Kāpiti Coast District Council

KĀPITI COAST RESIDENTS' OPINION SURVEY – ANNUAL REPORT

July 2022

Contents

Section 1

Key findings

Overall satisfaction

21-22 **70%**

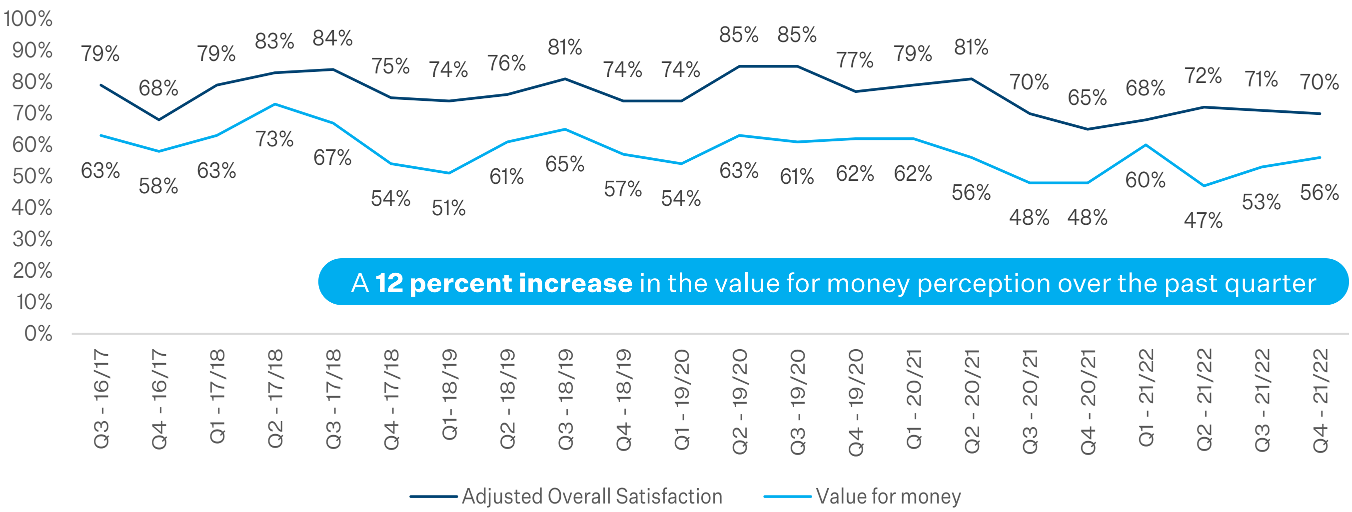
A **DECREASE** FROM 20-21

74%

Seven out of ten residents were satisfied with the Council overall

"Obviously, there are things that they could do better. However, they do pretty well, and I wouldn't want to live anywhere else."

Overall satisfaction with Council services and perceived value for money trend analysis



Drivers of change in satisfaction

These three drivers are very important to resident satisfaction but they are performing poorly and trending down.

Improving these aspects may improve residents' perceptions of the Council and ultimately raise their overall satisfaction with the Council.

The perception that the Council is making good decisions

21-22 **49%**

A **DECREASE** FROM FROM 20-21

59%

The drop in satisfaction is being driven by the perception that the Council is not consulting with, and listening to, the public when making decisions.

Resident value for money satisfaction

21-22 **54%**

AN **INCREASE** FROM FROM 20-21

53%

The majority of residents were dissatisfied with the Council's decisions on how funds were used and the lack of opportunity to input into the decision process.

Ease of participating in decisions

21-22 **53%**

EQUAL TO 20-21

53%

One way the council could increase its overall satisfaction perception, is to make it easier for residents to have their say in decision-making opportunities.

Outcomes

Communities

90%

90% Communities are resilient and safe

89% Communities are healthy, thriving, and connected

85% Access to resources and services

97% Sense of belonging

Economy

75%

Our local economy is prosperous with ample opportunities to work and learn in Kāpiti

Environment

79%

Our natural environment is restored and enhanced as we transition to a low carbon future

Housing

36%

Our people have access to suitable housing in Kāpiti so that they can live and thrive

Perceptions and sentiments about intent

Kāpiti is a great place to live

21-22 **99%**

A **INCREASE** FROM 20-21

98%

Providing information about up-and-coming decisions

21-22 **53%**

EQUAL TO 20-21

53%

Ease of participation in decision-making opportunities

21-22 **53%**

EQUAL TO 20-21

53%

Trust in the Council to do the right thing

21-22 **49%**

A **DECREASE** FROM 20-21

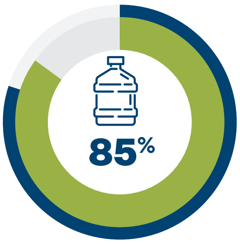
59%

Infrastructure services

Target Met Target Not Met

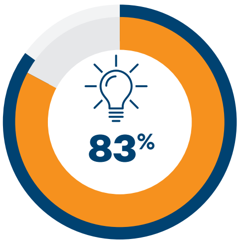
Quality of water supply

80% TARGET



Street lighting

85% TARGET

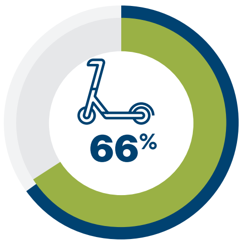


The key issue raised with street lighting:

> *“There is just not enough covering the dark areas”*

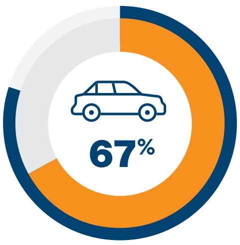
Condition of footpaths

65% TARGET



Roads allow for easy movement

80% TARGET

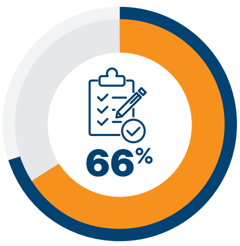


The key issue raised was with traffic flow:

> *“Kapiti Road has a lot of congestion. In general, traffic lights are not sequenced correctly.”*

Condition of roads

70% TARGET



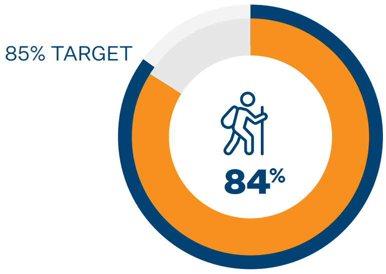
The key issue raised was maintenance levels:

> *“Too many road works, lots of potholes”*

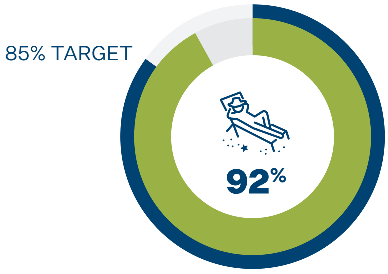
Service delivery

Target Met   Target Not Met

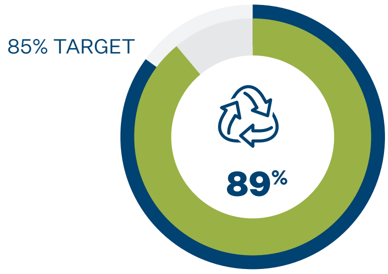
Walkways, cycleways, and bridleways



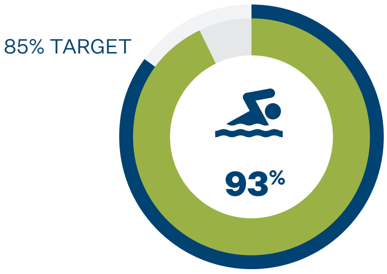
Access points to beaches



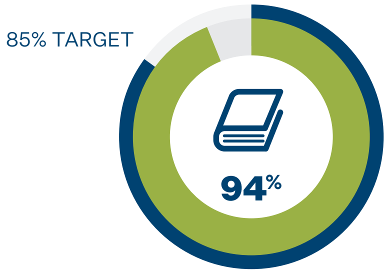
Kerbside rubbish and recycling collection



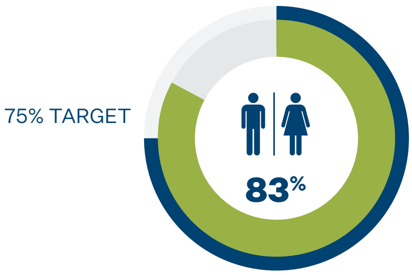
Swimming pool



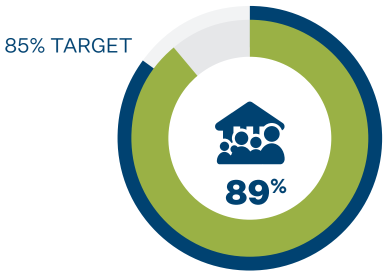
Libraries



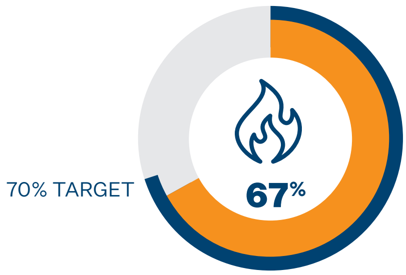
Public Toilets



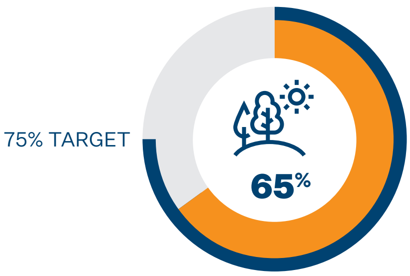
Community support services



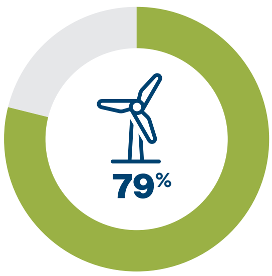
Emergency Preparedness



Unique character and natural environment development



Restoration and enhancement of environment as we move into a low-carbon future



Summary and insights

The annual overall adjusted satisfaction score for Kāpiti Coast District Council during 2021-22 was 70 percent. There has been a decrease in overall satisfaction compared to last year's annual result of 74 percent.

During Q2 2021-22, a large separation between overall satisfaction and value for money was identified. However, between Q2 and Q4 2021-22, a large increase was noted of 8 percent, resulting in an annual result of 54 percent with residents perceived value for money satisfaction.

In the first year of monitoring against the 2021-41 Long Term Plan outcomes, three out of four outcomes were found to be perceived highly. Community, the economy, and environmental outcomes ranged between 75 and 90 percent satisfaction. However, the housing outcome rated significantly lower at 36 percent.

Three key drivers of changes were identified consistently throughout 2021-22. These were, the perception that the Council is making good decisions which has decrease 10 percent since 2020-21. Residents value for money satisfaction, while having increase since last year, was found to be a key driver of change influencing overall satisfaction. Lastly, the third driver of change was identified as the ease of participating in council decisions, which has noticed no change since 2020-21, remaining stable at 53 percent.

The Kāpiti Coast District Council performed well against performance measure targets relating to the Councils core service delivery, with 70 percent of service delivery targets found to be exceeded. The three targets failing to be met were walkways, cycleways and bridleways, emergency preparedness, and natural environment development.

Three of the five infrastructure services failed to meet their targets. All three were found to have decrease since 2020-21, with major decreases identified with the condition of roads, and roads allowing for easy movement (both decreasing by 7 percent). Residents' comments identified the key infrastructure issues of the Council, as being a lack of maintenance levels with both footpaths, roads, and an overall lack of street lighting.

Section 2

Introduction

The Kāpiti Coast District:

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

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

The key service areas tested in the 2021/22 residents' survey were

- satisfaction with services and facilities;
- interaction with council;
- perceptions of council; and
- general well-being.

This document reports the results of the 2021/22 Residents' Opinion Survey. The survey was conducted over four quarters (September 2021, December 2021, March 2022 and June 2022). The key findings of this research are detailed in the Executive Summary and results are compared to the 2017/18, 2018/19 and 2019/20 surveys.

Research design

In line with previous surveys the 2021/22 research was conducted via telephone interviewing, including both landlines and mobile phones. Telephone surveys are ideally suited to surveying large, geographically dispersed populations. The data produced is the result of random sampling and is therefore free from self-selection bias; it can be considered statistically robust, and levels of statistical confidence can be applied to the data.

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

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

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

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

Analysis and reporting

CONFIDENCE IN THE DATA

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

The maximum margin of error for the full sample of 811 residents is +/- 3.42% at the 95% confidence interval. This means that, where the entire sample is used, if 50 percent of residents state they are satisfied with a service, we could be 95 percent sure that between 46.58 percent and 53.42 percent of the entire population of Kāpiti Coast are satisfied.

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

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

ADJUSTED SATISFACTION SCORE

For each council service or facility, an ‘adjusted satisfaction score’ (or agreement score) has been calculated.

