



Resident Opinion Survey Additional Information

- *Questionnaire*
- *Verbatims*
- *Supplementary Tables*

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Note: Verbatim comments have been corrected for spelling and grammar.

1. Questionnaire

Kapiti Coast District Council - Final 3

Int ID	_____	Market	_____
Phone no.	_____	Sex	Male 1 Female ... 2
Date	_____		
Start time	_____	Finish time	_____
Call	1 2 3 4		

INTRO My name is %INAME% I am from UMR Research an independent research company. The Kapiti Coast District Council has commissioned UMR to survey residents about delivery of the council's services, May I speak to someone who is 18 years and over who is a resident in the Council's area, Would you like to participate?

SP

Proceed.....[] GO TO SEX

Don't proceed.....[]

GOTOSMS

SEX INTERVIEWER: Enter sex of respondent

Male.....1

Female.....2

AFTSMS CONTINUE

D1 Just to confirm, are you a resident in the Kapiti Coast District Council's area which extends from Paekakariki[PY-Ka-Ka-Ree-Kee] in the south to the Pukehou[PUKE-Hoe] Bridge in the north?

Yes.....1

No.....2

Unsure.....3

IF D1='No' OR D1='Unsure' ASK

Thank you for your time, this is the end of the survey

ASK ALL

D2 Which ward or areas in the Kapiti Coast District Council do you live in?[READ LIST]

Paraparaumu [Para-Para-OO-MOO].....1

Paekakariki-Raumati South [PY-Ka-Ka-Ree-Kee].....2

Otaki[OH-TACK-Kee].....3

Waikanae[Wy-Kah-Nye].....4

Unsure.....5

IF D2='Unsure' ASK

Thank you for your time, this is the end of the survey

ASK ALL

D4 Firstly, we need to make sure that we speak to people of all different ages, What age group are you in? Please stop me when I read out the appropriate age group [READ LIST]

18-19.....	1
20-24.....	2
25-29.....	3
30-34.....	4
35-39.....	5
40-44.....	6
45-49.....	7
50-54.....	8
55-59.....	9
60-64.....	0
65-69.....	1
70-74.....	2
75 Plus.....	3
[DO NOT READ] Refused.....	4

Q1 Generally, how appropriate would you say the services that the Kapiti Coast District Council provides are to the residents of Kapiti. Would you say they are completely appropriate for the needs of Kapiti Residents, they are somewhat appropriate, somewhat inappropriate or completely inappropriate

Completely appropriate.....	1
Somewhat appropriate.....	2
Somewhat inappropriate.....	3
Completely inappropriate.....	4
[DO NOT READ] Unsure.....	5

Q2 Using a 1 to 5 scale where 1 means, very satisfied, and 5 means, very dissatisfied, how satisfied or dissatisfied are you with the delivery of the following services in the last two years? If you do not know enough just say so
[RANDOMIZE]

- 1- standard of roads other than State Highway One
- 2- standard of footpaths
- 3- standard of streetlighting
- 4- the road safety programme
- 5- standard of walkways and cycleways
- 6- opening hours of pools
- 7- standard of swimming pools
- 8- management of dog and animal issues
- 9- general appearance and quality of districts parks
- 10- availability of sports fields and facilities
- 11- standard of playgrounds
- 12- standard of wastewater treatment and disposal
- 13- standard of urban kerbside recycling collection
- 14- standard of stormwater management
- 15- reliability of water supply
- 16- quality of water supply

	(32)	(33)	
1 - very satisfied	1	1	
2.....	2	2	
3.....	3	3	
4.....	4	4	
5 - very dissatisfied.....	5	5	
[DO NOT READ]Unsure.....		6	6
IF COUNT=3 ASK			
GOTO ENDLOOP			

SP

Q2A You've said you were dissatisfied with? What are your specific concerns about? [repeat for each of the three services]

- 1- standard of roads other than State Highway One
- 2- standard of footpaths
- 3- standard of streetlighting
- 4- the road safety programme
- 5- standard of walkways and cycleways
- 6- opening hours of pools
- 7- standard of swimming pools
- 8- management of dog and animal issues
- 9- general appearance and quality of districts parks
- 10- availability of sports fields and facilities
- 11- standard of playgrounds
- 12- standard of wastewater treatment and disposal
- 13- standard of urban kerbside recycling collection
- 14- standard of stormwater management
- 15- reliability of water supply
- 16- quality of water supply

*****Display*****

Q3 Using the same list, Which of these services do you see as major priorities for the council, If you do not know enough, just say so. Please use a 1-5 scale where 1 means, very important, and 5 means, not important at all, how important is the? to you? [RANDOMIZE]

- 1- standard of roads other than State Highway One
- 2- standard of footpaths
- 3- standard of streetlighting
- 4- the road safety programme
- 5- standard of walkways and cycleways
- 6- opening hours of pools
- 7- standard of swimming pools
- 8- management of dog and animal issues
- 9- general appearance and quality of district's parks
- 10- availability of sports fields and facilities
- 11- standard of playgrounds
- 12- standard of wastewater treatment and disposal
- 13- standard of urban kerbside recycling collection
- 14- standard of stormwater management
- 15- reliability of water supply
- 16- quality of water supply

	(62)	(63)	SP
1 - very important	1	1	
2.....	2	2	
3.....	3	3	
4.....	4	4	
5 - not important			
at all.....	5	5	
[DO NOT READ]			
Unsure.....	6	6	

*****Display*****

Q4 Have you contacted the council about any aspect of its services in the last 12 months?

Yes.....1

No.....2 GO TO Q6

Unsure.....3 GO TO Q6

Q4A What was the issue?

(8-27)

Q5 Using a 1-5 scale where 1 means, very responsive, and 5 means, not responsive at all, overall how responsive was the council to the service issue or issues you raised?

1 - very responsive.....1

2.....2

3.....3

4.....4

5 - not responsive at all.....5

[DO NOT READ] Unsure.....6

Q6 Using a 1-5 scale where, 1 means, strongly agree, and 5 means, strongly disagree, to what extent do you agree or disagree with the following statements about the communications and information the council provides on its meetings, policies and democratic services?

[RANDOMIZE]

- 1- The communications are timely
- 2- The communications are easy to get
- 3- The communications encourage you to take part or get involved
- 4- The communications are appropriate

	-1- (29)	-2- (30)	-3- (31)	-4- (32)	SP
1 - strongly agree	1	1	1	1	
2.....	2	2	2	2	
3.....	3	3	3	3	
4.....	4	4	4	4	
5 - strongly disagree.....	5	5	5	5	
[DO NOT READ]					
Unsure.....	6	6	6	6	

*****Display*****

Q6A What are your main sources of information about council? [FIRST MENTION ONLY][DO NOT READ]

Council website.....1

Newspaper2

Radio.....3

Council notices in public places, libraries, swimming-pools etc.....4

Information in the rates bill.....5

Print Newsletters from the Council.....6

Direct mail from the Council.....7

Public meetings.....8

Email newsletters.....9

Phoning the council.....0

Other (specify) 1

(35-54)

Specified Other

Q6B What are your main sources of information about council? [ALL OTHER MENTIONS][DO NOT READ]

	MP
Council website.....	1
Newspaper	2
Radio.....	3
Council notices in public places, libraries, swimming-pools etc.....	4
Information in the rates bill.....	5
Print Newsletters from the Council.....	6
Direct mail from the Council.....	7
Public meetings.....	8
Email newsletters.....	9
	MP
Phoning the council.....	0
Other (specify)	1
	(57-76)
Specified Other	

Q7 Using a 1-5 scale where 1 means, strongly agree, and 5 means, strongly disagree, to what extent do you agree or disagree with the following aspects of the communications and information the council provides on its Libraries, the Arts and Museums, [RANDOMIZE]

- 1- The communications are timely
- 2- The communications are easy to get
- 3- The communications encourage you to take part or get involved
- 4- The communications are appropriate

	-1- (77)	-2- (78)	-3- (79)	-4- (80)	
1 - strongly agree	1	1	1	1	SP
2.....	2	2	2	2	
3.....	3	3	3	3	
4.....	4	4	4	4	
5 - strongly disagree.....	5	5	5	5	
[DO NOT READ]					
Unsure.....	6	6	6	6	

Q8 Using a 1-5 scale where 1 means, strongly agree, and 5 means, strongly disagree, to what extent do you agree or disagree with the following aspects of the communications and information the council provides on supporting a sustainable environment, [RANDOMIZE]

- 1- The communications are timely
- 2- The communications are easy to get
- 3- The communications encourage you to take part or get involved
- 4- The communications are appropriate

	-1- 8/8	-2- (9)	-3- (10)	-4- (11)	
1 - strongly agree	1	1	1	1	SP
2.....	2	2	2	2	
3.....	3	3	3	3	
4.....	4	4	4	4	
5 - strongly disagree.....	5	5	5	5	
[DO NOT READ]					
Unsure.....	6	6	6	6	

*****Display*****

D6	Which of the following describes the home you live in?[READ LIST]
	I am renting and looking to buy.....1
	I am renting and not looking to buy.....2
	I own my home freehold.....3
	I own my home with a mortgage.....4
	I live at home with parents.....5
	[DO NOT READ] Other.....6
	[DO NOT READ] Unsure.....7
	[DO NOT READ] Refused.....8
<hr/>	
	IF D6='I am renting and looking to buy' OR D6='I am renting and not looking to buy' OR D6='I live at home with parents' OR D6='[DO NOT READ] Other' OR D6='[DO NOT READ] Unsure' OR D6='[DO NOT READ] Refused' ASK D5
D5	Do you own an investment property where you pay rates to the Kapiti Coast District Council?
	Yes.....1
	No.....2
	Unsure.....3
<hr/>	
	ASK ALL
D7	How many people 18 years of age or older are currently living in your household, including yourself?[DO NOT READ]
	1.....1
	2.....2
	3.....3
	4.....4
	5 or more.....5
	Unsure.....6
	Refused.....7
D8	Do you have dependent children under the age of 18?[DO NOT READ]
	Yes.....1
	No.....2
	Unsure.....3
D9	What is the approximate combined before tax income in your household, Please stop me when I read out the appropriate income range,[READ LIST]
	\$20,000 or less.....1
	\$20,001-30,000.....2
	\$30,001-40,000.....3
	\$40,001-50,000.....4
	\$50,001-70,000.....5
	\$70,001-100,000.....6
	More than \$100,000.....7
	Income was nil/or made a loss.....8
	[DO NOT READ] Refused.....9

D10 What is your total PERSONAL income, including income support, before tax, Please stop me when I read out the appropriate income range?[READ LIST]
 Less than \$15,000.....1
 \$15,001-25,000.....2
 \$25,001-30,000.....3
 \$30,001-40,000.....4
 \$40,001-50,000.....5
 \$50,001-70,000.....6
 More than \$70,000.....7
 Income was nil/or made a loss.....8
 [DO NOT READ] Refused.....9

D11 Which of the following ethnic groups do you belong to? One or several groups may apply to you?[READ LIST]

MP
 NZ Maori.....1
 NZ European.....2
 British.....3
 Other European.....4
 Pacific Island.....5
 Chinese.....6
 Indian.....7
 Other Asian.....8
 Other (specify) 9
 (19-38)
 Specified Other

NAME Occasionally our supervisors call to ensure I have done the interview.
 May I have your first name only

PHCHKand can I confirm that your phone number is %KEY%
 Yes.....1
 No.....2

IF PHCHK='No' ASK

STD Could you please tell me the std code for your area
 [YOU CAN ONLY ENTER THE STD CODE 04 OR 4]

1 TO 9 _____ (40)

PHONEand if you could tell me your phone number
 [ENTER ONLY THE RESPONDENTS 7 DIGIT PHONE NUMBER]

1000000 TO 9999999 _____ (41-47)

ASK ALL

That's the end of this survey
 I would like to thank you for taking part. My name is %INAME% and if you have any queries about this survey you can ring my supervisor Pania Brown on (09)-373-8711.
 [*CO:*

2. Verbatim Comments (Reasons for Dissatisfaction)

REASONS FOR BEING DISSATISFIED WITH: QUALITY OF WATER SUPPLY

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

The fluoridation in the water. Kapiti have been spending money from the 70s on water and we have to boil water to drink it and don't agree	Female, 45-59, Paraparaumu
Absolutely foul tasting; in spite of the so called impartial survey that was carried out and written out in the local paper	Female, 60 plus, Waikanae
Again I don't like bore water and I don't like the chemical treatment of the water	Female, 45-59, Waikanae
As a long term resident I think that the management of the quality is bad, and the supply is not guaranteed. I think that we need an easy resolution instead of going round the problem all the time.	Male, 60 plus, Paraparaumu
At one stage it was very bad. I think it was affecting the electrical appliances. It was coating the inside of the jugs. At times there seemed to be a lot of chlorine in it.	Female, 60 plus, Waikanae
Because it is over chlorinated and it smells and tastes bad especially in summer	Female, 60 plus, Paraparaumu
Bore water	Female, 45-59, Otaki
Bore water destroys kettles and stuff and tastes terrible	Female, 45-59, Paraparaumu
Bore water is not very good	Male, 30-44, Paraparaumu
Bore water is rubbish	Male, 45-59, Paekakariki-Raumati
Can't drink it, it smells too much of chlorine	Female, 45-59, Waikanae
Chloride - the taste of the water. When they put the bore water and fluoride, the taste is awful	Male, 45-59, Waikanae
Don't know if we have enough; no constant supply	Male, 45-59, Waikanae
The poor water caused the new hot water cylinder to burn out; tastes horrible	Male, 45-59, Paekakariki-Raumati
During the summer they used the bore water; it smells, it ruins kettles; two kettles have had to be replaced; I've had a water tank replaced as well (hot water tank); when they use the bore water it had a real odour to it; doesn't taste very nice. We feel we have to boil it before we drink it.	Male, 45-59, Paraparaumu
During the summer time is not very satisfactory	Female, 60 plus, Paekakariki-Raumati
Every year we have constant consultants employed and the issue is not resolved. Issue concerning water supply over summer.	Female, 30-44, Paraparaumu
Fluoride / because it's unnecessary / it's known to be toxic and can cause arthritis / I totally disagree with fluoridation / there also seems to be an awful lot of chlorine in it	Female, 45-59, Paraparaumu
Fluoride content in water	Female, 30-44, Paraparaumu
Foul water	Female, 60 plus, Paraparaumu
I don't like being forcibly medicated with fluoride / the amount of chemicals in the water is in excess of what I want in my body	Male, 60 plus, Paraparaumu
I don't like the bore water/and if they don't use the bore water they run out of the other water	Female, 60 plus, Paraparaumu

continued....

REASONS FOR BEING DISSATISFIED WITH: QUALITY OF WATER SUPPLY (continued)

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

I guess they've been alright this year, but come summer it just tastes weird, and becomes destructive to our appliances.	Female, 30-44, Paraparaumu
I had to put a filter on my tap because of the taste	Female, 60 plus, Otaki
I hate the taste of the bore water. Just moved house and in the new house, the water is strongly flavoured and there is something with the treatment of the water here. I drink tea without milk and notice the distaste in the water. Fact that the council needs to go to bore water over the summer is indicative of the fact they need to do something. Area is growing rapidly and infrastructure as is currently is inappropriate. Meter water is not the way to go and is disadvantageous to larger families.	Female, 45-59, Paraparaumu
I have to boil, I can't drink it out of the tap/I don't know why it hasn't agreed with me/when we have water shortages in the summer, it's a big problem	Female, 60 plus, Waikanae
I moved here from Paraparaumu, when I was there the water supply was always a concern, that's what I am dissatisfied with	Male, 60 plus, Otaki
I think personally they have wasted a lot of money on the bore/they have plenty of opportunities to develop the storage tanks/they had plans offered to them and they declined it and went for the bores	Male, 60 plus, Paraparaumu
In some cases we have water that is not that good at all, it is earthy tasting.	Male, 30-44, Paekakariki-Raumati
In summer time when we go for bore water it's not very nice	Female, 45-59, Waikanae
In summer, have to buy bottled water. In comparison to other regions, the water quality is not satisfactory.	Female, under 30, Waikanae
Inconsistent of the quality/ it depends on the drought. If there is drought then the quality is bad	Female, 45-59, Paraparaumu
It is linked to bore water and causes damage	Female, 30-44, Paraparaumu
It is not real water, just contains bacteria and is not clean	Female, under 30, Otaki
It just doesn't taste well	Female, 30-44, Paekakariki-Raumati
It tastes horrible we have to filter our water	Male, 30-44, Paraparaumu
It taste yuck/ there is too much chlorine or other chemicals into it	Female, 45-59, Paraparaumu
It tastes horrible, too much chemical added, they offset electrical appliances like heater. It tastes horrible/too much chemical added/the chemical in the water offsets electrical appliances like heater	Female, 60 plus, Waikanae
It tastes awful. I have friends who have come from Masterton and Auckland and most of our friends have put boiled water in the fridge, coz it tastes awful. I think it is the chemical they use/ it may not be their fault - something they can't help/other than that it works/ can't complain, it has never shut off	Male, 30-44, Paraparaumu
It's crap	Male, 60 plus, Waikanae
It's inadequate supply because of the restrictions. We drink it but we don't get the best quality in the world/ but if we had a taste test we probably wouldn't know the difference/ my husband says people drink with their eyes	Female, 60 plus, Paraparaumu
It's just horrible/ it smells bad and it tastes foul/ it smells like swimming pool water when it's been raining/ the taste and smell of it is awful	Female, 45-59, Waikanae
It's just the taste of it, we've actually installed a filter to cope with it, the drinking water is just terrible.	Female, 45-59, Paraparaumu

continued....

**REASONS FOR BEING DISSATISFIED WITH:
QUALITY OF WATER SUPPLY (continued)**

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

It's really bore water that we have to go with in summer, it's bad	Female, 45-59, Paekakariki-Raumati
Just all the chemicals in the water are making it a bit nasty, tastes really bad.	Male, 30-44, Waikanae
When we ran out of water, the bore water drinking thing was pretty gross. I don't live in the area but visiting people. The jugs were blowing up and it tasted gross/ it was too hard or too soft. It was awful.	Female, 30-44, Otaki
Mainly the ability in the summer to supply good drinking water and also the quality of the water destroys the copper pipes. The minerals they put in the bore water in the summer destroy the elements in the hot water cylinder, in the kettles and god knows what else. We had the hot water cylinder blow the element purely because of the minerals and it cost about 300 dollars. The council won't do anything about it/ using water from the Otaki river or building a dam would solve it.	Male, 45-59, Paraparaumu
No supply	Male, 45-59, Waikanae
Our water is often so disgusting that I won't let my kids drink it, there is something that is off in the flavour of the water.	Female, 30-44, Waikanae
Plainly horrible and I have to always use a filter	Female, 60 plus, Paraparaumu
Poisoning with fluoride in water eventually making people ill, babies and elderly people alike/ it causes arthritis, bone cancer in little boys, fluorosis of bones and teeth, fatal in nature/ hypothyroidism/ Alzheimer's disease	Female, 60 plus, Paekakariki-Raumati
Poor quality	Female, 45-59, Paraparaumu
Price of the services	Male, 60 plus, Paraparaumu
Quality in terms of bore water is unsatisfactory.	Female, 45-59, Paekakariki-Raumati
There is shortage of water over the summer and the taste of water is disgusting and even though it is said that the water is drinkable, I do not think it is drinkable which forces people to buy water. It is unfair and the council need to act quicker	Female, 30-44, Paraparaumu
Sometimes the taste of water was like drinking a cough mixture	Female, 60 plus, Paraparaumu
Should come from Otaki	Male, 60 plus, Waikanae
Storage facilities are not adequate	Male, 60 plus, Paekakariki-Raumati
Taste disgusting/ sometimes you turn on the tap it can be a bit murky/ I don't drink it/ wouldn't want to	Female, under 30, Otaki
Taste foul	Female, 45-59, Waikanae
Taste is appalling, need to use a jug to heat water during drought.	Female, 60 plus, Paraparaumu
Taste, we had to put a filter in	Male, 60 plus, Waikanae
The availability of water supply - you are never sure when you will get water and when you won't	Male, 60 plus, Paraparaumu

continued....

REASONS FOR BEING DISSATISFIED WITH: QUALITY OF WATER SUPPLY (continued)

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

The bore water that we use in summer time tastes awful / the water supply issue has gone on for far too long without it getting resolved	Male, 45-59, Paekakariki-Raumati
The bore water caused lot of problems, water is not pleasant to drink at some times	Female, 60 plus, Paraparaumu
The bore water ruins your appliances and in summer the water looks like dirt because it comes straight from the bore	Female, 30-44, Paraparaumu
The fact is years ago there should have been one, possibly two dams built on the Waikanae river and the fact is that there has never been a dam built any year. We get the same nonsense - water shortages are there. There shouldn't be water shortages here - the river should have had a dam 30 years ago. When it's running fine - the quality is good but every year we have to have bore water, and regardless of what they say on that TV programme that it was tasty and pure, I totally disagree. The taste I think is terrible.	Male, 60 plus, Waikanae
The fact that they don't add chloride to the water	Female, under 30, Otaki
The fluoride content in water	Female, 45-59, Paraparaumu
The lack of infrastructure in regards to the water supply system and the availability to everyone/ some people have to catch their own rain water and need to have their own tank.	Female, 45-59, Otaki
The quality of it tastes full of chlorine so much so that when we have visitors from outside the area, they say there is a lot of chlorine in the water. They can smell it in the house. Most of the time we run with a combination of bore water and river water, so I think the quality of the drinking water is substandard. So that is why I don't drink it unless we boil a jug of water. I work in Wellington so I bring the water out of Wellington. If I am in Petone, I bring the water from there	Male, 45-59, Paraparaumu
The quality of water is the quality of water/we had to replace a hot water system that is not very old due to the quality of water/our numerous electricity jugs failed	Male, 60 plus, Waikanae
The quality of water supply in Otaki is not all that good/ that's it	Male, 60 plus, Otaki
The taste and the water coming out of the tap is not good, very cloudy/we sometimes have to take water from the bore and the quality of the water is really very poor	Female, 60 plus, Paekakariki-Raumati
The taste of water and that there is a shortage of water	Female, 60 plus, Waikanae
The taste of the water and when the water has to be switched on and off on the bore water	Female, 60 plus, Otaki
The taste of the water when the bores are on/and you can smell it too when you have a shower	Female, 60 plus, Waikanae
The taste of water is horrible/we consider it bad enough to filter it ourselves	Male, 60 plus, Waikanae
The taste/it's not nice	Female, 60 plus, Paekakariki-Raumati
The water does not taste good	Female, 60 plus, Waikanae
The water doesn't seem clean from the looks of it	Female, 30-44, Paraparaumu
The water doesn't taste good	Male, 45-59, Paekakariki-Raumati
The water during summer/even with the filter, still tastes bad	Male, 30-44, Paraparaumu

continued....

REASONS FOR BEING DISSATISFIED WITH: QUALITY OF WATER SUPPLY (continued)

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

The water that comes from the bore is always brown, that's disgusting/so we have to keep boiling it which is ridiculous	Female, 30-44, Paraparaumu
The water was not successful and have played with water for so many years	Male, 60 plus, Waikanae
We drink lot of bore water, but would like to have a river water	Female, 30-44, Paekakariki-Raumati
We go on to the bore water when normal water is not available	Male, 45-59, Paraparaumu
We have bore water in summer, but would like to have river water	Female, 60 plus, Waikanae
We switch to bore water when the river water runs low/ I don't like that	Female, 45-59, Paraparaumu
Too much fluoride in it	Female, 60 plus, Waikanae
Unreliable, especially during the summer months and the council continues further development of the area knowing that there is limited water supply	Male, 60 plus, Paraparaumu
Jugs burn. Elements including hot water cylinders present. Council overdoes it, storm water is also overdone, elements are burnt including water cylinder	Female, 60 plus, Waikanae
Water quality is unpleasant/ public water storage contains fluoride	Male, under 30, Otaki
We are not on mains water, but we have been earlier and found it heavily chlorinated and odorous. We object to the addition of chemicals to drinking water	Female, 30-44, Otaki
We have droughts occasionally and they provide bore water/it tastes bad/they tell us there is nothing wrong with it	Male, 60 plus, Waikanae
We often have bore water, we don't have adequate water catchment for the region, we have to pay extremely high rates but we don't get a value for it	Male, 30-44, Paekakariki-Raumati
When it's the bore water, it's not drinkable according to the public standards but to the councils standards it is./ confusion of standards / the water has a high bore mineral content that causes problems with electrical appliances	Female, 45-59, Paraparaumu
When the bore water is used it tastes disgusting	Female, 30-44, Paekakariki-Raumati
When the water gets low, the quality of the bore water is not too good, in terms of the taste and damage it can do to you.	Female, 60 plus, Waikanae
When they go into the bore supply it's not top standard, very gritty, lot of electricity sparks	Female, 45-59, Paraparaumu
It tasted horrible and we had to get a filter in. The bore water clogs up and makes noises	Female, 60 plus, Paraparaumu
When they switch to bore water it is totally dissatisfactory/for example if you fill hot water into a jug, it makes a lot of noise in the house and you can't hear anything. This is because of the chemicals and it tastes awful	Male, 60 plus, Waikanae
When they switch on the bore water supply, poor quality water supply is not treated, causes damage to the public	Male, 60 plus, Waikanae
When we go into bore water situation	Female, 45-59, Paekakariki-Raumati
When we go to bore water, we are not able to get good quality water	Female, 45-59, Paraparaumu
Wintertime it's ok, when on river supply or rain supply but it is not when they start to put the bore water on	Male, 60 plus, Paraparaumu

Base: A random selection of respondents who were dissatisfied with the 'quality of water supply' (n=106).

REASONS FOR BEING DISSATISFIED WITH: RELIABILITY OF WATER SUPPLY

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

Again it's to do with fresh river water/it is unreliable in the summer/the issue of switching to bore water makes it unreliable as far as I am concerned	Male, 60 plus, Waikanae
Am not happy with the bore water being their only backup	Female, 45-59, Waikanae
Around summer the tap water just doesn't seem to do it, as soon as the kettle starts making noises we just stop drinking it.	Female, 30-44, Paraparaumu
Because they run out of water very easily, and they have just started to make minimal requirements on houses that are being built recently	Female, 60 plus, Paraparaumu
Because when we have water restrictions and then the rain is pouring down and instead of conserving it the water goes nowhere and gets wasted instead	Female, 60 plus, Paekakariki-Raumati
Bore water in summer and it tastes terrible	Female, 45-59, Otaki
Bore water is terrible	Male, 30-44, Paraparaumu
Constant water restriction	Male, 45-59, Paraparaumu
Don't approve about the poor water that is used in summer/ tastes terrible/ they should have a dam or reservoir	Female, 45-59, Paekakariki-Raumati
Filthy water	Female, 60 plus, Paraparaumu
I am tired of going through jugs when it's on the reserve one/ when they put on the not natural one, there is sediment that goes through the jugs and I have known at work and of friends losing their hot water cylinders. That's not right – it's costing us/ it smells but that's no biggie compared to the jugs.	Female, 45-59, Paraparaumu
I don't like the fact that in the summer time quite often we're quite restricted with water. We can't wash our house or car. After quite a number of years they should organise a dam system. The bores make the water taste strange/ the hot water cylinders have been getting damaged as well as the jugs/and that costs us residents for the repairs not the council, where the council has contributed to the damage	Female, 60 plus, Waikanae
I just think that water is inadequate supply over summer. I know they have to have restrictions but the gardens die and when they get to the borewater, it doesn't taste very good. I think for the amount of rates we pay in our area we should have better. We pay huge rates - there should be good water, good sewerage and free rubbish collection for our rates. But we don't get that anymore.	Female, 60 plus, Paraparaumu
In the summer time sometimes they run out and when they use bore water I don't like. I think it stains cups and all.	Female, 60 plus, Paraparaumu
I want the council to make a decision what they gonna do with the water/they have restrictions when it's raining and that type of thing/it's a waste of money	Male, 60 plus, Waikanae
In summer threatening we will be cut off and put on water in the earth, tastes terrible.	Female, 60 plus, Waikanae
Well we don't have any water storage facility/ we run out of water every summer so they need to put in a dam or something like that to act as a storage facility	Female, 45-59, Paraparaumu
Well as I said at the start we shouldn't have water shortages here. The river should have had a dam years ago	Male, 60 plus, Waikanae
When we have water restrictions, this is my main concern. Could be more reliable if they built a dam or something.	Female, 60 plus, Waikanae
In summer, especially Waikanae does not have enough water supply	Female, 60 plus, Waikanae

continued....

**REASONS FOR BEING DISSATISFIED WITH:
RELIABILITY OF WATER SUPPLY (continued)**

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

In the last two years, we went on the storm water and there was a water shortage and it's really hard on your electric appliances	Female, 45-59, Paraparaumu
In the summer there isn't enough of water for the residents here as well as in Waikanae	Female, 60 plus, Otaki
Inadequate in summer/ supply is not there	Male, 45-59, Paraparaumu
Inadequate in summer/there was a dam built 20 years ago and that's it	Male, 60 plus, Paekakariki-Raumati
It can't be reliable if you are relying on run off and water levels and in the worst case scenario we'll have a bad water situation and for the population that we've got that's totally inappropriate.	Male, 60 plus, Paraparaumu
Quality of water supply is more about bore water	Male, 60 plus, Otaki
It's hard because we don't have a problem with our water supply here in Otaki at the moment, but it is other areas like Waikanae and Paekakariki that have more concern. My issue with this is that there is not enough water to cater to all the residents there and the council should know this yet they still continue in putting up new houses with no water to supply to the existing residents causing a bigger problem. What disgusts me is that because of the lack of water, residents are forced to get water from the river which to me is not healthy and is very appalling. More action needs to be taken.	Male, under 30, Otaki
It's more of how they are managing and giving us water in the summer months where we always run out/they always go to bore water which is undrinkable and it damages electrical systems and boiling systems	Female, 30-44, Waikanae
Just that we don't have a big enough water supply especially in the summer/council have done nothing to increase the water supply and the population of Kapiti has grown	Female, 30-44, Paraparaumu
Kapiti water is disgusting/people who live in Kapiti tend to buy bottled water/I don't like the fluoride in the water	Female, under 30, Paekakariki-Raumati
Lack of water and dry years	Male, 60 plus, Waikanae
Lack of water in summer	Female, 45-59, Paraparaumu
Linked to the quality of water supply and the case is that they end up having to buy bottled water over summer.	Female, under 30, Waikanae
Many people down the coast do not have a direct supply of water to the households/ they put too many chemicals into their water and that there could be bacteria growth or bugs in the water	Female, 45-59, Otaki
My concern is that when supply is low and we have to use bore water, it is unsatisfactory especially when water is a finite resource, so it should be more reliable. I wish we could find a way to capture all the funds we are paying to the council.	Female, 30-44, Waikanae
No more subdivision until the water supply issue is sorted out (incl. waste water)	Male, 60 plus, Waikanae
No supply	Male, 45-59, Waikanae
Not being enough in summer, restrictions are huge. Water is disgusting – bore water.	Female, 45-59, Paekakariki-Raumati
Not good, poor water during long summer, not resolved reports on water supply	Male, 60 plus, Waikanae
The council is always trying tell us what to do	Female, 45-59, Paekakariki-Raumati

continued....

