



# Resident Opinion Survey Additional Information

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

[ June 2011 ]



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

# 1. Questionnaire

## Kapiti Coast DC – June 2011

INTRO	<p>My name is %INAME% I am from UMR Research an independent research company that has been commissioned by the Kapiti Coast District Council to survey residents' views on their delivery of the Council's services. I need to speak to someone who is 18 years and over who is a resident in the Council's area. Would you like to participate?</p> <p>Proceed.....[ ] SP Don't proceed.....[ ] GO TO SEX</p>
SEX	<p>INTERVIEWER: Enter sex of respondent [DO NOT READ]</p> <p>Male.....1 Female.....2</p>
D1	<p>Just to confirm, are you a resident in the Kapiti Coast District Council's area which extends from Paekakariki[PY-Ka-Ka-Ree-Kee] in the south to the Pukehou[PUKE-Hoe] Bridge in the north?</p> <p>Yes.....1 No.....2 Unsure.....3</p>
<p>IF D1='No' OR D1='Unsure' ASK TERMINATE</p>	
D2	<p>Which ward or areas in the Kapiti Coast District Council do you live in?[READ LIST]</p> <p>Paraparaumu [Para-Para-OO-MOO].....1 Paekakariki-Raumati South [PY-Ka-Ka-Ree-Kee].....2 Otaki [OH-TACK-Kee].....3 Waikanae [Wy-Kah-Nye].....4 Unsure.....5</p>
<p>IF D2='Unsure' ASK D4</p>	
D4	<p>Firstly, we need to make sure that we speak to people of all different ages, What age group are you in? Please stop me when I read out the appropriate age group[READ LIST - INTERVIEWER - REMEMBER Respondent must be 18 - 39 years, unless they live in OTAKI]</p> <p>18-19.....1 20-24.....2 25-29.....3 30-34.....4 35-39.....5 40-44.....6 45-49.....7 50-54.....8 55-59.....9 60-64.....0 65-69.....1 70-74.....2 75 Plus.....3 [DO NOT READ] Refused.....4</p>
<p>IF D4='[DO NOT READ] Refused' ASK TERMINATE</p>	
Q1	<p>In terms of meeting the needs of the residents of Kapiti, would you say the services provided by the Kapiti Coast District Council are completely suitable, mostly suitable with some problems, mostly not suitable or completely unsuitable?[DO NOT READ]</p> <p>Completely suitable.....1 Mostly suitable with some problems.....2 Mostly not suitable.....3 Completely unsuitable.....4 [DO NOT READ] Unsure.....5</p>

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

- 1-        Council's work on dune restoration and planting
- 2-        Standard of beach access ways
- 3-        Standard of beach signage
- 4-        Council's support for planting and restoration projects
- 5-        Availability of community halls
- 6-        Standard of public toilets
- 7-        Removal of litter
- 8-        Council's level of support for community groups
- 9-        Managing graffiti on public buildings
- 10-      Standard of cemetery environment
- 11-      Access to libraries
- 12-      Standard of library services and book stocks
- 13-      General rubbish collection services
- 14-      Effectiveness of kerbside recycling collection
- 15-      Council's support for business

-15-  
(32)

1 - very satisfied        1

2.....                2

3.....                3

4.....                4

5 - very dissatisfied..... 5

[DO NOT READ]

Unsure.....        6

SP

---

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

- 1-        Council's work on dune restoration and planting
- 2-        Standard of beach access ways
- 3-        Standard of beach signage
- 4-        Council's support for planting and restoration projects
- 5-        Availability of community halls
- 6-        Standard of public toilets
- 7-        Removal of litter
- 8-        Council's level of support for community groups
- 9-        Managing graffiti on public buildings
- 10-      Standard of cemetery environment
- 11-      Access to libraries
- 12-      Standard of library services and book stocks
- 13-      General rubbish collection services
- 14-      Effectiveness of kerbside recycling collection
- 15-      Council's support for business

-15-  
6/8-27

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\*\*\*\*\*Display\*\*\*\*\*

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

- 1- Council's work on dune restoration and planting
- 2- Standard of beach access ways
- 3- Standard of beach signage
- 4- Council's support for planting and restoration projects
- 5- Availability of community halls
- 6- Standard of public toilets
- 7- Removal of litter
- 8- Council's level of support for community groups
- 9- Managing graffiti on public buildings
- 10- Standard of cemetery environment
- 11- Access to libraries
- 12- Standard of library services and book stocks
- 13- General rubbish collection services
- 14- Effectiveness of kerbside recycling collection
- 15- Council's support for business

SP

1 - very important 1  
2..... 2  
3..... 3  
4..... 4  
5 - not important  
at all..... 5  
[DO NOT READ]  
Unsure..... 6

\*\*\*\*\*Display\*\*\*\*\*

Q4 Have you had contact with the council about any aspect of its services in the last 12 months?  
[DO NOT READ]

Yes.....1  
No.....2 GO TO SKIPQ6  
Unsure.....3 GO TO SKIPQ6

IF Q4='Yes' ASK Q5

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

1 - very responsive.....1  
2.....2  
3.....3  
4.....4  
5 - not responsive at all.....5  
[DO NOT READ] Unsure.....6

ASK ALL

Q7 Using a 1-5 scale where, 1 means, strongly agree, and 5 means, strongly disagree, to what extent do you agree or disagree with the following statements about the communications, information and advice the council provides on its meetings, policies and democratic services?  
[RANDOMIZE]

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

SP

	-1- (46)	-2- (47)	-3- (48)	-4- (49)
1 - strongly agree	1	1	1	1
2.....	2	2	2	2
3.....	3	3	3	3
4.....	4	4	4	4
5 - strongly disagree.....	5	5	5	5
[DO NOT READ]				
Unsure.....	6	6	6	6

Q8	This question is about civic involvement. Using a 1-5 scale where 1 means strongly agree and 5 strongly disagree, how much do you agree or disagree that the council gives you enough opportunities to participate in decision-making?				
	1 - strongly agree.....	1			
	2.....	2			
	3.....	3			
	4.....	4			
	5 - strongly disagree.....	5			
	[DO NOT READ] Unsure.....	6			
Q9	What are your main sources of information about council? [FIRST MENTION ONLY] [DO NOT READ]				
	Council website.....	1			
	Newspaper .....	2			
	Radio.....	3			
	Council notices in public places, libraries, swimming-pools etc.....	4			
	Information in the rates bill.....	5			
	Print Newsletters from the Council.....	6			
	Direct mail from the Council.....	7			
	Public meetings.....	8			
	Email newsletters.....	9			
	Phoning the council.....	0			
	Nil / Nothing else.....	1			
	Other (specify) .....	2			
		(53-72)			
	Specified Other				
Q9B	What are your main sources of information about council? [ALL OTHER MENTIONS] [DO NOT READ]				
			MP		
	Council website.....	1			
	Newspaper .....	2			
	Radio.....	3			
	Council notices in public places, libraries, swimming-pools etc.....	4			
	Information in the rates bill.....	5			
	Print Newsletters from the Council.....	6			
	Direct mail from the Council.....	7			
	Public meetings.....	8			
	Email newsletters.....	9			
	Phoning the council.....	0			
	Nil / Nothing else.....	1			
	Other (specify) .....	2			
		(8-27)			
	Specified Other				
Q10	Using a 1-5 scale where 1 means, strongly agree, and 5 means, strongly disagree, to what extent do you agree or disagree with the following aspects of the communications, information and advice the council provides on its Libraries, the Arts and Museums, [RANDOMIZE]				
	-1- They are timely				
	-2- They are easy to get				
	-3- They encourage you to take part or get involved				
	-4- They are appropriate				
		-1- (28)	-2- (29)	-3- (30)	-4- (31) SP
	1 - strongly agree	1	1	1	1
	2.....	2	2	2	2
	3.....	3	3	3	3
	4.....	4	4	4	4
	5 - strongly disagree.....	5	5	5	5
	[DO NOT READ]				
	Unsure.....	6	6	6	6
*****Display*****					

Q11	Using a 1-5 scale where 1 means, strongly agree, and 5 means, strongly disagree, to what extent do you agree or disagree with the following aspects of the communications, information and advice the council provides on supporting a sustainable environment, [RANDOMIZE]				
-1-	They are timely				
-2-	They are easy to get				
-3-	They encourage you to take part or get involved				
-4-	They are appropriate				
	-1- (32)	-2- (33)	-3- (34)	-4- (35)	SP
1 - strongly agree	1	1	1	1	
2.....	2	2	2	2	
3.....	3	3	3	3	
4.....	4	4	4	4	
5 - strongly disagree.....	5	5	5	5	
[DO NOT READ]					
Unsure.....	6	6	6	6	

\*\*\*\*\*Display\*\*\*\*\*

D5	Do you pay rates to the Kapiti Coast District Council? Yes.....1 No.....2 Unsure.....3
D6	Which of the following describes the home you live in?[READ LIST] I am renting and looking to buy.....1 I am renting and not looking to buy.....2 I own my home freehold.....3 I own my home with a mortgage.....4 I live at home with parents.....5 [DO NOT READ] Other.....6 [DO NOT READ] Unsure.....7 [DO NOT READ] Refused.....8
D7	How many people 18 years of age or older are currently living in your household, including yourself?[DO NOT READ] 1.....1 2.....2 3.....3 4.....4 5 or more.....5 Unsure.....6 Refused.....7
D8	Do you have dependent children under the age of 18?[DO NOT READ] Yes.....1 No.....2 Unsure.....3
D9	What is the approximate combined before tax income in your household, Please stop me when I read out the appropriate income range,[READ LIST] \$20,000 or less.....1 \$20,001-30,000.....2 \$30,001-40,000.....3 \$40,001-50,000.....4 \$50,001-70,000.....5 \$70,001-100,000.....6 More than \$100,000.....7 Income was nil/or made a loss.....8 [DO NOT READ] Refused.....9
D10	What is your total PERSONAL income, including income support, before tax, Please stop me when I read out the appropriate income range?[READ LIST] Less than \$15,000.....1 \$15,001-25,000.....2 \$25,001-30,000.....3 \$30,001-40,000.....4 \$40,001-50,000.....5 \$50,001-70,000.....6 More than \$70,000.....7 Income was nil/or made a loss.....8 [DO NOT READ] Refused.....9

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

MP

NZ Maori.....1

NZ European.....	2
------------------	---

British.....3

Other European.....4

Pacific Island.....5

Chinese.....6

Indian.....7

Other Asian.....8

Other (specify)	9
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(43-62)

Specified Other

NAME Occasionally our supervisors call to ensure I have done the interview.

May I have your first name only

PHCHK .....and can I confirm that your phone number is %KEY%

Yes.....1

No.....2

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IF PHCHK='No' ASK STD
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STD	Could you please tell me the std code for your area [YOU CAN ONLY ENTER THE STD CODE 04 OR 4]
-----	--

1 TO 9

(64)

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

1000000 TO 9999999

(65-71)

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ASK ALL

That's the end of this survey .....

I would like to thank you for taking part. My name is %INAME% and if you have any queries about this survey you can ring my supervisor Pania Brown on (09)-373-8711.

$$[*CO: *]$$



## 2. Verbatim Comments (Reasons for Dissatisfaction)

### REASONS FOR BEING DISSATISFIED WITH: COUNCIL'S WORK ON DUNE RESTORATION AND PLANTING

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

#### Verbatim responses:

Because they knocked down all the sand dunes at Paraparaumu beach and she is really angry about that.	Female, 60+, Waikanae
Don't know much about it.	Male, 60+, Otaki
Don't think they are doing enough. Especially up around Waikanae.	Female, 30-44, Paekakariki-Raumati South
I have a disability and I can't get to them because the access is ridiculous.	Female, 45-59, Paraparaumu
I think that they do reasonably well with flowers but I'd like to see more trees. There has been an improvement but in general the development that has been going around especially in the North about flattening of the dunes is irreplaceable. I would like to see any remaining natural sand dunes to be protected, no more development like in the past where the dunes were flattened for development.	Female, 45-59, Paekakariki-Raumati South
More money should be spent on them instead of water meters.	Female, 45-59, Paekakariki-Raumati South
Mostly all we see in Paraparaumu is the Council digging up the roads and then they stop and then they come and dig some more but I don't see any plantation.	Female, 30-44, Paraparaumu
Needs more work on restoration on planting.	Male, 30-44, Paekakariki-Raumati South
Paraparaumu beach they plant up and the tide comes in and washes it away; not a lot of thought in the planning.	Female, 60+, Paraparaumu
Sometimes the funding of it - the process to get funding to get planting done could be easier.	Female, 45-59, Otaki
The sand dunes are coming down because there is nothing to hold them up. Some houses could be on the edge and could have a risk of collapsing.	Female, 60+, Waikanae
They do not plant enough.	Male, 45-59, Paekakariki-Raumati South
They don't do any work. More plants are needed to help rebuild sand dunes.	Female, 45-59, Paekakariki-Raumati South
They seem to allow people with money to do what they want.	Male, 30-44, Waikanae
They seem to dig them away and just leave it.	Male, 45-59, Paraparaumu

Base: A random selection of respondents who were dissatisfied with the 'Council's work on dune restoration and planting' (n=15).

## REASONS FOR BEING DISSATISFIED WITH: STANDARD OF BEACH ACCESS WAYS

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

### Verbatim responses:

Awhile ago they built a nice pathway then left it to overgrow.	Female, 60+, Paekakariki-Raumati South
Being over 80 I can't get down the steps, they need more friendly access.	Female, 60+, Waikanae
Combination of clear signage and improve physical access, sometimes they are very narrow, you hardly see them there.	Male, 60+, Otaki
It's a still undeveloped area in Otaki. It's not as well developed like the other areas. It's largely an untouched area as compared to other coastline areas. Car parking is not developed and special car parks for handicapped people are not developed and looked after.	Male, 45-59, Otaki
Not sure which ways we're allowed to take.	Female, 30-44, Paekakariki-Raumati South
The access way is too awkward to walk on.	Female, 30-44, Paraparaumu
The amount of logs on the beach. The amount of rubbish from the bins overflowing, glass for example.	Male, 30-44, Waikanae
The fact that there aren't enough, Peka Peka in particular, there should be one every 100 or 150 metres instead in Peka Peka they are 1.5km apart.	Female, 60+, Waikanae
The seawall development in Paekakariki, I don't think there is good community involvement. It's not good with keeping with the environment or the culture of our community.	Female, 30-44, Paekakariki-Raumati South
There are not nice tracks for the access and track access could be made a lot better. Also protection needs to be improved.	Male, 45-59, Otaki
There is no boat ramp provided at the beach.	Female, 30-44, Otaki
They could be a lot clearer.	Female, 60+, Paraparaumu
They put logs across some of the roads without consulting the residents listening to only a few people. They also changed the name and number of my street and house respectively.	Male, 60+, Otaki
Well the only beach I am familiar with is good but I heard about others that they are not good.	Female, 60+, Paraparaumu

Base: A random selection of respondents who were dissatisfied with the 'Standard of beach access ways' (n=14).

## REASONS FOR BEING DISSATISFIED WITH: STANDARD OF BEACH SIGNAGE

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

### **Verbatim responses:**

Be a little bit clearer about beach access and dogs.	Female, 60+, Paraparaumu
Don't think that no vehicle signs are visible enough and in bad locations and the same goes for dog signage.	Female, 45-59, Otaki
I find that there are far too many speed signs.	Female, 60+, Waikanae
I just think it's not apparent to people out of town how to access the beach, for instance, if you drive in people have no idea how to get to the beach and at Paekakariki people just aim in that direction because there is no road signage, same with Waikanae.	Female, 30-44, Paekakariki-Raumati South
I think that it's excessive, every 200 metres there's a sign, I feel it's an unnecessary waste of money, the cost is an enormous amount of money.	Female, 60+, Waikanae
I think they could give more information on water safety, fishing and what you can or cannot do at a beach.	Female, 30-44, Paekakariki-Raumati South
It's kind of random. The beach markers tell you where the beach exits are but on the land side there is no signs how to get onto the beach. There is some water contamination data provided on the Council website, but no information is provided on the beach side and I think there needs to be that because there is a problem with the dairy contaminating the water.	Male, 60+, Paekakariki-Raumati South
Its unsatisfactory especially people who want to walk their dogs on the beach.	Male, 45-59, Waikanae
Lack of any beach signage at all.	Female, 60+, Paekakariki-Raumati South
Lack of signs. I have noticed there is hardly anything to indicate the swimming area etc.	Male, 30-44, Otaki
Not enough information.	Female, 45-59, Otaki
Not much signage and could be clearer as to direction.	Female, 60+, Paraparaumu
Only our area - Tasman Road. A little more thought could have gone into it - something a bit more aesthetically pleasing.	Female, 60+, Otaki
Ridiculous need to have signs on the beach. Excessive and unnecessary signs.	Male, 45-59, Paraparaumu
Some signs have don't access to the boat end when cars should not access in.	Male, 30-44, Paraparaumu
The amount of beach signage that indicates where animals and people can go is insufficient. Needs full signage in more locations.	Male, 60+, Waikanae
The beach access signs are quite small and hard to see.	Female, 30-44, Paekakariki-Raumati South
The big signage at the Kapiti beaches is under developed. It is not well promoted and is poor compared to other beaches in New Zealand. For a place well known for their beaches the signage is poor.	Male, 30-44, Otaki
The signage is not good design, I'm a graphic designer. The content is not the best.	Female, 30-44, Paekakariki-Raumati South
The signs don't give a location indicator.	Female, 30-44, Paraparaumu
Their beach access signs are down on the beach instead of the road where the beach access is from.	Male, 60+, Paekakariki-Raumati South
There is not very much and what they have is quite crappy, for example, Te Horo beach.	Male, 60+, Otaki
They don't have signs for dog exercise area and issues of vehicles allowed on the beach.	Female, 45-59, Paraparaumu
When I'm driving towards Otaki, I can't remember seeing an Otaki sign saying Otaki Beach, or Raumati Beach. I might not see it because it might be a normal road sign. I have not recognised it - needs to be more colourful.	Female, 60+, Otaki
You can't see the silly blue poles they just don't stand out.	Male, 18-29, Otaki

Base: A random selection of respondents who were dissatisfied with the 'Standard of beach signage' (n=25).

## REASONS FOR BEING DISSATISFIED WITH: COUNCIL'S SUPPORT FOR PLANTING AND RESTORATION PROJECTS

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

### Verbatim responses:

I don't know anything about it they don't promote it.	Male, 45-59, Otaki
I don't think they have a comprehensive plan they should have a comprehensive plan but it should be a moderate plan. There is too much basic infrastructure while restoration is put on hold.	Male, 60+, Waikanae
I don't think they're focused in the right places - they're more concerned on development rather than restoring.	Male, 30-44, Paraparaumu
I live next to a development that was gifted to the Council about 18 months ago and since its been gifted to the Council there has been no development at all and prior to it being gifted there was continuous work going on by the developers.	Male, 45-59, Paraparaumu
I see a lot of planting through schools. I think more could be done around primary schools. It'll be nice to see the Council provide more funding for primary schools to grow their own plants instead of buying plants.	Male, 45-59, Paekakariki-Raumati South
I'm not happy with the parks and reserves. Not catering for the entire community.	Male, 45-59, Paraparaumu
Inappropriate usage of plants. They plant plants to pull them out a few days later. They should plant longer lasting plants. They are a waste of money.	Female, 45-59, Otaki
Just when they do any developments, they have to look around and maintain other things like the environment and nature rather than ripping off everything.	Female, 45-59, Paekakariki-Raumati South
No I think they should be focusing on important things rather than putting attention on things that doesn't matter. The condition of footpath and access to post office is disgusting. They should have meetings to discuss these problems and how to solve these problems. They are taking money, they should be doing it, but they aren't which is sad.	Female, 60+, Paraparaumu
Not promoted enough properly. A lot of areas need it and are not being done. I don't see where the need is anyone doing anything about it.	Female, 45-59, Paraparaumu
Seems to be a lot of non-New Zealand trees being planted in the area.	Male, 30-44, Waikanae
The burns aren't kept to a standard. Not enough care taken for the shrubs that are not on the beach.	Male, 60+, Waikanae
They are trying to rip out the gardens and replace with few trees.	Female, 60+, Otaki
They take shortcuts, they cut corners on certain projects, quality is important when using the rate payers money, some of the gardens look a bit lame,a bit dull.	Male, 45-59, Paekakariki-Raumati South
When they start development they don't finish it off properly.	Male, 45-59, Paraparaumu

Base: A random selection of respondents who were dissatisfied with the 'Council's support for planting and restoration projects' (n=15).

## REASONS FOR BEING DISSATISFIED WITH: AVAILABILITY OF COMMUNITY HALLS

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

### **Verbatim responses:**

I haven't tried to get the availability for the local facilities so don't really know about it.	Male, 30-44, Waikanae
No nice halls they are run down.	Male, 30-44, Paraparaumu
None were available, all being used.	Female, 18-29, Paekakariki-Raumati South
There should probably be a few more community halls.	Male, 30-44, Paraparaumu
Should be opened up for people. My daughter has a business and wants the hall from 5 to 10 but she can't get it because someone wants it for 1 hour. More hours is more money. It should go out for re-allocation each year.	Female, 45-59, Paekakariki-Raumati South
There doesn't seem to be ones that fit the bill for what we have in mind and when we wanted to run a big convention we couldn't because there was nothing available.	Female, 60+, Paraparaumu
There is not a lot around, there is an awful deficiency.	Female, 45-59, Paraparaumu
They are not open enough as to how to hire them.	Female, 30-44, Paraparaumu
They need to do more to make people aware of their availability to use the hall.	Male, 60+, Otaki
They seem to be okay.	Female, 60+, Paraparaumu
They should have more sporting facilities.	Male, 30-44, Paraparaumu
We do not have a big hall like a real hall we have only got two or three small halls only which are useless.	Male, 45-59, Paekakariki-Raumati South
We have only got one here. There is a lack of communication in this area about everything to do with the Council. We don't know what to do to gain access to the hall.	Male, 60+, Otaki

Base: A random selection of respondents who were dissatisfied with the 'Availability of community halls' (n=13).

