

# **COMMUNITRAK™**

## **PUBLIC PERCEPTIONS AND** **INTERPRETATIONS OF** **COUNCIL SERVICES AND REPRESENTATION**

**PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAM FOR:**

**KAPITI COAST DISTRICT COUNCIL**

**JULY 1995**



**AUCKLAND**

**PHONE 630-0655 FAX 638-7846**



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\* \* \* \* \*

**NB: Please note the following explanations for this report:**



Figures that are comparably lower than percentages for other respondent types.



Figures that are comparably higher than percentages for other respondent types.



## A. SITUATION AND OBJECTIVES

The mission statement for Kapiti Coast District Council reads ...

*"To ensure that the Kapiti Coast remains an attractive place in which to live, work and play."*

Council has established its primary goals as follows ...

- to ensure the provision of essential services,
- to facilitate the provision of services to meet social, cultural and recreational needs,
- to manage and enhance the natural and built environments in a sustainable way,
- to encourage the orderly growth and development of the District,
- to undertake all its activities in an efficient and cost-effective manner.

Council has engaged a variety of approaches both to seeking public opinion and to communicating its decisions and programmes to residents and ratepayers. One of these approaches was to commission the National Research Bureau's Communitrak™ survey in 1993, 1994 and now again in 1995.

Communitrak™ determines how well Council is performing in terms of services offered and representation given to its citizens.

The advantages, and benefits of this are that Council has the National Average and Peer Group comparisons against which to analyse perceived performance.

In addition the study seeks to obtain the views of Kapiti Coast District residents on specific issues, namely ...

- water supply.

\* \* \* \* \*



## **B. COMMUNITRAK™ SPECIFICATIONS**

### **Sample Size**

The standard Communitrak™ utilises 400 telephone interviews amongst residents of a Local Authority.

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

Sampling and analysis were based on four wards and the interviews spread as follows:

Paraparaumu/Raumati	200
Paekakariki	60
Waikanae	70
Otaki	70
	—
	400

### **Interview Type**

All interviewing was conducted by telephone, with calls being made between 4.30pm and 8.30pm on weekdays and 9.30am and 8.30pm weekends. This varied depending on the toll steps. Interviewing was done so that toll charges were minimised.

### **Sample Selection**

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

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



## **Respondent Selection**

Respondent selection within the household was also randomised with the eligible person being the man/woman, normally resident, aged 18 years or older who had the last birthday.

## **Call Backs**

Three call backs, ie, 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 zone, ie at least four hours later.

## **Sample Weighting**

Weightings were applied to the sample data, to reflect the actual male/female/age/ethnic proportions in the area as determined by the Department of Statistics 1991 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 respondents interviewed.

## **Survey Dates**

All interviews were conducted between June 9th and June 19th 1995.

## **Comparison Data**

Communitrak™ offers to Councils the opportunity to compare their performance with those of Local Authorities across all New Zealand as a whole and with similarly constituted Local Authorities.

The Communitrak™ service includes ...

- comparisons with a national sample of 1,000 interviews conducted in June 1994,
- comparisons with provincial, metropolitan and rural norms.

The survey methodology for the comparison data is similar in every respect to that used for your Council's Communitrak™ reading.

Weightings were applied to the comparison data to reflect the actual adult populations in each Local Authority as determined by the Department of Statistics 1986 Census data.

It is important to bear in mind that this is a 'yardstick' only to provide an indication of typical resident perceptions. The performance criteria established by Council for themselves are of particular relevance, and thus are the emphasis of the survey.





## Margin of Error

Communitrak™ 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 the split may lie toward an extreme, like 80/20. Error limits on various sample sizes are as follows:

	<u>50/50</u>	<u>80/20</u>
a. 600		
• within the reading,	±4.0	±3.2
• difference from reading to read.	±5.7	±4.5
b. 400		
• within the reading,	±4.9	±3.9
• difference from reading to read.	±6.9	±5.5
c. 100		
• within the reading,	±9.8	±7.8
• difference from reading to read.	±13.9	±11.1

This means that if one were to repeat the study with an entirely fresh randomly selected sample of 400, the answers are most likely to fall close to those obtained in the survey, but may with decreasing likelihood vary by up to plus or minus 6.9%.

\* \* \* \* \*



## C. EXECUTIVE SUMMARY

This report summarises the opinions and attitudes of Kapiti Coast District Council residents and ratepayers to the services provided for them by their Council and their elected representatives.

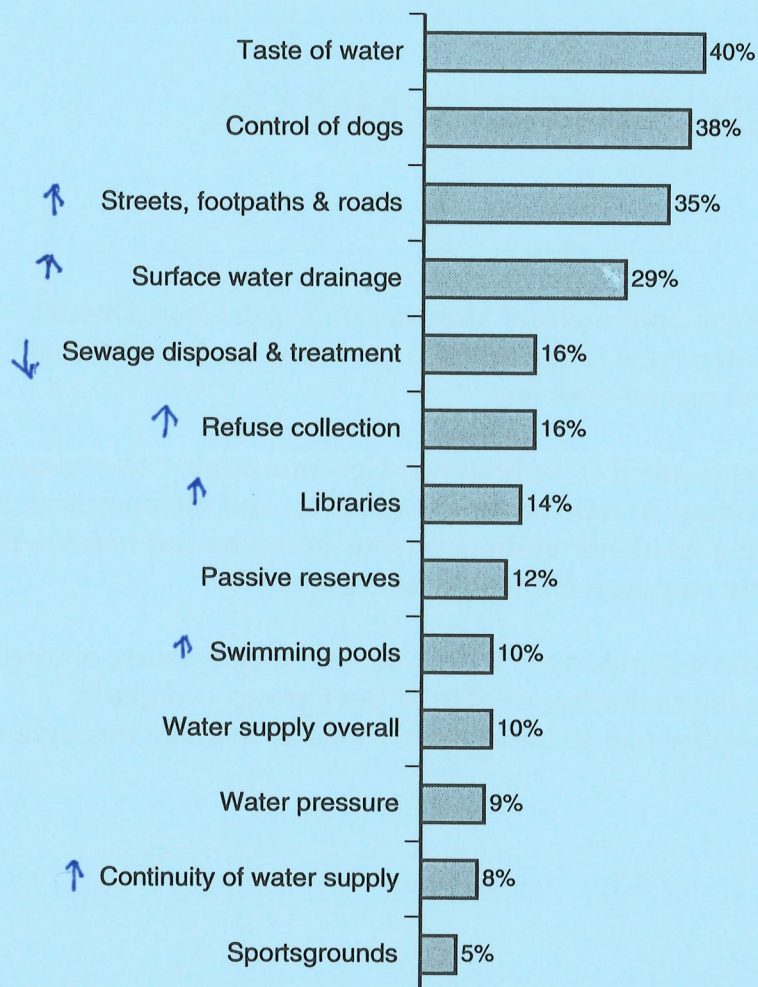
The Kapiti Coast District Council commissioned Communitrak™ as a means of measuring their effectiveness in representing the wishes and viewpoints of their residents. Understanding residents' and ratepayers' opinions and needs will allow Council to be more responsive towards its citizens.

Communitrak™ provides a comparison for Council on major issues, on their performance relative to the performance of their peer group - similarly constituted Local Authorities and to Local Authorities on average throughout New Zealand.



## Council Services

### Percent Saying They Are Not Very Satisfied With...





Dissatisfaction in Kapiti Coast District is higher than both the Peer Group and National Average for ...

	<u>Kapiti Coast</u>	<u>Peer Group</u>	<u>National Average</u>
• sewage disposal and treatment	16%	11%	10%
• passive reserves	12%	8%	5%
• libraries	14%	4%	5%
• surface water drainage	29%	22%	20%

Overall, the results indicate that Kapiti Coast District residents are on a par with like Council District residents and New Zealanders on average in terms of satisfaction with Council efforts in relation to providing services.



## Council Policy And Direction

It is important for Council to understand where public sentiment presently lies in terms of Council policy and direction. Council is, of course, not forced to adopt the most "popular" policies or direction. Rather, through understanding where people's opinions and attitudes lie, Council is able to embark on information/education/persuasion/communication strategies on particular topics if it is felt necessary to lead the public to fulfil Council's legitimate community leadership role.

36% of residents have in mind a recent Council action or decision they approved of and the main mentions are ...

- roading/sandhills motorway,
- do a good job/prompt action/helpful,
- upgrading sewerage system,
- beautification/tidying-up/improvements,
- good communication/consultation/information.

41% of residents have in mind a recent Council action or decision they disapproved of and the main mentions are ...

- lack of consultation/communication/information,
- slow to act/lack of action,
- town planning/building permits/development,
- sale of airport,
- waste money/use of consultant,
- roading/footpaths.



### Rates Issues

89% of residents identified themselves as ratepayers.

The option to pay rates on a quarterly basis was the most popular amongst ratepayers, with 58% preferring this option above others. No other option was preferred by more than 16% of ratepayers.

35% of ratepayers preferred to pay in person by cheque or cash, followed by the option of automatic deduction from a bank account (33%).

Overall, 78% of residents were satisfied with the way rates were spent on services and facilities provided by Council.

### Contact With Council

Residents are likely to contact Council offices or staff (84%) first if they have a matter to raise with Council. 10% would make contact with a Councillor.

Residents mainly visit/phone the Council office in their Ward.

83% of residents who have contacted Council offices by phone in the last 12 months are satisfied, with 85% of residents satisfied when visiting a Council office in person.

Overall, 87% of residents contacting a Council office in the last 12 months are satisfied.



### Information

Newspapers are the main source of information about Council in 74% of District households.

56% of residents see the information provided about Council as balanced, neither for nor against Council, while 24% see the information as a little one-sided in favour of Council. 4% of residents see the information provided about Council as a little one-sided against Council, while 16% are unable to comment on the balance.

75% of Kapiti Coast District residents have seen or read information Council publishes specifically for the community in the last 12 months.

Of those who had seen or read Council information published in the last 12 months, the majority had seen/read information supplied with their rate demand in the form of a newsletter or in a newspaper supplement.

61% of residents feel there is enough/more than enough information supplied, while 33% of residents feel there is not enough/nowhere near enough information supplied.



## **Local Issues**

### **Water Supply**

90% of the surveyed sample are on the town water supply.

60% of residents on a town, bore or other (but not rainwater) water supply are satisfied with the taste of their water.

91% of residents on a town, bore or other water supply are satisfied with water pressure.

92% of residents on a town, bore or other water supply are satisfied with the continuity of their water supply.

Overall, 90% of residents are satisfied with the water supply.



## **Representation**

The success of democracy in the Kapiti Coast District Council depends on the Council both influencing and encouraging the opinions of its citizens and representing these views and opinions in its decision making.

### **a. Awareness of Councillors**

On average, residents are able to name two Councillors correctly.

### **b. Accessibility of Councillors**

76% of residents feel they know how to contact a Councillor and would do so if the situation arose where they wanted to put a viewpoint, problem or issue to a Councillor. The 1995 performance is on par with the National Average and its Peer Group on this aspect.

### **c. Approachability**

In terms of how approachable residents feel their Councillors are, 39% believe their representatives welcome questions, comments and requests to such an extent that they would feel comfortable approaching them. 14% feel Councillors would be reluctant and resistant to approaches.

### **d. Open-mindedness**

30% of Kapiti Coast District residents feel that their Councillors give a fair and open-minded hearing when dealing with local community issues. 21% feel Councillors are defensive and one-sided in these situations. 38% feel the answer lies somewhere between the two and the balance, 11%, are unable to comment.



e. **Consultation**

61% of residents want consultation on major issues such as ...

- water supply / shortage,
- sewerage system,
- roading issues,
- large items of expenditure,
- transmission gully,
- rates issues,
- airport issue.

f. **Performance Rating of the Mayor and Councillors**

51% of residents rate the performance of the Mayor and Councillors as very / fairly good. 9% rate their performance as not very good / poor. On this aspect, Kapiti Coast District's performance is slightly less favourable than its Peer Group and the National Average. Those residents who have contacted the Mayor and Councillors in the last 12 months rate the performance as slightly below residents overall, with 47% rating performance as very / fairly good.

g. **Performance Rating of the Council Staff**

59% of residents rate the performance of the Council staff as fairly good or very good. Only 7% rate the performance as not very good or poor. On this aspect, Kapiti Coast District performs on par with both its Peer Group and the National Average.





## D. MAIN FINDINGS

Throughout this Communitrak™ report comparisons are made with the National Average of Local Authorities and with the Peer Group of Like Authorities.

For Kapiti Coast District Council this peer group of Like Authorities are those comprising a large rural area together with a town or urban component.

In this group are for example...

Ashburton District Council	South Taranaki District Council
Clutha District Council	Stratford District Council
Franklin District Council	Tararua District Council
Hauraki District Council	Tasman District Council
Horowhenua District Council	Taupo District Council
Manawatu District Council	Thames-Coromandel District Council
Masterton District Council	Waimakariri District Council
Matamata-Piako District Council	Waipa District Council
Queenstown-Lakes District Council	Waitaki District Council
Rangitikei District Council	Waikato District Council
Selwyn District Council	Western Bay of Plenty District Council
Southland District Council	Whakatane District Council





## 1. Ward Differences

The four wards are as follows:

1. Paraparaumu/Raumati.
2. Paekakariki.
3. Waikanae.
4. Otaki.

There are significant differences between residents in terms of socio-economic groups.

	<b>Total District 1995 %</b>	<b>Ward</b>			
		<b>Paraparaumu/ Raumati %</b>	<b>Paekakariki %</b>	<b>Waikanae %</b>	<b>Otaki %</b>
<u>Area the live in</u>					
Town/township	64	73	77	62	42
Small land block	28	26	23	31	31
Large land block/farm	8	1	-	7	27
<u>Age</u>					
18 - 39 years	36	40	47	25	36
40 - 59 years	30	32	30	26	29
60+ years	34	28	23	49	35
<u>Household income</u>					
Less than \$25,000 pa	32	26	19	35	48
\$25 - 40,000 pa	30	31	34	34	21
More than \$40,000 pa	34	40	46	26	25
<u>Ratepayer</u>					
Yes	89	89	85	87	92
No	11	11	15	13	8
<u>Length of residence</u>					
5 years or less	28	30	28	22	28
More than 5 years	72	70	72	78	72

% read across

NB: where figures don't add to 100% for household income, the balance is those who refused.



Paekakariki Ward residents are more likely to be ...

- residents who live in urban areas,
- residents who have a household income of more than \$40,000 pa.

Otaki Ward residents are more likely to be ...

- residents who live in large land block areas,
- residents who have a household income of less than \$25,000 pa.

Waikanae Ward residents are more likely to be ...

- residents aged 60 years or over,
- residents who have a household income of \$40,000 pa or less.

Paraparaumu Ward residents are more likely to be...

- residents who live in urban areas,
- residents aged 18 to 39 years,
- residents who have a household income of more than \$40,000pa.



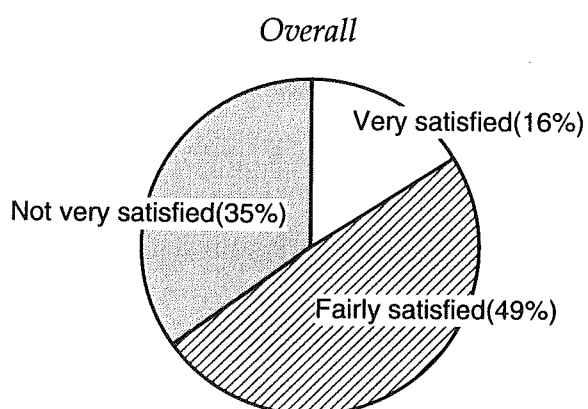


## 2. Council Services

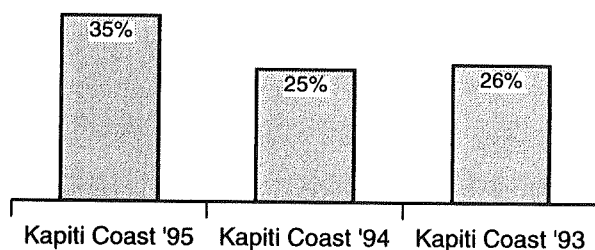
## a. Satisfaction With Council Services

Residents were read out a number of Council functions and asked whether they were very satisfied, fairly satisfied or not very satisfied with the provision of that service.

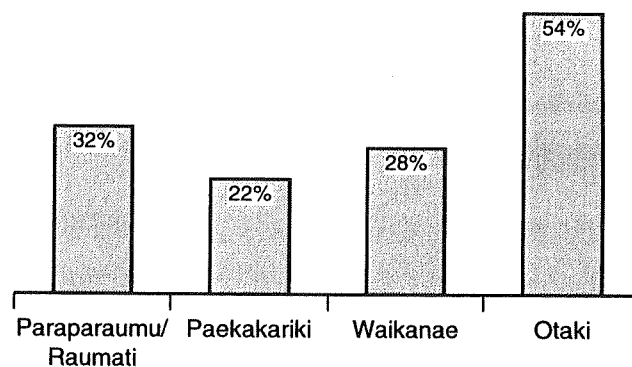
### i. Streets, Footpaths And Roads



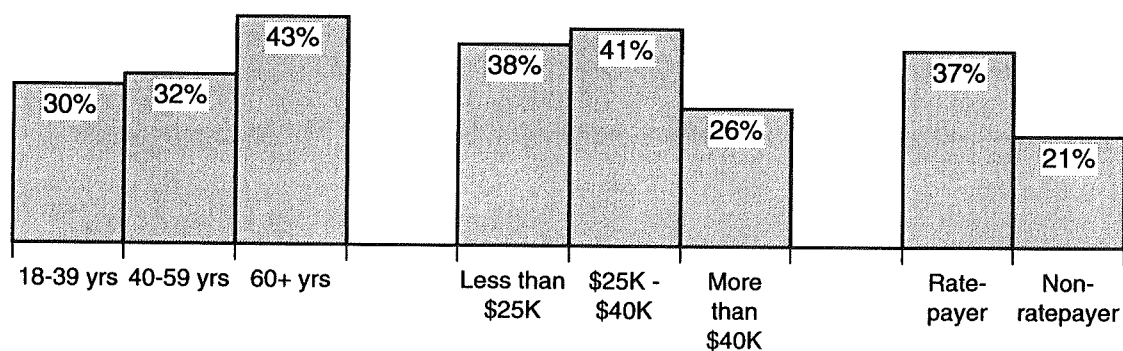
*Percent Not Very Satisfied - Comparison*



*Percent Not Very Satisfied - By Ward*



*Percent Not Very Satisfied - Comparing Different Types Of Residents*



65% of residents are satisfied with Kapiti Coast District footpaths, roads and streets, while 35% are not very satisfied with this aspect of the District. There has been a 10% increase in those being not very satisfied with footpaths, roads and streets since the 1994 reading. (25% not very satisfied in 1994 to 35% not very satisfied in 1995).

Residents more likely to be not very satisfied with footpaths, roads and streets are ...

- those aged 60 years or over,
- ratepayers,
- those who have a household income of \$40,000pa or less.

#### *Reasons They Are Not Very Satisfied*

140 residents are not very satisfied with streets, footpaths and roads. The main reasons given for being not very satisfied are ...

- footpaths need maintenance,

*"Footpaths need attention in Central Otaki."*

*"Dale Road footpaths need repair promptly."*

*"Footpaths in Tilly Road are in urgent need of replacing."*

*"Footpaths in Tene Street very poor, there's been a missing piece of curbing for the last 7 years."*

- no footpaths/lack of footpaths,

*"Concreting of paths, especially in Manley St area."*

*"Rauparaha Street needs a proper footpath."*

*"Ngaio Street - one section has no footpaths."*

*"Rata Road footpaths non existent."*

*"Kapiti Road to beach and cemetery area and some parts of Raumati have no real guttering or footpaths. Anawhata Road, there is a long stretch that is not paved."*

- footpaths uneven/rough/dangerous,

*"Footpaths down near the beach have cracked open, I've actually fallen in a ditch. There is a lot of elderly people here, that's what I'm worried about."*

*"Rough places on footpaths - old ones have dips, hollows and cracks."*

- lack of lighting,

*"Kapiti Road, bad street lighting."*

*"Street lights needed Byron Street."*

*"Lights in Kowhai Grove, need another one, it's too dark."*

*"Toru Road - street lighting not bright enough."*

- need tidying up/cleaning/overgrown,

*"Te Whaka Road, cows cross it and it becomes a mess."*

*"Mazagans Road and Hanfield Place is still a mess - no tidy up work done after completion."*

*"Narara Road - overgrown trees etcetera across paths."*

*"Elizabeth St footpaths are overgrown, sprayed but not cleaned back."*

*"Lack of maintenance on grass verges."*

- roads need maintenance/potholes/rough.

