

Kapiti Coast District Council Special Clients Customer Survey

- (a) Resource Management*
- (b) Key Influencers and Business People*

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BACKGROUND

In May 1998 Kapiti Coast District Council had a Customer Service Survey of randomly selected residents carried out, to obtain feedback from the general public. Kapiti Coast District Council was also concerned to obtain Customer Service feedback from customers who were frequent users of Council services, or had contact with Kapiti Coast District Council in ways other than as a ratepayer or resident. Because of the significance of Kapiti Coast District Council's role in the growth of the community, both in a business sense and in terms of resource management issues, two separate surveys were carried out, with questioning relating to Kapiti Coast District Council's role in these two different areas. However, in order to compare perceptions of customer service, questioning on service by Kapiti Coast District Council staff was the same both for the residents' survey and for the two separate Special Clients' surveys.

THE METHOD

Kapiti Coast District Council supplied lists of regular contacts. The lists were updates of those supplied in 1997. They were mainly local businesses and professionals who were suppliers of services to Council, or who regularly acted on behalf of local people in dealing with the Council over consents and other procedures.

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

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

One Local MP and one media representative were interviewed. A Maori researcher was contracted to interview local iwi, but only one telephone interview was agreed to and thus the results have been combined in the main sample.

50 interviews were carried out by telephone. Diana Clark and Marie Telford conducted the Key Influencer and Business Interviews, and Diana Clark and Deborah Burns the Resource Management interviews.

THE RESPONDENTS

<u><i>Key Influencers/Business People</i></u>		<u><i>Resource Management</i></u>	
<i>Business</i>	17	<i>Surveyor/Engineer/Planner/Lawyer</i>	7
<i>Media/MP</i>	2	<i>Statutory Body/Community Board/Ratepayers Rep.</i>	5
<i>Local Organisation (Non Business)</i>	7	<i>Builder/Developer</i>	5
		<i>Local Business</i>	4
		RESIDENTS/RATEPAYER	3
TOTAL	<u>26</u>	TOTAL	<u>24</u>

Note: Some respondents felt unable to comment, usually because of lack of experience with a particular aspect. Thus in the report, results for ratings do not always add to the total.

CUSTOMER SERVICE

In total, impressions of customer service or the way the public is dealt with, were favourable. There had been a slight improvement since the 1997 survey. However one in five respondents still gave an unfavourable rating. Comments tended to give a more unfavourable picture than indicated by the ratings.

In 1997 the unfavourable opinions had mainly related to general issues of customer service and administration and Council taking a more active role in the community. In 1998 unfavourable opinions were mainly in the Resource Management area. Business People and Key Influencers, although not specifically asked about Resource Management, highlighted this as the Council function and customer service still requiring attention to facilitate the growth of the area. Some comments indicated some reaction against a less 'flexible' way of doing things compared with earlier experiences. However many comments reflected current experience of what was seen as unhelpful ways of handling applications.

While understaffing and a lack of experience was mentioned frequently as a partial cause of communications problems and delays in the Resource Management area, there was also a strong perception that there needed to be improvements in attitudes and ways of handling differences. These concerns could be summarised as a desire for Council officers to try to achieve a better understanding of the greater aim the developer/resident (or the consultant on their behalf) was trying to achieve, and to listen, to dialogue, and to talk over concerns to reach a mutually satisfactory conclusion.

Customer Service in the Resource Management area was seen as very inconsistent. There were perceptions of some very well performing (but overworked) and some very poor performing staff. There were also perceptions that members of the public were not treated as well as consultants, who also knew which staff to avoid. Contact problems, with over use of the answer phone and lack of progress reporting added to problems with the interpretation of the Resource Management Act. There was some lack of understanding of the relationship between building consent and resource management procedures, and what some saw as an unwillingness to use discretionary powers, and an overuse of every requirement.

By contrast, rating of Council's performance in the wider community as viewed by business people and other key influencers had improved. The effect of recent Council initiatives in business enterprise and tourism were clearly shown. As in 1997 there was support for Council taking a more active role in community growth.

RATING OF KAPITI COAST DISTRICT COUNCIL STAFF:

4. We are interested in how you would rate the Kapiti Coast District Council staff you come into regular contact with.

For each of the following descriptions of the staff, give a '5' if the staff are strongly like this, an '0' if they were not at all like this. Give a '1', '2', '3', or '4', if they were somewhere in between.

RESOURCE MANAGEMENT (NO.)

	<i>Strongly like this</i>				<u>1997/1998</u>						<i>Not at all like this</i>	
<i>Polite</i>	6	8	10	11	3	4	1	-	-	-	-	1
<i>Approachable</i>	8	9	11	5	1	7	-	1	-	-	-	2
<i>Helpful</i>	8	6	9	10	3	6	-	-	-	-	-	2
<i>Professional</i>	4	4	10	11	4	3	1	4	-	-	-	2
<i>Open</i>	3	6	10	10	3	4	3	2	-	-	-	2
<i>Technically competent</i>	5	1	6	11	8	8	-	1	-	1	-	1
<i>Showing initiative</i>	2	1	5	5	6	7	4	4	1	3	1	4
<i>Bureaucratic</i>	2	7	1	6	6	5	5	3	2	-	3	2
<i>Decision avoiding</i>	1	5	2	2	3	4	6	5	3	-	4	6
<i>Overly aggressive</i>	-	1	-	-	1	3	2	7	11	3	5	9
<i>Receptive to new ideas</i>	3	4	5	3	7	7	3	4	-	-	1	5

Scores were similar to 1997. Some possibly concerning movements were a movement towards 'bureaucratic' and (to a lesser extent) 'decision avoiding', and a movement away from 'technically competent'.

KEY INFLUENCERS AND BUSINESS PEOPLE (NO.)

	<i>Strongly like this</i>				<u>1997/1998</u>						<i>Not at all like this</i>	
<i>Polite</i>	9	8	12	14	5	3	4	-	1	-	-	-
<i>Approachable</i>	10	9	10	11	6	4	5	1	-	-	-	-
<i>Helpful</i>	9	4	8	11	12	8	-	1	1	-	1	-
<i>Professional</i>	5	5	11	9	11	9	3	3	1	-	-	-
<i>Open</i>	6	5	7	10	8	7	8	2	1	1	1	-
<i>Technically competent</i>	4	2	11	8	12	9	3	5	-	1	1	-
<i>Showing initiative</i>	4	-	9	7	10	13	5	3	1	1	1	1
<i>Bureaucratic</i>	2	2	9	4	5	11	6	5	5	2	3	-
<i>Decision avoiding</i>	2	2	8	1	6	10	5	9	4	1	5	1
<i>Overly aggressive</i>	-	-	3	3	7	8	5	5	8	4	7	6
<i>Receptive to new ideas</i>	4	4	9	9	8	7	7	2	2	-	1	3

For Key Influencers and Business People, perceptions of Kapiti Coast District Council staff were very similar 1998-1997 (scores were slightly lower, as the number of respondents was fewer in 1998).

