

Chairperson and Committee Members
CORPORATE BUSINESS COMMITTEE

8 OCTOBER 2015

Meeting Status: **Public**

Purpose of Report: For Information

RESIDENT OPINION SURVEY 2015 - OVERVIEW

PURPOSE OF REPORT

- 1 This report provides the Corporate Business Committee with an overview of results of the June 2015 Resident Opinion Survey. The full report of results on the survey is attached (see Appendix 3), as is the Additional Information Report (see Appendix 4), which includes verbatim comments from respondents.

DELEGATION

- 2 The Corporate Business Committee has delegated authority to consider this report under the following delegation in the governance structure:

Section B.3.7:

Annual Planning

7.3 Authority to monitor Annual Plan implementation.

BACKGROUND

- 3 Annual Resident Opinion Surveys were started in 2010 with the first three surveys done by UMR Research. Key Research was contracted in 2013 to undertake the subsequent three-year survey programme. This year's survey was undertaken in June 2015 (see Appendix 1 for this year's survey questions). A total sample size of 474 residents aged over 18 years, were surveyed by telephone across the four community board areas of Ōtaki, Waikanae, Paraparaumu, Paekākāriki and Raumati.
- 4 The survey enables a representative sample of residents to provide feedback across a selected range of Council services. The focus is on levels of satisfaction with services and how they are delivered, as well as the relative importance of the services provided. In this way, the Council can make informed decisions on how to prioritise the allocation of its resources to meet residents' needs, while taking into account the priority residents themselves attach to the services in question. Please note that the survey covers a range, but not all, of council's activity areas as some are assessed by other feedback and reporting mechanisms.
- 5 The analysis of survey results was conducted in July 2015 and the report finalised by Key Research at the beginning of August (Appendix 3). The survey report compares this year's results with previous surveys, where applicable, to allow measurement of perceived improvements, or reductions, in performance over time.

Changes to survey questionnaire

- 6 The approach to the Resident Opinion Survey was modified this year. A significant number of questions in last year's survey returned high levels of 'don't know' responses and many of the verbatim comments suggested that respondents weren't always clear what the question was asking.
- 7 The approach this year was changed in two ways:
 - i) for some service/activity questions, we screened for those who had experience of the service/activity; and
 - ii) for others, we simplified the questions and added descriptive preambles so that respondents would have a clearer understanding about what the question was asking (see Appendix 1).
- 8 This year's survey results show a significant reduction in 'don't know' responses for some questions which is likely to be attributable to these changes.
- 9 As part of developing the 2015-35 FutureKāpiti long term plan, the council reviewed its performance measures and through that process the number of measures that are measured through the residents survey has significantly reduced.
- 10 All of these actions have provided the opportunity to simplify and shorten the survey.
- 11 As noted, the residents survey is only one of the mechanisms used to report performance set out in the long term plan.

CONSIDERATIONS

- 12 This report provides an overview of the objectives of the research and results of the survey and actions that have been taken or are planned, to address those issues that show up in the survey as being highly important to residents but that have a low level of satisfaction.

Research Objectives

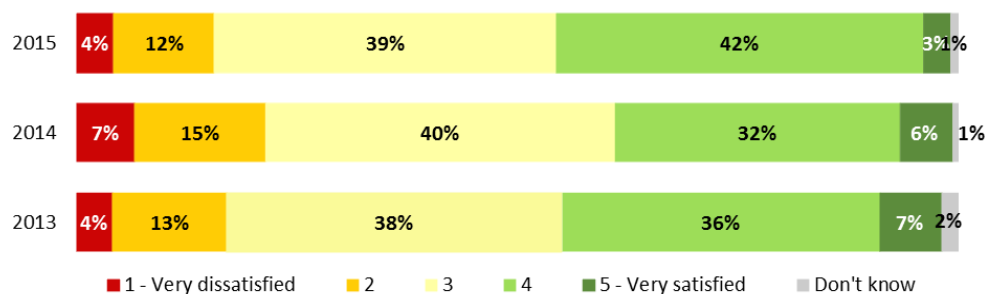
- 13 The research has two objectives. The primary objective is to measure resident satisfaction with a number of key activities that the Council is responsible for, so that residents' change of perception against existing baseline results can be measured.
- 14 The secondary objective is to provide insights into how the Council might best place resources to improve service levels and resident satisfaction in the future, particularly for core activities.
- 15 The Resident Opinion Survey provides a representation of public opinion on Council services. The results are formed both from actual experience of services and wider communications, including word of mouth. Satisfaction with particular aspects of Council service is also influenced by changing expectations of service delivery in addition to the effectiveness and efficiency of actual service delivery.

