



Kāpiti Coast District Council Resident Opinion Survey Additional Information Report

May 2016



Key Research
+64 7 575 6900
www.keyresearch.co.nz

Contents

1. Questionnaire	6
DEMOGRAPHICS	7
QUOTA TARGETS	8
ROADS, FOOTPATHS AND CYCLE WAYS	9
SOLID WASTE	10
TWO WATERS: WATER SUPPLY AND STORMWATER	11
RECREATION AND LEISURE	12
COMMUNITY FACILITIES	13
PARKS, RESERVES AND OPEN SPACES	14
COMMUNITY SUPPORT	16
DEVELOPMENT MANAGEMENT	17
STATED IMPORTANCE OF COUNCIL ACTIVITIES	18
COMMUNICATION	19
INTERACTION WITH COUNCIL	20
VALUE FOR MONEY	21
OVERALL PERFORMANCE	21
EMERGENCY MANAGEMENT	22
GENERAL	22
DEMOGRAPHICS	22
QUALITY CONTROL	23
2. Verbatim comments	24
RF4. Are there any comments that you would like to make about roading in the district?	24
WR6. And do you have any comments about how the Councils manages waste or promotes waste minimization?	26
TW4. Why are you very dissatisfied with the quality of the Council's water supply?	29
TW5. Why are you very satisfied with the quality of the Council's water supply?	31
RL2. Why don't you use the pools in the district?	34
RL4. Why are you very dissatisfied with the standard of pools in the district?	40
RL5. Why are you very satisfied with the standard of pools in the district?	40
RL7. Why don't you use the district's libraries?	45
RL9. Why are you very dissatisfied with the standard of libraries in the district?	48
RL10. Why are you very satisfied with the standard of libraries in the district?	48
CF3. Why are you very dissatisfied with public toilets?	56

CF4. Why are you very satisfied with public toilets?.....	58
PF6. Do you have any general comments about how the Council manages its parks, reserves, open spaces and beach access, including pathways for walking, cycling and horse riding?.....	62
DM2. Why do you strongly disagree that the District is developing in a way that takes into account its unique character and natural environment?	66
DM3. Why do you strongly agree that the District is developing in a way that takes into account its unique character and natural environment?	68
OVL2. Why are you very dissatisfied with Council’s overall performance?	70
OVL3. Why are you very satisfied with Council’s overall performance?	72
GEN. Lastly, are there any other comments that you would like to make about the Kapiti Coast District Council?	73
3. Supplementary Tables	94
RF1. Overall satisfaction with the condition of Council roads in the district	94
RF1. Overall satisfaction with the condition of the footpaths	95
RF1. Overall satisfaction with street lighting.....	96
RF1. Overall satisfaction with safety and availability of cycle lanes on our roads	97
RF2. Agreement that the existing roads allows easy movement around the district	98
RF3. Overall satisfaction with Council’s performance in relation to managing roads, footpaths and cycle lanes	99
WR1. Access to kerbside collection services.....	100
WR2. Satisfaction with the standard of kerbside collection services	101
WR3. Awareness of the Council’s waste minimisation activities.....	102
WR4. Satisfaction with the way Council is educating, informing and advising residents on ways to minimise waste	103
WR5. Overall satisfaction with how waste and recycling are managed in the district and how council works with the community to minimize waste	104
TW1. Household drinking water from the Council supply.....	105
TW3. Overall satisfaction with the quality of the Council’s water supply	106
TW6. Satisfaction with the stormwater system in terms of ability to protect your home from flooding	107
TW6. Satisfaction with the stormwater system in terms of ability to protect your property and garden from flooding	108
TW6. Satisfaction with the stormwater system in terms of keeping roads and pavements free of flooding	109
TW6. Overall satisfaction with the district’s stormwater management.....	110
TW7. Overall satisfaction with Council for its management of water in the district	111

RL1.	Use of the Council's swimming pools.....	112
RL3.	Satisfaction with the services and facilities at our swimming pools in the district.....	113
RL6.	Use of the Council's libraries	114
RL8.	Satisfaction with the services at our district's libraries.....	115
CF1.	Used one of the district's public toilets in the last 12 months.....	116
CF2.	Satisfaction with public toilets in the district	117
PR2.	Satisfaction with Council's performance in maintaining its Sportsfields	118
PR2.	Satisfaction with Council's performance in maintaining its Parks and reserves.....	119
PR2.	Satisfaction with Council's performance in maintaining its Playgrounds	120
PR2.	Satisfaction with Council's performance in maintaining its Cemeteries.....	121
PR3.	Satisfaction with access points to beaches	122
PF4.	Satisfaction with the pathways for cycling, walking and bridle ways	123
PF5.	Overall satisfaction with how well Council maintains parks, reserves, beach access, pathways and other open spaces in the district.....	124
OVLSV.	Satisfaction with Council's performance in providing and maintaining its infrastructure, services and facilities	125
CS1.	Awareness of Council's community support services	126
CS2.	Satisfaction with the Council's community support services.....	127
DM1.	Agreement that the District is developing in a way that takes into account its unique character and natural environment.....	128
SI1.	Importance of the condition of Council roads	129
SI1.	Importance of the condition of footpaths	130
SI1.	Importance of street lighting	131
SI1.	Importance of safety and availability of cycle lanes on our roads.....	132
SI1.	Importance that Council roads allow for easy movement around the district.....	133
SI1.	Importance of kerbside collection services.....	134
SI1.	Importance of Council provides education, information and advice on ways to minimise waste	135
SI1.	Importance of the quality of Council's water supply	136
SI1.	Importance of the services and facilities at our swimming pools.....	137
SI1.	Importance of the services at our district's libraries	138
SI1.	Importance that public toilets are clean, well-maintained and safe	139
SI1.	Importance of access points to beaches.....	140
SI1.	Importance of pathways for cycling, walking and bridleways	141
SI1.	Importance of Council's community support services.....	142

SI1. Importance that the district is developing in a way that takes into account its unique character and natural environment	143
CM2. Satisfaction with council for keeping the public informed and involved in its decision making.....	144
CM3. Satisfaction with how easy it is to participate in decision making that affects the Kāpiti district	145
RS1. Made a request for service or complaint about a Council service during the past 12 months	146
RS5. Satisfaction with how easy it was to get hold of someone who could assist	147
RS5. Satisfaction with how long it took them to deal with the matter.....	148
RS5. Satisfaction with how responsive staff were to request.....	149
RS5. Satisfaction with how helpful the person was	150
RS5. Satisfaction with how well they understood issue or enquiry	151
RS5. Satisfaction with the information that were provided.....	152
RS5. Satisfaction with the outcome achieved as a result of contact	153
RS5. Overall satisfaction with Council for how well they handled enquiry	154
VM1. Overall satisfaction with value for the money	155
OVL1. Satisfaction with overall performance of Council	156
EM1. Emergency plan and a kit	157

1. Questionnaire

KĀPITI DISTRICT COUNCIL RESIDENT OPINION SURVEY 2016

Good afternoon / evening. My name is _____ from Key Research, an independent research company. Today / tonight we're doing a survey for the Kāpiti Coast District Council and would like your impressions on a number of aspects of services, facilities and activities provided by the Council. This information will assist with future decision making for the district.

For this survey, I need to speak to the person / male / female [CHECK QUOTAS] aged 18 years and over with the next birthday. Is that you?

[YES – CONTINUE]

[NO] *Could I speak to the person / male / female (check quotas) in this household aged 18 years and over with the next birthday?*

[REPEAT INTRODUCTION WITH QUALIFYING PERSON] *Good afternoon / evening. My name is _____ from Key Research, an independent research company. Today / tonight we're doing a survey for the Kāpiti Coast District Council and would like your impressions on a number of aspects of services, facilities and activities provided by the Council. This information will assist with future decision making for the district.*

The questions will take about 15 to 20 minutes. Is now a convenient time?

[YES – CONTINUE] So you are aware, your responses will remain completely confidential and results are reported only as aggregated summaries

[NO – ARRANGE CALL BACK] When would be a convenient time for me to call you back?

Before we begin I just need to ask:

Are you or is anyone in your household an elected member of the Kapiti Coast District Council?

1	Yes (TERMINATE INTERVIEW WITH THANKS)	2	No (CONTINUE)
---	---------------------------------------	---	---------------

Do you or anyone in your household work for the Council?

1	Yes (TERMINATE INTERVIEW WITH THANKS)	2	No (CONTINUE)
---	---------------------------------------	---	---------------

SCREEN OUT SCRIPT

Thank you for your interest in this survey, unfortunately, this survey is intended for residents who are not an employee of the Council, are not an elected member or who don't have a close connection with anyone associated with the Council.

Once again, my name isfrom Key Research. If you have any questions, or feedback about this interview you can call our office on 0800 501 015

DEMOGRAPHICS

Firstly, we have some questions to ensure that we interview a good cross-section of residents.

DEM1. Just to confirm, are you a resident in the Kāpiti Coast District Council's area which extends from Paekakariki [PY-Ka-Ka-Ree-Kee] in the south to the Pukehou [PU-KE-Hoe] Bridge in the north?

[SINGLE RESPONSE]

1	Yes
2	No [THANK AND CLOSE]
3	Don't know (DO NOT READ; THANK AND CLOSE)

DEM2. And, which ethnic groups do you identify with? Please indicate all the ethnicities that you identify with.

[READ OPTIONS AND PROBE FOR ALL ETHNICITIES, MULTIPLE RESPONSES PERMITTED]

1	NZ Maori	6	Chinese
2	NZ European	7	Other Asian
3	British	8	Other (please specify)
4	Other European	9	Refused (DO NOT READ)
5	Pacific Island	10	Don't know (DO NOT READ)

DEM3. Which of the following age groups do you belong to?

[READ OPTIONS, SINGLE RESPONSE]

1	18 to 29 years
2	30 to 49 years
3	50 to 64 years
4	65 years or over
99	Refused (DO NOT READ)

DEM4. Which community board area in the Kāpiti Coast District Council do you live in?

[READ OUT, SINGLE RESPONSE]

1	Paraparaumu [Para-Para-OO-MOO] – Raumati (Ro-Mah-Tee)	4	Waikanae [Wy-Kah-Nye]
2	Paekakariki-[PY-Ka-Ka-Ree-Kee]	5	Don't know (DO NOT READ) (THANK AND CLOSE)
3	Otaki [OH-TACK-Kee]		

DEM5. Do you pay rates to the Kāpiti Coast District Council?

[SINGLE RESPONSE]

1	Yes
2	No
3	Don't know (DO NOT READ)

QUOTA TARGETS

Age and Gender	+/-15%	
Male 18-29 Years	35	
Male 30-39 Years	35	
Male 40-49 Years	35	
Male 50-59 Years	40	
Male 60+ Years	50	
Female 18-29 Years	35	
Female 30-39 Years	35	
Female 40-49 Years	40	
Female 50-59 Years	40	
Female 60+ Years	55	
Gender	HARD	
Male	195	
Female	205	
Ward	Hard	
Paraparaumu	160	
Paekakariki	75	
Otaki	80	
Waikanae	85	
Ethnicity	+/-15%	
Maori	40	
Other Ethnicities	360	

SCREEN OUT ON QUOTA

Our survey is designed to ensure that we interview a representative sample of the population. We have already completed the required number of interviews with people who have a similar profile to yourself so we aren't able to continue. Would you like us to record your contact details so we include you in the next survey that we do for the Kapiti Coast District Council?

Thank you for your time, and again, my name is [NAME] and I'm calling from Key Research on behalf of the Kapiti Coast District Council.

ROADS, FOOTPATHS AND CYCLE WAYS

To start with, the Council maintains all roads within the Kāpiti Coast District, except for State Highway One and the new Expressway.

RF1. Using a 1 to 5 scale where 1 means 'very dissatisfied' and 5 means 'very satisfied', how would you rate your overall satisfaction with each of the following...

		Very dissatisfied		Neither	Very satisfied		Don't know
		1	2	3	4	5	98
A	The condition of Council roads in the district	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B	The condition of the footpaths	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C	Street lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
D	Safety and availability of cycle lanes on our roads	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

RF2. And using a different scale where 1 means 'strongly disagree' and 5 means 'strongly agree' how much do you agree or disagree that the existing roads allows easy movement around the district?

		Strongly disagree		Neither	Strongly agree		Don't know
		1	2	3	4	5	98
A	Overall ease of movement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

RF3. And overall, how satisfied are you with Council's performance in relation to managing roads, footpaths and cycle lanes?

		Very dissatisfied		Neither	Very satisfied		Don't know
		1	2	3	4	5	98
A	Overall roading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[IF RF3=1 'VERY DISSATISFIED OR IF RF3 = 5 'VERY SATISFIED, ASK RF4, OTHERWISE SKIP TO WR1]

RF4. Are there any comments that you would like to make about roading in the district?

SOLID WASTE

Rubbish and recycling collectors are licensed by the Council to operate in the Kāpiti Coast District. The Council would like to know the level of service you are getting from these collectors.

WR1. Do you have access to kerbside collection services?

1	Yes [ASK WR2]
2	No [SKIP TO WR3]
3	Don't know [DO NOT READ; SKIP TO WR3]

WR2 How satisfied are you with the standard of kerbside collection services? Please rate on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied.

		Very dissatisfied		Neither	Very satisfied		Don't know
		1	2	3	4	5	98
A	Overall kerbside collection service	○	○	○	○	○	○

The council delivers zero waste education in schools, awards Waste Minimisation Grants every year, provides information on waste reduction on its website and responds to queries on waste minimisation.

WR3. Are you aware of the Council's waste minimisation activities?

1	Yes [ASK WR4]
2	No [SKIP TO WR5]
3	Don't know [DO NOT READ; SKIP TO WR5]

WR4. How satisfied are you with the way Council is educating, informing and advising residents on ways to minimise waste? Please rate on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied.

Very Dissatisfied		Neither		Very Satisfied	DK/NA
1	2	3	4	5	6

WR5. And overall, how satisfied are you with how waste and recycling are managed in the district and how council works with the community to minimize waste?

		Very dissatisfied		Neither	Very satisfied		Don't know
		1	2	3	4	5	98
A	Overall waste management	○	○	○	○	○	○

[IF WR5 = 1 or 5, ASK WR6, OTHERWISE SKIP TO TW1]

WR6. And do you have any comments about how the Council manages waste or promotes waste minimization?

--

TWO WATERS: WATER SUPPLY AND STORMWATER

The next few questions are about the supply of water and the management of stormwater in the district.

TW1. Does your household get its drinking water from the Council supply?
[SINGLE RESPONSE]

1	Yes [ASK TW2]
2	No [SKIP TO TW6]
3	Don't know [DO NOT READ; SKIP TO TW6]

For the next few questions we will use a 1 to 5 scale where 1 means '*very dissatisfied*' and 5 means '*very satisfied*'

TW3. And overall, how satisfied are you with the quality of the Council's water supply, by quality I mean the taste, odour, and clarity of the water? Please rate on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied.

		Very dissatisfied		Neither	Very satisfied		Don't know
		1	2	3	4	5	98
A	Overall satisfaction with water supply	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[IF TW3=1 VERY DISSATISFIED, ASK TW4, IF TW3=5 VERY SATISFIED ASK TW5, OTHERWISE SKIP TO TW6]

TW4. Why are you very dissatisfied with the quality of the Council's water supply?

--

TW5. Why are you very satisfied with the quality of the Council's water supply?

--

And now thinking about stormwater management in the district...

TW6. On the scale of 1- 5, how would you rate your satisfaction with the stormwater system in terms of... [RANDOMISE ORDER OF A, B AND C KEEPING D IN LAST PLACE]

		Very dissatisfied		Neither	Very satisfied		Don't know
		1	2	3	4	5	98
A	Ability to protect your home from flooding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
B	Ability to protect your property and garden from flooding	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
C	Keeping roads and pavements free of flooding						
D	Overall satisfaction with the district's stormwater management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

TW7. And overall, when you think about the supply of water and the management and disposal of stormwater, how would you rate your satisfaction with Council overall for its management of water in the district? [PROMPT TO USE THE 1-5 SCALE IF NECESSARY]

		Very dissatisfied		Neither	Very satisfied		Don't know
		1	2	3	4	5	98
A	Overall water management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

RECREATION AND LEISURE

The next few questions are about recreation and leisure facilities.

RL1. The Council has three swimming pools, an open air pool in Waikanae, an enclosed pool in Otaki and the aquatic centre in Paraparaumu. Do you or your family use the Council's swimming pools?

1	Yes [ASK RL3]
2	No [ASK RL2, THEN SKIP TO RL6]
3	Don't know [DO NOT READ; SKIP TO RL6]

RL2. Why don't you use the pools in the district?

RL3. How satisfied are you with the services and facilities at our swimming pools in the district? Please rate on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied.

		Very dissatisfied		Neither	Very satisfied		Don't know
		1	2	3	4	5	98
A	Swimming pools	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[IF RL3=1 'VERY DISSATISFIED', ASK RL4, IF RL3 = 5 'VERY SATISFIED', ASK RL5]

RL4. Why are you very dissatisfied with the standard of pools in the district?

--

RL5. Why are you very satisfied with the standard of pools in the district?

--

RL6. The Council has libraries in Waikanae, Otaki and Paraparaumu. Do you or your family use the Council's libraries?

1	Yes [ASK RL8]
2	No [ASK RL7, THEN SKIP TO CF1]
3	Don't know [DO NOT READ; SKIP TO CF1]

RL7. Why don't you use the district's libraries?

--

RL8. How satisfied are you with the services at our district's libraries? Please rate on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied.

		Very dissatisfied		Neither	Very satisfied		Don't know
		1	2	3	4	5	98
A	Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[IF RL8=1 'VERY DISSATISFIED', ASK RL9, IF RL8 = 5 'VERY SATISFIED', ASK RL10]

RL9. Why are you very dissatisfied with the standard of libraries in the district?

--

RL10. Why are you very satisfied with the standard of libraries in the district?

--

COMMUNITY FACILITIES

CF1. Have you used one of the district's public toilets in the last 12 months?

1	Yes [ASK CF2]
2	No [SKIP TO PR1]
3	Don't know [DO NOT READ; SKIP TO PR1]

CF2. Using the same 1 to 5 scale, how satisfied are you with public toilets in the district? Please think about how well maintained they are, their cleanliness and how safe they are.

PR3. Using the same 1 to 5 scale, how satisfied are you with access points to beaches?

Council provides a range of off-road cycling, walking and bridle ways throughout the district and is gradually developing these into a connected network.

		Very dissatisfied		Neither	Very satisfied		Don't know
		1	2	3	4	5	98
A	Cycleways, walkways and bridle-ways	○	○	○	○	○	○

		Very dissatisfied		Neither	Very satisfied		Don't know
		1	2	3	4	5	98
A	Overall parks and reserves	○	○	○	○	○	○

PF6. Do you have any general comments about how the Council manages its parks, reserves, open spaces and beach access, including pathways for walking, cycling and horse riding?

--

		Very dissatisfied		Neither	Very satisfied		Don't know
		1	2	3	4	5	98
A	Overall infrastructure, facilities and services	○	○	○	○	○	○

COMMUNITY SUPPORT

Council gives grants and provides funding to around 40 community organisations that provide services and support to the community, and supports a range of events for the community.

CS1. Are you aware of Council's community support services?

1	Yes [ASK CS2]
2	No [SKIP TO DM1]
3	Don't know [DO NOT READ; SKIP TO DM1]

CS2. How satisfied are you with the Council's community support services? Please rate on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied.

[illegible]

DEVELOPMENT MANAGEMENT

We are now going to ask some questions about town planning.

DM1. How much do you agree that the District is developing in a way that takes into account its unique character and natural environment? Please rate on a scale of 1 to 5 where 1 is strongly disagree and 5 is strongly agree.

		Strongly disagree		Neither	Strongly agree		Don't know
		1	2	3	4	5	98
A	Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

[IF DM1=1 'VERY DISSATISFIED', ASK DM2, IF DM1 = 5 'VERY SATISFIED', ASK DM3]

DM2. Why do you strongly disagree that the District is developing in a way that takes into account its unique character and natural environment?

DM3. Why do you strongly agree that the District is developing in a way that takes into account its unique character and natural environment?

STATED IMPORTANCE OF COUNCIL ACTIVITIES

These next set of questions will ask about the level of importance you place on the same services and facilities that you have just rated.

SI1. Using a scale of 1 to 5 where 1 is not important at all and 5 is very important, how important are the following...

[READ OUT, ROTATE ORDER]

		Not important at all		Neither	Very Important		DK / NA
RF1A	The condition of Council roads	1	2	3	4	5	6
RF1B	The condition of footpaths	1	2	3	4	5	6
RF1C	Street lighting	1	2	3	4	5	6
RF1D	Safety and availability of cycle lanes on our roads	1	2	3	4	5	6
RF2	That Council roads allow for easy movement around the district						
WR2	Kerbside collection services	1	2	3	4	5	6
WR6	That Council provides education, information and advice on ways to minimise waste	1	2	3	4	5	6
TW3	The quality of Council's water supply	1	2	3	4	5	6
RL3	The services and facilities at our swimming pools	1	2	3	4	5	6
RL8	The services at our district's libraries	1	2	3	4	5	6
CF2	That public toilets are clean, well-maintained and safe	1	2	3	4	5	6
PR3	Access points to beaches	1	2	3	4	5	6
PR6	The pathways for cycling, walking and bridleways	1	2	3	4	5	6
CS1	Council's community support services	1	2	3	4	5	6
DM1	That the district is developing in a way that takes into account its unique character and natural environment	1	2	3	4	5	6

COMMUNICATION

CM1. What are your main sources of information to keep up-to-date with what Council is doing or planning?

[DO NOT READ OUT. RECORD INITIAL RESPONSE THEN RECORD ALL OTHERS]

A - FIRST MENTION <i>ONE ANSWER ONLY</i>		B - SECOND MENTION <i>MULTIPLE RESPONSES ALLOWED</i>	
1	Council website (www.kapiticoast.govt.nz)	1	Council website (www.kapiticoast.govt.nz)
2	Newspaper	2	Newspaper
3	Radio	3	Radio
4	Social Media (including Facebook)		Social Media (including Facebook)
5	Word of mouth (friends and family)		Word of mouth (friends and family)
6	Council notices in public places, libraries, swimming pools for example	4	Council notices in public places, libraries, swimming pools for example
7	Information on the rates bill	5	Information on the rates bill
8	Print newsletter from the Council	6	Print newsletter from the Council
9	Direct mail from the Council	7	Direct mail from the Council
10	Public meetings	8	Public meetings
11	Email newsletter	9	Email newsletter
12	Phoning the Council	10	Phoning the Council
13	Stuff	11	Stuff
14	None / nothing	12	Nothing else
15	Other (please specify)	13	Other (please specify)

CM2. How would you rate council for keeping the public informed and involved in its decision making?

Very Dissatisfied		Neither		Very Satisfied	DK/NA
1	2	3	4	5	6

CM3. How satisfied are you with how easy the council makes it for you to participate in decision making that affects the Kāpiti district?

Very Dissatisfied		Neither		Very Satisfied	DK/NA
1	2	3	4	5	6

INTERACTION WITH COUNCIL	
1	1
2	2
3	3
4	4
5	5
6	6
7	7
8	8
9	9
10	10
11	11
12	12
13	13
14	14
15	15
16	16
17	17
18	18
19	19
20	20
21	21
22	22
23	23
24	24
25	25
26	26
27	27
28	28
29	29
30	30
31	31
32	32
33	33
34	34
35	35
36	36
37	37
38	38
39	39
40	40
41	41
42	42
43	43
44	44
45	45
46	46
47	47
48	48
49	49
50	50
51	51
52	52
53	53
54	54
55	55
56	56
57	57
58	58
59	59
60	60
61	61
62	62
63	63
64	64
65	65
66	66
67	67
68	68
69	69
70	70
71	71
72	72
73	73
74	74
75	75
76	76
77	77
78	78
79	79
80	80
81	81
82	82
83	83
84	84
85	85
86	86
87	87
88	88
89	89
90	90
91	91
92	92
93	93
94	94
95	95
96	96
97	97
98	98
99	99
100	100

RS1. Have you made a request for service or complaint about a Council service during the past 12 months?

1	Yes	
2	No	SKIP TO VM1

RS2. In relation to your most recent contact with the Council, what best describes how you contacted them?

[DON'T READ OUT; MULTIPLE RESPONSE PERMITTED]

In person at their office	1
Email	2
Online (including website and social media)	3
Phone	4
A written letter	5
Don't know [DO NOT PROMPT]	98

RS4. And who did you primarily deal with on this matter?

A council staff member	1
A councilor, the mayor or a community board member	2
Don't know [DO NOT PROMPT]	98

The Council works to ensure that they understand customers concerns and endeavours to ensure that requests are dealt with promptly and effectively

RS5. Still thinking back to your most recent contact or request, how would you rate your satisfaction with each of the following? [PROMPT TO USE THE 1-10 SCALE AS NECESSARY]

[illegible]

VALUE FOR MONEY

VM1. Considering all the services and facilities that the Council provides. Overall how satisfied are you that you receive good value for the money you spend in rates and other fees?

Very Dissatisfied		Neither		Very Satisfied	DK/NA
1	2	3	4	5	6

OVERALL PERFORMANCE

OVL1 Thinking about everything Kāpiti District Council has done over the past 12 months and what you have experienced of its services and facilities, how satisfied or dissatisfied are you with the overall performance of Council? Please rate on a scale of 1 to 5 where 1 is very dissatisfied and 5 is very satisfied.

Very Dissatisfied		Neither		Very Satisfied	DK/NA
1	2	3	4	5	6

[IF OVL1=1 'VERY DISSATISFIED', ASK OVL2, IF OVL1 = 5 'VERY SATISFIED', ASK OVL3]

OVL2. Why are you very dissatisfied with Council's overall performance?

--

OVL3. Why are you very satisfied with Council's overall performance?

--

EMERGENCY MANAGEMENT

EM1. Does your household have an emergency plan and a kit that includes stored food, water and survival items sufficient to get you through three days following an emergency event?

1	Yes
2	No
3	Don't know (DO NOT READ)

GENERAL

GEN. Lastly, are there any other comments that you would like to make about the Kapiti Coast District Council?

DEMOGRAPHICS

Thank you for your effort so far. I have a few final questions just to ensure we talk with a cross-section of residents.

DEM6. Which of the following describes the home you live in?

[SINGLE RESPONSE]

1	I am renting and looking to buy	5	I live at home with parents
2	I am renting and not looking to buy	6	Other (please specify)
3	I own, or jointly own, my home freehold	7	Don't know (DO NOT READ)
4	I own, or jointly own, my home with a mortgage	8	Refused (DO NOT READ)

DEM7. How many people 18 years and older are currently living in your household, including yourself?

[DO NOT READ, SINGLE RESPONSE]

1	One	5	Five or more
2	Two	6	Other (please specify)
3	Three	7	Don't know (DO NOT READ)
4	Four	8	Refused (DO NOT READ)

DEM8. Do you have dependent children under the age of 18?

[DO NOT READ, SINGLE RESPONSE]

1	Yes
2	No
3	Don't know (DO NOT READ)

DEM9. What is the approximate combined before tax income in your household, please stop me when I read out the appropriate income range?

[DO NOT READ, SINGLE RESPONSE]

1	\$20,000 or less	6	\$70,001-100,000
2	\$20,001-30,000	7	More than \$100,000
3	\$30,001-40,000	8	Income was nil/or made a loss
4	\$40,001-50,000	9	Refused (DO NOT READ)
5	\$50,001-70,000	10	Don't know (DO NOT READ)

DEM10. What is your total personal income, including income support, before tax, please stop me when I read out the appropriate income range?

[READ OUT, SINGLE RESPONSE]

1	\$15,000 or less	6	\$50,001-70,000
2	\$15,001-25,000	7	More than \$70,000
3	\$25,001-30,000	8	Income was nil/or made a loss
4	\$30,001-40,000	9	Refused (DO NOT READ)
5	\$40,001-50,000	10	Don't know (DO NOT READ)

QUALITY CONTROL

May I have your first name? It's so my supervisor can do a quality control check if necessary.

Name

Phone number (FROM CALL SHEET)

THANK YOU VERY MUCH FOR YOUR TIME.

ONCE AGAIN, MY NAME ISFROM KEY RESEARCH. IF YOU HAVE ANY QUESTIONS, OR FEEDBACK ABOUT THIS INTERVIEW YOU CAN CALL OUR OFFICE ON 0800 501 015

I hereby certify that this interview was conducted by me in accordance with the Market Research Code of Practice.

Signature

2. Verbatim comments

RF4. Are there any comments that you would like to make about roading in the district?

Verbatim comment	Community board	Gender	Age
A footpath on Ocean Road, and street parking needs to be looked at.	Paekakariki	Female	30 to 39 years
Concrete is broken on footpaths on Kiwi Road and Rimu Road. Why are cycle lane lines painted across the intersection? I cannot remember the road name. Why are they not to the left side of the road only? This holds up traffic.	Paraparaumu-Raumati	Male	60+ years
Everything else is awful.	Waikanae	Male	60+ years
Farming had affected everything. Will never see crawlies again. The pollution is bad.	Otaki	Male	60+ years
I am a courier, and the roads are utterly disgusting. I swear and curse a lot. There are six sets of traffic lights in Kapiti Road. It is horrible, which is why they have a major highway going through the town, as it is cluttered.	Otaki	Male	40 to 49 years
I am glad there is an express lane going in.	Otaki	Male	60+ years
I do not think we need the seventy kilometres per hour sign up, with a cop sitting there all the time.	Paraparaumu-Raumati	Female	60+ years
I have a big berm outside my house and I feel the Council should be mowing it. I am ninety-five years old.	Waikanae	Female	60+ years
I think overall the roads are satisfactory.	Otaki	Female	60+ years
I want my footpath put in. I paid two thousand five hundred dollars in rates and the footpath stops next door to me.	Otaki	Female	60+ years
I'm pleased I don't have to commute to Wellington. I stay off the roads. They need to discount public transport whilst they fix the roads. After three trucks have tipped over at a local roundabout why it hasn't been fixed. Communication is good. Need to think ahead earlier.	Waikanae	Female	40 to 49 years
I'll be glad when it's all done.	Paraparaumu-Raumati	Male	60+ years
It is the footpaths that are totally neglected in our area, and for the elderly it is very unsafe. My mother fell just before she died. That was simply a pothole in the footpath, and that particular pothole is still there in Mazengarb Road.	Paraparaumu-Raumati	Female	60+ years
No thank you.	Paraparaumu-Raumati	Female	50 to 59
No, I am happy with the roading.	Paraparaumu-Raumati	Female	60+ years

NZTA have got it wrong. KCDC should divorce from NZTA.	Paraparaumu-Raumati	Male	40 to 49 years
Our roads don't meet the needs of cyclists and people walking.	Otaki	Female	50 to 59
Rahui Road and Waitohu Road are not designed for trucks to travel on. That is my biggest concern, as I have horses and trucks do not slow down even though they are supposed to.	Otaki	Female	50 to 59
State Highway One through Waikanae has one zebra crossing, an electric one with a button. Further up the road towards New World people cross the road there at the intersection with Ngaio Road, which is very dangerous as there is a lot of traffic. The highway needs two zebra crossings. One up near New World would be good.	Waikanae	Male	40 to 49 years
The condition is terrible. They seem to be always working on it but not improving it.	Waikanae	Female	40 to 49 years
The intersection as the main entry point into Paekakariki Village is extraordinarily dangerous, by the railway tracks, especially at peak traffic times because of congestion further north. If the road coming south into the area from Paekakariki Road had signs reminding and alerting traffic to leave gaps in the traffic for the turning traffic then we would have fewer dangerous manoeuvres. Signs need to be to the south at state highway one, for example instead of saying merge like a zip, have signs asking people to leave a gap for turning traffic. I think the investment into QE Park has been fantastic, but there has not been enough thought and investment at either end. Extending safe cycle routes in and out of the Park, for example Tilley Road. Nothing has happened on this road, yet this road leads straight into the Park's recreational area, for example approaching the area there could already be signs to alert motorists to look out for and be aware of cyclists, as this new improved route in the Park is fantastic and is being highly utilised. We recently had the footpath outside our house covered with asphalt, yet already the couch grass is growing through this and the seal is cracking. It is an inferior thin layer, yet the other side of the street is a concrete path and is perfect, without grass.	Paekakariki	Female	40 to 49 years
The roading is going to be good for the area, in relation to the convenience for getting in and out of Wellington with more roads. It's been terrible over the years getting out of Wellington. They've done the best they can. I'm very happy with the expressway. You can already see how good and efficient it will be.	Paraparaumu-Raumati	Female	60+ years
The roading is not bad, it's the footpaths that I have a problem with; they are no good for walking on or for mobile scooters. The footpaths aren't level and make walking difficult for me or the people with scooters.	Waikanae	Male	60+ years
There is so much controversy. It is very poor.	Otaki	Female	60+ years

They are making a big mess of it.	Otaki	Male	60+ years
We do not need five sets of traffic lights on Kapiti Road. This adds ten minutes to my journey to the station, and my return journey home as well.	Paraparaumu-Raumati	Female	40 to 49 years
We get a lot of tar off the road. They sealed our street at Christmas and we got a lot of stones everywhere for ages afterwards. On days that are warm, the weather makes it a tarry mess. We have complained but we have had nothing fixed yet. We have no footpaths so we have to walk on the road and all the tar sticks to us and to our relative's wheelchair. It is taking too long to fix the problem. The problem area is in Raumati on Groves Road.	Paraparaumu-Raumati	Female	60+ years
We need more street lighting down our cul-de-sac, and it needs a new bulb.	Paekakariki	Female	30 to 39 years

WR6. And do you have any comments about how the Councils manages waste or promotes waste minimization?

Verbatim comment	Community board	Gender	Age
Council is proactive.	Otaki	Male	50 to 59
I don't have enough information but I think that Council washes its hands of it from what I hear.	Waikanae	Male	60+ years
I don't know what the waste minimisation is. The rubbish bins at the end of the beach need to be replaced, and with something that has a lid on would be great.	Paraparaumu-Raumati	Female	30 to 39 years
I don't know what happens to the waste after it gets collected.	Waikanae	Female	50 to 59
I don't think the Council promotes any waste minimisation. I see people putting stuff down the drains. I see supermarkets sell tonnes of plastics, and there is no-one to get rid of them. They allow people to use solvents. They allow people to pollute the air and drains, and there are people burning rubbish plastics in domestic fireplaces.	Paraparaumu-Raumati	Female	50 to 59
I have never heard about waste minimisation.	Paekakariki	Female	30 to 39 years
I haven't given it any thought.	Paraparaumu-Raumati	Female	60+ years
I like that you can recycle a broad range of plastics.	Paraparaumu-Raumati	Female	30 to 39 years
I think it should be in schools.	Otaki	Female	18 to 29 years
I think they do a good job.	Paraparaumu-Raumati	Male	50 to 59
I think they need to publicise it more. I didn't know they gave grants. They should put that in the papers.	Paraparaumu-Raumati	Female	40 to 49 years
If I want to take green-waste to the station it only costs nine dollars.	Waikanae	Male	60+ years
It is a good service. Free rubbish would be good.	Paekakariki	Male	50 to 59
It is a high priority to keep the coast clean and tidy.	Paekakariki	Female	30 to 39 years
It is good they've got a drop off area at the Otahunga Waste disposal area. You	Paraparaumu-Raumati	Male	50 to 59

can drop your recycling and they don't charge. I can take carload of bottles, drop them off and don't get charged. I would like free rubbish drop off.			
It is not promoted enough.	Otaki	Male	40 to 49 years
It seems pretty good. Occasional rubbish bins at beaches or outside dairies are over full.	Paekakariki	Female	50 to 59
It's a bit frustrating when rubbish blows around when it's out for collection, and this loose rubbish isn't collected by the rubbish guys and just gets left there.	Paraparaumu-Raumati	Male	18 to 29 years
It's a great service, and they constantly work on that.	Otaki	Female	50 to 59
KCDC need an action plan for any incidents, for example dumped televisions.	Paraparaumu-Raumati	Male	40 to 49 years
No comments.	Paraparaumu-Raumati	Female	60+ years
No thank you.	Paraparaumu-Raumati	Female	50 to 59
No they should have free green drop off, like they did before the tip fee. It shouldn't be so expensive, and they should have a dropping point for televisions. A six month collection and a truck pick it up for free.	Paraparaumu-Raumati	Female	50 to 59
No, I think they're pretty good.	Otaki	Female	60+ years
No, not really, it seems to be very well organised and regular.	Paraparaumu-Raumati	Female	60+ years
No, they do an excellent job.	Otaki	Male	60+ years
Not enough recycling places.	Otaki	Female	50 to 59
The recycling station in Waikanae isn't clearly signed and I don't think many people know about it. An organic rubbish collection once a year would be good, for example a day when old fridges etc. can be put out on the side of the road.	Waikanae	Male	40 to 49 years
The transfer station is too dear.	Waikanae	Male	60+ years
There are not enough bins for dog poo around the place, as people leave them outside the public toilets.	Paraparaumu-Raumati	Female	60+ years
There is encouragement for recycling.	Paekakariki	Female	60+ years
There is no recycling available in Rural Paekakariki, and nowhere to take recycling too. I used to recycle, but no longer do as it is too far to travel to Otaihangā. I am very unhappy about this. I would like to see it extended from Ames Street, and I would like Fisherman's Table car park to be included. This would allow for seven extra residences and one business to recycle.	Paekakariki	Female	50 to 59
They are doing a good job.	Otaki	Male	60+ years
They are hopeless because they are not organised, and also due to their wasteful manner. Why do we have to have four or five organisations on rubbish days to collect? It's insufficient. They tend to mismanage, and have little concern for the ratepayers in the district. They operate for the benefit of the staff and not the public. They should be taken care of. I would be happy to see the Council shut down completely.	Paraparaumu-Raumati	Male	60+ years

They can be a bit pedantic with regard to the picking up of recycling, particularly cardboard that doesn't fit in the bin. Even though people have it bundled up they won't take it away.	Paraparaumu-Raumati	Male	60+ years
They could do a little more in their tip waste for the green waste, and the ordinary tip fees. We are experiencing a lot of unnecessary rubbish due to high tip fees.	Paraparaumu-Raumati	Female	60+ years
They put notices in the local papers. The services are good and we have access to them.	Paraparaumu-Raumati	Female	60+ years
They've got a good transfer station.	Paraparaumu-Raumati	Male	40 to 49 years
They've had the same contractor since I've moved here and they're pretty onto it. It's way better than Kilbirnie's rubbish collection.	Paraparaumu-Raumati	Male	60+ years
Tip fees are too expensive.	Waikanae	Female	40 to 49 years
Waste being sent away is ridiculous, as is three companies doing the one street. Waste minimising isn't happening. There are not enough staff dedicated to recycling.	Otaki	Female	30 to 39 years
We recycle waste and then it is just lumped together and disposed of. We have been advised of this by Council employees. My adult children have watched them do this. There are so many contractors who are being pitted against each other in a rubbish war.	Paraparaumu-Raumati	Female	40 to 49 years
We've got Versatile Plastics in Otaki and you can recycle one to seven grade plastics. I'd like to see the Council promote or support recycling companies in Otaki.	Paraparaumu-Raumati	Female	60+ years
When the recyclers have cleared the bins there is often a mess left on the road, which has fallen from the bins being emptied onto the trucks, and is left there, not cleared away.	Paraparaumu-Raumati	Female	60+ years

TW4. Why are you very dissatisfied with the quality of the Council's water supply?

Verbatim comment	Community board	Gender	Age
I can't drink it. There is an oversupply of chlorine. You can smell it and it affects your skin, particularly in summer.	Paraparaumu-Raumati	Male	40 to 49 years
I don't like paying for it. It's not necessary.	Otaki	Female	60+ years
I don't even use it. The water is undrinkable. I have it tested and it is filled with chlorine and aluminium and arsenic. It gives me kidney stones.	Paraparaumu-Raumati	Female	50 to 59
I have to boil it, and I don't like the taste.	Paraparaumu-Raumati	Female	60+ years
In the last ten years I have bought five electric jugs and one hot water cylinder in a house that is only eighteen years old.	Paraparaumu-Raumati	Male	60+ years
It calcifies our jugs. I've had to replace kettles because of it. It tastes dirty.	Otaki	Female	40 to 49 years
It has a funny taste so I boil the water and store it. It has an earthy taste to it.	Waikanae	Female	60+ years
It tastes awful, and you can smell the chlorine, I travel to Petone to get my water.	Waikanae	Male	60+ years
It tastes horrible. It tastes dirty, and I wouldn't drink water straight from the tap. I have a filter on the fridge.	Paraparaumu-Raumati	Female	50 to 59
It tastes terrible, and it stinks and costs too much.	Waikanae	Male	60+ years
It tastes terrible. When I had the children they were at the doctors every week due to the taste of the water. I was told by the doctor that the water was causing it, for example Giardia.	Waikanae	Male	60+ years
It's got a taint to it and they don't inform us when they're on bore water, so it's disgusting.	Paraparaumu-Raumati	Female	40 to 49 years
It's not the same quality. You can go other places and it's much better. We go into Petone and collect water there, and it is so much better than the Council supply. There are a lot of people from around here that go and do that, or they go to the Hutt Valley. We also have a tank, used for the garden and toilet.	Paraparaumu-Raumati	Female	60+ years
Its taste and the quality. I don't agree with it because it tastes awful.	Waikanae	Male	60+ years
Sometimes it comes out stinking. It smells of chlorine and like something has died in there. It comes out with black stuff floating in it also. On a fine day if it's not raining its better. When washing clothes it goes brown, so I keep soaking my whites in Janola.	Waikanae	Female	60+ years
The Council would rather spend money on pools than making our water taste better. Water is a fundamental right.	Paraparaumu-Raumati	Male	50 to 59
The fluoride in the water is poisoning us over a period of time, so this needs to be seriously examined. The water metering brought in is totally unjustified. I have been told by the Council that this was to be reassessed; Ross Church, but	Paraparaumu-Raumati	Female	40 to 49 years

this has never been addressed. The contracts for the water meters went to Thomas on the Council, which should not have happened. There are other ways the Council could check for leaks, instead of putting in water meters, which damage large families. Accessing water rebates is almost impossible if you have your home in a Family Trust, especially if you are a low income family with a large family in a Family Trust owned home.

The taste is awful, and you never know what you are drinking.	Paraparaumu-Raumati	Male	30 to 39 years
The taste is disgusting.	Otaki	Female	60+ years
The use of bore water, and lack of infrastructure.	Waikanae	Male	40 to 49 years
There is a metallic taste to my water supply.	Paraparaumu-Raumati	Male	50 to 59
We are getting charged for bore water. The water is muddy. It's terrible. I buy bottled water, as no one in my house will drink it.	Paraparaumu-Raumati	Female	30 to 39 years
We have been using the Tongariro Water bought from the supermarket for about three years now. The Council water tastes and smells strongly of chlorine, and when you leave the water to settle there is debris at the bottom of the jar.	Otaki	Female	30 to 39 years
You have a purifier and filters. When the water runs short they flick it into bore water. It blows many hot water cylinder and kettles.	Paraparaumu-Raumati	Female	40 to 49 years

TW5. Why are you very satisfied with the quality of the Council's water supply?

Verbatim comment	Community board	Gender	Age
I come from a farm where you've got to walk a way to get your own water and it's very difficult.	Waikanae	Female	60+ years
I am reasonably satisfied with the water, but I'm not sure about fluoride in water.	Waikanae	Male	40 to 49 years
I am very satisfied with the taste which is fine. It flows alright and waters my garden okay.	Paekakariki	Female	60+ years
I can drink it. It's great.	Paraparaumu-Raumati	Male	60+ years
I don't notice any difference. Also I am inclined to buy my water when I can afford it, but when I don't the water seems fine.	Paraparaumu-Raumati	Female	60+ years
I drink a lot of water and find it very palatable.	Paekakariki	Female	60+ years
I drink a lot of water and I'm happy with it.	Paraparaumu-Raumati	Female	60+ years
I enjoy the taste and clarity of the water.	Paraparaumu-Raumati	Male	18 to 29 years
I find it refreshing, and it is consistent.	Paraparaumu-Raumati	Male	50 to 59
I have lived here all my life and I am familiar with the taste and flavour of the water.	Otaki	Male	40 to 49 years
I have lived in Australia and the water there is gross.	Otaki	Female	18 to 29 years
I have never had any problems with it. It is clean and clear.	Paraparaumu-Raumati	Male	60+ years
I have never noticed any changes in the water.	Paraparaumu-Raumati	Female	18 to 29 years
I have no issue with it. It's good water.	Otaki	Male	30 to 39 years
I have no problem with it.	Otaki	Male	40 to 49 years
I have no problems. It has a good taste.	Paraparaumu-Raumati	Male	50 to 59
I think the water tastes better than Waikanae or Levin, here in Otaki.	Otaki	Female	40 to 49 years
It is always very good. It tastes alright.	Waikanae	Male	50 to 59
It is better than previous years, and we haven't run out this year and needed bore water.	Paraparaumu-Raumati	Female	40 to 49 years
It is clean and reliable. I have no problems with it at all.	Waikanae	Male	60+ years
It is clean and tastes good.	Paraparaumu-Raumati	Male	60+ years
It is good drinking water and I have never had a problem. It has never been brown.	Otaki	Female	60+ years
It is good tasting.	Waikanae	Male	60+ years
It is good.	Waikanae	Male	60+ years
It is nice to drink.	Otaki	Male	18 to 29 years
It is very clear and clean. There is nothing that I can say that is bad, and no one is getting sick with drinking the water. I am really satisfied with it. We are quite	Otaki	Female	30 to 39 years

lucky as in some areas it tastes like mud and you are not sure if you want to drink the water, for example in Levin and Foxton. Here you don't hear anything about having to boil the water, or about anything bad in the area.			
It is very palatable. It has a great taste.	Otaki	Female	60+ years
It is well filtered. There is no smell or taste of chlorine. It is good overall.	Waikanae	Female	60+ years
It tastes alright to me and is nice and clean and never smells, like it does in some places.	Waikanae	Male	60+ years
It tastes better than other places in New Zealand. I think it's pretty good, because one of the really good things about Waikanae is that when we have a storm, we don't have to boil water. When I worked in Levin, every time there was a big storm there was a problem with the water supply. You had to boil the water or drink bottled water, until the Council gave the okay. That's something we don't seem to have in Waikanae.	Waikanae	Female	40 to 49 years
It tastes fine and it's obviously been treated suitably. Though it is quite chlorinated, we have a filter, so we're quite satisfied with it.	Paraparaumu-Raumati	Female	50 to 59
It tastes good, and the water rates are cheap.	Paraparaumu-Raumati	Female	60+ years
It tastes good.	Paraparaumu-Raumati	Female	60+ years
It tastes good. It doesn't vary in taste like bore water. Bore water tastes terrible. It has a chemical taste to it.	Paraparaumu-Raumati	Female	30 to 39 years
It tastes good. It's the best I have ever tasted.	Paraparaumu-Raumati	Male	60+ years
It tastes like water should.	Otaki	Male	60+ years
It tastes like water.	Paekakariki	Female	50 to 59
It tastes like water. You don't need to filter it.	Waikanae	Male	60+ years
It tastes okay. It is not dirty. It seems clean to me and tastes fine.	Paekakariki	Female	60+ years
It tastes really nice and clear.	Otaki	Female	30 to 39 years
It tastes very nice, and there haven't been any restrictions on the water over the summer.	Waikanae	Male	60+ years
It's a good quality of water and the taste is good. The bore water is not good, however so far they haven't used it this year.	Paraparaumu-Raumati	Male	40 to 49 years
It's clean and doesn't have any chlorine taste.	Paraparaumu-Raumati	Female	60+ years
It's fine, and meets expectations.	Paraparaumu-Raumati	Female	30 to 39 years
It's good drinking water, and has a pleasant taste.	Otaki	Female	60+ years
It's pure in my tap and I'm very satisfied.	Paraparaumu-Raumati	Female	60+ years
It's really good, and compared to other places I've been to it's really good.	Otaki	Female	18 to 29 years
It's water and it's drinkable.	Paraparaumu-Raumati	Male	40 to 49 years
It's clean, well filtered, and a good ready supply. The water meter installation meant they found a lot of leaks and repaired them.	Otaki	Male	60+ years

It's fine. It's just water, and it's good water. It's always there and it works.	Waikanae	Male	40 to 49 years
I've worked in Wellington for a while and their water was nowhere near as good. You could taste their chlorine, or whatever they use.	Otaki	Male	30 to 39 years
No, but we filter our water anyway.	Paraparaumu-Raumati	Female	50 to 59
Otaki has beautiful water.	Otaki	Female	60+ years
People have put in five thousand to upgrade the water supply here.	Otaki	Male	60+ years
The filters make the water nice and clean.	Paraparaumu-Raumati	Male	60+ years
The pressure has dropped lately though in the kitchen, but the water is good.	Otaki	Female	60+ years
The taste is fine, and the clarity and odour also.	Paekakariki	Female	50 to 59
The taste is fine. Every now and then it is not when they use the bore water but generally I am very happy with it. It is always there and it is clean.	Paraparaumu-Raumati	Female	60+ years
The water is clean and palatable.	Otaki	Male	60+ years
The water tastes good, and that's what I like about it.	Paekakariki	Female	50 to 59
There is no apparent reason not to like it. It does not taste awful, so as long as it tastes good that is fine. The only time that it does not is when they switch to aquifers and the water comes from another source, and then you sometimes get a build-up in the hot water jug.	Waikanae	Female	60+ years
There is nothing to be dissatisfied about as there is nothing wrong with it.	Paraparaumu-Raumati	Female	60+ years
There is nothing wrong with it, and it's consistent.	Waikanae	Female	40 to 49 years
We drink litres of it and it's fine straight out of the tap.	Paraparaumu-Raumati	Male	50 to 59
We filter it to drink it.	Paraparaumu-Raumati	Male	40 to 49 years
We have much nicer water than the rest of the district.	Otaki	Female	30 to 39 years
We have never had to boil it or add anything to it.	Otaki	Female	50 to 59
We have the best water in the district in Paekakariki, in the whole district because it comes from Smith's Creek.	Paekakariki	Male	60+ years
We never have any shortages and I am happy with the taste. The only thing I would like is fluoride to be in the water.	Otaki	Female	30 to 39 years
When you compare it with other places, our water is perfect.	Paraparaumu-Raumati	Female	60+ years

RL2. Why don't you use the pools in the district?