Two movements of possible concern were slight movements away from being seen as 'helpful' and 'showing initiative'.

SUMMARY:

For comparison, the residents' scores from the Residents Survey are shown on the next page. Results are percentages. Among residents, results are generally more favourable on the positive ratings, and more rejecting of the negative attitudes.

(Special Clients' scores, multiplied by 4, give an approximate percentage for comparison, e.g. a score of '10' on either of the Special Clients' tables, would equal approximately 40% for comparison with the residents' scores.)

RESIDENTS SAMPLE (%)

We are interested in how you would rate Kapiti Coast District Council staff in general for their service to you over the past 12 months. For each description of the staff I am going to read out, give a 5 if the staff were strongly like this, a 0 if they were not at all like this. Give 1, 2, 3 or 4 if they were somewhere in between.

Users Only

	Strongly like this		<u>1997/1998</u>			Not at all like this
Polite	56 52	27 33	17 10	4 2	- -	1 -
Approachable	49 50	27 36	20 10	2 1	1 1	- -
Helpful	53 46	24 34	17 13	4 4	1 1	1 1
Professional	44 42	29 37	20 13	4 3	1 1	1 1
Open	45 42	28 34	21 16	2 5	2 2	2 -
Technically Competent	40 40	32 39	15 13	5 4	1 -	1 1
Showing Initiative	23 31	23 30	31 22	11 5	3 4	4 1
Bureaucratic	13 7	11 12	17 17	13 8	14 14	28 39
Decision Avoiding	5 4	6 6	11 9	7 6	14 14	50 58
Overly Aggressive	1 -	3 2	5 4	9 4	11 15	66 73

OVERALL IMPRESSIONS OF KAPITI COAST DISTRICT COUNCIL'S CUSTOMER SERVICE OR THE WAY THEY DEAL WITH THE PUBLIC

	<i>Very Favourable</i>		<i>Favourable</i>		<i>Not Very Favourable</i>		<i>Not At All Favourable</i>	
	<u>97</u>	<u>98</u>	<u>97</u>	<u>98</u>	<u>97</u>	<u>98</u>	<u>97</u>	<u>98</u>
Total Resource Management:	<u>4</u>	<u>6</u>	<u>12</u>	<u>9</u>	<u>4</u>	<u>7</u>	<u>-</u>	<u>1</u>
<i>Surveyor/Engineer/Planner/Lawyer</i>	-	1	2	3	3	3	-	-
<i>Statutory Body/Community Board/Ratepayers Rep.</i>	2	2	7	1	1	1	-	-
<i>Builder/Developer/</i>	2	--	3	3	-	1	-	1
<i>Local Business</i>	-	3	-	1	-	-	-	-
<i>Resident/Ratepayer</i>	-	-	-	1	-	2	-	-
Total Key Influencer and Business People:	<u>3</u>	<u>3</u>	<u>18</u>	<u>20</u>	<u>7</u>	<u>2</u>	<u>2</u>	<u>1</u>
<i>Business</i>	2	1	6	13	3	2	1	1
<i>Media/MP (Plus other TLA's in 1997)</i>	1	-	8	2	3	-	1	-
<i>Local Organisation (Non Business)</i>	-	2	4	5	1	-	-	-
TOTAL	<u>7</u>	<u>9</u>	<u>30</u>	<u>29</u>	<u>11</u>	<u>9</u>	<u>2</u>	<u>2</u>

(a) RESOURCE MANAGEMENT

Handling of Contact:

Questions:

1. (i) In which of these ways have you had contact with the Kapiti Coast District Council over the last 12 months?
- (ii) (For each) and, in general has their handling of this been very satisfactory, fairly satisfactory, or not very satisfactory?

		(i) Contact Yes		Very Satisfactory		(ii) Fairly Satisfactory		Not Very Satisfactory	
		97	98	97	98	97	98	97	98
(a)	Subdivision application	9	8	-	2	7	2	2	3
(b)	Land use application	9	16	1	3	5	1	3	7
(c)	Building consent	9	17	4	4	2	4	2	5
(d)	Objection to proposed building	3	4	1	2	1	-	-	1
(e)	Request for LIM (Land Information Memorandum)	4	11	2	3	1	3		2
(f)	Environmental protection issue e.g. noise complaint, dog complaint, abandoned car etc.	3	8	3	4	-	3	-	1
(g)	Complaint re a Resource Management matter e.g. objection to land use, earthworks, etc.	5	11	1	3	2	3	2	3
TOTALS		42	75	12	21	18	16	10	22

Satisfaction with handling of contact matters had not increased.

Among the 1998 respondents, contact was nearly double that of the 1997 sample. The number who were 'not very satisfied' over the handling of the contact issue had more than doubled, whereas those 'very satisfied' had not doubled.

Satisfaction With Service:

2. On a scale of very satisfactory, fairly satisfactory, or not very satisfactory, please rate the Kapiti Coast District Council's Resource Management service for the following.

		<i>Very Satisfactory</i>		<i>Fairly Satisfactory</i>		<i>Not Very Satisfactory</i>	
		<u>97</u>	<u>98</u>	<u>97</u>	<u>98</u>	<u>97</u>	<u>98</u>
(a)	<i>Quality of advice on how to apply for, or object to, a consent</i>	6	6	7	6	1	8
(b)	<i>The consideration of the relevant issues</i>	5	6	9	10	1	7
(c)	<i>The time taken for all the processes to be completed</i>	2	7	7	2	7	12
(d)	<i>The clarity of any consent, conditions or requirements</i>	6	9	6	7	4	5

A majority were still *satisfied* with each of the service elements, except for the time taken. However there is now an increased number of dissatisfied customers for each service element, whereas in 1997 more customers were unwilling to comment.

SUGGESTIONS FOR CHANGES

NONE/OK/FINE/NO – THEY'RE HELPFUL:

8

UNDERSTAFFING PROBLEMS:

6

"The length of time involved (subdivision) was frustrating. The time taken to complete the engineering reports and satisfy Council was excessive – the impression I get is that they are understaffed so the time taken to process everything is longer. The most frustrating aspect is not being able to get inspections from an engineering view quickly enough and obtaining their requirements quickly – but they are doing a good job in general."

"They are still developing – time should tell if it improves – there is new staff now."

"Strengthening of the engineering staff for subdivisional applications. You spend time with the subdivisional engineer, then the design work is approved by the same person, then the work is approved by the same person – he is over worked."

