

**WAIPA DISTRICT COUNCIL  
COMMUNITRAK™ SURVEY  
MAY 2015**



# **COMMUNITRAK™ SURVEY**

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

**PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:**

### **WAIPA DISTRICT COUNCIL**

### **MAY 2015**



**National Research Bureau Ltd  
PO Box 10118, Mt Eden, Auckland, New Zealand  
P (09) 6300 655, F (09) 6387 846, [www.nrb.co.nz](http://www.nrb.co.nz)**



# CONTENTS

Page No.

A.	SITUATION AND OBJECTIVES .....	1
B.	COMMUNITRAK™ SPECIFICATIONS .....	2
C.	EXECUTIVE SUMMARY.....	6
D.	MAIN FINDINGS.....	22
1.	Council Services/Facilities.....	23
a.	Satisfaction With Council Services/Facilities .....	24
i.	Footpaths - Maintenance .....	24
ii.	Roads - Maintenance (excluding State Highways).....	28
iii.	Roads - Safety (excluding State Highways).....	32
iv.	Parking In Cambridge And Te Awamutu.....	36
v.	Stormwater Services.....	40
vi.	Water Treatment And Supply .....	44
vii.	Control Of Dogs.....	49
viii.	Noise Control Services (excluding traffic noise and barking dogs)....	53
ix.	Parks And Reserves (including Sportsgrounds).....	56
x.	Town Planning (including Planning and Inspection Services).....	59
xi.	Building Compliance And Building Inspections .....	63
xii.	Land-Use And Subdivision Consents .....	66
xiii.	Wastewater Services (that is, the Sewerage System).....	70
xiv.	Kerbside Or Roadside Recycling Service.....	74
xv.	District Libraries .....	78
xvi.	Museums .....	83
xvii.	Civil Defence Organisation.....	89
xviii.	Swimming Pools.....	92
xix.	Public Toilets .....	96
xx.	Cemeteries .....	99
2.	Customer Service.....	102
a.	Have Residents Personally Contacted The Council, In The Last 12 Months? .....	103
b.	Method Of Contact .....	104
c.	How Easy Was It To Make Contact?.....	106
d.	What Was The Nature Of The Resident's Main Query?.....	108
e.	Was Query Attended To In A Timely Fashion?.....	110
f.	Was Query Attended To Your Satisfaction?.....	113
g.	Suggested Improvements .....	117
3.	Communication .....	118
a.	Internet.....	119
i.	Access.....	119
b.	Council's Website .....	121
i.	Visited Council's Website In Last 12 Months .....	121
ii.	Level Of Satisfaction .....	123
c.	Council's Facebook Page.....	125
i.	Visited Council's Facebook Page In Last 12 Months.....	125
ii.	Level Of Satisfaction .....	126
d.	Reasons Residents Have Not Visited Council's Website And/Or Council's Facebook Page.....	127



# CONTENTS (continued)

	Page No.
4. Progressing The House Of Waipa .....	129
a. Satisfaction With The Amount Of Business Or Commercial Development.....	130
b. Do They Offer Good Value For Money? .....	132
5. Environmental And Cultural Champions .....	134
a. Satisfaction That The Cultural Facilities And Events In Resident's Community Adequately Represent The Cultural Diversity Of Their District .....	135
b. How Highly Do Residents Value The Heritage Of The District.....	138
c. Natural Environment.....	140
i. Satisfaction .....	140
d. How Satisfied Are Residents That Council Does A Good Job Protecting And Valuing The History Of The Area? .....	142
6. Connecting With Our Community .....	144
a. Satisfaction With The Way Council Involves The Public In The Decisions It Makes .....	145
b. Seen/ Aware Of Council's Future Proposals .....	147
c. Which Method Would Residents Most Prefer Council To Use?.....	148
d. How Likely Are Residents To Talk Positively About Waipa District Council? .....	150
e. How Likely Are Residents To Promote Waipa As A Good Place To Live? .....	152
7. Place To Live.....	154
a. Place To Live .....	155
b. Quality Of Life.....	157
8. Representation .....	159
a. Contact With A Councillor And /Or The Mayor In The Last 12 Months...	160
b. Performance Rating Of The Mayor And Councillors In The Last Year.....	162
c. Performance Rating Of The Council Staff In The Last Year.....	164
d. Performance Rating Of Community Board Members In The Last Year.....	166
E. APPENDIX .....	168

**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 partner the community in promoting the wellbeing of the Waipa District and its people.”*

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 2015.

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 2015.

Council also has the benefit, where applicable, of comparing the 2015 results with results obtained in 2000-2014. 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 401 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	141
Takepuku	37
Maungatautari	41
Pirongia	60
Te Awamutu	122
<b>Total</b>	<b><u>401</u></b>

### 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; that is, each residential (non-business) number selected was chosen in a systematic, randomised way (in other words, at a regular interval), in order to spread the numbers chosen in an even way across all relevant phone book pages.

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 44 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 has the next birthday.

## Call Backs

Three call backs, ie, four calls in all, were made to a residence before the number was replaced in the sample. Call backs were made on a different day or, in the case of a weekend, during a different time period, ie, 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 2013 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 May and Sunday 17 May 2015.

## 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 1,003 interviews conducted in November 2014,
- 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 2013 Census data.

## Comparisons With National Communitrak™ Results

Where survey results have been compared with Peer Group and /or National Average results from the November 2014 National Communitrak™ Survey, NRB has used the following for comparative purposes, for a sample of 400 residents:

above / below	±7% or more
slightly above / below	±5% to 6%
on par with	±3% to 4%
similar to	±1% to 2%

## Margin Of Error

The survey is a quota sample, designed to cover the important variables within the population. Therefore, we are making the assumption that it is appropriate to use the error estimates that would apply to a simple random sample of the population.

The following margins of error are based on a simple random sample. The maximum likely error limits occur when a reported percentage is 50%, but more often than not the reported percentage is different, and margins of error for other reported percentages are shown below. The margin of error approaches 0% as a reported percentage approaches either 100% or 0%.

Margins of error rounded to the nearest whole percentage, at the 95 percent level of confidence, for different sample sizes and reported percentages are:

Sample Size	Reported Percentage				
	50%	60% or 40%	70% or 30%	80% or 20%	90% or 10%
500	±4%	±4%	±4%	±4%	±3%
450	±4%	±4%	±4%	±4%	±3%
400	±5%	±5%	±5%	±4%	±3%
300	±6%	±6%	±5%	±5%	±3%
200	±7%	±7%	±6%	±6%	±4%

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. At the 95 percent level of confidence, the margin of error for a sample of 400 respondents, at a reported percentage of 50%, is plus or minus 5%.

## Significant Difference

This is a test to determine if the difference in a result between two separate surveys is significant. Significant differences rounded to the nearest whole percentage, at the 95 percent level of confidence, for different sample sizes and midpoints are:

Sample Size	Midpoint				
	50%	60% or 40%	70% or 30%	80% or 20%	90% or 10%
500	6%	6%	6%	5%	4%
450	7%	7%	6%	6%	4%
400	7%	7%	6%	6%	4%
300	8%	8%	7%	6%	5%
200	10%	10%	9%	8%	6%

The figures above refer to the difference between two results that is required, in order to say 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 7%, given a 95 percent level of confidence, where the midpoint of the two results is 50%.

**Please note that while the Communitrak™ survey report is, of course, available to residents, the Mayor and Councillors, and Council staff, it is not available to research or other companies to use or leverage in any way for commercial purposes.**

\* \* \* \* \*





## 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, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013 and 2014 Communitrak survey results.





## COUNCIL SERVICES/FACILITIES

### Summary Table: Satisfaction With Services/Facilities

	Waipa 2015		Waipa 2014	
	Very / fairly satisfied %	Not very satisfied %	Very / fairly satisfied %	Not very satisfied %
District library <sup>†</sup>	95 =	3 =	96	4
Parks and reserves (including sportsgrounds)	93 =	6 =	90	7
Museums <sup>†</sup>	88 =	8 =	90	10
Kerbside or roadside recycling service	86 =	12 =	83	14
Roads - safety	84 =	16 =	83	16
Roads - maintenance	83 =	17 =	82	17
Dog control	79 =	9 =	77	13
Maintenance of footpaths	79 =	14 ↓	75	19
Public toilets	78 =	9 =	80	9
Cemeteries	74 =	2 =	73	2
Parking in Cambridge and Te Awamutu	74 ↓	25 ↑	82	17
Wastewater services	64 =	3 =	65	3
Noise control services	64 ↓	5 =	72	4
Stormwater services	64 ↑	12 ↓	58	22
Water treatment and supply	59 ↓	18 =	65	18
Swimming pools	51 =	30 ↑	54	24
Building compliance and building inspections	50 =	9 =	52	7
Town planning	48	11	NA	NA
Civil Defence organisation	40 ↓	2 =	49	2
Land-use and subdivision consents	39 =	13 =	40	13

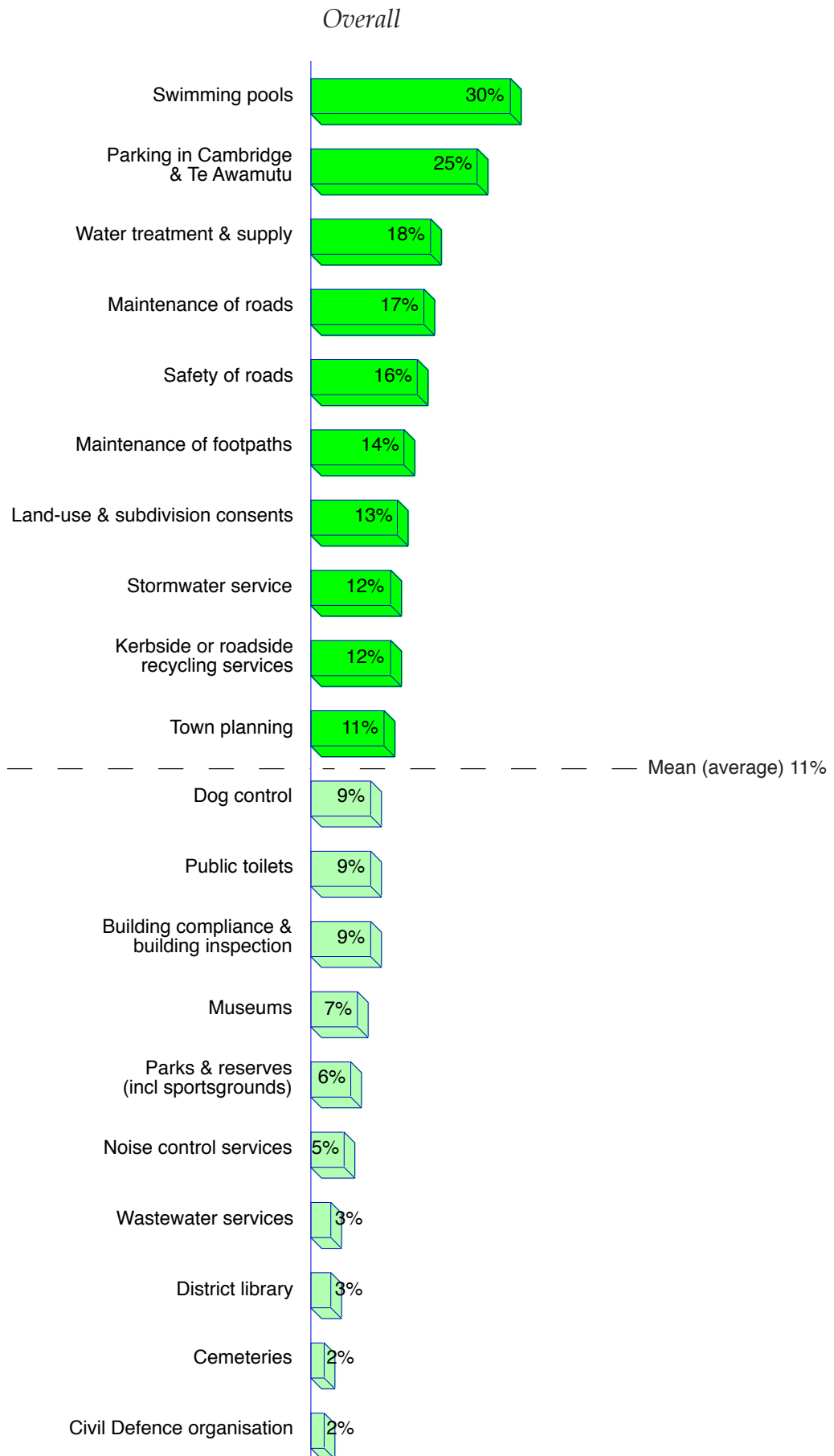
Key:    ↑ above / slightly above 2014 reading ↓ below / slightly below 2014 reading = similar / on par
--------------------------------------------------------------------------------------------------------------

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

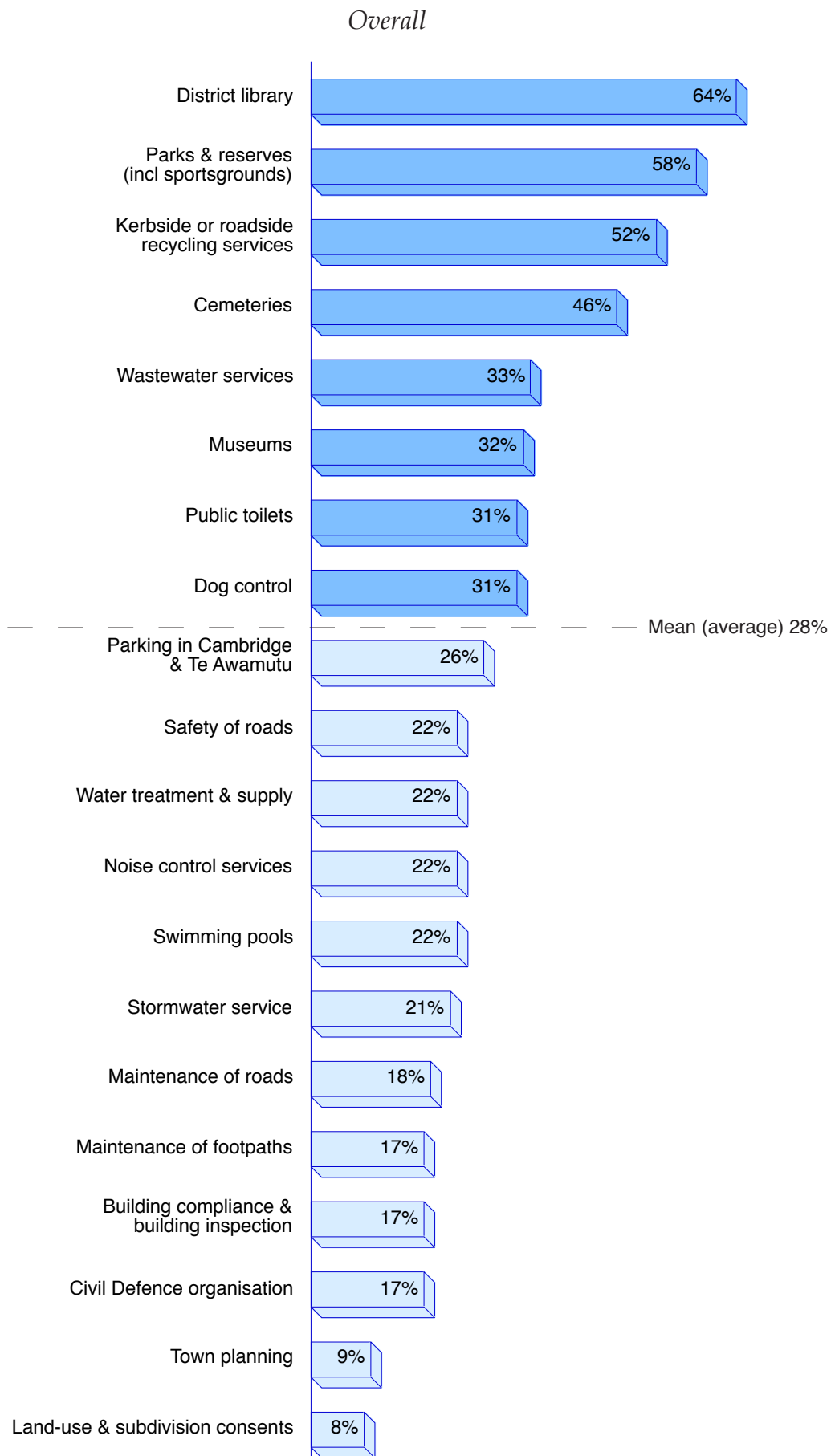
NA: not asked

<sup>†</sup> users / visitors

## Percent Saying They Are Not Very Satisfied With ...



## Percent Saying They Are Very Satisfied With ...





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

	Waipa %	Peer Group %	National Average %
• swimming pools	30	12	10
• water treatment and supply	18	**8	**9

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

• parking in Cambridge and Te Awamutu	25	°°25	°°31
• maintenance of roads	17	*28	*21
• road safety	16	*28	*21
• maintenance of footpaths	14	†21	†23
• town planning	11	19	19
• dog control	9	18	20
• public toilets	9	18	19
• building compliance and building inspections	9	◊◊19	◊◊19
• noise control services	5	+++11	+++11
• Civil Defence organisation	2	4	8

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

• kerbside or roadside recycling service	12	++12	++12
• stormwater services	12	11	13
• museums	7	6	4
• parks and reserves (including sportsgrounds)	6	◊3	◊4
• wastewater services	3	°6	°6
• library	3	2	2
• cemeteries	2	2	4

\* these figures are based on roading in general

\*\* these figures are based on the water supply in general

° these figures are based on the sewerage system

°° these figures are based on parking in local town/city

◊ these figures are based on the **averaged** readings for parks and reserves **and** sportsgrounds and playgrounds as these were asked separately in the 2014 National Communitrak Survey

◊◊ these figures are based on town planning, including planning and inspection services

† these figures are based on footpaths in general

++ these figures are based on recycling in general

+++ these figures are based on noise control in general (does not exclude traffic noise and barking dogs)



## Readings - Excluding Don't Knows

	Base	Very / fairly satisfied %	Not very satisfied %
Cemeteries	299	98	2
District libraries	351	97	3
Civil Defence Organisation	155	96	4
Wastewater services	264	96	4
Parks and reserves (including sportsfields)	396	94	6
Noise control services	272	92	8
Dog control <sup>†</sup>	355	90	11
Museums	276	90	10
Public toilets	349	89	11
Kerbside or roadside recycling service	393	88	12
Maintenance of footpaths <sup>†</sup>	364	86	15
Building compliance and building inspections	233	84	16
Roads - safety	397	84	16
Maintenance of roads <sup>†</sup>	397	84	17
Stormwater services	299	84	16
Town planning	232	81	19
Water treatment and supply	302	77	23
Parking in Cambridge	398	75	25
Land use and subdivision consents	213	75	25
Swimming pools <sup>†</sup>	323	62	37

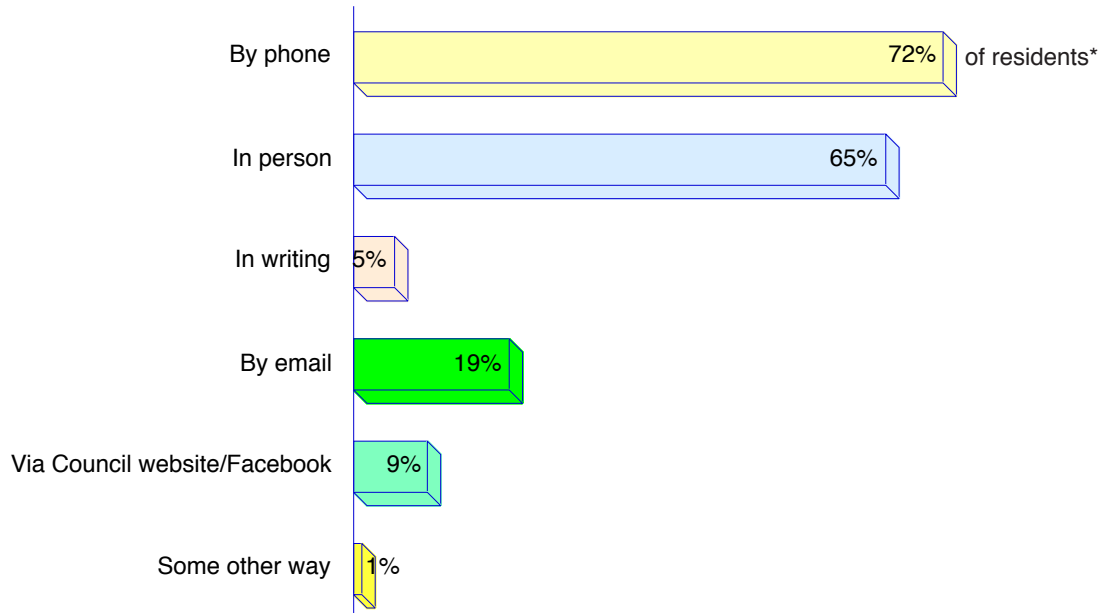
For those services / facilities where the reading is 90% or more, the 'don't reading' is high >10% and / or the overall not very satisfied reading is low (<10%).

<sup>†</sup> does not add to 100% due to rounding

## CUSTOMER SERVICE

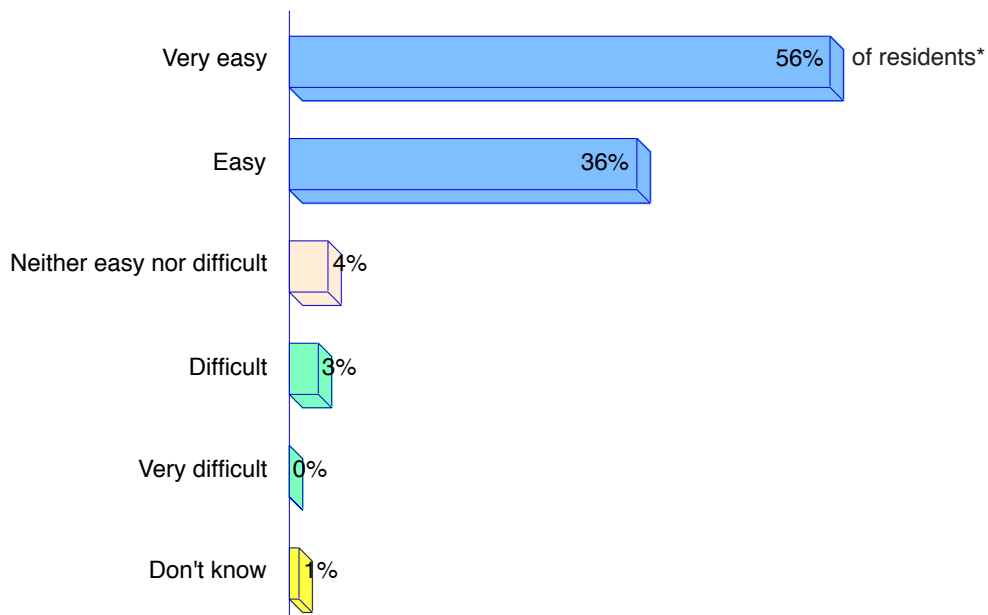
48% of residents have personally contacted the Council, in the last 12 months.

*Did they\* contact them by ...*



\* Base = 191

*How Easy Was It To Make Contact*



\* Base = 191



Their main queries were in regard to:

- dog control/registration/dog issues, 18% of residents\*,
- building permits/consents/resource consents, 10%,
- roading/road signs/cycleways/road safety issues, 10%,
- rates issues, 7%,
- building department/services/building matters, 7%.

87% of residents\* say their query was attended to in a timely fashion (82% in 2014), with 77% saying it was dealt with to their satisfaction (79% in 2014).

If Council could improve its service at first point of contact, what could they do better?

Suggested main improvements<sup>†</sup>:

- better customer service/friendly/knowledgeable staff, 6% of residents\*,
- get to talk to right person/not answerphone, 5%,
- follow-up/reply to queries/answer calls, 4%,
- better communication with us/keep us informed, 3%.

\* residents who have personally contacted the Council, in the last 12 months (N=191)

<sup>†</sup> multiple responses allowed

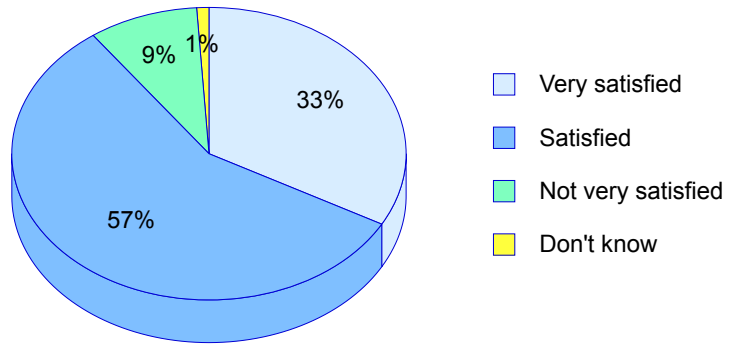


**COMMUNICATIONS**

92% of residents have access to the internet. Of these, 41% have visited the Council’s website in the last 12 months and 9% have visited the Council’s Facebook page.

**Satisfaction With Council’s Website**

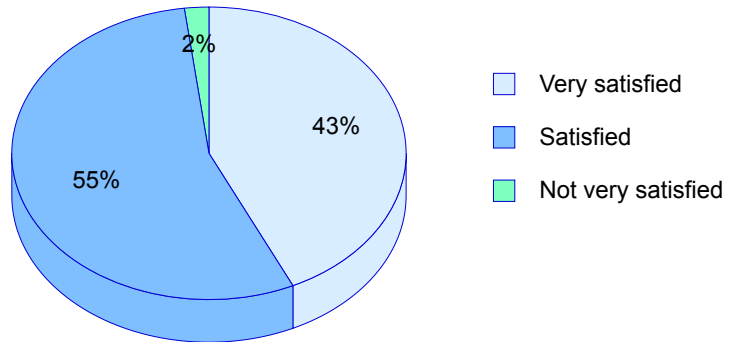
*Visited Council’s Website In Last 12 Months*



Base = 131

**Satisfaction With Council’s Facebook Page**

*Visited Council’s Facebook Page In Last 12 Months*

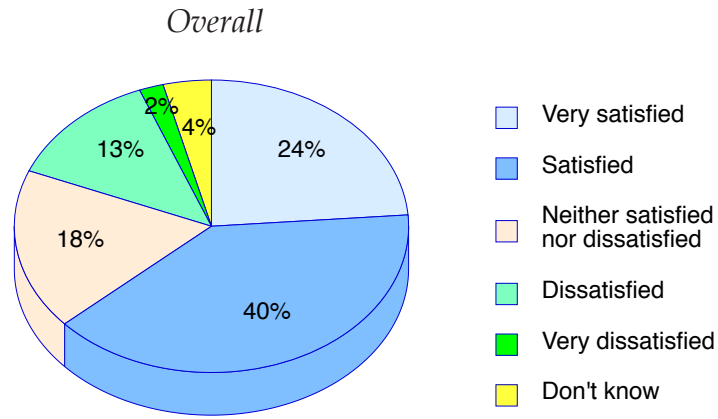


Base = 23<sup>†</sup>  
caution: small base



**PROGRESSING THE HOUSE OF WAIPA**

**How Satisfied Are Residents With The Amount Of Business Or Commercial Development In Their Area?**



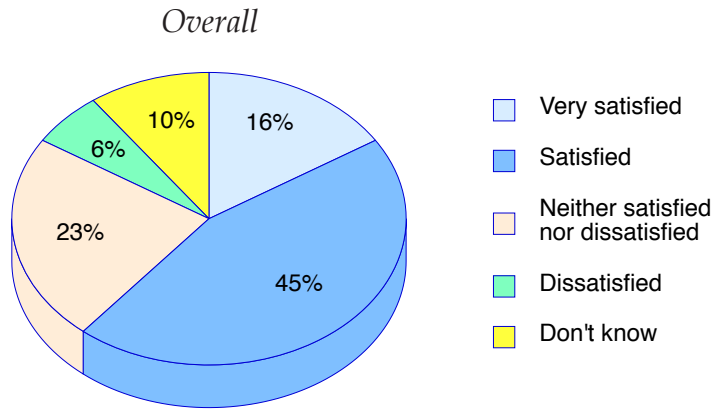
(does not add to 100% due to rounding)

**Value For Money**

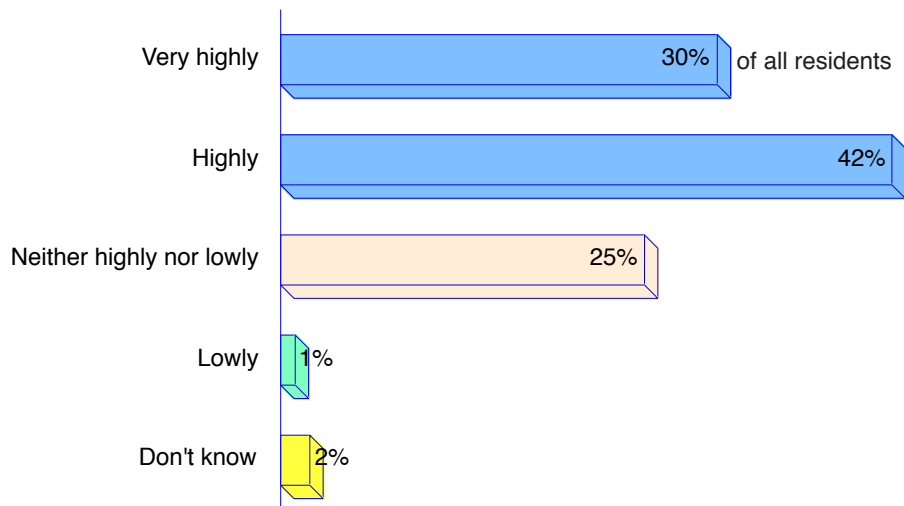
Thinking about all the services and facilities Council provides, 69% of residents think they offer good value for money, 19% say they don't and 12% are unable to comment. These readings are similar to the 2014 results.

## ENVIRONMENTAL AND CULTURAL CHAMPIONS

**How Satisfied Are Residents That The Cultural Facilities And Events In Their Community Adequately Represent The Cultural Diversity Of Their District?**

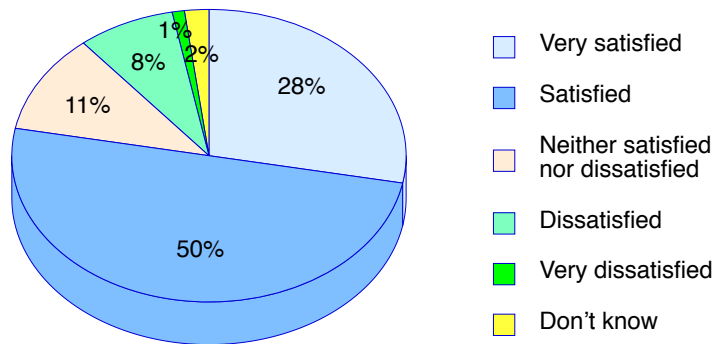


**How Highly Do Residents Value The Heritage Of The District?**



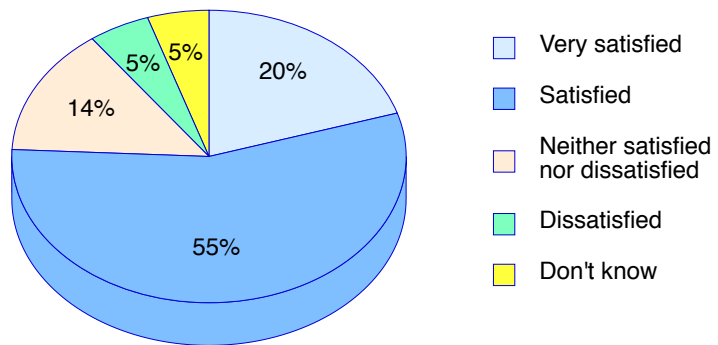
### Natural Environment

Residents were asked to say how satisfied they are that the natural environment in the Waipa District is being preserved and sustained for future generations.



