

KAPITI COAST DISTRICT COUNCIL

SATISFACTION SURVEY

AUGUST/SEPTEMBER 2005

**PERCENTAGED TABLES
OF SURVEY RESULTS**

PREPARED BY:

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Kapiti Coast District Council Satisfaction Survey - August/September 2005 - Percentaged Tables of Survey Results
WEBSITE: <http://www.nrb.co.nz>

Kapiti Coast District Council Satisfaction Survey - August/September 2005 - Percentaged Tables of Survey Results

Q1 Before now, whether they were aware of the Council's forward community planning programme for the District called "**Choosing Futures**"..

	Total	Ward..				Gender..		Age..			
		Para para -umu	Pae-kak/Rau.	Wai-ka-nae	Otaki	Male	Female	18-34 yrs	35-49 yrs	50-64 yrs	65+ yrs
Unweighted Base	301	100	71	79	51	150	151	26	69	90	116
Weighted Base	301	106	64	77	54	138	163	59	81	72	89
Yes, aware	146 48.4	45 42.4	32 50.7	37 47.6	31 58.5	66 48.0	79 48.7	22 37.7	37 45.0	38 52.8	49 55.0
No, unaware	150 49.9	60 56.8	31 48.3	38 48.6	22 40.1	70 50.4	81 49.5	37 62.3	45 55.0	30 41.7	39 43.7
Unsure/maybe	5 1.7	1 0.8	1 1.0	3 3.7	1 1.4	2 1.6	3 1.8	0 0.0	0 0.0	4 5.5	1 1.3

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Q2 Rating the community planning programme..

	Ward..				Gender..		Age..				
	Total	Para para -umu	Pae-kak/Rau.	Wai-ka-nae	Otaki	Male	Female	18-34 yrs	35-49 yrs	50-64 yrs	65+ yrs
Unweighted Base	157	51	39	39	28	77	80	9	35	50	63
Weighted Base	146	45	32	37	31	66	79	22	37	38	49
<u>Not good..</u>	15	3	6	3	3	9	5	2	1	4	7
	10.1	6.6	18.8	6.8	10.2	14.3	6.6	10.6	2.6	11.3	14.8
Poor	3	1	2	0	0	1	2	2	0	0	1
	2.1	1.6	7.3	0.0	0.0	1.1	3.0	10.6	0.0	0.0	1.4
Not very good	12	2	4	3	3	9	3	0	1	4	7
	8.0	5.0	11.5	6.8	10.2	13.3	3.7	0.0	2.6	11.3	13.3
<u>Just acceptable..</u>	34	7	7	12	8	18	16	5	8	8	12
	23.3	15.7	21.4	31.7	26.4	26.6	20.6	24.3	22.7	20.7	25.4
Just acceptable	34	7	7	12	8	18	16	5	8	8	12
	23.3	15.7	21.4	31.7	26.4	26.6	20.6	24.3	22.7	20.7	25.4
<u>Good..</u>	72	26	15	17	15	26	46	12	22	19	19
	49.7	57.4	46.5	45.5	47.1	39.4	58.3	52.4	61.3	50.3	39.4
Fairly good	45	19	9	9	8	18	27	6	12	12	15
	30.9	42.3	27.9	25.5	24.1	27.0	34.2	25.8	32.7	32.3	30.9
Very good	27	7	6	7	7	8	19	6	10	7	4
	18.8	15.1	18.6	19.9	23.0	12.5	24.1	26.5	28.6	18.1	8.5
<u>DK/no opinion..</u>	24	9	4	6	5	13	12	3	5	7	10
	16.8	20.4	13.3	15.9	16.2	19.6	14.5	12.8	13.4	17.7	20.5
DK/no opinion	24	9	4	6	5	13	12	3	5	7	10
	16.8	20.4	13.3	15.9	16.2	19.6	14.5	12.8	13.4	17.7	20.5

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Q3 From what they have heard, read or experienced, how accessible is information about Council's decisions and activities..

