

Kāpiti District Council 2018/19 Residents' Opinion Survey

September 2019



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Executive Summary

Introduction

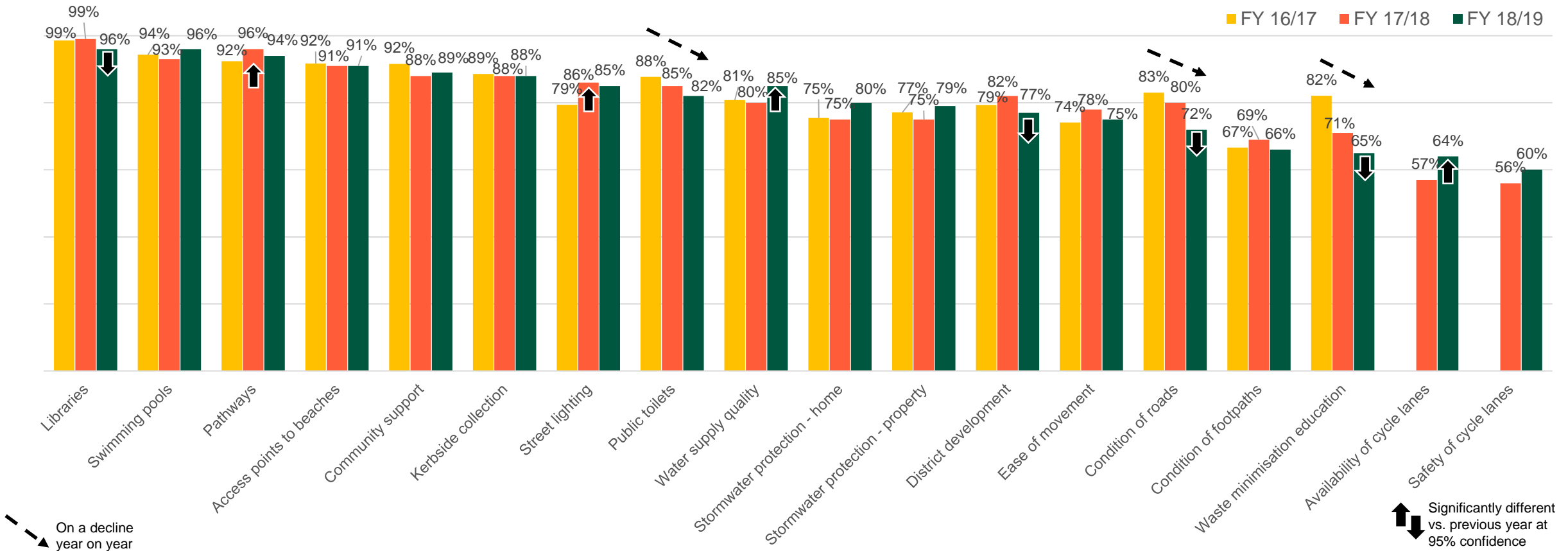
- This document reports the results of the 2018/19 Residents' Opinion Survey. The survey was conducted for Kāpiti Coast District Council by Research First over four quarters (September 2018, December 2018, March 2019 and June 2019) with approximately 200 residents surveyed in each quarter (809 in total).
- Research is completed via telephone interviewing to be representative of age, gender and ward across the region.
- The maximum margin of error for the sample of 809 respondents is +/- 3.5% at the 95% confidence interval. This means that Council can have confidence in the results for the sample as a whole, but the results for subsamples such as community board, age and gender are less precise.
- For each service or facility, an 'adjusted satisfaction score' has been calculated. This is in line with the way Council has previously analysed its satisfaction results. The adjusted satisfaction score is calculated by removing 'neutral' and 'don't know' responses and calculating the percentage of satisfied respondents from the reduced base size.
- The key findings of this research are detailed in this Executive Summary and results are compared to the 2016/17 and 2017/18 survey results.

Executive Summary

- Overall satisfaction with Council remains very high
 - But the adjusted satisfaction score is gradually declining as we see more residents expressing dissatisfaction (now at 16%)
- Only two service areas have not met their Long Term Plan targets
 - **Ease of movement** remains short of their target for the third consecutive year
 - **Waste minimisation education** stays behind its target for the second year running
 - It is important to note that while condition of roads remains ahead of its target, it is on a downward trend and only 2 points ahead of target
 - **Water supply quality** has been on the rise and recorded highest satisfaction in the last three years
- Perceptions of Council are generally holding steady
 - Except for value for money, which continues to decline year-on-year. Whilst this did recover a little during Q2 and Q3, around 1 in 4 continue to feel dissatisfied
 - We also see a decline this year in the adjusted satisfaction ratings of the direction the Council is heading in and clarity of Council services due to rising dissatisfaction. While the sentiment remains overwhelmingly positive, the negativity levels are gradually increasing.
 - Nearly half of those who interact with Council are satisfied with their experience. While the initial experience remains positive and helpful, satisfaction with problem resolution, being kept informed, and the overall outcome continue to be the areas of highest dissatisfaction.

Executive Summary: Adjusted Satisfaction Ratings Service measures

- Many Council service measures continue to have high adjusted satisfaction ratings.
- Stormwater protection and cycle lane measures are improving year-on-year
- Public toilets, condition of roads and waste minimisation are continuing to decline



2018/19 Progress against Long Term Plan targets

Service level:	2018/19 achieved (Adjusted satisfaction %)	Vs. LTP target (%)
Libraries	96	85 ✓
Swimming pools	96	85 ✓
Pathways	94	85 ✓
Access to beaches	91	85 ✓
Community support	89	85 ✓
Kerbside collection	88	85 ✓
Street lighting	85	85 ✓
Water supply	85	80 ✓
Public toilets	82	75 ✓
District development	77	75 ✓
Roads allow for easy movement	75	85 ✗
Condition of roads	72	70 ✓
Condition of footpaths	66	65 ✓
Waste minimisation education	65	75 ✗

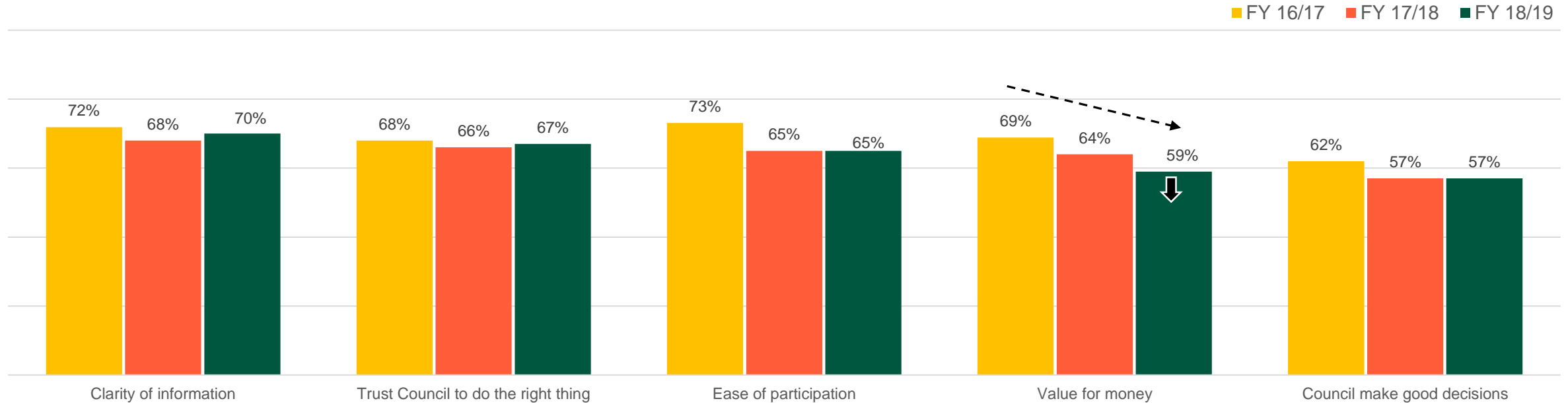
Two of the LTP targets have not been met



- **Ease of movement:** Remains short of target for the third year
- **Waste minimisation education:** Remains behind target for the second year running

In addition, street lighting, district development and condition of roads are ahead of their targets, but only just.

Executive Summary: Adjusted Satisfaction Ratings Perception measures

- Perceptions of Council are holding steady, except for Value for Money which continues to decline



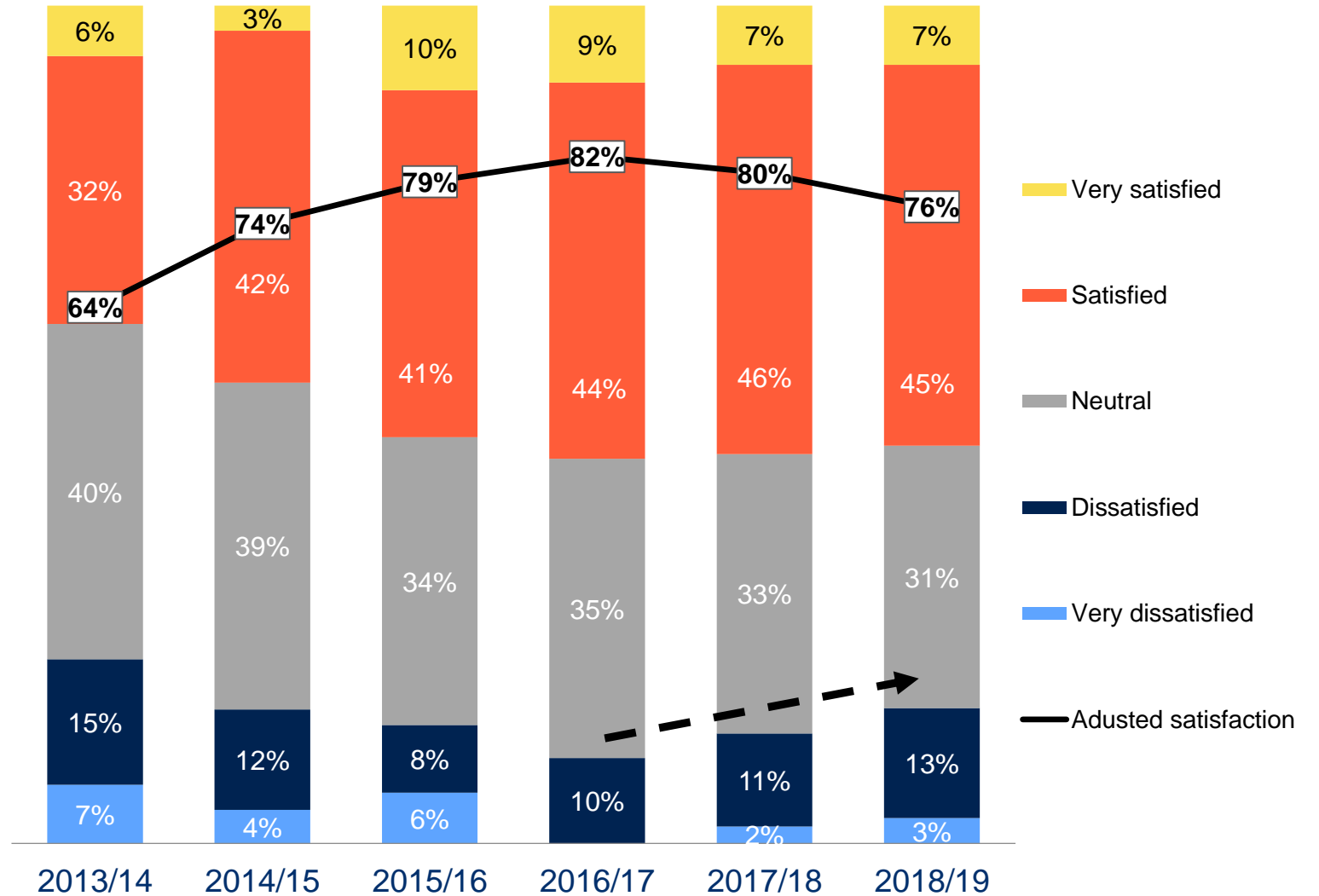


 Significantly different vs. previous year at 95% confidence



Overall Satisfaction

Overall Satisfaction Over Time

- Perceptions of Council performance improved since 2014, peaking in 2017
- However, this trend has reversed in the last two years, declining slightly as more people fall into the 'dissatisfied/very dissatisfied' category.

