

MARKET RESEARCH REPORT

RESIDENTS SURVEY

KAPITI COAST DISTRICT COUNCIL

MAY 2001



National Research Bureau

Phone (09) 630-0655, Fax (09) 638-7846
P O Box 10118, Dominion Road,
110 Mt Eden Road, Mt Eden
Auckland

RESIDENTS SURVEY

KAPITI COAST DISTRICT COUNCIL

MAY 2001

CONTENTS

PAGE NO.

A.	BACKGROUND AND OBJECTIVES	1
B.	SURVEY METHODOLOGY	2
C.	EXECUTIVE SUMMARY	3
D.	FINDINGS IN DETAIL	6
1.	Contact With Council	6
a.	Levels of Contact	6
b.	Satisfaction When Contacting The Council Offices By Phone	7
c.	Satisfaction When Visiting The Council Offices In Person	8
d.	Satisfaction When Contacting The Council Offices In Writing	9
e.	Satisfaction When Contacting The Council Offices By E-mail	10
f.	Satisfaction With Overall Service Received When Contacted Council Offices	11
g.	Spoken to The Mayor Or A Councillor In Last 12 Months	12
2.	Staff Performance	13
a.	Rating Of Staff Performance	13
i.	Contact	13
ii.	Helpfulness	14
iii.	Advice	15
iv.	Reliability	16
v.	Communication	17
vi.	Efficiency And Timeliness	18
vii.	Follow-Up	19
viii.	Billing	20
ix.	Friendliness	21
x.	Clarity	22
xi.	Receptiveness	23
xii.	Summary Table	24

CONTENTS

	PAGE NO.
3. Contact With Specific Council Offices/Centres	25
a. Have Residents Had Contact In The Last 12 Months?	25
b. Level Of Satisfaction With Specific Council Offices/Centres	27
c. Main Reasons For Being Not Very Satisfied	29
4. Contact With Council - Specific Issues	30
a. Have Residents Had Contact With Council In The Last 12 Months?	30
b. Level Of Satisfaction With Service Received When Contacting Council Regarding Specific Issues ...	31
c. Main Reasons For Being Not Very Satisfied	32
5. Service and Facility Satisfaction	33
a. Have Residents Used Specific Services/Facilities In The Last 12 Months?	33
b. Level Of Satisfaction With The Service/Facility Used In The Last 12 Months	35
c. Main Reasons For Being Not Very Satisfied	37
6. Water Supply Services	38
a. Water Supply	38
i. Are Residents Provided With A Piped Water Supply Where They Live?	38
ii. Satisfaction With The Water Supply	39
b. Taste Of Water	40
i. Have Residents Used The Water For Drinking In The Last 12 Months?	40
ii. Satisfaction With The Taste Of Water	41
c. Water Conservation	42
i. Were Residents Aware Of A Programme Promoting Water Conservation, Carried Out By Council?	42
ii. Have Residents Done Anything In The Past Year To Save Water?	43
7. Civil Defence	44
a. Have Residents Made Any Plans or Preparations For A Civil Defence Emergency?	44
b. What Have Residents Done?	45

CONTENTS

	PAGE NO.
8. Rates	46
a. Do Residents Pay Rates On A Property In The Kapiti Coast District Council Area?	46
b. Have Residents Contacted Council About Rates In The Last 12 Months?	47
c. Satisfaction With The Service Received	48
d. Main Reasons For Being Not Very Satisfied	48
9. Physical Activity	49
a. Have Residents Taken Part In Any Physical Activity In The Last Week?	49
b. Number Of Hours Residents Are Involved In Physical Activity	50
10. Performance	51
a. Rating The Performance Of The Mayor And Councillors In The Last Year	51
b. Rating The Performance Of The Council Staff In The Last Year	52
c. Kapiti Coast District Council In General	53
i. Rating The Performance Of The Kapiti Coast District Council, In General, In The Last Year	53
ii. Reasons Why Residents Rated Council's Performance As Not Very Good/Poor	54
11. Other Issues Concerning The Kapiti Coast District Council, Residents Wished To Comment On	55
12. Descriptive Questions	56
APPENDIX (Base By Sub-Sample)	57

* * * * *

A. BACKGROUND AND OBJECTIVES

The residents' survey was commissioned to:

- Evaluate customer service at different contact points and areas of Council's operations, to assist in the development and monitoring of an effective customer service programme.
- Measure certain performance criteria as set out in the Annual Plan, to fulfil audit requirements for responsible administration.
- Monitor the effectiveness of Council programmes of public awareness and public participation and to assist in further Council decision-making.

The 1997 and 1998 surveys were undertaken by DMB Research Consultants Ltd, with National Research Bureau (NRB) conducting the 1999, 2000 and 2001 surveys.

B. SURVEY METHODOLOGY

Sample Size

A net sample of 400 people were interviewed on the basis of one per household.

The survey was framed on the basis of the Wards, as the elected representatives are associated with a particular Ward.

Interviews were spread amongst the four Wards as follows:

Paraparaumu	120
Paekakariki-Raumati	110
Paekakariki (50)	
Raumati (60)	
Waikanae	90
Otaki	80
Total	400

Interview Type

All interviewing was conducted by telephone, with calls being made between 4.30 p.m. and 8.30 p.m. on weekdays and 9.30 a.m. and 8.30 p.m. on weekends.

Sample Selection

The white pages of the telephone directory were used as the sample source, with every xth number being selected.

Quota sampling was used to ensure an even balance of male and female respondents, with the sample also stratified according to Ward. Sample sizes for each Ward were predetermined to ensure a sufficient number of respondents within each Ward, so that analysis could be conducted on a Ward-by-Ward basis.

Households were screened to ensure they fell within the Kapiti Coast District Council's geographical boundaries.

Call Backs

Three call backs, i.e. four calls in all, were made to a residence before the number was replaced in the sample. Call backs were made on a different day or, in the case of a weekend, during a different time period, i.e. at least four hours later.

Sample Weighting

Weightings were applied to the sample data, to reflect the actual Ward, gender and age proportions in the area as determined by Statistics New Zealand's 1996 Census data. The result is that the total figures represent the population's viewpoint as a whole across the entire Kapiti Coast District. Bases for subsamples are shown in the Appendix. Where we specify a "base" we are referring to the actual number of residents interviewed.

Survey Dates

All interviews were conducted between Friday 4 May and Sunday 13 May 2001.

Margin of Error

The survey is a scientifically prepared service, based on a random probability sample. The maximum likely error limits occur when the sample is split 50/50 on an issue, but often the split is less, and an 80/20 split is shown below, as a comparison. Margins of error, at the 95 percent level of confidence, for different sample sizes are:

	<u>50/50</u>	<u>80/20</u>
n = 400	±4.9%	±3.9%
n = 300	±5.7%	±4.5%

The margin of error figures above refer to the accuracy of a result in a survey, given a 95 percent level of confidence. A 95 percent level of confidence implies that if 100 samples were taken, we would expect the margin of error to contain the true value in all but five samples. The results in 95 of these samples are most likely to fall close to those obtained in the original survey, but may, with decreasing likelihood, vary by up to plus or minus 4.9%, for a sample of 400.

Significant Difference

Significant differences, at the 95 percent level of confidence, for different sample sizes are:

	Midpoint <u>is 50%</u>	Midpoint is <u>80% or 20%</u>
n = 400	±6.9%	±5.5%
n = 300	±8.0%	±6.4%

The significant difference figures above refer to the boundary, above and below a result, whereby one may conclude that the difference is significant, given a 95 percent level of confidence. Thus the significant difference, for the same question, between two separate surveys of 400 respondents, is plus or minus 6.9%, given a 95 percent level of confidence, where the midpoint of the two results is 50%.

C. EXECUTIVE SUMMARY

Objectives and Performance Measures

For some of the objectives of the Annual Plan, performance was to be measured by the survey results:

	Base	Target 2000/2001 %	Achieved %
Satisfaction with the Taste of Water	368	70	71
Community Awareness of Water Conservation Measures	400	85	92
Customer Satisfaction with Resource Consent Services	22	70	*81
Customer Satisfaction with Building Consent Services ^{††}	39	80	*86
Community's readiness to respond to an emergency by making a plan or being prepared for a Civil Defence emergency	400	60	69
User Satisfaction with Public Halls and Community Buildings	98	80	87
Pool Users' Satisfaction with Pool Operation	135	75	80
Park Users' Satisfaction with Maintenance	143	85	†84
Sports Fields Users' Satisfaction with maintenance	81	85	**89
Users' satisfaction with Council libraries	237	87	91

* Caution required, as number of residents who used these services was small (N=22 and 39 respectively).

† Percentage relates to satisfaction with passive reserves.

** Percentage relates to satisfaction with sportsfields in general.

†† 82% of residents who contacted the Paraparaumu Building Control Office were satisfied (N=65).

Contact With Council

In the last 12 months, 35% of residents have contacted Council offices by phone (80% satisfied), while 28% visited in person (86% satisfied), 8% contacted Council in writing (66% satisfied, down from 77% in 2000) and 2% contacted Council by e-mail (75% satisfied).

Overall, 49% of residents have contacted Council Offices in the last 12 months and 84% of these residents were satisfied with the overall service received.

Staff Performance

Overall, Kapiti District Council staff rated well across most of the eleven aspects of performance measured.

Residents were more likely to be very satisfied with...

- staff friendliness (61% of residents who had contacted the Council in the last 12 months), and
- staff helpfulness (58%, compared to 53% in 2000).

Contact With Specific Council Offices/Centres

In the last 12 months, 55% of residents have had contact with Council libraries, with 22% of residents saying they have had contact with the Outside Field staff (13% in 2000).

Generally, Kapiti Coast District residents were satisfied with the Council offices/centres specified (see page 28).

Contact With Council For Specific Issues

In 2001, contact with Council for the four specific reasons listed was, overall, similar to 2000.

For satisfaction levels, see page 31.

Service and Facility Usage and Satisfaction

In 2001, the services or facilities used most often by residents were: libraries for borrowing books (54%), libraries as a reference or information source (45%), and swimming pools (40%).

Overall, Kapiti Coast District residents were satisfied with the Council services and facilities they had used in the last 12 months (see page 36).

Water Supply Services

93% of residents are provided with a piped water supply where they live (90% in 2000).

65% of residents provided with a piped water supply were satisfied with the water supply (76% in 2000), while 35% said they were not very satisfied (24% in 2000).

93% of residents have used the water for drinking, in the last 12 months, compared to 88% in 2000.

71% of residents who have used the water for drinking were satisfied with the taste, while 28% were not very satisfied. These readings are on par with last year's findings.

92% of residents were aware of a programme promoting water conservation, carried out by Council, compared to 89% in 2000.

92% of residents had done something to save water in the past year (see page 43), compared to 88% last year.

Civil Defence

69% of residents say they have made plans or preparations for a Civil Defence emergency, while 31% have not. These readings are similar to last year's findings.

83% of those who had made preparations, had stored food (89% in 2000), and 80% had stored water (77% in 2000).

Rates

89% of residents said they paid rates on a property in the Kapiti Coast District.

10% of residents said they had contacted Council about rates in the last 12 months. Of these, 84% were satisfied with the service received and 16% were not very satisfied.

Physical Activity

51% of residents said they had taken part in a physical activity in the last week (59% in 2000). Of these, 32% said they had taken part for one to two hours (23% in 2000), while 32% said three to four hours (22% in 2000) and 16% said five to seven hours (21% in 2000).

Performance

a. Performance Rating of the Mayor and Councillors

21% of residents rated the performance of the Mayor and Councillors, in the last year, as fairly/very good (25% in 2000). Kapiti Coast residents were less likely to rate the Mayor and Councillors' performance as fairly/very good, than Peer Group residents and residents nationwide.

37% said their performance was just acceptable, 30% said it was not very good/poor and 12% were unable to comment (8% in 2000).

23% of residents have spoken to the Mayor or a Councillor in the last 12 months. 17% of these residents rated their performance as very/fairly good, while 35% said it was not very good/poor.

b. Performance Rating of Council Staff

53% of residents rated the performance of Council staff in the last year, as fairly/very good (49% in 2000). This is slightly below the Peer Group Average and similar to the National Average.

20% said their performance was just acceptable (25% in 2000), 7% said it was not very good/poor and 20% were unable to comment.

c. Performance Rating of the Kapiti Coast Council, In General

32% of residents rated the performance of the Kapiti Coast District Council, in general, in the last year as good/very good (36% in 2000). 23% rated their performance as not very good/poor (26% in 2000), while 36% said it was neither good nor bad. 9% were unable to comment (3% in 2000).

Other Issues Concerning The Kapiti Coast District Council Residents Wished To Comment On

66% of residents (54% in 2000) commented on an issue concerning the Council (multiple responses were allowed), up from 54% in 2000. 34% said there was nothing in particular they wished to comment on (46% in 2000).

The two main issues mentioned by Kapiti Coast District Council residents were...

- water supply/shortage of water, mentioned by 25% of all residents,
- new roads - Transmission Gully (x17)/Link Road (x10)/Bridge (x5)/roading issues, 22%.

D. FINDINGS IN DETAIL

1. CONTACT WITH COUNCIL

a. Levels of Contact

35% of residents have contacted Council offices by phone in the last year, while 28% visited in person, 8% contacted Council in writing (12% in 2000) and 2% contacted Council by e-mail.

Residents were less likely to say they had contacted Council by phone and in person, than both the Peer Group and National Averages.

Kapiti Coast District residents were slightly less likely, than both Peer Group residents and residents nationwide, to say they had contacted Council in writing, and similarly likely to both these groups to say they had contacted Council by e-mail.

Residents more likely to have contacted Council offices by phone were...