Verbatim comment	Community board	Gender	Age
Age. I have used it in the past, but my grandchildren have grown up and moved away.	Waikanae	Female	60+ years
All the kids have grown up and left home so there is no need for pools.	Paraparaumu-Raumati	Male	50 to 59
As we get older we just don't bother. Someone told me the swimming pool at the aquatic centre is noisy and I am not interested in that. I am not crazy about the chlorine.	Paraparaumu-Raumati	Female	60+ years
At my age, eighty-five, I don't want to get into my togs and go swimming with children. I don't like pools anyway.	Paraparaumu-Raumati	Female	60+ years
Because I don't swim.	Paraparaumu-Raumati	Female	50 to 59
Changing rooms were awful. Being an older person, I don't want to use cubicles with school children. They only have rooms for people with a disability. They should have rooms for the elderly.	Waikanae	Female	60+ years
Due to age and sickness.	Otaki	Female	60+ years
Due to my disability I can't as my chair is not suitable.	Waikanae	Female	40 to 49 years
Family live out of the district, and tend to swim in sea when visiting.	Paraparaumu-Raumati	Female	60+ years
Fifteen years ago we used the pools when our kids were young. Waikanae Pool and Raumati pools, but not anymore.	Paraparaumu-Raumati	Female	60+ years
Health reasons.	Waikanae	Male	60+ years
Household lifestyle. We did when the children were younger.	Paraparaumu-Raumati	Female	18 to 29 years
I am not a swimmer.	Otaki	Male	60+ years
I cannot swim.	Paraparaumu-Raumati	Female	60+ years
I do not swim and I dislike swimming pools. I would never use the Paraparaumu pool as the changing rooms are communal. The population of Kapiti Coast is mainly senior and I do not have any children. The Waikanae pool I think is fantastic, and I also have the beach opposite me.	Waikanae	Female	50 to 59
I do other stuff like walking and going to church. Lots of stuff as I'm retired.	Otaki	Male	60+ years
I don't enjoy swimming.	Otaki	Male	50 to 59
I don't go swimming any more, but when I did I took the kids to the Aquatic Centre, which is falling apart. There were many rules and regulations which the children found very restrictive.	Waikanae	Male	60+ years
I don't have children and don't have the time.	Otaki	Female	50 to 59
I don't like the swimming pools because of chlorine and other things.	Waikanae	Male	60+ years
I don't need to, and I don't like swimming.	Paraparaumu-Raumati	Male	40 to 49 years
I don't swim anymore.	Paraparaumu-Raumati	Male	60+ years

I don't swim.	Otaki	Female	60+ years
I don't care to use the pools when the sea is so close.	Paraparaumu-Raumati	Female	60+ years
I don't enjoy swimming like I used to.	Otaki	Female	60+ years
I don't feel the need to swim. I know that the new aquatic centre is really good as the grandchildren have been there once or twice and they really love it.	Waikanae	Female	60+ years
I don't have anyone in the household who is really of an age who would want to use the pools.	Otaki	Male	40 to 49 years
I don't have kids at home anymore, and we prefer the sea and the river for swimming.	Waikanae	Female	50 to 59
I don't have time, because the schools use the pool in the times I'd like to use it.	Waikanae	Female	60+ years
I don't like chlorinated pools.	Paraparaumu-Raumati	Male	50 to 59
I don't like swimming in chlorinated water.	Paraparaumu-Raumati	Female	60+ years
I don't like swimming in pools.	Waikanae	Female	50 to 59
I don't like swimming.	Waikanae	Male	60+ years
I don't like swimming.	Paraparaumu-Raumati	Female	60+ years
I don't like swimming.	Otaki	Female	50 to 59
I don't like swimming.	Paraparaumu-Raumati	Female	50 to 59
I don't like swimming.	Otaki	Female	50 to 59
I don't like swimming.	Waikanae	Female	60+ years
I don't like swimming. I do other things for exercise.	Otaki	Male	50 to 59
I don't like swimming. There is nothing wrong with the facilities.	Waikanae	Male	50 to 59
I don't like the chlorine smell. It's too strong for me.	Paraparaumu-Raumati	Female	60+ years
I don't swim much.	Paekakariki	Male	60+ years
I don't swim.	Paraparaumu-Raumati	Male	40 to 49 years
I don't swim.	Waikanae	Male	50 to 59
I don't swim. I can use the sea if I want to, or the stream that goes through my property.	Otaki	Female	50 to 59
I don't swim. I'm getting old.	Paekakariki	Female	60+ years
I don't tend to go swimming.	Waikanae	Male	60+ years
I don't want to go swimming.	Paraparaumu-Raumati	Female	60+ years
I guess it's because I no longer do much swimming.	Paraparaumu-Raumati	Female	60+ years
I have a sea in front of me.	Paraparaumu-Raumati	Female	60+ years
I have my own little paddling pool out the back. It gets packed away in the winter. There is also a beach available.	Waikanae	Female	50 to 59
I have not used it lately as I have been out of the area.	Paraparaumu-Raumati	Female	30 to 39 years
I have other things to do.	Waikanae	Male	60+ years
I haven't been able to due to health problems.	Paraparaumu-Raumati	Female	60+ years

I haven't got the time.	Paraparaumu-Raumati	Male	50 to 59
I just do not care to swim at the pools.	Paekakariki	Female	40 to 49 years
I just don't.	Otaki	Male	40 to 49 years
I just don't. I have used it in the past, and they are great facilities.	Paekakariki	Female	30 to 39 years
I just haven't got around to it, and we are close to the beach.	Otaki	Female	50 to 59
I live by the sea.	Waikanae	Male	60+ years
I live closer to the beach.	Paekakariki	Female	18 to 29 years
I live too far away.	Paekakariki	Female	50 to 59
I prefer swimming in the river. I would like to see a river designated to swimming and relaxing.	Otaki	Female	18 to 29 years
I prefer the sea, and I am not swimming at the moment.	Paraparaumu-Raumati	Female	60+ years
I prefer to swim in the sea.	Paekakariki	Female	60+ years
I prefer to swim in the sea.	Waikanae	Male	60+ years
I prefer to swim in the sea.	Otaki	Male	60+ years
I prefer to swim in the sea. It is only a five minutes' walk away and at no cost.	Paekakariki	Female	60+ years
I prefer to use a river since there is one just down the road. I have no issues with Council pools.	Paraparaumu-Raumati	Male	60+ years
I swim in the ocean.	Waikanae	Male	50 to 59
I swim in the ocean.	Paekakariki	Female	60+ years
I think it's a joke that you can't take kids in there at weekends. The pool isn't available until afternoons. The money spent in Paraparaumu is a joke for what they have got.	Paraparaumu-Raumati	Female	30 to 39 years
I think that we are just too old and we just don't think about going swimming now.	Paraparaumu-Raumati	Female	60+ years
I used to live by the beach, and I used to swim in the sea.	Paraparaumu-Raumati	Male	60+ years
I walk more than I swim.	Otaki	Female	60+ years
I was told that if I knew what was in the water I wouldn't swim in it, so I don't. Whenever my kids have used it they always get sick.	Waikanae	Male	60+ years
I went to visit in the school holidays and it was very busy so I didn't end up using it, and the Waikanae pool is closed now for winter. It is not heated. I would like to use it in the future.	Waikanae	Male	40 to 49 years
I work during the day, and travel during the weekend is crazy.	Waikanae	Male	40 to 49 years
I work out of town and my kids have grown up.	Paraparaumu-Raumati	Female	60+ years
I'm getting a bit past it.	Otaki	Male	60+ years
I'm in my sixties and don't walk very well.	Otaki	Female	60+ years
I'm not a great swimmer, and at my age I don't go swimming any more like I used to in my younger days.	Paraparaumu-Raumati	Male	60+ years

I'm not a swimmer.	Paraparaumu-Raumati	Male	60+ years
I'm not a swimmer.	Paraparaumu-Raumati	Male	30 to 39 years
I'm not interested in swimming.	Paraparaumu-Raumati	Male	60+ years
I'm not interested in the pools, and they have diseases in them.	Paekakariki	Female	60+ years
I'm not interested in using them.	Waikanae	Male	60+ years
I'm not interested.	Waikanae	Male	60+ years
I'm not interested.	Paraparaumu-Raumati	Male	50 to 59
I'm retired.	Otaki	Male	60+ years
I'm retired.	Waikanae	Female	60+ years
I'm satisfied, but I do not use it.	Paraparaumu-Raumati	Female	60+ years
I'm too old now.	Otaki	Female	60+ years
I'm too old now.	Waikanae	Male	60+ years
I'm too old to use the pools now, but my neighbours use them and say they are great.	Paraparaumu-Raumati	Female	60+ years
I'm too old.	Paraparaumu-Raumati	Male	60+ years
I'm too old.	Paraparaumu-Raumati	Female	60+ years
I'm a swimmer. If our kids were at home we would use them. I need to use them.	Paraparaumu-Raumati	Female	60+ years
I'm not into swimming.	Waikanae	Male	60+ years
I'm old.	Otaki	Male	60+ years
I'm the only one here, and my husband's in care.	Otaki	Female	60+ years
I'm too old.	Paraparaumu-Raumati	Male	60+ years
I'm unfit. I don't swim at pools, I use the ocean.	Paekakariki	Male	60+ years
It is a two minute walk to the beach.	Otaki	Male	50 to 59
It is an age thing. The kids were older when we moved here, and we live right near the beach.	Waikanae	Male	50 to 59
It is just not of interest.	Paraparaumu-Raumati	Male	50 to 59
It is not appealing to me.	Otaki	Male	40 to 49 years
It is not covered.	Waikanae	Female	40 to 49 years
It is not welcoming to someone who is on their own.	Paraparaumu-Raumati	Female	60+ years
It is too busy and I would rather swim in the sea.	Paraparaumu-Raumati	Male	50 to 59
It is too crowded and we swim in the river.	Waikanae	Female	50 to 59
It's booked out with no notice to the swimming club, with no part able to be used, and it's too expensive.	Paraparaumu-Raumati	Female	50 to 59
It's too far away. Waikanae is too shallow. Paraparaumu is an indoor pool, and I don't enjoy the smell of chlorine.	Paraparaumu-Raumati	Female	40 to 49 years
It's not my preference, but I know they are well used by the community.	Waikanae	Female	50 to 59

I've never bothered.	Paraparaumu-Raumati	Male	60+ years
Laziness. We're going there tonight as it happens. The new centre in Paraparaumu.	Paraparaumu-Raumati	Male	50 to 59
My age.	Waikanae	Male	60+ years
My daughter has very bad psoriasis. I work in Petone and the round trip takes up to four hours, so I do not have time.	Paraparaumu-Raumati	Female	50 to 59
My wife is handicapped and I don't like to go away too much. I would use it if it was more accessible for me. Waikanae is too cold.	Waikanae	Male	60+ years
My wife works and I am in a wheelchair.	Paraparaumu-Raumati	Male	60+ years
Neither of us are swimmers.	Waikanae	Male	60+ years
No family involvement, as we usually go to the pools with family.	Paraparaumu-Raumati	Male	60+ years
No reason. I don't swim. I usually use just the beach.	Otaki	Female	60+ years
No, the children are grown up. But I do think they are great.	Waikanae	Female	40 to 49 years
Not at my age.	Paraparaumu-Raumati	Male	60+ years
Not now, but when we were younger we took the kids there. The Waikanae one did a great job.	Otaki	Male	60+ years
Now our kids are older we have no need.	Waikanae	Female	40 to 49 years
Our age, plus we have got a beach one hundred yards down the road.	Paraparaumu-Raumati	Male	60+ years
Our children are older, and we have busy lives.	Paraparaumu-Raumati	Male	50 to 59
Our families don't live here, and we don't swim anymore.	Waikanae	Male	60+ years
Our kids are grown up and have left the house.	Paraparaumu-Raumati	Male	50 to 59
Paraparaumu pool is too stuffy and claustrophobic, in that there is not enough air in the complex.	Waikanae	Male	50 to 59
Swimming is not my thing.	Paraparaumu-Raumati	Female	40 to 49 years
The cost. We're retired.	Paraparaumu-Raumati	Female	50 to 59
The kids are older, and I don't like swimming in chlorine.	Paraparaumu-Raumati	Female	50 to 59
The opening hours do not suit.	Paraparaumu-Raumati	Female	50 to 59
The pool is too small.	Paraparaumu-Raumati	Male	50 to 59
The sea is better for you. I like natural water that is good for you, and not chlorine in the pools.	Waikanae	Female	40 to 49 years
There is too much chlorine.	Waikanae	Female	50 to 59
There's a river close by and it's better and cheaper.	Otaki	Female	40 to 49 years
We are long distance swimmers and long distance swimmers don't use pools.	Paraparaumu-Raumati	Female	60+ years
We are not interested in swimming.	Otaki	Female	18 to 29 years
We are not interested in that sort of thing.	Otaki	Male	60+ years
We are not interested in water activities.	Paraparaumu-Raumati	Male	50 to 59
We are not into that kind of recreation; we are more into walking and enjoying	Otaki	Female	30 to 39 years

nature.			
We are not swimmers.	Waikanae	Male	50 to 59
We cannot afford to use them.	Paraparaumu-Raumati	Female	40 to 49 years
We don't do lane swimming and we live by the beach. We have in the past when the children were younger.	Paraparaumu-Raumati	Female	50 to 59
We don't go there.	Waikanae	Female	60+ years
We don't swim as we don't choose to.	Paraparaumu-Raumati	Male	50 to 59
We don't swim.	Paraparaumu-Raumati	Female	60+ years
We don't swim.	Paraparaumu-Raumati	Female	18 to 29 years
We don't use pools full stop. We don't swim anymore.	Otaki	Female	60+ years
We don't use the pools now because our children are older and we live rurally.	Paekakariki	Male	50 to 59
We don't want to.	Waikanae	Female	60+ years
We go to the beach.	Paraparaumu-Raumati	Male	50 to 59
We have a beach across the road from us and use that.	Paekakariki	Male	50 to 59
We have a pool in our apartment complex.	Paraparaumu-Raumati	Male	60+ years
We have got a beautiful ocean and rivers here so why do we need to jump in a swimming pool.	Otaki	Male	40 to 49 years
We have our own pool.	Otaki	Female	50 to 59
We have our own pool.	Paraparaumu-Raumati	Female	18 to 29 years
We have our own pool.	Otaki	Female	40 to 49 years
We just do not swim.	Waikanae	Male	60+ years
We live at the beach.	Otaki	Male	60+ years
We live by the sea and choose to swim there.	Paekakariki	Male	40 to 49 years
We live close to the beach.	Paekakariki	Male	50 to 59
We live near the beach.	Paraparaumu-Raumati	Male	40 to 49 years
We live on the beach front.	Paekakariki	Male	60+ years
We own our own pool.	Otaki	Female	40 to 49 years
We use the beach as we live there.	Otaki	Female	50 to 59
We use the beach. I don't need pools when I have the beach.	Paraparaumu-Raumati	Male	50 to 59
We use the rivers for swimming.	Otaki	Female	50 to 59
We've got our own pool.	Paraparaumu-Raumati	Male	40 to 49 years

RL4. Why are you very dissatisfied with the standard of pools in the district?

Verbatim comment	Community board	Gender	Age
Pools are brown and cannot use in the afternoon after school. I was refused entry to the pool as 4 year old children did not have nappies on.	Paekakariki	Female	30 to 39 years
Too expensive. Not safe for the young ones. Too slippery and it's falling apart. The paper is talking about what's happening and friends have complained too. They have a water slide that can't be used. The facilities are very poor and they cost a lot of money.	Paraparaumu-Raumati	Female	60+ years
Enclosed pool is noisy. No area to put valuables, shallow pool in Waikanae. Changing sheds are awful. No lockers. Definitely need to change this.	Paraparaumu-Raumati	Female	60+ years
I think it is absolutely ludicrous that they did not install an Olympic Pool on the Paraparaumu pool. I think the Council could have raised the additional funds to construct an Olympic sized pool.	Waikanae	Male	60+ years
The cleanliness at the Kapiti aquatic centre could be better. It's quite dirty. I don't think the hydra slide is going and it's poorly designed. The aquatic centre: not happy with it at all, nor the design. It's just lots of things. The design of the changing rooms is not very practical and it's dirty. And it's expensive for what you're getting.	Paraparaumu-Raumati	Female	40 to 49 years
The pool care could be improved and I like to do aqua jogging so it would be good to have more lanes. Waikane pool is only open in summer and hard to use. The only deep pool is in Paraparaumu.	Paraparaumu-Raumati	Male	18 to 29 years

RL5. Why are you very satisfied with the standard of pools in the district?

Verbatim comment	Community board	Gender	Age
Accessibility. I take the grand kids to the pool at Waikanae.	Waikanae	Female	60+ years
Before the aquatic centre was built I went to Raumati, but since the aquatic centre has been built I find it to be excellent.	Paraparaumu-Raumati	Female	60+ years
Cleanliness. Staff are approachable, and it is a really good facility.	Waikanae	Female	18 to 29 years
I am visually impaired and I'm always assisted with my requirements by friendly happy staff.	Paraparaumu-Raumati	Female	50 to 59
I do like to swim. I think the pool is lovely.	Paraparaumu-Raumati	Female	60+ years
I find all the staff very professional. They provide great services. My daughter has swimming lessons at Paraparaumu, and Waikanae pool is used almost daily in summer.	Waikanae	Female	30 to 39 years

I have young children under the age of six, and the facilities are good. Friendly staff, clean and warm water and it is affordable at the Otaki pool.	Otaki	Male	40 to 49 years
I haven't heard my kids complaining so I assume it's alright.	Paekakariki	Female	60+ years
I like the outdoor feel, and the extra toys they have in the pool for the kids.	Waikanae	Male	60+ years
I only know the aquatic centre and it generally does a good job of catering to as many groups as it can of all ages. I have been very happy with it.	Paraparaumu-Raumati	Female	60+ years
I take my grandson and I like the fact that it is filtered and there are always life guards.	Paraparaumu-Raumati	Female	60+ years
I think that the Paraparaumu pool is awesome. We are lucky to have such a choice.	Waikanae	Female	40 to 49 years
I think they do a good job. My family love it.	Paraparaumu-Raumati	Male	60+ years
I think they keep it very clean and have a lot of friendly staff.	Waikanae	Female	40 to 49 years
I use the new pool regularly, and I think it's excellent. I think it's fairly well used. The staff is efficient, and I like the range of activities available to people of all ages. They are excellent.	Paraparaumu-Raumati	Female	50 to 59
I use Waikanae and have never used the aquatic centre. However this should be open longer in the season, over the season.	Waikanae	Male	60+ years
I work at an early childhood centre. They're always hygienically clean and they let you know what the temperature is and if the temperature's off.	Otaki	Female	18 to 29 years
I'm really impressed with the lifeguard service provided, and the staff is very friendly.	Paraparaumu-Raumati	Female	30 to 39 years
It is great and we love it. It provides what we need.	Paraparaumu-Raumati	Female	40 to 49 years
It is great for kids. The Waikanae pool has a great safe outdoor pool for the kids. Otaki as well.	Otaki	Female	30 to 39 years
It is great. It's new, spacious, and everything like that.	Paraparaumu-Raumati	Male	60+ years
It is just always clean and safe.	Waikanae	Female	40 to 49 years
It is local and it is beside the sports field. It has improved out of sight.	Otaki	Male	60+ years
It is outside, and has a wonderful atmosphere, with barbecues provided.	Otaki	Female	60+ years
It provides options for older people who want a warm pool. You have a choice of depth and temperature.	Paraparaumu-Raumati	Male	60+ years
It's a good place to take the kids for entertainment. Waikanae is good in summer.	Paekakariki	Female	30 to 39 years
It's always been hassle free and clean. There are never any problems at the Paraparaumu aquatic centre.	Paraparaumu-Raumati	Female	30 to 39 years
It's brand new.	Paraparaumu-Raumati	Male	60+ years
It's good, warm enough, and easy to swim in. Not too deep.	Otaki	Male	60+ years
It's innovative, and has got things for young ones.	Paraparaumu-Raumati	Male	60+ years

It's outdoors and family friendly. It's not claustrophobic, and I like that it's not enclosed.	Otaki	Female	50 to 59
It's a nice new complex, in spite of the minority who wanted increased unnecessary disability access when it was already there.	Paekakariki	Female	50 to 59
It's got good keen staff, it's clean and tidy and it's good for older people. It's well set up, and well managed.	Paraparaumu-Raumati	Male	60+ years
Otaki Pool is good. They now have the proper number of staff, and the pool is kept clean and well monitored.	Otaki	Female	60+ years
Paraparaumu is great. It's new, clean, with good facilities. We would rather they did the larger size. The parking's great. A major step up from what they had in Raumati.	Paraparaumu-Raumati	Female	40 to 49 years
Really good pools. Paraparaumu pool is great to sit and watch.	Paraparaumu-Raumati	Female	30 to 39 years
Recently renovated the pools. The hydro slide is good for kids, and it is quite economical.	Paraparaumu-Raumati	Male	50 to 59
The Otaki one is the only one we use. It's got good facilities, staff, and a good programme.	Otaki	Female	60+ years
The Otaki Pool is clean, with friendly staff and the parking is very good. They also have a very good disability service.	Otaki	Female	60+ years
The Paraparaumu new facility is well maintained, and my son loves it.	Paraparaumu-Raumati	Female	30 to 39 years
The price is very good. They are well staffed with trained lifeguards. They have a range of activities that are attractive to kids. Generally the construction of the facilities is above average.	Paraparaumu-Raumati	Male	50 to 59
The service, just good service. Friendly staff and the hours they're open. The notifications that are sent out are okay. The facilities in general. It is clean, tidy.	Paraparaumu-Raumati	Female	40 to 49 years
The staff is alert and aware of safety, and they are not overly crowded. At Porirua we are asked to vacate.	Paraparaumu-Raumati	Female	40 to 49 years
The Waikanae pool has lovely facilities for families.	Paekakariki	Female	30 to 39 years
The Waikanae pool is my favourite. It's good, clean and always has staff around, but I would like a bigger kiosk there to buy drinks and food from.	Waikanae	Female	60+ years
The water is heated and it is enclosed. They cater for the children.	Otaki	Female	60+ years
Their accessibility for us.	Otaki	Male	60+ years
There are plenty of them. I use the new one at Paraparaumu. There is plenty of space, it is open at the right hours, and it's an all-round good pool.	Waikanae	Male	60+ years
They are all great. They are clean, with friendly staff, and are a reasonable price.	Otaki	Female	30 to 39 years
They are always clean and well-staffed. Great all around facilities.	Waikanae	Female	40 to 49 years
They are clean friendly, efficient, and everything is well managed down there.	Paraparaumu-Raumati	Female	50 to 59
They are clean, reasonably priced and roomy.	Paraparaumu-Raumati	Male	50 to 59

They are clean, tidy and well-staffed. Otaki has good parking.	Otaki	Male	18 to 29 years
They are excellent facilities.	Paraparaumu-Raumati	Male	60+ years
They are great facilities. They meet our needs and are reasonably priced.	Paraparaumu-Raumati	Female	40 to 49 years
They are well maintained, affordable with good access.	Paraparaumu-Raumati	Female	50 to 59
They are well managed, clean, and well-staffed. A good range of different pools for different age groups.	Waikanae	Female	30 to 39 years
They have everything we need. The water is good quality, and the facilities are good.	Waikanae	Female	40 to 49 years
They listen to the public about what we would like in the recreational area. For example the aquatic centre at Paraparaumu is indoors and they have varied sized pools. The price is affordable for families.	Paraparaumu-Raumati	Female	30 to 39 years
They provide everything we want at a pool.	Paraparaumu-Raumati	Female	50 to 59
They provided a new facility in the aquatic centre despite opposition to the project.	Paraparaumu-Raumati	Female	60+ years
They're clean, well-managed, and easy to get to. They are affordable.	Otaki	Female	40 to 49 years
They're just good. The staff are friendly, and it's just good. It's clean, though there have been a couple of breakages, and they're not getting fixed very quickly. There was a broken tile and we couldn't use the stairs down into the water for three months. There's also the water slide which is broken and hasn't been fixed.	Paraparaumu-Raumati	Female	60+ years
They're kept up to a very good standard, and the people who are running them are very professional.	Waikanae	Male	60+ years
Waikanae has a beautiful area around it for a picnic. It is lovely. I'm so very satisfied.	Waikanae	Male	60+ years
Waikanae is nice during summer. A good variety.	Paekakariki	Male	50 to 59
Waikanae pool is lovely. It has good staff and is always clean.	Waikanae	Female	60+ years
Waikanae staff is helpful and friendly. It has a nice family atmosphere, with a barbecue area.	Waikanae	Female	50 to 59
We have got a brand new one and it's awesome.	Otaki	Female	40 to 49 years
We have swum in other pools from here to Auckland and I feel Kapiti has done a brilliant job with the local pool in Paraparaumu.	Waikanae	Male	60+ years
We like the swimming pools because they are clean and just as they should be. Though not outstanding, they are more than adequate, and we like the one at Coastlands.	Paekakariki	Female	40 to 49 years
We live quite close to the pool. We love the Waikanae pool area for picnics, and we take the grandkids there.	Paraparaumu-Raumati	Male	60+ years
We really like the pools, and go there all the time. Nice facilities and it is clean	Paekakariki	Female	30 to 39 years

and cheap.			
We use Otaki only and it has always had friendly helpful staff and the pool is always clean.	Otaki	Female	60+ years
We use the new aquatic centre and find it very good value for money.	Paraparaumu-Raumati	Male	50 to 59
Well for one they're all free, and the new one is amazing. I love going there. The Waikanae one is only open in the summer, but it's a great place to go. I've been to the Otaki one once for a triathlon. It was a nice swimming pool, but very crowded. There are other places in New Zealand where the swimming pools are just awful. They're very good in Kapiti.	Waikanae	Female	40 to 49 years

RL7. Why don't you use the district's libraries?

Verbatim comment	Community board	Gender	Age
All my reading is done online.	Otaki	Male	50 to 59
I always purchase my own books and now have no need to use it.	Waikanae	Male	60+ years
I am an e-reader, and get everything off the net.	Paraparaumu-Raumati	Female	40 to 49 years
I belong to a lovely book group, and I don't need to go there.	Paraparaumu-Raumati	Female	50 to 59
I buy books from bookshops. I don't like waiting for bookings so I go and buy. I'm always late at returning and then get charged.	Otaki	Female	40 to 49 years
I buy books of my own. I don't have time to get them out and take them back.	Paekakariki	Female	60+ years
I buy books online, and use other methods of getting books.	Paraparaumu-Raumati	Male	50 to 59
I buy books online.	Waikanae	Female	18 to 29 years
I buy books rather than borrow.	Paekakariki	Female	50 to 59
I buy books. I'm a bookaholic, as are my children.	Waikanae	Female	40 to 49 years
I buy my books to read, or they are given to me.	Paraparaumu-Raumati	Male	60+ years
I can't really read due to my eyesight.	Waikanae	Female	40 to 49 years
I do more research online.	Paraparaumu-Raumati	Female	50 to 59
I do my reading on the computer.	Waikanae	Male	60+ years
I don't have a need to.	Waikanae	Male	50 to 59
I don't have enough time.	Otaki	Female	60+ years
I don't know. I purchase books.	Paraparaumu-Raumati	Female	60+ years
I don't need to. I just use the internet for information.	Paraparaumu-Raumati	Male	40 to 49 years
I don't read a lot. I need large print books.	Waikanae	Female	50 to 59
I don't read much; I just buy occasional books or swap books around with friends and family.	Paraparaumu-Raumati	Female	60+ years
I don't read very much.	Paraparaumu-Raumati	Female	60+ years
I don't read. I haven't got the space for that. I like gardening, and I like to do things and not sit on my backside.	Paraparaumu-Raumati	Female	60+ years
I get books over the internet.	Otaki	Female	50 to 59
I go on the computer to read them.	Paraparaumu-Raumati	Female	40 to 49 years
I go to bookshops and I download them on my kindle.	Waikanae	Male	60+ years
I have a computer. I buy the paper and I buy a book if I need one.	Otaki	Male	40 to 49 years
I have a good library here in the village.	Paraparaumu-Raumati	Female	60+ years
I have a kindle.	Paraparaumu-Raumati	Female	30 to 39 years
I have a lot of books from other sources.	Waikanae	Male	60+ years
I have computers so why do I need a library.	Paraparaumu-Raumati	Male	30 to 39 years
I have enough books at home.	Waikanae	Female	50 to 59

I have friends who have lots of books I borrow.	Waikanae	Male	50 to 59
I have got too many books, as I get given them all the time. I have enough to last my lifetime.	Paraparaumu-Raumati	Female	60+ years
I have in the past, but not now.	Waikanae	Female	60+ years
I have no need for them as I use the computer.	Waikanae	Male	60+ years
I have no need to.	Otaki	Male	60+ years
I have no time.	Otaki	Female	50 to 59
I have plenty of stuff to read. I have the radio, television and newspapers.	Paraparaumu-Raumati	Male	60+ years
I have so many books at home.	Otaki	Female	60+ years
I just buy my books from the second-hand shops.	Paraparaumu-Raumati	Male	60+ years
I just don't go there. I buy my books.	Otaki	Female	50 to 59
I just don't read that much.	Paraparaumu-Raumati	Female	60+ years
I just have no time at present.	Paraparaumu-Raumati	Female	18 to 29 years
I just haven't had the need.	Waikanae	Female	40 to 49 years
I live too far away. It is easier to access Wellington Public Library.	Paekakariki	Female	50 to 59
I prefer e-books to read.	Paraparaumu-Raumati	Male	60+ years
I read a lot. I buy online.	Otaki	Female	60+ years
I use internet books and in full. I'm a second hand book reader.	Paekakariki	Male	40 to 49 years
I use online reading.	Paraparaumu-Raumati	Male	40 to 49 years
I use the internet for e-books.	Otaki	Male	60+ years
I use the internet more than anything.	Paraparaumu-Raumati	Male	50 to 59
I usually buy my books now.	Paraparaumu-Raumati	Female	60+ years
I work in Wellington.	Paraparaumu-Raumati	Female	18 to 29 years
I work outside the area and don't have the time.	Waikanae	Male	60+ years
I'm no longer studying.	Waikanae	Female	40 to 49 years
I'm not a big reader, and only read magazines. I like motor racing magazines.	Otaki	Male	60+ years
I'm not a big reader, and use the internet.	Otaki	Male	18 to 29 years
I'm not a reader.	Paraparaumu-Raumati	Male	50 to 59
I'm not a reader.	Paekakariki	Male	40 to 49 years
I'm not interested in reading.	Paraparaumu-Raumati	Male	60+ years
I'm not interested.	Waikanae	Male	60+ years
I'm only just retired, so I will in the future.	Waikanae	Male	60+ years
I'm studying so I get my books from the university.	Paraparaumu-Raumati	Male	18 to 29 years
I'm too busy to read.	Paraparaumu-Raumati	Female	40 to 49 years
I'm not able to read a book in the three week timeframe.	Paekakariki	Female	40 to 49 years
It is not my cup of tea.	Otaki	Male	40 to 49 years
It is not of interest. No use. The internet is fine for me.	Otaki	Male	40 to 49 years

Mainly because my eyesight is not good.	Paraparaumu-Raumati	Male	60+ years
My partner owns a bookshop, and has a house load of books.	Paraparaumu-Raumati	Female	60+ years
My wife works in Wellington and she uses the Wellington library.	Otaki	Male	60+ years
No particularly reason.	Waikanae	Male	60+ years
No reason.	Paraparaumu-Raumati	Male	50 to 59
Our kids are grown up, plus we have the internet if we need to know anything.	Paraparaumu-Raumati	Male	50 to 59
There is too much information available online. I don't need to go to a library.	Paraparaumu-Raumati	Male	50 to 59
They are no use to me as they don't carry the selection I want.	Paraparaumu-Raumati	Male	50 to 59
We all have technology we can download books on to.	Waikanae	Female	40 to 49 years
We are just not interested. I have never been to the library.	Paraparaumu-Raumati	Female	30 to 39 years
We are not good readers.	Paraparaumu-Raumati	Female	40 to 49 years
We buy our books online.	Waikanae	Male	40 to 49 years
We commute to Wellington every day, leaving home at 6:00 and returning at approximately 19:00, and therefore do not have the chance of visiting libraries.	Waikanae	Female	50 to 59
We get books online and the kids have school libraries	Otaki	Female	40 to 49 years
We have access to the internet and access e-books online, so there is no need to use the library.	Otaki	Female	30 to 39 years
We have hundreds of books ourselves, and we borrow or buy what we need.	Waikanae	Female	60+ years
We have our own library here in the rest home.	Otaki	Female	60+ years
We just buy books.	Paraparaumu-Raumati	Male	60+ years
We read mostly online.	Waikanae	Male	60+ years
We read on the computer.	Otaki	Female	50 to 59
We read online.	Paekakariki	Male	40 to 49 years
We use electronic media instead.	Otaki	Female	40 to 49 years
We use internet and bookshops for our reading.	Paraparaumu-Raumati	Male	60+ years
We use the internet for all our research and recreational reading.	Otaki	Female	40 to 49 years

RL9. Why are you very dissatisfied with the standard of libraries in the district?

Verbatim comment	Community board	Gender	Age
Because they have no decent books in the libraries.	Paraparaumu-Raumati	Female	50 to 59

RL10. Why are you very satisfied with the standard of libraries in the district?

Verbatim comment	Community board	Gender	Age
A friendly service, and it is easy to use.	Otaki	Female	50 to 59
A good range available. I can order books and they come. The staff are good, and the wi-fi is good, but I don't tend to use it much.	Paraparaumu-Raumati	Male	60+ years
A good range of books for a small library.	Paekakariki	Female	30 to 39 years
A good range of services, good facilities, and reasonable opening hours.	Paekakariki	Female	50 to 59
A good selection of books, and a good range of services available.	Waikanae	Female	40 to 49 years
A great facility. Friendly staff and a great selection of books.	Paekakariki	Female	30 to 39 years
A great selection of books and movies, and if they do not have it they are happy to get it in for me. We find the staff very friendly and helpful.	Paraparaumu-Raumati	Male	40 to 49 years
A lovely building, good service, and a good range books.	Paraparaumu-Raumati	Female	18 to 29 years
A really good service and it is very easy to renew books online. Good quality books, staff service and online reservation system.	Paraparaumu-Raumati	Female	40 to 49 years
A SMART system. It is good.	Paraparaumu-Raumati	Female	30 to 39 years
Actually, everything. They have things that suit people of all ethnic races and types.	Paraparaumu-Raumati	Female	60+ years
Always a good range of books in a pleasant environment with plenty of facilities for everybody.	Paraparaumu-Raumati	Male	50 to 59
Books are always readily available. Very friendly and helpful staff.	Paraparaumu-Raumati	Female	60+ years
Books are readily available. I like technical books, for example mechanics, cars and aircraft books. I don't have any other issues.	Paraparaumu-Raumati	Male	60+ years
Customer service is very good.	Paekakariki	Female	30 to 39 years
Doing the best they can with what they have, and I feel comfortable with the people that work there.	Waikanae	Male	60+ years
Easy access.	Otaki	Female	18 to 29 years
Easy to use, and a good range of books.	Paraparaumu-Raumati	Male	18 to 29 years
Electronic ordering and very helpful staff. I'm partially disabled and the access to the one at Waikanae is very good. It is easy to get in and out, and has a good selection of books. They are helpful in finding books.	Waikanae	Male	60+ years

Every time I've been there they have been helpful, and have a good variety of books.	Paekakariki	Female	18 to 29 years
Everything you want is there, and the people are good.	Paraparaumu-Raumati	Male	40 to 49 years
Facilities are good. They provide a good service. Online e-books, and good staff.	Otaki	Male	40 to 49 years
Friendly staff and no big queues.	Paraparaumu-Raumati	Male	40 to 49 years
Friendly staff, great resources and innovative. If there are any new trends Kapiti is on to it, for example self-publish books. They support the community.	Paraparaumu-Raumati	Female	30 to 39 years
Given the size of our community, they have a very good book collection. E-Books are sizeable and a good collection. I read fictional books; historical fiction, modern family stories, but I also read non-fiction, for example native plants for garden, and craft.	Waikanae	Female	60+ years
Good service, good books, good libraries, and good opening times. I also belong to a book club through the library.	Paekakariki	Female	60+ years
Good service, in terms of people always being ready to help. I cannot mention a particular service, but when I leave I'm quite pleased.	Paraparaumu-Raumati	Male	50 to 59
Great staff and amenities. The online amenities are great and it's easy to get to.	Waikanae	Female	30 to 39 years
Great staff and great books.	Otaki	Female	40 to 49 years
Great staff, who are friendly and helpful.	Otaki	Female	30 to 39 years
I always get good service there, and everybody is very friendly and helpful. I go to the library two or three times a week.	Otaki	Female	60+ years
I always get great service. Very friendly and helpful staff and a very good supply of books.	Otaki	Female	60+ years
I am quite happy with what I can do and it does not cost much. If I need printing I can get there straight away and there is no hassle.	Otaki	Female	30 to 39 years
I can find the books I want to read.	Otaki	Male	60+ years
I don't know about any others, but people are obliging.	Paraparaumu-Raumati	Female	60+ years
I find the books I want to read, and I like the staff.	Paraparaumu-Raumati	Female	60+ years
I find their service very good. We have on occasion reserved books, and they are very good with emails and reserving books.	Paraparaumu-Raumati	Female	60+ years
I get help from them. They take the rates out of my bank account. People are very helpful and go out of their way to make you feel welcome. The bus service is great, although they should bring the electric trams lines to Otaki.	Otaki	Male	60+ years
I guess the service, and the availability of them.	Waikanae	Male	60+ years
I have found helpful staff, who are very approachable. There are no issues to get what you need.	Waikanae	Female	40 to 49 years
I like the activities they do for children after school. They have a movie night.	Otaki	Female	60+ years
I like the fact that I can request books from the library and they buy the books	Waikanae	Female	60+ years

related to my recommendation.			
I like the staff, and they have got a good selection of books. I also like the jigsaws.	Paraparaumu-Raumati	Female	60+ years
I like the staff's efficiency and friendliness.	Waikanae	Male	60+ years
I like to read books, and if I ask for a book they locate it for me.	Paraparaumu-Raumati	Male	40 to 49 years
I like to read when I'm not swimming.	Paraparaumu-Raumati	Female	60+ years
I love the library, and use it a lot.	Otaki	Female	60+ years
I love the library. It's probably the best service the Council provides.	Paekakariki	Female	30 to 39 years
I only use the Waikanae one. The service is excellent, with lovely people for a little library.	Waikanae	Female	50 to 59
I read a lot.	Otaki	Female	50 to 59
I think it's fantastic. Now they've got the SMART card it's even better. They get books in and it's saved us thousands.	Paraparaumu-Raumati	Female	40 to 49 years
I think the opening hours are excellent. They're convenient, and the staff and service is excellent. The range of books is excellent. The extra things like being able to reserve books, provides a very efficient service. I think the environment in the library is very appropriate and very pleasant to be in.	Paraparaumu-Raumati	Female	50 to 59
I think they are great. They have good opening hours.	Paraparaumu-Raumati	Female	40 to 49 years
I think they are well run, tidy, and provide a great range for everyone.	Paraparaumu-Raumati	Male	30 to 39 years
I think they hold a good selection, and the selection is regularly updated.	Otaki	Female	60+ years
I use all three because what I can't get at one I can get it elsewhere. They are fantastic at ordering books, and there a lot of interesting things at the library. It has improved a lot.	Paraparaumu-Raumati	Female	60+ years
I use it for different things. The staff are friendly and helpful, and the Otaki library provides an excellent service to the community.	Otaki	Male	40 to 49 years
I use Paraparaumu. The staff are very helpful, and the facilities and selection are very good.	Paekakariki	Male	60+ years
I use the main library, and it's a new facility again with opposition to the project. The staff are exceptional.	Paraparaumu-Raumati	Female	60+ years
I use the mobile library, which comes once a week I think.	Paekakariki	Female	60+ years
I used the library to find out how to use a computer. It was a lovely venue, and people like that to look after the place.	Otaki	Male	60+ years
If I've ordered books the books always come. They're not books I'd expect a small library to stock as they are specialised ones.	Otaki	Female	40 to 49 years
It has everything I need.	Paekakariki	Female	30 to 39 years
It has the SMART library services.	Otaki	Female	50 to 59
It is always well stocked, well looked after and easy to access.	Paekakariki	Male	50 to 59

It is convenient online, and friendly. A great range of materials books and puzzles. The opening hour's suit.	Paraparaumu-Raumati	Female	40 to 49 years
It is convenient, and they have a good selection of books.	Paraparaumu-Raumati	Male	40 to 49 years
It is just a good one.	Paekakariki	Male	60+ years
It is local, with easy access. It is great.	Paraparaumu-Raumati	Female	60+ years
It is the best library in the world. The service is good. Bookings done online. They are very polite. Children are sometimes noisy. The staff are very helpful. It has computer access. They are trying to do new and different stuff all the time. They have volunteers, and are a good team. SMART card. It is perfect.	Paraparaumu-Raumati	Female	60+ years
It is the quality of service in the children's department.	Otaki	Male	40 to 49 years
It is tidy, with easy access.	Otaki	Male	18 to 29 years
It is very accessible, and I can order the books on-line. If they don't have a book available they order it in from another library.	Waikanae	Female	60+ years
It is very convenient, and I can access books from other city libraries.	Paraparaumu-Raumati	Female	60+ years
It is well lit. The hours are better and more accessible, and the later nights on Thursdays and Saturday are good. Mostly the staff is very helpful.	Paraparaumu-Raumati	Female	60+ years
It provides a good service, a good range of books and it's free.	Waikanae	Male	60+ years
It works well, and the staff are good.	Paraparaumu-Raumati	Female	50 to 59
It works well. It is up-to-date and easy to find everything. The staff are helpful.	Paraparaumu-Raumati	Female	60+ years
It's got everything I need, and the SMART library system is great.	Paraparaumu-Raumati	Female	40 to 49 years
It's quite spacious and clean, with a good selection.	Otaki	Female	50 to 59
It's usually got what I want, and the staff are always friendly.	Paraparaumu-Raumati	Female	50 to 59
It's connected to the SMART libraries system, and you can get what you like.	Paraparaumu-Raumati	Male	50 to 59
It's easily accessible, and I can almost always find what I need. People are very friendly, and I can pay my dog registration and rates there.	Otaki	Female	50 to 59
It's good.	Otaki	Female	40 to 49 years
It's tidy, clean, and has plenty of books.	Paraparaumu-Raumati	Male	40 to 49 years
Just a very good choice.	Paraparaumu-Raumati	Male	60+ years
Lovely staff and a nice small library. SMART library user and avoid fines. They run good summer reading programmes for the kids	Waikanae	Female	40 to 49 years
Lovely staff who are always welcoming, and the place is always very clean and tidy.	Otaki	Female	18 to 29 years
Mainly because they're friendly people when you go in, and they're very efficient in what they do. There's always plenty of help.	Paraparaumu-Raumati	Male	60+ years
My daughter goes to a youth club there and it is enjoyable. I get books in whenever I request them.	Paraparaumu-Raumati	Female	40 to 49 years
My kids like going there. The staff are friendly, and they get the books they need	Paraparaumu-Raumati	Male	40 to 49 years

and want.			
Not applicable.	Paraparaumu-Raumati	Female	50 to 59
Otaki library is good. They have large print books, and they can get them in for you. My husband is in care. The books donated there are good large print books.	Otaki	Female	60+ years
Paraparaumu is a great library.	Paekakariki	Female	30 to 39 years
Paraparaumu library has good hours, and customer service.	Paraparaumu-Raumati	Female	40 to 49 years
Paraparaumu provides a good service and a good range of resources. It is a nice atmosphere. Their services are comprehensive and consistent.	Paraparaumu-Raumati	Male	40 to 49 years
Service is good, and like the selection of books.	Otaki	Female	50 to 59
Staff are friendly, and the books are available. Very good service and many services provided. It is good for the community, and is a vital part of the community. Cultural diversity is celebrated. They provide good information about the history of the area, and it is good for pre-school kids and elderly services. Good access and designed well. Link with other services well. They do an excellent job. It caters for all ages. There is art space and conference space available. They provide for smaller communities in the area, and are always responsive to feedback.	Paekakariki	Female	50 to 59
Staff are friendly.	Waikanae	Male	50 to 59
Staff are helpful. There is a good array of books, and it is a nice building.	Paekakariki	Female	30 to 39 years
The books that are available, the friendly staff and the ability for the library to get books in that are requested.	Paraparaumu-Raumati	Female	40 to 49 years
The convenience I suppose.	Paraparaumu-Raumati	Female	30 to 39 years
The facilities are very good and I use them for study, and the SMART system is excellent.	Paraparaumu-Raumati	Female	40 to 49 years
The facilities they provide. The children's programmes and the genealogy group. We have a specialised Maori section.	Otaki	Female	60+ years
The helpfulness of staff, and the variety of books.	Paraparaumu-Raumati	Female	60+ years
The ladies are so nice. They tell you how to get everything, and go upstairs.	Paraparaumu-Raumati	Female	60+ years
The layout of the books, and also they have kept up with modern technology. The only thing I have against the library is the parking outside. At the moment my mobility is limited, and as I can't get a mobility card I cannot get a park close to the entrance of the library	Paraparaumu-Raumati	Male	60+ years
The librarians are really helpful. When books are ready they email. They provide a good customer service.	Waikanae	Female	40 to 49 years
The library building in Kapiti is easy to access. It is really nice to meet friends there, and it has a good selection.	Paekakariki	Female	30 to 39 years
The library has internet computers with half hour use for free. This is really	Waikanae	Male	40 to 49 years

popular and being used. It's really cool that people can use broadband in the library. They could get more computers and would probably still be used. I'm very happy with the library.			
The people are pleasant and helpful and I think they're a fantastic lot at the library. They don't get riled with children running around. Very good library personnel. Never hear a bad word said against them. I think they're brilliant.	Paraparaumu-Raumati	Female	60+ years
The professionalism of the people who are running it.	Waikanae	Male	60+ years
The range that is available and encouraging young children to read books.	Paraparaumu-Raumati	Female	30 to 39 years
The service is fabulous. The people behind the counter are fabulous. I hadn't been to the library until early this year. I had an old card, and they updated it really fast. They send you a text message when your library book is due, so there's no chance of getting fined for overdue books. I love the modern thing with internet and text messages. I love the new SMART service.	Waikanae	Female	40 to 49 years
The service is good, and the people are polite.	Paraparaumu-Raumati	Male	60+ years
The service is good. A good range of genre, and they always have what I want.	Paraparaumu-Raumati	Male	50 to 59
The service is very good. They are very helpful and the standard and quality of the books are well looked after. There is also a large range of books and magazines that one can borrow.	Paraparaumu-Raumati	Male	60+ years
The service you get, and the books that are available.	Paraparaumu-Raumati	Male	60+ years
The service, willing staff and availability of books.	Otaki	Female	60+ years
The service. They manage everything very well and easy.	Otaki	Female	60+ years
The staff are friendly and helpful, and there is the ability to borrow books from all around the region. It's relatively quick to get books from another region.	Waikanae	Male	40 to 49 years
The staff are very friendly and helpful, and they have a great selection of books. When I have had to request a book it has always come through quite promptly. They always have some very good displays of crafts from time to time.	Otaki	Female	60+ years
The staff are very helpful and polite, and it has a good selection of material.	Waikanae	Female	60+ years
The staff are very helpful, and the range of books is very good.	Waikanae	Female	40 to 49 years
The staff are very helpful. It is very easy to get to, and online.	Paraparaumu-Raumati	Female	60+ years
The staff are very nice and cheerful, and they have a good selection of books.	Waikanae	Female	60+ years
The staff were very helpful with queries, for example getting books that were not in the library. I was looking for a religious book that was an autobiography.	Paraparaumu-Raumati	Female	60+ years
The variety of books, and they meet the demands on the library.	Paraparaumu-Raumati	Female	60+ years
There are always plenty of good books, and they provide a good service.	Paraparaumu-Raumati	Female	60+ years
There is a good range of material available and there is the option of material from five different libraries. There is a Paekakariki branch that is open from time to time that allows me to drop books off.	Paekakariki	Female	60+ years

There's always someone to help you with what you're looking for.	Waikanae	Female	60+ years
They always have a good selection of books, and the staff are always very friendly and helpful.	Paekakariki	Female	60+ years
They always have the books that I like. I am just generally satisfied with them for what I want, and it is all there.	Paraparaumu-Raumati	Female	60+ years
They are awesome. The staff are friendly, helpful, and knowledgeable.	Paraparaumu-Raumati	Female	40 to 49 years
They are brilliant. Helpful, and knowledgeable staff, and good spaces.	Paekakariki	Female	50 to 59
They are competent, polite, and do what you ask them to do.	Waikanae	Male	60+ years
They are excellent facilities for a small area.	Paraparaumu-Raumati	Male	60+ years
They are extremely inviting for families with young children. Children are encouraged to look at the books and play in the library. Particularly at Waikanae they have drawing, puzzles, and blocks available, so if you are reading with an older child, the younger child can play happily. It's great.	Waikanae	Female	30 to 39 years
They are very good because of ease of use and good selection of books.	Paraparaumu-Raumati	Male	40 to 49 years
They are very helpful, and have a good range of books. They are also willing to bring in anything that they don't have.	Otaki	Female	60+ years
They are well laid out and have excellent service. I'm referring to the Paraparaumu one. It's spacious and light and airy, and they have a very good kids programme.	Paraparaumu-Raumati	Male	40 to 49 years
They have a good range of books and helpful staff. They know what they've got on their shelves, and if they can get it in. I think the fines system is old fashioned, heavy handed and expensive on the daily charge.	Paraparaumu-Raumati	Male	50 to 59
They have a great online system and reminders. It is well staffed with knowledgeable people, and good books and access to other library books.	Paraparaumu-Raumati	Female	50 to 59
They have a great variety of books that are clearly labelled. The staff are always available. They have the ability for you to scan out your own books. There is never any cost.	Paraparaumu-Raumati	Female	60+ years
They have books I like, for example facts on how things are built. The service is good. There are a lot of people to help, and people are friendly and efficient.	Paraparaumu-Raumati	Male	60+ years
They have books people want.	Otaki	Male	50 to 59
They have special reports, and I do a lot of research so they are great.	Waikanae	Male	60+ years
They have very good staff and they keep on refreshing the collection of books. Plus they join in with Porirua with the SMART libraries.	Waikanae	Male	40 to 49 years
They have very helpful library people, and they go out of the way to get a book if they don't have it.	Paraparaumu-Raumati	Female	30 to 39 years
They have what we need, and the staff are very helpful.	Paraparaumu-Raumati	Male	50 to 59
They order books and let you know when they have arrived.	Paraparaumu-Raumati	Female	60+ years

They provide a wonderful service in terms of lovely staff, and they are always ready to help you. There is a good selection of books, for example fiction and craft. Just general craft, I don't look for anything in particular. I like cooking books, and I particularly look for books with New Zealand cooks. Nothing specific like baking, I just like anything to do with cooking.	Paekakariki	Female	50 to 59
They run innovative courses, and I'm doing one now. I am doing a publishing course.	Otaki	Male	60+ years
They should pay the librarians better. I'm very happy with the service.	Waikanae	Female	60+ years
They will access reading matter when required, and the staff are friendly.	Otaki	Female	60+ years
They're very good. You order a book, and you get it.	Otaki	Female	60+ years
They're very helpful. We can order things in advance and they let us know when they arrive, by fax or by phone. They're very good.	Paraparaumu-Raumati	Female	60+ years
Very friendly, and helpful staff.	Waikanae	Female	40 to 49 years
Very good opening hours Their online services are good. The staff are very friendly and helpful, and they have a very good book selection.	Paekakariki	Female	40 to 49 years
Very good.	Otaki	Male	60+ years
Very helpful staff, and I'm always able to do what I want to there.	Otaki	Female	50 to 59
Waikanae could be modernised, but otherwise I'm happy.	Waikanae	Female	60+ years
We like the libraries access to resources and space, especially at Paraparaumu, which is great for quiet time and study. The SMART Library System with e-books, and also brought in from other libraries, provides access to a huge variety of books, which is great.	Paekakariki	Female	40 to 49 years
We mainly deal with Waikanae. The staff are extremely helpful. While the book range is a little limited, the staff are happy to order in for us.	Waikanae	Male	60+ years
We read a lot and like the accessibility of the library.	Waikanae	Male	60+ years
When I have had to use it, they've always been very accommodating.	Paraparaumu-Raumati	Female	50 to 59
Whenever I do go, there's lots of choice.	Paekakariki	Female	50 to 59
Whenever I've been there they have always had what I have been looking for.	Otaki	Female	40 to 49 years
You can do all the things that you should be able to do in a library. The staff are very friendly.	Waikanae	Female	40 to 49 years
You can get all the books you want, and if they don't have them, they will order them for you. The staff is fantastic. They are always very helpful.	Paraparaumu-Raumati	Female	60+ years
You can get jigsaw puzzles and a good supply of books.	Paraparaumu-Raumati	Female	50 to 59
You can go to different libraries with the same card.	Paraparaumu-Raumati	Male	40 to 49 years

CF3. Why are you very dissatisfied with public toilets?

Verbatim comment	Community board	Gender	Age
A lot of them, especially the Mclean Park ones, are absolutely disgusting. The ones on Kapiti Road actually close quite early, and they can be dirty at times too. The Paekakariki ones are quite clean, but the Mclean ones really need to be a lot cleaner. Maybe have a little bit more lighting around the Kapiti Road one. They need to put more toilets in at parks for children and adults. They're lacking the portaloo type thing at parks, especially sports fields. They've finally got some at Kenna, but they need more. There's another sports field in Makareni. They should provide a toilet there too.	Paraparaumu-Raumati	Female	40 to 49 years
Faeces left everywhere. It is disgustingly dirty.	Otaki	Male	60+ years
I know one of the cleaners of the public toilets and have been advised by him that he is bound by his contract with the Council as to when he cleans the toilet blocks. I think it is morally wrong that this work gets contracted out, instead of the Council utilising their own staff. It would be a great idea for the Council to employ unemployed young people to undertake this work of cleaning public toilets, and perhaps utilising older people who have been made redundant to act as supervisors for the young people in this work.	Paraparaumu-Raumati	Female	40 to 49 years
I lobbied for the new toilets to be built on State Highway 1 opposite New World, which were fantastic, but unfortunately the cleaners do not do a good job. They just spray water around in the toilets. A good brushing and disinfectant is strongly needed to get rid of the smell of urine. This needs to be addressed. The toilets have soap and toilet paper but they are strongly lacking in hygienic cleaning of the toilets.	Otaki	Female	60+ years
It didn't lock, and it was dirty. Poor hygiene.	Paraparaumu-Raumati	Female	40 to 49 years
Overall I give a mark of three, but the beach toilets are grossly inadequate.	Waikanae	Male	60+ years
Poorly designed, for example at the public toilet at Te Horo, the structure is built too low, and is poorly ventilated. When I used it, it was gross and there was no toilet paper.	Otaki	Male	40 to 49 years
The ones at Paraparaumu are used a lot. There's urine all over the floor, and they stink. One time I stepped in it and thought I can't do that. As a safety thing I always go in with my daughter at the Waikanae ones. I'm from Waikanae Beach and even they're not great sometimes. There is no lighting, and they are dark and not well kept. The ones at the netball courts in Paraparaumu are good. From the end of October to Easter they should be cleaned a lot more often. In summer there are a lot of tourists and holiday makers. Maybe they've been done at 5:30,	Waikanae	Female	40 to 49 years

but by the time we get there they're awful.			
The toilet was dirty at the beach and not maintained well over the summer.	Paraparaumu-Raumati	Female	60+ years
They are dirty and look unkempt.	Otaki	Female	50 to 59
They need to be modernised. They are not cleaned properly and are rather disgraceful.	Paraparaumu-Raumati	Female	60+ years
They smell, there is never enough toilet paper, and they are never clean.	Otaki	Female	30 to 39 years
A lot of them, especially the Mclean Park ones, are absolutely disgusting. The ones on Kapiti Road actually close quite early, and they can be dirty at times too. The Paekakariki ones are quite clean, but the Mclean ones really need to be a lot cleaner. Maybe have a little bit more lighting around the Kapiti Road one. They need to put more toilets in at parks for children and adults. They're lacking the portaloo type thing at parks, especially sports fields. They've finally got some at Kenna, but they need more. There's another sports field in Makareni. They should provide a toilet there too.	Paraparaumu-Raumati	Female	40 to 49 years
Faeces left everywhere. It is disgustingly dirty.	Otaki	Male	60+ years
I know one of the cleaners of the public toilets and have been advised by him that he is bound by his contract with the Council as to when he cleans the toilet blocks. I think it is morally wrong that this work gets contracted out, instead of the Council utilising their own staff. It would be a great idea for the Council to employ unemployed young people to undertake this work of cleaning public toilets, and perhaps utilising older people who have been made redundant to act as supervisors for the young people in this work.	Paraparaumu-Raumati	Female	40 to 49 years
I lobbied for the new toilets to be built on State Highway 1 opposite New World, which were fantastic, but unfortunately the cleaners do not do a good job. They just spray water around in the toilets. A good brushing and disinfectant is strongly needed to get rid of the smell of urine. This needs to be addressed. The toilets have soap and toilet paper but they are strongly lacking in hygienic cleaning of the toilets.	Otaki	Female	60+ years
It didn't lock, and it was dirty. Poor hygiene.	Paraparaumu-Raumati	Female	40 to 49 years
Overall I give a mark of three, but the beach toilets are grossly inadequate.	Waikanae	Male	60+ years
Poorly designed, for example at the public toilet at Te Horo, the structure is built too low, and is poorly ventilated. When I used it, it was gross and there was no toilet paper.	Otaki	Male	40 to 49 years
The ones at Paraparaumu are used a lot. There's urine all over the floor, and they stink. One time I stepped in it and thought I can't do that. As a safety thing I always go in with my daughter at the Waikanae ones. I'm from Waikanae Beach and even they're not great sometimes. There is no lighting, and they are dark	Waikanae	Female	40 to 49 years

and not well kept. The ones at the netball courts in Paraparaumu are good. From the end of October to Easter they should be cleaned a lot more often. In summer there are a lot of tourists and holiday makers. Maybe they've been done at 5:30, but by the time we get there they're awful.

