatisfied (1) 3%

Reasons for dissatisfaction:

"My husband has problems with Otaki pool, as there is nowhere for him to swim. It is all used by school children."

"Good timing. I have just been to our lovely new pools and couldn't get in to use them as they are closed today. I had four young ones with me. Why have we spent all our rates money building a pool we cannot use? They also close the lanes off in the afternoon, and there is nowhere for us to swim. Also I pay to use the spa."

"They should be privately run, as the Council should not be involved in the expense. It is not Council business unless it is for Olympic purposes."

"The aquatic pool is a lost cause, we turn up and being told there no room available."

"Designed for elderly people, not for the younger generation."

"It does not accommodate families in the weekends."

"The Aquatic centre is a joke."

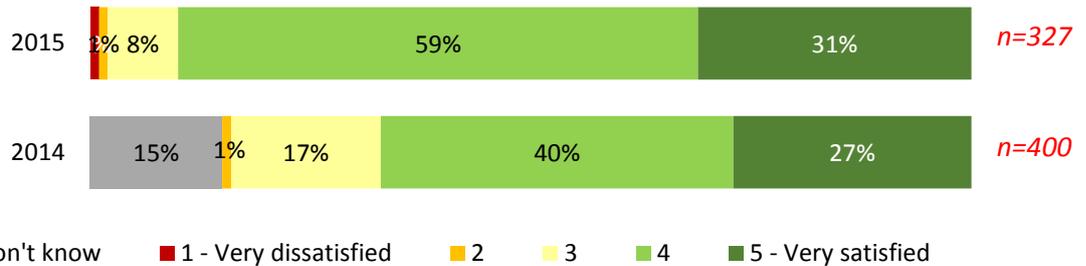
"I don't like how much it costs and what I got for it."

Standard of libraries

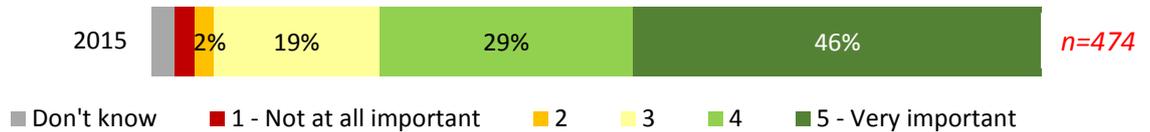
Almost seven in ten respondents (69%) use the library with 90% being satisfied with the standard of the libraries. When the adjusted satisfaction score (ratings of 4 to 5 excluding don't know and neither) is considered, the satisfaction is then 97% which is at a similar level as 2014 (97% satisfaction).

Over seven in ten respondents (75%) consider district's libraries to be an important service with a mean score of 4.2.

Satisfaction



Importance



The 2015 questionnaire was amended to survey only those using the library which has reduced the don't know responses.

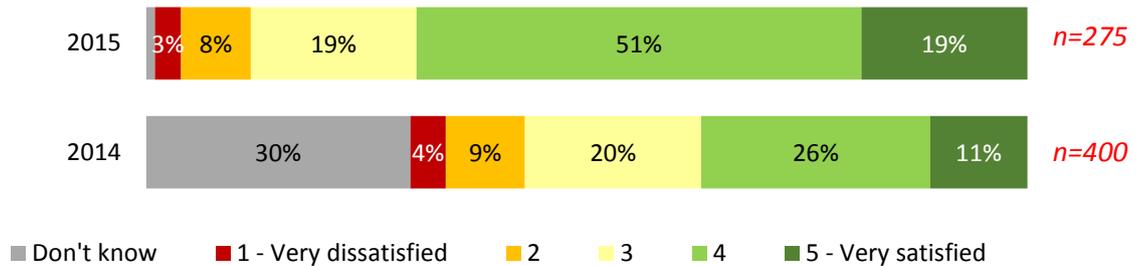
Reasons for satisfaction	Reasons for dissatisfaction
<p>Very satisfied (5) 31%</p> <hr/> <p style="text-align: right;">% mentioning (verbatim)</p> <p>Good service 74%</p> <p>Good range of books 67%</p> <p>Helpful /Friendly staff 50%</p> <p>Other 2%</p> <p><u>Selected reasons for satisfaction:</u></p> <p><i>"The staff are very helpful, and the range of books is excellent."</i></p> <p><i>"The service, selection and layout of the libraries is great, and Otaki has the best service."</i></p> <p><i>"Whenever we have been there they have had the large print books. A very good selection of books, and a system where if they don't have a book, they can get it. A good selection of videos, and you can pay bills there."</i></p> <p><i>"Helpful staff, good service, good with children, and knowledgeable."</i></p> <p><i>"It is very well run, with a good selection of reading matter."</i></p>	<p>Very dissatisfied (1) 1%</p> <hr/> <p><u>Reasons for dissatisfaction:</u></p> <p><i>"I can't find what I want there. I was looking for the post code book, and a particular telephone book, and neither were there. For Hawkes Bay."</i></p> <p><i>"I am a South African woman, and I like to read novels in my own language."</i></p> <p><i>"The hours of opening are not good, for example they are not open late enough. A limited selection, and have to pay for certain things like DVDs, and limited selection of audio books."</i></p> <p><i>"They are reducing the number and variety of craft textile books."</i></p>

Public toilets are clean, well-maintained and safe

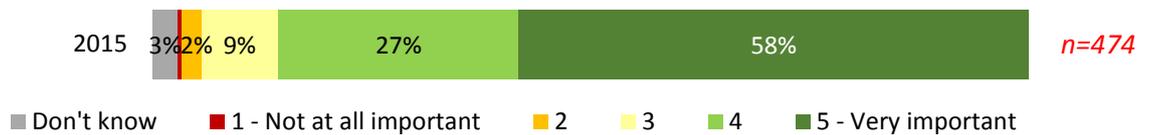
Over six in ten respondents (62%) have used one of the district’s public toilets in the last 12 months with 70% of respondents being satisfied with the facilities. When the adjusted satisfaction score (ratings of 4 to 5 excluding don’t know and neither) is considered, the satisfaction is then 87% which is a 13% improvement on 2014 (74% satisfaction).

Over eight in ten respondents (85%) consider the public toilets in the district to be an important service with a mean score of 4.5.

Satisfaction



Importance



The 2015 questionnaire was amended to survey only those who had used public toilets which has reduced the don't know responses.

Reasons for satisfaction	Reasons for dissatisfaction
<p>Very satisfied (5) 19%</p> <hr/> <p style="text-align: right;">% mentioning (verbatim)</p> <p>Very hygienic and clean / well maintained / modern 99%</p> <p>Lots around / great locations / always open 16%</p> <p>Easy access for elderly and disabled / feel safe 7%</p> <p><u>Selected reasons for satisfaction:</u></p> <p><i>“They are first class. I have no problems. They are very clean.”</i></p> <p><i>“They are always clean. They clean them regularly, even on Saturdays.”</i></p> <p><i>“They are the best public toilets I have been in. Always clean and well maintained.”</i></p> <p><i>“It was very clean, and I could park my car right outside. Easy access for elderly people.”</i></p> <p><i>“A good level of maintenance and cleanliness, and the number of toilets around.”</i></p> <p><i>“They are clean, with toilet paper and flushing.”</i></p>	<p>Very dissatisfied (1) 3%</p> <hr/> <p><u>Reasons for dissatisfaction:</u></p> <p><i>“Otaki is terrible. The rest are okay.”</i></p> <p><i>“They are not always cleaned, and the hours that they are open. For example I work nights, and the toilets are closed around 18:00.”</i></p> <p><i>“I don't believe the cleaning is that great. In this day and age there is no need for them to smell. I regularly use one at the beach, and have to be desperate to go. They are not clean, and smell of urine all the time.”</i></p> <p><i>“Disgraceful. They are unclean at Paraparaumu Beach.”</i></p> <p><i>“They are really flash, but disgusting to use as they smell of urine, and look disgusting. The one down Maclean Street and down by Paraparaumu Beach.”</i></p> <p><i>“I was astonished and shocked at the condition of the one at Waikanae Beach. The one by Marine is great.”</i></p> <p><i>“The maintenance and standard of cleanliness is poor.”</i></p>

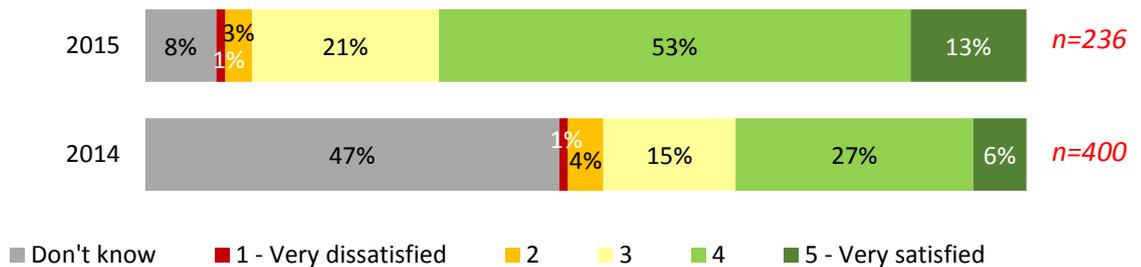
Parks and Open Space

Sports grounds and associated facilities are available at suitable times

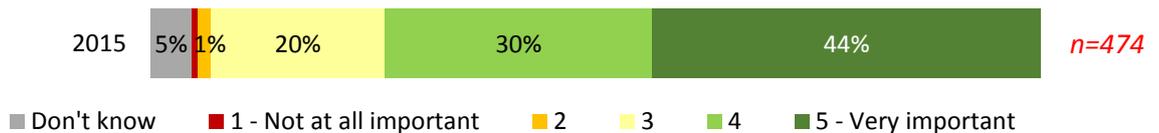
Over half of respondents (52%) have visited a Kapiti Coast District sports ground in the past 12 months. Two thirds of respondents (66%) who have visited a sportsground are satisfied that they are available at suitable times. When the adjusted satisfaction score (ratings of 4 to 5 excluding don't know and neither) is considered, the satisfaction is then 93% which is a 6% improvement on 2014 (87% satisfaction).