*"Waerenga Road, lots of potholes."*

*"Arawata Street, bit rough in parts, as well as Raumati Straights."*

*"Some roads badly need upgrading such as Kapiti Road around the manhole covers."*

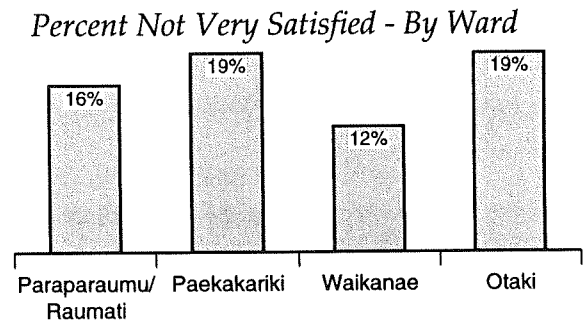
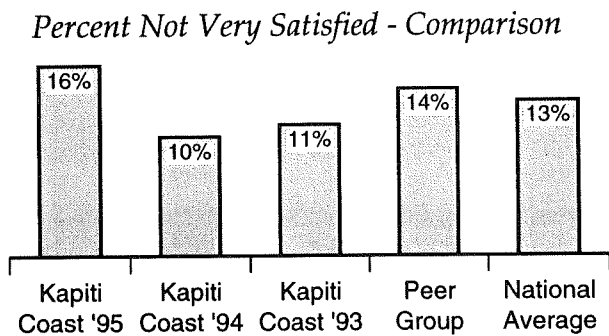
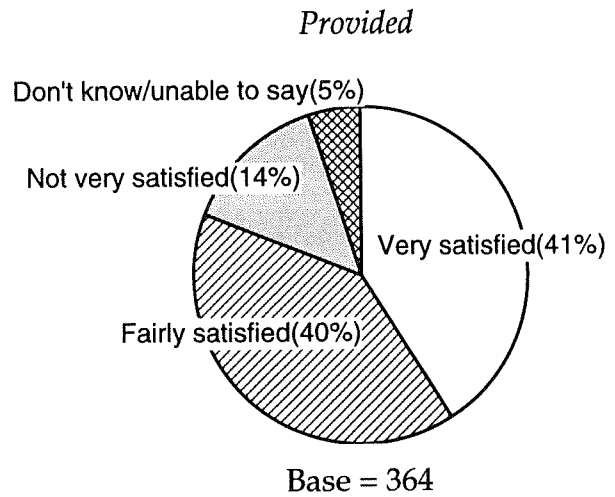
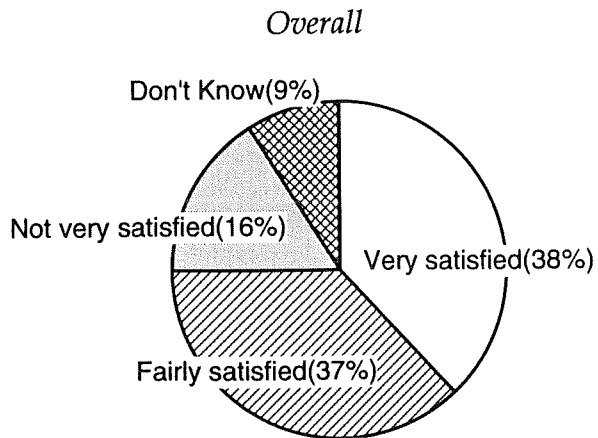
*"Edges of Kapiti Road are disgusting."*

Summary Table - Main Reasons For Not Very Satisfied With Footpaths, Roads And Streets

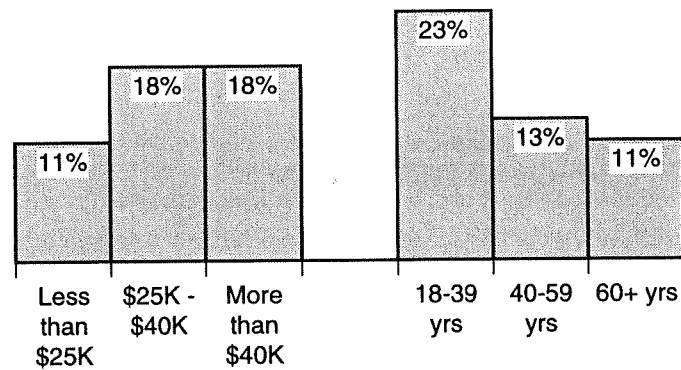
	Total District 1995 %	Ward			
		Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
<u>Percent Who Mentioned ...</u>					
Footpaths need maintenance	8	8	2	10	9
No footpaths/lack of footpaths	7	12	1	2	3
Footpaths uneven/rough/dangerous	5	1	1	8	15
Lack of lighting	5	4	2	1	12
Need tidying up/cleaning/overgrown	5	4	1	5	7
Roads need maintenance/potholes/rough	5	5	5	4	6

Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 65%

ii. Refuse Collection



*Percent Not Very Satisfied - Comparing Different Types of Residents*



75% of Kapiti Coast residents are satisfied with refuse collection, while 16% are not very satisfied with this service. Kapiti Coast District residents are on par with their Peer Group residents and all New Zealanders on average in terms of not being very satisfied with refuse collection. There has been a 6% increase in those not very satisfied with refuse collection since the 1994 reading.

81% of residents who are provided with a refuse collection are satisfied.

Residents less likely to be not very satisfied are ...

- Waikanae Ward residents,
- residents with a household income of less than \$25,000 pa,
- residents aged 40 years and over.

#### *Reasons They Are Not Very Satisfied*

62 residents in total are not very satisfied with Kapiti Coast District's refuse collection. The main reasons given are ...

- cost of bags,

*"Having to pay for rubbish bags when our rates are far too high."*

- costs/too expensive/should be user pays,

*"Used to cost nothing, now it's expensive."*

*"Wipe the equivalent fee from our rates, if a private contractor was used."*

- use a private contractor/wheelie bins,

*"We pay to have it collected and we have so many bags and preconditions on what we can and cannot use to put rubbish in, that we're being pushed towards a private contractor."*

*"Use wheelie bins because I wasn't satisfied with bags."*

- tip fees,

*"Don't like paying \$2.00 at the tip."*

*"Against user pays at the local tip."*

- others.

*"Lived here for 3 years and never had rubbish bags delivered."*

*"Only get to have a small bag of rubbish and I'm not allowed to have more than that."*

*"Have collection but take own rubbish to the tip."*

*"Not enough litter bins on beaches and they don't empty them enough."*



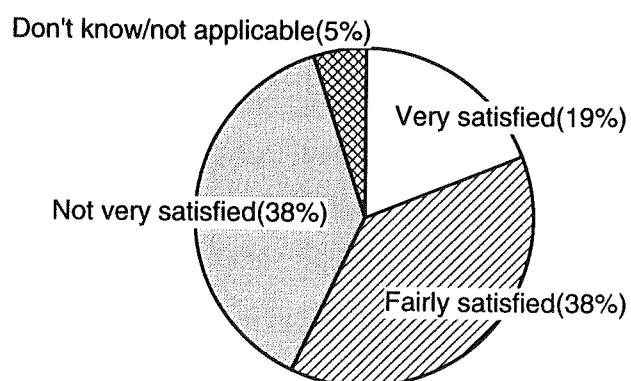
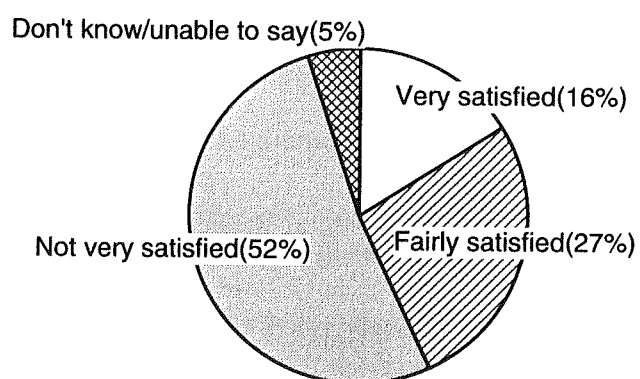
Summary Table - Main Reasons For Being Not Very Satisfied With Refuse Collection

	Total District 1995 %	Ward			
		Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
<u>Percent Who Mentioned ...</u>					
Cost of bags	4	4	6	1	4
Costs/too expensive/should be user pays	3	1	1	6	6
Use a private contractor/wheelie bins	3	3	-	5	1
Tip fees	2	2	-	4	1
Others	3	4	4	-	4

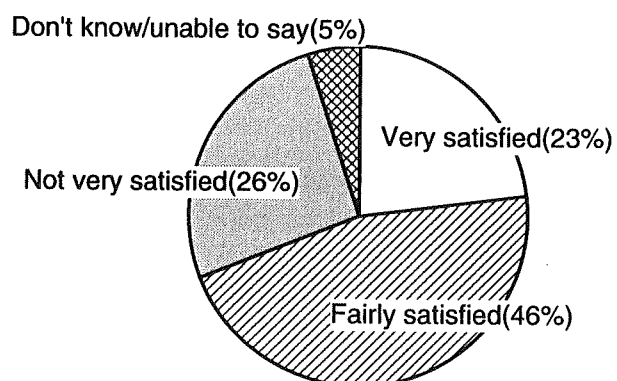
Recommended Satisfaction Measure For Reporting Purposes:

Total District = 75%

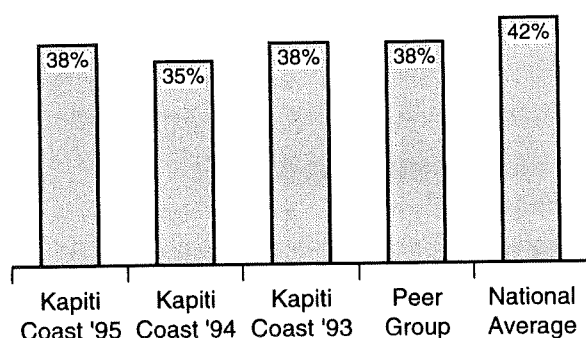
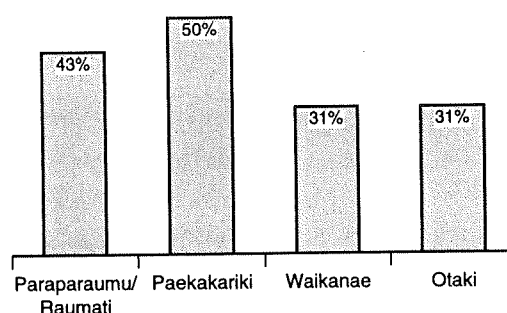
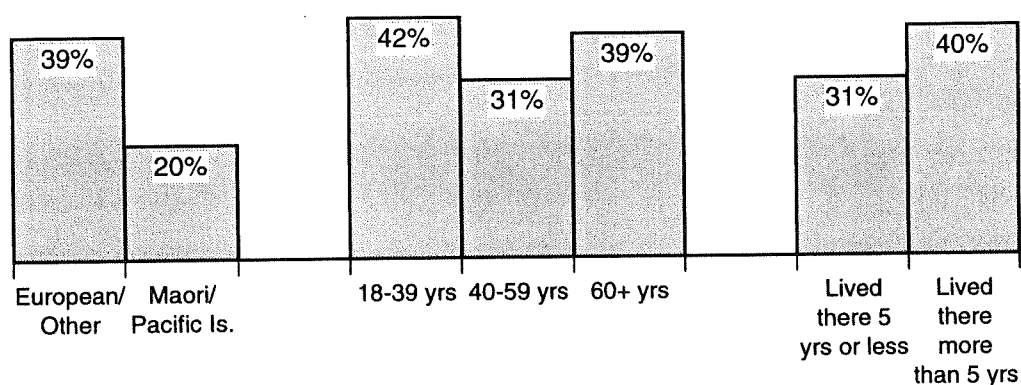
Receivers of Service = 81%

iii. Control Of Dogs*Overall**Contacted Council*

Base = 95

*Dog Owners*

Base = 126

*Percent Not Very Satisfied - Comparison**Percent Not Very Satisfied - By Ward**Percent Not Very Satisfied - Comparing Different Types Of Residents*

57% of residents are satisfied with Council's dog control service.

38% of Kapiti Coast District residents are not very satisfied with the Council's efforts in controlling dogs and this level is on par with the Peer Group and National Average figures.

Dog owners are less likely to be not very satisfied with dog control (26%), while those who have contacted Council about dogs are more likely to be not very satisfied (52%).

Residents more likely to be not very satisfied with dog control can be described as ...

- residents aged 18 to 39 years or 60 years or over,
- European/Other residents,
- longer term residents, those who have lived in the District more than 5 years.

### *Reasons They Are Not Very Satisfied*

The 151 residents are not very satisfied with Kapiti Coast District Council's dog control efforts gave the following main reasons ...

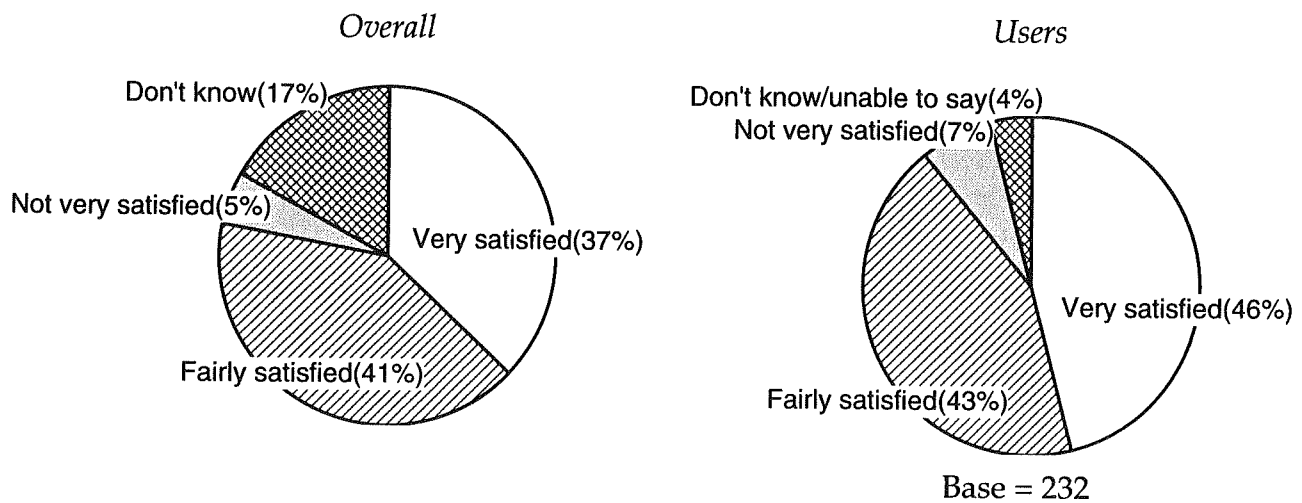
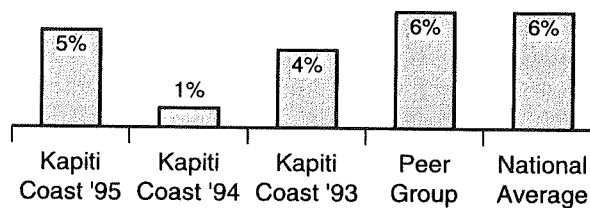
- too many roaming/uncontrolled dogs,  
*"Roaming dogs in Arawhata Rd and Macareni Street areas."*  
*"Tilley Road area, too many roaming dogs."*  
*"Amount of dogs on beach, running loose."*  
*"Renown Road has lots of dogs roaming, especially at night."*  
*"Tower Lakes running free."*
- need more control/law enforcement,  
*"Council should enforce pooper scoopers."*  
*"Little control on beachfront."*  
*"Weekend pound control hard to get hold of, I would like to see regular dog control."*  
*"Council officer came to see owners and there was no improvement."*  
*"Leash restrictions flouted on beach."*  
*"Residents should not be allowed to have vicious dogs."*
- dogs fouling,  
*"Too much muck on footpaths and beach is dirty too."*  
*"Dogs fouling on the beach where small children play."*
- owners are not responsible,  
*"Neighbour's dogs out of control - Matatua Road."*  
*"Dogs are not locked up, make our dog bark."*  
*"Owners let them off leads."*
- dog ranger could be better/needs more power/more rangers,  
*"Beaches are not patrolled."*  
*"Ranger only comes if called out."*  
*"Ranger seems to offer all sorts of excuses why he can't do anything about dogs."*  
*"Ranger doesn't prosecute, just issues warnings."*
- danger to people and other animals.  
*"Dogs have come in and killed my chooks in my backyard - Raumati."*  
*"Have been attacked on mountain bike on the beach. Sunday mornings are a particular problem."*  
*"Old lady attacked by a Doberman on beach recently."*

Summary Table - Main Reasons For Being Not Very Satisfied With The Control Of Dogs

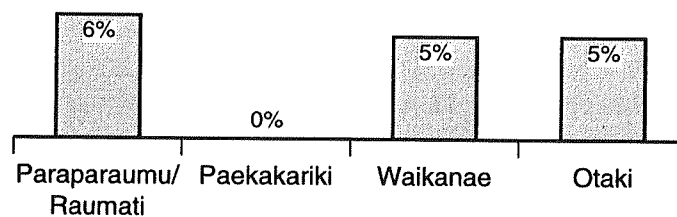
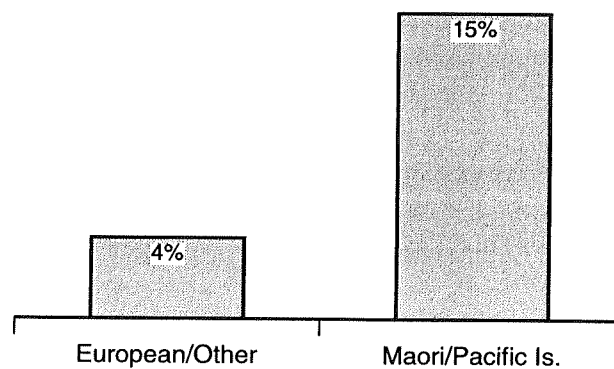
	Total District 1995 %	Ward				Age		
		Paraparaumu/ Raumati %	Paeka- kariki %	Wai- kanae %	Otaki %	18-39 yrs %	40-59 yrs %	60+ yrs %
<u>Percent Who Mentioned ...</u>								
Too many roaming/uncontrolled dogs	23	26	32	17	18	25	17	24
Need more control/law enforcement	14	13	15	16	11	13	16	12
Dogs fouling	10	11	13	6	11	7	4	18
Owners are not responsible	8	12	6	5	-	10	7	6
Dog ranger could be better/more power	6	5	7	5	7	7	6	4
Danger to people and other animals	6	7	8	1	8	5	6	6

**Recommended Satisfaction Measure For Reporting Purposes:**

Total District	=	57%
Contacted Council	=	43%
Dog owners	=	69%

iv. Sportsgrounds*Percent Not Very Satisfied - Comparison\**

\* These figures are based on ratings of Sportsfields and Playgrounds.

*Percent Not Very Satisfied - By Ward**Percent Not Very Satisfied - Comparing Different Types of Residents*

78% of Kapiti Coast District residents are satisfied with sportsgrounds. Among those who have used sportsgrounds in the District at least once a year (61%), there is 89% satisfaction.

The level of dissatisfaction with sportsgrounds is on par with the District's Peer Group and the National Average, but has risen slightly since the 1994 reading.

Maori/Pacific Island residents are more likely to be not very satisfied with sportsgrounds.

### *Reasons They Are Not Very Satisfied*

20 residents in total are not very satisfied with sportsgrounds in the District and the following main reasons are given ...

- lack of maintenance/need upgrading, mentioned by 2% of all residents,

*"Matthew's Park doesn't seem to get upgraded like other parks. It's all holes and it's too wet and muddy."*

*"Should upgrade Eastern grandstand at Rahui."*

*"Object to croquet club being maintained by Council. Should do this for all sporting codes?"*

*"Domain gets boggy."*

*"Tennis courts at Te Atiana - surface is cracking and going mouldy."*

- not enough/inadequate facilities/amenities, 2%.