"Kapiti is unbelievably busy – 57 houses this month, and the phone ringing ten times more a day with irritated customers. They need more staff and to be more accountable. There's an overall pervading grumpiness in the Planning Department. They're seem to be running incredibly scared and using to the ninth degree. If it goes to appeal then we will have been to the public and covered ourselves. Some building inspectors attitudes are stressed and overworked and short and their comments are bordering on rude. They supply a service but if they were in private enterprise they would lose their business – they're not pleasant people to deal with. Have become exceedingly busy and service diminished."

BETTER STAFFING:

4

"Z is absolutely frightful. We get what we want but if someone walked in off the street for the first time... in terms of how someone feels... they are not good."

"With RM – excuses, no resources, no time. I want to see a proactive plan to handle problems as they arise, and/or being resourced to state what they can handle – the compliance section set up."

"Need a person on the desk who can allocate the right person to do the job. All applications for subdivisions should be handled by the one person to ensure consistent policy."

"Improve management of front desk. When you get to the correct person, things go well and they are generally helpful."

NEED TO INFORM/DISCUSS MORE:

5

"More group discussions involving those involved. More compromise needed by all parties to ensure favourable outcomes for all. Could do with a manager who oversees all decisions in Resource Management."

"They've changed it to Resource Services. We need Resource Consent and Building Consent. But people get trapped into thinking one is all they need. They get a consent and that's not a building permit. Council don't make it clear and we need to tell people ourselves."

"I'm not happy and I know I'm not the only one. Firstly, when I went to apply for the Resource Consent I was not told I could apply for the Building Consent at the same time to speed up the process. Then I had the Building Inspectors ringing up asking why the Building Consent hadn't been obtained. Their information was pathetic."

"Early consultation with applicants. Concerned about some aspects of determining who affected parties are and about the volume of staff reports particularly prior to having meetings with staff. They've written a book before they've had a meaningful discussion with yourself or the applicant."

NEED MORE PRACTICAL/HELPFUL APPROACH:

4

"With engineering consents some of the processes are pedantic and requirements excessive. They can generally be substantiated by logical requirements – they can substantiate them with by-laws – they're using the requirements to the full extent, and sometimes they could relax the requirements in the interest of getting projects through more quickly" "(subdivision)".

"They sat on a lot of bureaucracy. Where they said 'Z' had to go was not a good place. I asked them to come down and look they said they were far too busy. The building inspector was rather obnoxious – he tore strips off me for 20 minutes at the counter. I just went quiet. They finally deigned to come down – they needed to see the place, not just on the plans. Then they agreed with us when they saw it (different inspector). But I felt they didn't know what they were doing. They just sat on their rules rather than saying this may need to be done let's all sit down together and talk about it. The situation I got was horrible."

DELAYS:

5

"The building consent took five weeks before I got it. I rang up but I thought if I rang up I'd be dead scared they'd find something wrong. I applied in January and it took me till a month ago till it was built."

"Time. I deal with Horowhenua and the time and attitude difference is quite remarkable. Kapiti Coast District Council comes out rather poorly by comparison."

"There are more delays with Kapiti Coast than with the other Local Authorities we deal with. The others get it done in a week but its 20 days at Kapiti Coast. They'll quite often tell you they'll use that whether they need to or not. Though in some cases they've relaxed and done the consents later – they have shown some flexibility which is good."

"It took ages – 4-6 weeks (house extension). They just said they had a heap of work on over the period we put it in."

"LIMS – I know they are required by law to finish them within a set time but they couldn't and wouldn't do it. It's the old story of not what you know.... after 21 working days they were still unable to do it, and weren't too concerned. It's a hot potato."

ANSWER PHONE/NOT VERY CONTACTABLE:

3

"Frustrated ringing Resource Management and getting the answer phone all day. Or you ring the Council for an inspection and you get the answer phone. They say they'll get back, but they don't."

"A few people tried to fob you off. If you got extensions they'd fob you off. There were 3 or 4 extensions before you got the right information in the end. But it took ages to get information from Resource Consents – they're in a different building from the main building."

DISTRICT PLAN:

1

"Changes at an appropriate time to the district plan. Concerned re the somewhat petty requirements. I acknowledge that part of the fault lies with us but had we been aware of some of these we would have objected e.g. 18m turning circle within a lot. Your section could well be over size yet it triggers the need for design changes if its only a 17m circle yet its a detail of little real significance."

COST:

1

"Don't charge so much. We paid \$240 for a Resource Consent and we had the neighbours consent anyway. They have a small excess – the maximum was 60m² before you had to get Resource Consent. Why have to get it unless you're using land up to excess. We have a large section and it just added extra cost as we had to get an engineer's report."

COMMENTS IN RESPONSE TO OVERALL RATINGS:

More/Better Staffing:

FAVOURABLE:

"The building office is very good, town planning is very difficult. You get shunted from person to person and it all falls on deaf ears."

"People at the front end are not as experienced as they should be – there is no objective looking at things, looking at the whole picture."

"Some building inspectors are a lot better than others – some I don't want on the job. X is absolutely hopeless. Unbending, creating problems where there aren't problems, creating delays. Y is brilliant, very approachable, obliging, top marks."

"More health people needed there. They are understaffed in environmental area."

"Need the right person to handle the job. Everyone in the planning department should know who is the most knowledgeable person to handle each area e.g. subdivision."

NOT VERY FAVOURABLE

"Different staff I would see quite differently. Some are extremely helpful and commendable in their attitude to customers, and other staff have a policy of avoiding talking to applicants because they see it as a waste of time. You know nothing but you're an independent person. You may want to be spoon-fed through the process. Developers representatives know what's required and should look after the process. A lot of applicants are satisfied if they talk to them for half an hour."

"I believe they are working very hard toward improving the situation. I have concerns re the amount of experience of staff. Resource consent as opposed to building consent – front line are OK not a lot of backup staff."

"People I deal with get complaints from the public that Kapiti Coast District Council are not addressing issues – are non responsive, disinterest shown. Trying to get them to take issues on board – understaffed, not enough resources, too many excuses."

"Front desk staff need more training. They're the first you meet and need to be on the ball. Present staff aren't on top of things."

NOT AT ALL FAVOURABLE

"Staff I deal with are unprofessional. The attitude is 'you do it our way or not at all.' They have no flexibility in their decision making."

Positive - Sundry

VERY FAVOURABLE:

"Keep up the great work."

"Have had brilliant liaison with Council – they have always been great to me."

"Haven't had a lot of dealings but they seem fine."

"Return calls promptly, try to deal with things fast."