Over seven in ten respondents (74%) consider sportsgrounds and associated toilet and changing facilities are available at suitable times to be an important service with a mean score of 4.2.

Satisfaction



Importance



The 2015 questionnaire was amended to survey only those using sports grounds which has reduced the don't know responses.

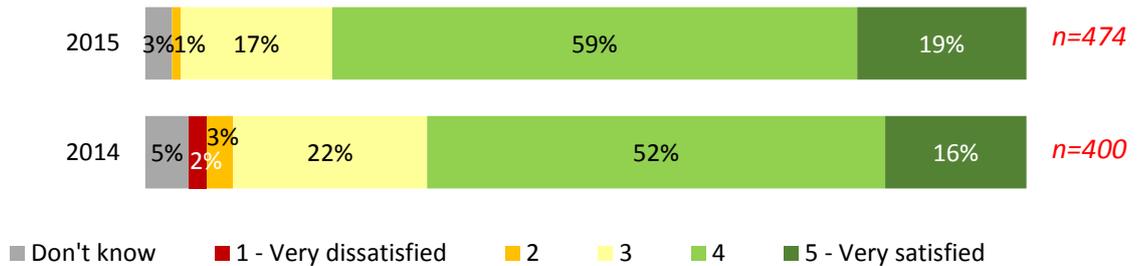
Reasons for satisfaction	Reasons for dissatisfaction
<p>Very satisfied (5)  13%</p> <hr/> <p>% mentioning (verbatim)</p> <p>Well maintained grounds / great facilities  85%</p> <p>Toilets clean / hygienic  27%</p> <p>Money well spent  12%</p> <p>Selected reasons for satisfaction:</p> <p><i>"Grounds are well maintained, and toilets clean and tidy."</i></p> <p><i>"Excellent new facility. Spick and span, and convenient."</i></p> <p><i>"My grandchildren come up to play soccer, and all facilities are good and well maintained."</i></p> <p><i>"I like the cafe at the turf, and the turf is good. Plus the children have got separate changing rooms."</i></p> <p><i>"The coastlands hokey turf is a great facility and a huge asset to the district. The Black Sticks and Japan played there."</i></p> <p><i>"It is money well spent for the young people."</i></p>	<p>Very dissatisfied (1)  1%</p> <hr/> <p>Reasons for dissatisfaction:</p> <p><i>"They have a big rugby field and netball courts, and there are only two toilets by the netball courts. There are toilets in the rugby changing rooms which are normally locked at night when there is rugby practice, and there is nowhere for young children to go."</i></p> <p><i>"At the main netball courts there is not enough parking or area to warm up. Soccer at Jim Cooke Park gets flooded. Otahere Park has no changing facilities."</i></p>

Range, variety and character of Council owned parks and open spaces

There is a high level of satisfaction amongst respondents with the range, variety and character of Council owned parks and open spaces (78% satisfied). When the adjusted satisfaction score (ratings of 4 to 5 excluding don't know and neither) is considered, the satisfaction is then 98% which has the highest level of satisfaction and is a 5% improvement on 2014 (93% satisfaction).

Over eight in ten respondents (83%) consider the range, variety and character of Council owned parks and open spaces to be an important service with a mean score of 4.2.

Satisfaction



Importance



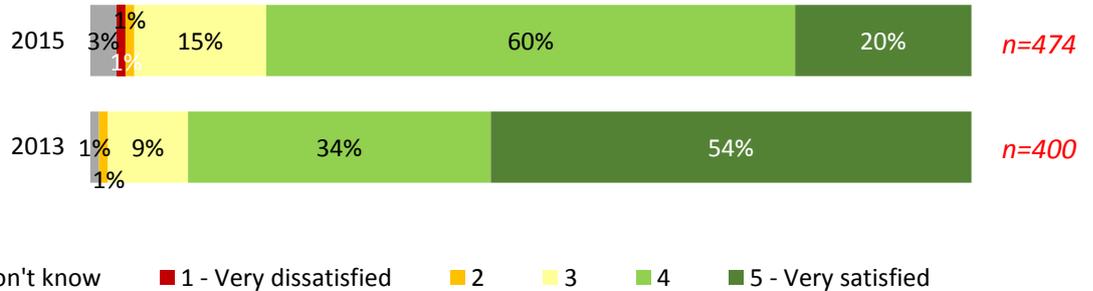
Reasons for satisfaction	Reasons for dissatisfaction
<p>Very satisfied (5) 19%</p> <hr/> <p style="text-align: right;">% mentioning (verbatim)</p> <p>Wide variety of parks/options 86%</p> <p>Well maintained/cared for/clean 53%</p> <p>Easy access 15%</p> <p><u>Selected reasons for satisfaction:</u></p> <p><i>"It is diverse, nicely kept, and there are plenty of rubbish bins."</i></p> <p><i>"They are comprehensive throughout the district, cater for a range of peoples activities, and they are well maintained."</i></p> <p><i>"They are very well designed and it's convenient to get to them. There are a variety of them, and they are excellent for children and picnics. There are some very pleasant walkways."</i></p> <p><i>"There is a wide range, and they are accessible, catering for a wide range of needs. The children's playgrounds are excellent. The walkways assist people to enjoy the best places in the district."</i></p>	<p>Very dissatisfied (1) 0%</p> <hr/> <p><u>Reasons for dissatisfaction:</u></p> <p><i>"There are not enough areas to take dogs to in general in Kapiti."</i></p> <p><i>"Weka Park, we go over there we take rubbish bags and last time we got 5 bags of rubbish, and pair undies and some socks."</i></p> <p><i>"Need more parks for playgrounds with more water features and train."</i></p>

Access points to beaches

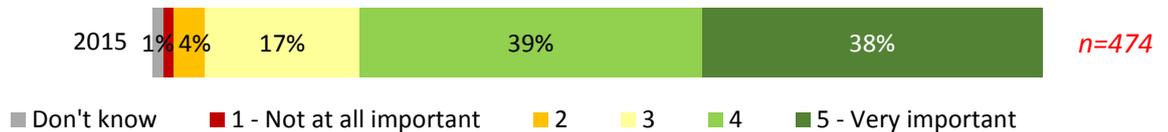
There is a high level of satisfaction amongst respondents with access points to beaches (80% satisfied). When the adjusted satisfaction score (ratings of 4 to 5 excluding don't know and neither) is considered, the satisfaction is then 98%.

Almost eight in ten respondents (77%) consider access points to beaches to be an important service with a mean score of 4.1.

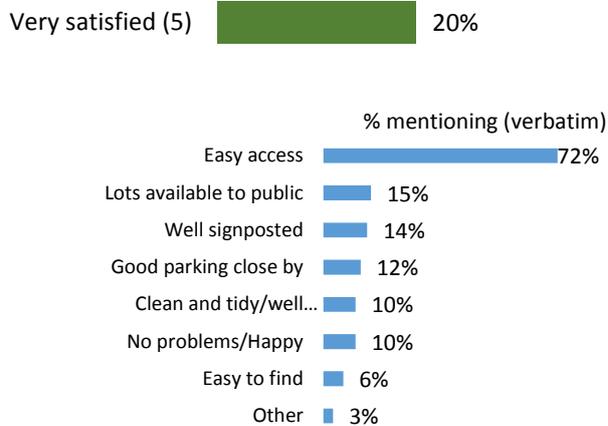
Satisfaction



Importance



Reasons for satisfaction



Selected reasons for satisfaction:

"They are everywhere, and are very good."
"Always good parking and access to the beach, and the walkways through Waikanae Reserve are excellent."
"Easy access, good parking and signposted. Nothing to improve."
"There are plenty of them, at any of the Kapiti Coast beaches, and always signposted."
"Easy to find."
"No problem getting there, and parking is good."
"For me, at my age and ability, they are really good."

Reasons for dissatisfaction

Very dissatisfied (1) 1%

Reasons for dissatisfaction:

"There should be better, or more signs on the Otaki Beach on the south end."
"I have a pram and it's hard to get down to the beach."
"I push a pram, only have one ramp which is for the boats. Point is, need footpath or another ramp for foot passengers or prams."
"The access points are deteriorating. Every time there is a storm or high tide it causes damage to the railings or wooden steps get ripped away. The rock wall has made our beach worse as the beach area with the sand has disappeared."

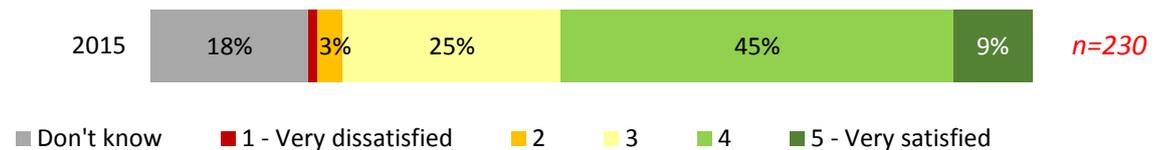
Community support

Council's community support services

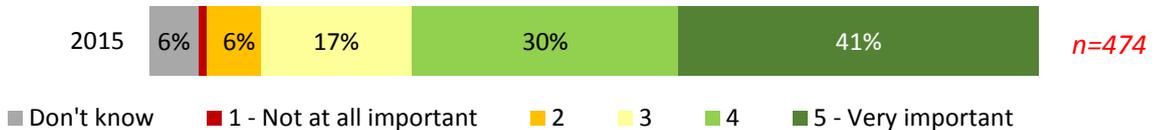
Almost half of respondents (48%) are aware of the Council's community support services with 54% of those aware satisfied with the service. When the adjusted satisfaction score (ratings of 4 to 5 excluding don't know and neither) is considered, the satisfaction is then 94%.

Over seven in ten respondents (71%) consider the Council's community support services to be an important service with a mean score of 4.1.

