



RESEARCH FIRST

Kāpiti Coast District Council

2020/21
RESIDENTS'
OPINION
SURVEY

Annual Report | July 2021



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INFOGRAPHIC SUMMARY



| | | Adjusted satisfaction score | Performance Measure Target | Performance Measure Met? |
|---|--|-----------------------------|----------------------------|--------------------------|
|  Corporate | Overall satisfaction | 74 | | |
| | Value for money | 53 | | |
| | Trust in the council to do the right thing | 59 | | |
| | The Council makes good decisions | 48 | | |
| | Clarity about what Council does | 85 | | |
|  Infrastructure | Roads allow for easy movement | 74 | 80 | ✗ |
| | Condition of roads | 73 | 70 | ✓ |
| | Condition of footpaths | 66 | 65 | ✓ |
| | Street lighting | 84 | 85 | ✗ |
| | Safety of on-road cycle lanes | 60 | | |
| | Availability of on-road cycle lanes | 64 | | |
| | Access to beaches | 90 | 85 | ✓ |
| | Cycling walking and bridleways | 94 | 85 | ✓ |
| | Kerbside rubbish and recycling collection | 89 | 85 | ✓ |
| | Quality of water supply | 83 | 80 | ✓ |
| | Ability to protect your home from flooding | 77 | | |
| | Ability to protect streets from flooding | 59 | | |
| | Swimming pools | 95 | 85 | ✓ |
| | Libraries | 95 | 85 | ✓ |
| | Public toilets | 84 | 75 | ✓ |
|  Partnership | Providing clear information on issues | 53 | | |
| | Ease of having your say and participating in decision-making | 53 | | |
|  Community | Kāpiti Coast is a great place to live | 98 | | |
| | Community support | 89 | 85 | ✓ |
|  Planning and Regulatory | The District is developing in a way that takes into account its unique character and natural environment | 70 | 75 | ✗ |
| | Confidence Kāpiti Coast District is going in the right direction | 67 | | |
| | Waste minimisation education | 59 | 75 | ✗ |
| | | | | % agree |
|  Resilience and Wellbeing | Calm and relaxed | | | 66% |
| | Nervous when I think about current circumstances | | | 17% |
| | Worried about the risk of getting COVID-19 | | | 17% |
| | Stressed about leaving home | | | 7% |
| | Prepared for an emergency event | | | 78% |



Section 1

RESEARCH DESIGN



1.1 Context

The Kāpiti Coast District:

- Was formed in 1989, expanding the Kapiti Borough Council area north to include Waikanae and Otaki.
- Has four electoral wards for the 10-member council, plus the mayor, who is elected at large. Five councillors are elected on a districtwide basis and five are ward councillors.
- Covers 731 km².
- The 2020 rating revaluation figures from QV show the total capital value of the 26,134 properties in Kāpiti Coast District is now \$20.09 billion, with the land value of those properties now at \$10.9 billion.
- Has an estimated population of 57,000 (StatsNZ)
- The district has some of the fastest growing urban areas in New Zealand, due to major dormitory towns for workers commuting to Wellington City.

Kāpiti Coast District Council commissions a survey of residents to find out what they think about specific services and facilities and how they feel about the District and Council's performance. The results of the survey are used to inform some of the Council's performance measures from the Long-Term Plan. Research First has conducted this survey since 2017.

The key service areas tested in the 2021 residents' survey were:

- Satisfaction with services and facilities
- Interaction with Council
- Perceptions of Council
- General wellbeing

This document reports the results of the 2020/21 Residents' Opinion Survey. The survey was conducted over four quarters (September 2020, December 2020, March 2021 and June 2021). The key findings of this research are detailed in the Executive Summary and results are compared to the 2017/18, 2018/19 and 2019/20 surveys.



1.2 Method

In line with surveys from 2017 onwards, the 2020/21 research was conducted via telephone interviewing, including both landlines and mobile phones. Telephone surveys are ideally suited to surveying large, geographically dispersed populations. The data produced is the result of random sampling and is therefore free from self-selection bias; it can be considered statistically robust, and levels of statistical confidence can be applied to the data.

The main source of the telephone sample is Research First's proprietary database of resident phone numbers.

A technique called 'networking' is also used, whereby interviewers ask a respondent if they know anyone else who would be willing to participate in the survey. This technique is particularly successful for recruiting younger residents, who can be more difficult to reach.

The surveys aim to contact around 200 respondents in September, December, March and June. This means that 800 Kapatī Coast residents are surveyed each year. Quarterly surveying provides a more regular feed of data into Council. This timely approach identifies seasonal differences in perceptions and provides the opportunity for Council to react quickly to emerging issues.

To ensure each quarterly survey sample is representative of residents across the district, quotas are set for the number of permissible respondents by age, gender, and community board. These quotas are based on known proportions from 2018 Census data.

1.3 Analysis and Reporting

1.3.1 Confidence in the data

The data is considered statistically robust and Council can have confidence in the conclusions derived from it.

The maximum margin of error for the full sample of 804 respondents is +/- 3.5% at the 95% confidence interval. This means that, where the entire sample is used, Council can have confidence that the results for the sample as a whole are accurate within 3.5 percentage points.

The results for smaller samples will be less precise:

- Sub samples are analysed to identify differences between community board, age band, and gender of respondents.
- Some non-core questions not asked in all quarters to allow emerging insight needs to be addressed without lengthening the survey too much and risking data quality.

All results have been statistically tested for significant differences at a 95% confidence level between sub-groups.

Statistical significance is a function of sample size, size of difference between results, and data variability. Significant (i.e. genuine and notable) differences have been highlighted in the report.



1.3.2 Adjusted satisfaction score

For each Council service or facility, an 'adjusted satisfaction score' (or agreement score) has been calculated.

The adjusted satisfaction score is calculated by removing 'neutral' and 'don't know' responses and calculating the percentage of satisfied respondents from the reduced base size.

This is in line with the way Council has designed and previously analysed its satisfaction results against LTP targets.



Section 2

OVERALL MEASURES



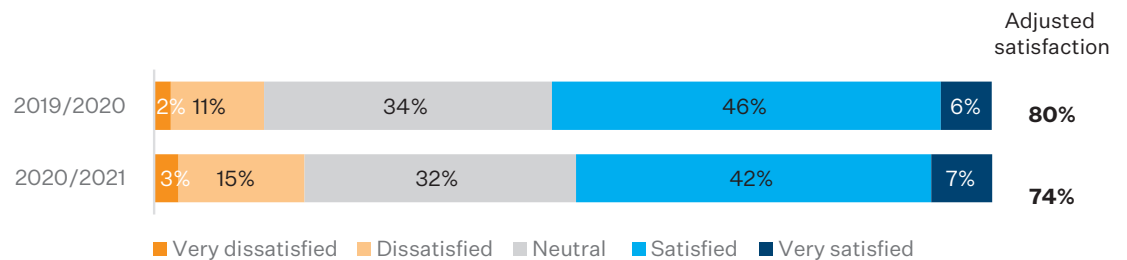
2.1 Overall satisfaction

This year satisfaction with the overall performance of Council is lower than last year. Scores have fluctuated over the years.

Around 1/3 of residents are neutral, creating an opportunity to convert those that are neutral into satisfied residents.

Those very dissatisfied skewed towards those aged 60-64 years.

Figure 2.1 Overall satisfaction

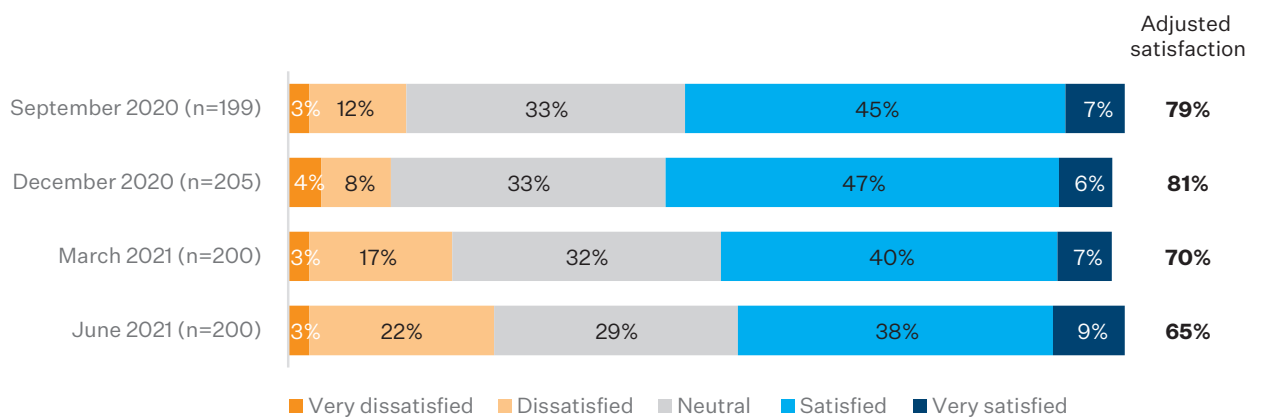


Q43. How satisfied or dissatisfied are you with the overall performance of Council? Base n=804

The year starts off similar to last year, in the March And June quarters residents move from satisfied into dissatisfied. The context from around this time includes:

- On 19 March the decision was made to close the Te Newhanga Community Centre,
- Proposed average rates were in the public domain and the community conversation was well underway in social media,
- There was conversation in the community about Te Uruhi (the Gateway).
- The Beach Bylaw was also very topical at this time with many voicing concerns around the process and decision making.

Figure 2.2 Overall satisfaction by quarter



Q43. How satisfied or dissatisfied are you with the overall performance of Council? Base n=804



2.2 What is driving overall satisfaction?

Key driver analysis determines the relative role that different Council service areas play in overall resident satisfaction. It summarises where resources should be focused to drive an increase in overall resident satisfaction, highlighting potential action points and investment areas.

The results of the analysis are summarised in quadrant plots. This chart displays key Council action points at a glance. The further to the right an aspect is, the more important it is to residents; the closer to the top of the chart an aspect is, the better performing it is (i.e., a high proportion of residents are satisfied with it).

For example,

- Swimming pools perform well but have a low impact on overall satisfaction
- Rates and trusting the Council to do the right thing perform relatively poorly and have a high impact on overall satisfaction

Council should focus on those areas in that bottom right quadrant. Improving these will lead to gains in overall satisfaction.

The four measures that fell short of the LTP targets have lower levels of impact on overall satisfaction:

- Street lighting: 84% achieved vs 85% target
 - Relatively low impact on overall satisfaction and unlikely to be driving scores
 - Positive comments identified well-lit areas and a feeling of safety at night as a result. Moves to LED lights were also praised. Comments showed that perceptions would improve with more lighting in specific areas.
- Roads allow for easy movement 74% achieved vs 80% target
 - Moderate impact on overall satisfaction, has some impact on overall satisfaction declining but is not a key driver.
 - Positive comments related to fast travel times and streets adequate for the level of traffic. Improvement areas mentioned included traffic lights and a better focus on active transport.
- District developing in a way that considers its unique character and natural environment: 70% achieved vs 75% target
 - Moderate impact on overall satisfaction, has some impact on overall satisfaction declining but is not a key driver.
 - Verbatim comments were not collected for this question but comments from other questions highlight Kāpiti gateway – Te Uruhi as a major source of dissatisfaction.
- Waste minimisation education 59% achieved vs 75% target
 - Relatively low impact on overall satisfaction and unlikely to be driving scores
 - Verbatim comments focused on a need for better communications about initiatives.

