COMMUNITRAK™

PUBLIC PERCEPTIONS AND INTERPRETATIONS OF COUNCIL SERVICES AND REPRESENTATION

PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAM FOR:

KAPITI COAST DISTRICT COUNCIL

JULY 1994

NRB
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CONTENTS

CONTENTS (continued)

Page No.

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NB: Please note the following explanations for this report:

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

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

A. SITUATION AND OBJECTIVES

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

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

Council has established its primary goals as follows ...

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

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

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.

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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	199
Paekakariki	60
Waikanae	70
Otaki	72
	401

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 June 24th and July 3rd 1994.

Comparison Data

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

The Communitrak™ service includes ...

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

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

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

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

Margin of Error

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

	50/50	80/20
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%.

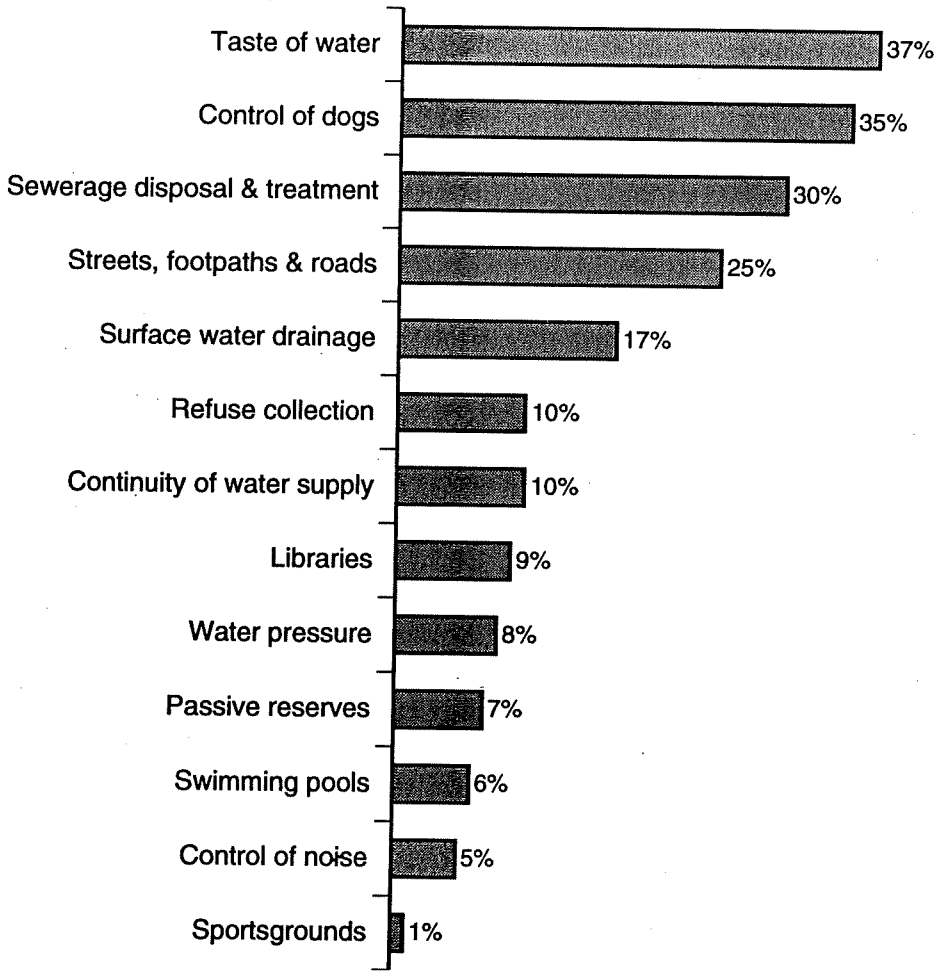
* * * * *

Council Services

The following services were rated as of high importance in terms of services the Council provides to the District ...

- water supply, 89%,
- sewerage system, 81%,
- footpaths and roads, 66%,
- rubbish collection, 61%.

Percent Saying They Are Dissatisfied With ...



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

	Kapiti Coast	Peer Group	National Average
• sewerage disposal and treatment	30%	11%	10%
• libraries	9%	4%	5%

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

• refuse collection	10%	14%	13%
• sportsgrounds	1%	6%	6%
• surface water drainage	17%	22%	20%
• swimming pools	6%	11%	9%
• control of dogs	35%	38%	42%

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

• passive reserves	7%	8%	5%
• noise control	5%	6%	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 sewerage treatment and libraries.

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.

19% of Kapiti Coast District residents feeling Council is currently over emphasising a service or activity, and 46% feeling that Council is currently under emphasising a service or activity.

Services/activities were seen as getting too much attention are...

- Council itself which is related to publicity/buildings/administration,
- roading,
- development of Paraparaumu Town Centre,
- footpaths.

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

- water supply,
- sewerage,
- beautification/cleaning/tidying-up,
- footpaths,
- dog control,
- roading.

The main Council actions gaining resident approval were ...

- good communication with residents,
- road improvements,
- handling of water crisis,
- beautification/tidying-up/improvements,
- footpaths.

Disapproval focussed on ...

- water shortage-lack of planning/action,
- sewerage-lack of planning/action,
- lack of consultation/information/don't listen,
- town planning/subdivisions/development,
- poor performance of Council.

Rates Issues

89% of survey respondents identified themselves as ratepayers.

The option to pay rates on a quarterly basis was more popular amongst ratepayers, with 63% preferring this option above others. Ratepayers aged 60 years or older, those living in a one to two person household and those who have a household income of less than $25,000 pa were more likely to favour quarterly rate payments.

48% of ratepayers preferred to pay in person by cheque or cash, followed by the option of mailing a cheque (24%).

Residents more likely to prefer paying rates in person by cheque or cash can be described as those aged 60 years or older, women, those whose household income is less than $25,000 pa, those living in a one to two person household and longer term residents, those living in the District more than five years.

Overall, 83% of residents were satisfied with the way rates were spent on services and facilities provided by Council.

Contact With Council

Residents are likely to contact Council offices or staff (83%) first if they have a matter to raise with Council. 9% would make contact with a Councillor.

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

89% of residents who have contacted Council offices by phone in the last 12 months are satisfied, with 90% of residents satisfied when visiting a Council office in person.

Overall, 91% of residents contacting a Council office in the last 12 months are satisfied.

Information

Newspapers are the source of information Kapiti Coast residents are most aware of (84%) and the main source of information in 72% of District households.

Even though 55% of residents are aware of newsletters, only 14% use them as their main source of information.

38% of residents see the information provided about Council as a little one-sided, whilst 37% of residents see the information provided as balanced. The remaining percentage of residents (25%) were unable to say whether the information was balanced or one-sided.

67% of Kapiti Coast District residents have seen or read information Council publishes specifically for the community in the last 12 months.

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

52% of residents feel there is enough/more than enough information supplied, while 38% of residents feel there is not enough/nowhere near enough information supplied.

Local Issues

Water Supply

91% of the surveyed sample were on the town water supply.

The 1% who have a rainwater tank as their water supply, are all satisfied.

61% of residents on a town or bore water supply are satisfied with the taste of their water.

Of the 37% who were dissatisfied, those most likely to be so are ...

- Paraparaumu/Raumati and Waikanae Ward residents,
- residents aged 40 to 59 years,
- residents who have an annual household income of more than $25,000.

92% of residents on a town or bore water supply are satisfied with water pressure.

90% of residents on a town or bore water supply are satisfied with the continuity of their water supply.

Representation

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

a. Awareness of Councillors

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

b. Accessibility of Councillors

85% of residents felt they knew how to contact a Councillor and would do so if the situation arose where they wanted to put a viewpoint, problem or issue to a Councillor. The 1994 performance is better than the National Average and its Peer Group on this aspect.

c. Approachability

In terms of how approachable residents feel their Councillors are, 39% believe their representatives welcome questions, comments and requests to such an extent that they would feel comfortable approaching them. 18% feel Councillors would be reluctant and resistant to approaches.

d. Open-mindedness

23% of Kapiti Coast District residents feel that their Councillors give a fair and open-minded hearing when dealing with local community issues. 20% feel Councillors are defensive and one-sided in these situations. 42% feel the answer lies somewhere between the two and the balance, 15%, are unable to comment.

e. Consultation

64% of residents want consultation on major issues such as ...

- water supply/shortage,
- sewerage system,
- roading issues/footpaths,
- environmental issues/sand dunes/erosion,
- town planning/new subdivisions,
- large items of expenditure,
- major developments.

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

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

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

53% of residents are satisfied with the performance of the Mayor and Council. 11% 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 similarly satisfied at 52%.

g. Performance Rating of the Council Staff

60% 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 on par with 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 large rural area together with a town or urban component.

In this group are for example...

Ashburton District Council
Clutha District Council
Franklin District Council
Hauraki District Council
Horowhenua District Council
Manawatu District Council
Masterton District Council
Matamata-Piako District Council
Queenstown-Lakes District Council
Rangitikei District Council
Selwyn District Council
Southland District Council
South Taranaki District Council
Stratford 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

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1. Ward Differences

The four wards were as follows:

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

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

	Total District 1994 %	Ward: Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
Area the live in					
Town/township	65	65	80	73	49
Small land block	28	31	19	21	30
Large land block/farm	7	4	1	6	21
Age					
18 - 39 years	36	40	43	27	36
40 - 59 years	29	29	37	25	31
60+ years	35	31	20	49	33
Household income					
<$25,000 pa	32	29	23	32	44
$25 - 40,000 pa	24	23	22	23	26
$40,000 + pa	37	41	49	37	26
Work status					
Working	53	56	73	48	46
Non working	15	14	11	11	24
Retired	32	30	16	41	30
Ratepayer					
Ratepayer	89	89	90	93	82
Non ratepayer	11	11	10	7	18
Length of residence					
5 years or less	30	27	27	23	44
More than 5 years	70	73	73	77	56

% read across

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

Paekakariki Ward residents are more likely to be ...

- residents who live in urban areas,
- residents who have an annual household income of more than $40,000,
- working residents.

Otaki Ward residents are more likely to be ...

- residents who live in large land block areas,
- residents who have a household income of less than $25,000 pa,
- a non-ratepayer,
- a non-working resident,
- residents who have lived in the District for five or less years.

Waikanae Ward residents are more likely to be ...

- residents aged 60 or older,
- retired residents.

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2. Council Services

a. Importance Of Council Services

Respondents were asked to rate particular Council services on importance to themselves.

Summary Table - Percent Who See Service Of High Importance

	Total District Saying "High Importance" 1994 %	Ward 1 %	Ward 2 %	Ward 3 %	Ward 4 %	Sex Male %	Sex Female %	Income < $25k %	Income $25k-$40k %	Income > $40k %
Percent Who Mentioned ...										
Water Supply	**89**	93	91	85	84	88	90	91	85	92
Sewerage System	**81**	82	58	80	82	83	78	82	79	84
Footpaths & Roads	**66**	68	73	64	64	58	73	73	59	65
Rubbish Collection	**61**	65	76	55	53	62	60	66	65	52
Dog Control	**56**	60	61	43	60	50	61	60	48	57
Schemes for Unemployed	**56**	57	65	47	65	49	63	72	58	43
Surface Water Drainage	**56**	57	45	46	65	53	58	63	51	53
Litter Cleaning	**55**	52	60	52	64	52	57	61	58	49
Refuse Tip	**53**	48	50	57	59	54	52	60	46	49
Library Service	**53**	52	52	50	60	44	61	60	51	49
Civil Defence	**52**	52	51	45	60	40	63	55	52	50
Recycling Waste Materials	**51**	52	72	45	53	45	57	63	41	46
Public Toilets	**50**	46	55	48	59	42	57	60	51	39
Swimming Pools	**42**	42	24	39	52	40	44	43	40	43
Planning & Inspection Services	**42**	44	53	33	45	40	43	44	35	44
Pensioner Housing	**41**	42	43	22	62	33	49	61	46	22
Information Centre	**41**	39	45	34	53	36	45	61	42	33
Business Promotion	**41**	41	38	37	45	41	41	44	40	38
Parks & Sportsgrounds	**37**	38	39	38	33	33	40	45	29	36
Tourism Promotion	**37**	37	40	32	43	38	36	38	41	34
Cemeteries	**34**	33	28	33	43	30	38	42	34	28
Recreation Programmes	**32**	32	29	28	39	27	37	36	36	29
Community Grants	**31**	28	37	30	40	23	39	42	36	21
Noise Control	**27**	29	23	23	28	25	30	30	30	22
Halls	**14**	13	8	15	15	12	15	23	8	8
Museum	**11**	9	13	14	9	9	12	16	15	3

Ward Key:
1 - Paraparaumu/Raumati
2 - Paekakariki
3 - Waikanae
4 - Otaki

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

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

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

	High Importance %	Moderate Importance %	Low Importance %	Not Important %	Don't Know %
Community Grants	31	43	16	4	6
Noise Control	27	43	23	6	1
Halls	14	49	27	7	3
Museum	11	36	32	14	7

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, 60% or more saw ...

- water supply, 89%,
- sewerage system, 81%,
- footpaths and roads, 66%,
- rubbish collection, 61%,

... 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 rubbish collection, recycling waste materials and planning and inspection services than the sample at large.

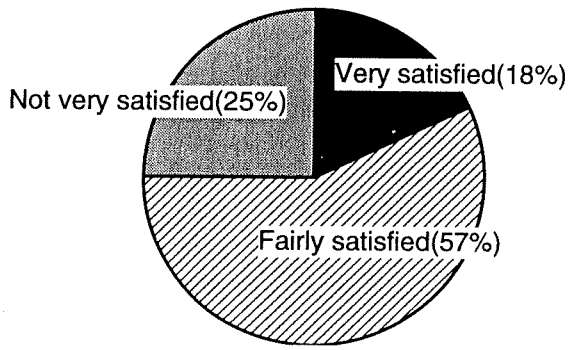
Otaki Ward residents are more likely to feel that surface water drainage, civil defence, libraries, swimming pools, pensioner housing and cemeteries, are of high importance, than are the sample at large.

b. Satisfaction With Council Services

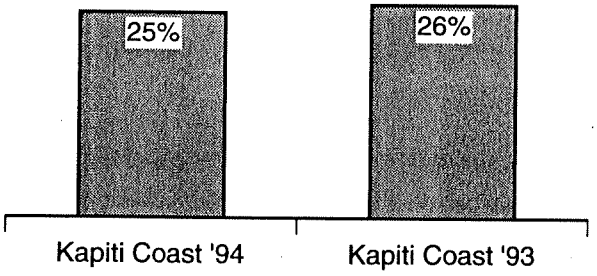
Residents were read out a number of Council functions and asked whether they were very satisfied, fairly satisfied or not very satisfied with the provision of that service.

i. *Streets, Footpaths And Roads*

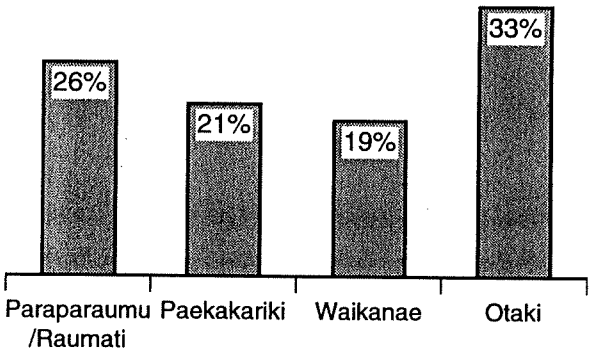
Overall



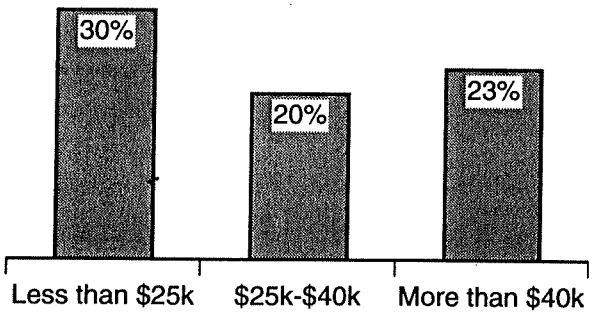
Percent Not Very Satisfied - Comparison



Percent Not Very Satisfied - By Ward



Percent Not Very Satisfied - Comparing Different Types Of Residents



75% of residents expressed satisfaction with Kapiti Coast District footpaths, roads and streets.

Residents more likely to be dissatisfied with streets, footpaths and roads are residents whose annual household income is less than $25,000.

Reasons They Were Not Very Satisfied

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

- footpaths need maintenance,

  "Cracked footpaths in our street for 10 years and they've never been upgraded or fixed."
  "A lot of chips in them, and they are hard for old people to walk on."
  "Tudor Court to Cemetery entrance , the footpaths are in need of repair . They have been like that for 19 years."

- no footpaths/lack of footpaths,

  "No paths on Glen Road, making it unsafe for children."
  "Not enough footpaths for mothers pushing prams, etc."

- roads need maintenance,

  "Roads are shocking around Otaki and Mill Road could do with some upgrading."
  "We have had no action on roadworks which have been needed for years on Kohutuhutu Road."

