

Kāpiti Coast District Council Resident Opinion Survey Report

June 2013



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1. Introduction, Methodology and Objectives

1.1. Introduction

Kāpiti Coast District Council commissioned Key Research to undertake the 2013 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 11 June and 25 June 2013.

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

Summary of Performance

When comparing satisfaction with services and activities to previous survey results, all of those compared recorded an increase and no service or activity measured in the 2013 survey recorded a decrease in satisfaction ratings by residents. The service with the greatest increase from previous survey results was *Water delivered by the Council supply is of an acceptable quality* with an increase of 36 percentage points in 2013 (excluding don't know and neither responses). The service with the highest percentage of respondents stating that they are satisfied or very satisfied is *Access to the beach meets your needs* (89%).

Service Performance Index

The services 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 are:

- *Road surfaces, excl. State Highways, are appropriately maintained and provide a comfortable journey*

Dissatisfied respondents stated that the roads are rough, have too many potholes and that when work is done it is not done to a high standard. Satisfaction ratings are similar across Wards.

- *Footpath surfaces are appropriately maintained*

Respondents that stated that they are dissatisfied with footpath surfaces state that they are not maintained, are rough, uneven and cracked and that many streets only have them on one side. Respondents from Paraparaumu had a significantly higher level of satisfaction (a mean rating of 3.62 out of 5) than those from other Wards (total sample mean rating of 3.45) and respondents from Ōtaki had a significantly lower level of satisfaction (3.17).

- *Reliability of Council's water supply*

Respondents' reasons for dissatisfaction include too many water restrictions, they do not like the water meters and they believe that a dam should be built. Respondents from Ōtaki had a significantly higher level of satisfaction (mean rating of 4.13) than those from other Wards (total sample mean rating of 3.65).

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

Many dissatisfied respondents stated that there is no Town Centre or that the recent changes, such as the Main Street upgrade, are not practical. Satisfaction ratings are similar across Wards.

- *Public's physical safety is safeguarded by the stormwater system during flooding events*

Dissatisfied respondents stated that they live in flood prone areas and many have experienced multiple floods. Satisfaction ratings are similar across Wards.

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

- *Access to the beach meets your needs;*
- *Standard of playgrounds;*
- *The condition of cemeteries.*

Suitability of Services Provided and Overall Satisfaction with Council Performance

Respondents stating that services provided by the Kāpiti Coast District Council are completely or mostly suitable has increased in 2013 (85%) compared to October 2011 (81%), June 2011 (82%) and August 2010 (80%).

Over four out of ten respondents (43%) stated that they are very satisfied or satisfied with the overall performance of Kāpiti Coast District Council.

Council Services and Activities

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

- *Multiple uses of the beach, such as walking dogs, swimming and fishing, don't spoil enjoyment of the beach*
- *Access to the beach meets your needs*
- *Water delivered by the Council supply is of an acceptable quality*
- *Travel times are usually predictable*

The Council services and activities that are plotted in the *Priorities for improvement* quadrant are:

- *Road surfaces, excl. State Highways, are appropriately maintained and provide a comfortable journey*
- *Footpath surfaces are appropriately maintained*
- *Reliability of Council's water supply*
- *Town Centres have high-quality public spaces and facilities*
- *Public's physical safety is safeguarded by the stormwater system during flooding events*
- *The standard of wastewater treatment and disposal*

The following Council services and activities are also plotted in the *Priorities for improvement* quadrant but they are not as high a priority as those above.

- *Active recreation facilities, such as sportsgrounds and swimming pools, are available at suitable times*
- *The standard of street lighting*
- *Design and layout of the transport network gives the necessary access to council services and facilities, and business and social centres*

The most important Council services or activities to respondents are *Water delivered by the Council supply is of an acceptable quality* (mean rating of 4.67) which had an agreement mean rating of 3.92 and *Reliability of Council's water supply* (mean rating of 4.58) which had a satisfaction mean rating of 3.65.

Respondents are most satisfied with *Access to the beach meets your needs* (agreement mean rating of 4.43) and *Multiple uses of the beach, such as walking dogs, swimming and fishing, don't spoil enjoyment of the beach* (agreement mean rating of 4.27).

Council Contact

The percentage of respondents who have had contact with the Council about any aspect of its services in the last 12 months has decreased in 2013 (39%) since June 2011 (47%) and is now at the same level as August 2010 (39%).

Of those respondents who have contacted the Council in the last 12 months, over one half (52%) of respondents stated that the Council was very responsive or responsive to the service issue or issues they raised. This has decreased slightly since June 2011 (54%) and August 2010 (58%).

Findings by Ward - Paraparaumu

Residents of Paraparaumu Ward accounted for 42% of the total sample or 168 respondents.

The Council services and activities that were plotted in the *Priorities for improvement* quadrant by Paraparaumu respondents were:

- *Active recreation facilities, such as sportsgrounds and swimming pools, are available at suitable times*
- *Town Centres have high-quality public spaces and facilities*
- *Road surfaces, excl. State Highways, are appropriately maintained and provide a comfortable journey*
- *Footpath surfaces are appropriately maintained*
- *Reliability of Council's water supply*
- *Design and layout of the transport network gives the necessary access to council services and facilities, and business and social centres*

The Council service with the highest satisfaction mean rating was *The condition of cemeteries* (4.15). The Council service with the highest percentage of satisfaction was the *Range, variety and character of Council owned parks and open spaces* (76%). The Council service with the lowest satisfaction mean rating was *Public toilets are well lit and well located* (3.45). The Council service with the lowest percentage of satisfaction was *Council's support for older persons* (32%).

Respondents from Paraparaumu placed the highest level of importance across all services on *Reliability of Council's water supply* (mean rating of 4.61 and percentage of 91% considered it important or very important). The lowest level of importance across services was placed on *The condition of cemeteries* (mean rating of 3.41 and percentage of 52% considered it important or very important).

The Council activity with both the highest mean rating (4.44) and percentage (87%) of agreement was *Access to the beach meets your needs*. The Council activity with the lowest mean rating (3.51) and percentage (43%) of agreement was *Council's road safety programme is improving the safety environment for your own or your children's travel*.

Respondents from Paraparaumu placed the highest level of importance across all activities on *Water delivered by the Council supply is of an acceptable quality* (mean rating of 4.71 and percentage of 95% considered it important or very important). The lowest level of importance across activities was placed on *Council's road safety programme is improving the safety environment for your own or your children's travel* (mean rating of 4.15 and percentage of 71% considered it important or very important).

Findings by Ward - Paekākāriki-Raumati South

Residents of Paekākāriki-Raumati South Ward accounted for 20% of the total sample or 80 respondents.

The Council services and activities that were plotted in the *Priorities for improvement* quadrant by Paekākāriki-Raumati South respondents were:

- *Town Centres have high-quality public spaces and facilities*
- *The standard of walkways and cycleways*
- *The standard of street lighting*
- *Council's support for older persons*
- *Road surfaces, excl. State Highways, are appropriately maintained and provide a comfortable journey*
- *Footpath surfaces are appropriately maintained*
- *The standard of wastewater treatment and disposal*
- *Public's physical safety is safeguarded by the stormwater system during flooding events*
- *Design and layout of the transport network gives the necessary access to council services and facilities, and business and social centres*

The Council service with the highest satisfaction mean rating was *The condition of cemeteries* (4.24). The Council service with the highest percentage of satisfaction was the *General appearance and quality of district parks* (77%). The Council service with the lowest satisfaction mean rating was *Footpaths are appropriately maintained* (3.38). The Council service with the lowest percentage of satisfaction was *Council's support for older persons* (37%).

Respondents from Paekākāriki-Raumati South placed the highest level of importance across all services on *Reliability of Council's water supply* (mean rating of 4.72 and percentage of 97% considered it important or very important). The lowest level of importance across services was placed on *The condition of cemeteries* (mean rating of 3.65 and percentage of 54% considered it important or very important).

The Council activity with both the highest mean rating (4.53) and percentage (94%) of agreement was *Access to the beach meets your needs*. The Council activity with the lowest mean rating (3.57) and percentage (47%) of agreement was *Council's road safety programme is improving the safety environment for your own or your children's travel*.

Respondents from Paekākāriki-Raumati South placed the highest level of importance across all activities on *Water delivered by the Council supply is of an acceptable quality* (mean rating of 4.71 and percentage of 98% considered it important or very important). The lowest level of importance

across activities was placed on *Council's road safety programme is improving the safety environment for your own or your children's travel* (mean rating of 4.07 and percentage of 78% considered it important or very important).

Findings by Ward -

Residents of Ōtaki Ward accounted for 18% of the total sample or 70 respondents.

The Council services and activities that were plotted in the *Priorities for improvement* quadrant by Ōtaki respondents were:

- *Public toilets are well maintained and functional*
- *Town Centres have high-quality public spaces and facilities*
- *Council's management of dog and animal issues*
- *The standard of wastewater treatment and disposal*
- *Footpath surfaces are appropriately maintained*
- *Road surfaces, excl. State Highways, are appropriately maintained and provide a comfortable journey*
- *Public's physical safety is safeguarded by the stormwater system during flooding events*

The Council service with the highest satisfaction mean rating was *The condition of cemeteries* (4.19). The Council service with the highest percentage of satisfaction was the *General appearance of quality of district parks* (71%). The Council service with the lowest satisfaction mean rating was *Footpaths are appropriately maintained* (3.17). The Council service with the lowest percentage of satisfaction was *Council's support for older persons* (27%).

Respondents from Ōtaki placed the highest level of importance across all services on *Road surfaces, excluding State Highways, are appropriately maintained and provide a comfortable journey* (mean rating of 4.56 and percentage of 93% considered it important or very important). The lowest level of importance across services was placed on *The availability of pathways for cycling, walking and bridle ways* (mean rating of 3.82) and *Council's work on dune restoration and planting* (percentage of 64% considered it important or very important).

The Council activity with both the highest mean rating (4.40) and percentage (84%) of agreement was *Access to the beach meets your needs*. The Council activity with the lowest mean rating (3.66) in regards to agreement was *Design and layout of the transport network gives the necessary access to council services and facilities, and business and social centres* and the activity with the lowest percentage of agreement was *Council's road safety programme is improving the safety environment for your own or your children's travel* (47%).

Respondents from Ōtaki placed the highest level of importance across all activities on *Water delivered by the Council supply is of an acceptable quality* (mean rating of 4.63) and *Public's physical safety is safeguarded by the stormwater system during flooding events* (percentage of 90% considered it important or very important). The lowest level of importance across activities was placed on *Design and layout of the transport network gives the necessary access to council services and facilities, and business and social centres* and the activity (mean rating of 4.15 and percentage of 75% considered it important or very important).

Findings by Ward - Waikanae

Residents of Waikanae Ward accounted for 20% of the total sample or 82 respondents.

The Council services and activities that were plotted in the *Priorities for improvement* quadrant by Waikanae respondents were:

- *Town Centres have high-quality public spaces and facilities*
- *Public toilets are well maintained and functional*
- *The standard of wastewater treatment and disposal*
- *Footpath surfaces are appropriately maintained*
- *Road surfaces, excl. State Highways, are appropriately maintained and provide a comfortable journey*
- *Reliability of Council's water supply*
- *Design and layout of the transport network gives the necessary access to council services and facilities, and business and social centres*
- *Public's physical safety is safeguarded by the stormwater system during flooding events*

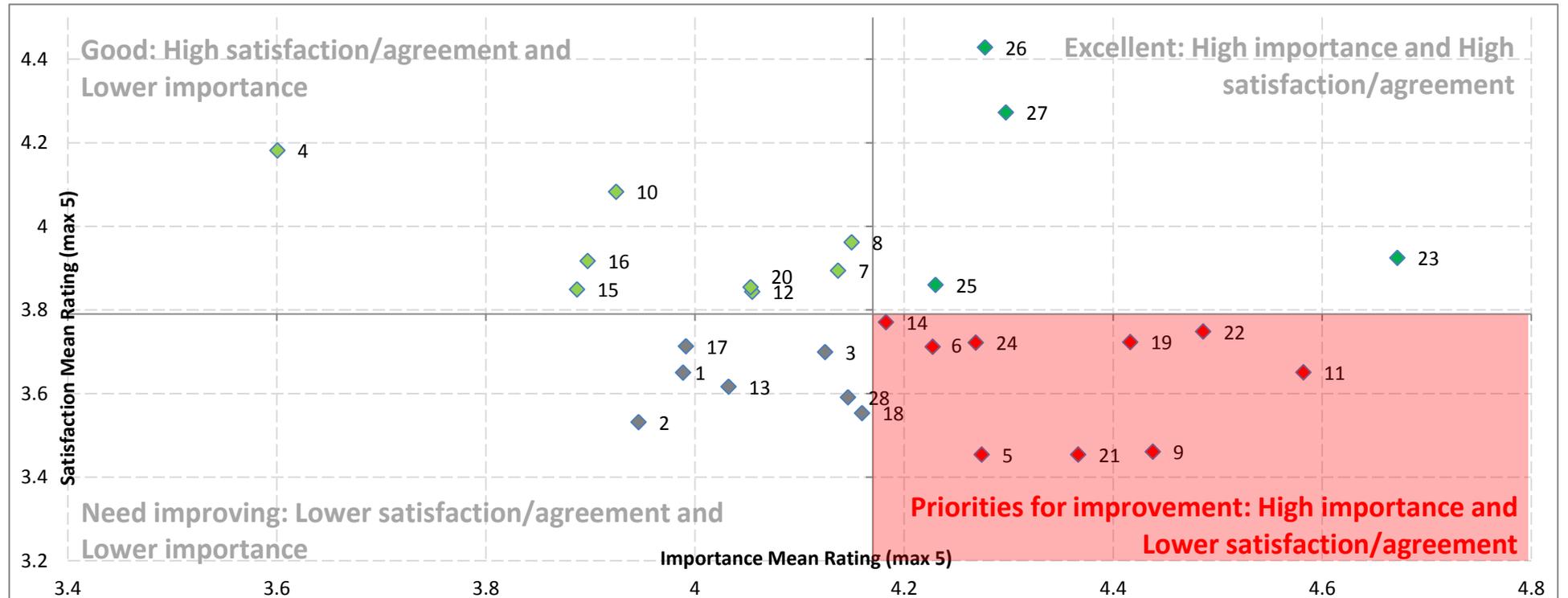
The Council service with the highest satisfaction mean rating was *The condition of cemeteries* (4.17). The Council service with the highest percentage of satisfaction was the *General appearance and quality of district parks* (77%). The Council service with the lowest satisfaction mean rating was *Road surfaces, excl. State Highways, are appropriately maintained and provide a comfortable journey* (3.34). The Council service with the lowest percentage of satisfaction was *Council's support for older persons* (23%).

Respondents from Waikanae placed the highest level of importance across all services on *Reliability of Council's water supply* (mean rating of 4.52), was *Road surfaces, excl. State Highways, are appropriately maintained and provide a comfortable journey* (percentage of 89% considered it important or very important) and *Public toilets are well maintained and functional* (percentage of 89%). The lowest level of importance across services was placed on *The condition of cemeteries* (mean rating of 3.73 and percentage of 63% considered it important or very important), *Council's work on dune restoration and planting* (63%) and *Council's support for planting and restoration projects* (63%).

The Council activity with both the highest mean rating (4.33) and percentage (86%) of agreement was *Access to the beach meets your needs*. The Council activity with the lowest mean rating (3.55) and percentage (35%) of agreement was *Council's road safety programme is improving the safety environment for your own or your children's travel*.

Respondents from Waikanae placed the highest level of importance across all activities on *Water delivered by the Council supply is of an acceptable quality* (mean rating of 4.58 and percentage of 84% considered it important or very important). The lowest level of importance across activities was placed on *Council's road safety programme is improving the safety environment for your own or your children's travel* (mean rating of 4.08) and *Multiple uses of the beach, such as walking dogs, swimming and fishing, don't spoil enjoyment of the beach* (percentage of 74% considered it important or very important).

3. Summary of Performance



<ul style="list-style-type: none"> 1. The availability of pathways for cycling, walking and bridle ways 2. Public toilets are well lit and well located 3. Public toilets are well maintained and functional 4. The condition of cemeteries 5. Town Centres have high-quality public spaces and facilities 6. Active recreation facilities, such as sportsgrounds and swimming pools, are available at suitable times 7. Range, variety and character of Council owned parks and open spaces 8. General appearance and quality of district parks 9. Road surfaces, excl. State Highways, are appropriately maintained and provide a comfortable journey 	<ul style="list-style-type: none"> 10. Standard of playgrounds 11. Reliability of Council's water supply 12. The standard of urban kerbside recycling 13. Council's management of dog and animal issues 14. The standard of street lighting 15. Council's work on dune restoration and planting 16. Council's support for planting and restoration projects 17. Council's level of support for community groups 18. Council's support for older persons 19. The standard of wastewater treatment and disposal 20. The standard of walkways and cycleways 21. Footpath surfaces are appropriately maintained 22. Public's physical safety is safeguarded by the stormwater system during flooding events 	<ul style="list-style-type: none"> 23. Water delivered by the Council supply is of an acceptable quality 24. Design and layout of the transport network gives the necessary access to council services and facilities, and business and social centres 25. Travel times are usually predictable 26. Access to the beach meets your needs 27. Multiple uses of the beach, such as walking dogs, swimming and fishing, don't spoil enjoyment of the beach 28. Council's road safety programme is improving the safety environment for your own or your children's travel
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Service Attribute	Previous Percentage satisfied/agreed (4-5) excluding Don't know and Neutral	2013 Percentage satisfied/agreed (4-5) excluding Don't know and Neutral	Percentage point increase/decrease (2013 - previous)
Access to the beach meets your needs	95%	99%	4%
The condition of cemeteries	95%	99%	4%
General appearance and quality of district parks	92%	99%	7%
Standard of playgrounds	91%	97%	6%
The standard of walkways and cycleways	85%	97%	12%
Range, variety and character of Council owned parks and open spaces	-	96%	-
Council's support for planting and restoration projects	89%	96%	7%
Multiple uses of the beach, such as walking dogs, swimming and fishing, don't spoil enjoyment of the beach	-	95%	-
The standard of wastewater treatment and disposal	75%	93%	18%
Council's work on dune restoration and planting	91%	92%	1%
Public's physical safety is safeguarded by the stormwater system during flooding events	-	92%	-
Council's level of support for community groups	79%	92%	13%
Travel times are usually predictable	-	91%	-
Design and layout of the transport network gives the necessary access to council services and facilities, and business and social centres	-	91%	-
Public toilets are well maintained and functional	71%	91%	20%
The standard of street lighting	79%	90%	11%
The availability of pathways for cycling, walking and bridle ways	-	89%	-
Water delivered by the Council supply is of an acceptable quality	52%	88%	36%
Council's support for older persons	59%	88%	29%
The standard of urban kerbside recycling	77%	87%	10%
Active recreation facilities, such as sportsgrounds and swimming pools, are available at suitable times	80%	87%	7%
Council's management of dog and animal issues	75%	85%	10%
Public toilets are well lit and well located	71%	83%	12%
Reliability of Council's water supply	64%	82%	18%
Council's road safety programme is improving the safety environment for your own or your children's travel	-	81%	-
Town Centres have high-quality public spaces and facilities	-	81%	-
Road surfaces, excl. State Highways, are appropriately maintained and provide a comfortable journey	77%	80%	3%
Footpath surfaces are appropriately maintained	69%	78%	9%

Previous surveys were conducted in August 2010, June 2011 and October 2011.

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.

4. Service Performance Index (SPI)

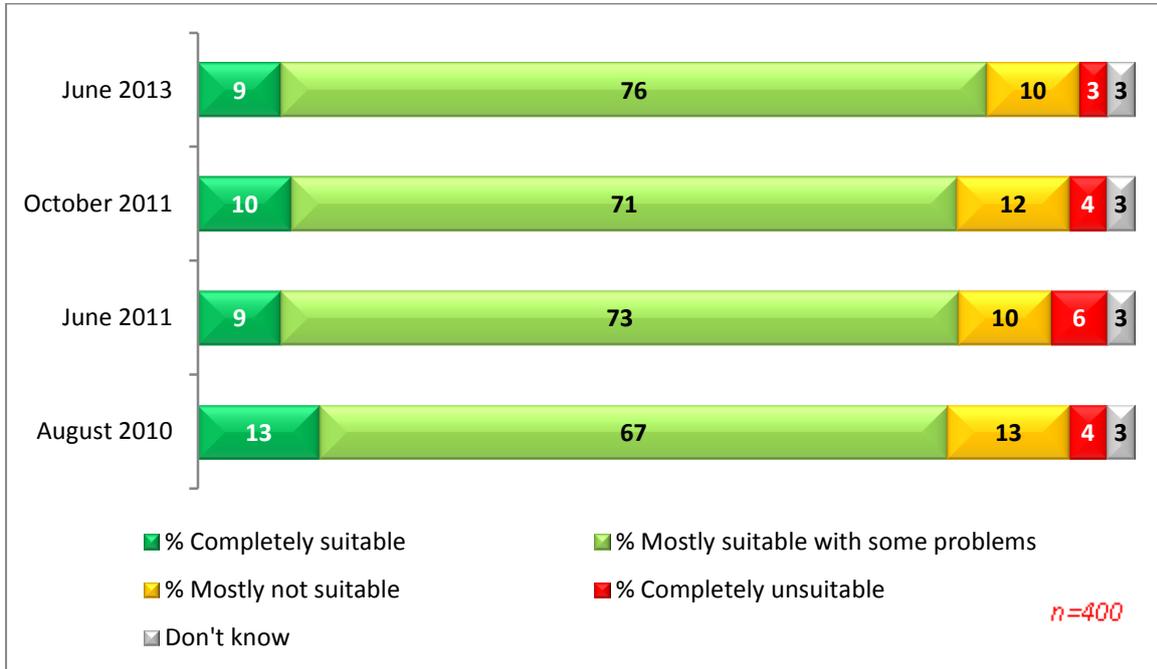
The Service Performance Index prioritises all of the attributes in order of the focus for action to be taken by Council. The Service Performance index was calculated using the importance mean ratings and performance (satisfaction and agreement) mean ratings. SPI = Importance of X / Performance of X.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

Service Attribute	Index Score
Road surfaces, excl. State Highways, are appropriately maintained and provide a comfortable journey	1.28
Footpath surfaces are appropriately maintained	1.26
Reliability of Council's water supply	1.26
Town Centres have high-quality public spaces and facilities	1.24
Public's physical safety is safeguarded by the stormwater system during flooding events	1.20
Water delivered by the Council supply is of an acceptable quality	1.19
The standard of wastewater treatment and disposal	1.19
Council's support for older persons	1.17
Council's road safety programme is improving the safety environment for your own or your children's travel	1.15
Design and layout of the transport network gives the necessary access to council services and facilities, and business and social centres	1.15
Active recreation facilities, such as sportsgrounds and swimming pools, are available at suitable times	1.14
Public toilets are well lit and well located	1.12
Council's management of dog and animal issues	1.11
Public toilets are well maintained and functional	1.11
The standard of street lighting	1.11
Travel times are usually predictable	1.10
The availability of pathways for cycling, walking and bridle ways	1.09
Council's level of support for community groups	1.07
Range, variety and character of Council owned parks and open spaces	1.06
The standard of urban kerbside recycling	1.05
The standard of walkways and cycleways	1.05
General appearance and quality of district parks	1.05
Multiple uses of the beach, such as walking dogs, swimming and fishing, don't spoil enjoyment of the beach	1.01
Council's work on dune restoration and planting	1.01
Council's support for planting and restoration projects	0.99
Access to the beach meets your needs	0.97
Standard of playgrounds	0.96
The condition of cemeteries	0.86

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.

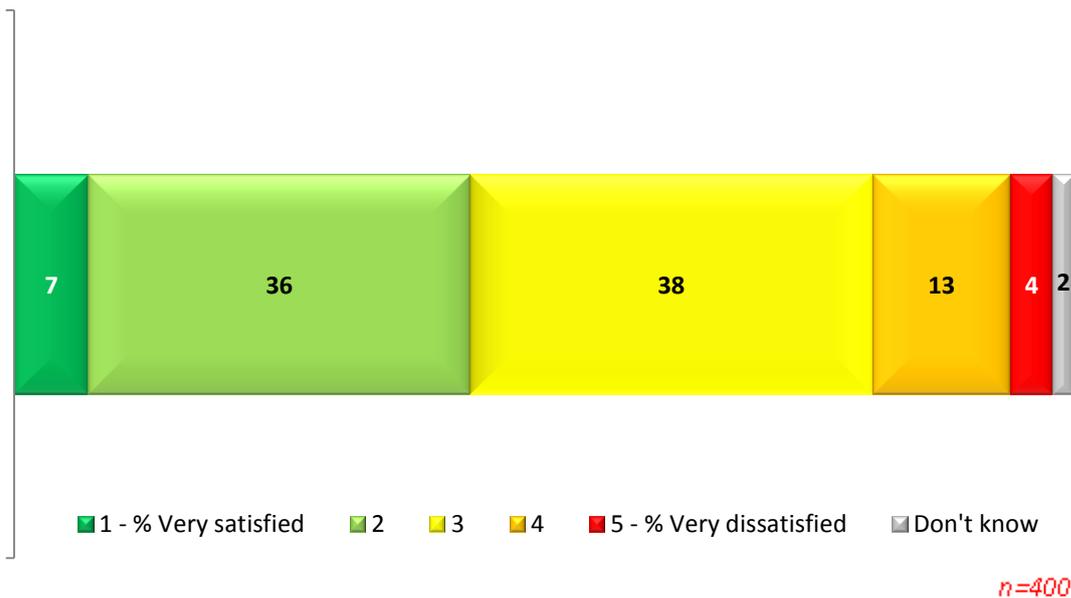
5. Suitability of Services Provided

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



6. Overall Satisfaction with Council Performance

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?



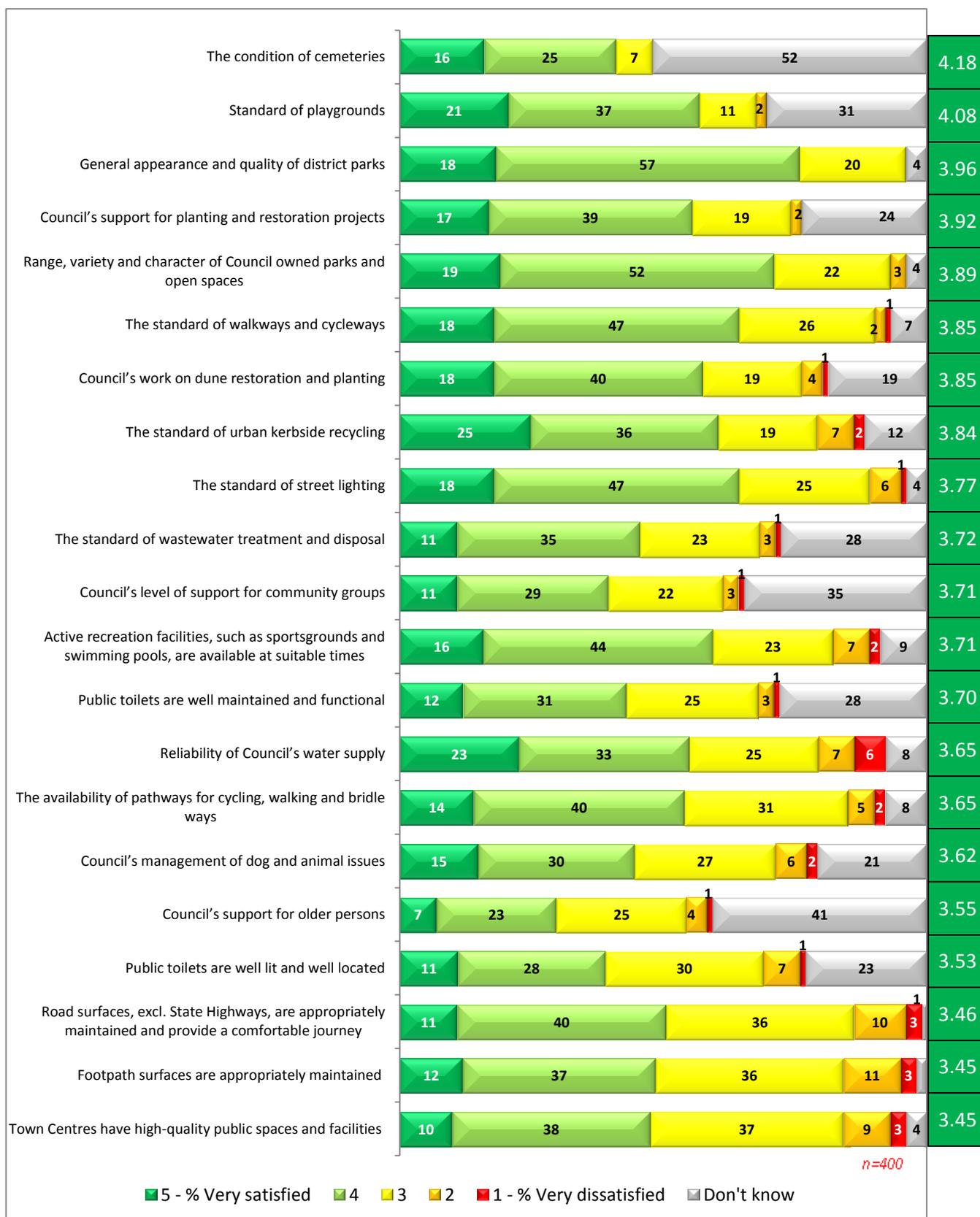
7. Council Services

7.1. 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)

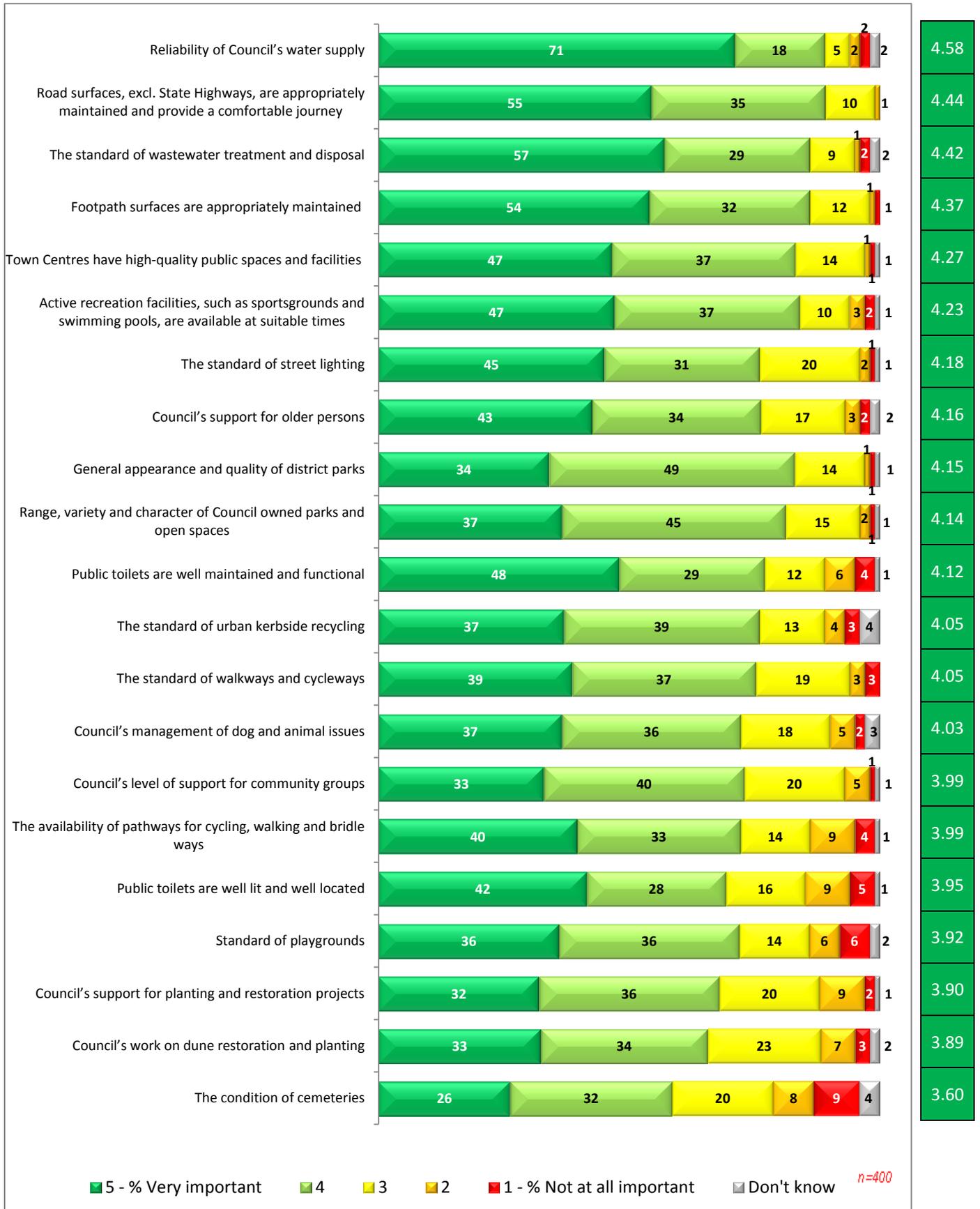


7.2. Importance of services provided

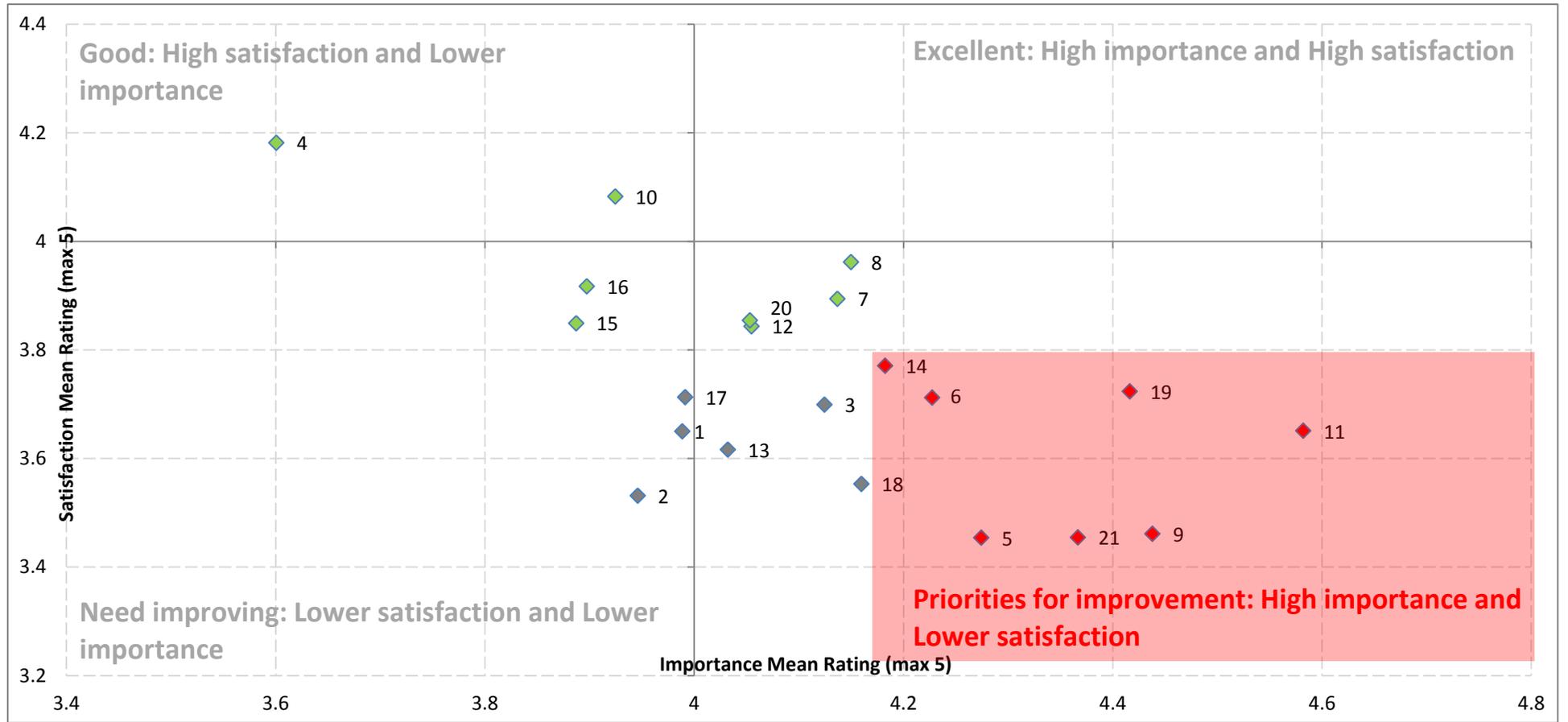
Q. How important are the following services to you?