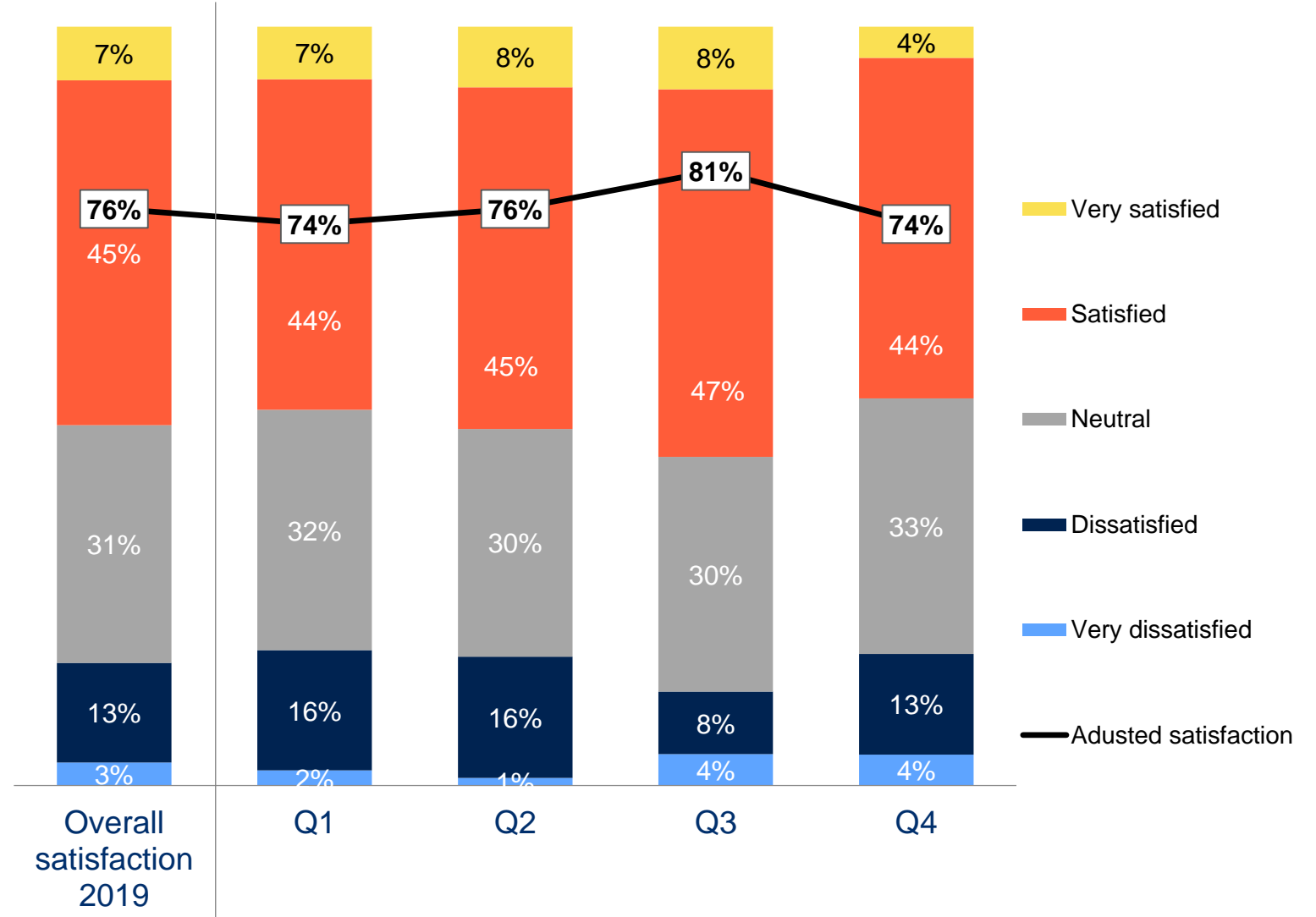


Overall Satisfaction 2018/19 by quarter

Satisfaction peaked in Q3 this year but has otherwise been very stable

Subgroup analysis indicates:

- In Q3 those aged 18-39 (satisfied-60%) and 60+ years (satisfied-60%) drove the higher satisfaction score
- Over the year, those aged 40-59 years were most pessimistic while rating the Council (45% satisfied and 21% dissatisfied)
- Females (54% satisfied) are slightly more satisfied than males (50% satisfied)
- There is minimal variation by region or by number of years of residence in the district





Service Results in Detail

Ease of Movement

Residents were asked how satisfied or dissatisfied they are that Council roads allow for easy movement around the District

Overall, 55% are satisfied or very satisfied that roads allow for easy movement. The adjusted satisfaction score is 75%.

This is a slight drop from 2018 and remains short of the Long Term Plan target of 85%.

People aged 40-59 years tend to be more dissatisfied (67%*). If analysed by ward people living in Paraparaumu are less satisfied (65%*)

*Adjusted Satisfaction score

Adjusted satisfaction score		
2018	2019	Target
78%	75%	85% ✘



■ Very dissatisfied
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very satisfied
 n=805

“Because it's easy, particularly now that the expressway is there. It is now easier to get from Paekākāriki to Paraparaumu because the traffic is shared, there's multiple options, so less traffic.”



“Now the expressway has gone in, we have one point to access the highway and that is Kāpiti Road. So the new expressway is only accessible to go north via Kāpiti Road. This means there is a lot of traffic going north and south down Kāpiti Road.”



“Because the road bridge from Waikanae and Otaihanga hasn't been built yet, which will save local traffic a lot of time.”

“When State Highway 1 was our only access, we had four joining points south of the Waikanae river to go north. Now the expressway has gone in, we have one point to access the highway and that is Kapiti Road. So the new expressway is only accessible to go north via Kapiti Road. This means there is a lot of traffic going north and south down Kapiti Road”

Condition of roads

Residents were asked how satisfied they were with the condition of roads in the District

54% are satisfied or very satisfied.

The adjusted satisfaction score has dropped to 72% compared to last year but sits just above the Long Term Plan target.

Adjusted satisfaction score		
2018	2019	Target
80%	72%	70% ✓



■ Very dissatisfied
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very satisfied
 n=803



“They are always maintained and there's always work going on, which means they are always trying to improve them”

“The traffic flows freely, there is no congestion with the traffic, we have a good infrastructure.”



“They get upgraded in small patches, which leaves large bumps between different sections, as different parts are maintained. There are roads in Kāpiti that are notorious for the stones coming off the seal.”

“Because they are leaking tars through causing damage to private properties and cars.”

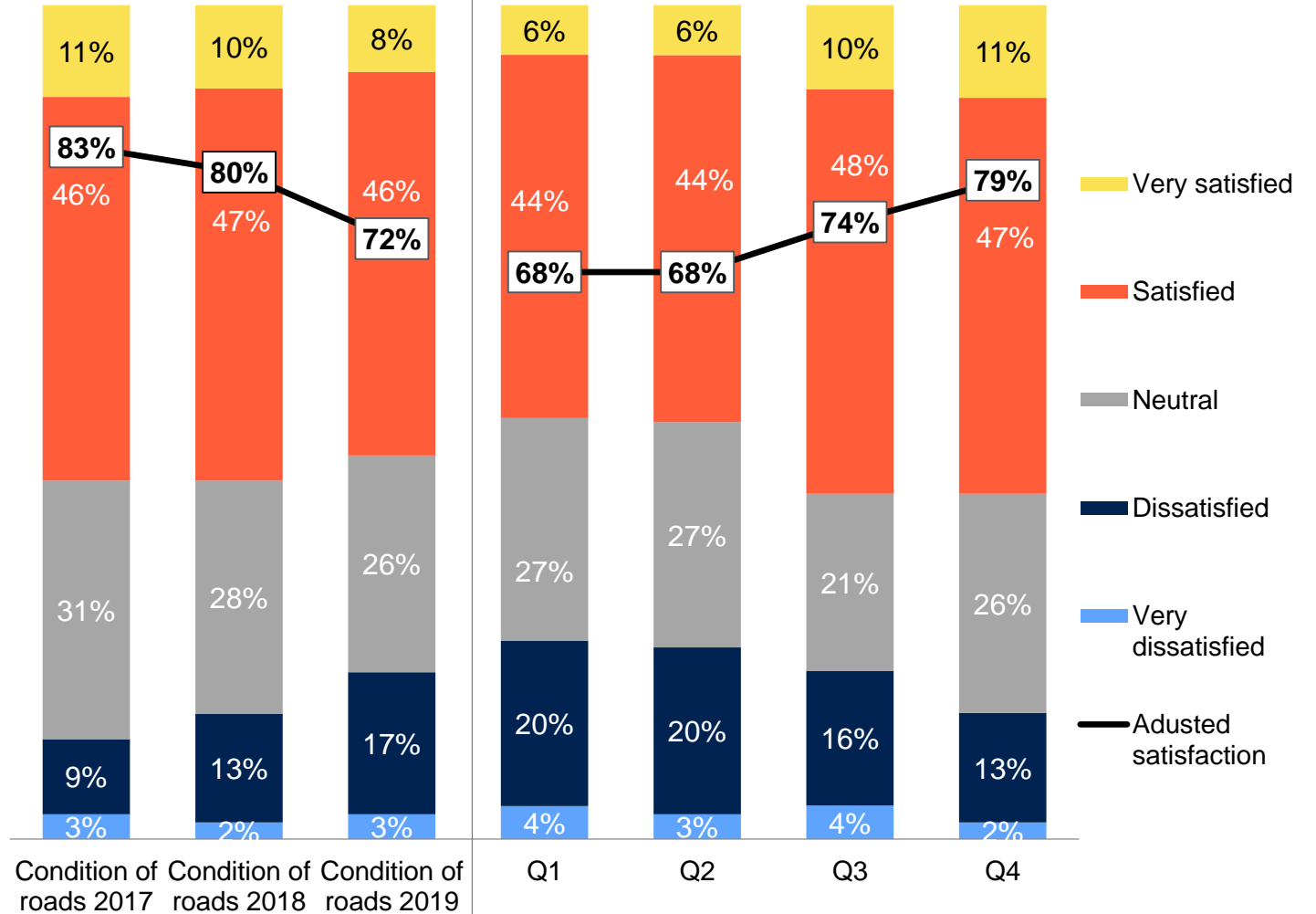
Adjusted satisfaction score		
2018	2019	Target
80%	72%	70% ✓

Condition of roads

Residents were asked how satisfied they were with the condition of roads in the District

Overall in the last year, 58% of residents are satisfied or very satisfied with footpath conditions, with an adjusted satisfaction score of 79%.

For 2018/19, we can see that satisfaction levels have started to rise in Q3 & Q4.



Condition of footpaths

Residents were asked how satisfied they were with the condition of footpaths in the District

47% are satisfied or very satisfied with an adjusted satisfaction score of 66%.

This just rises over the 65% target mark.

Satisfaction is higher (82%*) among people who are 18-39 years but low for 60+ (57%*)

Adjusted satisfaction score		
2018	2019	Target
69%	66%	65% ✓



■ Very dissatisfied
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very satisfied
 n=786



“Because we’ve got young kids in our household, so we go on walks with the pram, and with bikes as well. We never really seem to come across too many roadworks or footpaths that are broken”

“Because of the upkeep of them in our area. They have widened them for the kids and the local school, Raumati South School and Te Ra.”



“It would appear that when the fibre people came through, when they damaged the footpath by cutting through it, they fix it and it’s OK, but then when trucks drive by or there are big diggers, the Council wasn’t forthcoming in fixing that. The Mayor lives in Ōtaki and he needs to take a walk through his own neighbourhood.”

“They are so irregular; you really notice when you are disabled. Curbs are so high, I am in a wheelchair, sometimes I really struggle.”

*Adjusted Satisfaction score

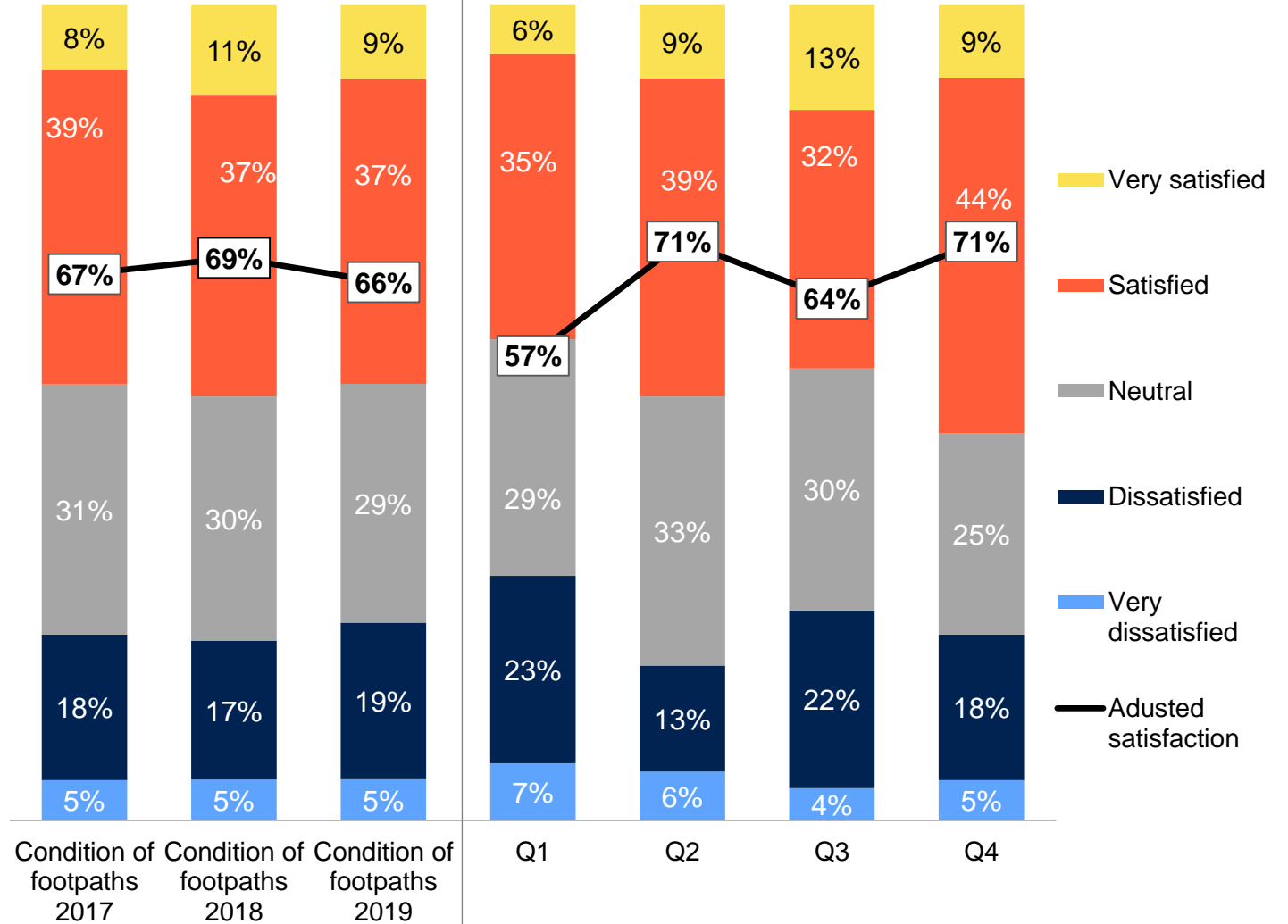
Adjusted satisfaction score		
2018	2019	Target
69%	66%	65% ✓

Condition of footpaths

Residents were asked how satisfied they were with the condition of footpaths in the District

Overall in the last year, 47% of residents are satisfied or very satisfied with footpath conditions, with an adjusted satisfaction score of 66%.