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

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

Section 3

Key satisfaction measures

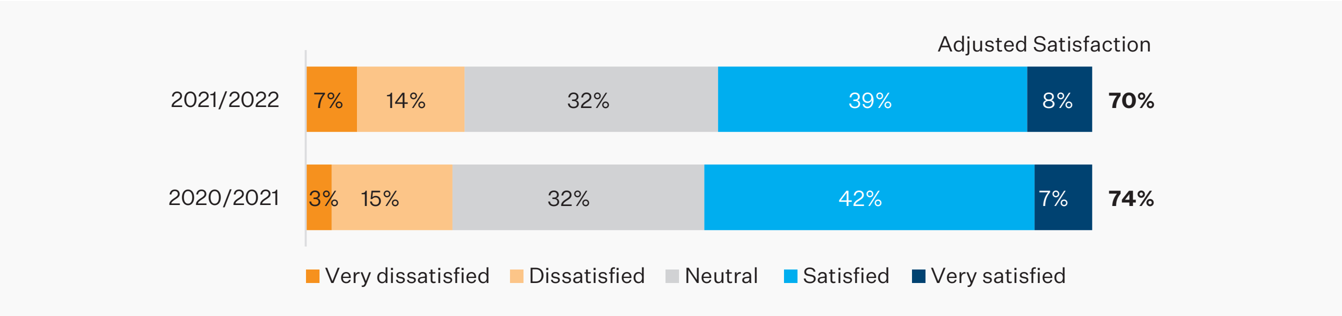
Overall satisfaction

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

Around one third of residents are neutral, creating an opportunity to convert those that are neutral into satisfied residents.

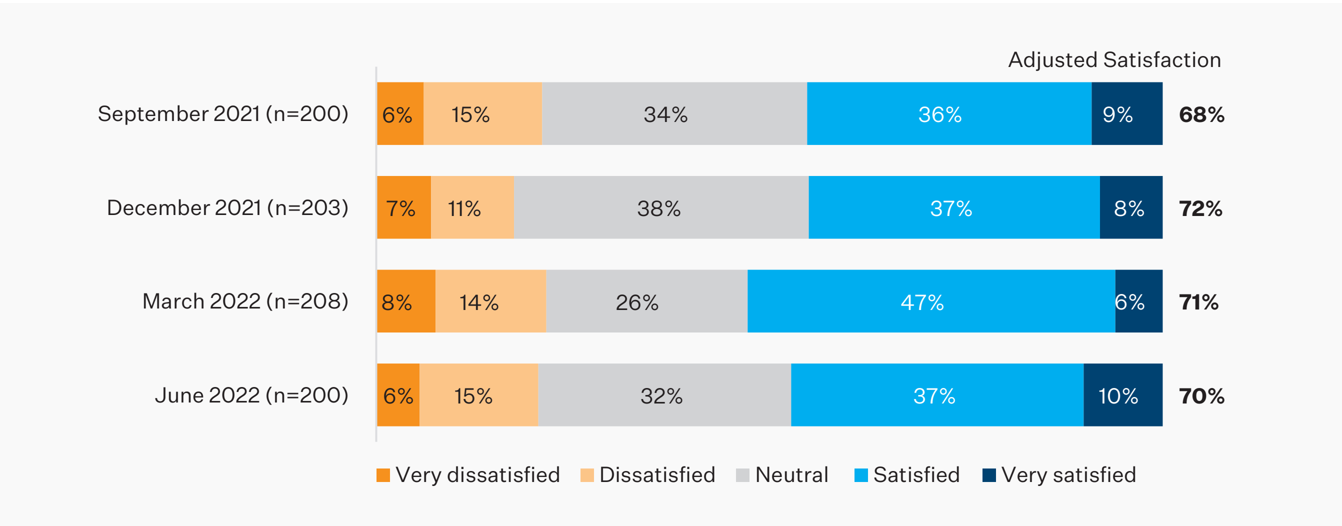
Younger residents (aged 18–29) were found to have significantly higher (90 percent) overall satisfaction with the council compared to other age groups.

Figure 1. Overall satisfaction



Unlike previous years, there was little difference in the results recorded at each quarter.

Figure 2. Overall satisfaction by quarter



All respondents were invited to provide reasoning behind their overall satisfaction score. About one in four residents stated that they were generally satisfied with council (26 percent). Ōtaki residents were more likely to respond saying that they were satisfied (34 percent), compared to other residents.

> “I have lived here for very long time don’t plan to move, so I must be pretty satisfied, and things are running along quite nicely. Life is easy here.”

One of the areas that were of concern for residents revolved around lack of public consultation and communication. Waikanae residents showed the highest concern with lack of consultation/communication (23 percent).

> “There is a lack of public consultation on major projects, communication needs to be better.”

Overall, only 2 percent of total residents commented on the gateway project/seawall. However, residents located in Paekākāriki were significantly more likely (11 percent) to raise concerns about the project.

> “I have some concern about the Gateway Project planning and implementation, and the need for more protection for the sand dunes at Paekākāriki.”

> “A seawall was supposed to be put up but still no seawall. It’s more than 10 years ago. Access to beaches are shocking. We are going backwards. Out on the very limb.”

Table 1. Reason for residents overall satisfaction score

	Percent	Responses
Satisfied/happy	26%	203
Lack of consultation/communication (negative)	19%	149
Neutral comment (i.e., improvements are needed)	11%	87
Issues with council/specific complaints	6%	45
Rates are too high	4%	33
Roading/roadworks	4%	30
Wasting money/poor investments	4%	29
Maintenance, buildings, rubbish, drains etc	4%	28
Good facilities/services	3%	27
COVID-19	3%	27
Housing developments/jobs	3%	23
The gateway project/seawall	2%	19
More transparency	2%	19
Lack of clear direction	2%	17
Communication (positive)	2%	17
Do not use facilities	2%	15
Beautiful, clean, nice, safe	2%	15
Other	6%	46
Don't know	8%	61
Nothing/no reason	0%	2
Total	781	

Drivers of change analysis

Identifying not only satisfaction but also where resources should be focused to drive an increase in resident satisfaction can be invaluable for determining action points and investment areas. To determine the relative role that different council service areas play in overall resident satisfaction, a statistical key driver analysis was conducted.

A key driver analysis summarises where resources should be focused to drive an increase in overall resident satisfaction and highlights potential action points and investment areas.

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

Taking all key drivers into account, the following emerged as improvement areas:

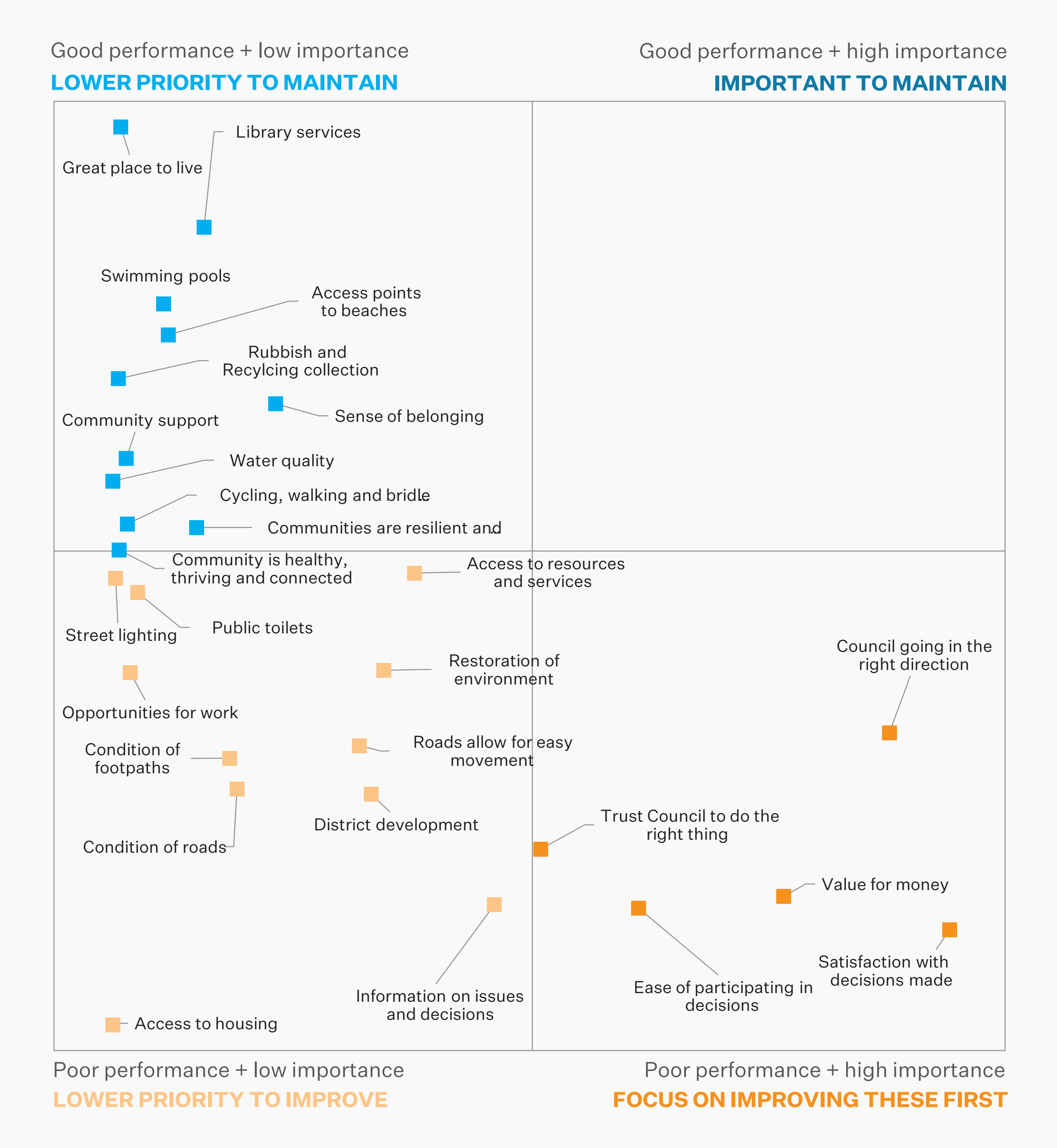
- Satisfaction with the decisions made by the council.
- Confident that the council is going in the right direction.
- Value for money satisfaction.
- Ease of participation in decision-making opportunities.
- Trust in the council to do the right thing.

Several areas were seen as slightly less important to overall satisfaction but are still in need of improvement. These will be important to keep an eye on as they make more of an impact on overall perceptions in the future. These areas include:

- information provided on issues and decisions;
- access to resources and services;
- restoration of environment;
- roads allowing for easy movement;
- district developing in a way that takes into account its unique character;
- condition of roads;
- condition of footpaths;
- public toilets
- opportunities for work;
- street lighting; and
- access to suitable housing.

Lastly, zero services were found to require maintaining (within the high-importance and high-satisfaction quadrant).

Figure 3. Drivers of change of overall satisfaction

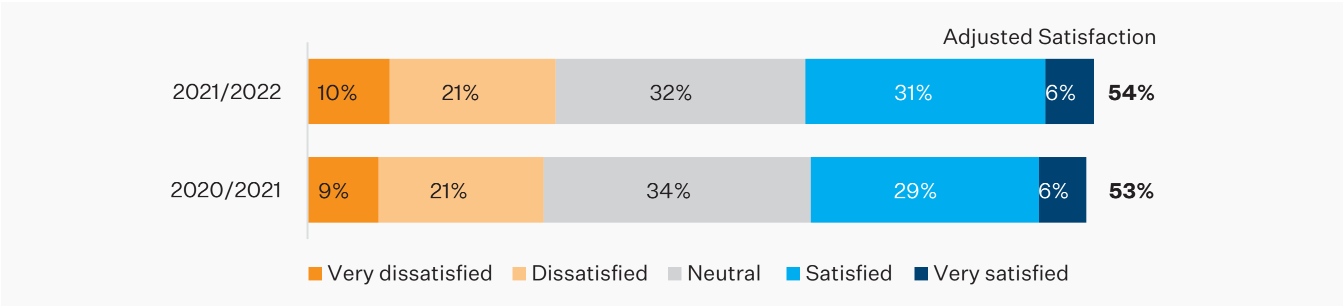


Value for money

Satisfaction with value for money has remained consistent with 2020/2021, with a slight increase noted in residents adjusted satisfaction (54 percent).

Residents aged between 18 and 29 were significantly more likely to be satisfied (86 percent) with the value for money compared to other age groups.

Figure 4 Value for money

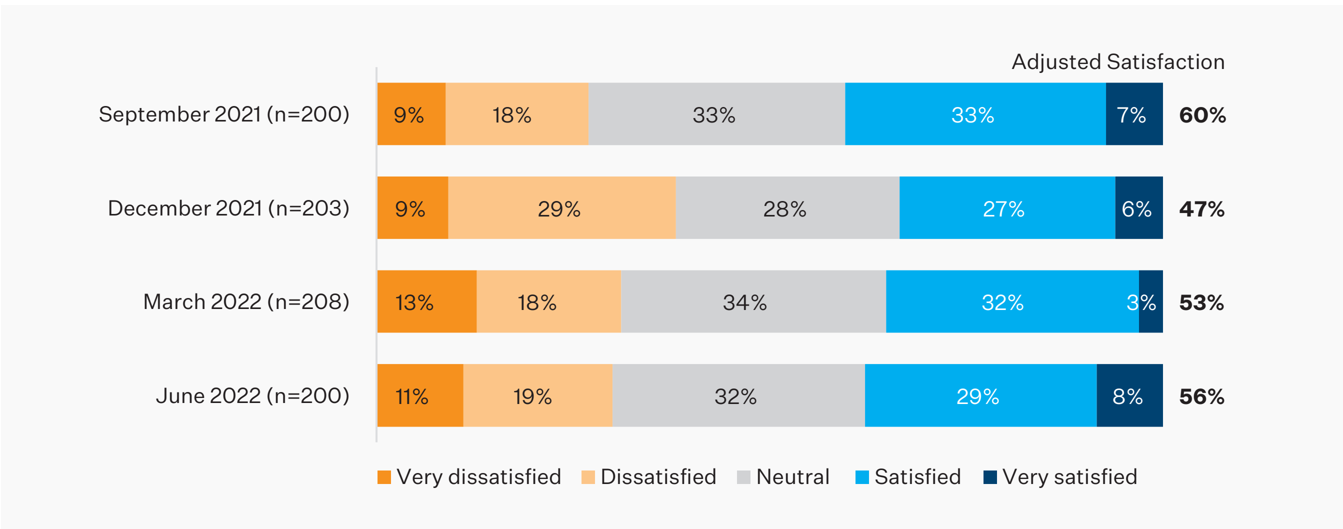


However, when analysing by each quarter, a significant decrease between Q1 and Q2 was noted. This was the single greatest decrease to have occurred between individual quarters since Research First began this survey in 2016.