In order of mean rating, percentage of respondents

Mean rating
(max. 5)



7.3. Focus Areas for Council Services



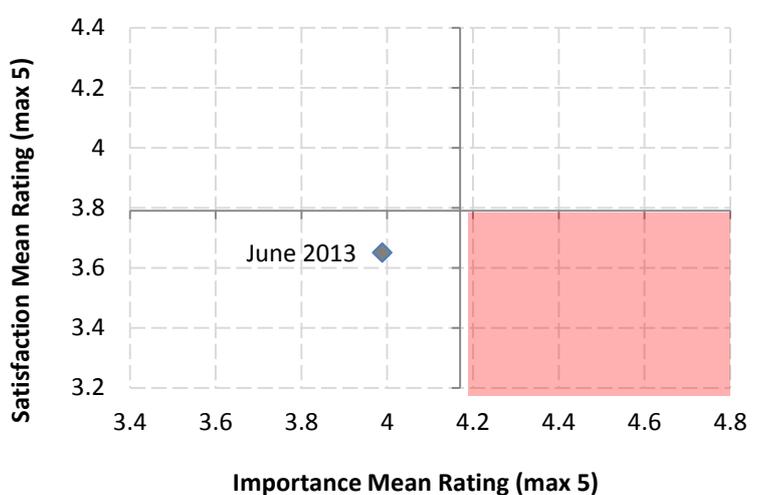
<ul style="list-style-type: none"> 1. The availability of pathways for cycling, walking and bridle ways 2. Public toilets are well lit and well located 3. Public toilets are well maintained and functional 4. The condition of cemeteries 5. Town Centres have high-quality public spaces and facilities 6. Active recreation facilities, such as sportsgrounds and swimming pools, are available at suitable times 	<ul style="list-style-type: none"> 7. Range, variety and character of Council owned parks and open spaces 8. General appearance and quality of district parks 9. Road surfaces, excl. State Highways, are appropriately maintained and provide a comfortable journey 10. Standard of playgrounds 11. Reliability of Council’s water supply 12. The standard of urban kerbside recycling 13. Council’s management of dog and animal issues 	<ul style="list-style-type: none"> 14. The standard of street lighting 15. Council’s work on dune restoration and planting 16. Council’s support for planting and restoration projects 17. Council’s level of support for community groups 18. Council’s support for older persons 19. The standard of wastewater treatment and disposal 20. The standard of walkways and cycleways 21. Footpath surfaces are appropriately maintained
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8. Detailed Findings of Services Provided

The availability of pathways for cycling, walking and bridle ways

The availability of pathways for cycling, walking and bridle ways has been plotted in the *Need improving* quadrant. It has a satisfaction mean score of 3.65 and an importance mean score of 3.99.

The mean score for both satisfaction and importance were lower than the average mean score across all services.



Selected reasons for dissatisfaction

Paraparaumu

*I feel there aren't enough walkways.
I don't think there is a safe cycleway. They should take them away from the traffic.*

Paekākāriki - Raumati

I wouldn't know where any of the bridle ways or cycleways are as they are not advertised. I think there has been good work done with bridle paths in the past years. There needs to be more work done on road cycleways so it is safe to ride on the streets.

Ōtaki

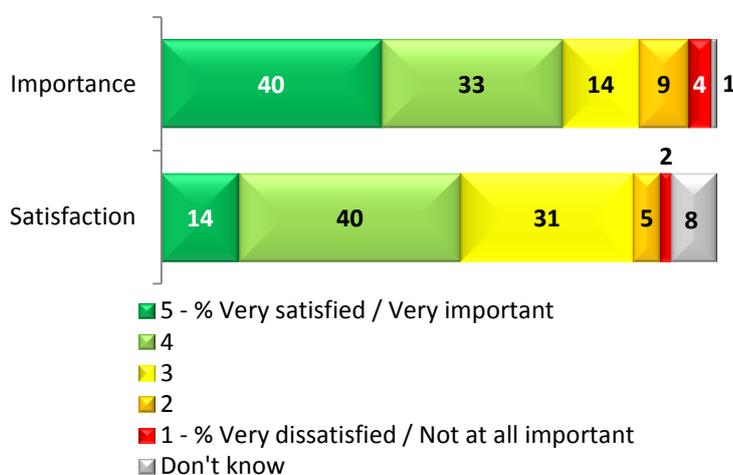
In Ōtaki the Council have done very little and we have missed out. The road has a pathway to school but no path. There is a lack of footpaths. I feel the Council do not respond to our needs.

Waikanae

They don't always come up to expectations. There are cracks and holes in them which you have to go around. There are very few pathways where we live.

Almost three quarters of respondents (73%) stated that *The availability of pathways for cycling, walking and bridle ways* is important or very important to them. Over one half of respondents (54%) stated that they are satisfied or very satisfied with *The availability of pathways for cycling, walking and bridle ways*.

Only 2% of respondents stated that they are very dissatisfied with *The availability of pathways for cycling, walking and bridle ways*.

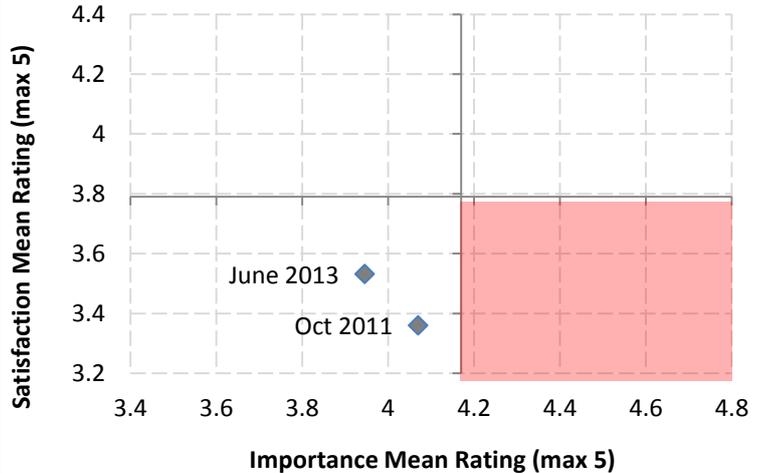


Public toilets are well lit and well located

Public toilets are well lit and well located has been plotted in the *Need improving* quadrant. It has a satisfaction mean score of 3.53 and an importance mean score of 3.95.

Importance has decreased slightly from October 2011 and satisfaction has increased.

The mean score for both satisfaction and importance were lower than the average mean score across all services.



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

Selected reasons for dissatisfaction

Paraparaumu

The toilets need to be upgraded especially at night time as some don't have any lighting. They need a serious overhaul.

Paekākāriki - Raumati

I don't know where they are. They are not sign posted. I can never find one when I need to, there are not enough.

Ōtaki

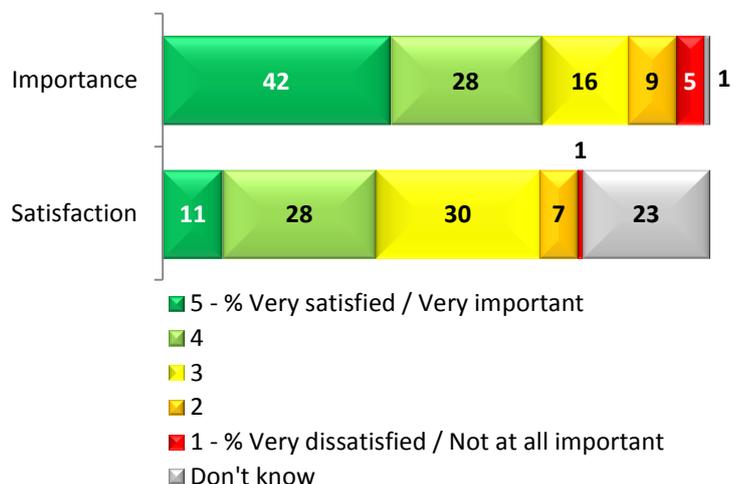
The location of the public toilet is very dark and uninviting. The location is not good for most of them and they are closed at night.

Waikanae

Visitors find them confusing and they seem to be closed too early at night. They are so poorly lit that it is hard to see where they are.

Seven out of ten respondents (70%) stated that *Public toilets are well lit and well located* is important or very important to them. Almost four out of ten respondents (39%) stated that they are satisfied or very satisfied with *Public toilets are well lit and well located*.

Only 1% of respondents stated that they are very dissatisfied with *Public toilets are well lit and well located*.

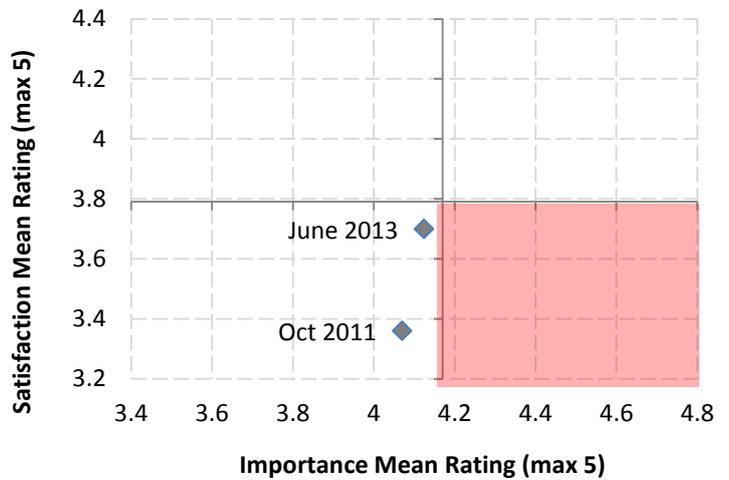


Public toilets are well maintained and functional

Public toilets are well maintained and functional has been plotted in the *Need improving* quadrant. It has a satisfaction mean score of 3.70 and an importance mean score of 4.12.

Importance has increased slightly from October 2011 and satisfaction has increased significantly.

The mean score for both satisfaction and importance are very close to the average mean scores across all services.



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

Selected reasons for dissatisfaction

Paraparaumu

They are not clean. Cleaning needs to be done more frequently.

There is no toilet paper and they are filthy and wet.

Paekākāriki - Raumati

They are shabby and need replacing. I am satisfied with the local Raumati one but not at Paraparaumu beach. I think it is sometimes disgraceful and needs cleaning a few times a day.

Ōtaki

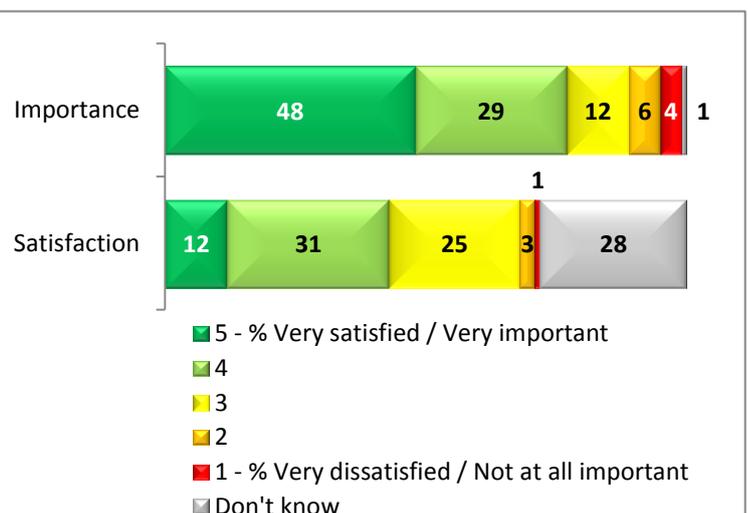
They stink and need cleaning. They need more cleaning. They are smelly and have wet floors.

Waikanae

They are often filthy. They are gross. Maintenance is required, they are pretty old and smelly.

Over three quarters of respondents (77%) stated that *Public toilets are well maintained and functional* is important or very important to them. Over four out of ten respondents (43%) stated that they are satisfied or very satisfied with *Public toilets are well maintained and functional*.

Only 1% of respondents stated that they are very dissatisfied with *Public toilets are well maintained and functional*.

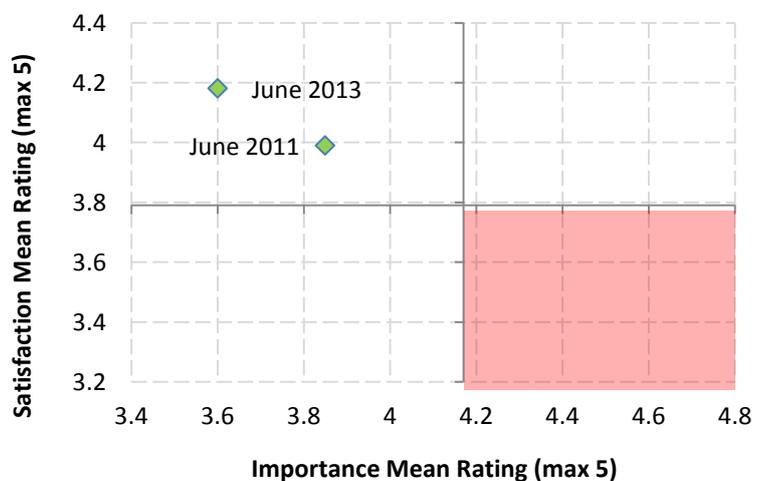


The condition of cemeteries

The condition of cemeteries has been plotted in the *Good* quadrant. It has a satisfaction mean score of 4.18 and an importance mean score of 3.60.

Importance has decreased from June 2011 and satisfaction has increased.

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



Note: Question wording in 2011 was 'Standard of cemetery environment'.

Selected reasons for dissatisfaction

Paraparaumu

I have family members buried in the cemeteries and they can look quite shabby from time to time.

Paekākāriki - Raumati

-

Ōtaki

The headstones need maintenance. The very old ones look dilapidated.

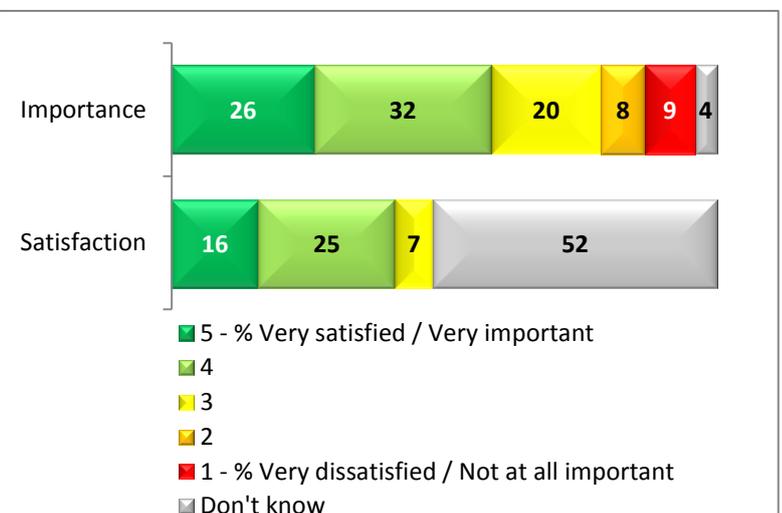
Waikanae

-

The condition of cemeteries had the highest mean score of all services for satisfaction, this is partially due to the high percentage of respondents stating *Don't know* (52%). It had the lowest mean score for importance out of all services.

Almost six out of ten respondents (58%) stated that *The condition of cemeteries* is important or very important to them. Over four out of ten respondents (41%) stated that they are satisfied or very satisfied with *The condition of cemeteries*.

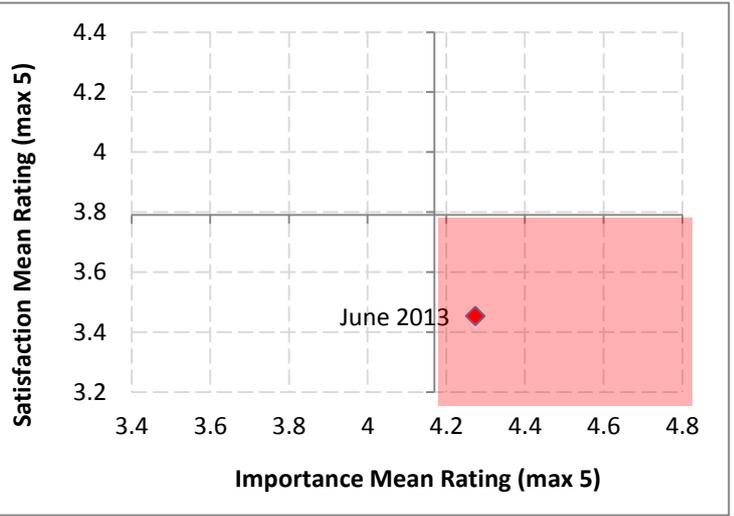
Less than 0.5% of respondents stated that they were very dissatisfied or dissatisfied with *The condition of cemeteries*.



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 3.45 and an importance mean score of 4.27.

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



Selected reasons for dissatisfaction

Paraparaumu

*The Town Centre needs more and needs an upgrade.
The shopping area does not cater for all gender and ages.*

Paekākāriki - Raumati

*There is no heart to the centre. Coastlands is so spread out it doesn't come together.
There's no civic centre as such.
There is no green space. It feels soulless.*

Ōtaki

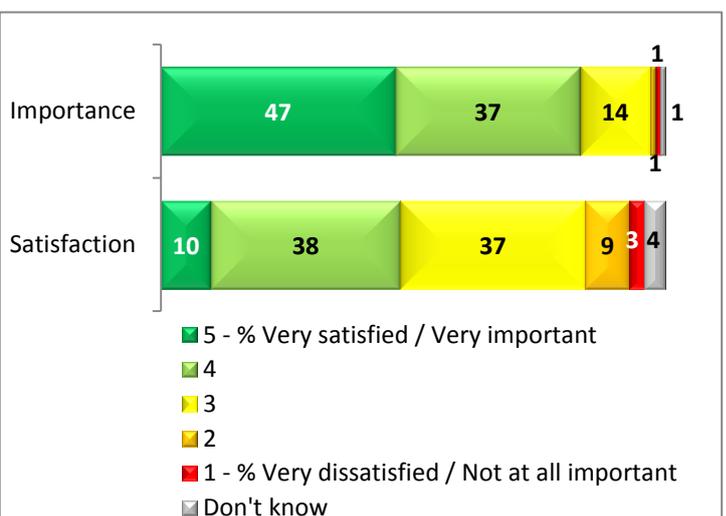
*It doesn't seem to work. It's hard to find a park. They have narrowed the road and widened the footpath and it seems to lead to congestion.
An upgrade has been poorly considered for the local needs, for example, the paving stones are very stained and the area around the eateries doesn't get cleaned properly.*

Waikanae

*There seems to be only the mall. I think there should be something else available too.
There is a busy road to cross with no lights on the crossing. It's not safe for pedestrians to go across road to even get to the Town Centre.*

Over four out of five respondents (84%) 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. Almost one half of respondents (48%) 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*.

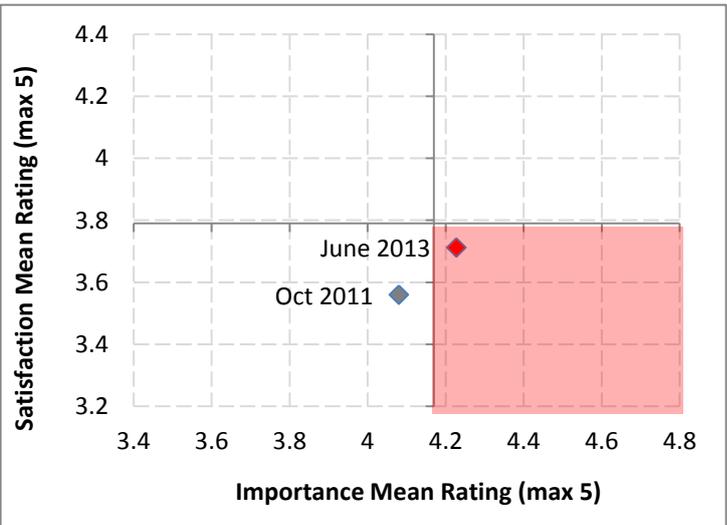
Only 3% of respondents stated that they are very dissatisfied with *Town Centres have high-quality public spaces and facilities that meet the community's needs for safety and functionality*.



Active recreation facilities, such as sportsgrounds and swimming pools, are available at suitable times

Active recreation facilities, such as sportsgrounds and swimming pools, are available at suitable times has been plotted in the Priorities for improvement quadrant. It has a satisfaction mean score of 3.71 and an importance mean score of 4.23.

The mean score for both satisfaction and importance are very close to the average mean scores across all services. Satisfaction and importance have both increased since October 2011.



Selected reasons for dissatisfaction

Paraparaumu

I would like to see a four hundred metre long by eight metre wide cycle track for kids. I don't see them being available for use at night and there is a lack of swimming pools in the area.

Paekākāriki - Raumati

They need extra playing fields and a community orchard. There are not enough floodlit facilities for training. We need designated training fields that are floodlit. And more indoor places to train and artificial football turfs.

Ōtaki

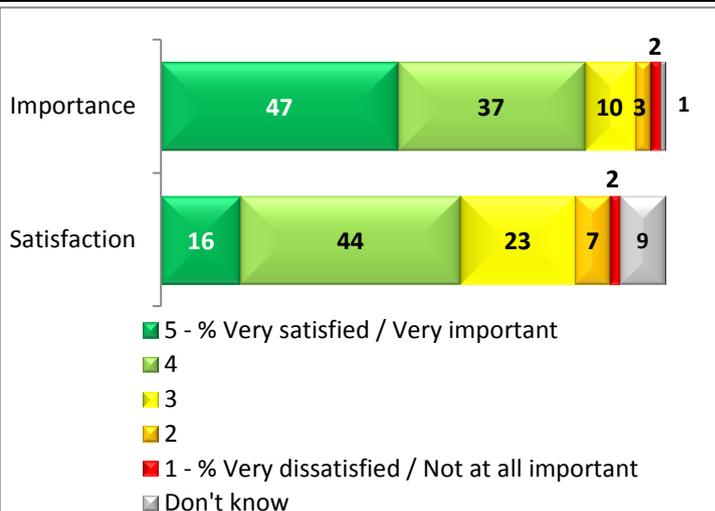
I think they all need updating. I have a friend who swims at the Ōtaki Pool and they seem to close it for no apparent reason. Sometimes it's freezing cold.

Waikanae

There is nothing for the adolescents in the area. They need to have their energies channelled. The Waikanae pool is closed in winter and only open in summer but heated in summer. It is very odd. Raumati is very old and the new one is still not finished.

Over eight out of ten respondents (84%) stated that *Active recreation facilities, such as sportsgrounds and swimming pools, are available at suitable times* is important or very important to them. Six out of ten respondents (60%) stated that they are satisfied or very satisfied with *Active recreation facilities, such as sportsgrounds and swimming pools, are available at suitable times*

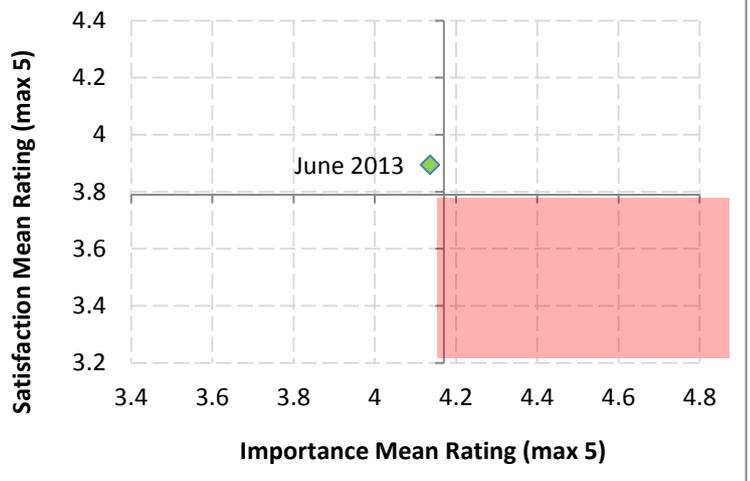
Only 2% of respondents stated that they are very dissatisfied with *Active recreation facilities, such as sportsgrounds and swimming pools, are available at suitable times*.



Range, variety and character of Council owned parks and open spaces

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 3.89 and an importance mean score of 4.14.

The mean score for both satisfaction and importance are very close to the average mean scores across all services.



Selected reasons for dissatisfaction

Paraparaumu

They need to put in gates for dogs. The side bit is not suitable for wheelchairs. It is not wide enough and the grass turns to mud which makes it unsafe.

There needs to be many more green areas.

Paekākāriki - Raumati

I don't think they are suitable for the population we have in Raumati. There is no safety or provision for the young people or comfort for the elderly or those in a wheelchair. The Council needs to listen to the public and provide a series of options. They should work with the locals and not just put down what has happened. There is room for improvement.

Ōtaki

We don't have many recreational areas here at all.

There needs to be more garden areas with flower beds with seating available.

Waikanae

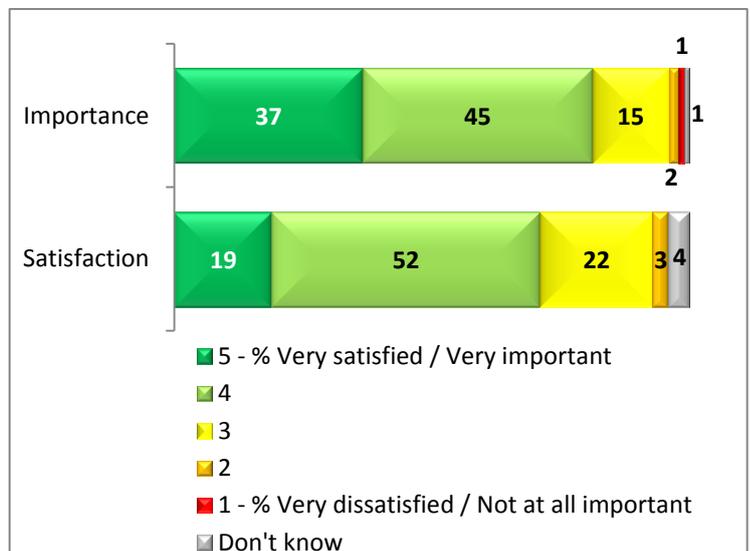
There are an insufficient number of them.

There is nothing this side of the railway line where I live in Waikanae. We do have two tennis courts.

I would like to see more parks and other activities like tennis and bowls in a combined usage area.

Over eight out of ten respondents (82%) stated that the *Range, variety and character of Council owned parks and open spaces* is important or very important to them. Seven out of ten respondents (71%) stated that they are satisfied or very satisfied with *Range, variety and character of Council owned parks and open spaces*.

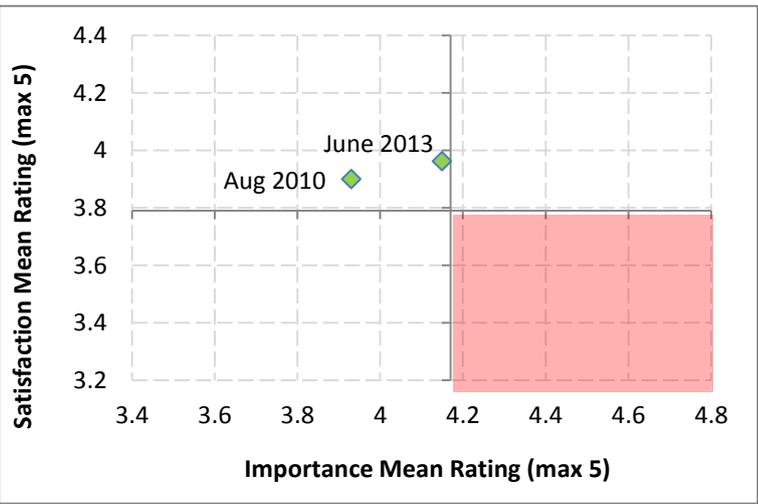
Less than 0.5% of respondents stated that they are very dissatisfied with the *Range, variety and character of Council owned parks and open spaces* and only 3% stated that they were dissatisfied.



General appearance and quality of district parks

General appearance and quality of district parks has been plotted in the *Good* quadrant. It has a satisfaction mean score of 3.96 and an importance mean score of 4.15.

The mean score for importance is very close to the average mean scores across all services and the satisfaction mean score is above the average.



Selected reasons for dissatisfaction

Paraparaumu
I live near the beach and the gardens are shocking.

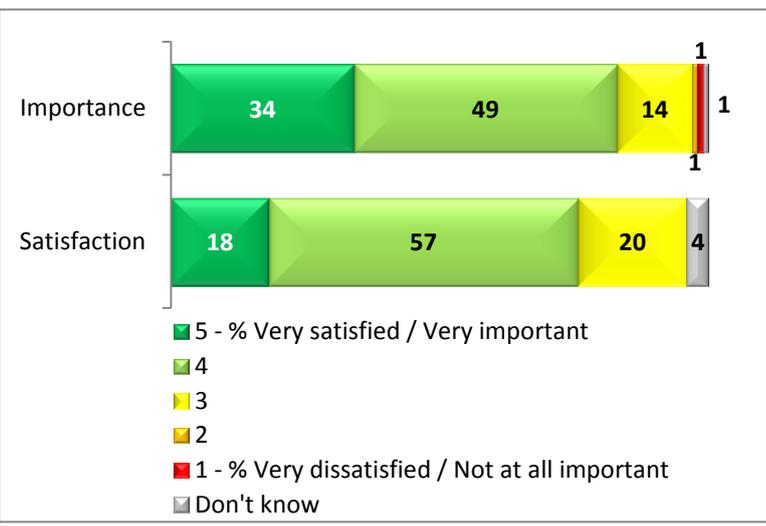
Paekākāriki - Raumati
I appreciate the amount of open spaces we have and some of the work done by the groups planting trees in the parks. I would like to see more plantings of vegetables that can be picked and used by the communities in the garden beds as opposed to ornamental flowers that are ripped out at the height of their beauty to be replaced by the next season's plantings.

Ōtaki
 -

Waikanae
 -

Over eight out of ten respondents (83%) stated that the *General appearance and quality of district parks* is important or very important to them. Three quarters of respondents (75%) stated that they are satisfied or very satisfied with *General appearance and quality of district parks*.

Less than 0.5% of respondents stated that they are very dissatisfied or dissatisfied with the *General appearance and quality of district parks*.

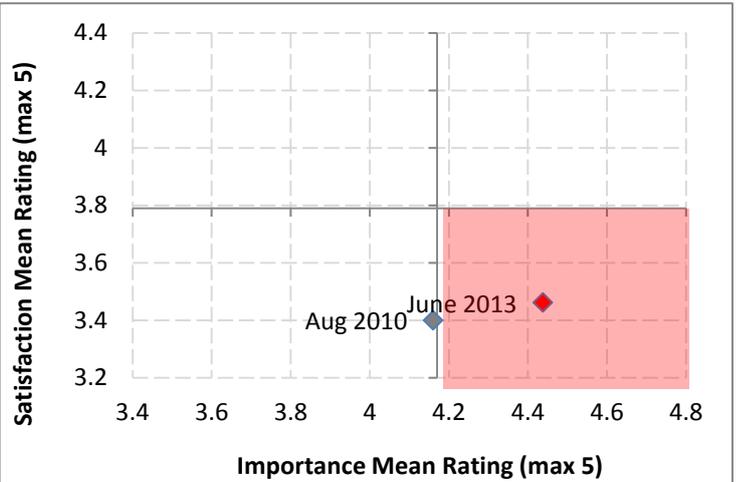


Road surfaces, excluding State Highways, are appropriately maintained and provide a comfortable journey

Road surfaces, excluding State Highways, are appropriately maintained and provide a comfortable journey has been plotted in the Priorities for improvement quadrant. It has a satisfaction mean score of 3.46 and an importance mean score of 4.44.

Importance has increased from August 2010 and it has being ranked as the second highest service in terms of importance. Satisfaction has increased slightly from August 2010.

While importance is significantly above average, satisfaction is significantly below.



Note: Question wording in 2010 was 'Standard of roads other than SH1'.

Selected reasons for dissatisfaction

Paraparaumu

The roads are inadequate. There are potholes and they are too narrow.
The roads are a joke. They are not fixed right and they are always doing them up. The roads are not set up for heavy trucks. The road looks like it is sucked in and sinking. There are potholes as well.

Paekākāriki - Raumati

There is a lack of maintenance of potholes. A number of the roads have cracks or rough surfaces.

Ōtaki

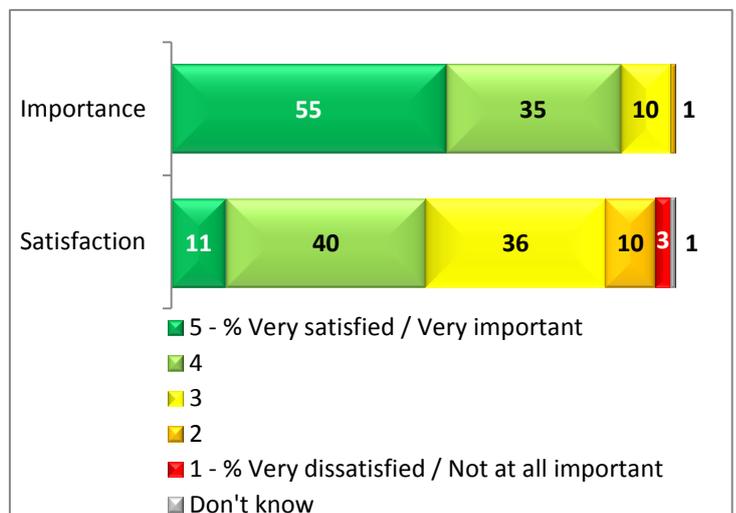
They could be better maintained really. It takes ages for them to be repaired. There are a lot of uneven roads and potholes.

