

# Kāpiti Coast District Council Resident Opinion Survey Report

June 2014



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## Contents

1. Introduction, Methodology and Objectives.....	4
1.1. Introduction .....	4
1.2. Methodology.....	4
1.3. Research Objectives .....	4
2. Executive Summary.....	5
2.1. Summary of Performance .....	5
2.2. Service Performance Index .....	6
2.3. Council Services and Activities .....	8
2.4. Suitability of Services Provided .....	11
2.5. Overall Satisfaction with Council Performance .....	12
2.6. Priorities for Improvement by Ward.....	13
2.7. Service Performance by Ward.....	14
2.8. Activity Performance by Ward .....	15
3. Council Services.....	16
3.1. Satisfaction with services provided .....	16
3.2. Importance of services provided .....	17
3.3. Focus Areas for Council Services.....	18
4. Detailed Findings of Services Provided .....	19
5. Council Activities.....	39
5.1. Perceptions of Council Activities.....	39
5.2. Importance of Council Activities .....	40
5.3. Focus Areas for Council Activities .....	41
6. Detailed Findings of Council Activities .....	42
7. Council Contact .....	51
7.1. Contact with Council .....	51
7.2. Responsiveness of Council .....	51
7.3. Sources of Information about Council .....	52
8. Civil Defence.....	53
9. Waste Minimisation .....	53
10. Findings by Ward .....	54
10.1. Paraparaumu.....	54
Satisfaction with services provided .....	54
Importance of services provided .....	55

Focus Areas for Council Services.....	56
Perceptions of Council Activities.....	57
Importance of Council Activities .....	58
Focus Areas for Council Activities .....	59
10.2. Paekākāriki-Raumati South .....	60
Satisfaction with services provided .....	60
Importance of services provided .....	61
Focus Areas for Council Services.....	62
Perceptions of Council Activities.....	63
Importance of Council Activities .....	64
Focus Areas for Council Activities .....	65
10.3. Ōtaki.....	66
Satisfaction with services provided .....	66
Importance of services provided .....	67
Focus Areas for Council Services.....	68
Perceptions of Council Activities.....	69
Importance of Council Activities .....	70
Focus Areas for Council Activities .....	71
10.4. Waikanae .....	72
Satisfaction with services provided .....	72
Importance of services provided .....	73
Focus Areas for Council Services.....	74
11. ....	74
Perceptions of Council Activities.....	75
Importance of Council Activities .....	76
Focus Areas for Council Activities .....	77
11. Sample Profile .....	78

# **1. Introduction, Methodology and Objectives**

## **1.1. Introduction**

Kāpiti Coast District Council commissioned Key Research to undertake the 2014 Resident Opinion Survey of residents within its area of jurisdiction.

The purpose of this survey is to assess Council performance across a wide range of services and activities, to determine satisfaction levels and provide accurate information for the prioritisation of these services and facilities. An important function of the study is to assess any strategic shifts in perceptions or levels of satisfaction.

## **1.2. Methodology**

This study consisted of **400** interviews with residents in the Kāpiti Coast District. The interviews were conducted by telephone.

Interviewing took place between 1 May and 26 May 2014.

The overall results have a margin of error of +/- 4.9% at the 95% confidence level.

Quotas were used and weighting was applied to ensure the sample of respondents represented the demographics of the area.

The following steps were taken to ensure objectivity, validity and reliability of the study:

- The questionnaire has been revised from previous annual surveys, whilst ensuring comparability between this and previous survey results;
- The questionnaire was revised by executives from Key Research in partnership with Kāpiti Coast District Council;
- All interviews were conducted by trained and experienced Key Research interviewers.

## **1.3. Research Objectives**

The research objectives of this survey were to:

- Measure resident satisfaction with key activities that the Council is responsible for, so that residents' change of perception against existing baseline results can be measured;
- Provide insights into how the Council can best invest its resources to improve service levels and resident satisfaction in the future, particularly for core activities.

## 2. Executive Summary

### 2.1 Summary of Performance

#### Satisfaction

When comparing satisfaction with services and activities to previous survey results (p10), the service with the greatest increase from previous survey results is *The opening hours of swimming pools* with an increase of 19 percentage points in 2014 (excluding don't know and neither responses) although this was last surveyed in August 2010. *Council's level of support for groups involved in health and wellbeing* is the service with the second greatest increase in satisfaction levels, with an increase of 8 percentage points. The service with the highest percentage of respondents stating that they are satisfied or very satisfied is *The comfort and convenience of libraries* (98%), closely followed by *The standard of library books and services* (97%).

#### Dissatisfaction

Respondents' satisfaction with Council services regarding water supply have significantly decreased since previous survey results. *The water delivered by the Council supply is of an acceptable quality* has decreased by 32 percentage points, while *The reliability of Council's water supply* has decreased by 35 percentage points. Reasons for dissatisfaction include comments on the taste, dissatisfaction with bore water, dissatisfaction with fluoride, unreliability of the water supply and residents not supporting Council metering the water (see pp61-66 and pp111-115 of the 'Additional Information' report).

The service with the lowest percentage of respondents stating that they are satisfied or very satisfied is *Bylaw enforcement* (40%). The dominant reason for dissatisfaction was the native tree prosecution in Otaki with people concerned about Council's attitude and approach and perceived unwillingness to look for less severe solutions. Other reasons for dissatisfaction related to lack of enforcement of beach bylaws, in particular vehicles on beaches, and dogs running free (see pp86-89 of the 'Additional Information' report).

#### Most important

The service with the highest importance rating is *The reliability of Council's water supply* (mean rating of 4.65 against a maximum possible score of 5). The activity with the highest importance rating is *The water delivered by the Council is of an acceptable quality* (mean rating of 4.76). There have been significant increases in recent years in the importance of two activities. The importance mean rating for *The public's physical safety is safeguarded by the stormwater system during flooding events* has increased from just over 4.2 in the August 2010 survey through to just over 4.6 this year. The importance mean rating for *Council's road safety programme is improving the safety environment for your own and your children's travel* has increased from just over 3.9 to 4.4 over the same period. These results suggest a significant change in public perception of these issues over the past four years.

#### Least important

The least important service is *The facilities and services provided by the Coastlands Aquatic Centre* (mean rating of 3.49). This is strongly affected by this service showing as least important for residents of Ōtaki (2.80) and Waikanae (3.42), while it is a little more important for residents of Paraparaumu (3.71) and Paekākāriki-Raumati (3.56).

## 2.2. Service Performance Index

The Service Performance Index<sup>1</sup> identifies the services and activities with the greatest need for focus from Council and those that, according to the perceptions of residents, would be areas Council can best invest its resources. Those services and activities with the highest Service Performance Index's are:

### *The reliability of Council's water supply*

Dissatisfied respondents stated that the water doesn't taste good, is not reliable and they are not happy with the Council metering the water. Respondents from Ōtaki have a higher level of satisfaction (a mean rating<sup>2</sup> of 3.46 out of 5) than the other Wards, Paraparaumu, Paekākāriki – Raumati and Waikanae which have a significantly lower level of satisfaction (between 2.56 and 3.03)

### *The water delivered by the Council supply is of an acceptable quality*

Dissatisfied respondents stated that they are unhappy with the overall quality and the taste of bore water. Similar to *The reliability of Council's water supply*, that dissatisfaction is focused in, Paraparaumu, Paekākāriki – Raumati and Waikanae which have particularly low levels of agreement (between 2.84 and 3.07). Respondents from Ōtaki have a significantly higher level of agreement (a mean rating of 3.81 out of 5), indeed it is the highest level of satisfaction for any service/activity in Ōtaki.

### *Bylaw enforcement*

Reasons for dissatisfaction with *Bylaw enforcement* include comments on a lack of communication from Council, the tree prosecution in Ōtaki and restrictions on pruning native trees. Satisfaction ratings for *Bylaw enforcement* are similar between Wards (between 2.61 and 2.82).

### *The transport corridor is designed to meet the needs of mobility scooter users*

Reasons for disagreement in regards to this statement were the impact of the high level of road-works and the unevenness and narrowness of footpaths. Levels of agreement are similar between Wards (2.73 – 3.10).

### *That Town Centres have high-quality public spaces and facilities*

Dissatisfaction with this attribute is not severe (a mean rating between 3.05 and 3.45) but it is seen as one of the more important services across all Wards (mean importance rating of 4.33 to 4.55).

### *Council's road safety programme is improving the safety environment for your own or your children's travel*

Reasons for disagreement included lack of crossings on some major roads and lack of footpaths, as well as views that road safety shouldn't be a Council function.

Those with the lowest Service Performance Index and that are least in need of new investment as perceived by residents are:

- *The availability of community halls;*
- *The comfort and convenience of libraries;*
- *The opening hours of swimming pools.*

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

<sup>2</sup> The mean rating is calculated by taking the weighted sum of the data for each question on a scale of 1 to 5, and then dividing the sum by the total number of responses to the question.

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

Service Attribute	Index Score
The reliability of Council's water supply	1.61
The water delivered by the Council supply is of an acceptable quality	1.56
Bylaw enforcement	1.42
The transport corridor is designed to meet the needs of mobility scooter users including seating	1.39
That Town Centres have high-quality public spaces and facilities	1.33
Council's road safety programme is improving the safety environment for your own or your children's travel	1.33
Council's support for youth	1.32
That public toilets are well maintained and functional	1.30
Council's support for business	1.25
The public's physical safety is safeguarded by the stormwater system during flooding events	1.25
The transport network contributes positively to your ability to be part of your community	1.23
The range of services Council provides to restore natural environments	1.23
Cyclists can freely choose the way they travel	1.21
The standard of urban kerbside rubbish and recycling collection services	1.19
Council's level of support for groups involved in health and wellbeing	1.19
Car drivers can freely choose the way they travel	1.19
The transport corridor meets your needs	1.18
Pedestrians can freely choose the way they travel	1.16
That sportsgrounds and associated toilet/changing facilities are available at suitable times	1.13
The network of pathways for cycling, walking and bridle ways	1.11
The range of different active recreation opportunities available in the cycling, walking and bridle ways facilities	1.08
The range, variety and character of Council owned parks and open spaces	1.07
The range, variety and character of Council-owned cycling, walking and bridle ways facilities	1.07
The standard of library services and book stocks	1.03
The facilities and services provided by the Coastlands Aquatic Centre	1.00
The standard of beach signage	1.00
The availability of community halls	0.99
The comfort and convenience of libraries	0.95
The opening hours of swimming pools	0.90

An index score below 1 indicates that Council could be over delivering on the service or activity relative to other areas given that the level of satisfaction is greater than the level of importance of the service or activity.

## 2.3. Council Services and Activities

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

- *That sportsgrounds and associated toilet/changing facilities are available at suitable times*
- *The standard of urban kerbside rubbish and recycling collection services*
- *The standard of library services and book stocks*
- *The public's physical safety is safeguarded by the stormwater system during flooding events*
- *The transport network contributes positively to your ability to be part of your community*
- *Car drivers can freely choose the way they travel*
- *Pedestrians can freely choose the way they travel*
- *The transport corridor meets your needs*

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

- *That public toilets are well maintained and functional*
- *That Town Centres have high-quality public spaces and facilities*
- *The reliability of Council's water supply*
- *Council's support for youth*
- *The water delivered by the Council supply is of an acceptable quality*
- *Council's road safety programme is improving the safety environment for your own or your children's travel*

The most important Council service or activity to respondents are *The water delivered by the Council supply is of an acceptable quality* (mean rating of 4.76) which had an agreement mean rating of 3.06, *The reliability of Council's water supply* (mean rating of 4.65) which had a satisfaction mean rating of 2.89 and *The public's physical safety is safeguarded by the stormwater system during flooding events* (mean rating of 4.62) which had a satisfaction mean rating of 3.69.

Respondents are most satisfied with *The comfort and convenience of libraries* (satisfaction mean rating of 4.31) and *The standard of library services and book stocks* (satisfaction mean rating of 4.06).



## Summary of Performance



1. The network of pathways for cycling, walking and bridle ways
2. The range, variety and character of Council-owned CWB facilities
3. The range of different active recreation opportunities available in the CWB facilities
4. That public toilets are well maintained and functional
5. That Town Centres have high-quality public spaces and facilities
6. That sportsgrounds and associated toilet/changing facilities are available at suitable times
7. The opening hours of swimming pools
8. The facilities and services provided by the Coastlands Aquatic Centre
9. The range, variety and character of Council owned parks and open spaces

10. The reliability of Council's water supply
11. The standard of urban kerbside rubbish and recycling collection services
12. Council's support for business
13. The range of services Council provides to restore natural environments
14. The standard of beach signage
15. Council's level of support for groups involved in health and wellbeing
16. Council's support for youth
17. The availability of community halls
18. Bylaw enforcement
19. The comfort and convenience of libraries
20. The standard of library services and book stocks

21. The public's physical safety is safeguarded by the stormwater system during flooding events
22. The water delivered by the Council supply is of an acceptable quality
23. Council's road safety programme is improving the safety environment for your own or your children's travel
24. The transport network contributes positively to your ability to be part of your community
25. Car drivers can freely choose the way they travel
26. Cyclists can freely choose the way they travel
27. Pedestrians can freely choose the way they travel
28. The transport corridor is designed to meet the needs of mobility scooter users including seating
29. The transport corridor meets your needs

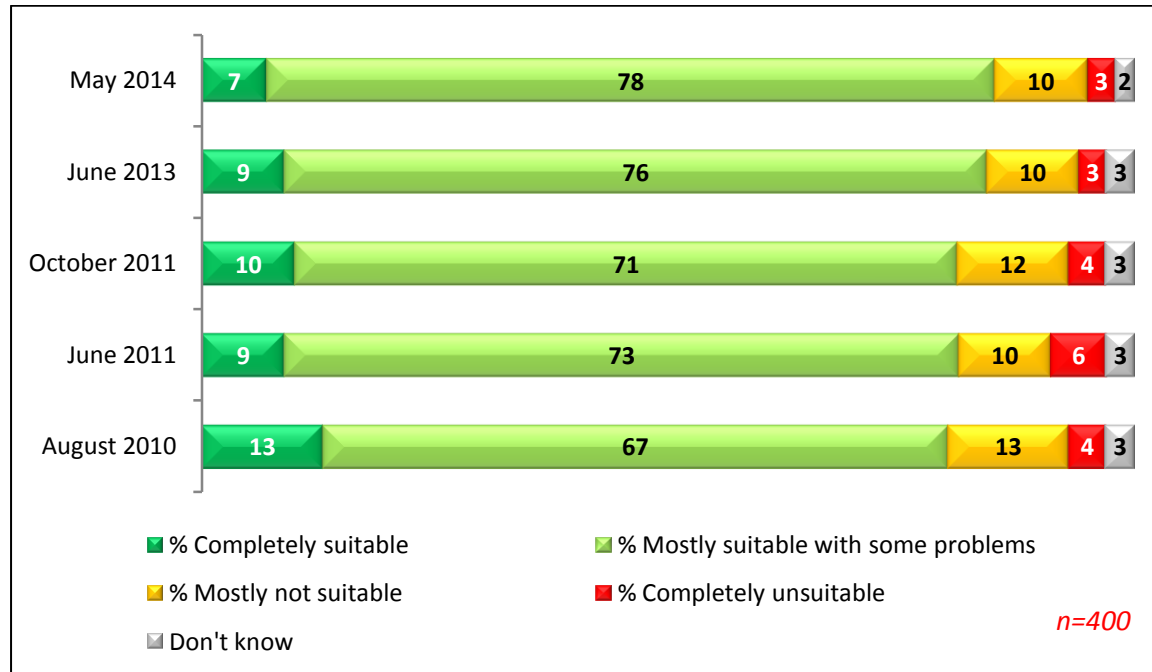
Service Attribute	Previous year Percentage satisfied/agreed (4-5) excluding Don't know and Neither	2014 Percentage satisfied/agreed (4-5) excluding Don't know and Neither	Percentage point increase/decrease (2014 – Previous year)
The comfort and convenience of libraries	-	98%	-
The standard of library services and book stocks	95%	97%	2%
The range, variety and character of Council owned parks and open spaces	96%	93%	-3%
The availability of community halls	90%	88%	-2%
The opening hours of swimming pools	69%	88%	19%
The transport corridor meets your needs	-	87%	-
Pedestrians can freely choose the way they travel	-	87%	-
That sportsgrounds and associated toilet/changing facilities are available at suitable times	-	87%	-
The standard of beach signage	88%	87%	-1%
The public's physical safety is safeguarded by the stormwater system during flooding events	92%	83%	-9%
The standard of urban kerbside rubbish and recycling collection services	87%	82%	-5%
Car drivers can freely choose the way they travel	-	82%	-
The range, variety and character of Council-owned cycling, walking and bridle ways facilities	-	82%	-
The network of pathways for cycling, walking and bridle ways	89%	80%	-9%
The range of different active recreation opportunities available in the cycling, walking and bridle ways facilities	-	79%	-
The transport network contributes positively to your ability to be part of your community	-	75%	-
That public toilets are well maintained and functional	91%	74%	-17%
The facilities and services provided by the Coastlands Aquatic Centre	-	74%	-
Council's level of support for groups involved in health and wellbeing	64%	72%	8%
The range of services Council provides to restore natural environments	76%	71%	-5%
That Town Centres have high-quality public spaces and facilities	81%	70%	-11%
Cyclists can freely choose the way they travel	-	69%	-
Council's road safety programme is improving the safety environment for your own or your children's travel	81%	67%	-14%
Council's support for youth	59%	58%	-1%
The water delivered by the Council supply is of an acceptable quality	88%	56%	-32%
Council's support for business	50%	53%	3%
The reliability of Council's water supply	82%	47%	-35%
The transport corridor is designed to meet the needs of mobility scooter users including seating	-	47%	-
Bylaw enforcement	-	40%	-

Previous surveys were conducted in August 2010, June 2011, October 2011 and June 2013. The table above presents the percentage satisfied excluding don't know and neutral. This provides a satisfaction measure that represents the proportion of residents who held a clear perception that they were satisfied with the service or activity, compared to those who were clearly dissatisfied.

## 2.4. Suitability of Services Provided

The percentage of respondents stating that services provided by the Kāpiti Coast District Council are completely or mostly suitable has remained steady when compared to the 2013 study (85%). This has increased from previous studies, October 2011 (81%), June 2011 (82%) and August 2010 (80%).

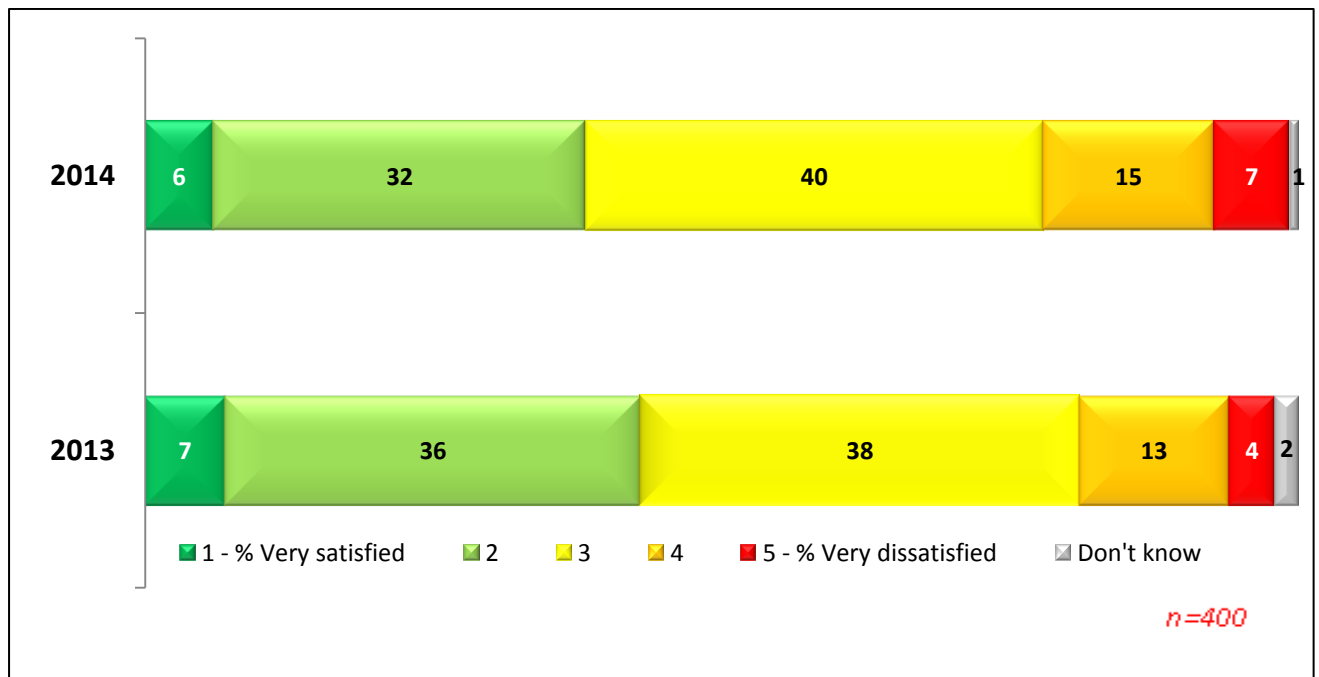
*Q. In terms of meeting the needs of residents of Kāpiti, would you say the services provided by the Kāpiti Coast District Council are:*



## 2.5. Overall Satisfaction with Council Performance

Almost four out of ten respondents (38%) stated that they are very satisfied or satisfied with the overall performance of Kāpiti Coast District Council. Overall satisfaction for 2014 has decreased by 5 percentage points when compared to the 2013 survey.

*Q. Now, thinking about everything Kāpiti District Council has done over the last 12 months and what you have experienced of its services and facilities, how satisfied, or dissatisfied are you with its overall performance?*



## 2.6. Priorities for Improvement by Ward

The table below details the Council Services and Activities plotted in the Priorities for improvement quadrant for each of the Wards. Each service/activity attribute is ranked in order of its Service Performance Index (SPI = Importance of X/ Performance of X - where the latter is the measure of either satisfaction or agreement). Thus the higher the index score the lower the Council's performance on that service/activity relative to its perceived importance.

The key results are:

- *The reliability of Council's water supply* features strongly for all four wards
- *The water delivered by Council is of an acceptable quality* is only in the Priorities for improvement quadrant for Paraparaumu and Paekākāriki-Raumati but features very strongly there with SPI scores of 1.67 and 1.65, respectively.
- *That Town Centres have high-quality public spaces and facilities* shows up as a critical issue for all four wards.
- *Council's support for youth* features for three of the four wards (not for Waikanae)
- *The range of services Council provides to restore natural environments* is in the Priorities for improvement quadrant for Paekākāriki-Raumati and Ōtaki.
- *That public toilets are well maintained and functional* is a critical issue for Paraparaumu and Ōtaki

Service/Activity Attribute by Ward	Index Score
<b>Paraparaumu (page 55)</b>	
The reliability of Council's water supply	1.85
The water delivered by Council is of an acceptable quality	1.67
That public toilets are well maintained and functional	1.46
Council's support for youth	1.33
That Town Centres have high-quality public spaces and facilities	1.30
<b>Paekākāriki-Raumati South (page 61)</b>	
The water delivered by Council is of an acceptable quality	1.65
The reliability of Council's water supply	1.57
That Town Centres have high-quality public spaces and facilities	1.49
Council's support for youth	1.47
Council's road safety programme is improving the safety environment for your own or your children's travel	1.36
Council's level of support for groups involved in health and wellbeing	1.33
The range of services Council provides to restore natural environments	1.27
The network of pathways for cycling walking and bridleways	1.18
<b>Ōtaki (page 67)</b>	
That public toilets are well maintained and functional	1.33
The range of services Council provides to restore natural environments	1.33
The reliability of Council's water supply	1.32
That Town Centres have high-quality public spaces and facilities	1.28
Council's support for youth	1.28
<b>Waikanae (page 73)</b>	
The reliability of Council's water supply	1.47
That Town Centres have high-quality public spaces and facilities	1.27
The range of services Council provides to restore natural environments	1.21

## 2.7. Service Performance by Ward

The table below details the highest and lowest Service Performance and Importance measures by Ward. The key results are:

- *The comfort and convenience of Libraries* has the highest satisfaction score in all wards.
- *The reliability of Council's water supply* features as the most important service for three wards (highest Importance mean rating) and is the second highest in the fourth but records consistently low satisfaction across all wards.
- *Bylaw enforcement* and *Council's support for business* are consistently low on satisfaction measures across all wards but are of only modest importance and so don't show up as Priorities for improvement in the table on the previous page.
- *The facilities and service provided by the Coastlands Aquatic Centre* had the lowest importance rating, unsurprisingly, for residents in Ōtaki and Waikanae. This will have dragged the district wide importance ranking down for this attribute.

Service Attribute by Ward	Satisfaction mean rating	Importance mean rating
<b>Paraparaumu</b>		
The comfort and convenience of Libraries	4.29	4.03
The opening hours of swimming pools	3.81	3.48
The reliability of Council's water supply	2.56	4.74
<b>Paekākāriki-Raumati</b>		
The comfort and convenience of Libraries	4.17	4.05
The standard of beach signage	3.58	3.50
The reliability of Council's water supply	3.01	4.72
Council's support for business	2.81	3.61
<b>Ōtaki</b>		
The comfort and convenience of Libraries	4.43	4.20
The facilities and services provided by the Coastlands Aquatic Centre	3.57	2.80
The reliability of Council's water supply	3.46	4.56
Bylaw enforcement	2.61	4.00
<b>Waikanae</b>		
The comfort and convenience of Libraries	4.41	4.08
The standard of urban kerbside rubbish and recycling collection services	3.90	4.52
The facilities and services provided by the Coastlands Aquatic Centre	3.56	3.42
Bylaw enforcement	2.62	3.95
<i>The mean rating is calculated by taking the sum of the data for each question on a scale of 1 to 5, and then dividing the sum by the total number of responses to the question.</i>		

Key	
	= Top Satisfaction and Importance
	= Bottom Satisfaction
	= Bottom Importance

## 2.8. Activity Performance by Ward

The table below details the highest and lowest Activity Performance and Importance measures by Ward. The key results are:

- *Pedestrians can freely choose the way they travel* has the highest satisfaction score in three of the four wards.
- *The water delivered by the Council supply is of an acceptable quality* has the lowest satisfaction score in Paraparaumu and Waikanae, and a relatively low ranking in Paekākāriki-Raumati, but has the highest satisfaction rating in Ōtaki.
- *The transport corridor is designed to meet the needs of mobility scooter users, including seating* has the lowest satisfaction scores in Paekākāriki-Raumati and Ōtaki and has low satisfaction scores in the other two Wards, but also has consistently low importance scores and so does not show up in the 'Priorities for Improvement' list on page 13.

Activity Attribute by Ward	Satisfaction mean rating	Importance mean rating
<b>Paraparaumu</b>		
Pedestrians can freely choose the way they travel	3.80	4.40
The transport corridor is designed to meet the needs of mobility scooter users, including seating.	2.92	4.09
The water delivered by the Council supply is of an acceptable quality	2.84	4.73
<b>Paekākāriki-Raumati</b>		
Pedestrians can freely choose the way they travel	3.71	4.45
The water delivered by the Council supply is of an acceptable quality	2.94	4.85
The transport corridor is designed to meet the needs of mobility scooter users, including seating.	2.73	4.08
<b>Ōtaki</b>		
The water delivered by the Council supply is of an acceptable quality	3.81	4.79
The transport corridor is designed to meet the needs of mobility scooter users, including seating.	2.86	3.81
<b>Waikanae</b>		
Pedestrians can freely choose the way they travel	3.90	4.49
Cyclists can freely choose the way they travel	3.39	4.05
The water delivered by the Council supply is of an acceptable quality	3.07	4.68
<i>The mean rating is calculated by taking the sum of the data for each question on a scale of 1 to 5, and then dividing the sum by the total number of responses to the question.</i>		

Key	
	= Top Satisfaction and Importance
	= Bottom Satisfaction
	= Bottom Importance

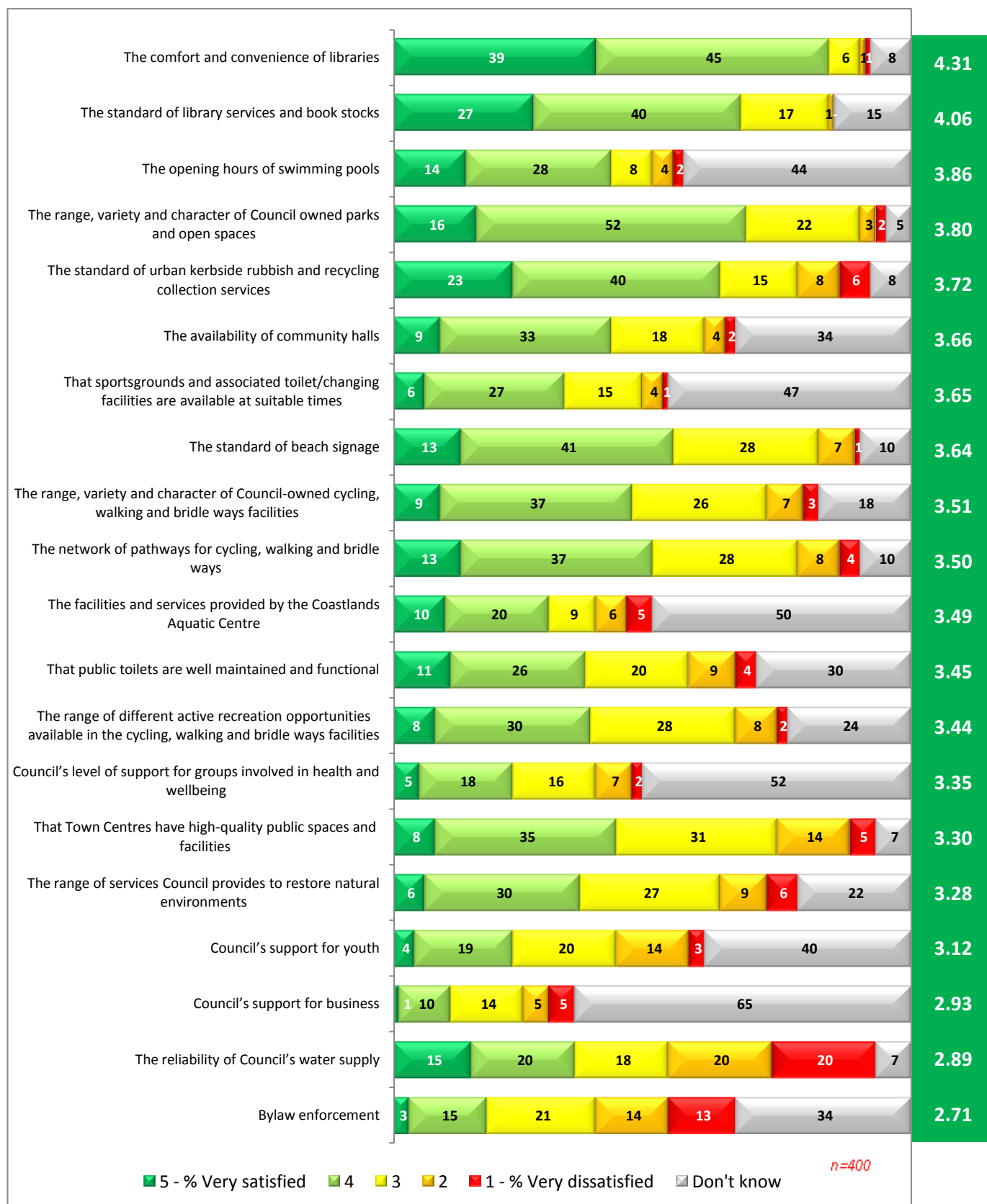
### 3. Council Services

#### 3.1. Satisfaction with services provided

Q. How satisfied are you with the following services?

In order of mean rating, percentage of respondents

Mean rating  
(max. 5)



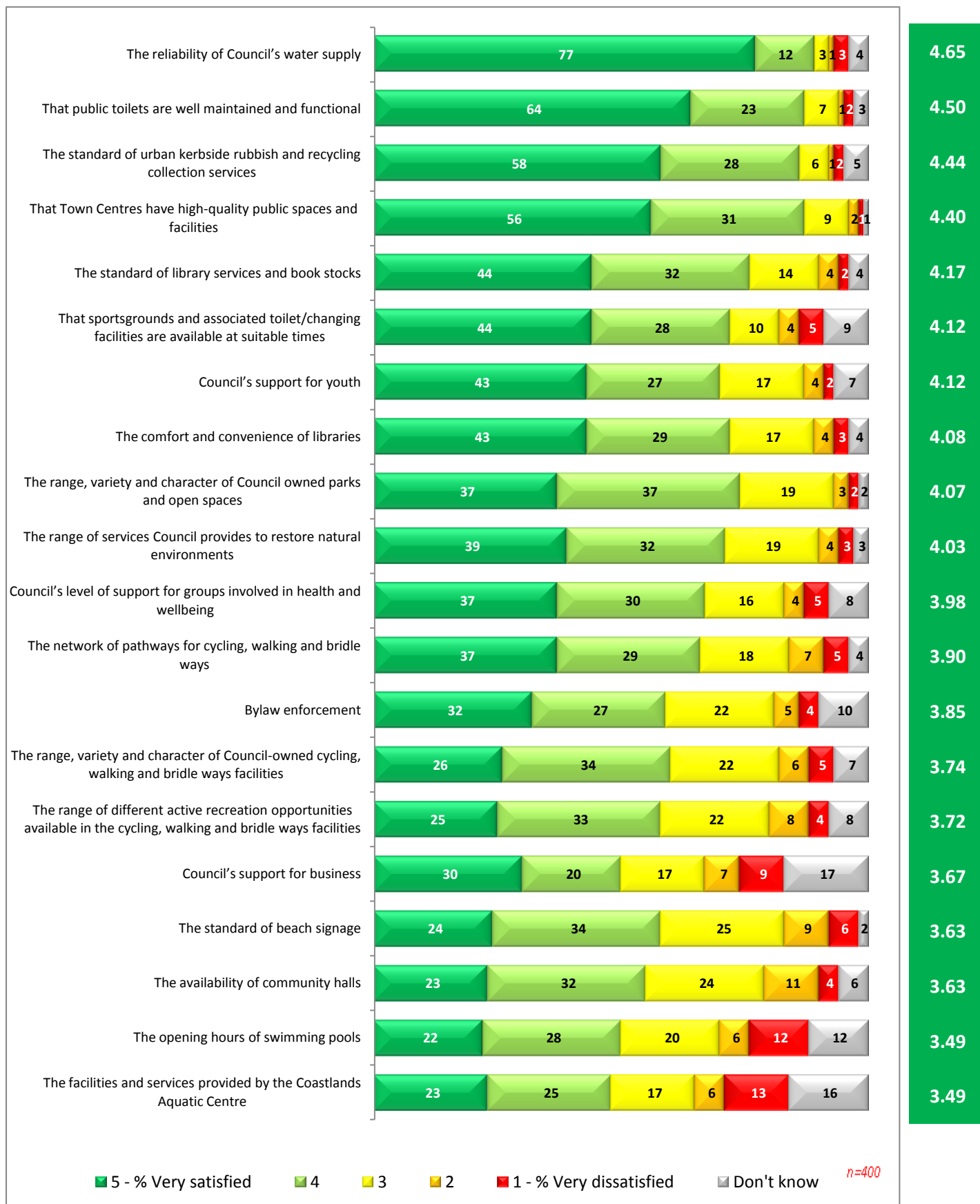


## 3.2. Importance of services provided

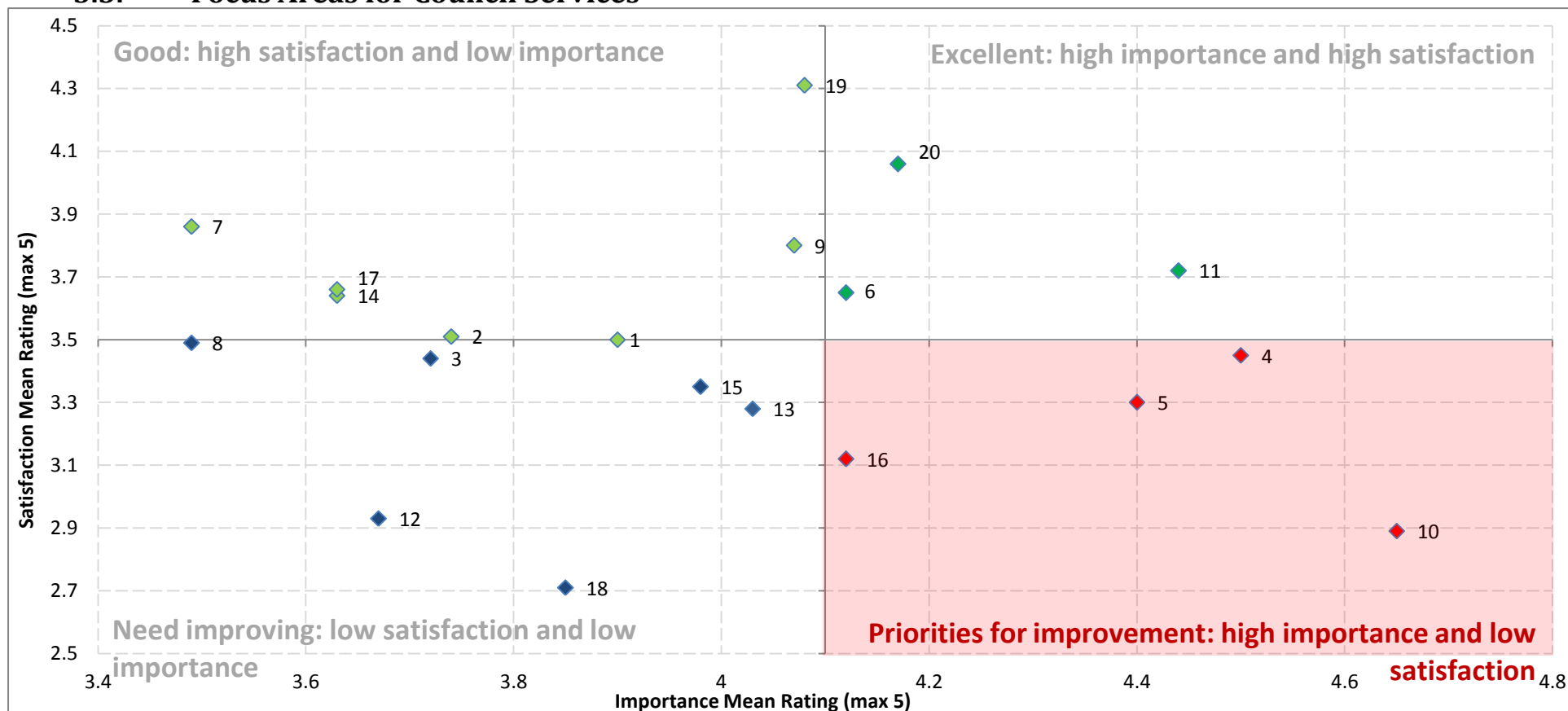
Q. How important are the following services to you?