**REASONS FOR BEING DISSATISFIED WITH:
RELIABILITY OF WATER SUPPLY (continued)**

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

Not sure about how reliable they are throughout summer with the bores	Female, 60 plus, Paraparaumu
Particularly in the summer, there is shortage of water	Male, 60 plus, Paraparaumu
Quality of water is not good/the method they use to tap the water isn't sustainable	Male, 30-44, Paraparaumu
Shortage in the summer time	Female, 45-59, Paraparaumu
	Female, 60 plus, Paekakariki-Raumati
Shouldn't let anymore buildings and shouldn't cut Otaki river	Male, 30-44, Paekakariki-Raumati
Some of the people struggle with the water supply	
The option now is to bore water. There is another option the council is running, and we are unsure about how good it is. Our concern is to just have a good supply. With the election coming next year, we don't know how that might affect us.	Female, 30-44, Paraparaumu
In summer time, it tastes disgusting and council is not doing much about it	Female, 30-44, Paraparaumu
In summertime, the quality of the water I think is poor/ it has cost me a lot of money/ Because of the grunge that is in the water through the bore, I've had to replace the elements as a result.	Male, 60 plus, Paraparaumu
That's just that you know how we seem to always have water shortages in the area every year. There is a large amount of building in the area and then we are all short of water. There doesn't seem to be any planning regards the availability of it	Female, 45-59, Waikanae
The bore water is quite a problem/ usage of purification tablets for bore water/ no reliable storage	Female, 60 plus, Paekakariki-Raumati
The council has no water storage plan / we get these droughts / they have arbitrary water restrictions/ they don't target where they could be targeting / they are proposing a water metering by law / I am very unhappy about this law	Female, 45-59, Paraparaumu
The lack of doing anything about the problems with restrictions in summer, they still haven't done anything about it.	Male, 30-44, Paekakariki-Raumati
The new policy isn't going to solve the water problem	Male, 45-59, Paraparaumu
The planning of reservoir and water storage facilities are not very efficient for the long-run	Male, 30-44, Paraparaumu
The quality of the supply. They provide bore water if they can't get the water from the river. I am worried about the quality of water supply/ it's not good/there should be a good way to solve this problem	Male, 30-44, Otaki
The taste of the water isn't very nice/ it has a white residue to it/ the water doesn't seem clean	Female, 30-44, Paraparaumu
The type of water they give us in the summer when the water is low/too much iron in the water/it tastes terrible and smells	Male, 60 plus, Paraparaumu
The water supply is not good/we run out of water in the summer/water restrictions are put on/they have not planned ahead	Male, 60 plus, Paraparaumu
There is enough water to the district, they are developing buildings and everything and there will be no water left. There is a specific amount of water supplied to the district, and they are developing building and infrastructure without worrying about the water supply which will lead to water shortage	Female, 60 plus, Waikanae
Well it's just that we have no catchment area it's been raining for three weeks and still come February there will a shortage. There is no storage/we have a good rainfall here in this area and we shouldn't be short of water in February and March/ it's just the lack of storage	Female, 45-59, Paraparaumu

continued....

REASONS FOR BEING DISSATISFIED WITH: RELIABILITY OF WATER SUPPLY (continued)

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

There is no capacity to store water when we have it/when we run out we get bore water, when in winter we were supposed to save the water	Male, 60 plus, Waikanae
There is no future planning, whether water will last or not, or if we will run out of it like we have before	Male, 60 plus, Paraparaumu
There is not always enough water/ and there are restrictions on the usage of water/ if the water was stored then there would be a consistency of water/ all councils talk about it but none are willing to put their money into it	Female, 45-59, Paraparaumu
There's no water in summer despite 18 million and we have to ration	Male, 45-59, Paekakariki-Raumati
They don't manage it well enough; when there is flooding it is not collected	Female, 45-59, Paekakariki-Raumati
They have had 25 years to produce a storage system for water / they haven't done anything about it/ they keep coming up with plans for water systems e.g. Groundwater that are bound to fail	Male, 60 plus, Paraparaumu
They have no catchment; need reserve of water	Male, 45-59, Paekakariki-Raumati
They should be doing something better than just bore water. We have hills that could be pulled or something, something similar to what they have in Otaki.	Female, 45-59, Paraparaumu
This has been a issue in the community concerning the drought for many summers/ we have also had to conserve our water ourselves	Female, 45-59, Paraparaumu
Water restriction and because of water shortage in the summer which makes it unreliable	Female, 30-44, Paraparaumu
Water restrictions in the summer hot days	Male, 60 plus, Paraparaumu
We didn't want to be metered/we don't need bore water/there is an annoying water shortage during summer, they always promise to fix this since 30 years, yet they have not fixed this major problem	Female, 45-59, Paekakariki-Raumati
We do run short in some years and have to go on to bore water/which tastes bad and ruins electric kettles and water heating elements	Female, 60 plus, Paraparaumu
We have insufficient water supply to feed our animals and the water scheme needs an upgrade.	Male, 60 plus, Otaki
We have no water collect method	Male, 45-59, Paekakariki-Raumati
We have water restrictions which is not good; the quality of water is not good	Female, 60 plus, Waikanae
We run out of water in summer/they need to build a dam/bore water in summer is not very nice	Female, 45-59, Waikanae
We should not have water rationing/build a dam for us	Male, 30-44, Paraparaumu
We were a household that had appliances explode after an incident with the bore water. This is an issue as we would prefer not to use the bore water and we would like an alternative.	Female, 45-59, Paekakariki-Raumati
Well we always have water restrictions early in summer. Very early we have gone down the road of needing holding tanks for water. We get to the point where we are on water rations. It's just not enough they keep giving permits to build more homes but they don't do anything about the water. So we have more people coming into the area which is great but they don't cater for the extra water needs/ they need to address the issue/ new homes have to have water tanks now but it's too late.	Female, 45-59, Waikanae
Well my issue would be having not enough water to go around here. The council are putting up more houses when they can't even cater for the residents here where I live.	Female, 60 plus, Paekakariki-Raumati
The lack of water in the summer	Female, 60 plus, Paekakariki-Raumati

Base: A random selection of respondents who were dissatisfied with the 'reliability of water supply' (n=83).

**REASONS FOR BEING DISSATISFIED WITH:
STANDARD OF WASTEWATER TREATMENT AND DISPOSAL**

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

A lot don't get treated	Male, 45-59, Paekakariki-Raumati
Because we get flooded all the time. We get a lot of rain water	Female, 60 plus, Otaki
Hasn't been developed to match growth of the area	Male, 45-59, Paraparaumu
I as a rate payer am paying for the cartage and disposal of the waste/why is it not done on site at the Kapiti district	Male, 45-59, Paraparaumu
I don't like the way the waste water and storm water are discharged into waterways/my concerns are more of storm water	Male, 45-59, Waikanae
I have an issue with water	Female, 60 plus, Paekakariki-Raumati
I just don't think it is good enough. I don't know why	Male, 60 plus, Paraparaumu
I really think that we should have a sewage system in Paekakariki rather than having 6 septic tanks	Male, 60 plus, Paekakariki-Raumati
I think they are not good at it	Male, 60 plus, Paekakariki-Raumati
It leaks. It's not right, it's years old it leaks all the time/it's very, very old/it's not right/there should be some effective way to resolve this	Male, 60 plus, Otaki
It's just that we don't get this at our place/so we have made our own arrangements	Male, 30-44, Paraparaumu
It's not good, it stinks literally. We have wastewater ponds around houses or near houses and in summer it stinks. There is got to be better way	Female, 45-59, Waikanae
It seems to be not adequate for the new sub divisions	Male, 60 plus, Waikanae
My concerns relate to the fact that the council set up a system that never worked/the system of wastewater treatment	Male, 60 plus, Waikanae
My major concern is tomorrow I don't think they seem to have long term plan of the disposal of waste. What we have at the moment is not a long term project, it is short term	Male, 60 plus, Paekakariki-Raumati
No water and sewage management is supplied to us	Male, 45-59, Otaki
Ongoing issues about the wastewater is not being dealt with	Female, 45-59, Waikanae
Sometimes you can smell it, that means something is not happening correctly	Female, 30-44, Paekakariki-Raumati
That it need to be transported out of the area	Male, 45-59, Waikanae
The investment has been one off, they ship out the wastes, it is not managed properly at all	Male, 60 plus, Paekakariki-Raumati
The sheer cost of the current system they have got/ it's not working properly. It's a new system - probably been in about 8 years but the fees to keep it running are expensive for the rate payer	Male, 45-59, Paraparaumu
The waste is put in open lakes in the Waikanae / I am not happy with that treatment	Male, 60 plus, Waikanae

continued....

**REASONS FOR BEING DISSATISFIED WITH:
STANDARD OF WASTEWATER TREATMENT AND DISPOSAL (continued)**

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

There is no treatment/about sewage	Female, 45-59, Waikanae
Water goes into the street, no effective treatment	Female, 60 plus, Waikanae
We don't have a wastewater treatment and disposal in our area	Male, 30-44, Paekakariki-Raumati
We don't have any/ it would be nice to have council supply	Female, 45-59, Paekakariki-Raumati
Our area has a lot of water lying around when it rains because we are a low lying area	Female, 45-59, Waikanae
We run a spa pool company and we had the water tested in Wellington and the guy said do you drink this water - we don't drink the water/ Well we truck all the sewerage out of Paraparaumu. The treatment plant is too small for the district	Male, 45-59, Paraparaumu
Well we are Waikanae at the back end where the hills come up and they have had a bit of development up here and there is a storm water culvert which I have to keep ringing up about and they haven't done anything about it and because the developers are there they try to palm it off onto them. But the problem has been there since before. Then we have to keep phoning. I am not very happy. I don't like when you have to repeatedly call up about the same thing	Male, 60 plus, Waikanae

Base: A random selection of respondents who were dissatisfied with the 'Standard of wastewater treatment and disposal' (n=29).

REASONS FOR BEING DISSATISFIED WITH: STANDARD OF STORMWATER MANAGEMENT

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

A personal thing/when it rains the whole of Waikanae is affected/the rain goes downhill/need to divert water when it rains out	Female, 60 plus, Waikanae
Basically there is a just a lot of flooding around the area in Paraparaumu/ I think they are upgrading the storm water system	Male, 45-59, Paraparaumu
Drains are loose/there are areas of drains that are overflowing into swamp land/the grating over storm water drains aren't cleared enough	Male, 30-44, Paraparaumu
Every time rain comes, our storm water drain blocks up and no one comes to fix it	Female, 30-44, Paraparaumu
Floods are regular in my area/ council seems not to be interested in meeting the needs of our area/ not enough in Kapiti for the residents	Male, 30-44, Otaki
Heavy downpour results in flooding/ probably due to a lack of proper drainage system	Female, 30-44, Otaki
I don't believe that they are actually doing any plans for the storm water management	Male, 30-44, Paraparaumu
I live in area between a river and an offshore. When it rains they don't pull the gate automatically. The officials either pull it up or down/this actually leads to the occasional flooding in the area/the gates should be automatic	Female, 45-59, Otaki
I think that it could be better managed in the sense of detailed care. So things are left unattended and if something had been done about it, issues could be avoided.	Male, 60 plus, Paraparaumu
In the small coastal area there is inadequate management for storm water run-offs/ it has been a long standing problem since this place was built	Male, 60 plus, Waikanae
It is not existent.	Female, 30-44, Otaki
It's just going into a new house and you can't get the water running into the streets. It has to be somewhere in your house so I'd like the water system to be done by the storm water management/something needs to be done to change the system to make it better	Male, 45-59, Paraparaumu
It's pathetic/they don't listen to engineers/they hire wankers from Wellington/am sick and tired of what they tell us	Male, 60 plus, Otaki
Just dissatisfied	Female, 60 plus, Paekakariki-Raumati

continued....

**REASONS FOR BEING DISSATISFIED WITH:
STANDARD OF STORMWATER MANAGEMENT (continued)**

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

My major concern is that the stormwater in the beach area backs up at high tide. A couple of the low lying areas cause problems. Our stormwater along the beach is poorly designed so when there is considerable flooding there is nowhere for the water to go so it goes out to sea. There are ways around it but it should have been done 50 years ago/ they need to do something about it	Male, 60 plus, Paekakariki-Raumati
My only concern as I say is the culvert that I notice. It affects the whole area sometimes and we often get a problem at the lights down by the main highway and Elizabeth street. That has been a problem for years I hear. I haven't been here that long though/ the business with the culvert they don't seem to want to have anything to do with it.	Male, 60 plus, Waikanae
On the corner of our street there are floods	Male, 45-59, Otaki
Our property keeps flooding because they can't manage the storm water properly	Male, 30-44, Paraparaumu
Simply because there is a pump across the road from me, it does not click in time, the water does go away quite nicely when it does click but when it doesn't I have a flooded section.	Male, 60 plus, Otaki
Storm water connection is not connected to my house	Male, 60 plus, Paekakariki-Raumati
The capture of storm water/ the long-term planning of council with this and bore water	Male, 30-44, Paraparaumu
The council has never done anything to fix the issues. Where they have developed new areas on higher ground, now all their storm water runs down to lower properties that sit below them. We have continuously asked for something to be done about this and nothing is ever done, this is over a period of 8 years, all the council does is provide reports about flooding but never fixes the issue.	Female, 30-44, Paraparaumu
The inability to keep the drains clean	Male, 60 plus, Otaki
The one down the road hasn't been cleared and keeps flooding	Female, 45-59, Paraparaumu
The things overflow. It's not being cleared they need to come up some other solutions	Female, 45-59, Paekakariki-Raumati
The way it's dragged out/ could be handled better	Male, 45-59, Paekakariki-Raumati
The way the roads get flooded around and things like that	Female, 60 plus, Paekakariki-Raumati

continued....

**REASONS FOR BEING DISSATISFIED WITH:
STANDARD OF STORMWATER MANAGEMENT (continued)**

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

There is a lot of flooding near my house and the council does nothing	Male, 60 plus, Paekakariki-Raumati
There is no storm water in Paekakariki, only street water which flows down the roads into the ocean, and people have no option than having soak pits to control it	Male, 60 plus, Paekakariki-Raumati
There is uncertain conditions on flooding along roads	Female, 60 plus, Paraparaumu
There are a lot of flooding still around the place and don't have enough forward planning for some areas	Female, 30-44, Paraparaumu
They don't clean regular enough/when there is heavy rainfall they over flood	Female, 30-44, Waikanae
Water supply is a bit tricky and making sure they go back to river.	Female, 45-59, Waikanae
Way behind the growth of the area	Male, 45-59, Paraparaumu
We are on a storm water lake/ the lake has never been finished and adequate/ this is in Raumati estate	Male, 60 plus, Paraparaumu
We have had a lot of problems with flooding and the drains haven't been cleared for a long time (they have been now though)	Male, 45-59, Otaki
We were told to do a pit for it and it costs extra/everybody else is doing it on the side of the road	Female, 30-44, Otaki
Well at the bottom of our driveway... We live on a hill. The kerb is not cleaned and looked after enough. I think the design of kerbing was wrong in the first place and we are always getting pools at the bottom of the driveway. In heavy rain there is a whole lot of rubbish dirt and stones at the bottom of the driveway. I started cleaning but then I got sick of it	Female, 30-44, Paekakariki-Raumati
Well I notice that when it rains, it just floods, floods on to the roads, especially on the corners and the Otaki township and towards the golf course. I remember my father and grandfather talking about the area flooding and being kept out for two days at least. I think they are more concerned about what the town looks like rather than convenience at most times.	Female, 60 plus, Otaki
Well we have a creek outside our back area and I haven't seen it flood properly but it comes close to it.	Male, 60 plus, Paraparaumu
Where it is been wasted to/ it's just been running out to sea/ the council complaining about the water level when it's been raining heavily/ they argue that there is not enough water but in real they do not manage it properly	Female, 45-59, Paraparaumu
When it rains, it ends up in too much flooding and they don't seem to rectify the problem	Female, 30-44, Paraparaumu
Whenever we get a good amount of rain it runs straight to our place/the drains are often blocked. It takes awhile to drain the water	Female, 30-44, Paekakariki-Raumati
Where I live whenever it rains heavily, road flooded, drains are blocked. For young children - unsafe for them, cars parked in flooded roads	Female, 30-44, Paraparaumu

Base: A random selection of respondents who were dissatisfied with the 'Standard of stormwater management' (n=44).

REASONS FOR BEING DISSATISFIED WITH: STANDARD OF FOOTPATHS

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

A lot of unevenness in the paths need replacing	Female, 60 plus, Paraparaumu
Broken footpaths	Male, 45-59, Paraparaumu
Certain areas are not very good and trees grow on the footpath near the Warwicks service station	Male, 60 plus, Waikanae
Cracks are there and they are breaking up	Female, 30-44, Paraparaumu
Dangerous, especially when walking in the night/ cracks and holes/ they need to be checked up	Female, 60 plus, Waikanae
Don't have one	Female, 45-59, Paraparaumu
Few places where is only footpath on one side of the road/ cars park on them/ quite narrow	Female, 45-59, Paekakariki-Raumati
Footpaths are on one side of the street, lot of cracked paths, the vegetation are on the paths, not very good for the paths	Male, 60 plus, Waikanae
Footpaths in some areas are absolutely terrible, they are uneven, narrow and badly lit.	Female, 60 plus, Paraparaumu
Glass everywhere, not safe for kids to ride bikes or walk the dog. holes everywhere	Female, 45-59, Paraparaumu
The highway has too many uneven footpaths and the rules and regulations take forever to do as people do not follow them	Female, 45-59, Otaki
I know a number of disabled people and it's not always easy to negotiate with a disability. The gravel is not very good. There isn't a ramp for wheel chairs when repairs are being done.	Female, 45-59, Paraparaumu
I live in an area where there are no footpaths	Female, 60 plus, Otaki
I live in Greenwood and that's boulevard/they are repairing the footpath/but the whole process of rescaling the roads, the footpaths and guttering should have been done at the same time because it's a pretty poor job that they have done. If they had done everything at the same time it would have been up to the standards. The weeds would continue to grow in the middle of the road and the footpath because of the open drain	Female, 60 plus, Otaki
I noticed on Rimu road, after parking the car, and trying to walk around, it's really difficult/ there is no proper footpaths around that area	Female, 60 plus, Paekakariki-Raumati
In a lot of cases there are a lot of places where the footpaths have uneven surfaces. Not very safe for the residents in the area	Female, 60 plus, Otaki
In some places they are in existence when they shouldn't be and they have potholes	Female, 45-59, Otaki
We don't have any here in our immediate area.	Female, 30-44, Otaki
We have a road - Rahuri road and we need a footpath for it as we walk on the road and there is a lot of traffic on it/so we need a footpath for it	Male, 60 plus, Otaki
When I walk with my children and my dog I have to walk on road /there is no footpath as such	Male, 30-44, Otaki
When there are little lumps in the footpaths they can be quite hazardous/if they are not smoothed out/ the young and the old people can have accidents by tripping over on the concrete	Female, 30-44, Waikanae
Where I live in particular, they are very uneven with holes and foot holes	Female, 45-59, Paekakariki-Raumati

continued....

**REASONS FOR BEING DISSATISFIED WITH:
STANDARD OF FOOTPATHS (continued)**

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

In many areas there is no footpath in Raumati, in particular a large number of streets do not have footpaths/ in the newer subdivision areas, there are new footpaths but they are not made by the council	Male, 60 plus, Paekakariki-Raumati
There are lots of streets that don't have footpaths on both sides of the roads	Female, 45-59, Paraparaumu
Lack of them and the condition of footpaths	Male, 30-44, Paekakariki-Raumati
Lots of areas without footpaths. Many roads with footpaths on one side of the road only. On my road, footpath only goes down halfway and then stops. Many footpaths are made of gravel and not concrete. Uneven, holes, cracks.	Female, 30-44, Paraparaumu
Lots of dumps and trash on the footpaths	Female, 30-44, Paraparaumu
No footpaths	Male, 45-59, Waikanae
Not in place they should be	Male, 60 plus, Paraparaumu
Not well maintained	Male, 60 plus, Paekakariki-Raumati
Outside my door part of the footpath has collapsed, 100m from my house the footpaths were replaced but not mine	Male, 45-59, Paraparaumu
Rubbish on footpaths	Female, under 30, Paraparaumu
The standard of them/they are partly gravelled and partly sealed	Female, 45-59, Otaki
Some just need work.	Female, 30-44, Paraparaumu
Some of the footpaths need some redoing as lots of old people have moved here	Female, 60 plus, Otaki
Some of them are cracked and have got potholes	Female, 60 plus, Paraparaumu
Some of them have cracks and dangerously uneven	Female, 45-59, Paraparaumu
Some of them where I walk had potholes, uneven/they took 30 years to put a footpath outside our houses	Female, 60 plus, Paekakariki-Raumati
The footpaths are very dangerous/ they need upgrading	Female, 45-59, Paekakariki-Raumati
When going from the footpath to the road, the small kerbs are too high esp. when you are disabled. Some of them are good, they melt in but some have a step in them. A lot of them are uneven	Female, 45-59, Paekakariki-Raumati
Total lack of footpaths and the standard in some locations / they are replacing existing footpaths that don't need it. They have their priorities wrong. I have been trying to tell them that for years. There is a lack of intellect in that department but some other departments are good. They don't like hearing the truth. There are a lot that are very dangerous. I have knee trouble, so I have found some over uneven. I have fallen over there. Needs to be an inspection of all curbs getting out of the car and look there. Needs to be given careful attention coz when you walk a lot, you notice it	Male, 45-59, Otaki
Trip on them, level on them, ones higher than the other	Female, 45-59, Waikanae
Uneven surface, cracks and broken footpaths in some places	Female, 45-59, Paekakariki-Raumati
Very uneven and very old. We were lucky to have a new footpath in the front our house. It's a struggle for people and I'm a diabetic so I'm pretty aware of the footpaths. There were improvements out at Otaki beach	Female, 45-59, Otaki
Very uneven footpaths that could hurt someone, so they could trip up	Female, 60 plus, Waikanae

continued....

REASONS FOR BEING DISSATISFIED WITH: STANDARD OF FOOTPATHS (continued)

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

The main thing is the unevenness and particular attention is needed on Raumati road where there is concrete on one side and dirt on the other/ as you come down Raumati road from the highway, on the right hand side as you are heading towards the village there is a footpath that is not completely concreted/ on one side it is concreted and on the other not. It's like trying to walk on clay and stones	Male, 30-44, Paraparaumu
There are either none/ they are unlevelled/ growth over the footpath making it inconvenient to walk for example grass and etc	Female, 45-59, Paraparaumu
There are pot holes, they are breaking apart and most of the roads have only got path on one side and they are not good.	Female, 60 plus, Waikanae
There are still footpaths that are still having steps created and the parts are uneven and it can be dangerous for some elderly people	Male, 60 plus, Paraparaumu
There is only one sided footpath/ when crossing it's on a blind corner making it dangerous/ the footpaths should be double sided.	Female, 45-59, Paraparaumu
They are not that good. They come along every so often. There are a lot of broken bits. They are not that good generally. Being an older citizen you notice it a lot more - the bumps and bits. If you are younger, you jump over it/ they are just generally not that brilliant	Male, 60 plus, Waikanae
They are shocking/Chorus dug up a chunk of footpaths and it's still here/and when you are pushing a stroller it's shocking	Female, 30-44, Otaki
There are some footpaths on some streets on one side but on the other side there aren't	Female, 30-44, Paekakariki-Raumati
They are very uneven. They are full of potholes and half is concrete and half is gravel. This is around concrete/there are a lot of holes. It is not even, lots of indentation. I walk over Otaki and I have fallen over a couple of times and I am not stupid/ I have gone over on my ankle because they are not even/ Mill Road and Waerenga Road - those two in particular/ there are too many cyclists on the footpaths too/ I think the footpaths on both those roads are appalling/ they could be dangerous and there is a lane for cyclists but they don't use it. They use footpaths	Female, 60 plus, Otaki
They are very uneven/ Well I've fallen over this year/ I tripped over a kind of lump of concrete	Female, 60 plus, Paraparaumu
The footpaths are rough/ they have potholes and Kikuyu grass over the footpath near my house making it a hazard when I walk because my feet sometimes get tangled up in them	Female, 60 plus, Paraparaumu
They dig up the footpaths and then don't put it back where it was before	Male, 30-44, Otaki
They have improved in some places, there are still some places that don't have footpaths, and some places just don't have them up to standard.	Male, 30-44, Paekakariki-Raumati
They need to be wheelchair accessible and pushchairs as well	Male, 60 plus, Paraparaumu
They need to renovate some of the footpaths in the area	Female, 45-59, Paraparaumu
They really need to put paths on the roads / people are walking on the roads with prams / So need more footpaths/ and redoing of the old ones	Female, 60 plus, Otaki
They're not very user-friendly for prams, lots of bumps and you trip over some of them.	Female, 30-44, Paraparaumu
Too many breaks and it's possible to trip/sometimes the upkeep is not good either	Male, 60 plus, Otaki

Base: A random selection of respondents who were dissatisfied with the 'Standard of footpaths' (n=63).

REASONS FOR BEING DISSATISFIED WITH: STANDARD OF ROADS OTHER THAN STATE HIGHWAY ONE

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

Access of Elizabeth Street on to the main road is very poor.	Male, 60 plus, Waikanae
A lot of unnecessary road furniture e.g. islands and signs.	Male, 30-44, Paraparaumu
Always a lot of glass, they seem to do the roads over and over all the time.	Female, 45-59, Paraparaumu
Footpaths have to be checked as well, cracked and chipped.	
Another road linking Paraparaumu and Waikanae.	Female, 30-44, Waikanae
Because they only have one road there and it's a dangerous road - Kapiti Road. There is only one main road which travels up the expressway, they are all useless. It is about time they improved Kapiti Road. As for the expressway it is going to be damaging to the district and they should improve what they have got. The main drag that connects the district is useless. Why don't they do something about it they should have done.	Female, 60 plus, Paraparaumu
Congestion.	Male, 45-59, Waikanae
Don't have a bridge and road traffic is not good. Raumati Road does not have good signals. Don't have a bridge over river for better transport and the traffic is not good. The Raumati Road does not have good signals.	Female, 45-59, Paekakariki-Raumati
Dunstan street is bumpy.	Female, 45-59, Otaki
I am concerned about the other roads. No marking, very unsafe and no other alternate routes, other than just on State Highway One.	Male, 30-44, Paekakariki-Raumati
I am fine with the roads. It's just that they should notify us about any construction happening with the roads to us in advance, as it just happens and we are not aware of it and it gets noisy at times.	Female, 30-44, Otaki
I do not know where the roads are going to go.	Female, 60 plus, Waikanae
It's mostly things like potholes and maintenance.	Female, 45-59, Otaki
Just that the additional roads have potholes. Very minimal street lighting.	Male, 30-44, Paraparaumu
Just the conditions of them.	Male, 30-44, Paraparaumu
Just the seal quality. And the speed limit hasn't been enforced.	Male, 45-59, Otaki
My road is starting to have holes and I am not happy about it.	Male, 30-44, Otaki
Not enough local planning as I see it to get vehicles off Highway One and on to local roads to direct them where they want to go to.	Male, 60 plus, Paraparaumu
Potholes.	Male, 45-59, Paraparaumu
Pretty much same thing as footpaths, there are pot holes everywhere. These holes are never fixed, they fill them and one month later, there are holes again.	Female, 30-44, Paraparaumu
Should be a bit wider, should be a cycleway and footpath, but I don't know if it's achievable in our budget.	Female, 30-44, Paraparaumu
The amount of traffic on the roads, for locals especially during rush hours and holidays and weekends. It's a real mission to travel the roads at times. I have a daughter about 600metres in a direct line from where I live and it takes me 15-20 minutes to visit her due to State Highway traffic mostly getting on it and getting off. The fact being that we have to use the State Highway 1 to do that as well because they haven't given us any other road for access purposes to other parts.	Female, 45-59, Waikanae
The fact that they keep changing the route of the designated road. Congestion on State Highway One follows streets, so people get off the highways and therefore use the local streets. There are also spaces for parking in public areas making it a hassle for workers to park.	Female, 45-59, Paraparaumu

continued....

**REASONS FOR BEING DISSATISFIED WITH:
STANDARD OF ROADS OTHER THAN STATE HIGHWAY ONE (continued)**

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

The holes in the road. That's it.	Female, 45-59, Otaki
The Kapiti Road needs to be resealed or redone as it carries a huge amount of traffic. There are other roads as well but I think that's a main road in the Kapiti area.	Male, 60 plus, Paraparaumu
The lack of what they are going to do with the link road.	Male, 60 plus, Waikanae
The road services are pretty bad; the light shingles get in the tyres. They don't do the roads properly; they get done every year because it's not done properly. The job is done very badly and a lot of money is being wasted. They need to look into the congestion problem.	Male, 45-59, Paraparaumu
The roads are rubbish, potholes are a mess - no maintenance at all.	Female, 60 plus, Otaki
The roads have a lot of pot holes. Not really safe for the pedestrians. Also needs to be a crossing.	Male, under 30, Paraparaumu
The speed bumps are unnecessary. The markings are not good on some of the roads	Female, 60 plus, Otaki
The volume of traffic. Kapiti Road and around the coast - it's pretty hard to get to.	Male, 45-59, Waikanae
There are a few pot holes on the road that need to be repaired. The council has not got around to doing, but overall they have done a good job.	Female, 60 plus, Paraparaumu
There are holes in the roads and should be filled up.	Female, 60 plus, Paraparaumu
There are so many roads that have patches in them and they need to be patched up and that in turn leads to sudden changes to the surface and there is still some unsatisfactory top surfaces.	Male, 60 plus, Paraparaumu
There is supposed to be a link road and it's still not built.	Male, 30-44, Paraparaumu
They're putting round-a-bouts where they shouldn't and none were they should. Proper road maintenance, not just patchy.	Female, 30-44, Paraparaumu
They are in poor condition.	Male, 45-59, Otaki
They don't maintain the roads properly, there are potholes around everywhere and we are paying a lot of money.	Female, 45-59, Otaki
They just have holes and things in them.	Female, 30-44, Paraparaumu
Too many pot holes.	Female, 45-59, Paekakariki-Raumati
Too many potholes.	Female, 30-44, Paraparaumu
Traffic jams. Need to build a road between Waikanae and Otaihangā.	
Conditions of some of the roads are pretty bad. It's ironic, roads that need to be refilled don't get done and the roads that don't need refilling get refilled all the time.	Female, 30-44, Otaki
Upkeep really, the holes in the road - am unhappy with these.	Male, 60 plus, Waikanae
Urgently needs a local link other than the motorway. Urgently needed.	Female, 60 plus, Waikanae
Well I just don't think that some roads are up to standard and that they are not well managed.	Female, 45-59, Paraparaumu

Base: A random selection of respondents who were dissatisfied with the 'Standard of roads other than State Highway One' (n=44).

REASONS FOR BEING DISSATISFIED WITH: MANAGEMENT OF DOG AND ANIMAL ISSUES

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

A lot of dogs run wild, mess of foot paths, people not responsible of their dogs, not regulated enough	Male, 45-59, Paekakariki-Raumati
Because I see many people in the Waikanae area with dogs that are not properly controlled/in one occasion I almost got bitten	Male, 60 plus, Waikanae
Because the registration of having a pet is a bit too high and not enough information has been given. Do not know why have to pay, too expensive	Female, 30-44, Paraparaumu
Clean dog's waste and there are no bins, no places to walk dogs and unleash them	Female, 45-59, Paraparaumu
Council is too harsh on dog and animals	Female, 60 plus, Paraparaumu
Created dog phobia among New Zealanders and made it extremely difficult for dog-owners/ many areas inaccessible for dog-owners such as beaches/ problems lies with dog-owners and not with the dogs themselves/ many areas in NZ have been rendered unsafe for dogs and children with 1080 poisoning	Female, 30-44, Otaki
Dog handler comes very seldom	Male, 60 plus, Otaki
Dog running out of its property and attacked my son/ my children are feeling a bit unsafe because of the amount of vicious dogs in the area/ people should be prioritised over dogs	Female, 45-59, Paraparaumu
Dogs not on lead, sometimes bark on my kids when they run around and worried that the dog might run after my child	Female, 30-44, Paraparaumu
Don't think there's enough follow up on waste bins and the supply of waste bins in public places	Female, 60 plus, Paraparaumu
Fee is extremely high for the services provided	Female, 45-59, Otaki
I do read articles in the paper and there are too many wild dogs roaming the streets. I have experienced a wild bull terrier coming into my garden and this went on for 6 or 7 weeks where they destroyed my garden. I had to ask my neighbours for help to find the owners. I have read a lot in the local paper and listened on the radio about dogs attacking people. The same dog attacked various people on Waikanae beach and the council never put the dog down, I would have liked to have seen the dog be put down.	Male, 60 plus, Waikanae
I don't like the rules where they have rules for dogs on leash and off leash. I'm a dog owner and think its inconsistent.	Female, 45-59, Paraparaumu
I had a dog attack on lambs that I was looking after, it was the neighbour's dog, I called them up but they weren't interested and said they don't know about it. There were also other things like - when my dog was dying, they made me register it and now they wouldn't reimburse the full amount	Male, 60 plus, Otaki
I see dogs roaming around all the time, they are not on leash and that sort of thing	Male, 60 plus, Otaki
I think sometimes it's a wee bit over the top in terms of the restrictions	Female, 60 plus, Otaki
Just on the beach/they are not under control	Female, 45-59, Paekakariki-Raumati
On occasions they tend to pick on certain people pertaining to their dogs for no reason even if it's not something big/for example one day my friend had to pay NZ\$ 1200 for the dog as the council people took the dog away for some silly reason and that was not cool	Female, 30-44, Otaki
Registration prices are ridiculously too high, and dogs should be fenced	Female, 45-59, Waikanae
I have seen other people's dogs wandering around in the garden areas near the house	Female, under 30, Otaki

continued....

