

RESIDENTS SURVEY

KAPITI COAST DISTRICT COUNCIL

JULY 2000

MARKET RESEARCH REPORT

RESIDENTS SURVEY

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A. BACKGROUND AND OBJECTIVES

The residents' survey was commissioned to:

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

The 1997 and 1998 surveys were undertaken by DMB Research Consultants Ltd, with National Research Bureau (NRB) conducting the 1999 and 2000 surveys.

B. SURVEY METHODOLOGY

Sample Size

A net sample of 400 people were interviewed on the basis of one per household.

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

Interviews were spread amongst the four Wards as follows:

Paraparaumu	121
Paekakariki-Raumati	110
Paekakariki (50)	
Raumati (60)	
Waikanae	90
Otaki	79
Total	<u>400</u>

Interview Type

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

Sample Selection

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

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

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

Call Backs

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

Sample Weighting

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

Survey Dates

All interviews were conducted between Friday 7 July and Sunday 16 July 2000.

Margin of Error

The survey is a scientifically prepared service, based on a random probability sample. The maximum likely error limits occur when the sample is split 50/50 on an issue, but often the split is less, and an 80/20 split is shown below, as a comparison. Margins of error, at the 95 percent level of confidence, for different sample sizes are:

	<u>50/50</u>	<u>80/20</u>
n = 400	±4.9%	±3.9%
n = 300	±5.7%	±4.5%

The margin of error figures above refer to the accuracy of a result in a survey, given a 95 percent level of confidence. A 95 percent level of confidence implies that if 100 samples were taken, we would expect the margin of error to contain the true value in all but five samples. The results in 95 of these samples are most likely to fall close to those obtained in the original survey, but may, with decreasing likelihood, vary by up to plus or minus 4.9%, for a sample of 400.

Significant Difference

Significant differences, at the 95 percent level of confidence, for different sample sizes are:

	Midpoint is <u>50%</u>	Midpoint is <u>80% or 20%</u>
n = 400	±6.9%	±5.5%
n = 300	±8.0%	±6.4%

The significant difference figures above refer to the boundary, above and below a result, whereby one may conclude that the difference is significant, given a 95 percent level of confidence. Thus the significant difference, for the same question, between two separate surveys of 400 respondents, is plus or minus 6.9%, given a 95 percent level of confidence, where the midpoint of the two results is 50%.

C. EXECUTIVE SUMMARY

Objectives and Performance Measures

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

	Target 1999/2000 %	Achieved %
Satisfaction with the Taste of Water	60	69
Community Awareness of Water Conservation Measures	85	89
Customer Satisfaction with Resource Consent Services	70	*72
Customer Satisfaction with Building Control Services ^{††}	80	*81
Community's readiness to respond to an emergency by making a plan or being prepared for a Civil Defence emergency	52	69
User Satisfaction with Public Halls and Community Buildings	80	93
Pool Users' Satisfaction with Pool Operation	85	86
Park Users' Satisfaction with Maintenance	85	†95
Sports Fields Users' Satisfaction with maintenance	85	**93
Users' satisfaction with Council libraries	87	93

* Caution required, as number of residents who used these services was small (N=18 and 34 respectively).

† Percentage relates to satisfaction with passive reserves.

** Percentage relates to satisfaction with sportsfields in general.

†† 74% of residents who contacted the Paraparaumu Building Control Office were satisfied (N=63).

Contact With Council

In the last 12 months, 35% of residents have contacted Council offices by phone (79% satisfied), while 29% visited in person (87% satisfied), 12% contacted Council in writing (77% satisfied) and 1% contacted Council by e-mail (74% satisfied).

Overall, 49% of residents have contacted Council Offices in the last 12 months and 82% of these residents were satisfied with the overall service received.

Staff Performance

Overall, Kapiti District Council staff rated well across most of the eleven aspects of performance measured.

The main areas of concern, where the not very satisfied ratings were the highest, were...

- communication (27% of residents who had contacted the Council in the last 12 months),
- efficiency and timeliness (24%),
- follow-up (23%).

Contact With Specific Council Offices/Centres

In the last 12 months, 57% of residents have had contact with Council libraries, with 15% of residents saying they have had contact with the Paraparaumu Visitor Information Centre and 15% saying they have had contact with the Paraparaumu Building Control Office.

Generally, Kapiti Coast District residents were satisfied with the Council offices/centres specified (see page 26 and 27).

Contact With Council For Specific Issues

In 2000, contact with Council for the four specific reasons listed was, overall, similar to 1999.

For satisfaction levels, see page 30.

Service and Facility Usage and Satisfaction

In 2000, the services or facilities used most often by residents were: libraries for borrowing books (53%, down from 62% in 1999), passive reserves (48%), and children's playgrounds (45%).

Overall, Kapiti Coast District residents were satisfied with the Council services and facilities they had used in the last 12 months (see page 35).

Water Supply Services

90% of residents are provided with a piped water supply where they live (92% in 1999).

76% of residents provided with a piped water supply were satisfied with the water supply (80% in 1999), while 24% said they were not very satisfied (20% in 1999).

88% of residents have used the water for drinking, in the last 12 months, compared to 92% in 1999.

69% of residents who have used the water for drinking were satisfied with the taste, while 31% were not very satisfied. These readings are similar to last year's findings.

89% of residents were aware of a programme promoting water conservation, carried out last summer by Council, compared to 91% in 1999.

88% of residents had done something to save water in the past year (see page 42), compared to 90% in 1999.

Civil Defence

69% of residents say they have made plans or preparations for a Civil Defence emergency, up from 61% in 1999, while 31% have not.

89% of those who had made preparations, had stored food, and 85% had a home emergency kit (69% in 1999).

Rates

90% of residents said they paid rates on a property in the Kapiti Coast District.

11% of residents said they had contacted Council about rates in the last 12 months. Of these, 78% were satisfied with the service received and 22% were not very satisfied.

Natural Environment

59% of residents were satisfied with Council's efforts in maintaining and improving Kapiti's natural environment, while 30% were not very satisfied. 11% were unable to comment.

Physical Activity

59% of residents said they had taken part in a physical activity in the last week. Of these, 23% said they had taken part for one to two hours, while 22% said three to four hours and 21% said five to seven hours.

Performance

a. Performance Rating of the Mayor and Councillors

25% of residents rated the performance of the Mayor and Councillors, in the last year, as fairly/very good. Kapiti Coast residents were less likely to rate the Mayor and Councillors' performance as fairly/very good, than Peer Group residents and residents nationwide.

36% said their performance was just acceptable, 31% said it was not very good/poor and 8% were unable to comment.

b. Performance Rating of Council Staff

49% of residents rated the performance of Council staff in the last year, as fairly/very good. This is similar to the Peer Group Average and on par with the National Average.

25% said their performance was just acceptable, 9% said it was not very good/poor and 17% were unable to comment.

c. Performance Rating of the Kapiti Coast Council, In General

36% of residents rated the performance of the Kapiti Coast District Council, in general, in the last year as good/very good, down from 45% in 1999. 26% rated their performance as not very good/poor (17% in 1999), while 35% said it was neither good nor bad. 3% were unable to comment.

Other Issues Concerning The Kapiti Coast District Council Residents Wished To Comment On

54% of residents commented on an issue concerning the Council (multiple responses were allowed). 46% said there was nothing in particular they wished to comment on.

The two main issues mentioned by Kapiti Coast District Council residents were...

- water supply/disapprove of pipeline from Otaki River, mentioned by 14% of all residents,
- new roads/Link Road/bypass/Transmission Gully/new bridge, 12%.

D. FINDINGS IN DETAIL

1. CONTACT WITH COUNCIL

a. Levels of Contact

35% of residents have contacted Council offices by phone in the last year (43% in 1999), while 29% visited in person, 12% contacted Council in writing and 1% contacted Council by e-mail.

Residents were less likely to say they had contacted Council by phone and in person, than both the Peer Group and National Averages.

Kapiti residents were slightly less likely, than both Peer Group residents and residents nationwide, to say they had contacted Council in writing.

Residents more likely to have contacted Council offices by phone were...

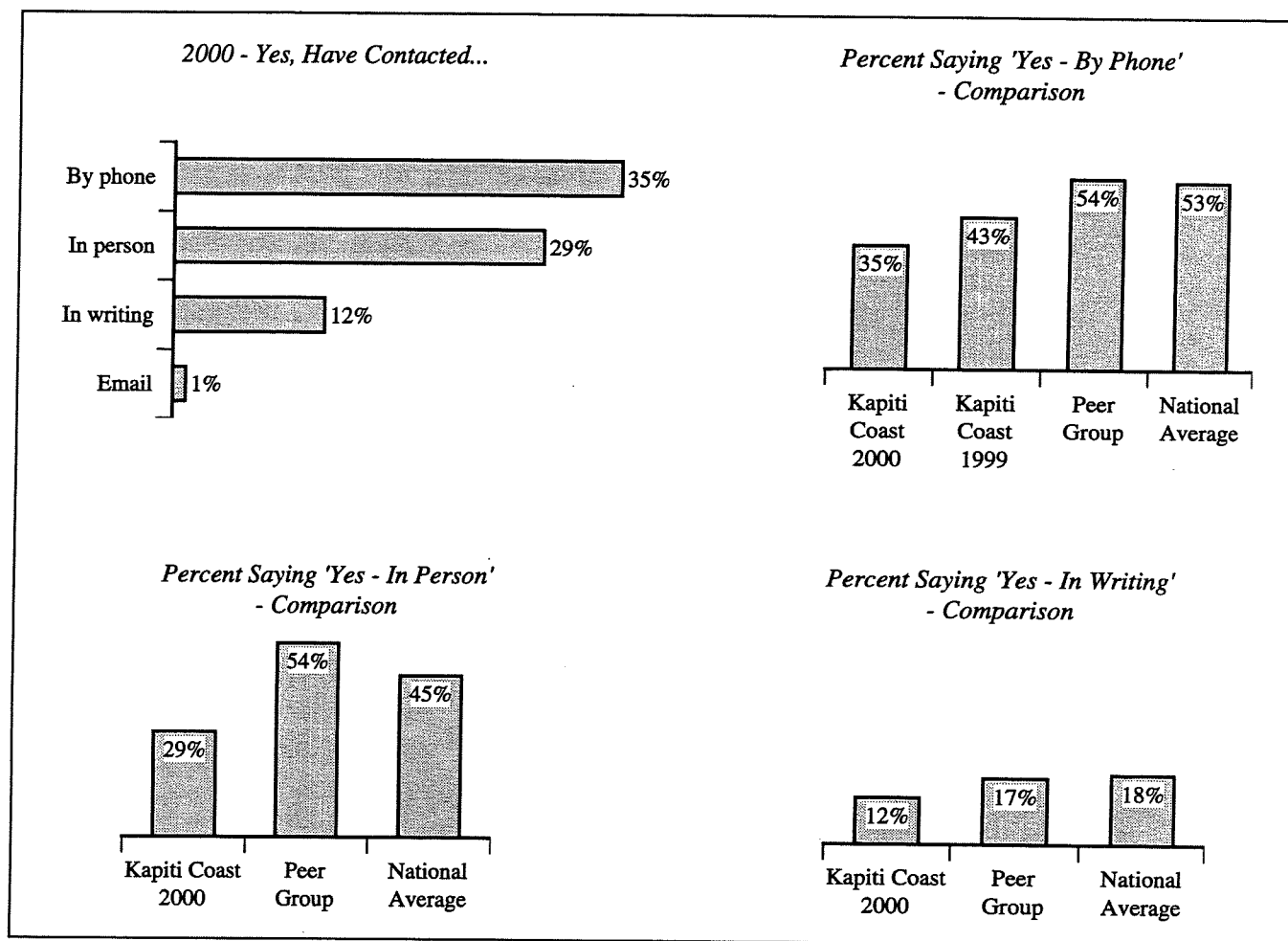
- residents aged 18 to 64 years,
- residents with an annual household income of \$30,000 or more,
- shorter term residents, those residing in the District 10 years or less,
- rural residents.

Residents more likely to have visited a Council office in person were...

- ratepayers.

Residents slightly more likely to have contacted Council in writing were...

- rural residents.



b. Satisfaction When Contacting The Council Offices By Phone

79% of residents contacting the Council Offices by phone in the last 12 months were satisfied, including 45% who were very satisfied, while 21% were not very satisfied.