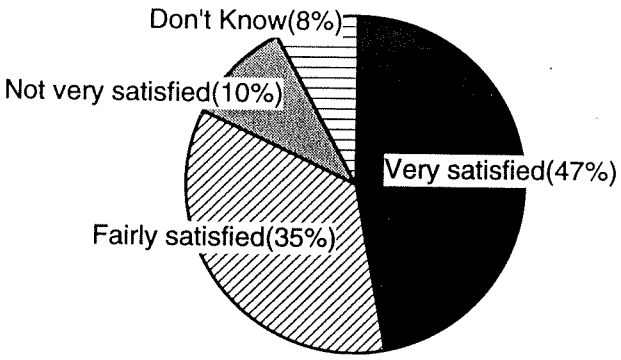
Summary Table - Main Reasons For Dissatisfaction With Footpaths, Roads And Streets

	Total District 1994 %	Ward: Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
Percent Who Mentioned ...					
Footpaths need maintenance	**11**	9	4	9	19
No footpaths/lack of footpaths	**6**	9	3	3	1
Roads need maintenance	**5**	4	3	6	6

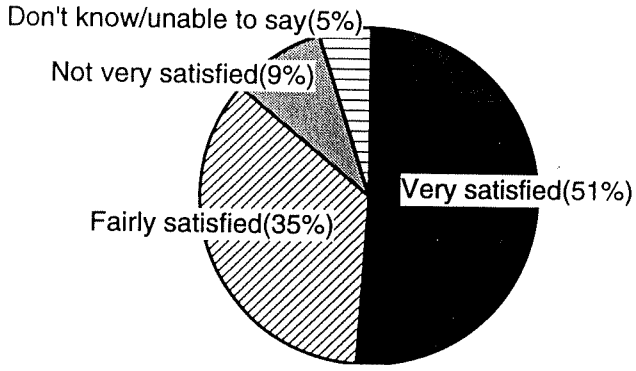
Recommended Satisfaction Measure For Reporting Purposes:
Total District = 75%

ii. *Refuse Collection*

Overall

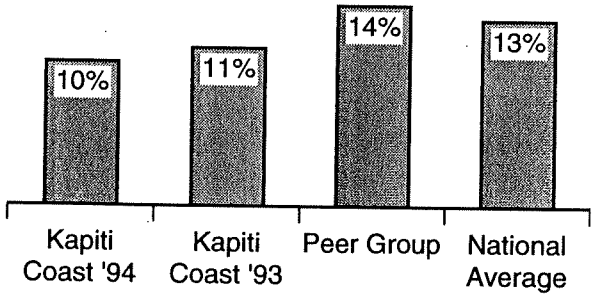


Provided

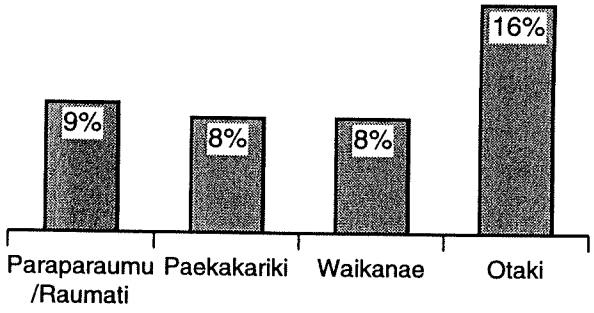


Base = 371

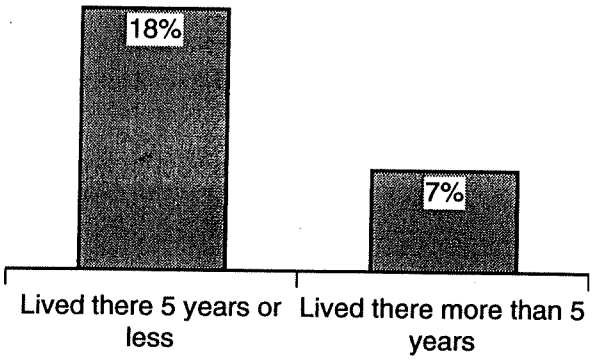
Percent Not Very Satisfied - Comparison



Percent Not Very Satisfied - By Ward



Percent Not Very Satisfied - Comparing Different Types of Residents



82% of Kapiti Coast residents are satisfied with refuse collection. Kapiti Coast District residents are less likely to be dissatisfied when compared to their Peer Group Districts and all New Zealanders on average.

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

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

Residents more likely to be dissatisfied with refuse collection are residents who have lived in the District five years or less.

Reasons They Were Not Very Satisfied

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

- can only use one type of bag,

  "Should be able to put any kind of bag out and they should all go on the truck."

- cost of bags,

  "Cost should be included in rates rather than charging for bags."
  "Cost of bags is too high when rates are also high, I would prefer to pay my rates and get 52 bags delivered."

- recycling,

  "Disorganised and there is no sorting or recycling of household rubbish."

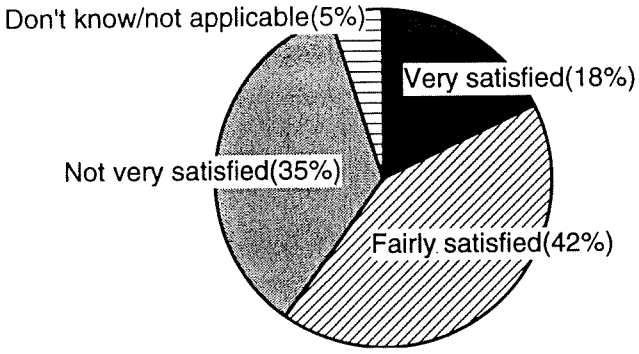
Summary Table - Main Reasons For Dissatisfaction With Refuse Collection

	Total District 1994 %	Ward: Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
Percent Who Mentioned ...					
Can only use one type of bag	3	4	-	2	3
Cost of bags	3	2	-	2	5
Recycling	2	1	-	4	1

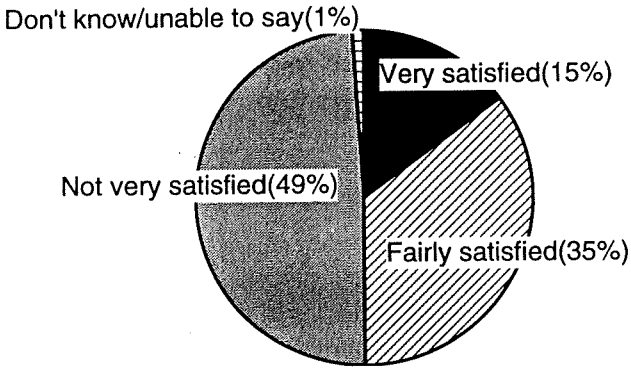
Recommended Satisfaction Measure For Reporting Purposes:
Total District = 82%
Receivers of Service = 86%

iii. *Control Of Dogs*

Overall

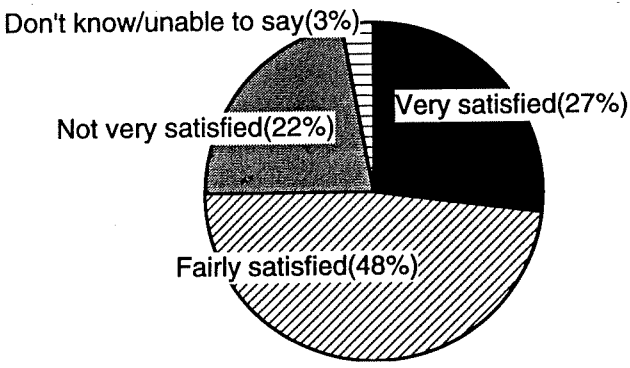


Contacted Council



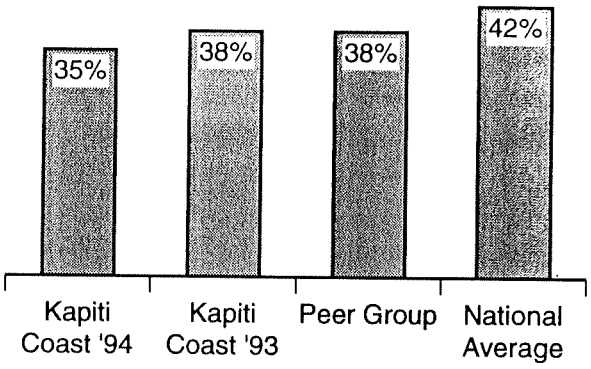
Base = 104

Dog Owners

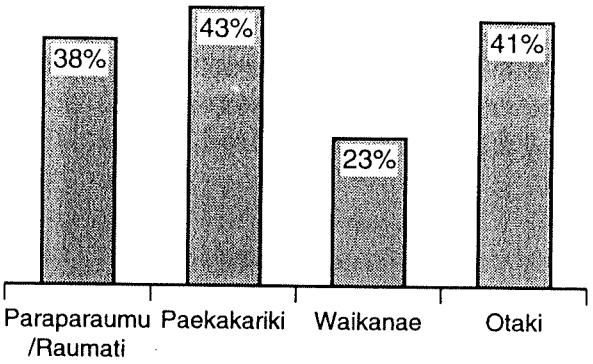


Base = 117

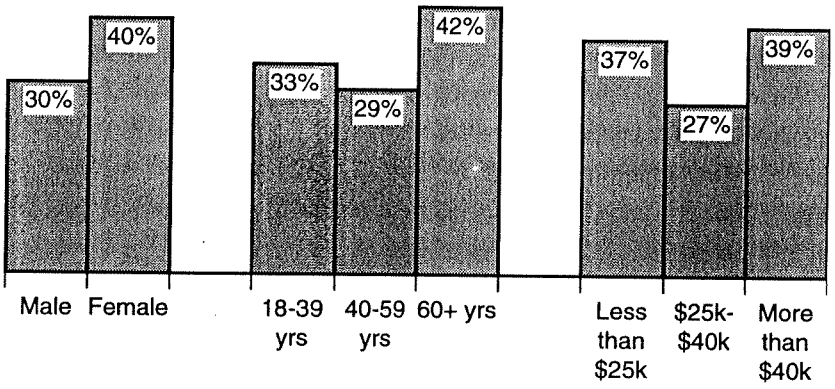
Percent Not Very Satisfied - Comparison



Percent Not Very Satisfied - By Ward



Percent Not Very Satisfied - Comparing Different Types Of Residents



35% of Kapiti Coast District residents express dissatisfaction with the Council's efforts in controlling dogs. Dissatisfaction is slightly less than the Peer Group and National Average figures.

Those residents who have contacted the Council about dog control are more dissatisfied at 49%. However, dog owners are less likely to be dissatisfied with dog control at 22%.

Waikanae Ward residents are more likely to be satisfied with control of dogs.

Residents more likely to be dissatisfied with dog control can be described as ...

- residents aged 60 or older,
- women,
- residents whose annual household income is less than $25,000 or more than $40,000.

Reasons They Were Not Very Satisfied

The 140 residents who expressed dissatisfaction with Kapiti Coast District Council's dog control efforts gave the following main reasons ...

- too many roaming/uncontrolled dogs,
  "Some days, more dogs than people on the beaches and sportsfields."
  "Lots of big dogs roaming around."

- dogs fouling,
  "It is so unhygienic and unhealthy with all the dog mess around."

- need more control/stricter penalties,
  "Don't make it difficult enough for people who let dogs roam."
  "The pound should impose stricter fines and penalties for dogs roaming continually."
  "Sometimes too many dogs to a household."

- danger to people and other animals,
  "When my son is doing his paper run, he gets snapped at."
  "Taking my own dog out creates a problem with uncontrolled dogs."

- dogs are a nuisance/barking/ripping garbage/bags,
  "They rip the rubbish bags open on the streets."

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

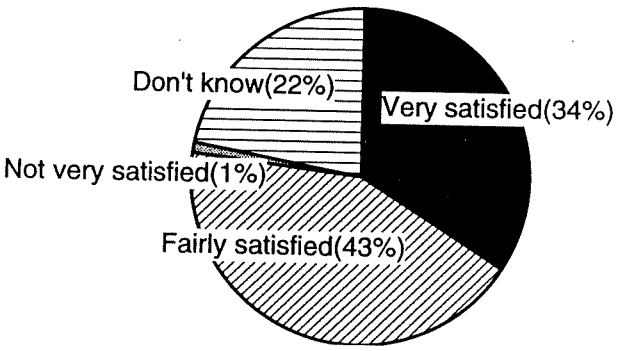
	Total District 1994 %	Ward: Paraparaumu/ Raumati %	Ward: Paeka-kariki %	Ward: Wai-kanae %	Ward: Otaki %	Age: 18-39 yrs %	Age: 40-59 yrs %	Age: 60+ yrs %
Percent Who Mentioned ...								
Too many roaming/uncontrolled dogs	**20**	22	21	12	23	19	16	24
Dogs fouling	**11**	13	12	7	14	11	10	13
Need more control/stricter penalties	**11**	12	15	7	14	14	11	9
Danger to people and other animals	**9**	9	5	8	12	10	8	10
Dogs are a nuisance/barking/ ripping garbage bags	**5**	4	11	3	7	3	5	6

Recommended Satisfaction Measure For Reporting Purposes:

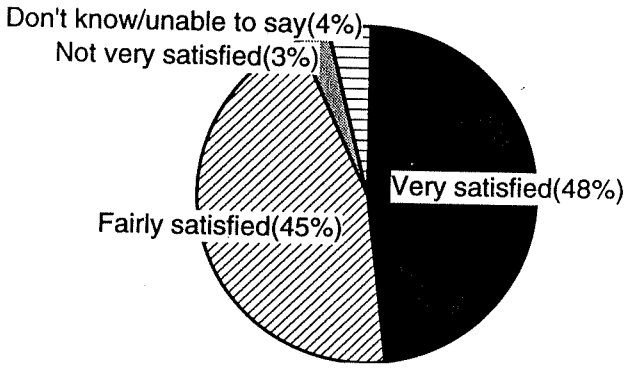
Total District	=	60%
Contacted Council	=	50%
Dog owners	=	75%

iv. *Sportsgrounds*

Overall

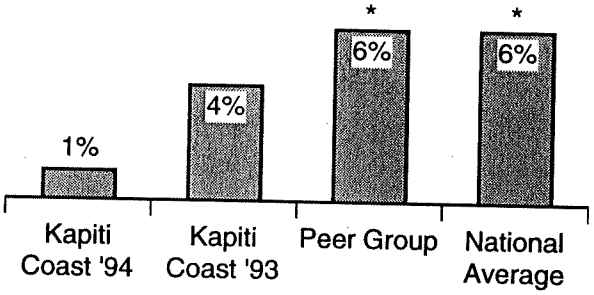


Users



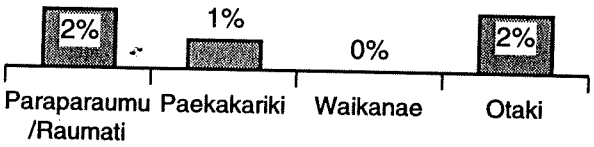
Base = 180

Percent Not Very Satisfied - Comparison



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

Percent Not Very Satisfied - By Ward



77% of Kapiti Coast District residents are satisfied with sportsgrounds. Among those who have used sportsgrounds in the District at least once a year (45%), there is 93% satisfaction.

The level of dissatisfaction with sportsgrounds of at 1% is slightly less than the District's Peer Group and the National Average.

There are no significant differences amongst the Wards and socio-economic groupings.

Reasons They Were Not Very Satisfied

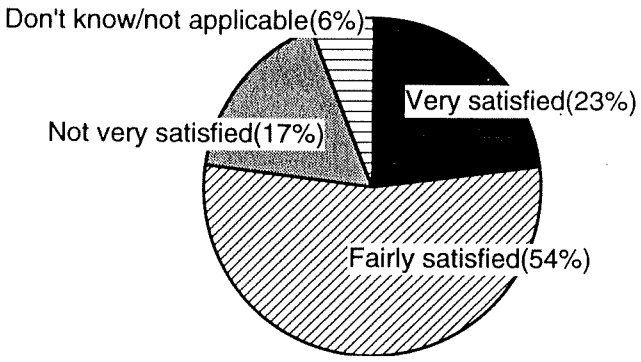
Five residents in total were not very satisfied with sportsgrounds in the District and the following verbatims expressed their views ...

> *"Children play sport and there are no facilities so we need to consider the future development of the Mazengarb Reserve."*
>
> *"No facilities such as club rooms."*
>
> *"Lack of amenities such as better parking and showers at Weka Park and the new park on Mazengarb Road."*
>
> *"Not maintained well enough."*
>
> *"Cleaned up more, litter patrols, and more rubbish bins."*

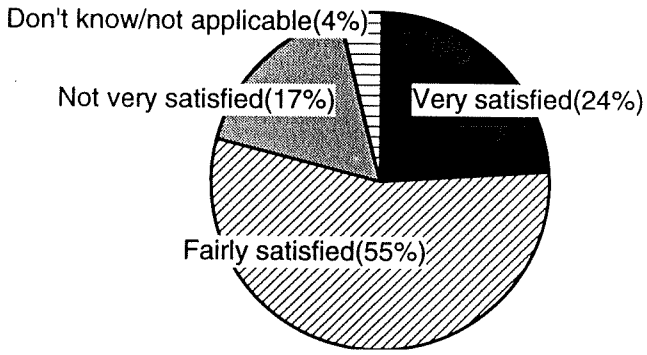
Recommended Satisfaction Measure For Reporting Purposes:		
Total District	=	77%
Users	=	93%

v. *Surface Water Drainage*

Overall

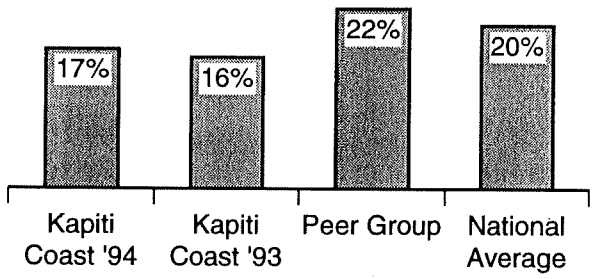


Provided With Piped Stormwater

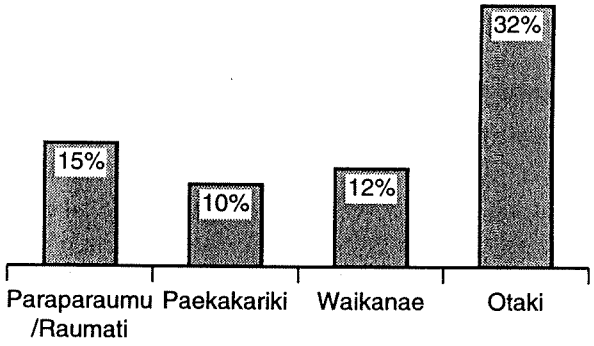


Base = 269

Percent Not Very Satisfied - Comparison

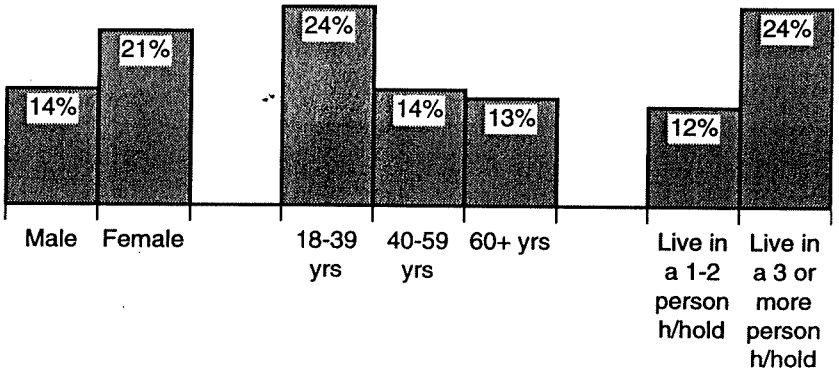


Percent Not Very Satisfied - By Ward



* These figures are based on ratings for Stormwater Collection.