*"Could do a wee bit more in the whole Kapiti area, for example, more stands and sheltered areas on the sportsgrounds."*

*"No amenities, for example, changing rooms and toilets (Mazengarb complex)."*

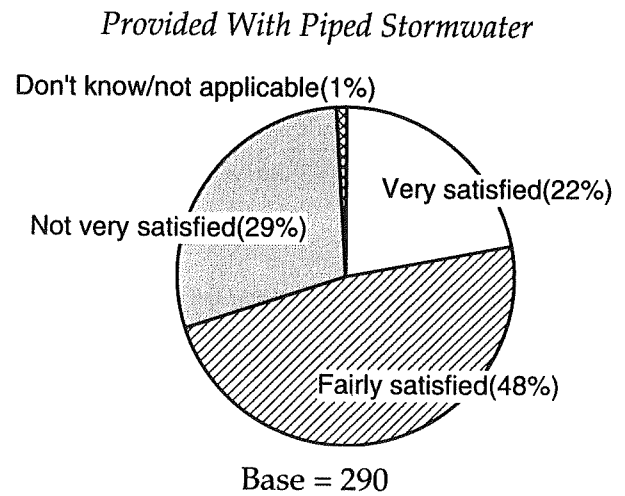
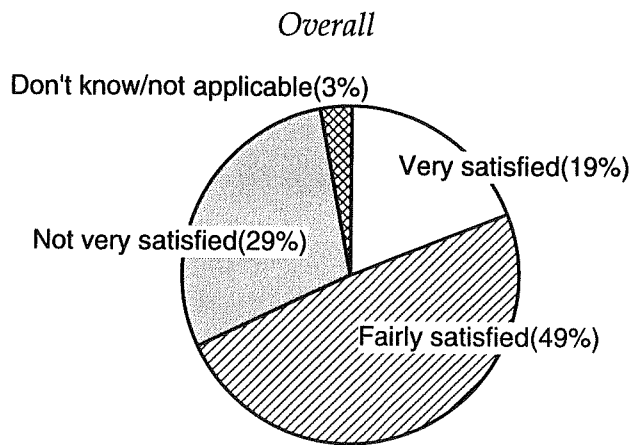
*"Only a rugby field, that's all there is, no netball courts in Waikanae."*

*"Need facilities for Paraparaumu Soccer Club, for example, ablution block, and clubrooms."*

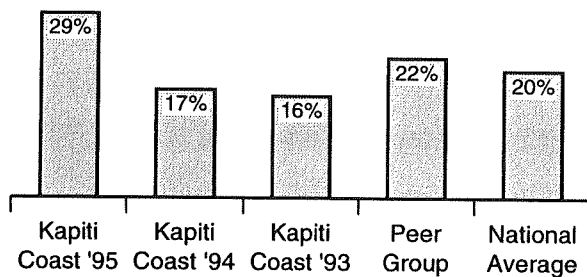
### Recommended Satisfaction Measure For Reporting Purposes:

Total District	=	78%
Users	=	89%

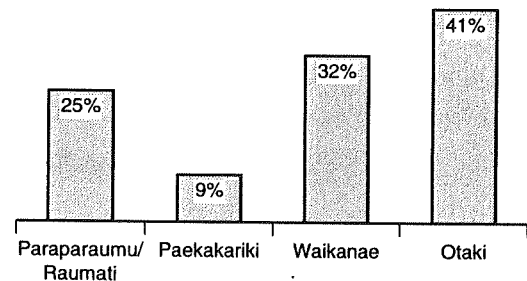
v. Surface Water Drainage



*Percent Not Very Satisfied - Comparison*

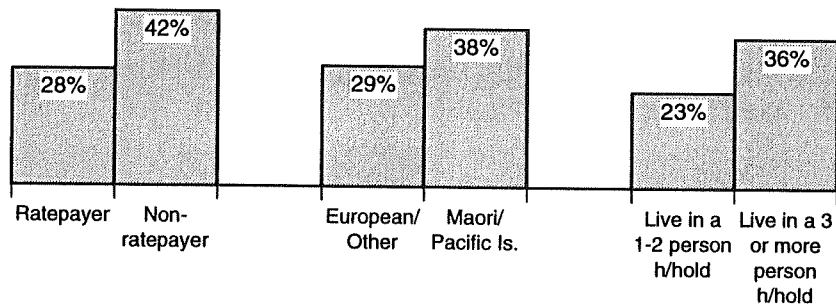


*Percent Not Very Satisfied - By Ward*



\* These figures are based on ratings for Stormwater Collection.

*Percent Not Very Satisfied - Comparing Different Types Of Residents*





68% of residents are satisfied with surface water drainage, while 29% are not very satisfied with this service. There has been a 12% increase in those being not very satisfied since the 1994 reading. The level of those not being very satisfied is slightly higher than both Peer Group residents and residents nationwide.

Satisfaction is slightly higher (70%) for those residents who receive these services.

Paekakariki Ward residents are less likely to be not very satisfied, than other ward residents.

Residents more likely to be not very satisfied with surface water drainage are ...

- non-ratepayers,
- Maori/Pacific Island residents,
- residents who live in a three or more person household.

#### *Reasons They Are Not Very Satisfied*

Of the 116 residents overall who are not very satisfied, the following main reasons are given ...

- flooding/surface flooding,
  - "Several floods during downpours in Winara Ave."*
  - "Seddon Street - flooding after any rain."*
  - "Everytime it rains, it floods - Scott Ave area."*
  - "Surface flooding on Watson and Te Kupe roads."*
  - "Bridge off Fieldway floods in the rain."*
  - "Beach Road, Manley Street, Kapiti Road and Mahana Road are always flooding and that is dangerous."*
  - "Matatua Road, always floods in heavy rain."*
  - "Winton Street area, floods when it rains."*
  - "Alexander Place, flooding not attended to."*
  - "Riverbank Road - Titohi Street, flooding with heavy rain."*
  - "Percival Road and Golf Road has surface flooding."*
- inadequate/no drainage,
  - "Raumati South areas have poor drainage."*
  - "Some properties have run-off from roads."*
  - "Some houses above my property have no provision for proper runoff."*
  - "BMX track wet for days."*
  - "Moana Street, drainage is not good."*
  - "Run-off from other properties under development."*
- drains need cleaning/blocked drains,
  - "Gutter is blocked with mowings."*
  - "Ongoing problem - lots of sand blocks up drains."*
  - "Where we are on Himimatanga, we have a problem with leaves from trees."*
  - "Rangiuru Road, culverts and channels blocked by debris. Staff should check clearway every 2 years or so."*



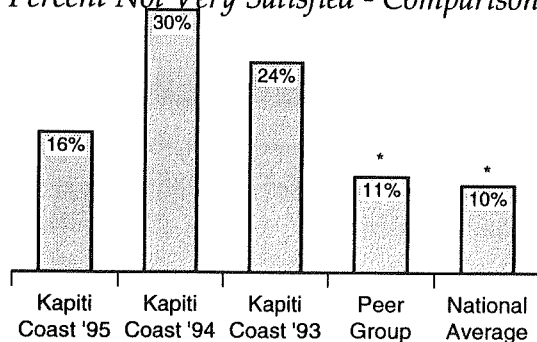
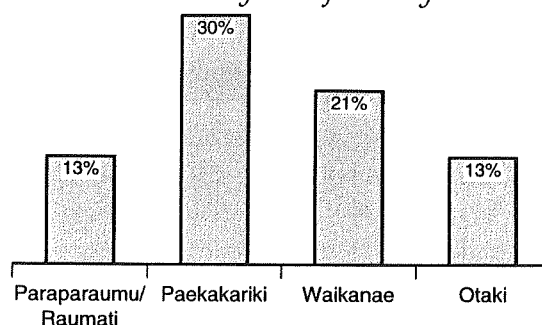
Summary Table - Main Reasons For Being Not Very Satisfied With Surface Water Drainage

	Total District 1995 %	Ward				Sex	
		Paraparaumu/ Raumati %	Paeka- kariki %	Wai- kanae %	Otaki %	Male %	Female %
<u>Percent Who Mentioned ...</u>							
Flooding	16	13	8	19	22	11	22
Inadequate/no drainage	10	11	-	8	13	9	11
Drains need cleaning/blocked drains	7	7	1	9	8	8	6

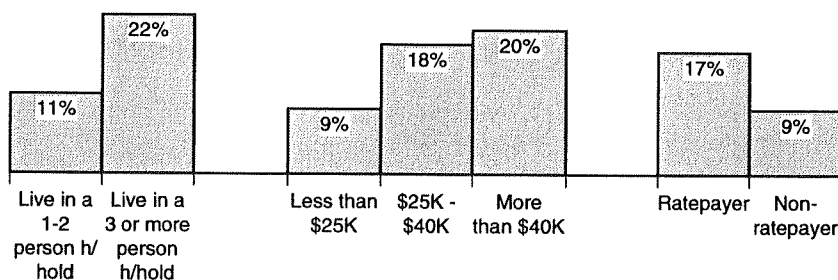
Recommended Satisfaction Measure For Reporting Purposes:

Total District = 68%

Receivers of Service = 70%

vi. *Sewage Disposal And Treatment**Percent Not Very Satisfied - Comparison**Percent Not Very Satisfied - By Ward*

\* Peer Group and National Average figures are based on ratings of the Sewerage System.

*Percent Not Very Satisfied - Comparing Different Types Of Residents*

76% of residents are satisfied with Kapiti Coast District's sewage disposal and treatment. 16% of residents are not very satisfied with sewage disposal and treatment. This reflects a 14% decrease in those not very satisfied since last year's reading. Those not very satisfied with sewage disposal and treatment are slightly above Peer Group residents and residents nationwide.

85% of residents identify themselves as provided with a sewerage system, with 81% of these residents being satisfied.

Residents more likely to be not very satisfied with sewage disposal and treatment are ...

- Paekakariki Ward residents,
- residents who have a household income of \$25,000pa or more,
- ratepaying residents,
- residents living in a 3 or more person household.

### *Reasons They Are Not Very Satisfied*

63 residents are not very satisfied with the District's sewage disposal and treatment and give the following main reasons ...

- pollution of beaches and river,

*"Pollution in Waikanae River"*

*"Amount of effluent - untreated sewage in sea."*

*"Because of sewage going into coastline, I would like to see beaches safer to swim in."*

- inadequate system/overloaded,

*"Motor camp sewage spilling onto my property. Sewage coming up toilet and drains, this needs work."*

*"Tui Road has had sewerage problems in past, overflowing onto section."*

*"Halt the permits for building till sewerage is dealt with."*

- sewage smell,

*"In summer, smell is through the house. South westerly wind from settling ponds brings pong."*

*"Could do something about the ponds to cut down on the smell."*

- no sewerage/on septic tank,

*"Paekakariki need disposal, rather than septic tanks."*

*"Own septic tank which goes wrong often due to sandy soil. Feel Council ought to provide this service."*

- Council performance.

*"Action hasn't happened."*

*"Top priority for Waikanae, it has to be done pretty quick."*

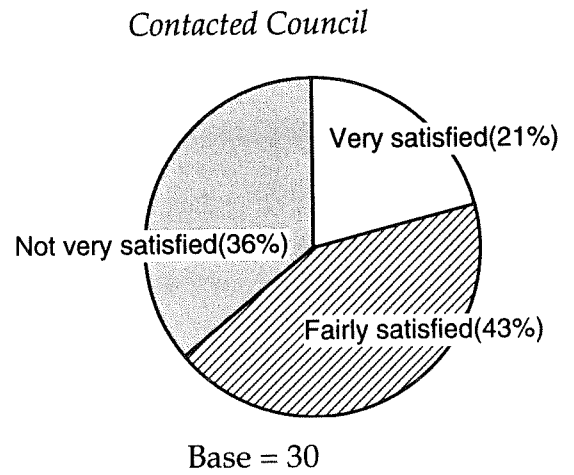
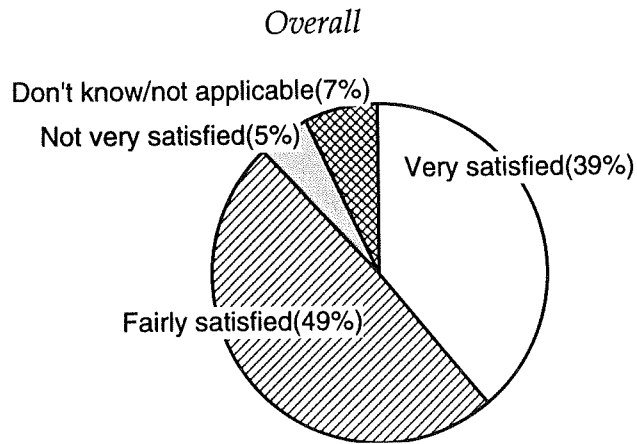
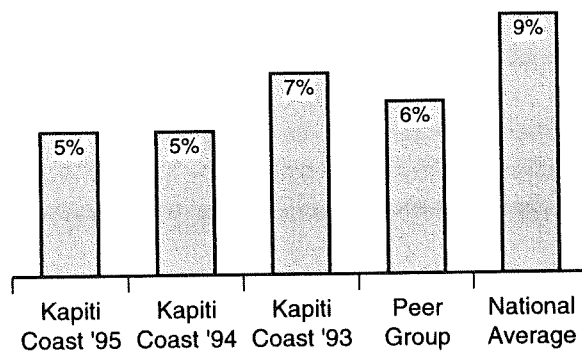
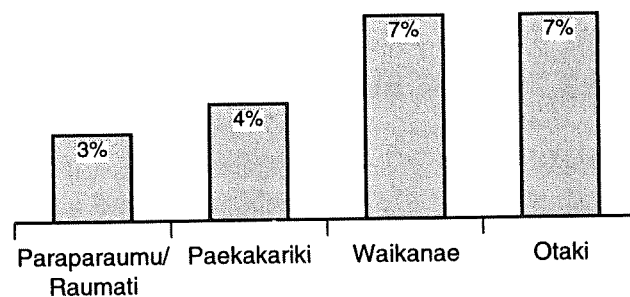
Summary Table - Main Reasons For Being Not Very Satisfied With Sewage disposal and Treatment

	Total District 1995 %	Ward			
		Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
<u>Percent Who Mentioned ...</u>					
Pollution of beaches and river	4	6	6	5	-
Inadequate system/overload	4	4	4	5	4
Sewage smell	3	3	-	-	6
No Sewerage/on septic tank	3	-	26	4	2
Council performance	2	1	-	5	2

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 76%

Receivers of Service = 81%

vii. Noise Control*Percent Not Very Satisfied - Comparison**Percent Not Very Satisfied - By Ward*

More than 8 in 10 of District residents (88%) are satisfied with Kapiti Coast District's noise control. Kapiti Coast District residents are slightly less likely to be not very satisfied than their Peer Group counterparts and the National Average.

Of the 4% of residents who contacted Council in the last year about noise control, 79% are satisfied.

There are no significant differences amongst the Wards and socio-economic groupings, in terms of those not very satisfied.

#### *Reasons They Are Not Very Satisfied*

19 residents are not very satisfied with noise control. The main reasons given are...

- object to specific noises, mentioned by 4% of all residents,

*"Community Hall across the road, parties get noisy and out of control - Rauparata Street."*

*"Motorbikes revving up 3 and 4 o'clock in morning."*

*"A lot of drivers doing wheelies in Managano Road."*

*"Gray Avenue school hall has noisy discos."*

*"Private garage being used as motor repair shop."*

- not enough control, 2%.

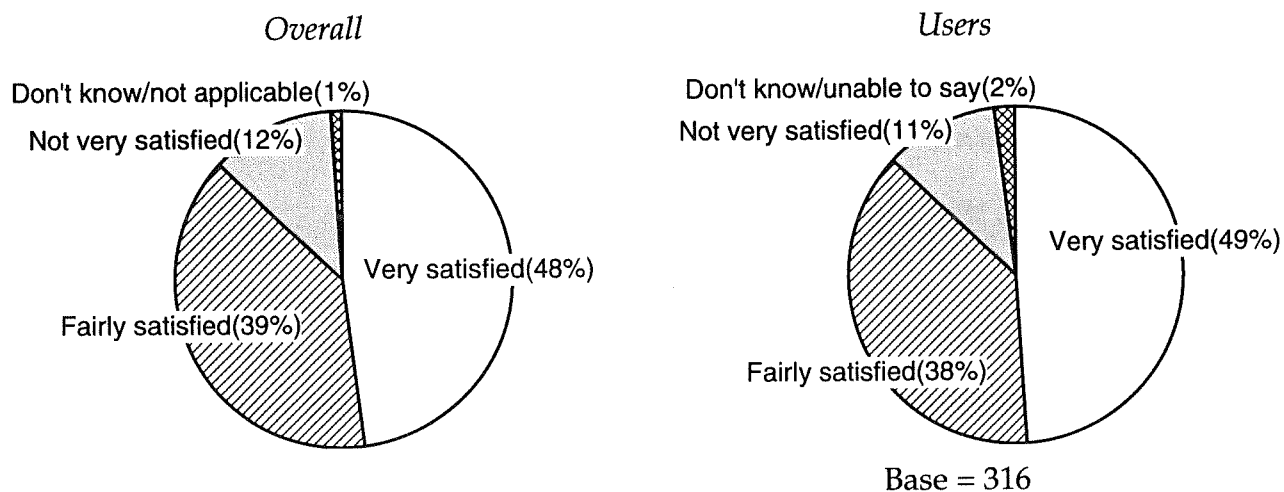
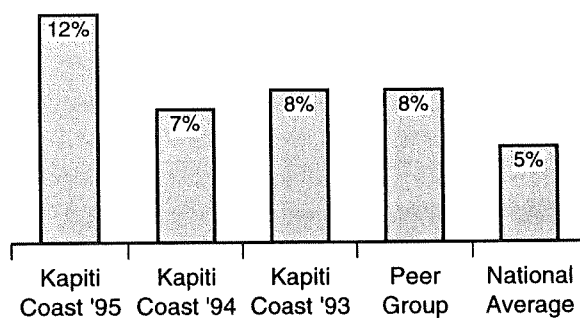
*"Council don't appear to have done anything when rung."*

*"No penalty for continued offences."*

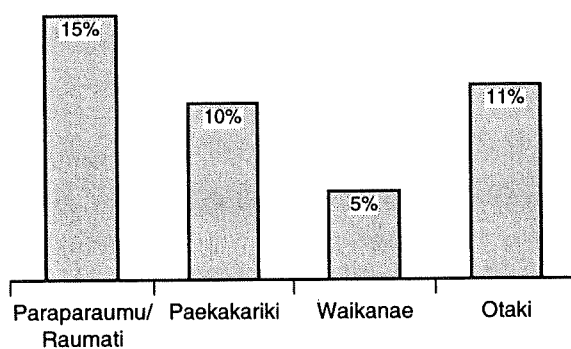
*"Difficult job being done locally by enforcement officer. Problem house requires a "shotgun" approach and more police back-up."*

Recommended Satisfaction Measure For Reporting Purposes:		
Total District	=	88%
Contacted Council	=	79%



viii. Passive Reserves*Percent Not Very Satisfied - Comparison*

\* These figures are based on ratings of Parks, Reserves and Gardens.

*Percent Not Very Satisfied - By Ward*

87% of Kapiti Coast District residents are satisfied with their local passive reserves, while 12% are not very satisfied with this aspect of the District.

Those not very satisfied are slightly above the Peer Group and National Averages. Waikanae Ward residents are slightly less likely to be not very satisfied than other Ward residents.

79% of residents have used/visited passive reserves in the last 12 months, with 87% of these "visitors/users" being satisfied.

#### *Reasons They Are Not Very Satisfied*

46 residents are not very satisfied with passive reserves and give the following main reasons ...

- not enough/would like more/gardens,

*"Would like to see a rose garden somewhere near."*

*"Need more gardens in Paekakariki."*

*"Not many parks and gardens in Paraparaumu."*

*"Not enough planned for the future - could use some of the airport land possibly."*

- beautification could be improved,

*"Don't like the beachfront barrier."*

*"Planting programme to beautify town. Shrubs that were put in, have since been damaged by contractors and were not cared for. No weeding done so now looks shabby and dying."*

*"Like to see an avenue of trees down Kapiti Road."*

- lack of maintenance.

