

COMMUNITRAK™

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

PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAM FOR:

KAPITI COAST DISTRICT COUNCIL

JULY 1996



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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, 1994, and now again in 1996.

Communitrak™ determines how well Council is performing in terms of services offered and representation given to its citizens. The advantages, and benefits of this are that Council has the National Average and Peer Group comparisons against which to analyse perceived performance.

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

- water supply.

* * * * *

B. COMMUNITRAK™ SPECIFICATIONS

Sample Size

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

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

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

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

Interview Type

All interviewing was conducted by telephone, with calls being made between 4.30pm and 8.30pm on weekdays and 9.30am and 8.30pm weekends.

Sample Selection

The relevant white pages of the telephone directory were used as the sample source, with every xth number being selected.

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 over 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 gender/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.

Where we specify a "base" we are referring to the actual number of respondents interviewed.

Survey Dates

All interviews were conducted between Friday 28th June and Sunday 7th July 1996.

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 or 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 an 80/20 split. Error limits on various sample sizes are as follows:

	<u>50/50</u>	<u>80/20</u>
a. 400		
• within the reading,	±4.9	±3.9
• difference from reading to reading.	±6.9	±5.5
b. 200		
• within the reading,	±6.9	±5.5
• difference from reading to reading.	±9.8	±7.8
c. 100		
• within the reading,	±9.8	±7.8
• difference from reading to reading.	±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 6.9%.

* * * * *



C. EXECUTIVE SUMMARY

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

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

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

Council Services/Facilities

Summary Table - Satisfaction With Services/Facilities

	<u>Kapiti Coast 1996</u>		<u>Kapiti Coast 1995</u>	
	<u>Very/fairly satisfied</u> %	<u>Not very satisfied</u> %	<u>Very/fairly satisfied</u> %	<u>Not very satisfied</u> %
Passive reserves	87	9	87	12
Streets, footpaths and roads	66	34	65	35
Refuse collection	78	11	75	16
Library service	82	10	77	14
Taste of water supply	60	39	60	40
Sportsgrounds	68	6	78	5
Water supply overall	92	8	90	10
Surface water drainage	67	29	68	29
Water pressure	90	9	91	9
Continuity of water supply	94	6	92	8
Sewage disposal	72	15	76	16
Control of dogs	61	33	57	38
Noise control	82	6	88	5
Swimming pools	65	15	71	10

NB: Where figures don't add to 100% the balance is a 'don't know' response.

The percent not very satisfied in Kapiti Coast District is higher than the Peer Group and/or National Averages for...

	<u>Kapiti Coast</u>	<u>Peer Group</u>	<u>National Average</u>
• swimming pools	15%	11%	8%
• surface water drainage	29%	22%	20%
• sewage disposal and treatment	15%	11%	10%
• library services	10%	4%	5%

However, Kapiti Coast performs favourably when compared to the Peer Group and National Averages, in terms of the percent not very satisfied, for...

• dog control	33%	38%	42%
---------------	-----	-----	-----

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 and facilities.

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.

31% of residents have in mind a recent Council action or decision they approve of and the main mentions are...

- roading and footpaths,
- did a good job/took action/helpful,
- the gang situation,
- good communication/consultation/information,
- water supply.
- refuse tip/transfer station/composting.

37% of residents have in mind a recent Council action or decision they disapprove of and the main mentions are...

- sale of land/new town centre project,
- water supply,
- roading/Transmission Gully,
- footpaths,
- Paraparaumu benefits at the expense of Otaki Ward.

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 58% preferring this option above others. "Monthly" preferred by 24% of ratepayers.

37% of ratepayers preferred to pay by the option of automatic deduction from a bank account. 30% preferred to pay in person by cheque or cash.

Overall, 85% of residents are satisfied with the way rates are spent on services and facilities provided by Council, with 12% being not very satisfied.

Contact With Council

Residents are likely to contact Council offices or staff (79%) first if they have a matter to raise with Council. 10% would make contact with a Councillor.

Residents mainly visit/phone the Council office in their Ward, except for Waikanae Ward residents who are split between Paraparaumu and Waikanae offices.

86% of residents who have contacted Council offices by phone in the last 12 months are satisfied, with 91% of residents satisfied when visiting a Council office in person.

Overall, 89% of residents contacting a Council office in the last 12 months are satisfied with the service received, with 11% being not very satisfied.

Information

Newspapers are the main source of information about Council in 80% of District households.

42% of residents see the information provided about Council as balanced, being neither for or against Council, while 9% see the information as a little one-sided in favour of Council. 5% of residents see the information provided about Council as a little one-sided against Council, while 36% say it is sometimes in favour of Council, sometimes against Council.

76% 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 the Mayoral newsletter or in a newspaper supplement.

69% of residents feel there is enough/more than enough information supplied, while 23% of residents feel there is not enough/nowhere near enough information supplied.

Local Issues

Water Supply

92% of the surveyed sample are on the town water supply.

60% of residents on a town or bore or other (but not rainwater) water supply are satisfied with the taste of their water, with 39% being not very satisfied.

90% of residents on a town, bore or other water supply are satisfied with their water pressure, with 9% being not very satisfied.

94% of residents on a town, bore or other water supply are satisfied with the continuity of water supply, with 6% being not very satisfied.

Overall, 92% of residents are satisfied with the water supply, with 8% being not very satisfied.

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

75% of residents can name one or more Councillors, with an average of two Councillors being named overall.

b. Accessibility of Councillors

82% of residents feel they know 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 1996 performance for Kapiti Coast Councillors 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, 38% believe their representatives welcome questions, comments and requests to such an extent that they would feel comfortable approaching them. 13% feel Councillors would be reluctant and resistant to approaches, with 29% saying they feel they are somewhere in between.

d. Open-mindedness

33% of Kapiti Coast District residents feel that their Councillors give a fair and open-minded hearing when dealing with local community issues. 18% feel Councillors are defensive and one-sided in these situations. 37% feel the answer lies somewhere between the two and the balance, 12%, are unable to comment.

e. **Consultation**

55% of residents want consultation on major issues such as ...

- roading, bridges and footpaths,
- water supply,
- sewerage system,
- any large items of expenditure,
- buildings/high rise buildings,
- rates/increases,
- Wellington Stadium.

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

58% of residents rate the performance of the Mayor and Councillors as very/fairly good. 11% rate their performance as not very good/poor. On this aspect, Kapiti Coast District's performance is on par with Peer Group and National Averages. Those residents who have contacted the Mayor and Councillors in the last 12 months rate the performance better than residents overall, with 69% rating performance as very/fairly good.

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

68% of residents rate the performance of the Council staff as very/fairly good. 9% rate the performance as not very good or poor. On this aspect, Kapiti Coast District performs slightly better than both the Peer Group and the National Averages.

* * * * *

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 ...

Ashburton District Council	Queenstown Lakes District Council
Banks Peninsula District Council	Rangitikei District Council
Buller District Council	Ruapehu District Council
Carterton District Council	Selwyn District Council
Central Hawkes Bay District Council	Southland District Council
Central Otago District Council	South Taranaki District Council
Clutha District Council	South Waikato District Council
Far North District Council	South Wairarapa District Council
Franklin District Council	Stratford District Council
Gore District Council	Tararua District Council
Grey District Council	Tasman District Council
Hauraki District Council	Taupo District Council
Horowhenua District Council	Thames-Coromandel District Council
Hurunui District Council	Waikato District Council
Kaikoura District Council	Waimakariri District Council
Kaipara District Council	Waipa District Council
MacKenzie District Council	Wairoa District Council
Manawatu District Council	Waitaki District Council
Marlborough District Council	Waitomo District Council
Masterton District Council	Western Bay of Plenty District Council
Matamata District Council	Westland District Council
Opotiki District Council	Whakatane District Council
Otorohanga District Council	

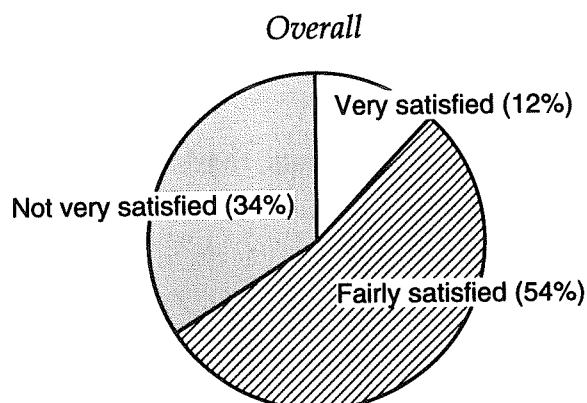


1. Council Services/Facilities

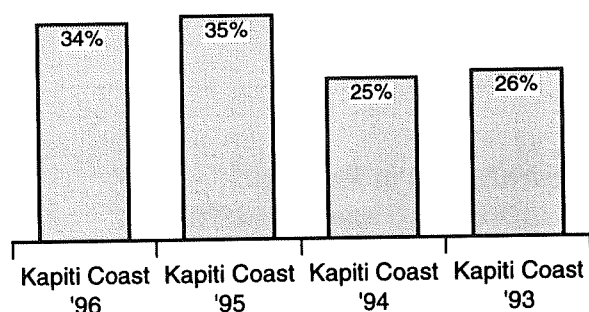
a. **Satisfaction With Council Services/Facilities**

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

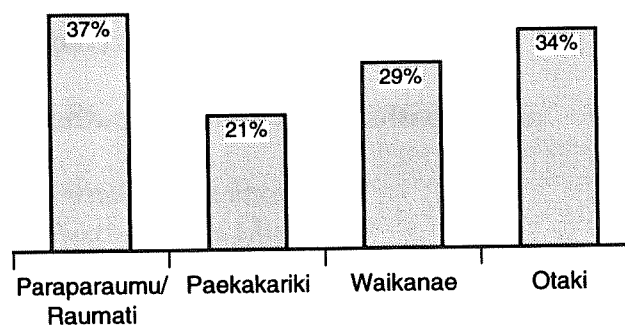
i. **Streets, Roads And Footpaths**



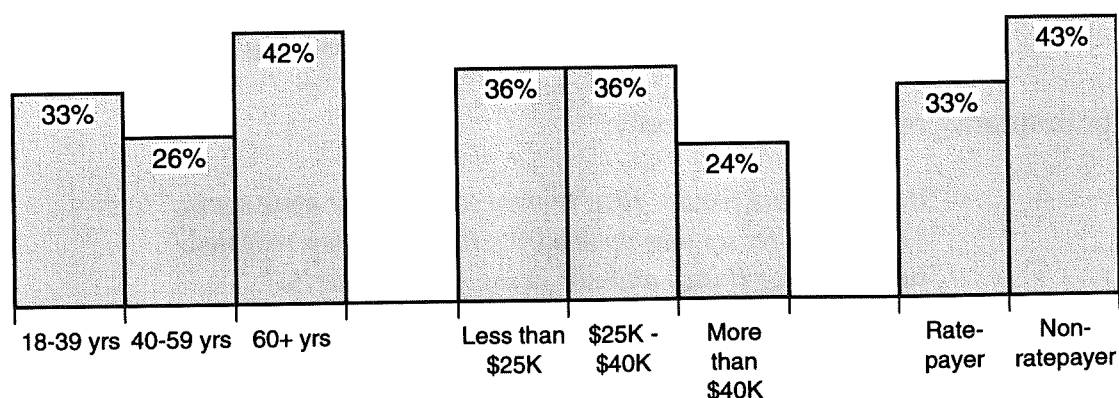
Percent Not Very Satisfied - Comparison



Percent Not Very Satisfied - By Ward



Percent Not Very Satisfied - Comparing Different Types Of Residents



66% of residents expressed satisfaction with Kapiti Coast District streets, roads and footpaths, while 34% are not very satisfied with this aspect of the District. The percentage not very satisfied with streets, roads and footpaths is similar to the 1995 reading.

Residents more likely to be not very satisfied with streets, roads and footpaths are...

- those aged 60 years or over,
- non-ratepayers,
- those who have a household income of \$40,000pa or less.

Reasons They Are Not Very Satisfied

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

- footpaths in poor condition,

"Footpaths are shocking - Awanui Street, Sylvan Avenue, Huranui Street, Parata Street."

"Footpaths look shocking, got holes, especially Otaki Beach area."

"Footpaths disgusting, especially Rangiuru Road, untidy, potholes."

"Maintenance is slipping behind especially on footpaths."

"Husband is in a wheelchair, many footpaths very difficult to negotiate - Margaret Road for example."

- no footpaths/need more footpaths,

"All streets should have footpaths, particularly in Raumati."

"Footpaths are non-existent in some places, need more footpaths."

"There are no footpaths in areas like Tui Road and Kaka Road."

- roads in poor condition,

"Moana Road is in a very bad state, plus no kerbing."

"For the population here, the roads are in a terrible state."

"Awful roads, manholes stick out and are bumpy."

"The Parade has lots of potholes over the first rise all along the road."

- poor quality repairs/patching only,

"If potholes are fixed - they're very soon in that state again."

"Temporary fix up jobs done all the time and then repeated."

"Just patching things and not fixing them properly."

"Same problem in same spot all the time."

- very slow to act,

"Takes too long to repair roading."

"Soon after I moved in 15 years ago they said there was going to be a pavement on my side of road, but not done yet."

"Sandhills motorway, no decision made to go ahead."

"They make excuses why they don't repair the path by our end of the street."

- work done unnecessarily while other areas are left.

"Lots of areas with no footpaths but Council go and reseal a perfectly good area of road."

"A lot of work is unnecessary. Dig up perfectly good pieces of road and reseal it."

"Streets already have good paths and get regularly done, but Aorangi Road hasn't been done yet."

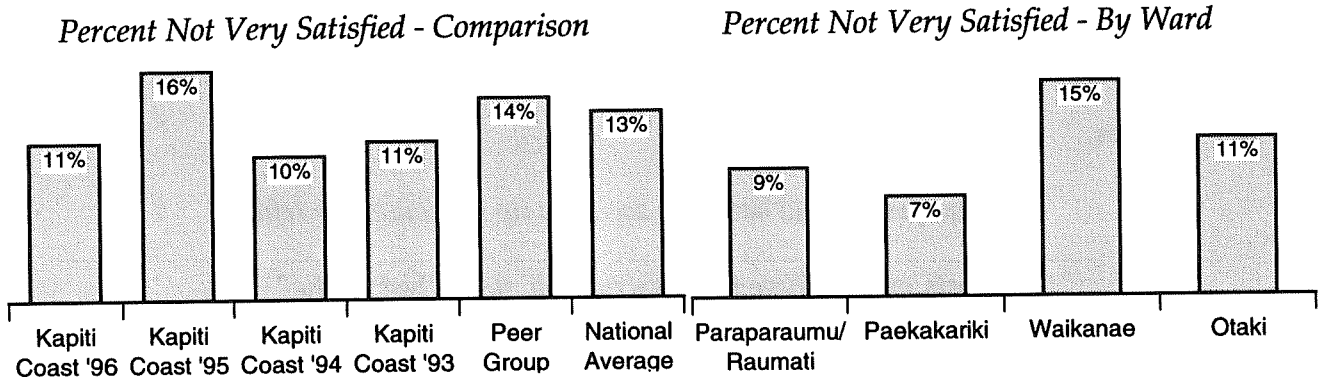
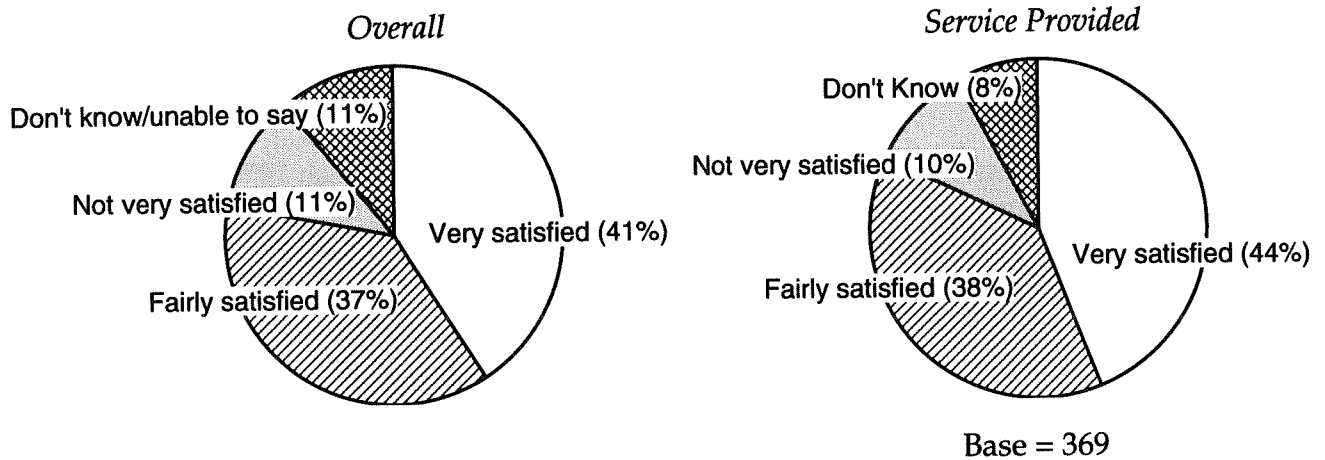
"Council have redone footpaths along Marine Parade where there are still streets without footpaths, Arthur Street off Manly Street."

Summary Table - Main Reasons For Being Not Very Satisfied With Streets, Roads And Footpaths

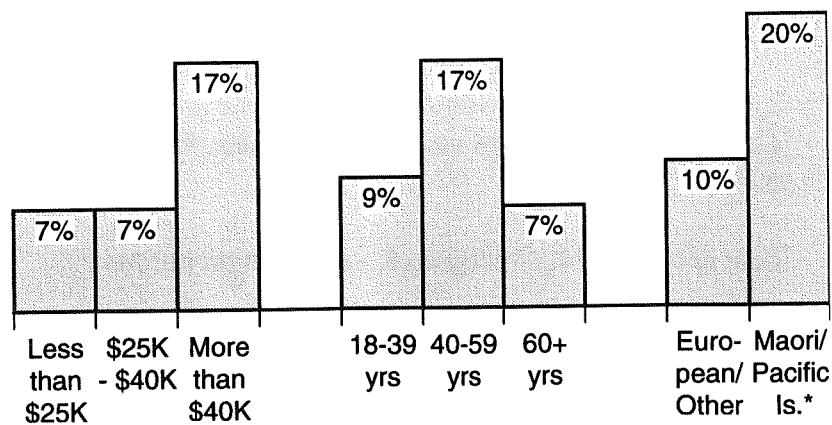
	Total District 1996 %	Ward			
		Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
<u>Percent Who Mention ...</u>					
Footpaths in poor condition	10	13	3	3	5
No footpaths/need more footpaths	8	5	2	16	5
Roads in poor condition	4	7	3	1	2
Poor quality repairs/patching only	3	3	3	4	2
Very slow to act	3	1	1	7	2
Work done unnecessarily	3	4	3	1	3

Recommended Satisfaction Measure For Reporting Purposes:
Total District = 66%

ii. Refuse Collection



Percent Not Very Satisfied - Comparing Different Types of Residents



* Caution: low base

78% of Kapiti Coast residents are satisfied with refuse collection, while 11% are not very satisfied with this service. Kapiti Coast District residents are on par with their Peer Group residents and all New Zealanders on average, in terms of being not very satisfied with refuse collection. The percentage not very satisfied with refuse collection is similar to 1994 and 1993 readings, having fallen 5% since the 1995 reading.

82% of residents provided with a refuse collection are satisfied, with 10% of these residents being not very satisfied.

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

- Waikanae Ward residents,
- residents with a household income of more than \$40,000pa,
- residents aged 40-50 years,
- Maori/Pacific Island residents.