Satisfaction



Importance



Reasons for satisfaction	Reasons for dissatisfaction
<p>Very satisfied (5) 9%</p> <hr/> <p>% mentioning (verbatim)</p> <ul style="list-style-type: none"> Delivers a wide range of services / programmes / activities / events 47% They have developed positive relationships with the community 40% Very helpful people / Caring 18% <p>Selected reasons for satisfaction:</p> <p><i>"My own community group has recently had grants given. It is nice to have something on a local level."</i></p> <p><i>"They spread it as far as possible, and do not concentrate on one thing."</i></p> <p><i>"It is a transparent system. A very open system, and dealt with fairly."</i></p> <p><i>"They supported beach cleanup yesterday. The council does support the community, and know they are more than willing to assist in community events."</i></p> <p><i>"The Council is very supportive of events in the area that I am associated with."</i></p> <p><i>"Because I know they help small groups and individuals who find it hard to fundraise for their activities."</i></p>	<p>Very dissatisfied (1) 1%</p> <hr/> <p>Reasons for dissatisfaction:</p> <p><i>"They give away too much."</i></p> <p><i>"I don't believe it's the Council's role."</i></p>

Development Management

Town centres have high quality public spaces and facilities

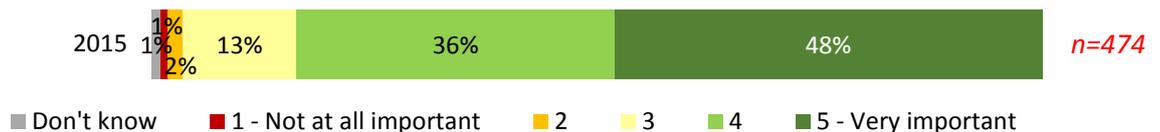
Over half of respondents (51%) are satisfied that the town centres have high quality public spaces and facilities that are safe and functional. When the adjusted satisfaction score (ratings of 4 to 5 excluding don't know and neither) is considered, the satisfaction is then 80% which is a 10% improvement on 2014 (70% satisfaction).

Over eight in ten respondents (84%) consider town centres having high quality public spaces and facilities that are safe and functional to be an important service with a mean score of 4.3.

Satisfaction

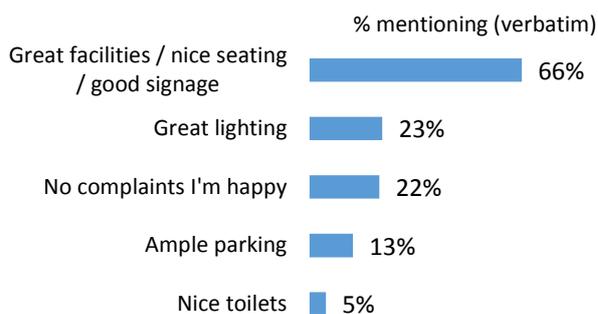


Importance



Reasons for satisfaction

Very satisfied (5) ■ 5%

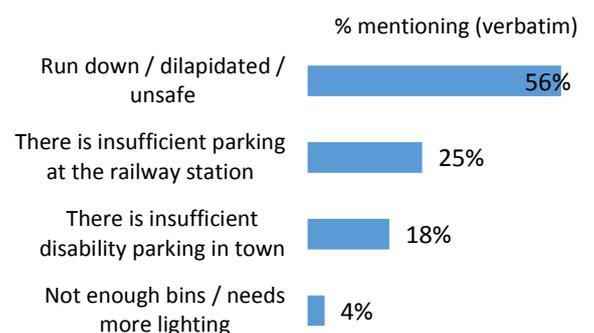


Selected reasons for satisfaction:

"Car park at the mall, sheltered seating."
"Good facilities. Open toilets. Well patronised."
"All have ample parking, and are easy to get in and out off. Paraparamu gets a bit congested at times."
"They are at convenient points in the suburbs, and well maintained. The seating is excellent."
"I have no complaints."
"They are beautifying the area with trees and seats, and providing rubbish bins."
"You feel safe there in the open. It is well lit up."

Reasons for dissatisfaction

Very dissatisfied (1) ■ 5%



Selected reasons for dissatisfaction:

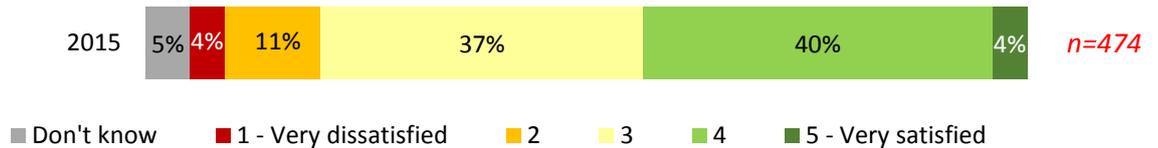
"It's run down, and they try to get money out of parking when there is sufficient parking. There is nothing much there. It needs developing."
"Mahara Place is tired and dilapidated. It has very few high quality shops and is a dinosaur. It is boring. It would be nice if it was a boutique shopping area like Raumati Beach."
"Parking in Otaki is difficult. Footpath is too wide."
"We need more car parks, and more car parks at the railway centre."

Development of the district

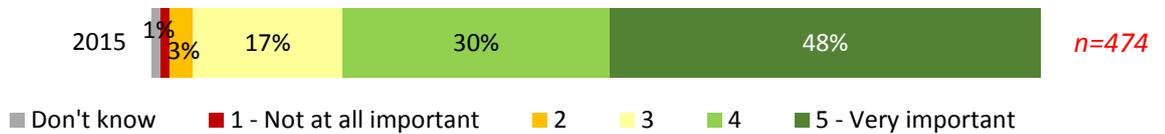
Over four in ten respondents (44%) agree that the district is developing in a way that takes into account its unique character and natural environment. When the adjusted satisfaction score (ratings of 4 to 5 excluding don't know and neither) is considered, the satisfaction is then 75%.

Almost eight in ten respondents (78%) consider the district developing in a way that takes into account its unique character and natural environment to be an important service with a mean score of 4.2.

Satisfaction



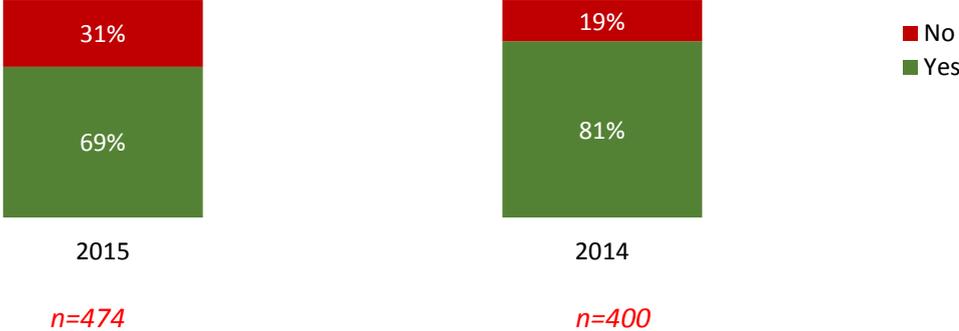
Importance



Reasons for satisfaction	Reasons for dissatisfaction
<p>Very satisfied (5) ■ 4%</p> <hr/> <p style="text-align: right;">% mentioning (verbatim)</p> <p>Planning is made with the community and environment in mind ■ 72%</p> <p>I'm happy with the changes ■ 32%</p> <p>Don't know ■ 4%</p>	<p>Very dissatisfied (1) ■ 4%</p> <hr/> <p style="text-align: right;">% mentioning (verbatim)</p> <p>Because of the motorway ■ 49%</p> <p>Losing it's original character / community not being listened to ■ 46%</p> <p>The environment is being destroyed ■ 34%</p>
<p><u>Selected reasons for satisfaction:</u></p> <p><i>"We are unique. We have walks, and rivers we can walk down."</i></p> <p><i>"They have kept the area in the right perspective. I like the walkways."</i></p> <p><i>"Just that there is a lot of progress going on in the community, always updating stuff."</i></p> <p><i>"Seem to take into account the area and improving with landscaping."</i></p> <p><i>"The road is a good example they are obviously taking care of environment making sure top priority. I am impressed with how they have gone about it."</i></p>	<p><u>Selected reasons for dissatisfaction:</u></p> <p><i>"The expressway is going to wreck Kapiti. A complete disaster."</i></p> <p><i>"I do not think there is not enough of the community being listened too."</i></p> <p><i>"I think the rate of development is far too rapid. Not allowing natural pace of growth. It is too intense and it is destroying the village character of the coast. It is becoming like a dormitory suburb of Wellington. Not enough attention has been paid in Paraparaumu for green spaces."</i></p> <p><i>"The expressway has ruined it. They put it in the wrong place."</i></p>