This was likely due to a combination of reasons, including

- issues with the council (low trust, and satisfaction with decisions); and
- environmental factors (cost of living, and inflation).

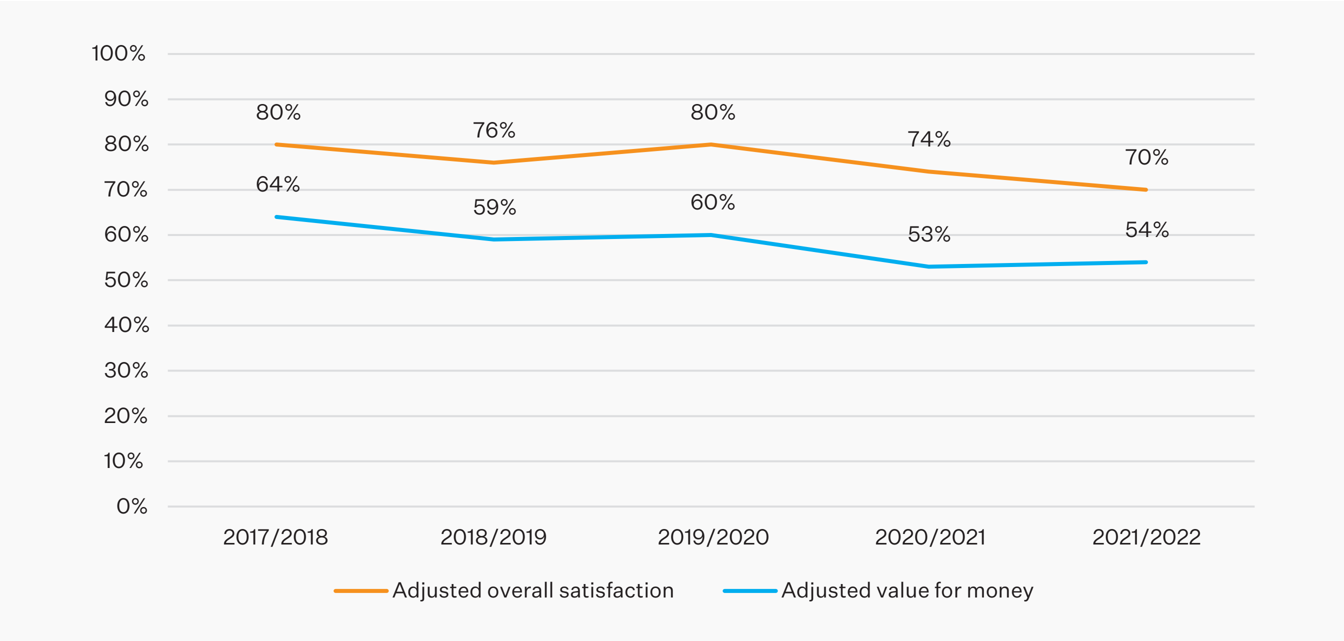
Figure 5. Value for money by quarter



Trend analysis

When analysing annual trends, both overall satisfaction and value for money perceptions remained relatively consistent with 2020/2021 findings. However, a notable decrease is clear when comparing to 2019/2020, which will continue to be monitored over future research steams.

Figure 6. Trend analysis



Section 4

Outcomes

Prior to the 2021/2022 residents' opinion survey, the questionnaire was updated and altered to monitor and track four key outcomes linked to the Kāpiti Coast District Council 2021-2041 long-term plan. These outcomes include:

- Outcome 1: Communities are resilient, safe, healthy, thriving, and connected. Everyone has a sense of belonging and can access the resources and services they need.
- Outcome 2: The local economy is prosperous with ample opportunities for people to work and learn in Kāpiti.
- Outcome 3: The natural environment is restored and enhanced as we transition to a low-carbon future.
- Outcome 4: People have access to suitable housing in Kāpiti so that they can live and thrive.

Communities

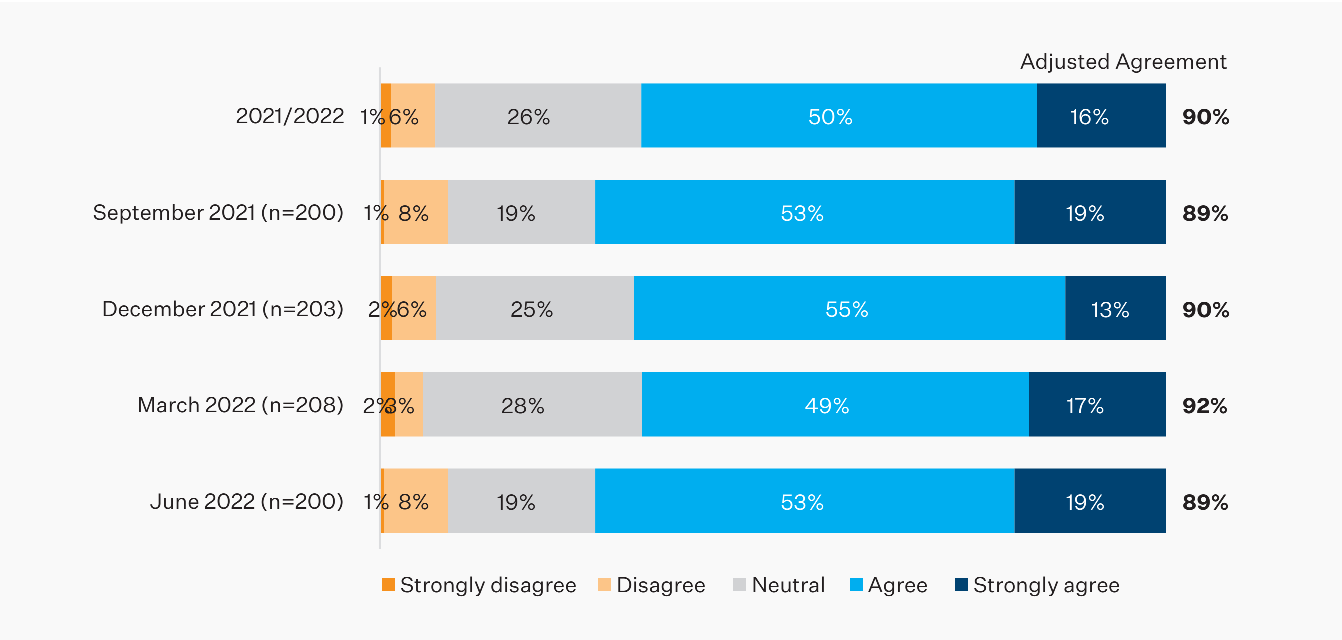
The first outcome “Communities” is made up of four measures.

The first of which was residents’ agreement that the Kāpiti community is resilient and safe. Overall, 90 percent of residents agreed that their community was resilient and safe, this perception remained consistent throughout all four quarters.

When analysing by demographics, multiple significant differences were identified. Female residents (86 percent) were found to have significantly lower agreement than males (94 percent). While residents aged 65 or older were more likely to agree that their community was resilient and safe (95 percent), compared to other age groups (ranged from 86-88 percent satisfaction).

Residents located in Waikanae had significantly higher agreement (95 percent) compared to residents from Ōtaki (83 percent).

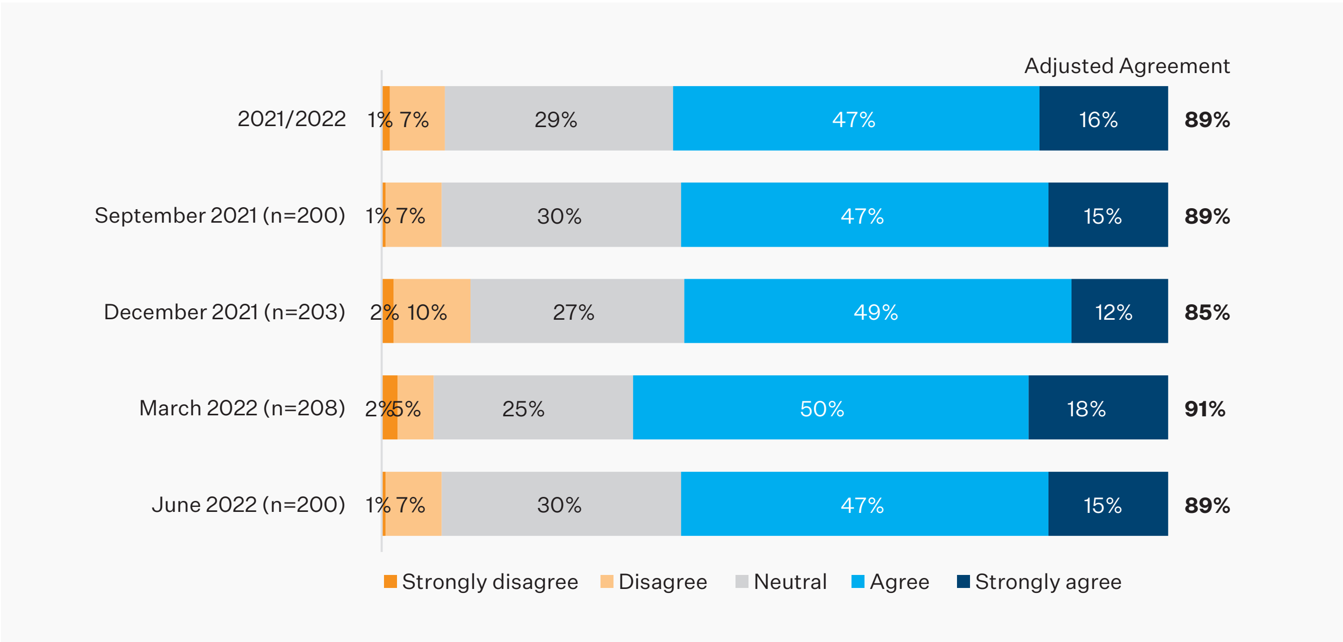
Figure 7. Communities are resilient and safe



The second measure was residents' agreement that the Kāpiti communities are healthy, thriving, and connected. Overall, 89 percent of residents agreed with this statement. A slight drop in this perception was noted during Q2 (85 percent).

No statistically significant differences were identified when analysing by a resident's demographics.

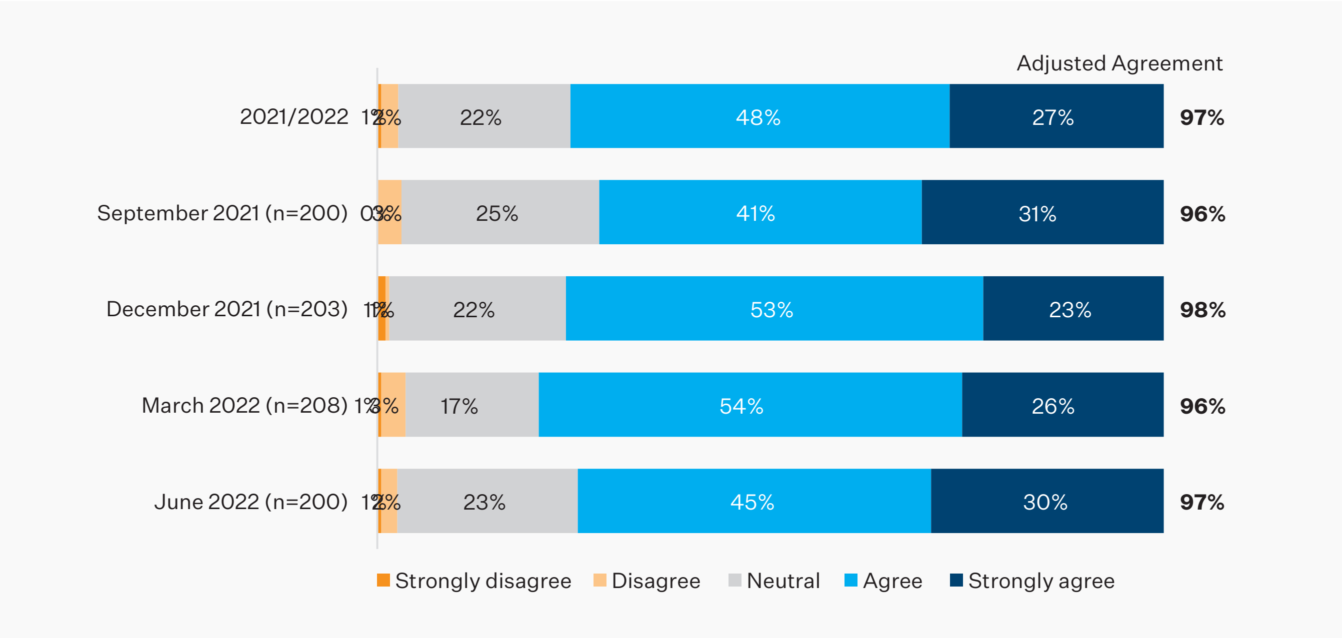
Figure 8. Communities are healthy, thriving, and connected



The third measure was residents' agreement that they have a sense of belonging within the Kāpiti Coast community. This measure was agreed with highly, as 97 percent of residents agreed that with this statement, this response remained consistent throughout all four quarters.