In order of mean rating, percentage of respondents

Mean rating  
(max. 5)



### 3.3. Focus Areas for Council Services



1. The network of pathways for cycling, walking and bridle ways
2. The range, variety and character of Council-owned cycling, walking and bridle ways facilities
3. The range of different active recreation opportunities available in the cycling, walking and bridle ways facilities
4. That public toilets are well maintained and functional
5. That town Centres have high-quality public spaces and facilities
6. That sportsgrounds and associated toilet/changing facilities are available at suitable times
7. The opening hours of swimming pools

8. The facilities and services provided by the Coastlands Aquatic Centre
9. The range, variety and character of Council owned parks and open spaces
10. The reliability of Council's water supply
11. The standard of urban kerbside rubbish and recycling collection services
12. Council's support for business
13. The range of services Council provides to restore natural environments

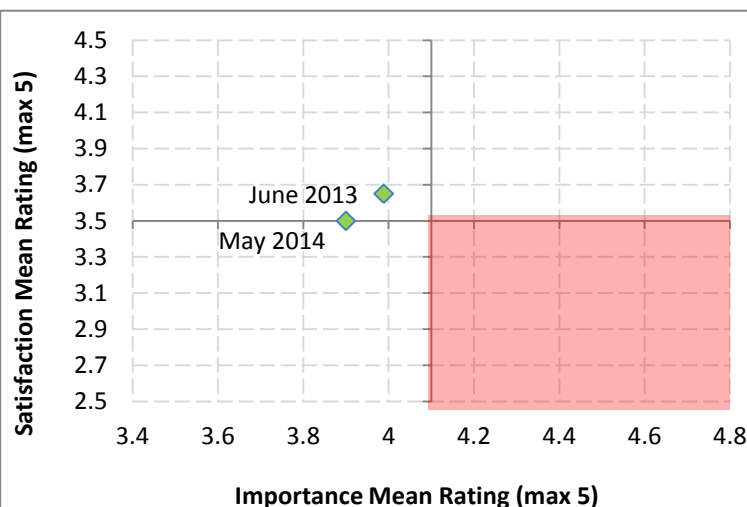
14. The standard of beach signage
15. Council's level of support for groups involved in health and wellbeing
16. Council's support for youth
17. The availability of community halls
18. Bylaw enforcement
19. The comfort and convenience of libraries
20. The standard of library services and book stocks

## 4. Detailed Findings of Services Provided

### The network of pathways for cycling, walking and bridle ways

*The network of pathways for cycling, walking and bridle ways has been plotted on the axis between the Good quadrant and the Need improving quadrant. It has a satisfaction mean score of 3.50 and an importance mean score of 3.90.*

The mean score for importance is slightly lower than the average mean score across all services.

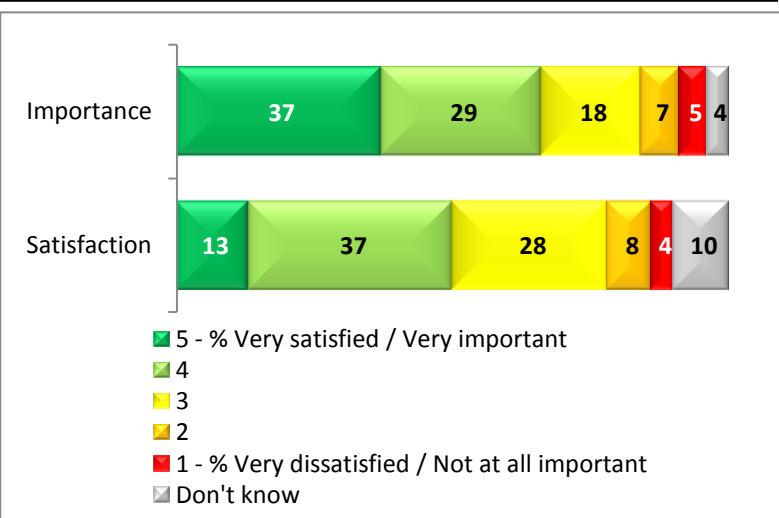


*Note: Question wording in 2013 was 'The availability of pathways for cycling, walking and bridle ways'*

Two thirds of respondents (66%) stated that *The network of pathways for cycling, walking and bridle ways* is important or very important to them. One half of respondents (55%) stated that they are satisfied or very satisfied with *The network of pathways for cycling, walking and bridle ways*.

Only 4% of respondents stated that they are very dissatisfied with *The network of pathways for cycling, walking and bridle ways*.

When 'don't know' and 'neither' responses are excluded, the percentage satisfied is 80%.



#### Selected reasons for satisfaction

##### **Paraparaumu**

*There is a very good network covering the whole area, well maintained and has a good environment.*

##### **Paekākāriki - Raumati**

*They are maintained nicely and well thought out.*

##### **Ōtaki**

*We find they are great. We get access to interesting walking tracks.*

##### **Waikanae**

*They're extensive and well maintained also safe, occupational safety, ramps, well looked after, well landscaped.*

#### Selected reasons for dissatisfaction

##### **Paraparaumu**

*The footpaths in Paraparaumu around the airport area need some work and there are lots of footpaths that have uneven surfaces that could be dangerous and can cause a bit of harm especially for the elderly age group.*

##### **Paekākāriki - Raumati**

*There are not enough off the dog leads areas and a lack of signs to highlight where these areas are.*

##### **Ōtaki**

*We would like to use facilities like that but we have none in our area and have to drive to get to any of them.*

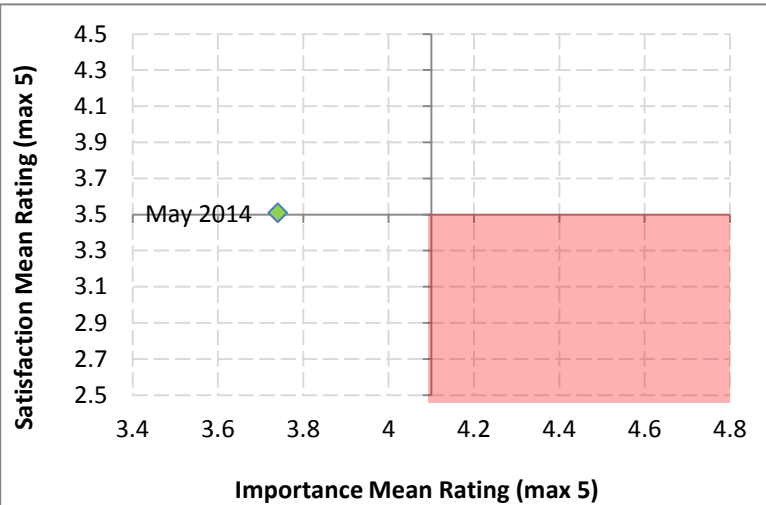
##### **Waikanae**

*They are not there.*

## The range, variety and character of Council-owned cycling, walking and bridle ways facilities

*The range, variety and character of Council-owned cycling, walking and bridle ways facilities has been plotted in the Good quadrant. It has a satisfaction mean score of 3.51 and an importance mean score of 3.74.*

*The mean score for importance is slightly lower than the average mean score across all services.*



### Selected reasons for satisfaction

#### Paraparaumu

*I use them regularly with my family and there are always different areas to go to.*

#### Paekākāriki - Raumati

*They are well thought out and maintained.*

#### Ōtaki

*We find they are great. We get access to interesting walking tracks.*

#### Waikanae

*They are top notch. There are no problems.*

### Selected reasons for dissatisfaction

#### Paraparaumu

*We need more variety and sign posts. It is hard to find cycling and walking tracks compared to the Hutt Valley.*

#### Paekākāriki - Raumati

*There are no cycle ways on the side of the highway.*

#### Ōtaki

*Not enough, and the Council are slow in getting their act together with the cycleways.*

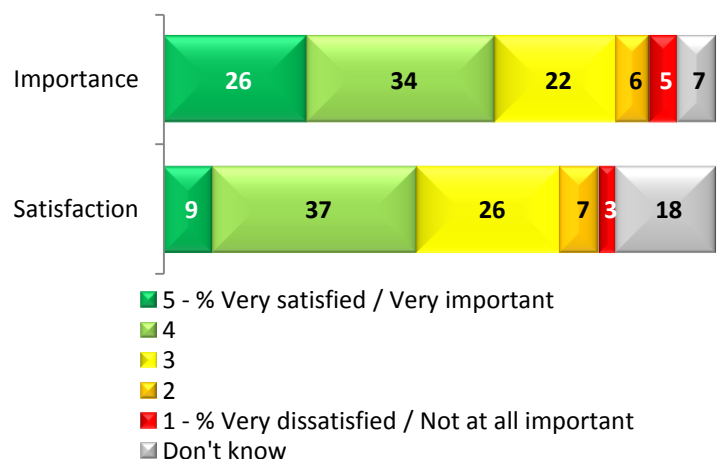
#### Waikanae

*I don't see them. I like to see them for every off-road from the main road.*

Six out of ten respondents (60%) stated that *The range, variety and character of Council-owned cycling, walking and bridle ways facilities* is important or very important to them. Less than one half of respondents (46%) stated that they are satisfied or very satisfied with *The range, variety and character of Council-owned cycling, walking and bridle ways facilities*.

Only 3% of respondents stated that they are very dissatisfied with *The range, variety and character of Council-owned cycling, walking and bridle ways facilities*.

When 'don't know' and 'neither' responses are excluded, the percentage satisfied is 82%.



## The range of different active recreation opportunities available in the cycling, walking and bridle ways facilities

The range of different active recreation opportunities available in the cycling, walking and bridle ways facilities has been plotted in the *Need improving* quadrant. It has a satisfaction mean score of 3.44 and an importance mean score of 3.72.

The mean score for importance is lower than the average mean score across all services, while the mean score for satisfaction is only slightly lower than the average mean score.

### Selected reasons for satisfaction

#### Paraparaumu

*There is lots of variety.*

#### Paekākāriki - Raumati

*I don't know how it could be improved. Every opportunity is taken to provide opportunities.*

#### Ōtaki

*Walking with kids and they can use scooters and bikes and they are wide enough for people to walk past each other.*

#### Waikanae

*Everything I require or expect.*

### Selected reasons for dissatisfaction

#### Paraparaumu

*They could put in more playgrounds along the way, or exercise spots for pull-ups.*

#### Paekākāriki - Raumati

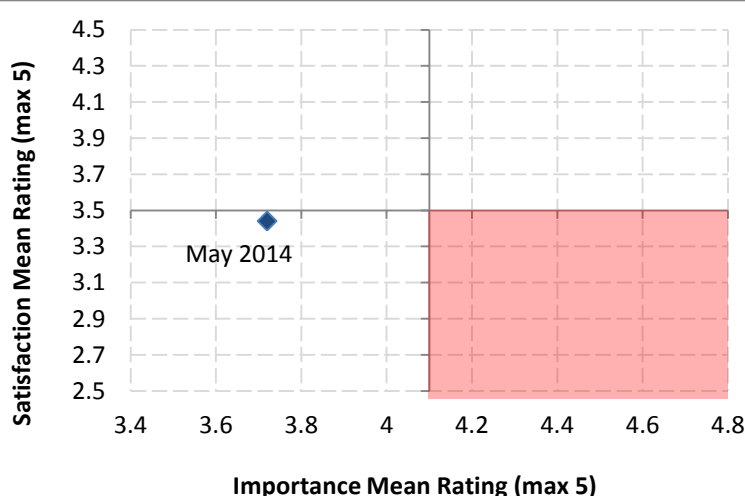
*There are no bins for dog poo in the district. In Levin there are fenced dog areas with bins and bags. We need more of them.*

#### Ōtaki

*Lots of people have horses but they have to ride on the road.*

#### Waikanae

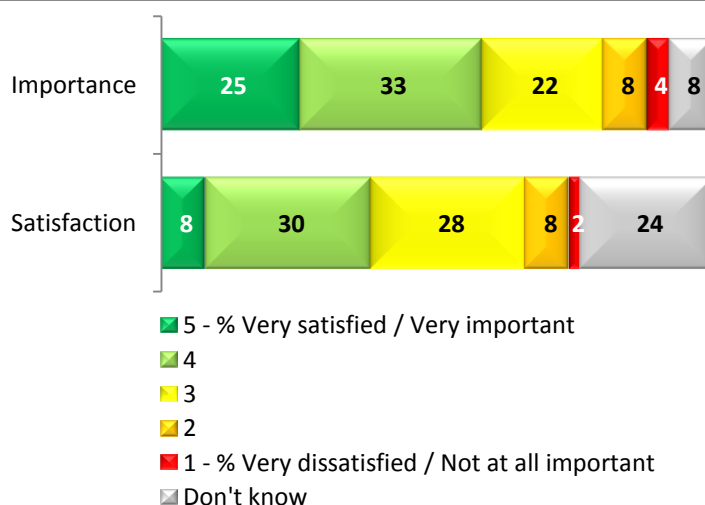
*They are not there. Specific area required for bikes.*



Almost six out of ten respondents (58%) stated that *The range of different active recreation opportunities available in the cycling, walking and bridle ways facilities* is important or very important to them. Almost four out of ten respondents (38%) stated that they are satisfied or very satisfied with *The range of different active recreation opportunities available in the cycling, walking and bridle ways facilities*.

Only 2% of respondents stated that they are very dissatisfied with *The range of different active recreation opportunities available in the cycling, walking and bridle ways facilities*.

When 'don't know' and 'neither' responses are excluded, the percentage satisfied is 79%.

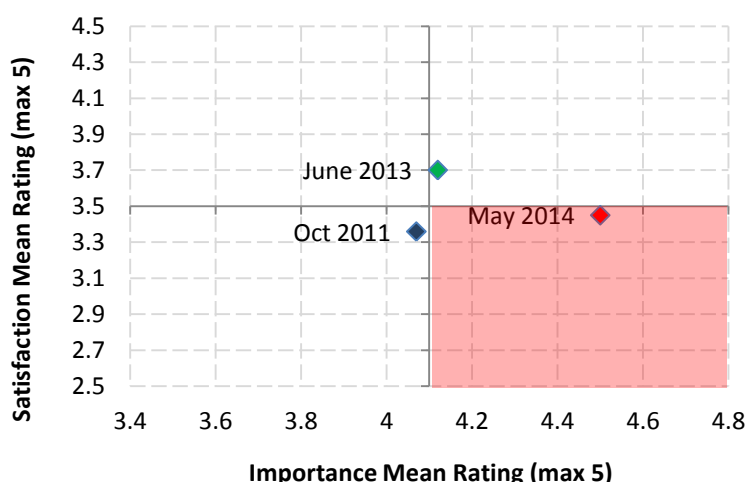


## Public toilets are well maintained and functional

*Public toilets are well maintained and functional* has been plotted in the *Priorities for improvement* quadrant. It has a satisfaction mean score of 3.45 and an importance mean score of 4.50.

Importance has increased and satisfaction has decreased since June 2013.

The mean score for importance is significantly higher than the average mean score across all services.



Note: Question wording in 2011 was 'Standard of public toilets'.

Almost nine out of ten respondents (87%) stated that *Public toilets are well maintained and functional* is important or very important to them. Almost four out of ten respondents (37%) stated that they are satisfied or very satisfied with *Public toilets are well maintained and functional*.

Only 4% of respondents stated that they are very dissatisfied with *Public toilets are well maintained and functional*.

When 'don't know' and 'neither' responses are excluded, the percentage satisfied is 74%.

### Selected reasons for satisfaction

#### Paraparaumu

*They are always clean and well maintained.*

#### Paekākāriki - Raumati

*Because every time I have used them they have been clean and they work. And there is always toilet paper.*

#### Ōtaki

*There when you need to go, clean and supplied.*

#### Waikanae

*They are clean, modern and well maintained.*

### Selected reasons for dissatisfaction

#### Paraparaumu

*They never seem to be cleaned and really need replacing.*

#### Paekākāriki - Raumati

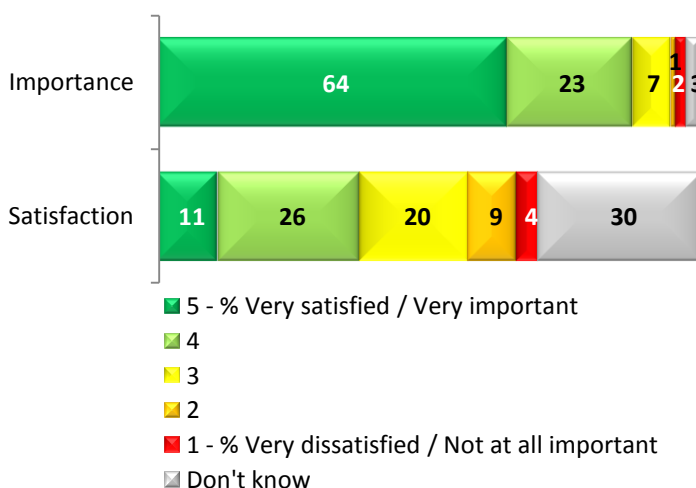
*They are not clean enough.*

#### Ōtaki

*It was very disgusting and dirty and not well maintained. The footpath towards the access for the public facility is not disability friendly and needs to be more so.*

#### Waikanae

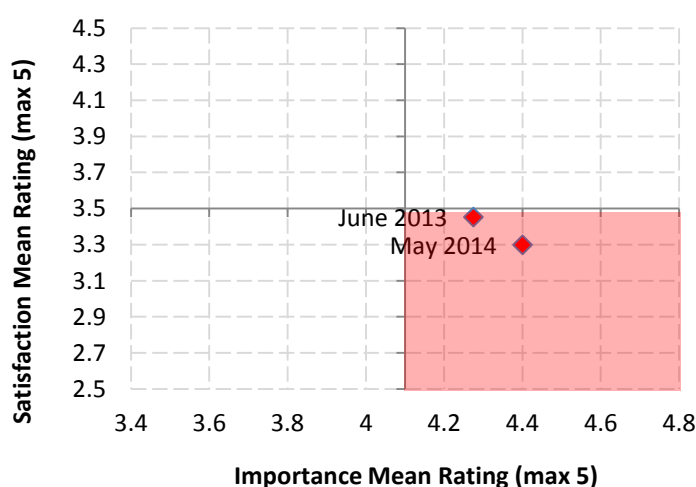
*They are dirty, and poorly lit.*



## Town Centres have high-quality public spaces and facilities that meet the community's needs for safety and functionality

*Town Centres have high-quality public spaces and facilities that meet the community's needs for safety and functionality* has been plotted in the *Priorities for improvement* quadrant. It has a satisfaction mean score of 3.30 and an importance mean score of 4.40.

The mean score for satisfaction is below the average mean scores across all services and the mean score for importance is higher than the average.



### Selected reasons for satisfaction

#### Paraparaumu

*There is a wide range with the library, community centre and big parking spaces.*

#### Paekākāriki - Raumati

*There is good lighting at my local park.*

#### Ōtaki

*They are looking good, are clean and have been revamped. They have been well thought out and reflect the character of the people that live there.*

#### Waikanae

*Always neat and tidy and clean. All well-lit.*

### Selected reasons for dissatisfaction

#### Paraparaumu

*We need more street sweepers and less pot holes. It is dirty and there is rubbish.*

#### Paekākāriki - Raumati

*I don't think there are any public spaces for people to gather in the town centre..*

#### Ōtaki

*Main Street's parking is dangerous and the parking lot at the back of the museum needs improvement.*

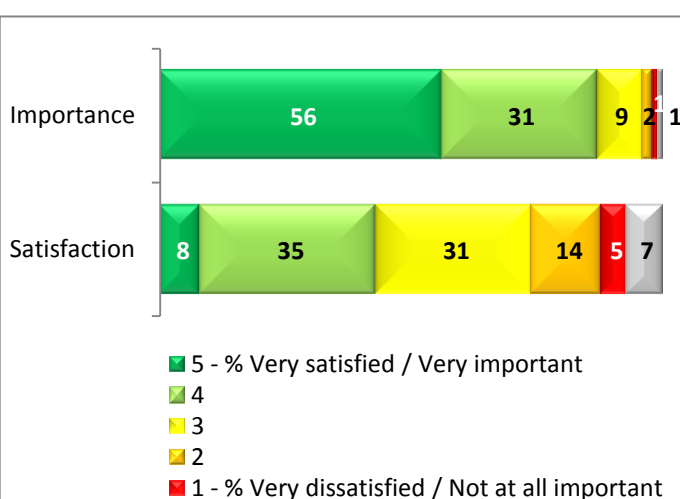
#### Waikanae

*They don't make good use of the space that's there for the community.*

Almost nine out of ten respondents (87%) stated that *Town Centres have high-quality public spaces and facilities that meet the community's needs for safety and functionality* is important or very important to them. Over four out of ten respondents (43%) stated that they are satisfied or very satisfied with *Town Centres have high-quality public spaces and facilities that meet the community's needs for safety and functionality*.

5% of respondents stated that they are very dissatisfied with *Town Centres have high-quality public spaces and facilities that meet the community's needs for safety and functionality*.

When 'don't know' and 'neither' responses are excluded, the percentage satisfied is 70%.

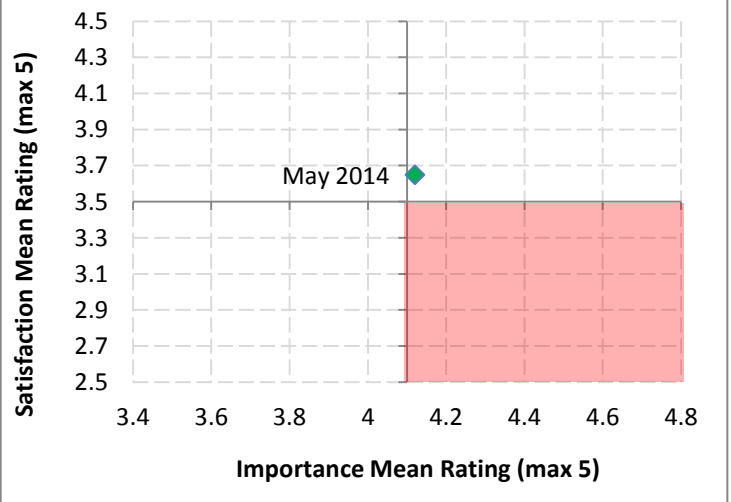




## That sportsgrounds and associated toilet/changing facilities are available at suitable times

*That sportsgrounds and associated toilet/changing facilities are available at suitable times* has been plotted in the *Excellent* quadrant. It has a satisfaction mean score of 3.65 and an importance mean score of 4.12.

The mean score for both satisfaction and importance is slightly higher than the mean scores across all services.



### Selected reasons for satisfaction

#### Paraparaumu

*Most times they are open for training.*

#### Paekākāriki - Raumati

*Good opening hours for sportsgrounds.*

#### Ōtaki

*They are always available when I need to use them.*

#### Waikanae

*When I played sports it was always open and available.*

### Selected reasons for dissatisfaction

#### Paraparaumu

*Some sports areas have no facilities or are locked and those that are open are often grubby.*

#### Paekākāriki - Raumati

-

#### Ōtaki

*The new toilets which are at Upper Haruatai Park are brand new and not often open.*

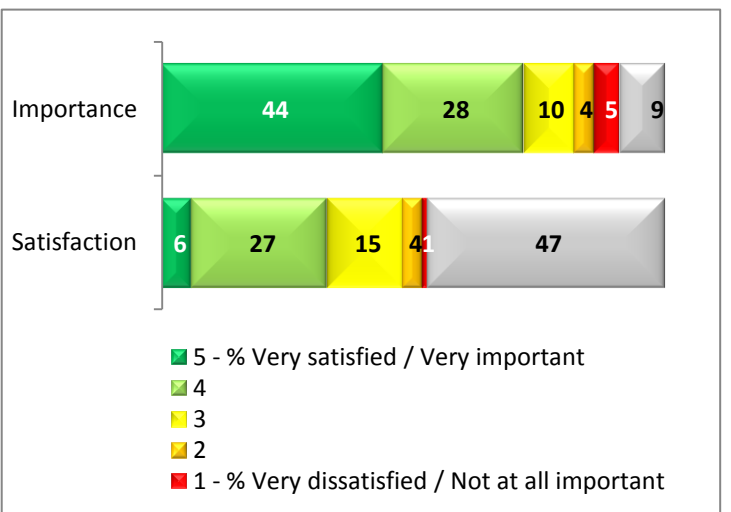
#### Waikanae

-

Over seven out of ten respondents (72%) stated that *That sportsgrounds and associated toilet/changing facilities are available at suitable times* is important or very important to them. Almost one third of respondents (33%) stated that they are satisfied or very satisfied with *That sportsgrounds and associated toilet/changing facilities are available at suitable times*.

Only 1% of respondents stated that they are very dissatisfied with *That sportsgrounds and associated toilet/changing facilities are available at suitable times*.

When 'don't know' and 'neither' responses are excluded, the percentage satisfied is 87%.

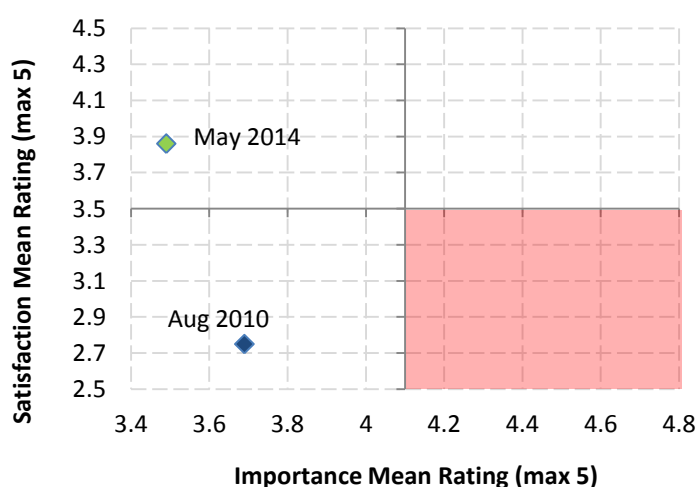




## The opening hours of swimming pools

*The opening hours of swimming pools* has been plotted in the *Good* quadrant. It has a satisfaction mean score of 3.86 and an importance mean score of 3.49.

The mean score for satisfaction is higher than the average mean scores across all services and the mean score for importance is lower than the average.



### Selected reasons for satisfaction

#### Paraparaumu

*They are open frequently. I have never turned up and they have been shut.*

#### Paekākāriki - Raumati

*They are open for the length of time that people can go before or after work.*

#### Ōtaki

*Very good facility and hours.*

#### Waikanae

*The hours work very well for our family.*

### Selected reasons for dissatisfaction

#### Paraparaumu

*They really didn't listen to the people in the community who are the high users. Also the swimming lessons are not affordable and the hours of opening are always changing.*

#### Paekākāriki - Raumati

*Due to swimming lessons it is not open to the public until twelve midday.*

#### Ōtaki

*I cannot use it when I come home from work*

#### Waikanae

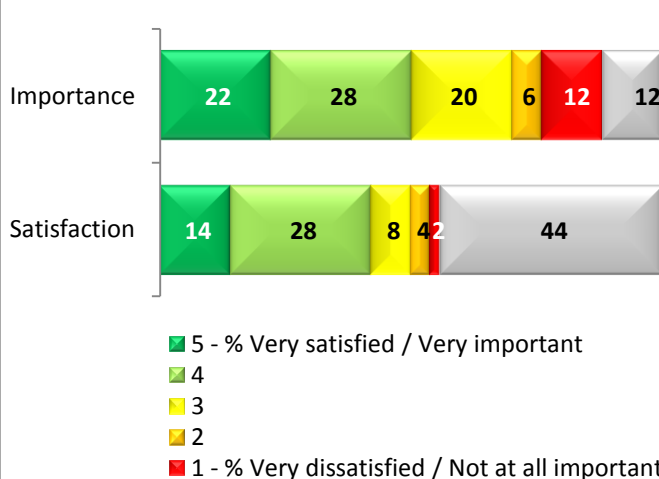
-

One half of respondents (50%) stated that *The opening hours of swimming pools* is important or very important to them. Over four out of ten respondents (42%) stated that they are satisfied or very satisfied with *The opening hours of swimming pools*.

Only 2% of respondents stated that they are very dissatisfied with *The opening hours of swimming pools*.

With a mean score of 3.49, *The opening hours of swimming pools* is rated as one of the least important service, alongside *The facilities and services provided by the Coastlands Aquatic Centre*.

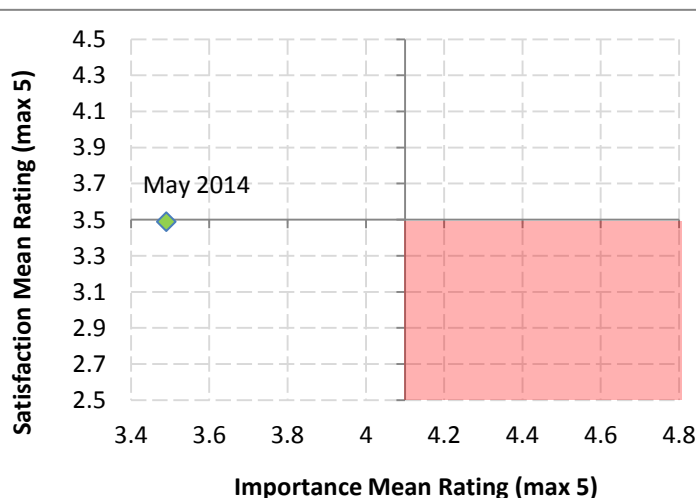
When 'don't know' and 'neither' responses are excluded, the percentage satisfied is 88%.



## The facilities and services provided by the Coastlands Aquatic Centre

The facilities and services provided by the Coastlands Aquatic Centre has been plotted on the axis between the *Good* quadrant and the *Need improving* quadrant. It has a satisfaction mean score of 3.49 and an importance mean score of 3.49.

The mean score for satisfaction is the same as the average mean scores across all services and the mean score for importance is less than the average.



### Selected reasons for satisfaction

#### Paraparaumu

*The service is friendly, the price is appropriate, and they are clean and tidy.*

#### Paekākāriki - Raumati

*Always lanes available, and there is room for everyone.*

#### Ōtaki

*They are clean and new.*

#### Waikanae

*A superb facility.*

### Selected reasons for dissatisfaction

#### Paraparaumu

*The swimming pool itself is too small to attract competition into the area. Could have increased the length of the pool for minimal cost while they were building it now it is a major.*

#### Paekākāriki - Raumati

*For younger children. If there are lessons on, then there is nowhere for them to play.*

#### Ōtaki

*I think what it costs and what we get. The extra cost could have been to use saunas and other facilities. It is very hot and stifling.*

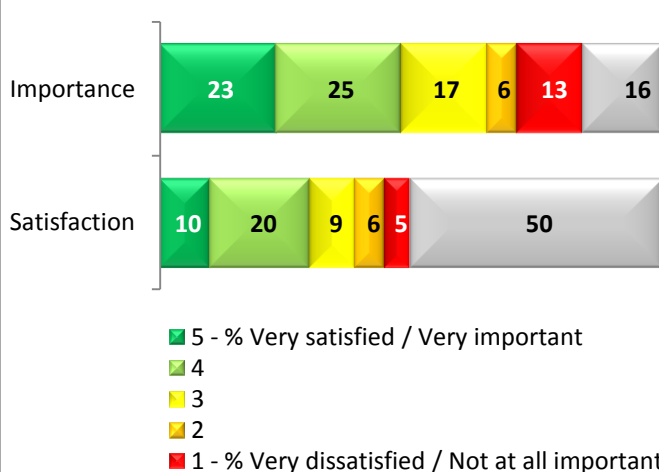
#### Waikanae

*Too much competitive swimming and not enough time for recreational. Recreational swimmers have been asked to leave particular pools for the benefit of the competitive swimmers.*

Almost one half of respondents (48%) stated that *The facilities and services provided by the Coastlands Aquatic Centre* is important or very important to them. Almost one third of respondents (30%) stated that they are satisfied or very satisfied with *The facilities and services provided by the Coastlands Aquatic Centre*.

