

WAITOMO DISTRICT COUNCIL

RESIDENT SURVEY

JUNE 2023



EXECUTIVE SUMMARY

Waitomo District Council (Council) has commissioned a survey of Waitomo residents to understand perceptions of the services and facilities Council provides. The survey is completed annually and this year's survey was completed between the 1st of May and the 2nd of June 2023.

A total of 450 residents responded to this survey n=360 of surveys were completed online and n=90 surveys were received via the post. The largest response was received from residents in Te Kuiti with fewer responses received from residents in rural areas. The proportion of responses for different areas in the district is shown below.

Areas

Te Kuiti	60%	(n=272)
Rural Central	18%	(n=83)
Rural North	14%	(n=61)
Rural South and East	8%	(n=34)

The final sample size has a maximum margin of error of +/- 4.4% at the 95% confidence interval. The final data set is weighted by age and gender to ensure the final results are representative of the district's population overall.

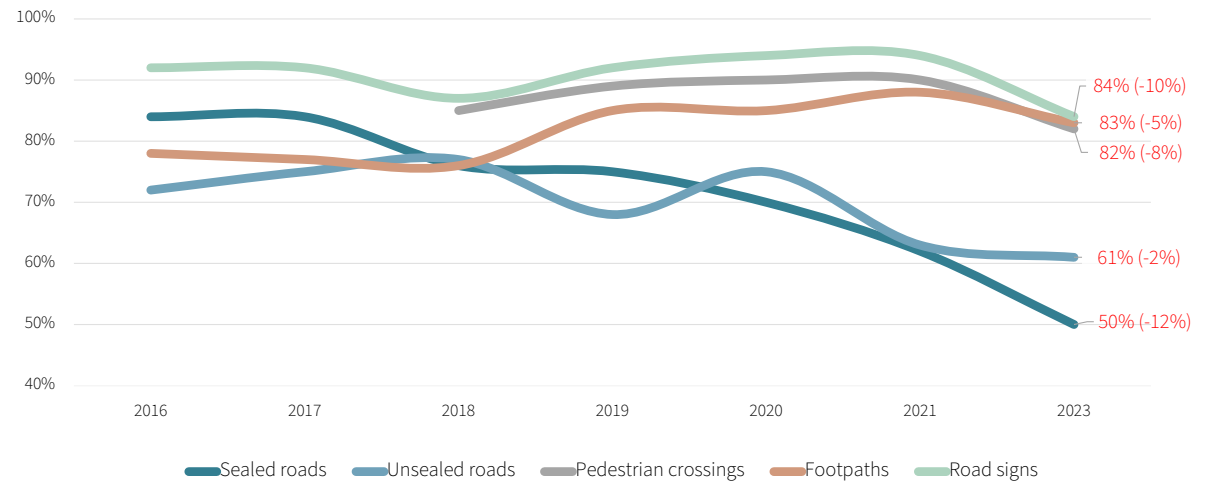
A summary of the key measures from the survey are shown on the following pages. The year on year change from 2021 is shown in parentheses next to the 2023 result; year on year increases are shown in green font while decreases are shown in red font.

EXECUTIVE SUMMARY

Roads

This year saw a decrease in all of the roading and footpath attributes. The largest decrease was seen for the quality of sealed roads (12% decline since 2021) and for road signs (10% decline since 2021). Over time, satisfaction with the quality of sealed roads in the district has declined significantly and is currently at the lowest level since monitoring commenced.