No statistically significant differences were identified when analysing by a resident's demographics.

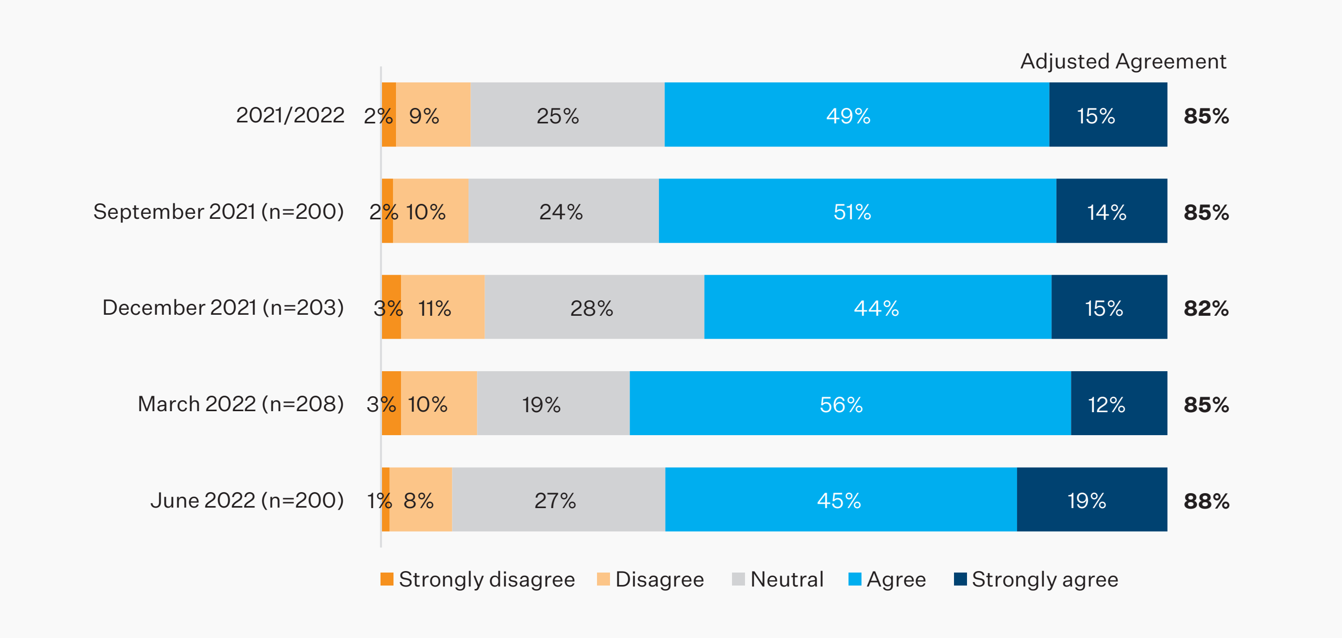
Figure 9. Residents have a sense of belonging



The final measure of “Communities” was the agreement that residents have access to the resources and services that they need. Overall, 85 percent of residents agreed with this statement.

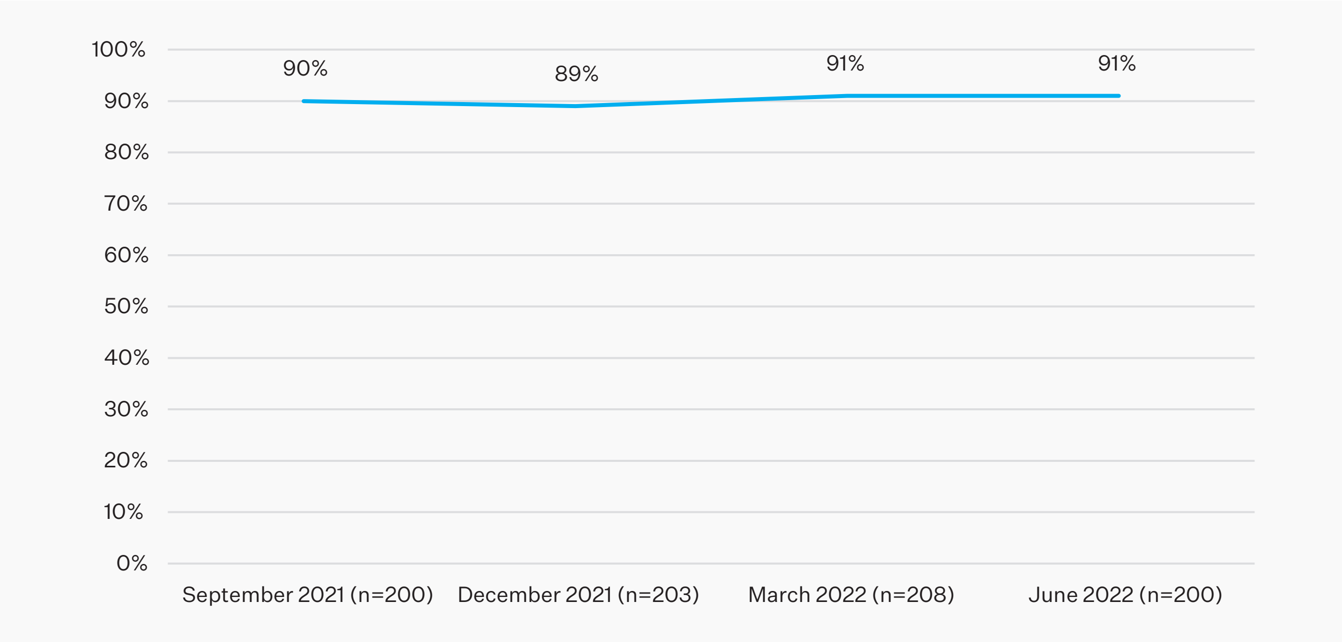
When analysing by a resident’s demographics, one significant difference was identified. Female residents (89 percent) had significantly higher agreement than males (81 percent) in that they had access to the resources and services they needed.

Figure 10. Residents have access to the resources and services they need



Over the four quarters of the 2021/2022 residents' opinion survey, the "Communities" outcome averaged 90 percent agreement by its residents. This was consistent across all four quarters, ranging between 89 and 91 percent.

Figure 11. Communities outcome



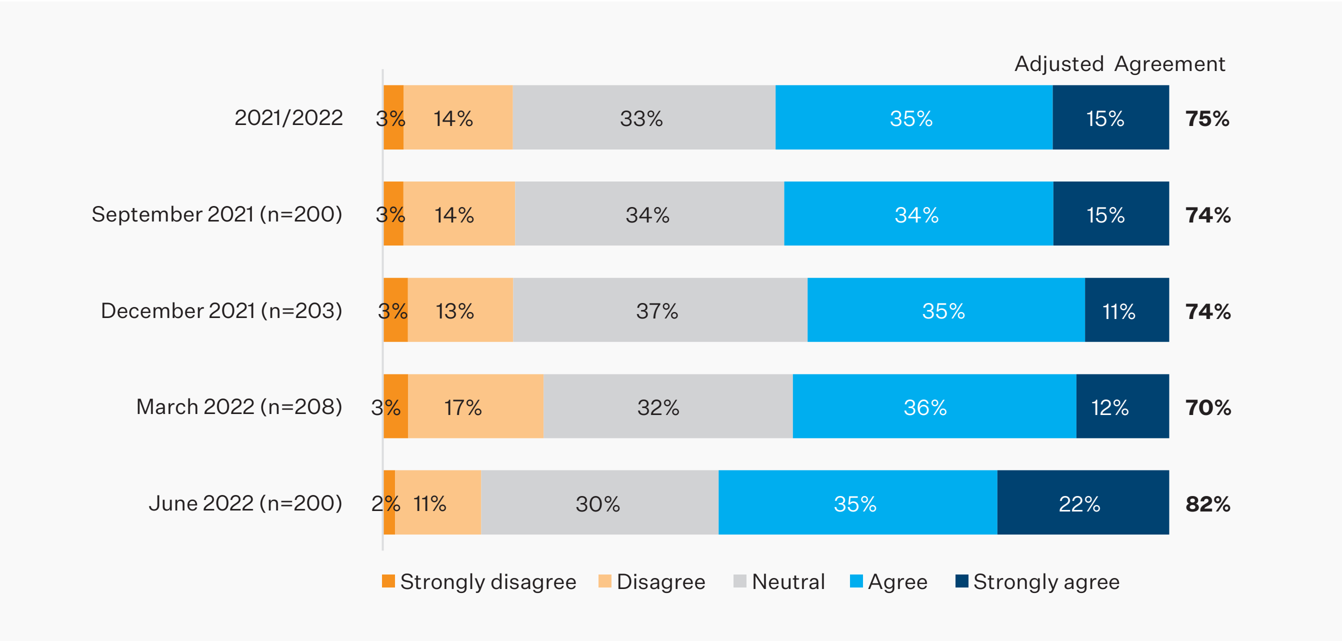
Economy

The second outcome was “Economy”, this was measured through one perception. Which was residents’ agreement that the local economy is prosperous with ample opportunities for people to work in Kāpiti.

Overall, 75 percent of residents agreed with this statement. However, a large difference was identified between Q3 and Q4, with a 12 percent increase noted.

When analysing by a resident’s demographics, one significant difference was identified. Which was that male residents (84 percent) had significantly higher agreement than females (67 percent) that the local economy has ample opportunities for residents to work in Kāpiti.

Figure 12. The economy has ample opportunities for residents to work in Kāpiti



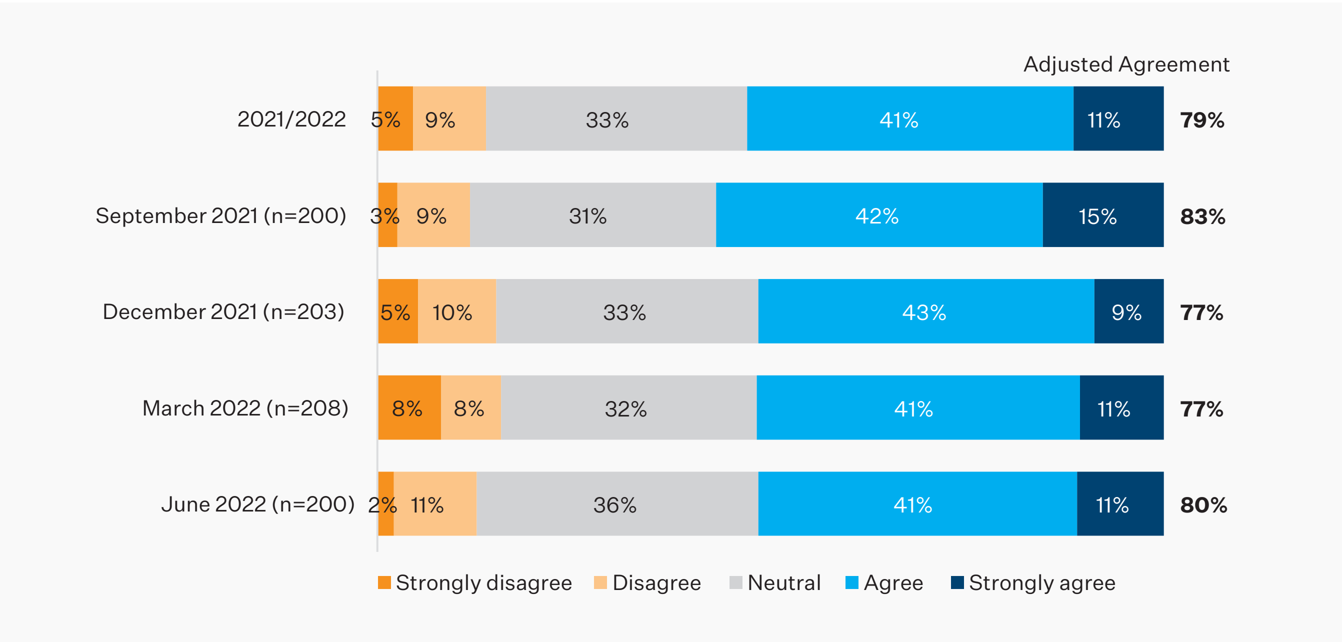
Environment

The third outcome was "Environment", this was measured through one perception. Which was residents' agreement that the natural environment is being restored and enhanced as the council transitions to a low-carbon future.

Overall, 79 percent of residents agreed with this statement, only small differences occurred in this perception between quarters.

When comparing demographic differences, two significant differences were identified. Firstly, residents from Paekākāriki were found to have significantly lower agreement (62 percent) compared to residents from other wards. The second difference was that male residents (84 percent) had significantly higher agreement than females (75 percent).

Figure 13. The natural environment is being effectively restored and enhanced



Kāpiti residents were asked to explain how the council could better support them in reducing their carbon footprint.

Two suggestions were highlighted

- better recycling facilities (13 percent); and

> “Be more supportive of the local community in efforts to recycle and stop taking rubbish all the way to Palmerston North. Waste needs to be minimised.

- better public transport (13 percent).

> “More accessibility to public transport, like out here in Peka Peka, increase the bus route, which would reduce the cars on the road.

However, almost 50 percent of residents were unable to respond, with 37 percent stating they didn’t know, and a further 11 percent stating nothing else can be done.

No significant differences were found when analysing by a resident's demographics.

Table 2. How can the council support you in reducing your carbon footprint?