## REASONS FOR BEING DISSATISFIED WITH: STANDARD OF PUBLIC TOILETS

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

### Verbatim responses:

Availability - the number of them, and hygiene - I often am uncomfortable.	Female, 30-44, Paekakariki-Raumati South
Don't think there is enough. Ones at Raumati pool are grotty.	Female, 60+, Paraparaumu
Every public toilet I have been into has been very maggy, ones at Weggery Park etc.	Male, 30-44, Waikanae
I can only speak about it at the McLean Park, by the beach, lack of toilet paper and generally unclean and it was around a weekend when there were a lot of people around.	Female, 30-44, Paraparaumu
I don't remember seeing any public toilet signs in the Otaki area. So there is lack of public toilets. I also want to comment on disability parking. The disability parking is not up to the code and there are not enough disability parking allocated.	Male, 30-44, Otaki
I don't think that there is enough and the ones that do exist are unmarked. There are no signs. The ones on the beach have no signs and no-one would even know it was a toilet.	Female, 60+, Waikanae
I guess it would be the number of toilets that is the problem. There aren't too many toilets available.	Female, 30-44, Paraparaumu
I have been to a couple of toilets they are not clean.	Male, 30-44, Paraparaumu
I have seen tampons/condoms and blood in public toilets, they are disgusting. I'd rather piss in front of 50 people than use the public toilets.	Female, 18-29, Paraparaumu
Just sometimes not as clean as they could be.	Female, 60+, Waikanae
Just the cleanliness and the fact they are pretty dated.	Male, 30-44, Waikanae
Lack of availability or not enough of them.	Male, 60+, Otaki
Location. The cleanliness. They are not safe because people hang around them, so I use the library toilets.	Female, 45-59, Otaki
More along the lines of being cleaned everyday but when I go to the toilets about mid-dayish they're not clean and it's only during the morning that they would be clean for the rest of the day. Probably need newer buildings instead of the block building design.	Female, 30-44, Waikanae
No enough public toilets. Also not enough public transport. Unreliable. Always making other roads, not necessary.	Female, 45-59, Otaki
Not aware of many facilities anywhere. One in Paekakariki which is very clean but is very outdated. There is no soap so the hand-washing facilities are very out dated like older faucets and quite dark and the ones at Paraparaumu library are modern but always dirty and the ones at the beach are filthy and no one I know would use them and I treat them as a health hazard.	Female, 30-44, Paekakariki-Raumati South
Not enough of the toilets. The beach toilets are damp and dark and smelly at Paraparaumu beach. Needs to be toilets Haruatai Park in Otaki.	Male, 30-44, Paraparaumu
Not enough of them.	Female, 60+, Paraparaumu
Not enough toilets in the area.	Female, 60+, Paraparaumu
Not enough toilet paper. Smell bad. Dirty.	Female, 30-44, Paekakariki-Raumati South
Not enough toilets and signposts. Toilets by the pool not clean.	Male, 45-59, Paekakariki-Raumati South
Not the toilets it's the camper vans that park next to them and don't use the toilets there, they use the area. The freedom campers make a mess around there and the logs around the toilet area have been a problem.	Female, 45-59, Otaki
Not very clean. They could be upgraded.	Female, 30-44, Otaki
They are absolutely filthy to the point that I will absolutely refuse to use it. They are muddy, dirty and smell of urine all around.	Female, 30-44, Otaki
Paraparaumu beach toilets are disgusting.	Female, 60+, Waikanae

## REASONS FOR BEING DISSATISFIED WITH: STANDARD OF PUBLIC TOILETS (Cont.)

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

### Verbatim responses:

Some are out of the way, round Raumati way there is only 1 I can find, the places I go there aren't very many toilets.	Male, 30-44, Paraparaumu
Some of them aren't very clean.	Female, 30-44, Paraparaumu
The number of public toilets is low and the upkeep or maintenance is slack.	Female, 45-59, Otaki
The ones on the main highway (on Kapiti Rd) - good situation but not a good look (old style)/ dangerous.	Male, 45-59, Paekakariki-Raumati South
The ones that I've used around the place are pretty shabby, smelly and unhygienic - they're not looked after at all.	Male, 30-44, Paraparaumu
There are not enough of them.	Female, 60+, Paraparaumu
They are old and some of them are shocking/ very dirty.	Female, 60+, Otaki
They are dated. Reasonably clean. No soap.	Female, 30-44, Paekakariki-Raumati South
They are dirty. They are never cleaned. When they are cleaned they are just as dirty.	Male, 60+, Otaki
They are dirty, they should clean them.	Female, 45-59, Paekakariki-Raumati South
They are dirty.	Female, 30-44, Waikanae
They are disgusting and unclean at any hour of the day and they are not abundant.	Female, 45-59, Otaki
They are in bad condition and especially for children changing their nappies.	Male, 30-44, Paraparaumu
They are just not cleaned properly.	Male, 60+, Waikanae
They are not cleaned frequently.	Male, 30-44, Paraparaumu
They are not very clean I don't know how often they clean it but we live near the Patiawa courts and rugby fields and the BMX track so they have two new toilets there and when I go in there it looks like they have not been cleaned for a long time and the same goes for the Paraparaumu beach toilets.	Female, 30-44, Paraparaumu
They are outdated, although there are some new ones with the lights in them there are still some old concrete ones without lighting, they are well cleaned but still outdated, some of them are a bit dodgy.	Male, 45-59, Paekakariki-Raumati South
They are really bad at Paraparaumu beach. They are really disgusting and a real turn off. The ones outside the Raumati pools are really disgusting as well	Female, 30-44, Paekakariki-Raumati South
They are very old and grotty.	Female, 60+, Otaki
They haven't been cleaned and not very hygienic especially for children. They are pretty disgusting around the parks.	Female, 30-44, Otaki
They never clean them, they are always messy.	Male, 30-44, Paraparaumu
There should be more than there are now.	Male, 60+, Paraparaumu
Well in Otaki in the township there is only one are of a public toilets. Not very clean due to high usage especially on the main highway area. Township area is old and grotty.	Female, 30-44, Otaki
You can't blame the Council. People just misuse the stuff. It's not the Council's fault if people leave it dirty - they can't do anything about it.	Male, 45-59, Paraparaumu

Base: A random selection of respondents who were dissatisfied with the 'Standard of public toilets' (n=49).

## REASONS FOR BEING DISSATISFIED WITH: REMOVAL OF LITTER

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

### **Verbatim responses:**

Along the gutters and build up on drains. Rubbish not been removed regularly. Especially after a storm.	Female, 45-59, Paraparaumu
Because I cycle from Paraparaumu to work. There is a lot of rubbish on the road, and there is no actual cycleway from state highway one to Otaihanga.	Male, 30-44, Paraparaumu
Cardboard next to the bin was not picked up after they empty the bin rubbish on the street.	Female, 30-44, Paraparaumu
Because there is litter everywhere but not many rubbish bins.	Male, 45-59, Paekakariki-Raumati South
Down in our township area, the gutters are always filthy, blocks up and floods the area and it looks unsightly it has bits of paper and cigarettes, not an attractive look.	Female, 45-59, Otaki
Filthy conditions of gutter. Piles of litter not cleaned up.	Female, 60+, Paraparaumu
Half of it is left on the street.	Female, 45-59, Paraparaumu
I have called the Council about the litter but no one turned up and I had to clean up my mess around my house around the foot path and the road area.	Male, 30-44, Paraparaumu
I keep on finding rubbish on the street especially at the train station.	Male, 30-44, Paekakariki-Raumati South
I think there are some cases where kids throw away rubbish and it stays longer. I think it's alright. Maybe after a day or two it's gone but not immediately.	Male, 45-59, Waikanae
I work where I need the Council to keep control of the environment, I often report , branches and glass and metal cans etc , I pick them up and another man, the Council doesn't, and there isn't any bins around the reserves to put them. They need to come through more than weekly to clean up.	Female, 45-59, Waikanae
In the public streets the trucks that empty the public bins do very little else and they should pick up other litter. Too much litter in public places.	Male, 60+, Paraparaumu
It just seems to sit there and the dogs get out as I can see when I am driving around and they should have wheelie bins.	Female, 60+, Otaki
It's left lying unattended. Public rubbish bins not being emptied frequently enough.	Female, 30-44, Otaki
Just have to walk around you see the litter/ bottles etc...	Male, 45-59, Paraparaumu
Just that the general street cleaning is not done. I have not seen regular cleaning trucks around. I haven't even seen kerbside cleaning trucks in the time I have been here which is five years.	Male, 45-59, Otaki
Largely rest areas and on the beach there's a lot of discharge of food wrapping and beer cans there. There is not enough rubbish bins, people sometimes too lazy to put rubbish in bins.	Male, 60+, Otaki
Litter coming out of the bins and being influenced by wind and animals.	Male, 30-44, Otaki
Lot of rubbish on beaches and pathways.	Female, 60+, Waikanae
More around parked area along the street they never go up along the street and only go along the smooth edge and never go through the general street edge as long as I've been living here. About seven years.	Female, 30-44, Waikanae
Not removing it often enough - the other night we had heavy rains and flooding because the rubbish was blocking the drains. I'm cleaning four drains for my driveway to not get flooded.	Female, 45-59, Paekakariki-Raumati South
Too much of litter around.	Male, 30-44, Paraparaumu
Rubbish bin is really full and its still there the next day. People are dumping their personal rubbish in public rubbish bins which is poor. Area near Lindale people are stopping to go toilet it would be really good to have a public toilet there for people to use.	Male, 30-44, Paraparaumu
Rubbish gets left lying around. If my bin is full and I leave some to the side of bin they don't pick it up.	Female, 30-44, Paraparaumu



## REASONS FOR BEING DISSATISFIED WITH: REMOVAL OF LITTER (Cont.)

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

### Verbatim responses:

See litter in the street. On a windy day the green bins kept out causes the rubbish to fly.	Female, 60+, Paraparaumu
State highway one - there's always litter on the footpath - especially the gutters. The guttering is not often tidied, it's shabby.	Female, 60+, Otaki
Street is quite dirty.	Male, 18-29, Paraparaumu
The fact that there was a lot of rubbish around the township, so someone was not doing their job.	Male, 60+, Otaki
The frequency is the issue, it is quite slow at removing the litter.	Male, 60+, Otaki
The litter is spread everywhere near work and home.	Female, 30-44, Waikanae
The main highways through Otaki are absolutely disgusting and the street cleaners only come every three to four weeks and need to come more often. I've been working round that area for nearly 20 years and it is always a pigsty.	Female, 60+, Otaki
The railway area which is a high shopping area, in the gutters, along the streets there is a lot of litter and there is no sign of anyone cleaning up, people come and clear the rubbish bins but don't clean up the litter in the gutters.	Male, 45-59, Otaki
The rubbish guys when they collect the rubbish anything that blows off they seem to leave.	Male, 30-44, Paraparaumu
The rubbish that the public have made/ not necessarily the Council's doing.	Female, 60+, Paraparaumu
The street and the park aren't maintained with regard to weeding. They mow but don't weed. They don't tidy the area and plant. We pay a lot of money in terms or rate though. We pay the same rates as in Christchurch yet they provide far better services.	Male, 30-44, Paekakariki-Raumati South
The suburb that I live in, rubbish has been dropped on numerous occasions, lawn clippings on the road and empty paint pots on a reserve and they've been very slow to remove it.	Male, 60+, Paraparaumu
The walkway where I walk to do my shopping should be cleaned at least once a week I'm an elderly person and there are a lot of frail elderly people that live in this area.	Female, 60+, Waikanae
There are a lot of plastic containers that have dropped out of vehicles which hang around for a while, this has been happening a lot as of late, it never used to be like this.	Female, 45-59, Paraparaumu
There are no rubbish bins in her area.	Female, 30-44, Waikanae
There is a lot of it around, so it also needs more attention.	Female, 60+, Waikanae
There just seems to be a lot of rubbish around the places. At a public park and at the beaches.	Female, 30-44, Paekakariki-Raumati South
There's lots of litter lying on the side of the road and they don't do anything about it.	Male, 60+, Waikanae
They don't clean the streets and the gutters enough.	Male, 60+, Otaki
They don't collect my rubbish, I don't receive the local paper as well.	Female, 45-59, Otaki
They don't seem to clean up the gutters, they used to have a truck to clean it, but now there is a build up leaving the streets dirty and flooded when it rains.	Female, 60+, Paraparaumu
They don't sweep the street enough.	Female, 45-59, Waikanae
They need to pick up the litter and the guttering. Rubbish is everywhere.	Male, 45-59, Paraparaumu
They should take ours for free.	Female, 18-29, Paraparaumu
Think that they have reduced the number of people that pick up litter, hence we have to do it personally.	Male, 60+, Otaki
Too many people litter and the recycling bins cause a lot of rubbish when it is windy.	Male, 45-59, Waikanae
We don't have any removal of litter.	Female, 45-59, Otaki
We live near a pub and mall which by the time the rubbish collectors get close to us they've scattered the rubbish collected and left scattered and built up into gutters not very nice.	Female, 60+, Paekakariki-Raumati South

## REASONS FOR BEING DISSATISFIED WITH: REMOVAL OF LITTER (Cont.)

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

### Verbatim responses:

We think there is a lot of trouble, with youth who do have litter problems, Council can't be there or anywhere.	Female, 60+, Otaki
Well for one thing when you walk around the city in the autumn the leaves are not cleared away from the drains and then we have heavy rains and then the drains flood and quite often there is a lot of litter lying around especially around the Parapararumu beach. And it's not cleared.	Female, 60+, Waikanae
Well the first thing is that the kerbside recycling people do not clear spills and the litter and they are the people who are supposed to be taking it away. There are a lot of broken bottles and glass left on the floor and no one from the Council picks them or cleans them.	Male, 30-44, Paekakariki-Raumati South
Well the removal the litter is good but it's the rubbish left behind. When they are cleaning they leave the left overs behind in the process of cleaning it and with me having a disability it's difficult for me to pass by and I find it disgusting to pass as it's not really clean.	Female, 45-59, Paraparaumu
Well there is just general litter around the streets. I think they can do better. More litter is there around Fridays. I think they should increase the removal of litter collection over the weekends. Ultimately it comes from the recycling collectors. They are not doing a great job, you can see cardboard lying on the streets.	Female, 30-44, Otaki
You only see a street cleaning truck twice a year- and they end up in the gutter of the road. When you go for a walk on Monday the street is covered in glass up until a fortnight later. You never see anyone cleaning up. And this is outside my home, this is very common because I walk my dog every day, and I see people throwing out rubbish from their cars.	Male, 30-44, Paekakariki-Raumati South

Base: A random selection of respondents who were dissatisfied with the 'Removal of litter' (n=58).

## REASONS FOR BEING DISSATISFIED WITH: COUNCIL'S LEVEL OF SUPPORT FOR COMMUNITY GROUPS

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

### **Verbatim responses:**

I am not sure they do support a wide variety of groups.	Female, 30-44, Paraparaumu
Basically I don't think there is enough for the young people here.	Female, 45-59, Waikanae
Council is bunch of horrible people; I don't think they support anyone.	Female, 45-59, Otaki
I belong to a group called community patrol. We have asked for a few things, we wanted to use their equipment. We didn't ask for money. It was a small thing we expected a yes or no, but there was a lot of red tape and bureaucracy.	Male, 60+, Paekakariki-Raumati South
I don't hear much about it so I couldn't comment.	Female, 30-44, Paraparaumu
I just think the Council has an agenda of its own, prior to the publics.	Male, 30-44, Paraparaumu
I just think that they are supporting the wrong things and they have raised their own incomes. They are increasing land rates and thinking about to increase water rates as well, they should be increasing the quality of water that we drink which I feel bad to say is totally disgusting.	Female, 60+, Paraparaumu
I know a few community groups that contacted the Council for help and they have been told they will get back to them. They never heard from the Council again.	Male, 30-44, Paekakariki-Raumati South
I needed help over the Christmas period about Canada geese and no one was there to help.	Male, 45-59, Paraparaumu
I think some groups are getting more money than others.	Female, 18-29, Paraparaumu
I think there's a lot of chest puffing. Too many chiefs and not enough indians to support. Could be saving the rate payers some dollars with smaller council group.	Female, 45-59, Paraparaumu
It should listen to all groups on a general basis.	Female, 45-59, Paekakariki-Raumati South
It's sporadic. A lot of tokenism done. An advertisement was put by the Council that was not culturally right.	Male, 45-59, Otaki
Let's put it this way - I have a grandson that does motocross, we tried to get the Council to sponsor the track and they just won't listen. They're one-eyed - they should be more broadminded.	Female, 60+, Waikanae
A lot of our rates money is not given.	Male, 60+, Paraparaumu
My thoughts on it are the Council only think about themselves not the people, and not enough forums.	Female, 60+, Paraparaumu
Not enough support for the arts. Narrow focus. More support like websites, choir and theatre and visual arts.	Female, 45-59, Paekakariki-Raumati South
Not enough visibility. Their funding is quite restricted. Has a narrow criteria, in other words hard to get funding.	Female, 45-59, Otaki
Seemed confused as to which group to support.	Female, 60+, Paraparaumu
Seems to be minimal - I'm involved with mental health patients with 210 regular active members - if you want funding from the Council you have more luck getting blood out of a stone. More support from the Council would be a good thing.	Male, 45-59, Paraparaumu
Sports Wellington. Their cancellation on that service.	Male, 30-44, Otaki
The Council listens but don't necessary act which makes the consultation a mockery.	Male, 60+, Otaki
The money that they have they are not giving to the correct people and there is not follow up or reporting back with what has happened to the funds.	Male, 60+, Paekakariki-Raumati South
The resident association, the complaints about the logs. The Council isn't prepared to do anything about it. They consult but they haven't done anything. Only something that nobody liked - they want the logs removed. Like sub division but no knowledge, speedbumps in the village and nothing has come back.	Female, 45-59, Otaki
The young people are little bit neglected, I just feel that there will be less naughty teenagers if there was more for them to do.	Female, 45-59, Paraparaumu
There appears to be equipment available but they are given to use.	Male, 30-44, Waikanae

## REASONS FOR BEING DISSATISFIED WITH: COUNCIL'S LEVEL OF SUPPORT FOR COMMUNITY GROUPS (Cont.)

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

### **Verbatim responses:**

They are far too easily side tracked dealing with trivial organisations and losing track of the wider need.	Male, 45-59, Paraparaumu
They are not sufficiently discriminating in their decisions to provide support.	Male, 60+, Otaki
They didn't do as much as they could/ all community groups should be supported in the same amount.	Female, 60+, Waikanae
They don't seem to assist the community, no social skills on their behalf/ worse Council I have seen in my life, they don't listen to the public, they are crap.	Male, 60+, Otaki
They have withdrawn support, they don't have facilities to take it over.	Female, 60+, Waikanae
Too much tax payers money going into community services.	Male, 60+, Paraparaumu

Base: A random selection of respondents who were dissatisfied with the 'Council's level of support for community groups' (n=32).

## REASONS FOR BEING DISSATISFIED WITH: MANAGING GRAFFITI ON PUBLIC BUILDINGS

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

### Verbatim responses:

The rugby club rooms in the Paraparaumu domain has been covered in graffiti and it has been like that for weeks, and it hasn't been touched.	Male, 60+, Paraparaumu
Catch the culprit. Clean it up.	Male, 45-59, Paraparaumu
I belong to the community patrol which is part of the police patrol, and I see the graffiti around when were on patrol and it's on there too long, it's not taken care of fast enough.	Male, 60+, Paekakariki-Raumati South
I don't think it gets enough attention, for example, the removal of it.	Female, 60+, Waikanae
I don't think the Council takes interest in cleaning it up quickly. Graffiti has been left for years on the public buildings. More police would probably target and discourage it.	Female, 30-44, Waikanae
I think the Council should use periodic detention individuals to remove graffiti as soon as possible.	Male, 60+, Waikanae
In the past was aware when the offenders were caught they were taken to the site of their offending and the paint, lunch and music were provided for them to clean it up which is the same as another day of fun and is not how it should be handled.	Female, 60+, Waikanae
In some places they aren't doing enough. Would like to see some of the buildings painted by the community as a deterrent.	Female, 30-44, Paekakariki-Raumati South
It's been there for quite a while	Female, 45-59, Paraparaumu
It's there too long - I really hate graffiti, it makes the area look rough. They get it cleaned up but then it's back on again.	Female, 45-59, Otaki
Lack of covering up and the time it takes, there are graffiti on the wall that is threatening someone and the Council should be clearing it up straight away because it is a threat to that person.	Male, 30-44, Waikanae
Left too long without being fixed.	Female, 45-59, Otaki
Like to see more art work over it which might discourage the graffiti.	Female, 30-44, Paraparaumu
Make more warnings about graffiti.	Male, 30-44, Paekakariki-Raumati South
Not doing a good job.	Male, 60+, Paraparaumu
Some of the graffiti, what is says isn't a very good feeling, especially in a small town, someone spray painted on the Marae wall and I think that's very disrespectful, it's everywhere and nothing has been done about it.	Female, 18-29, Waikanae
The lack of approach or the effort to try to catch them, more cameras.	Male, 30-44, Paraparaumu
There have been a lot of news about the graffiti going on and a few friends got tagged and I am a little disappointed about their response. They are a little slow on the management.	Male, 30-44, Paraparaumu
There is a heck of a lot of graffiti and it hasn't been removed.	Female, 60+, Waikanae
There is too much graffiti.	Female, 30-44, Paraparaumu
They could put special paint so they can't do it again then dedicate special walls for them to paint on.	Female, 30-44, Paraparaumu
They seem to last a very long time on these building and they don't seem to be removed quickly.	Female, 60+, Waikanae
They should be removed immediately on any buildings anywhere.	Female, 45-59, Paraparaumu
Whether its public or private there is graffiti on it all the time.	Female, 60+, Paraparaumu
Witnessed it and the police aren't quick about dealing with it so the Council needs to contact the police or deal with it with a lot more speed. Needs to come with more punishment.	Male, 30-44, Paraparaumu

Base: A random selection of respondents who were dissatisfied with the 'Managing graffiti on public buildings' (n=25).

## REASONS FOR BEING DISSATISFIED WITH: STANDARD OF CEMETERY ENVIRONMENT

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

### **Verbatim responses:**

I think they are not maintained properly. Too mossy on plots. Too much rubbish and clutter around grave sites.	Female, 45-59, Paekakariki-Raumati South
I'm not concerned - I just don't know if there is a cemetery around here.	Male, 30-44, Paraparaumu
Just to be maintained better, grounds maintenance wise.	Male, 30-44, Waikanae
Over Christmas the lawns aren't mowed over that period of time and it gets really messy.	Female, 45-59, Paraparaumu
The fence needs to be painted. Not enough controls over access to the cemetery. A monitoring system should be introduced.	Male, 60+, Waikanae
The way they don't look after them. People go up to the cemetery by the railway and trash it. Dead people deserve to rest in some where clean. It is just unacceptable.	Female, 30-44, Paekakariki-Raumati South

Base: A random selection of respondents who were dissatisfied with the 'Standard of cemetery environment' (n=6).

## REASONS FOR BEING DISSATISFIED WITH: ACCESS TO LIBRARIES

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

### **Verbatim responses:**

Everything seems to be spread out that no one library has service.	Female, 30-44, Paekakariki-Raumati South
Open timings were inconvenient.	Male, 60+, Paekakariki-Raumati South
The central library is fine. The suburban library can do with an upgrade. More electronic access. General reading/ browsing space required. The libraries are fun places and not solemn enclaves.	Male, 60+, Waikanae
They don't have enough books. You have to go to Wellington to get the books.	Female, 60+, Paraparaumu

Base: A random selection of respondents who were dissatisfied with the 'Access to libraries' (n=4).

## REASONS FOR BEING DISSATISFIED WITH: STANDARD OF LIBRARY SERVICES AND BOOK STOCKS

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

### **Verbatim responses:**

I think that the books in Otaki are a lot older than Waikanae and Paraparaumu.	Female, 60+, Otaki
I think they are old and there's no technical books. I've been up to ask for many books and they don't have them. Many times they have said they have them but they are never available.	Female, 45-59, Waikanae
I've only been to the library once and I was a walk in and walk out. I mean the books needed updating - most of the books were old (10 - 15) years old. There was not much in the way of new books, the place smelt old - needs an overhaul.	Female, 45-59, Paekakariki-Raumati South
Old and tattered the books were, so I went to Waikanae library.	Female, 60+, Paraparaumu
The book stocks age groups are too high. Not for young people like 20-30. They charge for contemporary fiction.	Female, 30-44, Paraparaumu
The collection of books are small and slim compared to Lower Hutt.	Male, 30-44, Paekakariki-Raumati South
The level is very low. They rarely regularly have the books I want. Really poor selection of audio books. Not having the systems to text or email when books are overdue. Video prices are more expensive than video shops. They are not open in evenings or weekends, not enough hours.	Female, 30-44, Paekakariki-Raumati South
The people there do a very good job but the library needs more books - it needs more budget to afford more books.	Female, 45-59, Paraparaumu
The problem is that the library contents need to be more up to date and sort of comprehensive and contemporary. It's like walking back into the last century.	Male, 60+, Paekakariki-Raumati South
The range of book available is dated.	Male, 60+, Waikanae
They do not have good variety of books in the library. They do not update the books for months. There is not enough up to date books in the stock and there are not enough books in the stock.	Male, 30-44, Paekakariki-Raumati South
Very restricted in the choice of books, should have a wide range.	Male, 60+, Waikanae
We don't have a library, we used to have one. There might be one to be built soon by the tennis club but I'm not too sure.	Female, 30-44, Paekakariki-Raumati South
We need more books.	Female, 60+, Paraparaumu
Well it's not satisfactory as compared to other libraries.	Female, 45-59, Otaki

Base: A random selection of respondents who were dissatisfied with the 'Standard of library services and book stocks' (n=15).