"Generally they respond quickly and efficiently to queries and are open to discussion."

FAVOURABLE:

"Staff are helpful and my relationship is professionally handled."

"Most of my work is for my clients – have found them approachable."

"Wasn't a hassle, quite straight forward."

"We did appreciate we were told when we applied that it would take 3 weeks and it did. And the information they gave us could be followed through one by one – you need this, you need to do that. We followed it down the line."

NOT VERY FAVOURABLE:

"They're pretty good- I've known and dealt with them for many years – but I know the public don't find them that way."

Sundry:

FAVOURABLE:

"They make rules for us that are exceedingly stringent – and to pass or fail is our livelihood, yet their offices are on a first floor, up a flight of stairs – and we had to put in a ramp!"

"Need to employ better technology in building plans – update of computer technology in Planning Department."

Attitude - Sundry:

FAVOURABLE:

"I deal with other Councils and I really wonder whether Kapiti are applying the Resource Management Act correctly. They don't use their discretion. They notify anything they possibly can just to be safe. Whether they're lacking experience or are living in the bad decisions of the past – they need to be brave enough to go forward from the past."

"Lacks management from the top. They have one idea and it happens for a while. It doesn't seem to be well run from the top and in terms of getting answers and getting things done and completed. If they were a business they would have gone out of business. They look at water, sewerage, subdivisions. They need to focus one or two major items and get them done and on to the next thing. They are focusing on too many things at once."

"Over the last 2 months there have been some improvements. They are getting their act together (over time taken). The other improved areas are ones of problems with Councils district plans and implementation of the Resource management Act. The way Council interpret it. Kapiti Coast seem to have a problem with neighbours consents, in that they are very proactive if a neighbour shows some displeasure. Yet if its a developer, they take the attitude the developer is wrong. Maybe they think he's been there before he should know what he's doing. The attitude problem causes the time frame delay."

"They take too much time thoroughly examining minor details rather than looking at the overall picture."

NOT VERY FAVOURABLE:

"A bit of overkill on a few things. It cost us \$4,000 extra on top of what we'd been quoted from the builder. We had to put in extra footings and gutterings (details given). The builder complained to Kapiti Coast but Kapiti Coast said this is what had to be done."

"It was approved and they said a site inspection had been done. So I prepared the ground. Then the inspector came and said the ground was too soft for the pour and that I needed extra steel. That should have been worked out and approved according to my plan. I had a concrete truck coming an hour later. This Council's building section is disgusting – a law unto themselves."

"The building industry has changed. The laws are flexible and interpretation could be used more favourably. That facility has been lost. Five years ago Kapiti used to be the best deal with Wellington, Hutt, Porirua and Horowhenua. Kapiti Coast District Council are now by far the worse we deal with. In years past they have favoured us with information and been very helpful and we used to (details deleted). But this has stopped in the last two years... (details deleted). Currently there is a situation where a whole group of young planners fresh post graduates filled with an interpretation of law, not an interpretation of need. There is a direction Town Planning took back in 1997 and that is being lost by pedantic interpretation. We have developers looking at Kapiti Coast District Council sideways as the assistance they are getting from Council is not what they expect. There should be a greater facility towards developers and being mindful that it is their clients who are an endorsement of growth. One thing is positive on this coast and that is change and population growth and that is reflecting

that they must facilitate and welcome growth. There has been a sizeable change in the planning department and it is not as satisfactory as it used to be – fear overrides commonsense. (Repetition deleted). (Respondent was asked for suggestions.) Solutions are not easy. I understand why Council are so cautious on many of their decisions. However they require to have more confidence in some of their decisions. They should do things not for self-protection, but for the community.

They need better communications avenues for professionals and developers. Evenings and workshops with architects, engineers etc to say how can we work through some of our issues so you developers can give people (our clients) good faith we can work with them. The logo is promoting growth in the district but the first thing the developer comes up against is bureaucracy."

(b) KEY INFLUENCERS AND BUSINESS PEOPLE

KAPITI COAST DISTRICT COUNCIL'S ROLE IN THE COMMUNITY

Questions:

1. On a scale of very satisfactory, fairly satisfactory, or not very satisfactory, please rate KCDC for the following?

	<i>Very Satisfactory</i>		<i>Fairly Satisfactory</i>		<i>Not Very Satisfactory</i>	
	<u>97</u>	<u>98</u>	<u>97</u>	<u>98</u>	<u>97</u>	<u>98</u>
<i>Promoting a safer community</i>	8	12	20	11	2	2
<i>Accessibility</i>	15	10	14	14	2	1
<i>Communication over major issues</i>	10	9	16	13	5	4
<i>Promoting and encouraging business growth</i>	4	10	13	8	11	7
<i>Promoting and encouraging tourism</i>	3	8	10	9	14	6
<i>Responsiveness</i>	7	7	17	18	6	4
<i>Management of its affairs</i>	4	3	24	21	3	2
<i>Communication over day to day issues</i>	4	3	22	14	4	9
<i>Quality of work</i>	6	2	24	23	1	1
<u>TOTAL</u>	<u>61</u>	<u>64</u>	<u>160</u>	<u>128</u>	<u>48</u>	<u>36</u>

Perception of the corporate performance of Kapiti Coast District Council had improved. The number of 'very satisfactory' ratings given across nine attributes, was higher with fewer respondents in 1998 than 1997. In 1998 there were 26 respondents in this sector compared with 33 in 1997. In 1998, there were also fewer (and proportionally fewer) 'not very satisfactory' ratings than in 1997. Kapiti Coast District Council rated most positively on three attributes, *promoting a safer community*, *accessibility*, and *communication over major issues*. These had also been the top three in 1997, although *accessibility* had now moved from first to second most positively rated. Two attributes had increased significantly between 1997 and 1998. These were *promoting and encouraging business growth* and *promoting and encouraging tourism* now at four and fifth place, up from bottom ranked in 1997.

Note: There were some 'no replies' where respondents were unsure how to rate, particularly in 1997.

THINGS HANDLED WELL BY KAPITI COAST DISTRICT COUNCIL

NOTHING/NO COMMENT:

4

CONSULTATION:

12

"Public relations issues – communications"

"Involvement of business community in making decisions."

"The Resource Management Act has been progressive with the information they've been giving out – the 20 Year Strategic Plan is a credit to them."

"Consulted with community well over alternative road."

"Vision 2020 information. Keeping the public informed."

"Long term Strategic Plan Vision 2020."

"District Plan – a need for feedback and seemed to want it."

"Ongoing promotion of affairs, and encouraging participation. Discuss in open forums their awareness of issues."

"Information available for new link road. New district plan and forward plans – Vision 2020."

"Consultation – public awareness – don't over react to public comment."