Summary of Performance

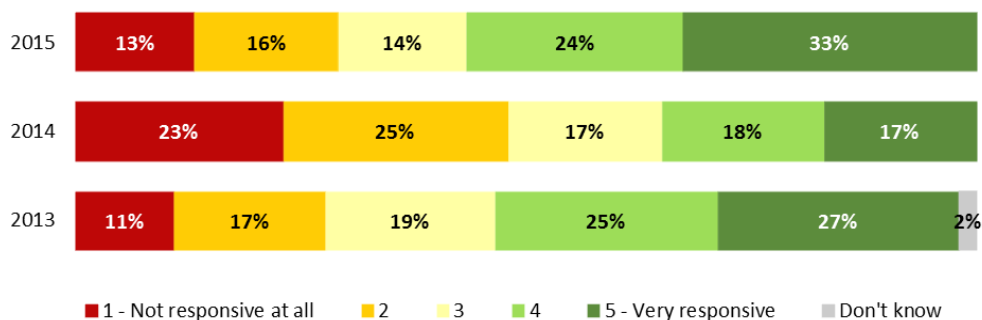
Overall Satisfaction

16 There were two Council-wide questions asked this year, both of which showed significant improvements in satisfaction with Council performance (see Appendix 3, pp 6-7):

i. Overall satisfaction with the Council's performance, was an adjusted¹, 74% this year, compared to 63% last year.



ii. Overall responsiveness of the Council to any service issue you have raised with them in the past 12 months, recorded an adjusted 66% this year, compared to 58% last year.²



17 While we are not able to definitively identify reasons for the increased levels of satisfaction compared with last year, the results may be linked to the Council's open for business initiative, which began to be implemented across the organisation last year and the increased engagement and consultation that has occurred with the community over the last 12 months as part of the development of the Council's 2015-35 FutureKāpiti long term plan and the Proposed District Plan.

1. Adjusted satisfaction data excludes 'don't know' and 'Neither satisfied nor dissatisfied' responses as a way of getting a simple measure of those very satisfied or satisfied as a proportion of those respondents who expressed a definitive opinion. It is a simplistic measure but easily comparable between years.

2. This question was also asked in the 2010 and 2011 surveys and returned adjusted satisfaction results of 70% and 68%, respectively.

Satisfaction with Services and Activities

- 18 There were a total of 19 service/activity specific questions asked, of which 13 showed (adjusted) satisfaction levels of 80% or above (see Appendix 3, p15).
- 19 Overall, 11 of the 19 questions in this year's survey had been asked in previous surveys. Of these 11 questions:
- seven showed an improvement in the overall satisfaction measure;
 - one showed no change
 - three recorded lower satisfaction.
- 20 Results that showed improvement on last year's survey included:
- *Satisfaction with Council's road safety programme* which increased from 67% to 89%.
 - *That public toilets are clean, well-maintained and safe* recorded an increase in satisfaction from 74% to 87%.
 - *Satisfaction with kerbside collection services* recorded an increase from 82% to 92%.
 - *Town centres have high quality public spaces and facilities that are safe and functional* recorded an increase from 70% to 80%.
- 21 Results that showed a reduction in the overall level of satisfaction from last year were:
- *The public's physical safety is safeguarded by the stormwater system during flooding* showed a decrease in satisfaction from 83% to 73%. Verbatim comments suggest that this result may be related to the survey being conducted shortly after the major flooding event of 14 May and another significant flooding event that occurred mid-way through the survey period.
 - *The water delivered by the Council supply is of an acceptable quality* showed a decrease in satisfaction from 56% to 51%. The verbatim comments in the Additional Information Report (Appendix 4) suggests this is largely related to ongoing dissatisfaction with the addition of bore water to the water supply which was required again this summer. That is unlikely to occur in the future with the completion of the river recharge scheme.