## REASONS FOR BEING DISSATISFIED WITH: GENERAL RUBBISH COLLECTION SERVICES

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

### Verbatim responses:

An example if I put a box out, with bottles the Council won't pick it up.	Male, 30-44, Paraparaumu
Comes too early in the morning.	Male, 60+, Waikanae
Doesn't meet my needs and I have to pay for rubbish collection.	Male, 60+, Paekakariki-Raumati South
Don't have access to it.	Female, 45-59, Otaki
Four dollars for a single bag of rubbish. Recyclers will not take pizza boxes. Throw bins wherever they like after emptying it.	Female, 30-44, Paraparaumu
Had my bin out, rubbish has not been collected, the bins are out at 7:30am, not being collected until late.	Male, 60+, Otaki
I continue to be fan of rubbish tin collections which have gone but my opinions are still the same.	Male, 60+, Otaki
I don't have any, I am in a rural area and I have to pay to get my rubbish collected.	Male, 45-59, Waikanae
I don't have one.	Male, 45-59, Otaki
I had to pay extra to get a wheelie bin.	Male, 60+, Paraparaumu
I have to pay for a wheelie bin to a private company because the bags provided by the Council are too small and not strong enough.	Male, 18-29, Paraparaumu
I have to pay someone else to take our rubbish when the Council is supposed to do it for free.	Male, 60+, Waikanae
I pay for it all myself so I have nothing to do with the rubbish collection.	Male, 30-44, Paekakariki-Raumati South
I think it is alright but it isn't run by the Council, it is an independent company.	Female, 60+, Waikanae
I think they are expensive. Access to bag is quite difficult to get a hold of. Mostly everyone pays for private collection as rubbish bags are expensive.	Female, 30-44, Paekakariki-Raumati South
It is too expensive.	Male, 30-44, Paekakariki-Raumati South
It's not provided by the Council so I am not sure why they ask the question, perhaps they should ask about actual issues and not about their day to day running which they should do anyway, they should ask about increasing rates and spending millions on projects we don't need.	Male, 30-44, Waikanae
It's not really the Council it's the private company that they use that I'm not happy with.	Female, 30-44, Paraparaumu
It's probably not so much the service they provide its having to pay for the bags which to me means I'm paying double the amount of money for the services they provide as I am also paying council rates.	Female, 45-59, Waikanae
My rubbish never gets picked up, so I have to take it to the dump and use my own money.	Female, 45-59, Otaki
People are forced to get wheelie bins because the dogs tear the rubbish bags.	Male, 30-44, Paekakariki-Raumati South
Really expensive.	Female, 18-29, Paraparaumu
Recycling services within the general rubbish, they got picky of how I did my rubbish.	Female, 30-44, Paraparaumu
State they leave everything, most of the rubbish misses the truck from the bins, makes the area full with rubbish so need to take their time and do it properly.	Male, 30-44, Paraparaumu
The amount of rubbish left lying around after the collection.	Female, 45-59, Paekakariki-Raumati South
The bags for rubbish collection are very expensive. They should supply green bins.	Female, 60+, Waikanae
The contractors are untidy and lack of care. They just don't seem to care enough and throw the recycling bins around.	Female, 45-59, Paraparaumu
The Council doesn't collect it. We pay for a private collector. If we do have rubbish, we take it to the tip and the rates are very high.	Male, 45-59, Paraparaumu
The Council don't pay for it. Its non-existent, you have to pay for it.	Female, 30-44, Paraparaumu

## REASONS FOR BEING DISSATISFIED WITH: GENERAL RUBBISH COLLECTION SERVICES (Cont.)

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

### Verbatim responses:

The prices of the bags are too expensive.	Female, 18-29, Paraparaumu
The rubbish guys do not collect any rubbish that flies away.	Male, 30-44, Paraparaumu
The rubbish is bad, shocking not cleaned out enough.	Female, 45-59, Otaki
The way they put their empty bins back on the kerb are very often not on the kerb but on the road way and the wind can knock them over.	Female, 60+, Waikanae
There are some issues with them, things are not cleaned, they don't clean whatever has fallen down. They do not care about it and I have a problem with them driving down my lawn.	Male, 30-44, Paekakariki-Raumati South
There is none, we pay for our own, the fares they charge are far too high.	Male, 45-59, Paraparaumu
There is still a lot of rubbish lying around there. There are some things they don't take away and it is just lying around.	Female, 30-44, Paraparaumu
They are too expensive and he doesn't like the colour of the bags.	Male, 30-44, Paraparaumu
They don't offer any services unless you pay for it.	Male, 30-44, Paekakariki-Raumati South
They don't provide proper rubbish bags. Some Council's provide wheelie bins and bins for recyclables.	Male, 30-44, Paekakariki-Raumati South
They don't take it, spill half of it.	Male, 45-59, Paraparaumu
They drop individual bags for recycling but none of them are picked up. They don't clean up the mess they make. I have complained about it but they don't do anything. They throw the recycling in the truck and the bin they throw over their shoulder which we have to pay for they don't care and don't put it on the place and a lot of people don't use recycling so the garbage is blown around the street and so the street looks a mess. Bins are all over the place, garbage is over the place.	Male, 30-44, Paraparaumu
They leave half the rubbish on the street.	Female, 45-59, Paraparaumu
They make a lot of mess picking the rubbish, they don't take lot of time collecting the rubbish.	Male, 18-29, Paraparaumu
They should have bins not bags. A bin for each type of rubbish.	Female, 18-29, Paraparaumu
Timely - the time that they come.	Female, 60+, Otaki
Variable times - it's supposed to be first thing on a Tuesday morning. Also, cats and dogs get into rubbish bags and the rubbish ends up everywhere.	Male, 45-59, Paraparaumu
Very poor.	Male, 30-44, Paekakariki-Raumati South
Very very expensive for rubbish bags. The other thing that I am concerned is the recycling, not the rubbish, they don't recycle whereas in Wellington the Council people manage to recycle the pizza boxes.	Female, 30-44, Paraparaumu
We don't have one even though we pay urban rates. I pay for rubbish collection services separately. The Council particularly, the mayor, does not listen to anyone. By saying that I mean their consultation process is poor e.g. for the water metering and the roading there has been no consultation with the community.	Female, 45-59, Paraparaumu
We don't have recycling and rubbish collections. We have to personally drive down to a rubbish tip to drop it off.	Female, 30-44, Otaki
We have to pay to get our rubbish taken from the door, and then we have to pay to go to the tip, and this is what's caused the problem: weekenders and a lot of local people disposing of their rubbish on the beaches, on unused land or trying to put it into the council rubbish bins.	Female, 45-59, Waikanae
We pay rates and yet the Council doesn't pick up our rubbish and so we have to collect our own water and drainage, and having to take our own rubbish to the dump.	Female, 45-59, Otaki

## REASONS FOR BEING DISSATISFIED WITH: GENERAL RUBBISH COLLECTION SERVICES (Cont.)

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

### **Verbatim responses:**

We were given recycle bins, when the bin, it blows the rubbish out of the bins and then the bins get flown away. It's a good idea but it needs to be improved on.	Male, 45-59, Paekakariki-Raumati South
Well they are pretty much aimed at the recycling pick only.	Female, 30-44, Otaki
Winter time get a lot more wind recycling bins get full and the winds blows all the bottles and cans away from its bin need a closed lid recycling bin.	Male, 30-44, Paraparaumu

Base: A random selection of respondents who were dissatisfied with the 'General rubbish collection services' (n=55).

## REASONS FOR BEING DISSATISFIED WITH: EFFECTIVENESS OF KERBSIDE RECYCLING COLLECTION

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

### **Verbatim responses:**

Because the boxes do not get emptied properly.	Female, 60+, Paraparaumu
Because they are not doing anything with the recycling, it is just crushed and put in a field, it isn't actually recycled.	Male, 30-44, Paekakariki-Raumati South
Because they leave the rubbish. If it doesn't get into the truck it stays on the ground and it blows around. That's the outside contractors but the Council hire them. I've complained more than once about this issue but when I do complain they say they'll get in contact with the contractors but nothing is done about it, they don't follow up the complaints with the contractor.	Male, 60+, Paekakariki-Raumati South
Don't always collect rubbish.	Female, 30-44, Paekakariki-Raumati South
Don't have a recycling collection service. We have to personally drive down to drop it off.	Female, 30-44, Otaki
Drop out in the morning has not been collected, until I get home from work, bad service.	Male, 60+, Otaki
Drop rubbish on road and don't bother to pick it up. Lazy and slack.	Male, 60+, Otaki
I am in a rural situation I have to take it to a transfer station.	Male, 45-59, Waikanae
I don't have kerbside recycling.	Male, 45-59, Otaki
I don't think they provide decent bins.	Male, 30-44, Paekakariki-Raumati South
I end up paying for things I don't use. I take the rubbish to the transfer station but I still pay the rates even though I don't use it. I take the rubbish to the transfer station weekly. But I still have to pay the same rates as others even though I don't use some of the services.	Male, 60+, Paraparaumu
I have had a lot of glass on my driveway from broken bottles.	Male, 18-29, Paraparaumu
I think it's way too messy. Half of it ends up on the street, it's annoying. They need to come up with a better system for recycling.	Female, 45-59, Paekakariki-Raumati South
I think that they should collect green waste or that if we take green waste to the dump there shouldn't be a charge. Also the recycling bins should have lids to stop papers etc blowing away.	Male, 30-44, Paraparaumu
If they drop bottles they never pick them up. They always throw the recycling bin in the driveway. If it's windy they don't pick up anything that is blown out of the bins, I am picking up my neighbours rubbish from my yard.	Female, 30-44, Paraparaumu
It's nothing to do with people picking rubbish but about the Council giving a wheelie bin a lot bigger to fit a lot of rubbish in it. It messes up my garage every week because the recycling box overflows.	Male, 18-29, Otaki
I've seen them go through the baskets and some of the stuff that is discarded is just thrown on the ground, all they need is for someone to tell them to put it in the bin.	Male, 45-59, Paekakariki-Raumati South
Leaving behind a lot of the recycling with notes saying we don't recycle it so to many excuses.	Male, 30-44, Paraparaumu
Most things are recyclable and although it has a sign on it that it is recyclable the Council or the guys that are supposed to pick it up don't do it because they have been told not to.	Male, 30-44, Waikanae
My concern is about the way they pick them up and stuff just somewhere else. And many times they leave the important stuff behind.	Male, 60+, Paraparaumu
No kerb side collection at all. There is no kerb side collection at all and I live in Nikau and it's not that far out in the country not to have any collection.	Female, 45-59, Paraparaumu
Not enough bins.	Female, 60+, Otaki
Our rubbish is dumped at the Hokio station. Inadequate recycling services compared to other districts and areas.	Female, 45-59, Paekakariki-Raumati South

## REASONS FOR BEING DISSATISFIED WITH: EFFECTIVENESS OF KERBSIDE RECYCLING COLLECTION (Cont.)

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

### Verbatim responses:

Same thing as before, there aren't any. We use recycling more than kerbside collection which I pay for collection myself.	Male, 45-59, Paraparaumu
Some of rubbish doesn't get collected. Some weeks are better than others.	Female, 30-44, Paraparaumu
The size of the bins is nowhere near big enough and our bins are sometimes stolen. The actual bins are an environmental hazard because stuff gets blown down and blown out. They should have a wheelie bin and a fortnightly collection.	Female, 30-44, Paekakariki-Raumati South
The bins we have for the recycling, the wind spreads them all down the road. We need bins with lids.	Female, 60+, Paraparaumu
The contractor throws out rubbish that are not recyclable. The wind blows them into other people's property.	Female, 60+, Otaki
The contractors are untidy and don't seem to be doing their job with care and maybe the guys need more trucks to keep up with the demand.	Female, 45-59, Paraparaumu
The days you put your recycling out they collect it at various times of the day, and sometimes they don't collect it at all on the specified day it could be the day afterwards.	Female, 60+, Paraparaumu
The fact that they don't take the cardboard if it does not fit into the recycling bin. I fitted neatly the large cardboard that does not fit in to the bin into a box and left the box next to the bin. The rubbish collectors left it there and took only the stuff in the recycling bin.	Male, 30-44, Paekakariki-Raumati South
The main issues is they throw bins on the ground and they crack and break and things blow out of them and they don't bother picking it up.	Male, 30-44, Paekakariki-Raumati South
The people who collect leave a mess and generally I have to pick up things that have fallen on the side of the road from out of the truck. They seem to be throwing the bins in the middle of the foot path not on the grass verge and they seem to be doing this all the time. I have to walk around them in our area when walking the dog.	Male, 30-44, Waikanae
The rubbish is blown out of the bins and therefore it is not collected. I would like to see more inorganic clean ups at least twice a year, like washing machines, etc.	Male, 45-59, Paekakariki-Raumati South
The size of the rubbish bin and they get fussy with what they pick to collect.	Female, 18-29, Paraparaumu
They don't clean up the mess they make. They don't care about the bins which we pay for. If any damage is caused to the bins they don't replace it we have to pay for it. We have to buy a new one if they break it all the time as they are careless - they do it all the time.	Male, 30-44, Paraparaumu
They employ private people I assume. There is more rubbish in the street after they leave than before they arrive. I'm a walker and there is rubbish everywhere, people who are collecting the rubbish don't look out for people throwing rubbish everywhere. The Council do not listen to people who elect them.	Male, 30-44, Paekakariki-Raumati South
They stopped take empty pizza boxes.	Male, 30-44, Paraparaumu
They tell us to separate bottles and egg trays and milk bottles that have got numbers. They want us to wash the cans too. That's why I don't like them. They return our bins back if we don't do this.	Male, 30-44, Otaki
We don't access to the kerbside recycling collection.	Female, 45-59, Otaki
We don't have any where I live.	Male, 45-59, Otaki
We don't have any.	Female, 45-59, Paraparaumu
Well they never pick up the excess rubbish probably the stuff that they drop. Whenever they load all the rubbish into the truck and in this process some rubbish that they drop on the road which they never pick up which is disgusting.	Male, 30-44, Paraparaumu
Workers are very aggressive, they throw the bins really hard.	Female, 18-29, Otaki

Base: A random selection of respondents who were dissatisfied with the 'effectiveness of kerbside recycling collection' (n=44).

## REASONS FOR BEING DISSATISFIED WITH: COUNCIL'S SUPPORT FOR BUSINESS

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

### Verbatim responses:

All over the place, not well planned.	Male, 60+, Paekakariki-Raumati South
Amount of rates that people pay and the services we get are less. Since the rates of the coast are high you would expect the Council to have water reservoirs instead of water meters due to the low supply of water in summer. It would be nice if the motorways would be sorted.	Female, 30-44, Waikanae
Awful lot of talk and nothing much done. Roadways to name a few. We have wanted (needed) a bridge for the last 30 years across the river. There has just been talk but no action.	Female, 60+, Waikanae
Because this Council is so slow in their services - it's the slowest Council I have ever seen.	Female, 45-59, Paraparaumu
Council are negative in their thoughts. Building properties not concerned for what is more important, waterworks, roads. Thinking of work for themselves. Council is self appointed importance, not true representation for the Council, no proper infrastructure.	Male, 60+, Otaki
Don't attempt to encourage businesses to grow.	Male, 60+, Waikanae
Don't see it.	Male, 45-59, Otaki
Embracing creative industry to develop jobs and careers like the Australian models. More employment.	Female, 45-59, Paekakariki-Raumati South
Extravagant issues. Stupid issues like they have beautiful railway stations here but it's on the wrong side which will have to be moved in some years time and we will need underpasses to commute.	Female, 60+, Waikanae
Council is not doing anything for businesses in the area.	Male, 45-59, Paraparaumu
I am upset about them bringing water meters and building new council offices.	Female, 60+, Paraparaumu
I don't see a significant support for a small business. It comes down to people selling food at the market, they were very quick to punish people for breaching council laws whereas there is less support by them especially for small businesses.	Female, 30-44, Paekakariki-Raumati South
I don't see how the expressway is going to benefit the Kapiti Coast.	Female, 45-59, Waikanae
I don't think that it is Council's work and they should not do it.	Male, 60+, Paekakariki-Raumati South
I don't think they are business friendly.	Female, 30-44, Paraparaumu
I don't think they do enough. I don't think they have a clear policy for business development. As a local business man, I don't think they are offer any support and the fact is that they make life difficult for local businesses than support.	Male, 30-44, Paekakariki-Raumati South
I don't think they go out of their way to make it easy for people with laws and regulations, resource consents etc, it takes weeks to get reports through.	Female, 45-59, Waikanae
I haven't seen much coming through the media, reports coming through on the media, the Councils' own publications.	Male, 60+, Paraparaumu
I just don't think there is lot of thought put into it to encourage people to come here for new business. Not enough effort has been made for business development.	Female, 60+, Waikanae
I suppose it's because I don't have a business here. More support in other areas. Paraparaumu beach shops it appears to have less support.	Female, 45-59, Paraparaumu
I think that nothing much has been done or support for Otaki, more have been done for Waikanae and Paraparaumu.	Female, 60+, Otaki
I think they offer very little encouragement for business development. Their consenting process puts road blocks in the way of new businesses.	Male, 45-59, Paraparaumu
I'm not sure how supportive they are with local contractors who could be doing a lot of contracting work for the Council who are instead opting to use out of towners.	Female, 30-44, Paekakariki-Raumati South

## REASONS FOR BEING DISSATISFIED WITH: COUNCIL'S SUPPORT FOR BUSINESS (Cont.)

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

### Verbatim responses:

In regards to the proposed express way, I don't know whether we are supposed to hear from them or if it is out of their hands, especially being a home owner on the road side, we're going to be made into a cul-de-sac. We are now stuck for five years until this gets done, if we were in a position where we needed to sell its put us in a hard position.	Female, 30-44, Paekakariki-Raumati South
It just doesn't seem like that they have a vision for business development also they have too much of debt as well.	Female, 30-44, Paraparaumu
It took a long time to get resource consent for the airport development, and buildings etc around the airport.	Male, 30-44, Paekakariki-Raumati South
Just that I think they should be more encouraging business development, less red tape and bureaucracy.	Male, 60+, Paekakariki-Raumati South
More long term development support.	Female, 18-29, Paekakariki-Raumati South
More support for the businesses in town is required from the Council.	Female, 30-44, Otaki
No proper water supply and about water meters people want to avoid them. Roads need some work.	Male, 60+, Waikanae
Non supply of the water and would rather see supply fixed before seeing money spent on water meters.	Female, 60+, Paraparaumu
Not doing enough for the small business owners. Not supporting local businesses within the community.	Male, 45-59, Otaki
Not enough businesses. The Council has to do something about the free space, have more businesses. Many businesses have closed down. All there is, is a dairy, post shop and a booze shop.	Female, 18-29, Otaki
Not very strong in that area in terms of business development. There are not many jobs in the area as a result.	Female, 30-44, Paekakariki-Raumati South
Seemed confused as to what they should be doing. Hard to discover where they are going to end up.	Female, 60+, Paraparaumu
Stuff that they are not doing.	Male, 60+, Paraparaumu
They are anti business and the full of bureaucracy.	Male, 45-59, Paekakariki-Raumati South
The Council only targets the elderly and young. Not doing anything in the middle age like me. Council does not do anything to attract young generation to the Coast and bring the dollars they earn to the Coast.	Male, 18-29, Paraparaumu
There doesn't seem to be any - lots of noise being made about the airport and it upsets everybody. Everybody is going to get deafened by planes! That's the only project I know. I'm an invalid wanting to get back into the workforce - initiatives from the Council might help.	Male, 45-59, Paraparaumu
There is not much advertisement about it. Infrastructure does not seem to in place for businesses to start. Coastlands is a dead horse and they should not spend money on that.	Female, 30-44, Paraparaumu
There just seems to be a lot of obstacles in the way such as permits and bureaucracy. Too much red tape stopping people.	Female, 60+, Otaki
There's not much wrong with that, there's just no real development.	Female, 45-59, Otaki
They are a bit slow putting in the road. And I still think they can do something about the water. They should put a dam up. I don't want water meters and they've got to do something about the water supply and storage. A lot of water is wasted.	Female, 60+, Waikanae
They are more interested in own needs. They are not capable of thinking for others and are hung-up on unnecessary issues.	Female, 30-44, Waikanae



## REASONS FOR BEING DISSATISFIED WITH: COUNCIL'S SUPPORT FOR BUISNESS (Cont.)

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

### Verbatim responses:

They are not doing enough for business development.	Female, 45-59, Otaki
They are not qualified for the job they are doing. Too many of the councillors take their ego into the council chamber.	Male, 60+, Paraparaumu
They are random. They have no long term plan. They make decisions which are not good. They are seduced by the next big idea by people who have the sources to push the idea. The biggest industry in Kapiti is old age. So why would you put an airport and business park in the middle of this? These are decisions which are quick fixes. They need to have more coherent decisions and more community consensus around it.	Male, 60+, Paekakariki-Raumati South
They are taking more money off us with rates but they are not showing much for the money we pay. Soon it's going to be unaffordable to live in the Kapiti Coast with the Council wanting us to pay more and they are wanting to put in water metres to be charged to drink our water.	Female, 18-29, Paraparaumu
They do not support the shops. There is a lot of greed among the community.	Female, 30-44, Otaki
They decide one thing and go back on it. They don't make up their minds and that is costing us money and that's partly why the rates are going up, too much time talking and not enough action.	Female, 60+, Waikanae
They don't have the water supply to support the developments. Their priorities are directed in the wrong direction.	Female, 60+, Waikanae
They haven't sorted their water supplies for building new houses, for example, when you built a new house you need to install a water tank and the Council know about this, however, they haven't done anything to sort it out.	Male, 45-59, Waikanae
They just don't look at the broad picture - they're too green - tree huggers.	Female, 60+, Waikanae
They take too long to make decisions. Anything they get into takes forever.	Male, 60+, Paekakariki-Raumati South
To arrogant and would not listen.	Male, 18-29, Paraparaumu
Water shortage - there is no dam infrastructure since 15 years.	Male, 60+, Paraparaumu
We had a business on the beach side and the Council was negative on grounds of organising events, and Council doesn't involve itself in public events.	Male, 30-44, Paraparaumu
Well I don't think there is enough being done for Otaki.	Female, 45-59, Otaki
With the way they think about the power situation they don't have a big picture of the way it has been addressed. The water thing is not sorted out.	Female, 30-44, Paekakariki-Raumati South

Base: A random selection of respondents who were dissatisfied with the 'Council's support for business development' (n=59).



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# **APPROPRIATENESS OF SERVICES PROVIDED BY KAPITI COAST DISTRICT COUNCIL**

In terms of meeting the needs of the residents of Kapiti, would you say the services provided by the Kapiti Coast District Council are completely suitable, mostly suitable with some problems, mostly not suitable or completely unsuitable?[DO NOT READ]  
 ban1 by q1

	Weighted base	Completely suitable	Mostly suitable with some problems	Mostly not suitable	Completely unsuitable	[DO NOT READ] Unsure
All	400	9%	73%	10%	6%	2%
Waikanae	95	15%	69%	8%	5%	3%
Otaki	68	9%	64%	16%	8%	3%
Paraparaumu	150	8%	73%	12%	5%	2%
Paekakariki-Raumati South	87	2%	84%	5%	7%	2%
AGE GROUP						
18-39	106	12%	70%	12%	4%	2%
40-64	172	7%	75%	9%	6%	3%
65-Plus	122	8%	73%	9%	8%	2%
HOMEOWNERSHIP						
Renting	68	11%	71%	8%	2%	8%
Own home	318	8%	74%	11%	6%	1%
Other	7	23%	64%	0%	13%	0%
DEPENDENT CHILDREN						
Yes	135	8%	74%	11%	4%	3%
No/ Unsure	265	9%	73%	9%	7%	2%
HOUSEHOLD INCOME						
\$20,000 or less	29	12%	68%	11%	9%	0%
\$20,001-30,000	49	6%	74%	11%	3%	6%
\$30,001-40,000	37	6%	83%	11%	0%	0%
\$40,001-50,000	27	3%	83%	7%	4%	3%
\$50,001-70,000	55	9%	71%	11%	9%	0%
\$70,001-100,000	50	15%	75%	4%	6%	0%
More than \$100,000	81	10%	70%	15%	5%	0%
PERSONAL INCOME						
Less than \$15,000	41	16%	68%	10%	3%	3%
\$15,001-25,000	75	7%	75%	12%	3%	3%
\$25,001-30,000	32	13%	81%	2%	4%	0%
\$30,001-40,000	32	8%	76%	12%	4%	0%
\$40,001-50,000	28	14%	67%	10%	7%	2%
\$50,001-70,000	34	9%	82%	5%	4%	0%
More than \$70,000	60	7%	69%	15%	8%	1%
NZ Maori	40	5%	69%	17%	0%	9%
COUNCIL CONTACT						
Yes	188	7%	73%	13%	6%	1%
No/ Unsure	212	10%	73%	8%	5%	4%
RESPONSIVENESS OF COUNCIL						
1 Very responsive + 2	101	11%	74%	7%	6%	2%
4 + 5 Not responsive at all	48	3%	60%	31%	6%	0%

# **LEVEL OF SATISFACTION WITH: COUNCIL'S WORK ON DUNE RESTORATION AND PLANTING**

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

Council's work on dune restoration and planting  
ban1 by q2\_1

								MEAN SCORE (scale reversed)
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	22%	37%	20%	5%	1%	15%	3.87
Waikanae	95	22%	33%	18%	3%	3%	21%	3.88
Otaki	68	18%	36%	22%	5%	2%	17%	3.76
Paraparaumu	150	28%	40%	17%	3%	0%	12%	4.04
Paekakariki-Raumati South	87	17%	37%	25%	9%	2%	10%	3.65
AGE GROUP								
18-39	106	26%	36%	16%	2%	0%	20%	4.09
40-64	172	16%	39%	21%	8%	2%	14%	3.67
65-Plus	122	28%	35%	23%	2%	1%	11%	3.97
HOMEOWNERSHIP								
Renting	68	21%	41%	9%	5%	0%	24%	4.02
Own home	318	22%	37%	22%	4%	2%	13%	3.84
Other	7	69%	18%	0%	13%	0%	0%	4.43
DEPENDENT CHILDREN								
Yes	135	18%	42%	16%	6%	1%	17%	3.83
No/ Unsure	265	25%	34%	22%	4%	1%	14%	3.89
HOUSEHOLD INCOME								
\$20,000 or less	29	21%	27%	21%	3%	0%	28%	3.93
\$20,001-30,000	49	23%	37%	10%	9%	4%	17%	3.79
\$30,001-40,000	37	24%	44%	18%	4%	0%	10%	3.97
\$40,001-50,000	27	10%	34%	36%	0%	4%	16%	3.55
\$50,001-70,000	55	27%	28%	26%	3%	0%	16%	3.96
\$70,001-100,000	50	21%	41%	19%	2%	0%	17%	3.98
More than \$100,000	81	23%	45%	17%	7%	2%	6%	3.85
PERSONAL INCOME								
Less than \$15,000	41	28%	31%	20%	4%	3%	14%	3.89
\$15,001-25,000	75	23%	36%	22%	0%	1%	18%	3.98
\$25,001-30,000	32	16%	26%	36%	9%	0%	13%	3.56
\$30,001-40,000	32	28%	53%	7%	7%	0%	5%	4.06
\$40,001-50,000	28	20%	29%	21%	0%	0%	30%	3.99
\$50,001-70,000	34	19%	45%	16%	2%	0%	18%	4.00
More than \$70,000	60	21%	38%	19%	10%	3%	9%	3.72
NZ Maori	40	19%	41%	16%	6%	0%	18%	3.89
COUNCIL CONTACT								
Yes	188	23%	39%	21%	4%	3%	10%	3.84
No/ Unsure	212	22%	35%	19%	5%	0%	19%	3.91
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	27%	37%	21%	4%	2%	9%	3.91
4 + 5 Not responsive at all	48	19%	41%	18%	6%	2%	14%	3.79