5% of respondents stated that they are very dissatisfied with *The facilities and services provided by the Coastlands Aquatic Centre*.

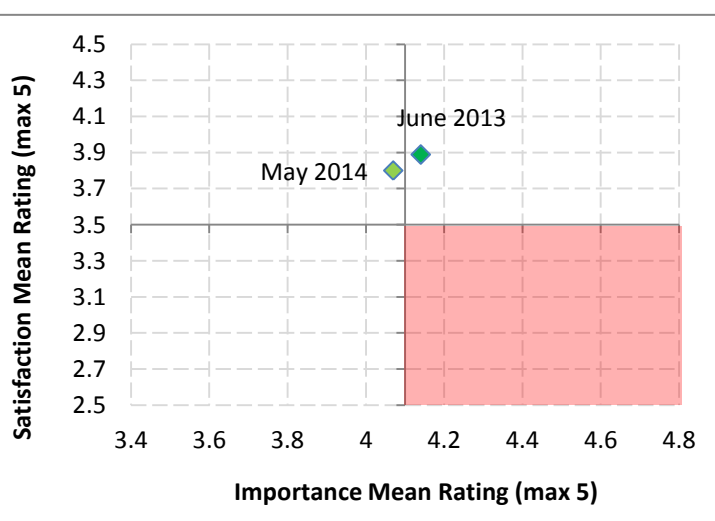
When 'don't know' and 'neither' responses are excluded, the percentage satisfied is 74%.



## The range, variety and character of Council owned parks and open spaces

*The range, variety and character of Council owned parks and open spaces has been plotted in the Good quadrant. It has a satisfaction mean score of 3.80 and an importance mean score of 4.07.*

The mean score for satisfaction and importance is higher than the average mean scores across all services.



### Selected reasons for satisfaction

#### Paraparaumu

*There are plenty of them and they are well looked after.*

#### Paekākāriki - Raumati

*They are well maintained and there is a good variety.*

#### Ōtaki

*They are clean, safe places. They are well maintained, and you can walk dogs in some areas.*

#### Waikanae

*Good variety, kids' play areas are well maintained good walking distance from residential areas giving you a wide range to visit.*

### Selected reasons for dissatisfaction

#### Paraparaumu

*The local park is not maintained.*

#### Paekākāriki - Raumati

*There is not enough for the youth, for example, a skate park and places for them to hang out. We need more dog off lead areas and signposts.*

#### Ōtaki

*For teenagers there is only one and for elderly there is nothing, for example, there is nothing suitable for exercise for elderly, and the teenagers have one skate park.*

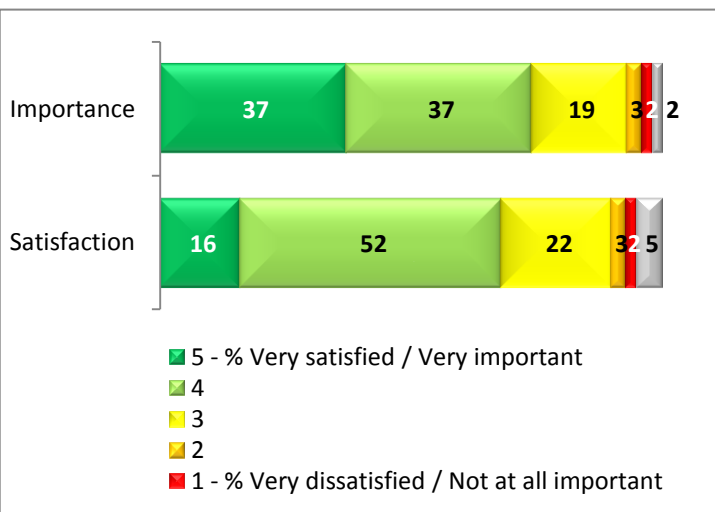
#### Waikanae

*Not maintained well.*

Almost three quarters (74%) stated that *The range, variety and character of Council owned parks and open spaces* is important or very important to them. Almost seven out of ten respondents (68%) stated that they are satisfied or very satisfied with *The range, variety and character of Council owned parks and open spaces*.

Only 2% of respondents stated that they are very dissatisfied with *The range, variety and character of Council owned parks and open spaces*.

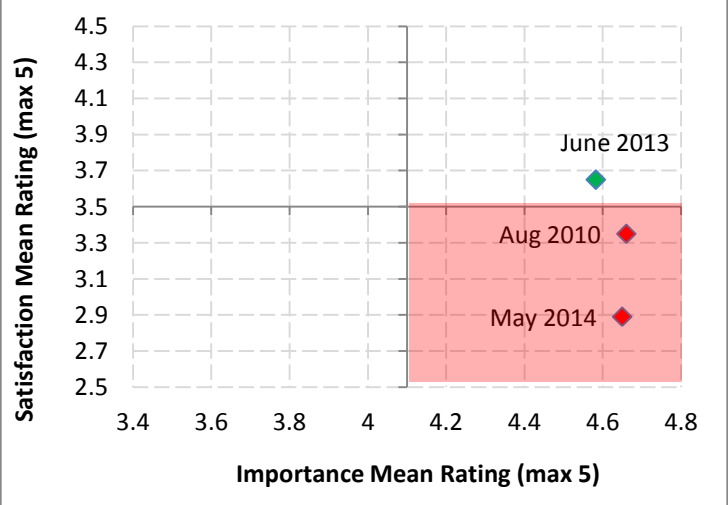
When 'don't know' and 'neither' responses are excluded, the percentage satisfied is 93%.



## The reliability of Council's water supply

*The reliability of Council's water supply has been plotted in the Priorities for improvement quadrant. It has a satisfaction mean score of 2.89 and an importance mean score of 4.65.*

Both the mean score for satisfaction and importance is well below the average mean scores across all services.



### Selected reasons for satisfaction Paraparaumu

*Whenever I turn on the taps there is always water.*

#### Paekākāriki - Raumati

*I turn the tap on and it's there.*

#### Ōtaki

*Keeps on flowing, no problems.*

#### Waikanae

*The fact that it's always accessible, not bad tasting, generally a quality product.*

### Selected reasons for dissatisfaction Paraparaumu

*Bore water isn't good. It isn't the best, we should have had a dam by now.*

#### Paekākāriki - Raumati

*It is not reliable. The water tastes like chlorine all the time. I am anti water meters.*

#### Ōtaki

*The population is growing and they should have looked ahead and planned better for the dam.*

#### Waikanae

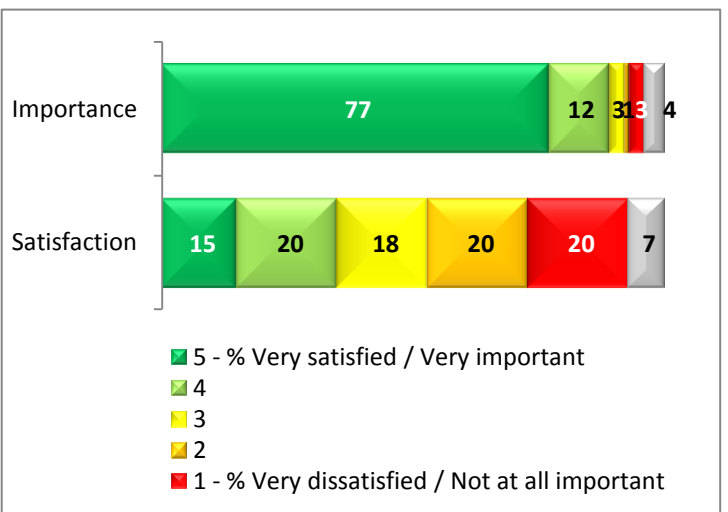
*It is the bore water and I am unhappy about the metering on the water.*

Almost nine out of ten respondents (89%) stated that *The reliability of Council's water supply* is important or very important to them. Only 35% of respondents stated that they are satisfied or very satisfied with *The reliability of Council's water supply*.

Two out of ten respondents (20%) stated that they are very dissatisfied with *The reliability of Council's water supply*.

*The reliability of Council's water supply* is rated as the most important service, yet it has one of the lowest ratings for satisfaction.

When 'don't know' and 'neither' responses are excluded, the percentage satisfied is 47%.

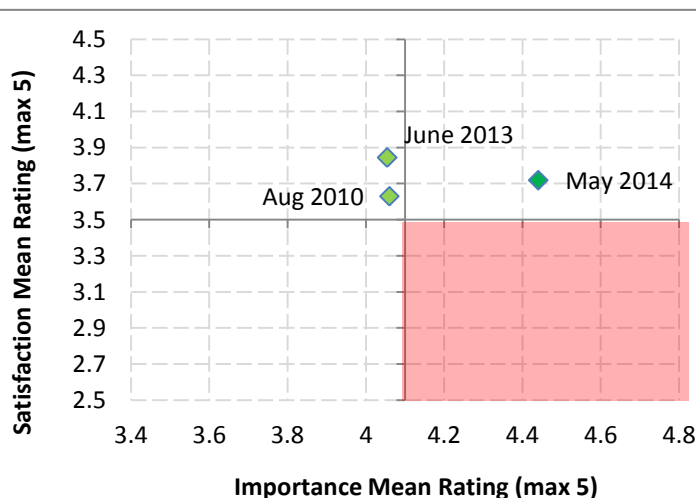


## The standard of urban kerbside rubbish and recycling collection services

The standard of urban kerbside rubbish and recycling collection services has been plotted in the *Excellent* quadrant. It has a satisfaction mean score of 3.72 and an importance mean score of 4.44.

Importance has increased since June 2013 and August 2010.

The mean score for satisfaction is slightly higher than the average mean scores across all services and the mean score for importance is significantly higher than the average.



Note: Question wording in 2013 was 'The standard of urban kerbside recycling'

### Selected reasons for satisfaction

#### Paraparaumu

*They are doing a good job. There is no smell and they are nice and tidy. I am very happy with what they do.*

#### Paekākāriki - Raumati

*They are always on time, and on the same day.*

#### Ōtaki

*Happy with the regularity and it is easy to manage and sort due to options provided by urban kerbside rubbish.*

#### Waikanae

*It is on time and is always clean after pick up.*

### Selected reasons for dissatisfaction

#### Paraparaumu

*I have to pay for rubbish and rates. Rubbish should be inclusive in the rates or transfer stations made cheaper.*

#### Paekākāriki - Raumati

*We don't get any services.*

#### Ōtaki

*I haven't got it but would like it at Ōtaki Gorge Road.*

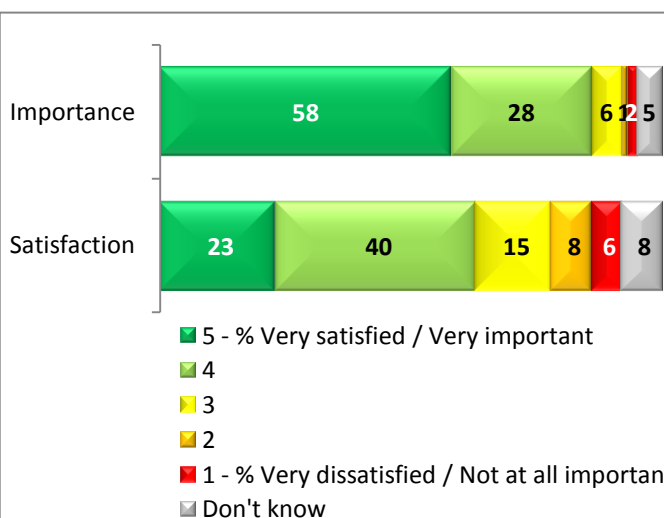
#### Waikanae

*The council doesn't provide roadside rubbish collection in Peka Peka area and we have to pay for our own services.*

Over four out of five respondents (86%) stated that *The standard of urban kerbside rubbish and recycling collection services* is important or very important to them. Almost two thirds of respondents (63%) stated that they are satisfied or very satisfied with *The standard of urban kerbside rubbish and recycling collection services*.

Only 6% of respondents stated that they are very dissatisfied with *The standard of urban kerbside rubbish and recycling collection services*.

When 'don't know' and 'neither' responses are excluded, the percentage satisfied is 82%.

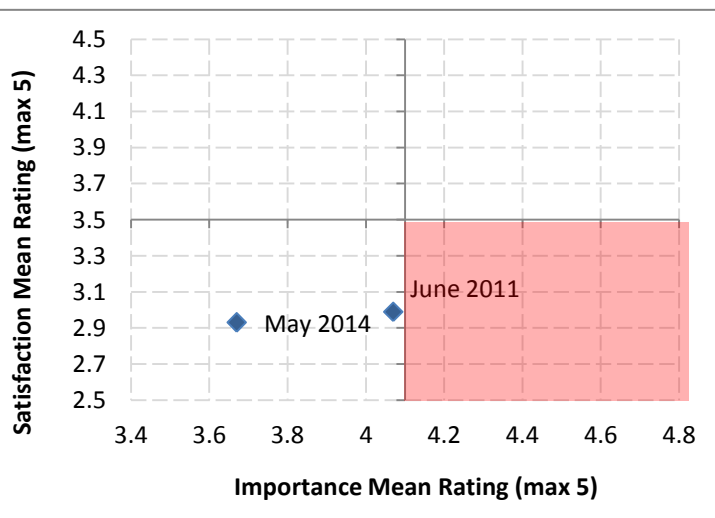


## Council's support for business

*Council's support for business* has been plotted in the *Need improving* quadrant. It has a satisfaction mean score of 2.93 and an importance mean score of 3.67.

Importance has decreased significantly since June 2011 while agreement has remained steady.

The mean scores for both satisfaction and importance are well below the average mean scores across all services.



### Selected reasons for satisfaction Paraparaumu

*They do a lot around the place.*

### Paekākāriki - Raumati

-

### Ōtaki

*There is no problem.*

### Waikanae

-

### Selected reasons for dissatisfaction

#### Paraparaumu

*Not good. We tried to start up a business and had no help from the council.*

#### Paekākāriki - Raumati

*It is not their job. They should stick to core responsibilities.*

#### Ōtaki

*There is no support for my business and other small businesses from the council which is decreasing employment opportunities for youth in small towns.*

#### Waikanae

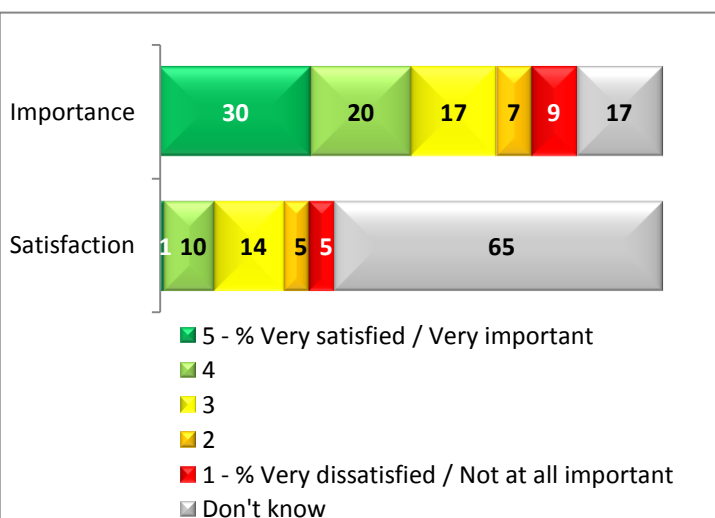
*They are invisible.*

One half of respondents (50%) stated that *Council's support for business* is important or very important to them. Just over one out of ten (11%) stated that they are satisfied or very satisfied with *Council's support for business*.

Only 5% of respondents stated that they are very dissatisfied with *Council's support for business*.

There are a large proportion of respondents who stated that they did not know their satisfaction with *Council's support for business*.

When 'don't know' and 'neither' responses are excluded, the percentage satisfied is 53%.

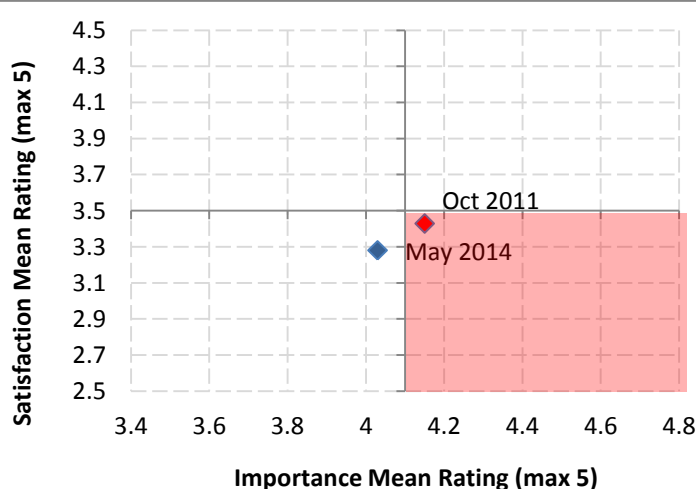




## The range of services Council provides to restore natural environments

*The range of services Council provides to restore natural environments has been plotted in the Need improving quadrant. It has a satisfaction mean score of 3.28 and an importance mean score of 4.03.*

The mean score for satisfaction is lower than the average mean scores across all services.



*Note: Question wording in 2011 was 'Councils work on restoring natural environment like streams, dunes, wetlands, river corridors and bush areas.'*

### Selected reasons for satisfaction

#### **Paraparaumu**

*I see pro-active action by the Council.*

#### **Paekākāriki - Raumati**

*I am always hearing about it, especially in the parks. The environment is being restored. They are bringing nature back to the coast.*

#### **Ōtaki**

*The retention, neatness and looking after the sand dunes.*

#### **Waikanae**

*I use the river walk a lot and they are doing a lot of development along the river.*

### Selected reasons for dissatisfaction

#### **Paraparaumu**

*The only stuff that I have seen done has been done by volunteers.*

#### **Paekākāriki - Raumati**

*Whitebaiting. They are not in touch with the needs of the community, and they have got it wrong.*

#### **Ōtaki**

*Trees and the by laws regarding the removal and pruning of trees.*

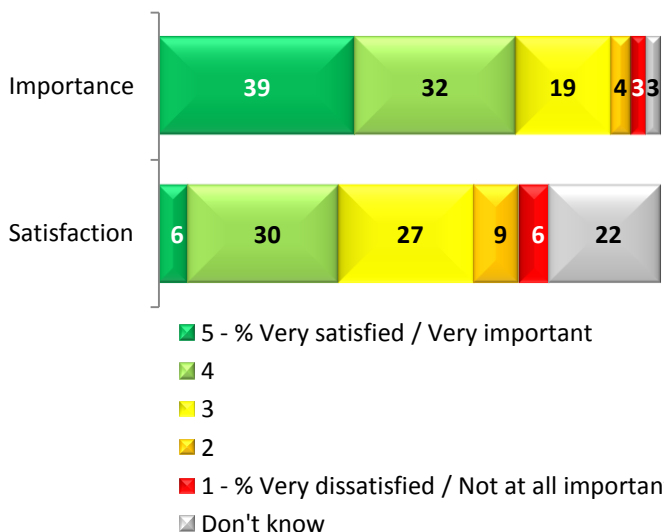
#### **Waikanae**

*What have they done?*

Over seven out of ten respondents (71%) stated that *The range of services Council provides to restore natural environments* is important or very important to them. Over one third of respondents (36%) stated that they are satisfied or very satisfied with *The range of services Council provides to restore natural environments*.

Only 6% of respondents stated that they are very dissatisfied with *The range of services Council provides to restore natural environments*.

When 'don't know' and 'neither' responses are excluded, the percentage satisfied is 71%.

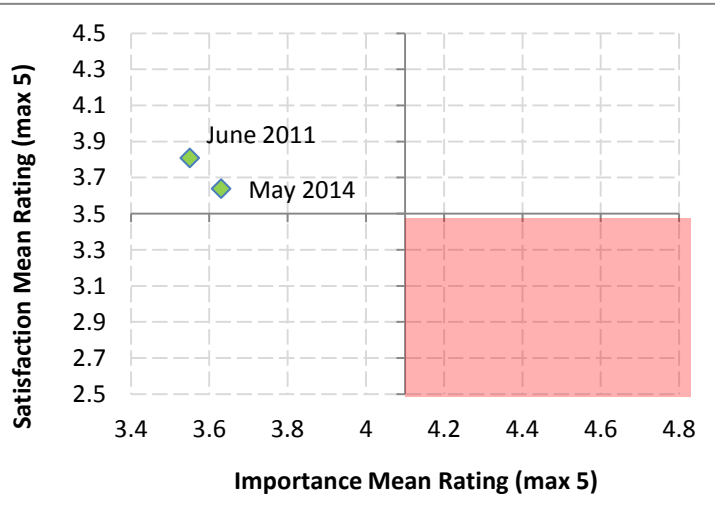


## The standard of beach signage

*The standard of beach signage* has been plotted in the *Good* quadrant. It has a satisfaction mean score of 3.64 and an importance mean score of 4.63.

Satisfaction is slightly lower than in June 2011 and Importance is slightly higher.

The mean score for satisfaction is slightly higher than the average mean scores across all services and the mean score for importance is lower than the average.



### Selected reasons for satisfaction

#### Paraparaumu

*I think the signage is bright, clear and visible.*

#### Paekākāriki - Raumati

*They are well signed and I don't know of improvements needed.*

#### Ōtaki

*The number of them and the clarity and accuracy.*

#### Waikanae

*When you go down to the beach, there are some good car parks and good tracks signage, very convenient.*

### Selected reasons for dissatisfaction

#### Paraparaumu

*The beach signage is a waste of time as when you ring the Council to report an issue they don't seem to know their own bylaws.*

#### Paekākāriki - Raumati

*I haven't seen any signage.*

#### Ōtaki

*There is very little up here, and they are a waste of money really.*

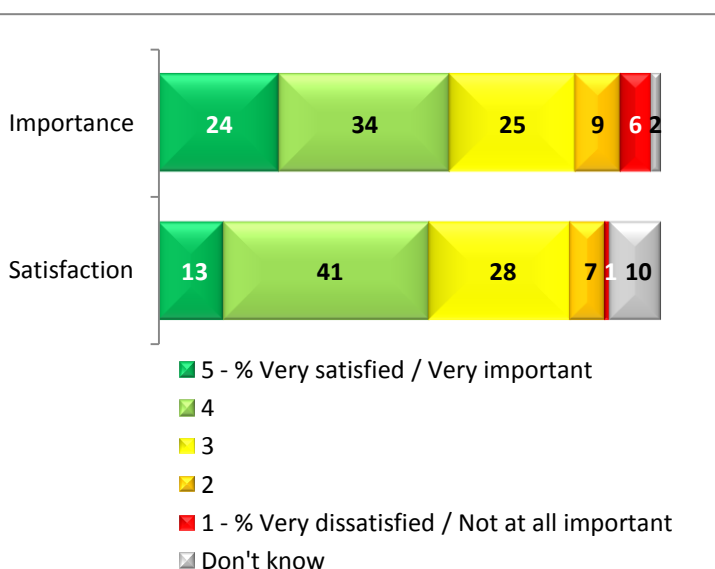
#### Waikanae

*There are dogs, motor cars and four wheel drives on the beach when there should not be.*

Almost six out of ten respondents (58%) stated that *The standard of beach signage* is important or very important to them. Over one half of respondents (54%) stated that they are satisfied or very satisfied with *The standard of beach signage*.

Only 1% of respondents stated that they are very dissatisfied with *The standard of beach signage*.

When 'don't know' and 'neither' responses are excluded, the percentage satisfied is 87%.



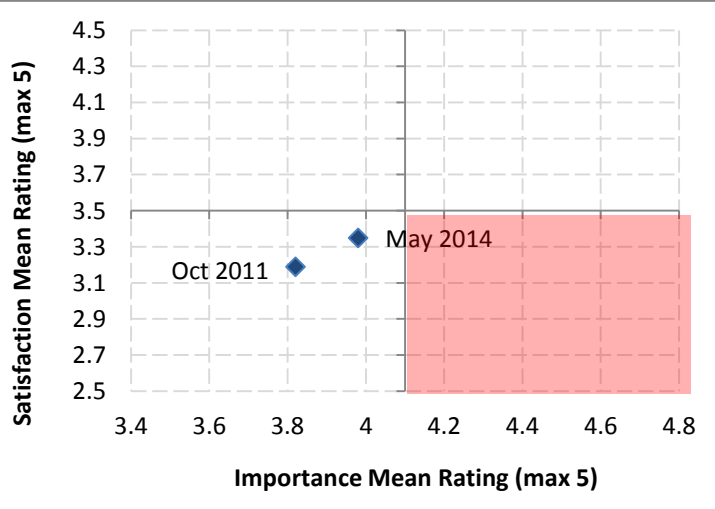


## Council's level of support for groups involved in health and wellbeing

*Council's level of support for groups involved in health and wellbeing has been plotted in the Need improving quadrant. It has a satisfaction mean score of 3.35 and an importance mean score of 3.98.*

Satisfaction and importance have both increased since October 2011.

The mean score for satisfaction is slightly lower than the average mean scores across all services.



### Selected reasons for satisfaction

#### Paraparaumu

*They have good support for Kapiti Youth Support. The Council has put more funding in.*

#### Paekākāriki - Raumati

*I have had dealings with that sort of thing and found it to be very good.*

#### Ōtaki

*They do a good job with the funds they have to work with.*

#### Waikanae

*I feel they provide plenty of varied services.*

### Selected reasons for dissatisfaction

#### Paraparaumu

*Not the Council's business in my opinion.*

#### Paekākāriki - Raumati

*It is overrated.*

#### Ōtaki

-

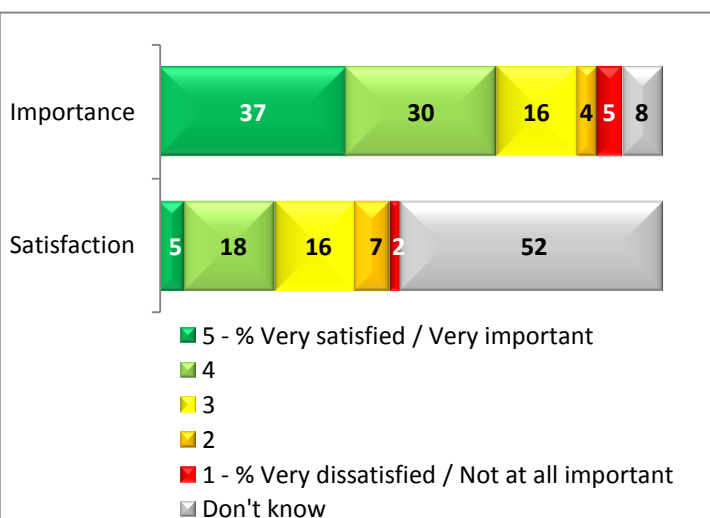
#### Waikanae

-

Over two thirds of respondents (67%) stated that *Council's level of support for groups involved in health and wellbeing* is important or very important to them. Over one fifth of respondents (23%) stated that they are satisfied or very satisfied with *Council's level of support for groups involved in health and wellbeing*.

Only 2% of respondents stated that they are very dissatisfied with *Council's level of support for groups involved in health and wellbeing* while over one half (52%) of respondents stated that they did not know.

When 'don't know' and 'neither' responses are excluded, the percentage satisfied is 72%.

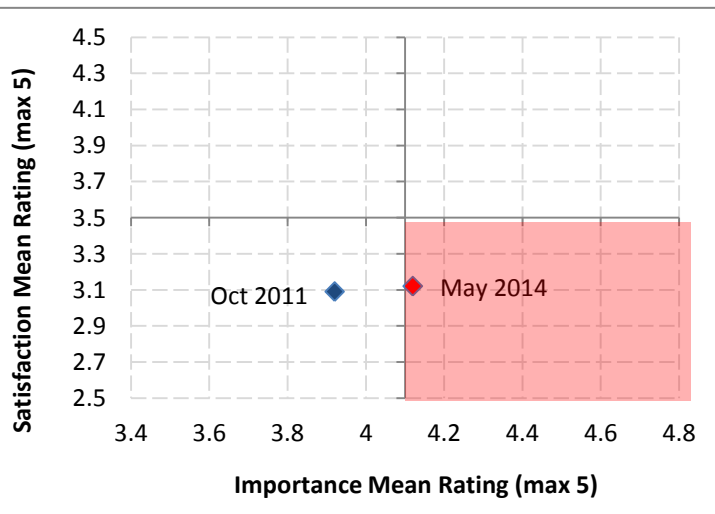


## Council's support for youth

*Council's support for youth* has been plotted in the *Priorities for improvement* quadrant. It has a satisfaction mean score of 3.12 and an importance mean score of 4.12.

Importance has increased since October 2011 while satisfaction has stayed relatively the same.

The mean score for satisfaction is well below the average mean scores across all services and the mean score for importance is higher than the average.



### Selected reasons for satisfaction

#### Paraparaumu

*They are very good with assisting youth initiatives.*

#### Paekākāriki - Raumati

-

#### Ōtaki

*I've heard about the Youth Council that gives the youth opportunities and I know that there are scholarship programmes available.*

#### Waikanae

-

### Selected reasons for dissatisfaction

#### Paraparaumu

*More things are needed for youth to do in the Kapiti area. Most people go to the Hutt or get into trouble.*

#### Paekākāriki - Raumati

*I don't see it there. Maybe I am looking in the wrong places but I see no evidence of it.*

#### Ōtaki

*There is a lack of facilities for them.*

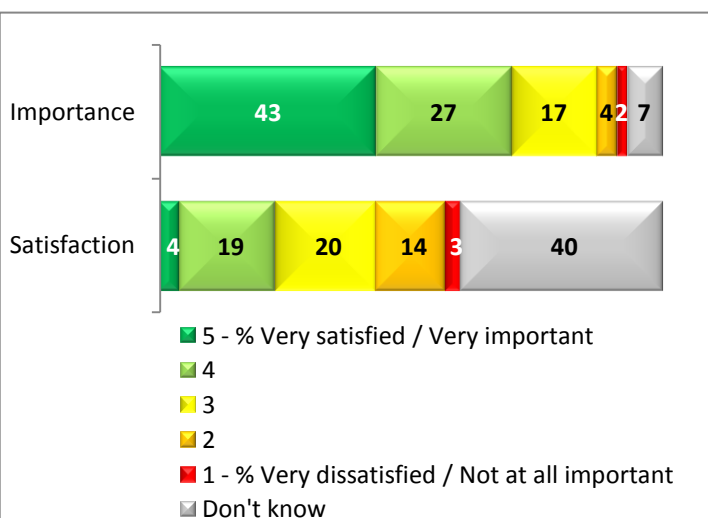
#### Waikanae

-

Seven out of ten respondents (70%) stated that *Council's support for youth* is important or very important to them. Over one fifth of respondents (23%) stated that they are satisfied or very satisfied with *Council's support for youth*.

Only 3% of respondents stated that they are very dissatisfied with *Council's support for youth* while four out of ten (40%) respondents stated that they did not know.

When 'don't know' and 'neither' responses are excluded, the percentage satisfied is 58%.

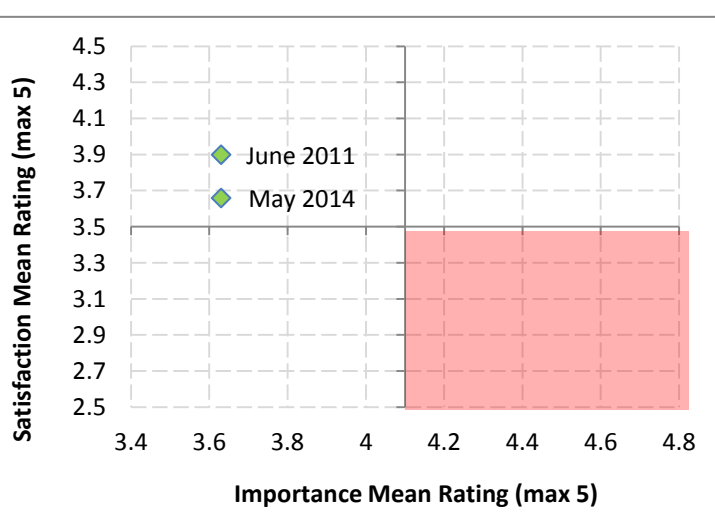


## The availability of community halls

*The availability of community halls* has been plotted in the *Good* quadrant. It has a satisfaction mean score of 3.66 and an importance mean score of 3.63.

Satisfaction has decreased since June 2011 while importance has remained the same.

The mean score for satisfaction is slightly higher than the average mean scores across all services and the mean score for importance is lower than the average.



### Selected reasons for satisfaction

#### Paraparaumu

*There seems to be a lot of them, and they seem to be easy to book, at a reasonable price.*

#### Paekākāriki - Raumati

*There is never any problem with getting one if you want it, and they are of a good quality.*

#### Ōtaki

*There are plenty of them. There is a variety, from Maori maraes to church halls.*

#### Waikanae

*We use them for various things, they are clean and available when we need them.*

### Selected reasons for dissatisfaction

#### Paraparaumu

*There is a lack of a large concert facility to house one hundred and fifty people or more to a concert standard.*

#### Paekākāriki - Raumati

*They should be free. Organisations would benefit from them if they were free.*

#### Ōtaki

-

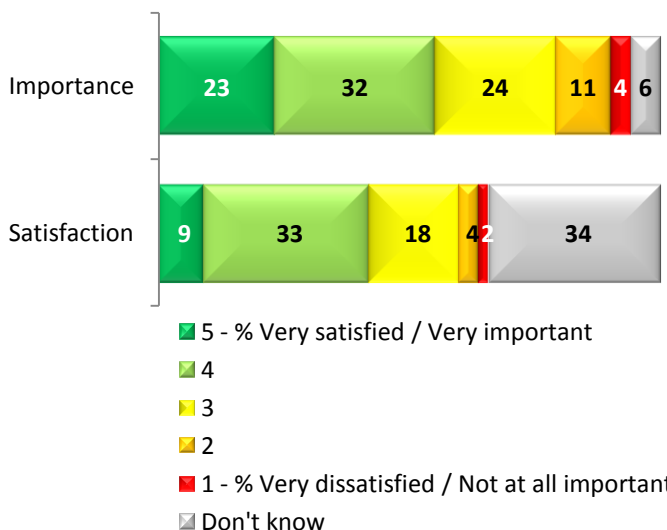
#### Waikanae

*They are far too expensive. We have to pay a bond and then we pay by the hour and we get the bond back. My group doesn't use the council ones any more. We use halls quite a bit with the group I am involved in and often find them double booked.*

Over one half of respondents (55%) stated that *The availability of community halls* is important or very important to them. Over four out of ten respondents (42%) stated that they are satisfied or very satisfied with *The availability of community halls*.

Only 2% of respondents stated that they are very dissatisfied with *The availability of community halls* while over one third (34%) of respondents stated that they did not know.

When 'don't know' and 'neither' responses are excluded, the percentage satisfied is 88%.



## Bylaw enforcement

*Bylaw enforcement* has been plotted in the *Need improving* quadrant. It has a satisfaction mean score of 2.71 and an importance mean score of 3.85.

The mean score for satisfaction is significantly lower than the average mean scores across all services and the mean score for importance is slightly lower than the average.