The analysis shows instead that the key drivers of satisfaction and therefore the



areas that need to be the focus for improvement are:

- Perceptions of rates
- Perceptions that Council makes good decisions
- Building trust in Council to do the right thing

Analysing the Q3 March and Q4 June results separately shows how the drivers changed as the overall score has dropped.

- None of the 4 measures that missed LTP targets are identified as key drivers of that overall score dropping.
- Perceptions that Council makes good decisions have dropped in relative importance in relation to the overall satisfaction score, but perceptions of performance remain low. In Q3 and Q4 this was not a driver of the lower scores.
- Perceptions of whether things are going in the right direction increased in importance relative to overall satisfaction scores given. This is a key driver of the drop in scores and an area that should be a focus for change.
- Perceptions of rates and building trust in Council to do the right thing maintained their position as an improvement area and a major driver of overall satisfaction.



Figure 2.3 Drivers of Overall Satisfaction – Financial Year 2020-21

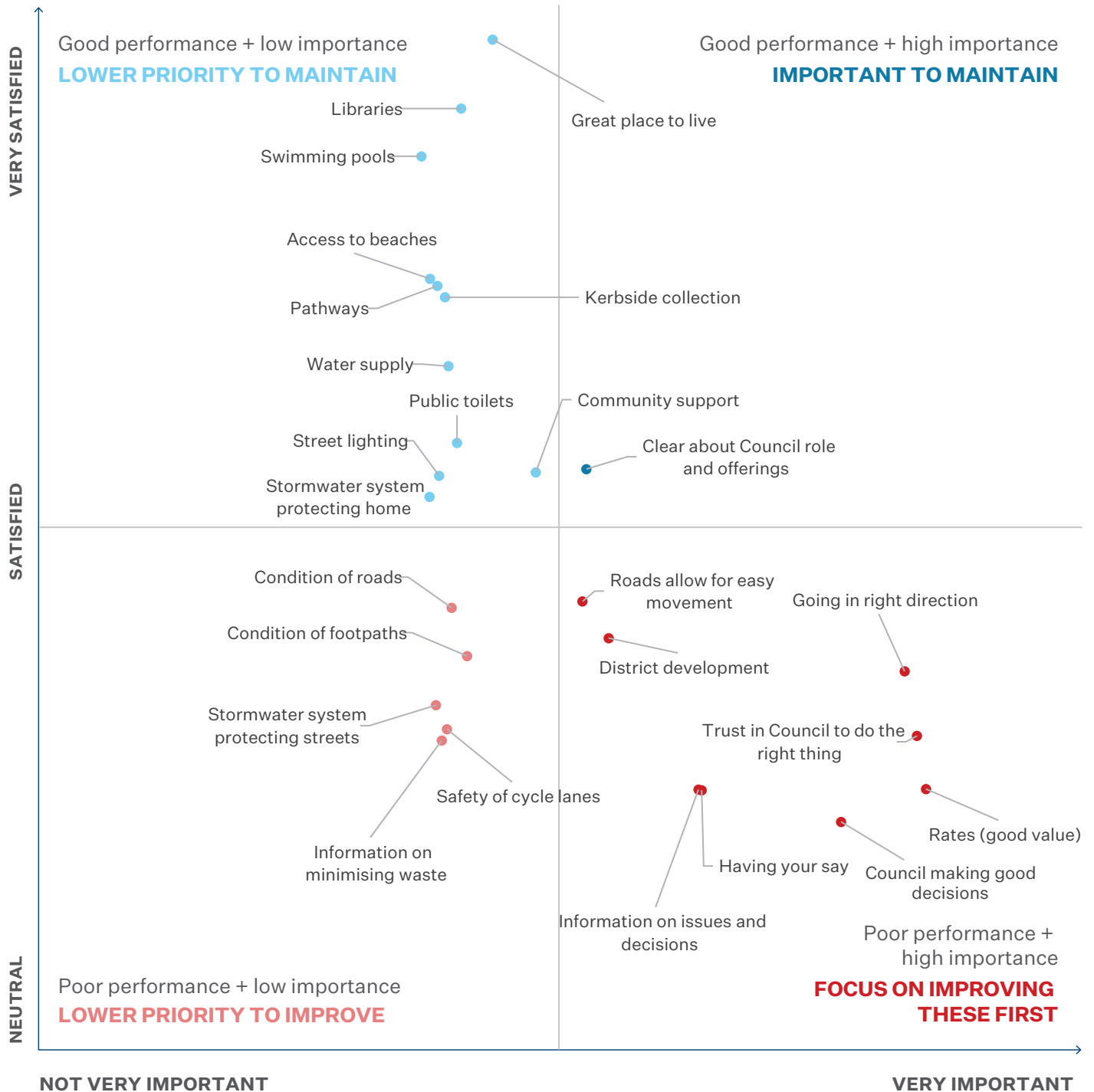
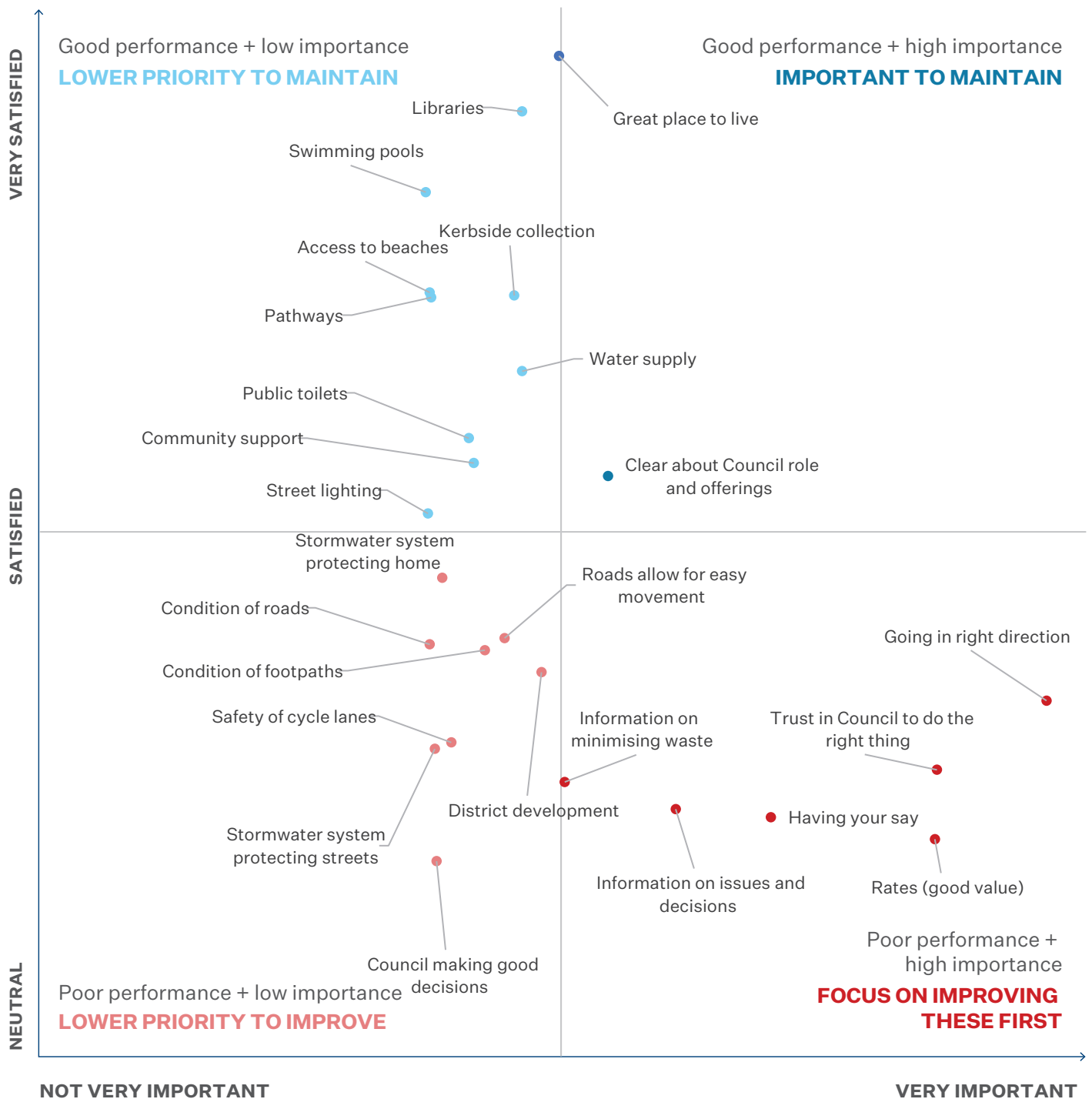




Figure 2.4 Drivers of Overall Satisfaction – Quarter 3 and Quarter 4 Analysis





What else did residents say in the survey?

To achieve overall improvements the focus should be on communications and engagement rather than improving physical assets.

Analysis of open ended comments provided by respondents throughout the survey highlights key areas of satisfaction and dissatisfaction:

Main themes of dissatisfaction relating to perceptions were:

- Kapiti Gateway - Te Uruhi (by far the biggest theme)
- Feeling of not being heard and if heard not taken on board (eg. Paekakariki seawall)
- High rates: Comments showed residents do not understand or do not support how rates are calculated and/or there is a lack of visibility on where money is spent
- Don't know about how to get involved – want a phone line to call
- Closing the Waikanae tip
- Want more letter box drops and ways of participating
- Airport
- Housing problem and pricing
- Subdivisions with a lot of small houses and no trees
- Appear to be politically motivated rather than running the city

Main themes of satisfaction relating to perceptions were:

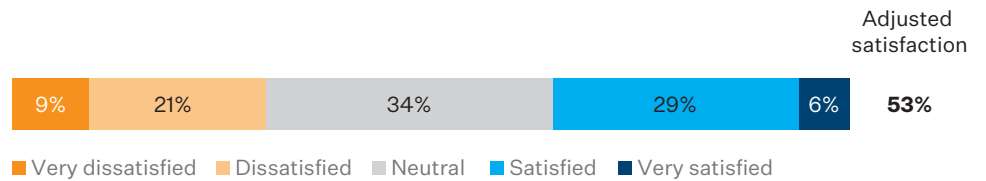
- Street lighting and maintaining roads
- Mayor is upfront
- Changing place names to reflect history
- Library services
- Making the environment better to live in including investment in walkways, parks, drainage, and lighting
- They do their best with resources they have
- Trying to do different things for Otaki
- Revocation cooperation for SH1
- They put a lot in newspapers and communication is open
- They give opportunities for people to meet and discuss issues



2.3 Value for money

Value for money shows a similar trend, with a third of residents neutral in opinion.