With recent investment we can see that satisfaction levels have started to improve, noticing higher levels in Q2 & Q4



Street lighting

Residents were asked how satisfied they were with street lighting in the District

66% are satisfied with the street lighting while the adjusted satisfaction score is 85%.

This just meets the Long Term Plan target.

Adjusted satisfaction score		
2018	2019	Target
86%	85%	85% ✓



■ Very dissatisfied
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very satisfied
 n=780



“Because they have improved it in the area, and the street[light]s are updated to LED.”
 “Good visibility in the evening and at night. There doesn't seem to be any shady patches or dark patches. You don't see any broken bulbs, which I suppose is a good sign.”



“They removed a light from outside house and have not replaced it despite talking to them in January.”
 “Once upon a time at Paraparaumu Park Beach at the actual beach front itself there were big lights, but now there's none and I reckon it's a danger.”

Kerbside rubbish collection services

Residents were asked how satisfied they were with kerbside rubbish collection services

Overall satisfaction is at 78% and the adjusted satisfaction score is consistent with last year at 88%.

This continues to be ahead of the Long Term Plan target.

People living in Paekākāriki are less satisfied (75%*)

Adjusted satisfaction score		
2018	2019	Target
88%	88%	85% ✓



■ Very dissatisfied
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very satisfied
 n=588

“Because they are very efficient and if they don't collect it on the day it should be collected, they will come back the next day and collect.”

“Because they have a machine that picks up the bin from the side of the kerb and puts it back in the same spot - how good's that?”

“I don't even know if the service I am underusing and paying for is disposing of the rubbish in the way that I would want it disposed of (in a satisfactory way). And again, are the council even aware of how the stuff is being disposed of?”

“I create very little rubbish and the cost of the paying for the collection is exorbitant and I have worked out that ever single collection I have had in the past year has cost about \$40 per year for the collection.”

*Adjusted Satisfaction score

Safety and availability of cycle lanes

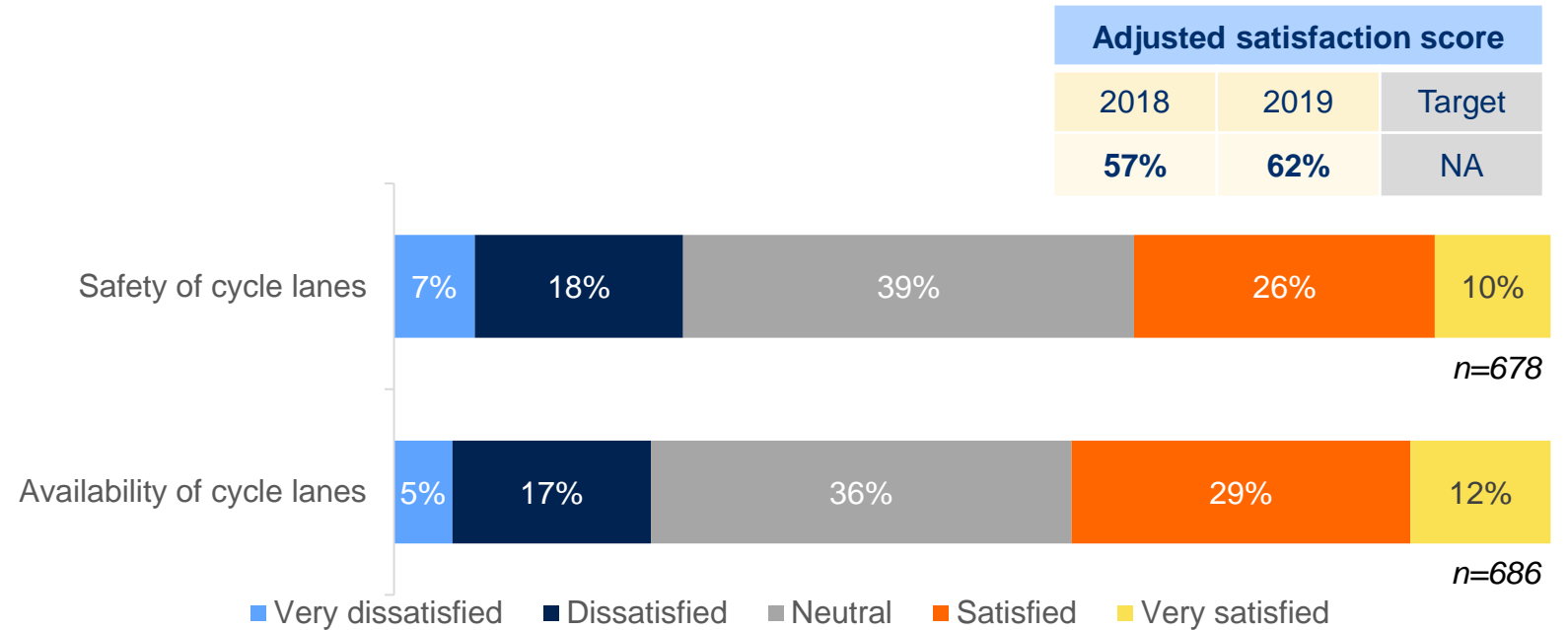
Residents were asked how satisfied they were with both safety, and availability, of cycle lanes

People are more satisfied with the availability than the safety of cycle lanes

This is an improvement in comparison to 2017/18 scores.

Adjusted satisfaction score for safety: 60%

Adjusted satisfaction score for availability: 64%



+ Safety: "Because they've placed the buttons to push on the main road. You press a button to cycle when crossing the roads"

Availability: "I am happy with what's going on in Waikanae and all the way up to Paekākāriki, this area is well equipped with cycle lanes"

- Safety: "They disappear. There will be a cycle lane and then it's gone. Then all of a sudden cars would be exiting through my cycle lane"

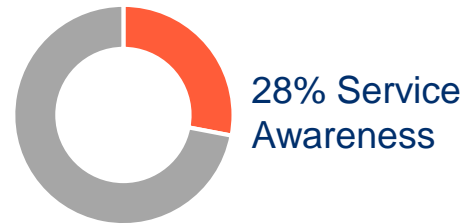
Availability: "There are too many of them, and they intrude onto the accessway, and there are very few cyclists"

Waste minimisation education

Residents were asked how satisfied they were with the Council's education, information and advice on waste minimisation programmes

Overall in 2018/19, only 28% (n=227) are aware of the waste minimisation programmes run by the Council. Out of these, 48% are satisfied with the initiatives and the adjusted satisfaction score has dropped to 65% from 71% in 2018.

This means the LTP target continues to not be met.



Adjusted satisfaction score		
2018	2019	Target
71%	65%	75% ❌

■ Very dissatisfied
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very satisfied
 n=225

Caution: Low base sizes when based on those aware of service. For this measure, margin of error of +/- 6.7% at the 95% confidence. Results by subset are indicative only and not significant



“Because the information is clear and readily available on the website, and sometimes they do special features in the newspaper”

“They do programs in schools, a lot of info on website, they have a lot of free seminars about waste management”



“Because there are no ability to purchase smaller bins anyway, so the advice is wasted. Also the advice tends to be through groups and if you don't belong to groups you don't get advice”

“They need to take the focus off of recycling and be open about what's actually not being recycled. The focus should be on minimising waste. The pressure should be on retailers to minimise the waste.”

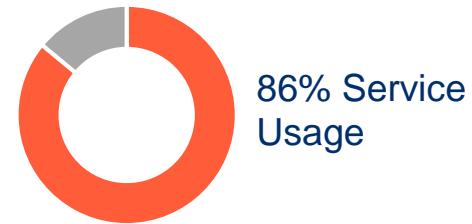
Water supply quality

Residents who were provided with Council water supply were asked about their satisfaction with the quality of the water.

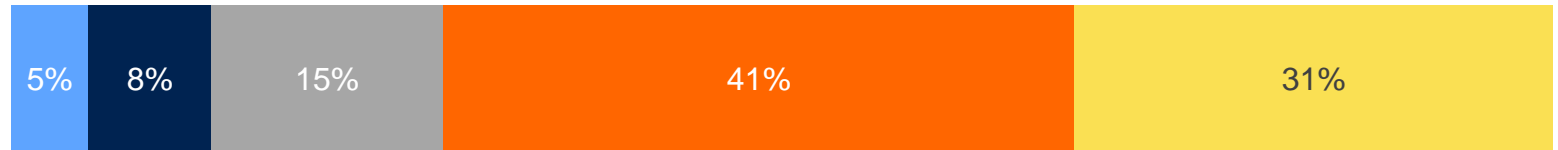
71% are satisfied with the quality of water supply, and the adjusted satisfaction score has improved to 85%.

This is now ahead of the LTP target.

Younger age groups seem to be less satisfied (79%*)



Adjusted satisfaction score		
2018	2019	Target
80%	85%	80% ✓



■ Very dissatisfied
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very satisfied
 n=671



“Because I think relative to other areas of New Zealand, where I have tasted their water, ours is very good. The taste, you can not taste the chemicals”

“Basically, comes through the tap clear it's potable and it's always available. That's all I ask for with a water supply from the Council.”



“In Raumati South the water had very high chlorine levels. Occasionally it tastes like mud. I would say it has high levels of lime scale in it and the Council kids itself when it says “it is good quality””

“When you turn the tap it smells like you have just opened a bottle of Janola and we have chlorine permanently in our water and it is appalling and also have aluminium in the water and we have fluoride as well in Paraparaumu.”

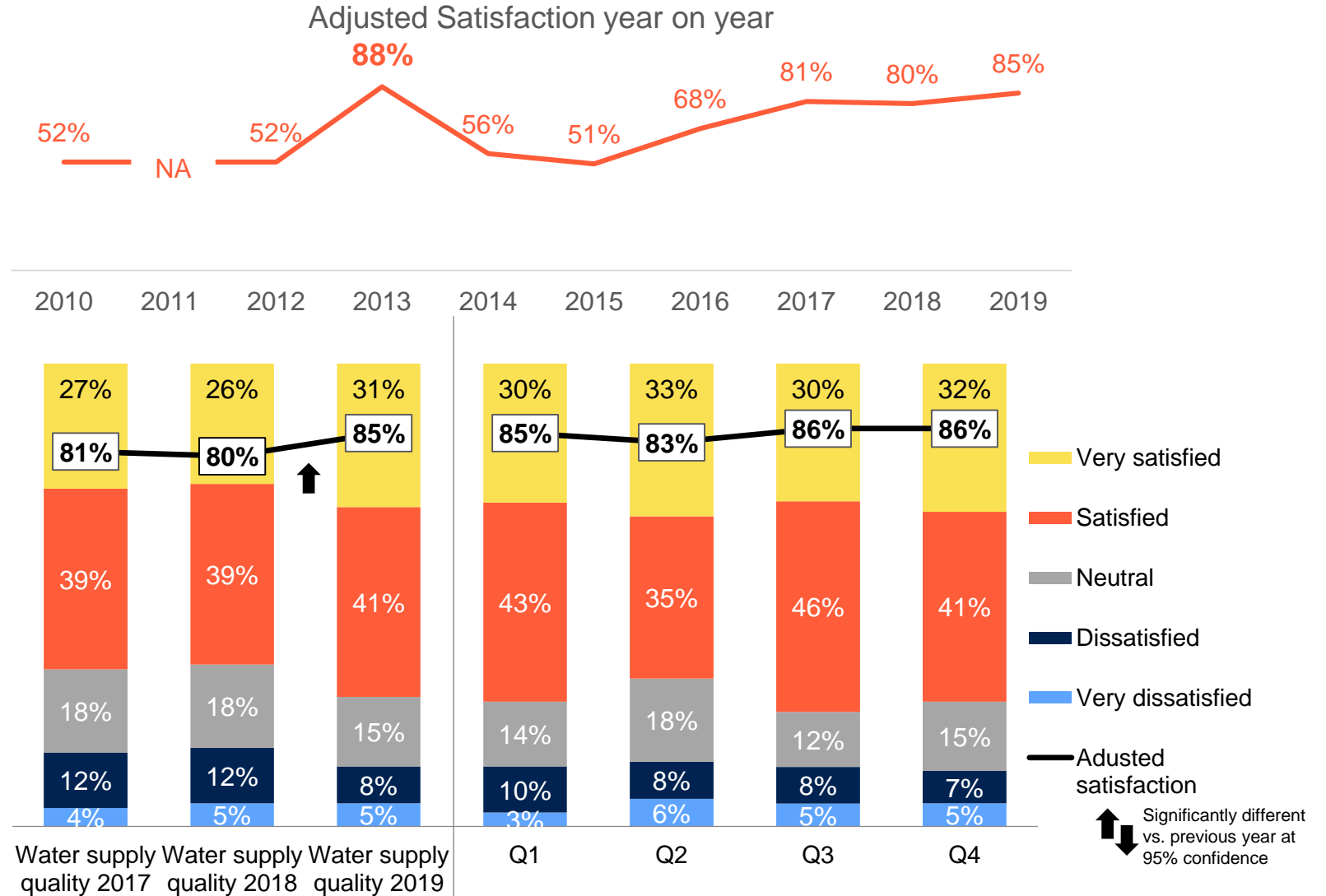
*Adjusted Satisfaction score

Adjusted satisfaction score		
2018	2019	Target
80%	85%	80% ✓

Water supply quality- year on year

Residents who were provided with Council water supply were asked about their satisfaction with the quality of the water.

71% are satisfied with the quality of water supply, and the adjusted satisfaction score has improved to 85% to move ahead of the LTP target.



Stormwater ability to protect homes from flooding

Residents were asked how satisfied they were with the ability of the stormwater system to protect their home from flooding.

Adjusted satisfaction score		
2018	2019	Target
75%	80%	NA



■ Very dissatisfied
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very satisfied
 n=355

63% are satisfied overall.

The adjusted satisfaction score increased to 80% which is an improvement on last year.

“I think for us, we've never had any issues with flooding. We're actually a drop off the road and we've still never had a problem.”

“I'm on top of a hill and the water flows off neatly in gutters.”