### Selected reasons for satisfaction

#### Paraparaumu

*Crime has gone down.*

#### Paekākāriki - Raumati

*I have always had good results if I have had a problem.*

#### Ōtaki

*I haven't had any issues or complaints.*

#### Waikanae

*Extremely happy, Council are doing the right things and following up. Nicely illustrated.*

### Selected reasons for dissatisfaction

#### Paraparaumu

*They are too slack on dogs and too rigid on other things.*

#### Paekākāriki - Raumati

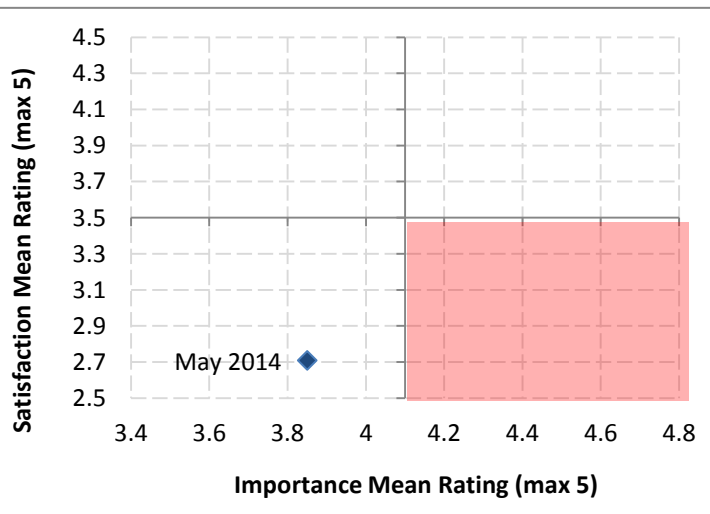
*The outcome of the pruning of trees. Taking people to court is bullying, and the Council is there for themselves not the people. The Council has shown they have lost sight on what the people want and need by their behaviour.*

#### Ōtaki

*There is not enough communication. They are riding over people's feelings in a dictatorial way.*

#### Waikanae

*There are cars on the beaches and the bylaws are not enforced*

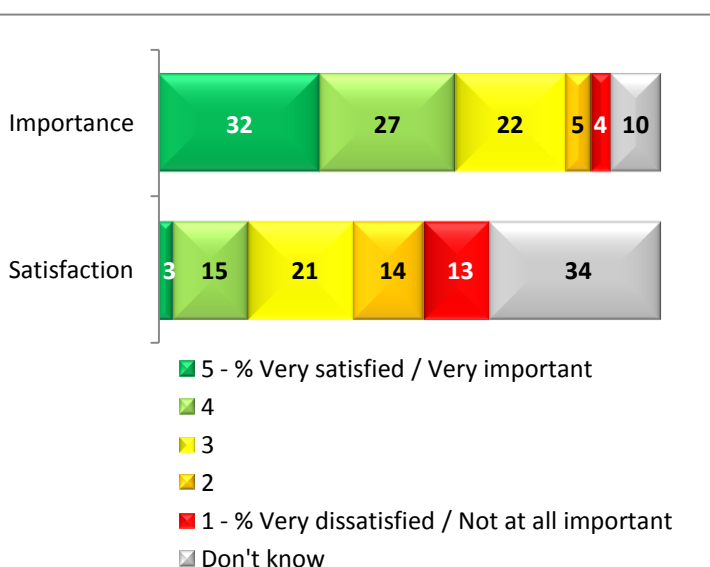


Almost six out of ten respondents (59%) stated that *Bylaw enforcement* is important or very important to them. Only 18% of respondents stated that they are satisfied or very satisfied with *Bylaw enforcement*.

Over one out of ten (13%) respondents stated that they are very dissatisfied with *Bylaw enforcement*.

*Bylaw enforcement* has the lowest satisfaction mean score of all the services measured.

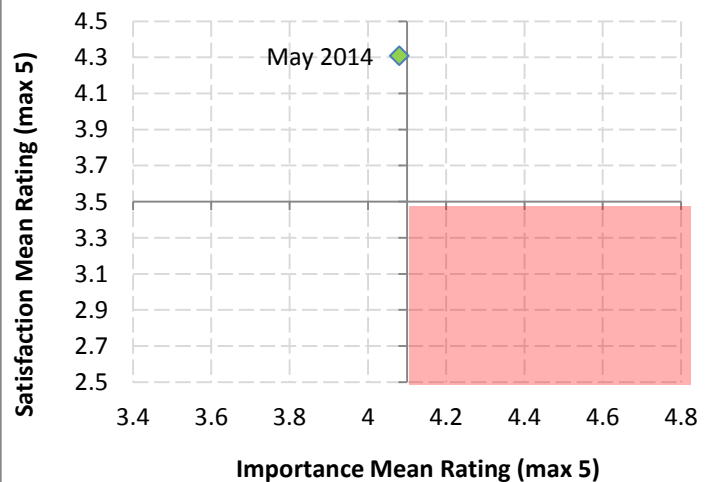
When 'don't know' and 'neither' responses are excluded, the percentage satisfied is 40%.



## The comfort and convenience of libraries

*The comfort and convenience of libraries* has been plotted in the *Good* quadrant. It has a satisfaction mean score of 4.31 and an importance mean score of 4.08.

The mean score for satisfaction is significantly higher than the average mean scores across all services and the mean score for importance is slightly higher than the average.



### Selected reasons for satisfaction

#### Paraparaumu

*Nice, open and inviting, large comfy chairs and nooks.*

#### Paekākāriki - Raumati

*It is clean, tidy, comfortable and friendly. It provides easy accessibility to a huge range of resources.*

#### Ōtaki

*It has fabulous staff and great facilities.*

#### Waikanae

*They are good helpful staff and open hours are adequate and they have a good range of books, a good library.*

### Selected reasons for dissatisfaction

#### Paraparaumu

*I am tired of going into the library with people having loud conversations and children running around yelling and screaming. Libraries need to go back to being places of quiet contemplation.*

#### Paekākāriki - Raumati

-

#### Ōtaki

-

#### Waikanae

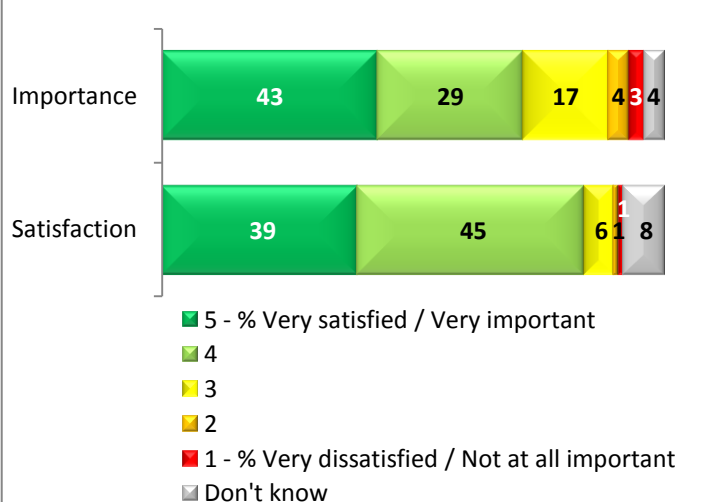
-

Almost three quarters of respondents (72%) stated that *The comfort and convenience of libraries* is important or very important to them. Over eight out of ten respondents (84%) stated that they are satisfied or very satisfied with *The comfort and convenience of libraries*.

Only 1% of respondents stated that they are very dissatisfied with *The comfort and convenience of libraries*.

*The comfort and convenience of libraries* is the services that had the highest satisfaction mean score across all services measured.

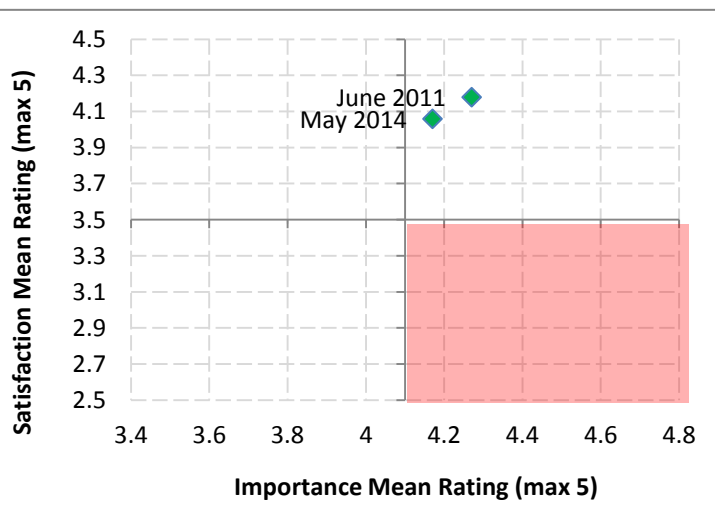
When 'don't know' and 'neither' responses are excluded, the percentage satisfied is 98%.



## The standard of library services and book stocks

*The standard of library services and book stocks has been plotted in the Priorities for improvement quadrant. It has a satisfaction mean score of 4.06 and an importance mean score of 4.17.*

The mean scores for both satisfaction and importance are higher than the average mean scores across all services.



### Selected reasons for satisfaction

#### Paraparaumu

*They always have the books I need, if they don't have them they get them from somewhere else.*

#### Paekākāriki - Raumati

*There is excellent service and books.*

#### Ōtaki

*Helpful and friendly, a good selection of books.*

#### Waikanae

*Great service, nothing is a problem if they haven't got a book they will get it for you.*

### Selected reasons for dissatisfaction

#### Paraparaumu

-

#### Paekākāriki - Raumati

*We are really happy with the SMART library but dissatisfied that some series of books are missing one in the series and they have chosen not to replace them. I am looking forward to when the SMART library is expanded to include Wellington Library.*

#### Ōtaki

*Very satisfied with the service from staff however some areas of the books need serious upgrading like in the craft section.*

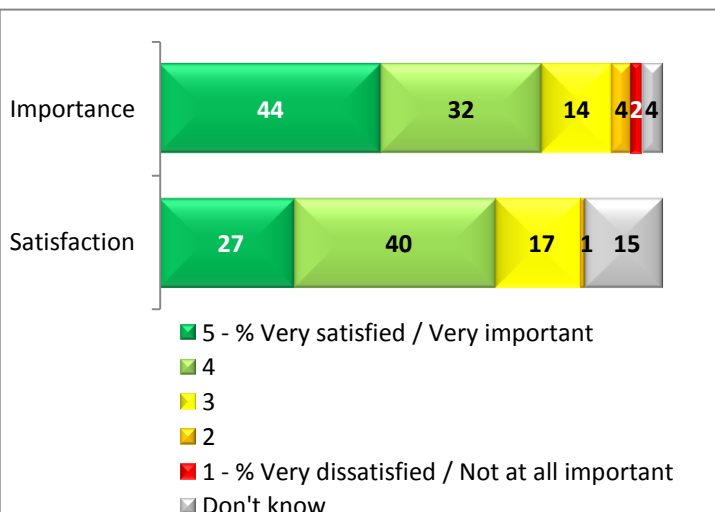
#### Waikanae

-

Over three quarters respondents (76%) stated that *The standard of library services and book stocks* is important or very important to them. Over two thirds of respondents (67%) stated that they are satisfied or very satisfied with *The standard of library services and book stocks*.

No respondents stated that they are very dissatisfied and only 1% stated that they are dissatisfied with *The standard of library services and book stocks*.

When 'don't know' and 'neither' responses are excluded, the percentage satisfied is 97%.



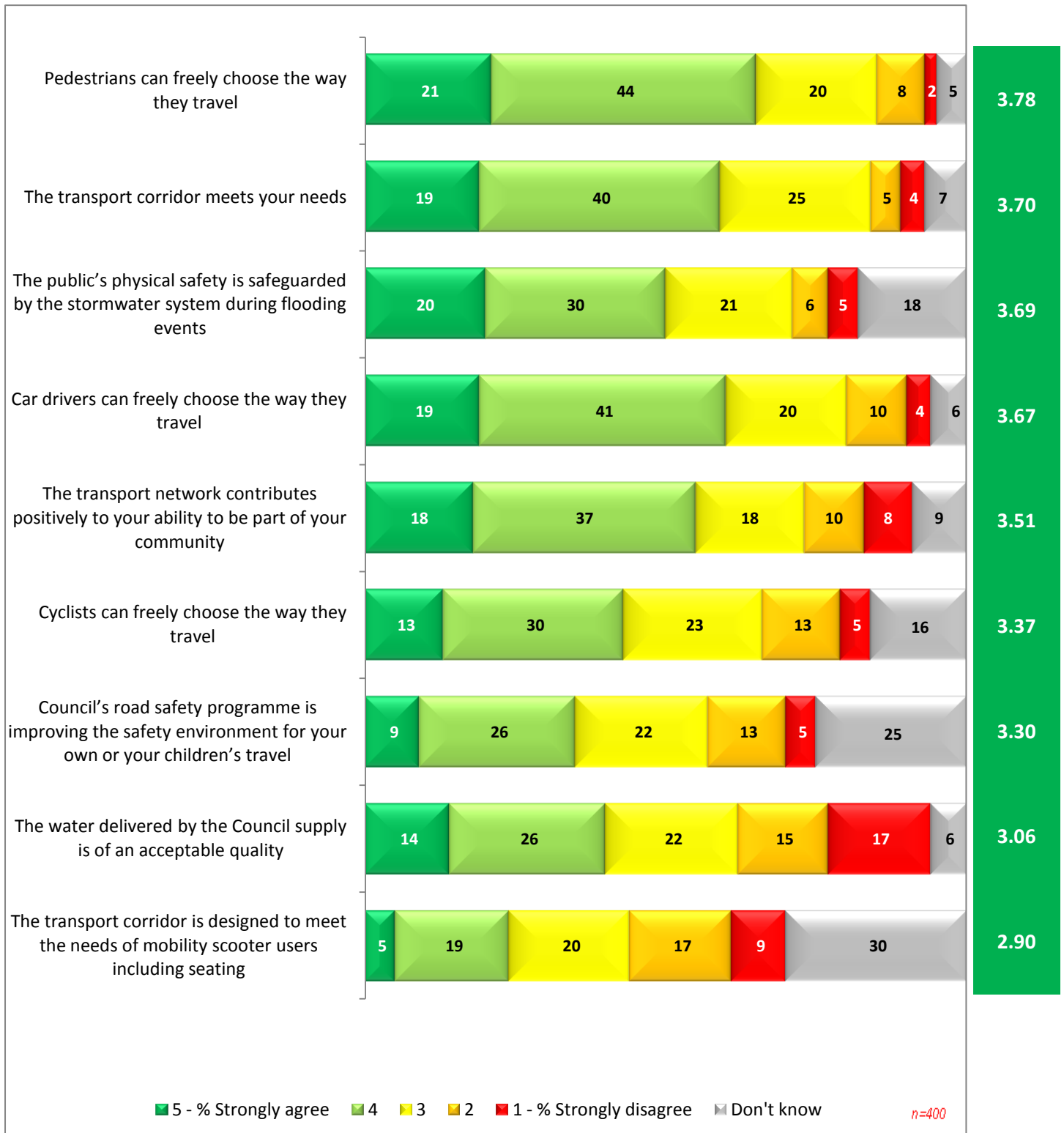
## 5. Council Activities

### 5.1. Perceptions of Council Activities

Q. How much do you agree or disagree that..?

In order of mean rating, percentage of respondents

Mean rating  
(max. 5)



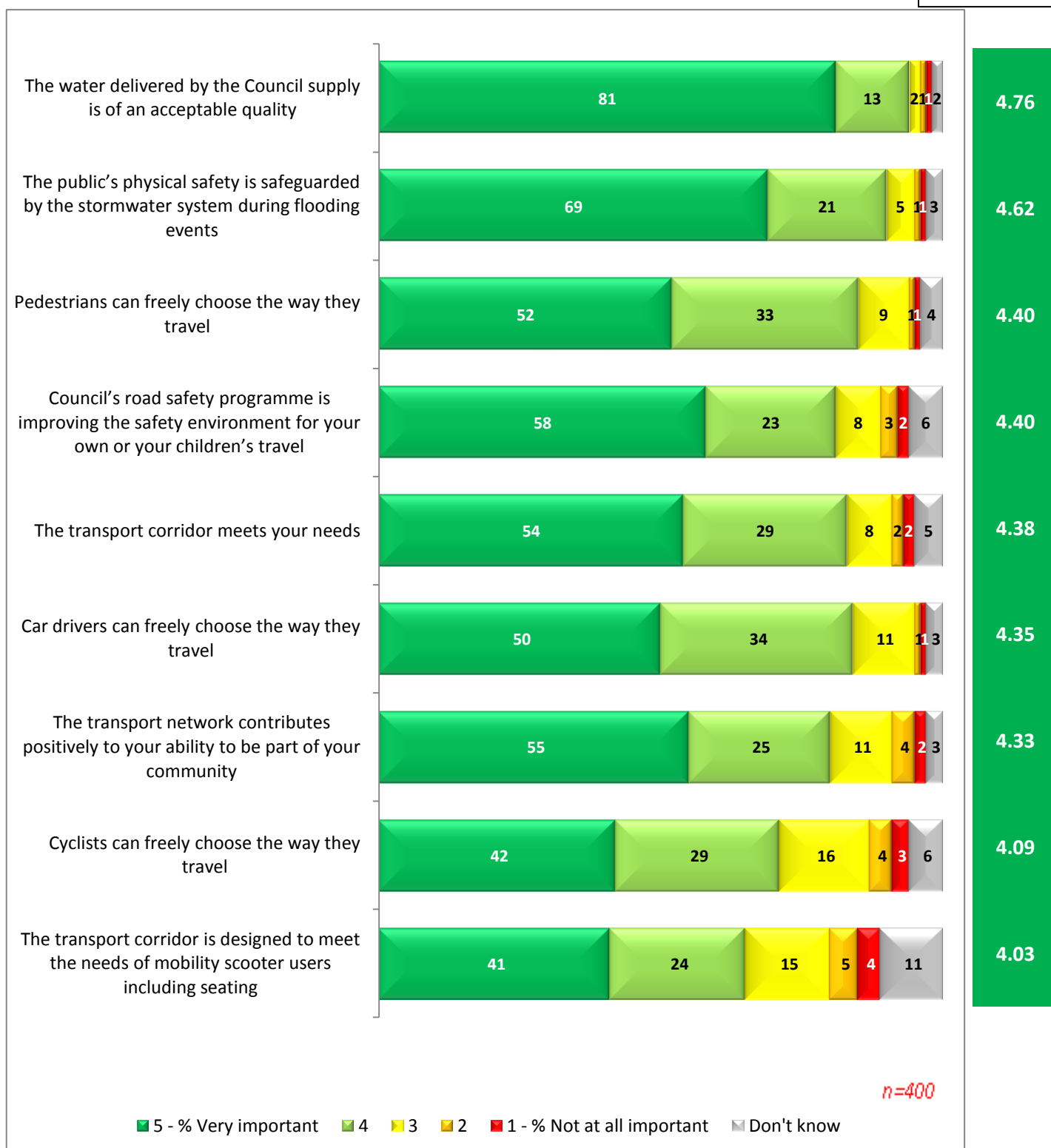


## 5.2. Importance of Council Activities

Q. What level of importance do you place on..?

In order of mean rating, percentage of respondents

Mean rating  
(max. 5)





### 5.3. Focus Areas for Council Activities



## 6. Detailed Findings of Council Activities

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

*The public's physical safety is safeguarded by the stormwater system during flooding events* has been plotted in the *Excellent* quadrant. It has an agreement mean score of 3.69 and an importance mean score of 4.62.

Importance has increased significantly since previous years.

Agreement and importance is higher than the average across all activities.

#### Selected reasons for agreement

##### **Paraparaumu**

*We have had heavy rains and the water does drain away and we do not suffer from large puddles.*

##### **Paekākāriki - Raumati**

*I think it is very important to everybody on the coast.*

##### **Ōtaki**

*We live in a town next to a river or beach, and the Council is onto it.*

##### **Waikanae**

*There are culverts on the new roundabouts roading. It is pretty good and I have seen no floods.*

#### Selected reasons for disagreement

##### **Paraparaumu**

*I have noticed flooding that slows down traffic.*

##### **Paekākāriki - Raumati**

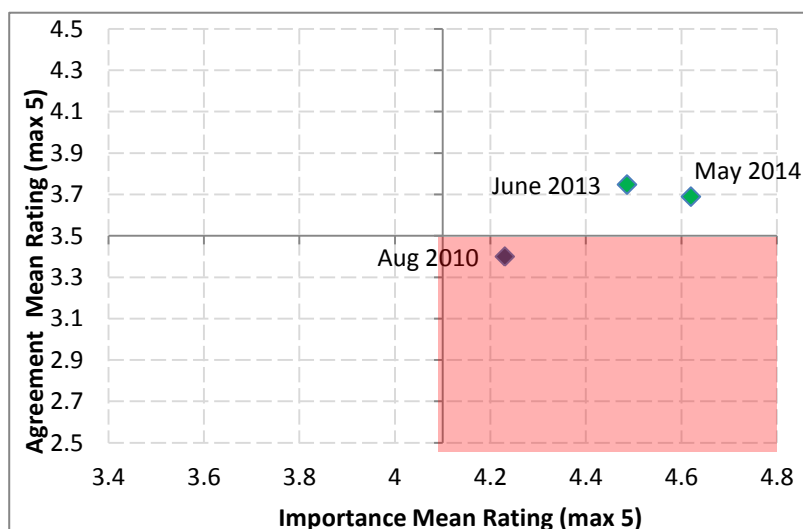
*There are issues around flow.*

##### **Ōtaki**

*We get flooded quite regularly and the Council don't come and clear the drains.*

##### **Waikanae**

*When it rains and the streets flood.*

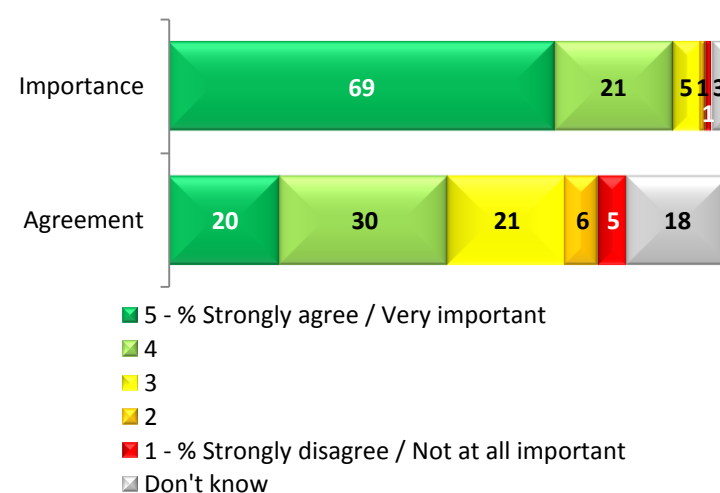


Note: Question wording in 2010 was 'Standard of stormwater management'.

Nine out of ten respondents (90%) stated that *The public's physical safety is safeguarded by the stormwater system during flooding events* is important or very important to them. One half of respondents (50%) stated that they strongly agree or agree that *The public's physical safety is safeguarded by the stormwater system during flooding events*.

Only 5% of respondents stated that they strongly disagreed that *The public's physical safety is safeguarded by the stormwater system during flooding events*.

When 'don't know' and 'neither' responses are excluded, the percentage satisfied is 83%.

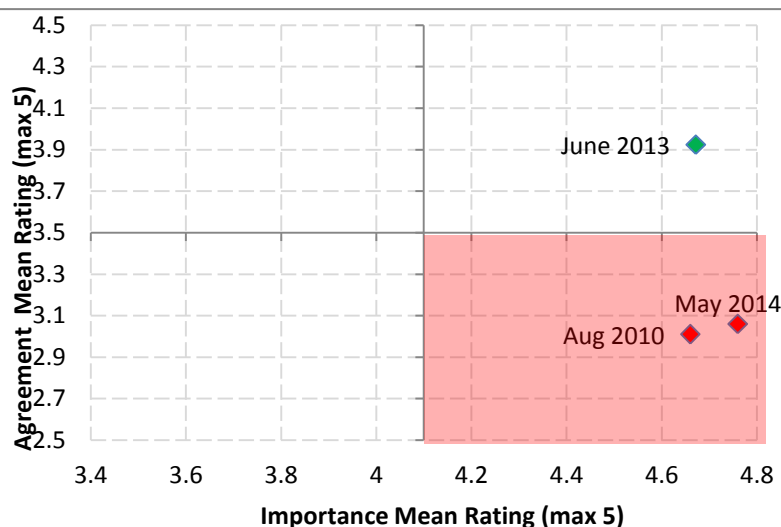


## The water delivered by the Council supply is of an acceptable quality

*The water delivered by the Council supply is of an acceptable quality* has been plotted in the *Priorities for improvement* quadrant. It has an agreement mean score of 3.06 and an importance mean score of 4.76.

Agreement has decreased significantly since June 2013 and is back in line with August 2010.

Agreement is lower than the average across all activities and importance is significantly higher than the average.



### Selected reasons for agreement

#### **Paraparaumu**

*Bore is bad but Council supply is good*

#### **Paekākāriki - Raumati**

*It's always clean and is always there.*

#### **Ōtaki**

*Taste is good, pressure is good, never had a problem.*

#### **Waikanae**

*Never had it fail, it's always there and always clean.*

### Selected reasons for disagreement

#### **Paraparaumu**

*Bore water tastes no good and damages appliances and fixtures and fittings.*

#### **Paekākāriki - Raumati**

*It tastes terrible and I am dead against fluoride in the water.*

#### **Ōtaki**

*The quality is not the best and needs to be tested more often in the area of Ōtaki.*

#### **Waikanae**

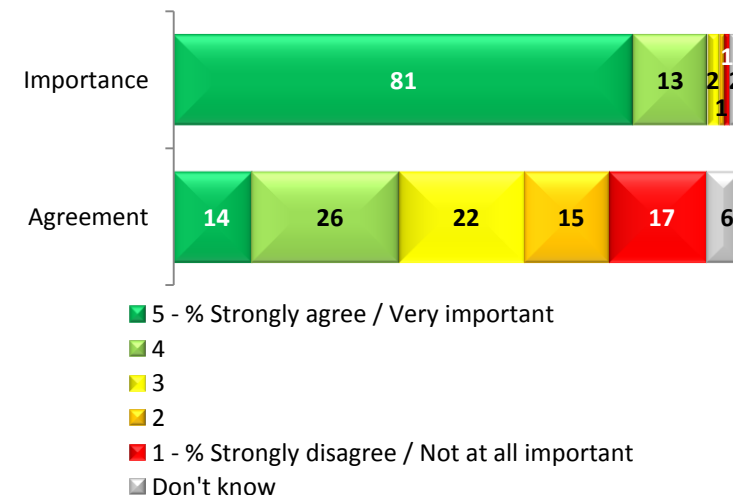
*The taste of the water is horrible, no different in winter. Worse in Waikanae than the rest of Kapiti.*

Over nine out of ten respondents (94%) stated that *The water delivered by the Council supply is of an acceptable quality* is important or very important to them. Four out of ten respondents (40%) stated that they strongly agree or agree that *The water delivered by the Council supply is of an acceptable quality*.

Almost one fifth (17%) of respondents stated that they strongly disagreed that *The water delivered by the Council supply is of an acceptable quality*.

Respondents rated *The water delivered by the Council supply is of an acceptable quality* as the most important Council activity.

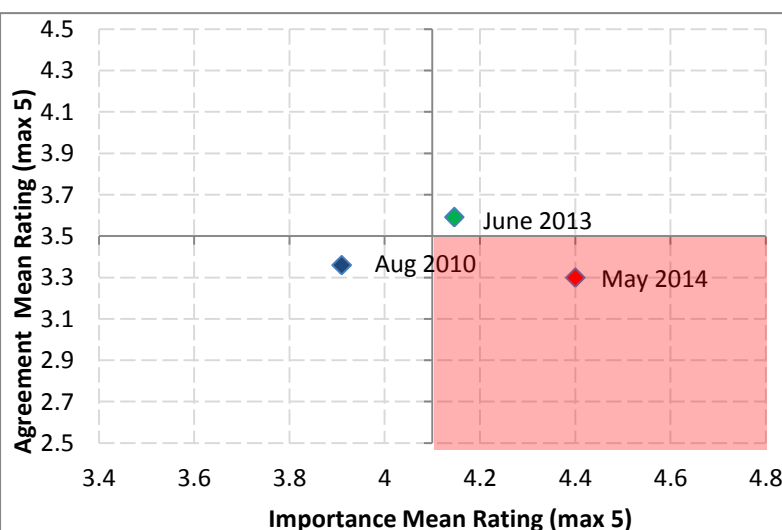
When 'don't know' and 'neither' responses are excluded, the percentage satisfied is 56%.



## Council's road safety programme is improving the safety environment for your own or your children's travel

Council's road safety programme is improving the safety environment for your own or your children's travel has been plotted between the Need improving and the Priorities for improvement quadrant. It has an agreement mean score of 3.30 and an importance mean score of 4.40.

While importance has increased since June



Note: Question wording in 2010 was 'The road safety programme'.

Over eight out of ten respondents (81%) stated that Council's road safety programme is improving the safety environment for your own or your children's travel is important or very important to them. Over one third of respondents (35%) stated that they agree or strongly agree that Council's road safety programme is improving the safety environment for your own or your children's travel.

Only 5% of respondents stated that they strongly disagreed that Council's road safety programme is improving the safety environment for your own or your children's travel and one quarter (25%) of respondents stated that they did not know.

When 'don't know' and 'neither' responses are excluded, the percentage satisfied is 67%.

### Selected reasons for agreement

#### Paraparaumu

*New signage around so people know to slow down. The police are also out and about*

#### Paekākāriki - Raumati

*I think the school travel planners work very hard to achieve just that.*

#### Ōtaki

*I think they are looking after the roads where the schools are and the signage has improved and the quality of the roads has improved.*

#### Waikanae

*Doing all right things and heading in right direction.*

### Selected reasons for disagreement

#### Paraparaumu

*Not enough roads and too many traffic lights and huge congestion which has increased my travel time.*

#### Paekākāriki - Raumati

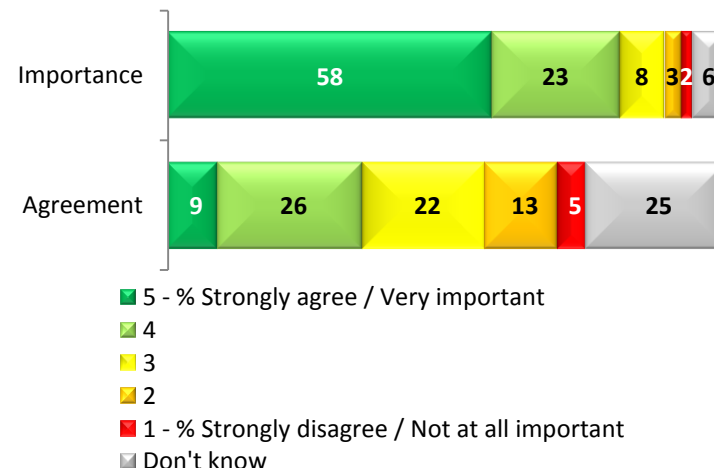
*The street I am on has no footpaths, or curb and channelling. This means that people are required to walk or run on the road, which puts them and drivers of vehicles both at risk.*

#### Ōtaki

*There is no evidence of anything done to benefit Ōtaki.*

#### Waikanae

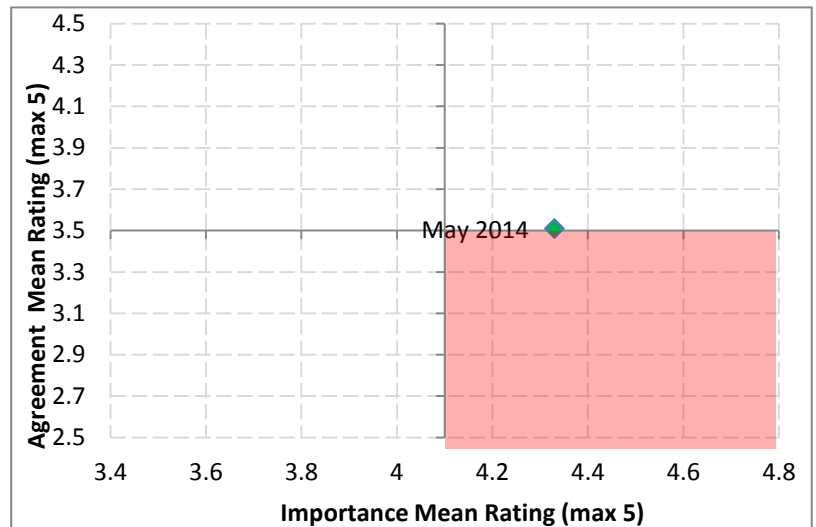
*It is not a council duty it is for the police to do.*



## The transport network contributes positively to your ability to be part of your community

*The transport network contributes positively to your ability to be part of your community* has been plotted in the *Excellent* quadrant. It has an agreement mean score of 3.51 and an importance mean score of 4.33.

Agreement is slightly higher than the average across all activities and importance is slightly lower than the average.



### Selected reasons for agreement

#### Paraparaumu

*The aged community, a lot of organisations use Gold Card when using buses and trains.*

#### Paekākāriki - Raumati

*I don't drive, so I use the trains all the time, and they work very well for me.*

#### Ōtaki

*There seems to be a lot of bus services around and others in the public seem to be happy.*

#### Waikanae

*Buses are great, trains are excellent from Waikanae.*

### Selected reasons for disagreement

#### Paraparaumu

*The congestion and road works' holdup.*

#### Paekākāriki - Raumati

*We have a bus network of forty seater buses which carry two people. We need smaller vehicles more often.*

#### Ōtaki

*No reliable bus service, only one every six hours none after six thirty at night, no train service.*

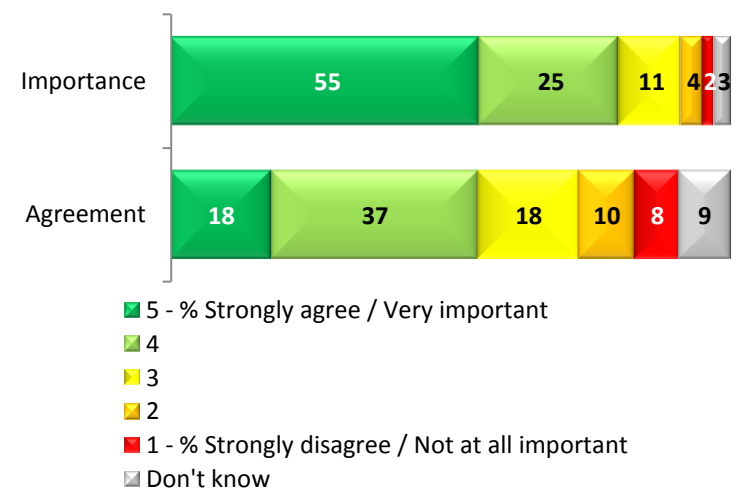
#### Waikanae

*Anything north of Ōtaki up to Waikanae is badly serviced.*

Eight out of ten respondents (80%) stated that *The transport network contributes positively to your ability to be part of your community* is important or very important to them. Over one half of respondents (55%) stated that they agree or strongly agree that *The transport network contributes positively to your ability to be part of your community*.

Only 8% of respondents stated that they strongly disagreed that *The transport network contributes positively to your ability to be part of your community*.