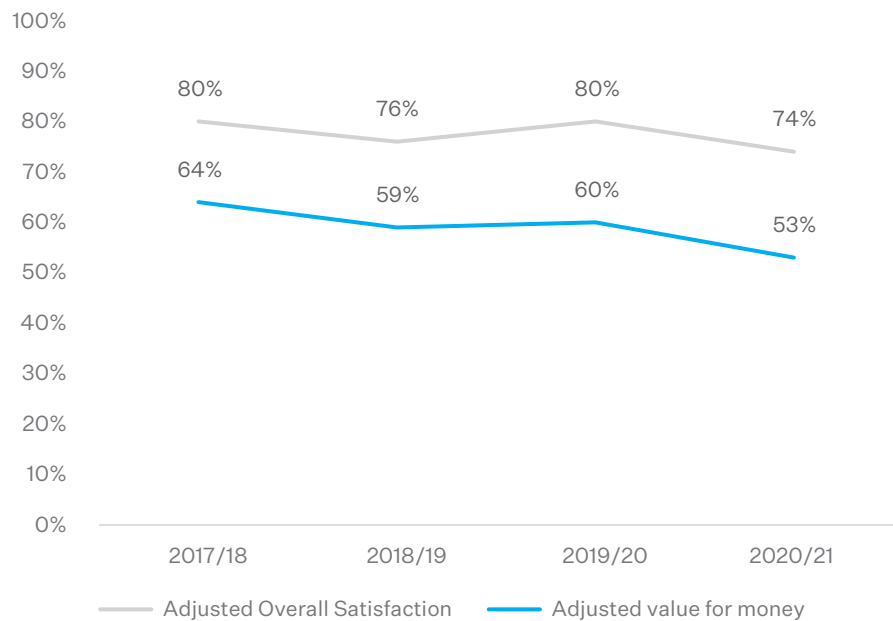
Figure 2.5 Value for money



Q31. Considering all the services that the Council provides, overall how satisfied or dissatisfied are you that you receive good value for the money you spend in rates and other fees? Base those that pay rates n=770

2.4 Trend analysis

Figure 2.6 Overall satisfaction and value for money – trend analysis



Q43. How satisfied or dissatisfied are you with the overall performance of Council? Base n=804

Q31. Considering all the services that the Council provides, overall how satisfied or dissatisfied are you that you receive good value for the money you spend in rates and other fees? Base those that pay rates n=770



Section 3

COUNCIL PERFORMANCE

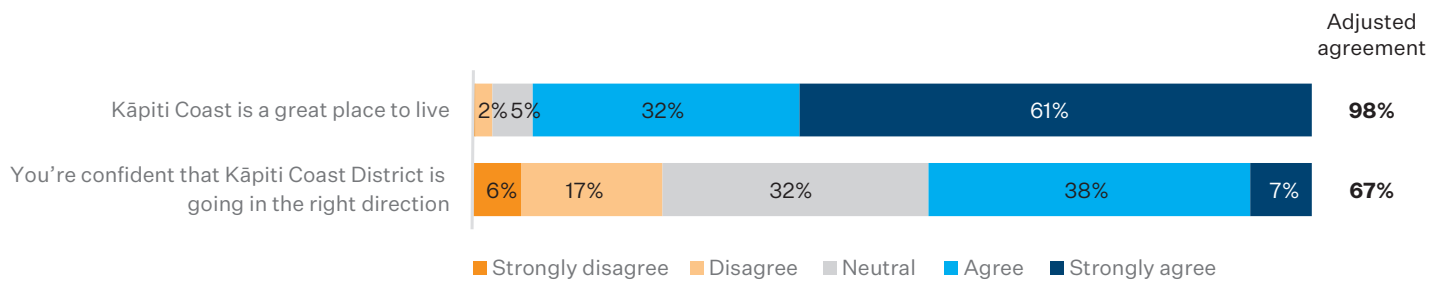


3.1 Perceptions of Kāpiti

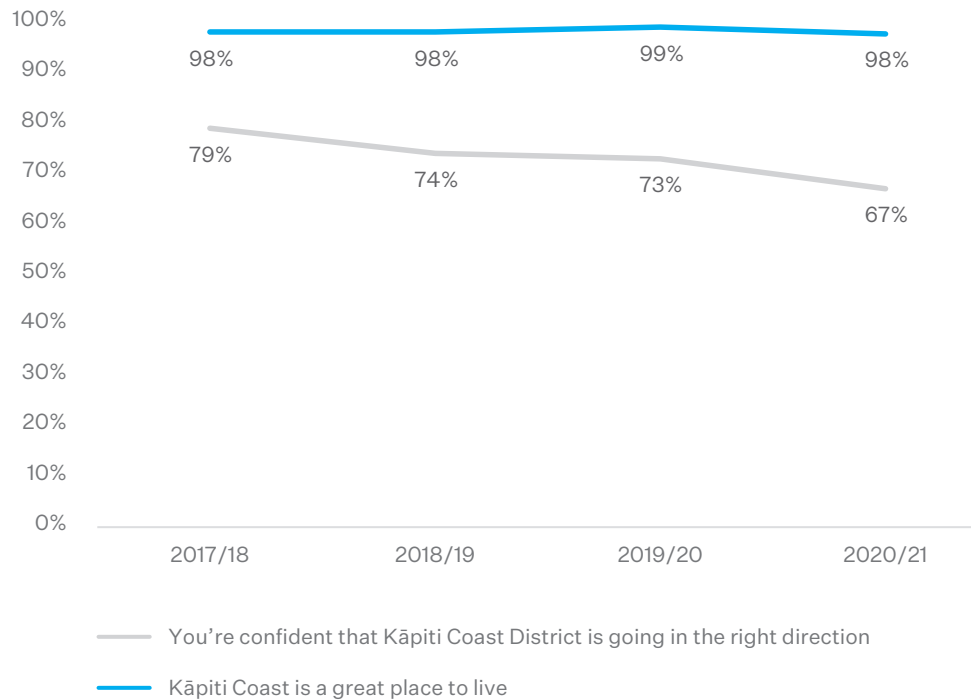
The majority believe Kāpiti is a great place to live, this remains on par with previous years.

However, this year there is lower agreeance that Kāpiti is heading in the right direction. This trend is consistent, we have seen declining confidence the district is going in the right direction since 2018.

Figure 3.1 Living in Kāpiti



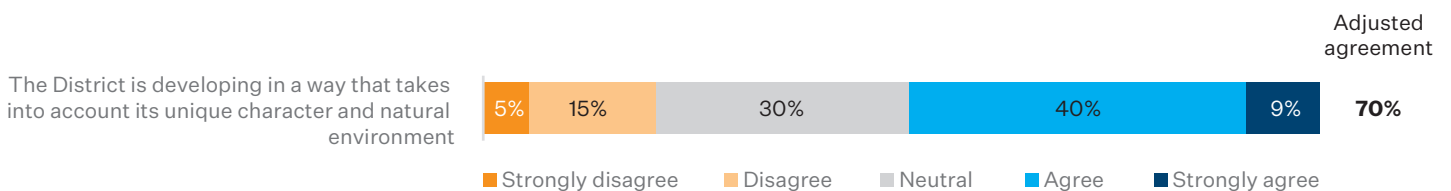
Q40 Now, using a similar scale, could you please tell me how much you agree or disagree with the following statements? This time, 1 is strongly disagree and 5 is strongly agree. How much do you agree or disagree that... You're confident that Kāpiti Coast District is going in the right direction Kāpiti Coast is a great place to live Base n= 791, 804

**Figure 3.2 Living in Kāpiti – trend analysis**

Q40 Now, using a similar scale, could you please tell me how much you agree or disagree with the following statements? This time, 1 is strongly disagree and 5 is strongly agree. How much do you agree or disagree that... You're confident that Kāpiti Coast District is going in the right direction Kāpiti Coast is a great place to live Base n= 791, 804

3.2 District development

Residents are less inclined this year to think the district is developing in a way that takes into account its unique character and natural environment. This year's lower measure brings the score below target.

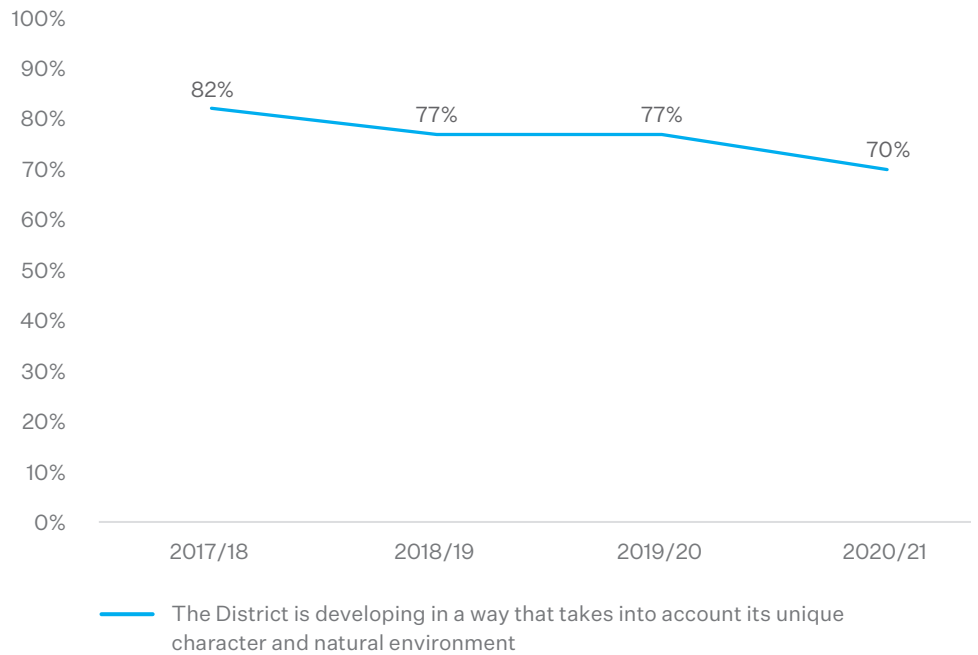
Figure 3.3 Detailed District Development

Q40 Now, using a similar scale, could you please tell me how much you agree or disagree with the following statements? This time, 1 is strongly disagree and 5 is strongly agree. How much do you agree or disagree that... The District is developing in a way that takes into account its unique character and natural environment Base n=783



Figure 3.4 District Development – Trend Analysis

Performance Measure Target 2020/21: 75%



Q40 Now, using a similar scale, could you please tell me how much you agree or disagree with the following statements? This time, 1 is strongly disagree and 5 is strongly agree. How much do you agree or disagree that... The District is developing in a way that takes into account its unique character and natural environment? Base n=783



3.3 Council sentiment and intent

Over half of residents are clear about what the council does. One third of residents believe the council is making good decisions and four in ten believe it does the right thing. Trend analysis shows these perceptions have decreased this year.

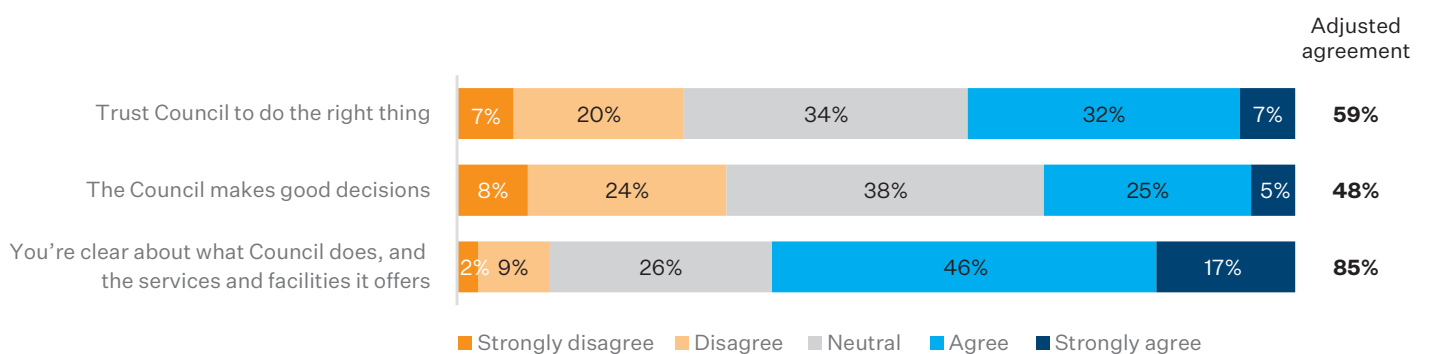
There are a variety of themes coming through, positively:

- “Agree with upgrading roads and footpaths, we’re in need of upgrades, there is a lot of movement in that area which is good”.
- “I had friends that went to see the Mayor, and they were surprised that their letters were answered and that they were able to meet him”
- “I think the services provided makes my environment better to live in. The park and walk ways, lighting and drainage”.

