

**WAIMATE DISTRICT COUNCIL
COMMUNITRAK™ SURVEY
MARCH 2017**

COMMUNITRAK™ SURVEY

PUBLIC PERCEPTIONS AND INTERPRETATIONS OF COUNCIL SERVICES AND REPRESENTATION

PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:

WAIMATE DISTRICT COUNCIL

MARCH 2017



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NB: Please note the following explanations for this report:



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



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

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.

Icons used in this report made by Freepik from www.flaticon.com

A. SITUATION AND OBJECTIVES

Council has engaged a variety of approaches both to seeking public opinion and to communicating its decisions and programmes to the people resident in the area. One of these approaches was to commission the National Research Bureau's Communitrak™ survey in 1994-2004, 2013, 2015, and now again in 2017.

The advantages and benefits of this are that Council has the National Average and Peer Group comparisons, as well as the previous readings, against which to analyse perceived performance.

* * * * *

B. COMMUNITRAK™ SPECIFICATIONS

Sample Size

This Communitrak™ survey was conducted with 300 residents of Waimate District.

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

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

Hakataramea-Waihaorunga	31
Lower Waihao	38
Waimate	162
Pareora-Otaio-Makikihi	69
Total	<u>300</u>

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 on weekends.

Sample Selection

The white pages of the Timaru, Waimate and Kurow sections of the telephone directory were used as the sample source, with every "xth" number being selected.

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

A target of interviewing approximately 75 residents, aged 18 to 44 years, was also set.

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

Respondent Selection

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

Call Backs

Three call backs, ie, four calls in all, were made to a residence before the number was replaced in the sample. Call backs were made on a different day or, in the case of a weekend, during a different time 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 2013 Census data. The result is that the total figures represent the adult population's viewpoint as a whole across the entire Waimate 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 24th March and Sunday 2nd April 2017.

Comparison Data

Communitrak™ offers to Councils the opportunity to compare their performance with those of Local Authorities across all of New Zealand as a whole (National Average) and with similarly constituted Local Authorities (Peer Group Average), through a National Survey of 1,000 residents carried out in July 2016.

The Communitrak™ service provides ...

- comparisons with a national sample of 1,000 interviews conducted in July 2016 (the National Average),
- comparisons with other provincial Council norms (the Peer Group Average).

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 July 2016 National Communitrak™ Survey, NRB has used the following for comparative purposes, for a sample of 300 residents:

above/below	±8% or more
slightly above/below	±6% to 7%
on par with	±3% to 5%
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	±5%	±5%	±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 300 respondents, at a reported percentage of 50%, is plus or minus 6%.

Response Rate

The response rate for the 2017 Waimate District Council was **67%**, which is much higher than seen typically in web or mail-out surveys (often in the 5%-30% range). With a decreasing response rate there is an increasing likelihood that the sample is less and less representative of the District.

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%	6%	6%	5%	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 300 respondents is 8%, 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 Waimate District Council residents and ratepayers to the services and facilities provided for them by their Council and their elected representatives.

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

Communitrak™ provides a comparison for Council on major issues, on their performance relative to the performance of their Peer Group of similarly constituted Local Authorities, to Local Authorities on average throughout New Zealand, and a comparison with the results of the 2000 - 2004, 2013, and 2015 Communitrak™ surveys.

COUNCIL SERVICES/FACILITIES

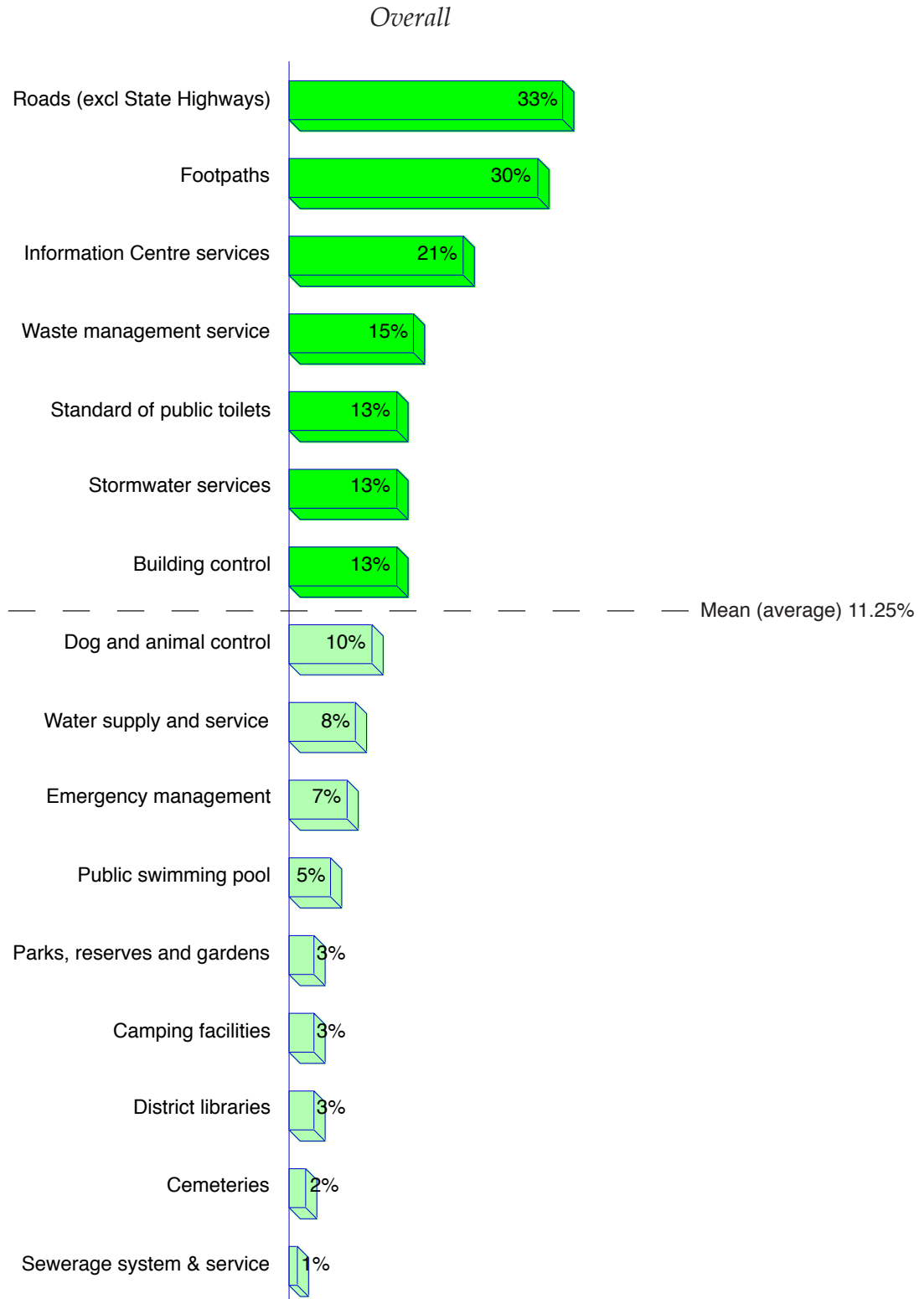
Satisfaction With Services/Facilities

	Waimate 2017		Waimate 2015	
	Very/fairly satisfied %	Not very satisfied %	Very / fairly satisfied %	Not very satisfied %
Parks, reserves and gardens	91 =	3 =	91	2
Dog and animal control	80 =	10 =	81	8
Camping facilities	78 =	3 =	73	2
Water supply and service	77 =	8 =	74	10
Cemeteries	74 =	2 =	74	2
District libraries	71 =	3 =	74	2
Waste management service	70 =	15 =	70	11
Roads in the District (excl State Highways 1 & 82)	67 ↑	33 ↓	58	41
Emergency management	63 =	7 =	67	3
Standard of public toilets	61 ↑	13 =	54	11
Footpaths	61 =	30 =	61	29
Public swimming pool	53 =	5 =	54	4
Sewerage system and service	52 =	1 =	53	2
Stormwater services	49 =	13 =	51	8
Information Centre services	47 ↓	21 ↑	64	1
Building control	46 =	13 =	48	12

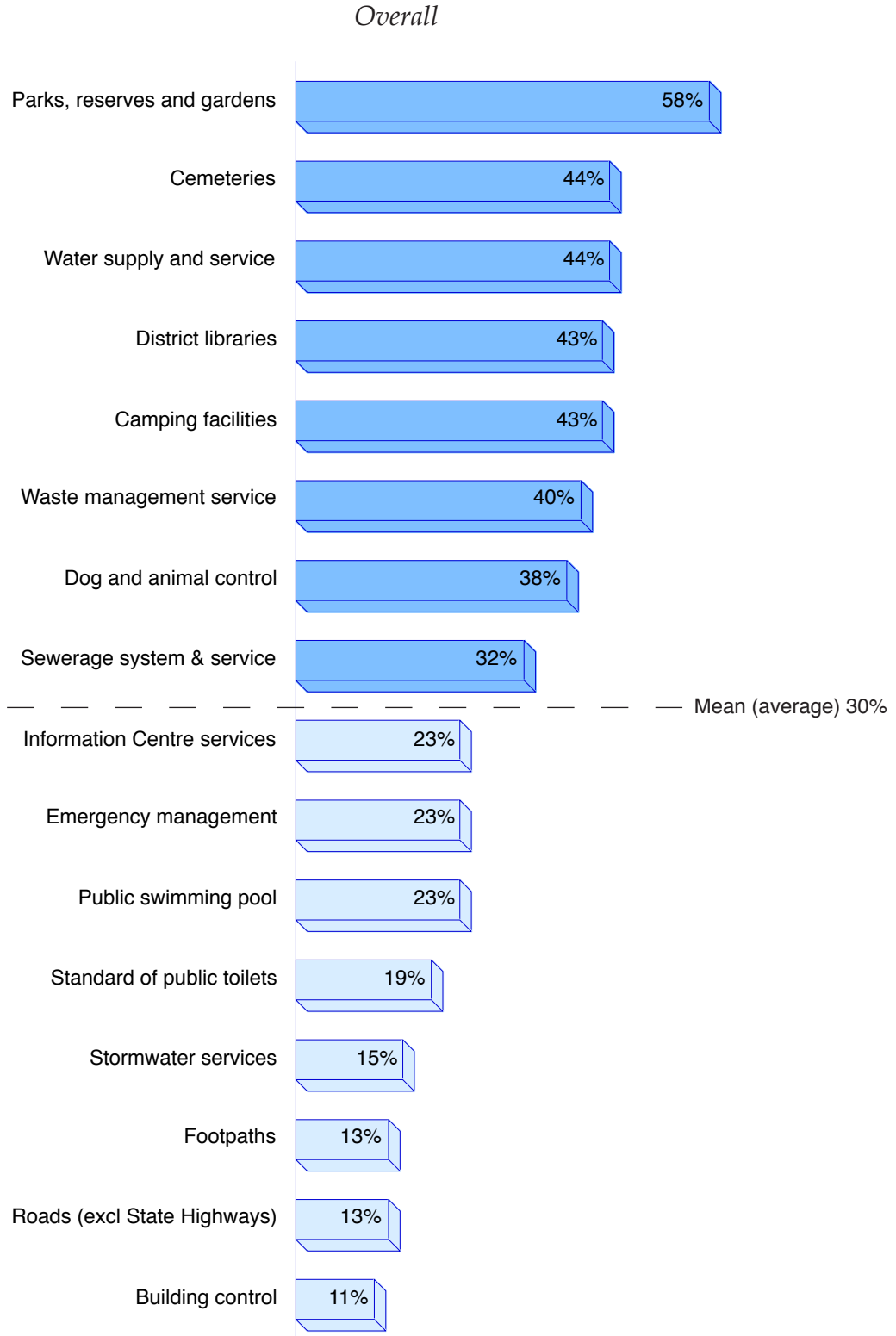
NB: Figures do not always total 100%. The balance is a don't know response.

Key: ↑ above / slightly above 2015 reading
 ↓ below / slightly below 2015 reading
 = similar / on par

Percent Saying They Are Not Very Satisfied With ...



Percent Saying They Are Very Satisfied With ...



Peer Group And National Averages - Comparison

Waimate District is **higher** than the Peer Group and/or National Averages for ...

	Waimate %	Peer Group %	National Average %
• roading	33	23	25
• footpaths	30	27	23

However, the percent not very satisfied in Waimate District is **lower/slightly lower** than the Peer Group and/or National Averages for ...

• building control	13	+16	+25
• dog and animal control	10	**20	**19
• water supply and services	8	◊14	◊9

The comparison for the following show Waimate **on par with/similar to** the Peer Group and/or the National Averages for ...

• waste management service	15	◊13	◊12
• standard of public toilets	13	◊18	◊17
• stormwater services	13	17	14
• emergency management	7	7	7
• public swimming pool	5	6	8
• parks, reserves and gardens	3	*5	*4
• District libraries	3	3	3
• cemeteries	2	††3	††4
• sewerage system and service	1	◊◊5	◊◊6

◊ percentages refer to ratings for public toilets

◊◊ percentages refer to ratings for water supply

* percentages refer to parks and reserves only

** percentages refer to ratings for dog control only

◊ percentages refer to average ratings for rubbish collection **and** recycling as these are asked separately in the 2016 National Communitrak™ Survey

◊◊ percentages refer to ratings for sewerage system

† percentages refer to ratings for town planning, including planning and inspection services

†† percentages refer to ratings for cemeteries, including maintenance of cemeteries

There are no comparative Peer Group and National Average figures for camping facilities and Information Centre services.

Comparison Between Overall And 'User/Visitor' Satisfaction Readings

Services And Facilities	Overall Satisfaction %	User/Visitor Satisfaction %
Parks, reserves and gardens	91	97
Camping facilities	78	86
Cemetery	74	93
District libraries	71	88
Standard of public toilets	61	79
Public swimming pool (user satisfaction refers to Waimate pool users)	53	90
Information Centre services	47	72

Comparison Between Overall And 'Contacted Council' Satisfaction Readings

Services And Facilities	Overall Satisfaction %	Contacted Council %
Dog and animal control	80	81
Building control	46	71

Comparison Between Overall And 'Receiver Of Service' Satisfaction Readings

Services And Facilities	Overall Satisfaction %	Receivers of Service %
Water supply and service	77	92
Waste management service	70	83
Sewerage system and service	52	95
Stormwater services	49	82

Frequency Of Household Use - Council Facilities And Services

	Usage In The Last Year		
	Three times or more %	Once or twice %	Not at all %
A park, reserve or public garden	55	22	23
District library	46	11	43
A cemetery	25	26	49
A public toilet	25	25	50
Information Centre	14	29	57
Public swimming pool	32	10	58
Contacted Council about dog and/or animal control	4	21	75
Camping facility	7	14	79
Contacted Council about building services	6	14	80

% read across

Parks, reserves or public gardens, 77%,

and a District library, 57%,

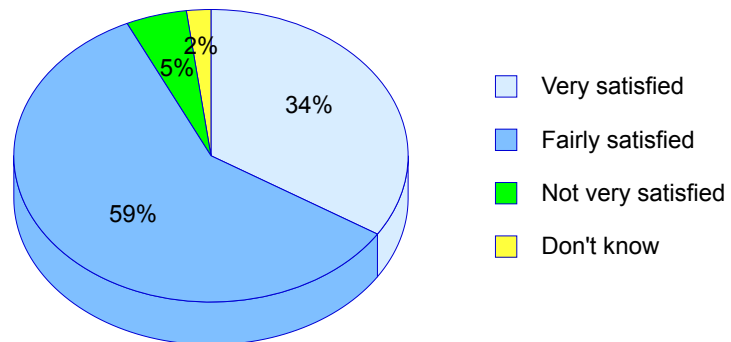
... are the facilities or services surveyed which have been most frequently used by residents or other members of their household, in the last year.

Spend Emphasis On Services/Facilities

In terms of the services / facilities measured, the main ones residents think more should be spent on are ...

- roads in the District, 60% of all residents (62% in 2015)
- footpaths, 39% (35% in 2015)
- standard of public toilets, 30% (16% in 2015)

Satisfaction With Range Of Services And Facilities

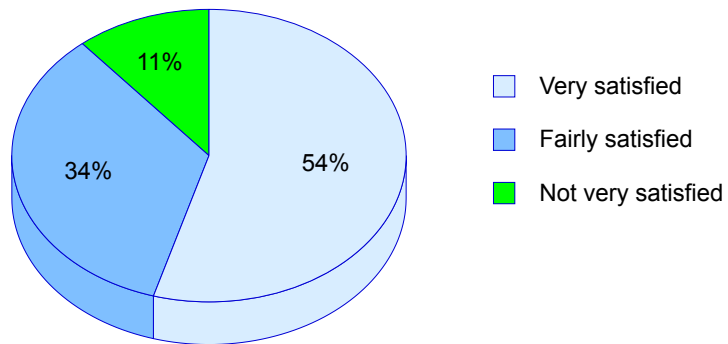


CONTACT WITH COUNCIL

40% of residents have contacted the Council offices in the last 12 months by phone (42% in 2015), with 46% contacting the Council offices in person (38% in 2015), 5% contacting them in writing (6% in 2015) and 8% by email (9% in 2015).

Overall, 64% of residents have contacted the Council offices in the last 12 months (58% in 2015).

Satisfaction With The Overall Service Received When Contacted The Council Offices



Base = 193
(Does not add to 100% due to rounding)

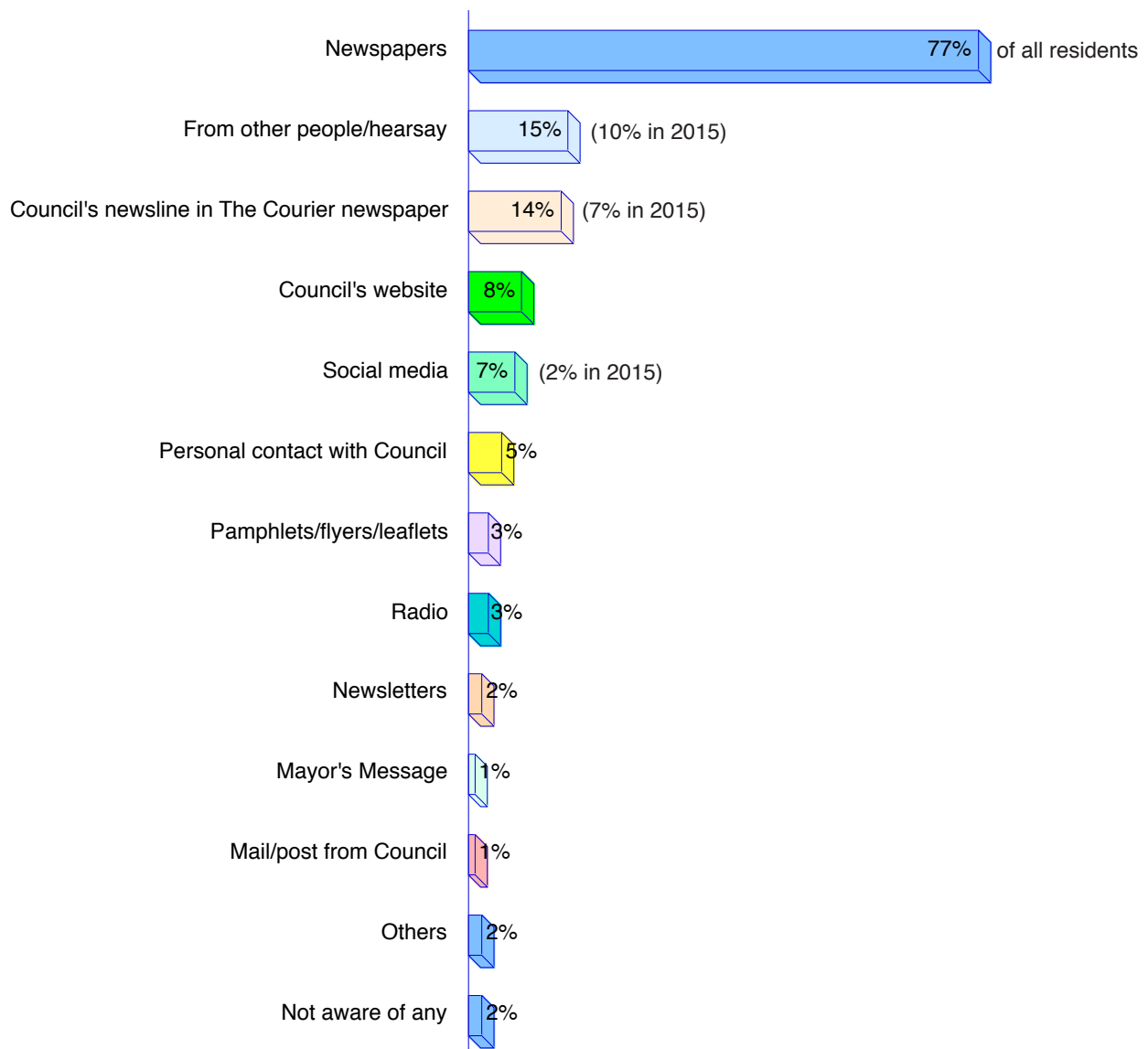
Rating Performance Of Council Staff

		Very good / Fairly good %	Just acceptable %	Not very good / Poor %	Don't know / No opinion %
Council Staff	2017	66	17	7	10
	2015	66	14	4	16

Waimate residents are on par with like residents, and above residents nationwide, in terms of rating Council staff performance as very / fairly good.