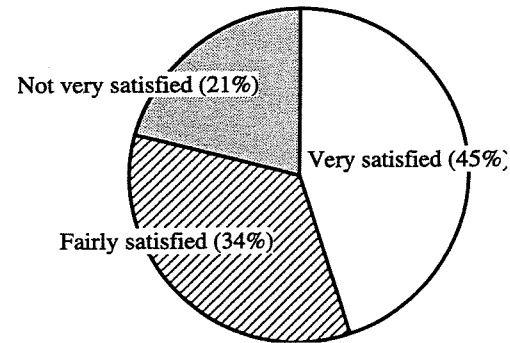
There were no notable differences between Wards and socio-economic groups in terms of those not very satisfied. However, it appears that residents with an annual household income of \$30,000 or more were slightly more likely, than other income groups, to feel this way.

Reasons They Are Not Very Satisfied

30 residents who contacted Council Offices by phone were not very satisfied and gave the following main reasons...

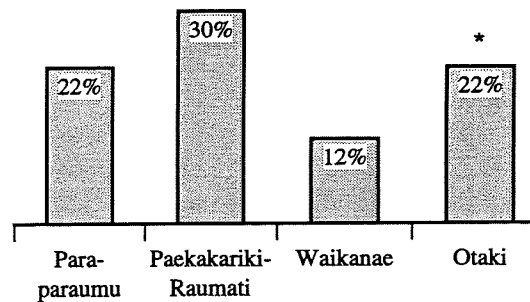
- slow response/service, mentioned by 7% of residents contacting Council by phone, (9 residents),
- poor response/unhelpful/lack of action, 5% (6 residents),
- hard to get hold of right person/get the run around, 4% (5 residents),
- don't get back to you/return calls, 4% (5 residents).

Satisfaction When Contacting The Council Offices By Phone



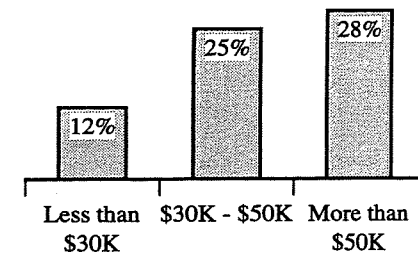
Base = 141

Percent Not Very Satisfied - By Ward



* caution: small base.

Percent Not Very Satisfied - Comparing Different Types Of Residents



c. Satisfaction When Visiting The Council Offices In Person

87% of residents who visited a Council office in person in the last 12 months were satisfied, including 43% who were very satisfied. 13% were not very satisfied.

Residents more likely to have been not very satisfied were...

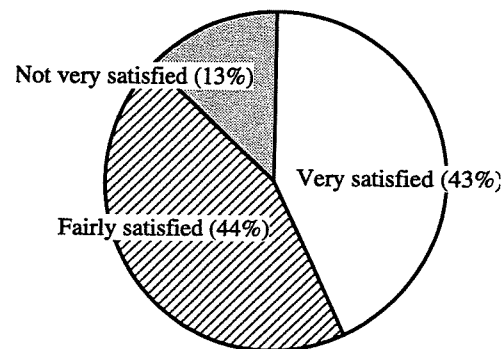
- men,
- rural residents. Caution is required as the base is small (N=18). However the reading is considered indicative of a likely trend.

Reasons They Are Not Very Satisfied

15 residents who visited a Council office are not very satisfied and gave the following main reason...

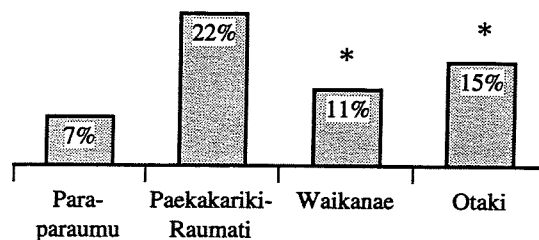
- poor/inefficient service, mentioned by 8% of residents who visited a Council office in person (10 residents).

Satisfaction When Visiting The Council Offices In Person



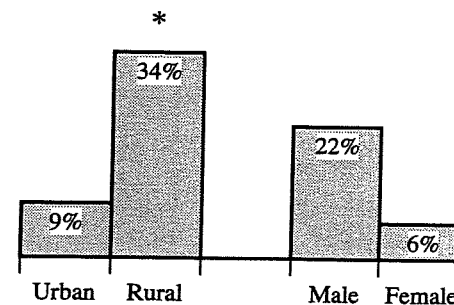
Base = 122

Percent Not Very Satisfied - By Ward



* caution: small bases

Percent Not Very Satisfied - Comparing Different Types Of Residents



d. Satisfaction When Contacting The Council Offices In Writing

77% of residents who contacted the Council offices in writing in the last 12 months were satisfied, while 19% were not very satisfied.

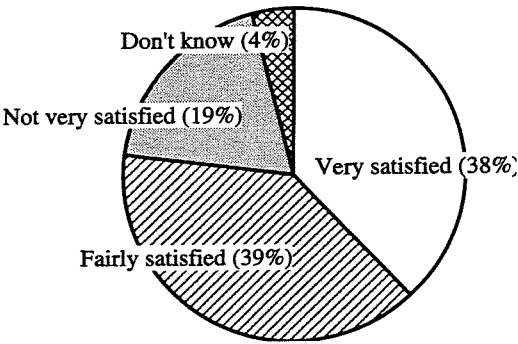
Taking into account the individual base sizes, there were no notable difference between Wards and socio-economic groups in terms of those not very satisfied.

Reasons They Are Not Very Satisfied

9 residents who contacted Council Offices in writing were not very satisfied and gave the following main reason...

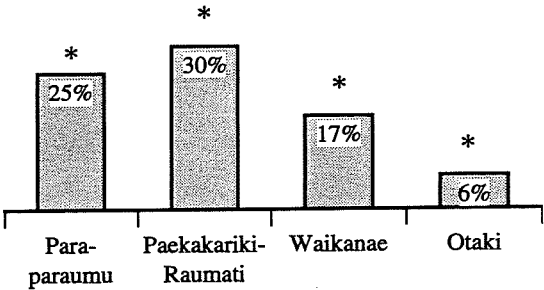
- don't hear back after initial acknowledgement, mentioned by 12% of residents contacting Council offices in writing, (6 residents).

Satisfaction When Contacting The Council Offices In Writing



Base = 56

Percent Not Very Satisfied - By Ward

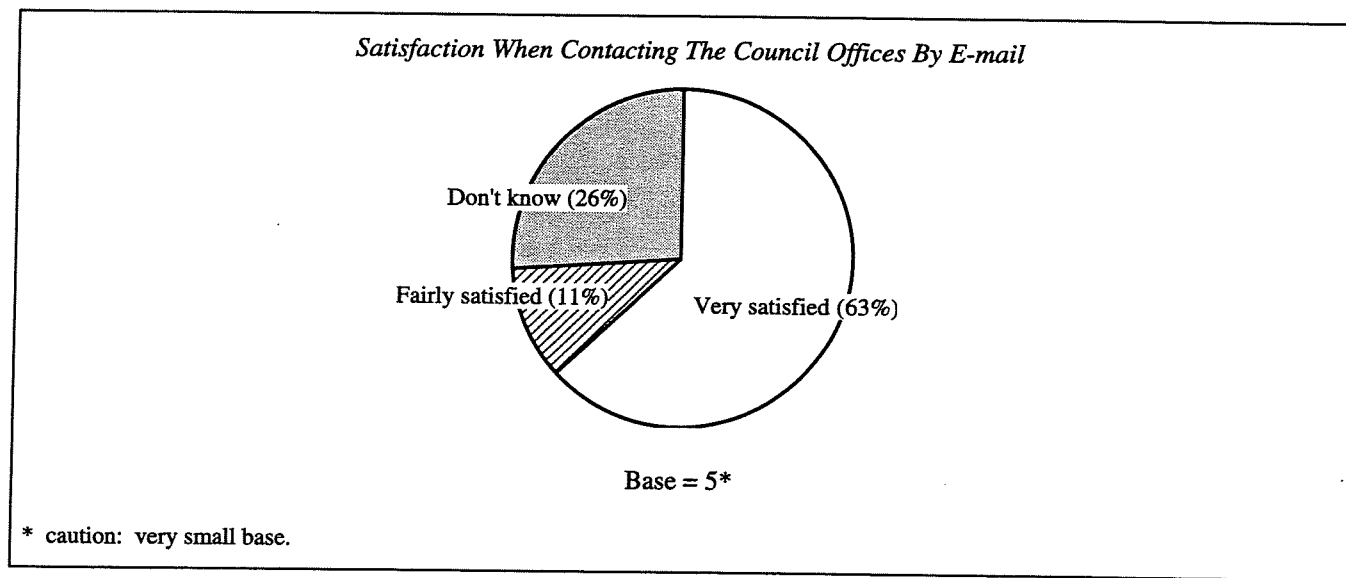


* caution: small bases

*e. Satisfaction When Contacting The Council Offices
By E-mail*

Four out of five residents who contacted the Council offices by e-mail were satisfied.

As the bases for all Wards and socio-economic groups were very small (<6), no comparisons have been made.



f. Satisfaction With Overall Service Received When Contacted Council Offices

Of the 49% of residents who had contacted Council offices in the last 12 months, 82% were satisfied and 18% were not very satisfied.

The percent not very satisfied was similar to the Peer Group and National Averages.

There were no notable difference between Wards and socio-economic groups in terms of those not very satisfied.

Contact With Council Offices

The Council office or service centre residents who contact Council mainly dealt with was usually the office in their Ward or close to their Ward.

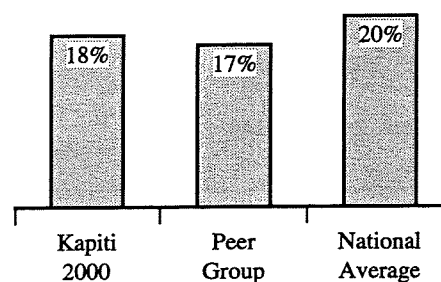
Office/ Service Centre	Had Contact 2000 %	Ward			
		Para- paraumu %	Paek- kakariki %	Wai- kanae %	Otaki %
Paraparaumu	86	100	98	84	54
Otaki	10	-	2	-	46
Waikanae	4	-	-	16	-
Total	100	100	100	100	100
Base	194	61	53	40	40

**Contacted A Council Office
In Last 12 Months**

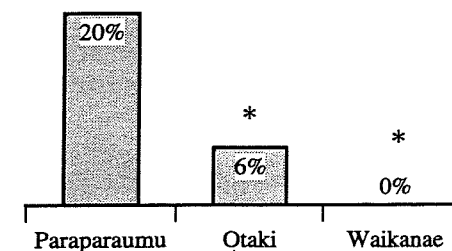


Base = 194

Not Very Satisfied - Comparison

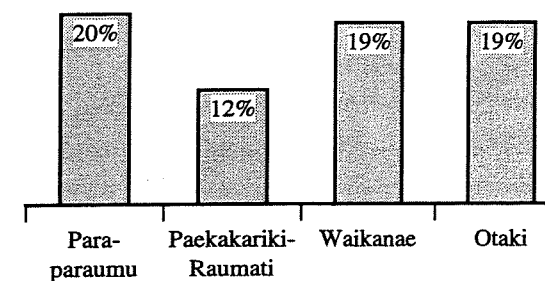


**Percent Not Very Satisfied -
By Office Contacted**



* caution: small bases.

**Percent Not Very Satisfied -
By Ward**



2. STAFF PERFORMANCE

a. Rating Of Staff Performance

Residents who contacted Council in the last 12 months (N=194) were asked to rate the performance of staff in nine specific areas.

i. Contact (Ease of getting hold of the right person)

85% of residents* were satisfied with the ease of getting hold of the right person while 12% were not very satisfied.

There were no notable differences between Wards and socio-economic groups in terms of those not very satisfied with the ease of getting hold of the right person. However, it appears that the following residents were slightly more likely to feel this way...

- Paekakariki-Raumati Ward residents,
- longer term residents, those residing in the District more than 10 years.

	Very Satisfied %	Fairly Satisfied %	Not Very Satisfied %	Don't Know %
2000	50	35	12	3
<u>Ward</u>				
Paraparaumu	51	40	8	1
Paekakariki-Raumati	34	33	26	7
Waikanae	62	31	4	3
Otaki	52	32	15	1
<u>Length of Residence</u>				
Lived there 10 years or less	60	29	8	3
Lived there more than 10 years	42	40	16	2

* Refers to residents who contacted Council in the last 12 months.

% read across

Base = 194

ii. **Helpfulness (How helpful were they in answering your query?)**

86% of residents* were satisfied with the helpfulness of staff, while 12% were not very satisfied.

Rural residents were more likely, than urban residents to be not very satisfied with helpfulness of staff. Caution is required as the base for rural residents is small (N = 29). However the difference between the two readings is considered indicative of a likely trend.

