

**WAIPA DISTRICT COUNCIL
COMMUNITRAK™ SURVEY
JUNE 2007**

COMMUNITRAK™ SURVEY

PUBLIC PERCEPTIONS AND INTERPRETATIONS OF COUNCIL SERVICES AND REPRESENTATION

PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:

WAIPA DISTRICT COUNCIL

JUNE 2007



AUCKLAND PHONE (09) 630-0655 FAX (09) 638-7846
WEB www.nrb.co.nz

CONTENTS

	<u>Page No.</u>
A. SITUATION AND OBJECTIVES	1
B. COMMUNITRAK™ SPECIFICATIONS	2
C. EXECUTIVE SUMMARY.....	5
D. MAIN FINDINGS.....	14
1. COUNCIL SERVICES / FACILITIES	15
a. Satisfaction With Council Services / Facilities	16
i. Water Treatment & Supply.....	16
ii. Footpaths - Maintenance.....	21
iii. Roads - Maintenance.....	26
iv. Roads - Safety.....	31
v. Control Of Dogs.....	36
vi. Parks and Reserves (including Sportsgrounds).....	42
vii. Noise Control Services (excl. traffic noise & barking dogs).....	45
viii. Wastewater Services (that is, the Sewerage System).....	48
ix. Swimming Pools.....	51
x. Stormwater Services	55
xi. Library Service.....	60
xii. Town Planning, i.e. Planning and Inspection Services	63
xiii. Building Control & Building Inspections	68
xiv. Civil Defence Organisation.....	73
xv. Public Toilets	76
xvi. Parking in Cambridge & Te Awamutu.....	81
b. Kerbside Recycling	86
i. Usage.....	86
ii. Satisfaction	88
2. CONTACT WITH COUNCIL.....	91
a. Contact With A Councillor And / Or The Mayor In The Last 12 Months.....	92
b. Customer Service	94
i. Have Residents Contacted The Council By Phone Or In Person, In The Last 12 Months?	94
ii. What Was The Nature Of The Resident's Query?	96
iii. Was Query Attended To In A Timely Fashion?	100
iv. Was Query Attended To Your Satisfaction?.....	102

CONTENTS (Continued)

	<u>Page No.</u>
3. REPRESENTATION	106
a. Performance Rating Of The Mayor And Councillors In The Last Year.....	107
b. Performance Rating Of The Council Staff In The Last Year	109
c. Performance Rating Of Community Board Members In The Last Year.....	111
4. LOCAL ISSUES	113
a. Internet Access	114
b. Parks and Reserves.....	116
i. Usage.....	116
ii. Satisfaction	119
(i) Provision.....	119
(ii) Management	122
c. Museums.....	125
i. Usage.....	125
ii. Preferred Services.....	126
iii. Satisfaction	127
E. APPENDIX (Base by Sub-sample).....	130

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.

Arrows, whenever shown, depict a directional trend.

In general, where bases are small (<30), no comparisons have been made. For small bases, the estimates of results are not statistically reliable due to the high margins of error.

A. SITUATION AND OBJECTIVES

The mission statement for Waipa District Council reads:

“To promote the well-being of the people of the Waipa District.”

Council engages in a variety of approaches, to seek public opinion and to communicate programmes and decisions to the people resident in its area. One of these approaches was to commission the National Research Bureau’s Communitrak™ survey undertaken in 1992 to 2007.

The main objectives are ...

- to determine how well Council is performing in terms of services and facilities offered and representation given to its citizens,
- to provide measurement of performance criteria, such that the measures taken can be used for Annual Reporting,
- to explore in depth those issues specifically requested by Council for 2007, namely ...
 - * whether residents have contacted the Council by phone or in person, in the last 12 months, the nature of their query, and if it was attended to in a timely fashion and to their satisfaction,
 - * usage of parks, reserves or sportsgrounds in the District and satisfaction with their provision and management,
 - * usage of the Te Awamutu and Cambridge Museums, services residents would most be likely to use, and overall satisfaction.

Council also has the benefit of comparing the 2007 results with results obtained in 2000-2006. This is provided together with averaged comparisons to similar Peer Group Councils and resident perceptions nationwide.

* * * * *

B. COMMUNITRAK™ SPECIFICATIONS

Sample Size

This Communitrak™ survey was conducted with 406 residents of the Waipa District.

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

Interviews were spread amongst the five Wards as follows:

Cambridge	123
Takepuku	42
Maungatautari	50
Pirongia	71
Te Awamutu	120
Total	406

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

Quota sampling was used to ensure an even balance of male and female respondents, with the sample also stratified according to Ward. Sample sizes for each Ward were predetermined to ensure a sufficient number of respondents within each Ward, so that analysis could be conducted on a Ward-by-Ward basis.

A target of interviewing approximately 100 residents aged 18 to 39 years, was also set.

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

Respondent Selection

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

Call Backs

Three call backs, i.e. 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 period, i.e. at least four hours later.

Sample Weighting

Weightings were applied to the sample data, to reflect the actual Ward, gender and age group proportions in the area as determined by Statistics New Zealand's 2001 Census data. The result is that the total figures represent the adult population's viewpoint as a whole across the entire Waipa 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 8 June and Sunday 17 June 2007.

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 1,006 interviews conducted in January 2007,
- comparisons with provincial, urban and rural norms.

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

Where comment has been made regarding respondents more or less likely to represent a particular opinion or response, the comparison has been made between respondents in each socio-economic group, and not between each socio-economic group and the total.

Weightings have been applied to this comparison data to reflect the actual adult population in Local Authorities as determined by Statistics NZ 2001 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 are of particular relevance, and thus are the emphasis of the survey.

Margin Of Error

The survey is a scientifically prepared service, based on a random probability sample. The maximum likely error limits occur when the sample is split 50/50 on an issue, but often the split is less, and an 80/20 split is shown below, as a comparison. Margins of error, at the 95 percent level of confidence, for different sample sizes are:

	<u>50/50</u>	<u>80/20</u>
n = 500	±4.4%	±3.5%
n = 400	±4.9%	±3.9%
n = 300	±5.7%	±4.5%
n = 200	±6.9%	±5.5%

The margin of error figures above refer to the accuracy of a result in a survey, given a 95 percent level of confidence. A 95 percent level of confidence implies that if 100 samples were taken, we would expect the margin of error to contain the true value in all but five samples. The results in 95 of these samples are most likely to fall close to those obtained in the original survey, but may, with decreasing likelihood, vary by up to plus or minus 4.9%, for a sample of 400.

Significant Difference

Significant differences, at the 95 percent level of confidence, for different sample sizes are:

	<u>Midpoint is 50%</u>	<u>Midpoint is 80% or 20%</u>
n = 500	±6.2%	±4.9%
n = 400	±6.9%	±5.5%
n = 300	±8.0%	±6.4%
n = 200	±9.8%	±7.8%

The significant difference figures above refer to the boundary, above and below a result, whereby one may conclude that the difference is significant, given a 95 percent level of confidence. Thus the significant difference, for the same question, between two separate surveys of 400 respondents, is plus or minus 6.9%, given a 95 percent level of confidence, where the midpoint of the two results is 50%.

* * * * *



C. EXECUTIVE SUMMARY

This report summarises the opinions and attitudes of Waipa District Council area residents, to the services/ facilities provided for them by their Council and their elected representatives.

The Waipa District Council commissioned Communitrak™ as a means of measuring their effectiveness in representing the wishes and viewpoints of their residents. Understanding residents' 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 of similarly constituted Local Authorities, and to Local Authorities on average throughout New Zealand, as well as providing a comparison with the results of the 2000, 2001, 2002, 2003, 2004, 2005 and 2006 Communitrak survey results.

Council Services/Facilities

Summary Table - Satisfaction With Services /Facilities

	Waipa 2007		Waipa 2006	
	Very / fairly satisfied %	Not very satisfied %	Very / fairly satisfied %	Not very satisfied %
Parks and reserves * (including sportsgrounds)	90	7	88	9
Roads - maintenance	83	17	78	21
Roads - safety	80	19	78	21
Library service	77	4	81	5
Control of dogs	75	14	81	14
Maintenance of footpaths	72	19	75	15
Water treatment and supply	71	9	66	9
Parking in Cambridge & Te Awamutu	71	28	74	26
Public toilets	70	16	NA	NA
Noise control services	65	5	68	5
Swimming pools	64	20	58	27
Wastewater services†	63	4	63	4
Stormwater services	63	14	60	21
Museum	59	5	56	6
Building control & building inspections	49	11	49	8
Town Planning	48	15	49	15
Civil Defence Organisation	40	3	41	3

NB: The balance, where figures don't add to 100% is a 'don't know' response.

NA: not asked in 2006.

* 2006 reading did not specifically include sportsgrounds.

† 2006 reading relates to satisfaction with sewage disposal.

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

	<u>Waipa</u>	<u>Peer Group</u>	<u>National Average</u>
• swimming pools	20%	13%	11%

However, the comparison is **favourable** for Waipa District for ...

• parking in Cambridge & Te Awamutu	28%	†36%	†36%
• footpaths - maintenance	19%	†31%	†24%
• road safety	19%	*27%	*22%
• roads - maintenance	17%	*27%	*22%
• town planning	15%	◇26%	◇24%
• control of dogs	14%	20%	21%
• stormwater services	14%	19%	14%
• building control and building inspections	11%	◇26%	◇24%
• noise control services	5%	17%	18%
• wastewater services	4%	°10%	°8%
• Civil Defence Organisation	3%	10%	15%

Waipa District performs **on par with** the National and Peer Group Averages for the following services / facilities ...

• public toilets	16%	19%	20%
• water treatment supply	9%	**13%	**10%
• parks and reserves (including sportsgrounds)	7%	◇◇4%	◇◇5%
• museums	5%	8%	6%
• library service	4%	3%	2%

* These figures are based on roading in general.

† These figures are based on footpaths in general.

** These figures are based on the water supply in general.

◇ These figures are based on town planning, i.e. planning and inspection services (building control and building inspections not excluded).

†† These figures are based on parking in your local town.

◇◇ These figures are based on the averaged readings for parks and reserves and sportsgrounds and playgrounds as these were asked separately in the 2007 National Communitrak Survey.

° These figures are based on the sewerage system.

Kerbside Recycling Service

70% of residents say the Council provides a weekly kerbside recycling service where they live. Of these, 96% say they use the service.

Satisfaction with Service

Very satisfied	81%	of residents who <u>use</u> the weekly kerbside recycling service
Fairly satisfied	13%	
Not very satisfied	5%	
Don't know	1%	

Base = 272

Contact With Council

14% of residents have contacted a Councillor or the Mayor in the last 12 months (15% in 2006).

57% of residents have contacted the Council by phone or in person (51% in 2006).

The main[†] queries of those residents who have contacted Council by phone or in person were in regard to ...

- building permits / consents, 19% of residents*,
- rates issues, 13%,
- about a property / LIM reports / plans / boundaries etc, 11%,
- dog control / registration / dog issues, 9%,
- roading / road signs / marking / traffic issues, 8%,
- building department / services / building matters, 7%.

80% of residents* say their query was attended to in a timely fashion, with 73% saying it was dealt with to their satisfaction.

* Residents who have contacted the Council by phone, or in person, in the last 12 months (N=220)

[†] multiple reponses allowed

Representation

The success of democracy in the Waipa 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. Performance Rating of the Mayor and Councillors

69% of residents rate the performance of the Mayor and Councillors, in the last year, as very / fairly good (60% in 2006). 3% rate their performance as not very good / poor (5% in 2006). Waipa District is above the Peer Group and National Averages, in terms of rating the Mayor and Councillors' performance as very or fairly good.

b. Performance Rating of the Council Staff

71% of residents rate the performance of the Council staff, in the last year, as very or fairly good (72% in 2006). 5% rate their performance as not very good (4% in 2006). Waipa District is above the Peer Group and National Averages, in terms of those rating Council staff performance as very or fairly good.

c. Performance Rating of Community Board Members

50% of residents who have a Community Board member rate their performance, in the last year, as very or fairly good (45% in 2006), while 2% say it is not very good / poor (4% in 2006). A substantial percentage (38%) are unable to comment (36% in 2006).

Local Issues

Internet Access

80% of residents have access to the Internet in their household.

Kind of internet access household has ...

- Dial-up, 51% of residents who have access to the Internet,
- Broadband/Jetstream, 48%,
- or another kind of Internet access, 1%.

Parks & Reserves

In the last 12 months, 86% of households have used or visited a park or reserve (including sportsgrounds) in the District.

Main Parks/Reserves/Sportsgrounds Used and/or Visited ...

- Memorial Park, Te Awamutu, 51% of users/visitors,
- Te Ko Utu Park, Cambridge, 44%,
- Karapiro Domain, 42%,
- Maungatautari Scenic Reserve, 35%,
- Kihikihi Domain, 22%,
- Albert Park/Te Awamutu Rugby Sports & Recreation Club, 8%,
- Albert Park/Albert Park, Te Awamutu (rugby/sport not mentioned), 6%.

Base = 338

Parks, Reserves or Sportsgrounds Used and /or Visited Most Often

- Memorial Park, Te Awamutu, 23% of users/ visitors,
- Te Ko Utu Park, Cambridge, 20%,
- Karapiro Domain, 8%,
- Maungatautari Scenic Reserve, 6%,
- Albert Park/ Te Awamutu Rugby Sports & Recreation Club, 4%,
- Kihikihi Domain, 4%.

Base = 338

Satisfaction With Parks & Reserves

	Very Satisfied %	Fairly Satisfied %	Very / Fairly Satisfied %	Not very Satisfied %	Don't Know %
The provision of parks and reserves	61	33	94	3	3
Management of the District's parks and reserves	57	34	91	7	2

Museums

Usage

In the last 12 months, 23% of households have visited a Museum in the District.

Frequency of Visits

	Te Awamutu Museum %	Cambridge Museum %
Three times or more	20	2
Once or twice	61	18
Not at all	19	80

Base = 99

Preferred Services

Regardless of whether or not residents have visited a Museum in the District in the last 12 months, the main services they would be most likely to use are ...

- exhibitions, 59% of all residents,
- educational programmes, 30%,
- public database and research facilities, 15%.

* * * * *



D. MAIN FINDINGS

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

For Waipa District Council, this Peer Group of similar Local Authorities are those comprising a provincial city or town(s), together with a rural component.

NRB has defined the Provincial Peer Group as those Territorial Authorities where between 68% and 91% of meshblocks belong within an urban area, as classified by Statistics New Zealand's 2001 Census data.

In this group are ...

Gisborne District Council	Rodney District Council
Gore District Council	Rotorua District Council
Grey District Council	South Waikato District Council
Hastings District Council	Taupo District Council
Horowhenua District Council	Timaru District Council
Marlborough District Council	Waikato District Council
Masterton District Council	Waimakariri District Council
New Plymouth District Council	Wanganui District Council
Queenstown-Lakes District Council	Whangarei District Council

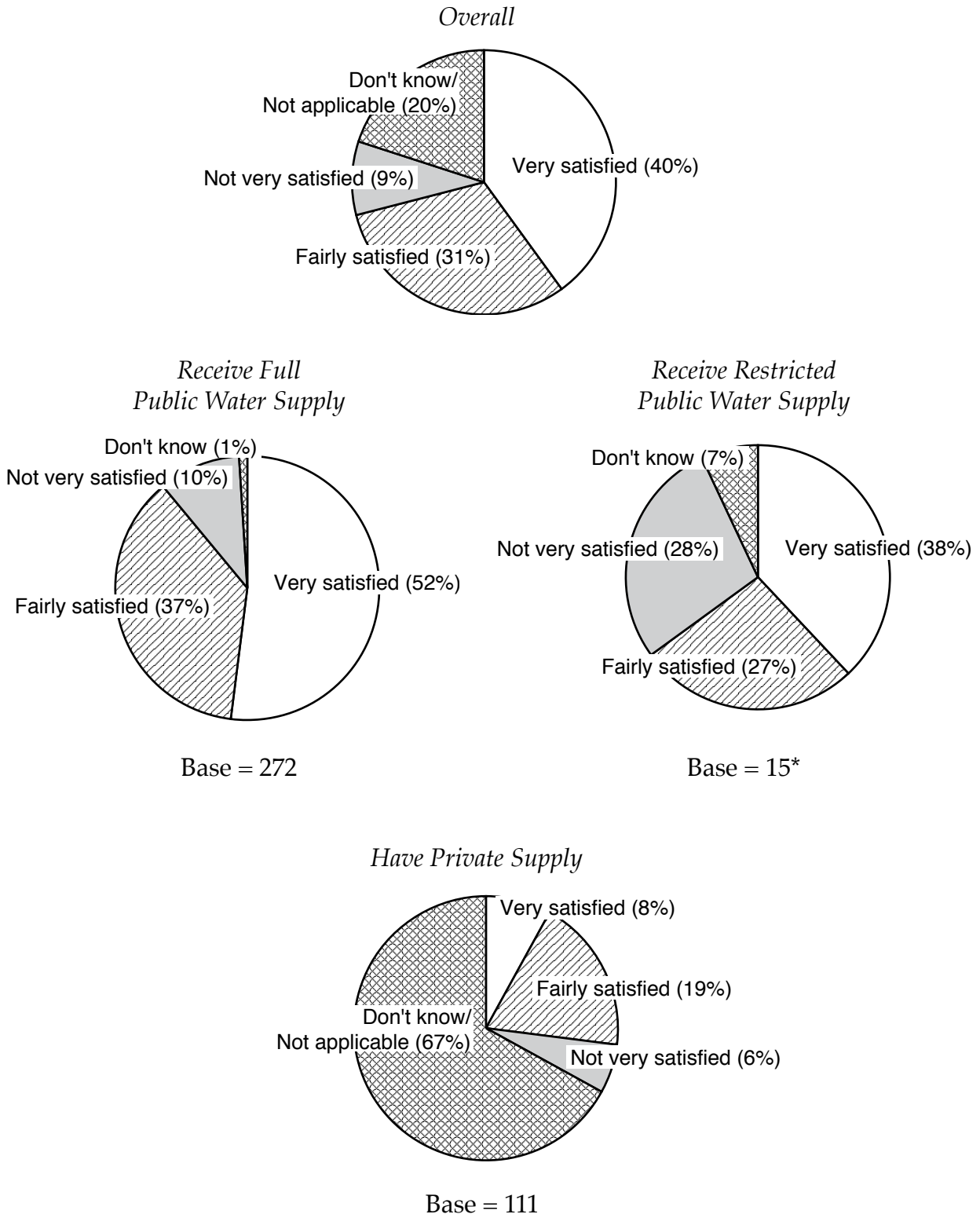


1. Council Services/Facilities

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. Those not very satisfied are asked to give their reasons for feeling that way.

i. Water Treatment & Supply



* caution: small base

71% of residents are satisfied with water treatment and supply (66% in 2006), including 40% who are very satisfied (29% in 2006). 9% are not very satisfied and 20% are unable to comment (25% in 2006).

The percent not very satisfied is on par with the Peer Group Average and similar to the National Average, and the 2006 reading.

66% of residents say they are provided with a full public water supply, while 3% say they receive a restricted water supply. 29% of residents have a private supply and 2% don't know.

Of those on a full public water supply, 89% are satisfied, with 65% on a restricted supply satisfied (caution is required as the base is very small). 27% of residents with a private water supply are satisfied, while a significant percentage (67%), as would be expected, are unable to comment.

There are no notable differences between Wards and socio-economic groups in terms of those not very satisfied with water treatment and supply. However, it appears that longer term residents, those residing in the District more than 10 years, are slightly more likely to feel this way, than shorter term residents.

Kakepuku and Maungatautari Ward residents are more likely to be unable to comment, than other Ward residents.

Satisfaction With Water Treatment & Supply

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2007	40	31	71	9	20
2006	29	37	66	9	25
2005	27	42	69	13	18
2004	29	41	70	11	19
2003	26	37	63	17	20
2002	19	44	63	20	17
2001	22	38	60	16	24
2000*	24	39	63	15	22
Receive Full Public Water Supply	52	37	89	10	1
Receive Restricted Public Water Supply [†]	38	27	65	28	7
Have Private Supply	8	19	27	6	67
<u>Comparison*</u>					
Peer Group (Provincial)	36	38	74	13	13
National Average	42	40	82	10	8
<u>Ward</u>					
Cambridge	(52)	(32)	(84)	11	5
Takepuku	19	18	37	3	(60)
Maungatautari	20	11	31	9	(60)
Pirongia	34	(36)	70	10	20
Te Awamutu	(46)	(39)	(85)	9	6
<u>Length of Residence</u>					
Lived there 10 years or less	(49)	23	72	6	22
Lived there more than 10 years	34	(36)	70	11	19

% read across

* The 2000 reading and the Peer Group and National Averages are based on ratings of the water supply in general

[†] caution: small base

Reasons For Being Not Very Satisfied

37 residents are not very satisfied with their water treatment supply and give the following main reasons* for this ...

- taste is bad (excluding chlorine taste), mentioned by 2% of all residents,

"Water tastes horrible, tastes muddy, have to use a water filter."

"Can't drink straight from the tap. Water tastes bitter."

"The taste is awful in the Housman Place area."

"Very unsatisfied with taste of the water. Never drink it and buy my own."

"Could taste better, to me it just tastes metally."

"Wordsworth St area, the taste is awful."

"Tastes awful at times - Herbert St."

"Now we have to filter it because the taste is strong - Chesterton Drive area."

- too much chlorine / chemicals, 2%,

"It tastes like chlorine and lime."

"Heavy chlorination of the water, very strong smell, I won't drink the water for that reason. Water is like that all the time."