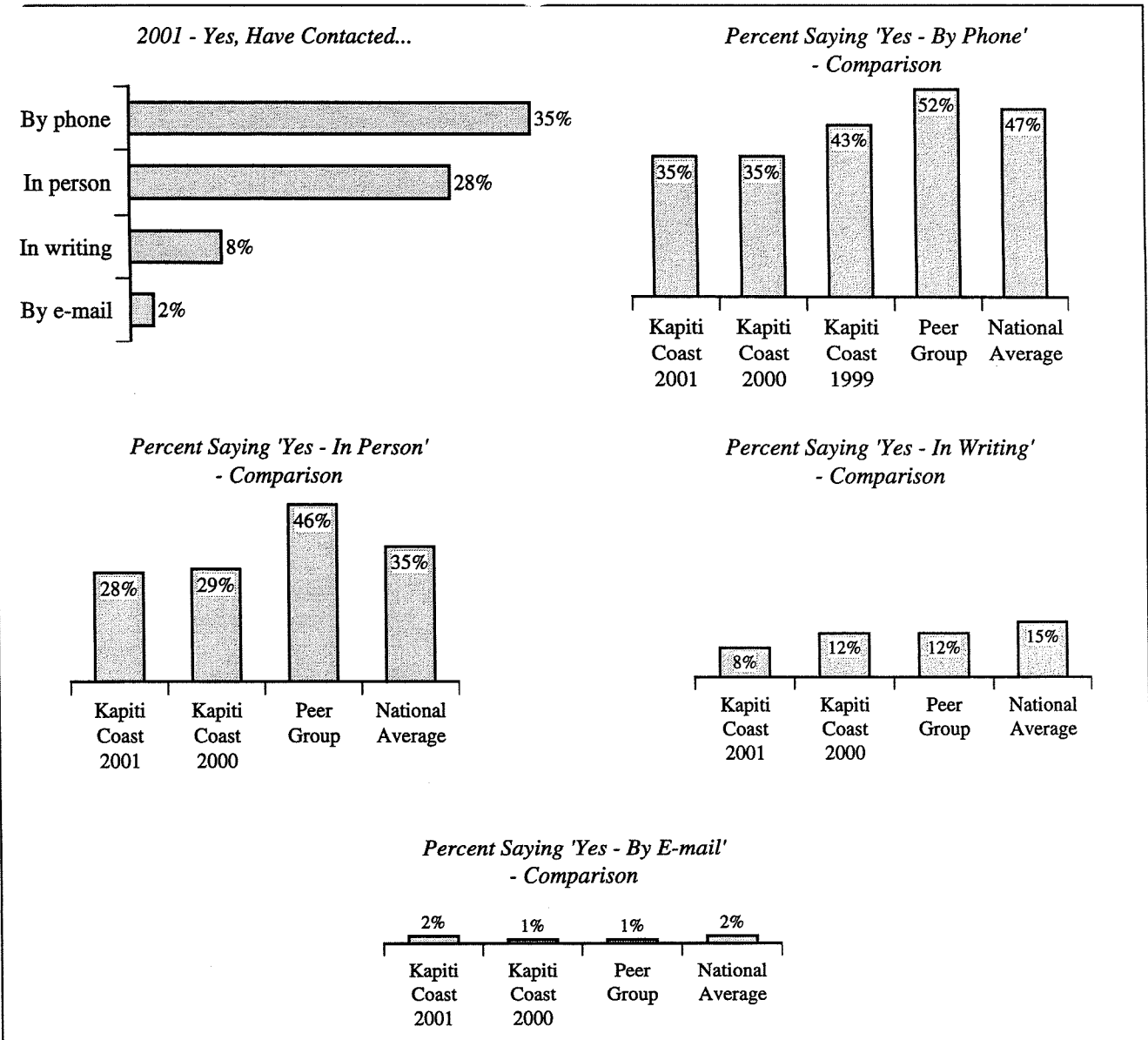
- Paekakariki/Raumati and Otaki Ward residents,
- longer term residents, those residing in the District more than 10 years,
- rural residents,
- ratepayers.

Residents more likely to have visited a Council office in person were...

- men,
- residents aged 35 to 49 years,
- longer term residents, those residing in the District more than 10 years,
- ratepayers.

Residents more likely to have contacted Council in writing were...

- rural residents.



There are no notable difference between Wards and socio-economic groups in terms of those residents who contacted Council by e-mail.

b. Satisfaction When Contacting The Council Offices By Phone

80% of residents contacting the Council Offices by phone in the last 12 months were satisfied, including 37% who were very satisfied (45% in 2001), while 20% were not very satisfied.

The percent not very satisfied was slightly above the Peer Group Average and similar to both the National Average and last year's reading.

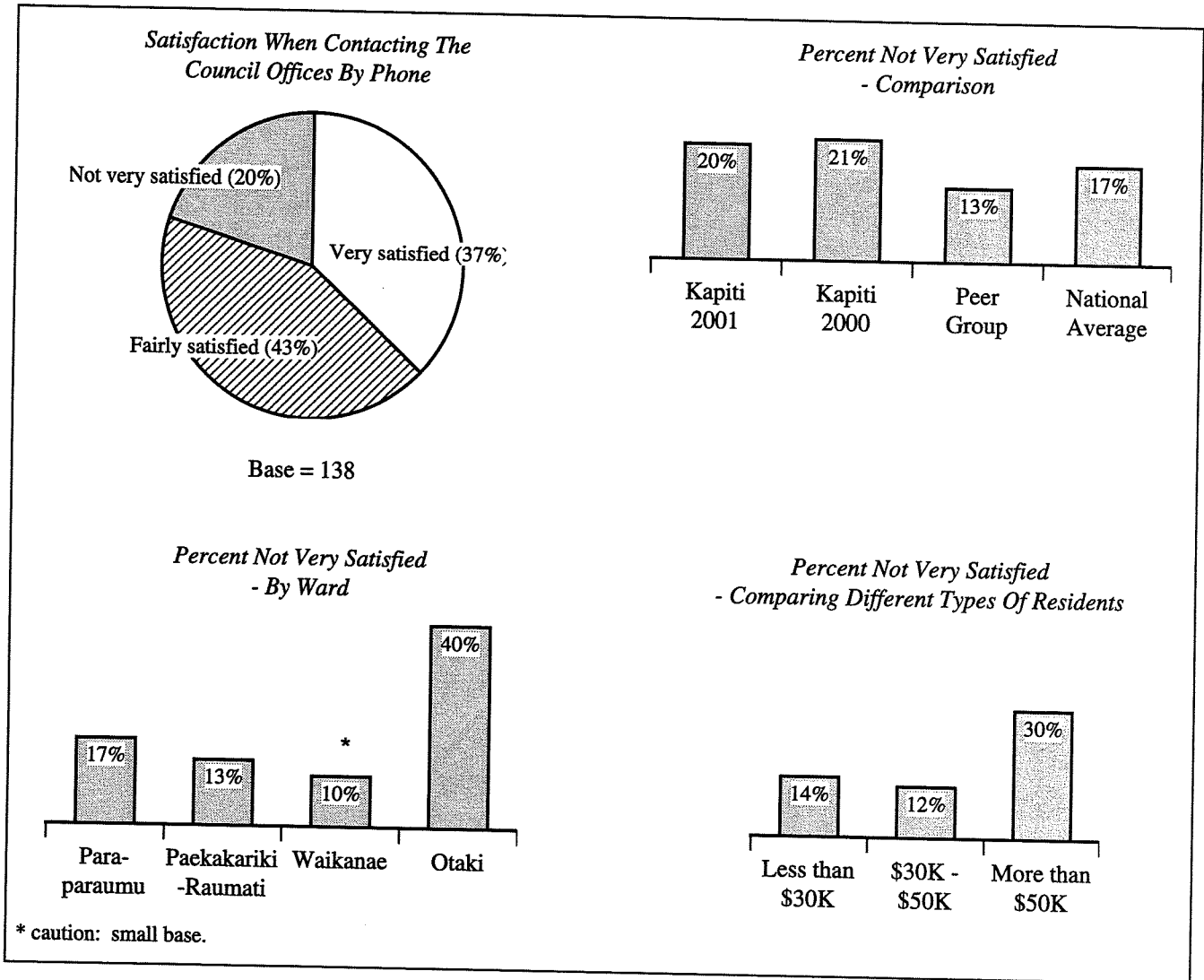
Residents who have contacted the Council Offices by phone and were more likely to be not very satisfied were...

- Otaki Ward residents. (Caution is required as the base for Waikanae Ward residents is small, N=27. However the reading is considered indicative of a likely trend).
- residents with an annual household income of more than \$50,000.

Reasons They Were Not Very Satisfied

28 residents who contacted Council Offices by phone were not very satisfied and gave the following main reasons...

- poor customer service/inefficient/unhelpful/attitude, mentioned by 7% of residents contacting Council by phone, (9 residents),
- lack of action/problem not resolved, 5% (6 residents),
- hard to get hold of /unavailable/voicemail, 4% (6 residents),
- slow response, 3% (5 residents).



c. Satisfaction When Visiting The Council Offices In Person

86% of residents who visited a Council office in person in the last 12 months were satisfied, including 50% who were very satisfied (43% in 2000). 14% were not very satisfied.

The percent not very satisfied was similar to the Peer Group and National Averages and the 2000 reading.

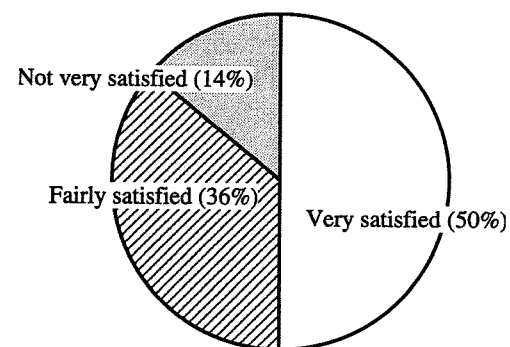
There were no notable differences between Wards and socio-economic groups, in terms of those residents who had contacted Council in person and were not very satisfied.

Reasons They Were Not Were Satisfied

15 residents who visited a Council office were not very satisfied and gave the following main reason...

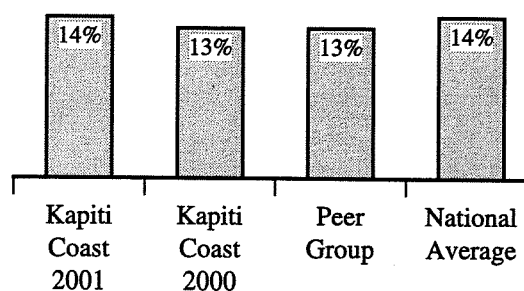
- unhelpful/fobbed off/not interested, mentioned by 7% of residents who visited a Council office in person (8 residents),
- inefficient/poor service, 6% (7 residents).

Satisfaction When Visiting The Council Offices In Person

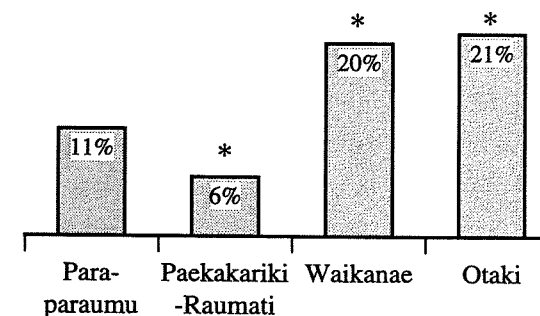


Base = 110

Percent Not Very Satisfied - Comparison



Percent Not Very Satisfied - By Ward



* caution: small bases

d. Satisfaction When Contacting The Council Offices In Writing

66% of residents who contacted the Council offices in writing in the last 12 months were satisfied (77% in 2000), while 33% were not very satisfied.

The percent not very satisfied was similar to the Peer Group and National Averages and below the 2000 reading. (For a base of 41 the margin of error is $\pm 15.3\%$).

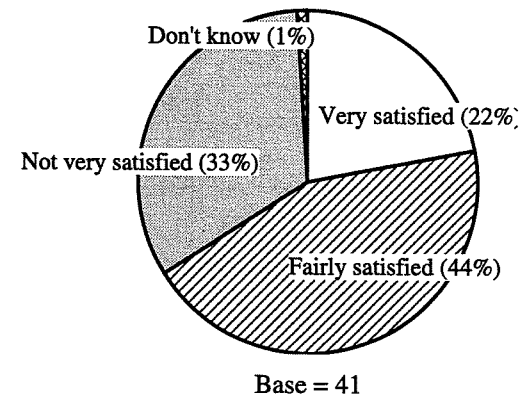
As the bases for all Wards and most socio-economic groups were small ($N < 30$), no comparisons have been made.

Reasons They Were Not Very Satisfied

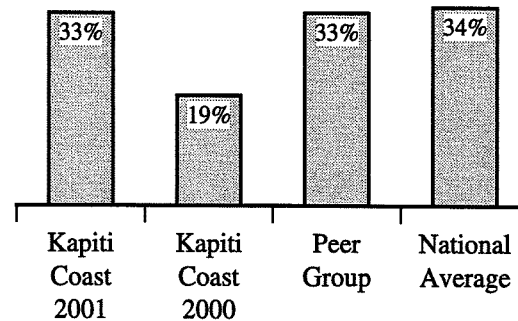
11 residents who contacted Council Offices in writing were not very satisfied and gave the following main reason...

- no reply received/letters lost, mentioned by 13% of residents contacting Council offices in writing, (4 residents),
- slow response, 7% (2 residents).

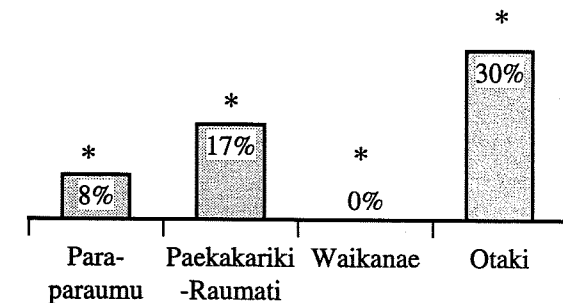
Satisfaction When Contacting The Council Offices In Writing



Percent Not Very Satisfied - Comparison



Percent Not Very Satisfied - By Ward



* caution: small bases

e. Satisfaction When Contacting The Council Offices By E-mail

Six out of eight residents who contacted the Council offices by e-mail were satisfied.