*"Paths in reserves very poor state of repair."*

*"Too much litter blowing around parks."*

*"Problems getting trees in parks pruned. We can get back our view from our home."*

*"Beach area fairly scruffy."*

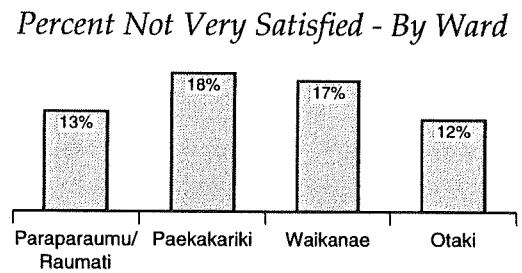
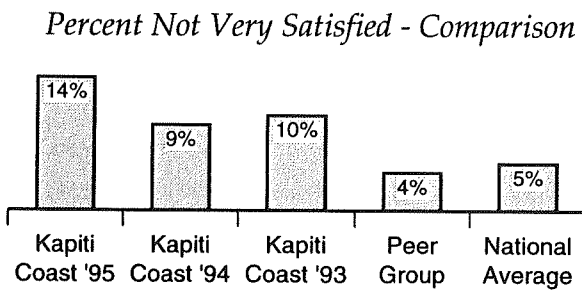
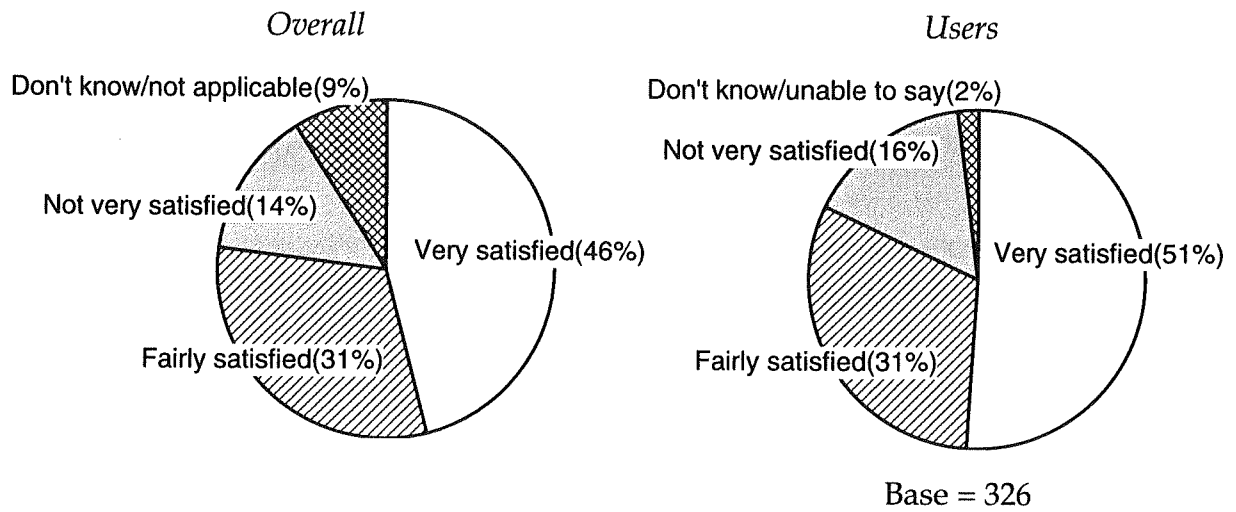
Summary Table - Main Reasons For Being Not Very Satisfied With Passive Reserves

	Total District 1995 %	Ward			
		Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
<u>Percent Who Mentioned ...</u>					
Not enough/would like more/gardens	6	9	2	3	3
Beautification could be improved	3	3	2	1	4
Lack of maintenance	2	3	2	-	2

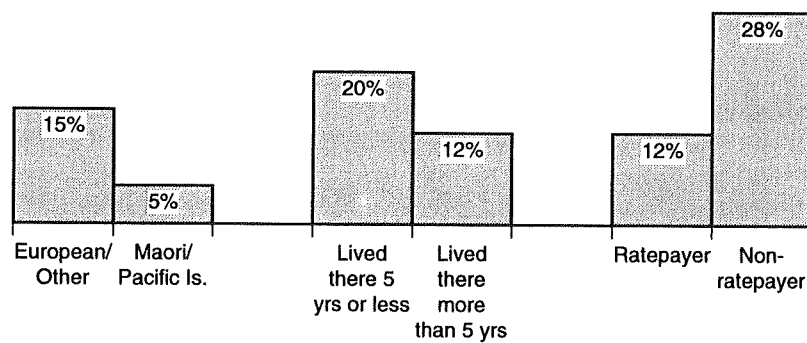
Recommended Satisfaction Measure For Reporting Purposes:

Total District = 87%

Users = 87%

ix. Library Services

*Percent Not Very Satisfied - Comparing Different Types Of Residents*



77% of residents are satisfied with Kapiti Coast District's libraries. 14% of residents are not very satisfied with libraries. Kapiti Coast District residents are more likely to be not very satisfied with their libraries than Peer Group Councils and the National Average.

Users of the library service are slightly more satisfied than residents overall (82% of users satisfied.)

Residents more inclined to be not very satisfied are ...

- European/Other residents,
- shorter term residents, those who have lived in the District 5 years or less,
- non-ratepayers.

#### *Reasons They Are Not Very Satisfied*

Of the 55 who say they are not very satisfied with libraries in the District, the following main reasons are given ...

- improve facilities/too small,
  - "Not large enough for increased population."*
  - "Need expansion, not enough space to read."*
  - "Library at Coastlands, the area is growing rapidly and library is too small for number of residents."*
  - "Otaki Library is not big enough."*
- more variety/better selection of books,
  - "Lack of selection aside from simple fiction, no business or technical books."*
  - "Hardly anything on music."*
  - "Could have more reference books suitable for college and polytech students."*
  - "Particularly Waikanae, the book selection isn't very good, especially non-fiction."*
- need more books,
  - "Accessibility - have to fight for a good book."*
- need new/updated books.
  - "Don't replace books or refurbish often enough."*
  - "Needs to be upgraded - books fairly soiled."*

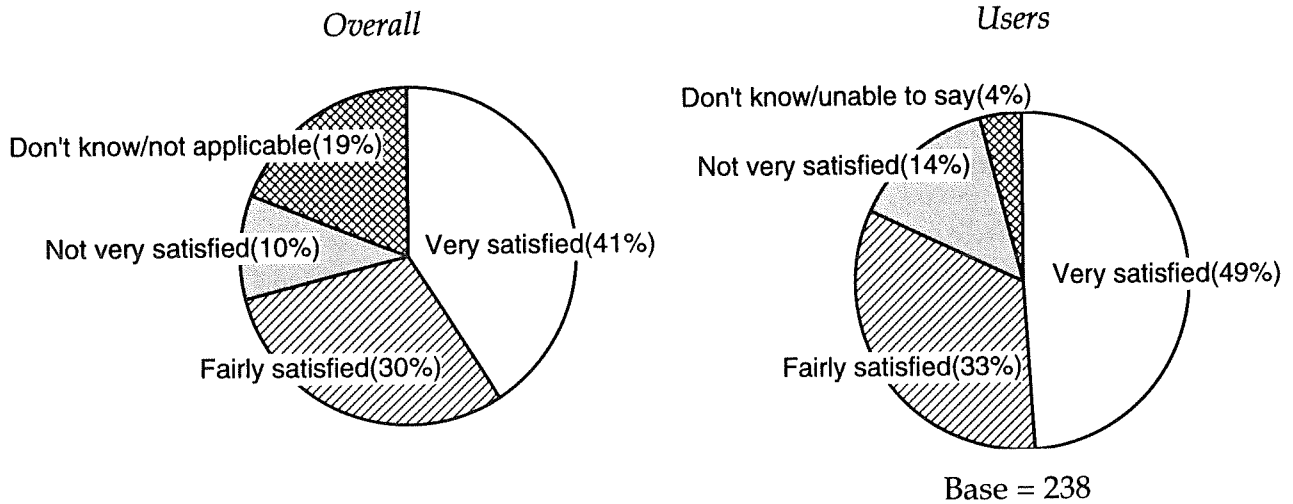
Summary Table - Main Reasons For Being Not Very Satisfied With Libraries

	Total District <u>1995</u> %	<u>Ward</u>			
		Paraparaumu/ <u>Raumati</u> %	Paeka- <u>kariki</u> %	Wai- <u>kanae</u> %	<u>Otaki</u> %
<u>Percent Who Mentioned ...</u>					
Improve facilities/too small	7	7	5	7	6
More variety/better selection of books	5	5	3	5	3
Need more books	3	5	3	1	1
Need new/updated books	2	1	-	5	1

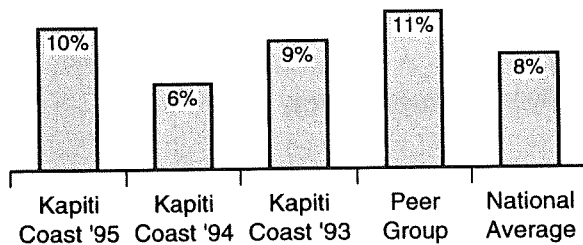
Recommended Satisfaction Measure For Reporting Purposes:

Total District = 77%  
Users = 82%

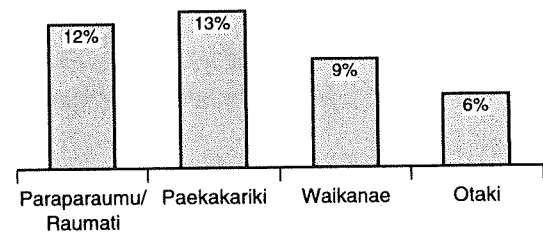
x. Swimming Pools



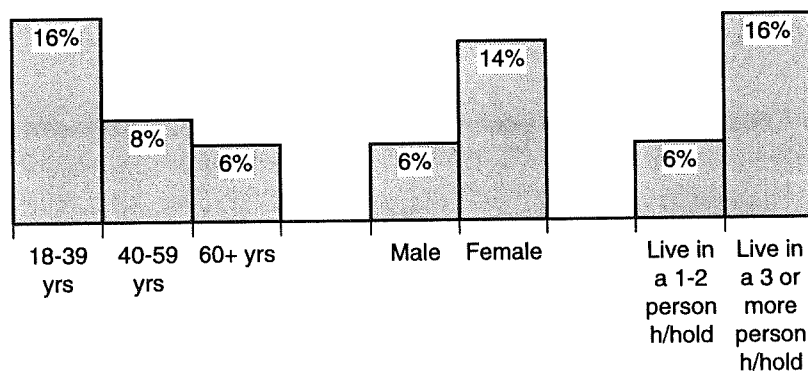
*Percent Not Very Satisfied - Comparison*



*Percent Not Very Satisfied - By Ward*



*Percent Not Very Satisfied - Comparing Different Types of Residents*



71% of residents overall are satisfied with local swimming pools. Those residents who are not very satisfied (10%) with swimming pools are on a par with the Peer Group residents and the National Average. There has been a slight increase in those being not very satisfied since the 1994 reading. Satisfaction amongst users is slightly higher than residents overall, with 82% being satisfied.

Residents more likely to be not very satisfied with swimming pools are ...

- Paraparaumu/Raumati and Paekakariki Ward residents,
- residents aged 18 to 39 years,
- women,
- residents living in a 3 or more person household.

#### *Reasons They Are Not Very Satisfied*

41 residents say they are not very satisfied with the District's swimming pools. The following main reasons are given ...

- management/staff could improve, mentioned by 3% of all residents,

*"One in Raumati, don't like the way it's run, it's not friendly."*

*"We did not have a happy time at Raumati pool as attendants and management were shouting at kids in an unacceptable way."*

*"Inflexible administration, for example, 'Adult Only' times they will not admit handicapped teenage relative."*

- need indoor pool/heated, 2%,

*"Like to see Waikanae Pool closed in, so it could be used in winter months."*

- need a bigger pool, 2%,

*"Maybe a 50 metre pool for training as present one is quite crowded now."*

*"Raumati too small."*

- need toddlers pool, 2%,

*"Under 7's to go in big pool even if they aren't that comfortable."*

*"Raumati South has no toddlers pool and they need a toddler pool and baby area."*



- upgrade/improve facilities, 2%,

*"Raumati pool antiquated, we need a large, modern complex."*

*"Raumati pool heaters should be on more as showers and water could be hotter."*

- longer opening hours, 2%.

*"Should open later with no swimming lessons in early evening."*

*"Closes too early, at 6pm."*

Recommended Satisfaction Measure For Reporting Purposes:		
Total District	=	71%
Users	=	82%

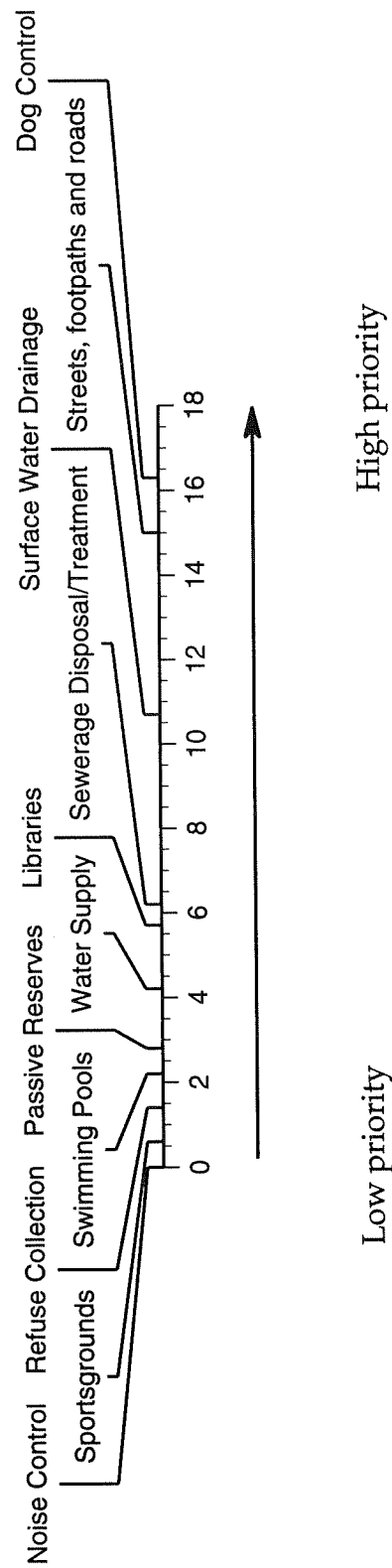
**b. Spend Emphasis On Services**

Residents were asked if they would like to see more, less, or about the same spent on each of the services measured, given that Council cannot spend more on every service/facility.

Summary Table - Spend Emphasis For Services

	<u>More</u> %	About the <u>Same</u> %	<u>Less</u> %	Don't <u>Know</u> %
<u>Percent Who Mentioned ...</u>				
Streets, footpaths and roads	46	50	3	1
Water supply	42	57	-	1
Library service	41	54	1	4
Dog control	40	48	2	10
Sewage disposal/treatment	37	57	-	6
Surface water drainage	36	60	1	3
Passive reserves	24	72	2	2
Swimming pools	21	68	1	10
Sportsgrounds	15	71	5	9
Refuse collection	11	83	3	3
Noise control	4	81	4	11

c. Spend Priority



(Spend priority - mean spend x percentage not very satisfied).

This graph shows the priorities for spending for Council.

The spend priority factor is gained by multiplying the mean spend (where spend more = +1, spend about the same = 0 and spend less = -1) by the percentage not very satisfied for each service/facility where satisfaction is measured.

Dog control is the top priority for Council in terms of spend, followed by streets, footpaths and roads, with noise control, sportsgrounds, refuse collection, swimming pools and passive reserves being of lowest priority in terms of spend.





### **3. Council Policy and Direction**

It is important for Council to understand where public sentiment presently lies in terms of Council policy and direction. Council is of course, not forced to adopt the most "popular" policies or direction, rather by understanding where peoples opinions and attitudes currently lie, Council is able to embark on information/ education/persuasion/communication strategies on particular topics if it is felt necessary to lead the public to fulfill Councils legitimate community leadership role.



## a. Recent Council Actions/Decisions

Residents were asked whether there was any recent Council action or decision that they ...

- liked or approved of,
- disliked or disapproved of.

This was asked in order to gauge the level of support Kapiti Coast District residents had for Council's actions and decisions. "Support" is a mixture of agreement with the activity or decision, and/or whether District residents have been adequately informed of the proposed action/decision.

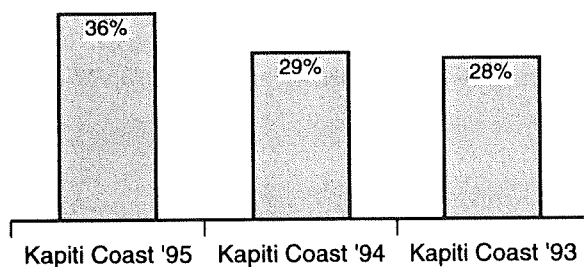
### i. Recent Actions Or Decisions Approved Of

Overall, 36% of Kapiti Coast District residents have in mind a recent Council action or decision they approved of. This is above the 1994 reading of 29% approval.

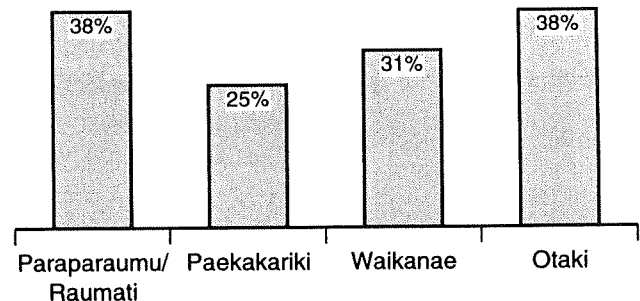
Residents more likely to voice approval on a recent Council decision are...

- all Ward residents, except Paekakariki Ward residents,
- male residents,
- shorter term residents, those who have lived in the District 5 years or less,
- residents who have a household income of more than \$40,000 pa.

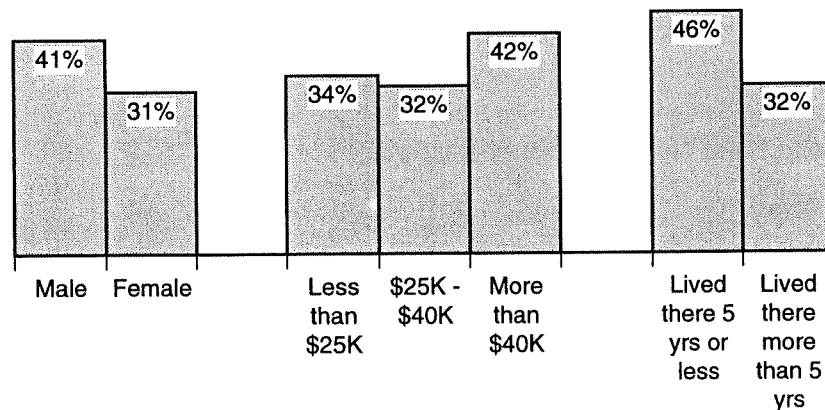
*Percent Approving - Comparison*



*Percent Approving - By Ward*



*Percent Approving - Comparing Different Types Of Residents*



## *Actions/Decisions Approved Of*

Main actions approved of are ...

- roading/Sandhills motorway,

*"Sandhills motorway is good for the area as it is not near shops and houses. State Highway 1 is getting too congested. They got opinions of residents."*

*"Tarsealed Ocean Road, much better surface."*

*"Roading system accessing Paraparaumu and Waikanae, Council stood up to Government and get a long-term solution to problem."*

*"Kapiti Road improvements."*

*"Doing up roads, new kerbing."*

*"A new bridge to be built over the Waikanae River, better to have 2 routes for safety and ease."*

- do a good job/prompt action/helpful,

*"Regarding the seawall, Council showed ability to take action when needed, quick reaction."*

*"Pro-active in looking at new sewerage system, they took a step forward, made decision quickly and got on with the job, unlike Wellington City Council with their sewerage issue."*

*"Act on problems fast."*

*"We don't have to pay for new stadium in Wellington. Council stood up to Government and put money into necessary projects."*

*"Resolved a problem when a Council lawnmower had an accident with my vehicle. Council handled the problem in a business-like manner."*

*"Friendly and helpful Council staff."*

*"Solved problem of street noise."*

- upgrading sewerage system,

*"Opening of new sewerage treatment plant, environmental considerations were good."*

*"Good public relations regarding sewerage treatment plant."*

*"New sewerage system which is quite revolutionary."*

*"Now a lot better, rivers starting to get better."*

- beautification/tidying-up/improvements,

*"New signs around Waikanae, they're bright, lovely aqua colour, like the Kapiti Island motif on them."*

*"New lights on Ocean Road, it is well lit now."*

*"Revitalisation of Waikanae area."*

*"The public gardens at Otaki, very attractive and well maintained."*

*"Beachfront development, they landscaped Marine Parade waterfront."*



- good communication/consultation/information.

*"Regarding the airport issue, they kept the people informed."*

*"Regarding the water supply, good public consultation."*

*"Regarding sewage treatment, they kept the public informed."*

Summary Table - Actions/Decisions Approved Of

	Total District 1995 %	Ward			
		Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
<u>Percent Who Mentioned ...</u>					
Roading/Sandhills motorway	6	7	4	7	5
Do a good job/prompt action/helpful	6	6	8	4	8
Upgrading sewerage system	6	7	2	6	4
Beautification/tidying up/improvements	5	4	3	5	6
Good communication/consultation/information	5	5	4	1	8

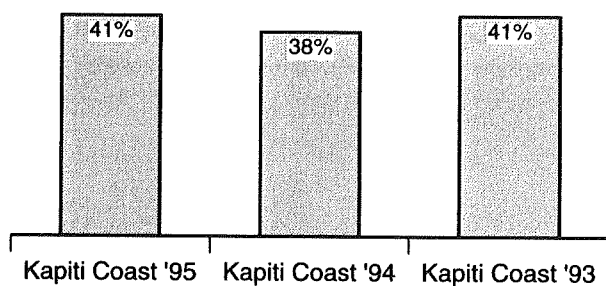
## ii. Recent Actions Or Decisions Disapproved Of

Overall, 41% of Kapiti Coast District residents have in mind a recent Council action or decision they disapproved of.

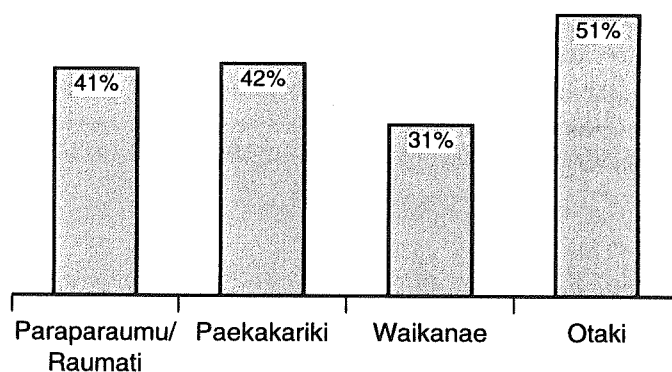
Residents more likely to be disapproving of a recent Council action or decision can be described as ...