	Ward..				Gender..		Age..				
	Total	Para para -umu	Pae-kak/Rau.	Wai-ka-nae	Otaki	Male	Female	18-34 yrs	35-49 yrs	50-64 yrs	65+ yrs
Unweighted Base	301	100	71	79	51	150	151	26	69	90	116
Weighted Base	301	106	64	77	54	138	163	59	81	72	89
<u>Not accessible..</u>	53	26	7	10	9	24	28	6	13	16	18
	17.5	24.8	11.5	13.2	16.3	17.7	17.3	10.4	15.7	21.8	20.5
Not at all accessible	8	2	1	2	2	3	5	0	3	4	2
	2.8	2.2	2.2	3.1	4.0	2.3	3.2	0.0	3.7	5.2	1.8
Not very accessible	44	24	6	8	7	21	23	6	10	12	17
	14.8	22.6	9.3	10.1	12.3	15.4	14.2	10.4	12.0	16.6	18.6
<u>Accessible..</u>	229	74	52	62	40	105	124	50	65	49	64
	76.0	69.7	82.3	80.5	74.5	76.0	76.0	84.8	80.3	68.7	72.1
Fairly accessible	181	64	40	48	29	84	96	37	58	38	48
	60.0	60.3	63.1	61.6	53.5	61.1	59.1	61.8	70.7	53.4	54.4
Very accessible	48	10	12	15	11	21	28	14	8	11	16
	16.0	9.4	19.2	18.8	21.1	15.0	16.9	23.0	9.6	15.3	17.7
<u>DK/no opinion..</u>	19	6	4	5	5	9	11	3	3	7	7
	6.5	5.4	6.1	6.4	9.1	6.2	6.7	4.8	4.0	9.4	7.5
DK/no opinion	19	6	4	5	5	9	11	3	3	7	7
	6.5	5.4	6.1	6.4	9.1	6.2	6.7	4.8	4.0	9.4	7.5

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Q4 During the last 12 months, have they used/visited -

a. **"Public Halls and Community buildings"**..

	Total	Ward..				Gender..		Age..			
		Para para -umu	Pae-kak/Rau.	Wai-ka-nae	Otaki	Male	Female	18-34 yrs	35-49 yrs	50-64 yrs	65+ yrs
Unweighted Base	301	100	71	79	51	150	151	26	69	90	116
Weighted Base	301	106	64	77	54	138	163	59	81	72	89
Yes	160 53.0	54 50.8	38 60.1	36 47.0	31 57.7	66 47.9	94 57.4	29 48.4	45 54.7	33 45.7	54 60.5
No	141 47.0	52 49.2	25 39.9	41 53.0	23 42.3	72 52.1	69 42.6	31 51.6	37 45.3	39 54.3	35 39.5

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Q4 During the last 12 months, have they used/visited -
b. "Libraries"..

	Total	Ward..				Gender..		Age..			
		Para para -umu	Pae-kak/Rau.	Wai-ka-nae	Otaki	Male	Female	18-34 yrs	35-49 yrs	50-64 yrs	65+ yrs
Unweighted Base	301	100	71	79	51	150	151	26	69	90	116
Weighted Base	301	106	64	77	54	138	163	59	81	72	89
Yes	228 75.7	76 71.9	46 72.9	59 76.0	46 85.7	99 71.5	129 79.2	42 70.3	62 75.9	50 70.0	74 83.6
No	73 24.3	30 28.1	17 27.1	18 24.0	8 14.3	39 28.5	34 20.8	18 29.7	20 24.1	21 30.0	15 16.4

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Q4 During the last 12 months, have they used/visited -
c. "Council-provided waste reduction services"..

	Total	Ward..				Gender..		Age..			
		Para para -umu	Pae-kak/Rau.	Wai-ka-nae	Otaki	Male	Female	18-34 yrs	35-49 yrs	50-64 yrs	65+ yrs
Unweighted Base	301	100	71	79	51	150	151	26	69	90	116
Weighted Base	301	106	64	77	54	138	163	59	81	72	89
Yes	262 87.1	85 79.9	61 95.4	69 89.9	47 87.3	126 91.1	137 83.7	51 86.9	69 85.2	63 88.1	78 88.2
No	39 12.9	21 20.1	3 4.6	8 10.1	7 12.7	12 8.9	27 16.3	8 13.1	12 14.8	9 11.9	10 11.8

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Q5 Satisfaction with -
a. "Public Halls and Community buildings"..