And, more negatively:

- “I just don’t trust them and I think they’re arrogant”.
- “I strongly agree some council members are only interested in their own interest and their own political career”.
- “It seems to me that they, like I said before, they’re not listening to the community, they want to do what they think is alright but they’re not listening to anyone in the community”.

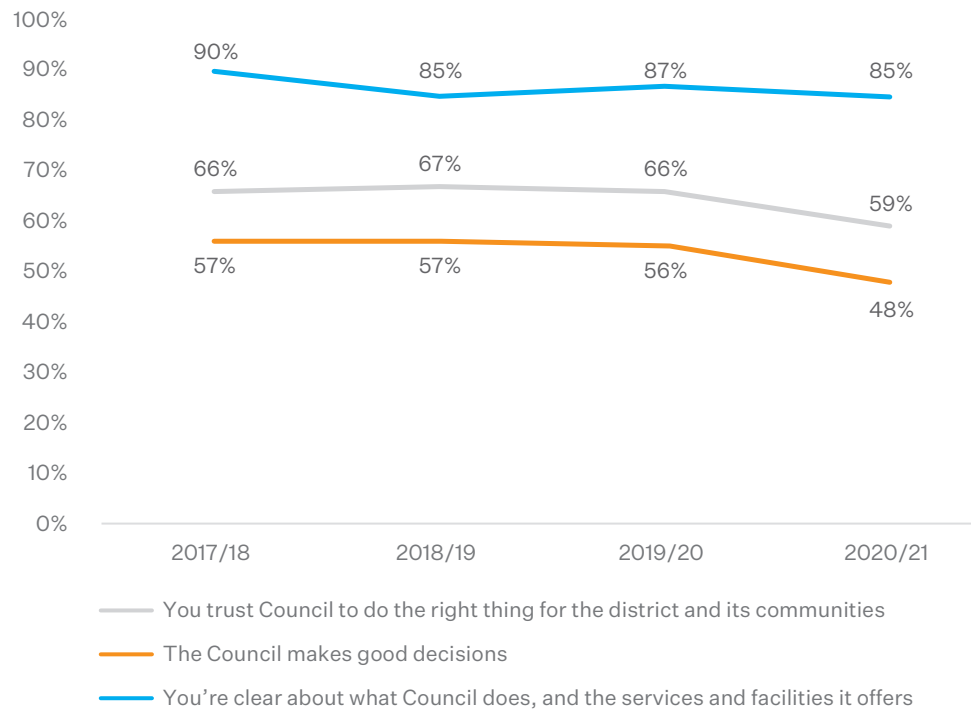
Figure 3.5 Detailed council intent



Q40 Now, using a similar scale, could you please tell me how much you agree or disagree with the following statements? This time, 1 is strongly disagree and 5 is strongly agree. How much do you agree or disagree that... You trust Council to do the right thing for the district and its communities... The Council makes good decisions... You're clear about what Council does, and the services and facilities it offers Base n= 796, 801



Figure 3.6 Council intent – trend analysis



Q40 Now, using a similar scale, could you please tell me how much you agree or disagree with the following statements? This time, 1 is strongly disagree and 5 is strongly agree. How much do you agree or disagree that... You trust Council to do the right thing for the district and its communities... The Council makes good decisions... You're clear about what Council does, and the services and facilities it offers Base n= 796, 801



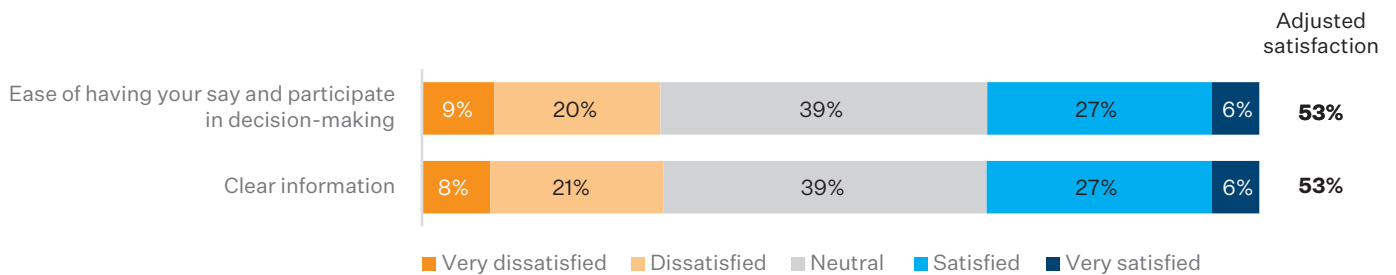
3.4 Residents involvement

Around a third of residents felt satisfied that the council provided clear information when decisions were coming up. A similar proportion felt the council made it easy for them to participate in decision-making. Large proportions are neutral so there is a good opportunity to convert and improve scores.

“Don’t think the communication is good. Only hear about the mayor and nothing else.”

“I have no idea where I can go to become involved. More recent citizens are listened to more than long standing citizens.”

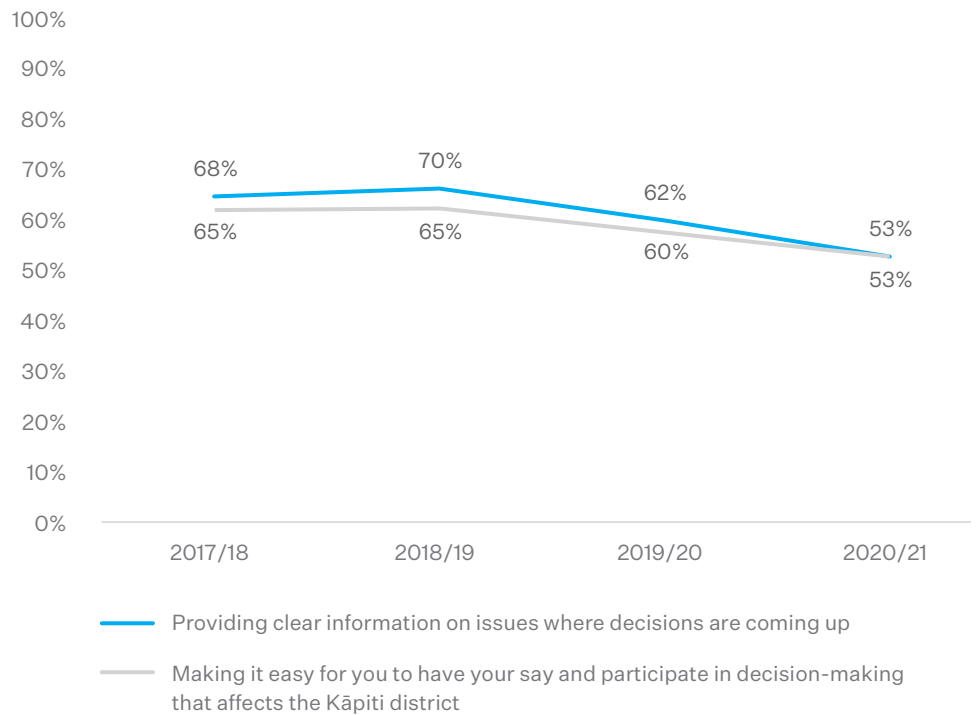
Figure 3.7 Keeping residents involved and informed



Q40 On a scale from 1 to 5 where 1 is Very dissatisfied, 2 is dissatisfied, 3 is neutral, 4 is satisfied and 5 is Very satisfied, how would you rate the Council on... .. Providing clear information on issues where decisions are coming up?... Making it easy for you to have your say and participate in decision-making that affects the Kāpiti district Base n= 762, 754



Figure 3.8 Keeping residents involved and informed – trend analysis



Q40 On a scale from 1 to 5 where 1 is Very dissatisfied, 2 is dissatisfied, 3 is neutral, 4 is satisfied and 5 is Very satisfied, how would you rate the Council on... .. Providing clear information on issues where decisions are coming up?... Making it easy for you to have your say and participate in decision-making that affects the Kāpiti district Base n= 762, 754



Section 4

INFRASTRUCTURE



4.1 Ease of movement

Ease of movement falls below the target this year. Just over half are satisfied the roads allow for easy movement around the district.

“Because the access is very good, I can get out of Paraparaumu Beach and to Wellington within 50 minutes.”

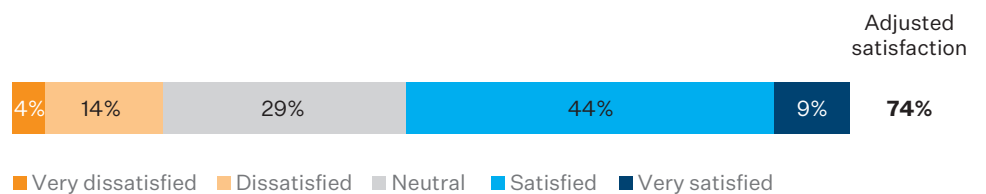
“Commuting is fast and shopping is good, it isn’t very far between places, easy access to Wellington”

Reasons for being very dissatisfied are

- Traffic congestion
- Connectivity of roads
- Too many traffic lights
- Wheelchair access to walking tracks
- Walking and cycling safety
- Cones on the motorway
- Roadworks
- Quality of the roads

Figure 4.1 Detail ease of movement

Performance Measure Target 2020/21: 80%



Q7. First off, please think about access and transport. The Council maintains all roads within the Kāpiti Coast District, except for State Highway One and the new Expressway. On a scale of 1 to 5, where 1 is very dissatisfied, 2 is dissatisfied, 3 is neutral, 4 is satisfied and 5 is very satisfied., how satisfied or dissatisfied are you... That Council roads allow for easy movement around the district
Base n=802



4.2 Condition of roads

Just over half of residents are satisfied with the condition of the roads.

“ Compared to many places we have lived it’s kept pretty well updated”

“ There are no potholes, they seem to get onto it when there are issues”

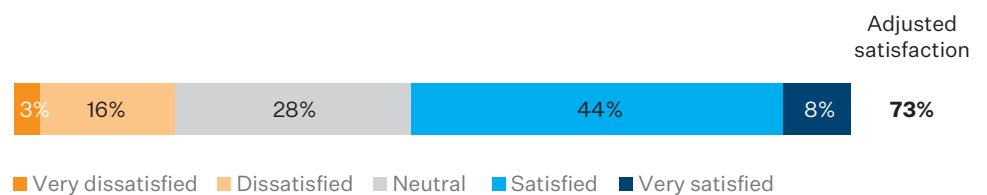
Those in Raumati Beach are more likely to be very dissatisfied with roading. This is for a variety of reasons, including the amount of roadworks, not enough hotmix, roadworks on fine roads and historical work.

Other comments from those that are very dissatisfied include:

- Construction sites sometimes don’t put cones on the road
- Rough patches on Kāpiti Road
- Too many roadworks
- No support for safe walking and cycling
- Bumpy roads
- Signage hard to read
- Hotmix- layers used that are not thick enough to sustain traffic
- Not being repaired
- Cost of repair (too much)
- Delays and cones holding up traffic

Figure 4.2 Detail of condition of the roads

Performance Measure Target 2020/21: 70%



Q7. First off, please think about access and transport. The Council maintains all roads within the Kāpiti Coast District, except for State Highway One and the new Expressway. On a scale of 1 to 5, where 1 is very dissatisfied, 2 is dissatisfied, 3 is neutral, 4 is satisfied and 5 is very satisfied., how satisfied or dissatisfied are you... With the condition of roads in the district Base n=803



4.3 Condition of footpaths

Satisfaction with the condition of the footpaths is on par with 2020. Around half (47%) are satisfied and a quarter (24%) dissatisfied.