### How Satisfied Are Residents That Council Does A Good Job Of Protecting And Valuing The History Of The Area?

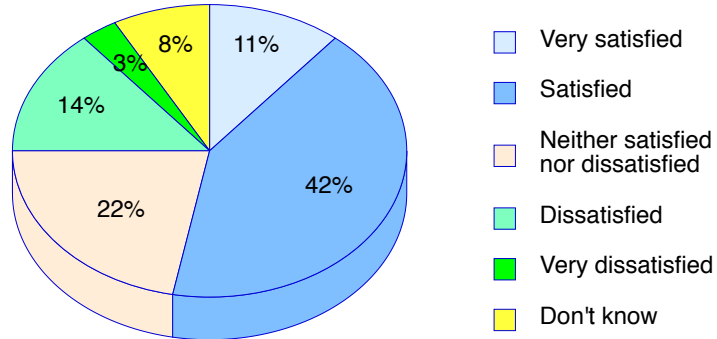
*Overall*



(does not add to 100% due to rounding)

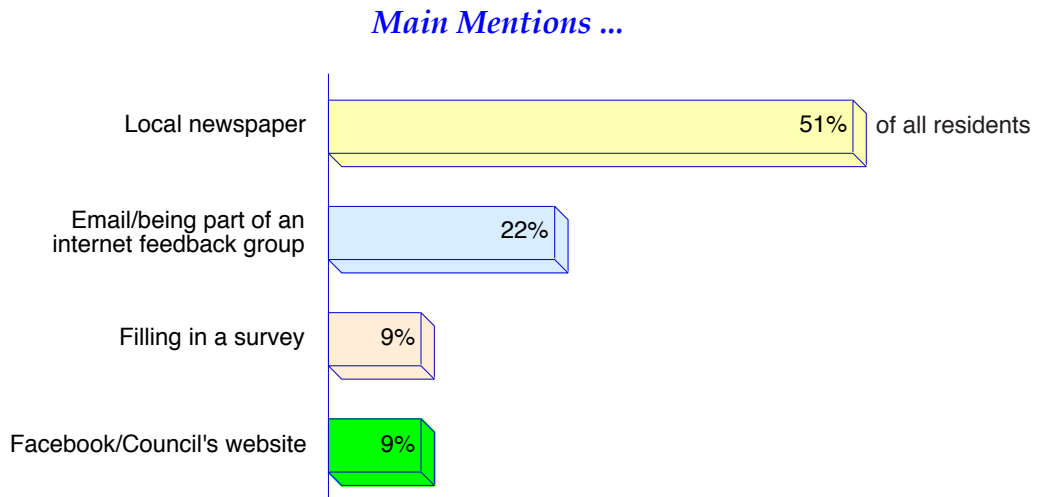
**CONNECTING WITH OUR COMMUNITIES**

**Satisfaction With The Way Council Involves The Public In The Decisions It Makes?**



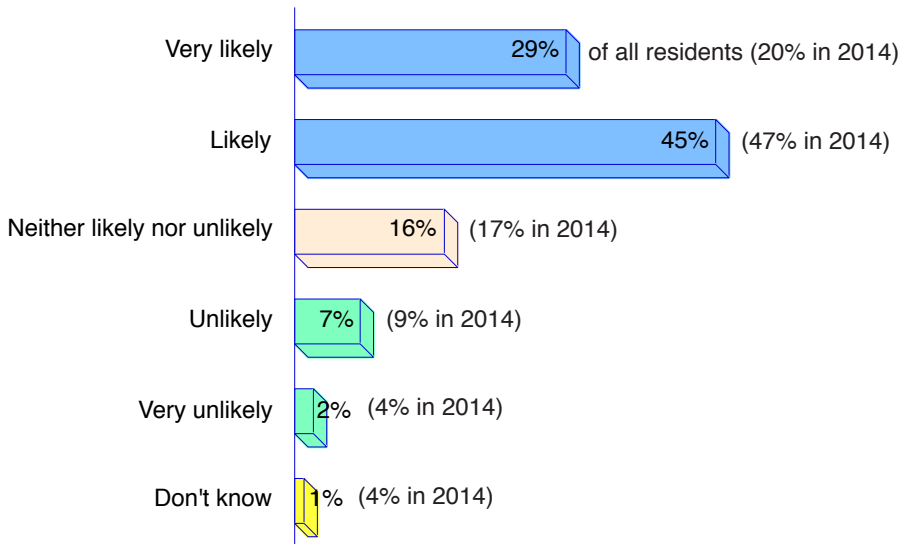
59% of residents have seen, or been made aware of any of the Council’s proposals for the draft 10-Year Plan for 2015-25, or the Council’s ‘Deciding Our Future’ consultation.

**What Method Do Residents Most Prefer To Use To Engage With Them On Current Issues And Proposals?**

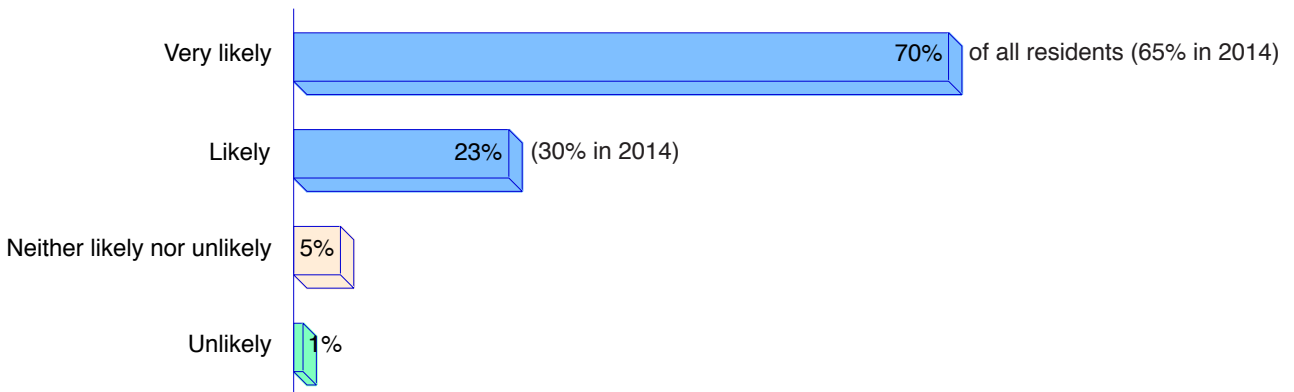




### How Likely Are Residents To Talk Positively About The Waipa District Council



### How Likely Are You To Promote Waipa As A Good Place To Live



(does not add to 100% due to rounding)

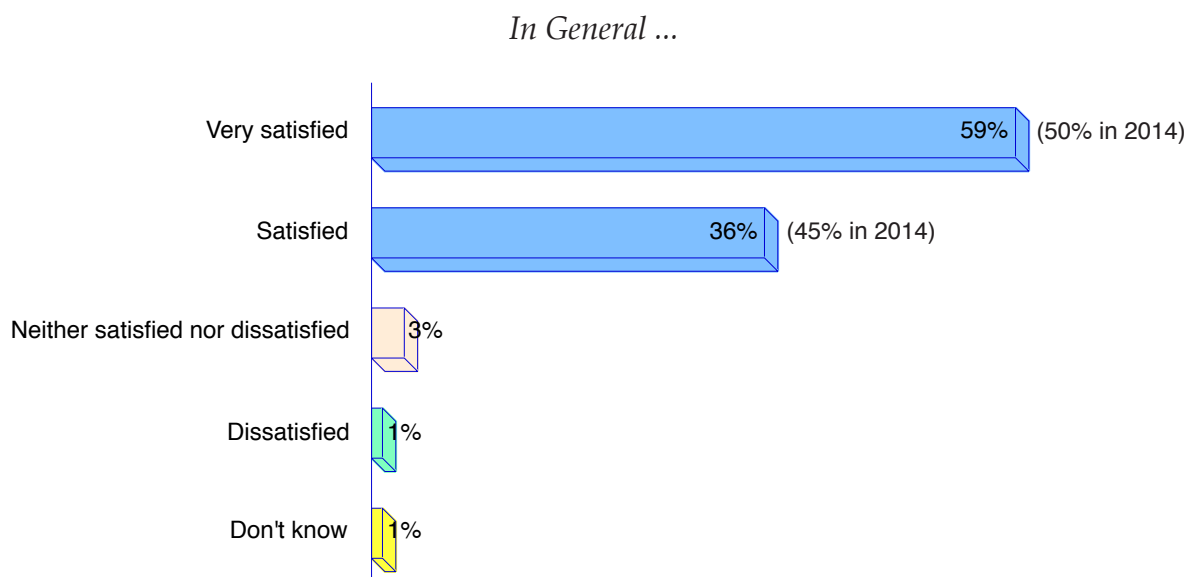


## SOCIALLY RESPONSIBLE

### Place To Live

45% of residents think Waipa District is better, as a place to live, than it was three years ago, 47% feel it is the same and 4% say it is worse. 4% are unable to comment. These readings are similar to last years results.

### Quality Of Life





## 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**

57% of residents rate the performance of the Mayor and Councillors, in the last year, as very / fairly good (57% in 2014). 4% rate their performance as not very good / poor (7% in 2014). Waipa District is slightly below the Peer Group Average and above the National Average, in terms of rating the Mayor and Councillors' performance as very or fairly good.

### **b. Performance Rating of the Council Staff**

67% of residents rate the performance of the Council staff, in the last year, as very or fairly good. 3% rate their performance as not very good / poor. These readings are similar to the 2014 results. Waipa District is slightly above the Peer Group Average and above the National Average, in terms of those rating Council staff performance as very or fairly good.

### **c. Performance Rating of Community Board Members**

45% of residents who have a Community Board member rate their performance, in the last year, as very or fairly good (42% in 2014), while 2% say it is not very good / poor (5% in 2014). A large percentage (31%) are unable to comment.

\* \* \* \* \*



## D. MAIN FINDINGS

Throughout this Communitrak™ report, comparisons are made with the National Average of Local Authorities and with a Peer Group of 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 from 66% to 91% of dwellings are in urban meshblocks, as classified by Statistics New Zealand's 2013 Census data.

In this group are ...

Ashburton District Council  
Gisborne District Council  
Gore District Council  
Grey District Council  
Hastings District Council  
Horowhenua District Council  
Marlborough District Council  
Masterton District Council  
New Plymouth District Council

Queenstown Lakes District Council  
Rotorua Lakes Council  
South Waikato District Council  
Taupo District Council  
Thames Coromandel District Council  
Timaru District Council  
Whakatane District Council  
Whangarei District Council





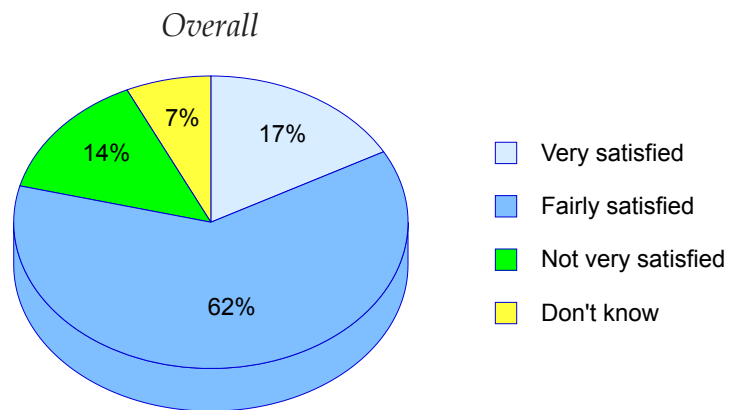


## 1. COUNCIL SERVICES/FACILITIES

## 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. Footpaths - Maintenance*



79% of Waipa District residents are satisfied with the maintenance of footpaths (75% in 2014), while 14% are not very satisfied with this aspect of footpaths.

The percent not very satisfied with footpath maintenance is below the Peer Group and National Average readings for footpaths in general, and 5% below the 2014 reading.

Residents with an annual household income of less than \$40,000 are more likely to feel not very satisfied, than other income groups.

## Satisfaction With The Maintenance Of Footpaths

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall</b>					
Total District 2015	17	62	79	14	7
2014	21	54	75	19	6
2013 <sup>†</sup>	20	55	75	21	3
2012	16	57	73	20	7
2011 <sup>†</sup>	23	54	77	18	6
2010	26	50	76	17	7
2009	17	60	77	14	9
2008	18	58	76	17	7
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
<b>Comparison*</b>					
Peer Group (Provincial) <sup>†</sup>	18	54	72	21	6
National Average	21	52	73	23	4
<b>Ward</b>					
Cambridge	14	70	84	12	4
Takepuku <sup>†</sup>	20	64	84	8	9
Maungatautari	19	39	58	9	33
Pirongia <sup>†</sup>	20	64	84	6	9
Te Awamutu	18	56	74	22	4
<b>Household Income</b>					
Less than \$40,000 pa <sup>†</sup>	18	45	63	29	7
\$40,000 - \$70,000 pa	15	67	82	13	5
More than \$70,000 pa	18	64	82	10	8

% 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**

<sup>†</sup> does not add to 100% due to rounding

The main reasons residents are not very satisfied with footpath maintenance are ...

- uneven/cracked/broken/potholes/rough/bumpy,
- poor condition/old/poorly maintained/slow to maintain,
- no footpaths/not enough/one side only.

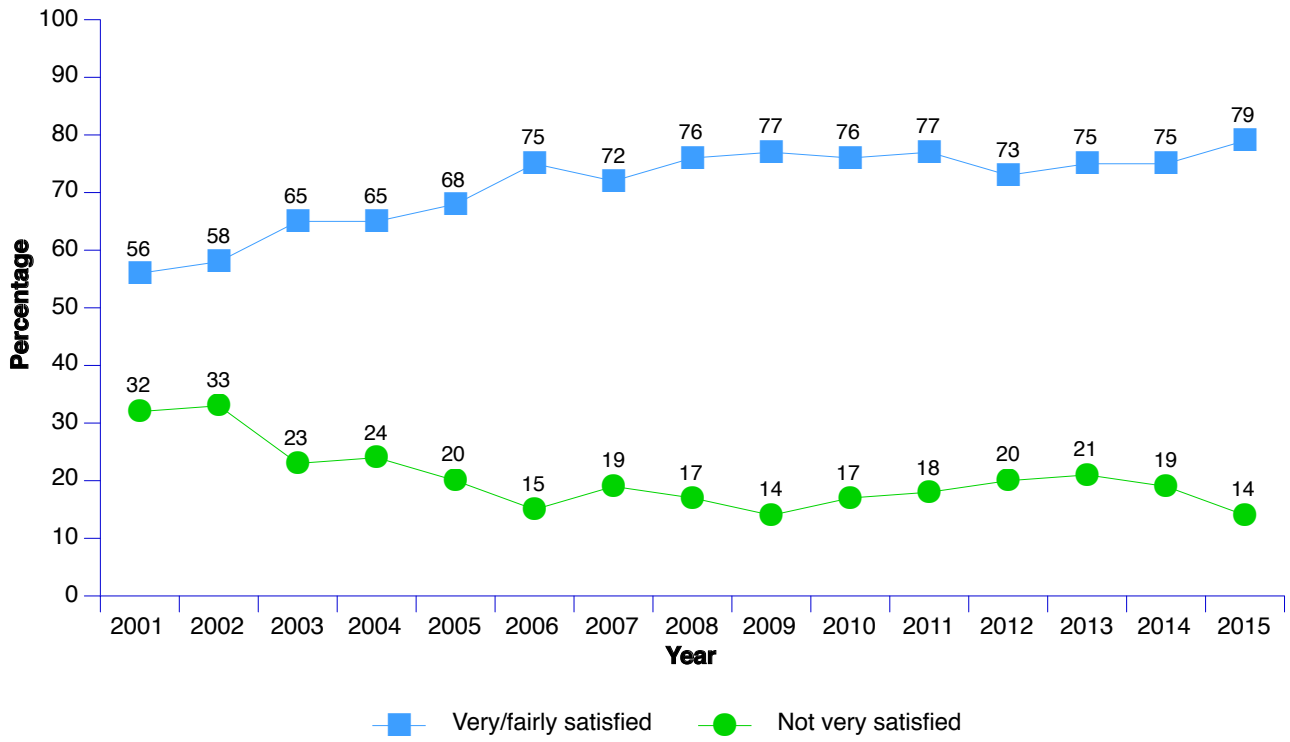
### Summary Table:

#### Main Reasons\* For Being Not Very Satisfied With Footpath Maintenance

	Total District 2015 %	Ward				
		Cambridge %	Kakepuku %	Maungatautari %	Pirongia %	Te Awamutu %
<b>Percent Who Mention ...</b>						
Uneven/cracked/broken/potholes/rough/bumpy	<b>8</b>	8	4	-	3	13
Poor condition/old/poorly maintained/slow to maintain	<b>5</b>	3	-	5	3	8
No footpaths/not enough/one side only	<b>3</b>	3	-	7	1	4

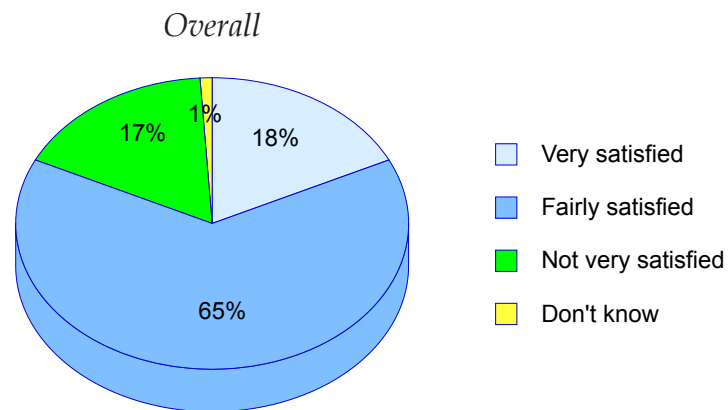
\* multiple responses allowed

*Footpath Maintenance*



Recommended Satisfaction Measure For Reporting Purposes:  
 Total District = 79%

*ii. Roads - Maintenance (excluding State Highways)*



83% of Waipa District residents are satisfied with the maintenance of roads, while 17% are not very satisfied. These readings are similar to the 2014 results.

The percent not very satisfied is below the Peer Group Average and on par with the National Average readings for roading in general.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents more likely to be not very satisfied with the maintenance of roads.

However, it appears that these residents are slightly more likely to feel this way ...

- Maungatautari Ward residents,
- men.

## Satisfaction With The Maintenance Of Roads (excluding State Highways)

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall</b>					
Total District 2015 <sup>†</sup>	18	65	83	17	1
2014	23	59	82	17	1
2013	24	60	84	16	-
2012	17	60	77	22	1
2011	21	59	80	20	-
2010	23	54	77	23	-
2009	15	55	70	30	-
2008	20	56	76	24	-
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
<b>Comparison*</b>					
Peer Group (Provincial)	15	57	72	28	-
National Average	20	58	78	21	1
<b>Ward</b>					
Cambridge <sup>†</sup>	21	65	86	14	1
Kakepuku	16	67	83	17	-
Maungatautari	13	57	70	30	-
Pirongia	15	69	84	15	1
Te Awamutu	17	65	82	18	-
<b>Gender</b>					
Male <sup>†</sup>	17	62	79	20	-
Female	18	68	86	13	1

% read across

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

<sup>†</sup> does not add to 100% due to rounding

The main reasons residents are not very satisfied with road maintenance are ...

- potholes/uneven/rough/bumpy,
- poor quality of work/materials used/too much patching,
- poor condition/need maintenance/upgrading,
- constant roadworks/unnecessary repairs/slow to complete.

### Summary Table: Main Reasons\* For Being Not Very Satisfied With Road Maintenance

	Total District 2015 %	Ward				
		Cambridge %	Kakepuku %	Maungatautari %	Pirongia %	Te Awamutu %
<b>Percent Who Mention ...</b>						
Potholes/uneven/rough/bumpy	<b>6</b>	6	16	7	3	5
Poor quality of work/materials used/too much patching	<b>5</b>	4	4	3	2	8
Poor condition/need maintenance/upgrading	<b>4</b>	3	13	2	6	4
Constant roadworks/unnecessary repairs/slow to complete	<b>3</b>	1	-	11	-	5

\* multiple responses allowed

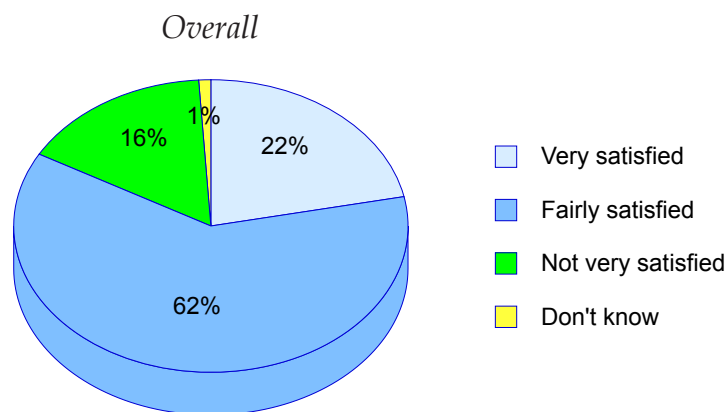


Road Maintenance



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

### *iii. Roads - Safety (excluding State Highways)*



Overall, 84% of residents are satisfied with the safety of roads in the Waipa District, while 16% are not very satisfied. These readings are similar to the 2014 results.

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

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

However, it appears that residents who live in a three or more person household are slightly more likely to feel this way, than residents who live in a one or two person household.

## Satisfaction With The Safety Of Roads (excluding State Highways)

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall</b>					
Total District 2015 <sup>†</sup>	22	62	84	16	1
2014	23	60	83	16	1
2013	21	64	85	15	-
2012 <sup>†</sup>	21	63	84	15	2
2011	19	59	78	21	1
2010 <sup>†</sup>	25	56	81	19	1
2009	21	59	80	20	-
2008	21	58	79	21	-
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
<b>Comparison*</b>					
Peer Group (Provincial)	15	57	72	28	-
National Average	20	58	78	21	1
<b>Ward</b>					
Cambridge	22	61	83	17	-
Takepuku	20	75	95	5	-
Maungatautari	14	66	80	20	-
Pirongia	21	54	75	24	1
Te Awamutu	23	63	86	13	1
<b>Household Size</b>					
1-2 person household	17	70	87	12	1
3+ person household	26	54	80	20	-

% read across

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

<sup>†</sup> does not add to 100% due to rounding

The main reasons residents are not very satisfied with the safety of roads are ...

- narrow roads,
- unsafe for cyclists/issues with cyclists,
- speeding/reduce speed limit.

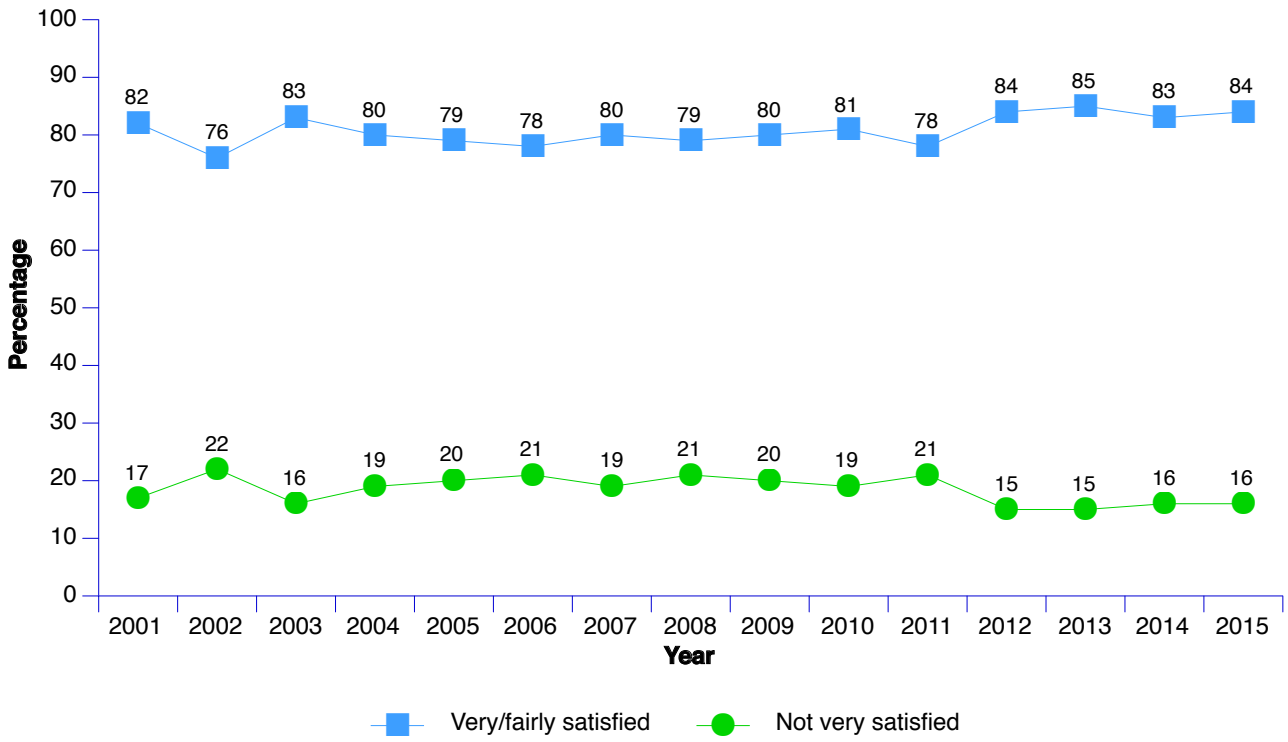
### Summary Table:

#### Main Reasons\* For Being Not Very Satisfied With The Safety Of Roads

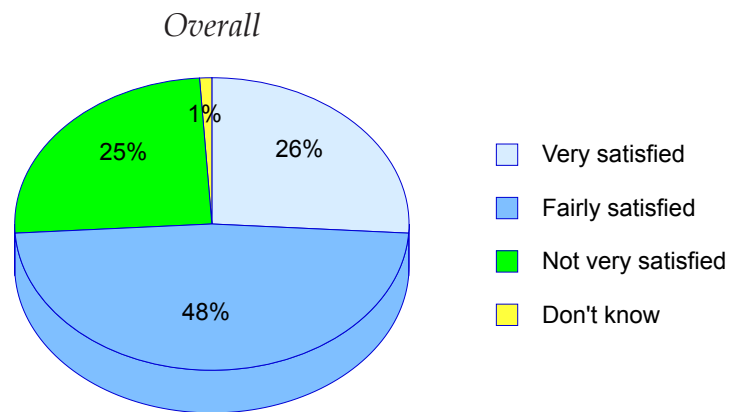
	Total District 2015 %	Ward				
		Cambridge %	Kake-puku %	Maunga-tautari %	Pirongia %	Te Awamutu %
<b>Percent Who Mention ...</b>						
Narrow roads	<b>4</b>	2	2	5	13	2
Unsafe for cyclists/ issues with cyclists	<b>4</b>	2	2	10	5	3
Speeding/reduce speed limit	<b>3</b>	1	1	4	7	4

\* multiple responses allowed

*Safety Of Roads*



Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 84%

*iv. Parking In Cambridge And Te Awamutu*

74% of residents are satisfied with parking in Cambridge and Te Awamutu (82% in 2014), including 26% who are very satisfied (32% in 2014). 25% are not very satisfied, compared to 17% in 2014.

The percent not very satisfied is similar to the Peer Group Average and slightly below the National Average for parking in your local town/ city.

Longer term residents, those residing in the District more than 10 years, are more likely to be not very satisfied, than shorter term residents.

## Satisfaction With Parking In Cambridge And Te Awamutu

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall<sup>††</sup></b>					
Total District 2015	26	48	74	25	1
2014	32	50	82	17	1
2013 <sup>†</sup>	36	42	78	20	3
2012	29	49	78	21	1
2011 <sup>*</sup>	20	73	93	7	-
2010	34	41	75	24	1
2009	29	52	81	18	1
2008	25	46	71	28	1
2007	28	43	71	28	1
2006	28	46	74	26	-
2005	23	49	72	26	2
<b>Comparison<sup>**</sup></b>					
Peer Group (Provincial) <sup>†</sup>	25	47	72	25	2
National Average	20	44	64	31	5
<b>Ward</b>					
Cambridge	26	51	77	23	-
Kakepuku	10	59	69	31	-
Maungatautari	12	59	71	29	-
Pirongia	35	40	75	23	2
Te Awamutu <sup>†</sup>	29	44	73	27	1
<b>Length of Residence</b>					
Lived there 10 years or less	32	50	82	18	-
Lived there more than 10 years	24	48	72	27	1

% read across

\* 2011 relates to a separate survey of 100 residents

\*\* comparison figures for the Peer Group and National Averages are based on ratings of parking in your local town/city

<sup>†</sup> does not add to 100% due to rounding

<sup>††</sup> not asked prior to 2005

The main reasons residents are not very satisfied with parking in Cambridge and Te Awamutu are ...

- not enough parking / need more,
- parking taken up by businesses and workers.

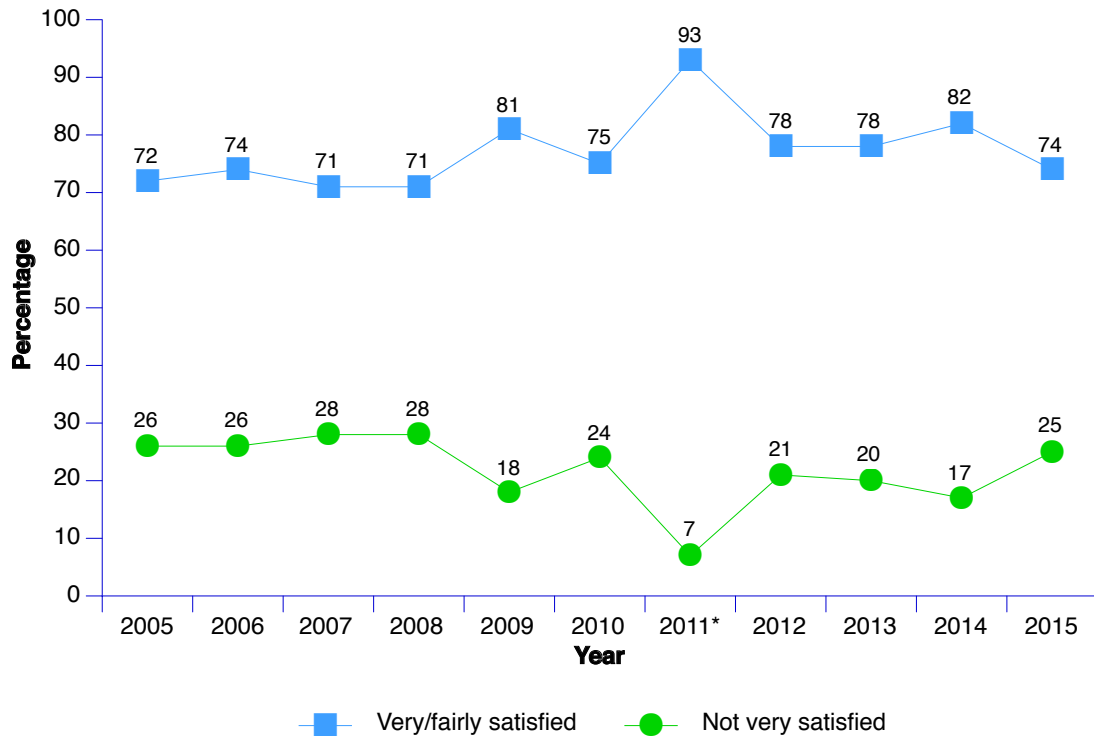
**Summary Table: Main Reasons\* For Being Not Very Satisfied With Parking In Cambridge And Te Awamutu**

	<b>Total District 2015 %</b>	<b>Ward</b>				
		Cambridge %	Kakepuku %	Maungatautari %	Pirongia %	Te Awamutu %
<b>Percent Who Mention ...</b>						
Not enough parking / need more	<b>20</b>	19	31	22	22	19
Parking taken up by businesses and workers	<b>3</b>	4	2	4	-	4

\* multiple responses allowed



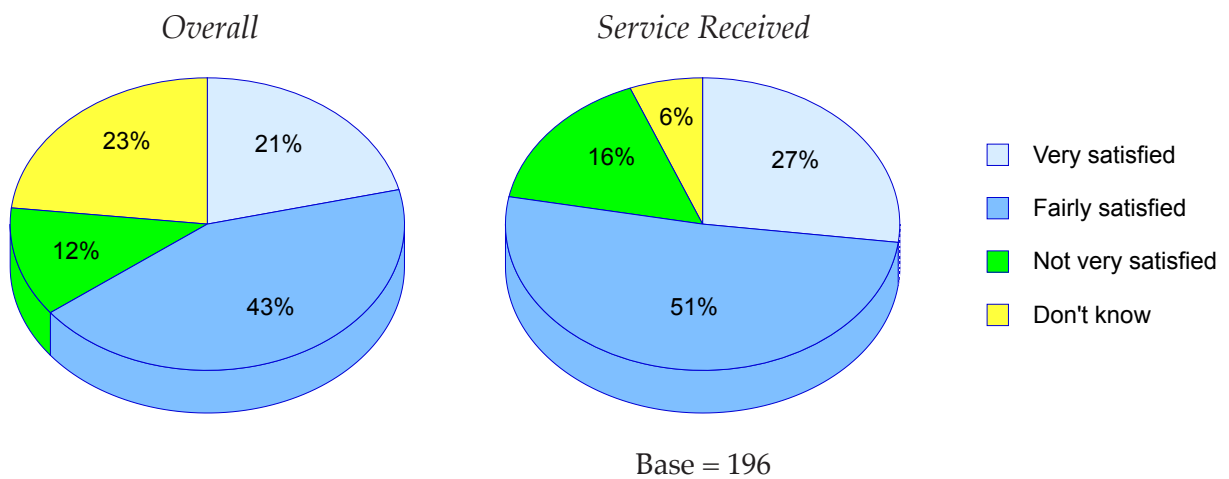
*Parking In Cambridge And Te Awamutu*



\* 2011 relates to a separate survey of 100 residents

Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 74%

## v. Stormwater Services



64% of residents overall are satisfied with the District's stormwater services (58% in 2014), while 12% are not very satisfied with this service. 23% are unable to comment (20% in 2014).