Percent Not Very Satisfied - Comparing Different Types Of Residents



77% of residents are satisfied with surface water drainage, while 17% are not very satisfied with this service. This level of dissatisfaction is slightly less than Peer Group Districts and the National Average for surface water drainage.

Satisfaction is slightly higher (79%) for those residents who receive these services.

Residents more likely to be not very satisfied with surface water drainage are ...
- women,
- residents aged 18 to 39 years,
- residents who live in a three or more person household.

Reasons They Were Not Very Satisfied

Of the 69 residents overall who were dissatisfied, the following reasons emerged ...

- flooding,
  "Floods across the road after heavy rain down in Raumati Street by the Shops (Dairy)."
  "Flooding in my area and Council is still deciding what to do after 10 years."

- inadequate/no drainage,
  "Need curbs and channelling for drainage."
  "No drains in my road and water can't go anywhere so it just sits there for days."

- drains need cleaning/blocked drains,
  "Need to be cleaned more often and gutters swept."
  "Drains blocked by leaves."

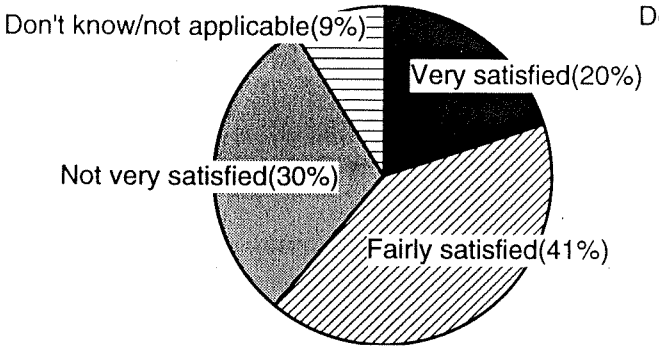
Summary Table - Main Reasons For Dissatisfaction With Surface Water Drainage

	Total District 1994 %	Ward: Paraparaumu/ Raumati %	Ward: Paekakariki %	Ward: Waikanae %	Ward: Otaki %	Sex: Male %	Sex: Female %
Percent Who Mentioned ...							
Flooding	9	8	7	9	12	6	11
Inadequate/no drainage	5	5	3	1	12	3	7
Drains need cleaning/blocked drains	4	3	-	4	8	4	4

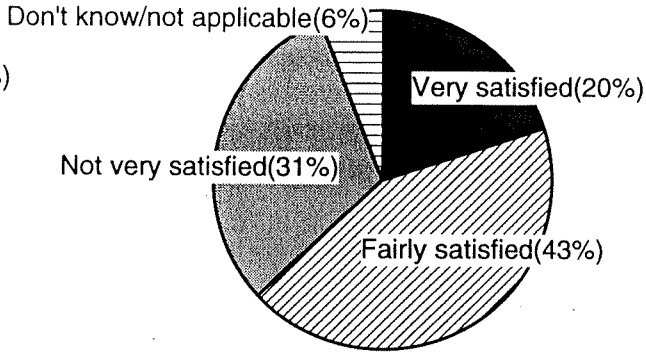
Recommended Satisfaction Measure For Reporting Purposes:
Total District = 77%
Receivers of Service = 79%

vi. *Sewerage Disposal And Treatment*

Overall

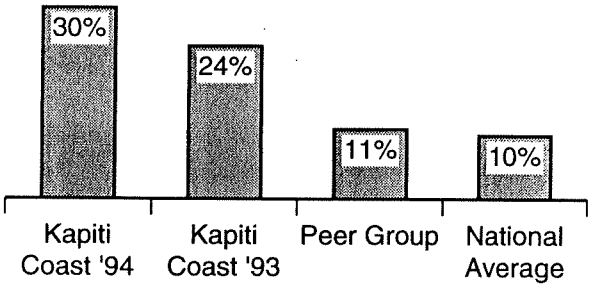


Provided

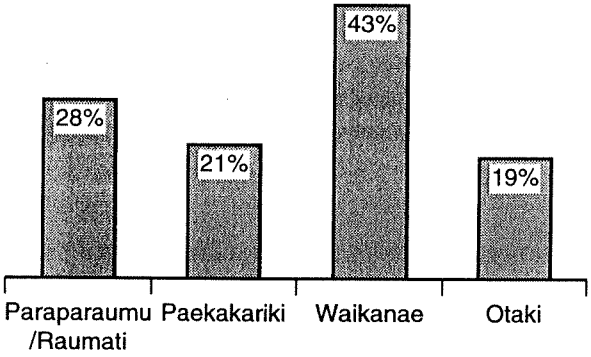


Base = 346

Percent Not Very Satisfied - Comparison

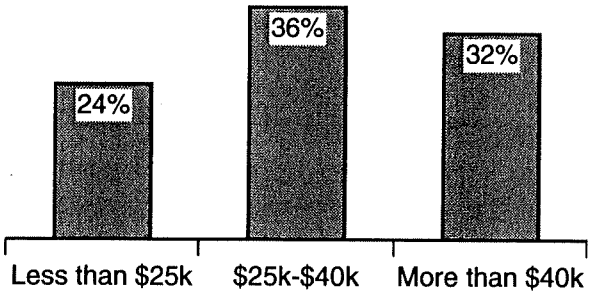


Percent Not Very Satisfied - By Ward



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

Percent Not Very Satisfied - Comparing Different Types Of Residents



61% of residents are satisfied with Kapiti Coast District's sewerage disposal and treatment. Dissatisfaction is significantly higher than the Peer Group and National Average levels. 87% of residents identify themselves as provided with a sewerage system, with 63% of these residents being satisfied.

Residents more likely to be dissatisfied with sewerage disposal and treatment are ...

- Waikanae Ward residents,
- residents whose annual household income is between $25,000 and $40,000.

Reasons They Were Not Very Satisfied

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

- inadequate system/overloaded,

  "System can't cope with the number of residents."
  "Concerned about the failure of the plant."

- pollution of beaches/streams/rivers,

  "Waikanae's sewerage is discharged down the creek."
  "Paraparaumu Beach was dreadfully polluted."

- Council performance,

  "Too much talk but not enough action with regards to sewerage."
  "Council has a problem with this issue and we as ratepayers don't want to pay extra money to fix it up."

- sewerage smell,

  "Smell and stench bad at Arawhata and Mazengarb intersection."

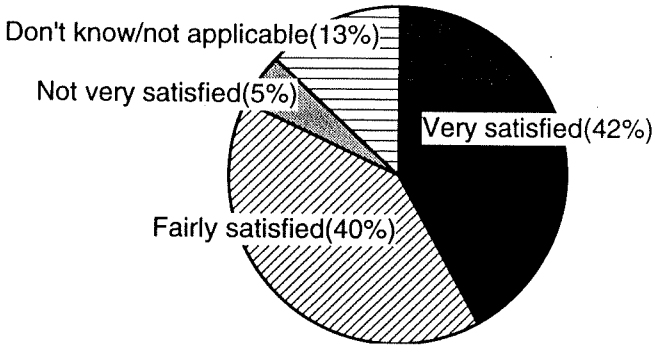
Summary Table - Main Reasons For Dissatisfaction With Sewerage System

	Total District 1994 %	Ward			
		Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
Percent Who Mentioned ...					
Inadequate system/overloaded	12	11	6	20	7
Pollution of beaches/streams/rivers	10	10	9	16	2
Council performance	9	5	5	19	7
Sewerage smell	5	7	4	-	4

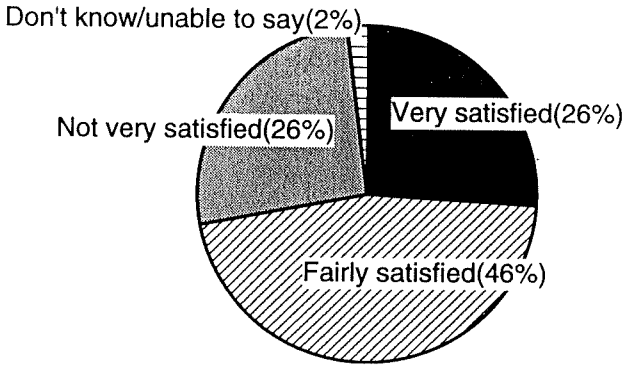
Recommended Satisfaction Measure For Reporting Purposes:
Total District = 61%
Receivers of Sewerage System = 63%

vii. *Noise Control*

Overall

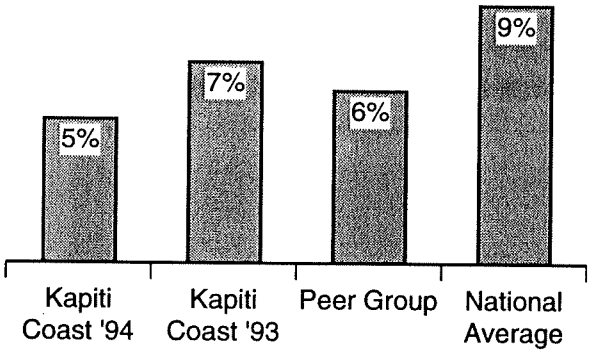


Contacted Council

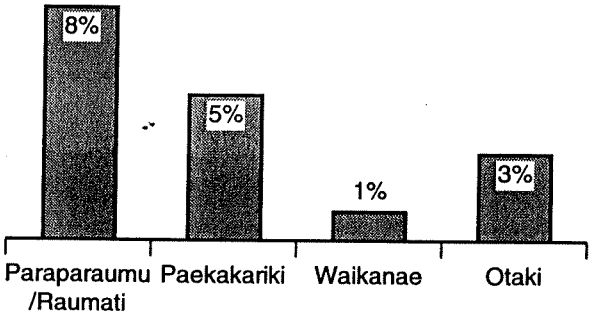


Base = 30

Percent Not Very Satisfied - Comparison



Percent Not Very Satisfied - By Ward



More than 8 in 10 of District residents (82%) are satisfied with Kapiti Coast District's noise control. Kapiti Coast District residents are slightly less likely to be dissatisfied than their Peer Group counterparts and the National Average.

Of the 8% of residents who contacted Council in the last year about noise control, 72% are satisfied.

There are no significant differences amongst the Wards and socio-economic groupings of residents.

Reasons They Were Not Very Satisfied

20 residents were not very satisfied with noise control. The reasons given were...

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

  "Noisy youths gather in Gray Street and make lots of noise."

  "Lots of cars tearing around beach area all hours of the day and night."

  "Hotel close to us is noisy for residents."

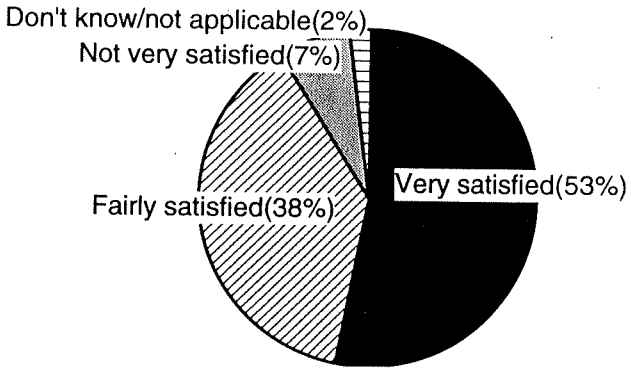
- not enough control, 2%,

  "Complaints about noise result in all sorts of problems without results and it needs an appointed authority to make a judgement immediately. Decibel readings can delay an action."

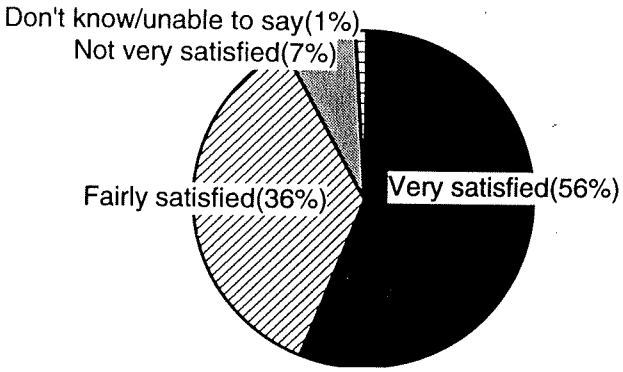
Recommended Satisfaction Measure For Reporting Purposes:		
Total District	=	82%
Contacted Council	=	72%

viii. *Passive Reserves*

Overall

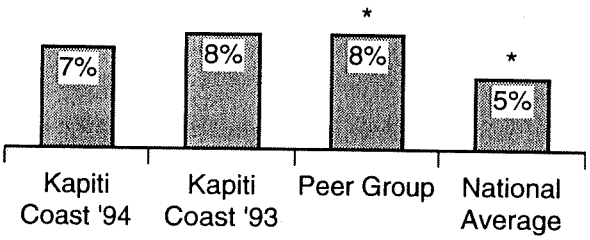


Users



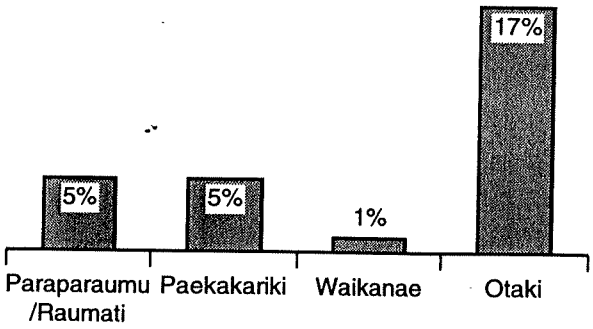
Base = 313

Percent Not Very Satisfied - Comparison



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

Percent Not Very Satisfied - By Ward



91% 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 passive reserves in the last 12 months, with 92% of these "visitors/users" are satisfied.

Residents more likely to be dissatisfied with reserves are Otaki Ward residents.

Reasons They Were Not Very Satisfied

26 residents expressed dissatisfaction with passive reserves and gave the following reasons ...

- needs more beautification, mentioned by 2% overall,

  "Could be a little more creative."

  "Lack of interest in beautification in Raumati South by Council."

- lack of maintenance/could be improved, 2%,

  "Should be better upkeep around here as creek not far away is full of rats, smells, polluted and grass clippings are dumped into it after Council has mowed it."

  "Mown every six weeks and in the meantime, the park is left to rack and ruin."

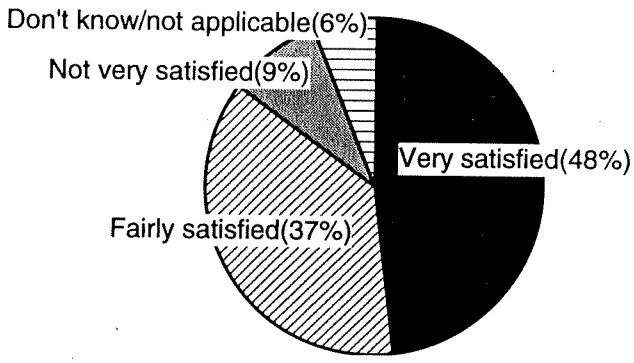
- not enough of them, 2%,

  "Paraparaumu needs a botanic garden of some sort."

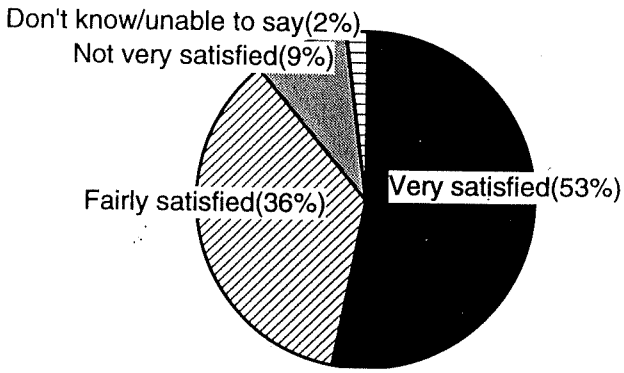
Recommended Satisfaction Measure For Reporting Purposes:		
Total District	=	91%
Users	=	92%

ix. *Library Services*

Overall

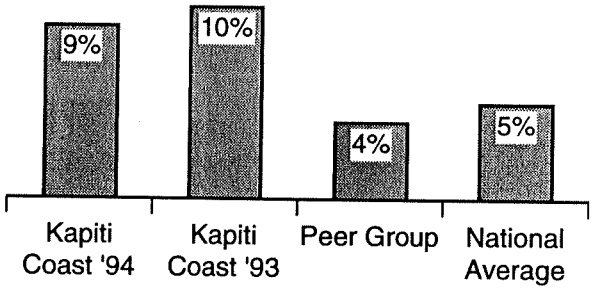


Users

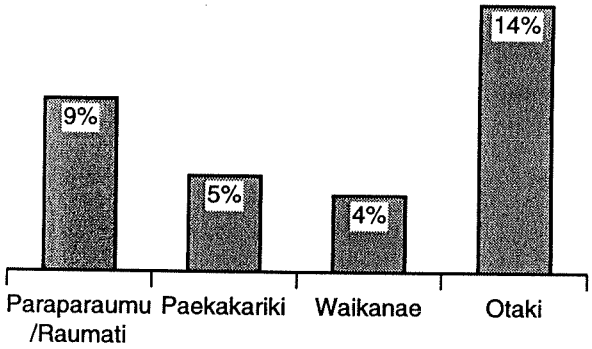


Base = 336

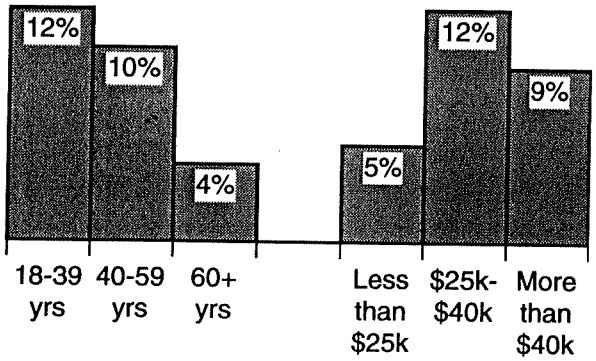
Percent Not Very Satisfied - Comparison



Percent Not Very Satisfied - By Ward



Percent Not Very Satisfied - Comparing Different Types Of Residents



85% of residents are satisfied with Kapiti Coast District's libraries.