- Otaki Ward residents,
- residents who live in a three or more person household,
- male residents,
- residents aged 40 to 59 years,
- ratepayers.

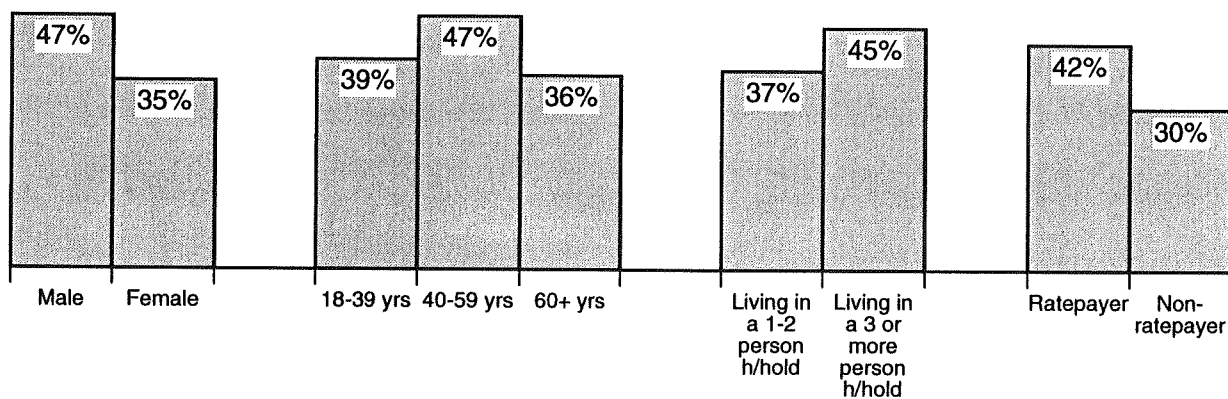
*Percent Disapproving - Comparison*



*Percent Disapproving - By Ward*



*Percent Disapproving - Comparing Different Types Of Residents*



## *Actions/Decisions Disapproved Of*

Main actions/decisions disapproved of are ...

- lack of consultation/communication/information,

*"Regarding beachfront highrise buildings, the building permits, there were no straight answers, not prepared to listen."*

*"Inadequate response to complaints regarding Gray Avenue. School Hall."*

*"Regarding bulldozing sanddunes, the arbitrary manner in proceeding with this without informing or consulting."*

*"Regarding sale of airport, there was a lack of consultation with public, decision appeared to be made behind closed doors."*

*"Paekakariki residents not consulted one information centre issue."*

*"Didn't give residents a say in the zoning of the Paekakariki ward."*

*"Ratepayer's wishes appeared overridden regarding siting of cemetery."*

*"Lack of information on new sewerage schemes."*

- slow to act/lack of action,

*"Did not move quickly enough on water issue."*

*"Phoned and put a request in writing, nothing's been done."*

*"Take far too long to make decisions on safety areas at the beach."*

*"Regarding drainage on section."*

*"Regarding sewerage problem."*

- town planning/ building permits/development,

*"Too much development and growth too quick, it is to the detriment of lifestyle of existing residents."*

*"Water shortage, an obvious problem with growing population."*

*"Too many subdivisions before water and sewerage is fixed up, causes a lot of problems."*

*"It took an awfully long time to get a building permit for a friend, it was a permit to remove a building from a property."*

*"Council wanted to sell reserve land to build on."*

- town planning/subdivisions/development,

*"Allowed to develop too much for the water and sewerage facilities available."*

*"They've allowed development on the south side of Paekakariki which is terribly scarred and they haven't considered the environment."*

*"Development of the land around the airport which seems unsafe and the golf driving range."*

- sale of airport,

*"The buyers are going to subdivide it, the Council could have done that."*

*"Lack of consultation with public over airport sale."*

*"Council should have tendered for airport because of land value compared with accepted price."*

*"The airport should be sold as a going concern."*

*"Make sure we always have an airport, very important to me."*

- waste money / use of consultants,

*"Policy of seeking legal advice at great expense when Council decisions or policies are challenged."*

*"Seem to spend far too much of ratepayer's money on consultants unfamiliar with local environment without producing any real productivity for region, for example, Paekakariki seawall erosion problem. Money better spent on long-term solutions to the problem."*

*"Colouring pavements in town, money could have been spent on more important things."*

*"Financial input into the regional stadium, only rare occasions when Kapiti Coast residents would use this facility."*

*"Railing on beachfront and sandunes was a waste of money."*

- roading/footpaths.

*"Rail crossing and station siting in Paraparaumu town is unsafe for pedestrians as crossing access from station to shopping area is dangerous across State Highway 1."*

*"They won't fix the roundabout at Rimu Road."*

*"Kapiti Road. It is too small, off-centre and difficult for traffic to use."*

*"Put footpaths down, change mind and dig up."*

*"Replaced footpath in Otaki main street. New one is worse than what we had before. The idea was good to modernise, but the contractor made a shoddy job of work and repairs will cost \$25,000."*

Summary Table - Main Actions/Decisions Disapproved Of

	Total District 1995 %	Ward			
		Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
<u>Percent Who Mentioned ...</u>					
Lack of consultation/communication/information	7	7	9	6	8
Slow to act/lack of action	6	6	1	8	6
Town planning/building permits/developments	6	8	8	3	5
Sale of airport	5	9	-	1	2
Waste money/use of consultants	5	3	4	5	9
Roading/footpaths	4	5	1	-	10



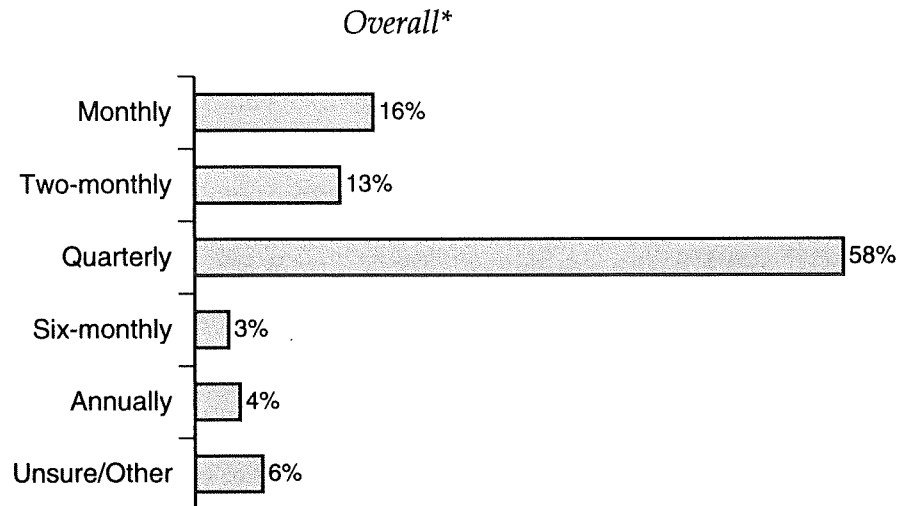




#### 4. Rates Issues

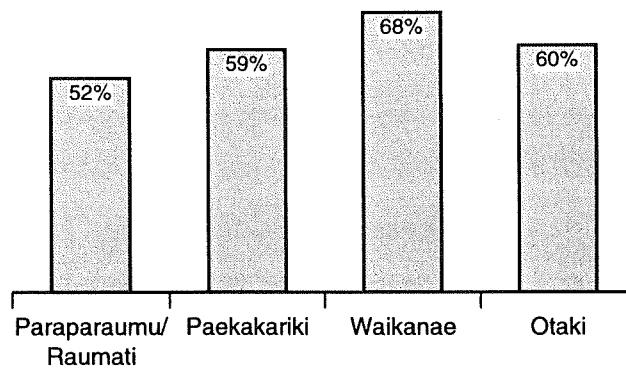


a. Preferred Frequency For Paying Rates

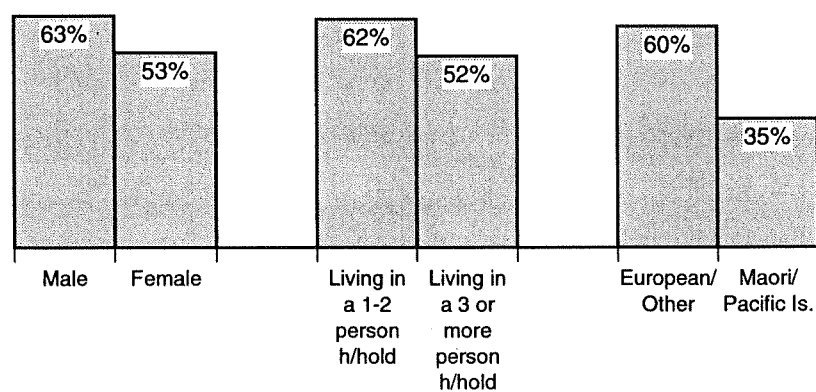


\* Base = 362 (ratepayers only)

*Percentage Who Prefer "Quarterly" Payment - By Ward*



*Percentage Who Prefer "Quarterly" Payment - Comparing Different Types Of Residents*



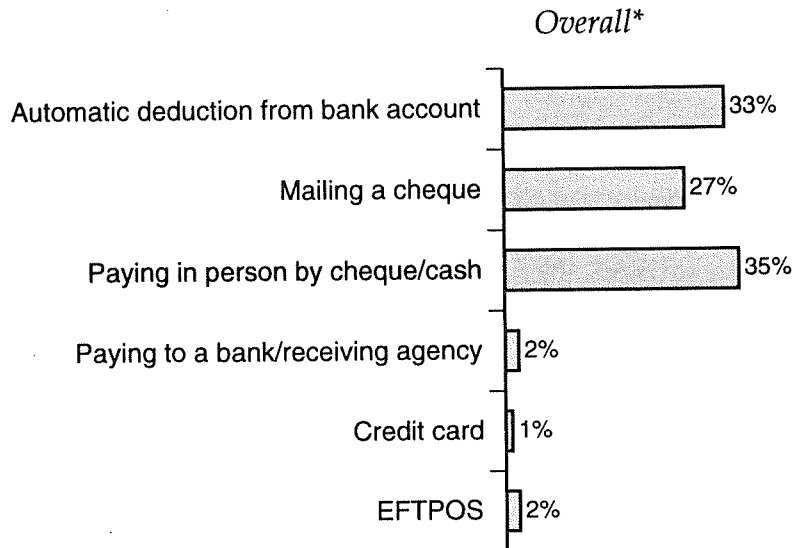
89% of residents identify themselves as ratepayers.

58% of Kapiti Coast District ratepayers would prefer paying their rates on a quarterly basis. No other option was preferred by more than 16% of ratepayers.

Ratepayers more likely to favour quarterly payments are ...

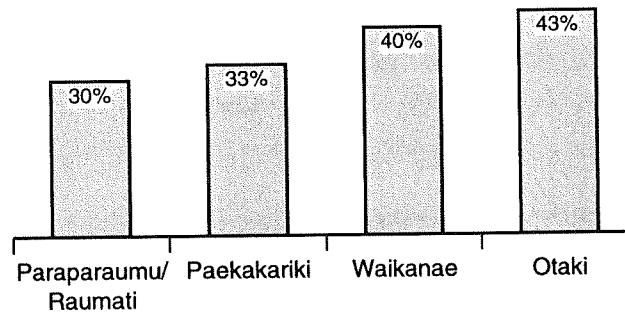
- Waikanae Ward ratepayers,
- men,
- ratepayers living in a one or two person household,
- European/Other ratepayers.

b. Preferred Way Of Paying Rates

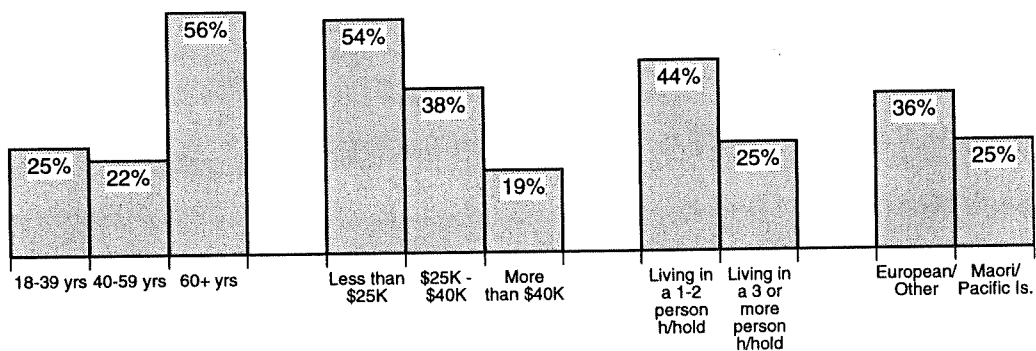


\* Base = 362 (ratepayers only)

*Percentage Who Prefer 'Paying In Person By Cheque Or Cash' - By Ward*



*Percentage Who Prefer 'Paying In Person By Cheque Or Cash' - Comparing Different Types Of Residents*



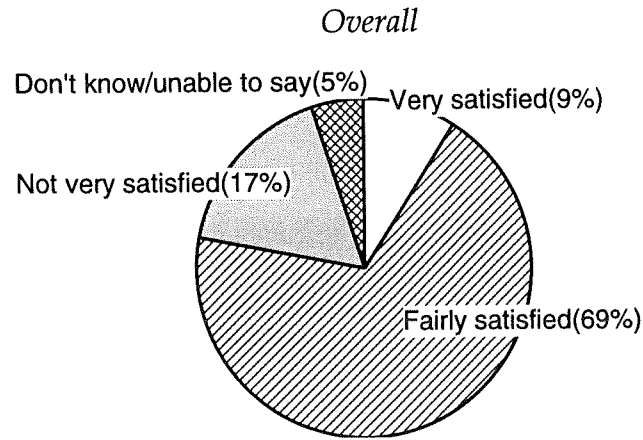
35% of Kapiti Coast District ratepayers would prefer to pay their rates in person by cheque or cash. 27% would prefer to pay by mailing a cheque. 33% would prefer to pay by automatic deduction from a bank account. No other option was preferred by more than 2% of ratepayers.

Ratepayers more likely to prefer paying in person by cheque or cash are ...

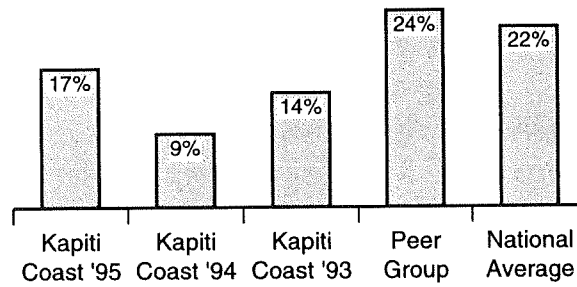
- Waikanae and Otaki Ward ratepayers,
- ratepayers aged 60 years or over,
- European/Other ratepayers,
- ratepayers who have a household income of less than \$25,000 pa,
- ratepayers living in a one or two person household.



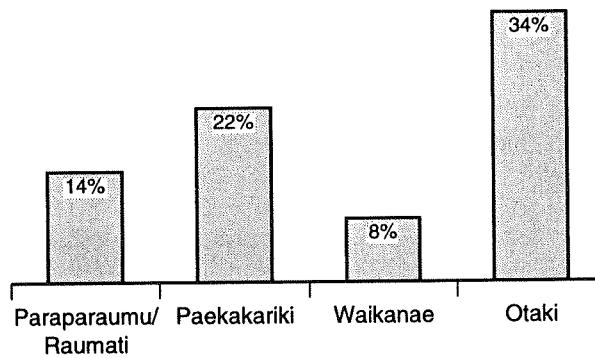
c. Satisfaction With The Way Rates Are Spent On Services And Facilities Provided By Council



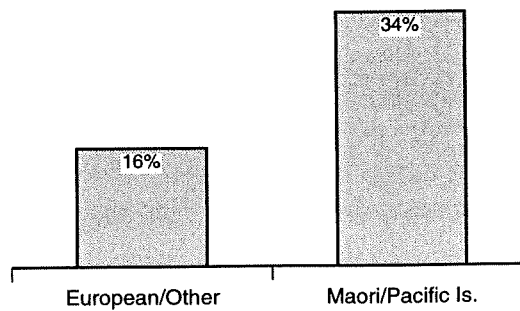
*Percent Not Very Satisfied - Comparison*



*Percent Not Very Satisfied - By Ward*



*Percent not Very Satisfied - comparing Different Types of Residents*



78% of residents are satisfied with the way rates are spent on services/facilities provided by Council. 17% of residents are not very satisfied with this spending, while 5% are unable to comment. There has been an 8% increase in those not being very satisfied since last year's reading.

Kapiti Coast residents compare favourably with Peer Group residents and residents nationwide in terms of those not being very satisfied with the way District rates are spent.

Residents more likely to be not very satisfied with the way rates are spent are...

- Otaki Ward residents,
- Maori/Pacific Island residents.

### *Reasons They Are Not Very Satisfied*

The 37 residents who are not very satisfied, give the following main reasons ...

- waste ratepayer's money,

*"Fancy kerbing when there are more unseen things that need fixing."*

*"Too much money going in legal costs."*

*"Costings for monuments and civic centres, plans drawn up, cost analysis very expensive, wasted money, plans never eventuate."*

*"Council doesn't seem to call for tenders for projects, if they did they would probably save quite a bit."*

*"Wasted on unnecessary items."*

*"Too much expenditure by Council, should be looking at cutting costs, not driving expensive cars."*

*"Feel the Mayor and Councillors are paid too much."*

*"Always seem to be doing the same bit of road, digging it up and putting it back."*

- roads need attention,

*"Very slow to put kerbs in."*

*"Dirty roads, potholes in roads, Waeranga Road is a disaster."*

*"The roading - sort out the access in and out of Kapiti Coast area."*

*"Kapiti Road could be made more attractive."*

- specific things need attention,

*"Street lighting."*

*"Parks."*

*"Water supply."*

- pay rates but don't get the service,

*"Don't get much for what we pay."*

*"More spent in the immediate area, rather than spending on outside projects such as stadium in Wellington."*

Summary Table - Main Reasons For Being Not Very Satisfied With Way Rates Spent

	Total District 1995 %	Ward			
		Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
<u>Percent Who Mentioned ...</u>					
Waste ratepayer's money	4	4	5	3	6
Roads need attention	4	4	-	-	(12)
Specific things need attention	4	3	2	1	(11)
Pay rates but don't get the service	4	2	7	-	10

Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 78%

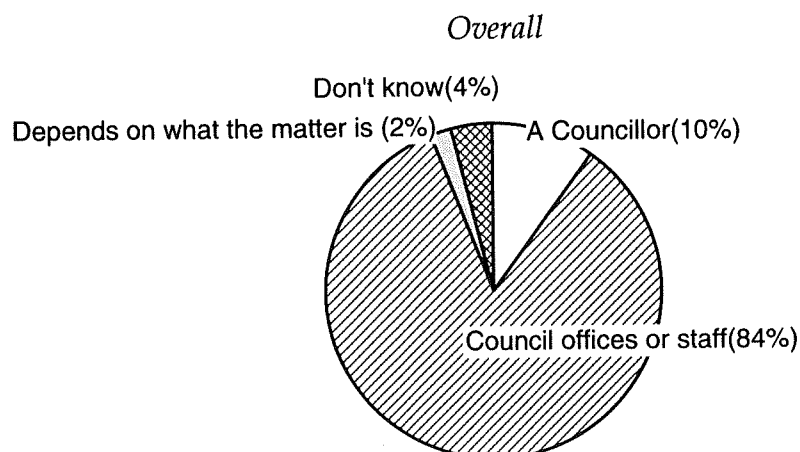


## **5. Contact With Council**



a. Contact With Council

i. Who They Approach First If They Have A Matter To Raise With Council



Summary Table - Who They Approach First If They Have A Matter To Raise With Council

	Total District 1995 %	Peer Group %	National Average %	Ward			
				Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
<u>Percent Who Contact ...</u>							
The Council offices or staff	84	62	64	88	79	79	81
A Councillor	10	15	12	7	19	14	12
Depends on what the matter is	2	7	5	2	2	-	3
The Mayor	-	7	7	-	-	-	-
Other/Don't know	4	9	12	3	-	7	5



84% of residents would contact Council offices or staff first if they had a matter to raise with Council, followed by a Councillor (10%). Kapiti Coast residents are more likely to contact Council offices first than their Peer Group residents and residents nationwide, while being less likely to contact the Mayor than Peer Group residents and residents nationwide.

Paraparaumu/Raumati Ward residents are more likely to contact Council offices first if they had a matter to raise with Council.

Residents who said it depends on what the matter is were asked to give examples of what they would contact a Councillor or the offices for ...