INFORMATION

Sources[†] Of Information About Council



[†] multiple responses allowed

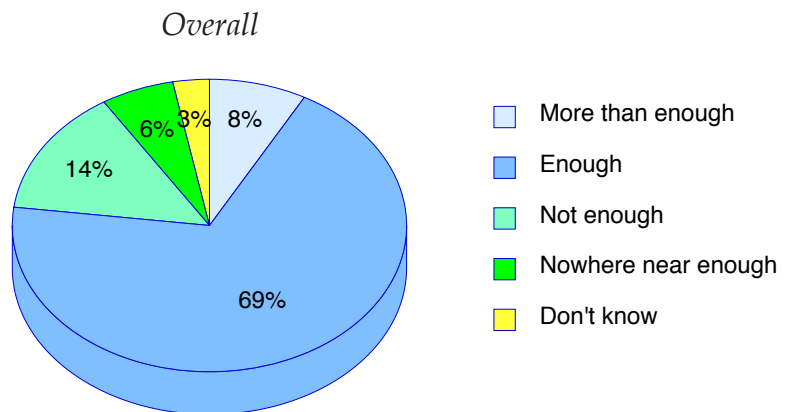
Those residents who mention newspapers give the following as the newspapers they read*:

Timaru Herald	54% of residents [†] who mention newspapers as their source of information about Council (47% in 2015)
Waimate News & Views	53% (47% in 2015)
Waimate Trader	49% (20% in 2015)
The Courier newspaper	37% (30% in 2015)
Otago Daily Times	8% (7% in 2015)

[†] Base = 231

* multiple responses allowed

Sufficiency Of Information Council Supplies To Community



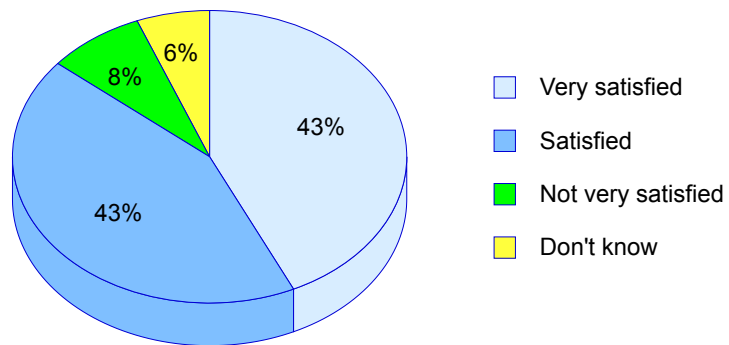
Waimate District residents are above Peer Group residents and residents nationwide, in feeling there is enough/more than enough information supplied.

CIVIL DEFENCE

Before now, 83% of residents said they were aware that Council was the organisation responsible for co-ordinating Civil Defence in the District. This is similar to the 2015 result.

COMMUNITY REPRESENTATION

Satisfaction With Councillor Accessibility



* * * * *

D. MAIN FINDINGS

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

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

NRB has defined the **Rural Peer Group** as those Territorial Authorities where less than 66% of dwellings are in urban meshblocks, as classified by Statistics New Zealand's 2013 Census data.

In this group are ...

Buller District Council
 Carterton District Council
 Central Hawke's Bay District Council
 Central Otago District Council
 Clutha District Council
 Far North District Council
 Hauraki District Council
 Hurunui District Council
 Kaikoura District Council
 Kaipara District Council
 MacKenzie District Council
 Manawatu District Council
 Matamata-Piako District Council
 Opotiki District Council
 Otorohanga District Council
 Rangitikei District Council

Ruapehu District Council
 Selwyn District Council
 South Taranaki District Council
 South Wairarapa District Council
 Southland District Council
 Stratford District Council
 Tararua District Council
 Tasman District Council
 Waikato District Council
 Waimakariri District Council
 Wairoa District Council
 Waitaki District Council
 Waitomo District Council
 Western Bay of Plenty District Council
 Westland District Council



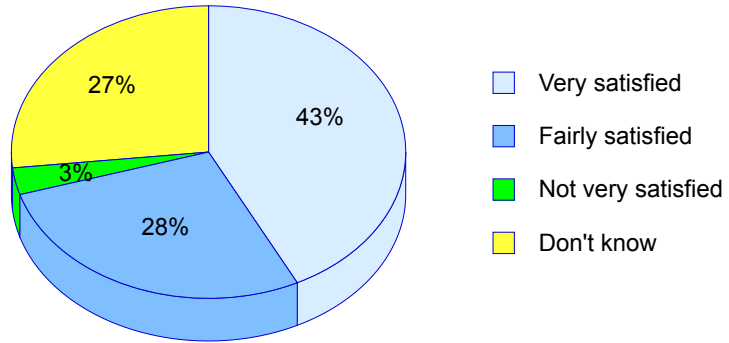
1. COUNCIL SERVICES/FACILITIES

A. SATISFACTION WITH COUNCIL SERVICES AND FACILITIES

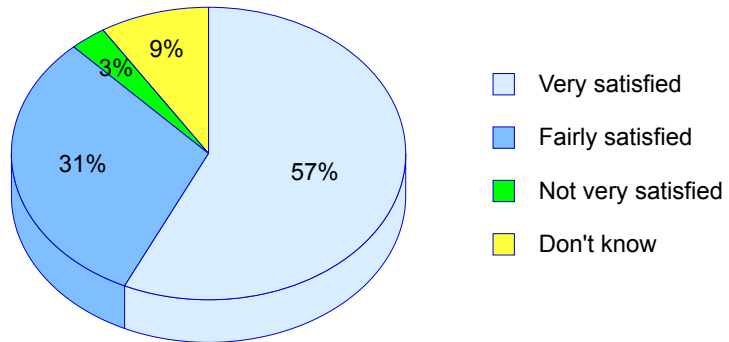
Residents were read out a number of Council functions and asked whether they are very satisfied, fairly satisfied or not very satisfied with that service or facility.

i. District Libraries

Overall

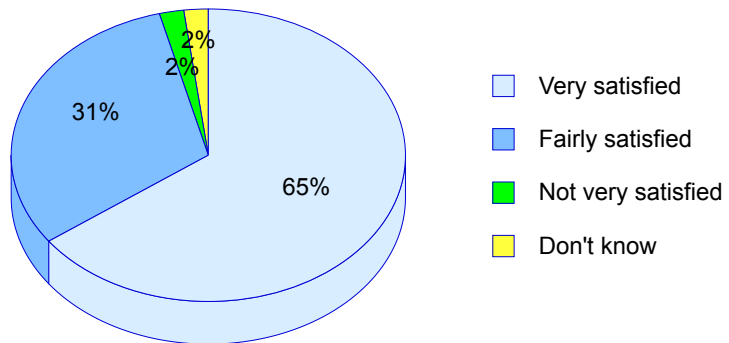


Users



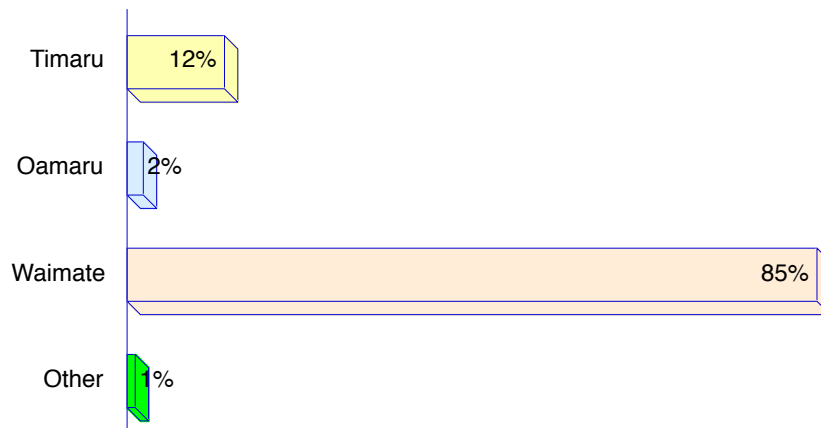
Base = 174

Waimate Library



Base = 146

Library *Mainly* Visited/Used In Last 12 Months



Base = 174

Overall, 71% of Waimate District residents are satisfied with District libraries (74% in 2015), including 43% who are very satisfied (50% in 2015). 3% are not very satisfied with this service and 27% are unable to comment (24% in 2015).

The percent not very satisfied is similar to like Districts, the National Average and the 2015 reading.

57% of households have visited a District library (including Timaru and Oamaru libraries) in the last 12 months, with 88% being satisfied, 3% not very satisfied and 9% unable to comment. 85% of these residents have mainly used/visited the Waimate Library. 96% of those who have used/visited the Waimate Library are satisfied, including 65% who are very satisfied.

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

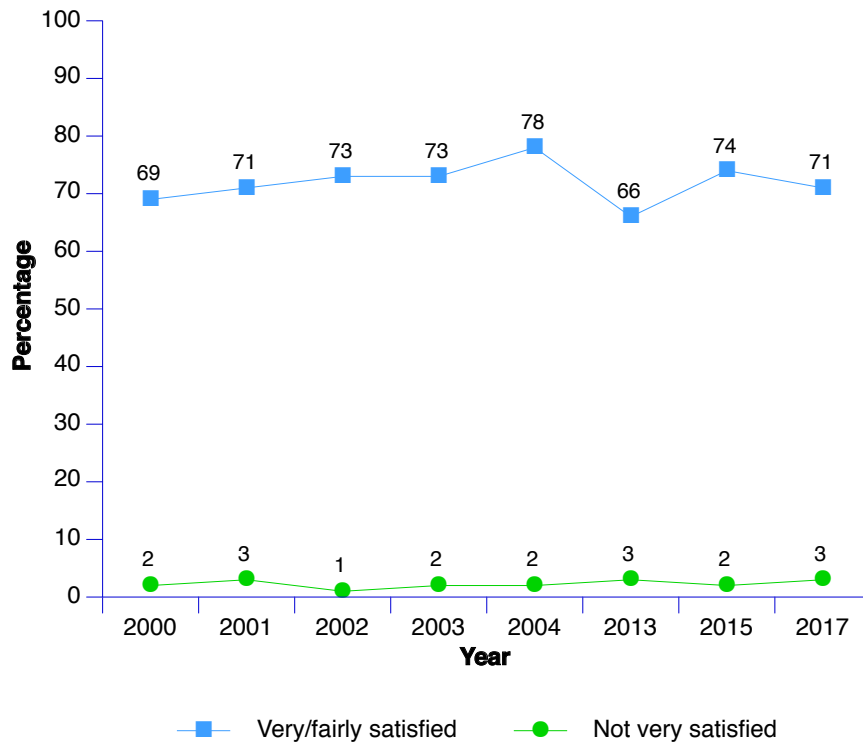
Satisfaction With District Libraries

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2017 [†]	43	28	71	3	27
2015	50	24	74	2	24
2013	46	20	66	3	31
2004	61	17	78	2	20
2003	58	15	73	2	25
2002	49	24	73	1	26
2001	51	20	71	3	26
2000	48	21	69	2	29
Users	57	31	88	3	9
Waimate Library	65	31	96	2	2
Comparison					
Peer Group (Rural)	57	23	80	3	17
National Average	69	17	86	3	11
Ward					
Hakataramea-Waihaorunga [†]	10	35	45	-	54
Lower Waihao	46	29	75	-	25
Waimate	54	30	84	2	14
Pareora-Otaio-Makikihi	28	20	48	7	45

% read across

[†] does not add to 100% due to rounding

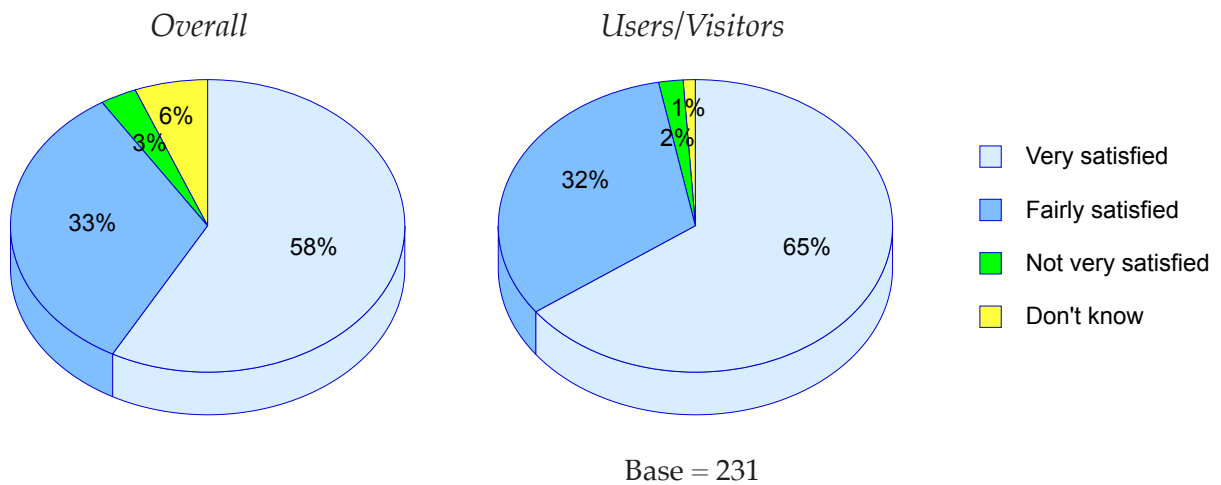
District Libraries



Recommended Satisfaction Measure For Reporting Purposes:

Total District	=	71%
Users	=	88%
Waimate Library Users	=	96%

ii. Parks, Reserves And Gardens



Overall, 91% of residents are satisfied with the District's parks, reserves and gardens, including 58% who are very satisfied, while 6% are unable to comment. These readings are similar to the 2015 results.

77% of households have used or visited parks, reserves or gardens in the last 12 months. Satisfaction levels amongst these users/visitors of parks, reserves and gardens is on par with residents overall, at 97%.

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

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

Satisfaction With Parks, Reserves And Gardens

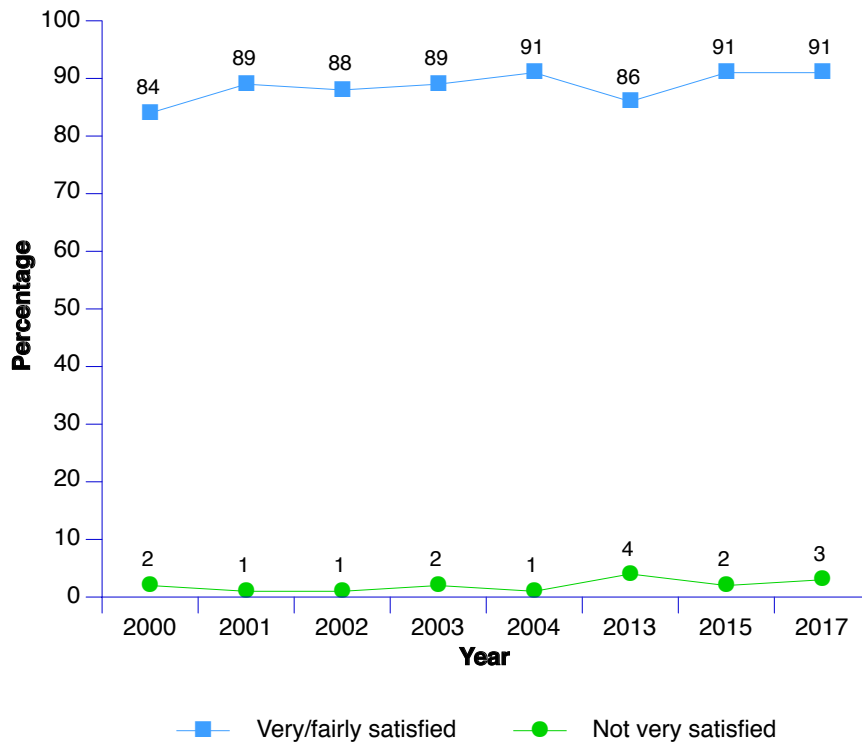
	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2017	58	33	91	3	36
2015 [†]	59	32	91	2	6
2013 [†]	54	32	86	4	11
2004	69	22	91	1	8
2003	61	28	89	2	9
2002	51	37	88	1	11
2001	54	35	89	1	10
2000	49	35	84	2	14
Users/Visitors	65	32	97	2	1
Comparison*					
Peer Group (Rural)	52	38	90	5	5
National Average [†]	59	34	93	4	2
Ward					
Hakataramea-Waihaorunga	29	54	83	-	17
Lower Waihao	58	28	86	11	3
Waimate	68	29	97	2	1
Pareora-Otaio-Makikihi	48	36	84	2	14

% read across

* the Peer Group and National Averages are based on ratings of parks and reserves only

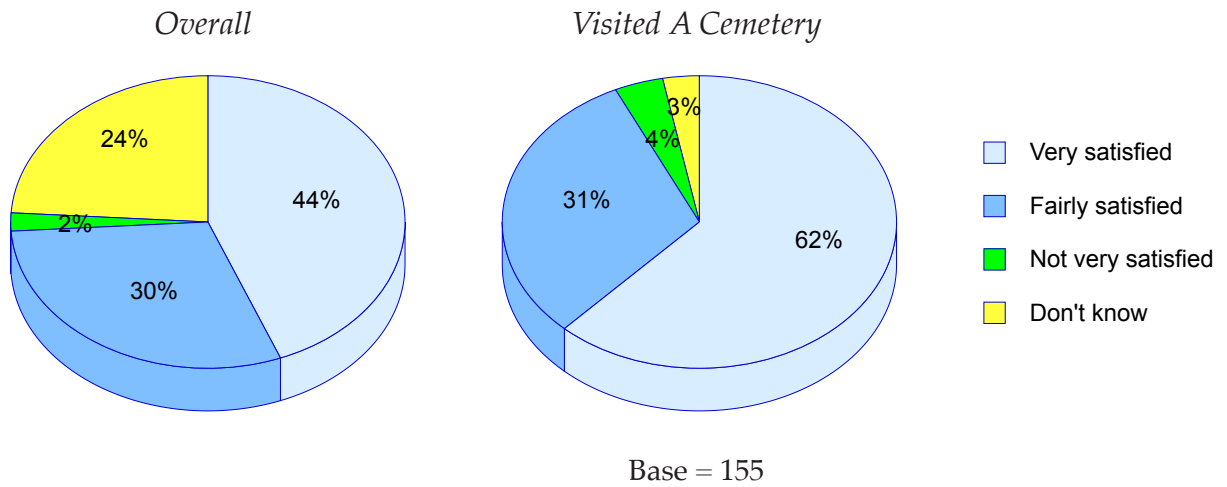
[†] does not add to 100% due to rounding

Parks, Reserves And Gardens



Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 91%
 Users/Visitors = 97%

iii. Cemeteries



Overall, 74% of District residents are satisfied with cemeteries, including 44% who are very satisfied (50% in 2015). 24% of residents are unable to comment.

The percent not very satisfied (2%) is similar to the Peer Group and National Averages and the 2015 reading.

51% of households have visited a cemetery in the last year, with 93% of these saying they are satisfied.