"Annual Plan – procedures and publicity involved in this task."

"Had a problem with the calculation of our rates and status of our land – Council were receptive to changes and willing to listen."

GROWTH/DEVELOPMENT:

5

"Growth of the community."

"Business development"

"Recent push for tourism has been good."

"Getting rid of Enterprise Trust."

<u>LEADERSHIP:</u>	2
<i>"Council taken a leadership role in the community."</i>	
<u>DOGS:</u>	2
<i>"Targeted key issues – dog problem."</i>	
<u>MEDIA:</u>	2
<i>"Media – good coverage in local papers."</i>	
<i>"Not using Kapiti newspapers for advertising – pretty political decision."</i>	
<u>PLANNING:</u>	2
<i>"Planning area of Council helpful (staff)."</i>	
<i>"Planning matters – thorough."</i>	
<u>COMMUNITY:</u>	2
<i>"Community activities e.g. community centres."</i>	
<i>"Community facilities e.g. libraries/service centres."</i>	
<u>INFRASTRUCTURE SERVICES:</u>	4
<i>"Lighting and provision of concrete footpaths."</i>	
<i>"Current roading plan and works."</i>	
<i>"Engineering – do very well."</i>	
<i>"Seen a problem with water and fixing it. Subdivisions."</i>	
<u>GANGS:</u>	3
<i>"Attitude to unruly element in the community."</i>	
<i>"Gangs"</i>	
<i>"Strong anti gang and dog line promoted well – shown strength passing legislation."</i>	
<u>SUNDRY:</u>	2
<i>"Handling of depreciation funding."</i>	
<i>"Safety"</i>	

THINGS NOT HANDLED SO WELL BY KAPITI COAST DISTRICT COUNCIL

NOTHING:

4

CONSENTS:

7

"Building permits – town planning is abysmal – there is no one with any practical experience – too time consuming when making applications."

"Business and development consents onerous to obtain – for example, extra drainage consents are difficult to obtain."

"Building inspection department – responsiveness – not flexible. They are dollar driven."

"Building applications – poor. Resource Management – work hard at it, but senior experience is lacking."

"Conflicting advice between and within building departments."

"Town Planning", "Development – hotch potch approach."

"Had a run in with one of the front line officers who served at the counter. Went in about a resource consent and the officer left me standing at the counter and started talking to me."

DOGS:

2

"Should have been a central government issue."

"Punitive on dog owners."

TOWN CENTRE:

5

"The commercial activities – the town centre development."

"The new planning for the development of Coastlands – the alternative development plan is a debacle."

"Over favour developers opinions – commercial activity rather than the ratepayer and the communities needs for social services."

"Town Centre Planning."

"The Coastlands extension. Other areas e.g. Waikanae are losing retail trade at the expense of Coastlands. In the long run it's not good for the region as a whole."

WATER:

2

"Didn't deliver the cheapest and better option."

"Water management – serious strategical planning required to meet shortage."

SEWAGE:

2

"Sewage – gathered required statistical data but kept within restrained budget instead of budgeting and planning for longer term."

"Lack of strategic planning – laid water and sewerage pipes and didn't include gas."

ROADING:

3

"Bypass required instead of short term expenditure."

"Roading – dividing Paraparaumu."

"Major roading project – arterial road."

RATES AND ADMINISTRATION:

3

"Slow in paying accounts – currently two months delay – need to be more cooperative in adding to and enhancing business environment."

"Rates office – difficulty in accessing information from Rates Office."

"Lady on front desk not helpful or polite."

PROTECT ENVIRONMENT:

2

"Protection of ecological areas – landscape in subdivisions and development. Protection of environment."

"Landscape issues."

COSTS/RATES/USER CHARGES:

2

"Pricing some people out of farming."

"User charges – they need to communicate more with those involved to ensure they're suitable. Rates increase might be another option."

SUNDRY:

"New district plan. The development and processes for building development are not handled well."

"We don't always get reports, so how can we comment on them. Sometimes we get a whole lot at once to comment on, should be more structured or get them regularly, not when they remember to send them."

"Don't do enough for tourism."

"Enterprise Trust."

"Reactions to Criticism."

SUGGESTIONS FOR CHANGES

NONE:

7

CONSULTATION:

2

"Need to consult more widely and before implementing policy rather than afterwards. Need to educate people how to care for dogs as they are the best safety protection."

"Consultation with public – need more staff. Too big a workload in front office."

RESOURCE MANAGEMENT:

7

"More receptive to new business growth – perception of developers re consents is that they are slow, detracting them from Kapiti growth and industry. Be more active to get large industry so we can stand up on our own as a region."

"Resource management requires more senior people with experience."

"Resource consents through to building inspections, need to be carried out by private companies. The loss of time in gaining resources approval needs to be improved."

"Day to day improvements i.e. garages and decks shouldn't cost so much. – more justification of cost."

"High use - eyesore – bad planning – coastline consultation community based groups mix of architects, engineers and council members to consult on building aesthetics to enhance the Kapiti Coast environment."

"Some departments need to get out of the old attitude – need to become customer focused – the building department attitude needs improving – completely unhelpful."

"Employ landscape person or someone with environmental training."

STAFF/MANAGEMENT:

4

"I really can't think of anything. Perhaps more staff as sometimes there are delays because of staff shortages (building areas) but I appreciate its the fastest growing area in the district."

"Kiwi host course for front line staff."

"Cultural awareness programme, need to be aware of Treaty issues and how they impact on Council."

"Time for management changes."

COMMUNITY:

2

"Still some local issues to address – some more communication re youth of the area."

"Catering for disabled – need to make headway."

MORE ACTIVE ON TOURISM:

2

"More emphasis on tourism and business development."

"Proactive tourism and development stance – more aggressive line on both the above – they need to be less bureaucratic."

REDUCE COUNCIL/BOARDS:

2

"Community boards should be done away with to produce a more cohesive district."

"Reduce number of councilors and with money saved could be used to improve shopping centres other than Coastlands e.g. Raumati south."

SUNDRY:

5

"Clearer focus on what the role of the local authority should be getting down to – core business (not gangs and dogs)."

"More strategic planning and provision of services for those living in the community."

"Council – be more receptive to suggestions and change."

"Do a little more about bottle neck in traffic e.g. Kapiti Road."

COMMENTS FOR OVERALL RATING

VERY FAVOURABLE

"Generally experience very good service."

"Like telephone manner – personal touch, not recording."

FAVOURABLE

"Need to concentrate on marketing themselves – got to apply to each member of staff to get rid of public service mentality."

"Not enough accountability (typical civil servant syndrome)."

"Council is decision avoiding and overly politically driven."