“We have floodplains and they want the floodplains to remain, so that in a large downfall, every 18 months to two years, water spreads out over the areas. This has come about because the Council has approved, given resource consent to subdivisions and commercial areas that drain into one stream, the Wharemoku, and the gradient and water flow is restricted so every stormwater drain blocks as it tries to flow into the stream and flows to everyone's”

Note: Asked only in Q1 & Q4 in 2018/19

Stormwater ability to protect property and garden from flooding

Residents were asked how satisfied they were with the ability of the stormwater system to protect their property and garden from flooding.

Overall 62% are satisfied or very satisfied

The adjusted satisfaction score rose to 79% from 75% in 2018.

Note: Asked only in Q1 & Q4

Adjusted satisfaction score		
2018	2019	Target
75%	79%	NA



■ Very dissatisfied
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very satisfied

n=357



“Even with extreme downpours it seems to be contained on the roads. The trucks come around and sweep the roads regularly”

“Because about 20 years ago, they put a pump in on our street. We haven't had any flooding since that.”



“When we have rain here, we've got to have a pump to pump the water off our property. The Council don't want to know us at all as far as our area is concerned. They say it's all private and we've got to maintain it ourselves. We pump our water to a Council road and when that one floods, we get flooded back.”

“There are open drains and they need to upgrade them, the rain once was absorbed by paddocks but now there are houses, so it comes down the drain through the middle of our place.”

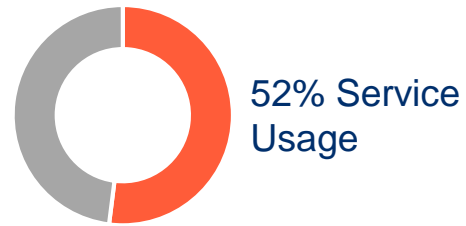
Swimming pools

Residents who had used a Council-owned swimming pool were asked how satisfied they were with the services and facilities.

84% are satisfied or very satisfied.

The adjusted satisfaction rate rose to 96% which is significantly ahead of the LTP target.

Note: Asked only in Q2 & Q3 2018/19



Adjusted satisfaction score		
2018	2019	Target
93%	96%	85% ✓



■ Very dissatisfied
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very satisfied
 n=206



“Because the indoor facilities are marvellous, at the Aquatic Centre. They keep lanes open for lane swimmers and the outdoor pool at Waikanae, which I haven't been to for a while, absolutely delightful.”

“So the one that we go to in Ōtaki has just been done up and that's included a flash pad for the kids. The kiddy pool is great, and the added facilities, they've added sauna. Also the outside design is really nice.”



“Because the Aquatic Centre will allow only two lanes for swimmers. At peak time they allow one person to be taught swimming lessons and they have a whole lane to themselves.”

“You go down there and it's closed and they have rented it out to a private function or the swimming club which is contrary.”

Libraries

Residents who had visited a Council-owned library were asked how satisfactory the service was.

Overall 90% are satisfied or very satisfied.

The adjusted satisfaction rate dropped slightly from last year but is still well above the LTP target.

People living in Waikanae are less satisfied (84%*) with library facilities

Note: Asked only in Q1 & Q4 2018/19



Adjusted satisfaction score		
2018	2019	Target
99%	96%	85% ✓



■ Very dissatisfied
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very satisfied
 n=276



“Because we’ve got a huge network of library books available. And it’s very quick, the books are delivered by courier, it’s amazing, and it’s free.”

“When I needed to locate the JP to sign off on my divorce papers, the staff were really helpful in directing me towards the direction of the JP. All the services were done really well, just fantastic..”



“The librarians are excellent. But they are underfunded with inadequate resources, internal aesthetics, buildings and the library stock..”

“The Waikanae library is no longer operating. I think there was black mould in the building.”

*Adjusted Satisfaction score

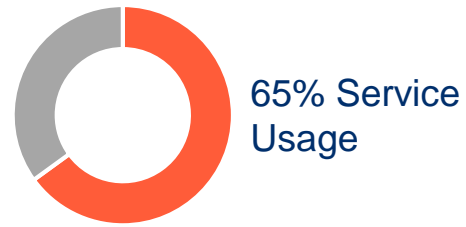
Public toilets

Residents who had used a public toilet in the District were asked how satisfied they were with public toilets.

61% are either satisfied or very satisfied.

The adjusted satisfaction score has dropped slightly from 2018 but is still ahead of the LTP target.

Note: Asked only in Q1 & Q3 2018/19



Adjusted satisfaction score		
2018	2019	Target
85%	82%	75% ✓



■ Very dissatisfied
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very satisfied
 n=258



“Because they are well maintained and clean. The ones on the promenade at Paraparaumu Beach are well lit and safe”

“They seem very well maintained and very clean and well stocked with the essentials.”



“The one we use most commonly, McClean Park at Paraparaumu Beach, they are not that clean especially for young children”

“The public toilets at Ōtaki Beach are disgusting, as it appears they have not been updated since the 1930's, they are an embarrassment to any visitors in my opinion.”

Access points to beaches

Residents were asked how satisfied they were with access points to beaches in the District

78% are satisfied or very satisfied

The adjusted satisfaction rating remains at 91% which is higher than the Council's LTP target.

Note: Asked only in Q2 & Q3 2018/19

Adjusted satisfaction score		
2018	2019	Target
91%	91%	85% ✓



■ Very dissatisfied
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very satisfied
 n=394



“Because there is a lot of them, easy to move through even if you are disabled, you can go on them, easily accessible”

“Excellent. It's so accessible, anywhere I want to access the beach from Paekākāriki to Peke Peka I can, from anywhere I want..”



“The access can build up with sand and are also overgrown. They are good in the central part of the Waikanae Beach area, between Rauparaha Street and Te Moana Street, but elsewhere they are not good.”

“They do not look after Ōtaki they are only interested in access ways in Waikanae and the Paraparaumu.”

Pathways for cycling, walking and bridleways

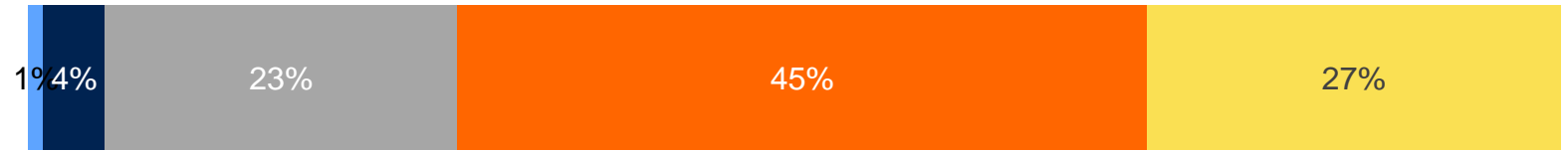
Residents were asked how satisfied they were with pathways for cycling, walking, and bridleways

72% are satisfied or very satisfied.

The adjusted satisfaction remains high at 94% and well above the Council's LTP target.

Note: Asked only in Q2 & Q4 2018/19.

Adjusted satisfaction score		
2018	2019	Target
96%	94%	85% ✓



■ Very dissatisfied
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very satisfied
 n=371

"I mainly use the ones up and down the Waikanae River and they are always mowed and well maintained. They get graded occasionally and the trees get cut down."

"I think the recent developments along the expressway are really good. They provide a safe place for cyclists to be so it's not right on the traffic and so not smelly. The ones along Waikanae river are quite beautiful."

"The new cycleway has been paved with stony chip instead of hard, smooth surface. It makes it much harder and it's unsafe. Poor quality surfacing.."

"There isn't one Reikorangi Road over the railway line. As soon as you get out of the Waikanae village there is no paths, pavements, no bike track."

Community support services

Residents who were aware of Council's community support services were asked how satisfied they were with them.

Overall 61% are either satisfied or very satisfied.

The adjusted satisfaction rate is in line with 2018 and above the LTP target.

Adjusted satisfaction score		
2018	2019	Target
88%	89%	85% ✓



■ Very dissatisfied
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very satisfied
 n=403



“Because they are available to everybody. Great services for young children for counselling. Always available if you want to get in, always available if you want to talk to someone on the phone.”

“They seem to be very active in looking after various groups within the community.”



“Because they don't give enough money to the right ones. They changed their funding models, and they are giving to groups that are unknown.”

“They chop and change, one year they fund them and don't fund them the next year. They over fund some groups.”



Council Perceptions in Detail

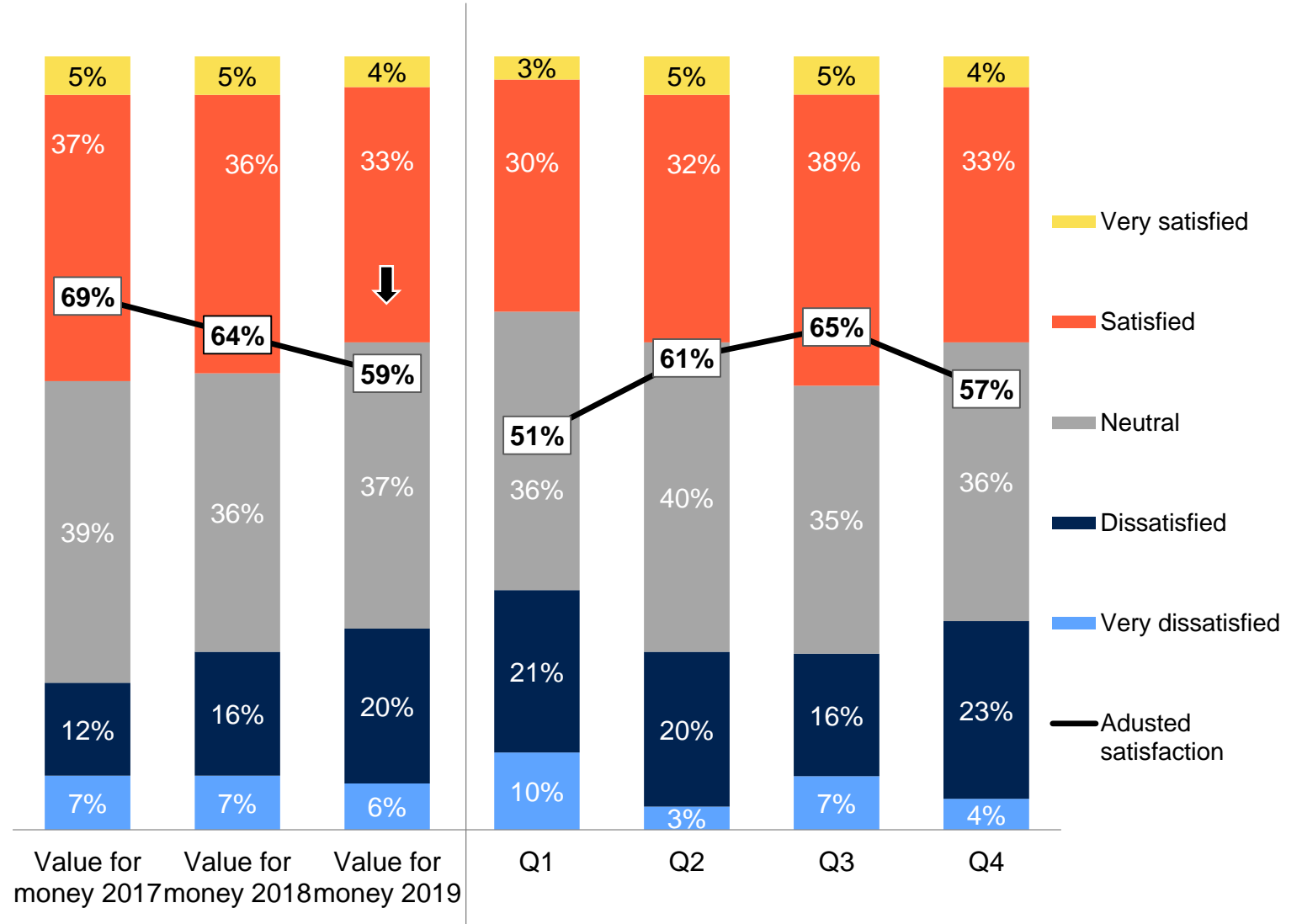
Value for money

Residents were asked how satisfied they were with their value for money spent in rates and other fees, considering all the services Council provides.

There is a downward trend since the changes to rates in 2017/18, although there was some recovery in Q2 and Q3 this year (a pattern that was identified last year as well).

The adjusted satisfaction score has declined as overall dissatisfaction levels increase.

Residents aged between 18-39 years are the most satisfied overall (68%*)



*Adjusted Satisfaction score

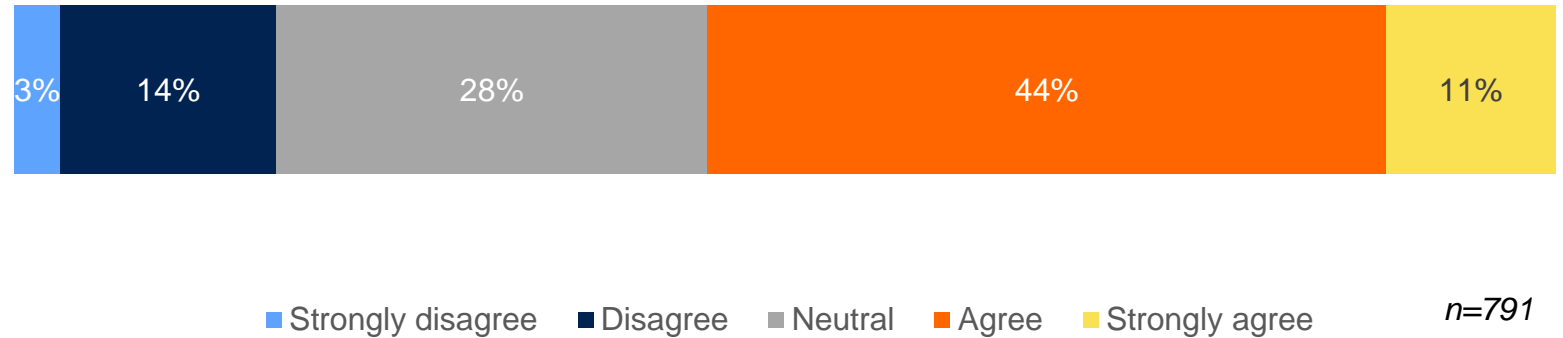
District development

Residents were asked if they agree or disagree that the District is developing in a way that takes into account its unique character and natural environment.