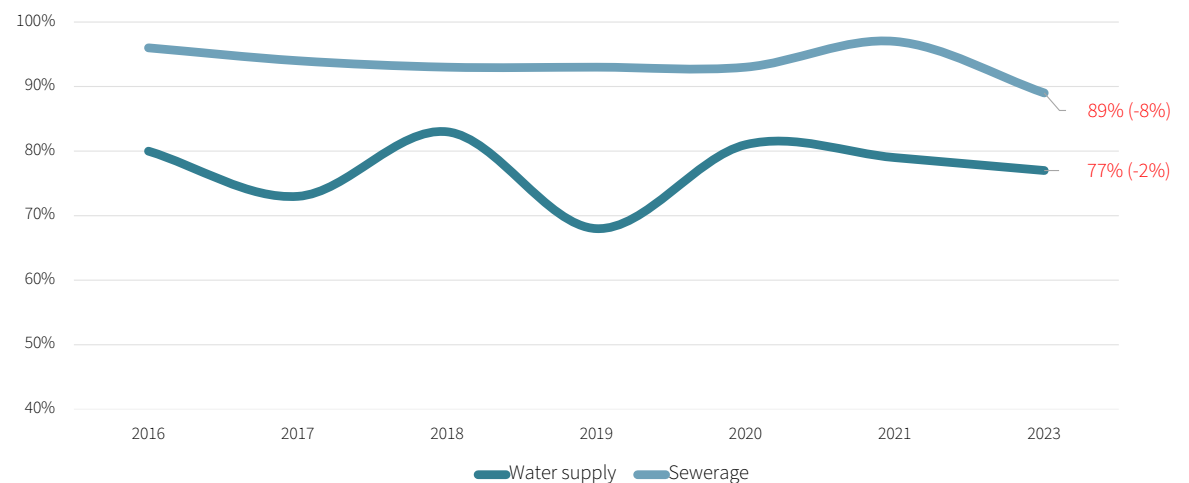
No performance targets set



Water and wastewater

Satisfaction with water and sewerage declined this year. The largest decline was seen for the provision of the sewerage service (8% decline since 2021) with a smaller decline seen for water supply (decline of 2% since 2021).

No performance targets set

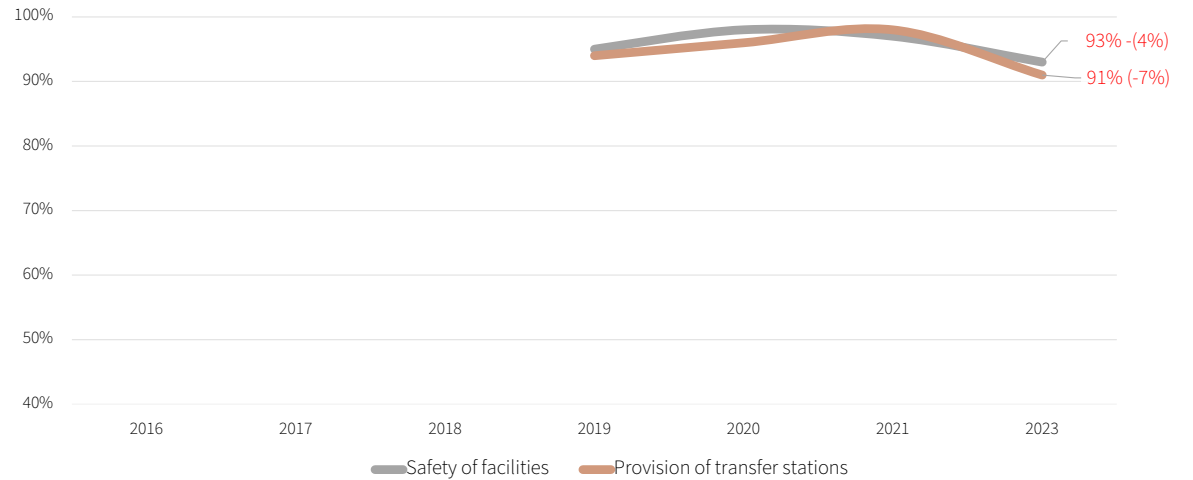


EXECUTIVE SUMMARY

Refuse and recycling

The results for the waste measures declined slightly this year. Satisfaction with the transfer facilities declined 7% to 91% and satisfaction with the safety of the facilities declined by 4%. However, both measures still have very high levels of satisfaction with results over 90%, both measures also achieved their set performance targets.

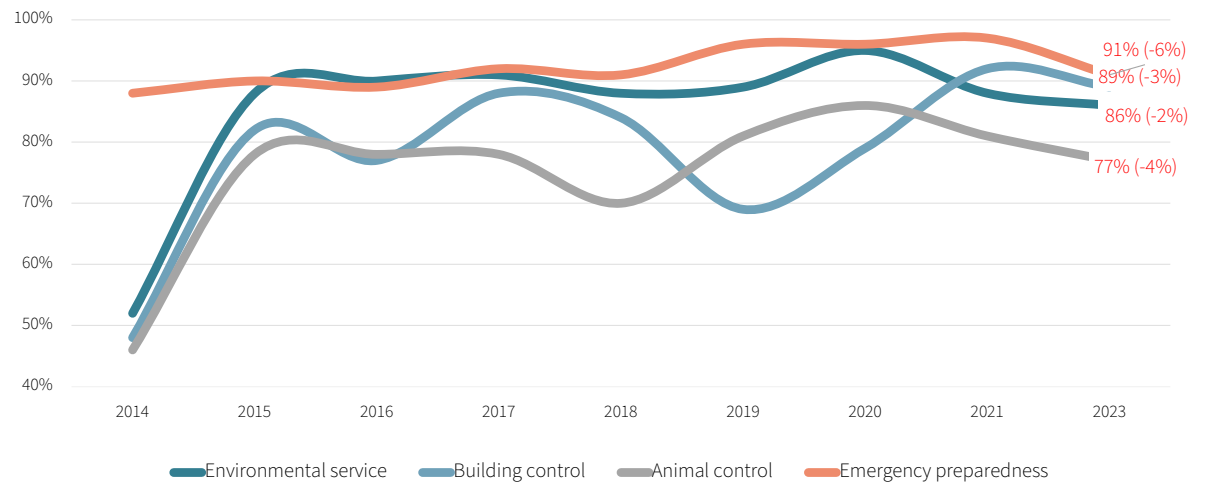
Facility safety	Target achieved
Provision of transfer stations	Target achieved