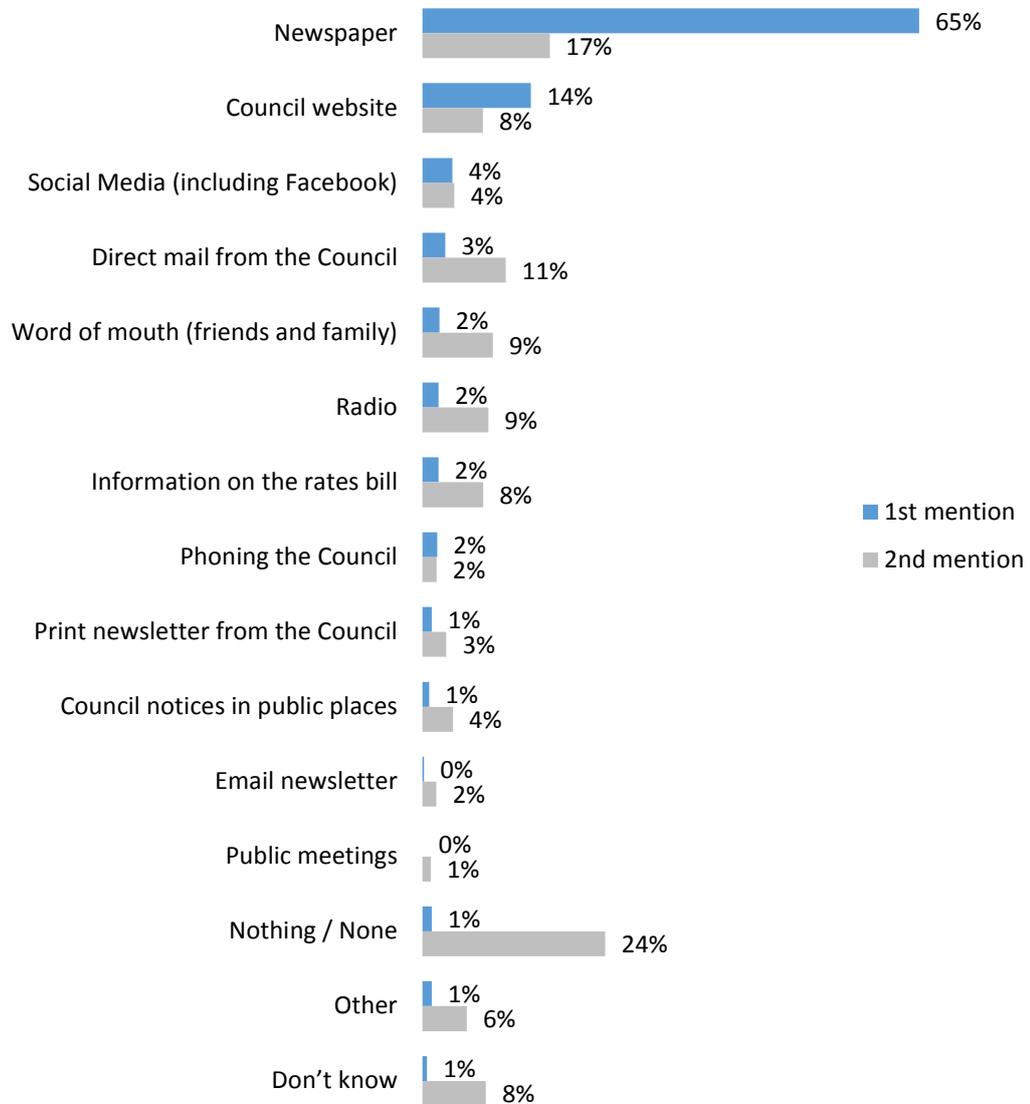
Emergency management

Almost seven in ten respondents (69%) have an emergency plan and a kit which has decreased from 81% in 2014.



Sources of information to keep up to date with Council activities

The main source of information that respondents use to keep up to date with Council activities is the newspaper (82%).



n=474



Findings by Community Board Area

Paraparaumu-Raumati¹

The following Council services and activities are plotted in the 'Excellent' quadrant of the combined grid chart, this indicated that the services and activities have above average satisfaction and importance.

- Kerbside collection services
- Public toilets are clean, well-maintained and safe
- Street lighting

The Council services and activities that are plotted in the 'Priorities for Improvement' quadrant of the combined grid chart are:

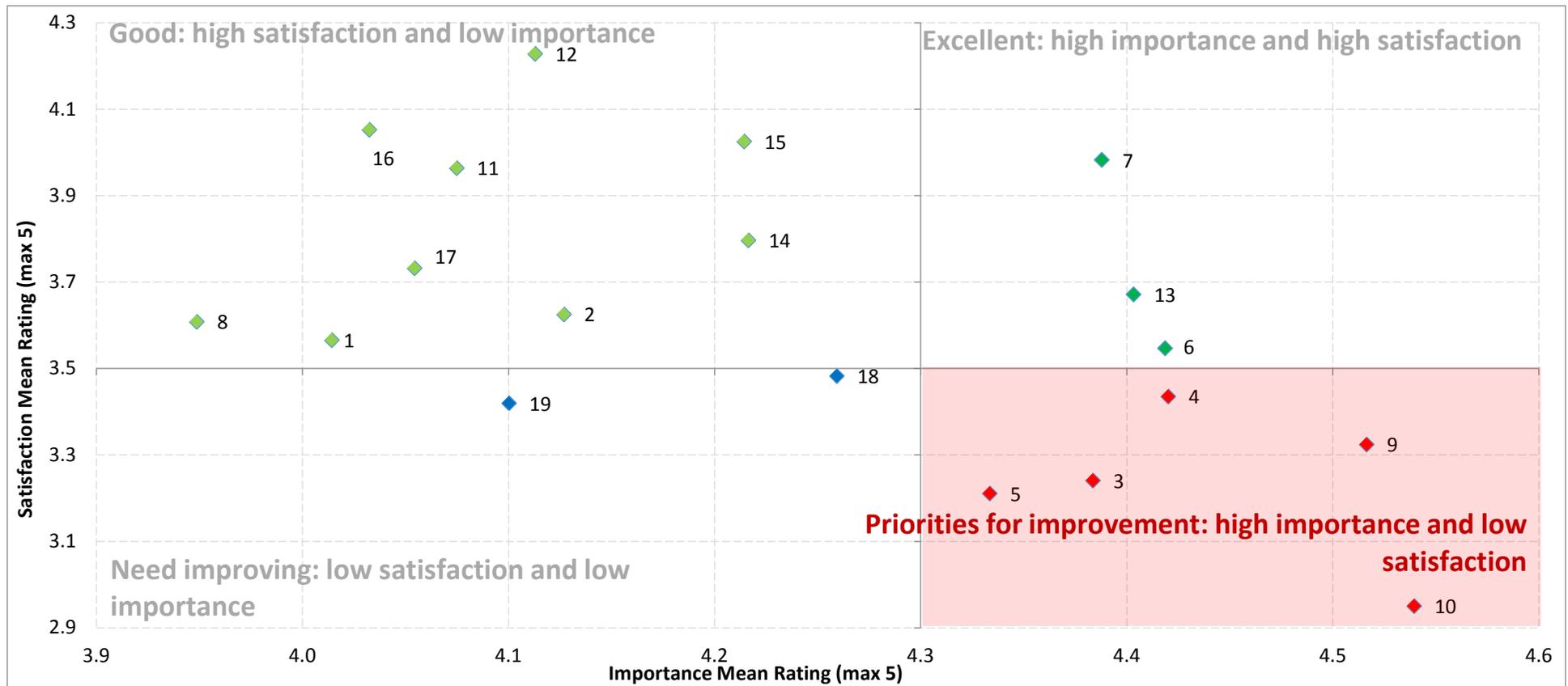
- Council roads allow for easy movement around the district
- The condition of Council roads
- The condition of Council footpaths
- The public's physical safety is safeguarded by the storm water system during flooding events
- The quality of Council's water supply

The most important Council service or activity to respondents are '*The quality of Council's water supply*' (mean rating of 4.5) which had a satisfaction mean rating of 3.0 and '*The public's physical safety is safeguarded by the storm water system during flooding events*' (mean rating of 4.5) which had a satisfaction mean rating of 3.3.

Respondents are most satisfied with '*The standard of the district's libraries*' (satisfaction mean rating of 4.2), '*Access points to beaches*' (satisfaction mean rating of 4.1) and '*The range, variety and character of Council owned parks and open spaces*' (satisfaction mean rating of 4.0).

¹ Responses exclude 'don't know'

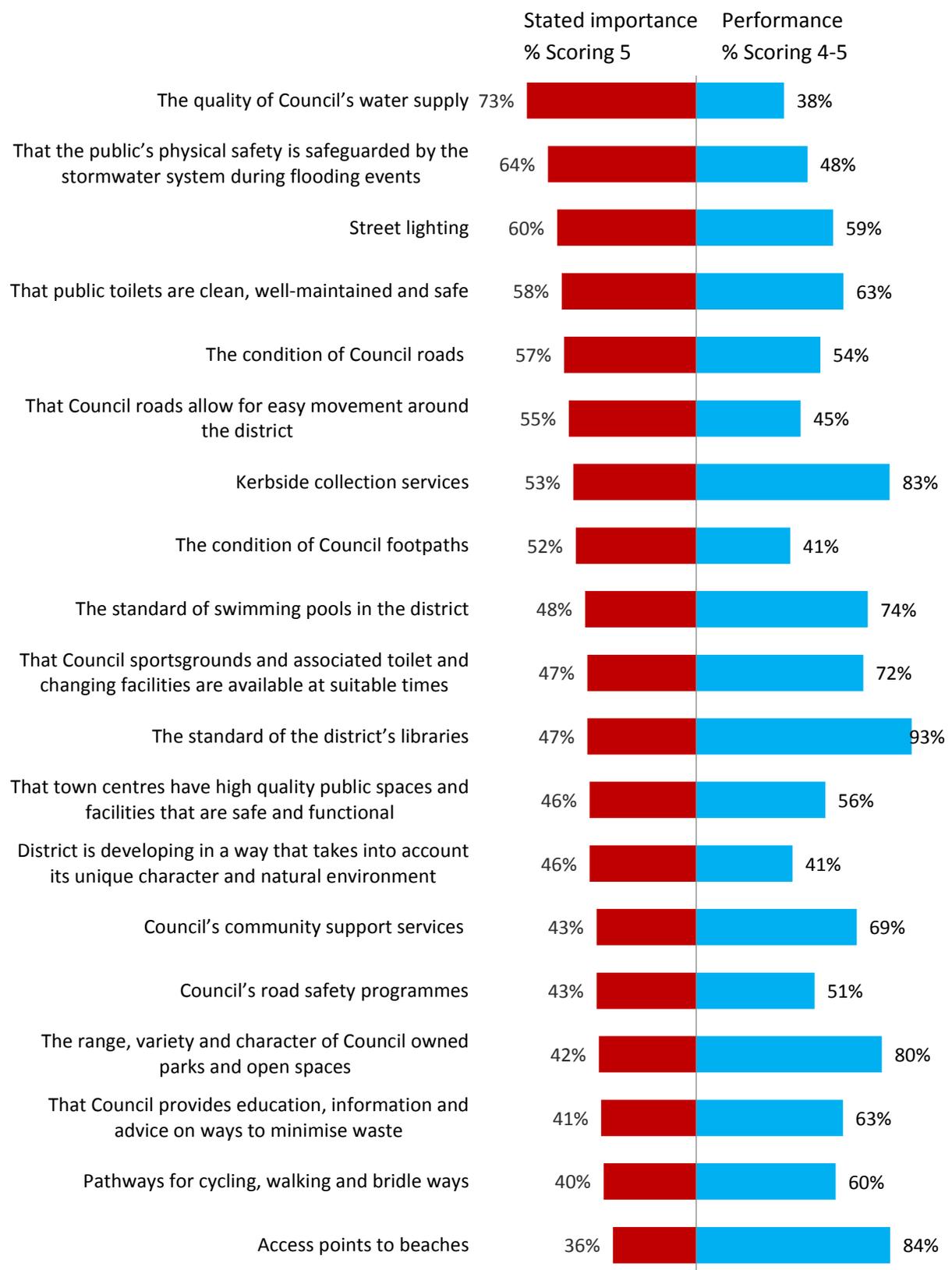
Focus Areas for Council Services: Paraparaumu-Raumati