The toilet was dirty at the beach and not maintained well over the summer.	Paraparaumu-Raumati	Female	60+ years
They are dirty and look unkempt.	Otaki	Female	50 to 59
They need to be modernised. They are not cleaned properly and are rather disgraceful.	Paraparaumu-Raumati	Female	60+ years
They smell, there is never enough toilet paper, and they are never clean.	Otaki	Female	30 to 39 years

CF4. Why are you very satisfied with public toilets?

Verbatim comment	Community board	Gender	Age
Clean and well lit.	Paekakariki	Male	40 to 49 years
Cleanliness is the important thing.	Otaki	Male	60+ years
Cleanliness of floors and the toilet. There's toilet paper and some have driers.	Paraparaumu-Raumati	Male	60+ years
I feel they are very well equipped, and kept very clean and tidy.	Paraparaumu-Raumati	Male	50 to 59
I found them clean, well signposted and open.	Paekakariki	Male	50 to 59
I time it after the cleaner.	Waikanae	Female	60+ years
It is clean and tidy all year around.	Paraparaumu-Raumati	Male	60+ years
It is clean, smells nice and is attended to regularly. They are very good. They are always cleaned to an excellent standard.	Waikanae	Female	60+ years
It is nice and clean and in a convenient area.	Waikanae	Female	60+ years
It was clean and tidy.	Otaki	Male	60+ years
It's clean and well maintained because the Council looks after their staff.	Paraparaumu-Raumati	Male	60+ years
Not applicable.	Waikanae	Male	60+ years
The cleanliness. They are well maintained.	Paekakariki	Male	50 to 59
The new ones are better designed, and they have placed them in good places.	Paekakariki	Female	50 to 59
The one in Waikanae is very clean most of the time, and the toilets are constantly cleaned.	Waikanae	Female	50 to 59
The ones I visited are safe, and well maintained. I haven't used others though. I have used the one at Paraparumu beach.	Paraparaumu-Raumati	Female	60+ years
The public toilets are spotlessly clean.	Paraparaumu-Raumati	Male	40 to 49 years
They are always clean and well maintained.	Waikanae	Female	60+ years
They are always clean.	Waikanae	Male	60+ years
They are clean and are regularly serviced.	Paraparaumu-Raumati	Female	40 to 49 years

They are clean and maintained well.	Waikanae	Male	40 to 49 years
They are clean and new.	Waikanae	Female	60+ years
They are clean, accessible and well lit.	Otaki	Female	40 to 49 years
They are clean, well serviced and lit well.	Paekakariki	Female	60+ years
They are clean.	Paraparaumu-Raumati	Female	50 to 59
They are clean.	Waikanae	Female	60+ years
They are clean.	Waikanae	Female	60+ years
They are good to use, and they are clean.	Paekakariki	Female	60+ years
They are kept clean and well maintained and i haven't been caught short anywhere as they have a significant number of them.	Waikanae	Male	40 to 49 years
They are kept maintained, particularly Paraparaumu library.	Paraparaumu-Raumati	Female	60+ years
They are kept well, and they are clean and open. They are well spaced through the area.	Otaki	Female	60+ years
They are nice and clean, with toilet paper.	Otaki	Female	50 to 59
They are pretty clean and safe.	Waikanae	Female	50 to 59
They are tidy and clean.	Otaki	Male	60+ years
They are very clean.	Waikanae	Male	60+ years
They are very clean.	Waikanae	Female	40 to 49 years
They are well kept.	Paekakariki	Male	60+ years
They are well looked after.	Waikanae	Female	60+ years
They were clean.	Paekakariki	Female	30 to 39 years
They're always clean and spotless.	Paraparaumu-Raumati	Female	60+ years
They're always kept clean and tidy. You can't plan for the occasional idiot who goes in there and causes chaos. They are well maintained.	Paraparaumu-Raumati	Male	60+ years
They're clean. There's always toilet paper. How safe are they? They're safe because they close too early. The one at Mclean Park is closed at 20:00 and there are still a lot of people on the beach.	Paraparaumu-Raumati	Female	40 to 49 years
They're cleaned every day.	Waikanae	Female	60+ years
They're kept fairly clean and they also play music and talk to you. I take tourists around Waikanae and they are delighted to have a toilet that talks to them.	Waikanae	Male	60+ years
Toilets hygiene is very good however sometimes they lock up early before 22:00 with still a lot of people around at Countdown, movies etc. They have also been locked in daylight sometimes. This is the one at Waikanae shops. The toilets are generally pretty good, and some are nice electric ones. More thought to spacing of public toilets would be good. We need a few more as there are spots where for three to four kilometres there is no public toilet.	Waikanae	Male	40 to 49 years
Very clean, toilet paper always available, and it doesn't smell. Also soap is always	Otaki	Female	30 to 39 years

available.			
Waikanae toilets are very clean and well maintained.	Paekakariki	Female	50 to 59
When I went in there it was very clean, so whoever cleans the toilet does a good job. I have been in them at 15:00 to 16:00, and they are always clean when I go. I have also used the one at Coastlands and this is always clean as well.	Waikanae	Female	50 to 59
When I've been in they've been clean and open.	Paekakariki	Female	60+ years
Clean and well lit.	Paekakariki	Male	40 to 49 years
Cleanliness is the important thing.	Otaki	Male	60+ years
Cleanliness of floors and the toilet. There's toilet paper and some have driers.	Paraparaumu-Raumati	Male	60+ years
I feel they are very well equipped, and kept very clean and tidy.	Paraparaumu-Raumati	Male	50 to 59
I found them clean, well signposted and open.	Paekakariki	Male	50 to 59
I time it after the cleaner.	Waikanae	Female	60+ years
It is clean and tidy all year around.	Paraparaumu-Raumati	Male	60+ years
It is clean, smells nice and is attended to regularly. They are very good. They are always cleaned to an excellent standard.	Waikanae	Female	60+ years
It is nice and clean and in a convenient area.	Waikanae	Female	60+ years
It was clean and tidy.	Otaki	Male	60+ years
It's clean and well maintained because the Council looks after their staff.	Paraparaumu-Raumati	Male	60+ years
Not applicable.	Waikanae	Male	60+ years
The cleanliness. They are well maintained.	Paekakariki	Male	50 to 59
The new ones are better designed, and they have placed them in good places.	Paekakariki	Female	50 to 59
The one in Waikanae is very clean most of the time, and the toilets are constantly cleaned.	Waikanae	Female	50 to 59
The ones I visited are safe, and well maintained. I haven't used others though. I have used the one at Paraparumu beach.	Paraparaumu-Raumati	Female	60+ years
The public toilets are spotlessly clean.	Paraparaumu-Raumati	Male	40 to 49 years
They are always clean and well maintained.	Waikanae	Female	60+ years
They are always clean.	Waikanae	Male	60+ years
They are clean and are regularly serviced.	Paraparaumu-Raumati	Female	40 to 49 years
They are clean and maintained well.	Waikanae	Male	40 to 49 years
They are clean and new.	Waikanae	Female	60+ years
They are clean, accessible and well lit.	Otaki	Female	40 to 49 years
They are clean, well serviced and lit well.	Paekakariki	Female	60+ years
They are clean.	Paraparaumu-Raumati	Female	50 to 59
They are clean.	Waikanae	Female	60+ years
They are clean.	Waikanae	Female	60+ years
They are good to use, and they are clean.	Paekakariki	Female	60+ years

They are kept clean and well maintained and i haven't been caught short anywhere as they have a significant number of them.	Waikanae	Male	40 to 49 years
They are kept maintained, particularly Paraparaumu library.	Paraparaumu-Raumati	Female	60+ years
They are kept well, and they are clean and open. They are well spaced through the area.	Otaki	Female	60+ years
They are nice and clean, with toilet paper.	Otaki	Female	50 to 59
They are pretty clean and safe.	Waikanae	Female	50 to 59
They are tidy and clean.	Otaki	Male	60+ years
They are very clean.	Waikanae	Male	60+ years
They are very clean.	Waikanae	Female	40 to 49 years
They are well kept.	Paekakariki	Male	60+ years
They are well looked after.	Waikanae	Female	60+ years
They were clean.	Paekakariki	Female	30 to 39 years
They're always clean and spotless.	Paraparaumu-Raumati	Female	60+ years
They're always kept clean and tidy. You can't plan for the occasional idiot who goes in there and causes chaos. They are well maintained.	Paraparaumu-Raumati	Male	60+ years
They're clean. There's always toilet paper. How safe are they? They're safe because they close too early. The one at Mclean Park is closed at 20:00 and there are still a lot of people on the beach.	Paraparaumu-Raumati	Female	40 to 49 years
They're cleaned every day.	Waikanae	Female	60+ years
They're kept fairly clean and they also play music and talk to you. I take tourists around Waikanae and they are delighted to have a toilet that talks to them.	Waikanae	Male	60+ years
Toilets hygiene is very good however sometimes they lock up early before 22:00 with still a lot of people around at Countdown, movies etc. They have also been locked in daylight sometimes. This is the one at Waikanae shops. The toilets are generally pretty good, and some are nice electric ones. More thought to spacing of public toilets would be good. We need a few more as there are spots where for three to four kilometres there is no public toilet.	Waikanae	Male	40 to 49 years
Very clean, toilet paper always available, and it doesn't smell. Also soap is always available.	Otaki	Female	30 to 39 years
Waikanae toilets are very clean and well maintained.	Paekakariki	Female	50 to 59
When I went in there it was very clean, so whoever cleans the toilet does a good job. I have been in them at 15:00 to 16:00, and they are always clean when I go. I have also used the one at Coastlands and this is always clean as well.	Waikanae	Female	50 to 59
When I've been in they've been clean and open.	Paekakariki	Female	60+ years

PF6. Do you have any general comments about how the Council manages its parks, reserves, open spaces and beach access, including pathways for walking, cycling and horse riding?

Verbatim comment	Community board	Gender	Age
Beach access. Paraparaumu beach needs sand cleared from access.	Paraparaumu-Raumati	Female	30 to 39 years
Down at Mclean Park please put a mini cycle track for kids with give way signs etc. A mini road track near the duck pond like the successful one in Upper Hutt for the kids, with stop signs and roundabouts to teach kids road rules.	Waikanae	Female	30 to 39 years
For a public place like kids playgrounds, a good safe place for the public.	Otaki	Male	40 to 49 years
Generally I think it's really awesome. I follow the facebook for the Kapiti Council and go to their website and it's always updated regularly, so you know which parks are closed due to weather conditions.	Waikanae	Female	40 to 49 years
I believe that work place safety has too much influence on the Councils' planning. Consequently they avoid some improvements and activities that they could be offering, for example I'm not sure if the water slide is working? I believe that there were some planning and financial errors made and this has had an impact on operations. I live rurally and sufficient thought has not gone into cycle ways, camping etc. Our local camping ground has been closed, rather than upgraded because it was easier and cheaper for the Council? While I am focusing on the surrounds of my home I also believe that my rural road has a speed limit that is too high, which works against the opportunities our local area offers for recreation. It's being used, but there is no real provision for recreational users to have their own access, for example for mountain bike users, horse riders and cyclists. This is Valley Road.	Paekakariki	Male	50 to 59
I do like the fact that they are linking them.	Paraparaumu-Raumati	Female	40 to 49 years
I know they clear the river out. Sometimes they pick strange times to do it and it seems like a waste of time when there is heavy rain. They need to be better prepared weather wise.	Waikanae	Male	50 to 59
I think overall the Council does a very good job.	Otaki	Female	60+ years
I think they are doing a good job.	Paraparaumu-Raumati	Female	60+ years
I think they are doing a great job at looking after all of these. They are doing better at looking after these than the roads.	Paraparaumu-Raumati	Female	50 to 59
I think they do a lovely job.	Paraparaumu-Raumati	Female	50 to 59
I think they do a very good job. Their staff are very professional.	Waikanae	Male	60+ years
I think they make a very good job with it. I am very impressed with the amount of park benches I can sit on when I watch my grandkids at the park, and I have	Waikanae	Female	60+ years

noticed they are improving access ways to the beach. I am impressed with how they are thinking about public safety while using them, for example ropes down paths and rubber mats on sand to prevent slipping.			
I think they're doing a great job on a restricted budget. On the street we're on, over the back fence is a stormwater run-off. We saw people throwing rubbish in there. It was cleared up in a week. We had an issue, rang them and they were on to it very quickly. We're in Gandalf.	Paraparaumu-Raumati	Female	40 to 49 years
I think they're doing a really good job.	Otaki	Female	50 to 59
I use the walking tracks, the beach access and parks. We're lucky that there is a lot of nature here and they keep them natural looking.	Paraparaumu-Raumati	Female	60+ years
I'm impressed.	Waikanae	Female	40 to 49 years
I'm talking mostly about Paekakariki; I'm not sure about the rest of the district.	Paekakariki	Female	60+ years
It is strange that some animals can poo on tracks, for example horses can, but dogs can't. Cats can roam freely. Runners in marathons have to dodge the horse poo.	Paraparaumu-Raumati	Male	40 to 49 years
Keep up the good work.	Waikanae	Male	40 to 49 years
No I'm quite satisfied with what I see of these things.	Paraparaumu-Raumati	Female	60+ years
No issues, as generally everything is well maintained. However sand builds up on the north beach access way to Waikanae Beach.	Paraparaumu-Raumati	Male	60+ years
No not at all.	Paraparaumu-Raumati	Female	60+ years
No thank you.	Paraparaumu-Raumati	Female	40 to 49 years
No thank you.	Waikanae	Female	40 to 49 years
No they are doing a really good job. Perhaps providing doggie doo bags.	Paraparaumu-Raumati	Female	40 to 49 years
No, all of the ones that I have visited and used have all been fine. Keeping in mind that we don't use them as much now that the family has grown up.	Paraparaumu-Raumati	Male	60+ years
No, I'm quite happy.	Otaki	Female	60+ years
No, I'm very happy.	Waikanae	Male	60+ years
No, we should have to pay a fee to tools Paraparaumu. I have to put a toll call in.	Otaki	Female	60+ years
No. Just generally anywhere where cycles and cars interact the drivers are getting more impatient so any barriers would be good. Cyclists are treated as a hindrance by the general public. Cycle ways have to be better than a shared roadway.	Paraparaumu-Raumati	Male	50 to 59
Parks and reserves are always clean and tidy. The beach access is clear and tidy and well signed.	Otaki	Female	30 to 39 years
Paths need to be swept and maintained, as they are not in good condition. Footpaths are terrible and rough. They cause older people to fall and need to be looked after better. The streets of Otaki are dirty and people need to be	Otaki	Female	60+ years

educated. The Otaki Domain, after sports events, needs a litter monitor who collects the litter at the end of events so residents don't have to deal with rubbish, for example dirty nappies.			
Regarding the water down at the boating club, you cannot use the water if you are not a member. You cannot wash your boat, and have to go home and use your water. The boating club should have free water provided by the Council, and it should not be charged for.	Paraparaumu-Raumati	Male	30 to 39 years
Swimming pools are closed to the public too often, or areas there-of.	Paekakariki	Female	40 to 49 years
The cyclists go on Akatarawa Road, which is very dangerous because there is no cycle lane.	Waikanae	Female	40 to 49 years
The parks and open spaces have really been developed and the Council has been very clever. Good leadership. But the cycle paths aren't signposted at all. There are no maps. It is not the condition of the paths; I just can't find where they are.	Paraparaumu-Raumati	Male	40 to 49 years
The parks and reserves need more seating. A lot more seating to enjoy the views.	Paraparaumu-Raumati	Female	60+ years
The parks, reserves and beaches are generally well maintained, and very neat and tidy in appearance. Access to beaches, parks and reserves are easy for anyone.	Waikanae	Male	50 to 59
The river walk from Waikanae to Otaihangā has narrow areas, and it can be hard with dogs or children competing with cyclists.	Waikanae	Female	60+ years
The staff are very aware of users, and people using machines such as a mower show courtesy. They will stop if they think it might affect you. The maintenance staff are well trained.	Paraparaumu-Raumati	Male	60+ years
There are a huge number of kid's playgrounds in the Kapiti Coast and they are well equipped and maintained, and that is a huge plus for the Council.	Paraparaumu-Raumati	Male	50 to 59
There are no toilets at children's playground.	Otaki	Female	50 to 59
There are not enough signs regarding the walkways to the beach.	Paraparaumu-Raumati	Female	50 to 59
There are too many padlocks on access ways to green spaces, barbecue areas etc. At the top of Waikanae walkway going into the bush cars used to be able to go up into that area, and now a lot of areas are padlocked off permanently and drivers have to park a long way away now. Waikanae park gym equipment is a good idea and the more the merrier. The cricket cage fencing at Waikanae Park needs to be fixed up or replaced with something else.	Waikanae	Male	40 to 49 years
There is not enough parking for horse floats, and Otaki Beach boat ramp is not maintained. We got stuck on a number of occasions. They have not reduced the sand that has built up which causes cars to get stuck, and the Otaki river at the beach access way end has always got enormous pot holes. With the bridle ways,	Otaki	Female	50 to 59

we need better access to them.			
There is nowhere to launch our boat.	Paekakariki	Female	30 to 39 years
There should be opportunities for things like coffee carts to be able to be there for sports events. The Council does not permit it. They should have certain spots available that they can get a licence for and the Council should govern it.	Paraparaumu-Raumati	Male	40 to 49 years
There's only one fault, and it is especially one for people walking with dogs. There needs to be more rubbish bins. They're trying to make people clean up after their dogs, and they need more rubbish bins. But the parks near Otahunga and other sports fields I've been to are very nicely mown.	Paraparaumu-Raumati	Female	40 to 49 years
They are so well maintained and they enhance the community. Appreciated by all ages and well used.	Paekakariki	Female	50 to 59
They are very good.	Paraparaumu-Raumati	Female	60+ years
They do a good job.	Otaki	Female	60+ years
They do a good job.	Paraparaumu-Raumati	Male	60+ years
They do an excellent job of keeping them clean and tidy. There's never any dog poop either.	Paraparaumu-Raumati	Male	60+ years
They do very well within the district. They may spend too much of the budget.	Paraparaumu-Raumati	Male	50 to 59
They're just doing a good job. They're well-maintained.	Paraparaumu-Raumati	Female	60+ years
They're very proactive. The only thing they can't control are the new bypasses, which is causing additional heavy traffic flow.	Paraparaumu-Raumati	Male	60+ years
We are very happy with the ones we use.	Waikanae	Male	60+ years
We have excellent well maintained tracks.	Otaki	Female	40 to 49 years
We need cycle lanes in Otaki.	Otaki	Male	60+ years
Well done.	Paraparaumu-Raumati	Male	50 to 59

DM2. Why do you strongly disagree that the District is developing in a way that takes into account its unique character and natural environment?

Verbatim comment	Community board	Gender	Age
Because of the activity of rezoning part of the district shortly after purchasing a property declaring it a ponding area where flooding, we get no relief. I disagree with the Council as it operates introduction of water meters which was dependant on a decision on full Council lit become common knowledge and purchase before decision is made, that was an illegal activity.	Paraparaumu-Raumati	Male	60+ years
Coastlands is like driving through a minefield. It is not a pretty town. There are no trees. It appears to be thrown together.	Paraparaumu-Raumati	Female	50 to 59
Especially around the old beach area and Waikanae Village, where they are trying to make this bigger. Letting huge subdivisions through, and these areas are rapidly losing their character and charm.	Waikanae	Female	50 to 59
I think there is no plan to turn QE Park back into what it would have been one hundred and fifty years ago, provide a corridor for the native birds i.e. link in with Kapiti Island. We do nothing on the mainland to support and take advantage of this fantastic reserve and amenity. We could capitalise on native flora and fauna in many ways as well as improving the health of our water ways. The little blue penguins etc. need support. As a wider community or as a Council initiative we are not acknowledging our native resources and natural or physical uniqueness. Kapiti Coast has an extraordinary opportunity to link in with the Zealandia Project native corridor.	Paekakariki	Female	40 to 49 years
Infrastructure and roading is not correct. It is not working.	Otaki	Female	60+ years
It was a holiday place. It was never meant to be the mini city which it has now become. That's why there is no water, bad roading and sewerage. I am talking about Otaki.	Otaki	Male	40 to 49 years
It's building large houses on the skyline, at the top of the hill.	Paraparaumu-Raumati	Female	60+ years
It's not. There seems to be a lot of dissatisfied people around and a lot of complaints.	Waikanae	Male	40 to 49 years
Not enough is being done to protect the natural environment.	Waikanae	Male	60+ years
People have brilliant ideas but the Council is too slow putting stuff together. It has a lack of urgency.	Otaki	Male	40 to 49 years
The Council do not think about things before they proceed. We used to have a lot of green space, and it is now being taken up by residential properties.	Paraparaumu-Raumati	Female	40 to 49 years
The Council seems to be more interested in making the area more prosperous by attracting industry and light industry, rather than creating prosperity by creating sporting and activity areas that would help people, and not destroy the	Waikanae	Male	60+ years

ambience of the area.			
The expressway has destroyed the character and uniqueness of the region. Also the traffic problems have not been negated. We have thousands more cars and nothing for young people to do.	Paraparaumu-Raumati	Male	40 to 49 years
The expressway which travels through the centre of Waikanae, and taking away people's views they once had. It's basically unattractive and has led to people having to put in double glazing to cut out the traffic noise. The Council could have spent the money more wisely on the existing roadway.	Waikanae	Male	60+ years
The new road is taking away business from the coast.	Paraparaumu-Raumati	Male	18 to 29 years
The restriction of the main road in Otaki township. It would be very dangerous if there was an emergency evacuation because everyone would be blocked in due to the congestion.	Otaki	Female	50 to 59
There doesn't seem to be any plan, it seems to happen.	Paraparaumu-Raumati	Female	40 to 49 years
There seems no coherent recognition of the potential scenic, recreational, historic, and environmental planning, and no positive values in this district.	Paekakariki	Female	60+ years
There's no heart to the town centre. There's nowhere you could call the centre for Paraparaumu. We haven't connected our leisure facilities, and kids can't walk anywhere. It's a disaster. There's no strategy to make it a town. Imagine the worst town you've ever been to and that's Paraparaumu. Here we've got no town. There's a shopping centre adjacent to Highway One, and the rest is just separate development. You just drive everywhere.	Paraparaumu-Raumati	Male	40 to 49 years
They don't look after the river. It's filthy, and stuff from road and stormwater drains empty into it. It has rubbish along it.	Paraparaumu-Raumati	Female	50 to 59
They have allowed Paraparaumu and Waikanae to grow too quickly and they have done nothing to support the growth.	Otaki	Male	60+ years
They have done too many u turns in respect to the Sandhills Motorway. The original road was designated to go in further down Poplar Avenue, however because the Steiner School is in that road they appealed and had the road put in further down. This has resulted in injustices as to how some households were treated by Transit New Zealand in their blackmailing of the homeowners in order to have this work carried out. The Council has made a complete disaster of the Kapiti Road and Te Roto Drive area including the on and off ramps for the motorway, in that it has deviated from the original plan. Instead of making this like other areas where you have sweeping curves, they have made it right angles with traffic lights, which would just serve to slow down the traffic which would end up being dumped in Kapiti.	Paraparaumu-Raumati	Female	40 to 49 years
They have their own philosophy. Every area needs new development. Ocean	Paraparaumu-Raumati	Female	60+ years

Parade needs a huge boardwalk.			
When you look round the district it doesn't seem co-ordinated.	Waikanae	Male	60+ years

DM3. Why do you strongly agree that the District is developing in a way that takes into account its unique character and natural environment?

Verbatim comment	Community board	Gender	Age
A great place to be in, its going ahead and growing.	Waikanae	Male	60+ years
I believe that they consult with residents to try and satisfy views of both the young and old. For example, in Waikanae Beach, the access way is made of some kind of plastic, so for the elderly, walking on this pathway as opposed to the sand is much easier for arthritic people. So they account for the fact that the population is quite elderly. The district is rapidly developing, and although there will be some stress, they are still doing a good job overall, for example the river path along Waikanae River is heavily used. The river floods the path every year, yet they keep it up to a good biking level. It also costs a lot of money refilling gravel into that pathway every year, yet they do maintain that environment very well.	Waikanae	Female	60+ years
I have lived here for a long time and seen much growth.	Otaki	Female	60+ years
I just agree.	Paraparaumu-Raumati	Female	40 to 49 years
I think they're listening to the people with the cycle ways and walkways. Providing nice ways for the people to get their recreation. The beach walkway is a good example. That's lovely and unique. All ages and all sorts use it.	Paraparaumu-Raumati	Female	60+ years
I travel by public transport and have seen the number of people who have moved into the area, and the ease of access into the area.	Paraparaumu-Raumati	Male	50 to 59
It is hard to explain but I am happy with what is going on.	Otaki	Female	30 to 39 years
It's expanding residential areas. It has balanced it with industrial and has made space for outdoor areas which is great for families.	Waikanae	Male	40 to 49 years
Marketing done and seen done. Going out to Kapiti Island, saving of tundra at Paraparaumu, and surveys about Go Paekakariki regarding redoing of seawall and pathways, and village. One about extra development and thinking is signage when the expressway goes, to give people the information and encouragement to exit and come and visit. If the community doesn't know about parks and art studios or bridle ways, riding facilities, cycle ways, and walks they will not come off and the community will gradually die a natural death. Prettying up the beach would be quite helpful. Rake the beach and make it pretty to encourage others to enjoy the beach. Ours are very natural, not like Australia. Could make a real	Paekakariki	Male	50 to 59

stunning beach with maintenance. Stormwater is just emptying on to the beach. It would be good if it was piped out to sea, so water and rubbish is not on the beach. Increasing the attraction rate to site Paekakariki Hill with punting, paragliding and those kinds of facilities. Reasons to stop off and then enjoy a number of others. These are suggestions from Mark that follow on development line.			
Otaki is very Maori populated and the seats and chairs have Maori designs on them.	Otaki	Female	18 to 29 years
The co-operation from the community has been huge. The Council do a lot. Waikanae is like a park. The community helping out makes the Council look better than they actually are.	Waikanae	Female	60+ years
The development of the airport area, the moving of the town centre towards the airport area and the new roadworks in the area.	Paraparaumu-Raumati	Female	60+ years
The people that live here are here for the environment.	Paraparaumu-Raumati	Male	40 to 49 years
The Waikanae river restoration project is amazing. It's going really well and I'm very happy. I have seen trees being planted and grow, and birds are coming back. The last Council bought farmland and developed it into soccer fields which were great too.	Waikanae	Male	40 to 49 years
The way the expressway is blending into the environment is amazing. I am also pleased that it is a local firm that is doing the work.	Paraparaumu-Raumati	Male	50 to 59
They are doing alright. No special reason.	Otaki	Male	60+ years
They could improve it a bit, but not much.	Waikanae	Male	60+ years
They have planned well for the makeup of the area for both the older generation and young families. The environment is well planned, and it's just a great place to live.	Waikanae	Female	30 to 39 years
They seem to be aware of the environment.	Paraparaumu-Raumati	Female	30 to 39 years
They seem to encourage people, and we have a lot to offer in this area.	Otaki	Female	50 to 59
They're proactive in maintaining the green areas and environment.	Paraparaumu-Raumati	Male	60+ years
Waikanae is getting a new centre. They try.	Waikanae	Female	40 to 49 years
What is being done with the expressway with the planting of trees along the side of it? The Council are being very sensitive about what people want in this regard.	Paekakariki	Male	40 to 49 years
When they're developing things, they make sure they are not damaging or taking away from the community. They are doing wonderfully in the Waikanae Estuary.	Paraparaumu-Raumati	Female	60+ years

OV2. Why are you very dissatisfied with Council's overall performance?

Verbatim comment	Community board	Gender	Age
I don't believe the employee understands their role in servicing the people in the district, they have more interest of self-interest and it seems impossible to face by a rate payer and provide some positive assistance and advice.	Paraparaumu-Raumati	Male	60+ years
I don't think they perform well in all areas.	Otaki	Male	60+ years
I never hear any information on what they have achieved or done. There is no visibility in promoting what the Council have done.	Paraparaumu-Raumati	Male	50 to 59
I think they are all in it for themselves, not the people.	Paraparaumu-Raumati	Female	60+ years
I think they spend too much money on a couple of people, they are overpaid and the council employees get four hundred thousand a year, they are dishonest and corrupt, they are lazy. I think they have no understanding of what is required of them, no answerable and accountability to rate payers. Mismanaged and wasteful, there is too many employees, the CEO is lazy and overpaid.	Paraparaumu-Raumati	Female	50 to 59
I'm a contractor and have engaged with Council employees and I feel that they need to get their heads out of the sand, and stop their thinking getting in the way of progress. I'm not unrealistic but I guess that if you give someone a large list of regulations they are encouraged to start looking for faults. Staff at times need to be a little more flexible and look at the big picture overall, so that we can all move forward. At times they are quite pedantic.	Paekakariki	Male	50 to 59
Lack of community involvement and notification of things that are happening. It seems it is all behind closed doors. They walk the walk and talk the talk, but don't deliver. Its bureaucracy gone mad.	Waikanae	Female	60+ years
Roads are more congested, and there are more houses. There are only two accesses to Paraparaumu. Rates charges have gone up and we are charged for water and yet have to buy in water in the summer. Where does all the money paid into Council go?	Paraparaumu-Raumati	Male	40 to 49 years
The kindergarten has been raised and I get flooded. It has done it twice and issues have not been sorted. This is off Kapiti Road.	Paraparaumu-Raumati	Male	30 to 39 years
The traffic lights are a huge thing. They're a huge flop, and they really messed up there. They're quite wasteful with their money. I don't appreciate seeing in the newspaper how much some of the Council workers get paid. Astronomical amounts. And the water meters, where everyone voted against them and the Council still put them in. That's just an extra cost we have to cover now. Where they sort of led you to believe there would be no extra, but there is. We're a very	Paraparaumu-Raumati	Female	40 to 49 years

water conscious family but we still pay a bit.			
They are giving too much money to things which do not involve the common household. We want street lighting rather than community projects. We need good roading and basic fundamental things for the community. It appears they wish to be seen doing good for the minority, as opposed to the everyday folk of the community.	Paraparaumu-Raumati	Female	60+ years
They do not listen to and carry out what the people want. They operate on a system where they are not accountable for anything they do with the ratepayers' money. They seem to have a closed shop regarding their meetings, where not all the Council members are permitted to attend. They need to focus and improve on the rubbish collections, and the water meters. They need to get a dam in place.	Waikanae	Male	60+ years
They do not listen, and they lie. They do not respond to feedback. Councillors are not doing their job. They are running rings around elected. Dysfunctional.	Paraparaumu-Raumati	Female	60+ years
They don't listen to the community.	Paraparaumu-Raumati	Female	50 to 59
They don't want to finish the footpath yet the area is full of elderly people, and from my place to the corner there is no footpath.	Otaki	Female	60+ years
They never listen to the people. They have ruined the roads, charged for the water and they never do anything for people who have been in the area for fifty years. We are selling the house because of the congestion in the town. It is no longer the place it used to be. We have to pay for green waste now and it should be free, especially when they are so concerned with the environmental impacts in the area. People are now dumping green waste, because they have to pay for it.	Otaki	Male	40 to 49 years
They should not charge me as I pay for my own facilities as I am in a rural community.	Paraparaumu-Raumati	Male	50 to 59
They take very little notice of what the public desires, requests or wants.	Paraparaumu-Raumati	Male	60+ years
Traffic failures, Operating outside by laws, and there's still a boys club here.	Paraparaumu-Raumati	Male	40 to 49 years

OVL3. Why are you very satisfied with Council's overall performance?

Verbatim comment	Community board	Gender	Age
Every time I ring them they are helpful and courteous.	Otaki	Female	50 to 59
Everything I need is available. I think the rates are reasonable and all the services and facilities are good.	Paraparaumu-Raumati	Male	50 to 59
Everything seems to be going along nicely.	Paraparaumu-Raumati	Female	60+ years
Generally we enjoy living here. We enjoy the environment and the weather and we enjoy what the Council has done to expand its services, including key aspects like water. The new Mayor is doing a much better job than the previous one.	Paraparaumu-Raumati	Male	50 to 59
Great.	Paraparaumu-Raumati	Female	60+ years
I have never have had any issues or complaint.	Waikanae	Male	60+ years
I haven't crossed paths with them. I haven't needed their services.	Paraparaumu-Raumati	Female	60+ years
I like the way the roading is all going ahead, and I also like recreational facilities like the cycleway they have just opened.	Paekakariki	Female	30 to 39 years
I think the needs of everyone are being met.	Waikanae	Male	40 to 49 years
I'm pleased with noise control response.	Waikanae	Female	60+ years
It helps us to have a better opportunity to get places and do things. They are helpful to all communities.	Paraparaumu-Raumati	Male	18 to 29 years
It is a difficult job trying to please forty thousand people all the time. I like to be informed and have information at my disposal. I have lived here all my life so I want to keep it working well for the coast community, the coast and the beaches for the coast community.	Paekakariki	Female	30 to 39 years
It just works well. I have no complaints.	Paraparaumu-Raumati	Male	50 to 59
Our water and our roads are all good, and the parks are beautiful. There are no issues.	Waikanae	Female	30 to 39 years
The service interaction is all very good.	Waikanae	Male	40 to 49 years
The way life is on the Kapiti Coast. The lifestyle we are able to have.	Paraparaumu-Raumati	Female	40 to 49 years
They are doing a good job.	Otaki	Female	60+ years
They deliver on the core services that they are required to deliver on, and all their services work well for me.	Paraparaumu-Raumati	Female	60+ years
They have done so much.	Waikanae	Female	18 to 29 years
They just built a new cycle way near our house and it's pretty flash.	Paraparaumu-Raumati	Male	40 to 49 years
They listen to you when you have an issue, and deal with the matter quite quickly.	Otaki	Female	30 to 39 years
They maintain streets, footpaths, and walkways reasonably well.	Paraparaumu-Raumati	Male	60+ years
They seem to be working together. A good forward plan and they are very	Paraparaumu-Raumati	Male	60+ years

approachable in terms of input on local issues. The Council staff are excellent bar one or two they could do something about, but by and large they are fantastic.			
They try to do a good job with limited funds.	Otaki	Male	60+ years
They're really good. Proactive with clean ups and keeping our area tidy.	Otaki	Female	18 to 29 years
They're dedicated to their job. There's always information on what's happening.	Paraparaumu-Raumati	Male	60+ years
They're doing a good job, and I haven't had any cause for complaint.	Waikanae	Female	40 to 49 years
They've come a long way from a few years ago. We're very happy here.	Paraparaumu-Raumati	Male	60+ years
Things would not go as smoothly if the Council were not doing a good job of everything.	Otaki	Female	60+ years

GEN. Lastly, are there any other comments that you would like to make about the Kapiti Coast District Council?

Verbatim comment	Community board	Gender	Age
A good sports facility like a stadium, where we could hold big events. I am a marcher but cannot hold any event here as there are no indoor facilities.	Otaki	Female	50 to 59
Access Points to beaches. They have allowed the sand to come back over access rights. They have put something new over what was there before. Things they covered over, steps that where there and build-up of sand was that bad that they didn't know there were steps under there. Oritea Street beach access.	Waikanae	Male	60+ years
All good.	Paraparaumu-Raumati	Male	50 to 59
All the playgrounds seem to have the same things. It would be nice to have a few different things. The Paraparaumu Beach playground is awesome as it has new and different things, and the kids love it.	Paekakariki	Female	30 to 39 years
Along the Waikanae river; cutting down mature trees, planting unsuitable species too close, mulching on the spot, and ignoring the flooding risk. They cut down a lot of infill vegetation and leave it in big piles. This is a fire risk as vandals potentially hang around there. I'm concerned at the use of those on periodic detention, because they don't care about what they cut down. Also, as a woman walking along the river I don't feel safe.	Waikanae	Female	60+ years
Any Councillor who is pro water meters I would never vote for.	Paraparaumu-Raumati	Female	40 to 49 years
As a resident there is a big problem with paths, footpaths and cycle lanes. We pay the same rates as other districts but do not have footpaths along the beach. Things happen without consultation, for example street lighting. I did not want it. Compare the rates from Kapiti Cast to Central Wellington, and compare the service to what we get to what they get and there is a problem. Rail services. There is no regular train service to Otaki. Have a 06 number. Have to pay a toll	Otaki	Female	40 to 49 years

call to call the local Council. An hour away from any emergency services. We have a good team but there are problems that need addressed.			
As far as charging for water, because ratepayers are now being careful with the water supply, I don't think we should be penalized by charges being put up. I also would like to see the Council putting in more seats around the area, on footpaths, outside shops and other public spaces, for elderly or young people to sit or rest.	Paraparaumu-Raumati	Female	50 to 59
Back garden and garage floods. The road on our street, Matai Road, receives run off water from other properties and it doesn't drain away quickly. So we get floods every winter when it rains. When it's not windy, it takes a couple of days for water to drain out but on a windy day, it takes twenty-four hours. From the run-off from other properties, I also assume that the pipes are not able to handle large amounts of water on our street. The Council never comes to drain water, and this happens every winter.	Paraparaumu-Raumati	Female	30 to 39 years
Be more upfront with residents, especially at meetings. Being more transparent with ratepayers in general.	Waikanae	Male	50 to 59
Beach access is terrible and needs to be cleaned up	Paraparaumu-Raumati	Male	60+ years
Boating. There needs to be more access points for boat ramps. There is only one in Raumati, and nothing in Paekakariki. The coast is growing fast, and I feel that they need more access in the district to keep up with demand. Storm water, if it rains a lot our whole street floods. We have to wait for Council contractors to come and clear it. It has happened every year for the last ten years, and sometimes we cannot get our car out of the garage as it is full of water. This is Clarkes Crescent. Walk ways need to be also aimed towards scooters like The Mount, Napier or New Plymouth. It would be nice if they were sealed so we can use skateboards, scooters etc. Playgrounds are a bit plain. Need to upgrade at Paraparaumu. Boat was a bit of a flop and the kids don't use it. Need more monkey bars and such like. More like the Marine Gardens in Paekakariki.	Paekakariki	Female	30 to 39 years
Community board does a fantastic job with keeping us up to date with what Kapiti is doing.	Paekakariki	Female	30 to 39 years
Community support groups should be funded by central government not local government. Sewerage is an issue and the Council are shirking this and the environment is suffering. Note the local streams and smells emanating from them.	Paekakariki	Male	50 to 59
Council could do more to support the arts and properly fund a performance space for musicians, a theatre etc.	Paekakariki	Male	60+ years
Council needs to do something about the Otaki Roundabout, near Rahui Road	Otaki	Female	30 to 39 years

and Mill Road. People drive onto the roundabout and park their car there. They probably need to put up something to prevent that from happening. The Otaihangā roundabout, five trucks over turned there. This roundabout is really very steep; you have to slow down to twenty kilometres per hour to get around it. It seems like it is not designed properly, and cars get into a lot of accidents there.			
Council should go ahead and make the wetland to reduce flooding and improve the health of the Wainui Stream. There is a need for a community orchard or urban farm in Paekakariki.	Paekakariki	Female	40 to 49 years
Council staff needs to ask proper questions.	Waikanae	Male	60+ years
Cycle ways take up too much space and block up our roads.	Otaki	Male	60+ years
Deal with complaints more effectively and keep complainant informed.	Waikanae	Female	40 to 49 years
Democratically they should listen to the people, and have no right not to. I do not like cycle lanes, they take up too much space and there are too many of them. I will never forgive the Council for putting in water meters and charging, and if we are paying for water they could ensure that it at least tastes good. Fine for late fees at the libraries are completely over the top. The Council needs to be more proactive about getting rid of noxious weeds in open spaces. Ignoring the people and what they had to say about water meters shows complete and utter ignorance and they should start listening. They will never be forgiven by me for that.	Paraparaumu-Raumati	Male	40 to 49 years
Do something about the horrible tasting water in the summer. I can taste when the water changes.	Waikanae	Female	40 to 49 years
Don't put footpaths in Raumati South, we like grass berms and minimal impact on the natural environment.	Paraparaumu-Raumati	Female	60+ years
Enforcement and dog control need to be assertive.	Paraparaumu-Raumati	Male	50 to 59
Everything is so expensive at the pools at Paraparaumu you pay for everything separately.	Paraparaumu-Raumati	Female	30 to 39 years
Extra flood lighting at Haruatai sports field, and more footpaths at Otaki beach. There are footpaths on only one side of the road. Flooding in Ngaio and Manuka Streets.	Otaki	Male	40 to 49 years
Fix the leaks in the water supply network.	Otaki	Female	50 to 59
Focus on the basics. Too many trucks for rubbish collection due to competitive companies. Illegal dumping due to pricing. Every street clogs up in heavy downpours. Fundamentals are always tossed to the side for the less important things, which wastes taxpayer's money. The Council will only be helpful in certain areas; other areas don't seem to matter to them. Twelve months is a	Paraparaumu-Raumati	Male	50 to 59

long time to decide some questions as the new elections and Mayor.			
Footpaths are shocking. You trip over when walking on uneven paths in the Otaki area. They need to be checked, maintained and fixed. I would like to have more dog walking and friendly areas. Better lighting is required at the skate park at night. We don't use Council's kerb-side rubbish services but a private wheelie bin because you don't have to mess about with sorting rubbish, and dogs interfering with the bags.	Otaki	Female	40 to 49 years
I am very disappointed that the Council has removed the local hotel and replaced it with a carpark, without assisting to establish another one. Many of our locals miss being able to socialise in a pleasant setting, like we used to have in the old hotel. I feel strongly that the Council should work with an interested person in establishing a new hotel in the Otaki and Waikanae area. I feel like since the hotel has gone, many of the older folks are now quite isolated and are unable to enjoy an evening out. I do feel pretty strongly about this.	Otaki	Female	50 to 59
I am very disappointed with the Council in what they are trying to achieve, but they are reasonable with the day-to-day operations, for example the library. They are not open enough in what they are proposing and planning to do, to the public or the Councillors. Why do they have those meetings that are closed, and the Councillors are not allowed to attend?	Paraparaumu-Raumati	Male	60+ years
I am very happy with how they maintain the gardens in Mahara Place, and they do a good job with garden bedding around the district. They replant every season, so it is always very attractive and always tidy. They are good at repairing roads, in that they reseal it very quickly. There is no green waste collection in this district. There are dump sites which is fine for people with trailers, but not good for people like me who don't have access to a trailer. A lot of garden waste goes into the rubbish, because there are no green waste bins provided by the Council. This should be changed.	Waikanae	Female	60+ years
I came from Auckland originally and I think they do a ten times better job than there. And I think it's a big plus that they take care of the sports facilities in the district.	Paraparaumu-Raumati	Male	50 to 59
I do not like it now that three major roads dissect the area.	Paraparaumu-Raumati	Male	50 to 59
I do not think we should be paying for water. We need more cycle lanes around the Peka Peka area.	Paekakariki	Female	50 to 59
I don't think the town planning is that good. I don't think they are taking enough care about the natural environment. I would really like more safe cycle ways alongside the roads or off the roads. I love what they have done with the off road cycling.	Paraparaumu-Raumati	Female	60+ years

I don't like Council water. It tastes funny. It has a chemical taste to it, but I'm not too sure. I buy my own water. There is flooding on Te Kupe Road. It happens during heavy rain but drains away during the day. It's the same for Manly Street. Footpaths are cracked and uneven on Manly Street, and it's really bad. An old lady fell and broke her arm because of the footpath but she never complained. That street has been that way for a long time. Street lights need to be improved as streets are not bright enough. The gaps between the lights are too long. I can't name a street, just generally speaking. We need more cycle lanes.	Paraparaumu-Raumati	Female	60+ years
I don't think so.	Waikanae	Female	60+ years
I don't think they cater to cyclists and pedestrians enough. Public transport is rubbish and should be improved.	Otaki	Female	50 to 59
I feel I have an issue with the management of utilities.	Paraparaumu-Raumati	Male	60+ years
I feel really satisfied with some aspects but I do wish the Council would get some of the basics right. I feel that we get half the services for the high amount of rates we pay in Paekakariki.	Paekakariki	Female	30 to 39 years
I feel the Council needs to address many issues. I feel the capacity of the sewerage system is not adequate for the population level. They piped sewage across the Waikanae River to get to the sewer plant in Paraparaumu but they haven't accounted for growing population overall. There was overflow of our sewage a couple years ago because of flooding, but the Council were quick in coming to resolve it. Chemicals in water like chlorine are not good for old age. I think it is the cause of our itchiness. I say that because we don't get the same reaction when we use bore or rain water. With chemicals being added to water they don't account for older age people. I am a bus driver, and I don't have access to public toilets after 18:00. Why shut them so early in the day when other people like bus drivers need to use them, and why can't they be open at nights? Also a lot of people travelling by train have been on the train for at least one hour and when they get off the train there is no access to public toilets. There is a lot of traffic on walkways. You've got families walking, and you have cyclists and people on electric wheelchairs. There is nothing on the path to section off walkers or cyclists, and no speed limit as well. Regarding beach front homes; why have tall buildings on the beach front? It should be stepped, low houses on beach and higher ones as you go back. Have higher buildings at the back so everyone gets advantageous access to the beach front.	Paraparaumu-Raumati	Male	60+ years
I feel there should be more accesses to beaches for people with disabilities. I think that the Council should support the Waikanae surf lifesaving club because I think it'll be good for the kids.	Waikanae	Female	60+ years

I find a lot of the public toilets quite dirty. I'm not a fussy person and will use toilets anywhere, but quite often I find the toilets are just not clean enough. I look at the thing on the wall that says when toilet was last cleaned, and it doesn't seem to be used. Blocked toilets, toilets that won't flush crammed with toilet paper, and there not being soap are the main things. Sometimes, soiled toilets that look as if they have been like that for a few days.	Waikanae	Female	30 to 39 years
I had a burglary in my home and would like more police patrolling.	Paraparaumu-Raumati	Male	50 to 59
I hate the Waikanae sign that is going up on the outskirts.	Waikanae	Male	60+ years
I have been very disappointed that the Council has not either on its own or with others moved toward preparation for Global Climate change.	Paekakariki	Female	60+ years
I like Gurunathan, the Deputy Mayor.	Paekakariki	Female	60+ years
I live in a rural area, so we don't get services like urban areas. When our water pipes are blocked from debris we go and clean out the pipes, the Council does not help. Also, the kerbside collection service for recycling is not always consistent. They may come one week and may miss our collection for the next two weeks. I have rung them about this, but it is still an on-going issue. When our rubbish doesn't get collected I have to travel to Otaki to dump my rubbish. It's a real inconvenience. For the amount of money we pay for rates, we don't get value for our money.	Otaki	Female	40 to 49 years
I live on a private road and I am responsible for the road, street lighting, street sign, and storm water pumping and yet I pay full rates to the Council. I would like a discount.	Paraparaumu-Raumati	Male	60+ years
I notice that town drains anywhere are always full of leaves; they are never cleaned as often as they should be. Street sweepers are not out cleaning as they should be. As a result of prior Councils spending too much time and money on consultants and fees, they have delayed a lot of building works like the bridge over the Waikanae River that should have been done twenty years ago. The Council should have built dams and the express highway and sand dunes highway many years ago. They delay too much and don't get development started soon enough.	Paraparaumu-Raumati	Male	50 to 59
I think Council should stick to the business of Council and not get involved in a large number or excessive non-core activities. There seems to be a proliferation of this. Though I can understand this, and there seems to be a proliferation of Central Government passing the buck to Council to take over these responsibilities, particularly in the area of social welfare. And youth education beyond school life, for example they are getting heavily involved in wayward youth education with a company that is expanding relatively rapidly in this area	Waikanae	Male	60+ years

of service. I think individual Councillors should remember that rates are gathered from individual rate payers, who pay their fees and wish list items. They should be sticking to their knitting.			
I think mainly that the Council should widen the cycle paths. If people ride their bikes to Coastlands they should have sufficient places to park their bikes. The station should also have more parking places.	Paraparaumu-Raumati	Female	60+ years
I think more democracy and decision. People need a voice. We need to be allowed to vote. Green waste should be free to dump. Council is double dipping and making a killing with charging for collecting and selling it as compost. People need to be encouraged to be greener by having a free dumping site for green waste.	Waikanae	Male	50 to 59
I think that it is a bad idea for cycle ways on a high way, as it endangers cyclists. I believe that cycle ways should be independent and separated from the highway and main arterial routes. Trucks and cycles shouldn't be mixed. I think that some of the charges for transfer stations are a bit high, but I do think the transfer station in Otaki is run well. Flooding in some of the rural roads around the Otaki and Te Horo area are really poor, and I think they need to be built up because they flood to the point where cars can't pass. Increasingly I find it hard to determine what my rates are spent on, because so many Council services that I pay for are on a user pay basis and I can't seem to determine what my rates are spent on. Turn the end of Otaki Gorge Road into a four wheel drive track.	Otaki	Male	40 to 49 years
I think that some areas are better serviced than others. I don't know about any of the community support systems. They need more information and advertising. I never have the chance to make a decision when it comes to Council decisions.	Otaki	Female	50 to 59
I think the Council needs to be more open with information, and respect citizen's feedback.	Waikanae	Male	60+ years
I think the cycle way between William Street to Peka Peka Road is in a very rough condition. I think around the Waikanae river walk there are too many weeds. There are serious weeds. I think having parts of the pool closed for special groups is irritating when you go down to swim as a member of the public. Council needs to improve its reputation. They need to behave in a dignified manner.	Waikanae	Female	60+ years
I think they keep us relatively well informed on what they are doing. I am very unhappy about them building houses on the skyline. There have been precedents set about how bad it is, and after that it is still happening. Apart from that I think they do quite a good job.	Paraparaumu-Raumati	Female	60+ years

I think they sometimes take on too much responsibility for community things, rather than core council services.	Paraparaumu-Raumati	Female	50 to 59
I think they spend more money than they have and they borrow a lot of money for projects. They spend over and above inflation. A lot of retirees in the region can't afford it. I am ticked off that they have built a flash new office building that helps no one.	Waikanae	Male	60+ years
I think things like the Mayor going on the radio is good. It's letting the public know what's happening, and the same with the columns in the newspaper.	Waikanae	Female	60+ years
I thought that by the way they railroaded water meters through that they ignored everyone. They had a pre-set agenda and the consultation process was for show only. When we voted for the Mayor we did so on the condition that he was supporting a dam, and we haven't seen any sign of it.	Waikanae	Male	40 to 49 years
I try to be, and encourage others, proactive in thinking. We live in a good location, which could be improved with better services and activities etc. Entrepreneurs have some viable, great ideas that Council could encourage and capture. My kids and I are all involved in sports and other activities. I run a sports club and there is never enough funding, support services, for community groups available. It would be great if there could be a 'bigger pot' or more co-ordinated, innovative ways to combine promotion of services, events, activities to ensure word gets out.	Paekakariki	Male	50 to 59
I want a footpath on Dale Road, Raumati South.	Paraparaumu-Raumati	Female	50 to 59
I was horrified that they'd removed the CDs from the Waikanae public library. The catalogue system for reserving CDs doesn't work.	Waikanae	Female	50 to 59
I was initially dissatisfied with the idea of water meters, but with the usage and the cost of putting them in there has been a benefit around water usage. However the money has not been put towards the building of a water reservoir, which would be a permanent solution. I am also not satisfied with the recharge system where they pump water from the bore and feed it back in the river upstream. All of this could have been avoided if they had a water reservoir. The rates are also too high and there are too many people on high salaries.	Paraparaumu-Raumati	Male	60+ years
I would like our street lighting to be better, and would like them to keep up developments as a tourist friendly gateway access to Kapiti Island.	Paraparaumu-Raumati	Female	60+ years
I would like the Council to consider the type of trees they are using along the berms. Council needs to look into a permanent water source. Better access to Waikanae.	Paraparaumu-Raumati	Male	60+ years
I would like the roading and footpaths sorted. Every time it rains the property and house floods. The drain never gets unblocked.	Otaki	Female	30 to 39 years

I would like them to be more helpful with trees that are hazardous to people's health and well-being.	Waikanae	Female	50 to 59
I would like to hear of them been involved in animal welfare.	Otaki	Female	60+ years
I would like to see an annual kerbside collection for household rubbish.	Waikanae	Female	60+ years
I would like to see kerbside collection in Waitohou Valley Rd, Otaki. The Otaki pool is very slippery around the showers. The netball courts at Te Atiawa are very slippery.	Otaki	Female	60+ years
I'd like lower rates, and if they had more dog control on footpaths and beach accesses. There is a lot of dog poo on the beach accesses.	Paraparaumu-Raumati	Male	40 to 49 years
I'd like to say that their building control is the worst in the country by a long way. The building inspectors, one in particular, are extremely unhelpful and vindictive. They're very backward, unorganised and incredibly unhelpful. Why can't they be exactly like the Horowhenua Council who are excellent. That's only relating to the building control side of it.	Otaki	Male	30 to 39 years
I'd like to see the Council develop a road cycling venue where cyclists can safely ride without vehicles, or maybe even teach kids to ride road bikes. There is nowhere to ride or skate safely. It would be really good to take kids to a piece of tar seal to ride. Thank them for the grants that athletes can apply for when heading to major competition. It made a huge difference to help us, getting to the world championships. They bought a farm, and they've had it for years. They always said they were going to develop it in to activities for the community, and it's taking ages for anything to happen there.	Paraparaumu-Raumati	Male	50 to 59
If they dredged the river it would help reduce the water level causing flooding at our property in Greenaway Road. It has got worse over time. Stop banks are a waste of money. Dredge the river. It annoys me that Ross Church has a column in the local paper, something to do with referring to his interest in vehicles, which puts me off side, and his column is irrelevant.	Waikanae	Female	50 to 59
If you need to talk to the Council their service is pretty good. You get good information and customer service.	Paraparaumu-Raumati	Female	60+ years
I'm in Convent Road which is notorious for flooding. They promised to fix The Waitohu stock bank. It still hasn't happened. The Council used to dredge the river. They don't anymore. We've had six floods in six months and the Council is not telling people what they're doing. In general all the residents in Convent Road are getting annoyed to put it lightly. We've had parts of our property under two and a half metres of water.	Otaki	Female	40 to 49 years
In the playground at Raumati we notice there are no sun shields to protect people from the sun. There's no sail and we hear a lot of comments about it.	Paraparaumu-Raumati	Male	50 to 59