# LEVEL OF SATISFACTION WITH: STANDARD OF BEACH ACCESS WAYS

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

Standard of beach access ways  
ban1 by q2\_2

								MEAN SCORE (scale reversed)
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	35%	38%	20%	3%	1%	3%	4.06
Waikanae	95	38%	40%	14%	1%	2%	5%	4.17
Otaki	68	22%	43%	22%	8%	1%	4%	3.81
Paraparaumu	150	39%	38%	17%	3%	0%	3%	4.16
Paekakariki-Raumati South	87	36%	30%	30%	3%	1%	0%	3.99
AGE GROUP								
18-39	106	47%	32%	16%	3%	1%	1%	4.23
40-64	172	30%	42%	21%	3%	0%	4%	4.02
65-Plus	122	32%	36%	21%	4%	2%	5%	3.98
HOMEOWNERSHIP								
Renting	68	56%	23%	16%	0%	1%	4%	4.39
Own home	318	31%	40%	21%	4%	1%	3%	3.98
Other	7	58%	42%	0%	0%	0%	0%	4.58
DEPENDENT CHILDREN								
Yes	135	38%	36%	18%	6%	0%	2%	4.08
No/ Unsure	265	34%	39%	20%	2%	1%	4%	4.05
HOUSEHOLD INCOME								
\$20,000 or less	29	41%	30%	23%	0%	3%	3%	4.08
\$20,001-30,000	49	43%	29%	21%	2%	0%	5%	4.19
\$30,001-40,000	37	33%	38%	19%	3%	0%	7%	4.08
\$40,001-50,000	27	21%	37%	25%	10%	0%	7%	3.75
\$50,001-70,000	55	32%	41%	16%	9%	0%	2%	3.98
\$70,001-100,000	50	33%	39%	23%	0%	2%	3%	4.04
More than \$100,000	81	38%	35%	20%	4%	1%	2%	4.06
PERSONAL INCOME								
Less than \$15,000	41	45%	31%	16%	4%	2%	2%	4.16
\$15,001-25,000	75	39%	30%	18%	4%	1%	8%	4.10
\$25,001-30,000	32	32%	34%	22%	10%	0%	2%	3.90
\$30,001-40,000	32	36%	37%	14%	4%	3%	6%	4.04
\$40,001-50,000	28	30%	38%	23%	3%	0%	6%	4.01
\$50,001-70,000	34	24%	51%	25%	0%	0%	0%	3.98
More than \$70,000	60	35%	38%	22%	3%	1%	1%	4.03
NZ Maori	40	47%	34%	16%	3%	0%	0%	4.26
COUNCIL CONTACT								
Yes	188	36%	40%	16%	4%	1%	3%	4.09
No/ Unsure	212	34%	36%	23%	3%	0%	4%	4.04
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	41%	38%	13%	3%	2%	3%	4.14
4 + 5 Not responsive at all	48	30%	49%	14%	4%	0%	3%	4.09

# LEVEL OF SATISFACTION WITH: STANDARD OF BEACH SIGNAGE

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

Standard of beach signage  
ban1 by q2\_3

								MEAN SCORE (scale reversed)
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	22%	38%	22%	7%	1%	10%	3.81
Waikanae	95	27%	33%	22%	4%	1%	13%	3.93
Otaki	68	16%	39%	23%	14%	2%	6%	3.58
Paraparaumu	150	25%	37%	21%	3%	2%	12%	3.90
Paekakariki-Raumati South	87	19%	43%	21%	12%	0%	5%	3.73
AGE GROUP								
18-39	106	29%	44%	13%	10%	2%	2%	3.92
40-64	172	21%	37%	23%	6%	1%	12%	3.78
65-Plus	122	19%	34%	27%	5%	1%	14%	3.74
HOMEOWNERSHIP								
Renting	68	28%	38%	12%	10%	0%	12%	3.95
Own home	318	22%	38%	23%	6%	2%	9%	3.79
Other	7	34%	35%	8%	10%	13%	0%	3.67
DEPENDENT CHILDREN								
Yes	135	29%	40%	16%	8%	1%	6%	3.94
No/ Unsure	265	19%	37%	25%	6%	1%	12%	3.74
HOUSEHOLD INCOME								
\$20,000 or less	29	37%	30%	14%	9%	0%	10%	4.07
\$20,001-30,000	49	16%	36%	30%	4%	0%	14%	3.74
\$30,001-40,000	37	21%	54%	9%	5%	0%	11%	4.03
\$40,001-50,000	27	11%	28%	27%	13%	0%	21%	3.46
\$50,001-70,000	55	23%	35%	26%	7%	3%	6%	3.71
\$70,001-100,000	50	20%	49%	15%	10%	3%	3%	3.75
More than \$100,000	81	23%	36%	21%	9%	1%	10%	3.80
PERSONAL INCOME								
Less than \$15,000	41	33%	29%	15%	10%	2%	11%	3.93
\$15,001-25,000	75	25%	37%	18%	6%	0%	14%	3.94
\$25,001-30,000	32	17%	41%	32%	3%	0%	7%	3.77
\$30,001-40,000	32	22%	41%	20%	7%	3%	7%	3.76
\$40,001-50,000	28	14%	36%	21%	9%	3%	17%	3.59
\$50,001-70,000	34	21%	53%	15%	7%	4%	0%	3.79
More than \$70,000	60	14%	41%	25%	11%	0%	9%	3.63
NZ Maori	40	12%	48%	18%	12%	0%	10%	3.67
COUNCIL CONTACT								
Yes	188	22%	40%	21%	9%	1%	7%	3.79
No/ Unsure	212	23%	36%	22%	5%	2%	12%	3.83
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	28%	42%	14%	6%	2%	8%	3.94
4 + 5 Not responsive at all	48	10%	40%	34%	11%	0%	5%	3.52

# **LEVEL OF SATISFACTION WITH: COUNCIL'S SUPPORT FOR PLANTING AND RESTORATION PROJECTS**

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

Council's support for planting and restoration projects  
ban1 by q2\_4

								MEAN SCORE (scale reversed)
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	21%	35%	21%	6%	1%	16%	3.84
Waikanae	95	25%	30%	23%	4%	1%	17%	3.86
Otaki	68	19%	31%	27%	5%	1%	17%	3.74
Paraparaumu	150	20%	40%	21%	3%	1%	15%	3.88
Paekakariki-Raumati South	87	23%	34%	14%	13%	0%	16%	3.81
AGE GROUP								
18-39	106	21%	32%	21%	0%	0%	26%	3.99
40-64	172	18%	34%	21%	10%	1%	16%	3.69
65-Plus	122	27%	38%	22%	5%	1%	7%	3.92
HOMEOWNERSHIP								
Renting	68	25%	36%	19%	3%	0%	17%	4.00
Own home	318	21%	34%	22%	6%	1%	16%	3.82
Other	7	46%	31%	0%	0%	13%	10%	4.07
DEPENDENT CHILDREN								
Yes	135	18%	35%	25%	6%	0%	16%	3.78
No/ Unsure	265	24%	34%	19%	6%	1%	16%	3.87
HOUSEHOLD INCOME								
\$20,000 or less	29	34%	32%	7%	3%	0%	24%	4.29
\$20,001-30,000	49	24%	34%	25%	9%	3%	5%	3.70
\$30,001-40,000	37	16%	49%	16%	1%	0%	18%	3.96
\$40,001-50,000	27	6%	30%	36%	0%	0%	28%	3.59
\$50,001-70,000	55	26%	21%	30%	3%	0%	20%	3.88
\$70,001-100,000	50	16%	38%	19%	5%	0%	22%	3.83
More than \$100,000	81	27%	33%	20%	6%	0%	14%	3.93
PERSONAL INCOME								
Less than \$15,000	41	21%	44%	12%	4%	3%	16%	3.92
\$15,001-25,000	75	33%	25%	20%	7%	0%	15%	4.00
\$25,001-30,000	32	12%	46%	35%	0%	0%	7%	3.75
\$30,001-40,000	32	13%	45%	21%	2%	0%	19%	3.87
\$40,001-50,000	28	12%	30%	30%	4%	0%	24%	3.68
\$50,001-70,000	34	23%	25%	24%	5%	0%	23%	3.88
More than \$70,000	60	19%	27%	23%	10%	0%	21%	3.70
NZ Maori	40	22%	41%	30%	2%	0%	5%	3.87
COUNCIL CONTACT								
Yes	188	21%	33%	21%	5%	1%	19%	3.83
No/ Unsure	212	22%	36%	21%	7%	0%	14%	3.84
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	22%	39%	16%	4%	2%	17%	3.90
4 + 5 Not responsive at all	48	18%	23%	34%	7%	0%	18%	3.64

# LEVEL OF SATISFACTION WITH: AVAILABILITY OF COMMUNITY HALLS

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

Availability of community halls  
ban1 by q2\_5

								MEAN SCORE (scale reversed)
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	20%	27%	16%	4%	1%	32%	3.90
Waikanae	95	21%	24%	21%	2%	0%	32%	3.96
Otaki	68	23%	32%	17%	2%	0%	26%	4.04
Paraparaumu	150	14%	25%	15%	7%	1%	38%	3.74
Paekakariki-Raumati South	87	25%	30%	14%	3%	2%	26%	3.98
AGE GROUP								
18-39	106	16%	28%	11%	2%	1%	42%	3.95
40-64	172	22%	21%	20%	6%	1%	30%	3.83
65-Plus	122	20%	35%	16%	3%	0%	26%	3.97
HOMEOWNERSHIP								
Renting	68	35%	20%	9%	5%	1%	30%	4.16
Own home	318	16%	29%	18%	4%	0%	33%	3.84
Other	7	46%	30%	14%	0%	0%	10%	4.37
DEPENDENT CHILDREN								
Yes	135	19%	26%	11%	6%	0%	38%	3.96
No/ Unsure	265	20%	27%	20%	3%	1%	29%	3.88
HOUSEHOLD INCOME								
\$20,000 or less	29	39%	18%	15%	7%	0%	21%	4.13
\$20,001-30,000	49	16%	47%	8%	1%	0%	28%	4.08
\$30,001-40,000	37	16%	26%	25%	4%	0%	29%	3.77
\$40,001-50,000	27	24%	24%	25%	8%	0%	19%	3.79
\$50,001-70,000	55	18%	35%	11%	2%	2%	32%	3.96
\$70,001-100,000	50	8%	15%	17%	0%	3%	57%	3.57
More than \$100,000	81	18%	25%	22%	7%	0%	28%	3.75
PERSONAL INCOME								
Less than \$15,000	41	18%	35%	20%	2%	0%	25%	3.92
\$15,001-25,000	75	18%	34%	11%	4%	0%	33%	3.98
\$25,001-30,000	32	26%	35%	21%	4%	0%	14%	3.96
\$30,001-40,000	32	15%	25%	18%	4%	0%	38%	3.81
\$40,001-50,000	28	23%	25%	28%	3%	0%	21%	3.87
\$50,001-70,000	34	19%	21%	17%	0%	0%	43%	4.03
More than \$70,000	60	13%	24%	18%	7%	3%	35%	3.59
NZ Maori	40	28%	36%	14%	3%	0%	19%	4.10
COUNCIL CONTACT								
Yes	188	20%	24%	23%	4%	1%	28%	3.78
No/ Unsure	212	20%	30%	11%	3%	0%	36%	4.03
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	21%	28%	19%	3%	0%	29%	3.94
4 + 5 Not responsive at all	48	14%	23%	27%	7%	3%	26%	3.51

# LEVEL OF SATISFACTION WITH: STANDARD OF PUBLIC TOILETS

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

Standard of public toilets  
ban1 by q2\_6

								MEAN SCORE (scale reversed)
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	10%	32%	25%	11%	4%	18%	3.41
Waikanae	95	16%	37%	26%	10%	2%	9%	3.61
Otaki	68	7%	27%	23%	13%	12%	18%	3.05
Paraparaumu	150	6%	29%	28%	10%	2%	25%	3.37
Paekakariki-Raumati South	87	13%	32%	23%	12%	3%	17%	3.49
AGE GROUP								
18-39	106	9%	17%	37%	18%	5%	14%	3.07
40-64	172	9%	34%	21%	12%	5%	19%	3.37
65-Plus	122	13%	41%	22%	2%	2%	20%	3.77
HOMEOWNERSHIP								
Renting	68	14%	19%	30%	10%	7%	20%	3.31
Own home	318	9%	34%	24%	11%	4%	18%	3.42
Other	7	20%	36%	18%	13%	0%	13%	3.72
DEPENDENT CHILDREN								
Yes	135	8%	28%	30%	17%	7%	10%	3.17
No/ Unsure	265	11%	33%	23%	8%	3%	22%	3.54
HOUSEHOLD INCOME								
\$20,000 or less	29	14%	27%	16%	7%	5%	31%	3.56
\$20,001-30,000	49	10%	35%	22%	9%	7%	17%	3.40
\$30,001-40,000	37	11%	32%	32%	4%	2%	19%	3.56
\$40,001-50,000	27	4%	27%	26%	21%	0%	22%	3.17
\$50,001-70,000	55	7%	26%	29%	19%	8%	11%	3.06
\$70,001-100,000	50	18%	31%	21%	14%	1%	15%	3.58
More than \$100,000	81	4%	38%	31%	9%	1%	17%	3.43
PERSONAL INCOME								
Less than \$15,000	41	11%	40%	7%	12%	7%	23%	3.48
\$15,001-25,000	75	9%	30%	22%	13%	9%	17%	3.22
\$25,001-30,000	32	7%	41%	33%	7%	0%	12%	3.53
\$30,001-40,000	32	13%	34%	36%	7%	0%	10%	3.58
\$40,001-50,000	28	10%	23%	37%	11%	0%	19%	3.39
\$50,001-70,000	34	7%	26%	37%	15%	3%	12%	3.23
More than \$70,000	60	5%	30%	26%	13%	1%	25%	3.34
NZ Maori	40	6%	36%	26%	11%	12%	9%	3.12
COUNCIL CONTACT								
Yes	188	10%	34%	26%	12%	5%	13%	3.37
No/ Unsure	212	10%	29%	25%	10%	3%	23%	3.44
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	12%	41%	23%	11%	5%	8%	3.47
4 + 5 Not responsive at all	48	5%	29%	25%	14%	6%	21%	3.14



# LEVEL OF SATISFACTION WITH: REMOVAL OF LITTER

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

Removal of litter  
ban1 by q2\_7

								MEAN SCORE (scale reversed)
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	18%	35%	24%	12%	7%	4%	3.48
Waikanae	95	22%	31%	29%	12%	4%	2%	3.56
Otaki	68	17%	30%	20%	19%	10%	4%	3.26
Paraparaumu	150	14%	39%	22%	10%	8%	7%	3.44
Paekakariki-Raumati South	87	20%	38%	27%	8%	5%	2%	3.60
AGE GROUP								
18-39	106	18%	37%	24%	12%	7%	2%	3.48
40-64	172	17%	34%	24%	13%	8%	4%	3.41
65-Plus	122	18%	35%	26%	9%	4%	8%	3.57
HOMEOWNERSHIP								
Renting	68	33%	38%	11%	9%	3%	6%	3.95
Own home	318	14%	35%	27%	12%	8%	4%	3.38
Other	7	41%	25%	21%	0%	13%	0%	3.81
DEPENDENT CHILDREN								
Yes	135	15%	35%	26%	16%	7%	1%	3.36
No/ Unsure	265	19%	35%	24%	9%	7%	6%	3.54
HOUSEHOLD INCOME								
\$20,000 or less	29	26%	41%	14%	6%	8%	5%	3.76
\$20,001-30,000	49	23%	32%	15%	16%	5%	9%	3.55
\$30,001-40,000	37	20%	34%	23%	13%	6%	4%	3.50
\$40,001-50,000	27	13%	37%	26%	14%	10%	0%	3.28
\$50,001-70,000	55	14%	27%	28%	19%	9%	3%	3.19
\$70,001-100,000	50	17%	35%	22%	16%	9%	1%	3.36
More than \$100,000	81	14%	42%	34%	2%	4%	4%	3.60
PERSONAL INCOME								
Less than \$15,000	41	15%	51%	12%	12%	5%	5%	3.62
\$15,001-25,000	75	22%	28%	20%	13%	9%	8%	3.44
\$25,001-30,000	32	15%	23%	38%	15%	9%	0%	3.18
\$30,001-40,000	32	17%	36%	28%	11%	8%	0%	3.44
\$40,001-50,000	28	18%	51%	16%	9%	6%	0%	3.66
\$50,001-70,000	34	14%	29%	26%	21%	4%	6%	3.29
More than \$70,000	60	16%	36%	32%	4%	9%	3%	3.46
NZ Maori	40	27%	31%	22%	12%	8%	0%	3.57
COUNCIL CONTACT								
Yes	188	14%	36%	29%	9%	5%	7%	3.48
No/ Unsure	212	20%	34%	21%	14%	8%	3%	3.47
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	17%	42%	26%	9%	1%	5%	3.69
4 + 5 Not responsive at all	48	3%	30%	35%	14%	13%	5%	2.93

# LEVEL OF SATISFACTION WITH: COUNCIL'S LEVEL OF SUPPORT FOR COMMUNITY GROUPS

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

Council's level of support for community groups  
ban1 by q2\_8

								MEAN SCORE (scale reversed)
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	9%	28%	25%	7%	3%	28%	3.48
Waikanae	95	6%	29%	31%	4%	1%	29%	3.49
Otaki	68	12%	28%	27%	4%	7%	22%	3.45
Paraparaumu	150	10%	25%	26%	9%	1%	29%	3.47
Paekakariki-Raumati South	87	11%	33%	13%	8%	5%	30%	3.52
AGE GROUP								
18-39	106	10%	23%	25%	5%	0%	37%	3.61
40-64	172	9%	30%	20%	8%	4%	29%	3.44
65-Plus	122	10%	29%	31%	7%	3%	20%	3.45
HOMEOWNERSHIP								
Renting	68	12%	29%	16%	12%	0%	31%	3.59
Own home	318	8%	28%	26%	6%	3%	29%	3.44
Other	7	30%	44%	13%	0%	0%	13%	4.19
DEPENDENT CHILDREN								
Yes	135	6%	25%	26%	8%	2%	33%	3.38
No/ Unsure	265	11%	30%	24%	6%	3%	26%	3.53
HOUSEHOLD INCOME								
\$20,000 or less	29	13%	27%	13%	19%	0%	28%	3.48
\$20,001-30,000	49	18%	21%	23%	8%	4%	26%	3.55
\$30,001-40,000	37	6%	52%	20%	2%	0%	20%	3.78
\$40,001-50,000	27	8%	23%	32%	6%	0%	31%	3.45
\$50,001-70,000	55	10%	23%	34%	4%	3%	26%	3.43
\$70,001-100,000	50	10%	22%	21%	5%	1%	41%	3.57
More than \$100,000	81	8%	33%	21%	2%	6%	30%	3.48
PERSONAL INCOME								
Less than \$15,000	41	15%	16%	34%	6%	4%	25%	3.39
\$15,001-25,000	75	13%	34%	20%	9%	2%	22%	3.59
\$25,001-30,000	32	17%	27%	28%	4%	0%	24%	3.77
\$30,001-40,000	32	8%	41%	18%	2%	0%	31%	3.78
\$40,001-50,000	28	7%	26%	40%	0%	0%	27%	3.55
\$50,001-70,000	34	11%	25%	20%	3%	4%	37%	3.59
More than \$70,000	60	7%	26%	20%	6%	7%	34%	3.29
NZ Maori	40	10%	24%	31%	4%	3%	28%	3.47
COUNCIL CONTACT								
Yes	188	12%	30%	24%	7%	4%	23%	3.50
No/ Unsure	212	7%	26%	25%	7%	2%	33%	3.46
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	16%	34%	24%	1%	2%	23%	3.77
4 + 5 Not responsive at all	48	12%	12%	37%	14%	7%	18%	3.09

# LEVEL OF SATISFACTION WITH: MANAGING GRAFFITI ON PUBLIC BUILDINGS

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

Managing graffiti on public buildings  
ban1 by q2\_9

								MEAN SCORE (scale reversed)
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	17%	37%	19%	6%	3%	18%	3.73
Waikanae	95	17%	31%	24%	8%	4%	16%	3.59
Otaki	68	21%	30%	25%	3%	3%	18%	3.77
Paraparaumu	150	17%	43%	13%	7%	2%	18%	3.80
Paekakariki-Raumati South	87	17%	38%	18%	5%	3%	19%	3.74
AGE GROUP								
18-39	106	19%	38%	19%	7%	4%	13%	3.71
40-64	172	18%	36%	19%	5%	3%	19%	3.72
65-Plus	122	16%	37%	19%	7%	1%	20%	3.76
HOMEOWNERSHIP								
Renting	68	19%	37%	13%	7%	4%	20%	3.76
Own home	318	17%	36%	21%	6%	3%	17%	3.71
Other	7	46%	28%	0%	13%	0%	13%	4.22
DEPENDENT CHILDREN								
Yes	135	20%	39%	14%	4%	6%	17%	3.78
No/ Unsure	265	16%	36%	21%	8%	1%	18%	3.71
HOUSEHOLD INCOME								
\$20,000 or less	29	32%	34%	9%	12%	0%	13%	4.00
\$20,001-30,000	49	16%	38%	21%	9%	2%	14%	3.66
\$30,001-40,000	37	10%	44%	17%	5%	0%	24%	3.78
\$40,001-50,000	27	19%	16%	18%	11%	4%	32%	3.51
\$50,001-70,000	55	12%	37%	31%	6%	1%	13%	3.62
\$70,001-100,000	50	18%	39%	13%	7%	0%	23%	3.88
More than \$100,000	81	19%	44%	18%	4%	6%	9%	3.74
PERSONAL INCOME								
Less than \$15,000	41	19%	37%	18%	5%	0%	21%	3.90
\$15,001-25,000	75	17%	33%	19%	9%	1%	21%	3.69
\$25,001-30,000	32	8%	39%	23%	17%	0%	13%	3.44
\$30,001-40,000	32	23%	40%	17%	2%	0%	18%	4.03
\$40,001-50,000	28	14%	36%	23%	3%	4%	20%	3.66
\$50,001-70,000	34	17%	45%	21%	3%	5%	9%	3.73
More than \$70,000	60	17%	42%	16%	8%	6%	11%	3.64
NZ Maori	40	24%	37%	20%	8%	6%	5%	3.69
COUNCIL CONTACT								
Yes	188	19%	39%	16%	5%	2%	19%	3.83
No/ Unsure	212	16%	35%	21%	8%	3%	17%	3.64
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	22%	41%	18%	2%	0%	17%	4.02
4 + 5 Not responsive at all	48	13%	40%	20%	3%	7%	17%	3.59

# LEVEL OF SATISFACTION WITH: STANDARD OF CEMETERY ENVIRONMENT

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

Standard of cemetery environment  
ban1 by q2\_10

								MEAN SCORE (scale reversed)
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	19%	17%	13%	2%	0%	49%	3.99
Waikanae	95	17%	16%	11%	4%	1%	51%	3.91
Otaki	68	24%	17%	14%	2%	0%	43%	4.10
Paraparaumu	150	18%	19%	12%	2%	0%	49%	4.03
Paekakariki-Raumati South	87	18%	12%	16%	2%	1%	51%	3.92
AGE GROUP								
18-39	106	15%	16%	10%	1%	1%	57%	4.04
40-64	172	16%	11%	18%	3%	0%	52%	3.78
65-Plus	122	26%	25%	8%	3%	0%	38%	4.20
HOMEOWNERSHIP								
Renting	68	21%	17%	11%	0%	1%	50%	4.12
Own home	318	19%	17%	13%	3%	0%	48%	3.97
Other	7	23%	18%	13%	0%	0%	46%	4.18
DEPENDENT CHILDREN								
Yes	135	16%	14%	17%	2%	1%	50%	3.86
No/ Unsure	265	20%	18%	11%	3%	0%	48%	4.06
HOUSEHOLD INCOME								
\$20,000 or less	29	13%	15%	12%	4%	0%	56%	3.86
\$20,001-30,000	49	28%	25%	21%	3%	1%	22%	3.98
\$30,001-40,000	37	27%	26%	0%	7%	2%	38%	4.10
\$40,001-50,000	27	16%	16%	6%	11%	0%	51%	3.76
\$50,001-70,000	55	19%	15%	18%	0%	0%	48%	4.03
\$70,001-100,000	50	11%	18%	12%	2%	0%	57%	3.88
More than \$100,000	81	14%	13%	17%	0%	0%	56%	3.93
PERSONAL INCOME								
Less than \$15,000	41	14%	16%	10%	3%	0%	57%	3.94
\$15,001-25,000	75	18%	25%	14%	4%	1%	38%	3.89
\$25,001-30,000	32	33%	23%	10%	8%	0%	26%	4.10
\$30,001-40,000	32	25%	29%	5%	3%	3%	35%	4.09
\$40,001-50,000	28	21%	11%	16%	0%	0%	52%	4.10
\$50,001-70,000	34	12%	22%	12%	0%	0%	54%	4.01
More than \$70,000	60	13%	10%	18%	2%	0%	57%	3.79
NZ Maori	40	24%	10%	19%	2%	0%	45%	4.01
COUNCIL CONTACT								
Yes	188	20%	18%	13%	4%	0%	45%	3.96
No/ Unsure	212	18%	16%	13%	1%	0%	52%	4.03
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	22%	19%	15%	3%	0%	41%	4.03
4 + 5 Not responsive at all	48	16%	18%	15%	0%	1%	50%	3.95