The percent not very satisfied is similar to the Peer Group and National Averages and 10% below the 2014 reading.

51% of residents say that Council provides a piped stormwater collection where they live (46% in 2014). Of these, 78% are satisfied and 16% not very satisfied.

Residents aged 45 years or over, are more likely to be not very satisfied with stormwater services, than those aged 18 to 44 years.

## Satisfaction With Stormwater Services

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall</b>					
Total District 2015 <sup>†</sup>	21	43	64	12	23
2014	20	38	58	22	20
2013	23	43	66	19	15
2012 <sup>†</sup>	15	46	61	20	20
2011 <sup>†</sup>	19	47	66	17	16
2010	28	41	69	13	18
2009	25	45	70	9	21
2008	26	39	65	15	20
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 Received	27	51	78	16	6
<b>Comparison</b>					
Peer Group (Provincial)	35	38	73	11	16
National Average <sup>†</sup>	35	40	75	13	11
<b>Ward</b>					
Cambridge	22	51	73	14	13
Takepuku <sup>†</sup>	14	31	45	2	52
Maungatautari	10	22	32	6	62
Pirongia <sup>†</sup>	14	27	41	11	47
Te Awamutu	27	51	78	15	7
<b>Age</b>					
18-44 years <sup>†</sup>	21	51	72	5	22
45-64 years	20	36	56	18	26
65+ years <sup>†</sup>	21	43	64	16	21

% read across

<sup>†</sup> does not add to 100% due to rounding

The main reasons residents are not very satisfied with stormwater services are ...

- flooding / surface flooding,
- drains / gutters blocked / need clearing more often.

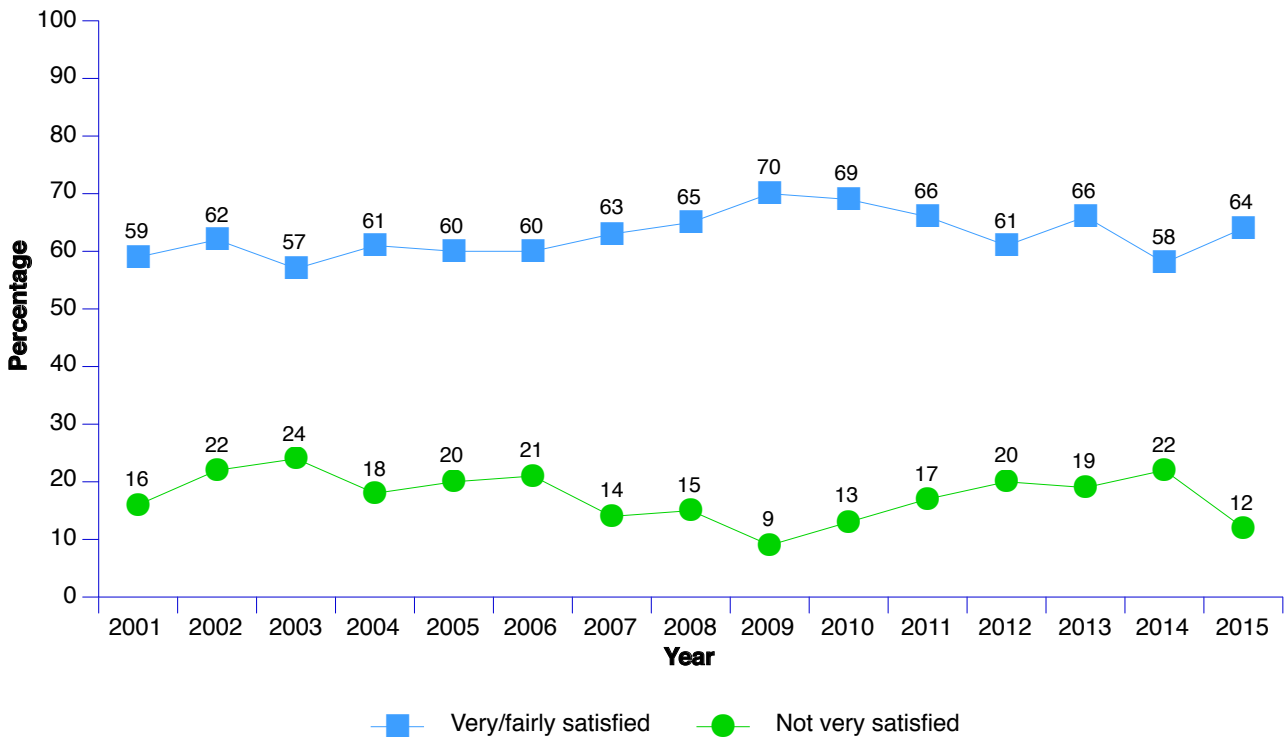
**Summary Table: Main Reasons\* For Being Not Very Satisfied With Stormwater Services**

	<b>Total District 2015 %</b>	<b>Ward</b>				
		Cambridge %	Kake-puku %	Maunga-tautari %	Pirongia %	Te Awamutu %
<b>Percent Who Mention ...</b>						
Flooding / surface flooding	<b>7</b>	10	-	5	2	6
Drains / gutters blocked / need clearing more often	<b>5</b>	6	2	4	-	7

\* multiple responses allowed

NB: no other reason is mentioned by more than 2% of all residents

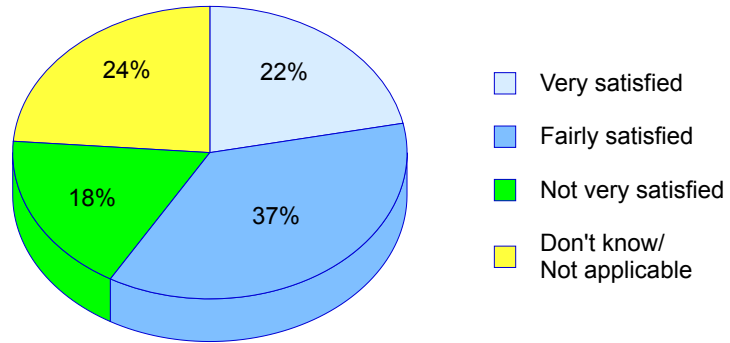
*Stormwater Services*



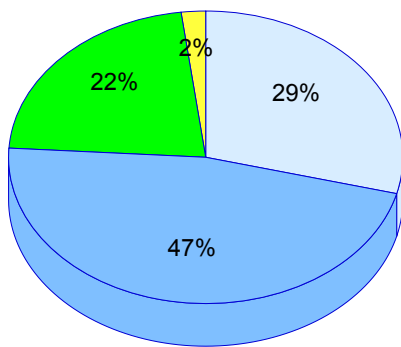
Recommended Satisfaction Measure For Reporting Purposes:  
 Total District = 64%  
 Receivers of service = 78%

*vi. Water Treatment And Supply*

*Overall*

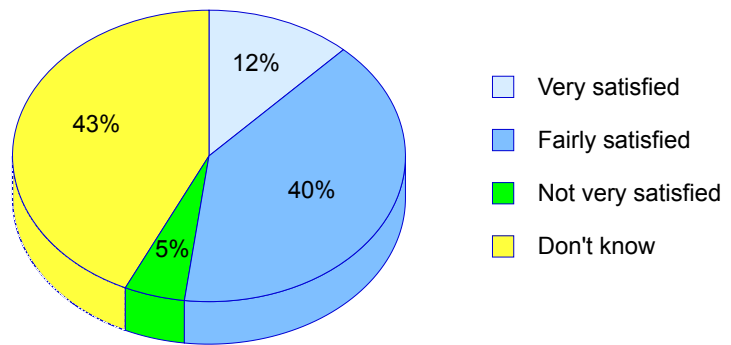


*Receive Full Public Water Supply*



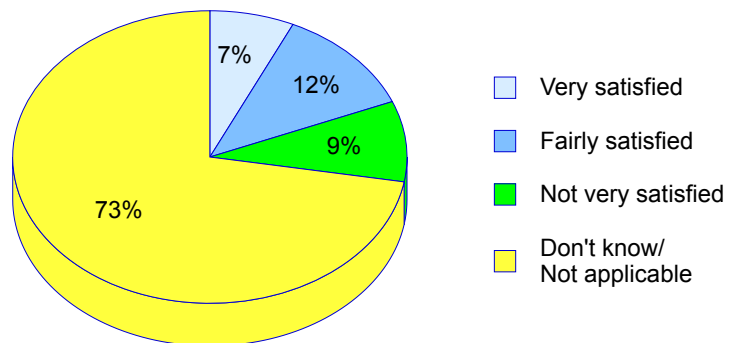
Base = 265

*Receive Restricted Public Water Supply*



Base = 17\*

*Have Private Supply*



Base = 121

\* caution: very small base

59% of residents are satisfied with water treatment and supply (65% in 2014), while 18% are not very satisfied and 24% are unable to comment (18% in 2014).

The percent not very satisfied is above the Peer Group and National Averages for water supply in general and similar to the 2014 reading.

67% say they are provided with a full public water supply (73% in 2014), while 4% say they receive a restricted water supply. 29% of residents have a private supply (26% in 2014).

Of those on a full public water supply, 76% are satisfied, with 52% on a restricted supply satisfied (caution is required as the base is small). 19% of residents with a private water supply are satisfied, while a significant percentage (73%), as would be expected, are unable to comment.

Men are more likely to be not very satisfied with water treatment and supply, than women.

It appears that Kakepuku and Maungatautari Ward residents are slightly less likely to feel this way, than other Ward residents.

## Satisfaction With Water Treatment And Supply

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall</b>					
Total District 2015 <sup>†</sup>	22	37	59	18	24
2014 <sup>†</sup>	32	33	65	18	18
2013	27	37	64	18	18
2012	30	40	70	11	19
2011	28	34	62	16	22
2010	43	30	73	9	18
2009	40	33	73	8	19
2008	38	36	74	7	19
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	29	47	76	22	2
Receive restricted public water supply	12	40	52	5	43
Have private supply**†	7	12	19	9	73
<b>Comparison*</b>					
Peer Group (Provincial)	46	33	79	8	13
National Average	48	35	83	9	8
<b>Ward</b>					
Cambridge	30	46	76	16	8
Kakepuku <sup>†</sup>	8	13	21	2	76
Maungatautari	9	16	25	-	75
Pirongia <sup>†</sup>	11	25	36	22	43
Te Awamutu	25	42	67	25	8
<b>Gender</b>					
Male <sup>†</sup>	24	30	54	23	22
Female	20	42	62	13	25

% read across

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

\*\* caution: very small base

† does not add to 100% due to rounding



The main reasons residents are not very satisfied with their water treatment supply are ...

- need to upgrade/expand storage facilities/treatment plant,
- water shortage/lack of supply/restrictions in summer,
- taste is bad.

**Summary Table:**

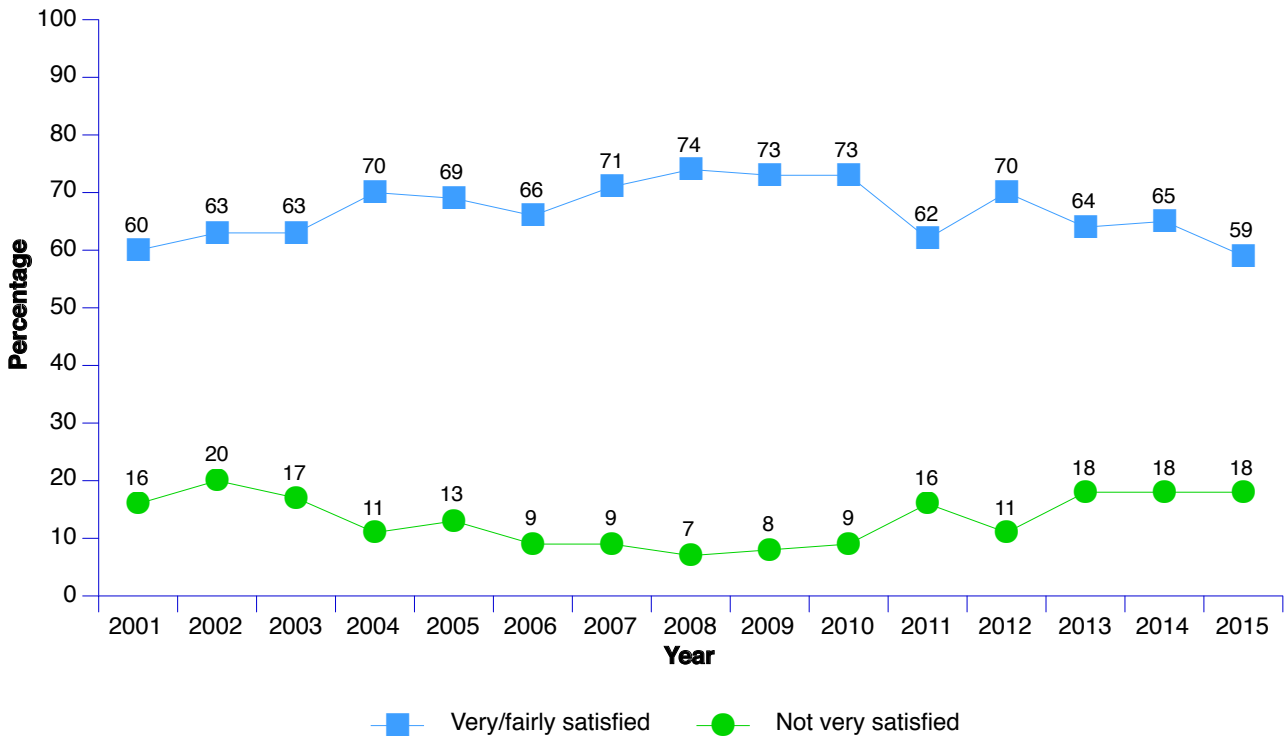
**Main Reasons\* For Being Not Very Satisfied With Water Treatment And Supply**

	<b>Total District 2015 %</b>	<b>Ward</b>				
		Cambridge %	Kakepuku %	Maungatautari %	Pirongia %	Te Awamutu %
<b>Percent Who Mention ...</b>						
Need to upgrade/expand storage facilities/treatment plant	<b>6</b>	6	1	-	8	7
Water shortage/lack of water supply/restrictions in summer	<b>6</b>	5	2	-	4	10
Taste is bad	<b>4</b>	1	-	-	7	10

\* multiple responses allowed



*Water Treatment And Supply*

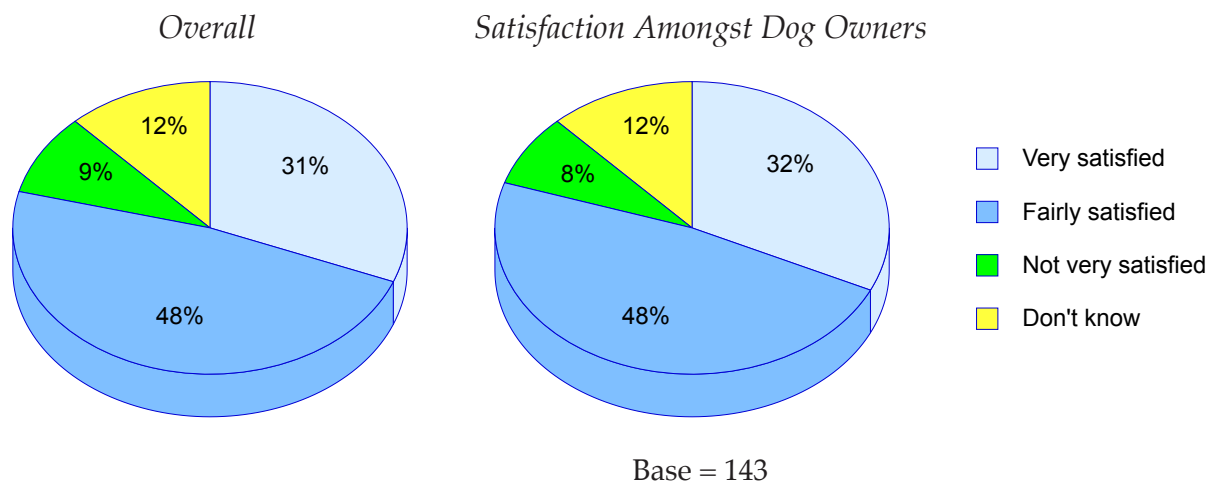


\* the 2000 reading is based on ratings of the water supply in general

Recommended Satisfaction Measure For Reporting Purposes:	
Total District	= 59%
Receivers of Full Public Water Supply	= 76%
Receivers of Restricted Public Water Supply*	= 52%
On Private Supply	= 19%

\* caution: very small base

### *vii. Control Of Dogs*



79% of Waipa District residents are satisfied with dog control, with 31% being very satisfied. These readings are similar to the 2014 results.

9% of residents are not very satisfied (13% in 2014). The percent not very satisfied is below the Peer Group and National Averages.

38% of residents identify themselves as dog owners. Of these, 80% are satisfied and 8% not very satisfied (14% in 2104).

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

## Satisfaction With Dog Control

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall</b>					
Total District 2015	31	48	<b>79</b>	9	12
2014	33	44	<b>77</b>	13	10
2013	40	43	<b>83</b>	12	5
2012	30	52	<b>82</b>	11	7
2011*	27	60	<b>87</b>	5	8
2010†	43	38	<b>81</b>	11	9
2009	40	44	<b>84</b>	9	7
2008	39	43	<b>82</b>	15	3
2007	36	39	<b>75</b>	14	11
2006	34	47	<b>81</b>	14	5
2005	28	51	<b>79</b>	15	6
2004	37	41	<b>78</b>	17	5
2003	29	42	<b>71</b>	21	8
2002	25	50	<b>75</b>	19	6
2001	27	48	<b>75</b>	17	8
2000	25	47	<b>72</b>	19	9
Dog Owners	32	48	<b>80</b>	8	12
<b>Comparison</b>					
Peer Group (Provincial)	30	43	<b>73</b>	18	9
National Average	32	41	<b>73</b>	20	7
<b>Ward</b>					
Cambridge	35	48	<b>83</b>	8	9
Takepuku†	24	49	<b>73</b>	7	19
Maungatautari	31	47	<b>78</b>	2	20
Pirongia†	22	42	<b>64</b>	8	27
Te Awamutu	31	51	<b>82</b>	14	4

% read across

\* 2011 reading relates to a survey of 100 residents

† does not add to 100% due to rounding

The main reasons\* residents are not very satisfied with dog control are ...

- too many roaming/uncontrolled dogs,
- owners are not responsible,
- poor service/response to complaints/nothing done,
- danger to people and other animals/dangerous dogs,
- dogs fouling,
- need more control.

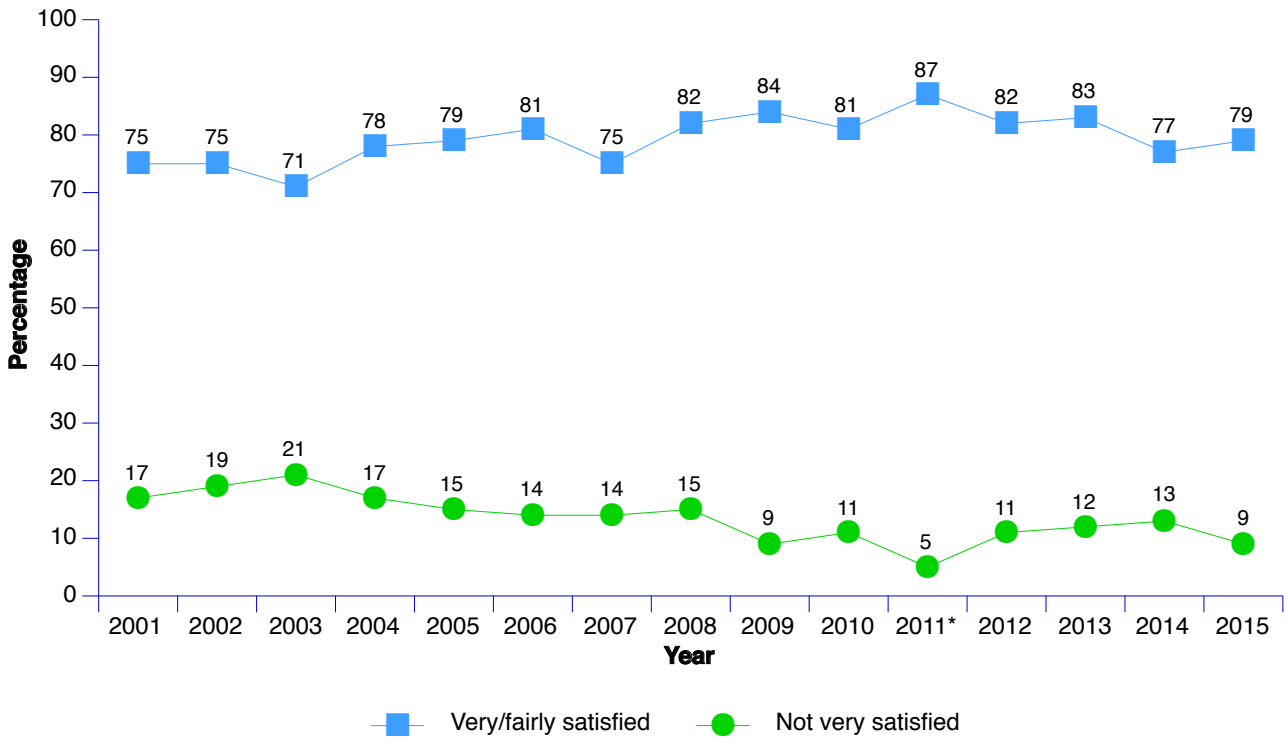
### Summary Table:

#### Main Reasons\* For Being Not Very Satisfied With The Control Of Dogs

	Total District 2015 %	Ward				
		Cambridge %	Kakepuku %	Maungatautari %	Pirongia %	Te Awamutu %
<b>Percent Who Mention ...</b>						
Too many roaming/uncontrolled dogs	<b>7</b>	6	6	2	7	11
Owners are not responsible	<b>1</b>	-	2	-	-	4
Poor service/response to complaints/nothing done	<b>1</b>	2	-	-	1	2
Danger to people and other animals/dangerous dogs	<b>1</b>	1	-	-	1	2
Dogs fouling	<b>1</b>	-	2	-	-	2
Need more control	<b>1</b>	1	-	-	-	1

\* multiple responses allowed

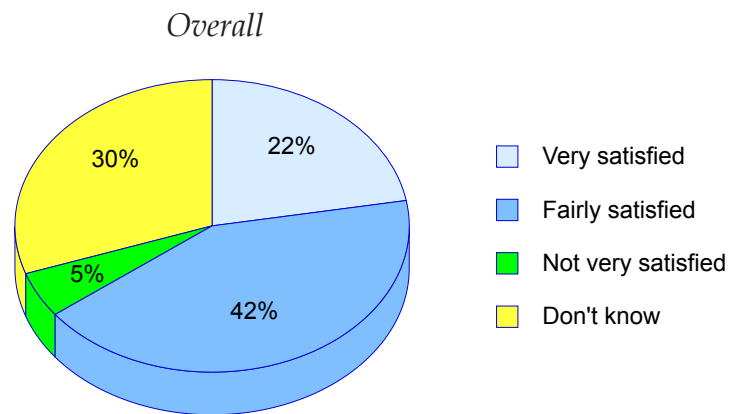
*Control Of Dogs*



\* 2011 reading relates to a survey of 100 residents

Recommended Satisfaction Measure For Reporting Purposes:  
 Total District = 79%  
 Dog Owners = 80%

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



64% of Waipa District residents are satisfied with Council efforts in the control of noise (72% in 2014), while 5% are not very satisfied with this service. A large percentage, 30% are unable to comment (24% in 2014).

Waipa District is slightly below Peer Group residents and residents nationally, in terms of the percent not very satisfied and similar to the 2014 reading.

There are no notable differences between Wards and between socio-economic groups in terms of those not very satisfied with noise control services.



## Satisfaction With Noise Control Services

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall*</b>					
Total District 2015 <sup>†</sup>	22	42	64	5	30
2014	34	38	72	4	24
2013	32	41	73	5	22
2012	29	40	69	4	27
2011 <sup>†</sup>	18	59	77	4	18
2010	34	26	60	4	36
2009	31	41	72	4	24
2008	34	37	71	4	25
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
<b>Comparison*</b>					
Peer Group (Provincial)	33	38	71	11	18
National Average	36	41	77	11	12
<b>Ward</b>					
Cambridge	23	46	69	7	24
Takepuku	21	30	51	-	49
Maungatautari	11	26	37	4	59
Pirongia	17	40	57	-	43
Te Awamutu <sup>†</sup>	28	45	73	8	20

% read across

\* readings prior to 2005 and Peer Group and National Averages do not specifically exclude traffic noise and barking dogs. 2011 readings relate to a survey of 100 residents.

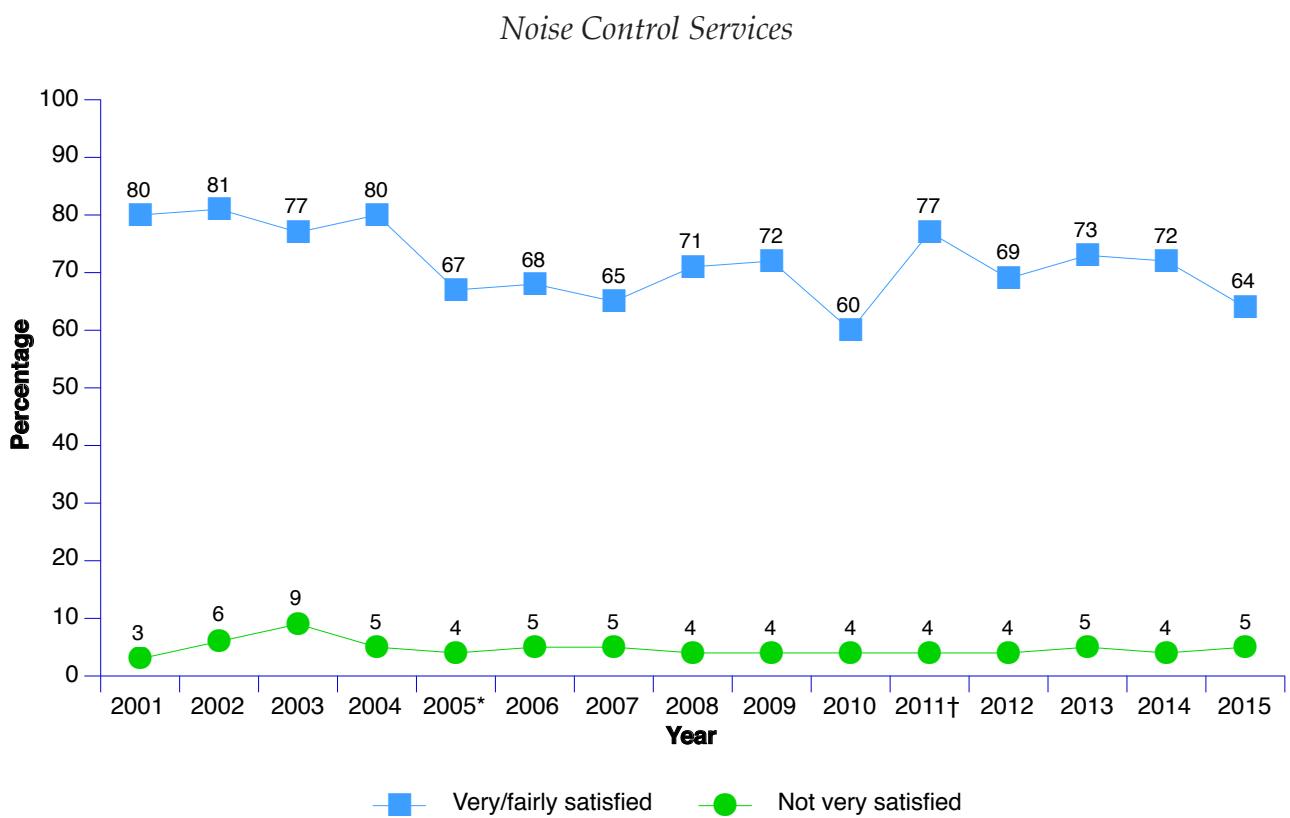
<sup>†</sup> does not add to 100% due to rounding



The main reasons\* residents are not very satisfied with noise control services are ...

- ineffective / do nothing / slow to respond, mentioned by 3% of all residents,
- other specified noise issues, 1%.

\* multiple responses allowed

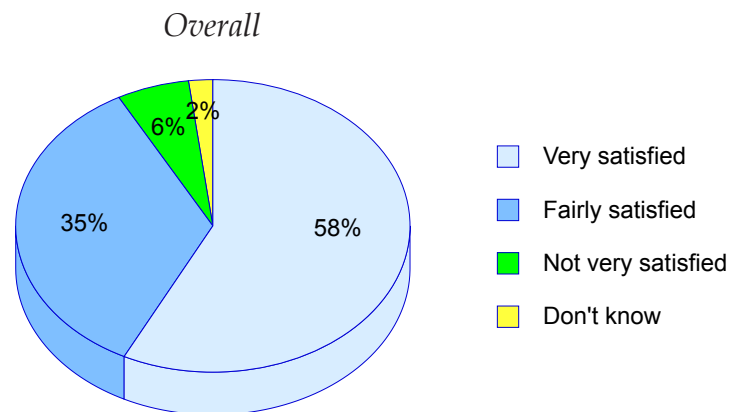


\* readings prior to 2005 and Peer Group and National Averages do not specifically exclude traffic noise and barking dogs

† 2011 readings relate to a survey of 100 residents

Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 64%

*ix. Parks And Reserves (including Sportsgrounds)*



93% of District residents are satisfied with their parks and reserves (including sportsgrounds (90% in 2014), with 58% being very satisfied. 6% are not very satisfied with these facilities and 2% are unable to comment.

The percent not very satisfied is on par with the Peer Group Average<sup>†</sup> and similar to the National Average<sup>†</sup> and the 2014 reading.