Environmental services and preparedness

Satisfaction with environmental services declined very slightly this year with all measures decreasing between 2% and 4%. However, overall satisfaction remains high with results for environmental service and building control over 85%.

Enviro. service	Target achieved
Animal control	Target achieved
Building control	Target achieved
Emerg. preparedness	Target achieved

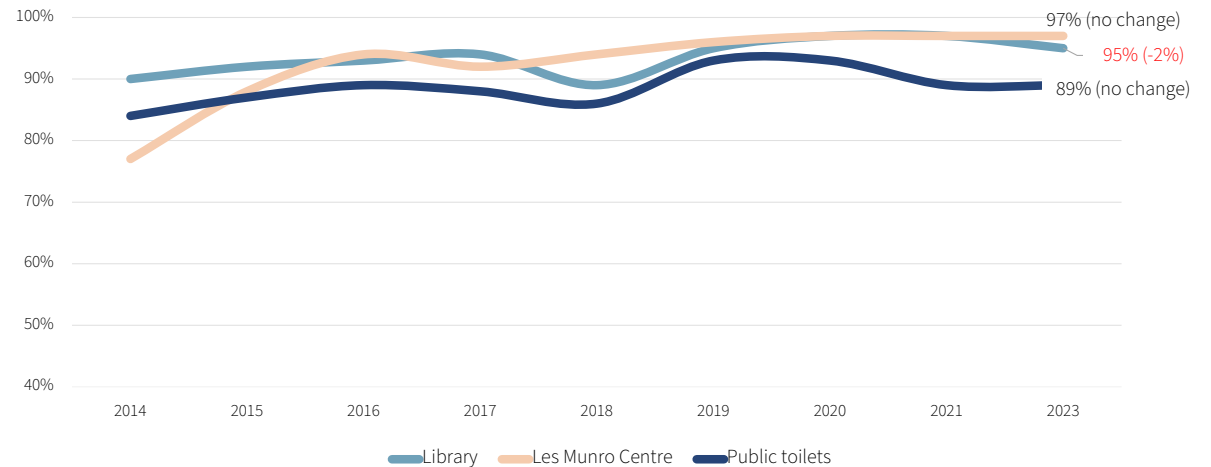


EXECUTIVE SUMMARY

Community facilities

Satisfaction with community facilities remains high this year; 97% of respondents were satisfied with the Les Munro Centre and 89% of respondents were satisfied with the public toilets. There is no change in these responses since 2021. Satisfaction with the library service declined very slightly this year (2%) but is still strong at 95%.

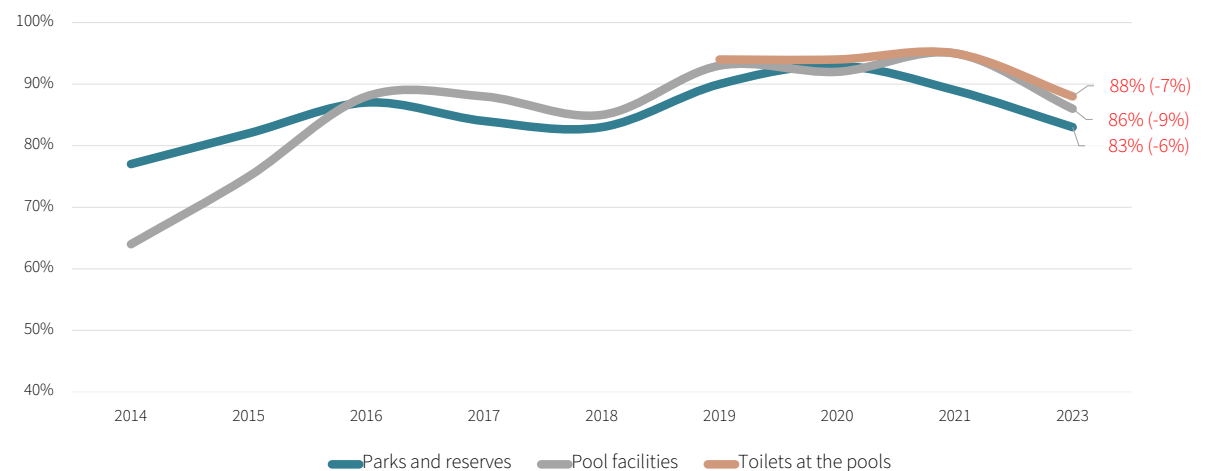
Library	Target achieved
Les Munro Centre	Target achieved
Public toilets	Target achieved