# LEVEL OF SATISFACTION WITH: ACCESS TO LIBRARIES

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

Access to libraries  
ban1 by q2\_11

								MEAN SCORE (scale reversed)
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	60%	26%	6%	1%	1%	6%	4.51
Waikanae	95	58%	29%	6%	0%	1%	6%	4.51
Otaki	68	60%	28%	6%	1%	0%	5%	4.56
Paraparaumu	150	66%	22%	5%	1%	0%	6%	4.63
Paekakariki-Raumati South	87	51%	27%	9%	4%	3%	6%	4.28
AGE GROUP								
18-39	106	66%	21%	4%	1%	0%	8%	4.65
40-64	172	52%	33%	7%	2%	1%	5%	4.40
65-Plus	122	65%	20%	8%	0%	1%	6%	4.56
HOMEOWNERSHIP								
Renting	68	72%	15%	7%	1%	0%	5%	4.67
Own home	318	57%	28%	7%	1%	1%	6%	4.48
Other	7	92%	8%	0%	0%	0%	0%	4.92
DEPENDENT CHILDREN								
Yes	135	66%	26%	3%	0%	2%	3%	4.60
No/ Unsure	265	57%	26%	8%	2%	0%	7%	4.47
HOUSEHOLD INCOME								
\$20,000 or less	29	69%	20%	6%	0%	0%	5%	4.66
\$20,001-30,000	49	67%	24%	1%	0%	0%	8%	4.71
\$30,001-40,000	37	70%	25%	3%	2%	0%	0%	4.64
\$40,001-50,000	27	62%	19%	9%	0%	0%	10%	4.59
\$50,001-70,000	55	55%	27%	7%	1%	4%	6%	4.35
\$70,001-100,000	50	48%	34%	7%	4%	0%	7%	4.34
More than \$100,000	81	56%	27%	8%	1%	2%	6%	4.42
PERSONAL INCOME								
Less than \$15,000	41	69%	21%	4%	2%	0%	4%	4.63
\$15,001-25,000	75	67%	24%	1%	1%	0%	7%	4.70
\$25,001-30,000	32	64%	22%	8%	0%	0%	6%	4.59
\$30,001-40,000	32	64%	27%	7%	0%	0%	2%	4.59
\$40,001-50,000	28	46%	34%	14%	0%	0%	6%	4.35
\$50,001-70,000	34	55%	28%	6%	7%	0%	4%	4.38
More than \$70,000	60	45%	33%	12%	1%	2%	7%	4.26
NZ Maori	40	87%	8%	5%	0%	0%	0%	4.82
COUNCIL CONTACT								
Yes	188	61%	26%	6%	2%	0%	5%	4.53
No/ Unsure	212	59%	26%	6%	1%	1%	7%	4.50
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	67%	22%	7%	1%	0%	3%	4.59
4 + 5 Not responsive at all	48	61%	27%	7%	0%	0%	5%	4.58

# LEVEL OF SATISFACTION WITH: STANDARD OF LIBRARY SERVICES AND BOOK STOCKS

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

Standard of library services and book stocks  
ban1 by q2\_12

								MEAN SCORE (scale reversed)
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	38%	35%	12%	3%	1%	11%	4.18
Waikanae	95	34%	42%	11%	3%	0%	10%	4.19
Otaki	68	39%	46%	8%	3%	0%	4%	4.26
Paraparaumu	150	42%	29%	12%	2%	1%	14%	4.26
Paekakariki-Raumati South	87	34%	32%	16%	3%	4%	11%	3.99
AGE GROUP								
18-39	106	42%	29%	8%	2%	2%	17%	4.31
40-64	172	32%	42%	14%	3%	1%	8%	4.09
65-Plus	122	43%	32%	12%	3%	1%	9%	4.22
HOMEOWNERSHIP								
Renting	68	42%	32%	7%	3%	5%	11%	4.19
Own home	318	36%	36%	13%	3%	1%	11%	4.17
Other	7	87%	13%	0%	0%	0%	0%	4.87
DEPENDENT CHILDREN								
Yes	135	43%	36%	10%	2%	1%	8%	4.27
No/ Unsure	265	35%	36%	13%	3%	1%	12%	4.14
HOUSEHOLD INCOME								
\$20,000 or less	29	58%	22%	6%	0%	0%	14%	4.59
\$20,001-30,000	49	35%	40%	9%	1%	3%	12%	4.16
\$30,001-40,000	37	53%	31%	9%	2%	0%	5%	4.42
\$40,001-50,000	27	36%	44%	10%	0%	0%	10%	4.28
\$50,001-70,000	55	37%	36%	6%	7%	0%	14%	4.19
\$70,001-100,000	50	32%	35%	15%	0%	2%	16%	4.14
More than \$100,000	81	28%	35%	22%	7%	1%	7%	3.90
PERSONAL INCOME								
Less than \$15,000	41	37%	35%	7%	6%	3%	12%	4.08
\$15,001-25,000	75	47%	31%	5%	2%	1%	14%	4.43
\$25,001-30,000	32	30%	40%	17%	0%	0%	13%	4.16
\$30,001-40,000	32	50%	33%	8%	0%	0%	9%	4.46
\$40,001-50,000	28	33%	34%	15%	8%	0%	10%	4.03
\$50,001-70,000	34	37%	28%	16%	3%	0%	16%	4.19
More than \$70,000	60	23%	37%	26%	4%	2%	8%	3.83
NZ Maori	40	51%	30%	6%	2%	8%	3%	4.17
COUNCIL CONTACT								
Yes	188	44%	31%	11%	3%	1%	10%	4.26
No/ Unsure	212	32%	40%	13%	3%	1%	11%	4.11
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	49%	25%	10%	5%	0%	11%	4.31
4 + 5 Not responsive at all	48	25%	48%	14%	2%	3%	8%	3.97

# LEVEL OF SATISFACTION WITH: GENERAL RUBBISH COLLECTION SERVICES

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

General rubbish collection services  
ban1 by q2\_13

								MEAN SCORE (scale reversed)
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	30%	31%	16%	10%	7%	6%	3.71
Waikanae	95	34%	34%	15%	7%	4%	6%	3.93
Otaki	68	25%	31%	11%	10%	11%	12%	3.55
Paraparaumu	150	30%	29%	18%	10%	8%	5%	3.67
Paekakariki-Raumati South	87	29%	33%	14%	13%	7%	4%	3.68
AGE GROUP								
18-39	106	28%	33%	14%	13%	10%	2%	3.57
40-64	172	27%	30%	13%	11%	11%	8%	3.55
65-Plus	122	36%	33%	20%	4%	0%	7%	4.08
HOMEOWNERSHIP								
Renting	68	42%	25%	13%	8%	7%	5%	3.93
Own home	318	27%	32%	17%	10%	7%	7%	3.66
Other	7	68%	32%	0%	0%	0%	0%	4.68
DEPENDENT CHILDREN								
Yes	135	25%	33%	12%	16%	8%	6%	3.53
No/ Unsure	265	32%	31%	17%	6%	7%	7%	3.81
HOUSEHOLD INCOME								
\$20,000 or less	29	40%	23%	12%	3%	14%	8%	3.78
\$20,001-30,000	49	31%	35%	13%	6%	4%	11%	3.92
\$30,001-40,000	37	36%	29%	25%	6%	2%	2%	3.92
\$40,001-50,000	27	33%	33%	12%	13%	6%	3%	3.76
\$50,001-70,000	55	30%	27%	14%	19%	3%	7%	3.67
\$70,001-100,000	50	25%	33%	11%	9%	16%	6%	3.47
More than \$100,000	81	28%	30%	19%	8%	8%	7%	3.66
PERSONAL INCOME								
Less than \$15,000	41	22%	42%	12%	6%	6%	12%	3.76
\$15,001-25,000	75	42%	20%	18%	8%	5%	7%	3.94
\$25,001-30,000	32	36%	44%	17%	3%	0%	0%	4.13
\$30,001-40,000	32	39%	20%	13%	7%	15%	6%	3.66
\$40,001-50,000	28	26%	46%	6%	16%	3%	3%	3.80
\$50,001-70,000	34	27%	27%	17%	8%	10%	11%	3.60
More than \$70,000	60	23%	23%	24%	13%	12%	5%	3.35
NZ Maori	40	22%	41%	5%	18%	11%	3%	3.48
COUNCIL CONTACT								
Yes	188	30%	34%	14%	7%	10%	5%	3.69
No/ Unsure	212	30%	29%	17%	11%	5%	8%	3.74
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	40%	40%	8%	7%	3%	2%	4.07
4 + 5 Not responsive at all	48	13%	32%	18%	13%	20%	4%	3.07

# LEVEL OF SATISFACTION WITH: EFFECTIVENESS OF KERBSIDE RECYCLING COLLECTION

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

Effectiveness of kerbside recycling collection  
ban1 by q2\_14

								MEAN SCORE (scale reversed)
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	30%	32%	17%	10%	7%	4%	3.70
Waikanae	95	35%	38%	20%	5%	2%	0%	3.99
Otaki	68	28%	20%	14%	6%	15%	17%	3.47
Paraparaumu	150	31%	33%	16%	11%	6%	3%	3.73
Paekakariki-Raumati South	87	22%	35%	19%	15%	8%	1%	3.50
AGE GROUP								
18-39	106	30%	27%	19%	13%	10%	1%	3.53
40-64	172	29%	35%	14%	7%	9%	6%	3.72
65-Plus	122	30%	34%	20%	10%	2%	4%	3.84
HOMEOWNERSHIP								
Renting	68	36%	27%	17%	10%	8%	2%	3.75
Own home	318	29%	33%	17%	10%	6%	5%	3.71
Other	7	33%	13%	34%	0%	20%	0%	3.38
DEPENDENT CHILDREN								
Yes	135	29%	29%	19%	11%	9%	3%	3.61
No/ Unsure	265	30%	34%	17%	9%	6%	4%	3.75
HOUSEHOLD INCOME								
\$20,000 or less	29	42%	29%	10%	3%	12%	4%	3.91
\$20,001-30,000	49	34%	33%	14%	9%	7%	3%	3.79
\$30,001-40,000	37	38%	21%	27%	11%	0%	3%	3.90
\$40,001-50,000	27	35%	30%	9%	24%	2%	0%	3.71
\$50,001-70,000	55	25%	37%	17%	9%	6%	6%	3.71
\$70,001-100,000	50	26%	35%	18%	5%	12%	4%	3.60
More than \$100,000	81	28%	34%	19%	8%	8%	3%	3.67
PERSONAL INCOME								
Less than \$15,000	41	35%	31%	17%	9%	3%	5%	3.90
\$15,001-25,000	75	39%	24%	12%	11%	10%	4%	3.76
\$25,001-30,000	32	28%	35%	18%	12%	5%	2%	3.71
\$30,001-40,000	32	44%	22%	19%	4%	4%	7%	4.07
\$40,001-50,000	28	33%	44%	7%	13%	3%	0%	3.93
\$50,001-70,000	34	14%	51%	25%	2%	3%	5%	3.74
More than \$70,000	60	31%	30%	17%	11%	9%	2%	3.62
NZ Maori	40	33%	31%	14%	6%	14%	2%	3.64
COUNCIL CONTACT								
Yes	188	28%	30%	17%	11%	11%	3%	3.57
No/ Unsure	212	31%	34%	18%	9%	4%	4%	3.82
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	39%	36%	12%	6%	5%	2%	3.99
4 + 5 Not responsive at all	48	20%	21%	18%	18%	22%	1%	2.99



# LEVEL OF SATISFACTION WITH: COUNCIL'S SUPPORT FOR BUISNESS

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

Council's support for business  
ban1 by q2\_15

								MEAN SCORE (scale reversed)
	Weighted base	1 Very satisfied	2	3	4	5 Very dissatisfied	Unsure	Mean
All	400	4%	16%	25%	14%	6%	35%	2.99
Waikanae	95	5%	11%	24%	16%	3%	41%	2.97
Otaki	68	6%	25%	23%	15%	4%	27%	3.22
Paraparaumu	150	6%	13%	25%	10%	7%	39%	3.00
Paekakariki-Raumati South	87	1%	20%	26%	18%	8%	27%	2.83
AGE GROUP								
18-39	106	4%	14%	27%	14%	4%	37%	3.01
40-64	172	3%	15%	24%	15%	7%	36%	2.86
65-Plus	122	7%	19%	24%	13%	6%	31%	3.14
HOMEOWNERSHIP								
Renting	68	6%	23%	25%	8%	3%	35%	3.32
Own home	318	4%	14%	24%	16%	7%	35%	2.91
Other	7	10%	35%	21%	0%	0%	34%	3.83
DEPENDENT CHILDREN								
Yes	135	4%	15%	23%	15%	6%	37%	2.95
No/ Unsure	265	5%	16%	26%	13%	6%	34%	3.01
HOUSEHOLD INCOME								
\$20,000 or less	29	3%	12%	27%	13%	6%	39%	2.89
\$20,001-30,000	49	11%	27%	21%	16%	3%	22%	3.34
\$30,001-40,000	37	4%	18%	26%	4%	7%	41%	3.13
\$40,001-50,000	27	7%	19%	22%	10%	6%	36%	3.15
\$50,001-70,000	55	0%	14%	22%	20%	7%	37%	2.69
\$70,001-100,000	50	5%	8%	34%	13%	0%	40%	3.06
More than \$100,000	81	4%	16%	20%	15%	9%	36%	2.85
PERSONAL INCOME								
Less than \$15,000	41	2%	20%	24%	8%	9%	37%	2.98
\$15,001-25,000	75	9%	18%	14%	16%	3%	40%	3.23
\$25,001-30,000	32	11%	23%	23%	9%	6%	28%	3.34
\$30,001-40,000	32	0%	24%	27%	12%	7%	30%	2.98
\$40,001-50,000	28	6%	17%	20%	6%	8%	43%	3.14
\$50,001-70,000	34	2%	8%	42%	13%	3%	32%	2.90
More than \$70,000	60	4%	11%	25%	15%	9%	36%	2.80
NZ Maori	40	2%	34%	27%	19%	0%	18%	3.23
COUNCIL CONTACT								
Yes	188	5%	17%	25%	15%	7%	31%	2.99
No/ Unsure	212	4%	15%	24%	13%	5%	39%	3.00
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	7%	19%	24%	15%	4%	31%	3.14
4 + 5 Not responsive at all	48	2%	17%	32%	13%	11%	25%	2.82

# **IMPORTANCE OF: COUNCIL'S WORK ON DUNE RESTORATION AND PLANTING**

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

Council's work on dune restoration and planting  
ban1 by q3\_1

								MEAN SCORE (scale reversed)
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	33%	38%	18%	4%	2%	5%	4.00
Waikanae	95	24%	43%	18%	4%	1%	10%	3.93
Otaki	68	32%	39%	21%	0%	3%	5%	4.01
Paraparaumu	150	29%	39%	20%	5%	4%	3%	3.87
Paekakariki-Raumati South	87	50%	28%	14%	5%	0%	3%	4.26
AGE GROUP								
18-39	106	31%	34%	19%	4%	6%	6%	3.86
40-64	172	39%	31%	18%	6%	1%	5%	4.05
65-Plus	122	26%	51%	16%	2%	1%	4%	4.03
HOMEOWNERSHIP								
Renting	68	43%	34%	6%	2%	6%	9%	4.15
Own home	318	31%	39%	20%	4%	2%	4%	3.96
Other	7	34%	19%	47%	0%	0%	0%	3.88
DEPENDENT CHILDREN								
Yes	135	33%	37%	16%	5%	4%	5%	3.94
No/ Unsure	265	33%	38%	19%	3%	2%	5%	4.02
HOUSEHOLD INCOME								
\$20,000 or less	29	36%	44%	9%	0%	3%	8%	4.18
\$20,001-30,000	49	32%	41%	16%	2%	5%	4%	3.95
\$30,001-40,000	37	27%	31%	29%	7%	0%	6%	3.84
\$40,001-50,000	27	20%	39%	26%	8%	0%	7%	3.76
\$50,001-70,000	55	23%	36%	21%	4%	9%	7%	3.63
\$70,001-100,000	50	30%	44%	18%	6%	0%	2%	4.01
More than \$100,000	81	38%	33%	19%	5%	1%	4%	4.06
PERSONAL INCOME								
Less than \$15,000	41	19%	45%	29%	3%	2%	2%	3.78
\$15,001-25,000	75	33%	37%	17%	2%	5%	6%	3.96
\$25,001-30,000	32	30%	26%	25%	4%	7%	8%	3.76
\$30,001-40,000	32	35%	33%	21%	9%	0%	2%	3.95
\$40,001-50,000	28	18%	46%	16%	3%	3%	14%	3.83
\$50,001-70,000	34	31%	45%	16%	0%	0%	8%	4.17
More than \$70,000	60	36%	38%	15%	8%	2%	1%	4.00
NZ Maori	40	34%	43%	10%	0%	9%	4%	3.96
COUNCIL CONTACT								
Yes	188	35%	36%	19%	3%	3%	4%	4.02
No/ Unsure	212	31%	40%	17%	5%	2%	5%	3.98
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	36%	39%	18%	1%	0%	6%	4.16
4 + 5 Not responsive at all	48	26%	37%	16%	9%	9%	3%	3.63

# IMPORTANCE OF: STANDARD OF BEACH ACCESS WAYS

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

Standard of beach access ways  
ban1 by q3\_2

								MEAN SCORE (scale reversed)
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	31%	39%	23%	5%	2%	0%	3.90
Waikanae	95	34%	35%	21%	8%	2%	0%	3.90
Otaki	68	37%	42%	16%	2%	3%	0%	4.07
Paraparaumu	150	29%	42%	21%	4%	3%	1%	3.88
Paekakariki-Raumati South	87	26%	36%	31%	7%	0%	0%	3.82
AGE GROUP								
18-39	106	32%	38%	23%	4%	3%	0%	3.91
40-64	172	26%	44%	22%	6%	2%	0%	3.86
65-Plus	122	37%	32%	24%	5%	2%	0%	3.96
HOMEOWNERSHIP								
Renting	68	46%	38%	12%	1%	3%	0%	4.23
Own home	318	27%	39%	25%	7%	2%	0%	3.82
Other	7	51%	22%	27%	0%	0%	0%	4.25
DEPENDENT CHILDREN								
Yes	135	28%	45%	23%	3%	1%	0%	3.97
No/ Unsure	265	32%	35%	23%	7%	3%	0%	3.87
HOUSEHOLD INCOME								
\$20,000 or less	29	35%	37%	12%	6%	10%	0%	3.83
\$20,001-30,000	49	37%	42%	21%	0%	0%	0%	4.16
\$30,001-40,000	37	26%	34%	30%	10%	0%	0%	3.76
\$40,001-50,000	27	17%	35%	44%	4%	0%	0%	3.66
\$50,001-70,000	55	36%	33%	15%	13%	3%	0%	3.85
\$70,001-100,000	50	26%	45%	21%	4%	4%	0%	3.87
More than \$100,000	81	19%	44%	28%	7%	1%	1%	3.74
PERSONAL INCOME								
Less than \$15,000	41	21%	49%	14%	11%	5%	0%	3.71
\$15,001-25,000	75	37%	28%	31%	3%	1%	0%	3.97
\$25,001-30,000	32	33%	41%	20%	4%	2%	0%	3.99
\$30,001-40,000	32	30%	34%	23%	13%	0%	0%	3.82
\$40,001-50,000	28	30%	38%	32%	0%	0%	0%	3.98
\$50,001-70,000	34	20%	47%	19%	14%	0%	0%	3.74
More than \$70,000	60	21%	45%	26%	6%	2%	0%	3.78
NZ Maori	40	44%	43%	13%	0%	0%	0%	4.31
COUNCIL CONTACT								
Yes	188	29%	34%	28%	6%	3%	0%	3.79
No/ Unsure	212	33%	43%	18%	5%	1%	0%	4.01
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	30%	36%	28%	4%	2%	0%	3.89
4 + 5 Not responsive at all	48	28%	34%	18%	14%	6%	0%	3.65

# **IMPORTANCE OF: STANDARD OF BEACH SIGNAGE**

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

Standard of beach signage  
ban1 by q3\_3

								MEAN SCORE (scale reversed)
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	19%	34%	31%	9%	5%	2%	3.55
Waikanae	95	15%	37%	26%	10%	7%	5%	3.47
Otaki	68	23%	30%	36%	4%	4%	3%	3.66
Paraparaumu	150	21%	38%	23%	11%	6%	1%	3.57
Paekakariki-Raumati South	87	17%	28%	47%	7%	1%	0%	3.51
AGE GROUP								
18-39	106	15%	36%	31%	8%	10%	0%	3.38
40-64	172	19%	31%	33%	11%	4%	2%	3.51
65-Plus	122	23%	37%	28%	6%	2%	4%	3.75
HOMEOWNERSHIP								
Renting	68	31%	32%	27%	6%	2%	2%	3.86
Own home	318	16%	33%	33%	10%	6%	2%	3.46
Other	7	44%	43%	13%	0%	0%	0%	4.31
DEPENDENT CHILDREN								
Yes	135	14%	34%	35%	10%	6%	1%	3.40
No/ Unsure	265	21%	35%	29%	8%	4%	3%	3.62
HOUSEHOLD INCOME								
\$20,000 or less	29	25%	26%	25%	14%	10%	0%	3.42
\$20,001-30,000	49	24%	38%	32%	1%	0%	5%	3.89
\$30,001-40,000	37	14%	41%	29%	11%	2%	3%	3.56
\$40,001-50,000	27	15%	29%	46%	6%	4%	0%	3.45
\$50,001-70,000	55	25%	25%	33%	10%	5%	2%	3.56
\$70,001-100,000	50	8%	40%	25%	17%	10%	0%	3.19
More than \$100,000	81	8%	34%	41%	9%	5%	3%	3.32
PERSONAL INCOME								
Less than \$15,000	41	9%	32%	42%	10%	4%	3%	3.31
\$15,001-25,000	75	30%	31%	30%	5%	2%	2%	3.84
\$25,001-30,000	32	19%	46%	26%	5%	4%	0%	3.70
\$30,001-40,000	32	15%	35%	24%	21%	3%	2%	3.37
\$40,001-50,000	28	13%	31%	39%	7%	6%	4%	3.39
\$50,001-70,000	34	8%	36%	29%	18%	9%	0%	3.15
More than \$70,000	60	11%	33%	37%	10%	7%	2%	3.31
NZ Maori	40	28%	31%	36%	3%	0%	2%	3.86
COUNCIL CONTACT								
Yes	188	17%	35%	34%	8%	4%	2%	3.53
No/ Unsure	212	21%	34%	28%	9%	6%	2%	3.56
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	20%	33%	32%	8%	4%	3%	3.59
4 + 5 Not responsive at all	48	15%	41%	32%	3%	6%	3%	3.57