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

<sup>†</sup> Peer Group and National Averages are the **averaged** readings for parks and reserves **and** sportsgrounds and playgrounds as these were asked separately in the 2014 National Communitrak™ Survey

### Satisfaction With Parks And Reserves (including Sportsgrounds)

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall</b>					
Total District 2015 <sup>†</sup>	58	35	<b>93</b>	6	2
2014	59	31	<b>90</b>	7	3
2013	65	29	<b>94</b>	3	3
2012	56	37	<b>93</b>	4	3
2011	55	33	<b>88</b>	8	4
2010	66	26	<b>92</b>	4	4
2009	58	31	<b>89</b>	6	5
2008	57	33	<b>90</b>	6	4
2007	59	31	<b>90</b>	7	3
2006	54	34	<b>88</b>	9	3
2005	46	42	<b>88</b>	10	2
2004	51	35	<b>86</b>	9	5
2003	55	33	<b>88</b>	8	4
2002	45	44	<b>89</b>	6	5
2001	44	42	<b>86</b>	9	5
2000	42	39	<b>81</b>	14	5
<b>Comparison*</b>					
Peer Group (Provincial)	63	29	<b>92</b>	3	5
National Average	58	33	<b>91</b>	4	5
<b>Ward</b>					
Cambridge	58	38	<b>96</b>	4	-
Takepuku	34	49	<b>83</b>	1	16
Maungatautari	64	31	<b>95</b>	3	2
Pirongia <sup>†</sup>	64	29	<b>93</b>	7	1
Te Awamutu	58	31	<b>89</b>	10	1

% 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 2014 National Community survey

<sup>†</sup> does not add to 100% due to rounding

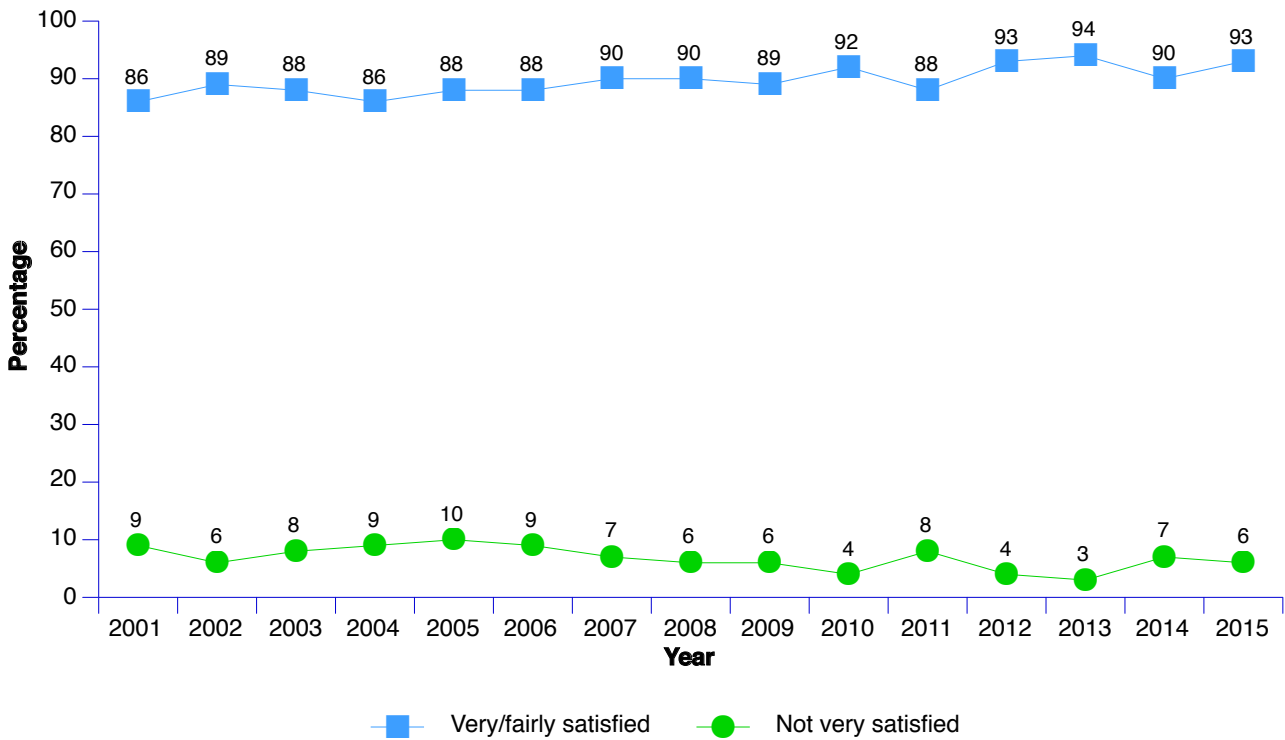


The main reasons\* residents are not very satisfied with the District’s parks and reserves (including sportsgrounds) are ...

- lack of upkeep / untidy / need maintenance, mentioned by 3% of all residents,
- improvements needed, 1%.

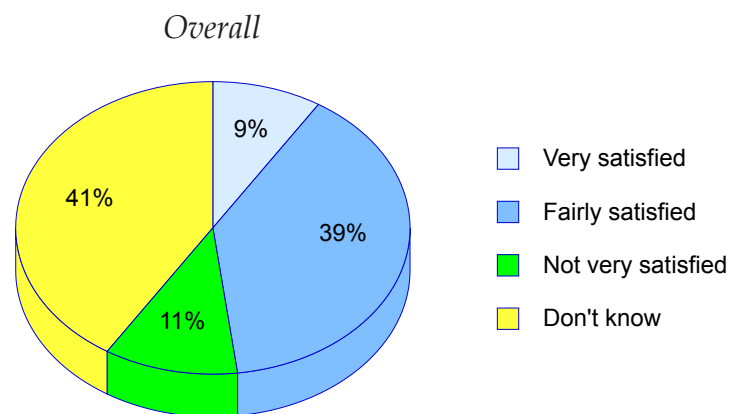
\* multiple responses allowed

*Parks And Reserves (including Sportsgrounds)*



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

*x. Town Planning (including Planning and Inspection Services)*



48% of residents are satisfied with planning and inspection services in the Waipa District, while 11% are not very satisfied with this service. 41% are unable to comment on planning and inspection services.

The percent not very satisfied (11%) is below the Peer Group and National Averages.

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



## Satisfaction With Town Planning

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall</b>					
Total District 2015	9	39	48	11	41
2008**	13	37	50	12	38
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
<b>Comparison*</b>					
Peer Group (Provincial)	11	43	54	19	27
National Average	11	37	48	19	33
<b>Ward</b>					
Cambridge	9	41	50	14	36
Kakepuku	7	40	47	7	46
Maungatautari	12	38	50	20	30
Pirongia	8	42	50	9	41
Te Awamutu	10	34	44	9	47
<b>Length of Residence</b>					
Lived there 10 years or less	13	44	57	6	37
Lived there more than 10 years <sup>†</sup>	8	37	45	14	42

% read across

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

\*\* 2000-2008 relate to town planning, ie, planning and inspection services (building control and building inspections were specifically excluded). Not asked from 2009-2014.

<sup>†</sup> does not add to 100% due to rounding

The main reasons\* residents are not very satisfied with planning and inspection services are ...

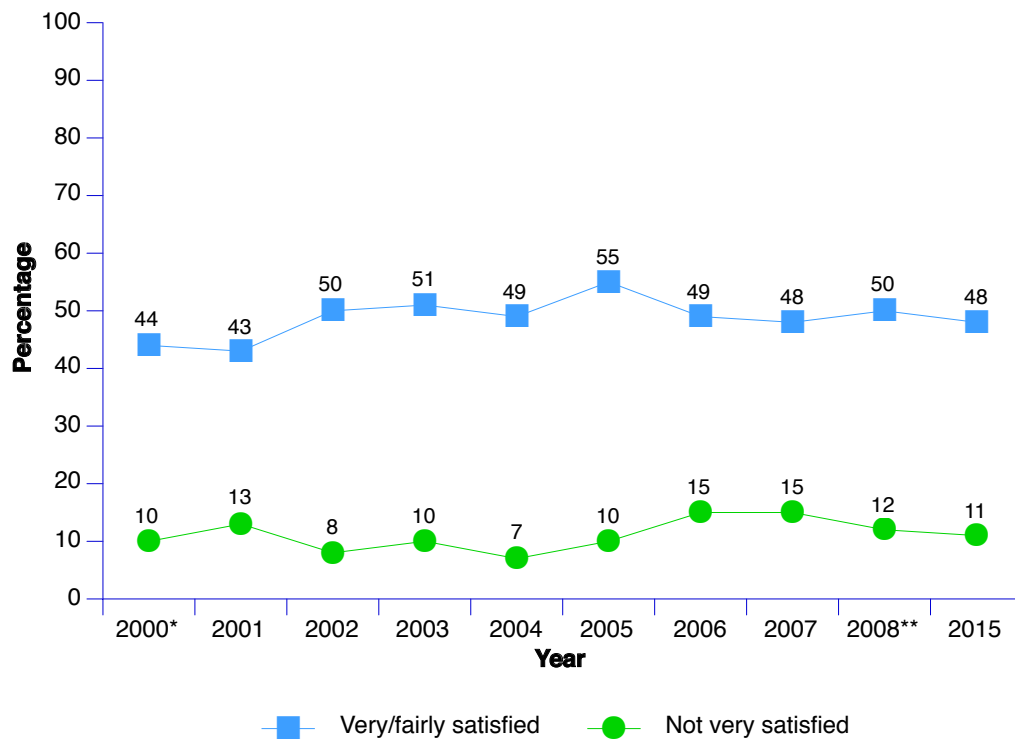
- poor planning/lack of forward planning,
- poor customer service/got wrong information/inconsistent,
- more communication/consultation/information/listen to residents,
- too many subdivisions/too much building.

### Summary Table: Main Reasons\* For Being Not Very Satisfied With Town Planning

	Total District 2015 %	Ward				
		Cambridge %	Kake- puku %	Maunga- tautari %	Pirongia %	Te Awamutu %
<b>Percent Who Mention ...</b>						
Poor planning/ lack of forward planning	<b>3</b>	6	2	2	-	1
Poor customer service/got wrong information/inconsistent	<b>2</b>	3	1	-	2	1
More communication/consultation/ information/listen to residents	<b>2</b>	2	-	2	4	2
Too many subdivisions/ too much building	<b>2</b>	2	-	3	2	1

\* multiple responses allowed

### Town Planning

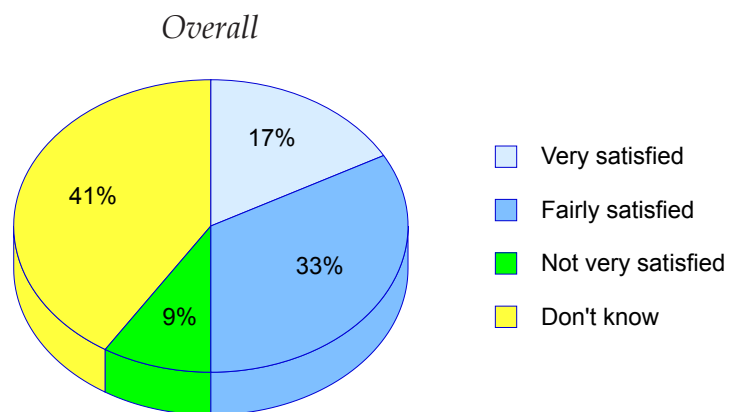


\* the 2000 reading relates to ratings for planning and inspection services, where building control and building inspections were **not** excluded

\*\* 2000-2008 relate to town planning, ie, planning and inspection services (building control and building inspections were specifically excluded). Not asked from 2009-2014.

Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 48%

## *xi. Building Compliance And Building Inspections*



50% of residents are satisfied with building compliance and building inspections, 9% are not very satisfied and a significant percentage (41%) are unable to comment. These readings are similar to last year's results.

The percent not very satisfied (9%) is below the Peer Group and National Averages for town planning, including planning and inspection services.

Longer term residents, those residing in the District more than 10 years, are more likely to be not very satisfied with building compliance and building inspections, than shorter term residents.

## Satisfaction With Building Compliance And Building Inspections

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall<sup>††</sup></b>					
Total District 2015	17	33	50	9	41
2014	17	35	52	7	41
2013	16	32	48	9	43
2012	16	28	44	9	47
2010	24	27	51	11	38
2009	14	42	56	8	36
2008	17	34	51	10	39
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
<b>Comparison<sup>*</sup></b>					
Peer Group (Provincial) <sup>†</sup>	11	43	54	19	27
National Average	11	37	48	19	33
<b>Ward</b>					
Cambridge	17	32	49	10	41
Takepuku <sup>†</sup>	17	25	42	10	47
Maungatautari	21	31	52	19	29
Pirongia	13	44	57	9	34
Te Awamutu <sup>†</sup>	17	31	48	6	47
<b>Length of Residence</b>					
Lived there 10 years or less	23	30	53	2	45
Lived there more than 10 years <sup>†</sup>	14	34	48	12	40

% read across

\* the Peer Group and National Averages relate to ratings of town planning, including planning and inspection services

† does not add to 100% due to rounding

†† not asked in 2000 and 2011. Readings prior to 2013 refer to building control and building inspections.

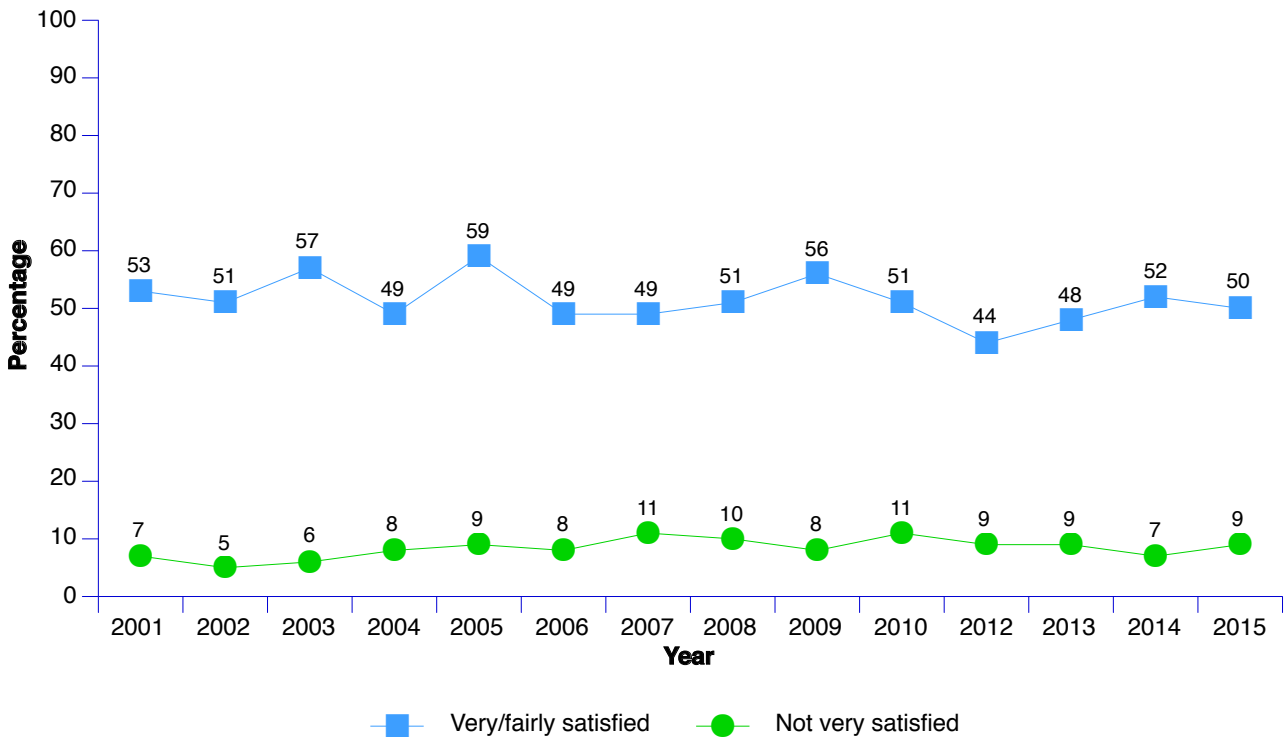


The main reasons\* residents are not very satisfied with building compliance and building inspections are ...

- costs are too high/very expensive, mentioned by 3% of all residents,
- over regulated/too much paperwork/pedantic/too tough, 3%,
- takes too long, 2%,
- poor customer service/incompetent staff/not helpful, 2%.

\* multiple responses allowed

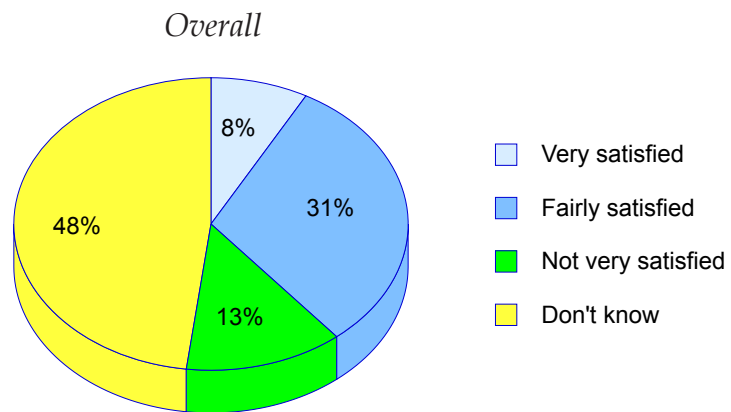
*Building Compliance And Building Inspections*



\* not asked in 2000 and 2011. Readings prior to 2013 refer to building control and building inspections.

Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 50%

## *xii. Land-Use And Subdivision Consents*



39% of residents are satisfied with land-use and subdivision consents, while 13% are not very satisfied with this service. A significant percentage, 48% are unable to comment. These readings are similar to the 2014 results.

There are no comparative Peer Group and National Averages for this reading.

Longer term residents, those residing in the District more than 10 years, are more likely to be not very satisfied, than shorter term residents.



## Satisfaction With Land-Use And Subdivision Consents

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall*</b>					
Total District 2015	8	31	39	13	48
2014	12	28	40	13	47
2013 <sup>†</sup>	8	33	41	13	47
2012	8	27	35	15	50
2010	13	26	39	12	49
2009	8	33	41	18	41
2008	13	37	50	12	38
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
<b>Ward</b>					
Cambridge	8	31	39	10	51
Takepuku	11	20	31	20	49
Maungatautari	2	32	34	18	48
Pirongia	7	31	38	19	43
Te Awamutu	9	32	41	11	48
<b>Length of Residence</b>					
Lived there 10 years or less <sup>†</sup>	12	33	45	4	51
Lived there more than 10 years	6	30	36	17	47

% read across

\* readings prior to 2009 refer to Town Planning, including planning and inspection services. From 2001-2008 building control and building inspections were specifically excluded. Not asked in 2011. 2009-2012 readings refer to resource management.

<sup>†</sup> does not add to 100% due to rounding

The main reasons residents are not very satisfied with land-use and subdivision consents are ...

- too many rules/regulations/make it difficult/complicated,
- too expensive,
- too many subdivisions in Cambridge/too many too quickly.

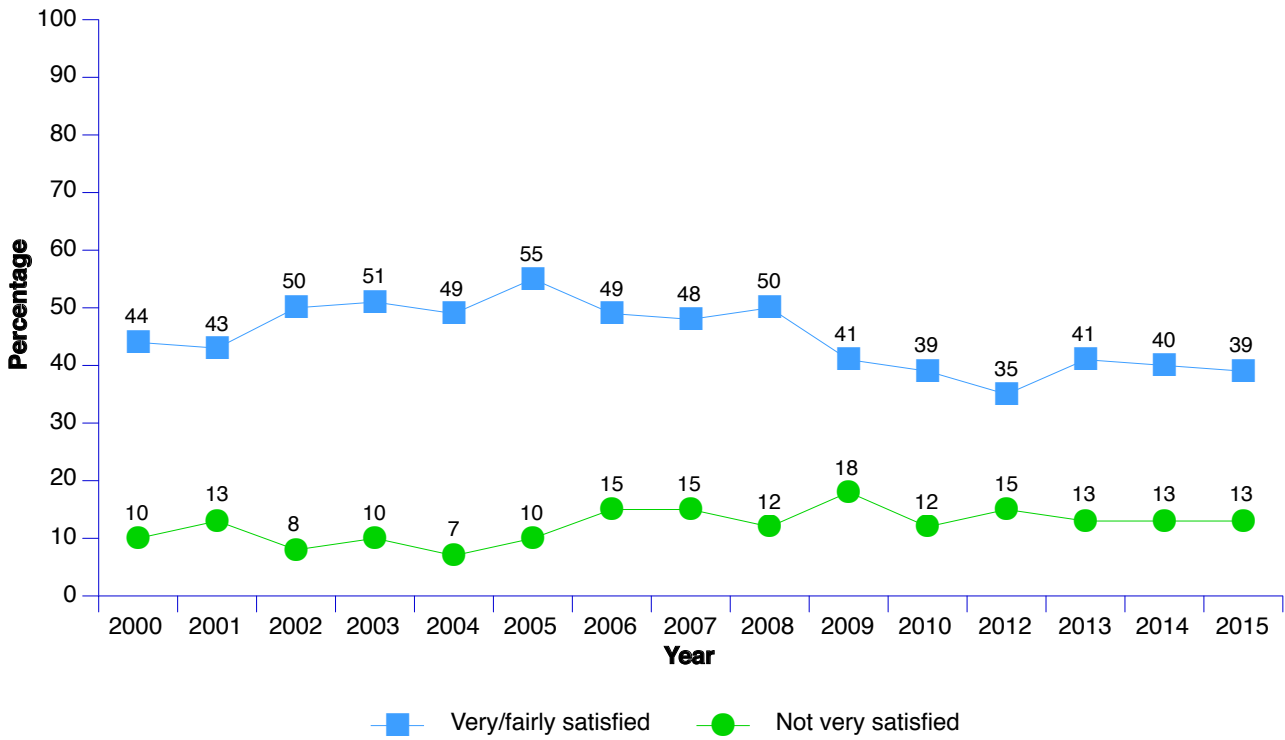
### Summary Table:

#### Main Reasons\* For Being Not Very Satisfied With Land-Use And Subdivision Consents

	Total District 2015 %	Ward				
		Cambridge %	Kake-puku %	Maunga-tautari %	Pirongia %	Te Awamutu %
<b>Percent Who Mention ...</b>						
Too many rules/regulations/make it difficult/complicated	<b>3</b>	1	3	6	6	3
Too expensive	<b>3</b>	1	6	5	2	3
Too many subdivisions in Cambridge/too many too quickly	<b>2</b>	4	-	-	-	-

\* multiple responses allowed

*Land-Use And Subdivision Consents*

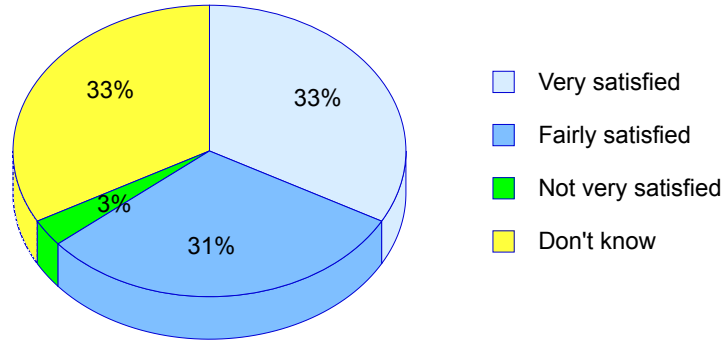


\* readings prior to 2009 relate to ratings for Town Planning, including planning and inspection services. From 2001-2008 building control and building inspections were specifically excluded. Not asked in 2011. 2009-2012 readings refer to resource management.

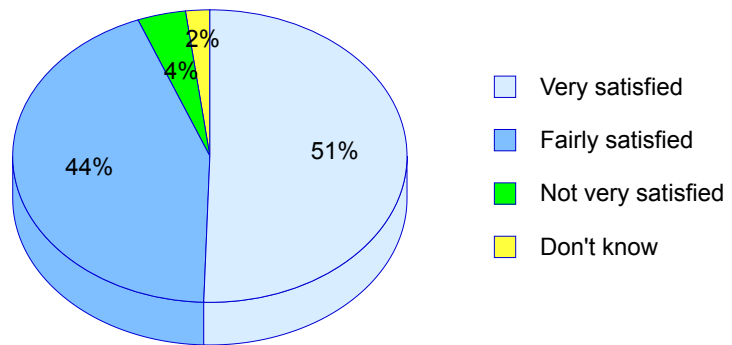
Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 39%

*xiii. Wastewater Services (that is, the Sewerage System)*

*Overall*

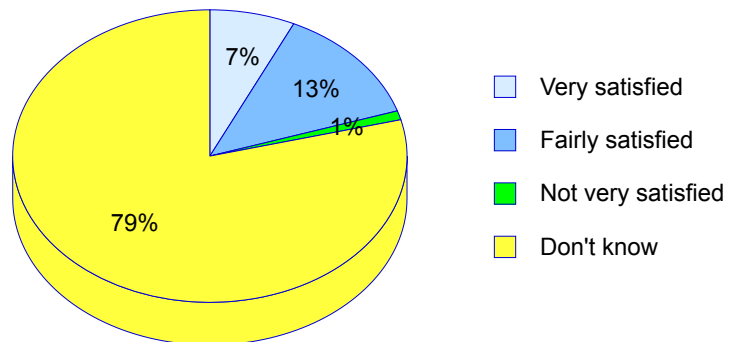


*Council Provided Sewerage System*



Base = 231

*Private Sewerage System (own septic tank or sewage disposal system)*



Base = 170

Overall, 64% of Waipa District residents are satisfied with wastewater services, including 33% who are very satisfied. 3% are not very satisfied and a large percentage, 33%, are unable to comment. These readings are similar to the 2014 results.

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

60% of residents receive a sewage disposal service (57% in 2014), with 95% of these “receivers” being satisfied and 4% not very satisfied.

40% of residents have a private disposal system. Of these, 20% are satisfied, 1% not very satisfied and 79% are unable to comment.

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

Kakepuku, Maungatautari and Pirongia 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 %
<b>Overall</b>					
Total District 2015	33	31	64	3	33
2014	34	31	65	3	32
2013	39	33	72	2	26
2012 <sup>†</sup>	31	32	63	3	33
2011	34	31	65	5	30
2010	44	23	67	3	30
2009	36	33	69	4	27
2008	39	29	68	3	29
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 <sup>†</sup>	51	44	95	4	2
Private sewerage system	7	13	20	1	79
<b>Comparison*</b>					
Peer Group (Provincial)	43	35	78	6	16
National Average	51	32	83	6	11
<b>Ward</b>					
Cambridge	46	37	83	4	13
Takepuku	11	8	19	1	80
Maungatautari	5	12	17	-	83
Pirongia	3	14	17	-	83
Te Awamutu	46	44	90	3	7

% read across

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

<sup>†</sup> does not add to 100% due to rounding

The reasons\* residents are not very satisfied with wastewater services are ...

- need upgrading/increase capacity for growing population, mentioned by 2% of all residents,
- others, 1%.

\* multiple responses allowed

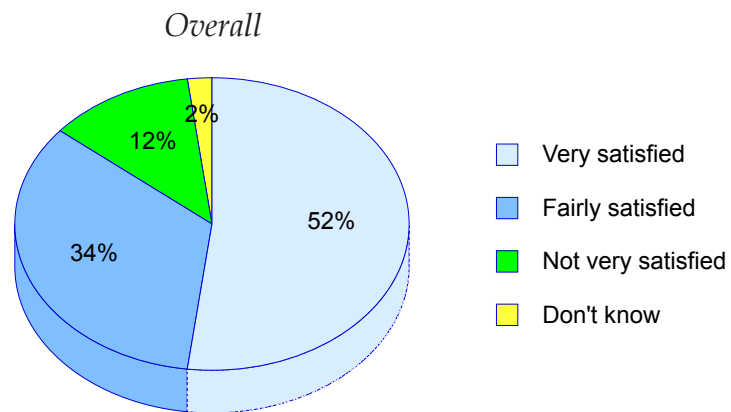


\* readings prior to 2007 refer to ratings for sewerage disposal/system

Recommended Satisfaction Measure For Reporting Purposes:

Total District	=	64%
Receivers of Council Provided Service	=	95%
Receivers of Private Disposal System	=	20%

#### *xiv. Kerbside Or Roadside Recycling Service*



86% of residents are satisfied with the kerbside or roadside recycling services (83% in 2014), including 52% who are very satisfied, while 12% are not very satisfied. These readings are similar to the 2014 results.

The percent not very satisfied is similar to the Peer Group Average and National Average readings for recycling in general.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents, not very satisfied with kerbside or roadside recycling services. However, it appears that residents who live in a three or more person household are slightly more likely to feel this way, than those who live in a one or two person household.



## Satisfaction With The Kerbside Or Roadside Recycling Services

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall*</b>					
Total District 2015	52	34	<b>86</b>	12	2
2014 <sup>††</sup>	52	31	<b>83</b>	14	2
2013	50	34	<b>84</b>	15	1
2012 <sup>††</sup>	50	33	<b>83</b>	15	1
2011	52	32	<b>84</b>	15	1
2010	56	28	<b>84</b>	14	2
2009	62	28	<b>90</b>	10	-
2008	70	20	<b>90</b>	10	-
2007	81	13	<b>94</b>	5	1
<b>Comparison<sup>†</sup></b>					
Peer Group (Provincial)	54	29	<b>83</b>	12	5
National Average	57	28	<b>85</b>	12	3
<b>Ward</b>					
Cambridge	48	36	<b>84</b>	16	-
Kakepuku <sup>†</sup>	45	50	<b>95</b>	-	4
Maungatautari	42	37	<b>79</b>	12	9
Pirongia	59	25	<b>84</b>	13	3
Te Awamutu	57	33	<b>90</b>	10	-
<b>Household Size</b>					
1-2 person household	59	31	<b>90</b>	8	2
3+ person household	47	36	<b>83</b>	16	1

\* prior to 2010, readings relate to 'users' of this service. Not asked prior to 2007.

<sup>†</sup> Peer Group and National Average refer to recycling in general

<sup>††</sup> does not add to 100% due to rounding

The main reasons residents are not very satisfied with the kerbside or roadside recycling service are ...

- don't take everything/leave rubbish behind,
- irregular pick up times/early/not collected for days.

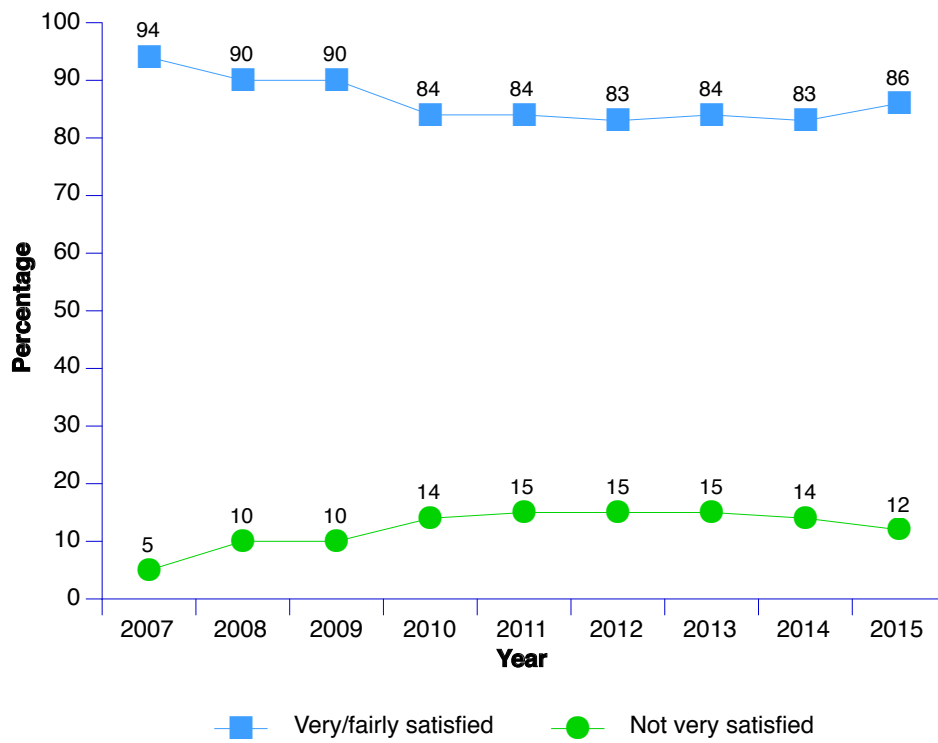
### Summary Table: Main Reasons\* For Being Not Very Satisfied With Kerbside Or Roadside Recycling Service

	Total District 2015 %	Ward				
		Cambridge %	Kake-puku %	Maunga-tautari %	Pirongia %	Te Awamutu %
<b>Percent Who Mention ...</b>						
Don't take everything/leave rubbish behind	<b>4</b>	6	-	-	3	2
Irregular pick up times/late/not collected for days	<b>3</b>	2	-	6	3	6

\* multiple responses allowed

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

*Kerbside Or Roadside Recycling Service*

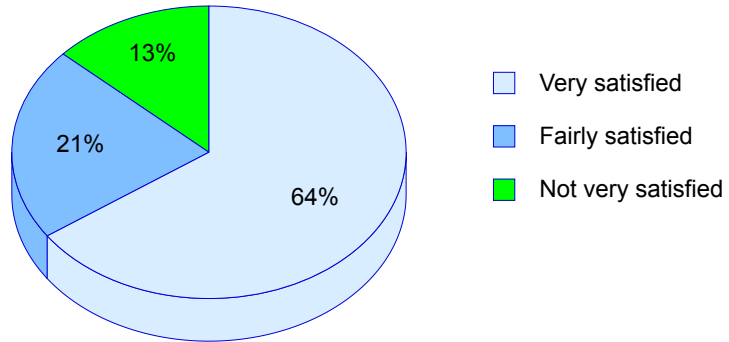


\* prior to 2010, readings relate to 'users' of this service

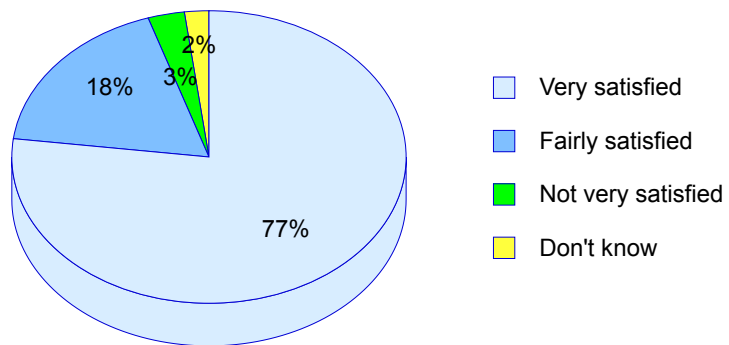
Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 86%

*xv. District Libraries*

*Overall*

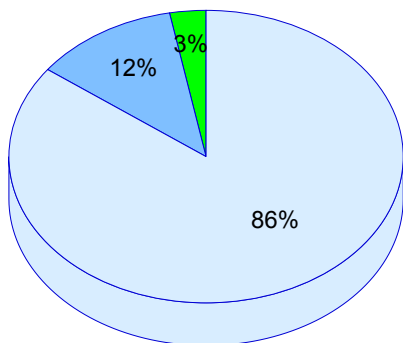


*Users/Visitors*



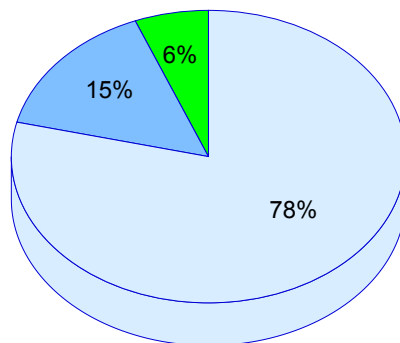
Base = 286

*Cambridge Library Users/Visitors*



Base = 144

*Te Awamutu Library Users/Visitors*



Base = 134

- Very satisfied
- Fairly satisfied
- Not very satisfied

85% of residents are satisfied with District libraries, including 64% who are very satisfied, while 3% are not very satisfied and 13% are unable to comment.