Waikanae

The road surfaces are always being patched up. There are also potholes. The connecting road between Emerald Glen and Valley Road is unsealed, badly washed out and rotten.

Nine out of ten respondents (90%) stated that Road surfaces, excluding State Highways, are appropriately maintained and provide a comfortable journey is important or very important to them. Over one half of respondents (51%) stated that they are satisfied or very satisfied with Road surfaces, excluding State Highways, are appropriately maintained and provide a comfortable journey.

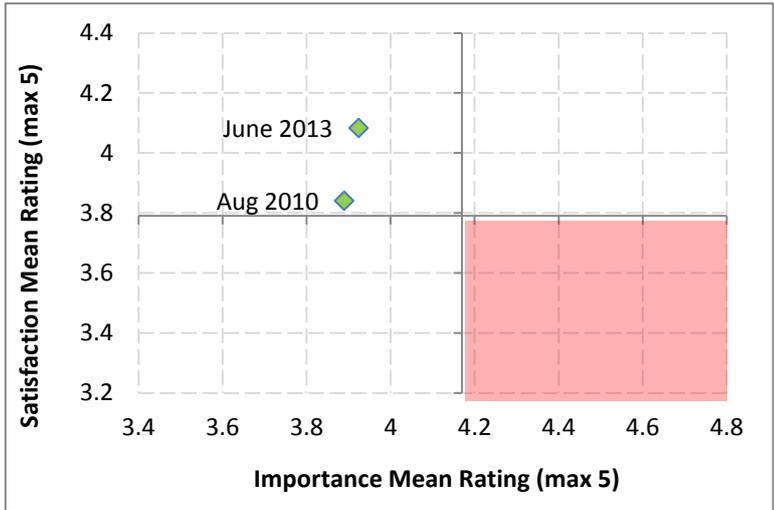
3% of respondents stated that they are very dissatisfied with Road surfaces, excluding State Highways, are appropriately maintained and provide a comfortable journey.



Standard of playgrounds

Standard of playgrounds has been plotted in the *Good* quadrant. It has a satisfaction mean score of 4.08 and an importance mean score of 3.92.

Importance has increased slightly from August 2010. Satisfaction has increased significantly from August 2010 and it has been ranked as the second highest service in terms of satisfaction. However, a large percentage of respondents (32%), when asked their satisfaction, stated that they *Don't know*.



Selected reasons for dissatisfaction

Paraparaumu

There is a rubbish bin next to the climbing frame and it is full of dog waste. It really smells and often dog waste is left on the ground.

The play areas are right up there but the toilet facilities and drinking fountains are nonexistent.

Paekākāriki - Raumati

They took one away and it is a distance from where I am.

Ōtaki

The established ones are quite good, but there are too few of them.

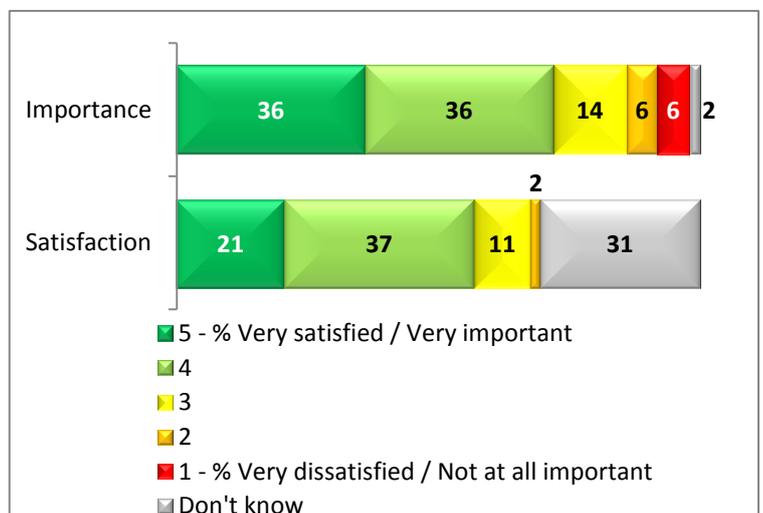
At the playground in Ōtaki by the Memorial Hall, the equipment is too bulky for small children. Teenagers have tagged things and broken the round swing. The slide rungs are fence posts. We were told it was designed for small children and the littlies can't use it. It's ridiculous.

Waikanae

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Almost three quarters of respondents (72%) stated that the *Standard of playgrounds* is important or very important to them. Almost six out of ten respondents (58%) stated that they are satisfied or very satisfied with the *Standard of playgrounds*.

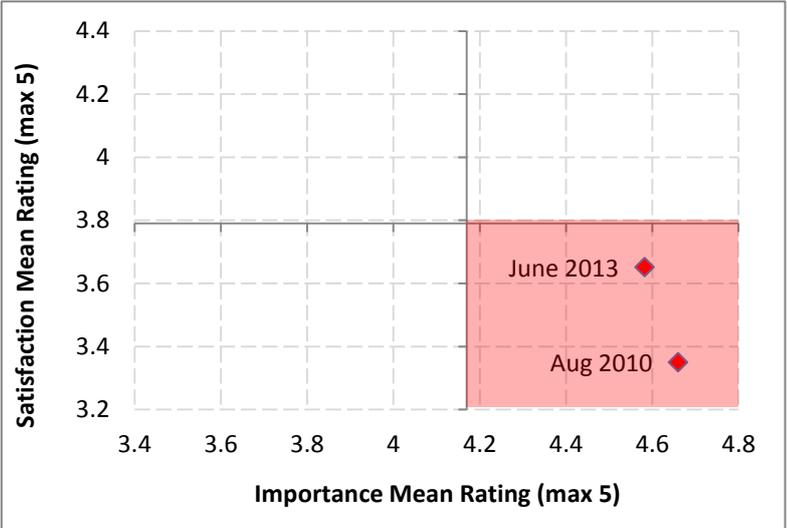
Less than 0.5% of respondents stated that they are very dissatisfied with the *Standard of playgrounds* and only 2% stated that they were dissatisfied.



Reliability of Council's water supply

Reliability of Council's water supply has been plotted in the *Priorities for improvement* quadrant. It has a satisfaction mean score of 3.65 and an importance mean score of 4.58.

Importance has decreased slightly from August 2010. Satisfaction has increased significantly from August 2010 although it is still below the average satisfaction mean score across all services.



Selected reasons for dissatisfaction

Paraparaumu

We go onto bore water when there is no supply.

They are spending millions of dollars on water meters and the problem is water storage. We have a lot of rain in this district and we're not catching the water. We need a dam.

Paekākāriki - Raumati

We lack a dam. Something needs to be done about bulk storage. The meter idea is acceptable.

They are not doing anything. Put in storage tanks, like a dam.

Ōtaki

They have put water meters in Ōtaki and I don't think there is a need for them.

It tastes bad at times.

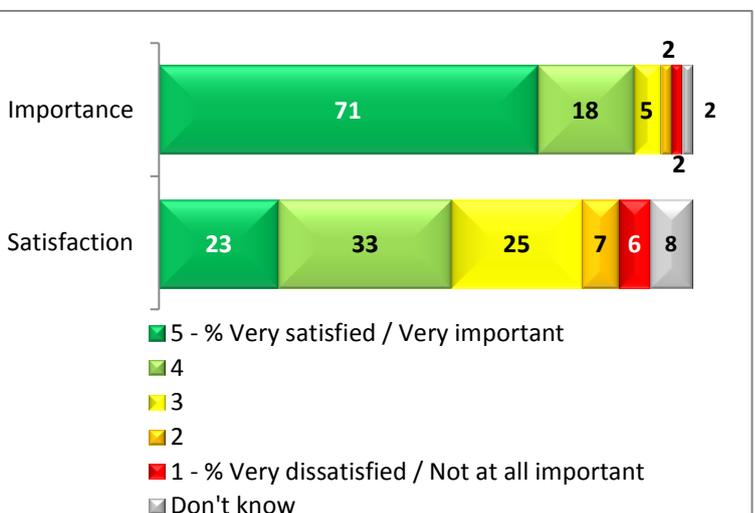
Waikanae

The Council is not doing enough work on the infrastructure for the water.

The bore water replacement system is atrocious. We need a dam or reservoir.

Almost nine out of ten respondents (89%) stated that the *Reliability of Council's water supply* is important or very important to them. Over one half of respondents (56%) stated that they are satisfied or very satisfied with the *Reliability of Council's water supply*.

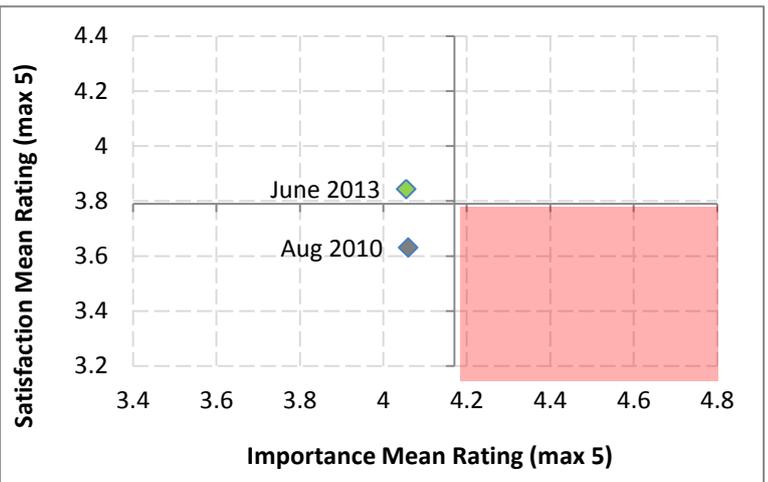
13% of respondents stated that they are very dissatisfied or dissatisfied with the *Reliability of Council's water supply*.



The standard of urban kerbside recycling

The standard of urban kerbside recycling has been plotted in the *Good* quadrant. It has a satisfaction mean score of 3.84 and an importance mean score of 4.05.

Satisfaction has increased from August 2010 while importance has stayed relatively the same.



Selected reasons for dissatisfaction

Paraparaumu

We need bigger bins. Every week our bin is overflowing and we have to put the excess into the rubbish bin.

There is too much wastage. We need to encourage better recycling by using small bins for general waste and the larger bins for recycling.

Paekākāriki - Raumati

We pay for our own rubbish bins and they are tiny recycling bins.

Recycling should be free. I can't believe in 2013 we have to pay for recycling. The box is too small and collectors are inflexible. They won't take one extra piece of cardboard and will leave it blowing in the wind.

Ōtaki

The bins are quite small and limited for use. Collectors seem not to care for the bins or that all the rubbish doesn't go into the truck.

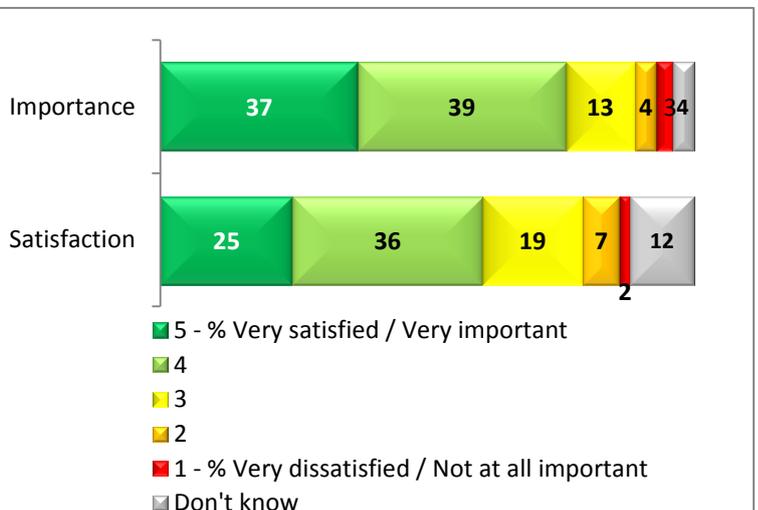
Waikanae

There have been missed collections in Waikanae Beach.

The single bin system that they use is antiquated and well out of date compared with other Councils in New Zealand and the way it's funded. There should be a user pays service.

Over three quarters of respondents (76%) stated that *The standard of urban kerbside recycling* is important or very important to them. Over six out of ten respondents (61%) stated that they are satisfied or very satisfied with *The standard of urban kerbside recycling*

2% of respondents stated that they are very dissatisfied with *The standard of urban kerbside recycling*.

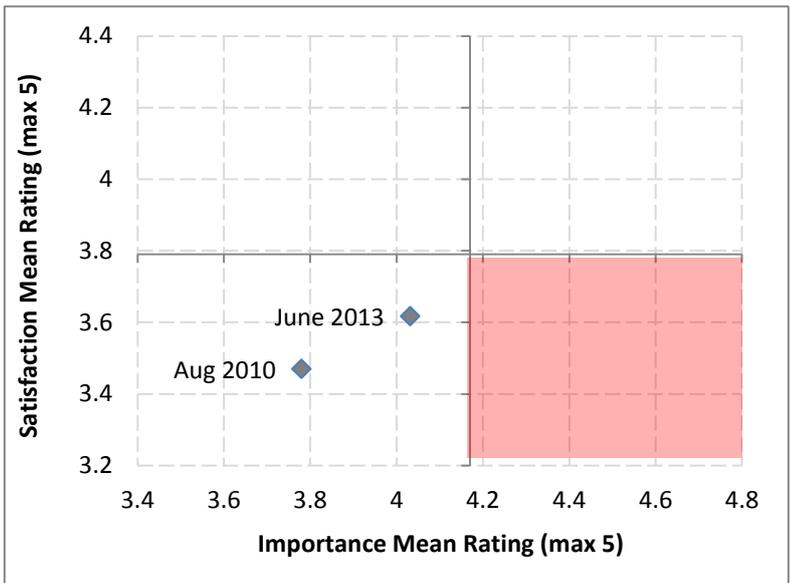


Council's management of dog and animal issues

Council's management of dog and animal issues has been plotted in the *Need improving* quadrant. It has a satisfaction mean score of 3.62 and an importance mean score of 4.03.

Importance has increased significantly from August 2010 and satisfaction has increased also.

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



Selected reasons for dissatisfaction

Paraparaumu

I constantly see dogs without leashes on being walked between North Beach and Raumati. I am dissatisfied because of the dogs barking all day, dogs roaming and their mess in Otaihanga.

Paekākāriki - Raumati

The Council charge a lot of money and I am not sure what it's all for. There is regular mess on my grass verges and they don't do anything about it. I have had a number of threatening type situations involving dogs roaming free.

Ōtaki

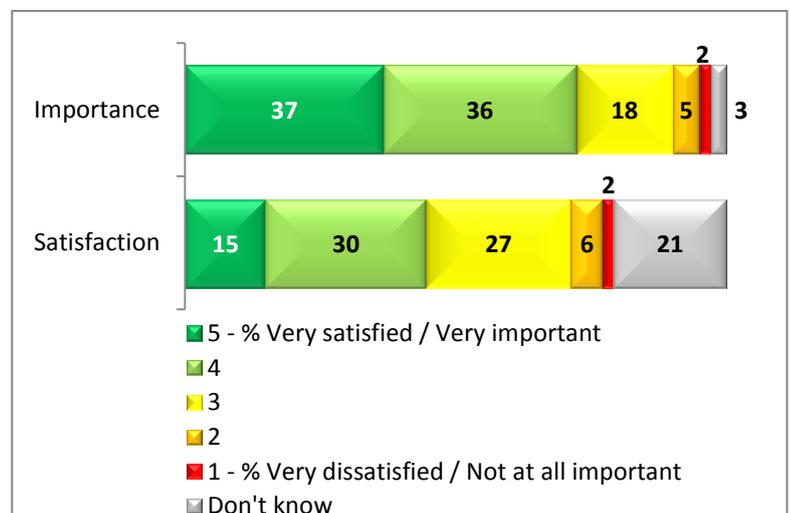
There are too many occasions when dogs attack people and they should be put down. There are a lot of local dog attacks and dogs roaming around. Owners are not taking responsibility and the Council is not prosecuting. They need to be tougher.

Waikanae

Dog attacks are going unpunished. There are many unregistered dogs in parts and they need to be 'done away with'.

Almost three quarters of respondents (73%) stated that *Council's management of dog and animal issues* is important or very important to them. Over four out of ten respondents (45%) stated that they are satisfied or very satisfied with *Council's management of dog and animal issues*.

8% of respondents stated that they are very dissatisfied or dissatisfied with *Council's management of dog and animal issues*.

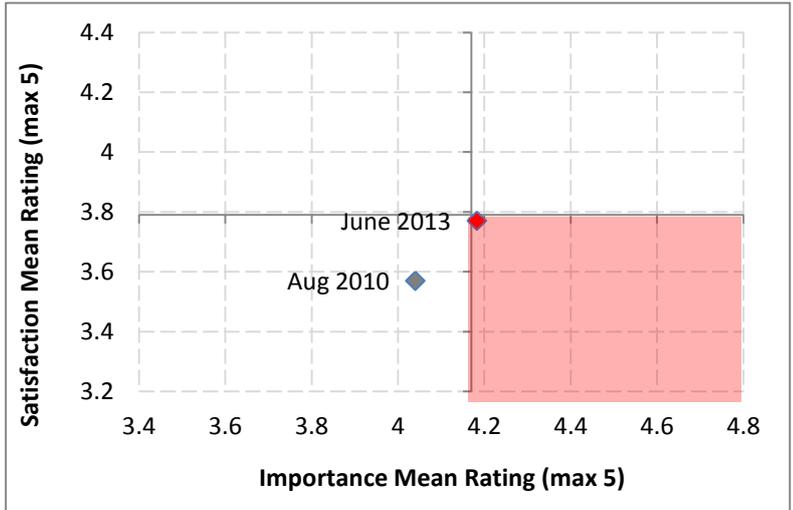


The standard of street lighting

The standard of street lighting has been plotted almost in the centre of the four quadrants. It has a satisfaction mean score of 3.77 and an importance mean score of 4.18.

Importance and satisfaction have both increased from August 2010.

The importance and satisfaction mean scores are both very close to the average across all services.



Selected reasons for dissatisfaction

Paraparaumu

*We have street lights going out on a regular basis.
They are very dim.*

Paekākāriki - Raumati

*There are areas that are very dark. The lighting is too far apart or has poor quality bulbs.
Our street has the horrible bright orange lights and walking at night definitely requires a torch as they are so far apart.*

Ōtaki

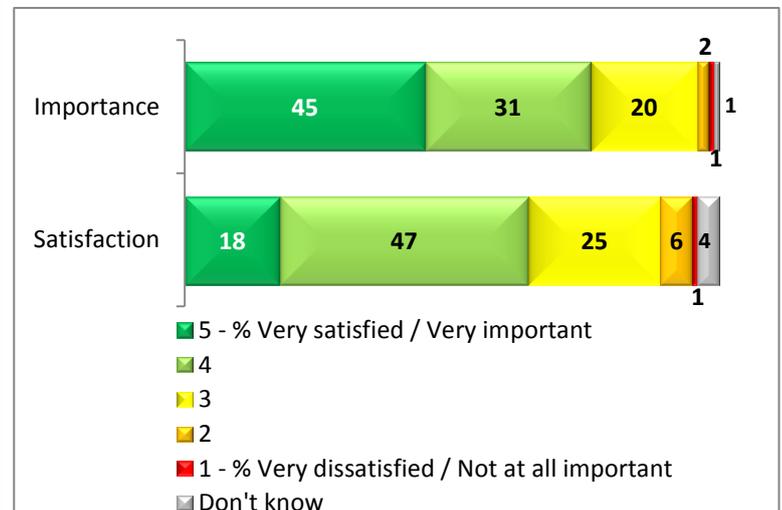
*Our area is very poorly lit.
In places, the lighting is insufficient and very dim.*

Waikanae

*There is no lighting where we live.
There are several that are not working.*

Over three quarters of respondents (76%) stated that *The standard of street lighting* is important or very important to them. Almost two thirds of respondents (65%) stated that they are satisfied or very satisfied with *The standard of street lighting*.

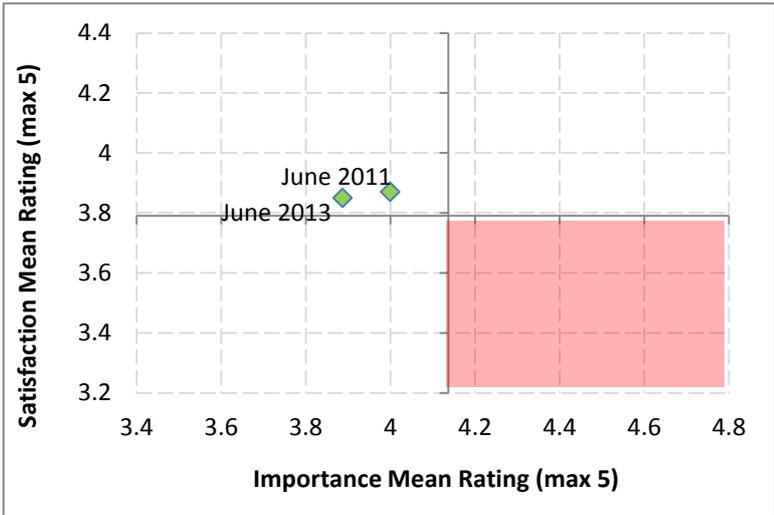
Only 1% of respondents stated that they are very dissatisfied with *The standard of street lighting*.



Council's work on dune restoration and planting

Council's work on dune restoration and planting has been plotted in the Good quadrant. It has a satisfaction mean score of 3.85 and an importance mean score of 3.89.

Council's work on dune restoration and planting is the second lowest rated services in regards to importance.



Selected reasons for dissatisfaction

Paraparaumu
*The Council pander to the people who would destroy the dunes.
 Restoration work doesn't go far enough.
 There is a lot of burden on home owners facing the beach and who are close to the beach. Home owners have done most of the work.*

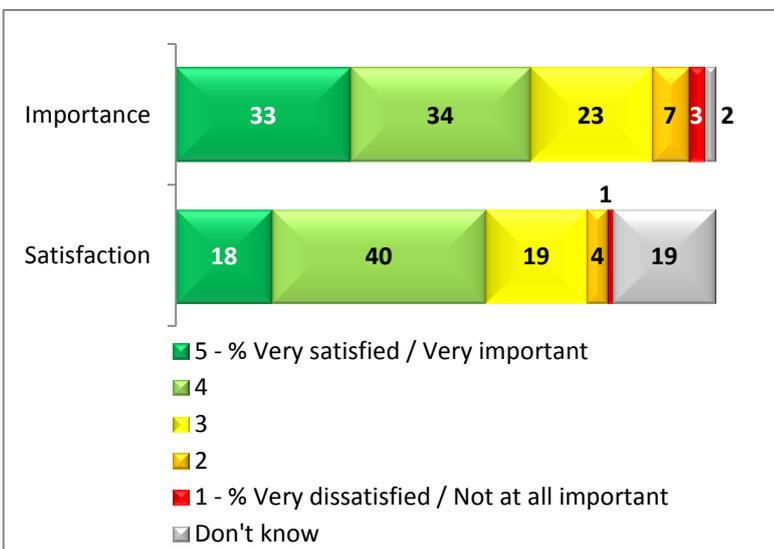
Paekākāriki - Raumati
*The first efforts were wasted due to bad planning in the face of a storm forecast.
 I am involved with another care group and it's not apparent that the Council does a whole lot in maintaining dune restoration and planting.*

Ōtaki
*Nothing ever seems to be done.
 How did they consider a pathway through the dunes? It just doesn't make sense.*

Waikanae
*I see them in action but I'm not sure they are doing it in the right places to help erosion issues.
 I am right on the beach and they haven't done anything here.*

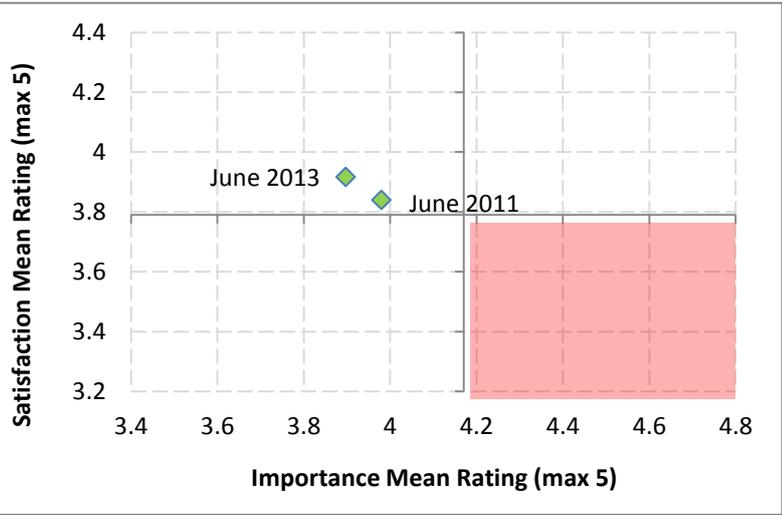
Over two thirds of respondents (67%) stated that Council's work on dune restoration and planting is important or very important to them. Almost six out of ten respondents (58%) stated that they are satisfied or very satisfied with Council's work on dune restoration and planting.

Only 1% of respondents stated that they are very dissatisfied or dissatisfied with Council's work on dune restoration and planting.



Council's support for planting and restoration projects

Council's support for planting and restoration projects has been plotted in the Good quadrant. It has a satisfaction mean score of 3.92 and an importance mean score of 3.90. Importance has decreased slightly from June 2011 and satisfaction has increased. Importance is lower than the average across all services and satisfaction is higher than average.



Selected reasons for dissatisfaction

Paraparaumu
I'm not sure what they are actually doing or providing as I have not seen any evidence. I have not seen much beautifying of Paraparaumu.

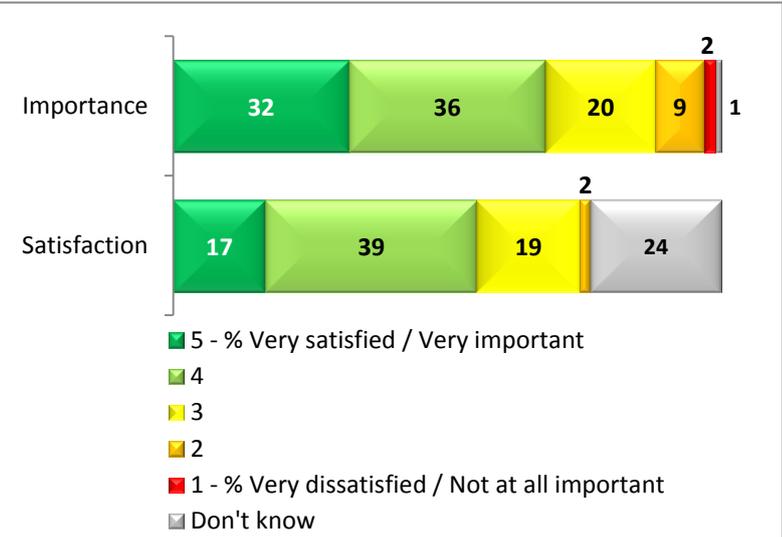
Paekākāriki - Raumati
The Council should spend their money on more worthwhile things. The Council does not recognise what has been done by the locals.

Ōtaki
 -

Waikanae
I think they are planting in the wrong places. I don't think all exotic plants should have to be removed in favour of native plants.

Over two thirds of respondents (68%) stated that Council's support for planting and restoration projects is important or very important to them. Over half of respondents (56%) stated that they are satisfied or very satisfied with Council's support for planting and restoration projects.

No respondents stated that they are very dissatisfied with Council's support for planting and restoration projects and only 2% stated that they were dissatisfied.

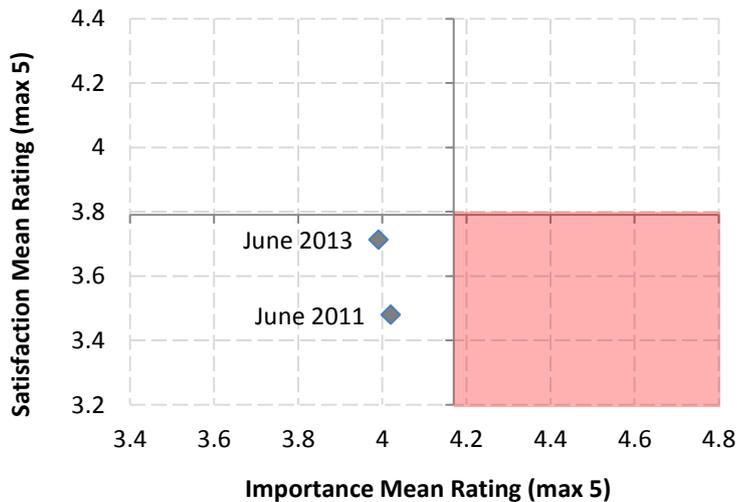


Council's level of support for community groups

Council's level of support for community groups has been plotted in the *Need improving* quadrant. It has a satisfaction mean score of 3.71 and an importance mean score of 3.99.

Importance has decreased slightly from June 2011 and satisfaction has increased significantly.

Importance and satisfaction are both lower than the average across all services.



Selected reasons for dissatisfaction

Paraparaumu

They are only helpful when it concerns themselves.

I'm the coordinator of the Stroke Group. They were going to put up our fees for the hall. The Council person said that I was outspoken and cheeky. We only got it put up \$4 which is good. However, we found the meeting with the Hall Committee a little bit fearful about what was going to happen as they didn't give us an indication at the time.

Paekākāriki - Raumati

Some community groups get more given to them than others regularly and some get repeats.

I have heard about groups not being supported.

Ōtaki

I think they are very selective and it is quite political who they chose to support and not support.

I often feel Ōtaki doesn't get the same level of support as other groups do.

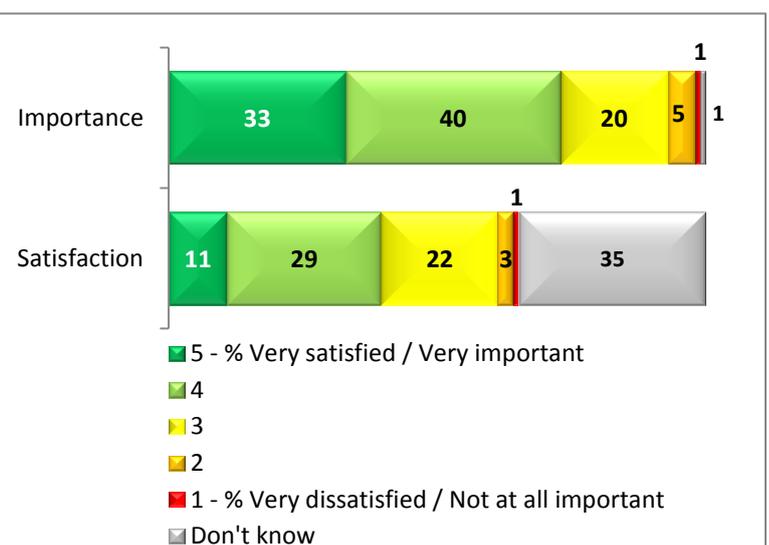
Waikanae

I don't want my money spent on those people.

I don't think they deserve as much support as they get.

Almost three quarters of respondents (73%) stated that *Council's level of support for community groups* is important or very important to them. Four out of ten respondents (40%) stated that they are satisfied or very satisfied with *Council's level of support for community groups*.

Only 1% of respondents stated that they are very dissatisfied with *Council's level of support for community groups*.

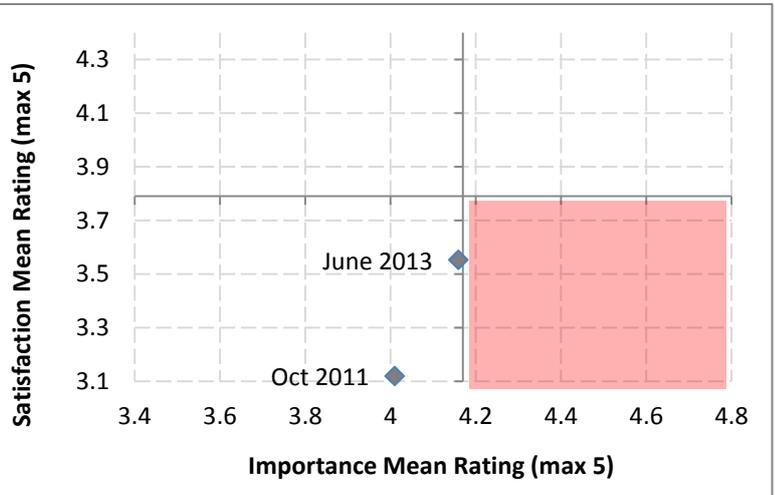


Council's support for older persons

Council's support for older persons has been plotted in the *Need improving* quadrant. It has a satisfaction mean score of 3.55 and an importance mean score of 4.16.

Importance has increased slightly from October 2011 and satisfaction has increased significantly.

Importance is in line with the average across all services and satisfaction is lower than the average.



Selected reasons for dissatisfaction

Paraparaumu

The Council are not listening and acting on requests.

No thought has been given to how the older people access the pool, or if there has been a change of plan we have not been advised.

Paekākāriki - Raumati

There is a lack services. I feel they would rather build new Council buildings and a swimming pool.

The overall attitude towards older folk seems to be, 'we know best'.

Ōtaki

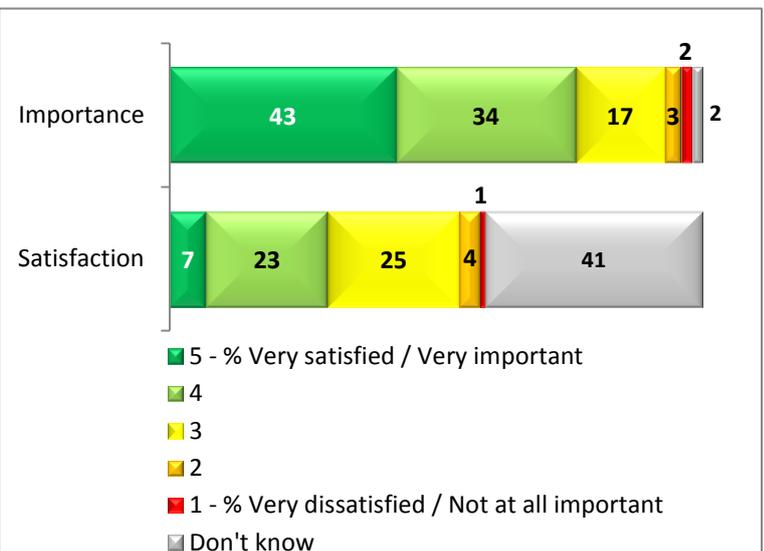
The Council don't care about the elderly or any elderly areas. They don't listen to them. I don't see any work being done and think more could be done. There is no elderly village in Ōtaki so the old have to move away from friends when they can't cope on their own.