#### Contact A Councillor

*"Planning."*

*"General chat in passing locally on street or pub."*

*"Someone going to damage our property."*

*"Confirm information."*

*"Matters of policy."*

*"Trouble with the water supply."*

*"Replanting using exotic instead of native."*

*"Major new plan or activity."*

#### Contact The Offices

*"Dog bite/dog problems."*

*"Fire permit."*

*"Street sign in wrong place, and sports clubs."*

*"Meeting dates, responsibilities."*

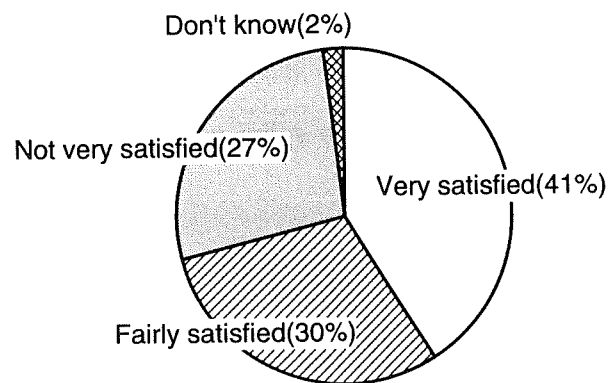
*"Town planning - took them to tribunal."*

*"Matters of particular services."*

*"Service issue."*

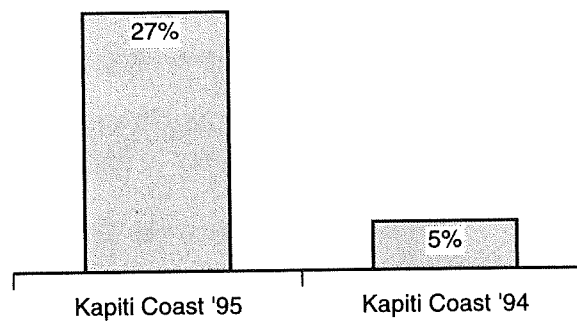
ii. Satisfaction With The Service And Response Received From A Councillor Or The Mayor

*Contacted A Councillor Or The Mayor In The Last 12 Months - Level Of Satisfaction*



Base = 92

*Percent Not Very Satisfied - Comparison*



Residents were asked if they had spoken to a Councillor or the Mayor in the last 12 months and 14% stated they had.

Of those residents who had spoken to a Councillor or the Mayor, 71% are satisfied with the service and the response they received. This reflects a 24% decrease in satisfaction since the 1994 reading.

#### *Reasons They Are Not Very Satisfied*

Of the 27% or 15 residents who are not very satisfied with this contact , the following explanations are given ...

- lack of response/no contact, mentioned by 15% of those residents who had contacted a Councillor or the Mayor in the last year,

*"Never replied to my letter."*

*"Matter was going to be looked into and never heard back."*

*"Not interested in what I had to say."*

*"Always at meetings, unable to contact Councillor and got no reaction to problems."*

- lack of action on various issues, 13%.

*"Pack of idiots, looked at the moss on Domain Road."*

*"Lack of a bridge across Queens Road to beachfront; they intended doing it and now it has been dropped."*

*"What happened with the manager at the swimming pool, it could have been looked into a bit more."*

*"Vacant section next door still a fire risk and has noxious weeds growing on it."*

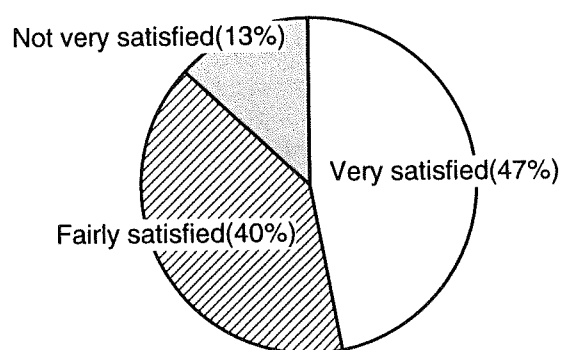
### iii. Satisfaction With Council Offices Visited/Phoned

The Council office residents mainly visit/phone is ...

	Total District 1995 %	Ward			
		Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
<u>Office Visited ...</u>					
Paraparaumu	68	99	96	28	21
Otaki	15	-	-	-	75
Waikanae	17	1	-	72	3

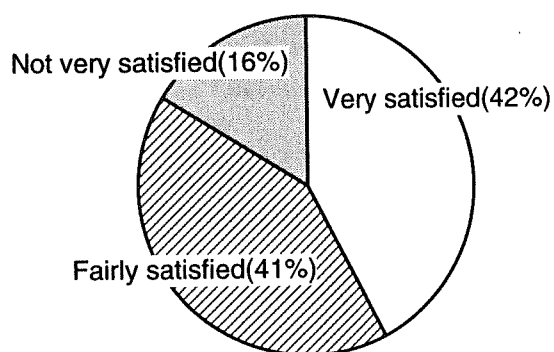
... the office in their Ward.

### Contacted A Council Office By Phone/Visit In The Last 12 Months



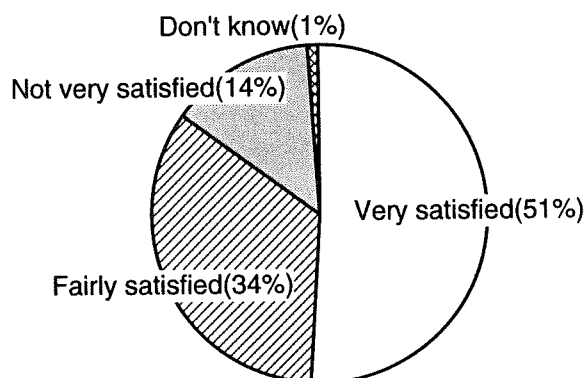
Base = 243

### Contacted Council Office By Phone In Last 12 Months

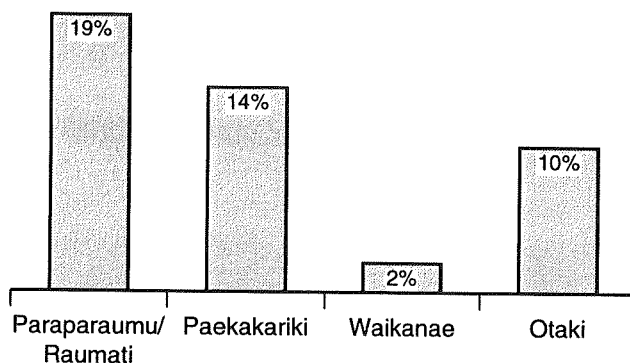
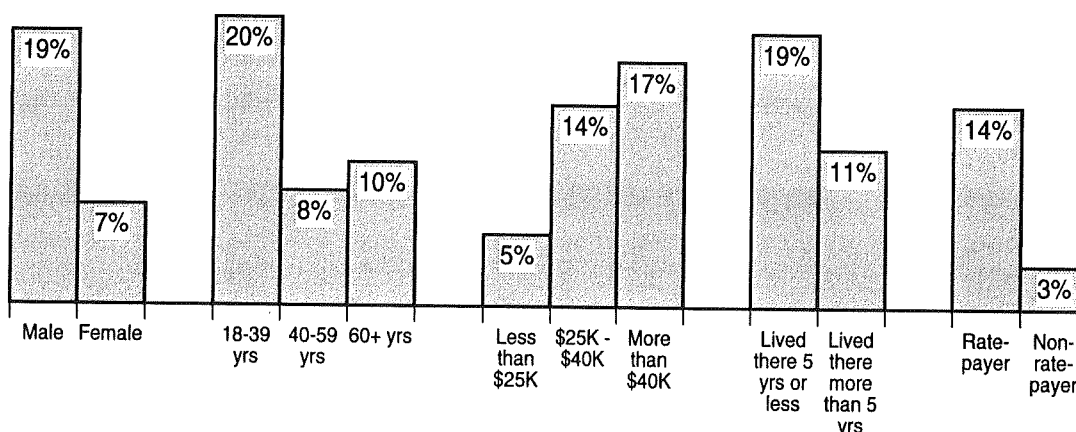


Base = 191

### Contacted Council Office In Person In Last 12 Months



Base = 167

*Percent Not Very Satisfied - By Ward**Percent Not Very Satisfied - Comparing Different Types of Residents*

Of the 243 residents who contacted the Council offices by phone or in person in the last 12 months, 87% are satisfied.

48% of all residents contacted the Council by phone, with 42% contacting the Council in person in the last 12 months.

83% of residents who contacted the Council by phone are satisfied. 85% of residents who contacted the Council in person are satisfied.

Residents more likely to be not very satisfied with their contact at Council offices are...

- men,
- residents aged 18 to 39 years,
- residents who have a household of \$25,000pa or more,
- shorter term residents, those who have lived in the District 5 years or less,
- ratepayers.

Waikanae Ward residents are less likely to be not very satisfied, than other Ward residents.

### *Reasons They Are Not Very Satisfied*

31 residents who are not very satisfied with their contact at a Council office, give the following reasons ...

- poor service/lack of action/no response, mentioned by 9% of residents who had contacted Council offices in the last year,

*"Very slack at following up enquiries."*

*"Delay in getting decision regarding housing permit. I was told it would take 10 days, but it took about 13 weeks."*

*"Relocation of garage. I kept getting told different stories and had to do three sets of drawings which cost me money."*

*"They give an answer just to keep you happy, you don't see any sort of result from query."*

*"Dog control, it took 4 months before there was any action and only then after lots of complaints."*

*"Not returning phone calls."*

*"Council never maintained right-of-way in Te Aute Street as they promised they would."*

*"Council said nothing could be done about neighbour lighting smokey fires in summer."*

- poor staff attitude/inefficient, 3%,

*"General disinterest, they are not client focussed."*

*"Very disappointed with attitude of Building Inspector."*

*"Not very polite, surly manner, preoccupied with chatting to each other."*

*"Council staff have no customer skills."*

- hard to get hold of right person, 3%.

*"Got pushed around, person in building section couldn't answer my question anyway."*

*"Get told to phone Paraparaumu for services."*

*"Always evasive about who is responsible for a function and you never get to see the guy in charge."*

#### Recommended Satisfaction Measure For Reporting Purposes:

Contacted Council office by phone/visit	= 87%
Contacted Council office by phone	= 83%
Contacted Council office in person	= 85%



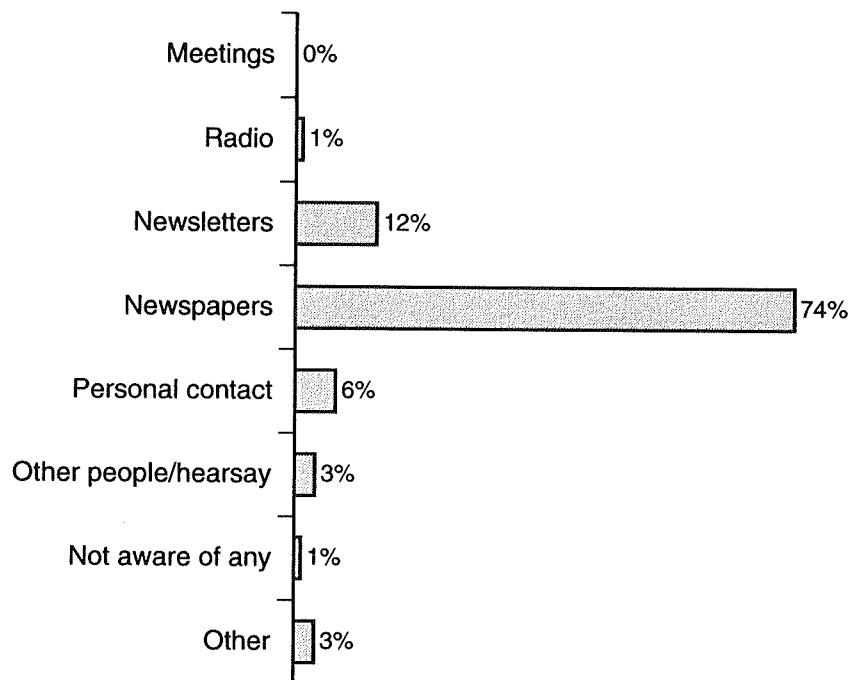




## 6. Information

a. **Forms of Information Provided By Kapiti Coast District Council**

i. **Main Source**



74% of residents say that their main source of information about Council is newspapers. No other source was mentioned by more than 12% of residents.

Residents more likely to favour newspapers as their main source of information are ...

- All Ward residents, except Otaki Ward residents,
- European/Other residents,
- residents who live in a 3 or more person household,
- non-ratepaying residents.

The newspapers people got their main source of information from are...

- Kapiti Observer, identified by 89% of residents who read newspapers as their main source of information,
- Kapiti Mail, 70%,
- Otaki Mail, 9%,
- Wellington Evening Post, 8%.





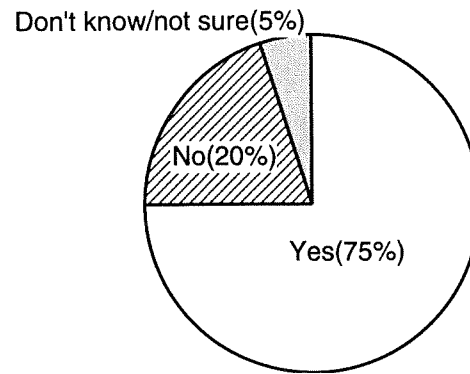
56% of residents believe that the information provided about Council is balanced neither for nor against Council. 24% of residents state that this information is a little one-sided in favour of Council, while 4% believe information provided about Council is a little one-sided against Council. 16% of residents are unable to comment on the balance of information provided about Council.

Residents more likely to feel information provided as balanced are...

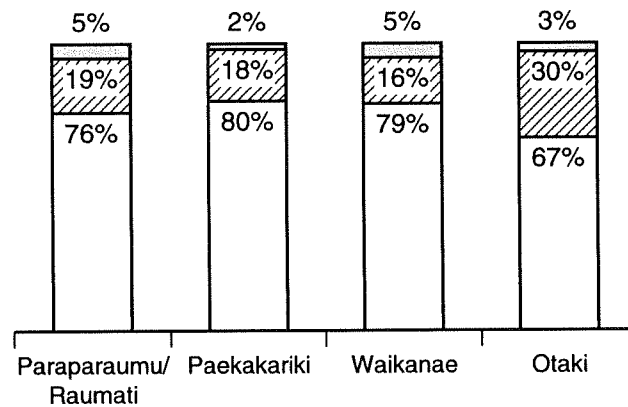
- Waikanae Ward residents,
- residents aged 60 years or over,
- residents who have a household income of less than \$25,000 pa.

iii. Readership Of Published Information About Council

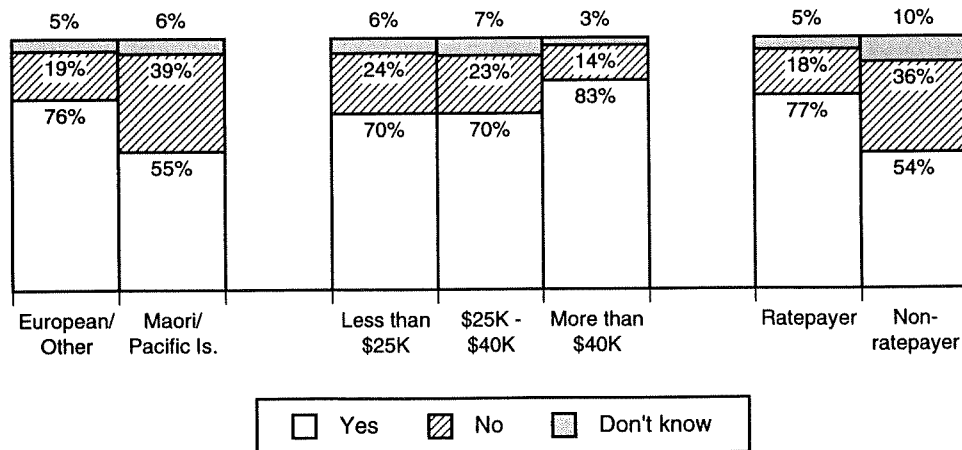
*Overall*



*Comparison - By Ward*



*Comparing Different Types Of Residents*



75% of Kapiti Coast residents said they had seen or read, in the last 12 months, information Council publishes specifically for the community.

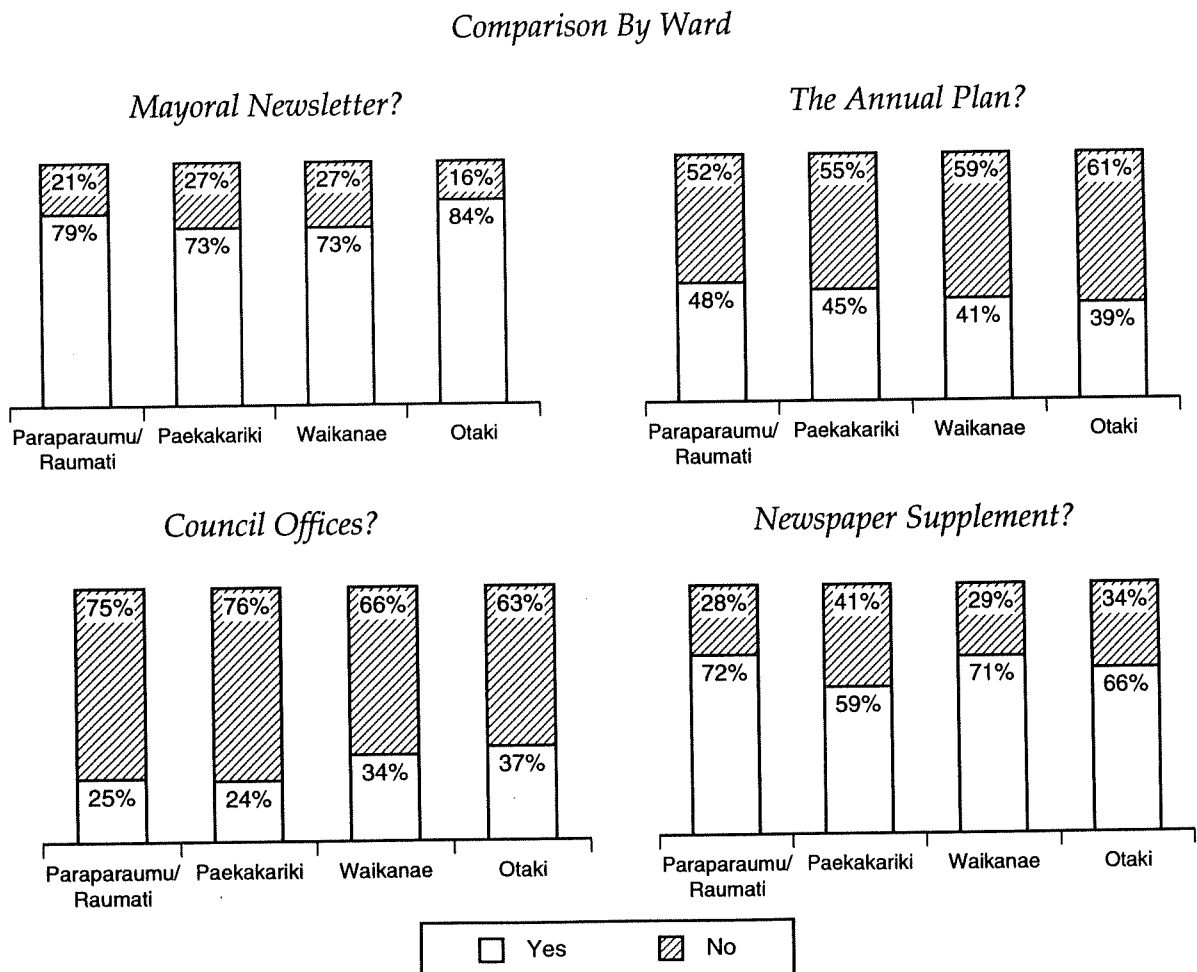
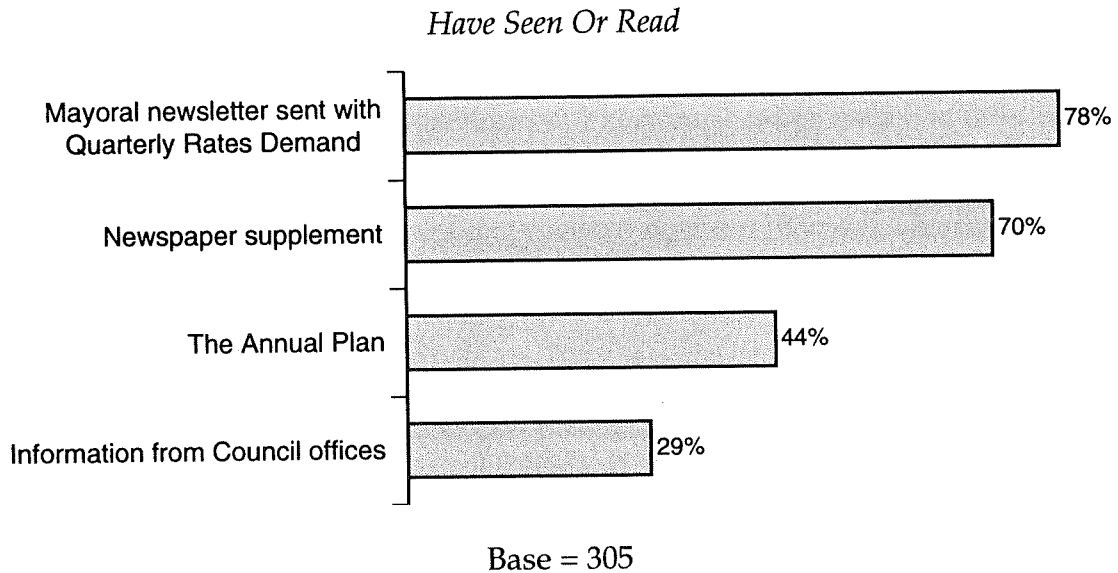
Residents more likely to have seen or read published Council information in the last 12 months are ...