The percent not very satisfied (3%) is similar to the Peer Group and National Averages.

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

71% of residents say they, or a member of their household, have used or visited a District Library in the last 12 months. Of these, 95% are satisfied, including 77% who are very satisfied.

51% of residents<sup>†</sup> say they visit the Cambridge Library most often, while 46% visit the Te Awamutu Library most often and 3% say visit both equally.

98% of residents<sup>†</sup> who mainly visit the Cambridge Library are satisfied, while 93% who mainly visit the Te Awamutu Library are satisfied.

<sup>†</sup> Base = 286 (residents who say they, or a member of their household have visited a District library in the last 12 months)

## Satisfaction With District Libraries

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall</b>					
Total District 2015 <sup>†</sup>	64	21	85	3	13
2014 <sup>*</sup>	82	14	96	4	-
2013	61	27	88	2	10
2012	60	17	77	4	19
2011 <sup>†</sup>	56	19	75	4	22
2010	62	15	77	5	18
2009	65	16	81	2	17
2008	66	16	82	3	15
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
<b>Visitors</b>					
District libraries overall	77	18	95	3	2
Cambridge Library <sup>†</sup>	86	12	98	3	-
Te Awamutu Library	78	15	93	6	1
<b>Comparison</b>					
Peer Group (Provincial)	64	21	85	2	13
National Average	69	21	90	2	8
<b>Ward</b>					
Cambridge <sup>†</sup>	77	17	94	1	6
Kakepuku	57	23	80	-	20
Maungatautari	79	9	88	-	12
Pirongia	51	24	75	7	18
Te Awamutu	52	27	79	4	17

% read across

\* 2014 reading relates to library users

† does not add to 100% due to rounding

The main reasons\* residents are not very satisfied with the library service are ...

- need a better selection of books / more books / updated booking, mentioned by 2% of all residents,
- charges / fines, 1%,
- library too small, 1%.

The main reasons\* for being not very satisfied with the Cambridge Library are ...

- need a better selection of books / more books / updated books, mentioned by 1% of residents<sup>†</sup>,
- charges / fines, 1%.

<sup>†</sup> Base = 144 (residents who say they, or a member of their household mainly visit the Cambridge Library)

The main reasons\* for being not very satisfied with the Te Awamutu Library are ...

- need a better selection of books / more books / updated books, mentioned by 4% of residents<sup>†</sup>,
- charges / fines, 2%,
- library too small, 2%.

<sup>†</sup> Base = 134 (residents who say they, or a member of their household mainly visit the Te Awamutu Library)

\* multiple responses allowed

### **Reasons Residents Have Not Visited/Used A District Library In Last 12 Months**

The main reasons\* residents<sup>†</sup> say they have not visited a District library in the last 12 months are ...

- use the internet, mentioned by 29% of residents<sup>†</sup>,
- don't need to / don't use them / no reason to go, 28%,
- buy own books / magazine, 18%,
- read using e-books / kindles, 12%,
- lack time / too busy, 9%,
- don't read / not interested, 9%,
- use other libraries / closer / easier to get to, 7%.

(No other reason mentioned by more than 5% of residents<sup>†</sup>)

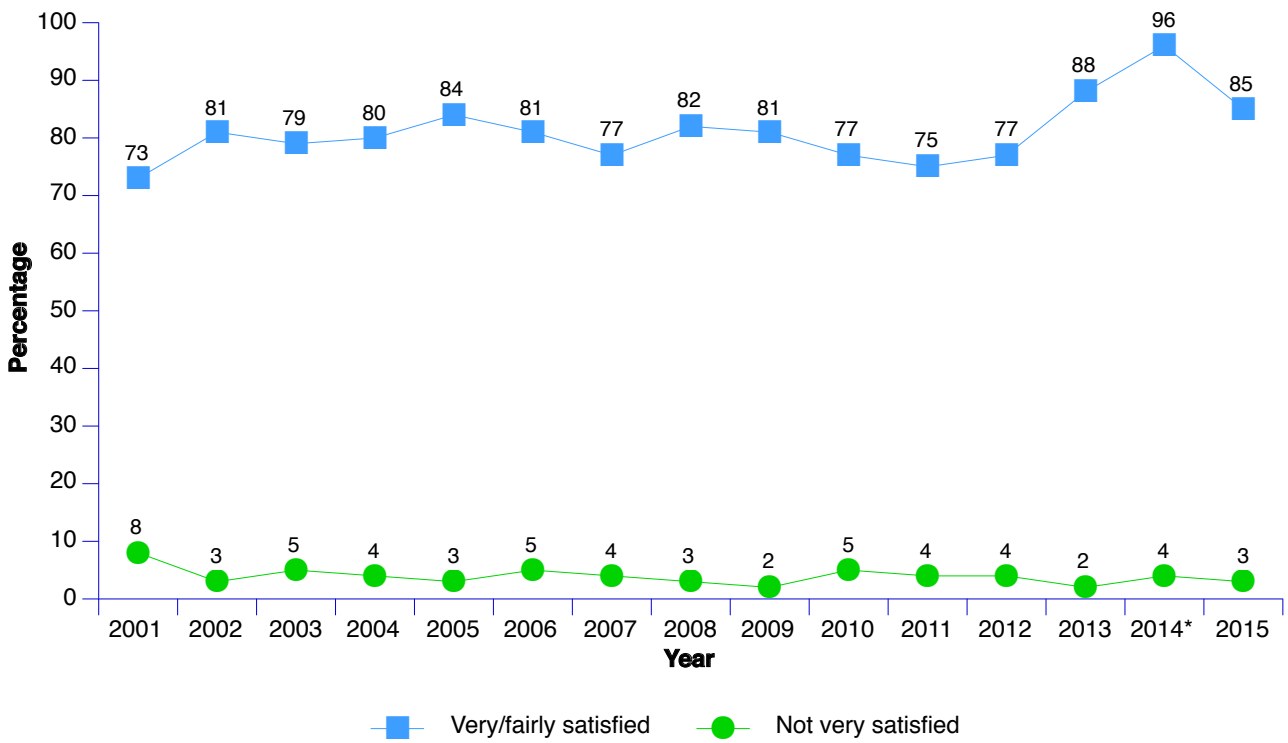
\* multiple responses allowed

<sup>†</sup> Base = 115 (residents who say they, or a member of their household, have not used / visited a District library in the last 12 months)





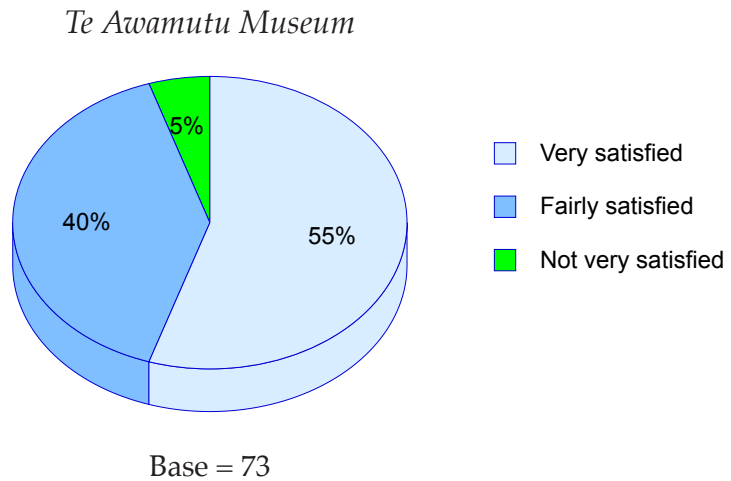
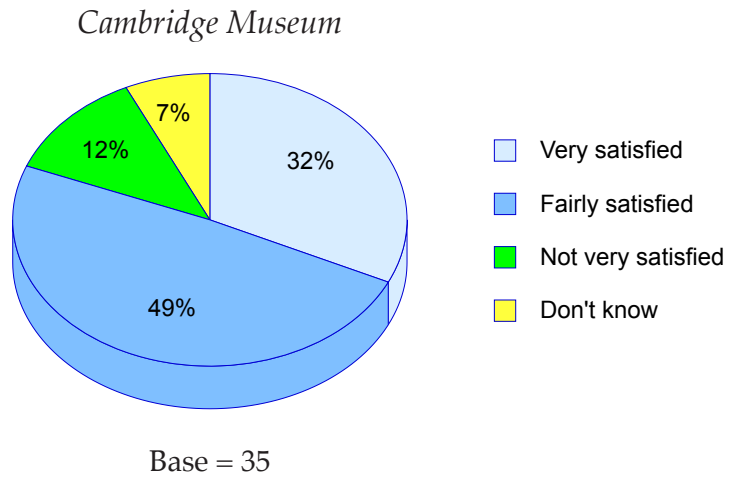
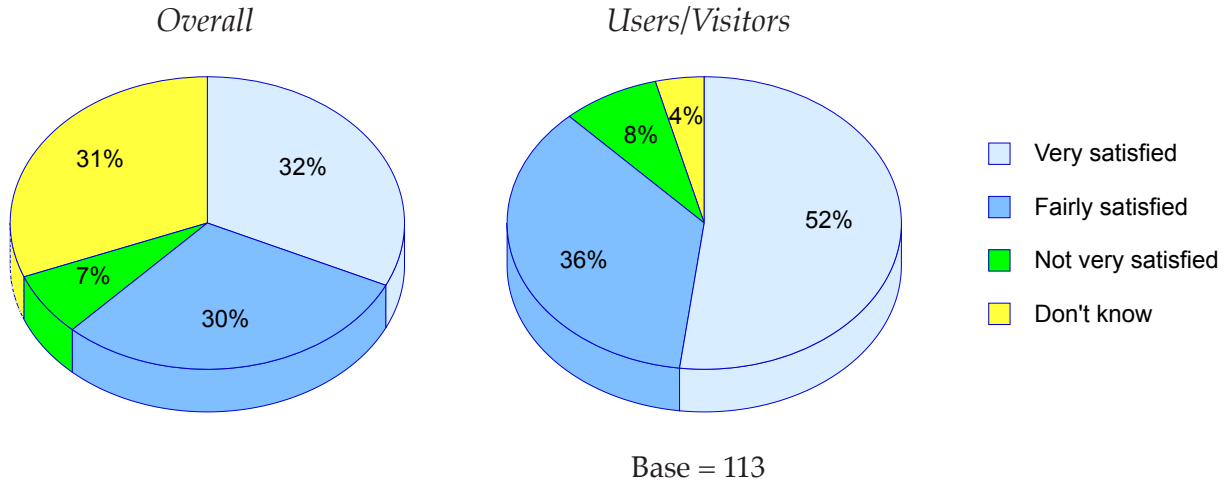
*Library Service*



\* 2014 reading relates to library users

Recommended Satisfaction Measure For Reporting Purposes:	
Total District	= 85%
Total Visitors/Users	= 95%
Cambridge Users/Visitors	= 98%
Te Awamutu Users/Visitors	= 93%

*xvi. Museums*



62% of Waipa District's residents are satisfied with museums, including 32% who are very satisfied, while 7% are not very satisfied. A large percentage, 31% are unable to comment.

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

There are no notable differences between Wards and between socio-economic groups, in terms of those residents not very satisfied with the museums they use / visit most often. However, it appears that men are slightly more likely to be not very satisfied, than women.

In the last 12 months, 30% of residents say, they or a member of their household, have used or visited the Cambridge and / or Te Awamutu Museum. Of these, 88% are satisfied, including 52% who are very satisfied, while 18% are not very satisfied.

31% of residents<sup>†</sup> say they use / visit the Cambridge Museum most often, while 65% use / visit the Te Awamutu Museum most often. 5% say they visit both equally.

81% of residents<sup>†</sup> who mainly use / visit the Cambridge Museum are satisfied, while 95% of those who mainly use / visit the Te Awamutu Museum are satisfied.

<sup>†</sup> Base = 113 (residents who say they, or a member of their household, have used / visited a museum in the last 12 months)

## Satisfaction With Museums

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall*</b>					
Visitors					
2015	32	30	62	7	31
2014**	58	32	90	10	-
2013	33	29	62	4	33
2012†	28	24	52	7	42
2011	27	28	55	4	41
2010	32	24	56	3	41
2009	37	27	64	2	34
2008	22	42	64	5	31
2007	25	34	59	5	36
2006	27	29	56	6	38
<b>Users/Visitors</b>					
District museums overall	52	36	88	8	4
Cambridge Museum	32	49	81	12	7
Te Awamutu Museum	55	40	95	5	-
<b>Comparison</b>					
Peer Group (Provincial)	40	20	60	6	34
National Average	49	23	72	4	24
<b>Ward</b>					
Cambridge	20	32	52	7	41
Takepuku	46	32	78	2	20
Maungatautari	11	38	49	7	44
Pirongia	36	35	71	9	20
Te Awamutu	47	23	70	6	24
<b>Gender</b>					
Male	32	25	57	10	33
Female	32	35	67	4	29

% read across

\* not asked prior to 2006

\*\* 2014 reading relates to users/visitors

† does not add to 100% due to rounding

The main reasons\* residents are not very satisfied with the museums are ...

- need more items on display / change display more often, mentioned by 2% of all residents,
- too small / need a bigger museum, 2%,
- against proposed expansion / too costly, 2%.

The reasons\* residents<sup>†</sup> are not very satisfied with the Cambridge Museum are ...

- inadequate facility / not much there / disappointing / boring, mentioned by 8% of residents<sup>†</sup>,
- too small, 7%.

<sup>†</sup> Base = 35 (residents who say they, or a member of their household mainly use / visit the Cambridge Museum)

The reasons\* residents<sup>†</sup> are not very satisfied with the Te Awamutu Museum are ...

- inadequate facility / not much there / disappointing / boring, mentioned by 4% of residents<sup>†</sup>,
- too small, 4%.

<sup>†</sup> Base = 73 (residents who say they, or a member of their household mainly use / visit the Te Awamutu Museum)

\* multiple responses allowed

### Reasons Residents Have Not Visited/Used A District Museum In Last 12 Months

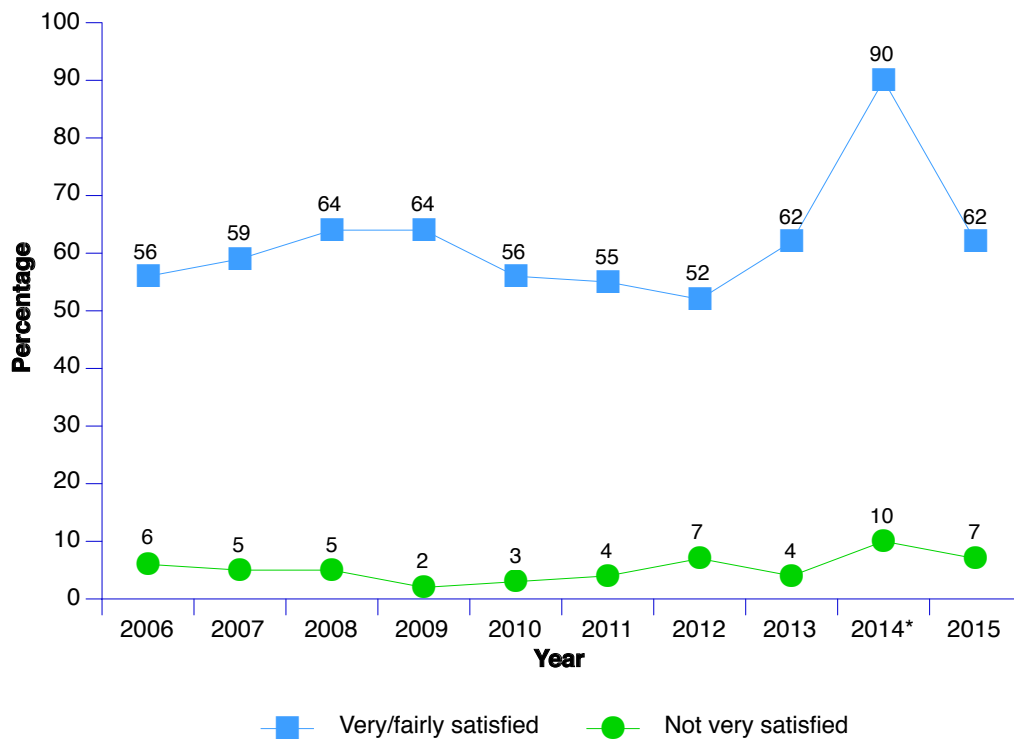
The main reasons residents<sup>†</sup> say they have not used or visited a District museum in the last 12 months are ...

- not interested / not into museums, mentioned by 22% of residents<sup>†</sup>,
- haven't got around to it / not been yet / not thought about it, 18%,
- too busy / lack of time, 18%,
- no need / no reason to go, 15%,
- have been in the past / don't visit often, 12%,
- didn't know about them / lack of advertising / promotion, 10%.

(No other reason mentioned by more than 5% of residents<sup>†</sup>)

<sup>†</sup> Base = 288 (residents who say they, or a member of their household, have not visited / used a District museum in last 12 months)

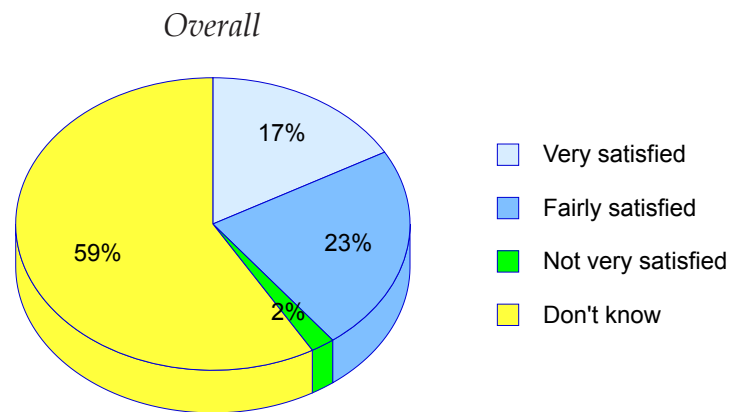
Museums



\* 2014 reading relates to users/visitors

Recommended Satisfaction Measure For Reporting Purposes:	
Total District	= 62%
Visitors/Users	= 88%
Cambridge Museum	= 81%
Te Awamutu Museum	= 95%

### *xvii. Civil Defence Organisation*



40% of Waipa District's residents are satisfied with the Civil Defence Organisation (49% in 2014), while a significant percentage of residents (59%) are unable to comment on Civil Defence (49% in 2014).

The percent not very satisfied (2%) is similar to the Peer Group Average and slightly below the National Average.

There are no notable differences between Wards and between 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 %
<b>Overall*</b>					
Total District 2015 <sup>†</sup>	17	23	40	2	59
2014	24	25	49	2	49
2013 <sup>†</sup>	21	30	51	2	48
2012	16	26	42	3	55
2010	17	20	37	2	61
2009	20	28	48	2	50
2008	19	24	43	1	56
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
<b>Comparison</b>					
Peer Group (Provincial)	31	30	61	4	35
National Average	27	36	63	8	29
<b>Ward</b>					
Cambridge <sup>†</sup>	20	24	44	1	54
Kakepuku	14	20	34	-	66
Maungatautari <sup>†</sup>	17	25	42	2	55
Pirongia	14	23	37	2	61
Te Awamutu	14	21	35	2	63

% read across

\* not asked in 2011

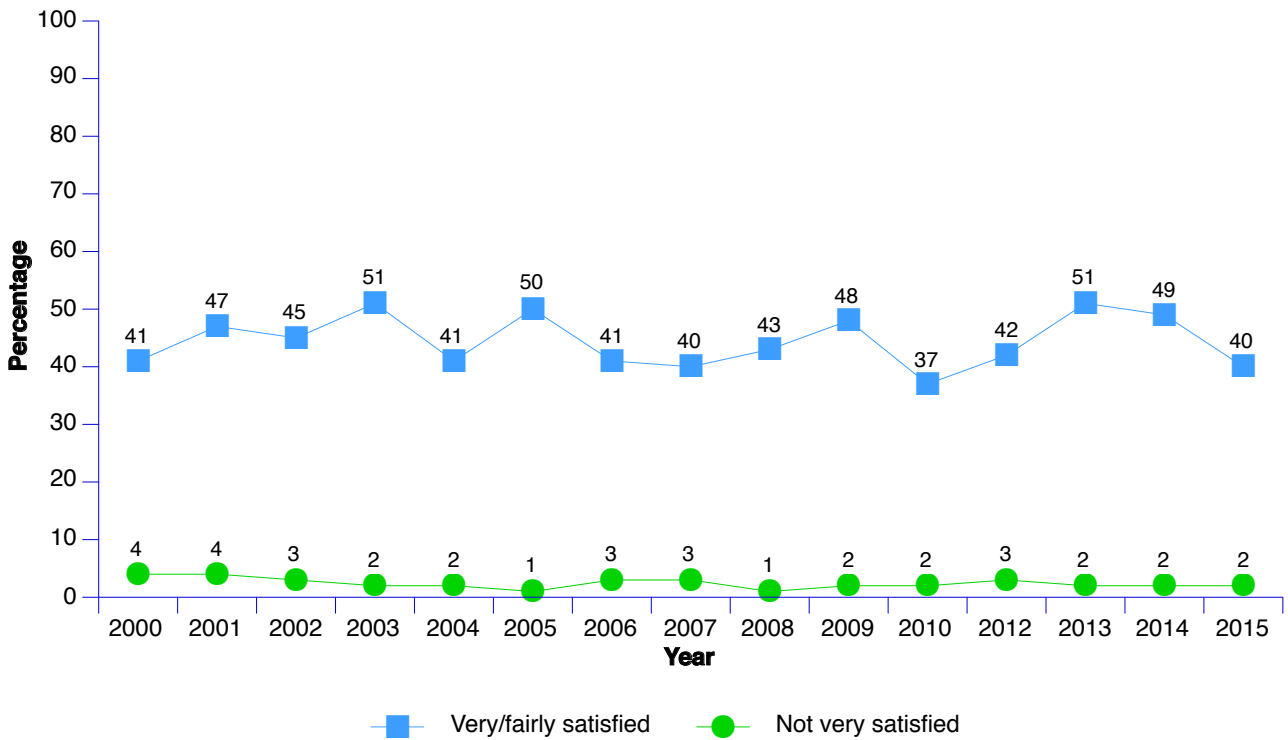
<sup>†</sup> does not add to 100% due to rounding



The reason\* residents are not very satisfied with the Civil Defence Organisation is “lack of promotion/information/drills/didn’t know we had one”, which was mentioned by 2% of all residents.

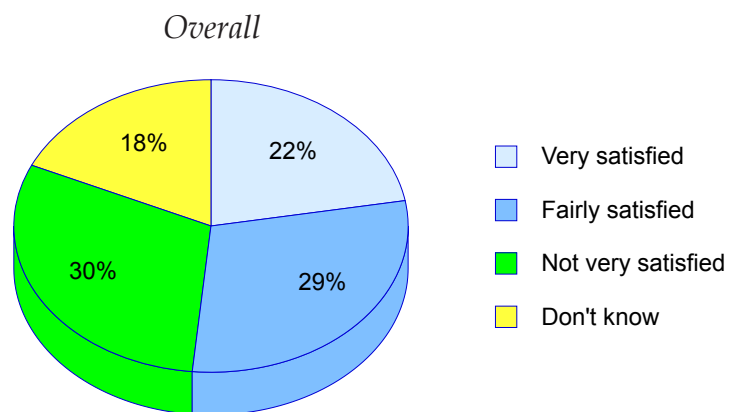
\* multiple responses allowed

*Civil Defence Organisation*



Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 40%

### *xviii. Swimming Pools*



51% of Waipa District residents overall are satisfied with the District's swimming pools (54% in 2014), while 30% are not very satisfied with these facilities and 18% are unable to comment (22% in 2014).

The percent not very satisfied is above the Peer Group and National Averages and 6% above the 2014 reading.

Longer term residents, those residing in the District more than 10 years are more likely to be not very satisfied with swimming pools, than shorter term residents.

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

## Satisfaction With Swimming Pools

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall</b>					
Total District 2015 <sup>†</sup>	22	29	51	30	18
2014	25	29	54	24	22
2013 <sup>†</sup>	38	32	70	19	12
2012	30	33	63	21	16
2011	39	33	72	12	16
2010	43	25	68	14	18
2009	38	28	66	19	15
2008	30	32	62	20	18
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
<b>Comparison</b>					
Peer Group (Provincial) <sup>†</sup>	40	29	69	12	20
National Average	38	31	69	10	21
<b>Ward</b>					
Cambridge	13	27	40	44	16
Kakepuku <sup>†</sup>	42	40	82	12	7
Maungatautari	7	29	36	35	29
Pirongia	27	24	51	15	34
Te Awamutu	32	31	63	24	13
<b>Length of Residence</b>					
Lived there 10 years or less	28	30	58	22	20
Lived there more than 10 years <sup>†</sup>	29	19	48	34	17

% read across

<sup>†</sup> does not add to 100% due to rounding

The main reasons residents are not very satisfied with the District's swimming pools are ...

- poor standard/need upgrading/improvements,
- Cambridge pool upgrade issue unresolved/no action taken,
- Cambridge needs a heated pool/covered/indoor pool.

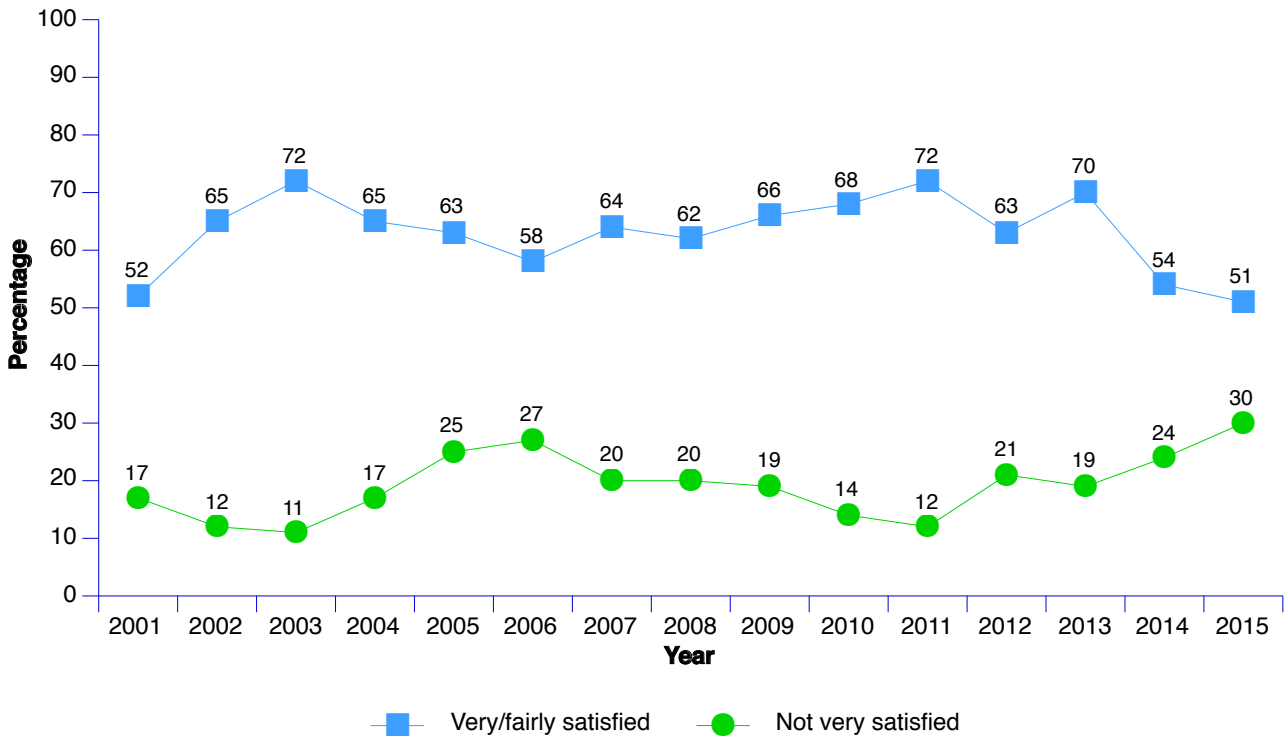
### Summary Table: Main Reasons\* For Being Not Very Satisfied With Swimming Pools

	Total District 2015 %	Ward				
		Cambridge %	Kakepuku %	Maungatautari %	Pirongia %	Te Awamutu %
<b>Percent Who Mention ...</b>						
Poor standard/need upgrading/improvements	<b>8</b>	13	-	12	4	4
Cambridge pool upgrade issue unresolved/no action taken	<b>7</b>	(14)	-	(20)	-	-
Cambridge needs a heated pool/covered/indoor pool	<b>6</b>	(14)	-	(10)	-	-

\* multiple responses allowed

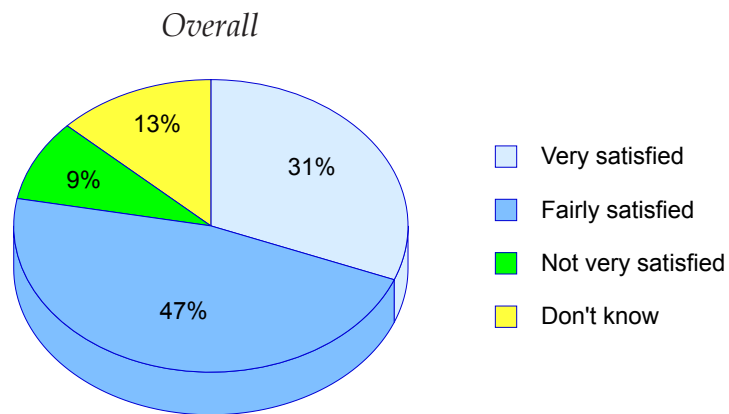
NB: no other reason is mentioned by more than 4% of all residents

### Swimming Pools



Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 51%

### *xix. Public Toilets*



78% of residents are satisfied with the public toilets, including 31% who are very satisfied (38% in 2014), while 13% are unable to comment. 9% of residents are not very satisfied with public toilets.