* Refers to residents who have contacted Council in the last 12 months.

	Very Satisfied %	Fairly Satisfied %	Not Very Satisfied %	Don't Know %
2000	53	33	12	2
<u>Ward</u>				
Paraparaumu	53	31	15	1
Paekakariki-Raumati	46	32	18	4
Waikanae	48	44	5	3
Otaki	64	25	9	2
<u>Area</u>				
Urban	55	33	10	2
Rural**	42	32	24	2

% read across.

Base = 194

** caution: small base.

iii. Advice (How knowledgeable was the person about your request?)

81% of residents* were satisfied with the advice staff give, while 14% were not very satisfied.

Rural residents were more likely, than urban residents to be not very satisfied with the advice given. Caution is required as the base for rural residents is small. However, the percentage difference between the two readings is considered indicative of a likely trend.

* Refers to residents who have contacted Council in the last 12 months.

	Very Satisfied %	Fairly Satisfied %	Not Very Satisfied %	Don't Know %
2000	56	25	14	5
<u>Ward</u>				
Paraparaumu	56	24	17	3
Paekakariki-Raumati	54	28	12	6
Waikanae	62	28	7	3
Otaki	55	19	17	9
<u>Area</u>				
Urban	58	27	11	4
Rural**	46	15	31	8

% read across.

** caution: small base

Base = 194

iv. Reliability (Did Council do what they promised?)

62% of residents* were satisfied with the reliability of Council staff, in terms of doing what they promised, with 16% who were not very satisfied. 22% were unable to comment.

There were no notable differences between Wards and socio-economic groups in terms of being not very satisfied with staff reliability. However, it appears that Otaki Ward residents were slightly less likely, than other Ward residents, to feel this way.

* Refers to residents who have contacted Council in the last 12 months.

	Very Satisfied %	Fairly Satisfied %	Not Very Satisfied %	Don't Know %
2000	43	19	16	22
<u>Ward</u>				
Paraparaumu	31	21	21	27
Paekakariki-Raumati	46	12	17	25
Waikanae	55	13	17	15
Otaki	46	29	6	19

% read across.

Base = 194

v. **Communication (Did Council keep residents informed of progress?)**

37% of residents* were satisfied with Council staff's communication with them, while 27% are not very satisfied. 36% were unable to comment.

There were no notable differences between Wards and socio-economic groups, in terms of those residents not very satisfied with communication.

* Refers to residents who have contacted Council in the last 12 months.

	Very Satisfied %	Fairly Satisfied %	Not Very Satisfied %	Don't Know %
2000	20	17	27	36
<u>Ward</u>				
Paraparaumu	18	9	31	42
Paekakariki-Raumati	20	21	28	31
Waikanae	19	18	22	41
Otaki	24	27	23	26

% read across.

Base = 194

vi. Efficiency And Timeliness (Did Council do it right first time?)

62% of residents* were satisfied with Council staff's efficiency and timeliness, with 24% who were not very satisfied. 14% are unable to comment.

Rural residents were more likely to be not very satisfied with staff efficiency, than urban residents. Caution is required as the base for rural residents is small (N = 29). However the percentage difference between the two readings is considered indicative of a likely trend.

* Refers to residents who have contacted Council in the last 12 months.

	Very Satisfied %	Fairly Satisfied %	Not Very Satisfied %	Don't Know %
2000	41	21	24	14
<u>Ward</u>				
Paraparaumu	37	27	21	15
Paekakariki-Raumati	43	15	26	16
Waikanae	41	25	24	10
Otaki	45	16	26	13
<u>Area</u>				
Urban	43	23	21	13
Rural**	28	11	42	19

% read across.

** caution: small base.

Base = 194

vii. Follow-Up (Did they subsequently follow-up all matters to your satisfaction?)

39% of residents* were satisfied with Council staff's follow-up, while 23% were not very satisfied. 38% are unable to comment.

Rural residents were more likely to be not very satisfied with Council staff's follow-up, than urban residents. Caution is required as the base for rural residents is small (N = 29). However the percentage difference between the two readings is considered indicative of a likely trend.

* Refers to residents who have contacted Council in the last 12 months.

	Very Satisfied %	Fairly Satisfied %	Not Very Satisfied %	Don't Know %
2000	27	12	23	38
<u>Ward</u>				
Paraparaumu	26	9	24	41
Paekakariki-Raumati	26	12	25	37
Waikanae	28	9	22	41
Otaki	27	23	20	30
<u>Area</u>				
Urban	29	11	21	39
Rural**	12	20	36	32

% read across.

** caution: small base.

Base = 194

viii. Billing (If residents received a bill, was everything on it as expected, ie. no additions or surprises?)

43% of residents* were satisfied with the billing aspect of Council, with 5% not very satisfied. A substantial percentage (53%) were unable to comment.

There are no notable differences between Wards and socio-economic groups, in terms of those not very satisfied with the billing aspect of Council.

* Refers to residents who have contacted Council in the last 12 months.

	Very Satisfied %	Fairly Satisfied %	Not Very Satisfied %	Don't Know %
2000	32	11	4	53
<u>Ward</u>				
Paraparaumu	32	11	3	54
Paekakariki-Raumati	29	11	3	57
Waikanae	29	6	6	59
Otaki	36	16	4	44

% read across.

Base = 194

ix. Friendliness (Was the person the resident dealt with friendly and interested?)

94% of residents* were satisfied with the friendliness of Council staff with 4% who were not very satisfied.

There were no notable differences between Wards and socio-economic groups, in terms of those not very satisfied with staff friendliness.

* Refers to residents who have contacted Council in the last 12 months.

	Very Satisfied %	Fairly Satisfied %	Not Very Satisfied %	Don't Know %
2000	60	34	4	2
<u>Ward</u>				
Paraparaumu	55	38	7	-
Paekakariki-Raumati	46	43	5	6
Waikanae	65	32	-	3
Otaki	73	21	4	2

% read across.

Base = 194

x. **Clarity (How easy was it for residents to understand any conditions or requirements?)**

74% of residents* were satisfied with the clarity of any Council conditions or requirements, while 7% were not very satisfied. 19% were unable to comment.

There were no notable differences between Wards and socio-economic groups, in terms of those not very satisfied with clarity. However, it appears that rural residents were slightly more likely, than urban residents, to feel this way. Caution is required as the base for rural residents is small (N = 29). Never the less, the percentage difference between the two readings appears to indicate a likely trend.

* Refers to residents who have contacted Council in the last 12 months.

	Very Satisfied %	Fairly Satisfied %	Not Very Satisfied %	Don't Know %
2000	52	22	7	19
<u>Ward</u>				
Paraparaumu	42	25	9	24
Paekakariki-Raumati	53	25	7	15
Waikanae	50	22	7	21
Otaki	71	15	3	11
<u>Area</u>				
Urban	50	23	5	22
Rural**	64	17	16	3

% read across.

** caution: small base.

Base = 194

xi. Receptiveness (How receptive were Council to customer feedback?)

64% of residents* were satisfied with how receptive Council staff were, while 14% were not very satisfied. 22% were unable to comment.

Rural residents were more likely, than urban residents, to be not very satisfied. Caution is required as the base for rural residents is small (N=29). However the percentage difference between the two readings is considered indicative of a likely trend.

* Refers to residents who have contacted Council in the last 12 months.

	Very Satisfied %	Fairly Satisfied %	Not Very Satisfied %	Don't Know %
2000	39	25	14	22
<u>Ward</u>				
Paraparaumu	37	31	14	18
Paekakariki-Raumati	22	37	12	29
Waikanae	45	19	6	30
Otaki	53	9	23	15
<u>Area</u>				
Urban	41	25	10	24
Rural**	28	23	36	13

% read across.

** caution: small base.

Base = 194

xii. Summary Table

When looking at the eleven different aspects of staff performance, residents were more likely to be satisfied for the following...

- friendliness (94%),
- helpfulness (86%),
- contact (85%) and
- advice (81%).

Looking at the very satisfied rating in particular, residents were more likely to feel this way for these five aspects of staff performance...

- friendliness (60%),
- advice (56%),
- helpfulness (53%),
- clarity (52%),
- contact (50%).

They were less likely to be very satisfied for the following...

- billing (32%),
- follow-up (27%) and, in particular,
- communication (20%).

In terms of the not very satisfied readings, residents were more likely to give this rating to...

- communication (27%),
- efficiency and timeliness (24%),
- follow-up (23%).

Finally, residents were more likely to be unable to comment (don't know) for follow-up (38%), communication (36%) and, in particular, billing (53%).

	Very Satisfied %	Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Contact - ease of getting hold of the right person?	50	35	12	3
Helpfulness - how helpful was the contact person in answering your query?	53	33	12	2
Advice - how knowledgeable was the person about your request?	56	25	14	5
Reliability - did Council do what they promised?	43	19	16	22
Communication - did Council keep you informed of progress?	20	17	27	36
Efficiency and timeliness - did Council do it right first time?	41	21	24	14
Follow-up - did Council subsequently follow-up all matters to your satisfaction?	27	12	23	38
Billing - if you received a bill, was everything on it as expected, ie. no additions or surprises?	32	11	4	53
Friendliness - was the person you dealt with friendly and interested?	60	34	4	2
Clarity - how easy was it for residents to understand any conditions or requirements?	52	22	7	19
Receptiveness - how receptive were Council to customer feedback?	39	25	14	22

% read across.

Base = 194

(those residents who have contacted Council in the last 12 months)

3. CONTACT WITH SPECIFIC COUNCIL OFFICES/CENTRES

a. *Have Residents Had Contact In The Last 12 Months?*

In the last 12 months, 57% of residents have had contact with Council libraries, with 15% of residents saying they have had contact with the Paraparaumu Visitor Information Centre and 15% saying they have had contact with the Paraparaumu Building Control office.

Where comparable data is available, the level of contact with specific Council Offices/Centres was similar to previous years.

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

	Yes - Have Had Contact			
	1997 %	1998 %	1999 %	2000 %
Council libraries*	-	-	-	57
Paraparaumu Visitor Information Centre	NA	NA	19	15
Paraparaumu Building Control Office	16	13	18	15
Outside Field Staff	18	12	18	13
Resource Consents Office	NA	7	13	11
Otaki Visitor Information Centre	NA	NA	10	12
Waikanae or Otaki Service Centres†	-	-	-	8
Environmental Health Office	4	4	4	5

NA: Not asked in 1997/98

* In 1997/98/99 contact with Paraparaumu, Waikanae and Otaki libraries were asked separately.

† In 1997/98/99 contact with the Waikanae and Otaki Service Centres were asked separately.

Residents more likely to have contact with the Council Libraries were:

- Waikanae and Otaki Ward residents,
- women,
- residents aged 35 years or over,
- urban residents,
- ratepayers.

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

- men,
- residents aged 18 to 64 years,
- residents with an annual household income of more than \$50,000,
- ratepayers.

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

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

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

- men.

Residents more likely to have had contact with the Waikanae or Otaki Service Centres...

- Waikanae Ward residents and, in particular, Otaki Ward residents.

Residents more likely to have contact with the Otaki Visitor Information Centre were...

- Otaki Ward residents,
- women,
- residents with an annual household income of \$30,000 to \$50,000.

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

- Paraparaumu and Paekakariki-Raumati Ward residents,
- women,
- shorter term residents, those residing in the District 10 years or less,
- urban residents.

There were no notable differences between Wards and socio-economic groups, in terms of residents more likely to have had contact with the Environmental Health Office. However, it appears that rural residents were slightly more likely than urban residents to have had contact with this office.

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

Generally, Kapiti Coast District residents were satisfied with the Council Offices/Centres/staff specified (see table on page 27).

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

• Waikanae or Otaki service centres	100%
• Council libraries	93%
• Otaki Visitor Information Centre	93%
• Paraparaumu Visitor Information Centre	92%

It should be noted, however, that the bases differ for each of the places listed and as such the margin of error alters. For example, the margin of error for a base of 241 is $\pm 6.3\%$, while for a base of 19 the margin of error increases to $\pm 22.5\%$. Hence for small bases single readings carry a far greater weighting.

Taking this into account, it does appear that residents were more likely to be not very satisfied with the Environmental Health Office than the other seven Council offices/centres/staff mentioned.

Furthermore, the not very satisfied reading for the Environmental Health office has increased since 1999, rising from 12% to 39% this year. Caution is required as the base is small ($N = 19$). However, the percentage difference is considered indicative of a likely trend.

Additionally, taking the bases into account, there was also a change in the very satisfied readings for...

- Paraparaumu Visitor Information Centre, 78% in 2000, up from 62% in 1999.