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

Satisfaction With The Cemeteries

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2017	44	30	74	2	24
2015	50	24	74	2	24
2013*	48	26	74	2	24
2004	58	16	74	1	25
2003	49	23	72	-	28
2002	42	30	72	1	27
2001	44	23	67	2	31
2000	44	22	66	1	33
Visitors	62	31	93	4	3
Comparison**					
Peer Group (Rural)	49	27	76	3	21
National Average†	41	30	71	4	24
Ward					
Hakataramea-Waihaorunga	19	39	58	6	36
Lower Waihao†	46	23	69	-	32
Waimate	54	31	85	2	13
Pareora-Otaio-Makikihi	31	30	61	-	39

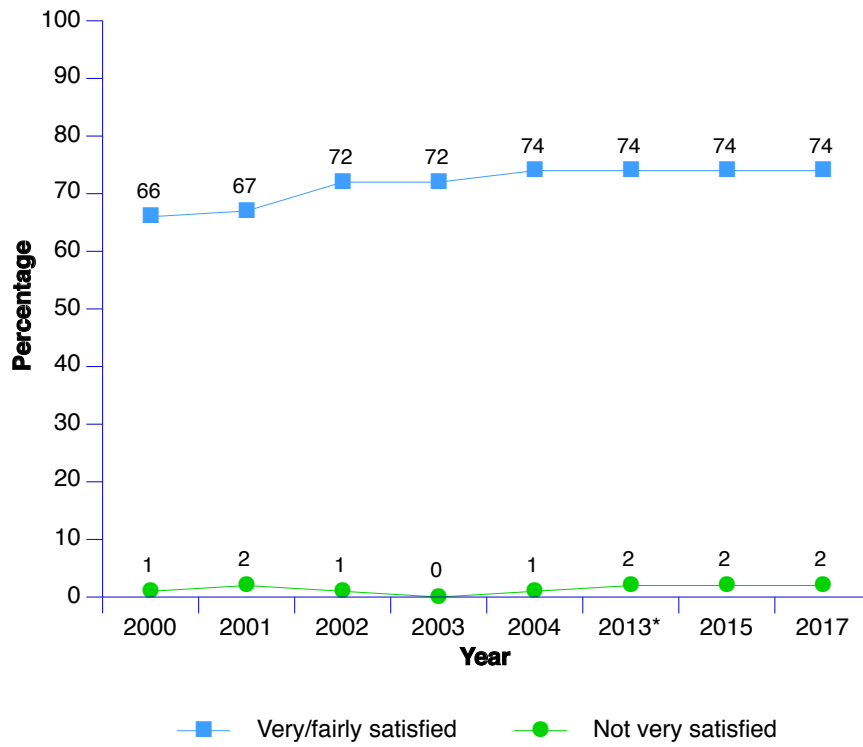
% read across

* readings prior to 2013 refer to Waimate Cemetery

** Peer Group and National Averages refer to cemeteries, including maintenance of cemeteries

† does not add to 100% due to rounding

Cemeteries



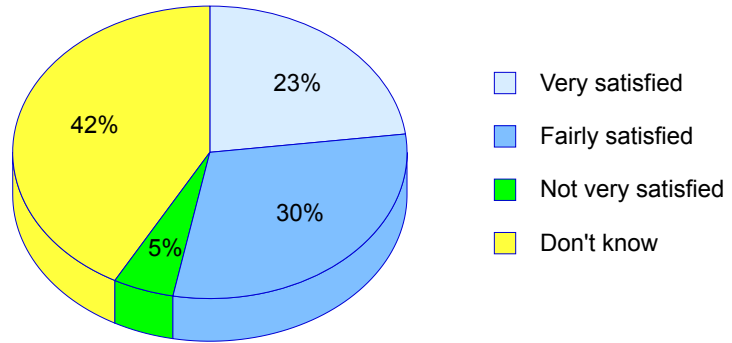
* readings prior to 2013 refer to Waimate Cemetery

Recommended Satisfaction Measure for Reporting Purposes:

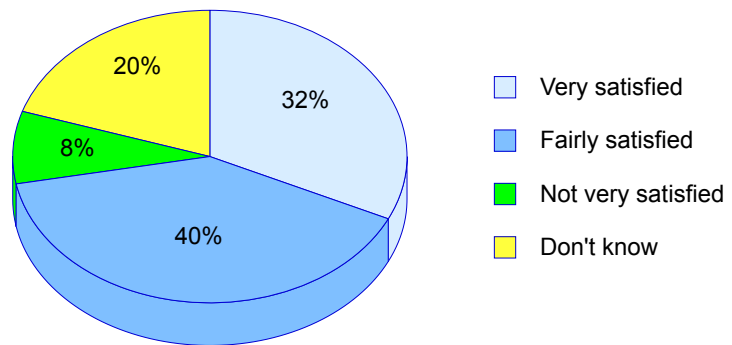
Total District = 74%
 Visited A Cemetery = 93%

iv. Public Swimming Pool

Overall

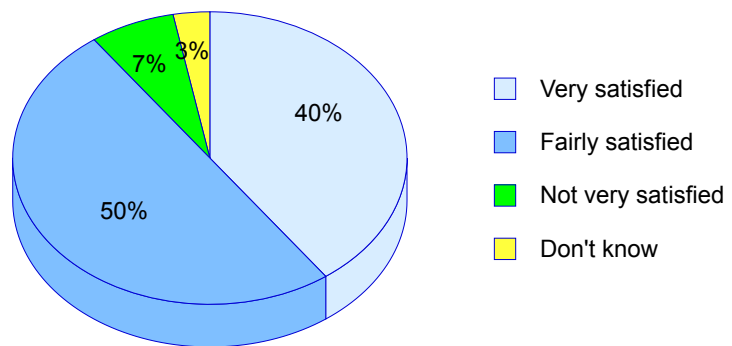


Users/Visitors

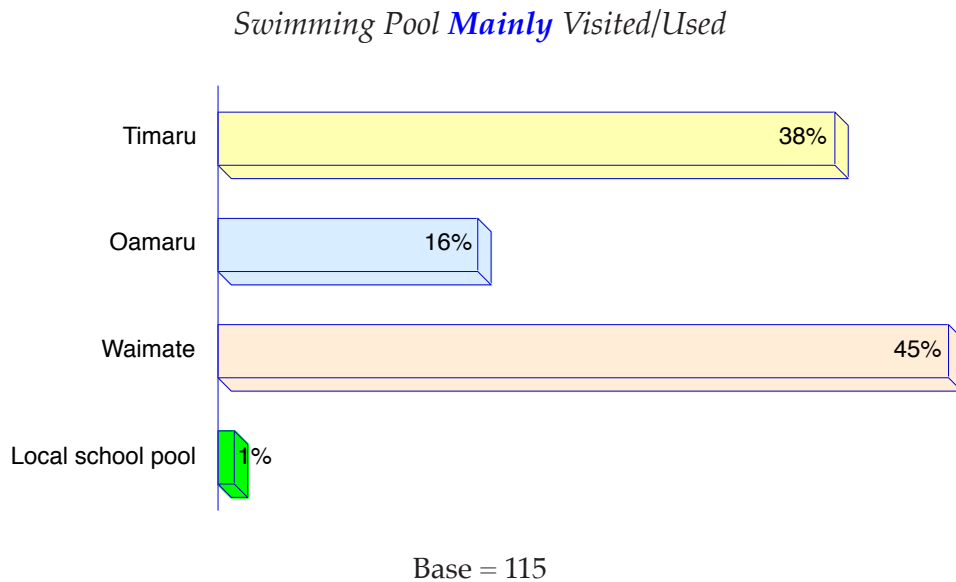


Base = 115

Waimate Pool



Base = 51



53% of Waimate District residents express satisfaction with the District's swimming pool. A large percentage (42%) are unable to say whether they are satisfied or not. This may well be due to usage, with 42% of households having visited or used a public swimming pool in the last 12 months. Of these "users/visitors", 72% are satisfied.

The percent not very satisfied (5%) is similar to like residents and on par with residents nationwide, in terms of those not very satisfied with public swimming pools.

45% of households who use or visit a pool, mainly use or visit the Waimate Pool. Of these, 90% are satisfied, including 40% who are very satisfied and 7% are not very satisfied.

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

Satisfaction With Public Swimming Pool

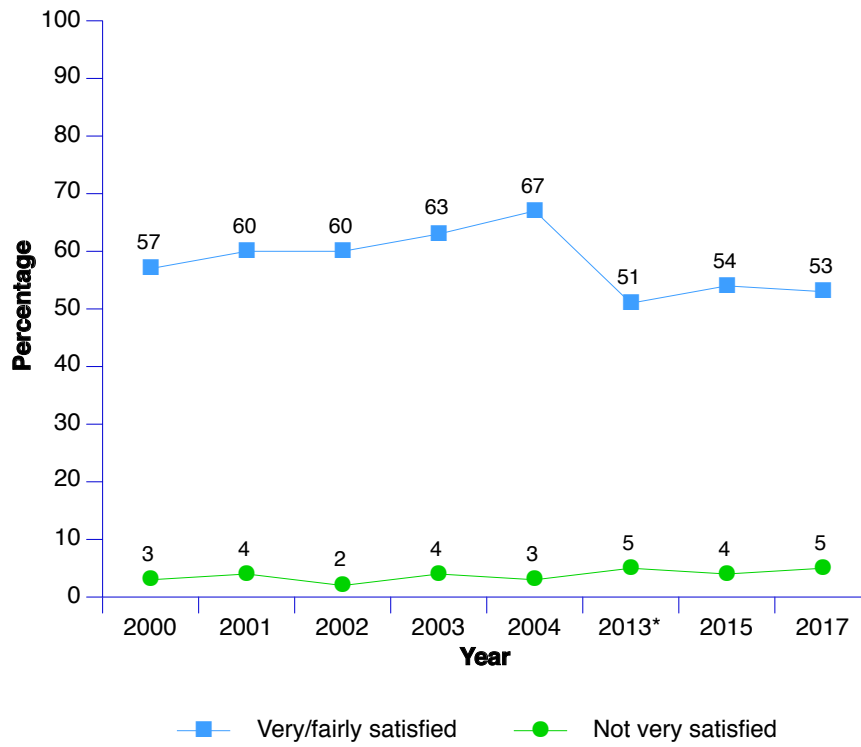
	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2017	23	30	53	5	42
2015 [†]	29	25	54	4	43
2013*	26	25	51	5	44
2004	43	24	67	3	30
2003	34	29	63	4	33
2002	31	29	60	2	38
2001	29	31	60	4	36
2000	35	22	57	3	40
Users/Visitors	32	40	72	8	20
Waimate Pool Users	40	50	90	7	3
Comparison					
Peer Group (Rural) [†]	43	24	67	6	28
National Average	38	30	68	8	24
Ward					
Hakataramea-Waihaorunga	15	24	39	6	55
Lower Waihao	7	27	34	8	58
Waimate	27	37	64	5	31
Pareora-Otaio-Makikihi	26	18	44	1	55

% read across

* readings prior to 2013 refer to satisfaction with public swimming pools

[†] does not add to 100% due to rounding

Public Swimming Pool



* readings prior to 2013 refer to satisfaction with public swimming pools

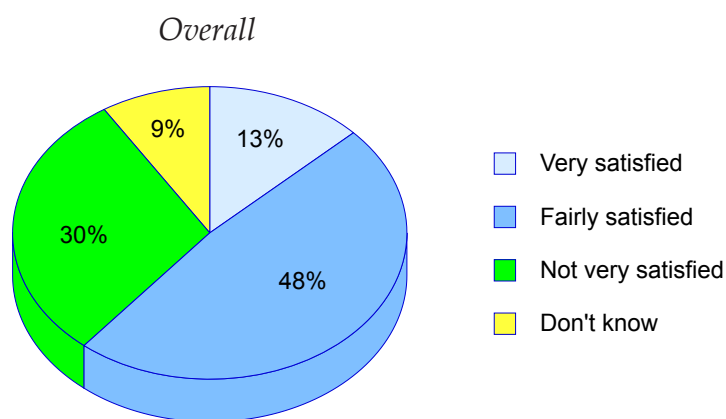
Recommended Satisfaction Measure For Reporting Purposes:

Total District	=	53%
Users/Visitors	=	72%
Waimate Pool Users/Visitors	=	90%

B. SATISFACTION WITH COUNCIL SERVICES/FACILITIES - WITH REASONS FOR DISSATISFACTION

Residents were read out 12 Council functions and asked whether they are very satisfied, fairly satisfied or not very satisfied with the provision of each particular service / facility. Those residents not very satisfied were asked to say why they feel this way.

i. Footpaths



61% of Waimate residents are satisfied with footpaths in their District, while 30% are not very satisfied. 9% are unable to comment. These readings are similar to the 2015 results.

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

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

- urban residents,
- residents aged 65 years or over,
- residents who live in a one or two person household.

It also appears that Lower Waihao and Waimate Ward residents are slightly more likely than other Ward residents, to feel this way.

Satisfaction With Footpaths

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2017	13	48	61	30	9
2015	14	47	61	29	10
2013 [†]	12	49	61	28	12
2004	14	56	70	21	9
2003	13	47	60	24	16
2002	12	51	63	22	15
2001	15	41	56	29	15
2000	10	46	56	24	20
Comparison					
Peer Group (Rural)	16	44	60	27	13
National Average	23	49	72	23	5
Ward					
Hakataramea-Waihaorunga	20	35	55	17	28
Lower Waihao [†]	22	50	72	29	-
Waimate	9	51	60	38	2
Pareora-Otaio-Makikihi	14	46	60	17	23
Area					
Urban	8	50	58	41	1
Rural	19	46	65	17	18
Age					
18-44 years	19	56	75	16	9
45-64 years [†]	12	51	63	30	8
65+ years	6	36	42	47	11
Household Size					
1-2 person household	9	43	52	38	10
3+ person household	20	56	76	16	8

% read across

[†] does not add to 100% due to rounding

The main reasons residents are not very satisfied with footpaths are ...

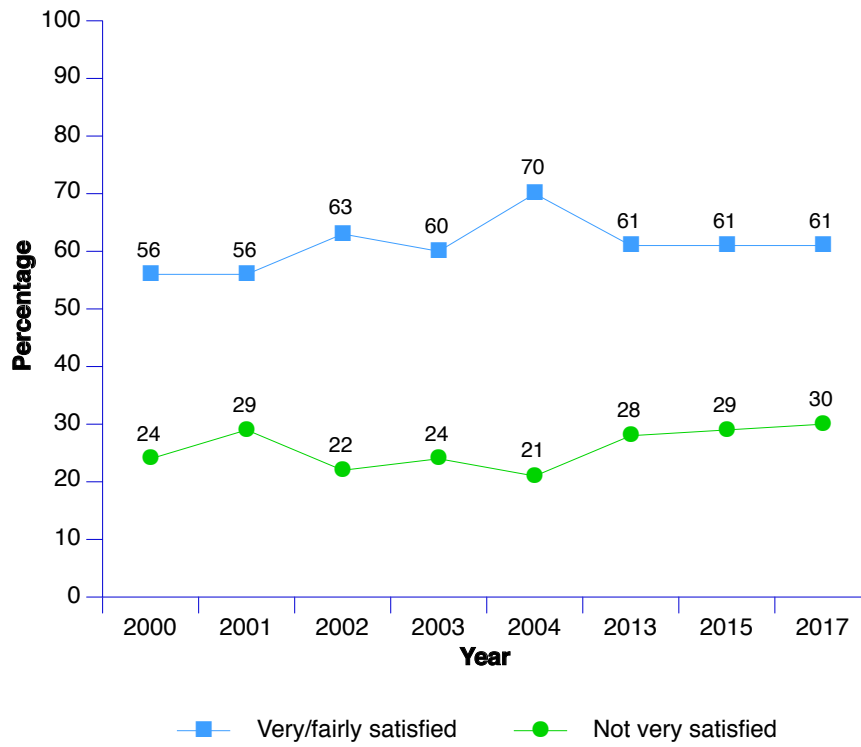
- uneven/rough/potholes/bumpy/cracked,
- poor condition/need maintenance/improving,
- design of footpaths/problem for wheelchairs/mobility scooters, etc,
- weeds growing in and around gutters/footpaths.

Summary Table: Main Reasons* For Being Not Very Satisfied With Footpaths

	Total District 2017 %	Ward			
		Hakataramea-Waihaorunga %	Lower Waihao %	Waimate %	Pareora-Otaio-Makikihi %
Percent Who Mention ...					
Uneven/rough/potholes/bumpy/cracked	15	8	4	21	9
Poor condition/need maintenance/improving	9	8	21	9	3
Design of footpaths/problem for wheelchairs/mobility scooters, etc	3	-	-	5	-
Weeds growing in and around gutters/footpaths	3	-	1	4	1

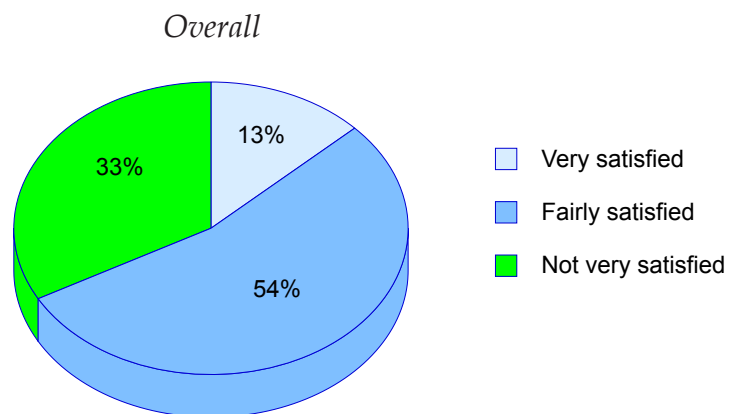
* multiple responses allowed

Footpaths



Recommended Satisfaction Measure For Reporting Purposes:
Total District = 61%

ii. Roads In The District (excluding State Highways 1 and 82, as these are not Council roads)



67% of residents are satisfied with roads in the District, excluding State Highways (58% in 2015), while 33% are not very satisfied.

The percent not very satisfied is above the Peer Group Average and slightly above the National Average but 8% below the 2015 reading.

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

- Hakataramea-Waihaorunga and Pareora-Otaio-Makikihi Ward residents,
- rural residents,
- longer term residents, those residing in the District more than 10 years.

Satisfaction With Roads In The District (excluding State Highways 1 and 82)

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2017	13	54	67	33	-
2015	12	46	58	41	1
2013**	16	51	67	33	1
2004	32	49	81	19	-
2003	20	54	74	25	1
2002	18	59	77	23	-
2001	19	58	77	21	2
2000	19	57	76	23	1
Comparison					
Peer Group (Rural)	17	59	76	23	1
National Average	21	54	75	25	-
Ward					
Hakataramea-Waihaorunga [†]	9	35	44	54	1
Lower Waihao	14	52	66	34	-
Waimate [†]	16	65	81	19	1
Pareora-Otaio-Makikihi	7	38	45	55	-
Area					
Urban	16	65	81	19	-
Rural	9	41	50	49	1
Length of Residence					
Lived there 10 years or less	14	65	79	21	-
Lived there more than 10 years	12	51	63	36	1

% read across

* readings prior to 2013 do not specifically exclude State Highways

† does not add to 100% due to rounding

The main reasons residents are not very satisfied with roads in the District are ...