- all Ward residents, except Otaki Ward residents,
- residents who have a household income of more than \$40,000 pa,
- ratepayers,
- European/Other residents.



iv. Types Of Published Information Residents Have Seen Or Read In The Last 12 Months

Those residents (75%) who had seen or read any information were asked to consider what types they had seen.



Of those who had seen or read information published by Council in the last 12 months, a majority (78%) had seen or read information in the Mayoral Newsletter and a newspaper supplement (70%).

Residents more likely to have seen or read the Mayoral Newsletter sent with the quarterly rates demands are ...

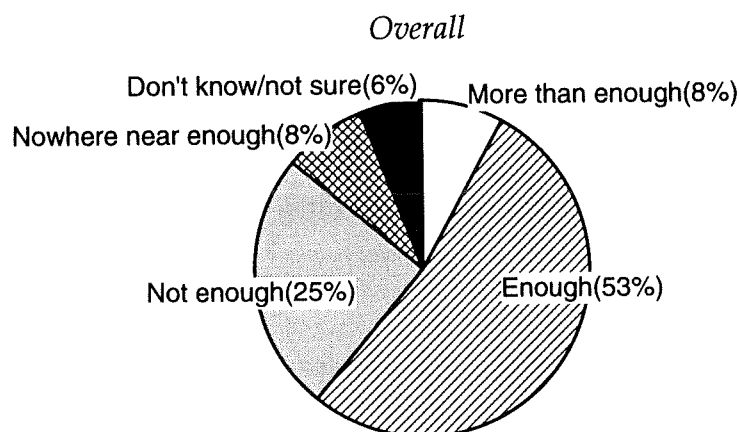
- residents who live in a 1 or 2 person household,
- longer term residents, those who have lived in the District more than 5 years,
- residents aged 40 years or over.

Residents more likely to have seen or read a newspaper supplement are ...

- Maori/Pacific Island residents,
- shorter term residents, those who have lived in the District 5 years or less,
- residents who have a household income of more than \$40,000 pa.

v. The Sufficiency Of The Information Supplied

All residents were asked whether they considered the information supplied by Council to be enough.



Summary Table - Comparing Different Types Of Residents

	Total District 1995 %	Ward				Household size		Age		
		Para- paraumu/ Raumati %	Paeka- kariki %	Wai- kanae %	Otaki %	1-2 person h/hold %	3+ person h/hold %	18-39 yrs %	40-59 yrs %	60+ yrs %
<u>Percent Who Mentioned ...</u>										
More than enough	8	8	6	11	4	6	9	10	7	5
Enough	53	56	54	56	43	58	48	45	60	56
Not enough	25	25	31	23	26	22	28	31	22	21
Nowhere near enough	8	6	2	4	18	10	5	4	7	12
Don't know/not sure	6	5	7	6	10	4	10	10	4	5
TOTAL	100	100	100	100	100	100	100	100	100	100

61% of residents feel that there is enough/more than enough information supplied, with 33% feeling there is not enough/nowhere near enough information supplied.

Paraparaumu Ward residents are more likely to say that there is nowhere near enough information being supplied by Council.

Residents more likely to feel that there is enough information from Council are ...

- all Ward residents, except Otaki ward residents,
- residents aged 40 years or over,
- European/Other residents,
- ratepayers,
- residents who live in a 1 or 2 person household,
- residents who have a household income of less than \$25,000 pa or more than \$40,000 pa.

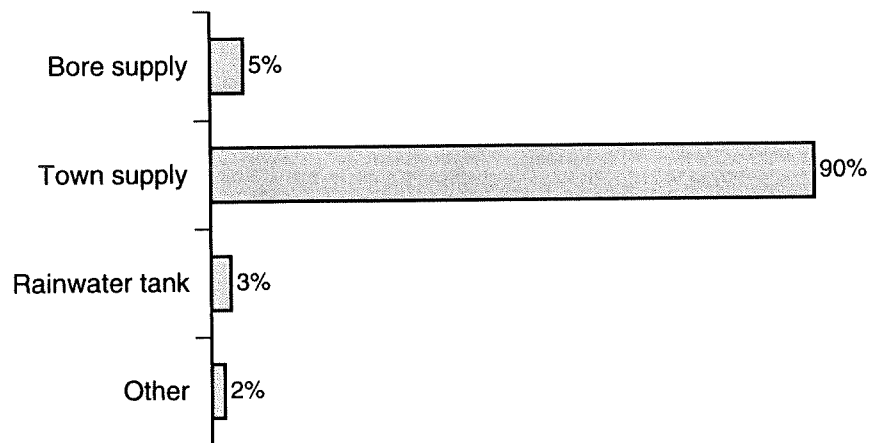


## 7. Local Issues



a. **Water Supply**

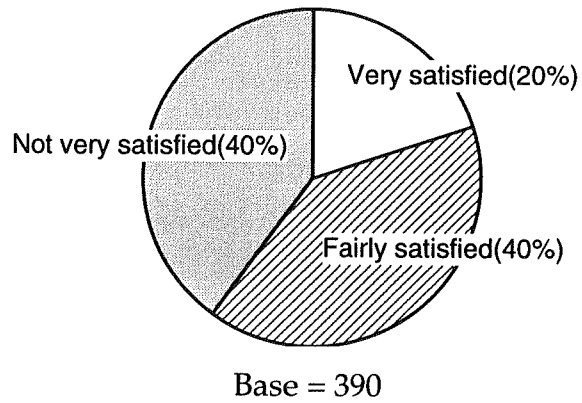
i. **Where Residents Get Their Water Supply**



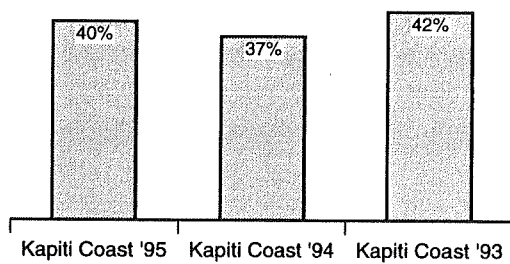
90% of residents are on the town water supply, with 5% on bore supply and 3% with a rainwater tank.

iii. Satisfaction With The Taste Of Water For Town Or Bore Water Supply

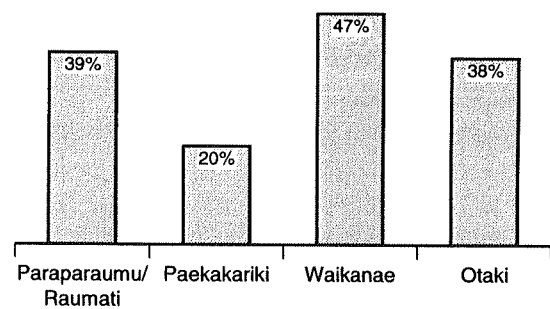
*On Town, Bore or other Water Supply*



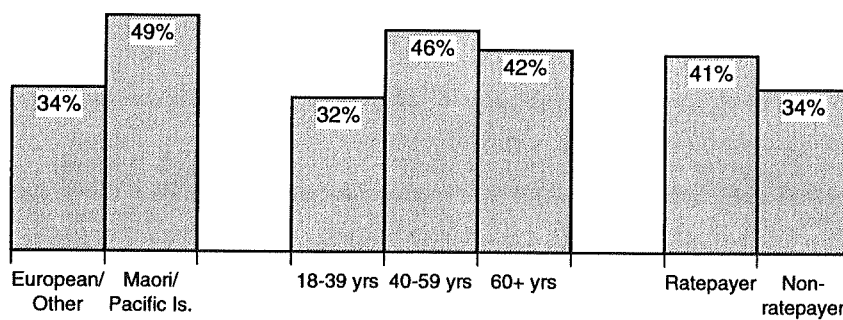
*Percent Not Very Satisfied - Comparison*



*Percent Not Very Satisfied - By Ward*



*Percent Not Very Satisfied - Comparing Different Types Of Residents*





60% of Kapiti Coast District residents who have a town, bore or other (but not rainwater tank) water supply are satisfied with the taste of their water supply. The level of those not very satisfied is similiar to the 1994 reading.

Residents not very satisfied with the taste of the water supply are more likely to be ...

- all Ward residents, except Paekakariki Ward residents,
- residents aged 40 years or over,
- Maori/Pacific Island residents,
- ratepayers.

### *Reasons They Are Not Very Satisfied*

155 residents say they are not very satisfied with the taste of their water supply and mention the following main reasons ...

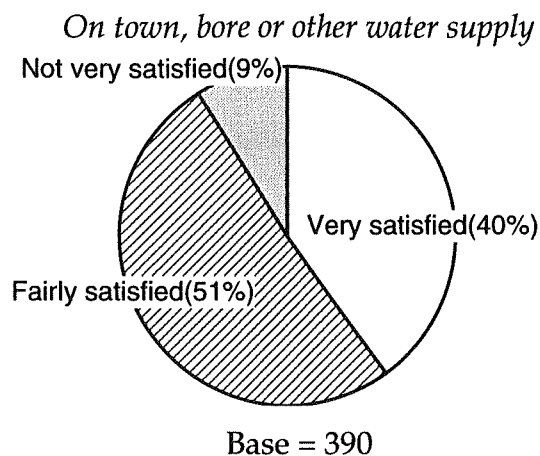
- horrible taste,
  - "It's bitter."*
  - "Tastes muddy."*
  - "Not a good taste, avoid drinking it."*
  - "Tastes rotten, like something died in it."*
  - "Tastes foul if left for 30 seconds before drinking."*
  - "Metallic, vile taste."*
- too much chlorine/too many chemicals,
  - "Chemical taste."*
  - "Tastes like Janola or Chlorogen."*
  - "Something is added to it which corrodes copper cylinders. They are not careful about measuring correct quantity of chemical needed."*
  - "Don't approve of aluminium to help clean it."*
  - "Fluoride in it."*
- have to use filter/purifier,
  - "Filter cleans the chlorine and impurities."*
  - "Needs to be filtered to make it drinkable."*
- variable taste/smell,
  - "Chemical flavour to water especially early morning."*
  - "After rain, a lot of chlorine in the water."*
  - "Appears stronger in the morning with chlorine smell, even in the shower you can smell it."*
  - "Too much variance in taste."*
- have to boil the water.
  - "Boiling removes chlorine."*

Summary Table - Main Reasons For Being Not Very Satisfied With Taste Of Water

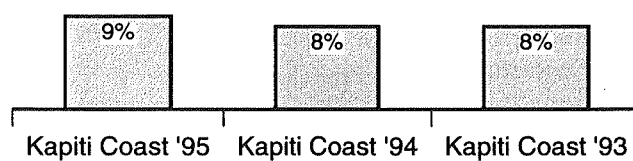
	Total District 1995 %	Ward				Lengths of Residence	
		Paraparaumu/ Raumati %	Paeka- kariki %	Wai- kanae %	Otaki %	5 yrs or less %	More than 5 years %
<u>Percent Who Mentioned ...</u>							
Horrible taste	21	23	11	26	13	29	18
Too much chlorine/too many chemicals	19	17	8	20	27	19	20
Have to use filter/purifier	6	8	4	9	-	9	5
Variable taste/smell	5	5	1	6	5	3	6
Have to boil the water	5	4	2	9	1	5	5

Recommended Satisfaction Measure For Reporting Purposes:  
On Town, Bore or other Water Supply = 60%

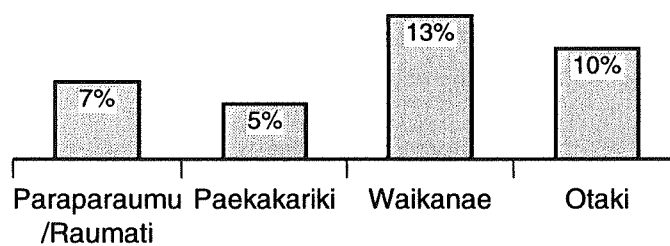
iii. Satisfaction With Water Pressure



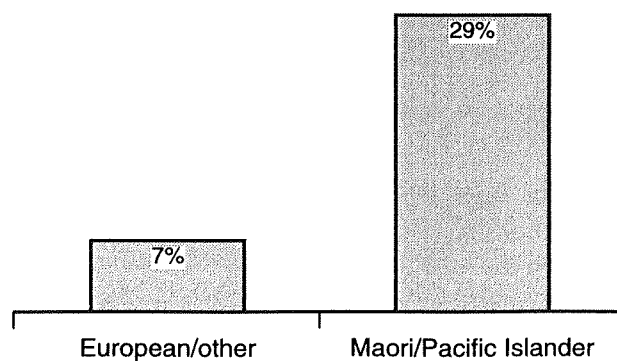
*Percent Not Very Satisfied - Comparison*



*Percent Not Very Satisfied - By Ward*



*Percent Not Very Satisfied - Comparing Different Types of Residents*



91% of Kapiti Coast residents who have a town, bore or other water supply are satisfied with water pressure. This reading is similar to the 1994 reading, in terms of those not very satisfied.

Maori/Pacific Island residents are more likely to be not very satisfied with water pressure and Waikanae and Otaki Ward residents..

*Reasons They Are Not Very Satisfied*

34 residents say they are not very satisfied with water pressure. The main reasons given are ...

- low water pressure, mentioned by 6% of residents who have a bore, are on the town or other water supply,

*"Can't do too much cleaning with it."*

*"Took 2 hours to do a load of washing."*

*"Had to put special adaptors on the taps to provide pressure."*

*"Hopeless, hoses wouldn't put out a fire."*

*"Not enough pressure on the hot water."*

- variable pressure/low in summer, 2%,

*"Constant pressure is not available."*

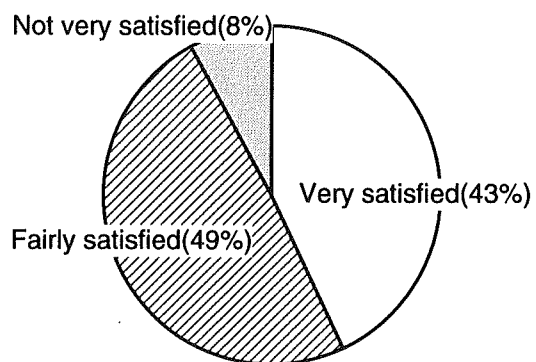
*"In summer, water just trickles out."*

- affected by other users/live on a hill, 2%.

*"Last house on street."*

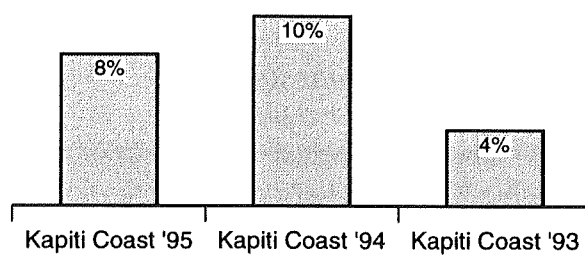
iv. Satisfaction With Continuity Of Water Supply

*On town, bore or other water supply*

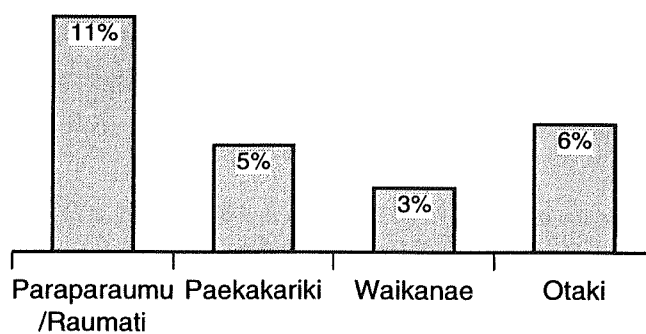


Base = 390

*Percent Not Very Satisfied - Comparison*



*Percent Not Very Satisfied - By Ward*



92% of Kapiti Coast District residents on the town or bore, other water supply are satisfied with the continuity of their water supply. The level of those not very satisfied is similar to the 1994 reading.

Paraparaumu/Raumati Ward residents are slightly less likely to be not very satisfied than other Ward residents.

### *Reasons They Are Not Very Satisfied*

30 residents are not very satisfied with the continuity of their water supply.

The following reasons are given for being not very satisfied...

- restriction during the summer, 6% of all residents on a bore, town or other water supply,

*"In summer, there are restrictions which means gardening takes a back seat."*

*"In summer months, we run out of water and we cannot water the lawn or wash your car. We can only water garden every second day all year round."*

*"When it's restricted, it is frustrating, particularly when you abide by the rules and others don't."*

- no water/lack of planning/upgrade, 2%,

*"We're at the mercy of the weather."*

*"Future supply not being considered, growing area needs more services."*

*"Not sufficient for all houses."*

*"Concerned about firefighting problems."*

*"When power stops, we don't have any water at all."*

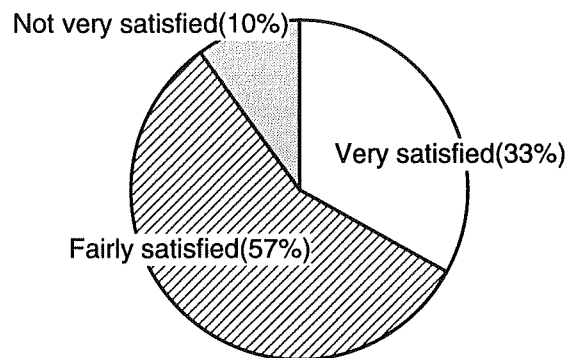
- others, 1%.

*"Sometimes they turn the water tank off without warning."*

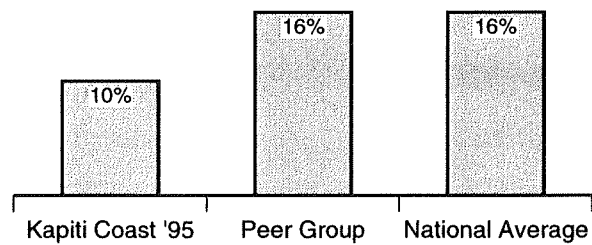
*"More consultation needed."*

## v. Satisfaction With the Water Supply Overall

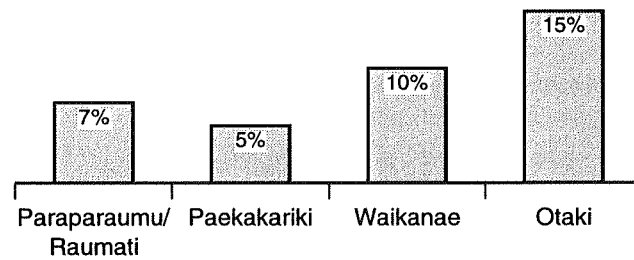
*On town, bore or other water supply*



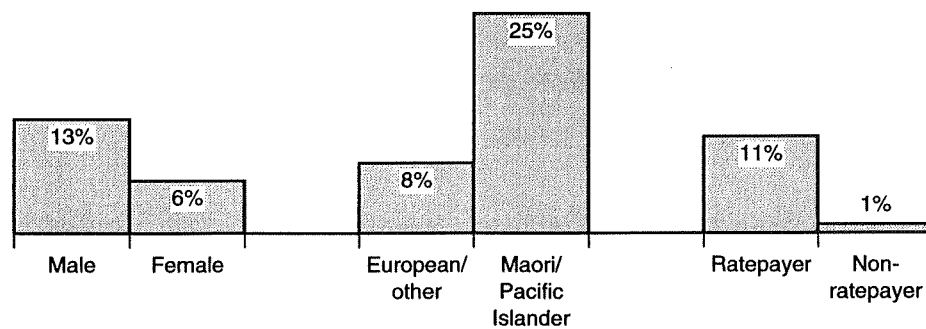
*Percent Not Very Satisfied - Comparison*



*Percent Not Very Satisfied - By Ward*



*Percent Not Very satisfied - Comparing Different Types of Residents*





90% of residents who have a bore or town or other (but not rainwater tank) water supply are satisfied with the water supply, while 10% are not very satisfied with this service. This level of being not very satisfied compares favourably with Peer Group residents and residents nationwide for water supply.

Residents more likely to be not very satisfied with the water supply overall are...

- Otaki Ward residents,
- men,
- Maori/Pacific Island residents,
- ratepayers.

#### *Reasons They Are Not Very Satisfied*

37 residents are not very satisfied with the water supply overall and give the following main reasons...