1. Council's road safety programmes
2. Pathways for cycling, walking and bridle ways
3. That Council roads allow for easy movement around the district
4. The condition of Council roads
5. The condition of Council footpaths
6. Street lighting
7. Kerbside collection services
8. That Council provides education, information and advice on ways to minimise waste
9. That the public's physical safety is safeguarded by the storm water system during flooding events
10. The quality of Council's water supply
11. The standard of swimming pools in the district

12. The standard of the district's libraries
13. That public toilets are clean, well-maintained and safe
14. That Council sportsgrounds and associated toilet and changing facilities are available at suitable times
15. The range, variety and character of Council owned parks and open spaces
16. Access points to beaches
17. Council's community support services
18. That town centres have high quality public spaces and facilities that are safe and functional
19. That the district is developing in a way that takes into account its unique character and natural environment

Paraparaumu-Raumati: Performance and importance (excluding don't know responses)



Paekakariki¹

The following Council services and activities are plotted in the 'Excellent' quadrant of the combined grid chart, this indicated that the services and activities have above average levels of satisfaction and importance.

- Public toilets are clean, well-maintained and safe
- The range, variety and character of Council owned parks and open spaces
- Council's community support services

The Council services and activities that are plotted in the 'Priorities for Improvement' quadrant of the combined grid chart are:

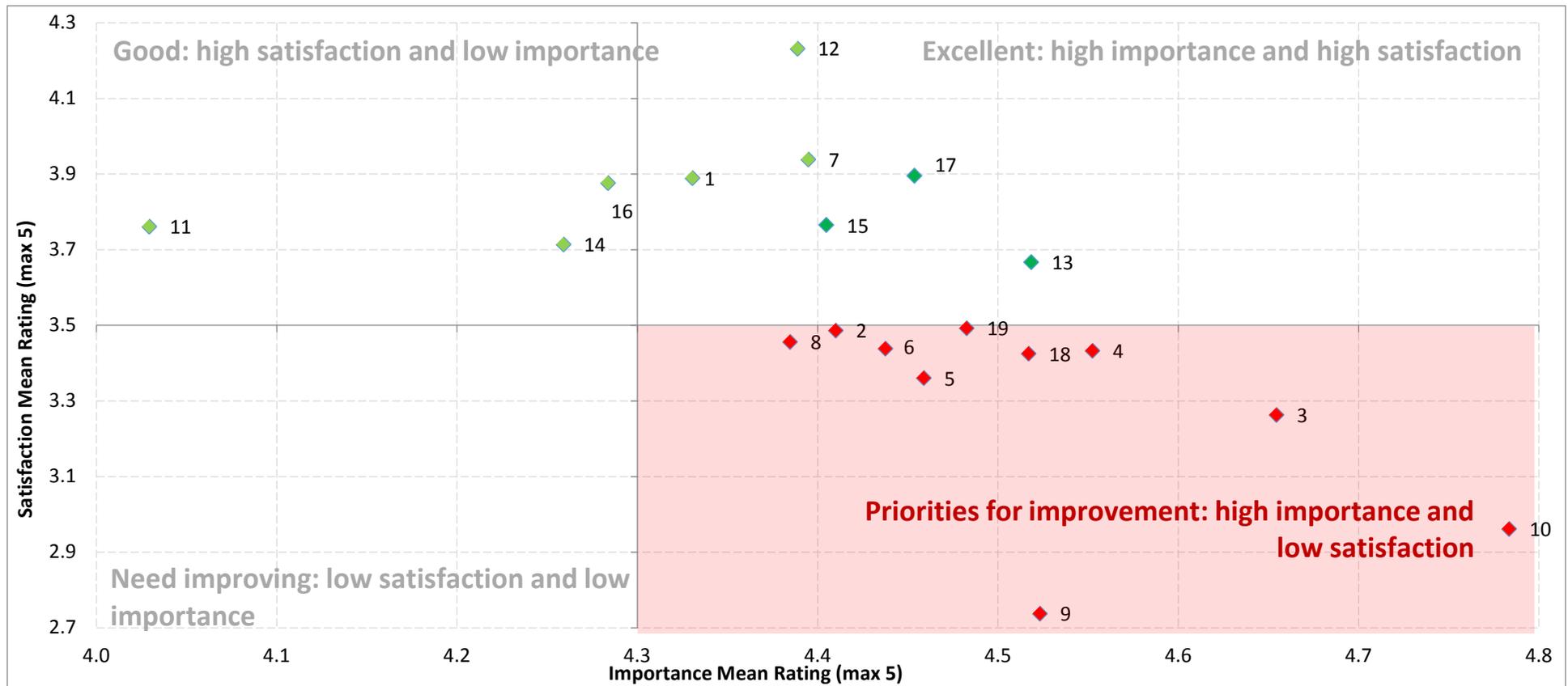
- Pathways for cycling, walking and bridle ways
- Council roads allow for easy movement around the district
- The condition of Council roads
- The condition of Council footpaths
- Street lighting
- That Council provides education, information and advice on ways to minimise waste
- The public's physical safety is safeguarded by the storm water system during flooding events
- The quality of Council's water supply
- Town centres have high quality public spaces and facilities that are safe and functional
- The district is developing in a way that takes into account its unique character and natural environment

The most important Council service or activity to respondents are 'The quality of Council's water supply' (mean rating of 4.8) which had a satisfaction mean rating of 3.0, 'Council roads allow for easy movement around the district' (mean rating of 4.7) which had a satisfaction mean rating of 3.3 and 'The condition of Council roads' (mean rating of 4.6) which had a satisfaction mean rating of 3.4.

Respondents are most satisfied with 'The standard of the district's libraries' (satisfaction mean rating of 4.2) and 'Kerbside collection services' (satisfaction mean rating of 3.9).

¹ Responses exclude 'don't know'

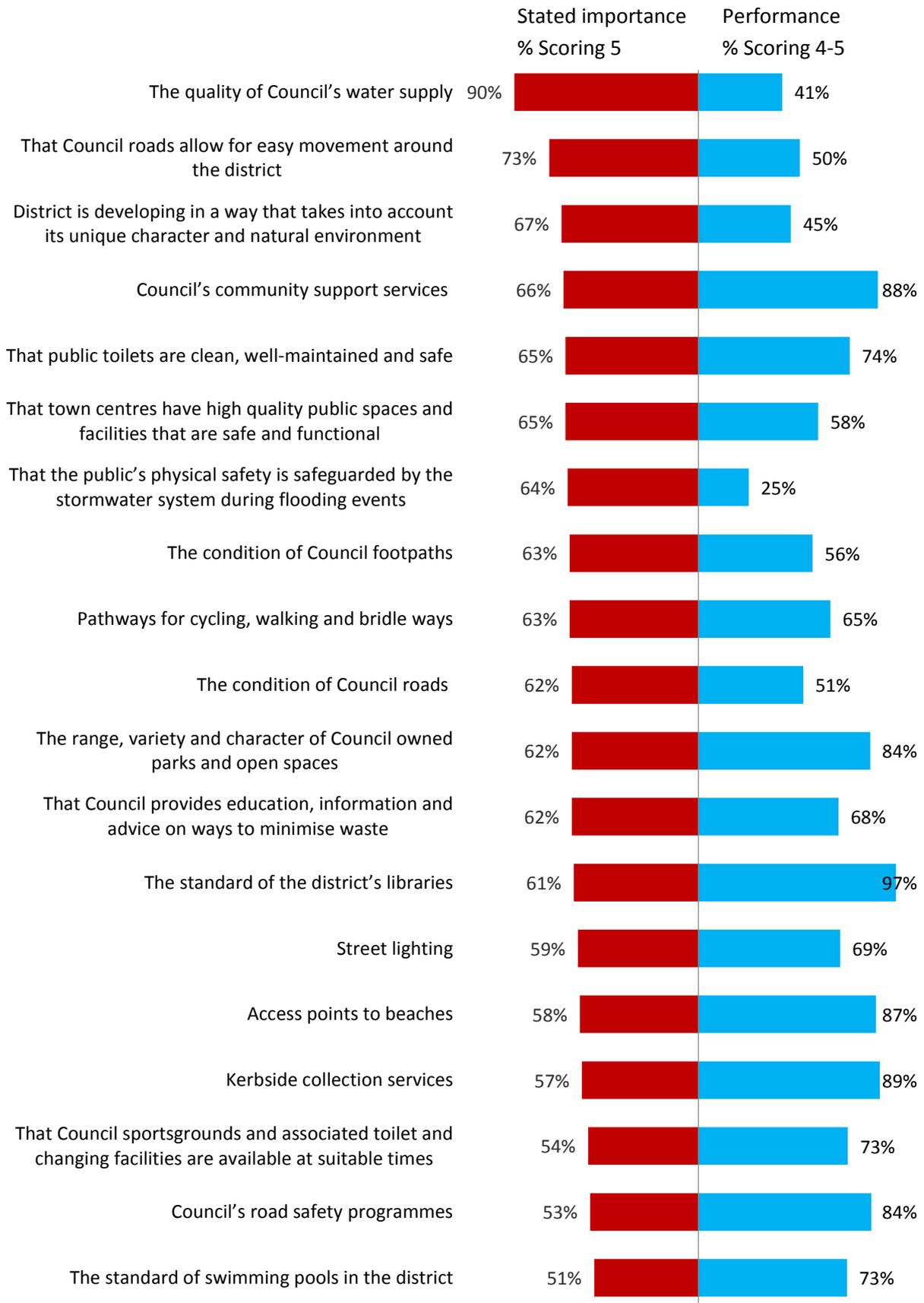
Focus Areas for Council Services: Paekakariki



1. Council's road safety programmes
2. Pathways for cycling, walking and bridle ways
3. That Council roads allow for easy movement around the district
4. The condition of Council roads
5. The condition of Council footpaths
6. Street lighting
7. Kerbside collection services
8. That Council provides education, information and advice on ways to minimise waste
9. That the public's physical safety is safeguarded by the storm water system during flooding events
10. The quality of Council's water supply
11. The standard of swimming pools in the district

12. The standard of the district's libraries
13. That public toilets are clean, well-maintained and safe
14. That Council sportsgrounds and associated toilet and changing facilities are available at suitable times
15. The range, variety and character of Council owned parks and open spaces
16. Access points to beaches
17. Council's community support services
18. That town centres have high quality public spaces and facilities that are safe and functional
19. That the district is developing in a way that takes into account its unique character and natural environment

Paekakariki: Performance and importance (excluding don't know responses)



Otaki¹

The following Council services and activities are plotted in the '*Excellent*' quadrant of the combined grid chart, this indicated that the services and activities have above average levels of satisfaction and importance.