REASONS FOR BEING DISSATISFIED WITH: MANAGEMENT OF DOG AND ANIMAL ISSUES (continued)

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

Specifically, an incident with council in terms of by laws which were later repealed: two retired greyhounds, and very well behaved and need areas to run free. Very few parks to exercise the dogs and beach access are very restrictive during the summer. Changes made with very little consultation with public, many people live up there for the space and for owning animals but changes are restrictive. Unfair to those dogs who are very well behaved and looked after, despite the issues with other dogs who may not be so well behaved.

Female, 45-59, Paraparaumu

That people are not managing their dogs on the beach / they should be controlling their dogs on the beach and footpaths better

Female, 45-59, Paraparaumu

The instructions tend to be confusing and are not enforced

Male, 60 plus, Waikanae

The cost of registration is too high for the animal issues

Male, 30-44, Otaki

The council are not very dog friendly

Male, 30-44, Paraparaumu

The dog handlers are quite suspicious; they are not very practical in delivering their services. They are hard to deal with/they punish people who do the right thing opposed to those that are wrong

Female, 30-44, Waikanae

The number of dog without owners - quiet dangerous

Female, under 30, Paraparaumu

The rules of the council to let the dog on the beach is a concern

Female, 60 plus, Paekakariki-Raumati

The way dogs deal with the birds

Female, 60 plus, Waikanae

There is just so many of them seem to be running around I am not sure it is so much the council as the people that own them

Female, 60 plus, Waikanae

People don't pick their dogs up - they are running around without supervision

Male, 60 plus, Waikanae

Too much freedom of dogs running around the beach/ dogs not being kept inside properties

Male, 60 plus, Waikanae

Unlicensed dogs all around and still nobody is worried

Male, 60 plus, Otaki

Walking up the beach I see that dogs aren't often on leashes and managed, and I see a number of dogs on the street because I have children - that's my concern/ just dogs in public places, not on leashes

Female, 30-44, Paekakariki-Raumati

Way too much for registration for 1 dog, they charge too much

Female, under 30, Otaki

We has some trouble with a barking dog a few years ago and the service wasn't all that great.

Male, 60 plus, Paraparaumu

We have a dog/we pay a fee/I don't see where any of the money appears in turning services for good dog owners/we pay 75 dollars a year, they don't do anything on walks, don't dispose of droppings

Male, 30-44, Paraparaumu

Well for me, it's kind of a hard call because on one side I agree that they take stray dogs in from the street, but then I oppose because I myself own a dog and I have recently just paid for a new registration collar. My real issue here is that when our dog went missing it was found and picked up but, we had to go and get the dog from the pound and on top of the registration fee we had to pay another lump sum to get the dog out of the pound. I was a bit annoyed with that the fact that even though the dog was registered, we still had to pay to get him out, I would understand if it was a stray dog coming out of the pound but registered dogs shouldn't have a fee

Male, under 30, Otaki

continued....

**REASONS FOR BEING DISSATISFIED WITH:
MANAGEMENT OF DOG AND ANIMAL ISSUES (continued)**

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

Well I don't think it's the council's business for starters, and the council is not forthcoming in letting us know who we phone, so we can talk to them about dog issues. Council wouldn't let us know who called them the last time we had the registration removed for one of our dogs.

Female, 30-44, Waikanae

Well my specific concern is we live right along the beach. There are a number of people who don't use dog bags and a number of dogs that are on the beach, when they shouldn't be which are very disturbing when you have grandchildren and there is a lack of enforcement of the dog laws. I think they do their best. I don't know how they could do it better/ it could be people from outside the area but there are clear signs on the beautiful new strip they have put down/ most people are very responsible but there are always the idiots that spoil it

Female, 60 plus, Paraparaumu

I have noticed that people with small dogs generally have a bag on their lead but I notice it is usually the big dogs that they don't pickup after. There is always a lot on the footpaths where we are and you go down to the beach where they have all those containers where they can drop the bag which is excellent

Female, 60 plus, Paekakariki-Raumati

You don't seem to get anywhere when you complain about the noisy dogs/when they get concession of keeping more than one dog. They don't get in contact all the people who have the dogs, for example, they approached our neighbour as he directly shared boundaries with the house concern but did not contact me because I don't share boundaries.

Male, 60 plus, Paraparaumu

Base: A random selection of respondents who were dissatisfied with the 'reasons for being dissatisfied with: Management of dog and animal issues' (n=42).

REASONS FOR BEING DISSATISFIED WITH: THE ROAD SAFETY PROGRAMME

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

Kapiti road near the police station - there is a silly merry go round there/on a Saturday morning traffic is backed up and crawling along/service and texture of road is inadequate/the money should have been spent to fix the roads up there near the police station and school/hold ups with the traffic	Male, 45-59, Paraparaumu
As far as I know the programme does not exist	Male, 45-59, Paraparaumu
Covered by police education officers and there are too many vehicles on the road. The council should set a good example to the public. Does not know why other people should get involved	Female, 60 plus, Paraparaumu
Doesn't know anything about it	Female, 30-44, Paraparaumu
I didn't know even that there is any road safety programme/they have deficient communication strategies	Male, 60 plus, Otaki
I didn't know that such a programme exist	Female, 45-59, Paraparaumu
I didn't know they existed	Male, 60 plus, Paraparaumu
I haven't really heard about it but there needs to be some action taken into putting the programme more knowledgeable and out there for the general public to know	Male, 30-44, Paekakariki-Raumati
I live in Paekakariki and there is this particular turn point where there has been many incidents, it is not safe and needs to be taken into action quickly before another incident occurs	Female, 60 plus, Paekakariki-Raumati
If the council is going to add things to do with the safety of roads they should look at how expensive it is going to be and whether it is worth installing them/they installed flashing lights outside the school which were expensive and now they don't work/there is nothing there re safety of roads now	Male, 60 plus, Paekakariki-Raumati
I'm really not too sure, but I think that maybe a little more support would be needed/	Male, under 30, Paraparaumu
It's not visible enough	Male, 45-59, Paraparaumu
It's what they are going to do in the future regarding the railway station, Elizabeth street, no plans in the future and sounds like a shamble. They will disagree with me as they say they have plans but they don't.	Male, 60 plus, Waikanae
I've never heard of it	Female, 45-59, Paraparaumu
Just not necessary work for the council.	Male, 60 plus, Paraparaumu
Just the fact that I have not heard about it	Female, 45-59, Paraparaumu
Lack of turning bay into my road/unsafe access to properties along state highway one	Female, 30-44, Waikanae
Never seen it	Male, 45-59, Paekakariki-Raumati
No footpaths in rural areas, less of cycle ways and walkways, too many one way bridges	Male, 60 plus, Otaki
Not happening much for the safety	Male, 45-59, Paraparaumu
There is no road safety programme as people do not obey rules and therefore accidents happen. People do not follow the law and I think they are dangerous and the zebra crossings are in the wrong places	Female, 45-59, Otaki

continued....

REASONS FOR BEING DISSATISFIED WITH: THE ROAD SAFETY PROGRAMME (continued)

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

Otaki roundabout/ the whole street is just not working	Female, 60 plus, Otaki
Road safety, you can't walk down, there are parts where you can't walk down and there is no pedestrian crossing	Male, 60 plus, Paraparaumu
Roads get very congested and it's not always in peak hours/ this road affects me	Female, 60 plus, Paraparaumu
The intersection	Female, 45-59, Paekakariki-Raumati
The lack of lights on pedestrian crossings	Female, 30-44, Otaki
The maintenance/the street lighting layout doesn't match the standards	Male, 60 plus, Otaki
The road safety programme has had not enough planning on the local road/ Kapiti road for instance is far too congested it's been allowed to build too many little business areas scattered all over the place instead of in one place and it creates roads in all different directions/ Kapiti road should be a beautiful boulevard linking the business down to the beach/ four lanes that link the main highway with the beach/ it's not very well planned and nothing has been done about it. Thank goodness with the express motorway we might be able to get some improvement	Male, 60 plus, Paraparaumu
There aren't many cycleways that are linked properly	Female, 45-59, Paraparaumu
They need a few more crossings/ the distance of the crossing should be less	Female, 30-44, Paraparaumu
They need more programs for the road safety programmes/some of them don't even have adequate signage around schools specially for kids	Female, 30-44, Otaki
They waste money on the advertising	Female, 45-59, Waikanae
Two lanes becoming one/ people fail to give way when it comes to the roundabout	Female, 45-59, Otaki
Wasn't aware of a road safety programme/ doesn't seem to be working	Male, 45-59, Paraparaumu
We live on the country side and the roads are very narrow so we have to pull over if two cars are going head on which I believe is dangerous/the speed is too fast for a residential area/ there is no policing	Female, 45-59, Otaki
Well right outside our place, on the corner of the park, there is a walkway. People can go across the road here and north towards the Waikanae estuary. People like boy racers come flying around the corner and it is dangerous for people with prams and old people. It is a really nice walkway and we do that walk quite often but the number of times people almost get hit crossing the road...There should be a pedestrian crossing or a crossing on speed bump so people have to slow down especially boy racers with their powered cars so they don't crack off. I have rung in a couple of times but the response has been that's not my area and it would be forwarded to the appropriate person. I am not the only one. There is quite high traffic on this road it should cater to pedestrians a bit more/the rest I haven't had any problems it's just that this is an area of road people use and they need to slow down around here corner to Atiawa park the northwest corner	Male, 30-44, Paraparaumu

Base: A random selection of respondents who were dissatisfied with the 'The road safety programme' (n=36).

REASONS FOR BEING DISSATISFIED WITH: OPENING HOURS OF POOLS

You've said you were dissatisfied with..... What are your specific concerns about?

Verbatim responses:

Always closed for maintenance	Male, 30-44, Paekakariki-Raumati
Basically when the schools are there we can't go in when they are using the pool/ it is so on and off - you don't know when it is on or off or when can and can't swim/ I just can't make plans to go to the pool because I don't know when they are open. It is not that clear	Female, 45-59, Paraparaumu
Did not open early enough and closed in the day	Female, under 30, Paraparaumu
During the week they shut from 10 till 12 some days, and it seems so that the staff can have lunch, which seems bizarre to me. They have just been shut for a month to clean which seems bizarre, like we are years behind. My husband who has to swim 2 to 3 times a week for his back has to go to Otaki or Wellington/ it is like going back in the dark ages. For a population this size we should have a proper pool and we should encourage young people to swim - not have to go privately which is pretty poor.	Female, 30-44, Paekakariki-Raumati
Husband gets home late so he cannot get to the pools because it is closed, so they need to be longer times. The hours do not suit	Female, 45-59, Otaki
I don't like 10am opening on Saturday/ charging full price when the pool is rubbish/ quality is horrible/ the inside of the men's changing room is running with water/ the roof leaks	Male, 45-59, Paekakariki-Raumati
I don't like the Raumati pool – it is horrible. The pool at Waikanae is good - the outdoor pool. The only thing is that it should be open for longer depending how long the summer lasts and be flexible, rather than just giving a date till when it will be open.	Female, 30-44, Waikanae
I think that the Waikanae pool could be open more longer/ there's still a bit of summer time left/ I think they need to extend it longer/ because it's only open a short time in the summer.	Female, 60 plus, Waikanae
I think they should be opened longer in the holidays - should be open at 6, and in the weekend it is not open early in the morning for those who want an early swim	Female, 45-59, Otaki
It needs to be all day and not have the breaks at Raumati pool. It closes between 10 and 12 and then 2 and 3 and that is a pain. It needs to be open to the public the whole time	Female, 45-59, Paekakariki-Raumati
It would be nice if it was open for longer and to all people	Female, 45-59, Paekakariki-Raumati
It's a bit complicated/they close the Waikanae pool on Christmas days and on Labour day/it should be open on those days/the Raumati pool is a waste and it doesn't look good	Female, 60 plus, Waikanae
It's broken and run down. I attend a swimming class every so often and every time we have a class, the indoor pools water temperature is more freezing than warm, and it is in need of some serious repairs and maintenance. The children's facilities need to be updated. They are still back in the stone age. My personal opinion, I think that they should bust down the whole pools and start again from scratch and also make more pools	Female, 60 plus, Paekakariki-Raumati
It's closed most of the year	Male, under 30, Waikanae
It's open for two hours and then closed for two hours. I don't any which ways use the services so I don't find it satisfying	Female, 30-44, Paraparaumu

continued....

**REASONS FOR BEING DISSATISFIED WITH:
OPENING HOURS OF POOLS (continued)**

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

Not really the hours, I don't go to the pool at all because it's so dirty and it's cold, the opening hours are not a problem, it's just cold	Female, 30-44, Paraparaumu
Not sufficient/ for example I swim 7 days a week. I get up at 5 to go at 6 o'clock and the pool at Otaki doesn't open until 10 and 11 at the weekend. It is the only flaming pool in the country that does this. I did survey on the whole country. I am an authority on it. The council knows all this/ they are not sufficient all round but the weekends particularly. I have heard people complain it is not open at the evenings/ they charge rates and charge money to get in and the cost to ratepayers. At Manukau for instance where they open longer and for free is not much more	Male, 60 plus, Otaki
Quite often if you want to go down there, it's closed, or some other groups are using it.	Female, 30-44, Paraparaumu
Some of the times don't suit me / that was a while ago and I haven't checked recently though	Female, 45-59, Paraparaumu
Swimming pool access for public is poor/ Raumati pool can be accessed on Monday, wed and Friday between 7-9 pm/ I work and come home but wait till 7pm to access it	Female, 45-59, Paraparaumu
The fact that the facilities are not good enough/ not so convenient/ not friendly	Female, 45-59, Paraparaumu
The hours of the pools are quite inconvenient for the younger people and people who are elderly it is suitable for them, as young people who want to swim late can't because of the hours/the hours' facility should more and be suitable for everyone. For example when people come from work they can have a swim in the pool and relax	Male, 30-44, Paekakariki-Raumati
The local Waikanae pool opens later than they normally do and closes too early	Female, 30-44, Waikanae
The Paraparaumu pools are open at the most ridiculous times, like it's open from 10 till 12 and then 2 till 4. It should be open from like 10 till 6 or something.	Female, 30-44, Waikanae
There aren't pools - we aren't in Auckland with 1 and a half million pools/ we only have one ancient pool/ I hate the council - the rates are too stinking high. They are stupid - the whole lot of them - the rates are too high, we got mortgages	Female, 60 plus, Paraparaumu
There isn't a decent pool out there that I'd like to go to be honest	Female, 30-44, Paraparaumu
There's only one pool here and it's not useful. It's not really the hours, it's the quality of pools	Male, 60 plus, Paraparaumu
They are closed at different times. The hours don't fit into the family life. Especially in the holidays. Should be able to take preschool kids during the day	Male, 30-44, Paraparaumu
They are closed in the mornings, they are closed so that people can do aerobics. I went at around 8am in the morning	Female, 30-44, Paekakariki-Raumati
They are not open for long hours and when they are open there are only old people in the pool	Female, 30-44, Paekakariki-Raumati
They could be more realistic to a lot of older people, nothing else to say	Male, 60 plus, Paraparaumu
They don't fit with those who commute, could be open longer hours and should be opened at 7 in the morning on Saturday, changing rooms are primitive, staff are fabulous	Female, 45-59, Paraparaumu

continued....

REASONS FOR BEING DISSATISFIED WITH: OPENING HOURS OF POOLS (continued)

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

They need to be around throughout the year (opened)	Male, 45-59, Paraparaumu
They need to open earlier and later and they need to be open in the winter.	Female, 30-44, Waikanae
They should open at 9.00 instead of 11.00 especially in school holidays	Female, under 30, Otaki
Waikanae pool is only open in summer, it should be open all times	Male, 30-44, Waikanae
Waikanae pool which is only open in summer/ some evenings we've been there and it closes at 9 but they seem to pack up early/ during the day they have school groups going, so its closed to the public while they are there/ it's not convenient for the public to show up and there's a sign out the front saying its closed to the public/ there are other pools there, if possible they should let the public use the other pools than the one the schools using	Female, 30-44, Waikanae
We don't really have a pool. The pool at Raumati is the same pool is about 20 years past its due date. The opening hours are ok but it's substandard. Me personally - the kids have nowhere to go. They need to spend some money and put an aquatic centre. We only have one enclosed pool. The one at Waikanae is an open pool and is closed half the year and the one at Raumati spends half the time broken down	Male, 45-59, Paraparaumu
Well they close over winter and they are indoor/if it is outdoor I understand that but it's an indoor pool so why close and their times are not convenient for people who work	Female, 45-59, Paraparaumu
When they are open they are booked out with schools	Male, 30-44, Paraparaumu
Would never go down there as it is disgusting and don't even know what the opening hours are.	Female, 30-44, Paraparaumu

Base: A random selection of respondents who were dissatisfied with the 'opening hours of pools' (n=41).

REASONS FOR BEING DISSATISFIED WITH: STANDARD OF SWIMMING POOLS

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

Access to the public/ poor conditions/ smell of chlorine at the Raumati pools/ availability of access to the Waikanae	Female, 45-59, Paraparaumu
Around here we only have one swimming pool and the chlorine in the pool is very high and it's very small	Male, under 30, Otaki
Availability/ Raumati pool is disgusting/ we don't have a decent swimming pool	Female, 45-59, Paraparaumu
Because most of them are old and they need refurbishing and rebuilt so they look newer and they are conditioned better for the public and community.	Male, 45-59, Paekakariki-Raumati
Because need a new one and the old swimming pool leaks and the roof needs fixing as it is leaking as well	Female, 45-59, Paekakariki-Raumati
Don't have a swimming pool in our area	Male, 60 plus, Paraparaumu
Everything, nothing good. The roof leaks, two showers for everyone, cold	Male, 60 plus, Paraparaumu
General maintenance	Male, 30-44, Paekakariki-Raumati
Hygiene/I have been down to the pool, there are children not wearing swimmers in the pool, children just paddling in the pool	Female, 45-59, Paraparaumu
I am a school teacher and there is very limited availability for school children/ and the cost issues/ we have to go to Waikanae pools because of that and also the pools are too small	Male, 45-59, Paraparaumu
I am concerned that there is only one swimming pool in the area and its awful/I can't take my kids out there as there is dump	Male, 30-44, Paraparaumu
I am only thinking of Raumati pool / it's pretty scummy / the changing rooms and the pool / it's all pretty basic and its old and worn	Female, 45-59, Paraparaumu
I don't go swimming because it is filthy and disgusting and it leaks, the ceiling leaks, the roof leaks. The opening hours are rubbish. I don't know why, so when you want to go it's rubbish. I don't go swimming - my husband does but I won't take my daughter. So we go privately for lessons/ this is the Raumati pool. We have been in New Zealand for 7 years now - they have been saying they will rebuild and it hasn't happened. I know they are fundraising but I don't know if that will happen	Female, 30-44, Paekakariki-Raumati
I swim at the Raumati pool and there seriously needs to be an upgrade to the maintenance of the pools	Female, 60 plus, Paekakariki-Raumati
I think that Waikanae should put a roof over the pool to make it indoor	Male, 45-59, Waikanae
I think we need a new swimming pool in Paraparaumu/but the one in Waikanae is okay	Female, 45-59, Waikanae
I think they could be just little bit more friendly. They just seem to be a bit worn and need a bit of love, a bit of tlc. I don't think they are disgusting or horrible - they are adequate but could be a little better I think	Female, 30-44, Otaki
I'm totally lacking confidence in them; they are likely to fall down in a matter of time. Everything is hanging by a thread. Tomorrow is the problem; it is my children I am worried about. They are almost collapsing but still standing. My main issues are to do with confidence about this in the future.	Male, 60 plus, Paraparaumu
It doesn't run smoothly	Male, 45-59, Paraparaumu
It is a joke and it is very poor quality, Kapiti council has a plan for a new swimming pool for the past five years but the new pool has still not come up and the present one is very poor quality.	Female, 45-59, Paraparaumu

continued....

**REASONS FOR BEING DISSATISFIED WITH:
STANDARD OF SWIMMING POOLS (continued)**

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

It's old and cold and needs to be thrown down. And a new pool built.	Male, 30-44, Paraparaumu
Its old, roll on the new one.	Female, 30-44, Paraparaumu
It's pretty old	Female, 30-44, Paraparaumu
It's really old	Female, under 30, Paekakariki-Raumati
Its run down/ standard of the buildings are not very appealing/ old and tired	Female, 60 plus, Paekakariki-Raumati
Its scummy, the Raumati pool, and it's never open when I go there, it is closed in the mornings so that people can do aerobics, I am just waiting for the new one	Female, 30-44, Paekakariki-Raumati
Just don't like to use them.	Female, 30-44, Paraparaumu
Lack of them/ the one existing is too old and too rundown and does not have enough facilities in it	Male, 30-44, Paekakariki-Raumati
Local pools, looks disgusting, building is covered in rut, I won't go there but I would like to go	Male, 30-44, Paraparaumu
Money has been wasted on the plans and consultants/with that money the pools could have been built	Male, 45-59, Paraparaumu
Need a lot of money spent in terms of their quality, old	Male, 45-59, Paekakariki-Raumati
Need new facilities	Male, 30-44, Paraparaumu
New one need to be built, inadequate pools	Female, 60 plus, Paekakariki-Raumati
No hair drying facility and cold in the changing room	Female, under 30, Paraparaumu
Not open early enough and late. Lack of decent indoor pool.	Female, 30-44, Waikanae
Nothing personal but heard the Raumati one is gradually disintegrating and the water supply is cold and people are dissatisfied	Female, 60 plus, Otaki
Old and smelly	Female, 30-44, Paraparaumu
Old pools	Female, 60 plus, Paraparaumu
Only have the Raumati pool and it is not a great pool/there is no baby pool/it is old and run down	Female, 30-44, Paraparaumu
Only pool close to me is on Raumati beach, it is very run down and they haven't done anything about it for years. Still waiting for a new swimming pool.	Female, 60 plus, Paraparaumu
Opening hours is garbage/ well we have a pool in Waikanae that is only open evening hours in the summer. It is a heated pool. There is no reason why it can't be open longer because it needs more money. Every year they up the fees so there should be money in the kitty to extend the hours/ we have this argument - all Waikanae residents every year/ the Raumati one is old, way too old - they are working on it but it is a health hazard.	Female, 45-59, Waikanae
Pools are terrible, they are very old pools are just terrible/they are very old	Male, 30-44, Paekakariki-Raumati
Primitive changing rooms and good staff and pool needs things to be done	Female, 45-59, Paraparaumu
Quality of the water and basically there are not enough activities for the kids	Male, 60 plus, Paraparaumu
Raumati pool seriously needs overhauling. Waikanae pool needs an upgrade, Otaki pool needs an upgrade too, it does not have water to bath after swimming	Female, 30-44, Waikanae
Raumati pool - needs a bit more care and attention, I think.	Male, 60 plus, Paraparaumu
Raumati pool is in terrible condition/ often closed for repairs/ temperature is all wrong/ needs repairs	Female, 45-59, Paekakariki-Raumati

continued....

**REASONS FOR BEING DISSATISFIED WITH:
STANDARD OF SWIMMING POOLS (continued)**

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

Raumati pool has had its day and the new aquatic centre need to be a priority	Male, 45-59, Paekakariki-Raumati
Raumati swimming pool aren't pleasant/ they are taking a long time to build a new one	Female, 45-59, Paraparaumu
Raumati swimming pool is a disgrace	Female, 60 plus, Paekakariki-Raumati
Smells disgusting	Male, 30-44, Paekakariki-Raumati
Standard of the changing rooms is not good enough	Male, 60 plus, Waikanae
Terrible condition/ well past its use by date	Male, 45-59, Paekakariki-Raumati
The accessibility and the cost	Male, under 30, Waikanae
The age of the Raumati one, it needs replacing	Male, 60 plus, Waikanae
The one we have is not adequate and we need new ones	Male, 60 plus, Paraparaumu
The one we have got is breaking down, it has had its lifetime and is finished	Male, 60 plus, Paraparaumu
The pool hours - not sure people who work and makes it inconvenient to go to pools after work	Female, 45-59, Paraparaumu
The pool is a dump	Male, 60 plus, Paraparaumu
The pool is accident and they did not lease to somebody that was capable of looking after the pool and gave to somebody that is not a good service provider	Female, 45-59, Paraparaumu
The pool is falling to bits	Female, 60 plus, Paraparaumu
The pool is just dreadful, specially the building	Female, 45-59, Paekakariki-Raumati
The pools are not maintained properly	Female, 30-44, Waikanae
The quality of the pools leaves a lot to be desired / we are going to get an aquatic centre / it's going to take a long time before it is started	Male, 60 plus, Paraparaumu
The Raumati pool is very small, it's very tiny but the amount of water in it is very much/it's not balanced and it should be large	Female, under 30, Paraparaumu
The Raumati pool in particular is in a poor state, the changing rooms are gross/Waikanae pool is good/Raumati pool is just not good, I think a new pool is being built in Raumati	Female, 60 plus, Paekakariki-Raumati
Raumati pool is dirty and not a fun place to be and the whole place is unclean	Female, 30-44, Waikanae
The swimming pool is not up to standard	Male, 45-59, Paraparaumu
The swimming pool near my house is disgusting and filthy it should be maintained more	Female, 45-59, Paraparaumu
The unavailability of Raumati pools/they are closed when least expected	Female, 60 plus, Paraparaumu
There is only one reasonable pool in Waikanae	Female, 45-59, Waikanae
There is only one swimming pool for the whole Kapiti area and it's not up to the mark/it's basically old pool that was never designed to be used for water currently being useful/it's run down really and not suitable for the current requirements/it's not a full size swimming pool - not up to the current technology	Male, 30-44, Paekakariki-Raumati
There is only one very small one and it's very old/ there needs to be an upgraded facility/ an outdoor and an indoor pool	Female, 30-44, Paekakariki-Raumati
There is only Waikanae pool is ok, it's a small pool. Raumati pool is an indoor pool, it's a small pool/we should have a good big pool	Male, 30-44, Waikanae
There's only one and it's too cold/ it's full of old people	Male, 30-44, Paraparaumu
They are dirty	Female, 30-44, Waikanae
They are not like that clean looking/ the Raumati pool was never that great	Female, under 30, Otaki

continued....

**REASONS FOR BEING DISSATISFIED WITH:
STANDARD OF SWIMMING POOLS (continued)**

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

They are not up to standard/needs an upgrade and revamping/in disrepair	Male, 60 plus, Paraparaumu
They are old & small for the people/ the spare pools are not working	Male, 45-59, Paekakariki-Raumati
They close it down a lot because parent let their kids pool in the pool and then they have to clean it out and that takes time	Female, 60 plus, Waikanae
They don't cater for adults very well/ they are shallow and the water isn't suitable for many adults	Male, under 30, Otaki
They are colder and colder... I presume they weren't getting a lot of attention because of the new pool going up/ they are old that's it	Female, 45-59, Paraparaumu
They haven't got a pool, there should be one	Female, 60 plus, Otaki
They need a new one, that pools been around for too long	Female, 45-59, Paraparaumu
They need a new one/ the existing one is really old/ the one in Raumati is old and needs replacing	Female, 30-44, Paraparaumu
They need to do aquatic centre for the area	Female, 30-44, Paekakariki-Raumati
Refurnishing required for the building	Male, 60 plus, Paraparaumu
They'd be ok if it was for in someone's back yard/ I used to use the Raumati pool but I don't anymore/ unhygienic, too small too cold too much chlorine, just old and dated/ don't use the other ones/ build a new one	Male, 45-59, Paraparaumu
It's just old now and needs updating and there's only one pool here. So many people want to use it and it doesn't accommodate everybody	Female, 60 plus, Paraparaumu
Use of old and substandard pool of Raumati	Female, 60 plus, Waikanae
Usually they have turned off the heating / it's too cold to swim in / I think their staff could be nicer to kids	Female, 60 plus, Otaki
Very old and it doesn't have a suitable area for small children (toddlers).	Female, 45-59, Paekakariki-Raumati
Waikanae was closed for the summer so they should've been open, so that the children could access it. Would have been good if they were open when the school holidays are happening. It used to be cheap but now it is expensive. The overall cost is a bit too expensive and it is not advertised that much to the community as to what is available and whether it is private	Female, 30-44, Paraparaumu
We are waiting for the other one to get built at Paraparaumu and the one at Raumati needs to be upgraded. I don't think they will do that till they've built the new one, then they might even close that one down/ just the changing rooms that is, part of it make it a bit more modern. But I suppose with the new one, they won't want to do much more with that one	Female, 45-59, Paekakariki-Raumati
We don't have any and the one we have is an open air one, open only for half the year.	Female, 60 plus, Waikanae
We don't have swimming pools. What they are trying to do is build a big new swimming pool which the ratepayers can't afford to pay for, who is going to pay for it? Are the mayor and CEO going to pay for it because they earn half a bloody million. Their combined salaries can pay for it	Female, 60 plus, Paraparaumu

continued...

**REASONS FOR BEING DISSATISFIED WITH:
STANDARD OF SWIMMING POOLS (continued)**

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

We don't have the standards of the swimming pools that good/ no space for the kids, limited space/ adults need to look after their kids/and the water is tepid lukewarm

Female, 45-59, Paraparaumu

We have an proposed new pool but there doesn't seem to be a date when they are going to start on it and the old pool desperately needs to be pulled down

Female, 45-59, Paraparaumu

We need a new one / you know about the Raumati pool - I use it twice or three times a week. We need a new aquatic centre basically

Female, 45-59, Paekakariki-Raumati

Well the Raumati pool is disgusting. It has been closed for renovations recently but we need the new aquatic centre that's been proposed/ it's just dirty, the roof leaks. I don't know what renovations they have just done so maybe they have fixed the roof, but it not attractive not pleasant to sit there while the kids are swimming.

Female, 30-44, Paekakariki-Raumati

Well they are old, over chlorinated and don't really need an aquatic centre, and the good pool you can only use in the summer, and it needs to be more user friendly.

Female, 30-44, Paraparaumu

When I am watching my children, they need to paint and they need a decent facility. We have the numbers of people in the areas to make a better facility. Waikanae pools are good in summer.

Female, 30-44, Paraparaumu

Base: A random selection of respondents who were dissatisfied with the 'Standard of swimming pools' (n=102).