Reasons They Are Not Very Satisfied

42 residents are not very satisfied with Kapiti Coast District's refuse collection. The main reasons given are ...

- tip fees,

"Ratepayers should have free access to tip for household refuse."

"It costs me \$6 a time to dump rubbish, pretty bad really."

- use private bin service,

"Now using a wheelie bin."

"Pay for own one privately and it is a better service than the Council provides."

- cost of bags.

"Cost of purchasing bags makes it very expensive, prefer to visit tip instead."

"Cost of buying bags really high, should be part of rates."

Summary Table - Main Reasons For Being Not Very Satisfied With Refuse Collection

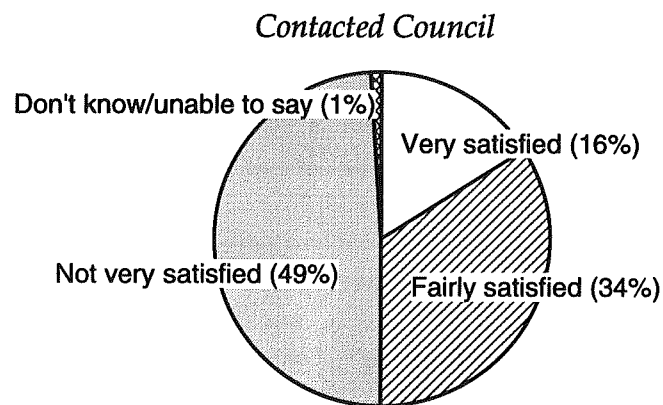
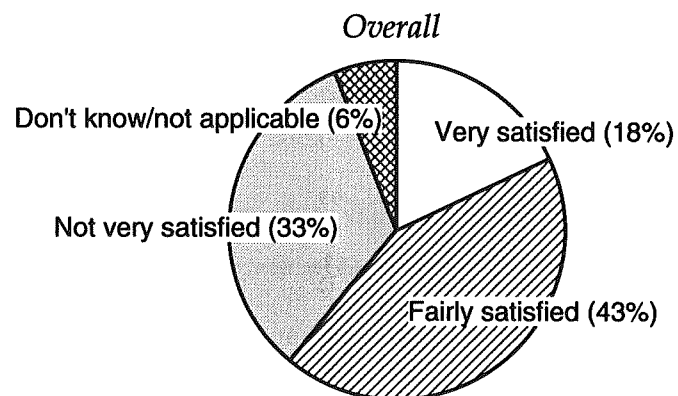
	Total District 1996 %	<u>Ward</u>			
		<u>Paraparaumu/ Raumati %</u>	<u>Paekakariki %</u>	<u>Waikanae %</u>	<u>Otaki %</u>
<u>Percent Who Mention ...</u>					
Tip fees	3	1	-	7	1
Use a private bin service	3	1	-	5	5
Cost of bags	3	1	-	7	1

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 78%

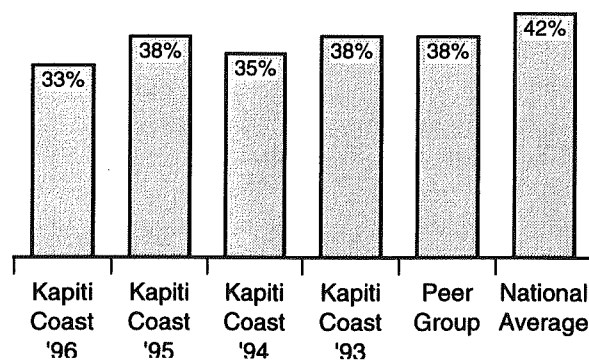
Receivers of Service = 82%

iii. Control Of Dogs

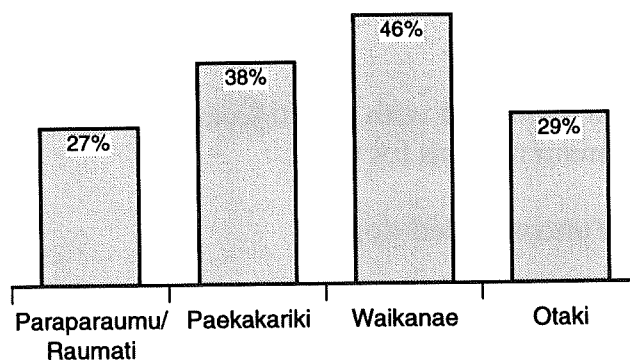


Base = 94

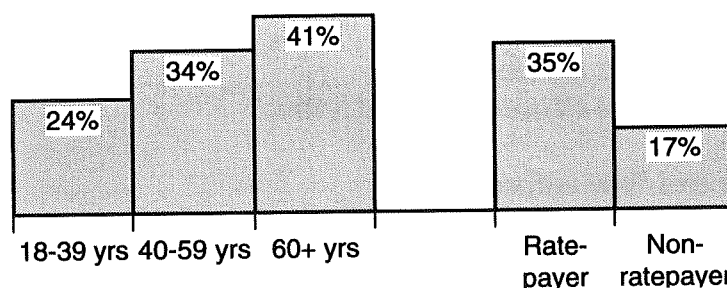
Percent Not Very Satisfied - Comparison



Percent Not Very Satisfied - By Ward



Percent Not Very Satisfied - Comparing Different Types Of Residents



61% of residents are satisfied with dog control, with 33% being not very satisfied.

The percent not very satisfied is below the Peer Group and National Average figures and an improvement on last year's reading.

Those who have contacted Council about dogs are more likely to be not very satisfied (49%), than residents overall. All respondents in 1996 had at least one dog.

Residents more likely to be not very satisfied with dog control can be described as...

- aged 40 years or over,
- ratepayers.

Reasons They Are Not Very Satisfied

132 residents feel not very satisfied with Kapiti Coast District Council's dog control efforts and give the following main reasons for this ...

- too many roaming/uncontrolled dogs,

"Plenty of dogs roaming the streets."

"Too many dogs roaming Tilly Road area."

"Too many loose dogs roaming streets around Simicock Street."

"Too many roaming Timiti Road."

- dogs fouling,

"Droppings not cleared."

"Droppings all over paths and berms."

- need more control/law enforcement,

"Would like to see more done. Council needs authority to put down dogs that are vicious and have attacked people."

"Lack of policing on certain rules, 1) unleashed dogs on beach, 2) crap on footpath not picked up."

"Stricter control of dogs, especially on Paraparaumu Beach."

"Control seems non-existent."

"The owners need more rules on them and should clean up messes."

- owners are not responsible,

"Dogs are not controlled enough by owners."

"Too many unregistered dogs."

"Too many unleashed dogs with owners not controlling."

"People just let them wander at night."

"Dogs are never tied up by my house."

- dog ranger could be better/needs more power.

"Need more patrolling by rangers."

"Hard to get hold of dog control ranger."

"Complained from time to time but nothing seems to happen."

"I rang a dog warden once and he didn't chase it up."

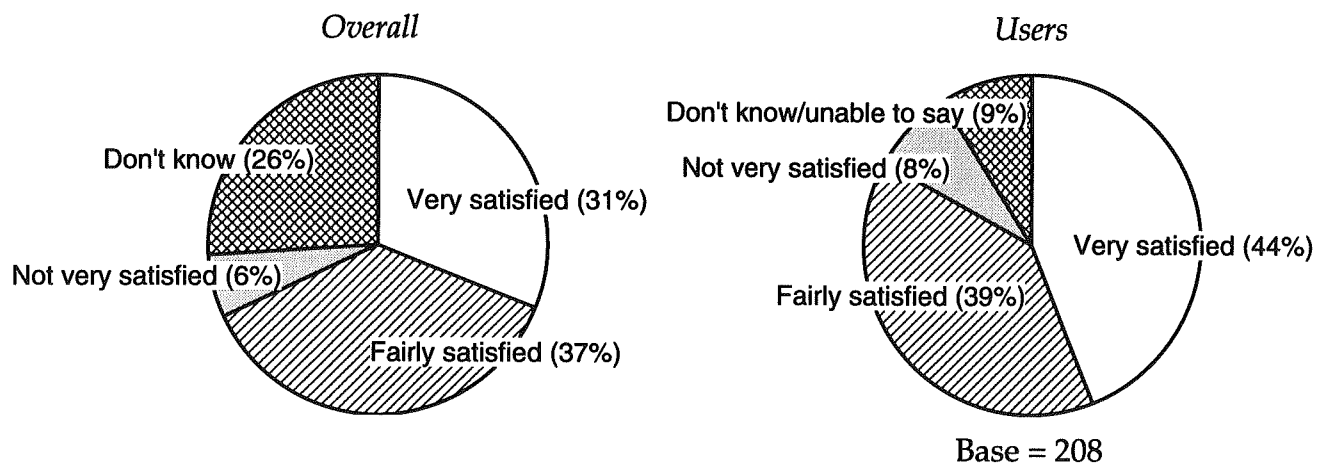
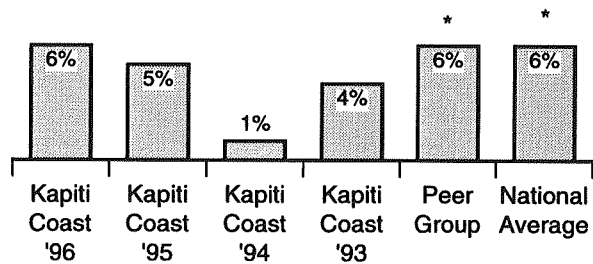
Summary Table - Main Reasons For Being Not Very Satisfied With Dog Control

	Total District 1996 %	<u>Ward</u>			
		<u>Paraparaumu/ Raumati %</u>	<u>Paekakariki %</u>	<u>Waikanae %</u>	<u>Otaki %</u>
<u>Percent Who Mention...</u>					
Too many roaming/uncontrolled dogs	17	16	16	20	16
Dogs fouling	11	10	8	14	10
Need more control/law enforcement	10	9	11	12	9
Owners are not responsible	5	3	7	12	2
Dog ranger could be better/needs more power	4	2	9	7	5

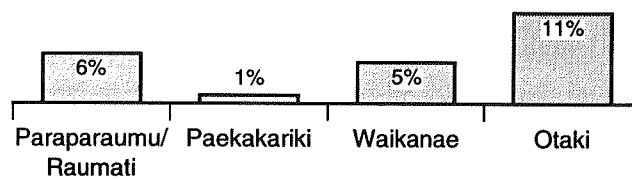
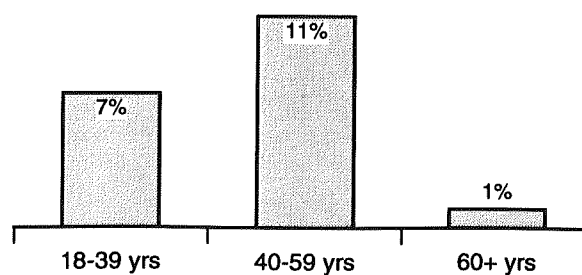
Recommended Satisfaction Measure For Reporting Purposes:

Total District = 61%

Contacted Council = 50%

iv. Sportsgrounds*Percent Not Very Satisfied - Comparison*

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

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

68% of Kapiti Coast District residents are satisfied with sportsgrounds. Among those who have used sportsgrounds in the District at least once a year (52%), there is 83% satisfaction.

The percent not very satisfied with sportsgrounds, at 6%, is on par with the Peer Group, the National Average and last year's figure.

Residents aged 60 years or over are slightly less likely to be not very satisfied, than residents in other age brackets.

Reasons They Are Not Very Satisfied

25 residents in total were not very satisfied with sportsgrounds in the District and the following main reasons are given...

- insufficient drainage, mentioned by 3% of residents,

"Soccer pitches always waterlogged in winter, they need drainage and topsoil attended to."

"Team practising at Paraparaumu Domain allowed rugby game to go on, on the soccer pitch, therefore it's not suitable to play on. Not sufficient drainage, after a shower of rain, end up ankle deep in mud."

"Hiratai Park in Otaki, playing fields are a continual bog."

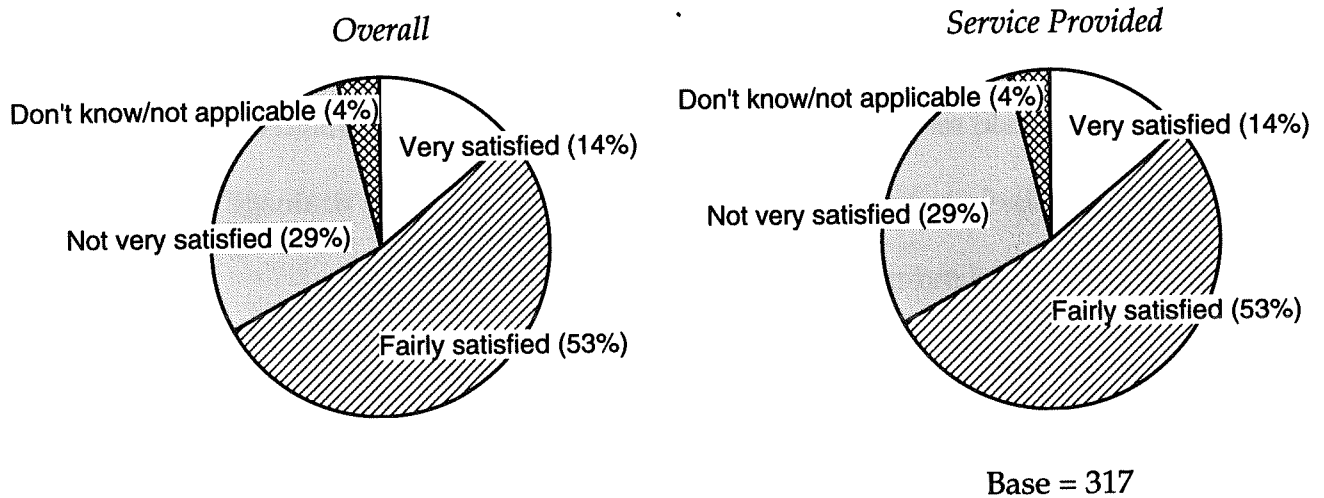
- need more sportsgrounds/facilities, 2%.

"Need more facilities for training purposes."

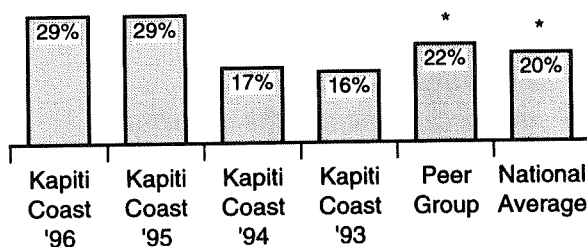
"Should accumulate more land for sportsgrounds."

Recommended Satisfaction Measure For Reporting Purposes:		
Total District	=	68%
Users	=	83%

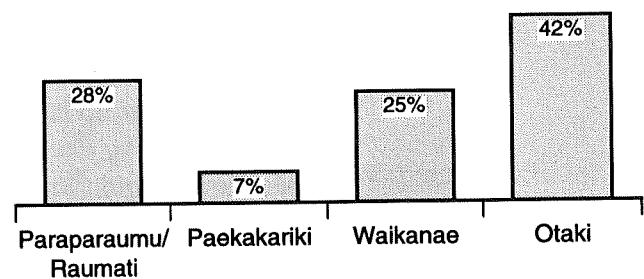
v. Surface Water Drainage



Percent Not Very Satisfied - Comparison

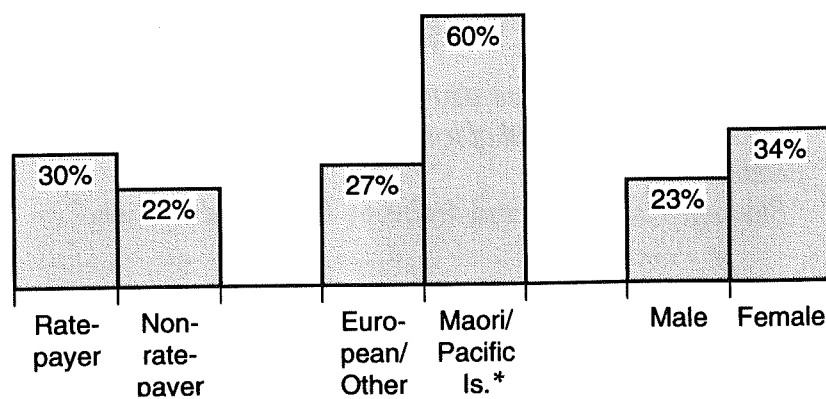


Percent Not Very Satisfied - By Ward



* These figures are based on ratings for Stormwater Collection.

Percent Not Very Satisfied - Comparing Different Types Of Residents



* Caution: low base

67% of residents are satisfied with surface water drainage, while 29% are not very satisfied with this service. The level of those being not very satisfied is slightly higher than both Peer Group residents and residents nationwide, but similar to the 1995 reading.

Paekakariki Ward residents are less likely to be not very satisfied, than other Ward residents, with Otaki residents being more likely to be not very satisfied.

Residents more likely to be not very satisfied with surface water drainage are ...

- ratepayers,
- Maori/Pacific Island residents,
- women.

Reasons They Are Not Very Satisfied

Of the 116 residents overall who are not very satisfied, the following reasons emerged ...

- flooding/surface flooding,

"Friends got flooded out in the last storm, Warenga Road."

"Back of property floods very badly from surrounding sections."

"I get a lake outside my place everytime it rains - Pauparaha Road."

"Mill Road and Alexander Place where pensioners are is very bad. Otaki has a general problem - Katherine Road."

"Street gets clogged up badly when it rains - Arawhata Street."

"Children affected by flooding at Paraparaumu Beach School."

"Lots of spots around Otaki - road surface can't handle the quantity of water, 1) Rahui and Tirota, 2) Riverbank and Aotaki, 3) in the Avenue at Otaki Beach."

- inadequate drainage/needs improving,

"Ratanuhi Road and several other areas need a lot of work."

"Tinui Street, stormwater system not coping with moderate to heavy rain."

"Drains can't handle the amount of water that runs off property."

"Sumps just can't cope with the rain, Parata Street."

- drains/gutters need cleaning/block drains.

"Too many leaves accumulating."

"If gutters were cleared of leaves more often it would probably solve most flooding."

"Blockages in gutters and drains by leaves and rubbish."