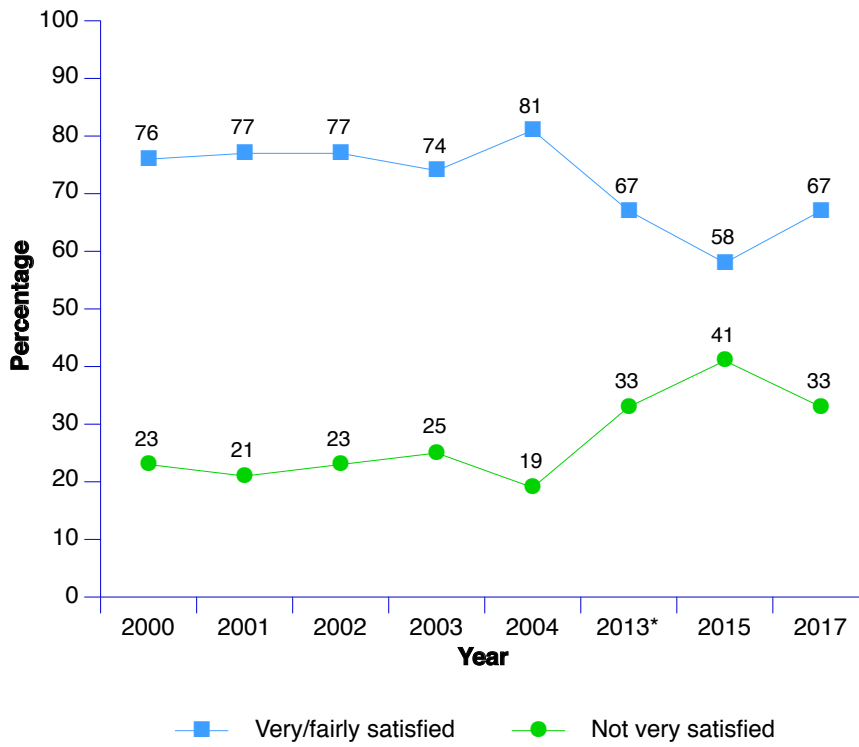
- potholes/uneven/rough/bumpy/corrugations,
- poor condition/need upgrading/attention,
- poor quality of work/materials/too much patching/poor grading,
- lack of maintenance/slow to repair.

Summary Table: Main Reasons* For Being Not Very Satisfied With Roads In The District (excluding State Highways 1 and 82)

	Total District 2017 %	Ward			
		Hakataramea-Waihaorunga %	Lower Waihao %	Waimate %	Pareora-Otaio-Makikihi %
Percent Who Mention ...					
Potholes/uneven/rough/bumpy/corrugations	12	32	10	5	21
Poor condition/need upgrading/attention	8	17	7	3	15
Poor quality of work/materials/too much patching/poor grading	7	17	5	4	10
Lack of maintenance/slow to repair	6	8	7	3	11

* multiple responses allowed

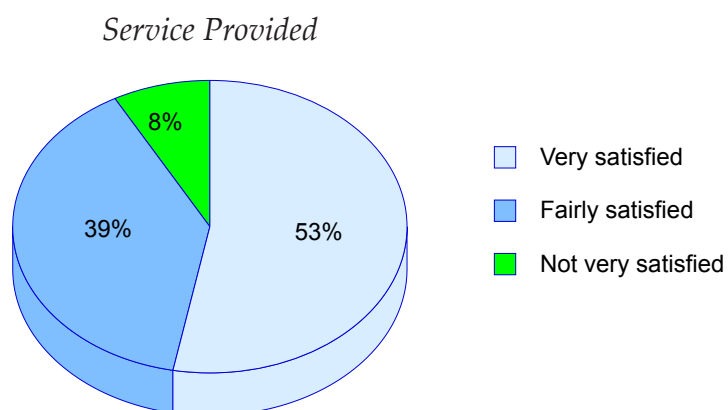
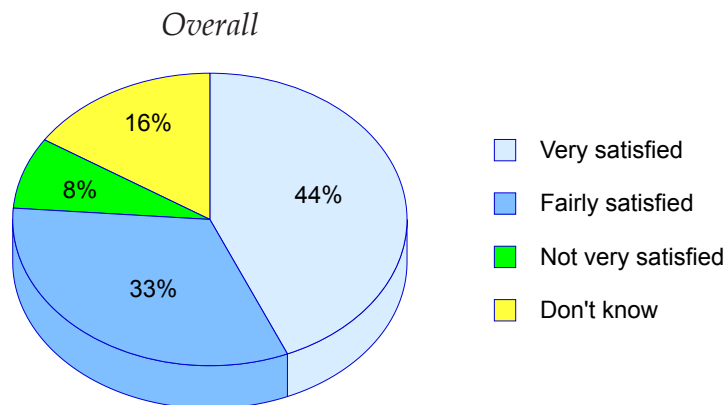
Roads In The District (excluding State Highways 1 and 82)



* readings prior to 2013 do not specifically exclude State Highways

Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 67%

iii. Water Supply And Services



Base = 226

77% of residents are satisfied with the water supply and service (74% in 2015), with 44% being very satisfied (41% in 2015). 8% are not very satisfied and 16% are unable to comment.

The percentage not very satisfied (8%) is slightly below the Peer Group Average and similar to the National Average readings for **water supply** and similar to the 2015 reading.

75% of residents say they are provided with a piped water supply and, of these, 92% are satisfied and 8% are not very satisfied.

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

Satisfaction With Water Supply And Service

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2017 [†]	44	33	77	8	16
2015	41	33	74	10	16
2013	33	33	66	14	20
2004	42	33	75	14	11
2003	29	38	67	20	13
2002	28	40	68	20	12
2001	22	42	64	19	17
2000	29	41	70	11	19
Service provided	53	39	92	8	-
Comparison**					
Peer Group (Rural)	29	29	58	14	28
National Average	50	31	81	9	10
Ward					
Hakataramea-Waihaorunga	26	9	35	6	59
Lower Waihao	44	17	61	9	30
Waimate [†]	51	40	91	8	-
Pareora-Otaio-Makikihi	35	35	70	5	25

% read across

* prior to 2002, residents were asked to say how satisfied they were with water service and delivery, and water quality separately. The percentages from 2000 to 2001 are an **average** of these two readings. 2003 and 2004 readings refer to water only

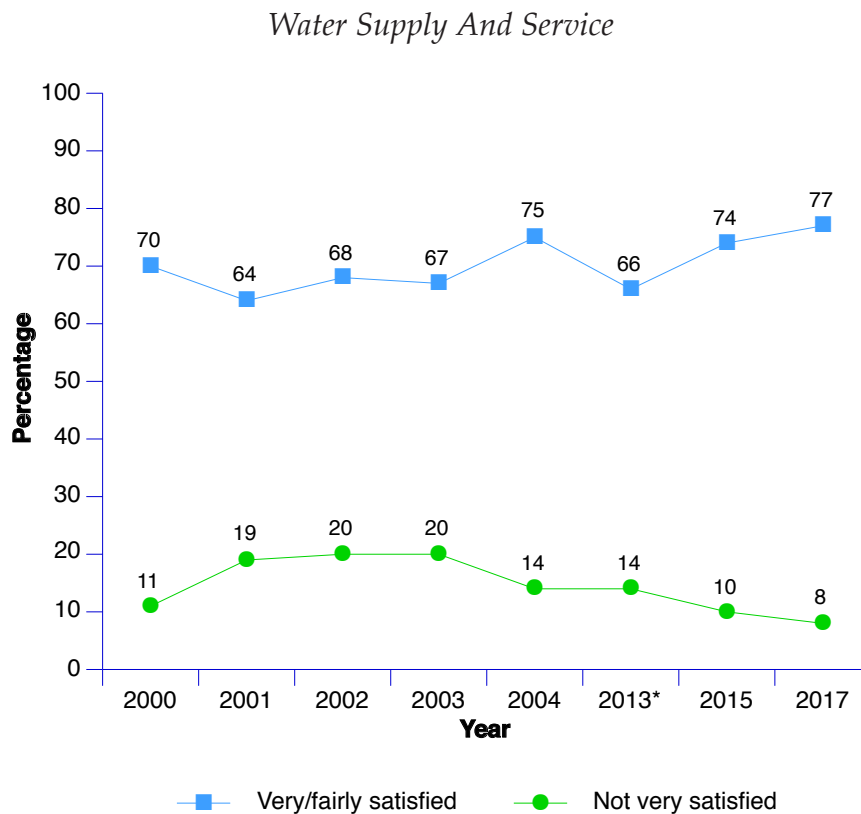
** Peer Group and National Averages refer to satisfaction with water supply

[†] does not add to 100% due to rounding

The main reasons* residents are not very satisfied with the water supply and service are ...

- poor taste (excluding chlorine comments), mentioned by 3% of all residents
- needs to be boiled / filtered / undrinkable, 3%,
- chlorine content / chemical, 2%,
- poor quality / dirty / discoloured, 2%.

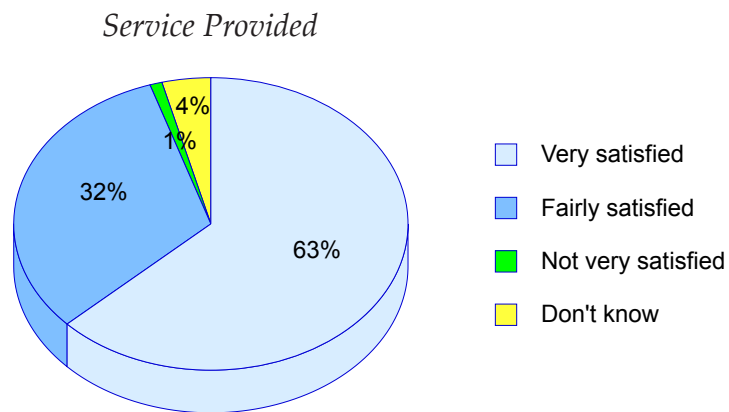
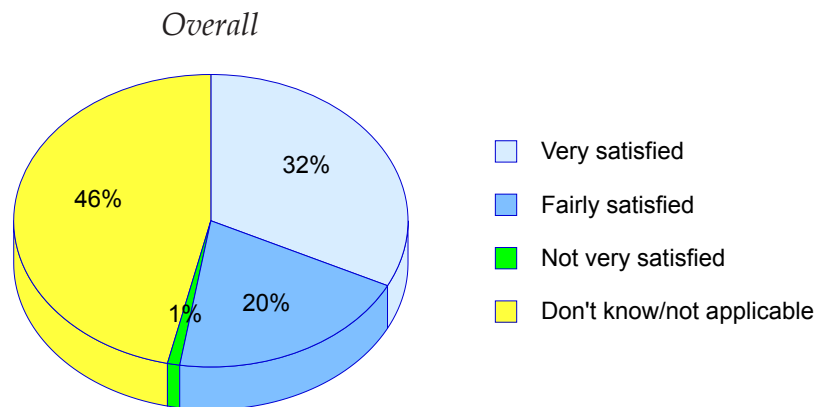
* multiple responses allowed



* Prior to 2002, residents were asked to say how satisfied they were with water service and delivery, and water quality separately. The percentages from 2000 to 2001 are an **average** of these two readings. 2003 and 2004 readings refer to water only

Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 77%
 Receivers Of Service = 92%

iv. Sewerage System And Service



Base = 133

52% of residents are satisfied with the sewerage system and service in the District, including 32% who are very satisfied (35% in 2015).

A large percentage (46%) are unable to comment. This is probably due to 55% of residents saying they **are not** provided with a sewerage system. For those who are provided with the service, only 4% are unable to comment and satisfaction rises to 95%.

1% of residents overall say they are not very satisfied with the sewerage system and service, with 1% of those provided with a sewerage system being not very satisfied.

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

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

Satisfaction With The Sewerage System And Service

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2017 [†]	32	20	52	1	46
2015	35	18	53	2	45
2013*	26	20	46	1	53
2004	32	20	52	3	45
2003	30	23	53	5	42
2002	20	27	47	10	43
2001	17	30	47	5	48
2000	21	23	44	5	51
Service Provided	63	32	95	1	4
Comparison*					
Peer Group (Rural)	32	30	62	5	33
National Average	48	33	81	6	13
Ward					
Hakataramea-Waihaorunga [†]	3	15	18	-	83
Lower Waihao	7	12	19	-	81
Waimate [†]	55	27	82	1	18
Pareora-Otaio-Makikihi	8	9	17	5	78

% read across

* readings prior to 2013 and Peer Group and National Averages refer to sewerage system only

[†] does not add to 100% due to rounding

The reasons* residents are not very satisfied with the sewerage system and service are ...

"We have to pay for sewerage services but we don't get one."

"It would be better if we were connected up to the sewerage ponds."

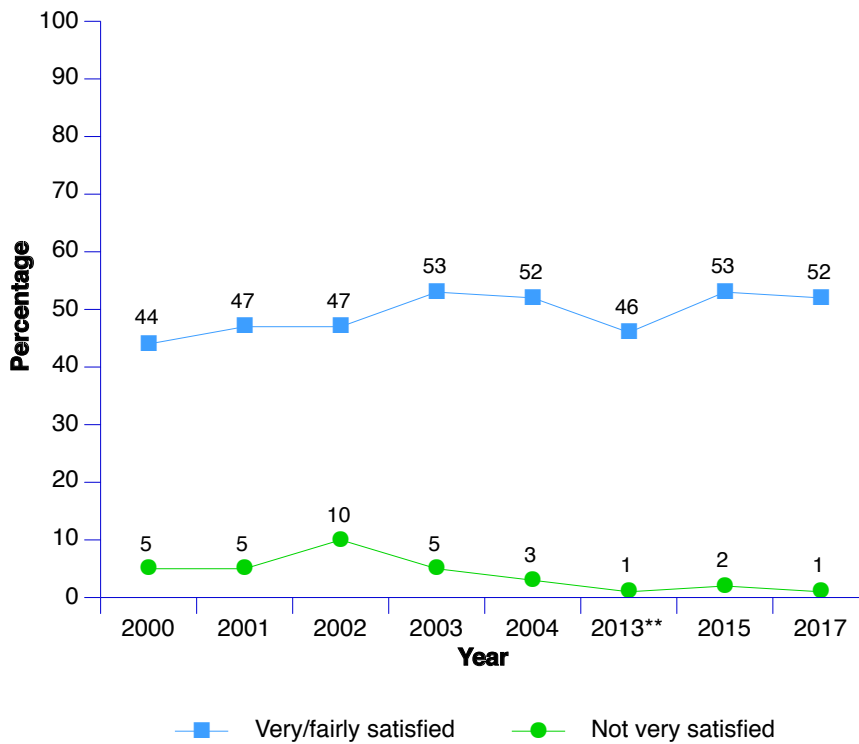
"I pay rates for sewerage but have to pay for a contractor to come out every 18 months.

It's not at all satisfactory to be paying twice for this service."

"We have a lot of trouble with our sewerage so an updated one would be great. Timaru's sewerage system is better and more updated. We have a lot of leaks and it needs to be dug up once a year to check the piping."

* multiple responses allowed

Sewerage System And Service



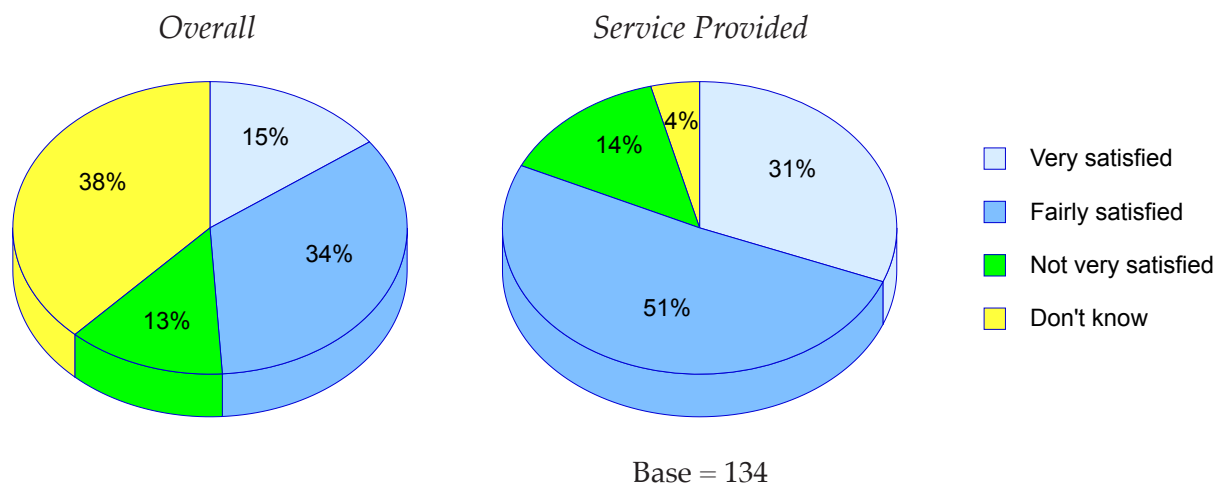
** readings prior to 2013 refer to sewerage system only

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 52%

Receivers Of Service = 95%

v. Stormwater Services



Overall, 49% of Waimate District residents are satisfied with stormwater services, while 13% are not very satisfied with this service. (8% in 2015)

A large percentage (38%) are unable to comment and this is probably due to only 44% of residents saying they are provided with a piped stormwater collection, where they live. Of these, 82% are satisfied.

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

Urban residents are more likely to be not very satisfied with stormwater services, than rural residents.

Satisfaction With Stormwater Services

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2017	15	34	49	13	38
2015	22	29	51	8	41
2013 [†]	19	31	50	12	39
2000	15	33	48	13	39
Service Provided	31	51	82	14	4
Comparison					
Peer Group (Rural)	20	35	55	17	28
National Average	36	39	75	14	11
Ward					
Hakataramea-Waihaorunga [†]	2	6	8	7	84
Lower Waihao	14	9	23	17	60
Waimate	24	49	73	15	12
Pareora-Otaio-Makikihi	1	25	26	8	66
Area					
Urban	24	48	72	18	10
Rural	5	17	22	7	71

% read across

* prior 2013 last asked in 2000

[†] does not add to 100% due to rounding

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

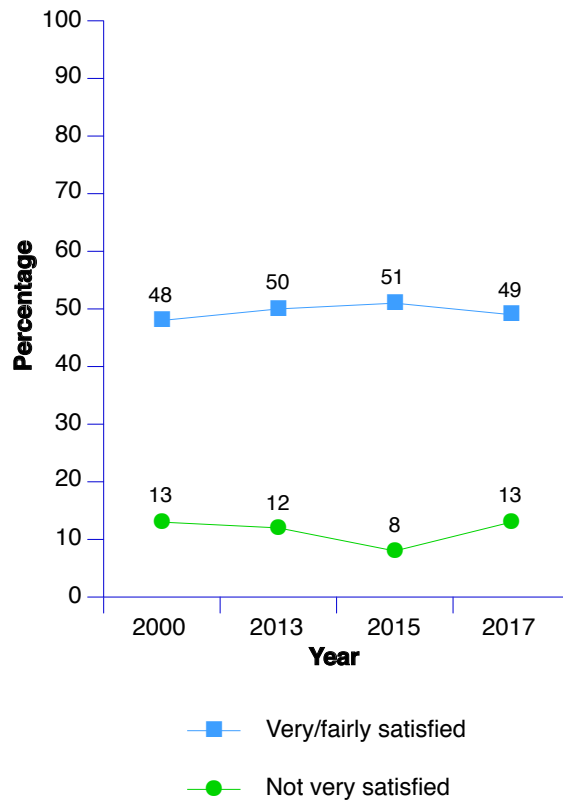
- blockages/drains/gutters, culverts need clearing regularly,
- flooding,
- inadequate drainage/need improving.

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

	Total District 2017 %	Ward			
		Hakataramea-Waihaorunga %	Lower Waihao %	Waimate %	Pareora-Otaio-Makikihi %
Percent Who Mention ...					
Blockages/drains/gutters, culverts need clearing regularly	7	5	6	9	2
Flooding	5	-	10	6	4
Inadequate drainage/need improving	3	3	1	4	1

* multiple responses allowed

Stormwater Services

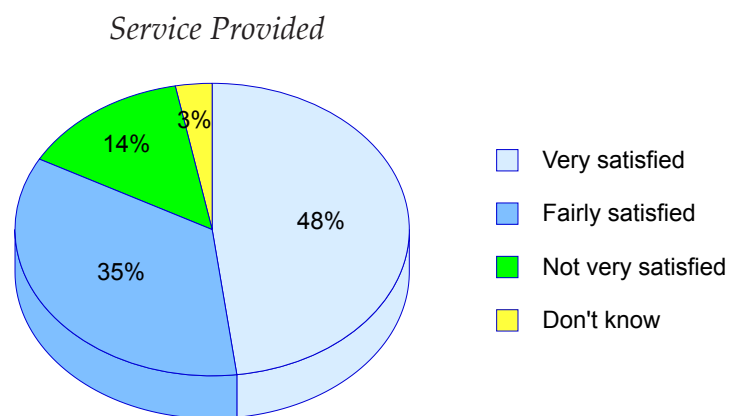
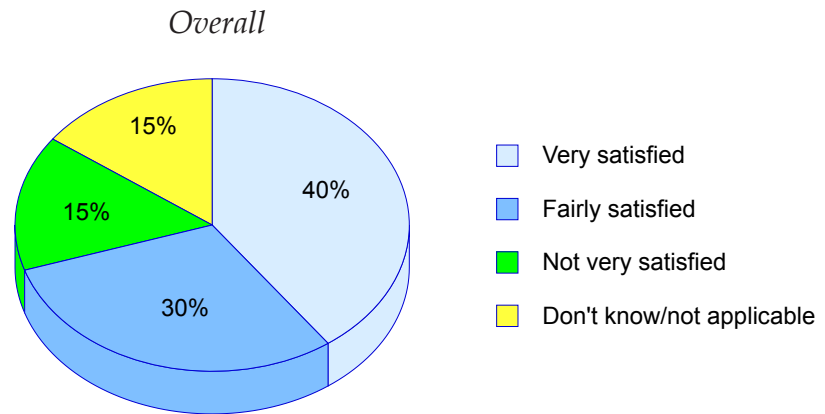


Recommended Satisfaction Measure For Reporting Purposes:

Total District = 49%

Service Provided = 82%

vi. Waste Management Service (ie, rubbish collection and recycling)



Base = 224

Overall, 70% of residents are satisfied with waste management services, including 40% who are very satisfied (43% in 2015). 15% are not very satisfied (11% in 2015) and 15% are unable to comment (19% in 2015).