REASONS FOR BEING DISSATISFIED WITH: GENERAL APPEARANCE AND QUALITY OF DISTRICTS PARKS

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

It should be cleaner	Female, 45-59, Waikanae
It's just not mowed and tidied	Male, 30-44, Waikanae
Maintenance over the last two years is not what it used to be	Female, 45-59, Waikanae
My concerns are cleanliness and access	Male, 60 plus, Otaki
Playing sport in the region of parks/ standard of parks in Kapiti are poor/ number of playing fields is on the water table which causes flooding during rain even in the summer months	Male, 30-44, Paekakariki-Raumati
Poor quality	Female, 45-59, Paraparaumu
The weeds grow very high / it's about a foot high	Female, 60 plus, Paraparaumu
There are not enough parks	Male, 30-44, Otaki
They need more beautification/ landscaping	Male, 45-59, Paekakariki-Raumati
Vandalism and clean up, placement of parks is bare, hidden away, should be more public	Female, 30-44, Paekakariki-Raumati
Weeds and bushes not maintained	Female, 45-59, Paraparaumu
Well we have one, small-ish playground area that is either full with overflowed rubbish, is generally unkempt.	Female, 30-44, Otaki

Base: A random selection of respondents who were dissatisfied with the 'general appearance and quality of districts parks' (n=12).

REASONS FOR BEING DISSATISFIED WITH: AVAILABILITY OF SPORTS FIELDS AND FACILITIES

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

Husband in a soccer team and most of the time, they either can't train on the park and it is very difficult to find alternative venues especially indoor so they end up going to the gym or nowhere else	Female, under 30, Waikanae
I feel some of them are looking a bit tired / they just need new seating and facilities	Female, 30-44, Otaki
I look at the youths here in Paekakariki and I wish that there was a facility for sports or for recreation for them, there isn't much activity for the young ones here	Female, 60 plus, Paekakariki-Raumati
I play football for Waikanae, we have only 3 grounds for 8 teams and there are 8 home games in a regular season out of which only 3 games are played at home - rest are played at other areas like Otaki	Male, 30-44, Waikanae
There should be more fields for the games like football and soccer	Male, 30-44, Waikanae
No acknowledgement of disabled children in playgrounds	Female, 30-44, Paekakariki-Raumati
No major concern	Male, 60 plus, Waikanae
There are limited number of parks/ there aren't many places to take a dog for a walk/ cycling around the district is very dangerous and the district walkways are linked badly	Female, 45-59, Paraparaumu
There is a lack of outdoor sports activities/it is a growing demand and the availability is not really suiting the demand/we have only one sports field in our area so it would be nice if we have more sports activities available/the field is largely used for playing football and there is cricket pitch in the middle of the playground but it's not been used/ the material used for the field should be suitable for all kinds of sports	,
There was no hockey provided by the council	Male, 30-44, Paekakariki-Raumati
There's no venue for certain sports specifically	Female, 45-59, Paekakariki-Raumati
They are always closed when the weather is wet/ drainage is poor	Female, 30-44, Paraparaumu
We don't invite other mates around - the fields are not big enough	Male, 30-44, Paraparaumu
Was quite satisfied but should be more activities	Female, 30-44, Paraparaumu
We haven't got one - that is the problem	Female, 45-59, Paekakariki-Raumati
We need more junior soccer pitches	Female, 30-44, Waikanae
We need more, we only have one sports facility over here, more children would love to get more involved in indoor and outdoor sports and somewhere for recreation but there is nothing there	Female, 60 plus, Paekakariki-Raumati

Base: A random selection of respondents who were dissatisfied with the 'availability of sports fields and facilities' (n=17).

REASONS FOR BEING DISSATISFIED WITH: STANDARD OF WALKWAYS AND CYCLEWAYS

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

Children bullying one another, there are children bullying down one another on the cycleways which is not safe	Female, 45-59, Paraparaumu
Could be better because of pot holes in the footpath and it is rough, so harder to walk on	Female, 45-59, Waikanae
Don't know even if we have one in place	Female, 30-44, Otaki
Don't know much	Female, 60 plus, Paekakariki-Raumati
I don't see evidence of a cycle path	Male, 45-59, Paekakariki-Raumati
I don't think they are appropriate	Female, 45-59, Otaki
It's kind of hard, at places like parks there is not a cleared footpath	Female, 30-44, Paekakariki-Raumati
Not existent	Male, 60 plus, Paraparaumu
People get confused, cyclist use the footpaths not the cycleways	Male, 60 plus, Waikanae
Side of most roads the path is not finished	Male, 60 plus, Waikanae
Sometimes the walkways suddenly disappears, not completely there.	Male, 60 plus, Paraparaumu
Standards of the pathways/some are gravel and some are sealed, they have lots of bumps	Female, 45-59, Otaki
The path stops it should go round instead, no signals at the school area	Female, under 30, Otaki
The quality of footpaths need some working/ there is no footpath or walkway from Rangiuru road to Tasman road and that is near a beach area	Male, 30-44, Otaki
The street next to my house that has no walkway. It has never had a walkway. I have asked the council why we don't have and they said they have no money for it. It's been 100years at least that they don't have a walkway at all. It has grass and it's called Dale road	Male, 60 plus, Paekakariki-Raumati
There are very few walkways and cycleways in our area	Male, 60 plus, Otaki
There is not enough of them/and the ones that are there are badly marked	Female, 60 plus, Otaki
There are not enough walkways and cycleways. They're not green enough, what's there is not user-friendly either.	Female, 45-59, Paekakariki-Raumati
They are too many streets where there are no footpaths provided	Male, 60 plus, Paekakariki-Raumati
I don't believe them to be too well marked, not very safe, the footpaths are also quite uneven in different areas	Male, 30-44, Paraparaumu

Base: A random selection of respondents who were dissatisfied with the 'Standard of walkways and cycleways' (n=20).

REASONS FOR BEING DISSATISFIED WITH: STANDARD OF PLAYGROUNDS

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

I just think they need a bit of renovation at the moment. The park near the pool is often dirty like rubbish around, a bit old	Female, 30-44, Otaki
Lack of playgrounds in the Rangiuru area/ we have got big nature playgrounds beach and river but there is nowhere to take the kids in this area for a playground specific/ the council is out of touch with the needs of the community. We haven't been approached or asked specifically, no research into it, whatsoever. There are a number of sites available to do that and create a playground	Male, 45-59, Otaki
My kids aren't really big enough to use the playground	Female, 30-44, Paraparaumu
Security cameras, less of lights	Male, 60 plus, Otaki
Some of them are really old	Female, 30-44, Paekakariki-Raumati
Spraying all around the play area	Female, 30-44, Otaki
There are a lot more they could do for us, provide more variety of equipment	Female, 45-59, Paekakariki-Raumati
There are too many dogs and the owners don't clean up after the dogs mess	Male, 60 plus, Paraparaumu
There aren't enough of them/ no recreation services for teenager and no indoor recreation services	Female, 45-59, Paraparaumu
There is lot of litter around	Female, under 30, Otaki
They are not kept up to scratch / there's rubbish and glass everywhere / there are not maintaining the playground equipment	Female, 60 plus, Otaki

Base: A random selection of respondents who were dissatisfied with the 'Standard of playgrounds' (n=11).

REASONS FOR BEING DISSATISFIED WITH: STANDARD OF URBAN KERBSIDE RECYCLING COLLECTION

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

All of the recycling just gets buried in the land fill anyway, so no point. The amount of rubbish that's left on the street after the recyclers have been thru	Female, 45-59, Paraparaumu
Basically there is stuff in the bin that they don't still collect. The rubbish collection is awful. It's thrown over the street or the neighbours' house. The bin is not collected well	Female, 45-59, Paraparaumu
Can't take specific items when they are supposed to and when they can't take them, they are thrown back into the bin. Need to know the numbers of the bins properly and need to look at items before being thrown back in bin.	Female, 60 plus, Waikanae
Had a couple of occasions where the cardboard boxes next to the recycle bin were left flattened next to bin/ too early on occasions, and we tend to miss it and because we are not encouraged to leave it the night before, it's a problem	Male, 30-44, Paekakariki-Raumati
Have an issue with the cost of it. Cost is astronomical, in terms of being economic about it, people will look at it and say they can't afford it.	Male, 60 plus, Paekakariki-Raumati
Haven't got any and it's not good enough	Male, 45-59, Otaki
I don't get any rubbish collection at all. It doesn't apply to me	Male, 45-59, Waikanae
I don't get it where I live and that's the reason why I'm dissatisfied. I feel they should have a wider connection or network	Female, 30-44, Waikanae
I don't have any type of facility for recycling collection I would love to have one but in our area, we don't have any facility for the kerbside recycling collection. We should have one	Male, 30-44, Otaki
I just think that the recycling bins and trucks are in need of an upgrade	Male, under 30, Paraparaumu
I think I'm just talking about where I live, the kids ride their bikes on the middle of the road as they have to which is dangerous especially with drunken golfers coming down at all times.	Female, 60 plus, Otaki
I think it is ridiculously manual, labour intensive way of collecting the recyclable material, it just flies with the wind, where I come from there is a separate green bin section for the recyclables	Male, 30-44, Paekakariki-Raumati
I think the guys just throw the bin anyway. They don't seem to put it back because it ends up in the garden or anywhere so you have to retrieve it	Female, 30-44, Paekakariki-Raumati
If you burn fuel and you got other recycling there, they don't pick up some of the stuff, so what's the use of the recycling bay/they should give everybody more bins other than just one bin and it wastes a lot of time rather than just chucking it in the recycling bag	Female, 30-44, Otaki
I'm not sure but when we put our recycling out, things are left out in the bin	Female, 30-44, Waikanae
It is the cost involved/ last place I lived, council provided recycling bags and promoted free rubbish bags and recycling than they are at my current location	Female, 30-44, Otaki
It was only because they don't go on a regular route/ you might get your stuff out late and then you miss it for the whole week/ also bag prices are far too high	Female, under 30, Otaki
It's a menace and if they look beyond Kapiti coast, they will find solutions	Male, 30-44, Otaki
Just mainly the fact that the container for the rubbish collection is not big enough to accommodate the whole rubbish/and also recycling is not always at the standard time	Male, under 30, Paekakariki-Raumati

continued....

**REASONS FOR BEING DISSATISFIED WITH:
STANDARD OF URBAN KERBSIDE RECYCLING COLLECTION (continued)**

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

Just that they come at reasonably random times. They don't always take the recycling that you put out/ just a few cartons that I have washed they don't take	Female, 30-44, Otaki
Lot of it is because it doesn't get picked up sometimes	Female, 45-59, Paekakariki-Raumati
That the stuff they collect, they should give assurance that they actually recycle it	Female, 45-59, Paekakariki-Raumati
That's there but not enough. Too far to travel. Need about 3 in each area	Female, 30-44, Waikanae
The contractors picking up the goods, drop stuff on the ground and don't bother to pick it up. Example if they are outside house and are putting plastic into the truck, they don't bother to pick it up/plastic, bottles, newspapers get left	Male, 60 plus, Paraparaumu
The rubbish collectors and the contractors very often miss the rubbish/it lies on the ground and then comes in the driveway/it is very annoying	Female, 30-44, Waikanae
The cost of recycling bins is too expensive	Female, 60 plus, Paekakariki-Raumati
The council has put them in the wrong place, and there is not enough sites	Male, 60 plus, Otaki
The problem with that was I use a private system. We were given a recycling thing to start with and then we were part of Skippy bins and they took our recycling bins away from us and now they have made Skippy bins join them so they have put up the prices/ I don't want to pay for lids on the bins	Female, 30-44, Paekakariki-Raumati
The recycling system is fine; I only have an issue with the recycle workers. We put in the effort to sort out our recyclables. They can do the same and take care of the way they treat our recycle bins like they don't give a damn about it. More care needs to be taken	Female, 45-59, Paraparaumu
The rubbish isn't being looked after properly / it's scattered everywhere	Female, 60 plus, Otaki
The stuff that they drop	Female, 60 plus, Paraparaumu
They don't always recycle the waste	Male, under 30, Waikanae
They don't always take away all of the plastic material	Male, under 30, Otaki
They don't take polystyrene/the collection is not flash/ hasn't been done correctly as they leave rubbish on the curb and on the general area around the turf	Male, 60 plus, Paraparaumu
They just seem to be selective in what they take. Every time I put the recycling bin out, the juice cartons get left out. I just started monitoring it. It's happened over the last three weeks. The just juice cartons - they will either leave it in the bin or they will throw it in the neighbouring wheelie bin. I have not seen that but I have heard that I go through about one a day. That's the main contention that I have. They should either take it all or not at all	Male, 30-44, Paraparaumu
They leave a lot of the rubbish behind/ I once left the pizza boxes and they didn't collect them the next day	Female, 45-59, Paekakariki-Raumati
At times not collected, boxes broken down, some items not collected. Not sure what's/what's not allowable	Male, 60 plus, Waikanae

continued....

**REASONS FOR BEING DISSATISFIED WITH:
STANDARD OF URBAN KERBSIDE RECYCLING COLLECTION (continued)**

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

To do with the collection of rubbish/they don't take everything/they are a bit strict on what they pick up in the recycling	Female, under 30, Paekakariki-Raumati
We don't get this service/ other beaches get services, but we don't, as we are on the other railway side on the hillside	Female, 45-59, Otaki
We don't get this service/ we pay rates and everything and still we don't get it and its quite frustrating	Male, 30-44, Paraparaumu
We get shitty notes on our bins/one of the local dogs tore a bag/we had a note saying please tie your bags/place them on the kerb/they are very nasty with their words/they leave rubbish all over the ground/we always have to go and clean after them	Female, 30-44, Paekakariki-Raumati
We had days when we have put it out and it's been a public holiday and it's not been collected/the worse is the way they throw your bins on the drive way when your back home	Female, 30-44, Paraparaumu
We have to pay extra on top/we pay for the wheelie bin and extra for recycling	Female, 30-44, Otaki
We have to pay for our private collection, the council does not cover any in the rural area	Male, 60 plus, Otaki
We prefer it if they have a recycling station where we can go and put our rubbish in, so that we can combine putting our rubbish in when we go shopping	Male, 60 plus, Paraparaumu
Well I've found before - they actually leave things behind and I think if you have things in a recycling bag they should be taken, it's just a nuisance when its sitting out there and doesn't get picked up.	Female, 45-59, Paraparaumu
Well we don't have one and would like one	Male, 60 plus, Otaki
Well, there is no one taken into consideration for disabled persons on the Kapiti coast. When you want to put the recycling bin out, they want it down on the kerbside. But when you're disabled and in a wheelchair and have a steep driveway, so you can't get it all the way at the end. So I leave it at the letterbox, I have written letters to request for my bin to be emptied and placed back at my letter box. But just to annoy me, they left the bin as far away from my letter box as possible. This is all on the records of the council. I have the same problem with the rubbish bag but they comply with my needs. But this is different for the people that deal with the recycling box.	Male, 60 plus, Waikanae
We're a rural area so we don't have any issues with that, but what I've heard there have been bad reports	Female, 60 plus, Otaki
When we lived in Christchurch I got quite used to their way/ it seemed to be much more efficient then what I see here. In Christchurch glass and plastic were put in certain bin/ and rubbish sorted/ I see here when I put my newspaper in the recycling bin but I have observed them taking the newspaper out of the recycling and putting them into the normal bin. Now there is something wrong there/ they also don't separate glass and plastic where as in Christchurch they do/ seems to me they could do a lot of a better job.	Male, 60 plus, Paraparaumu

Base: A random selection of respondents who were dissatisfied with the 'Standard of urban kerbside recycling collection' (n=50).

**REASONS FOR BEING DISSATISFIED WITH:
STANDARD OF STREET LIGHTING**

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

A lot of street lighting that's not going or hasn't been installed or illuminating for a period of time	Male, 30-44, Paraparaumu
Don't think there is enough lighting in my area	Female, 60 plus, Paekakariki-Raumati
I don't think its bright enough in some of the places in Otaki	Female, 60 plus, Otaki
I was driving around the other night and there was quite a few out, I would say it was a maintenance issue.	Female, 45-59, Paraparaumu
I'm a cyclist and out early in the mornings and regularly notice that there are light bulbs out. Would prefer that they are maintained a bit better.	Female, 45-59, Paekakariki-Raumati
In some areas there is no lighting, making dark areas which is not very safe	Female, 60 plus, Paraparaumu
In the area where I live, lighting is not very good There is only one light at the beach in the area where I live. Lighting is not very good there/there is much distance between the beach and the main road and it becomes quite dark at night/there should be more lights in the area	Male, 60 plus, Paekakariki-Raumati
It's inadequate, there is no street lighting close enough to my house, I don't know about other areas but it's inadequate in our area	Male, 60 plus, Otaki
It's not the street lighting, its more the power line, I don't see why it can't be in the ground	Male, 30-44, Paekakariki-Raumati
It's poor	Female, 30-44, Paraparaumu
There are more lights on the streets compared to the required number/there should be less lights/it's a waste of money	Female, 45-59, Otaki
Just inadequate lighting - not bright enough/ I just feel that the street lighting is just inadequate for the area, poles are too far apart and just not powerful enough	Male, 45-59, Paraparaumu
Locally the street lighting is not adequate, and sometimes you will find the lights are on one side and the footpath is on the other.	Female, 60 plus, Otaki
Not enough street lighting	Male, 45-59, Paekakariki-Raumati
Some streets are quite dark	Female, 45-59, Waikanae
Street lights been out for a month. Don't get fixed quickly	Male, 60 plus, Waikanae
The lights stay out for quite a while before they are fixed, it happens a lot of time and people send emails about it but nothing happens	Male, 60 plus, Paekakariki-Raumati
The main road, not enough lighting when I came in late night at 11.30 pm	Female, 60 plus, Otaki
The street is not well lit, there are a few other streets in the Waikanae beach area that are not well lit	Male, 30-44, Waikanae
The street lighting isn't good at all/ there isn't enough around the whole area I live in	Female, 60 plus, Paekakariki-Raumati

continued...

**REASONS FOR BEING DISSATISFIED WITH:
STANDARD OF STREET LIGHTING (continued)**

You've said you were dissatisfied with What are your specific concerns about?

Verbatim responses:

The street we live in has only one street light in it if we're lucky	Female, 45-59, Otaki
The streetlight on our street and the Wellington Road are often out	Female, 30-44, Paekakariki-Raumati
The streets that I live in don't really have any streetlights/if I take my daughter for a walk it's quite frightening	Female, 30-44, Paraparaumu
There are areas that have no street lighting. I actually talked to the 2IC about this yesterday. There are a couple of elderly residents concerned. He actually was very good, give him an A+ for listening, but the jury is out on whether they will do anything/ that remains to be seen/ it is poor in other places as well	Male, 45-59, Otaki
There are street lights that are too far away from each other/and there are big black spots in between, where it is quite scary for pedestrians	Female, 60 plus, Paraparaumu
There are trees blocking the street lighting, in some areas they don't have enough street lights.	Female, 60 plus, Paraparaumu
There is a street light that hasn't been working for over 2 years/ it's really dim and keeps on flicking on and off/ people have tried to fix it but it's still not working properly	Female, 30-44, Waikanae
There is none in our street, we are in a rural area and there are none available	Male, 60 plus, Otaki
There's not enough street lightings/ it's dangerous	Female, 45-59, Paekakariki-Raumati
They are not enough for the streets and rural areas. The streetlights are not enough for the rural areas/there should be more streetlights/it becomes quite dark at night	Male, 30-44, Otaki
Very poor street lighting down Temiti street, because I am a jogger and a cyclist at night. The street lighting around the whole area is particularly poor - I notice it there	Female, 30-44, Paekakariki-Raumati
Waste electricity when no one's living in the house	Female, under 30, Waikanae
We don't have much	Female, 30-44, Waikanae
Well I don't think there are enough street lighting	Female, 45-59, Paekakariki-Raumati
Well where I live, we asked if we could have a power pole set up and they just said no. There hasn't been one there forever and the land has been occupied there forever.	Female, 60 plus, Otaki
When I am out and about at night it just seems to be very, very dark. We have that mentality from years ago when we have lights on only one side of the street. I think we need better lighting. I know it is a difficult one in the age of conserving resources, but I think in an ideal world we would have better lighting	Female, 45-59, Waikanae

Base: A random selection of respondents who were dissatisfied with the 'Standard of street lighting' (n=39).

3. Supplementary tables

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APPROPRIATENESS OF SERVICES PROVIDED BY KAPITI COAST DISTRICT COUNCIL

Generally, how appropriate would you say the services that the Kapiti Coast District Council provides are to the residents of Kapiti. Would you say they are completely appropriate for the needs of Kapiti Residents, they are somewhat appropriate, somewhat inappropriate or completely inappropriate

	Weighted base	Completely appropriate	Somewhat appropriate	Somewhat inappropriate	Completely inappropriate	Unsure
All	400	13%	67%	13%	4%	3%
Waikanae	95	16%	64%	10%	5%	5%
Otaki	68	17%	63%	13%	4%	3%
Paraparaumu	150	8%	70%	16%	3%	3%
Paekakariki-Raumati South	87	17%	68%	11%	4%	0%
AGE GROUP						
18-39	106	8%	77%	10%	2%	3%
40-64	172	14%	64%	14%	5%	3%
65-Plus	122	17%	63%	15%	3%	2%
HOMEOWNERSHIP						
Renting	61	22%	65%	2%	7%	4%
Own home/ Own investment property	325	13%	67%	15%	3%	2%
Other	13	5%	82%	9%	0%	4%
DEPENDENT CHILDREN						
Yes	149	10%	71%	13%	3%	3%
No	250	16%	64%	13%	4%	3%
HOUSEHOLD INCOME						
\$20,000 or less	27	26%	60%	9%	5%	0%
\$20,001-30,000	53	15%	74%	11%	0%	0%
\$30,001-40,000	36	18%	61%	19%	1%	1%
\$40,001-50,000	36	10%	78%	9%	0%	3%
\$50,001-70,000	63	9%	67%	20%	4%	0%
\$70,001-100,000	47	25%	63%	11%	1%	0%
More than \$100,000	73	10%	70%	9%	6%	5%
PERSONAL INCOME						
Less than \$15,000	53	10%	74%	11%	4%	1%
\$15,001-25,000	56	17%	72%	9%	1%	1%
\$25,001-30,000	28	8%	65%	22%	0%	5%
\$30,001-40,000	32	24%	65%	9%	0%	2%
\$40,001-50,000	34	14%	68%	11%	3%	4%
\$50,001-70,000	42	12%	67%	17%	4%	0%
More than \$70,000	65	17%	64%	13%	3%	3%
NZ Maori	40	16%	55%	19%	4%	6%
COUNCIL CONTACT						
Yes	154	13%	63%	15%	6%	3%
No/Unsure	246	14%	70%	12%	2%	2%
RESPONSIVENESS OF COUNCIL						
1 Very responsive + 2	90	20%	62%	9%	4%	5%
4 + 5 Not responsive at all	39	5%	49%	36%	7%	3%

LEVEL OF SATISFACTION WITH: STANDARD OF ROADS OTHER THAN STATE HIGHWAY ONE

Using a 1 to 5 scale where 1 means, very satisfied, and 5 means, very dissatisfied, how satisfied or dissatisfied are you with the delivery of the following services in the last two years? If you do not know enough just say so

Standard of roads other than State Highway One

								MEAN SCORE (scale reversed)
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	10%	37%	38%	9%	5%	1%	3.40
Waikanae	95	8%	36%	43%	6%	5%	2%	3.38
Otaki	68	12%	41%	27%	10%	9%	1%	3.38
Paraparaumu	150	8%	33%	43%	12%	4%	0%	3.29
Paekakariki-Raumati South	87	15%	42%	30%	7%	3%	3%	3.60
AGE GROUP								
18-39	106	9%	33%	44%	9%	4%	1%	3.36
40-64	172	9%	39%	33%	11%	8%	0%	3.30
65-Plus	122	14%	38%	38%	6%	2%	2%	3.57
HOMEOWNERSHIP								
Renting	61	17%	30%	35%	3%	10%	5%	3.44
Own home/ Own investment property	325	9%	38%	39%	9%	4%	1%	3.38
Other	13	18%	29%	24%	29%	0%	0%	3.37
DEPENDENT CHILDREN								
Yes	149	10%	36%	39%	10%	5%	0%	3.36
No	250	11%	38%	36%	8%	5%	2%	3.42
HOUSEHOLD INCOME								
\$20,000 or less	27	33%	31%	31%	5%	0%	0%	3.91
\$20,001-30,000	53	11%	42%	37%	1%	5%	4%	3.55
\$30,001-40,000	36	3%	37%	35%	14%	11%	0%	3.07
\$40,001-50,000	36	2%	44%	39%	12%	3%	0%	3.30
\$50,001-70,000	63	7%	38%	36%	14%	5%	0%	3.30
\$70,001-100,000	47	7%	45%	34%	11%	3%	0%	3.42
More than \$100,000	73	11%	39%	37%	8%	4%	1%	3.43
PERSONAL INCOME								
Less than \$15,000	53	17%	29%	38%	12%	4%	0%	3.44
\$15,001-25,000	56	8%	38%	33%	18%	1%	2%	3.34
\$25,001-30,000	28	8%	55%	27%	5%	5%	0%	3.54
\$30,001-40,000	32	7%	40%	34%	5%	14%	0%	3.19
\$40,001-50,000	34	5%	38%	36%	17%	4%	0%	3.22
\$50,001-70,000	42	9%	48%	33%	3%	7%	0%	3.49
More than \$70,000	65	13%	36%	43%	6%	1%	1%	3.56
NZ Maori	40	13%	27%	31%	19%	10%	0%	3.12
COUNCIL CONTACT								
Yes	154	10%	45%	34%	7%	4%	0%	3.50
No/Unsure	246	11%	32%	39%	10%	6%	2%	3.33
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	11%	43%	36%	8%	2%	0%	3.53
4 + 5 Not responsive at all	39	10%	38%	38%	5%	9%	0%	3.36

LEVEL OF SATISFACTION WITH: STANDARD OF FOOTPATHS

Using a 1 to 5 scale where 1 means, very satisfied, and 5 means, very dissatisfied, how satisfied or dissatisfied are you with the delivery of the following services in the last two years? If you do not know enough just say so

Standard of footpaths

								MEAN SCORE (scale reversed)
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	13%	31%	33%	14%	6%	3%	3.31
Waikanae	95	9%	30%	43%	8%	8%	2%	3.27
Otaki	68	13%	26%	26%	14%	11%	10%	3.16
Paraparaumu	150	14%	30%	34%	17%	4%	1%	3.36
Paekakariki-Raumati South	87	13%	35%	28%	18%	3%	3%	3.37
AGE GROUP								
18-39	106	12%	29%	42%	9%	7%	1%	3.32
40-64	172	12%	32%	27%	17%	6%	6%	3.28
65-Plus	122	13%	30%	34%	16%	5%	2%	3.33
HOMEOWNERSHIP								
Renting	61	17%	20%	30%	17%	15%	1%	3.08
Own home/ Own investment property	325	11%	33%	34%	15%	4%	3%	3.33
Other	13	15%	24%	41%	5%	0%	15%	3.60
DEPENDENT CHILDREN								
Yes	149	13%	32%	38%	10%	4%	3%	3.42
No	250	12%	30%	31%	17%	7%	3%	3.23
HOUSEHOLD INCOME								
\$20,000 or less	27	19%	13%	45%	12%	11%	0%	3.18
\$20,001-30,000	53	15%	29%	34%	19%	3%	0%	3.36
\$30,001-40,000	36	8%	24%	48%	5%	12%	3%	3.09
\$40,001-50,000	36	14%	34%	21%	16%	10%	5%	3.27
\$50,001-70,000	63	17%	31%	29%	16%	2%	5%	3.47
\$70,001-100,000	47	13%	30%	31%	21%	0%	5%	3.36
More than \$100,000	73	9%	34%	44%	9%	3%	1%	3.38
PERSONAL INCOME								
Less than \$15,000	53	20%	21%	35%	12%	9%	3%	3.33
\$15,001-25,000	56	12%	24%	37%	19%	6%	2%	3.17
\$25,001-30,000	28	19%	32%	31%	15%	3%	0%	3.49
\$30,001-40,000	32	13%	20%	43%	13%	11%	0%	3.11
\$40,001-50,000	34	10%	36%	31%	13%	3%	7%	3.41
\$50,001-70,000	42	13%	40%	27%	15%	3%	2%	3.47
More than \$70,000	65	11%	28%	42%	14%	2%	3%	3.35
NZ Maori	40	11%	29%	19%	27%	14%	0%	2.96
COUNCIL CONTACT								
Yes	154	10%	32%	34%	14%	7%	3%	3.25
No/Unsure	246	14%	30%	33%	15%	5%	3%	3.34
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	13%	35%	31%	13%	7%	1%	3.35
4 + 5 Not responsive at all	39	5%	26%	36%	16%	8%	9%	3.07

LEVEL OF SATISFACTION WITH: STANDARD OF STREETLIGHTING

Using a 1 to 5 scale where 1 means, very satisfied, and 5 means, very dissatisfied, how satisfied or dissatisfied are you with the delivery of the following services in the last two years? If you do not know enough just say so

Standard of streetlighting

							MEAN SCORE (scale reversed)	
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	18%	35%	29%	10%	4%	4%	3.57
Waikanae	95	14%	40%	25%	10%	5%	6%	3.53
Otaki	68	23%	25%	24%	12%	7%	9%	3.48
Paraparaumu	150	19%	38%	31%	7%	3%	2%	3.65
Paekakariki-Raumati South	87	19%	32%	32%	12%	4%	1%	3.52
AGE GROUP								
18-39	106	15%	38%	29%	9%	4%	5%	3.52
40-64	172	18%	32%	29%	11%	6%	4%	3.47
65-Plus	122	23%	37%	27%	8%	1%	4%	3.75
HOMEOWNERSHIP								
Renting	61	17%	35%	24%	11%	6%	7%	3.49
Own home/ Own investment property	325	18%	35%	29%	10%	4%	4%	3.55
Other	13	46%	21%	33%	0%	0%	0%	4.12
DEPENDENT CHILDREN								
Yes	149	17%	35%	29%	10%	4%	5%	3.53
No	250	20%	35%	29%	9%	4%	3%	3.59
HOUSEHOLD INCOME								
\$20,000 or less	27	26%	35%	22%	5%	6%	6%	3.76
\$20,001-30,000	53	20%	49%	19%	10%	0%	2%	3.81
\$30,001-40,000	36	16%	32%	33%	16%	1%	2%	3.46
\$40,001-50,000	36	19%	36%	36%	5%	2%	2%	3.66
\$50,001-70,000	63	22%	29%	31%	11%	3%	4%	3.59
\$70,001-100,000	47	22%	29%	29%	8%	8%	4%	3.54
More than \$100,000	73	14%	40%	28%	10%	3%	5%	3.56
PERSONAL INCOME								
Less than \$15,000	53	16%	45%	29%	6%	3%	1%	3.67
\$15,001-25,000	56	29%	28%	23%	12%	1%	7%	3.77
\$25,001-30,000	28	26%	27%	32%	12%	0%	3%	3.69
\$30,001-40,000	32	30%	29%	18%	15%	8%	0%	3.58
\$40,001-50,000	34	13%	45%	23%	10%	6%	3%	3.49
\$50,001-70,000	42	18%	29%	41%	3%	7%	2%	3.51
More than \$70,000	65	13%	37%	30%	14%	0%	6%	3.53
NZ Maori	40	20%	17%	38%	14%	11%	0%	3.22
COUNCIL CONTACT								
Yes	154	19%	30%	28%	15%	4%	4%	3.47
No/Unsure	246	18%	38%	29%	7%	4%	4%	3.63
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	20%	35%	26%	14%	2%	3%	3.59
4 + 5 Not responsive at all	39	18%	19%	31%	16%	5%	11%	3.34

LEVEL OF SATISFACTION WITH: THE ROAD SAFETY PROGRAMME

Using a 1 to 5 scale where 1 means, very satisfied, and 5 means, very dissatisfied, how satisfied or dissatisfied are you with the delivery of the following services in the last two years? If you do not know enough just say so