Community facilities cont.

Respondents' satisfaction with the swimming pool and toilets at the pool both declined this year (decrease of 9% and 7% respectively) however, the overall satisfaction with these facilities remains well above 80%. Respondents' satisfaction with the parks and reserves also declined slightly this year (decline of 6% since 2021, now 83%).

Parks and reserves	Target NOT Achieved
Pool facilities	Target achieved



EXECUTIVE SUMMARY

Council communication & performance

Respondents' satisfaction with Council's being approachable and the amount of information provided increased this year and are now at 85% (up 4% since 2021) and 74% (up 3% since 2021) respectively.

Slight declines were observed for access to information (88%), Council's communications (87%), and Council's efficiency (79%). All these measures declined 3% since 2021.

Communications Target NOT achieved

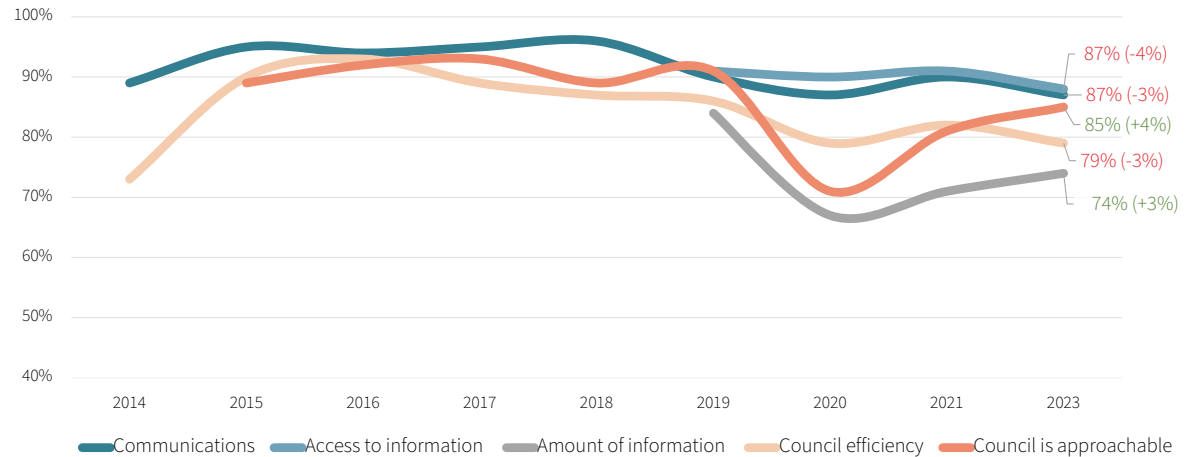


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PROJECT OVERVIEW



BACKGROUND & METHOD

Background

Waitomo District Council (Council) is the local authority responsible for the delivery of community services and facilities to residents in Te Kuiti, Waitomo Caves, Piopio, and surrounding rural areas. Each year Council undertakes a resident survey to understand residents' perceptions of the services it provides to the community.

Data collection

Data collection for this survey was completed between the 1st of May and the 2nd of June 2023. This survey utilised a post to online method for data collection. Contact details for residents were sourced through the electoral roll with a portion matched to the ratepayer database to allow for email delivery of the survey invitation.

A total of n=5,766 residents were selected from the electoral roll and invited to participate in the survey. Of these residents, n=671 residents were emailed a link to the survey, n=3,237 residents were posted a letter with a unique link to complete the online survey, and n=1,858 residents were posted a letter with the full survey to complete and return via freepost. This approach was recommended this year to make the most of the email contacts that Council has available rather than relying solely on postal format.

A total of n=450 residents completed the survey; n=360 responses were completed online and n=90 responses were returned via the post.

Notes on reporting

Questionnaire

The questionnaire was designed by Council in conjunction with Versus Research and was in line with the questionnaire used in 2021.