“Footpath is just easy to access. If we go from one end to other end it’s easy”

“I have had no problem with it. I’ve not taken notice because it’s never been an issue”.

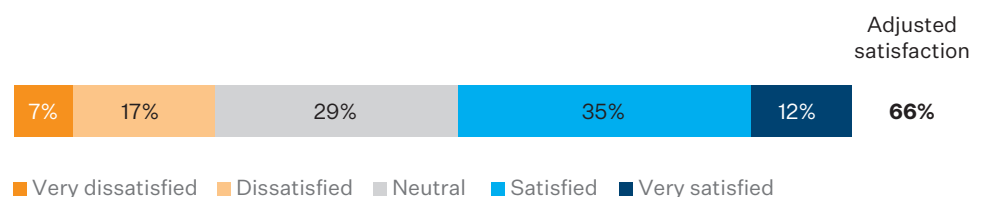
“There is just a sufficient amount of footpaths in the Kapiti Coast. They are often fixing it up, which is quite good. They’ve done a lot of repairs, which is great”

Dissatisfied comments include

- Lack of footpaths
- Disabled access via footpaths that are not maintained
- Disabled access to footpaths is difficult because they are built close to the road instead of the boundary to the house
- Neglected/ unmaintained footpaths/ potholes
- Tripping hazards/ trees coming up through concrete/ weeds unclean
- Rough and uneven (difficult for those less mobile)
- Narrow

Figure 4.3 Detail of condition of the footpaths

Performance Measure Target 2020/21: 65%



Q7. First off, please think about access and transport. The Council maintains all roads within the Kāpiti Coast District, except for State Highway One and the new Expressway. On a scale of 1 to 5, where 1 is very dissatisfied, 2 is dissatisfied, 3 is neutral, 4 is satisfied and 5 is very satisfied., how satisfied or dissatisfied are you... With the condition of footpaths in the district Base n= 787



4.4 Street lighting

Six in ten (61%) are satisfied with the street lighting.

“Finish work at 11pm, so feel comfortable to walk home at night.”

“I think it’s light enough for people to feel free to walk around in the community and probably most places”

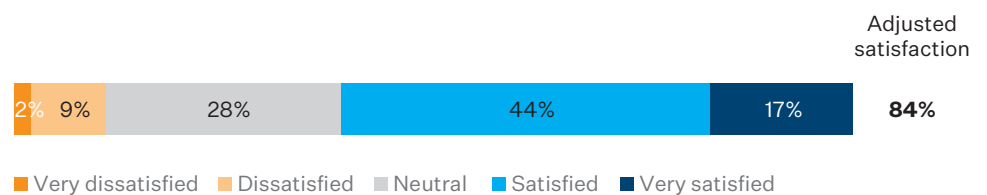
There are few (11%) dissatisfied with the street lighting. Even fewer are very dissatisfied (2%), reasons for being dissatisfied include:

- Not enough lighting
- Difficulty seeing
- Council failing to put lights in where needed

Specific areas mentioned are Te Moana Rd, street bridge (Ōtaki resident) and around the railway station (Waikanae resident).

Figure 4.4 Detail of street lighting

Performance Measure Target 2020/21: 85%



Q7 First off, please think about access and transport. The Council maintains all roads within the Kāpiti Coast District, except for State Highway One and the new Expressway. On a scale of 1 to 5, where 1 is very dissatisfied, 2 is dissatisfied, 3 is neutral, 4 is satisfied and 5 is very satisfied., how satisfied or dissatisfied are you... With street lighting Base n=779



4.5 Kerbside rubbish collection services

Around three quarters of residents use the kerbside rubbish collection services (77%), this is lower in the Ōtaki board area than any other area (67%).

Satisfaction is high with over three quarters (77%) of those that use the service satisfied.

“Because they always turn up, and they never make a mess.
They are also very considerate of horses on the road”

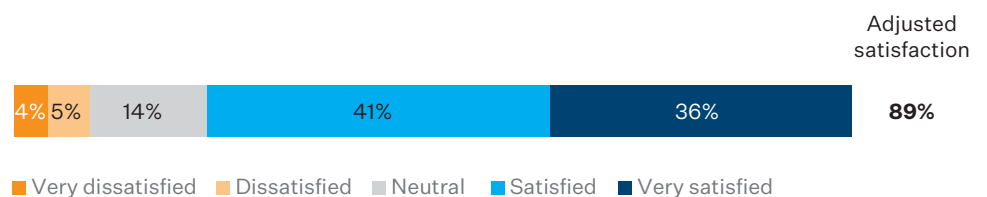
“Come as they’re supposed to, and they don’t leave rubbish but
there are too many providers/ trucks making noise down the
street and using petrol”

Reasons for dissatisfaction include:

- Refuse to recycle bottles/ limitations with recycling/ no recycling
- Recycling keeps changing/ confusion about recycling
- Lack of responsibility of council
- Too many companies, should be one contractor
- Bins not collected
- Confusion about what bins to put out
- Rubbish trucks leak oil and drive too fast
- Increases in fees

Figure 4.5 Detail of kerbside rubbish collection

Performance Measure Target 2020/21: 85%



Q10. How satisfied or dissatisfied are you with the standard of kerbside collection services provided by the collectors? Base n=621



4.6 Safety and availability of cycle lanes

Cycling is not a common mode of transport by residents, with only 16% cycling on a public road weekly or more often. Around 50% of residents have not cycled on a public road in the past 12 months.

Of those that do cycle regularly (once a week or more often) about 1/3 are satisfied with the safety (35%). Occasional cyclists (monthly) are more likely to be satisfied (53%).

Reasons for being satisfied are:

“ Because they’re well laid out. Mostly away from traffic, don’t have to ride on the road. Well maintained”

“ I use it quite regularly, being a regular cyclist on the road I feel safe”

“ I quite often cycle and I see many access points for cyclist. Sometimes it is quicker going down the cycle lanes rather than driving cars”

Reasons for dissatisfaction with cycle lane safety are two-fold, firstly those that were unhappy with the cycle ways:

- Having to share the road with motor vehicles
- Having none available
- They run too close to cars
- Trucks
- Motorists not following rules
- Not enough barriers/ separated from traffic
- Lack of continuity
- Drivers going into cycle lanes
- Lack of lanes
- Lanes in drivers blind spot on the left
- Not enough room on the roads, so tight cycle lanes
- Parked cars



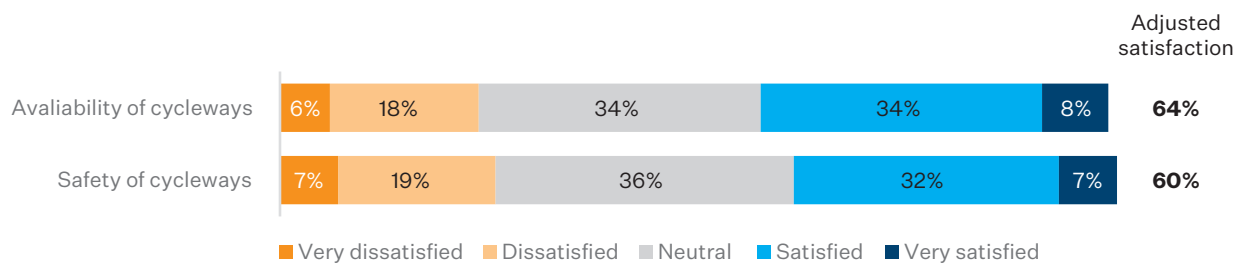
Secondly, those unhappy with cyclists and the way the lanes are used:

- Cyclists don't use them
- Aggressive cyclists
- Cyclists don't feel safe on them, so they avoid them
- Cyclists prefer to use the footpath
- Cyclists going onto the road
- Not policed so cyclists don't follow the road code

Reasons for dissatisfaction with the availability were because:

- None/ not enough available
- Parked cars blocking cycle lane
- Cycle lane dangerous
- Poorly planned/ badly designed
- Unsafe due to roadworks
- Incomplete
- Too many

Figure 4.6 Detail of safety and availability of cycle lanes



Q7 Now thinking about the ON-ROAD cycle lanes in the District, on a scale of 1 to 5, where 1 is very dissatisfied, 2 is dissatisfied, 3 is neutral, 4 is satisfied and 5 is very satisfied., how satisfied or dissatisfied are you.. With the safety of on-road cycle lanes on Kāpiti roads Base n=723... With the availability of on-road cycle lanes on Kāpiti roads Base n=718

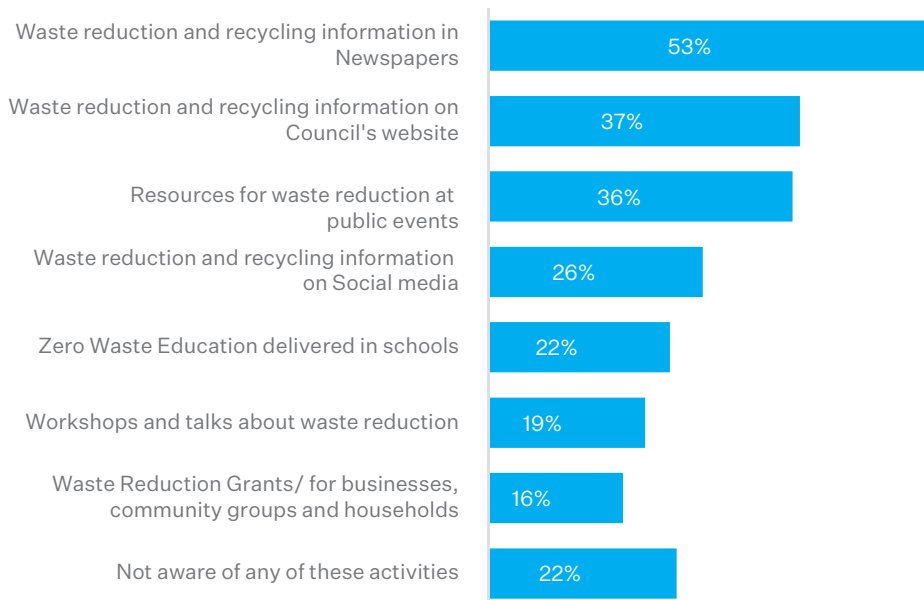


4.7 Waste minimisation education

An adjusted satisfaction score of 59% was achieved for satisfaction with the way Council is educating, informing and advising residents on ways to minimise waste. This is below the performance measure target of 75% at a drop from 65% achieved in 2019/2020.

However, when prompted with specific activities 78% are aware of at least one waste minimisation activity.