Waikanae

I think they need to do more because the population is aging and they need to do more to cater for them, like having footpaths and road crossings for motorised scooters. I don't know what they do to support older persons.

Over three quarters of respondents (77%) stated that *Council's support for older persons* is important or very important to them. Three out of ten respondents (30%) stated that they are satisfied or very satisfied with *Council's support for older persons*. A large percentage of respondents stated that they *Don't know* their satisfaction level (41%).

Only 1% of respondents stated that they are very dissatisfied with *Council's support for older persons*.

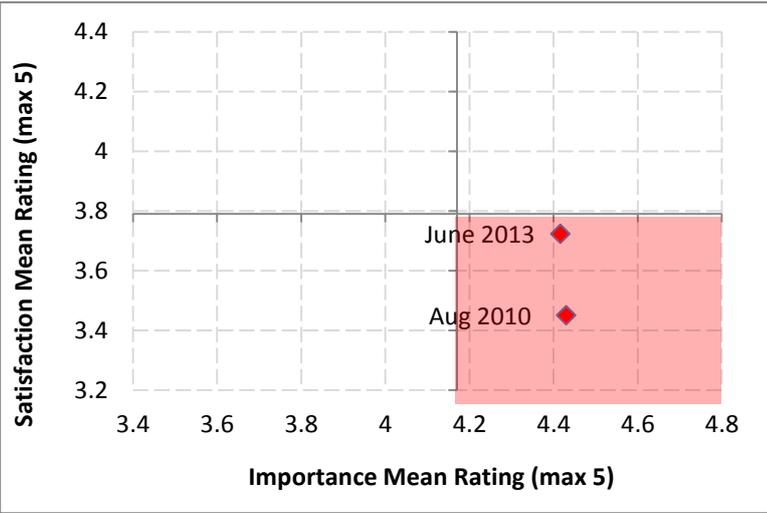


The standard of wastewater treatment and disposal

The standard of wastewater treatment and disposal has been plotted in the *Priorities for improvement* quadrant. It has a satisfaction mean score of 3.72 and an importance mean score of 4.42.

Satisfaction has increased significantly since August 2010.

Importance is significantly higher than the average across all services and satisfaction is slightly lower than the average.



Selected reasons for dissatisfaction

Paraparaumu
They wasted millions of dollars on a plant that didn't work.
There is a stench from the sewerage area. It is very smelly.

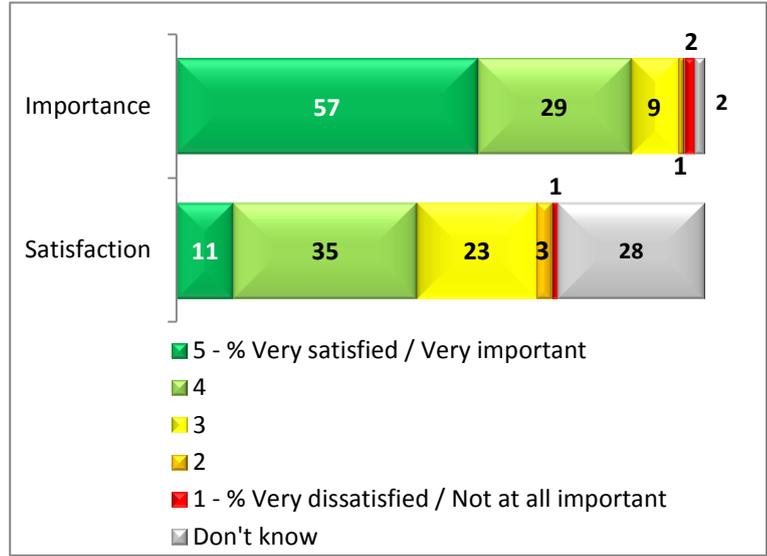
Paekākāriki - Raumati
The plant they put in has been a bit of a problem.

Ōtaki
The stormwater system in Ōtaki is old.
Heavy rain causes problems when gutters are blocked, especially around grilles.
I'm not very happy with the cost of wastewater fees.

Waikanae
They bought a sewage treatment plant that doesn't work.
The piping is inadequate in Charmwood Grove as it has flooded three times in the last month and we have needed to get the Fire Service out for it twice in the last six months.

Over eight out of ten respondents (86%) stated that *The standard of wastewater treatment and disposal* is important or very important to them. Almost one half of respondents (46%) stated that they are satisfied or very satisfied with *The standard of wastewater treatment and disposal*. A large percentage of respondents stated that they *Don't know* their satisfaction level (28%).

Only 1% of respondents stated that they are very dissatisfied with *The standard of wastewater treatment and disposal*.

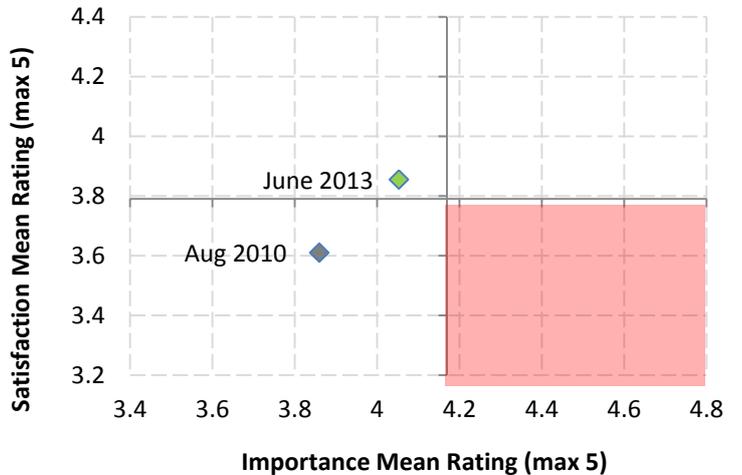


The standard of walkways and cycleways

The standard of walkways and cycleways has been plotted in the *Good* quadrant. It has a satisfaction mean score of 3.85 and an importance mean score of 4.05.

Satisfaction and importance have both increased significantly since August 2010.

Satisfaction is higher than the average across all services and importance is lower than the average.



Selected reasons for dissatisfaction

Paraparaumu

They are quite gravelly and littered with dog waste or bags of dog waste or both. I find the walkways are not wide enough when cyclists are on them. When the traffic is heavy, you see a lot of cyclists on the walkways.

Paekākāriki - Raumati

They need to be wider and separated from the roads. There are not enough of them and they are not very good.

Ōtaki

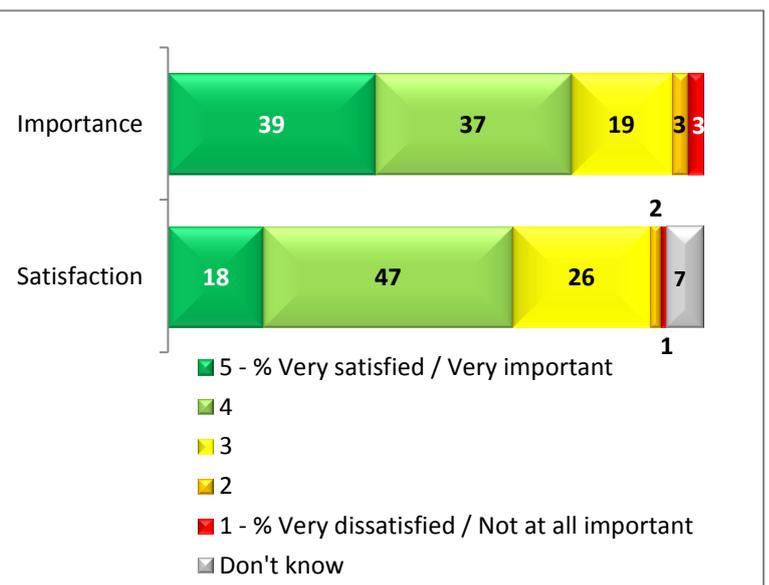
There are none in my area. I would like to see more walkways and cycleways.

Waikanae

There are no cycleways. The pavements are good but overgrown in many places.

Over three quarters of respondents (76%) stated that *The standard of walkways and cycleways* is important or very important to them. Almost two thirds of respondents (65%) stated that they are satisfied or very satisfied with *The standard of walkways and cycleways*.

Only 1% of respondents stated that they are very dissatisfied with *The standard of walkways and cycleways*.

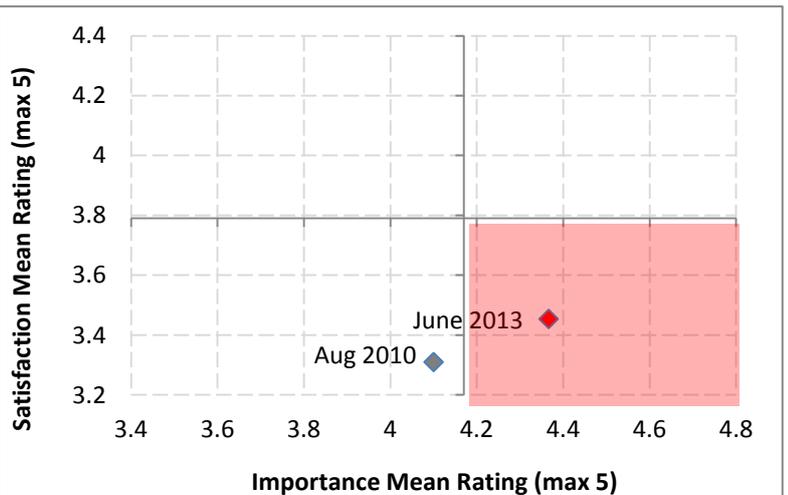


Footpath surfaces are appropriately maintained

Footpath surfaces are appropriately maintained has been plotted in the *Priorities for improvement* quadrant. It has a satisfaction mean score of 3.45 and an importance mean score of 4.37.

Importance has increased significantly since August 2010. Satisfaction has also increased.

Satisfaction is lower than the average across all services and importance is higher than the average.



Note: Question wording in 2010 was 'Standard of footpaths'.

Selected reasons for dissatisfaction

Paraparaumu

There are a lot of trip hazards from uneven concrete in older neighbourhoods. Some of the footpaths are not up to a good standard and they haven't completed some of them. Only some streets have them on one side.

Paekākāriki - Raumati

They are dangerous and I nearly fell over one night. The elderly and people pushing prams can't manage as they are very dangerous. There needs to be a lot of attention on some footpaths.

Ōtaki

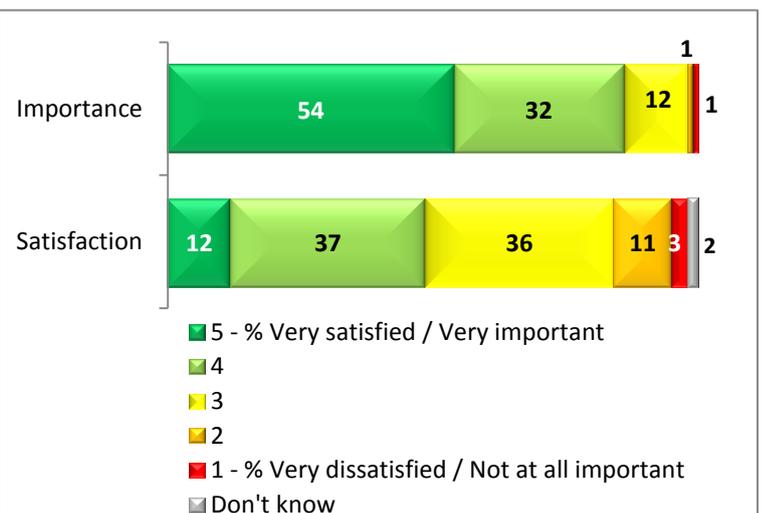
Some are very crumbly. Tree roots and overhanging branches are a problem. On one side there are no footpaths and the footpaths are in poor condition.

Waikanae

They are not maintained and trees overhang onto the footpaths. There are places that have not even got footpaths.

Over eight out of ten respondents (86%) stated that *Footpath surfaces are appropriately maintained* is important or very important to them. Almost one half of respondents (49%) stated that they are satisfied or very satisfied with *Footpath surfaces are appropriately maintained*.

Only 3% of respondents stated that they are very dissatisfied with *Footpath surfaces are appropriately maintained*.



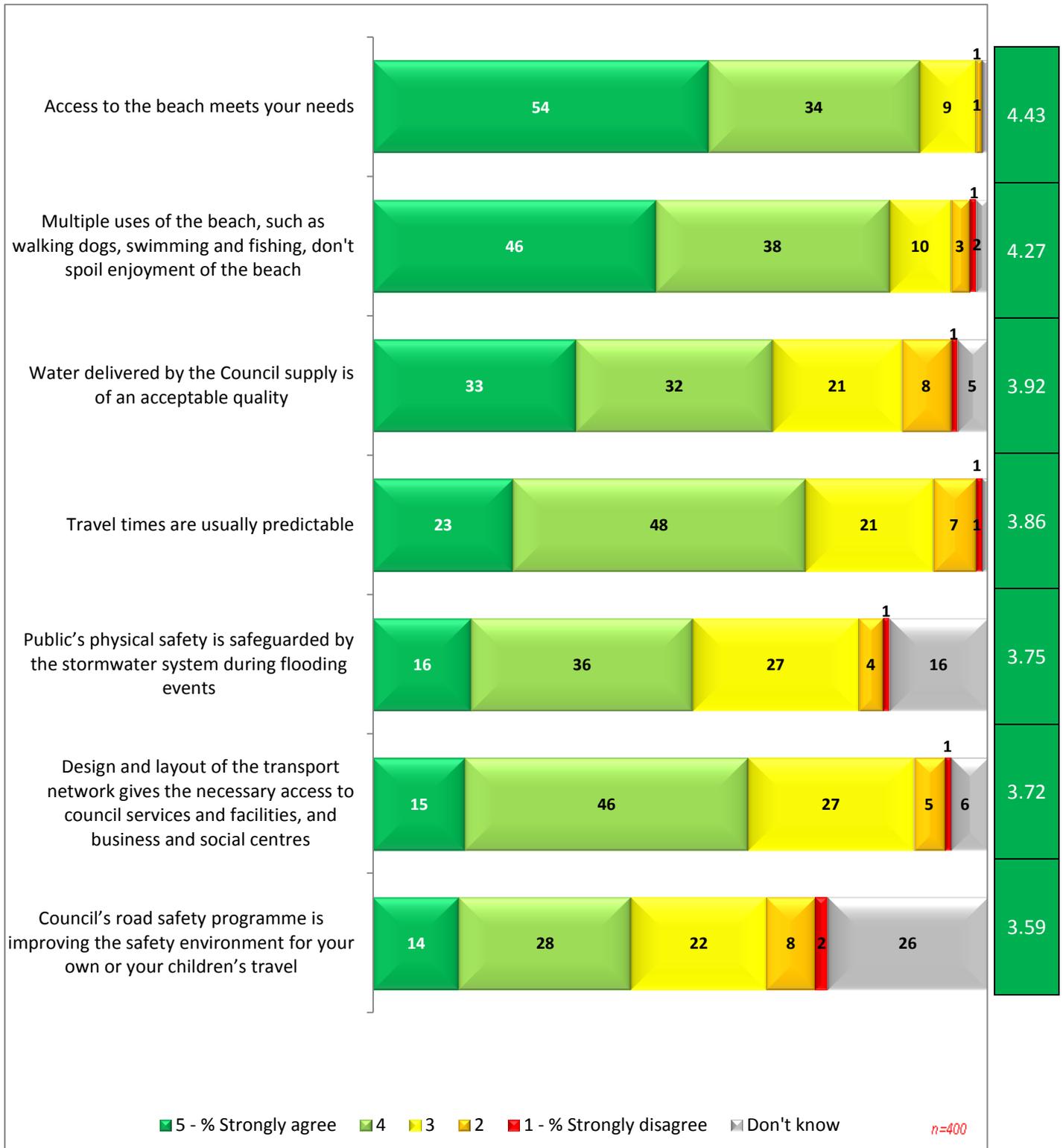
9. Council Activities

9.1. 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)

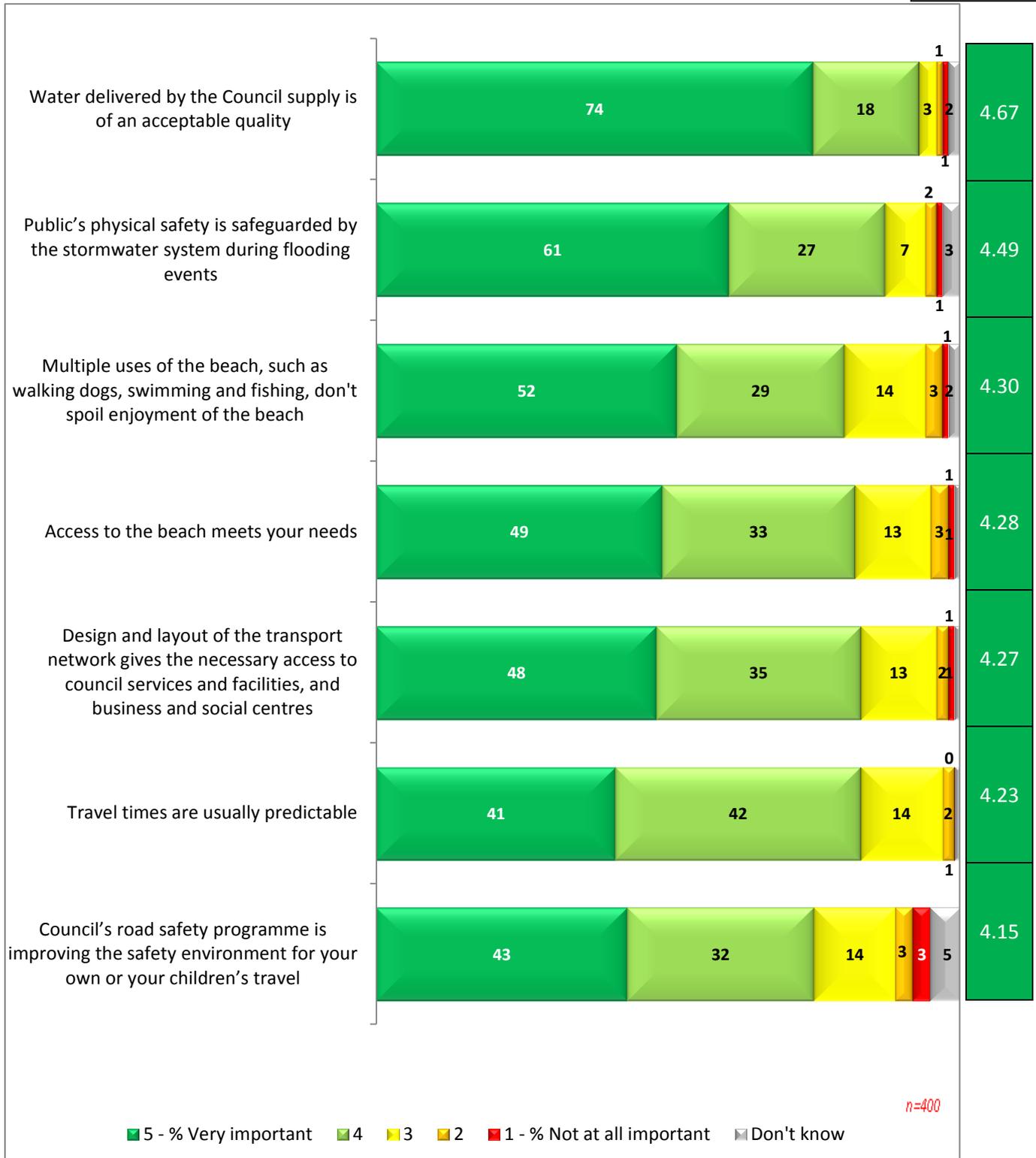


9.2. Importance of Council Activities

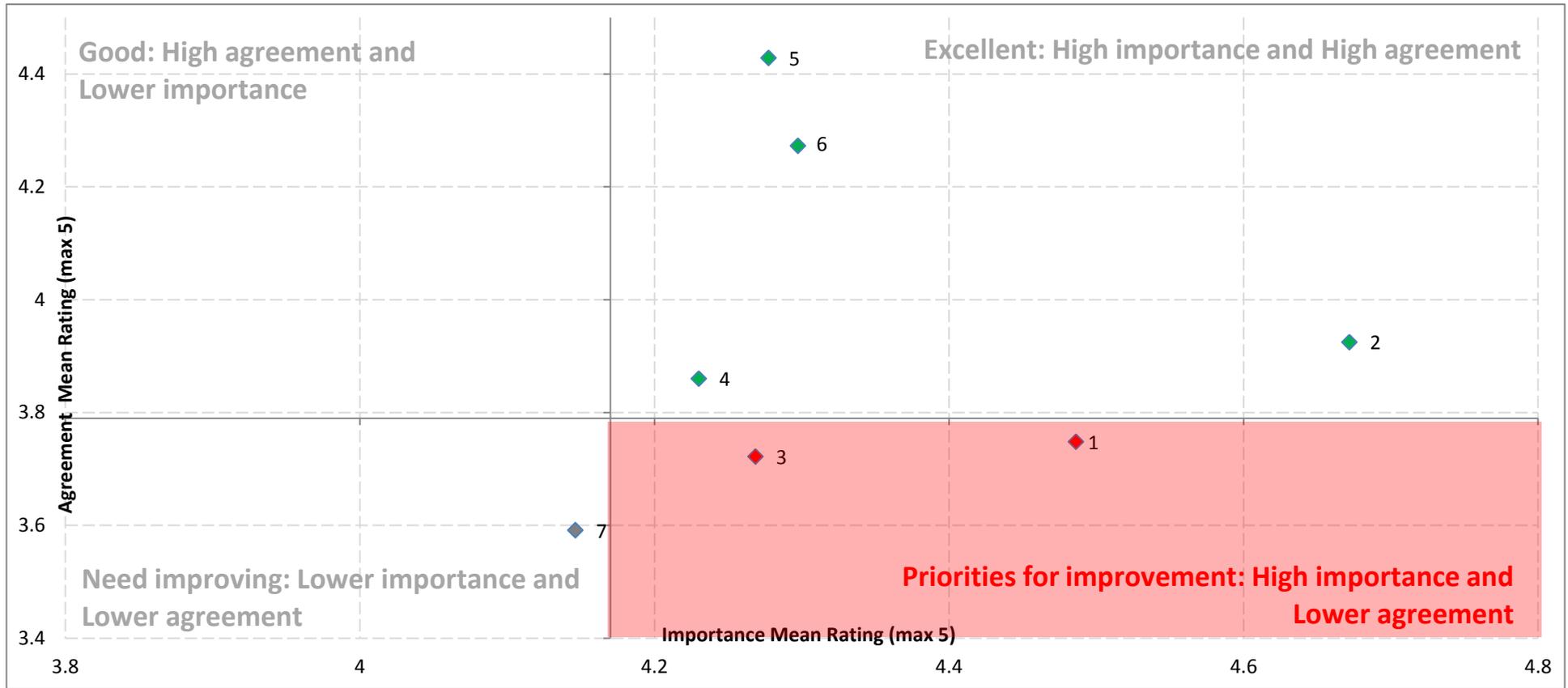
Q. What level of importance do you place on..?

In order of mean rating, percentage of respondents

Mean rating
(max. 5)



9.3. Focus Areas for Council Activities



1. Public's physical safety is safeguarded by the stormwater system during flooding events
2. Water delivered by the Council supply is of an acceptable quality
3. Design and layout of the transport network gives the necessary access to council services and facilities, and business and social centres
4. Travel times are usually predictable
5. Access to the beach meets your needs
6. Multiple uses of the beach, such as walking dogs, swimming and fishing, don't spoil enjoyment of the beach
7. Council's road safety programme is improving the safety environment for your own or your children's travel

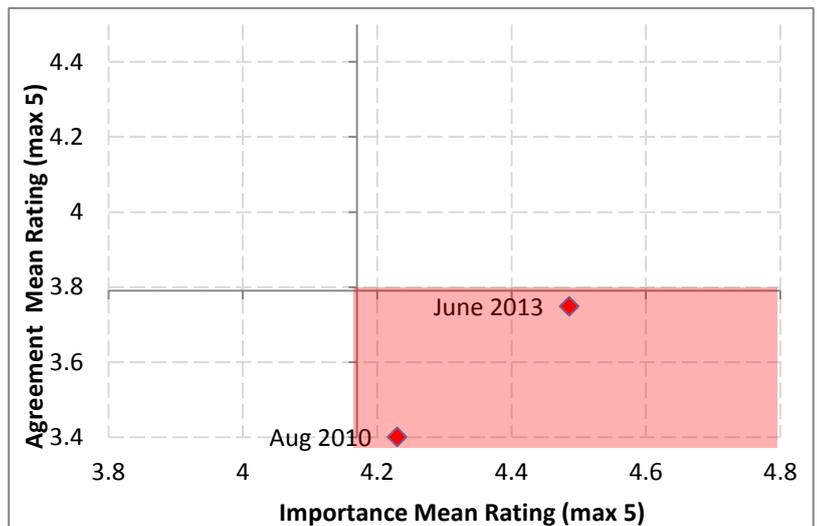
10. Detailed Findings of Council Activities

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 Priorities for improvement quadrant. It has an agreement mean score of 3.75 and an importance mean score of 4.49.

Importance and agreement have both increased significantly since August 2010.

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



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

Selected reasons for dissatisfaction

Paraparaumu

Stormwater flooded surrounding houses and streets. They don't cope. In three floods over the last forty years the river came up. The drain needs a shut off valve.

Paekākāriki - Raumati

There is so much flooding; flash floods with massive downpours. The system needs to be robust to cope with flooding occurring on roads and private property. There is a potential for flooding in the village and no one can get in or out. It worries me as I don't know if any improvements were made when the area flooded ten years ago.

Ōtaki

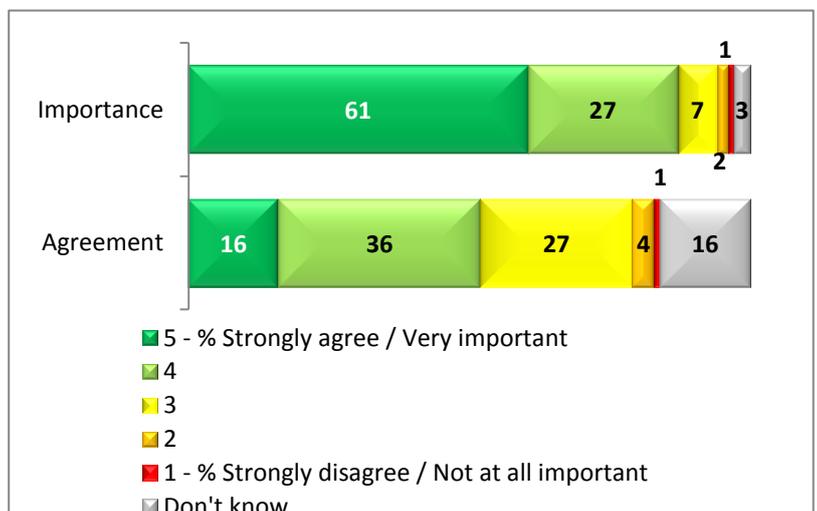
We often have large amounts of flooding on our roads. There are a lot of blocked gutters and the high tides show the inadequacy of the old stormwater system.

Waikanae

There is quite a lot of flooding on the streets due to rain. My last property flooded on numerous occasions.

Almost nine out of ten respondents (88%) stated that *The public's physical safety is safeguarded by the stormwater system during flooding events* is important or very important to them. Over one half of respondents (52%) stated that they are satisfied or very satisfied with *The public's physical safety is safeguarded by the stormwater system during flooding events*.

Only 1% of respondents stated that they strongly disagreed with *The public's physical safety is safeguarded by the stormwater system during flooding events*.

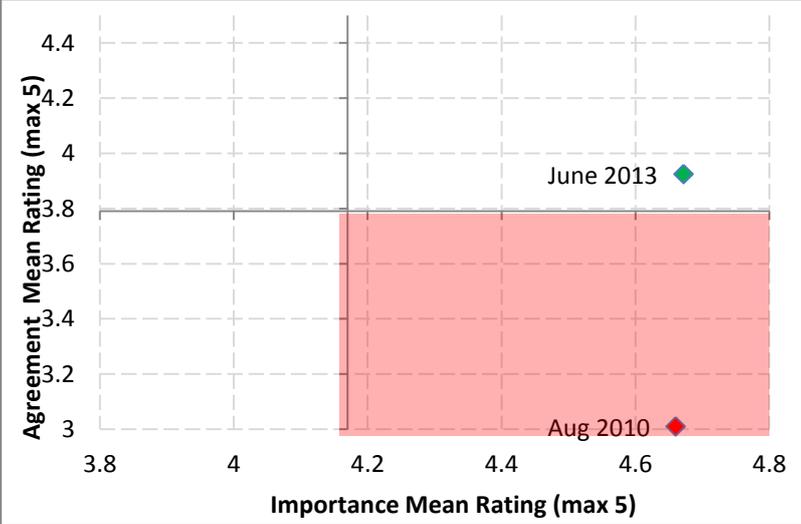


The water delivered by the Council supply is of an acceptable quality

The water delivered by the Council supply is of an acceptable quality has been plotted in the *Excellent* quadrant. It has an agreement mean score of 3.92 and an importance mean score of 4.67.

Agreement has increased significantly since August 2010.

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



Selected reasons for dissatisfaction

Paraparaumu
I believe that the quality of the water should be good all of the time and not just some of the time.
Compared with other towns of similar size, I think the quality is poor.

Paekākāriki - Raumati
I don't believe we should have fluoride in our water.
I disagree because of the taste compared to other Wellington areas.

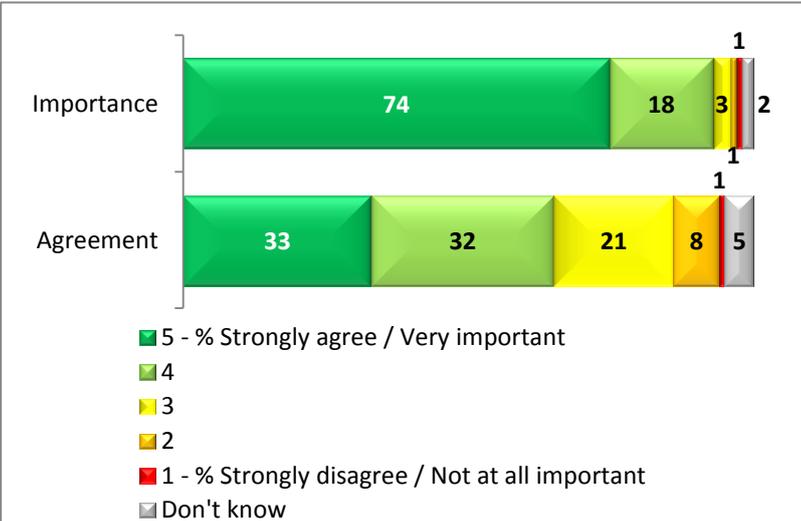
Ōtaki
There is fluoride in the water and they are poisoning us.
It should be fluoridated.

Waikanae
When the supply operates it's good but the bore water is bad.
We have to filter ours to make it acceptable.

Over nine out of ten respondents (92%) stated that *The water delivered by the Council supply is of an acceptable quality* is important or very important to them. Almost two thirds of respondents (65%) stated that they are satisfied or very satisfied with *The water delivered by the Council supply is of an acceptable quality*.

Only 1% of respondents stated that they strongly disagreed with *The water delivered by the Council supply is of an acceptable quality*.

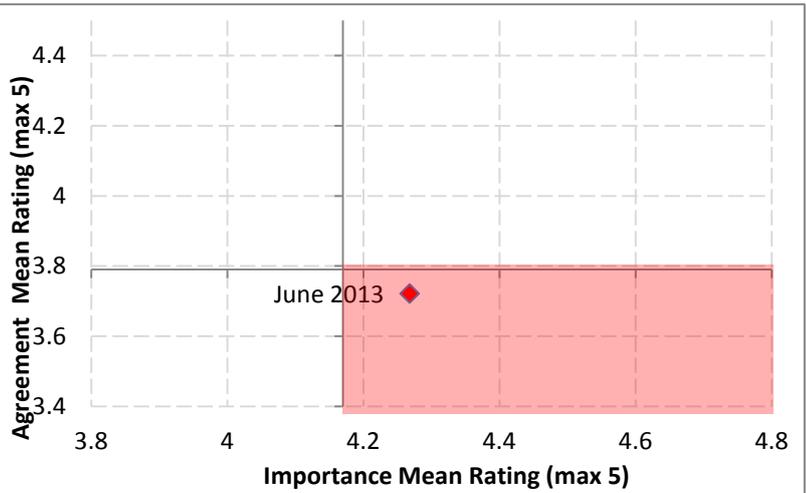
Respondents rated *The water delivered by the Council supply is of an acceptable quality* as the most important Council activity.



The design and layout of the transport network gives the necessary access to council services and facilities, and business and social centres

The design and layout of the transport network gives the necessary access to council services and facilities, and business and social centres has been plotted in the Priorities for improvement quadrant. It has an agreement mean score of 3.72 and an importance mean score of 4.27.

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



Selected reasons for dissatisfaction

Paraparaumu

There are too many traffic lights. To get to my daughter's kindy, I have to go through four sets of lights. That is eight sets altogether for just one trip. There are a lack of bridges over the Waikanae River and the constant delays in getting the Link Road established.

Paekākāriki - Raumati

We've just had major work done on the main intersection north and south and to my mind, it has not really improved a thing as far as the locals are concerned. The three to four pm traffic in Paraparaumu is almost at gridlock status where the Council is based. At the moment we are waiting for the express way to give more access.

Ōtaki

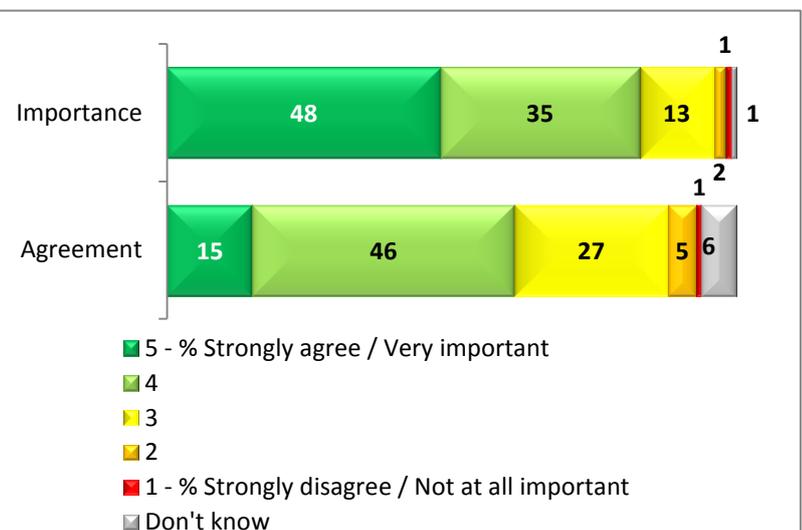
Ōtaki doesn't seem an attractive place to go to. The road is now too narrow and causes congestion.