Summary Table - Main Reasons For Being Not Very Satisfied With Surface Water Drainage

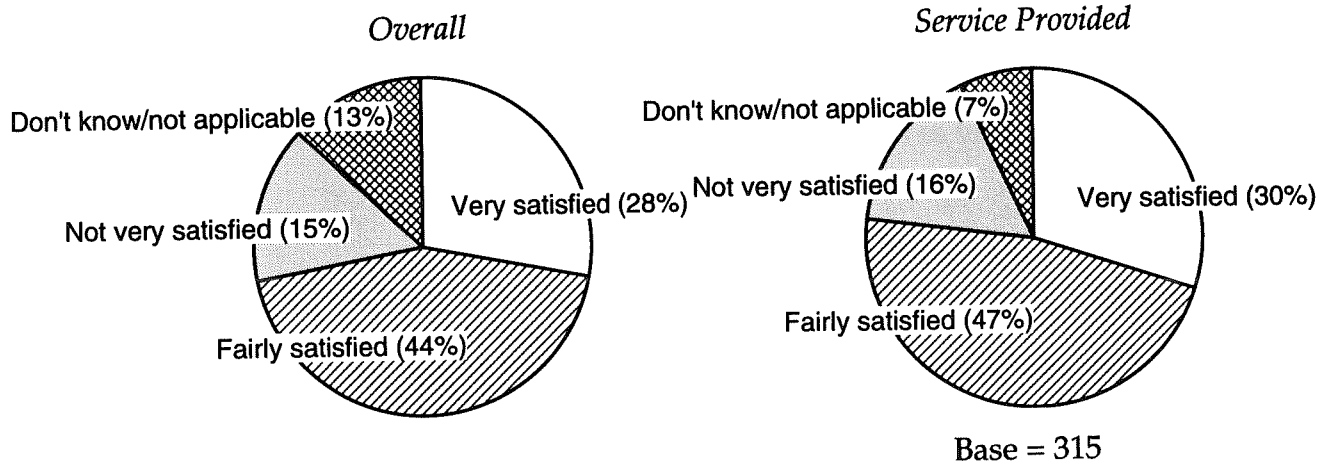
	Total District 1996 %	Ward			
		Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
<u>Percent Who Mentioned ...</u>					
Flooding	20	20	4	15	30
Inadequate drainage/needs improving	6	5	-	7	11
Drains/gutters need cleaning/ blocked drains	5	6	2	7	2

Recommended Satisfaction Measure For Reporting Purposes:

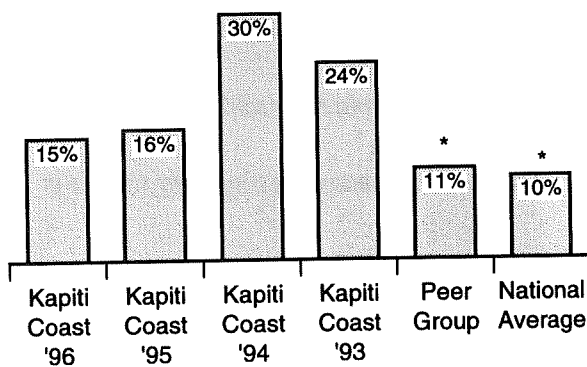
Total District = 67%

Receivers of Service = 67%

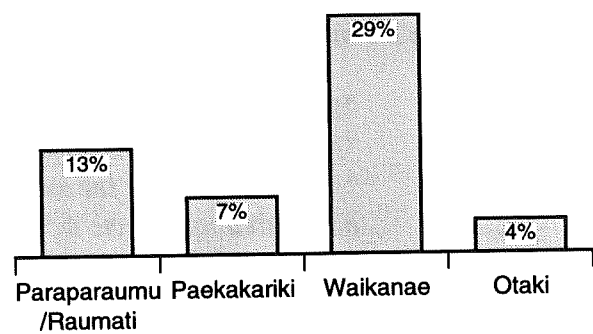
vi. Sewage Disposal And Treatment



Percent Not Very Satisfied - Comparison

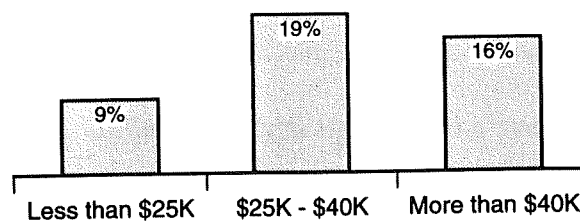


Percent Not Very Satisfied - By Ward



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

Percent Not Very Satisfied - Comparing Different Types Of Residents



72% of residents are satisfied with Kapiti Coast District's sewage disposal and treatment. 15% of residents are not very satisfied with sewage disposal and treatment. This is similar to those not very satisfied last year. Those not very satisfied with sewage disposal and treatment are slightly above Peer Group residents and residents nationwide.

78% of residents identify themselves as provided with a sewerage system, with 77% of these residents being satisfied and 16% being not very satisfied.

Residents more likely to be not very satisfied with sewage disposal and treatment are ...

- Waikanae Ward residents,
- residents whose annual household income is \$25,000 pa or more.

Pakakariki Ward residents seem to have an improved perception of sewage disposal and treatment, compared to last year (30% not very satisfied in 1995, now 7% not very satisfied).

Reasons They Are Not Very Satisfied

60 residents are not very satisfied with the District's sewage disposal and treatment and give the following main reasons...

- needs to be bigger to cope,

"Fallen behind growth of the District, need to replace or add to it."

"Need to prepare more for the future population."

"Just worry about the subdivision going on to a sewerage system which is not geared up to take it."

"The population is increasing and the system can't cope."

"Population is growing beyond service's ability to handle it."

- pollution of beaches and river,

"Can't swim at beach because of high pollution count in summer."

"Disgusting that it's released into the sea."

"The river is polluted and Paraparaumu Beach isn't safe."

- Council performance,

"I think there's insufficient long-term planning, responding now because of necessity."

"Wonder if the Council is restricting their options, studies seem to be shallow."

"So much talk and studies. There doesn't seem to have been much improvement over the last eight years, since I moved here."

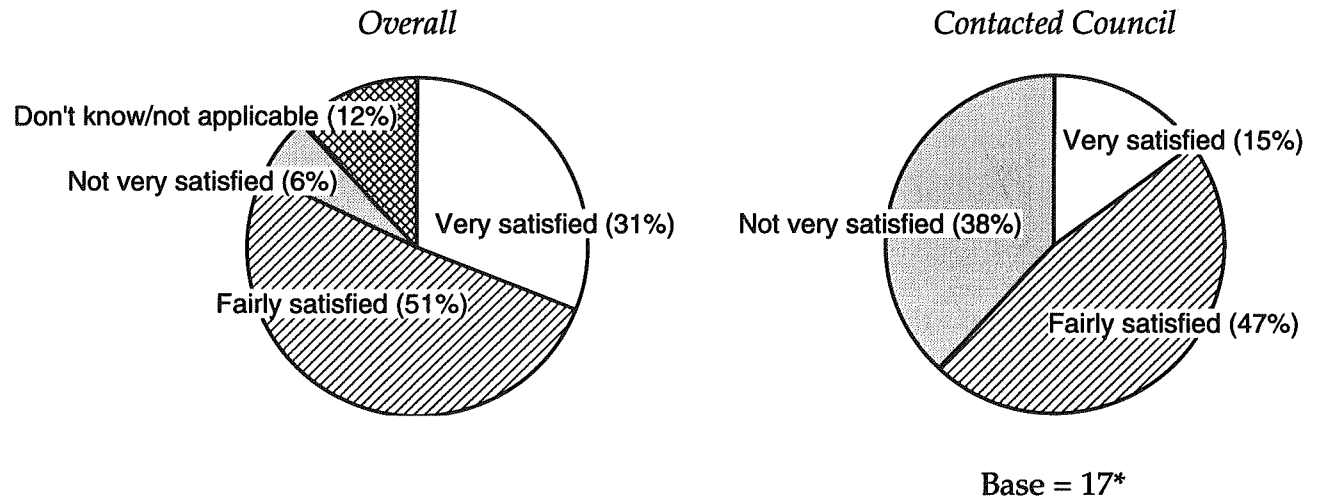
- sewage smell.

*"Existing method causes smell and flies, particularly in summer."
"We live not far from the sewerage station and it stinks."*

Summary Table - Main Reasons For Being Not Very Satisfied With Sewage Disposal and Treatment

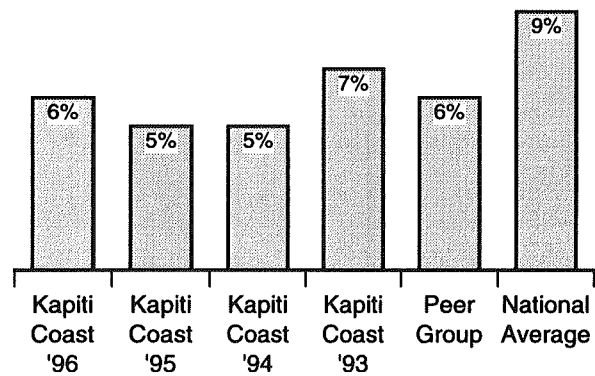
	Total District 1996 %	Ward			
		Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
<u>Percent Who Mention ...</u>					
Needs to be bigger to cope	5	4	-	11	-
Pollution of beaches and river	4	1	1	15	-
Council performance	4	3	-	8	1
Sewerage smell	2	3	-	-	1

Recommended Satisfaction Measure For Reporting Purposes:	
Total District	= 72%
Receivers of Sewerage System	= 77%

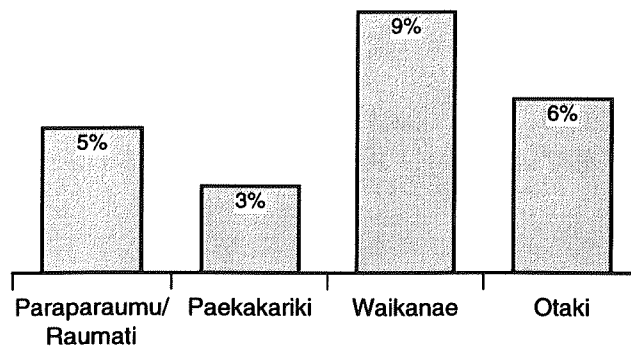
vii. Noise Control

* Caution = low base

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, with 6% being not very satisfied. Kapiti Coast District residents are similar to their Peer Group counterparts and the National Average, in terms of the percentage not very satisfied.

Of the 17 residents who contacted Council in the last year about noise control, 62% are satisfied and 38% are not very satisfied.

There are no significant differences amongst the Wards and socio-economic groupings, in terms of the percent not very satisfied. Waikanae Ward residents are a little more likely to be not very satisfied, than other Ward residents.

Reasons They Are Not Very Satisfied

24 residents are not very satisfied with noise control. The reasons given are...

- traffic/vehicle noise, mentioned by 2% of residents,

"Not very satisfied, Ngaio Road is a speedway, cars running up and down everyday."

"Hooligans race around in cars backwards and forwards up and down the streets."

"Heavy traffic, trucks pound through Grey Avenue at night."

- parties/music/stereos, 2%,

"Neighbours, stereos loud at night."

"People across the road always having parties."

"Summertime noise problems from teenagers."

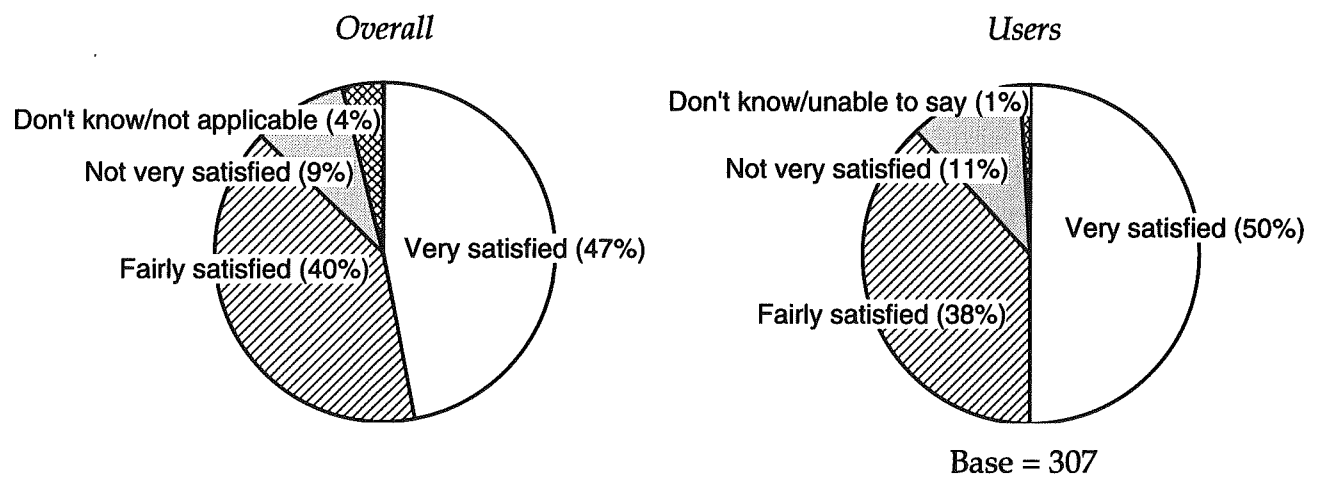
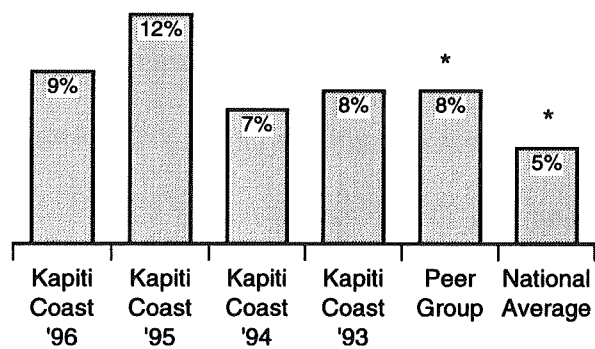
"Things like musicians practising after 11pm at night."

- lack of immediate, effective action, 2%.

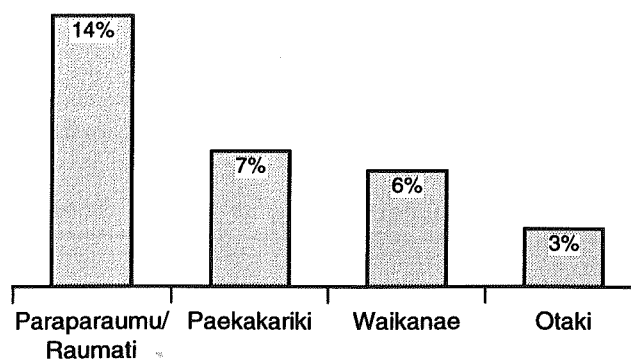
"Feel Council is reluctant to take action in the Paekakariki village area."

"I made a complaint to Noise Abatement Officer, phoned and left message - never heard anything from them."

Recommended Satisfaction Measure For Reporting Purposes:	
Total District	= 82%
Contacted Council	= 62% (low base)

viii. Passive Reserves*Percent Not Very Satisfied - Comparison*

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

Percent Not Very Satisfied - By Ward

87% of Kapiti Coast District residents overall are satisfied with their local passive reserves, while 9% are not very satisfied with this aspect of the District.

Those not very satisfied are on par with the Peer Group and National Averages. Paraparaumu/Raumati Ward residents are more likely to be not very satisfied, than other Ward residents. Those not very satisfied in Otaki has fallen from 11% in 1995 to 3% in 1996.

77% of residents have used/visited passive reserves in the last 12 months, with 88% of these "visitors/users" being satisfied and 11% being not very satisfied.

Reasons They Are Not Very Satisfied

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

- not enough/would like more parks/gardens, mentioned by 3% of residents,

"Not enough parks in the area, Paraparaumu."

"Distinct lack of garden areas in Waikanae Beach."

"What public parks and gardens in Otaki? There aren't any."

- beautification could be improved, 2%,

"Doesn't compare with other places further north, trees along roadsides, nice gardens in the middle of town, lack of creativity."

"More trees needed."

"The gardens in the main street of Otaki are nowhere like what they used to be."

- lack of maintenance, 2%,

"Contractors not keeping them to the same standard as Council staff were, for example, Marine Gardens."

"Queen Elizabeth Park is not being kept up to scratch."

"They are not terribly well maintained overall, the work seems to be patchy."

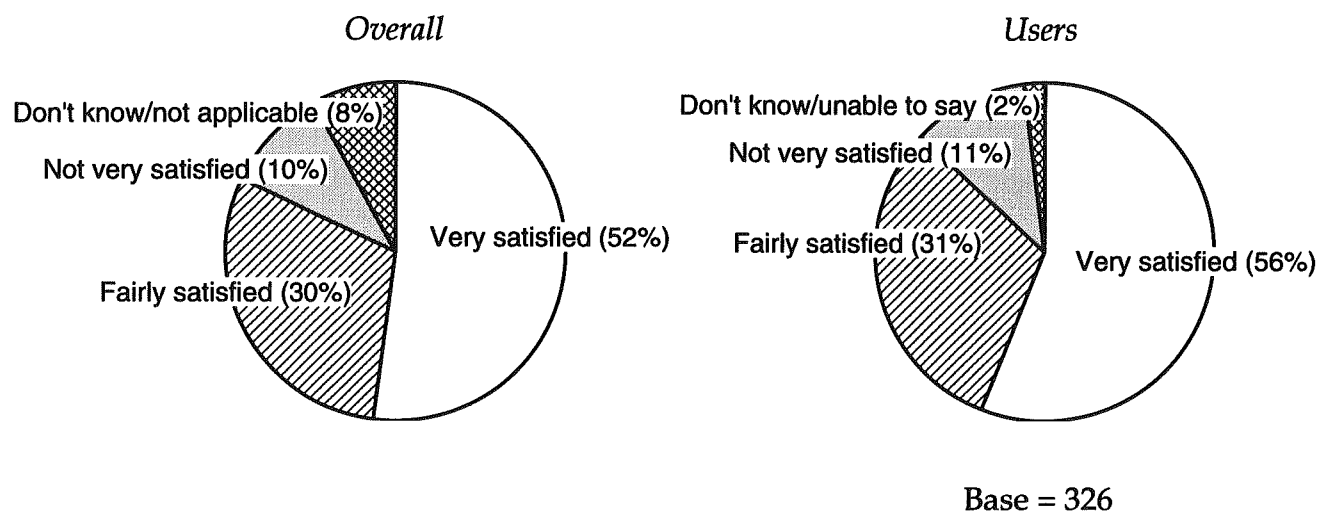
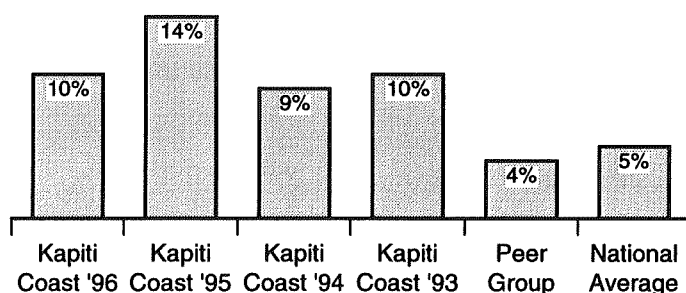
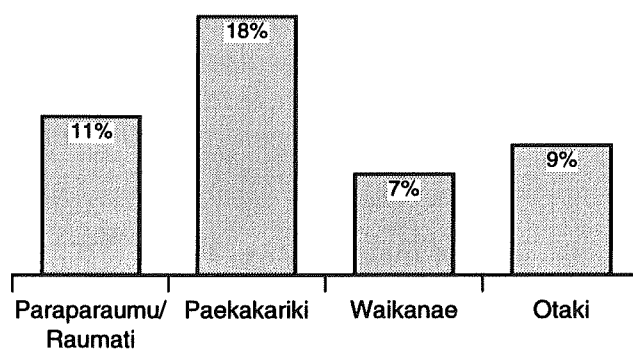
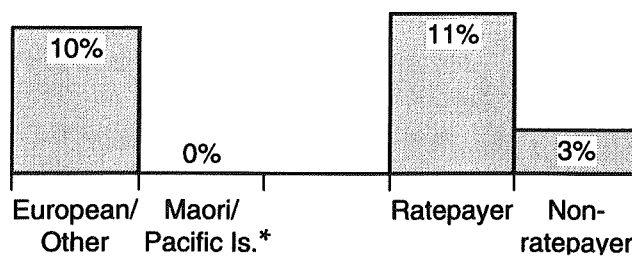
- playground equipment removed/lack of good playgrounds, 2%.

"Parks having play equipment taken away and not replacing them, there's just paddocks there."

"Children's playground/equipment areas poor."

Recommended Satisfaction Measure For Reporting Purposes:

Total District	=	87%
Users	=	88%

ix. Library Services*Percent Not Very Satisfied - Comparison**Percent Not Very Satisfied - By Ward**Percent Not Very Satisfied - Comparing Different Types Of Residents*

* Caution: low base

82% of residents are satisfied with Kapiti Coast District's libraries. 10% of residents are not very satisfied with libraries. Kapiti Coast District residents are more likely to be not very satisfied with their libraries than Peer Group Councils and the National Average.

Users of the library service are slightly more satisfied than residents overall (87% of users satisfied).