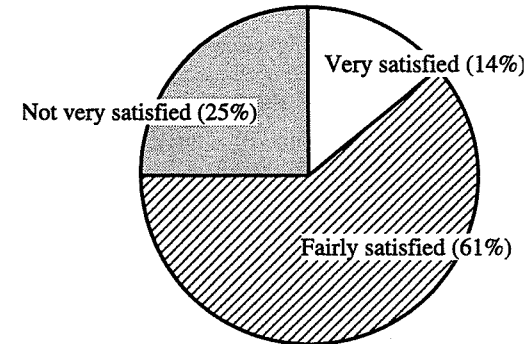
As the bases for all Wards and socio-economic groups were very small (<9), no comparisons have been made.

Reasons They Were Not Very Satisfied

3 residents who contacted Council offices by e-mail were not very satisfied. The reasons given related to no reply being received...

- unhelpful/fobbed off/not interested,
- inefficient/poor service.

Satisfaction When Contacting The Council Offices By E-mail



Base = 8*

* caution: very small base.

f. Satisfaction With Overall Service Received When Contacted Council Offices

Of the 49% of residents who had contacted Council offices in the last 12 months, 84% were satisfied and 15% were not very satisfied with the overall service they received.

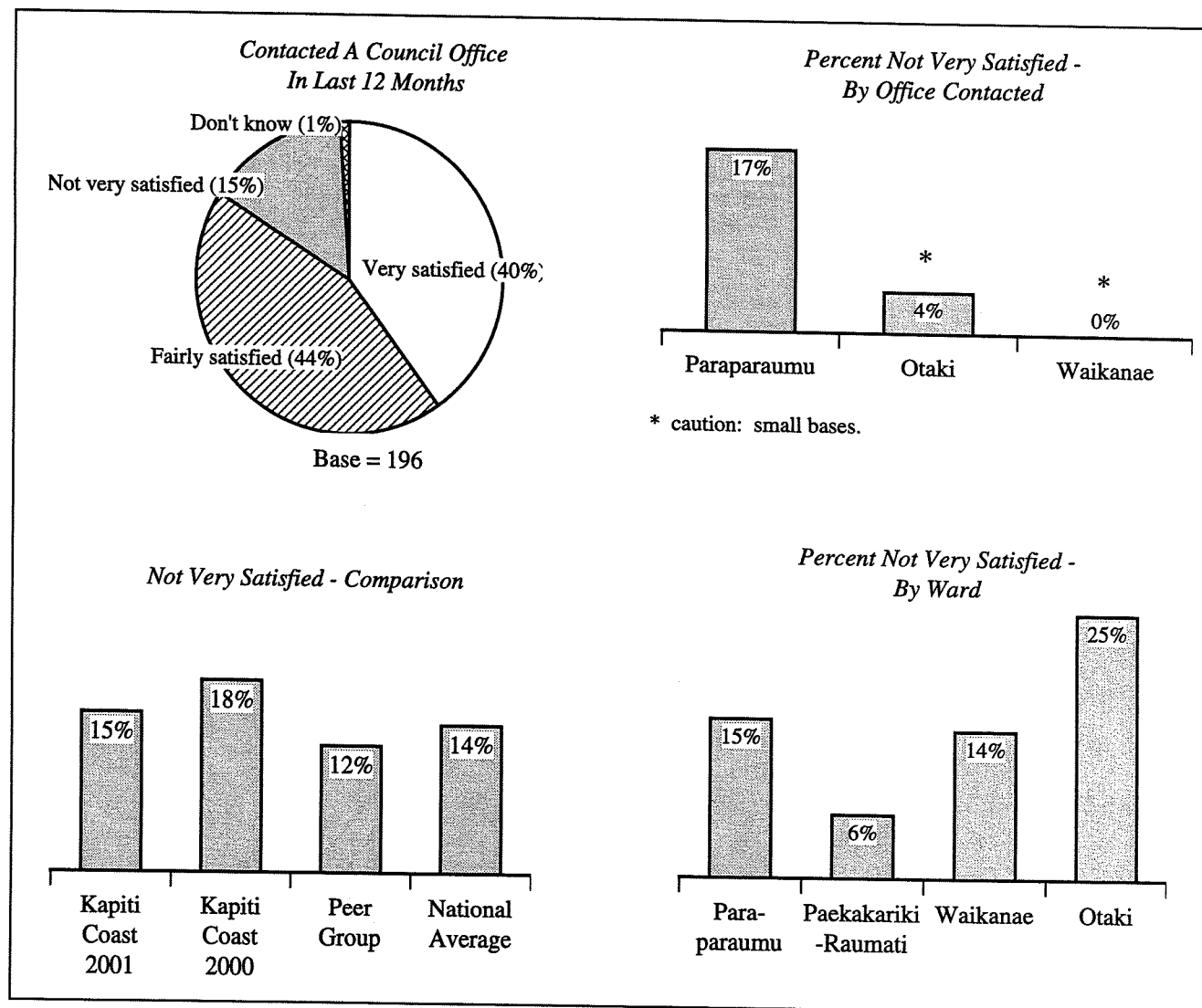
The percent not very satisfied was similar to the Peer Group and National Averages, and the 2000 reading.

Residents with an annual household income of more than \$50,000 are more likely (27%), than other income groups, to be not very satisfied.

Contact With Council Offices

The Council office or service centre residents who contact Council mainly dealt with was usually the office in their Ward or close to their Ward.

Office/ Service Centre	Had Contact 2001 %	Ward			
		Para- paraumu %	Paek- kakariki %	Wai- kanae %	Otaki %
Paraparaumu	86	100	99	85	52
Otaki	10	-	-	-	48
Waikanae	4	-	1	15	-
Total	100	100	100	100	100
Base	196	56	59	38	43



g. Spoken To The Mayor Or A Councillor In Last 12 Months

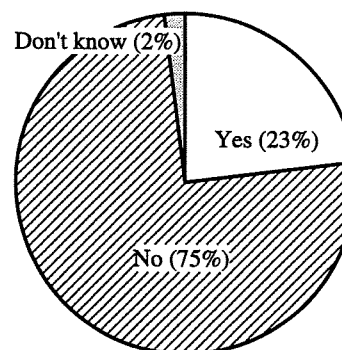
23% of residents have spoken to the Mayor or a Councillor in the last 12 months.

Kapiti Coast District residents were less likely to say they had contacted the Mayor or a Councillor, in the last 12 months, than Peer Group residents, but were on par with residents nationwide in this regard.

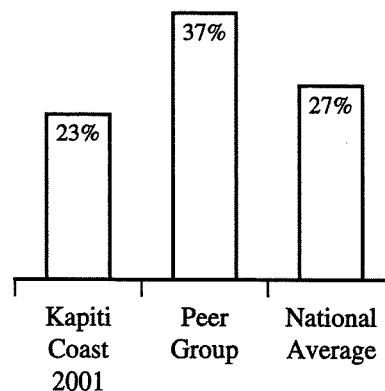
Residents more likely to have said 'Yes' were...

- men,
- residents aged 35 years or over,
- residents with an annual household income of \$30,000 or more,
- longer term residents those residing in the District more than 10 years.

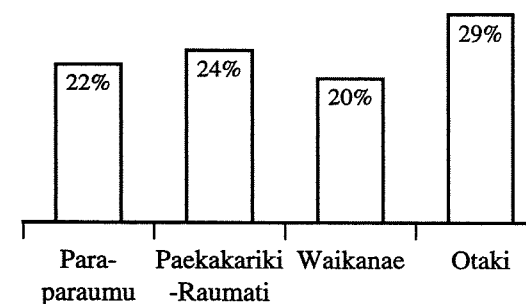
Spoken To The Mayor Or A Councillor In Last 12 Months?



Percent Saying 'Yes' - Comparison



Percent Saying 'Yes' - By Ward



2. STAFF PERFORMANCE

a. Rating Of Staff Performance

Residents who contacted Council in the last 12 months (N=196) were asked to rate the performance of staff in nine specific areas.

i. Contact (Ease of getting hold of the right person)

83% of residents* were satisfied with the ease of getting hold of the right person, while 15% were not very satisfied. These readings are similar to last year's findings.

Otaki Ward residents were more likely, than other Ward residents, to have been not very satisfied.

* Refers to residents who contacted Council in the last 12 months.

	Very Satisfied %	Fairly Satisfied %	Not Very Satisfied %	Don't Know %
2001	47	36	15	2
2000	50	35	12	3
<u>Ward</u>				
Paraparaumu	41	44	13	2
Paekakariki-Raumati	54	34	7	5
Waikanae	53	31	13	3
Otaki	40	32	28	-

% read across

Base = 196

ii. **Helpfulness (How helpful were they in answering your query?)**

86% of residents* were satisfied with the helpfulness of staff, while 11% were not very satisfied. These readings are similar to the 2000 results.

There were no notable differences between Wards and socio-economic groups, in terms of those not very satisfied with the helpfulness of staff. However, it appears that the following were slightly more likely to feel this way...

- Otaki Ward residents,
- women,
- residents with an annual household income of \$30,000, or more.

* Refers to residents who have contacted Council in the last 12 months.

	Very Satisfied %	Fairly Satisfied %	Not Very Satisfied %	Don't Know %
2001	58	28	11	3
2000	53	33	12	2
<u>Ward</u>				
Paraparaumu	56	32	10	2
Paekakariki-Raumati	52	34	5	9
Waikanae	72	21	7	-
Otaki	56	22	22	-
<u>Gender</u>				
Male	62	25	8	5
Female	55	30	13	2
<u>Household Income</u>				
Less than \$30K per annum	61	28	6	5
\$30K to \$50K per annum	65	18	14	3
More than \$50K per annum	55	30	14	1

% read across.

Base = 196

iii. Advice (How knowledgeable was the person about your request?)

81% of residents* were satisfied with the advice staff gave, while 13% were not very satisfied. These readings are similar to the 2000 findings.

There were no notable differences between Wards and socio-economic groups, in terms of those residents not very satisfied with the advice staff gave. However, it appears that the following residents were slightly more likely to be not very satisfied...

- Otaki Ward residents,
- women,
- shorter term residents, those residing in the District 10 years or less.

* Refers to residents who have contacted Council in the last 12 months.

	Very Satisfied %	Fairly Satisfied %	Not Very Satisfied %	Don't Know %
2001	51	30	13	6
2000	56	25	14	5
<u>Ward</u>				
Paraparaumu	46	35	10	9
Paekakariki-Raumati	49	34	8	9
Waikanae	63	23	14	-
Otaki	52	23	23	2
<u>Gender</u>				
Male	50	34	11	5
Female	52	26	16	6
<u>Length of Residence</u>				
Lived there 10 years or less	51	26	17	6
Lived there more than 10 years	51	32	11	6

% read across.

Base = 196

iv. Reliability (Did Council do what they promised?)

70% of residents* were satisfied with the reliability of Council staff, in terms of doing what they promised (62% in 2000), with 16% who were not very satisfied. 14% were unable to comment (22% in 2000).

Otaki Ward residents were more likely, than other Ward residents, to have been not very satisfied with the reliability of staff. It also appears that the following residents were slightly more likely to feel this way...

- women,
- residents with an annual household income of more than \$50,000.

* Refers to residents who have contacted Council in the last 12 months.

	Very Satisfied %	Fairly Satisfied %	Not Very Satisfied %	Don't Know %
2001	46	24	16	14
2000	43	19	16	22
<u>Ward</u>				
Paraparaumu	52	16	16	16
Paekakariki-Raumati	44	32	9	15
Waikanae	51	27	9	13
Otaki	32	25	31	12
<u>Gender</u>				
Male	43	30	13	14
Female	48	19	19	14
<u>Household Income</u>				
Less than \$30K per annum	48	28	10	14
\$30K to \$50K per annum	54	15	15	16
More than \$50K per annum	40	29	22	9

% read across.

Base = 196

v. Communication (Did Council keep residents informed of progress?)

44% of residents* were satisfied with Council staff's communication with them (37% in 2000), while 19% were not very satisfied (27% in 2000). 37% were unable to comment.

Shorter term residents, those residing in the District 10 years or less, were more likely to have been not very satisfied, than longer term residents.

* Refers to residents who have contacted Council in the last 12 months.

	Very Satisfied %	Fairly Satisfied %	Not Very Satisfied %	Don't Know %
2001	24	20	19	37
2000	20	17	27	36
<u>Ward</u>				
Paraparaumu	32	16	22	30
Paekakariki-Raumati	18	26	6	50
Waikanae	27	19	14	40
Otaki	18	20	32	30
<u>Length of Residence</u>				
Lived there 10 years or less	18	16	23	43
Lived there more than 10 years	29	23	16	32

% read across.

Base = 196

vi. Efficiency And Timeliness (Did Council do it right first time?)

68% of residents* were satisfied with Council staff's efficiency and timeliness (62% in 2000), with 18% who were not very satisfied (24% in 2000). 14% were unable to comment.

Residents with an annual household income of more than \$50,000 were more likely to have been not very satisfied with staff efficiency, than other income groups.

* Refers to residents who have contacted Council in the last 12 months.

	Very Satisfied %	Fairly Satisfied %	Not Very Satisfied %	Don't Know %
2001	46	22	18	14
2000	41	21	24	14
<u>Ward</u>				
Paraparaumu	46	19	19	16
Paekakariki-Raumati	50	28	10	12
Waikanae	46	23	15	16
Otaki	42	18	29	11
<u>Household Income</u>				
Less than \$30K per annum	55	19	12	14
\$30K-\$50K per annum	47	17	17	19
More than \$50K per annum	41	24	26	9

% read across.