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

Residents more inclined to be dissatisfied are ...
- residents who have an annual household income of more than $25,000,
- residents aged 18 to 39 years.

Reasons They Were Not Very Satisfied

Of the 34 who said they were not very satisfied with libraries in the District, the reasons given were ...

- need more books,
  "Service is good but not much there."
  "More books needed and children's section expanded."

- improve facilities/too small,
  "Library antiquated and needs upgrading for the population."
  "Otaki needs a new library."

- need new/updated books,
  "Books all 20 to 30 years old. Books just there to fill the shelves and some areas such as computers are out of date."

- more variety/better selection of books,
  "Not enough reference material for people studying."
  "Never any books I am looking for such as historical Maori or Maori literature in general. Not much on history of our local area."

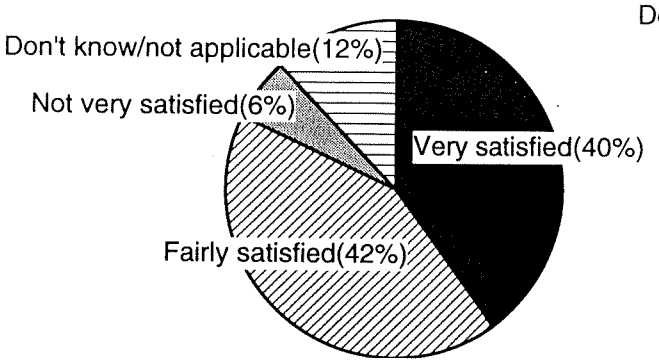
Summary Table - Main Reasons For Dissatisfaction With Libraries

	Total District 1994 %	Ward				Sex	
		Paraparaumu/ Raumati %	Paeka-kariki %	Wai-kanae %	Otaki %	Male %	Female %
Percent Who Mentioned ...							
Need more books	3	3	1	4	2	4	2
Improve facilities/too small	3	4	-	-	6	3	3
Need new/updated books	3	4	2	-	3	2	4
More variety/better selection of books	2	3	3	-	4	2	3

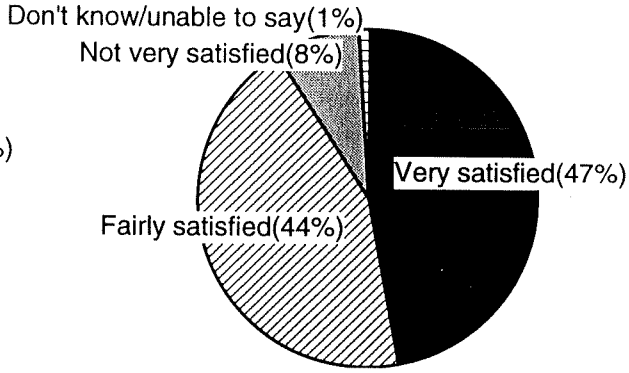
Recommended Satisfaction Measure For Reporting Purposes:
Total District = 85%
Users = 89%

x. *Swimming Pools*

Overall

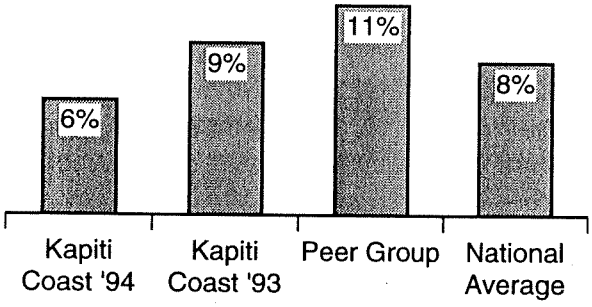


Users

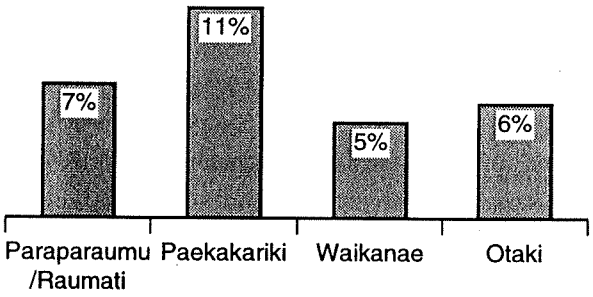


Base = 251

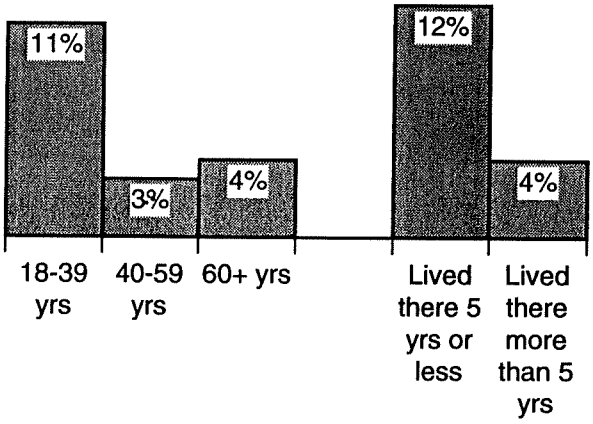
Percent Not Very Satisfied - Comparison



Percent Not Very Satisfied - By Ward



Percent Not Very Satisfied - Comparing Different Types of Residents



82% 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 with 91% being satisfied.

Residents more likely to be dissatisfied are ...

- residents aged 18 to 39 years,
- shorter term residents, those who have lived in the District five years or less.

Reasons They Were Not Very Satisfied

25 residents in total said they were not very satisfied with the District's swimming pools. The following main reasons were given ...

- dissatisfied with water, mentioned by 2% of all residents,

  "Dirty and gave the indications of being full of urine."

  "High amount of chlorine - eyes sting."

- poorly maintained/needs upgrading, 2%,

  "Changing rooms need new flooring as people slip and fall."

  "Not enough ventilation."

- management/running of pool,

  "The Raumati pool issue, get it sorted out especially for the young people."

  "It was closed too often for public use, seems to cater to the professional swimmer."

Recommended Satisfaction Measure For Reporting Purposes:		
Total District	=	82%
Users	=	91%

NRB

3. Council Policy and Direction

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

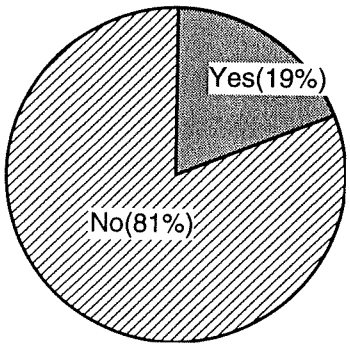
a. Council Service Emphasis

In order to determine whether Council direction in terms of its service provision correlates with the residents' expectations, we asked residents whether they felt there were any Council services or activities that were getting ...

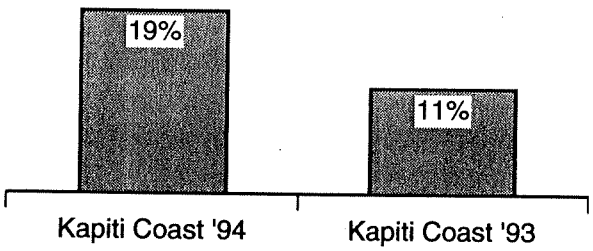
- too much attention at present,
- or not enough attention and emphasis.

i. *Too Much Attention*

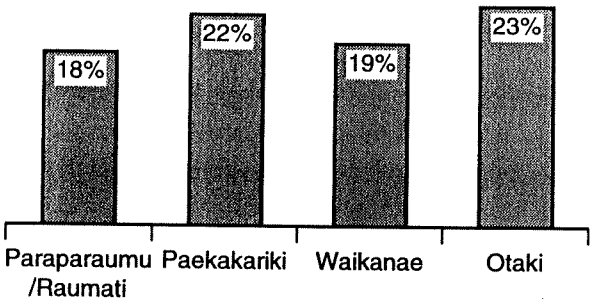
Overall



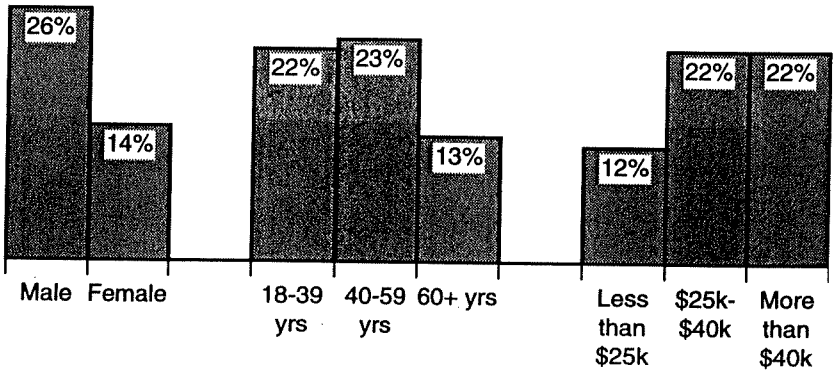
Percent Feeling Service Over Emphasised - Comparison



Percent Feeling Service Over Emphasised - By Ward



Percent Feeling Service Over Emphasised - Comparing Different Types Of Residents



19% of residents feel that there is a service receiving too much attention at present.

Residents more likely to feel that a service is receiving too much attention are ...

- residents whose annual household income is more than $25,000,
- men,
- residents aged less than 60 years.

Service/Activity Felt To Be Over Emphasised

The following services or activities were singled out by the few (77) who felt a service/ activity is over emphasised ...

- Council itself, its image/publicity/building/administration, mentioned by 5% of all residents,

  "Too much emphasis on self glorification of Councillors."
  "Too much spent on legal fees and consultants."

- roading, 3%,

  "Too much money spent on upgrading minor roading."

- development of Paraparaumu/Town Centre, 3%,

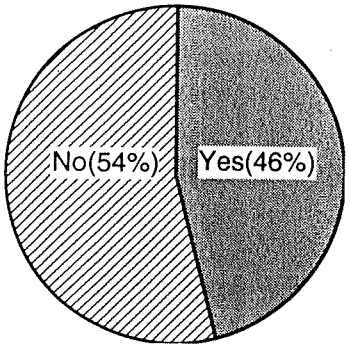
  "Paekakariki misses out and Paraparaumu always gets it."
  "Money should be spent on water and sewerage."

- footpaths, 3%,

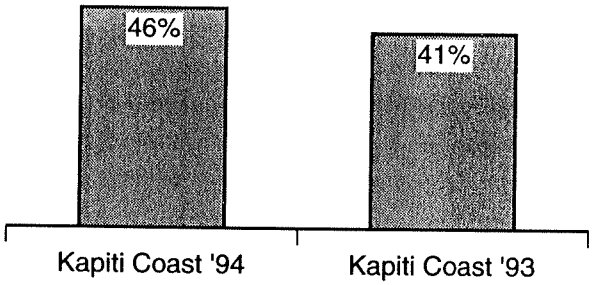
  "Ripping up old tarsealed ones for concrete which are too expensive and are a waste of money."

ii. *Too Little Attention*

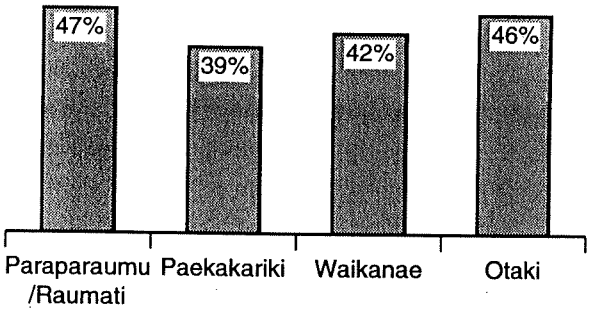
Overall



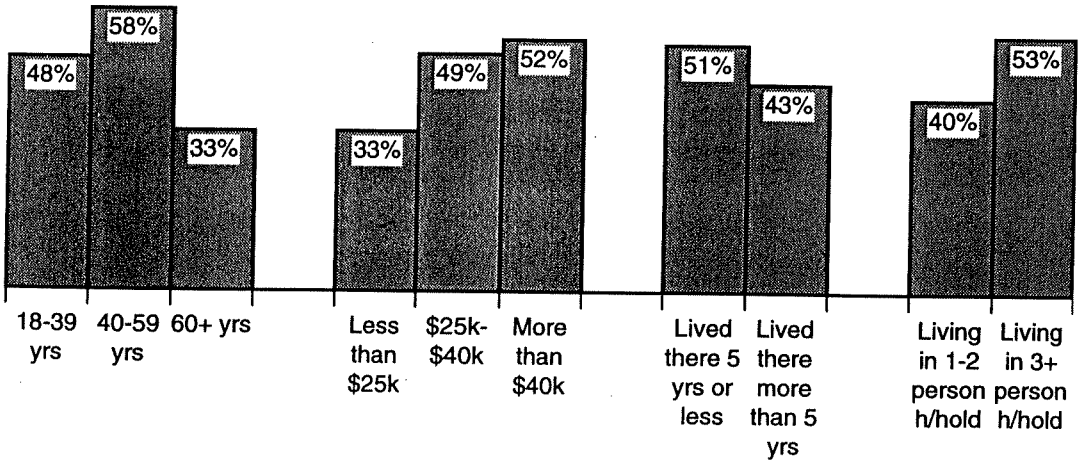
Percent Feeling Service Under Emphasised - Comparison



Percent Feeling Service Under Emphasised - By Ward



Percent Feeling Service Under Emphasised - Comparing Different Types Of Residents



46% of Kapiti Coast District residents feel that there is a service or activity currently being under emphasised by Council.

Residents more likely to feel a service is being under emphasised can be described as ...

- residents whose annual household income is more than $25,000,
- shorter term residents, those who have lived in the District five years or less,
- residents aged less than 60 years,
- residents living in a three or more person household.

Service/Activity Felt To Be Under Emphasised

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

- water supply, mentioned by 15% of all residents,

  "Need action to meet supply for growing population and to cope with droughts."
  "Water tastes like dirt."

- sewerage, 13%,

  "District is expanding and there is more people than the system can handle."
  "Sewerage going out to sea."

- beautification/cleaning/tidying-up, 8%,

  "Beach maintenance."
  "Parks and reserves."

- footpaths, 6%,

  "Overgrowth on footpaths."

- dog control, 4%,

  "Control of dogs on the beach."

- roading, 4%,

  "Stop patching up roads, just in small areas."

Other comments mentioned by less than 4%, were; sports facilities/sportsgrounds, drainage, rubbish issues/tip/recycling, library, swimming pool, recreation for youth, social services and town planning.

b. Recent Council Actions/Decisions

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

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

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

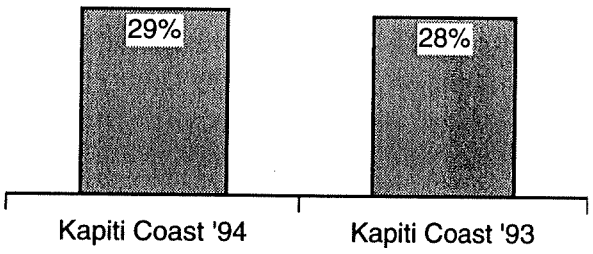
i. *Recent Actions Or Decisions Approved Of*

Overall, 29% of Kapiti Coast District residents had in mind a recent Council action or decision they approved of.

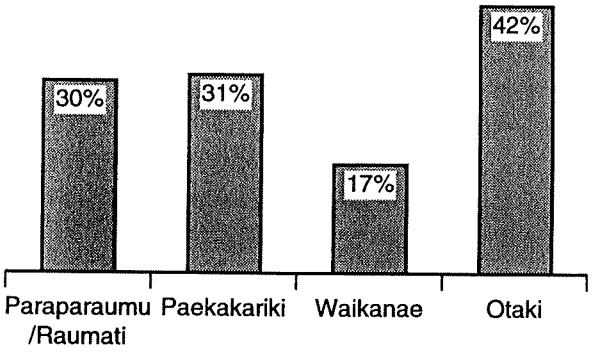
Those in Otaki Ward were more likely to acknowledge approval of some recent Council action or decision.

Residents who voiced approval of some recent decision or action were more likely to be those living in a three or more person household.

Percent Approving - Comparison



Percent Approving - By Ward



Percent Approving - Comparing Different Types Of Residents

Actions/Decisions Approved Of

Main actions approved of were ...

- good communication with residents,

  "Provided information re the water crisis."
  "Kept us informed about sewerage."
  "Sand dunes conservation in Otaki."
  "You get both sides of the story."

- road improvements,

  "Good professional road building job."
  "Speed humps."
  "River Road-big improvement."

- handling of water crisis,

  "Water Saving Campaign."
  "Free washers for dripping taps."
  "Working on water issues-thinking forward."

- beautification/tidying-up/improvements,

  "Lights and signs coming into Otaki."
  "Fixed up Huritai Park as facilities for children have been added."
  "Removal of graffiti from beach wall."

- footpaths,

  "Easier to walk on."
  "Footpaths around Raumati."

Summary Table - Actions/Decisions Approved Of

	Total District 1994 %	Ward			
		Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
Percent Who Mentioned ...					
Good communication with residents	5	7	7	4	4
Road improvements	5	5	9	4	6
Handling of water crisis	5	8	4	3	-
Beautification/tidying up/improvements	5	4	7	-	11
Footpaths	4	4	-	1	9

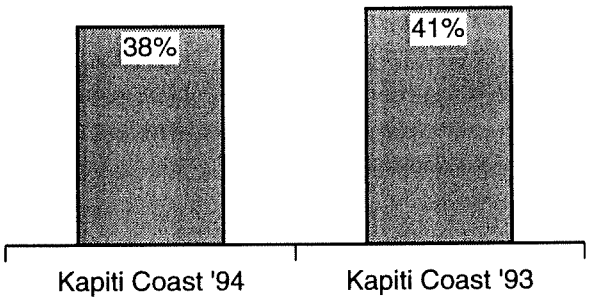
ii. *Recent Actions Or Decisions Disapproved Of*

Overall, 38% of Kapiti Coast District residents had in mind a recent Council action or decision they disapproved of.