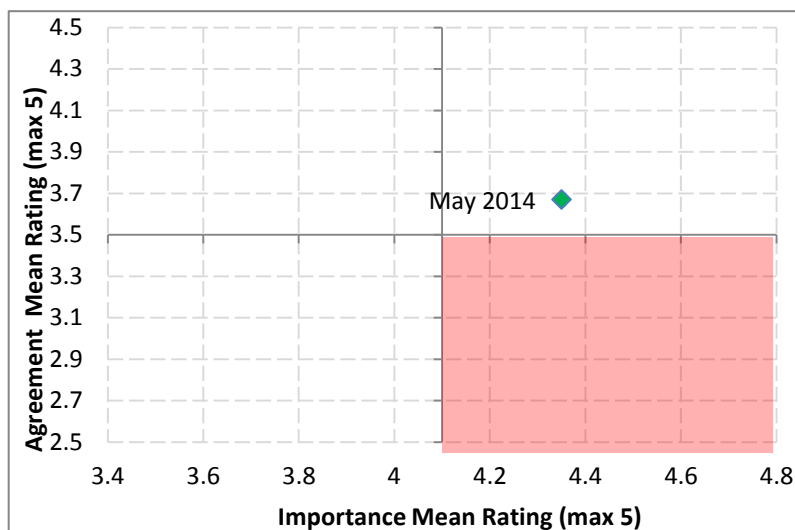
When 'don't know' and 'neither' responses are excluded, the percentage satisfied is 75%.



## Car drivers can freely choose the way they travel

*Car drivers can freely choose the way they travel* has been plotted in *Excellent* quadrant. It has an agreement mean score of 3.67 and an importance mean score of 4.35.

Agreement is higher than the average across all activities and importance is slightly lower than the average.



### Selected reasons for agreement

#### **Paraparaumu**

*No hurdles, road works are at a minimum and haven't restricted me.*

#### **Paekākāriki - Raumati**

*There are more than enough roads available.*

#### **Ōtaki**

*We seem to have a good variety of signs, parking, and roads. All in all they are very good.*

#### **Waikanae**

*I think the roading network is very good and will get better with the expressway.*

### Selected reasons for disagreement

#### **Paraparaumu**

*Kapiti Road is diabolical, too congested, pretty constant.*

#### **Paekākāriki - Raumati**

*Looking at fixing but that hasn't been done yet.*

#### **Ōtaki**

*If it is on the highway, you can't go anywhere much.*

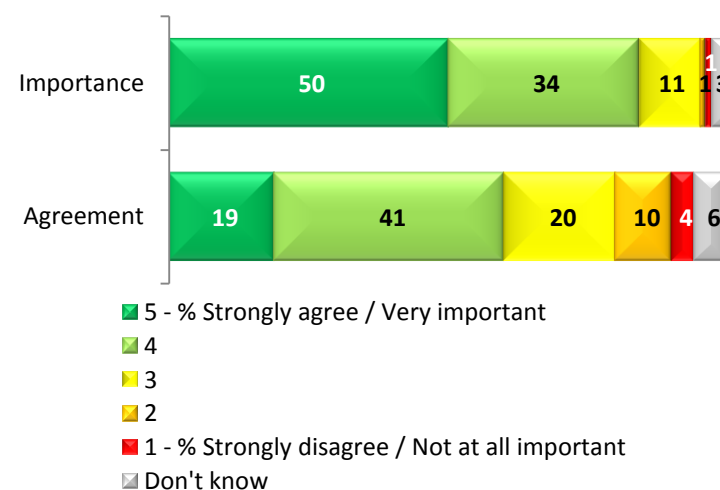
#### **Waikanae**

*Our roads are shocking. We have such a long way to travel from one beach to another. If we are coming home to Waikanae in commuter traffic it's horrendous.*

Over eight out of ten respondents (84%) stated that *Car drivers can freely choose the way they travel* is important or very important to them. Six out of ten respondents (60%) stated that they agree or strongly agree that *Car drivers can freely choose the way they travel*.

Only 4% of respondents stated that they strongly disagreed that *Car drivers can freely choose the way they travel*.

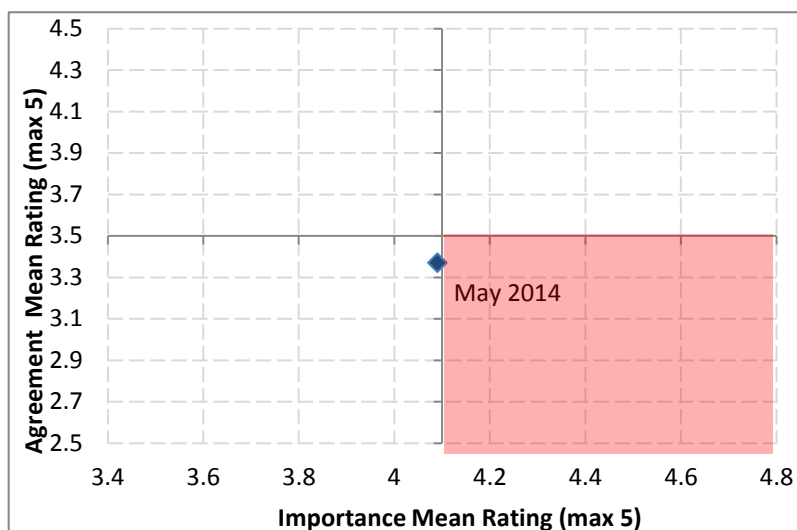
When 'don't know' and 'neither' responses are excluded, the percentage satisfied is 82%.



## Cyclists can freely choose the way they travel

*Cyclists can freely choose the way they travel* has been plotted in the *Need improving* quadrant. It has an agreement mean score of 3.37 and an importance mean score of 4.09.

Agreement is very slightly lower than the average across all activities and importance is significantly lower than the average.



### Selected reasons for agreement

#### Paraparaumu

*We are set up for that and they can choose a range of options, there are lots of ways they can go.*

#### Paekākāriki - Raumati

*There's a very good cycle way between Raumati and Paraparaumu.*

#### Ōtaki

*I can get anywhere on a bike here.*

#### Waikanae

*They can take different routes and use cycleways down by the river.*

### Selected reasons for disagreement

#### Paraparaumu

*Getting in and out of Paraparaumu there are no cycle lanes.*

#### Paekākāriki - Raumati

*Very few safe off road practical commuting cycle routes.*

#### Ōtaki

*It is dangerous. There are no provision for cyclists, not enough bike racks and inadequate cycle lanes.*

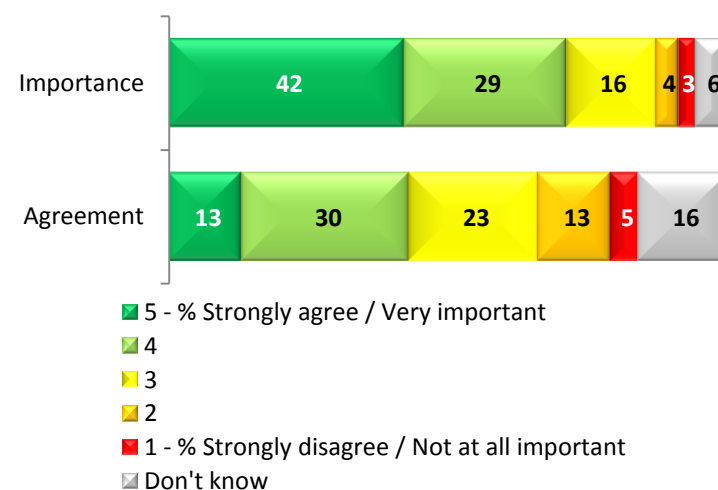
#### Waikanae

*I am not a cyclist but I think it would be hugely unsafe in some places.*

Over seven out of ten respondents (71%) stated that *Cyclists can freely choose the way they travel* is important or very important to them. Over four out of ten respondents (43%) stated that they agree or strongly agree that *Cyclists can freely choose the way they travel*.

Only 5% of respondents stated that they strongly disagreed that *Cyclists can freely choose the way they travel*.

When 'don't know' and 'neither' responses are excluded, the percentage satisfied is 69%.

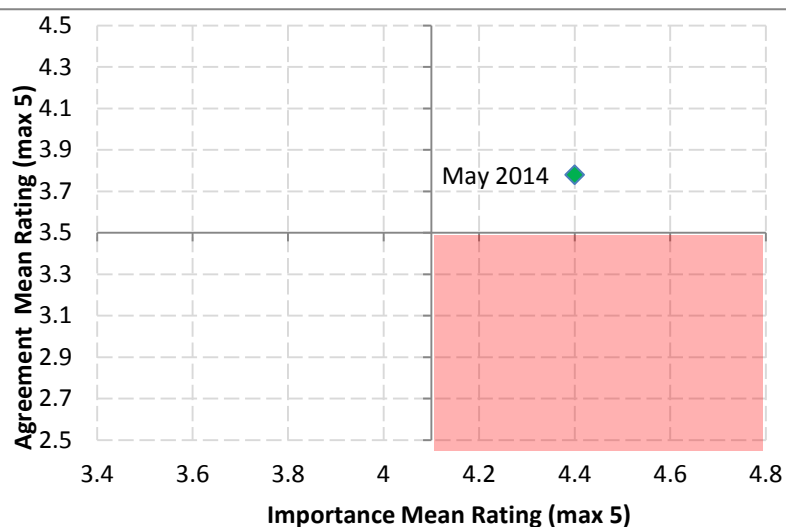




## Pedestrians can freely choose the way they travel

*Pedestrians can freely choose the way they travel* has been plotted in the *Excellent* quadrant. It has an agreement mean score of 3.78 and an importance mean score of 4.40.

Agreement is significantly higher than the average across all activities.



### Selected reasons for agreement

#### Paraparaumu

*Footpaths are good, plenty of crossings, you can get across roads satisfactorily.*

#### Paekākāriki - Raumati

*They can get where they need to as there are good footpaths.*

#### Ōtaki

*I am a walker and I am able to walk where ever I need to.*

#### Waikanae

*There are enough pathways to make it convenient.*

### Selected reasons for disagreement

#### Paraparaumu

*It is a safety issue. There is insufficient lighting at night and a lack of crossings in Kapiti Road.*

#### Paekākāriki - Raumati

*There are not enough pedestrian crossings although they have improved at schools.*

#### Ōtaki

*We are all forced to use the one road and there are no footpaths.*

#### Waikanae

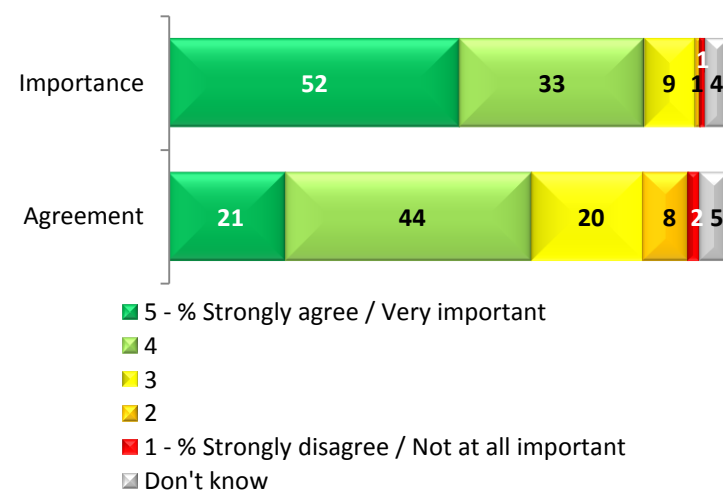
-

Over eight out of ten respondents (85%) stated that *Pedestrians can freely choose the way they travel* is important or very important to them. Almost two thirds of respondents (65%) stated that they agree or strongly agree that *Pedestrians can freely choose the way they travel*.

Only 2% of respondents stated that they strongly disagreed that *Pedestrians can freely choose the way they travel*.

*Pedestrians can freely choose the way they travel* is the activity that respondents agree with the most.

When 'don't know' and 'neither' responses are excluded, the percentage satisfied is 87%.

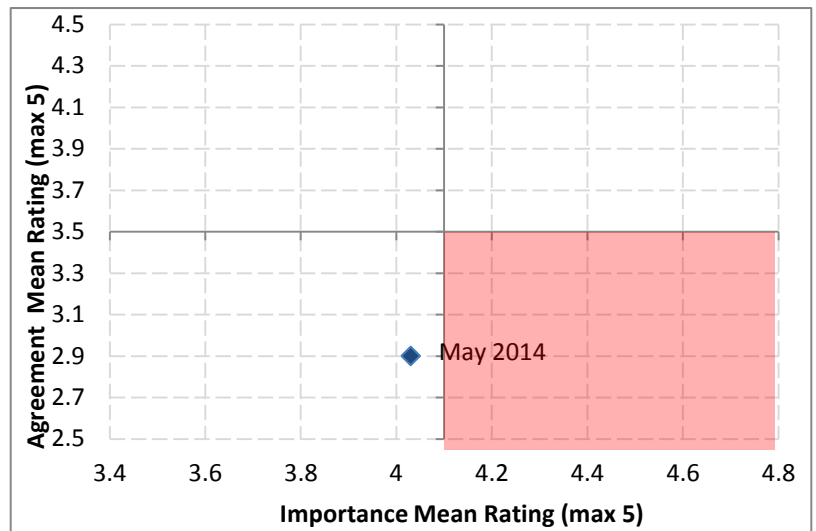




## The transport corridor is designed to meet the needs of mobility scooter users including seating

*The transport corridor is designed to meet the needs of mobility scooter users including seating* has been plotted in the *Need improving* quadrant. It has an agreement mean score of 2.90 and an importance mean score of 4.03.

Both agreement and importance is lower than the average across all activities and is the activity that respondents agreed with least and rated as least important.



### Selected reasons for agreement

#### Paraparaumu

*There seems to be plenty of room for scooters.*

#### Paekākāriki - Raumati

*We have a lot of elderly that use mobility scooters.*

#### Ōtaki

*Plenty of footpaths for scooters.*

#### Waikanae

*They do a really good job and help the disadvantaged people and access troubles are dealt with quickly.*

### Selected reasons for disagreement

#### Paraparaumu

*No as paths are not wide enough or level. They take up a lot of the footpath and they are not smooth at all.*

#### Paekākāriki - Raumati

*Footpaths are not flat and are very uneven, so we drive on the road.*

#### Ōtaki

*It is not at the moment as footpaths are not safe and need fixing up. Some are being fixed up at the moment.*

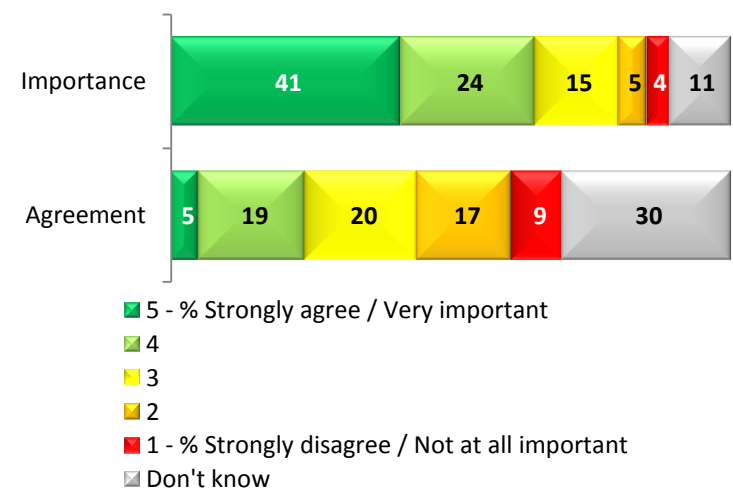
#### Waikanae

*I have a friend who uses a motorised wheelchair. Some footpaths are dangerous and there is limited availability.*

Almost two thirds of respondents (65%) stated that *The transport corridor is designed to meet the needs of mobility scooter users including seating* is important or very important to them. Almost one quarter of respondents (24%) stated that they agree or strongly agree that *The transport corridor is designed to meet the needs of mobility scooter users including seating*.

A large proportion (30%) of respondents did not know if they agreed that *The transport corridor is designed to meet the needs of mobility scooter users including seating*.

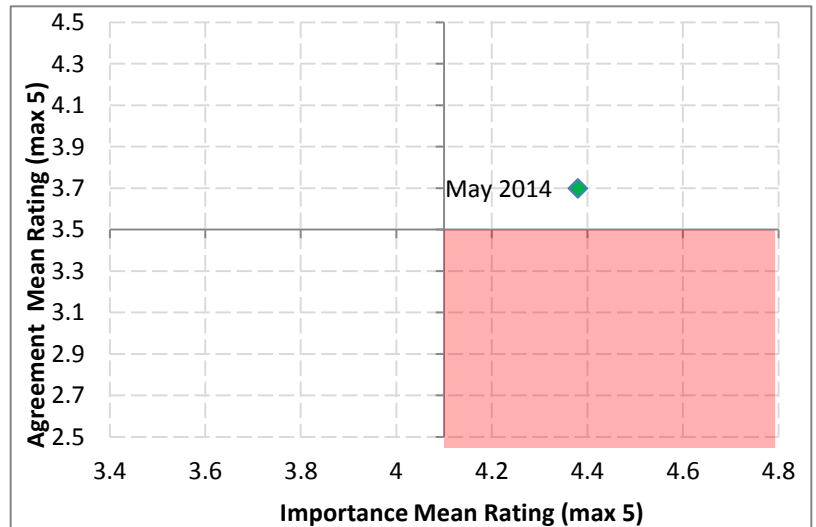
When 'don't know' and 'neither' responses are excluded, the percentage satisfied is 47%.



## The transport corridor meets your needs

*The transport corridor meets your needs* has been plotted in the *Excellent* quadrant. It has an agreement mean score of 3.70 and an importance mean score of 4.38.

Agreement is higher than the average across all activities and importance is very slightly lower than the average.



### Selected reasons for agreement

#### Paraparaumu

*Where I live I have a good range of options of travel direction.*

#### Paekākāriki - Raumati

*I have a lot of options of the ways I can travel.*

#### Ōtaki

*I can move freely wherever I want to go, by car, bike, or walking.*

#### Waikanae

*It meets my needs fully.*

### Selected reasons for disagreement

#### Paraparaumu

*I have to deviate past the transport corridor three or four times further than I need to.*

#### Paekākāriki - Raumati

*There are not enough park and ride parks. With the Gold Card there are no parks after nine in the morning.*

#### Ōtaki

*Not being level, drivers of scooters have to drive on an angle.*

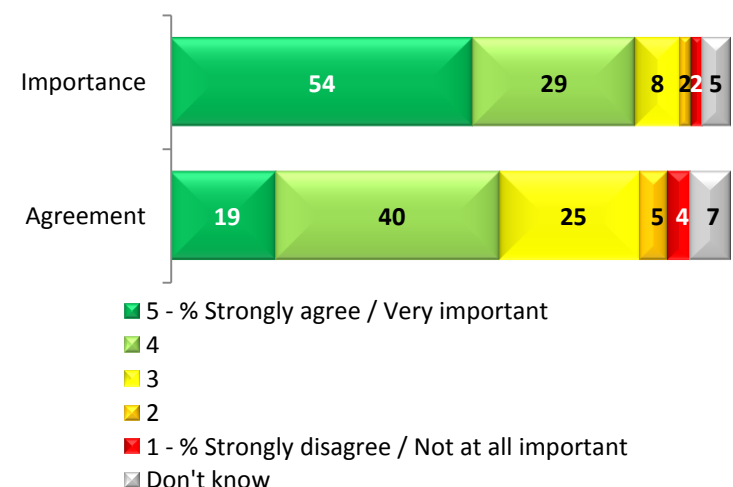
#### Waikanae

*I have to put up with it but it doesn't meet the needs.*

Over eight out of ten respondents (83%) stated that *The transport corridor meets your needs* is important or very important to them. Almost six out of ten respondents (59%) stated that agree or strongly agree that *The transport corridor meets your needs*.

Only 4% of respondents stated that they strongly disagreed that *The transport corridor meets your needs*.

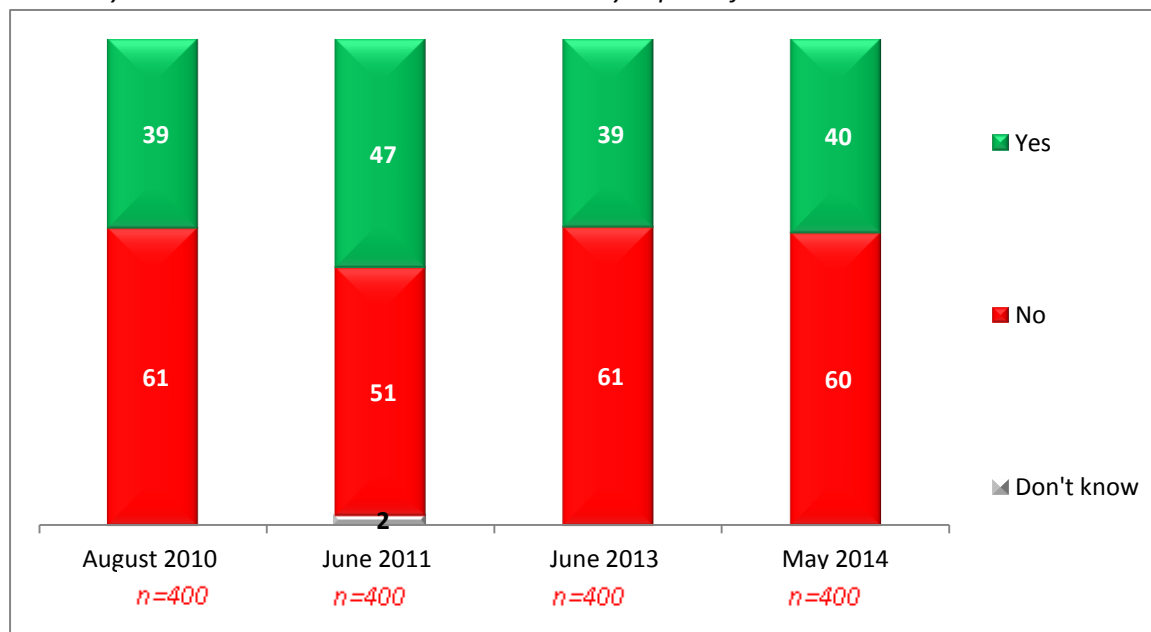
When 'don't know' and 'neither' responses are excluded, the percentage satisfied is 87%.



## 7. Council Contact

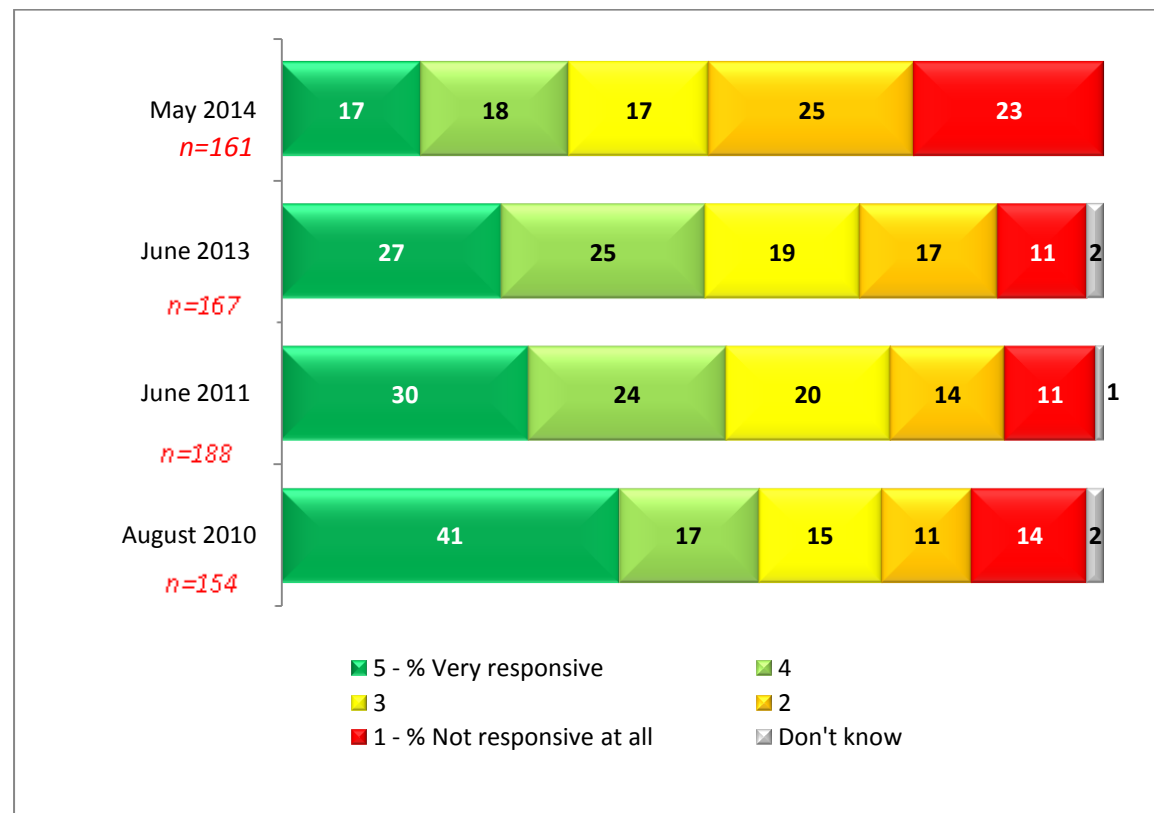
### 7.1. Contact with Council

Q. Have you had contact with the Council about any aspect of its services in the last 12 months?



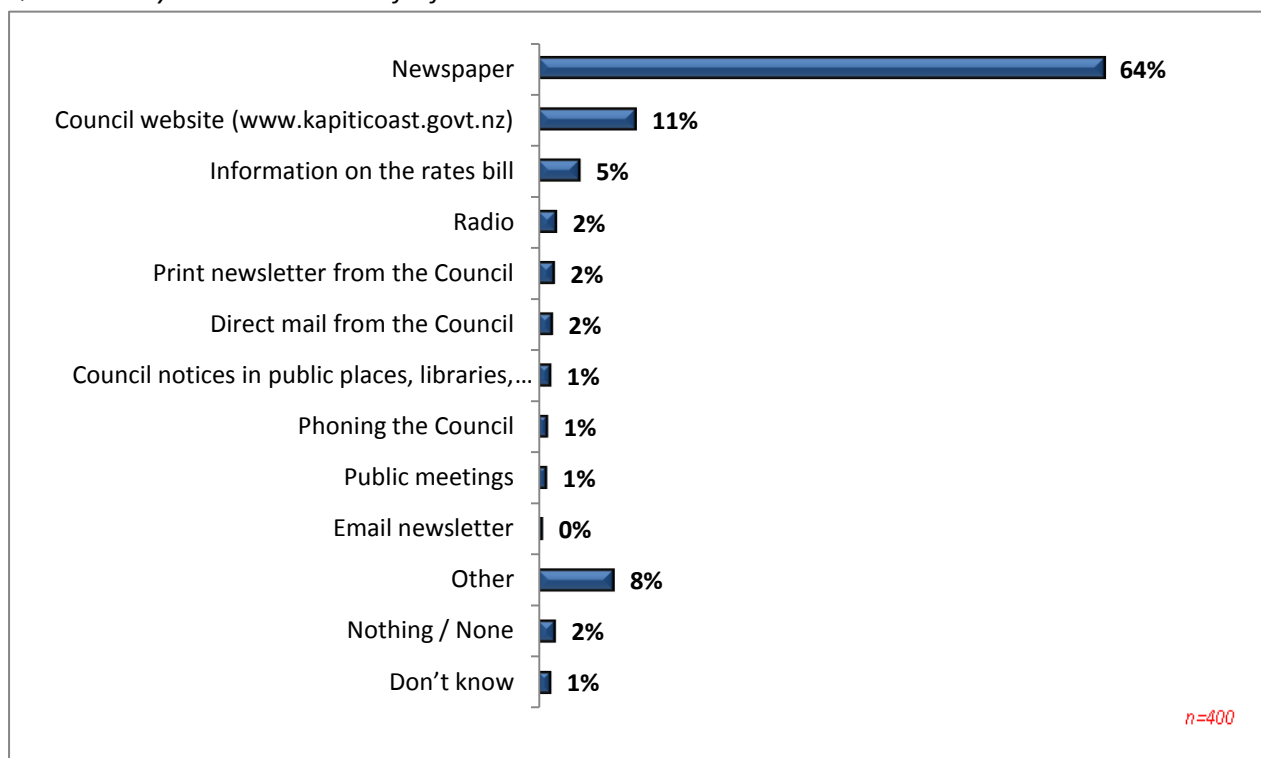
### 7.2. Responsiveness of Council

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

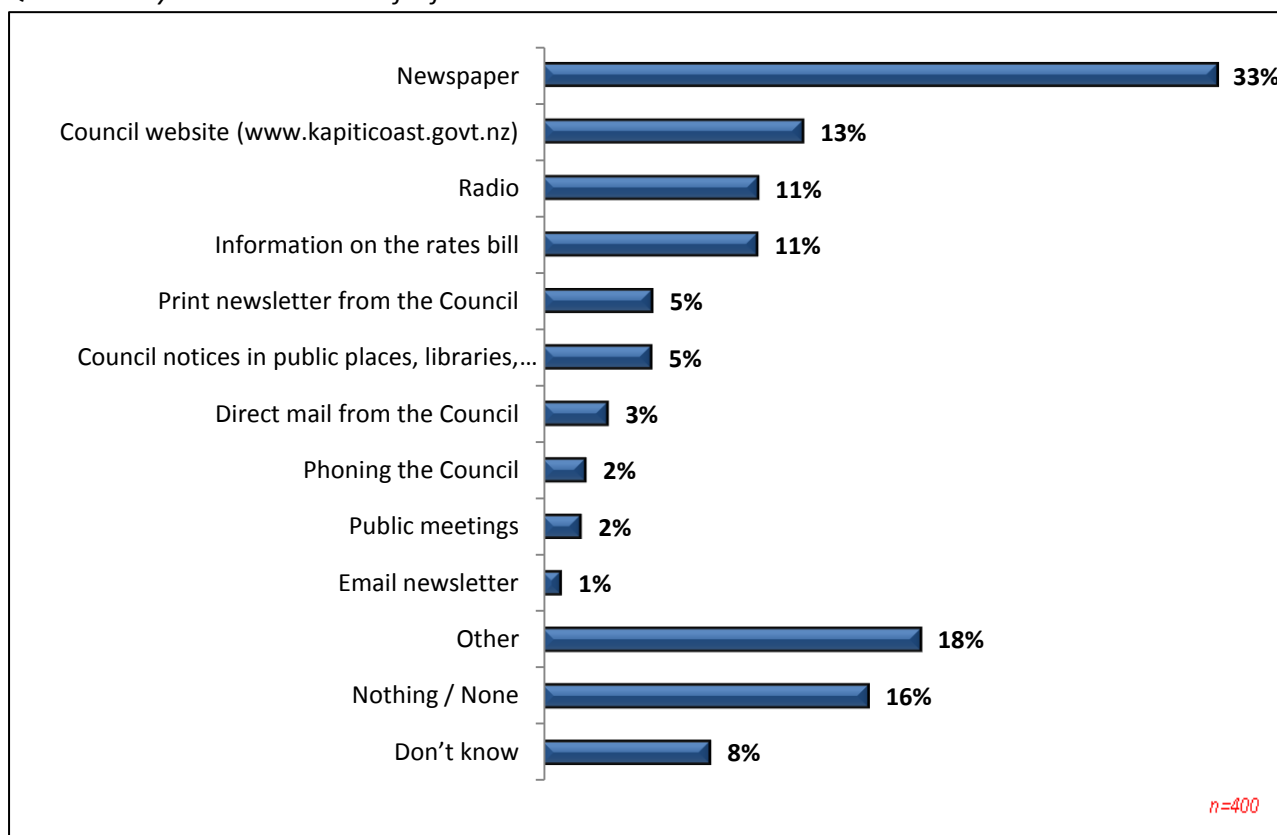


### 7.3. Sources of Information about Council

Q. What are your main sources of information about Council? - FIRST MENTION

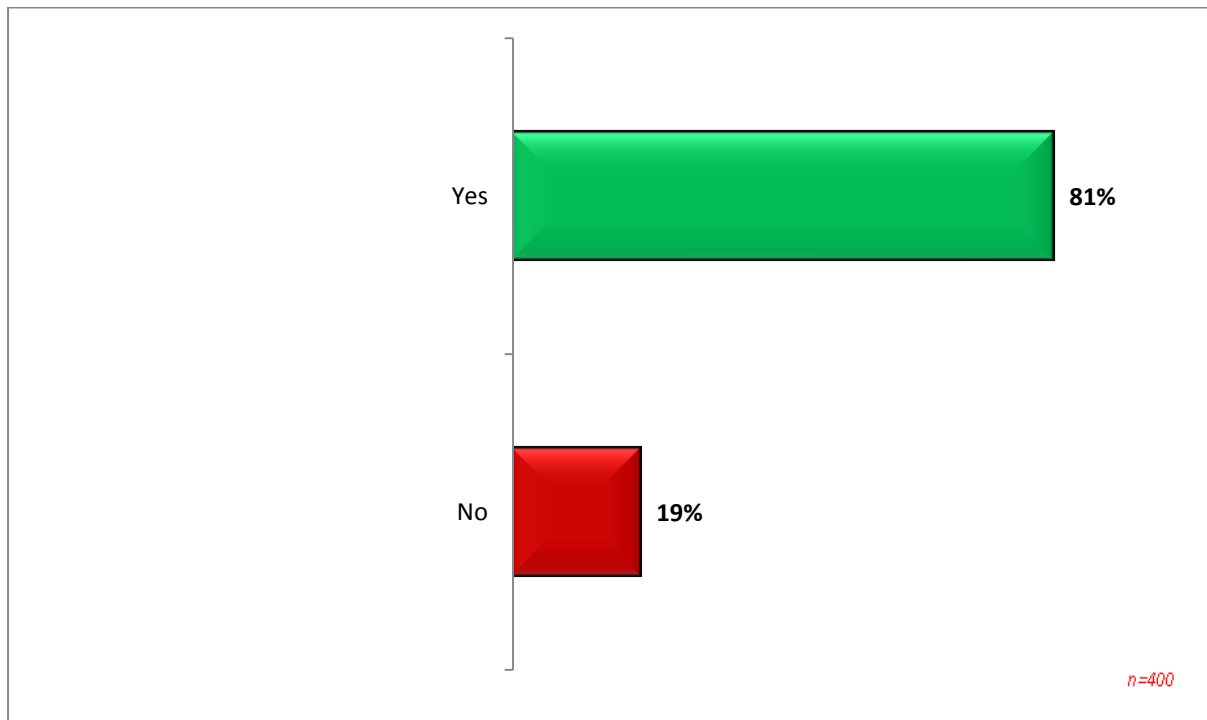


Q. What are your main sources of information about Council? - TOTAL MENTION



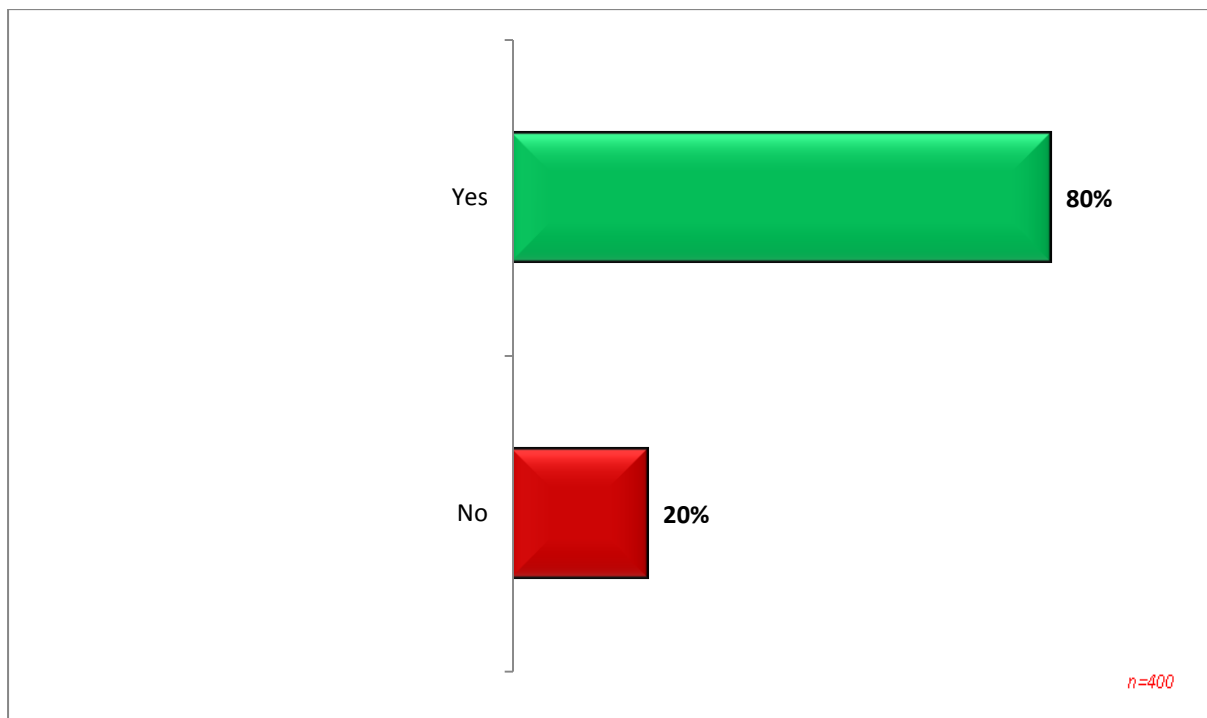
## 8. Civil Defence

*Q. Does your household have an emergency plan and a kit that includes stored food, water and survival items sufficient to get you through three days following an emergency event?*



