

# **COMMUNITRAK™**

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

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

**KAPITI COAST DISTRICT COUNCIL**

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## A. SITUATION AND OBJECTIVES

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

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

Council has established its primary goals as follows ...

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

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

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

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

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

- water supply.

\* \* \* \* \*

## **B. COMMUNITRAK™ SPECIFICATIONS**

### **Sample Size**

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

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

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

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

### **Interview Type**

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

### **Sample Selection**

The relevant white pages of the telephone directory were used as the sample source, with every xth number being selected. We took special care to ensure all residents of the District were included, by checking the electoral roll against the relevant directories.

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

## **Respondent Selection**

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

## **Call Backs**

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

## **Sample Weighting**

Weightings were applied to the sample data, to reflect the actual male/female/age/ethnic proportions in the area as determined by the Department of Statistics 1991 Census data. The result is that the total figures represent the population's viewpoint as a whole across the entire Kapiti Coast District. Bases for subsamples are shown in the Appendix.

## **Survey Dates**

All interviews were conducted between September 17th and September 26th 1993.

## **Comparison Data**

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

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

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

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

## Margin of Error

Communitrak™ is a scientifically prepared service based on a random probability sample. The maximum likely error limits occur when the sample is split 50/50 on an issue, but often the split is 80/20. Error limits on various sample sizes are as follows:

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

This means that if one were to repeat the study with an entirely fresh randomly selected sample of 400, the answers are most likely to fall close to those obtained in the survey, but may with decreasing likelihood vary by up to plus or minus 7.0%.

\* \* \* \* \*



## C. EXECUTIVE SUMMARY

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

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

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

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

	<u>Kapiti Coast</u>	<u>Peer Group</u>	<u>National Average</u>
• libraries	10%	3%	4%
• sewerage disposal and treatment	24%	11%	9%

However, the comparison is favourable for Kapiti Coast District on ...

• noise control	7%	11%	13%
• refuse collection	11%	15%	8%
• sportsgrounds	4%	7%	5%

The comparison for the following show Kapiti Coast on par with both the Peer Group and National Average for ...

• passive reserves	8%	7%	5%
• streets, footpaths and roads	26%	31%	24%
• control of dogs	38%	36%	37%
• surface water drainage	16%	17%	13%
• swimming pools	9%	10%	9%

Overall, the results indicate that Kapiti Coast District residents are on a par with like Council District residents and New Zealanders on average in terms of satisfaction with Council efforts in relation to providing services. The main areas of high dissatisfaction when compared to the Peer Group and National Averages are with the libraries in the District and sewerage disposal and treatment.

### **Public Transport Usage**

33% of residents have used public transport in the last 12 months. These residents tend to use it frequently, rather than less often.



## Council Policy and Direction

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

Kapiti Coast District Council performs better than the Peer Group Authorities and District Councils nationally, with 11% of Kapiti Coast District residents feeling Council is currently over emphasising a service or activity, and 41% feeling that Council is currently under emphasising a service or activity.

Two main services/activities were seen as getting too much attention ...

- administration/new Council building,
- roading/footpaths.

Those services singled out as being under emphasised were ...

- roading/footpaths/street lighting,
- dog control,
- sewerage,
- tidying/maintenance/cleaning.

The main Council actions gaining resident approval were ...

- do a good job/good decisions/prompt,
- good consultation with residents/listen to residents,
- upgrading of roads/street lighting,
- footpaths upgraded,
- cleaning/tidying/maintenance.

Disapproval focussed on ...

- poor service/incompetent/poor attitude,
- lack of consultation with public,
- wasting ratepayers' money,
- sewerage issues,
- roading/footpaths.

### **Rates Issues**

88% of survey respondents identified themselves as ratepayers.

The option to pay rates on a quarterly basis was more popular amongst ratepayers, with 54% preferring this option above others. Ratepayers aged 60 years or more and non-working residents were more likely to favour quarterly rate payments.

45% of ratepayers preferred to pay in person by cheque or cash, followed by the option of mailing a cheque (27%).

Waikanae Ward ratepayers, those aged 60 years or over, non-working ratepayers (including retired ratepayers), and those with a household income of less than \$25,000, were more likely to prefer paying their rates in person by cheque or cash.

Overall, 79% of residents were satisfied with the way rates were spent on services and facilities provided by Council.

Otaki Ward residents, ratepayers and females were more likely to be dissatisfied.

## **Information**

Newspapers are the source of information Kapiti Coast residents are most aware of (82%) and the main source of information in 64% of District households.

Even though 44% of residents are aware of newsletters, only 17% use them as their main source of information.

Newspapers are seen as the most reliable of the information sources (54% of residents see them as very reliable/reliable).

Nearly 6 in 10 (59%) of Kapiti Coast District residents have seen or read information Council publishes specifically for the community in the last 12 months.

Of those who had seen or read Council information published in the last 12 months, the majority had seen/read information supplied with their rate demand, newspaper supplement and newsletter sent to their home.

60% of residents feel there is enough/more than enough information supplied, while 31% of residents feel there is not enough/nowhere near enough information supplied.

e. **Consultation**

Just over half, 55%, want consultation on major issues such as ...

- town planning,
- water treatment/supply,
- large items of expenditure,
- roading issues/footpaths,
- environmental issues,
- sewerage system,
- cemetery,
- major building developments,
- transmission gully/motorway.

Those wanting consultation expressed a desire for this to be channelled through ...

- newspaper articles,
- meetings,
- letters/pamphlets,
- personal contact.

We believe that although a large number suggested meetings as a consultative measure this cannot be taken that large numbers would attend meetings. Rather, we feel this is the constituency calling for consultation on a more personal basis with greater interaction and two-way communication between the Council and residents. This is supported by the 10% that require personal contact.

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

56% of residents are satisfied with the performance of the Mayor and Council. 13% rate their performance as not very good/poor. On this aspect, Kapiti Coast District's performance is on par to that of its Peer Group and the National Average. Those residents who have contacted the Mayor and Councillors in the last 12 months are more satisfied (63%) than Peer Group or National Averages.

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

65% of residents rate the performance of the Council staff as good or very good. Only 6% rate the performance as not very good or poor. On this aspect, Kapiti Coast District performs significantly better than both its Peer Group and the National Average.

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## D. MAIN FINDINGS

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

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

In this group ...

Ashburton District Council  
 Clutha District Council  
 Hauraki District Council  
 Horowhenua District Council  
 Manawatu District Council  
 Masterton District Council  
 Matamata-Piako District Council  
 Selwyn District Council  
 Southland District Council  
 South Taranaki District Council

Tararua District Council  
 Tasman District Council  
 Taupo District Council  
 Thames-Coromandel District Council  
 Waimakariri District Council  
 Waipa District Council  
 Waitaki District Council  
 Waikato District Council  
 Western Bay of Plenty District Council  
 Whakatane District Council



## 1. Ward Differences

Paekakariki residents are more likely to live in urban areas, and have higher household incomes than other Wards.

Otaki residents are more likely to live in large land block areas, have a household income of less than \$25,000 pa, be ratepayers and have lived in the District for 10 or less years.

Waikanae Ward had more residents aged 60 than other Wards, and therefore residents in this Ward are least likely to be working.





## 2. Council Services

For the four services with the lowest 'highest importance' ratings, the full ratings were:

	<u>High Importance</u> %	<u>Moderate Importance</u> %	<u>Low Importance</u> %	<u>Not Important</u> %	<u>Don't Know</u> %
Tourism Promotion	35	38	17	7	3
Noise Control	30	39	16	11	4
Halls	16	51	18	12	3
Museum	14	41	26	13	6

Before determining the level of resident satisfaction with Council provided services it is important to understand the importance residents place on services.

Residents were read a list of services and asked to rate particular Council services on importance to themselves.