Base = 196

vii. Follow-Up (Did they subsequently follow-up all matters to your satisfaction?)

39% of residents* were satisfied with Council staff's follow-up, while 22% were not very satisfied. 39% were unable to comment. These readings are similar to last year's results.

Residents more likely to have been not very satisfied with Council staff's follow-up were...

- women,
- shorter term residents, those residing in the District 10 years or less.

It also appears that Paraparaumu and Otaki Ward residents were slightly more likely, than other Ward residents, to have been not very satisfied.

* Refers to residents who have contacted Council in the last 12 months.

	Very Satisfied %	Fairly Satisfied %	Not Very Satisfied %	Don't Know %
2001	26	13	22	39
2000	27	12	23	38
<u>Ward</u>				
Paraparaumu	30	8	26	36
Paekakariki-Raumati	25	14	13	48
Waikanae	32	20	14	34
Otaki	18	11	32	39
<u>Gender</u>				
Male	30	18	14	38
Female	23	8	29	40
<u>Length of Residence</u>				
Lived there 10 years or less	20	8	27	45
Lived there more than 10 years	31	16	18	35

% read across.

Base = 196

viii. Billing (If residents received a bill, was everything on it as expected, ie. no additions or surprises?)

44% of residents* were satisfied with the billing aspect of Council, with 4% not very satisfied. A substantial percentage (52%) were unable to comment. These readings are in line with the 2000 findings.

There were no notable differences between Wards and socio-economic groups, in terms of those who were not very satisfied with the billing aspect of Council.

* Refers to residents who have contacted Council in the last 12 months.

	Very Satisfied %	Fairly Satisfied %	Not Very Satisfied %	Don't Know %
2001	29	15	4	52
2000	32	11	4	53
<u>Ward</u>				
Paraparaumu	36	7	8	49
Paekakariki-Raumati	23	22	3	52
Waikanae	31	20	4	45
Otaki	24	15	2	59

% read across.

Base = 196

ix. Friendliness (Was the person the resident dealt with friendly and interested?)

92% of residents* were satisfied with the friendliness of Council staff with 5% who were not very satisfied. These results are similar to last year's findings.

There were no notable differences between Wards and socio-economic groups, in terms of those who were not very satisfied with staff friendliness.

* Refers to residents who have contacted Council in the last 12 months.

	Very Satisfied %	Fairly Satisfied %	Not Very Satisfied %	Don't Know %
2001	61	31	5	3
2000	60	34	4	2
<u>Ward</u>				
Paraparaumu	58	33	6	3
Paekakariki-Raumati	53	35	6	6
Waikanae	65	28	4	3
Otaki	68	29	3	-

% read across.

Base = 196

x. Clarity (How easy was it for residents to understand any conditions or requirements?)

77% of residents* were satisfied with the clarity of any Council conditions or requirements, while 6% were not very satisfied. 17% were unable to comment. These readings are in line with the 2000 results.

There were no notable differences between Wards and socio-economic groups, in terms of those who were not very satisfied with clarity.

* Refers to residents who have contacted Council in the last 12 months.

	Very Satisfied %	Fairly Satisfied %	Not Very Satisfied %	Don't Know %
2001	51	26	6	17
2000	52	22	7	19
<u>Ward</u>				
Paraparaumu	46	34	4	16
Paekakariki-Raumati	49	28	7	16
Waikanae	63	20	12	5
Otaki	48	17	4	31

% read across.

Base = 196

xi. Receptiveness (How receptive were Council to customer feedback?)

63% of residents* were satisfied with how receptive Council staff were, while 11% were not very satisfied (14% in 2000). 26% were unable to comment (22% in 2000).

There were no notable differences between Wards and socio-economic groups in terms of those residents who were not very satisfied with staff receptiveness.

* Refers to residents who have contacted Council in the last 12 months.

	Very Satisfied %	Fairly Satisfied %	Not Very Satisfied %	Don't Know %
2001	35	28	11	26
2000	39	25	14	22
<u>Ward</u>				
Paraparaumu	39	29	9	23
Paekakariki-Raumati	21	31	11	37
Waikanae	41	26	13	20
Otaki	38	25	10	27

% read across.

Base = 196

xii. Summary Table

When looking at the eleven different aspects of staff performance, residents were more likely to be satisfied (very/fairly satisfied) for the following...

- friendliness (92%),
- helpfulness (86%),
- contact (83%),
- advice (81%) and
- clarity (77%).

Looking at the very satisfied rating in particular, residents were more likely to feel this way for these aspects of staff performance...

- friendliness (61%),
- helpfulness (58%, compared to 53% in 2000).

They were less likely to be very satisfied for the following...

- receptiveness (35%, compared to 39% in 2000),
- billing, (29%),
- follow-up (26%),
- communication (24%, compared to 20% in 2000).

In terms of the not very satisfied readings, residents were slightly less likely to give this rating to...

- billing, (4%),
- friendliness, (5%),
- clarity, (6%).

Finally, residents were more likely to be unable to comment (don't know) for follow-up (39%), communication (37%) and, in particular, billing (52%).

	Very Satisfied %	Fairly Satisfied %	Satisfied %	Not Very Satisfied %	Don't Know %
Friendliness - was the person you dealt with friendly and interested?	61	31	92	5	3
Helpfulness - how helpful was the contact person in answering your query?	58	28	86	11	3
Contact - ease of getting hold of the right person?	47	36	83	15	2
Advice - how knowledgeable was the person about your request?	51	30	81	13	6
Clarity - how easy was it for residents to understand any conditions or requirements?	51	26	77	6	17
Reliability - did Council do what they promised?	46	24	70	16	14
Efficiency and timeliness - did Council do it right first time?	46	22	68	18	14
Receptiveness - how receptive were Council to customer feedback?	35	28	63	11	26
Billing - if you received a bill, was everything on it as expected, ie. no additions or surprises?	29	15	44	4	52
Communication - did Council keep you informed of progress?	24	20	44	19	37
Follow-up - did Council subsequently follow-up all matters to your satisfaction?	26	13	39	22	39

% read across.

Base = 196

(those residents who have contacted Council in the last 12 months)

3. CONTACT WITH SPECIFIC COUNCIL OFFICES/CENTRES

a. *Have Residents Had Contact In The Last 12 Months?*

In the last 12 months, 55% of residents have had contact with Council libraries, with 22% of residents saying they have had contact with the Outside Field staff (13% in 2000).

Summary Table: Level of Contact With Specific Council Offices/Centres

	Yes - Have Had Contact			
	1998 %	1999 %	2000 %	2001 %
Council libraries*	-	-	57	55
Outside Field Staff	12	18	13	22
Paraparaumu Visitor Information Centre	NA	19	15	19
Paraparaumu Building Control Office	13	18	15	17
Waikanae or Otaki Service Centres†	-	-	8	13
Resource Consents Office	7	13	11	13
Otaki Visitor Information Centre	NA	10	12	10
Environmental Health Office	4	4	5	5

NA: Not asked in 1998

* In 1998/99 contact with Paraparaumu, Waikanae and Otaki libraries were asked separately.

† In 1998/99 contact with the Waikanae and Otaki Service Centres were asked separately.

Residents more likely to have had contact with the Council Libraries were:

- Otaki Ward residents,
- women,
- residents aged 35 to 49 years or 65 years or over,
- residents with an annual household income of \$50,000 or less,
- shorter term residents, those residing in the District 10 years or less,
- ratepayers.

Paraparaumu Ward residents were less likely, than other Ward residents, to have had contact with Council libraries.

Residents more likely to have had contact with Outside Field Staff were...

- men,
- residents with an annual household income of \$30,000 to \$50,000,
- longer term residents, those residing in the District more than 10 years,
- ratepayers.

Residents more likely to have had contact with the Paraparaumu Visitor Information Centre were...

- Paraparaumu and Paekakariki-Raumati Ward residents,
- women,
- non-ratepayers.

Residents more likely to have had contact with the Paraparaumu Building Control Office were...

- men,
- residents aged 35 to 49 years,
- residents with an annual household income of \$30,000 or more,
- longer term residents, those living in the District more than 10 years,
- ratepayers.

Residents more likely to have had contact with the Waikanae or Otaki Service Centres...

- Waikanae Ward residents and, in particular, Otaki Ward residents,
- rural residents,
- ratepayers.

Residents more likely to have had contact with the Resource Consents Office were...

- residents aged 35 to 49 years,
- residents with an annual household income of \$30,000 or more,
- longer term residents, those residing in the District more than 10 years,
- ratepayers.

Residents more likely to have contact with the Otaki Visitor Information Centre were...

- Otaki Ward residents,
- rural residents,
- ratepayers.

There were no notable differences between Wards and socio-economic groups, in terms of residents more likely to have had contact with the Environmental Health Office.

b. Level of Satisfaction With Specific Council Offices/Centres

Generally, Kapiti Coast District residents were satisfied with the Council Offices/Centres/staff specified (see table on page 28).

In particular, 90% or more residents were satisfied with the following:

• Otaki Visitor Information Centre	96%
• Outside Field Staff	95%
• Council libraries	91%
• Paraparaumu Visitor Information Centre	92%

It should be noted, however, that the bases differ for each of the places listed and as such the margin of error alters. For example, the margin of error for a base of 237 is $\pm 6.4\%$, while for a base of 19 the margin of error increases to $\pm 22.5\%$. Hence for small bases single readings carry a far greater weighting.

Taking this into account, it appears that there were no notable differences between the eight Council Offices/Centres/staff mentioned, in terms of the satisfied (fairly and very satisfied combined), and not very satisfied, readings.

However, taking the bases into account, there was a change in the very satisfied readings for...

- Council libraries, 61% in 2000, down from 67% in 2000.
- Resource Consents Office, 24% in 2001, down from 46% in 2000. (This was largely offset by a rise in the fairly satisfied reading).

In many instances the base size for Wards and socio-economic groups were very small (<15). Accordingly, except for Council libraries, no comparisons could be made.

For Council libraries, it appears that shorter term residents, those living in the District 10 years or less were slightly more likely, than longer term residents, to be not very satisfied.

Summary Table: Level of Satisfaction With Specific Council Offices/Centres

	Base	Level Of Satisfaction - Users Only															
		Very Satisfactory				Fairly Satisfactory				Not Very Satisfactory				Don't know/ Unable to Say			
		1998 %	1999 %	2000 %	2001 %	1998 %	1999 %	2000 %	2001 %	1998 %	1999 %	2000 %	2001 %	1998 %	1999 %	2000 %	2001 %
<u>Council Offices/Centres</u>																	
Council libraries [†]	237	-	-	67	61	-	-	26	30	-	-	7	8	-	-	-	1
Outside Field Staff	87	66	53	60	61	21	31	27	34	11	12	10	5	-	4	3	-
Paraparaumu Visitor Information Centre	86	NA	62	78	76	NA	29	14	15	NA	8	8	9	NA	NA	-	-
Paraparaumu Building Control Office	65	32	43	36	34	42	28	38	48	26	28	25	18	-	1	1	-
Waikanae or Otaki Service Centre**	54	89	75	82	77	11	20	18	10	-	3	-	2	-	2	-	11
Otaki Visitor Information Centre	50	NA	84	74	77	NA	13	19	19	NA	2	7	4	NA	1	-	-
Resource Consents Office	46	31	38	46	24	50	31	33	51	19	31	21	25	-	-	-	-
Environmental Health Office	*19	56	59	45	27	39	29	16	58	6	12	39	15	-	-	-	-

In 1998 the 'Don't know' responses were not noted.

* Caution: small base (N<30)

NA = not asked in 1998.

[†] In 1998/99 contact with Paraparaumu, Waikanae and Otaki libraries were asked separately.

** In 1998/99 contact with the Waikanae and Otaki Service Centres were asked separately.

c. Main Reasons For Being Not Very Satisfied

The following were the main reasons* given by residents for being not very satisfied...

Council Libraries

The main reasons were...

- need more books/selection/update books, mentioned by 5% of residents who have contacted the library,
- building/facilities could be improved, 3%.

Outside Field Staff

The 5% of residents (4 residents) who had contacted Outside Field Staff and were not very satisfied, gave a range of reasons for their dissatisfaction.

Paraparaumu Visitor Information Centre

9% (7 residents) who had contacted the Paraparaumu Visitor Information Centre and said they were not very satisfied and gave the following main reason...

- lack knowledge/could not provide information, mentioned by 4% of residents who contacted this Centre.

Paraparaumu Building Control Office

The main reasons were...

- poor performance/inefficient, mentioned by 9% of residents who had contacted the Paraparaumu Building Control Office.
- poor customer service, 7%.

Waikanae Or Otaki Service Centres

The reason given by the 1 resident who contacted the Waikanae or Otaki Service related to the Centres being inadequate.

Otaki Visitor Information Centre

The 5% (2 residents) who had contacted the Otaki Visitor Information Centre and were not very satisfied, gave reasons that related to a lack of enthusiasm and unhelpfulness.

Resource Consents Office

The main reasons were...

- poor performance/inefficient, mentioned by 15% of residents who had contacted the office,
- poor customer service/unhelpful, 12%.

The Environmental Health Office

The 15% (3 residents) who had contacted the Environmental Health Office and were not very satisfied, gave reasons that related to delays in responding and lack of follow-up.

* multiple responses allowed.

4. CONTACT WITH COUNCIL - SPECIFIC ISSUES

a. *Have Residents Had Contact With Council In The Last 12 Months?*

In 2001, contact with Council for the specific reasons listed was, overall, similar to 2000.

Residents more likely to have had contact with Council regarding an application for a resource consent were...

- men,
- residents with an annual household income of \$30,000 or more,
- longer term residents, those residing in the District more than 10 years,
- ratepayers.

Residents more likely to have had contact with Council regarding an application for a resource consent were...

- men,
- residents with an annual household income of \$30,000 to \$50,000.