Overall 55% agree or strongly agree and the adjusted satisfaction score of 77% has dropped from the previous year (82%), but still sits above the LTP target.

The younger audience of 18-39 years of age is much more optimistic (90%*) in comparison to the rest

Adjusted satisfaction score		
2018	2019	LTP
82%	77%	75% ✓



*Adjusted Satisfaction score

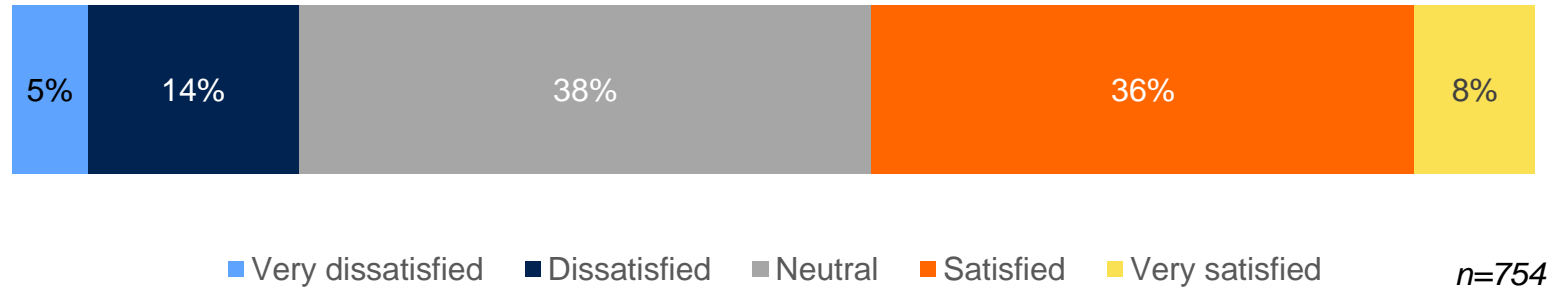
Clarity of information

Residents were asked how satisfied they were that Council provides clear information on issues where decisions are coming up.

43% are satisfied or very satisfied

The adjusted satisfaction score has improved to 70% from last year.

Adjusted satisfaction score		
2018	2019	LTP
68%	70%	NA



Ease of participation

Residents were asked how satisfied they were that Council makes it easy for them to have their say and participate in decision-making that affects Kāpiti district.

Overall, 42% were satisfied or very satisfied.

The adjusted satisfaction score remains stable at 65%.

Adjusted satisfaction score		
2018	2019	LTP
65%	65%	NA

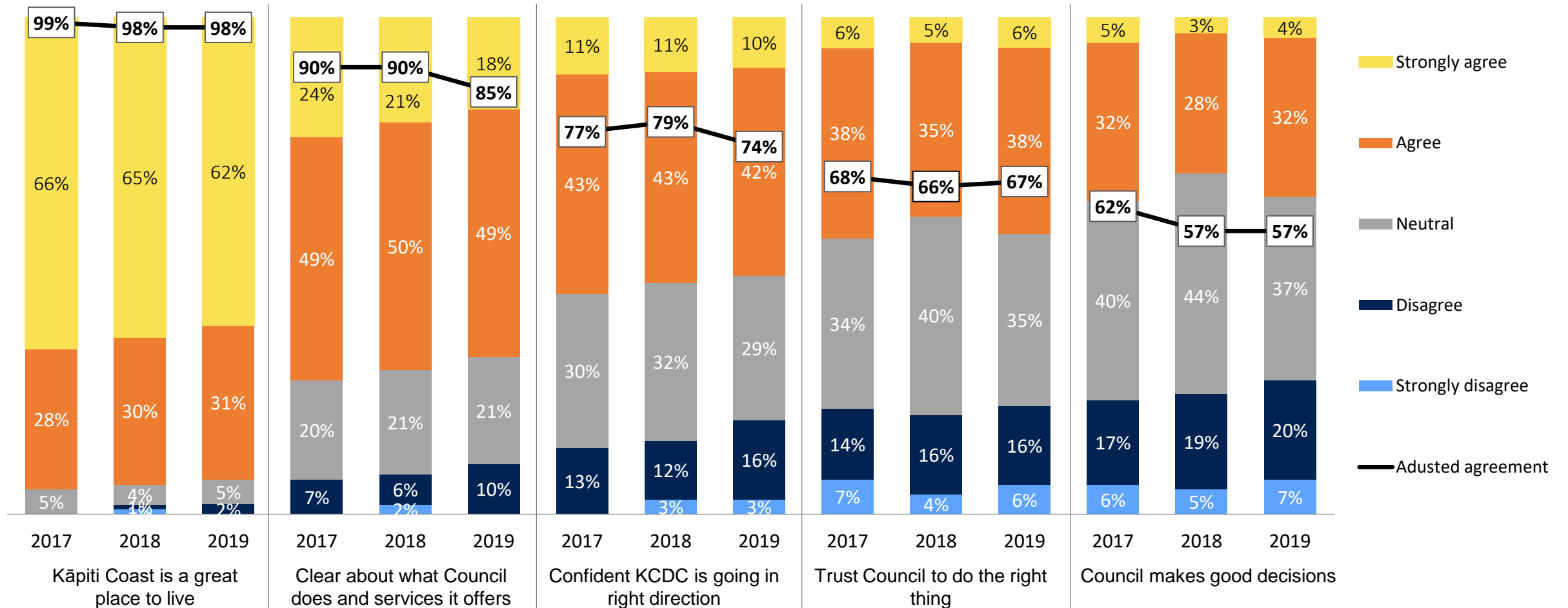


■ Very dissatisfied
 ■ Dissatisfied
 ■ Neutral
 ■ Satisfied
 ■ Very satisfied

n=739

Wider Council Perceptions

There is a slight decline this year in the adjusted satisfaction levels of those who are clear on what Council offers and confident Council is going in the right direction.



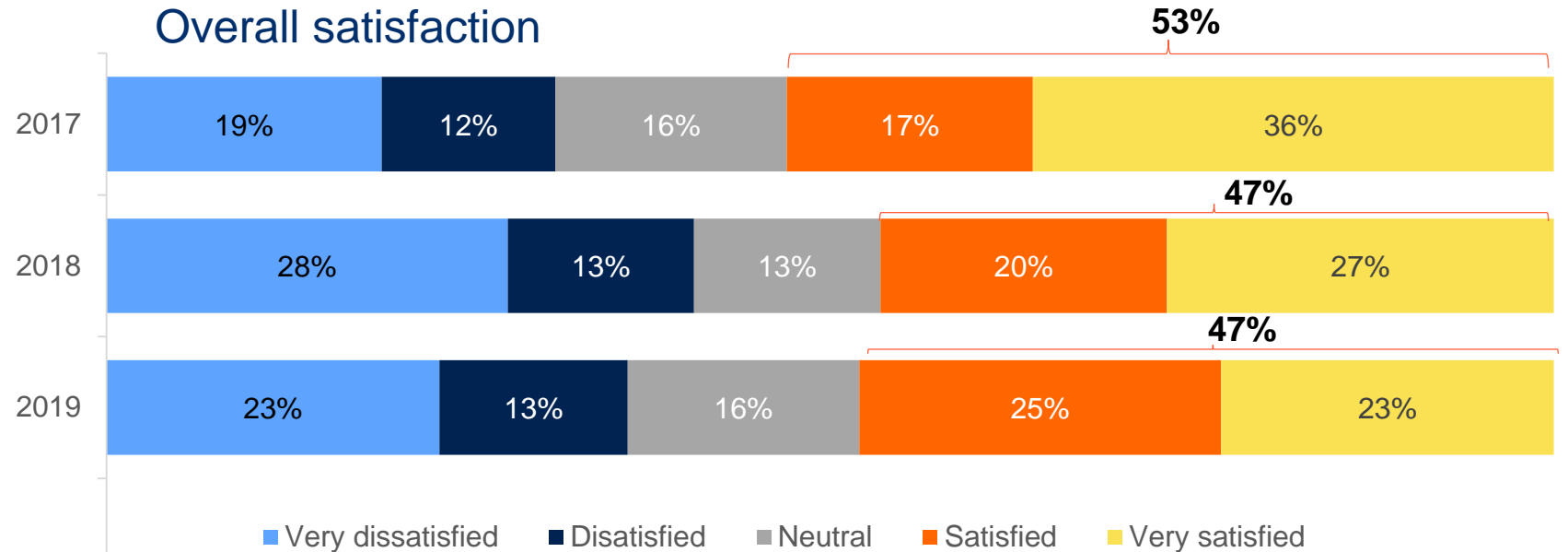
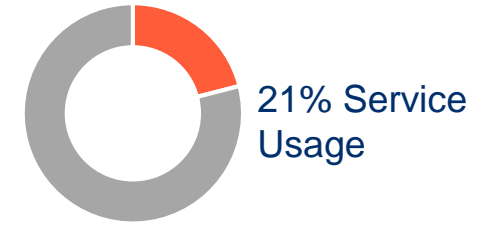


Council interactions in Detail

Interactions with Council, overall

Residents were asked if they had made a request for service or a complaint about Council service in the past 12 months

47% are satisfied or very satisfied with the interaction which is comparable to last year. However the proportion of people who are 'very satisfied' is declining.



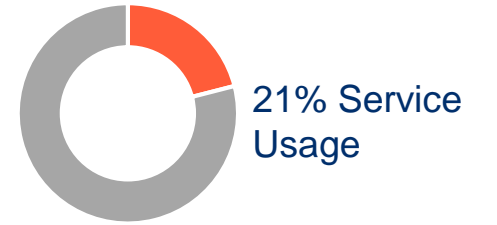
“Lack of follow up and having a key point of contact. Someone who touches base with you on the matter would be good within a reasonable time frame. The initial contact was good but it was just the follow up where they dropped the ball.”

“The computer in the foyer can not take credit card payments and no staff can take payments. You have to go in to make the payments and then the Council website is not working. It can be a real problem when you have little children.”

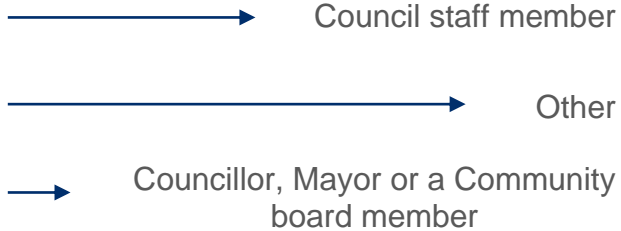
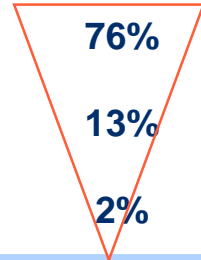
Interactions with Council, by channel

Residents were asked if they had made a request for service or a complaint about Council service in the past 12 months

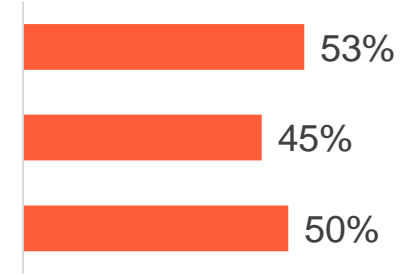
The majority of the interactions are with Council staff members over the phone.



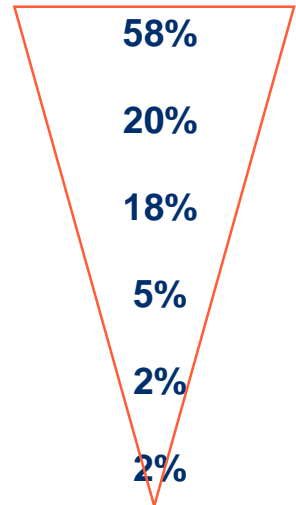
Who contacted



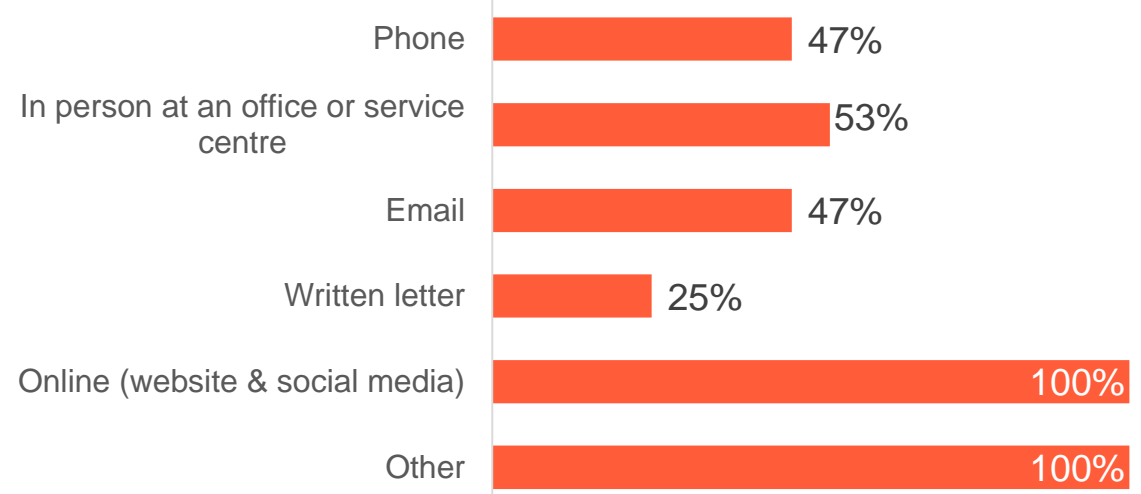
Satisfaction with interaction, by who they made contact with



How did they contact?