"Strong chlorine in Te Awamutu town in CBD."

"Chemicals are not needed - fluoride is awful - Milton St."

- poor water pressure, 2%,

"Pressure a bit low in Bell Road."

"Sometimes pressure is low at Racecourse end of town."

"I live on top of a hill, very poor pressure, otherwise alright."

"Clare St area, in summer there is very little pressure. Otherwise water is okay."

"Pressure of water is inconsistent - Te Awamutu."

"Not enough pressure in Rickit Rd, Te Awamutu."

- the water smells (excluding chlorine smells), 2%,

"We get a strong swampy smell at times in the Chesterton Drive area."

"The smell of the water in the Wordsworth St area."

"Sometimes it is smelly in the Housman Place area."

"In February in the summer they seem to be a bit canny with the charcoal and you smell an earthy smell in the shower. The rest of the year is fine."

- poor quality of water, 2%.

"Quality of water is not good, otherwise service is excellent."

"1080 is being put around the catchment area, it can get into the water supply. Not safe or healthy."

"Quality of the water not very nice, it's so bad we started collecting our own rain water here in St Leger Rd."

"Need to upgrade system from Tirori Dam - not drinkable - health issue."

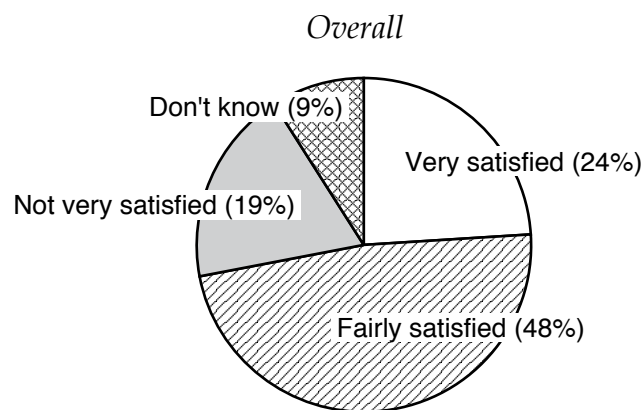
"Dodgy occasionally."

* multiple responses allowed

Recommended satisfaction measure for reporting purposes:	
Total District	= 71%
Receivers of Full Public Water Supply	= 89%
Receivers of Restricted Public Water Supply*	= 65%
On Private Supply	= 27%

* Caution: small base

ii. Footpaths - Maintenance



72% of Waipa District residents are satisfied with the maintenance of footpaths (75% in 2006), while 19% are not very satisfied with this aspect of footpaths (15% in 2006).

The percent not very satisfied with footpath maintenance is below the Peer Group Average and slightly below the National Average for footpaths in general.

Those residents more inclined to feel not very satisfied are ...

- Cambridge, Pirongia and Te Awamutu Ward residents (it is noted that these Wards are slightly less likely to be unable to comment, than other Wards),
- women,
- residents aged 40 years or over,
- longer term residents, those residing in the District more than 10 years,
- ratepayers.

Satisfaction With The Maintenance of Footpaths

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2007	24	48	72	19	9
2006	18	57	75	15	10
2005	14	54	68	20	12
2004	15	50	65	24	11
2003	16	49	65	23	12
2002	10	48	58	33	9
2001	12	44	56	32	12
2000**	15	45	60	30	10
<u>Comparison*</u>					
Peer Group (Provincial)	15	50	65	31	4
National Average	23	50	73	24	3
<u>Ward</u>					
Cambridge	23	54	77	22	1
Takepuku	26	46	72	6	22
Maungatautari	30	34	64	6	30
Pirongia	16	48	64	24	12
Te Awamutu	27	49	76	23	1
<u>Gender</u>					
Male	24	50	74	14	12
Female	24	46	70	24	6
<u>Age</u>					
18-39 years	31	51	82	13	5
40-59 years	18	44	62	22	16
60+ years	21	50	71	24	5
<u>Length of Residence</u>					
Lived there 10 years or less	28	52	80	14	6
Lived there more than 10 years	21	46	67	22	11
<u>Ratepayer?</u>					
Ratepayer	23	47	70	21	9
Non-ratepayer	28	55	83	4	13

% read across

* Comparison figures for the Peer Group and National Averages are based on ratings of footpaths in general

** The 2000 reading relates to footpath maintenance and safety

Reasons For Being Not Very Satisfied

77 residents are not very satisfied with footpath maintenance, and give the following main reasons for this ...

- uneven/cracked/potholes/rough,

"On a mobility scooter, difficult to ride on bumpy concrete, Park Rd, Hazelmere Cres, both sides. Can cause pain in my back going over them."

"King St in Cambridge, different levels of the paths, can easily trip."

"Scott St has broken footpaths. Shakespeare St is very uneven."

"A lot of tumbles/falls on Thornton Rd footpath up above the lake - big trees lift footpath."

"Broken up, cracked, uneven - Albert Park Drive."

"Footpaths broken or damaged - Carlton St and outside Confed. Farmers Building."

"Quite a few potholes and cracked - Leamington area."

"Around Te Rahu Rd and Rewi St the footpath is bumpy and dangerous to walk down. I am older and not always steady on my feet, I don't want to trip on a bump."

"Daughter in a wheelchair, footpaths are broken and uneven."

"Tennyson and Walpole St footpaths are uneven."

"Cobblestones have started getting uneven with cracks and easily trip over, especially for old people. People on mobility scooters puttering along can nearly tip over."

"Where I live in Taylor Ave, Te Awamutu, they're up and down and breaking up."

"When walking they are a bit rough in places round where I live - Picquet Hill area, Te Rahu Rd, Te Awamutu."

"Upper Victoria St - because of tree roots it's not level."

"Te Awamutu, Alexandra St, over railway line by the factories, potholes on footpaths caused by heavy vehicles parked on paths."

"Ascot Place - path lifting up because of tree roots."

"Taylor Ave, trees growing and roots are lifting footpath which makes it dangerous. Also Alexandra St, north end."

"I am disabled - hollows and unevenness - Rewi St."

"Too many uneven surfaces, especially in Leamington, dangerous for the elderly."

"Outside the Ale House, Te Awamutu, very uneven surface."

"Uneven surface around the church in Victoria St, dangerous for the elderly on mobility scooters."

"Fallen over twice - between Goodfellow St and Station Rd in Alexandra St. Foot went into a pothole and over I went. Not good at all, I'm not elderly but many oldies live around the area."

"Mangapiko St has too many puddles, need to get levels straight."

"Big trees growing and making paths break up, particularly round lake area."

- no footpaths / not enough / one side only,

"We don't have one on our side of the road - Wallace Tce."

"No footpath on one side of Thompson St."

"We have no footpath on one side of Tui Cres. Hillcrest Ave only has one side also."

"Te Awamutu, Fraser St and that area only has footpaths on one side of the road. They need footpaths on both sides of the road."

"Franklin St, only one side is done."

"No footpaths in Addison St."

"There are 23 children in our street - Collinson St in Pirongia and no footpath. It makes walking to school quite dangerous."

"I don't have one - Frontier Rd, just on top of the hill."

"Do a lot of walking, mainly only footpaths on one side of street, in Cambridge round Stafford St area."

"We live on the corner of Station Rd and Laurie St and no footpath on Station Rd - very poor."

"Gray Rd, no footpaths and Te Miro Rd is a gravel road with no footpaths."

"Need more in Pirongia, ie Belcher St."

"Should put footpaths in main streets of Pirongia and out towards lifestyle blocks."

"More footpaths down Park Rd by rugby grounds - extend 100m."

"In my particular area there's one side without a footpath and one, Southey St, between Browning and Thompson St, Cambridge which doesn't have one on either side."

"None in Pirongia - Kane St, would love to have them out here."

"Kihikihi - no footpaths on cnr Whitaker and Herbert St for the children especially."

"No footpath in Collins Ave - told we were going to get one 20 years ago when we moved in."

"Pirongia - Bellot St has none down the end or down Parry St."

"They have got some here and there but nowhere in Pirongia are the footpaths finished. Belcher has half, cross over Ross St and then there is none."

"They do a bit, leave some and then do a bit further down Crozier St, Collinson St - no footpaths."

- old / poor condition / lack maintenance / need upgrading.

"Cambridge Rd just being attended to now. Some in Te Awamutu that need fixing."

"The whole of Ohaupo could do with a bit of a spruce up/upgrade. Main street needs some beautification, looks scruffy."

"Many places badly need maintenance in Cambridge East - Taylor St, Victoria Rd."

"The footpath in Bellot St, across my driveway has become a dam for water, the footpath there is a mess."

"We live in Tui Cres and the footpaths are shocking."

"Where they play cricket, that path down there is bad. It really does need attention past the Shell garage as you go toward town, badly maintained."

"Bridgman Rd, footpath needs doing - they've done some but not all."

"Te Awamutu, Rickit Rd, old paths on one side."

"A lot of repair work needs doing in outer areas eg Hall St, Bryce St and Vogel St really need maintenance."

"Paths old and grotty in Pirongia."

"Starting in Kihikihi but very slow about it."

"King St (different levels) - need to get onto this quickly."

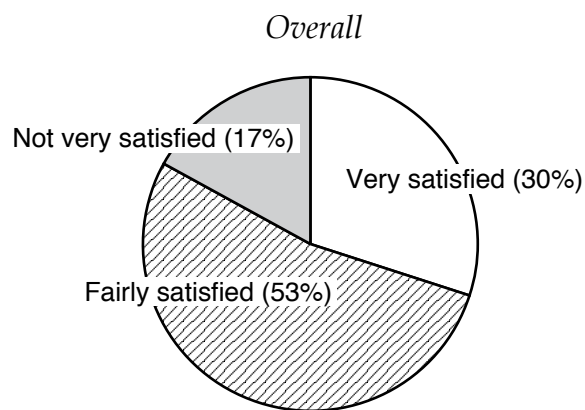
Summary Table - Main Reasons* For Being Not Very Satisfied With Footpath Maintenance

	Total District 2007 %	Ward				
		Cambridge %	Kakepuku %	Maungatautari %	Pirongia %	Te Awamutu %
<u>Percent Who Mention ...</u>						
Uneven/cracked/potholes/rough	9	13	5	4	2	13
No footpaths/not enough/ one side only	8	8	1	2	18	7
Old/poor condition/lack maintenance/need upgrading	4	4	-	3	5	4

* multiple responses allowed

Recommended satisfaction measure for reporting purposes:
Total District = 72%

iii. Roads - Maintenance



83% of Waipa District residents are satisfied with the maintenance of roads, including 30% who are very satisfied (21% in 2006), while 17% are not very satisfied (21% in 2006).

The percent not very satisfied is below the Peer Group Average and slightly below the National Average for roading in general.

Residents more likely to be not very satisfied with the maintenance of roads are ...

- Maungatautari Ward residents,
- men,
- non-ratepayers.

Satisfaction With The Maintenance of Roads

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2007	30	53	83	17	-
2006	21	57	78	21	1
2005	15	65	80	18	2
2004	22	59	81	19	-
2003	20	61	81	18	1
2002	15	66	81	17	2
2001	19	61	80	20	-
2000	17	57	74	25	1
<u>Comparison*</u>					
Peer Group (Provincial)	17	55	72	27	1
National Average	21	57	78	22	-
<u>Ward</u>					
Cambridge	32	50	82	17	1
Kakepuku	36	52	88	12	-
Maungatautari	28	43	71	(29)	-
Pirongia	26	61	87	13	-
Te Awamutu	29	56	85	15	-
<u>Gender</u>					
Male	30	48	78	(22)	-
Female	30	(58)	(88)	12	-
<u>Ratepayer?</u>					
Ratepayer	30	(55)	(85)	15	-
Non-ratepayer	31	41	72	(28)	-

% read across

* Comparison figures for the Peer Group and National Averages are based on ratings of roading in general

Reasons For Being Not Very Satisfied

68 residents are not very satisfied with road maintenance and give the following main reasons for this ...

- potholes/uneven/rough/bumpy,

"Potholes all around Kihikihi."

"Road is on peat land, lots of dips and hollows - Rukuhia Rd, beyond the school near Vilagrad. Sealed but makes no difference as surface uneven."

"Around Victoria St in Cambridge the trees have made the road all bumpy and unsafe with tree roots under the road."

"Cambridge by Countdown, Empire St, surface all pitted, go down and up. Road surface - potholes."

"Every road on the back way to Cambridge (Maungatautari) is full of dips and hollows - sunk in potholes."

"Some of the roads are a bit rough - main street in Leamington and a few in Cambridge."

"High Level Bridge - over Waikato River, Victoria Rd - I think it has got some nasty potholes."

"Fraser St has potholes and one quite big one."

"Taylor St by sportsgrounds, full of potholes."

"Road leading to Albert Park (Albert Park Drive) has lots of bumps and dips."

"The area that goes down to the Warehouse is full of potholes (by the Drycleaners) - Te Awamutu."

"Karapiro Rd and Taotaoroa Rd, too many potholes in these roads."

"Thornton Rd - a very uneven surface (Oaklands subdivision)."

"Shakespeare St - potholes in the road."

"Massive potholes need patching - Victoria Bridge."

"Need holes filled in verge of driveways, Everest Lane from letterbox to road."

- poor condition/lack maintenance/need upgrading,

"Cook St/Shakespeare turnaround needs repair. Queen St/Victoria St roundabout needs repair."

"Golf Rd is disgusting."

"They seem to do half a street, eg from Ross St to Franklin St but no further."

"Most of the country roads are in shocking condition in comparison to roads in the Waikato and Palmerston areas."

"Puniu Rd railway and bridge over Waipa River needs repairing and levelling off."

"Whitmore St requires resealing urgently."

"The upkeep of roads in the Pirongia area is not good, corners are dangerous on many surrounding country roads."

"Grey Rd, metal road, have to keep at Council to have it graded."

"Several years ago the Waikato District Council did up their section of Bruntwood Rd, the Waipa District Council have not and the difference is really noticeable."

"High Level Bridge badly needs attention - main road into Cambridge, not State Highway."

"Taylor St by sportsgrounds - mud."

"They fall away on the edges, Te Pahu Rd especially."

"Thornton Rd, tarseal broken away, it's been like this a long time, (Oaklands subdivision)."

"We are on a side road - Ross St, room for improvement, no kerb and channelling."

"Many of the Te Awamutu roads especially in the CBD should be cleaned more frequently, there is a lot of broken glass around and the wheels of our pushchair keep popping."

- poor quality of work/materials used/too much patching,

"Very poor, tendency to patch rather than fix, Kairangi Rd in particular."

"Repair work is of not good quality, especially Shakespeare St."

"Cambridge Rd breaks up regularly."

"Albert Park Rd and Golf Rd having work but not done well."

"Duke St, maintenance work not the best."

"Elizabeth Ave - just patched a pothole but did a bad job, still quite rough."

"At Kihikihi all the sewerage lines have been done, the roads just patched, very bumpy over all the patches."

"Not very well done - patching it up. Cambridge Rd is continually patched."

"Construction - roads across Temple View area, from Rukuhia past Vilagrad."

Summary Table - Main Reasons* For Being Not Very Satisfied With Road Maintenance

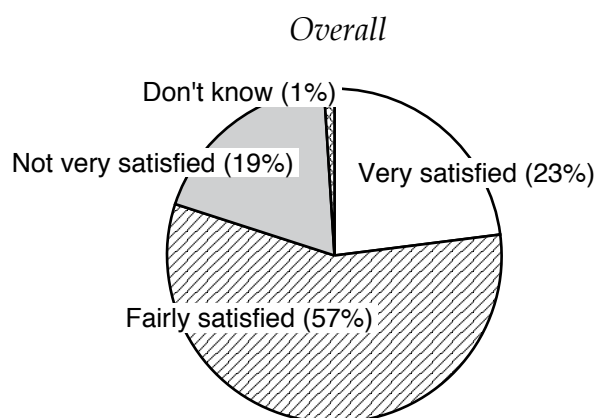
	Total District 2007 %	Ward				
		Cambridge %	Kakepuku %	Maungatautari %	Pirongia %	Te Awamutu %
<u>Percent Who Mention ...</u>						
Potholes/ uneven/ rough/ bumpy	10	11	6	19	5	10
Poor condition/ lack maintenance/ need upgrading	7	9	1	6	7	8
Poor quality of work/ materials used/ too much patching	5	6	4	-	5	6

* multiple responses allowed

NB: No other reason is mentioned by more than 1% of all residents

<p>Recommended Satisfaction Measure For Reporting Purposes: Total District = 83%</p>
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iv. Roads - Safety



Overall, 80% of residents are satisfied with the safety of roads in the Waipa District, while 19% are not very satisfied. These readings are similar to last year's findings.

In terms of the percent not very satisfied, Waipa District is below the Peer Group Average and on par with the National Average for ratings of roading in general.

Residents who live in a three or more person household are more likely to be not very satisfied with the safety of roads, than residents who live in a one or two person household.

It also appears that Maungatautari Ward residents are slightly more likely, than other Ward residents, to feel this way.

Satisfaction With The Safety of Roads

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2007	23	57	80	19	1
2006	18	60	78	21	1
2005	14	65	79	20	1
2004	19	61	80	19	1
2003	21	62	83	16	1
2002	12	64	76	22	2
2001	22	60	82	17	1
2000	20	55	75	23	2
<u>Comparison*</u>					
Peer Group (Provincial)	17	55	72	27	1
National Average	21	57	78	22	-
<u>Ward</u>					
Cambridge	26	58	84	15	1
Takepuku	22	54	76	22	2
Maungatautari	17	50	67	33	-
Pirongia	16	61	77	23	-
Te Awamutu	28	57	85	14	1
<u>Household Size</u>					
1-2 person household	(27)	56	(83)	16	1
3+ person household	19	57	76	(23)	1

% read across

* Comparison figures for the Peer Group and National Averages are based on ratings of roading in general

Reasons For Being Not Very Satisfied

79 residents are not very satisfied with the safety of roads and give the following main reasons for this ...

- unsafe for pedestrians / children / cyclists,

"Roadsides in rural areas - danger for cyclists and walkers."

"Hazardous as mobility scooter rider with poor vision - crossing the road past Warehouse on Park Rd, they come around the corner very fast, takes me by surprise."

"The main highway goes through the middle of town, it can be dangerous to cross the street."

"Hamilton Rd pedestrian crossing, just Grey St is problematic because of traffic turning in and out of Grey St."

"There was a bad accident where two boys were hit, one is in a coma and one four broken limbs."

"No pedestrian crossing in Te Awamutu by Shell garage, also no crossing in Cambridge by Shell station from Town Square."

"Humps on road make it unsafe for children biking in Addison St."

"Our road not safe, dangerous for cyclists where it joins on Rewi St, ie Frontier Rd and Rewi St (blind corner)."

"Luck At Last Rd, Robinson Rd with Kairangi loop, dangerous for cyclists."

"Peake Rd, Racecourse Rd - children walking."

"Pokuru Rd in summer time, Tuesday night cyclists hogging road."

"Hinterland roads are not safe for children and cyclists."

- speeding / reduce speed limit,

"Disagree with speed limit in Pirongia - old main street, McClure St, speed limit too high (70kph), should all be 50kph."

"Speed limit on Thornton Rd, should lower to 50kph. At present part 50, part 70kph."

"Peake Rd, Racecourse Rd, cars go too fast."

"Trouble with young fellows speeding in our streets, particularly Sinclair Terrace, Te Awamutu."

"Te Awamutu, Te Rahu Rd, I think a speed camera could be put up, there are lots of hoons tearing up this road, it's a 50kph area and they go at what we think is 100kph."

"Fraser St, high volume of young fellows, don't slow up."

"There is a new subdivision on Bond Rd, Te Awamutu, the speed limit should be less than 80kph, it's too fast."

"Hannon Rd by racecourse, traffic too fast, in past 5 years traffic has become horrendous, speed limit of 80 too fast."

"School down the road, Fencourt Rd, speed should be reduced to 50kph, too dangerous."

"Collinson St, people do not keep to the speed limit."

"Speed limits too high through Pirongia, up to 70kph, should be 50kph through Pirongia."

"Whitmore St in the evening and in early hours of the morning is used as a speedway."

- too narrow / shoulder on road inadequate,

"Hazelmere Cres is narrow."

"Road between Luck At Last and Karapiro Domain is totally inadequate, narrow."

"On our roads, Kakepuku, there is a corner there that is too narrow, if you meet a truck there is not much room."

"Rural roads around Puaehue, roads very narrow, used often by farm machinery and Fontera trucks."

"Roads are too narrow - Rotongata Rd, Wharepapa Rd."

"Buckland Rd is quite narrow, I've already had one crash on it."

"Fencourt Rd where it meets Wiseman Rd, narrow corner."

"Shoulders of the country roads around Pirongia are not good."

"They are built up so high that motorists have nowhere to go. No room to avoid car coming toward you on wrong side of road."

- increase in traffic / busy roads / traffic congestion,

"Congestion in Cambridge, need the bypass."

"Shakespeare St is a nightmare due to angle parking by lawnmower repair shop."

"Lake St at KFC roundabout, too congested."

"Hazelmere Cres - school traffic causes a bottleneck."

"If we had a bypass we wouldn't have as much traffic on Peake Rd."

"Intersection in Te Awamutu by Shell garage at school out time, very busy."

"Need a new bridge and a bypass to Leamington."

"Hamilton Rd/Grey St - number of accidents due to traffic being backed up."

- unsafe intersections / areas.

"Victoria Rd/Hamilton Rd intersection dangerous."

"Intersection dangerous - Chamberlain Rd and Long Rd. Have argued about this corner for years."