Waikanae

It needs a bridge put in at Waikanae to ease road congestion. It doesn't work, and isn't functioning correctly.

Over eight out of ten respondents (83%) stated that *The design and layout of the transport network gives the necessary access to council services and facilities, and business and social centres* is important or very important to them. Over six out of ten respondents (61%) stated that they are satisfied or very satisfied with *The design and layout of the transport network gives the necessary access to council services and facilities, and business and social centres*.

Only 1% of respondents stated that they strongly disagreed with *The design and layout of the transport network gives the necessary access to council services and facilities, and business and social centres*.



Travel times are usually predictable during normal driving conditions and excluding State Highways

Travel times are usually predictable during normal driving conditions and excluding State Highways has been plotted in the *Excellent* quadrant. It has an agreement mean score of 3.86 and an importance mean score of 4.23.

Agreement and importance are both slightly higher than the average across all activities.



Selected reasons for dissatisfaction

Paraparaumu

The school on the corner of Rimu Road and Kāpiti Road needs to be relocated. It is very dangerous at 8am in the morning and it is only a matter of time before a tragedy occurs.

The new lights have caused huge problems with tail backs towards the beach. A roundabout would have been of much greater use.

Paekākāriki - Raumati

The roads are not coping with the amount of traffic and there is limited choice to get from one side to another. Nothing has really changed for me. I can get from coast to coast.

In peak times the traffic is very slow.

Ōtaki

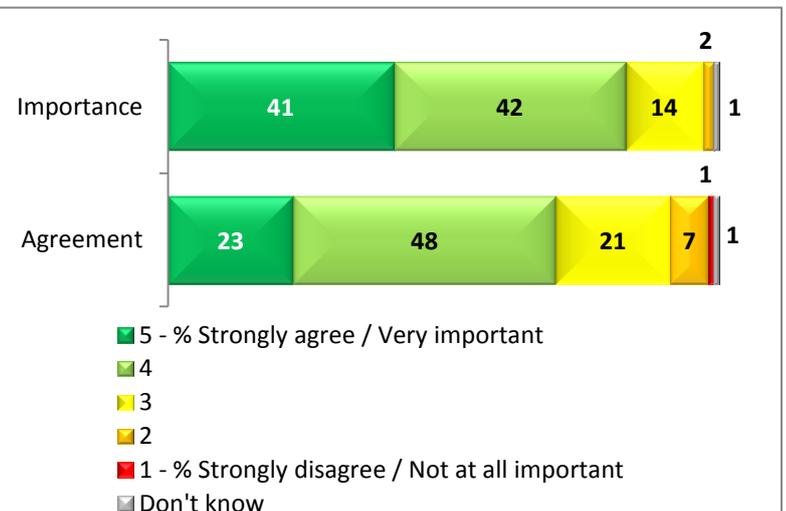
Too much traffic and congestion. There are lots of accidents and delays due to the traffic.

Waikanae

The roading infrastructure is the issue. When driving through the middle of Paraparaumu, you have to avoid certain roads because of the time delay due to traffic congestion.

Over eight out of ten respondents (83%) stated that *Travel times are usually predictable during normal driving conditions and excluding State Highways* is important or very important to them. Over seven out of ten respondents (71%) stated that they are satisfied or very satisfied with *Travel times are usually predictable during normal driving conditions and excluding State Highways*.

Only 1% of respondents stated that they strongly disagreed with *Travel times are usually predictable during normal driving conditions and excluding State Highways*.

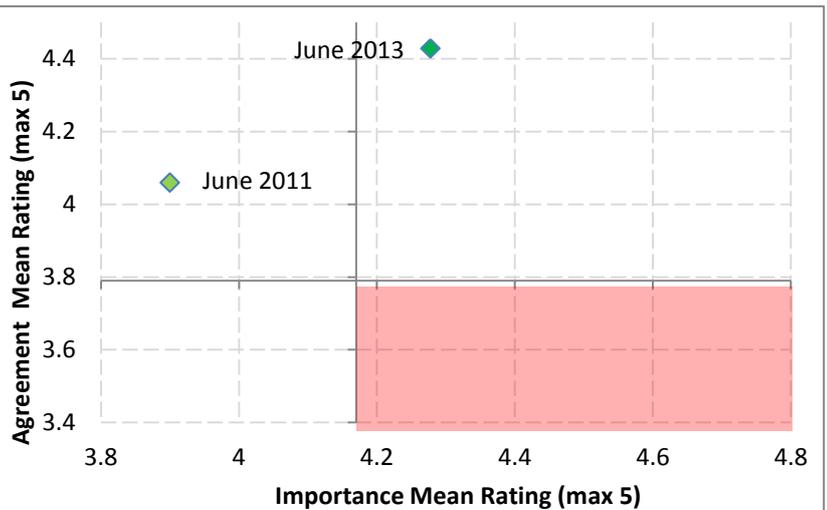


Access to the beach meets your needs

Access to the beach meets your needs has been plotted in the *Excellent* quadrant. It has an agreement mean score of 4.43 and an importance mean score of 4.28.

Importance and agreement are both higher than the average.

Access to the beach meets your needs has the highest mean rating in regards to agreement across all Council activities.



Note: Question wording in 2011 was 'Standard of beach access ways'.

Selected reasons for dissatisfaction

Paraparaumu

The traffic lights make it very frustrating. There are four sets of lights and three roundabouts from my home to the beach.

Paekākāriki - Raumati

There are very few access points for people who are not as agile as they used to be.

Ōtaki

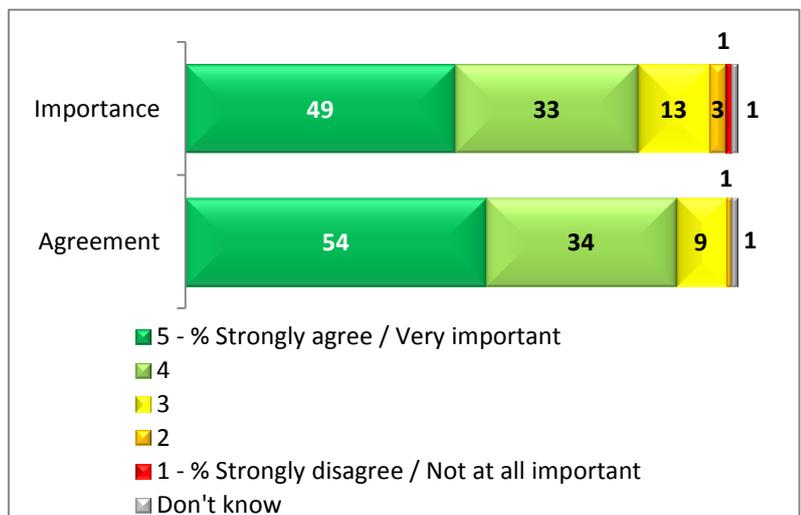
-

Waikanae

It is not suitable for a wheelchair.

Over eight out of ten respondents (82%) stated that *Access to the beach meets your needs* is important or very important to them. Almost nine out of ten respondents (88%) stated that they are satisfied or very satisfied with *Access to the beach meets your needs*.

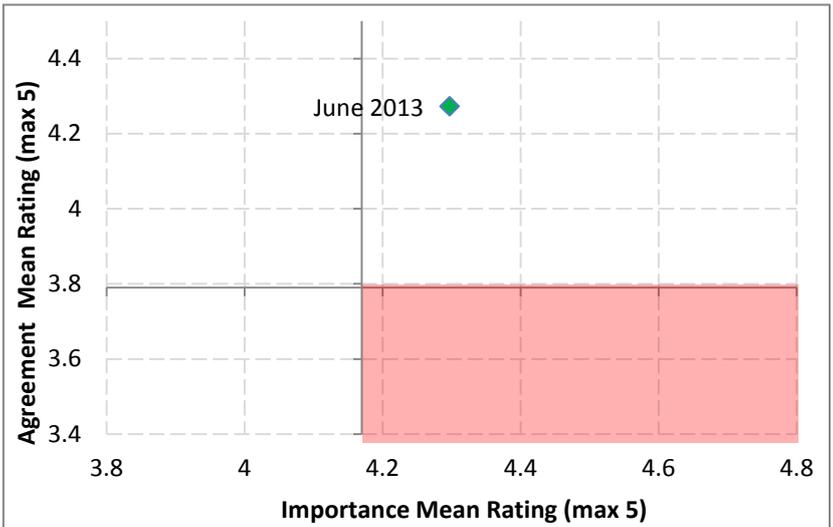
Only 1% of respondents stated that they strongly disagreed with *Access to the beach meets your needs*.



Multiple uses of the beach, such as walking dogs, swimming and fishing, don't spoil enjoyment of the beach

Multiple uses of the beach, such as walking dogs, swimming and fishing, don't spoil enjoyment of the beach has been plotted in the *Excellent* quadrant. It has an agreement mean score of 4.27 and an importance mean score of 4.30.

Importance and agreement are both higher than the average.



Selected reasons for dissatisfaction

Paraparaumu

The dogs and motorbikes on the beach spoil the beach for walking. I don't think we should have dogs on the beach at all. They are sometimes allowed off the beach and the rubbish bins smell of dog waste.

Paekākāriki - Raumati

There are too many dogs on the beach. I think fishing gets in the way of swimming. There are far too many dogs on the beach and they are not all on a leash.

Ōtaki

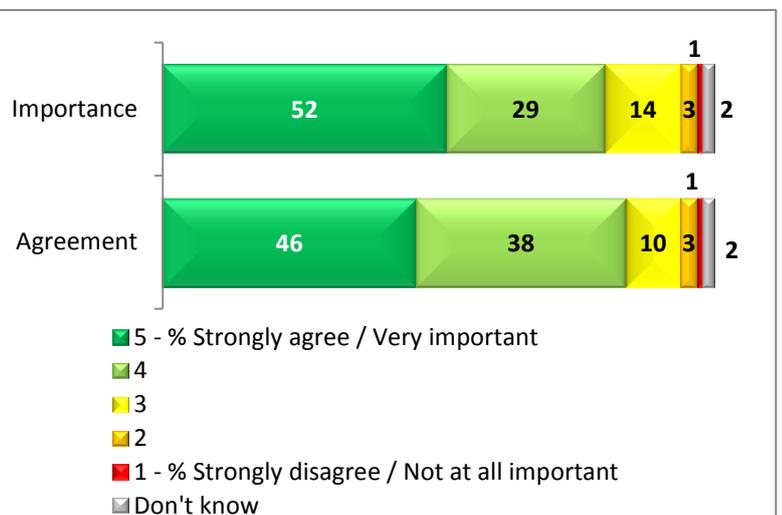
There are too many cars that drive up and down the beach and also park on the beach. It should be policed. Motorised users are a real pain and cause safety problems.

Waikanae

I think dog owners don't take responsibility for their dogs. They are not on leads when others are around. I have a problem with dogs running free on the beach.

Over eight out of ten respondents (81%) stated that *Multiple uses of the beach, such as walking dogs, swimming and fishing, don't spoil enjoyment of the beach* is important or very important to them. Over eight out of ten respondents (84%) stated that they are satisfied or very satisfied with *Multiple uses of the beach, such as walking dogs, swimming and fishing, don't spoil enjoyment of the beach*.

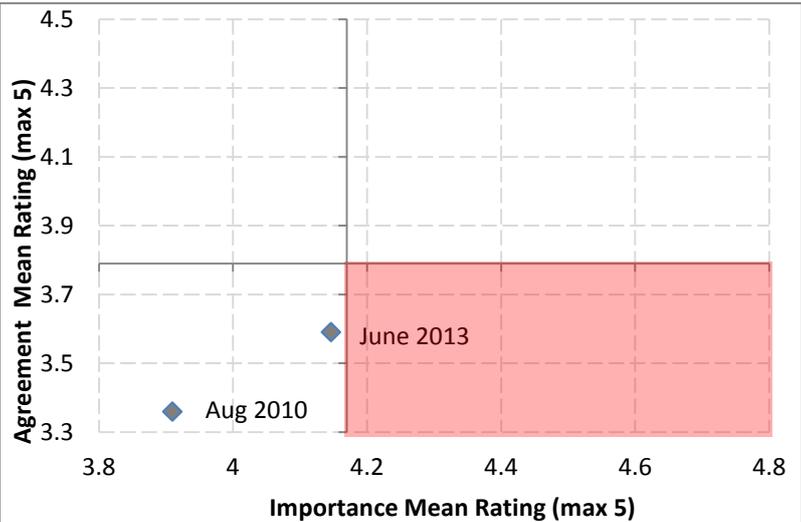
Only 1% of respondents stated that they strongly disagreed with *Multiple uses of the beach, such as walking dogs, swimming and fishing, don't spoil enjoyment of the beach*.



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 in the Need improving quadrant. It has an agreement mean score of 3.59 and an importance mean score of 4.15.

Importance and agreement are both lower than the average across all activities but have both increased since August 2010.



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

Selected reasons for dissatisfaction

Paraparaumu

I feel putting in more lights doesn't make an area more safe. People that are doing something wrong need to be made more responsible, rather than systems being put in place to cover the minority. Some of the roads are too narrow and I don't let my children bike on them.

Paekākāriki - Raumati

I don't think the roading plan is improving anything. I didn't even know the programme existed so it doesn't seem to be particularly visible.

Ōtaki

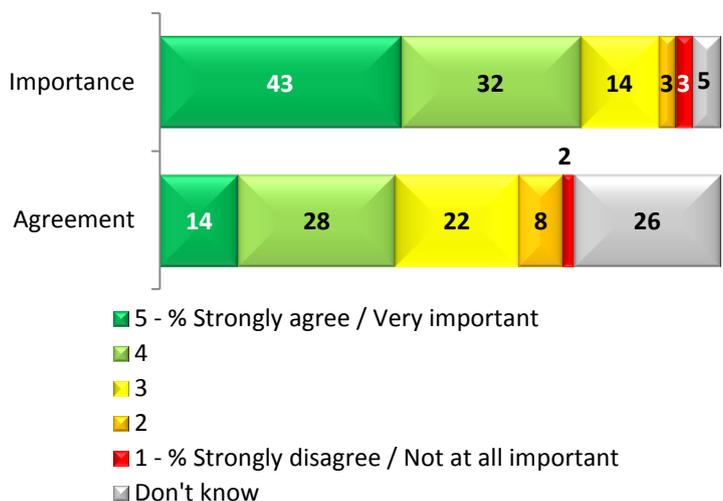
The narrow roads. They won't reduce the speed limit on Te Horo Road and it is dangerous. I was not aware of one.

Waikanae

It doesn't work and has been a waste of money. I haven't seen any results. I think a lot more could be done to make the road safer.

Three quarters of respondents (75%) 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 four out of ten respondents (42%) stated that they are satisfied or very satisfied with *Council's road safety programme is improving the safety environment for your own or your children's travel*.

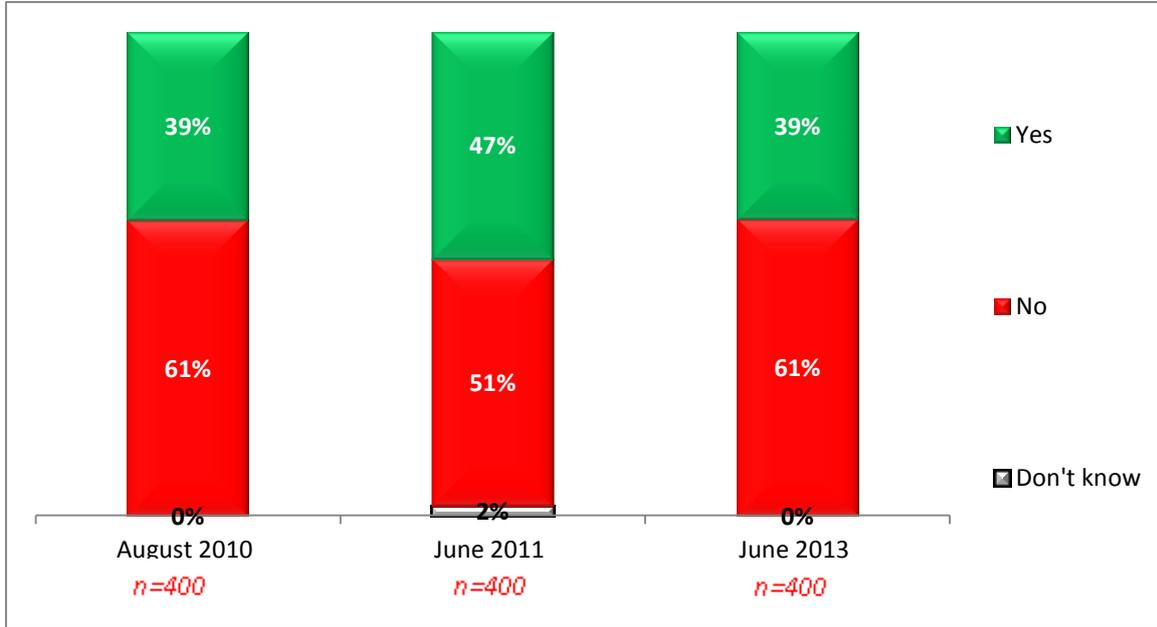
Council's road safety programme is improving the safety environment for your own or your children's travel was rated the lowest for both importance and agreement out of all of the Council activities.



11. Council Contact

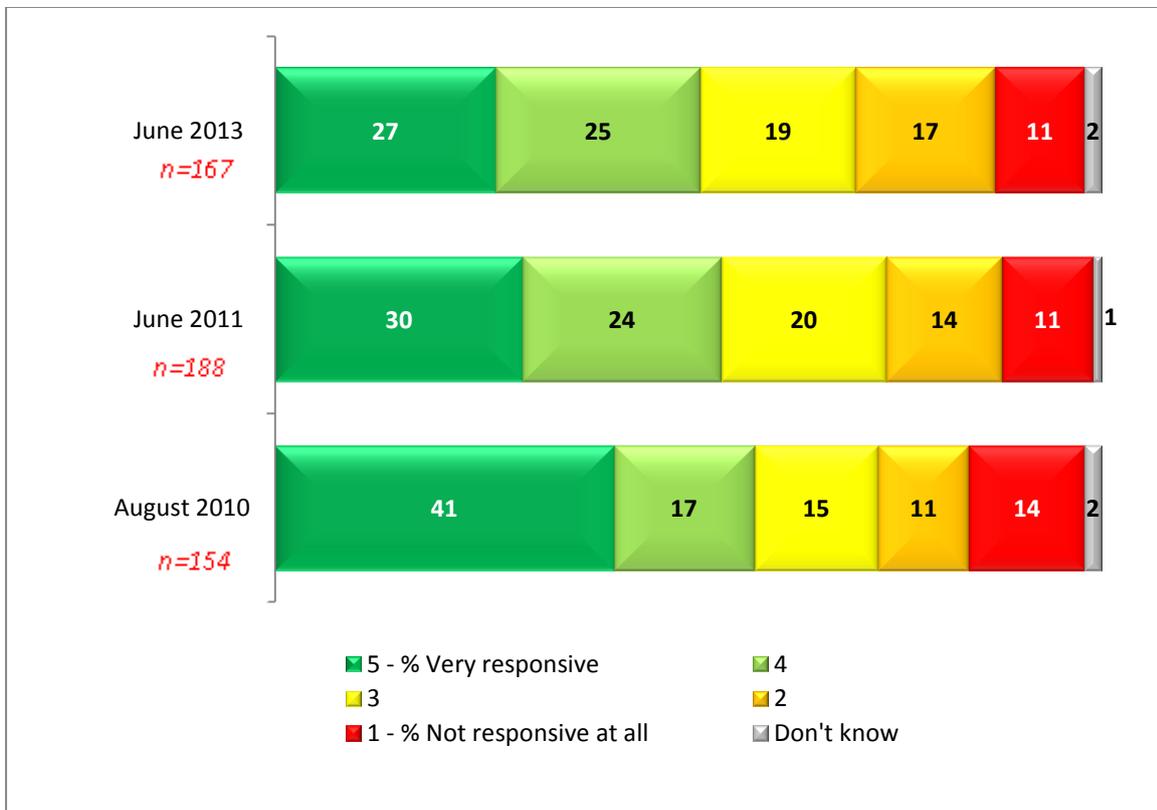
11.1. Contact with Council

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



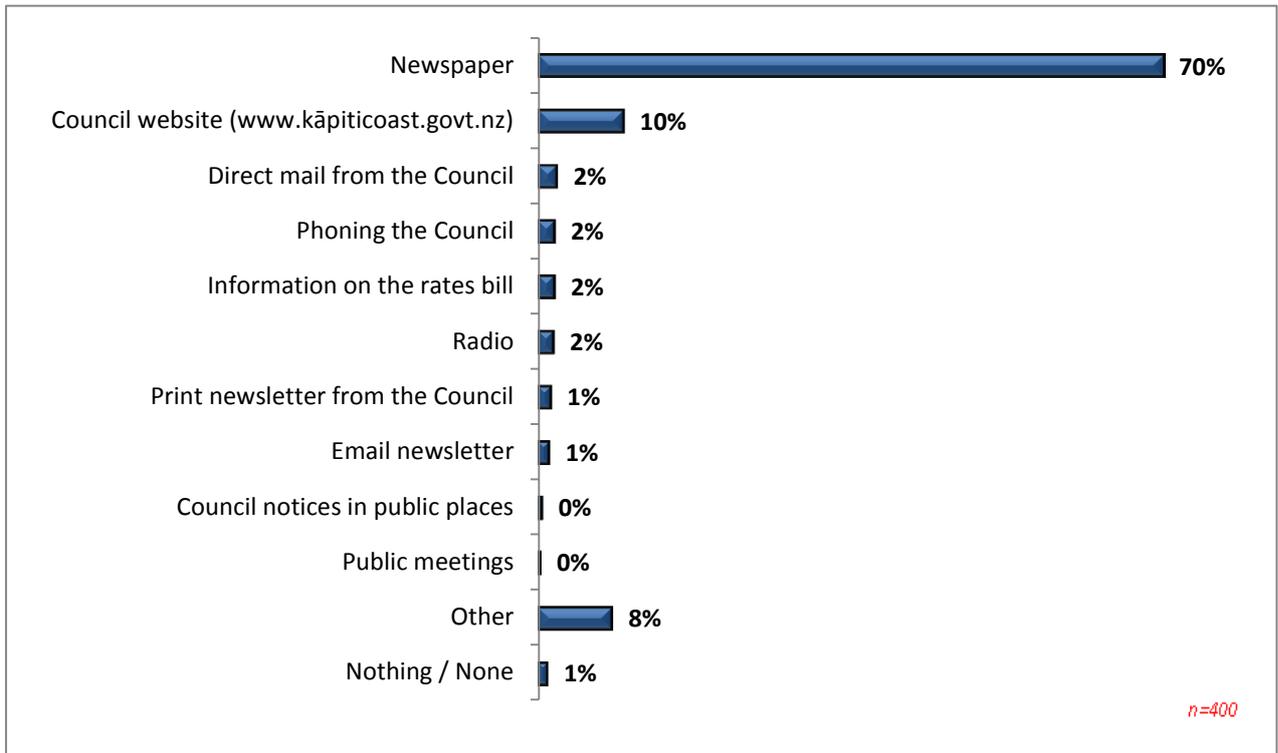
11.2. Responsiveness of Council

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

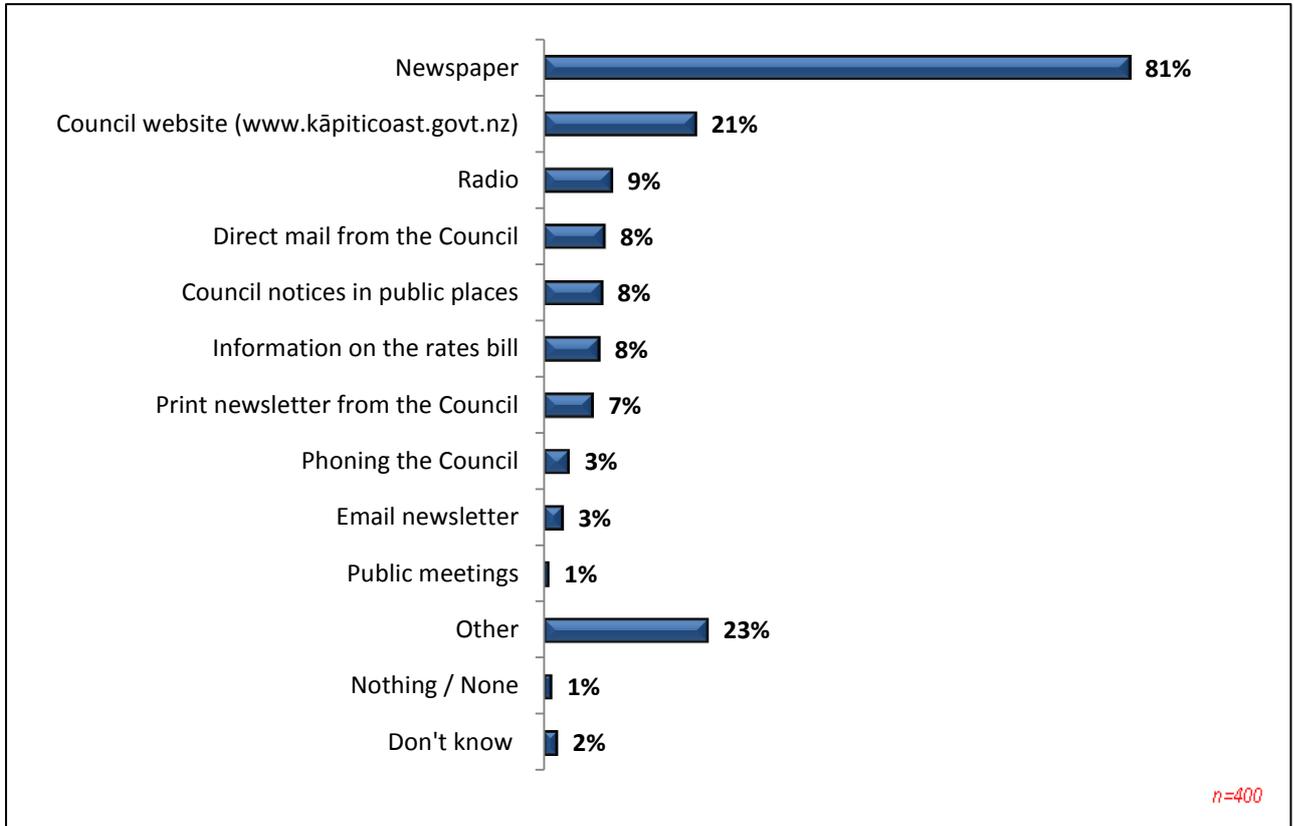


11.3. Sources of Information about Council

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



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



12. Findings by Ward

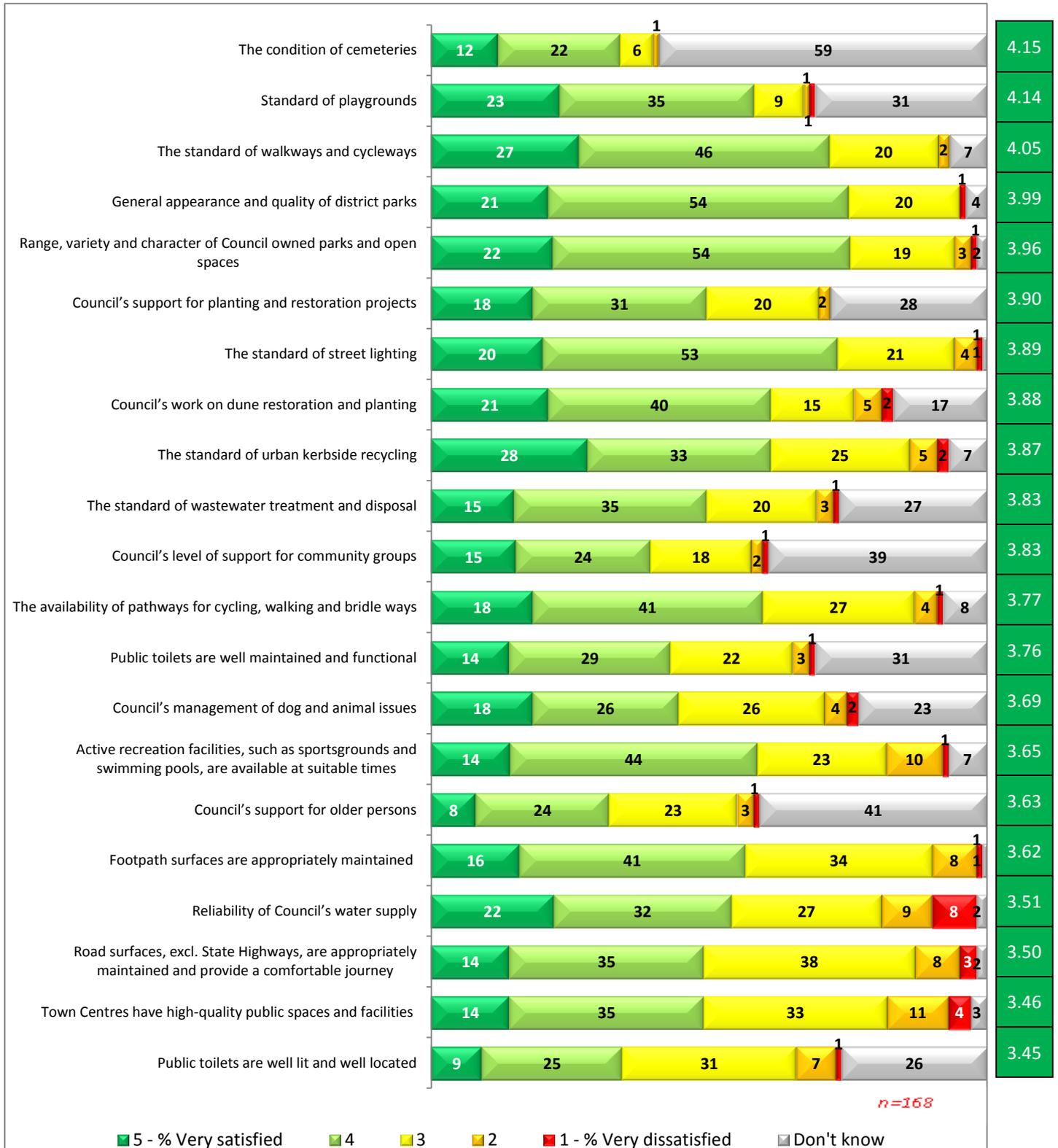
12.1. Paraparaumu

Satisfaction with services provided

Q. How satisfied are you with the following services?

In order of mean rating, percentage of respondents

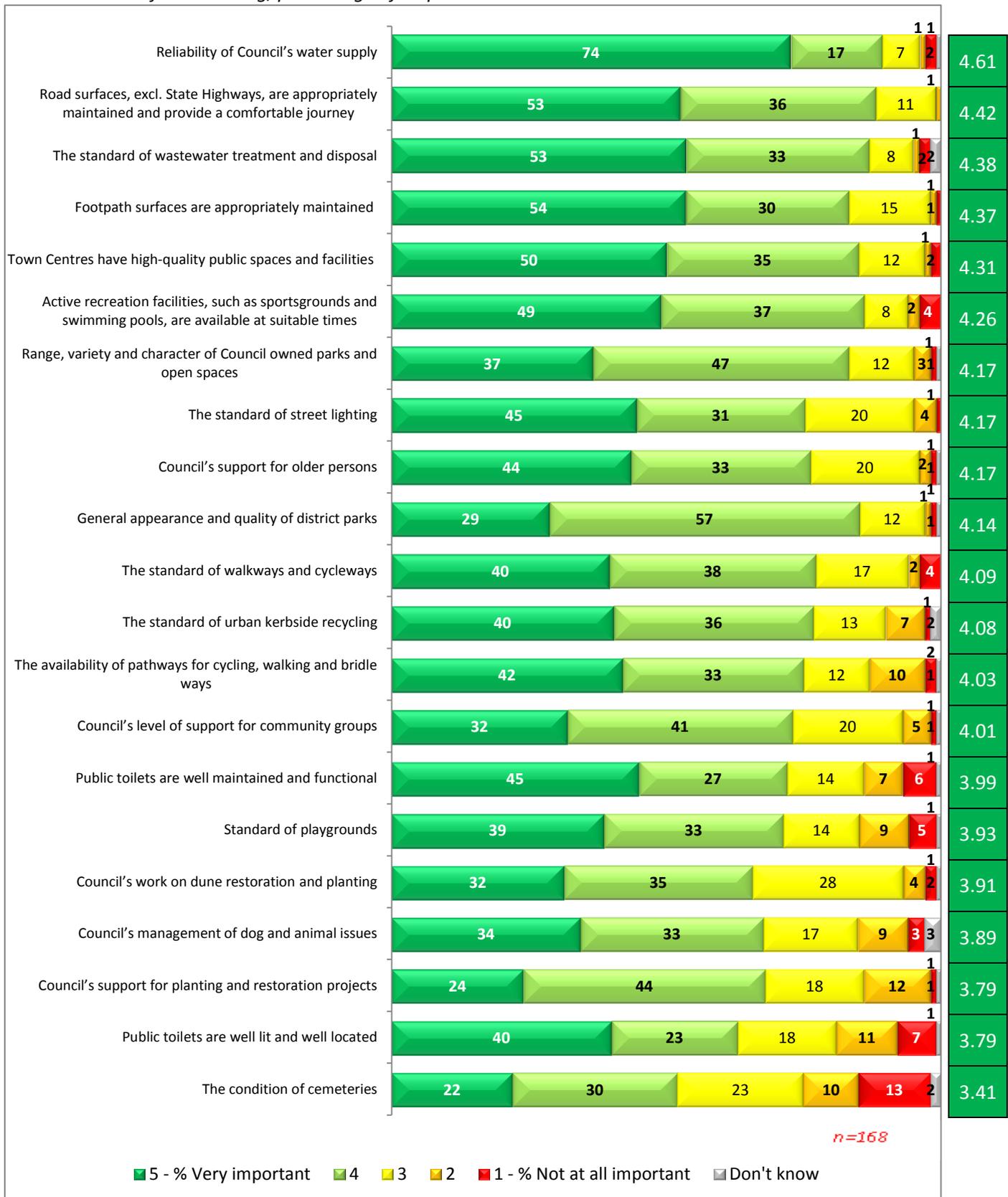
Mean rating
(max. 5)