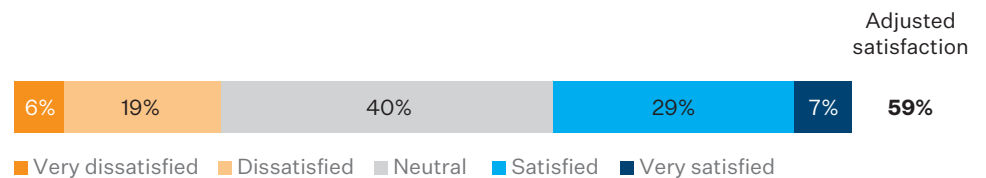
Figure 4.7 Awareness of waste reduction activities



Q12 The Council provides information and education on waste reduction and recycling. Which of the following council activities are you aware of? Base n=605 Only asked Q 2,3,4



Figure 4.8 Detail of waste reduction activities
Performance Measure Target 2020/21: 75%



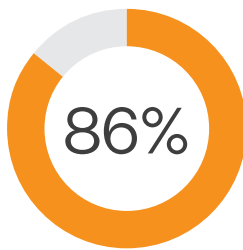
13 How satisfied or dissatisfied are you with the way Council is educating, informing and advising residents on ways to minimise waste? Base n=508

For the minority that were very satisfied (7%) this was because:

- They felt informed
- Ease of finding information
- Delivery, simplicity and availability of information
- Council's role in increasing awareness
- Free recycling at Ōtaki

For the minority that were very dissatisfied (6%) this was because:

- The council allows people to mix non recyclables and recyclables
- Not enough information
- The council does not 'practise what it preaches'
- The council does not educate in schools
- Fear tactics being used: 'its making people/children think they won't be alive in 5 years time'
- Implication that everyone can cut down on waste not taking into account household size, income and culture
- The council doesn't do enough in Ōtaki



use council
water supply

4.8 Water supply quality

Satisfaction with the quality of the water supply exceeds the target.

Seven in ten residents are satisfied with the water supply quality. Taste is the primary reason for satisfaction.

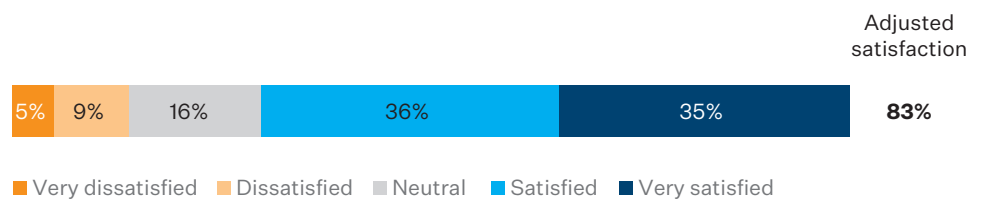
“Because I have never been dissatisfied. The water has good flavour and I travel a lot and I have tasted a lot of water around the country, and compared to them, it’s very good”.

“Flavours good, clarity’s good, no problem with supply. The only thing that I’m not satisfied with is the cost”.

“It is clear and tastes good and always available”.

Figure 4.9 Detail of water supply quality

Performance Measure Target 2020/21: 80%



Q16 In the past three months, how satisfied or dissatisfied are you with the quality of the Council’s water supply? (by quality I mean the taste, odour, and clarity of the water) Base n=680

Reasons for dissatisfaction include

- Taste (mould/ metallic)
- Thick
- Smell of chlorine
- Should not be chlorinated
- Chemical smell
- Fluoride
- Cloudy



4.9 Stormwater

Satisfaction with the ability of the stormwater system to protect homes from flooding has dropped between 2019/20 (81% satisfied) and 2020/21 (77% satisfied).

Lower proportions of residents are satisfied with the ability of the stormwater system to protect the streets from flooding when compared with homes. Satisfaction with the ability to protect streets from flooding reached 59%.

“ *Been in 20 years, never had a problem with flooding at all”.*

“ *In my street there are the drains in the street, so it doesn't seem to flood because of that. It just doesn't seem to flood”.*

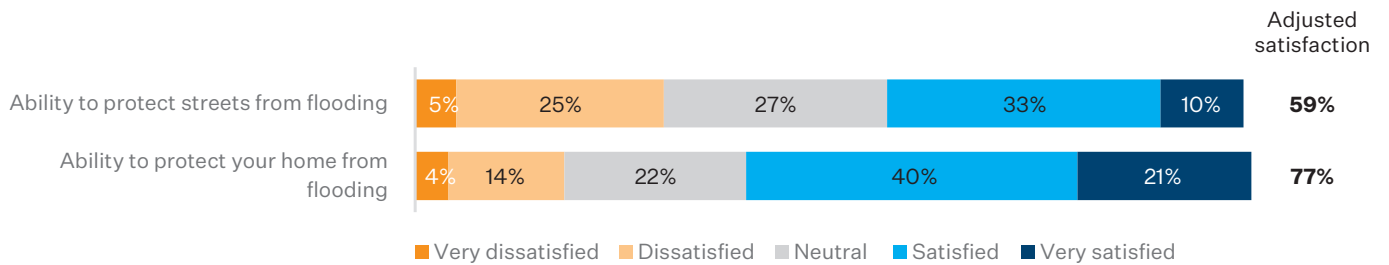
“ *It's usually very good, even after it's been raining, I don't have to walk through puddles. It's different in school but in the streets it's good”.*

The reasons residents are dissatisfied with how the stormwater system protects streets and homes are:

- Blocked stormwater systems/council not cleaning regularly
- Does not take the capacity required/ streets flood
- Flooded backyards
- Council being reactive rather than proactive
- System not working creating danger to cars and those using footpaths
- Cars parking on the system
- There is not one/ infrastructure is limited
- There is no stormwater system on our property (protect home only)
- The stormwater system discharges and floods my backyard
- Lack of leadership principle between councils and landowners.



Figure 4.10 Detail of stormwater

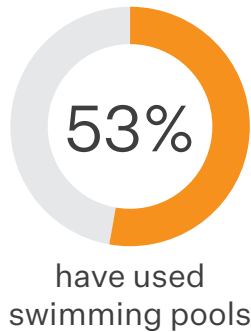


Q18 Now thinking about stormwater. Using the same scale as before, how would you rate your satisfaction or dissatisfaction with the stormwater system in terms of:... Its ability to protect your home from flooding Base n=361... Its ability to protect streets from flooding Base n=376 Asked in Q1 and Q4



Section 5

COUNCIL FACILITIES



5.1 Swimming pools

Swimming pools are used by around half of residents. Families with children are most likely to use them.

Satisfaction with swimming pools exceeds the KPI and is on a par with last year.

“Always clean and tidy and accessible, always extra swim gear available, staff always helpful”.

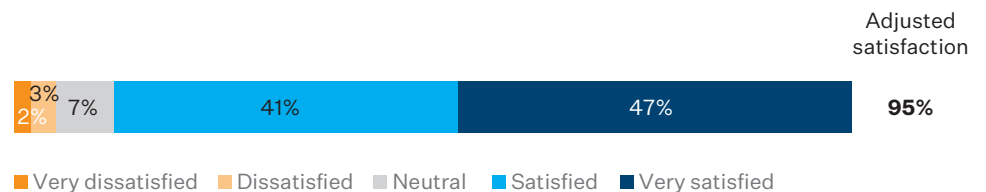
“Because the experiences that we’ve had, my partner is transgender, and they were really nice and accepting and we felt welcome there”.

“Clean, hygienic, good facilities and everything you need”.

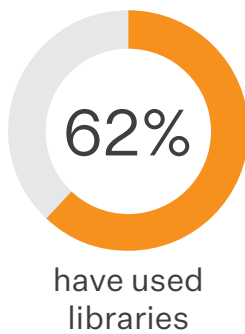
There was very low dissatisfaction. For those that were dissatisfied (2%) the key issues are price, not disability friendly (long walks and small changing rooms), not kid friendly (no diving boards, no kids in spa) and they are hot in summer.

Figure 5.1 Detail of swimming pools

Performance Measure Target 2020/21: 85%



Q22 And using the same 1 to 5 scale, how satisfied or dissatisfied are you with... The services and facilities at our swimming pools in the district Base n=210



5.2 Libraries

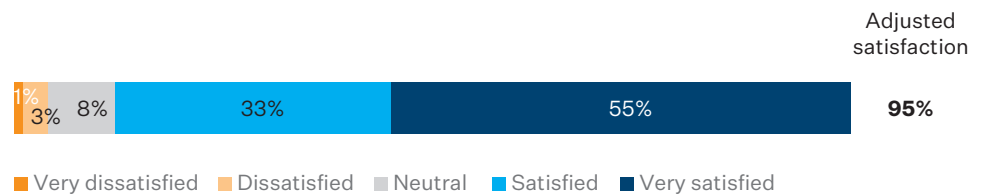
Adjusted satisfaction exceeds the target and last year's satisfaction scores. Nearly nine in ten (88%) are satisfied with the library services.

- “Because I am a very regular user, I find the services available/provided by the libraries excellent”.
- “Because I always get good service. They cater for people other than books, e.g., copying and stuff like that. Assisting with working out graphics for me. Friendly staff especially in Waikanae and they are very helpful”.
- “Because I think they do an excellent service, go out of there way to help to you around library if you don't know place well. Contact you by phone, if you reserve a book, they would telephone you. Other good things too”.

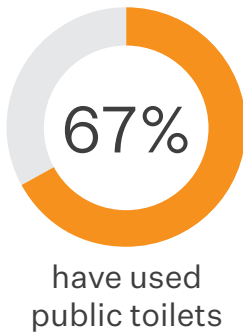
Reasons for dissatisfaction (5 comments) were primarily around the time taken to refurbish Waikanae library, and the limited range of books in the smaller library.

Figure 5.2 Detail of libraries

Performance Measure Target 2020/21: 85%



Q22 And using the same 1 to 5 scale, how satisfied or dissatisfied are you with... The services at our district's libraries? Base n=494



5.3 Public toilets

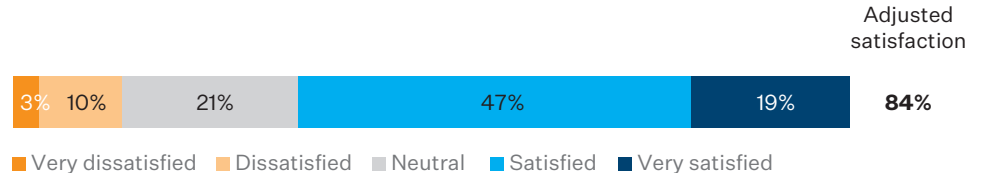
Two thirds of residents have used public toilets. Just over half were satisfied with the cleanliness, maintenance and safety. Toilet paper availability was the main reason for satisfaction.

- “ Always clean the ones I go to. They clean it every hour”.
- “ I think that for me, because I’m out in the community. It is guaranteed that they are clean and have good accessibility you can park right next to them”.
- “ They are clean and this is the main thing, there is always toilet paper in there, always clean and tidy”.

Thirteen percent were dissatisfied with the public toilets mainly because of cleanliness, the smell, being locked at night, need for an upgrade. Specific toilets mentioned were Paraparaumu beach (3 mentions), Ōtaki beach (needs upgrading) and Mahara Place near Mahara gallery.

Figure 5.3 Detail of public toilets

Performance Measure Target 2020/21: 75%



Q22 And using the same 1 to 5 scale, how satisfied or dissatisfied are you with... Public toilets in the district? Base n=266 Only asked Q1 and Q3



5.4 Access points to beaches

There are high levels of satisfaction with access to beaches, around eight in ten are satisfied.

“It’s easy to get onto the beach, clear where you can take dogs and can’t take them”.

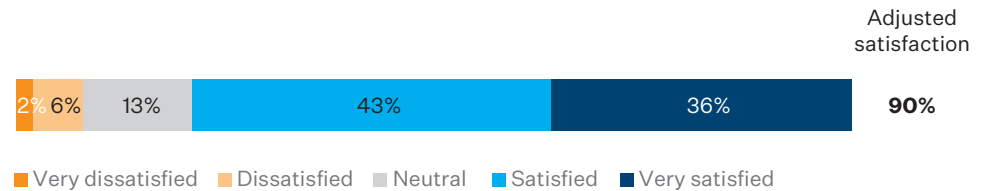
“First off, very well marked signs, and secondly you can actually follow the arrows and get to the beach no matter where you are”.