"Leadership, manager is extremely good – but decision making isn't flowing through to middle management. Staff doing the outside labouring work are tremendous."

"Councilors need to be very proactive with children and elderly promoting venues and activities e.g. bush walking and sports – Council rates very poorly in this area of children and elderly."

"I like their economic philosophy – I like their realism – they don't get lost in political correctness."

"Letting people know what's happening – e.g. town centre project put on hold but haven't let people know what's happening. Cope well considering one of fastest growing districts in New Zealand – must be difficult to keep up with infra structure."

"Always room for improvement but things are heading in the right direction."

"I speak at Council Hearings – and there is no uniformity in the way issues are handled."

NOT FAVOURABLE:

"Open meetings – closed ones are a mistake. Communication must be a bit more diplomatic. There is a perception that they are not very diplomatic and not open enough – seems like they have something to hide."

NOT AT ALL FAVOURABLE:

"The poor performances are an outcome of management and policy matters rather than staff."

**KAPITI COAST DISTRICT COUNCIL
CUSTOMER SURVEY
PART 2 - SPECIAL CLIENTS
(a) Resource Management**

I am carrying out an audit on behalf of the Kapiti Coast District Council.

They have given us a list of key people whose opinions they value, and we are doing a brief telephone interview with a random sample of people, whose identity we will not reveal to Council. (*I am an independent researcher operating under the Code of Ethics of the Market Research Society*). All comments will be confidential and will be grouped into an overall report on how Council operates in the Resource Management area.

Questions:

1. (i) In which of these ways have you had contact with the Kapiti Coast District Council over the last 12 months?
(ii) (For each) and, in general has their handling of this been very satisfactory, fairly satisfactory, or not very satisfactory?

		(Circle) (i)		(Circle) (ii)		
		Contact Yes	No	Very Satisfactory	Fairly Satisfactory	Not Very Satisfactory
(a)	Subdivision application	1	2	1	2	3
(b)	Land use application	1	2	1	2	3
(c)	Building consent	1	2	1	2	3
(d)	Objection to proposed building	1	2	1	2	3
(e)	Request for LIM (Land Information Memorandum)	1	2	1	2	3
(f)	Environmental protection issue e.g. noise complaint, dog complaint, abandoned car etc.	1	2	1	2	3
(g)	Complaint re a Resource Management matter e.g. objection to land use, earthworks, etc.	1	2	1	2	3

2. On a scale of very satisfactory, fairly satisfactory, or not very satisfactory, please rate the Kapiti Coast District Council's Resource Management service for the following.

(Circle one number only)

		Very Satisfactory	Fairly Satisfactory	Not Very Satisfactory
(a)	Quality of advice on how to apply for, or object to, a consent	1	2	3
(b)	The consideration of the relevant issues	1	2	3
(c)	The time taken for all the processes to be completed	1	2	3
(d)	The clarity of any consent, conditions or requirements	1	2	3

3. What suggestions for changes would you like to make? (please be specific)

4. We are interested in how you would rate the Kapiti Coast District Council staff you come into regular contact with over Resource Management matters.

(For each of the following descriptions of the staff, give a '5' if the staff were strongly like this, an '0' if they were not at all like this. Give a '1', '2', '3', or '4', if they were somewhere in between.

(For each item

Circle one number only)

		<i>Strongly like this</i>					<i>Not at all like this</i>
(a)	<i>Receptive to new ideas</i>	5	4	3	2	1	0
(b)	<i>Approachable</i>	5	4	3	2	1	0
(c)	<i>Technically competent</i>	5	4	3	2	1	0
(d)	<i>Helpful</i>	5	4	3	2	1	0
(e)	<i>Polite</i>	5	4	3	2	1	0
(f)	<i>Open</i>	5	4	3	2	1	0
(g)	<i>Professional</i>	5	4	3	2	1	0
(h)	<i>Bureaucratic</i>	5	4	3	2	1	0
(i)	<i>Decision avoiding</i>	5	4	3	2	1	0
(j)	<i>Overly aggressive</i>	5	4	3	2	1	0
(k)	<i>Showing initiative</i>	5	4	3	2	1	0

5. Finally, what are your impressions of KCDC's customer service or the way they deal with the public?

(Circle one only)

(a)	<i>Very favourable</i>	1
(b)	<i>Favourable</i>	2
(c)	<i>Not very favourable</i>	3
(d)	<i>Not at all favourable</i>	4

Comments?

6.

<i>Are you a Kapiti Coast District ratepayer?</i>	<i>Yes</i>	<i>No</i>
	1	2

Type of customer:

(Circle one only)

<i>Surveyor/Engineer/Planner/Lawyer</i>	1
<i>Statutory body/Community Board, etc.</i>	2
<i>Builder/Developer</i>	3
<i>Resident/Ratepayer only</i>	4
<i>Other (write in)</i>	5

Thank you very much.

Sensus NZ Ltd

(04) 564-5872

(Diana Clark)

Thank you.

**KAPITI COAST DISTRICT COUNCIL
CUSTOMER SURVEY
PART 2 - SPECIAL CLIENTS
(b) Key Influencers and Business People**

I am carrying out an audit on behalf of the Kapiti Coast District Council.

They have given us a list of key people whose opinions they value, and we are doing a brief telephone interview with a random sample of these people, whose identity we will not reveal to Council. (*I am an independent researcher operating under the Code of Ethics of the Market Research Society*). All comments will be confidential and will be grouped into an overall report on Council's corporate performance. We are interested in your feedback on the way KCDC operates, the way it manages its various services and activities.

Questions:

1. On a scale of very satisfactory, fairly satisfactory, or not very satisfactory, please rate KCDC for the following?

(Circle which applies)

		<i>Very Satisfactory</i>	<i>Fairly Satisfactory</i>	<i>Not Very Satisfactory</i>
(a)	<i>Management of its affairs</i>	1	2	3
(b)	<i>Communication over major issues</i>	1	2	3
(c)	<i>Communication over day to day issues</i>	1	2	3
(d)	<i>Quality of work</i>	1	2	3
(e)	<i>Accessibility</i>	1	2	3
(f)	<i>Responsiveness</i>	1	2	3
(g)	<i>Promoting and encouraging business growth</i>	1	2	3
(h)	<i>Promoting and encouraging tourism</i>	1	2	3
(i)	<i>Promoting a safer community</i>	1	2	3

2. (i) What kinds of things have KCDC handled well?

- (ii) What kinds of things have KCDC not handled so well?

3. What suggestions for changes would you like to make? (please be specific)

4. We are interested in how you would rate the Kapiti Coast District Council staff you come into regular contact with.

(For each of the following descriptions of the staff, give a '5' if the staff are strongly like this, an '0' if they were not at all like this. Give a '1', '2', '3', or '4', if they were somewhere in between.