## 9. Waste Minimisation

*Q. Are you adequately informed about waste minimisation, or do you know where you can easily get information that will enable your household to minimise waste?*



## 10. Findings by Ward

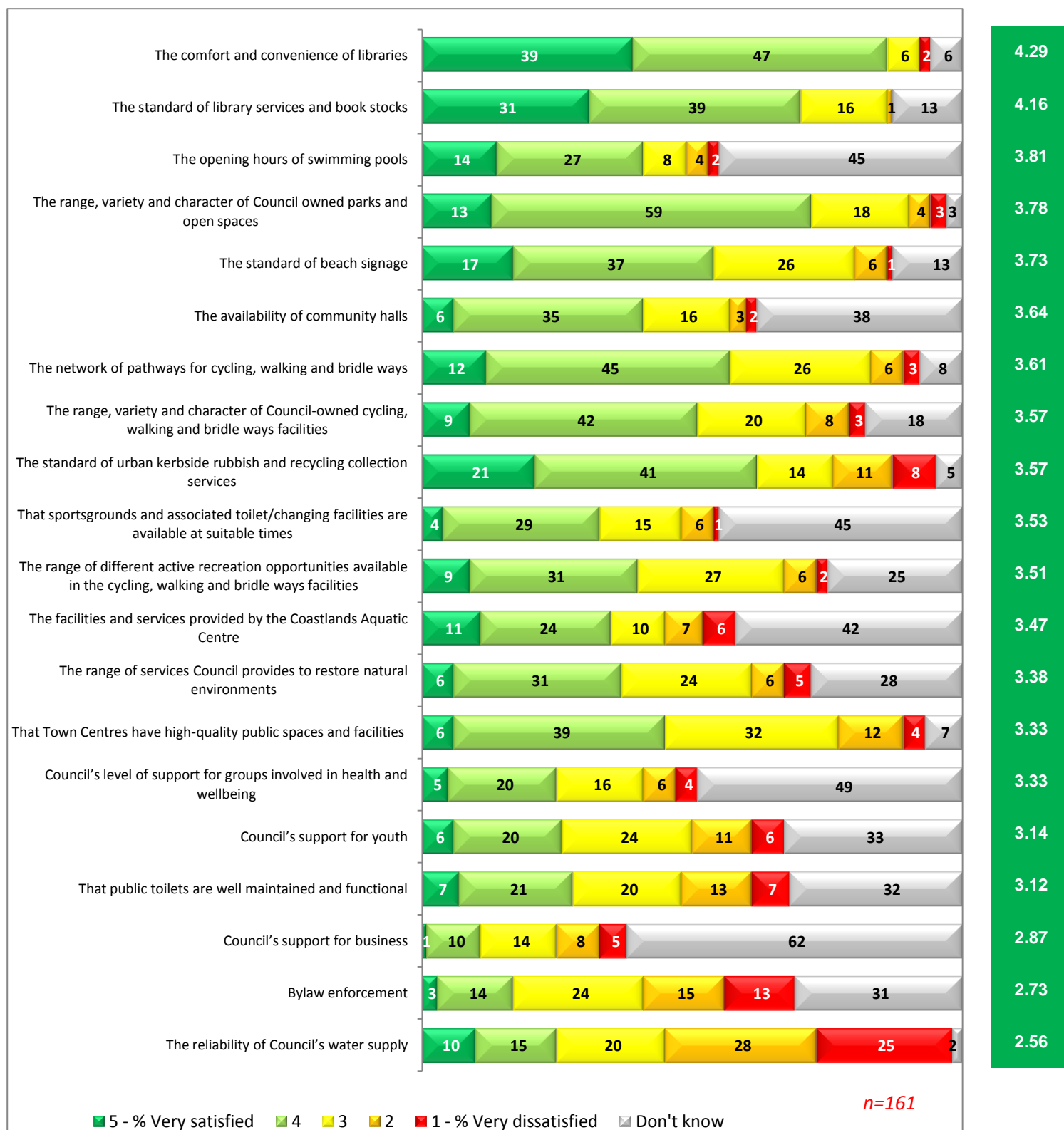
### 10.1. Paraparaumu

#### Satisfaction with services provided

Q. How satisfied are you with the following services?

In order of mean rating, percentage of respondents

Mean rating  
(max. 5)

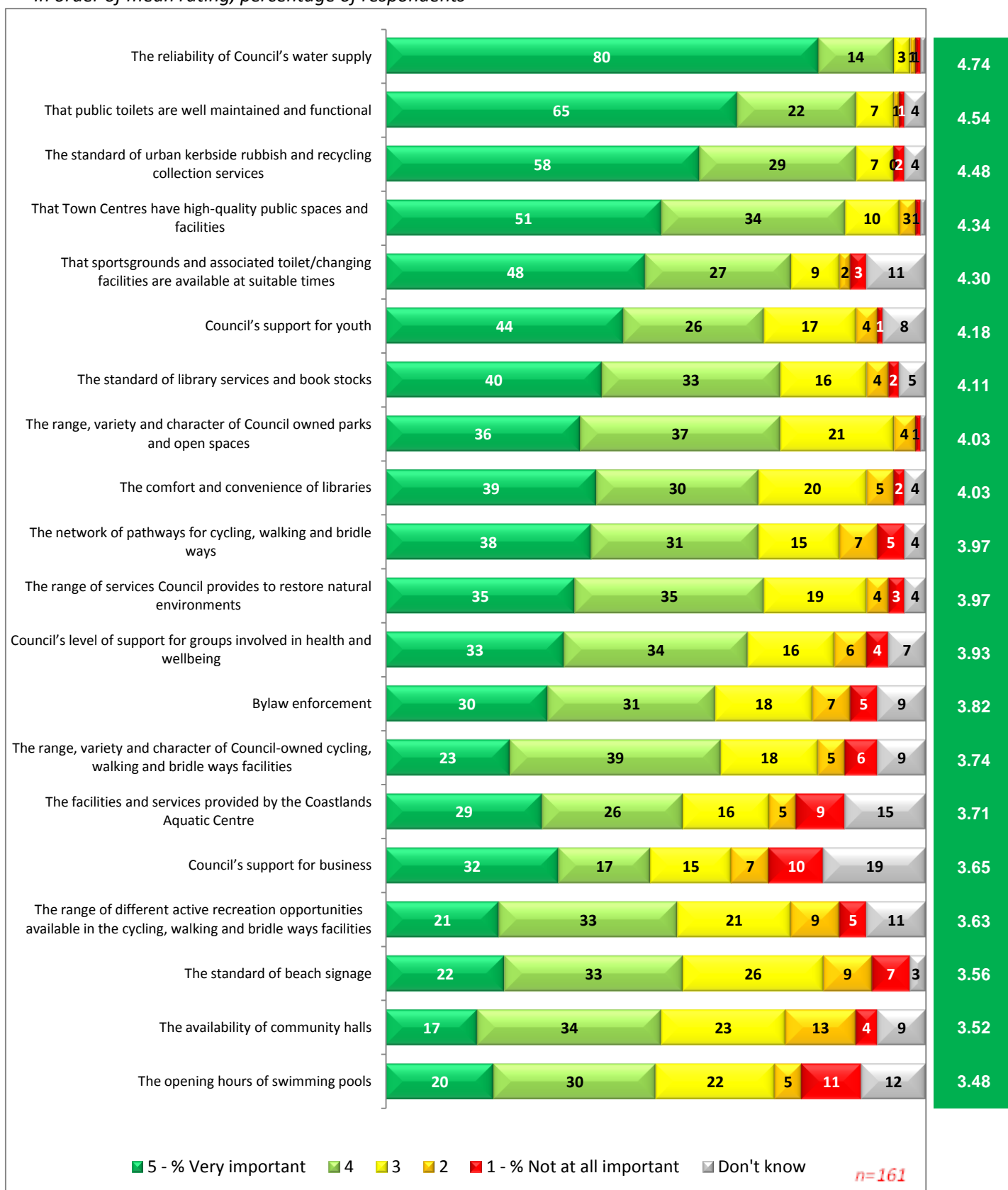


## Importance of services provided

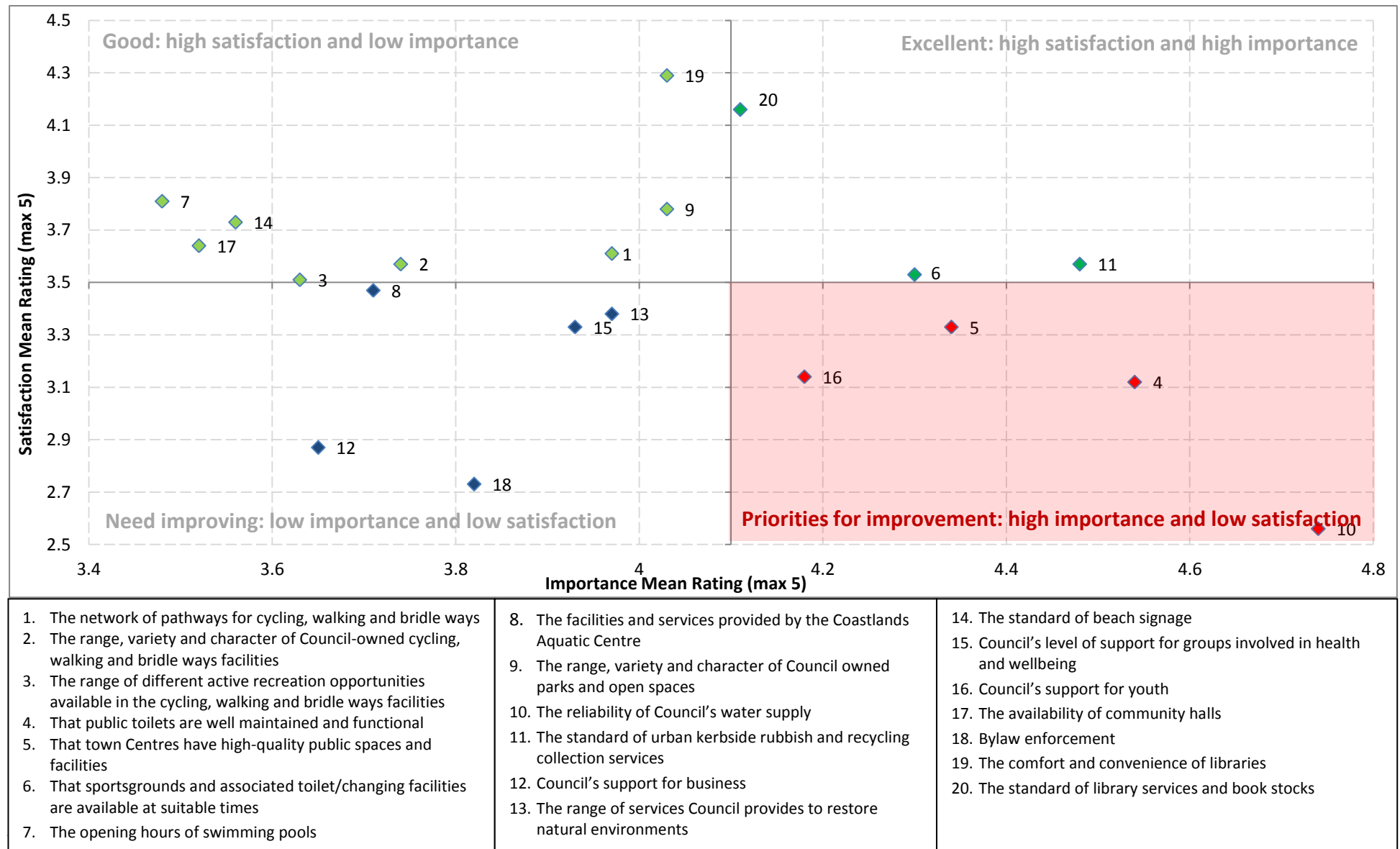
Q. How important are the following services to you?

In order of mean rating, percentage of respondents

Mean rating  
(max. 5)



## Focus Areas for Council Services



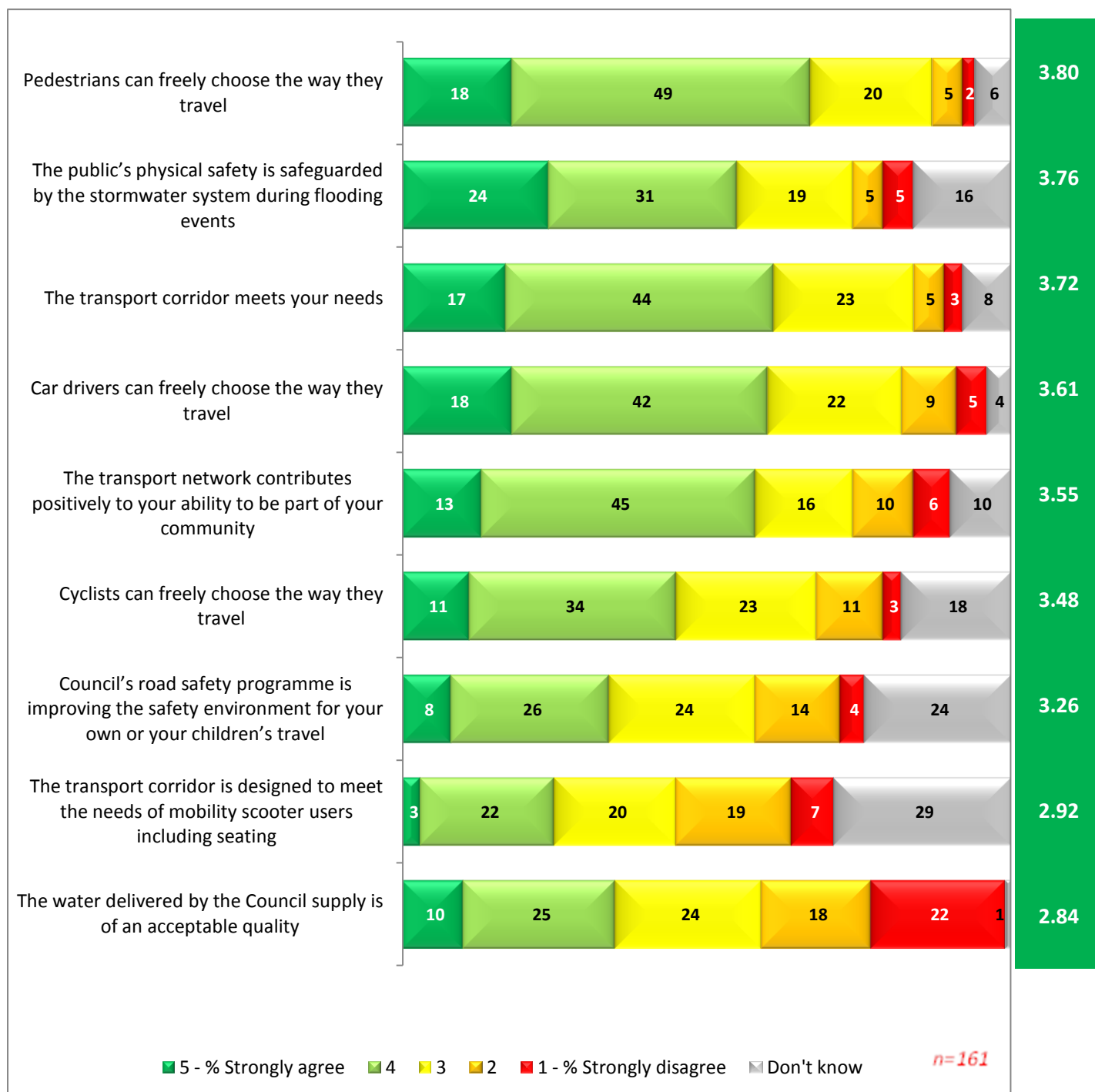


## Perceptions of Council Activities

Q. How much do you agree or disagree that..?

In order of mean rating, percentage of respondents

Mean rating  
(max. 5)

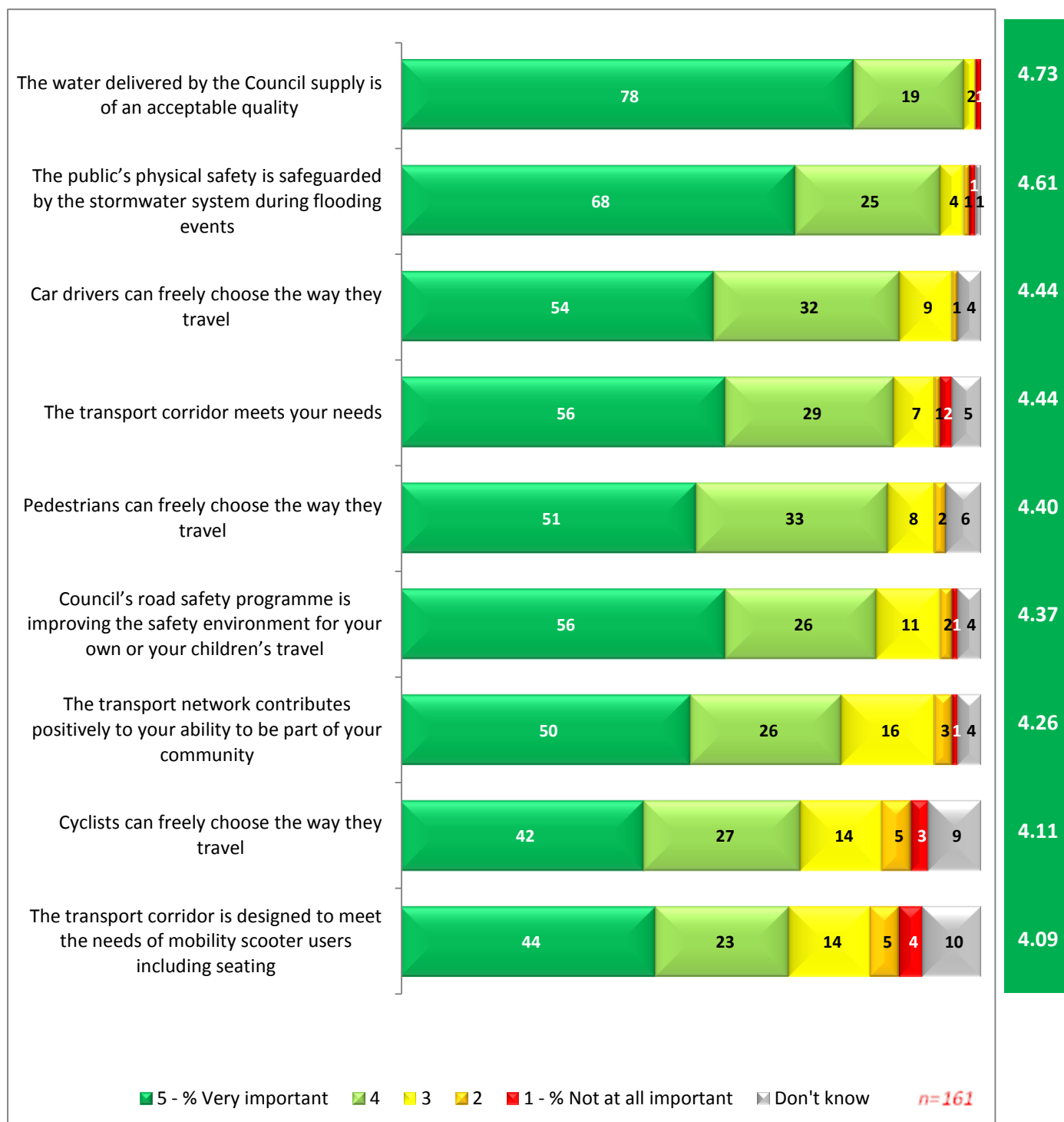


## Importance of Council Activities

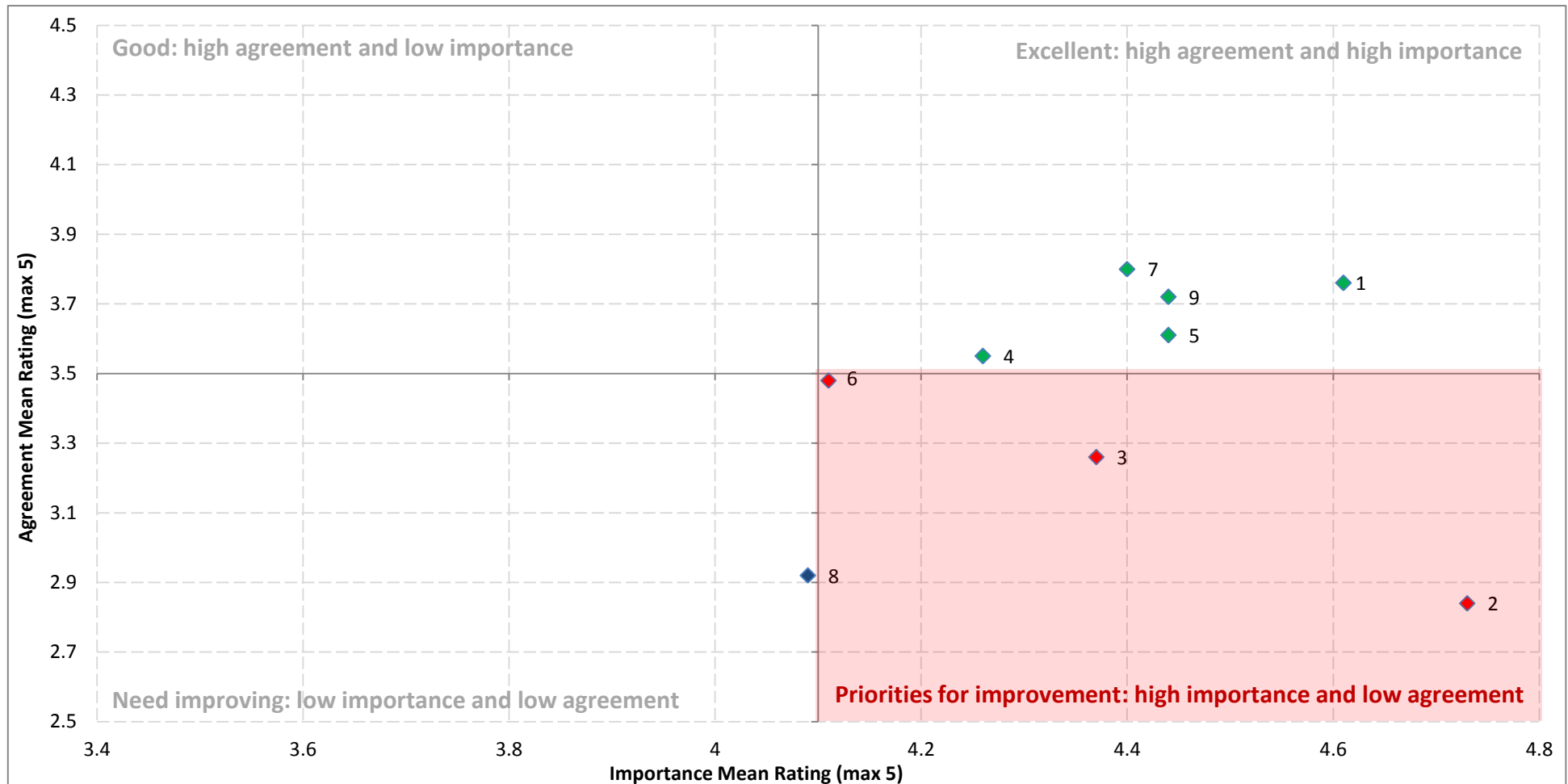
Q. What level of importance do you place on..?

In order of mean rating, percentage of respondents

Mean rating  
(max. 5)



## Focus Areas for Council Activities



1. The public's physical safety is safeguarded by the stormwater system during flooding events
2. The water delivered by the Council supply is of an acceptable quality
3. Council's road safety programme is improving the safety environment for your own or your children's travel
4. The transport network contributes positively to your ability to be part of your community
5. Car drivers can freely choose the way they travel

6. Cyclists can freely choose the way they travel
7. Pedestrians can freely choose the way they travel
8. The transport corridor is designed to meet the needs of mobility scooter users including seating
9. The transport corridor meets your needs

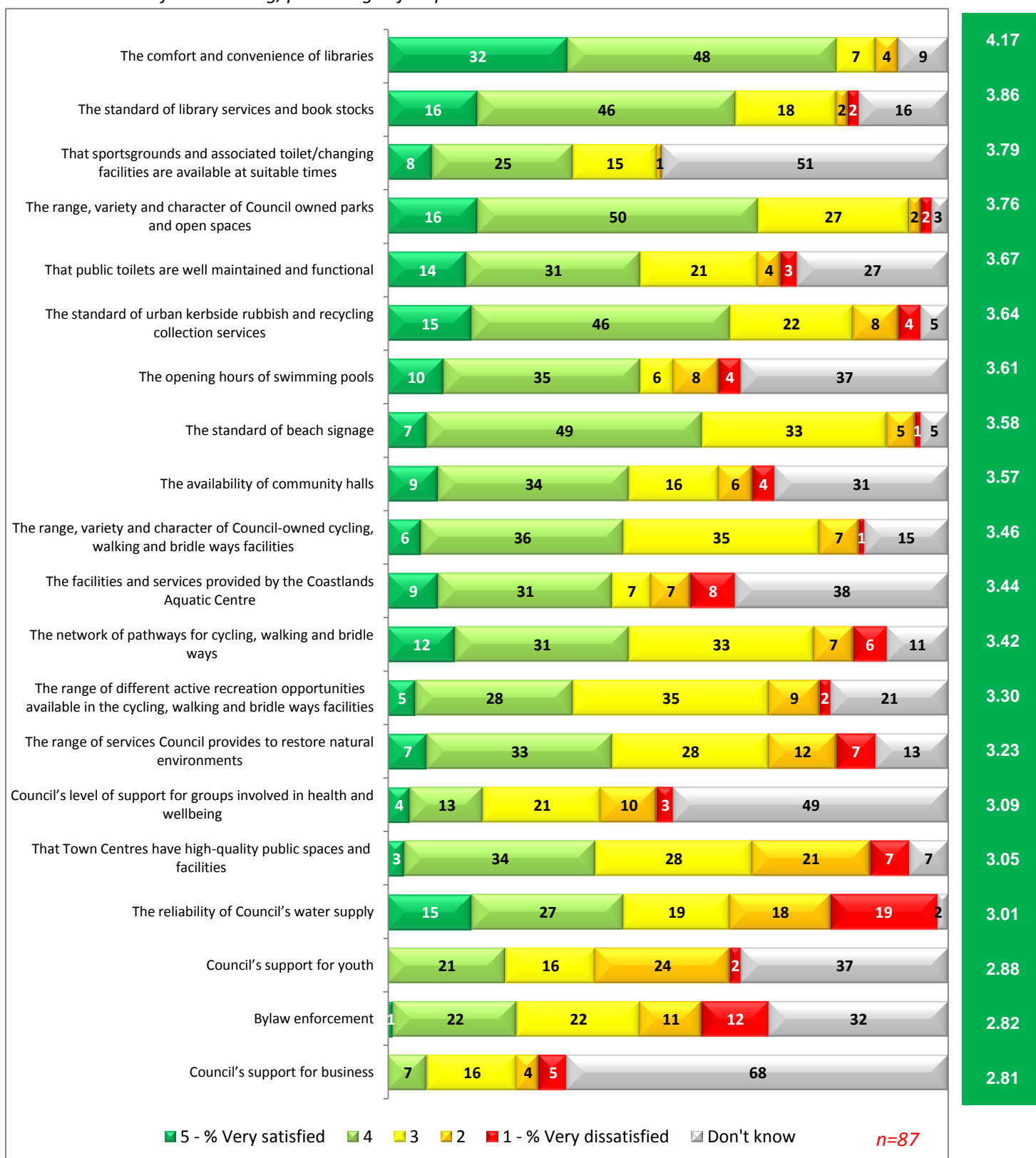
## 10.2. Paekākāriki-Raumati South

### Satisfaction with services provided

Q. How satisfied are you with the following services?

In order of mean rating, percentage of respondents

Mean rating  
(max. 5)

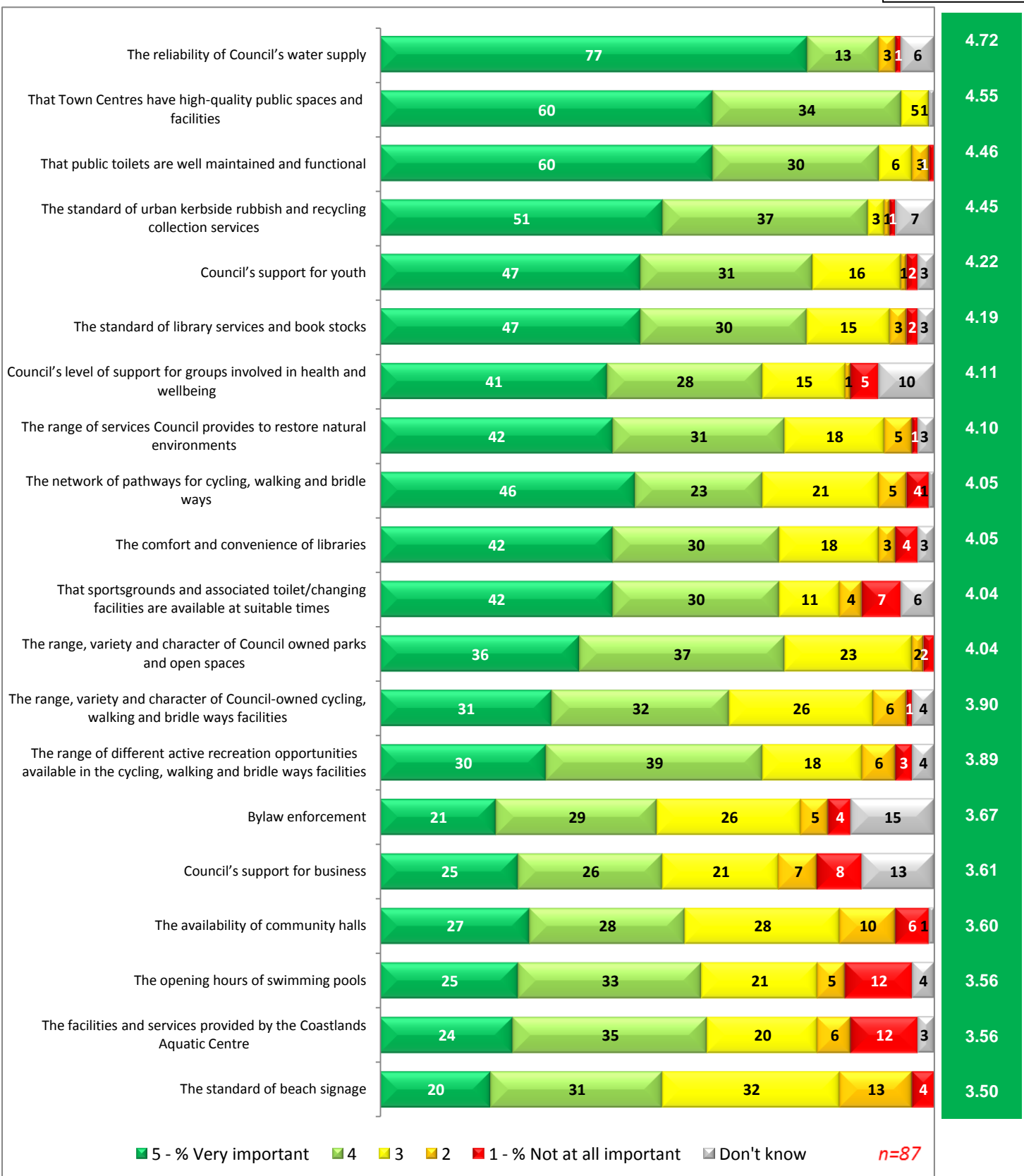


## Importance of services provided

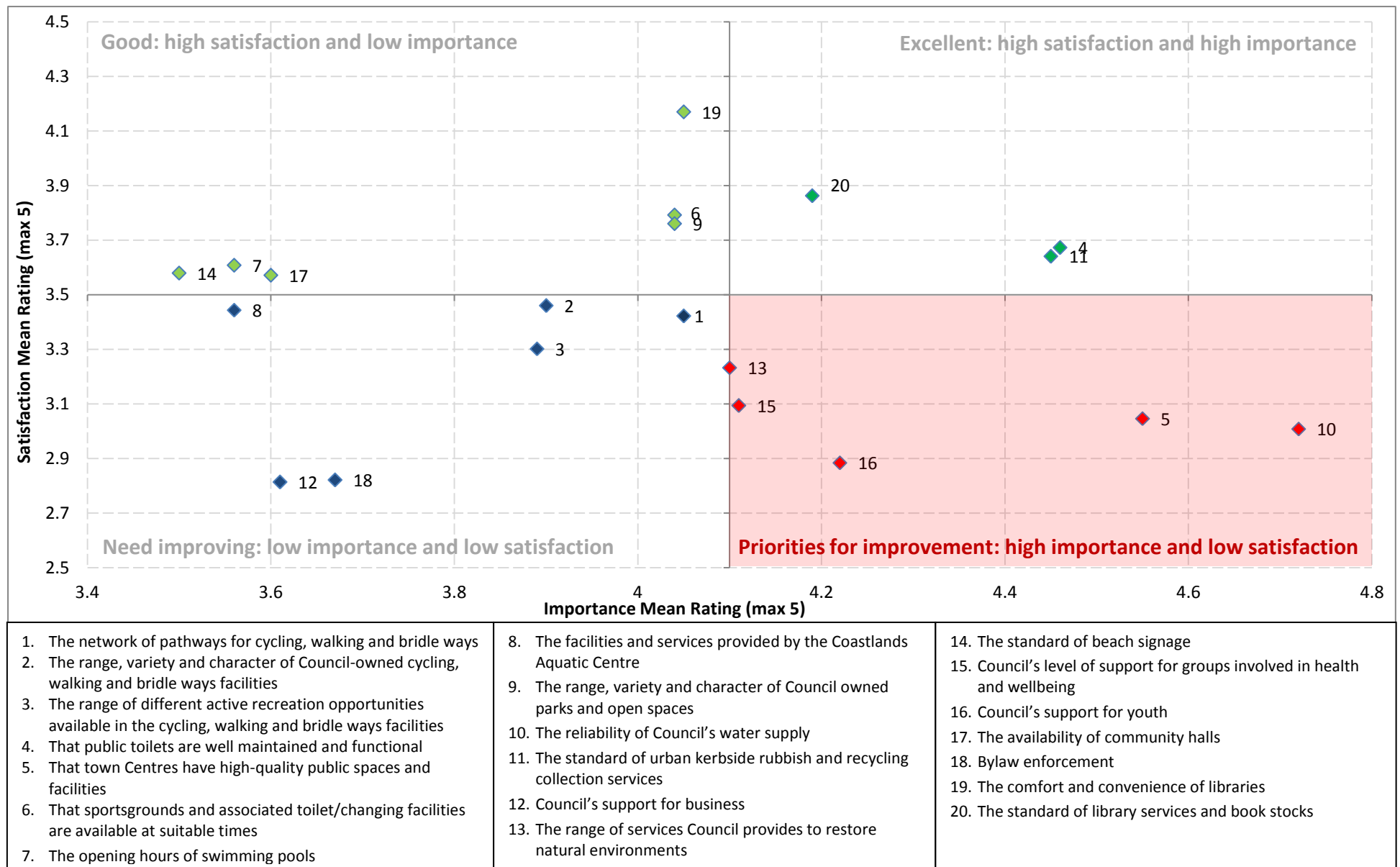
Q. How important are the following services to you?