The majority of residents, 65% or more saw ...

- water supply, 85%,
- sewerage system, 81%,
- footpaths and roads, 72%,
- dog control, 71%,
- litter cleaning, 67%,
- rubbish collection, 65%,

... as being services that were of 'high importance'.

Overall, female residents and residents with a household income of less than \$25,000 pa are more likely overall to find services of high importance, than others.

Paekakariki Ward residents place more importance on water supply, than residents from other Wards, and least importance of sewerage and refuse tip.

Waikanae residents place more importance on the library service, with Waikanae Ward residents also being least likely to rate recycling of waste materials, civil defence, an information centre and tourism promotion of high importance.

Otaki Ward residents are more likely to feel business promotion is of high importance, while being least likely to feel water supply and parks and sportsgrounds are of high importance.

More than 7 in 10 residents, 73%, expressed satisfaction with Kapiti Coast District footpaths, roads and streets. Kapiti Coast District residents are on par with the National and Kapiti Coast in terms of dissatisfaction and less likely to be dissatisfied than their Peer Group counterparts. Residents whose household income is less than \$25,000 pa are more likely to be dissatisfied.

### *Reasons They Were Not Very Satisfied*

106 residents were not very satisfied with footpaths, roads and streets. Main reasons given for being not very satisfied were ...

- footpaths need maintenance,
  - "Alexander Roads footpaths needs a lot of repair - dangerous for disabled."*
  - "Footpaths very sub-standard."*
  - "Dangerous for elderly and pushchairs."*
- roads need maintenance,
  - "Too many potholes in road."*
  - "Need to look at priorities."*
  - "Road chips fly up as cars go by."*
- no footpaths,
  - "Karaka Grove - no footpaths since 1948."*
  - "Need more footpaths, especially in the village area."*

### Summary Table - Main Reasons For Dissatisfaction With Footpaths, Roads And Streets

	Total District 1993 %	Ward			
		Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
<u>Percent Who Mentioned ...</u>					
Footpaths need maintenance	13	14	12	10	17
Roads need maintenance	11	13	17	5	14
No footpaths	8	13	6	2	4

Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 73%

More than 8 in 10 of District residents (84%) are satisfied with Kapiti Coast District's noise control. Kapiti Coast District residents are less likely to be dissatisfied than their Peer Group counterparts and the National Average.

Paraparaumu/Raumati residents stand out as being more likely to be dissatisfied with noise control.

Male residents are more inclined to be dissatisfied.

### *Reasons They Were Not Very Satisfied*

30 residents were not very satisfied with noise control. Three main reasons emerged ...

- not enough control, mentioned by 4% of all residents,

*"Nothing being done by Council."*

*"Law is useless so Council is unable to operate efficiently."*

*"There isn't anyone you can complain to who will carry it through."*

*"No action taken."*

- object to specific noise, 4%,

*"Traffic noise is terrible - diesel trucks are loud."*

*"A lot of light aircraft flying around the District - quite often take off at 11pm."*

*"Too many chainsaws/motor-mowers going on Sunday."*

*"Often noisy at beach."*

*"Trail bikes on roadway - blasting up and down."*

<p>Recommended Satisfaction Measure For Reporting Purposes:</p>
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<p>Total District = 84%</p>
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Nearly 9 in 10 (86%) Kapiti Coast District residents are satisfied with sportsgrounds. Among those who have used sportsgrounds in the District (46%), there is 92% satisfaction.

Those more inclined to be dissatisfied are ...

- aged 18-39 years,
- have a household income in excess of \$40,000 pa.

Paekakariki Ward residents are least likely to be dissatisfied.

#### *Reasons They Were Not Very Satisfied*

17 residents in total were not very satisfied with sportsgrounds in the District. Two main reasons for being dissatisfied arose...

- could be improved, 2%,

*"They are not being used as they should be or kept up to standard."*

*"Would like some improvement, particularly soccer grounds."*

- inadequate/need more, 1%,

*"Young people need new facilities to stay off the streets."*

*"Need public bowling grounds."*

*"Council won't help build a gymnasium for a gym club which has over 200 members."*

<b>Recommended Satisfaction Measure For Reporting Purposes:</b>	
Total District	= 86%
Users	= 92%

8 in 10 Kapiti Coast District residents (83%) are happy with their refuse collection. Kapiti Coast District residents are more likely to be dissatisfied than New Zealanders on average. Dissatisfaction is less than for their Peer Group counterparts.

86% of residents who are provided with a refuse collection are satisfied.

Otaki Ward residents are significantly more likely to be dissatisfied than residents from other Wards.

Those who earn \$25-40,000 per annum are less inclined to be dissatisfied.

#### *Reasons They Were Not Very Satisfied*

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

- cost of bags/have to use Council bags,

*"As a ratepayer why should we pay extra for bags."*

*"We pay twice for rubbish collection."*

- restrictions on rubbish,

*"Won't take odd sized parcels."*

*"Minimal pick-up, have to take other rubbish to tip."*

- not very well organised,

*"Won't take it unless it's in the gutter."*

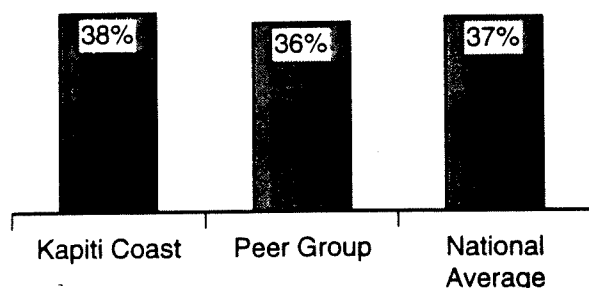
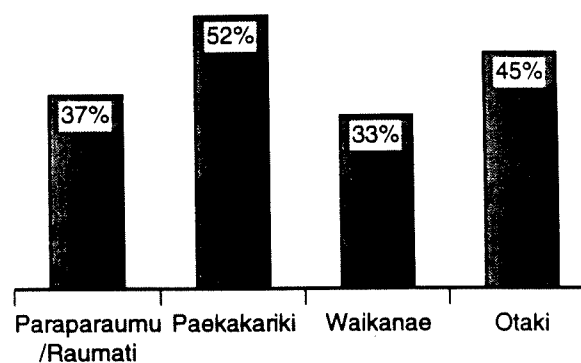
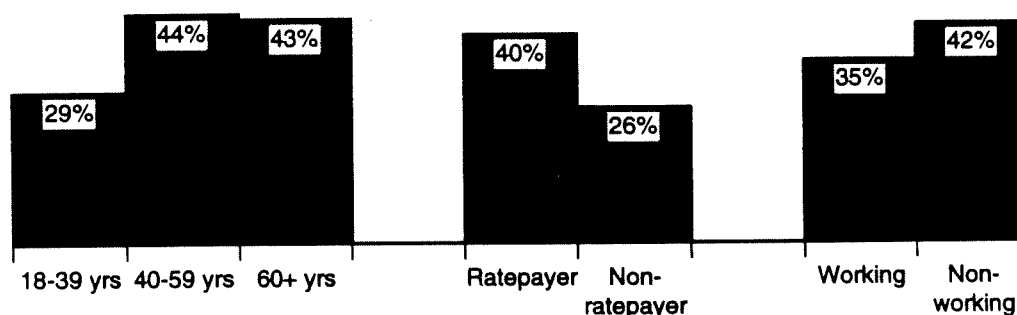
*"Leave half the rubbish all over the place - have stopped using the service."*

#### Summary Table - Main Reasons For Dissatisfaction With Refuse Collection

	Total District 1993 %	Ward			
		Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
<u>Percent Who Mentioned ...</u>					
Cost of bags/have to use Council bags	5	4	2	4	10
Restrictions on rubbish	2	2	-	3	3
Not very well organised	2	2	3	-	3

#### Recommended Satisfaction Measure For Reporting Purposes:

Total District = 83%  
Users = 86%

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

38% of Kapiti Coast District residents express satisfaction with the Council's efforts in controlling dogs. Dissatisfaction is similar to the Peer Group and National Average figures.