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

- Paekakariki Ward residents,
- European/Other residents,
- ratepayers.

Waikanae residents are 10% less likely to be not very satisfied this year, with non ratepayers being 25% less likely to be not very satisfied this year, when compared to the 1995 reading, which may account for the slight improvement in the percent not very satisfied.

Reasons They Are Not Very Satisfied

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

- too small/needs to be bigger, mentioned by 3% of residents,

"Too small for the amount of people who use it."

"Not large enough for the population."

"Will be happy when the new one is built. The current one is too small."

- need new/updated books, 3%,

"Books are old and decrepit."

"Need newer updates of the more popular authors regularly."

"Books are more elderly than the residents."

- more variety/better selection of books, 2%,

"Selection is limited."

"Change books."

"Not good for study. Reference books not up to par, have to travel elsewhere."

- need more books, 2%.

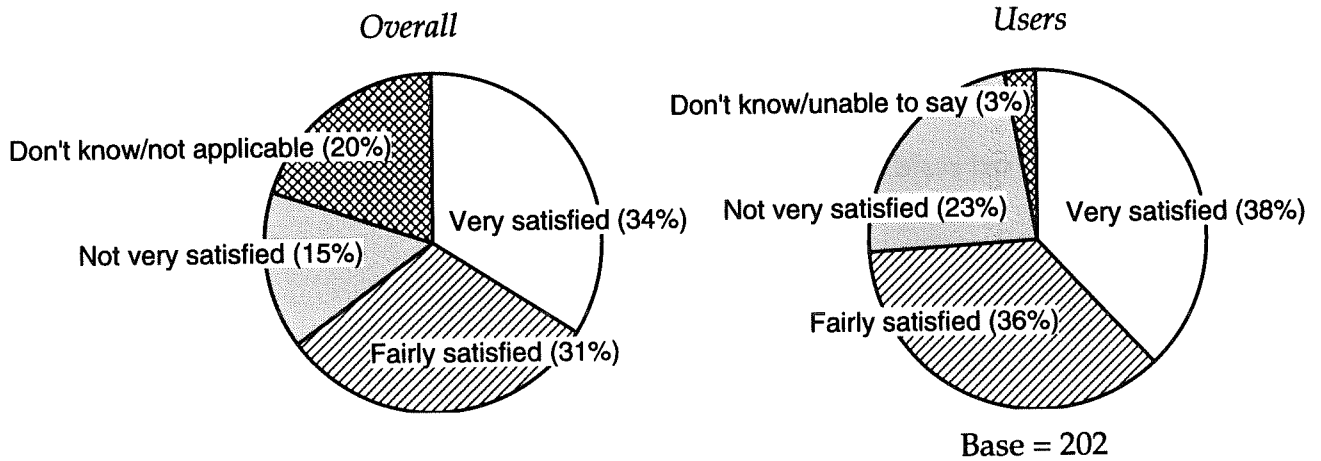
"The need a bigger supply of books for the size of the area."

"Not enough books."

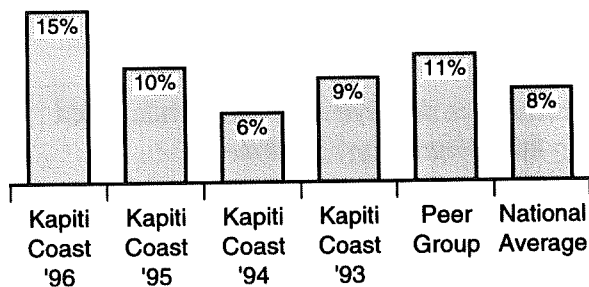
Recommended Satisfaction Measure For Reporting Purposes:

Total District	=	82%
Users	=	87%

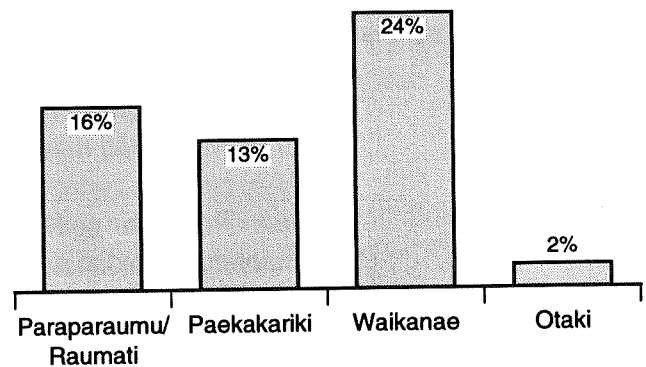
x. Swimming Pools



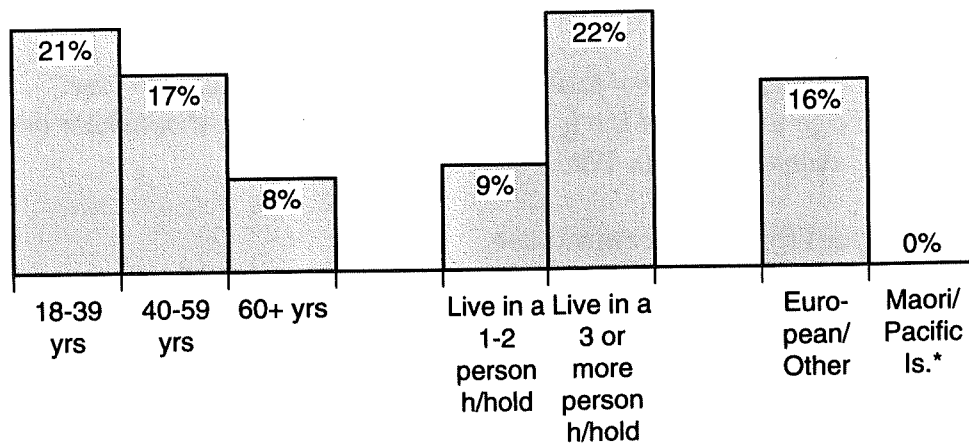
Percent Not Very Satisfied - Comparison



Percent Not Very Satisfied - By Ward



Percent Not Very Satisfied - Comparing Different Types of Residents



* Caution: low base

65% of residents overall are satisfied with local swimming pools. Those residents who are not very satisfied (15%) with swimming pools are slightly more so than the Peer Group residents and the National Average. There has been a slight increase in those being not very satisfied since the 1995 reading. Satisfaction amongst users is slightly higher than residents overall, with 74% being satisfied, but 23% of users (51% of residents) are not very satisfied.

Residents more likely to be not very satisfied with swimming pools are...

- Waikanae Ward residents, (up 15% since the 1995 reading),
- aged under 60 years,
- European/Other residents,
- residents living in a three or more person household.

Reasons They Are Not Very Satisfied

60 residents say they are not very satisfied with the District's swimming pools. The following main reasons are given ...

- needs upgrading/to be better, cleaner,
 - "Getting a bit old, does the job but getting old and looking shabby."*
 - "Too claustrophobic, needs to open up more."*
 - "Could be cleaner, especially the shower."*
 - "Raumati Pool poor quality - maintenance deferred and so on - now need lots of money. Needed an ongoing maintenance programme."*
- longer opening hours/more accessible,
 - "Need to be open continuously each day and also available to schools."*
 - "More accessible and available in evening."*
 - "Public hours not long enough."*
- no pools locally/need more pools,
 - "Need the number of facilities expanded for the population base."*
 - "To go to Raumati is a long way, feel Paraparaumu should have one."*
 - "Swimming pool in Waikanae should be moved."*
- need indoor pool for all year round use,
 - "Needs a roof so it could be used all year long."*
 - "Waikanae pool should be enclosed to enable use in winter."*

- attitude/manner of staff,

"Staff are very heavy handed in Raumati."

"Attitude of management to customer is not always good at Raumati pool."

"Management of Raumati pool is dictatorial."

"Rude staff."

"Would like a change of staff."

- need a bigger/deeper pool.

"Raumati too small and too crowded."

"Otaki pool is not deep enough."

Summary Table - Main Reasons for Being Not Very Satisfied with Swimming Pools

	Total District 1996 %	Ward			
		Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
<u>Percent Who Mention...</u>					
Needs upgrading/to be better, cleaner	4	7	-	2	2
Longer opening hours/more accessible	4	3	1	7	-
No pool locally/need more pools	3	3	3	3	-
Need indoor pool for all year round use	2	1	-	8	-
Need a bigger/deep pool	2	1	1	3	1

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 65%

Users = 74%

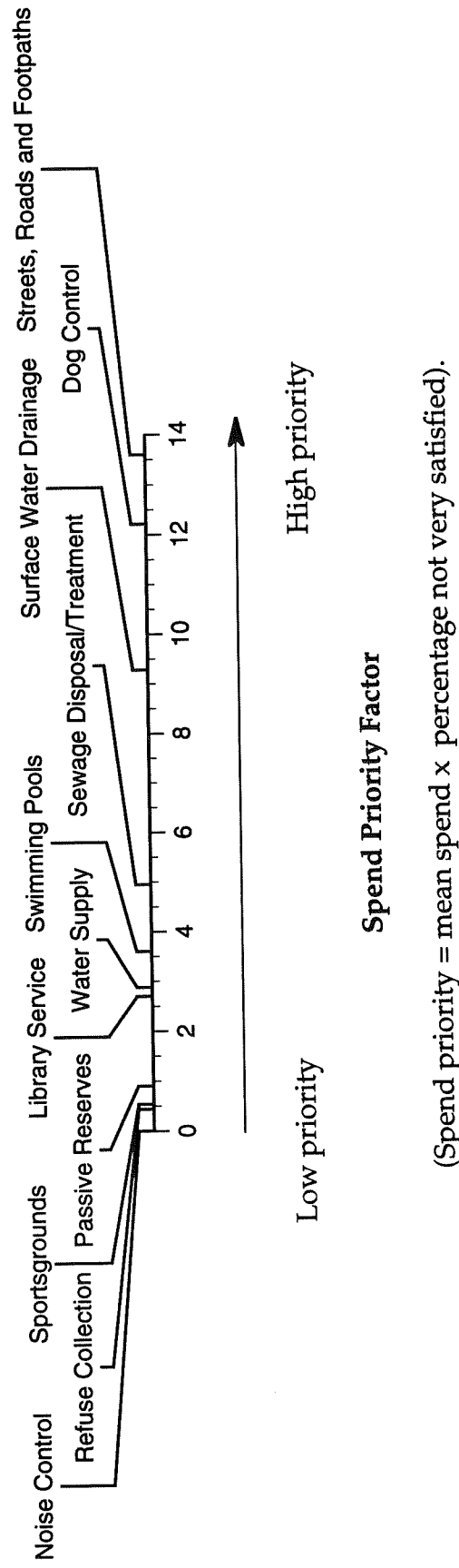
b. Spend Emphasis For Services/Facilities

Residents were asked if they would like to see more, about the same or less spent on each of the services/facilities measured, given that Council cannot spend more on every service/facility.

Summary Table - Spend Emphasis For Services/Facilities

	<u>More</u> %	About the <u>Same</u> %	<u>Less</u> %	<u>Don't</u> <u>Know</u> %
Streets, roads and footpaths	42	54	2	2
Dog control	37	55	2	6
Water supply	37	60	1	2
Surface water drainage	32	63	1	4
Sewage disposal/treatment	31	58	1	10
Library service	27	66	2	5
Swimming pools	23	63	2	12
Passive reserves	14	80	4	2
Sportsgrounds	12	70	4	14
Refuse collection	6	87	3	4
Noise control	4	80	4	12

c. Spend Priority



This graph shows the priorities for spending for Council.

The spend priority factor is gained by multiplying the mean spend (where spend more = +1, spend about the same = 0 and spend less = -1) by the percentage not very satisfied for each service / facility where satisfaction is measured.

Streets, roads and footpaths are the top priority for Council in terms of spend, followed by dog control and surface water drainage, with noise control, refuse collection, sportsgrounds and passive reserves being of lowest priority in terms of spend.



2. 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 people's 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 fulfil Council's legitimate community leadership role.

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

- like or approve of,
- dislike or disapprove of.

This was asked in order to gauge the level of support Kapiti Coast District residents have 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.

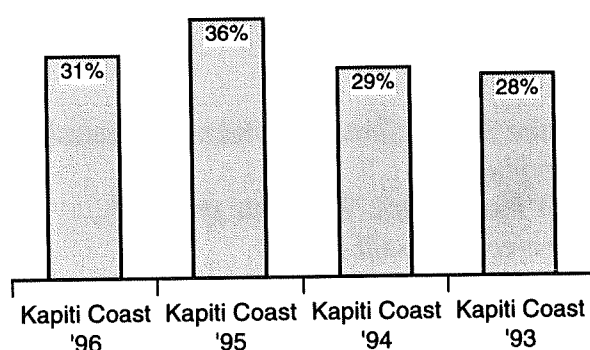
a. Recent Actions Or Decisions Residents Approve Of

Overall, 31% of Kapiti Coast District residents have in mind a recent Council action/decision they approve of. This is 5% less, than in the 1995 reading of 36%.

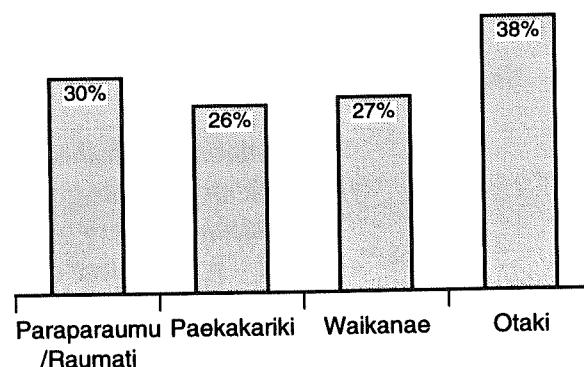
Residents more likely to have something in mind are...

- Otaki Ward residents,
- male residents,
- non-ratepayers,
- residents with a household income of more than \$40,000pa.

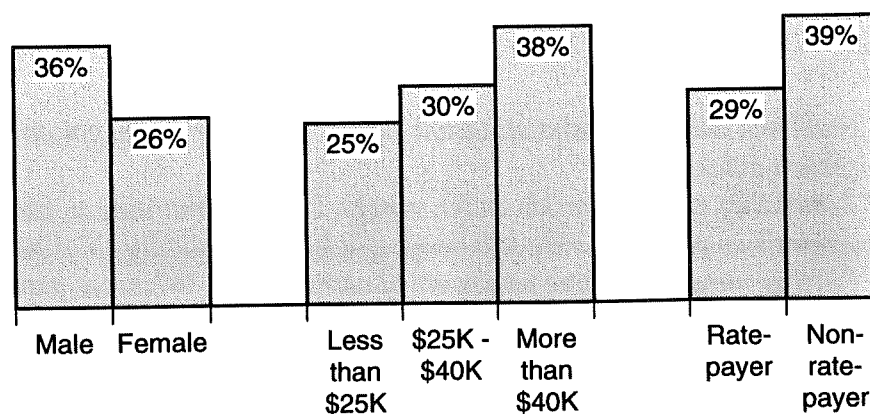
Percent Approving - Comparison



Percent Approving - By Ward



Percent Approving - Comparing Different Types Of Residents



Actions/Decisions Residents Approve Of

Main actions residents mention that they approve of are...

- roading and footpaths,

"Improving the roads has been good, it's easier to get around and it's a bit safer."

"The roadworks on the main highway and Arawhata Road - it's going to improve the presentation of the road plus give good drainage."

"Road improvements, widening road, improving uneven roads and cornering of roads."

"Pavements in town good, they looked after the shoppers which is something."

"Starting to do the streets up, footpaths are shocking, so it's good they're looking at it."

"I approve of the way they're pushing for the internal major road, because it's needed. Our roads are congested, I think they're taken a strong stand with Transit New Zealand."

- did a good job/took action/helpful,

"Fixed up the beach area in Otaki, looks really good now."

"Good work on the retaining wall, wise decision made and well managed."

"Drainage work, stopped flooding in the area, and the workers were great."

- the gang situation,

"Consultation with the public over the Satans Slave issue recently, basically they took steps to the good of the community."

"Gang situation very glad they didn't settle here. Felt quite proud of Council - against tide of political correctness, said no."

- good communication/consultation/information,

"The Mayor's newsletter is a good idea."

"Like the way they report in the local papers, seems to be expansive."

"Brett Ambler on the talkback radio so people can have their say, opportunity to speak to the Mayor himself."

- water supply,

"Problems with, the water situation - drinking water - they got onto the problem quickly."

"Rebuilding of Paekakariki's water supply, low tech and uses as few chemicals as possible while still being efficient, not heavily chlorinated."

"Putting meters in where people are abusing water. When we have water restrictions, some people in Waikanae blatantly disregard it."

- refuse tip/transfer station/composting.

"Transfer Station is a good idea, like the idea including location."

"Green waste composting, eventually Council decided to proceed with it."

"New refuse landfill at Otaki, clean and tidy, much improved."

Summary Table - Main Actions/Decisions Residents Approve Of

	Total District 1996 %	Ward			
		Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
<u>Percent Who Mention...</u>					
Roading and footpaths	7	8	1	3	13
Did a good job/took action/helpful	3	1	3	3	8
The gang situation	3	5	7	2	-
Good communication/consultation/ information	3	3	1	2	2
Water supply	3	3	4	2	2
Refuse tip/transfer station/composting	2	-	-	2	8

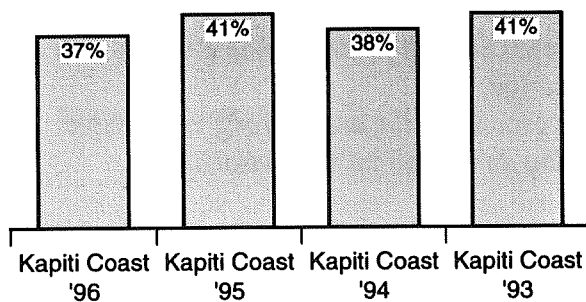
b. Recent Actions Or Decisions Residents Disapprove Of

Overall, 37% of Kapiti Coast District residents have in mind a recent Council action or decision they disapprove of.

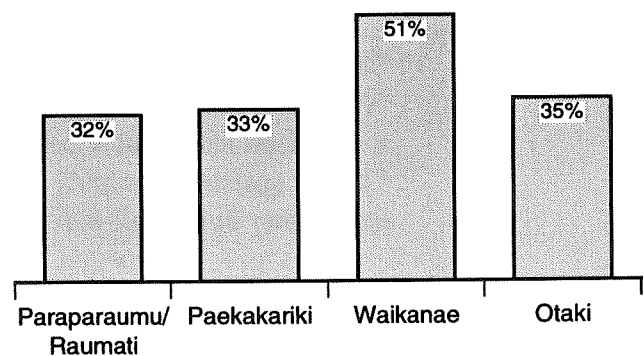
Residents more likely to be able to think of a recent Council action or decision they disapprove of, can be described as...

- Waikanae Ward residents,
- residents who live in a one or two person household,
- male residents,
- residents aged 40 years or more,
- residents from households where household income is more than \$40,000pa.