The road safety programme

								MEAN SCORE (scale reversed)
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	9%	19%	22%	8%	4%	38%	3.36
Waikanae	95	6%	18%	28%	2%	5%	41%	3.32
Otaki	68	11%	22%	17%	6%	8%	36%	3.35
Paraparaumu	150	11%	17%	17%	12%	4%	39%	3.34
Paekakariki-Raumati South	87	7%	23%	26%	8%	0%	36%	3.46
AGE GROUP								
18-39	106	9%	22%	14%	6%	4%	45%	3.45
40-64	172	8%	21%	22%	9%	4%	36%	3.31
65-Plus	122	11%	14%	28%	8%	3%	36%	3.37
HOMEOWNERSHIP								
Renting	61	7%	15%	15%	2%	5%	56%	3.40
Own home/ Own investment property	325	9%	21%	23%	8%	4%	35%	3.37
Other	13	16%	0%	19%	24%	5%	36%	2.97
DEPENDENT CHILDREN								
Yes	149	9%	19%	19%	8%	2%	43%	3.44
No	250	10%	19%	23%	8%	5%	35%	3.32
HOUSEHOLD INCOME								
\$20,000 or less	27	19%	16%	26%	6%	0%	33%	3.72
\$20,001-30,000	53	11%	14%	29%	7%	0%	39%	3.49
\$30,001-40,000	36	8%	19%	17%	8%	4%	44%	3.33
\$40,001-50,000	36	3%	29%	17%	4%	4%	43%	3.42
\$50,001-70,000	63	11%	38%	23%	8%	1%	19%	3.63
\$70,001-100,000	47	3%	13%	29%	9%	1%	45%	3.12
More than \$100,000	73	13%	14%	15%	10%	4%	44%	3.38
PERSONAL INCOME								
Less than \$15,000	53	11%	27%	14%	5%	3%	40%	3.65
\$15,001-25,000	56	10%	20%	30%	12%	0%	28%	3.39
\$25,001-30,000	28	6%	19%	17%	7%	3%	48%	3.32
\$30,001-40,000	32	13%	19%	16%	12%	2%	38%	3.48
\$40,001-50,000	34	9%	31%	20%	6%	5%	29%	3.46
\$50,001-70,000	42	7%	25%	37%	4%	3%	24%	3.38
More than \$70,000	65	12%	8%	18%	11%	2%	49%	3.32
NZ Maori	40	5%	18%	22%	16%	5%	34%	3.03
COUNCIL CONTACT								
Yes	154	8%	21%	22%	8%	4%	37%	3.36
No/Unsure	246	10%	18%	21%	8%	4%	39%	3.37
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	9%	23%	27%	6%	2%	33%	3.44
4 + 5 Not responsive at all	39	8%	14%	21%	11%	5%	41%	3.13

LEVEL OF SATISFACTION WITH: STANDARD OF WALKWAYS AND CYCLEWAYS

Using a 1 to 5 scale where 1 means, very satisfied, and 5 means, very dissatisfied, how satisfied or dissatisfied are you with the delivery of the following services in the last two years? If you do not know enough just say so

Standard of walkways and cycleways

								MEAN SCORE (scale reversed)
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	16%	36%	29%	6%	3%	10%	3.61
Waikanae	95	19%	46%	21%	3%	3%	8%	3.80
Otaki	68	15%	29%	20%	11%	7%	18%	3.39
Paraparaumu	150	13%	34%	36%	4%	1%	12%	3.61
Paekakariki-Raumati South	87	20%	33%	33%	8%	4%	2%	3.58
AGE GROUP								
18-39	106	14%	36%	30%	6%	4%	10%	3.54
40-64	172	17%	34%	32%	6%	3%	8%	3.59
65-Plus	122	18%	38%	25%	5%	2%	12%	3.72
HOMEOWNERSHIP								
Renting	61	28%	18%	24%	13%	4%	13%	3.63
Own home/ Own investment property	325	14%	40%	30%	5%	3%	8%	3.61
Other	13	13%	25%	20%	5%	0%	37%	3.74
DEPENDENT CHILDREN								
Yes	149	16%	38%	33%	5%	1%	7%	3.67
No	250	16%	34%	27%	6%	5%	12%	3.58
HOUSEHOLD INCOME								
\$20,000 or less	27	21%	20%	37%	9%	2%	11%	3.55
\$20,001-30,000	53	18%	39%	26%	2%	3%	12%	3.76
\$30,001-40,000	36	12%	35%	36%	9%	0%	8%	3.53
\$40,001-50,000	36	22%	42%	24%	0%	4%	8%	3.84
\$50,001-70,000	63	10%	39%	37%	8%	1%	5%	3.51
\$70,001-100,000	47	18%	30%	21%	6%	3%	22%	3.68
More than \$100,000	73	16%	39%	32%	4%	5%	4%	3.62
PERSONAL INCOME								
Less than \$15,000	53	17%	30%	40%	4%	1%	8%	3.64
\$15,001-25,000	56	18%	26%	31%	6%	3%	16%	3.60
\$25,001-30,000	28	15%	46%	18%	9%	2%	10%	3.68
\$30,001-40,000	32	18%	39%	20%	15%	4%	4%	3.53
\$40,001-50,000	34	15%	31%	33%	7%	3%	11%	3.53
\$50,001-70,000	42	18%	37%	36%	1%	1%	7%	3.73
More than \$70,000	65	16%	41%	30%	2%	3%	8%	3.70
NZ Maori	40	8%	27%	26%	18%	12%	9%	3.03
COUNCIL CONTACT								
Yes	154	18%	36%	27%	6%	4%	9%	3.63
No/Unsure	246	15%	36%	30%	6%	3%	10%	3.60
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	22%	38%	25%	7%	2%	6%	3.77
4 + 5 Not responsive at all	39	11%	27%	36%	5%	9%	12%	3.30

LEVEL OF SATISFACTION WITH: OPENING HOURS OF POOLS

Using a 1 to 5 scale where 1 means, very satisfied, and 5 means, very dissatisfied, how satisfied or dissatisfied are you with the delivery of the following services in the last two years? If you do not know enough just say so

Opening hours of pools

							MEAN SCORE (scale reversed)	
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	12%	21%	16%	9%	6%	36%	3.35
Waikanae	95	12%	21%	18%	9%	5%	35%	3.39
Otaki	68	20%	26%	12%	3%	5%	34%	3.80
Paraparaumu	150	8%	19%	17%	12%	7%	37%	3.12
Paekakariki-Raumati South	87	12%	22%	14%	8%	8%	36%	3.36
AGE GROUP								
18-39	106	13%	19%	15%	15%	10%	28%	3.15
40-64	172	10%	25%	17%	7%	7%	34%	3.35
65-Plus	122	13%	18%	16%	6%	2%	45%	3.60
HOMEOWNERSHIP								
Renting	61	15%	16%	18%	7%	7%	37%	3.41
Own home/ Own investment property	325	11%	23%	16%	9%	7%	34%	3.34
Other	13	16%	5%	0%	27%	0%	52%	3.18
DEPENDENT CHILDREN								
Yes	149	13%	28%	17%	13%	9%	20%	3.31
No	250	10%	18%	15%	7%	5%	45%	3.39
HOUSEHOLD INCOME								
\$20,000 or less	27	29%	9%	11%	8%	0%	43%	4.04
\$20,001-30,000	53	14%	28%	10%	12%	2%	34%	3.62
\$30,001-40,000	36	6%	20%	19%	17%	2%	36%	3.16
\$40,001-50,000	36	4%	35%	16%	9%	0%	36%	3.52
\$50,001-70,000	63	14%	27%	16%	10%	5%	28%	3.46
\$70,001-100,000	47	17%	17%	16%	11%	5%	34%	3.45
More than \$100,000	73	8%	25%	16%	7%	12%	32%	3.15
PERSONAL INCOME								
Less than \$15,000	53	27%	18%	18%	17%	0%	20%	3.70
\$15,001-25,000	56	11%	15%	18%	18%	3%	35%	3.17
\$25,001-30,000	28	10%	32%	13%	8%	0%	37%	3.72
\$30,001-40,000	32	10%	20%	7%	11%	12%	40%	3.07
\$40,001-50,000	34	9%	35%	12%	3%	4%	37%	3.68
\$50,001-70,000	42	12%	31%	17%	8%	4%	28%	3.52
More than \$70,000	65	9%	24%	14%	8%	10%	35%	3.23
NZ Maori	40	17%	25%	4%	13%	14%	27%	3.28
COUNCIL CONTACT								
Yes	154	14%	20%	15%	9%	7%	35%	3.36
No/Unsure	246	10%	23%	16%	9%	6%	36%	3.35
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	16%	17%	18%	9%	3%	37%	3.52
4 + 5 Not responsive at all	39	11%	22%	9%	9%	17%	32%	3.02

LEVEL OF SATISFACTION WITH: STANDARD OF SWIMMING POOLS

Using a 1 to 5 scale where 1 means, very satisfied, and 5 means, very dissatisfied, how satisfied or dissatisfied are you with the delivery of the following services in the last two years? If you do not know enough just say so

Standard of swimming pools

								MEAN SCORE (scale reversed)
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	8%	16%	19%	16%	16%	25%	2.75
Waikanae	95	12%	18%	26%	10%	9%	25%	3.17
Otaki	68	17%	27%	19%	8%	2%	27%	3.66
Paraparaumu	150	2%	14%	18%	19%	25%	22%	2.34
Paekakariki-Raumati South	87	5%	8%	13%	25%	21%	28%	2.32
AGE GROUP								
18-39	106	5%	10%	21%	18%	28%	18%	2.34
40-64	172	7%	16%	19%	18%	15%	25%	2.76
65-Plus	122	11%	20%	18%	12%	9%	30%	3.16
HOMEOWNERSHIP								
Renting	61	15%	11%	18%	10%	24%	22%	2.78
Own home/ Own investment property	325	6%	17%	19%	18%	15%	25%	2.74
Other	13	11%	9%	14%	18%	23%	25%	2.59
DEPENDENT CHILDREN								
Yes	149	7%	15%	20%	20%	26%	12%	2.52
No	250	8%	16%	19%	14%	11%	32%	2.93
HOUSEHOLD INCOME								
\$20,000 or less	27	17%	14%	12%	22%	13%	22%	2.98
\$20,001-30,000	53	15%	17%	22%	16%	11%	19%	3.09
\$30,001-40,000	36	4%	20%	19%	15%	14%	28%	2.80
\$40,001-50,000	36	2%	12%	24%	15%	14%	33%	2.60
\$50,001-70,000	63	12%	12%	16%	28%	13%	19%	2.77
\$70,001-100,000	47	7%	18%	18%	8%	31%	18%	2.53
More than \$100,000	73	2%	18%	20%	17%	19%	24%	2.56
PERSONAL INCOME								
Less than \$15,000	53	11%	8%	21%	21%	28%	11%	2.47
\$15,001-25,000	56	12%	12%	16%	21%	16%	23%	2.78
\$25,001-30,000	28	12%	20%	29%	5%	14%	20%	3.13
\$30,001-40,000	32	8%	13%	8%	28%	13%	30%	2.62
\$40,001-50,000	34	6%	16%	28%	12%	9%	29%	2.97
\$50,001-70,000	42	9%	12%	22%	18%	14%	25%	2.81
More than \$70,000	65	3%	22%	15%	14%	24%	22%	2.57
NZ Maori	40	13%	16%	11%	15%	25%	20%	2.71
COUNCIL CONTACT								
Yes	154	8%	16%	18%	15%	17%	26%	2.75
No/Unsure	246	7%	16%	20%	17%	16%	24%	2.76
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	9%	17%	16%	14%	17%	27%	2.81
4 + 5 Not responsive at all	39	5%	17%	16%	18%	23%	21%	2.54

LEVEL OF SATISFACTION WITH: MANAGEMENT OF DOG AND ANIMAL ISSUES

Using a 1 to 5 scale where 1 means, very satisfied, and 5 means, very dissatisfied, how satisfied or dissatisfied are you with the delivery of the following services in the last two years? If you do not know enough just say so

Management of dog and animal issues

								MEAN SCORE (scale reversed)
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	14%	31%	21%	9%	6%	19%	3.47
Waikanae	95	10%	37%	17%	9%	7%	20%	3.43
Otaki	68	18%	37%	13%	8%	8%	16%	3.59
Paraparaumu	150	14%	23%	26%	11%	4%	22%	3.40
Paekakariki-Raumati South	87	14%	32%	25%	5%	6%	18%	3.54
AGE GROUP								
18-39	106	12%	31%	12%	10%	8%	27%	3.40
40-64	172	15%	33%	24%	7%	6%	15%	3.50
65-Plus	122	14%	29%	25%	10%	3%	19%	3.49
HOMEOWNERSHIP								
Renting	61	20%	21%	16%	11%	14%	18%	3.29
Own home/ Own investment property	325	13%	32%	23%	8%	4%	20%	3.51
Other	13	7%	51%	16%	9%	0%	17%	3.68
DEPENDENT CHILDREN								
Yes	149	14%	32%	17%	9%	6%	22%	3.50
No	250	14%	30%	24%	9%	5%	18%	3.46
HOUSEHOLD INCOME								
\$20,000 or less	27	18%	25%	32%	17%	0%	8%	3.48
\$20,001-30,000	53	17%	37%	28%	3%	3%	12%	3.67
\$30,001-40,000	36	8%	35%	15%	4%	11%	27%	3.33
\$40,001-50,000	36	10%	29%	11%	10%	6%	34%	3.41
\$50,001-70,000	63	20%	38%	16%	8%	1%	17%	3.83
\$70,001-100,000	47	17%	23%	21%	6%	8%	25%	3.47
More than \$100,000	73	10%	31%	22%	11%	5%	21%	3.38
PERSONAL INCOME								
Less than \$15,000	53	18%	25%	27%	8%	1%	21%	3.65
\$15,001-25,000	56	11%	44%	22%	12%	2%	9%	3.54
\$25,001-30,000	28	17%	21%	19%	7%	12%	24%	3.31
\$30,001-40,000	32	18%	32%	16%	5%	8%	21%	3.61
\$40,001-50,000	34	20%	33%	14%	3%	0%	30%	3.99
\$50,001-70,000	42	14%	30%	22%	9%	4%	21%	3.50
More than \$70,000	65	12%	26%	26%	6%	6%	24%	3.41
NZ Maori	40	12%	33%	19%	10%	12%	14%	3.28
COUNCIL CONTACT								
Yes	154	14%	31%	21%	9%	8%	17%	3.43
No/Unsure	246	13%	31%	21%	9%	5%	21%	3.50
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	19%	33%	20%	11%	3%	14%	3.62
4 + 5 Not responsive at all	39	10%	26%	19%	9%	11%	25%	3.18

LEVEL OF SATISFACTION WITH: GENERAL APPEARANCE AND QUALITY OF DISTRICT PARKS

Using a 1 to 5 scale where 1 means, very satisfied, and 5 means, very dissatisfied, how satisfied or dissatisfied are you with the delivery of the following services in the last two years? If you do not know enough just say so

General appearance and quality of district parks

								MEAN SCORE (scale reversed)
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	26%	44%	22%	5%	1%	2%	3.90
Waikanae	95	21%	51%	22%	4%	2%	0%	3.85
Otaki	68	28%	43%	15%	5%	1%	8%	4.00
Paraparaumu	150	25%	42%	28%	4%	1%	0%	3.87
Paekakariki-Raumati South	87	29%	41%	20%	7%	0%	3%	3.95
AGE GROUP								
18-39	106	22%	52%	17%	6%	3%	0%	3.85
40-64	172	26%	41%	25%	5%	1%	2%	3.88
65-Plus	122	28%	42%	23%	3%	0%	4%	3.98
HOMEOWNERSHIP								
Renting	61	29%	38%	22%	5%	5%	1%	3.81
Own home/ Own investment property	325	25%	45%	23%	5%	0%	2%	3.91
Other	13	29%	53%	4%	5%	0%	9%	4.17
DEPENDENT CHILDREN								
Yes	149	24%	51%	20%	3%	1%	1%	3.94
No	250	26%	40%	24%	6%	1%	3%	3.88
HOUSEHOLD INCOME								
\$20,000 or less	27	35%	31%	26%	2%	3%	3%	3.97
\$20,001-30,000	53	26%	43%	28%	2%	0%	1%	3.95
\$30,001-40,000	36	20%	45%	24%	11%	0%	0%	3.73
\$40,001-50,000	36	24%	57%	14%	2%	0%	3%	4.06
\$50,001-70,000	63	29%	41%	21%	2%	1%	6%	4.01
\$70,001-100,000	47	21%	45%	23%	9%	0%	2%	3.80
More than \$100,000	73	27%	45%	21%	5%	1%	1%	3.91
PERSONAL INCOME								
Less than \$15,000	53	39%	34%	22%	1%	2%	2%	4.10
\$15,001-25,000	56	26%	46%	24%	3%	0%	1%	3.96
\$25,001-30,000	28	18%	53%	24%	2%	0%	3%	3.89
\$30,001-40,000	32	31%	48%	11%	10%	0%	0%	3.99
\$40,001-50,000	34	20%	50%	18%	4%	0%	8%	3.94
\$50,001-70,000	42	28%	40%	18%	9%	1%	4%	3.89
More than \$70,000	65	30%	41%	21%	7%	0%	1%	3.95
NZ Maori	40	27%	39%	21%	9%	4%	0%	3.77
COUNCIL CONTACT								
Yes	154	27%	41%	22%	7%	0%	3%	3.90
No/Unsure	246	25%	46%	22%	3%	2%	2%	3.90
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	34%	35%	22%	7%	0%	2%	3.97
4 + 5 Not responsive at all	39	17%	44%	29%	2%	0%	8%	3.83

LEVEL OF SATISFACTION WITH: AVAILABILITY OF SPORTS FIELDS AND FACILITIES

Using a 1 to 5 scale where 1 means, very satisfied, and 5 means, very dissatisfied, how satisfied or dissatisfied are you with the delivery of the following services in the last two years? If you do not know enough just say so

Availability of sports fields and facilities

								MEAN SCORE (scale reversed)
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	22%	37%	19%	4%	4%	14%	3.81
Waikanae	95	16%	41%	25%	3%	5%	10%	3.67
Otaki	68	22%	38%	18%	1%	1%	20%	4.00
Paraparaumu	150	26%	33%	17%	5%	2%	17%	3.90
Paekakariki-Raumati South	87	23%	37%	15%	9%	6%	10%	3.68
AGE GROUP								
18-39	106	25%	33%	15%	8%	6%	13%	3.73
40-64	172	19%	41%	20%	4%	3%	13%	3.77
65-Plus	122	25%	34%	19%	2%	2%	18%	3.94
HOMEOWNERSHIP								
Renting	61	25%	24%	16%	3%	7%	25%	3.76
Own home/ Own investment property	325	22%	39%	19%	5%	3%	12%	3.81
Other	13	28%	27%	13%	0%	0%	32%	4.21
DEPENDENT CHILDREN								
Yes	149	23%	38%	18%	7%	3%	11%	3.81
No	250	22%	35%	19%	3%	4%	17%	3.81
HOUSEHOLD INCOME								
\$20,000 or less	27	51%	16%	11%	5%	0%	17%	4.37
\$20,001-30,000	53	29%	28%	28%	0%	3%	12%	3.91
\$30,001-40,000	36	14%	36%	29%	2%	6%	13%	3.58
\$40,001-50,000	36	21%	39%	11%	0%	6%	23%	3.91
\$50,001-70,000	63	22%	46%	19%	6%	1%	6%	3.87
\$70,001-100,000	47	23%	34%	13%	12%	2%	16%	3.76
More than \$100,000	73	21%	41%	15%	6%	5%	12%	3.76
PERSONAL INCOME								
Less than \$15,000	53	39%	28%	21%	0%	1%	11%	4.16
\$15,001-25,000	56	36%	27%	16%	2%	4%	15%	4.05
\$25,001-30,000	28	17%	29%	30%	10%	3%	11%	3.51
\$30,001-40,000	32	18%	38%	23%	7%	7%	7%	3.58
\$40,001-50,000	34	18%	39%	17%	6%	0%	20%	3.86
\$50,001-70,000	42	21%	49%	12%	8%	4%	6%	3.80
More than \$70,000	65	22%	44%	8%	7%	4%	15%	3.85
NZ Maori	40	31%	24%	19%	0%	13%	13%	3.69
COUNCIL CONTACT								
Yes	154	21%	38%	16%	7%	5%	13%	3.73
No/Unsure	246	23%	36%	20%	3%	3%	15%	3.86
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	23%	38%	14%	8%	6%	11%	3.73
4 + 5 Not responsive at all	39	21%	37%	16%	5%	2%	19%	3.88

LEVEL OF SATISFACTION WITH: STANDARD OF PLAY GROUNDS

Using a 1 to 5 scale where 1 means, very satisfied, and 5 means, very dissatisfied, how satisfied or dissatisfied are you with the delivery of the following services in the last two years? If you do not know enough just say so

Standard of playgrounds

								MEAN SCORE (scale reversed)
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	18%	41%	18%	4%	2%	17%	3.84
Waikanae	95	16%	41%	22%	1%	0%	20%	3.90
Otaki	68	17%	41%	15%	7%	1%	19%	3.81
Paraparaumu	150	18%	44%	17%	4%	3%	14%	3.82
Paekakariki-Raumati South	87	21%	37%	18%	6%	2%	16%	3.82
AGE GROUP								
18-39	106	24%	38%	19%	6%	2%	11%	3.83
40-64	172	15%	44%	19%	4%	3%	15%	3.76
65-Plus	122	18%	40%	16%	2%	1%	23%	3.95
HOMEOWNERSHIP								
Renting	61	26%	32%	22%	4%	3%	13%	3.82
Own home/ Own investment property	325	17%	43%	18%	4%	1%	17%	3.86
Other	13	8%	44%	11%	4%	19%	14%	3.20
DEPENDENT CHILDREN								
Yes	149	24%	45%	18%	6%	1%	6%	3.91
No	250	15%	39%	18%	3%	3%	22%	3.78
HOUSEHOLD INCOME								
\$20,000 or less	27	28%	41%	11%	3%	0%	17%	4.12
\$20,001-30,000	53	22%	42%	17%	1%	1%	17%	3.97
\$30,001-40,000	36	22%	39%	11%	11%	6%	11%	3.66
\$40,001-50,000	36	14%	46%	20%	5%	0%	15%	3.82
\$50,001-70,000	63	20%	52%	13%	6%	0%	9%	3.95
\$70,001-100,000	47	20%	41%	19%	2%	5%	13%	3.79
More than \$100,000	73	18%	35%	24%	3%	2%	18%	3.80
PERSONAL INCOME								
Less than \$15,000	53	29%	33%	24%	8%	0%	6%	3.89
\$15,001-25,000	56	16%	46%	10%	4%	6%	18%	3.77
\$25,001-30,000	28	17%	54%	17%	3%	0%	9%	3.93
\$30,001-40,000	32	24%	38%	12%	7%	7%	12%	3.74
\$40,001-50,000	34	18%	44%	9%	3%	0%	26%	4.05
\$50,001-70,000	42	15%	50%	16%	5%	0%	14%	3.87
More than \$70,000	65	20%	43%	21%	0%	1%	15%	3.97
NZ Maori	40	16%	35%	10%	13%	11%	15%	3.39
COUNCIL CONTACT								
Yes	154	18%	39%	18%	4%	1%	20%	3.85
No/Unsure	246	18%	43%	18%	4%	3%	14%	3.83
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	16%	37%	20%	6%	1%	20%	3.78
4 + 5 Not responsive at all	39	25%	33%	16%	0%	2%	24%	4.02

LEVEL OF SATISFACTION WITH: STANDARD OF WASTEWATER TREATMENT AND DISPOSAL

Using a 1 to 5 scale where 1 means, very satisfied, and 5 means, very dissatisfied, how satisfied or dissatisfied are you with the delivery of the following services in the last two years? If you do not know enough just say so

Standard of wastewater treatment and disposal

								MEAN SCORE (scale reversed)
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	13%	26%	22%	6%	7%	26%	3.45
Waikanae	95	8%	23%	25%	9%	11%	24%	3.12
Otaki	68	20%	25%	20%	3%	5%	27%	3.73
Paraparaumu	150	13%	30%	21%	5%	4%	27%	3.58
Paekakariki-Raumati South	87	14%	22%	23%	7%	8%	26%	3.38
AGE GROUP								
18-39	106	14%	24%	20%	3%	3%	36%	3.68
40-64	172	11%	24%	23%	8%	10%	24%	3.25
65-Plus	122	15%	31%	23%	6%	6%	19%	3.54
HOMEOWNERSHIP								
Renting	61	9%	14%	21%	2%	9%	45%	3.21
Own home/ Own investment property	325	14%	28%	22%	7%	6%	23%	3.46
Other	13	27%	33%	18%	5%	0%	17%	4.00
DEPENDENT CHILDREN								
Yes	149	16%	24%	19%	5%	5%	31%	3.61
No	250	11%	27%	24%	7%	8%	23%	3.36
HOUSEHOLD INCOME								
\$20,000 or less	27	19%	33%	18%	3%	6%	21%	3.71
\$20,001-30,000	53	12%	28%	29%	4%	2%	25%	3.61
\$30,001-40,000	36	16%	23%	31%	2%	2%	26%	3.67
\$40,001-50,000	36	5%	32%	19%	11%	4%	29%	3.33
\$50,001-70,000	63	16%	34%	20%	7%	3%	20%	3.64
\$70,001-100,000	47	12%	19%	14%	6%	8%	41%	3.35
More than \$100,000	73	17%	16%	26%	5%	12%	24%	3.28
PERSONAL INCOME								
Less than \$15,000	53	18%	31%	19%	3%	1%	28%	3.86
\$15,001-25,000	56	15%	29%	30%	5%	7%	14%	3.47
\$25,001-30,000	28	6%	22%	23%	3%	5%	41%	3.38
\$30,001-40,000	32	18%	30%	26%	4%	0%	22%	3.79
\$40,001-50,000	34	12%	36%	16%	9%	2%	25%	3.65
\$50,001-70,000	42	10%	24%	22%	13%	8%	23%	3.18
More than \$70,000	65	16%	15%	18%	5%	12%	34%	3.28
NZ Maori	40	12%	37%	7%	12%	10%	22%	3.36
COUNCIL CONTACT								
Yes	154	14%	23%	23%	7%	9%	24%	3.36
No/Unsure	246	13%	28%	22%	5%	5%	27%	3.51
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	14%	24%	28%	5%	8%	21%	3.39
4 + 5 Not responsive at all	39	13%	20%	14%	11%	11%	31%	3.17

LEVEL OF SATISFACTION WITH: STANDARD OF URBAN KERBSIDE RECYCLING COLLECTION

Using a 1 to 5 scale where 1 means, very satisfied, and 5 means, very dissatisfied, how satisfied or dissatisfied are you with the delivery of the following services in the last two years? If you do not know enough just say so

Standard of urban kerbside recycling collection

								MEAN SCORE (scale reversed)
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	26%	34%	18%	10%	8%	4%	3.63
Waikanae	95	19%	40%	20%	10%	6%	5%	3.58
Otaki	68	34%	21%	11%	5%	17%	12%	3.59
Paraparaumu	150	27%	34%	19%	10%	7%	3%	3.67
Paekakariki-Raumati South	87	26%	36%	20%	12%	6%	0%	3.63
AGE GROUP								
18-39	106	27%	30%	18%	11%	11%	3%	3.55
40-64	172	24%	36%	17%	9%	9%	5%	3.60
65-Plus	122	29%	33%	20%	9%	5%	4%	3.74
HOMEOWNERSHIP								
Renting	61	29%	23%	17%	6%	18%	7%	3.40
Own home/ Own investment property	325	26%	36%	19%	9%	6%	4%	3.70
Other	13	12%	29%	9%	40%	10%	0%	2.92
DEPENDENT CHILDREN								
Yes	149	26%	38%	16%	8%	7%	5%	3.71
No	250	26%	31%	20%	11%	8%	4%	3.59
HOUSEHOLD INCOME								
\$20,000 or less	27	42%	15%	12%	6%	9%	16%	3.89
\$20,001-30,000	53	30%	37%	17%	13%	3%	0%	3.78
\$30,001-40,000	36	28%	36%	24%	0%	8%	4%	3.79
\$40,001-50,000	36	28%	35%	10%	15%	5%	7%	3.72
\$50,001-70,000	63	29%	40%	14%	8%	6%	3%	3.82
\$70,001-100,000	47	19%	35%	23%	12%	8%	3%	3.45
More than \$100,000	73	24%	30%	25%	9%	9%	3%	3.54
PERSONAL INCOME								
Less than \$15,000	53	43%	27%	15%	4%	4%	7%	4.09
\$15,001-25,000	56	31%	27%	11%	23%	6%	2%	3.55
\$25,001-30,000	28	26%	26%	36%	6%	6%	0%	3.61
\$30,001-40,000	32	29%	43%	19%	2%	7%	0%	3.88
\$40,001-50,000	34	17%	38%	18%	14%	5%	8%	3.54
\$50,001-70,000	42	23%	34%	25%	9%	7%	2%	3.58
More than \$70,000	65	24%	38%	14%	11%	9%	4%	3.59
NZ Maori	40	33%	18%	5%	19%	16%	9%	3.36
COUNCIL CONTACT								
Yes	154	22%	35%	16%	13%	9%	5%	3.53
No/Unsure	246	28%	33%	20%	7%	8%	4%	3.69
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	26%	34%	16%	14%	4%	6%	3.66
4 + 5 Not responsive at all	39	21%	40%	6%	11%	14%	8%	3.48

LEVEL OF SATISFACTION WITH: STANDARD OF STORMWATER MANAGEMENT

Using a 1 to 5 scale where 1 means, very satisfied, and 5 means, very dissatisfied, how satisfied or dissatisfied are you with the delivery of the following services in the last two years? If you do not know enough just say so

Standard of stormwater management

								MEAN SCORE (scale reversed)
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	13%	28%	26%	10%	5%	18%	3.40
Waikanae	95	16%	23%	28%	8%	5%	20%	3.46
Otaki	68	12%	24%	23%	14%	7%	20%	3.24
Paraparaumu	150	11%	34%	26%	8%	4%	17%	3.48
Paekakariki-Raumati South	87	11%	26%	26%	13%	6%	18%	3.30
AGE GROUP								
18-39	106	16%	30%	20%	8%	3%	23%	3.62
40-64	172	6%	27%	30%	11%	8%	18%	3.14
65-Plus	122	19%	26%	27%	11%	2%	15%	3.57
HOMEOWNERSHIP								
Renting	61	17%	18%	20%	7%	7%	31%	3.44
Own home/ Own investment property	325	12%	30%	27%	11%	5%	15%	3.37
Other	13	13%	33%	29%	4%	0%	21%	3.70
DEPENDENT CHILDREN								
Yes	149	12%	25%	24%	10%	6%	23%	3.38
No	250	13%	30%	27%	10%	5%	15%	3.41
HOUSEHOLD INCOME								
\$20,000 or less	27	25%	29%	13%	5%	3%	25%	3.93
\$20,001-30,000	53	15%	22%	31%	12%	4%	16%	3.36
\$30,001-40,000	36	11%	36%	33%	4%	6%	10%	3.48
\$40,001-50,000	36	10%	44%	13%	16%	0%	17%	3.58
\$50,001-70,000	63	14%	21%	27%	16%	2%	20%	3.36
\$70,001-100,000	47	10%	22%	34%	9%	2%	23%	3.40
More than \$100,000	73	15%	25%	29%	12%	9%	10%	3.29
PERSONAL INCOME								
Less than \$15,000	53	18%	31%	27%	3%	2%	19%	3.75
\$15,001-25,000	56	12%	37%	19%	12%	3%	17%	3.52
\$25,001-30,000	28	10%	31%	28%	13%	2%	16%	3.41
\$30,001-40,000	32	14%	23%	35%	11%	7%	10%	3.31
\$40,001-50,000	34	15%	41%	15%	9%	1%	19%	3.72
\$50,001-70,000	42	13%	21%	32%	15%	5%	14%	3.23
More than \$70,000	65	18%	18%	28%	12%	6%	18%	3.35
NZ Maori	40	11%	25%	24%	8%	16%	16%	3.07
COUNCIL CONTACT								
Yes	154	12%	27%	25%	12%	5%	19%	3.34
No/Unsure	246	13%	29%	27%	8%	5%	18%	3.43
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	14%	33%	18%	15%	4%	16%	3.46
4 + 5 Not responsive at all	39	12%	15%	26%	8%	6%	33%	3.28