Those residents who have contacted the Council about dog control are less satisfied (41%). Those residents who are dog owners are more likely to be satisfied (62%).

Paekakariki Ward residents are more likely to be dissatisfied with control of dogs, as are ratepayers and non-working residents. Younger residents are less inclined to be dissatisfied with dog control.

### Reasons They Were Not Very Satisfied

The 153 residents who expressed dissatisfaction with Kapiti Coast District Council's dog control efforts gave the following main reasons ...

- too many stray dogs,

*"Parts of Raumati have a problem."*

*"Lots of stray dogs, especially around the beach."*

- need more control,

- danger to people and animals,

*"More stricter regulations ie, no fence - no dog."*

*"Need more rangers."*

- dogs fouling,

*"Dogs pollute beaches."*

- owners not responsible,

*"Wandering around with no collars - obviously not registered."*

*"Dogs left on leads or locked up and left barking."*

*"People just let their dogs foul anywhere."*

### Summary Table - Main Reasons For Dissatisfaction With The Control Of Dogs

	Total District 1993 %	Ward				Age		
		Paraparaumu/ Raumati %	Paeka- kariki %	Wai- kanae %	Otaki %	18-39 yrs %	40-59 yrs %	60+ yrs %
<u>Percent Who Mentioned ...</u>								
Too many stray dogs	23	20	34	19	30	22	24	23
Need more control	16	17	18	11	18	13	20	16
Danger to people and animals	11	9	16	12	16	4	14	13
Dogs fouling	8	6	10	8	13	11	6	8
Owners are not responsible	8	7	5	8	8	2	6	15

### Recommended Satisfaction Measure For Reporting Purposes:

Total District = 58%

Contacted Council = 41%

Dog owners = 62%



8 in 10 residents (83%) are satisfied with Kapiti Coast District's libraries.

Kapiti Coast District residents are significantly more dissatisfied with their libraries than Peer Group Councils and the National Average.

Residents more inclined to be dissatisfied are ...

- females,
- ratepaying residents,
- have a household income in excess of \$40,000 pa.

Otaki Ward residents are least dissatisfied.

### *Reasons They Were Not Very Satisfied*

Of the 39 who said they were not very satisfied with libraries in the District, the reasons given were ...

- more variety/better selection of books needed,

*"More supply of books catering for advanced education."*

*"Some books far too old - need updating."*

*"Council needs to allocate them more funding for the purchase of books."*

*"Not enough large print books."*

- improve facilities,

*"Not big enough - definitely needs to be bigger."*

*"Hasn't had an upgrade recently."*

- longer hours required,

*"Especially Saturday afternoon."*

*"Should be open on weekends."*

- need more libraries,

*"Could be a library closer to Raumati South."*

*"One needed at Paekakariki."*

*"Only got a library in the trading post - a proper library would be great."*

### Summary Table - Main Reasons For Dissatisfaction With Libraries

	Total District 1993 %	Ward				Sex	
		Paraparaumu/ Raumati %	Paeka- kariki %	Wai- kanae %	Otaki %	Male %	Female %
<u>Percent Who Mentioned ...</u>							
More variety/better selection of books	6	5	4	8	3	4	7
Improve facilities	5	4	3	8	3	3	7
Longer hours required	1	2	-	-	-	1	1
Need more libraries	1	1	4	-	-	1	-

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 83%

83% of residents overall are satisfied with local swimming pools. Dissatisfaction amongst Kapiti Coast residents is on a par with the Peer Group Districts and the National Average. Satisfaction amongst users is slightly higher (87%), with 48% being very satisfied.

The Paekakariki Ward is more likely to be dissatisfied.

Those residents more likely to be dissatisfied were ....

- females,
- those who have read/seen information published by Council in the last 12 months,
- working residents.

#### *Reasons They Were Not Very Satisfied*

34 residents in total said they were not very satisfied with the District's swimming pools. Three main reasons arose ....

- improve facilities, 3%,

*"Very dreary."*

*"No childrens paddling pool."*

*"Lack of cleanliness at Raumati - it's like a tin shed."*

- unsuitable opening hours, 3%,

*"Should be open to public all day, not 1 hour in the afternoon or at the crack of dawn."*

- need more, 2%,

*"Would like an Olympic Pool."*

*"Desperately need a pool at Paekakariki."*

*"Would like one for children's training and the elderly."*

#### **Recommended Satisfaction Measure For Reporting Purposes:**

Total District = 83%

Users = 87%

89% of Kapiti Coast District residents overall are satisfied with their local passive reserves. Dissatisfaction is on par with like Districts and New Zealand on average.

78% of residents have used/visited parks and reserves in the last 12 months, 90% of these "visitors/users" are satisfied. Whether or not residents have used/visited passive reserves does not affect their satisfaction level.

There are no significant differences between Wards.

Residents most likely to be dissatisfied have ...

- a household income in excess of \$40,000 per annum.

#### *Reasons They Were Not Very Satisfied*

34 residents expressed dissatisfaction with parks and reserves and gave two main reasons ...

- could be improved/maintenance needed, mentioned by 5% overall,

*"Broken glass, stagnant water, rubbish needs cleaning up."*

*"Need to be made more attractive."*

*"Toilet facilities should be securable after dark."*

- need more parks/gardens, mentioned by 4% overall,

*"Need more and larger areas in the future."*

*"Not enough near beach."*

Other comments, mentioned by less than 1% overall, were; dog access is restricted and too much money is spent in this area.

#### Recommended Satisfaction Measure For Reporting Purposes:

Total District	=	89%
Users	=	90%

Nearly 8 in 10 Kapiti Coast District residents (78%) are satisfied with surface water drainage. Satisfaction is slightly higher (84%) for those residents who receive these services.

Residents who tend to be more likely to be dissatisfied are ...

- Otaki Ward residents,
- ratepaying residents.

#### *Reasons They Were Not Very Satisfied*

Of the 65 residents overall who were dissatisfied, two main reasons emerged ...

- flooding/inadequate drainage,

*"Needs massive upgrading."*

*"Lots of flooding around houses."*

*"Flooding around Te Moana Road corner."*

*"Otaki drainage poor."*

*"Parts of Raumati has a drainage problem."*

- drains/pipes need cleaning/maintenance,

*"Council needs to clean the drains more often - too many blockages."*

*"I believe the concrete trucks are washed and the remains go into the drains and causes blockages."*

#### Summary Table - Main Reasons For Dissatisfaction With Surface Water Drainage

	Total District 1993 %	Ward				Sex	
		Paraparaumu/ Raumati %	Paeka- kariki %	Wai- kanae %	Otaki %	Male %	Female %
<u>Percent Who Mentioned ...</u>							
Flooding/inadequate drainage	13	12	6	12	19	10	16
Drains/pipes need cleaning/maintenance	3	3	1	2	2	3	2

#### Recommended Satisfaction Measure For Reporting Purposes:

Total District = 78%  
Receivers of Service = 84%

7 in 10 residents are satisfied with Kapiti Coast District's sewerage disposal and treatment. Dissatisfaction is significantly higher than the Peer Group and National Average levels.

88% of residents identify themselves as provided with a sewerage system, with 73% of these residents being satisfied.

Dissatisfaction is high in three Wards, while Otaki Ward residents, are the least dissatisfied.

Residents more likely to be dissatisfied are ...

- ratepayers,
- those who've read/seen information published by Council in the last 12 months.

### *Reasons They Were Not Very Satisfied*

94 residents said they were not satisfied with the district's sewerage disposal and treatment. When asked why, these people volunteered the following main reasons ...