In many instances the base size for Wards and socio-economic groups were very small (<15). Accordingly, except for Council libraries, no comparisons could be made.

For Council libraries there were no notable differences between Wards and socio-economic groups in terms of those residents not very satisfied.

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

	Base	Level Of Satisfaction - Users Only															
		Very Satisfactory				Fairly Satisfactory				Not Very Satisfactory				Don't know/Unable to Say			
		1997 %	1998 %	1999 %	2000 %	1997 %	1998 %	1999 %	2000 %	1997 %	1998 %	1999 %	2000 %	1997 %	1998 %	1999 %	2000 %
<u>Council Offices/Centres</u>																	
Council libraries [†]	241	-	-	-	67	-	-	-	26	-	-	-	7	-	-	-	-
Paraparaumu Visitor Information Centre	64	NA	NA	62	78	NA	NA	29	14	NA	NA	8	8	NA	NA	1	-
Paraparaumu Building Control Office	63	41	32	43	36	41	42	28	38	19	26	28	25	-	-	1	1
Outside Field Staff	53	68	66	53	60	26	21	31	27	6	11	12	10	-	-	4	3
Otaki Visitor Information Centre	47	NA	NA	84	74	NA	NA	13	19	NA	NA	2	7	NA	NA	1	-
Resource Consents Office	43	NA	31	38	46	NA	50	31	33	NA	19	31	21	NA	-	-	-
Waikanae or Otaki Service Centre**	33	68	89	75	82	25	11	20	18	4	-	3	-	-	-	2	-
Environmental Health Office	*19	50	56	59	45	27	39	29	16	23	6	12	39	-	-	-	-

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

* Caution: small base (N<30)

NA = not asked in 1997, or 1998.

[†] In 1997/98/99 contact with Paraparaumu, Waikanae and Otaki libraries were asked separately.

** In 1997/98/99 contact with the Waikanae and Otaki Service Centres were asked separately.

c. Main Reasons For Being Not Very Satisfied

The following are the main reasons* given by residents for being not very satisfied...

Council Libraries

The main reasons were...

- books - not enough/poor selection, mentioned by 4% of residents who have contacted the library,
- poor/efficient service, 2%.

Paraparaumu Building Control Office

The main reasons were...

- lack of information/clarity/conflicting information, mentioned by 9% of residents who had contacted the Paraparaumu Building Control Office.
- inefficient/slow service, 8%,
- unreasonable/unco-operative/bureaucratic, 7%.

Resource Consents Office

The reasons were...

- poor/inefficient service, mentioned by 15% of residents who had contacted the office,
- too bureaucratic/restrictive, 5%.

The Environmental Health Office

The 39% (7 residents) who had contacted the Environmental Health Office and were not very satisfied, gave a range of reasons for their dissatisfaction.

Outside Field Staff

The 10% of residents (5 residents) who had contacted Outside Field Staff and were not very satisfied, gave a range of reasons for their dissatisfaction.

Waikanae Or Otaki Service Centres

No residents who had contacted the Waikanae or Otaki Service Centres said they were not very satisfied.

Otaki Visitor Information Centre

The 7% (4 residents) who had contacted the Otaki Visitor Information Centre and were not very satisfied, gave various reasons for being not very satisfied.

Paraparaumu Visitor Information Centre

8% (5 residents) who had contacted the Paraparaumu Visitor Information Centre and said they were not very satisfied and gave various reasons for their dissatisfaction.

* multiple responses allowed.

4. CONTACT WITH COUNCIL - SPECIFIC ISSUES

a. Have Residents Had Contact With Council In The Last 12 Months?

In 2000, contact with Council for the specific reasons listed was, overall, similar to 1999.

There were no notable differences between Wards and socio-economic groups in terms of those residents who have had contact with Council for the four specific issues mentioned.

However, it does appear that the following residents were slightly more likely to have had contact for the particular areas mentioned...

A Land Information Memorandum

- rural residents.

An application for a building consent

- residents with an annual household income of more than \$50,000,
- rural residents.

An application for a resource consent

- rural residents.

Have Residents Had Contact With Council In The Last 12 Months?

	Yes - Have Had Contact			
	1997 %	1998 %	1999 %	2000 %
Application for a building consent	11	11	12	9
Land Information Memorandum (LIM)	12	4	8	7
Application for a resource consent	NA	7	6	6
Application for a subdivision consent	3	3	2	2

NA = not asked in 1997 or 2000.

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

The bases for the four areas mentioned are small, in particular the bases for an application for a subdivision consent and an application for a resource consent. Consequently when comparing this year's readings with previous years' findings it is appropriate only to consider the top two, namely, an application for a building consent and a Land Information Memorandum.

Accordingly, as in 1999, residents were more likely to be satisfied than not very satisfied and the readings were, in the main, on par with the 1999 findings.

It does appear however that residents were slightly more likely this year to be very satisfied with an application for a building consent, than they were in 1999.

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

	Base	Level Of Satisfaction - Users Only															
		Very Satisfied				Fairly Satisfied				Not Very Satisfied				Don't know/ Unable to Say			
		1997 %	1998 %	1999 %	2000 %	1997 %	1998 %	1999 %	2000 %	1997 %	1998 %	1999 %	2000 %	1997 %	1998 %	1999 %	2000 %
<u>Issues Residents Have Had Contact With Council On</u>																	
Application for a building consent	34	38	44	28	43	29	40	49	38	29	16	22	19	-	-	1	-
Land Information Memorandum (LIM)	30	47	32	41	35	34	50	34	48	15	18	19	17	-	-	6	-
Application for a resource consent	*18	NA	46	26	46	NA	37	22	26	NA	17	52	28	NA	-	-	-
Application for a subdivision consent	*7	31	43	27	41	19	29	8	47	50	29	54	12	-	-	11	-

% read across

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

NA = not asked in 1997

* Caution: small base

c. Main Reasons For Being Not Very Satisfied

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

Land Information Memorandum

The 17% (5 residents) who had contacted Council regarding Land Information Memoranda and were not very satisfied, gave various reasons why they felt this way.

An Application For Building Consent

The main reasons given for being not very satisfied were...

- slow service, mentioned by 12% of residents who had contacted Council for this reason.
- poor service/unhelpful, 9%.

An Application For A Subdivision Consent

The 1 resident who had contacted Council regarding an application for a subdivision consent and was not very satisfied, said their dissatisfaction related to the time taken and 'passing the buck'.

An Application For A Resource Consent

The 28% (6 residents) who had contacted Council regarding an application for a resource consent and were not very satisfied, gave a range of reasons for feeling this way.

* multiple responses allowed.

5. SERVICE AND FACILITY SATISFACTION

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

In 2000, the services/facilities used most often by residents were:

- libraries for borrowing books (53%),
- passive reserves (48%),
- children's playgrounds (45%).

Usage appears to have dropped between this year and 1999 libraries for borrowing books, libraries as a reference or information source and litter control services.*

Residents more likely to have used libraries to borrow books were...

- all Ward residents except Paekakareki-Raumati Ward residents,
- women,
- ratepayers.

Residents more likely to have used passive reserves were...

- Paekakareki-Raumati Ward residents,
- men,
- residents aged 35 to 49 years,
- residents with an annual household income of more than \$50,000,
- shorter term residents, those residing in the District 10 years or less,
- urban residents.

Otaki Ward residents were less likely, than other Ward residents, to have used a passive reserve.

Note* in 1999 residents were asked if they had used litter control in retail areas.

Usage of Specific Services/Facilities In The Last 12 Months

	Yes - Have Used In Last 12 Months			
	1997 %	1998 %	1999 %	2000 %
<u>Service/Facility</u>				
Libraries for borrowing books	75	69	62	53
Passive reserves	69	61	50	48
Children's Playgrounds	49	44	43	45
Libraries as a reference or information source	70	62	54	44
Swimming Pools	62	47	39	40
Public Halls and Community Buildings	38	38	36	37
Sportsfields	37	33	31	30
Dog Control services	70	60	19	19
Noise Control services	60	55	9	7
Litter Control services*	NA	83	19	4
Environmental Health services	65	55	8	2

NA - not asked in 1997

Residents more likely to have used children's playgrounds were...

- residents aged 18 to 49 years, in particular those aged 18 to 34 years,
- residents with an annual household income of \$30,000 or more,
- shorter term residents, those residing in the District 10 years or less,
- urban residents,
- non-ratepayers.

Residents more likely to have used libraries as a reference or information source were...

- all Ward residents, except Paekakariki-Raumati Ward residents,
- residents aged 35 to 49 years,
- ratepayers.

Residents aged 18 to 24 years were less likely, than other age groups, to have used libraries as a reference or information source.

Residents more likely to have used a swimming pool were...

- women,
- residents aged 18 to 49 years,
- residents with an annual household income of more than \$50,000,
- shorter term residents, those residing in the District 10 years or less.

Residents more likely to have used a public hall or community building were...

- non-ratepayers.

Residents more likely to have used a sportsfield were...

- Paraparaumu Ward residents,
- residents aged 35 to 49 years,
- residents with an annual household income of \$30,000 or more,
- shorter term residents, those residing in the District 10 years or less,
- non-ratepayers.

Residents aged 65 years or over were less likely, than other age groups, to have used a sportsfield.

Residents more likely to have used dog control services were...

- residents aged 18 to 64 years,
- rural residents.

There were no notable differences between Wards and socio-economic groups in terms of those residents who have used noise control service, litter control services or Environmental Health services. However it appears that rural residents were slightly more likely, than urban residents, to have used litter control services.

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

Overall, Kapiti Coast District residents were satisfied with the Council services and facilities they had used in the last 12 months (see table on page 35).

The main area of concern was noise control services, where 40% of users were not very satisfied. Note, however, that the base is small (N = 30).

Taking into account the bases for each service/facility, the very satisfied ratings have increased, since 1999, for the following:

	<u>1999</u>	<u>2000</u>
• public halls & community buildings	46%	62%
• children's playgrounds	51%	58%
• dog control services	43%	61%

As the bases for litter control services and Environmental Health services were very small, no comparisons were made.

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

Public Halls and community building

Residents more likely to be not very satisfied were residents with an annual household income of less than \$30,000.

Children's playgrounds

Residents more likely to be not very satisfied were longer term residents, those residing in the District more than 10 years.

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

	Base	Level Of Satisfaction - Users Only															
		Very Satisfied				Fairly Satisfied				Not Very Satisfied				Don't know/ Unable to Say			
		1997 %	1998 %	1999 %	2000 %	1997 %	1998 %	1999 %	2000 %	1997 %	1998 %	1999 %	2000 %	1997 %	1998 %	1999 %	2000 %
<u>Service/Facility</u>																	
Libraries for borrowing books	224	60	64	70	66	35	31	25	28	5	5	6	6	-	-	-	-
Passive reserves	194	33	38	58	59	57	58	36	36	10	4	5	5	-	-	1	-
Libraries as a reference or information source	178	43	58	61	59	52	36	31	33	5	6	8	7	-	-	-	1
Children's playgrounds	155	37	36	51	58	52	52	39	30	11	12	9	12	-	-	1	-
Public halls and community buildings	147	36	37	46	62	58	57	46	31	6	6	7	7	-	-	1	-
Swimming pools	144	30	34	47	46	47	45	37	40	23	21	16	14	-	-	-	-
Sportsfields	109	57	44	61	59	36	55	35	34	7	2	4	7	-	-	-	-
Dog control services	68	26	21	43	61	49	60	37	21	24	19	20	18	-	-	-	-
Noise control services	30	32	29	24	48	62	67	42	9	7	5	34	40	-	-	-	3
Litter control services †	*13	NA	25	31	44	NA	66	64	30	NA	7	5	26	NA	-	-	-
Environmental Health Services	*13	22	22	23	73	65	65	45	27	12	13	27	-	-	-	3	-

% read across

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

NA = not asked in 1997

* Caution: small base

† In 1997/98/99 residents were asked if they have used litter control in retail areas.

c. Main Reasons For Being Not Very Satisfied

The main reasons* given by residents for being not very satisfied when using specific Council services/facilities were...

Libraries for borrowing books

- poor selection/need more books, mentioned by 3% of residents who had used the libraries for borrowing books,
- old/outdated books, 2%,
- poor condition of books/filthy, 2%.

Passive reserves

- need upgrading/maintenance, mentioned by 3% of residents who had used a passive reserve.

Libraries as a reference or information source

- lack of information/insufficient material, mentioned by 4% of residents who had used a library as a reference or information source,
- needs to be updated, 2%.

Children's playgrounds

- playgrounds removed/need more, mentioned by 5% of residents who had used a children's playground,
- equipment needs upgrading/unsafe, 3%,
- grounds dirty/untidy/need improving, 3%.