LEVEL OF SATISFACTION WITH: RELIABILITY OF WATER SUPPLY

Using a 1 to 5 scale where 1 means, very satisfied, and 5 means, very dissatisfied, how satisfied or dissatisfied are you with the delivery of the following services in the last two years? If you do not know enough just say so

Reliability of water supply

								MEAN SCORE (scale reversed)
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	23%	26%	20%	14%	13%	4%	3.35
Waikanae	95	16%	21%	33%	13%	11%	6%	3.20
Otaki	68	40%	25%	11%	8%	6%	10%	3.94
Paraparaumu	150	20%	28%	19%	17%	15%	1%	3.19
Paekakariki-Raumati South	87	25%	31%	14%	13%	15%	2%	3.37
AGE GROUP								
18-39	106	28%	31%	14%	14%	9%	4%	3.57
40-64	172	16%	26%	21%	15%	16%	6%	3.12
65-Plus	122	29%	23%	24%	11%	11%	2%	3.49
HOMEOWNERSHIP								
Renting	61	22%	27%	22%	12%	13%	4%	3.35
Own home/ Own investment property	325	22%	27%	20%	14%	13%	4%	3.33
Other	13	55%	16%	10%	9%	10%	0%	3.99
DEPENDENT CHILDREN								
Yes	149	20%	30%	22%	14%	9%	5%	3.39
No	250	25%	24%	19%	13%	15%	4%	3.33
HOUSEHOLD INCOME								
\$20,000 or less	27	38%	21%	12%	22%	4%	3%	3.69
\$20,001-30,000	53	30%	22%	28%	6%	6%	8%	3.68
\$30,001-40,000	36	19%	34%	25%	15%	6%	1%	3.46
\$40,001-50,000	36	21%	31%	22%	9%	13%	4%	3.38
\$50,001-70,000	63	23%	27%	17%	16%	14%	3%	3.30
\$70,001-100,000	47	25%	21%	16%	18%	16%	4%	3.22
More than \$100,000	73	21%	26%	17%	17%	14%	5%	3.25
PERSONAL INCOME								
Less than \$15,000	53	24%	23%	30%	15%	3%	5%	3.52
\$15,001-25,000	56	35%	22%	14%	15%	11%	3%	3.57
\$25,001-30,000	28	23%	30%	23%	3%	18%	3%	3.39
\$30,001-40,000	32	17%	36%	7%	24%	16%	0%	3.15
\$40,001-50,000	34	22%	33%	20%	14%	7%	4%	3.51
\$50,001-70,000	42	16%	24%	23%	14%	18%	5%	3.05
More than \$70,000	65	29%	24%	9%	20%	12%	6%	3.39
NZ Maori	40	24%	25%	23%	16%	8%	4%	3.42
COUNCIL CONTACT								
Yes	154	23%	20%	21%	13%	19%	4%	3.18
No/Unsure	246	23%	30%	20%	14%	9%	4%	3.46
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	23%	26%	22%	10%	14%	5%	3.37
4 + 5 Not responsive at all	39	28%	9%	26%	10%	23%	4%	3.10

LEVEL OF SATISFACTION WITH: QUALITY OF WATER SUPPLY

Using a 1 to 5 scale where 1 means, very satisfied, and 5 means, very dissatisfied, how satisfied or dissatisfied are you with the delivery of the following services in the last two years? If you do not know enough just say so

Quality of water supply

								MEAN SCORE (scale reversed)
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	14%	21%	28%	18%	14%	5%	3.01
Waikanae	95	4%	19%	31%	23%	17%	6%	2.69
Otaki	68	33%	21%	17%	9%	6%	14%	3.76
Paraparaumu	150	10%	19%	34%	18%	18%	1%	2.86
Paekakariki-Raumati South	87	14%	27%	25%	20%	13%	1%	3.10
AGE GROUP								
18-39	106	17%	24%	24%	21%	9%	5%	3.20
40-64	172	8%	24%	27%	17%	19%	5%	2.84
65-Plus	122	18%	15%	34%	17%	12%	4%	3.08
HOMEOWNERSHIP								
Renting	61	15%	17%	29%	21%	15%	3%	2.95
Own home/ Own investment property	325	13%	20%	29%	18%	15%	5%	2.99
Other	13	22%	46%	9%	19%	4%	0%	3.62
DEPENDENT CHILDREN								
Yes	149	13%	23%	25%	23%	11%	5%	3.05
No	250	14%	20%	30%	16%	16%	4%	2.99
HOUSEHOLD INCOME								
\$20,000 or less	27	19%	13%	35%	11%	22%	0%	2.96
\$20,001-30,000	53	17%	22%	31%	18%	6%	6%	3.28
\$30,001-40,000	36	17%	22%	27%	27%	7%	0%	3.15
\$40,001-50,000	36	10%	9%	49%	12%	12%	8%	2.91
\$50,001-70,000	63	14%	22%	27%	17%	15%	5%	3.04
\$70,001-100,000	47	11%	30%	20%	25%	12%	2%	3.02
More than \$100,000	73	14%	27%	20%	20%	16%	3%	3.03
PERSONAL INCOME								
Less than \$15,000	53	13%	22%	39%	14%	8%	4%	3.18
\$15,001-25,000	56	16%	22%	29%	20%	10%	3%	3.15
\$25,001-30,000	28	8%	25%	24%	24%	16%	3%	2.84
\$30,001-40,000	32	18%	26%	17%	22%	17%	0%	3.06
\$40,001-50,000	34	15%	19%	37%	7%	13%	9%	3.20
\$50,001-70,000	42	10%	13%	34%	25%	12%	6%	2.83
More than \$70,000	65	15%	31%	16%	18%	14%	6%	3.16
NZ Maori	40	9%	34%	30%	7%	16%	4%	3.14
COUNCIL CONTACT								
Yes	154	13%	14%	29%	21%	18%	5%	2.83
No/Unsure	246	13%	26%	28%	17%	12%	4%	3.13
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	16%	15%	33%	18%	13%	5%	3.03
4 + 5 Not responsive at all	39	14%	14%	21%	19%	26%	6%	2.68

IMPORTANCE OF: STANDARD OF ROADS OTHER THAN STATE HIGHWAY ONE

Using the same list, which of these services do you see as major priorities for the council, if you do not know enough, just say so. Please use a 1-5 scale where 1 means, very important, and 5 means, not important at all, how important is the? to you?

Standard of roads other than State Highway One

							MEAN SCORE (scale reversed)	
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	37%	45%	15%	2%	1%	0%	4.16
Waikanae	95	30%	57%	11%	2%	0%	0%	4.16
Otaki	68	44%	35%	12%	7%	1%	1%	4.17
Paraparaumu	150	40%	41%	17%	1%	1%	0%	4.20
Paekakariki-Raumati South	87	32%	49%	18%	1%	0%	0%	4.11
AGE GROUP								
18-39	106	32%	43%	22%	2%	0%	1%	4.04
40-64	172	37%	49%	12%	2%	0%	0%	4.20
65-Plus	122	41%	43%	14%	1%	1%	0%	4.21
HOMEOWNERSHIP								
Renting	61	41%	36%	18%	4%	0%	1%	4.16
Own home/ Own investment property	325	35%	47%	15%	2%	1%	0%	4.15
Other	13	37%	41%	17%	5%	0%	0%	4.12
DEPENDENT CHILDREN								
Yes	149	38%	41%	19%	2%	0%	0%	4.14
No	250	36%	48%	13%	2%	1%	0%	4.18
HOUSEHOLD INCOME								
\$20,000 or less	27	36%	43%	16%	2%	3%	0%	4.08
\$20,001-30,000	53	31%	51%	16%	2%	0%	0%	4.11
\$30,001-40,000	36	25%	59%	12%	2%	0%	2%	4.09
\$40,001-50,000	36	46%	42%	10%	0%	2%	0%	4.31
\$50,001-70,000	63	37%	39%	20%	3%	1%	0%	4.09
\$70,001-100,000	47	25%	54%	19%	2%	0%	0%	4.02
More than \$100,000	73	41%	48%	11%	0%	0%	0%	4.30
PERSONAL INCOME								
Less than \$15,000	53	34%	42%	21%	1%	1%	1%	4.06
\$15,001-25,000	56	32%	52%	14%	2%	0%	0%	4.14
\$25,001-30,000	28	29%	65%	3%	3%	0%	0%	4.19
\$30,001-40,000	32	40%	44%	13%	3%	0%	0%	4.20
\$40,001-50,000	34	39%	43%	16%	0%	2%	0%	4.17
\$50,001-70,000	42	33%	47%	18%	2%	0%	0%	4.11
More than \$70,000	65	36%	44%	17%	2%	1%	0%	4.14
NZ Maori	40	41%	35%	16%	6%	0%	2%	4.14
COUNCIL CONTACT								
Yes	154	38%	42%	16%	3%	1%	0%	4.14
No/Unsure	246	36%	48%	15%	1%	0%	0%	4.18
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	41%	38%	17%	4%	0%	0%	4.17
4 + 5 Not responsive at all	39	38%	40%	20%	0%	2%	0%	4.13

IMPORTANCE OF: STANDARD OF FOOTPATHS

Using the same list, which of these services do you see as major priorities for the council, if you do not know enough, just say so. Please use a 1-5 scale where 1 means, very important, and 5 means, not important at all, how important is the? to you?

Standard of footpaths

								MEAN SCORE (scale reversed)
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	39%	38%	17%	4%	1%	1%	4.10
Waikanae	95	33%	44%	15%	7%	0%	1%	4.03
Otaki	68	41%	36%	13%	5%	4%	1%	4.08
Paraparaumu	150	43%	35%	19%	1%	1%	1%	4.20
Paekakariki-Raumati South	87	34%	39%	19%	8%	0%	0%	4.00
AGE GROUP								
18-39	106	28%	49%	19%	3%	0%	1%	4.02
40-64	172	37%	37%	18%	5%	2%	1%	4.02
65-Plus	122	51%	30%	13%	5%	0%	1%	4.27
HOMEOWNERSHIP								
Renting	61	44%	37%	13%	3%	2%	1%	4.17
Own home/ Own investment property	325	38%	38%	18%	5%	1%	0%	4.08
Other	13	27%	45%	15%	7%	0%	6%	3.98
DEPENDENT CHILDREN								
Yes	149	35%	41%	18%	4%	2%	0%	4.03
No	250	41%	36%	16%	5%	1%	1%	4.13
HOUSEHOLD INCOME								
\$20,000 or less	27	69%	22%	5%	2%	2%	0%	4.53
\$20,001-30,000	53	50%	31%	14%	5%	0%	0%	4.27
\$30,001-40,000	36	34%	55%	11%	0%	0%	0%	4.24
\$40,001-50,000	36	35%	42%	15%	6%	0%	2%	4.09
\$50,001-70,000	63	31%	38%	20%	7%	1%	3%	3.94
\$70,001-100,000	47	30%	47%	19%	2%	2%	0%	4.02
More than \$100,000	73	24%	41%	26%	8%	1%	0%	3.79
PERSONAL INCOME								
Less than \$15,000	53	42%	41%	9%	6%	1%	1%	4.17
\$15,001-25,000	56	56%	33%	7%	4%	0%	0%	4.41
\$25,001-30,000	28	27%	53%	18%	2%	0%	0%	4.05
\$30,001-40,000	32	38%	42%	13%	7%	0%	0%	4.11
\$40,001-50,000	34	30%	48%	13%	4%	0%	5%	4.09
\$50,001-70,000	42	32%	24%	39%	3%	2%	0%	3.79
More than \$70,000	65	23%	43%	25%	7%	2%	0%	3.78
NZ Maori	40	40%	35%	14%	11%	0%	0%	4.03
COUNCIL CONTACT								
Yes	154	36%	33%	20%	8%	2%	1%	3.94
No/Unsure	246	41%	41%	15%	2%	1%	0%	4.19
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	40%	31%	20%	8%	1%	0%	4.02
4 + 5 Not responsive at all	39	28%	35%	23%	6%	4%	4%	3.81

IMPORTANCE OF: STANDARD OF STREETLIGHTING

Using the same list, which of these services do you see as major priorities for the council, if you do not know enough, just say so. Please use a 1-5 scale where 1 means, very important, and 5 means, not important at all, how important is the? to you?

Standard of streetlighting

								MEAN SCORE (scale reversed)
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	35%	40%	19%	3%	2%	1%	4.04
Waikanae	95	25%	53%	15%	4%	1%	2%	4.00
Otaki	68	47%	29%	15%	3%	5%	1%	4.10
Paraparaumu	150	42%	36%	18%	1%	3%	0%	4.13
Paekakariki-Raumati South	87	25%	44%	27%	4%	0%	0%	3.90
AGE GROUP								
18-39	106	26%	47%	23%	0%	3%	1%	3.92
40-64	172	32%	40%	19%	6%	2%	1%	3.95
65-Plus	122	47%	36%	15%	1%	1%	0%	4.28
HOMEOWNERSHIP								
Renting	61	36%	37%	21%	3%	3%	0%	4.01
Own home/ Own investment property	325	34%	42%	18%	3%	2%	1%	4.05
Other	13	27%	32%	32%	9%	0%	0%	3.78
DEPENDENT CHILDREN								
Yes	149	28%	41%	23%	2%	5%	1%	3.88
No	250	39%	40%	16%	3%	1%	1%	4.14
HOUSEHOLD INCOME								
\$20,000 or less	27	65%	23%	10%	2%	0%	0%	4.51
\$20,001-30,000	53	39%	43%	16%	1%	1%	0%	4.18
\$30,001-40,000	36	19%	65%	14%	2%	0%	0%	4.02
\$40,001-50,000	36	34%	40%	16%	3%	5%	2%	3.97
\$50,001-70,000	63	35%	21%	35%	2%	6%	1%	3.77
\$70,001-100,000	47	27%	50%	20%	0%	3%	0%	3.98
More than \$100,000	73	30%	41%	22%	7%	0%	0%	3.94
PERSONAL INCOME								
Less than \$15,000	53	38%	40%	15%	0%	6%	1%	4.07
\$15,001-25,000	56	45%	38%	13%	3%	1%	0%	4.23
\$25,001-30,000	28	53%	31%	14%	2%	0%	0%	4.33
\$30,001-40,000	32	20%	59%	15%	3%	3%	0%	3.88
\$40,001-50,000	34	37%	38%	19%	0%	3%	3%	4.08
\$50,001-70,000	42	27%	34%	35%	0%	4%	0%	3.82
More than \$70,000	65	22%	43%	26%	8%	1%	0%	3.78
NZ Maori	40	49%	24%	16%	10%	1%	0%	4.09
COUNCIL CONTACT								
Yes	154	36%	39%	17%	5%	2%	1%	4.05
No/Unsure	246	34%	41%	20%	2%	2%	1%	4.04
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	38%	45%	13%	2%	2%	0%	4.14
4 + 5 Not responsive at all	39	32%	31%	22%	7%	4%	4%	3.84

IMPORTANCE OF: THE ROAD SAFETY PROGRAMME

Using the same list, which of these services do you see as major priorities for the council, if you do not know enough, just say so. Please use a 1-5 scale where 1 means, very important, and 5 means, not important at all, how important is the? to you?

The road safety programme

							MEAN SCORE (scale reversed)	
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	32%	27%	16%	4%	5%	16%	3.91
Waikanae	95	23%	25%	18%	8%	8%	18%	3.57
Otaki	68	38%	23%	11%	6%	6%	16%	3.95
Paraparaumu	150	35%	29%	14%	3%	3%	16%	4.07
Paekakariki-Raumati South	87	31%	28%	22%	2%	4%	13%	3.94
AGE GROUP								
18-39	106	37%	26%	9%	3%	6%	19%	4.06
40-64	172	31%	26%	20%	6%	5%	12%	3.82
65-Plus	122	29%	28%	16%	4%	5%	18%	3.90
HOMEOWNERSHIP								
Renting	61	31%	25%	8%	3%	8%	25%	3.89
Own home/ Own investment property	325	32%	27%	18%	5%	4%	14%	3.90
Other	13	28%	31%	23%	0%	5%	13%	3.90
DEPENDENT CHILDREN								
Yes	149	35%	26%	11%	5%	5%	18%	3.99
No	250	30%	27%	19%	4%	5%	15%	3.86
HOUSEHOLD INCOME								
\$20,000 or less	27	26%	34%	12%	0%	9%	19%	3.85
\$20,001-30,000	53	33%	23%	12%	11%	2%	19%	3.90
\$30,001-40,000	36	26%	37%	11%	5%	0%	21%	4.07
\$40,001-50,000	36	27%	30%	24%	0%	5%	14%	3.86
\$50,001-70,000	63	31%	28%	15%	5%	3%	18%	3.97
\$70,001-100,000	47	29%	29%	14%	5%	2%	21%	3.98
More than \$100,000	73	33%	24%	19%	4%	9%	11%	3.78
PERSONAL INCOME								
Less than \$15,000	53	37%	23%	7%	5%	2%	26%	4.17
\$15,001-25,000	56	31%	33%	16%	4%	3%	13%	3.98
\$25,001-30,000	28	21%	42%	14%	13%	0%	10%	3.80
\$30,001-40,000	32	40%	26%	5%	5%	7%	17%	4.03
\$40,001-50,000	34	25%	27%	26%	0%	2%	20%	3.91
\$50,001-70,000	42	27%	38%	17%	3%	3%	12%	3.94
More than \$70,000	65	28%	17%	22%	5%	10%	18%	3.58
NZ Maori	40	39%	27%	14%	3%	10%	7%	3.89
COUNCIL CONTACT								
Yes	154	33%	25%	19%	4%	6%	13%	3.89
No/Unsure	246	31%	28%	14%	5%	5%	17%	3.92
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	39%	23%	22%	3%	4%	9%	4.01
4 + 5 Not responsive at all	39	28%	17%	20%	2%	13%	20%	3.55

IMPORTANCE OF: STANDARD OF WALKWAYS AND CYCLEWAYS

Using the same list, which of these services do you see as major priorities for the council, if you do not know enough, just say so. Please use a 1-5 scale where 1 means, very important, and 5 means, not important at all, how important is the? to you?

Standard of walkways and cycleways

							MEAN SCORE (scale reversed)	
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	26%	42%	23%	4%	2%	3%	3.86
Waikanae	95	24%	43%	23%	6%	2%	2%	3.83
Otaki	68	27%	37%	20%	4%	6%	6%	3.80
Paraparaumu	150	26%	39%	25%	4%	3%	3%	3.83
Paekakariki-Raumati South	87	25%	49%	21%	3%	0%	2%	3.99
AGE GROUP								
18-39	106	21%	47%	27%	3%	1%	1%	3.86
40-64	172	24%	42%	24%	6%	3%	1%	3.79
65-Plus	122	32%	37%	17%	3%	4%	7%	3.96
HOMEOWNERSHIP								
Renting	61	25%	47%	22%	2%	2%	2%	3.94
Own home/ Own investment property	325	26%	41%	23%	5%	2%	3%	3.85
Other	13	9%	57%	11%	4%	10%	9%	3.56
DEPENDENT CHILDREN								
Yes	149	23%	44%	26%	5%	1%	1%	3.83
No	250	27%	40%	21%	5%	3%	4%	3.88
HOUSEHOLD INCOME								
\$20,000 or less	27	55%	23%	13%	0%	3%	6%	4.35
\$20,001-30,000	53	32%	41%	15%	5%	4%	3%	3.96
\$30,001-40,000	36	16%	38%	34%	2%	2%	8%	3.68
\$40,001-50,000	36	21%	34%	32%	7%	3%	3%	3.64
\$50,001-70,000	63	21%	39%	27%	7%	2%	4%	3.72
\$70,001-100,000	47	17%	56%	26%	1%	0%	0%	3.88
More than \$100,000	73	10%	61%	22%	4%	1%	2%	3.75
PERSONAL INCOME								
Less than \$15,000	53	36%	35%	18%	2%	5%	4%	3.98
\$15,001-25,000	56	30%	37%	27%	4%	1%	1%	3.92
\$25,001-30,000	28	33%	39%	25%	0%	3%	0%	3.98
\$30,001-40,000	32	21%	46%	17%	6%	3%	7%	3.81
\$40,001-50,000	34	18%	36%	32%	8%	0%	6%	3.68
\$50,001-70,000	42	17%	52%	22%	2%	2%	5%	3.86
More than \$70,000	65	11%	57%	25%	5%	2%	0%	3.70
NZ Maori	40	35%	33%	28%	3%	1%	0%	3.97
COUNCIL CONTACT								
Yes	154	29%	32%	27%	6%	3%	3%	3.79
No/Unsure	246	23%	48%	20%	4%	2%	3%	3.91
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	34%	31%	26%	4%	3%	2%	3.93
4 + 5 Not responsive at all	39	21%	31%	29%	7%	8%	4%	3.54

IMPORTANCE OF: OPENING HOURS OF POOLS

Using the same list, which of these services do you see as major priorities for the council, if you do not know enough, just say so. Please use a 1-5 scale where 1 means, very important, and 5 means, not important at all, how important is the? to you?

Opening hours of pools

							MEAN SCORE (scale reversed)	
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	9%	23%	32%	9%	11%	16%	3.11
Waikanae	95	5%	28%	30%	10%	13%	14%	3.04
Otaki	68	11%	27%	27%	7%	12%	16%	3.21
Paraparaumu	150	10%	21%	32%	8%	10%	19%	3.15
Paekakariki-Raumati South	87	7%	19%	40%	12%	9%	13%	3.03
AGE GROUP								
18-39	106	9%	17%	44%	8%	13%	9%	3.01
40-64	172	8%	27%	32%	10%	9%	14%	3.16
65-Plus	122	10%	23%	23%	8%	12%	24%	3.13
HOMEOWNERSHIP								
Renting	61	11%	24%	26%	9%	19%	11%	3.00
Own home/ Own investment property	325	7%	25%	34%	9%	9%	16%	3.15
Other	13	19%	8%	9%	15%	34%	15%	2.56
DEPENDENT CHILDREN								
Yes	149	8%	22%	44%	12%	8%	6%	3.11
No	250	9%	24%	26%	7%	13%	21%	3.11
HOUSEHOLD INCOME								
\$20,000 or less	27	16%	43%	10%	2%	12%	17%	3.60
\$20,001-30,000	53	9%	25%	31%	14%	9%	12%	3.12
\$30,001-40,000	36	3%	25%	43%	3%	2%	24%	3.31
\$40,001-50,000	36	0%	21%	39%	9%	12%	19%	2.85
\$50,001-70,000	63	8%	23%	31%	11%	14%	13%	2.99
\$70,001-100,000	47	13%	23%	35%	11%	15%	3%	3.08
More than \$100,000	73	8%	16%	40%	12%	9%	15%	3.03
PERSONAL INCOME								
Less than \$15,000	53	8%	22%	43%	5%	12%	10%	3.10
\$15,001-25,000	56	15%	31%	27%	6%	10%	11%	3.39
\$25,001-30,000	28	11%	21%	36%	11%	4%	17%	3.30
\$30,001-40,000	32	8%	15%	31%	13%	6%	27%	3.08
\$40,001-50,000	34	8%	33%	22%	7%	9%	21%	3.31
\$50,001-70,000	42	5%	22%	37%	14%	12%	10%	2.92
More than \$70,000	65	9%	19%	35%	13%	14%	10%	2.94
NZ Maori	40	15%	24%	21%	14%	13%	13%	3.18
COUNCIL CONTACT								
Yes	154	10%	22%	33%	8%	12%	15%	3.11
No/Unsure	246	7%	25%	32%	10%	10%	16%	3.11
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	9%	25%	33%	9%	12%	12%	3.13
4 + 5 Not responsive at all	39	16%	14%	35%	7%	13%	15%	3.16

IMPORTANCE OF: STANDARD OF SWIMMING POOLS

Using the same list, which of these services do you see as major priorities for the council, if you do not know enough, just say so. Please use a 1-5 scale where 1 means, very important, and 5 means, not important at all, how important is the? to you?

Standard of swimming pools

							MEAN SCORE (scale reversed)	
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	27%	29%	21%	9%	5%	9%	3.69
Waikanae	95	20%	28%	27%	10%	3%	12%	3.61
Otaki	68	32%	27%	18%	6%	8%	9%	3.77
Paraparaumu	150	31%	27%	19%	7%	7%	9%	3.73
Paekakariki-Raumati South	87	24%	33%	20%	13%	3%	7%	3.65
AGE GROUP								
18-39	106	22%	33%	23%	10%	10%	2%	3.49
40-64	172	30%	31%	18%	9%	4%	8%	3.81
65-Plus	122	26%	21%	23%	8%	4%	18%	3.71
HOMEOWNERSHIP								
Renting	61	20%	27%	20%	21%	7%	5%	3.32
Own home/ Own investment property	325	28%	30%	21%	7%	5%	9%	3.76
Other	13	34%	12%	13%	7%	8%	26%	3.74
DEPENDENT CHILDREN								
Yes	149	32%	32%	22%	6%	6%	2%	3.80
No	250	24%	26%	21%	11%	5%	13%	3.62
HOUSEHOLD INCOME								
\$20,000 or less	27	27%	19%	20%	21%	0%	13%	3.58
\$20,001-30,000	53	34%	24%	19%	12%	4%	7%	3.78
\$30,001-40,000	36	19%	40%	22%	8%	2%	9%	3.72
\$40,001-50,000	36	15%	27%	35%	8%	4%	11%	3.46
\$50,001-70,000	63	34%	21%	20%	7%	12%	6%	3.60
\$70,001-100,000	47	22%	42%	15%	6%	11%	4%	3.62
More than \$100,000	73	27%	32%	24%	6%	4%	7%	3.77
PERSONAL INCOME								
Less than \$15,000	53	34%	26%	17%	11%	5%	7%	3.77
\$15,001-25,000	56	34%	28%	17%	13%	4%	4%	3.77
\$25,001-30,000	28	33%	29%	16%	8%	4%	10%	3.88
\$30,001-40,000	32	13%	43%	12%	17%	3%	12%	3.53
\$40,001-50,000	34	28%	22%	28%	2%	12%	8%	3.57
\$50,001-70,000	42	26%	31%	24%	2%	7%	10%	3.77
More than \$70,000	65	21%	29%	29%	9%	8%	4%	3.50
NZ Maori	40	40%	11%	21%	20%	5%	3%	3.64
COUNCIL CONTACT								
Yes	154	29%	29%	18%	9%	5%	10%	3.76
No/Unsure	246	25%	28%	23%	9%	6%	9%	3.65
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	31%	33%	18%	9%	3%	6%	3.86
4 + 5 Not responsive at all	39	32%	20%	20%	6%	11%	11%	3.63

IMPORTANCE OF: MANAGEMENT OF DOG AND ANIMAL ISSUES

Using the same list, which of these services do you see as major priorities for the council, if you do not know enough, just say so. Please use a 1-5 scale where 1 means, very important, and 5 means, not important at all, how important is the? to you?

Management of dog and animal issues

								MEAN SCORE (scale reversed)
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	27%	33%	25%	6%	3%	6%	3.78
Waikanae	95	16%	40%	27%	9%	4%	4%	3.57
Otaki	68	33%	30%	22%	5%	3%	7%	3.91
Paraparaumu	150	33%	34%	20%	5%	1%	7%	3.98
Paekakariki-Raumati South	87	23%	27%	34%	6%	5%	5%	3.60
AGE GROUP								
18-39	106	30%	32%	25%	8%	1%	4%	3.85
40-64	172	24%	32%	31%	5%	4%	4%	3.71
65-Plus	122	27%	36%	18%	6%	4%	9%	3.83
HOMEOWNERSHIP								
Renting	61	35%	24%	25%	5%	6%	5%	3.79
Own home/ Own investment property	325	24%	35%	26%	7%	3%	5%	3.76
Other	13	45%	22%	24%	0%	0%	9%	4.23
DEPENDENT CHILDREN								
Yes	149	28%	33%	25%	8%	2%	4%	3.79
No	250	26%	33%	25%	5%	4%	7%	3.78
HOUSEHOLD INCOME								
\$20,000 or less	27	39%	28%	18%	7%	6%	2%	3.90
\$20,001-30,000	53	24%	47%	19%	4%	3%	3%	3.89
\$30,001-40,000	36	21%	34%	31%	2%	6%	6%	3.66
\$40,001-50,000	36	22%	24%	26%	6%	6%	16%	3.58
\$50,001-70,000	63	31%	31%	25%	8%	1%	4%	3.88
\$70,001-100,000	47	29%	34%	30%	6%	0%	1%	3.86
More than \$100,000	73	16%	35%	35%	8%	1%	5%	3.59
PERSONAL INCOME								
Less than \$15,000	53	40%	30%	21%	6%	0%	3%	4.06
\$15,001-25,000	56	28%	37%	22%	3%	6%	4%	3.81
\$25,001-30,000	28	27%	48%	21%	0%	0%	4%	4.06
\$30,001-40,000	32	26%	18%	35%	5%	7%	9%	3.57
\$40,001-50,000	34	20%	40%	16%	12%	6%	6%	3.58
\$50,001-70,000	42	24%	36%	24%	6%	1%	9%	3.82
More than \$70,000	65	17%	30%	37%	12%	0%	4%	3.56
NZ Maori	40	33%	22%	19%	12%	8%	6%	3.63
COUNCIL CONTACT								
Yes	154	27%	36%	23%	7%	3%	4%	3.81
No/Unsure	246	27%	31%	26%	5%	4%	7%	3.77
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	29%	37%	24%	5%	1%	4%	3.91
4 + 5 Not responsive at all	39	24%	34%	23%	12%	4%	3%	3.66

IMPORTANCE OF: GENERAL APPEARANCE AND QUALITY OF DISTRICT'S PARKS

Using the same list, which of these services do you see as major priorities for the council, if you do not know enough, just say so. Please use a 1-5 scale where 1 means, very important, and 5 means, not important at all, how important is the? to you?

General appearance and quality of district's parks

								MEAN SCORE (scale reversed)
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	26%	45%	22%	5%	0%	2%	3.93
Waikanae	95	23%	45%	21%	10%	0%	1%	3.82
Otaki	68	29%	41%	21%	4%	2%	3%	3.94
Paraparaumu	150	26%	44%	26%	2%	1%	1%	3.93
Paekakariki-Raumati South	87	29%	48%	16%	6%	0%	1%	4.02
AGE GROUP								
18-39	106	22%	51%	21%	5%	1%	0%	3.89
40-64	172	25%	50%	20%	4%	0%	1%	3.96
65-Plus	122	32%	32%	24%	7%	1%	4%	3.91
HOMEOWNERSHIP								
Renting	61	35%	40%	16%	7%	1%	1%	4.03
Own home/ Own investment property	325	25%	47%	22%	5%	0%	1%	3.92
Other	13	14%	30%	41%	0%	0%	15%	3.69
DEPENDENT CHILDREN								
Yes	149	25%	51%	17%	6%	0%	1%	3.95
No	250	27%	41%	24%	5%	1%	2%	3.91
HOUSEHOLD INCOME								
\$20,000 or less	27	46%	38%	6%	4%	3%	3%	4.24
\$20,001-30,000	53	31%	40%	18%	8%	1%	2%	3.94
\$30,001-40,000	36	18%	57%	21%	4%	0%	0%	3.89
\$40,001-50,000	36	30%	40%	22%	6%	0%	2%	3.96
\$50,001-70,000	63	28%	39%	21%	9%	0%	3%	3.89
\$70,001-100,000	47	11%	61%	22%	6%	0%	0%	3.75
More than \$100,000	73	21%	51%	27%	1%	0%	0%	3.92
PERSONAL INCOME								
Less than \$15,000	53	40%	41%	11%	5%	1%	2%	4.15
\$15,001-25,000	56	32%	31%	28%	6%	1%	2%	3.89
\$25,001-30,000	28	30%	56%	14%	0%	0%	0%	4.17
\$30,001-40,000	32	23%	48%	17%	12%	0%	0%	3.82
\$40,001-50,000	34	23%	35%	30%	5%	0%	7%	3.81
\$50,001-70,000	42	28%	51%	18%	3%	0%	0%	4.04
More than \$70,000	65	17%	52%	26%	5%	0%	0%	3.80
NZ Maori	40	38%	33%	22%	5%	2%	0%	4.01
COUNCIL CONTACT								
Yes	154	27%	43%	20%	8%	1%	1%	3.88
No/Unsure	246	26%	45%	23%	4%	0%	2%	3.95
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	30%	46%	16%	7%	0%	1%	3.99
4 + 5 Not responsive at all	39	25%	30%	31%	8%	4%	2%	3.64

IMPORTANCE OF: AVAILABILITY OF SPORTS FIELDS AND FACILITIES

Using the same list, which of these services do you see as major priorities for the council, if you do not know enough, just say so. Please use a 1-5 scale where 1 means, very important, and 5 means, not important at all, how important is the? to you?