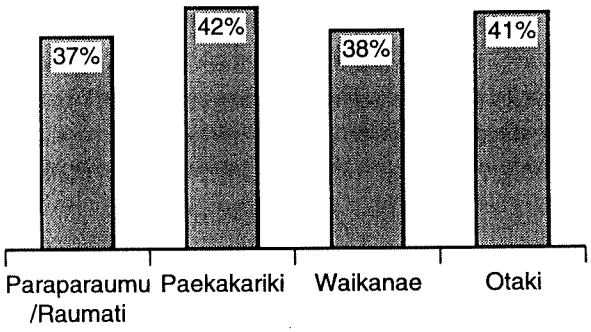
Residents more likely to be disapproving of a recent Council action or decision can be described as ...

- residents who live in a three or more person household,
- men,
- residents aged less than 60 years,
- residents whose annual household income is more than $40,000.

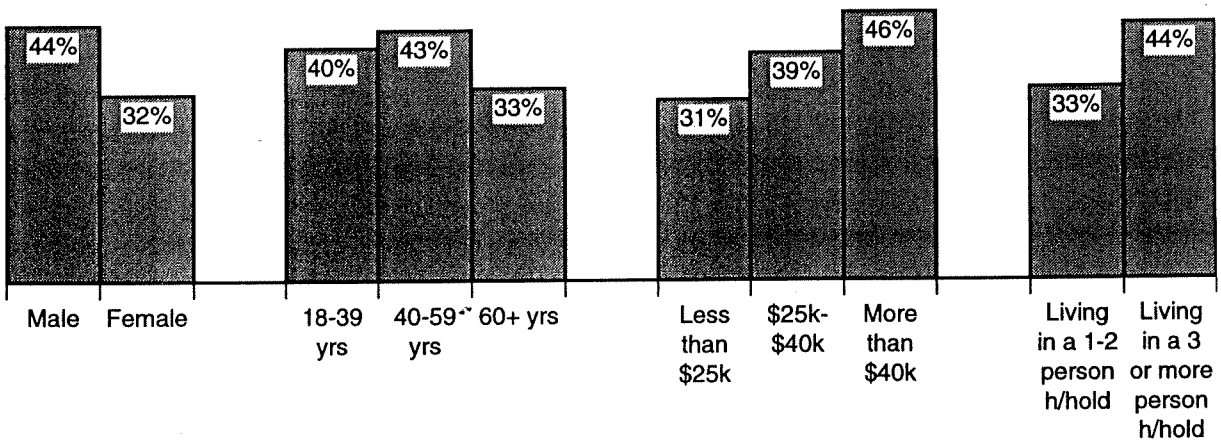
Percent Disapproving - Comparison



Percent Disapproving - By Ward



Percent Disapproving - Comparing Different Types Of Residents



Actions/Decisions Disapproved Of

Main actions/decisions disapproved of were ...

- water shortage-lack of planning/action,

  "Shouldn't have been allowed to get that bad."

  "Decisions delayed."

  "Restrictions good but not enforced."

  "Don't like Otaki river water pumping scheme."

  "Too much building going on and not enough water and no allowance have been made for droughts."

- sewerage-lack of planning/action,

  "Sewerage issue in Waikanae-putting in underpowered pump which they will have to replace."

  "Sewerage treatment plant polluting shellfish in Otaki river."

  "Allowing building before sorting out sewerage."

- lack of consultation/information/don't listen,

  "No consultation regarding the Raumati swimming pool."

  "Changed our street name without consulting residents."

  "Not nearly enough consultation with local Iwi re "Safer Otaki" project."

- town planning/subdivisions/development,

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

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

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

- poor performance of Council,

  "Waterblasting of Council's offices during the water shortage which is an example of bad administration."

  "Building permit for garage took six to eight weeks."

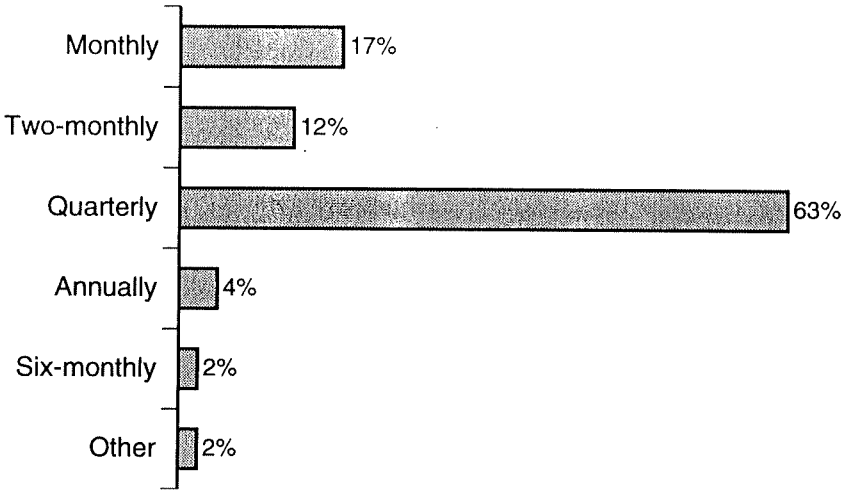
Summary Table - Main Actions/Decisions Disapproved Of

	Total District 1994 %	Ward			
		Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
Percent Who Mentioned ...					
Water shortage - lack of planning/action	11	11	4	15	7
Sewerage - lack of planning/action	8	7	3	11	6
Lack of consultation/info/don't listen	5	5	4	6	2
Town planning/subdivisions/development	4	5	10	2	2
Poor performance of Council	4	6	1	-	3

4. Rates Issues

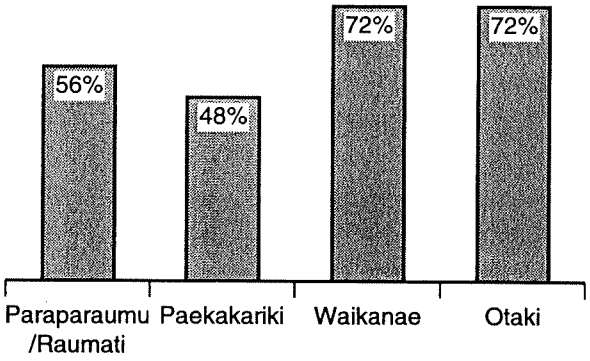
a. Preferred Frequency For Paying Rates

*Overall**

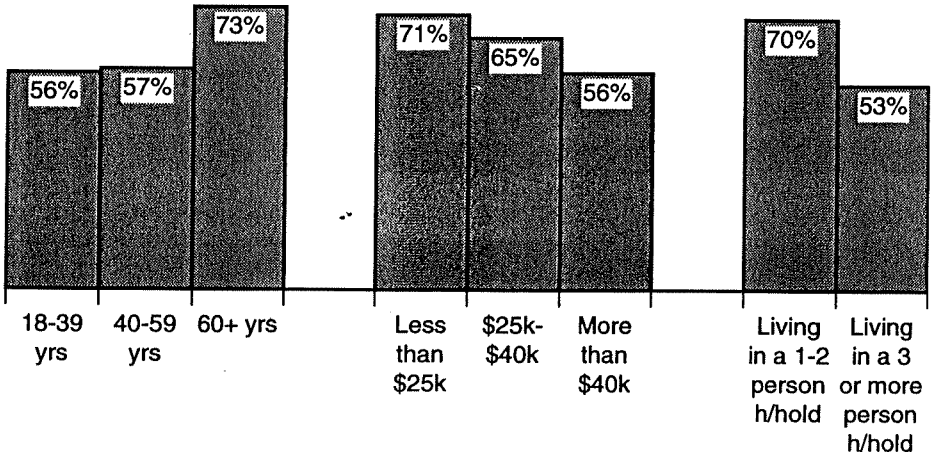


* Base = 354 (ratepayers only)

Percentage Who Prefer "Quarterly" Payment - By Ward



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



89% of survey respondents identify themselves as ratepayers.

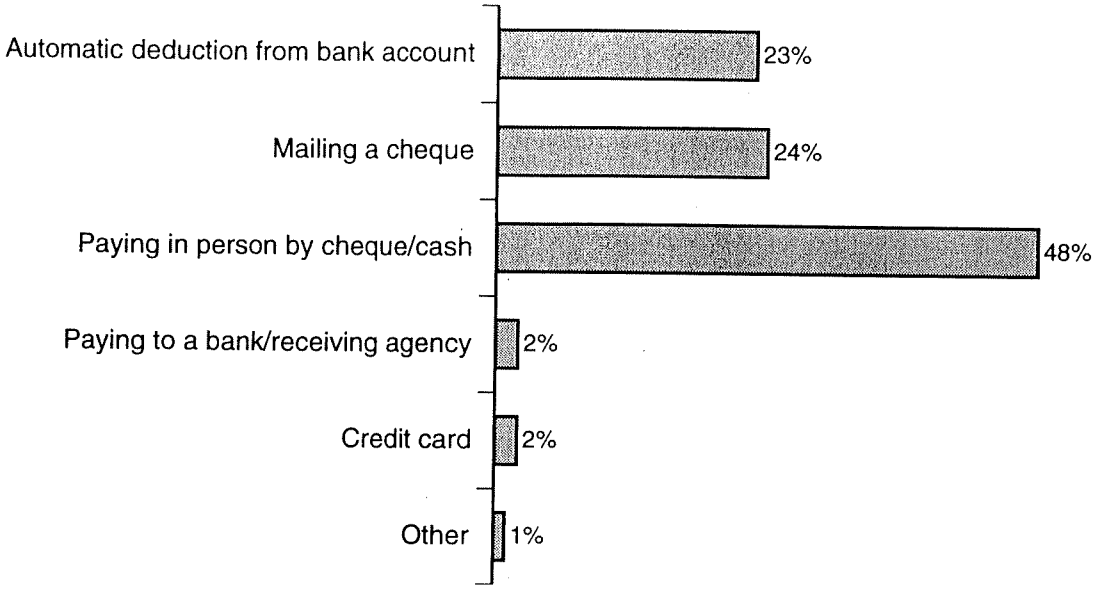
63% of Kapiti Coast District ratepayers would prefer paying their rates on a quarterly basis. No other option was preferred by more than 17% of ratepayers.

Residents more likely to favour quarterly payments are ...

- Waikanae and Otaki Ward residents,
- residents aged 60 or older,
- residents living in a one or two person household,
- residents whose annual household income is less than $25,000.

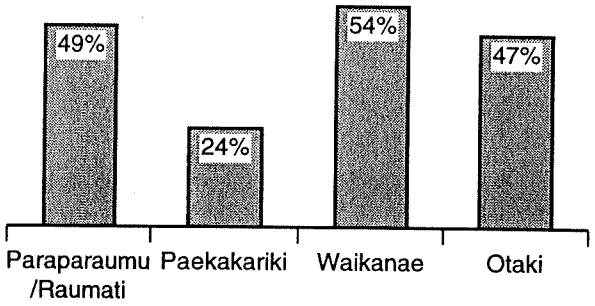
b. Preferred Way Of Paying Rates

*Overall**

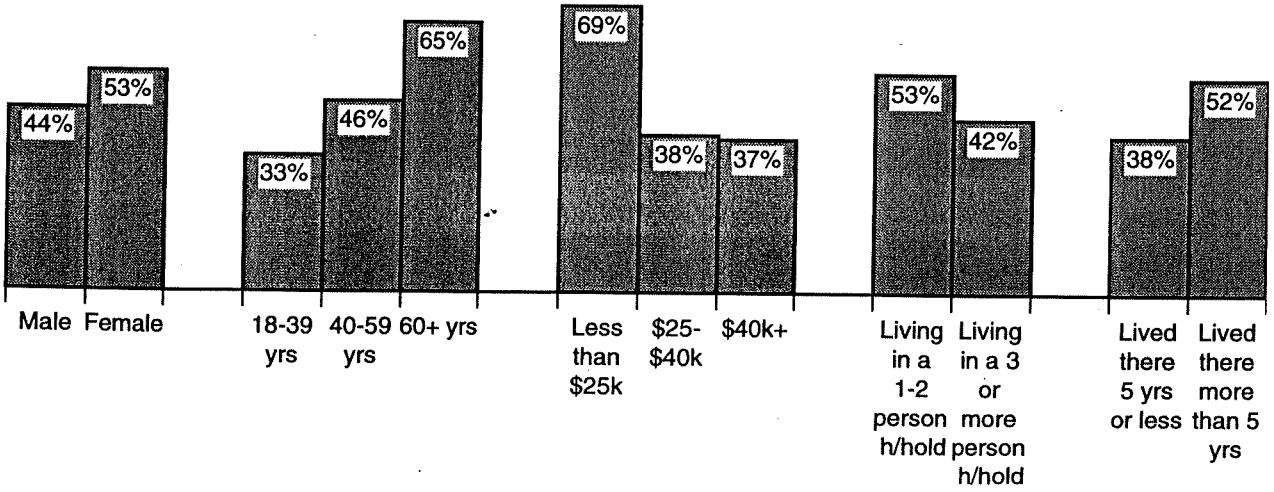


* Base = 354 (ratepayers only)

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



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



48% of Kapiti Coast District ratepayers would prefer to pay their rates in person by cheque or cash. 24% 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 2% of ratepayers.

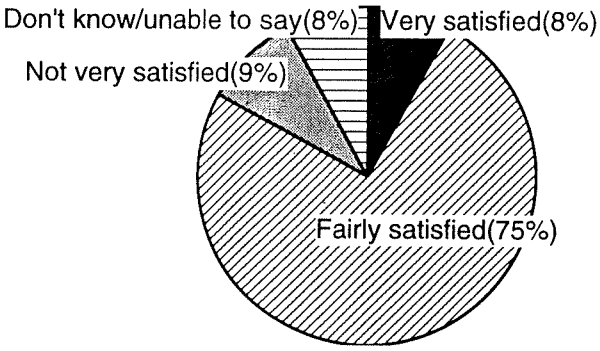
Paekakariki Ward ratepayers were least likely to prefer paying in person by cheque or cash than ratepayers from other Wards.

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

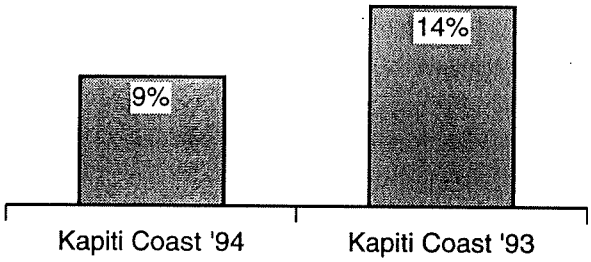
- residents living in the District more than five years,
- residents aged 60 or older,
- women,
- residents whose household income is less than $25,000 pa,
- residents living in a one or two person household.

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

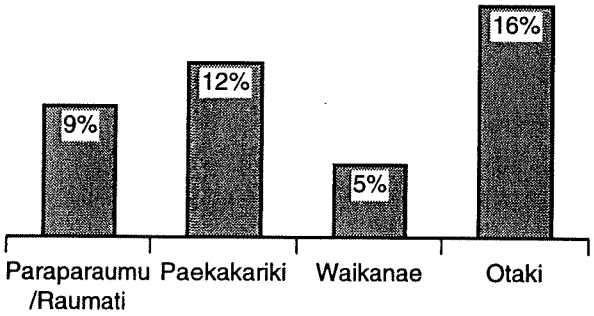
Overall



Percent Not Very Satisfied - Comparison



Percent Not Very Satisfied - By Ward



Overall, 83% of Kapiti Coast residents are satisfied with the way rates are spent on services/facilities provided by Council.

There is no significant difference amongst ratepayers and non-ratepayers in their perception of how rates are spent.

Reasons They Are Not Very Satisfied

The 37 residents who were not very satisfied gave the following main reasons ...

- water problem,

  "Council incurring a lot of loans without offering proper service."
  "Talk of re-doing water treatment plant rather than boosting existing pumping stations."
  "Water is undrinkable."

- pay rates but don't get the services,

  "Paying for train service that only goes as far as Paraparaumu."
  "Rates too high for what's being provided."

- sewerage problem,

  "Needs to be top priority."
  "Put more effort into sewerage plan with vision."

- certain areas are neglected,

  "All of our money spent in Paraparaumu."
  "Upper class streets get upper class service."

Summary Table - Main Reasons For Dissatisfaction With Way Rates Spent

	Total District 1994 %	Ward			
		Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
Percent Who Mentioned ...					
Water problem	3	3	3	3	3
Pay rates but don't get the services	2	3	2	-	4
Sewerage problem	2	3	3	1	2
Certain areas are neglected	2	2	4	-	4

Recommended Satisfaction Measure For Reporting Purposes:
Total District = 83%

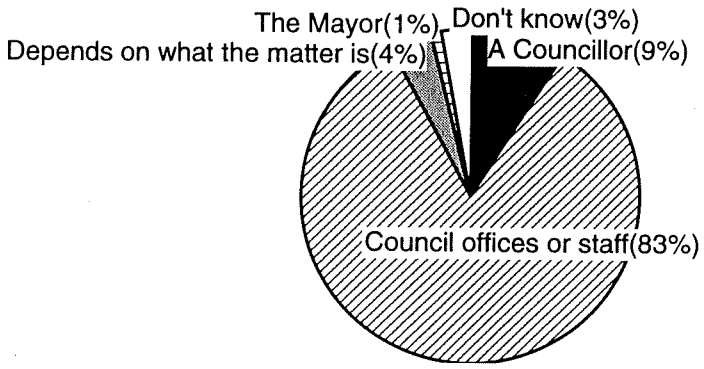
NRB

5. Contact With Council

a. Contact With Council

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

Overall



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

	Total District 1994 %	Ward: Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
Percent Who Contact ...					
The Council offices or staff	83	82	74	85	84
A Councillor	9	9	16	8	10
Depends on what the matter is	4	4	7	3	3
The Mayor	1	2	-	-	1
Don't know	3	3	2	4	2

83% of residents would contact Council offices or staff first if they had a matter to raise with Council, followed by a Councillor (9%).

Paekakariki Ward residents are the less likely to contact the Council offices.

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

"Land claim."

"Water skiers on the beach."

"Policy problem."

"Major problems."

"Something to do with a local matter."

"Trouble with the water supply."

"Problems with the way money is spent."

"Environmental issue - urgent or major."

Contact The Offices

"Small problem."

"Simple matters."

"For lesser issue or only affecting own household."

"Management problem."

"Related to documentation, rules, regulations, etc."

"Subdivision of land."

"Everything else on a service level."