Public halls and community buildings

- need upgrading/maintenance, mentioned by 4% of residents who had used a public hall or community building,
- unclean/toilets are gross, 3%.

Swimming pools

- need upgrading/maintenance, mentioned by 7% of residents who had used a swimming pool,
- changing rooms need upgrading/improving, 3%,
- water temperature/too cold, 3%.

Sportsfields

- upgrading needed/improve facilities, mentioned by 4% of residents who had used a sportsfield,
- need more attention/upkeep, 2%.

Dog Control Services

- lack of action/no follow-up, mentioned by 11% of residents who had used dog control services,
- unsatisfactory outcome, 4%,
- need more control/more policing, 3%.

Noise Control Services

- no response to complaint, mentioned by 16% of residents who had used noise control services,
- poor response/slow to respond, 9%.

Litter Control Services

The 26% (4 residents) who had used litter control services and were not very satisfied gave various reasons for their dissatisfaction.

* multiple responses allowed.

6. WATER SUPPLY SERVICES

a. Water Supply

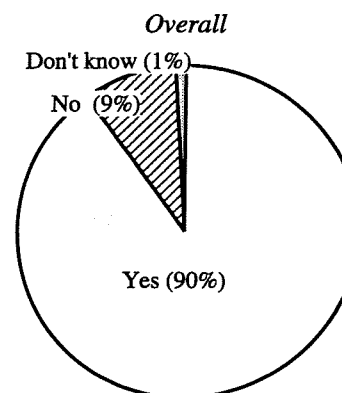
i. Are Residents Provided With a Piped Water Supply Where They Live?

In 2000, 90% of residents were provided with a piped water supply where they live (92% in 1999).

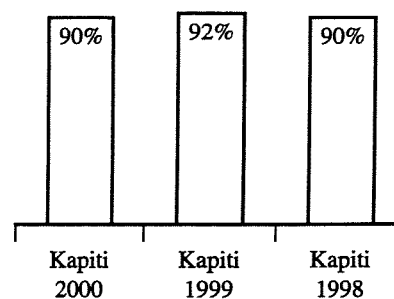
Residents more likely to have said they were provided with a piped water supply were:

- all Ward residents except Otaki Ward residents,
- women,
- residents aged 35 years or over,
- urban residents.

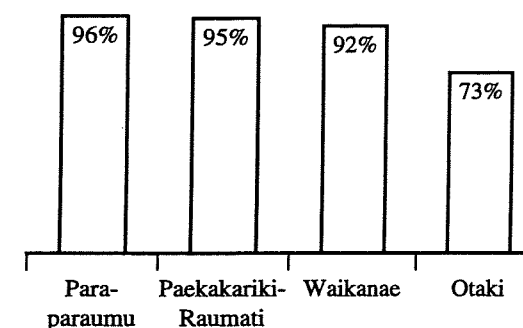
Are Residents Provided With a Piped Water Supply Where They Live?



Percent Saying "Yes" - Comparison



Percent Saying "Yes" - By Ward



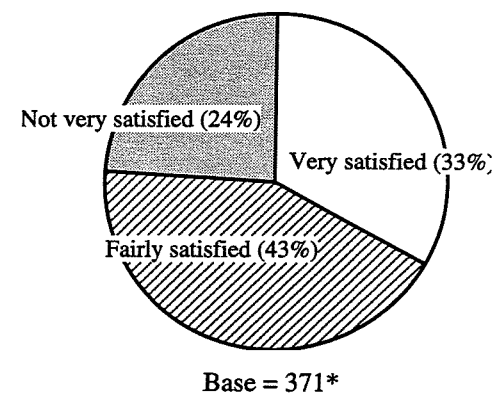
ii. Satisfaction With The Water Supply

76% of residents provided with a piped water supply were satisfied with the water supply, compared to 80% in 1999, while 24% said they were not very satisfied (20% in 1999).

There were no notable differences between Wards and socio-economic groups in terms of those residents who were provided with a piped water supply and were not very satisfied.

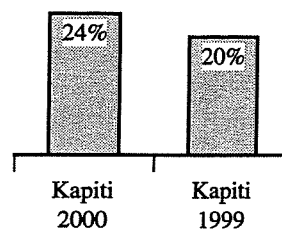
However, it appears that Otaki Ward residents are slightly less likely, than other Ward residents, to be not very satisfied.

Residents Provided With a Piped Water Supply

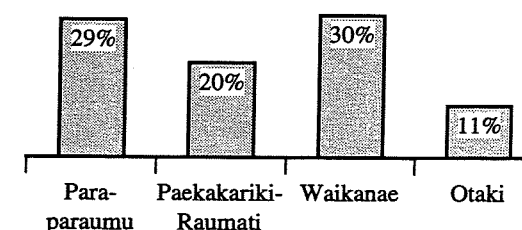


* In 1997/98 all residents who used the water supply were asked how satisfied they were with the water supply.

Percent Not Very Satisfied - Comparison



Percent Not Very Satisfied - By Ward



b. Taste of Water

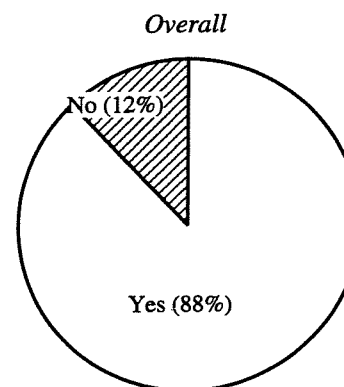
i. Have Residents Used The Water For Drinking In The Last 12 Months?

88% of residents have used the water for drinking, in the last 12 months, compared to 92% in 1999.

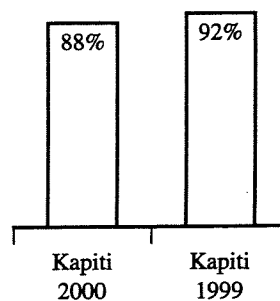
Urban residents were more likely to have used the water for drinking, than rural residents.

It also appears that Otaki Ward residents were slightly less likely, than other Ward residents, to have used the water for drinking.

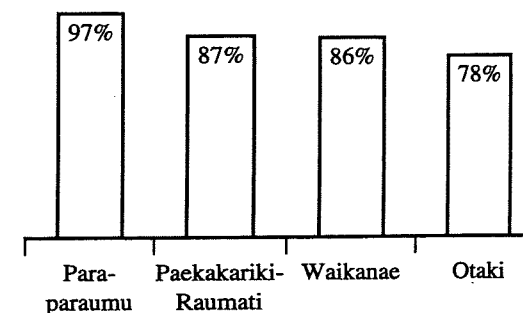
Have Residents Used The Water For Drinking In The Last 12 Months?



Percent Saying 'Yes' - Comparison



Percent Saying 'Yes' - By Ward



ii. Satisfaction With The Taste of Water

69% of residents who have used the water for drinking in the last 12 months, were satisfied with the taste, while 31% were not very satisfied. These readings are similar to the 1999 findings.

Residents who have used the water for drinking and were more likely to be not very satisfied were...

- all Ward residents except Otaki Ward residents,
- women,
- residents aged 35 years or over,
- residents with an annual household income of less than \$30,000.

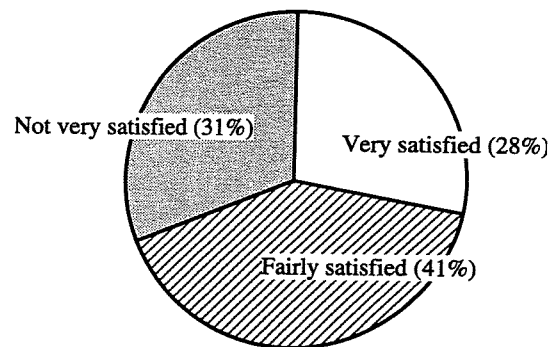
Reasons Why Residents Are Not Very Satisfied

The main reasons* given by the 111 residents who had used the water for drinking and were not very satisfied were:

- tastes/smells of chemicals/chlorine/fluoride, mentioned by 15% of residents who had used the water for drinking,
- unpleasant taste, 13%,
- use a filter system, 9%,
- have to boil water, 6%.

* multiple responses allowed.

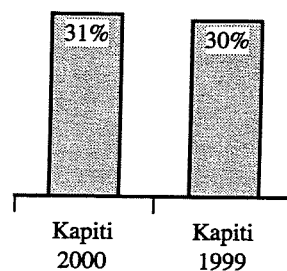
How Satisfied Are Residents With The Taste of Water?



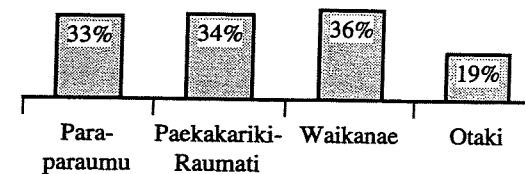
Base = 357*

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

Percent Not Very Satisfied - Comparison



Percent Not Very Satisfied - Users, By Ward



c. Water Conservation

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

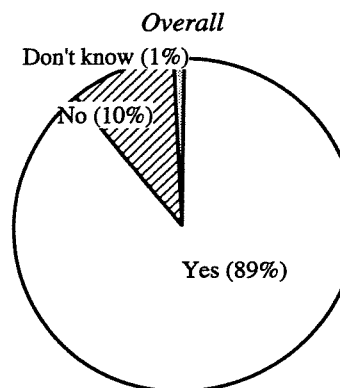
89% of residents were aware of a programme promoting water conservation, carried out last summer by Council, compared to 91% in 1999.

Residents more likely to have been aware of the programme were...

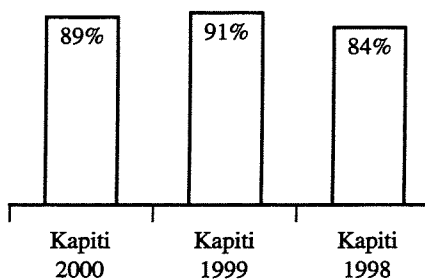
- women,
- residents aged 35 years or over,
- urban residents,
- ratepayers.

It also appears that Otaki Ward residents were slightly less likely, than other Ward residents, to have been aware of a programme promoting water conservation.

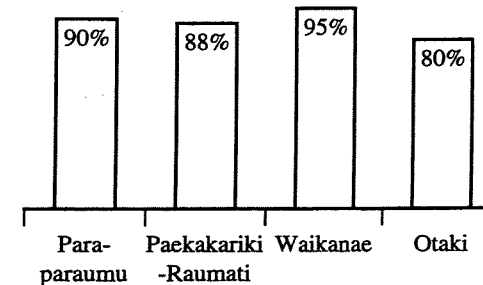
Were Residents Aware of a Programme Promoting Water Conservation?



Percent Saying 'Yes' - Comparison



Percent Saying 'Yes' - By Ward



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

88% of residents had done something to save water in the past year (90% in 1999).

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

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

The 'other' initiatives mentioned were:

- own supply/use bore/tank water, 10%,
- fixed any leaks/faults, 6%,
- use of toilet/fitted dual flush, 4%,
- self monitoring/use minimum amount, 3%,
- collect rainwater/save water, 2%,
- don't wash car/don't wash car at home, 2%,
- less car washing, 1%,
- turn taps/hose off properly, 1%,
- other specified ways to save water, 1%,
- other, 2%.

This year residents were slightly more likely to have kept to the water restrictions, than in 1999.

12% of residents said they hadn't done anything to conserve water (10% in 1999).

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

	Yes - Have...			
	Used less water in garden %	Used less water in the house %	Kept to water restrictions %	Other %
<u>Year</u>				
2000	64	40	68	32
1999	64	43	63	24
1998	51	35	65	10

7. CIVIL DEFENCE

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

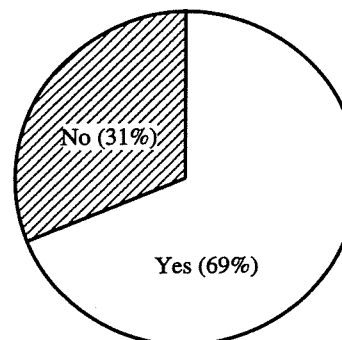
69% of residents said they have made plans or preparations for a Civil Defence emergency (61% in 1999), with 31% saying they haven't (39% in 1999).

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

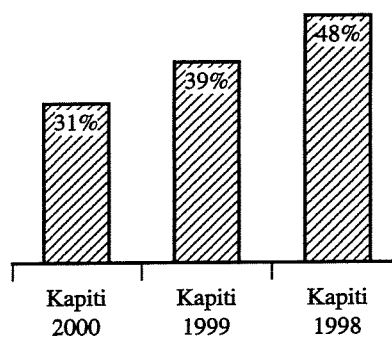
- Otaki Ward residents,
- residents with an annual household income of \$50,000 or less,
- non-ratepayers.