- The quality of Council's water supply
- Public toilets are clean, well-maintained and safe
- The range, variety and character of Council owned parks and open spaces
- The district is developing in a way that takes into account its unique character and natural environment

The Council services and activities that are plotted in the '*Priorities for Improvement*' quadrant of the combined grid chart are:

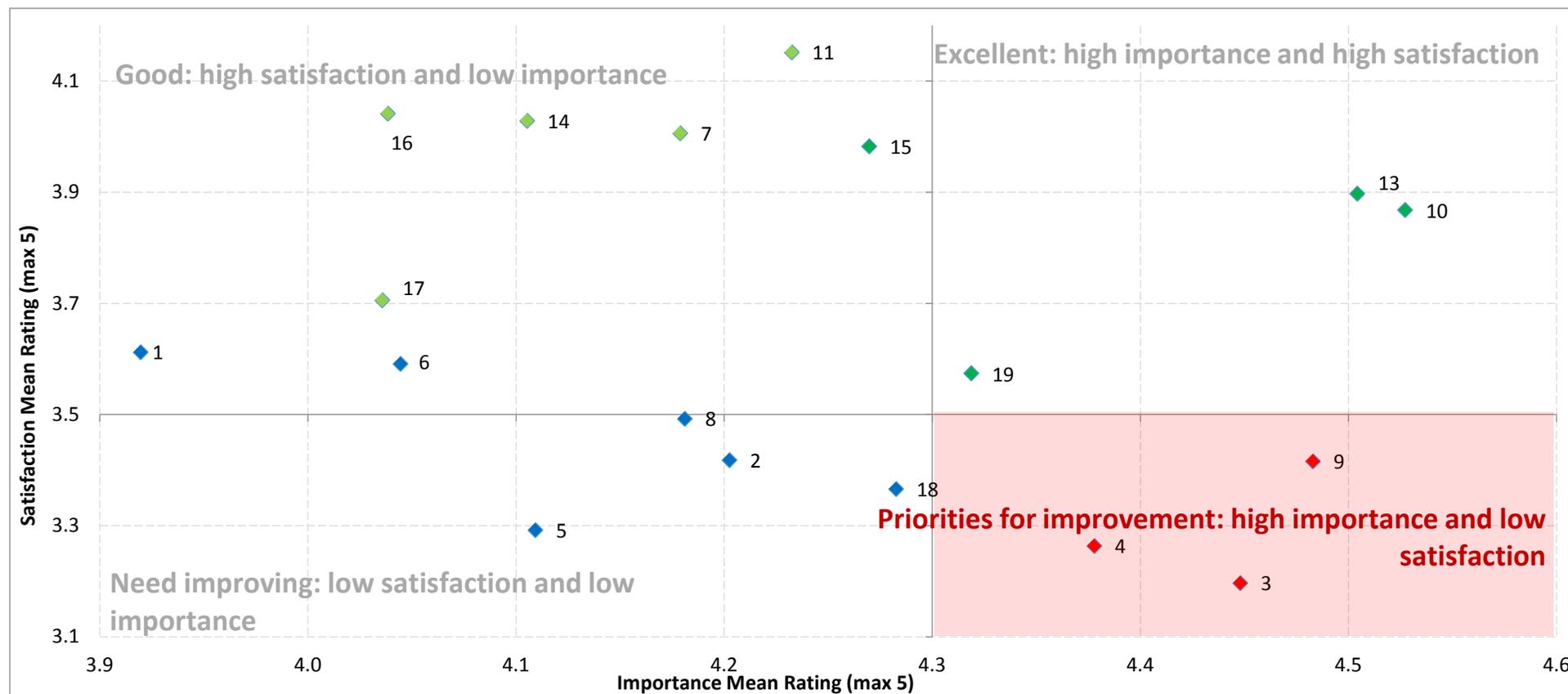
- Council roads allow for easy movement around the district
- The condition of Council roads
- The public's physical safety is safeguarded by the storm water system during flooding events

The most important Council service or activity to respondents are '*The quality of Council's water supply*' (mean rating of 4.5) which had a satisfaction mean rating of 3.9 and '*That public toilets are clean, well-maintained and safe*' (mean rating of 4.5) which had a satisfaction mean rating of 3.9.

Respondents are most satisfied with '*The standard of the district's libraries*' (satisfaction mean rating of 4.2) and '*The standard of swimming pools in the district*' (satisfaction mean rating of 4.2).

¹ Responses exclude 'don't know'

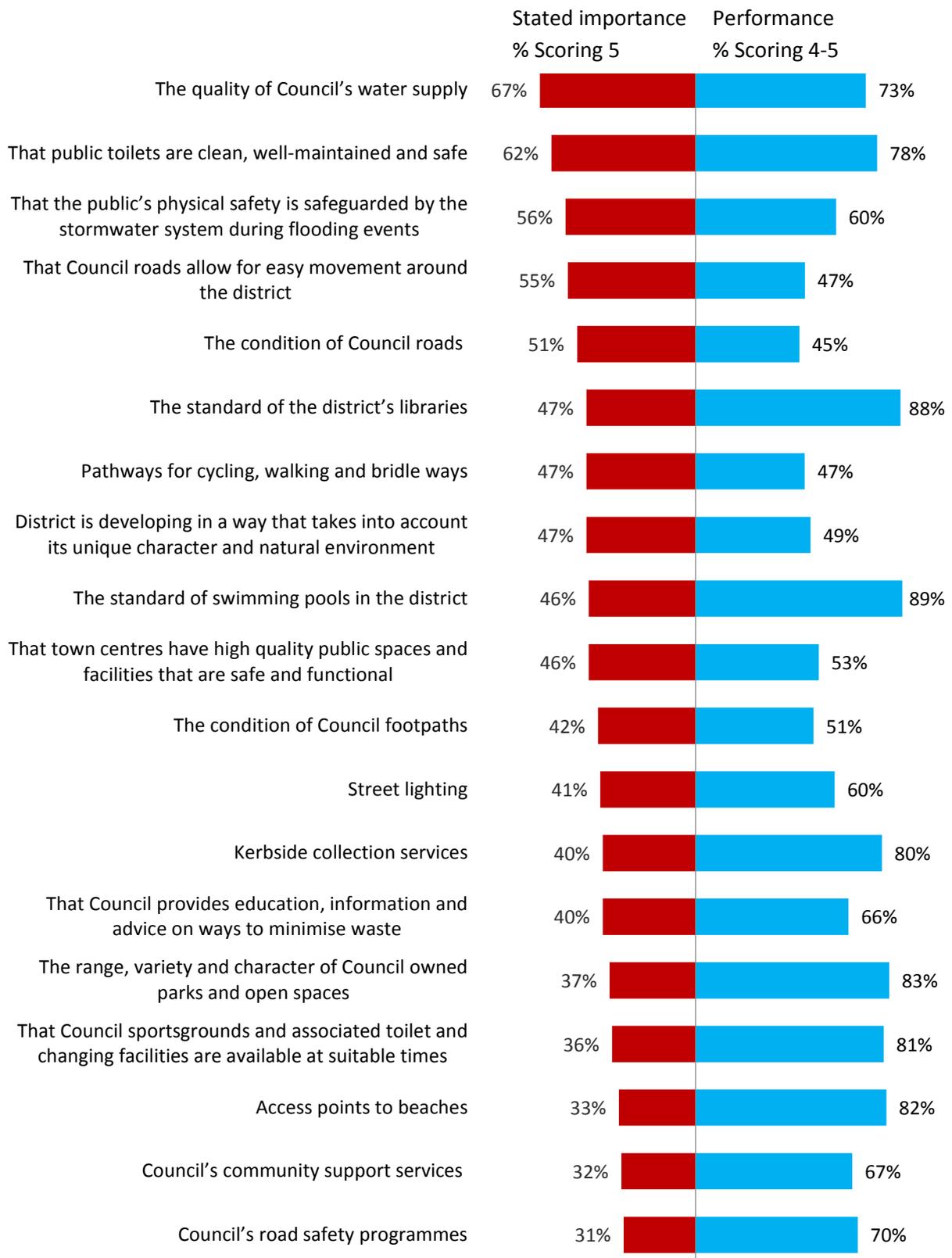
Focus Areas for Council Services: Otaki



1. Council's road safety programmes
2. Pathways for cycling, walking and bridle ways
3. That Council roads allow for easy movement around the district
4. The condition of Council roads
5. The condition of Council footpaths
6. Street lighting
7. Kerbside collection services
8. That Council provides education, information and advice on ways to minimise waste
9. That the public's physical safety is safeguarded by the storm water system during flooding events
10. The quality of Council's water supply
11. The standard of swimming pools in the district

12. The standard of the district's libraries
13. That public toilets are clean, well-maintained and safe
14. That Council sportsgrounds and associated toilet and changing facilities are available at suitable times
15. The range, variety and character of Council owned parks and open spaces
16. Access points to beaches
17. Council's community support services
18. That town centres have high quality public spaces and facilities that are safe and functional
19. That the district is developing in a way that takes into account its unique character and natural environment

Otaki: Performance and importance (excluding don't know responses)



Waikanae¹

The following Council services and activities are plotted in the 'Excellent' quadrant of the combined grid chart, this indicated that the services and activities have above average levels of satisfaction and importance.