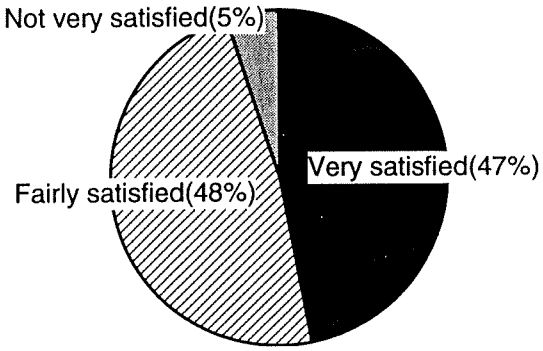
"Clearing growth around the property which is in a Council area."

"Drainage or footpaths."

"Practical matters."

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

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



Base = 92

Residents were asked if they had spoken to a Councillor or the Mayor in the last 12 months and 23% stated they had.

Of those residents who had spoken to a Councillor or the Mayor, 95% are satisfied with the service and the response they received.

Of the 5% or four residents who expressed dissatisfaction with this contact , the following explanations were given ...

> *"Rang a Councillor and the Mayor and got put off again and again."*
>
> *"Went to a meeting on May 23rd and I wanted to ask a lot of questions about the Annual Plan but got no questions answered."*
>
> *"He came up and had a look and said "We'll do something about it" but still hasn't."*
>
> *"Got a polite reply but the look meant otherwise."*

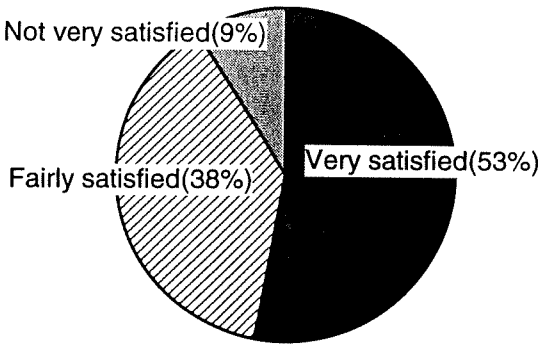
iii. *Satisfaction With Council Offices Visited/Phoned*

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

	Total District 1994 %	Ward: Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
Office Visited ...					
Paraparaumu	70	99	96	39	31
Otaki	17	-	4	-	74
Waikanae	13	2	-	61	-

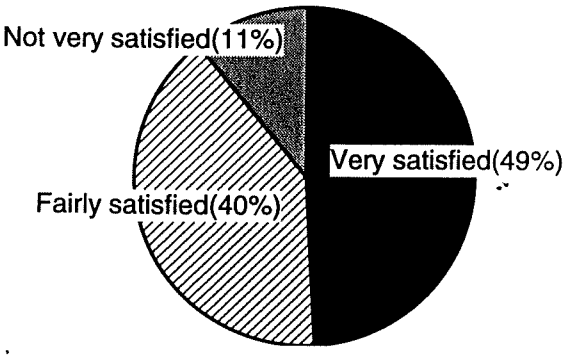
... the office in their Ward.

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



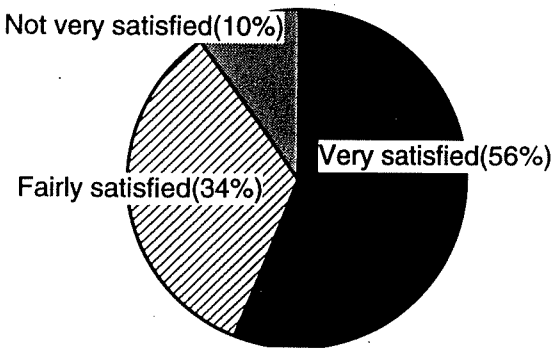
Base = 249

Contacted Council Office By Phone In Last 12 Months



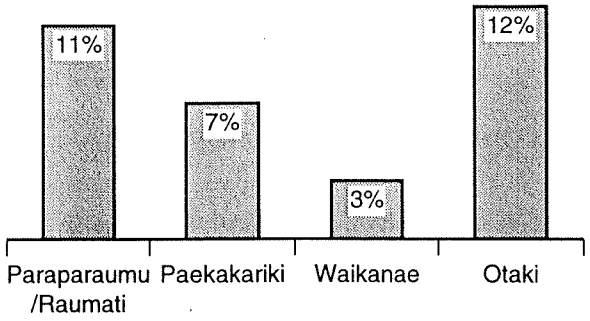
Base = 204

Contacted Council Office In Person In Last 12 Months



Base = 175

Percent Not Very Satisfied - By Ward



Of the 249 residents who contacted the Council offices by phone or in person in the last 12 months, 91% were satisfied.

51% of all residents contacted the Council by phone, with 44% contacting the Council in person in the last 12 months.

89% of residents who contacted the Council by phone are satisfied. 90% of residents who contacted the Council in person are satisfied.

There are no significant difference amongst different Ward residents and socio-economic groupings.

Reasons They Are Not Very Satisfied

23 residents expressed dissatisfaction with their contact at a Council office and gave the following reasons ...

- poor service/lack of action/no response, mentioned by 5% of all residents,

  "Wrote to them twice and no reply to the first letter and a half hearted response to the second letter."
  "Did nothing about the vandalised signs on the beach."
  "Takes too long for them to answer the phone."

- poor staff-unfriendly/unhelpful, 3%,

  "Was made to feel like why did I want the information and felt that information was being withheld."
  "Not happy with the way they answered the phone."

- others, 2%,

Recommended Satisfaction Measure For Reporting Purposes:		
Contacted Council office by phone/visit	=	91%
Contacted Council office by phone	=	89%
Contacted Council office in person	=	90%

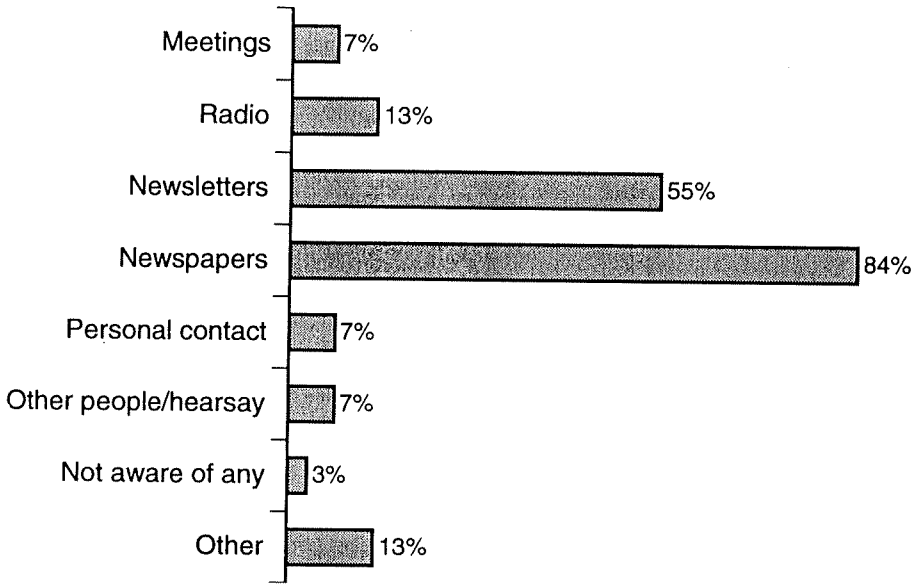
NRB

6. Information

a. Forms Of Information Provided By Kapiti Coast District Council

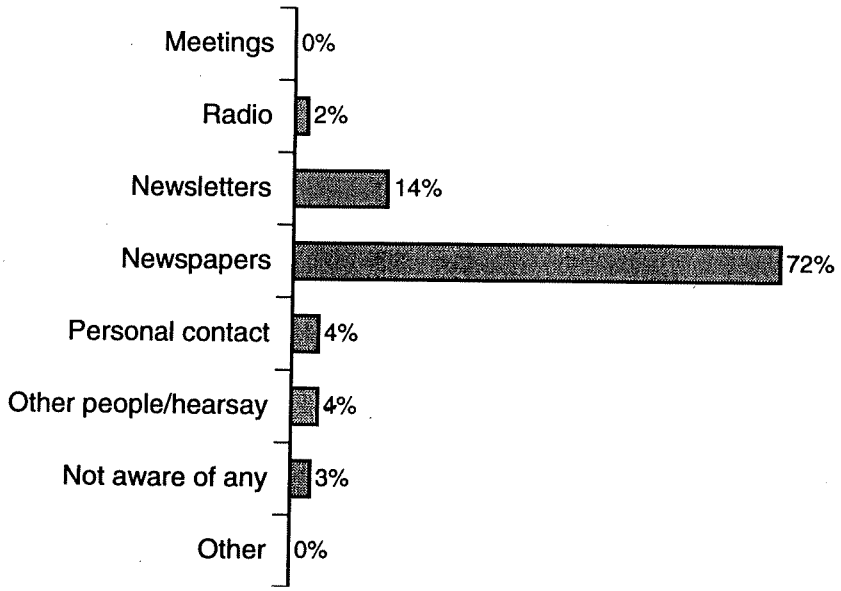
i. *Awareness*

What Forms Of Information, If Any, Are You Aware Of?



ii. *Main Source*

Where Or From Whom Do You Mainly Get Your Information About Council?



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 72% of residents.

Surprisingly only 7% indicate they are aware of meetings as a source of information. However, this corresponds closely with the 8% who have attended a meeting in the last six months.

Even though reasonable numbers of residents (55%) are aware of newsletters as a source of information, few see it as their main source (14%).

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

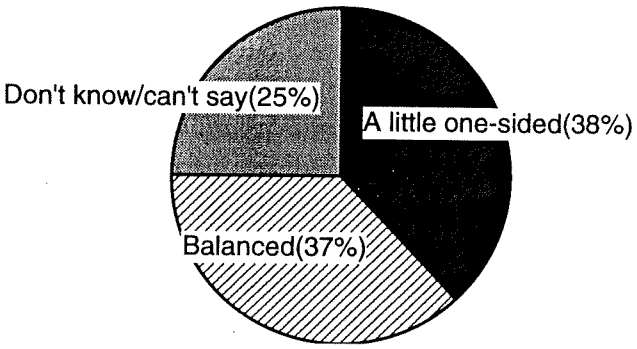
- Waikanae Ward residents,
- residents whose annual household income is more than $40,000.

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

- Kapiti Observer, identified by 92% of residents, who read newspapers as their main source of information,
- Kapiti Mail, 83%,
- Wellington Evening Post, 13%,
- Otaki Mail, 11%.

iii. *Is The Information Provided About Council Balanced?*

Is The Information From The Source You Mentioned ...?



Summary Table - How Balanced Is Information On Council

	Total District 1994 %	Ward: Para-paraumu/ Raumati %	Ward: Paeka-kariki %	Ward: Wai-kanae %	Ward: Otaki %	Age: 18-39 yrs %	Age: 40-59 yrs %	Age: 60+ yrs %	H/hold Income: Less than $25k %	H/hold Income: $25 to $50k %	H/hold Income: More than $40k %
Percent Who Mentioned ...											
A little one-sided	38	38	43	36	39	45	43	26	30	45	43
Balanced - neither for nor against Council	37	35	39	41	38	36	33	42	43	33	37
Don't know/can't say	25	27	18	23	23	19	24	32	27	22	20
TOTAL	100	100	100	100	100	100	100	100	100	100	100

38% of residents see the information provided about Council as a little one-sided, whilst 37% of residents see information provided as balanced.

Residents more likely to see information provided by Council as a little one-sided are ...

- Paekakariki Ward residents,
- those residents whose annual household income is more than $25,000,
- those aged less than 60 years.

Residents who are more likely to see information provided as balanced are ...

- residents aged 60 years or older,
- residents who have an annual household income of less than $25,000.

151 residents thought information provided by Council is a little one-sided. 39% said it was pro-Council, 18% anti-Council, 36% said it was both pro and anti Council, and 7% didn't know which direction information provided about Council tended.

Residents more likely to feel information provided about Council is pro-Council are ...

- Paraparaumu/Raumati, Paekakariki and Otaki Ward residents,
- residents living in a one or two person household,
- residents who have lived in the District five years or less.

Residents more likely to feel information provided about Council is both pro and anti-Council are ...

- residents aged less than 60 years,
- residents who have a household income of $25,000 - $40,000 pa,
- residents who live in a three or more person household.

Reasons They Feel Information About Council Is One-Sided

151 residents had a reason as to why information about Council is one-sided ...

- one sided view/don't get the full story, mentioned by 22% of all residents,

  "They record what they want us to hear rather than the full story."

  "Some aspects of matters aren't pointed out as they are examined."

  "General press releases are not telling the whole story."

- just an impression/what I read in the paper, 18%,

- specific examples - pro-Council, 9%,

  "The water crisis - not their fault."

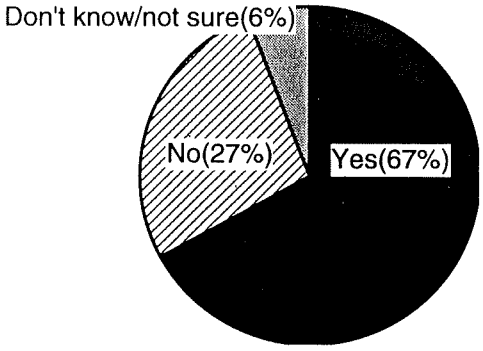
  "Council says they have done the right thing about the Waikanae sewerage."

  "Crystal Bend water thing was presented from Council viewpoint."

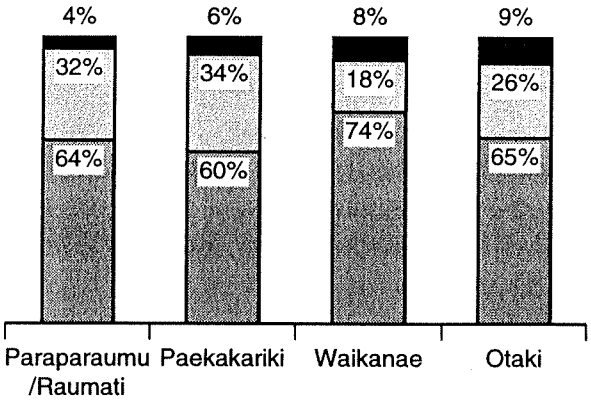
- complaints/criticism from residents, 7%.

iv. *Readership Of Published Information About Council*

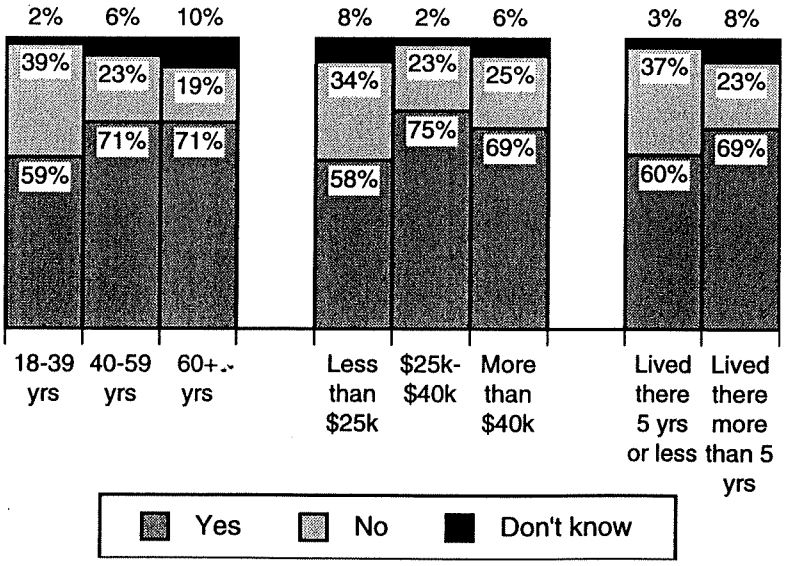
Overall



Comparison - By Ward



Comparing Different Types Of Residents



67% of Kapiti Coast residents said they had seen or read, in the last 12 months, information Council publishes specifically for the community.

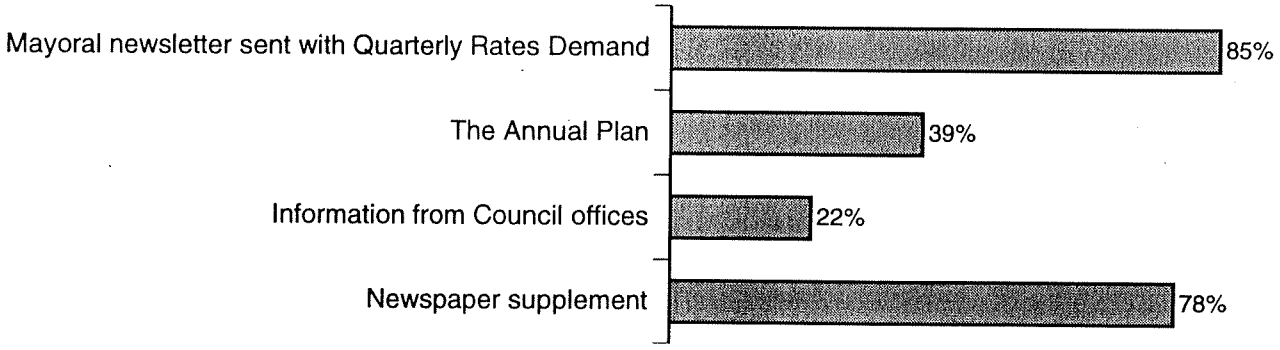
Residents more likely to have seen or read published Council information in the last 12 months are ...

- Waikanae Ward residents,
- residents whose household income is more than $25,000 pa,
- residents aged 40 or older,
- longer term residents, those who have lived in the District more than five years.

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

Those residents (67%) who had seen or read any information were asked to consider what types they had seen.