Inorganic rubbish collections would be good, and they develop better relations with the Council. Stormwater gutters need to be cleaned out of leaves in the Autumn. The website is not easy to use. I followed their instructions and got nowhere. Protected species; the enquiry was mishandled. It is important to keep natives and it seems to be over regulated, and saying they had not been on the property when they had.	Paraparaumu-Raumati	Female	60+ years
It can be frustrating to be asked on the phone by a receptionist what you are calling about.	Otaki	Male	50 to 59
It has been months since I first contacted the Council with an issue, and have not had a resolution. The response from them is to keep chasing up, which is very poor. It was regarding a roading issue with the neighbours. It's wasting Council money. What the neighbours have done is eroding the road edge, and they are just letting it happen. I have asked the Council if neighbours will pay for damage incurred and they just say they are working on it. I'm pretty unhappy with lack of contact and resolution. The Council is narrow-minded. They need to work on the uniqueness of the coast and I feel they are not making the most of it, for example Paraparaumu beach should be a nice boutique niche area. My concern is that the Council seems to be supporting aquatic centre area and coastlands and should be working on other areas too. Paraparaumu beach has got great potential for visitors and is underutilised. The paths are great there, but not enough. Beachside areas are a draw card and need to invest more money in that beach. The Council is supporting aquatic area, and around their office and the mall, and not elsewhere which is disappointing.	Paekakariki	Female	40 to 49 years
It is a very large responsibility and basically I think it is done pretty well.	Waikanae	Female	60+ years
It would be good to have neighbourhood watch. I know you said Council area doesn't include State Highway One, but it is a big concern.	Otaki	Male	40 to 49 years
It's a good place to live. I used to travel every day to work in Levin, and when I commuted up there people asked me why I didn't live in Levin, and I said I liked Waikanae. All my family live in Waikanae, it feels like home. I have this little ritual when I come home. I say "Hello Kapiti!" And just that feeling of coming home. I'm a transplant from the South Island.	Waikanae	Female	40 to 49 years
Just dissatisfied, not happy with them at all. And sick of having them squabbling in the media as well. They're not very professional.	Paraparaumu-Raumati	Female	40 to 49 years
Just the roads.	Paraparaumu-Raumati	Female	40 to 49 years
Just to fix the roading parking problem at Raumati Beach school.	Paraparaumu-Raumati	Female	30 to 39 years
Kapiti has a peaceful lifestyle and an expressway right through. It is not the reason I moved here twenty-eight years ago. I was unaware of any referendum	Paraparaumu-Raumati	Female	50 to 59

or vote regarding this new expressway being put through Kapiti. If I had been aware, I would have voted negatively.			
Keep bringing people from overseas into the district for employment as they are bringing international experience we are benefiting from.	Paraparaumu-Raumati	Male	40 to 49 years
Keep on improving.	Waikanae	Male	40 to 49 years
Keep up the good work.	Waikanae	Female	40 to 49 years
Lighting wiring needs to be underground.	Paekakariki	Male	60+ years
Lights outside our home are sometimes not on. Though you can phone Electra to fix this it still happens with some frequency. Rubbish collection times are inconsistent and especially on public holidays they don't advise you on which alternative days they are coming, especially when there are a couple of public holidays in close succession.	Otaki	Male	30 to 39 years
Make the public more aware of the community services offered by the Council by printing it in the community newspapers.	Paraparaumu-Raumati	Male	60+ years
More public toilets.	Paraparaumu-Raumati	Female	60+ years
More work on the stormwater system, including upgrading old pipes.	Otaki	Female	50 to 59
Most of my concerns about the town planning are in relation to the roads and footpaths, and these are related to the poor planning in the past, around Paraparaumu. Water supply; they have not done enough to ensure a consistent supply and quality.	Waikanae	Male	50 to 59
Most pressing is the transportation system throughout the district. It gets really annoying seeing big buses on the road with no one in them.	Paekakariki	Male	50 to 59
My impression is that they have been much more focused on going forward, rather than standing still, as seemed to be the impression with the last Council. Especially with drinking water and usage of water in general. In my view they are showing strong signs of being focused on the future, and the new Mayor seems to be doing a good job.	Paraparaumu-Raumati	Male	50 to 59
No more high rise buildings please, and nice to have the Mayor mingle with the people and keep us informed. I would like to say can we make better use of recycled materials.	Paekakariki	Female	30 to 39 years
No other comments. Generally pretty happy, so no complaints.	Paraparaumu-Raumati	Male	40 to 49 years
No other, except that the Kapiti Coast is a nice place to live. It's everything basically you would like to have, and we're out of the city.	Paraparaumu-Raumati	Female	60+ years
No they are very good.	Otaki	Female	60+ years
No, but in Otaki we feel like we are cut off from things.	Otaki	Female	50 to 59
No, by and large they are surprisingly good.	Paraparaumu-Raumati	Male	60+ years
No, I don't think we should have to pay for the water.	Otaki	Female	60+ years

No, I won't go there.	Waikanae	Female	50 to 59
No, no complaints.	Paraparaumu-Raumati	Male	50 to 59
No, pretty good really.	Paraparaumu-Raumati	Male	30 to 39 years
No, pretty happy overall. Only problem is with the kerbside collection. The guys that collect keep breaking my recycling bin and they also never come at the same time of day.	Paraparaumu-Raumati	Male	30 to 39 years
No. I have no complaints. They do pretty well.	Paraparaumu-Raumati	Male	60+ years
No. Surveys should be shorter.	Waikanae	Female	50 to 59
Not really, we've pretty well much covered most things.	Paraparaumu-Raumati	Female	60+ years
Not really. I guess one thing is that in Paekakariki there's no bus or taxis. The rates are rather high in Paekakariki, and there's no sewerage. I don't quite see what we get for our rates in Paekakariki.	Paekakariki	Female	60+ years
Not really. We are overall reasonably happy with the Council.	Waikanae	Male	60+ years
Nothing, I'm quite satisfied.	Paraparaumu-Raumati	Female	60+ years
On rubbish day three different contractors go past and collect rubbish and I cannot see how that is economical. All repeating the same mileage. The Council cannot do everything. Trying to get lumps off footpaths, they do their best.	Waikanae	Male	60+ years
Over staffed and over paid.	Otaki	Male	50 to 59
Overall a good job, but no suggestions at this moment. Perhaps swimming and communication with schools and educational providers is very important and could be improved, which strengthens community bonds.	Paraparaumu-Raumati	Female	18 to 29 years
Overall a score of three and a half. Some things need work, for example clearing stormwater drains regularly.	Paraparaumu-Raumati	Female	40 to 49 years
Please stop putting our rates up. I feel like it's hard to tell what you are spending it on. Traffic is an issue because of the expressway, and it can be pretty frustrating. The footpath needs fixing in my area as I have had two hard falls recently.	Paraparaumu-Raumati	Female	50 to 59
Put in roundabouts on Kapiti Road. You've got four sets of lights in a small distance. Ridiculous. Roundabouts would be better. They've got one at the New World supermarket. That's good. They've put lights on the swimming pool end. There should be a roundabout there. Rimu Road is getting really busy. It is impossible to get out. Put in a Give Way intersection at the Co-operative bank and PaknSave. You can't get across the huge line of traffic. Coming out of the school side of the Council buildings it is impossible to get across to PaknSave. A roundabout there would be good. If that doesn't work lights would be good. I have to deal with it every day and it's a pain.	Paraparaumu-Raumati	Male	40 to 49 years
Rangiuru Road between town and the power pylon requires resealing and	Otaki	Male	60+ years

hedges cut.			
Rates are too high. Why do we have forty seater buses on our roads with only one to two people in them? Why not use small vans. That adds to wear and tear of roads.	Paraparaumu-Raumati	Male	60+ years
Recreation Hall. I know a few clubs that struggle to get halls big enough to play sports like badminton and table tennis. I would like the water metering to stay in the Councils hands.	Waikanae	Male	50 to 59
Regarding the installation of water meters, I am not in favour of these. Three years ago I attended a Council meeting regarding this and not one of the Council candidates were brave enough to say that we were going to have water meters, and now we do. Consequently I do not water my gardens anymore because I cannot afford to pay for the metered water.	Waikanae	Male	60+ years
Ross Church is doing a great job.	Paraparaumu-Raumati	Male	50 to 59
Rubbish collection is too expensive. The excessive rates price, considering we have septic tanks, no sewerage and all we seem to pay for is the seawall.	Paekakariki	Male	60+ years
Rubbish is too expensive, and ban the cyclists from the roads. They made a mistake taking down the Waikanae hotel.	Waikanae	Male	50 to 59
Rubbish on Watson Drive and Mazengarb Road. The moment they collect the rubbish you have to go out and clean up the mess that they left behind. Rubbish falls out of the bins and they don't pick it up. I went and asked them to pick up the mess that they made one day and they just ignored me. I have also seen others out cleaning up after them also on other streets.	Paraparaumu-Raumati	Female	60+ years
Speed of repairs on road needs to be improved greatly. Continual flooding in heavy rain. Not having enough to do with rejuvenation, for example rail crossings do not have enough Council input. I only have one street light in my street. I have tripped on the footpaths twice in the last week. They still haven't fixed the drainage problem from ten years ago.	Waikanae	Male	40 to 49 years
Stop mucking around and build the dam.	Waikanae	Male	60+ years
Storm water flooding in Balfour Court, Langdale Avenue, by the duck pond.			
Cycling lanes are dangerous. People don't take proper caution when cyclists are around.	Paraparaumu-Raumati	Female	18 to 29 years
Storm water is the main problem, especially flooding on my property. I have attended a lot of meetings and have brought up this problem, but they seem to be delaying this issue.	Paraparaumu-Raumati	Male	60+ years
That they check they are spending responsibly. They are aware of climate change and the impact that it will have on water, water supply and flooding and so they can build policies around that. Educate the public more about climate	Waikanae	Female	40 to 49 years

change and what the public can do to reduce the public's carbon footprint.			
The berm grass spreads across the pavement. The recycling collection operators leave bins in the middle of the sidewalk.	Paraparaumu-Raumati	Male	60+ years
The bus service is great. They should bring the electric trams lines to extent to Otaki. Keep doing what they are doing.	Otaki	Male	60+ years
The Council do whatever they want. They don't include anyone in decision making processes. They have secret meetings and secret agendas. I don't trust them. Once decisions are made, you just hear about them in the papers. For the water supply, they were looking to put a dam up in the Paraparumu Hills. They bought land up the hills to do that, but decided to use bores instead. I don't know why they do that.	Paraparaumu-Raumati	Male	60+ years
The Council has farmed out their dog ranger services on weekend and long weekends to a security firm. If your dog is picked up they take the dog and keep it in the pound until the dog ranger is back and then they ring you up to let you know that your dog is in the pound. You don't get a call straight away even though your dog is chipped.	Paraparaumu-Raumati	Male	50 to 59
The Council rates increase is higher than the national inflation increase and it should be pared back to match it.	Paraparaumu-Raumati	Male	50 to 59
The Hudson Sub division and Little Lakes. The roads are too narrow, and you can't have two cars driving past. In Te Nehu Drive, on the right as you enter the sub division, the drainage pond that the storm water goes into has been brown for five years, ever since we lived here. Even if it's not the Council's responsibility it's up to them to get it fixed. The entrance to the Hudson estate is opposite to Te Nehu Drive and makes a four way intersection. The Te Nehu one has a give way sign and the Hudson Place one doesn't, so you don't know who's got the right of way.	Paraparaumu-Raumati	Female	60+ years
The library needs access to online databases, for example Wellington can get magazines and books from online database. There needs to be an increase in music CDs as the ones they have are very old. We need better train services. More trains available in peak times and more carriages on trains from Kapiti to Wellington and back.	Paraparaumu-Raumati	Male	50 to 59
The rates are too high, particularly for beach front properties. The rates are too high for the elderly and if they want meaningful information they need to make meaningful questionnaires. Putting big highways through communities is a bad move. Urban planning needs to be carefully sorted through to support the natural environment and features. More dog parks please; off lead dog parks. We have one but it would be great to have another one.	Paekakariki	Female	50 to 59

The rates for my half section. I pay four thousand dollars a year and I'm only on super, and when I complain that it's most unfair they say it's because I have a sea view. But I'm only on a little section and I use very little Council services so I feel it's unfair I have to pay so much in rates.	Paraparaumu-Raumati	Female	60+ years
The roads are terrible. They are too narrow for the amount of traffic we have. It's awful. There is no room for parking, and cyclists can't get past. They are too narrow, especially around our area of Paraparaumu beach area and Raumati between the main road and the beach.	Paraparaumu-Raumati	Female	60+ years
The Roadside collection is shocking. Just today I was cleaning up smashed glass at my front door. There is far too much chlorine in the drinking water. In this day and age there should be no need to use bore water. The water tastes absolutely foul. The Council could give more money to support services and as grants.	Waikanae	Female	40 to 49 years
The sooner they abandon the Kapiti council, the better. We should have moved like Porirua or Wellington, I have no faith in this crowd any longer.	Paraparaumu-Raumati	Male	60+ years
The stainless steps at the Waikanae pool are far too slippery and need to have grip strips added to them or be completely replaced.	Waikanae	Male	60+ years
The swimming pool in Paraparaumu has limited access for most people, for example it just seems like a giant swimming club. When I take the grandchildren they have limited access to facilities as there is always something else on in the pool complex. I would describe the pool as a club and activities pool rather than a public swimming pool. The Council have still not completed the work on the fencing along the side of the walking track beside our property. They told us they would get back to us but this was about six to eight weeks ago, and we would like to be contacted about this.	Paraparaumu-Raumati	Female	40 to 49 years
The swimming pool needs a new roof.	Paraparaumu-Raumati	Female	18 to 29 years
The swimming pool. They need an extra pool in there. The little pool is booked for swimming lessons. The big one is too deep for smaller children.	Paekakariki	Female	30 to 39 years
The unevenness of footpaths, everywhere.	Waikanae	Female	50 to 59
The walkway on the Raumati South waterfront down to the beach has been concreted on the cheap a couple of years ago, and within the year the sea had destroyed a lot of the concrete which had been used for this walkway. If the job had been done correctly from the start it would not need to be patched up at further ratepayer's expense.	Paekakariki	Male	40 to 49 years
The water bill is still higher since water meters came in.	Otaki	Female	30 to 39 years
The water supply from the Council, I am still getting grit and dirt through my pipes, and this is when my meter was put in. This has still not been fixed and I'm still getting grit come through the toilet. I had to pay out of my own pocket to	Paraparaumu-Raumati	Female	60+ years

replace the shower head due to the grit damage. The dip and slope on the footpaths have been quite dangerous for the elderly when walking. This is only appears as one approaches a driveway to a home. On our street which is Hurley Road, we have no street lighting and no lighting up our long driveway either. In winter this becomes very dark and unsafe.			
Their attitude in storing water. They need to build a dam. The population is growing and you can only get so much out of Waikanae River. They used the bore water, and that is horrible.	Paraparaumu-Raumati	Female	60+ years
Their planning of subdivisions, narrower roads and no turning for rubbish trucks is of great concern and causing damage to fences and such like. Developers need to review this and roads need to be wider and you need to be able to turn around at the end of the street. Not back into people's driveways, for example Otupoa Way.	Paraparaumu-Raumati	Male	50 to 59
Their service people are very good to talk to. I thing they could do a lot more with the recycle services. They are like politicians. They are not preparing for all the new houses being built, and the future with the infrastructure will need a better water supply and roads. They talk a lot but it takes them forever to do what they say. They talked about Transmission Gully for years.	Paraparaumu-Raumati	Female	50 to 59
There are not enough footpaths and not enough ramps on footpaths for buggies or wheelchairs. There is not enough street lighting in most areas.	Paekakariki	Female	40 to 49 years
There are too many roadworks going on at one time. It takes forever to get anywhere. One bin for kerbside collection is not enough for a normal sized household; we should be given another bin for recycling and a bigger bin for rubbish. Plastic needs to be sorted so it does not blow all over the street on a windy day. I buy our drinking water as the Council supply tastes terrible. We also get charged far too much with the water meters. Council community support services are average. They turned us down when we applied for a grant as part of the grant was for an overseas thing as well as a community thing.	Waikanae	Female	40 to 49 years
There are too many street lights. The Waikanae pool should be open for longer. The Council could do more in publicising their waste management policies, and they should reduce the number of companies collecting waste. They are doing a good job with the repair and maintenance of the cycle ways, and the toilets are kept clean. The increase in the number of community consultations, which is really good. The survey questions are repetitive and could do with being rewritten.	Waikanae	Female	60+ years
There is stuff under the footpath that extends into the roadway. You can see under it. Something has undermined the road way. A water main crosses the	Waikanae	Male	60+ years

street. It's been patched right over the street where it's happened. We've got a little cave under the footpath. They've got a witches hat there. It's not sufficient but at least people can't park there, because it would cave in. It's outside twelve Huia Street. Directly at the edge of the footpath. We're at fourteen Huia Street.			
There needs to be a town centre. It is fragmented too much. It needs to be more unified with a long term look to the area. There are a lot of opportunities for the area.	Otaki	Female	60+ years
There should be some rates discount for dog breeders.	Otaki	Female	50 to 59
There's been a distinct improvement in the relationship between the Mayor and general public since the new Mayor was elected.	Paraparaumu-Raumati	Male	60+ years
They are doing a good job, getting the motorway up and running and improving the pool.	Paraparaumu-Raumati	Female	60+ years
They are pretty good.	Otaki	Female	60+ years
They are useless.	Paraparaumu-Raumati	Female	60+ years
They can be more inclusive in regards to community input.	Paraparaumu-Raumati	Male	60+ years
They do a good job.	Paraparaumu-Raumati	Male	60+ years
They don't respect the ratepayer's money they get. They are wasteful, self-serving and corrupt.	Paraparaumu-Raumati	Female	50 to 59
They have to get their internal act together. Management is bad and the Mayor has got to take more responsibility for the overall performance of the Council. My view of the KCDC is that it should be treated like a board. The CEO should be told what to do by the Mayor and Councillors, not giving the orders.	Waikanae	Male	60+ years
They just need to be more visible and informative.	Paraparaumu-Raumati	Male	50 to 59
They need to be more pro-Otaki. We ask for simple stuff like water fountains for kids to fill their bottles. For the pool to be shut for eight months is silly. Can't we use the Otaki College pool? Can't they fix the leak at the Otaki College Gym? The Lighting down Rahui Road needs improving. We feel like Otaki is being left out. We pay our rates too, and the money needs to be shared around the whole district, not just Paraparaumu.	Otaki	Female	40 to 49 years
They need to fix the roads soon.	Paekakariki	Female	30 to 39 years
They need to get rid of Gurunathan off the Council, as it would be a better Council without him.	Paraparaumu-Raumati	Female	40 to 49 years
They need to look into the safety of cycle lanes on the roads, and cyclist's safety.	Paekakariki	Female	50 to 59
They need to resign. We need a Council to represent the people. Our Council is so bad they do not know how bad they are. Council communication is not understandable and is a verbal mess. Grants are badly given and waste tax payer's money. Peka Peka Beach has no toilet and no proper parking. The road	Paraparaumu-Raumati	Female	60+ years

between Waikanae and Upper Hutt is awful and our half needs to be repaired desperately. Waikanae bridge is not suitable for cycling and is too narrow and dangerous. Bridleways need horse droppings cleaned by owners just like dog droppings are. People have to walk through them as there is not enough room for both horses and people. We have a lack of rubbish bins and need more in some places.			
They put the water meters in even though people didn't want them and now we have to pay for water that is ours anyway. They went ahead and altered the main street and it is a nightmare to drive through, all with no consultation. The roundabout on the main highway, which is a nightmare. The merging lanes are too short. Getting a large truck through there is difficult. The roundabout they have got just before the town entry. There is a pedestrian crossing just as you leave the roundabout on all four corners so you just get through the roundabout and have to jam on the brakes for pedestrians.	Otaki	Female	60+ years
They really need to look at their roading. I've just replaced four tyres again. They just fill in the potholes and they're back again. I asked the mechanic and he said it's the road conditions. I had to have an alignment as well. I had to do it last year. They're not even lasting a year. I check tyre pressures, etc. My husband was going to complain but we're not complainers. I go from Waikanae beach over the railway lines. That's as much as I travel.	Waikanae	Female	40 to 49 years
They should work out how to spend the money, as it's actually our rate-payers' money they're spending. They're making some ridiculous decisions, providing so-called luxury services, and just increase rates to pay for them. And the Paraparumu swimming pool was extravagantly expensive. The business decision was made really poorly. They spent a whole lot of money on their Council building.	Paraparumu-Raumati	Male	40 to 49 years
They were very helpful with house enquiries. I enjoy using parks and facilities. They are managing well given the population growth. Regarding lighting in Raumati Beach area, the street lights are too far apart, causing darkness between lights.	Paraparumu-Raumati	Female	50 to 59
They've got to look hard at the value of rates money. They need to cut costs back to basics.	Otaki	Male	60+ years
Those using wheelchairs and mobility scooters have real issues with overgrown vegetation over footpaths, and also when the bins are out, as people leave them on the footpaths and not the verges. It would be nice to have a decent walkway suitable for people in wheelchairs and with walking aids in the Otaki area. It would be nice if there was something along the beach front or through one of	Otaki	Female	60+ years

the parks, especially with an aging population.			
To make it easier for the resource consents to go through. It is really hard work and expensive, and needs to be fine-tuned.	Otaki	Male	40 to 49 years
Tree outside the property is large and I would like the Council to fix, cut down and maintain. Ratepayers should be treated with respect.	Waikanae	Female	60+ years
Try and keep the rates down. Rates breaks for retirees, as my pension doesn't go up to cover rates increases.	Otaki	Male	60+ years
Try thinking about us the ratepayers, and try to keep the rates as low as possible. You can't provide everything for everybody. Try to support the ratepayers as opposed to others who have a flight of fancy.	Paraparaumu-Raumati	Female	60+ years
Waste and recycling. It's all very unclear about what happens with the recycling. There seems to be a false understanding of what actually does get recycled and how. There needs to be more honesty around what can and can't be recycled and how clean and what it should be. This needs to be more honest and open and Council needs to be more specific and request that residents are more organised with this. Does all recycling really get recycled, or what is the percentage that then still ends up in the landfill? There could be more positive reinforcement and information about what is require to run to maximum efficiency. Reward people with free rubbish bags, rather than nasty little stickers about what was wrong with the rubbish put out. Please see my previous comments about the daily dangers at the main Paekakariki entranceway and signs required to allow for gaps in the traffic. This is extraordinarily dangerous and really needs action. Council needs to provide information that more clearly identifies what it means by developing the area's unique character and natural environment please. How do they define this and what do they think they really mean, and what are their policies and plans around this?	Paekakariki	Female	40 to 49 years
Waste Management. The tip fees. If you want to stop people dumping waste and toxics anywhere the fees should be abolished, or made minimal. We should be encouraged to take stuff to the tip. Kapiti Youth Service is excellent and the Council should be encouraged to continue with it. KCDC sports hall. Paraparumu is really lacking in basketball facilities. It does have a facility that is used for lots of other sports, so basketball is missing out. Basket-ballers are disadvantage.	Paekakariki	Male	40 to 49 years
Water meters suck as the application for the cost of water meters. Historical rate payments versus current allocations.	Paraparaumu-Raumati	Male	40 to 49 years
Water meters were installed, restrictions and fees. With the way the roads are with the expressway it takes me two hours to get home sometimes. Push to improve and get it done faster for those who commute in Wellington	Paraparaumu-Raumati	Female	50 to 59

Water Meters. I disagree with them, especially if they privatise it. Toilets. The water flow is far too long, and it is a waste of water. More access to Paekakariki Beaches. Along the parade, as well as disability access.	Paekakariki	Female	40 to 49 years
Water meters. Paekakariki water is from Porirua City but we are paying the water meter levies to fund water sources where we don't source the water, so subsidising the rest of the Kapiti Coast.	Paekakariki	Male	50 to 59
Water varies depending on where they get it from, either the bore or the river.	Waikanae	Female	40 to 49 years
We don't have free green waste disposal anymore. The water meter rates don't encourage using water sparingly. A more user pays system would suit better.	Waikanae	Male	50 to 59
We have a problem with local people just throwing rubbish out of their car windows. We need the 'Be a Tidy Kiwi' campaign back. Also beer cans from people watching the sunset. We almost need a warden walking the beaches to speak to families and middle aged locals who are tossing out rubbish, plastic and fishing materials everywhere. Street lighting requires timers, sensors, and shades. They are so strong they ruin the view of stars and moonlight and vista as well as shining into homes, especially at the beach. They are on for far too long and all night, wasting power. Council said this is for security reasons, yet they are so bright they allow easy visual access for thieves who steal petrol, tools etc. because of the fantastic lighting. Regarding roading, Paraparaumu gets quite congested at times. Regarding cycle lanes, where are these on roads for us to rate? Regarding rubbish collection, the Council provides one open bin for recyclables, yet we live in a high wind area so paper and plastic get blown about. Residents get so tired of chasing this up and down the road that they opt for private contractor lidded wheelie bins. All other areas I've lived in the Council provides a lidded wheelie bin plus two open bins for recycling. This means contractors don't have to separate paper, plastic, glass etc. as householders already do this. Ninety-eight percent of rubbish contractors are great. I personally pick up rubbish on beaches and pathways and frequently take this to the tip. I suggest that the Council provides community card holders with free rubbish tip access. Regarding water, our house dual Council and private water supply as it doesn't rain enough for us to rely on our own extended supply. We need more public toilets, for example the Otaki Surf Club end of Marine Parade is grotty, but the other end with camping ground needs one where the look-out is. Especially the whitebaiters' go in the bushes, not tourists, then the dogs investigate and eat this and it provides a cycle of health issues. Other facilities, also in this area any improvements of reserves and facilities are undertaken and funded by community groups, schools and Friends of Otaki River, without	Otaki	Female	40 to 49 years

Council taking sufficient responsibility, for example motorcyclists ride all over the stock bank river end which Friends of Otaki are trying to plant. Regarding development, our area is ecologically quite fragile, and I don't know how Council will be able to balance this with the number of people living here.			
We have an eclectic group of Councillors, in terms of age. It's always obvious when things are getting sorted.	Paraparaumu-Raumati	Male	60+ years
We haven't been living here very long, but the Council is very responsive and they are always very friendly.	Otaki	Female	50 to 59
We need a sewerage pipe to Paekakariki. When the roads were dug up for new roading, the sewerage could have been addressed, but it wasn't. We need proper reservoir water for the whole district. The land was bought but never used. There's increased building but not the infrastructure to cope with the boom. They fund too many community projects instead of focusing on infrastructure.	Paekakariki	Female	50 to 59
We need more recycling bins. Bore water needs attention. Paraparaumu pool needs more activities for kids, such as a wave pool or river. Three plain pools are not enough. Kapiti district needs more development and accessibility to invite new businesses in. The Council needs to communicate better and have more information out there, for example the playground up the road is under development at the moment and half the residents didn't know about it as a flyer was sent in mail with the junk mail. We chuck our junk mail out. They need to send out personalised letters to close residents of developments to make it more official.	Paraparaumu-Raumati	Male	40 to 49 years
We need more recycling stations. They need to be in areas where there is not so much congestion. Airport should have an air show to encourage tourism. Need more variety in shops.	Paraparaumu-Raumati	Male	40 to 49 years
When the Waikanae River runs low we get bore water pumped to us, and it doesn't taste good at all. Other than that, the water is fine. The road on Rosa Place, Paraparaumu is consistently blocked with leaves so when it rains that street floods easily. I find that when we drop rubbish at the rubbish tip what we have to pay is too expensive.	Paraparaumu-Raumati	Female	30 to 39 years
Where we live there is no street lighting, and we don't see much in the way of road maintenance. We are just wondering why we pay such high rates.	Otaki	Female	40 to 49 years
You can't please everyone all of the time, but overall I think they do a good job.	Paraparaumu-Raumati	Female	60+ years

3. Supplementary Tables

RF1. Overall satisfaction with the condition of Council roads in the district

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	399	3.2%	7.0%	35.7%	46.5%	7.5%	0.2%	3.48
COMMUNITY BOARD								
Paraparaumu–Raumati	173	3.5%	5.6%	41.3%	45.4%	4.1%	0.0%	3.41
Paekakariki	44	4.7%	4.4%	34.9%	48.6%	7.3%	0.0%	3.50
Otaki	87	1.0%	9.8%	41.8%	39.3%	7.1%	1.0%	3.42
Waikanae	95	3.9%	8.5%	19.2%	53.1%	15.3%	0.0%	3.67
GENDER								
Male	167	2.3%	5.8%	37.8%	47.6%	6.6%	0.0%	3.50
Female	232	4.0%	8.0%	34.0%	45.5%	8.2%	0.3%	3.46
AGE GROUP								
18 to 29	16	0.0%	0.0%	48.0%	46.5%	5.5%	0.0%	3.58
30 to 39	35	0.7%	6.8%	43.8%	44.6%	4.1%	0.0%	3.45
40 to 59	183	5.4%	8.2%	34.4%	46.9%	5.1%	0.0%	3.38
60 years +	165	3.0%	8.0%	30.9%	46.6%	11.2%	0.4%	3.55
ETHNICITY								
Maori	26	4.6%	7.4%	60.3%	24.8%	2.9%	0.0%	3.14
NZ European	346	3.4%	7.2%	35.1%	47.2%	6.9%	0.2%	3.47
Other	52	2.8%	7.0%	20.0%	55.8%	14.5%	0.0%	3.72
DEPENDENT CHILDREN								
Yes	112	4.8%	4.9%	43.1%	43.7%	3.5%	0.0%	3.36
No + Don't know	287	2.6%	7.8%	32.7%	47.6%	9.1%	0.2%	3.53
RATEPAYER								
Yes	374	3.6%	7.6%	34.1%	47.1%	7.5%	0.2%	3.47
No + Don't know	25	0.0%	1.5%	49.4%	41.5%	7.6%	0.0%	3.55
HOME OWNER								
Renting	11	0.0%	0.0%	46.9%	37.9%	15.2%	0.0%	3.68
Own home	370	3.7%	7.7%	34.5%	46.8%	7.2%	0.2%	3.46
Other + Refused	18	0.0%	1.8%	44.3%	46.2%	7.7%	0.0%	3.60
PERSONAL INCOME								
\$15,000 or less	40	2.0%	2.0%	40.8%	47.2%	6.5%	1.5%	3.55
\$15,001-25,000	62	6.6%	5.7%	38.7%	40.7%	8.3%	0.0%	3.38
\$25,001-30,000	27	9.9%	7.4%	34.4%	40.0%	8.3%	0.0%	3.29
\$30,001-40,000	25	0.0%	7.3%	32.3%	53.7%	6.7%	0.0%	3.60
\$40,001-50,000	30	2.1%	6.2%	32.3%	56.0%	3.4%	0.0%	3.52
\$50,001-70,000	41	0.0%	4.2%	34.6%	54.2%	7.1%	0.0%	3.64
More than \$70,000	58	2.8%	8.9%	36.1%	44.6%	7.7%	0.0%	3.46
Income was nil/made loss	8	0.0%	0.0%	25.3%	62.1%	12.5%	0.0%	3.87
HOUSEHOLD INCOME								
\$20,000 or less	23	5.5%	4.4%	20.5%	54.4%	12.5%	2.7%	3.66
\$20,001-30,000	35	0.0%	6.1%	35.0%	45.5%	13.4%	0.0%	3.66
\$30,001-40,000	32	4.3%	18.4%	22.9%	43.5%	10.8%	0.0%	3.38
\$40,001-50,000	22	0.0%	12.1%	44.0%	43.9%	0.0%	0.0%	3.32
\$50,001-70,000	46	7.4%	2.6%	30.9%	52.4%	6.6%	0.0%	3.48
\$70,001-100,000	57	3.4%	2.3%	35.7%	47.6%	11.2%	0.0%	3.61
More than \$100,000	93	3.6%	8.2%	36.4%	47.8%	3.9%	0.0%	3.40

RF1. Overall satisfaction with the condition of the footpaths

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	399	6.0%	16.5%	31.2%	36.6%	7.3%	2.5%	3.23
COMMUNITY BOARD								
Paraparaumu–Raumati	173	6.6%	18.9%	29.8%	37.1%	5.7%	1.9%	3.17
Paekakariki	44	6.9%	14.9%	25.3%	35.7%	15.1%	2.1%	3.38
Otaki	87	6.0%	13.6%	32.9%	30.5%	12.9%	4.1%	3.32
Waikanae	95	4.3%	13.0%	33.9%	39.4%	6.5%	2.9%	3.32
GENDER								
Male	167	4.3%	16.3%	33.6%	38.2%	6.2%	1.4%	3.26
Female	232	7.4%	16.6%	29.1%	35.3%	8.2%	3.4%	3.21
AGE GROUP								
18 to 29	16	0.0%	23.2%	18.1%	44.4%	14.2%	0.0%	3.50
30 to 39	35	2.8%	19.4%	31.9%	42.5%	3.5%	0.0%	3.24
40 to 59	183	6.1%	14.9%	32.0%	38.1%	4.3%	4.4%	3.21
60 years +	165	8.5%	14.9%	34.1%	31.3%	9.0%	2.2%	3.18
ETHNICITY								
Maori	26	8.2%	10.6%	30.8%	47.1%	1.8%	1.4%	3.24
NZ European	346	5.8%	17.6%	31.1%	35.6%	7.0%	2.9%	3.21
Other	52	5.3%	5.9%	33.0%	41.2%	13.7%	0.9%	3.53
DEPENDENT CHILDREN								
Yes	112	6.1%	19.3%	29.1%	39.8%	5.0%	0.7%	3.19
No + Don't know	287	5.9%	15.3%	32.0%	35.3%	8.3%	3.2%	3.25
RATEPAYER								
Yes	374	6.4%	15.8%	31.6%	37.7%	5.7%	2.8%	3.21
No + Don't know	25	2.2%	21.5%	28.0%	27.2%	21.1%	0.0%	3.44
HOME OWNER								
Renting	11	0.0%	5.4%	43.7%	35.8%	15.2%	0.0%	3.61
Own home	370	6.5%	17.4%	31.0%	36.5%	5.7%	2.8%	3.18
Other + Refused	18	2.7%	10.7%	28.3%	37.5%	20.8%	0.0%	3.63
PERSONAL INCOME								
\$15,000 or less	40	5.4%	23.0%	33.0%	35.3%	2.4%	1.0%	3.06
\$15,001-25,000	62	11.3%	12.8%	34.2%	31.3%	6.7%	3.6%	3.09
\$25,001-30,000	27	9.9%	11.2%	25.8%	37.2%	7.5%	8.4%	3.23
\$30,001-40,000	25	2.8%	44.3%	10.3%	28.4%	14.1%	0.0%	3.07
\$40,001-50,000	30	4.2%	16.9%	27.8%	44.1%	4.2%	2.8%	3.28
\$50,001-70,000	41	2.5%	4.8%	48.5%	36.9%	6.0%	1.3%	3.40
More than \$70,000	58	3.5%	14.4%	33.6%	40.7%	6.3%	1.5%	3.32
Income was nil/made loss	8	0.0%	2.1%	29.2%	68.7%	0.0%	0.0%	3.67
HOUSEHOLD INCOME								
\$20,000 or less	23	18.1%	12.8%	17.5%	39.8%	6.4%	5.5%	3.04
\$20,001-30,000	35	11.6%	7.1%	30.8%	30.2%	13.4%	6.9%	3.29
\$30,001-40,000	32	3.9%	20.9%	22.0%	48.9%	4.3%	0.0%	3.29
\$40,001-50,000	22	17.0%	19.0%	39.0%	24.9%	0.0%	0.0%	2.72
\$50,001-70,000	46	8.7%	7.3%	31.0%	41.7%	7.6%	3.7%	3.33
\$70,001-100,000	57	0.4%	20.0%	37.7%	30.6%	10.5%	0.8%	3.31
More than \$100,000	93	2.2%	16.3%	38.1%	38.9%	2.0%	2.6%	3.23

RF1. Overall satisfaction with street lighting

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	399	1.7%	6.2%	22.1%	42.0%	24.1%	3.9%	3.84
COMMUNITY BOARD								
Paraparaumu–Raumati	173	2.5%	5.3%	22.5%	42.9%	25.1%	1.8%	3.84
Paekakariki	44	0.0%	4.4%	24.4%	44.5%	24.7%	2.1%	3.91
Otaki	87	1.6%	12.3%	17.7%	34.5%	24.1%	9.9%	3.74
Waikanae	95	0.0%	4.8%	23.7%	44.6%	22.0%	4.9%	3.88
GENDER								
Male	167	2.0%	7.3%	19.4%	48.5%	19.1%	3.8%	3.78
Female	232	1.4%	5.3%	24.3%	36.7%	28.4%	3.9%	3.89
AGE GROUP								
18 to 29	16	0.0%	5.5%	31.2%	35.5%	27.8%	0.0%	3.86
30 to 39	35	0.0%	10.3%	17.9%	44.2%	20.0%	7.6%	3.80
40 to 59	183	4.0%	7.7%	22.1%	44.9%	16.1%	5.2%	3.65
60 years +	165	0.6%	4.0%	20.5%	40.9%	31.2%	2.8%	4.01
ETHNICITY								
Maori	26	0.0%	22.9%	15.2%	21.9%	30.5%	9.5%	3.66
NZ European	346	1.7%	4.5%	22.2%	44.3%	23.8%	3.5%	3.87
Other	52	3.6%	6.1%	24.7%	42.2%	22.5%	0.9%	3.74
DEPENDENT CHILDREN								
Yes	112	3.3%	7.1%	26.2%	41.9%	17.8%	3.8%	3.66
No + Don't know	287	1.0%	5.9%	20.4%	42.1%	26.6%	3.9%	3.91
RATEPAYER								
Yes	374	1.9%	6.0%	21.3%	41.8%	24.6%	4.3%	3.85
No + Don't know	25	0.0%	7.7%	28.2%	43.9%	20.2%	0.0%	3.77
HOME OWNER								
Renting	11	0.0%	32.9%	5.4%	43.9%	17.8%	0.0%	3.47
Own home	370	1.7%	5.1%	23.6%	41.0%	24.3%	4.4%	3.85
Other + Refused	18	2.5%	7.7%	12.4%	52.5%	24.9%	0.0%	3.90
PERSONAL INCOME								
\$15,000 or less	40	0.0%	0.0%	34.3%	38.3%	24.4%	3.0%	3.90
\$15,001-25,000	62	3.0%	7.3%	15.3%	47.1%	24.0%	3.3%	3.85
\$25,001-30,000	27	3.8%	6.1%	10.6%	28.0%	44.0%	7.5%	4.11
\$30,001-40,000	25	0.0%	6.8%	16.5%	58.3%	18.4%	0.0%	3.88
\$40,001-50,000	30	0.0%	9.6%	16.9%	50.7%	11.2%	11.5%	3.72
\$50,001-70,000	41	0.0%	15.3%	6.2%	65.5%	13.1%	0.0%	3.76
More than \$70,000	58	2.7%	4.9%	24.9%	44.5%	21.5%	1.5%	3.78
Income was nil/made loss	8	0.0%	0.0%	8.8%	43.2%	48.0%	0.0%	4.39
HOUSEHOLD INCOME								
\$20,000 or less	23	4.4%	9.9%	12.2%	27.4%	41.8%	4.4%	3.96
\$20,001-30,000	35	3.2%	3.9%	11.3%	34.1%	41.4%	6.2%	4.14
\$30,001-40,000	32	0.0%	0.0%	20.3%	57.6%	22.0%	0.0%	4.02
\$40,001-50,000	22	0.0%	13.1%	27.4%	45.1%	14.4%	0.0%	3.61
\$50,001-70,000	46	1.7%	18.0%	15.4%	48.0%	11.2%	5.7%	3.52
\$70,001-100,000	57	1.0%	1.0%	11.2%	51.1%	27.9%	7.8%	4.13
More than \$100,000	93	1.6%	6.5%	21.1%	51.0%	17.9%	1.9%	3.78

RF1. Overall satisfaction with safety and availability of cycle lanes on our roads

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	399	8.2%	14.9%	33.9%	20.4%	7.0%	15.5%	3.04
COMMUNITY BOARD								
Paraparaumu–Raumati	173	9.3%	13.2%	36.4%	21.5%	7.2%	12.4%	3.05
Paekakariki	44	7.7%	31.9%	27.7%	19.7%	5.2%	7.8%	2.81
Otaki	87	8.5%	16.5%	25.4%	23.6%	6.7%	19.4%	3.04
Waikanae	95	5.8%	15.6%	34.5%	16.0%	7.0%	21.1%	3.04
GENDER								
Male	167	9.1%	13.5%	33.9%	22.7%	7.5%	13.2%	3.07
Female	232	7.5%	16.1%	33.9%	18.5%	6.6%	17.5%	3.01
AGE GROUP								
18 to 29	16	12.2%	8.6%	41.7%	11.5%	9.0%	17.0%	2.96
30 to 39	35	4.1%	16.5%	15.6%	22.9%	16.0%	24.8%	3.40
40 to 59	183	13.1%	17.3%	38.2%	18.3%	5.6%	7.5%	2.85
60 years +	165	3.9%	14.1%	33.0%	24.2%	5.2%	19.5%	3.16
ETHNICITY								
Maori	26	8.5%	21.9%	42.4%	4.0%	11.3%	11.7%	2.86
NZ European	346	8.4%	14.5%	31.3%	22.4%	7.0%	16.4%	3.06
Other	52	9.7%	14.6%	54.0%	11.6%	3.0%	7.0%	2.82
DEPENDENT CHILDREN								
Yes	112	8.6%	17.4%	31.5%	21.3%	5.5%	15.7%	2.97
No + Don't know	287	8.1%	13.9%	34.9%	20.1%	7.6%	15.5%	3.06
RATEPAYER								
Yes	374	7.3%	16.1%	34.2%	20.9%	6.7%	14.9%	3.04
No + Don't know	25	16.1%	4.5%	31.8%	16.7%	9.9%	21.1%	3.00
HOME OWNER								
Renting	11	0.0%	32.9%	29.1%	2.6%	20.4%	15.0%	3.12
Own home	370	9.3%	15.1%	33.1%	21.2%	5.9%	15.4%	2.99
Other + Refused	18	0.0%	6.2%	44.2%	19.0%	13.5%	17.0%	3.48
PERSONAL INCOME								
\$15,000 or less	40	15.9%	11.0%	37.6%	12.2%	6.5%	16.8%	2.79
\$15,001-25,000	62	5.7%	13.4%	36.8%	25.1%	4.4%	14.7%	3.11
\$25,001-30,000	27	6.9%	4.5%	21.7%	37.4%	17.5%	12.0%	3.61
\$30,001-40,000	25	1.2%	14.7%	26.9%	33.3%	10.1%	13.8%	3.42
\$40,001-50,000	30	0.0%	13.9%	27.3%	20.8%	7.7%	30.3%	3.32
\$50,001-70,000	41	4.8%	26.8%	38.0%	15.0%	14.7%	0.8%	3.08
More than \$70,000	58	14.9%	17.8%	41.0%	16.6%	1.6%	8.1%	2.70
Income was nil/made loss	8	10.2%	8.8%	43.2%	12.5%	0.0%	25.2%	2.78
HOUSEHOLD INCOME								
\$20,000 or less	23	0.0%	12.8%	33.4%	24.8%	11.0%	18.1%	3.41
\$20,001-30,000	35	1.5%	4.5%	27.6%	28.8%	21.7%	15.9%	3.77
\$30,001-40,000	32	5.2%	15.6%	43.0%	15.6%	2.1%	18.5%	2.92
\$40,001-50,000	22	2.9%	7.7%	53.0%	25.6%	0.0%	10.8%	3.14
\$50,001-70,000	46	7.0%	18.9%	38.3%	15.0%	11.6%	9.2%	3.06
\$70,001-100,000	57	3.4%	19.6%	23.7%	25.8%	10.7%	16.7%	3.25
More than \$100,000	93	13.6%	16.1%	39.8%	20.4%	2.2%	7.9%	2.80

RF2. Agreement that the existing roads allows easy movement around the district

	n=	1 – Strongly disagree	2	3	4	5 - Strongly agree	Don't know	Mean rating (max 5)
Total Sample	399	11.1%	14.5%	32.9%	32.3%	8.6%	0.5%	3.13
COMMUNITY BOARD								
Paraparaumu–Raumati	173	10.2%	16.2%	30.9%	35.9%	6.8%	0.0%	3.13
Paekakariki	44	4.7%	37.9%	16.0%	24.9%	14.7%	1.7%	3.07
Otaki	87	11.9%	9.5%	34.4%	31.8%	11.6%	0.8%	3.22
Waikanae	95	13.3%	11.0%	38.8%	25.5%	10.1%	1.3%	3.08
GENDER								
Male	167	10.0%	14.7%	35.1%	32.9%	6.9%	0.4%	3.12
Female	232	12.0%	14.4%	31.1%	31.8%	10.1%	0.6%	3.14
AGE GROUP								
18 to 29	16	0.0%	5.5%	33.2%	52.3%	9.0%	0.0%	3.65
30 to 39	35	3.5%	16.7%	39.4%	31.4%	8.9%	0.0%	3.26
40 to 59	183	17.1%	23.4%	30.4%	25.7%	3.3%	0.2%	2.75
60 years +	165	11.3%	8.8%	33.3%	32.4%	13.1%	1.1%	3.28
ETHNICITY								
Maori	26	6.8%	11.8%	32.8%	37.6%	11.0%	0.0%	3.34
NZ European	346	11.8%	14.5%	32.4%	32.9%	7.7%	0.6%	3.10
Other	52	10.2%	14.6%	24.9%	34.2%	16.0%	0.0%	3.31
DEPENDENT CHILDREN								
Yes	112	10.3%	17.1%	32.0%	37.1%	3.5%	0.0%	3.06
No + Don't know	287	11.4%	13.5%	33.3%	30.4%	10.7%	0.7%	3.15
RATEPAYER								
Yes	374	12.3%	15.5%	32.1%	31.9%	7.6%	0.6%	3.07
No + Don't know	25	1.5%	6.2%	39.7%	35.5%	17.0%	0.0%	3.60
HOME OWNER								
Renting	11	5.1%	8.6%	27.1%	40.8%	18.4%	0.0%	3.59
Own home	370	12.4%	15.4%	33.1%	31.4%	7.1%	0.6%	3.06
Other + Refused	18	0.0%	7.7%	33.6%	38.2%	20.4%	0.0%	3.71
PERSONAL INCOME								
\$15,000 or less	40	2.5%	12.1%	39.4%	34.4%	11.6%	0.0%	3.40
\$15,001-25,000	62	16.5%	11.4%	23.4%	36.7%	11.1%	0.8%	3.15
\$25,001-30,000	27	9.9%	10.5%	37.6%	37.5%	3.8%	0.8%	3.15
\$30,001-40,000	25	5.7%	13.0%	41.2%	28.6%	11.4%	0.0%	3.27
\$40,001-50,000	30	7.0%	13.8%	46.1%	29.8%	3.4%	0.0%	3.09
\$50,001-70,000	41	8.5%	28.1%	28.4%	26.9%	8.2%	0.0%	2.98
More than \$70,000	58	17.2%	26.1%	27.3%	26.2%	3.3%	0.0%	2.72
Income was nil/made loss	8	0.0%	2.1%	25.2%	72.7%	0.0%	0.0%	3.71
HOUSEHOLD INCOME								
\$20,000 or less	23	14.8%	7.3%	11.0%	43.0%	23.9%	0.0%	3.54
\$20,001-30,000	35	9.3%	6.5%	38.0%	35.6%	10.0%	0.7%	3.31
\$30,001-40,000	32	4.3%	6.3%	26.2%	49.2%	12.2%	1.7%	3.60
\$40,001-50,000	22	16.6%	11.3%	32.4%	32.7%	7.1%	0.0%	3.02
\$50,001-70,000	46	8.7%	21.2%	31.0%	31.1%	8.0%	0.0%	3.08
\$70,001-100,000	57	12.0%	16.9%	34.9%	28.6%	7.7%	0.0%	3.03
More than \$100,000	93	13.1%	26.5%	31.7%	25.7%	3.1%	0.0%	2.79

RF3. Overall satisfaction with Council's performance in relation to managing roads, footpaths and cycle lanes

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	399	5.6%	11.7%	44.6%	29.3%	5.9%	2.9%	3.19
COMMUNITY BOARD								
Paraparaumu–Raumati	173	5.8%	12.6%	46.6%	27.4%	4.9%	2.6%	3.13
Paekakariki	44	1.7%	19.3%	41.8%	27.7%	6.9%	2.6%	3.19
Otaki	87	6.4%	9.1%	39.8%	32.5%	6.9%	5.5%	3.26
Waikanae	95	4.9%	10.3%	43.6%	31.8%	7.5%	1.8%	3.27
GENDER								
Male	167	6.2%	10.8%	45.5%	30.4%	4.1%	3.0%	3.16
Female	232	5.0%	12.5%	43.9%	28.4%	7.5%	2.8%	3.21
AGE GROUP								
18 to 29	16	12.2%	0.0%	50.0%	28.8%	9.0%	0.0%	3.23
30 to 39	35	0.0%	5.5%	47.3%	29.9%	4.1%	13.1%	3.38
40 to 59	183	5.7%	18.1%	46.8%	24.6%	3.5%	1.3%	3.02
60 years +	165	5.1%	11.2%	40.3%	33.4%	7.7%	2.2%	3.28
ETHNICITY								
Maori	26	9.3%	6.8%	52.4%	17.4%	4.7%	9.5%	3.01
NZ European	346	5.8%	12.5%	44.9%	29.0%	5.4%	2.3%	3.16
Other	52	2.6%	11.4%	33.3%	38.8%	13.9%	0.0%	3.50
DEPENDENT CHILDREN								
Yes	112	4.2%	13.1%	46.8%	28.1%	2.5%	5.3%	3.12
No + Don't know	287	6.1%	11.1%	43.8%	29.8%	7.3%	1.9%	3.21
RATEPAYER								
Yes	374	4.6%	13.1%	45.5%	28.9%	5.0%	2.9%	3.17
No + Don't know	25	13.7%	0.0%	37.0%	32.3%	14.0%	3.0%	3.34
HOME OWNER								
Renting	11	8.6%	0.0%	41.1%	40.1%	10.2%	0.0%	3.43
Own home	370	6.0%	13.3%	45.2%	27.4%	4.9%	3.3%	3.12
Other + Refused	18	0.0%	0.0%	40.4%	45.1%	14.5%	0.0%	3.74
PERSONAL INCOME								
\$15,000 or less	40	16.2%	3.2%	43.8%	33.7%	3.1%	0.0%	3.04
\$15,001-25,000	62	5.3%	18.0%	37.0%	33.7%	5.4%	0.5%	3.16
\$25,001-30,000	27	6.1%	4.5%	43.1%	34.2%	4.6%	7.5%	3.29
\$30,001-40,000	25	2.8%	3.7%	64.6%	28.9%	0.0%	0.0%	3.20
\$40,001-50,000	30	2.1%	17.6%	27.3%	36.9%	4.7%	11.5%	3.28
\$50,001-70,000	41	0.0%	5.1%	70.1%	24.3%	0.5%	0.0%	3.20
More than \$70,000	58	2.6%	27.6%	36.0%	26.2%	5.0%	2.5%	3.04
Income was nil/made loss	8	0.0%	0.0%	25.3%	39.2%	22.8%	12.7%	3.97
HOUSEHOLD INCOME								
\$20,000 or less	23	12.7%	4.0%	33.7%	30.2%	18.1%	1.4%	3.38
\$20,001-30,000	35	0.0%	12.6%	36.4%	38.6%	9.2%	3.2%	3.46
\$30,001-40,000	32	2.1%	9.8%	40.0%	48.0%	0.0%	0.0%	3.34
\$40,001-50,000	22	6.0%	9.6%	47.2%	32.5%	0.0%	4.8%	3.12
\$50,001-70,000	46	3.3%	9.8%	53.3%	29.1%	2.8%	1.6%	3.19
\$70,001-100,000	57	3.8%	12.0%	47.8%	18.7%	5.6%	12.1%	3.12
More than \$100,000	93	3.2%	20.9%	43.8%	30.4%	1.8%	0.0%	3.07

WR1. Access to kerbside collection services

	n=	Yes	No	Don't know
Total Sample	399	94.0%	5.6%	0.4%
COMMUNITY BOARD				
Paraparaumu–Raumati	173	98.0%	2.0%	0.0%
Paekakariki	44	93.1%	6.9%	0.0%
Otaki	87	84.1%	14.9%	1.0%
Waikanae	95	91.5%	7.5%	1.0%
GENDER				
Male	167	96.9%	2.5%	0.6%
Female	232	91.6%	8.1%	0.3%
AGE GROUP				
18 to 29	16	96.5%	3.5%	0.0%
30 to 39	35	96.5%	3.5%	0.0%
40 to 59	183	92.1%	7.9%	0.0%
60 years +	165	94.3%	4.7%	1.0%
ETHNICITY				
Maori	26	92.4%	7.6%	0.0%
NZ European	346	94.5%	5.3%	0.2%
Other	52	90.9%	6.9%	2.2%
DEPENDENT CHILDREN				
Yes	112	97.1%	2.9%	0.0%
No + Don't know	287	92.8%	6.6%	0.6%
RATEPAYER				
Yes	374	94.1%	5.4%	0.5%
No + Don't know	25	93.0%	7.0%	0.0%
HOME OWNER				
Renting	11	100.0%	0.0%	0.0%
Own home	370	93.7%	5.8%	0.5%
Other + Refused	18	95.1%	4.9%	0.0%
PERSONAL INCOME				
\$15,000 or less	40	96.0%	2.5%	1.5%
\$15,001-25,000	62	93.9%	4.5%	1.6%
\$25,001-30,000	27	97.7%	2.3%	0.0%
\$30,001-40,000	25	90.8%	9.2%	0.0%
\$40,001-50,000	30	100.0%	0.0%	0.0%
\$50,001-70,000	41	96.0%	4.0%	0.0%
More than \$70,000	58	88.9%	11.1%	0.0%
Income was nil/or made a loss	8	100.0%	0.0%	0.0%
HOUSEHOLD INCOME				
\$20,000 or less	23	91.1%	1.8%	7.1%
\$20,001-30,000	35	95.4%	4.6%	0.0%
\$30,001-40,000	32	91.3%	8.7%	0.0%
\$40,001-50,000	22	94.2%	5.8%	0.0%
\$50,001-70,000	46	100.0%	0.0%	0.0%
\$70,001-100,000	57	93.6%	6.4%	0.0%
More than \$100,000	93	92.9%	7.1%	0.0%