The percent not very satisfied is below the Peer Group and National Averages and similar to the 2014 reading.

Women are more likely to be not very satisfied with public toilets, than men.



## Satisfaction With Public Toilets

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall</b>					
Total District 2015	31	47	78	9	13
2014	38	42	80	9	11
2013	41	43	84	7	9
2012 <sup>†</sup>	33	43	76	10	15
2011	33	43	76	11	13
2010	46	34	80	8	12
2009	43	39	82	8	10
2008	35	39	74	12	14
2007	36	34	70	16	14
2000	24	28	52	20	28
<b>Comparison</b>					
Peer Group (Provincial)	24	46	70	18	12
National Average	22	44	66	19	15
<b>Ward</b>					
Cambridge	28	49	77	7	16
Kakepuku <sup>†</sup>	39	39	78	17	4
Maungatautari	22	54	76	3	21
Pirongia	42	34	76	16	8
Te Awamutu <sup>†</sup>	27	51	78	9	12
<b>Gender</b>					
Male	29	55	84	5	11
Female	32	40	72	14	14

% read across

\* not asked between 2001-2006

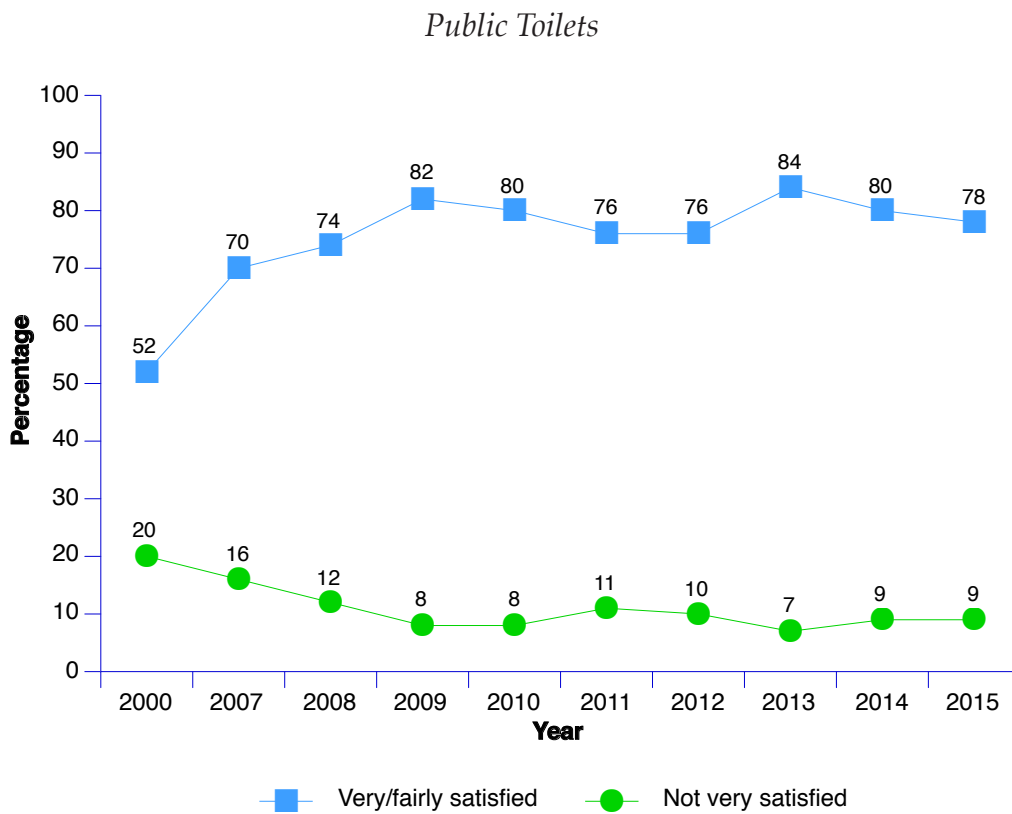
† does not add to 100% due to rounding



The main reasons\* residents are not very satisfied with public toilets are ...

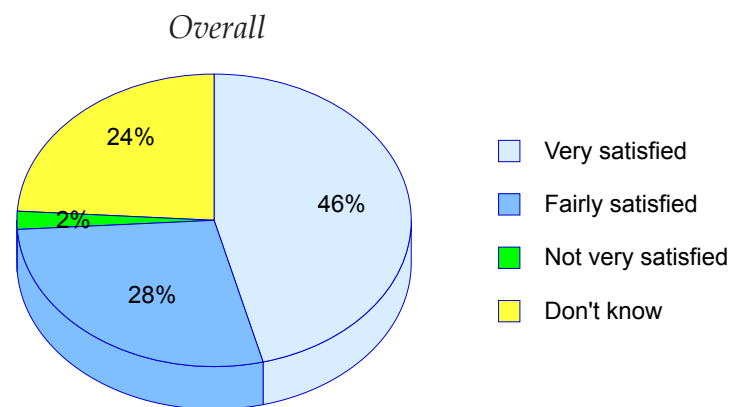
- dirty / smelly / need cleaning more often, mentioned by 3% of all residents,
- poor standard / grotty / need upgrading / maintenance, 3%,
- not enough toilets / need more, 3%,
- have to pay to use toilets / should be free, 2%.

\* multiple responses allowed



Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 78%

## *xx. Cemeteries*



74% of all Waipa District residents are satisfied with cemeteries, with 46% being very satisfied (42% in 2014). A large percentage, 24% are unable to comment.

2% of residents are not very satisfied. The percent not very satisfied is similar to the Peer Group and National Averages and the 2014 reading.

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

## Satisfaction With Cemeteries

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<b>Overall</b>					
Total District 2015	46	28	<b>74</b>	2	24
2014	42	31	<b>73</b>	2	26
2013*†	45	32	<b>77</b>	1	21
<b>Comparison</b>					
Peer Group (Provincial)	45	29	<b>74</b>	2	24
National Average	37	35	<b>72</b>	4	24
<b>Ward</b>					
Cambridge	47	30	<b>77</b>	1	22
Kakepuku	36	28	<b>64</b>	-	36
Maungatautari	35	34	<b>69</b>	-	31
Pirongia	40	27	<b>67</b>	4	29
Te Awamutu†	53	25	<b>78</b>	2	21

% read across

\* not asked prior to 2013

† does not add to 100% due to rounding

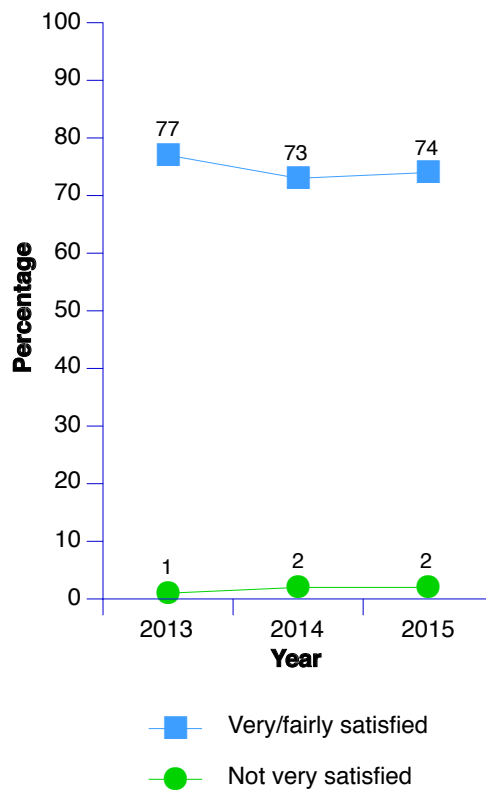
The reasons\* residents are not very satisfied with the District's cemeteries are ...

- not looked after / need attention / improvements, mentioned by 1% of all residents,
- others (0.4%).

\* multiple responses allowed



*Cemeteries*



Recommended Satisfaction Measure For Reporting Purposes:  
Total District = 74%





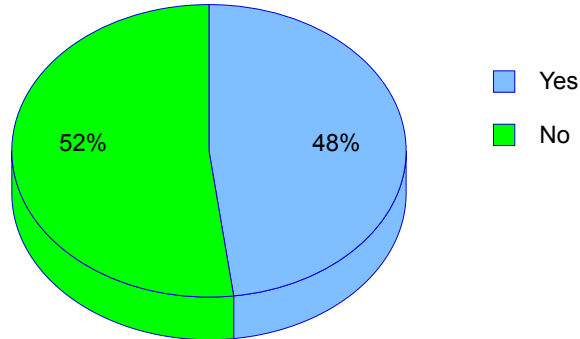


## 2. CUSTOMER SERVICE

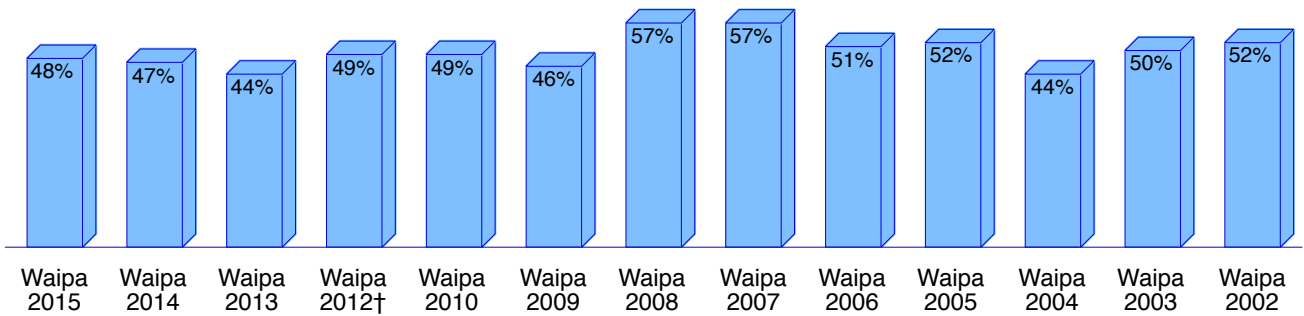


**A. HAVE RESIDENTS PERSONALLY CONTACTED THE COUNCIL, IN THE LAST 12 MONTHS?**

*Overall*



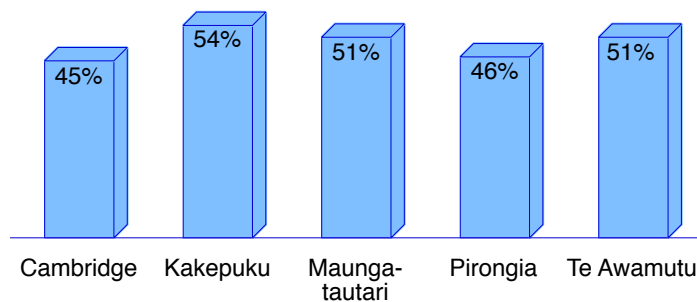
*Percent Saying 'Yes' - Comparison*



Readings prior to 2009 refer to residents who said they had contacted Council by phone or in person in the last 12 months

† not asked in 2011

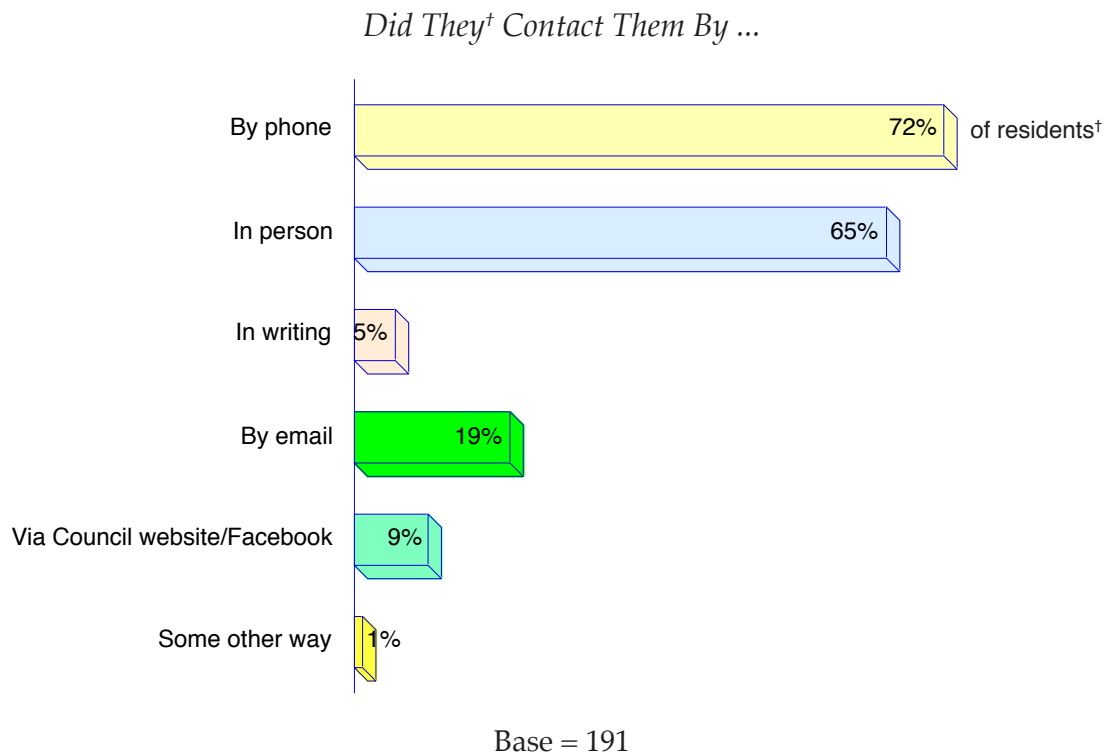
*Percent Saying 'Yes' - By Ward*



48% of Waipa District residents say they have personally contacted the Council, in the last 12 months, which is similar to the 2014 reading.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who say 'Yes'.

## B. METHOD OF CONTACT



<sup>†</sup> residents who have personally contacted the Council in the last 12 months (multiple responses allowed)

72% of residents<sup>†</sup> say they have contacted Council by phone (67% in 2014), while 65% say they have contacted them in person (59% in 2014).

There are no notable differences between Wards and between socio-economic groups, in terms of those residents<sup>†</sup> who have contacted Council **by phone**. However, it appears that residents<sup>†</sup> with an annual household income of less than \$40,000 are slightly less likely to contact Council by phone, than other income groups.

It appears that the following residents<sup>†</sup> are slightly less likely to contact Council **in person** ...

- residents aged 18 to 64 years,
- residents with an annual household income of \$40,000 to \$70,000.

<sup>†</sup> residents who have personally contacted the Council in the last 12 months N=191

The other 'method' mentioned is ...

*"Material sent out with rates."*

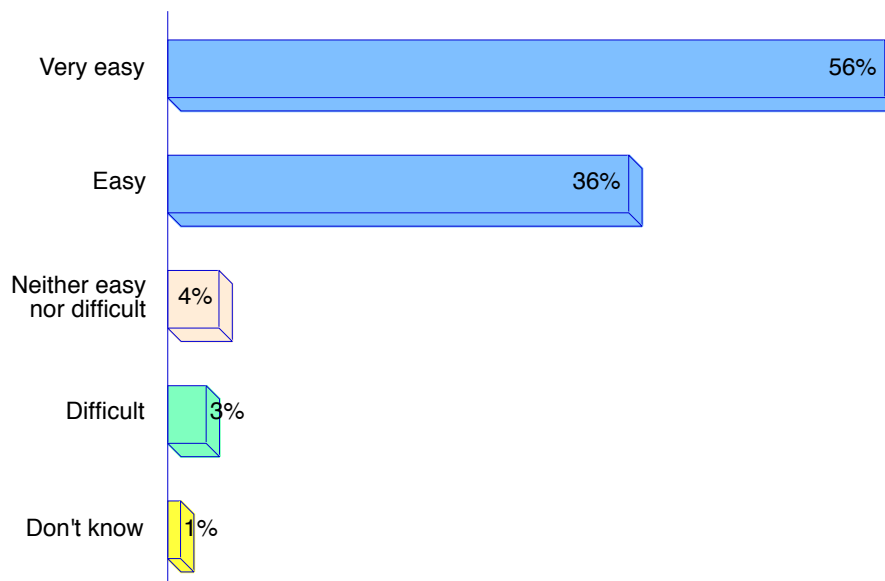
### Summary Table: Method Of Contact

	Yes, Contacted Council ...					
	By phone %	In person %	In writing %	By email %	Via Council website %	Some other way %
<b>Residents Who Have Personally Contacted Council In Last 12 Months<sup>†</sup></b>						
2015 (base 191)	72	65	5	19	9	1
2014 (base 188)	67	59	10	19	8	2
2013 (base 172)	71	55	13	20	11	-
2012 (base 193)	70	60	11	22	8	1
2010 (base 188)	69	52	10	10	3	2
2009 (base 174)	69	63	14	9	4	-
<b>Ward</b>						
Cambridge	69	64	5	29	13	1
Takepuku*	73	61	8	12	4	-
Maungatautari*	77	56	3	31	3	-
Pirongia	75	56	6	7	3	-
Te Awamutu	71	73	6	12	9	1
<b>Age</b>						
18-44 years	80	57	2	18	10	-
45-64 years	69	66	7	23	9	-
65+ years	58	80	10	12	5	4
<b>Household Income</b>						
Less than \$40,000 pa	62	67	3	-	-	3
\$40,000 - \$70,000 pa	77	50	6	7	15	-
More than \$70,000 pa	76	66	6	26	9	1

\* caution: small bases (<30)

<sup>†</sup> not asked prior to 2009 and 2011

### c. How EASY WAS IT TO MAKE CONTACT?



Base = 191

92% of residents<sup>†</sup> say it was very easy/easy to make contact with Council, including 56% who said it was very easy, while 3% said it was difficult.

Residents<sup>†</sup> more likely to say they found it **very easy** are ...

- residents aged 45 years or over,
- residents who live in a one or two person household.

The reason residents said they found it difficult is ...

- difficult to get the right person, mentioned by 40% of residents who said they found contact difficult (2 respondents).

<sup>†</sup> residents who say they have contacted Council in last 12 months (N=191)

### Summary Table: How Easy Was It To Make Contact?

	Very easy %	Easy %	Very easy/ Easy %	Neither easy nor difficult %	Difficult %	Very difficult %	Difficult/ Very difficult %	Don't know %
<b>Residents Who Had Contacted Council</b>								
2015	56	36	<b>92</b>	4	3	-	<b>3</b>	1
<b>Ward</b>								
Cambridge <sup>†</sup>	54	40	<b>94</b>	4	3	-	<b>3</b>	-
Kakepuku*	68	26	<b>94</b>	4	2	-	<b>2</b>	-
Maungatautari*	28	45	<b>73</b>	11	9	-	<b>9</b>	7
Pirongia	51	44	<b>95</b>	5	-	-	<b>-</b>	-
Te Awamutu	65	29	<b>94</b>	2	4	-	<b>4</b>	-
<b>Age</b>								
18-44 years	46	45	<b>91</b>	5	4	-	<b>4</b>	-
45-64 years	62	31	<b>93</b>	3	3	-	<b>3</b>	1
65+ years	66	28	<b>94</b>	4	2	-	<b>2</b>	-
<b>Household Size</b>								
1-2 person household <sup>†</sup>	65	32	<b>97</b>	3	1	-	<b>1</b>	-
Te Awamutu	49	40	<b>89</b>	5	5	-	<b>5</b>	1

Base = 191

% read across

\* caution: small bases (<30)

† does not add to 100% due to rounding

## D. WHAT WAS THE NATURE OF THE RESIDENT'S MAIN QUERY?

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

- dog control/registration/dog issues,
- building permits/consents/resource consents,
- roading/road signs/cycleways/road safety issues,
- rates issues,
- building department/services/building matters.

### Summary Table:

#### Principal Types Of Main Queries\*\* Mentioned By Residents Contacting Council

	Residents* who have personally contacted Council in last 12 months %	Ward				
		Cambridge %	Kake- puku <sup>†</sup> %	Maunga- tautari <sup>†</sup> %	Pirongia %	Te Awamutu %
<b>Percent Who Mention ...</b>						
Dog control/registration/ dog issues	<b>18</b>	20	15	11	17	20
Building permits/consents/ resource consents	<b>10</b>	7	20	23	15	6
Roading/road signs/cycleways/ road safety issues	<b>10</b>	9	22	21	7	6
Rates issues	<b>7</b>	1	18	8	3	14
Building department/services/ building matters	<b>7</b>	7	8	-	17	2

Base = 191

\*\* multiple responses allowed

<sup>†</sup> caution: small bases (N=20)

\* the 191 residents who said they had personally contacted Council, in the last 12 months



Other queries mentioned by 6% of residents\* are/is ...

- rubbish collection/ recycling,

by 5% ...

- water issues,

by 4% ...

- fire permits/ fire issues,
- about a property/ LIM report,
- subdivision of property/ land development use,

by 3% ...

- tree issues,
- noise control,
- liquor licence/ sale of alcohol,

by 2% ...

- flooding/ stormwater drains,
- housing,

by 1% ...

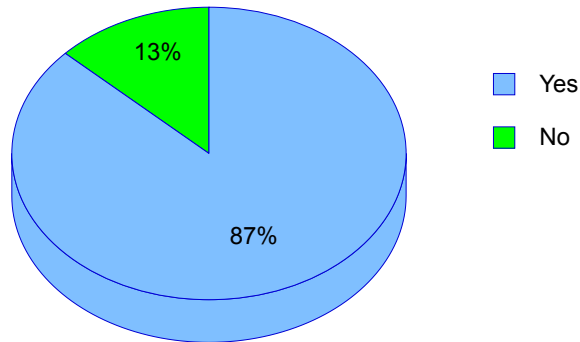
- footpaths,
- cemetery issue,
- street lights,
- town planning.

12% of residents<sup>†</sup> mentioned 'other' queries.

\* the 191 residents who said they had personally contacted Council, in the last 12 months

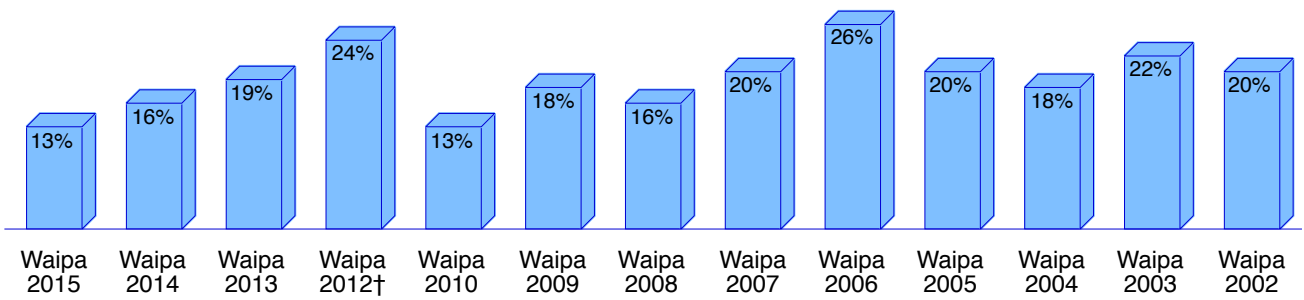
**E. WAS QUERY ATTENDED TO IN A TIMELY FASHION?**

*Residents Who Have Personally Contacted Council In Last 12 Months*



Base = 191

*Percent Saying 'No' - Comparison\**

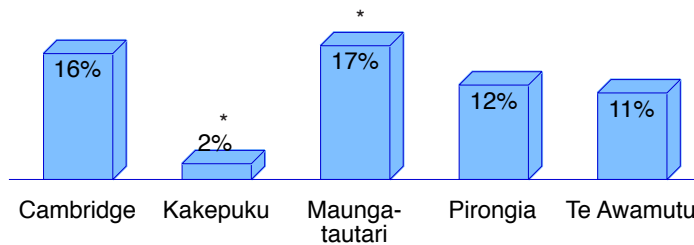


\* prior to 2006 residents were asked “Was your query attended to in a timely fashion **and** to your satisfaction?” In 2007 this was asked separately.

Readings prior to 2009 also refer to residents who have contacted Council by phone or in person.

† not asked in 2011

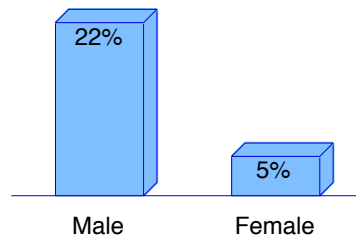
*Percent Saying 'No' - By Ward†*



\* caution: small bases

† residents who have personally contacted Council in the last 12 months (N=191)

*Percent Saying 'No' - Comparing Different Types Of Residents<sup>†</sup>*



87% of residents<sup>†</sup> say their query was attended to in a timely fashion, while 13% say it was not. These readings are similar / on par with the 2014 results.

Men<sup>†</sup> are more likely to feel their query was not attended to in a timely fashion, than women<sup>†</sup>.

<sup>†</sup> residents who have personally contacted Council in the last 12 months (N=191)



### Analysis Of Timeliness By Main Types Of Queries

	Base**	Attended to in a Timely Fashion		
		Yes %	No %	Don't know %
<b>Main Queries</b>				
Dog control/registration/dog issues	29	100	-	-
Building permits/consents/resource consents	21	95	5	-
Roading/road signs/cycleways/road safety issues	18	54	46	-
Rates issues	18	100	-	-
Building department/services/building matters	11	100	-	-

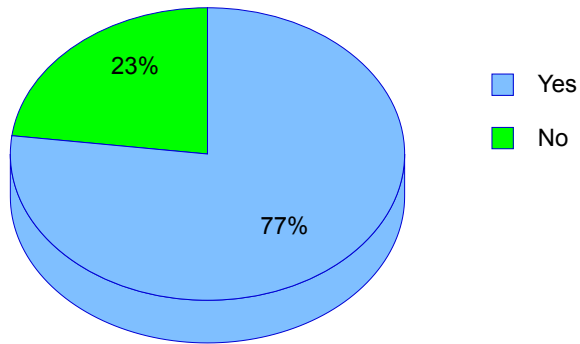
\*\* weighted base. Caution required as all bases are small (<30)

100% (29 respondents) of those residents who have contacted Council in the last 12 months about dog control/registration/dog issues, said their query was attended to in a timely fashion, and 95% (20 respondents) of those residents contacting Council about building permits/consents/resource consents felt this way.

This analysis, when extended across all the ten main types of queries mentioned, shows that in seven instances respondents felt their query was, to varying degrees, 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.

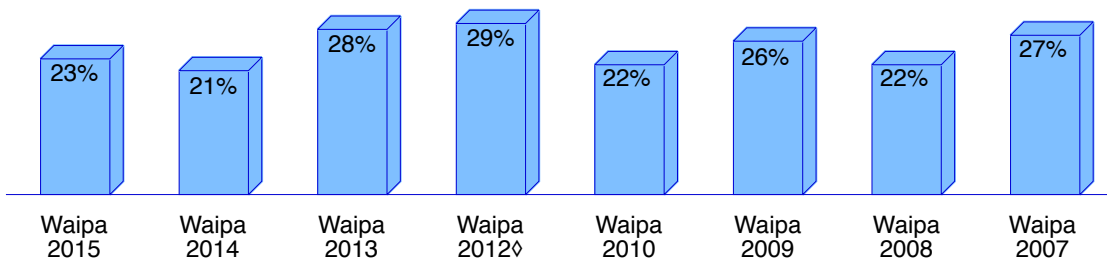
**F. WAS QUERY ATTENDED TO YOUR SATISFACTION?**

*Residents Who Have Personally Contacted Council In Last 12 Months*



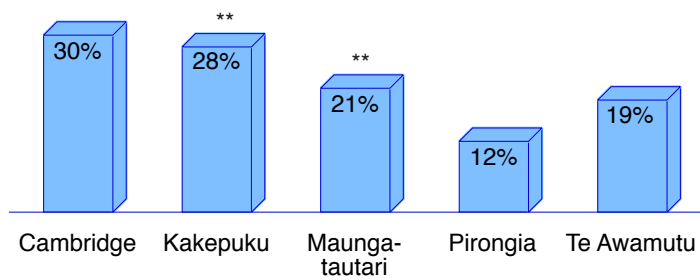
Base = 191

*Percent Saying 'No' - Comparison<sup>\*†</sup>*



\* readings prior to 2009 refer to residents who have contacted Council by phone or in person  
 † not asked in 2011

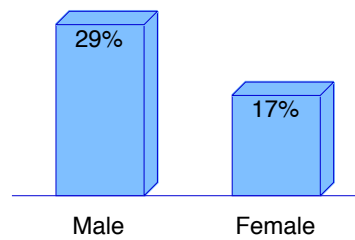
*Percent Saying 'No' - By Ward<sup>†</sup>*



\*\* caution: small bases

† residents who have personally contacted Council in the last 12 months (N=191)

*Percent Saying 'No' - Comparing Different Types Of Residents<sup>†</sup>*



77% of residents<sup>†</sup> say their query was dealt with to their satisfaction, while 23% say it was not. These readings are similar to the 2014 results.

Men<sup>†</sup> are more likely to say 'No', than women<sup>†</sup>.

<sup>†</sup> residents who have personally contacted Council in the last 12 months (N=191)

### Analysis Of Satisfaction By Main Types Of Queries

	Base**	Satisfaction		
		Yes %	No %	Don't know %
<b>Main Queries</b>				
Dog control/registration/dog issues	29	95	5	-
Building permits/consents/resources consents	21	83	17	-
Roading/road signs/cycleways/ road safety issues	18	23	77	-
Rates issues	18	100	-	-
Building department/services/building matters	11	80	20	

\*\* weighted base. Caution required as all bases are small (<30)



95% (28 respondents) of those residents who have contacted Council in the last 12 months on dog control/registration/dog issues, said their query was dealt with to their satisfaction, while 83% (17 respondents) of those who contacted Council regarding building permits/consents/resource consents felt this way.

This analysis, when extended across all ten main types of queries mentioned, shows that in nine instances respondents felt their query was, to varying degrees, not dealt with to their satisfaction, indicating that dissatisfaction does not relate to a single issue. It is noted, however, that 14 out of 18 respondents said that their query regarding roading/road signs/cycleways/road safety issues was not dealt with to their satisfaction.

The main reasons<sup>†</sup> residents said their query was not dealt with to their satisfaction are ...

- unsatisfactory outcome/problem ongoing, mentioned by 29% of residents\* (13 respondents),
- poor service by staff/inefficiency/slow service, 21% (9 respondents),
- never heard back/no response/no feedback/still waiting, 19% (8 respondents).

\* those residents who have personally contacted Council, in the last 12 months and say their query was not dealt to their satisfaction (N=44)

<sup>†</sup> multiple responses allowed



## G. SUGGESTED IMPROVEMENTS

Residents<sup>†</sup> were asked to say what Council could do better to improve its service at their first point of contact. The main\* suggestions are ...

- better customer service / friendly / knowledgeable staff, mentioned by 6% of residents<sup>†</sup>,
- get to talk to right person / not answerphone, 5%,
- follow-up / reply to queries / answer calls, 4%,
- better communications / with us / keep us informed, 3%.