Summary of Performance

- 22 The survey report includes a service performance quadrant chart (see Appendix 2) which plots how respondents to the survey have rated overall the questions that were asked. This can provide guidance to the Council in terms of where to focus activity to address the concerns that people have identified.

- 23 The performance chart satisfaction mean rating³ is plotted against the importance mean rating to help to identify the issues that may require more focus from the Council.
- 24 The chart in Appendix 2 should be read in conjunction with the additional information report (Appendix 4) which contains the verbatim comments from survey respondents that help explain the ratings, particularly those in the priorities for improvement (high importance and low satisfaction quadrant).
- 22 The four quadrants in the chart in Appendix 2 are defined in the table below:

<p>High satisfaction and low importance</p> <p>These services may not need as much attention because respondents have indicated a high level of satisfaction but that these are less important to them.</p>	<p>High importance and high satisfaction</p> <p>The Council should maintain the current level of emphasis on the services belonging to this quadrant as residents are indicating that these services are important and they are satisfied with them.</p>
<p>Low satisfaction and low importance</p> <p>These services are about right because even though the respondents have a lower satisfaction, they are also rated less important.</p>	<p>High importance and low satisfaction</p> <p>All services in this quadrant have satisfaction ratings below average and importance ratings above average. This quadrant represents the services that require the most attention.</p>

- 25 The services and activities in the *Excellent* quadrant of the quadrant chart (i.e. those with above average levels of satisfaction and importance) are:
- *That public toilets are clean, well maintained and safe;*
 - *Kerbside collection services; and*
 - *Street lighting.*
- 26 The services and activities in the *Priorities for Improvement* quadrant (high importance and low satisfaction) requiring the most attention, are:
- *The quality of Council’s water supply;*
 - *That the public’s safety is safeguarded by the stormwater system during flooding events;*
 - *That Council roads allow for easy movement around the district;*
 - *The condition of Council roads; and*
 - *The condition of Council footpaths.*

3. Both the satisfaction and importance mean ratings are calculated in the same way, by taking the weighted sum of the responses for each question on a scale of 1 to 5 and then dividing that by the total number of responses (excluding ‘don’t knows’). This makes it a more complete measure of responses than the simple “percentage satisfied” in Appendix 2 as it includes a weighting for those who respond ‘neither satisfied nor dissatisfied’.

Summary of Performance – high importance, low satisfaction quadrant

- 28 The following section summarises the reasons for dissatisfaction given in response to particular service/activity questions and outlines the work that the Council has underway or is planning to undertake to address these concerns.

Quality of Water Supply

- 29 Reasons given by respondents for disagreement that *The water delivered by the Council supply is of an acceptable quality* are dominated by comments about the taste. These comments largely relate to dissatisfaction with the addition of bore water in summer periods, although some complained about ‘a chlorine taste’ as well (see Appendix 4, pp51-53 for the verbatim comments).
- 30 Residents dissatisfaction in this area has been low in previous surveys following periods in the summers of 2010 and 2014 when low river flow had required the addition of bore water to the council’s water supply. Bore water was again added to the Waikanae/ Paraparaumu/ Raumati water supply as a result of an extended dry period this year. It is worth noting that in the 2013 survey, after three summers in which bore water had not been added to the water supply, the result was 88% of respondents who expressed a definite opinion (i.e. excluding ‘don’t knows’ and ‘neithers’) were satisfied with the quality of the council’s water supply.
- 31 The Council has been actively working toward a long term solution to this issue and in May 2015 the River Recharge with Groundwater project was completed. There are still some monitoring and reporting requirements to be finalised before bore water can start being used to replenish the river in times of low flow, and for the next few years there will be some restrictions on that. However, completion of this project will remove the necessity of adding bore water to the water supply in future, except in extreme circumstances. It may take a little time before resident opinion reflects that change and it may require Council to identify further opportunities to communicate to the Community the work that has been completed to reduce reliance on bore water.