(For each item
Circle one number only)

		<i>Strongly like this</i>					<i>Not at all like this</i>
(a)	<i>Receptive to new ideas</i>	5	4	3	2	1	0
(b)	<i>Approachable</i>	5	4	3	2	1	0
(c)	<i>Technically competent</i>	5	4	3	2	1	0
(d)	<i>Helpful</i>	5	4	3	2	1	0
(e)	<i>Polite</i>	5	4	3	2	1	0
(f)	<i>Open</i>	5	4	3	2	1	0
(g)	<i>Professional</i>	5	4	3	2	1	0
(h)	<i>Bureaucratic</i>	5	4	3	2	1	0
(i)	<i>Decision avoiding</i>	5	4	3	2	1	0
(j)	<i>Overly aggressive</i>	5	4	3	2	1	0
(k)	<i>Showing initiative</i>	5	4	3	2	1	0

5. Finally, what are your impressions of KCDC's customer service or the way they deal with the public?

(Circle one only)

(a)	<i>Very favourable</i>	1
(b)	<i>Favourable</i>	2
(c)	<i>Not very favourable</i>	3
(d)	<i>Not at all favourable</i>	4

Comments?

6.

<i>Are you a Kapiti Coast District ratepayer?</i>	<i>Yes</i>	<i>No</i>
	1	2

Type of key person:

(Circle one only)

<i>Business</i>	1
<i>Media</i>	2
<i>MP/CEO/Other Local Authority</i>	3
<i>Local Organisation (Non Business)</i>	4
<i>Other (write in)</i>	5

Thank you very much.

Sensus NZ Ltd

(04) 564-5872

(Diana Clark)

Thank you.

KAPITI COAST DISTRICT COUNCIL

CUSTOMER SERVICE SURVEY

COMMENTS

GENERAL - NEGATIVE

- Rosewood Place – gorse problems – Council haven't done anything to fix it after several calls.
- When it rains Otaki drains can't cope. Flooding occurs.
- Otaki should be separated from KCDC (3)
- Footpaths in Otaki in terrible state – unsafe for older people (4)
- Council should pursue Telecom in providing 'city calling' option for Otaki (2)
- Footpaths needed only have them on one side of street/fix footpaths (10)
- Resource Consent Office staff not helpful enough
- Need to encourage more local business to locate in Raumati
- No rubbish collection in area – (Greendale Park) – urgently needed
- Don't allow high rise buildings – Paraparaumu Beach area (3)
- Fresh ideas needed in Council. Needs new people – too many have been there too long
- Looking ahead 20 years in planning is putting too much cost on ratepayers now
- Too much money spent on consultants
- Council should have 0800 number for Otaki callers/(2)toll free to Paraparaumu Council officers from Otaki (2)
- Some financial assistance for pest control for householders
- Too much promotion for Paraparaumu – none for Otaki area
- Need more crossings on Mazengarb Road (Pedestrian)
- Footpath in Dale Road needed/footpaths need repair
- Mayor needs to control what he says to media. He should represent views of community not his own – or make that clear. (Too many issues he mouths off about)/Neg. Mayor (2)
- Why is there no public toilets in Council buildings (Waikanae)
- More reporting in local papers about Council meetings needed
- More public consultation needed re environmental issues
- Cars are being dumped at Weggery Estate (Waikanae).
Not getting any response from Council – called several times
- Amohia St – lots of rubbish on this street – really tacky, needs cleaning up
- Need Christmas decorations at Xmas time, in Coastlands area
- Building consent took longer than told it would take - staff slow to process request/Extremely rude (2)
- More proactive in Town Planning. Need more attractive town centre – other than Coastlands

- Rubbish charges at tip too much (2)
- Rubbish bags should be free – prepared to pay extra rates/wheelie bins should be free
- Need for more youth activities in area. e.g. organised dances – beach parties (4)
- Need to listen to Iwi before making decisions/ Mayor only pays lip-service to Iwi
- Council halls need new seats/benches
- More street lighting needed (2)
- Council must support us with our fight with Telecom
- Otaki rates are much lower than Waikanae – it should be fairer.
- We in work pay too much
- Horse owners should be made to clean up droppings e.g. Mazengarb Road
- Waikanae shopping area needs more promotion to encourage more shops opening (2)
- Building work too strict – takes too long to negotiate with Council
- Noise control – only got answer phone – need to be able to speak to someone

GENERAL - POSITIVE

- Always find Council staff very cooperative
- Recently moved into area and find Council staff a pleasure to deal with
- Streets are cleaner – well done
- Support stance taken on gangs – dogs
- Gardens really looking lovely – flowerings/trees at roadways and roundabouts very nice
- Congratulations to Council – things are improving – keep up the good work
- Very content with what Council is doing

TRAFFIC/ROADS - NEGATIVE

- Road works on Kapiti Road near Coastlands, not enough lanes, not clearly marked (3)
- build up during peak times horrendous. Needs something done to allow better through flow
- Need at least 4 lanes on Highway Road going through Paraparaumu and Waikanae
- More planning need for new roads in area/more consultation
- Otaki roads poorly maintained
- Roads – they're so bad – get traffic flowing
- More road signs needed in Kapiti Road
- Road extension via Buckley Grove to Lindale – waste of money. Basic roads need upgrading
- Preferred early option of Sands Hill to present scheme because Waikanae people are unlikely to travel down Te Moana Road to connect to new road
- Paraparaumu/Waikanae link road – when is it going to be done? urgently needed (5)
- Arawhata/Kapiti Road – would like to see better traffic flow/roundabout (4)
- Need more disability parking in all areas (2)
- Lights needed at Te Moana Road
- Need under and over passes to free up traffic
- Don't spoil the rural setting by putting in too many roads
- Traffic in Te Wake Street, travelling too fast – needs signs/warnings
- Keep suburban street wide and clear of bushy trees so drivers can see clearly
- Second bridge needed – Otaihanga – Peka Peka

TRAFFIC - POSITIVE

- Good on you for tackling the traffic problem
- Link road Waikanae/Paraparaumu excellent idea

WATER/SEWERAGE – NEGATIVE

- Need filters – tastes awful (4)
- Don't want water drawn from Otaki River (4)
- Need adequate water all year round (26)
- Sewerage smell awful in summer (6)
- Sewerage inadequate for future (7)
- Not enough attention given to future needs in sewerage and water supplies. Too much money diverted in roading (2)
- Increasing population needs better water supply (2)
- Rangiorua Road bore water awful
- Would like to see new reservoir built to improve water supply in area
- Just moved from Wellington and Waikanae water tastes awful!!
- Don't allow future developments until water and sewerage problems are solved
- Get back to basics – water/sewerage