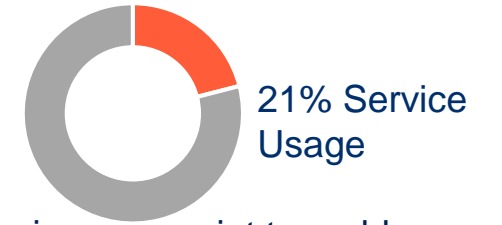
Satisfaction with interaction, by how they made contact



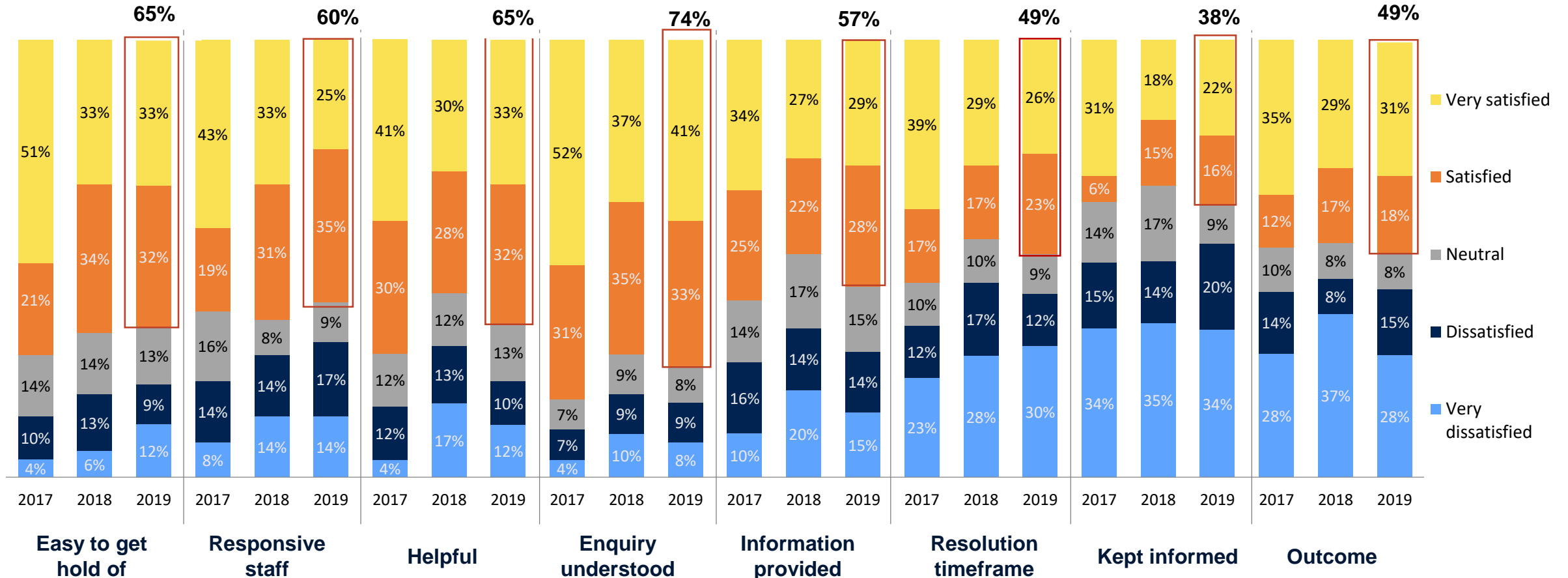
Note: Asked only in Q1 & Q3 2018/19

Interactions with Council, in detail

Residents also rated aspects of their interaction with Council



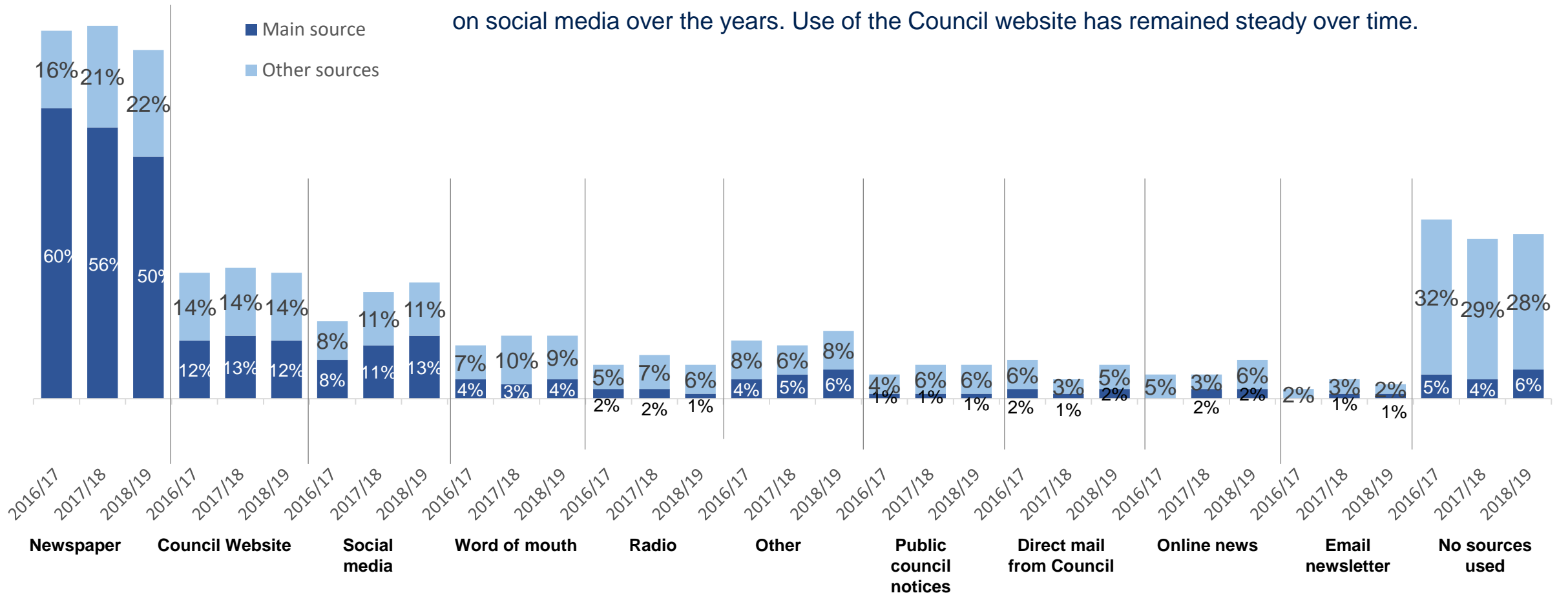
While residents value the information and help provided by the staff, the pain areas point to problem resolution, being kept informed, and the overall outcome.



Sources of information

Residents were asked to name their main source of information about Council, and any other sources they used.

Newspaper remains the primary source of information however there is a gradual increase in reliance on social media over the years. Use of the Council website has remained steady over time.





Appendix One: Research Design

Research Context and Method

Kāpiti Coast District Council (Council) is the local government authority for Kāpiti Coast District. Each year Council surveys residents in Kāpiti about their opinions on a wide range of services delivered to the district.

The information provided by the survey results helps Council determine its work programme and budget priorities in the future.

The survey is conducted by Research First on a quarterly basis and this report includes views and opinions of 809 Kāpiti residents.

Research is completed via telephone interviews to be representative of age, gender, and ward across the region.

- Q1 18/19: September 2017, N=200
- Q2 18/19: December 2017, N=200
- Q3 18/19: March 2018, N=204
- Q4 18/19: June 2018, N=205

The research was conducted using a telephone survey design. This method was the best choice because:

- It is the best way to reach the population of interest and provides results that are representative of the views of a geographically dispersed population; and
- It provides better quality results (because the presence of a telephone interviewer reduces errors and addresses potential biases resulting from interpretation problems on behalf of the participants);
- It provides results that can be extrapolated to an audience with a high degree of accuracy (because of the use of probability samples).

The survey has been conducted on a quarterly basis by Research First since September 2017.

Note that data was simultaneously collected online in Q3 and Q4 FY 16/17, with respondents accessing the survey through Council's social media and other communication channels. This increased engagement but the online results have been kept separate from the telephone results, and are not reported in this document. This is because the sample was self-selected rather than randomly-selected and the demographic does not match the profile of Kāpiti. The results therefore may not match the actual proportion of sentiment across the District. The feedback received from the online survey, with the telephone results, was disseminated across Council for use in Council's on-going efforts to improve how it delivers its services.

Notes on this report

When reading this report, it is important to consider:

- The maximum margin of error for the achieved sample of 809 respondents is +/-3.5% at the 95% confidence interval. This means that Council can have confidence in the results for the sample as a whole, but the results for subsamples such as community board, age and gender are less precise;
- In some cases, respondents chose to answer 'don't know' rather than rate a service or facility. Where this is the case, these responses have been removed from the analysis and a subtotal of respondents calculated;
- For each service or facility, historically an 'adjusted satisfaction score' has been calculated. This is in line with the way Council has previously analysed its satisfaction results. The adjusted satisfaction score is calculated by removing 'neutral' and 'don't know' responses, and recalculating the percentage of satisfied respondents from the reduced base;
- Where a result is significantly different from last year, this is noted with a positive or negative arrow (at 95% confidence levels); and
- Results have also been analysed against Long Term Plan targets. An achieved score is denoted with a tick, while not achieved scores are denoted with a cross

Research Sample

Age group	Participation	
	%	n
18-29	12%	95
30-39	12%	94
40-49	14%	113
50-59	19%	151
60-64	10%	78
65+	34%	278
		Total 809

Gender	Participation	
	%	n
Male	46%	374
Female	54%	435
		Total 809

Town	Participation	
	%	n
Paraparaumu	21%	169
Waikanae	21%	166
Ōtaki	15%	125
Paekākāriki	10%	81
Paraparaumu Beach	10%	77
Raumati South	6%	51
Raumati Beach	7%	60
Waikanae Beach	2%	17
Te Horo	2%	20
Ōtaki Beach	3%	22
Reikorangi	0%	3
Otaihanga	1%	6
Peka peka	0%	3
Te Horo beach	1%	8
		Total 809

Town	Participation	
	%	n
Ōtaki	22%	175
Waikanae	23%	189
Paraparaumu	45%	364
Paekākāriki	10%	81
		Total 809

Years of residence in Kāpiti	Participation	
	%	n
Less than a year	1%	7
1 to 5 years	8%	66
5 to 10 years	19%	157
More than 10 years	71%	578
		Total 809

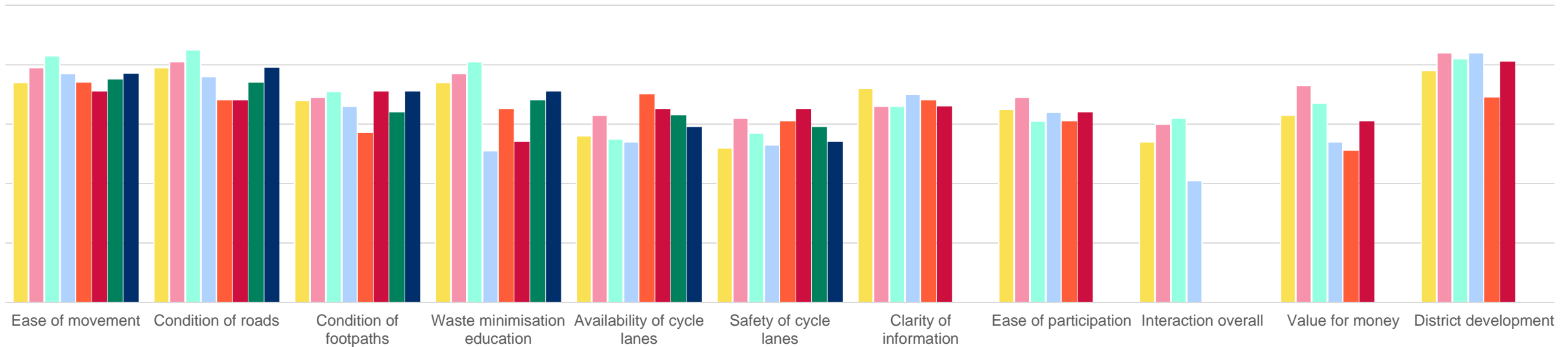


Appendix Two: Results by Season and Demographics

2018/19 Adjusted Satisfaction Trend by Quarter (2/2)

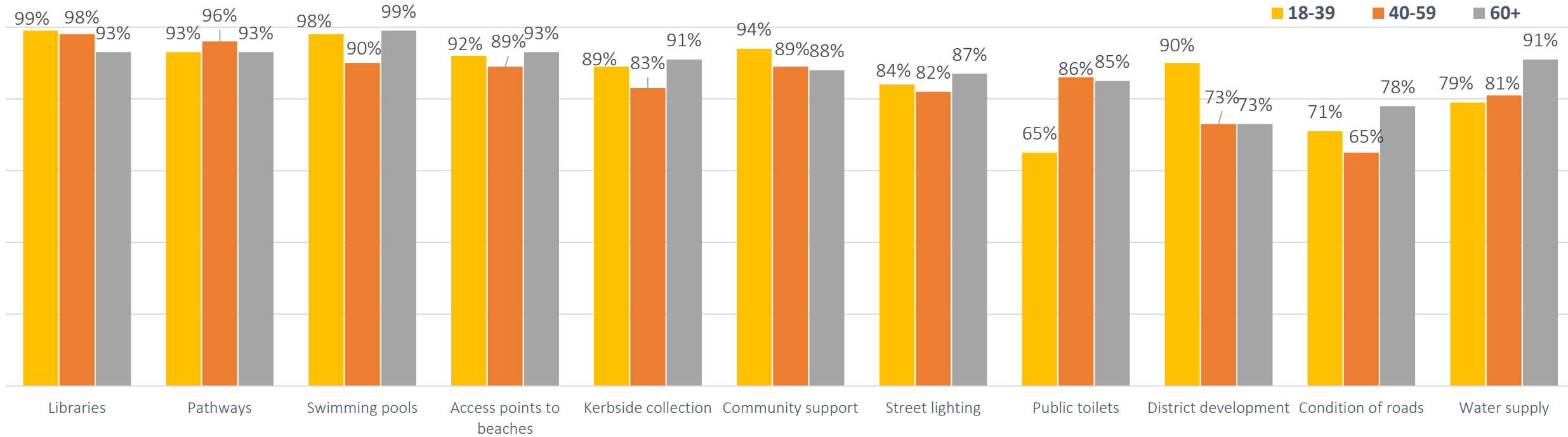
- Satisfaction with stormwater protection reached highest levels to date in the most recent quarter
- Condition of roads, footpaths and waste minimisation education have improved in the most recent two quarters