	Percent	Responses
Better recycling facilities or options	13%	94
Better public transport	13%	92
Better rubbish collection	4%	29
More/better cycleways	3%	24
More education/advertising/promoting	3%	22
Incentives/Subsidies	3%	22
More/cheaper EV charging stations	3%	19
Encourage solar power	2%	18
Improve footpaths	2%	18
More/cheaper bins	2%	18
Free/cheaper public transport	2%	15
Other	11%	79
Don't know	37%	271
Nothing	11%	82
Total	731	

Housing

The fourth and final outcome was "Housing", this was measured through one perception, which was a residents' agreement that people have access to suitable housing in Kāpiti to live and thrive.

This measure was found to be the lowest performer of all outcomes, with one third (36 percent) agreeing with the statement. Interestingly, during Q4, this perception increased significantly to 47 percent, after ranging from 30 to 34 percent between Q1 and Q3.

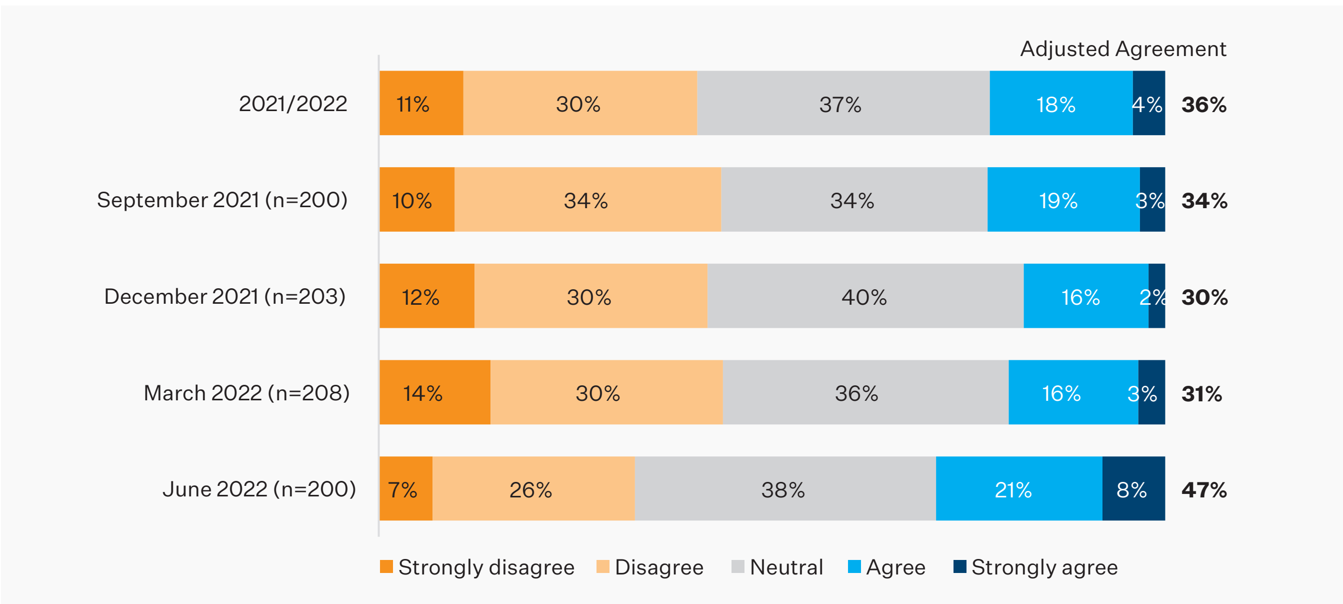
When comparing responses by residents demographic differences, a variety of significant differences were found.

Firstly, males were significantly more likely to agree (44 percent), compared to females (30 percent). Furthermore, when looking at Q4 on its own, male agreement increased to 60 percent, while females remained low at 38 percent agreement that people have access to suitable housing in Kāpiti to live and thrive.

The second demographic difference identified, was that residents aged 18 to 29 (55 percent) and 65 or older (47 percent) were significantly more likely to agree, compared to residents aged 50 to 59 (25 percent) and 60 to 64 (18 percent).

Lastly, a residents' location had a significant impact on their agreement that people have access to suitable housing in Kāpiti to live and thrive. As residents located in Waikanae (55 percent) were found to have significantly higher agreement compared to residents from Ōtaki (24 percent) and Paekākāriki (16 percent).

Figure 14. Residents have access to suitable housing in Kāpiti to live and thrive



Section 5

Perceptions and sentiments about intent

Perceptions of life in Kāpiti

The majority of residents stated that Kāpiti Coast is a great place to live, with an adjusted agreement score of 99 percent identified. This finding has remained consistent since 2017/2018.

However, residents' confidence that the Kāpiti Coast District is going in the right direction was reached a low of 65 percent. This is a continuing downward trend.

No statistically significant differences were identified for either perception when analysing by a resident's demographics.

Figure 15. Life in Kāpiti

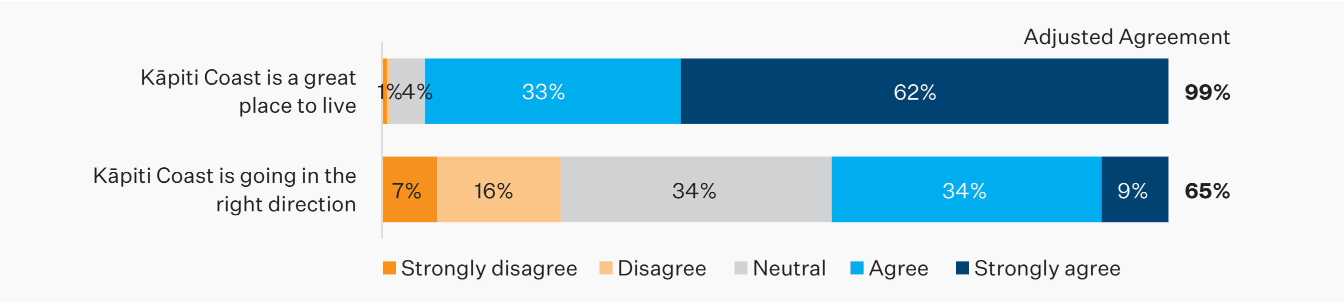
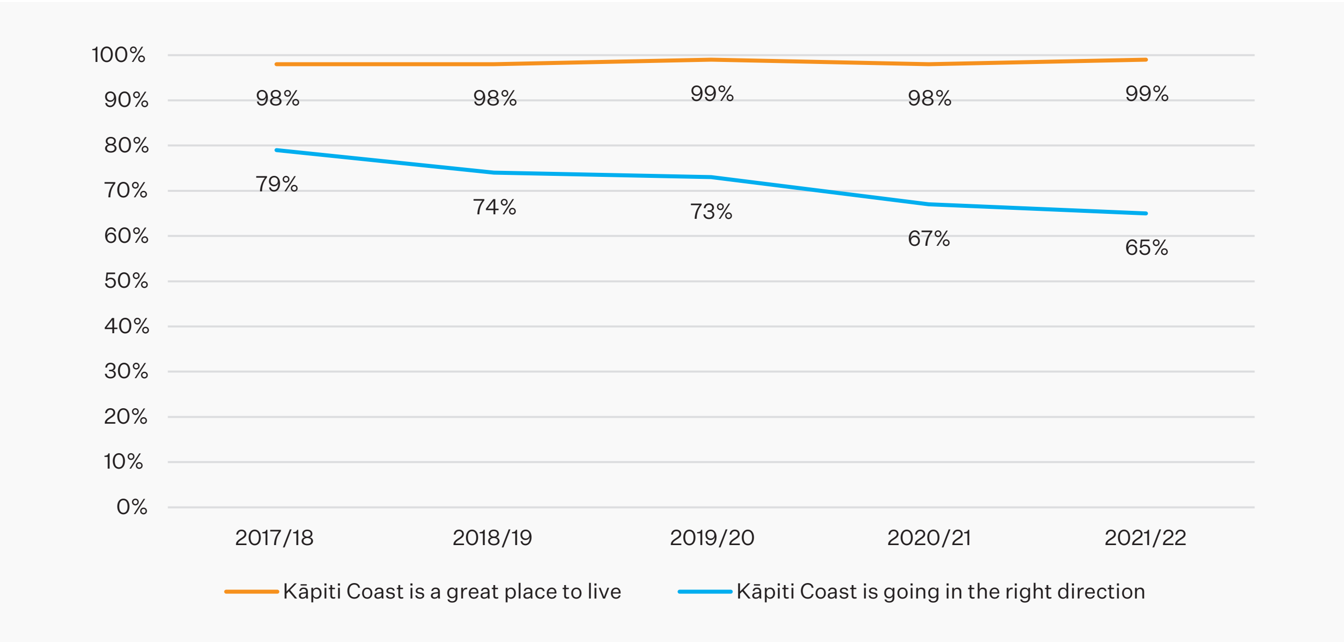


Figure 16. Living in Kāpiti – trend analysis



Residents' main responses for their confidence that the Kāpiti Coast District is going in the right direction include the

- belief that the council is doing a good job (25 percent);

> “I've lived here for 20 years and seen positive changes.”

- council does not listen or consult (15 percent); and

> “A lot of residents aren't happy about the Gateway; a petition was ignored. The council ignores the will of the people.”

- council does not look at value for money (12 percent).

> “Because we don't know a lot of the spending that's going in the wrong direction, could be better spent in other areas.”

Residents' responses were relatively consistent when separating their responses by their demographic differences. With the exception of location, as residents from Ōtaki were significantly more likely (14 percent) to state that there is little support from the council for their area. Whereas residents from Paraparaumu/ Raumati (2 percent) were significantly less likely to give the sample response.

> “I don't think there is equal distribution within some parts of the areas. Ōtaki seems to be neglected and not moving ahead like Paraparaumu.”

Table 3. Reasons for perceptions of the council

	Percent	Responses
Council is doing a good job	25%	196
Council doesn't listen/consult	15%	115
Waste money/poor investment/value for money	12%	91
Council doesn't seem to have a clear vision/ direction/plan	9%	73
Housing/development/infrastructure	8%	62
Growth/progress	5%	40
Little support for my area/council favours other area or groups	5%	39
Rates high	5%	37
Roading/footpaths/roadworks	4%	34
Communication	4%	32
Environment, rivers, parks, nature, climate change	4%	30
Gateway Project/Seawall	3%	22
Good mayor/good council	2%	18
Not easy to deal with/slow process	2%	17
Quality of life/people/community	2%	15
Other	8%	59
Don't know	8%	61
Total	783	

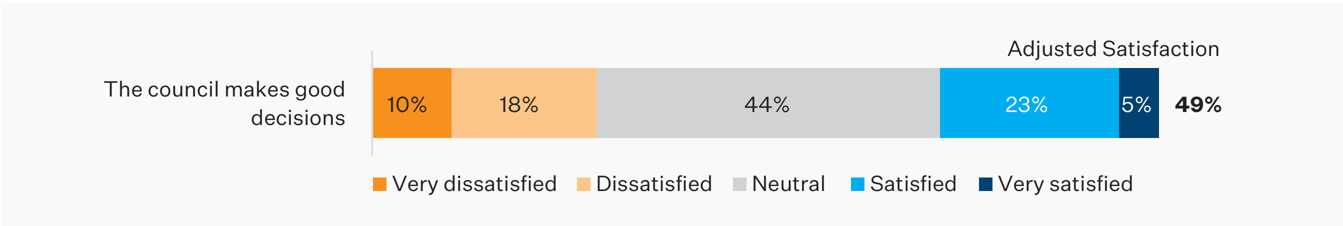
Kāpiti Coast District Council sentiment and intent

Just over one quarter (28 percent) of residents were satisfied with the decisions made by the council, with almost half (44 percent) stating they were neutral about the quality of the decisions being made. This resulted in an adjusted satisfaction score of 49 percent.

Residents aged 65 or older were significantly more satisfied (60 percent) in the council's decision making than other age groups.

This perception has increased slightly since 2020/2021, however is still below the average response from 2019/2020 and prior.

Figure 17. Council makes good decisions



Two fifths of residents trust the council to do the right thing, resulting in an overall adjusted agreement of 57 percent. This perception has decreased slightly (-2 percent) since 2020/2021.

Younger residents were found to have significantly stronger agreement (83 percent) compared to residents aged between 60 and 64 (38 percent).