WATER – POSITIVE

- Support Otaki pipeline to improve water supply – get on with it

DOGS – NEGATIVE

- Too many wandering dogs in area/beach (7)
- Waikanae Beach has dog litter on it and too many dog owners using beach area when they shouldn't. Needs cleaning up
- Need stricter control in Waikanae area (Park Ave)
- Need more areas for dogs to run without needing leashes
- Too many stray dogs on Raumati/Paraparaumu Beach
- Responsible dog owners should be rewarded – less fees
- Dogs roaming at Otaki Beach area
- Dog droppings – need policy to clean up after your dog (4)
- Dog ranger too slow to respond
- Dog owners should be registered
- Dog control laws too strict – dogs should be allowed to walk freely if they're not aggressive breeds
- Give free poopa scoopa with dog registrations

DOGS – POSITIVE

- Improved in last couple of years
- Pleased with Council's stand on dog control
- Pleased with improvement of dog control – keep up good work rangers
- Otaki dog problem improved during day – not so much improvement in evening hours

RATES – NEGATIVE

- Too high/rural rates too high for services
(12)
- Don't need rates increase – keep spending down

(2)

RATES – POSITIVE

- Counter staff at rates office very good

PARKS/POOLS/HALLS – NEGATIVE

- Park by BMX track floods
- Supervisors of children shouldn't have to pay to get into pool
- Need high STD pool complex in area (2)
- Costs to clubs for grounds is too high. Should be encouraging sport participation in area (16)
- Raumati Pools outdated – heating system needs replacing/need facelift (3)
- Pool charges too high
- Noticed at McLaren Park – bigger children unsupervised pushing around smaller children – may need to have a control person there to keep watch
- Need more parks in Mazengarb and Otaihanga areas
- More green areas and parks needed in Paraparaumu
- Te Atiawa Court – goal posts move about – need fixing
- Mathews Park after rugby – full of rubbish/need cleaning up after games
- Plant more trees
- Waikanae Pool needs to be covered to allow for all year usage
- More rubbish bins in Parks needed
- Broken equipment in playgrounds need to be checked regularly
- Donovan Road Playground – drainage problem – get very wet
- Public Hall charges too high (3)

PARKS/POOLS/HALLS – POSITIVE

- Waikanae, great swimming pools
- Waikanae, excellent, but should be open longer in evenings

LIBRARIES – NEGATIVE

- More staff needed at Paraparaumu Library
 - Selection of books too old/more of a range needed
 - Would like to see library open at weekends all day Saturday and Sunday
 - Library open until 9pm weekdays
- (5)

LIBRARIES – POSITIVE

- Customer Service very good (Paraparaumu)
- Library Service in Waikanae excellent

QUESTION 1 (ii)

- (a) Need more staff answering phones at peak times (2)
More people taking calls when busy (2)
-

- (b,c,d) Better follow-up – if you leave message – they must reply (2)
(b,d,g) Machines don't answer questions – people to call back, in
reasonable time
(b-g) Don't want answer phones – need people to answer questions
straight away
- (b) Better awareness of job responsibility for telephonists (8)
- (b,c,e,f) Better communications and friendlier manner (4)
(b,e,f) More efficient service – more info available over phone. Too
bureaucratic.
- (b,c,e,f) Better training and more staff when needed
- (c,f,g) More info staff available to handle casual enquiries
- (b,d) More staff – less answer phones (2)
- (c,e,f,) Need 0800 number
- (b-g) If staff not available, they should provide hours on answer
phone when they will be available
- (b-g) Replace all staff with people who want to help
-

- (c-) If staff not available, they should provide hours on answer phone when they will be
available
- (c-) Told to send info in writing – shouldn't be necessary.
People need to be available to take phone calls and give answers to
enquiries.
- (c,e,f,g) Dog ranger needs to be on cellphone – not available to callers
- (c,e) Need better staff training – make someone available
- (c,f) Need follow-up policy (4)
- (c,e) Need to be dealt with without need for follow-up
- (c,e,f,g) If staff can't help, direct call to someone who can e.g. senior staff
member
-

- (d)
- If answer phone messages cleared promptly and your call returned within say 2-3 hours would be adequate
 - Need to have policy of calling back ASAP (not days later)
 - Don't feel comfortable talking to machine, should have facility to divert to another phone if you don't want to talk to machine
-

- (a,e) Need to speak to a person, not answer phones (2)
They don't have to agree with me, but I expect to be listened to
-

- (f) Need to have people who can answer questions, or know who can.
More transparency on youth funding
-

- (g) Need to log calls that need follow-up and ensure it happens (2)

QUESTION 2 (i)

- a) • More staff, more and newer books (2)
- New books needed
 - More staff training
-

(e) Staff training in public communications

- (b) • Personnel need to be more polite, accept people do know something
- Need to be able to listen and not assume, nothing can be done – it can
 - If they're wrong – they must accept that they do make errors
-

- (c) • Need P.R. course in how to handle public. Very rude staff member
- Need more friendly attitude
 - More friendly staff – more staff (3)
 - Prompt refunds on deposits once compliance has been met

- (c, d) • Faster decisions needed (3)
-

- (d) They take too long – need shorter processing time
-

- (f) Better reception staff needed. More frontline staff
-

- (g) • Non committal – need to communicate with ratepayers
- Need to action messages more often (2)
-

- (h) Slow – Waited 5 mins while 2 staff members talked. Need prompt attention at counters. More friendly staff at Waikanae Library.
-

QUESTION 2 (ii)

- (a) Info needs to be complete and if not Council takes responsibility
-

- (b,d) Replace all staff with people who want to provide a service
- (b) • Applications need quicker response. More staff if present level unable to cope
- Need to reduce waiting times for applications. More staff
- (b,c,d) • Don't want to talk to answer phones always
- Need only one set of rules
-

- (c,d,e) Need to speed up decision-making
Quicker decisions
-

- (d) • Things should be handled more speedily
- Take on more staff in present level not adequate
- Need more enlightened staff – they don't interpret RM Act correctly
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- (e) • Otaki residents need more consultants available locally
- Need independent people to judge submissions
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- (f) • Need to notify complainant of outcome (2)
- When you have problem you don't need to talk to answer phone, or call back immediately
- They should turn up after a complaint and then follow-up to ensure the noise stops (had to call twice in one night).
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- (g) • They have to be sure they have right dog – got letter and it wasn't my dog involved
- More follow-up to ensure dog owners comply with bylaws (3)
- Some one to answer phone – or provide alternative phone numbers
- More dog rangers in areas where they're out of control

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