- needs to be improved,

*"Will be expensive to set up a scheme properly but it has to be done."*

*"Not enough provision for future disposal requirements."*

- pollution/smell,

*"McLean Park - really smells."*

*"The beach has been polluted."*

*"Contaminating land and water area."*

- poor disposal,

*"Sewerage goes into river."*

- no sewerage system,

*"Only have septic tanks - have to pay to get them cleaned."*

### Summary Table - Main Reasons For Dissatisfaction With Sewerage System

	Total District 1993 %	Ward				Pay Rates?	
		Paraparaumu/ Raumati %	Paeka- kariki %	Wai- kanae %	Otaki %	Ratepayer %	Non- ratepayer %
<u>Percent Who Mentioned ...</u>							
Needs to be improved	14	14	4	21	4	15	1
Pollution/smell	8	11	3	9	2	10	-
Poor disposal	8	9	4	12	1	9	5
No sewerage system	2	-	22	-	3	2	-

### **Recommended Satisfaction Measure For Reporting Purposes:**

Total District = 70%

Receivers of Sewerage System = 73%

ii. Summary Table - Who Has Used Public Transport In Last 12 Months

	Used Public Transport in last 12 months %
<u>Total District</u>	33
<u>Ward</u>	
Paraparaumu/Raumati	40
Paekakariki	68
Waikanae	26
Otaki	16
<u>Age</u>	
18 - 39 years	34
40 - 59 years	44
60 years and over	20
<u>Household Income</u>	
Less than \$25,000 pa	26
\$25-\$40,000 pa	29
\$40,000+ pa	46
<u>Ratepayers</u>	
Yes	32
No	46
<u>Work Status</u>	
Working	36
Non-working	29
<u>Area Live In</u>	
Urban	35
Rural	29

Base = 132

Residents who are more likely to use public transport are ...

- Paekakariki Ward residents,
- aged 40-59 years,
- ratepaying residents,
- working residents,
- living in an urban area,
- have a higher household income than others.





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

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

Overall, 1 in 10 residents (11%) feel there is a service receiving too much attention at present. The result is favourable compared with Peer Group District Councils and Councils nationwide on average.

Paekakariki Ward residents are more likely to feel there is a service or activity currently being over emphasised than residents of other Wards.

Residents more likely to feel there is a service or activity currently being over emphasised are ...

- those who have seen/read information published by Council in the last 12 months.

#### *Service/Activity Felt To Be Over Emphasised*

Five main services or activities were singled out by the few (33) who felt a service/activity is over emphasised ...

- administration/new Council building, 3%,

*"Council itself top heavy with management."*

*"New cars."*

*"Subcommittees and wages."*

- roading/footpaths, 3%,

*"Don't need footpaths on both sides."*

*"Too much borrowing for roads and footpaths."*

- tidying/beautification/improvements, 2%,

*"Too much spent on Paraparaumu beach area."*

*"Town centre."*

- business promotion, 1%,

- planning/subdivision, 1%.

Overall, just over 4 in 10 (41%) of Kapiti Coast District residents feel there is a service or activity currently being under emphasised by Council. This is on par with the Peer Group residents and New Zealanders on average.

Otaki Ward residents are less likely to feel there is a service or activity being under emphasised than other Wards.

Residents who have a household income in excess of \$40,000 pa and ratepayers are more likely to feel that a service or activity is receiving too little attention.

#### *Service/Activity Felt To Be Under Emphasised*

163 residents felt there is some service/activity being under emphasised at present. The main services singled out were ...

- footpaths/streetlights, 10% of residents, particularly male residents,  
     *"Curbing."*  
     *"Access across river to Paraparaumu."*  
     *"Zebra crossing for children."*
- dog control, 6%,  
     *"Laws need changing."*  
     *"Stray dogs."*
- sewerage, mentioned by 5% of residents, particularly Waikanae Ward residents and ratepayers,  
     *"Taking forever to make decisions."*
- tidying/cleaning/maintenance, 5%,  
     *"Trees need trimming."*  
     *"Beachfront at Raumati."*  
     *"Railway Station needs to be kept up."*
- recreational facilities, 4%,  
     *"Reserves for families."*  
     *"Need more sportsgrounds."*  
     *"Traffic lights."*

Other comments mentioned by less than 4%, were; water supply, recycling, community facilities, town planning/building department, public transport, library service, unemployment, encouraging tourism, environmental issue/erosion/pollution and better communication with residents.

### *Actions/Decisions Approved Of*

Main actions approved of were ...

- do a good job/good decisions/prompt,  
*"Better financial management."*  
*"New chief executive is an improvement."*  
*"Civil defence does a lot of good things."*
- good consultation with residents/listen to residents,  
*"Being able to have our say with the cemetery issue."*  
*"Calling local meetings."*
- upgrading of roads/streetlighting,  
*"New roundabout in Rimu."*  
*"Road signs."*
- footpaths upgraded,  
*"Doing up footpaths."*  
*"Footpaths in Ngaio Street."*
- cleaning/tidying/maintenance,  
*"Shopping centre and tidied up waterfront."*  
*"Beautification of Otahi railway area."*  
*"Berm/gutter cleaning."*

### Summary Table - Actions/Decisions Approved Of

	Total District 1993 %	<u>Ward</u>				<u>Pay Rates?</u>	
		<u>Paraparaumu/ Raumati</u> %	<u>Paeka- kariki</u> %	<u>Wai- kanae</u> %	<u>Otaki</u> %	<u>Ratepayer</u> %	<u>Non- ratepayer</u> %
<u>Percent Who Mentioned ...</u>							
Do a good job/good decision	6	7	15	2	5	6	8
Good consultation/listen	5	6	10	3	1	6	-
Upgrading of roads/streetlighting	5	6	2	4	2	5	-
Upgrading of footpaths	4	3	-	2	11	4	-
Cleaning/tidying/maintenance	4	3	7	-	10	3	4

### *Actions/Decisions Disapproved Of*

Main actions/decisions disapproved of were ...

- poor service/incompetent/poor attitude,
  - "Lack of action over noise control."*
  - "Take too long to make up their minds on issues."*
  - "Management Resource Bill - too much red tape."*
  - "Changing the school bus route - disadvantages a lot of people who can't afford to take their children to school."*
- lack of consultation with public/not informed,
  - "Low profile - don't listen to residents, eg cemetery."*
  - "No mention of sale of land near Otiahanga."*
- wasting ratepayers money,
  - "Vast amount spent on library."*
  - "All the paving and trees in front of Council buildings."*
  - "Use of consultants."*
- sewerage issues,
  - "Taking too long to do anything."*
  - "Houses should not be allowed to be built until sewerage is sorted out."*
- roading/footpaths,
  - "Not happy with decision on main highway."*
  - "Need more attention."*
  - "No footpaths in older areas."*
  - "Lack of streetlighting."*

### Summary Table - Main Actions/Decisions Disapproved Of

	Total District 1993 %	Ward				Work Status	
		Paraparaumu/ Raumati %	Paeka- kariki %	Wai- kanae %	Otaki %	Working %	Non- working %
<u>Percent Who Mentioned ...</u>							
Poor service/incompetent/ poor attitude	7	6	9	3	11	9	4
Lack of consultation with public	6	6	16	4	5	9	3
Waste of ratepayers' money	6	7	13	7	1	6	6
Sewerage issues	4	4	10	7	1	4	5
Roading/footpaths	3	2	3	4	5	5	2



#### **4. Rates Issues**

88% of survey respondents identify themselves as ratepayers.

Over half of Kapiti Coast District ratepayers (54%) would prefer paying their rates on a quarterly basis. Of interest to Council will be those who prefer paying two monthly (1 in 6) and monthly (1 in 5).

Paraparaumu/Raumati Ward residents are least likely prefer quarterly payments - preferring more, monthly payments.