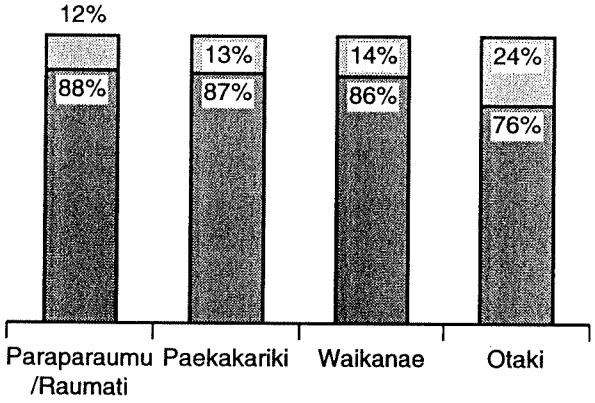
Have Seen Or Read



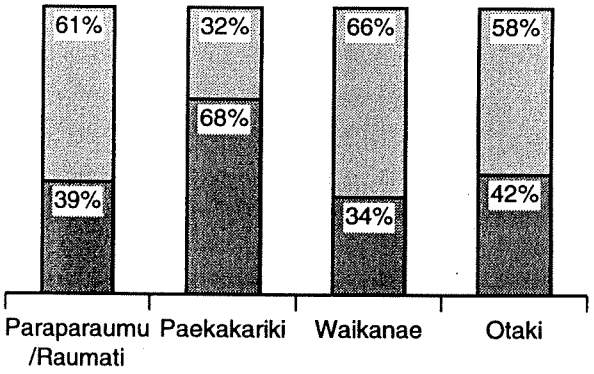
Base = 266

Comparison By Ward

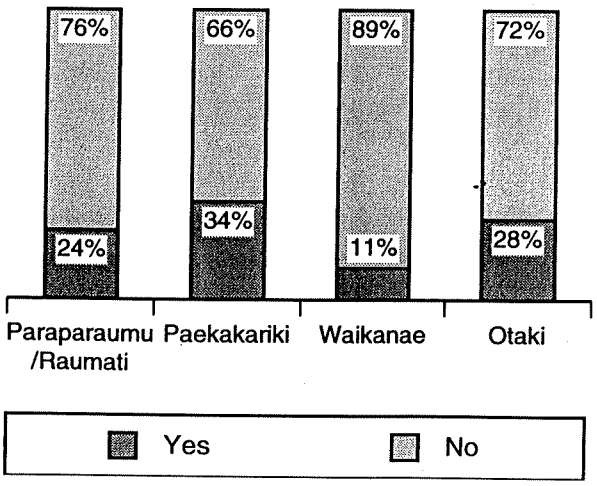
Mayoral Newsletter?



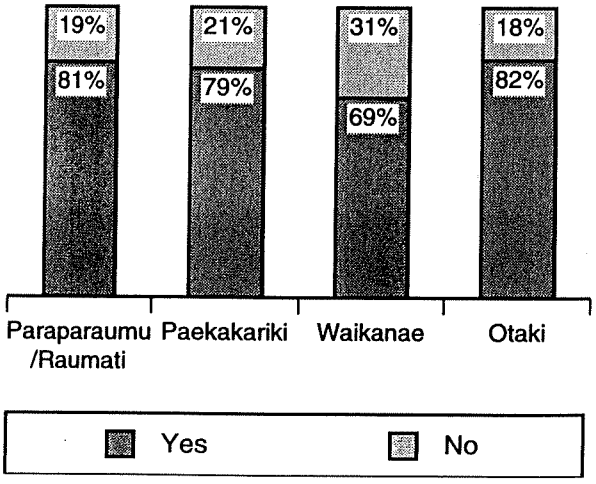
The Annual Plan?



Council Offices?

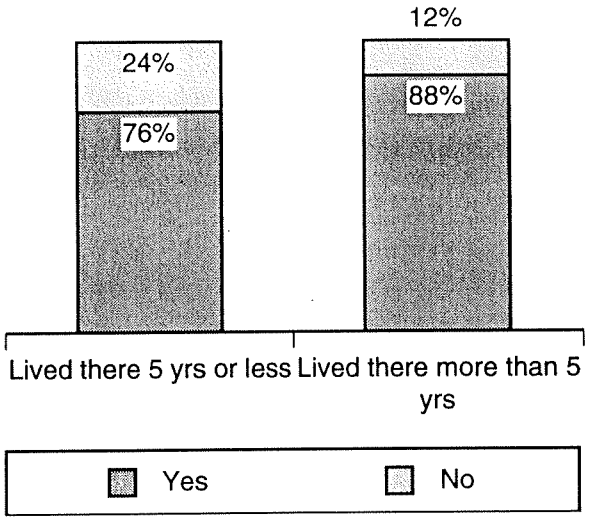


Newspaper Supplement?



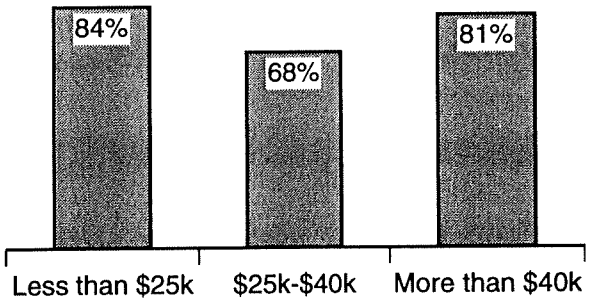
Comparing Different Types Of Residents

Mayoral Newsletter Sent With Quarterly Rates Demand



Comparing Different Types Of Residents

Newspaper Supplement



Of those who had seen or read information published by Council in the last 12 months, a majority (85%) had seen or read information in the Mayoral Newsletter.

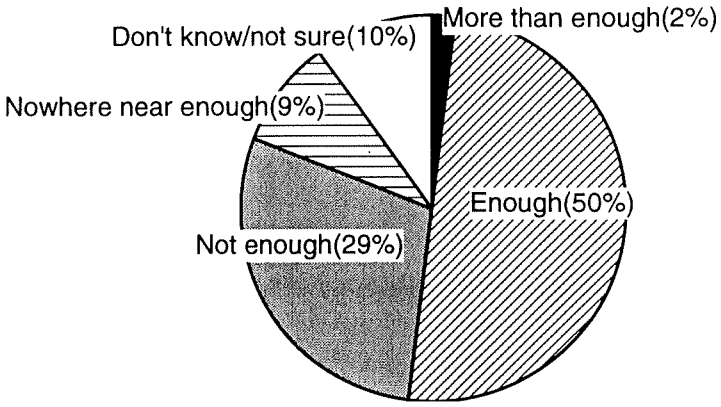
Residents more likely to have seen or read the Mayoral Newsletter are longer term residents, those who have lived in the District more than five years.

78% of residents who had seen or read information published by Council in the last 12 moths, had seen or read this information in a newspaper supplement. Residents more likely to have read or seen this information can be described as residents whose household income is less than $25,000 pa or more than $40,000 pa.

vi. *The Sufficiency Of The Information Supplied*

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

Overall



Summary Table - Comparing Different Types Of Residents

	Total District 1993 %		Ward: Para-paraumu/ Raumati %	Ward: Paeka-kariki %	Ward: Wai-kanae %	Ward: Otaki %	Sex: Male %	Sex: Fe-male %	Age: 18-39 yrs %	Age: 40-59 yrs %	Age: 60+ yrs %
Percent Who Mentioned ...											
More than enough	2	52	3	5	-	2	3	2	3	2	2
Enough	50		43	47	60	58	55	46	42	56	54
Not enough	29	38	34	17	29	19	28	30	30	25	32
Nowhere near enough	9		12	14	3	10	9	9	17	4	5
Don't know/not sure	10		8	17	8	11	5	13	8	13	7
TOTAL	100		100	100	100	100	100	100	100	100	100

52% of residents feel that there is enough/more than enough information supplied, with 38% feeling there is not enough/nowhere near enough information supplied.

Paraparaumu Ward residents are more likely to say that there is not enough information being supplied by Council.

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

- men,
- residents aged 40 or older,
- residents whose annual household income is $25,000 to $40,000,
- residents who have lived in the District more than five years.

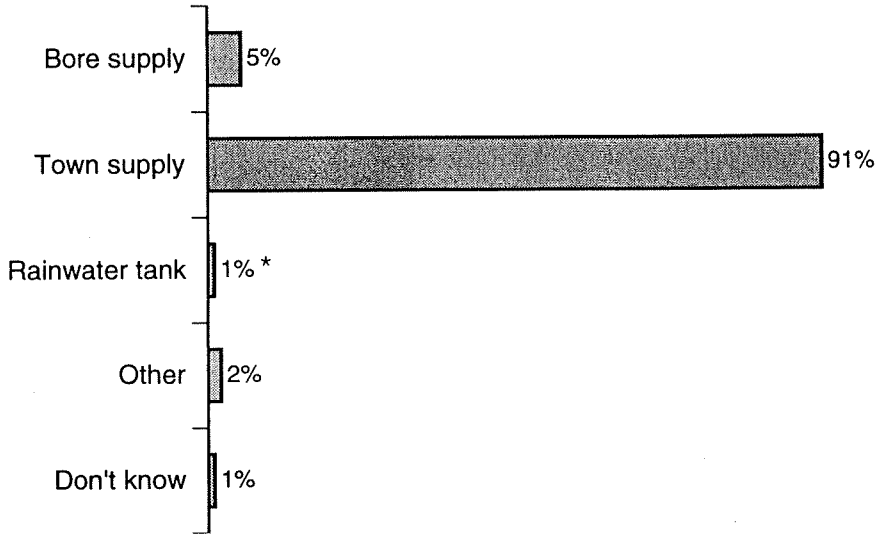
7. Local Issues

a. Water Supply

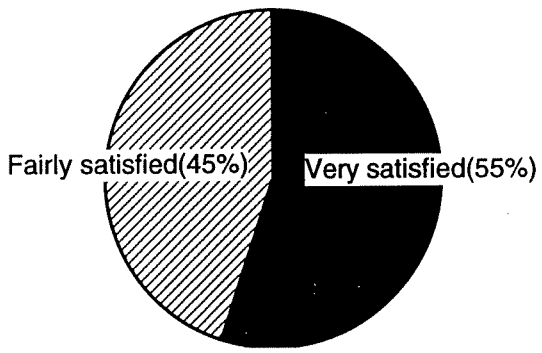
Water supply is seen as the service of highest importance to Kapiti Coast District residents. Water supply is rated as 'of high importance' by 89% of District residents.

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*

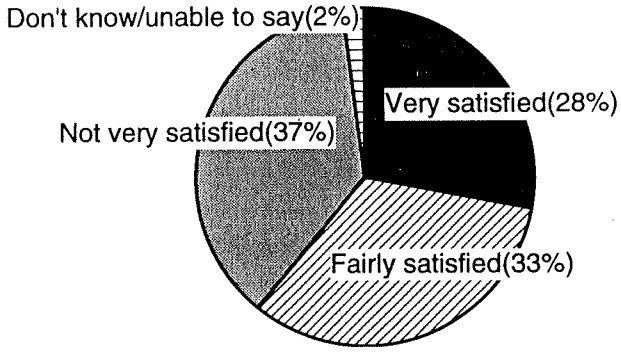


Base = 4 *Note very small sample

Residents in the Kapiti Coast District whose water supply is from a rainwater tank are all satisfied, with 55% very satisfied.

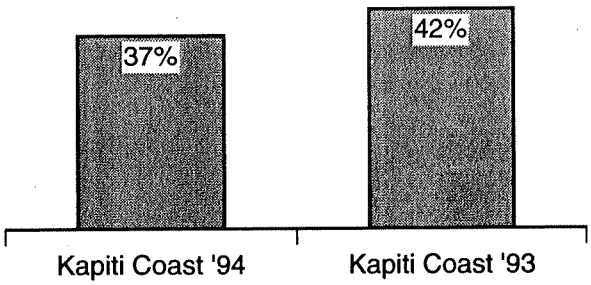
iii. *Satisfaction With The Taste Of Water For Town Or Bore Water Supply*

Overall

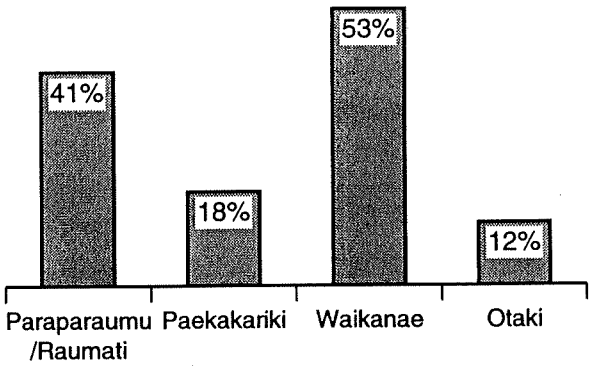


Base = 396

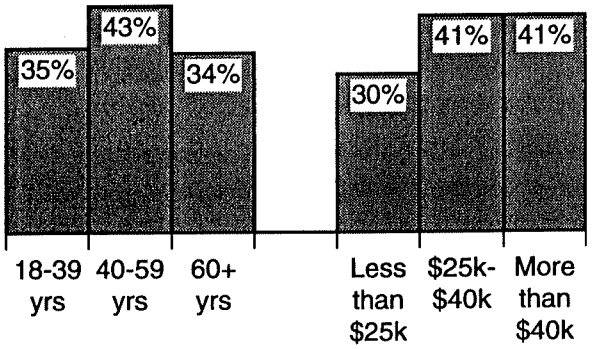
Percent Not Very Satisfied - Comparison



Percent Not Very Satisfied - By Ward



Percent Not Very Satisfied - Comparing Different Types Of Residents



6 in 10 Kapiti Coast District residents (61%) who have a town or bore water supply 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 ...

- residents aged 40 to 59 years,
- residents whose annual household income is more than $25,000.

Residents who are dissatisfied with the water pressure and the continuity of the water supply are more likely to be dissatisfied with the taste.

Reasons They Are Not Very Satisfied

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

- too much chlorine/too many chemicals,
  "Chlorine very strong."
  "Contains aluminium oxide."
  "Don't like fluoride in the water."

- tastes terrible,
  "Tastes like mud."
  "Got a metal taste to it."
  "Tastes like it's been filtered through punga logs."
  "Yukky-tastes like mothballs."
  "Water hasn't tasted the same since the new treatment after the giardia outbreak occurred."

- poor quality/must boil/use purifier,
  "We use a purifier as I wouldn't feed it to my plants let alone my family."
  "I never drink unboiled water."
  "A child contracted giardia as a result of contaminated water, we pay and it should be clean."

- variable taste,
  "Distasteful, particularly evenings."
  "Worse at beginning of the week."

- smell/strong smell of chlorine,
  "Smelly-high iodine-treatment smell."

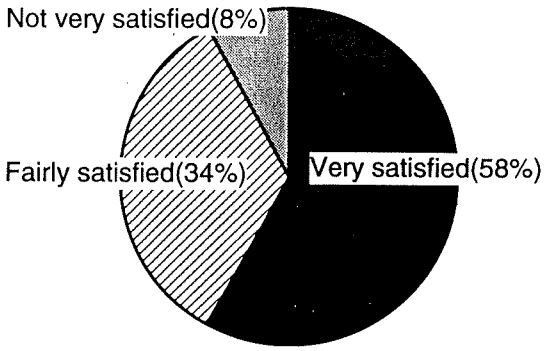
Summary Table - Main Reasons For Dissatisfaction With Taste Of Water

	Total District 1994 %	Ward				H/hold Size	
		Paraparaumu/ Raumati %	Paeka-kariki %	Wai-kanae %	Otaki %	1-2 people %	3+ people %
Percent Who Mentioned ...							
Too much chlorine/too many chemicals	**17**	17	8	30	6	21	13
Tastes terrible	**17**	20	10	18	8	19	14
Poor quality/must boil/use purifier	**16**	22	5	18	1	16	16
Variable taste	**6**	9	4	5	1	5	17
Smell/strong of chlorine	**4**	5	-	7	-	3	5

Recommended Satisfaction Measure For Reporting Purposes:
Users of the Town or Bore Water Supply = 61%

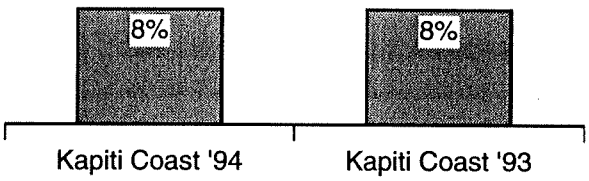
iv. *Satisfaction With Water Pressure*

Overall

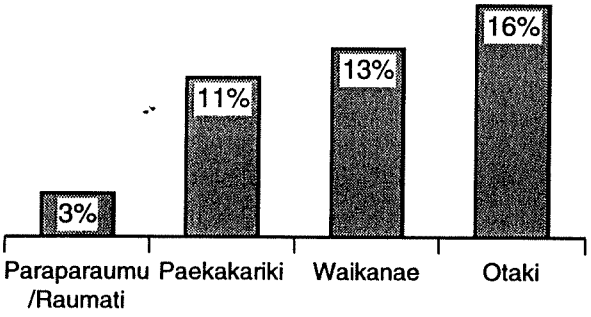


Base = 396

Percent Not Very Satisfied - Comparison



Percent Not Very Satisfied - By Ward



92% of Kapiti Coast residents who have a town or bore water supply are satisfied with water pressure.

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

Reasons They Are Not Very Satisfied

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

- not enough pressure, mentioned by 6% of residents who have a bore or are on the town water supply,

  "Too slow."

  "Don't get good pressure as situated up on a hill."

  "When everyone gets home from work not much pressure then."

- pressure drops during the summer months, 1%,

  "Summer is the worst, very low pressure."

- one has lower pressure, 1%,

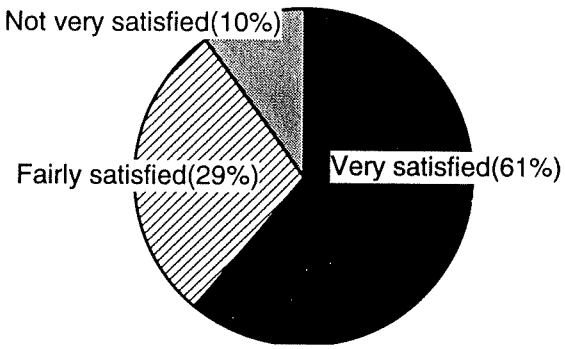
  "During certain times of the day, it is very hard to get the right mix of hot and cold water."

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

  "With power cuts, water pressure goes off."