The percent not very satisfied reading is similar to the averaged Peer Group Average and on par with the National Average readings for **rubbish collection and recycling**.

75% of residents say they receive a rubbish collection (78% in 2015). Of these, 83% are satisfied, and 14% not very satisfied.

Pareora-Otaio-Makikihi Ward residents are more likely to be not very satisfied with waste management service, than other Ward residents.

Satisfaction With Waste Management Service

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2017	40	30	70	15	15
2015	43	27	70	11	19
2013	30	30	60	17	23
2004	38	24	62	14	24
2003	45	20	65	11	24
2002	38	26	64	12	24
2001	45	23	68	12	20
2000	34	24	58	17	25
Service Provided	48	35	83	14	3
Comparison°					
Peer Group (Rural)	42	29	71	13	16
National Average†	53	28	81	12	8
Ward					
Hakataramea-Waihaorunga†	17	15	32	9	60
Lower Waihao	58	22	80	10	10
Waimate	47	39	86	12	2
Pareora-Otaio-Makikihi	22	21	43	30	27

% read across

* readings prior to 2013 refer to ratings for rubbish collection. In 2013 service did not specify that this was rubbish collection and recycling.

° Peer Group and National Averages refer to **average** ratings for rubbish collection and recycling as these are asked separately in the 2016 National Communitrak™ Survey

† does not add to 100% due to rounding

The main reasons residents are not very satisfied with waste management service are ...

- no collection/ don't pick up from gate,
- only have one bin,
- no recycling,
- bins are too small/ bins have no lids,
- need collections more often,
- inconsistent with what is recyclable,
- recycling centre is a mess/ rubbish dumped there,
- don't take everything/ leave rubbish on ground,
- too expensive/ cost involved.

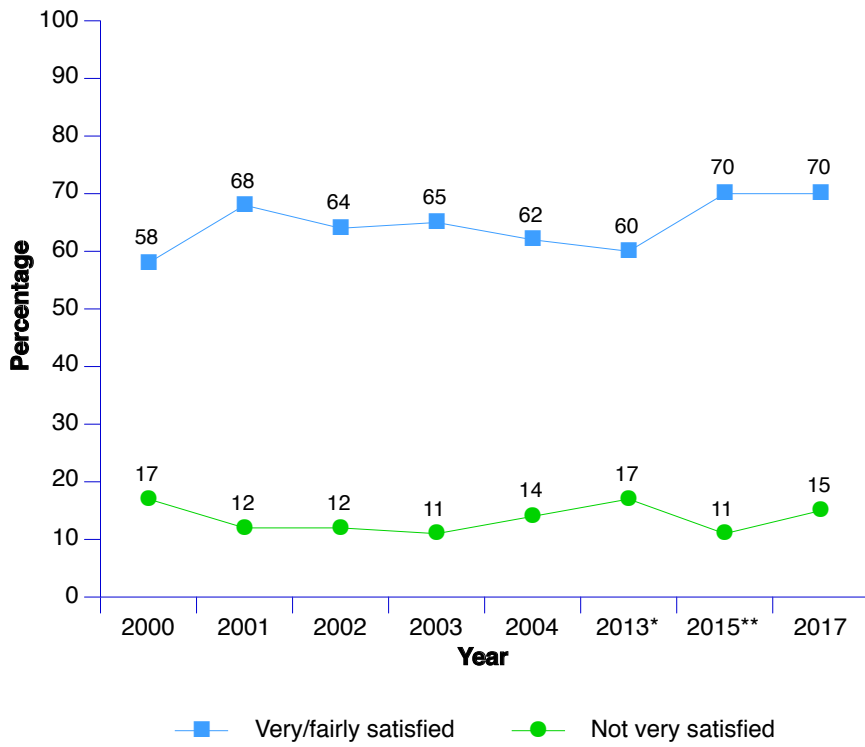
Summary Table:

Main Reasons* For Being Not Very Satisfied With Waste Management Service

	Total District 2017 %	Ward			
		Hakataramea- Waihaorunga %	Lower Waihao %	Waimate %	Pareora- Otaio- Makikihi %
Percent Who Mention ...					
No collection/ don't pick up from gate	3	4	5	1	6
Only have one bin	2	-	-	2	7
No recycling	2	7	1	-	7
Bins are too small/ bins have no lids	2	-	1	3	2
Need collections more often	2	2	1	1	6
Inconsistent with what is recyclable	2	-	-	3	-
Recycling centre is a mess/ rubbish dumped there	2	-	1	-	7
Don't take everything/ leave rubbish on ground	2	-	-	3	-
Too expensive/ cost involved	2	-	1	2	1

* multiple responses allowed

Waste Management Service

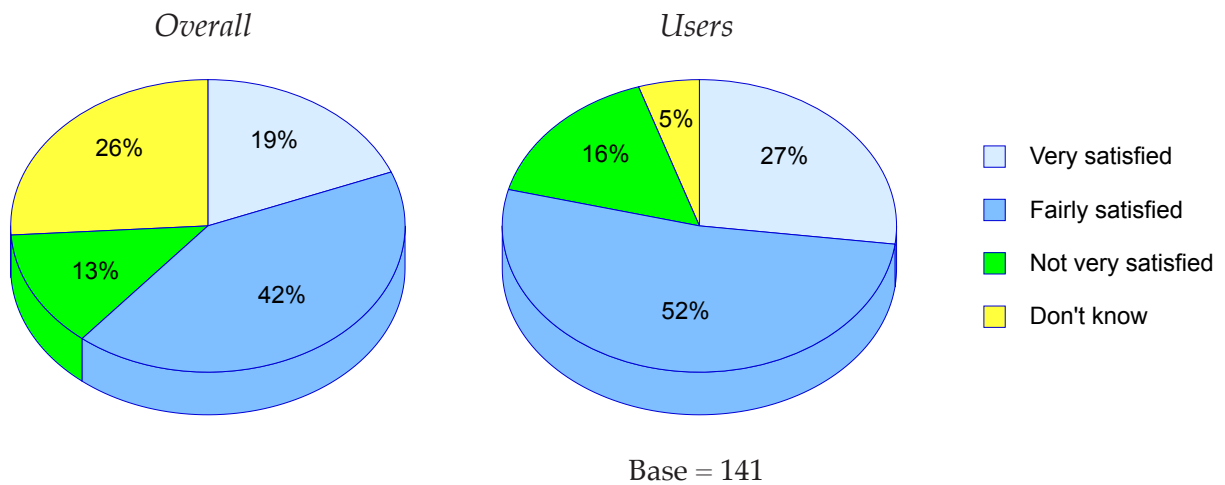


* readings prior to 2013 refer to ratings for rubbish collection

** in 2013 service did not specify that this was rubbish collection and recycling

Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 70%
 Service Provided = 83%

vii. Standard Of Public Toilets



61% of residents are satisfied with the standard of public toilet facilities (54% in 2015), while 26% are unable to comment (36% in 2015).

13% of residents are not very satisfied, which is on par with Peer Group Districts and the National Average for **public toilets**.

50% of households say they have used a public toilet in the last 12 months (47% in 2015). Compared to residents overall, "users" are more likely to be satisfied (79%), similar in terms of being not very satisfied (16%), and less likely to be unable to comment (5%).

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

Satisfaction With The Standard Of Public Toilets

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2017	19	42	61	13	26
2015 [†]	23	31	54	11	36
2013	19	35	54	15	31
2004	14	29	43	21	36
2003	13	32	45	20	35
2002	10	33	43	18	39
2001	17	32	49	15	36
2000	20	27	47	13	40
Users	27	52	79	16	5
Comparison*					
Peer Group (Rural)	32	36	68	18	14
National Average	26	41	67	17	16
Ward					
Hakataramea-Waihaorunga	15	40	55	11	34
Lower Waihao	24	52	76	18	6
Waimate	20	41	61	13	26
Pareora-Otaio-Makikihi [†]	17	39	56	9	36

% read across

* readings prior to 2013 and Peer Group and National Averages refer to ratings for public toilets

[†] does not add to 100% due to rounding

The main reasons residents are not very satisfied with the standard of public toilets are ...

- poor condition/old/need improving/upgrading,
- dirty/disgusting/smell/lack of cleanliness,
- not enough toilets/need more.

Summary Table:

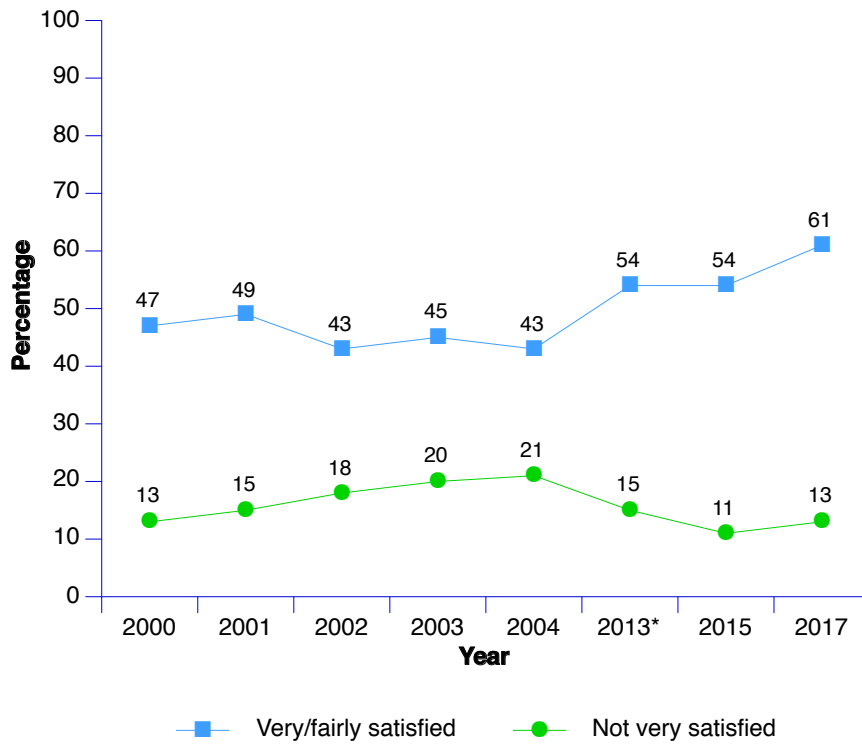
Main Reasons* For Being Not Very Satisfied With The Standard Of Public Toilets

	Total District 2017 %	Ward			
		Hakataramea-Waihaorunga %	Lower Waihao %	Waimate %	Pareora-Otaio-Makikihi %
Percent Who Mention ...					
Poor condition/old/need improving/upgrading	6	4	7	7	1
Dirty/disgusting/smell/lack of cleanliness	5	10	8	5	-
Not enough toilets/need more	4	-	1	3	7

* multiple responses allowed

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

Standard Of Public Toilets

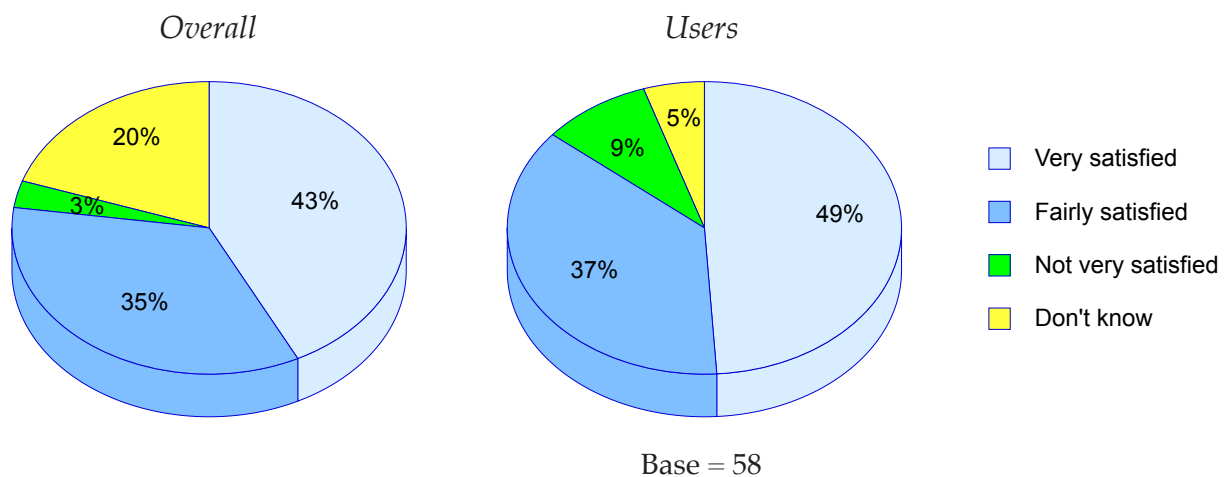


* readings prior to 2013 refer to ratings for public toilets

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 61%
 Users = 79%

viii. Camping Facilities (ie, Victoria Park, Knottingley Park, Waitaki Lakes)



Overall, 78% of Waimate District residents are satisfied with camping facilities in the District (73% in 2015), including 43% who are very satisfied, while 3% are not very satisfied.

There are no comparative Peer Group and National Averages for this reading, however, the not very satisfied reading is similar to the 2015 result.

A large percentage (20%) are unable to comment (25% in 2015) and this is probably due to only 21% of households having used a camping facility in the last 12 months. Of these users, 86% are satisfied.

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

Satisfaction With Camping Facilities

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2017 [†]	43	35	78	3	20
2015	45	28	73	2	25
2013	34	27	61	2	37
Users	49	37	86	9	5
Ward					
Hakataramea-Waihaorunga	27	50	77	-	23
Lower Waihao	35	32	67	9	24
Waimate [†]	50	31	81	3	17
Pareora-Otaio-Makikihi	38	38	76	1	23

% read across

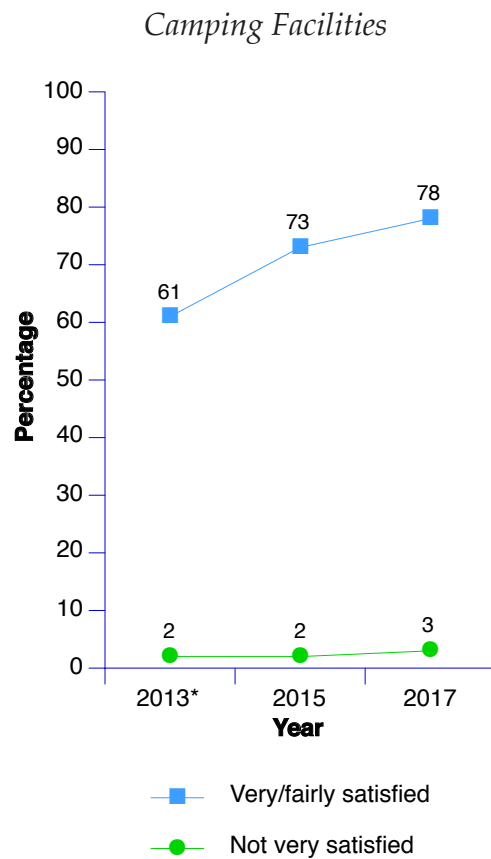
* not asked prior to 2013 (in 2013 the specific camping facilities were not mentioned)

[†] does not add to 100% due to rounding

The main reasons* are not very satisfied with camping facilities are ...

- high prices/ too expensive, mentioned by 1% of all residents,
- need better facilities, 1%,
- need better toilet facilities, 1%,
- not maintained very well/ not clean, 1%.

* multiple responses allowed

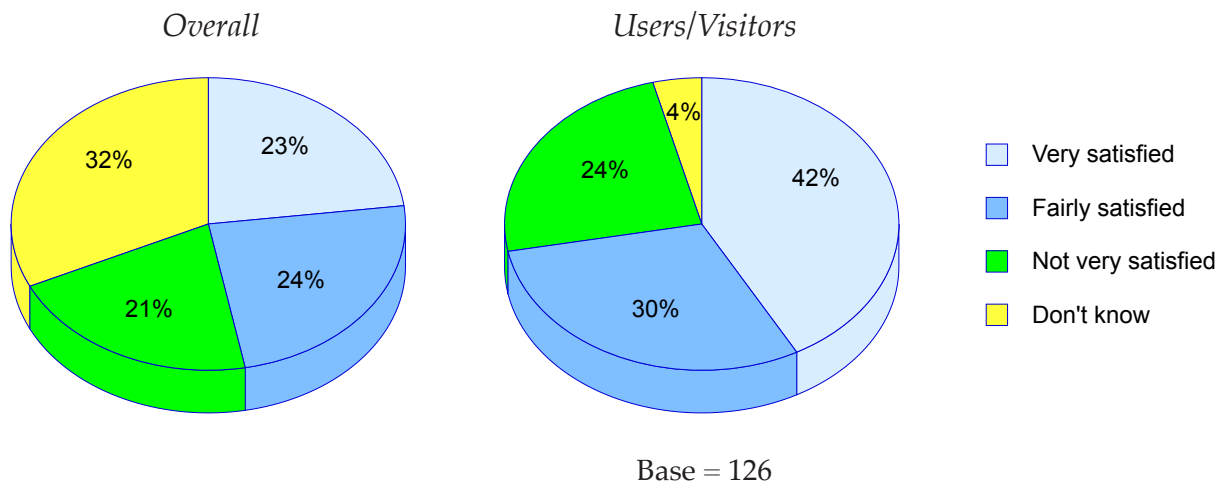


* not asked prior to 2013 (in 2013 the specific camping facilities were not mentioned)

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 78%
 Users = 86%

ix. Information Centre Services



47% of Waimate District residents are satisfied with Information Centre services (64% in 2015), while 21% are not very satisfied (1% in 2015) and 32% are unable to comment.

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

43% of residents say they, or a member of their household, have used or visited the Information Centre, in the last 12 months (47% in 2015). Of these 'users/visitors', 72% are satisfied (96% in 2015) and 24% not very satisfied (1% in 2015).

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

- urban residents,
- residents aged 45 years or over.

Satisfaction With Information Centre Services

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2017	23	24	47	21	32
2015	47	17	64	1	35
2013 [†]	47	25	72	2	27
Users/Visitors	42	30	72	24	4
Ward					
Hakataramea-Waihaorunga	22	15	37	17	46
Lower Waihao	34	19	53	17	30
Waimate [†]	25	25	50	28	21
Pareora-Otaio-Makikihi	12	29	41	8	51
Area					
Urban [†]	29	21	50	27	22
Rural	16	28	44	14	42
Age					
18-44 years	22	26	48	8	44
45-64 years	18	29	47	29	24
65+ years [†]	30	16	46	25	28

% read across

* not asked prior to 2013

[†] does not add to 100% due to rounding

The main reasons residents are not very satisfied with Information Centre services are ...

- new location is hard to find,
- move of Information Centre against public opinion.