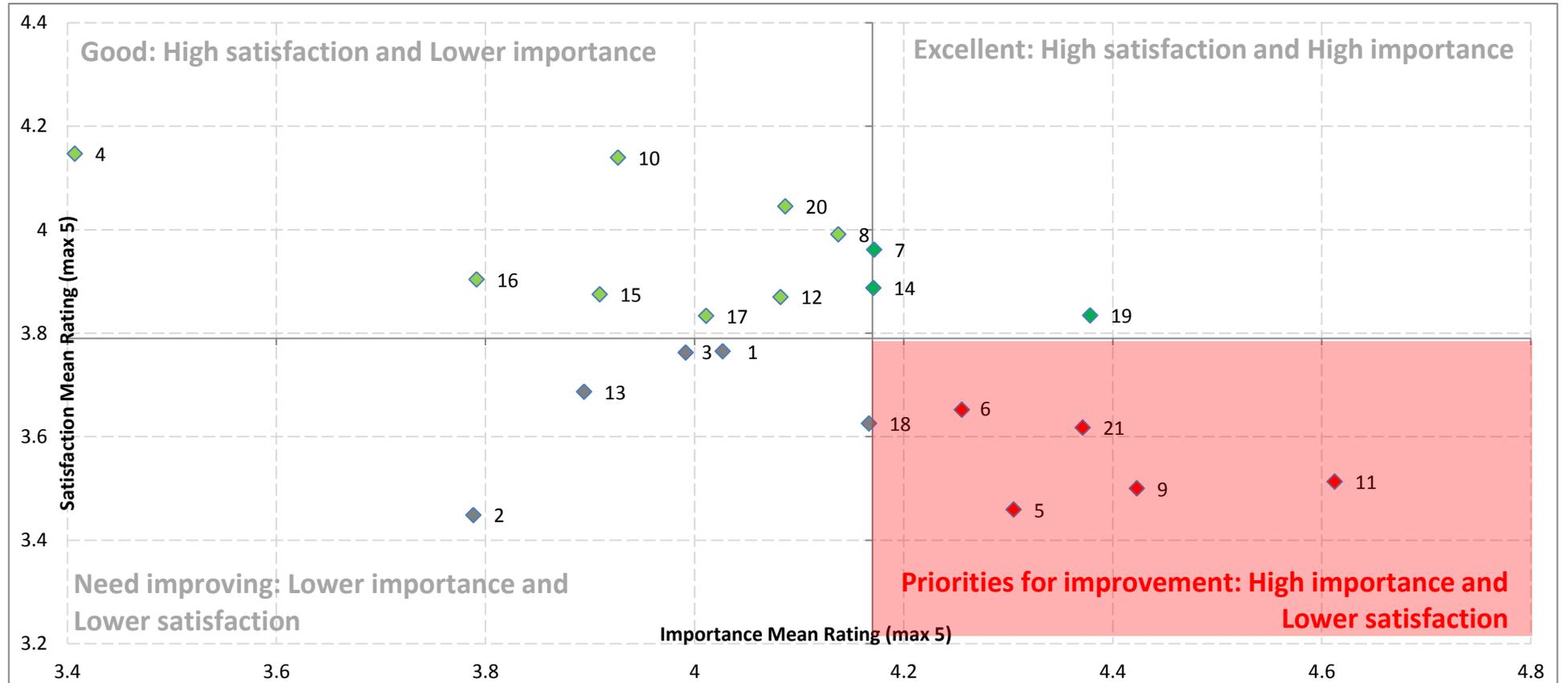
Importance of services provided

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



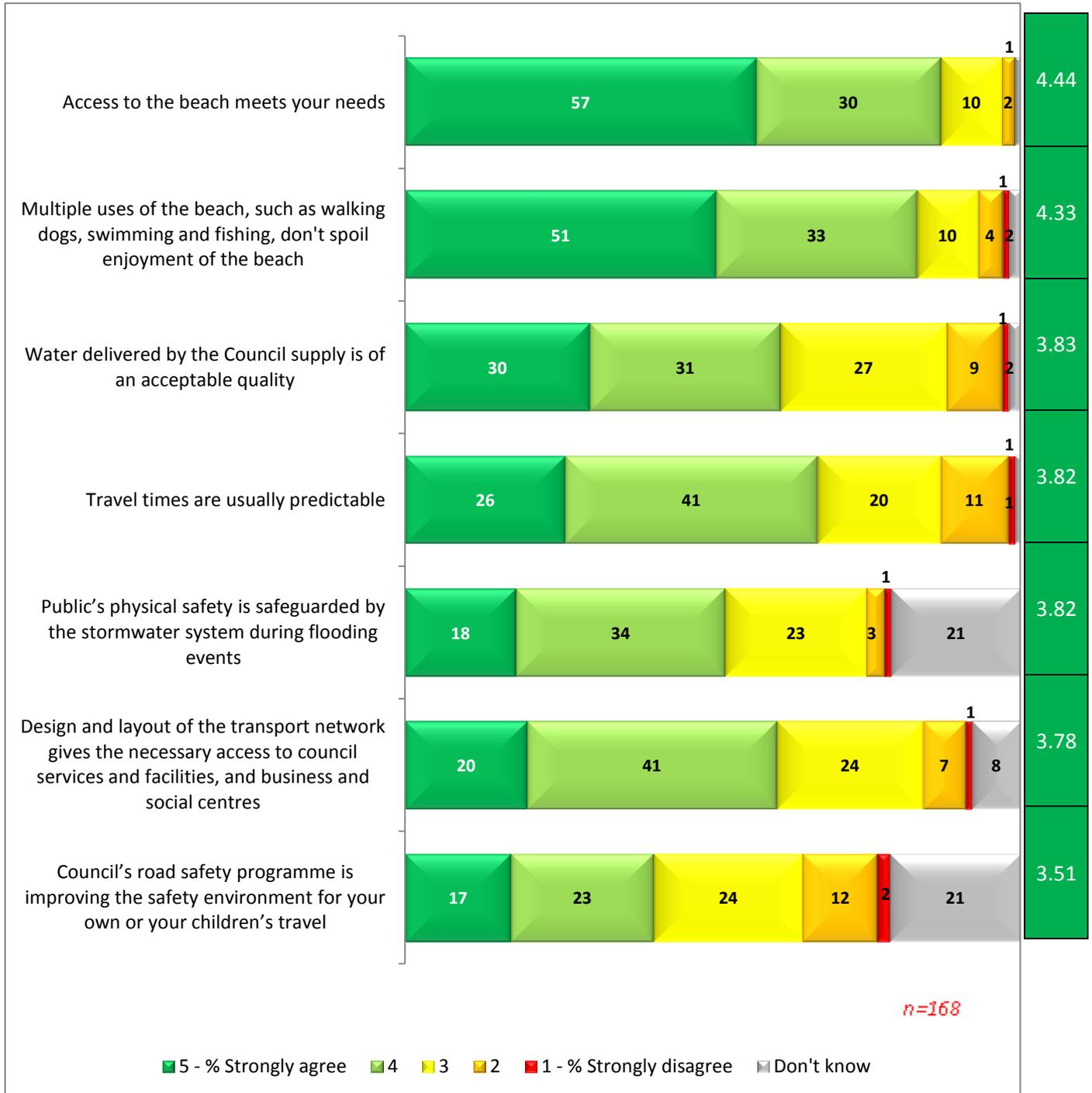
<p>1. The availability of pathways for cycling, walking and bridle ways</p> <p>2. Public toilets are well lit and well located</p> <p>3. Public toilets are well maintained and functional</p> <p>4. The condition of cemeteries</p> <p>5. Town Centres have high-quality public spaces and facilities</p> <p>6. Active recreation facilities, such as sportsgrounds and swimming pools, are available at suitable times</p>	<p>7. Range, variety and character of Council owned parks and open spaces</p> <p>8. General appearance and quality of district parks</p> <p>9. Road surfaces, excl. State Highways, are appropriately maintained and provide a comfortable journey</p> <p>10. Standard of playgrounds</p> <p>11. Reliability of Council's water supply</p> <p>12. The standard of urban kerbside recycling</p> <p>13. Council's management of dog and animal issues</p>	<p>14. The standard of street lighting</p> <p>15. Council's work on dune restoration and planting</p> <p>16. Council's support for planting and restoration projects</p> <p>17. Council's level of support for community groups</p> <p>18. Council's support for older persons</p> <p>19. The standard of wastewater treatment and disposal</p> <p>20. The standard of walkways and cycleways</p> <p>21. Footpath surfaces are appropriately maintained</p>
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Perceptions of Council Activities

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

In order of mean rating, percentage of respondents

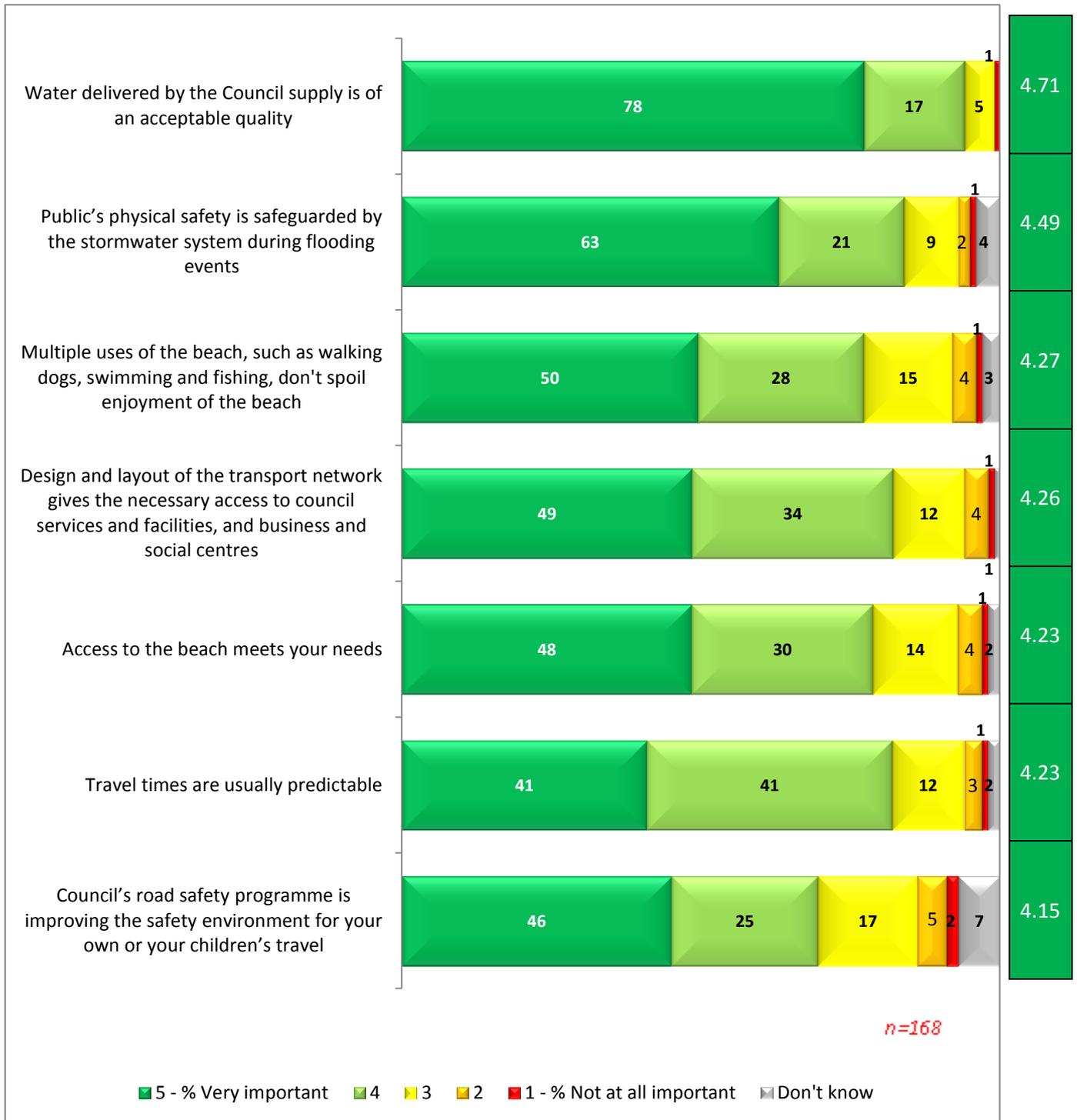
Mean rating
(max. 5)



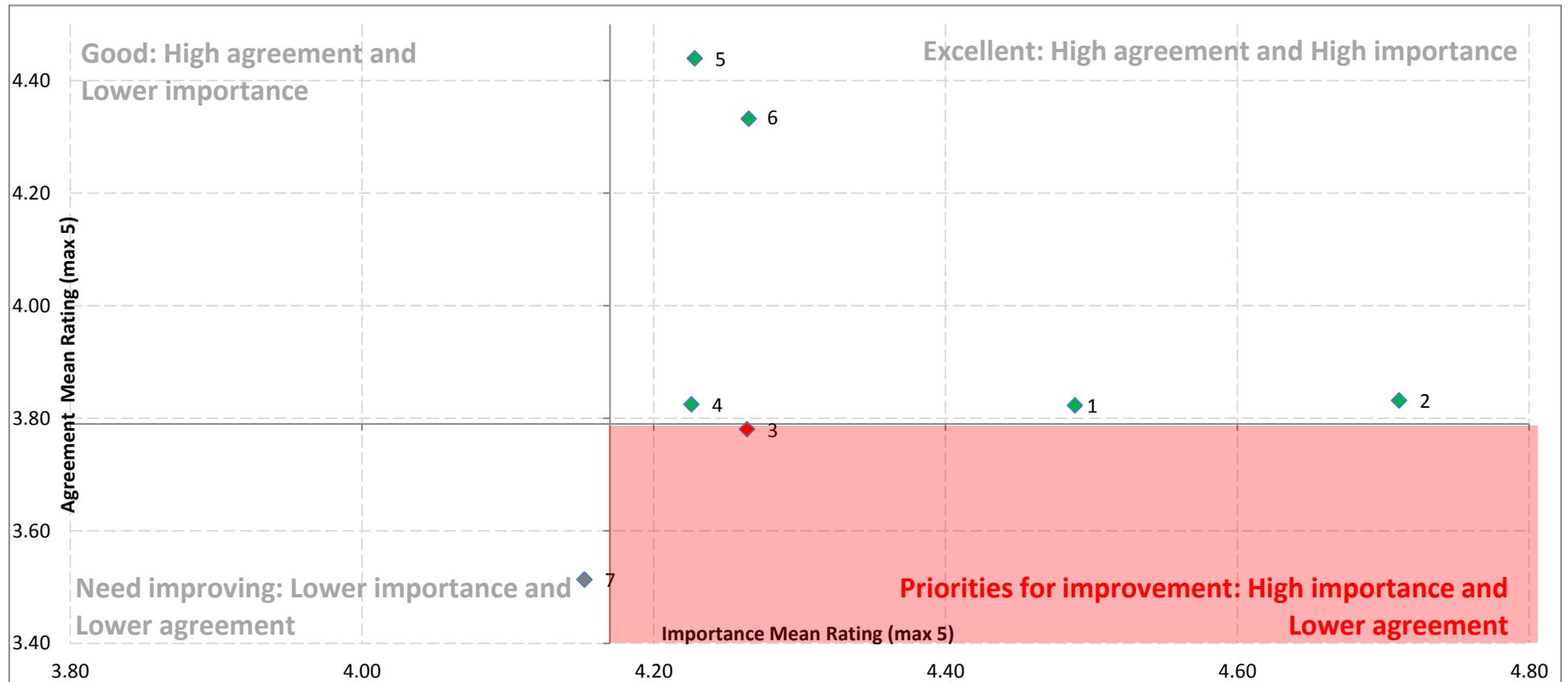
Importance of Council Activities

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. Public's physical safety is safeguarded by the stormwater system during flooding events
2. Water delivered by the Council supply is of an acceptable quality
3. Design and layout of the transport network gives the necessary access to council services and facilities, and business and social centres
4. Travel times are usually predictable
5. Access to the beach meets your needs
6. Multiple uses of the beach, such as walking dogs, swimming and fishing, don't spoil enjoyment of the beach
7. Council's road safety programme is improving the safety environment for your own or your children's travel

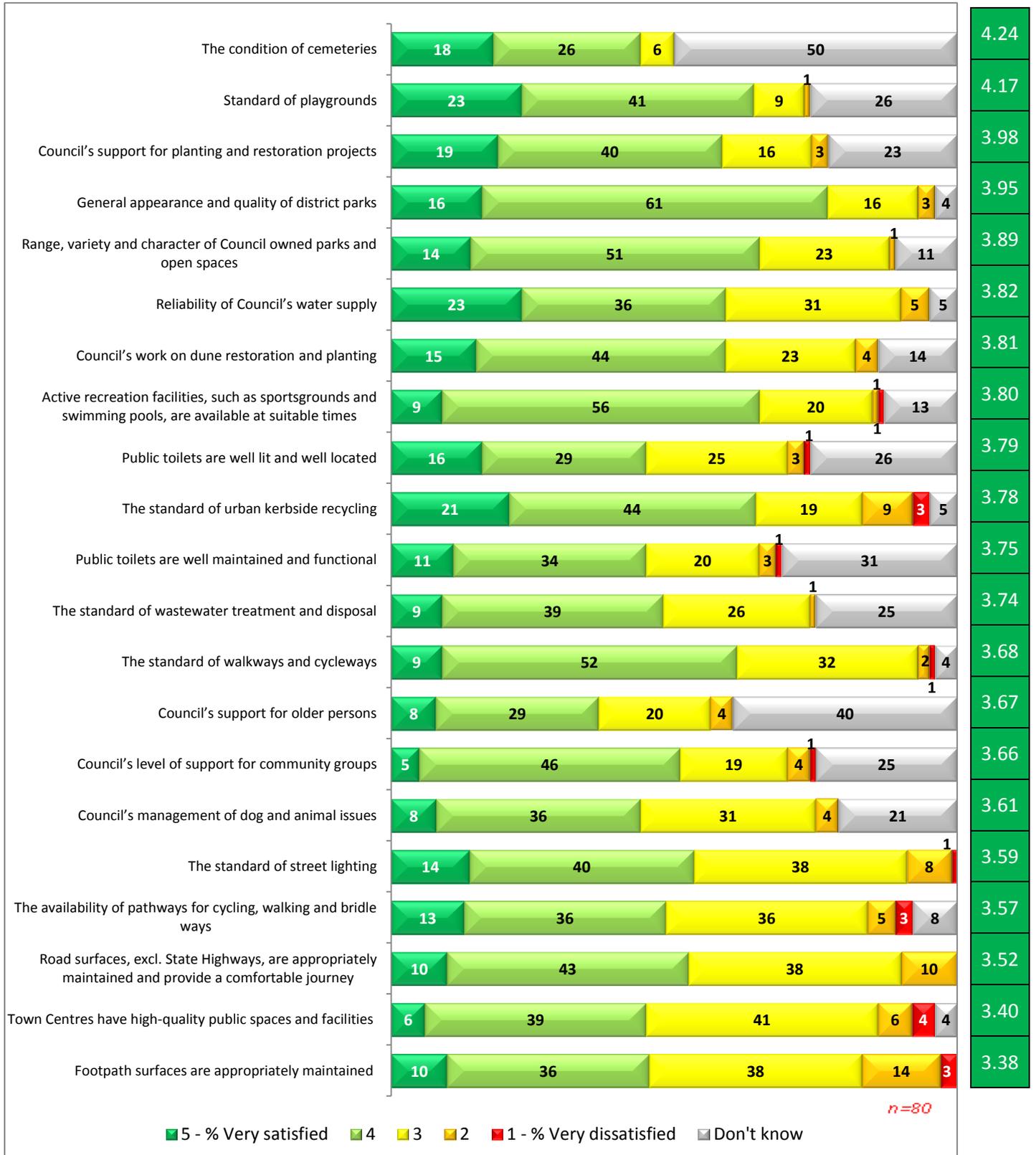
12.2. Paekākāriki-Raumati South

Satisfaction with services provided

Q. How satisfied are you with the following services?

In order of mean rating, percentage of respondents

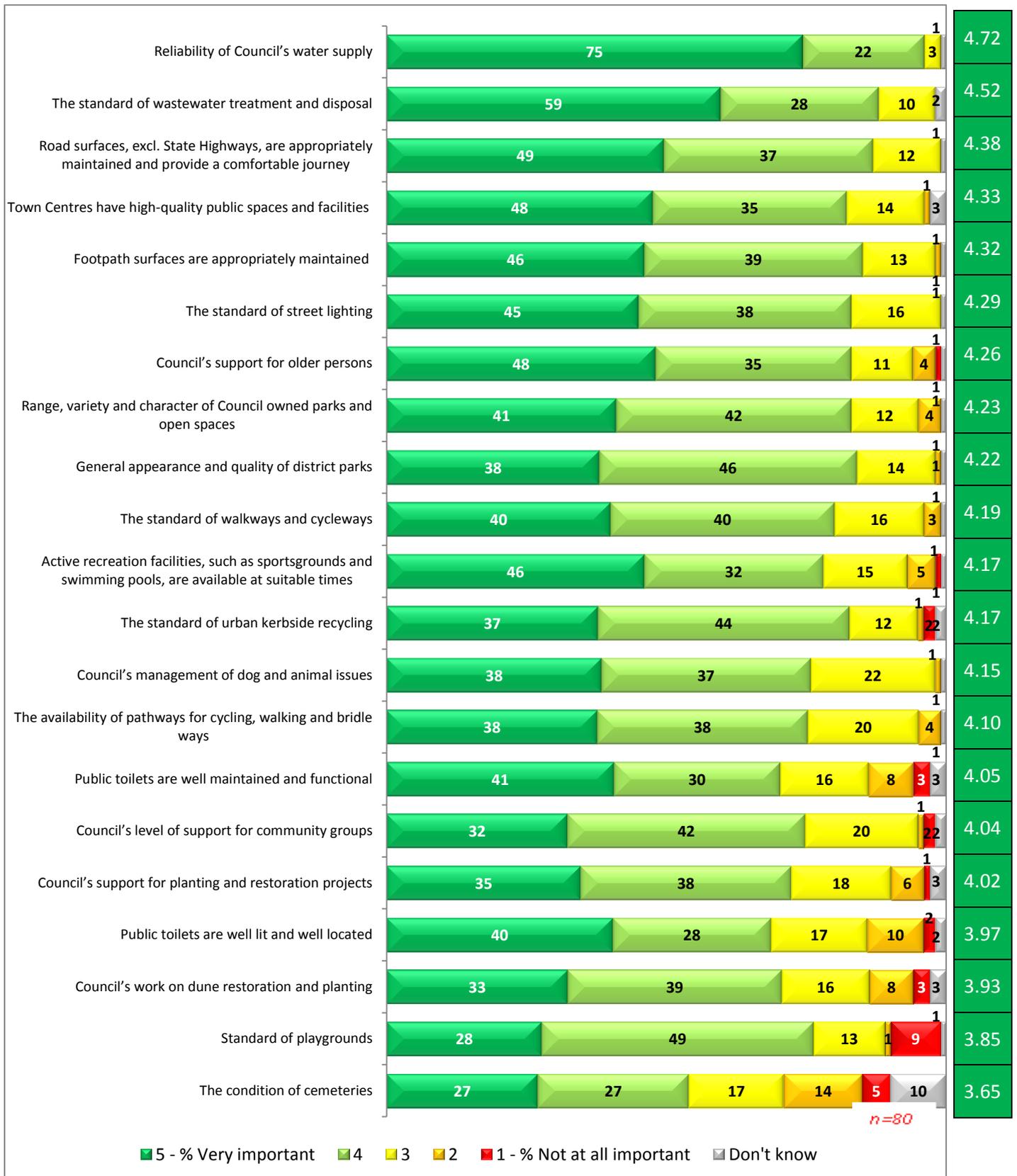
Mean rating
(max. 5)



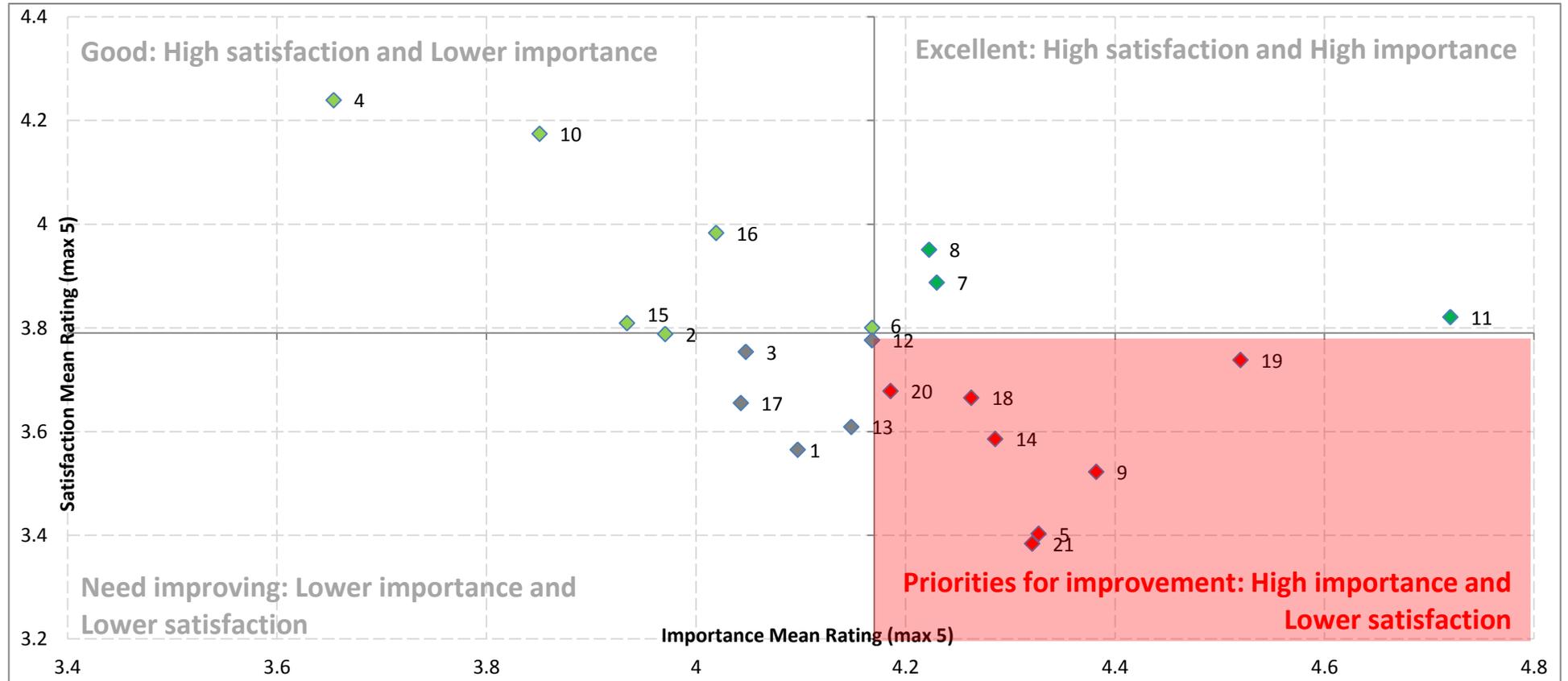
Importance of services provided

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



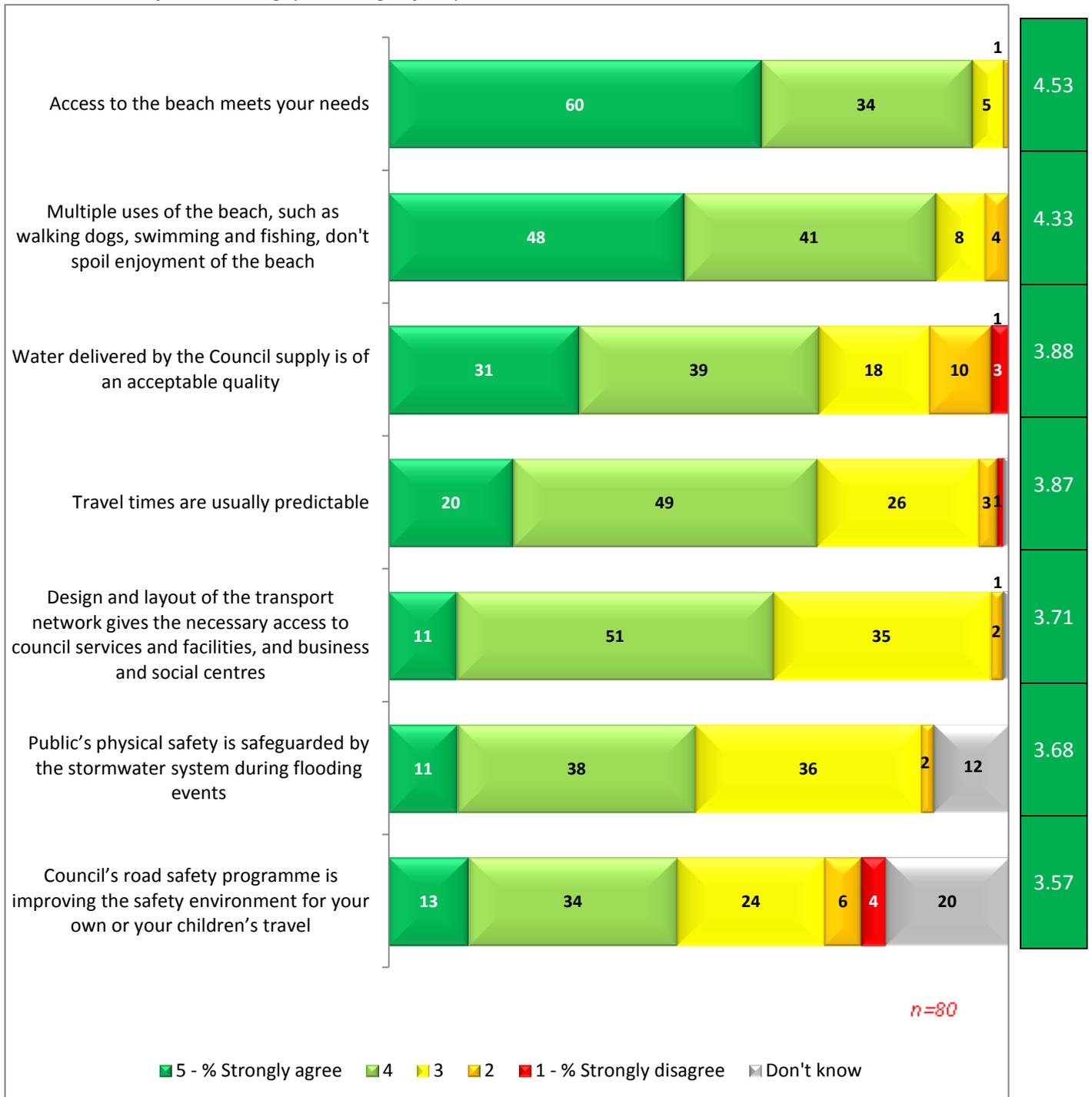
1. The availability of pathways for cycling, walking and bridle ways	7. Range, variety and character of Council owned parks and open spaces	14. The standard of street lighting
2. Public toilets are well lit and well located	8. General appearance and quality of district parks	15. Council's work on dune restoration and planting
3. Public toilets are well maintained and functional	9. Road surfaces, excl. State Highways, are appropriately maintained and provide a comfortable journey	16. Council's support for planting and restoration projects
4. The condition of cemeteries	10. Standard of playgrounds	17. Council's level of support for community groups
5. Town Centres have high-quality public spaces and facilities	11. Reliability of Council's water supply	18. Council's support for older persons
6. Active recreation facilities, such as sportsgrounds and swimming pools, are available at suitable times	12. The standard of urban kerbside recycling	19. The standard of wastewater treatment and disposal
	13. Council's management of dog and animal issues	20. The standard of walkways and cycleways
		21. Footpath surfaces are appropriately maintained

Perceptions of Council Activities

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

In order of mean rating, percentage of respondents

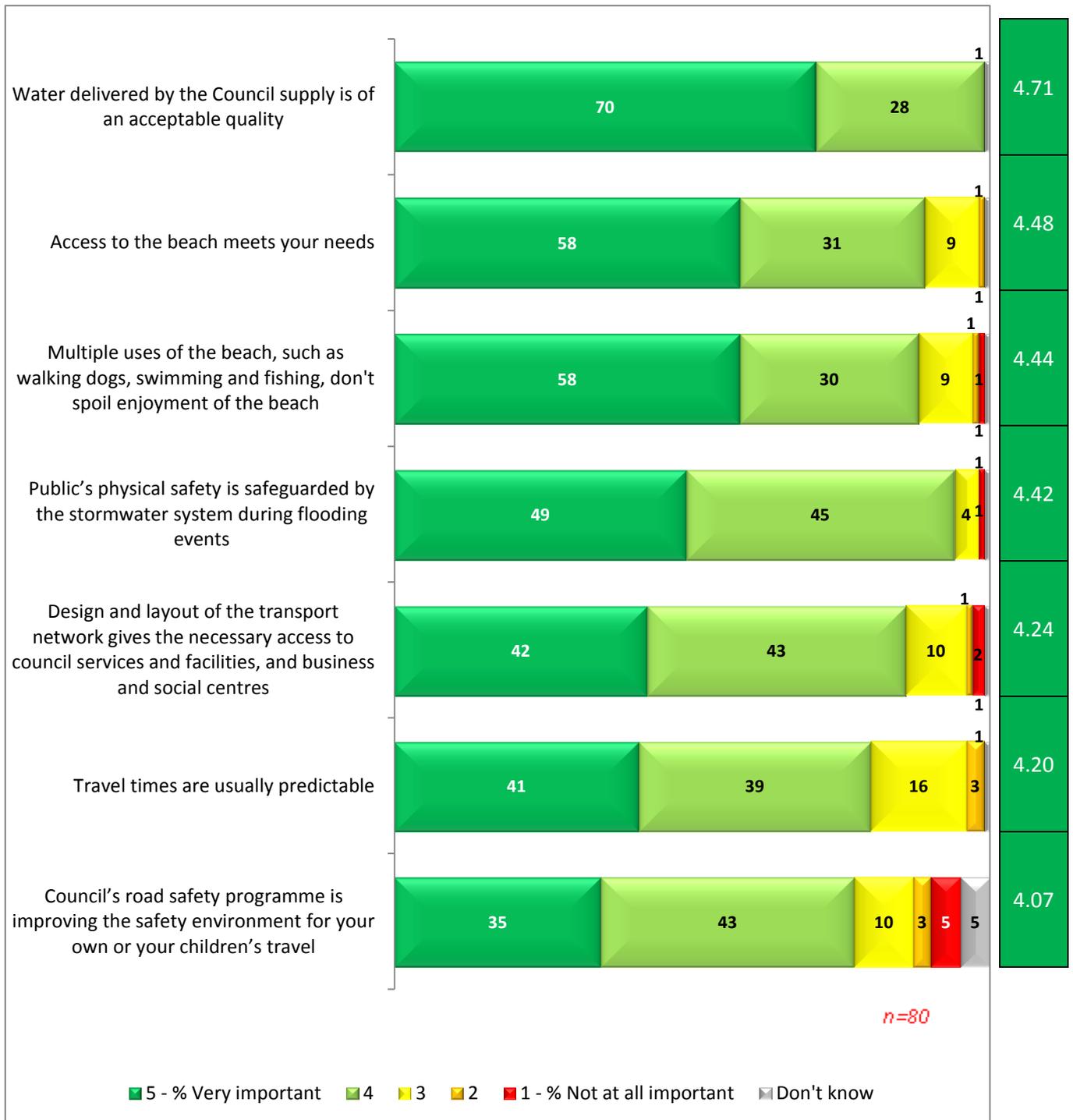
Mean rating
(max. 5)