# **IMPORTANCE OF: COUNCIL'S SUPPORT FOR PLANTING AND RESTORATION PROJECTS**

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

Council's support for planting and restoration projects  
ban1 by q3\_4

								MEAN SCORE (scale reversed)
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	33%	36%	23%	4%	1%	3%	3.98
Waikanae	95	27%	41%	22%	3%	1%	6%	3.94
Otaki	68	26%	44%	26%	1%	1%	2%	3.94
Paraparaumu	150	29%	34%	25%	8%	1%	3%	3.83
Paekakariki-Raumati South	87	51%	28%	19%	1%	0%	1%	4.31
AGE GROUP								
18-39	106	30%	28%	30%	5%	2%	5%	3.85
40-64	172	36%	38%	21%	3%	0%	2%	4.09
65-Plus	122	29%	40%	21%	5%	2%	3%	3.93
HOMEOWNERSHIP								
Renting	68	48%	26%	16%	4%	1%	5%	4.20
Own home	318	29%	38%	25%	4%	1%	3%	3.94
Other	7	31%	21%	34%	14%	0%	0%	3.70
DEPENDENT CHILDREN								
Yes	135	32%	32%	28%	5%	1%	2%	3.92
No/ Unsure	265	33%	38%	21%	4%	1%	3%	4.01
HOUSEHOLD INCOME								
\$20,000 or less	29	30%	41%	18%	3%	0%	8%	4.05
\$20,001-30,000	49	41%	37%	11%	5%	4%	2%	4.07
\$30,001-40,000	37	20%	54%	18%	3%	0%	5%	3.96
\$40,001-50,000	27	21%	28%	36%	8%	0%	7%	3.67
\$50,001-70,000	55	32%	36%	24%	4%	2%	2%	3.94
\$70,001-100,000	50	27%	33%	40%	0%	0%	0%	3.86
More than \$100,000	81	37%	30%	25%	5%	1%	2%	4.00
PERSONAL INCOME								
Less than \$15,000	41	22%	48%	20%	8%	0%	2%	3.87
\$15,001-25,000	75	41%	31%	22%	0%	3%	3%	4.12
\$25,001-30,000	32	29%	30%	18%	14%	0%	9%	3.81
\$30,001-40,000	32	26%	49%	21%	2%	0%	2%	4.02
\$40,001-50,000	28	22%	45%	19%	3%	0%	11%	3.95
\$50,001-70,000	34	21%	39%	40%	0%	0%	0%	3.81
More than \$70,000	60	34%	26%	31%	5%	1%	3%	3.90
NZ Maori	40	38%	27%	29%	6%	0%	0%	3.97
COUNCIL CONTACT								
Yes	188	29%	39%	24%	5%	1%	2%	3.92
No/ Unsure	212	36%	33%	22%	4%	1%	4%	4.04
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	33%	44%	18%	1%	1%	3%	4.10
4 + 5 Not responsive at all	48	22%	37%	31%	9%	0%	1%	3.73

# IMPORTANCE OF: AVAILABILITY OF COMMUNITY HALLS

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

Availability of community halls  
ban1 by q3\_5

								MEAN SCORE (scale reversed)
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	21%	30%	30%	7%	4%	8%	3.63
Waikanae	95	18%	37%	28%	6%	5%	6%	3.60
Otaki	68	25%	35%	24%	3%	5%	8%	3.77
Paraparaumu	150	18%	26%	30%	7%	4%	15%	3.56
Paekakariki-Raumati South	87	26%	26%	36%	10%	1%	1%	3.67
AGE GROUP								
18-39	106	14%	27%	31%	8%	8%	12%	3.34
40-64	172	25%	28%	32%	6%	2%	7%	3.73
65-Plus	122	21%	37%	25%	7%	3%	7%	3.73
HOMEOWNERSHIP								
Renting	68	26%	28%	24%	7%	1%	14%	3.82
Own home	318	20%	30%	32%	7%	4%	7%	3.59
Other	7	23%	41%	13%	0%	13%	10%	3.67
DEPENDENT CHILDREN								
Yes	135	18%	31%	32%	7%	3%	9%	3.59
No/ Unsure	265	22%	30%	28%	7%	4%	9%	3.65
HOUSEHOLD INCOME								
\$20,000 or less	29	32%	21%	38%	0%	6%	3%	3.75
\$20,001-30,000	49	31%	44%	10%	3%	3%	9%	4.08
\$30,001-40,000	37	23%	36%	18%	11%	5%	7%	3.67
\$40,001-50,000	27	15%	35%	35%	4%	0%	11%	3.69
\$50,001-70,000	55	21%	32%	28%	7%	0%	12%	3.77
\$70,001-100,000	50	10%	19%	37%	17%	8%	9%	3.07
More than \$100,000	81	15%	26%	44%	8%	5%	2%	3.41
PERSONAL INCOME								
Less than \$15,000	41	20%	33%	30%	3%	8%	6%	3.58
\$15,001-25,000	75	20%	39%	24%	7%	4%	6%	3.68
\$25,001-30,000	32	28%	25%	33%	0%	0%	14%	3.94
\$30,001-40,000	32	24%	28%	22%	10%	6%	10%	3.59
\$40,001-50,000	28	19%	39%	24%	7%	0%	11%	3.78
\$50,001-70,000	34	12%	20%	41%	15%	0%	12%	3.32
More than \$70,000	60	17%	17%	47%	9%	5%	5%	3.34
NZ Maori	40	29%	37%	18%	3%	2%	11%	3.98
COUNCIL CONTACT								
Yes	188	18%	32%	34%	7%	4%	5%	3.55
No/ Unsure	212	23%	29%	26%	7%	4%	11%	3.71
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	22%	32%	29%	6%	5%	6%	3.65
4 + 5 Not responsive at all	48	11%	33%	38%	5%	6%	7%	3.41

# **IMPORTANCE OF: STANDARD OF PUBLIC TOILETS**

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

Standard of public toilets  
ban1 by q3\_6

							MEAN SCORE (scale reversed)	
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	52%	30%	10%	2%	1%	5%	4.37
Waikanae	95	60%	30%	6%	1%	0%	3%	4.55
Otaki	68	59%	25%	10%	1%	1%	4%	4.45
Paraparaumu	150	45%	33%	11%	2%	2%	7%	4.27
Paekakariki-Raumati South	87	51%	29%	12%	3%	1%	4%	4.31
AGE GROUP								
18-39	106	50%	31%	10%	2%	4%	3%	4.26
40-64	172	54%	30%	11%	1%	1%	3%	4.40
65-Plus	122	53%	28%	8%	3%	0%	8%	4.44
HOMEOWNERSHIP								
Renting	68	52%	23%	15%	1%	3%	6%	4.27
Own home	318	52%	31%	9%	2%	1%	5%	4.38
Other	7	64%	36%	0%	0%	0%	0%	4.64
DEPENDENT CHILDREN								
Yes	135	53%	30%	14%	0%	2%	1%	4.34
No/ Unsure	265	52%	30%	8%	2%	1%	7%	4.40
HOUSEHOLD INCOME								
\$20,000 or less	29	60%	15%	11%	3%	6%	5%	4.24
\$20,001-30,000	49	52%	33%	3%	3%	2%	7%	4.38
\$30,001-40,000	37	53%	32%	7%	0%	2%	6%	4.40
\$40,001-50,000	27	46%	26%	15%	0%	0%	13%	4.36
\$50,001-70,000	55	53%	20%	15%	6%	1%	5%	4.23
\$70,001-100,000	50	54%	34%	11%	0%	0%	1%	4.44
More than \$100,000	81	38%	45%	14%	2%	0%	1%	4.20
PERSONAL INCOME								
Less than \$15,000	41	41%	37%	12%	6%	4%	0%	4.05
\$15,001-25,000	75	65%	20%	4%	4%	0%	7%	4.57
\$25,001-30,000	32	38%	41%	8%	0%	4%	9%	4.20
\$30,001-40,000	32	49%	30%	12%	2%	5%	2%	4.18
\$40,001-50,000	28	49%	23%	21%	0%	0%	7%	4.30
\$50,001-70,000	34	52%	30%	9%	2%	0%	7%	4.44
More than \$70,000	60	39%	41%	19%	1%	0%	0%	4.18
NZ Maori	40	63%	23%	11%	0%	3%	0%	4.42
COUNCIL CONTACT								
Yes	188	57%	28%	10%	2%	1%	2%	4.39
No/ Unsure	212	49%	31%	10%	1%	1%	8%	4.36
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	55%	32%	9%	2%	0%	2%	4.43
4 + 5 Not responsive at all	48	60%	20%	12%	4%	2%	2%	4.36

# IMPORTANCE OF: REMOVAL OF LITTER

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

Removal of litter  
ban1 by q3\_7

							MEAN SCORE (scale reversed)	
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	56%	31%	10%	1%	1%	1%	4.43
Waikanae	95	61%	24%	13%	1%	1%	0%	4.41
Otaki	68	66%	27%	1%	1%	1%	4%	4.63
Paraparaumu	150	50%	34%	12%	1%	1%	2%	4.34
Paekakariki-Raumati South	87	56%	33%	10%	1%	0%	0%	4.44
AGE GROUP								
18-39	106	55%	31%	12%	1%	0%	1%	4.41
40-64	172	63%	27%	8%	0%	0%	2%	4.54
65-Plus	122	50%	34%	11%	1%	2%	2%	4.30
HOMEOWNERSHIP								
Renting	68	59%	26%	11%	0%	0%	4%	4.50
Own home	318	55%	32%	10%	1%	1%	1%	4.40
Other	7	77%	23%	0%	0%	0%	0%	4.77
DEPENDENT CHILDREN								
Yes	135	64%	26%	10%	0%	0%	0%	4.53
No/ Unsure	265	53%	33%	10%	1%	1%	2%	4.38
HOUSEHOLD INCOME								
\$20,000 or less	29	74%	7%	16%	0%	0%	3%	4.59
\$20,001-30,000	49	56%	28%	8%	2%	4%	2%	4.33
\$30,001-40,000	37	57%	37%	2%	2%	0%	2%	4.51
\$40,001-50,000	27	41%	47%	9%	0%	0%	3%	4.33
\$50,001-70,000	55	61%	27%	8%	2%	0%	2%	4.49
\$70,001-100,000	50	59%	30%	10%	1%	0%	0%	4.47
More than \$100,000	81	51%	34%	15%	0%	0%	0%	4.36
PERSONAL INCOME								
Less than \$15,000	41	65%	21%	6%	2%	2%	4%	4.53
\$15,001-25,000	75	60%	26%	11%	1%	2%	0%	4.41
\$25,001-30,000	32	45%	43%	9%	3%	0%	0%	4.30
\$30,001-40,000	32	60%	36%	2%	2%	0%	0%	4.54
\$40,001-50,000	28	43%	43%	10%	0%	0%	4%	4.34
\$50,001-70,000	34	59%	23%	13%	2%	0%	3%	4.43
More than \$70,000	60	53%	32%	15%	0%	0%	0%	4.39
NZ Maori	40	70%	24%	3%	0%	0%	3%	4.69
COUNCIL CONTACT								
Yes	188	57%	33%	8%	0%	1%	1%	4.46
No/ Unsure	212	56%	28%	11%	2%	1%	2%	4.40
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	54%	37%	8%	0%	0%	1%	4.47
4 + 5 Not responsive at all	48	59%	28%	13%	0%	0%	0%	4.47



# **IMPORTANCE OF: COUNCIL'S LEVEL OF SUPPORT FOR COMMUNITY GROUPS**

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

Council's level of support for community groups  
ban1 by q3\_8

							MEAN SCORE (scale reversed)	
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	32%	33%	21%	3%	1%	10%	4.02
Waikanae	95	25%	33%	26%	4%	0%	12%	3.90
Otaki	68	29%	34%	24%	3%	1%	9%	3.96
Paraparaumu	150	30%	38%	18%	2%	3%	9%	4.00
Paekakariki-Raumati South	87	45%	25%	18%	2%	0%	10%	4.25
AGE GROUP								
18-39	106	31%	35%	17%	2%	2%	13%	4.06
40-64	172	39%	30%	18%	3%	1%	9%	4.12
65-Plus	122	23%	36%	29%	3%	1%	8%	3.85
HOMEOWNERSHIP								
Renting	68	44%	33%	10%	2%	0%	11%	4.34
Own home	318	29%	33%	24%	3%	1%	10%	3.95
Other	7	58%	21%	8%	0%	13%	0%	4.10
DEPENDENT CHILDREN								
Yes	135	34%	36%	18%	2%	1%	9%	4.09
No/ Unsure	265	31%	32%	22%	3%	2%	10%	3.99
HOUSEHOLD INCOME								
\$20,000 or less	29	36%	33%	19%	0%	3%	9%	4.09
\$20,001-30,000	49	39%	30%	15%	3%	0%	13%	4.21
\$30,001-40,000	37	27%	37%	26%	0%	0%	10%	4.01
\$40,001-50,000	27	38%	26%	24%	0%	0%	12%	4.16
\$50,001-70,000	55	34%	29%	22%	3%	2%	10%	3.99
\$70,001-100,000	50	32%	30%	26%	5%	0%	7%	3.97
More than \$100,000	81	27%	39%	18%	5%	3%	8%	3.87
PERSONAL INCOME								
Less than \$15,000	41	19%	39%	17%	4%	7%	14%	3.69
\$15,001-25,000	75	41%	34%	13%	4%	0%	8%	4.21
\$25,001-30,000	32	29%	21%	36%	0%	0%	14%	3.92
\$30,001-40,000	32	28%	26%	33%	0%	3%	10%	3.85
\$40,001-50,000	28	38%	38%	20%	0%	0%	4%	4.18
\$50,001-70,000	34	27%	27%	39%	2%	0%	5%	3.81
More than \$70,000	60	32%	38%	12%	4%	2%	12%	4.07
NZ Maori	40	35%	37%	17%	0%	2%	9%	4.12
COUNCIL CONTACT								
Yes	188	32%	39%	18%	3%	2%	6%	4.01
No/ Unsure	212	32%	28%	23%	2%	1%	14%	4.03
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	33%	42%	15%	3%	1%	6%	4.10
4 + 5 Not responsive at all	48	25%	39%	19%	6%	6%	5%	3.74

# **IMPORTANCE OF: MANAGING GRAFFITI ON PUBLIC BUILDINGS**

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

Managing graffiti on public buildings  
ban1 by q3\_9

								MEAN SCORE (scale reversed)
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	34%	40%	18%	5%	1%	2%	4.02
Waikanae	95	39%	40%	17%	3%	0%	1%	4.14
Otaki	68	41%	34%	19%	0%	2%	4%	4.18
Paraparaumu	150	30%	42%	18%	6%	1%	3%	3.96
Paekakariki-Raumati South	87	28%	40%	18%	11%	1%	2%	3.86
AGE GROUP								
18-39	106	31%	41%	23%	3%	2%	0%	3.94
40-64	172	37%	38%	18%	4%	1%	2%	4.10
65-Plus	122	31%	41%	15%	9%	0%	4%	3.98
HOMEOWNERSHIP								
Renting	68	33%	46%	11%	4%	2%	4%	4.09
Own home	318	33%	39%	20%	6%	0%	2%	4.00
Other	7	46%	41%	0%	0%	13%	0%	4.06
DEPENDENT CHILDREN								
Yes	135	30%	41%	26%	3%	0%	0%	3.98
No/ Unsure	265	35%	40%	14%	7%	1%	3%	4.04
HOUSEHOLD INCOME								
\$20,000 or less	29	34%	40%	10%	10%	0%	6%	4.04
\$20,001-30,000	49	33%	46%	16%	0%	0%	5%	4.17
\$30,001-40,000	37	23%	44%	21%	8%	0%	4%	3.85
\$40,001-50,000	27	27%	36%	34%	0%	3%	0%	3.85
\$50,001-70,000	55	29%	36%	20%	11%	2%	2%	3.81
\$70,001-100,000	50	30%	48%	18%	2%	2%	0%	4.02
More than \$100,000	81	30%	44%	18%	7%	1%	0%	3.95
PERSONAL INCOME								
Less than \$15,000	41	34%	32%	15%	10%	3%	6%	3.91
\$15,001-25,000	75	26%	43%	21%	6%	0%	4%	3.93
\$25,001-30,000	32	20%	63%	14%	0%	0%	3%	4.06
\$30,001-40,000	32	31%	45%	14%	10%	0%	0%	3.98
\$40,001-50,000	28	25%	54%	18%	0%	3%	0%	3.98
\$50,001-70,000	34	35%	35%	27%	0%	3%	0%	4.00
More than \$70,000	60	26%	42%	21%	11%	0%	0%	3.83
NZ Maori	40	33%	46%	16%	0%	3%	2%	4.10
COUNCIL CONTACT								
Yes	188	31%	40%	19%	7%	1%	2%	3.94
No/ Unsure	212	36%	40%	17%	3%	1%	3%	4.09
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	34%	40%	17%	7%	0%	2%	4.01
4 + 5 Not responsive at all	48	24%	46%	22%	5%	2%	1%	3.84

# **IMPORTANCE OF: STANDARD OF CEMETERY ENVIRONMENT**

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

Standard of cemetery environment  
ban1 by q3\_10

								MEAN SCORE (scale reversed)
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	26%	30%	18%	5%	4%	17%	3.85
Waikanae	95	21%	37%	18%	2%	3%	19%	3.87
Otaki	68	26%	38%	14%	5%	5%	12%	3.86
Paraparaumu	150	25%	28%	20%	4%	4%	19%	3.82
Paekakariki-Raumati South	87	34%	21%	19%	9%	2%	15%	3.89
AGE GROUP								
18-39	106	25%	30%	21%	4%	7%	13%	3.68
40-64	172	27%	29%	21%	5%	2%	16%	3.89
65-Plus	122	26%	33%	13%	5%	2%	21%	3.96
HOMEOWNERSHIP								
Renting	68	30%	25%	17%	3%	5%	20%	3.93
Own home	318	25%	31%	19%	5%	3%	17%	3.83
Other	7	45%	29%	13%	13%	0%	0%	4.05
DEPENDENT CHILDREN								
Yes	135	24%	30%	23%	7%	4%	12%	3.73
No/ Unsure	265	27%	31%	16%	4%	3%	19%	3.92
HOUSEHOLD INCOME								
\$20,000 or less	29	30%	26%	26%	0%	6%	12%	3.83
\$20,001-30,000	49	36%	35%	15%	4%	2%	8%	4.06
\$30,001-40,000	37	26%	37%	15%	1%	0%	21%	4.11
\$40,001-50,000	27	14%	33%	35%	0%	2%	16%	3.67
\$50,001-70,000	55	29%	31%	11%	12%	2%	15%	3.86
\$70,001-100,000	50	21%	29%	22%	8%	8%	12%	3.54
More than \$100,000	81	12%	32%	24%	8%	3%	21%	3.52
PERSONAL INCOME								
Less than \$15,000	41	24%	18%	23%	7%	9%	19%	3.48
\$15,001-25,000	75	25%	39%	16%	6%	3%	11%	3.89
\$25,001-30,000	32	32%	36%	17%	2%	0%	13%	4.12
\$30,001-40,000	32	28%	34%	23%	2%	2%	11%	3.95
\$40,001-50,000	28	16%	42%	27%	0%	0%	15%	3.87
\$50,001-70,000	34	24%	32%	24%	3%	3%	14%	3.81
More than \$70,000	60	14%	30%	22%	12%	2%	20%	3.52
NZ Maori	40	30%	21%	21%	7%	3%	18%	3.84
COUNCIL CONTACT								
Yes	188	25%	34%	22%	4%	4%	11%	3.81
No/ Unsure	212	27%	27%	15%	6%	3%	22%	3.90
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	28%	34%	20%	3%	4%	11%	3.90
4 + 5 Not responsive at all	48	22%	38%	23%	5%	4%	8%	3.72

# IMPORTANCE OF: ACCESS TO LIBRARIES

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

Access to libraries  
ban1 by q3\_11

								MEAN SCORE (scale reversed)
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	52%	30%	11%	2%	3%	2%	4.30
Waikanae	95	59%	25%	8%	1%	4%	3%	4.39
Otaki	68	49%	37%	12%	1%	1%	0%	4.32
Paraparaumu	150	51%	30%	9%	2%	4%	4%	4.27
Paekakariki-Raumati South	87	49%	31%	16%	2%	2%	0%	4.23
AGE GROUP								
18-39	106	40%	29%	17%	5%	7%	2%	3.93
40-64	172	51%	32%	12%	1%	2%	2%	4.33
65-Plus	122	63%	29%	3%	1%	1%	3%	4.57
HOMEOWNERSHIP								
Renting	68	64%	24%	8%	2%	0%	2%	4.54
Own home	318	49%	32%	11%	2%	4%	2%	4.23
Other	7	59%	23%	18%	0%	0%	0%	4.41
DEPENDENT CHILDREN								
Yes	135	48%	30%	12%	3%	6%	1%	4.13
No/ Unsure	265	54%	30%	10%	2%	1%	3%	4.38
HOUSEHOLD INCOME								
\$20,000 or less	29	58%	27%	9%	0%	3%	3%	4.42
\$20,001-30,000	49	65%	25%	2%	0%	3%	5%	4.56
\$30,001-40,000	37	57%	22%	14%	5%	2%	0%	4.25
\$40,001-50,000	27	53%	35%	8%	0%	0%	4%	4.46
\$50,001-70,000	55	48%	39%	9%	1%	0%	3%	4.38
\$70,001-100,000	50	33%	40%	16%	5%	6%	0%	3.88
More than \$100,000	81	37%	35%	18%	3%	6%	1%	3.96
PERSONAL INCOME								
Less than \$15,000	41	33%	44%	9%	3%	6%	5%	4.01
\$15,001-25,000	75	67%	25%	4%	1%	2%	1%	4.56
\$25,001-30,000	32	53%	32%	8%	0%	3%	4%	4.38
\$30,001-40,000	32	50%	30%	15%	2%	3%	0%	4.22
\$40,001-50,000	28	46%	37%	10%	3%	0%	4%	4.31
\$50,001-70,000	34	41%	23%	23%	4%	6%	3%	3.91
More than \$70,000	60	30%	42%	18%	4%	6%	0%	3.87
NZ Maori	40	57%	40%	0%	0%	3%	0%	4.49
COUNCIL CONTACT								
Yes	188	50%	31%	11%	2%	4%	2%	4.25
No/ Unsure	212	53%	30%	10%	2%	2%	3%	4.34
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	57%	28%	9%	2%	2%	2%	4.37
4 + 5 Not responsive at all	48	45%	40%	7%	2%	4%	2%	4.22

# IMPORTANCE OF: STANDARD OF LIBRARY SERVICES AND BOOK STOCKS

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

Standard of library services and book stocks  
ban1 by q3\_12

							MEAN SCORE (scale reversed)	
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	47%	33%	12%	2%	2%	4%	4.27
Waikanae	95	44%	35%	14%	0%	3%	4%	4.23
Otaki	68	49%	30%	16%	3%	2%	0%	4.21
Paraparaumu	150	49%	30%	11%	3%	2%	5%	4.26
Paekakariki-Raumati South	87	47%	40%	10%	1%	0%	2%	4.34
AGE GROUP								
18-39	106	40%	28%	18%	4%	6%	4%	3.97
40-64	172	46%	40%	9%	2%	0%	3%	4.35
65-Plus	122	55%	28%	11%	1%	1%	4%	4.40
HOMEOWNERSHIP								
Renting	68	60%	21%	16%	1%	1%	1%	4.38
Own home	318	44%	36%	12%	2%	2%	4%	4.24
Other	7	56%	10%	13%	21%	0%	0%	4.00
DEPENDENT CHILDREN								
Yes	135	48%	34%	14%	1%	2%	1%	4.26
No/ Unsure	265	47%	33%	12%	2%	2%	4%	4.27
HOUSEHOLD INCOME								
\$20,000 or less	29	49%	37%	11%	0%	3%	0%	4.28
\$20,001-30,000	49	58%	24%	9%	1%	0%	8%	4.51
\$30,001-40,000	37	54%	17%	18%	3%	6%	2%	4.14
\$40,001-50,000	27	42%	34%	19%	0%	0%	5%	4.24
\$50,001-70,000	55	42%	41%	8%	1%	2%	6%	4.27
\$70,001-100,000	50	34%	43%	16%	2%	5%	0%	4.00
More than \$100,000	81	38%	41%	14%	3%	1%	3%	4.13
PERSONAL INCOME								
Less than \$15,000	41	37%	29%	14%	9%	6%	5%	3.89
\$15,001-25,000	75	58%	30%	8%	1%	0%	3%	4.50
\$25,001-30,000	32	50%	24%	13%	2%	5%	6%	4.22
\$30,001-40,000	32	52%	18%	25%	0%	5%	0%	4.13
\$40,001-50,000	28	41%	32%	21%	3%	0%	3%	4.15
\$50,001-70,000	34	35%	39%	18%	0%	0%	8%	4.19
More than \$70,000	60	27%	58%	9%	3%	2%	1%	4.06
NZ Maori	40	63%	26%	9%	2%	0%	0%	4.49
COUNCIL CONTACT								
Yes	188	48%	33%	13%	1%	3%	2%	4.24
No/ Unsure	212	47%	33%	12%	2%	1%	5%	4.28
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	49%	31%	13%	2%	2%	3%	4.29
4 + 5 Not responsive at all	48	45%	39%	8%	2%	4%	2%	4.21