There were no notable differences between Wards and socio-economic groups in terms of those residents who have had contact with Council for the two remaining issues mentioned. However it appears that ratepayers were slightly more likely, than non-ratepayers, to have had contact regarding a Land Information Memorandum.

Have Residents Had Contact With Council In The Last 12 Months?

	Yes - Have Had Contact			
	1998 %	1999 %	2000 %	2001 %
Application for a building consent	11	12	9	11
Application for a resource consent	7	6	6	7
Land Information Memorandum (LIM)	4	8	7	7
Application for a subdivision consent	3	2	2	2

b. Level of Satisfaction With Service Received When Contacting Council Regarding Specific Issues

The bases for the four areas mentioned are small, in particular the bases for an application for a subdivision consent and an application for a resource consent. Consequently when comparing this year's readings with previous years' findings it is appropriate only to consider the top one, namely, an application for a building consent. Note that for a base of 39 the margin of error is $\pm 15.7\%$.

Accordingly, as in 2000, residents were more likely to be satisfied than not very satisfied and the readings were, in the main, on par with the 2000 findings.

Summary Table: Level of Satisfaction With Contact With Council Regarding ..

		Base	Level Of Satisfaction - Users Only															
			Very Satisfied				Fairly Satisfied				Not Very Satisfied				Don't know/ Unable to Say			
			1998 %	1999 %	2000 %	2001 %	1998 %	1999 %	2000 %	2001 %	1998 %	1999 %	2000 %	2001 %	1998 %	1999 %	2000 %	2001 %
<u>Issues Residents Have Had Contact With Council On</u>																		
Application for a building consent		39	44	28	43	40	40	49	38	46	16	22	19	14	-	1	-	-
Land Information Memorandum (LIM)		*27	32	41	35	41	50	34	48	43	18	19	17	16	-	6	-	-
Application for a resource consent		*22	46	26	46	11	37	22	26	70	17	52	28	19	-	-	-	-
Application for a subdivision consent		*9	43	27	41	40	29	8	47	41	29	54	12	19	-	11	-	-

% read across

- 'Don't know' responses not included in the 1998 tables.

* Caution: small base

c. Main Reasons For Being Not Very Satisfied

The main reasons* given by residents for being not very satisfied with the service received when contacting Council for specific reasons:

An Application For Building Consent

The 14% (6 residents) who had contacted Council regarding an application for a building consent and were not very satisfied gave various reasons for why they felt this way.

Land Information Memorandum

The 16% (5 residents) who had contacted Council regarding Land Information Memoranda and were not very satisfied, gave various reasons why they felt this way.

An Application For A Resource Consent

The 19% (6 residents) who had contacted Council regarding an application for a resource consent and were not very satisfied, gave a range of reasons for feeling this way.

An Application For A Subdivision Consent

The 2 residents who had contacted Council regarding an application for a subdivision consent and were not very satisfied said their dissatisfaction related to indecision, lack of interest and the implementation of laws that aren't in place yet.

* multiple responses allowed.

5. SERVICE AND FACILITY SATISFACTION

a. Have Residents Used Specific Services/Facilities In The Last 12 Months?

In 2001, the services/facilities used most often by residents were:

- libraries for borrowing books (54%),
- libraries as a reference or information source (45%),
- swimming pools (40%).

Usage appears to have dropped between this year and 2000 for:

- passive reserves,
- children's playgrounds,
- public halls and community buildings,
- sportsfields.

Residents more likely to have used libraries to borrow books were...

- Otaki Ward resident,
- women,
- residents aged 35 to 49 years or 65 years or over,
- rural residents.

Paraparaumu Ward residents were less likely, than other Ward residents, to have used libraries for borrowing books.

Residents more likely to have used libraries as a reference or information source were...

- women,
- shorter term residents, those residing in the District 10 years or less,
- non-ratepayers.

Usage of Specific Services/Facilities In The Last 12 Months

	Yes - Have Used In Last 12 Months			
	1998 %	1999 %	2000 %	2001 %
<u>Service/Facility</u>				
Libraries for borrowing books	69	62	53	54
Libraries as a reference or information source	62	54	44	45
Swimming Pools	47	39	40	40
Passive reserves	61	50	48	35
Children's Playgrounds	44	43	45	33
Public Halls and Community Buildings	38	36	37	24
Sportsfields	33	31	30	21
Dog Control services	60	19	19	15
Noise Control services	55	9	7	10
Removal of abandoned vehicle(s)/car wreck(s)	NA	NA	NA	6
Environmental Health services	55	8	2	3

NA - not asked in 1998-2000.

Residents more likely to have used a swimming pool were...

- Otaki Ward residents,
- women,
- residents aged 18 to 49 years, in particular those aged 18 to 34 years,
- non-ratepayers.

Residents more likely to have used passive reserves were...

- Paekakariki-Raumati and Waikanae Ward residents,
- residents aged 18 to 64 years,
- residents with an annual household income of more than \$50,000,
- shorter term residents, those residing in the District 10 years or less,
- urban residents.

Otaki Ward residents were less likely, than other Ward residents, to have used passive reserves.

Residents more likely to have used children's playgrounds were...

- residents aged 18 to 49 years, in particular those aged 18 to 34 years,
- residents with an annual household income of \$30,000 or more,
- shorter term residents, those residing in the District 10 years or less.

There were no notable differences between Wards and socio-economic groups in terms of those residents who have used/contacted: noise control services, Environmental Health services, public halls or community buildings, sportsfields, dog control services or contacted Council about the removal of abandoned vehicle(s)/car wreck(s).

However it appears that the following residents were slightly more likely to have used public halls and community buildings...

- residents with an annual household income of less than \$30,000,
- urban residents.

The following residents were slightly more likely to have used a sportsfield...

- all Ward residents, except Paekakareki-Raumati Ward residents,
- residents aged 18 to 49 years.

It appears that ratepayers were slightly more likely, than non-ratepayers, to have contacted dog control services.

b. Level of Satisfaction With The Service/Facility Used In The Last 12 Months

Overall, Kapiti Coast District residents were satisfied with the Council services and facilities they had used in the last 12 months (see table on page 36).

Taking into account the bases for each service/facility, the not very satisfied ratings have increased, since 2000, for the following:

	<u>2000</u>	<u>2001</u>
• passive reserves	5	15
• libraries as a reference or information source	7	16
• swimming pools	14	20

As the bases for removal of abandoned vehicle(s)/car wrecks and Environmental Health services were very small, no comparisons were made.

There were no discernable differences between Ward residents and socio-economic groups in terms of those not very satisfied for all but the following services/facilities...

Children's playgrounds

Residents more likely to be not very satisfied were...

- men,
- residents with an annual household income of more than \$50,000.

Passive Reserves

Residents slightly more likely to be not very satisfied were...

- residents with an annual household income of more than \$50,000,
- shorter term residents, those residing in the District 10 years or less.

Libraries as a reference or information source

Men were more likely, than women, to be not very satisfied.

Libraries for borrowing books

It appears that residents with an annual household income of less than \$30,000 were slightly less likely, than other income groups, to be not very satisfied.

Dog Control Services

It appears that longer term residents, those residing in the District more than 10 years, were slightly more likely, than shorter term residents to be not very satisfied.

Summary Table: Level of Satisfaction With The Service/Facility Used In Last 12 Months

		Base	Level Of Satisfaction - Users Only															
			Very Satisfied				Fairly Satisfied				Not Very Satisfied				Don't know/Unable to Say			
			1998 %	1999 %	2000 %	2001 %	1998 %	1999 %	2000 %	2001 %	1998 %	1999 %	2000 %	2001 %	1998 %	1999 %	2000 %	2001 %
<u>Service/Facility</u>																		
Libraries for borrowing books		229	64	70	66	64	31	25	28	27	5	6	6	9	-	-	-	-
Libraries as a reference or information source		192	58	61	59	50	36	31	33	33	6	8	7	16	-	-	1	1
Passive reserves		143	38	58	59	43	57	58	36	41	4	5	5	15	-	1	-	1
Swimming pools		135	34	47	46	48	45	37	40	32	21	16	14	20	-	-	-	-
Children's playgrounds		112	36	51	58	53	52	39	30	32	12	9	12	15	-	1	-	-
Public halls and community buildings		98	37	46	62	43	57	46	31	44	6	7	7	12	-	1	-	1
Sportsfields		81	44	61	59	47	55	35	34	42	2	4	7	11	-	-	-	-
Dog control services		63	21	43	61	49	60	37	21	37	19	20	18	13	-	-	-	1
Noise control services		39	29	24	48	46	67	42	9	34	5	34	40	20	-	-	3	-
Removal of abandoned vehicle(s)/car wreck(s)		*26	NA	NA	NA	60	NA	NA	NA	15	NA	NA	NA	25	-	-	-	-
Environmental Health Services		*17	22	23	73	50	65	45	27	35	13	27	-	15	-	3	-	-

% read across

- 'Don't know' responses not included in the 1998 tables.

NA = not asked in 1998-2000.

* Caution: small base

c. Main Reasons For Being Not Very Satisfied

The main reasons* given by residents for being not very satisfied when using specific Council services/facilities were...

Libraries for borrowing books

- poor selection/need more books, mentioned by 5% of residents who had used the libraries for borrowing books,
- outdated books/lack of new material, 2%,
- library is small/could be bigger, 2%.

Libraries as a reference or information source

- lack of information/insufficient material, mentioned by 11% of residents who had used a library as a reference or information source,
- old/outdated books, 4%.

Passive reserves

- need cleaning more/maintenance, mentioned by 10% of residents who had used a passive reserve,
- erosion/flooding/track washed out, 2%.

Swimming pools

- need upgrading/improving, mentioned by 9% of residents who had used a swimming pool,
- changing facilities could be better, 5%,
- too much chlorine, 4%,
- lack of cleanliness/poor water quality, 3%,
- need better facilities for children/families, 3%.

Children's playgrounds

- need more maintenance/upkeep/unsafe, mentioned by 10% of residents who had used a children's playground.

Public halls and community buildings

- need upgrading/maintenance/cleaning, mentioned by 8% of residents who had used a public hall or community building,
- facilities could be improved, 4%.

Sportsfields

- need upgrading/improvements/resurfacing, mentioned by 10% of residents who had used a sportsfield.

Dog Control Services

- lack of/poor response to complaints, mentioned by 9% of residents who had used/contacted dog control services,
- dog ranger could do a better job, 5%.

Noise Control Services

- poor response to complaints, mentioned by 14% of residents who had used/contacted noise control services (5 residents).

Removal of abandoned vehicle(s)/car wreck(s)

- lack of action/slow to act, mentioned by 25% of respondents who have contacted Council about the removal of abandoned vehicles/car wrecks. (6 residents)

Environmental Health Services

The 15% (2) residents who had used environmental health services and were not very satisfied gave reasons that related to a lack of action and being slow to respond.

* multiple responses allowed.

6. WATER SUPPLY SERVICES

a. Water Supply

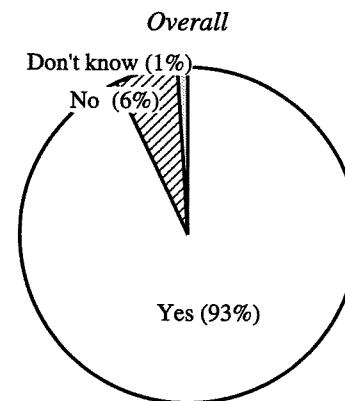
i. Are Residents Provided With a Piped Water Supply Where They Live?

In 2001, 93% of residents were provided with a piped water supply where they live (90% in 2000).

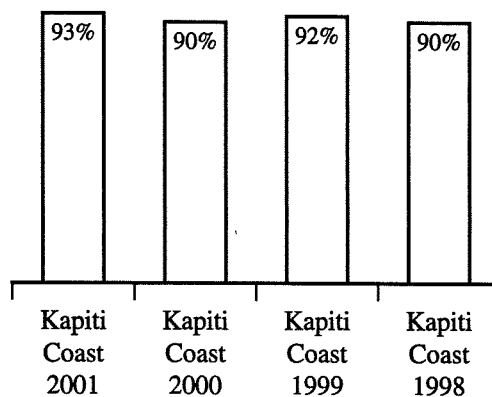
Residents more likely to have said they were provided with a piped water supply were:

- all Ward residents, except Otaki Ward residents,
- urban residents.

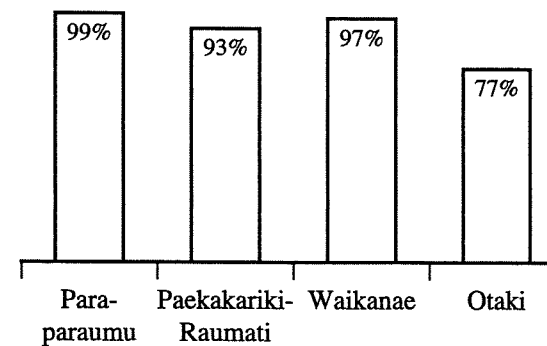
Are Residents Provided With a Piped Water Supply Where They Live?