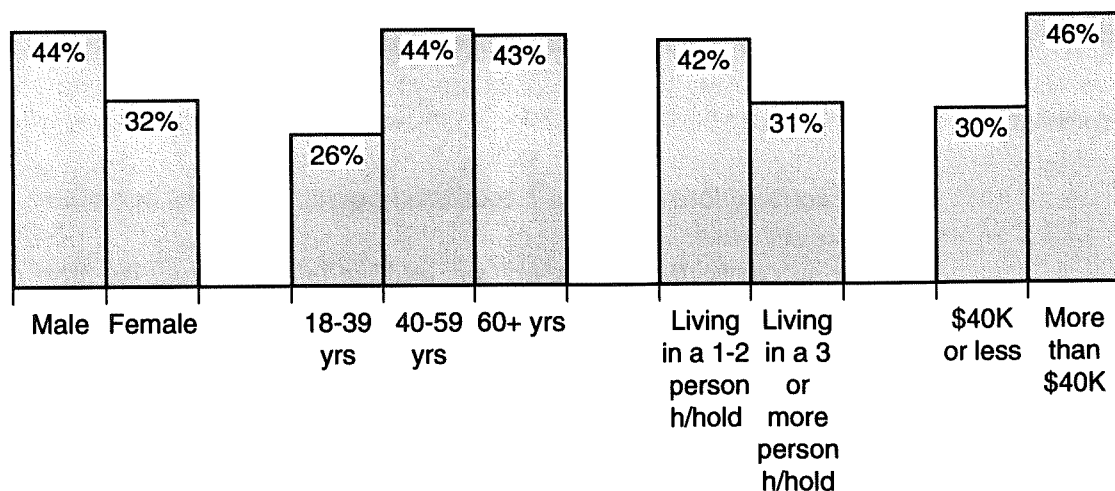
Percent Disapproving - Comparison



Percent Disapproving - By Ward



Percent Disapproving - Comparing Different Types Of Residents



Actions/Decisions Residents Disapprove Of

The main actions/decisions residents named are...

- sale of land/new town centre project,

"Handling of the town centre project, media coverage, should have been left up to one person only to comment, too many conflicting views."

"New civic centre project, not given facts behind issue ie. disposal of the land."

"The town centre development, one-sided information came out, public relations disaster."

"Land sale near mall appeared fairly secretive."

"New shopping complex, felt public not fully informed, have undersold major asset, should have been more open about value of property and land."

"Debacle over land around Coastlands Mall, appeared to be a bit underhand."

- water supply,

"Water situation, summer shortages, taking a long while to resolve."

"I feel that the water problems has been around for the whole 20 years that we've lived here, that's not good enough."

"Water system not coping with the growth in the area, strong restrictions in summer but people here on holiday do not follow restrictions."

- roading/Transmission Gully,

"Roadworks, they're not keeping them up to standard."

"Bypass road, make up their minds, dithered around for ages."

"Roads, cost a lot of money and they are not done properly, Wellington Road."

"Roading, minor routes being attended to over the major thoroughfares. The priorities are out of balance."

"Transmission, appears to be no progress, a lot of talking and no action."

- footpaths,

"Lack of activity for renewal of Paekakariki footpaths. Paths in certain streets are very bad."

"Not enough footpaths, a lot of hollows and potholes and puddles, after rain very dangerous."

- Paraparaumu benefits at the expense of Otaki Ward.

"Paraparaumu gets most of the work done and funds. Otaki gets nothing or has to wait excessively long for service."

"They don't consult Otaki residents enough, feel as though we are the poor relation."

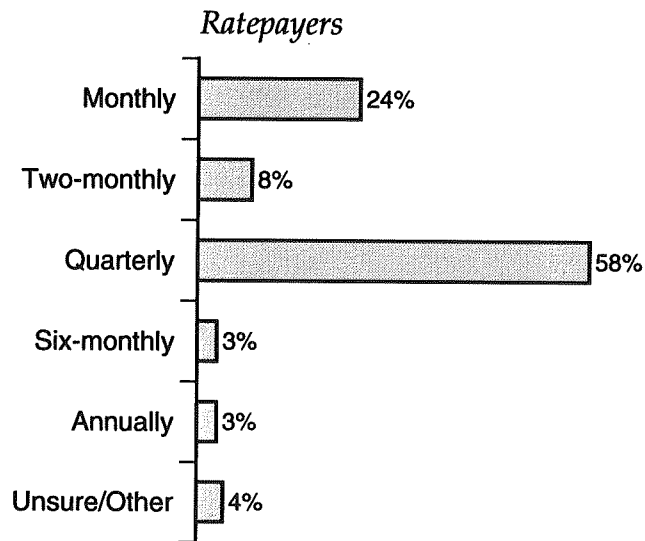
Summary Table - Main Actions/Decisions Residents Disapprove Of

	Total District <u>1996</u> %	<u>Ward</u>			
		Paraparaumu/ <u>Raumati</u> %	<u>Paekakariki</u> %	<u>Waikanae</u> %	<u>Otaki</u> %
<u>Percent Who Mention...</u>					
Sale of land/new town centre project	11	12	7	14	4
Water supply	4	3	1	9	2
Roading/Transmission Gully	3	3	3	5	2
Footpaths	2	2	1	2	3
Paraparaumu benefits at Otaki's expense	2	-	-	2	7



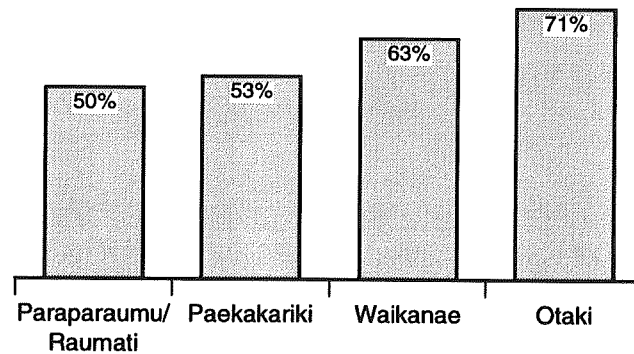
3. Rates Issues

a. **Preferred Frequency For Paying Rates**

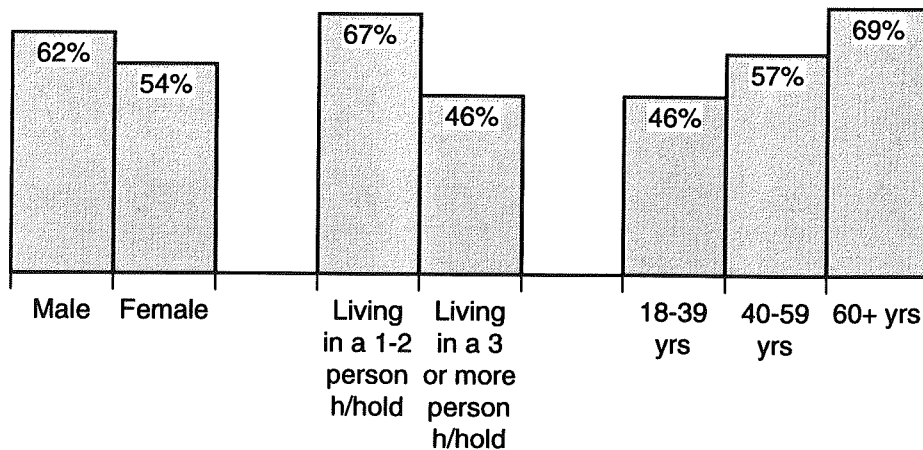


Base = 355

Percent Who Prefer "Quarterly" Payment - By Ward



Percent Who Prefer "Quarterly" Payment - Comparing Different Types Of Ratepayers



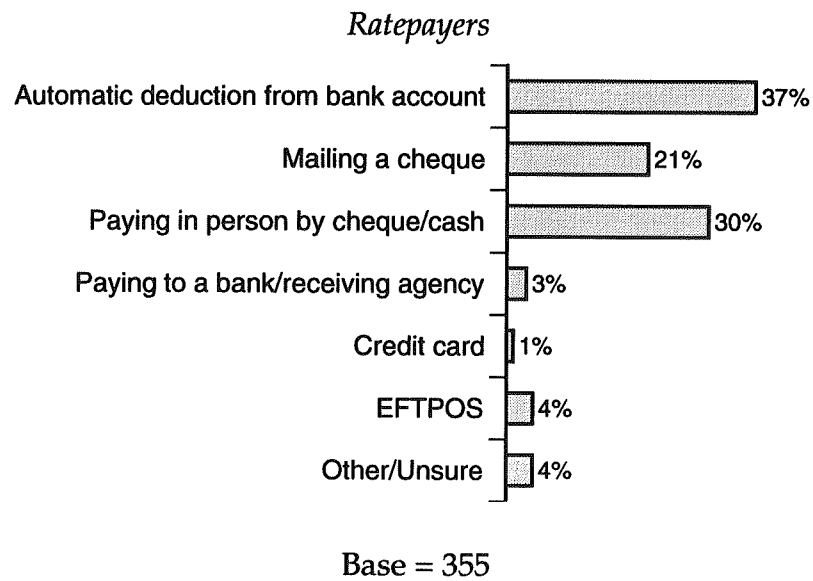
89% of survey respondents identify themselves as ratepayers.

63% of Kapiti Coast District ratepayers would prefer paying their rates on a quarterly basis, the same as in 1995. 24% would prefer paying monthly.

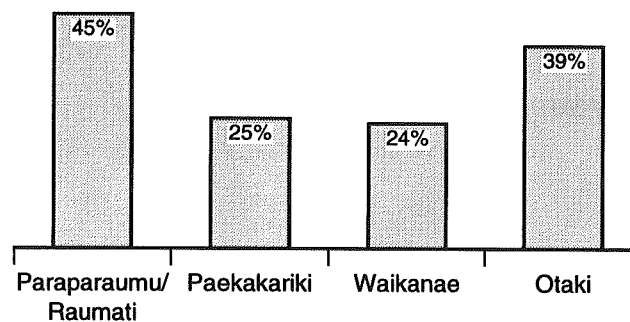
Residents more likely to favour quarterly payments are ...

- Otaki Ward residents,
- men,
- ratepayers living in a one or two person household,
- ratepayers aged 60 years and over.

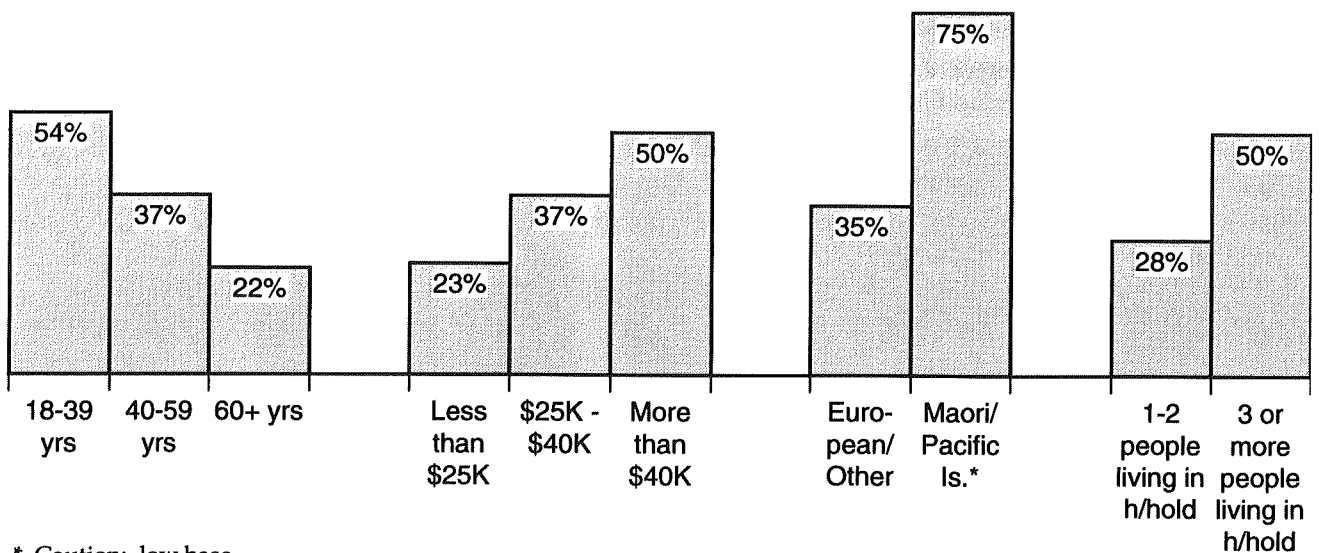
b. Preferred Way Of Paying Rates



Percent Who Prefer 'Automatic Deduction from Bank Account' - By Ward



*Percent Who Prefer 'Automatic Deduction from Bank Account'
- Comparing Different Types Of Ratepayers*



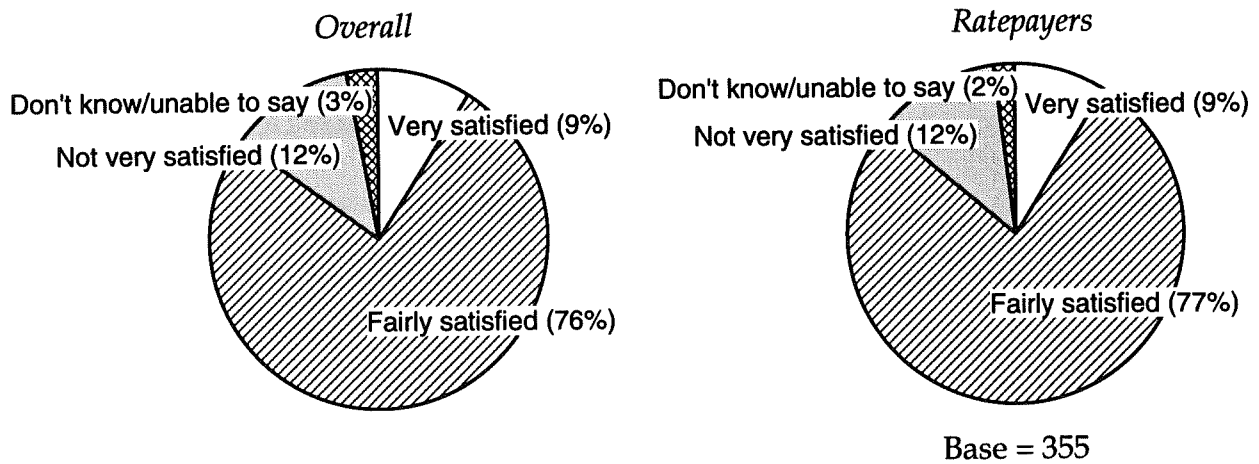
* Caution: low base

30% of Kapiti Coast District ratepayers would prefer to pay their rates in person by cheque or cash, with 37% of residents preferring automatic payment of rates from their bank account. 21% would prefer to pay by mailing a cheque. No other option was preferred by more than 4% of ratepayers.

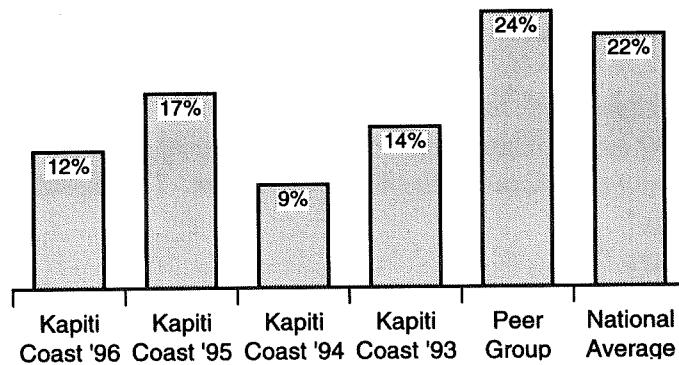
Residents more likely to prefer paying by automatic deductions are...

- Otaki and Paraparaumu/Raumati Ward ratepayers,
- ratepayers aged 18-39 years,
- Maori/Pacific Island ratepayers,
- ratepayers who have a household income of more than \$40,000pa.
- ratepayers with 3 or more people living in their household.

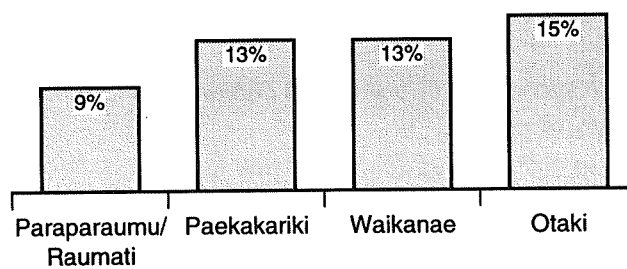
c. **Satisfaction With The Way Rates Are Spent On Services And Facilities Provided By Council**



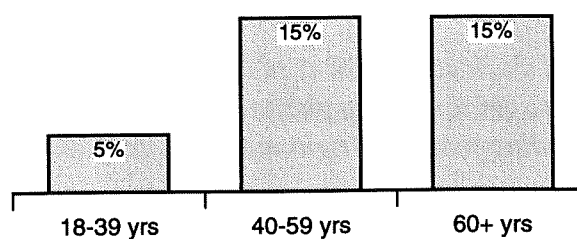
Percent Not Very Satisfied - Comparison



Percent Not Very Satisfied - By Ward



Percent Not Very Satisfied - Comparing Different Types of Residents



85% of residents are satisfied with the way rates are spent on services/facilities provided by Council. 12% of residents are not very satisfied with this spending, while 3% are unable to comment. Those not very satisfied are fewer than in 1995.

Kapiti Coast residents compare favourably with Peer Group residents and residents nationwide in terms of those not being very satisfied with the way District rates are spent.

Residents less likely to be not very satisfied with the way rates are spent are...

- Paraparaumu/Raumati Ward residents,
- residents aged 18-39 years.

Reasons They Are Not Very Satisfied

The 46 residents who are not very satisfied give the following main reasons ...

- specific things need attention,

"Not happy with water supply."

"At the beach, litter needs to be cleared away, general upgrade needed."

"I have a complaint with the water system. I'm dissatisfied with the water supply."

"Library."

"Dog ranger not doing his job."

"Stormwater."

"Not happy with the sewerage."

"Local Waikane tip is a disgrace."

"Street lighting."

- wasting money/overspending,

"Seem to spend lots of money on consultants, then take no notice of consultant's reports."

"Seems to cost a great deal of money for the study then not enough left to actually implement it."

"I think they waste a lot of money on tidying up things that don't need to be done."

- roads/footpaths/overbridge needs attention,

"The overbridge across the railway should've been done years ago, footpaths need doing up."

"Mud and slush at carpark at railway station."

"No path to get to railway platform, Paekakariki."

"Not spending money in right quarters, footpaths need more spent on them."

- high rates/high for services we get.

"The rates are exorbitant for what we get, especially as 20 years ago rates were \$50 and we get the same services."

"Rates are higher than Wellington."

Summary Table - Main Reasons For Not Very Satisfied With Way Rates Spent

	Total District 1996 %	Ward			
		Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
<u>Percent Who Mentioned ...</u>					
Specific mentions	4	3	3	7	2
Wasting money/overspending	3	2	3	4	3
Roads/footpaths/overbridge needs attention	2	2	4	2	1
High rates/high for services we get	2	1	-	-	6

Recommended Satisfaction Measure For Reporting Purposes:

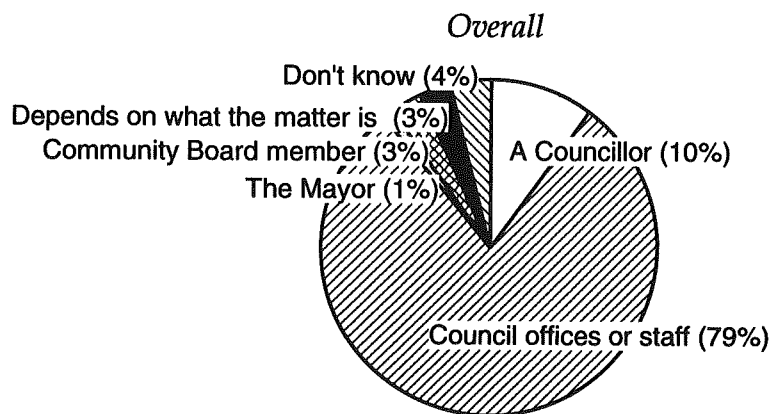
Total District = 85%

Ratepayers = 86%



4. Contact With Council

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



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

	Total District 1996 %	Ward			
		Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
<u>Percent Who Contact ...</u>					
The Council offices or staff	79	84	69	75	71
A Councillor	10	8	12	13	12
Depends on what the matter is	3	2	3	3	5
The Mayor	1	1	-	2	2
Community Board member	3	1	15	3	5
Don't know	4	4	1	4	5

79% of residents would contact Council offices or staff first if they had a matter to raise with Council, followed by a Councillor (10%).