Residents more likely to favour quarterly payments are ...

- aged 60 plus,
- non-working residents.

Other frequencies mentioned less than 3% of ratepayers were; fortnightly, never-user pays, weekly and not at all!

45% of Kapiti Coast District ratepayers would prefer to pay their rates in person by cheque or cash. 27% would prefer to pay by mailing a cheque. 23% prefer to pay by automatic deduction from a bank account. No other option was preferred by more than 4% of ratepayers.

Paekakariki Ward ratepayers were least likely to prefer paying in person by cheque or cash than ratepayers from other Wards.

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

- aged 60 years or over,
- non-working ratepayers,
- from households where income is less than \$25,000 pa.



Overall, 79% of Kapiti Coast residents are satisfied with the way rates are spent on services/facilities provided by Council.

Otaki Ward residents are more likely to be dissatisfied than those in other Wards.

Residents most likely to be dissatisfied are ...

- ratepayers,
- females.

### *Reasons They Are Not Very Satisfied*

The 56 residents who were not very satisfied gave the following main reasons ...

- wasting ratepayers money/no accountability,  
     *"Administration expenses."*  
     *"Wages too high."*  
     *"Council workmen waste time on jobs."*
- lack of/limited services,  
     *"Nothing done in Otaki."*  
     *"Feel isolated in Paekakariki."*
- footpaths need maintenance,  
     *"Lack of footpaths."*
- roads need maintenance,
- sewerage needs attention.

### Summary Table - Main Reasons For Dissatisfaction With Way Rates Spent

	Total District 1993 %	Ward				Read/seen information in last 12 months	
		Paraparaumu/ Raumati %	Paeka- kariki %	Wai- kanae %	Otaki %	Yes %	No %
<u>Percent Who Mentioned ...</u>							
Wasting ratepayer money	6	4	2	10	7	5	7
Lack of/limited services	5	2	6	1	15	5	4
Footpaths need maintenance	3	3	6	2	4	2	5
Roads need maintenance	1	2	4	-	-	-	3
Sewerage needs attention	1	1	3	2	-	1	3

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



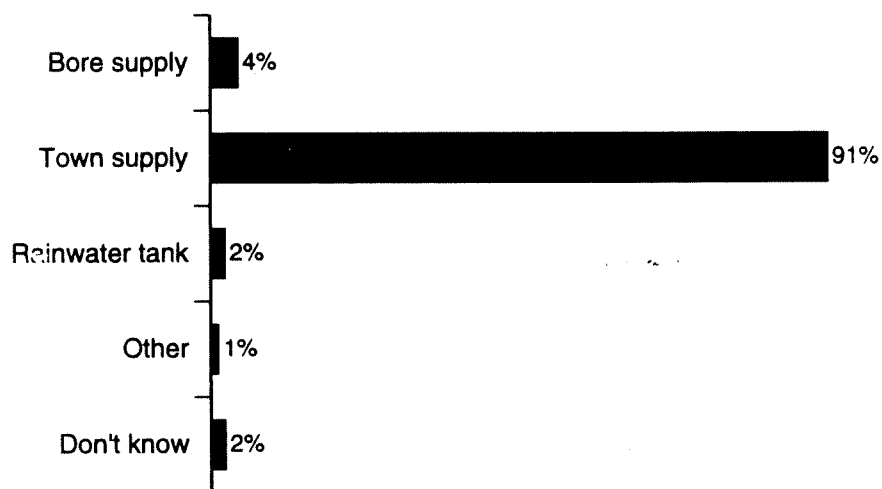
## **5. Local Issues**

a. **Water Supply**

Water supply is seen as the service of highest importance to Kapiti Coast District residents. Water supply is rated as 'of high importance' by 85% of District residents, with 96% of residents rating water supply as 'of high/moderate' importance. Therefore, it is appropriate to look at water supply in more detail.

All residents, except those who receive their water supply from a rainwater tank, were asked for their satisfaction with water taste, pressure and continuity.

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



ii. **Satisfaction With Rainwater Tank Supply**



Base = 7

Residents in the Kapiti Coast District whose water supply is from a rainwater tank are all satisfied, with 71% very satisfied.

Over half of Kapiti Coast District residents (56%) are satisfied with the taste of their water supply.

Paraparaumu/Raumati and Waikanae Ward residents are more likely to be dissatisfied.

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

- females,
- those who have seen/read information published by Council, in the last 12 months.

### Reasons They Are Not Very Satisfied

167 residents said they were not very satisfied with the taste of their water supply and volunteered the following main reasons ...

- tastes unpleasant/awful, 22%,  
*"Unpleasant even before dosed with chlorine."*  
*"Like drinking dirt."*  
*"Tastes sour."*
- too much chlorine, 14%,  
*"Heavily chlorinated - quite often very noticeable."*  
*"Frequently tastes of chlorine."*
- won't drink it/have to boil/filter it, 12%,  
*"Had to get a water purifier."*  
*"Bought a sink filtration unit."*
- smells, 11%,  
*"Very strong chlorine smell."*  
*"Smell water before it gets to your mouth."*
- too many chemicals, 7%,  
*"All those chemicals in it - people should be informed on what is put in."*  
*"Can taste chemicals in it."*
- impure water / giardia, 6%,  
*"Had giardia bug in it."*  
*"Maybe sewerage in water."*  
*"Sediment in glass after drinking."*

**Summary Table - Main Reasons For Dissatisfaction With Taste Of Water**

	Total District 1993 %	Ward				Sex	
		Paraparaumu/ Raumati %	Paeka- kariki %	Wai- kanae %	Otaki %	Male %	Female %
<b>Percent Who Mentioned ...</b>							
Tastes unpleasant/awful	22	29	2	25	6	16	27
Too much chlorine	14	19	6	13	4	12	17
Won't drink it/filter or boil	12	16	2	16	2	11	14
Smell	11	14	2	13	3	5	17
Too many chemicals	7	8	4	8	2	11	3
Impure water/giardia	6	5	4	11	3	4	8

92% of Kapiti Coast residents are satisfied with water pressure.

Paraparaumu/Raumati Ward residents are least likely to be dissatisfied with water pressure.

Residents more likely to be dissatisfied are ...

- females,
- those who have seen/read information, published by Council, in the last 12 months.

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

30 residents said they are not very satisfied with water pressure. The main reasons given are ...

- not enough pressure, mentioned by 6%,

*"Not enough pressure to run the hose - if there was a fire wouldn't be able to put it out."*

*"No pressure in the shower."*

*"Pressure has lowered in the last six months."*

- pressure drops during the summer months, 1%,

*"Pressure is bad in summer and good in winter - locals suffer when baches and campers turn up in summer."*

- other comments made, mentioned by 1% or less,

*"Having trouble with overflow pipes - had to turn down various things."*

*"Almost excessive (pressure)."*

*"We get rumbling sound through pipes."*

*"We are going to put another tank in for own use."*

*Reasons They Are Not Very Satisfied*

15 residents were not very satisfied with the continuity of their water supply.

The following reasons were given for dissatisfaction ...

- restriction during the summer, 3%,

*"Water in short supply in summer - can't water the lawns."*

*"Summertime water runs low."*

*"Water cut off in summer."*

*"Don't allow enough water to look after recreational activities or watering lawns in summer."*

- water turned off without warning, 1%.



82% of residents would contact Council offices or staff first if they had a matter to raise with Council, followed by a Councillor (10%).

Residents most likely to contact Council staff and offices are non-working residents.

Paekakariki Ward residents were most likely to contact a Councillor out of all four Wards, as were residents living in an urban location.