Waikanae Ward residents were less likely to say they hadn't made any plans or preparations for a Civil Defence emergency than other Ward residents.

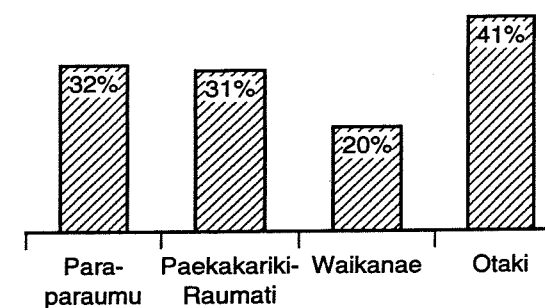
Have Residents Made Any Plans Or Preparations For A Civil Defence Emergency?



Percent Saying 'No' - Comparison



Percent Saying 'No' - By Ward



b. What Have Residents Done?

Residents who say they had made plans or preparations for an emergency were more likely to say they have a home emergency kit and/or an emergency plan in 2000 than in 1999.

The other preparations or plans mentioned were:

"Emergency phone numbers displayed - fridge magnets."

"We have mobile phones."

"A generator."

"Left my phone number with relatives and friends outside the area."

"I have written contact numbers in a book if anything happens to me."

"Car kit."

"House built especially strong to withstand floods and earthquakes."

"Talking about it at times to remind us."

"Alarm system." (x3)

What Preparations Or Plans Have Households Made?

	1998 %	1999 %	2000 %
<u>Preparations/Plans Undertaken</u>			
Stored food	68	91	89
Have a Home Emergency Kit	67	69	85
Stored water	68	78	77
Have an emergency plan	59	47	53
Radio	-	-	4
First Aid kit	-	5	2
Alternative cooking methods	-	3	2
Secured furniture etc. for earthquakes	-	-	2
Read information	-	-	1
Others	4	3	3
Base*	260	307	285

- not specified by 1% or more residents.

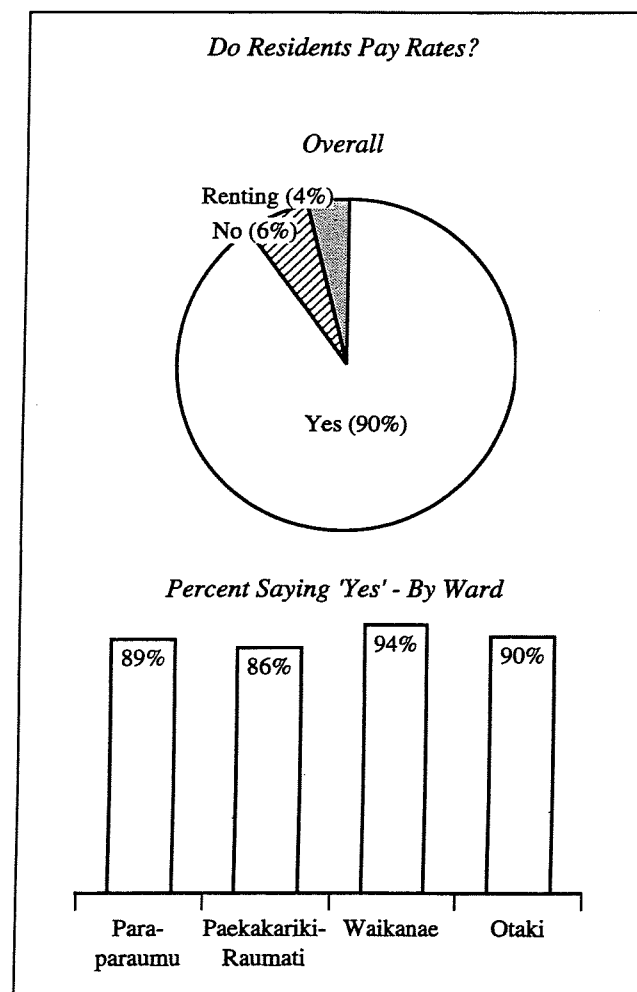
* Those households which have plans or preparations for a Civil Defence emergency.

8. RATES

a. *Do Residents Pay Rates on Property in the Kapiti Coast District Council Area?*

90% of residents said they paid rates on a property in the Kapiti Coast District, while 6% said they don't and 4% said they rent.

Residents aged 35 years or over were more likely, than residents aged 18 to 34 years, to have said they pay rates.

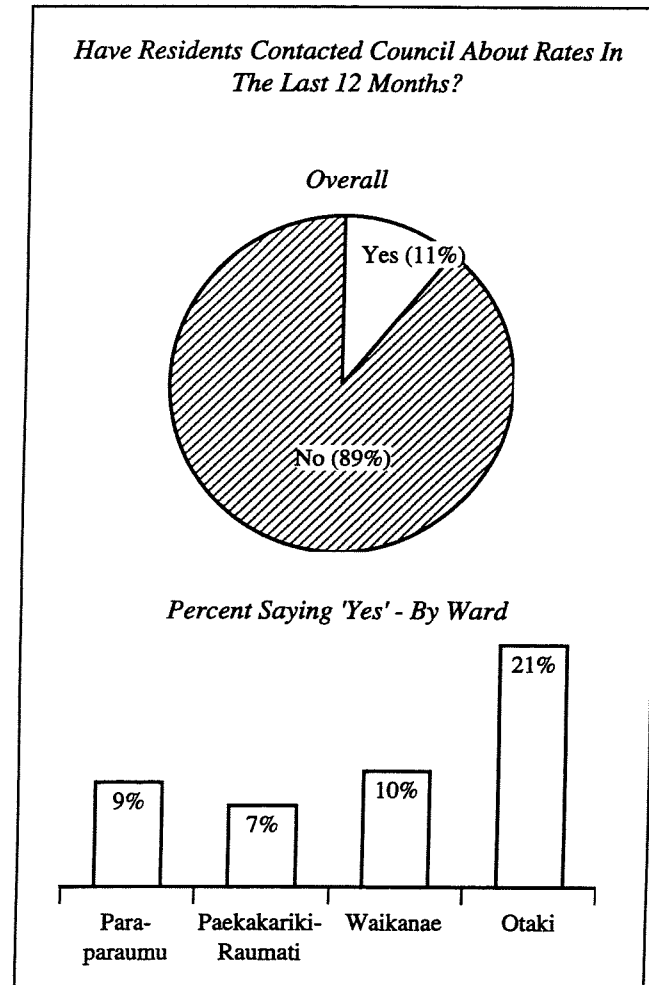


b. Have Residents Contacted Council About Rates in the Last 12 Months?

11% of residents said they had contacted Council about rates in the last 12 months.

Residents more likely to have contacted Council about rates were...

- Otaki Ward residents,
- rural residents.

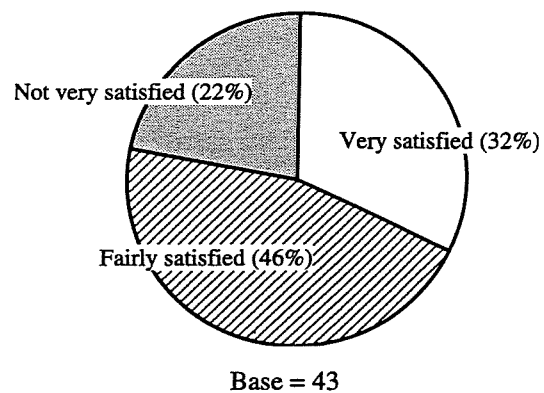


c. Satisfaction With The Service Received

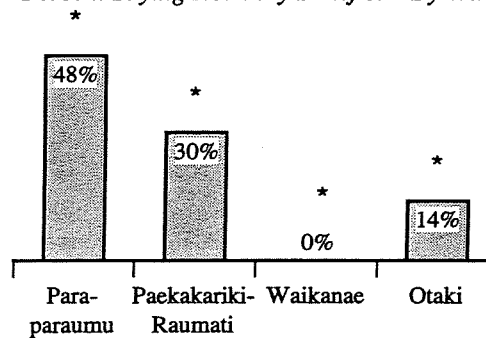
78% of residents who had contacted Council about rates in the last 12 months were satisfied with service received, while 22% were not very satisfied.

Because the bases for all Wards and most socio-economic groups were small (<30) no comparisons have been made.

Satisfaction Amongst Residents Who Have Contacted Council About Rates



Percent Saying Not Very Satisfied - By Ward



* caution: small bases.

d. Main Reasons For Being Not Very Satisfied

The main reasons given by the 10 residents who had contacted the Council about rates and were not very satisfied were...

- in arrears/had to pay penalty, 6%,
- rates increasing/too high for service received, 6%.

9. NATURAL ENVIRONMENT

a. *Satisfaction With Council's Efforts in Maintaining and Improving Kapiti's Natural Environment*

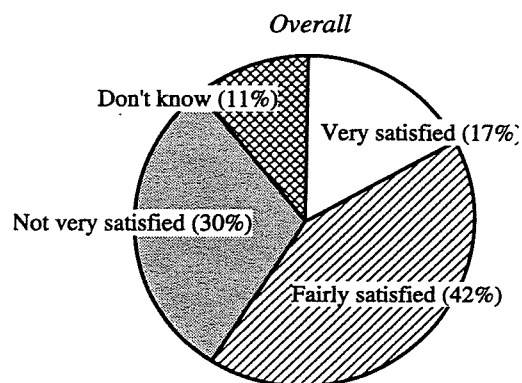
This question referred specifically to Council's management of urban growth, control of pollution and protection of native bush.

59% of residents were satisfied with Council's efforts in maintaining and improving Kapiti's natural environment, while 30% were not very satisfied.

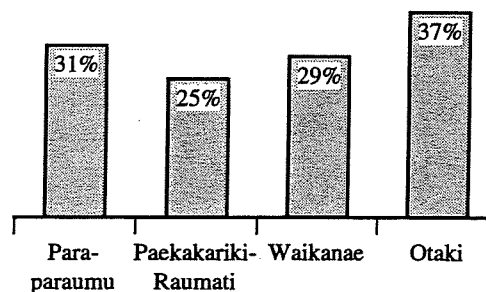
Residents more likely to be not very satisfied were...

- residents with an annual household income of \$30,000 to \$50,000,
- longer term residents, those residing in the District more than 10 years,
- rural residents,
- ratepayers.

Satisfaction With Council's Efforts In Maintaining And Improving Kapiti's Natural Environment



Percent Saying Not Very Satisfied - By Ward



b. Main Reasons For Being Not Very Satisfied

The main reasons* that 30% of residents were not very satisfied with Council's efforts in maintaining and improving Kapiti's natural environment were...

- too much urban growth - insufficient water supply, mentioned by 12% of all residents,
- too much urban growth - sewerage inadequate, 7%,
- too much urban growth - losing natural/green areas, 5%,
- pollution of river/streams/waterways, 4%,
- poor performance by Council, 4%,

Other reasons mentioned by 3% of residents were...

- poor planning,
- lack of maintenance/upkeep of area,
- upgrading needed/areas neglected,
- erosion of coastline/shoreline protection,
- urban growth affects roads/improve roads,

by 2% were...

- improve sewerage system,
- overdeveloped/affects environment,
- pollution of beaches/beaches are untidy,
- improve water supply,
- need more trees/more native trees,

by 1% were...

- increased pollution from traffic.

* multiple responses allowed.

10. PHYSICAL ACTIVITY

(Physical activity at places such as swimming pools, sportsfields, playgrounds, parks, reserves, and other similar facilities).

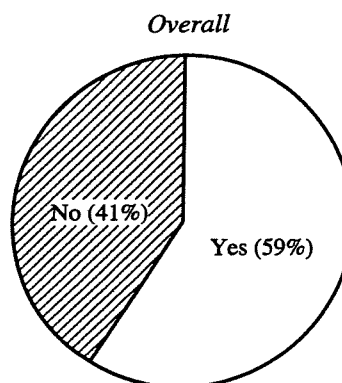
a. Have Residents Taken Part In Any Physical Activity In The Last Week?

59% of residents said they had taken part in physical activity in the last week.

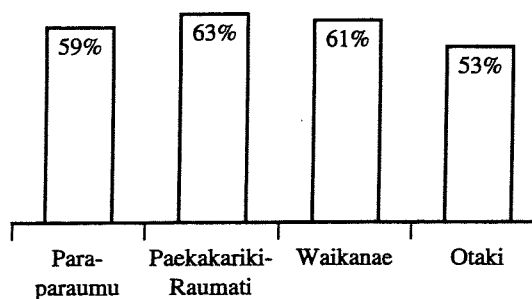
Residents more likely to have said "yes" were...