Percent Saying "Yes" - Comparison



Percent Saying "Yes" - By Ward

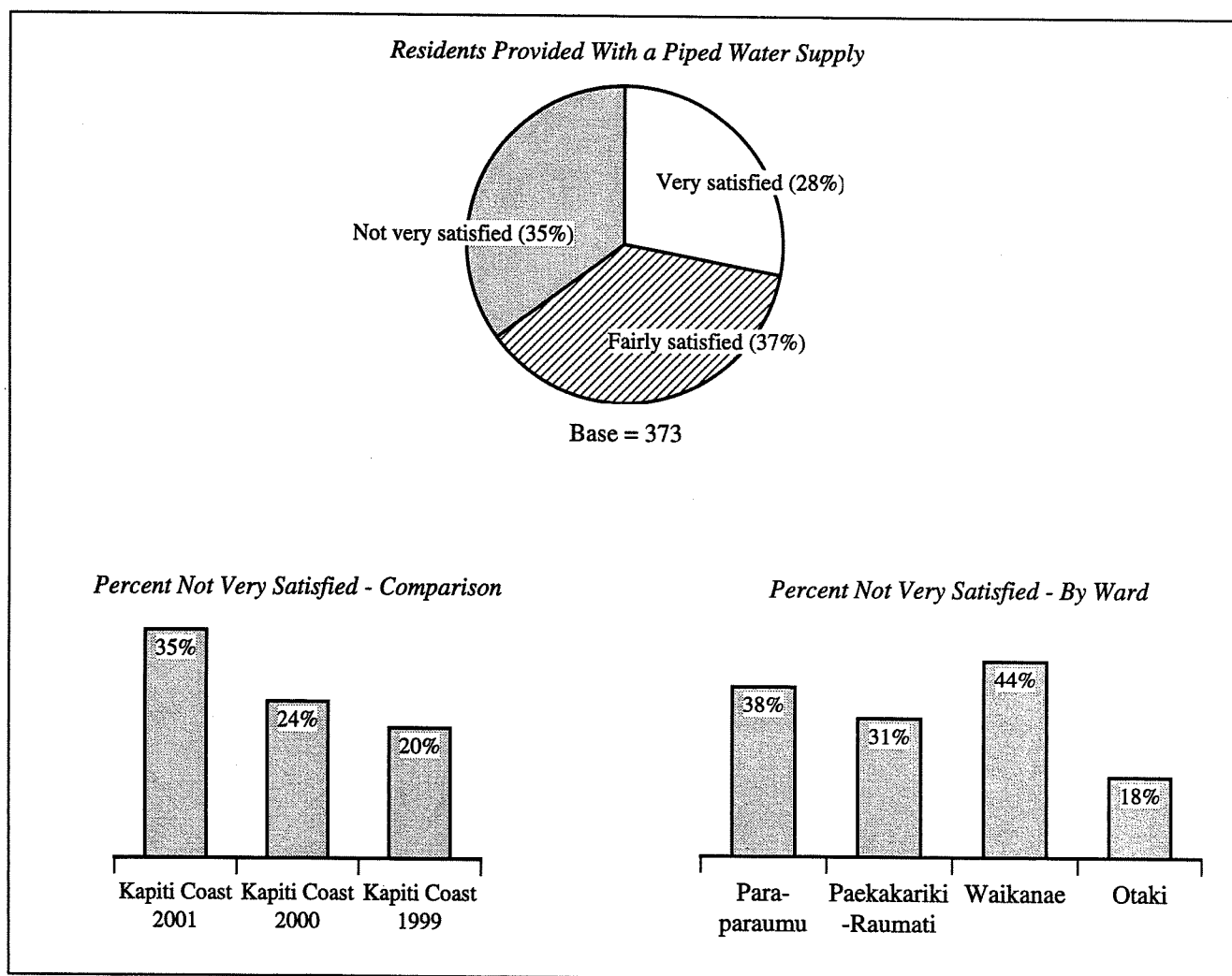


ii. Satisfaction With The Water Supply

65% of residents provided with a piped water supply were satisfied with the water supply, compared to 76% in 2000, while 35% said they were not very satisfied (24% in 2000).

Residents who were provided with a piped water supply and were more likely to be not very satisfied were...

- all Ward residents, except Otaki Ward residents,
- men.



b. Taste of Water

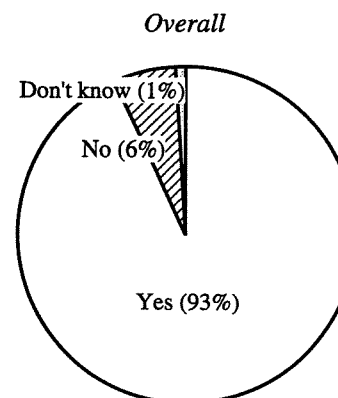
i. Have Residents Used The Water For Drinking In The Last 12 Months?

93% of residents have used the water for drinking, in the last 12 months, compared to 88% in 2000.

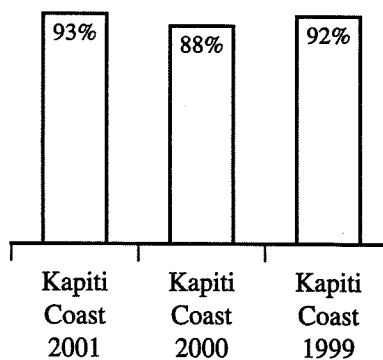
Urban residents were more likely to have used the water for drinking, than rural residents.

It also appears that Otaki Ward residents were slightly less likely, than other Ward residents, to have used the water for drinking.

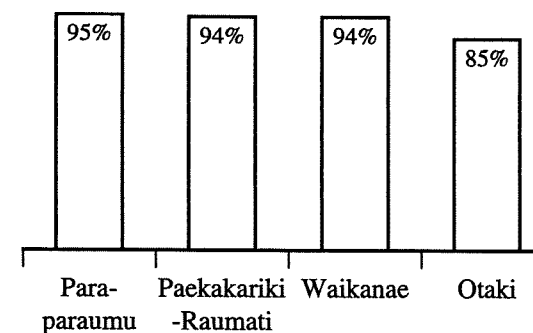
Have Residents Used The Water For Drinking In The Last 12 Months?



Percent Saying 'Yes' - Comparison



Percent Saying 'Yes' - By Ward



ii. Satisfaction With The Taste of Water

71% of residents who have used the water for drinking in the last 12 months, were satisfied with the taste, while 28% were not very satisfied. These readings are on par with the 2000 findings.

Residents who have used the water for drinking and were less likely to be not very satisfied with the taste were...

- residents with an annual household income of \$30,000 to \$50,000,
- ratepayers.

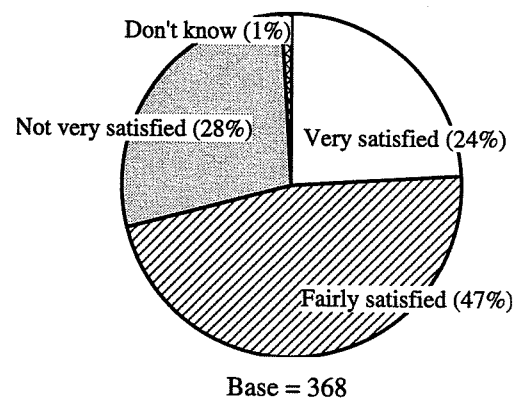
Reasons Why Residents Are Not Very Satisfied

The main reasons* given by the 103 residents who had used the water for drinking and were not very satisfied with its taste were:

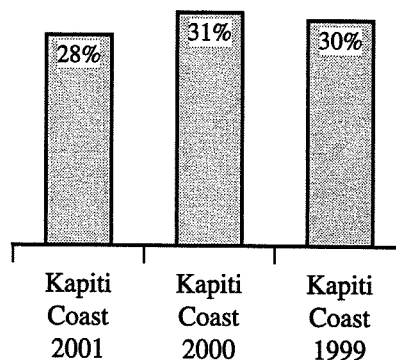
- tastes/smells of chemicals/chlorine, mentioned by 15% of residents who had used the water for drinking,
- bad taste/smell, 12%,
- use a filter system/purifier, 9%,
- have to boil water, 5%,
- metallic taste, 4%.

* multiple responses allowed.

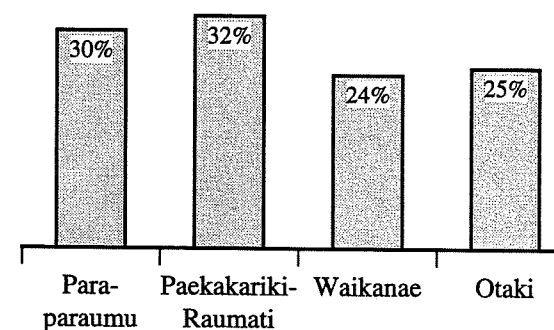
How Satisfied Are Residents With The Taste of Water?



Percent Not Very Satisfied - Comparison



Percent Not Very Satisfied - Users, By Ward



c. Water Conservation

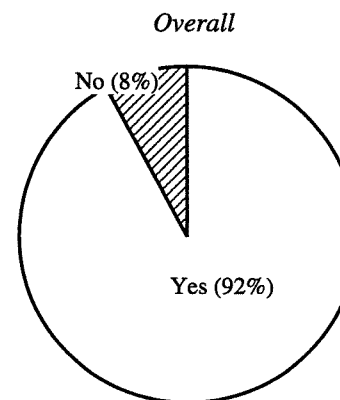
i. Were Residents Aware of a Programme Promoting Water Conservation, Carried Out By Council?

92% of residents were aware of a programme promoting water conservation, carried out by Council, compared to 89% in 2000.

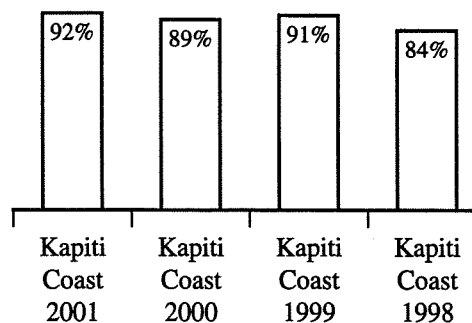
Residents more likely to have been aware of the programme were...

- men,
- ratepayers.

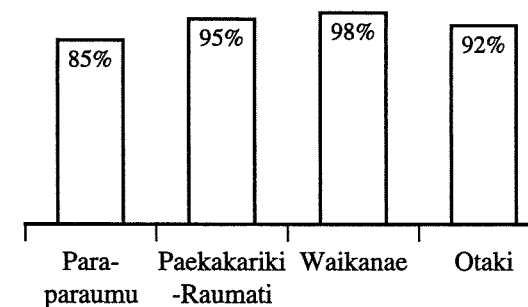
Were Residents Aware of a Programme Promoting Water Conservation?



Percent Saying 'Yes' - Comparison



Percent Saying 'Yes' - By Ward



ii. **Have Residents Done Anything In The Past Year To Save Water?**

92% of residents had done something to save water in the past year (88% in 2000).

The main actions undertaken by residents, in the past year, to save water were:

- kept to water restrictions,
- used less water in the garden,
- used less water in the house.

The 'other' initiatives mentioned were:

- use bore water/own supply, 9%,
- don't wash car/do less car washing, 4%,
- fixed any leaks, 3%,
- collect rainwater/have water tanks, 3%,
- don't waste water/recycle water - unspecified, 3%,
- use of toilet/dual flush system, 1%,
- other, 1%.

This year residents were more likely to have used less water in the house, than in 2000.

8% of residents said they hadn't done anything to conserve water (12% in 2000).

Percentage of Residents Who Have Done The Following, In The Past Year, To Conserve Water

	Yes - Have...			
	Used less water in garden %	Used less water in the house %	Kept to water restrictions %	Other %
<u>Year</u>				
2001	65	61	66	24
2000	64	40	68	32
1999	64	43	63	24
1998	51	35	65	10

7. CIVIL DEFENCE

a. *Have Residents Made Any Plans or Preparations For A Civil Defence Emergency?*

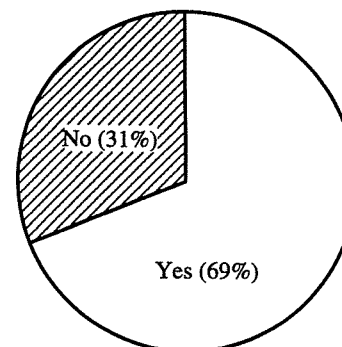
69% of residents said they have made plans or preparations for a Civil Defence emergency, with 31% saying they haven't. These readings are similar to last year's findings.

Residents more likely not to have made any plans or preparations were:

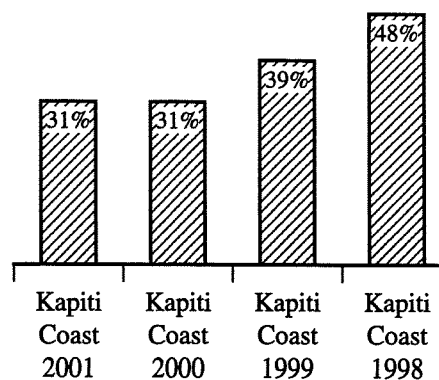
- women,
- residents aged 18 to 34 years,
- shorter term residents, those residing in the District 10 years or less,
- non-ratepayers.

It also appears that Waikanae Ward residents were slightly more likely to say they hadn't made any plans or preparations for a Civil Defence emergency, than other Ward residents.

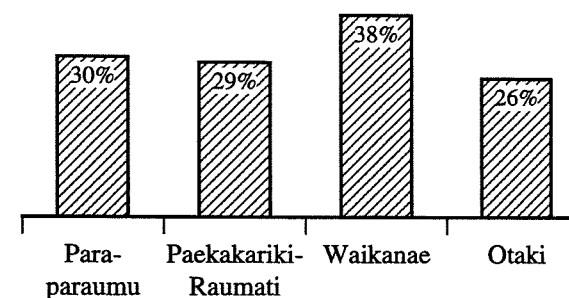
Have Residents Made Any Plans Or Preparations For A Civil Defence Emergency?



Percent Saying 'No' - Comparison



Percent Saying 'No' - By Ward



b. What Have Residents Done?

Residents who said they had made plans or preparations for an emergency, were less likely to say they had a home emergency kits in 2001, than in 2000, and slightly less likely to have said they had stored food.

The other preparations or plans mentioned were:

"Know from experience, fought in Second World War."

"Get out of the house."

"Asked for a siren at Te Horo Beach, this has been installed. Couldn't hear the one they had before."

"I have nursing training."

"So many nurses here, it's wonderful."

"Attended Upper Hutt Civil Defence course, learned about rescuing people."

"A tent."