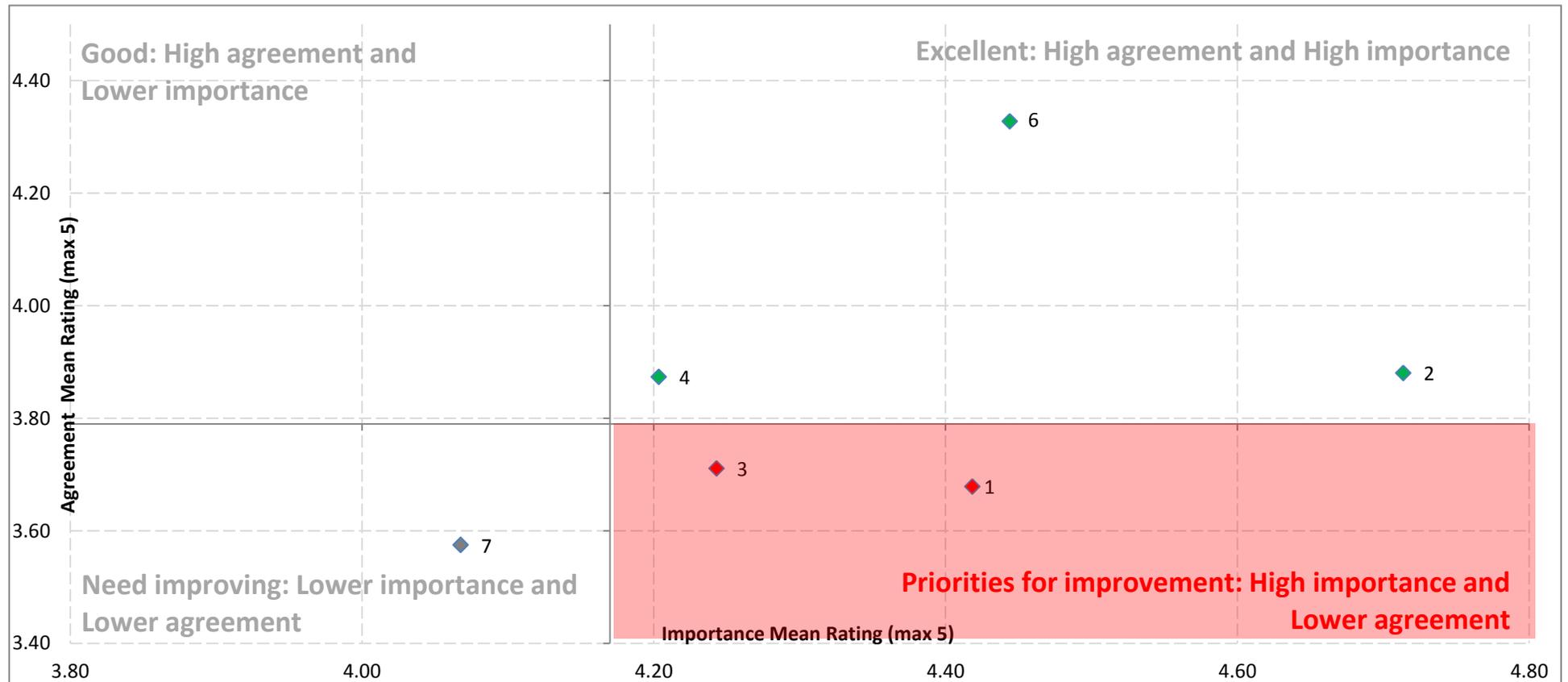
Importance of Council Activities

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. Public's physical safety is safeguarded by the stormwater system during flooding events
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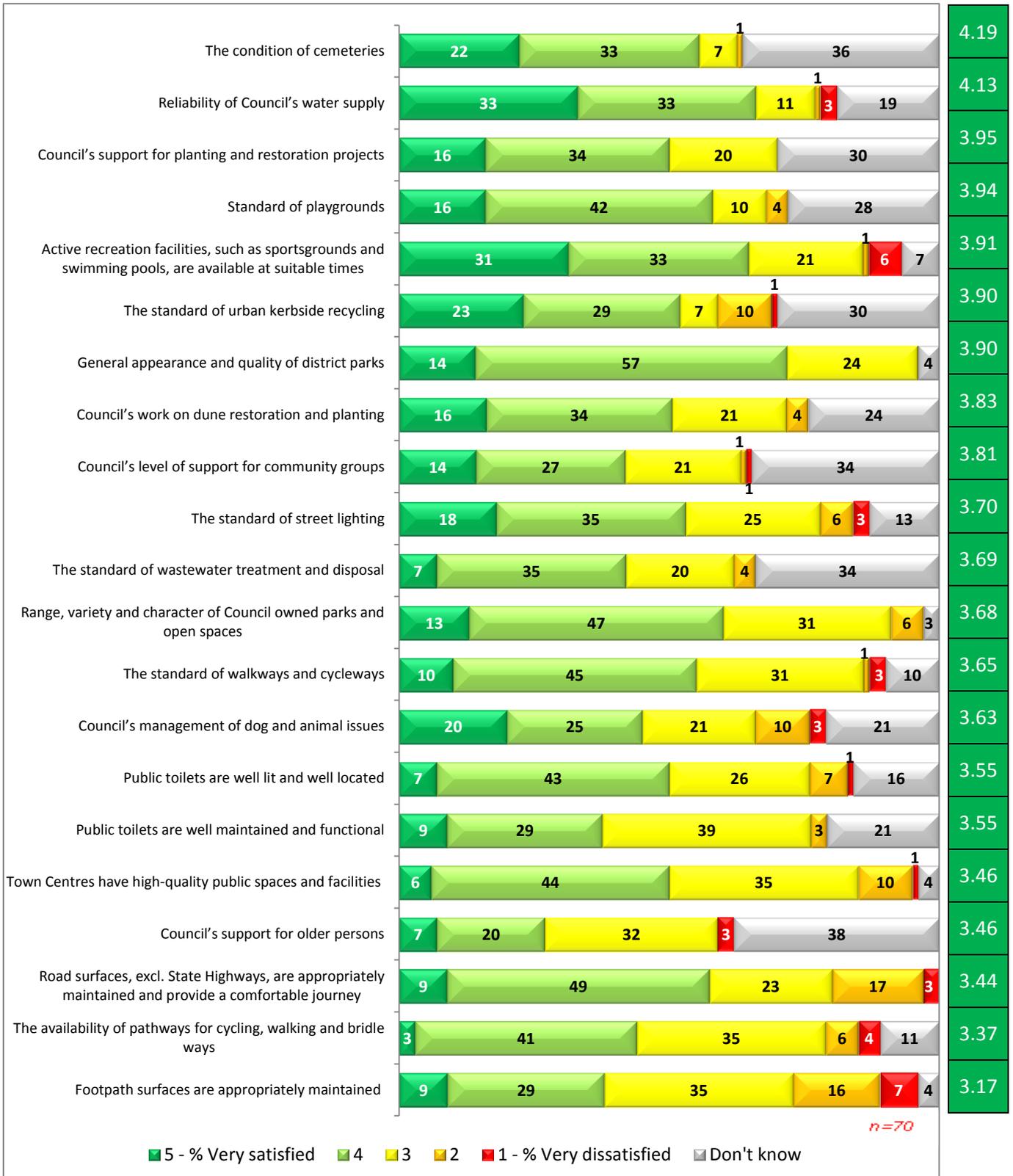
12.3. Ōtaki

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)

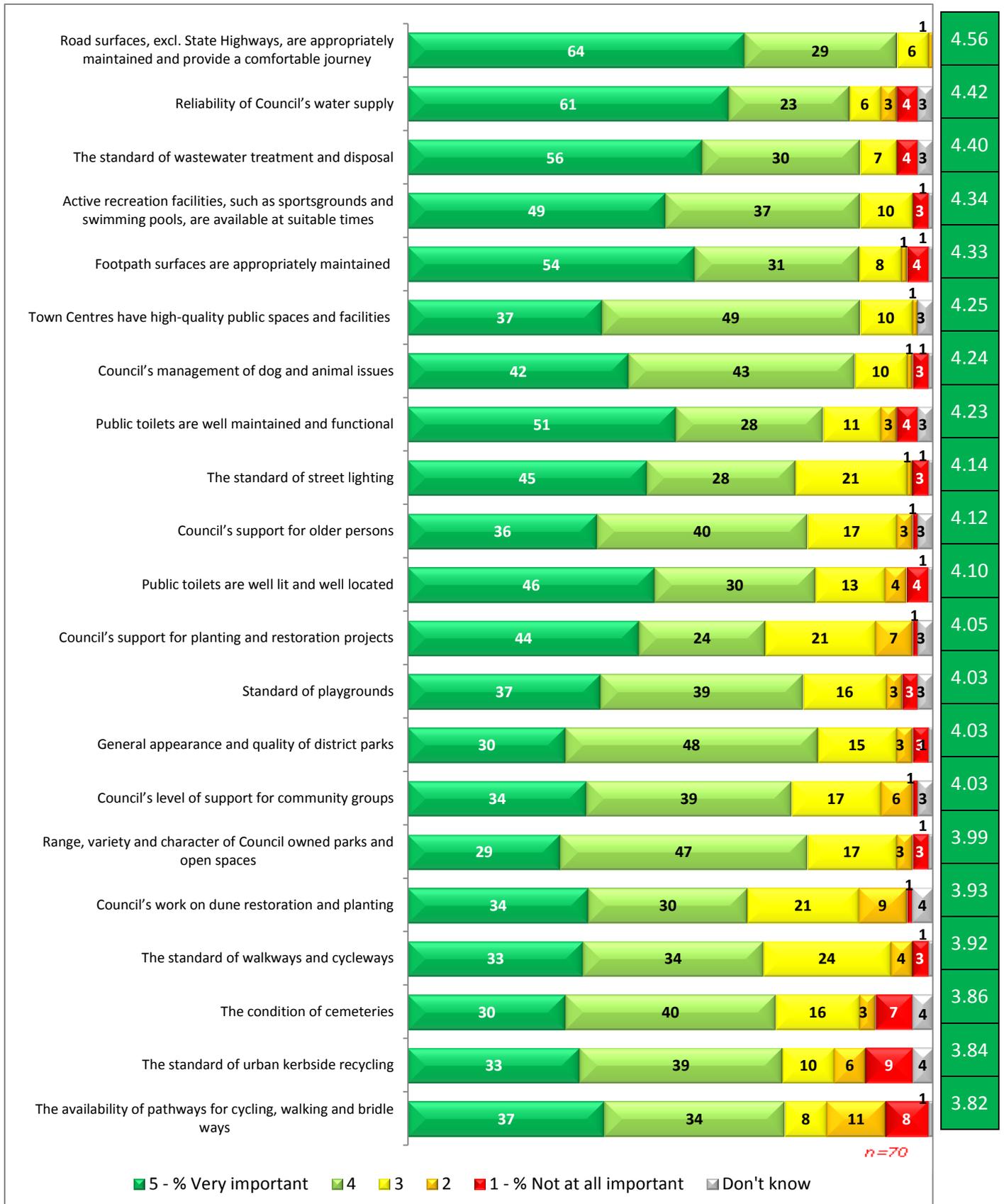


Importance of services provided

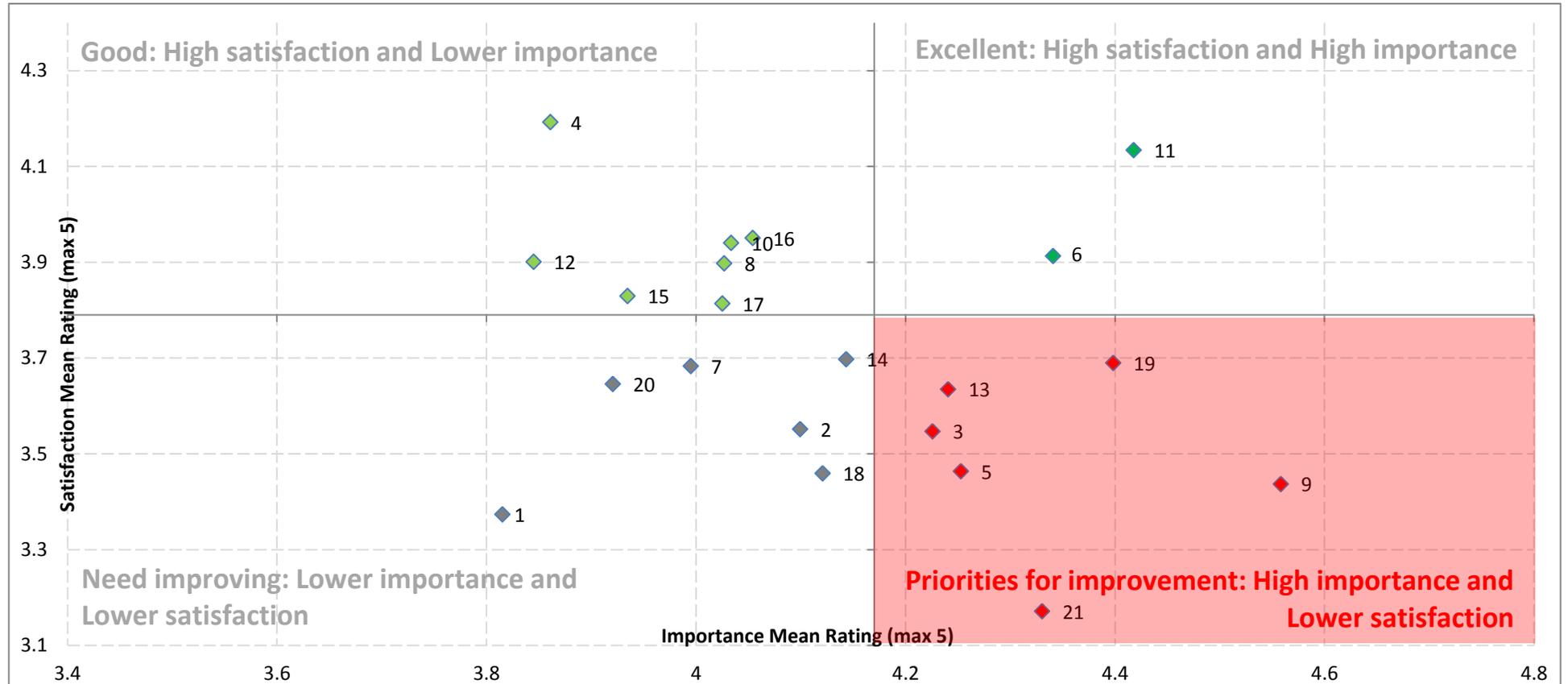
Q. How important are the following services to you?

In order of mean rating, percentage of respondents

Mean rating
(max. 5)



Focus Areas for Council Services



1. The availability of pathways for cycling, walking and bridle ways	7. Range, variety and character of Council owned parks and open spaces	14. The standard of street lighting
2. Public toilets are well lit and well located	8. General appearance and quality of district parks	15. Council's work on dune restoration and planting
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Perceptions of Council Activities

Q. How much do you agree or disagree that..?
In order of mean rating, percentage of respondents

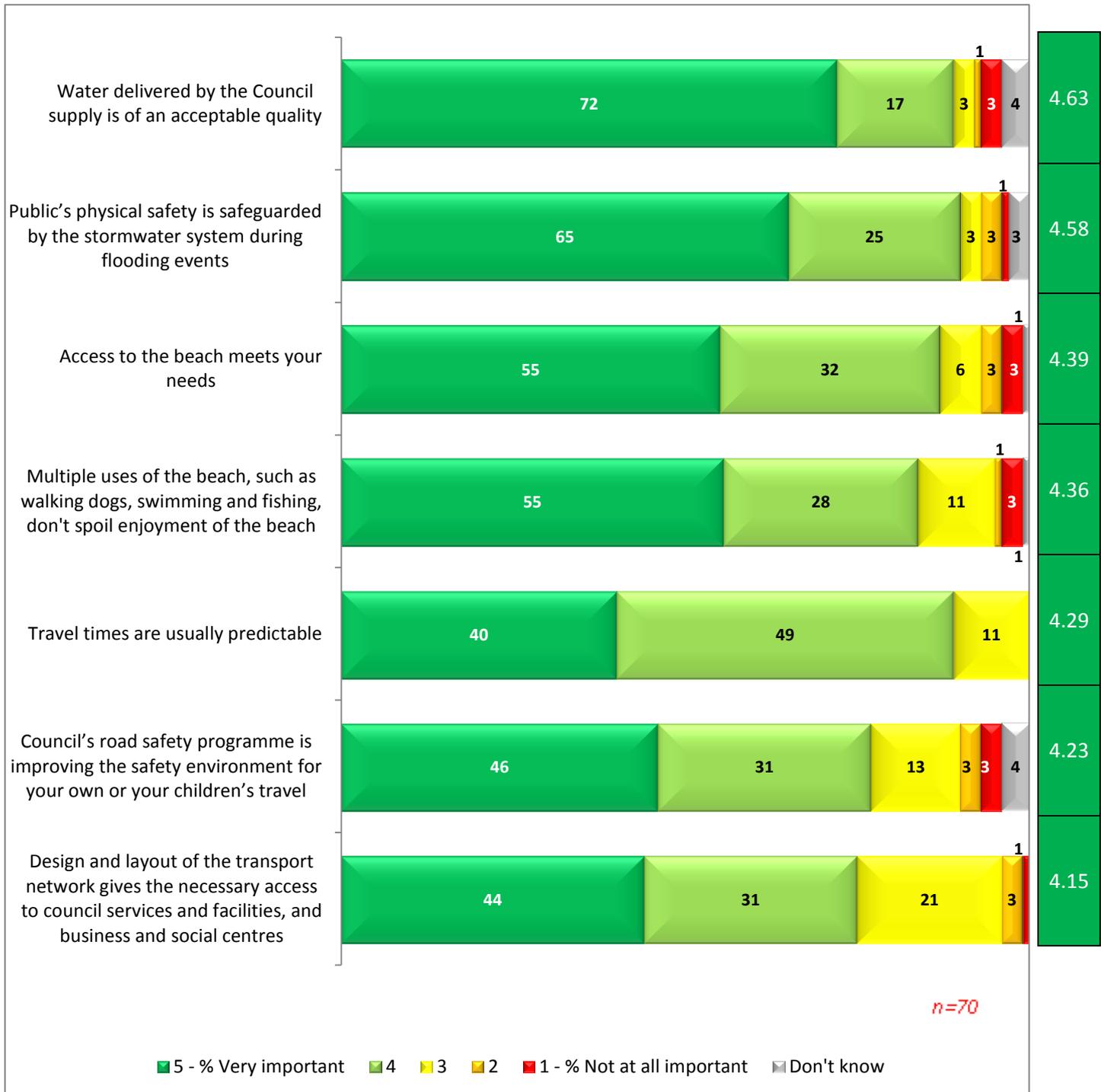
Mean rating
(max. 5)



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



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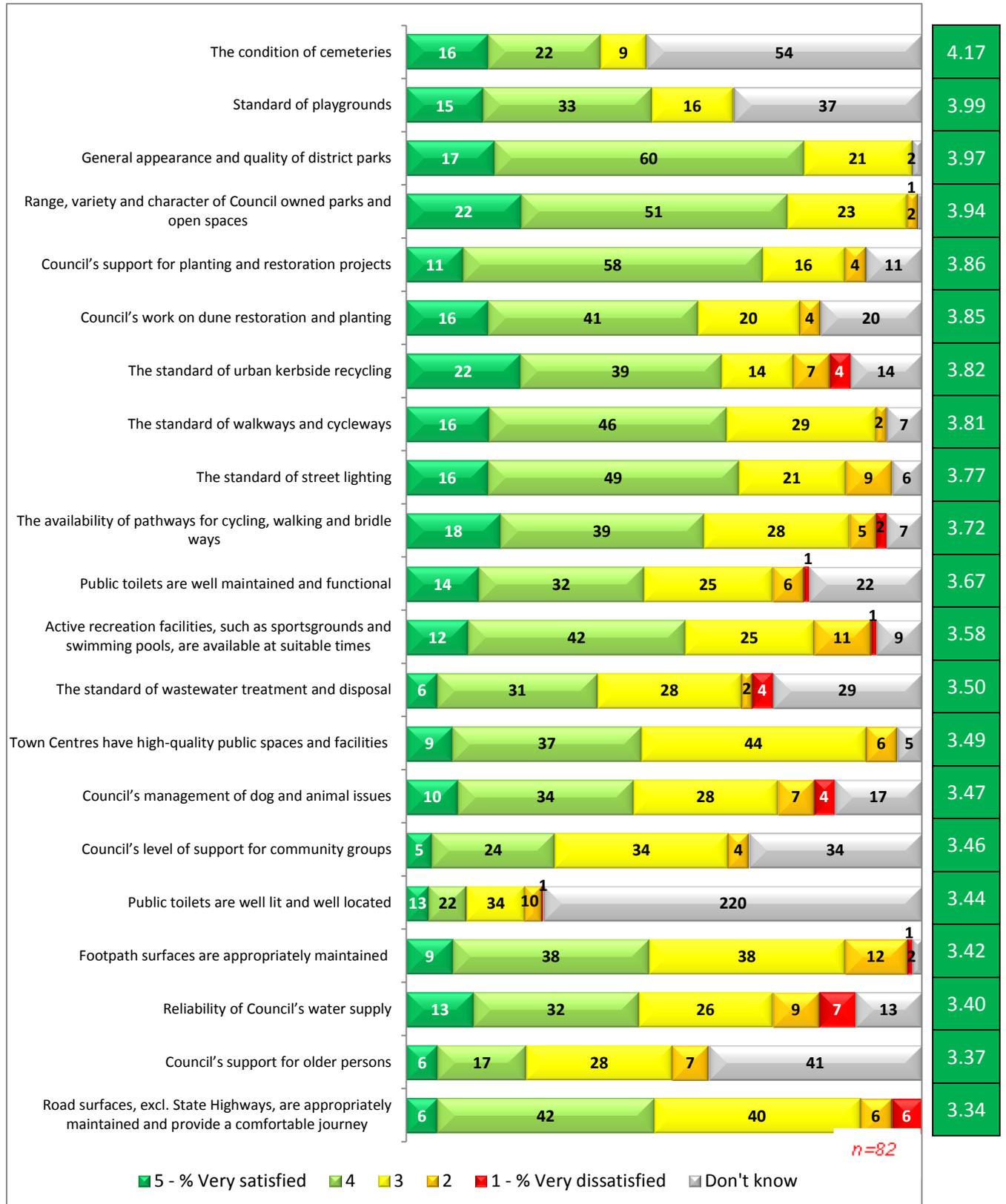
12.4. Waikanae

Satisfaction with services provided

Q. How satisfied are you with the following services?

In order of mean rating, percentage of respondents

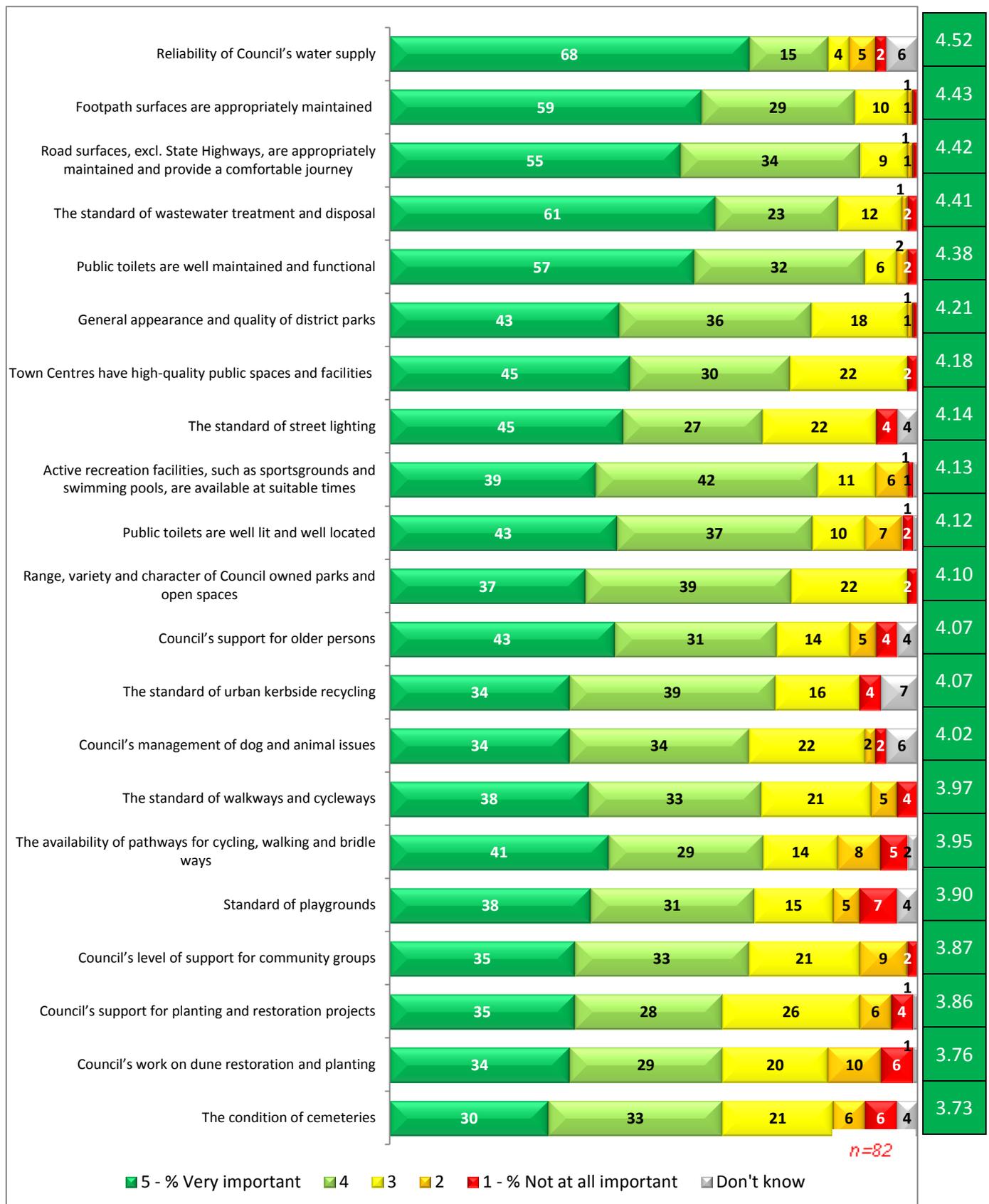
Mean rating
(max. 5)



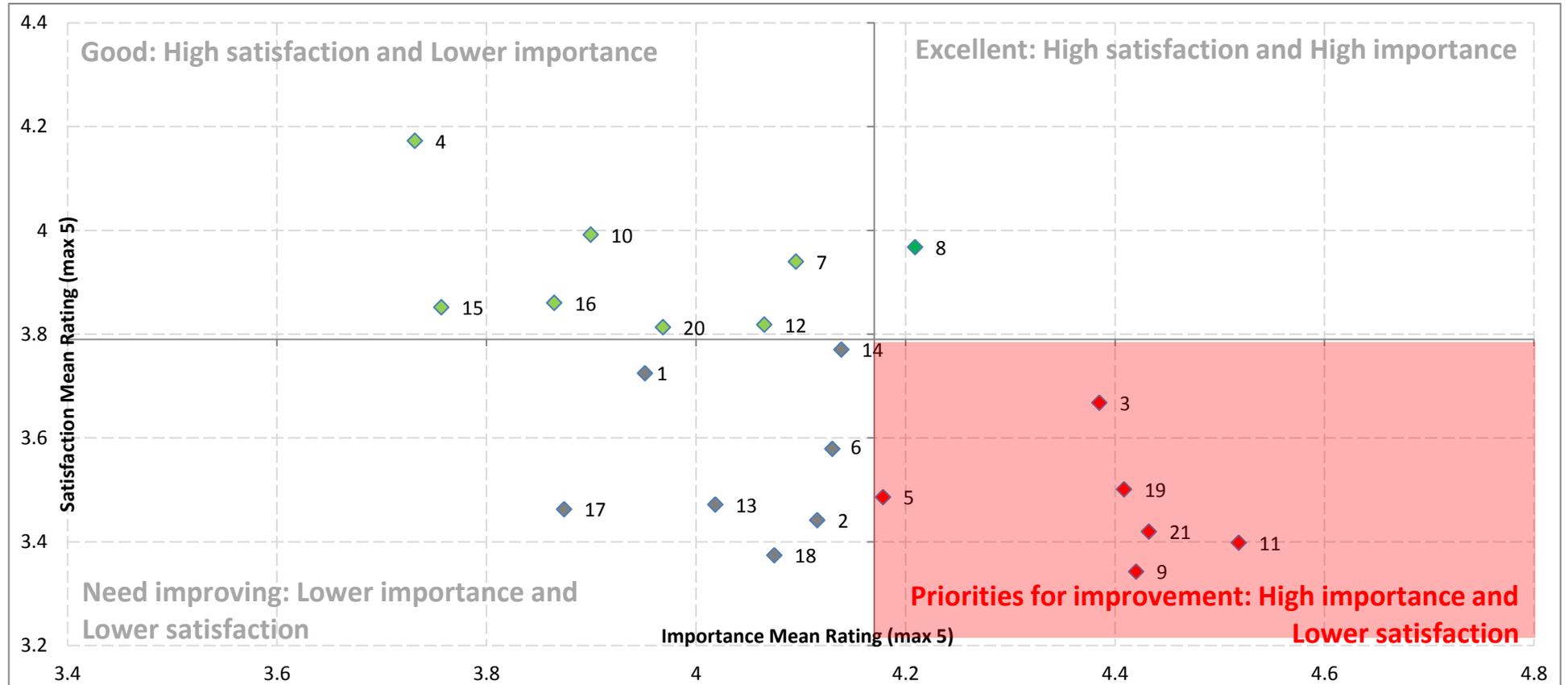
Importance of services provided

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



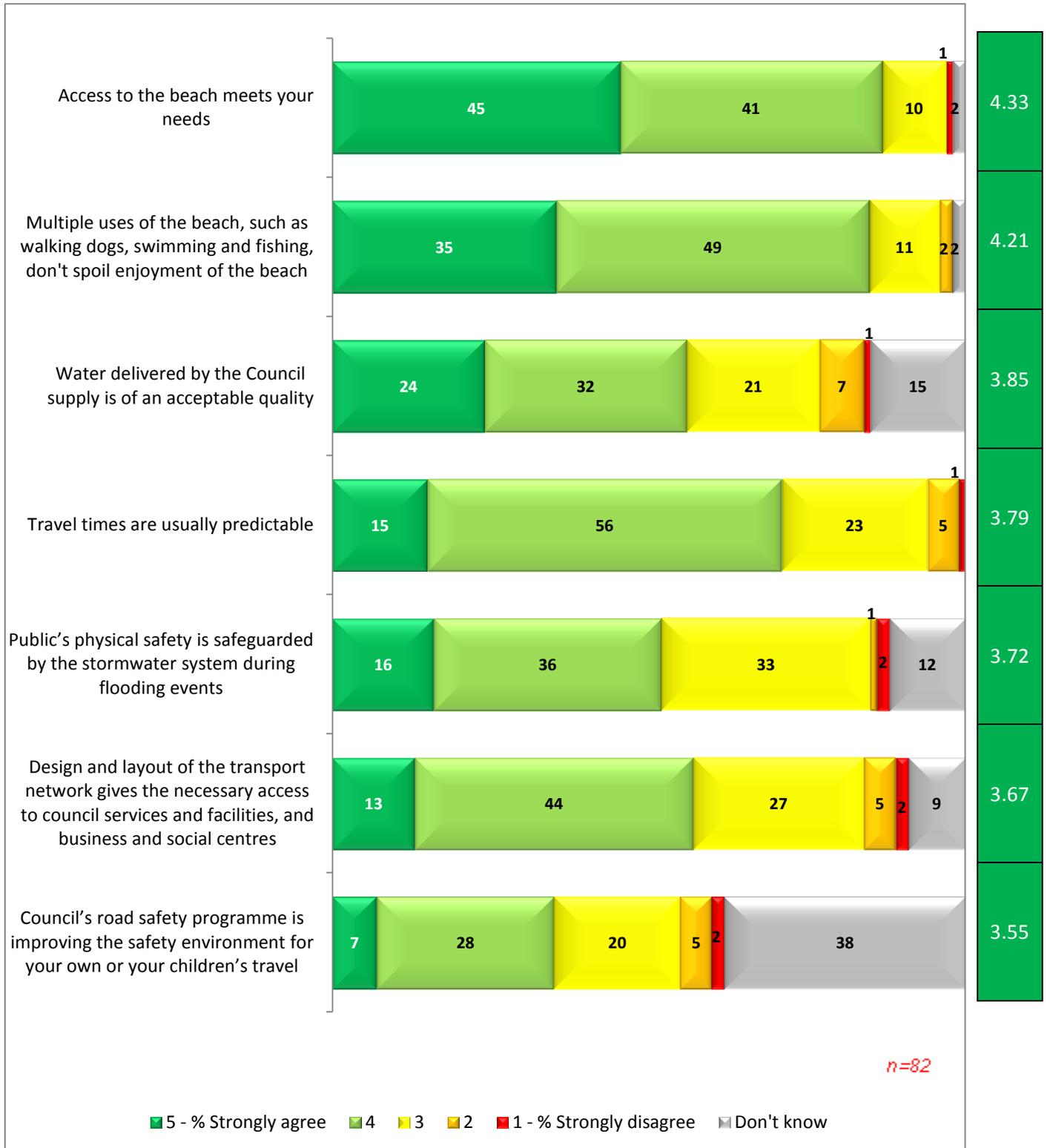
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	13. Council's management of dog and animal issues	20. The standard of walkways and cycleways
		21. Footpath surfaces are appropriately maintained