- residents aged 35 to 49 years,
- urban residents.

Have Residents Taken Part In Any Physical Activity In Last Week?



Percent Saying 'Yes' - By Ward

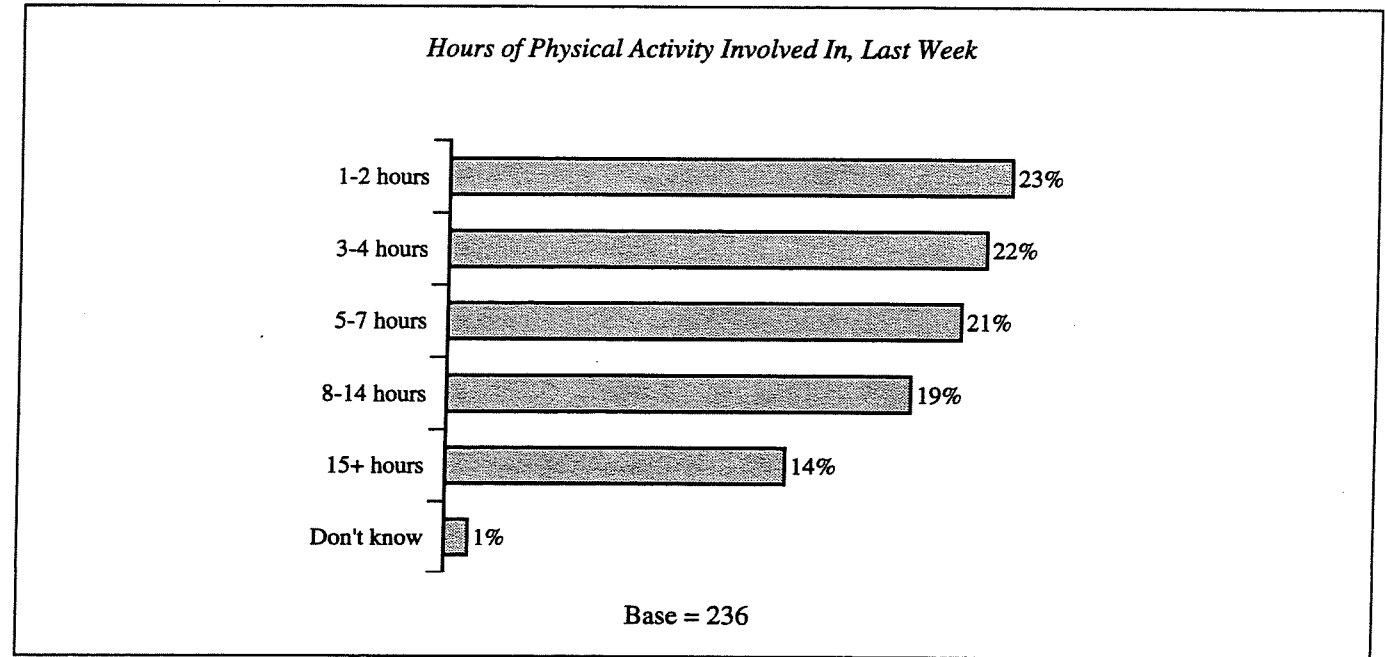


b. Number of Hours Residents Are Involved in Physical Activity

Of the 59% of residents who said they had taken part in any physical activity in the last week, 23% said they had been involved in it for 1 to 2 hours, while 22% said 3 to 4 hours and 21% said 5 to 7 hours.

19% of residents said they had been involved in physical activity in the last week for 8 to 14 hours and 14% said 15 or more hours.

The mean number of hours these residents were involved in physical activity was 7.9 hours.



11. PERFORMANCE

a. Rating the Performance of the Mayor and Councillors in the Last Year

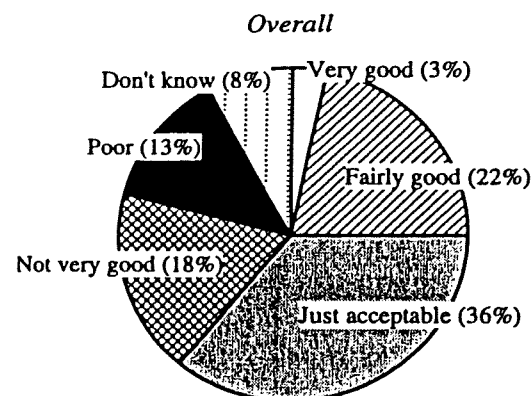
25% of residents rated the performance of the Mayor and Councillors, in the last year, as fairly/very good, while 31% rated their performance as not very good/poor. 36% said their performance was just acceptable and 8% were unable to comment.

Kapiti Coast residents were less likely to rate the Mayor and Councillor's performance as fairly/very good than like residents and residents nationwide.

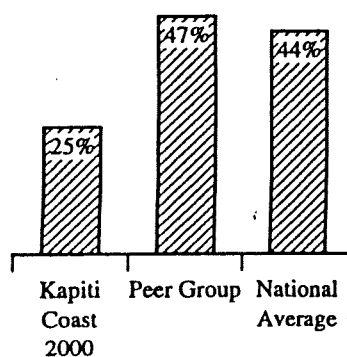
Residents more likely to rate the Mayor and Councillor's performance as fairly/very good were..

- women,
- residents aged 18 to 34 years,
- shorter term residents, those residing in the District 10 years or less.

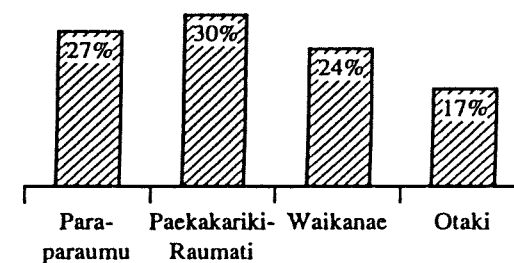
Rating The Performance Of The Mayor And Councillors



Percent Saying "Fairly/Very Good" - Comparison



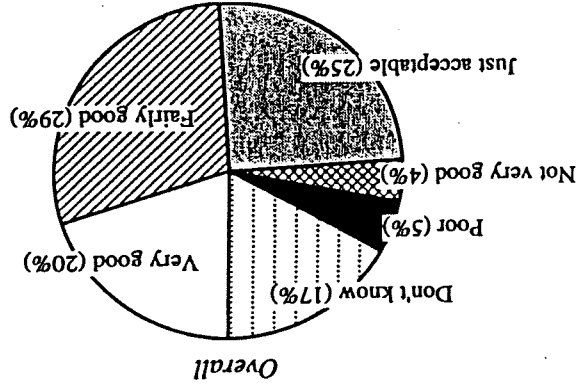
Percent Saying "Fairly/Very Good" - By Ward



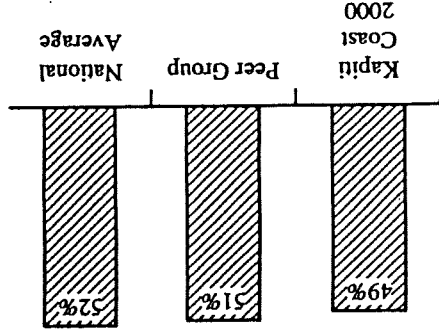
Rating the Performance of the Council Staff in the Last Year

9% of residents rated the performance of Council staff, in the last year, as fairly/very good, while 9% rated their performance as not very good/poor. 25% said Council staff performance was just acceptable and 17% were unable to comment. The percent rating Council staff performance as fairly/very good was similar to the Peer Group Average and on par with the National Average. Residents more likely to rate Council staff performance as fairly/very good were... urban residents, non-ratepayers.

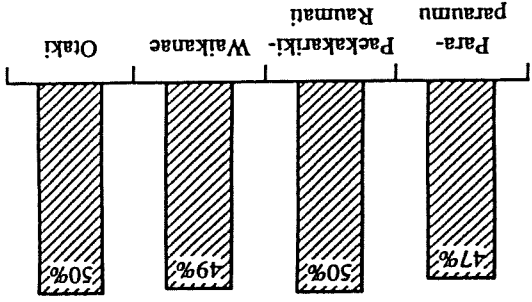
Rating The Performance Of The Council Staff



Percent Saying "Fairly/Very Good" - Comparison



Percent Saying "Fairly/Very Good" - By Ward



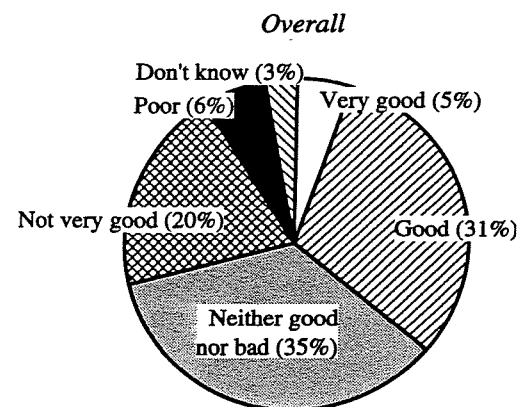
c. Kapiti Coast District Council In General

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

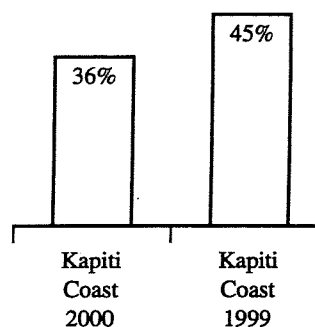
36% of residents rated the performance of the Kapiti Coast District Council, in general, in the last year as good/very good (45% in 1999), while 26% rated it not very good/poor (17% in 1999). 35% of residents rated Council performance, in general, as neither good nor bad, with 3% unable to comment.

Women were more likely to rate Council performance, in general, as good/very good than men.

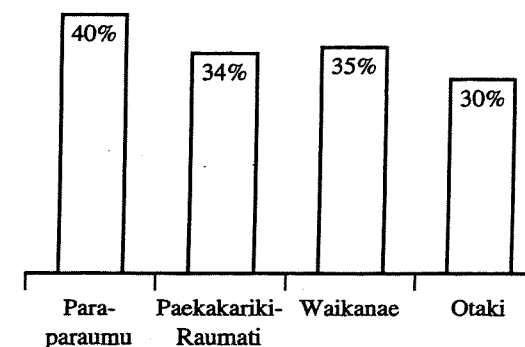
Rating The Performance of Kapiti Coast District Council



Percent Saying "Good/Very Good" - Comparison



Percent Saying "Good/Very Good" - By Ward



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

The main reasons* given by the 26% of residents who rated Council's performance as not very good/poor were:

- too much infighting/not working together/no unity, mentioned by 51% of residents who rated Council's performance in general, as not very good/poor,
- poor performance - general, 33%,
- roading/traffic issues needing attention, 21%,
- water supply needs to be addressed, 21%.

Other reasons given are:

- the Mayor/poor leadership (17%),
- indecision/not making decisions, 12%,
- financial control/overspend/money wasted, 10%,
- don't listen/one-sided, 9%,
- high rates/high for services received, 9%,
- improve sewerage system/treatment, 8%,
- areas neglected, 6%,
- poor planning/lack of planning, 6%,
- footpaths not being repaired, 4%,
- poor service/attitude/unhelpful, 3% and,
- paid too much/provided with cars, 3%.

* multiple responses allowed.

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

54% of residents commented on an issue concerning the Council (multiple responses were allowed). 46% said there was nothing in particular they wished to comment on.

The main issues mentioned by Kapiti Coast District residents were:

- water supply/disapprove of pipeline from Otaki River (x9), mentioned by 14% of all residents,
- new roads/Link Road/bypass/Transmission Gully (x13)/ new bridge (x10), 12%,
- traffic problems/traffic flow/speeding/accidents, 6%,
- footpaths need attention/no footpaths, 6%,
- could do better/improve performance, 5%,
- growth of community/services inadequate for growth, 5%,
- infighting/internal politics, 5%,
- improve maintenance/upkeep/untidy, 5%,
- sewerage, 4%,
- rates issues, 4%,
- roads need improving poor quality of work, 4%.

The other issues mentioned by 3% of residents were:

- lack of action/not making decisions,
- rubbish disposal/charges/recycling.

By 2% of residents:

- areas neglected/Otaki misses out,
- erosion/protection of coastline,
- other environmental issues,
- train/bus service/public transport,
- stormwater drainage/flooding,
- parks and reserves/recreational areas,
- look after native heritage/Kapiti Island and,
- not impressed with Mayor.