"There is a traffic filter immediately before the bridge over the Waipa River (Pirongia, on west side) - the format of this median strip is funnelling traffic into the wrong lane. Poor planning here."

"The intersection of Selwyn Cres with Charles Edwards St, could the Council think about placing a stop sign or give way because of the new subdivision."

"Bad entrance across the railway/bridge into Hillcrest Ave, past the BMX Park."

"Black spot - opposite entrance to Rowing Club. People think it is a boat launching ramp and go down there and have to back out."

"Very bad entrance and exit - exiting onto SH1, have passing lane right in front of you whilst you are trying to get on the highway. Complained to Council a couple of years ago but nothing has been done."

"Cambridge East School where Robinson St meets Thornton Rd is a bit dangerous."

"Intersection at Teasdale St, Fairview Rd and Wallace and Downes St badly designed, lots of accidents."

"Bruntswood Rd, there is a train crossing near our house and is really dangerous. Stop sign but no one ever stops because it is very dangerous to stop. I stop but people have nearly crashed into me. Difficult to look 10 metres before you get to there, I sometimes take a longer route to avoid that crossing."

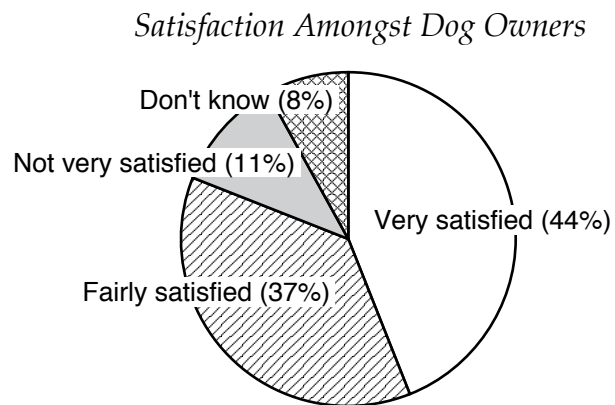
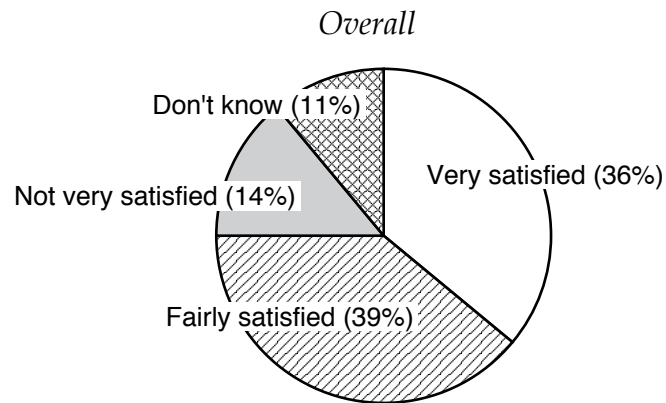
Summary Table - Main Reasons* For Being Not Very Satisfied With The Safety of Roads

	Total District 2007 %	Ward				
		Cambridge %	Kakepuku %	Maungatautari %	Pirongia %	Te Awamutu %
<u>Percent Who Mention ...</u>						
Unsafe for pedestrians / children / cyclists	5	6	6	12	3	2
Speeding / reduce speed limit	4	1	-	5	9	4
Too narrow / shoulder on road inadequate	3	-	9	14	2	1
Increase in traffic / busy roads / traffic congestion	3	6	-	3	2	1
Unsafe intersections / areas	3	2	1	5	3	2

* multiple responses allowed

<p>Recommended satisfaction measure for reporting purposes: Total District = 80%</p>
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v. Control Of Dogs



Base = 129

75% of Waipa District residents are satisfied with dog control (81% in 2006), with 36% being very satisfied.

14% of residents are not very satisfied. The percent not very satisfied is slightly below the Peer Group Average, below the National Average and similar to the 2006 reading.

33% of residents identify themselves as dog owners. Of these, 81% are satisfied and 11% not very satisfied.

Residents with an annual household income of more than \$60,000 are less likely to be not very satisfied with dog control, than other income groups. It appears that Te Awamutu Ward residents are slightly more likely, than other Ward residents, to feel this way.

Satisfaction With Dog Control

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2007	36	39	75	14	11
2006	34	47	81	14	5
2005	28	51	79	15	6
2004	37	41	78	17	5
2003	29	42	71	21	8
2002	25	50	75	19	6
2001	27	48	75	17	8
2000	25	47	72	19	9
Dog Owners	44	37	81	11	8
<u>Comparison</u>					
Peer Group (Provincial)	28	45	73	20	7
National Average	31	43	74	21	5
<u>Ward</u>					
Cambridge	43	37	80	12	8
Takepuku	31	42	73	3	24
Maungatautari	44	24	68	4	28
Pirongia	31	45	76	14	10
Te Awamutu	29	45	74	24	2
<u>Household Income</u>					
Less than \$40,000 pa	33	41	74	18	8
\$40,000-\$60,000 pa	27	43	70	20	10
More than \$60,000 pa	41	38	79	9	12

% read across

Reasons For Being Not Very Satisfied

57 residents are not very satisfied with dog control and give the following main reasons for this ...

- too many roaming/uncontrolled dogs,

"Out at Lake Ngaroto there are a lot of dogs not on leads."

"Stray dogs wandering, especially Kihikihi."

"A lot of stray mutts around Te Rahu Rd."

"Loose dogs around Gwyneth Common."

"Nuisance dogs left to roam around Cambridge."

"Crozier St, wandering dogs."

"Wandering dogs around Dairy Factory, Alexandra St area, Te Awamutu."

"Too many dogs roaming around Hazelmere Cres and Memorial Park in Te Awamutu."

"A lot of dogs roam the streets in Scott St and in the middle of Leamington."

"Dogs running around especially in the mornings, south side of the river, Bracken and Shelley St."

"Too many roaming dogs in Totara St area, coming from College St via the walkway."

"Dog wandering loose between Carlyle St and Rot-O-Rangi Rd, runs through Lamb St."

"Wandering dogs in early pm, Alexandra St and Pakura St, Te Awamutu."

"Often dogs loose up and down the road in Hall St, Kihikihi."

"I feel there are loose dogs wandering, mostly around Hazelmere/Park Rd area."

"Quite a few dogs from lifestyle blocks running free on Luck At Last Rd, could cause an accident on road."

"I walk round Norrish Rd, Ohaupo, about 5 or 7 small dogs loose on road, very snappy."

- danger to people and other animals,

"Lake Ngaroto loose dogs are a worry with children and wildlife."

"You go for a walk and there are too many big dogs with too much freedom. I've had two scares - Te Awamutu."

"Unsafe when you walk two little dogs in Leamington."

"We have sheep grazing and dogs have been a nuisance in Crozier St. Have had sheep killed."

"Park Rd, dogs run out, not very good for my 4 year old son."

"I walk and bike a lot and am intimidated by a lot of dogs, especially in Goldsmith St and all around Leamington."

- need more control / stricter penalties / enforcement of laws,

"Don't seem to do much about dogs in Albert Park."

"Could always be better, I'm from farming background, prefer not to see dogs in town.

No particular problem but dogs need space to run."

"The Council is not hard enough on dog control."

"I don't think they have enough power to take a dog permanently until it is too late. I know they couldn't take the dog until it bit the person."

- barking dogs,

"Barking dogs in Williamson St."

"Dog barking between Carlyle and Rot-O-Rangi Rd, runs through Lamb St."

"Problem in Sinclair Tce with barking dogs."

"One dog barks and barks most afternoons, not sure whose it is, McClure St."

- owner responsibility / irresponsible owners.

"Some people walking dogs are letting dogs into people's properties to foul."

"Dogs in reserve on Sheridan Cres are let loose, not kept on their leads but the owners do pick up their doo's."

"Still see neighbours with dogs running loose - Spinley St."

"People let their dogs loose in Leamington Park - there are supposed to be no dogs there."

"I can be walking down Park Rd and not fully fenced homes, dogs would run out. Dogs free to wander from their sections. Not good at all."

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

	Total District 2007 %	Ward				
		Cambridge %	Kakepuku %	Maungatautari %	Pirongia %	Te Awamutu %
<u>Percent Who Mention ...</u>						
Too many roaming/ uncontrolled dogs	9	9	3	3	8	16
Danger to people and other animals	3	2	-	3	5	4
Need more control/stricter penalties/ enforcement of laws	2	1	-	-	1	6
Barking dogs	2	3	-	-	2	3
Owner responsibility/ irresponsible owners	2	2	-	-	1	3

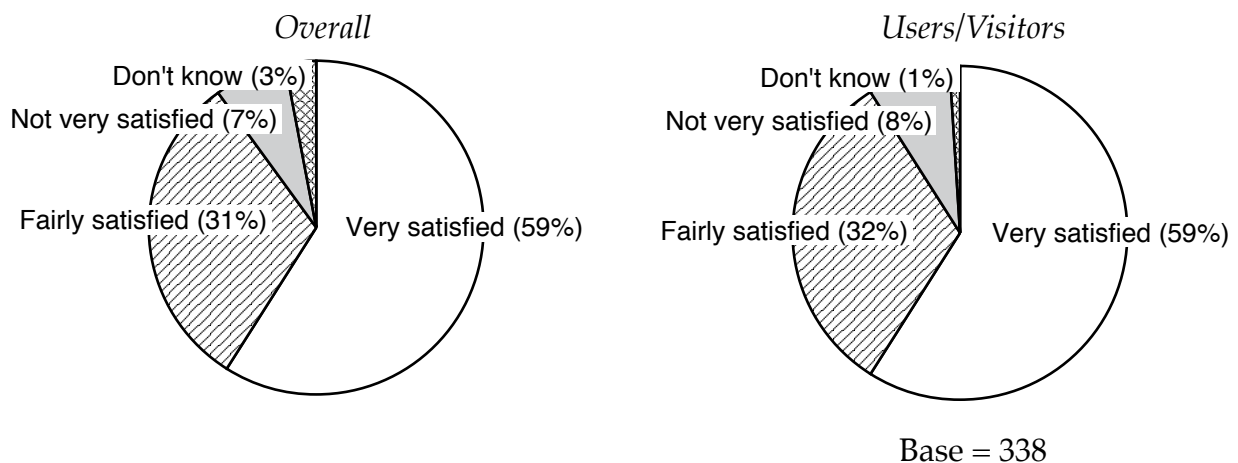
* multiple responses allowed

Recommended satisfaction measure for reporting purposes:

Total District = 75%

Dog Owners = 81%

vi. Parks and Reserves (including Sportsgrounds)



90% of District residents are satisfied with their parks and reserves (including sportsgrounds), with 59% very satisfied (54% in 2006). 7% are not very satisfied with these facilities and 3% are unable to comment.

The percent not very satisfied is on par with the Peer Group Average, and similar to the National Average.

86% of households have used or visited a park or a reserve (including sportsgrounds) in the last year, with 91% of these users/visitors satisfied and 8% not very satisfied.

There are no notable differences between Wards and socio-economic groups, in terms of those residents not very satisfied with parks and reserves.

Satisfaction With Parks and Reserves (including Sportsgrounds)

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2007	59	31	90	7	3
2006	54	34	88	9	3
2005	46	42	88	10	2
2004	51	35	86	9	5
2003	55	33	88	8	4
2002	45	44	89	6	5
2001	44	42	86	9	5
2000	42	39	81	14	5
Users/Visitors	59	32	91	8	1
<u>Comparison*</u>					
Peer Group (Provincial)	50	42	92	4	4
National Average	52	40	92	5	3
<u>Ward</u>					
Cambridge	67	24	91	6	3
Takepuku	62	27	89	5	6
Maungatautari	55	35	90	7	3
Pirongia	53	38	91	5	4
Te Awamutu	56	32	88	10	2

% read across

* Peer Group and National Average are the averaged readings for parks and reserves and sportsgrounds and playgrounds as these were asked separately in the 2007 National Communitrak survey.

Reasons For Being Not Very Satisfied

28 residents are not very satisfied with the District's parks and reserves (including sportsgrounds) and give the following main reasons* for this ...

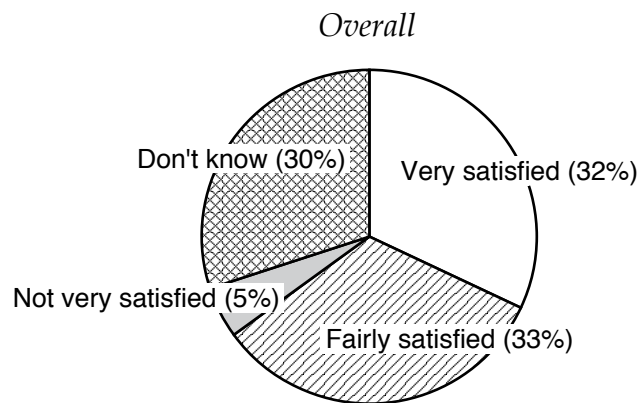
- could be improved /lack maintenance, mentioned by 3% of all residents,
 - "Karapiro Domain needs things doing to it, better seats, better ground maintenance."*
 - "Leamington Park needs upgrading."*
 - "Would like to see more done in regard to local park above and around lake - ivy growing up trees - important trees being choked and general weeding."*
 - "Water in lake is not clean, overgrown. Have talked about it for 25 years and done nothing."*
 - "In Te Awamutu, need more money spent on maintenance, the grounds, sport facilities toilets, changing rooms."*
 - "Sportsgrounds for childrens soccer and rugby, grounds look very aged and tired. Need upgrading. Hautapu for rugby - soccer grounds before Racecourse Rd, Cambridge soccer."*
 - "Rubbish left in Soccer Club area - no dogs allowed in that area and yet they make less mess than lots of people."*

- playground equipment could be better, 3%.
 - "New park by Oaklands subdivision, no swings and slides."*
 - "Childrens play area in Te Awamutu, the equipment is outdated and old. Other areas have much better equipment."*
 - "The Memorial Park play equipment is not good - replaced plastic equipment with metal to which the children stick."*
 - "The main park, Memorial Park in Te Awamutu is not very good for children. It needs more things added to it like slides, maybe something different."*
 - "The type of facilities we have available could be improved in childrens playgrounds."*

* multiple responses allowed

Recommended satisfaction measure for reporting purposes:	
Total District	= 90%
Users/Visitors	= 91%

vii. Noise Control Services (excluding traffic noise and barking dogs)



65% of Waipa District residents are satisfied with Council efforts in the control of noise (68% in 2006), including 32% who are very satisfied. 5% are not very satisfied with this service while 30% are unable to comment (27% in 2006).

Waipa District is below Peer Group residents and residents nationally and similar to last year's reading, in terms of the percent not very satisfied.

There are no notable differences between Wards and socio-economic groups in terms of those not very satisfied with noise control services. However, it appears that longer term residents, those residing in the District more than 10 years, are slightly more likely to feel this way, than other Ward residents.

Satisfaction With Noise Control Services

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2007	32	33	65	5	30
2006	31	37	68	5	27
2005	23	44	67	4	29
2004	42	38	80	5	15
2003	35	42	77	9	14
2002	30	51	81	6	13
2001	34	46	80	3	17
2000	31	47	78	6	16
<u>Comparison</u>					
Peer Group (Provincial)	25	44	69	17	14
National Average	26	46	72	18	10
<u>Ward</u>					
Cambridge	39	33	72	4	24
Takepuku	30	10	40	2	58
Maungatautari	27	19	46	-	54
Pirongia	16	42	58	1	41
Te Awamutu	39	40	79	11	10
<u>Length of Residence</u>					
Lived there 10 years or less	31	32	63	1	36
Lived there more than 10 years	33	33	66	7	27

% read across

* readings prior to 2005 did not specifically exclude traffic noise and barking dogs

Reasons For Being Not Very Satisfied

19 residents are not very satisfied with noise control services and give the following main reasons* for this ...

- parties/loud music/noisy neighbours, mentioned by 2% of all residents,

"End of Anzac St and Duke St, young people live there, lots of noise from music and shouting. Think Council was called because the cops were there. These people are now going."

"House 3 doors away, very noisy, nothing done about them - Herbert St, Kihikihi."

"I don't think the noise stops at 11 o'clock as supposed to - party noises and so on. Noise travels and sometimes hear it across farmland. Not sure if from Bond Rd or where."

"Sinclair Tce - neighbours over road that have occasional late party, loud music. Other neighbours have complained, I haven't. Control is usually effective when they come."

"We have lots of noise from bad tenants in neighbouring flats, Rewi St."

- other noises, 1%,

"A lot of noisy cars, suped up vehicles creating a noise, Fairview Rd."

"Young kids in cars making too much noise. Council doesn't control this well."

"Too noisy, the factory - the Dairy Company, Te Awamutu."

"Fire Station alarm is too loud and unnecessary between 10pm and 6am. Have neighbour who is a fireman and he already knows about fires before the alarm sounds so must have another way of finding out."

"We live by train tracks, have complained a few times but they do nothing about it because it's the trains. In a business machines can get noise complaints but it's one rule for us and another for the trains."

- had experience / visited me, 1%.

"Had only one experience with that and I felt it was very poorly handled. Adult party, someone complained about the noise, 40th birthday. When I went across the road from the house I didn't know which house it was coming from so it could not have been noisy."

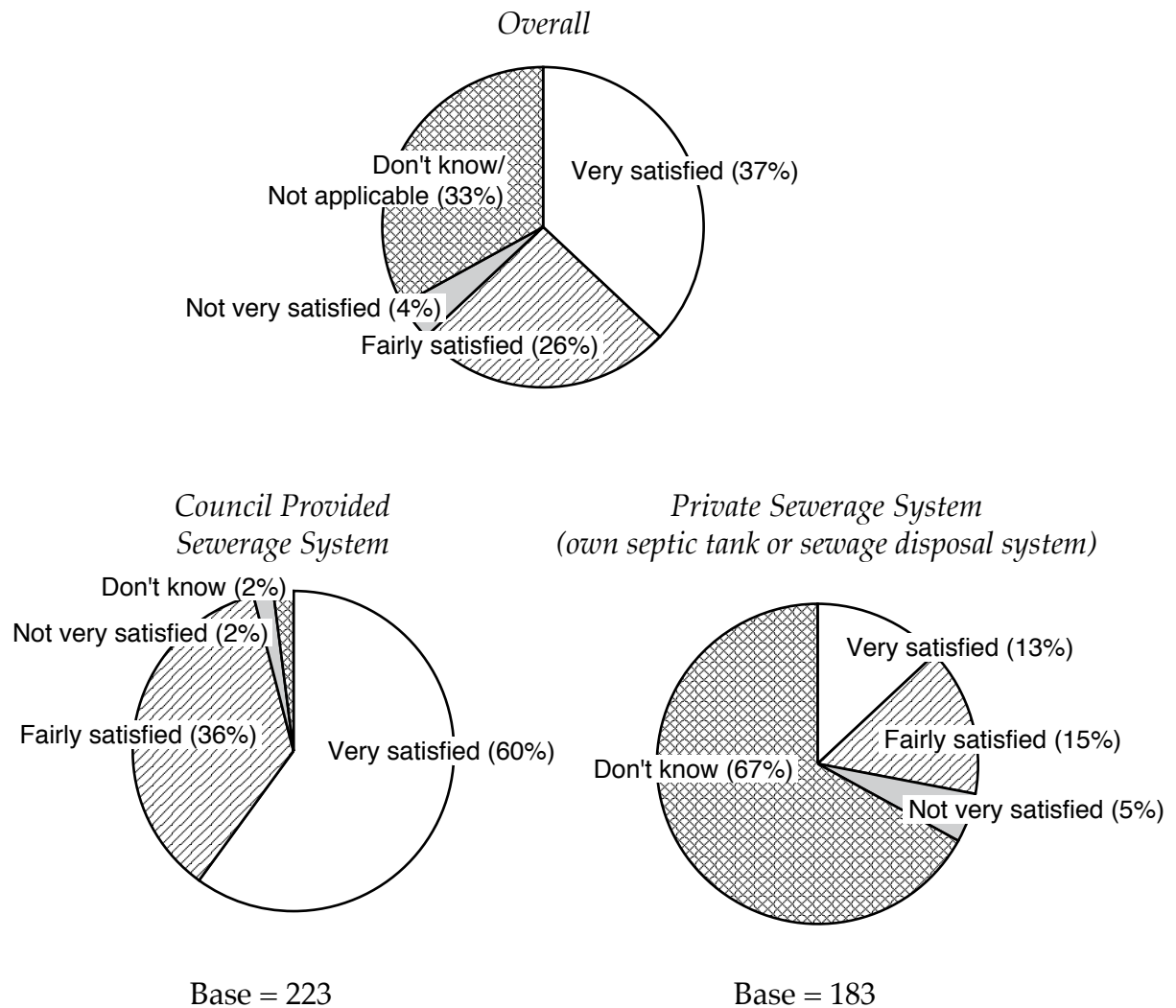
"They visit me if I have stereo up about 10pm."

"I had a guy come to me. I think they are weak."

* multiple responses allowed

Recommended satisfaction measure for reporting purposes:	
Total District	= 65%

viii. Wastewater Services (that is, the Sewerage System)



Overall, 63% of Waipa District residents are satisfied with wastewater services, including 37% who are very satisfied. 4% are not very satisfied and 33% are unable to comment.

The percent not very satisfied is slightly below the Peer Group Average, and on par with the National Average for the sewerage system.

53% of residents receive a sewage disposal service, with 96% of these "receivers" being satisfied and 2% not very satisfied. 2% are unsure.

47% of residents have a private disposal system. Of these, 28% are satisfied, 5% are not very satisfied and 67% are unable to comment.