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

#### Contact A Councillor

*"Individual problem."*

*"Tennis."*

*"If political decision needed."*

*"Maintaining of seafront wall."*

*"River control."*

*"Museum."*

*"If can't get any good through office staff."*

*"Anything to do with something in our immediate area or if it were anything to do with building operations or water pollution as regards health."*

*"A personal matter such as a neighbour problem."*

#### Contact The Offices

*"Community problem."*

*"Dogs."*

*"If looking to build a house."*

*"Contact Council offices if urgent."*

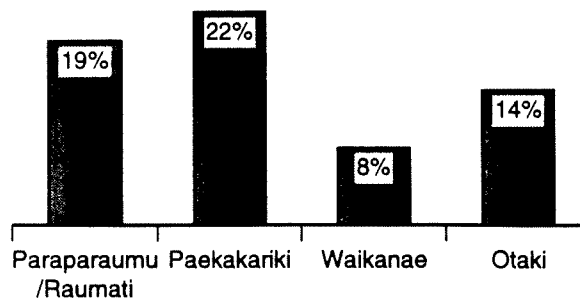
*"Gardens."*

*"Getting hold of dog ranger or noise control officer - if not enough response I'd get in touch with Councillor."*

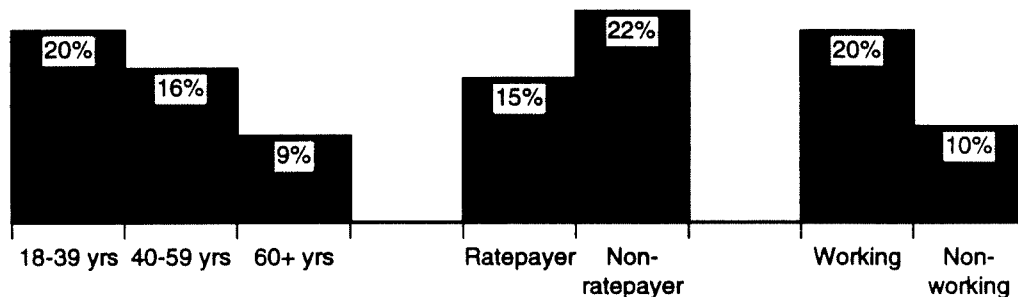
*"Day to day things."*

*"A matter to do with rates, water, or rubbish service."*

*Percent Not Very Satisfied - By Ward*



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



Of the 246 residents who contacted the Council offices by phone or in person in the last 12 months, 85% were satisfied.

50% of all residents contacted the Council by phone, with 42% contacting the Council in person in the last 12 months.

83% of residents who contacted the Council by phone are satisfied. 86% of residents who contacted the Council in person are satisfied.

Waikanae Ward residents are least likely to be dissatisfied.

Residents more likely to be dissatisfied are ...

- those aged 18-39 years,
- non-ratepaying residents,
- working residents.

### *Reasons They Are Not Very Satisfied*

Reasons given for dissatisfaction are ...

- attitude of staff, mentioned by 6% of residents dissatisfied,

*"Feels like you are interrupting their day."*

*"Could be a bit more cheerful."*

*"Rude receptionist."*

*"One man in building section unhelpful."*

*"Poor public relations from staff."*

- no-one available to help / never there, 5%,

*"Building section under resourced."*

*"More staff needed."*

*"Complaint about hole in footpath - wasn't able to contact engineer either by phone or when went in person."*

*"Never there - hours are so inflexible when I ring never seem to be there."*

*"Get passed from person to person."*

- no action, 4%,

*"Dog attack - no feedback report."*

*"Dangerous trees need cutting and roots taken out, but no-one will do anything."*

*"Lack of activity on road signs in area."*

*"Water was the colour of mud - told the matter will go away itself."*

*"Dog control - they just don't do their job."*

- very slow to process work, 2%,

*"Building permits not ready weeks after staff have said they would be."*

*"Permits need to be processed more quickly."*

*"Sometimes takes too long to get movement on an issue."*

*"Took six months to respond."*

- others,

*"Mixed bag - some people very unskilled in very skilled positions."*

*"Destruction of vegetation on beachfront by trucks dumping landfill."*

*"The selection of piped music - sounds like elevator music - please change it - it's boring."*

Most Kapiti Coast residents are aware of newspapers as a source of information about Council.

When talking about their main source of information about Council, newspapers were mentioned by 64% of residents.

Surprisingly only 4% indicate they are aware of meetings as a source of information. However, this corresponds closely with the 9% who have attended a meeting in the last six months.

Other sources mentioned were; flyers in the mail, circulars, citizens advice bureau, Council office, library, information centre, building depot, town noticeboard, public notices, Mayoral reports, walkways booklet, Kapiti TV, civil defence booklet, instruction sheet for permits and billboards/roadside signs.

Even though reasonable numbers of residents (44%) are aware of newsletters as a source of information, few see it as their main source (17%).

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

- non-ratepayers,
- working residents.

Otaki Ward residents are least likely to favour newspapers as their main source of information.

Residents favouring newsletters the most as their main source of information tend to be ...

- Otaki Ward residents,
- ratepayers.

84% of Kapiti Coast residents consider the sources of information about Council to be reliable.

Only 6% overall considered the sources to be unreliable.

54% of residents consider newspapers to be their main source of information and reliable.

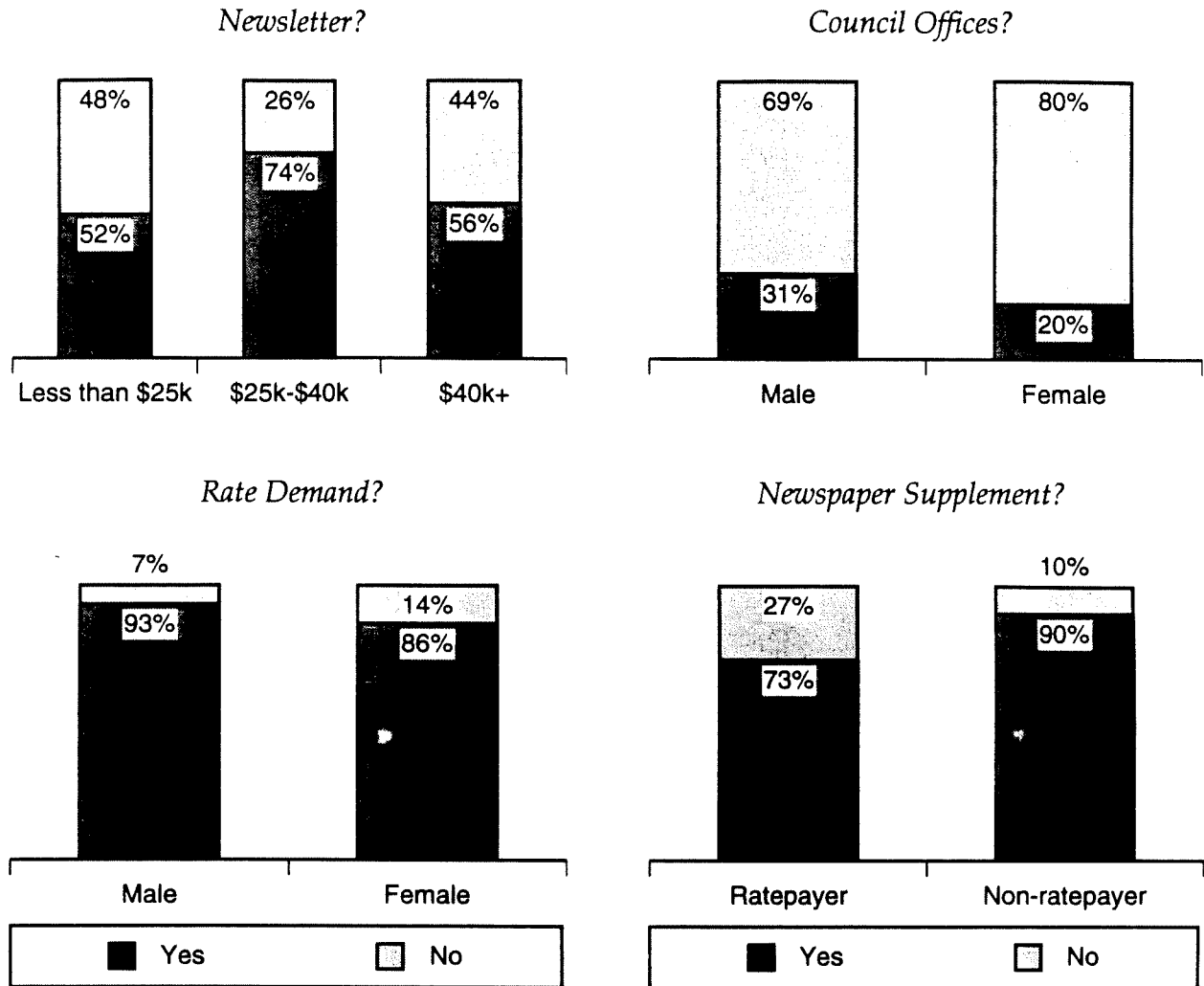
Nearly 6 in 10 (59%) of Kapiti Coast residents said they had seen or read, in the last 12 months, information Council publishes specifically for the community.