"Tarpaulins."

"Food for dogs."

"Catfood."

"Belong to ADT - put up your name on the door if there's a problem."

"Parklands' Committee look after us."

"Use Citizens Advice Bureau."

What Preparations Or Plans Have Households Made?

	1998 %	1999 %	2000 %	2001 %
<u>Preparations/Plans Undertaken</u>				
Stored food	68	91	89	83
Stored water	68	78	77	80
Have a Home Emergency Kit	67	69	85	78
Have an emergency plan	59	47	53	53
Radio	-	-	4	3
Alternative cooking methods	-	3	2	1
Secured furniture etc. for earthquakes	-	-	2	1
First Aid kit	-	5	2	-
Read information	-	-	1	-
Others	4	3	3	7
Base*	260	307	285	306

- not specified by 1% or more residents.

* Those households which have plans or preparations for a Civil Defence emergency.

8. RATES

a. Do Residents Pay Rates On A Property in the Kapiti Coast District Council Area?

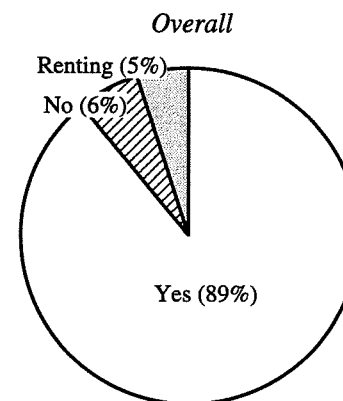
89% of residents said they paid rates on a property in the Kapiti Coast District, while 6% said they didn't and 5% said they rent.

Residents more likely to have said they pay rates were...

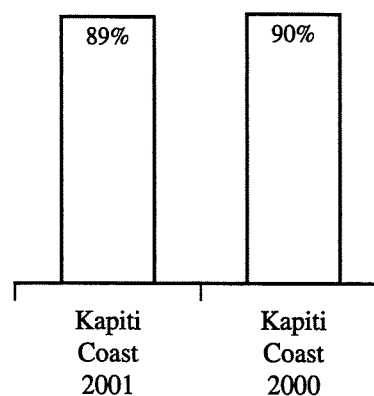
- residents aged 35 years or over,
- residents with an annual household income of more than \$50,000,
- longer term residents, those residing in the District more than 10 years.

It also appears that Paekakariki-Raumati Ward residents were slightly less likely, than other Ward residents, to have said they paid rates on a property in the District.

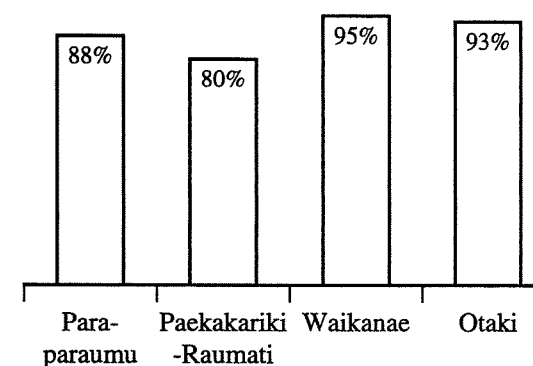
Do Residents Pay Rates?



Percent Saying 'Yes' - Comparison



Percent Saying 'Yes' - By Ward



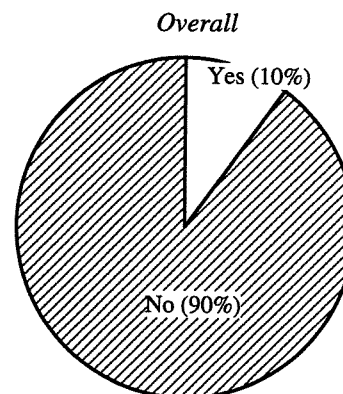
b. Have Residents Contacted Council About Rates in the Last 12 Months?

10% of residents said they had contacted Council about rates in the last 12 months, which is in line with the 2000 reading.

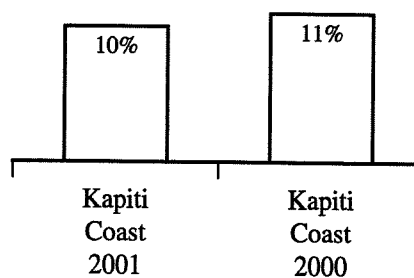
Residents more likely to have contacted Council about rates were...

- men,
- longer term residents, those residing in the District more than 10 years,
- ratepayers.

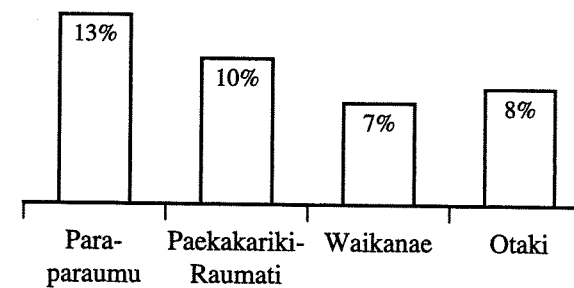
Have Residents Contacted Council About Rates In The Last 12 Months?



Percent Saying 'Yes' - Comparison



Percent Saying 'Yes' - By Ward



c. Satisfaction With The Service Received

84% of residents who had contacted Council about rates in the last 12 months were satisfied with service received (78% in 2000), while 16% were not very satisfied (22% in 2000).

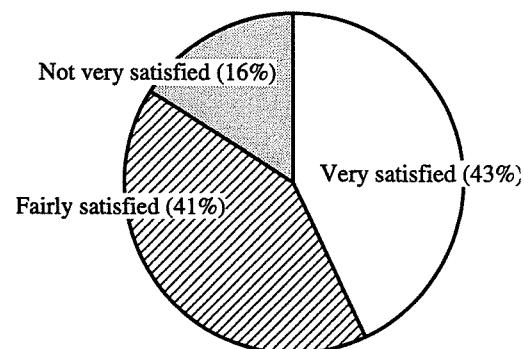
Because the bases for all Wards and most socio-economic groups were small (<30) no comparisons have been made.

d. Main Reason For Being Not Very Satisfied

The main reason given by the 6 residents who had contacted the Council about rates and were not very satisfied was...

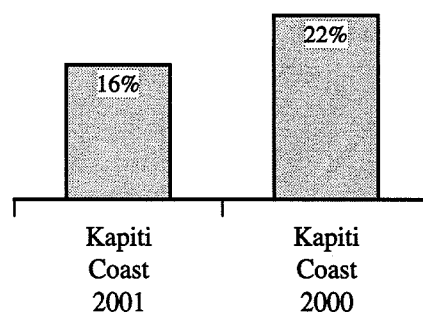
- increased rates/high for services received, 10% (4 residents).

Satisfaction Amongst Residents Who Have Contacted Council About Rates

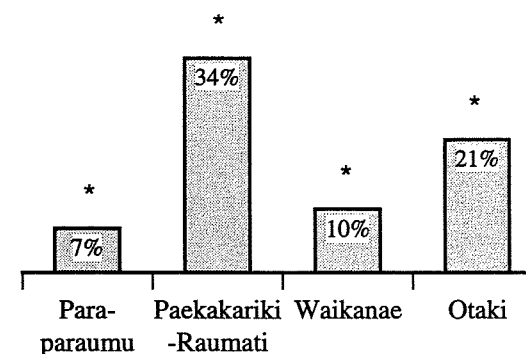


Base = 36

Percent Saying Not Very Satisfied - Comparison



Percent Saying Not Very Satisfied - By Ward



* caution: small bases.

9. PHYSICAL ACTIVITY

(Physical activity at places such as swimming pools, sportsfields, playgrounds, parks, reserves, and other similar facilities).

a. Have Residents Taken Part In Any Physical Activity In The Last Week?

51% of residents said they had taken part in physical activity in the last week, compared to 59% in 2000.

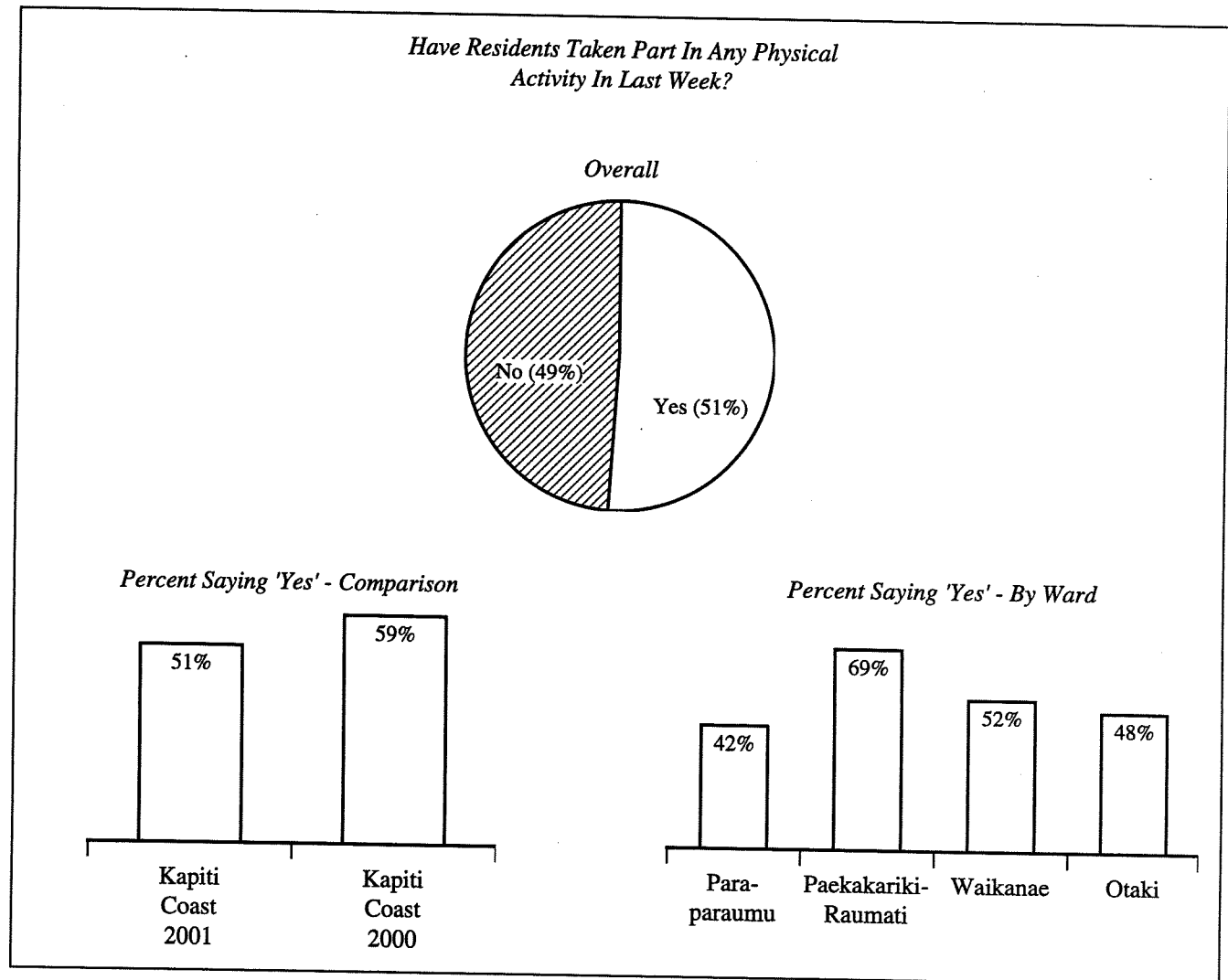
Residents more likely to have said "yes" were...

- Paekakariki-Raumati Ward residents,
- women,
- shorter term residents, those residing in the District 10 years or less,
- non-ratepayers.

d. Main Reasons For Being Not Very Satisfied

The main reason given by the 6 residents who had contacted the Council about rates and were not very satisfied was...

- increased rates/high for services received, 10%, (4 residents).

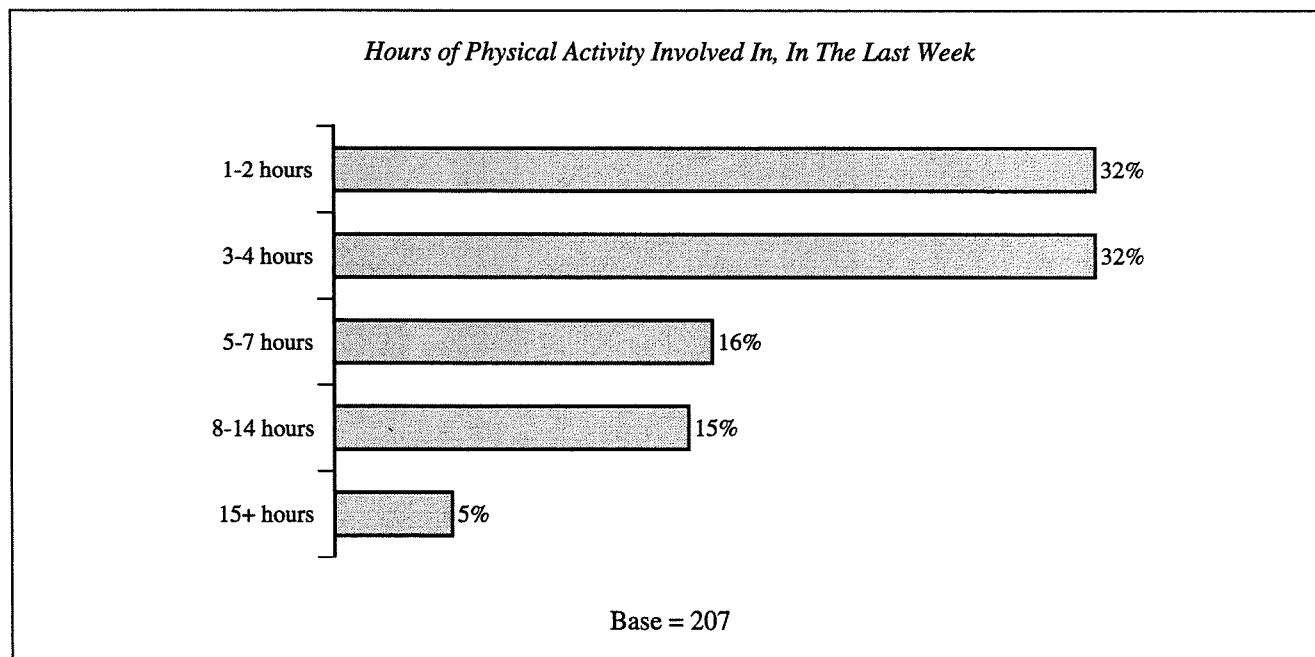


b. Number of Hours Residents Are Involved in Physical Activity

Of the 51% of residents who said they had taken part in any physical activity in the last week, 32% said they had been involved in it for 1 to 2 hours, while 32% said 3 to 4 hours (22% in 2000) and 16% said 5 to 7 hours (21% in 2000).