Weights

Weighting has been applied to the data in this report. Weighting ensures that specific demographic groups are neither under nor over represented in the final dataset, and that each group is represented as it would be in the population. This work utilises age and gender weights which have been taken from the 2018 Census data.

Margin of error

Margin of Error (MoE) is a statistic used to express the amount of random sampling error present in a survey's results. The final sample size for this study is n=450, which gives a maximum margin of error of +/- 4.4% at the 95% confidence interval, that is, if the observed result on the total sample of n=450 respondents is 50% (point of maximum margin of error), then there is a 95% probability that the true answer falls between 45.6% and 54.4%.

Statistical testing

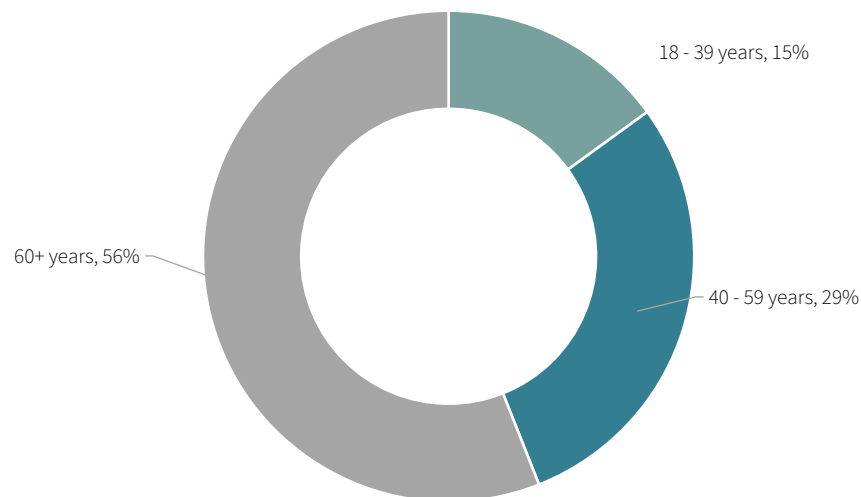
Statistical testing has been applied to figures in this report. This testing compares the 2023 results with results from 2021. When changes are statistically significant at the 95% or 99% confidence level, these differences are highlighted with a red circle (lower) or a red square (higher). In tabulated results the differences are shown with arrows.

SAMPLE PROFILE

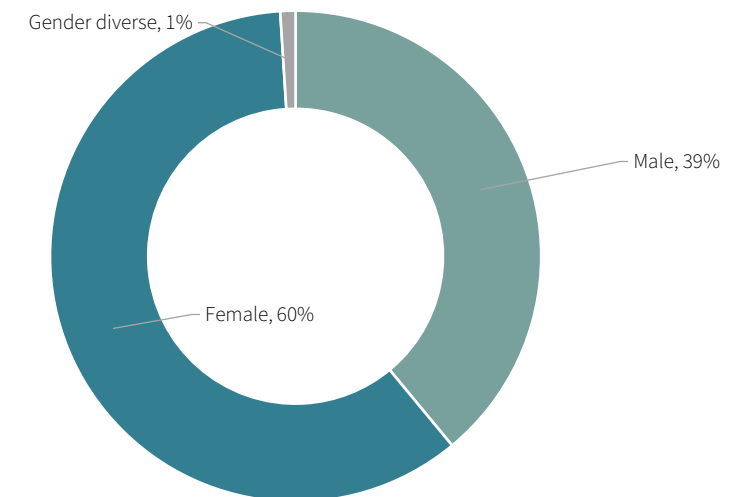
The charts below show the unweighted age and gender responses for the 2023 sample, i.e., the age and gender proportions before the weights are applied to the sample.

Across the respondents 15% were aged under 39 years, 29% were aged 40 - 59 years, and 56% were aged 60+ years. With regards to gender 39% of respondents were male, 60% of respondents were female, and 1% identified as gender diverse.