■ Q1 17/18
 ■ Q2 17/18
 ■ Q3 17/18
 ■ Q4 17/18
 ■ Q1 18/19
 ■ Q2 18/19
 ■ Q3 18/19
 ■ Q4 18/19



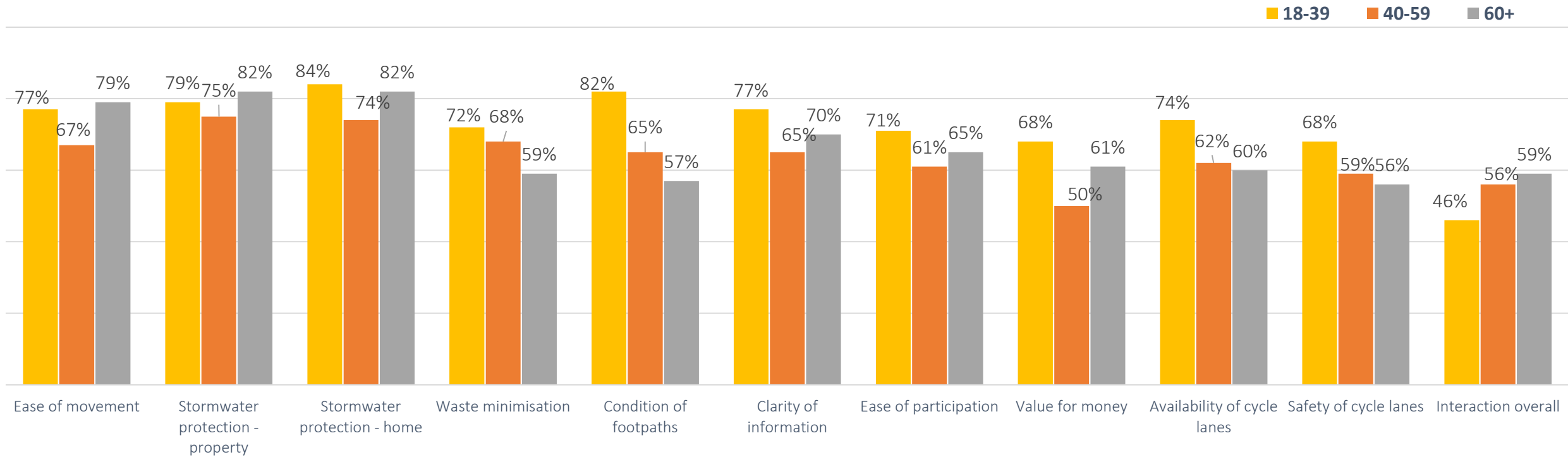
2018/19 results by Age(1/2) (adjusted satisfaction)

- Generally those aged 40-59 express the least satisfaction with Council services



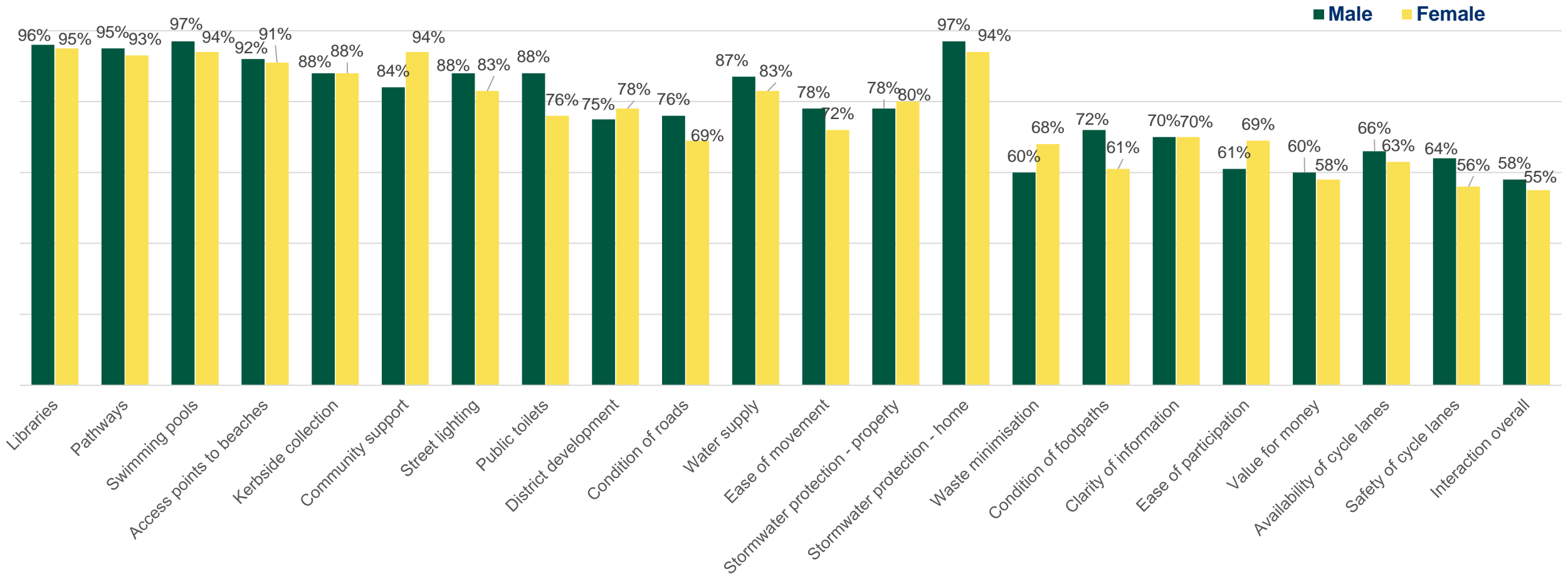
2018/19 results by Age(2/2) (adjusted satisfaction)

- Generally those aged 40-59 express the least satisfaction with Council services



2018/19 results by Gender (adjusted satisfaction)

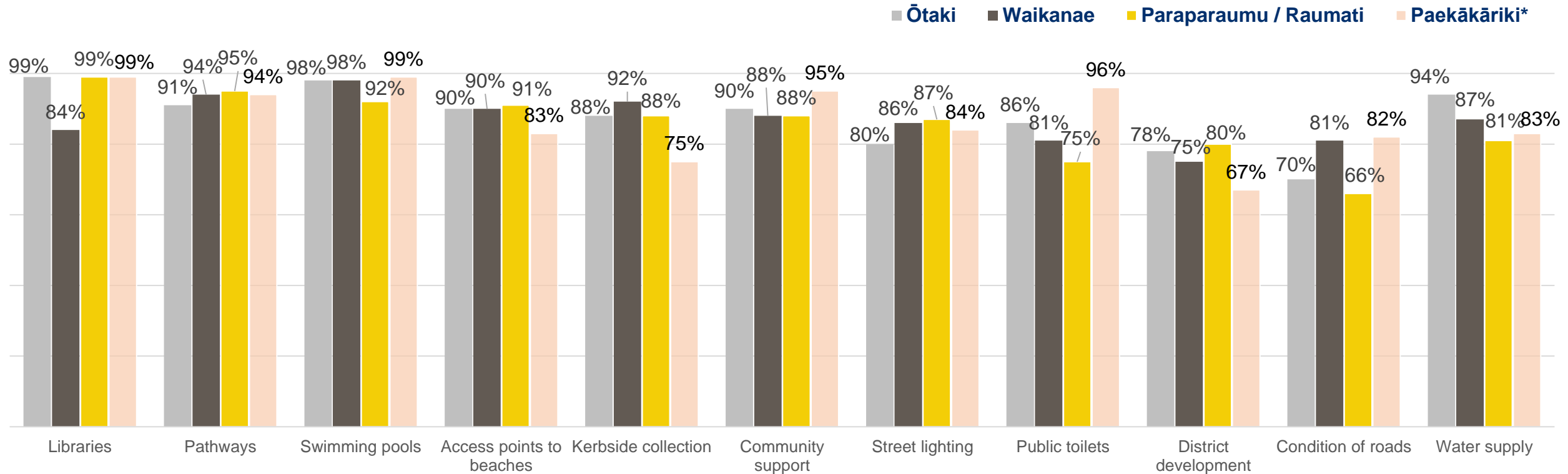
- Results by gender show little variation in satisfaction with Council services



2018/19 results by Community board (1/2) (adjusted satisfaction)

- Results by community board show little variation in satisfaction with Council services

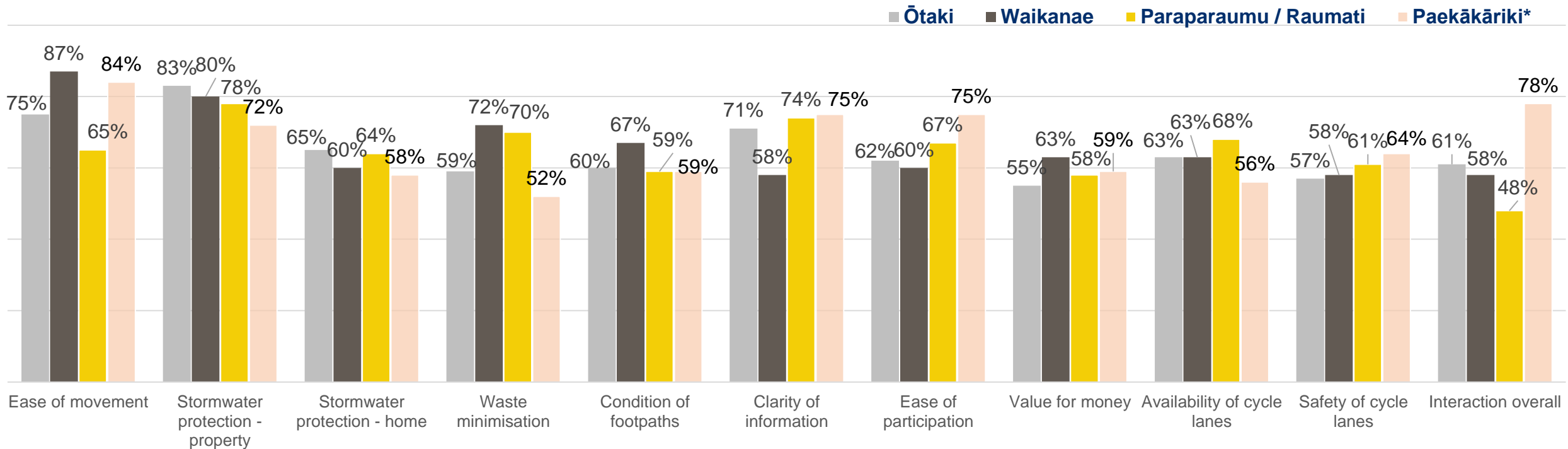
Note: Paekākāriki sample sizes are especially low across the year, so adjusted satisfaction scores (removing neutral responses) are often based on a sample of less than 50 so should be read with caution, and as indicative only.



2018/19 results by Community board (2/2) (adjusted satisfaction)

- Results by community board show little variation in satisfaction with Council services

Note: Paekākāriki sample sizes are especially low across the year, so adjusted satisfaction scores (removing neutral responses) are often based on a sample of less than 50 so should be read with caution, and as indicative only.





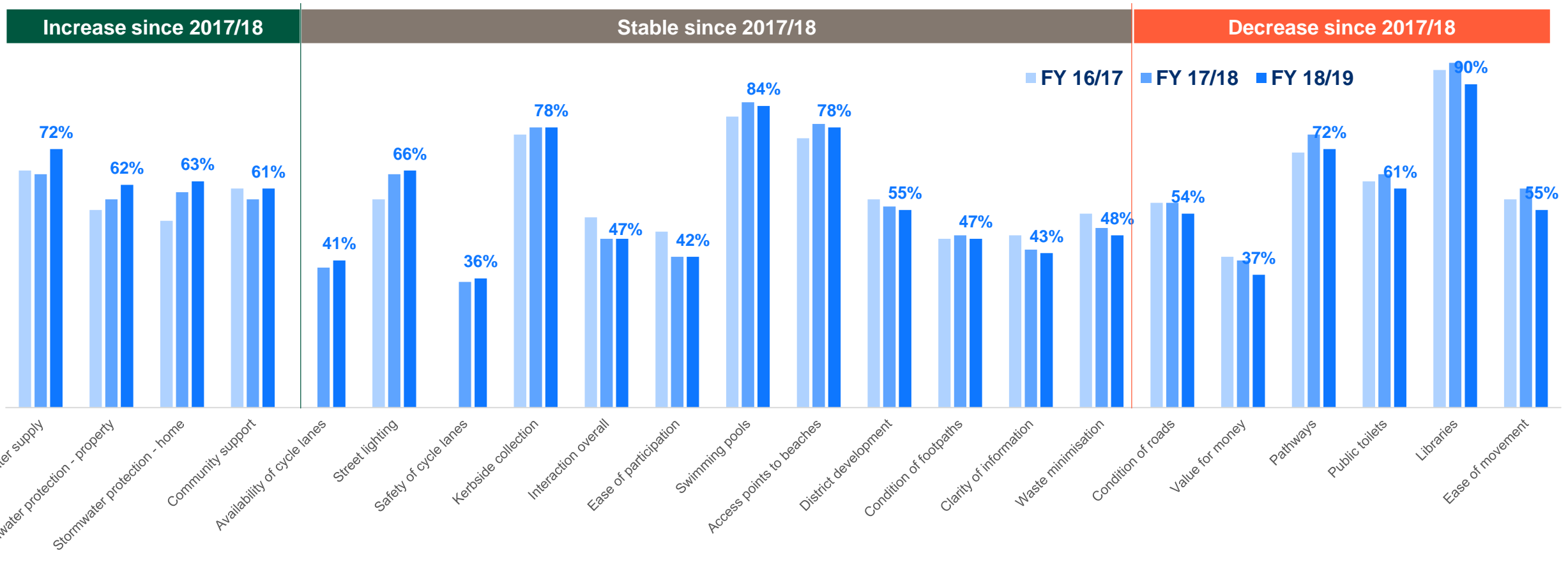
Appendix Three: Overall Satisfaction Ratings