There are no notable differences between Wards and socio-economic groups, in terms of those residents not very satisfied with the District's wastewater services.

Pirongia, Kakepuku and, in particular, Maungatautari Ward residents, are more likely, than other Ward residents, to be unable to comment.

Satisfaction With Wastewater Services

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2007	37	26	63	4	33
2006	31	32	63	4	33
2005	23	45	68	2	30
2004	30	32	62	4	34
2003	28	32	60	5	35
2002	18	43	61	6	33
2001	21	34	55	5	40
2000	20	34	54	9	37
Council Provided System	60	36	96	2	2
Private Sewerage System	13	15	28	5	67
<u>Comparison*</u>					
Peer Group (Provincial)	35	37	72	10	18
National Average	42	40	82	8	10
<u>Ward</u>					
Cambridge	(54)	33	(87)	4	9
Takepuku	12	23	35	4	(61)
Maungatautari	7	12	19	-	(81)
Pirongia	14	12	26	9	(65)
Te Awamutu	(57)	36	(93)	1	6

% read across

* Readings prior to 2007 and the Peer Group and National Averages refer to ratings for sewerage disposal/system.

Reasons For Being Not Very Satisfied

15 residents are not very satisfied with wastewater services and give the following main reasons* for this ...

- no sewerage system/ only on septic tank, mentioned by 2% of all residents,

"I'm rated for it and I've got nothing to do with it. It costs me money."

"We don't have one in Pirongia and we are going to have a problem in years to come."

"We want town sewerage system but we are just out of town - subdivision across the road and they are getting sewerage but we are not allowed to link up to it."

- bad smell, 1%.

"Always been a bad smell where I am. I have rung Council and it doesn't seem to get any better - Queen St."

"Pretty poor at the other end of Stafford St, people complain about smell from manholes."

"Gets very smelly which is not good - Princes St and further down street is worse."

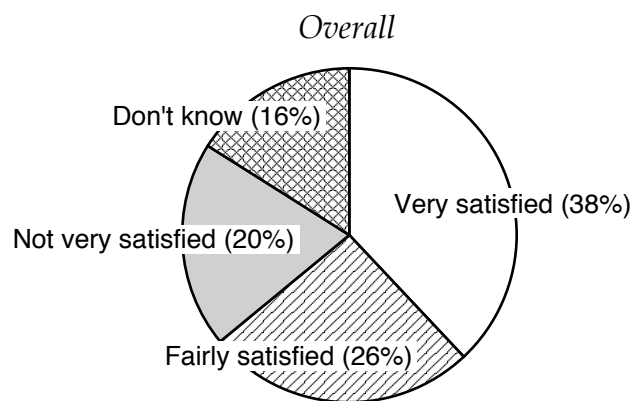
"Smells are not nice in some areas - Cambridge East especially."

"A workman on our place says there is an open pit in Puahue on the town boundary of Te Awamutu. The smell is shocking and the little children know what it is. Hazardous to health."

"Smells are quite bad, result of new subdivisions - Williams St."

* multiple responses allowed

Recommended satisfaction measure for reporting purposes:	
Total District	= 63%
Receivers of Council-Provided Service	= 96%
Receivers of Private Disposal System	= 28%

ix. Swimming Pools

64% of Waipa District residents overall are satisfied with the District's swimming pools (58% in 2006), including 38% who are very satisfied (27% in 2006). 20% are not very satisfied with these facilities and 16% are unable to comment.

The percent not very satisfied is above the Peer Group and National Averages, but 7% below the 2006 reading.

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

- Cambridge and Maungatautari Ward residents,
- women.

Satisfaction With Swimming Pools

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2007	38	26	64	20	16
2006	27	31	58	27	15
2005	34	29	63	25	12
2004	43	22	65	17	18
2003	48	24	72	11	17
2002	39	26	65	12	23
2001	24	28	52	17	31
2000	21	37	58	20	22
<u>Comparison</u>					
Peer Group (Provincial)	29	34	63	13	24
National Average	38	32	70	11	19
<u>Ward</u>					
Cambridge	18	28	46	33	21
Takepuku	67	21	88	4	8
Maungatautari	23	29	52	31	17
Pirongia	56	22	78	11	11
Te Awamutu	44	28	72	12	16
<u>Gender</u>					
Male	44	25	69	15	16
Female	32	27	59	25	16

% read across

Reasons For Being Not Very Satisfied

81 residents are not very satisfied with the District's swimming pools and give the following main reasons for this...

- needs covering/ all year round pool/ need an indoor pool,

"Bit poor at the moment. Meant to be putting in a new covered pool but have seen fundraising for 12-18 months and haven't heard much more about it."

"Sad - would be better if they were open all year round, they close for the winter."

"Te Awamutu great, Cambridge shocking - outdoors, not good enough."

"The outdoor pool in Cambridge is very good but we do need an indoor pool too. Keep the outdoor and build an indoor pool adjacent."

"Would love to see the Cambridge pool covered."

"Cambridge - we need an indoor pool that can be used all year, especially for older people who need exercise. Now they have to go to Hamilton or Te Awamutu for this facility."

"Williamson St would be best place for the covered pool to be built."

- water temperature/ needs heating,

"The Cambridge pool is not heated."

"Go down for training and pools are far too cold. Kids pools have been freezing at times."

"Temperature needs to be warmer."

"Water could be a bit warmer in main pool, Te Awamutu, esp for older ones. Lots of my friends go elsewhere because it is too cold."

"Would like a heated therapeutic pool for exercise for elderly people in Cambridge."

- Cambridge pool needs upgrading.

"Cambridge have a cold swimming pool, they are doing something about it but they are putting it off and putting it off."

"Te Awamutu have a beautiful one - we go over to theirs. Cambridge needs a complex similar to Te Awamutu."

"Cambridge pool is looking very tired, showers and toilets not great."

"Williamson St needs upgrading - a good resource, means of keeping the young occupied."

"The one in the pipeline needs to be fast tracked. We need to speed up the process, it's a bit slow in happening - Cambridge."

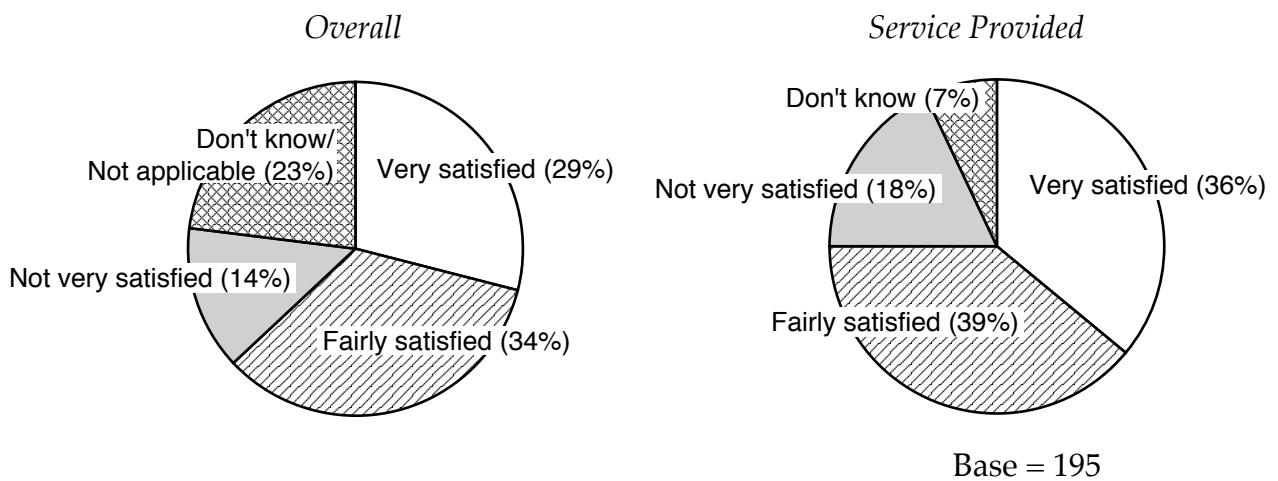
Summary Table - Main Reasons* For Being Not Very Satisfied With Swimming Pools

	Total District 2007 %	Ward				
		Cambridge %	Kake- puku %	Maunga- tautari %	Pirongia %	Te Awamutu %
<u>Percent Who Mention ...</u>						
Needs covering/ all year round pool/ need an indoor pool	10	24	-	18	-	-
Water temperature/ needs heating	6	14	-	19	3	1
Cambridge pool needs upgrading	3	8	-	7	-	-

* multiple responses allowed

<p>Recommended satisfaction measure for reporting purposes: Total District = 64%</p>
--

x. Stormwater Services



63% of residents overall are satisfied with the District's stormwater services (60% in 2006), 14% are not very satisfied with this service. 23% are unable to comment (19% in 2006).

The percent not very satisfied is slightly below the Peer Group Average, similar to the National Average and 7% below the 2006 reading.

47% of residents receive a piped stormwater collection, with 75% of this group being satisfied and 18% not very satisfied (23% in 2006).

Residents more likely to be not very satisfied with stormwater services are ...

- ratepayers,
- longer term residents, those residing in the District more than 10 years.

Satisfaction With Stormwater Services

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2007	29	34	63	14	23
2006	18	42	60	21	19
2005	14	46	60	20	20
2004	19	42	61	18	21
2003	17	40	57	24	19
2002	15	47	62	22	16
2001	17	42	59	16	25
2000	16	46	62	19	19
Service Provided	36	39	75	18	7
<u>Comparison</u>					
Peer Group (Provincial)	25	40	65	19	16
National Average	30	46	76	14	10
<u>Ward</u>					
Cambridge	(35)	42	(77)	15	8
Takepuku	23	20	43	6	51
Maungatautari	15	31	46	9	45
Pirongia	15	26	41	20	39
Te Awamutu	(41)	35	(76)	15	9
<u>Ratepayer?</u>					
Ratepayer	30	33	63	(15)	22
Non-ratepayer	28	37	65	5	30
<u>Length of Residence</u>					
Lived there 10 years or less	30	34	64	10	26
Lived there more than 10 years	29	33	62	(17)	21

% read across

Reasons For Being Not Very Satisfied

58 residents are not very satisfied with stormwater services and give the following main reasons for this ...

- drains blocked / need clearing more often,

"In Autumn leaves blocking drains - the Council contractors use blowers and not sucking up leaves."

"The drains in Palmer St and Vaile St keep getting blocked by all the leaves from trees that need pruning."

"The leaves block drains in Wynyard St where my mother lives."

"Rear of this property, McClure St, there's a Council run-off drain and it needs cleaning and re-doing. At least twice last year it was so blocked two properties were under water on the rear half."

"Urgent blockage at Paterangi Rd, Te Awamutu between Ngaroto Rd and Alexandra St, stormwater drain culvert is blocked at present - now - please attend."

"Drainage blocked at one grate in Bank St, just past junction with Roche St."

"At Autumn time could be a clearance of grills around Kihikihi, cnr of Whitmore and Moule Sts, to stop leaves blocking things up."

"Opposite skateboard park in Te Awamutu drains are blocked."

"I think they need to clear the drains around Belcher St."

"Some people in Housman Place have lots of trees and the leaves block the drains just now. These should be cleared."

"Autumn get blockages in Tui Crescent."

"Leaves blocking the drains and never seem to clean up - Rewi St."

"Park Road drain blocked, we clean it up ourselves. Road cleaners to clean up more."

- flooding / surface water,

"Main street floods every year in Te Awamutu."

"Water ponds in Bellot St - great lake forms."

"Intersection of Rickit Rd and Hazelmere Cres, flooding."

"Water comes off the road and floods our driveway on Kaipaki Rd."

"Surface flooding, Kakepuku Rd and through Flint St."

"They have kerbed our street and left a dip where water gathers near us in Coleridge St."

"Watkins Rd tends to flood."

"Shakespeare St floods, right by BP garage."

"Park Road floods."

"Flooding in Tui Cres."

"The drains around Belcher St often flood."

"McClure St, at least once or twice last year two properties were under water on their rear half."

"Ascot Place floods."

"Tennyson St floods."

- no Council stormwater service.

"We are building a new house in Norfolk St and we have to put in a soak hole. There is no provision for stormwater services in the area."

"The stormwater run-off presently has to go into soak holes on the section and for the older residents they are filling up and need replacing. It would make sense to be able to access the Council system - Hall St, Cambridge East."

"Thompson St needs stormwater drainage - none."

"Don't have gutters down our street - Stafford St, only at our end they don't have them."

"At Hautapu area where there are industrial buildings happening shortly, they're behind the 8 ball already and they're all on septic tanks."

Summary Table - Main Reasons* For Being Not Very Satisfied With Stormwater Services

	Total District 2007 %	Ward				
		Cambridge %	Kakepuku %	Maungatautari %	Pirongia %	Te Awamutu %
<u>Percent Who Mention ...</u>						
Drains blocked/ need cleaning more often	5	6	3	-	5	9
Flooding/surface water	5	5	4	2	7	6
No Council stormwater service	3	6	1	7	2	-

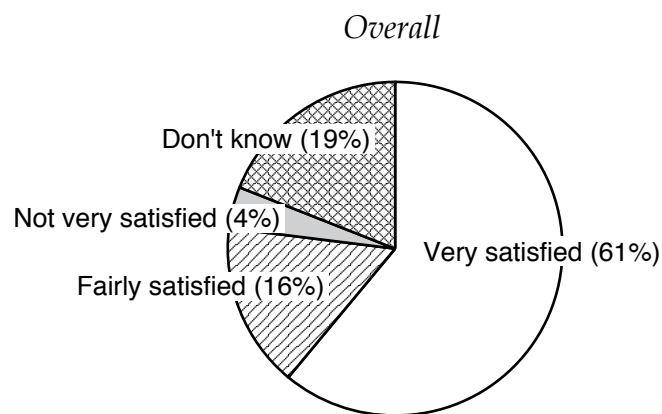
* multiple responses allowed

Recommended satisfaction measure for reporting purposes:

Total District = 63%

Receivers of Service = 75%

xi. Library Service



77% of residents overall are satisfied with the library service in the Waipa District (81% in 2006), with 61% being very satisfied. 4% are not very satisfied and 19% of residents are unable to comment on the District's library service (15% in 2006).

The percent not very satisfied is similar to the Peer Group and National Averages and similar to the 2006 reading.

There are no notable differences between Wards and socio-economic groups, in terms of those residents not very satisfied with the library service.

Satisfaction With Library Service

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2007	61	16	77	4	19
2006	60	21	81	5	14
2005	62	22	84	3	13
2004	63	17	80	4	16
2003	59	20	79	5	16
2002	58	23	81	3	16
2001	46	27	73	8	19
2000	51	21	72	13	15
<u>Comparison</u>					
Peer Group (Provincial)	64	26	90	3	7
National Average	67	25	92	2	6
<u>Ward</u>					
Cambridge	62	14	76	7	17
Takepuku	59	12	71	10	19
Maungatautari	73	7	80	3	17
Pirongia	52	19	71	5	24
Te Awamutu	63	19	82	-	18

% read across

Reasons For Being Not Very Satisfied

17 residents are not very satisfied with the library service. The reasons* they give are ...

- charges/ too expensive/ should be free, mentioned by 3% of all residents,

"Would be nice to be free for adults again."

"Have to pay 50c a book. Don't think that's right when you pay rates. Should be a free service for books."

"Pay for every book except childrens books. Never had that in other libraries."

"50¢ charge per book is a bit expensive."

"I don't believe people should have to pay. I don't like the way they charge. They kind of double charge, you pay for waiting for a book that's overdue when it's not really your fault it's overdue."

- others, 2%.

"Te Awamutu - not enough depth of subject books."

"Cambridge - too many old books."

"Cambridge - staff not terribly helpful."

"Library only open 1 night a week, half day Saturday - hours are old school hours, more retail hours needed as so many work during the hours the library is open."

"Spend too much money on libraries, got to face the fact that libraries are becoming a museum of the past because of computers."

"Te Awamutu facilities very outdated compared to Cambridge. Staff are fine."

"Only 4 km's to Hamilton - too far to go to Te Awamutu or Cambridge. Would prefer a reciprocal arrangement with Hamilton."

"Have lost our little library in the village."

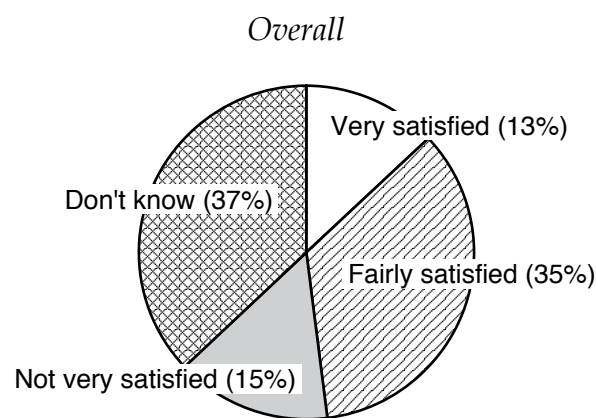
"Because of the high rates I pay for the library which I don't use."

* multiple responses allowed

Recommended satisfaction measure for reporting purposes:
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Total District = 77%

- xii. Town Planning, i.e. Planning and Inspection Services
(Building Control and building inspections are excluded, as these are asked separately)



48% of residents are satisfied with planning and inspection services in the Waipa District, excluding building control and building inspections, while 15% are not very satisfied with this service. 37% are unable to comment on planning and inspection services. These readings are similar to the 2006 results.

The percent not very satisfied (15%) is below the Peer Group and National Averages for town planning / planning and inspection services.

Ratepayers are more likely to be not very satisfied with town planning, than non-ratepayers.

Satisfaction With Town Planning

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2007	13	35	48	15	37
2006	13	36	49	15	36
2005	8	47	55	10	35
2004	13	36	49	7	44
2003	15	36	51	10	39
2002	9	41	50	8	42
2001	11	32	43	13	44
2000*	16	28	44	10	46
<u>Comparison*</u>					
Peer Group (Provincial)	13	36	49	26	25
National Average	11	40	51	24	25
<u>Ward</u>					
Cambridge	14	35	49	18	33
Takepuku	18	26	44	16	40
Maungatautari	14	37	51	14	35
Pirongia	7	30	37	17	46
Te Awamutu	14	38	52	13	35
<u>Ratepayer?</u>					
Ratepayer	14	35	49	(17)	34
Non-ratepayer	10	30	40	5	(55)

% read across

* The 2000 reading and the Peer Group and National Averages relates to ratings for planning and inspection services, where building control and building inspections were not excluded

Reasons For Being Not Very Satisfied

62 residents are not very satisfied with planning and inspection services and give the following main reasons for this ...

- too much subdividing / small sections / too many houses built,

"Too much subdividing of sections eg quarter acre sections now with 2 houses.

Happening everywhere to nice big old homes. Needs to be room for kids to play and ride bikes other than on streets."

"The new subdivisions are going to be slums in the future because they are too close."

"I don't like the infill housing we're getting in Cambridge."

"Kihikihi onto sewerage and now people are cutting their sections in half and building on them."

"Letting too much subdividing in Bond Rd."

"Sections in Leamington are too small, as small as 400 sq meters."

"Irresponsible in regards to impact on surrounding area in regards to number of units built on sections. 8 units on one section - no sun, not enough room to turn cars around. Back section off Hamilton Rd, near church."

- better planning for increase of traffic / need bypass,

"Too much beautification in the town, causes traffic congestion."

"In regards to the Te Awamutu town bypass, with the delay of it happening."

"Slow progress in moving forward with restructuring the roads through our central town, more commercial planning needed. They need to get going and get on with it. We have big trucks going through our main street and we had a few accidents involving people and vehicles."

"Should be planning for another bridge for Leamington over the river."

- poor planning / lack of forethought,

"There needs to be more thought put into town planning. I just think some of the planning decisions are not looking far enough into the future. It's not sustainable."

"Should have kept grid pattern for streets."

"Crazy how they have let The Warehouse be put on riverfront, in front of residential housing."

"Serious thought into this is needed for new village."

"The industrial areas - they are pushing them as far away from the railway line, sewerage and water services. They shouldn't be far away and costing more for these services - Te Awamutu."

"Public transport is not economical because of spread out planned developments in Te Awamutu. Fill in gaps would be a good idea so people on outskirts can use public transport."

"The way cultural facilities are placed, could be all together with plenty of parking as well."

- character of Cambridge is changing,

"The area around the National Hotel, Alpha St, the style of the proposed development is not in keeping with the town."

"Alongside an old pub in the main street - there is to be a modern concrete block building, out of keeping with the rest of town."

"Design of new building, Masonic - behind it. I don't like the design they have come up with for that building."

"Removing a house and building 3 houses, it's just changing the whole look of Cambridge, people are making a quick buck and no thought is going into the character of the place, it's changing the look."

- lack of information/communication.

"Tried to find out info on subdivision and nobody replied from Council."

"A bit concerned with the new subdivision next door, lost power for 3 days. Don't know anything about it - we should have been told."

"Not enough feedback to public on what's happening."

"They could hear public opinions more often and not go their own way, they have already decided."

"War Memorial Park - put parking area in and not enough consultation with the public - they just went ahead with it."

"New building going on in Alpha St, behind the National Hotel - not enough consultation."