WR2 Satisfaction with the standard of kerbside collection services

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	367	2.3%	4.8%	10.9%	36.9%	42.1%	3.1%	4.15
COMMUNITY BOARD								
Paraparaumu–Raumati	169	2.5%	4.2%	11.2%	37.6%	41.7%	2.8%	4.15
Paekakariki	41	0.0%	4.5%	11.5%	34.0%	45.9%	4.1%	4.26
Otaki	70	2.9%	4.8%	13.2%	35.5%	35.9%	7.7%	4.05
Waikanae	87	2.0%	6.1%	8.4%	36.3%	46.3%	0.9%	4.20
GENDER								
Male	159	2.2%	6.3%	13.1%	38.2%	35.8%	4.4%	4.04
Female	208	2.5%	3.4%	8.8%	35.7%	47.6%	1.9%	4.25
AGE GROUP								
18 to 29	15	0.0%	0.0%	12.6%	38.7%	42.5%	6.2%	4.32
30 to 39	33	2.9%	13.7%	7.8%	31.2%	43.0%	1.4%	3.99
40 to 59	165	2.4%	6.5%	12.1%	40.6%	35.4%	2.9%	4.03
60 years +	154	2.8%	2.1%	10.1%	34.7%	47.4%	2.8%	4.25
ETHNICITY								
Maori	23	0.0%	4.0%	20.0%	48.0%	24.1%	3.9%	3.96
NZ European	320	2.4%	5.0%	10.3%	38.8%	40.3%	3.2%	4.13
Other	47	2.4%	2.6%	11.8%	28.7%	54.6%	0.0%	4.30
DEPENDENT CHILDREN								
Yes	107	2.8%	9.6%	11.8%	34.2%	38.6%	3.0%	3.99
No + Don't know	260	2.2%	2.7%	10.5%	38.0%	43.5%	3.1%	4.22
RATEPAYER								
Yes	344	2.4%	5.3%	9.7%	36.6%	43.4%	2.6%	4.16
No + Don't know	23	2.1%	0.0%	20.5%	38.8%	31.4%	7.2%	4.05
HOME OWNER								
Renting	11	6.8%	0.0%	46.2%	11.2%	35.8%	0.0%	3.69
Own home	339	2.4%	5.1%	10.6%	36.9%	42.3%	2.6%	4.15
Other + Refused	17	0.0%	3.1%	0.0%	46.2%	41.9%	8.8%	4.39
PERSONAL INCOME								
\$15,000 or less	37	0.0%	2.7%	27.8%	23.6%	36.6%	9.3%	4.04
\$15,001-25,000	56	5.3%	4.8%	9.3%	34.1%	45.5%	1.1%	4.11
\$25,001-30,000	26	0.0%	0.0%	12.3%	37.4%	50.4%	0.0%	4.38
\$30,001-40,000	22	0.0%	26.6%	1.1%	37.1%	35.3%	0.0%	3.81
\$40,001-50,000	30	0.0%	6.9%	15.6%	47.5%	25.7%	4.2%	3.96
\$50,001-70,000	39	3.2%	1.3%	18.3%	36.6%	35.9%	4.7%	4.06
More than \$70,000	49	0.0%	8.3%	11.4%	39.0%	37.9%	3.4%	4.10
Income was nil/made loss	8	0.0%	0.0%	2.1%	49.9%	48.0%	0.0%	4.46
HOUSEHOLD INCOME								
\$20,000 or less	20	0.0%	0.0%	18.1%	33.8%	48.1%	0.0%	4.30
\$20,001-30,000	33	2.7%	6.4%	12.5%	25.6%	50.9%	2.0%	4.18
\$30,001-40,000	28	0.0%	0.0%	4.7%	47.3%	48.0%	0.0%	4.43
\$40,001-50,000	20	6.3%	0.0%	2.6%	58.6%	25.9%	6.6%	4.05
\$50,001-70,000	46	2.0%	1.8%	19.6%	34.3%	40.6%	1.6%	4.11
\$70,001-100,000	53	6.0%	0.6%	8.5%	37.4%	45.3%	2.2%	4.18
More than \$100,000	83	0.7%	16.2%	10.9%	40.4%	27.2%	4.7%	3.81

WR3. Awareness of the Council's waste minimisation activities

	n=	Yes	No	Don't know
Total Sample	399	27.7%	71.8%	0.5%
COMMUNITY BOARD				
Paraparaumu–Raumati	173	31.5%	67.9%	0.6%
Paekakariki	44	27.2%	72.8%	0.0%
Otaki	87	16.7%	82.4%	1.0%
Waikanae	95	26.3%	73.7%	0.0%
GENDER				
Male	167	26.3%	73.7%	0.0%
Female	232	28.9%	70.2%	0.9%
AGE GROUP				
18 to 29	16	29.8%	70.2%	0.0%
30 to 39	35	22.3%	77.7%	0.0%
40 to 59	183	28.8%	71.2%	0.0%
60 years +	165	27.6%	71.2%	1.2%
ETHNICITY				
Maori	26	23.3%	76.7%	0.0%
NZ European	346	29.0%	70.4%	0.6%
Other	52	14.7%	85.3%	0.0%
DEPENDENT CHILDREN				
Yes	112	31.8%	68.2%	0.0%
No + Don't know	287	26.1%	73.3%	0.7%
RATEPAYER				
Yes	374	27.3%	72.2%	0.5%
No + Don't know	25	31.0%	69.0%	0.0%
HOME OWNER				
Renting	11	49.0%	51.0%	0.0%
Own home	370	27.0%	72.5%	0.5%
Other + Refused	18	27.6%	72.4%	0.0%
PERSONAL INCOME				
\$15,000 or less	40	18.3%	81.7%	0.0%
\$15,001-25,000	62	34.2%	65.8%	0.0%
\$25,001-30,000	27	20.6%	79.4%	0.0%
\$30,001-40,000	25	16.4%	83.6%	0.0%
\$40,001-50,000	30	26.5%	73.5%	0.0%
\$50,001-70,000	41	24.2%	75.8%	0.0%
More than \$70,000	58	24.7%	75.3%	0.0%
Income was nil/or made a loss	8	39.3%	60.7%	0.0%
HOUSEHOLD INCOME				
\$20,000 or less	23	20.0%	80.0%	0.0%
\$20,001-30,000	35	24.7%	75.3%	0.0%
\$30,001-40,000	32	17.3%	82.7%	0.0%
\$40,001-50,000	22	22.7%	77.3%	0.0%
\$50,001-70,000	46	27.3%	72.7%	0.0%
\$70,001-100,000	57	38.7%	61.3%	0.0%
More than \$100,000	93	31.2%	68.8%	0.0%

WR4. Satisfaction with the way Council is educating, informing and advising residents on ways to minimise waste

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	112	3.5%	8.9%	32.5%	40.7%	13.6%	0.9%	3.52
COMMUNITY BOARD								
Paraparaumu–Raumati	55	3.0%	9.0%	33.7%	41.0%	13.3%	0.0%	3.53
Paekakariki	13	7.9%	6.4%	23.9%	55.5%	6.4%	0.0%	3.46
Otaki	20	5.9%	0.0%	35.9%	43.6%	4.8%	9.7%	3.46
Waikanae	24	3.2%	12.6%	28.9%	36.6%	18.8%	0.0%	3.55
GENDER								
Male	42	1.8%	16.2%	38.8%	34.4%	8.8%	0.0%	3.32
Female	70	4.8%	3.3%	27.7%	45.4%	17.2%	1.6%	3.68
AGE GROUP								
18 to 29	3	0.0%	0.0%	40.8%	40.8%	18.4%	0.0%	3.78
30 to 39	10	0.0%	0.0%	0.0%	87.6%	12.4%	0.0%	4.12
40 to 59	54	4.7%	7.7%	42.4%	37.8%	6.5%	1.0%	3.34
60 years +	45	4.2%	14.9%	28.1%	32.6%	18.8%	1.4%	3.47
ETHNICITY								
Maori	6	0.0%	15.6%	39.3%	32.0%	13.1%	0.0%	3.42
NZ European	100	3.8%	8.5%	32.9%	41.3%	12.4%	1.0%	3.50
Other	10	0.0%	0.0%	32.7%	39.9%	21.5%	5.9%	3.88
DEPENDENT CHILDREN								
Yes	34	3.0%	4.1%	32.6%	56.8%	3.5%	0.0%	3.54
No + Don't know	78	3.7%	11.2%	32.4%	32.7%	18.5%	1.4%	3.52
RATEPAYER								
Yes	105	3.1%	10.1%	29.2%	44.9%	11.7%	1.1%	3.53
No + Don't know	7	6.4%	0.0%	56.5%	9.5%	27.6%	0.0%	3.52
HOME OWNER								
Renting	6	13.9%	0.0%	27.0%	59.1%	0.0%	0.0%	3.31
Own home	103	3.1%	10.3%	28.9%	43.5%	13.0%	1.1%	3.54
Other + Refused	3	0.0%	0.0%	72.2%	0.0%	27.8%	0.0%	3.56
PERSONAL INCOME								
\$15,000 or less	9	3.5%	0.0%	24.4%	66.8%	0.0%	5.3%	3.63
\$15,001-25,000	19	3.9%	0.0%	49.5%	34.8%	11.8%	0.0%	3.50
\$25,001-30,000	6	0.0%	0.0%	33.3%	44.3%	22.5%	0.0%	3.89
\$30,001-40,000	5	17.0%	23.2%	34.2%	25.6%	0.0%	0.0%	2.69
\$40,001-50,000	8	0.0%	0.0%	31.9%	31.0%	37.1%	0.0%	4.05
\$50,001-70,000	12	0.0%	18.4%	39.6%	42.0%	0.0%	0.0%	3.24
More than \$70,000	14	10.2%	27.9%	24.9%	26.7%	10.2%	0.0%	2.99
Income was nil/made loss	3	0.0%	0.0%	0.0%	74.0%	26.0%	0.0%	4.26
HOUSEHOLD INCOME								
\$20,000 or less	5	0.0%	0.0%	7.0%	65.8%	27.3%	0.0%	4.20
\$20,001-30,000	9	10.3%	0.0%	30.4%	43.6%	15.7%	0.0%	3.54
\$30,001-40,000	5	12.3%	0.0%	20.1%	67.6%	0.0%	0.0%	3.43
\$40,001-50,000	5	0.0%	27.3%	21.4%	51.3%	0.0%	0.0%	3.24
\$50,001-70,000	15	0.0%	6.0%	38.6%	38.9%	16.6%	0.0%	3.66
\$70,001-100,000	23	8.0%	9.7%	12.2%	43.2%	24.8%	2.1%	3.69
More than \$100,000	26	0.0%	13.5%	57.5%	29.0%	0.0%	0.0%	3.16

WR5. Overall satisfaction with how waste and recycling are managed in the district and how council works with the community to minimize waste

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	399	4.9%	13.8%	28.9%	31.9%	11.6%	8.9%	3.34
COMMUNITY BOARD								
Paraparaumu–Raumati	173	5.6%	14.0%	30.0%	28.9%	12.4%	9.2%	3.31
Paekakariki	44	2.1%	17.3%	24.8%	31.6%	16.8%	7.3%	3.47
Otaki	87	6.1%	13.4%	36.5%	17.4%	12.6%	14.0%	3.20
Waikanae	95	3.1%	13.2%	22.2%	47.8%	8.5%	5.1%	3.48
GENDER								
Male	167	7.1%	15.8%	32.6%	28.3%	8.0%	8.2%	3.15
Female	232	3.1%	12.1%	25.9%	34.9%	14.6%	9.4%	3.51
AGE GROUP								
18 to 29	16	15.7%	5.5%	28.8%	31.2%	11.5%	7.2%	3.19
30 to 39	35	1.4%	14.6%	39.2%	22.8%	13.8%	8.3%	3.36
40 to 59	183	4.0%	18.7%	34.7%	26.4%	8.7%	7.4%	3.18
60 years +	165	3.5%	11.6%	21.0%	39.5%	13.5%	10.8%	3.54
ETHNICITY								
Maori	26	9.2%	12.5%	35.1%	15.6%	5.3%	22.3%	2.94
NZ European	346	4.9%	14.3%	28.9%	31.8%	11.8%	8.2%	3.34
Other	52	5.8%	14.2%	27.8%	37.8%	8.0%	6.3%	3.30
DEPENDENT CHILDREN								
Yes	112	4.9%	15.2%	37.4%	27.3%	8.6%	6.6%	3.21
No + Don't know	287	4.9%	13.2%	25.5%	33.7%	12.8%	9.8%	3.40
RATEPAYER								
Yes	374	3.4%	14.5%	30.0%	31.7%	10.7%	9.7%	3.35
No + Don't know	25	17.7%	8.2%	20.3%	33.3%	18.9%	1.6%	3.28
HOME OWNER								
Renting	11	0.0%	6.8%	46.6%	15.8%	25.5%	5.4%	3.63
Own home	370	5.1%	14.6%	27.2%	32.7%	10.5%	9.9%	3.32
Other + Refused	18	4.9%	7.7%	40.3%	29.1%	17.9%	0.0%	3.47
PERSONAL INCOME								
\$15,000 or less	40	14.2%	5.6%	22.5%	38.2%	18.3%	1.2%	3.41
\$15,001-25,000	62	4.8%	11.0%	22.5%	43.1%	10.7%	7.9%	3.47
\$25,001-30,000	27	13.7%	17.1%	25.5%	15.6%	16.0%	12.1%	3.03
\$30,001-40,000	25	2.8%	33.0%	23.6%	27.6%	4.0%	9.1%	2.97
\$40,001-50,000	30	0.0%	12.7%	32.8%	28.3%	12.0%	14.2%	3.46
\$50,001-70,000	41	1.5%	16.2%	55.0%	25.1%	0.0%	2.2%	3.06
More than \$70,000	58	0.5%	23.6%	32.5%	29.8%	6.7%	6.9%	3.20
Income was nil/made loss	8	0.0%	0.0%	45.3%	29.5%	25.2%	0.0%	3.80
HOUSEHOLD INCOME								
\$20,000 or less	23	8.8%	0.0%	13.4%	46.4%	18.6%	12.8%	3.76
\$20,001-30,000	35	6.2%	10.7%	30.2%	21.0%	21.7%	10.3%	3.46
\$30,001-40,000	32	2.1%	12.4%	18.5%	43.2%	15.0%	8.7%	3.62
\$40,001-50,000	22	0.0%	16.3%	43.8%	22.6%	7.7%	9.5%	3.24
\$50,001-70,000	46	5.3%	7.3%	42.1%	43.2%	0.0%	2.1%	3.26
\$70,001-100,000	57	3.1%	27.6%	23.0%	26.1%	13.3%	7.0%	3.20
More than \$100,000	93	1.1%	20.2%	34.7%	30.2%	6.5%	7.3%	3.23

TW1. Household drinking water from the Council supply

	n=	Yes	No	Don't know
Total Sample	399	92.2%	7.0%	0.7%
COMMUNITY BOARD				
Paraparaumu–Raumati	173	97.4%	2.0%	0.6%
Paekakariki	44	89.7%	10.3%	0.0%
Otaki	87	82.4%	16.6%	1.0%
Waikanae	95	87.2%	11.8%	1.0%
GENDER				
Male	167	94.3%	5.2%	0.6%
Female	232	90.6%	8.6%	0.9%
AGE GROUP				
18 to 29	16	83.0%	17.0%	0.0%
30 to 39	35	98.6%	1.4%	0.0%
40 to 59	183	90.7%	9.3%	0.0%
60 years +	165	94.5%	3.7%	1.8%
ETHNICITY				
Maori	26	98.6%	1.4%	0.0%
NZ European	346	91.7%	7.7%	0.6%
Other	52	94.1%	3.7%	2.2%
DEPENDENT CHILDREN				
Yes	112	96.8%	3.2%	0.0%
No + Don't know	287	90.4%	8.6%	1.0%
RATEPAYER				
Yes	374	94.1%	5.5%	0.5%
No + Don't know	25	77.1%	19.9%	3.0%
HOME OWNER				
Renting	11	100.0%	0.0%	0.0%
Own home	370	93.6%	5.6%	0.8%
Other + Refused	18	75.3%	24.7%	0.0%
PERSONAL INCOME				
\$15,000 or less	40	98.5%	0.0%	1.5%
\$15,001-25,000	62	95.0%	3.4%	1.6%
\$25,001-30,000	27	88.8%	11.2%	0.0%
\$30,001-40,000	25	96.8%	3.2%	0.0%
\$40,001-50,000	30	100.0%	0.0%	0.0%
\$50,001-70,000	41	92.2%	7.8%	0.0%
More than \$70,000	58	93.1%	6.9%	0.0%
Income was nil/or made a loss	8	97.9%	2.1%	0.0%
HOUSEHOLD INCOME				
\$20,000 or less	23	92.9%	0.0%	7.1%
\$20,001-30,000	35	93.9%	6.1%	0.0%
\$30,001-40,000	32	93.0%	7.0%	0.0%
\$40,001-50,000	22	97.1%	2.9%	0.0%
\$50,001-70,000	46	93.9%	6.1%	0.0%
\$70,001-100,000	57	96.2%	3.8%	0.0%
More than \$100,000	93	94.0%	6.0%	0.0%

TW3. Overall satisfaction with the quality of the Council's water supply

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	362	7.7%	15.1%	27.8%	28.1%	20.6%	0.7%	3.39
COMMUNITY BOARD								
Paraparaumu–Raumati	169	8.3%	18.7%	30.5%	25.3%	16.7%	0.6%	3.23
Paekakariki	39	0.0%	7.2%	31.3%	40.5%	18.2%	2.9%	3.72
Otaki	70	4.3%	3.7%	17.4%	31.5%	43.0%	0.0%	4.05
Waikanae	84	9.0%	13.9%	27.1%	31.6%	17.2%	1.2%	3.34
GENDER								
Male	155	8.6%	12.6%	25.1%	31.3%	22.4%	0.0%	3.46
Female	207	6.8%	17.3%	30.2%	25.3%	19.0%	1.3%	3.33
AGE GROUP								
18 to 29	13	0.0%	15.4%	23.0%	24.6%	37.0%	0.0%	3.83
30 to 39	33	16.2%	12.0%	37.1%	9.3%	24.7%	0.7%	3.14
40 to 59	161	7.3%	18.8%	26.6%	33.9%	12.5%	0.8%	3.26
60 years +	155	7.4%	12.8%	27.4%	29.6%	21.9%	0.8%	3.46
ETHNICITY								
Maori	25	3.0%	21.9%	20.2%	24.1%	30.9%	0.0%	3.58
NZ European	313	7.8%	15.1%	27.9%	29.2%	19.3%	0.8%	3.38
Other	47	6.1%	18.4%	30.6%	27.7%	17.3%	0.0%	3.32
DEPENDENT CHILDREN								
Yes	105	6.5%	13.8%	30.0%	24.4%	25.1%	0.3%	3.48
No + Don't know	257	8.2%	15.7%	26.9%	29.7%	18.6%	0.9%	3.35
RATEPAYER								
Yes	342	8.4%	15.8%	26.9%	27.9%	20.3%	0.7%	3.36
No + Don't know	20	0.0%	8.1%	37.5%	30.2%	23.2%	1.0%	3.69
HOME OWNER								
Renting	11	8.6%	0.0%	10.2%	33.1%	48.2%	0.0%	4.12
Own home	337	8.2%	16.1%	29.5%	26.5%	19.0%	0.7%	3.32
Other + Refused	14	0.0%	10.3%	15.3%	45.7%	27.5%	1.2%	3.92
PERSONAL INCOME								
\$15,000 or less	39	5.2%	7.0%	33.8%	26.1%	27.9%	0.0%	3.65
\$15,001-25,000	58	3.8%	12.4%	32.0%	39.5%	12.3%	0.0%	3.44
\$25,001-30,000	24	4.3%	19.6%	30.6%	24.8%	20.7%	0.0%	3.38
\$30,001-40,000	23	11.6%	29.7%	19.3%	22.6%	16.7%	0.0%	3.03
\$40,001-50,000	30	4.2%	19.5%	31.5%	27.2%	17.7%	0.0%	3.35
\$50,001-70,000	37	20.9%	10.5%	20.5%	32.2%	15.8%	0.0%	3.11
More than \$70,000	50	6.6%	19.3%	19.3%	30.3%	24.4%	0.0%	3.47
Income was nil/made loss	7	0.0%	27.2%	32.6%	29.7%	10.4%	0.0%	3.23
HOUSEHOLD INCOME								
\$20,000 or less	21	4.7%	7.9%	31.9%	28.4%	27.1%	0.0%	3.65
\$20,001-30,000	33	14.8%	8.2%	12.3%	40.4%	24.2%	0.0%	3.51
\$30,001-40,000	29	2.3%	16.1%	32.6%	30.4%	18.6%	0.0%	3.47
\$40,001-50,000	21	0.0%	20.1%	47.5%	29.4%	3.0%	0.0%	3.15
\$50,001-70,000	43	20.7%	21.9%	17.7%	26.4%	13.3%	0.0%	2.90
\$70,001-100,000	54	7.6%	12.9%	36.3%	22.3%	20.9%	0.0%	3.36
More than \$100,000	82	5.1%	18.4%	22.0%	36.5%	18.1%	0.0%	3.44

TW6. Satisfaction with the stormwater system in terms of ability to protect your home from flooding

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	399	8.5%	5.1%	16.9%	34.6%	27.1%	7.8%	3.72
COMMUNITY BOARD								
Paraparaumu–Raumati	173	10.1%	4.7%	17.8%	34.9%	28.7%	3.8%	3.70
Paekakariki	44	7.0%	9.5%	13.6%	32.0%	32.7%	5.2%	3.78
Otaki	87	8.4%	0.6%	13.8%	25.6%	25.9%	25.7%	3.81
Waikanae	95	5.2%	8.1%	17.3%	40.2%	23.6%	5.6%	3.73
GENDER								
Male	167	9.9%	3.6%	14.2%	38.5%	24.5%	9.2%	3.71
Female	232	7.3%	6.3%	19.1%	31.3%	29.3%	6.6%	3.74
AGE GROUP								
18 to 29	16	5.5%	0.0%	17.7%	40.3%	21.0%	15.4%	3.84
30 to 39	35	15.3%	1.4%	11.0%	36.5%	28.2%	7.6%	3.66
40 to 59	183	10.6%	9.2%	19.5%	34.6%	21.1%	5.1%	3.49
60 years +	165	5.7%	4.0%	16.0%	32.4%	33.9%	8.0%	3.92
ETHNICITY								
Maori	26	6.8%	6.6%	4.5%	31.9%	31.0%	19.2%	3.91
NZ European	346	9.4%	4.8%	17.8%	35.3%	26.7%	5.9%	3.69
Other	52	2.6%	4.7%	22.7%	35.6%	19.0%	15.5%	3.75
DEPENDENT CHILDREN								
Yes	112	8.7%	6.7%	17.3%	40.8%	21.1%	5.5%	3.62
No + Don't know	287	8.4%	4.4%	16.7%	32.1%	29.5%	8.8%	3.77
RATEPAYER								
Yes	374	8.6%	5.7%	15.8%	35.6%	28.0%	6.3%	3.73
No + Don't know	25	7.7%	0.0%	25.9%	26.6%	19.4%	20.4%	3.63
HOME OWNER								
Renting	11	0.0%	8.6%	10.1%	17.8%	63.5%	0.0%	4.36
Own home	370	8.7%	5.4%	18.0%	34.5%	26.9%	6.5%	3.70
Other + Refused	18	9.6%	0.0%	7.7%	42.3%	16.3%	24.1%	3.74
PERSONAL INCOME								
\$15,000 or less	40	4.1%	4.0%	31.2%	27.5%	26.3%	6.9%	3.73
\$15,001-25,000	62	6.3%	5.3%	16.4%	38.7%	25.3%	8.0%	3.78
\$25,001-30,000	27	19.6%	3.8%	18.4%	26.4%	23.4%	8.4%	3.33
\$30,001-40,000	25	12.0%	1.4%	7.4%	46.6%	26.7%	5.9%	3.79
\$40,001-50,000	30	8.1%	4.2%	17.9%	33.3%	25.1%	11.5%	3.71
\$50,001-70,000	41	15.3%	6.0%	19.2%	35.9%	18.5%	5.1%	3.38
More than \$70,000	58	14.7%	6.4%	17.4%	31.9%	22.0%	7.6%	3.43
Income was nil/made loss	8	0.0%	0.0%	28.7%	23.3%	48.0%	0.0%	4.19
HOUSEHOLD INCOME								
\$20,000 or less	23	7.3%	0.0%	11.0%	35.8%	36.9%	9.0%	4.04
\$20,001-30,000	35	10.1%	0.0%	19.5%	26.8%	32.7%	10.9%	3.81
\$30,001-40,000	32	1.7%	7.8%	14.2%	39.9%	34.7%	1.7%	4.00
\$40,001-50,000	22	6.0%	18.0%	22.9%	25.8%	24.4%	2.9%	3.46
\$50,001-70,000	46	19.8%	8.4%	15.0%	32.9%	20.1%	3.7%	3.26
\$70,001-100,000	57	12.1%	3.9%	20.9%	26.6%	28.8%	7.8%	3.61
More than \$100,000	93	9.8%	5.9%	19.2%	39.1%	20.4%	5.8%	3.58

TW6. Satisfaction with the stormwater system in terms of ability to protect your property and garden from flooding

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	399	8.2%	6.5%	19.8%	34.3%	23.8%	7.3%	3.64
COMMUNITY BOARD								
Paraparaumu–Raumati	173	9.1%	7.9%	23.0%	31.5%	25.2%	3.3%	3.58
Paekakariki	44	7.0%	9.5%	15.3%	30.9%	32.1%	5.2%	3.76
Otaki	87	8.4%	3.0%	12.4%	30.0%	19.4%	26.8%	3.67
Waikanae	95	6.2%	5.0%	18.1%	43.8%	22.5%	4.4%	3.75
GENDER								
Male	167	9.7%	4.2%	18.7%	34.0%	23.6%	9.7%	3.64
Female	232	7.0%	8.3%	20.8%	34.5%	24.0%	5.3%	3.64
AGE GROUP								
18 to 29	16	5.5%	7.2%	33.4%	32.8%	5.5%	15.4%	3.30
30 to 39	35	13.9%	8.3%	6.9%	41.3%	22.1%	7.6%	3.53
40 to 59	183	11.6%	9.1%	19.3%	33.9%	20.9%	5.3%	3.46
60 years +	165	4.5%	3.4%	20.0%	33.1%	32.4%	6.7%	3.92
ETHNICITY								
Maori	26	6.8%	20.7%	16.0%	13.7%	21.9%	21.0%	3.29
NZ European	346	9.1%	6.5%	20.5%	35.2%	22.4%	6.3%	3.59
Other	52	2.6%	4.2%	19.7%	40.4%	25.7%	7.4%	3.89
DEPENDENT CHILDREN								
Yes	112	7.0%	12.1%	22.5%	34.4%	18.3%	5.7%	3.48
No + Don't know	287	8.7%	4.2%	18.8%	34.3%	26.1%	8.0%	3.70
RATEPAYER								
Yes	374	8.5%	7.1%	19.1%	34.5%	25.1%	5.8%	3.64
No + Don't know	25	6.2%	1.5%	25.9%	32.9%	13.2%	20.4%	3.57
HOME OWNER								
Renting	11	0.0%	8.6%	10.1%	17.8%	63.5%	0.0%	4.36
Own home	370	8.6%	6.8%	20.9%	33.2%	24.6%	6.0%	3.62
Other + Refused	18	7.7%	1.8%	12.7%	51.8%	1.9%	24.1%	3.50
PERSONAL INCOME								
\$15,000 or less	40	4.1%	2.0%	33.9%	27.0%	25.3%	7.7%	3.73
\$15,001-25,000	62	2.3%	3.3%	24.3%	38.4%	26.2%	5.5%	3.88
\$25,001-30,000	27	23.3%	0.0%	16.9%	28.0%	27.1%	4.6%	3.37
\$30,001-40,000	25	14.8%	1.4%	7.4%	52.2%	18.3%	5.9%	3.61
\$40,001-50,000	30	8.1%	15.2%	17.1%	20.2%	27.9%	11.5%	3.50
\$50,001-70,000	41	19.3%	7.0%	15.9%	34.5%	18.1%	5.1%	3.26
More than \$70,000	58	12.2%	10.0%	13.1%	40.9%	16.3%	7.6%	3.42
Income was nil/made loss	8	0.0%	2.1%	26.7%	35.8%	35.5%	0.0%	4.05
HOUSEHOLD INCOME								
\$20,000 or less	23	1.8%	0.0%	22.0%	24.8%	49.2%	2.2%	4.22
\$20,001-30,000	35	10.1%	0.0%	16.1%	39.4%	23.5%	10.9%	3.74
\$30,001-40,000	32	3.9%	4.3%	19.9%	36.4%	33.8%	1.7%	3.93
\$40,001-50,000	22	0.0%	18.0%	38.3%	16.4%	24.4%	2.9%	3.48
\$50,001-70,000	46	23.5%	8.0%	15.7%	32.7%	18.5%	1.7%	3.15
\$70,001-100,000	57	13.8%	4.7%	14.7%	30.6%	25.3%	11.0%	3.55
More than \$100,000	93	8.2%	9.6%	15.6%	43.8%	17.0%	5.8%	3.55

TW6. Satisfaction with the stormwater system in terms of keeping roads and pavements free of flooding

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	399	7.8%	14.0%	33.2%	30.1%	11.0%	3.8%	3.23
COMMUNITY BOARD								
Paraparaumu–Raumati	173	9.9%	13.3%	32.3%	31.9%	9.6%	3.1%	3.18
Paekakariki	44	3.9%	22.8%	21.3%	20.7%	23.9%	7.3%	3.41
Otaki	87	6.7%	16.6%	37.1%	16.3%	13.6%	9.8%	3.15
Waikanae	95	4.4%	12.9%	34.3%	36.3%	11.2%	1.0%	3.37
GENDER								
Male	167	7.4%	10.1%	34.0%	33.9%	9.8%	5.0%	3.30
Female	232	8.2%	17.3%	32.7%	27.0%	12.1%	2.7%	3.18
AGE GROUP								
18 to 29	16	17.7%	10.8%	18.1%	37.0%	6.9%	9.5%	3.05
30 to 39	35	2.7%	9.0%	53.7%	21.6%	13.1%	0.0%	3.33
40 to 59	183	8.2%	19.9%	37.5%	23.7%	7.5%	3.1%	3.03
60 years +	165	6.0%	11.2%	28.2%	36.2%	14.8%	3.7%	3.44
ETHNICITY								
Maori	26	9.6%	21.7%	24.5%	25.1%	9.5%	9.7%	3.04
NZ European	346	8.1%	14.2%	34.4%	29.7%	10.1%	3.6%	3.20
Other	52	1.3%	13.1%	28.3%	37.0%	14.0%	6.3%	3.53
DEPENDENT CHILDREN								
Yes	112	6.3%	18.2%	41.6%	23.6%	9.1%	1.1%	3.11
No + Don't know	287	8.4%	12.3%	29.9%	32.7%	11.8%	4.8%	3.29
RATEPAYER								
Yes	374	6.2%	15.5%	33.7%	30.7%	11.3%	2.6%	3.26
No + Don't know	25	21.4%	1.5%	29.1%	25.6%	8.8%	13.7%	2.99
HOME OWNER								
Renting	11	8.6%	5.1%	19.5%	15.5%	51.3%	0.0%	3.96
Own home	370	7.6%	15.2%	34.5%	29.4%	10.3%	3.0%	3.20
Other + Refused	18	9.6%	4.9%	25.3%	43.1%	3.8%	13.3%	3.31
PERSONAL INCOME								
\$15,000 or less	40	18.7%	8.0%	26.8%	26.6%	12.9%	6.9%	3.07
\$15,001-25,000	62	7.7%	13.2%	39.1%	27.4%	10.1%	2.4%	3.19
\$25,001-30,000	27	17.2%	14.1%	27.3%	29.3%	12.1%	0.0%	3.05
\$30,001-40,000	25	2.3%	6.0%	42.3%	21.1%	21.1%	7.3%	3.57
\$40,001-50,000	30	8.1%	16.1%	43.7%	26.0%	3.4%	2.8%	3.00
\$50,001-70,000	41	2.1%	11.7%	30.0%	45.8%	8.4%	2.1%	3.48
More than \$70,000	58	9.2%	18.9%	36.7%	26.7%	6.0%	2.5%	3.02
Income was nil/made loss	8	0.0%	0.0%	43.8%	36.9%	19.3%	0.0%	3.75
HOUSEHOLD INCOME								
\$20,000 or less	23	5.5%	7.3%	34.6%	28.3%	19.9%	4.4%	3.52
\$20,001-30,000	35	10.1%	12.7%	36.3%	26.6%	10.3%	4.0%	3.15
\$30,001-40,000	32	1.7%	8.7%	28.2%	30.6%	29.0%	1.7%	3.78
\$40,001-50,000	22	17.0%	22.4%	37.0%	21.2%	2.3%	0.0%	2.69
\$50,001-70,000	46	5.7%	12.1%	19.2%	46.9%	15.4%	0.6%	3.55
\$70,001-100,000	57	11.8%	8.9%	41.2%	25.9%	12.2%	0.0%	3.18
More than \$100,000	93	5.8%	17.8%	49.2%	22.6%	0.9%	3.6%	2.95

TW6. Overall satisfaction with the district's stormwater management

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	399	6.6%	9.2%	30.0%	36.1%	13.0%	5.0%	3.42
COMMUNITY BOARD								
Paraparaumu–Raumati	173	7.6%	9.8%	32.9%	33.6%	12.7%	3.3%	3.35
Paekakariki	44	4.3%	18.5%	25.6%	27.0%	16.7%	7.8%	3.36
Otaki	87	5.5%	5.9%	23.2%	38.1%	14.4%	13.0%	3.57
Waikanae	95	5.4%	8.7%	28.4%	41.5%	12.6%	3.3%	3.49
GENDER								
Male	167	9.2%	7.9%	23.8%	41.7%	12.5%	5.0%	3.42
Female	232	4.4%	10.3%	35.2%	31.4%	13.5%	5.0%	3.41
AGE GROUP								
18 to 29	16	0.0%	7.2%	35.4%	37.3%	16.6%	3.5%	3.65
30 to 39	35	14.6%	4.9%	22.2%	35.0%	15.8%	7.6%	3.35
40 to 59	183	7.5%	14.6%	34.1%	33.9%	6.7%	3.1%	3.18
60 years +	165	5.5%	6.3%	27.1%	38.0%	16.8%	6.4%	3.58
ETHNICITY								
Maori	26	6.8%	16.8%	19.6%	23.1%	12.5%	21.1%	3.22
NZ European	346	7.1%	9.3%	32.4%	36.1%	11.7%	3.5%	3.37
Other	52	3.5%	9.3%	26.7%	35.9%	16.2%	8.5%	3.57
DEPENDENT CHILDREN								
Yes	112	6.9%	11.2%	24.1%	42.5%	10.2%	5.1%	3.40
No + Don't know	287	6.5%	8.4%	32.4%	33.6%	14.2%	5.0%	3.43
RATEPAYER								
Yes	374	7.2%	10.1%	27.8%	37.9%	12.4%	4.6%	3.40
No + Don't know	25	1.5%	1.5%	48.5%	21.3%	18.7%	8.5%	3.59
HOME OWNER								
Renting	11	0.0%	13.7%	19.5%	15.2%	46.3%	5.4%	3.99
Own home	370	7.3%	9.9%	29.9%	36.7%	11.2%	5.0%	3.36
Other + Refused	18	1.8%	0.0%	35.0%	38.0%	20.2%	4.9%	3.79
PERSONAL INCOME								
\$15,000 or less	40	4.6%	4.6%	38.5%	39.8%	12.5%	0.0%	3.51
\$15,001-25,000	62	3.6%	11.7%	39.4%	30.7%	11.5%	3.1%	3.36
\$25,001-30,000	27	13.6%	3.7%	30.4%	43.9%	8.4%	0.0%	3.30
\$30,001-40,000	25	4.5%	7.5%	11.2%	48.0%	21.4%	7.3%	3.80
\$40,001-50,000	30	8.1%	10.4%	29.6%	31.3%	9.1%	11.5%	3.26
\$50,001-70,000	41	15.3%	6.0%	28.7%	37.1%	10.9%	2.1%	3.23
More than \$70,000	58	9.8%	11.9%	24.4%	44.7%	6.7%	2.5%	3.27
Income was nil/made loss	8	0.0%	0.0%	70.5%	6.7%	22.8%	0.0%	3.52
HOUSEHOLD INCOME								
\$20,000 or less	23	4.4%	7.3%	22.0%	47.4%	13.1%	5.7%	3.61
\$20,001-30,000	35	10.1%	9.3%	33.2%	34.9%	8.5%	4.0%	3.23
\$30,001-40,000	32	1.7%	7.8%	26.8%	25.5%	33.6%	4.6%	3.85
\$40,001-50,000	22	6.0%	19.9%	38.3%	25.9%	7.1%	2.9%	3.09
\$50,001-70,000	46	21.9%	3.7%	27.6%	31.4%	15.5%	0.0%	3.15
\$70,001-100,000	57	3.8%	8.3%	36.4%	28.6%	15.9%	7.0%	3.48
More than \$100,000	93	6.8%	11.1%	33.9%	43.2%	2.5%	2.6%	3.24

TW7. Overall satisfaction with Council for its management of water in the district

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	399	6.2%	12.1%	32.3%	34.6%	12.1%	2.6%	3.35
COMMUNITY BOARD								
Paraparaumu–Raumati	173	6.6%	12.9%	35.1%	31.4%	13.7%	0.4%	3.33
Paekakariki	44	4.3%	21.9%	27.8%	36.1%	5.2%	4.7%	3.17
Otaki	87	6.8%	7.9%	30.4%	31.1%	12.7%	11.1%	3.39
Waikanae	95	5.4%	11.7%	27.7%	44.0%	9.1%	2.1%	3.41
GENDER								
Male	167	6.1%	12.0%	27.9%	38.5%	12.0%	3.5%	3.40
Female	232	6.3%	12.1%	36.0%	31.3%	12.2%	1.9%	3.32
AGE GROUP								
18 to 29	16	0.0%	5.5%	34.4%	28.6%	31.4%	0.0%	3.86
30 to 39	35	4.1%	16.0%	30.7%	30.6%	11.0%	7.6%	3.31
40 to 59	183	7.8%	18.0%	34.1%	32.0%	4.4%	3.8%	3.07
60 years +	165	7.3%	7.7%	30.5%	39.9%	13.5%	1.1%	3.45
ETHNICITY								
Maori	26	12.8%	10.4%	31.1%	20.3%	12.5%	12.8%	3.11
NZ European	346	5.8%	13.0%	34.0%	33.7%	11.7%	1.9%	3.33
Other	52	7.9%	4.6%	34.6%	44.7%	7.7%	0.5%	3.40
DEPENDENT CHILDREN								
Yes	112	7.2%	13.0%	29.2%	32.2%	13.9%	4.5%	3.34
No + Don't know	287	5.8%	11.7%	33.5%	35.6%	11.4%	1.9%	3.36
RATEPAYER								
Yes	374	6.8%	12.8%	31.5%	34.7%	11.5%	2.8%	3.32
No + Don't know	25	1.5%	6.2%	39.3%	34.0%	17.5%	1.6%	3.61
HOME OWNER								
Renting	11	8.6%	0.0%	9.4%	38.6%	38.1%	5.4%	4.03
Own home	370	6.6%	12.9%	33.9%	33.3%	10.4%	2.8%	3.29
Other + Refused	18	1.8%	7.7%	24.0%	46.4%	20.1%	0.0%	3.75
PERSONAL INCOME								
\$15,000 or less	40	4.1%	8.7%	42.0%	32.5%	12.1%	0.6%	3.40
\$15,001-25,000	62	7.3%	8.9%	31.1%	41.3%	10.0%	1.3%	3.38
\$25,001-30,000	27	13.6%	9.7%	24.6%	44.7%	3.7%	3.8%	3.16
\$30,001-40,000	25	5.0%	6.9%	46.3%	25.6%	16.2%	0.0%	3.41
\$40,001-50,000	30	5.4%	10.9%	29.9%	31.6%	7.9%	14.3%	3.30
\$50,001-70,000	41	1.5%	26.3%	30.2%	32.3%	8.4%	1.3%	3.20
More than \$70,000	58	5.5%	18.6%	20.2%	50.9%	3.5%	1.2%	3.29
Income was nil/made loss	8	0.0%	0.0%	58.0%	31.8%	10.2%	0.0%	3.52
HOUSEHOLD INCOME								
\$20,000 or less	23	9.9%	7.3%	18.7%	44.8%	19.4%	0.0%	3.56
\$20,001-30,000	35	16.3%	5.5%	35.0%	27.8%	15.4%	0.0%	3.20
\$30,001-40,000	32	3.9%	7.8%	27.3%	34.6%	20.1%	6.3%	3.63
\$40,001-50,000	22	4.8%	18.0%	36.5%	38.3%	2.3%	0.0%	3.15
\$50,001-70,000	46	7.4%	21.6%	26.8%	30.2%	11.9%	2.1%	3.18
\$70,001-100,000	57	6.1%	13.4%	27.3%	36.4%	9.4%	7.5%	3.32
More than \$100,000	93	3.3%	15.5%	36.0%	40.6%	2.1%	2.4%	3.23

RL1. Use of the Council's swimming pools

	n=	Yes	No	Don't know
Total Sample	399	58.8%	41.2%	0.0%
COMMUNITY BOARD				
Paraparaumu–Raumati	173	60.2%	39.8%	0.0%
Paekakariki	44	61.0%	39.0%	0.0%
Otaki	87	63.9%	36.1%	0.0%
Waikanae	95	52.2%	47.8%	0.0%
GENDER				
Male	167	59.4%	40.6%	0.0%
Female	232	58.3%	41.7%	0.0%
AGE GROUP				
18 to 29	16	75.7%	24.3%	0.0%
30 to 39	35	80.5%	19.5%	0.0%
40 to 59	183	58.8%	41.2%	0.0%
60 years +	165	47.7%	52.3%	0.0%
ETHNICITY				
Maori	26	73.0%	27.0%	0.0%
NZ European	346	58.3%	41.7%	0.0%
Other	52	47.1%	52.9%	0.0%
DEPENDENT CHILDREN				
Yes	112	89.2%	10.8%	0.0%
No + Don't know	287	46.6%	53.4%	0.0%
RATEPAYER				
Yes	374	56.6%	43.4%	0.0%
No + Don't know	25	77.6%	22.4%	0.0%
HOME OWNER				
Renting	11	74.8%	25.2%	0.0%
Own home	370	57.9%	42.1%	0.0%
Other + Refused	18	63.1%	36.9%	0.0%
PERSONAL INCOME				
\$15,000 or less	40	71.2%	28.8%	0.0%
\$15,001-25,000	62	50.9%	49.1%	0.0%
\$25,001-30,000	27	68.0%	32.0%	0.0%
\$30,001-40,000	25	65.0%	35.0%	0.0%
\$40,001-50,000	30	58.1%	41.9%	0.0%
\$50,001-70,000	41	41.2%	58.8%	0.0%
More than \$70,000	58	70.9%	29.1%	0.0%
Income was nil/or made a loss	8	53.9%	46.1%	0.0%
HOUSEHOLD INCOME				
\$20,000 or less	23	28.9%	71.1%	0.0%
\$20,001-30,000	35	57.0%	43.0%	0.0%
\$30,001-40,000	32	45.7%	54.3%	0.0%
\$40,001-50,000	22	47.7%	52.3%	0.0%
\$50,001-70,000	46	55.3%	44.7%	0.0%
\$70,001-100,000	57	67.7%	32.3%	0.0%
More than \$100,000	93	74.1%	25.9%	0.0%

RL3. Satisfaction with the services and facilities at our swimming pools in the district

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	226	4.5%	5.1%	20.3%	35.8%	30.8%	3.6%	3.86
COMMUNITY BOARD								
Paraparaumu–Raumati	101	6.8%	7.1%	19.8%	36.7%	26.6%	3.0%	3.71
Paekakariki	28	4.2%	7.0%	20.4%	38.7%	26.1%	3.5%	3.78
Otaki	48	0.0%	0.0%	23.2%	33.4%	33.3%	10.2%	4.11
Waikanae	49	1.9%	3.5%	19.3%	35.0%	40.3%	0.0%	4.08
GENDER								
Male	85	6.3%	5.4%	18.0%	41.7%	21.7%	6.9%	3.72
Female	141	2.9%	4.8%	22.2%	30.8%	38.5%	0.7%	3.98
AGE GROUP								
18 to 29	10	16.1%	7.3%	31.2%	25.6%	19.8%	0.0%	3.26
30 to 39	30	0.9%	0.9%	12.8%	46.1%	30.0%	9.4%	4.14
40 to 59	110	1.0%	6.7%	22.2%	39.8%	25.6%	4.6%	3.86
60 years +	76	4.6%	4.3%	16.6%	31.3%	41.9%	1.3%	4.03
ETHNICITY								
Maori	18	0.0%	6.3%	4.1%	38.2%	29.6%	21.8%	4.17
NZ European	194	5.3%	5.2%	20.3%	37.2%	30.8%	1.3%	3.84
Other	28	0.0%	10.4%	38.3%	27.9%	23.4%	0.0%	3.64
DEPENDENT CHILDREN								
Yes	99	1.1%	8.6%	18.6%	42.1%	23.2%	6.3%	3.83
No + Don't know	127	7.1%	2.4%	21.5%	31.0%	36.6%	1.5%	3.89
RATEPAYER								
Yes	207	2.2%	5.9%	17.7%	40.3%	30.7%	3.3%	3.94
No + Don't know	19	18.6%	0.0%	36.2%	8.7%	31.4%	5.1%	3.36
HOME OWNER								
Renting	8	0.0%	0.0%	0.0%	40.7%	52.2%	7.2%	4.56
Own home	207	5.0%	5.9%	17.1%	39.4%	28.9%	3.8%	3.84
Other + Refused	11	1.5%	0.0%	59.2%	0.0%	39.3%	0.0%	3.76
PERSONAL INCOME								
\$15,000 or less	28	22.7%	3.5%	20.3%	12.6%	40.9%	0.0%	3.45
\$15,001-25,000	27	4.0%	3.2%	43.2%	12.3%	37.3%	0.0%	3.76
\$25,001-30,000	18	0.0%	8.9%	23.2%	29.8%	31.2%	6.9%	3.89
\$30,001-40,000	15	0.0%	0.0%	20.4%	71.4%	6.5%	1.8%	3.86
\$40,001-50,000	18	0.0%	0.0%	3.5%	44.6%	32.1%	19.7%	4.36
\$50,001-70,000	19	0.0%	4.8%	7.9%	72.7%	14.6%	0.0%	3.97
More than \$70,000	38	3.5%	6.8%	23.5%	49.9%	16.1%	0.0%	3.68
Income was nil/made loss	5	0.0%	0.0%	27.1%	30.7%	23.3%	18.9%	3.95
HOUSEHOLD INCOME								
\$20,000 or less	6	0.0%	0.0%	34.1%	19.1%	46.8%	0.0%	4.13
\$20,001-30,000	19	0.0%	0.0%	16.1%	16.8%	60.3%	6.8%	4.47
\$30,001-40,000	13	9.5%	0.0%	19.4%	37.0%	32.1%	2.0%	3.84
\$40,001-50,000	11	0.0%	0.0%	0.0%	44.0%	56.0%	0.0%	4.56
\$50,001-70,000	29	2.9%	9.7%	19.6%	46.6%	21.2%	0.0%	3.73
\$70,001-100,000	39	3.8%	2.5%	21.9%	33.9%	24.6%	13.3%	3.84
More than \$100,000	61	0.0%	5.6%	22.6%	47.0%	24.8%	0.0%	3.91

RL6. Use of the Council's libraries

	n=	Yes	No	Don't know
Total Sample	399	76.2%	23.8%	0.0%
COMMUNITY BOARD				
Paraparaumu–Raumati	173	76.3%	23.7%	0.0%
Paekakariki	44	83.6%	16.4%	0.0%
Otaki	87	77.4%	22.6%	0.0%
Waikanae	95	74.4%	25.6%	0.0%
GENDER				
Male	167	72.7%	27.3%	0.0%
Female	232	79.2%	20.8%	0.0%
AGE GROUP				
18 to 29	16	65.3%	34.7%	0.0%
30 to 39	35	81.2%	18.8%	0.0%
40 to 59	183	77.3%	22.7%	0.0%
60 years +	165	77.1%	22.9%	0.0%
ETHNICITY				
Maori	26	90.3%	9.7%	0.0%
NZ European	346	73.9%	26.1%	0.0%
Other	52	91.5%	8.5%	0.0%
DEPENDENT CHILDREN				
Yes	112	83.5%	16.5%	0.0%
No + Don't know	287	73.3%	26.7%	0.0%
RATEPAYER				
Yes	374	76.5%	23.5%	0.0%
No + Don't know	25	73.5%	26.5%	0.0%
HOME OWNER				
Renting	11	85.0%	15.0%	0.0%
Own home	370	75.9%	24.1%	0.0%
Other + Refused	18	76.3%	23.7%	0.0%
PERSONAL INCOME				
\$15,000 or less	40	81.7%	18.3%	0.0%
\$15,001-25,000	62	71.9%	28.1%	0.0%
\$25,001-30,000	27	79.6%	20.4%	0.0%
\$30,001-40,000	25	72.0%	28.0%	0.0%
\$40,001-50,000	30	81.8%	18.2%	0.0%
\$50,001-70,000	41	72.2%	27.8%	0.0%
More than \$70,000	58	76.4%	23.6%	0.0%
Income was nil/or made a loss	8	85.2%	14.8%	0.0%
HOUSEHOLD INCOME				
\$20,000 or less	23	79.0%	21.0%	0.0%
\$20,001-30,000	35	72.1%	27.9%	0.0%
\$30,001-40,000	32	72.3%	27.7%	0.0%
\$40,001-50,000	22	76.3%	23.7%	0.0%
\$50,001-70,000	46	63.9%	36.1%	0.0%
\$70,001-100,000	57	78.9%	21.1%	0.0%
More than \$100,000	93	84.5%	15.5%	0.0%

RL8. Satisfaction with the services at our district's libraries

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	308	0.3%	1.4%	7.6%	34.0%	55.2%	1.5%	4.45
COMMUNITY BOARD								
Paraparaumu–Raumati	135	0.6%	1.5%	7.7%	30.7%	58.8%	0.6%	4.47
Paekakariki	37	0.0%	0.0%	2.1%	30.3%	67.6%	0.0%	4.66
Otaki	65	0.0%	1.3%	6.4%	33.0%	52.2%	7.1%	4.47
Waikanae	71	0.0%	1.4%	8.8%	42.7%	47.2%	0.0%	4.36
GENDER								
Male	123	0.0%	2.7%	7.1%	37.8%	49.0%	3.4%	4.38
Female	185	0.6%	0.4%	7.9%	31.0%	60.1%	0.0%	4.50
AGE GROUP								
18 to 29	11	0.0%	0.0%	0.0%	48.2%	51.8%	0.0%	4.52
30 to 39	31	0.0%	1.7%	6.1%	34.3%	48.6%	9.3%	4.43
40 to 59	139	0.9%	2.3%	10.5%	34.6%	51.6%	0.0%	4.34
60 years +	127	0.0%	0.8%	7.3%	29.8%	61.3%	0.8%	4.53
ETHNICITY								
Maori	22	0.0%	5.1%	11.6%	27.8%	45.0%	10.5%	4.26
NZ European	261	0.4%	0.6%	8.2%	33.6%	56.8%	0.4%	4.46
Other	48	0.0%	2.0%	5.0%	39.3%	53.7%	0.0%	4.45
DEPENDENT CHILDREN								
Yes	97	0.0%	3.3%	9.1%	31.3%	52.7%	3.6%	4.38
No + Don't know	211	0.5%	0.5%	6.9%	35.2%	56.4%	0.5%	4.47
RATEPAYER								
Yes	289	0.4%	1.3%	8.5%	33.7%	54.5%	1.6%	4.43
No + Don't know	19	0.0%	2.0%	0.0%	36.6%	61.4%	0.0%	4.57
HOME OWNER								
Renting	9	0.0%	0.0%	0.0%	42.9%	57.1%	0.0%	4.57
Own home	284	0.4%	1.3%	8.6%	30.9%	57.1%	1.7%	4.45
Other + Refused	15	0.0%	2.4%	0.0%	62.2%	35.4%	0.0%	4.31
PERSONAL INCOME								
\$15,000 or less	31	0.0%	0.0%	6.4%	24.1%	69.5%	0.0%	4.63
\$15,001-25,000	43	0.0%	0.0%	2.3%	30.3%	65.2%	2.3%	4.64
\$25,001-30,000	22	4.8%	0.0%	0.0%	41.6%	53.6%	0.0%	4.39
\$30,001-40,000	17	0.0%	0.0%	7.0%	38.8%	54.2%	0.0%	4.47
\$40,001-50,000	24	0.0%	7.5%	16.9%	26.6%	35.0%	14.0%	4.04
\$50,001-70,000	32	0.0%	0.0%	10.1%	62.5%	27.4%	0.0%	4.17
More than \$70,000	44	0.0%	0.0%	7.8%	35.1%	57.2%	0.0%	4.49
Income was nil/made loss	6	0.0%	0.0%	19.4%	31.3%	49.3%	0.0%	4.30
HOUSEHOLD INCOME								
\$20,000 or less	18	0.0%	0.0%	0.0%	2.7%	97.3%	0.0%	4.97
\$20,001-30,000	26	4.4%	0.0%	2.1%	25.1%	64.1%	4.3%	4.51
\$30,001-40,000	21	0.0%	0.0%	7.8%	30.2%	62.0%	0.0%	4.54
\$40,001-50,000	16	0.0%	0.0%	6.3%	35.6%	58.1%	0.0%	4.52
\$50,001-70,000	31	0.0%	3.1%	16.1%	46.7%	34.1%	0.0%	4.12
\$70,001-100,000	45	0.0%	2.2%	3.8%	41.0%	44.2%	8.8%	4.40
More than \$100,000	76	0.0%	0.0%	9.0%	43.8%	47.3%	0.0%	4.38