In order of mean rating, percentage of respondents

Mean rating  
(max. 5)



## Focus Areas for Council Services



## Perceptions of Council Activities

Q. How much do you agree or disagree that..?

In order of mean rating, percentage of respondents

Mean rating  
(max. 5)

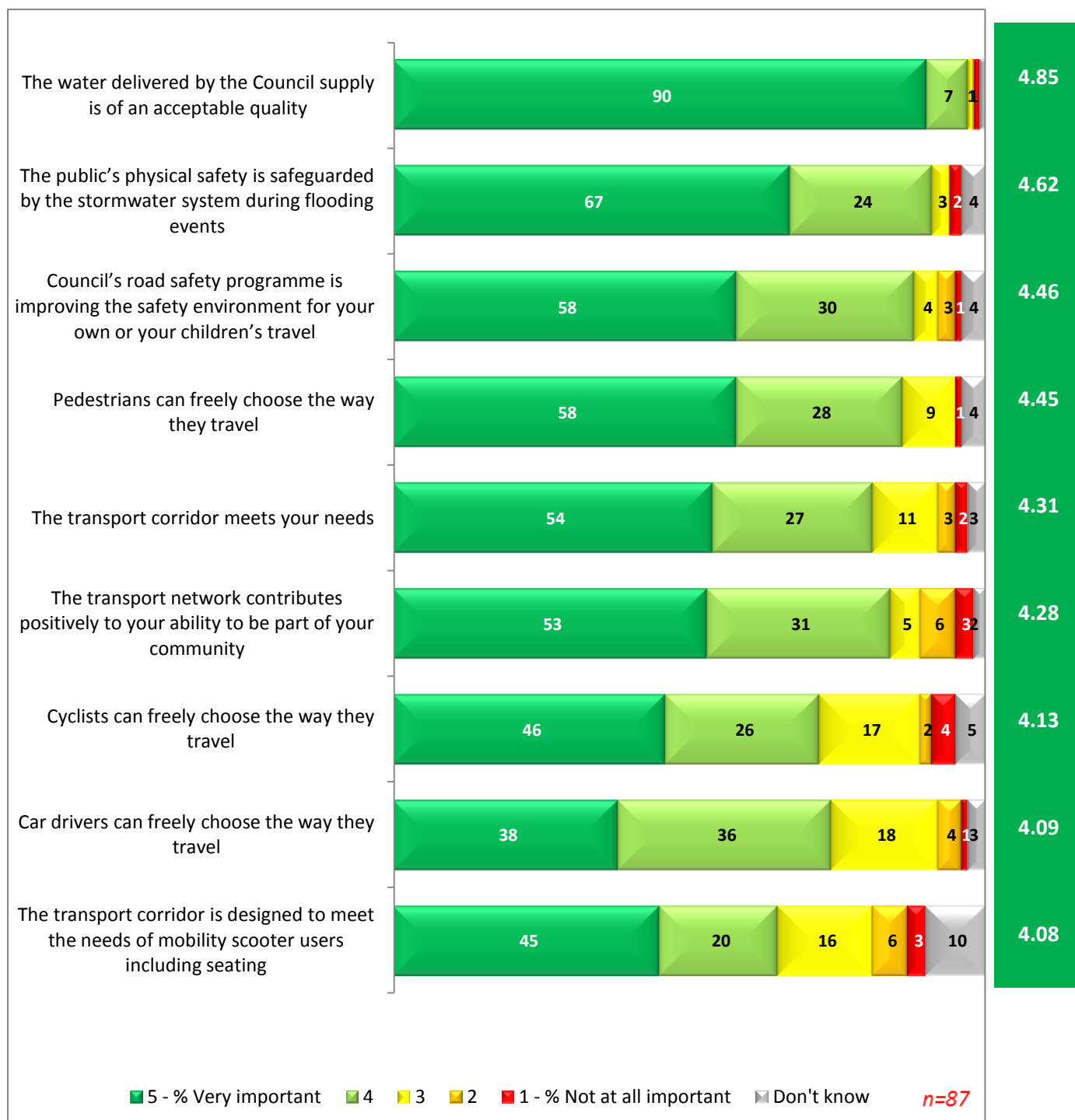


## Importance of Council Activities

Q. What level of importance do you place on...?

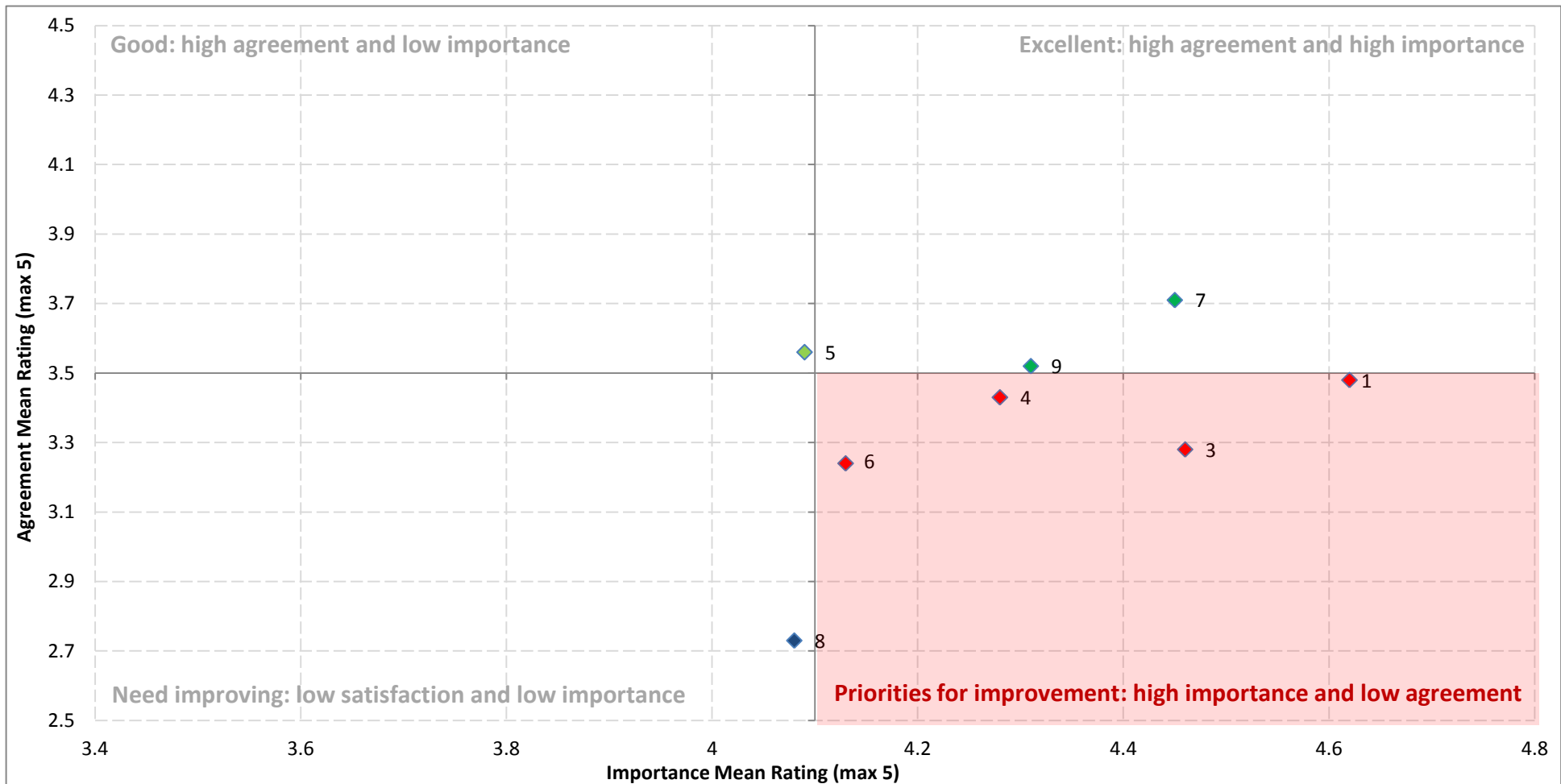
In order of mean rating, percentage of respondents

Mean rating  
(max. 5)





## Focus Areas for Council Activities



1. The public's physical safety is safeguarded by the stormwater system during flooding events
2. The water delivered by the Council supply is of an acceptable quality
3. Council's road safety programme is improving the safety environment for your own or your children's travel
4. The transport network contributes positively to your ability to be part of your community
5. Car drivers can freely choose the way they travel

6. Cyclists can freely choose the way they travel
7. Pedestrians can freely choose the way they travel
8. The transport corridor is designed to meet the needs of mobility scooter users including seating
9. The transport corridor meets your needs

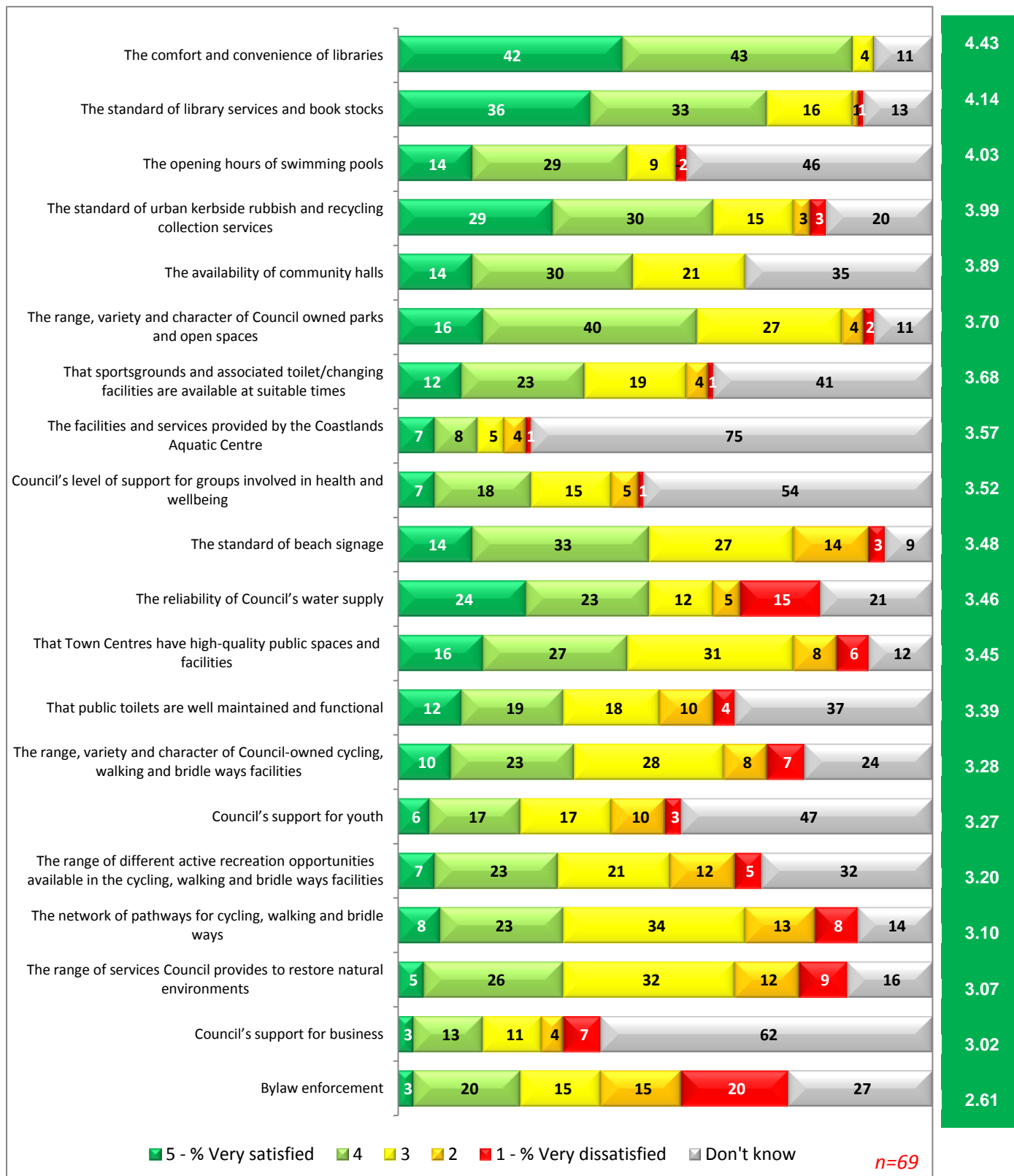
## 10.3. Ōtaki

### Satisfaction with services provided

Q. How satisfied are you with the following services?

In order of mean rating, percentage of respondents

Mean rating  
(max. 5)

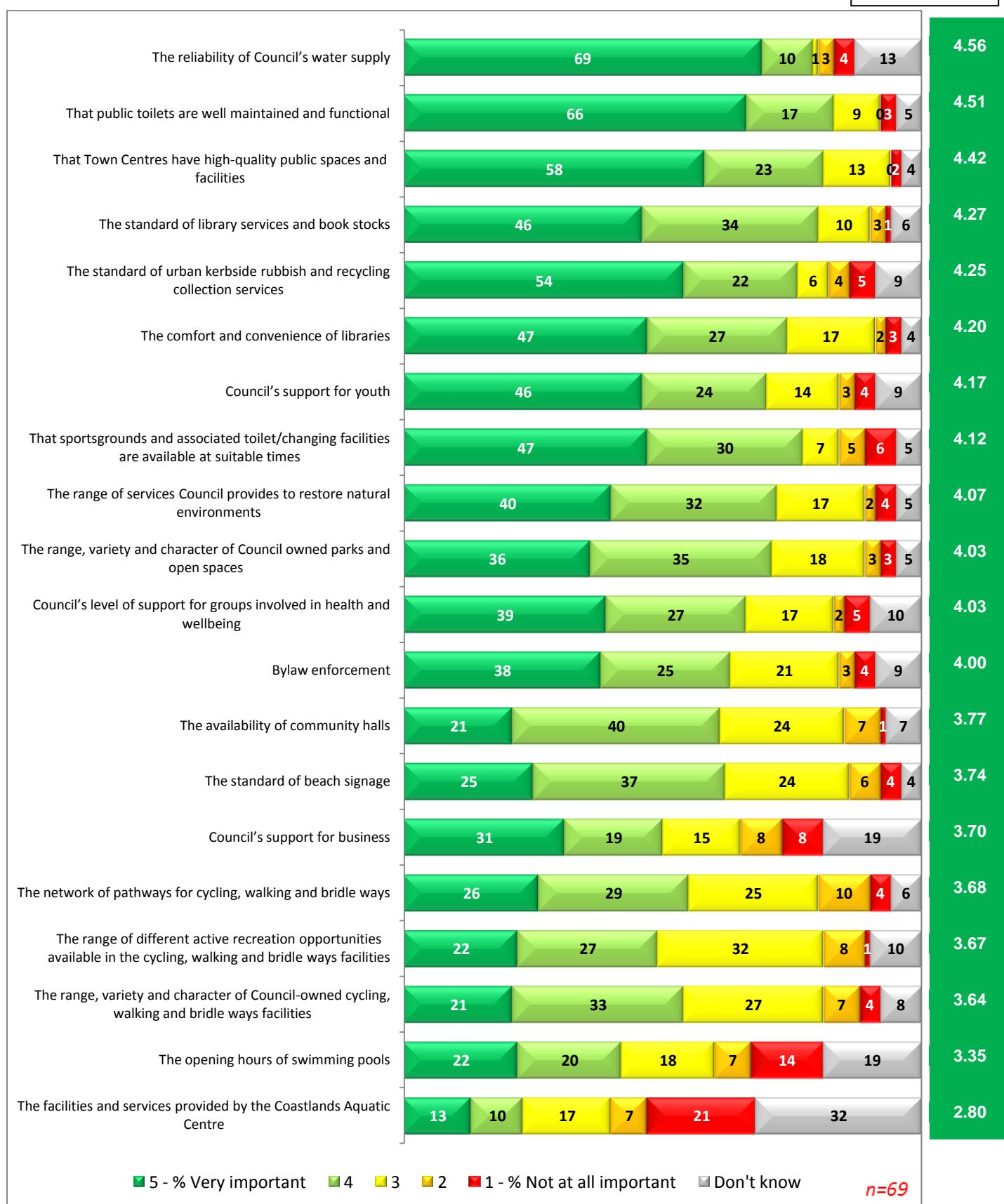


## Importance of services provided

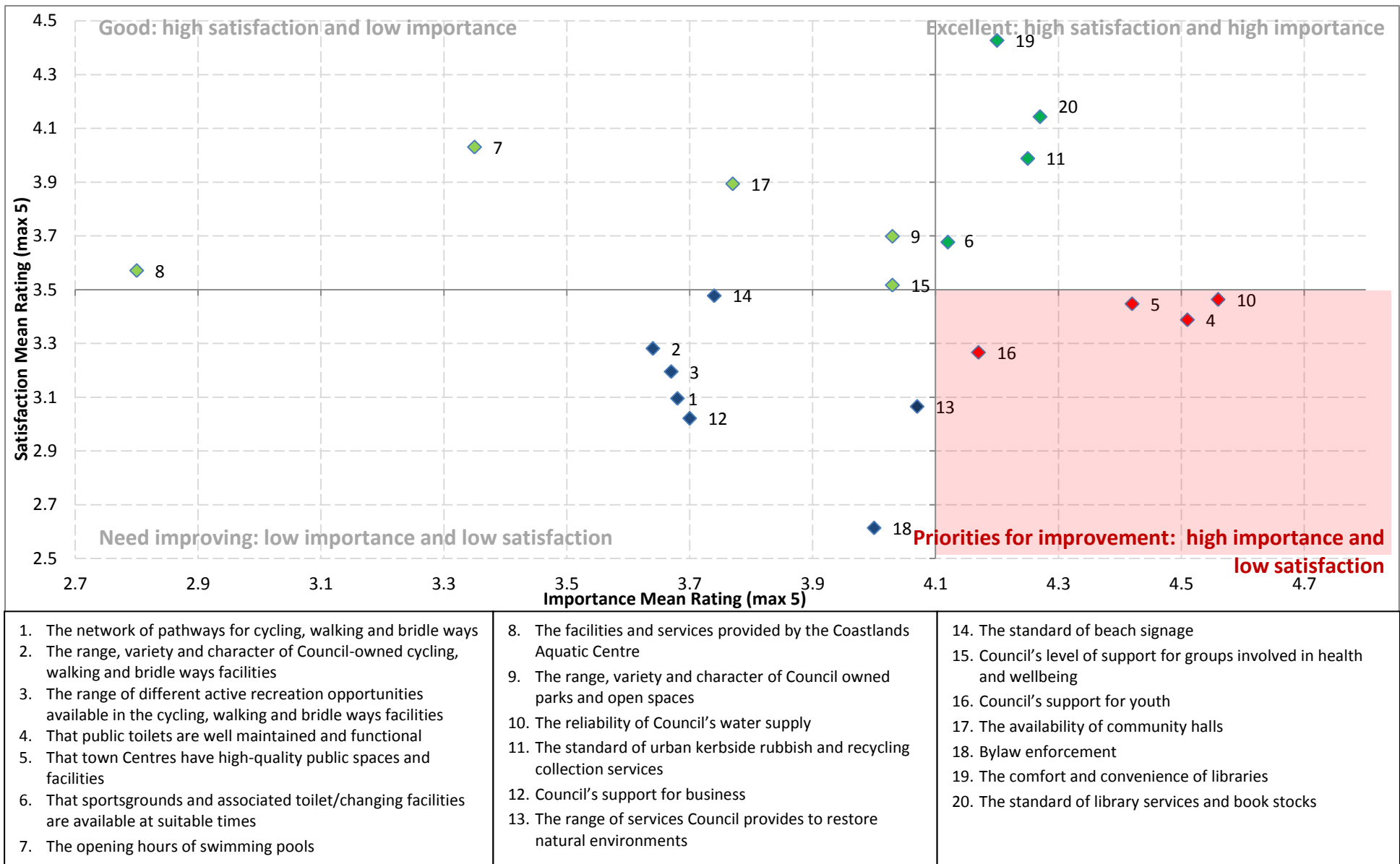
Q. How important are the following services to you?

In order of mean rating, percentage of respondents

Mean rating  
(max. 5)



## Focus Areas for Council Services

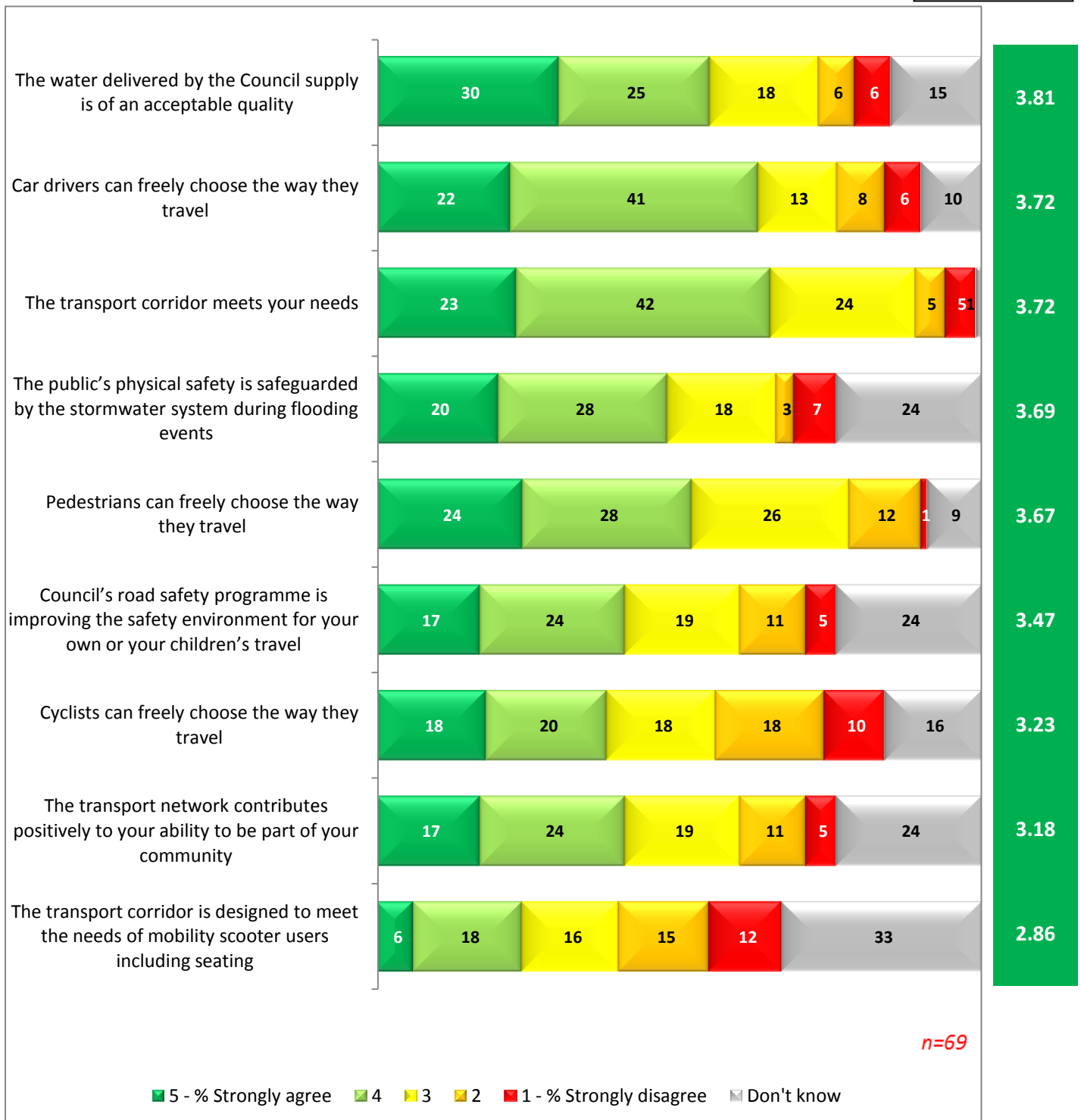


## Perceptions of Council Activities

Q. How much do you agree or disagree that..?

In order of mean rating, percentage of respondents

Mean rating  
(max. 5)



## Importance of Council Activities

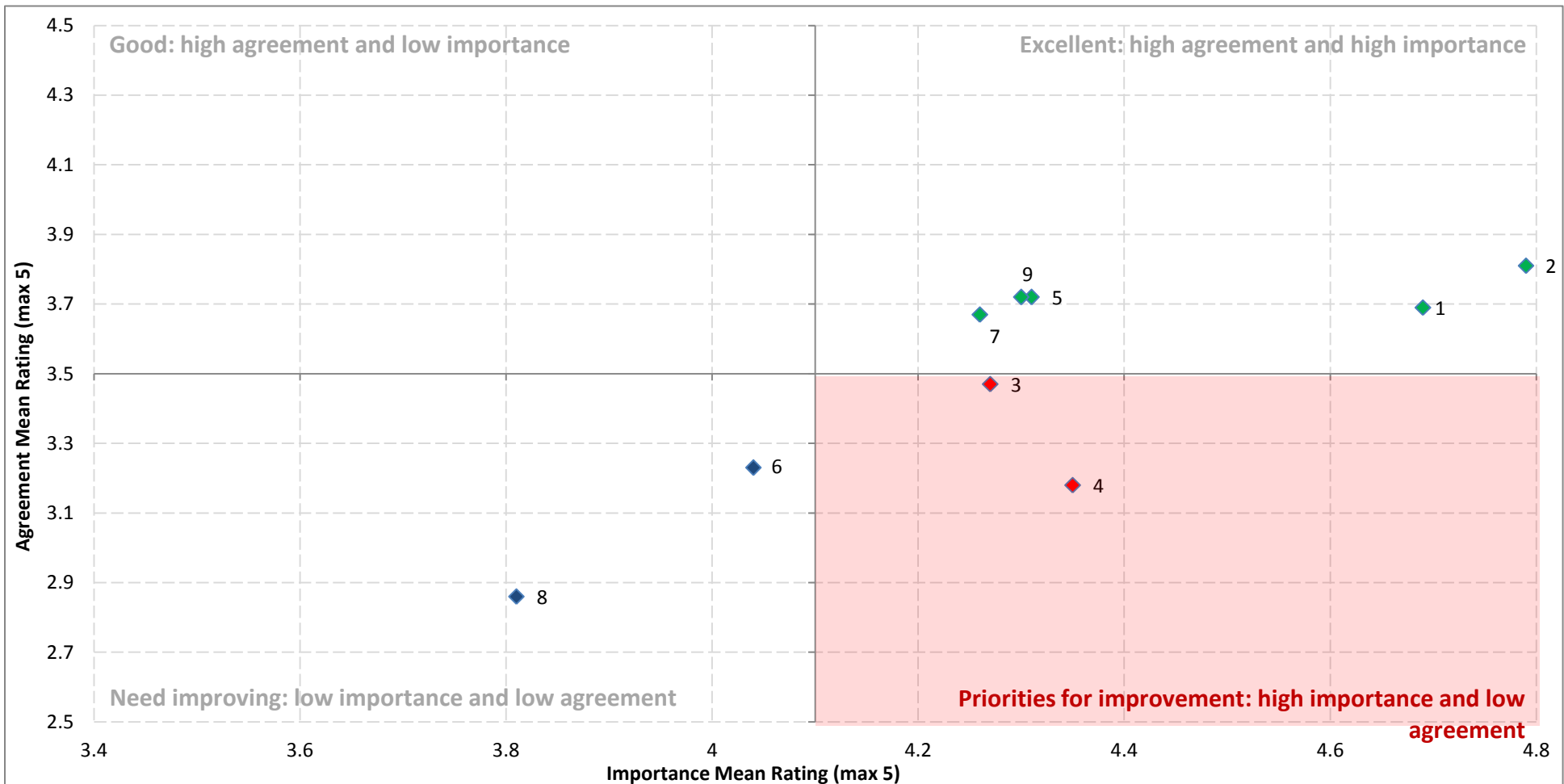
Q. What level of importance do you place on...?