15% of residents said they had been involved in physical activity in the last week for 8 to 14 hours (19% in 2000) and 5% said 15 or more hours (14% in 2000).

The mean number of hours these residents were involved in physical activity was 5.4 hours, compared to 7.9 hours in 2000.



10. PERFORMANCE

a. *Rating the Performance of the Mayor and Councillors in the Last Year*

21% of residents rated the performance of the Mayor and Councillors, in the last year, as fairly/very good (25% in 2000), while 30% rated their performance as not very good/poor. 37% said their performance was just acceptable and 12% were unable to comment (8% in 2000).

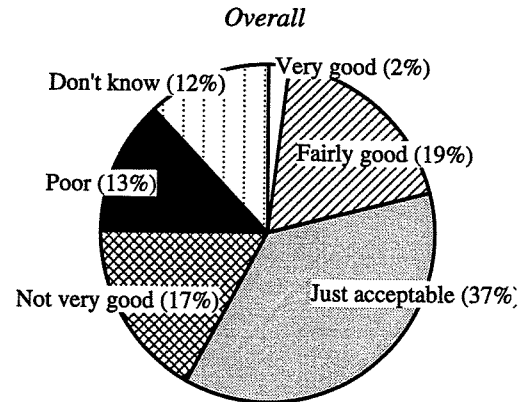
Kapiti Coast residents were less likely to rate the Mayor and Councillor's performance as fairly/very good than Peer Group residents and residents nationwide.

Residents more likely to rate the Mayor and Councillor's performance as fairly/very good were..

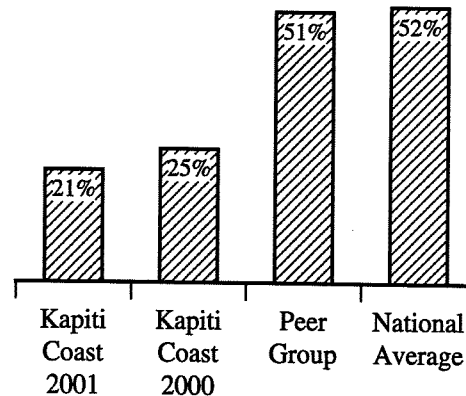
- women,
- residents with an annual household income of \$50,000 or less,
- non-ratepayers.

17% of residents who had spoken to the Mayor or a Councillor in the last 12 months rated their performance as very/fairly good, while 35% said it was not very good/poor. Please refer to page 12 with respect to those who have spoken to the Mayor or a Councillor.

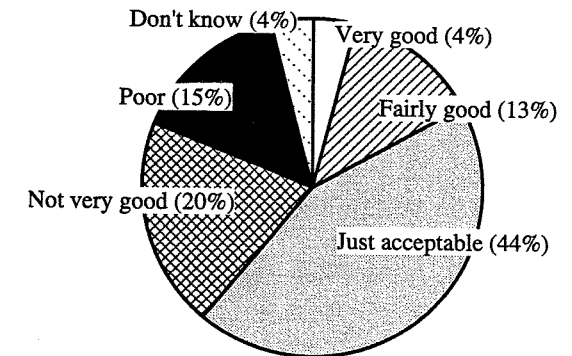
Rating The Performance Of The Mayor And Councillors In The Last Year



Percent Saying "Fairly/Very Good" - Comparison

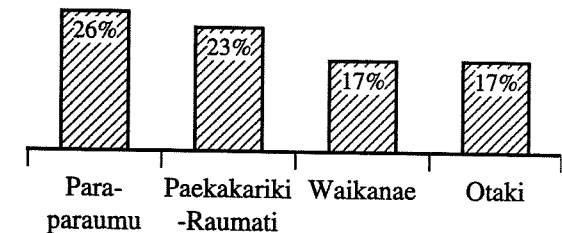


Spoken To Mayor/Councillors In Last 12 Months



Base = 102

Percent Saying "Fairly/Very Good" - By Ward



b. Rating the Performance of the Council Staff in the Last Year

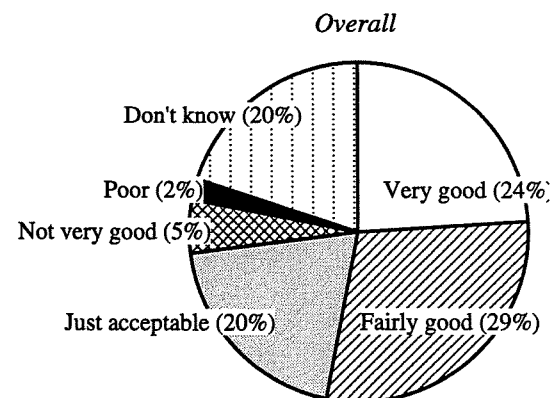
53% of residents rated the performance of Council staff, in the last year, as fairly/very good (49% in 2000), while 7% rated their performance as not very good/poor. 20% said Council staff performance was just acceptable (25% in 2000) and 20% were unable to comment.

The percent rating Council staff performance as fairly/very good was slightly below the Peer Group Average and similar to the National Average.

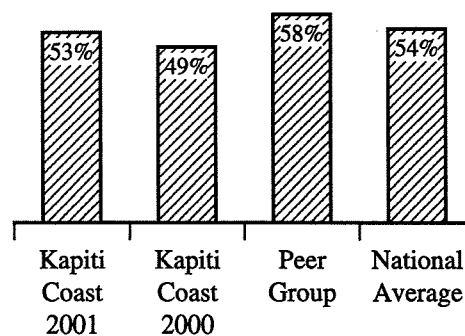
Residents more likely to rate Council staff performance as fairly/very good were...

- all Ward residents, except Waikanae Ward residents,
- urban residents.

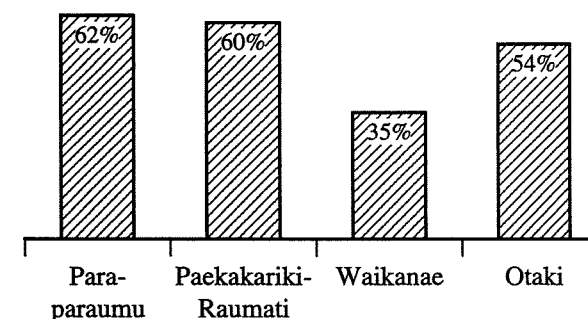
Rating The Performance Of The Council Staff In The Last Year



Percent Saying "Fairly/Very Good" - Comparison



Percent Saying "Fairly/Very Good" - By Ward



c. Kapiti Coast District Council In General

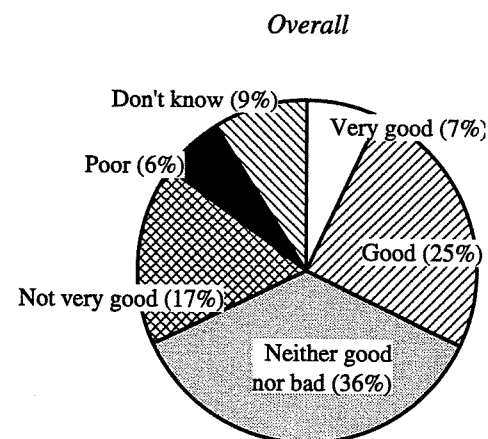
i. Rating The Performance of the Kapiti Coast District Council, In General, In The Last Year

32% of residents rated the performance of the Kapiti Coast District Council, in general, in the last year as good/very good (36% in 2000), while 23% rated it not very good/poor (26% in 2000). 36% of residents rated Council performance, in general, as neither good nor bad, with 9% unable to comment (3% in 2000).

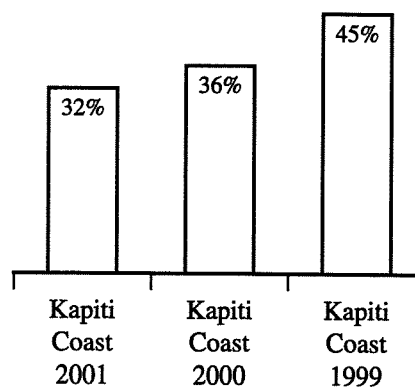
Residents more likely to rate Council performance, in general, as good/very good were...

- all Ward residents, except Waikanae Ward residents,
- non-ratepayers.

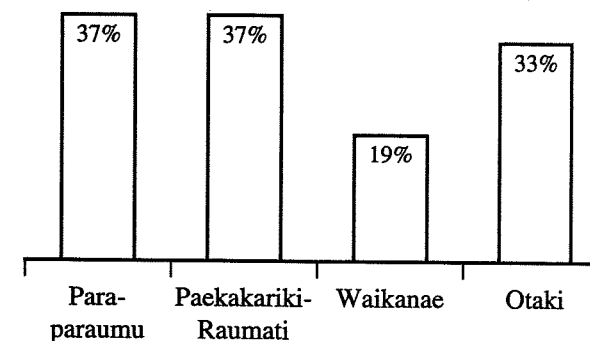
Rating The Performance of Kapiti Coast District Council



Percent Saying "Good/Very Good" - Comparison



Percent Saying "Good/Very Good" - By Ward



ii. Reasons Why Residents Rated Council's Performance As Not Very Good/Poor

The main reasons* given by the 23% of residents who rated Council's performance as not very good/poor were:

- water supply issues, mentioned by 38% of residents who rated Council's performance in general, as not very good/poor,
- roading/traffic issues, 32%,
- lack of action/issues need addressing, 31%,
- too much infighting/not working together, 28%,
- poor performance, 24%.

Other reasons given were:

- sewerage issues, 17%,
- too much development/services inadequate, 14%,
- rates too high/increases/too high for services received, 11%,
- negative comments about the Mayor, 10%,
- indecision/not making decisions, 8%,
- waste money/priorities are wrong, 6%,
- rubbish collection/disposal/recycling, 5%,
- lack of consultation, 3%.

* multiple responses allowed.

11. OTHER ISSUES CONCERNING THE KAPITI COAST DISTRICT COUNCIL, RESIDENTS WISHED TO COMMENT ON

66% of residents (54% in 2000) commented on an issue concerning the Council (multiple responses were allowed). 34% said there was nothing in particular they wished to comment on (46% in 2000).

The main issues mentioned by Kapiti Coast District residents were:

- water supply/shortage of water, mentioned by 25% of all residents,
- new roads - Transmission Gully (x17)/Link Road (x10)/Bridge (x5)/roading issues, 22%,
- growth of area/services inadequate, 14%,
- lack of action/not making decisions, 12%,
- sewerage issues, 8%,
- congestion/traffic flow, 8%,
- could do better/improve, 6%,
- high rates/too high for services received, 5%,
- public transport, 5%,
- too much infighting, 4%,
- library facilities/services/against Coastlands (x6)/against building new library (x3), 4%.

The other issues mentioned by 3% of residents were:

- parks/reserves/playgrounds,
- areas neglected/Otaki misses out.

By 2% of residents:

- disapprove of pipeline from Otaki Road,
- environmental issues,
- improve maintenance/upkeep,
- issues concerning dogs,
- footpaths need attention/no footpaths,
- rubbish disposal/collection/recycling.

By 1% of residents:

- vehicles/motorcycles on the beach,
- poor quality of water/fluoridation,
- poor street lighting,
- need more facilities for young people,
- stormwater drainage.

6% of residents made other comments.

12. DESCRIPTIVE QUESTIONS

a. Workforce

64% of residents said there was someone in their household in the workforce, and 36% said there was not.

b. Household Income

17% of residents said their total household income was up to \$20,000, 17% said it was over \$20,000 to \$30,000 (22% in 2000), 29% said it was over \$30,000 to \$50,000 (23% in 2000), 29% said it was over \$50,000, 2% didn't know, and 6% refused to answer this question.

c. Household Type

14% of residents said they lived in a one person household, 83% said a two person or family household and 3% said some other type of household.

d. Children In Household

42% of residents said they have children under 20 living in their household, and 58% said they did not.

e. Length Of Residence

46% of residents said they have lived in the District 10 years or less (41% in 2000), and 54% said they have lived in the District 11 years or more (59% in 2000).

f. Area

89% of residents said they live in an urban area, and 11% said they live in a rural area.

APPENDIX

Base By Sub-sample

		Actual residents interviewed	*Expected numbers according to population distribution
Ward	Paraparaumu	120	134
	Paekakariki-Raumati	110	89
	Waikanae	90	101
	Otaki	80	76
Gender	Male	198	186
	Female	202	214
Age†	18-34 years	32	95
	35-49 years	106	105
	50-64 years	106	85
	65+ years	154	113

† Two people refused to give details of their age.

* Interviews are intentionally conducted to allow reasonable bases in each Ward so that comparisons can be made, even though the populations may differ from Ward to Ward. Post stratification (weighting) is then applied to adjust back to population proportions in order to yield correctly balanced overall percentages. This is accepted statistical procedure.