“I have had couple of surgeries on my leg nice to be able to drive onto the beach without having a long walk”.

Main reasons for dissatisfaction are ramp repairs needed in Paekākāriki for safety and wheelchair access (4 comments), too much parking which causes dunes to break down, Rangi Ruru needs backfilling, debris on Paraparaumu, not accessible by wheelchair (would like some concreted for wheelchair access).

Figure 5.4 Detail of access points to beaches

Performance Measure Target 2020/21: 85%



Q24 Council provides a number of access ways to beaches. In answering the next question please think about factors such as the accessibility and condition of access ways and whether there are enough of them. On the same scale... How satisfied or dissatisfied are you with access points to beaches? Base n=395



5.5 Pathways for cycling, walking and bridleways

Satisfaction for pathways for cycling, walking and bridle ways (horse tracks) is high. It exceeds the target.

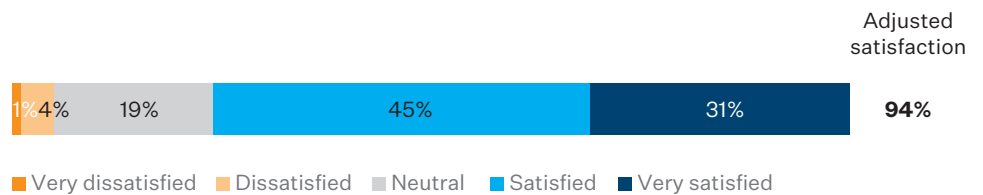
“ I use them every day with my dogs and the walkways around the district are beautiful”.

“ I am a cyclist and it’s an extensive network. Walkways and cycleways are maintained well”.

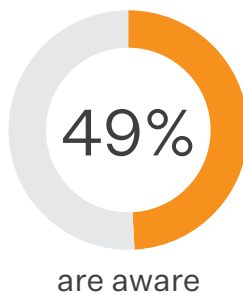
“ I like the new cycle way, is nice and flat, is wide, has a few hills and is good for children”.

Figure 5.5 Details of pathways for cycling, walking and bridle ways

Performance Measure Target 2020/21: 85%



Q26 Council provides a range of off-road cycling, walking and bridle ways throughout the district and is gradually developing these into a connected network. On the same 1-5 scale, how satisfied or dissatisfied are you with the pathways for cycling, walking and bridle ways? (Bridle ways refers to horse tracks).... How satisfied or dissatisfied are you with the pathways for cycling, walking and bridle ways? (Bridle ways refers to horse tracks). Base n=378 only asked Q2 and Q4



5.6 Community support services

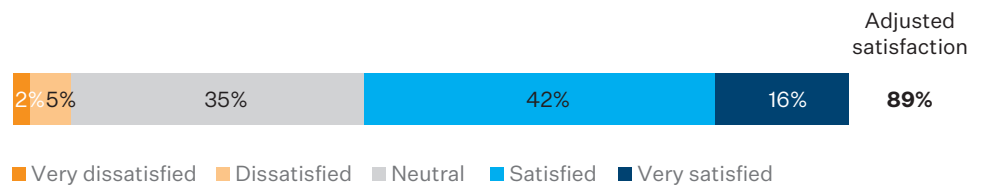
Around six in ten residents were happy with the community support services. This exceeds targets.

“I see them supporting a diverse range of interest groups, its community building”

“I know they are supportive of people in the community as much as they can I think they do a good job”.

Figure 5.6 Detail of community support services

Performance Measure Target 2020/21: 85%

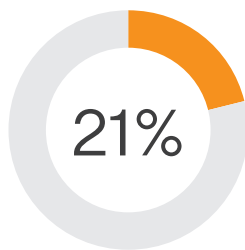


Q29 Council supports a range of community events like Neighbours Day and No 8 Wire Week and assists organisations that help people in your District. Council also provides grants for community activities and supports groups like the Youth Council, Older Persons Council and Kāpiti Accessibility Advisory Group... And on the scale of 1 to 5...How satisfied or dissatisfied are you with the Council's community support services? n= 369



Section 6

CONTACT WITH COUNCIL



of those surveyed had made a request for service, or a complaint about Council service

6.1 Satisfaction with interactions

Satisfaction increased slightly last year, however this year it drops again. Just under half of enquiries are handled well with residents feeling satisfied and the outcome achieved.

Those that were dissatisfied with information about the progress of their enquiry gave the following reasons:

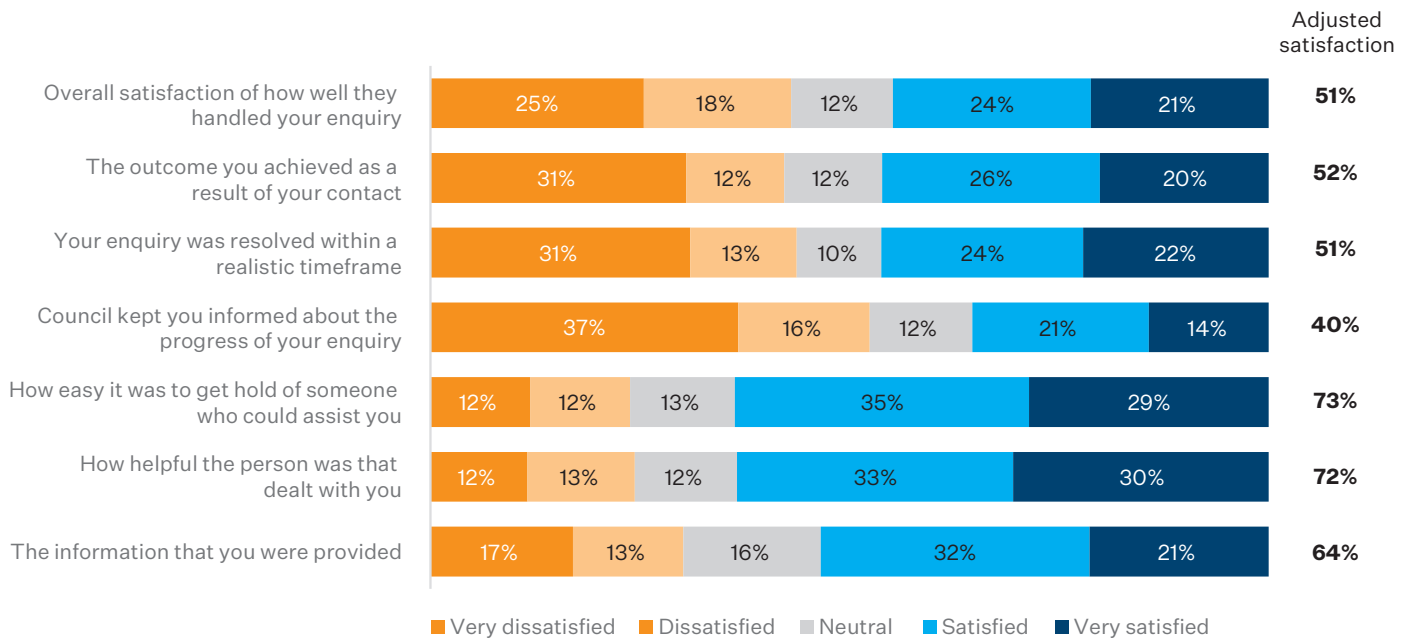
- Lack of, or no, communication
- No further follow up on complaint
- No one taking responsibility for issue
- Time period was unreasonable
- Having to make multiple contacts

“ They don’t return call, don’t answer calls and generally you don’t get hold of the same person twice”.

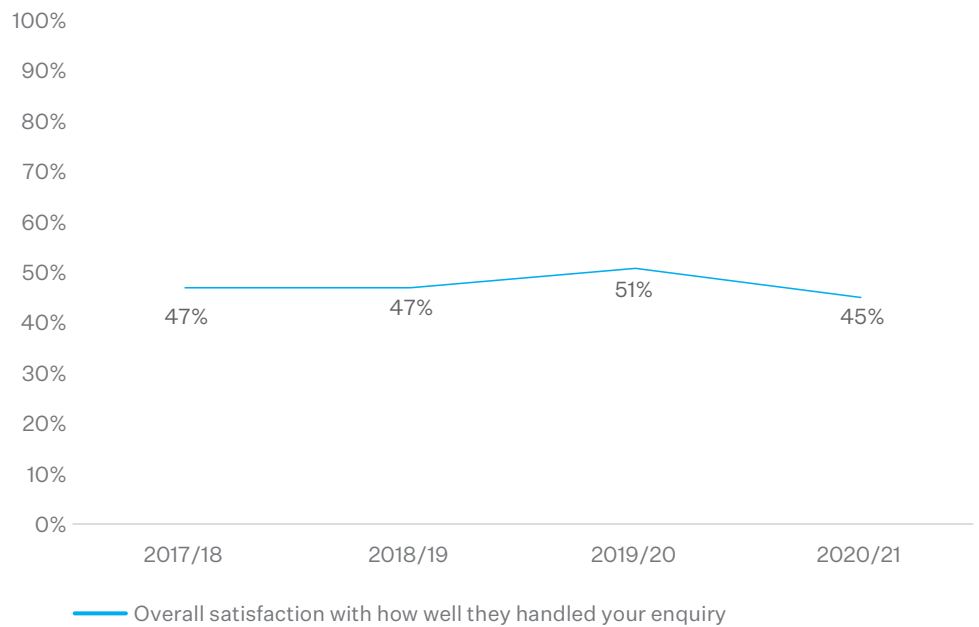
“ I just wanted them to put more rubbish bins around the beach. They haven’t contacted me or I haven’t heard anything from them, there are new bins”.

“ I have emailed many times, and I have rung them many times, and they have not made any progress on that matter”.

Those who make contact generally do it by phone.