Paraparaumu/Raumati Ward residents are more likely to contact Council offices first if they had a matter to raise with Council, compared to other Ward residents, with Paekakariki Ward residents being more likely, than other Wards, to contact a Community Board member first.

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

"On a matter of principle."

"Planning development."

"Social/community matters."

"If I don't get anywhere with anyone else."

"If I had a problem with someone from the Council."

"Road Knights gang wishing to own property."

"Would only use if nothing happened at the office."

"If the issue affected the whole town, for example, water."

"Policy matters."

Contact The Offices

"Particular services ie. building permits."

"Information about land titles or dogs."

"Rate enquiry, person responsible for area of enquiry."

"Bylaws/administrative matters."

"If we had a leak in the drains or problems with the sewerage system."

"Ask for a plan of the area."

"If something was wrong with something like dogs, if something was wrong with the sewerage or water."

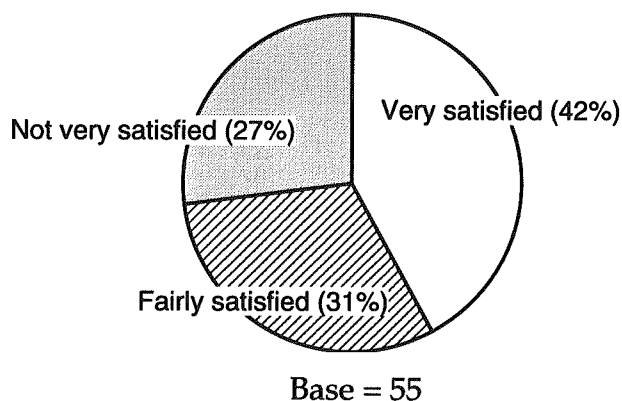
"Regarding sale of a section and possible erection of townhouses."

"Most cases I would go there first."

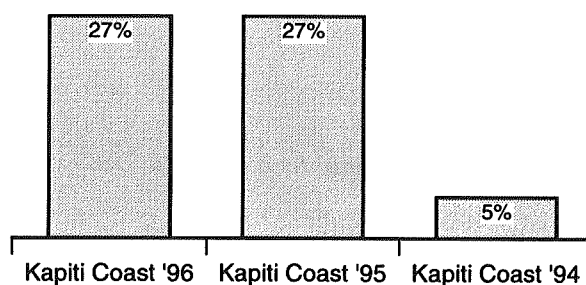
"If the matter concerned them directly."

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

Contacted A Councillor Or The Mayor In The Last 12 Months



Percent Not Very Satisfied - Comparison



Residents were asked if they had spoken to a Councillor or the mayor in the last 12 months and 14% stated they had.

Of those residents who had spoken to a Councillor or the Mayor, 73% are satisfied with the service and the response they receive, with 27% being not very satisfied. Satisfaction is similar to the 1995 reading of 71%.

Reasons They Are Not Very Satisfied

Of the 27% or 15 residents who are not very satisfied with their contact, the following explanations are given...

"They didn't get back to me."

"Letter from our street, Haumia Street, about wrecked cars and rubbish in the street, nothing done."

"I got passed from one to another about dogs and still didn't get results."

"Told building plans were okay then told not acceptable later. People were rude to deal with."

"I sent a letter with a problem to a Councillor and got a letter back which merely went over pros and cons. It didn't really answer my question at all."

"Reaction to petition on footpaths."

"Took matter to a Councillor and have had no response at all, dealt with a subdivision rule and building permit issues ie. accountability."

"I got no response to a message left on the Mayor's answerphone."

"Letter not adequately responded to, had to fight every inch of the way to get assistance, the young engineer was very kind and courteous (stormwater)."

"The sign on the pole on the corner of Beach Road and The Parade is too high to be seen, it should be lower down and more visible. The beach is disgraceful."

"In January a car burnt out on the Pakakariki Hill Road and the fire went up the hillside. Insurance companies won't pay out because no one took the driver's particulars, that's slack and the Community Constable is paid for out of my rates."

"I had a complaint about rubbish that had been spilt by the contractor and I was shoved from two or three people and eventually got to the person and he never called me back."

"Rang about asbestos on the exterior of our house and fence. People came and painted the fence only, not the house, it's dangerous."

Recommended Satisfaction Measure For Reporting Purposes:		
Contacted Mayor/Councillor	=	73%

c. Satisfaction With Service Received When Contacting Council Offices

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

	Total District 1996 %	Ward			
		Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
<u>Office Visited ...</u>					
Paraparaumu	72	98	100	51	19
Otaki	16	-	-	-	80
Waikanae	13	2	-	49	-

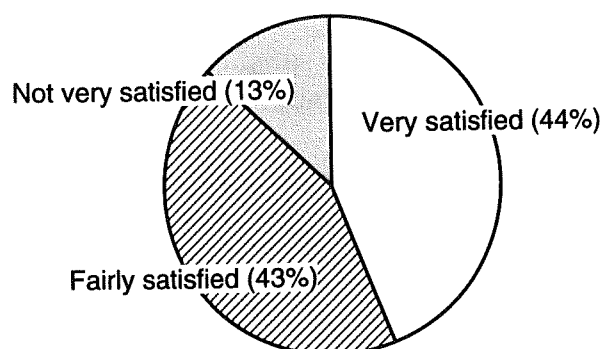
... the office in their Ward.

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



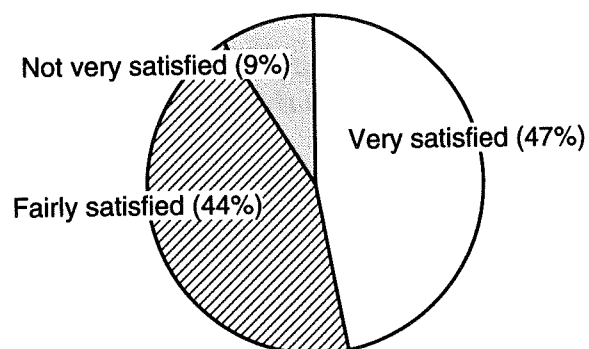
Base = 228

Contacted Council Office By Phone In Last 12 Months



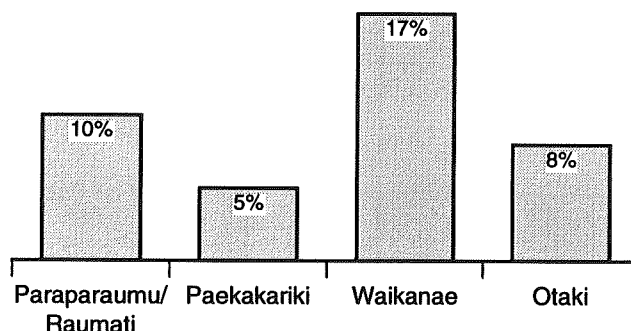
Base = 167

Contacted Council Office In Person In Last 12 Months

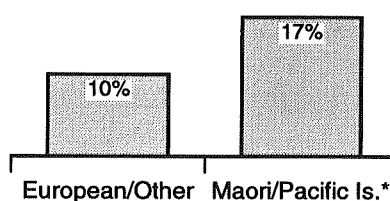


Base = 162

Percent Not Very Satisfied - By Ward



Percent Not Very Satisfied - Comparing Different Types of Residents



* Caution: low base

Of the 228 residents who have contacted the Council offices by phone or in person in the last 12 months, 89% are satisfied and 11% are not very satisfied.

42% of all residents contacted the Council by phone, with 41% contacting the Council in person in the last 12 months.

87% of residents who have contacted the Council by phone are satisfied. 91% of residents who have contacted the Council in person are satisfied.

Maori/Pacific Island residents appear more likely to be not very satisfied, than European/Other residents, but there is a low base that needs to be kept in mind

Waikanae Ward residents are more likely to be not very satisfied, than other Ward residents.

Reasons They Are Not Very Satisfied

26 residents are not very satisfied with their contact with a Council office and give these as some of their reasons...

"They fobbed me off and told me to ring Paraparaumu."

"The service was very slow, they could do with more staff, but the service was good once we actually got served."

"Letters being sent by Council to do things, but when from the customer, very slow in reaction."

"Permit for garage, a lot of mucking around, three weeks this has been going on."

"Rude and off-hand reception from staff."

"When I got one person I was very satisfied and someone else, not very satisfied, so I chose the person who was good to deal with."

"Gave us the run around, took several calls until they answered our queries."

"Letters sent last October haven't been answered, Planning Department."

"Rang about poison weeds and they haven't done anything about it."

"Query was handled in a negative defensive manner, answer didn't satisfy me."

"Took a while to get replies when leaving a phone message."

"Inactivity, if you ask for advice or query, everyone ducks for cover, no one wants to be responsible."

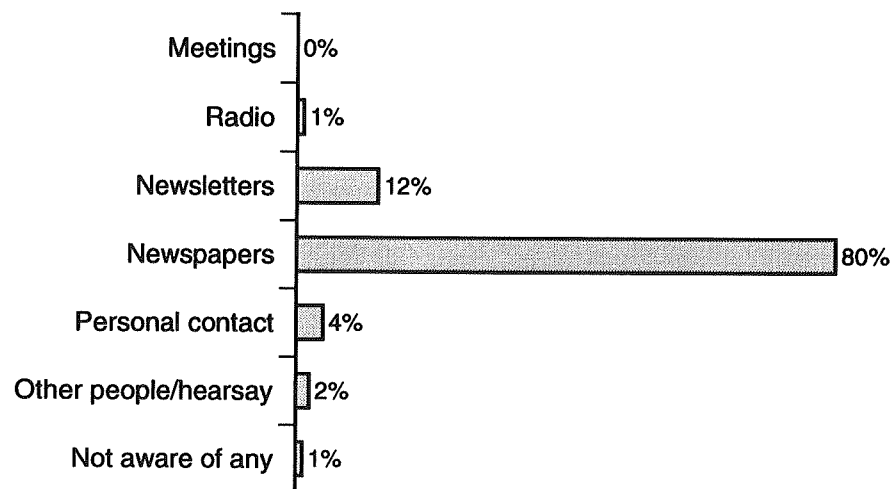
Recommended Satisfaction Measure For Reporting Purposes:	
Contacted Council office by phone/visit	= 89%
Contacted Council office by phone	= 87%
Contacted Council office in person	= 91%

Contacted Council office by phone/visit	= 89%
Contacted Council office by phone	= 87%
Contacted Council office in person	= 91%



5. Information

a. **Main Source of Information About Council**



80% of residents say that their main source of information about Council is newspapers. No other source was mentioned by more than 12% of residents.

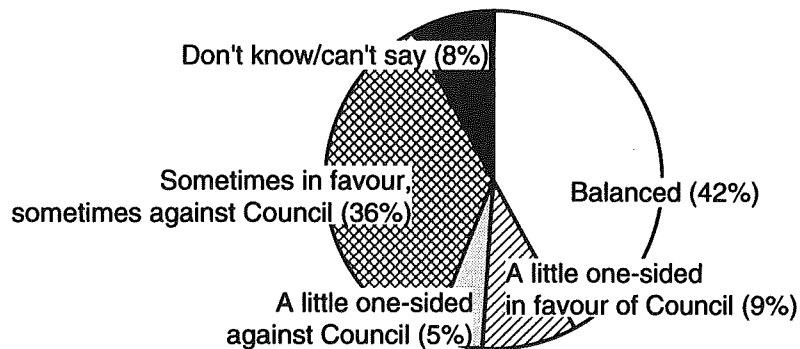
Newspapers are favoured as the main source of information across all Wards and resident types.

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

- Kapiti Observer, identified by 93% of residents who read newspapers as their main source of information,
- Kapiti Mail, 82%,
- Otaki Mail, 12%,
- Wellington Evening Post, 9%,
- Levin Chronicle, 5%.

b. Is The Information Provided About Council Balanced?

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



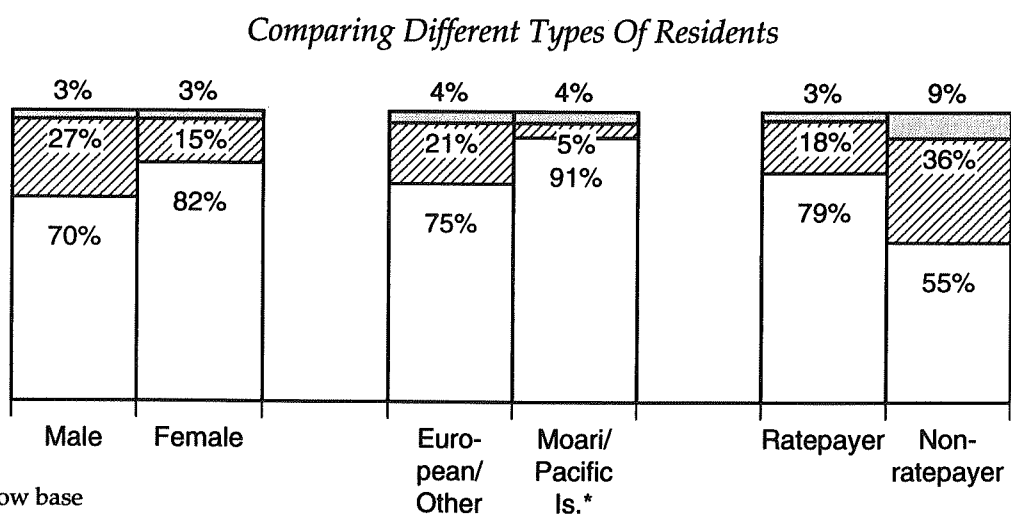
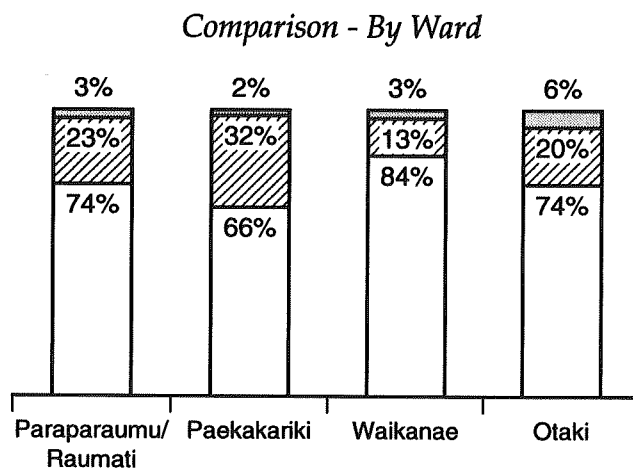
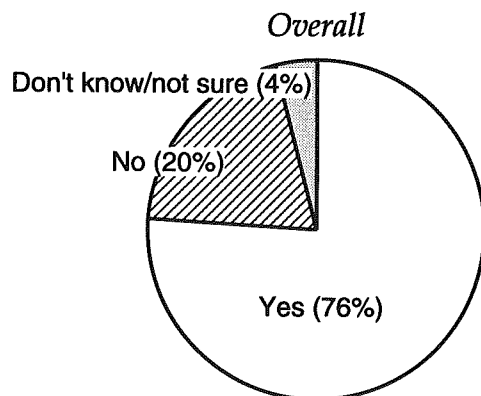
Summary Table - How Balanced Is Information On Council?

	Total District 1996 %	Ward			
		Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
<u>Percent Who Mention ...</u>					
Balanced - neither for or against Council	42	40	28	36	58
A little one-sided in favour of Council	9	9	17	8	7
A little one-sided against Council	5	2	11	8	6
Sometimes in favour, sometimes against Council	36	43	37	36	17
Don't know/can't say	8	6	7	12	12
TOTAL	100	100	100	100	100

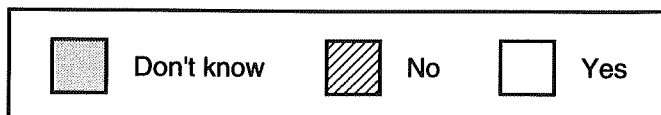
42% of residents believe that the information provided about Council is balanced neither for or against Council. 36% of residents state that this information is sometimes in favour, and sometimes against Council.

Residents more likely to see information provided by Council as balanced are Otaki residents, when compared to other Wards, with Paekakariki Ward residents being more likely to see information as being a little one-sided in favour of Council, that other Wards.

c. Readership Of Published Information About Council



* Caution: low base



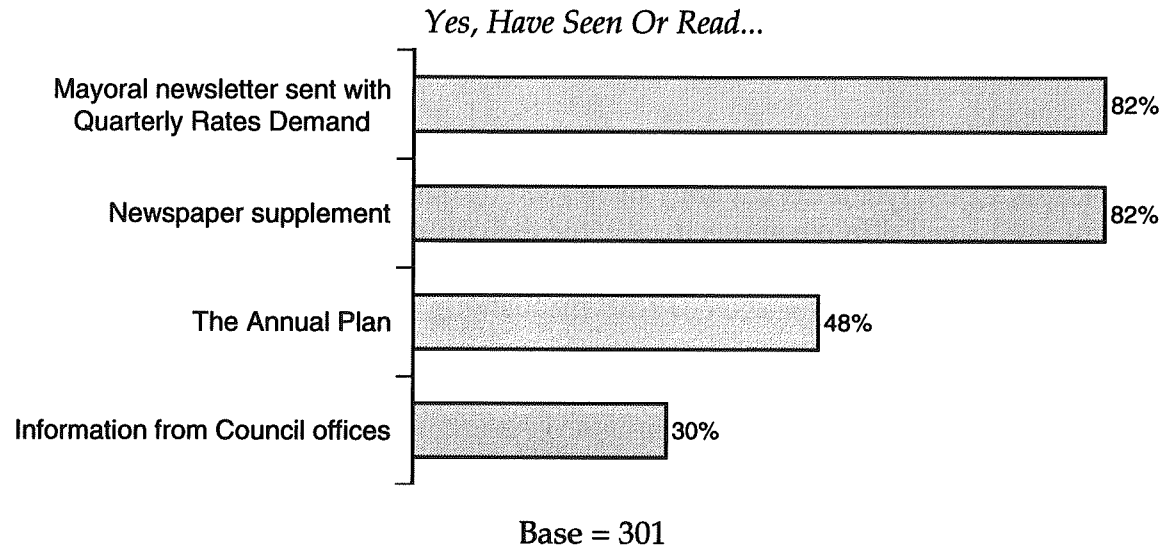
76% of Kapiti Coast residents say they have seen or read, in the last 12 months, information Council publishes specifically for the community.