- Kerbside collection services
- Public toilets are clean, well-maintained and safe
- Street lighting

The Council services and activities that are plotted in the 'Priorities for Improvement' quadrant of the combined grid chart are:

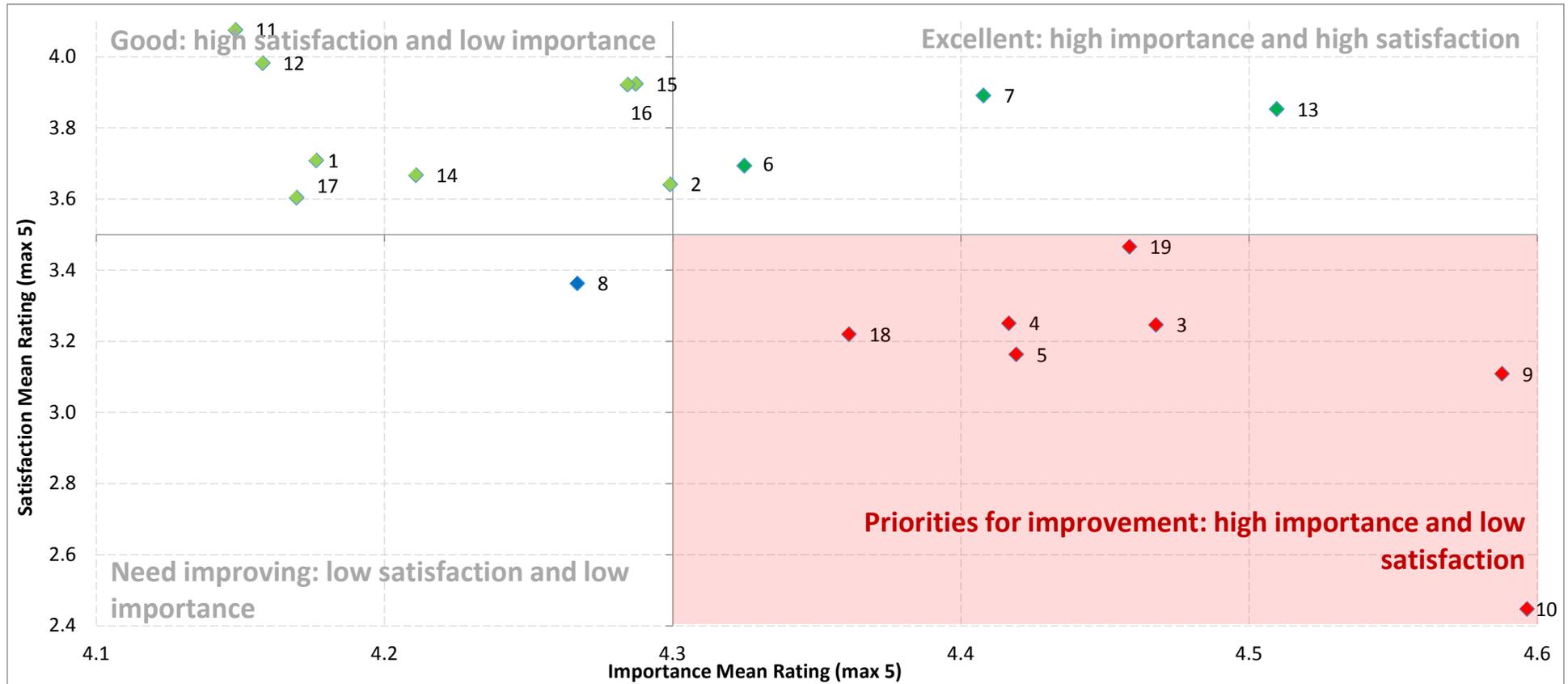
- Council roads allow for easy movement around the district
- The condition of Council roads
- The condition of Council footpaths
- The public's physical safety is safeguarded by the storm water system during flooding events
- The quality of Council's water supply
- Town centres have high quality public spaces and facilities that are safe and functional
- The district is developing in a way that takes into account its unique character and natural environment

The most important Council service or activity to respondents are '*The quality of Council's water supply*' (mean rating of 4.6) which had a satisfaction mean rating of 2.5 and '*The public's physical safety is safeguarded by the storm water system during flooding events*' (mean rating of 4.6) which had a satisfaction mean rating of 3.1.

Respondents are most satisfied with '*The standard of swimming pools in the district*' (satisfaction mean rating of 4.1) and '*The standard of the district's libraries*' (satisfaction mean rating of 4.0).

¹ Responses exclude 'don't know'

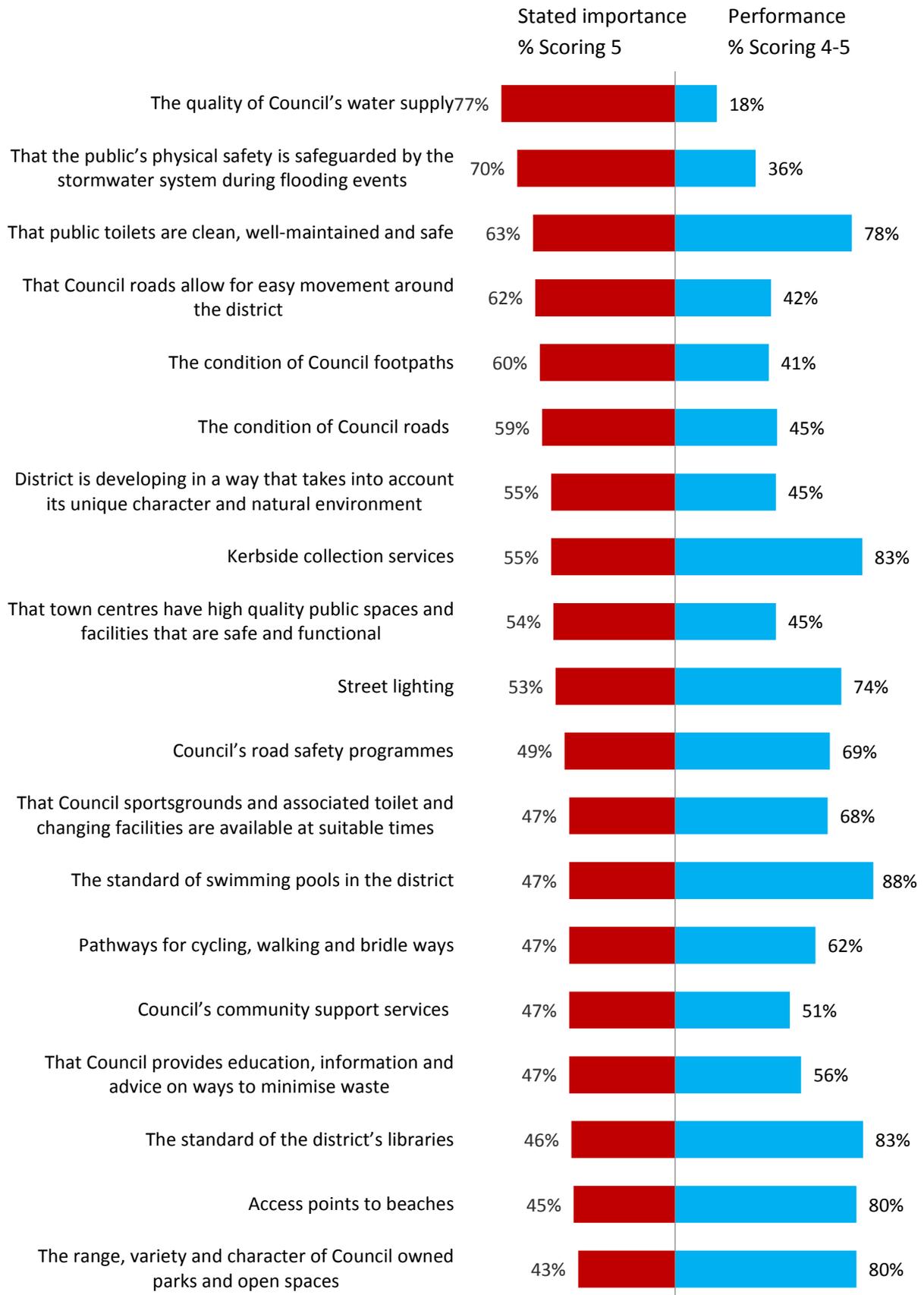
Focus Areas for Council Services: Waikanae



1. Council's road safety programmes
2. Pathways for cycling, walking and bridle ways
3. That Council roads allow for easy movement around the district
4. The condition of Council roads
5. The condition of Council footpaths
6. Street lighting
7. Kerbside collection services
8. That Council provides education, information and advice on ways to minimise waste
9. That the public's physical safety is safeguarded by the storm water system during flooding events
10. The quality of Council's water supply
11. The standard of swimming pools in the district

12. The standard of the district's libraries
13. That public toilets are clean, well-maintained and safe
14. That Council sportsgrounds and associated toilet and changing facilities are available at suitable times
15. The range, variety and character of Council owned parks and open spaces
16. Access points to beaches
17. Council's community support services
18. That town centres have high quality public spaces and facilities that are safe and functional
19. That the district is developing in a way that takes into account its unique character and natural environment

Waikanae: Performance and importance (excluding don't know responses)