# **IMPORTANCE OF: GENERAL RUBBISH COLLECTION SERVICES**

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

General rubbish collection services  
ban1 by q3\_13

								MEAN SCORE (scale reversed)
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	62%	26%	8%	1%	1%	2%	4.51
Waikanae	95	61%	28%	7%	1%	0%	3%	4.53
Otaki	68	52%	29%	13%	2%	1%	3%	4.35
Paraparaumu	150	64%	26%	8%	1%	0%	1%	4.54
Paekakariki-Raumati South	87	67%	23%	4%	3%	1%	2%	4.57
AGE GROUP								
18-39	106	52%	33%	11%	1%	1%	2%	4.38
40-64	172	65%	23%	7%	1%	1%	3%	4.54
65-Plus	122	67%	25%	5%	2%	0%	1%	4.59
HOMEOWNERSHIP								
Renting	68	70%	25%	3%	1%	0%	1%	4.65
Own home	318	61%	26%	9%	1%	1%	2%	4.48
Other	7	69%	31%	0%	0%	0%	0%	4.69
DEPENDENT CHILDREN								
Yes	135	55%	31%	10%	1%	0%	3%	4.42
No/ Unsure	265	66%	23%	7%	2%	0%	2%	4.56
HOUSEHOLD INCOME								
\$20,000 or less	29	73%	19%	2%	0%	3%	3%	4.65
\$20,001-30,000	49	66%	21%	8%	3%	0%	2%	4.54
\$30,001-40,000	37	57%	23%	18%	2%	0%	0%	4.34
\$40,001-50,000	27	58%	30%	3%	3%	2%	4%	4.43
\$50,001-70,000	55	64%	27%	5%	0%	0%	4%	4.60
\$70,001-100,000	50	57%	34%	7%	0%	0%	2%	4.51
More than \$100,000	81	55%	29%	10%	4%	1%	1%	4.35
PERSONAL INCOME								
Less than \$15,000	41	62%	23%	10%	1%	2%	2%	4.44
\$15,001-25,000	75	68%	19%	10%	1%	0%	2%	4.58
\$25,001-30,000	32	50%	43%	4%	3%	0%	0%	4.40
\$30,001-40,000	32	52%	29%	10%	5%	0%	4%	4.32
\$40,001-50,000	28	60%	32%	3%	3%	2%	0%	4.44
\$50,001-70,000	34	64%	29%	2%	0%	0%	5%	4.65
More than \$70,000	60	60%	27%	9%	2%	1%	1%	4.43
NZ Maori	40	68%	26%	6%	0%	0%	0%	4.62
COUNCIL CONTACT								
Yes	188	64%	24%	9%	1%	0%	2%	4.54
No/ Unsure	212	61%	28%	6%	2%	1%	2%	4.49
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	66%	27%	4%	2%	0%	1%	4.59
4 + 5 Not responsive at all	48	74%	10%	13%	0%	0%	3%	4.63

# **IMPORTANCE OF: EFFECTIVENESS OF KERBSIDE RECYCLING COLLECTION**

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

Effectiveness of kerbside recycling collection  
ban1 by q3\_14

							MEAN SCORE (scale reversed)	
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	54%	31%	10%	3%	0%	2%	4.38
Waikanae	95	53%	33%	10%	3%	0%	1%	4.39
Otaki	68	56%	28%	7%	4%	0%	5%	4.41
Paraparaumu	150	53%	31%	10%	4%	1%	1%	4.35
Paekakariki-Raumati South	87	56%	32%	12%	0%	0%	0%	4.43
AGE GROUP								
18-39	106	58%	33%	7%	2%	0%	0%	4.46
40-64	172	53%	30%	11%	2%	1%	3%	4.38
65-Plus	122	52%	31%	11%	5%	0%	1%	4.33
HOMEOWNERSHIP								
Renting	68	55%	36%	6%	1%	0%	2%	4.47
Own home	318	54%	30%	11%	3%	0%	2%	4.35
Other	7	75%	25%	0%	0%	0%	0%	4.75
DEPENDENT CHILDREN								
Yes	135	51%	36%	8%	3%	0%	2%	4.38
No/ Unsure	265	56%	28%	11%	3%	0%	2%	4.39
HOUSEHOLD INCOME								
\$20,000 or less	29	68%	29%	3%	0%	0%	0%	4.65
\$20,001-30,000	49	48%	40%	6%	3%	0%	3%	4.37
\$30,001-40,000	37	58%	30%	9%	3%	0%	0%	4.42
\$40,001-50,000	27	52%	37%	8%	3%	0%	0%	4.38
\$50,001-70,000	55	47%	32%	14%	6%	0%	1%	4.22
\$70,001-100,000	50	51%	37%	10%	2%	0%	0%	4.37
More than \$100,000	81	51%	24%	17%	5%	1%	2%	4.21
PERSONAL INCOME								
Less than \$15,000	41	50%	39%	7%	3%	0%	1%	4.38
\$15,001-25,000	75	58%	28%	9%	4%	0%	1%	4.41
\$25,001-30,000	32	51%	36%	9%	2%	0%	2%	4.40
\$30,001-40,000	32	59%	18%	17%	6%	0%	0%	4.29
\$40,001-50,000	28	41%	49%	7%	3%	0%	0%	4.27
\$50,001-70,000	34	39%	38%	18%	3%	0%	2%	4.16
More than \$70,000	60	60%	26%	9%	2%	1%	2%	4.42
NZ Maori	40	64%	31%	2%	0%	0%	3%	4.63
COUNCIL CONTACT								
Yes	188	56%	27%	14%	3%	0%	0%	4.36
No/ Unsure	212	53%	35%	7%	3%	0%	2%	4.41
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	54%	33%	11%	2%	0%	0%	4.40
4 + 5 Not responsive at all	48	70%	13%	9%	6%	2%	0%	4.44

# **IMPORTANCE OF: COUNCIL'S SUPPORT FOR BUSINESS**

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

Council's support for business  
ban1 by q3\_15

							MEAN SCORE (scale reversed)	
	Weighted base	1 Very important	2	3	4	5 Not important at all	Unsure	Mean
All	400	36%	29%	15%	4%	2%	14%	4.07
Waikanae	95	33%	27%	17%	4%	4%	15%	3.98
Otaki	68	42%	22%	18%	6%	2%	10%	4.07
Paraparaumu	150	32%	31%	15%	4%	2%	16%	4.04
Paekakariki-Raumati South	87	43%	31%	10%	3%	3%	10%	4.21
AGE GROUP								
18-39	106	39%	29%	14%	5%	1%	12%	4.13
40-64	172	40%	29%	11%	5%	2%	13%	4.17
65-Plus	122	29%	29%	20%	3%	4%	15%	3.88
HOMEOWNERSHIP								
Renting	68	46%	24%	12%	1%	0%	17%	4.39
Own home	318	34%	30%	15%	5%	3%	13%	3.99
Other	7	58%	29%	13%	0%	0%	0%	4.44
DEPENDENT CHILDREN								
Yes	135	39%	30%	11%	6%	2%	12%	4.14
No/ Unsure	265	35%	28%	17%	3%	3%	14%	4.03
HOUSEHOLD INCOME								
\$20,000 or less	29	55%	20%	6%	3%	0%	16%	4.52
\$20,001-30,000	49	37%	24%	17%	7%	0%	15%	4.07
\$30,001-40,000	37	16%	45%	19%	0%	1%	19%	3.91
\$40,001-50,000	27	34%	23%	17%	6%	0%	20%	4.06
\$50,001-70,000	55	41%	22%	16%	8%	2%	11%	4.04
\$70,001-100,000	50	29%	34%	18%	0%	9%	10%	3.81
More than \$100,000	81	44%	32%	11%	5%	0%	8%	4.25
PERSONAL INCOME								
Less than \$15,000	41	30%	21%	21%	5%	6%	17%	3.75
\$15,001-25,000	75	40%	25%	13%	6%	0%	16%	4.18
\$25,001-30,000	32	21%	28%	28%	0%	2%	21%	3.85
\$30,001-40,000	32	33%	40%	12%	0%	0%	15%	4.25
\$40,001-50,000	28	41%	29%	11%	5%	0%	14%	4.21
\$50,001-70,000	34	32%	46%	11%	4%	7%	0%	3.93
More than \$70,000	60	45%	30%	10%	5%	2%	8%	4.21
NZ Maori	40	42%	29%	11%	6%	0%	12%	4.22
COUNCIL CONTACT								
Yes	188	35%	31%	14%	5%	4%	11%	3.96
No/ Unsure	212	38%	27%	15%	3%	1%	16%	4.18
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	36%	37%	12%	2%	2%	11%	4.13
4 + 5 Not responsive at all	48	33%	25%	15%	12%	5%	10%	3.75



## COUNCIL CONTACT

Have you had contact with the council about any aspect of its services in the last 12 months?  
 ban1 by q4

	Weighted base	Yes	No	Unsure
All	400	47%	51%	2%
Waikanae	95	43%	56%	1%
Otaki	68	49%	50%	1%
Paraparaumu	150	49%	51%	0%
Paekakariki-Raumati South	87	47%	48%	5%
AGE GROUP				
18-39	106	49%	50%	1%
40-64	172	45%	54%	1%
65-Plus	122	49%	49%	2%
HOMEOWNERSHIP				
Renting	68	38%	57%	5%
Own home	318	50%	49%	1%
Other	7	13%	87%	0%
DEPENDENT CHILDREN				
Yes	135	45%	53%	2%
No/ Unsure	265	48%	50%	2%
HOUSEHOLD INCOME				
\$20,000 or less	29	52%	48%	0%
\$20,001-30,000	49	40%	54%	6%
\$30,001-40,000	37	50%	50%	0%
\$40,001-50,000	27	53%	47%	0%
\$50,001-70,000	55	51%	49%	0%
\$70,001-100,000	50	48%	49%	3%
More than \$100,000	81	49%	50%	1%
PERSONAL INCOME				
Less than \$15,000	41	48%	50%	2%
\$15,001-25,000	75	56%	41%	3%
\$25,001-30,000	32	44%	52%	4%
\$30,001-40,000	32	58%	42%	0%
\$40,001-50,000	28	42%	58%	0%
\$50,001-70,000	34	46%	54%	0%
More than \$70,000	60	49%	50%	1%
NZ Maori	40	50%	42%	8%

## RESPONSIVENESS OF COUNCIL

Using a 1-5 scale where 1 means, very responsive, and 5 means, not responsive at all, overall how responsive was the council to the service issue or issues you raised?  
 ban1 by q5

	Weighted base	1 Very responsive	2	3	4	5 Not responsive at all	Unsure
All	188	30%	24%	20%	14%	11%	1%
Waikanae	41	37%	19%	14%	17%	10%	3%
Otaki	33	36%	23%	17%	13%	8%	3%
Paraparaumu	74	24%	29%	19%	17%	11%	0%
Paekakariki-Raumati South	41	29%	19%	30%	5%	16%	1%
AGE GROUP							
18-39	52	27%	29%	17%	20%	4%	3%
40-64	77	28%	18%	27%	12%	14%	1%
65-Plus	59	34%	27%	13%	12%	14%	0%
HOMEOWNERSHIP							
Renting	26	27%	20%	21%	25%	5%	2%
Own home	157	29%	25%	20%	13%	12%	1%
Other	1	100%	0%	0%	0%	0%	0%
DEPENDENT CHILDREN							
Yes	60	30%	27%	21%	15%	7%	0%
No/ Unsure	128	30%	22%	19%	13%	14%	2%
HOUSEHOLD INCOME							
\$20,000 or less	15	26%	22%	21%	21%	10%	0%
\$20,001-30,000	19	40%	31%	4%	11%	14%	0%
\$30,001-40,000	18	16%	15%	49%	12%	8%	0%
\$40,001-50,000	14	36%	32%	11%	15%	6%	0%
\$50,001-70,000	28	45%	21%	16%	8%	7%	3%
\$70,001-100,000	24	22%	23%	23%	24%	8%	0%
More than \$100,000	40	25%	21%	18%	16%	17%	3%
PERSONAL INCOME							
Less than \$15,000	20	42%	21%	9%	5%	23%	0%
\$15,001-25,000	42	27%	17%	28%	22%	6%	0%
\$25,001-30,000	14	26%	44%	14%	10%	6%	0%
\$30,001-40,000	18	34%	35%	21%	7%	3%	0%
\$40,001-50,000	12	50%	30%	0%	20%	0%	0%
\$50,001-70,000	16	47%	6%	24%	7%	10%	6%
More than \$70,000	29	17%	17%	19%	21%	22%	4%
NZ Maori	20	37%	20%	9%	30%	4%	0%

**COMMUNICATION MATERIAL ON ITS MEETINGS, POLICIES AND DEMOCRATIC SERVICES: THEY ARE TIMELY**

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

They are timely  
ban1 by q7\_1

								MEAN SCORE (scale reversed)
	Weighted base	1 Strongly agree	2	3	4	5 Strongly disagree	Unsure	Mean
All	400	13%	25%	26%	10%	7%	19%	3.31
Waikanae	95	15%	20%	36%	7%	4%	18%	3.42
Otaki	68	15%	24%	29%	11%	6%	15%	3.35
Paraparaumu	150	13%	26%	18%	14%	8%	21%	3.26
Paekakariki-Raumati South	87	10%	28%	27%	7%	10%	18%	3.25
AGE GROUP								
18-39	106	13%	15%	29%	10%	6%	27%	3.27
40-64	172	10%	23%	26%	13%	10%	18%	3.12
65-Plus	122	17%	35%	23%	7%	5%	13%	3.60
HOMEOWNERSHIP								
Renting	68	20%	20%	18%	6%	8%	28%	3.51
Own home	318	11%	25%	28%	11%	8%	17%	3.25
Other	7	58%	11%	21%	0%	0%	10%	4.40
DEPENDENT CHILDREN								
Yes	135	7%	23%	29%	13%	7%	21%	3.13
No/ Unsure	265	16%	25%	25%	9%	8%	17%	3.41
HOUSEHOLD INCOME								
\$20,000 or less	29	21%	19%	27%	6%	12%	15%	3.36
\$20,001-30,000	49	23%	27%	25%	6%	3%	16%	3.72
\$30,001-40,000	37	9%	33%	30%	18%	0%	10%	3.36
\$40,001-50,000	27	4%	26%	34%	6%	4%	26%	3.24
\$50,001-70,000	55	15%	29%	34%	6%	5%	11%	3.47
\$70,001-100,000	50	11%	21%	16%	15%	11%	26%	3.07
More than \$100,000	81	8%	27%	28%	9%	9%	19%	3.20
PERSONAL INCOME								
Less than \$15,000	41	12%	26%	21%	11%	9%	21%	3.27
\$15,001-25,000	75	17%	31%	26%	7%	3%	16%	3.61
\$25,001-30,000	32	5%	35%	33%	6%	4%	17%	3.39
\$30,001-40,000	32	12%	26%	30%	15%	4%	13%	3.33
\$40,001-50,000	28	17%	25%	30%	6%	0%	22%	3.68
\$50,001-70,000	34	20%	22%	28%	17%	8%	5%	3.30
More than \$70,000	60	5%	22%	32%	9%	13%	19%	2.94
NZ Maori	40	13%	25%	32%	6%	6%	18%	3.41
COUNCIL CONTACT								
Yes	188	13%	28%	23%	12%	8%	16%	3.29
No/ Unsure	212	13%	22%	29%	9%	6%	21%	3.34
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	21%	30%	21%	7%	2%	19%	3.75
4 + 5 Not responsive at all	48	3%	21%	26%	17%	22%	11%	2.62

**COMMUNICATION MATERIAL ON ITS MEETINGS, POLICIES AND DEMOCRATIC SERVICES: THEY ARE EASY TO GET**

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

They are easy to get  
ban1 by q7\_2

								MEAN SCORE (scale reversed)
	Weighted base	1 Strongly agree	2	3	4	5 Strongly disagree	Unsure	Mean
All	400	13%	27%	27%	10%	9%	14%	3.29
Waikanae	95	15%	30%	23%	12%	4%	16%	3.49
Otaki	68	12%	31%	25%	7%	10%	15%	3.34
Paraparaumu	150	18%	23%	28%	11%	7%	13%	3.39
Paekakariki-Raumati South	87	4%	25%	33%	8%	18%	12%	2.87
AGE GROUP								
18-39	106	14%	20%	31%	11%	7%	17%	3.28
40-64	172	10%	20%	29%	11%	14%	16%	3.02
65-Plus	122	17%	41%	22%	7%	4%	9%	3.64
HOMEOWNERSHIP								
Renting	68	12%	22%	28%	10%	10%	18%	3.18
Own home	318	13%	27%	27%	10%	10%	13%	3.28
Other	7	46%	23%	13%	8%	0%	10%	4.19
DEPENDENT CHILDREN								
Yes	135	11%	23%	29%	8%	13%	16%	3.12
No/ Unsure	265	15%	28%	27%	10%	7%	13%	3.37
HOUSEHOLD INCOME								
\$20,000 or less	29	20%	19%	18%	16%	10%	17%	3.29
\$20,001-30,000	49	18%	30%	25%	4%	8%	15%	3.53
\$30,001-40,000	37	11%	38%	36%	12%	0%	3%	3.50
\$40,001-50,000	27	8%	27%	33%	17%	4%	11%	3.17
\$50,001-70,000	55	10%	35%	21%	12%	3%	19%	3.47
\$70,001-100,000	50	15%	16%	24%	8%	12%	25%	3.20
More than \$100,000	81	12%	24%	30%	9%	15%	10%	3.09
PERSONAL INCOME								
Less than \$15,000	41	16%	15%	17%	11%	4%	37%	3.44
\$15,001-25,000	75	12%	45%	16%	8%	7%	12%	3.53
\$25,001-30,000	32	8%	36%	36%	9%	4%	7%	3.38
\$30,001-40,000	32	12%	24%	43%	10%	3%	8%	3.35
\$40,001-50,000	28	17%	27%	20%	22%	4%	10%	3.33
\$50,001-70,000	34	18%	19%	23%	6%	16%	18%	3.21
More than \$70,000	60	10%	19%	30%	10%	21%	10%	2.87
NZ Maori	40	5%	36%	37%	5%	6%	11%	3.32
COUNCIL CONTACT								
Yes	188	14%	30%	26%	8%	9%	13%	3.35
No/ Unsure	212	13%	23%	29%	11%	10%	14%	3.23
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	19%	34%	19%	8%	3%	17%	3.71
4 + 5 Not responsive at all	48	10%	24%	31%	7%	20%	8%	2.96

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

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

They encourage you to take part or get involved  
ban1 by q7\_3

								MEAN SCORE (scale reversed)
	Weighted base	1 Strongly agree	2	3	4	5 Strongly disagree	Unsure	Mean
All	400	13%	30%	28%	12%	10%	7%	3.24
Waikanae	95	12%	45%	23%	8%	4%	8%	3.58
Otaki	68	17%	32%	19%	14%	12%	6%	3.27
Paraparaumu	150	13%	27%	28%	10%	12%	10%	3.21
Paekakariki-Raumati South	87	10%	17%	41%	18%	13%	1%	2.94
AGE GROUP								
18-39	106	16%	25%	21%	15%	13%	10%	3.18
40-64	172	12%	24%	35%	13%	12%	4%	3.10
65-Plus	122	11%	42%	25%	9%	5%	8%	3.50
HOMEOWNERSHIP								
Renting	68	20%	25%	17%	14%	14%	10%	3.24
Own home	318	11%	31%	31%	11%	10%	6%	3.22
Other	7	48%	21%	13%	8%	0%	10%	4.20
DEPENDENT CHILDREN								
Yes	135	12%	24%	31%	13%	14%	6%	3.07
No/ Unsure	265	14%	32%	27%	11%	9%	7%	3.33
HOUSEHOLD INCOME								
\$20,000 or less	29	24%	34%	9%	13%	17%	3%	3.38
\$20,001-30,000	49	11%	49%	14%	11%	6%	9%	3.51
\$30,001-40,000	37	6%	37%	31%	17%	6%	3%	3.21
\$40,001-50,000	27	5%	28%	28%	21%	8%	10%	3.02
\$50,001-70,000	55	15%	29%	44%	4%	5%	3%	3.47
\$70,001-100,000	50	13%	22%	27%	21%	9%	8%	3.10
More than \$100,000	81	9%	25%	33%	9%	17%	7%	3.01
PERSONAL INCOME								
Less than \$15,000	41	12%	36%	26%	5%	9%	12%	3.42
\$15,001-25,000	75	16%	44%	15%	11%	10%	4%	3.47
\$25,001-30,000	32	8%	41%	35%	8%	0%	8%	3.54
\$30,001-40,000	32	9%	16%	33%	28%	12%	2%	2.82
\$40,001-50,000	28	16%	27%	34%	16%	0%	7%	3.46
\$50,001-70,000	34	8%	25%	38%	13%	8%	8%	3.13
More than \$70,000	60	9%	19%	27%	15%	23%	7%	2.75
NZ Maori	40	17%	37%	18%	13%	12%	3%	3.36
COUNCIL CONTACT								
Yes	188	14%	32%	26%	12%	10%	6%	3.30
No/ Unsure	212	12%	28%	30%	12%	11%	7%	3.19
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	18%	37%	25%	8%	4%	8%	3.62
4 + 5 Not responsive at all	48	10%	28%	22%	15%	25%	0%	2.82

**COMMUNICATION MATERIAL ON ITS MEETINGS, POLICIES AND DEMOCRATIC SERVICES: THEY ARE APPROPRIATE**

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

They are appropriate  
ban1 by q7\_4

								MEAN SCORE (scale reversed)
	Weighted base	1 Strongly agree	2	3	4	5 Strongly disagree	Unsure	Mean
All	400	14%	27%	28%	10%	7%	14%	3.37
Waikanae	95	13%	28%	31%	8%	6%	14%	3.39
Otaki	68	15%	32%	25%	13%	4%	11%	3.46
Paraparaumu	150	16%	22%	26%	12%	7%	17%	3.34
Paekakariki-Raumati South	87	12%	31%	28%	6%	10%	13%	3.34
AGE GROUP								
18-39	106	13%	26%	27%	7%	5%	22%	3.43
40-64	172	10%	26%	28%	15%	8%	13%	3.18
65-Plus	122	21%	30%	28%	5%	7%	9%	3.58
HOMEOWNERSHIP								
Renting	68	18%	23%	18%	10%	7%	24%	3.48
Own home	318	13%	28%	30%	10%	7%	12%	3.34
Other	7	47%	18%	25%	0%	0%	10%	4.25
DEPENDENT CHILDREN								
Yes	135	10%	27%	26%	11%	7%	19%	3.29
No/ Unsure	265	16%	27%	28%	10%	7%	12%	3.41
HOUSEHOLD INCOME								
\$20,000 or less	29	21%	20%	24%	14%	6%	15%	3.42
\$20,001-30,000	49	28%	27%	29%	6%	3%	7%	3.75
\$30,001-40,000	37	6%	35%	37%	12%	2%	8%	3.35
\$40,001-50,000	27	10%	26%	33%	7%	4%	20%	3.38
\$50,001-70,000	55	9%	35%	26%	7%	7%	16%	3.38
\$70,001-100,000	50	12%	18%	36%	7%	6%	21%	3.32
More than \$100,000	81	14%	30%	25%	9%	10%	12%	3.34
PERSONAL INCOME								
Less than \$15,000	41	12%	27%	25%	12%	7%	17%	3.30
\$15,001-25,000	75	22%	27%	22%	10%	3%	16%	3.66
\$25,001-30,000	32	7%	32%	39%	3%	4%	15%	3.42
\$30,001-40,000	32	12%	27%	46%	9%	0%	6%	3.45
\$40,001-50,000	28	14%	28%	35%	3%	4%	16%	3.53
\$50,001-70,000	34	20%	22%	31%	9%	10%	8%	3.37
More than \$70,000	60	11%	31%	21%	10%	13%	14%	3.20
NZ Maori	40	5%	43%	24%	8%	0%	20%	3.57
COUNCIL CONTACT								
Yes	188	15%	29%	27%	8%	8%	13%	3.40
No/ Unsure	212	14%	25%	29%	12%	5%	15%	3.34
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	24%	31%	25%	5%	3%	12%	3.78
4 + 5 Not responsive at all	48	4%	27%	30%	11%	13%	15%	2.97

# **COUNCIL GIVES YOU ENOUGH OPPORTUNITIES TO PARTICIPATE IN DECISION-MAKING**

This question is about civic involvement. Using a 1-5 scale where 1 means strongly agree and 5 strongly disagree, how much do you agree or disagree that the council gives you enough opportunities to participate in decision-making?  
ban1 by q8