CF1. Used one of the district's public toilets in the last 12 months

	n=	Yes	No	Don't know
Total Sample	399	57.8%	41.3%	1.0%
COMMUNITY BOARD				
Paraparaumu–Raumati	173	53.2%	45.6%	1.2%
Paekakariki	44	73.0%	27.0%	0.0%
Otaki	87	52.6%	47.4%	0.0%
Waikanae	95	69.4%	29.3%	1.3%
GENDER				
Male	167	56.8%	43.2%	0.0%
Female	232	58.6%	39.6%	1.8%
AGE GROUP				
18 to 29	16	51.5%	42.9%	5.5%
30 to 39	35	72.8%	24.5%	2.7%
40 to 59	183	57.1%	42.9%	0.0%
60 years +	165	55.9%	44.1%	0.0%
ETHNICITY				
Maori	26	50.2%	49.8%	0.0%
NZ European	346	59.1%	40.2%	0.8%
Other	52	57.2%	40.2%	2.7%
DEPENDENT CHILDREN				
Yes	112	66.0%	32.9%	1.1%
No + Don't know	287	54.5%	44.6%	0.9%
RATEPAYER				
Yes	374	59.9%	39.8%	0.4%
No + Don't know	25	40.2%	53.5%	6.2%
HOME OWNER				
Renting	11	68.7%	31.3%	0.0%
Own home	370	60.1%	39.5%	0.4%
Other + Refused	18	29.7%	62.5%	7.7%
PERSONAL INCOME				
\$15,000 or less	40	59.5%	40.5%	0.0%
\$15,001-25,000	62	43.9%	56.1%	0.0%
\$25,001-30,000	27	62.7%	27.6%	9.7%
\$30,001-40,000	25	73.2%	26.8%	0.0%
\$40,001-50,000	30	40.8%	59.2%	0.0%
\$50,001-70,000	41	70.9%	29.1%	0.0%
More than \$70,000	58	58.2%	41.8%	0.0%
Income was nil/or made a loss	8	50.6%	36.9%	12.5%
HOUSEHOLD INCOME				
\$20,000 or less	23	44.3%	55.7%	0.0%
\$20,001-30,000	35	55.3%	44.7%	0.0%
\$30,001-40,000	32	61.6%	38.4%	0.0%
\$40,001-50,000	22	39.6%	60.4%	0.0%
\$50,001-70,000	46	63.1%	36.9%	0.0%
\$70,001-100,000	57	61.1%	33.6%	5.4%
More than \$100,000	93	55.7%	44.3%	0.0%

CF2. Satisfaction with public toilets in the district

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	233	4.2%	13.0%	21.5%	42.2%	18.7%	0.4%	3.58
COMMUNITY BOARD								
Paraparaumu–Raumati	88	4.2%	16.9%	23.7%	44.1%	11.2%	0.0%	3.41
Paekakariki	32	0.0%	5.8%	14.8%	48.0%	31.4%	0.0%	4.05
Otaki	47	8.6%	16.8%	23.6%	39.5%	11.4%	0.0%	3.28
Waikanae	66	2.6%	5.4%	17.7%	39.5%	33.6%	1.2%	3.97
GENDER								
Male	94	2.1%	13.4%	22.9%	44.3%	16.5%	0.8%	3.60
Female	139	6.0%	12.7%	20.4%	40.5%	20.5%	0.0%	3.57
AGE GROUP								
18 to 29	8	0.0%	29.2%	23.6%	47.2%	0.0%	0.0%	3.18
30 to 39	25	1.9%	34.3%	30.5%	30.5%	2.8%	0.0%	2.98
40 to 59	108	5.4%	13.8%	20.4%	41.0%	18.4%	1.0%	3.54
60 years +	92	5.2%	0.0%	18.6%	46.3%	29.9%	0.0%	3.96
ETHNICITY								
Maori	12	0.0%	18.4%	0.0%	64.9%	16.6%	0.0%	3.80
NZ European	204	4.8%	13.6%	24.0%	39.7%	17.5%	0.4%	3.52
Other	33	0.0%	8.7%	6.4%	57.3%	27.7%	0.0%	4.04
DEPENDENT CHILDREN								
Yes	74	6.0%	20.9%	25.0%	39.2%	8.9%	0.0%	3.24
No + Don't know	159	3.4%	9.1%	19.8%	43.7%	23.4%	0.5%	3.75
RATEPAYER								
Yes	221	4.3%	11.5%	19.5%	44.7%	20.0%	0.0%	3.65
No + Don't know	12	3.6%	31.3%	47.0%	11.3%	1.9%	4.9%	2.75
HOME OWNER								
Renting	6	0.0%	0.0%	22.2%	40.6%	27.4%	9.9%	4.06
Own home	218	4.3%	12.0%	22.4%	42.7%	18.6%	0.0%	3.59
Other + Refused	9	6.1%	44.6%	3.1%	33.1%	13.1%	0.0%	3.03
PERSONAL INCOME								
\$15,000 or less	23	6.7%	21.7%	32.3%	28.9%	10.3%	0.0%	3.14
\$15,001-25,000	30	7.5%	2.9%	38.8%	13.4%	34.3%	3.0%	3.66
\$25,001-30,000	18	0.0%	9.7%	14.7%	56.6%	19.1%	0.0%	3.85
\$30,001-40,000	16	0.0%	0.0%	58.9%	14.9%	26.2%	0.0%	3.67
\$40,001-50,000	14	0.0%	10.3%	25.3%	54.2%	10.2%	0.0%	3.64
\$50,001-70,000	26	0.0%	29.3%	17.0%	47.4%	6.4%	0.0%	3.31
More than \$70,000	35	2.1%	4.4%	13.5%	61.7%	18.3%	0.0%	3.90
Income was nil/made loss	5	0.0%	29.2%	24.8%	46.0%	0.0%	0.0%	3.17
HOUSEHOLD INCOME								
\$20,000 or less	10	12.4%	7.9%	29.7%	3.1%	46.8%	0.0%	3.64
\$20,001-30,000	18	0.0%	0.0%	31.2%	23.6%	40.6%	4.6%	4.10
\$30,001-40,000	20	0.0%	3.4%	26.4%	44.5%	25.7%	0.0%	3.92
\$40,001-50,000	9	0.0%	12.3%	48.5%	27.2%	12.0%	0.0%	3.39
\$50,001-70,000	28	5.1%	32.2%	2.7%	41.3%	18.7%	0.0%	3.36
\$70,001-100,000	39	1.7%	8.3%	23.4%	56.4%	10.2%	0.0%	3.65
More than \$100,000	55	3.1%	8.2%	31.1%	44.3%	13.3%	0.0%	3.56

PR2. Satisfaction with Council's performance in maintaining its Sportsfields

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	399	0.0%	1.9%	8.0%	37.8%	28.1%	24.2%	4.22
COMMUNITY BOARD								
Paraparaumu–Raumati	173	0.0%	2.6%	7.7%	36.0%	28.4%	25.3%	4.21
Paekakariki	44	0.0%	2.6%	10.2%	48.9%	19.7%	18.6%	4.05
Otaki	87	0.0%	0.8%	6.1%	37.4%	28.9%	26.8%	4.29
Waikanae	95	0.0%	0.8%	9.7%	40.7%	28.1%	20.7%	4.21
GENDER								
Male	167	0.0%	3.2%	12.3%	41.4%	20.2%	22.9%	4.02
Female	232	0.0%	0.8%	4.5%	34.8%	34.7%	25.2%	4.38
AGE GROUP								
18 to 29	16	0.0%	12.2%	12.2%	27.8%	35.1%	12.8%	3.98
30 to 39	35	0.0%	0.7%	2.1%	51.6%	19.3%	26.3%	4.21
40 to 59	183	0.0%	0.9%	10.0%	42.6%	24.9%	21.5%	4.17
60 years +	165	0.0%	0.0%	6.8%	32.6%	31.3%	29.3%	4.35
ETHNICITY								
Maori	26	0.0%	0.0%	11.5%	33.9%	23.9%	30.7%	4.18
NZ European	346	0.0%	2.2%	7.4%	39.6%	26.8%	24.0%	4.20
Other	52	0.0%	0.0%	9.0%	25.7%	38.8%	26.5%	4.41
DEPENDENT CHILDREN								
Yes	112	0.0%	1.0%	13.7%	47.3%	22.3%	15.7%	4.08
No + Don't know	287	0.0%	2.2%	5.8%	34.0%	30.4%	27.6%	4.28
RATEPAYER								
Yes	374	0.0%	0.4%	8.8%	37.9%	27.0%	25.9%	4.24
No + Don't know	25	0.0%	14.4%	1.6%	36.9%	37.0%	10.1%	4.07
HOME OWNER								
Renting	11	0.0%	0.0%	5.4%	37.2%	49.2%	8.2%	4.48
Own home	370	0.0%	2.0%	8.9%	37.4%	25.7%	25.9%	4.17
Other + Refused	18	0.0%	0.9%	0.0%	41.8%	44.8%	12.5%	4.49
PERSONAL INCOME								
\$15,000 or less	40	0.0%	14.2%	2.0%	28.4%	28.0%	27.5%	3.97
\$15,001-25,000	62	0.0%	1.3%	6.0%	41.0%	37.3%	14.3%	4.34
\$25,001-30,000	27	0.0%	0.0%	6.1%	40.6%	37.4%	15.9%	4.37
\$30,001-40,000	25	0.0%	0.0%	2.3%	53.8%	24.5%	19.4%	4.28
\$40,001-50,000	30	0.0%	0.0%	8.0%	43.8%	14.6%	33.6%	4.10
\$50,001-70,000	41	0.0%	0.0%	0.6%	60.1%	11.2%	28.1%	4.15
More than \$70,000	58	0.0%	0.0%	12.1%	40.6%	28.6%	18.7%	4.20
Income was nil/made loss	8	0.0%	0.0%	2.1%	35.8%	22.8%	39.4%	4.34
HOUSEHOLD INCOME								
\$20,000 or less	23	0.0%	0.0%	12.0%	8.4%	50.7%	28.9%	4.54
\$20,001-30,000	35	0.0%	0.0%	3.1%	40.3%	35.1%	21.6%	4.41
\$30,001-40,000	32	0.0%	0.0%	0.0%	33.8%	39.8%	26.3%	4.54
\$40,001-50,000	22	0.0%	0.0%	8.6%	50.5%	13.6%	27.3%	4.07
\$50,001-70,000	46	0.0%	1.6%	6.3%	42.0%	21.0%	29.0%	4.16
\$70,001-100,000	57	0.0%	1.0%	3.4%	40.2%	27.5%	27.8%	4.31
More than \$100,000	93	0.0%	0.0%	9.3%	55.2%	20.3%	15.2%	4.13

PR2. Satisfaction with Council's performance in maintaining its Parks and reserves

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	399	0.5%	2.1%	9.1%	47.1%	32.7%	8.5%	4.20
COMMUNITY BOARD								
Paraparaumu–Raumati	173	0.9%	3.1%	9.1%	47.9%	30.3%	8.6%	4.13
Paekakariki	44	0.0%	2.1%	12.4%	55.8%	21.9%	7.8%	4.06
Otaki	87	0.0%	1.8%	6.2%	45.2%	29.9%	16.9%	4.24
Waikanae	95	0.0%	0.0%	10.6%	45.3%	41.2%	2.9%	4.31
GENDER								
Male	167	0.6%	3.9%	12.6%	49.3%	23.6%	10.0%	4.02
Female	232	0.5%	0.5%	6.2%	45.2%	40.4%	7.2%	4.34
AGE GROUP								
18 to 29	16	0.0%	12.2%	5.5%	46.3%	36.0%	0.0%	4.06
30 to 39	35	0.0%	0.0%	13.9%	45.3%	20.7%	20.1%	4.08
40 to 59	183	0.7%	0.4%	8.5%	50.9%	33.7%	5.8%	4.24
60 years +	165	0.6%	1.2%	9.5%	44.4%	34.3%	10.0%	4.23
ETHNICITY								
Maori	26	0.0%	0.0%	3.6%	51.6%	27.1%	17.7%	4.28
NZ European	346	0.3%	2.4%	7.8%	49.3%	33.2%	7.0%	4.21
Other	52	2.2%	0.5%	18.5%	35.9%	35.8%	7.1%	4.10
DEPENDENT CHILDREN								
Yes	112	0.0%	0.9%	13.1%	55.6%	24.9%	5.5%	4.11
No + Don't know	287	0.7%	2.5%	7.6%	43.7%	35.8%	9.7%	4.23
RATEPAYER								
Yes	374	0.6%	0.7%	10.2%	47.5%	32.0%	9.0%	4.20
No + Don't know	25	0.0%	13.7%	0.0%	43.4%	39.0%	4.0%	4.12
HOME OWNER								
Renting	11	0.0%	0.0%	0.0%	30.4%	56.0%	13.6%	4.65
Own home	370	0.6%	2.3%	10.4%	47.1%	30.8%	8.8%	4.15
Other + Refused	18	0.0%	0.0%	0.0%	53.4%	43.6%	3.0%	4.45
PERSONAL INCOME								
\$15,000 or less	40	0.0%	14.2%	0.6%	43.0%	35.3%	6.9%	4.07
\$15,001-25,000	62	0.0%	1.6%	14.5%	43.9%	33.9%	6.1%	4.17
\$25,001-30,000	27	3.8%	0.0%	0.0%	55.8%	35.8%	4.6%	4.26
\$30,001-40,000	25	0.0%	0.0%	32.0%	37.0%	19.6%	11.4%	3.86
\$40,001-50,000	30	0.0%	0.0%	5.6%	57.1%	25.8%	11.5%	4.23
\$50,001-70,000	41	2.5%	0.0%	5.1%	54.0%	17.1%	21.3%	4.06
More than \$70,000	58	0.0%	0.0%	5.8%	45.8%	40.9%	7.4%	4.38
Income was nil/made loss	8	0.0%	0.0%	2.1%	49.9%	48.0%	0.0%	4.46
HOUSEHOLD INCOME								
\$20,000 or less	23	0.0%	0.0%	28.5%	32.1%	39.4%	0.0%	4.11
\$20,001-30,000	35	3.2%	0.0%	3.1%	37.0%	45.1%	11.6%	4.37
\$30,001-40,000	32	0.0%	0.0%	5.1%	39.3%	47.5%	8.1%	4.46
\$40,001-50,000	22	4.8%	0.0%	6.2%	60.7%	12.9%	15.4%	3.91
\$50,001-70,000	46	0.0%	2.0%	4.0%	57.0%	22.3%	14.7%	4.17
\$70,001-100,000	57	0.0%	1.0%	4.6%	53.3%	24.1%	17.0%	4.21
More than \$100,000	93	0.0%	0.0%	10.7%	49.5%	36.6%	3.2%	4.27

PR2. Satisfaction with Council's performance in maintaining its Playgrounds

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	399	0.3%	1.7%	7.5%	38.5%	32.4%	19.7%	4.26
COMMUNITY BOARD								
Paraparaumu–Raumati	173	0.5%	2.6%	7.5%	37.3%	32.8%	19.2%	4.23
Paekakariki	44	0.0%	2.6%	8.1%	43.4%	24.8%	21.1%	4.15
Otaki	87	0.0%	0.8%	10.9%	36.4%	29.7%	22.2%	4.22
Waikanae	95	0.0%	0.0%	5.0%	42.1%	34.1%	18.9%	4.36
GENDER								
Male	167	0.0%	3.2%	8.6%	41.8%	24.5%	21.9%	4.12
Female	232	0.5%	0.4%	6.5%	35.8%	39.0%	17.8%	4.37
AGE GROUP								
18 to 29	16	0.0%	12.2%	5.5%	45.1%	24.1%	13.2%	3.93
30 to 39	35	0.0%	0.7%	9.6%	45.2%	31.9%	12.6%	4.24
40 to 59	183	0.7%	0.4%	7.1%	40.4%	31.7%	19.8%	4.27
60 years +	165	0.0%	0.0%	7.7%	33.1%	35.6%	23.5%	4.37
ETHNICITY								
Maori	26	0.0%	0.0%	20.8%	26.6%	30.3%	22.3%	4.12
NZ European	346	0.3%	1.9%	6.6%	39.7%	31.0%	20.5%	4.25
Other	52	0.0%	0.0%	5.0%	40.5%	37.5%	17.0%	4.39
DEPENDENT CHILDREN								
Yes	112	0.0%	0.3%	11.5%	51.3%	31.2%	5.8%	4.20
No + Don't know	287	0.4%	2.2%	5.8%	33.4%	32.9%	25.2%	4.29
RATEPAYER								
Yes	374	0.3%	0.2%	8.4%	38.4%	32.2%	20.5%	4.28
No + Don't know	25	0.0%	13.7%	0.0%	39.9%	33.8%	12.6%	4.07
HOME OWNER								
Renting	11	0.0%	0.0%	0.0%	30.4%	49.2%	20.3%	4.62
Own home	370	0.3%	1.9%	8.4%	37.6%	31.0%	20.8%	4.23
Other + Refused	18	0.0%	0.0%	0.0%	51.7%	40.0%	8.3%	4.44
PERSONAL INCOME								
\$15,000 or less	40	0.0%	14.2%	0.0%	33.9%	39.1%	12.8%	4.12
\$15,001-25,000	62	0.0%	0.0%	9.7%	35.3%	41.4%	13.7%	4.37
\$25,001-30,000	27	3.8%	0.0%	6.1%	48.0%	25.4%	16.7%	4.10
\$30,001-40,000	25	0.0%	1.4%	2.3%	47.3%	34.1%	14.9%	4.34
\$40,001-50,000	30	0.0%	0.0%	16.3%	43.3%	29.3%	11.2%	4.15
\$50,001-70,000	41	0.0%	0.0%	2.7%	49.8%	15.6%	31.9%	4.19
More than \$70,000	58	0.0%	0.0%	5.9%	37.7%	37.1%	19.4%	4.39
Income was nil/made loss	8	0.0%	0.0%	2.1%	33.4%	64.5%	0.0%	4.62
HOUSEHOLD INCOME								
\$20,000 or less	23	0.0%	0.0%	12.0%	31.4%	53.4%	3.2%	4.43
\$20,001-30,000	35	3.2%	0.0%	0.0%	37.0%	38.9%	21.0%	4.37
\$30,001-40,000	32	0.0%	0.0%	7.8%	29.4%	40.8%	22.1%	4.42
\$40,001-50,000	22	0.0%	0.0%	12.1%	53.5%	18.4%	15.9%	4.07
\$50,001-70,000	46	0.0%	0.0%	7.9%	42.9%	25.4%	23.8%	4.23
\$70,001-100,000	57	0.0%	0.6%	12.3%	36.2%	34.6%	16.3%	4.25
More than \$100,000	93	0.0%	0.0%	5.3%	47.6%	34.8%	12.2%	4.34

PR2. Satisfaction with Council's performance in maintaining its Cemeteries

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	399	0.0%	1.9%	8.0%	19.4%	19.3%	51.5%	4.15
COMMUNITY BOARD								
Paraparaumu–Raumati	173	0.0%	3.1%	11.3%	17.1%	15.4%	53.2%	3.96
Paekakariki	44	0.0%	0.0%	4.7%	16.2%	14.8%	64.3%	4.28
Otaki	87	0.0%	1.0%	2.1%	18.3%	27.9%	50.7%	4.48
Waikanae	95	0.0%	0.0%	4.7%	25.8%	23.1%	46.4%	4.34
GENDER								
Male	167	0.0%	3.2%	11.2%	20.0%	14.2%	51.5%	3.93
Female	232	0.0%	0.8%	5.3%	18.9%	23.5%	51.4%	4.34
AGE GROUP								
18 to 29	16	0.0%	12.2%	17.7%	12.5%	20.5%	37.1%	3.66
30 to 39	35	0.0%	0.0%	12.6%	20.5%	16.5%	50.4%	4.08
40 to 59	183	0.0%	0.7%	5.7%	23.8%	13.7%	56.0%	4.15
60 years +	165	0.0%	0.4%	5.8%	17.3%	24.6%	52.0%	4.37
ETHNICITY								
Maori	26	0.0%	0.0%	5.9%	18.2%	15.0%	60.9%	4.23
NZ European	346	0.0%	2.2%	7.7%	20.9%	19.4%	49.8%	4.15
Other	52	0.0%	0.0%	8.9%	19.4%	17.6%	54.2%	4.19
DEPENDENT CHILDREN								
Yes	112	0.0%	0.9%	8.7%	22.1%	13.4%	54.9%	4.06
No + Don't know	287	0.0%	2.3%	7.7%	18.3%	21.6%	50.1%	4.19
RATEPAYER								
Yes	374	0.0%	0.5%	8.2%	19.9%	17.9%	53.6%	4.19
No + Don't know	25	0.0%	13.7%	6.2%	15.6%	30.5%	33.9%	3.95
HOME OWNER								
Renting	11	0.0%	0.0%	0.0%	14.0%	38.7%	47.4%	4.73
Own home	370	0.0%	2.1%	8.3%	19.8%	18.4%	51.4%	4.12
Other + Refused	18	0.0%	0.0%	7.7%	17.5%	20.9%	53.9%	4.29
PERSONAL INCOME								
\$15,000 or less	40	0.0%	14.2%	3.1%	7.4%	19.4%	56.0%	3.73
\$15,001-25,000	62	0.0%	0.0%	8.9%	10.7%	23.8%	56.6%	4.34
\$25,001-30,000	27	0.0%	0.0%	9.7%	21.7%	24.3%	44.3%	4.26
\$30,001-40,000	25	0.0%	0.0%	0.0%	1.0%	33.8%	65.3%	4.97
\$40,001-50,000	30	0.0%	0.0%	0.0%	27.3%	9.7%	63.0%	4.26
\$50,001-70,000	41	0.0%	0.0%	13.8%	32.6%	8.1%	45.6%	3.89
More than \$70,000	58	0.0%	0.0%	7.4%	28.7%	10.4%	53.4%	4.06
Income was nil/made loss	8	0.0%	0.0%	0.0%	62.5%	35.5%	2.1%	4.36
HOUSEHOLD INCOME								
\$20,000 or less	23	0.0%	0.0%	9.9%	7.7%	26.4%	56.1%	4.38
\$20,001-30,000	35	0.0%	0.0%	0.0%	19.2%	28.7%	52.1%	4.60
\$30,001-40,000	32	0.0%	0.0%	12.1%	16.0%	38.5%	33.4%	4.40
\$40,001-50,000	22	0.0%	0.0%	6.2%	27.8%	11.2%	54.8%	4.11
\$50,001-70,000	46	0.0%	0.0%	13.4%	27.2%	8.6%	50.9%	3.90
\$70,001-100,000	57	0.0%	0.0%	6.4%	21.7%	22.7%	49.3%	4.32
More than \$100,000	93	0.0%	0.0%	4.5%	22.2%	11.7%	61.6%	4.19

PR3. Satisfaction with access points to beaches

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	399	1.1%	4.4%	10.3%	39.0%	43.4%	1.8%	4.21
COMMUNITY BOARD								
Paraparaumu–Raumati	173	0.5%	5.5%	9.0%	40.7%	42.9%	1.5%	4.22
Paekakariki	44	0.0%	6.5%	13.8%	44.8%	32.8%	2.1%	4.06
Otaki	87	3.6%	1.8%	7.8%	47.3%	37.9%	1.6%	4.16
Waikanae	95	1.0%	3.6%	14.5%	29.0%	49.4%	2.5%	4.25
GENDER								
Male	167	1.5%	6.5%	7.7%	44.8%	38.7%	0.8%	4.14
Female	232	0.8%	2.7%	12.4%	34.1%	47.4%	2.6%	4.28
AGE GROUP								
18 to 29	16	0.0%	12.2%	5.5%	28.2%	54.1%	0.0%	4.24
30 to 39	35	1.4%	3.5%	2.8%	43.4%	49.0%	0.0%	4.35
40 to 59	183	1.2%	4.7%	10.6%	40.1%	42.1%	1.3%	4.19
60 years +	165	1.3%	2.2%	13.6%	39.8%	39.9%	3.3%	4.19
ETHNICITY								
Maori	26	0.0%	5.2%	2.2%	41.5%	51.1%	0.0%	4.38
NZ European	346	1.0%	5.0%	11.0%	39.5%	41.5%	2.1%	4.18
Other	52	2.2%	2.6%	12.8%	34.4%	48.0%	0.0%	4.23
DEPENDENT CHILDREN								
Yes	112	0.5%	3.5%	8.1%	44.4%	43.5%	0.0%	4.27
No + Don't know	287	1.3%	4.8%	11.2%	36.7%	43.4%	2.5%	4.19
RATEPAYER								
Yes	374	1.0%	3.3%	10.5%	40.3%	43.2%	1.7%	4.23
No + Don't know	25	1.5%	14.4%	8.1%	27.9%	45.7%	2.4%	4.04
HOME OWNER								
Renting	11	0.0%	0.0%	0.0%	13.0%	78.8%	8.2%	4.86
Own home	370	1.0%	5.0%	10.6%	41.1%	40.5%	1.7%	4.17
Other + Refused	18	1.8%	0.9%	10.7%	26.3%	60.3%	0.0%	4.42
PERSONAL INCOME								
\$15,000 or less	40	0.0%	14.2%	7.1%	35.1%	39.9%	3.7%	4.05
\$15,001-25,000	62	0.0%	0.4%	13.2%	25.0%	56.9%	4.5%	4.45
\$25,001-30,000	27	0.0%	7.5%	9.8%	36.3%	46.4%	0.0%	4.22
\$30,001-40,000	25	0.0%	1.0%	13.9%	49.8%	35.3%	0.0%	4.19
\$40,001-50,000	30	5.4%	4.6%	0.0%	53.7%	36.3%	0.0%	4.11
\$50,001-70,000	41	2.5%	5.8%	12.6%	38.2%	40.9%	0.0%	4.09
More than \$70,000	58	1.0%	1.2%	7.2%	43.4%	47.1%	0.0%	4.34
Income was nil/made loss	8	0.0%	0.0%	28.7%	33.5%	37.8%	0.0%	4.09
HOUSEHOLD INCOME								
\$20,000 or less	23	0.0%	0.0%	7.5%	35.8%	51.2%	5.5%	4.46
\$20,001-30,000	35	0.0%	6.2%	10.5%	37.6%	42.5%	3.2%	4.20
\$30,001-40,000	32	0.0%	0.0%	8.9%	37.1%	50.6%	3.4%	4.43
\$40,001-50,000	22	4.8%	2.4%	18.3%	50.7%	23.8%	0.0%	3.86
\$50,001-70,000	46	2.0%	2.5%	14.0%	35.4%	46.1%	0.0%	4.21
\$70,001-100,000	57	2.3%	5.2%	6.0%	42.6%	41.8%	2.1%	4.19
More than \$100,000	93	0.6%	2.1%	10.1%	38.1%	49.1%	0.0%	4.33

PF4. Satisfaction with the pathways for cycling, walking and bridle ways

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	399	0.4%	4.7%	14.7%	40.9%	24.6%	14.8%	3.99
COMMUNITY BOARD								
Paraparaumu–Raumati	173	0.0%	2.3%	18.7%	39.5%	28.8%	10.7%	4.06
Paekakariki	44	3.5%	4.3%	11.9%	59.7%	13.7%	7.0%	3.81
Otaki	87	1.6%	6.3%	14.0%	36.9%	8.4%	32.7%	3.66
Waikanae	95	0.0%	9.3%	6.2%	44.1%	26.9%	13.4%	4.02
GENDER								
Male	167	0.2%	6.7%	11.2%	42.3%	23.0%	16.5%	3.97
Female	232	0.5%	3.0%	17.5%	39.7%	26.0%	13.3%	4.01
AGE GROUP								
18 to 29	16	0.0%	0.0%	7.2%	66.7%	16.6%	9.5%	4.10
30 to 39	35	0.0%	0.7%	12.6%	28.6%	43.0%	15.1%	4.34
40 to 59	183	1.0%	7.8%	17.6%	45.2%	19.2%	9.1%	3.81
60 years +	165	0.0%	4.5%	14.8%	32.9%	26.6%	21.2%	4.03
ETHNICITY								
Maori	26	0.0%	0.0%	32.8%	30.3%	11.4%	25.4%	3.71
NZ European	346	0.4%	5.2%	13.4%	41.8%	25.2%	14.0%	4.00
Other	52	0.5%	9.3%	18.9%	40.8%	22.5%	8.1%	3.82
DEPENDENT CHILDREN								
Yes	112	0.2%	3.2%	15.5%	42.9%	24.4%	13.7%	4.02
No + Don't know	287	0.4%	5.3%	14.3%	40.1%	24.7%	15.2%	3.98
RATEPAYER								
Yes	374	0.4%	5.3%	16.2%	37.5%	26.1%	14.4%	3.98
No + Don't know	25	0.0%	0.0%	1.5%	68.7%	12.3%	17.5%	4.13
HOME OWNER								
Renting	11	0.0%	0.0%	0.0%	29.9%	28.9%	41.1%	4.49
Own home	370	0.4%	5.3%	16.4%	38.8%	25.0%	14.0%	3.96
Other + Refused	18	0.0%	0.0%	1.8%	65.6%	19.3%	13.3%	4.20
PERSONAL INCOME								
\$15,000 or less	40	0.0%	2.5%	10.1%	34.9%	32.5%	20.0%	4.22
\$15,001-25,000	62	0.0%	2.3%	9.3%	48.7%	19.9%	19.9%	4.08
\$25,001-30,000	27	0.0%	8.9%	8.4%	45.6%	23.3%	13.8%	3.97
\$30,001-40,000	25	3.2%	3.8%	7.3%	37.0%	47.2%	1.4%	4.23
\$40,001-50,000	30	0.0%	3.4%	21.0%	41.3%	10.4%	24.0%	3.77
\$50,001-70,000	41	0.0%	5.5%	17.9%	40.3%	23.4%	12.9%	3.94
More than \$70,000	58	1.4%	5.4%	20.6%	48.5%	21.2%	2.8%	3.85
Income was nil/made loss	8	0.0%	0.0%	18.6%	33.4%	48.0%	0.0%	4.29
HOUSEHOLD INCOME								
\$20,000 or less	23	0.0%	1.8%	13.1%	35.1%	29.2%	20.8%	4.16
\$20,001-30,000	35	0.0%	10.8%	7.6%	34.5%	31.8%	15.2%	4.03
\$30,001-40,000	32	0.0%	1.7%	13.4%	48.5%	17.7%	18.6%	4.01
\$40,001-50,000	22	0.0%	4.8%	26.6%	30.7%	12.0%	26.0%	3.67
\$50,001-70,000	46	0.0%	2.0%	10.0%	47.2%	27.3%	13.4%	4.15
\$70,001-100,000	57	0.4%	5.3%	17.3%	41.6%	21.7%	13.7%	3.91
More than \$100,000	93	1.5%	6.9%	16.4%	42.7%	27.8%	4.8%	3.93

PF5. Overall satisfaction with how well Council maintains parks, reserves, beach access, pathways and other open spaces in the district

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	399	0.2%	4.1%	14.1%	55.1%	25.9%	0.6%	4.03
COMMUNITY BOARD								
Paraparaumu–Raumati	173	0.0%	6.2%	8.5%	54.1%	30.7%	0.6%	4.10
Paekakariki	44	1.7%	0.0%	20.2%	62.2%	10.7%	5.2%	3.84
Otaki	87	0.8%	2.3%	22.5%	56.1%	17.3%	1.0%	3.88
Waikanae	95	0.0%	1.0%	20.7%	55.9%	22.4%	0.0%	4.00
GENDER								
Male	167	0.1%	7.2%	16.2%	56.0%	20.5%	0.0%	3.90
Female	232	0.2%	1.4%	12.4%	54.4%	30.3%	1.2%	4.15
AGE GROUP								
18 to 29	16	0.0%	12.2%	13.2%	54.6%	20.1%	0.0%	3.83
30 to 39	35	0.0%	0.0%	13.9%	58.3%	27.7%	0.0%	4.14
40 to 59	183	0.5%	5.1%	14.0%	54.8%	25.5%	0.0%	4.00
60 years +	165	0.0%	1.9%	14.6%	54.6%	27.4%	1.6%	4.09
ETHNICITY								
Maori	26	0.0%	4.6%	34.0%	37.6%	23.8%	0.0%	3.81
NZ European	346	0.2%	3.6%	13.0%	57.5%	25.0%	0.6%	4.04
Other	52	0.0%	4.3%	19.2%	43.3%	32.6%	0.7%	4.05
DEPENDENT CHILDREN								
Yes	112	0.2%	4.4%	13.6%	60.3%	21.5%	0.0%	3.99
No + Don't know	287	0.2%	3.9%	14.4%	53.0%	27.6%	0.9%	4.05
RATEPAYER								
Yes	374	0.2%	2.9%	14.9%	55.8%	25.5%	0.7%	4.04
No + Don't know	25	0.0%	13.7%	8.2%	49.3%	28.8%	0.0%	3.93
HOME OWNER								
Renting	11	0.0%	0.0%	0.0%	55.8%	44.2%	0.0%	4.44
Own home	370	0.2%	4.6%	15.0%	54.8%	24.7%	0.7%	4.00
Other + Refused	18	0.0%	0.0%	10.1%	58.4%	31.5%	0.0%	4.21
PERSONAL INCOME								
\$15,000 or less	40	0.0%	15.4%	8.2%	46.3%	30.2%	0.0%	3.91
\$15,001-25,000	62	0.0%	3.9%	14.3%	46.1%	33.1%	2.5%	4.11
\$25,001-30,000	27	0.0%	3.8%	11.3%	57.6%	27.2%	0.0%	4.08
\$30,001-40,000	25	0.0%	0.0%	5.5%	77.5%	17.0%	0.0%	4.12
\$40,001-50,000	30	0.0%	0.0%	24.7%	54.4%	20.8%	0.0%	3.96
\$50,001-70,000	41	0.0%	2.5%	13.1%	61.7%	22.8%	0.0%	4.05
More than \$70,000	58	1.4%	2.5%	9.8%	63.0%	23.3%	0.0%	4.04
Income was nil/made loss	8	0.0%	0.0%	18.6%	45.9%	35.5%	0.0%	4.17
HOUSEHOLD INCOME								
\$20,000 or less	23	0.0%	6.2%	14.6%	36.9%	42.4%	0.0%	4.15
\$20,001-30,000	35	0.0%	3.2%	11.3%	43.6%	40.0%	1.9%	4.23
\$30,001-40,000	32	0.0%	1.7%	10.8%	63.4%	23.0%	1.1%	4.09
\$40,001-50,000	22	0.0%	4.8%	16.8%	57.6%	14.9%	6.0%	3.88
\$50,001-70,000	46	0.0%	2.0%	11.5%	55.4%	31.1%	0.0%	4.15
\$70,001-100,000	57	0.0%	1.0%	15.8%	61.6%	21.6%	0.0%	4.04
More than \$100,000	93	0.9%	1.5%	10.7%	65.7%	20.8%	0.4%	4.04

OVLSV. Satisfaction with Council's performance in providing and maintaining its infrastructure, services and facilities

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	399	1.9%	6.2%	24.7%	55.2%	11.7%	0.3%	3.69
COMMUNITY BOARD								
Paraparaumu–Raumati	173	2.4%	8.6%	22.2%	54.3%	11.9%	0.6%	3.65
Paekakariki	44	0.0%	1.7%	27.5%	68.2%	2.6%	0.0%	3.72
Otaki	87	2.0%	3.1%	29.4%	56.3%	9.3%	0.0%	3.68
Waikanae	95	1.0%	3.3%	27.0%	54.9%	13.7%	0.0%	3.77
GENDER								
Male	167	3.0%	11.7%	19.4%	57.6%	8.3%	0.0%	3.56
Female	232	1.1%	1.5%	29.1%	53.2%	14.5%	0.6%	3.79
AGE GROUP								
18 to 29	16	0.0%	12.2%	11.1%	67.7%	9.1%	0.0%	3.74
30 to 39	35	0.0%	11.9%	26.4%	54.2%	7.6%	0.0%	3.57
40 to 59	183	3.1%	4.9%	31.8%	54.7%	5.5%	0.0%	3.55
60 years +	165	2.0%	4.0%	22.0%	52.2%	19.0%	0.8%	3.83
ETHNICITY								
Maori	26	9.2%	0.0%	32.4%	46.2%	12.3%	0.0%	3.52
NZ European	346	1.7%	6.9%	23.3%	57.5%	10.1%	0.4%	3.68
Other	52	0.0%	8.9%	24.8%	44.9%	21.4%	0.0%	3.79
DEPENDENT CHILDREN								
Yes	112	3.8%	4.1%	29.0%	58.9%	4.2%	0.0%	3.56
No + Don't know	287	1.2%	7.0%	23.0%	53.7%	14.7%	0.4%	3.74
RATEPAYER								
Yes	374	2.2%	5.3%	26.4%	54.2%	11.6%	0.4%	3.68
No + Don't know	25	0.0%	13.7%	10.4%	63.5%	12.4%	0.0%	3.75
HOME OWNER								
Renting	11	0.0%	0.0%	6.8%	78.0%	15.2%	0.0%	4.08
Own home	370	2.2%	7.0%	26.7%	52.4%	11.4%	0.4%	3.64
Other + Refused	18	0.0%	0.0%	10.5%	75.9%	13.6%	0.0%	4.03
PERSONAL INCOME								
\$15,000 or less	40	0.0%	14.2%	19.3%	49.3%	17.3%	0.0%	3.70
\$15,001-25,000	62	3.2%	2.3%	16.3%	54.4%	21.8%	2.0%	3.91
\$25,001-30,000	27	9.9%	0.0%	14.1%	59.5%	16.5%	0.0%	3.73
\$30,001-40,000	25	2.8%	0.0%	14.2%	78.5%	4.5%	0.0%	3.82
\$40,001-50,000	30	0.0%	10.2%	26.6%	58.2%	5.0%	0.0%	3.58
\$50,001-70,000	41	0.0%	13.2%	28.6%	58.2%	0.0%	0.0%	3.45
More than \$70,000	58	0.0%	7.7%	29.7%	55.6%	7.0%	0.0%	3.62
Income was nil/made loss	8	0.0%	0.0%	31.3%	56.2%	12.5%	0.0%	3.81
HOUSEHOLD INCOME								
\$20,000 or less	23	0.0%	6.2%	15.9%	30.8%	41.6%	5.5%	4.14
\$20,001-30,000	35	6.2%	0.0%	23.7%	42.1%	28.1%	0.0%	3.86
\$30,001-40,000	32	2.1%	0.0%	14.6%	63.1%	20.3%	0.0%	3.99
\$40,001-50,000	22	0.0%	4.8%	29.9%	63.0%	2.3%	0.0%	3.63
\$50,001-70,000	46	5.3%	12.8%	14.7%	66.4%	0.8%	0.0%	3.44
\$70,001-100,000	57	0.0%	2.6%	40.3%	46.7%	10.4%	0.0%	3.65
More than \$100,000	93	0.0%	4.4%	26.4%	65.1%	4.0%	0.0%	3.69

CS1. Awareness of Council's community support services

	n=	Yes	No	Don't know
Total Sample	399	54.3%	44.0%	1.7%
COMMUNITY BOARD				
Paraparaumu–Raumati	173	53.0%	44.7%	2.3%
Paekakariki	44	68.1%	31.9%	0.0%
Otaki	87	43.9%	55.3%	0.8%
Waikanae	95	62.0%	36.7%	1.3%
GENDER				
Male	167	45.7%	53.1%	1.2%
Female	232	61.5%	36.3%	2.2%
AGE GROUP				
18 to 29	16	32.2%	67.8%	0.0%
30 to 39	35	48.9%	51.1%	0.0%
40 to 59	183	55.6%	43.4%	1.0%
60 years +	165	61.2%	35.4%	3.4%
ETHNICITY				
Maori	26	32.5%	59.3%	8.2%
NZ European	346	56.4%	42.5%	1.1%
Other	52	50.1%	49.9%	0.0%
DEPENDENT CHILDREN				
Yes	112	52.4%	47.6%	0.0%
No + Don't know	287	55.0%	42.6%	2.4%
RATEPAYER				
Yes	374	56.0%	42.1%	1.9%
No + Don't know	25	40.1%	59.9%	0.0%
HOME OWNER				
Renting	11	17.7%	82.3%	0.0%
Own home	370	56.9%	41.2%	2.0%
Other + Refused	18	41.1%	58.9%	0.0%
PERSONAL INCOME				
\$15,000 or less	40	41.1%	54.9%	4.0%
\$15,001-25,000	62	48.7%	49.3%	2.0%
\$25,001-30,000	27	75.7%	24.3%	0.0%
\$30,001-40,000	25	74.2%	25.8%	0.0%
\$40,001-50,000	30	61.4%	38.6%	0.0%
\$50,001-70,000	41	48.4%	49.6%	2.1%
More than \$70,000	58	61.5%	38.5%	0.0%
Income was nil/or made a loss	8	48.1%	51.9%	0.0%
HOUSEHOLD INCOME				
\$20,000 or less	23	49.0%	43.8%	7.2%
\$20,001-30,000	35	68.6%	31.4%	0.0%
\$30,001-40,000	32	57.2%	42.8%	0.0%
\$40,001-50,000	22	57.2%	30.7%	12.1%
\$50,001-70,000	46	50.3%	49.7%	0.0%
\$70,001-100,000	57	63.5%	34.8%	1.7%
More than \$100,000	93	55.2%	44.2%	0.6%

CS2. Satisfaction with the Council's community support services

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	231	3.4%	4.1%	25.5%	42.8%	10.1%	14.1%	3.61
COMMUNITY BOARD								
Paraparaumu–Raumati	99	4.4%	3.9%	28.9%	39.9%	10.8%	12.1%	3.55
Paekakariki	30	2.6%	3.1%	27.6%	44.6%	7.0%	15.1%	3.59
Otaki	43	2.2%	4.1%	11.2%	57.3%	8.1%	17.2%	3.78
Waikanae	59	2.1%	4.6%	25.2%	41.4%	10.3%	16.4%	3.64
GENDER								
Male	86	3.8%	6.6%	27.1%	36.7%	10.5%	15.3%	3.51
Female	145	3.2%	2.5%	24.5%	46.6%	9.9%	13.3%	3.66
AGE GROUP								
18 to 29	7	0.0%	0.0%	0.0%	82.8%	17.2%	0.0%	4.17
30 to 39	19	0.0%	0.0%	45.5%	46.2%	8.4%	0.0%	3.63
40 to 59	106	5.3%	1.8%	31.2%	37.0%	9.3%	15.4%	3.51
60 years +	99	3.2%	7.4%	20.4%	40.4%	10.1%	18.4%	3.57
ETHNICITY								
Maori	10	14.1%	0.0%	41.2%	28.4%	9.4%	6.9%	3.20
NZ European	205	3.8%	4.5%	24.9%	44.2%	8.3%	14.3%	3.57
Other	29	0.0%	8.9%	23.0%	34.1%	20.5%	13.5%	3.76
DEPENDENT CHILDREN								
Yes	62	5.3%	3.1%	32.9%	36.4%	14.0%	8.4%	3.55
No + Don't know	169	2.7%	4.5%	22.7%	45.2%	8.7%	16.3%	3.63
RATEPAYER								
Yes	219	3.7%	4.4%	27.1%	39.0%	11.0%	14.8%	3.58
No + Don't know	12	0.0%	0.0%	7.4%	86.6%	0.0%	6.0%	3.92
HOME OWNER								
Renting	3	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	4.00
Own home	220	3.7%	4.4%	27.6%	38.6%	10.5%	15.2%	3.56
Other + Refused	8	0.0%	0.0%	0.0%	92.9%	7.1%	0.0%	4.07
PERSONAL INCOME								
\$15,000 or less	21	0.0%	0.0%	24.0%	49.8%	8.5%	17.7%	3.81
\$15,001-25,000	34	4.2%	14.0%	15.0%	42.6%	15.8%	8.4%	3.57
\$25,001-30,000	21	13.0%	0.0%	14.0%	51.9%	9.9%	11.1%	3.51
\$30,001-40,000	16	3.7%	0.0%	56.0%	28.7%	1.6%	9.9%	3.27
\$40,001-50,000	21	0.0%	8.9%	24.1%	34.1%	16.0%	17.0%	3.69
\$50,001-70,000	24	0.0%	4.1%	37.7%	45.5%	0.0%	12.7%	3.47
More than \$70,000	34	4.8%	1.6%	27.6%	48.9%	9.5%	7.7%	3.61
Income was nil/made loss	5	0.0%	0.0%	4.3%	48.4%	26.1%	21.2%	4.28
HOUSEHOLD INCOME								
\$20,000 or less	12	11.3%	0.0%	12.6%	51.1%	11.1%	14.0%	3.59
\$20,001-30,000	24	4.6%	8.9%	18.3%	36.8%	19.1%	12.4%	3.65
\$30,001-40,000	19	3.7%	7.6%	23.2%	42.1%	1.6%	21.9%	3.39
\$40,001-50,000	13	0.0%	8.3%	28.2%	30.3%	4.1%	29.1%	3.43
\$50,001-70,000	27	6.6%	4.0%	27.4%	51.3%	7.2%	3.4%	3.50
\$70,001-100,000	35	4.0%	2.0%	24.0%	44.4%	13.6%	12.1%	3.70
More than \$100,000	54	0.5%	2.9%	36.4%	42.2%	6.8%	11.2%	3.59

DM1. Agreement that the District is developing in a way that takes into account its unique character and natural environment

	n=	1 – Strongly disagree	2	3	4	5 - Strongly agree	Don't know	Mean rating (max 5)
Total Sample	399	6.7%	10.1%	40.0%	29.7%	6.2%	7.2%	3.20
COMMUNITY BOARD								
Paraparaumu–Raumati	173	7.6%	11.8%	41.0%	29.0%	4.8%	5.9%	3.12
Paekakariki	44	4.3%	14.6%	43.2%	29.2%	4.4%	4.4%	3.15
Otaki	87	4.9%	5.8%	40.4%	30.8%	7.0%	11.1%	3.33
Waikanae	95	6.4%	8.6%	37.3%	30.6%	9.2%	7.9%	3.30
GENDER								
Male	167	9.4%	9.6%	47.2%	22.3%	5.6%	5.9%	3.05
Female	232	4.5%	10.5%	34.0%	35.9%	6.8%	8.3%	3.33
AGE GROUP								
18 to 29	16	12.2%	11.1%	31.7%	36.0%	3.5%	5.5%	3.08
30 to 39	35	0.0%	0.0%	62.1%	23.5%	6.9%	7.6%	3.40
40 to 59	183	8.4%	11.7%	40.7%	28.2%	6.3%	4.7%	3.13
60 years +	165	5.6%	11.3%	35.7%	30.9%	6.8%	9.8%	3.24
ETHNICITY								
Maori	26	6.8%	3.0%	35.8%	34.7%	4.7%	15.0%	3.32
NZ European	346	7.4%	10.2%	41.8%	29.6%	4.9%	6.0%	3.15
Other	52	3.9%	15.5%	28.6%	25.3%	20.2%	6.6%	3.45
DEPENDENT CHILDREN								
Yes	112	7.1%	8.4%	47.8%	27.5%	4.5%	4.7%	3.15
No + Don't know	287	6.6%	10.8%	36.9%	30.6%	6.9%	8.2%	3.22
RATEPAYER								
Yes	374	5.9%	10.4%	41.3%	28.6%	6.5%	7.3%	3.21
No + Don't know	25	13.7%	7.7%	29.4%	38.7%	4.0%	6.5%	3.12
HOME OWNER								
Renting	11	0.0%	5.1%	32.9%	39.7%	10.2%	12.1%	3.63
Own home	370	7.6%	10.3%	40.6%	28.3%	6.2%	7.0%	3.16
Other + Refused	18	0.0%	10.2%	36.8%	40.2%	4.9%	7.7%	3.43
PERSONAL INCOME								
\$15,000 or less	40	19.8%	6.5%	25.6%	34.6%	3.0%	10.5%	2.94
\$15,001-25,000	62	3.2%	13.7%	44.7%	26.3%	5.6%	6.5%	3.19
\$25,001-30,000	27	9.9%	13.4%	29.3%	29.2%	11.3%	6.9%	3.20
\$30,001-40,000	25	0.0%	5.7%	47.5%	36.2%	3.2%	7.3%	3.40
\$40,001-50,000	30	5.4%	17.3%	41.4%	12.1%	5.5%	18.2%	2.94
\$50,001-70,000	41	2.4%	11.1%	59.5%	23.0%	2.0%	2.0%	3.11
More than \$70,000	58	11.3%	11.2%	46.8%	17.2%	11.8%	1.7%	3.07
Income was nil/made loss	8	0.0%	0.0%	37.9%	49.6%	12.5%	0.0%	3.75
HOUSEHOLD INCOME								
\$20,000 or less	23	0.0%	15.4%	24.9%	34.8%	13.6%	11.3%	3.53
\$20,001-30,000	35	6.2%	8.1%	38.6%	37.4%	4.6%	5.1%	3.27
\$30,001-40,000	32	4.3%	4.3%	40.5%	28.3%	12.6%	10.0%	3.45
\$40,001-50,000	22	0.0%	18.3%	20.1%	24.0%	2.3%	35.2%	3.16
\$50,001-70,000	46	7.4%	4.6%	58.9%	25.8%	1.6%	1.6%	3.10
\$70,001-100,000	57	6.3%	19.3%	27.3%	28.3%	7.3%	11.6%	3.12
More than \$100,000	93	6.7%	12.1%	53.9%	21.2%	6.1%	0.0%	3.08

SI1. Importance of the condition of Council roads

	n=	1 – Not important at all	2	3	4	5 - Very Important	Don't know	Mean rating (max 5)
Total Sample	399	2.1%	1.0%	12.1%	30.0%	54.5%	0.3%	4.34
COMMUNITY BOARD								
Paraparaumu–Raumati	173	3.0%	1.1%	10.7%	32.7%	52.0%	0.5%	4.30
Paekakariki	44	0.0%	2.1%	7.2%	32.0%	58.6%	0.0%	4.47
Otaki	87	1.0%	0.8%	8.2%	27.2%	62.7%	0.0%	4.50
Waikanae	95	1.0%	0.8%	18.2%	25.3%	54.6%	0.0%	4.32
GENDER								
Male	167	4.1%	1.0%	12.9%	37.3%	44.1%	0.6%	4.17
Female	232	0.4%	1.1%	11.4%	23.8%	63.3%	0.0%	4.49
AGE GROUP								
18 to 29	16	12.2%	0.0%	5.5%	23.5%	58.8%	0.0%	4.17
30 to 39	35	0.0%	0.0%	22.9%	14.9%	62.2%	0.0%	4.39
40 to 59	183	1.0%	1.6%	11.5%	38.1%	47.7%	0.0%	4.30
60 years +	165	0.6%	1.1%	11.5%	29.0%	57.1%	0.6%	4.42
ETHNICITY								
Maori	26	0.0%	0.0%	9.2%	37.9%	52.9%	0.0%	4.44
NZ European	346	2.4%	1.2%	11.7%	31.4%	52.9%	0.3%	4.32
Other	52	0.0%	0.0%	12.7%	20.2%	67.1%	0.0%	4.54
DEPENDENT CHILDREN								
Yes	112	0.0%	1.8%	11.7%	32.2%	53.3%	0.9%	4.38
No + Don't know	287	2.9%	0.7%	12.3%	29.1%	55.0%	0.0%	4.33
RATEPAYER								
Yes	374	0.7%	1.2%	12.4%	30.5%	55.0%	0.3%	4.38
No + Don't know	25	13.7%	0.0%	9.7%	25.6%	51.0%	0.0%	4.00
HOME OWNER								
Renting	11	0.0%	0.0%	5.4%	33.7%	60.9%	0.0%	4.56
Own home	370	2.4%	1.2%	12.8%	29.7%	53.7%	0.3%	4.32
Other + Refused	18	0.0%	0.0%	7.7%	31.1%	61.1%	0.0%	4.53
PERSONAL INCOME								
\$15,000 or less	40	14.2%	3.1%	4.4%	19.4%	58.9%	0.0%	4.06
\$15,001-25,000	62	1.6%	0.0%	7.9%	37.7%	51.3%	1.6%	4.39
\$25,001-30,000	27	0.0%	0.0%	14.9%	23.8%	61.3%	0.0%	4.46
\$30,001-40,000	25	0.0%	0.0%	32.3%	20.8%	46.9%	0.0%	4.15
\$40,001-50,000	30	2.1%	0.0%	0.0%	29.3%	68.6%	0.0%	4.62
\$50,001-70,000	41	2.0%	0.0%	10.0%	35.8%	52.1%	0.0%	4.36
More than \$70,000	58	0.0%	3.1%	12.4%	43.6%	41.0%	0.0%	4.22
Income was nil/made loss	8	0.0%	0.0%	12.5%	25.3%	62.1%	0.0%	4.50
HOUSEHOLD INCOME								
\$20,000 or less	23	0.0%	5.5%	15.5%	22.2%	56.8%	0.0%	4.30
\$20,001-30,000	35	3.1%	0.0%	2.2%	37.1%	57.7%	0.0%	4.46
\$30,001-40,000	32	0.0%	0.0%	19.2%	32.0%	48.8%	0.0%	4.30
\$40,001-50,000	22	0.0%	0.0%	15.7%	23.1%	61.2%	0.0%	4.45
\$50,001-70,000	46	1.6%	0.0%	7.0%	21.4%	68.0%	2.0%	4.57
\$70,001-100,000	57	1.3%	0.0%	12.6%	39.4%	46.8%	0.0%	4.30
More than \$100,000	93	0.0%	1.9%	14.8%	38.0%	45.3%	0.0%	4.27