* multiple responses allowed

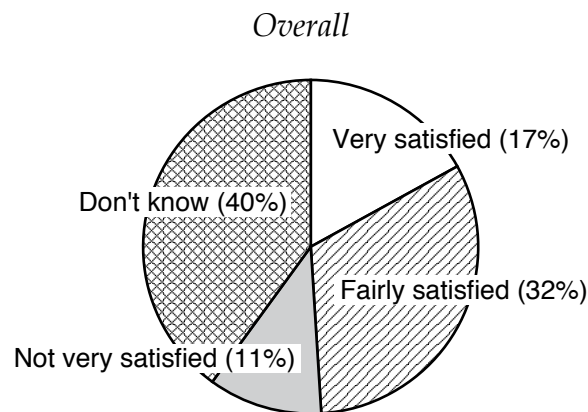
Summary Table - Main Reasons* For Being Not Very Satisfied With Town Planning

	Total District 2007 %	Ward				
		Cambridge %	Kake- puku %	Maunga- tautari %	Pirongia %	Te Awamutu %
<u>Percent Who Mention ...</u>						
Too much subdividing /small sections /too many houses built	3	5	-	1	-	3
Better planning for increase of traffic /need bypass	2	1	8	-	4	3
Poor planning /lack of forethought	2	2	3	5	-	2
Character of Cambridge is changing	2	6	-	1	-	-
Lack of information /communication	2	1	3	-	5	2

* multiple responses allowed

<p>Recommended satisfaction measure for reporting purposes: Total District = 48%</p>
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xiii. Building Control & Building Inspections



49% of residents are satisfied with building control and building inspections, 11% are not very satisfied and a significant percentage (40%) are unable to comment (43% in 2006).

The percent not very satisfied (11%) is below the Peer Group and National Averages for town planning, i.e. planning and inspection services, and on par with last year's reading.

Ratepayers are more likely to be not very satisfied with building control and building inspections, than non-ratepayers. (NB: Ratepayers are also more likely, than non-ratepayers, to be satisfied).

Satisfaction With Building Control & Building Inspections

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall†</u>					
Total District 2007	17	32	49	11	40
2006	16	33	49	8	43
2005	15	44	59	9	32
2004	17	32	49	8	43
2003	22	35	57	6	37
2002	17	34	51	5	44
2001	24	29	53	7	40
<u>Comparison*</u>					
Peer Group (Provincial)	13	36	49	26	25
National Average	11	40	51	24	25
<u>Ward</u>					
Cambridge	12	28	40	17	43
Takepuku	22	27	49	5	46
Maungatautari	35	29	64	13	23
Pirongia	18	38	56	6	38
Te Awamutu	12	34	46	10	44
<u>Ratepayer?</u>					
Ratepayer	18	32	50	12	38
Non-ratepayer	12	28	40	2	58

% read across

* The Peer Group and National Averages relate to ratings of town planning i.e. planning & inspection services

† not asked in 2000

Reasons For Being Not Very Satisfied

The 45 residents who are not very satisfied with building control and building inspections give the following main reasons for this ...

- too many rules and regulations,

"I feel it is over regulated now."

"Hamstrung by the Resource Management Act, it's bloody pathetic. Effluent thing, you have to do that only on certain days. They are a pretty good Council but that Act (RMA) is damn stupid."

"Impression is that too much regulation on the handyman."

"Gone too politically correct, can't do anything anymore."

"There's too much red tape involved in getting a permit. Te Awamutu is not as bad as Coromandel. Too much "we want control" attitude."

"Too many rules and regulations - costing ratepayers millions."

"Quarter acre section for cross lease, had it surveyed, put on sewerage at significant cost, left it for a year or two and then decided to go ahead - permission was refused."

- the charges/too expensive,

"Costs, quite an expensive process, they need to make the costs more see through so that people like us can understand more so we know what is happening because it's like a huge amount of money involved. We just need a transparency of costs so we can plan for it."

"We've been doing a subdivision, there was a big fee we didn't know about, we weren't told."

"Too expensive. Got fireplace put in and had to pay before we even applied."

"Cost me \$20,000 to get consent for titles - shifting. A neighbour got his in 5 minutes and he is new. Need to fix titles system, not fair."

- very slow with consents,

"They take their time. Got fireplace put in and had to wait 28 days."

"It's slow, you have to go through so many people. The fee held things up because no one told us to pay it and things weren't processed until it was paid."

"My old boss sold the land to a developer. It took exactly one year for the Council to sign it off and get the title - the Council passed the buck from one to another."

"Resource Management too slow."

"Council is too understaffed and they take too long."

"We have to wait four weeks for a simple building permit, can't see why it takes so long."

- poor performance / service / inefficiency,

“Council had carried out sewerage works and had not identified on the LIM report or asked whether there was a septic tank. Did not ask the right questions and contaminated the site and created a \$1,000 bill because of their incompetence.”

“Council not adhering to the building code - allowed a 5m building encroachment. House built over the boundary line. Council did not read plans.”

“A big storm over a new building between Briscoes and the Hotel - between Countdown and main street, too little consultation.”

“After the next door fire, a two storey was erected without consulting us and it blocks all afternoon sun in winter.”

“Te Awamutu, a few individuals just not helpful when you are doing something new. Very frustrating, running around in circles to get back to where we started.”

“Lack of interest in wanting to help - not forthcoming with answers.”

- changing appearance of town / losing character.

“New one going up in town by the Hotel in Victoria St doesn't look that good, doesn't fit in.”

“Shopping centre next to National Hotel doesn't fit in well with heritage buildings.”

“Certain areas in Cambridge - need to be in keeping with surrounding area - houses and gardens, standard and environment.”

“Removing a house and building 3 houses, it's just changing the whole look of Cambridge, people are making a quick buck and no thought is going into the character of the place, it's changing the look.”

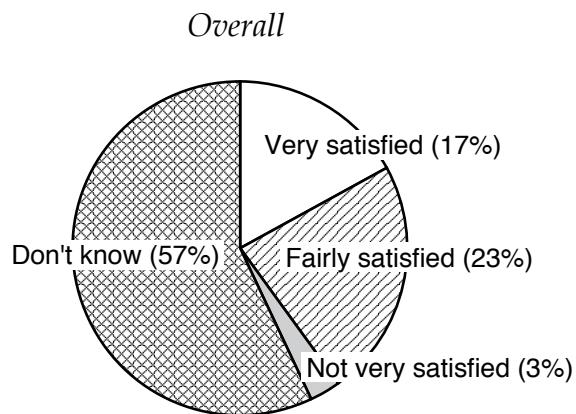
Summary Table - Main Reasons* For Being Not Very Satisfied With Building Control and Building Inspections

	Total District 2007 %	Ward				
		Cambridge %	Kake- puku %	Maunga- tautari %	Pirongia %	Te Awamutu %
<u>Percent Who Mention ...</u>						
Too many rules and regulations	3	1	5	3	4	4
The charges/ too expensive	3	1	-	3	3	5
Very slow with consents	3	4	-	1	2	3
Poor performance/ service/ inefficiency	2	2	-	3	3	3
Changing appearance of town/ losing character	2	5	-	-	-	-

* multiple responses allowed

<p>Recommended satisfaction measure for reporting purposes: Total District = 49%</p>
--

xiv. Civil Defence Organisation



40% of Waipa District's residents are satisfied with the Civil Defence Organisation. A large percentage of residents (57%) are unable to comment on Civil Defence. These readings are similar to last years results.

The percent not very satisfied (3%) is similar to previous years' results, and below the Peer Group and National Averages.

There are no notable differences between Wards and socio-economic groups, in terms of those residents not very satisfied with the Civil Defence organisation.

Satisfaction With Civil Defence Organisation

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2007	17	23	40	3	57
2006	12	29	41	3	56
2005	14	36	50	1	49
2004	19	22	41	2	57
2003	22	29	51	2	47
2002	13	32	45	3	52
2001	18	29	47	4	49
2000	16	25	41	4	55
<u>Comparison</u>					
Peer Group (Provincial)	16	32	48	10	42
National Average	16	35	51	15	34
<u>Ward</u>					
Cambridge	16	22	38	1	61
Takepuku	9	25	34	4	62
Maungatautari	22	16	38	-	62
Pirongia	15	29	44	6	50
Te Awamutu	19	23	42	3	55

% read across

Reasons For Being Not Very Satisfied

11 residents are not very satisfied with the Civil Defence Organisation and give the following main reasons* for this ...

- not enough information/ need more publicity/ raise awareness, mentioned by 2% of all residents,

"Have we got one? Not happy with promotion/awareness of it. I lived in Wellington - very prominent there."

"Haven't seen any advertising for it. Where would I go to find it?"

"No information available in newspapers or anything."

"They have systems set up, a lot of money goes into it. No one seems to know how to contact them in an emergency."

"I'm sure it's there but we never hear anything about it. If something happened, wouldn't know what to do."

- not well prepared/ no training, 1%.

"Believe the service should provide training sessions for the public as a means to prepare them should disaster occur. Should be voluntary."

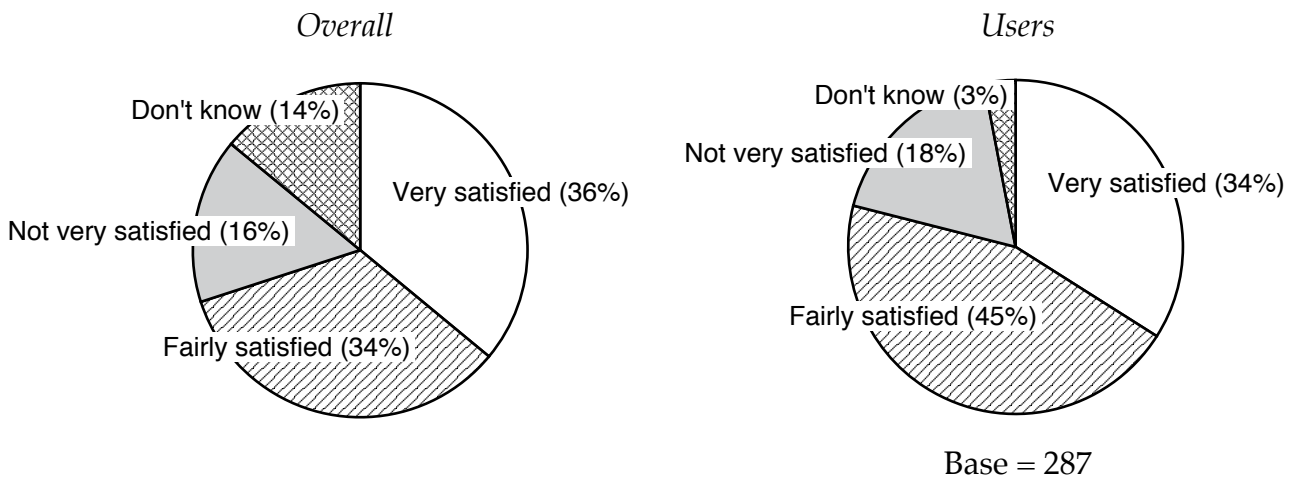
"Probably lacking. It's a question of how much your Civil Defence can provide and whether you'll need what they are providing. Not enough exercises and putting people into these things, whether they'd rise to the occasion I don't really know."

"Never been tested."

* multiple responses allowed

<p>Recommended satisfaction measure for reporting purposes: Total District = 40%</p>
--

xv. Public Toilets



70% of residents are satisfied with the public toilets, including 36% who are very satisfied, while 14% are unable to comment. 16% of residents are not very satisfied with public toilets.

72% of households have used a public toilet in the last 12 months. Of these, 79% are satisfied and 18% not very satisfied.

The percent not very satisfied is on par with the Peer Group and National Averages.

Non-ratepayers are more likely to be not very satisfied with public toilets, than ratepayers.

It appears that Cambridge Ward residents are slightly less, than other Ward residents, to feel this way.

Satisfaction With Public Toilets

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2007	36	34	70	16	14
2000	24	28	52	20	28
Users	34	45	79	18	3
<u>Comparison</u>					
Peer Group (Provincial)	25	47	72	19	9
National Average	22	48	70	20	10
<u>Ward</u>					
Cambridge	41	35	76	7	17
Takepuku	26	41	67	21	12
Maungatautari	45	24	69	22	9
Pirongia	29	41	70	17	13
Te Awamutu	36	30	66	19	15
<u>Ratepayer?</u>					
Ratepayer	(38)	34	(72)	14	14
Non-ratepayer	25	33	58	(33)	9

% read across

* not asked between 2001-2006

Reason For Being Not Very Satisfied

The main reasons given by the 64 residents not very satisfied with public toilets are ...

- *dirty / filthy / smelly,*

"Sometimes both single units around shopping complex are dirty, need cleaning."

"Not clean enough. Down by the Events Centre, not very clean ones - Te Awamutu."

"Hallys Lane toilets are dirty."

"Near Courthouse, public toilets, wouldn't go in there, believe it is filthy."

"Shakespeare St, Cambridge not very clean."

"Don't like having to pay to use public toilet in Cambridge but it is the only clean one, others are very dirty, not cleaned regularly."

"Took my son to the toilets by New World in Cambridge and they were really dirty, they should keep them cleaner."

"The one up by the Police Station in Te Awamutu could do with a bit of a clean up."

"All the Te Awamutu toilets are pretty filthy."

"The one in Te Awamutu needs attention - smell pretty high."

- *not maintained / need upgrading,*

"Broken pans - this refers to nearly all of them except the ones at the Info Centre."

"They are not regularly maintained. Council should spend more money on maintaining the insides of these facilities. They are spending too much on beautifying the place (gardens, median strip etc) so it looks nice but the inside is important too. It's all being neglected."

"Shakespears St, Cambridge, substandard - old."

"Not overly nice once you get inside in Te Awamutu, in front of the Police Station and by the Warehouse."

"Pirongia toilets need upgrade. Water on floor."

"Hallys Lane one - condition, dated and not very user friendly."

"Vandalised - Leamington Domain toilets. Hallys Lane toilets unkept."

"Te Awamutu - tagging is prolific."

- not enough toilets / need more,

"Not enough for the size of the town. Need one at the southern end of town."

"I think they could do with a few more public toilets in Te Awamutu town."

"Needs one on north side at the big parking area off Mahoe St."

"Insufficient toilets in Cambridge."

"There should be one up where the Council office is. Somewhere around there."

"Need more toilets in CBD in Te Awamutu."

"Disability carpark, toilet needed outside courthouse up there."

- need to be more accessible / better signage.

"If you know where they are you're okay but I haven't noticed any signs for where they are. Not apparent enough."

"Could be a better one in the main part of Cambridge, more accessible, in main shopping area."

"Te Awamutu - finding them and then when I did it was out of order."

"Not in a practical place, good for tour buses but no public toilets in easily accessible places in the town."

"Where are they?"

Summary Table - Main Reasons* For Being Not Very Satisfied With Public Toilets

	Total District 2007 %	Ward				
		Cambridge %	Kake- puku %	Maunga- tautari %	Pirongia %	Te Awamutu %
<u>Percent Who Mention ...</u>						
Dirty / filthy / smelly	7	2	11	14	4	9
Not maintained / need upgrading	6	2	4	6	10	9
Not enough toilets / need more	5	4	6	3	7	7
Need to be more accessible / better signage	3	2	3	2	3	3

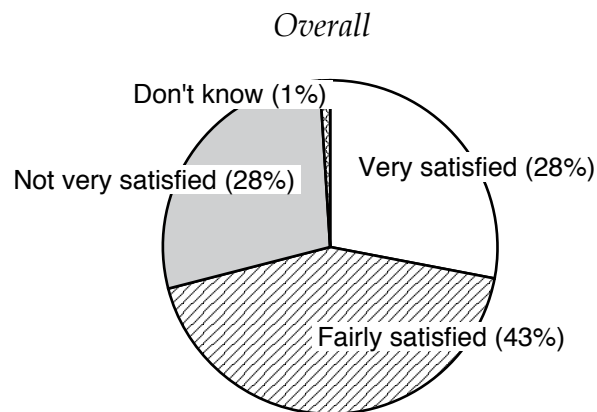
* multiple responses allowed

Recommended satisfaction measure for reporting purposes:

Total District = 70%

Users = 79%

xvi. Parking in Cambridge & Te Awamutu



71% of residents are satisfied with parking in Cambridge and Te Awamutu (74% in 2006), including 28% who are very satisfied. 28% are not very satisfied.

The percent not very satisfied is below the Peer Group and National Averages and similar to the 2006 reading.

Residents more likely to be not very satisfied with parking in Cambridge and Te Awamutu are ...

- longer-term residents, those residing in the District more than 10 years,
- residents aged 60 years or more,
- residents with an annual household income of less than \$40,000.

Satisfaction With Parking in Cambridge & Te Awamutu

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u> [†]					
Total District 2007	28	43	71	28	1
2006	28	46	74	26	-
2005	23	49	72	26	2
<u>Comparison</u> *					
Peer Group (Provincial)	21	41	62	36	2
National Average	23	40	63	36	1
<u>Ward</u>					
Cambridge	34	37	71	28	1
Takepuku	27	52	79	21	-
Maungatautari	25	57	82	17	1
Pirongia	27	45	72	27	1
Te Awamutu	22	40	62	38	-
<u>Length of Residence</u>					
Lived there 10 years or less	(36)	41	(77)	23	-
Lived there more than 10 years	23	45	68	(31)	1
<u>Age</u>					
18-39 years	32	46	78	22	-
40-59 years	28	47	75	24	1
60+ years	20	[34]	[54]	(45)	1
<u>Household Income</u>					
Less than \$40,000 pa	24	37	[61]	(37)	2
\$40,000-\$60,000 pa	21	(55)	76	24	-
More than \$60,000 pa	33	43	76	24	-

% read across

* Comparison figures for the Peer Group and National Averages are based on ratings of parking in your local town

† not asked prior to 2005

Reason For Being Not Very Satisfied

The main reasons why 115 residents who are not very satisfied with parking in Cambridge and Te Awamutu feel this way are ...

- not enough parking / need more,

"There sometimes is not enough parking in Cambridge. My friend sometimes has problems getting a carpark at the library."

"Insufficient - need more especially if Leamington Lab gets shifted into Cambridge."

"Parking in Cambridge always a problem, population increasing and as I am elderly it's a concern, can't get close to where I need to go."

"A problem especially on a Friday in the whole of Cambridge town because of a whole lot of new buildings. It's getting a bit saturated and I think there are no new parking spaces to cope with it, especially when there are things on around the district."

"Cambridge bad in main street and side streets, Victoria St and Duke St."

"At a premium on Saturday in Cambridge. A bit could be done."

"Cambridge in CBD, lack of business parking. People that work in business area haven't enough parking."

"Te Awamutu, not enough parking in the business area."

"Parking in Te Awamutu a problem on Saturday morning."

"Carparks hard during Field Days and some specific times of the week in Te Awamutu. More off street parking would solve the problem."

"Te Awamutu, not happy around public carpark by Waipa District Council."

"Not looking forward enough. Need to plan now that our town is growing so quickly."

"A hassle in Te Awamutu. Seems to be full when I want to use them. Tend to drive around, sometimes can't be bothered and go home."

"It's hard to get a park but might be better when Bank St is finished."

- angle parking better for main street / parking places reduced with development,

"Te Awamutu - parking in main street - needs angle parking."

"They changed from diagonal to parallel which means you can fit less cars. Apparently they did this because it didn't look pretty but the road is wide enough."

"Parallel parking in Te Awamutu not always very safe."

"Difficulty of parking in parallel parks."

"Prefer angle parking for the elderly."

"Te Awamutu parallel parking not suitable in main street because of all the traffic. Angle parking would be much better."

"I don't like the parallel parking in the main street, there are now places for people to sit instead of places to park."

- parking taken by workers,

"Business use them and public have no access."

"People that own businesses shouldn't park in main street."

"Disgraceful in Te Awamutu. Too many shopkeepers park outside businesses."

"Office workers park near library, can't get easy access to library."

- lack of disabled parks,

"There's not enough disabled parking in Te Awamutu."

"Cambridge - not enough mobility parks. Taken by other people not needing them."

"It is often very hard to find disability carparking in Te Awamutu."

"Should be more invalid parking places."

- better parking provision in the Post Office area.

"Can't get a park handy to the Post Office."

"It is impossible to find a park outside the Post Office in Cambridge."

"Roadworks outside Post Office, it's being upgraded I think but it won't give enough parking."

* multiple responses allowed

Summary Table - Main Reasons* For Being Not Very Satisfied With Parking In Cambridge & Te Awamutu

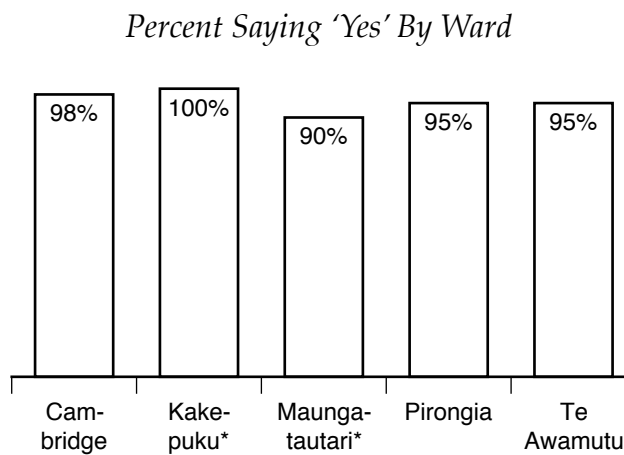
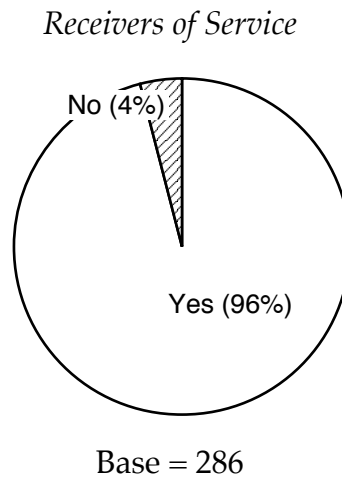
	Total District 2007 %	Ward				
		Cambridge %	Kake- puku %	Maunga- tautari %	Pirongia %	Te Awamutu %
<u>Percent Who Mention ...</u>						
Not enough parking/need more	22	23	14	17	18	27
Angle parking better for main street/ parking places reduced with development	3	-	9	-	2	8
Parking taken by workers	2	1	7	-	-	4
Lack of disabled parks	2	2	-	-	3	2
Better parking provision in the Post Office area	2	3	-	-	2	1

* multiple responses allowed

Recommended satisfaction measure for reporting purposes:
Total District = 71%

b. Kerbside Recycling

i. Usage



* Caution very small bases (<11)

In March 2007, a full weekly kerbside recycling service was introduced in urban areas. 70% of residents say they are provided with Council's weekly kerbside recycling service where they live.