Availability of sports fields and facilities

								MEAN SCORE (scale reversed)
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	24%	35%	25%	7%	4%	5%	3.71
Waikanae	95	19%	32%	30%	9%	6%	4%	3.52
Otaki	68	29%	29%	23%	7%	9%	3%	3.65
Paraparaumu	150	26%	36%	24%	4%	2%	8%	3.87
Paekakariki-Raumati South	87	22%	40%	22%	11%	2%	3%	3.71
AGE GROUP								
18-39	106	28%	29%	30%	5%	4%	4%	3.74
40-64	172	24%	40%	22%	8%	4%	2%	3.75
65-Plus	122	20%	32%	26%	6%	5%	11%	3.62
HOMEOWNERSHIP								
Renting	61	25%	30%	16%	12%	9%	8%	3.55
Own home/ Own investment property	325	23%	36%	28%	6%	3%	4%	3.73
Other	13	27%	24%	4%	5%	14%	26%	3.63
DEPENDENT CHILDREN								
Yes	149	28%	38%	22%	6%	3%	3%	3.85
No	250	22%	32%	27%	7%	5%	7%	3.62
HOUSEHOLD INCOME								
\$20,000 or less	27	44%	32%	10%	2%	0%	12%	4.34
\$20,001-30,000	53	16%	34%	25%	8%	11%	6%	3.39
\$30,001-40,000	36	16%	25%	40%	10%	0%	9%	3.51
\$40,001-50,000	36	17%	31%	29%	7%	5%	11%	3.53
\$50,001-70,000	63	27%	40%	16%	11%	3%	3%	3.81
\$70,001-100,000	47	23%	40%	25%	4%	8%	0%	3.67
More than \$100,000	73	25%	35%	31%	5%	1%	3%	3.79
PERSONAL INCOME								
Less than \$15,000	53	37%	26%	25%	2%	1%	9%	4.04
\$15,001-25,000	56	22%	38%	22%	5%	7%	6%	3.67
\$25,001-30,000	28	14%	46%	26%	2%	6%	6%	3.66
\$30,001-40,000	32	27%	19%	29%	17%	2%	6%	3.56
\$40,001-50,000	34	15%	32%	32%	9%	8%	4%	3.37
\$50,001-70,000	42	25%	50%	14%	9%	0%	2%	3.94
More than \$70,000	65	30%	29%	30%	4%	6%	1%	3.73
NZ Maori	40	46%	21%	12%	15%	6%	0%	3.85
COUNCIL CONTACT								
Yes	154	23%	35%	27%	7%	3%	5%	3.72
No/Unsure	246	25%	34%	24%	7%	5%	5%	3.71
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	20%	40%	26%	6%	3%	5%	3.73
4 + 5 Not responsive at all	39	39%	21%	29%	6%	5%	0%	3.82

IMPORTANCE OF: STANDARD OF PLAYGROUNDS

Using the same list, which of these services do you see as major priorities for the council, if you do not know enough, just say so. Please use a 1-5 scale where 1 means, very important, and 5 means, not important at all, how important is the? to you?

Standard of playgrounds

								MEAN SCORE (scale reversed)
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	29%	36%	22%	5%	2%	6%	3.89
Waikanae	95	21%	36%	23%	7%	2%	11%	3.74
Otaki	68	31%	36%	16%	5%	5%	7%	3.90
Paraparaumu	150	31%	38%	23%	3%	2%	3%	3.96
Paekakariki-Raumati South	87	34%	33%	22%	8%	1%	2%	3.93
AGE GROUP								
18-39	106	38%	41%	9%	7%	0%	5%	4.15
40-64	172	24%	39%	29%	4%	2%	2%	3.79
65-Plus	122	29%	28%	22%	6%	4%	11%	3.81
HOMEOWNERSHIP								
Renting	61	38%	33%	13%	6%	2%	8%	4.09
Own home/ Own investment property	325	28%	37%	24%	5%	2%	4%	3.87
Other	13	9%	32%	6%	26%	4%	23%	3.22
DEPENDENT CHILDREN								
Yes	149	38%	41%	15%	4%	2%	0%	4.10
No	250	24%	33%	25%	6%	3%	9%	3.76
HOUSEHOLD INCOME								
\$20,000 or less	27	39%	39%	5%	4%	0%	13%	4.30
\$20,001-30,000	53	25%	32%	22%	12%	5%	4%	3.62
\$30,001-40,000	36	31%	33%	29%	4%	0%	3%	3.94
\$40,001-50,000	36	30%	28%	33%	3%	3%	3%	3.81
\$50,001-70,000	63	31%	40%	15%	7%	3%	4%	3.94
\$70,001-100,000	47	16%	53%	22%	7%	1%	1%	3.76
More than \$100,000	73	32%	31%	26%	4%	2%	5%	3.93
PERSONAL INCOME								
Less than \$15,000	53	50%	29%	10%	7%	0%	4%	4.27
\$15,001-25,000	56	26%	31%	25%	12%	2%	4%	3.70
\$25,001-30,000	28	22%	45%	20%	5%	8%	0%	3.69
\$30,001-40,000	32	28%	39%	22%	10%	0%	1%	3.86
\$40,001-50,000	34	23%	29%	32%	2%	5%	9%	3.70
\$50,001-70,000	42	27%	45%	21%	0%	3%	4%	3.99
More than \$70,000	65	22%	45%	24%	2%	3%	4%	3.86
NZ Maori	40	33%	21%	31%	9%	6%	0%	3.65
COUNCIL CONTACT								
Yes	154	30%	31%	24%	5%	4%	6%	3.83
No/Unsure	246	29%	39%	20%	5%	2%	5%	3.93
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	31%	30%	29%	3%	1%	6%	3.93
4 + 5 Not responsive at all	39	32%	30%	17%	7%	6%	8%	3.79

IMPORTANCE OF: STANDARD OF WASTEWATER TREATMENT AND DISPOSAL

Using the same list, which of these services do you see as major priorities for the council, if you do not know enough, just say so. Please use a 1-5 scale where 1 means, very important, and 5 means, not important at all, how important is the? to you?

Standard of wastewater treatment and disposal

							MEAN SCORE (scale reversed)	
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	57%	22%	10%	2%	1%	8%	4.43
Waikanae	95	54%	24%	9%	3%	2%	8%	4.37
Otaki	68	60%	12%	7%	5%	4%	12%	4.37
Paraparaumu	150	56%	25%	11%	1%	0%	7%	4.46
Paekakariki-Raumati South	87	60%	23%	11%	1%	0%	5%	4.48
AGE GROUP								
18-39	106	50%	29%	13%	2%	2%	4%	4.29
40-64	172	62%	18%	9%	2%	1%	8%	4.50
65-Plus	122	55%	22%	8%	3%	1%	11%	4.45
HOMEOWNERSHIP								
Renting	61	54%	22%	6%	6%	1%	11%	4.36
Own home/ Own investment property	325	58%	22%	11%	1%	1%	7%	4.44
Other	13	42%	30%	6%	5%	4%	13%	4.16
DEPENDENT CHILDREN								
Yes	149	56%	26%	11%	1%	1%	5%	4.41
No	250	58%	20%	9%	3%	1%	9%	4.44
HOUSEHOLD INCOME								
\$20,000 or less	27	63%	18%	3%	8%	0%	8%	4.47
\$20,001-30,000	53	67%	13%	6%	2%	0%	12%	4.63
\$30,001-40,000	36	54%	33%	10%	0%	0%	3%	4.46
\$40,001-50,000	36	50%	36%	7%	2%	2%	3%	4.35
\$50,001-70,000	63	52%	26%	16%	2%	0%	4%	4.34
\$70,001-100,000	47	57%	18%	11%	3%	2%	9%	4.39
More than \$100,000	73	55%	25%	12%	1%	2%	5%	4.36
PERSONAL INCOME								
Less than \$15,000	53	58%	23%	11%	3%	0%	5%	4.44
\$15,001-25,000	56	57%	30%	7%	4%	0%	2%	4.43
\$25,001-30,000	28	73%	4%	10%	0%	0%	13%	4.73
\$30,001-40,000	32	49%	32%	8%	9%	0%	2%	4.23
\$40,001-50,000	34	49%	32%	11%	0%	2%	6%	4.34
\$50,001-70,000	42	55%	24%	14%	1%	2%	4%	4.32
More than \$70,000	65	59%	16%	12%	1%	2%	10%	4.43
NZ Maori	40	68%	14%	8%	4%	3%	3%	4.43
COUNCIL CONTACT								
Yes	154	62%	19%	11%	1%	2%	5%	4.45
No/Unsure	246	54%	25%	9%	3%	0%	9%	4.42
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	65%	18%	11%	1%	1%	4%	4.50
4 + 5 Not responsive at all	39	59%	17%	11%	0%	6%	7%	4.35

IMPORTANCE OF: STANDARD OF URBAN KERBSIDE RECYCLING COLLECTION

Using the same list, which of these services do you see as major priorities for the council, if you do not know enough, just say so. Please use a 1-5 scale where 1 means, very important, and 5 means, not important at all, how important is the? to you?

Standard of urban kerbside recycling collection

								MEAN SCORE (scale reversed)
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	37%	38%	17%	4%	2%	2%	4.06
Waikanae	95	33%	37%	18%	7%	2%	3%	3.94
Otaki	68	46%	30%	12%	7%	2%	3%	4.13
Paraparaumu	150	34%	39%	19%	3%	2%	3%	4.03
Paekakariki-Raumati South	87	38%	45%	15%	1%	1%	0%	4.18
AGE GROUP								
18-39	106	34%	36%	21%	4%	2%	3%	3.99
40-64	172	38%	37%	18%	4%	1%	2%	4.07
65-Plus	122	38%	42%	12%	4%	2%	2%	4.11
HOMEOWNERSHIP								
Renting	61	50%	31%	8%	4%	2%	5%	4.28
Own home/ Own investment property	325	33%	40%	19%	4%	2%	2%	4.00
Other	13	70%	16%	8%	6%	0%	0%	4.50
DEPENDENT CHILDREN								
Yes	149	34%	37%	17%	5%	4%	3%	3.94
No	250	39%	39%	16%	4%	1%	1%	4.13
HOUSEHOLD INCOME								
\$20,000 or less	27	47%	28%	8%	4%	0%	13%	4.35
\$20,001-30,000	53	53%	34%	9%	0%	4%	0%	4.31
\$30,001-40,000	36	26%	56%	15%	2%	0%	1%	4.07
\$40,001-50,000	36	31%	43%	14%	4%	6%	2%	3.91
\$50,001-70,000	63	38%	36%	19%	5%	1%	1%	4.05
\$70,001-100,000	47	24%	45%	19%	8%	3%	1%	3.79
More than \$100,000	73	29%	41%	22%	7%	1%	0%	3.89
PERSONAL INCOME								
Less than \$15,000	53	48%	32%	9%	2%	3%	6%	4.26
\$15,001-25,000	56	46%	33%	19%	0%	1%	1%	4.24
\$25,001-30,000	28	34%	53%	13%	0%	0%	0%	4.22
\$30,001-40,000	32	31%	49%	15%	5%	0%	0%	4.04
\$40,001-50,000	34	26%	48%	11%	4%	8%	3%	3.82
\$50,001-70,000	42	35%	35%	23%	5%	2%	0%	3.95
More than \$70,000	65	25%	42%	20%	12%	1%	0%	3.78
NZ Maori	40	56%	29%	5%	3%	1%	6%	4.44
COUNCIL CONTACT								
Yes	154	38%	34%	18%	6%	2%	2%	4.04
No/Unsure	246	36%	40%	17%	3%	2%	2%	4.08
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	39%	37%	19%	3%	1%	1%	4.11
4 + 5 Not responsive at all	39	40%	33%	10%	10%	1%	6%	4.05

IMPORTANCE OF: STANDARD OF STORMWATER MANAGEMENT

Using the same list, which of these services do you see as major priorities for the council, if you do not know enough, just say so. Please use a 1-5 scale where 1 means, very important, and 5 means, not important at all, how important is the? to you?

Standard of stormwater management

								MEAN SCORE (scale reversed)
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	44%	33%	12%	3%	1%	7%	4.23
Waikanae	95	44%	27%	11%	4%	2%	12%	4.21
Otaki	68	51%	21%	12%	4%	3%	9%	4.27
Paraparaumu	150	43%	38%	12%	3%	1%	3%	4.23
Paekakariki-Raumati South	87	39%	38%	15%	1%	0%	7%	4.25
AGE GROUP								
18-39	106	35%	39%	14%	3%	1%	8%	4.13
40-64	172	46%	32%	9%	3%	2%	8%	4.29
65-Plus	122	48%	27%	15%	4%	1%	5%	4.25
HOMEOWNERSHIP								
Renting	61	37%	35%	7%	6%	3%	12%	4.11
Own home/ Own investment property	325	44%	33%	14%	3%	1%	5%	4.23
Other	13	53%	12%	10%	0%	0%	25%	4.57
DEPENDENT CHILDREN								
Yes	149	39%	36%	13%	3%	2%	7%	4.15
No	250	47%	30%	12%	3%	1%	7%	4.28
HOUSEHOLD INCOME								
\$20,000 or less	27	46%	41%	2%	6%	3%	2%	4.23
\$20,001-30,000	53	56%	22%	14%	1%	0%	7%	4.42
\$30,001-40,000	36	38%	49%	11%	0%	0%	2%	4.28
\$40,001-50,000	36	35%	39%	13%	2%	4%	7%	4.07
\$50,001-70,000	63	33%	30%	22%	2%	0%	13%	4.10
\$70,001-100,000	47	49%	35%	7%	4%	2%	3%	4.30
More than \$100,000	73	47%	29%	14%	5%	2%	3%	4.19
PERSONAL INCOME								
Less than \$15,000	53	40%	35%	14%	0%	2%	9%	4.23
\$15,001-25,000	56	48%	32%	14%	3%	0%	3%	4.30
\$25,001-30,000	28	49%	29%	13%	0%	0%	9%	4.40
\$30,001-40,000	32	42%	41%	11%	6%	0%	0%	4.19
\$40,001-50,000	34	35%	35%	12%	0%	4%	14%	4.13
\$50,001-70,000	42	37%	41%	15%	2%	2%	3%	4.13
More than \$70,000	65	51%	25%	12%	7%	2%	3%	4.19
NZ Maori	40	53%	19%	11%	5%	5%	7%	4.19
COUNCIL CONTACT								
Yes	154	48%	26%	15%	3%	2%	6%	4.24
No/Unsure	246	41%	37%	11%	3%	1%	7%	4.23
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	53%	22%	17%	3%	1%	4%	4.27
4 + 5 Not responsive at all	39	51%	23%	10%	0%	5%	11%	4.28

IMPORTANCE OF: RELIABILITY OF WATER SUPPLY

Using the same list, which of these services do you see as major priorities for the council, if you do not know enough, just say so. Please use a 1-5 scale where 1 means, very important, and 5 means, not important at all, how important is the? to you?

Reliability of water supply

								MEAN SCORE (scale reversed)
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	79%	12%	4%	2%	2%	1%	4.66
Waikanae	95	79%	14%	0%	1%	4%	2%	4.65
Otaki	68	77%	5%	5%	3%	3%	7%	4.62
Paraparaumu	150	81%	13%	4%	1%	1%	0%	4.70
Paekakariki-Raumati South	87	76%	13%	9%	2%	0%	0%	4.63
AGE GROUP								
18-39	106	76%	15%	6%	0%	2%	1%	4.65
40-64	172	80%	10%	4%	3%	1%	2%	4.70
65-Plus	122	79%	11%	3%	2%	4%	1%	4.62
HOMEOWNERSHIP								
Renting	61	74%	11%	4%	3%	6%	2%	4.47
Own home/ Own investment property	325	80%	12%	4%	1%	1%	2%	4.70
Other	13	71%	19%	10%	0%	0%	0%	4.61
DEPENDENT CHILDREN								
Yes	149	77%	13%	4%	1%	3%	2%	4.65
No	250	79%	11%	4%	2%	2%	2%	4.67
HOUSEHOLD INCOME								
\$20,000 or less	27	66%	20%	5%	0%	9%	0%	4.34
\$20,001-30,000	53	74%	15%	3%	2%	4%	2%	4.56
\$30,001-40,000	36	89%	9%	2%	0%	0%	0%	4.87
\$40,001-50,000	36	76%	8%	2%	6%	2%	6%	4.59
\$50,001-70,000	63	70%	10%	15%	2%	1%	2%	4.50
\$70,001-100,000	47	77%	20%	0%	0%	3%	0%	4.68
More than \$100,000	73	84%	11%	2%	2%	0%	1%	4.78
PERSONAL INCOME								
Less than \$15,000	53	72%	15%	8%	0%	4%	1%	4.52
\$15,001-25,000	56	77%	15%	0%	4%	4%	0%	4.57
\$25,001-30,000	28	79%	15%	3%	0%	0%	3%	4.80
\$30,001-40,000	32	76%	10%	8%	6%	0%	0%	4.56
\$40,001-50,000	34	78%	13%	0%	0%	2%	7%	4.77
\$50,001-70,000	42	67%	15%	12%	2%	2%	2%	4.46
More than \$70,000	65	86%	5%	2%	2%	2%	3%	4.78
NZ Maori	40	69%	15%	4%	6%	2%	4%	4.50
COUNCIL CONTACT								
Yes	154	80%	11%	4%	2%	1%	2%	4.70
No/Unsure	246	77%	13%	4%	1%	3%	2%	4.63
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	81%	11%	4%	3%	1%	0%	4.69
4 + 5 Not responsive at all	39	77%	11%	8%	0%	0%	4%	4.73

IMPORTANCE OF: QUALITY OF WATER SUPPLY

Using the same list, which of these services do you see as major priorities for the council, if you do not know enough, just say so. Please use a 1-5 scale where 1 means, very important, and 5 means, not important at all, how important is the? to you?

Quality of water supply

							MEAN SCORE (scale reversed)	
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	77%	12%	7%	1%	1%	2%	4.66
Waikanae	95	77%	13%	5%	2%	1%	2%	4.68
Otaki	68	71%	10%	6%	3%	2%	8%	4.58
Paraparaumu	150	78%	12%	8%	1%	1%	0%	4.64
Paekakariki-Raumati South	87	79%	14%	7%	0%	0%	0%	4.72
AGE GROUP								
18-39	106	80%	11%	7%	0%	1%	1%	4.73
40-64	172	77%	14%	3%	2%	1%	3%	4.68
65-Plus	122	73%	12%	11%	2%	1%	1%	4.56
HOMEOWNERSHIP								
Renting	61	74%	9%	9%	2%	4%	2%	4.50
Own home/ Own investment property	325	77%	13%	6%	1%	1%	2%	4.69
Other	13	70%	13%	17%	0%	0%	0%	4.53
DEPENDENT CHILDREN								
Yes	149	75%	13%	8%	1%	1%	2%	4.62
No	250	78%	12%	6%	1%	1%	2%	4.68
HOUSEHOLD INCOME								
\$20,000 or less	27	69%	10%	21%	0%	0%	0%	4.47
\$20,001-30,000	53	70%	17%	10%	0%	1%	2%	4.58
\$30,001-40,000	36	84%	13%	0%	3%	0%	0%	4.77
\$40,001-50,000	36	76%	2%	10%	2%	2%	8%	4.60
\$50,001-70,000	63	73%	15%	8%	2%	0%	2%	4.63
\$70,001-100,000	47	86%	12%	0%	0%	2%	0%	4.80
More than \$100,000	73	78%	15%	3%	2%	1%	1%	4.71
PERSONAL INCOME								
Less than \$15,000	53	70%	14%	15%	0%	0%	1%	4.57
\$15,001-25,000	56	84%	6%	7%	2%	1%	0%	4.69
\$25,001-30,000	28	72%	18%	4%	0%	0%	6%	4.73
\$30,001-40,000	32	73%	14%	7%	6%	0%	0%	4.55
\$40,001-50,000	34	80%	7%	4%	0%	2%	7%	4.74
\$50,001-70,000	42	67%	26%	4%	0%	2%	1%	4.57
More than \$70,000	65	80%	10%	4%	2%	1%	3%	4.71
NZ Maori	40	69%	8%	15%	3%	1%	4%	4.46
COUNCIL CONTACT								
Yes	154	78%	12%	5%	2%	1%	2%	4.67
No/Unsure	246	76%	13%	7%	1%	1%	2%	4.65
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	77%	15%	5%	2%	1%	0%	4.66
4 + 5 Not responsive at all	39	77%	9%	6%	2%	2%	4%	4.65

COUNCIL CONTACT

Have you contacted the council about any aspect of its services in the last 12 months?

	Weighted base	Yes	No	Unsure
All	400	39%	61%	0%
Waikanae	95	38%	62%	0%
Otaki	68	47%	53%	0%
Paraparaumu	150	34%	66%	0%
Paekakariki-Raumati South	87	41%	58%	1%
AGE GROUP				
18-39	106	36%	64%	0%
40-64	172	41%	58%	1%
65-Plus	122	37%	63%	0%
HOMEOWNERSHIP				
Renting	61	27%	73%	0%
Own home/ Own investment property	325	41%	59%	0%
Other	13	34%	66%	0%
DEPENDENT CHILDREN				
Yes	149	35%	65%	0%
No	250	41%	59%	0%
HOUSEHOLD INCOME				
\$20,000 or less	27	27%	73%	0%
\$20,001-30,000	53	42%	58%	0%
\$30,001-40,000	36	24%	76%	0%
\$40,001-50,000	36	43%	57%	0%
\$50,001-70,000	63	44%	54%	2%
\$70,001-100,000	47	36%	64%	0%
More than \$100,000	73	46%	54%	0%
PERSONAL INCOME				
Less than \$15,000	53	33%	65%	2%
\$15,001-25,000	56	40%	60%	0%
\$25,001-30,000	28	59%	41%	0%
\$30,001-40,000	32	25%	75%	0%
\$40,001-50,000	34	30%	70%	0%
\$50,001-70,000	42	52%	48%	0%
More than \$70,000	65	41%	59%	0%
NZ Maori	40	38%	62%	0%

RESPONSIVENESS OF COUNCIL

Using a 1-5 scale where 1 means, very responsive, and 5 means, not responsive at all, overall how responsive was the council to the service issue or issues you raised?

								MEAN SCORE (scale reversed)
	Weighted base	1 Very respon- sive	2	3	4	5 Not responsive at all	Unsure	Mean
All	154	41%	17%	15%	11%	14%	2%	3.62
Waikanae	36	45%	17%	7%	19%	10%	2%	3.68
Otaki	32	42%	18%	21%	9%	10%	0%	3.73
Paraparaumu	50	43%	9%	19%	9%	18%	2%	3.51
Paekakariki-Raumati South	36	33%	28%	11%	9%	15%	4%	3.59
AGE GROUP								
18-39	38	46%	17%	12%	18%	7%	0%	3.75
40-64	71	41%	13%	16%	8%	18%	4%	3.54
65-Plus	45	38%	23%	15%	11%	13%	0%	3.62
HOMEOWNERSHIP								
Renting	16	59%	19%	13%	6%	3%	0%	4.25
Own home/ Own investment property	132	40%	17%	15%	11%	15%	2%	3.58
Other	4	13%	23%	21%	14%	29%	0%	2.77
DEPENDENT CHILDREN								
Yes	52	43%	10%	16%	16%	13%	2%	3.55
No	103	41%	20%	14%	9%	14%	2%	3.65
HOUSEHOLD INCOME								
\$20,000 or less	8	46%	16%	18%	0%	10%	10%	3.98
\$20,001-30,000	22	55%	23%	0%	15%	7%	0%	4.03
\$30,001-40,000	9	29%	33%	30%	0%	8%	0%	3.77
\$40,001-50,000	15	39%	24%	26%	0%	11%	0%	3.80
\$50,001-70,000	28	47%	6%	12%	22%	13%	0%	3.54
\$70,001-100,000	17	37%	5%	21%	16%	17%	4%	3.30
More than \$100,000	33	32%	22%	14%	8%	24%	0%	3.31
PERSONAL INCOME								
Less than \$15,000	18	53%	6%	14%	10%	13%	4%	3.79
\$15,001-25,000	22	43%	31%	3%	7%	11%	5%	3.93
\$25,001-30,000	16	35%	19%	34%	0%	12%	0%	3.64
\$30,001-40,000	8	40%	22%	38%	0%	0%	0%	4.02
\$40,001-50,000	10	33%	7%	12%	26%	22%	0%	3.03
\$50,001-70,000	22	42%	16%	19%	14%	9%	0%	3.69
More than \$70,000	27	33%	18%	3%	16%	30%	0%	3.09
NZ Maori	15	32%	17%	12%	19%	20%	0%	3.23
COUNCIL CONTACT								
Yes	154	41%	17%	15%	11%	14%	2%	3.62
No/Unsure	0	0%	0%	0%	0%	0%	0%	0.00

COMMUNICATION MATERIAL ON ITS MEETINGS, POLICIES AND DEMOCRATIC SERVICES: THE COMMUNICATIONS ARE TIMELY

Using a 1-5 scale where, 1 means, strongly agree, and 5 means, strongly disagree, to what extent do you agree or disagree with the following statements about the communications and information the council provides on its meetings, policies and democratic services?

The communications are timely

								MEAN SCORE (scale reversed)
	Weighted base	1 Strongly agree	2	3	4	5 Strongly disagree	Unsure	Mean
All	400	15%	27%	36%	8%	4%	10%	3.47
Waikanae	95	16%	23%	39%	9%	4%	9%	3.42
Otaki	68	25%	22%	27%	8%	7%	11%	3.56
Paraparaumu	150	11%	28%	38%	7%	2%	14%	3.43
Paekakariki-Raumati South	87	14%	35%	34%	10%	2%	5%	3.52
AGE GROUP								
18-39	106	13%	24%	38%	6%	4%	15%	3.45
40-64	172	12%	32%	36%	9%	4%	7%	3.44
65-Plus	122	20%	23%	33%	10%	3%	11%	3.54
HOMEOWNERSHIP								
Renting	61	18%	17%	28%	5%	5%	27%	3.53
Own home/ Own investment property	325	14%	30%	38%	8%	3%	7%	3.46
Other	13	27%	11%	44%	4%	5%	9%	3.57
DEPENDENT CHILDREN								
Yes	149	12%	28%	39%	5%	3%	13%	3.50
No	250	17%	27%	34%	10%	4%	8%	3.46
HOUSEHOLD INCOME								
\$20,000 or less	27	25%	28%	25%	10%	3%	9%	3.70
\$20,001-30,000	53	23%	29%	28%	12%	2%	6%	3.64
\$30,001-40,000	36	8%	35%	37%	10%	2%	8%	3.42
\$40,001-50,000	36	16%	23%	47%	2%	0%	12%	3.61
\$50,001-70,000	63	10%	36%	38%	10%	0%	6%	3.50
\$70,001-100,000	47	15%	27%	34%	3%	2%	19%	3.62
More than \$100,000	73	11%	27%	42%	10%	3%	7%	3.36
PERSONAL INCOME								
Less than \$15,000	53	18%	34%	23%	10%	4%	11%	3.60
\$15,001-25,000	56	29%	29%	30%	4%	1%	7%	3.87
\$25,001-30,000	28	19%	28%	30%	8%	3%	12%	3.59
\$30,001-40,000	32	16%	22%	40%	10%	0%	12%	3.48
\$40,001-50,000	34	8%	24%	55%	10%	0%	3%	3.30
\$50,001-70,000	42	11%	36%	40%	9%	0%	4%	3.51
More than \$70,000	65	11%	27%	39%	8%	3%	12%	3.40
NZ Maori	40	24%	28%	29%	4%	6%	9%	3.66
COUNCIL CONTACT								
Yes	154	13%	28%	34%	10%	4%	11%	3.42
No/Unsure	246	16%	27%	37%	8%	3%	9%	3.51
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	17%	35%	34%	2%	1%	11%	3.71
4 + 5 Not responsive at all	39	4%	21%	35%	19%	12%	9%	2.86

COMMUNICATION MATERIAL ON ITS MEETINGS, POLICIES AND DEMOCRATIC SERVICES: THE COMMUNICATIONS ARE EASY TO GET

Using a 1-5 scale where, 1 means, strongly agree, and 5 means, strongly disagree, to what extent do you agree or disagree with the following statements about the communications and information the council provides on its meetings, policies and democratic services?

The communications are easy to get

								MEAN SCORE (scale reversed)
	Weighted base	1 Strongly agree	2	3	4	5 Strongly disagree	Unsure	Mean
All	400	17%	28%	30%	9%	5%	11%	3.48
Waikanae	95	16%	28%	32%	8%	4%	12%	3.53
Otaki	68	26%	31%	16%	11%	6%	10%	3.66
Paraparaumu	150	14%	25%	33%	12%	4%	12%	3.36
Paekakariki-Raumati South	87	15%	30%	34%	4%	6%	11%	3.49
AGE GROUP								
18-39	106	13%	28%	29%	11%	3%	16%	3.45
40-64	172	15%	30%	32%	8%	6%	9%	3.45
65-Plus	122	22%	23%	29%	10%	5%	11%	3.54
HOMEOWNERSHIP								
Renting	61	20%	20%	21%	6%	6%	27%	3.58
Own home/ Own investment property	325	16%	30%	31%	10%	5%	8%	3.46
Other	13	8%	19%	54%	9%	0%	10%	3.30
DEPENDENT CHILDREN								
Yes	149	12%	30%	30%	10%	4%	14%	3.42
No	250	20%	27%	31%	8%	5%	9%	3.51
HOUSEHOLD INCOME								
\$20,000 or less	27	29%	28%	14%	10%	3%	16%	3.84
\$20,001-30,000	53	30%	25%	28%	6%	3%	8%	3.79
\$30,001-40,000	36	11%	35%	19%	15%	8%	12%	3.30
\$40,001-50,000	36	13%	35%	29%	4%	1%	18%	3.66
\$50,001-70,000	63	11%	30%	41%	11%	2%	5%	3.40
\$70,001-100,000	47	16%	22%	43%	4%	4%	11%	3.48
More than \$100,000	73	12%	37%	31%	8%	5%	7%	3.47
PERSONAL INCOME								
Less than \$15,000	53	17%	28%	15%	15%	5%	20%	3.47
\$15,001-25,000	56	32%	29%	32%	4%	0%	3%	3.93
\$25,001-30,000	28	22%	41%	24%	2%	9%	2%	3.66
\$30,001-40,000	32	17%	26%	26%	6%	10%	15%	3.39
\$40,001-50,000	34	9%	33%	35%	12%	2%	9%	3.39
\$50,001-70,000	42	14%	31%	37%	10%	5%	3%	3.42
More than \$70,000	65	11%	29%	37%	6%	3%	14%	3.46
NZ Maori	40	22%	15%	28%	4%	16%	15%	3.28
COUNCIL CONTACT								
Yes	154	18%	28%	30%	10%	5%	9%	3.46
No/Unsure	246	16%	28%	31%	8%	4%	13%	3.49
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	26%	30%	27%	7%	1%	9%	3.80
4 + 5 Not responsive at all	39	8%	21%	32%	20%	10%	9%	2.95

COMMUNICATION MATERIAL ON ITS MEETINGS, POLICIES AND DEMOCRATIC SERVICES: THE COMMUNICATIONS ENCOURAGE YOU TO TAKE PART OR GET INVOLVED

Using a 1-5 scale where, 1 means, strongly agree, and 5 means, strongly disagree, to what extent do you agree or disagree with the following statements about the communications and information the council provides on its meetings, policies and democratic services?