Public safety during flooding

- 32 Reasons given for dissatisfaction that *The public’s physical safety is safeguarded by the stormwater system during flooding events* (see Appendix 4, pp 48-50) largely related to concerns about the impact in terms of property flooding and risk to safety of the May and June 2015 flooding events as outlined in the verbatim comments from respondents.
- 33 Council has had a significant programme of works in place to improve our stormwater system and the recent events showed that the works done to date had been effective. Despite the severity of the rainfall event in May 2015 (a 1 in 50 year event), there was no repeat of past flooding in previous trouble spots where upgrade work had been carried out.
- 34 There remains a substantial programme of improvement works planned (\$93 million over the next 20 years). A key result of the flooding events earlier this year is that the programme of works is being reviewed and some priorities may be altered as a result of that review. Council will look at opportunities to further promote the work programme that the Council has underway to mitigate the effect of flooding events including any reprioritisation of the work programme to identify higher priority areas of work related to the stormwater system.

Ease of movement on local roads

- 35 Reasons given for dissatisfaction that *Council roads allow for ease of movement around the district* (see Appendix 4, pp 31-32) related to the disruption caused by the expressway work, congestion on Kāpiti Road and Rimu Road and traffic volumes at peak times as outlined in the verbatim comments from respondents.

- 36 The MacKays to Peka Peka expressway work will be completed in 2017 resolving the current disruption. The opening of the expressway is expected to change traffic flows on Kāpiti Road and should ease congestion there for a time. Investigations have assessed the impact of changed traffic flows and there are plans to explore options for easing congestion on key local connectors. Current traffic modelling suggests congestion will build again in subsequent years and to address this, a link road is planned from Ihakara Street to Arawhata Road. That is expected to be built in 2020/21 specifically to ease forecast congestion. This, along with other work planned on the old SH1 at major intersections, is expected to improve traffic flows.

Condition of local roads

- 37 Reasons given for dissatisfaction with *the condition of local roads* (see Appendix 4, pp36-37) cover a range of factors including concerns about potholes, the maintenance of rural roads, narrow roads in the district and lack of signage and road markings in some areas.
- 38 Some of the concerns expressed around potholes appears to relate specifically to work being done around expressway bridges and the impact of the heavier vehicles associated with that work. As regards road marking, it is now in a new combined contract aimed to achieve performance improvement.

Condition of local footpaths

- 39 Reasons given for dissatisfaction with *the condition of local footpaths* (see Appendix 4, pp38-39) included complaints about the unevenness of footpaths, lack of footpaths in some areas and requests for increased maintenance of footpaths in some areas.
- 40 There is a new maintenance contract with Downers combined with the renewals contract, giving an improved ability to respond promptly to requests for footpath repairs, rather than have to call for tenders. While some people complain about the lack of footpaths in specific areas, in the past when this issue has been consulted on, there has been a significant response from residents of those areas that they like the traditional beach ambience the lack of footpaths provides.
- 41 With all of these issues the Council will investigate ways to improve messaging around the programmes of work that it has in place or planned to largely address issues that have been raised.

Results by Community Board area

42. Last year, there was a request from Councillors to have the district-wide results broken down by community board area. The results for each area are presented in the full report (pp 39 – 51). These reports will be provided to each Community Board for their information.

Next Steps

43. Council will shortly publish both the Resident Opinion Survey Report and the accompanying Additional Information Report on the Council's website. This will be accompanied by a media release summarising the key outcomes of the survey and the initiatives that Council has in place to address the issues raised.
44. Additionally, during the course of the 2015/16 financial year, Council will be undertaking a review of the survey methodology and assessing alternative ways to obtain qualitative and quantitative feedback from the community on the delivery of Council services.

Legal considerations

45 The Council has met its statutory obligations to measure the key activities it is responsible for (Local Government Act 2002).

Financial considerations

46 There are no financial considerations associated with this report.

Consultation

47 There are no consultation requirements associated with this report.

Policy Implications

48 There are no policy implications associated with the intent of this report.

Tāngata whenua considerations

49 There are no issues for consideration in relation to iwi associated with this report.

Significance and Engagement

50 This matter has a low level of significance under Council policy.

Publicity

51 The results of this year's Resident Opinion Survey were published in early September, having earlier been presented to Councillors at a briefing on 13 August.