SI1. Importance of the condition of footpaths

	n=	1 – Not important at all	2	3	4	5 - Very Important	Don't know	Mean rating (max 5)
Total Sample	399	0.7%	3.4%	15.3%	32.9%	47.3%	0.5%	4.23
COMMUNITY BOARD								
Paraparaumu–Raumati	173	0.5%	4.4%	17.7%	30.4%	47.0%	0.0%	4.19
Paekakariki	44	0.0%	0.0%	18.3%	34.7%	47.0%	0.0%	4.29
Otaki	87	1.0%	4.2%	11.6%	42.2%	41.0%	0.0%	4.18
Waikanae	95	1.0%	1.0%	11.7%	32.3%	51.8%	2.1%	4.36
GENDER								
Male	167	0.6%	5.7%	17.6%	39.3%	36.4%	0.5%	4.06
Female	232	0.8%	1.5%	13.3%	27.5%	56.4%	0.6%	4.38
AGE GROUP								
18 to 29	16	0.0%	12.2%	26.3%	41.4%	20.1%	0.0%	3.69
30 to 39	35	0.0%	0.0%	13.9%	27.2%	58.9%	0.0%	4.45
40 to 59	183	0.7%	3.4%	14.7%	34.0%	46.5%	0.6%	4.23
60 years +	165	1.0%	1.7%	12.9%	31.0%	52.6%	0.8%	4.34
ETHNICITY								
Maori	26	0.0%	0.0%	20.8%	40.8%	38.4%	0.0%	4.18
NZ European	346	0.8%	3.9%	16.7%	31.2%	47.0%	0.4%	4.20
Other	52	0.0%	0.9%	7.6%	41.0%	48.7%	1.8%	4.40
DEPENDENT CHILDREN								
Yes	112	0.0%	0.6%	12.1%	40.0%	47.4%	0.0%	4.34
No + Don't know	287	0.9%	4.5%	16.6%	30.0%	47.2%	0.7%	4.19
RATEPAYER								
Yes	374	0.8%	2.2%	14.2%	32.0%	50.3%	0.6%	4.30
No + Don't know	25	0.0%	13.7%	24.5%	40.3%	21.6%	0.0%	3.70
HOME OWNER								
Renting	11	0.0%	0.0%	0.0%	48.8%	51.2%	0.0%	4.51
Own home	370	0.8%	3.8%	14.4%	31.3%	49.1%	0.6%	4.25
Other + Refused	18	0.0%	0.0%	29.7%	43.4%	27.0%	0.0%	3.97
PERSONAL INCOME								
\$15,000 or less	40	0.0%	18.2%	4.0%	34.4%	43.4%	0.0%	4.03
\$15,001-25,000	62	1.7%	3.3%	18.2%	21.8%	55.1%	0.0%	4.25
\$25,001-30,000	27	0.0%	0.0%	23.1%	23.5%	53.4%	0.0%	4.30
\$30,001-40,000	25	2.8%	2.3%	10.9%	23.1%	60.9%	0.0%	4.37
\$40,001-50,000	30	0.0%	2.1%	7.1%	40.6%	50.2%	0.0%	4.39
\$50,001-70,000	41	0.0%	0.0%	19.1%	35.9%	45.0%	0.0%	4.26
More than \$70,000	58	0.0%	2.9%	18.6%	45.0%	31.9%	1.7%	4.08
Income was nil/made loss	8	0.0%	0.0%	25.3%	49.4%	25.2%	0.0%	4.00
HOUSEHOLD INCOME								
\$20,000 or less	23	4.4%	5.5%	5.5%	24.6%	60.1%	0.0%	4.30
\$20,001-30,000	35	0.0%	3.1%	11.4%	26.5%	59.1%	0.0%	4.42
\$30,001-40,000	32	2.1%	0.0%	25.2%	19.1%	53.6%	0.0%	4.22
\$40,001-50,000	22	4.9%	0.0%	19.0%	24.2%	51.9%	0.0%	4.18
\$50,001-70,000	46	0.0%	2.1%	5.2%	45.7%	47.0%	0.0%	4.38
\$70,001-100,000	57	0.0%	3.8%	18.4%	43.7%	34.1%	0.0%	4.08
More than \$100,000	93	0.0%	1.4%	24.1%	27.0%	46.5%	1.0%	4.20

SI1. Importance of street lighting

	n=	1 – Not important at all	2	3	4	5 - Very Important	Don't know	Mean rating (max 5)
Total Sample	399	0.7%	2.2%	13.8%	33.9%	48.2%	1.2%	4.28
COMMUNITY BOARD								
Paraparaumu–Raumati	173	0.8%	3.0%	11.7%	35.2%	48.8%	0.5%	4.29
Paekakariki	44	0.0%	2.1%	7.3%	44.8%	45.8%	0.0%	4.34
Otaki	87	1.3%	0.0%	18.5%	35.9%	43.7%	0.6%	4.22
Waikanae	95	0.0%	1.9%	16.3%	28.6%	49.9%	3.3%	4.31
GENDER								
Male	167	0.5%	4.2%	17.6%	37.0%	39.0%	1.7%	4.12
Female	232	0.9%	0.5%	10.6%	31.4%	55.9%	0.8%	4.42
AGE GROUP								
18 to 29	16	0.0%	12.2%	5.5%	55.8%	26.5%	0.0%	3.97
30 to 39	35	0.0%	0.0%	32.1%	28.6%	39.3%	0.0%	4.07
40 to 59	183	1.9%	1.3%	16.4%	34.2%	45.8%	0.3%	4.21
60 years +	165	0.0%	0.6%	8.8%	28.7%	59.2%	2.7%	4.51
ETHNICITY								
Maori	26	0.0%	0.0%	21.7%	23.6%	54.7%	0.0%	4.33
NZ European	346	0.7%	2.0%	13.9%	36.8%	45.3%	1.4%	4.26
Other	52	1.7%	4.0%	7.7%	23.9%	62.7%	0.0%	4.42
DEPENDENT CHILDREN								
Yes	112	0.4%	0.0%	19.8%	35.6%	43.3%	0.9%	4.23
No + Don't know	287	0.8%	3.1%	11.4%	33.3%	50.1%	1.3%	4.31
RATEPAYER								
Yes	374	0.8%	0.8%	15.2%	31.7%	50.1%	1.3%	4.31
No + Don't know	25	0.0%	13.7%	2.0%	52.4%	31.9%	0.0%	4.03
HOME OWNER								
Renting	11	0.0%	0.0%	6.8%	0.0%	93.2%	0.0%	4.86
Own home	370	0.8%	2.5%	15.1%	32.5%	47.8%	1.3%	4.26
Other + Refused	18	0.0%	0.0%	2.9%	61.0%	36.1%	0.0%	4.33
PERSONAL INCOME								
\$15,000 or less	40	1.0%	14.2%	2.7%	36.8%	45.3%	0.0%	4.11
\$15,001-25,000	62	1.7%	1.6%	11.0%	31.1%	51.5%	3.2%	4.33
\$25,001-30,000	27	0.0%	0.0%	9.0%	42.8%	46.7%	1.5%	4.38
\$30,001-40,000	25	0.0%	0.0%	2.3%	48.4%	49.3%	0.0%	4.47
\$40,001-50,000	30	0.0%	0.0%	29.7%	30.9%	39.4%	0.0%	4.10
\$50,001-70,000	41	0.0%	2.0%	21.9%	28.5%	47.6%	0.0%	4.22
More than \$70,000	58	0.8%	2.2%	23.0%	32.9%	41.2%	0.0%	4.11
Income was nil/made loss	8	0.0%	0.0%	0.0%	74.8%	25.2%	0.0%	4.25
HOUSEHOLD INCOME								
\$20,000 or less	23	0.0%	4.4%	2.2%	33.9%	55.2%	4.4%	4.46
\$20,001-30,000	35	3.2%	0.0%	11.6%	13.4%	68.8%	3.1%	4.49
\$30,001-40,000	32	0.0%	0.0%	9.0%	33.7%	57.3%	0.0%	4.48
\$40,001-50,000	22	0.0%	0.0%	10.7%	38.4%	50.9%	0.0%	4.40
\$50,001-70,000	46	0.0%	1.6%	24.9%	36.2%	35.3%	2.0%	4.07
\$70,001-100,000	57	0.8%	0.0%	17.1%	31.4%	50.7%	0.0%	4.31
More than \$100,000	93	0.5%	1.3%	15.9%	39.7%	42.1%	0.5%	4.22

SI1. Importance of safety and availability of cycle lanes on our roads

	n=	1 – Not important at all	2	3	4	5 - Very Important	Don't know	Mean rating (max 5)
Total Sample	399	2.0%	8.0%	22.1%	28.4%	37.1%	2.4%	3.93
COMMUNITY BOARD								
Paraparaumu–Raumati	173	1.6%	7.5%	23.6%	26.6%	38.8%	1.9%	3.95
Paekakariki	44	0.0%	6.5%	24.9%	32.5%	31.0%	5.2%	3.93
Otaki	87	4.2%	8.4%	23.4%	27.8%	35.2%	1.0%	3.82
Waikanae	95	1.9%	9.1%	17.4%	32.1%	35.4%	4.1%	3.94
GENDER								
Male	167	2.6%	9.9%	29.2%	26.7%	28.9%	2.8%	3.72
Female	232	1.6%	6.4%	16.1%	29.7%	44.0%	2.1%	4.11
AGE GROUP								
18 to 29	16	0.0%	17.7%	23.7%	30.2%	28.5%	0.0%	3.69
30 to 39	35	0.0%	8.6%	27.9%	21.3%	42.2%	0.0%	3.97
40 to 59	183	4.1%	5.2%	21.2%	29.4%	39.4%	0.6%	3.95
60 years +	165	1.3%	7.4%	20.7%	28.9%	36.3%	5.5%	3.97
ETHNICITY								
Maori	26	4.6%	0.0%	33.0%	33.6%	28.7%	0.0%	3.82
NZ European	346	1.9%	8.8%	22.1%	26.3%	38.1%	2.8%	3.93
Other	52	0.9%	5.9%	13.6%	36.9%	42.7%	0.0%	4.15
DEPENDENT CHILDREN								
Yes	112	2.0%	6.8%	18.3%	27.9%	43.2%	1.8%	4.05
No + Don't know	287	2.0%	8.4%	23.6%	28.6%	34.7%	2.7%	3.88
RATEPAYER								
Yes	374	2.0%	7.3%	20.8%	28.2%	39.2%	2.4%	3.98
No + Don't know	25	2.0%	13.7%	32.7%	29.6%	19.6%	2.4%	3.52
HOME OWNER								
Renting	11	6.8%	0.0%	12.7%	46.7%	25.6%	8.2%	3.92
Own home	370	2.0%	9.0%	21.3%	26.1%	39.0%	2.5%	3.93
Other + Refused	18	0.0%	0.0%	33.1%	45.2%	21.8%	0.0%	3.89
PERSONAL INCOME								
\$15,000 or less	40	1.0%	18.5%	14.1%	32.7%	31.3%	2.5%	3.77
\$15,001-25,000	62	1.3%	8.9%	26.2%	15.9%	39.8%	7.9%	3.91
\$25,001-30,000	27	3.8%	7.3%	14.4%	28.4%	46.1%	0.0%	4.06
\$30,001-40,000	25	2.8%	3.2%	6.6%	19.8%	64.0%	3.6%	4.44
\$40,001-50,000	30	0.0%	2.9%	42.1%	20.2%	34.8%	0.0%	3.87
\$50,001-70,000	41	2.0%	8.4%	21.9%	45.5%	22.3%	0.0%	3.78
More than \$70,000	58	4.2%	7.3%	28.5%	28.0%	31.9%	0.0%	3.76
Income was nil/made loss	8	0.0%	0.0%	39.3%	34.0%	26.7%	0.0%	3.87
HOUSEHOLD INCOME								
\$20,000 or less	23	0.0%	11.0%	22.5%	34.4%	26.3%	5.8%	3.81
\$20,001-30,000	35	5.7%	7.6%	18.0%	17.1%	47.7%	3.9%	3.97
\$30,001-40,000	32	2.1%	11.2%	11.9%	23.8%	43.6%	7.3%	4.03
\$40,001-50,000	22	0.0%	0.0%	21.0%	51.0%	28.0%	0.0%	4.07
\$50,001-70,000	46	1.6%	3.7%	23.9%	28.4%	40.3%	2.0%	4.04
\$70,001-100,000	57	2.8%	6.3%	34.3%	21.2%	33.3%	2.1%	3.77
More than \$100,000	93	1.4%	8.2%	23.8%	26.5%	40.1%	0.0%	3.96

SI1. Importance that Council roads allow for easy movement around the district

	n=	1 – Not important at all	2	3	4	5 - Very Important	Don't know	Mean rating (max 5)
Total Sample	399	1.0%	2.8%	10.2%	28.0%	57.3%	0.7%	4.39
COMMUNITY BOARD								
Paraparaumu–Raumati	173	0.6%	3.1%	9.4%	28.6%	57.8%	0.5%	4.41
Paekakariki	44	0.0%	2.1%	9.4%	38.0%	50.4%	0.0%	4.37
Otaki	87	1.0%	1.6%	7.2%	22.7%	66.5%	1.0%	4.54
Waikanae	95	2.0%	2.9%	13.7%	28.9%	51.1%	1.3%	4.26
GENDER								
Male	167	2.2%	3.5%	13.0%	32.5%	48.3%	0.6%	4.22
Female	232	0.0%	2.2%	7.8%	24.3%	64.9%	0.9%	4.53
AGE GROUP								
18 to 29	16	0.0%	12.2%	15.7%	19.1%	53.0%	0.0%	4.13
30 to 39	35	0.0%	2.7%	2.8%	19.8%	74.7%	0.0%	4.66
40 to 59	183	1.3%	2.4%	10.1%	28.0%	58.2%	0.0%	4.39
60 years +	165	1.2%	0.3%	10.7%	33.0%	52.9%	1.8%	4.39
ETHNICITY								
Maori	26	0.0%	0.0%	8.4%	17.5%	74.1%	0.0%	4.66
NZ European	346	1.1%	3.0%	10.3%	29.4%	55.3%	0.8%	4.36
Other	52	0.0%	1.7%	8.1%	24.5%	65.6%	0.0%	4.54
DEPENDENT CHILDREN								
Yes	112	1.1%	2.5%	2.5%	31.1%	61.9%	0.9%	4.51
No + Don't know	287	0.9%	2.9%	13.2%	26.8%	55.5%	0.7%	4.34
RATEPAYER								
Yes	374	1.1%	1.5%	8.8%	29.3%	58.6%	0.8%	4.44
No + Don't know	25	0.0%	13.7%	21.5%	17.7%	47.1%	0.0%	3.98
HOME OWNER								
Renting	11	0.0%	0.0%	6.8%	23.7%	69.5%	0.0%	4.63
Own home	370	1.1%	3.1%	9.1%	29.2%	56.6%	0.8%	4.38
Other + Refused	18	0.0%	0.0%	21.9%	18.1%	60.0%	0.0%	4.38
PERSONAL INCOME								
\$15,000 or less	40	0.0%	14.2%	8.3%	25.0%	52.6%	0.0%	4.16
\$15,001-25,000	62	3.2%	1.7%	16.2%	26.5%	49.8%	2.6%	4.21
\$25,001-30,000	27	0.0%	0.0%	3.7%	52.3%	44.1%	0.0%	4.40
\$30,001-40,000	25	0.0%	2.3%	3.6%	16.0%	78.1%	0.0%	4.70
\$40,001-50,000	30	2.1%	0.0%	10.6%	16.6%	70.8%	0.0%	4.54
\$50,001-70,000	41	0.0%	0.0%	11.6%	28.7%	59.7%	0.0%	4.48
More than \$70,000	58	2.5%	0.5%	7.2%	44.4%	45.4%	0.0%	4.30
Income was nil/made loss	8	0.0%	12.5%	0.0%	23.3%	64.2%	0.0%	4.39
HOUSEHOLD INCOME								
\$20,000 or less	23	0.0%	0.0%	26.6%	26.6%	46.9%	0.0%	4.20
\$20,001-30,000	35	6.1%	0.0%	5.6%	41.7%	46.6%	0.0%	4.23
\$30,001-40,000	32	0.0%	0.0%	7.9%	35.1%	57.0%	0.0%	4.49
\$40,001-50,000	22	0.0%	0.0%	4.8%	29.0%	63.3%	2.9%	4.60
\$50,001-70,000	46	0.0%	2.1%	7.4%	21.1%	67.4%	2.0%	4.57
\$70,001-100,000	57	1.3%	0.0%	6.9%	27.6%	64.2%	0.0%	4.53
More than \$100,000	93	1.5%	2.4%	14.1%	33.3%	48.7%	0.0%	4.25

SI1. Importance of kerbside collection services

	n=	1 – Not important at all	2	3	4	5 - Very Important	Don't know	Mean rating (max 5)
Total Sample	399	1.0%	2.4%	9.3%	32.4%	53.8%	1.1%	4.37
COMMUNITY BOARD								
Paraparaumu–Raumati	173	0.6%	3.6%	10.8%	31.2%	53.4%	0.5%	4.34
Paekakariki	44	0.0%	0.0%	7.7%	34.0%	58.4%	0.0%	4.51
Otaki	87	4.4%	0.6%	6.3%	35.1%	50.0%	3.6%	4.30
Waikanae	95	0.0%	1.3%	8.2%	33.1%	56.3%	1.0%	4.46
GENDER								
Male	167	0.7%	4.4%	8.4%	39.2%	45.8%	1.4%	4.27
Female	232	1.3%	0.8%	10.1%	26.7%	60.4%	0.8%	4.45
AGE GROUP								
18 to 29	16	0.0%	12.2%	23.2%	31.0%	33.6%	0.0%	3.86
30 to 39	35	1.4%	2.8%	7.6%	23.9%	64.4%	0.0%	4.47
40 to 59	183	1.5%	1.8%	7.4%	41.3%	47.7%	0.4%	4.32
60 years +	165	0.8%	0.0%	7.4%	27.4%	62.1%	2.3%	4.54
ETHNICITY								
Maori	26	0.0%	0.0%	0.0%	34.7%	65.3%	0.0%	4.65
NZ European	346	1.2%	2.7%	10.5%	33.2%	51.3%	1.2%	4.32
Other	52	0.9%	0.9%	12.3%	25.2%	60.8%	0.0%	4.44
DEPENDENT CHILDREN								
Yes	112	1.1%	2.2%	6.7%	41.2%	47.9%	0.9%	4.34
No + Don't know	287	1.0%	2.5%	10.4%	28.9%	56.1%	1.1%	4.38
RATEPAYER								
Yes	374	1.1%	1.1%	6.9%	32.6%	57.0%	1.2%	4.45
No + Don't know	25	0.0%	13.7%	29.1%	30.8%	26.4%	0.0%	3.70
HOME OWNER								
Renting	11	0.0%	0.0%	10.1%	24.7%	65.1%	0.0%	4.55
Own home	370	1.2%	2.7%	7.0%	32.7%	55.1%	1.2%	4.40
Other + Refused	18	0.0%	0.0%	32.5%	31.8%	35.7%	0.0%	4.03
PERSONAL INCOME								
\$15,000 or less	40	1.0%	14.2%	5.3%	32.4%	45.6%	1.5%	4.09
\$15,001-25,000	62	0.0%	0.0%	17.6%	15.6%	61.8%	5.0%	4.47
\$25,001-30,000	27	0.0%	0.0%	3.7%	53.7%	42.7%	0.0%	4.39
\$30,001-40,000	25	2.8%	0.0%	3.7%	22.3%	68.9%	2.3%	4.58
\$40,001-50,000	30	0.0%	0.0%	6.3%	53.3%	40.4%	0.0%	4.34
\$50,001-70,000	41	1.5%	3.1%	11.0%	22.4%	62.1%	0.0%	4.40
More than \$70,000	58	3.5%	3.3%	6.8%	43.5%	42.9%	0.0%	4.19
Income was nil/made loss	8	0.0%	0.0%	28.7%	35.8%	35.5%	0.0%	4.07
HOUSEHOLD INCOME								
\$20,000 or less	23	0.0%	0.0%	12.8%	26.6%	57.9%	2.7%	4.46
\$20,001-30,000	35	0.0%	0.0%	10.3%	23.7%	62.9%	3.1%	4.54
\$30,001-40,000	32	2.1%	0.0%	4.3%	29.1%	60.9%	3.4%	4.52
\$40,001-50,000	22	0.0%	0.0%	4.7%	23.7%	68.6%	2.9%	4.66
\$50,001-70,000	46	0.0%	0.0%	11.8%	29.2%	56.9%	2.0%	4.46
\$70,001-100,000	57	0.8%	3.4%	4.1%	44.1%	47.7%	0.0%	4.34
More than \$100,000	93	2.9%	1.5%	15.4%	37.3%	42.8%	0.0%	4.16

SI1. Importance of Council provides education, information and advice on ways to minimise waste

	n=	1 – Not important at all	2	3	4	5 - Very Important	Don't know	Mean rating (max 5)
Total Sample	399	3.4%	4.2%	23.7%	33.3%	33.6%	1.9%	3.91
COMMUNITY BOARD								
Paraparaumu–Raumati	173	5.3%	4.2%	22.9%	36.9%	29.2%	1.5%	3.82
Paekakariki	44	0.0%	8.6%	22.3%	37.7%	31.4%	0.0%	3.92
Otaki	87	0.8%	2.4%	19.6%	27.3%	46.2%	3.8%	4.20
Waikanae	95	1.0%	4.7%	28.2%	28.6%	35.7%	1.8%	3.95
GENDER								
Male	167	4.5%	5.4%	28.0%	36.0%	24.4%	1.7%	3.72
Female	232	2.4%	3.2%	20.0%	31.1%	41.2%	2.1%	4.08
AGE GROUP								
18 to 29	16	17.7%	0.0%	13.2%	39.9%	29.2%	0.0%	3.63
30 to 39	35	0.0%	0.0%	19.6%	20.0%	57.6%	2.8%	4.39
40 to 59	183	1.8%	6.5%	28.4%	35.6%	26.8%	0.9%	3.80
60 years +	165	1.4%	4.5%	23.7%	33.2%	34.1%	3.0%	3.97
ETHNICITY								
Maori	26	0.0%	4.6%	22.6%	25.2%	47.6%	0.0%	4.16
NZ European	346	3.9%	4.3%	25.4%	34.0%	30.3%	2.2%	3.84
Other	52	0.0%	5.9%	14.4%	29.8%	50.0%	0.0%	4.24
DEPENDENT CHILDREN								
Yes	112	3.5%	5.8%	27.8%	32.9%	28.0%	2.0%	3.78
No + Don't know	287	3.3%	3.5%	22.0%	33.5%	35.8%	1.8%	3.97
RATEPAYER								
Yes	374	2.1%	4.5%	25.4%	32.4%	33.4%	2.1%	3.92
No + Don't know	25	13.7%	1.5%	9.1%	40.9%	34.8%	0.0%	3.82
HOME OWNER								
Renting	11	0.0%	5.1%	18.4%	29.1%	47.4%	0.0%	4.19
Own home	370	3.8%	4.6%	25.3%	32.0%	32.1%	2.1%	3.86
Other + Refused	18	0.0%	0.0%	8.3%	48.1%	43.5%	0.0%	4.35
PERSONAL INCOME								
\$15,000 or less	40	14.2%	0.0%	22.2%	30.6%	33.0%	0.0%	3.68
\$15,001-25,000	62	0.0%	2.0%	23.1%	31.1%	39.5%	4.2%	4.13
\$25,001-30,000	27	0.0%	3.7%	24.1%	27.6%	44.6%	0.0%	4.13
\$30,001-40,000	25	8.0%	0.0%	34.7%	2.8%	41.3%	13.2%	3.80
\$40,001-50,000	30	0.0%	5.5%	31.2%	26.5%	36.9%	0.0%	3.95
\$50,001-70,000	41	2.4%	0.8%	11.0%	39.1%	43.6%	3.1%	4.24
More than \$70,000	58	4.1%	6.3%	35.0%	38.0%	16.6%	0.0%	3.57
Income was nil/made loss	8	0.0%	0.0%	31.2%	19.4%	49.4%	0.0%	4.18
HOUSEHOLD INCOME								
\$20,000 or less	23	0.0%	5.5%	28.5%	24.4%	41.6%	0.0%	4.02
\$20,001-30,000	35	0.0%	3.1%	18.0%	38.8%	37.1%	3.1%	4.13
\$30,001-40,000	32	0.0%	0.0%	34.3%	14.7%	40.8%	10.1%	4.07
\$40,001-50,000	22	0.0%	2.9%	25.0%	41.1%	31.0%	0.0%	4.00
\$50,001-70,000	46	0.0%	2.0%	20.5%	27.3%	46.9%	3.3%	4.23
\$70,001-100,000	57	7.2%	0.0%	21.7%	30.5%	38.1%	2.5%	3.95
More than \$100,000	93	1.6%	4.2%	31.0%	41.8%	21.3%	0.0%	3.77

SI1. Importance of the quality of Council's water supply

	n=	1 – Not important at all	2	3	4	5 - Very Important	Don't know	Mean rating (max 5)
Total Sample	399	1.3%	1.7%	5.5%	17.7%	73.1%	0.8%	4.61
COMMUNITY BOARD								
Paraparaumu–Raumati	173	0.9%	1.5%	6.0%	20.4%	70.6%	0.5%	4.59
Paekakariki	44	0.0%	4.8%	0.0%	9.8%	85.5%	0.0%	4.76
Otaki	87	1.8%	1.6%	2.2%	11.5%	81.0%	1.8%	4.71
Waikanae	95	2.1%	1.6%	7.0%	16.4%	72.0%	1.0%	4.56
GENDER								
Male	167	1.0%	1.7%	2.5%	23.3%	70.1%	1.4%	4.62
Female	232	1.6%	1.6%	8.0%	13.0%	75.5%	0.3%	4.60
AGE GROUP								
18 to 29	16	0.0%	0.0%	0.0%	13.6%	86.4%	0.0%	4.86
30 to 39	35	2.8%	0.0%	0.0%	7.1%	90.2%	0.0%	4.82
40 to 59	183	1.7%	3.8%	5.0%	16.6%	73.0%	0.0%	4.55
60 years +	165	1.0%	0.8%	9.1%	22.8%	64.3%	1.9%	4.52
ETHNICITY								
Maori	26	0.0%	0.0%	0.0%	15.7%	84.3%	0.0%	4.84
NZ European	346	1.5%	1.9%	5.5%	19.1%	71.0%	0.9%	4.58
Other	52	0.0%	0.0%	8.4%	12.6%	79.0%	0.0%	4.71
DEPENDENT CHILDREN								
Yes	112	1.1%	2.2%	1.1%	10.3%	84.4%	0.9%	4.76
No + Don't know	287	1.4%	1.5%	7.2%	20.6%	68.5%	0.7%	4.55
RATEPAYER								
Yes	374	1.5%	1.9%	5.8%	17.3%	72.7%	0.9%	4.59
No + Don't know	25	0.0%	0.0%	3.0%	20.6%	76.4%	0.0%	4.73
HOME OWNER								
Renting	11	0.0%	0.0%	0.0%	18.4%	81.6%	0.0%	4.82
Own home	370	1.5%	1.9%	6.2%	17.2%	72.3%	0.9%	4.58
Other + Refused	18	0.0%	0.0%	0.0%	21.9%	78.1%	0.0%	4.78
PERSONAL INCOME								
\$15,000 or less	40	0.0%	0.0%	6.2%	21.2%	72.6%	0.0%	4.66
\$15,001-25,000	62	0.0%	2.0%	10.6%	25.4%	57.0%	5.0%	4.45
\$25,001-30,000	27	3.8%	0.0%	4.6%	20.3%	71.3%	0.0%	4.55
\$30,001-40,000	25	2.8%	0.0%	6.8%	3.6%	86.9%	0.0%	4.72
\$40,001-50,000	30	2.8%	2.1%	8.4%	11.8%	74.9%	0.0%	4.54
\$50,001-70,000	41	3.1%	0.8%	4.0%	15.2%	76.9%	0.0%	4.62
More than \$70,000	58	1.0%	3.1%	5.9%	21.9%	68.1%	0.0%	4.53
Income was nil/made loss	8	0.0%	0.0%	0.0%	23.3%	76.7%	0.0%	4.77
HOUSEHOLD INCOME								
\$20,000 or less	23	4.4%	5.5%	11.0%	27.2%	51.9%	0.0%	4.17
\$20,001-30,000	35	0.0%	0.0%	3.9%	25.1%	68.0%	3.1%	4.66
\$30,001-40,000	32	2.1%	0.0%	19.0%	26.6%	50.6%	1.7%	4.26
\$40,001-50,000	22	0.0%	0.0%	4.9%	18.2%	74.0%	2.9%	4.71
\$50,001-70,000	46	2.1%	1.6%	10.4%	4.9%	79.0%	2.0%	4.61
\$70,001-100,000	57	2.5%	3.8%	2.6%	16.0%	75.0%	0.0%	4.57
More than \$100,000	93	1.6%	0.7%	2.7%	22.6%	72.4%	0.0%	4.63

SI1. Importance of the services and facilities at our swimming pools

	n=	1 – Not important at all	2	3	4	5 - Very Important	Don't know	Mean rating (max 5)
Total Sample	399	2.7%	5.3%	15.9%	33.8%	35.7%	6.6%	4.01
COMMUNITY BOARD								
Paraparaumu–Raumati	173	3.6%	4.7%	16.8%	35.1%	32.6%	7.4%	3.95
Paekakariki	44	0.0%	2.1%	10.8%	47.1%	37.4%	2.6%	4.23
Otaki	87	1.8%	3.2%	14.9%	35.9%	40.8%	3.4%	4.15
Waikanae	95	1.9%	8.3%	15.2%	28.0%	39.2%	7.4%	4.02
GENDER								
Male	167	4.7%	6.7%	16.3%	38.7%	26.0%	7.5%	3.81
Female	232	1.1%	4.0%	15.5%	29.7%	43.8%	5.8%	4.18
AGE GROUP								
18 to 29	16	12.2%	5.5%	38.3%	29.5%	14.6%	0.0%	3.29
30 to 39	35	0.0%	2.8%	5.5%	44.0%	44.9%	2.8%	4.35
40 to 59	183	1.5%	5.9%	18.6%	34.1%	35.4%	4.6%	4.00
60 years +	165	1.8%	5.3%	9.8%	32.1%	39.6%	11.4%	4.16
ETHNICITY								
Maori	26	0.0%	4.6%	13.0%	39.9%	42.6%	0.0%	4.20
NZ European	346	2.9%	4.9%	16.3%	35.0%	33.6%	7.4%	3.99
Other	52	2.2%	5.9%	20.2%	30.8%	38.7%	2.2%	4.00
DEPENDENT CHILDREN								
Yes	112	0.0%	5.0%	10.4%	43.2%	36.7%	4.7%	4.17
No + Don't know	287	3.9%	5.4%	18.1%	30.1%	35.3%	7.3%	3.95
RATEPAYER								
Yes	374	1.4%	5.1%	13.1%	35.7%	37.5%	7.1%	4.11
No + Don't know	25	13.7%	6.2%	38.8%	18.1%	20.7%	2.4%	3.27
HOME OWNER								
Renting	11	0.0%	0.0%	6.8%	12.7%	62.1%	18.4%	4.68
Own home	370	3.1%	5.2%	13.3%	35.9%	36.0%	6.5%	4.03
Other + Refused	18	0.0%	7.7%	45.8%	20.4%	23.1%	3.0%	3.61
PERSONAL INCOME								
\$15,000 or less	40	14.2%	4.2%	13.9%	14.9%	47.3%	5.6%	3.81
\$15,001-25,000	62	0.0%	6.0%	20.9%	22.8%	37.8%	12.5%	4.06
\$25,001-30,000	27	0.0%	13.4%	0.8%	38.9%	43.2%	3.7%	4.16
\$30,001-40,000	25	3.7%	0.0%	6.6%	44.9%	29.9%	14.9%	4.14
\$40,001-50,000	30	0.0%	2.8%	18.0%	41.4%	33.5%	4.2%	4.10
\$50,001-70,000	41	0.0%	8.6%	8.6%	22.3%	53.6%	6.9%	4.30
More than \$70,000	58	2.7%	5.9%	21.8%	51.8%	16.8%	1.0%	3.75
Income was nil/made loss	8	0.0%	0.0%	39.2%	35.5%	12.5%	12.7%	3.69
HOUSEHOLD INCOME								
\$20,000 or less	23	0.0%	7.7%	7.3%	13.2%	46.6%	25.3%	4.32
\$20,001-30,000	35	1.9%	7.6%	11.0%	37.0%	34.8%	7.7%	4.03
\$30,001-40,000	32	7.2%	3.4%	9.0%	15.5%	52.3%	12.5%	4.17
\$40,001-50,000	22	0.0%	4.8%	9.6%	34.5%	41.6%	9.5%	4.25
\$50,001-70,000	46	0.0%	4.1%	16.5%	22.4%	50.1%	7.0%	4.27
\$70,001-100,000	57	1.7%	8.7%	14.0%	35.7%	33.3%	6.6%	3.97
More than \$100,000	93	0.6%	5.6%	21.7%	44.0%	25.9%	2.1%	3.91

SI1. Importance of the services at our district's libraries

	n=	1 – Not important at all	2	3	4	5 - Very Important	Don't know	Mean rating (max 5)
Total Sample	399	1.8%	5.2%	14.6%	31.3%	44.5%	2.6%	4.14
COMMUNITY BOARD								
Paraparaumu–Raumati	173	1.6%	6.3%	17.1%	30.9%	42.0%	2.2%	4.08
Paekakariki	44	5.2%	0.0%	12.3%	33.0%	49.4%	0.0%	4.21
Otaki	87	1.8%	6.6%	14.9%	23.6%	51.5%	1.6%	4.18
Waikanae	95	1.9%	2.7%	9.1%	36.9%	45.0%	4.5%	4.26
GENDER								
Male	167	2.1%	9.1%	21.7%	30.1%	34.9%	2.0%	3.88
Female	232	1.5%	1.9%	8.6%	32.3%	52.5%	3.2%	4.37
AGE GROUP								
18 to 29	16	5.5%	30.3%	17.7%	13.2%	27.8%	5.5%	3.29
30 to 39	35	1.4%	0.0%	31.5%	32.6%	31.8%	2.8%	3.96
40 to 59	183	1.6%	2.1%	14.4%	38.3%	41.6%	2.1%	4.18
60 years +	165	0.9%	2.0%	9.1%	30.2%	55.6%	2.2%	4.40
ETHNICITY								
Maori	26	0.0%	0.0%	14.1%	27.3%	58.6%	0.0%	4.45
NZ European	346	1.9%	6.1%	14.1%	32.3%	42.6%	3.0%	4.11
Other	52	1.3%	0.0%	16.0%	24.9%	57.8%	0.0%	4.38
DEPENDENT CHILDREN								
Yes	112	3.2%	1.4%	19.1%	34.2%	40.1%	2.0%	4.09
No + Don't know	287	1.2%	6.7%	12.8%	30.2%	46.2%	2.9%	4.17
RATEPAYER								
Yes	374	2.0%	1.8%	15.6%	32.5%	46.0%	2.2%	4.21
No + Don't know	25	0.0%	34.1%	6.2%	21.5%	32.0%	6.2%	3.55
HOME OWNER								
Renting	11	0.0%	0.0%	0.0%	20.3%	79.7%	0.0%	4.80
Own home	370	2.0%	3.4%	15.8%	32.6%	43.9%	2.2%	4.16
Other + Refused	18	0.0%	25.3%	7.7%	21.9%	37.4%	7.7%	3.77
PERSONAL INCOME								
\$15,000 or less	40	0.0%	22.1%	7.2%	19.2%	50.3%	1.2%	3.99
\$15,001-25,000	62	0.0%	10.9%	5.1%	35.6%	45.3%	3.2%	4.19
\$25,001-30,000	27	0.0%	0.0%	3.7%	33.5%	62.8%	0.0%	4.59
\$30,001-40,000	25	2.8%	0.0%	12.1%	36.0%	38.8%	10.4%	4.21
\$40,001-50,000	30	0.0%	0.0%	26.9%	38.3%	34.8%	0.0%	4.08
\$50,001-70,000	41	0.8%	0.0%	16.2%	42.5%	33.5%	7.1%	4.16
More than \$70,000	58	6.0%	1.0%	27.8%	34.3%	30.9%	0.0%	3.83
Income was nil/made loss	8	0.0%	0.0%	2.1%	48.5%	49.4%	0.0%	4.47
HOUSEHOLD INCOME								
\$20,000 or less	23	0.0%	0.0%	9.5%	26.5%	64.1%	0.0%	4.55
\$20,001-30,000	35	0.0%	0.0%	4.6%	36.2%	54.7%	4.6%	4.53
\$30,001-40,000	32	0.0%	4.3%	10.7%	30.6%	46.3%	8.0%	4.29
\$40,001-50,000	22	0.0%	9.5%	0.0%	30.3%	60.3%	0.0%	4.41
\$50,001-70,000	46	1.2%	2.4%	16.1%	33.9%	41.1%	5.3%	4.17
\$70,001-100,000	57	3.4%	0.0%	17.7%	33.2%	43.1%	2.5%	4.16
More than \$100,000	93	2.0%	7.6%	18.1%	40.9%	31.4%	0.0%	3.92

SI1. Importance that public toilets are clean, well-maintained and safe

	n=	1 – Not important at all	2	3	4	5 - Very Important	Don't know	Mean rating (max 5)
Total Sample	399	0.1%	0.9%	4.5%	26.5%	63.7%	4.3%	4.60
COMMUNITY BOARD								
Paraparaumu–Raumati	173	0.0%	0.6%	4.5%	23.9%	66.9%	4.2%	4.64
Paekakariki	44	0.0%	0.0%	3.9%	35.6%	60.5%	0.0%	4.57
Otaki	87	0.8%	1.0%	4.2%	29.1%	60.0%	5.0%	4.54
Waikanae	95	0.0%	1.7%	4.7%	29.8%	59.1%	4.7%	4.54
GENDER								
Male	167	0.3%	0.5%	4.1%	30.0%	59.7%	5.4%	4.57
Female	232	0.0%	1.2%	4.8%	23.6%	67.0%	3.3%	4.62
AGE GROUP								
18 to 29	16	0.0%	0.0%	0.0%	26.4%	73.6%	0.0%	4.74
30 to 39	35	0.0%	4.1%	0.0%	25.3%	70.6%	0.0%	4.62
40 to 59	183	0.0%	1.2%	6.6%	28.0%	60.1%	4.2%	4.53
60 years +	165	0.3%	0.0%	5.2%	25.7%	61.9%	6.9%	4.60
ETHNICITY								
Maori	26	0.0%	0.0%	0.0%	40.8%	59.2%	0.0%	4.59
NZ European	346	0.1%	0.9%	5.0%	24.7%	64.3%	5.0%	4.60
Other	52	0.0%	1.3%	4.4%	31.4%	62.9%	0.0%	4.56
DEPENDENT CHILDREN								
Yes	112	0.0%	1.7%	2.2%	25.8%	66.4%	4.0%	4.63
No + Don't know	287	0.2%	0.6%	5.4%	26.8%	62.6%	4.4%	4.58
RATEPAYER								
Yes	374	0.1%	0.8%	5.0%	25.8%	63.7%	4.5%	4.59
No + Don't know	25	0.0%	1.9%	0.0%	32.6%	63.1%	2.4%	4.61
HOME OWNER								
Renting	11	0.0%	0.0%	0.0%	18.7%	73.1%	8.2%	4.80
Own home	370	0.1%	1.0%	5.1%	25.6%	63.6%	4.6%	4.59
Other + Refused	18	0.0%	0.0%	0.0%	39.4%	60.6%	0.0%	4.61
PERSONAL INCOME								
\$15,000 or less	40	0.0%	3.5%	4.1%	23.3%	62.4%	6.8%	4.55
\$15,001-25,000	62	0.0%	0.0%	5.2%	31.8%	56.3%	6.6%	4.55
\$25,001-30,000	27	0.0%	0.0%	0.8%	25.0%	74.2%	0.0%	4.73
\$30,001-40,000	25	0.0%	0.0%	5.9%	2.4%	77.7%	14.1%	4.84
\$40,001-50,000	30	0.0%	0.0%	0.0%	30.9%	69.1%	0.0%	4.69
\$50,001-70,000	41	0.0%	3.1%	4.1%	24.3%	64.5%	4.0%	4.56
More than \$70,000	58	0.0%	1.7%	10.5%	31.5%	51.8%	4.5%	4.40
Income was nil/made loss	8	0.0%	0.0%	0.0%	43.2%	56.8%	0.0%	4.57
HOUSEHOLD INCOME								
\$20,000 or less	23	0.0%	3.5%	5.5%	17.7%	61.2%	12.1%	4.55
\$20,001-30,000	35	0.0%	0.0%	0.0%	27.9%	69.1%	3.1%	4.71
\$30,001-40,000	32	0.0%	2.1%	12.3%	16.9%	58.0%	10.8%	4.46
\$40,001-50,000	22	0.0%	0.0%	9.5%	16.6%	71.0%	2.9%	4.63
\$50,001-70,000	46	0.0%	0.0%	1.2%	24.1%	69.4%	5.3%	4.72
\$70,001-100,000	57	0.0%	4.2%	3.8%	32.8%	57.1%	2.1%	4.46
More than \$100,000	93	0.0%	0.0%	6.2%	31.5%	59.0%	3.4%	4.55

SI1. Importance of access points to beaches

	n=	1 – Not important at all	2	3	4	5 - Very Important	Don't know	Mean rating (max 5)
Total Sample	399	0.2%	0.9%	20.4%	34.5%	43.3%	0.7%	4.21
COMMUNITY BOARD								
Paraparaumu–Raumati	173	0.0%	1.5%	17.4%	36.2%	44.4%	0.5%	4.24
Paekakariki	44	0.0%	0.0%	30.8%	41.1%	28.0%	0.0%	3.97
Otaki	87	1.0%	0.6%	23.5%	27.0%	47.1%	0.8%	4.20
Waikanae	95	0.0%	0.0%	23.7%	34.7%	40.4%	1.3%	4.17
GENDER								
Male	167	0.3%	1.9%	26.2%	34.5%	36.3%	0.8%	4.05
Female	232	0.0%	0.2%	15.5%	34.6%	49.2%	0.6%	4.34
AGE GROUP								
18 to 29	16	0.0%	0.0%	28.6%	24.9%	46.5%	0.0%	4.18
30 to 39	35	0.0%	0.0%	31.5%	27.7%	40.8%	0.0%	4.09
40 to 59	183	0.4%	2.6%	20.1%	39.4%	37.4%	0.0%	4.11
60 years +	165	0.0%	0.0%	15.0%	35.0%	48.3%	1.7%	4.34
ETHNICITY								
Maori	26	0.0%	4.6%	22.3%	25.8%	47.4%	0.0%	4.16
NZ European	346	0.2%	0.6%	20.0%	35.4%	43.0%	0.8%	4.21
Other	52	0.0%	2.7%	28.0%	31.0%	38.4%	0.0%	4.05
DEPENDENT CHILDREN								
Yes	112	0.0%	2.2%	31.8%	31.6%	33.4%	0.9%	3.97
No + Don't know	287	0.2%	0.4%	15.8%	35.7%	47.3%	0.6%	4.30
RATEPAYER								
Yes	374	0.2%	1.1%	20.0%	35.4%	42.5%	0.8%	4.20
No + Don't know	25	0.0%	0.0%	23.4%	26.8%	49.8%	0.0%	4.26
HOME OWNER								
Renting	11	0.0%	0.0%	0.0%	19.4%	80.6%	0.0%	4.81
Own home	370	0.2%	1.1%	20.6%	35.6%	41.7%	0.8%	4.19
Other + Refused	18	0.0%	0.0%	25.5%	28.6%	45.9%	0.0%	4.20
PERSONAL INCOME								
\$15,000 or less	40	0.0%	1.0%	13.3%	29.4%	56.3%	0.0%	4.41
\$15,001-25,000	62	0.0%	0.0%	11.6%	32.4%	53.6%	2.4%	4.43
\$25,001-30,000	27	0.0%	0.0%	10.4%	35.0%	54.6%	0.0%	4.44
\$30,001-40,000	25	0.0%	0.0%	25.1%	33.9%	41.0%	0.0%	4.16
\$40,001-50,000	30	2.1%	0.0%	25.9%	39.8%	32.3%	0.0%	4.00
\$50,001-70,000	41	0.0%	0.0%	17.9%	34.0%	48.1%	0.0%	4.30
More than \$70,000	58	0.0%	3.4%	28.4%	40.8%	27.4%	0.0%	3.92
Income was nil/made loss	8	0.0%	0.0%	35.5%	54.3%	10.2%	0.0%	3.75
HOUSEHOLD INCOME								
\$20,000 or less	23	0.0%	0.0%	9.7%	32.8%	57.5%	0.0%	4.48
\$20,001-30,000	35	0.0%	0.0%	15.2%	30.2%	54.6%	0.0%	4.39
\$30,001-40,000	32	0.0%	0.0%	10.6%	38.1%	49.6%	1.7%	4.40
\$40,001-50,000	22	0.0%	0.0%	16.7%	27.9%	55.4%	0.0%	4.39
\$50,001-70,000	46	0.0%	0.0%	14.1%	25.5%	58.3%	2.0%	4.45
\$70,001-100,000	57	1.3%	2.5%	16.3%	38.5%	41.5%	0.0%	4.16
More than \$100,000	93	0.0%	1.0%	29.4%	45.8%	23.8%	0.0%	3.92

SI1. Importance of pathways for cycling, walking and bridleways

	n=	1 – Not important at all	2	3	4	5 - Very Important	Don't know	Mean rating (max 5)
Total Sample	399	2.7%	2.8%	14.7%	35.7%	42.0%	2.1%	4.14
COMMUNITY BOARD								
Paraparaumu–Raumati	173	3.2%	1.5%	12.6%	43.0%	37.9%	1.7%	4.13
Paekakariki	44	0.0%	0.0%	9.8%	45.0%	45.2%	0.0%	4.35
Otaki	87	4.2%	7.5%	20.2%	20.5%	45.5%	2.0%	3.98
Waikanae	95	0.8%	2.9%	16.7%	27.6%	48.7%	3.3%	4.25
GENDER								
Male	167	4.7%	4.2%	18.0%	36.3%	34.1%	2.8%	3.94
Female	232	1.0%	1.6%	12.0%	35.1%	48.7%	1.5%	4.31
AGE GROUP								
18 to 29	16	12.2%	6.0%	0.0%	50.6%	31.3%	0.0%	3.83
30 to 39	35	5.8%	0.0%	12.4%	25.6%	56.2%	0.0%	4.26
40 to 59	183	0.6%	1.8%	18.1%	38.7%	40.2%	0.6%	4.17
60 years +	165	0.8%	3.4%	16.8%	31.4%	42.9%	4.7%	4.18
ETHNICITY								
Maori	26	0.0%	0.0%	21.8%	23.9%	54.3%	0.0%	4.32
NZ European	346	3.1%	3.2%	14.1%	35.9%	41.2%	2.4%	4.12
Other	52	0.0%	0.9%	11.7%	42.7%	44.7%	0.0%	4.31
DEPENDENT CHILDREN								
Yes	112	3.0%	0.0%	14.9%	45.5%	34.9%	1.6%	4.11
No + Don't know	287	2.5%	3.9%	14.7%	31.7%	44.9%	2.3%	4.15
RATEPAYER								
Yes	374	1.3%	2.3%	15.8%	35.3%	43.2%	2.1%	4.19
No + Don't know	25	13.7%	6.7%	5.7%	38.9%	32.6%	2.4%	3.72
HOME OWNER								
Renting	11	0.0%	0.0%	9.4%	8.6%	73.8%	8.2%	4.70
Own home	370	3.0%	2.3%	16.4%	35.1%	41.1%	2.1%	4.11
Other + Refused	18	0.0%	8.3%	0.0%	51.4%	40.2%	0.0%	4.24
PERSONAL INCOME								
\$15,000 or less	40	14.2%	12.2%	7.5%	24.2%	39.4%	2.5%	3.64
\$15,001-25,000	62	2.0%	1.6%	12.4%	37.6%	43.7%	2.6%	4.23
\$25,001-30,000	27	0.0%	0.0%	4.5%	46.4%	45.5%	3.7%	4.43
\$30,001-40,000	25	0.0%	2.3%	15.2%	8.2%	74.3%	0.0%	4.55
\$40,001-50,000	30	0.0%	3.3%	25.7%	35.0%	35.9%	0.0%	4.04
\$50,001-70,000	41	0.0%	2.0%	13.9%	36.2%	45.5%	2.4%	4.28
More than \$70,000	58	5.2%	1.7%	23.2%	40.4%	29.5%	0.0%	3.87
Income was nil/made loss	8	0.0%	0.0%	2.1%	75.2%	22.8%	0.0%	4.21
HOUSEHOLD INCOME								
\$20,000 or less	23	0.0%	5.5%	9.5%	42.0%	43.0%	0.0%	4.23
\$20,001-30,000	35	0.0%	4.6%	14.0%	29.9%	51.6%	0.0%	4.28
\$30,001-40,000	32	0.0%	0.0%	21.8%	28.5%	49.7%	0.0%	4.28
\$40,001-50,000	22	6.0%	0.0%	17.1%	35.7%	36.5%	4.8%	4.02
\$50,001-70,000	46	0.0%	3.7%	9.0%	33.5%	50.5%	3.3%	4.35
\$70,001-100,000	57	0.0%	2.5%	21.1%	31.5%	40.8%	4.1%	4.15
More than \$100,000	93	3.2%	0.6%	14.2%	47.3%	34.6%	0.0%	4.10

SI1. Importance of Council's community support services

	n=	1 – Not important at all	2	3	4	5 - Very Important	Don't know	Mean rating (max 5)
Total Sample	399	1.5%	7.3%	15.2%	33.6%	32.8%	9.6%	3.98
COMMUNITY BOARD								
Paraparaumu–Raumati	173	2.0%	6.5%	16.7%	34.9%	32.7%	7.1%	3.97
Paekakariki	44	0.0%	9.1%	11.6%	44.2%	25.2%	9.9%	3.95
Otaki	87	0.8%	9.2%	7.9%	31.5%	36.0%	14.6%	4.09
Waikanae	95	1.0%	7.5%	16.9%	30.7%	32.0%	11.9%	3.97
GENDER								
Male	167	1.6%	9.5%	16.8%	35.5%	25.5%	11.1%	3.83
Female	232	1.4%	5.4%	13.9%	32.0%	39.0%	8.3%	4.11
AGE GROUP								
18 to 29	16	0.0%	17.7%	12.2%	24.6%	39.5%	6.0%	3.91
30 to 39	35	0.0%	9.3%	4.1%	41.6%	38.0%	6.9%	4.17
40 to 59	183	1.0%	6.8%	18.2%	36.4%	31.6%	6.1%	3.97
60 years +	165	2.8%	4.1%	16.6%	31.5%	30.5%	14.5%	3.97
ETHNICITY								
Maori	26	0.0%	0.0%	9.7%	48.3%	40.2%	1.8%	4.31
NZ European	346	1.7%	7.8%	14.8%	33.9%	31.2%	10.6%	3.95
Other	52	0.0%	4.4%	17.3%	27.3%	48.8%	2.2%	4.23
DEPENDENT CHILDREN								
Yes	112	0.0%	8.5%	8.8%	39.3%	35.9%	7.4%	4.11
No + Don't know	287	2.1%	6.8%	17.8%	31.3%	31.6%	10.4%	3.93
RATEPAYER								
Yes	374	1.4%	6.5%	15.0%	35.1%	32.7%	9.3%	4.01
No + Don't know	25	2.4%	13.7%	16.7%	21.5%	33.9%	11.8%	3.80
HOME OWNER								
Renting	11	0.0%	0.0%	8.6%	50.8%	15.4%	25.2%	4.09
Own home	370	1.7%	6.6%	16.9%	34.2%	31.8%	8.8%	3.96
Other + Refused	18	0.0%	17.0%	0.0%	20.9%	49.9%	12.2%	4.18
PERSONAL INCOME								
\$15,000 or less	40	0.0%	0.0%	20.1%	30.7%	36.6%	12.5%	4.19
\$15,001-25,000	62	2.0%	14.5%	10.5%	28.6%	29.2%	15.3%	3.81
\$25,001-30,000	27	0.0%	0.0%	21.2%	34.6%	39.4%	4.7%	4.19
\$30,001-40,000	25	0.0%	1.4%	6.1%	41.7%	33.6%	17.2%	4.30
\$40,001-50,000	30	0.0%	2.1%	9.7%	50.3%	29.4%	8.5%	4.17
\$50,001-70,000	41	0.0%	2.4%	16.5%	39.5%	36.0%	5.6%	4.15
More than \$70,000	58	5.2%	16.9%	18.7%	31.0%	21.3%	6.8%	3.50
Income was nil/made loss	8	10.2%	0.0%	0.0%	64.5%	12.5%	12.7%	3.79
HOUSEHOLD INCOME								
\$20,000 or less	23	5.5%	4.4%	13.2%	24.7%	32.5%	19.8%	3.93
\$20,001-30,000	35	0.0%	6.9%	9.2%	47.2%	22.0%	14.8%	3.99
\$30,001-40,000	32	0.0%	4.3%	15.8%	25.5%	36.6%	17.7%	4.15
\$40,001-50,000	22	0.0%	0.0%	19.3%	37.1%	30.0%	13.6%	4.12
\$50,001-70,000	46	0.0%	0.0%	8.0%	49.3%	36.9%	5.8%	4.31
\$70,001-100,000	57	6.3%	3.9%	15.7%	38.3%	26.8%	8.9%	3.83
More than \$100,000	93	0.6%	17.9%	13.7%	34.3%	26.6%	6.8%	3.73