The communications encourage you to take part or get involved

								MEAN SCORE (scale reversed)
	Weighted base	1 Strongly agree	2	3	4	5 Strongly disagree	Unsure	Mean
All	400	14%	21%	31%	15%	10%	9%	3.13
Waikanae	95	16%	16%	30%	19%	12%	7%	3.06
Otaki	68	21%	23%	23%	16%	10%	7%	3.31
Paraparaumu	150	7%	24%	31%	15%	11%	12%	3.02
Paekakariki-Raumati South	87	16%	17%	39%	12%	7%	9%	3.24
AGE GROUP								
18-39	106	16%	19%	31%	14%	9%	11%	3.20
40-64	172	11%	23%	30%	18%	11%	7%	3.06
65-Plus	122	14%	19%	33%	13%	10%	11%	3.16
HOMEOWNERSHIP								
Renting	61	23%	21%	18%	8%	7%	23%	3.58
Own home/ Own investment property	325	12%	20%	34%	16%	12%	6%	3.06
Other	13	0%	23%	39%	24%	0%	14%	2.99
DEPENDENT CHILDREN								
Yes	149	12%	20%	32%	13%	12%	11%	3.09
No	250	15%	20%	30%	17%	10%	8%	3.15
HOUSEHOLD INCOME								
\$20,000 or less	27	28%	18%	17%	9%	9%	19%	3.58
\$20,001-30,000	53	15%	22%	30%	11%	12%	10%	3.20
\$30,001-40,000	36	13%	26%	35%	9%	10%	7%	3.25
\$40,001-50,000	36	14%	21%	27%	11%	14%	13%	3.11
\$50,001-70,000	63	13%	20%	41%	13%	9%	4%	3.17
\$70,001-100,000	47	14%	26%	31%	18%	3%	8%	3.31
More than \$100,000	73	14%	16%	27%	28%	10%	5%	2.97
PERSONAL INCOME								
Less than \$15,000	53	13%	14%	30%	9%	17%	17%	2.96
\$15,001-25,000	56	24%	27%	31%	6%	9%	3%	3.51
\$25,001-30,000	28	8%	28%	25%	20%	11%	8%	3.00
\$30,001-40,000	32	23%	22%	31%	11%	6%	7%	3.49
\$40,001-50,000	34	11%	21%	36%	24%	7%	1%	3.04
\$50,001-70,000	42	13%	20%	35%	15%	11%	6%	3.08
More than \$70,000	65	18%	19%	18%	27%	8%	10%	3.11
NZ Maori	40	22%	22%	13%	14%	13%	16%	3.30
COUNCIL CONTACT								
Yes	154	15%	18%	30%	18%	11%	8%	3.08
No/Unsure	246	12%	22%	32%	13%	10%	11%	3.16
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	21%	20%	34%	11%	6%	8%	3.44
4 + 5 Not responsive at all	39	6%	7%	17%	36%	25%	9%	2.26

COMMUNICATION MATERIAL ON ITS MEETINGS, POLICIES AND DEMOCRATIC SERVICES: THE COMMUNICATIONS ARE APPROPRIATE

Using a 1-5 scale where, 1 means, strongly agree, and 5 means, strongly disagree, to what extent do you agree or disagree with the following statements about the communications and information the council provides on its meetings, policies and democratic services?

The communications are appropriate

								MEAN SCORE (scale reversed)
	Weighted base	1 Strongly agree	2	3	4	5 Strongly disagree	Unsure	Mean
All	400	14%	31%	30%	10%	3%	12%	3.49
Waikanae	95	10%	34%	27%	13%	4%	12%	3.40
Otaki	68	21%	30%	22%	10%	7%	10%	3.52
Paraparaumu	150	11%	29%	36%	8%	2%	14%	3.44
Paekakariki-Raumati South	87	18%	33%	29%	9%	1%	10%	3.65
AGE GROUP								
18-39	106	12%	34%	30%	7%	0%	17%	3.64
40-64	172	13%	33%	30%	11%	5%	8%	3.40
65-Plus	122	17%	26%	30%	10%	4%	13%	3.50
HOMEOWNERSHIP								
Renting	61	21%	23%	14%	10%	1%	31%	3.79
Own home/ Own investment property	325	13%	32%	33%	10%	4%	8%	3.44
Other	13	15%	34%	27%	14%	0%	10%	3.55
DEPENDENT CHILDREN								
Yes	149	12%	35%	30%	7%	1%	15%	3.58
No	250	16%	28%	30%	11%	5%	10%	3.44
HOUSEHOLD INCOME								
\$20,000 or less	27	22%	30%	27%	5%	3%	13%	3.74
\$20,001-30,000	53	20%	26%	29%	10%	3%	12%	3.55
\$30,001-40,000	36	15%	31%	39%	7%	2%	6%	3.52
\$40,001-50,000	36	16%	26%	36%	5%	0%	17%	3.63
\$50,001-70,000	63	10%	42%	35%	7%	1%	5%	3.54
\$70,001-100,000	47	13%	32%	27%	6%	6%	16%	3.46
More than \$100,000	73	13%	38%	24%	15%	0%	10%	3.54
PERSONAL INCOME								
Less than \$15,000	53	21%	27%	27%	9%	3%	13%	3.63
\$15,001-25,000	56	20%	42%	24%	6%	0%	8%	3.82
\$25,001-30,000	28	13%	34%	30%	8%	9%	6%	3.37
\$30,001-40,000	32	24%	22%	45%	2%	0%	7%	3.73
\$40,001-50,000	34	13%	29%	44%	4%	6%	4%	3.39
\$50,001-70,000	42	10%	40%	27%	13%	0%	10%	3.53
More than \$70,000	65	11%	33%	23%	12%	1%	20%	3.51
NZ Maori	40	33%	22%	23%	4%	4%	14%	3.85
COUNCIL CONTACT								
Yes	154	14%	27%	32%	12%	5%	10%	3.37
No/Unsure	246	14%	33%	29%	8%	2%	14%	3.57
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	20%	34%	28%	7%	1%	10%	3.71
4 + 5 Not responsive at all	39	4%	14%	37%	20%	14%	11%	2.69

COMMUNICATION MATERIAL ON ITS LIBRARIES, THE ARTS AND MUSEUMS - THE COMMUNICATIONS ARE TIMELY

Using a 1-5 scale where 1 means, strongly agree, and 5 means, strongly disagree, to what extent do you agree or disagree with the following aspects of the communications and information the council provides on its Libraries, the Arts and Museums,

The communications are timely

								MEAN SCORE (scale reversed)
	Weighted base	1 Strongly agree	2	3	4	5 Strongly disagree	Unsure	Mean
All	400	22%	30%	26%	7%	1%	14%	3.74
Waikanae	95	23%	28%	22%	13%	1%	13%	3.69
Otaki	68	22%	30%	18%	7%	4%	19%	3.71
Paraparaumu	150	17%	32%	31%	4%	1%	15%	3.72
Paekakariki-Raumati South	87	29%	26%	27%	7%	1%	10%	3.85
AGE GROUP								
18-39	106	16%	29%	23%	10%	1%	21%	3.64
40-64	172	21%	32%	26%	7%	2%	12%	3.70
65-Plus	122	28%	27%	27%	6%	1%	11%	3.87
HOMEOWNERSHIP								
Renting	61	22%	32%	15%	8%	0%	23%	3.89
Own home/ Own investment property	325	23%	29%	28%	7%	1%	12%	3.72
Other	13	8%	44%	29%	4%	4%	11%	3.53
DEPENDENT CHILDREN								
Yes	149	24%	27%	26%	5%	2%	16%	3.79
No	250	21%	31%	26%	8%	1%	13%	3.71
HOUSEHOLD INCOME								
\$20,000 or less	27	41%	33%	14%	6%	0%	6%	4.16
\$20,001-30,000	53	26%	43%	21%	7%	0%	3%	3.91
\$30,001-40,000	36	27%	29%	25%	5%	2%	12%	3.84
\$40,001-50,000	36	22%	43%	16%	4%	0%	15%	3.99
\$50,001-70,000	63	19%	31%	32%	3%	0%	15%	3.77
\$70,001-100,000	47	16%	27%	32%	10%	0%	15%	3.57
More than \$100,000	73	16%	20%	33%	9%	2%	20%	3.49
PERSONAL INCOME								
Less than \$15,000	53	26%	33%	20%	5%	1%	15%	3.92
\$15,001-25,000	56	27%	43%	21%	2%	0%	7%	4.03
\$25,001-30,000	28	18%	47%	22%	6%	0%	7%	3.83
\$30,001-40,000	32	31%	26%	18%	12%	0%	13%	3.87
\$40,001-50,000	34	22%	25%	34%	7%	0%	12%	3.72
\$50,001-70,000	42	22%	33%	28%	6%	0%	11%	3.79
More than \$70,000	65	13%	19%	34%	10%	1%	23%	3.42
NZ Maori	40	23%	39%	20%	9%	2%	7%	3.78
COUNCIL CONTACT								
Yes	154	20%	32%	28%	5%	2%	13%	3.75
No/Unsure	246	23%	28%	24%	9%	1%	15%	3.73
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	25%	35%	24%	3%	0%	13%	3.95
4 + 5 Not responsive at all	39	16%	18%	34%	11%	5%	16%	3.36

COMMUNICATION MATERIAL ON ITS LIBRARIES, THE ARTS AND MUSEUMS - THE COMMUNICATIONS ARE EASY TO GET

Using a 1-5 scale where 1 means, strongly agree, and 5 means, strongly disagree, to what extent do you agree or disagree with the following aspects of the communications and information the council provides on its Libraries, the Arts and Museums,

The communications are easy to get

							MEAN SCORE (scale reversed)	
	Weighted base	1 Strongly agree	2	3	4	5 Strongly disagree	Unsure	Mean
All	400	25%	31%	24%	8%	3%	9%	3.74
Waikanae	95	24%	26%	29%	8%	3%	10%	3.68
Otaki	68	33%	26%	16%	7%	3%	15%	3.91
Paraparaumu	150	22%	39%	22%	9%	3%	5%	3.71
Paekakariki-Raumati South	87	24%	29%	29%	8%	1%	9%	3.73
AGE GROUP								
18-39	106	19%	37%	18%	8%	4%	14%	3.69
40-64	172	26%	30%	26%	10%	2%	6%	3.71
65-Plus	122	28%	28%	27%	7%	2%	8%	3.82
HOMEOWNERSHIP								
Renting	61	34%	32%	10%	7%	0%	17%	4.13
Own home/ Own investment property	325	23%	32%	27%	8%	3%	7%	3.70
Other	13	14%	19%	30%	33%	0%	4%	3.13
DEPENDENT CHILDREN								
Yes	149	25%	35%	20%	6%	3%	11%	3.81
No	250	25%	29%	27%	10%	2%	7%	3.71
HOUSEHOLD INCOME								
\$20,000 or less	27	48%	34%	12%	4%	0%	2%	4.29
\$20,001-30,000	53	33%	28%	25%	5%	0%	9%	3.98
\$30,001-40,000	36	16%	37%	24%	11%	8%	4%	3.44
\$40,001-50,000	36	39%	27%	23%	7%	0%	4%	4.03
\$50,001-70,000	63	28%	33%	24%	9%	1%	5%	3.80
\$70,001-100,000	47	18%	30%	27%	13%	4%	8%	3.49
More than \$100,000	73	16%	29%	25%	12%	4%	14%	3.50
PERSONAL INCOME								
Less than \$15,000	53	39%	29%	20%	4%	5%	3%	3.94
\$15,001-25,000	56	37%	28%	23%	7%	0%	5%	3.99
\$25,001-30,000	28	37%	37%	16%	8%	0%	2%	4.06
\$30,001-40,000	32	24%	39%	21%	12%	0%	4%	3.78
\$40,001-50,000	34	25%	27%	27%	14%	3%	4%	3.60
\$50,001-70,000	42	28%	28%	26%	11%	3%	4%	3.70
More than \$70,000	65	12%	23%	29%	10%	4%	22%	3.37
NZ Maori	40	27%	33%	17%	13%	5%	5%	3.68
COUNCIL CONTACT								
Yes	154	27%	31%	27%	7%	3%	5%	3.77
No/Unsure	246	23%	32%	22%	9%	3%	11%	3.72
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	32%	33%	29%	5%	0%	1%	3.93
4 + 5 Not responsive at all	39	19%	21%	21%	14%	9%	16%	3.32

COMMUNICATION MATERIAL ON ITS LIBRARIES, THE ARTS AND MUSEUMS - THE COMMUNICATIONS ENCOURAGE YOU TO TAKE PART OR GET INVOLVED

Using a 1-5 scale where 1 means, strongly agree, and 5 means, strongly disagree, to what extent do you agree or disagree with the following aspects of the communications and information the council provides on its Libraries, the Arts and Museums,

The communications encourage you to take part or get involved

							MEAN SCORE (scale reversed)	
	Weighted base	1 Strongly agree	2	3	4	5 Strongly disagree	Unsure	Mean
All	400	20%	29%	27%	10%	5%	9%	3.55
Waikanae	95	18%	30%	32%	7%	5%	8%	3.53
Otaki	68	22%	24%	23%	11%	8%	12%	3.46
Paraparaumu	150	19%	29%	25%	11%	6%	10%	3.50
Paekakariki-Raumati South	87	23%	32%	27%	8%	2%	8%	3.72
AGE GROUP								
18-39	106	21%	20%	22%	12%	9%	16%	3.39
40-64	172	21%	29%	30%	9%	4%	7%	3.59
65-Plus	122	18%	37%	27%	8%	3%	7%	3.61
HOMEOWNERSHIP								
Renting	61	23%	31%	23%	3%	6%	14%	3.72
Own home/ Own investment property	325	19%	29%	27%	11%	5%	9%	3.51
Other	13	31%	24%	31%	10%	0%	4%	3.79
DEPENDENT CHILDREN								
Yes	149	20%	24%	25%	9%	8%	14%	3.47
No	250	20%	32%	28%	10%	4%	6%	3.59
HOUSEHOLD INCOME								
\$20,000 or less	27	27%	31%	22%	6%	12%	2%	3.56
\$20,001-30,000	53	15%	39%	26%	8%	5%	7%	3.55
\$30,001-40,000	36	19%	34%	29%	16%	0%	2%	3.57
\$40,001-50,000	36	30%	37%	14%	6%	9%	4%	3.77
\$50,001-70,000	63	17%	29%	32%	10%	7%	5%	3.40
\$70,001-100,000	47	19%	28%	27%	7%	3%	16%	3.62
More than \$100,000	73	20%	19%	28%	12%	6%	15%	3.39
PERSONAL INCOME								
Less than \$15,000	53	23%	24%	27%	14%	11%	1%	3.35
\$15,001-25,000	56	25%	44%	21%	5%	2%	3%	3.89
\$25,001-30,000	28	24%	28%	19%	7%	8%	14%	3.60
\$30,001-40,000	32	19%	38%	31%	2%	8%	2%	3.61
\$40,001-50,000	34	19%	27%	30%	12%	7%	5%	3.43
\$50,001-70,000	42	21%	32%	28%	12%	0%	7%	3.67
More than \$70,000	65	13%	22%	25%	12%	7%	21%	3.29
NZ Maori	40	32%	21%	26%	2%	12%	7%	3.63
COUNCIL CONTACT								
Yes	154	22%	29%	28%	9%	5%	7%	3.59
No/Unsure	246	19%	29%	26%	10%	5%	11%	3.52
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	29%	35%	24%	7%	2%	3%	3.85
4 + 5 Not responsive at all	39	13%	13%	37%	16%	11%	10%	3.01

COMMUNICATION MATERIAL ON ITS LIBRARIES, THE ARTS AND MUSEUMS - THE COMMUNICATIONS ARE APPROPRIATE

Using a 1-5 scale where 1 means, strongly agree, and 5 means, strongly disagree, to what extent do you agree or disagree with the following aspects of the communications and information the council provides on its Libraries, the Arts and Museums,

The communications are appropriate

							MEAN SCORE (scale reversed)	
	Weighted base	1 Strongly agree	2	3	4	5 Strongly disagree	Unsure	Mean
All	400	25%	35%	22%	5%	3%	10%	3.83
Waikanae	95	24%	33%	22%	9%	3%	9%	3.71
Otaki	68	27%	26%	18%	6%	8%	15%	3.70
Paraparaumu	150	24%	41%	22%	5%	0%	8%	3.92
Paekakariki-Raumati South	87	26%	35%	27%	3%	1%	8%	3.88
AGE GROUP								
18-39	106	26%	34%	15%	8%	1%	16%	3.90
40-64	172	23%	37%	25%	5%	2%	8%	3.80
65-Plus	122	27%	33%	25%	5%	4%	6%	3.80
HOMEOWNERSHIP								
Renting	61	32%	24%	18%	9%	1%	16%	3.91
Own home/ Own investment property	325	23%	38%	23%	4%	3%	9%	3.81
Other	13	35%	20%	19%	17%	5%	4%	3.66
DEPENDENT CHILDREN								
Yes	149	27%	34%	19%	4%	3%	13%	3.90
No	250	24%	36%	24%	6%	3%	7%	3.79
HOUSEHOLD INCOME								
\$20,000 or less	27	54%	19%	10%	11%	4%	2%	4.10
\$20,001-30,000	53	18%	45%	25%	0%	8%	4%	3.66
\$30,001-40,000	36	20%	39%	35%	4%	0%	2%	3.75
\$40,001-50,000	36	40%	37%	12%	4%	2%	5%	4.15
\$50,001-70,000	63	26%	43%	18%	6%	0%	7%	3.95
\$70,001-100,000	47	25%	26%	20%	7%	0%	22%	3.89
More than \$100,000	73	17%	37%	24%	7%	1%	14%	3.72
PERSONAL INCOME								
Less than \$15,000	53	35%	28%	22%	9%	5%	1%	3.81
\$15,001-25,000	56	40%	40%	16%	1%	2%	1%	4.16
\$25,001-30,000	28	22%	43%	11%	6%	8%	10%	3.70
\$30,001-40,000	32	18%	44%	31%	5%	0%	2%	3.75
\$40,001-50,000	34	25%	40%	20%	4%	0%	11%	3.97
\$50,001-70,000	42	29%	41%	14%	4%	0%	12%	4.06
More than \$70,000	65	14%	32%	25%	7%	1%	21%	3.64
NZ Maori	40	32%	30%	15%	12%	6%	5%	3.74
COUNCIL CONTACT								
Yes	154	25%	38%	22%	6%	3%	6%	3.81
No/Unsure	246	25%	33%	23%	5%	2%	12%	3.83
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	30%	44%	20%	3%	1%	2%	4.03
4 + 5 Not responsive at all	39	15%	30%	28%	11%	6%	10%	3.41

COMMUNICATION MATERIAL ON SUPPORTING A SUSTAINABLE ENVIRONMENT - THE COMMUNICATIONS ARE TIMELY

Using a 1-5 scale where 1 means, strongly agree, and 5 means, strongly disagree, to what extent do you agree or disagree with the following aspects of the communications and information the council provides on supporting a sustainable environment,

The communications are timely

								MEAN SCORE (scale reversed)
	Weighted base	1 Strongly agree	2	3	4	5 Strongly disagree	Unsure	Mean
All	400	14%	30%	29%	11%	4%	12%	3.44
Waikanae	95	8%	30%	27%	12%	10%	13%	3.16
Otaki	68	14%	33%	26%	7%	7%	13%	3.44
Paraparaumu	150	16%	26%	33%	12%	2%	11%	3.47
Paekakariki-Raumati South	87	19%	35%	27%	11%	0%	8%	3.69
AGE GROUP								
18-39	106	15%	31%	29%	10%	2%	13%	3.54
40-64	172	10%	34%	33%	10%	4%	9%	3.41
65-Plus	122	19%	25%	23%	13%	7%	13%	3.42
HOMEOWNERSHIP								
Renting	61	17%	20%	23%	17%	5%	18%	3.33
Own home/ Own investment property	325	14%	32%	31%	9%	4%	10%	3.46
Other	13	13%	27%	36%	10%	0%	14%	3.51
DEPENDENT CHILDREN								
Yes	149	12%	34%	32%	8%	1%	13%	3.54
No	250	16%	28%	27%	12%	6%	11%	3.39
HOUSEHOLD INCOME								
\$20,000 or less	27	31%	32%	26%	11%	0%	0%	3.82
\$20,001-30,000	53	15%	35%	31%	8%	7%	4%	3.44
\$30,001-40,000	36	8%	27%	41%	11%	2%	11%	3.31
\$40,001-50,000	36	26%	24%	29%	8%	6%	7%	3.63
\$50,001-70,000	63	17%	36%	31%	10%	0%	6%	3.63
\$70,001-100,000	47	13%	24%	28%	2%	3%	30%	3.60
More than \$100,000	73	9%	36%	27%	20%	3%	5%	3.29
PERSONAL INCOME								
Less than \$15,000	53	26%	36%	29%	5%	1%	3%	3.83
\$15,001-25,000	56	23%	33%	32%	5%	3%	4%	3.70
\$25,001-30,000	28	9%	38%	23%	7%	8%	15%	3.40
\$30,001-40,000	32	16%	29%	29%	11%	2%	13%	3.53
\$40,001-50,000	34	17%	28%	33%	11%	5%	6%	3.43
\$50,001-70,000	42	9%	36%	35%	12%	2%	6%	3.39
More than \$70,000	65	8%	25%	34%	15%	2%	16%	3.27
NZ Maori	40	12%	17%	47%	17%	2%	5%	3.20
COUNCIL CONTACT								
Yes	154	12%	31%	30%	13%	4%	10%	3.40
No/Unsure	246	16%	30%	28%	9%	5%	12%	3.47
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	17%	38%	25%	11%	1%	8%	3.62
4 + 5 Not responsive at all	39	8%	16%	42%	16%	7%	11%	3.00

COMMUNICATION MATERIAL ON SUPPORTING A SUSTAINABLE ENVIRONMENT - THE COMMUNICATIONS ARE EASY TO GET

Using a 1-5 scale where 1 means, strongly agree, and 5 means, strongly disagree, to what extent do you agree or disagree with the following aspects of the communications and information the council provides on supporting a sustainable environment,

The communications are easy to get

								MEAN SCORE (scale reversed)
	Weighted base	1 Strongly agree	2	3	4	5 Strongly disagree	Unsure	Mean
All	400	16%	32%	27%	12%	5%	8%	3.48
Waikanae	95	8%	28%	33%	13%	9%	9%	3.16
Otaki	68	17%	32%	27%	8%	6%	10%	3.51
Paraparaumu	150	17%	31%	29%	13%	4%	6%	3.49
Paekakariki-Raumati South	87	22%	40%	17%	14%	0%	7%	3.77
AGE GROUP								
18-39	106	17%	33%	23%	12%	5%	10%	3.51
40-64	172	14%	34%	31%	12%	3%	6%	3.47
65-Plus	122	19%	29%	25%	13%	6%	8%	3.46
HOMEOWNERSHIP								
Renting	61	21%	29%	14%	19%	4%	13%	3.52
Own home/ Own investment property	325	16%	33%	29%	10%	5%	7%	3.48
Other	13	7%	33%	43%	13%	0%	4%	3.37
DEPENDENT CHILDREN								
Yes	149	15%	38%	27%	9%	2%	9%	3.58
No	250	17%	29%	27%	14%	6%	7%	3.41
HOUSEHOLD INCOME								
\$20,000 or less	27	24%	42%	21%	5%	5%	3%	3.77
\$20,001-30,000	53	21%	32%	33%	8%	4%	2%	3.57
\$30,001-40,000	36	8%	47%	28%	11%	2%	4%	3.49
\$40,001-50,000	36	32%	29%	19%	12%	2%	6%	3.83
\$50,001-70,000	63	19%	28%	32%	12%	2%	7%	3.51
\$70,001-100,000	47	11%	30%	35%	3%	2%	19%	3.55
More than \$100,000	73	13%	35%	22%	23%	4%	3%	3.32
PERSONAL INCOME								
Less than \$15,000	53	24%	34%	28%	7%	4%	3%	3.71
\$15,001-25,000	56	32%	27%	37%	1%	1%	2%	3.89
\$25,001-30,000	28	23%	42%	21%	2%	6%	6%	3.80
\$30,001-40,000	32	17%	36%	23%	16%	2%	6%	3.54
\$40,001-50,000	34	11%	38%	28%	17%	2%	4%	3.41
\$50,001-70,000	42	10%	35%	33%	8%	6%	8%	3.39
More than \$70,000	65	9%	33%	22%	19%	4%	13%	3.26
NZ Maori	40	13%	16%	42%	21%	5%	3%	3.11
COUNCIL CONTACT								
Yes	154	18%	31%	25%	13%	5%	8%	3.47
No/Unsure	246	16%	33%	28%	11%	4%	8%	3.48
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	23%	36%	21%	13%	0%	7%	3.73
4 + 5 Not responsive at all	39	7%	19%	29%	16%	18%	11%	2.79

COMMUNICATION MATERIAL ON SUPPORTING A SUSTAINABLE ENVIRONMENT - THE COMMUNICATIONS ENCOURAGE YOU TO TAKE PART OR GET INVOLVED

Using a 1-5 scale where 1 means, strongly agree, and 5 means, strongly disagree, to what extent do you agree or disagree with the following aspects of the communications and information the council provides on supporting a sustainable environment,

The communications encourage you to take part or get involved

								MEAN SCORE (scale reversed)
	Weighted base	1 Strongly agree	2	3	4	5 Strongly disagree	Unsure	Mean
All	400	16%	30%	27%	12%	8%	7%	3.35
Waikanae	95	10%	29%	28%	13%	12%	8%	3.13
Otaki	68	12%	30%	29%	8%	11%	10%	3.26
Paraparaumu	150	19%	22%	30%	17%	7%	5%	3.30
Paekakariki-Raumati South	87	19%	43%	21%	4%	5%	8%	3.74
AGE GROUP								
18-39	106	14%	26%	28%	13%	9%	10%	3.26
40-64	172	13%	36%	25%	12%	7%	7%	3.39
65-Plus	122	20%	24%	30%	10%	10%	6%	3.36
HOMEOWNERSHIP								
Renting	61	20%	26%	22%	16%	5%	11%	3.46
Own home/ Own investment property	325	14%	31%	28%	11%	9%	7%	3.32
Other	13	19%	18%	42%	13%	0%	8%	3.47
DEPENDENT CHILDREN								
Yes	149	14%	27%	31%	13%	6%	9%	3.35
No	250	17%	31%	25%	11%	10%	6%	3.35
HOUSEHOLD INCOME								
\$20,000 or less	27	40%	17%	24%	19%	0%	0%	3.79
\$20,001-30,000	53	12%	42%	26%	9%	7%	4%	3.44
\$30,001-40,000	36	11%	39%	36%	4%	8%	2%	3.42
\$40,001-50,000	36	24%	27%	26%	12%	6%	5%	3.54
\$50,001-70,000	63	13%	35%	23%	12%	9%	8%	3.33
\$70,001-100,000	47	14%	23%	37%	4%	5%	17%	3.45
More than \$100,000	73	14%	31%	20%	22%	8%	5%	3.23
PERSONAL INCOME								
Less than \$15,000	53	30%	21%	25%	13%	10%	1%	3.49
\$15,001-25,000	56	28%	33%	24%	6%	6%	3%	3.72
\$25,001-30,000	28	7%	34%	44%	8%	2%	5%	3.38
\$30,001-40,000	32	21%	44%	20%	4%	9%	2%	3.63
\$40,001-50,000	34	12%	32%	21%	21%	8%	6%	3.20
\$50,001-70,000	42	6%	34%	36%	12%	4%	8%	3.30
More than \$70,000	65	10%	31%	21%	15%	9%	14%	3.23
NZ Maori	40	21%	26%	22%	14%	14%	3%	3.25
COUNCIL CONTACT								
Yes	154	13%	35%	23%	12%	10%	7%	3.31
No/Unsure	246	17%	26%	30%	12%	8%	7%	3.37
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	16%	44%	16%	11%	7%	6%	3.54
4 + 5 Not responsive at all	39	11%	18%	29%	13%	19%	10%	2.88

COMMUNICATION MATERIAL ON SUPPORTING A SUSTAINABLE ENVIRONMENT - THE COMMUNICATIONS ARE APPROPRIATE

Using a 1-5 scale where 1 means, strongly agree, and 5 means, strongly disagree, to what extent do you agree or disagree with the following aspects of the communications and information the council provides on supporting a sustainable environment,

The communications are appropriate

							MEAN SCORE (scale reversed)	
	Weighted base	1 Strongly agree	2	3	4	5 Strongly disagree	Unsure	Mean
All	400	20%	28%	30%	8%	4%	10%	3.58
Waikanae	95	16%	25%	30%	10%	4%	15%	3.44
Otaki	68	19%	26%	27%	10%	7%	11%	3.43
Paraparaumu	150	20%	28%	33%	9%	3%	7%	3.56
Paekakariki-Raumati South	87	26%	33%	26%	5%	1%	9%	3.87
AGE GROUP								
18-39	106	23%	26%	26%	8%	4%	13%	3.66
40-64	172	16%	31%	34%	9%	3%	7%	3.52
65-Plus	122	23%	26%	27%	8%	5%	11%	3.59
HOMEOWNERSHIP								
Renting	61	31%	18%	23%	7%	6%	15%	3.72
Own home/ Own investment property	325	17%	31%	31%	8%	4%	9%	3.55
Other	13	35%	10%	32%	11%	0%	12%	3.78
DEPENDENT CHILDREN								
Yes	149	21%	31%	28%	7%	2%	11%	3.70
No	250	19%	27%	31%	9%	5%	9%	3.51
HOUSEHOLD INCOME								
\$20,000 or less	27	44%	22%	29%	2%	3%	0%	4.02
\$20,001-30,000	53	23%	31%	34%	4%	2%	6%	3.73
\$30,001-40,000	36	19%	31%	30%	5%	3%	12%	3.67
\$40,001-50,000	36	29%	27%	31%	4%	4%	5%	3.78
\$50,001-70,000	63	16%	38%	25%	9%	1%	11%	3.67
\$70,001-100,000	47	20%	26%	26%	2%	1%	25%	3.83
More than \$100,000	73	16%	26%	32%	19%	4%	3%	3.31
PERSONAL INCOME								
Less than \$15,000	53	33%	29%	27%	3%	2%	6%	3.92
\$15,001-25,000	56	36%	24%	33%	0%	2%	5%	3.97
\$25,001-30,000	28	19%	36%	22%	3%	2%	18%	3.81
\$30,001-40,000	32	29%	36%	21%	2%	2%	10%	3.97
\$40,001-50,000	34	14%	26%	40%	11%	5%	4%	3.34
\$50,001-70,000	42	13%	40%	24%	14%	0%	9%	3.57
More than \$70,000	65	9%	27%	33%	12%	4%	15%	3.27
NZ Maori	40	28%	16%	39%	12%	2%	3%	3.59
COUNCIL CONTACT								
Yes	154	18%	28%	29%	11%	3%	11%	3.52
No/Unsure	246	21%	28%	31%	7%	4%	9%	3.62
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	90	22%	35%	24%	8%	2%	9%	3.74
4 + 5 Not responsive at all	39	7%	16%	38%	22%	7%	10%	2.96