Perceptions of Council Activities

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

In order of mean rating, percentage of respondents

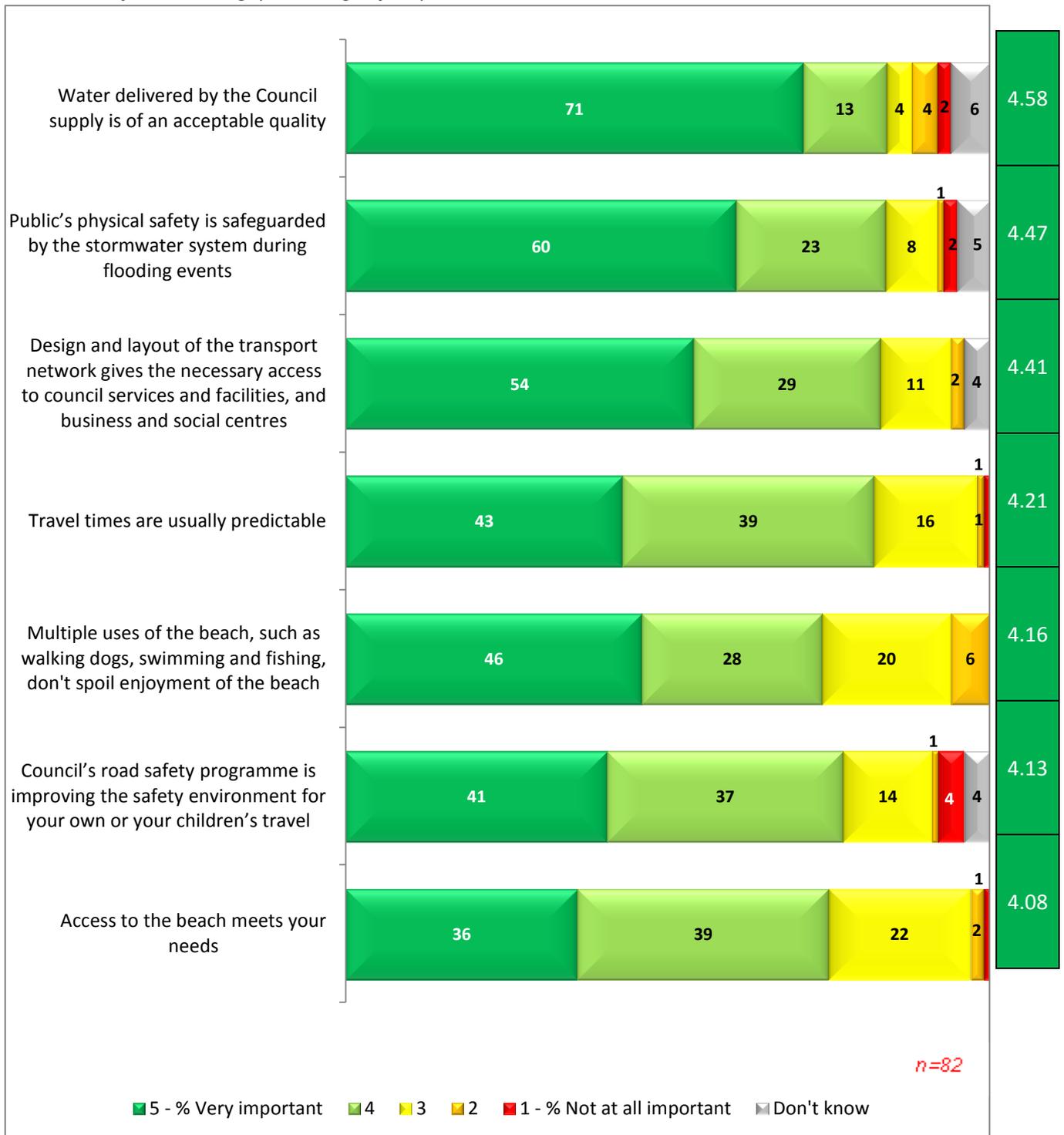
Mean rating
(max. 5)



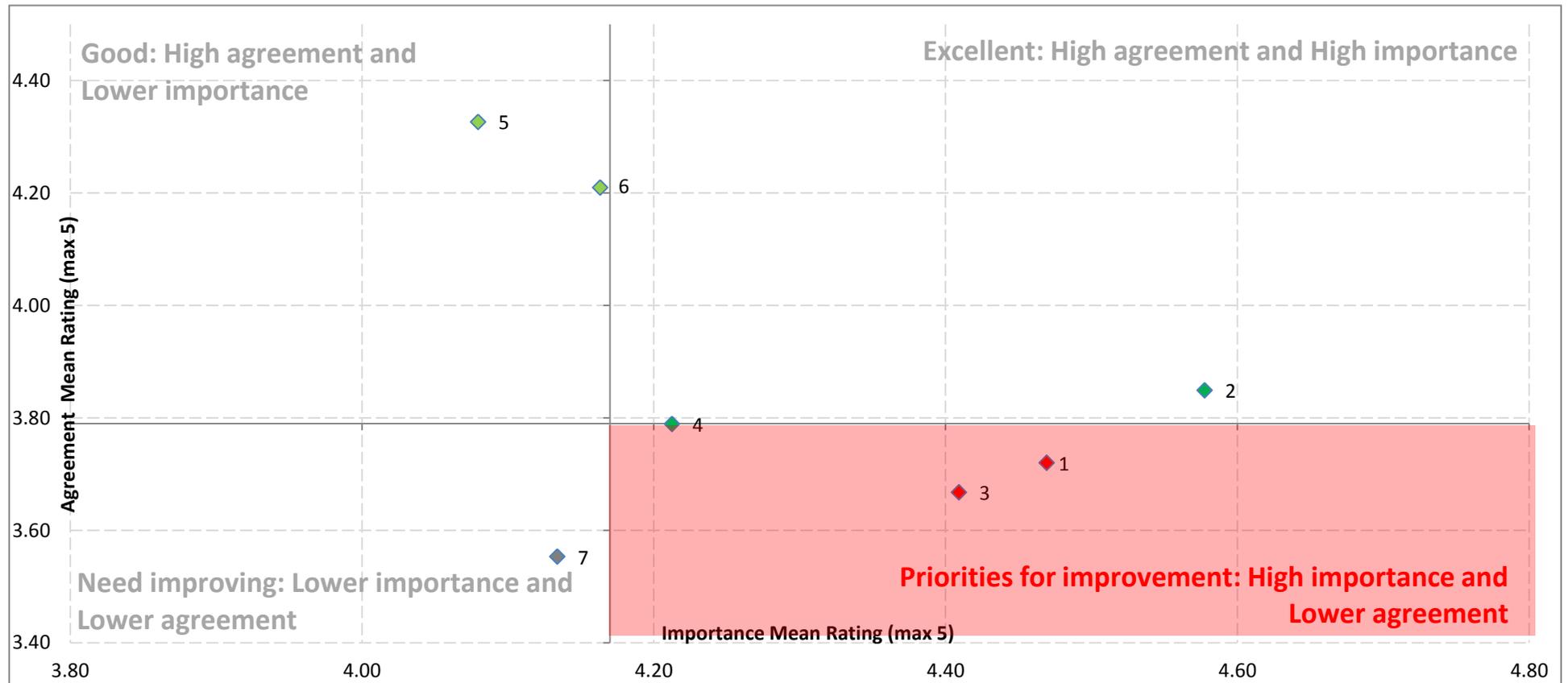
Importance of Council Activities

Q. What level of importance do you place on..?
In order of mean rating, percentage of respondents

Mean rating
(max. 5)



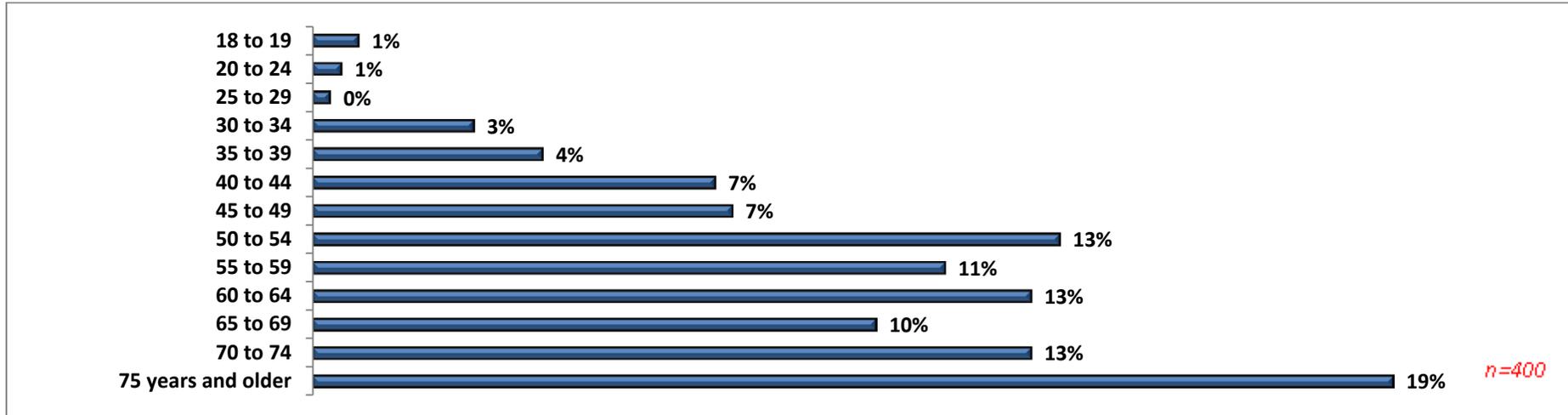
Focus Areas for Council Activities



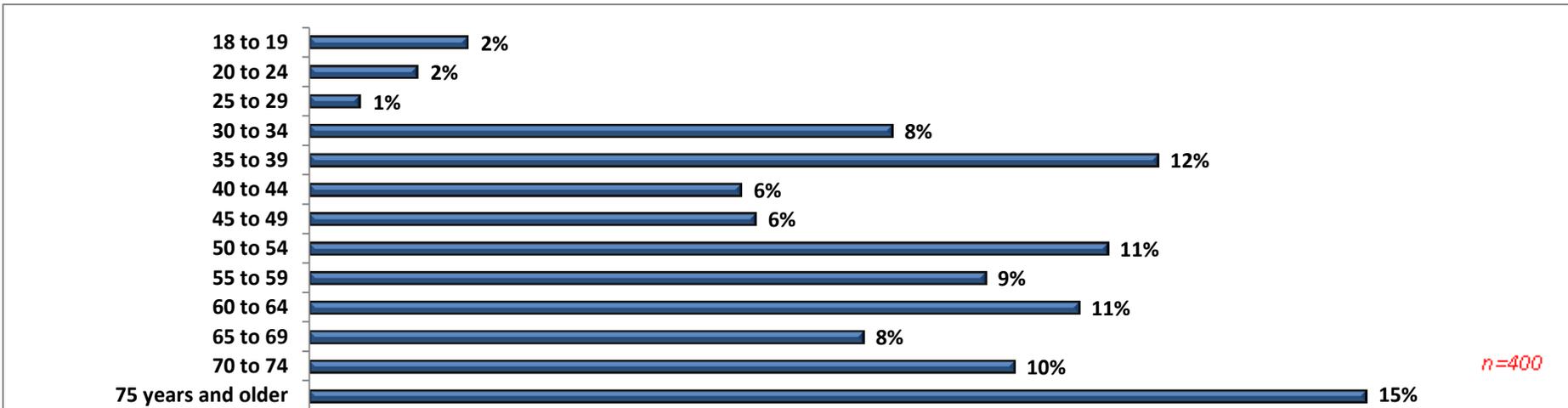
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13. Sample Profile

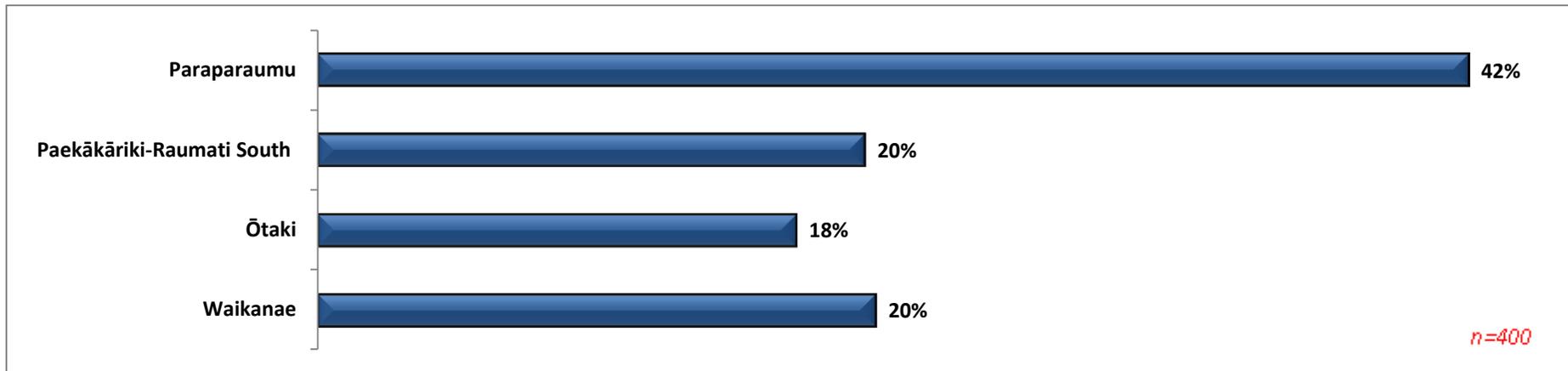
Q. What age group are you in? - UNWEIGHTED



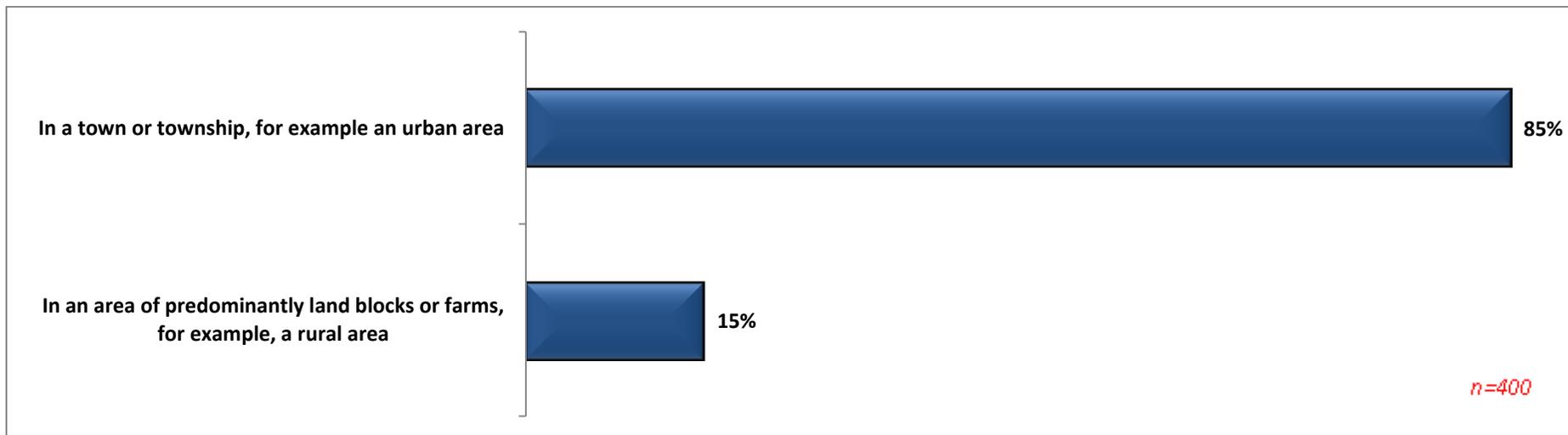
Q. What age group are you in? - WEIGHTED



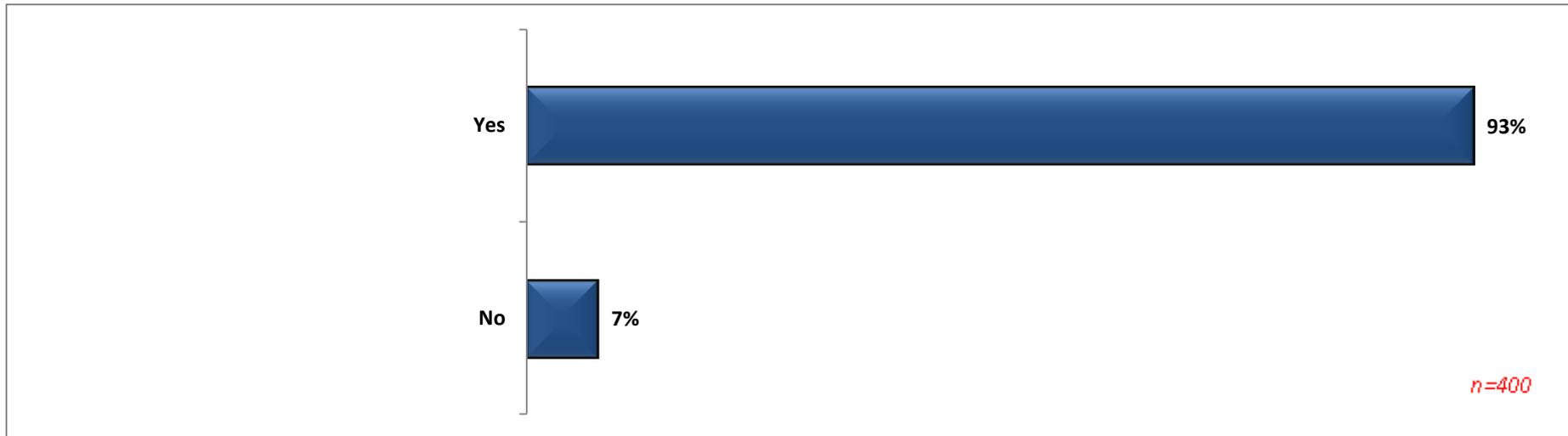
Q. Which Ward or areas in the Kāpiti Coast District Council do you live in?



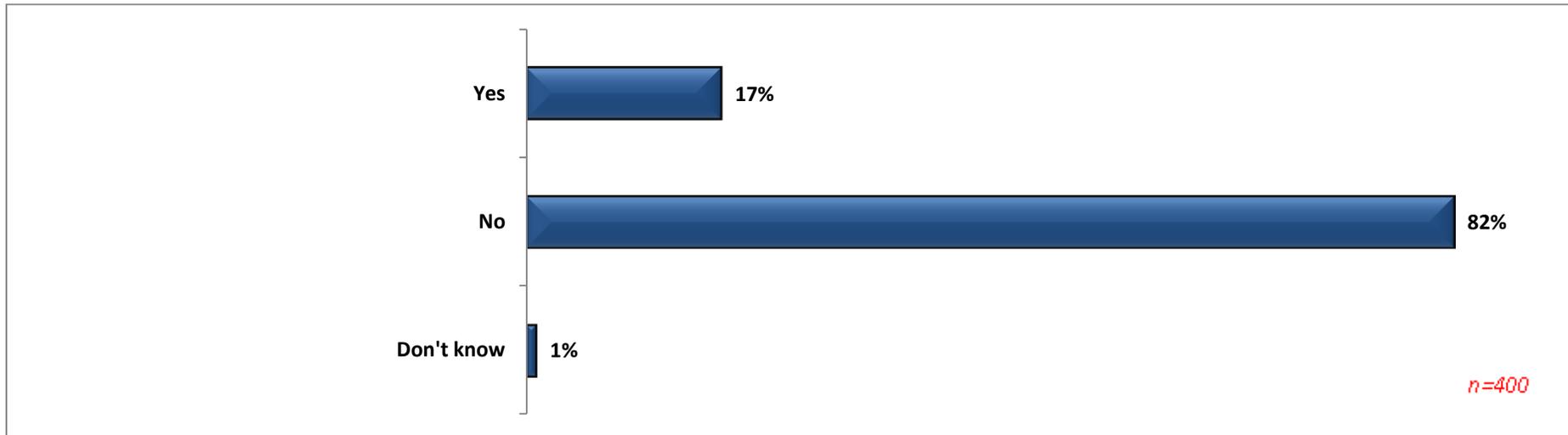
Q. Thinking about the place or area where you live, which of the following best describes where you live?



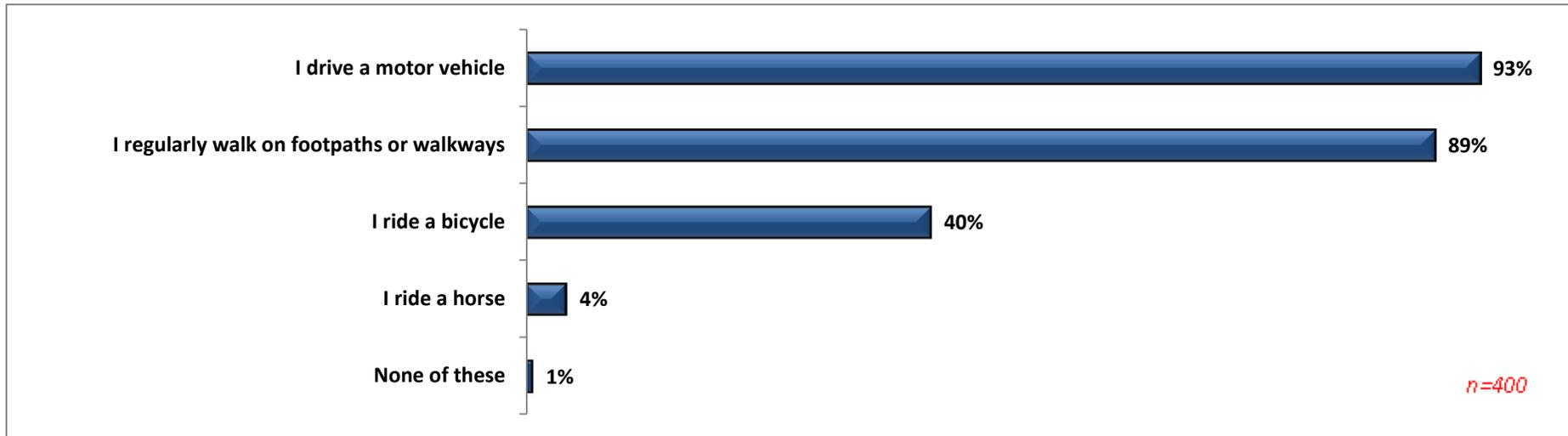
Q. Is the property where you are residing connected to the Council's water supply?



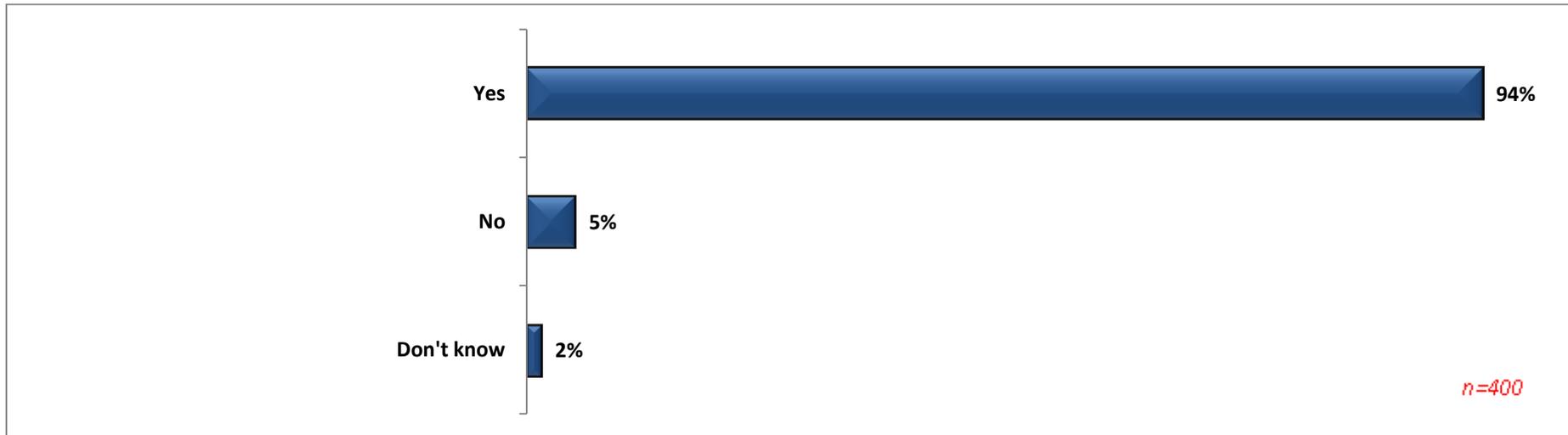
Q. Do you own a business in the Kāpiti Coast District?



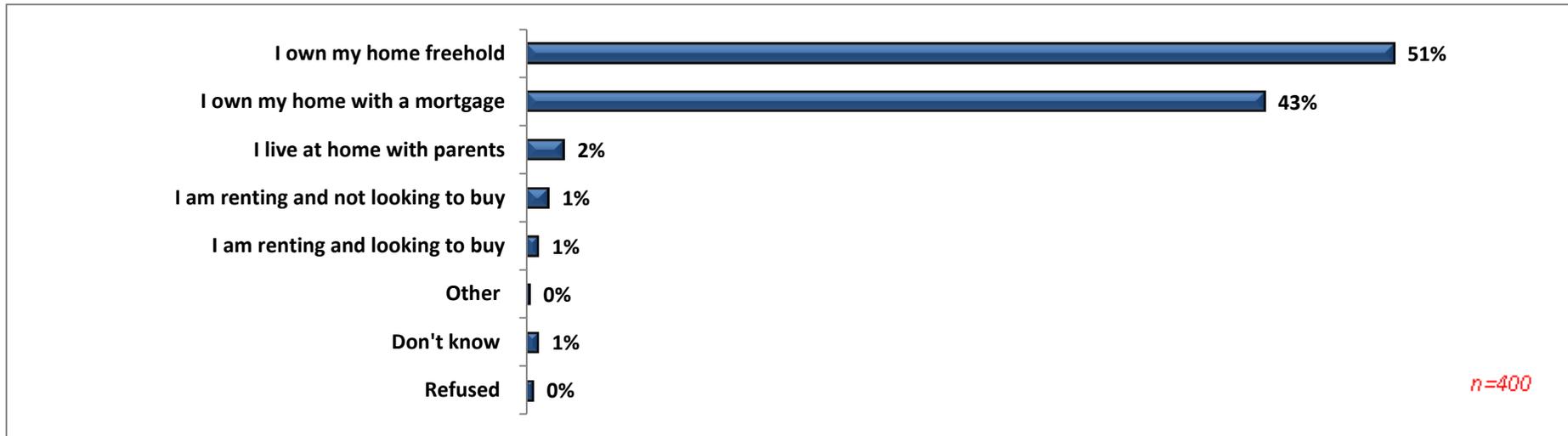
Q. In the last 12 months, which of the following describes your normal use of the roads, footpaths and cycling, walking and bridle ways?



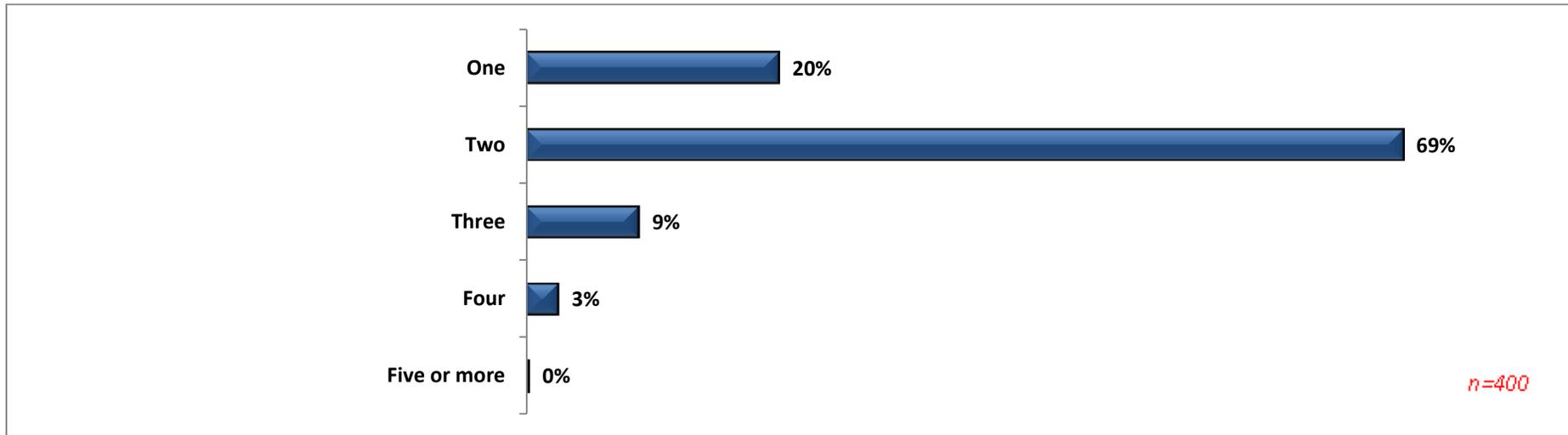
Q. Do you pay rates to the Kāpiti Coast District Council?



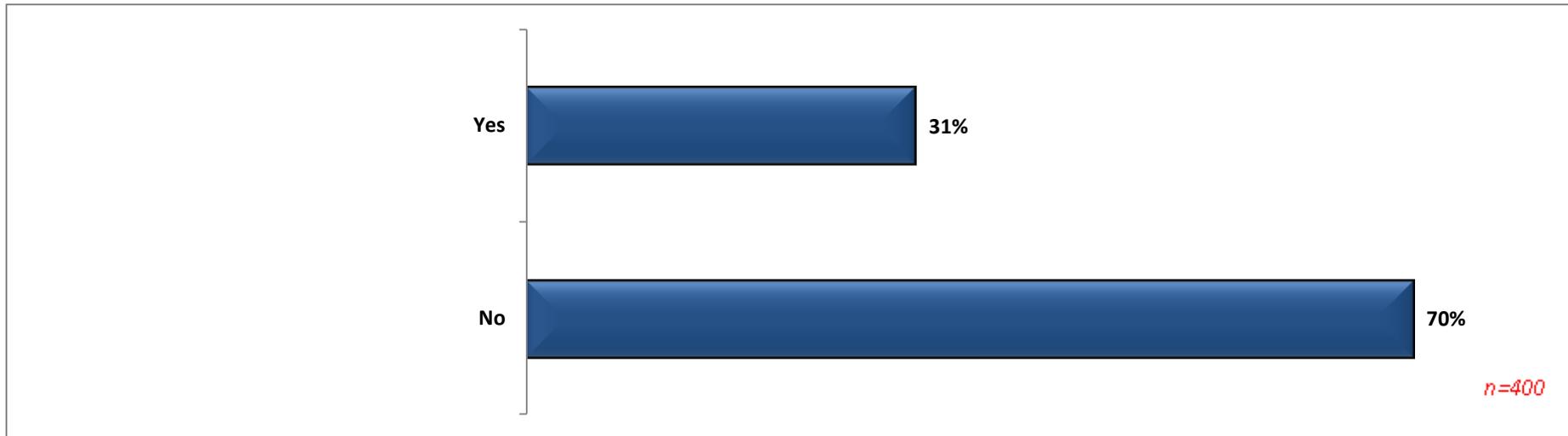
Q. Which of the following describes the home you live in?



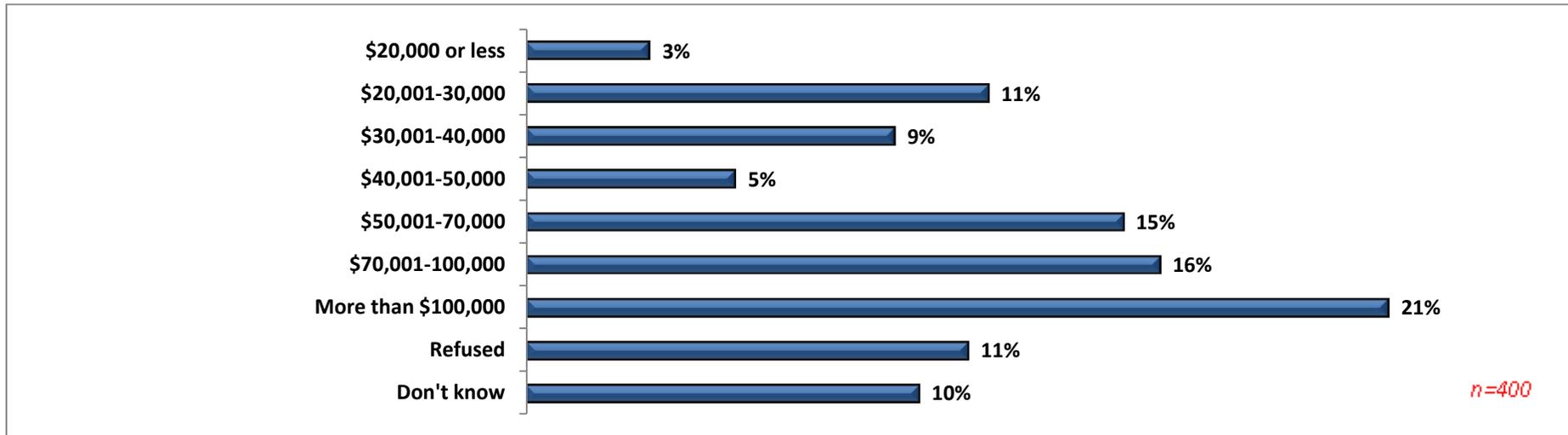
Q. How many people 18 years and older are currently living in your household, including yourself?



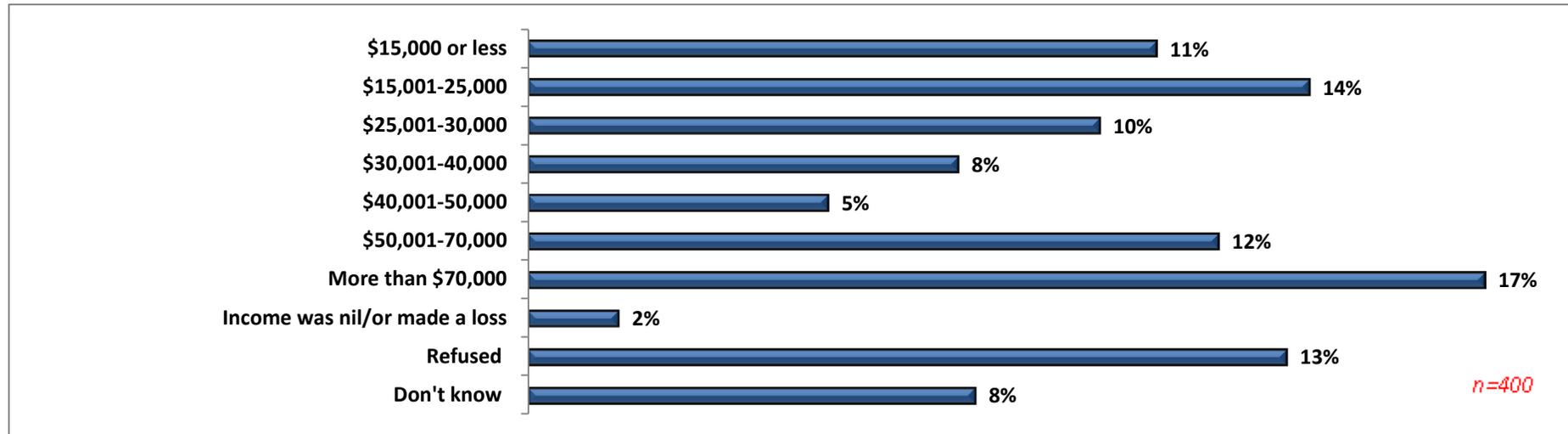
Q. Do you have dependent children under the age of 18?



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?