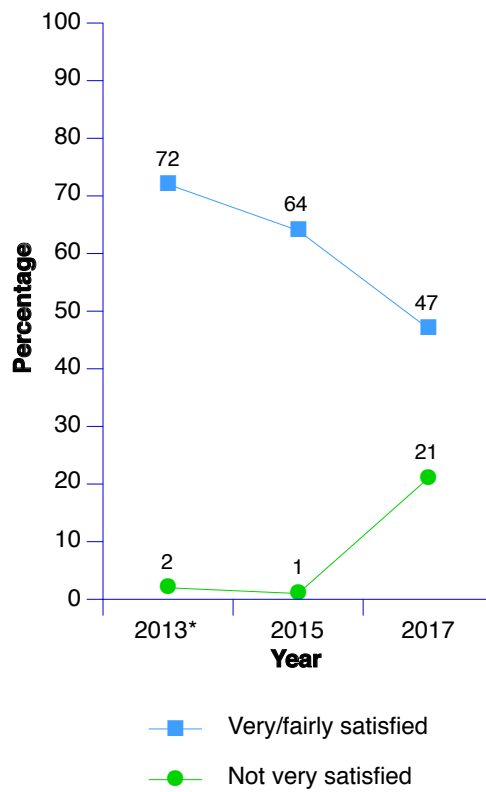
Summary Table:

Main Reasons* For Being Not Very Satisfied With Information Centre Services

	Total District 2017 %	Ward			
		Hakataramea-Waihaorunga %	Lower Waihao %	Waimate %	Pareora-Otaio-Makikihi %
Percent Who Mention ...					
New location is hard to find	19	17	12	26	7
Move of Information Centre against public opinion	2	1	-	3	-

* multiple responses allowed

Information Centre Services



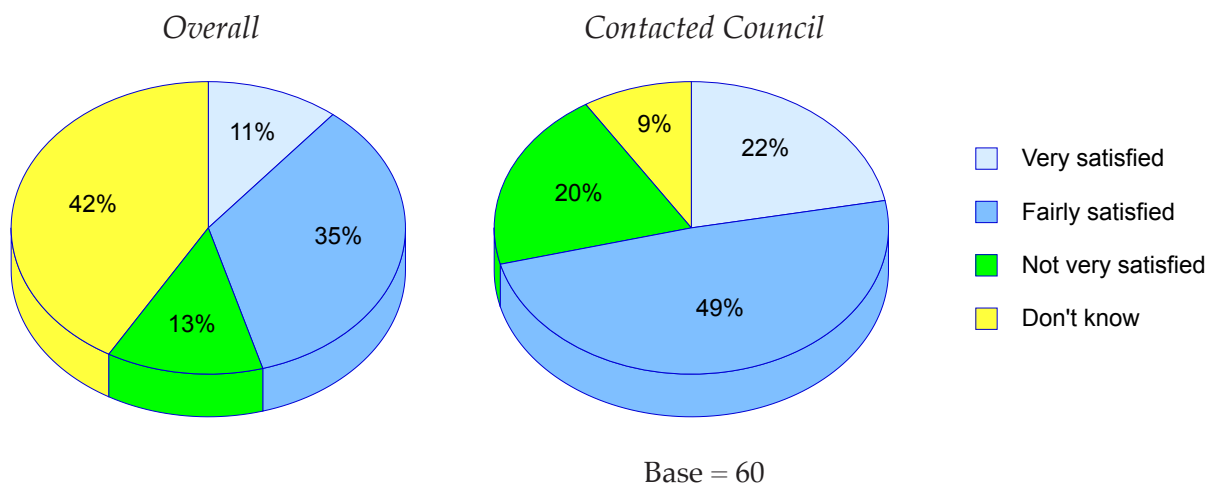
* not asked prior to 2013

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 47%

Users/Visitors = 72%

x. Building Control



46% of residents are satisfied with building control, while 13% are not very satisfied. These readings are similar to the 2015 results.

A significant percentage (42%) are unable to comment and this may be due to only 20% of households having contacted Council about building services in the last 12 months (26% in 2015). Of these, 71% are satisfied and 20% not very satisfied.

The percent not very satisfied (13%) is on par with the Peer Group Average and below the National Average readings for **town planning, including planning and inspection services**.

Residents more likely to be not very satisfied with building control are ...

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

Satisfaction With Building Control

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2017 [†]	11	35	46	13	42
2015 [†]	17	31	48	12	39
2013	10	29	39	25	36
Users	22	49	71	20	9
Comparison**					
Peer Group (Rural)	13	37	50	16	34
National Average	10	35	45	25	30
Ward					
Hakataramea-Waihaorunga	2	15	17	26	57
Lower Waihao [†]	5	35	40	22	37
Waimate	11	38	49	9	42
Pareora-Otaio-Makikihi [†]	16	40	56	9	36
Area[†]					
Urban	11	36	47	8	44
Rural	10	34	44	18	39
Length of Residence					
Lived there 10 years or less	16	20	36	2	62
Lived there more than 10 years	9	40	49	15	36

% read across

* not asked prior to 2013

** Peer Group and National Averages refer to ratings for town planning, including planning and inspection services

[†] does not add to 100% due to rounding

The main reasons residents are not very satisfied with building control are ...

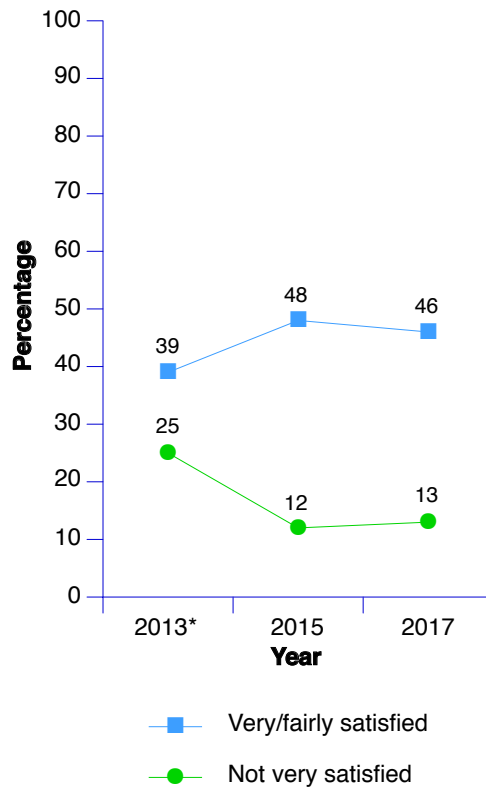
- problems with building inspectors / inspections,
- fees / charges too expensive,
- too much red tape / bureaucratic / restrictive,
- delays / process takes too long,
- old / shabby buildings / an eyesore.

Summary Table: Main Reasons* For Being Not Very Satisfied With Building Control

	Total District 2017 %	Ward			
		Hakataramea- Waihaorunga %	Lower Waihao %	Waimate %	Pareora- Otaio- Makikihi %
Percent Who Mention ...					
Problems with building inspectors / inspections	2	4	8	-	1
Fees / charges too expensive	2	-	2	2	1
Too much red tape / bureaucratic / restrictive	2	12	2	-	1
Delays / process takes too long	2	11	1	1	-
Old / shabby buildings / an eyesore	2	-	-	3	-

* multiple responses allowed

Building Control



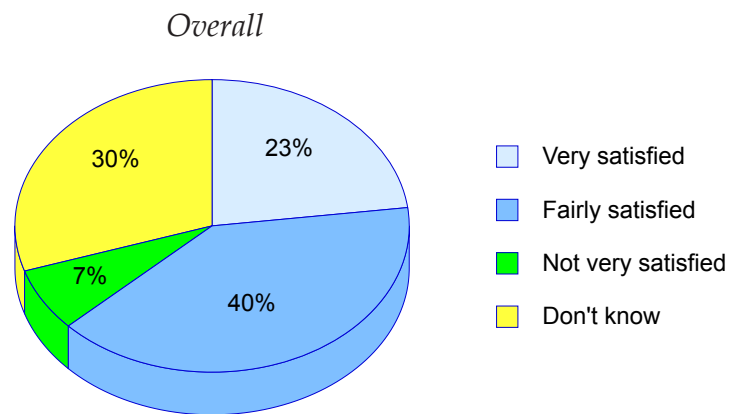
* not asked prior to 2013

Recommended Satisfaction Measure For Reporting Purposes:

Total District = 46%

Users/Visitors = 71%

xi. Emergency Management



63% of residents are satisfied with emergency management (67% in 2015), while 30% are unable to comment.

7% of residents are not very satisfied. This is similar to the Peer Group and National Averages and on par with the 2015 reading.

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

Satisfaction With Emergency Management

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2017	23	40	63	7	30
2015 [†]	38	29	67	3	29
2013	39	36	75	3	22
Comparison					
Peer Group (Rural)	34	31	65	7	28
National Average	29	31	60	7	33
Ward					
Hakataramea-Waihaorunga	27	43	70	2	28
Lower Waihao	12	47	59	10	31
Waimate	28	39	67	4	29
Pareora-Otaio-Makikihi [†]	15	37	52	17	32

% read across

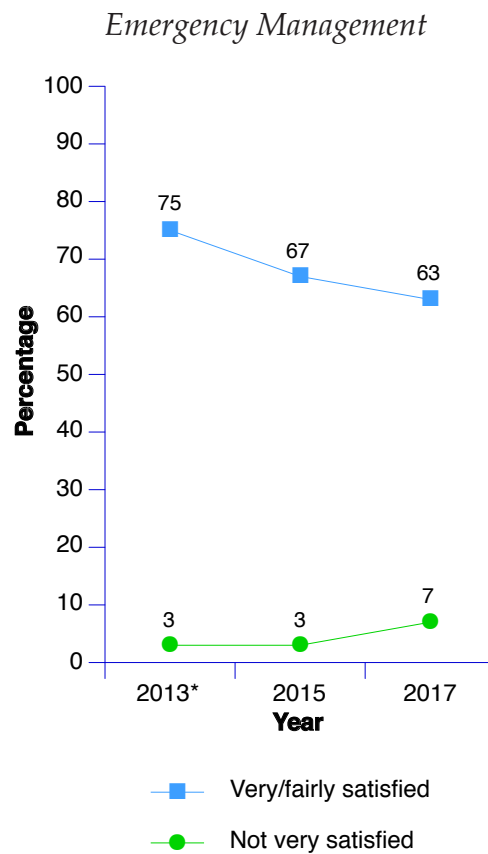
* not asked prior to 2013

[†] does not add to 100% due to rounding

The main reasons** residents are not very satisfied with emergency management are ..

- emergencies / not handled well / slow / no notification, mentioned by 4% of all residents,
- need more Civil Defence / awareness / more info, 2%.

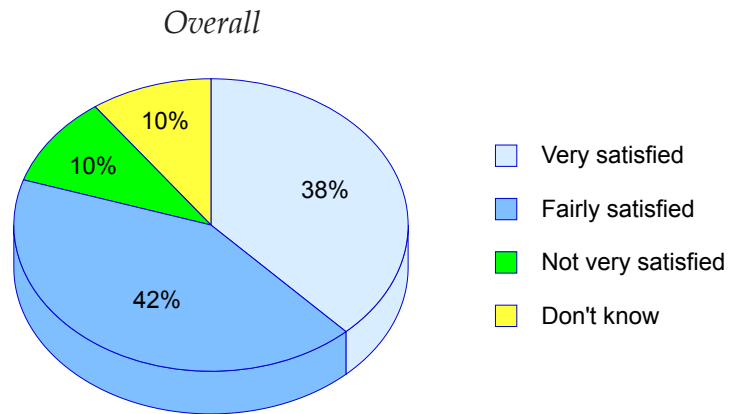
** multiple responses allowed



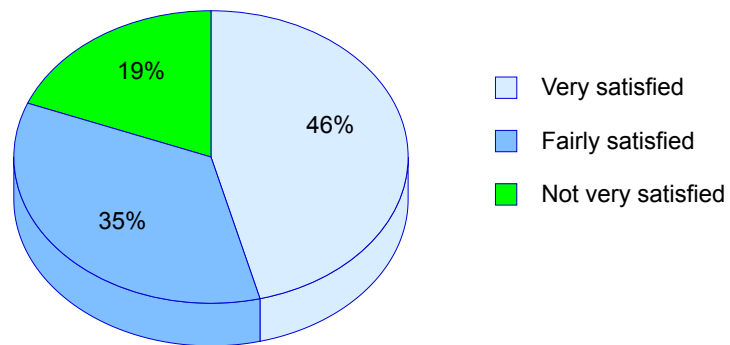
* not asked prior to 2013

Recommended Satisfaction Measure For Reporting Purposes:
Total District = 63%

xii. Dog And Animal Control



Contacted Council Regarding Dog Control In Last 12 Months



Base = 73

80% of Waimate District residents are satisfied with dog and animal control, including 38% who are very satisfied (43% in 2015). 10% are not very satisfied and 10% are unable to comment.

The percent not very satisfied is below the Peer Group and National Average readings for dog control.

25% of households have contacted Council about dog control in the last 12 months (30% in 2015) and of these, 81% are satisfied and 19% not very satisfied.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents not very satisfied with dog and animal control. However, it appears that urban residents are slightly more likely to feel this way, than rural residents.

Satisfaction With Dog And Animal Control

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2017	38	42	80	10	10
2015	43	38	81	8	11
2013	34	42	76	10	14
2004	35	38	73	13	14
2003	31	44	75	10	15
2002	24	43	67	13	20
2001	29	40	69	16	15
2000	25	35	60	18	22
Contacted Council	46	35	81	19	-
Comparison*					
Peer Group (Rural)	30	40	70	20	10
National Average	32	41	73	19	8
Ward					
Hakataramea-Waihaorunga	35	27	62	10	28
Lower Waihao	61	30	81	6	3
Waimate [†]	38	46	84	13	2
Pareora-Otaio-Makikihi [†]	25	46	71	4	24
Area					
Urban	42	42	84	14	2
Rural	33	42	75	6	19

% read across

* readings prior to 2013 and Peer Group and National Averages refer to ratings for dog control only

[†] does not add to 100% due to rounding

The main reasons residents are not very satisfied with dog and animal control are ...

- poor service / don't follow up complaints
- too many roaming / uncontrolled dogs,
- dogs barking,
- irresponsible owners.

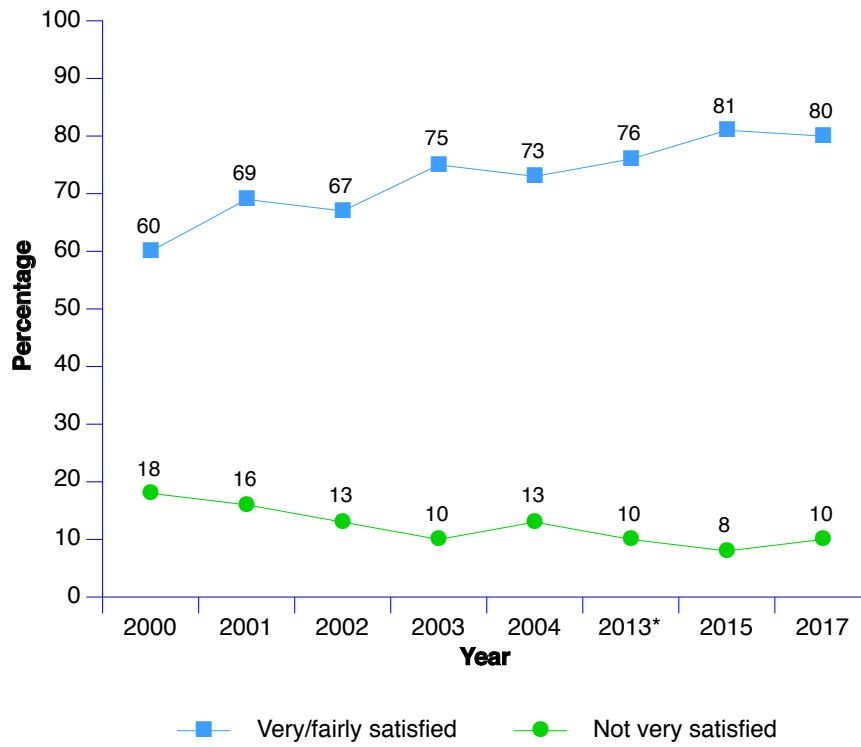
Summary Table:

Main Reasons* For Being Not Very Satisfied With Dog And Animal Control

	Total District 2017 %	Ward			
		Hakataramea- Waihaorunga %	Lower Waihao %	Waimate %	Pareora- Otaio- Makikihi %
Percent Who Mention ...					
Poor service / don't follow up complaints	3	-	5	3	-
Too many roaming / uncontrolled dogs	2	6	-	3	-
Dogs barking	2	-	-	4	-
Irresponsible owners	2	4	1	2	-

* multiple responses allowed

Dog And Animal Control



* readings prior to 2013 refer to ratings for dog control only

Recommended Satisfaction Measure For Reporting Purposes:
 Total District = 80%
 Contacted Council = 81%

C. SPEND EMPHASIS ON COUNCIL SERVICES/FACILITIES

Residents were asked to say whether they would like more, about the same or less spent on particular Council services / facilities, given that more cannot be spent on everything, without increasing rates and / or user charges where applicable.

Summary Table: Spend Emphasis

	Spend more %	Spend about the same %	Spend less %	Unsure %
Roads in the District (excl State Highways)	60	40	-	-
Footpaths	39	52	3	6
Standard of public toilets	30	54	-	16
Swimming pools	25	52	1	22
Emergency management	21	65	1	13
Waste management services	17	75	1	7
Community grants [†]	16	54	6	25
Library service [†]	15	68	2	14
Stormwater services	15	65	1	19
Parks, reserves and gardens [†]	14	80	1	4
Water supply and service	14	76	-	10
Camping facilities	13	69	2	16
Information Centre [†]	10	72	6	13
Dog and animal control	9	82	1	8
Sewerage system and service	6	73	1	20
Building control [†]	5	61	5	28
Cemeteries	4	83	1	12

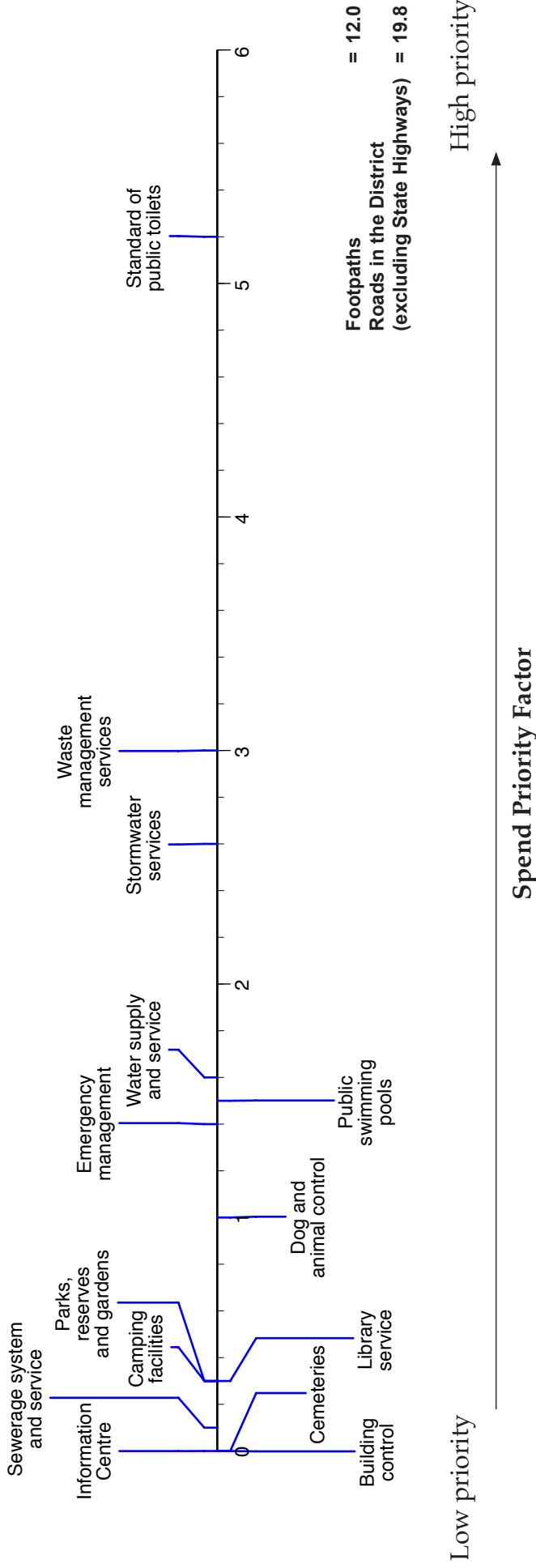
[†] does not add to 100% due to rounding

Summary Table: Top Five Services/Facilities* - By Ward

Top Five Services/Facilities*	Total District 2017 %	Total District 2015 %	Total District 2013 %	Ward			
				Hakataramea-Waihaorunga %	Lower Waihao %	Waimate %	Pareora-Otaio-Makikihi %
Roads (excluding State Highways)	60	62	45	78	67	49	74
Footpaths	39	35	32	16	28	52	25
Standard of public toilets	30	16	25	19	33	30	32
Swimming pools	25	12	13	26	23	30	15
Emergency management	21	9	6	15	19	21	25

* in terms of the percentage of residents who want **more** spent

D. SPEND PRIORITY



(Spend priority = mean spend x percentage not very satisfied).