RECOMMENDATIONS

58 That the Corporate Business Committee notes the results of the Resident Opinion Survey provided in Appendix 3 which includes a breakdown of results at both the district and community board level.

Report prepared by:

Approved for submission by:

Terry Creighton
**Corporate Monitoring
 Officer**

Stephen McArthur
**Group Manager,
 Strategy and Partnerships**

Sean Mallon
**Group Manager,
 Infrastructure Services**

ATTACHMENTS:

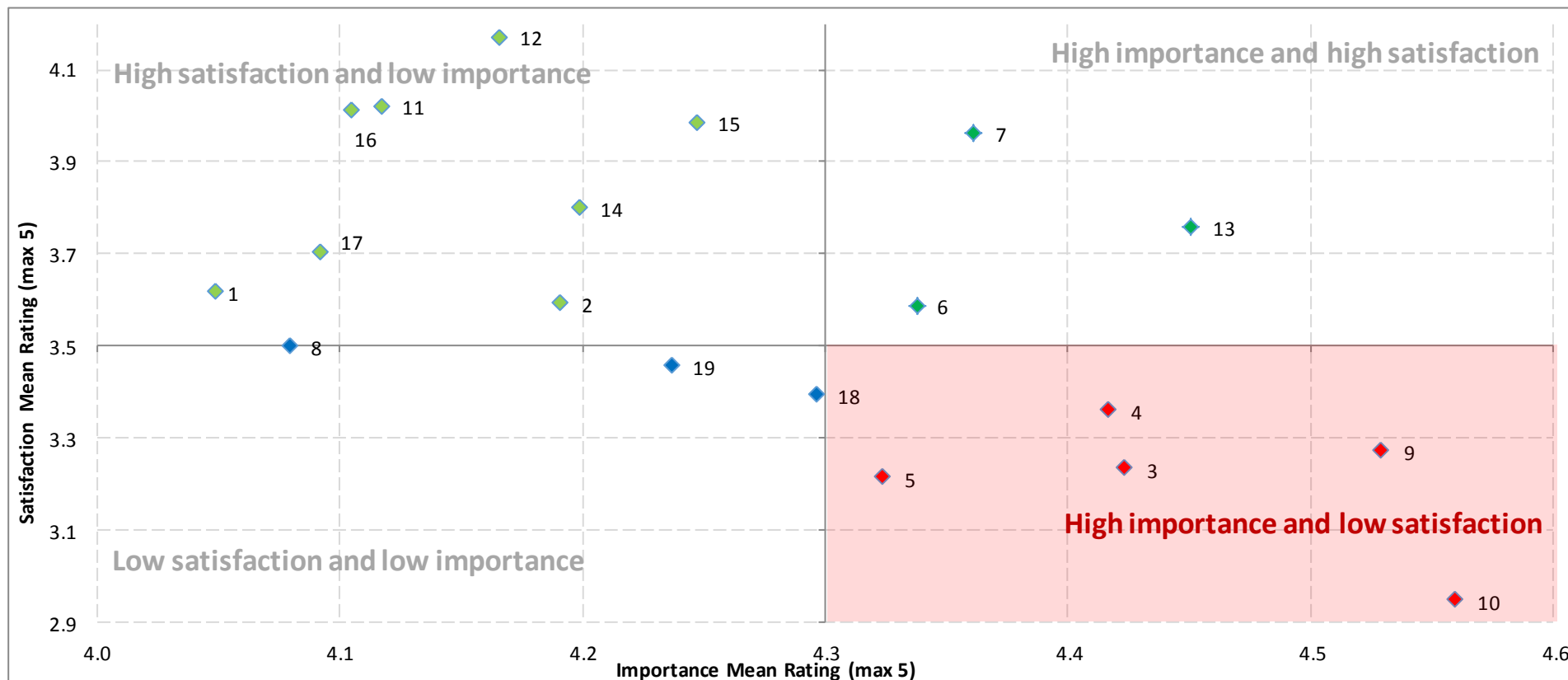
- Appendix 1: Survey questions in 2015 – listing preambles and screening filters.
- Appendix 2: Summary of Performance – Quadrant chart
- Appendix 3: Kāpiti Coast District Council, Resident Opinion Survey Report - June 2015
- Appendix 4: Kāpiti Coast District Council, Resident Opinion Survey,
Additional Information Report – June 2015