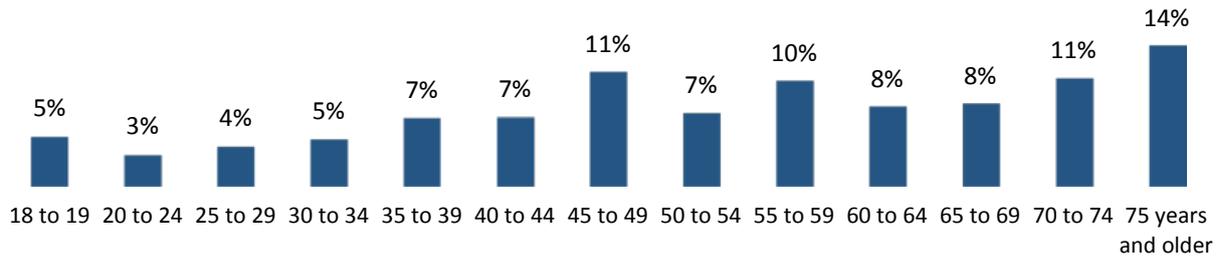




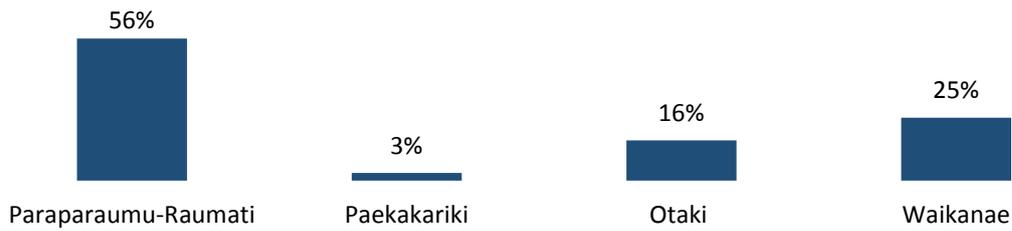
Sample profile

(weighted proportions)

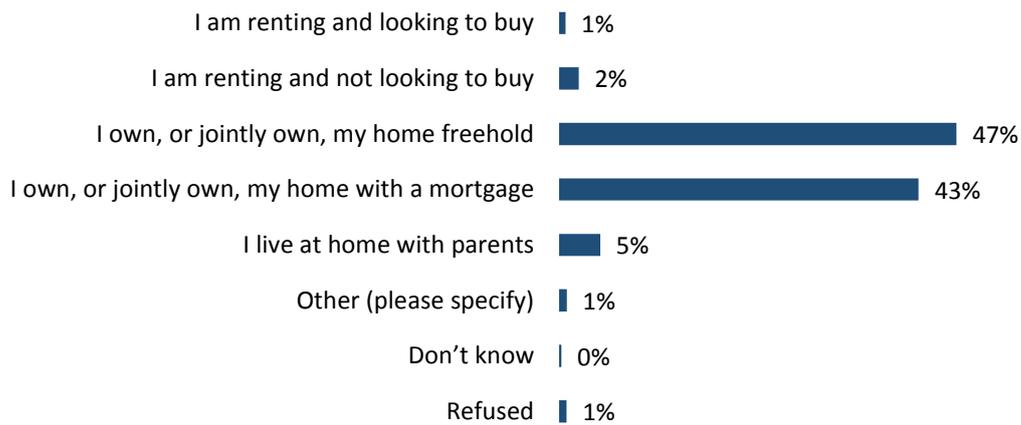
What age group are you in?



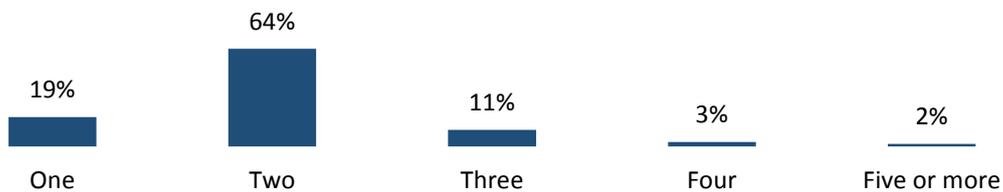
Which community board area in the Kāpiti Coast District Council do you live in?



Which of the following describes the home you live in?

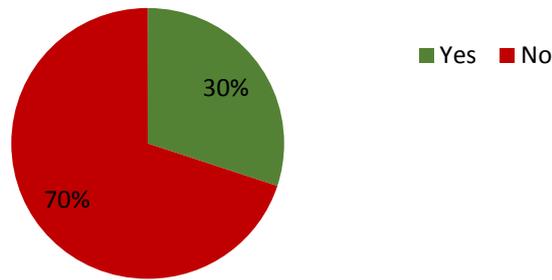


How many people 18 years and older are currently living in your household, including yourself?

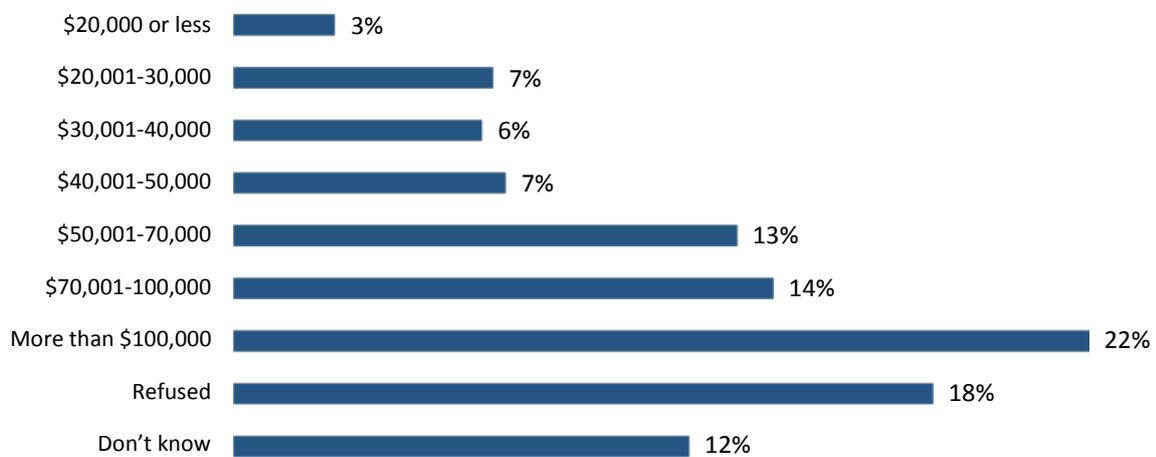


n=474

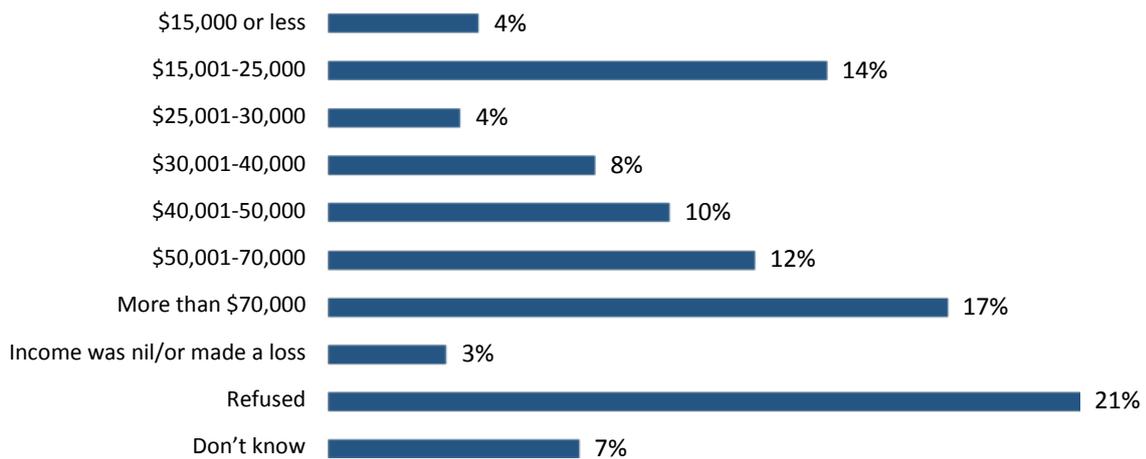
Do you have dependent children under the age of 18?



What is the approximate combined before tax income in your household?

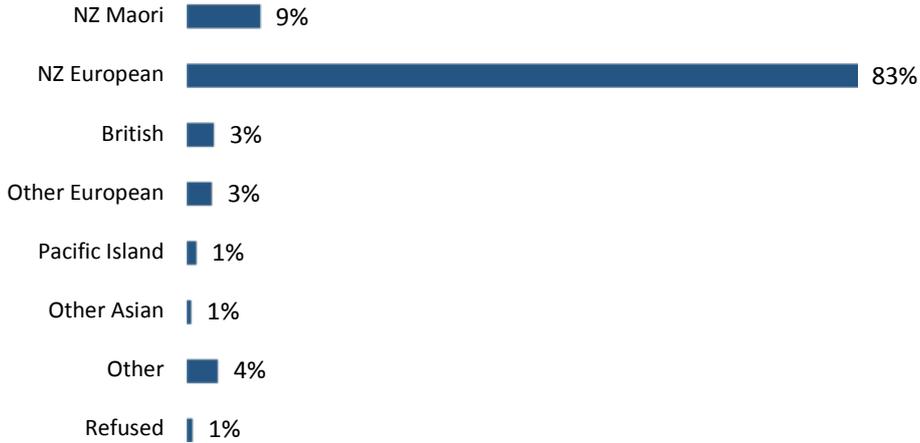


What is your total personal income, including income support, before tax?

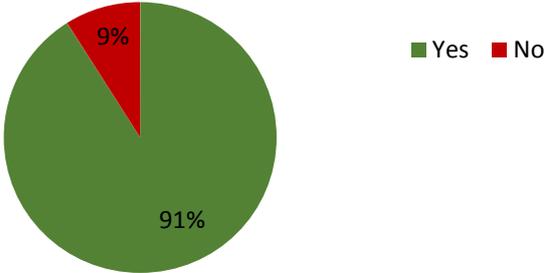


n=474

Which of the following ethnic groups do you belong to?



Do you pay rates to the Kāpiti Coast District Council?



n=474