<sup>†</sup> residents who have personally contacted Council in the last 12 months (N=191)

\* multiple responses allowed



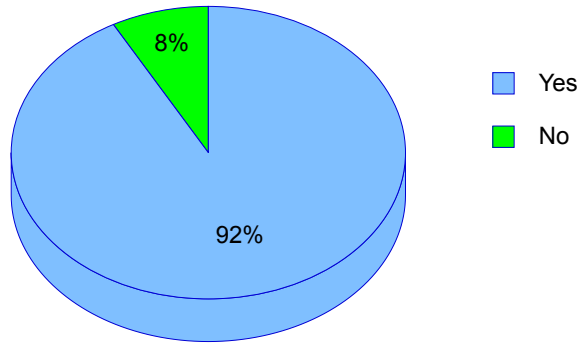


### 3. COMMUNICATION

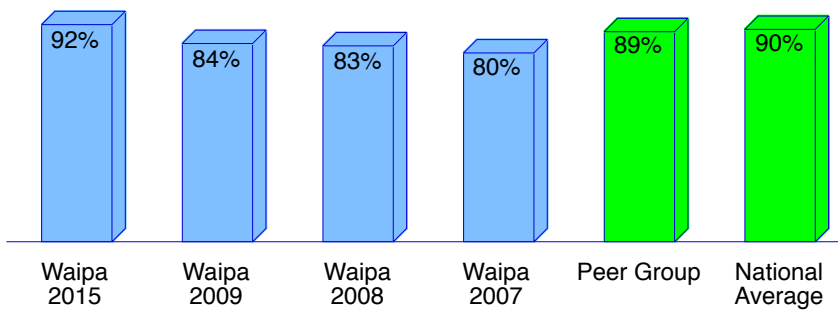
**A. INTERNET**

*i. Access*

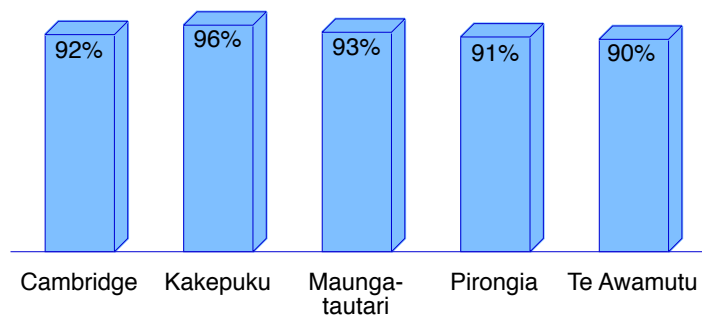
*Overall*



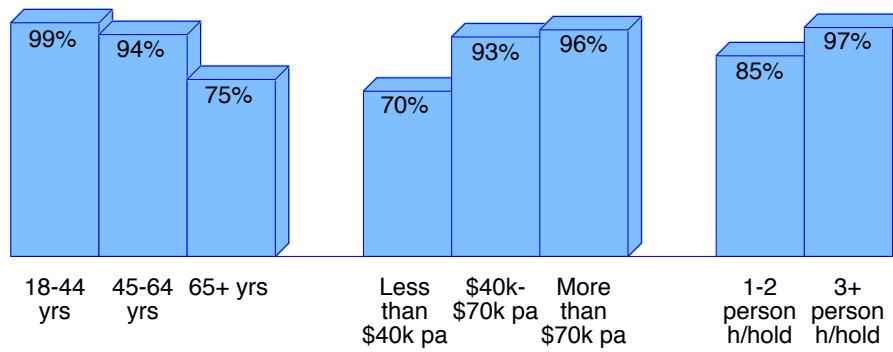
*Percent Saying 'Yes' - Comparison*



*Percent Saying 'Yes' - By Ward*



*Percent Saying 'Yes' - Comparing Different Types Of Residents*



92% of residents have internet access. This is on par with the Peer Group Average and similar to the National Average.

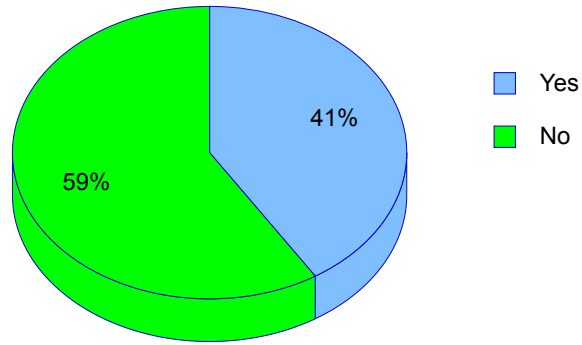
Residents more likely to say 'Yes' are ...

- residents aged 18 to 64 years,
- residents with an annual household income of \$40,000 or more,
- residents who live in a three or more person household.

**B. COUNCIL'S WEBSITE**

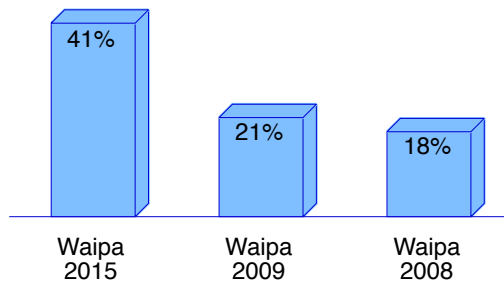
*i. Visited Council's Website In Last 12 Months*

*Access To Internet*

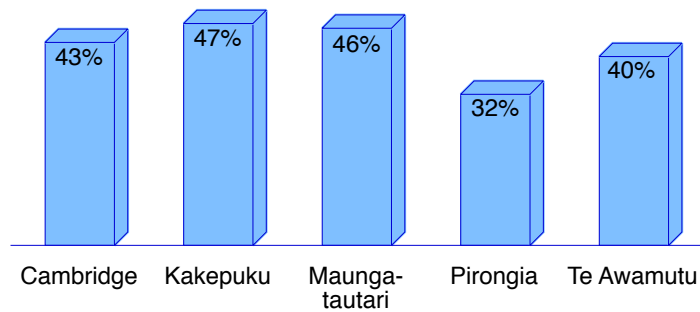


Base = 353

*Percent Saying 'Yes' - Comparison<sup>†</sup>*



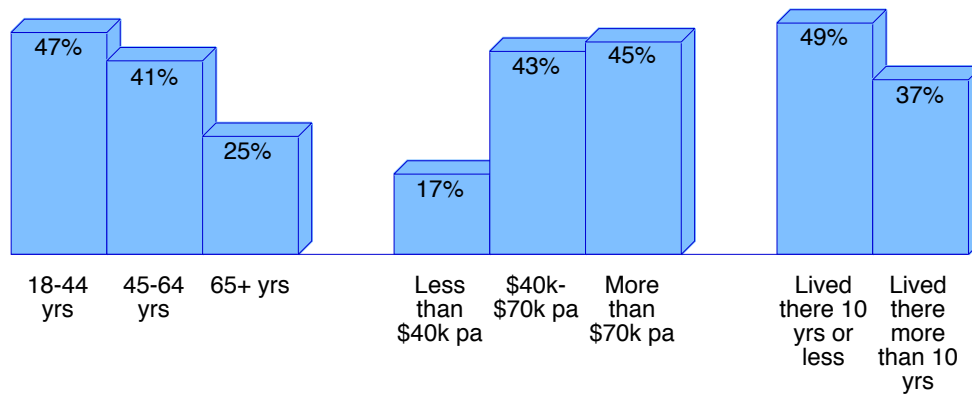
*Percent Saying 'Yes' - By Ward<sup>†</sup>*



<sup>†</sup> those residents who have access to the internet N=353



*Percent Saying 'Yes' - Comparing Different Types Of Residents<sup>†</sup>*



41% of residents<sup>†</sup> say they have visited the Council's website in the last 12 months.

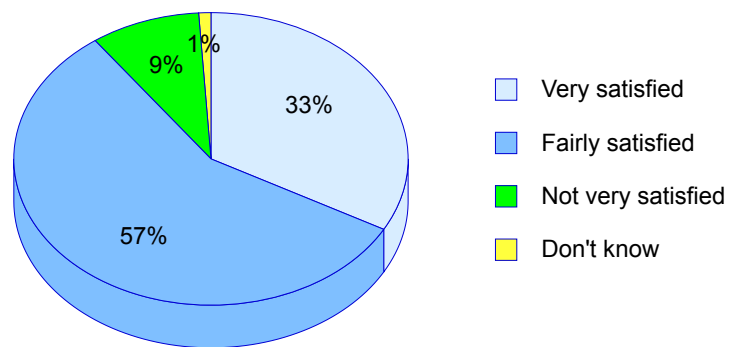
Residents<sup>†</sup> more likely to say 'Yes' are ...

- residents aged 18 to 64 years,
- residents with an annual household income of \$40,000 or more,
- shorter term residents, those residing in the District 10 years or less.

<sup>†</sup> those residents who have access to the internet N=353

## ii. Level Of Satisfaction

*Visited Council's Website In Last 12 Months*



Base = 131

90% of residents who have visited Council's website in the last 12 months are satisfied, including 33% who are very satisfied, while 9% are not very satisfied.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents<sup>†</sup> who are not very satisfied.

The reasons residents are not very satisfied is ...

- not user friendly / difficult to navigate / find information, mentioned by 82% of residents who have visited Council's website and are not very satisfied,
- others, 19%.

<sup>†</sup> residents who have visited Council's website in last 12 months N=131

### Summary Table: Satisfaction With Council's Website

	Very Satisfied %	Fairly Satisfied %	<b>Very/Fairly Satisfied</b> %	Not Very Satisfied %	Don't Know %
<b>Total</b>					
Residents who have visited Council's website	33	57	<b>90</b>	9	1
<b>Ward</b>					
Cambridge	18	73	<b>91</b>	9	-
Takepuku*	53	38	<b>91</b>	9	-
Maungatautari*	28	51	<b>79</b>	21	-
Pirongia*	53	42	<b>95</b>	-	5
Te Awamutu	41	49	<b>90</b>	10	-

Base = 131

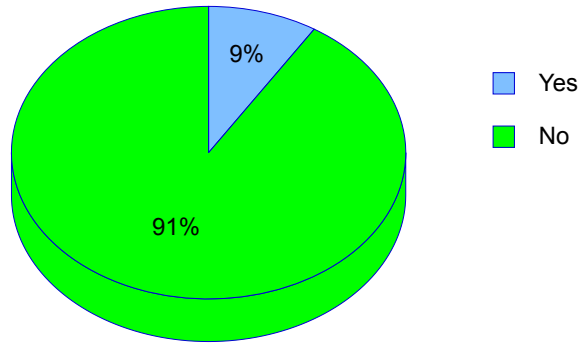
% read across

\* caution small base

**c. COUNCIL'S FACEBOOK PAGE**

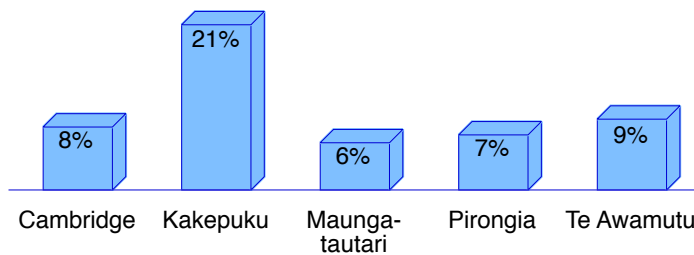
*i. Visited Council's Facebook Page In Last 12 Months*

*Access To Internet*

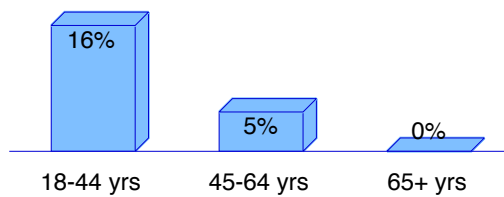


Base = 353

*Percent Saying 'Yes' - By Ward<sup>†</sup>*



*Percent Saying 'Yes' - By Age<sup>†</sup>*

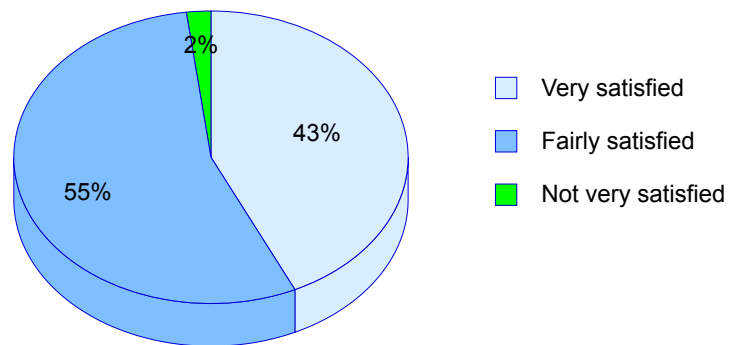


9% of residents<sup>†</sup> say they have visited Council's Facebook page in the last 12 months.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents<sup>†</sup> who have visited the Council's Facebook page. However, it appears that residents<sup>†</sup> aged 18 to 44 years are slightly more likely to do so, than other age groups.

<sup>†</sup> those residents who have access to the internet N=353

## ii. Level Of Satisfaction



Base = 23<sup>†</sup>

<sup>†</sup> caution: small base

98% of residents<sup>†</sup> are satisfied with the Council's Facebook page, including 43% who are very satisfied, while 2% are not very satisfied. Caution required as the base is small, N=23.

As the bases for all Wards and socio-economic groups are small, no comparisons have been made.

The reason the one resident is not very satisfied is ...

*"Didn't find any of the computer stuff very helpful, ended up having to ring someone."*

<sup>†</sup> those residents who have visited the Council's Facebook page N=23

## D. REASONS RESIDENTS HAVE NOT VISITED COUNCIL'S WEBSITE AND/OR COUNCIL'S FACEBOOK PAGE

The main reasons residents<sup>†</sup> have not visited Council's website and/or Facebook page are ...

- no need/no reason to,
- not interested in Facebook/website,
- don't use computers much/not good with computers,
- didn't know about them/their Facebook page/website,
- get information from newspapers.

**Summary Table: Main Reasons For Not Visiting Council's Website/Facebook Page**

	Non- visitors* %	Ward				
		Cambridge %	Kake- puku <sup>†</sup> %	Maunga- tautari <sup>†</sup> %	Pirongia %	Te Awamutu %
<b>Percent Who Mention ...</b>						
No need/no reason to	<b>62</b>	56	50	66	65	69
Not interested in Facebook/website	<b>18</b>	17	15	42	10	17
Don't use computers much/ not good with computers	<b>10</b>	9	-	7	14	11
Didn't know about them/ their Facebook page/website	<b>7</b>	6	15	-	8	7
Get information from newspapers	<b>6</b>	6	15	10	6	3

\* Base = 215: those residents who have access to the internet but have not visited Council's website and/or Facebook page in last 12 months

<sup>†</sup> caution: small base

Other reasons mentioned by 5% of residents<sup>†</sup> are ...

- can't be bothered,
- prefer personal contact / talk face-to-face / phone them,

by 4% ...

- too busy / lack of time,

by 3% ...

- didn't think of it / never thought to do it,

by 2% ...

- have other interests,

by 1% ...

- Council sends us information / have meetings,
- have visited website in the past but not in last 12 months.

<sup>†</sup> those residents who have access to the internet but have no visited Council's website and / or Facebook page in last 12 months N=215



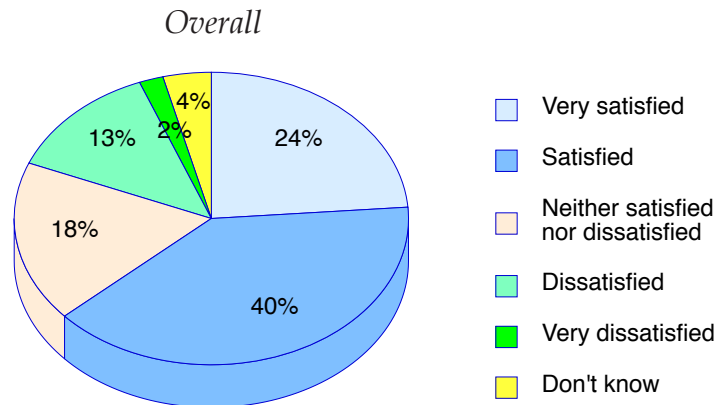




## 4. PROGRESSING THE HOUSE OF WAIPA

## A. SATISFACTION WITH THE AMOUNT OF BUSINESS OR COMMERCIAL DEVELOPMENT

Residents were asked: "How satisfied are you with the amount of business or commercial development in your area, eg, new business or shops?"



64% of residents say they are very satisfied / satisfied with the amount of business or commercial development in their area (69% in 2014), while 14% are dissatisfied / very dissatisfied (9% in 2014).

18% are neither satisfied nor dissatisfied and 4% are unable to comment. These are similar to the 2014 readings.

Residents more likely to be very satisfied / satisfied are ...

- shorter term residents, those residing in the District 10 years or less,
- residents who live in a one or two person household.

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

## Satisfaction With The Amount Of Business Or Commercial Development

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Neither satisfied nor dissatisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
<b>Overall</b>								
Total District 2015	24	40	64	18	13	2	14	4
2014	19	50	69	19	8	1	9	3
2013	18	47	65	26	7	-	7	2
2012	24	48	72	16	9	-	9	3
<b>Ward</b>								
Cambridge <sup>†</sup>	36	38	74	16	8	-	8	3
Kakepuku	20	35	55	22	7	2	9	14
Maungatautari <sup>†</sup>	27	36	63	18	11	-	11	9
Pirongia <sup>†</sup>	12	49	61	17	16	5	21	2
Te Awamutu	17	38	55	19	22	2	24	2
<b>Length of Residence</b>								
Lived there 10 yrs or less	36	36	72	11	12	-	12	5
Lived there more than 10 years	19	41	60	20	14	2	16	4
<b>Household Size</b>								
1-2 person household	24	46	70	18	8	1	9	3
3+ person household <sup>†</sup>	24	33	57	17	18	2	20	5

% read across

\* not asked prior to 2012

† does not add to 100% due to rounding

The main reasons\* residents are dissatisfied/very dissatisfied are ...

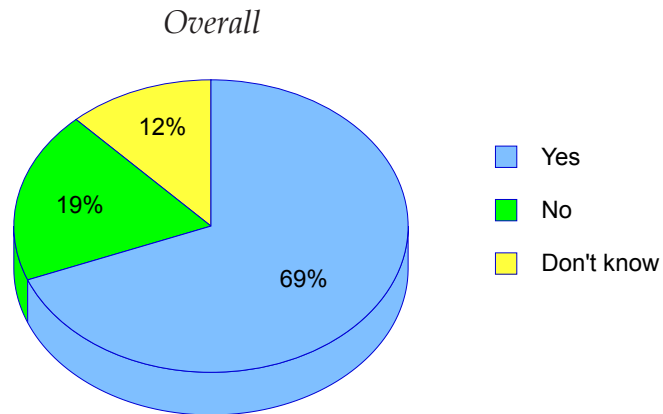
- too many empty shops/businesses have closed down, mentioned by 36% of residents who are dissatisfied\*\*,
- could do more to attract/encourage business development, 29%,
- too many food outlets and \$2 shops, 25%,
- not a good range of shops/no variety/need more shops, 21%.

\*\* Base = 55

\* multiple responses allowed

## B. DO THEY OFFER GOOD VALUE FOR MONEY?

Thinking about all the services and facilities Council provides, residents were asked if they feel they offer good value for money.



69% of residents feel the services and facilities Council provides offer good value for money, while 19% do not and 12% are unable to comment. These readings are similar to the 2014 results.

Residents more likely to say 'No' are ...

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

## Do They Offer Good Value For Money?

	Yes %	No %	Don't Know %
<b>Overall*</b>			
Total District 2015	69	19	12
2014	69	20	11
2013	63	27	10
2012	61	28	11
<b>Ward</b>			
Cambridge	77	12	11
Takepuku	66	26	8
Maungatautari	60	24	16
Pirongia <sup>†</sup>	63	26	10
Te Awamutu	67	19	14
<b>Household Income</b>			
Less than \$40,000 pa	67	8	25
\$40,000-\$70,000 pa	71	20	9
More than \$70,000 pa	70	20	10
<b>Length of Residence<sup>†</sup></b>			
Lived there 10 years	78	12	11
Lived there more than 10 years	66	22	13

% read across

\* not asked prior to 2012

<sup>†</sup> does not add to 100% due to rounding

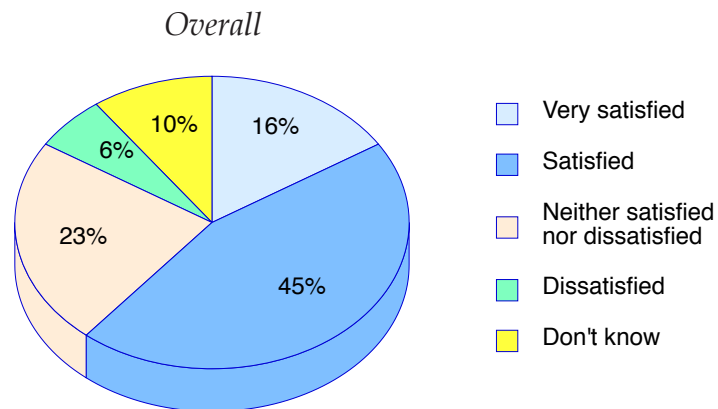




## 5. ENVIRONMENTAL AND CULTURAL CHAMPIONS

The Council is interested in understanding residents views on the cultural facilities and events within Waipa District - by this we mean buildings, places, programmes and activities that promote an understanding and appreciation of heritage and the arts.

#### A. SATISFACTION THAT THE CULTURAL FACILITIES AND EVENTS IN RESIDENT'S COMMUNITY ADEQUATELY REPRESENT THE CULTURAL DIVERSITY OF THEIR DISTRICT



61% of residents are very satisfied/satisfied that the cultural facilities and events in their community adequately represents the cultural diversity of the District (68% in 2014), while 6% are dissatisfied.

23% are neither satisfied nor dissatisfied (18% in 2014) and 10% are unable to comment (7% in 2014).

Residents more likely to be very satisfied/satisfied are ...

- all Ward residents, except Maungatautari Ward residents,
- residents aged 45 years or over,
- residents with an annual household income of less than \$40,000,
- residents who live in a one or two person household.



### Level Of Satisfaction Re Cultural Facilities And Events In Residents' Community Adequately Represents The Cultural Diversity Of Their District

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Neither satisfied nor dissatisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
<b>Overall*</b>								
Total District 2015	16	45	61	23	6	-	6	10
2014	20	48	68	18	6	1	7	7
2013	19	44	63	27	3	2	5	5
2012 <sup>†</sup>	17	42	59	26	6	-	6	8
<b>Ward</b>								
Cambridge	19	41	60	25	8	-	8	7
Kakepuku	10	53	63	25	4	-	4	8
Maungatautari <sup>†</sup>	10	32	42	33	12	-	12	14
Pirongia <sup>†</sup>	11	57	68	12	2	1	3	16
Te Awamutu <sup>†</sup>	17	46	63	23	6	-	6	9
<b>Age</b>								
18-44 years	10	41	51	28	10	-	10	11
45-64 years <sup>†</sup>	18	49	67	20	5	1	6	8
65+ years	23	47	70	19	3	-	3	8
<b>Household Income</b>								
Less than \$40,000 pa	21	54	75	10	5	-	5	10
\$40,000-\$70,000 pa	19	39	58	24	10	-	10	8
More than \$70,000 pa	15	46	61	25	5	-	5	9
<b>Household Size</b>								
1-2 person household	18	48	66	18	4	-	4	12
3+ person household	14	42	56	27	9	-	9	8

% read across

\* not asked prior to 2012

<sup>†</sup> does not add to 100% due to rounding



The main reasons\* residents are dissatisfied are ...

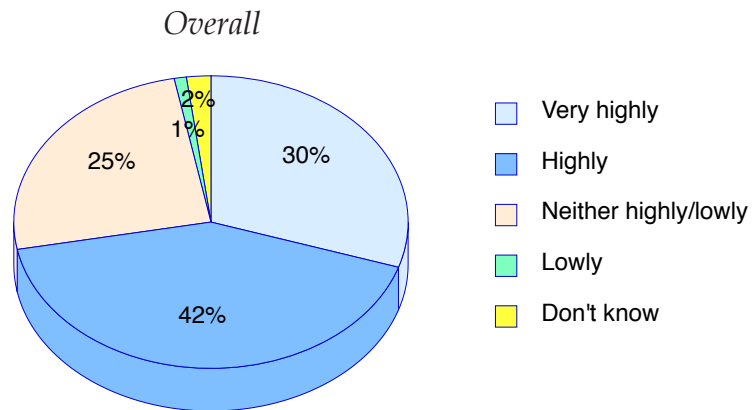
- not well represented / not enough done / could do more, mentioned by 66% of residents who are dissatisfied\*\* (17 respondents),
- not much emphasis on cultural events / arts / needs to be more, 20% (5 respondents).

\*\* Base = 24<sup>†</sup>

<sup>†</sup> caution: small base

\* multiple responses allowed

## B. HOW HIGHLY DO RESIDENTS VALUE THE HERITAGE OF THE DISTRICT



72% of residents highly (very highly / highly) value the heritage of the District (80% in 2014), including 30% who say they value it very highly, while 1% value it lowly.

25% say they neither value it highly or lowly (17% in 2014).

Residents more likely to highly (very highly / highly) value the heritage of the District are ...

- women,
- residents with an annual household income of less than \$40,000.

## How Highly Do Residents Value The Heritage Of Their District?

	Very highly %	Highly %	Very highly/ Highly %	Neither highly or lowly %	Lowly %	Very lowly %	Lowly/ Very lowly %	Don't Know %	
<b>Overall*</b>									
Total District	2015	30	42	72	25	1	-	1	2
	2014 <sup>†</sup>	33	47	80	17	2	-	2	-
	2013	31	47	78	18	1	1	2	2
	2012	28	43	71	24	2	1	3	2
<b>Ward</b>									
Cambridge		31	41	72	26	1	-	1	1
Kakepuku		26	46	72	24	-	-	-	4
Maungatautari		27	48	75	20	-	-	-	5
Pirongia <sup>†</sup>		27	46	73	26	2	-	2	-
Te Awamutu		31	40	71	24	2	1	3	2
<b>Gender</b>									
Male		24	41	65	30	2	1	3	2
Female <sup>†</sup>		34	43	77	20	1	-	1	1
<b>Household Income</b>									
Less than \$40,000 pa <sup>†</sup>		30	54	84	11	3	-	3	1
\$40,000-\$70,000 pa		36	36	72	25	1	-	1	2
More than \$70,000 pa <sup>†</sup>		26	45	71	26	1	1	2	2

% read across

\* not asked prior to 2012

<sup>†</sup> does not add to 100% due to rounding

## C. NATURAL ENVIRONMENT

### i. Satisfaction

Residents were asked to say how satisfied they are that the natural environment in the Waipa District is being preserved and sustained for future generations.

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Neither satisfied nor dissatisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
<b>Overall*</b>								
Total District 2015	28	50	78	11	8	1	9	2
2008**	27	53	80	12	4	2	6	2
2005	25	53	78	12	7	2	9	1
<b>Comparison</b>								
Peer Group (Provincial)	18	54	72	16	8	2	10	2
National Average	17	52	69	18	9	2	11	2
<b>Ward</b>								
Cambridge	31	48	79	8	11	1	12	1
Kakepuku	32	55	87	8	1	-	1	4
Maungatautari <sup>†</sup>	5	57	62	9	19	4	23	5
Pirongia	37	40	77	16	5	-	5	2
Te Awamutu <sup>†</sup>	26	56	82	13	3	1	4	2
<b>Age</b>								
18-44 years <sup>†</sup>	25	46	71	15	9	2	11	3
45-64 years	31	54	85	6	8	1	9	-
65+ years	29	53	82	11	4	-	4	3

% read across

\* not asked in 2006 and 2007 and 2009-2014

\*\* 2008 reading refers to satisfaction with the preservation/sustaining the **natural environment/eco systems** for future generations

<sup>†</sup> does not add to 100% due to rounding

78% of residents are very satisfied/satisfied that the natural environment in the Waipa District is being preserved and sustained for future generations, including 28% who are very satisfied. This is slightly above the Peer Group Average and above the National Average.

9% of residents are dissatisfied/very dissatisfied, while 11% are neither satisfied nor dissatisfied.

Residents more likely to be **very satisfied/satisfied** are ...

- all Ward residents, except Maungatautari Ward residents,
- residents aged 45 years or over.

The main reasons\* residents are dissatisfied/very dissatisfied are ...

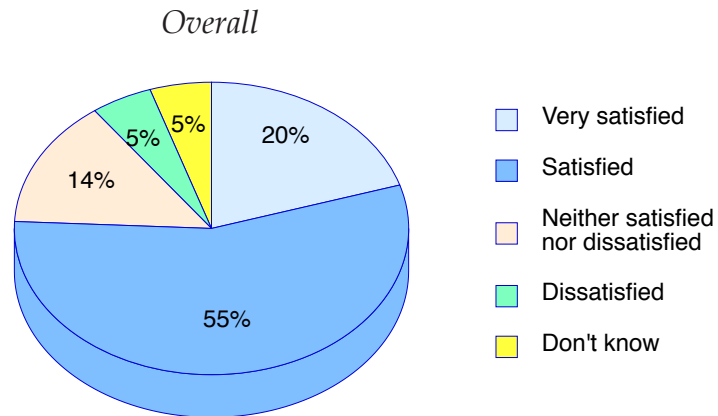
- pollution of waterways/streams/rivers and lakes, mentioned by 36% of residents who are dissatisfied/very dissatisfied\*\* (12 respondents),
- removal of trees/need to plant more, 31% (11 respondents),
- not doing enough/could do more, 16% (5 respondents).

\*\* Base = 28<sup>†</sup>

\* multiple responses allowed

<sup>†</sup> caution: small base

## D. HOW SATISFIED ARE RESIDENTS THAT COUNCIL DOES A GOOD JOB PROTECTING AND VALUING THE HISTORY OF THE AREA?



75% of residents are very satisfied/satisfied that Council does a good job protecting and valuing the history of the area, while 5% are dissatisfied.

14% are neither satisfied nor dissatisfied and 5% are unable to comment.

The above readings are similar to the 2014 results.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who are very satisfied/satisfied. However, it appears that the following residents are slightly more likely to feel this way ...

- Kakepuku Ward residents,
- residents with an annual household income of less than \$40,000 or more than \$70,000.



## How Satisfied Are Residents That Council Does A Good Job Protecting And Valuing The History Of The Area

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Neither satisfied nor dissatisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
<b>Overall</b>								
Total District 2015 <sup>†</sup>	20	55	75	14	5	-	5	5
2014	21	53	74	15	5	1	6	5
2013	21	55	76	16	3	1	4	4
2012 <sup>‡</sup>	22	51	73	16	6	1	7	5
<b>Ward</b>								
Cambridge	19	55	74	13	8	-	8	5
Kakepuku <sup>†</sup>	28	62	90	2	1	-	1	6
Maungatautari <sup>†</sup>	12	51	63	7	11	4	15	16
Pirongia <sup>†</sup>	22	56	78	14	2	-	2	5
Te Awamutu <sup>†</sup>	22	52	74	20	4	-	4	3
<b>Household Income</b>								
Less than \$40,000 pa	23	57	80	13	1	-	1	6
\$40,000-\$70,000 pa	23	46	69	22	7	-	7	2
More than \$70,000 pa	20	59	79	12	5	1	6	3

% read across

<sup>‡</sup> not asked prior to 2012

<sup>†</sup> does not add to 100% due to rounding

The main reasons\* residents are dissatisfied/very dissatisfied are ...

- not doing enough/not enough interest in heritage of District, mentioned by 50% of residents who are dissatisfied\*\*/very dissatisfied (11 respondents),
- old heritage buildings not protected/restored, 29% (6 respondents).

\*\* Base = 19<sup>††</sup>

\* multiple responses allowed

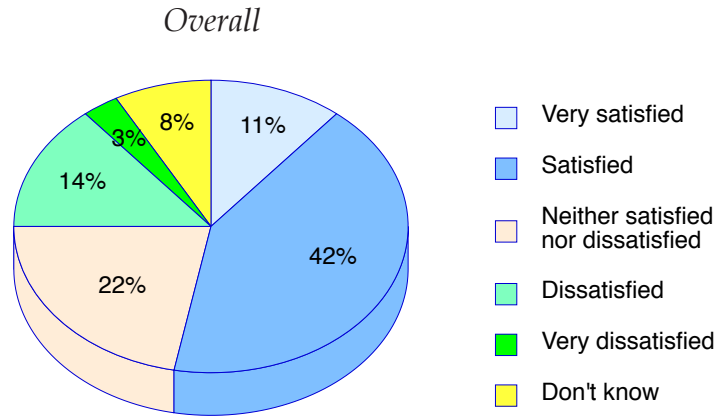
<sup>††</sup> caution: small base





## 6. CONNECTING WITH OUR COMMUNITY

## A. SATISFACTION WITH THE WAY COUNCIL INVOLVES THE PUBLIC IN THE DECISIONS IT MAKES



53% of residents are very satisfied / satisfied with the way Council involves the public in the decisions it makes (47% in 2014), while 17% are dissatisfied / very dissatisfied (24% in 2014).

22% are neither satisfied nor dissatisfied and 8% are unable to comment.

The percent dissatisfied / very dissatisfied is similar to the Peer Group Average and on par with the National Average.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who are more likely to be dissatisfied / very dissatisfied.