Appendix 1: Resident Opinion Survey 2015 – preamble and screening filter additions

Service/activity question	Preambles added	Screening filters added
How satisfied are you with Council's road safety programmes	The Council runs a number of road safety education programmes and activities with a range of age groups, including cycle safety in schools and driving confidently courses for older residents. Council also makes road safety improvements throughout the district, particularly around schools. These aim to bring about positive change in road safety and less road accidents.	Are you aware of Council's road safety programme?
How satisfied are you with the pathways for cycling, walking and bridle ways	Council provides a range of off-road cycling, walking and bridle ways throughout the district and is gradually developing these into a connected network.	
How satisfied are you that Council roads allow for easy movement around the district	The Council maintains all roads within the Kāpiti Coast District, except for State Highway One and the new Expressway.	
How satisfied are you with the condition of roads in the district	<i>The preamble above introduced this activity section</i>	
How satisfied are you with the condition of footpaths in the district		
How satisfied are you with street lighting in the district		
How satisfied are you with the standard of kerbside collection services	Rubbish and recycling collectors are licensed by the Council to operate in the Kāpiti Coast District. The Council would like to know the level of service you are getting from these collectors.	Do you have access to kerbside collection services?
How satisfied are you with the way Council is educating, informing and advising residents on ways to minimise waste?	The council runs a number of waste minimisation programmes for schools, provides a range of information on its website for residents and responds to residents queries on waste reduction and recycling.	Are you aware of the Council's waste minimisation activities?
How much do you agree or disagree that the public's physical safety is safeguarded by the stormwater system during flooding events	Kāpiti Coast District's stormwater network is made up of stormwater pipelines and access manholes.	Do you live in an area that is connected to Council's stormwater system
How satisfied are you with the quality of the Council's water supply, by quality I mean the taste, odour, and clarity of the water		Does your household get its drinking water from the Council supply

How satisfied are you with the standard of swimming pools in the district	The Council has three swimming pools, an open air pool in Waikanae, an enclosed pool in Ōtaki and the aquatic centre in Paraparaumu.	Do you or your family use the Council's swimming pools?
How satisfied are you with the standard of the district's libraries?	The Council has libraries in Waikanae, Otaki and Paraparaumu.	Do you or your family use the Council's libraries
How satisfied are you with public toilets in the district? Please think about how well maintained they are, their cleanliness and how safe they are.		Have you used one of the district's public toilets in the last 12 months?
How satisfied are you that sportsgrounds and associated toilet and changing facilities are available at suitable times?	The Kāpiti Coast District has 16 sportsgrounds with field markings for winter and summer sports	Have you visited a Kāpiti Coast District sportsground in the past 12 months?
How satisfied are you with the range, variety and character of Council owned parks and open spaces	As well as sportsgrounds, Kāpiti Coast's parks and reserves include a wide range of parks with playgrounds, other recreational facilities, family amenities, boat ramps, walkways, scenic reserves and river access.	
How satisfied are you with access points to beaches?	Council provides a number of access ways to beaches. In answering the next question please think about factors such as the accessibility and condition of access ways and whether there are enough of them.	
How satisfied are you with the Council's community support services?	Council gives grants and provides funding to around 40 community organisations that provide services and support to the community, and supports a range of events for the community.	Are you aware of Council's community support services?
How satisfied are you that town centres have high quality public spaces and facilities that are safe and functional?		
How much do you agree that the District is developing in a way that takes into account its unique character and natural environment?		

Appendix 2: Summary of Performance



<ol style="list-style-type: none"> 1. Council's road safety programmes 2. Pathways for cycling, walking and bridleways 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 rubbish 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 stormwater system during flooding events 10. The quality of Council's water supply 11. The standard of swimming pools in the district 	<ol style="list-style-type: none"> 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
--	--