Figure 18. Trust the council to do the right thing

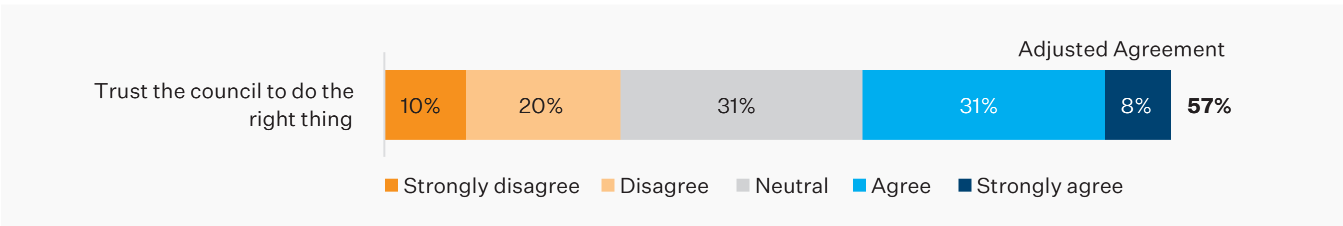
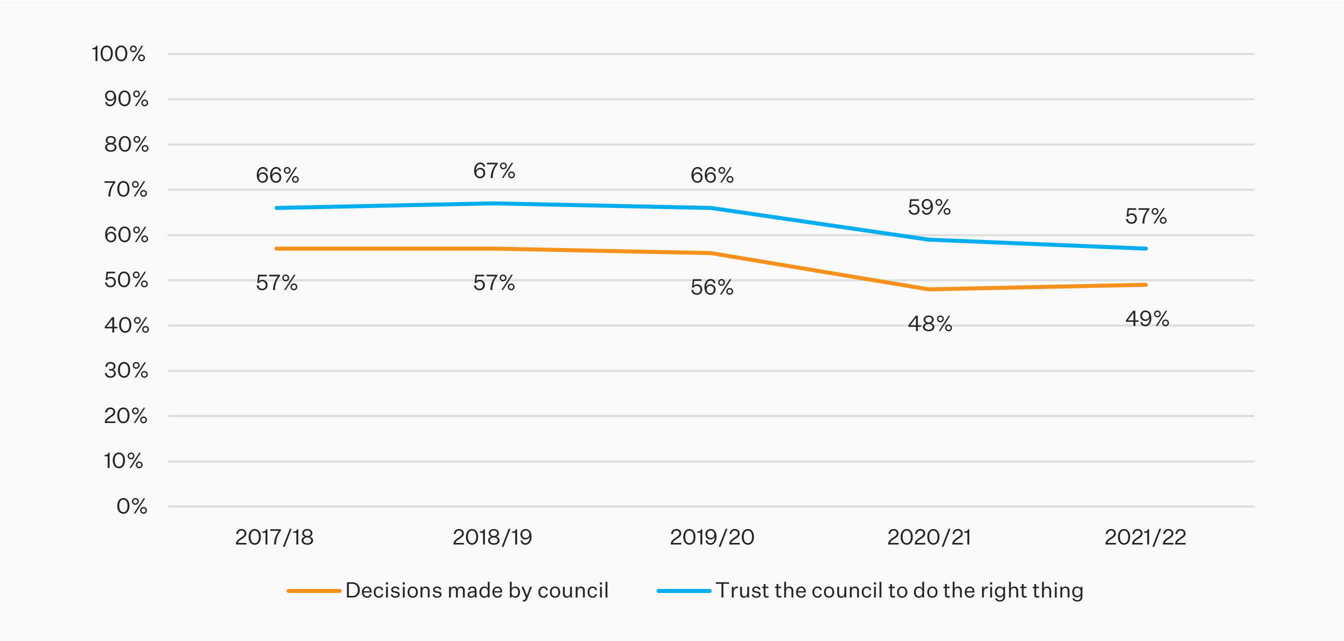


Figure 19. Council sentiment and intent – trend analysis



Residents' involvement opportunities

One third (34 percent) of residents were satisfied with the information provided by the council about upcoming decisions, with a further third stating that they were neutral. This achieved an adjusted satisfaction score of 53 percent.

Similar responses were achieved with residents' satisfaction in the ease of participating in decision-making opportunities, with one third (33 percent) stating they were satisfied, resulting in a 53 percent adjusted satisfaction score.

Both perceptions remained consistent with 2020/2021.

Residents aged 65 or older were found to have higher satisfaction levels than other age groups for both perceptions. With 63 percent stating they were satisfied with the information provided, and 61 percent satisfied with the ease of participation in decision-making.

Figure 20. Keeping residents involved and informed

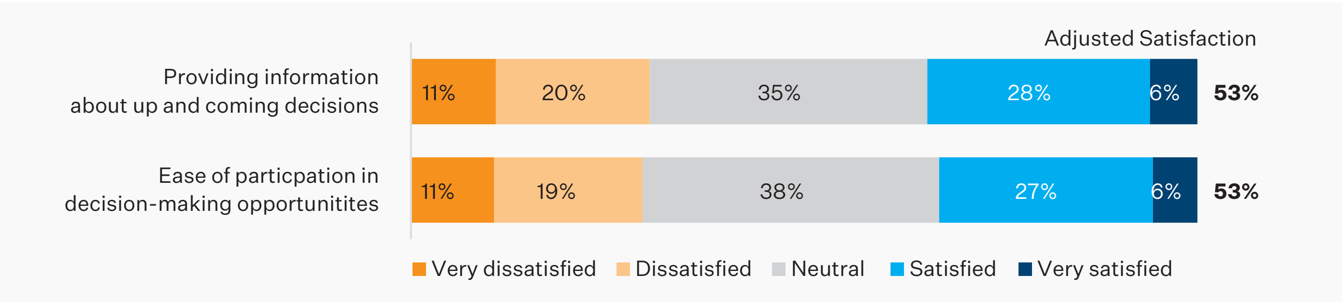
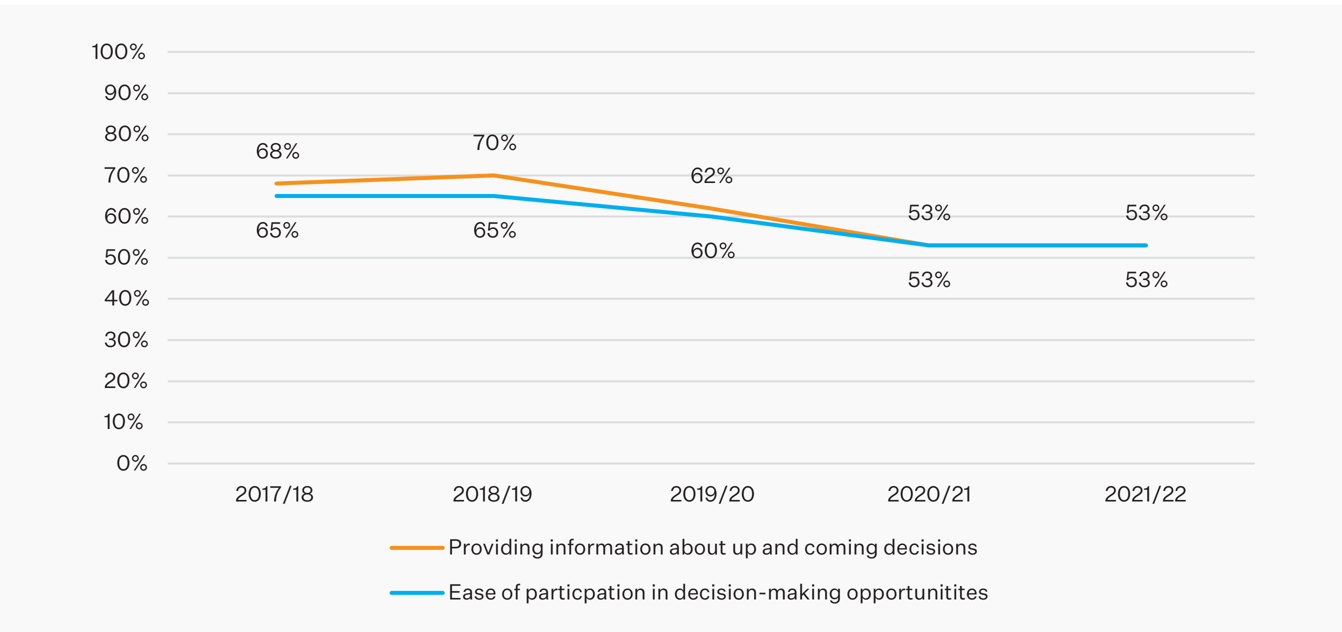


Figure 21. Keeping residents involved and informed – trend analysis



Section 6

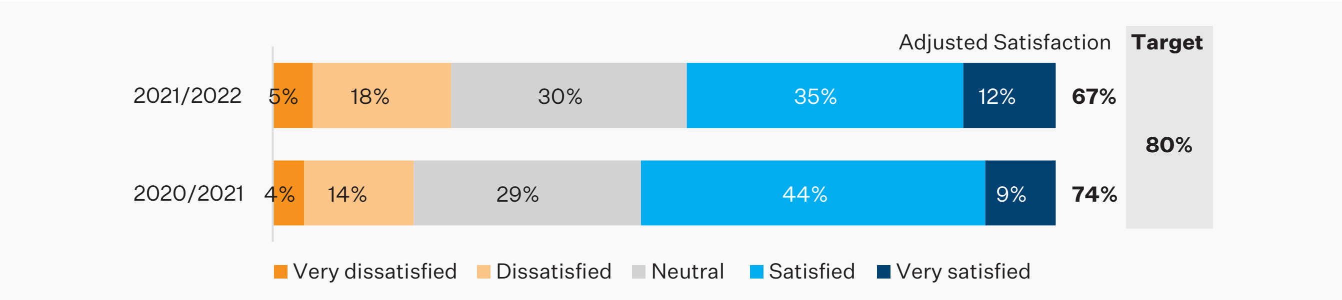
Infrastructure services

Roads allow for easy movement

Ease of movement on Kāpiti roads was again found to fall below the target in 2021/2022. With just under half of all residents stating they were satisfied with the roads allowing for easy movement.

The adjusted satisfaction score has decreased since 2020/2021 from 74 percent to 67 percent in 2021/2022.

Figure 22. Roads allow for easy movement



Residents located in Paraparaumu/Raumati were significantly less satisfied (64 percent) compared to other residents, the key reasons for their dissatisfaction include

- traffic flow issues [due to road layout, and traffic lights] (26 percent); and

> " Roads are too busy, too many traffic lights, and cars often parked on what footpath there is."

- general traffic (31 percent).

> " The traffic lights don't seem to be synched up - that is on Kāpiti Road and what use to be SH1, and even though it is being worked on; it is still a mess and has taken over 2 years."

While residents from Waikanae (80 percent) were found to have significantly higher levels of satisfaction with roads allowing for easy movement.

Table 4. Residents' dissatisfaction with access and transport

Topic	Theme	Percentage	Responses
Traffic	Traffic flow issues (road layout, traffic lights etc)	19%	79
	Traffic volume/ congestion	6%	26
	NET	23%	95
Roading	Roads are poorly maintained	30%	124
	Ongoing roadworks	10%	43
	Roads are not suitable (design, accessibility issues etc)	9%	37
	NET	43%	179
Footpaths	Footpaths are poorly maintained	18%	74
	Not enough footpaths/only on one side of a street	6%	24
	Footpaths are not suitable (design, accessibility issues etc)	11%	47
	Unhappy with money being spent on footpaths	0%	1
	NET	31%	129
Street Lighting	Not enough street lighting	9%	37
	Street lights are poorly maintained	2%	9
	Other street lighting comments	1%	3
	NET	11%	46
Cycleways	Not enough cycleways	4%	18
	Unhappy with money being spent on cycleways	1%	4
	Cycleways are not suitable (design, accessibility issues)	4%	16
	NET	7%	31
Public Transport	Unhappy with current public transport options	1%	6
	Unhappy with money being spent on public transport	0%	1
	Other public transport comments	0%	2
	Public Transport, NET	2%	9
Total		414	

Condition of roads

Residents' adjusted satisfaction with the conditions of roads in the district has decreased from 73 percent in 2020/2021 to 64 percent in 2021/2022. This decrease pushed residents' satisfaction beneath the target set of 70 percent satisfaction with the condition of roads.

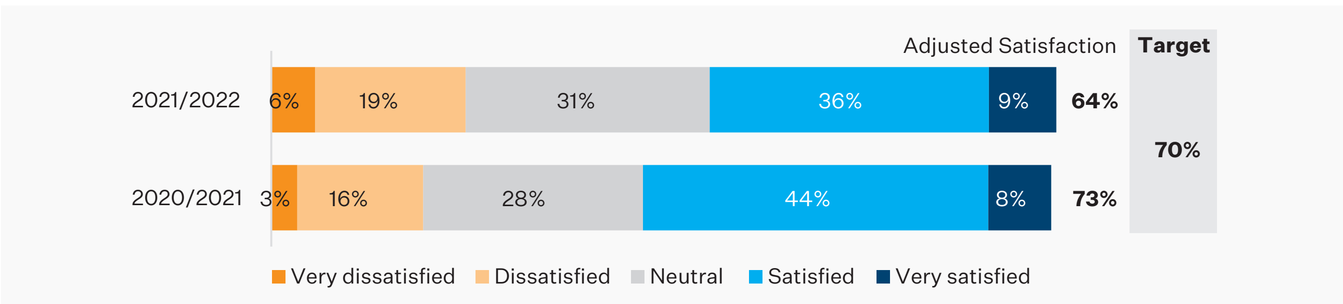
One demographic difference was noted, which was that residents aged 65 or older (72 percent) were found to have significantly higher levels of satisfaction, compared to other age groups.

The key reasons for residents' dissatisfaction in the condition of roads were that roads are poorly maintained (30 percent).

> "The condition of the roads is poor, and the roads are not very good – resurfacing does not last – no checking of the road when finished to see quality – no quality at all."

> "Quality of the roads in Otaki Beach is not great. Road surfaces in Otaki are really bad."

Figure 23. Condition of roads



Condition of footpaths

Adjusted satisfaction with the condition of footpaths were found to meet their long-term targets. Residents' satisfaction has remained consistent with 2020/2021 results.

Males (76 percent) were found to have significantly higher adjusted satisfaction scores, compared to females (59 percent). Residents aged between 18 and 29 (88 percent) had higher levels of satisfaction compared to other age groups.