Age (unweighted)



Gender (unweighted)



Q: Which age bracket do you belong to? n=450

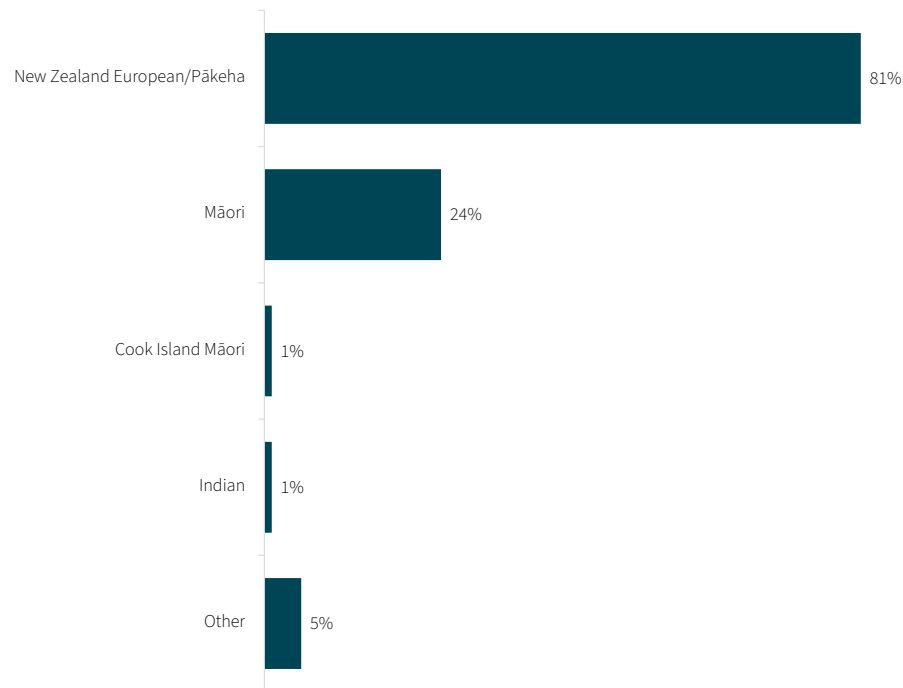
Q: Which of the following do you identify as? n=450

SAMPLE PROFILE

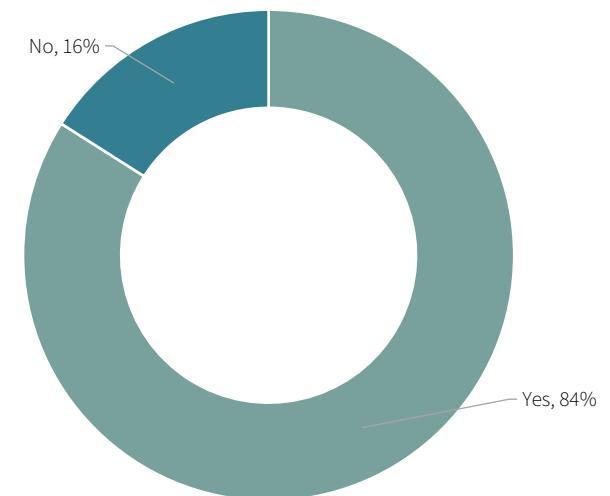
The charts below show the unweighted ethnicity and ratepayer responses for the 2023 sample, i.e., the ethnicity and ratepayer proportions before the weights are applied to the sample.

Eighty one percent of respondents were New Zealand European/Pākeha and 24% were Māori, smaller proportions of respondents were Cook Island Māori or Indian (1% each). The majority of respondents were ratepayers (84%) with only 16% of respondents not owning property in the district.

Ethnicity (unweighted)



Ratepayer (unweighted)



Q: Which of the following ethnic groups do you belong to? n=450

Q: Do you own a property in the Waitomo district? n=450

SAMPLE PROFILE

The area groupings included in this study are shown below. Comparisons to the 2021 sample are provided in parentheses.

Rural North

Hangatiki, Kinohaku, Marokopa, Oparure, Taharoa, Te Anga, Te Waitere, Waitomo Caves

Number of respondents: n=61 (2021: n=71)
 Proportion of total: 14% (2021: 17%)
 Proportion of population: 20%

Te Kuiti

Number of respondents: n=272 (2021:n= 215)
 Proportion of total: 60% (2021: 51%)
 Proportion of population: 47%