Paekakariki Ward residents are most likely to have seen or read information, published by Council, in the last 12 months.

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

- men,
- ratepayers.

### Comparing Different Types Of Residents



Of those who had seen or read information published by Council in the last 12 months, the majority had seen or read information supplied with their rate demand, newspaper supplement or newsletter sent to their home.

Otaki Ward residents were less inclined to have seen or read information supplied with a newsletter, but more inclined to have seen or read information supplied with the rate demand or available at Council offices.

Middle income residents (household income \$25-\$40,000) were more likely to have seen or read a newsletter delivered to their home.

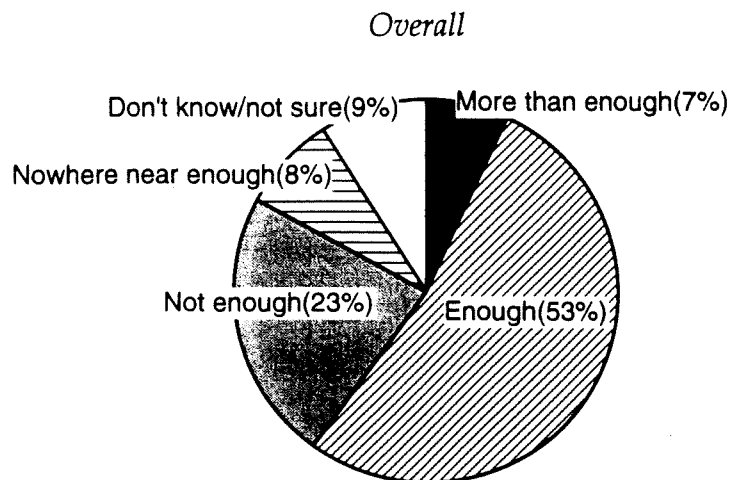
Male residents were more likely to have seen or read information available from Council offices. Overall, though, fewer residents got their information from the Council office source.

Male residents were also more likely to have seen or read information with a rates demand.

The newspaper supplement is seen or read more by non-ratepayers, rather than ratepayers.

vi. The Sufficiency Of The Information Supplied

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



Summary Table - Comparing Different Types Of Residents

	Total District 1993 %	Ward				Age		
		Paraparaumu/ Raumati %	Paeka- kariki %	Wai- kanae %	Otaki %	18-39 yrs %	40-59 yrs %	60+ yrs %
<u>Percent Who Mentioned ...</u>								
More than enough	7	8	5	5	6	7	8	6
Enough	53	57	49	52	46	47	51	62
Not enough	23	21	21	26	25	27	21	20
Nowhere near enough	8	5	13	9	13	7	9	8
Don't know/not sure	9	9	12	8	10	12	11	4
TOTAL	100	100	100	100	100	100	100	

6 in 10 residents feel that there is enough information supplied. 31% feel there is not enough information supplied.

Paraparaumu/Raumati residents were more inclined to say the information was enough, as were residents 40 years of age or over.



## **6. Representation**

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

a. **Awareness Of Their Councillors**

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

Number of Councillors Correctly Identified	1993 %
5+	4
4	5
3	7
2	16
1	39
Incorrect name only	3
No names recalled	26
TOTAL	100
BASE	400

In Kapiti Coast District, on average, people are able to name one Councillor correctly.

Overall, three quarters of residents (78%) felt they knew how to contact a Councillor and would go ahead and do so if the situation arose where they wanted to put a viewpoint, problem or issue to a Councillor.

Kapiti Coast District performs on a par with the National Average and its Peer Group.

Paekakariki Ward residents are more likely to know how to make contact with Councillors and would do so.

Residents less likely to feel their Councillors are accessible tended to be ...

- non-ratepayers,
- those aged 18-39 years,
- those who have not seen or read any information published by Council in the last 12 months.

In terms of how approachable residents feel their Councillors to be, 38% believe their elected representatives welcome questions, comments and requests to such an extent that they would feel comfortable approaching them.

Kapiti Coast residents are less likely to see Councillors as comfortable to approach than their Peer Group, being more likely to seem them as somewhere between welcoming comments and resistant.

Otaki Ward residents are least likely to feel comfortable approaching Councillors than those in other Wards.

Respondents over the age of 60 and those with a household income of less than \$25,000 are more likely to feel Councillors would welcome their input to such an extent they would feel comfortable approaching a Councillor.

Those residents in the middle income bracket (household income \$25-\$40,000) are more likely to see Councillors as reluctant/resistant - have to push hard.

The few residents (18%) who held the opinion their Councillors were reluctant and resistant to approaches were asked to cite an example that led to this view point.

Main examples fell into ...

- just an impression/hearsay, 5%,
- do things their own way/one-sided, 5%,
- specific reasons, 4%,

*"Had difficulty with dogs in the area."*

*"Stormwater drain - outlet blocked outside my property. Has been for a year now."*

*"Council housing sale - pensioner housing."*

- listen but take no action, 3%,
- not readily available, 3%.

29% of Kapiti Coast District residents feel that Councillors give a fair and open-minded hearing when dealing with local community issues. 20% believe Councillors give a defensive and one-sided hearing, whilst most of the balance, 39%, feel the answer is somewhere between the two.

Kapiti Coast District performs on par with the National Average, but unfavourably against Districts Peer Group in terms of residents' impressions of how Councillors deal with community members' issues.

Residents aged 60 years or over are more likely to feel Councillors give a fair and open-minded hearing to residents' issues than those in other age groups, but are also more likely to feel Councillors give defensive and one-sided hearing to residents' issues.

Otaki Ward residents are least likely to say Councillors' degree of open-mindedness is "somewhere between the two", being instead more likely to say they don't know.

Paraparaumu/Raumati Ward residents are more likely to feel Councillors give a fair and open-minded hearing to residents' issues than those in other age groups.

The (80) residents that held the view that Councillors give defensive and one-sided hearings to residents' issues volunteered the following main reasons ...

- do things their way/no consultation, mentioned by 8% overall,
- just an impression/hearsay, 8%,
- specific examples given, 6%,

*"Feel they are a little eager to grant development rights to developers to go ahead and then say look at all the load on our services."*

*"Disgusted at land being destroyed by developers."*

*"Issue of separation from Wellington."*

*"Sewerage problem."*

*"Friends had problems getting a house permit."*

When asked how much consultation they would like Council to have with its citizens, just over half, 55%, opted for Council consulting with people on major issues only, otherwise getting on with the job they were elected to do.