Residents' key reason for dissatisfaction with the condition of footpaths include

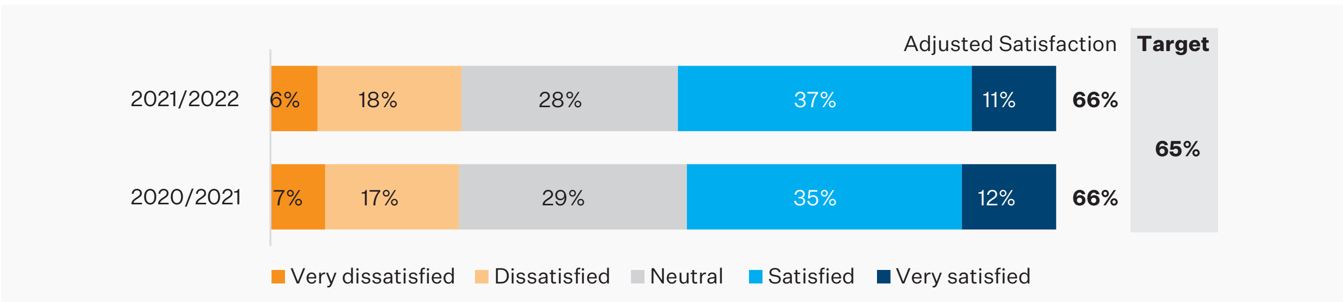
- footpaths poorly maintained (18 percent); and

> "I think the footpaths could be upgraded. We want them to be in good condition for our people."

- footpaths are not suitable (design, accessibility issues etc) (11 percent).

> "I don't think the current design for footpaths are suitable for the people in this area. A lot of hazards for people with mobility scooters and push bikes."

Figure 24. Condition of footpaths



Street lighting

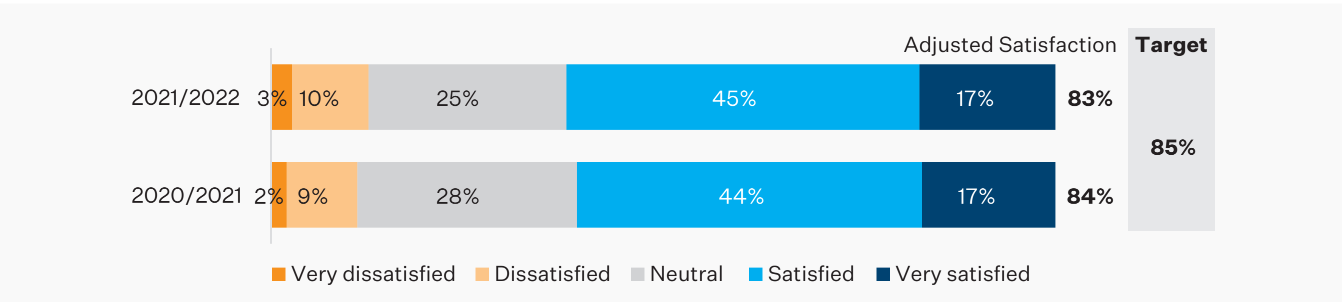
Adjusted satisfaction with street lighting remained consistent with previous years, at 83 percent there has only been a slight decrease of 1 percent noted since 2020/2021. Street lighting satisfaction just failed to meet its target of 85 percent.

Males (89 percent) were found to have significantly higher adjusted satisfaction scores, compared to females (79 percent). While residents aged between 40 and 49 (72 percent) were significantly less satisfied than other age groups.

Residents' key reasons for dissatisfaction was the lack of street lighting in the district (9 percent).

> “There are some parts of the roads that seem dark and there is no way I would walk down them especially in winter. It can get very dark, and I can feel unsafe.”

Figure 25. Street lighting satisfaction



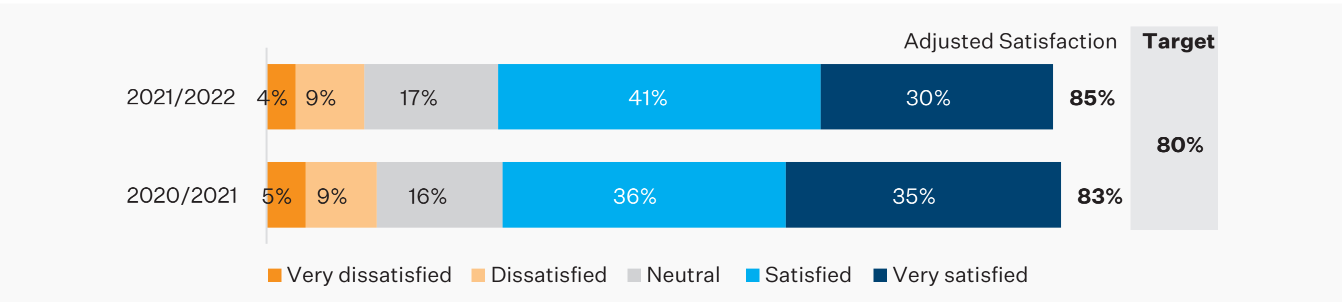
Quality of water

Eighty eight percent of residents stated that their household or business received its drinking water from the council's water supply.

Of these residents, 85 percent were satisfied with the quality of the drinking water, which met the long-term target in place for this perception. This perception has increased by 2 percent since 2020/2021.

Males (88 percent) were found to have significantly higher adjusted satisfaction scores, compared to females (82 percent). Residents aged 65 or older (91 percent) were found to have higher satisfaction levels than other age groups in their perception on the quality of water.

Figure 26. Quality of water supply



Section 7

Services delivery

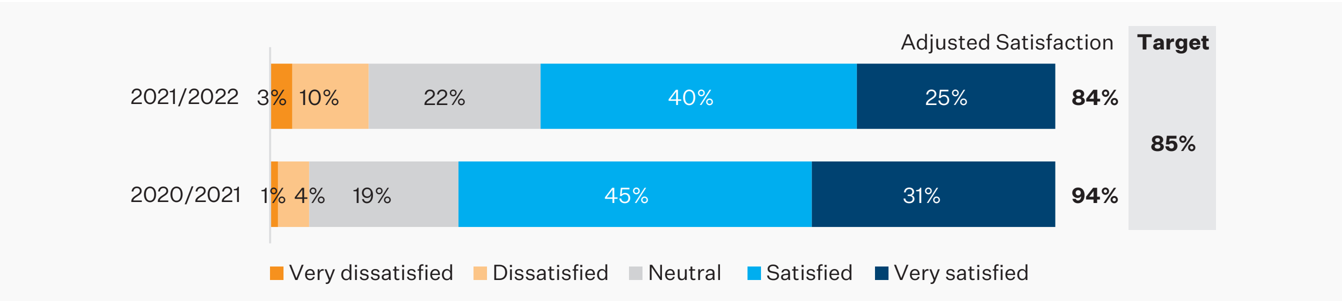
Pathways for cycling, walking, and bridleway networks

Residents' satisfaction with the cycling, walking, and bridleways in 2021/2022 was found to be high, with an adjusted satisfaction score of 84 percent. However, this response just failed to meet the target in place, and, this perception was noted as decreasing by 10 percent since 2020/2021.

Residents located in Ōtaki (72 percent) had significantly lower satisfaction than other residents. Residents' reasons for dissatisfaction focused on the lack of cycleways (4 percent).

> "I cycle a lot and cycleways and the roads don't have a lot of space for cyclists."

Figure 27. Cycling, walking, and bridleways satisfaction



Access points to beaches

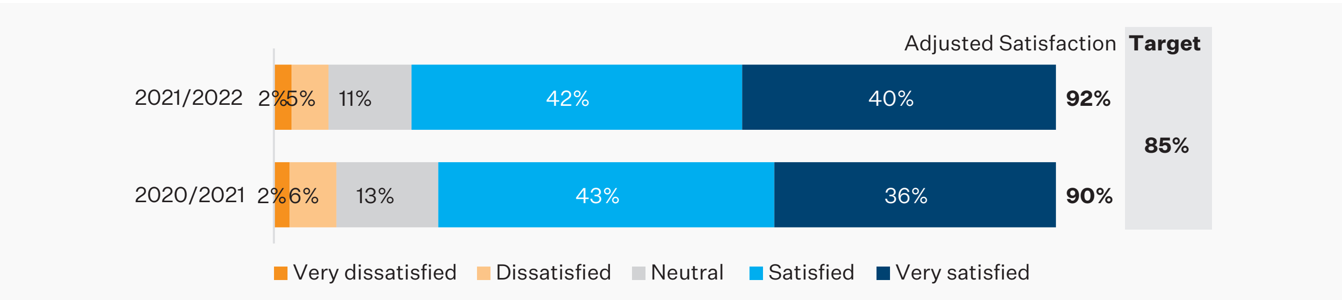
Residents were found to have high satisfaction with the current access points to beaches available through the district, with an adjusted satisfaction score achieved of 92 percent. This response exceeded the satisfaction target set in place for the service.

The only demographic difference identified was that residents living in Paekākāriki (83 percent) had significantly lower satisfaction levels, compared to other residents.

Residents who were dissatisfied focused on maintenance and sustainability (28 percent).

> “Access to beaches is terrible, (they are) dangerous in Paekākāriki, not repairing adequately. There are parking bays for heavy trucks, these are breaking down the dunes, so I am unhappy about that.”

Figure 28. Access points to beaches satisfaction



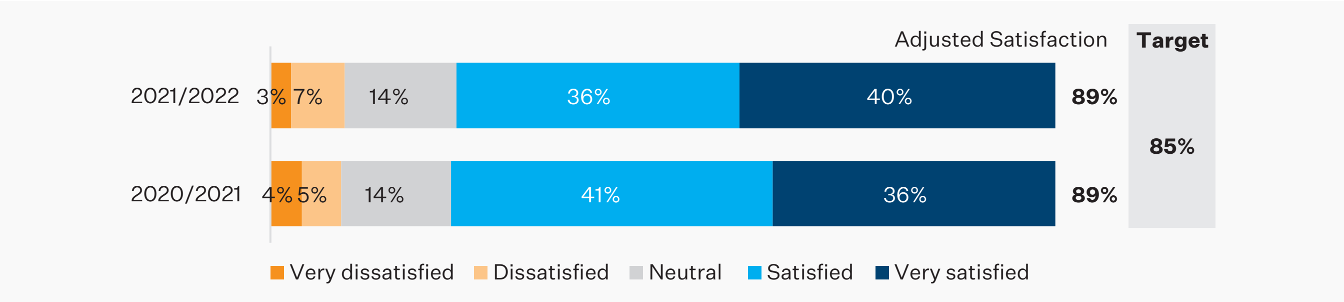
Kerbside rubbish and recycling collection

Four out of five residents explained that their household receives kerbside rubbish and recycling services from the council.

Of these residents, the majority were satisfied with the performance of the service, with an adjusted satisfaction score of 89 percent achieved exceeding the target set in place for the service.

One demographic difference was identified during analysis. Residents from Paekākāriki (68 percent) had significantly lower satisfaction compared to other residents.

Figure 29. Kerbside rubbish and recycling service satisfaction



Swimming pools

Just under half (49 percent) of respondents or someone from their family had used one of the council's three swimming pools in the past year.

Of these residents, satisfaction was found to be high, with an adjusted satisfaction score of 93 percent identified, exceeding the target set in place.

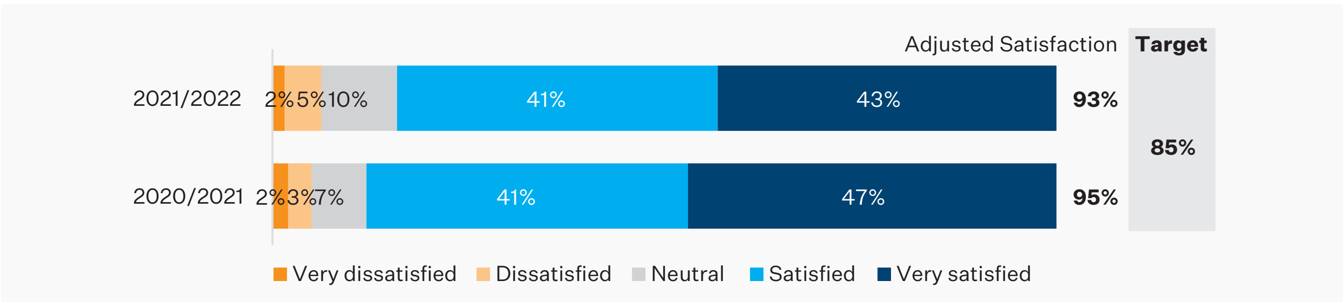
No statistically significant differences were identified when analysing by a resident's demographics.

A small percentage of residents who were dissatisfied with these community facilities stated that it was due to the upgrade and maintenance of the community swimming pools (7 percent).

> "The swimming pool at Paraparaumu, the sauna is way too busy they need to build another one."

> "The Otaki swimming pool is freezing cold and as a ratepayer it would be nice to have concession tickets, I already feel I pay for this service in my rates."

Figure 30. Swimming pools



Libraries

Three out of five (61 percent) respondents stated that they or someone else in their family had used one of the four council libraries over the past year.