96% of these households use this service.

There are no notable differences between Wards and socio-economic groups in terms of those households who use the weekly recycling service.

Main Reasons For Being Not Very Satisfied

The main reasons* residents say their household does not use the kerbside recycling service are ...

- use wheelie bin/ private collection, mentioned by 30% of residents who are provided with the service but do not use it (5 respondents),

"We use a large wheelie bin for all our waste, we could not be bothered to sort out the recycling."

"We got Waste Management from Hamilton and we can put everything in except ashes. When we had some extra green waste my husband put it out but it wasn't collected. Waste Management very good, Council a bit lacking here."

"We do the wheelie bin service. The other one just started, we have to check it out."

- not enough to recycle 24% (3 respondents).

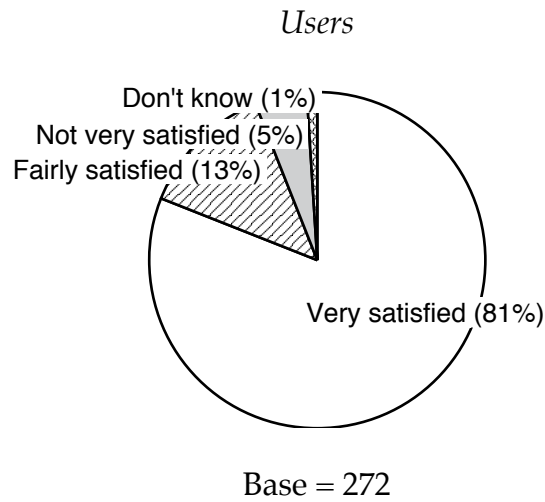
"Really don't have enough recyclables."

"Only use cardboard and burn it myself."

"Nothing to put in it (as 80+ years)."

* multiple responses

ii. Satisfaction



94% of residents* are satisfied with the kerbside recycling service, while 5% are not very satisfied.

There are no notable differences between Wards and socio-economic groups in terms of those residents* not very satisfied with the kerbside recycling service.

* those residents who are provided with the Council's weekly kerbside recycling service and whose household use the service

User Satisfaction With The Kerbside Recycling Service

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Users*</u>					
2007	81	13	94	5	1
<u>Comparison[†]</u>					
Peer Group (Provincial)	45	37	82	17	1
National Average	53	35	88	12	-
<u>Ward</u>					
Cambridge	75	19	94	6	-
Takepuku**	78	15	93	7	-
Maungatautari**	73	27	100	-	-
Pirongia	96	1	97	3	-
Te Awamutu	82	11	93	6	1

* not asked prior to 2007

[†] Peer Group and National Average refer to user satisfaction with recycling

** caution: very small bases (N<11)

Base = 272

Main Reasons For Being Not Very Satisfied

15 residents[†] are not very satisfied with the kerbside recycling service and give the following main* reasons for feeling this way ...

- recyclables left behind / mess left on road, mentioned by 2% of residents[†],

“Only take what can fit in the bins eg if you have a lot of large cardboard and put it beside the bin they will not take it. Trucks are too small.”

“If sort recyclables and put in a bag by bin, collectors don’t pick it up, just leave it.”

“Love the recycling but walking round the town there is more rubbish left on the ground now but love the service otherwise.”

“After they have collected, there are all sorts of bottles, plastic and paper in the street and they don’t pick it up.”

“Very satisfied with the service but would like them to pick up what ever they have dropped instead of leaving it to be squashed by motorists when they come out of their drives. We have a very tidy street.”

- inconsistent pick up times, 2%.

“Don’t know when they are coming.”

“When it is picked up it can be anytime during the day and if a public holiday it interrupts the days it is collected. Not consistent, can be collected after 5pm, stray dogs can get into it.”

“When it is a public holiday, not picked up on public holidays which is expected but several times it has not been picked up the next day, maybe the day after, maybe 2 days later and one week not at all. Residents should be advised when the collection will take place if their day falls on a public holiday.”

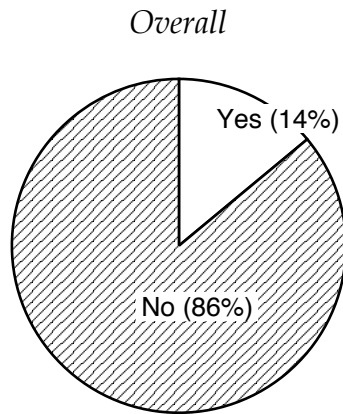
[†] those residents who are provided with the Council’s weekly kerbside recycling service and whose household use the service

* multiple responses allowed

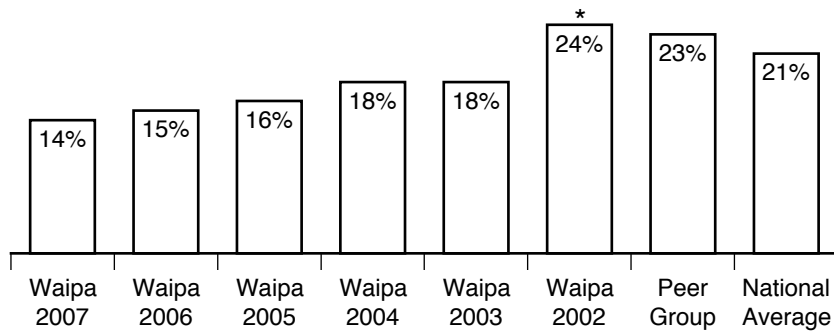


2. Contact With Council

a. Contact With A Councillor And/Or The Mayor In The Last 12 Months

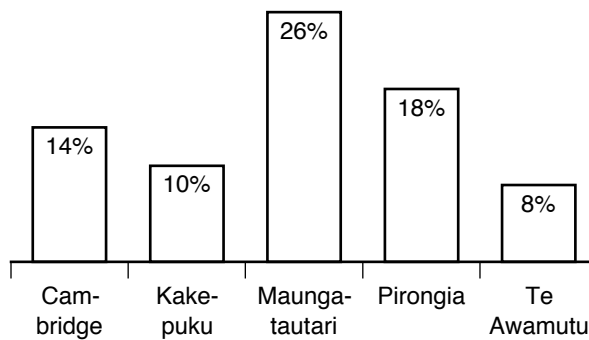


Percent Saying 'Yes' - Comparison

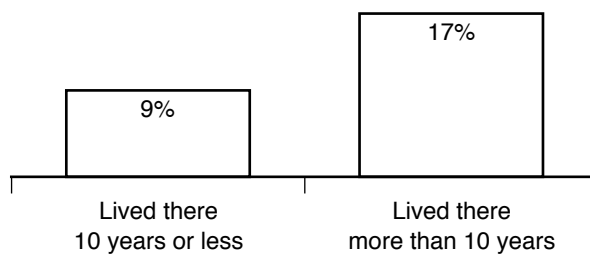


* Residents who said they have spoken to a Councillor and/or the Mayor

Percent Saying 'Yes' - By Ward



Percent Saying 'Yes' - Comparing Different Types Of Residents

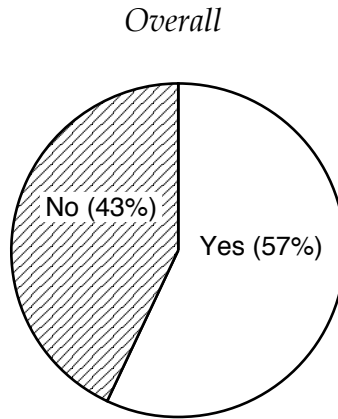


14% of residents have contacted a Councillor or the Mayor in the last 12 months, by phone, in person, in writing and/or by e-mail. This is below the Peer Group and National Averages and similar to the 2006 reading.

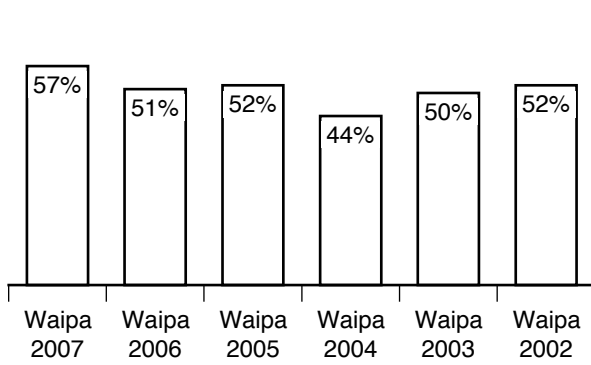
There are no notable differences between Wards and socio-economic groups, in terms of those residents who say they have contacted a Councillor or the Mayor in the last 12 months. However, it appears that longer term residents, those residing in the District more than 10 years, are slightly more likely to say 'Yes', than shorter term residents.

b. Customer Service

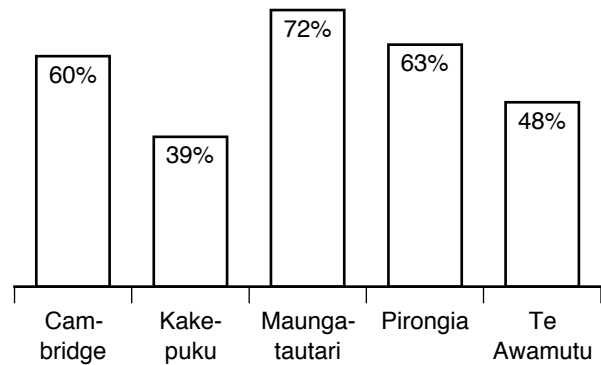
i. Have Residents Contacted The Council By Phone Or In Person, In The Last 12 Months?



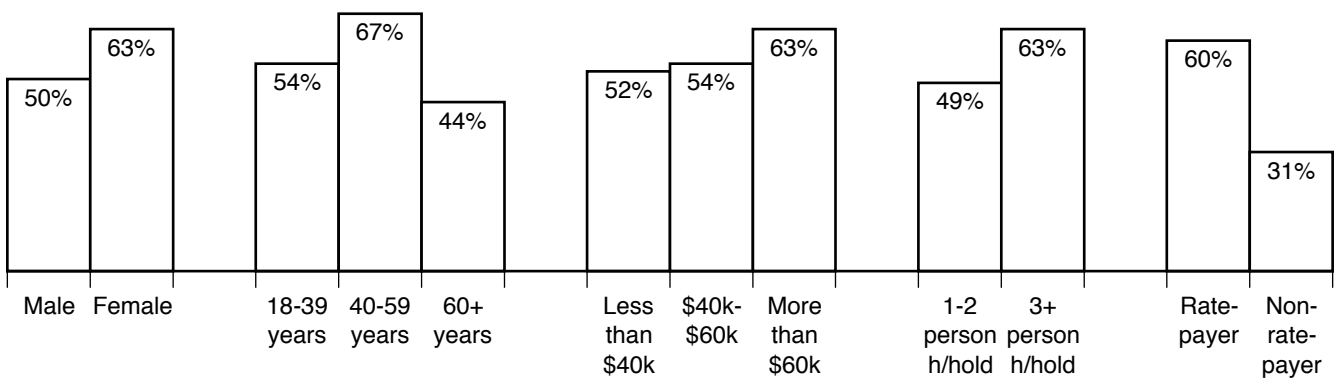
Percent Saying 'Yes' - Comparison



Percent Saying 'Yes' - By Ward



Percent Saying 'Yes' - Comparing Different Types Of Residents



57% of Waipa District residents say they have contacted the Council by phone or in person, in the last 12 months (51% in 2006).

Residents more likely to say 'Yes' are ...

- Cambridge, Pirongia and Maungatautari Ward residents,
- women,
- residents aged 18 to 59 years, in particular those aged 40 to 59 years,
- residents with an annual household income of more than \$60,000,
- residents who live in a three or more person household,
- ratepayers.

ii. What Was The Nature Of The Resident's Query?

The main types of queries mentioned by residents* are ...

- building permits / consents,

"Put in for a building permit to extend our dwelling."

"How to go about getting a building permit."

"I was advised to apply for a permit for additions that had already been made to my house when I moved in."

"Building consents and what the process was."

"About consent for putting a fire in."

- rates issues,

"Regarding payment of rates by electronic banking."

"Rates explanations."

"About rates rebate for low income people - application."

"Change of name on rates."

"Rates query."

"Just rates regarding checking due dates."

- about a property / LIM reports / plans / boundaries, etc,

"Purchase of properties - title issue."

"In regard to land tenancy - rent for leased land for a horse."

"House plans - land and house."

"Was there a covenant on the property etc."

"Section availability in town."

"Info on the property we were buying."

"House built over the boundary line by a neighbour and within 5m building code."

"Three bedroom house on section - wanted to enquire about putting it on my section."

"Relocation of a dwelling - phone and person."

"Trying to locate who owned the neighbouring property."

"A valuation query."

"Neighbour doing earthworks and we wanted to know about impact on ourselves and our property."

- dog control / registration / dog issues,

"Retrieve my dog from pound."

"Only to get them to come around and look at the dog fence. Your registration is lower if you get a dog fence."

"Dog concerns - wandering."

"About a barking dog."

"Dog was harassing animals on my property, was chasing calves."

"Dogs - lost, by employee."

"Dog complaint - dogs wandering around schools."

"Change of ownership for a dog."

- roading/ road signs/ marking/ traffic issues,

"To do with a roading issue in our rural area - Earle Rd. The maintenance on our road which is a no exit road was very poor, almost non existent. We were basically asking them what they would do about upgrading and maintaining the road. It has taken three attempts to get something concrete in writing so they are going to take the steps when they have the money."

"Roading - holes in my road - Stokes Rd."

"Roading in Maungatautari area, poorly graded gravel roads."

"Roadworks (70kph) outside my house. I contacted them that the sign had not been put back to its correct speed sign."

"About the bad marking of blind spots and high spots on our road."

"Signposts on SH1."

"Road signs pulled down in street - reporting vandalism."

"Remarking of a no parking zone for ambulance."

"Proposed pedestrian crossing on Pope Terrace. Road is very busy and dangerous for children going to school."

"Proposed closure of our road - Kane St onto the main highway."

"Cycle races, closing roads off - traffic management issues, hard to find out about closure."

"To do with roadworks near the Rowing Club when there was a regatta about to be held."

"Abandoned vehicle outside property. I rang several times. They did not collect it for 10 weeks. Transport staff were very rude."

"People's cars blocking our vision when we go out on the road. They have one sitting there permanently that has died and another one looks like it may have died and they have three other cars parked on the grass verge. The ones parked on the kerb are fine, the others block vision. It's just an accident waiting to happen."

- building department/ services/ building matters,

"We are just about to start building so have made several queries in regards to building."

"Just building queries - I'm a contractor."

"In regard to building a new shed and workshop on my property."

"To put a toilet and shower into the garage."

"We wanted to add a unit to a rental property in Wynyard St."

"About erecting a carport."

"Trying to build a fire station in Pirongia."

Summary Table - Main Types Of Queries** Mentioned By Residents Contacting Council

	Residents* who have contacted Council in last 12 months %	Ward				
		Cambridge %	† Kake- puku %	Maunga- tautari %	Pirongia %	Te Awamutu %
<u>Percent Who Mention ...</u>						
Building permit/consents	19	23	7	34	13	10
Rates issues	13	13	9	-	28	8
About a property/LIM reports/ plans/boundaries etcetera	11	10	11	7	9	15
Dog control/registration/ dog issues	9	9	-	7	13	10
Roading/road signs/marketing/ traffic issues	8	4	25	13	10	4
Building department/services/ building matters	7	3	6	6	7	11

** multiple responses allowed

† Caution: small base (N = 17)

* The 220 residents who said they had contacted Council by phone or in person, in the last 12 months.

Other queries mentioned by 5% of residents* are ...

- water issues,
- subdivision of property / property development,

by 4% ...

- tree problems,
- town planning / zoning,
- rubbish collection and disposal / recycling,

by 3% ...

- fire permits / fire issues,
- food and beverage issues,

by 2% ...

- resource consent,
- noise control,
- building inspection,
- maintenance / tidying up / control of weeds,
- footpaths,

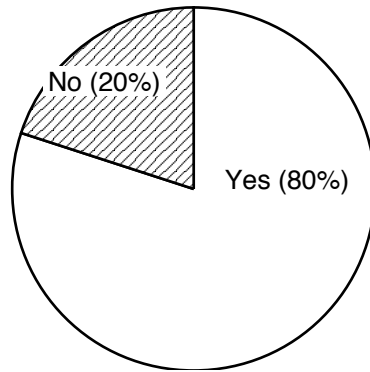
by 1% ...

- stormwater drainage / flooding,
- sewerage issues,
- check on bylaws / regulations.

* The 220 residents who said they had contacted Council by phone or in person, in the last 12 months.

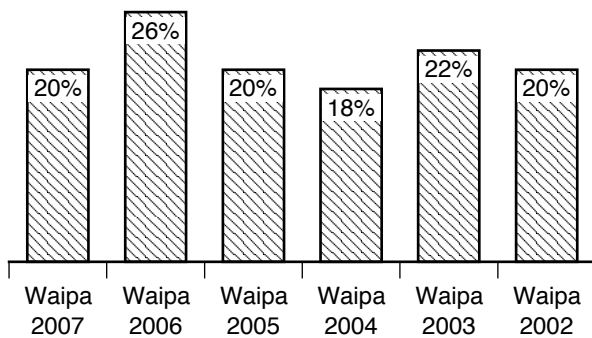
iii. Was Query Attended To In A Timely Fashion?

Residents Who Have Contacted Council In Last 12 Months

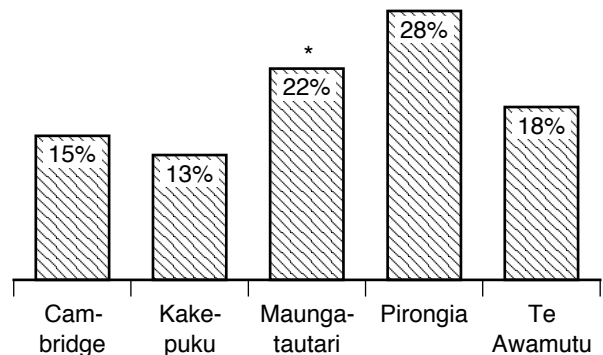


Base = 220

*Percent Saying 'No' - Comparison**



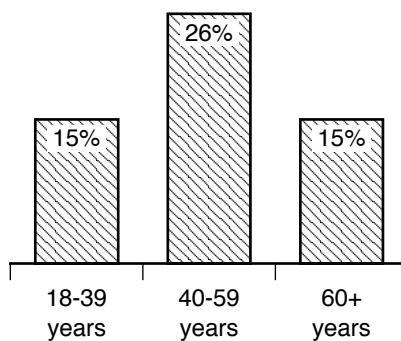
Percent Saying 'No' - By Ward



* Prior to 2006 residents were asked "Was your query attended to in a timely fashion and to your satisfaction?" In 2007 this was asked separately.

* Caution: small base

Percent Saying 'No' - Comparing Different Types of Residents



80% of residents[†] say their query was attended to in a timely fashion, while 20% say it was not.

There are no notable differences between Wards and socio-economic groups, in terms of those residents[†] who feel their query was not attended to in a timely fashion.

However, it appears that residents[†] aged 40 to 59 years are slightly more likely to say 'No', than other age groups.

[†] Those residents who have contacted Council by phone, or in person, in the last 12 months.

Analysis Of Timeliness By Main Types Of Queries

	Base**	Attended to in a Timely Fashion	
		Yes %	No %
<u>Main Queries</u>			
Building permit/ consents	43	79	21
Rates issues	29	97	3
About a property /LIM reports/ plans/ boundaries etc.	24	83	17
Dog control/ registration/ dog issues	22	86	14
Roading/ road signs/ marking/ traffic issues	19	63	37
Building department/ services/ building matters	15	87	13

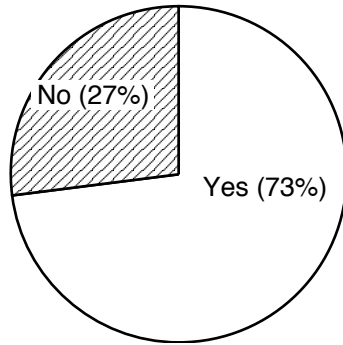
** Weighted base. Caution required as all bases are small (<30), except building permits/ consents (N=43).

79% (34 respondents) of those residents who have contacted Council in the last 12 months on building permits/ consents, said their query was attended to in a timely fashion.

This analysis, when extended across all 21 types of queries mentioned, shows that in 16 instances respondents felt their query was not dealt with in a timely fashion. This indicates that dissatisfaction with this aspect of customer service does not relate to a single issue, but rather is spread across a range of queries.