Kapiti Coast District residents are on par with Peer Group residents and New Zealanders on average on their expected degree of consultation.

Waikanae and Otaki Ward residents are more likely to want Council to get on with the job and just keep them informed, than residents from the other two Wards.

Types of residents more likely to want Council to get on with the job, and just keep residents informed are ...

- the over 60s,
- non-working residents.

Those who expressed a desire for consultation on major issues, 55% overall, were asked what they considered to be major issues. Main issues arising were ...

- sewerage system, mentioned by 18% of all residents,
- water treatment/supply, 15%,
- town planning, 12%,
- roading issues/footpaths, 11%,
- large items of expenditure, 9%,
- cemetery, 5%,
- environmental issues, 5%,
- major building developments, 5%,
- transmission gully/motorway, 5%.

Summary Table - Major Issues Requiring Consultation

	Total District 1993 %	Ward				Sex		Age			H/hold Income		
		1 %	2 %	3 %	4 %	Male %	Fe- male %	18-39 %	40-59 %	60+ %	\$25k or less %	\$25k- \$40K %	\$40k+ %
<u>Percent Who Mentioned ...</u>													
Sewerage system	18	15	22	33	4	16	19	11	24	21	14	16	26
Water treatment/ supply	14	14	20	23	3	13	16	9	17	18	13	13	18
Town planning	12	15	19	10	5	13	11	17	9	9	9	7	19
Roading issues/ footpaths	11	10	7	18	9	9	13	11	10	13	9	15	13
Large items of expenditure	9	12	3	9	2	13	6	12	9	5	9	6	13
Cemetery	5	10	-	1	-	5	6	7	6	2	5	6	5
Environmental issues	5	7	1	4	3	6	4	8	4	2	3	7	7
Major building developments	5	7	1	4	3	6	4	8	4	2	3	7	7
Transmission gully/ motorway	5	6	3	6	3	4	5	3	6	6	5	6	5

## Ward Key:

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

Other issues considered major by 5% or less were rates issues, Sandhills by-pass, drainage/flooding, land for sale/Waikanae, zoning, pensioner flats issue, health system, public facilities/services and anything that will affect the community.

Those residents who wished to be consulted on most issues or major issues were asked what, in their view, would be the best way for Council to consult with them.

Newspaper articles, meetings, radio, letters and pamphlets and personal contact were seen as the best means by which Councillors should consult with residents.

Otaki Ward residents tended to favour meetings and surveys more than other Wards.

Referendum/polls were favoured more by Paraparaumu/Raumati and Waikanae Ward residents.

Paekakariki Ward residents favoured personal contact the most, reinforced by the fact that Paekakariki Ward residents are more likely to attend public meetings than residents from other Wards.

Ratepayers favour newspaper articles, referendum/polls, submissions and television more than non-ratepayers.

Non-ratepayers favour meetings significantly more than ratepaying residents.



Just over 5 in 10 (55%) of Kapiti Coast District residents rate the performance of the Mayor and Councillors over the past year as very good/good. Kapiti Coast District residents' rating of the performance of their Councillors compares on par to the Peer Group and National Average readings.

Residents who have contacted the Mayor or Councillors in the last 12 months, are more likely to rate their performance as very good/good.

Of the 87 residents who had contacted the Mayor or Councillors in the last 12 months, 63% rate their performance as very good/good.

Paekakariki Ward residents are more likely to rate the performance of the Mayor and Councillors over the past year as just acceptable.

Ratepayers are more likely to rate Mayor and Councillors performance as just acceptable, while non-ratepayers are more likely to rate Mayor and Councillors performance as very good/good.

### *Reasons For Rating The Mayor And Councillors Performance*

146 residents rated Mayor and Councillors performance as just acceptable/not very good/poor.

The main reasons for rating performance as less than good were ...

- don't listen to us, 12%,
- could do better, mentioned by 25% of those not entirely happy with performance,

*"Inefficient."*

*"Lack of consistency in decision-making."*

- poor communication/lack of consultation, 18%,

*"Didn't consult local Iwi about the Kapiti Marine Reserve."*

*"No open discussion on sewerage."*

- hearsay/general negative impression, 9%,
- waste ratepayers money, 12%,

*"Reorganisation of Council Chambers."*

*"Raising too many loans."*

*"Unjustified raising of money to purchase cemetery."*

Other issues mentioned were; conflict within Council, hard to get hold of, rubbish issues, footpaths/roading and the handling of sewerage and the water supply.

8% of those residents who rated the performance of the Mayor and Councillors as just acceptable/not very good/poor gave no particular reason for their opinions.

Summary Table - Performance Rating of the Council Staff in the Last Year

	<u>Rated as ...</u>			
	<u>Very good/ good</u> %	<u>Just acceptable</u> %	<u>Not very good/poor</u> %	<u>Don't know</u> %
<b><u>Total District</u></b>				
<b>1993</b>	<b>65</b>	<b>13</b>	<b>6</b>	<b>16</b>
Contact by phone	70	14	4	12
Contact in person	72	14	6	8
<b><u>Comparison</u></b>				
Peer Group	55	18	12	15
National Average	48	21	12	19
<b><u>Ward</u></b>				
Paraparaumu/Raumati	65	13	5	17
Paekakariki	79	7	5	9
Waikanae	65	12	10	13
Otaki	65	14	6	15
<b><u>Read/Seen Information</u></b>				
Yes	71	12	3	14
No	56	14	11	19

% read across

65% of residents rate the performance of the Council staff as good, with nearly 3 in 10 rating the performance as very good (26%). Kapiti Coast District Council staff's performance compares favourably with the performances of Peer Group Council's staff and those nationwide on average. Kapiti Coast residents rate Council staff performance in the past year significantly higher than both their Peer Group and those nationwide on average.

Those living in the Paekakariki Ward are more likely to rate Council staff performance as very good/good than those in other Wards.

Those who have seen/read information published by Council in the last 12 months are more likely to rate Council staff performance as very good/good, with those who haven't, more likely to rate Council staff performance as not very good/poor.

### *Reasons For Rating The Performance Of The Council Staff*

92 residents rated the performance of Council staff as just acceptable/not very good/poor.

Main reasons mentioned for rating staff performance as less than good were ...

- could do better/delays, mentioned by 40% of those not entirely happy with performance,

*"Short staffed - errors made."*

*"Otaki is being left out."*

*"Don't care enough about little people - only the one with the bucks."*

- previous experience/poor service/rude, 28%,

*"Poor public relations."*

*"Could smile more."*

*"Not very pleasant."*

- hearsay/generally a negative impression, 12%,

- poor communication with public, 8%,

*"Uncontactable re - flooding problem."*

*"Seem ignorant of the social problems of the community."*

## APPENDIX

### Base by Sub-sample

	Actual respondents <u>interviewed</u>	*Expected numbers according to population <u>distribution</u>
<u>Ward</u>		
Paraparaumu/Raumati	200	203
Paekakariki	60	19
Waikanae	70	99
Otaki	70	79
<u>Sex</u>		
Male	199	188
Female	201	212
<u>Age</u>		
18-39	109	148
40-59	147	115
60+	144	137
<u>Location</u>		
Urban	257	257
Rural	143	143
<u>Work Status</u>		
Working	204	206
Non-working	196	194
<u>Ratepayer</u>		
Yes	361	352
No	39	48
<u>Household Income</u>		
\$25,000 or less	147	149
Between \$25,000 and \$40,000	115	121
More than \$40,000	114	107
<u>Read/Seen Information</u>		
Yes	257	236
No	143	164

- \* Interviews are intentionally conducted in approximately equal numbers in each ward, even though the populations may differ from ward to ward. This is done to give a relatively robust sample base within each ward. Post stratification (weighting) is then applied to adjust back to population proportions in order to yield correctly balanced overall percentages. This is accepted statistical procedure.