	Ward..					Gender..		Age..			
	Total	Para- para- -umu	Pae- kak/ Rau.	Wai- ka- nae	Otaki	Male	Female	18-34 yrs	35-49 yrs	50-64 yrs	65+ yrs
Unweighted Base	162	50	40	43	29	75	87	12	38	43	69
Weighted Base	160	54	38	36	31	66	94	29	45	33	54
<u>Not satisfied</u>	11	4	5	2	0	4	7	2	3	1	4
	6.8	6.7	14.3	4.8	0.0	6.2	7.2	8.3	7.5	3.8	7.2
Not very satisfied (1)	11	4	5	2	0	4	7	2	3	1	4
	6.8	6.7	14.3	4.8	0.0	6.2	7.2	8.3	7.5	3.8	7.2
<u>Satisfied</u>	149	50	33	34	31	62	87	26	41	31	50
	93.2	93.3	85.7	95.2	100.0	93.8	92.8	91.7	92.5	96.2	92.8
Fairly satisfied (2)	75	23	19	20	14	39	37	10	20	16	29
	47.1	42.1	48.4	54.9	45.3	58.7	39.0	35.6	45.4	49.3	53.4
Very satisfied (3)	74	28	14	15	17	23	50	16	21	15	21
	46.1	51.2	37.3	40.3	54.7	35.1	53.8	56.1	47.0	46.9	39.5
<u>DK/unable to say</u>	0	0	0	0	0	0	0	0	0	0	0
	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
DK/unable to say	0	0	0	0	0	0	0	0	0	0	0
	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0	0.0
Mean	2.4	2.4	2.2	2.4	2.5	2.3	2.5	2.5	2.4	2.4	2.3

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Q5 Satisfaction with -
b. "Libraries"..

	Ward..					Gender..		Age..			
	Total	Para para -umu	Pae- kak/ Rau.	Wai- ka- nae	Otaki	Male	Female	18-34 yrs	35-49 yrs	50-64 yrs	65+ yrs
Unweighted Base	235	71	53	66	45	112	123	18	51	69	97
Weighted Base	228	76	46	59	46	99	129	42	62	50	74
<u>Not satisfied</u>	16	5	3	4	4	6	10	2	2	7	5
	6.9	6.3	5.7	7.1	9.0	6.1	7.6	4.0	3.9	13.1	6.9
Not very satisfied (1)	16	5	3	4	4	6	10	2	2	7	5
	6.9	6.3	5.7	7.1	9.0	6.1	7.6	4.0	3.9	13.1	6.9
<u>Satisfied</u>	211	72	43	54	42	92	119	40	59	43	69
	92.8	93.7	92.7	92.9	91.0	93.2	92.4	96.0	94.9	86.9	93.1
Fairly satisfied (2)	55	22	10	12	10	22	33	8	24	9	13
	24.0	29.3	22.5	19.9	22.0	22.2	25.3	19.8	39.2	18.4	17.5
Very satisfied (3)	157	49	33	43	32	70	87	32	34	34	56
	68.8	64.5	70.2	73.0	69.1	71.0	67.1	76.2	55.8	68.5	75.6
<u>DK/unable to say</u>	1	0	1	0	0	1	0	0	1	0	0
	0.3	0.0	1.6	0.0	0.0	0.7	0.0	0.0	1.2	0.0	0.0
DK/unable to say	1	0	1	0	0	1	0	0	1	0	0
	0.3	0.0	1.6	0.0	0.0	0.7	0.0	0.0	1.2	0.0	0.0
Mean	2.6	2.6	2.7	2.7	2.6	2.7	2.6	2.7	2.5	2.6	2.7

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Q5 Satisfaction with -
c. "Council-provided waste reduction services"..