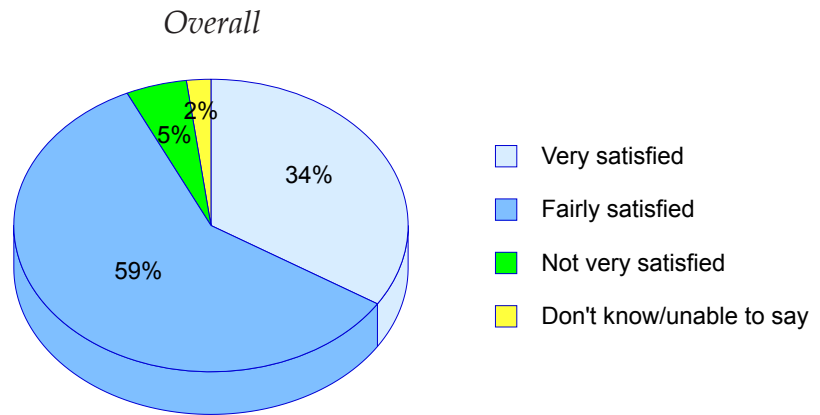
The graph shows the priorities for spending for Council for those 16 services / facilities where both the not very satisfied reading and mean spend are available.

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

Roads in the District and footpaths are the top priorities for Council in terms of spend. Cemeteries, Information Centre, and building control are of lowest priority in terms of spend.

E. SATISFACTION WITH THE RANGE OF SERVICES AND FACILITIES PROVIDED BY COUNCIL

The Waimate District Council is responsible for a number of services and facilities in the District. These range from the basic necessities ensuring good health and quality of life, through to recreational facilities for residents to use and other services that ensure the prosperity and wellbeing of the District.



Overall, 93% of Waimate residents are satisfied with the **range** of services and facilities provided by Council (87% in 2015), including 34% who are very satisfied, while 5% are not very satisfied. 2% are unable to comment (8% in 2015).

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

Satisfaction With The Range Of Services And Facilities Provided By Council

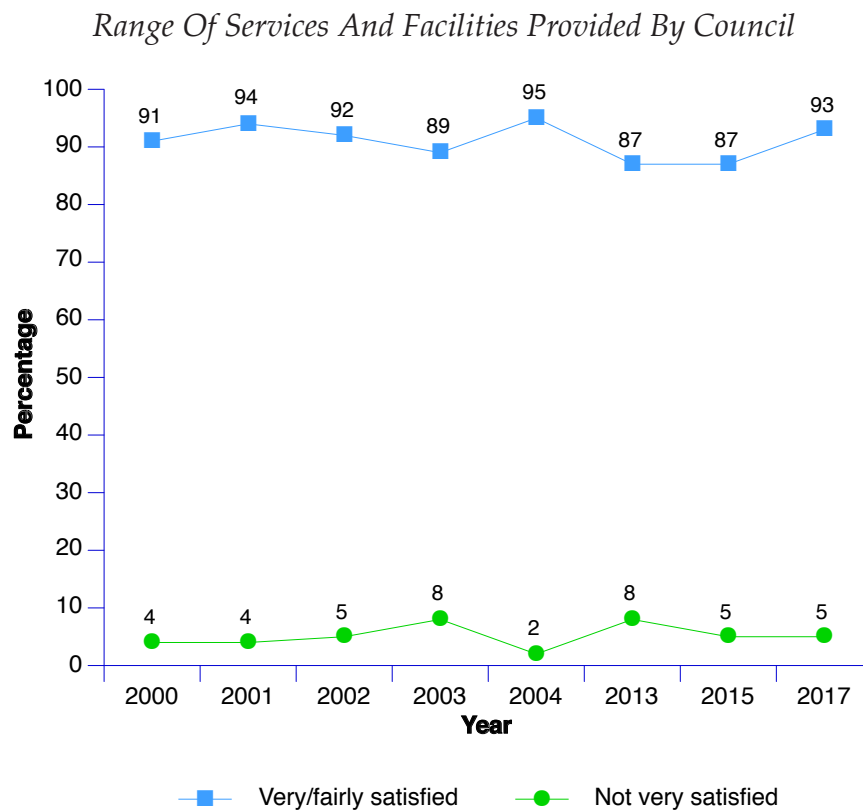
	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2017	34	59	93	5	2
2015	32	55	87	5	8
2013 [†]	24	63	87	8	4
2004	38	57	95	2	3
2003	31	58	89	8	3
2002	24	68	92	5	3
2001	26	68	94	4	2
2000	24	67	91	4	5
Ward					
Hakataramea-Waihaorunga [†]	20	65	85	11	5
Lower Waihao [†]	36	60	96	3	-
Waimate	41	54	95	4	1
Pareora-Otaio-Makikihi	23	66	89	6	5

% read across

[†] does not add to 100% due to rounding

The main reasons* residents are not very satisfied with the range of services and facilities provided by Council are ...

- facilities/services lacking especially in rural/outer areas, mentioned by 1% of all residents,
- poor attitude of Council/inefficient/incompetent, 1%,
- deals done behind closed doors, 1%,
- use Timaru facilities, 1%,
- facilities/services need improving, 1%.



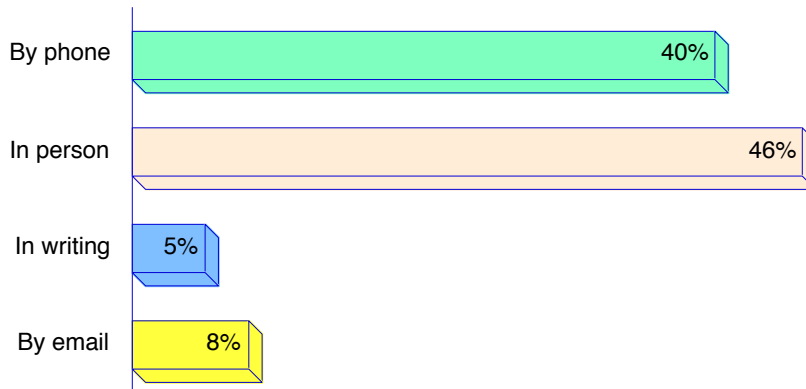
Recommended Satisfaction Measure For Reporting Purposes:
Total District = 93%



2. CONTACT WITH COUNCIL

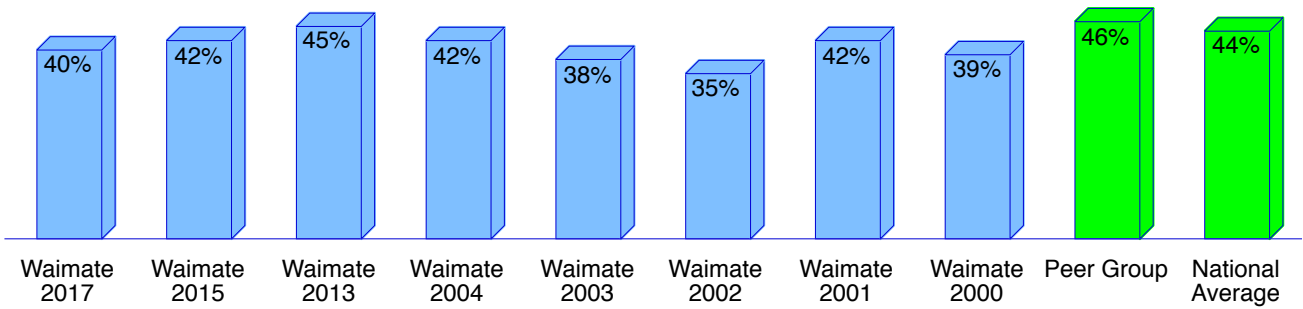
A. LEVELS OF CONTACT

2017 - Yes, Have Contacted ...

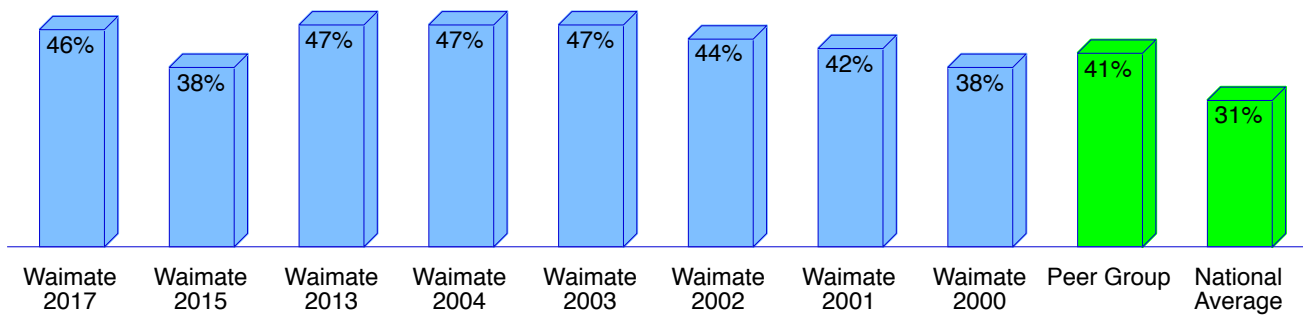


Percent Saying 'Yes' - Comparison

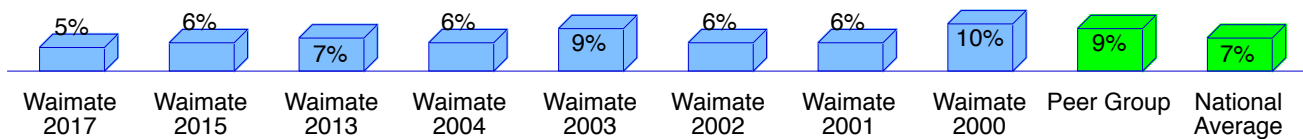
'By Phone'

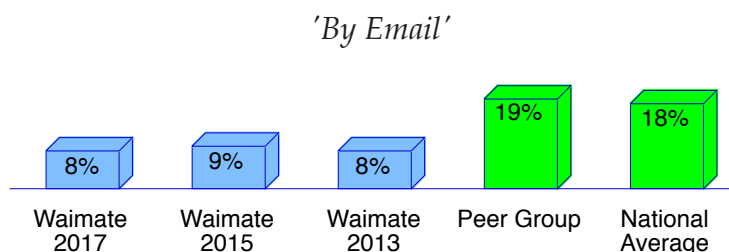


'In Person'



'In Writing'





40% of residents have contacted Council offices by phone in the last year, while 46% visited a Council office in person (38% in 2015), 5% contacted Council in writing and 8% contacted them by email.

Residents are slightly below the Peer Group residents and on par with residents nationwide, to say they have contacted Council by phone.

Residents are on par with Peer Group residents and more likely than residents nationwide, to say they have contacted Council in person.

Waimate District residents are on par with Peer Group residents and similar to residents nationwide, to say they have contacted Council in writing and below the Peer Group residents and residents nationwide, to say they have contacted Council by email.

Residents more likely to contact Council offices by **phone** are ...

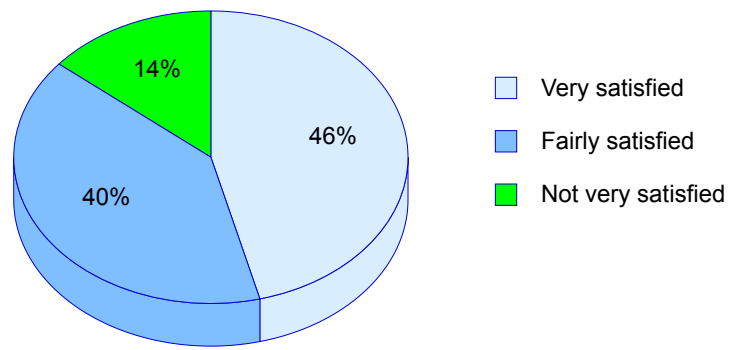
- residents aged 45 to 64 years,
- longer term residents, those residing in the District more than 10 years.

Urban residents are more likely to visit a Council office **in person**, than rural residents.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents contacting Council **in writing** and/or **by email**. However, it appears the following residents are slightly more likely to contact Council **by email**.

- Hakataramea-Waihaorunga Ward residents,
- residents who live in a one or two person household,

B. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES BY PHONE



Base = 117

86% of residents contacting the Council offices by phone in the last 12 months are satisfied, including 46% who are very satisfied (53% in 2015), while 14% are not very satisfied (7% in 2015).

The percent not very satisfied 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 who are not very satisfied when contacting the Council offices by phone.

Satisfaction When Contacting Council Offices By Phone

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council By Phone					
2017	40	46	86	14	-
2015	53	38	91	7	2
2013	38	43	81	19	-
2004	49	41	90	10	-
2003	45	46	91	8	1
2002	37	48	85	15	-
2001	49	41	90	9	1
2000	40	37	77	20	3
Comparison					
Peer Group (Rural)	51	35	86	14	-
National Average	47	35	82	15	3
Ward					
Hakataramea-Waihaorunga*	23	46	69	31	-
Lower Waihao*	53	23	76	24	-
Waimate	51	38	89	11	-
Pareora-Otaio-Makikihi**	40	57	97	4	-

Base = 117

% read across

* caution: small/very small base

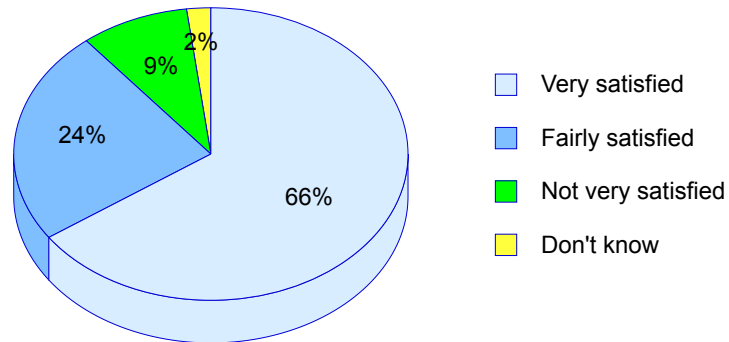
† does not add to 100% due to rounding

The main reasons* residents contacting Council offices by phone are not very satisfied are ...

- poor attitude/ don't listen, mentioned by 3% of residents contacting Council by phone,
- no follow up/ don't get back to you, 3%,
- lack of knowledge/ incorrect information given, 3%.

* multiple responses allowed

C. SATISFACTION WHEN CONTACTING A COUNCIL OFFICE IN PERSON



Base = 142

90% of residents contacting a Council office in person in the last 12 months are satisfied, including 66% who are very satisfied (59% in 2015), while 9% are not very satisfied.

The percent not very satisfied is on par with the Peer Group Average and similar to the National Average and 2015 reading.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who are not very satisfied when contacting the Council offices in person.

Satisfaction When Contacting A Council Office In Person

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council In Person					
2017 [†]	66	24	90	9	2
2015	59	30	89	11	-
2013 [†]	56	35	91	10	-
2004	57	36	93	7	-
2003	53	39	92	8	-
2002	45	48	93	7	-
2001	54	39	93	7	-
2000	55	39	94	6	-
Comparison					
Peer Group (Rural)	65	32	97	3	-
National Average	58	31	89	10	1
Ward					
Hakataramea-Waihaorunga*	15	42	57	43	-
Lower Waihao**	67	18	85	4	10
Waimate	71	23	94	6	-
Pareora-Otaio-Makikihi*	64	24	88	8	4

Base = 142

% read across

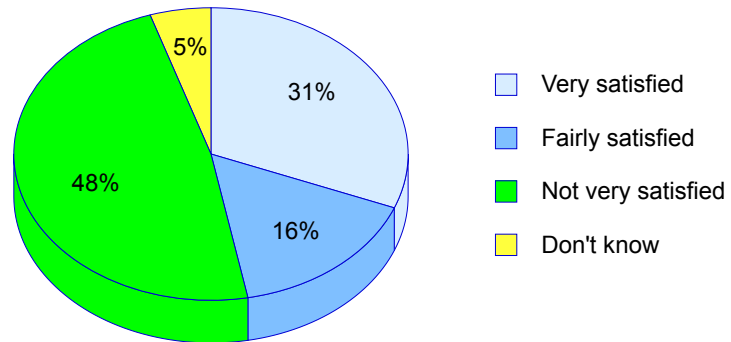
* caution: small bases

† does not add to 100% due to rounding

The main reasons** residents visiting a Council office in person are not very satisfied are ...

- poor attitude/unhelpful, mentioned by 4% of residents contacting Council by phone,
- lack of action/slow, 3%,
- didn't get back to me, 2%.

** multiple responses allowed

D. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES IN WRITING

Base = 17

* caution: small base
margin of error $\pm 23.8\%$

47% of residents contacting the Council offices in writing in the last 12 months are satisfied, while 48% are not very satisfied (caution is required as the base is small).

As the bases for all Wards and socio-economic groups are very small (<17), no comparisons have been made.

Satisfaction When Contacting Council Offices In Writing

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council In Writing					
2017	31	16	47	48	5
2015	56	27	83	17	-
2013	43	26	69	27	4
2004	61	25	86	8	6
2003	43	33	76	15	9
2002	27	57	84	16	-
2001	35	47	82	18	-
2000	19	62	81	19	-
Comparison					
Peer Group (Rural)	53	27	80	18	2
National Average	30	30	60	38	2
Ward*					
Hakataramea-Waihaorunga	-	-	-	100	-
Lower Waihao	27	73	100	-	-
Waimate	50	8	58	42	-
Pareora-Otaio-Makikihi	-	24	24	52	24

Base = 17 (caution: small base)

% read across

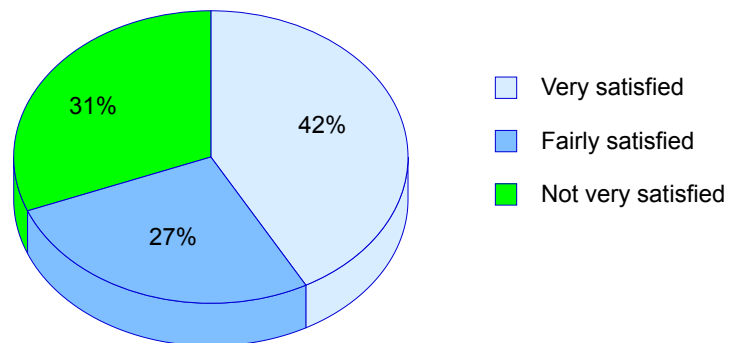
* caution: very small bases (all <10)

The main reasons** residents contacting Council offices in writing are not very satisfied are ...

- no reply / slow to respond, mentioned by 37% of residents contacting Council in writing,
- poor attitude / do what they want, 15%.

** multiple responses allowed

E. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES BY EMAIL



Base = 23*

* caution: small base
margin of error $\pm 20.4\%$

69% of residents contacting the Council offices by email in the last 12 months are satisfied, including 42% who are very satisfied, while 31% are not very satisfied (caution recommended as the base is small).

As the bases for all Wards and socio-economic groups are small (<19), no comparisons have been made.

The reasons** the residents contacting Council by email are not very satisfied are ...

- no reply / didn't get back to me, mentioned by 23% of residents contacting Council by email,
- others, 7%.