In order of mean rating, percentage of respondents

Mean rating  
(max. 5)



## Focus Areas for Council Activities



1. The public's physical safety is safeguarded by the stormwater system during flooding events
2. The water delivered by the Council supply is of an acceptable quality
3. Council's road safety programme is improving the safety environment for your own or your children's travel
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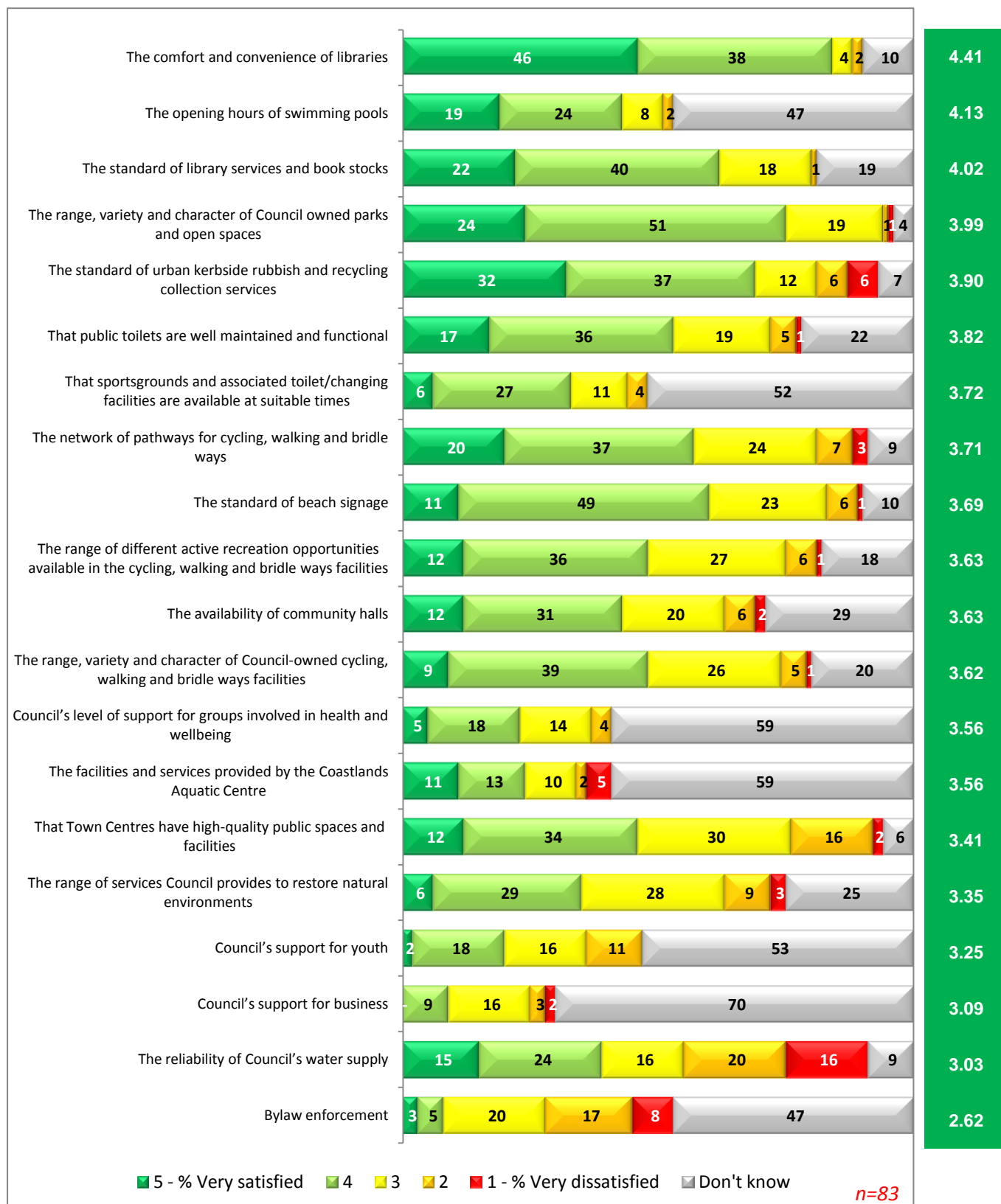
## 10.4. Waikanae

### Satisfaction with services provided

Q. How satisfied are you with the following services?

In order of mean rating, percentage of respondents

Mean rating  
(max. 5)



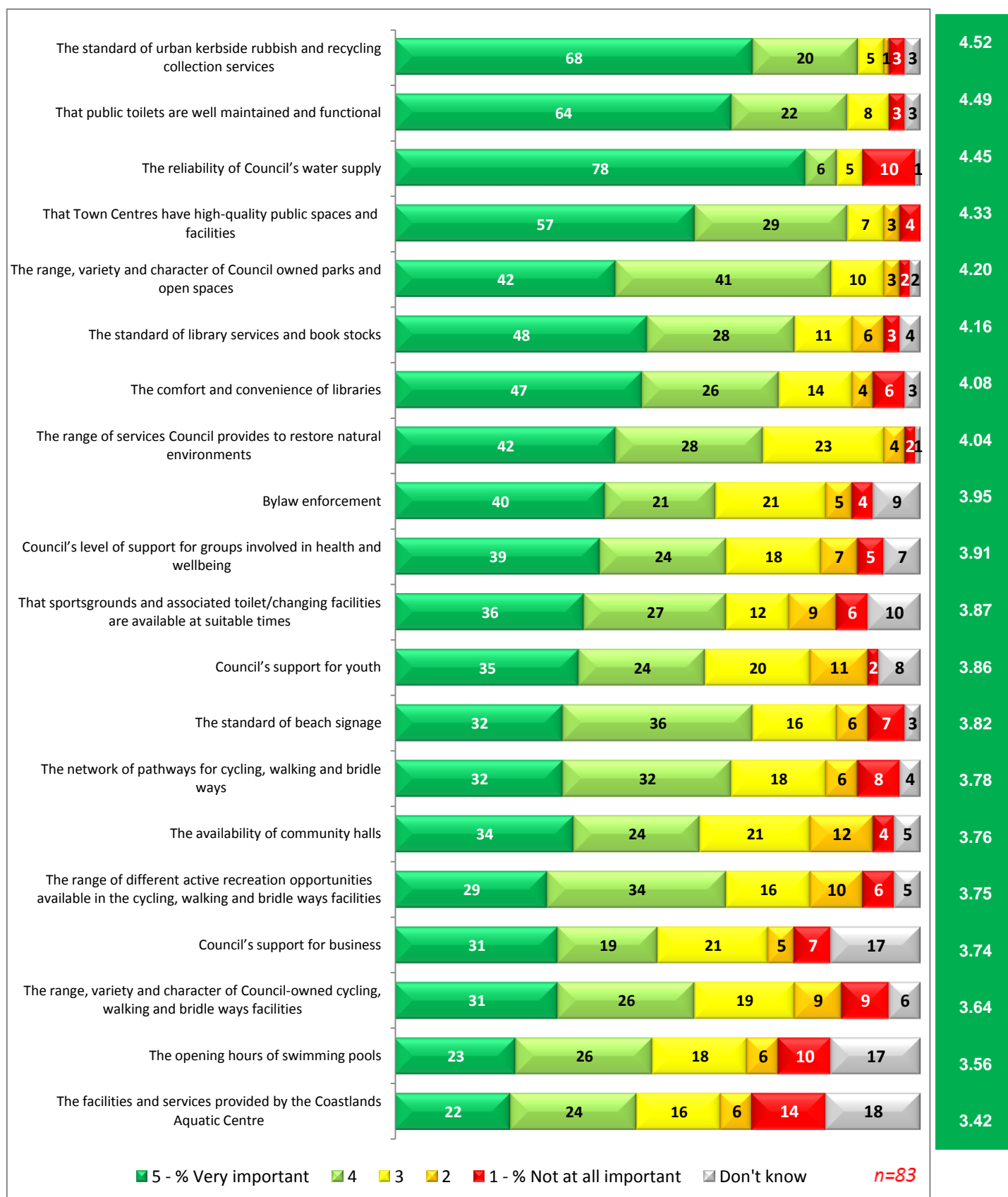


## Importance of services provided

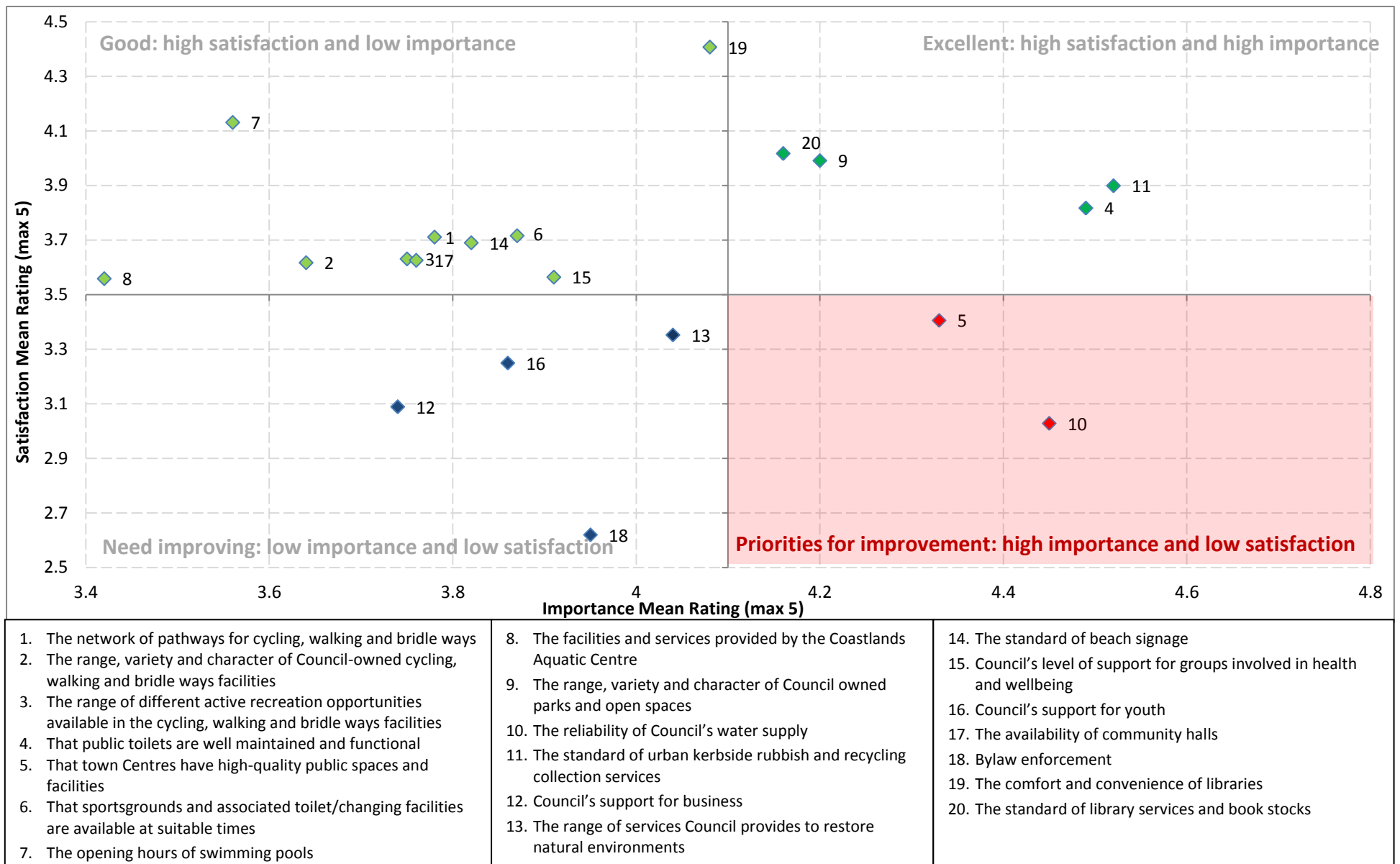
Q. How important are the following services to you?

In order of mean rating, percentage of respondents

Mean rating  
(max. 5)



## Focus Areas for Council Services



## Perceptions of Council Activities

Q. How much do you agree or disagree that..?

In order of mean rating, percentage of respondents

Mean rating  
(max. 5)



## Importance of Council Activities

Q. What level of importance do you place on..?

In order of mean rating, percentage of respondents

Mean rating  
(max. 5)

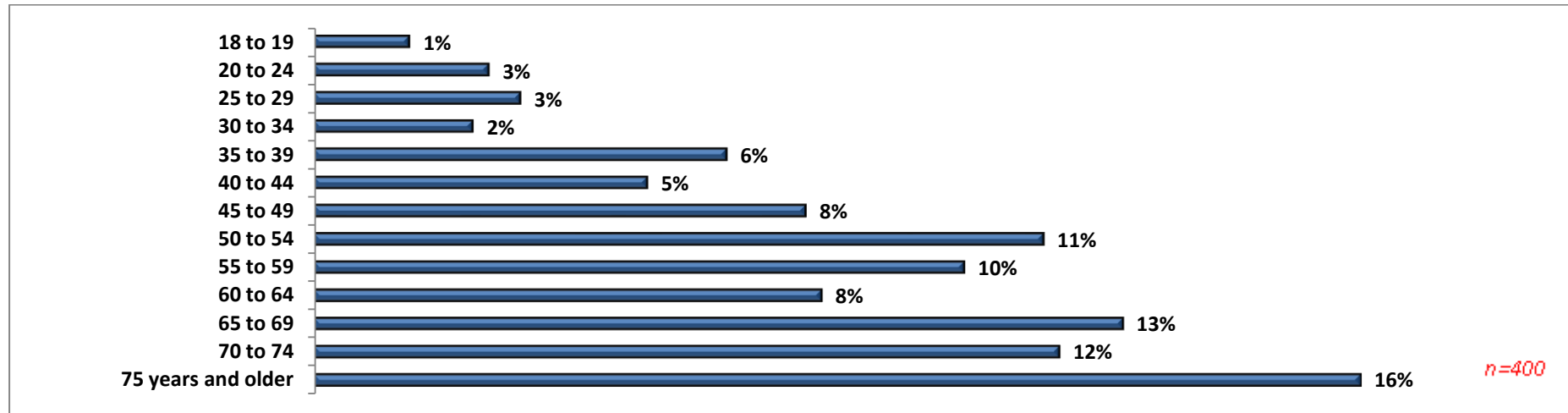


## Focus Areas for Council Activities

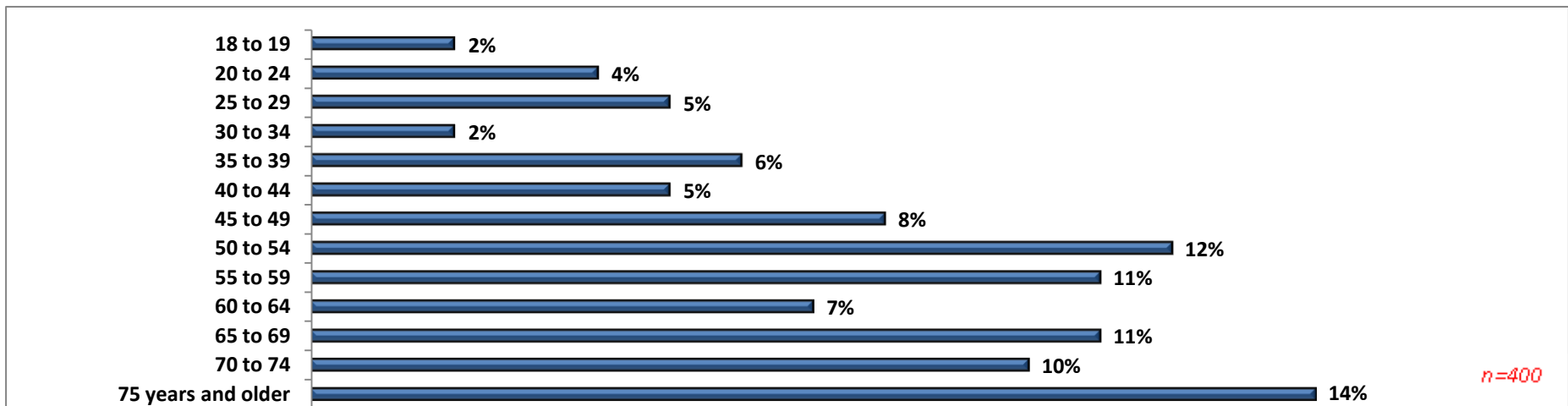


## 11. Sample Profile

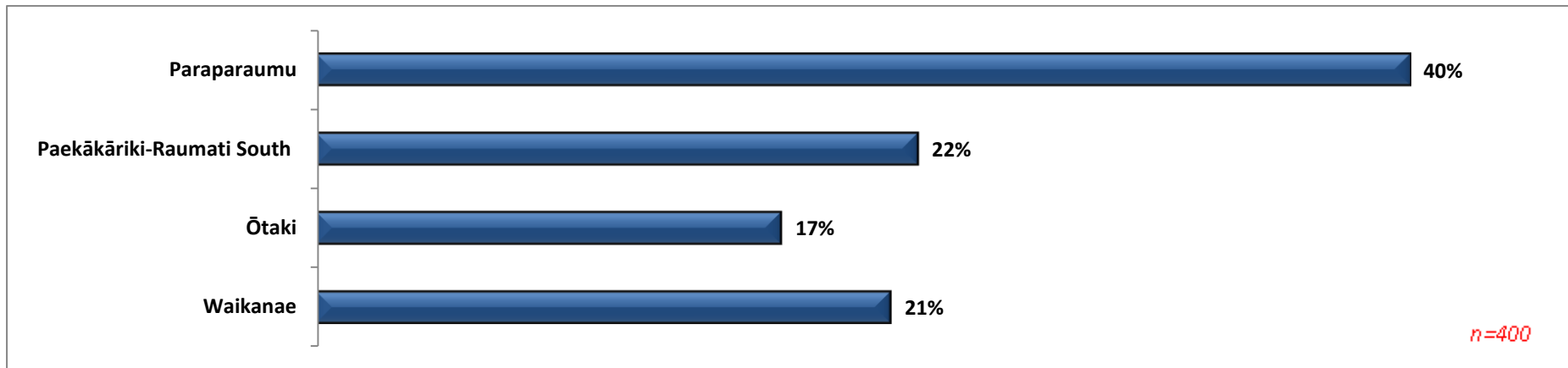
Q. What age group are you in? - UNWEIGHTED



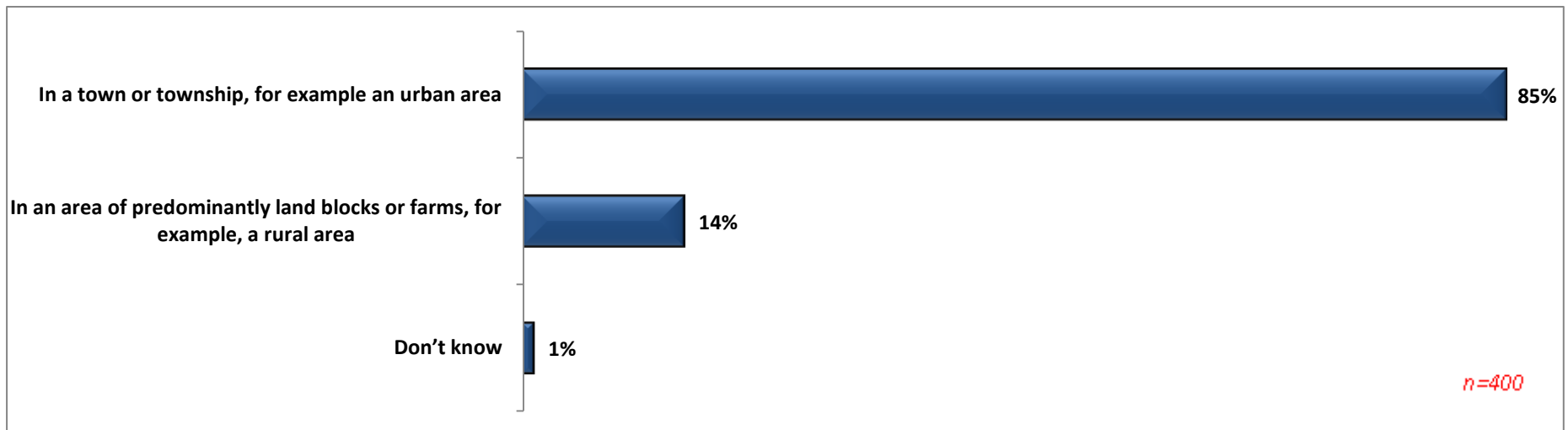
Q. What age group are you in? - WEIGHTED



Q. Which Ward or areas in the Kāpiti Coast District Council do you live in?

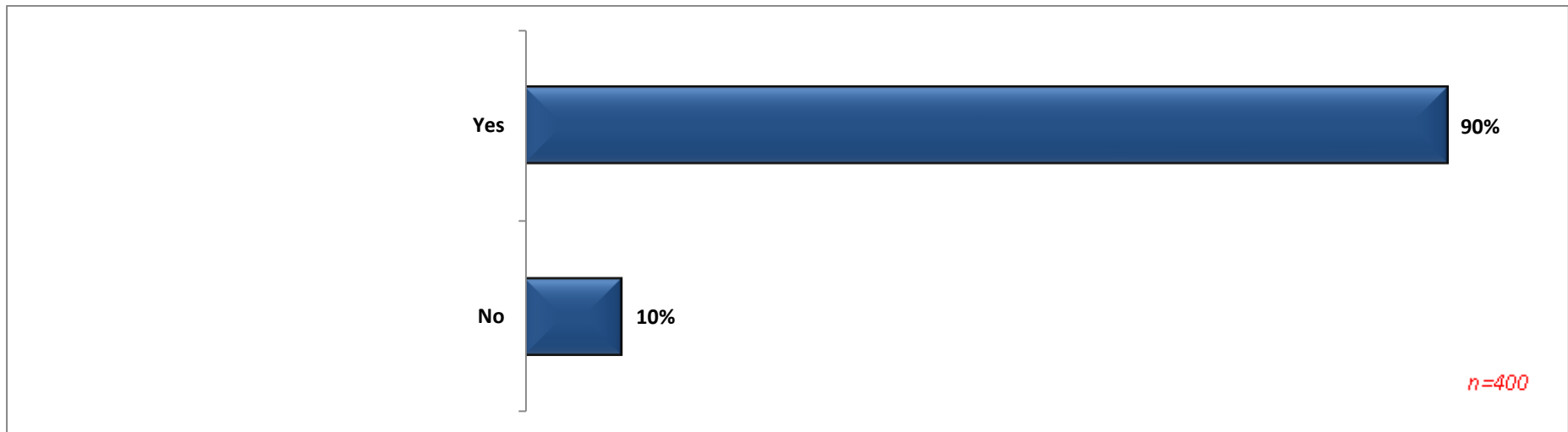


Q. Thinking about the place or area where you live, which of the following best describes where you live?

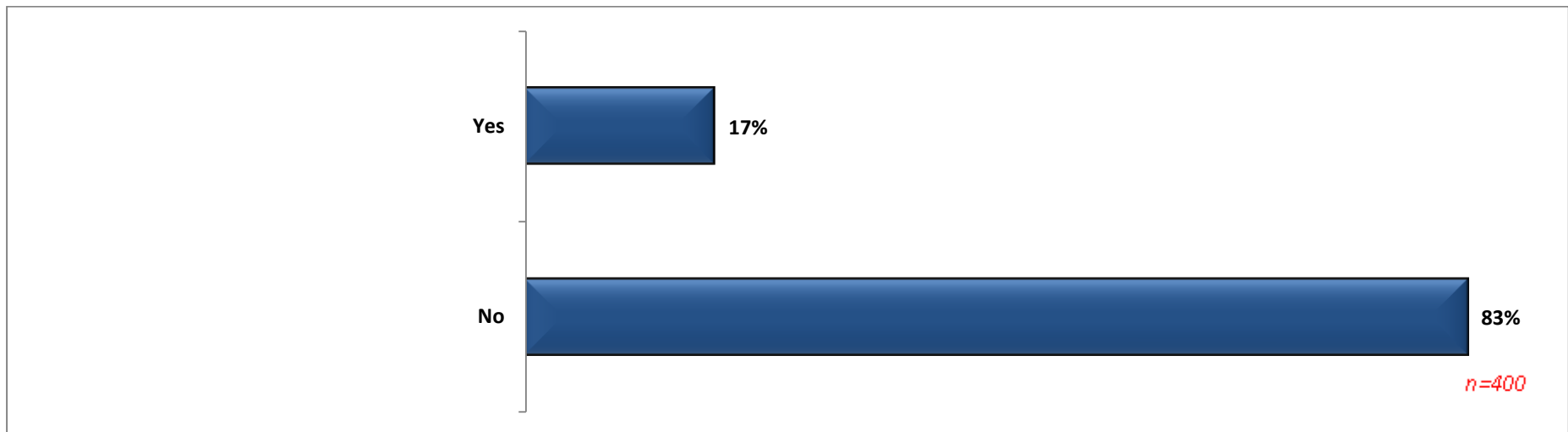




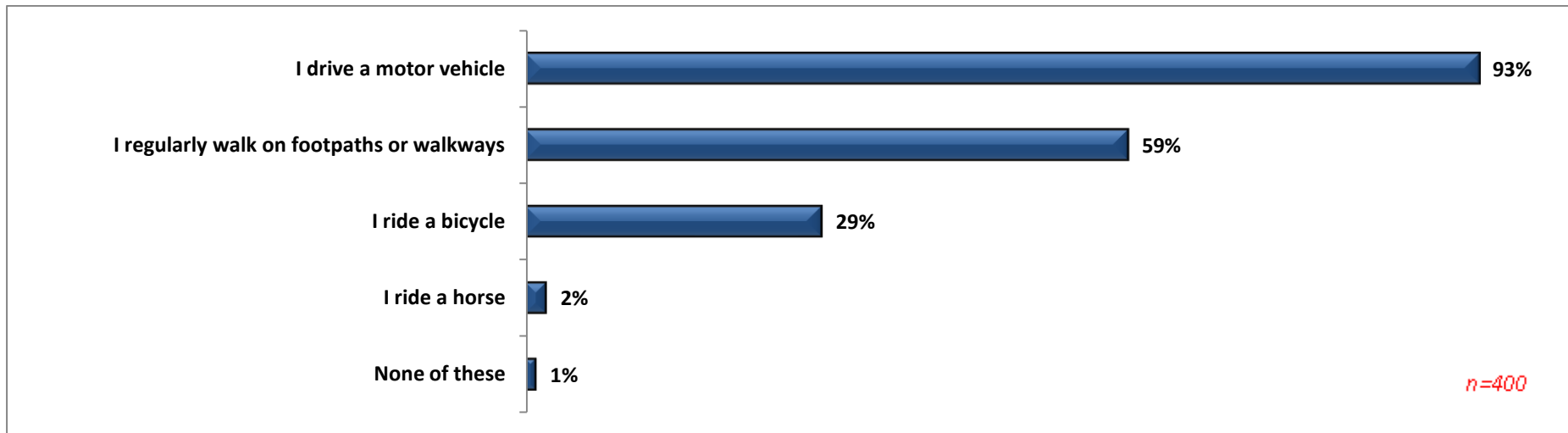
*Q. Is the property where you are residing connected to the Council's water supply?*



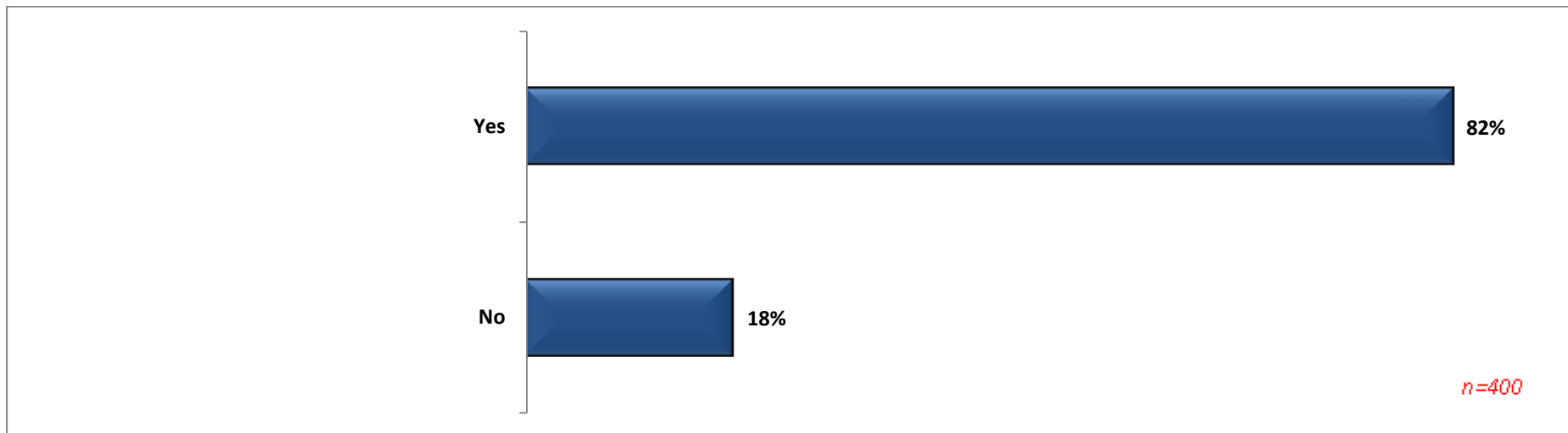
*Q. Do you own a business in the Kāpiti Coast District?*



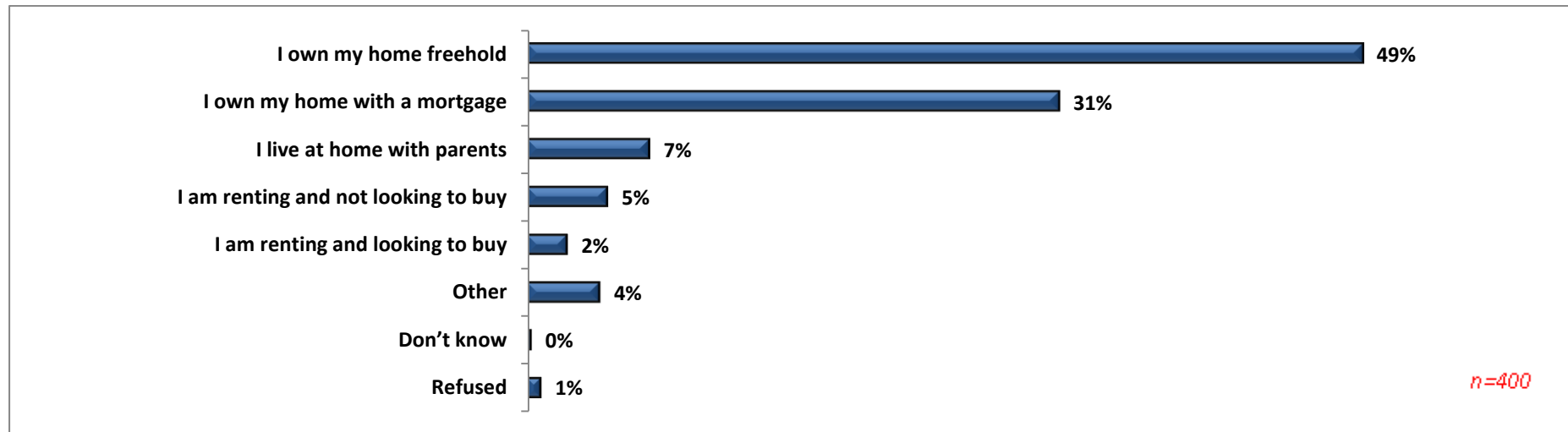
*Q. In the last 12 months, which of the following describes your normal use of the roads, footpaths and cycling, walking and bridle ways?*



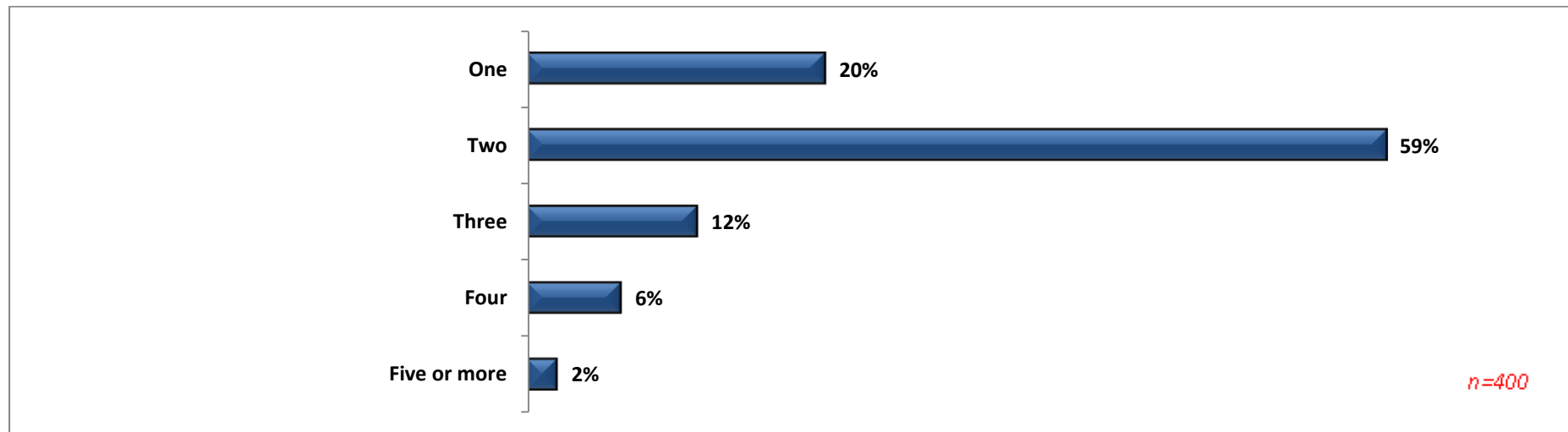
*Q. Do you pay rates to the Kāpiti Coast District Council?*



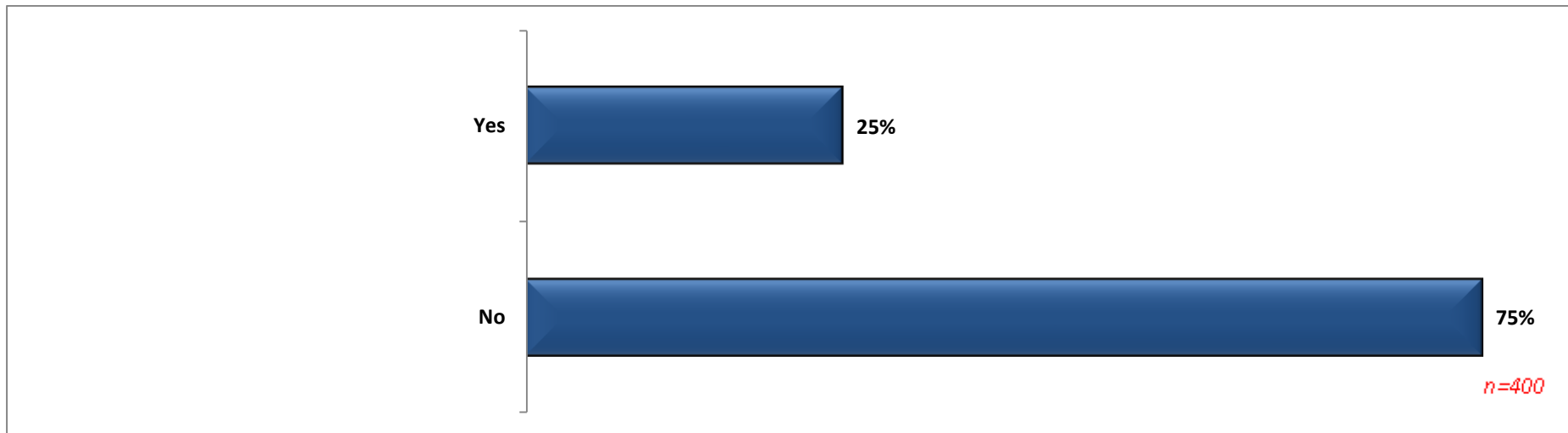
Q. Which of the following describes the home you live in?



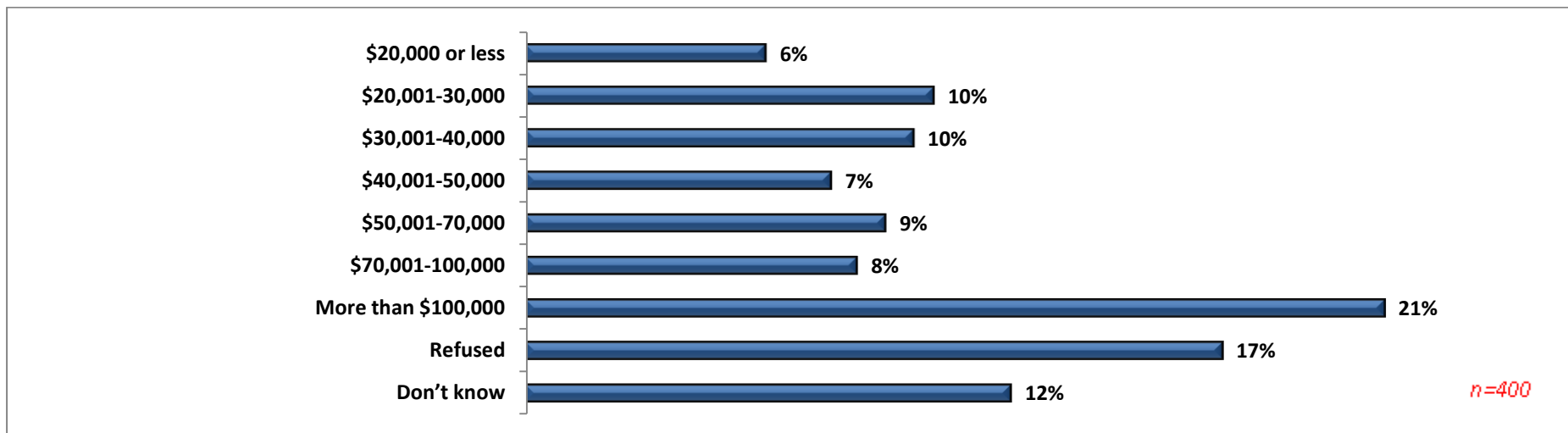
Q. How many people 18 years and older are currently living in your household, including yourself?



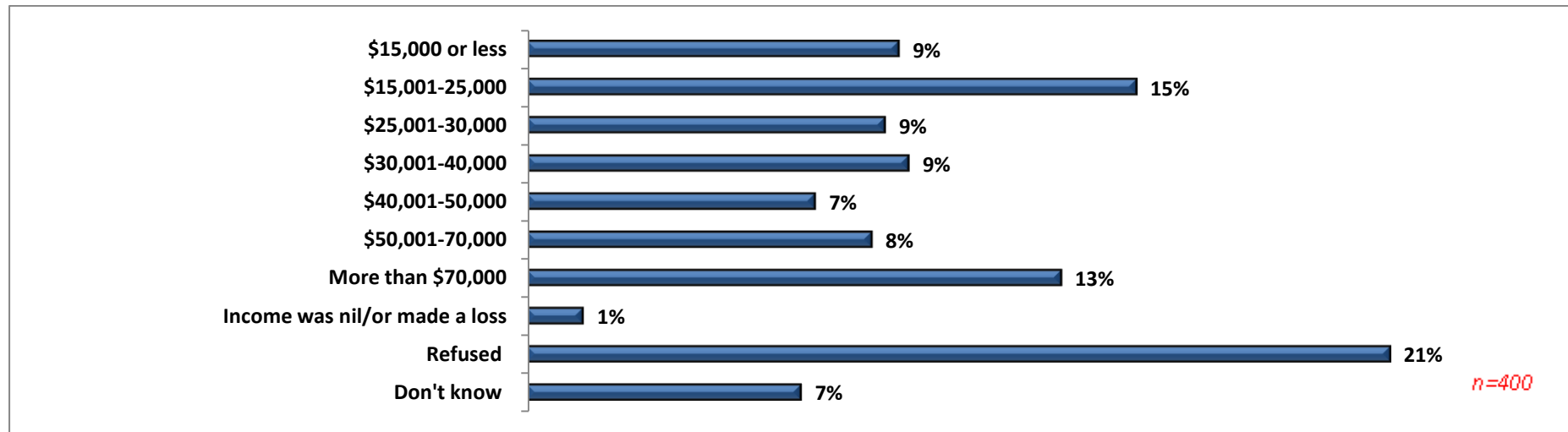
Q. Do you have dependent children under the age of 18?



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



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



Q. Which of the following ethnic groups do you belong to?