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

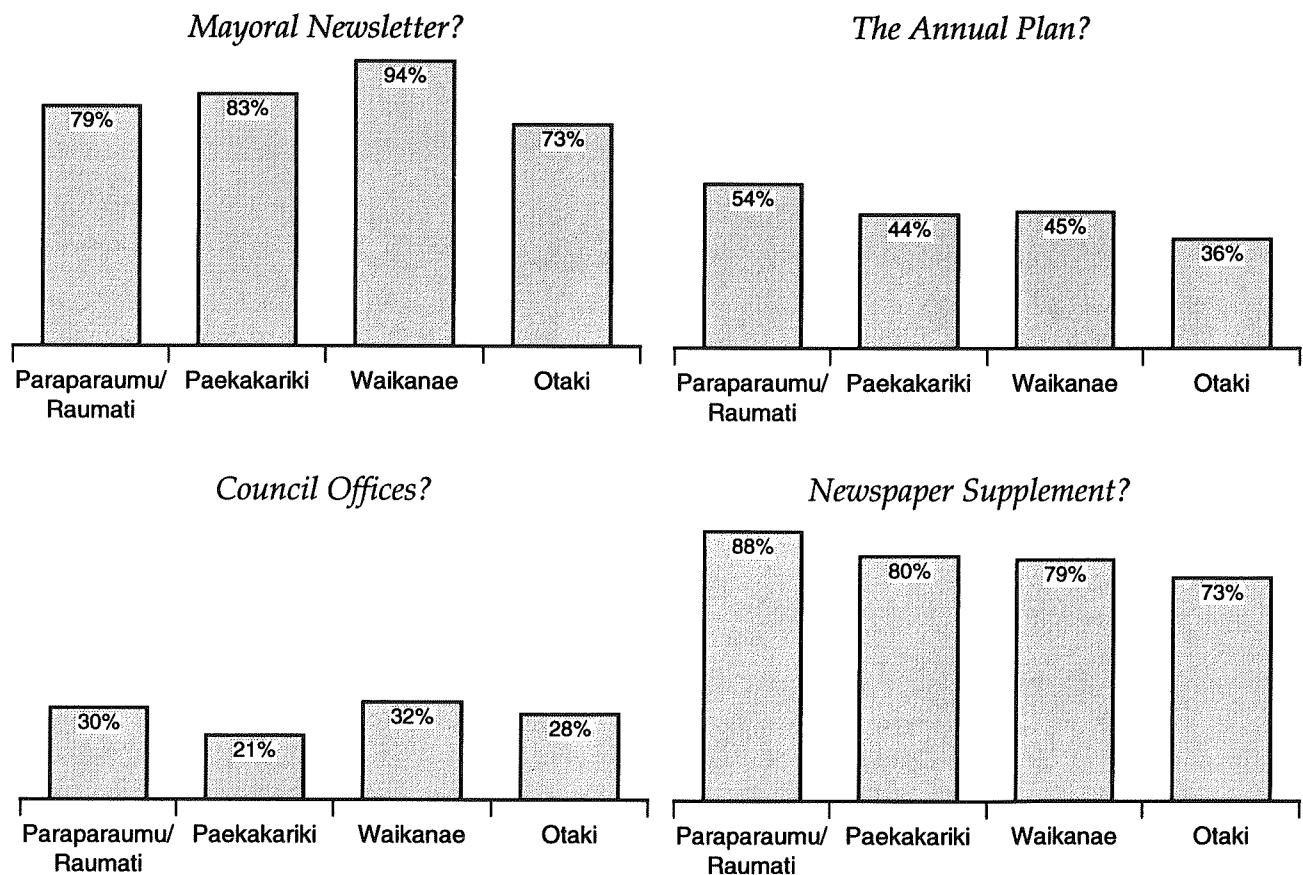
- Waikanae Ward residents,
- female residents,
- ratepayers,
- Maori/Pacific Island residents.

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

Those residents (76%) who have seen or read any information were asked to consider what types they have seen.



Yes, Have Seen/Read - Comparison By Ward



Of those who have seen or read information published by Council in the last 12 months, a majority (82%) have seen or read information in the Mayoral Newsletter and a newspaper supplement (82%).

Residents more likely to have seen or read the Mayoral Newsletter sent with the quarterly rates demands are...

- Waikanae Ward residents,
- residents who live in a 1 or 2 person household,
- European/Other residents,
- residents aged 40 years or over.

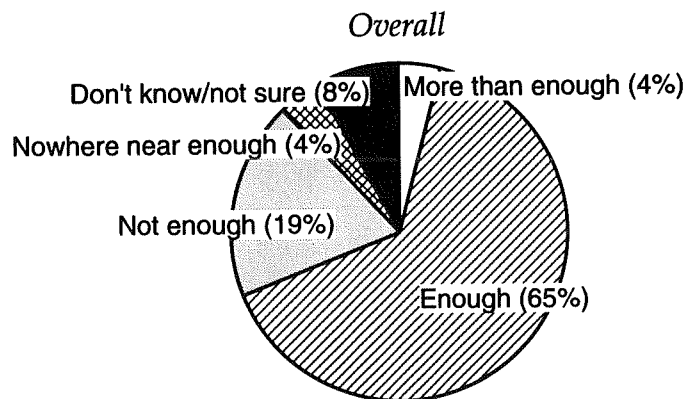
Residents more likely to have seen or read a newspaper supplement are...

- Paraparaumu/Raumati Ward residents,
- Maori/Pacific Island residents,
- male residents.

12% more residents have seen/read a newspaper supplement this year, than in the 1995 reading.

e. The Sufficiency Of The Information Supplied

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



Summary Table - Comparing Different Types Of Residents

	Total District 1996 %	<u>Ward</u>			
		Para-paraumu/ <u>Raumati</u> %	<u>Paekakariki</u> %	<u>Waikanae</u> %	<u>Otaki</u> %
<u>Percent Who Say...</u>					
More than enough	4	4	-	4	1
Enough	65	66	60	66	65
Not enough	19	20	22	17	17
Nowhere near enough	4	3	11	3	3
Don't know/not sure	8	7	7	10	14
TOTAL	100	100	100	100	100

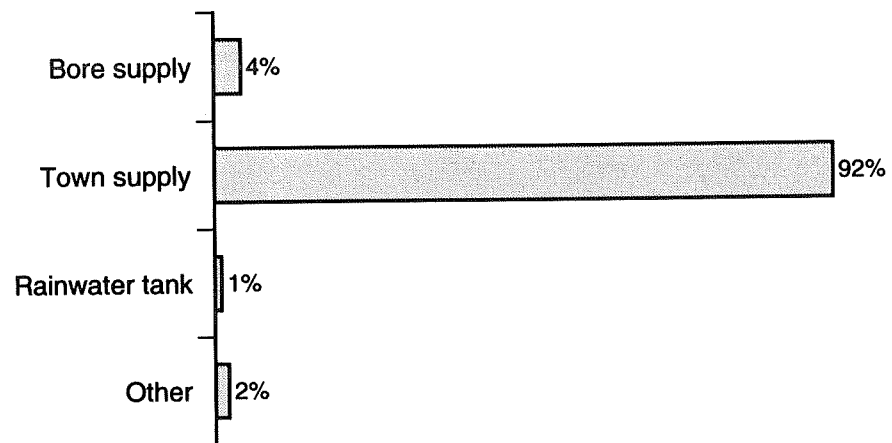
69% of residents feel that there is enough/more than enough information supplied, with 23% feeling there is not enough/nowhere near enough information supplied.



6. Local Issues

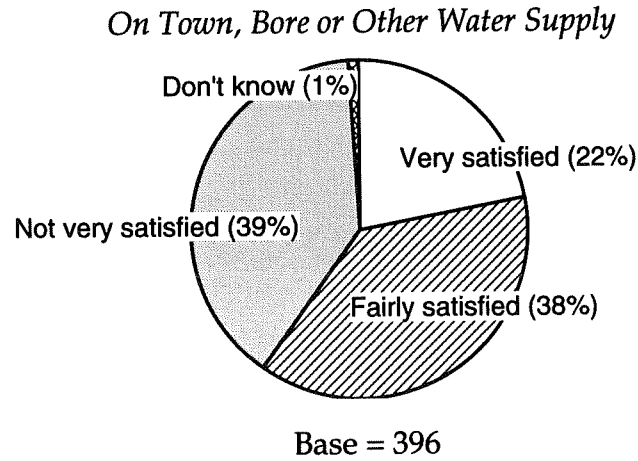
a. **Water Supply**

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

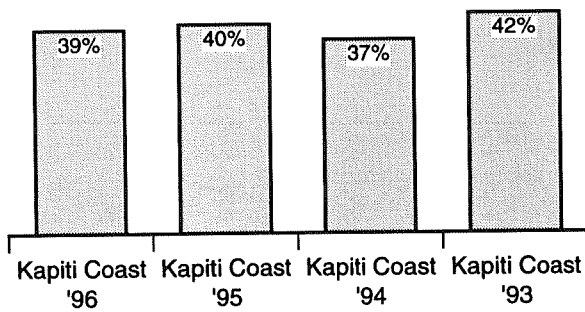


92% of residents are on the town water supply, with 4% on bore supply and 1% with a rainwater tank.

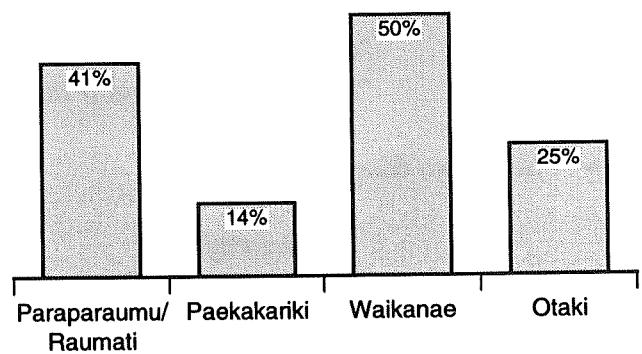
ii. Satisfaction With The Taste Of Water



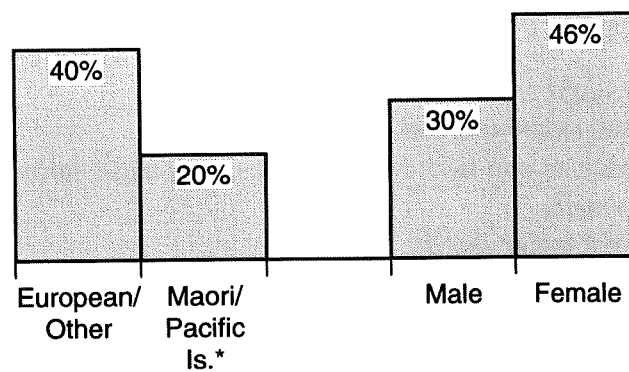
Percent Not Very Satisfied - Comparison



Percent Not Very Satisfied - By Ward



Percent Not Very Satisfied - Comparing Different Types Of Residents



* Caution: low base

60% of Kapiti Coast District residents who have a town, bore or other (but not rainwater tank) water supply are satisfied with the taste of their water supply. The level of those not very satisfied (39%) is similar to the 1995 reading (40%).

Residents not very satisfied with the taste of the water supply are more likely to be ...

- Waikanae and Paraparaumu/Raumati Ward residents,
- female residents,
- European/Other residents.

Reasons They Are Not Very Satisfied

154 residents say they are not very satisfied with the taste of their water supply and volunteered the following main reasons ...

- tastes of chlorine/chemicals,
 - "Quite strong chlorine taste."*
 - "Tastes like janola."*
 - "Chemical tastes."*
 - "Full of chlorine and it tastes awful."*
- horrible/disgusting taste,
 - "It tastes awful."*
 - "Water tastes terrible."*
 - "Horrible flavour."*
- have to use filter/purifier,
 - "I filter all drinking water"*
 - "Was so bad I had to get a filter."*
 - "Need to use a water filter to even stand using it."*
- smells/smells of chlorine,
 - "Has slight smell."*
 - "Strong chlorine smell."*
 - "As soon as you turn the tap on it smells like a swimming pool."*
 - "Too smelly."*
 - "The hot water smells."*
 - "Chlorine nearly knocks you over."*

- occurs from time to time/occasionally,

"Occasionally."

"Periodically."

"Variable."

"Fluctuates."

- have to boil the water before use.

"I only drink it boiled."

"Have to boil water to kill taste."

"Boil and then drink."

Other taste related mentions are; metal/mineral taste, dirty/muddy taste and musty/stale/not fresh taste.

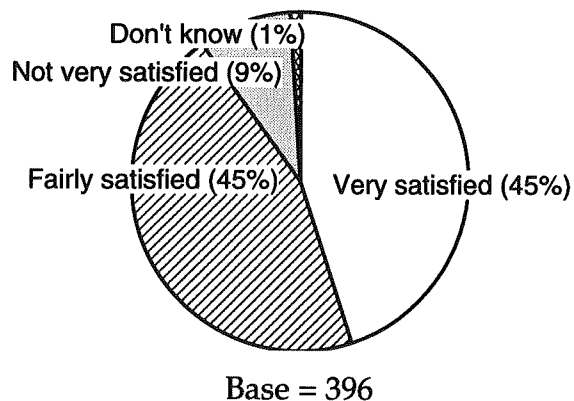
Summary Table - Main Reasons For Being Not Very Satisfied With Taste Of Water

	Total District 1996 %	Ward			
		Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
<u>Percent Who Mention ...</u>					
Tastes of chlorine/chemicals	16	12	8	28	11
Horrible/disgusting taste	14	20	3	14	5
Have to use filter/purifier	9	12	-	10	5
Smells/smells of chlorine	8	6	-	17	4
Occurs from time to time/occasionally	6	5	5	8	7
Have to boil the water	5	4	-	8	3

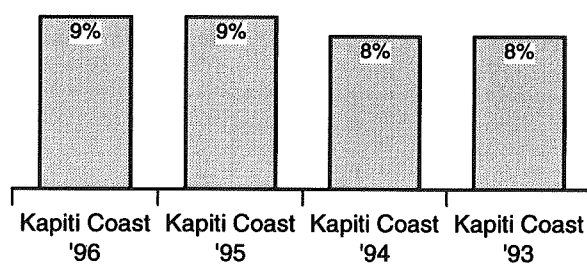
Recommended Satisfaction Measure For Reporting Purposes:
On Town, Bore or Other Water Supply = 60%

iii. Satisfaction With Water Pressure

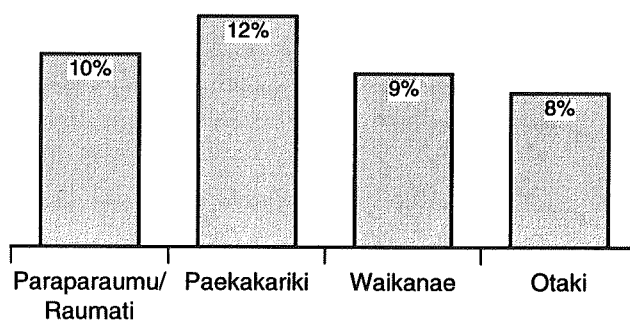
On Town, Bore or Other Water Supply



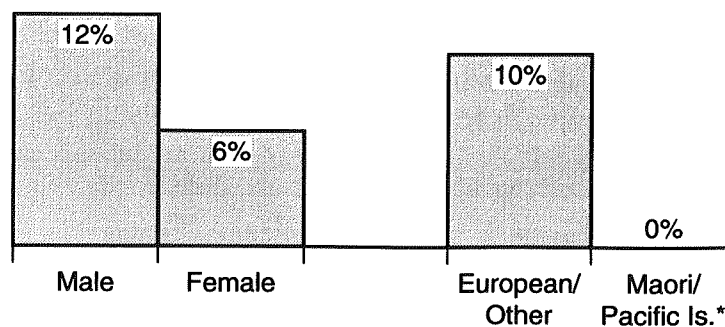
Percent Not Very Satisfied - Comparison



Percent Not Very Satisfied - By Ward



Percent Not Very Satisfied - Comparing Different Types of Residents



* Caution: low base

90% of Kapiti Coast residents who have a town or bore water supply are satisfied with water pressure with 9% being not very satisfied. The percent not very satisfied is on par with previous readings.

European/Other residents are more likely to be not very satisfied with water pressure, than Maori/Pacific Island residents, with males being slightly more likely to be not very satisfied, than females.

Reasons They Are Not Very Satisfied

36 residents say they are not very satisfied with water pressure. The main reasons given are ...

- low water pressure, mentioned by 6% of residents who are on a bore/town water supply,

"Not much comes through when hosing or through the shower."

"Very poor, you can barely run a hose."

"Just bought new taps and the pressure is poor. Was told by supplier that Otaki has low pressure."

"Pressure is always low."

"Takes a long, long time to do a load of washing."

- pressure needs improvement, 2%,

"Could be better."

"Definitely needs improvement."

"Could be a bit more powerful, especially for gardening."

- same level as reservoir/live on a hill, 2%.

"Up on Winara hill area."

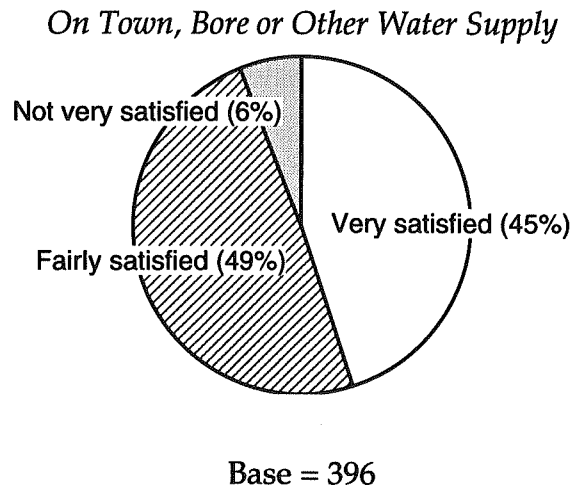
"Have to use pump to get it up the hill."

"Highest house in the street, air bubbles."

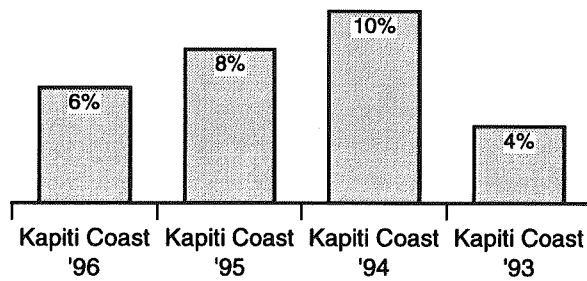
"On same level as reservoir."

<p>Recommended Satisfaction Measure For Reporting Purposes: On Town, Bore or Other Water Supply = 90%</p>
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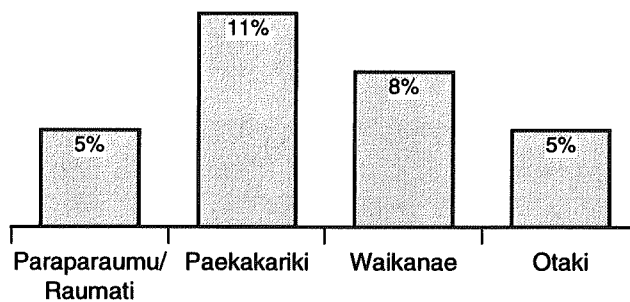
iv. Satisfaction With Continuity Of Water Supply



Percent Not Very Satisfied - Comparison



Percent Not Very Satisfied - By Ward



94% of Kapiti Coast District residents on the town or bore water supply are satisfied with the continuity of their water supply. The percentage not very satisfied (6%) is similar to the 1995 reading (8%).

Reasons They Are Not Very Satisfied

24 residents are not very satisfied with the continuity of their water supply. The following reasons are given for being not very satisfied ...

- water restrictions/shortages during the summer, 4% of all residents on a bore or town water supply,

"Not in summer. Have water shortages, can get very low. If you happen to have a garden you care about it's very frustrating."

"Not a great deal there for watering garden. Had to install a water tank for the garden for summer."

"Rigid controls in summer, imposed on the ratepayers but visitors to the District disregard them."

"In the summer, we're always on restrictions."

- need more water in the area, 2%.

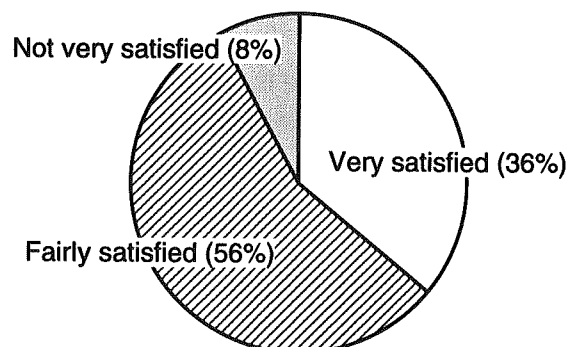
"With more industry, shops and retirement villages being built, needs more water in the area."

"I feel we'd be in trouble if there was no rain, nothing's been done with so many new houses and people coming. But nothing has been done with the water supply."