- inadequate supply/short in summer, mentioned by 3% of those residents who have a bore, town or other water supply,

*"Too many people for supply."*

*"Need more water in summer."*

- terrible taste, 3%,

*"Don't like the taste and smell of it."*

- restrictions in summer, 2%,

*"Daily limit."*

*"Otaki does not have a water supply problem but we are covered by the same restrictions for hosing as the rest of the Coast. This is unfair."*

*"Don't like the hours of hosing at night, it should be earlier."*

- needs upgrading, 2%.

*"Water supply not good enough since you pay by meter."*

*"Tasman bore is terrible and money needs to be spent to improve it."*



## **8. Representation**

The success of democracy in the Kapiti Coast District Council depends on the Council both influencing and encouraging the opinions of its citizens and representing these views and opinions in its decision making. Council wished to understand the perceptions that its residents had on how easy or how difficult it would be to have their views heard. It is understood that people's perceptions can be based either on personal experience or on hearsay.



a. **Awareness Of Their Councillors**

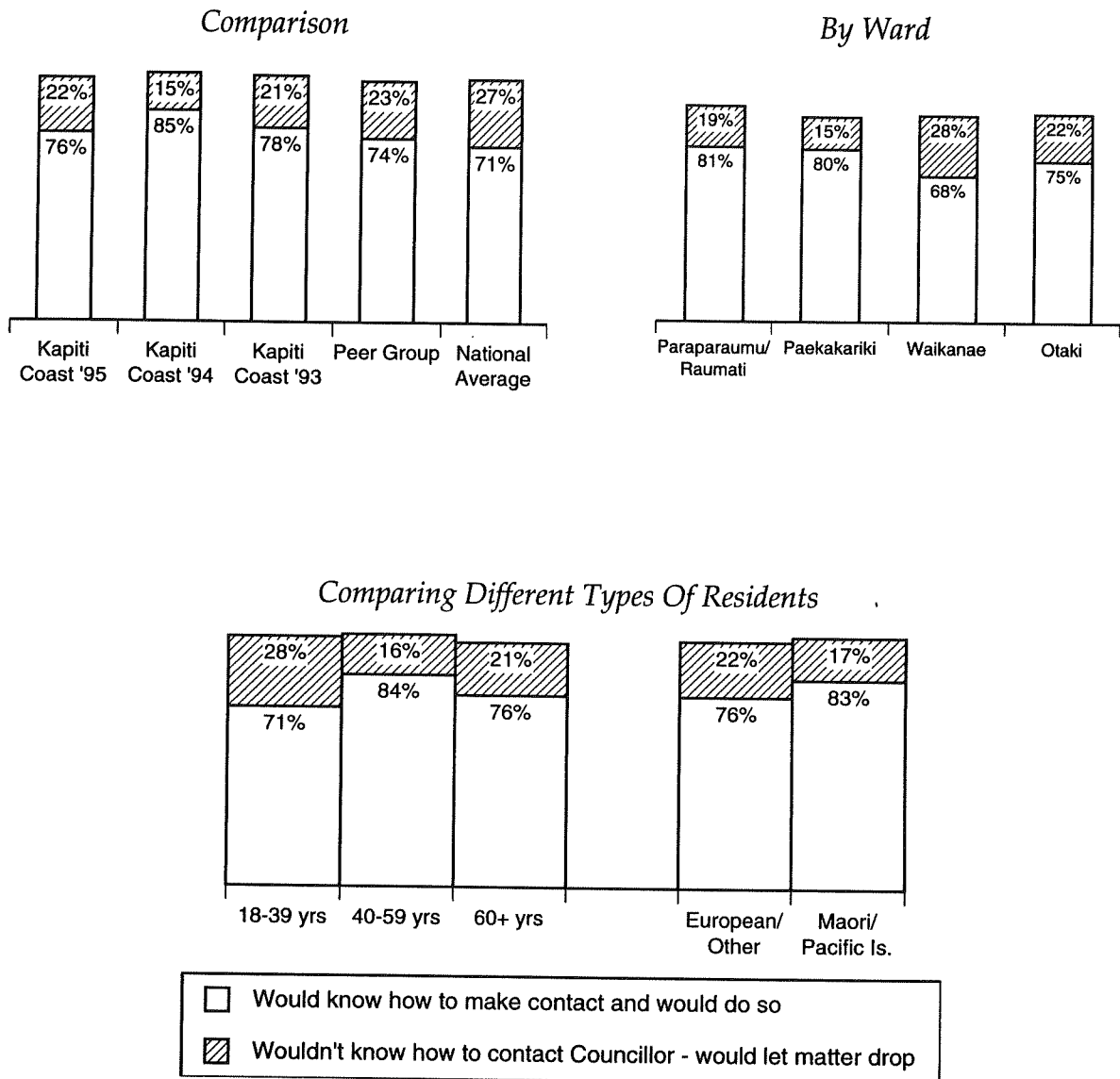
To be able to put a viewpoint to a Councillor, a citizen must first know who their Councillors are.

Number of Councillors Correctly Identified	1995 %	1994 %
5+	6	3
4	5	5
3	10	10
2	21	20
1	31	42
Incorrect name only	1	2
No names recalled	26	18
TOTAL	100	100
BASE	400	400

In Kapiti Coast District, on average, people are able to name two Councillors correctly.

In 1995, 73% of residents can name at least one Councillor, compared to 80% in 1994.

## b. Accessibility Of Councillors



76% of residents feel they know how to contact a Councillor and would go ahead and do so if the situation arose where they wanted to put a viewpoint, problem or issue to a Councillor. There has been a decrease in accessibility since the 1994 reading.

Kapiti Coast District residents are on par with both the National Average and its Peer Group in terms of the accessibility of Councillors.

Residents more likely to feel they would know how to contact a Councillor and would go ahead and do so are ...

- Paraparaumu/Raumati and Paekakariki Ward residents,
- residents aged 40 to 59 years,
- Maori/Pacific Island residents.

c. Councillors' ApproachabilitySummary Table - Degree Of Approachability

	Welcome comments - be comfortable <u>approaching</u> %	Reluctant/ resistant - have to <u>push hard</u> %	Somewhere between <u>the two</u> %	Don't <u>know</u> %
<b><u>Total District</u></b>				
<b>1995</b>	<b>39</b>	<b>14</b>	<b>28</b>	<b>19</b>
1994	39	18	26	17
1993	38	18	31	13
<b><u>Comparison</u></b>				
Peer Group	43	13	35	9
National Average	40	14	37	9
<b><u>Ward</u></b>				
Paraparaumu/ Raumati	38	13	32	17
Paekakariki	32	(27)	36	(5)
Waikanae	(49)	9	(17)	(25)
Otaki	33	21	30	16
<b><u>Age</u></b>				
Under 40 years	(26)	14	(41)	19
40 - 59 years	43	12	26	19
60 years and over	50	15	16	19
<b><u>Household Income</u></b>				
Less than \$25,000	(45)	14	(19)	(22)
\$25-\$40,000	36	17	32	15
\$40,000+	37	12	36	15
<b><u>Household Size</u></b>				
1-2 person	(47)	12	21	20
3 or more person	30	16	(37)	17
<b><u>Pay Rates?</u></b>				
Yes	(41)	(15)	26	18
No	27	7	(48)	18

% read across



In terms of how approachable residents feel their Councillors to be, 39% believe their elected representatives welcome questions, comments and requests to such an extent that they would feel comfortable approaching them.

Kapiti Coast residents are slightly less likely to see Councillors as comfortable to approach than their Peer Group and the National Average.

Residents more likely to feel comfortable approaching Councillors are ...

- Waikanae Ward residents,
- residents aged 40 or over,
- residents who have a household income of less than \$25,000 pa,
- ratepayers,
- residents who live in a one or two person household.

# **d. Perceived Degree Of Open-Mindedness Of Councillors**

Summary Table - Degree Of Open-Mindedness

	Give fair and open- minded <u>hearing</u> %	Give defensive one-sided <u>hearing</u> %	Somewhere between <u>the two</u> %	Don't <u>know</u> %
<b><u>Total District</u></b>				
1995	30	21	38	11
1994	23	20	42	15
1993	29	20	39	12
<b><u>Comparison</u></b>				
Peer Group	36	19	38	7
National Average	30	18	46	6
<b><u>Ward</u></b>				
Paraparaumu/Raumati	(31)	17	(42)	10
Paekakariki	26	21	(48)	(5)
Waikanae	(35)	19	33	13
Otaki	22	(31)	31	16
<b><u>Age</u></b>				
18-39 years	26	20	42	12
40-59 years	26	19	41	14
60+ years	(37)	22	(30)	11
<b><u>Household Size</u></b>				
1-2 person	(34)	20	31	(15)
3 or more person	25	21	(45)	9
<b><u>Sex</u></b>				
Male	25	(30)	37	8
Female	(35)	12	38	(15)
<b><u>Household Income</u></b>				
Less than \$25,000pa	32	20	33	15
\$25,000pa-\$40,000pa	32	23	33	15
More than \$40,000pa	(24)	19	(46)	11
<b><u>Pay Rates?</u></b>				
Yes	(31)	(22)	37	10
No	23	13	(47)	(17)

% read across

30% of Kapiti Coast District residents feel that Councillors give a fair and open-minded hearing when dealing with local community issues. There has been a 7% increase in this positive feeling since the 1994 reading. 21% believe Councillors give a defensive and one-sided hearing, whilst most of the balance, 38%, feel the answer is somewhere between the two.

Kapiti Coast District residents express similar feelings that Councillors give a fair and open-minded hearing as their Peer Group residents and residents nationwide.

Residents more likely to feel that Councillors give a fair and open-minded hearing are...

- Paraparaumu/Raumati and Waikanae Ward residents,
- residents aged 60 years or over,
- residents who live in a 1 or 2 person household,
- women,
- residents who have a household income of \$40,000 pa or less,
- ratepayers.

e. Expected Degree Of ConsultationSummary Table - Expected Degree Of Consultation

	Get on with job, keep <u>informed</u> %	Consult on major <u>issues</u> %	Consult on most <u>issues</u> %	No <u>opinion</u> %
<b><u>Total District</u></b>				
1995	17	61	20	2
1994	14	64	20	2
1993	18	55	26	1
<b><u>Comparison</u></b>				
Peer Group	15	53	31	1
National Average	14	54	31	1
<b><u>Ward</u></b>				
Paraparaumu/Raumati	17	(65)	16	2
Paekakariki	13	52	(35)	-
Waikanae	18	(68)	13	1
Otaki	19	45	(35)	1
<b><u>Ethnicity</u></b>				
European/Other	16	(62)	20	2
Maori/Pacific Island	(35)	46	19	-
<b><u>Household Income</u></b>				
Less than \$25,000	(26)	47	(26)	1
\$25,000-\$40,000	15	66	19	-
More than \$40,000	10	72	16	2
<b><u>Household Size</u></b>				
1-2 person	(21)	57	19	3
3 or more person	13	(66)	21	-

% read across

When asked how much consultation they would like Council to have with its citizens, 61%, opted for Council consulting with people on major issues only, otherwise getting on with the job they were elected to do. A minority (20%) desire step by step consultation on most issues.

Kapiti Coast District residents want consultation on major issues more than their Peer Group and New Zealanders on average.

Residents more likely to state that they want consultation on major issues only are ...

- Paraparaumu/Raumati Ward and Waikanae residents,
- European/Other residents,
- residents who have a household income of \$25,000 pa or more,
- residents who live in a three or more person household.

Those who expressed a desire for consultation on major issues, 61% overall, were asked what they considered to be major issues. Main issues arising are ...

- water supply / shortage, mentioned by 21% of all residents,
- sewerage system, 16%,
- roading issues, 13%,
- large items of expenditure, 9%,
- transmission gully, 8%,
- rates issues, 7%,
- airport issue, 7%.

Summary Table - Major Issues Requiring Consultation

	Total District <u>1993</u> %	<u>Ward</u>				<u>Sex</u>		<u>H/hold Income</u>		
		<u>1</u> %	<u>2</u> %	<u>3</u> %	<u>4</u> %	<u>Male</u> %	<u>Fe- male</u> %	<u>Less</u> <u>than</u> <u>\$25k</u> %	<u>More</u> <u>\$25k-</u> <u>\$40K</u> %	<u>than</u> <u>\$40k</u> %
Percent Who <u>Mentioned ...</u>										
Water supply/ shortage	21	20	14	(33)	13	(27)	16	(14)	22	28
Sewerage system	16	13	10	(27)	11	(21)	12	9	14	(24)
Roading issues/ footpaths	13	(17)	(20)	8	7	14	12	6	13	20
Large items of expenditure	9	8	6	7	14	(13)	6	2	5	(19)
Transmission gully	8	9	9	8	6	8	8	(3)	12	9
Rates issues	7	8	4	(1)	11	6	8	5	7	10
Airport issue	7	(10)	4	3	3	7	7	7	6	8

## Ward Key:

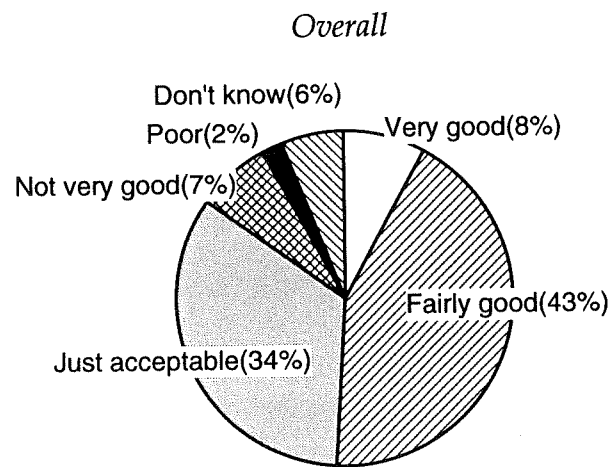
1 - Paraparaumu/Raumati

2 - Paekakariki

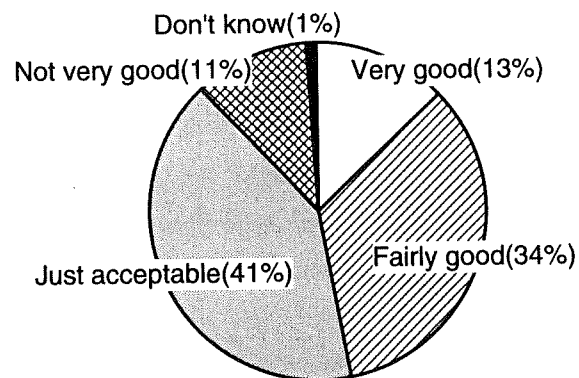
3 - Waikanae

4 - Otaki

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



*Contacted Mayor Or Councillor In The Last 12 Months*



Base = 61

Summary Table - Performance Rating Of The Mayor And Councillors In The Last Year

	<u>Rated as ...</u>			
	<u>Very good/ fairly good</u> %	<u>Just acceptable</u> %	<u>Not very good/poor</u> %	<u>Don't know</u> %
<b><u>Total District</u></b>				
<b>1995</b>	<b>51</b>	<b>34</b>	<b>9</b>	<b>6</b>
Contacted Mayor or Councillor	47	(41)	11	1
1994	53	24	11	12
1993	56	24	13	7
<b><u>Comparison</u></b>				
Peer Group	56	29	13	2
National Average	58	28	13	1
<b><u>Ward</u></b>				
Paraparaumu/Raumati	56	30	7	7
Paekakariki	53	31	14	4
Waikanae	51	34	8	7
Otaki	38	(43)	18	1

% read across



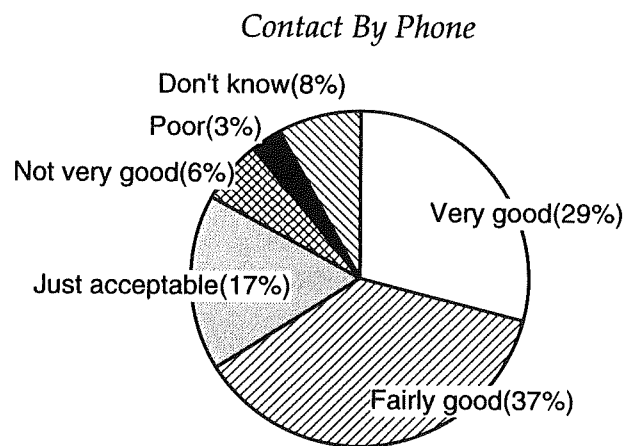
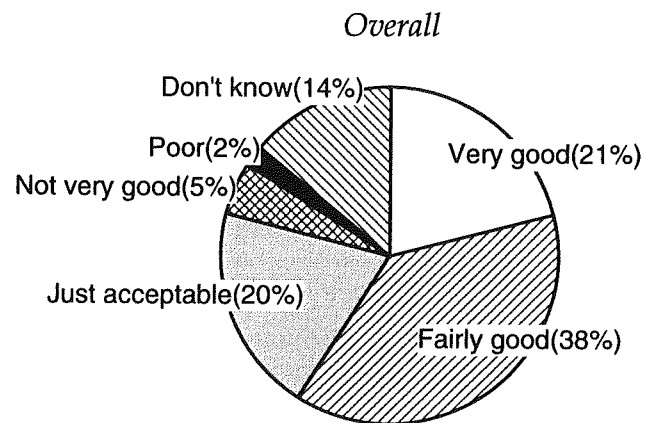
Just over 5 in 10 (51%) of Kapiti Coast District residents rate the performance of the Mayor and Councillors over the past year as very or fairly good. Kapiti Coast District residents' rating of the performance of their Councillors is slightly less favourable than their Peer Group and National Average readings, however they are more likely to say just acceptable than not very good/poor.

Of the 61 residents who had contacted the Mayor or Councillors in the last 12 months, 47% rate their performance as very or fairly good.

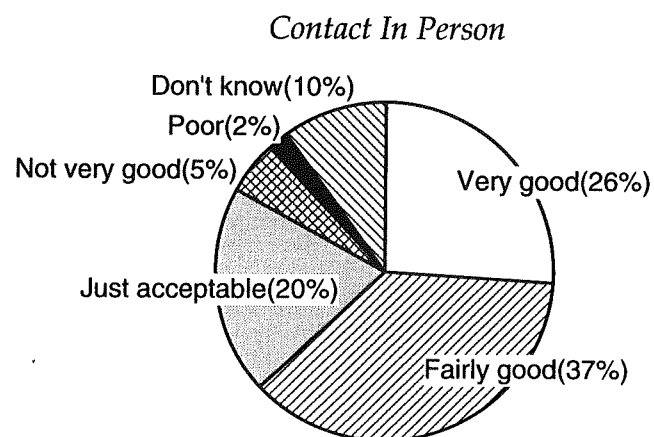
Otaki Ward residents are less likely to rate the performance of the Mayor and Councillors over the past year as very or fairly good, than other Ward residents.

There are no significant differences amongst resident socio-economic groups.

g. Performance Rating Of The Council Staff In The Last Year



Base = 191



Base = 167

Summary Table - Performance Rating Of The Council Staff In The Last Year

	<u>Rated as ...</u>			
	<u>Very good/ fairly good</u> %	<u>Just acceptable</u> %	<u>Not very good/poor</u> %	<u>Don't know</u> %
<b><u>Total District</u></b>				
<b>1995</b>	<b>59</b>	<b>20</b>	<b>7</b>	<b>14</b>
Contact by phone	66	13	9	18
Contact in person	63	11	7	16
1994	60	12	6	22
1993	65	13	6	16
<b><u>Comparison</u></b>				
Peer Group	62	26	10	2
National Average	60	27	9	4
<b><u>Ward</u></b>				
Paraparaumu/Raumati	57	25	6	12
Paekakariki	60	20	4	16
Waikanae	66	10	2	22
Otaki	56	19	17	8
<b><u>Age</u></b>				
18-39 years	55	22	9	14
40-59 years	63	18	5	14
60+ years	62	15	8	15
<b><u>Length of Residence</u></b>				
5 years or less	65	18	4	13
More than 5 years	57	21	8	14

% read across

59% of residents rate the performance of the Council staff as fairly or very good. Kapiti Coast District Council staff's performance is on par with the performances of Peer Group Council's staff and those nationwide on average.

Residents more likely to rate the performance of Council's staff as fairly or very good are...

- residents aged 40 years and over,
- women,
- shorter term residents, those who have lived in the District 5 years or less.

Otaki Ward residents are more negative in rating Council's staff performance, than other Ward residents.



\* \* \* \* \*

**E. APPENDIX****Base by Sub-sample**

	Actual respondents <u>interviewed</u>	*Expected numbers according to population <u>distribution</u>
<u>Ward</u>		
Paraparaumu/Raumati	200	202
Paekakariki	60	20
Waikanae	70	98
Otaki	70	80
<u>Sex</u>		
Male	197	189
Female	203	211
<u>Age</u>		
18 - 39 years	101	143
40 - 59 years	131	119
60+ years	168	138
<u>Ethnicity</u>		
European/Other	377	373
Maori/Pacific Islander	23	27

- \* Interviews are intentionally conducted in approximately equal numbers in each ward, even though the populations may differ from ward to ward. This is done to give a relatively robust sample base within each 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.