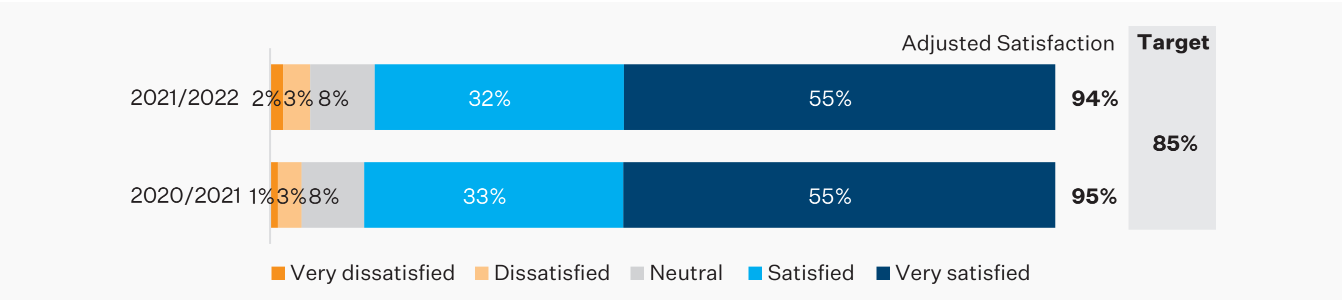
Satisfaction amongst these residents was high, with an adjusted satisfaction score of 94 percent achieved, exceeding the goal set in place.

Residents located in Ōtaki (100 percent) and Paraparaumu/Raumati (98 percent) had significantly higher satisfaction levels compared to residents from Waikanae (83 percent).

Residents' main reason for dissatisfaction with the public libraries were to do with the Waikanae library (10 percent).

> "The library has a limited supply of books on display. The staff are great, but it's very small and cramped. Not many books to choose from. The building is small for the number of books, that should be there."

Figure 31. Libraries



Public toliets

Almost two thirds (63 percent) of respondents identified that they or a family member had used one of the council's public toilets over the past year.

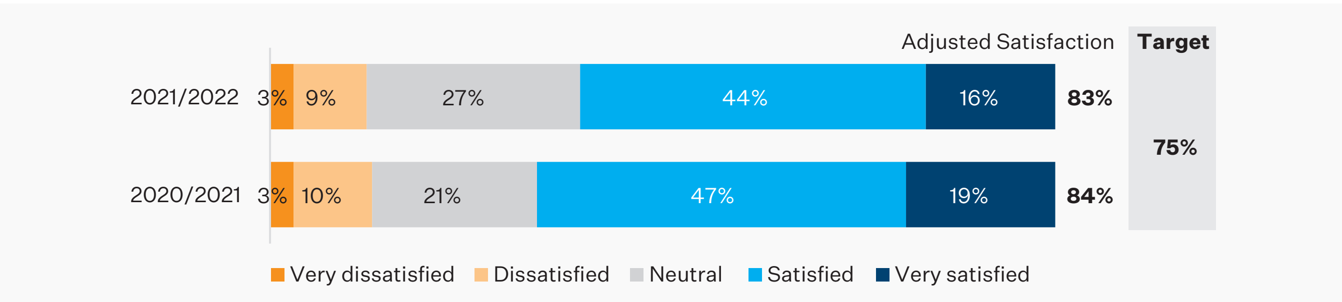
Of these residents, 83 percent were satisfied with their experience. Exceeding the goal set in place by the council. This perception has remained consistent with 2020/2021 results.

Males (89 percent) were found to have significantly higher adjusted satisfaction scores, compared to females (78 percent). Residents aged 65 or older (92 percent) had significantly higher satisfaction levels than other age groups.

Residents' key reasons for dissatisfaction with public toilets were that they are often unclean (24 percent).

> "Public toilets are not kept clean enough or stocked properly. Needs upgrading."

Figure 32. Public toilets



Community support

Just under half (47 percent) of residents were aware of the community support services available within Kāpiti.

Of these residents, six out of ten were satisfied with the support services. Adjusted satisfaction found that 89 percent were satisfied, exceeding the target in place.

No statistically significant differences were identified when analysing by a resident's demographics.

Residents who were dissatisfied with the community support services listed the following reasons:

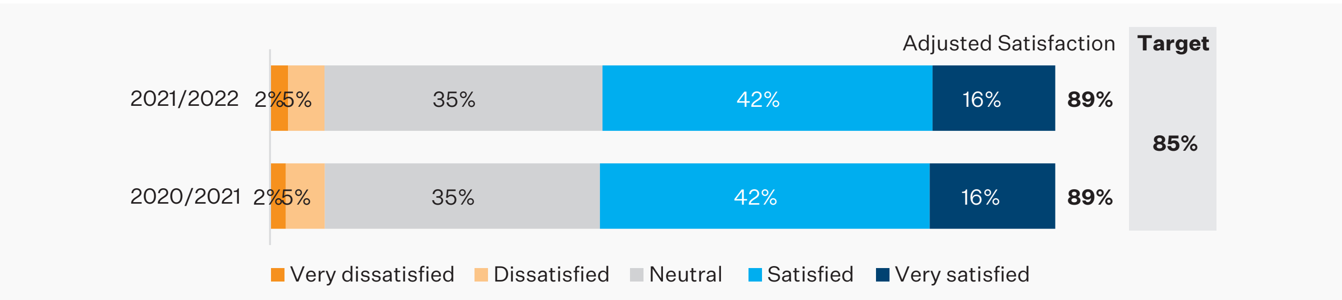
- No support available (39 percent).

> “There is no youth support in the district. Nothing for youth or anything like the rest of the community. Nothing for young people, especially teenagers.”

- More information/Better awareness of support available (26 percent).

> “Nobody's doing anything new or different. Targeted assistance, with better information and awareness is needed.”

Figure 33. Community support services satisfaction



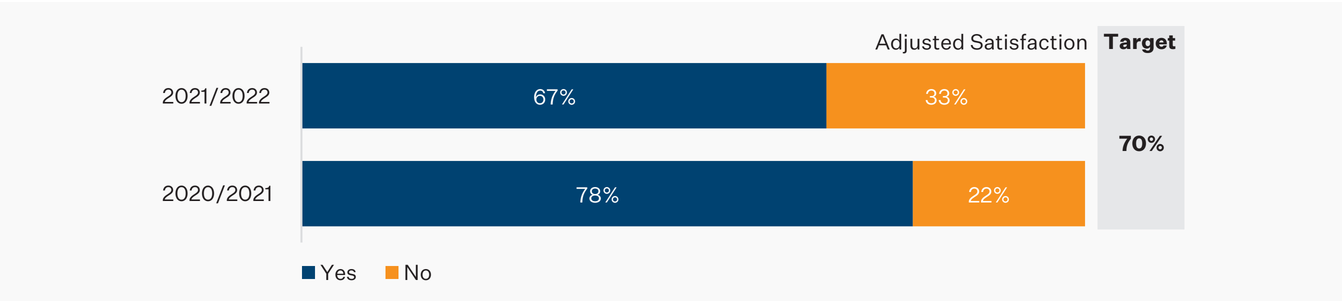
Emergency preparedness

Two thirds (67 percent) of Kāpiti Coast residents stated that they have an emergency plan and kit, including: food, water, and survival items, sufficient to last for seven days.

Emergency preparedness was found to have dropped significantly (decrease of 11 percent) since 2020/2021, a drop beneath the target set in place for the district.

Males (73 percent) were found to be significantly more likely to be prepared for an emergency, compared to females (62 percent). Residents aged 65 or older were also found to be more likely to be prepared (75 percent), than residents aged between 30 and 39 (51 percent).

Figure 34. Emergency preparedness



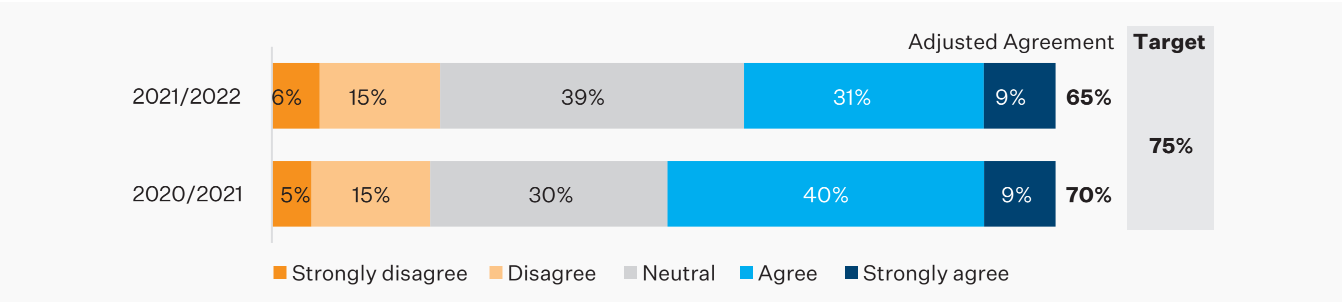
Distict development

Two thirds of residents (65 percent) were found to agree that the district is developing in a way that takes into account its unique character. This response failed to meet the target set in place for the perception of 75 percent.

Residents aged 18 to 29 were found to have significantly higher levels of agreement, at 86 percent. While the age group with the lowest satisfaction levels were those aged 60 to 64 (53 percent).

No further demographic differences were identified.

Figure 35. The district is developing in a way that takes into account its unique character and natural environment



Section 8

Demographics

Table 5. Age

	Percent	Responses
18-29	7%	60
30-39	11%	93
40-49	14%	114
50-59	19%	155
60-64	11%	93
65+	36%	296
Total	811	

Table 6. Age by quarter

	Q1	Q2	Q3	Q4
18-29	9%	8%	5%	8%
30-39	14%	9%	11%	13%
40-49	17%	13%	13%	14%
50-59	17%	22%	20%	19%
60-64	11%	12%	12%	11%
65+	34%	36%	39%	37%
Total	200	203	208	200

Table 7. Gender

	Percent	Responses
Male	46%	370
Female	54%	441
Total	811	

Table 8. Gender by quarter

	Q1	Q2	Q3	Q4
Male	44%	44%	45%	49%
Female	56%	56%	55%	51%
Total	200	203	208	200

Table 9. Town

	Percent	Responses
Otaihanga	1%	9
Ōtaki	14%	112
Ōtaki Beach	2%	20
Paekākāriki	7%	60
Paraparaumu	23%	190
Paraparaumu Beach	10%	81
Peka Peka	1%	9
Raumati Beach	5%	44
Raumati South	5%	41
Te Horo	1%	11
Te Horo Beach	1%	8
Waikanae	22%	176
Waikanae Beach	6%	45
Total		811

Table 10. Town by quarter

	Q1	Q2	Q3	Q4
Otaihanga	1%	1%	1%	2%
Ōtaki	13%	12%	17%	14%
Ōtaki Beach	4%	1%	1%	4%
Paekākāriki	6%	9%	6%	8%
Paraparaumu	25%	25%	21%	23%
Paraparaumu Beach	11%	10%	10%	10%
Peka Peka	1%	1%	1%	1%
Raumati Beach	7%	4%	5%	5%
Raumati South	4%	5%	9%	3%
Te Horo	1%	2%	1%	2%
Te Horo Beach	2%	1%	0%	2%
Waikanae	22%	23%	22%	21%
Waikanae Beach	6%	3%	5%	9%
Total	200	203	208	200

Table 11. Community board area

	Percent	Responses
Ōtaki	19%	152
Waikanae	29%	230
Paraparaumu/Raumati	45%	365
Paekākāriki	7%	60
Total	811	

Table 12. Community board area by quarter

	Q1	Q2	Q3	Q4
Ōtaki	19%	17%	20%	20%
Waikanae	28%	28%	28%	30%
Paraparaumu/ Raumati	47%	46%	46%	42%
Paekākāriki	6%	10%	6%	8%
Total	200	203	208	200

Table 13. Household composition

	Percent	Responses
Single person	18%	142
Couple without children/at home	39%	312
Family with preschool age children	5%	37
Family with school age children	18%	148
Family with adult children at home	11%	91
Other multiperson household (e.g. flat)	4%	31
Other	5%	43
Total	811	

Table 14. Household composition by quarter

	Q1	Q2	Q3	Q4
Single person	16%	17%	21%	17%
Couple without children/at home	38%	42%	37%	38%
Family with preschool age children	4%	4%	3%	7%
Family with school age children	22%	17%	18%	17%
Family with adult children at home	10%	9%	10%	16%
Other multiperson household (e.g. flat)	5%	3%	4%	3%
Other	6%	6%	5%	4%
Total	200	203	208	200

Table 15. Current employment

	Percent	Responses
In full or part-time work mainly in Kāpiti	35%	279
In full or part-time work mainly in Wellington, the Hutt Valley or Porirua	17%	137
In full or part-time work mainly elsewhere	4%	34
Not working (unemployed, retired, stay at home parent, beneficiary, volunteer etc)	44%	355
Total	811	

Table 16. Current employment by quarter

	Q1	Q2	Q3	Q4
In full or part-time work mainly in Kāpiti	37%	34%	35%	33%
In full or part-time work mainly in Wellington, the Hutt Valley or Porirua	20%	19%	12%	18%
In full or part-time work mainly elsewhere	5%	4%	2%	6%
Not working (unemployed, retired, stay at home parent, beneficiary, volunteer etc)	39%	43%	51%	44%
Total	200	203	208	200

Table 17. Length of time in Kāpiti

	Percent	Responses
1 year or less	0%	3
1 – 3 years	3%	26
3 – 5 years	7%	55
5 – 10 years	15%	119
More than 10 years	75%	602
Total	811	

Table 18. Length of time in Kāpiti by quarter

	Q1	Q2	Q3	Q4
1 year or less	1%	0%	0%	0%
1 – 3 years	3%	3%	2%	5%
3 – 5 years	6%	9%	5%	8%
5 – 10 years	16%	16%	13%	15%
More than 10 years	75%	71%	79%	74%
Total	200	203	208	200

RESEARCH FIRST

Research First Ltd
Level 1, 23 Carlyle Street
Sydenham, Christchurch 8023
New Zealand
0800 101 275
www.researchfirst.co.nz