<p>Recommended Satisfaction Measure For Reporting Purposes: On Town, Bore or Other Water Supply = 94%</p>

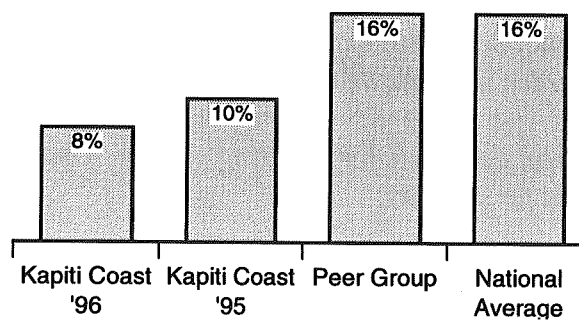
v. Satisfaction With the Water Supply Overall

On Town, Bore or Other Water Supply

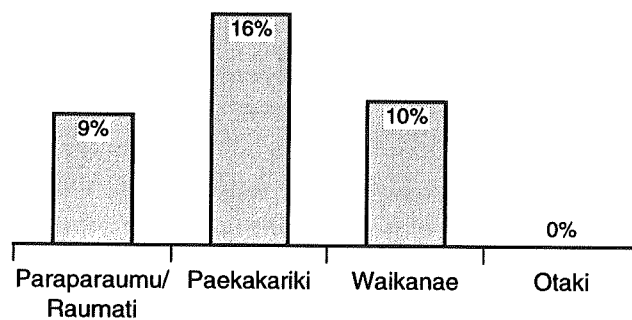


Base = 396

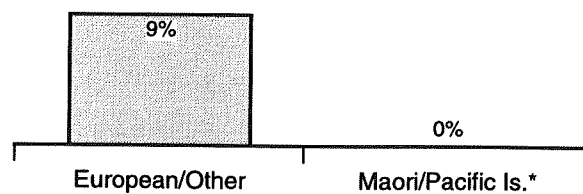
Percent Not Very Satisfied - Comparison



Percent Not Very Satisfied - By Ward



Percent Not Very Satisfied - Comparing Different Types of Residents



* Caution: low base

92% of residents who have a bore or town or other (but not rainwater tank) water supply are satisfied with the water supply overall, while 8% are not very satisfied with this service. This level of being not very satisfied compares favourably with Peer Group residents and residents nationwide for water supply.

Residents more likely to be not very satisfied with the water supply overall are...

- Paekakariki Ward residents,
- European/other residents.

Otaki Ward residents are 15% less likely to be not very satisfied than in 1995, with Paekakariki Ward residents being 11% more likely to be not very satisfied than in 1995.

Reasons They Are Not Very Satisfied

37 residents are not very satisfied with the water supply overall and give the following main reasons...

- inadequate supply/short in summer/restrictions mentioned by 4% of those residents who have a bore, town or other water supply,

*"Inadequate in continuity, dislike ban on garden hosing."
"Water restrictions in summertime."*

- need more water for the area, 2%.

*"Council need to get it better, need more sources of water."
"Population increase, water from Waikanae River causes drought, need an alternative supply."*

Other reasons mentioned are; poor quality, terrible taste, chlorine smell and bugs/giardia.

<p>Recommended Satisfaction Measure For Reporting Purposes: On Town, Bore or Other Water Supply = 92%</p>



7. 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**

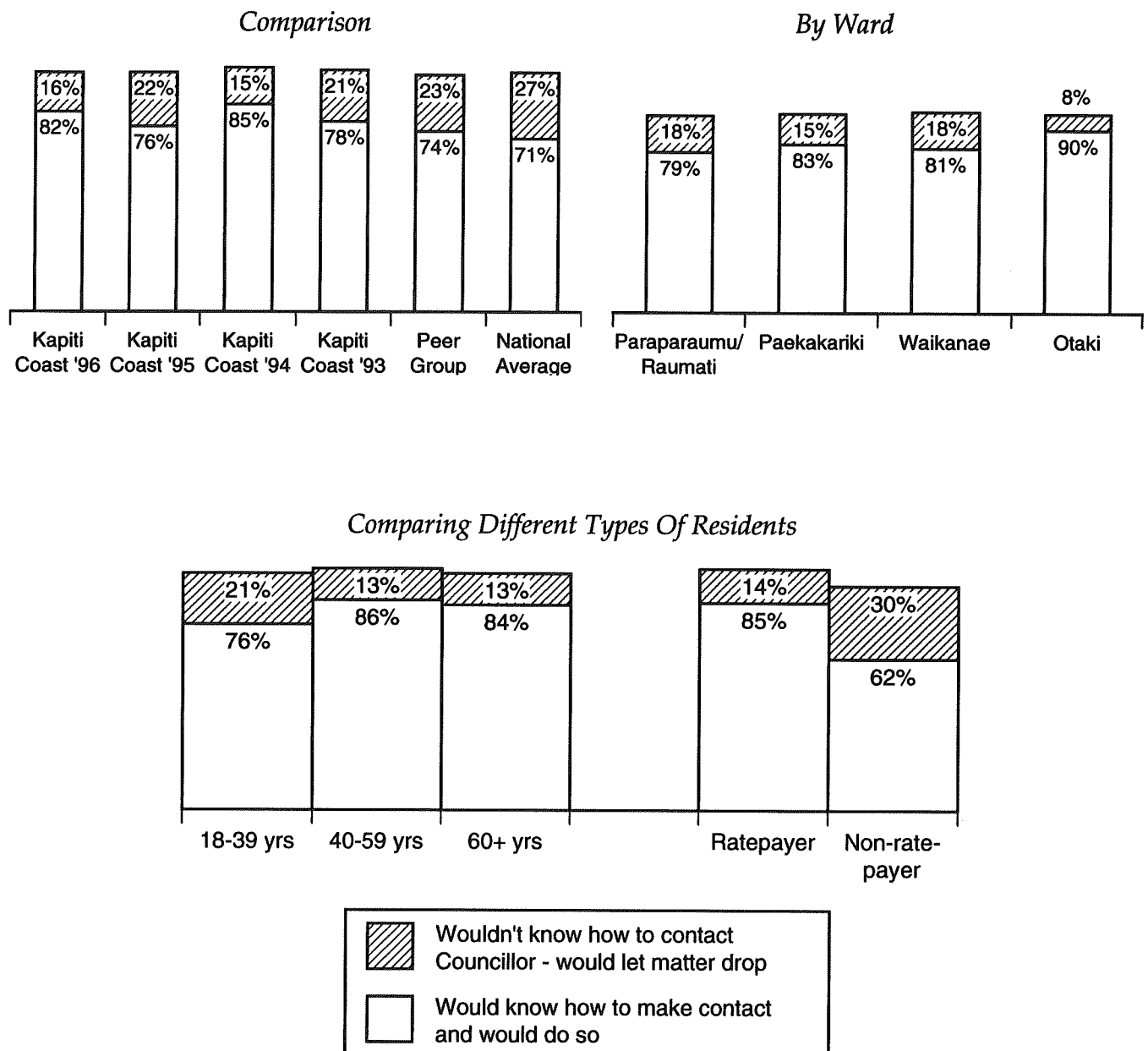
To be able to put a viewpoint to a Councillor, a citizen must first know who their Councillors are.

Number of Councillors Correctly Identified	1996 %	1995 %	1994 %
5+	5	6	3
4	3	5	5
3	10	10	10
2	22	21	20
1	35	31	42
Incorrect name only	-	1	2
No names recalled	25	26	18
TOTAL	100	100	100
BASE	400	400	400

In 1996, 75% of residents can name at least one Councillor, compared to 73% in 1995.

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

b. Accessibility Of Councillors



NB. Where figures do not add to 100%, the balance is a 'don't know' response.

82% of residents feel they know 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. Perception of accessibility has returned to the level recorded in 1994.

Kapiti Coast District residents, compared to the National Average and its Peer Group, are more likely to perceive their Councillors as accessible.

Residents more likely to feel they would know how to contact a Councillor and would go ahead and do so are...

- Otaki Ward residents,
- residents aged 40 years or more,
- ratepayers.

c. Councillors' ApproachabilitySummary Table - Degree Of Approachability

	Welcome comments - be comfortable <u>approaching</u> %	Reluctant/ resistant - have to <u>push hard</u> %	Somewhere between <u>the two</u> %	Don't <u>know</u> %
<u>Total District</u>				
1996	38	13	29	20
1995	39	14	28	19
1994	39	18	26	17
1993	38	18	31	13
<u>Comparison</u>				
Peer Group	43	13	35	9
National Average	40	14	37	9
<u>Ward</u>				
Paraparaumu/ Raumati	33	13	33	21
Paekakariki	30	18	27	25
Waikanae	38	11	29	22
Otaki	52	14	21	13
<u>Age</u>				
18-39 years	33	11	34	22
40 - 59 years	43	13	29	15
60 years and over	39	14	25	22
<u>Household Income</u>				
Less than \$25,000pa	37	18	29	16
\$25,000pa-\$40,000pa	29	11	36	24
More than \$40,000pa	49	13	24	14
<u>Sex</u>				
Male	44	11	25	20
Female	32	15	33	20

% read across

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

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

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

- Otaki Ward residents,
- residents aged 40 years or over,
- residents who have a household income of more than \$40,000pa,
- male residents.

d. Perceived Degree Of Open-Mindedness Of CouncillorsSummary Table - Degree Of Open-Mindedness

	Give fair and open- minded <u>hearing</u> %	Give defensive one-sided <u>hearing</u> %	Somewhere between <u>the two</u> %	Don't <u>know</u> %
<u>Total District</u>				
1996	33	18	37	12
1995	30	21	38	11
1994	23	20	42	15
1993	29	20	39	12
<u>Comparison</u>				
Peer Group	36	19	38	7
National Average	30	18	46	6
<u>Ward</u>				
Paraparaumu/Raumati	33	16	39	12
Paekakariki	24	32	30	14
Waikanae	30	17	39	14
Otaki	41	21	32	16
<u>Length of Residence</u>				
5 years or less	24	19	43	14
More than 5 years	37	17	35	11
<u>Sex</u>				
Male	42	16	32	10
Female	26	20	41	13
<u>Household Income</u>				
Less than \$25,000pa	36	19	35	10
\$25,000pa-\$40,000pa	27	17	40	16
More than \$40,000pa	37	20	37	6

% read across

33% of Kapiti Coast District residents feel that Councillors give a fair and open-minded hearing when dealing with local community issues, being a slight increase since the 1995 reading. 18% believe Councillors give a defensive and one-sided hearing, whilst most of the balance, 37% feel the answer is somewhere between the two.

Kapiti Coast District residents express similar feelings that Councillors give a fair and open-minded hearing as their Peer Group residents and residents nationwide.

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

- Otaki Ward residents,
- residents who have lived in the District for more than five years,
- men,
- residents who have a household income of more than \$40,000pa or less than \$25,000pa.

e. Expected Degree Of ConsultationSummary Table - Expected Degree Of Consultation

	Get on with job, keep <u>informed</u> %	Consult on major <u>issues</u> %	Consult on most <u>issues</u> %	No <u>opinion</u> %
<u>Total District</u>				
1996	22	55	22	1
1995	17	61	20	2
1994	14	64	20	2
1993	18	55	26	1
<u>Comparison</u>				
Peer Group	15	53	31	1
National Average	14	54	31	1
<u>Ward</u>				
Paraparaumu/Raumati	22	58	20	-
Paekakariki	7	56	37	-
Waikanae	25	59	14	2
Otaki	22	41	32	5
<u>Sex</u>				
Male	25	60	14	1
Female	18	51	29	2
<u>Household Income</u>				
Less than \$25,000pa	31	44	25	-
\$25,000pa-\$40,000pa	17	60	23	-
More than \$40,000pa	17	61	20	2
<u>Household Size</u>				
1-2 people	27	54	18	1
3 or more people	16	56	26	2

% read across

When asked how much consultation they would like Council to have with its citizens, 55%, opted for Council consulting with people on major issues only, otherwise getting on with the job they were elected to do. A minority (22%) desire step by step consultation on most issues or for Council to get on with the job, but keep them informed.

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

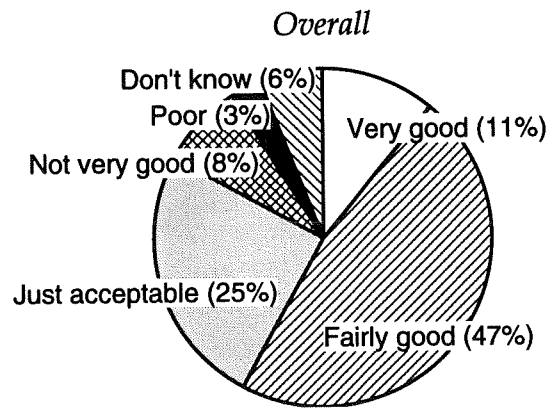
Residents more likely to state that they want consultation on major issues only are ...

- Paraparaumu/Raumati Ward, Waikanae and Paekakariki Ward residents,
- men,
- residents who have a household income of \$25,000pa or more.

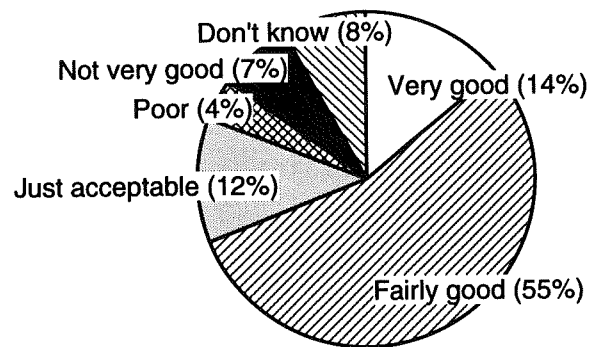
Summary Table - Major Issues Requiring Consultation

	Total District 1996 %	Ward			
		Paraparaumu/ Raumati %	Paekakariki %	Waikanae %	Otaki %
<u>Percent Who Mentioned ...</u>					
Roading/bridges & footpaths	18	21	12	23	5
Water supply	16	15	6	30	6
Sewerage system	15	14	8	26	4
Any large items of expenditure	6	5	5	7	8
Buildings/high rise buildings	4	6	3	2	4
Rates/increases	4	5	3	3	2
Wellington Stadium	4	5	3	2	7

f. Performance Rating Of the Mayor and Councillors In the Last Year



Contacted Mayor Or Councillor In the Last 12 Months



Base = 55

Summary Table - Performance Rating Of the Mayor and Councillors In the Last Year

	<u>Very good/ fairly good</u> %	<u>Just acceptable</u> %	<u>Not very good/Poor</u> %	<u>Don't know</u> %
<u>Total District</u>				
1996	58	25	11	6
Contacted Mayor or Councillor	69	12	11	8
1995	51	34	9	6
1994	53	24	11	12
1993	56	24	13	7
<u>Comparison</u>				
Peer Group Average	56	29	13	2
National Average	58	28	13	1
<u>Ward</u>				
Paraparaumu/Raumati	57	28	10	5
Paekakariki	35	29	10	26
Waikanae	65	19	12	4
Otaki	58	21	9	12

% read across

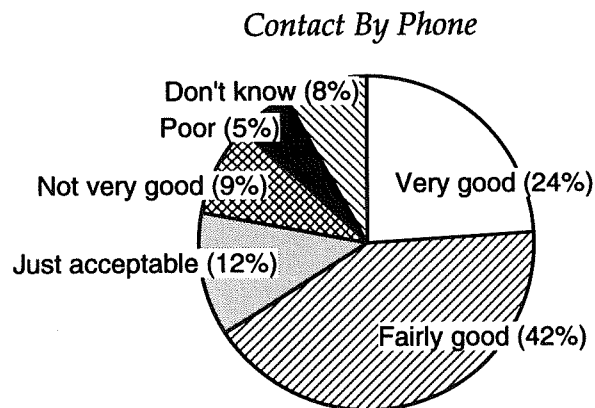
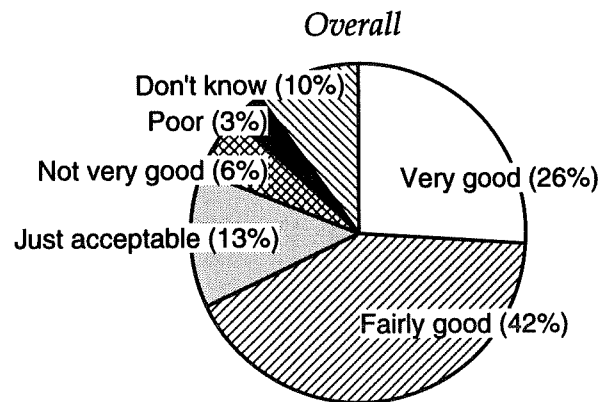
Nearly 6 in 10 (58%) of Kapiti Coast District residents rate the performance of the Mayor and Councillors over the past years as very or fairly good. Kapiti Coast District residents' rating of the performance of their Councillors is on a par with their Peer Group and National Averages.

Of the 55 residents who have contacted the Mayor or Councillors in the last 12 months, 69% rate their performance as very or fairly good.

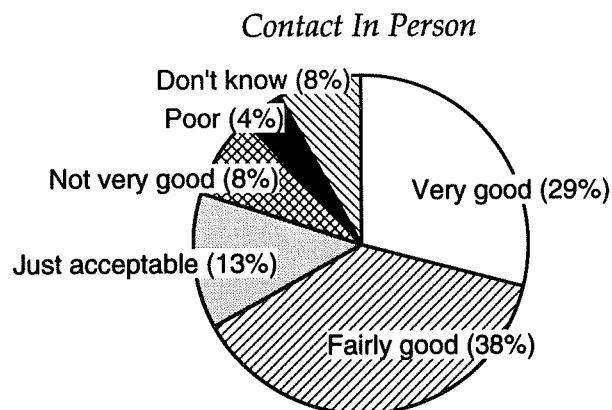
Paekakariki Ward residents are less likely to rate the performance of the Mayor and Councillors over the past year as very or fairly good, mainly because 26% don't know or have no opinion, with Waikanae Ward residents being more likely to rate performance as very/fairly good.

There are no significant differences amongst resident socio-economic groups.

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



Base = 167



Base = 162

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

	<u>Rated as ...</u>			
	<u>Very good/ fairly good</u> %	<u>Just acceptable</u> %	<u>Not very good/Poor</u> %	<u>Don't know</u> %
<u>Total District</u>				
1996	68	13	9	10
Contact by phone	64	12	14	8
Contact in person	67	13	12	8
1995	59	20	7	14
1994	53	24	11	12
<u>Comparison</u>				
Peer Group Average	62	26	10	2
National Average	60	27	9	4
<u>Ward</u>				
Paraparaumu/Raumati	66	13	9	12
Paekakariki	60	8	5	(27)
Waikanae	62	18	11	9
Otaki	(78)	6	5	11
<u>Length of Residence</u>				
5 years or less	62	14	10	14
More than 5 years	(69)	12	7	12

% read across

68% of residents rate the performance of the Council staff as fairly or very good. Kapiti Coast District Council staff's performance is slightly better than the performances of Peer Group Council's staff and those nationwide on average.

Residents more likely to rate the performance of Council's staff as fairly or very good are...

- Otaki residents,
- longer term residents, those who have lived in the District more than five years.

* * * * *

E. APPENDIX

Base by Sub-sample

	Actual respondents <u>interviewed</u>	*Expected numbers according to population <u>distribution</u>
<u>Ward</u>		
Paraparaumu/Raumati	200	203
Paekakariki	60	20
Waikanae	70	98
Otaki	70	79
<u>Sex</u>		
Male	199	188
Female	201	212
<u>Age</u>		
18 - 39 years	93	147
40 - 59 years	144	116
60+ years	163	137
<u>Ethnicity</u>		
European/Other	383	379
Maori/Pacific Islander	17	21

- * 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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