SI1. Importance that the district is developing in a way that takes into account its unique character and natural environment

	n=	1 – Not important at all	2	3	4	5 - Very Important	Don't know	Mean rating (max 5)
Total Sample	399	2.1%	3.8%	18.0%	28.7%	45.7%	1.6%	4.14
COMMUNITY BOARD								
Paraparaumu–Raumati	173	2.6%	2.9%	18.8%	29.2%	45.2%	1.4%	4.13
Paekakariki	44	0.0%	2.6%	16.6%	30.4%	50.4%	0.0%	4.29
Otaki	87	1.0%	8.2%	15.5%	19.0%	53.8%	2.6%	4.19
Waikanae	95	1.8%	3.3%	18.1%	33.6%	41.3%	1.9%	4.11
GENDER								
Male	167	4.1%	5.6%	22.5%	27.4%	37.7%	2.7%	3.91
Female	232	0.4%	2.3%	14.3%	29.8%	52.5%	0.8%	4.33
AGE GROUP								
18 to 29	16	12.2%	6.0%	12.9%	35.4%	33.6%	0.0%	3.72
30 to 39	35	0.0%	0.0%	18.2%	16.0%	65.8%	0.0%	4.48
40 to 59	183	1.0%	2.9%	20.9%	27.7%	46.7%	0.9%	4.17
60 years +	165	0.6%	5.0%	17.0%	31.1%	42.9%	3.3%	4.14
ETHNICITY								
Maori	26	0.0%	3.0%	6.4%	20.8%	69.8%	0.0%	4.57
NZ European	346	2.4%	4.1%	18.6%	29.5%	43.4%	1.9%	4.10
Other	52	0.0%	2.2%	14.6%	28.5%	53.9%	0.9%	4.35
DEPENDENT CHILDREN								
Yes	112	0.7%	0.4%	21.8%	27.9%	48.3%	0.9%	4.24
No + Don't know	287	2.6%	5.2%	16.5%	29.0%	44.7%	1.9%	4.10
RATEPAYER								
Yes	374	0.7%	3.5%	18.8%	27.7%	47.9%	1.3%	4.20
No + Don't know	25	13.7%	6.7%	11.3%	36.5%	27.5%	4.4%	3.60
HOME OWNER								
Renting	11	0.0%	0.0%	0.0%	18.1%	66.9%	15.0%	4.79
Own home	370	2.4%	3.5%	18.9%	28.3%	45.6%	1.3%	4.13
Other + Refused	18	0.0%	8.3%	15.7%	36.4%	39.6%	0.0%	4.07
PERSONAL INCOME								
\$15,000 or less	40	14.2%	6.9%	5.3%	23.2%	46.9%	3.4%	3.85
\$15,001-25,000	62	1.6%	4.1%	11.8%	37.6%	41.0%	3.9%	4.17
\$25,001-30,000	27	0.0%	0.0%	15.2%	34.8%	50.0%	0.0%	4.35
\$30,001-40,000	25	0.0%	2.3%	3.6%	18.2%	71.4%	4.5%	4.66
\$40,001-50,000	30	2.1%	0.0%	21.0%	29.5%	47.4%	0.0%	4.20
\$50,001-70,000	41	0.0%	10.7%	17.7%	20.7%	50.9%	0.0%	4.12
More than \$70,000	58	0.0%	4.4%	31.4%	18.2%	46.1%	0.0%	4.06
Income was nil/made loss	8	0.0%	0.0%	21.5%	66.0%	12.5%	0.0%	3.91
HOUSEHOLD INCOME								
\$20,000 or less	23	0.0%	5.5%	26.4%	29.0%	34.7%	4.4%	3.97
\$20,001-30,000	35	3.1%	3.1%	8.4%	39.4%	41.6%	4.4%	4.19
\$30,001-40,000	32	0.0%	5.4%	4.5%	35.0%	51.6%	3.5%	4.38
\$40,001-50,000	22	0.0%	4.8%	20.2%	37.5%	37.5%	0.0%	4.08
\$50,001-70,000	46	0.0%	2.5%	10.7%	28.8%	55.9%	2.0%	4.41
\$70,001-100,000	57	1.3%	3.7%	23.2%	17.7%	51.2%	2.9%	4.17
More than \$100,000	93	0.0%	3.6%	18.6%	27.0%	50.8%	0.0%	4.25

CM2. Satisfaction with council for keeping the public informed and involved in its decision making

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	399	7.4%	13.2%	39.0%	30.9%	5.5%	4.0%	3.15
COMMUNITY BOARD								
Paraparaumu–Raumati	173	10.6%	12.4%	39.6%	29.0%	5.3%	3.2%	3.06
Paekakariki	44	6.4%	6.4%	37.0%	37.2%	7.8%	5.2%	3.35
Otaki	87	0.0%	14.3%	40.1%	35.0%	2.6%	8.1%	3.28
Waikanae	95	5.1%	14.9%	37.2%	32.0%	7.5%	3.3%	3.22
GENDER								
Male	167	8.7%	16.2%	39.4%	28.7%	3.6%	3.4%	3.02
Female	232	6.3%	10.6%	38.6%	32.8%	7.1%	4.6%	3.25
AGE GROUP								
18 to 29	16	17.7%	0.0%	31.7%	39.6%	5.5%	5.5%	3.16
30 to 39	35	0.0%	6.9%	58.6%	19.3%	6.9%	8.3%	3.29
40 to 59	183	9.0%	16.0%	43.6%	25.9%	3.6%	2.0%	2.99
60 years +	165	5.1%	16.3%	31.5%	36.1%	6.8%	4.2%	3.24
ETHNICITY								
Maori	26	4.6%	8.9%	45.9%	31.2%	0.0%	9.5%	3.15
NZ European	346	7.3%	13.7%	39.3%	31.7%	5.0%	2.9%	3.14
Other	52	8.3%	19.5%	33.2%	22.1%	10.3%	6.6%	3.07
DEPENDENT CHILDREN								
Yes	112	10.7%	6.7%	50.4%	23.5%	4.9%	3.9%	3.05
No + Don't know	287	6.1%	15.8%	34.4%	33.9%	5.8%	4.1%	3.18
RATEPAYER								
Yes	374	6.6%	14.2%	40.5%	29.3%	5.0%	4.4%	3.12
No + Don't know	25	13.7%	4.4%	26.4%	44.2%	9.9%	1.5%	3.33
HOME OWNER								
Renting	11	0.0%	6.8%	36.1%	31.7%	20.4%	5.1%	3.69
Own home	370	8.4%	14.7%	39.7%	28.9%	4.7%	3.6%	3.07
Other + Refused	18	0.0%	0.0%	32.8%	50.9%	8.6%	7.7%	3.74
PERSONAL INCOME								
\$15,000 or less	40	18.7%	2.5%	24.6%	43.3%	2.0%	8.9%	3.08
\$15,001-25,000	62	1.6%	20.0%	33.4%	38.9%	5.6%	0.5%	3.27
\$25,001-30,000	27	3.8%	9.7%	41.6%	24.5%	15.9%	4.6%	3.41
\$30,001-40,000	25	4.6%	12.7%	58.0%	23.2%	0.0%	1.4%	3.01
\$40,001-50,000	30	3.3%	21.2%	27.6%	30.9%	0.0%	17.0%	3.04
\$50,001-70,000	41	0.0%	14.0%	51.3%	32.2%	2.4%	0.0%	3.23
More than \$70,000	58	8.4%	17.5%	41.3%	26.4%	4.8%	1.6%	3.02
Income was nil/made loss	8	0.0%	10.2%	62.5%	14.8%	12.5%	0.0%	3.30
HOUSEHOLD INCOME								
\$20,000 or less	23	0.0%	20.9%	24.9%	32.7%	13.1%	8.4%	3.41
\$20,001-30,000	35	6.2%	16.1%	32.5%	29.8%	11.5%	3.9%	3.25
\$30,001-40,000	32	4.3%	16.5%	33.0%	46.1%	0.0%	0.0%	3.21
\$40,001-50,000	22	0.0%	26.9%	31.2%	34.2%	0.0%	7.7%	3.08
\$50,001-70,000	46	3.6%	7.6%	57.6%	29.2%	2.0%	0.0%	3.18
\$70,001-100,000	57	3.0%	16.4%	33.1%	32.4%	4.7%	10.5%	3.22
More than \$100,000	93	6.2%	15.5%	44.1%	30.5%	2.8%	1.0%	3.08

CM3. Satisfaction with how easy it is to participate in decision making that affects the Kāpiti district

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	399	8.5%	19.2%	36.6%	23.1%	3.1%	9.5%	2.92
COMMUNITY BOARD								
Paraparaumu–Raumati	173	10.2%	19.1%	41.7%	20.9%	2.2%	5.9%	2.85
Paekakariki	44	6.5%	21.4%	23.2%	34.9%	4.2%	9.9%	3.10
Otaki	87	5.2%	19.9%	29.6%	18.2%	5.2%	21.9%	2.98
Waikanae	95	7.0%	18.6%	31.6%	29.7%	3.6%	9.5%	3.05
GENDER								
Male	167	11.4%	23.0%	36.7%	17.6%	2.5%	8.8%	2.74
Female	232	6.1%	16.0%	36.6%	27.7%	3.5%	10.1%	3.07
AGE GROUP								
18 to 29	16	12.2%	5.5%	42.8%	21.0%	3.5%	15.0%	2.98
30 to 39	35	0.0%	25.2%	36.9%	23.5%	2.7%	11.7%	3.04
40 to 59	183	11.9%	21.4%	40.9%	19.6%	1.1%	5.2%	2.75
60 years +	165	6.9%	19.6%	31.1%	26.7%	4.8%	11.0%	3.03
ETHNICITY								
Maori	26	9.9%	13.3%	27.5%	26.9%	4.7%	17.8%	3.04
NZ European	346	8.6%	19.2%	38.0%	23.9%	2.0%	8.4%	2.91
Other	52	12.7%	30.0%	22.8%	16.2%	8.1%	10.2%	2.75
DEPENDENT CHILDREN								
Yes	112	10.0%	17.5%	43.0%	20.0%	3.7%	5.9%	2.89
No + Don't know	287	7.9%	19.9%	34.1%	24.3%	2.8%	10.9%	2.94
RATEPAYER								
Yes	374	7.7%	20.6%	36.4%	22.8%	3.4%	9.1%	2.93
No + Don't know	25	15.7%	7.7%	38.4%	25.2%	0.0%	13.0%	2.84
HOME OWNER								
Renting	11	6.8%	8.6%	37.9%	31.1%	0.0%	15.6%	3.11
Own home	370	9.4%	20.5%	36.2%	22.8%	3.0%	8.1%	2.89
Other + Refused	18	0.0%	9.6%	40.5%	23.1%	4.9%	21.9%	3.30
PERSONAL INCOME								
\$15,000 or less	40	14.7%	14.3%	23.5%	26.6%	0.0%	21.0%	2.79
\$15,001-25,000	62	5.4%	18.7%	48.1%	22.7%	1.6%	3.5%	2.96
\$25,001-30,000	27	15.0%	9.7%	27.1%	30.0%	9.9%	8.3%	3.11
\$30,001-40,000	25	4.6%	17.7%	51.1%	22.0%	0.0%	4.5%	2.95
\$40,001-50,000	30	5.5%	19.0%	25.0%	26.9%	0.9%	22.8%	2.98
\$50,001-70,000	41	0.0%	35.3%	40.9%	21.3%	2.4%	0.0%	2.91
More than \$70,000	58	9.6%	24.8%	43.0%	12.5%	5.5%	4.6%	2.79
Income was nil/made loss	8	0.0%	26.7%	46.0%	14.8%	12.5%	0.0%	3.13
HOUSEHOLD INCOME								
\$20,000 or less	23	5.5%	17.2%	29.4%	26.3%	2.2%	19.4%	3.03
\$20,001-30,000	35	13.7%	14.2%	34.2%	27.5%	4.6%	5.8%	2.95
\$30,001-40,000	32	4.3%	22.0%	43.0%	23.8%	0.0%	6.9%	2.93
\$40,001-50,000	22	4.8%	25.7%	33.3%	24.3%	0.0%	11.9%	2.88
\$50,001-70,000	46	3.3%	33.1%	34.8%	25.2%	2.0%	1.6%	2.89
\$70,001-100,000	57	4.8%	22.7%	34.9%	27.2%	2.6%	7.8%	3.00
More than \$100,000	93	6.4%	19.6%	49.6%	16.8%	2.1%	5.4%	2.88

RS1. Made a request for service or complaint about a Council service during the past 12 months

	n=	Yes	No
Total Sample	399	28.5%	71.5%
COMMUNITY BOARD			
Paraparaumu–Raumati	173	27.8%	72.2%
Paekakariki	44	34.1%	65.9%
Otaki	87	25.6%	74.4%
Waikanae	95	31.4%	68.6%
GENDER			
Male	167	32.3%	67.7%
Female	232	25.4%	74.6%
AGE GROUP			
18 to 29	16	12.2%	87.8%
30 to 39	35	34.9%	65.1%
40 to 59	183	33.9%	66.1%
60 years +	165	26.8%	73.2%
ETHNICITY			
Maori	26	9.1%	90.9%
NZ European	346	29.2%	70.8%
Other	52	34.3%	65.7%
DEPENDENT CHILDREN			
Yes	112	23.4%	76.6%
No + Don't know	287	30.6%	69.4%
RATEPAYER			
Yes	374	29.6%	70.4%
No + Don't know	25	19.6%	80.4%
HOME OWNER			
Renting	11	25.4%	74.6%
Own home	370	29.3%	70.7%
Other + Refused	18	21.7%	78.3%
PERSONAL INCOME			
\$15,000 or less	40	14.7%	85.3%
\$15,001-25,000	62	34.7%	65.3%
\$25,001-30,000	27	28.3%	71.7%
\$30,001-40,000	25	33.2%	66.8%
\$40,001-50,000	30	28.7%	71.3%
\$50,001-70,000	41	39.2%	60.8%
More than \$70,000	58	47.7%	52.3%
Income was nil/or made a loss	8	12.5%	87.5%
HOUSEHOLD INCOME			
\$20,000 or less	23	35.1%	64.9%
\$20,001-30,000	35	32.2%	67.8%
\$30,001-40,000	32	20.8%	79.2%
\$40,001-50,000	22	32.7%	67.3%
\$50,001-70,000	46	30.1%	69.9%
\$70,001-100,000	57	34.0%	66.0%
More than \$100,000	93	43.0%	57.0%

RS5. Satisfaction with how easy it was to get hold of someone who could assist

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	119	11.4%	5.8%	21.9%	24.3%	36.6%	0.0%	3.69
COMMUNITY BOARD								
Paraparaumu–Raumati	48	13.1%	7.4%	22.4%	24.8%	32.3%	0.0%	3.56
Paekakariki	15	0.0%	20.2%	6.3%	17.9%	55.7%	0.0%	4.09
Otaki	26	10.8%	7.0%	27.6%	28.0%	26.6%	0.0%	3.53
Waikanae	30	9.9%	0.0%	20.0%	22.4%	47.6%	0.0%	3.98
GENDER								
Male	53	16.0%	5.7%	18.9%	31.9%	27.5%	0.0%	3.49
Female	66	6.6%	5.9%	25.0%	16.2%	46.2%	0.0%	3.90
AGE GROUP								
18 to 29	1	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	3.00
30 to 39	12	37.9%	2.0%	16.7%	0.0%	43.4%	0.0%	3.09
40 to 59	61	11.0%	4.1%	17.0%	37.7%	30.2%	0.0%	3.72
60 years +	45	3.8%	9.8%	18.7%	21.6%	46.1%	0.0%	3.97
ETHNICITY								
Maori	3	50.6%	0.0%	0.0%	49.4%	0.0%	0.0%	2.48
NZ European	103	11.1%	6.2%	23.0%	25.0%	34.6%	0.0%	3.66
Other	20	11.3%	2.0%	21.3%	13.0%	52.4%	0.0%	3.93
DEPENDENT CHILDREN								
Yes	29	16.4%	5.0%	10.0%	35.5%	33.1%	0.0%	3.64
No + Don't know	90	9.9%	6.0%	25.5%	20.9%	37.6%	0.0%	3.70
RATEPAYER								
Yes	115	11.7%	6.2%	18.1%	26.3%	37.7%	0.0%	3.72
No + Don't know	4	7.4%	0.0%	69.9%	0.0%	22.6%	0.0%	3.30
HOME OWNER								
Renting	3	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	5.00
Own home	113	12.0%	6.4%	18.5%	26.8%	36.3%	0.0%	3.69
Other + Refused	3	8.3%	0.0%	78.2%	0.0%	13.5%	0.0%	3.10
PERSONAL INCOME								
\$15,000 or less	7	0.0%	8.5%	48.8%	0.0%	42.7%	0.0%	3.77
\$15,001-25,000	17	0.0%	9.0%	39.6%	3.7%	47.7%	0.0%	3.90
\$25,001-30,000	8	34.9%	0.0%	0.0%	25.7%	39.4%	0.0%	3.35
\$30,001-40,000	12	8.4%	0.0%	6.8%	35.2%	49.6%	0.0%	4.18
\$40,001-50,000	11	0.0%	2.4%	0.0%	36.8%	60.8%	0.0%	4.56
\$50,001-70,000	13	33.6%	0.0%	15.8%	35.1%	15.4%	0.0%	2.99
More than \$70,000	26	5.2%	6.6%	23.1%	34.4%	30.6%	0.0%	3.79
Income was nil/made loss	1	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	5.00
HOUSEHOLD INCOME								
\$20,000 or less	7	0.0%	0.0%	37.6%	0.0%	62.4%	0.0%	4.25
\$20,001-30,000	11	9.8%	9.6%	12.0%	18.7%	49.9%	0.0%	3.89
\$30,001-40,000	8	10.2%	13.6%	8.4%	0.0%	67.8%	0.0%	4.02
\$40,001-50,000	8	0.0%	8.9%	33.1%	22.0%	36.0%	0.0%	3.85
\$50,001-70,000	11	46.8%	6.7%	1.7%	15.0%	29.8%	0.0%	2.74
\$70,001-100,000	22	3.0%	0.0%	13.5%	42.4%	41.1%	0.0%	4.19
More than \$100,000	36	3.5%	5.1%	30.7%	31.2%	29.5%	0.0%	3.78

RS5. Satisfaction with how long it took them to deal with the matter

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	119	23.8%	16.2%	11.2%	20.4%	27.2%	1.1%	3.11
COMMUNITY BOARD								
Paraparaumu–Raumati	48	27.6%	21.0%	7.2%	14.6%	29.6%	0.0%	2.98
Paekakariki	15	4.9%	15.3%	0.0%	45.5%	34.3%	0.0%	3.89
Otaki	26	20.3%	10.1%	25.8%	14.0%	22.1%	7.7%	3.08
Waikanae	30	20.6%	10.0%	13.3%	32.1%	24.0%	0.0%	3.29
GENDER								
Male	53	23.8%	19.6%	7.5%	27.3%	21.7%	0.0%	3.04
Female	66	23.9%	12.6%	15.2%	13.1%	33.0%	2.3%	3.19
AGE GROUP								
18 to 29	1	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	2.00
30 to 39	12	37.9%	9.9%	16.7%	2.0%	29.6%	3.9%	2.75
40 to 59	61	24.1%	13.5%	10.7%	20.4%	31.4%	0.0%	3.21
60 years +	45	21.6%	10.3%	11.4%	30.0%	25.3%	1.4%	3.27
ETHNICITY								
Maori	3	66.4%	0.0%	0.0%	33.6%	0.0%	0.0%	2.01
NZ European	103	23.4%	18.1%	11.0%	21.1%	25.2%	1.2%	3.07
Other	20	21.7%	9.9%	11.0%	20.9%	36.6%	0.0%	3.41
DEPENDENT CHILDREN								
Yes	29	30.0%	1.2%	10.0%	10.5%	48.3%	0.0%	3.46
No + Don't know	90	21.9%	20.8%	11.6%	23.5%	20.7%	1.4%	3.00
RATEPAYER								
Yes	115	25.1%	12.0%	12.1%	22.0%	27.5%	1.2%	3.15
No + Don't know	4	7.4%	69.9%	0.0%	0.0%	22.6%	0.0%	2.60
HOME OWNER								
Renting	3	40.2%	0.0%	0.0%	0.0%	59.8%	0.0%	3.39
Own home	113	24.5%	12.2%	12.4%	22.5%	27.2%	1.2%	3.16
Other + Refused	3	8.3%	78.2%	0.0%	0.0%	13.5%	0.0%	2.32
PERSONAL INCOME								
\$15,000 or less	7	6.6%	29.5%	21.1%	21.1%	21.6%	0.0%	3.21
\$15,001-25,000	17	27.6%	28.2%	8.1%	0.0%	36.1%	0.0%	2.89
\$25,001-30,000	8	34.9%	0.0%	0.0%	22.2%	42.9%	0.0%	3.38
\$30,001-40,000	12	15.2%	8.4%	0.0%	36.9%	39.5%	0.0%	3.77
\$40,001-50,000	11	17.8%	11.6%	0.0%	29.0%	41.6%	0.0%	3.65
\$50,001-70,000	13	33.6%	10.6%	14.2%	33.9%	0.0%	7.7%	2.52
More than \$70,000	26	10.6%	22.3%	19.6%	15.8%	31.8%	0.0%	3.36
Income was nil/made loss	1	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	5.00
HOUSEHOLD INCOME								
\$20,000 or less	7	46.9%	0.0%	21.9%	15.7%	15.5%	0.0%	2.53
\$20,001-30,000	11	19.4%	12.0%	0.0%	16.2%	52.5%	0.0%	3.70
\$30,001-40,000	8	18.6%	13.6%	20.9%	0.0%	47.0%	0.0%	3.43
\$40,001-50,000	8	49.4%	0.0%	0.0%	14.5%	36.0%	0.0%	2.88
\$50,001-70,000	11	53.5%	6.6%	0.0%	12.2%	27.7%	0.0%	2.54
\$70,001-100,000	22	10.0%	26.8%	6.1%	19.9%	33.5%	3.7%	3.42
More than \$100,000	36	8.7%	26.6%	14.4%	27.5%	21.1%	1.7%	3.26

RS5. Satisfaction with how responsive staff were to request

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	119	14.9%	7.8%	18.4%	22.1%	36.7%	0.0%	3.58
COMMUNITY BOARD								
Paraparaumu–Raumati	48	16.2%	6.4%	24.4%	20.7%	32.3%	0.0%	3.47
Paekakariki	15	4.9%	7.7%	12.7%	26.6%	48.1%	0.0%	4.05
Otaki	26	14.7%	15.8%	10.8%	29.0%	29.7%	0.0%	3.43
Waikanae	30	14.0%	6.5%	11.4%	20.5%	47.5%	0.0%	3.81
GENDER								
Male	53	18.1%	4.9%	19.1%	27.8%	30.0%	0.0%	3.47
Female	66	11.6%	10.9%	17.8%	15.9%	43.8%	0.0%	3.70
AGE GROUP								
18 to 29	1	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	3.00
30 to 39	12	34.0%	11.8%	2.0%	18.7%	33.5%	0.0%	3.06
40 to 59	61	11.9%	9.6%	16.5%	24.4%	37.6%	0.0%	3.66
60 years +	45	13.4%	5.4%	15.7%	23.7%	41.8%	0.0%	3.75
ETHNICITY								
Maori	3	0.0%	15.8%	50.6%	33.6%	0.0%	0.0%	3.18
NZ European	103	13.9%	8.3%	18.6%	24.0%	35.1%	0.0%	3.58
Other	20	19.2%	2.5%	22.2%	12.6%	43.5%	0.0%	3.59
DEPENDENT CHILDREN								
Yes	29	14.0%	4.3%	7.5%	32.5%	41.7%	0.0%	3.84
No + Don't know	90	15.2%	8.9%	21.8%	18.9%	35.2%	0.0%	3.50
RATEPAYER								
Yes	115	16.1%	7.8%	14.4%	23.8%	37.8%	0.0%	3.59
No + Don't know	4	0.0%	7.4%	69.9%	0.0%	22.6%	0.0%	3.38
HOME OWNER								
Renting	3	40.2%	0.0%	0.0%	0.0%	59.8%	0.0%	3.39
Own home	113	15.3%	8.0%	14.7%	24.4%	37.7%	0.0%	3.61
Other + Refused	3	0.0%	8.3%	78.2%	0.0%	13.5%	0.0%	3.19
PERSONAL INCOME								
\$15,000 or less	7	21.1%	15.1%	0.0%	21.1%	42.7%	0.0%	3.49
\$15,001-25,000	17	13.3%	1.5%	29.0%	14.3%	41.9%	0.0%	3.70
\$25,001-30,000	8	13.4%	0.0%	21.5%	38.7%	26.4%	0.0%	3.65
\$30,001-40,000	12	8.4%	6.8%	8.4%	32.6%	43.8%	0.0%	3.97
\$40,001-50,000	11	2.4%	17.7%	0.0%	0.0%	80.0%	0.0%	4.37
\$50,001-70,000	13	33.6%	0.0%	26.0%	30.3%	10.1%	0.0%	2.83
More than \$70,000	26	7.9%	16.4%	10.9%	26.4%	38.3%	0.0%	3.71
Income was nil/made loss	1	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	5.00
HOUSEHOLD INCOME								
\$20,000 or less	7	31.2%	0.0%	6.2%	15.7%	47.0%	0.0%	3.47
\$20,001-30,000	11	21.8%	9.6%	0.0%	28.2%	40.4%	0.0%	3.56
\$30,001-40,000	8	10.2%	22.0%	0.0%	20.9%	47.0%	0.0%	3.72
\$40,001-50,000	8	8.9%	7.5%	18.2%	29.4%	36.0%	0.0%	3.76
\$50,001-70,000	11	42.5%	6.6%	11.0%	10.0%	29.8%	0.0%	2.78
\$70,001-100,000	22	10.6%	7.4%	14.8%	28.6%	38.5%	0.0%	3.77
More than \$100,000	36	2.3%	8.7%	26.6%	25.4%	37.0%	0.0%	3.86

RS5. Satisfaction with how helpful the person was

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	119	13.5%	5.8%	16.9%	22.7%	41.2%	0.0%	3.72
COMMUNITY BOARD								
Paraparaumu–Raumati	48	12.5%	8.8%	20.2%	20.7%	37.8%	0.0%	3.63
Paekakariki	15	4.9%	15.3%	0.0%	19.0%	60.9%	0.0%	4.16
Otaki	26	18.5%	3.1%	28.3%	13.3%	36.7%	0.0%	3.46
Waikanae	30	14.0%	0.0%	6.5%	31.9%	47.6%	0.0%	3.99
GENDER								
Male	53	12.5%	5.4%	22.2%	22.9%	37.1%	0.0%	3.67
Female	66	14.6%	6.3%	11.1%	22.4%	45.6%	0.0%	3.78
AGE GROUP								
18 to 29	1	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	3.00
30 to 39	12	37.9%	9.9%	16.7%	2.0%	33.5%	0.0%	2.83
40 to 59	61	11.4%	7.6%	15.2%	20.7%	45.1%	0.0%	3.81
60 years +	45	8.7%	3.1%	7.6%	35.5%	45.1%	0.0%	4.05
ETHNICITY								
Maori	3	0.0%	0.0%	66.4%	33.6%	0.0%	0.0%	3.34
NZ European	103	13.2%	6.6%	17.6%	21.3%	41.2%	0.0%	3.71
Other	20	12.9%	0.0%	8.8%	41.3%	36.9%	0.0%	3.89
DEPENDENT CHILDREN								
Yes	29	7.7%	9.8%	18.2%	13.0%	51.3%	0.0%	3.90
No + Don't know	90	15.3%	4.6%	16.5%	25.6%	38.1%	0.0%	3.67
RATEPAYER								
Yes	115	14.0%	6.3%	12.7%	24.5%	42.6%	0.0%	3.76
No + Don't know	4	7.4%	0.0%	69.9%	0.0%	22.6%	0.0%	3.30
HOME OWNER								
Renting	3	40.2%	0.0%	0.0%	0.0%	59.8%	0.0%	3.39
Own home	113	13.0%	6.4%	12.9%	25.0%	42.6%	0.0%	3.78
Other + Refused	3	8.3%	0.0%	78.2%	0.0%	13.5%	0.0%	3.10
PERSONAL INCOME								
\$15,000 or less	7	21.1%	8.5%	6.6%	0.0%	63.8%	0.0%	3.77
\$15,001-25,000	17	8.6%	10.9%	26.7%	17.6%	36.2%	0.0%	3.62
\$25,001-30,000	8	13.4%	0.0%	21.5%	32.2%	32.8%	0.0%	3.71
\$30,001-40,000	12	8.4%	4.3%	6.8%	25.3%	55.3%	0.0%	4.15
\$40,001-50,000	11	2.4%	0.0%	17.7%	0.0%	80.0%	0.0%	4.55
\$50,001-70,000	13	33.6%	0.0%	6.5%	49.8%	10.1%	0.0%	3.03
More than \$70,000	26	6.9%	14.1%	18.7%	10.1%	50.2%	0.0%	3.83
Income was nil/made loss	1	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	5.00
HOUSEHOLD INCOME								
\$20,000 or less	7	31.2%	0.0%	0.0%	37.4%	31.4%	0.0%	3.38
\$20,001-30,000	11	21.8%	0.0%	0.0%	33.1%	45.1%	0.0%	3.80
\$30,001-40,000	8	10.2%	13.6%	8.4%	0.0%	67.8%	0.0%	4.02
\$40,001-50,000	8	8.9%	14.9%	7.5%	32.7%	36.0%	0.0%	3.72
\$50,001-70,000	11	35.8%	6.7%	17.7%	10.0%	29.8%	0.0%	2.91
\$70,001-100,000	22	3.0%	14.5%	2.4%	34.6%	45.5%	0.0%	4.05
More than \$100,000	36	5.2%	3.5%	33.3%	13.9%	44.1%	0.0%	3.88

RS5. Satisfaction with how well they understood issue or enquiry

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	119	8.5%	2.0%	19.9%	23.6%	45.9%	0.0%	3.96
COMMUNITY BOARD								
Paraparaumu–Raumati	48	5.8%	2.1%	25.3%	20.3%	46.5%	0.0%	4.00
Paekakariki	15	4.9%	0.0%	11.4%	12.7%	71.0%	0.0%	4.45
Otaki	26	10.8%	6.3%	19.4%	24.3%	39.2%	0.0%	3.75
Waikanae	30	13.2%	0.0%	10.6%	31.4%	44.8%	0.0%	3.95
GENDER								
Male	53	3.9%	2.2%	23.2%	23.8%	46.9%	0.0%	4.08
Female	66	13.4%	1.9%	16.5%	23.4%	44.8%	0.0%	3.84
AGE GROUP								
18 to 29	1	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	3.00
30 to 39	12	11.8%	0.0%	16.7%	2.0%	69.5%	0.0%	4.17
40 to 59	61	10.1%	4.8%	18.2%	22.7%	44.2%	0.0%	3.86
60 years +	45	6.7%	0.0%	12.2%	35.8%	45.3%	0.0%	4.13
ETHNICITY								
Maori	3	0.0%	0.0%	50.6%	33.6%	15.8%	0.0%	3.65
NZ European	103	8.8%	2.3%	20.9%	21.7%	46.3%	0.0%	3.94
Other	20	5.1%	0.0%	18.6%	38.2%	38.1%	0.0%	4.04
DEPENDENT CHILDREN								
Yes	29	5.4%	4.8%	16.2%	8.9%	64.7%	0.0%	4.23
No + Don't know	90	9.5%	1.2%	21.1%	28.2%	40.1%	0.0%	3.88
RATEPAYER								
Yes	115	8.6%	2.2%	16.0%	25.5%	47.7%	0.0%	4.02
No + Don't know	4	7.4%	0.0%	69.9%	0.0%	22.6%	0.0%	3.30
HOME OWNER								
Renting	3	40.2%	0.0%	0.0%	0.0%	59.8%	0.0%	3.39
Own home	113	7.5%	2.2%	16.3%	26.1%	47.8%	0.0%	4.04
Other + Refused	3	8.3%	0.0%	78.2%	0.0%	13.5%	0.0%	3.10
PERSONAL INCOME								
\$15,000 or less	7	21.1%	8.5%	21.1%	0.0%	49.4%	0.0%	3.48
\$15,001-25,000	17	2.9%	0.0%	33.7%	22.0%	41.4%	0.0%	3.99
\$25,001-30,000	8	13.4%	0.0%	21.5%	42.1%	22.9%	0.0%	3.61
\$30,001-40,000	12	0.0%	6.8%	0.0%	25.3%	67.9%	0.0%	4.54
\$40,001-50,000	11	14.0%	0.0%	0.0%	0.0%	86.0%	0.0%	4.44
\$50,001-70,000	13	0.0%	0.0%	19.8%	36.5%	43.7%	0.0%	4.24
More than \$70,000	26	9.5%	5.3%	18.7%	22.8%	43.7%	0.0%	3.86
Income was nil/made loss	1	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	5.00
HOUSEHOLD INCOME								
\$20,000 or less	7	15.6%	0.0%	6.2%	46.8%	31.4%	0.0%	3.78
\$20,001-30,000	11	21.8%	0.0%	0.0%	21.1%	57.2%	0.0%	3.92
\$30,001-40,000	8	0.0%	16.7%	20.9%	0.0%	62.4%	0.0%	4.08
\$40,001-50,000	8	8.9%	0.0%	14.9%	32.7%	43.5%	0.0%	4.02
\$50,001-70,000	11	6.6%	0.0%	12.8%	21.8%	58.8%	0.0%	4.26
\$70,001-100,000	22	3.0%	7.6%	11.2%	28.5%	49.7%	0.0%	4.14
More than \$100,000	36	7.0%	0.0%	31.9%	19.2%	42.0%	0.0%	3.89

RS5. Satisfaction with the information that were provided

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	119	14.6%	8.3%	16.2%	23.6%	31.8%	5.4%	3.53
COMMUNITY BOARD								
Paraparaumu–Raumati	48	17.6%	6.4%	18.9%	22.5%	30.5%	4.1%	3.44
Paekakariki	15	4.9%	7.7%	6.3%	33.1%	34.3%	13.8%	3.98
Otaki	26	7.0%	14.0%	27.1%	10.9%	35.4%	5.7%	3.57
Waikanae	30	14.0%	9.2%	6.5%	31.3%	32.3%	6.8%	3.63
GENDER								
Male	53	18.5%	2.5%	23.1%	23.9%	28.0%	4.1%	3.42
Female	66	10.4%	14.5%	8.9%	23.3%	36.0%	6.9%	3.64
AGE GROUP								
18 to 29	1	0.0%	0.0%	100.0%	0.0%	0.0%	0.0%	3.00
30 to 39	12	37.9%	0.0%	16.7%	11.9%	25.6%	7.9%	2.86
40 to 59	61	12.3%	15.0%	10.1%	23.4%	32.9%	6.3%	3.53
60 years +	45	10.5%	5.1%	11.6%	31.3%	37.3%	4.2%	3.83
ETHNICITY								
Maori	3	0.0%	0.0%	50.6%	33.6%	0.0%	15.8%	3.40
NZ European	103	14.5%	9.4%	16.9%	22.7%	31.7%	4.8%	3.50
Other	20	12.9%	0.0%	9.4%	39.6%	28.7%	9.4%	3.79
DEPENDENT CHILDREN								
Yes	29	14.0%	2.4%	16.2%	13.0%	42.9%	11.5%	3.77
No + Don't know	90	14.8%	10.2%	16.2%	26.9%	28.4%	3.5%	3.46
RATEPAYER								
Yes	115	15.2%	9.0%	11.9%	25.5%	33.8%	4.6%	3.56
No + Don't know	4	7.4%	0.0%	69.9%	0.0%	7.5%	15.1%	3.00
HOME OWNER								
Renting	3	40.2%	0.0%	0.0%	0.0%	19.9%	39.9%	2.32
Own home	113	14.3%	9.2%	12.2%	26.1%	33.5%	4.8%	3.58
Other + Refused	3	8.3%	0.0%	78.2%	0.0%	13.5%	0.0%	3.10
PERSONAL INCOME								
\$15,000 or less	7	21.1%	8.5%	0.0%	21.1%	42.7%	6.6%	3.60
\$15,001-25,000	17	10.4%	4.3%	39.6%	9.5%	30.4%	5.8%	3.48
\$25,001-30,000	8	13.4%	0.0%	21.5%	15.7%	32.8%	16.5%	3.65
\$30,001-40,000	12	0.0%	6.8%	8.4%	28.3%	52.2%	4.3%	4.31
\$40,001-50,000	11	14.0%	9.4%	0.0%	9.8%	51.1%	15.8%	3.89
\$50,001-70,000	13	38.9%	12.9%	5.5%	32.6%	10.1%	0.0%	2.62
More than \$70,000	26	5.3%	13.8%	15.3%	29.7%	35.9%	0.0%	3.77
Income was nil/made loss	1	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	5.00
HOUSEHOLD INCOME								
\$20,000 or less	7	31.2%	0.0%	21.9%	15.5%	31.4%	0.0%	3.16
\$20,001-30,000	11	21.8%	0.0%	0.0%	11.5%	42.9%	23.9%	3.71
\$30,001-40,000	8	0.0%	22.0%	0.0%	20.9%	57.2%	0.0%	4.13
\$40,001-50,000	8	0.0%	8.9%	14.9%	32.7%	36.0%	7.5%	4.04
\$50,001-70,000	11	49.2%	0.0%	12.8%	8.3%	19.3%	10.5%	2.43
\$70,001-100,000	22	15.7%	11.2%	7.4%	23.0%	35.4%	7.4%	3.55
More than \$100,000	36	0.6%	12.1%	26.7%	29.7%	31.0%	0.0%	3.78

RS5. Satisfaction with the outcome achieved as a result of contact

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	119	29.0%	13.0%	8.2%	15.4%	33.2%	1.2%	3.11
COMMUNITY BOARD								
Paraparaumu–Raumati	48	31.4%	16.1%	5.4%	14.4%	32.6%	0.0%	3.01
Paekakariki	15	20.1%	7.7%	6.3%	12.7%	45.6%	7.7%	3.61
Otaki	26	25.6%	7.0%	29.6%	6.3%	25.2%	6.3%	2.98
Waikanae	30	27.3%	10.5%	2.7%	22.6%	36.9%	0.0%	3.31
GENDER								
Male	53	28.5%	16.6%	6.8%	17.6%	30.5%	0.0%	3.05
Female	66	29.6%	9.1%	9.6%	13.1%	36.1%	2.4%	3.18
AGE GROUP								
18 to 29	1	0.0%	100.0%	0.0%	0.0%	0.0%	0.0%	2.00
30 to 39	12	41.9%	7.9%	16.7%	2.0%	27.6%	3.9%	2.64
40 to 59	61	37.1%	5.0%	7.4%	18.8%	30.9%	0.8%	3.01
60 years +	45	19.2%	12.1%	7.0%	18.7%	42.3%	0.7%	3.53
ETHNICITY								
Maori	3	66.4%	0.0%	0.0%	33.6%	0.0%	0.0%	2.01
NZ European	103	30.0%	13.5%	8.4%	15.6%	31.2%	1.3%	3.05
Other	20	21.2%	7.9%	5.6%	19.5%	43.3%	2.5%	3.57
DEPENDENT CHILDREN								
Yes	29	34.9%	3.8%	11.5%	4.8%	45.0%	0.0%	3.21
No + Don't know	90	27.2%	15.8%	7.1%	18.7%	29.6%	1.5%	3.08
RATEPAYER								
Yes	115	30.7%	8.5%	8.8%	16.7%	34.1%	1.3%	3.15
No + Don't know	4	7.4%	69.9%	0.0%	0.0%	22.6%	0.0%	2.60
HOME OWNER								
Renting	3	40.2%	0.0%	0.0%	0.0%	59.8%	0.0%	3.39
Own home	113	30.2%	8.7%	9.0%	17.0%	33.8%	1.3%	3.16
Other + Refused	3	8.3%	78.2%	0.0%	0.0%	13.5%	0.0%	2.32
PERSONAL INCOME								
\$15,000 or less	7	42.2%	0.0%	0.0%	8.5%	42.7%	6.6%	3.10
\$15,001-25,000	17	12.4%	37.6%	2.3%	11.7%	36.1%	0.0%	3.22
\$25,001-30,000	8	47.9%	0.0%	0.0%	2.8%	49.3%	0.0%	3.06
\$30,001-40,000	12	30.9%	8.4%	0.0%	16.9%	43.8%	0.0%	3.34
\$40,001-50,000	11	17.8%	11.6%	0.0%	9.7%	60.9%	0.0%	3.84
\$50,001-70,000	13	45.3%	7.8%	12.0%	18.5%	12.6%	3.8%	2.43
More than \$70,000	26	25.7%	5.2%	20.5%	21.8%	25.5%	1.3%	3.16
Income was nil/made loss	1	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	5.00
HOUSEHOLD INCOME								
\$20,000 or less	7	31.2%	0.0%	6.2%	15.7%	47.0%	0.0%	3.47
\$20,001-30,000	11	40.8%	0.0%	0.0%	2.0%	57.2%	0.0%	3.35
\$30,001-40,000	8	39.4%	5.3%	0.0%	29.2%	26.1%	0.0%	2.97
\$40,001-50,000	8	34.6%	14.9%	0.0%	14.5%	36.0%	0.0%	3.03
\$50,001-70,000	11	46.8%	13.4%	1.7%	8.3%	29.8%	0.0%	2.61
\$70,001-100,000	22	30.7%	6.7%	8.7%	10.0%	39.6%	4.3%	3.22
More than \$100,000	36	16.5%	19.9%	14.4%	23.0%	24.6%	1.7%	3.20

RS5. Overall satisfaction with Council for how well they handled enquiry

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	119	21.3%	9.1%	16.0%	23.5%	30.1%	0.0%	3.32
COMMUNITY BOARD								
Paraparaumu–Raumati	48	26.7%	7.1%	8.5%	27.5%	30.3%	0.0%	3.28
Paekakariki	15	4.9%	15.3%	21.5%	16.3%	42.0%	0.0%	3.75
Otaki	26	17.2%	14.0%	29.6%	13.4%	25.8%	0.0%	3.17
Waikanae	30	14.8%	9.8%	23.2%	21.8%	30.5%	0.0%	3.43
GENDER								
Male	53	23.2%	6.2%	13.9%	31.4%	25.3%	0.0%	3.29
Female	66	19.1%	12.2%	18.3%	15.1%	35.3%	0.0%	3.35
AGE GROUP								
18 to 29	1	0.0%	0.0%	0.0%	100.0%	0.0%	0.0%	4.00
30 to 39	12	37.9%	9.9%	18.7%	0.0%	33.5%	0.0%	2.81
40 to 59	61	26.2%	6.0%	19.1%	17.7%	31.1%	0.0%	3.22
60 years +	45	12.6%	13.5%	13.8%	28.3%	31.8%	0.0%	3.53
ETHNICITY								
Maori	3	66.4%	0.0%	0.0%	33.6%	0.0%	0.0%	2.01
NZ European	103	21.5%	9.3%	16.1%	24.6%	28.5%	0.0%	3.29
Other	20	12.9%	8.8%	27.1%	14.6%	36.6%	0.0%	3.53
DEPENDENT CHILDREN								
Yes	29	30.0%	3.6%	15.1%	4.8%	46.5%	0.0%	3.34
No + Don't know	90	18.6%	10.8%	16.3%	29.2%	25.1%	0.0%	3.31
RATEPAYER								
Yes	115	22.4%	9.8%	17.3%	19.8%	30.7%	0.0%	3.27
No + Don't know	4	7.4%	0.0%	0.0%	69.9%	22.6%	0.0%	4.00
HOME OWNER								
Renting	3	40.2%	0.0%	0.0%	0.0%	59.8%	0.0%	3.39
Own home	113	21.6%	10.0%	17.7%	20.3%	30.4%	0.0%	3.28
Other + Refused	3	8.3%	0.0%	0.0%	78.2%	13.5%	0.0%	3.89
PERSONAL INCOME								
\$15,000 or less	7	21.1%	6.6%	8.5%	42.2%	21.6%	0.0%	3.37
\$15,001-25,000	17	18.9%	4.3%	2.3%	38.3%	36.1%	0.0%	3.68
\$25,001-30,000	8	34.9%	0.0%	13.0%	19.3%	32.8%	0.0%	3.15
\$30,001-40,000	12	15.2%	12.6%	0.0%	28.3%	43.8%	0.0%	3.73
\$40,001-50,000	11	8.4%	11.6%	9.4%	9.7%	60.9%	0.0%	4.03
\$50,001-70,000	13	38.9%	0.0%	22.3%	28.7%	10.1%	0.0%	2.71
More than \$70,000	26	14.1%	15.5%	26.8%	14.0%	29.7%	0.0%	3.30
Income was nil/made loss	1	0.0%	0.0%	0.0%	0.0%	100.0%	0.0%	5.00
HOUSEHOLD INCOME								
\$20,000 or less	7	31.2%	0.0%	6.2%	31.4%	31.3%	0.0%	3.32
\$20,001-30,000	11	21.8%	9.6%	9.5%	14.1%	45.1%	0.0%	3.51
\$30,001-40,000	8	18.6%	5.3%	8.4%	41.7%	26.1%	0.0%	3.52
\$40,001-50,000	8	40.5%	8.9%	0.0%	14.5%	36.0%	0.0%	2.97
\$50,001-70,000	11	53.5%	6.6%	1.7%	8.3%	29.8%	0.0%	2.54
\$70,001-100,000	22	20.7%	8.0%	13.0%	24.8%	33.5%	0.0%	3.42
More than \$100,000	36	6.4%	10.5%	21.4%	32.8%	28.9%	0.0%	3.67

VM1. Overall satisfaction with value for the money

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	398	7.4%	9.7%	29.5%	42.2%	8.7%	2.5%	3.36
COMMUNITY BOARD								
Paraparaumu–Raumati	173	10.7%	8.5%	29.4%	42.0%	8.2%	1.1%	3.29
Paekakariki	44	4.3%	10.3%	34.4%	42.0%	4.7%	4.3%	3.34
Otaki	87	6.2%	8.0%	21.4%	41.7%	11.8%	10.9%	3.50
Waikanae	94	1.0%	13.6%	34.3%	42.7%	8.4%	0.0%	3.44
GENDER								
Male	167	12.3%	11.0%	29.2%	38.5%	5.4%	3.6%	3.14
Female	231	3.3%	8.7%	29.7%	45.2%	11.4%	1.6%	3.54
AGE GROUP								
18 to 29	16	12.2%	5.5%	5.5%	49.0%	21.8%	6.0%	3.67
30 to 39	35	12.6%	1.4%	31.7%	34.4%	10.3%	9.6%	3.32
40 to 59	182	7.2%	14.2%	36.3%	36.2%	6.0%	0.2%	3.20
60 years +	165	4.8%	9.4%	30.0%	47.5%	6.7%	1.6%	3.43
ETHNICITY								
Maori	26	10.6%	6.6%	17.8%	41.3%	14.2%	9.5%	3.46
NZ European	345	7.8%	10.0%	30.9%	41.6%	7.8%	1.9%	3.32
Other	52	1.1%	14.7%	27.9%	43.4%	12.9%	0.0%	3.52
DEPENDENT CHILDREN								
Yes	111	6.3%	9.6%	34.0%	37.5%	8.5%	4.1%	3.34
No + Don't know	287	7.9%	9.8%	27.7%	44.0%	8.8%	1.9%	3.37
RATEPAYER								
Yes	373	6.7%	9.9%	32.3%	42.2%	7.2%	1.8%	3.34
No + Don't know	25	13.7%	8.2%	6.1%	42.1%	21.0%	8.9%	3.53
HOME OWNER								
Renting	11	0.0%	6.8%	0.0%	60.2%	30.5%	2.6%	4.17
Own home	369	8.4%	10.0%	33.3%	39.8%	6.7%	1.8%	3.27
Other + Refused	18	0.0%	7.7%	0.9%	59.9%	21.3%	10.1%	4.05
PERSONAL INCOME								
\$15,000 or less	40	14.2%	6.4%	14.2%	53.3%	5.0%	6.9%	3.31
\$15,001-25,000	61	8.6%	9.8%	24.2%	46.0%	11.4%	0.0%	3.42
\$25,001-30,000	27	9.9%	13.4%	25.0%	36.4%	9.9%	5.4%	3.24
\$30,001-40,000	25	2.8%	15.4%	44.8%	34.5%	1.2%	1.4%	3.16
\$40,001-50,000	30	3.8%	8.9%	22.3%	51.4%	2.1%	11.5%	3.44
\$50,001-70,000	41	13.2%	9.4%	36.7%	40.7%	0.0%	0.0%	3.05
More than \$70,000	58	5.9%	18.0%	34.4%	31.5%	10.3%	0.0%	3.22
Income was nil/made loss	8	0.0%	0.0%	41.5%	45.9%	12.5%	0.0%	3.71
HOUSEHOLD INCOME								
\$20,000 or less	23	7.7%	17.2%	14.3%	38.9%	22.0%	0.0%	3.50
\$20,001-30,000	35	6.2%	14.2%	30.0%	35.5%	10.3%	3.9%	3.31
\$30,001-40,000	32	3.8%	1.7%	42.4%	45.5%	6.5%	0.0%	3.49
\$40,001-50,000	22	7.3%	4.8%	41.1%	41.5%	5.3%	0.0%	3.33
\$50,001-70,000	45	16.4%	8.9%	15.6%	56.6%	2.6%	0.0%	3.20
\$70,001-100,000	57	3.8%	14.6%	36.7%	32.6%	4.2%	8.0%	3.20
More than \$100,000	93	2.0%	11.9%	36.1%	44.6%	5.4%	0.0%	3.39

OVL1. Satisfaction with overall performance of Council

	n=	1 – Very dissatisfied	2	3	4	5 - Very satisfied	Don't know	Mean rating (max 5)
Total Sample	399	5.8%	8.1%	33.8%	41.2%	9.6%	1.5%	3.41
COMMUNITY BOARD								
Paraparaumu–Raumati	173	8.4%	7.5%	33.1%	39.4%	10.1%	1.5%	3.36
Paekakariki	44	1.7%	8.0%	34.8%	50.2%	5.2%	0.0%	3.49
Otaki	87	2.8%	8.4%	32.4%	46.7%	8.8%	1.0%	3.51
Waikanae	95	2.3%	9.3%	36.1%	40.9%	9.6%	1.9%	3.47
GENDER								
Male	167	8.0%	11.9%	33.4%	35.0%	10.2%	1.5%	3.28
Female	232	4.0%	4.9%	34.1%	46.5%	9.1%	1.5%	3.53
AGE GROUP								
18 to 29	16	0.0%	12.2%	5.5%	55.6%	26.7%	0.0%	3.97
30 to 39	35	11.9%	0.0%	39.9%	42.8%	5.5%	0.0%	3.30
40 to 59	183	5.9%	10.7%	43.1%	32.7%	6.5%	1.2%	3.24
60 years +	165	5.7%	7.0%	32.2%	44.1%	8.5%	2.6%	3.44
ETHNICITY								
Maori	26	4.6%	8.3%	32.0%	47.4%	7.7%	0.0%	3.45
NZ European	346	6.4%	7.8%	34.5%	40.8%	8.8%	1.7%	3.38
Other	52	4.9%	13.0%	27.3%	43.3%	11.6%	0.0%	3.44
DEPENDENT CHILDREN								
Yes	112	5.3%	6.8%	37.0%	46.3%	4.6%	0.0%	3.38
No + Don't know	287	6.0%	8.6%	32.5%	39.2%	11.6%	2.1%	3.43
RATEPAYER								
Yes	374	6.5%	7.4%	37.1%	40.5%	7.0%	1.4%	3.35
No + Don't know	25	0.0%	13.7%	5.9%	47.3%	31.1%	2.0%	3.98
HOME OWNER								
Renting	11	0.0%	0.0%	5.1%	78.0%	10.2%	6.8%	4.06
Own home	370	6.6%	9.2%	37.6%	38.4%	6.8%	1.4%	3.30
Other + Refused	18	0.0%	0.0%	4.8%	56.9%	38.3%	0.0%	4.34
PERSONAL INCOME								
\$15,000 or less	40	2.0%	15.4%	20.5%	55.6%	6.6%	0.0%	3.49
\$15,001-25,000	62	5.2%	9.5%	29.8%	36.2%	15.8%	3.4%	3.49
\$25,001-30,000	27	9.9%	3.7%	16.6%	51.6%	13.6%	4.6%	3.58
\$30,001-40,000	25	8.5%	0.0%	58.0%	30.7%	2.8%	0.0%	3.19
\$40,001-50,000	30	5.5%	7.7%	32.7%	47.7%	3.7%	2.8%	3.38
\$50,001-70,000	41	16.2%	2.5%	45.7%	35.5%	0.0%	0.0%	3.01
More than \$70,000	58	4.6%	10.9%	42.6%	31.5%	10.4%	0.0%	3.32
Income was nil/made loss	8	0.0%	0.0%	18.6%	58.6%	22.8%	0.0%	4.04
HOUSEHOLD INCOME								
\$20,000 or less	23	5.5%	16.0%	18.7%	35.0%	24.8%	0.0%	3.58
\$20,001-30,000	35	6.2%	7.6%	24.9%	47.2%	7.7%	6.4%	3.45
\$30,001-40,000	32	2.1%	0.0%	38.1%	56.3%	3.5%	0.0%	3.59
\$40,001-50,000	22	4.8%	10.8%	44.1%	34.4%	0.0%	6.0%	3.15
\$50,001-70,000	46	20.3%	5.5%	23.0%	50.0%	1.2%	0.0%	3.06
\$70,001-100,000	57	6.4%	4.4%	39.3%	42.0%	7.9%	0.0%	3.41
More than \$100,000	93	1.3%	6.8%	48.5%	28.6%	13.8%	1.0%	3.47

EM1. Emergency plan and a kit

	n=	Yes	No	Don't know
Total Sample	399	74.5%	25.4%	0.1%
COMMUNITY BOARD				
Paraparaumu–Raumati	173	76.4%	23.6%	0.0%
Paekakariki	44	61.4%	36.0%	2.6%
Otaki	87	71.7%	28.3%	0.0%
Waikanae	95	73.6%	26.4%	0.0%
GENDER				
Male	167	71.3%	28.7%	0.0%
Female	232	77.2%	22.6%	0.1%
AGE GROUP				
18 to 29	16	69.0%	31.0%	0.0%
30 to 39	35	77.9%	22.1%	0.0%
40 to 59	183	73.9%	26.1%	0.0%
60 years +	165	75.7%	24.1%	0.2%
ETHNICITY				
Maori	26	68.6%	31.4%	0.0%
NZ European	346	75.0%	24.9%	0.1%
Other	52	76.9%	23.1%	0.0%
DEPENDENT CHILDREN				
Yes	112	79.0%	21.0%	0.0%
No + Don't know	287	72.7%	27.2%	0.1%
RATEPAYER				
Yes	374	76.8%	23.2%	0.1%
No + Don't know	25	55.6%	44.4%	0.0%
HOME OWNER				
Renting	11	62.4%	37.6%	0.0%
Own home	370	75.7%	24.2%	0.1%
Other + Refused	18	66.4%	33.6%	0.0%
PERSONAL INCOME				
\$15,000 or less	40	63.3%	36.7%	0.0%
\$15,001-25,000	62	69.4%	30.6%	0.0%
\$25,001-30,000	27	87.9%	12.1%	0.0%
\$30,001-40,000	25	86.0%	14.0%	0.0%
\$40,001-50,000	30	67.9%	32.1%	0.0%
\$50,001-70,000	41	82.8%	17.2%	0.0%
More than \$70,000	58	84.5%	14.9%	0.6%
Income was nil/or made a loss	8	64.5%	35.5%	0.0%
HOUSEHOLD INCOME				
\$20,000 or less	23	69.6%	30.4%	0.0%
\$20,001-30,000	35	75.5%	24.5%	0.0%
\$30,001-40,000	32	76.6%	23.4%	0.0%
\$40,001-50,000	22	73.2%	26.8%	0.0%
\$50,001-70,000	46	67.9%	32.1%	0.0%
\$70,001-100,000	57	85.3%	14.1%	0.6%
More than \$100,000	93	81.8%	18.2%	0.0%