								MEAN SCORE (scale reversed)
	Weighted base	1 Strongly agree	2	3	4	5 Strongly disagree	Unsure	Mean
All	400	10%	22%	24%	21%	16%	7%	2.87
Waikanae	95	11%	25%	25%	13%	18%	8%	2.98
Otaki	68	11%	24%	26%	23%	8%	8%	3.09
Paraparaumu	150	11%	19%	21%	24%	17%	8%	2.80
Paekakariki-Raumati South	87	7%	20%	29%	21%	20%	3%	2.70
AGE GROUP								
18-39	106	12%	18%	24%	24%	15%	7%	2.87
40-64	172	8%	22%	29%	22%	15%	4%	2.86
65-Plus	122	10%	25%	19%	16%	20%	10%	2.90
HOMEOWNERSHIP								
Renting	68	13%	18%	25%	17%	18%	9%	2.92
Own home	318	8%	22%	25%	21%	17%	7%	2.82
Other	7	58%	13%	11%	18%	0%	0%	4.11
DEPENDENT CHILDREN								
Yes	135	9%	15%	29%	27%	15%	5%	2.75
No/ Unsure	265	10%	25%	22%	18%	17%	8%	2.93
HOUSEHOLD INCOME								
\$20,000 or less	29	18%	19%	23%	16%	19%	5%	3.00
\$20,001-30,000	49	7%	22%	35%	18%	12%	6%	2.93
\$30,001-40,000	37	14%	20%	33%	20%	8%	5%	3.13
\$40,001-50,000	27	10%	33%	25%	20%	12%	0%	3.09
\$50,001-70,000	55	11%	20%	21%	24%	13%	11%	2.90
\$70,001-100,000	50	7%	21%	23%	37%	6%	6%	2.83
More than \$100,000	81	10%	27%	23%	17%	20%	3%	2.92
PERSONAL INCOME								
Less than \$15,000	41	10%	23%	22%	14%	17%	14%	2.95
\$15,001-25,000	75	18%	21%	27%	18%	11%	5%	3.17
\$25,001-30,000	32	14%	33%	21%	14%	7%	11%	3.38
\$30,001-40,000	32	7%	8%	46%	27%	9%	3%	2.76
\$40,001-50,000	28	6%	48%	26%	16%	4%	0%	3.37
\$50,001-70,000	34	12%	15%	28%	28%	15%	2%	2.81
More than \$70,000	60	3%	24%	17%	27%	25%	4%	2.51
NZ Maori	40	6%	28%	32%	25%	3%	6%	3.11
COUNCIL CONTACT								
Yes	188	9%	23%	27%	18%	17%	6%	2.89
No/ Unsure	212	11%	21%	22%	23%	16%	7%	2.86
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	8%	30%	30%	10%	15%	7%	3.07
4 + 5 Not responsive at all	48	10%	12%	18%	31%	26%	3%	2.50

# **COMMUNICATIONS MATERIAL ON ITS LIBRARIES, THE ARTS AND MUSEUMS – THEY ARE TIMELY**

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

They are timely  
ban1 by q10\_1

								MEAN SCORE (scale reversed)
	Weighted base	1 Strongly agree	2	3	4	5 Strongly disagree	Unsure	Mean
All	400	17%	33%	25%	6%	4%	15%	3.63
Waikanae	95	17%	36%	25%	2%	3%	17%	3.75
Otaki	68	20%	40%	18%	9%	4%	9%	3.72
Paraparaumu	150	18%	34%	23%	5%	4%	16%	3.67
Paekakariki-Raumati South	87	14%	20%	35%	12%	4%	15%	3.34
AGE GROUP								
18-39	106	14%	33%	26%	4%	5%	18%	3.56
40-64	172	16%	29%	29%	8%	4%	14%	3.52
65-Plus	122	21%	39%	20%	6%	2%	12%	3.82
HOMEOWNERSHIP								
Renting	68	16%	26%	32%	3%	2%	21%	3.63
Own home	318	17%	33%	24%	8%	4%	14%	3.62
Other	7	34%	56%	0%	0%	10%	0%	4.04
DEPENDENT CHILDREN								
Yes	135	17%	33%	25%	6%	4%	15%	3.61
No/ Unsure	265	18%	33%	25%	6%	4%	14%	3.63
HOUSEHOLD INCOME								
\$20,000 or less	29	35%	19%	19%	3%	9%	15%	3.82
\$20,001-30,000	49	8%	58%	15%	1%	3%	15%	3.80
\$30,001-40,000	37	21%	41%	20%	4%	0%	14%	3.92
\$40,001-50,000	27	5%	47%	34%	10%	0%	4%	3.51
\$50,001-70,000	55	16%	31%	24%	6%	2%	21%	3.68
\$70,001-100,000	50	8%	33%	24%	11%	3%	21%	3.40
More than \$100,000	81	17%	21%	31%	13%	5%	13%	3.35
PERSONAL INCOME								
Less than \$15,000	41	11%	41%	16%	4%	8%	20%	3.55
\$15,001-25,000	75	20%	36%	18%	3%	2%	21%	3.88
\$25,001-30,000	32	12%	62%	13%	4%	0%	9%	3.90
\$30,001-40,000	32	28%	37%	17%	5%	0%	13%	4.01
\$40,001-50,000	28	9%	44%	33%	7%	0%	7%	3.59
\$50,001-70,000	34	17%	27%	27%	13%	2%	14%	3.50
More than \$70,000	60	12%	11%	38%	17%	6%	16%	3.06
NZ Maori	40	21%	40%	14%	8%	0%	17%	3.89
COUNCIL CONTACT								
Yes	188	17%	35%	22%	7%	3%	16%	3.68
No/ Unsure	212	17%	31%	28%	6%	4%	14%	3.58
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	19%	41%	20%	2%	2%	16%	3.85
4 + 5 Not responsive at all	48	17%	32%	24%	11%	2%	14%	3.60



# COMMUNICATIONS MATERIAL ON ITS LIBRARIES, THE ARTS AND MUSEUMS – THEY ARE EASY TO GET

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

They are easy to get  
ban1 by q10\_2

								MEAN SCORE (scale reversed)
	Weighted base	1 Strongly agree	2	3	4	5 Strongly disagree	Unsure	Mean
All	400	25%	29%	25%	8%	3%	10%	3.71
Waikanae	95	24%	35%	21%	6%	2%	12%	3.83
Otaki	68	26%	33%	23%	7%	2%	9%	3.82
Paraparaumu	150	28%	24%	23%	9%	5%	11%	3.69
Paekakariki-Raumati South	87	18%	30%	34%	8%	3%	7%	3.56
AGE GROUP								
18-39	106	22%	32%	23%	8%	5%	10%	3.64
40-64	172	20%	30%	32%	5%	4%	9%	3.60
65-Plus	122	35%	26%	16%	11%	0%	12%	3.94
HOMEOWNERSHIP								
Renting	68	28%	31%	21%	7%	1%	12%	3.88
Own home	318	24%	29%	25%	8%	4%	10%	3.68
Other	7	46%	23%	0%	8%	13%	10%	3.89
DEPENDENT CHILDREN								
Yes	135	23%	34%	30%	4%	3%	6%	3.76
No/ Unsure	265	25%	27%	22%	10%	4%	12%	3.69
HOUSEHOLD INCOME								
\$20,000 or less	29	50%	7%	14%	7%	9%	13%	3.92
\$20,001-30,000	49	31%	39%	16%	1%	0%	13%	4.14
\$30,001-40,000	37	29%	41%	11%	17%	2%	0%	3.77
\$40,001-50,000	27	23%	36%	29%	12%	0%	0%	3.70
\$50,001-70,000	55	20%	27%	30%	11%	0%	12%	3.64
\$70,001-100,000	50	13%	38%	25%	5%	6%	13%	3.54
More than \$100,000	81	19%	26%	33%	6%	5%	11%	3.56
PERSONAL INCOME								
Less than \$15,000	41	26%	30%	18%	8%	6%	12%	3.71
\$15,001-25,000	75	36%	28%	11%	10%	2%	13%	3.99
\$25,001-30,000	32	26%	37%	24%	8%	0%	5%	3.85
\$30,001-40,000	32	28%	35%	23%	8%	0%	6%	3.89
\$40,001-50,000	28	23%	30%	36%	7%	0%	4%	3.72
\$50,001-70,000	34	21%	26%	28%	6%	9%	10%	3.49
More than \$70,000	60	10%	30%	38%	7%	4%	11%	3.38
NZ Maori	40	39%	28%	22%	6%	0%	5%	4.06
COUNCIL CONTACT								
Yes	188	24%	33%	22%	7%	3%	11%	3.76
No/ Unsure	212	25%	26%	27%	9%	3%	10%	3.67
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	29%	33%	19%	4%	2%	13%	3.96
4 + 5 Not responsive at all	48	16%	29%	36%	8%	4%	7%	3.51

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

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

They encourage you to take part or get involved  
ban1 by q10\_3

								MEAN SCORE (scale reversed)
	Weighted base	1 Strongly agree	2	3	4	5 Strongly disagree	Unsure	Mean
All	400	21%	26%	27%	11%	6%	9%	3.48
Waikanae	95	14%	33%	30%	7%	7%	9%	3.44
Otaki	68	22%	25%	22%	15%	6%	10%	3.46
Paraparaumu	150	22%	24%	31%	7%	7%	9%	3.51
Paekakariki-Raumati South	87	26%	21%	21%	18%	5%	9%	3.49
AGE GROUP								
18-39	106	18%	26%	29%	11%	8%	8%	3.37
40-64	172	18%	22%	32%	13%	5%	10%	3.39
65-Plus	122	26%	31%	20%	8%	6%	9%	3.70
HOMEOWNERSHIP								
Renting	68	23%	25%	30%	5%	8%	9%	3.56
Own home	318	20%	26%	26%	12%	6%	10%	3.48
Other	7	34%	24%	19%	0%	23%	0%	3.46
DEPENDENT CHILDREN								
Yes	135	20%	23%	37%	10%	3%	7%	3.49
No/ Unsure	265	21%	27%	22%	11%	8%	11%	3.48
HOUSEHOLD INCOME								
\$20,000 or less	29	35%	15%	17%	7%	12%	14%	3.64
\$20,001-30,000	49	26%	37%	17%	3%	5%	12%	3.86
\$30,001-40,000	37	15%	43%	28%	5%	2%	7%	3.70
\$40,001-50,000	27	8%	39%	38%	11%	4%	0%	3.34
\$50,001-70,000	55	19%	25%	30%	7%	4%	15%	3.57
\$70,001-100,000	50	10%	26%	29%	19%	5%	11%	3.17
More than \$100,000	81	17%	21%	31%	19%	5%	7%	3.29
PERSONAL INCOME								
Less than \$15,000	41	26%	24%	26%	5%	6%	13%	3.68
\$15,001-25,000	75	29%	34%	14%	10%	5%	8%	3.81
\$25,001-30,000	32	15%	50%	22%	0%	8%	5%	3.67
\$30,001-40,000	32	14%	28%	41%	2%	0%	15%	3.64
\$40,001-50,000	28	12%	25%	52%	7%	0%	4%	3.45
\$50,001-70,000	34	16%	17%	31%	19%	10%	7%	3.11
More than \$70,000	60	14%	16%	28%	24%	7%	11%	3.07
NZ Maori	40	37%	27%	20%	8%	3%	5%	3.90
COUNCIL CONTACT								
Yes	188	19%	30%	24%	12%	5%	10%	3.51
No/ Unsure	212	22%	22%	30%	9%	8%	9%	3.45
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	21%	35%	19%	11%	4%	10%	3.63
4 + 5 Not responsive at all	48	22%	23%	29%	13%	6%	7%	3.46

**COMMUNICATIONS MATERIAL ON ITS LIBRARIES, THE ARTS AND MUSEUMS – THEY ARE APPROPRIATE**

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

They are appropriate  
 ban1 by q10\_4

							MEAN SCORE (scale reversed)	
	Weighted base	1 Strongly agree	2	3	4	5 Strongly disagree	Unsure	Mean
All	400	23%	34%	24%	4%	3%	12%	3.80
Waikanae	95	23%	33%	24%	2%	2%	16%	3.86
Otaki	68	23%	36%	24%	3%	2%	12%	3.87
Paraparaumu	150	23%	36%	21%	5%	3%	12%	3.80
Paekakariki-Raumati South	87	23%	29%	31%	5%	3%	9%	3.69
AGE GROUP								
18-39	106	24%	30%	24%	2%	5%	15%	3.80
40-64	172	18%	33%	31%	4%	2%	12%	3.70
65-Plus	122	28%	38%	16%	5%	2%	11%	3.95
HOMEOWNERSHIP								
Renting	68	26%	38%	22%	0%	0%	14%	4.04
Own home	318	22%	33%	25%	5%	3%	12%	3.74
Other	7	46%	34%	10%	0%	0%	10%	4.39
DEPENDENT CHILDREN								
Yes	135	26%	31%	30%	1%	3%	9%	3.83
No/ Unsure	265	21%	35%	22%	6%	2%	14%	3.79
HOUSEHOLD INCOME								
\$20,000 or less	29	41%	33%	8%	3%	3%	12%	4.21
\$20,001-30,000	49	24%	44%	15%	0%	1%	16%	4.06
\$30,001-40,000	37	29%	42%	18%	4%	0%	7%	4.03
\$40,001-50,000	27	8%	52%	33%	7%	0%	0%	3.59
\$50,001-70,000	55	13%	34%	28%	2%	4%	19%	3.61
\$70,001-100,000	50	23%	20%	27%	10%	3%	17%	3.62
More than \$100,000	81	22%	25%	32%	4%	6%	11%	3.61
PERSONAL INCOME								
Less than \$15,000	41	22%	48%	5%	4%	7%	14%	3.87
\$15,001-25,000	75	29%	36%	16%	0%	2%	17%	4.09
\$25,001-30,000	32	24%	38%	22%	4%	0%	12%	3.94
\$30,001-40,000	32	30%	37%	17%	5%	0%	11%	4.05
\$40,001-50,000	28	12%	37%	33%	10%	0%	8%	3.55
\$50,001-70,000	34	16%	23%	28%	10%	7%	16%	3.37
More than \$70,000	60	18%	21%	43%	3%	6%	9%	3.45
NZ Maori	40	30%	41%	17%	0%	0%	12%	4.15
COUNCIL CONTACT								
Yes	188	24%	36%	20%	4%	3%	13%	3.85
No/ Unsure	212	21%	32%	29%	4%	2%	12%	3.76
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	24%	40%	15%	2%	3%	16%	3.95
4 + 5 Not responsive at all	48	21%	36%	21%	5%	4%	13%	3.75

# COMMUNICATIONS MATERIAL ON SUPPORTING A SUSTAINABLE ENVIRONMENT - THEY ARE TIMELY

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

They are timely  
ban1 by q11\_1

								MEAN SCORE (scale reversed)
	Weighted base	1 Strongly agree	2	3	4	5 Strongly disagree	Unsure	Mean
All	400	12%	27%	33%	10%	5%	13%	3.35
Waikanae	95	4%	31%	42%	7%	3%	13%	3.31
Otaki	68	17%	28%	25%	9%	7%	14%	3.45
Paraparaumu	150	13%	29%	28%	12%	6%	12%	3.35
Paekakariki-Raumati South	87	13%	21%	37%	11%	4%	14%	3.31
AGE GROUP								
18-39	106	15%	25%	31%	8%	7%	14%	3.38
40-64	172	9%	26%	37%	10%	6%	12%	3.23
65-Plus	122	13%	32%	27%	11%	2%	15%	3.50
HOMEOWNERSHIP								
Renting	68	21%	21%	22%	9%	9%	18%	3.43
Own home	318	10%	29%	35%	10%	4%	12%	3.33
Other	7	21%	43%	0%	13%	0%	23%	3.93
DEPENDENT CHILDREN								
Yes	135	9%	26%	38%	6%	7%	14%	3.27
No/ Unsure	265	13%	28%	30%	12%	4%	13%	3.39
HOUSEHOLD INCOME								
\$20,000 or less	29	13%	23%	20%	9%	16%	19%	3.11
\$20,001-30,000	49	12%	35%	32%	6%	1%	14%	3.58
\$30,001-40,000	37	12%	42%	22%	12%	2%	10%	3.56
\$40,001-50,000	27	12%	21%	47%	14%	0%	6%	3.34
\$50,001-70,000	55	20%	22%	32%	6%	4%	16%	3.59
\$70,001-100,000	50	5%	24%	41%	13%	4%	13%	3.17
More than \$100,000	81	8%	25%	36%	11%	6%	14%	3.19
PERSONAL INCOME								
Less than \$15,000	41	5%	33%	29%	5%	11%	17%	3.20
\$15,001-25,000	75	20%	28%	23%	9%	2%	18%	3.66
\$25,001-30,000	32	13%	37%	38%	4%	0%	8%	3.65
\$30,001-40,000	32	15%	28%	33%	12%	0%	12%	3.53
\$40,001-50,000	28	14%	27%	35%	17%	0%	7%	3.42
\$50,001-70,000	34	10%	22%	40%	14%	4%	10%	3.22
More than \$70,000	60	3%	16%	47%	13%	7%	14%	2.94
NZ Maori	40	19%	27%	27%	8%	3%	16%	3.61
COUNCIL CONTACT								
Yes	188	10%	29%	34%	11%	5%	11%	3.32
No/ Unsure	212	13%	26%	31%	10%	5%	15%	3.38
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	12%	33%	30%	7%	3%	15%	3.51
4 + 5 Not responsive at all	48	8%	23%	44%	11%	8%	6%	3.12

# COMMUNICATIONS MATERIAL ON SUPPORTING A SUSTAINABLE ENVIRONMENT - THEY ARE EASY TO GET

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

They are easy to get  
ban1 by q11\_2

								MEAN SCORE (scale reversed)
	Weighted base	1 Strongly agree	2	3	4	5 Strongly disagree	Unsure	Mean
All	400	12%	28%	29%	13%	7%	11%	3.28
Waikanae	95	6%	33%	34%	12%	1%	14%	3.36
Otaki	68	16%	29%	27%	11%	7%	10%	3.40
Paraparaumu	150	15%	23%	30%	14%	8%	10%	3.25
Paekakariki-Raumati South	87	10%	31%	25%	12%	13%	9%	3.16
AGE GROUP								
18-39	106	20%	21%	32%	10%	6%	11%	3.44
40-64	172	8%	31%	31%	13%	9%	8%	3.19
65-Plus	122	10%	31%	24%	15%	6%	14%	3.29
HOMEOWNERSHIP								
Renting	68	23%	27%	16%	11%	10%	13%	3.46
Own home	318	10%	28%	32%	13%	7%	10%	3.24
Other	7	21%	43%	0%	13%	0%	23%	3.93
DEPENDENT CHILDREN								
Yes	135	13%	26%	36%	9%	6%	10%	3.35
No/ Unsure	265	11%	29%	26%	15%	8%	11%	3.25
HOUSEHOLD INCOME								
\$20,000 or less	29	15%	18%	20%	15%	15%	17%	3.03
\$20,001-30,000	49	14%	41%	22%	12%	2%	9%	3.58
\$30,001-40,000	37	12%	28%	20%	20%	11%	9%	3.11
\$40,001-50,000	27	20%	13%	41%	20%	0%	6%	3.36
\$50,001-70,000	55	14%	29%	33%	4%	4%	16%	3.53
\$70,001-100,000	50	7%	27%	30%	18%	8%	10%	3.08
More than \$100,000	81	9%	29%	35%	10%	8%	9%	3.22
PERSONAL INCOME								
Less than \$15,000	41	4%	28%	37%	11%	10%	10%	3.06
\$15,001-25,000	75	16%	40%	10%	15%	5%	14%	3.54
\$25,001-30,000	32	20%	34%	25%	13%	0%	8%	3.67
\$30,001-40,000	32	8%	28%	27%	15%	10%	12%	3.12
\$40,001-50,000	28	22%	21%	41%	9%	0%	7%	3.60
\$50,001-70,000	34	11%	20%	44%	10%	7%	8%	3.20
More than \$70,000	60	5%	22%	35%	17%	11%	10%	2.93
NZ Maori	40	22%	38%	15%	11%	3%	11%	3.74
COUNCIL CONTACT								
Yes	188	11%	29%	29%	12%	9%	10%	3.23
No/ Unsure	212	13%	28%	30%	13%	5%	11%	3.33
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	13%	32%	33%	3%	5%	14%	3.50
4 + 5 Not responsive at all	48	9%	30%	23%	20%	12%	6%	3.05

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

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

They encourage you to take part or get involved  
ban1 by q11\_3

								MEAN SCORE (scale reversed)
	Weighted base	1 Strongly agree	2	3	4	5 Strongly disagree	Unsure	Mean
All	400	13%	28%	30%	12%	8%	9%	3.31
Waikanae	95	8%	30%	39%	8%	3%	12%	3.35
Otaki	68	19%	27%	26%	7%	6%	15%	3.54
Paraparaumu	150	13%	28%	29%	15%	9%	6%	3.24
Paekakariki-Raumati South	87	15%	27%	27%	13%	11%	7%	3.22
AGE GROUP								
18-39	106	18%	21%	34%	10%	7%	10%	3.37
40-64	172	11%	30%	30%	14%	8%	7%	3.22
65-Plus	122	13%	32%	27%	10%	7%	11%	3.39
HOMEOWNERSHIP								
Renting	68	16%	26%	20%	13%	9%	16%	3.34
Own home	318	13%	28%	32%	12%	7%	8%	3.30
Other	7	21%	35%	8%	0%	13%	23%	3.66
DEPENDENT CHILDREN								
Yes	135	13%	24%	37%	11%	7%	8%	3.27
No/ Unsure	265	14%	30%	27%	12%	8%	9%	3.33
HOUSEHOLD INCOME								
\$20,000 or less	29	19%	17%	14%	21%	10%	19%	3.18
\$20,001-30,000	49	14%	45%	20%	5%	2%	14%	3.72
\$30,001-40,000	37	12%	38%	18%	18%	5%	9%	3.38
\$40,001-50,000	27	13%	20%	46%	9%	3%	9%	3.32
\$50,001-70,000	55	16%	30%	35%	7%	5%	7%	3.48
\$70,001-100,000	50	11%	26%	38%	12%	7%	6%	3.24
More than \$100,000	81	9%	27%	36%	15%	9%	4%	3.11
PERSONAL INCOME								
Less than \$15,000	41	16%	21%	28%	13%	10%	12%	3.23
\$15,001-25,000	75	18%	35%	23%	9%	3%	12%	3.63
\$25,001-30,000	32	15%	39%	30%	8%	0%	8%	3.67
\$30,001-40,000	32	10%	35%	27%	15%	3%	10%	3.39
\$40,001-50,000	28	12%	38%	37%	9%	0%	4%	3.56
\$50,001-70,000	34	12%	25%	38%	8%	12%	5%	3.19
More than \$70,000	60	5%	19%	37%	22%	14%	3%	2.79
NZ Maori	40	16%	32%	21%	12%	3%	16%	3.55
COUNCIL CONTACT								
Yes	188	13%	25%	36%	10%	8%	8%	3.28
No/ Unsure	212	14%	31%	25%	13%	7%	10%	3.34
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	16%	29%	30%	8%	5%	12%	3.49
4 + 5 Not responsive at all	48	13%	13%	46%	13%	11%	4%	3.04

**COMMUNICATIONS MATERIAL ON SUPPORTING A SUSTAINABLE ENVIRONMENT - THEY ARE APPROPRIATE**

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

They are appropriate  
 ban1 by q11\_4

								MEAN SCORE (scale reversed)
	Weighted base	1 Strongly agree	2	3	4	5 Strongly disagree	Unsure	Mean
All	400	14%	33%	26%	8%	8%	11%	3.42
Waikanae	95	7%	38%	31%	6%	6%	12%	3.39
Otaki	68	17%	34%	16%	12%	8%	13%	3.47
Paraparaumu	150	15%	33%	28%	7%	8%	9%	3.45
Paekakariki-Raumati South	87	17%	28%	24%	8%	11%	12%	3.37
AGE GROUP								
18-39	106	17%	37%	20%	9%	6%	11%	3.57
40-64	172	12%	31%	28%	9%	11%	9%	3.26
65-Plus	122	14%	33%	29%	4%	6%	14%	3.53
HOMEOWNERSHIP								
Renting	68	27%	26%	19%	4%	8%	16%	3.71
Own home	318	11%	34%	28%	9%	8%	10%	3.35
Other	7	21%	43%	13%	0%	0%	23%	4.11
DEPENDENT CHILDREN								
Yes	135	13%	32%	29%	8%	8%	10%	3.36
No/ Unsure	265	15%	34%	24%	8%	8%	11%	3.45
HOUSEHOLD INCOME								
\$20,000 or less	29	17%	32%	11%	12%	12%	16%	3.37
\$20,001-30,000	49	12%	45%	22%	1%	4%	16%	3.72
\$30,001-40,000	37	14%	35%	19%	15%	9%	8%	3.33
\$40,001-50,000	27	22%	16%	47%	11%	0%	4%	3.53
\$50,001-70,000	55	16%	34%	26%	5%	2%	17%	3.70
\$70,001-100,000	50	15%	25%	32%	4%	11%	13%	3.33
More than \$100,000	81	7%	40%	27%	10%	11%	5%	3.24
PERSONAL INCOME								
Less than \$15,000	41	9%	37%	15%	14%	10%	15%	3.26
\$15,001-25,000	75	18%	39%	15%	6%	5%	17%	3.70
\$25,001-30,000	32	16%	43%	29%	4%	0%	8%	3.78
\$30,001-40,000	32	14%	27%	34%	7%	7%	11%	3.39
\$40,001-50,000	28	19%	23%	44%	10%	0%	4%	3.52
\$50,001-70,000	34	17%	26%	33%	2%	12%	10%	3.37
More than \$70,000	60	5%	36%	31%	8%	14%	6%	3.12
NZ Maori	40	20%	44%	17%	3%	3%	13%	3.86
COUNCIL CONTACT								
Yes	188	14%	31%	27%	10%	7%	11%	3.41
No/ Unsure	212	14%	35%	25%	6%	9%	11%	3.43
RESPONSIVENESS OF COUNCIL								
1 Very responsive + 2	101	18%	34%	22%	8%	3%	15%	3.65
4 + 5 Not responsive at all	48	11%	27%	34%	9%	10%	9%	3.22