**Figure 6.1 Detail of interactions**

Q36 The Council works to ensure that its staff understand customers' concerns, and endeavour to ensure that requests are dealt with quickly and effectively. Thinking back to your most recent contact or request, using the same scale as before, how would you rate your satisfaction or dissatisfaction with each of the following? Base n=147-165

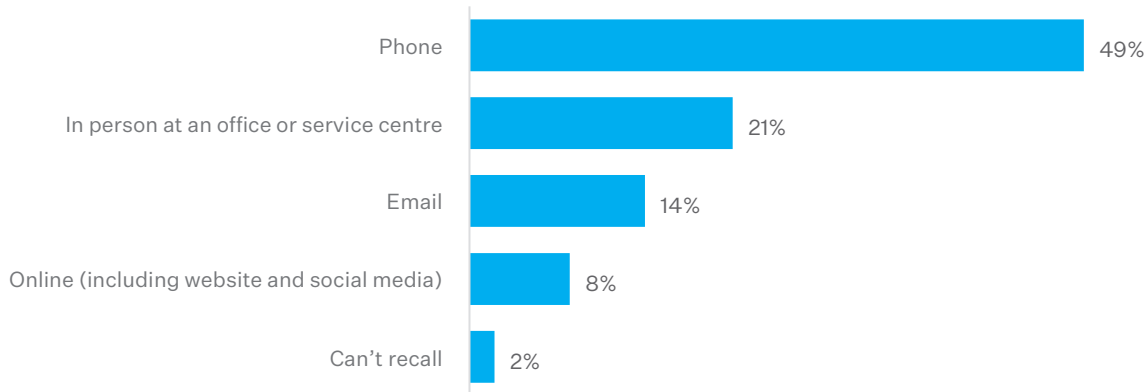
**Figure 6.2 Satisfaction with how well enquiry handled – trend analysis**

| | 2017/18 | 2018/19 | 2019/20 | 2020/21 |
|----------------------|---------|---------|---------|---------|
| Outcome | 46% | 49% | 49% | 46% |
| Timeframe | 46% | 49% | 51% | 46% |
| Kept informed | 33% | 38% | 37% | 35% |
| Easy to get hold of | 67% | 65% | 69% | 64% |
| Helpfulness | 58% | 65% | 65% | 63% |
| Information provided | 49% | 57% | 59% | 53% |

Q36 The Council works to ensure that its staff understand customers' concerns, and endeavour to ensure that requests are dealt with quickly and effectively. Thinking back to your most recent contact or request, using the same scale as before, how would you rate your satisfaction or dissatisfaction with each of the following? Base n=147-165



Figure 6.3 Methods used to contact Council



Q34 Thinking about your most recent contact with Council, how did you contact them? Base n= 91 only asked in Q1 and Q3

Figure 6.4 Main dealings



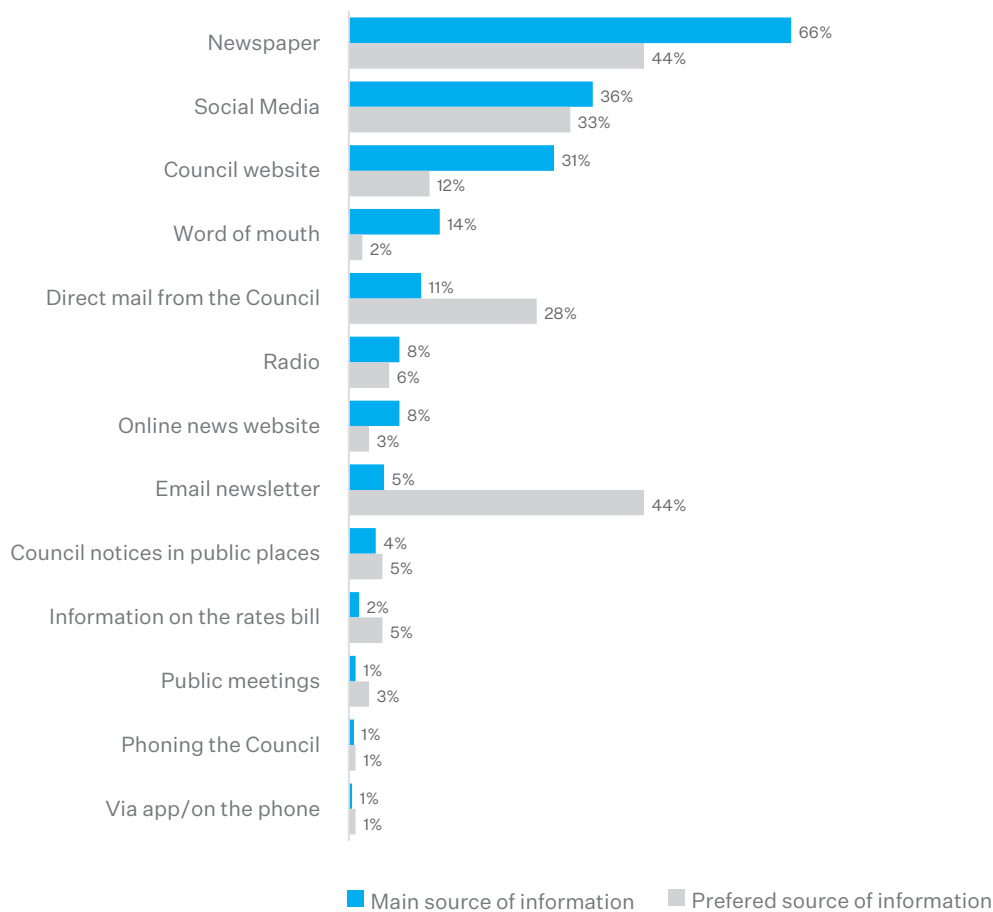
Q35 And who did you mainly deal with on this issue? Base n= 90 only asked in Q1 and Q3



6.2 Main and preferred sources of information

Matching current sources to preferred sources identifies an opportunity to increase communication via direct mail and email newsletters.

Figure 6.5 Main and preferred sources of information



Q40 What is the main source of information you use to keep up-to-date with what Council is doing or planning? Thinking about sources of information around Council activity, how would you prefer to receive information from the Council to keep up-to-date with what the Council is doing or planning? Base n=405 Only asked in Q1 and Q4



Section 7

COVID-19 WELLBEING

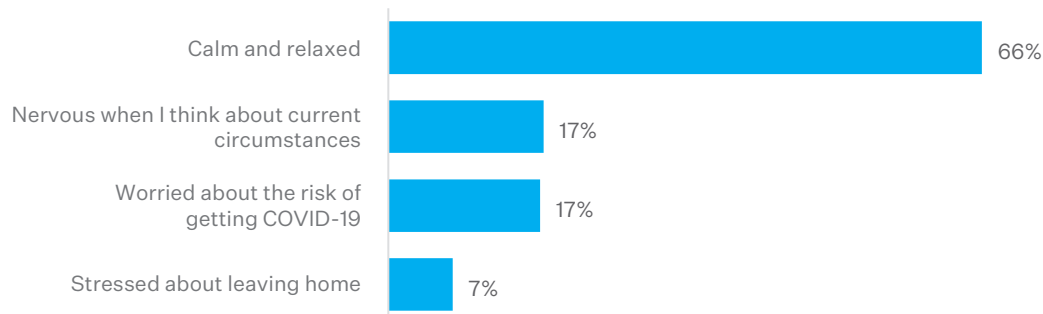


While the majority are calm and relaxed, there is still a proportion of residents that are nervous and worried.

Quarterly results show an increase in positive sentiment in December. This follows the elimination of lockdown restrictions across New Zealand by early October.

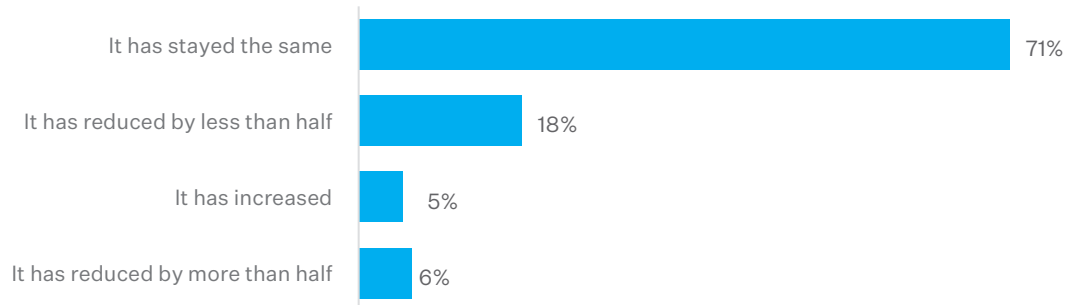
For seven in ten, Covid-19 has not affected income but for 22% income has reduced.

Figure 7.1 COVID-19 sentiment (somewhat or strongly applies)



| | September 2020 | December 2020 | March 2021 | June 2021 | 2020/21 Total |
|--|----------------|---------------|------------|-----------|---------------|
| Calm and relaxed | 64% | 68% | 64% | 67% | 66% |
| Nervous when I think about current circumstances | 26% | 12% | 14% | 19% | 17% |
| Worried about the risk of getting COVID-19 | 24% | 12% | 16% | 17% | 17% |
| Stressed about leaving home | 10% | 7% | 8% | 4% | 7% |

Q51 Please advise whether any of the following statements apply to you, using a scale from 1 to 5, where 1 means it does not apply at all, and five means it strongly applies. Base n=773

**Figure 7.2 COVID-19 and household income**

| | September 2020 | December 2020 | March 2021 | June 2021 | 2020/21 Total |
|----------------------------------|----------------|---------------|------------|-----------|---------------|
| It has stayed the same | 68% | 72% | 72% | 73% | 71% |
| It has reduced by less than half | 19% | 17% | 18% | 17% | 18% |
| It has reduced by more than half | 7% | 5% | 5% | 5% | 5% |
| It has increased | 6% | 6% | 6% | 5% | 6% |

Q52. Which of the following best describes how COVID-19 has affected your household income to date? Base n=773



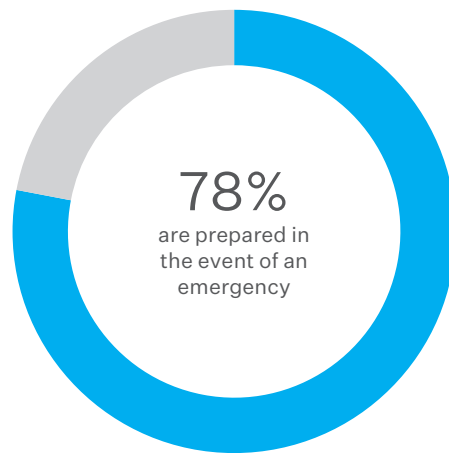
Section 8

EMERGENCY PREPAREDNESS



Most are prepared for an emergency.

Figure 8.1 Prepared for Emergency



Q48. Does your household have an emergency plan and a kit that includes stored food, water and survival items sufficient to get you through three days following an emergency event? Base n=205 Asked in Q2 and Q4



Section 9

APPENDIX: SAMPLE DEMOGRAPHICS



| Age | % | n |
|-------|-----|-----|
| 18-29 | 12% | 95 |
| 30-39 | 10% | 78 |
| 40-49 | 15% | 120 |
| 50-59 | 20% | 162 |
| 60-64 | 9% | 73 |
| 65+ | 34% | 274 |

| Gender | % | n |
|--------|-----|-----|
| Male | 46% | 373 |
| Female | 54% | 431 |

| Town | % | n |
|-------------------|-----|-----|
| Hautere | 0% | 0 |
| Nikau Valley | 0% | 1 |
| Otaihanga | 1% | 6 |
| Ōtaki | 13% | 107 |
| Ōtaki Beach | 2% | 20 |
| Paekākāriki | 10% | 83 |
| Paraparaumu | 23% | 185 |
| Paraparaumu Beach | 13% | 102 |
| Peka Peka | 1% | 5 |
| Raumati Beach | 6% | 52 |
| Raumati South | 5% | 38 |
| Reikorangi | 0% | 0 |
| Te Horo | 1% | 9 |
| Te Horo Beach | 1% | 6 |
| Waikanae | 19% | 156 |
| Waikanae Beach | 4% | 34 |



| Community Board Area | % | n |
|-----------------------|-----|-----|
| Ōtaki | 18% | 142 |
| Waikanae | 24% | 195 |
| Paraparaumu / Raumati | 48% | 384 |
| Paekākāriki | 10% | 83 |

| Household Composition | % | n |
|---|-----|-----|
| Single person | 19% | 149 |
| Couple without children/at home | 35% | 285 |
| Family with pre-school age children | 6% | 46 |
| Family with school age children | 19% | 152 |
| Family with adult children at home | 12% | 97 |
| Other multiperson household (e.g. flat) | 6% | 46 |

| Residence | % | n |
|--------------------|-----|-----|
| 1 year or less | 1% | 6 |
| 1 – 3 years | 6% | 46 |
| 3 – 5 years | 8% | 65 |
| 5 – 10 years | 15% | 117 |
| More than 10 years | 71% | 570 |