Rural Central

Aria, Mahoenui, Mokauiti, Piopio, Waikawau

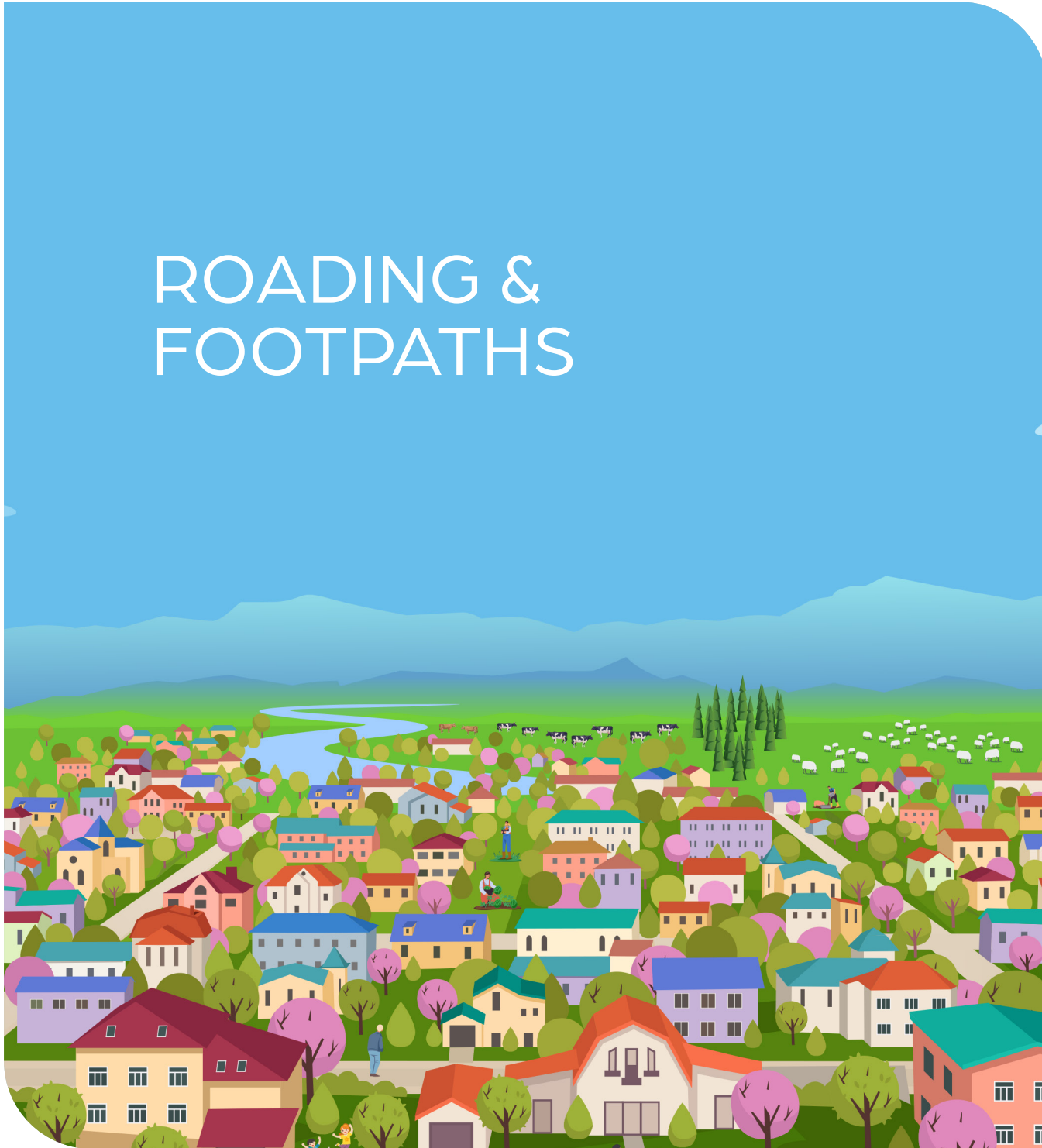
Number of respondents: n=83 (2021: n=94)
 Proportion of total: 18% (2021: 22%)
 Proportion of population: 21%

Rural South & East

Awakino, Benneydale, Kopaki, Mapiu, Mokau, Puketutu, Rangitoto, Waipa Valley

Number of respondents: n=34 (2021: n=42)
 Proportion of total: 8% (2021: 10%)
 Proportion of population: 12%