** multiple responses allowed

Satisfaction When Contacting Council Offices By Email

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council By Email**					
2017	42	27	69	31	-
2015 [†]	44	25	69	25	7
2013	45	45	90	10	-
Comparison					
Peer Group (Rural)	48	36	84	15	1
National Average [†]	39	31	70	26	5
Ward*					
Hakataramea-Waihaorunga	13	22	35	65	-
Lower Waihao	73	27	100	-	-
Waimate	39	41	80	20	-
Pareora-Otaio-Makikihi	72	13	85	15	-

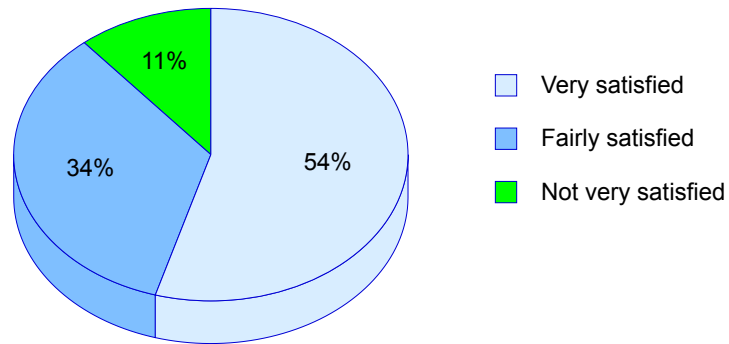
Base = 23 (caution: small base)

% read across

* caution: very small bases (all <9)

** not asked prior to 2013

[†] does not add to 100% due to rounding

F. SATISFACTION WITH OVERALL SERVICE RECEIVED WHEN CONTACTED COUNCIL*Contacted A Council Office In The Last 12 Months*

Base = 193

Of the 64% of residents who have contacted the Council offices in the last 12 months (58% in 2015), 88% are satisfied with service they received, including 54% who are very satisfied and 11% are not very satisfied.

The percent not very satisfied 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 when they have contacted the Council offices.

Satisfaction With Overall Service Received When Contacted Council

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council					
2017 [†]	54	34	88	11	-
2015	52	38	90	9	1
2013	41	48	89	11	-
2004	56	36	92	8	-
2003	36	57	93	7	-
2002	39	51	90	9	1
2001	45	47	92	7	1
2000	37	48	85	15	-
Comparison					
Peer Group (Rural)	46	45	91	8	1
National Average	46	39	85	14	1
Ward					
Hakataramea-Waihaorunga*	18	46	64	36	-
Lower Waihao	65	28	93	7	-
Waimate	59	33	92	8	-
Pareora-Otaio-Makikihi	47	38	85	13	2

Base = 193

% read across

* caution: small base

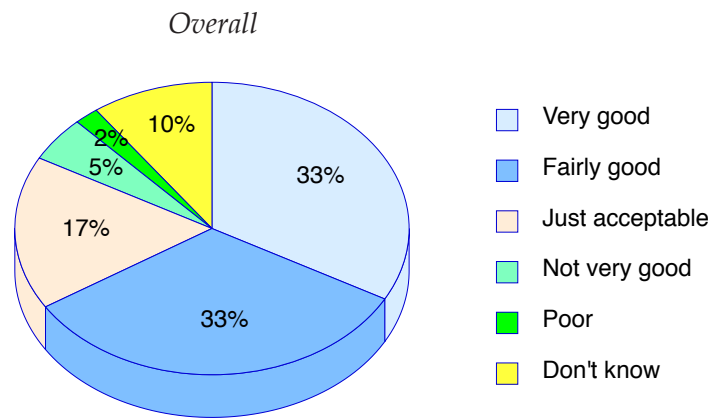
† does not add to 100% due to rounding

Recommended Satisfaction Measure For Reporting Purposes:

Contacted Council in last 12 months	=	88%
Contacted Council - by phone	=	86%
- in person	=	90%
- in writing*	=	47%
- by email*	=	69%

* caution: small bases

G. PERFORMANCE RATING OF THE COUNCIL STAFF IN THE LAST YEAR



66% of Waimate District residents rate the performance of the Council staff, in the last year, as very good or fairly good. Waimate residents are on par with like residents and above residents nationwide, in terms of rating Council staff performance as very / fairly good.

17% rate their performance as just acceptable (14% in 2015), 7% say it is not very good / poor (4% in 2015) and 10% are unable to comment (16% in 2015).

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

- Lower Waihao and Waimate Ward residents,
- urban residents.

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 %
Overall				
Total District 2017	66	17	7	10
2015	66	14	4	16
2013	60	18	10	12
2004	76	11	2	11
2003	69	17	4	10
2002	68	13	6	13
2001	72	14	3	11
2000	64	14	5	17
Comparison[†]				
Peer Group Average	61	18	9	11
National Average	57	21	10	11
Ward				
Hakataramea-Waihaorunga	51	17	12	20
Lower Waihao	79	8	11	2
Waimate [†]	71	17	6	5
Pareora-Otaio-Makikihi [†]	53	23	3	20
Area				
Urban	73	15	7	5
Rural [†]	58	19	7	15

% read across

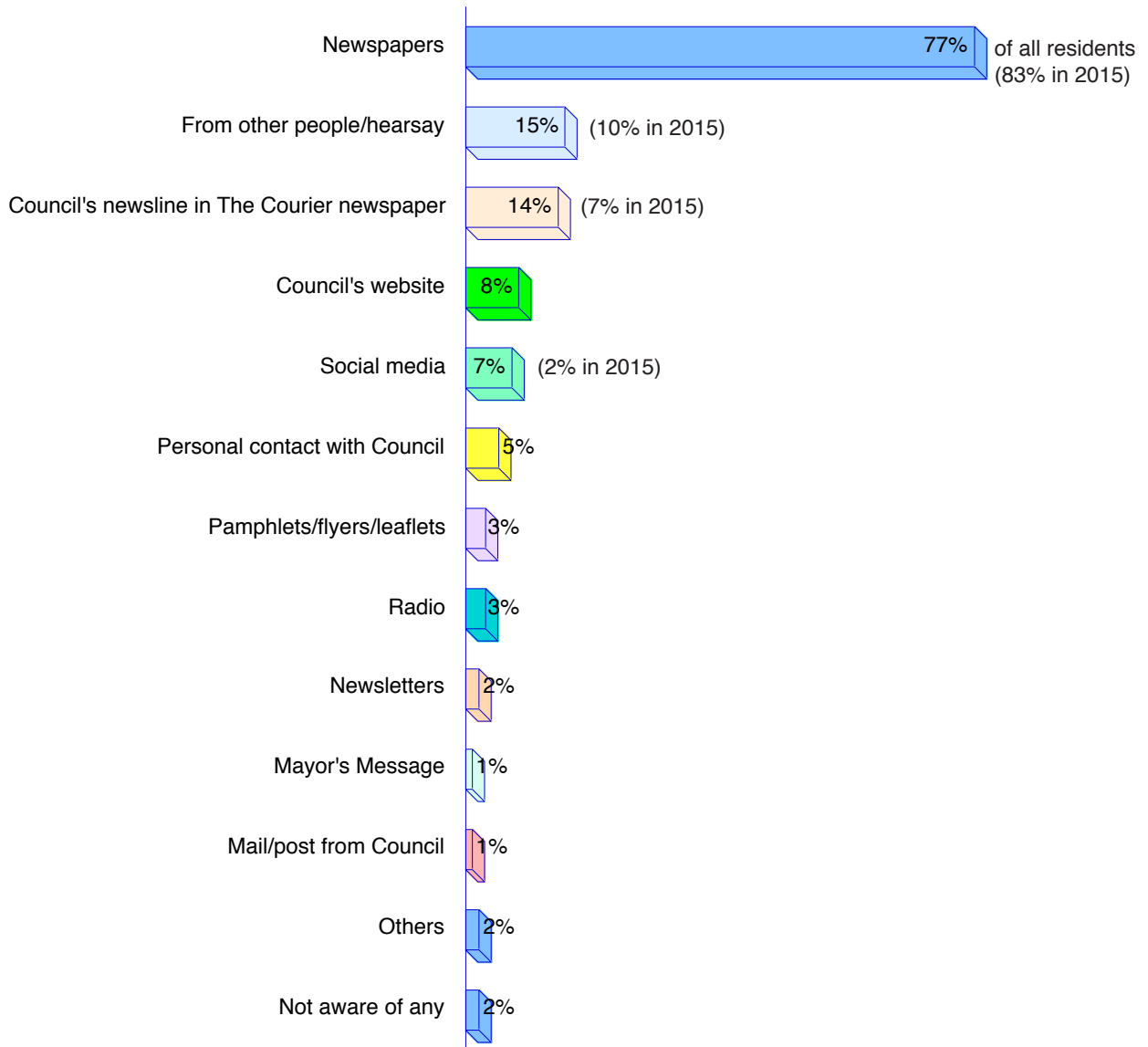
[†] does not add to 100% due to rounding



3. INFORMATION

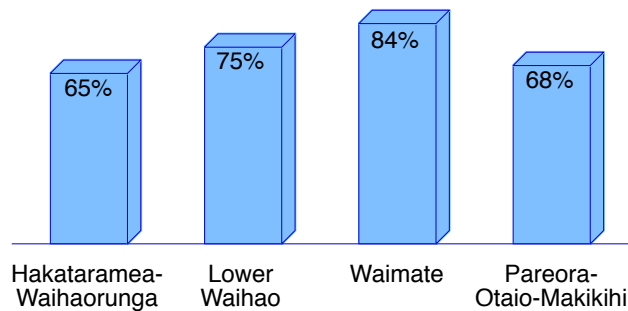
A. MAIN SOURCE OF INFORMATION ABOUT COUNCIL

Sources[†] Of Information About Council

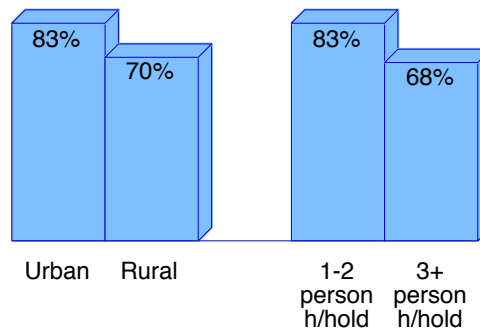


[†] multiple responses allowed

Percent Saying 'Newspapers' - By Ward



Percent Saying 'Newspapers' - Comparing Different Types Of Residents

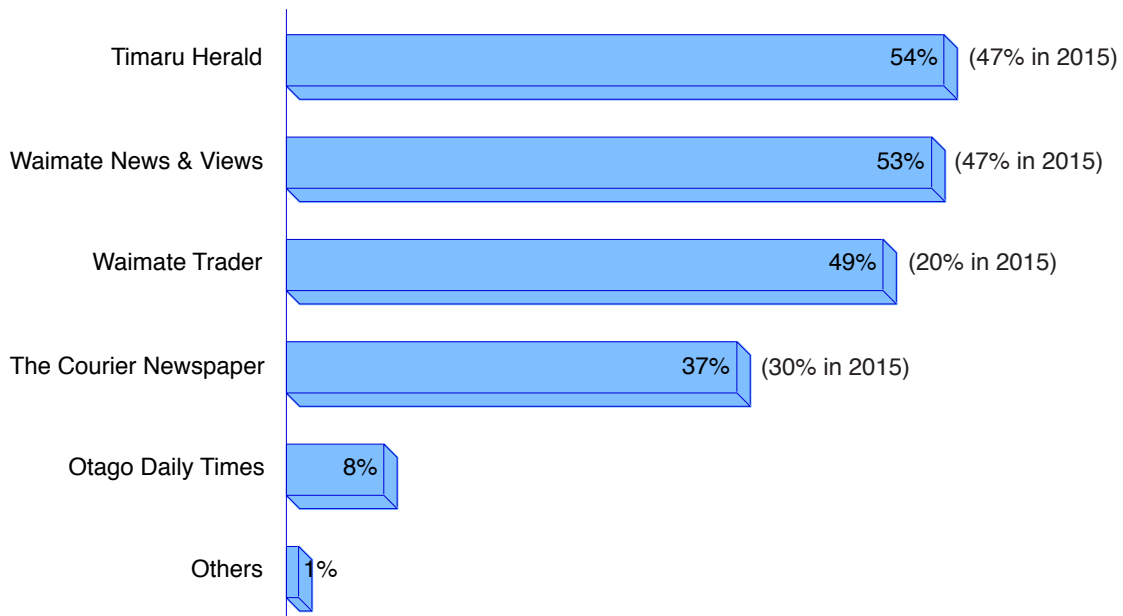


The majority of residents (77%) consider newspapers to be their main source of information about Council (83% in 2015).

Residents more likely to consider **newspapers** to be their main source of information about Council are ...

- urban residents,
- residents who live in a one or two person household.

*Newspaper Main Source**



Base = 231

* multiple responses allowed

54% of residents who get their information about Council mainly from newspapers, get their information from Timaru Herald, with 53% getting it from the Waimate News & Views.

The other newspapers mentioned are ...

"Rural papers about farming, bits and pieces."

"High Country Herald."

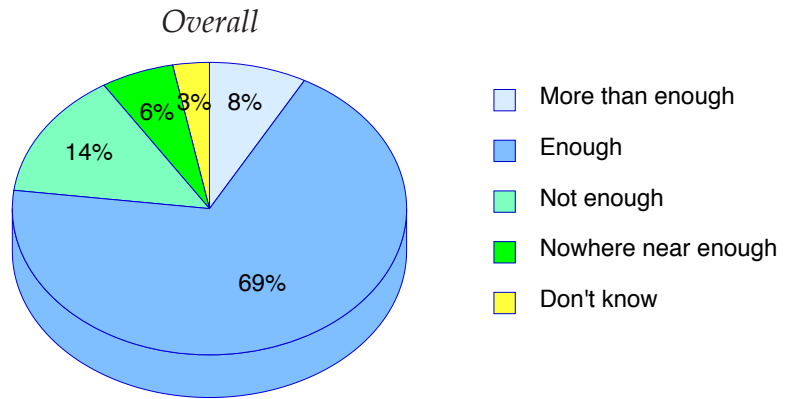
"Oamaru Mail."

"Free papers in the post."

"South Canterbury Herald."

B. THE SUFFICIENCY OF THE INFORMATION SUPPLIED

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



Summary Table: Sufficiency Of Information

	Total District 2017 %	Total District 2015 %	Peer Group %	National Average %
More than enough	8	7	10	9
Enough	69	65	54	57
Not enough	14	16	22	23
Nowhere near enough	6	6	9	8
Don't know / not sure	3	6	5	3
Total	100	100	100	100

† does not add to 100% due to rounding

77% of residents feel that there is more than enough/enough information supplied (72% in 2015), while 20% feel there is not enough/nowhere near enough information supplied.

Waimate District residents are above the Peer Group residents and residents nationwide, in feeling there is enough/more than enough information supplied.

Residents who live in a three or more person household are more likely to say there is **enough/more than enough** information, than those who live in a one or two person household.

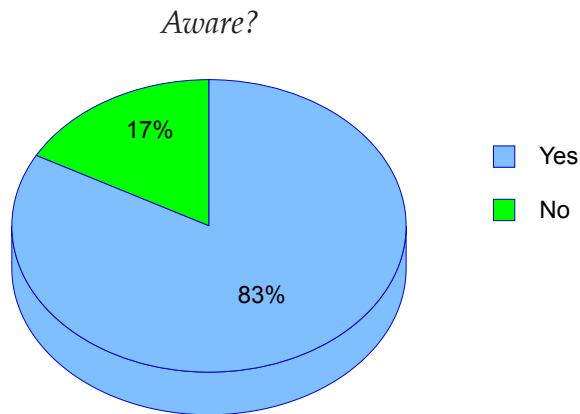


4. EMERGENCY MANAGEMENT

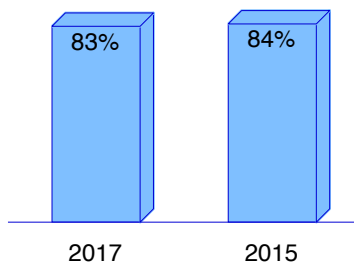
A. EMERGENCY MANAGEMENT

Awareness

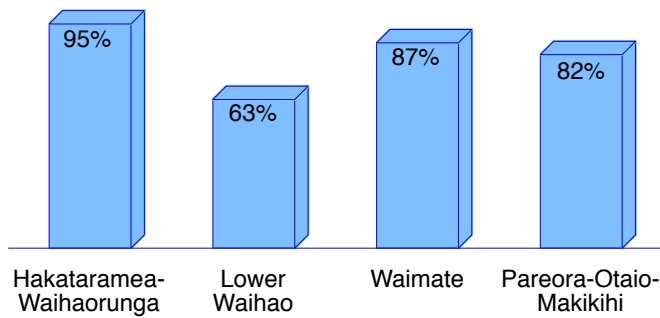
Before now were residents aware that Council was the organisation responsible for co-ordinating Civil Defence in the District?



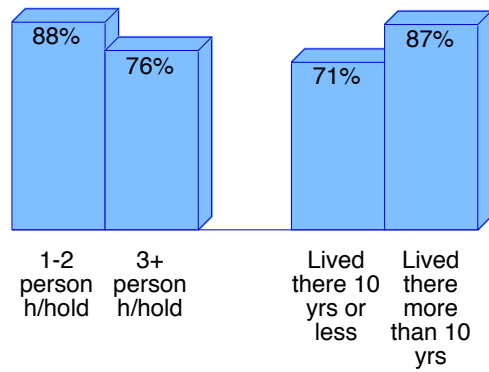
Percent Saying 'Yes' - Comparison



Percent Saying 'Yes' - By Ward



Percent Saying 'Yes' - Comparing Different Types Of Residents



Before now, 83% of residents said they were aware that Council was the organisation responsible for co-ordinating Civil Defence in the District. This is similar to the 2015 result.

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

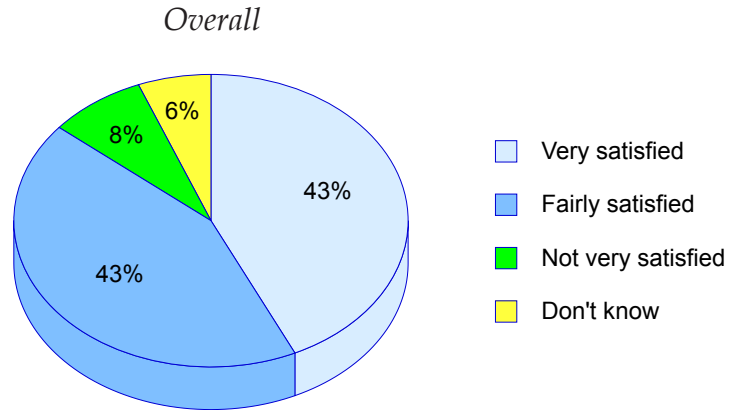
- all Ward residents except Lower Waihao Ward residents,
- residents who live in a one or two person household,
- longer term residents, those residing in the District 10 years or more.



5. COMMUNITY REPRESENTATION

A. COMMUNITY REPRESENTATION

Satisfaction With Councillor Accessibility



86% of residents say that, if a situation arose where they wanted to put a viewpoint, problem or issue to an elected member of Council, they would be satisfied that they would be able to access them, including 43% who are very satisfied (53% in 2015). 8% are not very satisfied and 6% are unable to comment.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents, who are not very satisfied. However, it appears that Hakataramea-Waihaorunga Ward residents are slightly more likely to feel this way, than other Ward residents.

Summary Table : Satisfaction With Councillor's Approachability

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2017	43	43	86	8	6
2015	53	31	84	6	10
Ward					
Hakataramea-Waihaorunga	35	36	71	21	8
Lower Waihao [†]	35	56	91	4	4
Waimate [†]	50	38	88	7	4
Pareora-Otaio-Makikihi	36	49	85	6	9

% read across

[†] does not add to 100% due to rounding

* * * * *

E. APPENDIX

Base by Sub-sample

		Actual respondents interviewed	*Expected numbers according to population distribution
Gender	Male	147	149
	Female	153	151
Ward	Hakataramea-Waihaorunga	31	32
	Lower Waihao	38	39
	Waimate	162	162
	Pareora-Otaio-Makikihi	69	67
Age	18-44 years	72	101
	45-64 years	91	113
	65+ years	137	86

* Interviews are intentionally conducted proportional to the population in each Ward, and with an even gender balance overall. 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 see also pages 2 to 4 regarding quotas and weighting for this survey.

* * * * *