By 1% of residents:

- beautification/presentation of area,
- swimming pool,
- issues concerning dogs,
- need more facilities for young people,
- use of consultants,
- improve library facilities,
- poor lighting,
- need more parking/parking issues,
- improvements for pedestrians and,
- overstaffed/administration costs.

2% of residents gave positive comments, and 5% of residents made other comments.

13. DESCRIPTIVE QUESTIONS

a. Workforce

66% of residents said there was someone in their household in the workforce, and 34% said there was not.

b. Household Income

19% of residents said their total household income was up to \$20,000, 22% said it was over \$20,000 to \$30,000, 23% said it was over \$30,000 to \$50,000, 29% said it was over \$50,000, 1% didn't know, and 6% refused to answer this question.

c. Household Type

16% of residents said they lived in a one person household, 82% said a two person or family household and 2% said some other type of household.

d. Children In Household

40% of residents said they have children under 20 living in their household, and 60% said they did not.

e. Length Of Residence

41% of residents said they have lived in the District 10 years or less, and 59% said they have lived in the District 11 years or more.

f. Area

86% of residents said they live in an urban area, and 14% said they live in a rural area.

APPENDIX

Base By Sub-sample

		Actual residents interviewed	*Expected numbers according to population distribution
Ward	Paraparaumu	121	134
	Paekakariki-Raumati	110	89
	Waikanae	90	101
	Otaki	79	76
Gender	Male	201	186
	Female	199	214
Age†	18-34 years	47	95
	35-49 years	103	105
	50-64 years	106	85
	65+ years	143	114

† One person refused to give details of their age.

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

MARKET RESEARCH REPORT

SPECIAL CLIENTS CUSTOMER SURVEY

RESOURCE CONSENTS DEPARTMENT

KAPITI COAST DISTRICT COUNCIL

JULY 2000

SPECIAL CLIENTS CUSTOMER SURVEY

RESOURCE CONSENTS DEPARTMENT

KAPITI COAST DISTRICT COUNCIL

JULY 2000



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* * * * *

A. BACKGROUND AND OBJECTIVES

Background

In May 1998, June/July 1999 and July 2000, the Kapiti Coast District Council had a Customer Service Survey of randomly selected residents carried out, to obtain feedback from the general public. Kapiti Coast District Council was also concerned to obtain Customer Service feedback from customers who were frequent users of Council services, or had contact with Kapiti Coast District Council in ways other than as a ratepayer or resident.

Because of the significance of Kapiti Coast District Council's role in the growth of the community in terms of resource management issues, a separate survey was carried out, with questioning relating to Kapiti Coast District Council's role in this area. Note in previous years an identical survey of key influencers/business people was also carried out.

B. SURVEY METHODOLOGY

Sample Size

Resource Management	
Surveyor	4
Engineer	2
Planner	3
Builder	1
Developer	3
Other	2
Total	15

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

Interview Type

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

Sample Selection

Kapiti Coast District Council supplied lists of regular contacts to NRB. The lists were updates of those supplied in 1999. They were mainly local businesses and professionals who regularly acted on behalf of local people in dealing with the Council over consents and other procedures.

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

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

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

Call Backs

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

Survey Dates

All interviews were conducted between Tuesday 11 July and Tuesday 18 July 2000.

C. EXECUTIVE SUMMARY

Areas of Contact

12/15 respondents have had contact with the Kapiti Coast District Council's resource consents department over the last 12 months regarding a subdivision application, while 11/15 have had contact regarding a land use application.

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

6/12 respondents are satisfied with Council's handling of subdivision applications (7/10 in 1999).

6/11 respondents are satisfied with Council's handling of land use applications, down from 12/13 in 1999.

Satisfaction With Service

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

The area receiving the lowest mean concerned the consideration of the relevant issues.

Staff Performance

The one major area of concern was charges, where 8 out of 15 respondents were not very satisfied with this aspect of performance.

Contact (ease of getting hold of a senior staff member to discuss issues or disputes) received the highest mean rating of 2.8, with 12/15 respondents being satisfied and 3 unable to comment.

Overall Impression

9/15 respondents overall impression of the Resource Consents Department and the way they deal with the public was favourable/very favourable, while 6/15 said it was not very favourable.

D. FINDINGS IN DETAIL

1. Areas Of Contact

Each respondent was asked with which of the two ways listed they have had contact, over the last 12 months, with the Kapiti District Council's Resource Consents Department.

It should be noted that when comparing this year's results with previous years' findings, the number of Resource Management/Resource Consents respondents in these surveys has changed (1997: 20 respondents; 1998: 24 respondents; 1999: 15 respondents, 2000:15 respondents).

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

Table 1: Have Respondents Had Contact With Each Of The Following?

	Yes - Have Had Contact			
	1997	1998	1999	2000
Subdivision application	9	8	10	12
Land use application	9	16	13	11
Base	20	24	15	15

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

When looking at subdivision applications, 6/12 respondents are satisfied, while 5/12 are not very satisfied, giving a mean of 1.7, which is below the fairly satisfactory reading.

Respondents are more likely to be satisfied, than not very satisfied, with Council's handling of land use applications, although satisfaction has fallen with 6/11 being satisfied, compared to 12/13 in 1999.

Table 2: How Satisfied Are Resource Consents Department Respondents With Council's Handling of Specific Types of Contact?

	Mean	Level of Satisfaction - Users Only															
		Very Satisfactory (3)				Fairly Satisfactory (2)				Not Very Satisfactory (1)				Don't know			
		1997	1998	1999	2000	1997	1998	1999	2000	1997	1998	1999	2000	1997	1998	1999	2000
Subdivision application	1.7	-	2	-	2	7	2	7	4	2	3	3	5	NA	NA	-	1
Land use application	2.3	1	3	3	2	5	1	9	4	3	7	1	4	NA	NA	-	1

Numbers read across

N/A - figures not recorded in 1997/98.

3. Satisfaction With Service

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

It appears that respondents are slightly more likely to be not very satisfied with the consideration of the relevant issues (4/15) and the time taken for all the process to be completed (3/15, down from 6/15 in 1999) than they are with the other two areas listed, with the number not very satisfied increasing from 1/15 in 1999 to 4/15 this year.

Satisfaction with the quality of advice on how to apply for, or object to, a consent seems to have decreased, with 8/15 respondents being satisfied in 2000, compared to 12/15 respondents in 1999. 6 respondents are now unable to comment (1 in 1999).

Table 3: Level of Satisfaction With Kapiti Coast District Council's Resource Consents Department Service In Specific Areas

	Mean	Level of Satisfaction - Users Only															
		Very Satisfactory (3)				Fairly Satisfactory (2)				Not Very Satisfactory (1)				Don't know			
		1997	1998	1999	2000	1997	1998	1999	2000	1997	1998	1999	2000	1997	1998	1999	2000
Quality of advice on how to apply for, or object to, a consent	2.3	6	6	6	4	7	6	8	4	1	8	-	1	NA	NA	1	6
The consideration of the relevant issues	1.9	5	6	3	2	9	10	10	8	1	7	1	4	NA	NA	1	1
The time taken for all the processes to be completed	2.1	2	7	2	5	7	2	7	6	7	12	6	3	NA	NA	-	1
The clarity of any consent, conditions or requirements	2.7	6	9	6	12	6	7	7	2	4	5	2	1	NA	NA	-	-

Numbers read across

NA - figures not recorded in 1997/98

Suggestions Given As To What Changes Respondents Think Should Be Made

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

The comments are as follows:

"Faster handling of applications. Earlier consideration of whether additional information is required."

"Any further information required should be requested early on (within first week). Needs an audit as soon as it is received to determine this."

"Flexible approach which would enable a better timeframe to be adhered to. Too many fingers in the pie. Too many staff members involved in the process eg. look at your accounts form and count people involved."

"Subdivision engineer sets conditions of resource consent. Expected to keep up with six planners. Grossly over loaded. Fault of Council. Leads to massive time delays."

"Rules and standards in District Plan do not carry out policy and objectives stated in District Plan. Regard for land form has been too low. Ecological values have been held too low."

"Apart from closing down the whole thing and letting me make up my own mind."

"Some financial consideration for the work we are asked to do. We are part of the consents process as tangata whenua."

"Get rid of the greenies. Council staff in that department have gone too far toward the environment, to the detriment of progress. On one subdivision they wanted to protect the "natural sand dunes", which turned out to be eleven metres of peat."

"I would question the standard of their internal peer review. Could be improved. Ensure that their internal policies match the intent of their District Plan. Tendency to make policy 'on the fly'."

"They could work through a logical list I have noticed a few anomalies between consents. I objected to some of their conditions and compared details with neighbouring developers. I put in some more attractive street lamps and had to lodge a bond with Council to cover possible extra maintenance over the next twenty years. Hutt City, Upper Hutt City, and Transit NZ don't require this to be done."

"They should have more dialogue with applicant. Listen and discuss with applicant considerations and issues and take notice of points of views and points of concern, especially with regard to financial considerations."

"A lot more sympathetic understanding of the businesses who are putting in applications and assisting them to meet the requirements. Especially when the neighbour refuses to give their permission, threatens to make it a notified resource hearing. Overcharging."

Table 4: Rating Kapiti Coast District Council's Resource Consents Department Staff

4. Staff Performance

Respondents were asked to rate staff performance of the Resource Consents Department in ten specific areas.

The one area of concern was charges where the mean score was 1.3. 8 out of 15 respondents were not very satisfied with this aspect of performance.

Other possible areas of concern were...

- communication (mean of 1.9)
- receptiveness (mean of 2.0)
- follow-up (mean of 2.1)
- billing (mean of 2.1)

Contact (ease of getting hold of a senior staff member to discuss issues or disputes) received the highest mean rating (2.8) with 12 respondents being satisfied and none being not very satisfied.

		Rating (Actual Number of Respondents)			
	Mean	Very Satisfied 3	Fairly Satisfied 2	Not Very Satisfied 1	Don't Know
<u>Aspects Of Staff Performance</u>					
Contact: How easy was it to get hold of the right person?	2.2	5	7	2	1
Contact: How easy was it to get hold of a senior staff member to discuss issues or disputes?	2.8	9	3	-	3
Helpfulness: How helpful were they in answering your query?	2.5	9	4	2	-
Reliability: Did they do what they promised?	2.5	7	4	1	3
Communication: Were you kept informed of progress?	1.9	4	5	5	1
Follow-up: Did they subsequently follow up all matters to your satisfaction?	2.1	6	3	5	1
Billing: If you received a bill, was everything on it as expected, i.e. no additions or surprises?	2.1	5	-	4	6
Charges: How reasonable do you think the charges were for processing consents?	1.3	-	3	8	4
Friendliness: Were the people you dealt with friendly and interested?	2.6	10	4	1	-
Receptiveness: How receptive were they to customer feedback?	2.0	4	3	4	4

5. Overall Impression Of The Resource Consents Department And The Way They Deal With The Public

9 out of 15 respondents overall impression of the Resource Consents Department and the way they deal with the public was favourable/very favourable, while 6 out of the 15 said it was not very favourable.

Comments Made About The Resource Consents Department And The Way They Deal With The Public

12 out of the 15 respondents gave comments. Most were of a negative nature (multiple responses were allowed).

The comments fall into the following categories...

- not happy with fees/charges (6),
- poor attitude/don't value customer (3),
- poor communication (3),
- lack of knowledge/incorrect information (2),
- overloaded (1).

Positive Comments (5)

- apart from that they are friendly to get on with,
- unlike many local authority personnel, they tend to be proactive rather than reactive. Best local authority operation I have come across,
- I find them pretty sound,
- reception is fine.

Table 5: Respondents' Overall Impression of Kapiti Coast District Council's Resource Consents Department And The Way They Deal With The Public

	Rating (Actual Number of Respondents)															
	Very Favourable				Favourable				Not Very Favourable				Not At All Favourable			
	1997	1998	1999	2000	1997	1998	1999	2000	1997	1998	1999	2000	1997	1998	1999	2000
Respondents (Overall)	4	6	1	1	12	9	12	8	4	7	1	6	-	1	1	-
Surveyor/Engineer/Planner/Lawyer	-	1	-	-	2	3	9	6	3	3	1	3	-	-	-	-
Statutory Body/Community Board/Ratepayers' Representative	2	2	-	-	7	1	-	-	1	1	-	-	-	-	-	-
Builder/Developer	2	-	-	1	3	3	2	-	-	1	-	3	-	1	-	-
Local Business	-	3	-	-	-	1	-	-	-	-	-	-	-	-	-	-
Resident/Ratepayer	-	-	1	-	-	1	1	2	-	2	-	-	-	-	1	-