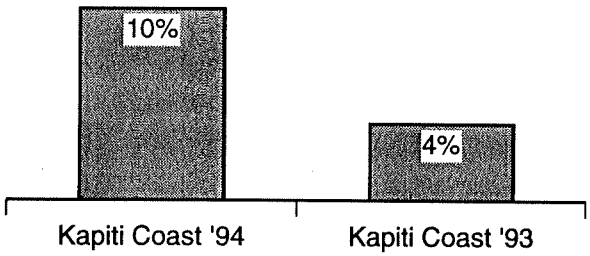
v. *Satisfaction With Continuity Of Water Supply*

Overall

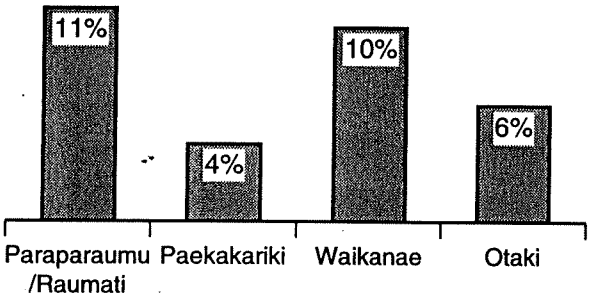


Base = 396

Percent Not Very Satisfied - Comparison



Percent Not Very Satisfied - By Ward



90% of Kapiti Coast District residents on the town or bore water supply are satisfied with the continuity of their water supply.

Reasons They Are Not Very Satisfied

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

The following reasons were given for dissatisfaction ...

- restriction during the summer, 8%, of all residents on a bore or town water supply,

  "I feel if you pay for water, it should be available all the time."

  "Over the summer, we can't water the garden, flush the toilet which is too many restrictions."

- no water/no other source/poor planning, 2%,

  "Need a reservoir or lake or dam."

  "Don't think we have a guarantee supply."

  "Not satisfied with the continued building of new properties without addressing the water problems first."

- others, 1%,

  "When power goes off, so does the water."

NRB

8. Representation

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

a. Awareness Of Their Councillors

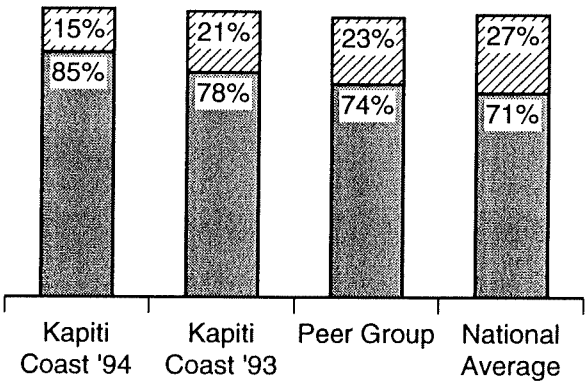
To be able to put a viewpoint to a Councillor, a citizen must first know who their Councillors are.

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

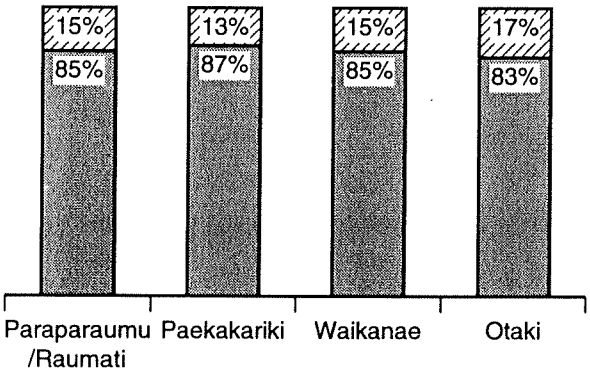
In Kapiti Coast District, on average, people are able to name two Councillors correctly.

b. Accessibility Of Councillors

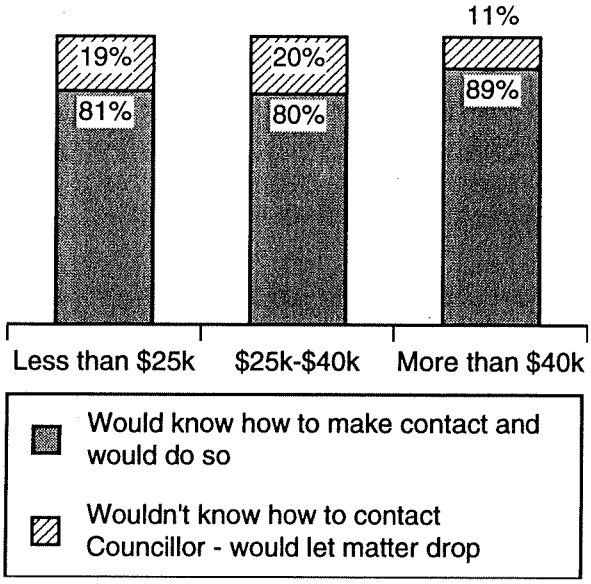
Comparison



By Ward



Comparing Different Types Of Residents



* Note: where bars do not add to 100%, the balance was "don't know".

85% of residents 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 better than both the National Average and its Peer Group on the accessibility of Councillors.

Residents less likely to feel their Councillors are accessible tended to be residents who earn a household income of more than $40,000 pa.

c. Councillors' Approachability

Summary Table - Degree Of Approachability

	Welcome comments - be comfortable approaching %	Reluctant/ resistant - have to push hard %	Somewhere between the two %	Don't know %
Total District				
1994	**39**	**18**	**26**	**17**
1993	38	18	31	13
Comparison				
Peer Group	43	13	35	9
National Average	40	14	37	9
Ward				
Paraparaumu/ Raumati	36	21	27	16
Paekakariki	30	6	39	25
Waikanae	46	16	23	15
Otaki	42	15	22	2
Age				
Under 40 years	30	17	36	17
40 - 59 years	41	20	22	17
60 years and over	47	18	18	17
Household Income				
Less than $25,000	49	17	18	16
$25-$40,000	35	18	32	15
$40,000+	33	20	30	17
Household Size				
1-2 person	43	14	24	19
3 or more person	33	23	29	15

% read across

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

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

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

- Waikanae and Otaki Ward residents,
- residents aged 40 or older,
- residents whose household income is less than $25,000 pa,
- residents who live in a one or two person household.

72 residents 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 ...

- not prepared to listen, mentioned by 5% of all residents,
- just an impression/hearsay, 4%,
- listen but take no action, 4%,
- do things their own way/one-sided, 4%,
- get passed from one person to another, 4%,
- specific examples given, 3%.

d. Perceived Degree Of Open-Mindedness Of Councillors

Summary Table - Degree Of Open-Mindedness

	Give fair and open-minded hearing %	Give defensive one-sided hearing %	Somewhere between the two %	Don't know %
Total District				
1994	**23**	**20**	**42**	**15**
1993	29	20	39	12
Comparison				
Peer Group	36	19	38	7
National Average	30	18	46	6
Ward				
Paraparaumu/Raumati	21	24	40	15
Paekakariki	20	24	33	23
Waikanae	20	13	54	13
Otaki	32	21	32	15
Age				
18-39 years	21	23	42	14
40-59 years	20	22	45	13
60+ years	26	17	39	18
Household Size				
1-2 person	25	17	40	18
3 or more person	19	26	44	11

% read across

23% 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, 42%, feel the answer is somewhere between the two.

Kapiti Coast District residents are less likely to feel that Councillors give a fair and open-minded hearing than their Peer Group Council's and the National Average.

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

82 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 6% of all residents,
- just an impression/hearsay, 6%,
- listen but take not action, 5%,
- not prepared to listen, 4%,
- specific examples given, 3%.

e. Expected Degree Of Consultation

Summary Table - Expected Degree Of Consultation

	Get on with job, keep informed %	Consult on major issues %	Consult on most issues %	No opinion %
Total District				
1994	**14**	**64**	**20**	**2**
1993	18	55	26	1
Comparison				
Peer Group	15	53	31	1
National Average	14	54	31	1
Ward				
Paraparaumu/Raumati	11	68	18	3
Paekakariki	8	62	30	-
Waikanae	21	59	20	-
Otaki	14	61	24	1
Age				
18 - 39 years	5	74	20	1
40 - 59 years	14	66	19	1
60+ years	23	53	21	3
Household Income				
Less than $25,000	18	56	26	-
$25,000-$40,000	9	70	20	1
More than $40,000	13	70	15	2
Household Size				
1-2 person	17	59	22	2
3 or more person	10	72	17	1

% read across

When asked how much consultation they would like Council to have with its citizens, 64%, opted for Council consulting with people on major issues only, otherwise getting on with the job they were elected to do. A minority (20%) desire step by step consultation on most issues.

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

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

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

- residents aged less than 40 years,
- residents whose household income is more than $25,000 pa,
- residents who live in a three or more person household.

Those who expressed a desire for consultation on major issues, 64% overall, were asked what they considered to be major issues. Main issues arising were ...

- water supply/shortage, mentioned by 36% of all residents,
- sewerage system, 32%,
- roading issues, 11%,
- environmental issues/sand dunes/erosion, 9%,
- town planning/new subdivisions, 7%,
- large items of expenditure, 6%,
- major developments, 6%.

Summary Table - Major Issues Requiring Consultation

	Total District 1993 %	Ward				Sex		Age			H/hold Income		
		1 %	2 %	3 %	4 %	Male %	Female %	18-39 %	40-59 %	60+ %	Less than $25k %	$25k-$40K %	More than $40k %
Percent Who Mentioned ...													
Water supply/ shortage	**36**	43	31	37	21	36	37	42	37	30	35	41	40
Sewerage system	**32**	35	29	38	19	35	29	41	30	25	27	40	36
Roading issues/ footpaths	**11**	12	19	8	10	8	14	7	13	14	16	9	11
Environmental issues/sand dunes/ erosion	**9**	7	10	7	14	8	9	11	8	7	6	9	9
Town planning/ new subdivisions	**7**	7	13	7	5	8	6	7	8	5	6	9	6
Large items of expenditure	**6**	8	6	5	4	8	5	7	9	3	3	9	7
Major developments	**6**	8	1	3	4	3	8	3	9	7	8	4	3

Ward Key:
1 - Paraparaumu/Raumati
2 - Paekakariki
3 - Waikanae
4 - Otaki

f. Means Of Consultation

Summary Table - Means Of Consultation Suggested

	Total District 1994 %	Peer Group %	National Average %	Ward 1 %	Ward 2 %	Ward 3 %	Ward 4 %	Sex Male %	Sex Fe-male %	H/hold Size 1-2 person %	H/hold Size 3 or more person %	Length of Residence 5 yrs or less %	Length of Residence More than 5 yrs %
Percent Who Mentioned ...													
Meetings	**45**	46	38	43	57	49	45	50	41	43	48	39	48
Newspaper articles	**40**	42	41	44	31	34	37	41	39	44	34	45	37
Letters/pamphlets	**37**	29	38	43	37	30	32	32	41	38	37	38	37
Personal contact	**10**	14	11	6	6	12	20	8	13	10	11	9	11
Radio	**10**	14	14	12	7	12	2	13	7	12	8	5	12
Surveys	**10**	6	8	11	13	12	6	11	10	12	8	12	9
Referendum/polls	**9**	6	6	12	11	5	8	12	7	6	12	7	10
Submissions	**6**	2	3	7	3	5	3	6	5	7	5	7	5
Television	**3**	1	2	4	-	2	-	3	3	4	1	4	2
Other	**4**	5	4	6	1	3	3	8	1	5	3	8	3
Don't know	**1**	6	5	-	-	5	-	1	1	2	-	1	1

multiple response

Ward Key:
1 - Paraparaumu/Raumati
2 - Paekakariki
3 - Waikanae
4 - Otaki

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.

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

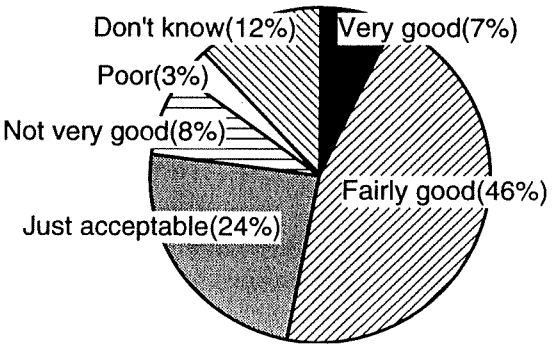
Paekakariki Ward residents tended to favour meetings more than other Wards as well as longer term residents, those who have lived in the District more than five years.

Newspaper articles are preferred by Paraparaumu/Raumati Ward residents and residents who have lived in the District less than five years.

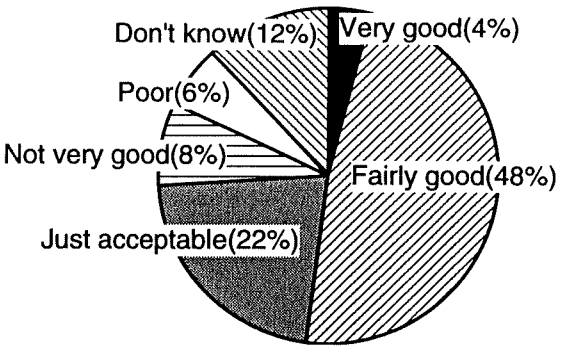
Letters and pamphlets are also preferred by Paraparaumu/Raumati Ward residents and women as a means of consultation on most or major issues.

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

Overall



Contacted Mayor Or Councillor In The Last 12 Months



Base = 92

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

	Rated as ...			
	Very good/ good %	Just acceptable %	Not very good/poor %	Don't know %
Total District				
1994	**53**	**24**	**11**	**12**
1993	56	24	13	7
Contacted Mayor or Councillor	52	22	14	12
Comparison				
Peer Group	56	29	13	2
National Average	58	28	13	1
Ward				
Paraparaumu/Raumati	53	26	12	9
Paekakariki	56	21	9	14
Waikanae	57	23	10	10
Otaki	44	20	11	25
Sex				
Male	58	22	13	7
Female	47	26	10	17
Length of Residence				
5 years or less	44	17	13	26
More than 5 years	56	27	10	7

% read across

Just over 5 in 10 (53%) 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 is slightly less favourable than their Peer Group and National Average readings.

Of the 92 residents who had contacted the Mayor or Councillors in the last 12 months, 52% rate their performance as very good/good.

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

Men and longer term residents, those who have lived in the District more than five years are more likely to rate the performance as very good or good.

There is no difference in the rating of the performance of the Mayor or Councillors amongst ratepayers and non-ratepayers.

Reasons For Rating The Mayor And Councillors Performance

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

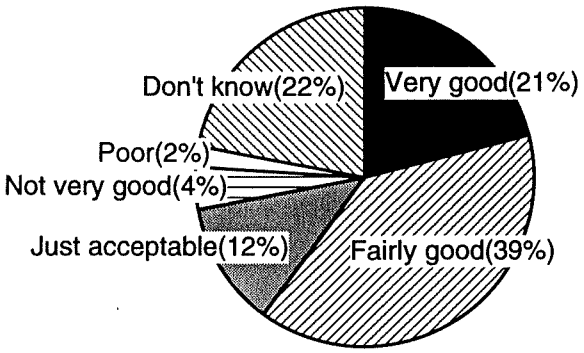
The main reasons for rating performance as less than good were ...

- could do better/lack of action/infighting, mentioned by 22% of all residents,
- poor communication/lack of consultation, 16%,
- water shortage/lack of planning/action, 11%,
- waste ratepayer's money/consultants, 11%,
- hearsay/generally a negative impression, 10%.

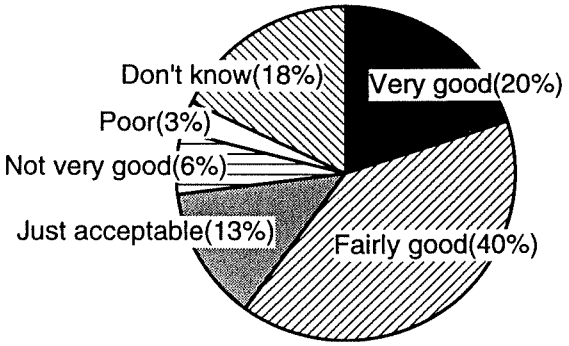
4% of those residents who rated the performance of the Mayor and Councillors as just acceptable/not very good/poor gave no particular reason for their opinions.

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

Overall

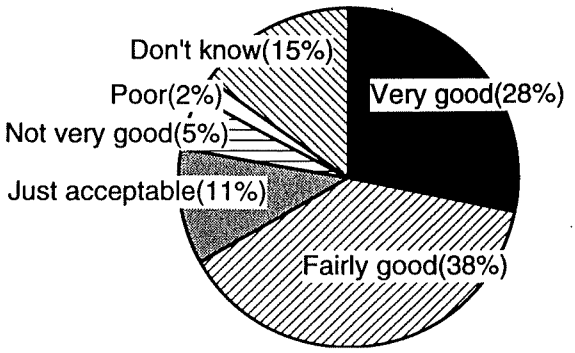


Contact By Phone



Base = 204

Contact In Person



Base = 175

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

	Rated as ...			
	Very good/ good %	Just acceptable %	Not very good/poor %	Don't know %
Total District				
1994	**60**	**12**	**6**	**22** ↑
1993	65	13	6	16
Contact by phone	60	13	9	18
Contact in person	66	11	7	16
Comparison				
Peer Group	62	26	10	2
National Average	60	27	9	4
Ward				
Paraparaumu/Raumati	59	11	4	26
Paekakariki	65	9	7	19
Waikanae	55	14	12	19
Otaki	61	14	6	19
Age				
18-39 years	59	11	6	24
40-59 years	51	18	9	22
60+ years	66	9	5	20

% read across

60% of residents rate the performance of the Council staff as good, with 21% rating the performance as very good. Kapiti Coast District Council staff's performance is on par with the performances of Peer Group Council's staff and those nationwide on average.

Reasons For Rating The Performance Of The Council Staff

76 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/lack of action/slow, mentioned by 33% of those not entirely happy with performance,
- hearsay/generally a negative impression, 19%,
- staff-unfriendly/arrogant/not helpful, 13%,
- poor communication with public, 11%,
- previous experience, 9%.

* * * * *

E. APPENDIX

Base by Sub-sample

	Actual respondents interviewed	*Expected numbers according to population distribution
Ward		
Paraparaumu/Raumati	199	202
Paekakariki	60	20
Waikanae	70	98
Otaki	72	80
Sex		
Male	200	190
Female	201	210
Age		
18 - 39 years	113	144
40 - 59 years	137	115
60+ years	151	140
Ethnicity		
European/other	386	375
Maori/Pacific Islander	15	25
Household Size		
1-2 person	229	224
3 or moer person	172	176
Length of Residence		
5 years or less	107	119
More than 5 years	294	281
Household Income		
$25,000pa or less	131	129
Between $25,000pa and $40,000pa	94	94
More than $40,000pa	147	149

* 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.

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