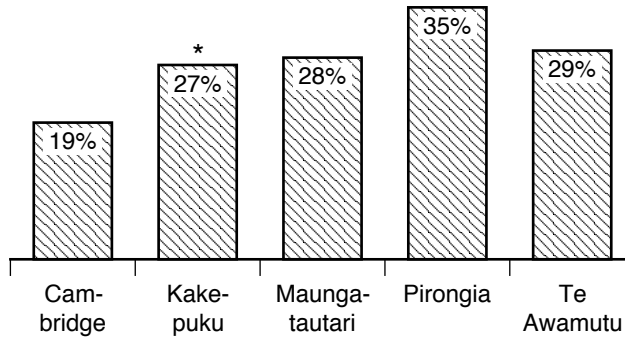
iv. Was Query Attended To Your Satisfaction?

Residents Who Have Contacted Council In Last 12 Months



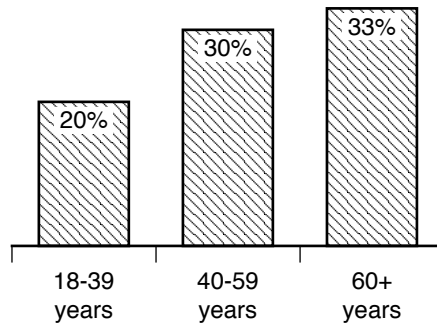
Base = 220

Percent Saying 'No' - By Ward



* Caution: small base

Percent Saying 'No' - Comparing Different Types of Residents



73% of residents[†] say their query was dealt with to their satisfaction, while 27% say it was not.

Residents[†] aged 40 years or over are more likely to say 'No', than those aged 18 to 39 years.

[†] Those residents who have contacted Council by phone, or in person, in the last 12 months.

Analysis Of Timeliness By Main Types Of Queries

	Base**	Satisfaction	
		Yes %	No %
<u>Main Queries</u>			
Building permit/ consents	43	77	33
Rates issues	29	97	3
About a property /LIM reports/ plans/ boundaries etc.	24	67	33
Dog control/ registration/ dog issues	22	64	36
Roading/ road signs/ marking/ traffic issues	19	21	79
Building department/ services/ building matters	15	73	27

** Weighted base. Caution required as all bases are small (<30), except building permits/consents (N=43).

77% (33 respondents) of those residents who have contacted Council in the last 12 months on building permits/ consents, said their query was dealt with to their satisfaction.

15 out of 19 respondents said their roading/ road signs/ marking/ traffic issue queries were not dealt with to their satisfaction.

Reasons For Dissatisfaction

62 residents said their query was not dealt with to their satisfaction and give the following main[†] reasons for feeling this way ...

- dissatisfaction outcome/ongoing problem, mentioned by 32% of residents*,

"I was asking for an inspector to come out and look at the existing fireplace and chimney because there was a crack on the outside of the house and fine cracks on the inside wall. The fire installer suggested that I get the inspection prior to application for a permit but they wouldn't, said for the installer to have a look. They didn't want to be responsible for insurance purposes. Also because they hadn't heard of the brand of fire - Te Awamutu."

"Council said they had no control over it, it was down to contractors. I said to Council they must have final say over contractor but they said they have no control over it."

"Someone came and trimmed some branches but it hasn't solved the problem. We want them taken right out."

"The outcome of a building consent application to do with a sewer connection in Kihikihi."

"Tried to change the day for a meeting but they just kept the same day, they said they had not received the message and a key person could not attend that day."

"They wouldn't take my money for registration as they didn't have the tags at the right time. I didn't want to have to come back later."

"I don't have a community services card, I have to pay for every book I borrow from the library - this shows discrimination, I don't know of any other library that does this."

"Council couldn't resolve it for me."

"I had to chase them up and then they said "No". No good reason."

"Concerted effort by neighbours to get action. Ongoing problem - gravel roads need constant grading."

"I want to use recycling but the contractor will not pick up the quantity even though I pay recycling rates."

"Owners could have been dealt with more effectively - the dog was still wandering."

- never heard back/ no responses/ no feedback, 23%,

"Didn't even get back to me about it, very rude."

"No reply by Council staff after initial query."

"We got no response. We rang 8 months ago."

"Council staff did not get back to us. Letters get lost or they don't reply."

"Wrote about relocating house to a section, chased it up a couple of times in 2 months when had heard nothing."

- slow service, 18%,

"Have been waiting 38 days for permit."

"It took much longer than we anticipated. Some papers seemed to get mislaid, very inefficient."

"Person was new and didn't know the answer so I had to wait while she found out."

"Taken over a year."

"It has taken me years and \$20,000 to get a title shift, then a new neighbour comes in here and gets one straight away for a 50km title shift. System is not fair and why did it cost me so much?"

"When you make an appointment for an inspection they show up late. If you've taken time off work to be there and they are two hours late it costs you a lot in lost work time. If you complain they are worse next time."

"It's just too long and complicated to run through. We are talking about a major project here. Been extremely difficult and time consuming."

- poor attitude / unhelpful / fobbed off, 17%.

"When contacted Council they said that I was ringing the wrong Council. I then followed the advice and was redirected to the Waipa DC. There was no record of my first call. Telephonist was very good but planning people were unbelievably inconsiderate and in fact rude."

"Outside our property visitors could not park. The Council staff had come out and had a look at it, got annoyed when I reminded him about it and he said "It was only a small car - get over it"."

"Basically, the staff are very hard to deal with."

"Unhelpful comment by Council staff - said because it happened 3 years ago and I wasn't working here, gave me the brush off."

"Passing the buck - they didn't want to know and it wasn't their fault."

"They palmed me off to someone else."

* those residents who have contacted Council by phone/in person in the last 12 months

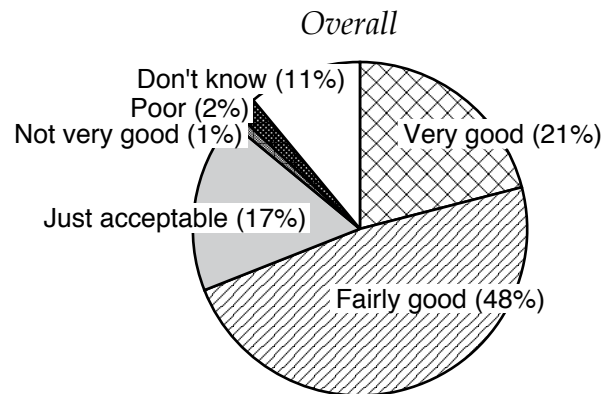
† multiple responses allowed



3. Representation

The success of democracy of the Waipa 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 wishes to understand the perceptions that its residents have on how easy or how difficult it is to have their views heard. It is understood that people's perceptions can be based either on personal experience or on hearsay.

a. **Performance Rating Of The Mayor And Councillors In The Last Year**



69% of residents rate the performance of the Mayor and Councillors over the past year as very or fairly good (60% in 2006). Waipa residents' rating of the performance of their Councillors is above the Peer Group and National Averages, in terms of those rating very / fairly good.

3% rate their performance as not very good / poor. Waipa residents are less likely than Peer Group residents and residents nationwide, to say this.

78% of residents who have spoken to the Mayor or a Councillor in the last 12 months, rate their performance as very / fairly good (55% in 2006).

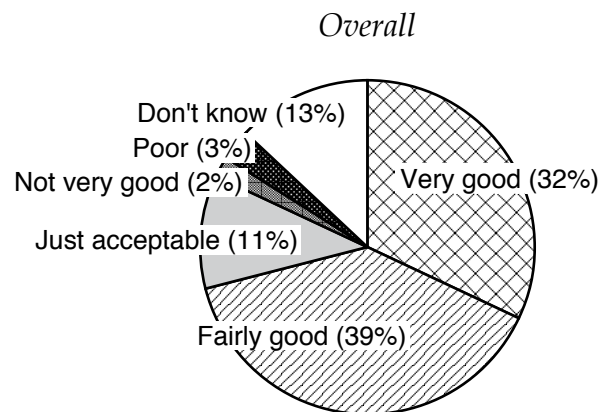
Residents who live in a one or two person household are more likely to rate the performance of the Mayor and Councillors as very / fairly good, than residents who live in a three or more person household.

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

	Rated as ...			
	Very good/ fairly good %	Just acceptable %	Not very good/Poor %	Don't know %
<u>Overall</u>				
Total District 2007	69	17	3	11
Contacted in last 12 months (56 residents)	78	10	7	5
2006	60	26	5	9
2005	69	20	4	7
2004	64	21	4	11
2003	65	23	5	7
2002	58	28	6	8
2001	43	33	14	10
2000	31	31	26	12
<u>Comparison</u>				
Peer Group Average	49	34	13	4
National Average	54	29	11	6
<u>Ward</u>				
Cambridge	73	13	6	8
Takepuku	71	11	2	16
Maungatautari	58	25	2	15
Pirongia	63	24	2	11
Te Awamutu	74	15	2	9
<u>Household Size</u>				
1-2 person household	73	15	2	10
3+ person household	65	18	4	13

% read across

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



71% of residents rate the performance of Council staff as very or fairly good. Waipa residents' rating of the performance of their Council staff is above the Peer Group and National Averages. 5% rate their performance as not very good/poor.

76% of residents who have contacted the Council in the last 12 months, rate staff performance as very/fairly good.

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

- women,
- ratepayers.

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

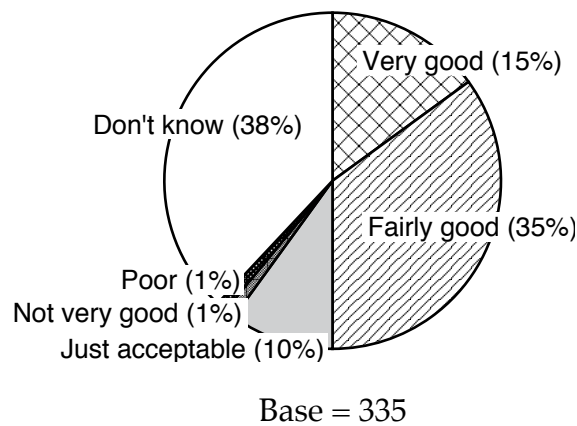
	Rated as ...			
	Very good/ fairly good %	Just acceptable %	Not very good/Poor %	Don't know %
<u>Overall</u>				
Total District 2007	71	11	5	13
Contacted in last 12 months (220 residents)	76	13	7	4
2006	72	12	4	12
2005	72	15	3	10
2004	68	13	4	15
2003	73	13	3	11
2002	68	14	2	16
2001	63	15	7	15
2000	51	17	8	24
<u>Comparison</u>				
Peer Group Average	56	26	6	12
National Average	59	23	8	10
<u>Ward</u>				
Cambridge	76	11	4	9
Kakepuku	65	13	2	20
Maungatautari	67	18	6	9
Pirongia	68	9	6	17
Te Awamutu	71	9	5	15
<u>Gender</u>				
Male	65	15	6	14
Female	76	7	4	13
<u>Ratepayer?</u>				
Ratepayer	72	10	6	12
Non-ratepayer	59	19	-	22

% read across

c. Performance Rating Of Community Board Members In The Last Year

The Cambridge Community Board serves the Cambridge and Maungatautari Wards, while the Te Awamutu Community Board serves the Te Awamutu and Kakepuku Wards.

Residents Who Have A Community Board Member



50% of residents who have a Community Board member rate their performance, in the last 12 months, as very or fairly good (45% in 2006), while 2% say it is not very good/poor. A substantial percentage (38%) are unable to comment.

Residents[†] more likely to rate the performance of Community Board members as very / fairly good are ...

- longer term residents, those residing in the District more than 10 years,
- residents with an annual household income of \$40,000 or more.

[†] Residents who have a Community Board member.

Summary Table - Performance Rating Of Community Board Members In The Last Year

	Rated as ...			
	Very good/ fairly good %	Just acceptable %	Not very good/Poor %	Don't know %
<u>Residents Who Have A Community Board Member</u>				
2007	50	10	2	38
2006	45	15	4	36
2005	51	16	2	31
2004	51	13	3	33
2003	53	13	2	32
2002	45	12	3	40
2001	41	14	8	37
2000	36	14	8	42
<u>Ward</u>				
Cambridge	53	4	3	40
Kakepuku	42	13	2	43
Maungatautari	49	12	1	38
Te Awamutu	49	13	3	35
<u>Length of Residence</u>				
Lived there 10 years or less	38	12	3	47
Lived there more than 10 years	56	8	2	34
<u>Household Income</u>				
Less than \$40,000 pa	43	10	5	42
\$40,000 - \$60,000 pa	57	14	-	29
More than \$60,000 pa	52	8	1	39

Base = 335

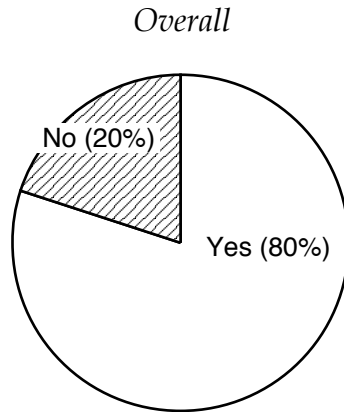
% read across

NB: Pirongia Ward does **not** have a Community Board.

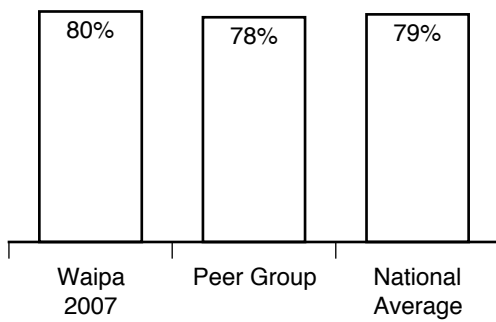


4. Local Issues

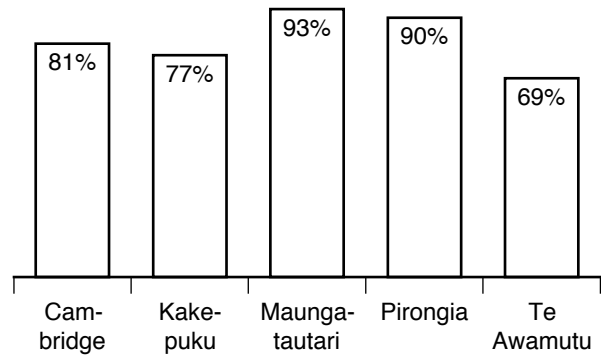
a. Internet Access



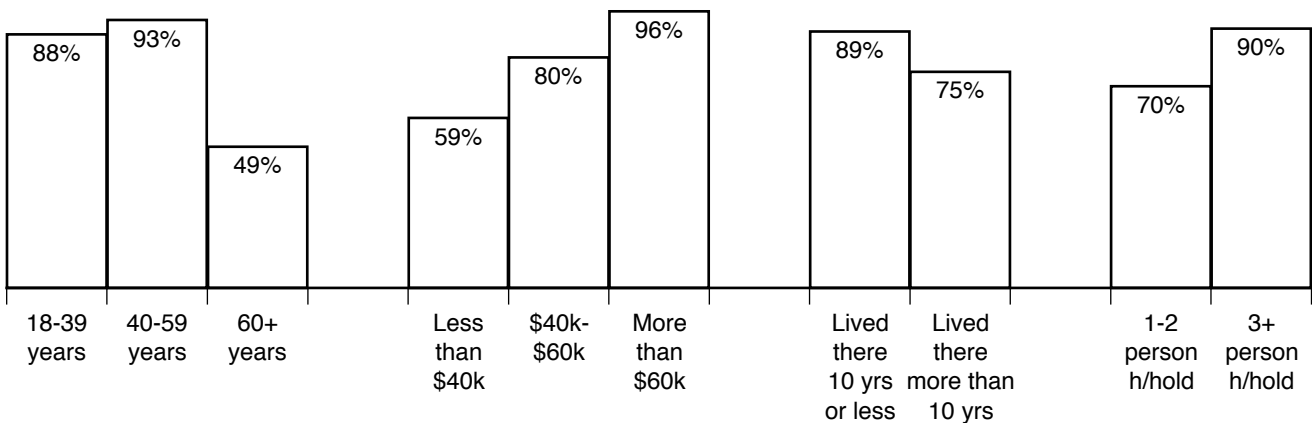
Percent Saying 'Yes' - Comparison



Percent Saying 'Yes' - By Ward



Percent Saying 'Yes' - Comparing Different Types of Residents

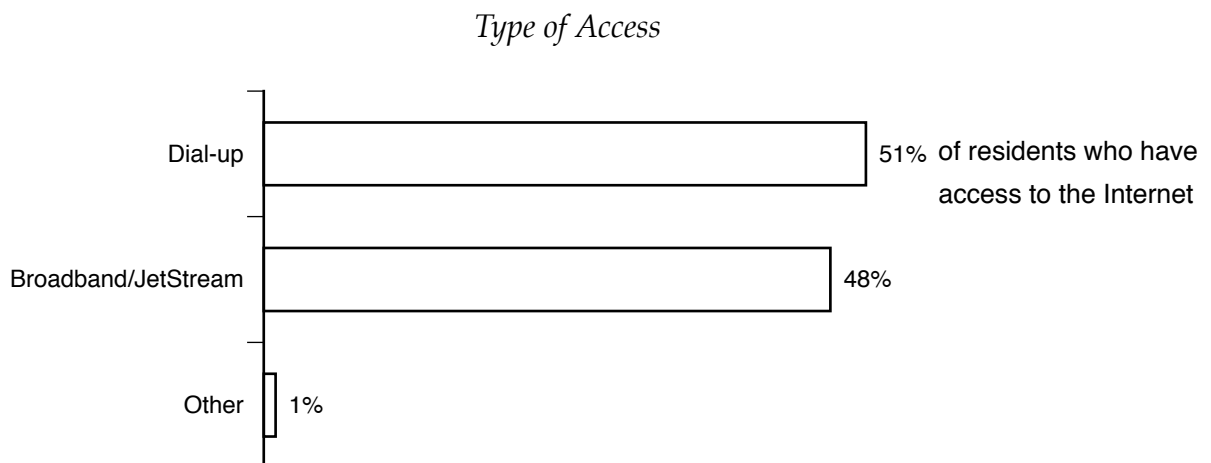


80% of residents have internet access in their household. This is similar to the Peer Group and National Averages.

Residents more likely to say 'Yes' are ...

- residents aged 18 to 59 years,
- residents with an annual household income of \$40,000 or more, in particular those with an annual household income of more than \$60,000,
- shorter term residents, those residing in the District 10 years or less,
- residents who live in a three or more person household.

It also appears that Pirongia and Te Awamutu Ward residents are slightly more likely, than other Ward residents, to have access.



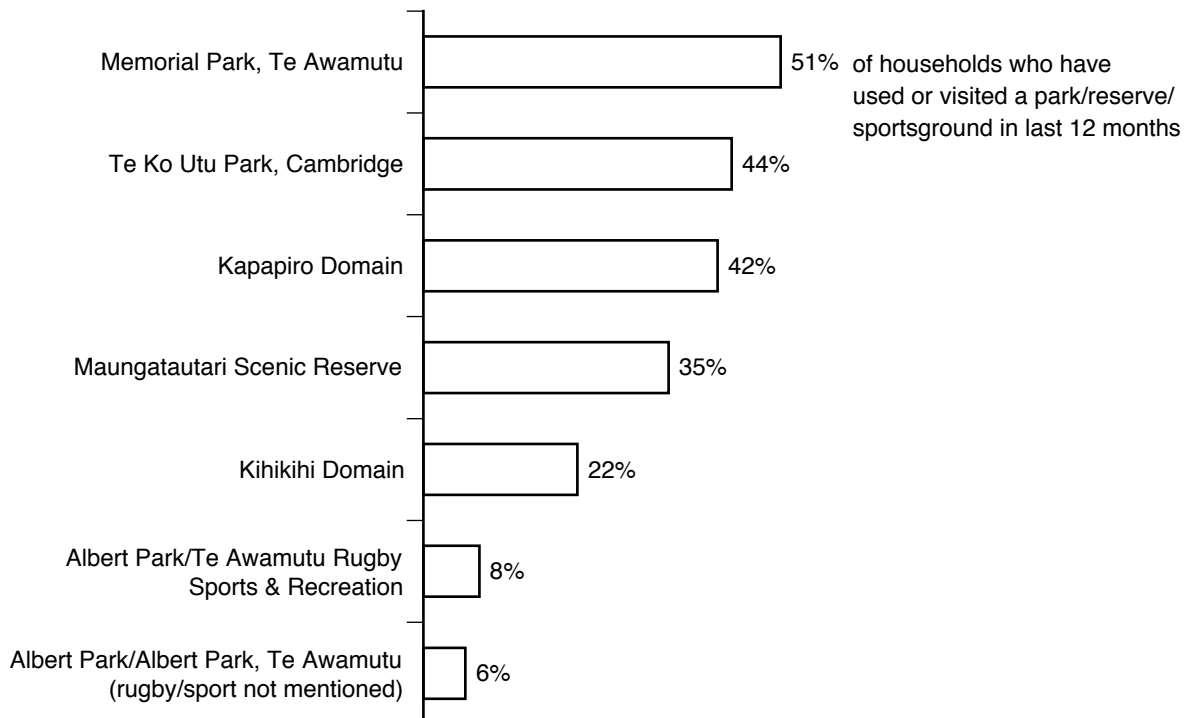
Base = 308

b. Parks and Reserves

i. Usage

In the last 12 months, 86% of households have used or visited a park or reserve (including sportsgrounds) in the District.

Main Parks/Reserves/Sportsgrounds Used and/or Visited ...*



* multiple responses allowed

Base = 338

51% of households who have used or visited a park or reserves (including sportsgrounds) in the last 12 months have used or visited Memorial Park, Te Awamutu, 44% have used / visited Te Ko Utu Park and 42% have used / visited Kapapiro Domain.