## Satisfaction With The Way Council Involves The Public In The Decisions It Makes

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Neither satisfied nor dissatisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
<b>Overall</b>								
Total District 2015	11	42	53	22	14	3	17	8
2014 <sup>†</sup>	6	41	47	23	19	5	24	7
2013	1	37	38	29	18	11	29	4
2012	6	29	35	24	28	7	35	6
2011	5	31	36	24	24	11	35	5
2009 <sup>◇</sup>	7	53	60	26	7	2	9	5
<b>Comparison</b>								
Peer Group (Provincial)	6	42	48	33	10	6	16	3
National Average	7	34	41	35	17	4	21	3
<b>Ward</b>								
Cambridge	13	45	58	19	14	2	16	7
Kakepuku <sup>†</sup>	12	39	51	37	2	4	6	5
Maungatautari <sup>†</sup>	8	49	57	19	12	5	17	6
Pirongia <sup>†</sup>	5	43	48	26	18	-	18	7
Te Awamutu	13	36	49	19	15	6	21	11

% read across

<sup>◇</sup> not asked prior to 2009

<sup>†</sup> does not add to 100% due to rounding

The main reasons\* residents are dissatisfied/very dissatisfied are ...

- law unto themselves/do what they want, mentioned 32% of residents who are dissatisfied/very dissatisfied<sup>†</sup>,
- lack of consultation/no public involvement, 29%,
- don't listen, 19%,
- lack of communication/don't keep us informed, 18%.

<sup>†</sup>Base = 72

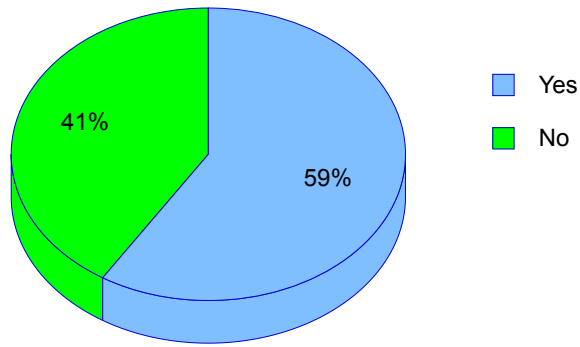
\* multiple responses allowed



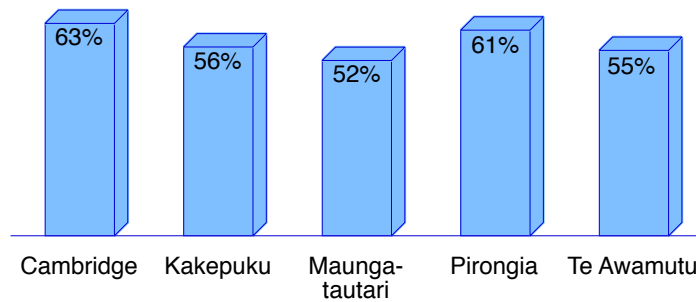
**B. SEEN/AWARE OF COUNCIL'S FUTURE PROPOSALS**

Residents were asked if they had seen or been made aware of any of the Council's proposals for the draft 10-Year Plan for 2015-25, or the Council's 'Deciding Our Future' consultation.

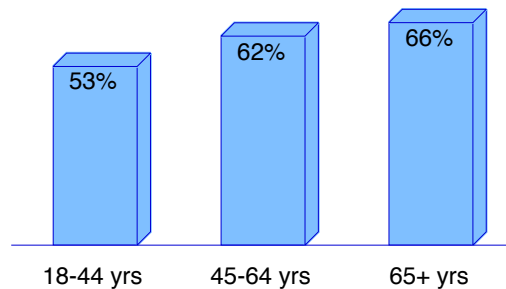
*Overall*



*Percent Saying 'Yes' - By Ward*



*Percent Saying 'Yes' - Comparing Different Types Of Residents*

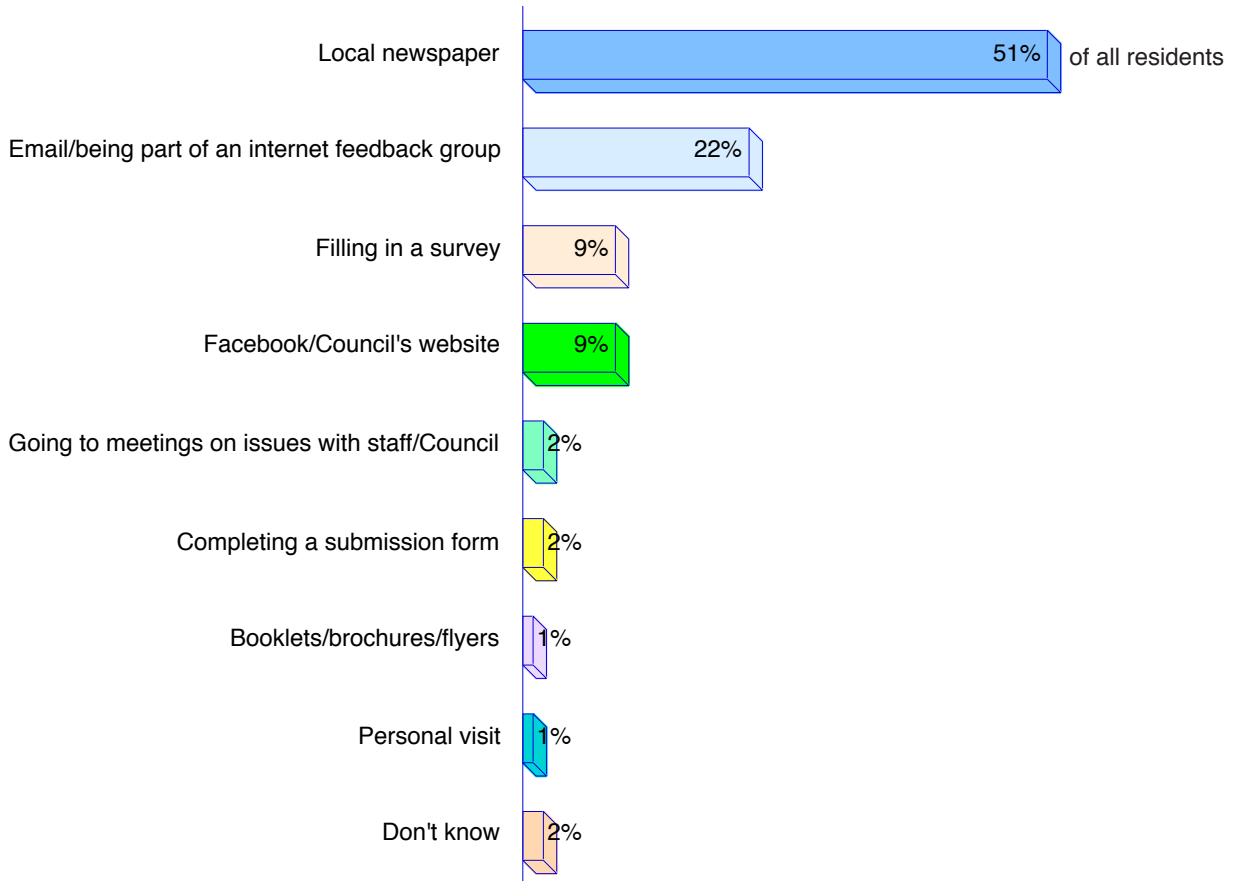


59% of residents say they have seen, or been made aware of, any of the Council's proposals to the draft 10-Year Plan for 2015-25, or the Council's 'Deciding Our Future' consultation.

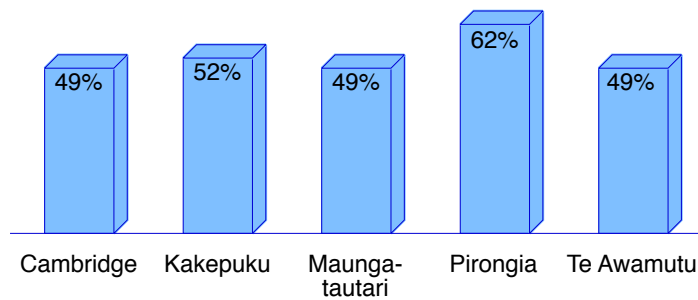
There are no notable differences between Wards and between socio-economic groups, in terms of those residents saying 'Yes'. However, it appears that residents aged 18 to 44 years are slightly less likely to do so, than other age groups.

**c. WHICH METHOD WOULD RESIDENTS MOST PREFER COUNCIL TO USE?**

Residents were asked to say which method they would most prefer Council to use to engage them on current issues and proposals ...

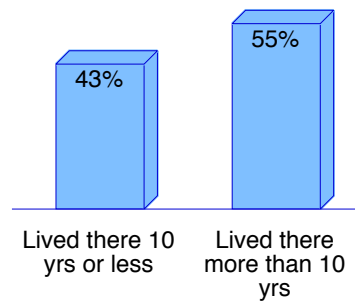


*Percent Saying 'Local Newspaper' - By Ward*





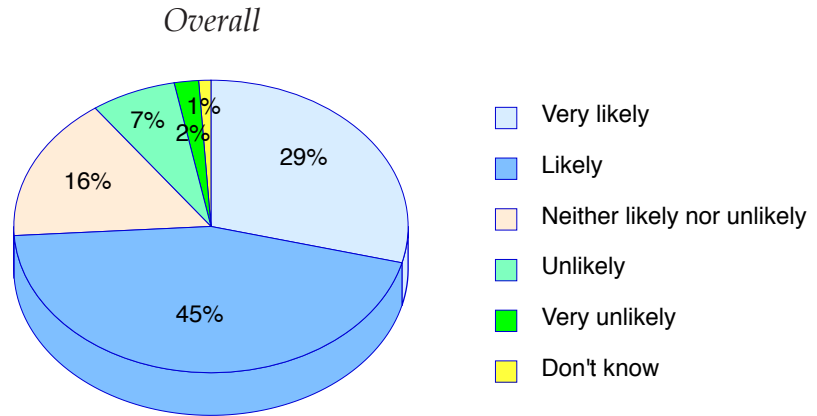
*Percent Saying 'Local Newspaper' - Comparing Different Types Of Residents*



51% of residents say they would most prefer the local newspaper, as the method Council uses to engage them on current issues and proposals, while 22% favour email/being part of an internet feedback group. 2% are unable to comment.

Longer term residents, those residing in the District 10 years or more, are more likely to prefer the local newspaper, than shorter term residents.

## D. HOW LIKELY ARE RESIDENTS TO TALK POSITIVELY ABOUT WAIPA DISTRICT COUNCIL?



74% of residents are very likely/likely to talk positively about Waipa District Council (67% in 2014), while 9% are unlikely/very unlikely (13% in 2014). 16% are neither likely nor unlikely, and 1% are unable to comment (4% in 2014).

Shorter term residents, those residing in the District 10 years or less are more likely to say they are **very likely/likely** to talk positively about the Council, than longer term residents.

Maungatautari Ward residents are more likely, than other Ward residents, to say they are **unlikely/very unlikely** to do so.

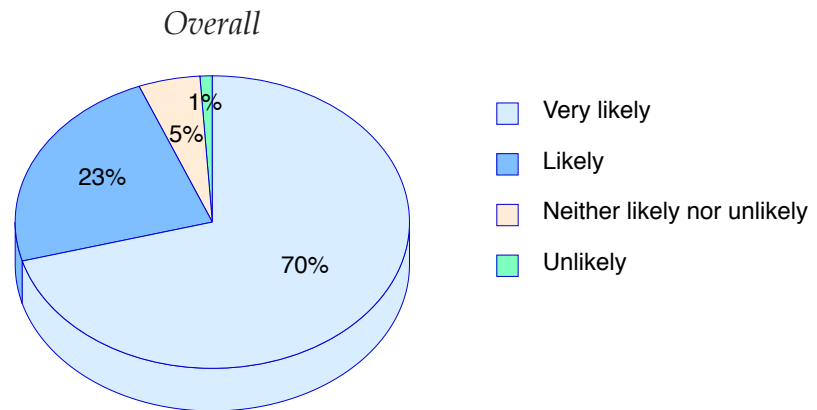
### How Likely Are Residents To Talk Positively About Waipa District Council?

		Very likely %	Likely %	Very likely/ Likely %	Neither likely nor unlikely %	Unlikely %	Very unlikely %	Unlikely/ Very unlikely %	Don't Know %
<b>Overall*</b>									
Total District	2015	29	45	74	16	7	2	9	1
	2014 <sup>†</sup>	20	47	67	17	9	4	13	4
	2013 <sup>†</sup>	14	44	58	24	12	6	18	1
	2012	15	37	52	30	12	4	16	2
<b>Ward</b>									
Cambridge		30	50	80	12	5	2	7	1
Takepuku		30	44	74	22	2	2	4	-
Maungatautari		15	48	63	12	20	5	25	-
Pirongia		42	36	78	15	5	1	6	1
Te Awamutu		23	45	68	22	7	1	8	2
<b>Length of Residence</b>									
Lived there 10 yrs or less <sup>†</sup>		35	46	81	15	2	1	3	2
Lived there more than 10 yrs		26	45	71	17	9	2	11	1

% read across

\* not asked prior to 2012

<sup>†</sup> does not add to 100% due to rounding

**E. HOW LIKELY ARE RESIDENTS TO PROMOTE WAIPA AS A GOOD PLACE TO LIVE?**

93% of residents say they are very likely / likely to promote Waipa as a good place to live, including 70% who say they are very likely (65% in 2014), while 1% are unlikely to do so. 5% of residents are neither likely nor unlikely.

Shorter term residents, those residing in the District 10 years or less, are more likely to say they are **very likely** to promote Waipa as a good place to live, than longer term residents.

### How Likely Are Residents To Promote Waipa As A Good Place To Live?

		Very likely %	Likely %	Very likely/ Likely %	Neither likely nor unlikely %	Unlikely %	Very unlikely %	Unlikely/ Very unlikely %	Don't Know %
<b>Overall*</b>									
Total District	2015 <sup>†</sup>	70	23	93	5	1	-	1	-
	2014	65	30	95	4	1	-	1	-
	2013	64	31	95	4	1	-	1	-
	2012	66	27	93	4	1	2	3	-
<b>Ward</b>									
Cambridge		75	20	95	5	-	-	-	-
Takepuku		80	17	97	2	1	-	1	-
Maungatautari <sup>†</sup>		66	29	95	4	-	2	2	-
Pirongia		71	19	90	9	1	-	1	-
Te Awamutu		62	30	92	5	3	-	3	-
<b>Length of Residence</b>									
Lived there 10 yrs or less		78	20	98	2	-	-	-	-
Lived there more than 10 years <sup>†</sup>		67	24	91	7	1	-	1	-

% read across

\* not asked prior to 2012

<sup>†</sup> does not add to 100% due to rounding





## 7. PLACE TO LIVE

## A. PLACE TO LIVE

Residents were asked to think about the range and standard of amenities and activities which Council can influence. With these in mind, they were then asked to say whether they think their District is better, about the same, or worse, as a place to live, than it was three years ago.

	Better %	Same %	Worse %	Unsure %
<b>Overall*</b>				
Total District 2015	<b>45</b>	<b>47</b>	<b>4</b>	<b>4</b>
2014	45	49	2	4
2013 <sup>†</sup>	41	52	3	5
2012	36	55	3	6
2009	34	53	3	10
<b>Comparison</b>				
Peer Group Average (Provincial)	37	53	6	4
National Average	31	54	12	3
<b>Ward</b>				
Cambridge	50	42	4	4
Kakepuku	52	47	1	-
Maungatautari <sup>†</sup>	46	45	-	10
Pirongia <sup>†</sup>	31	58	2	8
Te Awamutu <sup>†</sup>	43	49	6	3
<b>Household Income</b>				
Less than \$40,000 pa <sup>†</sup>	46	43	3	7
\$40,000-\$70,000 pa	33	59	1	7
More than \$70,000 pa	49	44	4	3

% read across

<sup>†</sup> does not add to 100% due to rounding

\* not asked prior to 2009 and in 2010/2011



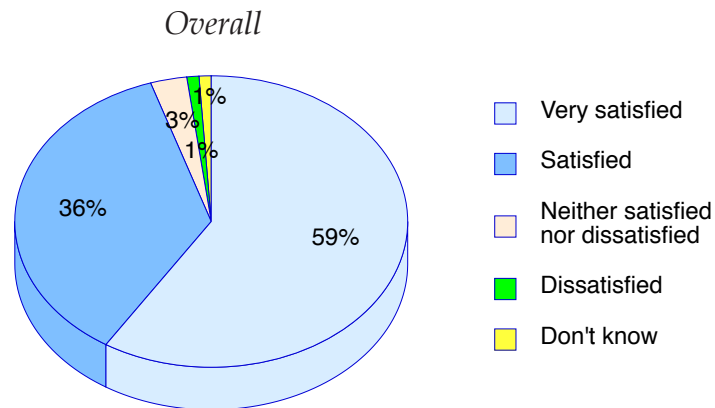
45% of residents think their District is better than it was three years ago, 47% feel it is the same and 4% say it is worse. 4% are unable to comment. These readings are similar to the 2014 results.

The percent saying better (45%) is above the Peer Group and National Averages.

Residents with an annual household income of \$40,000 to \$70,000 are less likely to feel their District is **better** than it was three years ago, than other income groups.

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

## B. QUALITY OF LIFE



95% of residents are satisfied (very satisfied / satisfied) with their quality of life, including 59% who are very satisfied (50% in 2014). 1% are dissatisfied and 3% are neither satisfied nor dissatisfied.

Residents more likely to be **very satisfied** with their quality of life are ...

- residents who live in a three or more person household,
- shorter term residents, those residing in the District 10 years or less.

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

The reasons\* residents are dissatisfied with their quality of life are ...

*"I would rather not be working but travelling the world. Not yet 65 years old."*  
*"Wage levels are too low, employment opportunities too low here in and in the regions."*  
*"They need to stop spending and concentrate on lowering the debt for at least a year or two. They should restrict spending to maintaining essential services only in the interim until debt is under control."*  
*"About housing situation, the caps they put on you are unrealistic. 19 acres that came with the house, rural zone, but Council won't allow me to subdivide."*

\* Base = 5<sup>†</sup>

<sup>†</sup> caution: very small base

\* multiple responses allowed

## How Satisfied Are Residents With Their Quality Of Life?

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Neither satisfied nor dissatisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
<b>Overall</b>								
Total District	2015	59	36	95	3	1	-	1
	2014	50	45	95	3	1	-	1
	2013	46	48	94	5	1	-	-
	2012**	53	41	94	3	2	-	-
<b>Ward</b>								
Cambridge		62	35	97	1	1	-	1
Kakepuku		73	27	100	-	-	-	-
Maungatautari		65	31	96	4	-	-	-
Pirongia <sup>†</sup>		63	32	95	2	1	-	1
Te Awamutu		50	42	92	6	2	-	-
<b>Household Size</b>								
1-2 person household		55	43	98	2	-	-	-
3+ person household <sup>†</sup>		64	30	94	4	2	-	1
<b>Length of Residence</b>								
Lived there 10 yrs or less		71	23	94	4	1	-	1
Lived there more than 10 years <sup>†</sup>		55	41	96	2	1	-	-

% read across

\* not asked prior to 2012

<sup>†</sup> does not add to 100% due to rounding



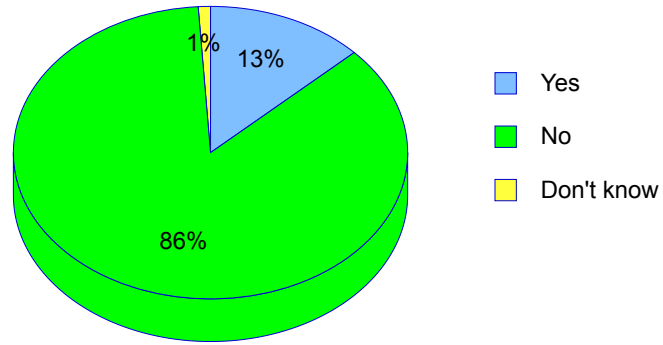


## 8. REPRESENTATION

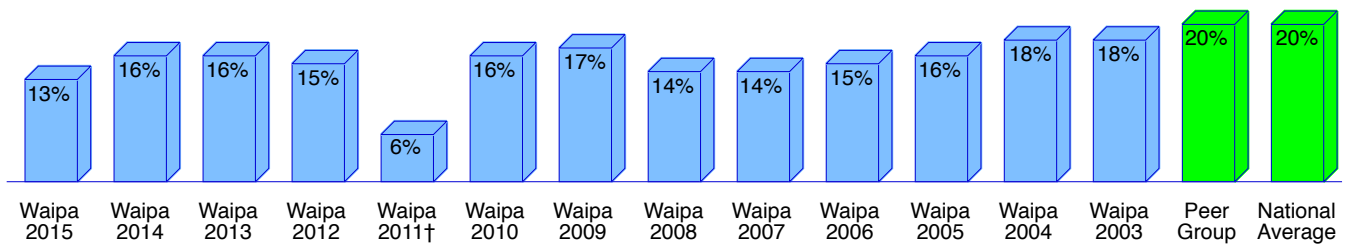
The success of democracy of the Waipa District Council depends on the Council both influencing and encouraging the opinions of its citizens and representing these views and opinions in its decision making. Council wishes to understand the perceptions that its residents have on how easy or how difficult 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. CONTACT WITH A COUNCILLOR AND/OR THE MAYOR IN THE LAST 12 MONTHS**

*Overall*

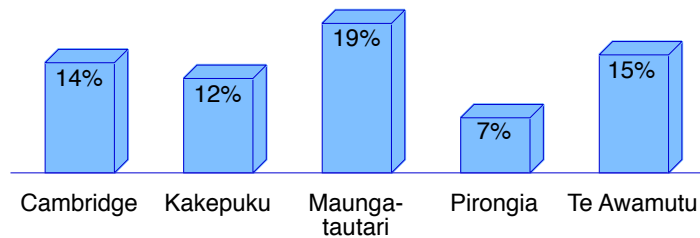


*Percent Saying 'Yes' - Comparison*

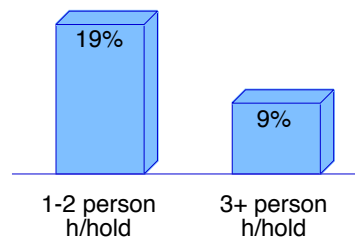


† 2011 refers to a survey of 100 residents

*Percent Saying 'Yes' - By Ward*



*Percent Saying 'Yes' - Comparing Different Types Of Residents*

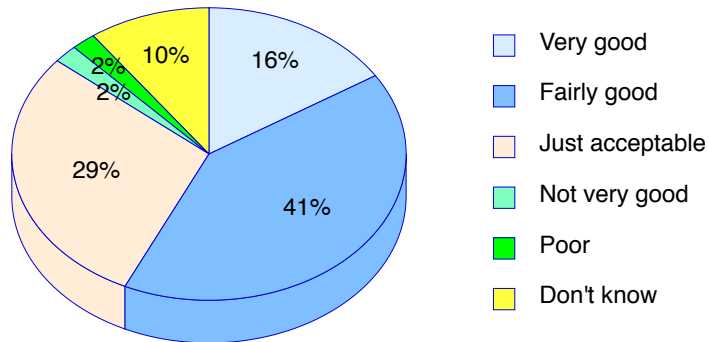


13% of residents have contacted a Councillor or the Mayor in the last 12 months, by phone, in person, in writing and/or by email (16% in 2014). This is below the Peer Group and National Averages.

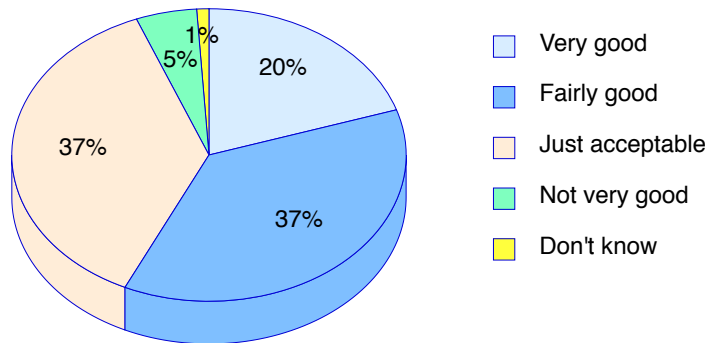
Residents who live in a one or two person household are more likely to say they have contacted a Councillor or the Mayor in the last 12 months, than those who live in a three or more person household.

**B. PERFORMANCE RATING OF THE MAYOR AND COUNCILLORS IN THE LAST YEAR**

*Overall*



*Contacted Mayor/Councillor In Last 12 Months*



Base = 59

57% of residents rate the performance of the Mayor and Councillors over the past year as very or fairly good. Waipa residents' rating of the performance of their Councillors is slightly below the Peer Group Average and above the National Average, in terms of those rating very / fairly good.

4% rate their performance as not very good / poor. Waipa residents are slightly below the Peer Group residents and below residents nationwide, in this respect.

57% of residents who have spoken to the Mayor or a Councillor in the last 12 months, rate their performance as very / fairly good (64% in 2014).

Residents aged 18 to 44 years are less likely to rate the performance of the Mayor and Councillors as very / fairly good, than other age groups.



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

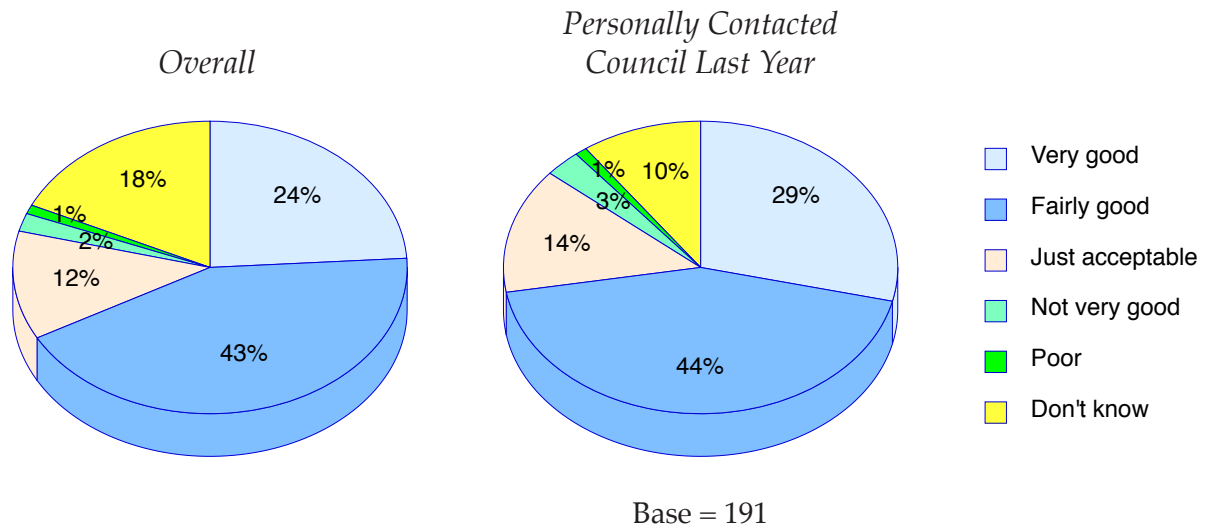
		Rated as ...			
		Very good/ fairly good %	Just acceptable %	Not very good/Poor %	Don't know %
<b>Overall</b>					
Total District	<b>2015</b>	<b>57</b>	<b>29</b>	<b>4</b>	<b>10</b>
	2014	57	25	7	11
	2013 <sup>†</sup>	53	26	16	4
	2012	42	29	18	11
	2011*	31	31	17	21
	2010	63	23	6	8
	2009	69	19	3	9
	2008	66	19	3	12
	2007	69	17	3	11
	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
Contacted in last 12 months (60 residents)		57	37	5	1
<b>Comparison</b>					
Peer Group Average <sup>†</sup>		63	23	9	6
National Average		49	30	16	5
<b>Ward</b>					
Cambridge		65	25	2	8
Kakepuku <sup>†</sup>		53	43	1	2
Maungatautari <sup>†</sup>		43	32	8	18
Pirongia <sup>†</sup>		47	30	5	19
Te Awamutu <sup>†</sup>		58	29	6	8
<b>Age</b>					
18-44 years		49	31	5	15
45-64 years		63	26	3	8
65+ years <sup>†</sup>		62	31	3	3

% read across

\* 2011 reading refers to a survey of 100 residents

<sup>†</sup> does not add to 100% due to rounding

### C. PERFORMANCE RATING OF THE COUNCIL STAFF IN THE LAST YEAR



67% of residents rate the performance of Council staff as very or fairly good. Waipa residents' rating of the performance of their Council staff is slightly above the Peer Group Average and above the National Average.

3% rate their performance as not very good/poor. This is on par with the Peer Group Average and below the National Average.

73% of residents who have contacted the Council in the last 12 months, rate staff performance as very/fairly good.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who rate the performance of Council staff as very/fairly good. However, it appears that men are slightly more likely to feel this way, than women.

### 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 %
<b>Overall</b>				
Total District <b>2015</b>	<b>67</b>	<b>12</b>	<b>3</b>	<b>18</b>
2014	67	14	3	16
2013	69	15	5	11
2012	63	14	4	19
2011**	66	18	2	13
2010	74	13	2	11
2009	72	15	3	10
2008	77	9	2	12
2007	71	11	5	13
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
Contacted in last 12 months (191 residents) <sup>†</sup>	72	14	4	10
<b>Comparison</b>				
Peer Group Average <sup>†</sup>	62	20	6	11
National Average	51	22	12	15
<b>Ward</b>				
Cambridge <sup>†</sup>	72	9	2	16
Takepuku	76	12	1	11
Maungatautari	54	15	4	27
Pirongia	59	16	1	24
Te Awamutu	67	14	3	16
<b>Gender</b>				
Male <sup>†</sup>	71	11	4	15
Female	64	14	1	21

% read across

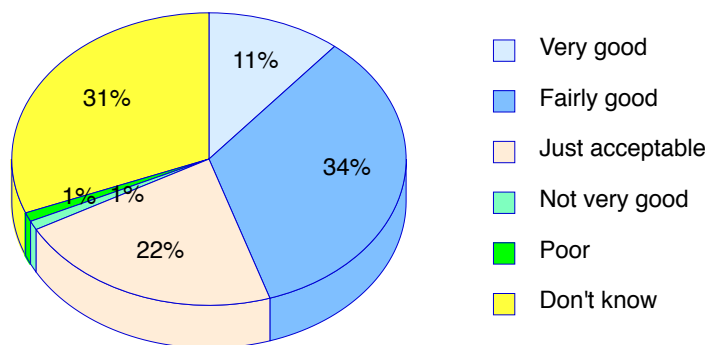
\* 2011 reading refers to a survey of 100 residents

<sup>†</sup> does not add to 100% due to rounding

## D. 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*



Base = 341

45% of residents who have a Community Board member rate their performance, in the last 12 months, as very or fairly good (42% in 2014), while 2% say it is not very good / poor (5% in 2014). A large percentage (31%) are unable to comment.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents<sup>†</sup> who rate the performance of Community Board members as very / fairly good. However, it appears that women<sup>†</sup> are slightly more likely to do so, than men<sup>†</sup>.

<sup>†</sup> residents who have a Community Board member N=341

### 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 %
<b>Residents Who Have A Community Board Member</b>				
<b>2015</b>	<b>45</b>	<b>22</b>	<b>2</b>	<b>31</b>
2014	42	22	5	31
2013	47	21	7	25
2012	42	17	9	32
2011*	28	28	7	37
2010	49	19	2	30
2009	55	14	2	29
2008	55	14	2	29
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
<b>Ward</b>				
Cambridge	55	21	-	24
Kakepuku	44	27	-	29
Maungatautari	41	21	10	28
Te Awamutu <sup>†</sup>	35	23	2	41
<b>Gender</b>				
Male	41	26	3	30
Female <sup>†</sup>	49	18	-	32

Base = 341

% read across

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

\* 2011 reading refers to a survey of 100 residents

<sup>†</sup> does not add to 100% due to rounding

\* \* \* \* \*



## E. APPENDIX

### Base by Sub-sample

		Actual respondents interviewed	*Expected numbers according to population distribution
<b>Ward</b>	Cambridge	141	153
	Takepuku	37	30
	Maungatautari	41	31
	Pirongia	60	66
	Te Awamutu	122	120
<b>Gender</b>	Male	199	190
	Female	202	211
<b>Age</b>	18 to 44 years	100	165
	45 to 64 years	147	148
	65+ years	154	88

\* 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.

\* \* \* \* \*