	Ward..					Gender..		Age..			
	Total	Para para -umu	Pae-kak/Rau.	Wai-ka-nae	Otaki	Male	Female	18-34 yrs	35-49 yrs	50-64 yrs	65+ yrs
Unweighted Base	266	82	67	73	44	136	130	22	62	78	104
Weighted Base	262	85	61	69	47	126	137	51	69	63	78
<u>Not satisfied</u>	16	4	2	7	3	6	10	5	3	4	4
	5.9	4.6	2.8	10.6	5.5	4.5	7.3	8.8	4.0	6.1	5.6
Not very satisfied (1)	16	4	2	7	3	6	10	5	3	4	4
	5.9	4.6	2.8	10.6	5.5	4.5	7.3	8.8	4.0	6.1	5.6
<u>Satisfied</u>	246	81	59	61	44	120	126	47	67	59	73
	93.7	95.4	97.2	88.1	94.5	95.5	92.1	91.2	96.0	93.9	93.3
Fairly satisfied (2)	103	40	25	16	22	46	56	25	29	28	21
	39.2	47.3	40.5	22.8	47.1	36.8	41.4	48.9	42.1	44.0	26.3
Very satisfied (3)	143	41	34	45	22	74	69	22	37	31	52
	54.6	48.1	56.8	65.4	47.4	58.7	50.7	42.2	53.9	49.9	67.0
<u>DK/unable to say</u>	1	0	0	1	0	0	1	0	0	0	1
	0.3	0.0	0.0	1.3	0.0	0.0	0.6	0.0	0.0	0.0	1.1
DK/unable to say	1	0	0	1	0	0	1	0	0	0	1
	0.3	0.0	0.0	1.3	0.0	0.0	0.6	0.0	0.0	0.0	1.1
Mean	2.5	2.4	2.5	2.6	2.4	2.5	2.4	2.3	2.5	2.4	2.6

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Q6 Age group..

	Total	Ward..				Gender..		Age..			
		Para para -umu	Pae-kak/Rau.	Wai-ka-nae	Otaki	Male	Female	18-34 yrs	35-49 yrs	50-64 yrs	65+ yrs
Unweighted Base	301	100	71	79	51	150	151	26	69	90	116
Weighted Base	301	106	64	77	54	138	163	59	81	72	89
18-34 years	59 19.7	24 22.5	14 21.6	11 14.1	11 19.9	28 20.4	31 19.1	59 100.0	0 0.0	0 0.0	0 0.0
35-49 years	81 27.0	29 27.2	22 34.2	16 21.2	14 26.5	38 27.9	43 26.3	0 0.0	81 100.0	0 0.0	0 0.0
50-64 years	72 23.8	24 22.9	14 21.9	19 24.4	14 26.7	33 23.6	39 23.9	0 0.0	0 0.0	72 100.0	0 0.0
65+ years	89 29.5	29 27.4	14 22.3	31 40.3	14 26.8	39 28.1	50 30.7	0 0.0	0 0.0	0 0.0	89 100.0
Refused	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0	0 0.0

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Q7 Gender..

	Ward..					Gender..		Age..			
	Total	Para para -umu	Pae-kak/Rau.	Wai-ka-nae	Otaki	Male	Female	18-34 yrs	35-49 yrs	50-64 yrs	65+ yrs
Unweighted Base	301	100	71	79	51	150	151	26	69	90	116
Weighted Base	301	106	64	77	54	138	163	59	81	72	89
Male	138	48	29	35	25	138	0	28	38	33	39
	45.8	45.5	46.1	45.5	46.4	100.0	0.0	47.4	47.3	45.5	43.6
Female	163	58	34	42	29	0	163	31	43	39	50
	54.2	54.5	53.9	54.5	53.6	0.0	100.0	52.6	52.7	54.5	56.4

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Q8 Ward..

	Total	Ward..				Gender..		Age..			
		Para para -umu	Pae-kak/Rau.	Wai-ka-nae	Otaki	Male	Female	18-34 yrs	35-49 yrs	50-64 yrs	65+ yrs
Unweighted Base	301	100	71	79	51	150	151	26	69	90	116
Weighted Base	301	106	64	77	54	138	163	59	81	72	89
Paraparaumu	106 35.3	106 100.0	0 0.0	0 0.0	0 0.0	48 35.1	58 35.5	24 40.4	29 35.6	24 34.0	29 32.8
Raumati	35 11.6	0 0.0	35 54.7	0 0.0	0 0.0	19 14.1	15 9.4	6 9.6	12 14.4	8 11.5	9 10.4
Paekakariki	29 9.6	0 0.0	29 45.3	0 0.0	0 0.0	10 7.2	19 11.6	8 13.6	10 12.4	6 8.0	5 5.6
Waikanae	77 25.6	0 0.0	0 0.0	77 100.0	0 0.0	35 25.4	42 25.8	11 18.3	16 20.1	19 26.3	31 35.0
Otaki	54 17.9	0 0.0	0 0.0	0 0.0	54 100.0	25 18.1	29 17.7	11 18.1	14 17.6	14 20.1	14 16.3