The other parks/ reserves/ sportsgrounds in the District mentioned by 5% of residents are ...

- Mt Pirongia Forest Park/ walking track/ Pirongia Mountain,
- Lake Ngaroto,

by 4% ...

- Te Awamutu Rose Gardens,
- Leamington Domain,
- Leamington Parks/ Leamington Green Belt,

by 3% ...

- Te Awamutu Netball courts,
- Cambridge Soccer Grounds/ Soccer Ground Vogel Street,
- Pirongia Rugby Sports Club/ Ground,
- Pirongia Sportsgrounds,

by 2% ...

- Victoria Park/ Band Rotunda - Te Awamutu,
- Hautapu Rugby Grounds,
- Rugby Grounds/ Park (unspecified),
- Anchor Park, Te Awamutu,
- Pirongia Park Reserve,
- Leamington Netball Courts,
- Te Awamutu Sports Stadium/ Cycling Stadium,
- Gwyneth Common, Leamington,
- BMX Track/ Skateboard Bowl/ Centennial Park,
- Thornton Rd Park, Cambridge,

by 1% ...

- Maungakawa Scenic Reserve,
- Athletic Park/ Grounds - Cambridge/ Leamington/ Hautapu (unspecified),
- Cambridge Netball Courts,
- Sherwin Park,
- Te Awamutu Events Centre/ Swimming Pool Complex,
- Bowling Green/ Club/ Te Awamutu Bowling Club,
- Polo Grounds in Cambridge/ Leamington,
- Yardley's Bush,
- Netball Courts (not specified),
- Cricket/ Cambridge Cricket,
- Cambridge Rugby Ground.

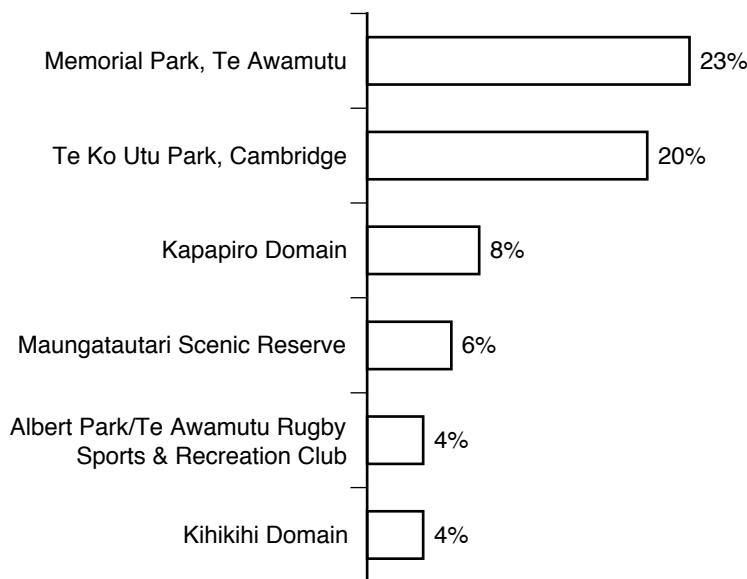
The main parks or reserves (including sportsgrounds) households[†] have used /or visited that are not in the District are ...

- Hamilton Lake, mentioned by 5% of users / visitors,
- Hamilton Gardens, 3%,
- Arapuni Park / Lake Arapuni, 2%,
- Waikato Stadium / Rugby Stadium / Sedden St, 2%,
- Hamilton (unspecified), 2%,
- Rugby Parks elsewhere, 2%.

15% households[†] mentioned other parks / reserves / sportsgrounds in the District and 19% mentioned others not in the District.

[†] those households who have used or visited a park or reserve (including sportsgrounds) in the District in the last 12 months (N=338)

Main Park, Reserve or Sportsground Used and/or Visited Most Often



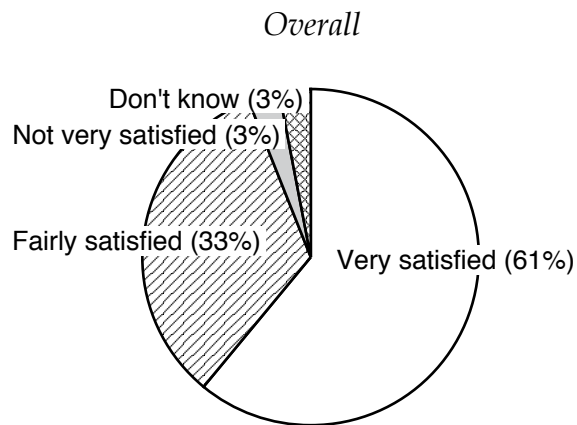
Base = 338

23% of households[†] say the main park, reserve or sportsground they visit is Memorial Park and 20% mention Te Ko Utu Park.

[†] those households who have used or visited a park, reserve or sportsground in the District in the last 12 months (N=338)

ii. Satisfaction

(i) *Provision (that is, the number and location)*



94% of residents are satisfied with the provision of parks and reserves in the District, including 61% who are very satisfied. 3% are not very satisfied and 3% are unable to comment.

The percent not very satisfied is similar to the averaged Peer Group and National Averages for parks and reserves and sportsgrounds and playgrounds.

94% of users/visitors are satisfied while 4% are not very satisfied.

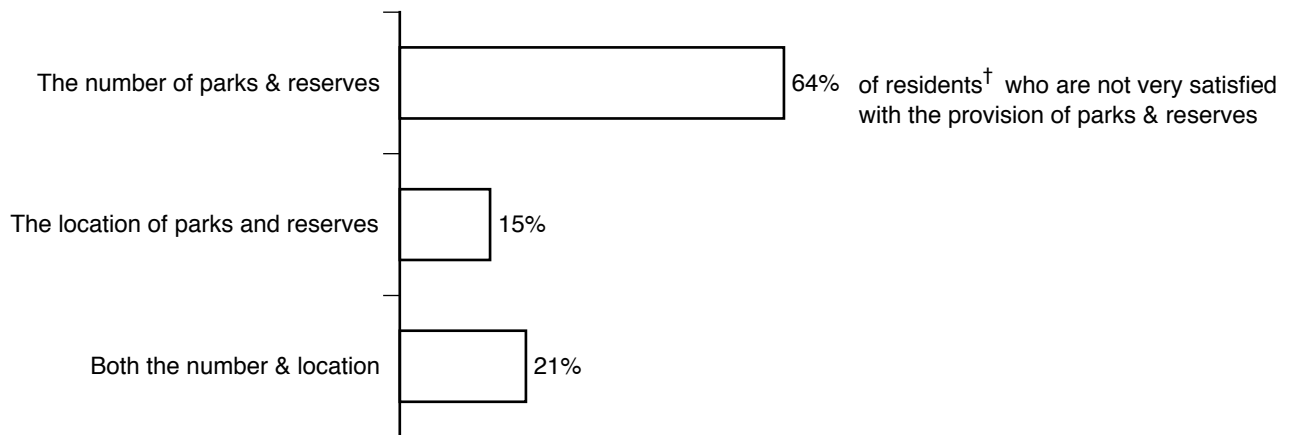
There are no notable differences between Wards and socio-economic groups, in terms of those residents not very satisfied with the provision of parks and reserves.

Satisfaction With The Provision of Parks and Reserves (ie, Number and Location)

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Total District</u>					
2007	61	33	94	3	3
Users/Visitors	63	31	94	4	2
<u>Comparison*</u>					
Peer Group (Provincial)	50	42	92	4	4
National Average	52	40	92	5	3
<u>Ward</u>					
Cambridge	57	39	96	1	3
Takepuku	58	30	88	9	3
Maungatautari	72	20	92	-	8
Pirongia	66	31	97	3	-
Te Awamutu	56	36	92	6	2

* Peer Group and National Average refer to the averaged ratings for parks and reserves and sportsgrounds and playgrounds

Percentage of Residents Not Very Satisfied With ...



64% of residents[†] who are not very satisfied with the provision of parks and reserves are not very satisfied with the number of these facilities.

Base = 14[†]

[†]Caution: small base

Reasons Residents Feel This Way

The 14 residents who are not very satisfied with the provision of parks and reserves give the following main* reasons for feeling this way ...

- need more / not enough / development needed, mentioned by 1% of all residents,

"Ohaupo could do with another park or reserve."

"Need more parks where you can exercise your dogs."

"Need more parks if new development goes ahead."

"Size - in Te Awamutu."

"More passive recreation development needed in Gecks Park, Karapiro area, (walking etc).

It has been planned but taking a long time to happen."

- need more to do / better equipment, 1%,

"Need more things to do in parks for young children - more playgrounds."

"Better playground equipment needed in Te Awamutu."

"Not young people friendly - need more facilities for the teenagers."

"More bike tracks for teens - mountain bikes."

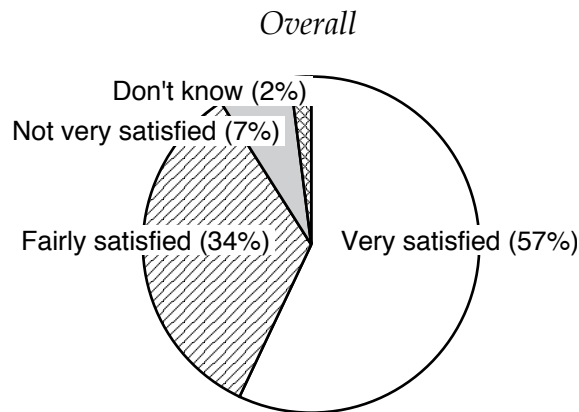
- could be improved, 1%.

"Memorial Park where children need constant adult supervision because of water hazards, danger to kiddies falling in - that needs to be fenced off."

"More seating for mothers to watch."

* multiple responses allowed

(ii) *Management*



91% of residents are satisfied with the management of the District's parks and reserves, including 57% who are very satisfied. 7% are not very satisfied and 2% are unable to comment.

The percent not very satisfied is on par with the averaged Peer Group Average and similar to the averaged National Average for parks and reserves and sportsgrounds and playgrounds.

91% of users/visitors are satisfied while 8% are not very satisfied.

Women are more likely, than men, to be not very satisfied with the management of the District's parks and reserves.

Satisfaction With The Management of the District's Parks and Reserves

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Total District</u>					
2007	57	34	91	7	2
Users/Visitors	57	34	91	8	1
<u>Comparison*</u>					
Peer Group (Provincial)	50	42	92	4	4
National Average	52	40	92	5	3
<u>Ward</u>					
Cambridge	51	37	88	9	3
Takepuku	56	37	93	2	5
Maungatautari	65	33	98	1	1
Pirongia	53	39	92	7	1
Te Awamutu	62	27	89	9	2
<u>Gender</u>					
Male	62	33	95	3	2
Female	52	35	87	11	2

* Peer Group and National Average refer to the averaged ratings for parks and reserves and sportsgrounds and playgrounds

Reasons For Being Not Very Satisfied

29 residents who are not very satisfied with the management of the District's parks and reserves give the following main* reasons for feeling this way ...

- more maintenance / upkeep required, mentioned by 3% of all residents,

"Albert Park needs better maintenance. Victoria Park - Council needs to maintain it better."

"Need to attend to weeds - Te Ko Utu Park has lots of woolly nightshade and no one does anything about it."

"More frequently mowed, leaves picked up. Not enough care taken in looking after them in general."

"Pirongia reserves are not cared for at all, they are a disgrace."

"Maintenance of Leamington Park - it is run down."

"Just the maintenance, the stone bridge is about to give way, it needs fixing up."

"Sometimes the toilet facilities at the Karapiro Domain are very poor. They should be better maintained as so many people use the area."

"Te Awamutu - the toilets need much more attention."

"A lot of playground stuff is broken. No tape up to warn of danger."

- upgrading / improvements needed, 2%,

"Our parks need updating. Sad water features, very old."

"Tree Trust area - there is an area below the steps that is quite steep, slippery and dangerous and people have had major falls there - definitely needs attention. (Going in from Leamington cemetery end of track down towards the stream)."

"They should get on with developing the lake area in Te Ko Utu Park, it would make the whole park better - this work is taking a very long time."

"Need more seating around the lake. Children and older people need to sit down."

"The play area in Memorial Park is very close to the pond where the ducks swim. I feel the play area should be fenced off for safety."

"Have pre-school children and the parks aren't fenced off from the roads."

- need more playground equipment, 2%,

"Thorndon Park needs more basic slides and swings."

"They need some swings and toddler activities at Pirongia Park."

"Have only provided swing, slide and seesaw - should be more interesting with adventure playground - this is at Lamb St."

"At Memorial Park a lot of playground stuff is missing. Hazelmere Park needs more kiddies things."

- pond / lake need cleaning / dirty / disgusting, 2%.

"Pond at Memorial Park needs cleaning."

"They need to sort the pond out in Rewi St, it's a pigsty in one of their parks."

"Te Awamutu Park - lots of rubbish in pond and looks dirty and yuk."

"Te Ko Utu needs work on it - nice park but lake looks mucky and horrible."

* multiple responses allowed

c. Museums

i. Usage

Frequency of Visits

	Te Awamutu Museum %	Cambridge Museum %
Three times or more	20	2
Once or twice	61	18
Not at all	19	80

Base = 99

In the last 12 months, 23% of households have visited a Museum in the District (36% in 2006).

Of these, 81% have visited the Te Awamutu Museum in the last 12 months, while 20% have visited the Cambridge Museum.

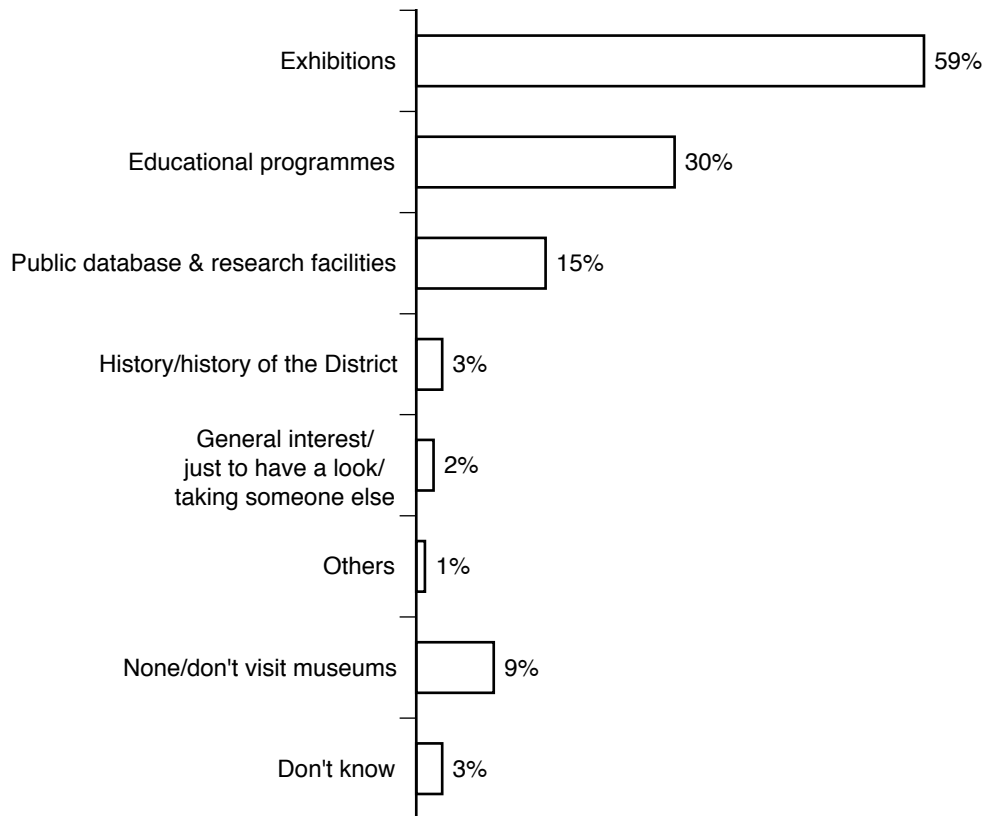
Longer term residents, those residing in the District more than 10 years, are more likely to say they, or a member of their household, have visited the Te Awamutu Museum, than shorter term residents.

There are no notable differences between socio-economic groups, in terms of those residents who say they, or a member of their household, have visited the Cambridge Museum.

(NB: No comparisons are made between Wards and some socio-economic groups as the bases are small <30).

ii. Preferred Services

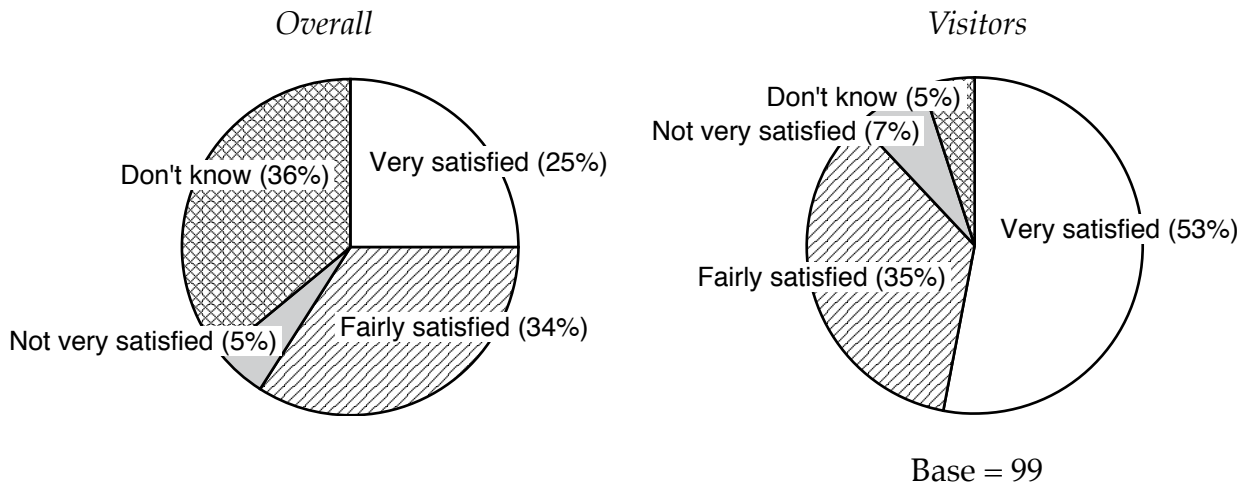
Regardless of whether or not residents have visited a Museum in the District in the last 12 months, the services they would be most* likely to use are:



* multiple responses allowed

The main museum services residents would most likely use are exhibitions (59%), educational programmes (30%) and public database and research facilities (15%).

iii. Satisfaction



59% of residents are satisfied with the Museums in the District, including 25% who are very satisfied, while a significant percentage (36%) are unable to comment on this Council service. 5% of residents are not very satisfied with Museums.

83% of visitors are satisfied with the Museums in the District and 7% not very satisfied.

The percent not very satisfied is on par with the Peer Group Average and similar to the National Average and the 2006 reading.

There are no notable differences between Wards and socio-economic groups, in terms of those not very satisfied with Museums.

Satisfaction With Museums

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2007	25	34	59	5	36
2006	27	29	56	6	38
Visitors	53	35	88	7	5
<u>Comparison</u>					
Peer Group (Provincial)	32	26	58	8	34
National Average	45	20	65	6	29
<u>Ward</u>					
Cambridge	19	27	46	7	47
Takepuku	27	44	71	6	23
Maungatautari	11	34	45	5	50
Pirongia	33	37	70	2	28
Te Awamutu	30	37	67	6	27

% read across

* not asked prior to 2006

Reason For Being Not Very Satisfied

The main reasons* given by the 21 residents not very satisfied with Museums are ...

- premises are too small, mentioned by 3% of residents*,

"Too small - they need something bigger."

"Cambridge needs a much bigger building with room to display things. They have to store a lot of things out the back which is a shame."

"Cambridge Museum - feel the the woman curator copes admirably in a tiny space. Needs far more room."

"Te Awamutu - Museum is too small and doesn't give opportunity to display - need bigger premises."

"Staff are very good but the area is too small and they can't exhibit the items they have available."

- better display / more interesting / variety, 2%,

"Room for improvement, could have more displays, vary them more - more variety."

"Lack of interesting exhibitions."

"More exhibitions at the Cambridge Museum."

"Only local history, not a variety of items, not very interesting."

"Not for young people."

"Not my idea of a Museum, too much like Te Papa Museum."

- better advertising / promotion, 1%,

"Needs more publicity - Cambridge Museum."

"Better advertising so we'd know more about what is there."

"Doesn't market itself very well, needs to be promoted more effectively."

- premises need improving / more modern premises, 1%.

"Need more modern premises, specifically designed."

"We need a proper building. It needs to be brought under the Council and get Council funding - Cambridge."

"Feeling about it - is a dusty Museum."

* multiple responses allowed

Recommended satisfaction measure for reporting purposes:		
Total District	=	59%
Visitors	=	88%

E. APPENDIX

Base by Sub-sample

		Actual respondents interviewed	*Expected numbers according to population distribution
<u>Ward</u>	Cambridge	123	122
	Takepuku	42	39
	Maungatautari	50	52
	Pirongia	71	76
	Te Awamutu	120	117
<u>Gender</u>	Male	198	194
	Female	208	212
<u>Age</u>	18 to 39 years	109	158
	40 to 59 years	157	150
	60+ years	140	98

* Interviews are intentionally conducted to give a relatively robust sample base within each Ward, to allow for comparisons between the Wards. 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. Please also see pages 2 to 4.

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