Adjusted versus overall satisfaction

- For each service or facility, historically an 'adjusted satisfaction score' has been calculated. This is in line with the way Council has previously analysed its satisfaction results. The adjusted satisfaction score is calculated by removing 'neutral' and 'don't know' responses, and recalculating the percentage of satisfied respondents from the reduced base;
- The following slides show 'overall satisfaction scores' which excludes the 'don't knows' but includes those that are 'neutral' to show the full breadth of response.
 - While further investigation can still be conducted, a 'neutral' response can still be valid e.g. if someone has minimal experience with the service, doesn't know enough to say they are definitely satisfied or not, thinks the Council is doing fine but not 'great', or if they have had a mixed service experience.
 - Furthermore, in some instances where there is a significant proportion of 'neutrals', removing them for the Adjusted Satisfaction score does reduce the robustness of that measure e.g. conditions of roads and footpaths have 28-30% claiming to be 'neutral'. This is further impacted on those services where we ask satisfaction of 'users' or just to those 'aware of the service'. While there is still confidence in results when combined over the full year, it does increase the margin of error when looking at results by quarter.
 - Overall Satisfaction scores have been reported in the following section to allow for comparative benchmarking versus other Councils
- Where a result is significantly different from 2018, this is noted with a positive or negative arrow (at 95% confidence levels)

Overall Satisfaction Ratings

- Including 'neutrals' in the analysis, we can see a lot of year-on-year stability
- *Satisfaction with water supply has made the most progress, while ease of movement and libraries have declined the most*





Appendix Four: Benchmarking

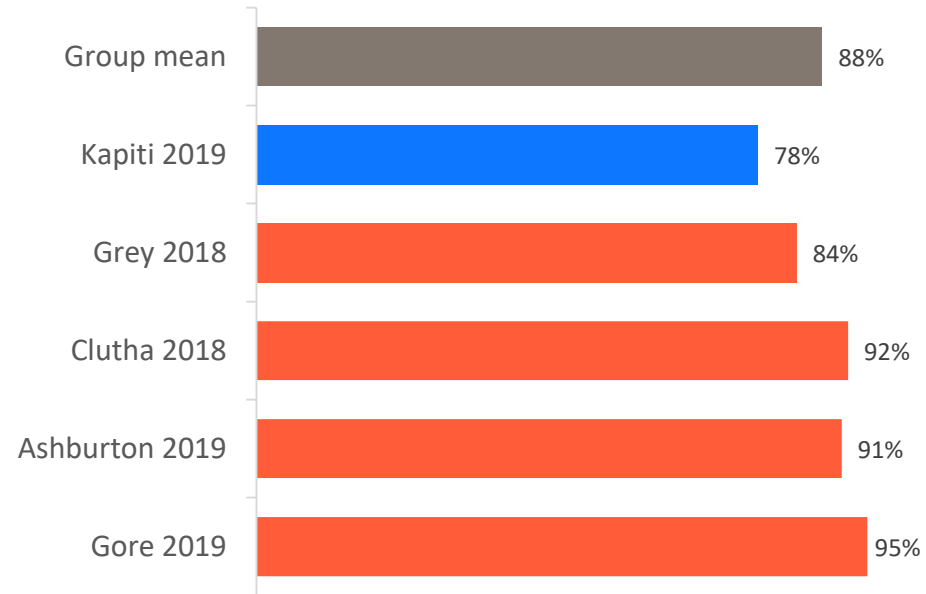
About benchmarked results

Comparisons between results recorded by Councils in similar areas are provided to add context to results. When viewing the results there are a number of factors to bear in mind that may influence recorded results:

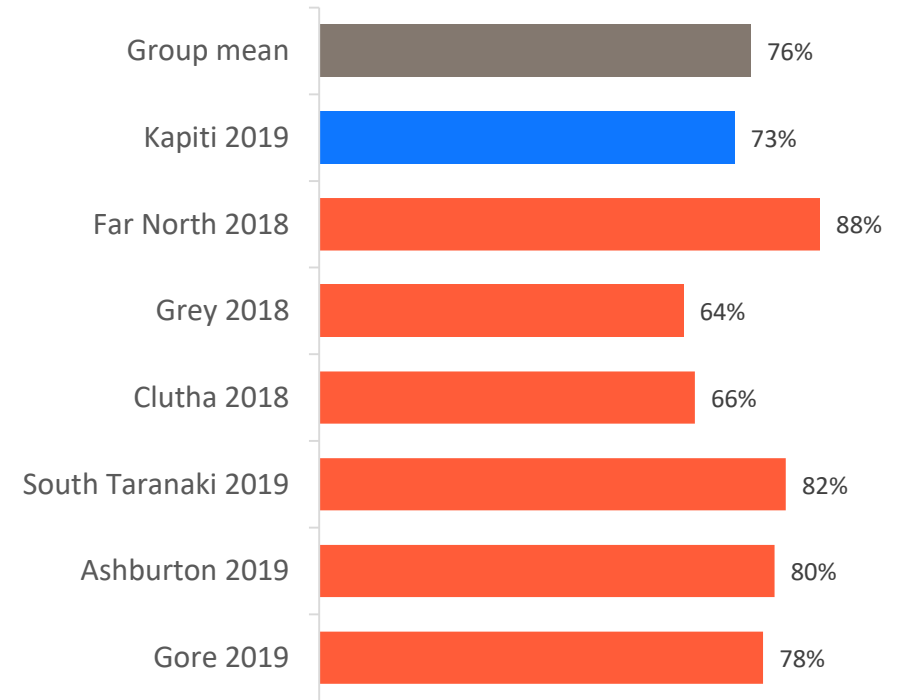
- Councils in this group were identified as being similar in terms of some key identifiers: split of urban/rural residential areas, district size, median age, population density, and population size. The districts are very different in other areas that may impact on results;
- Sample sizes and data collection methods differ slightly between Councils; and
- Question wording and response scales differ between Councils.
- Other Councils report on 'Overall Satisfaction' scores, not 'Adjusted Satisfaction' scores as standard. To allow more accurate comparisons, the 'Overall Satisfaction' and not the Adjusted Satisfaction Scores have been provided on the following slides for Kāpiti District Council.

Benchmarked results: Waste & Water (Unadjusted satisfaction)

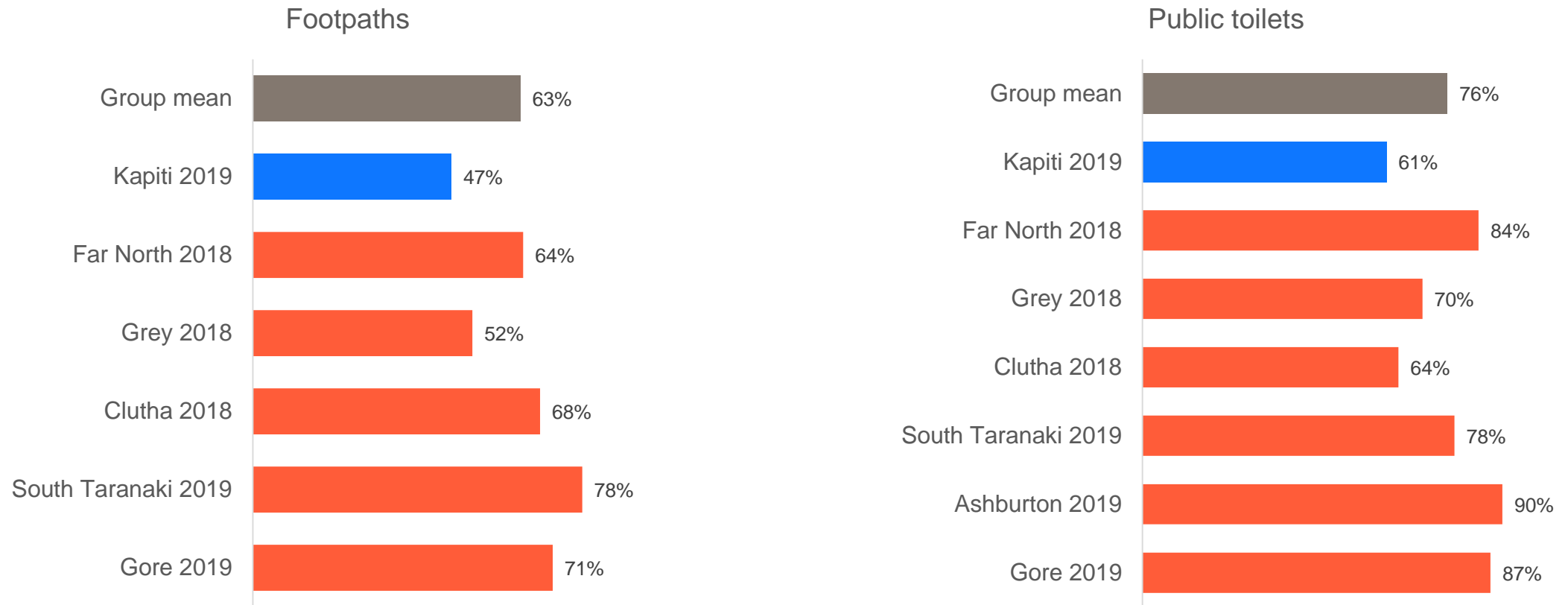
Kerbside Recycling



Water Supply

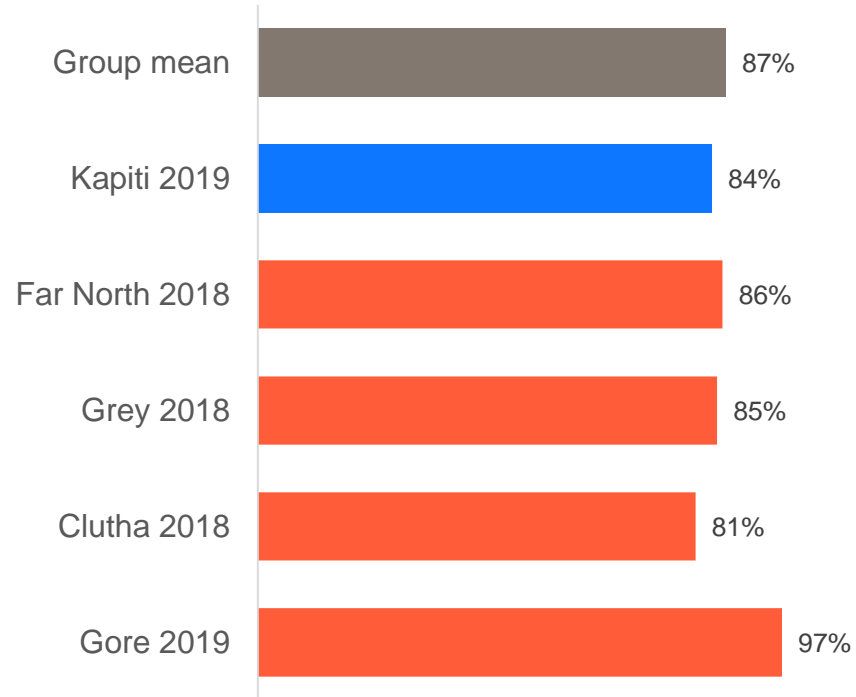


Benchmarked results: Footpaths & Public Toilets (Unadjusted satisfaction)

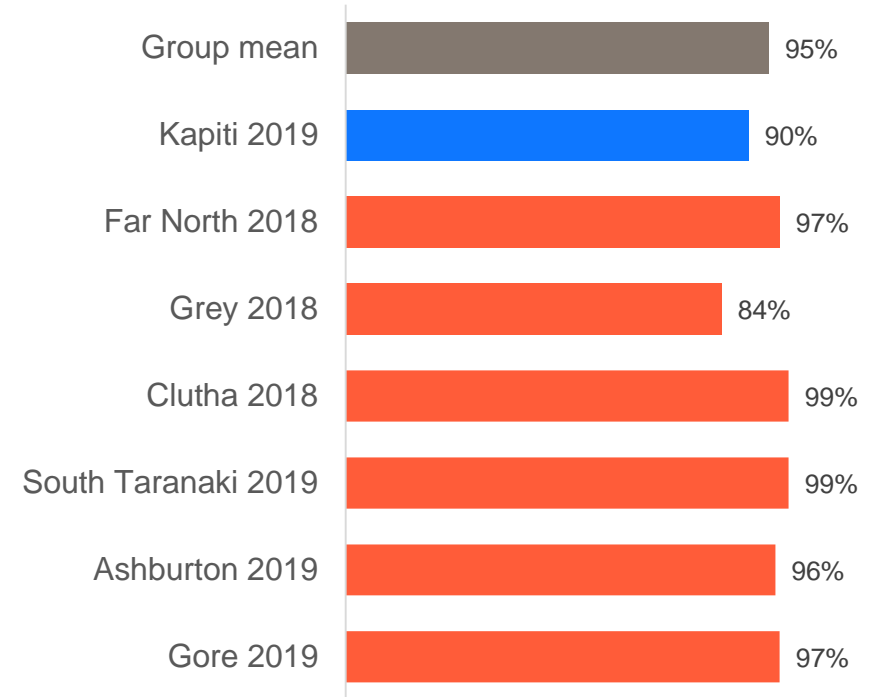


Benchmarked results: Facilities (Unadjusted satisfaction)

Community pools



Libraries



Benchmarked results: Great place to live (Unadjusted satisfaction)