ROADING & FOOTPATHS

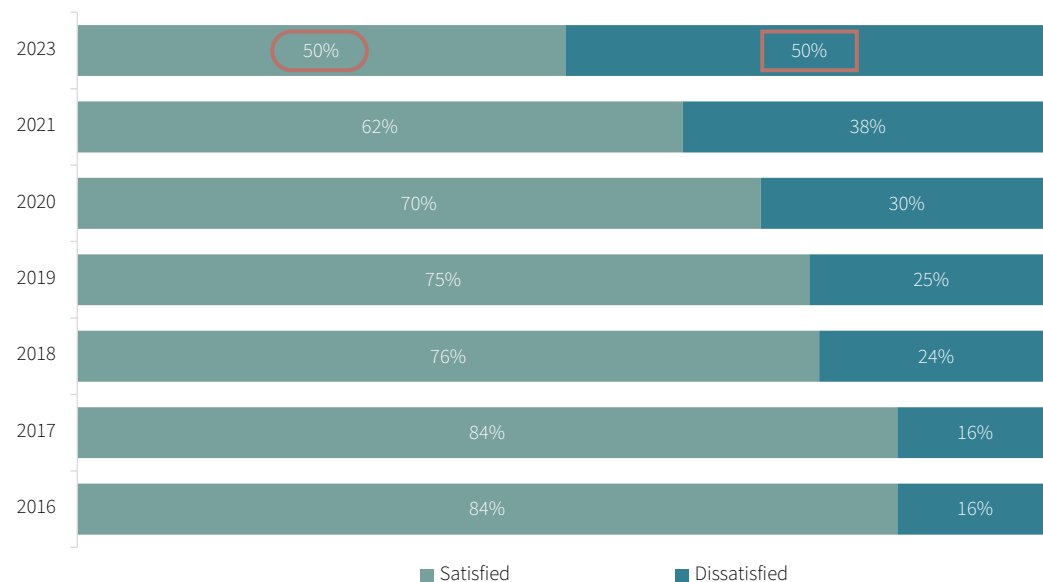


ROADING

Respondents were asked to rate their satisfaction with the overall condition of the roads. Fifty percent of respondents were satisfied with the condition of the roads while 50% were dissatisfied. There has been a significant decrease in satisfaction with the condition of the roads from the 2021 result however, this measure has been in decline since 2017.

The primary reasons for respondents' dissatisfaction with the roads were the need for better maintenance (93%) and better construction (53%).

Satisfaction with overall condition of roads



Reasons for dissatisfaction

Better maintenance required	93%
Need better construction	53%
Need for lower/variable speed zones in urban areas	12%
Poor condition	8%
Not appropriate for my travel needs	7%
Other	4%

Base: n=208

No performance target

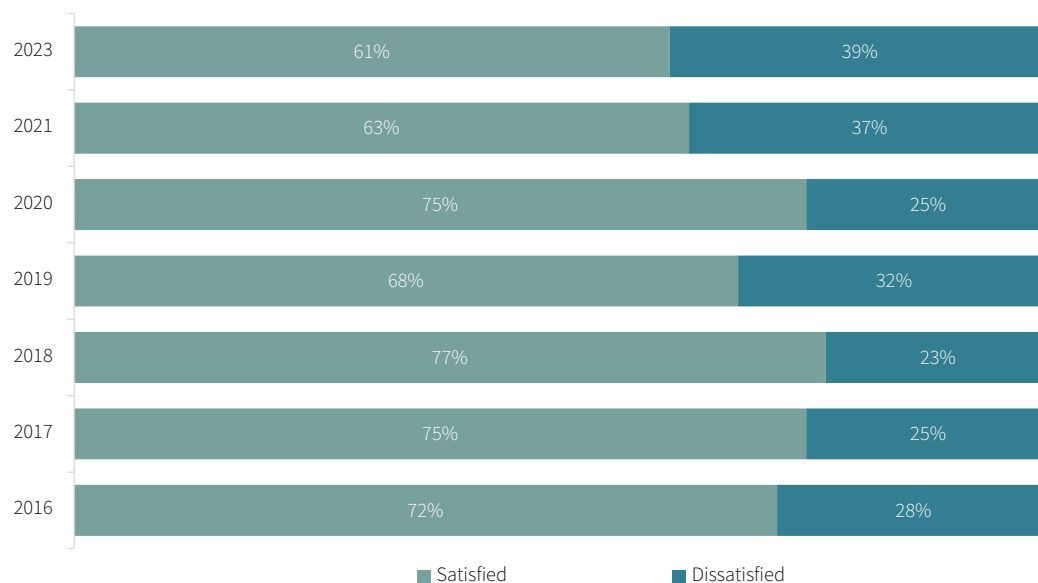
Q: How satisfied are you with the overall condition of roads in the district EXCLUDING state highways?

Base: 2016 n=325; 2017 n=296; 2018 n=184; 2019 n=504; 2020 n=439; 2021 n=407; 2023 n=450

ROADING

Sixty one percent of respondents were satisfied with the condition of the unsealed roads in the district. This was a similar result to the 2021 result (63%). Thirty nine percent of respondents were dissatisfied with the unsealed roads in the district. Dissatisfied respondents cited rough surfaces and potholes (91%) and improper repairs (73%) as the primary reasons for their dissatisfaction.

Satisfaction with condition of unsealed roads



Reasons for dissatisfaction

Potholes/rough surfaces	91%
Not properly repaired	73%
Overhanging vegetation/ poor line of sight	38%
Roads not wide enough	36%
Other	11%

Base: n=160

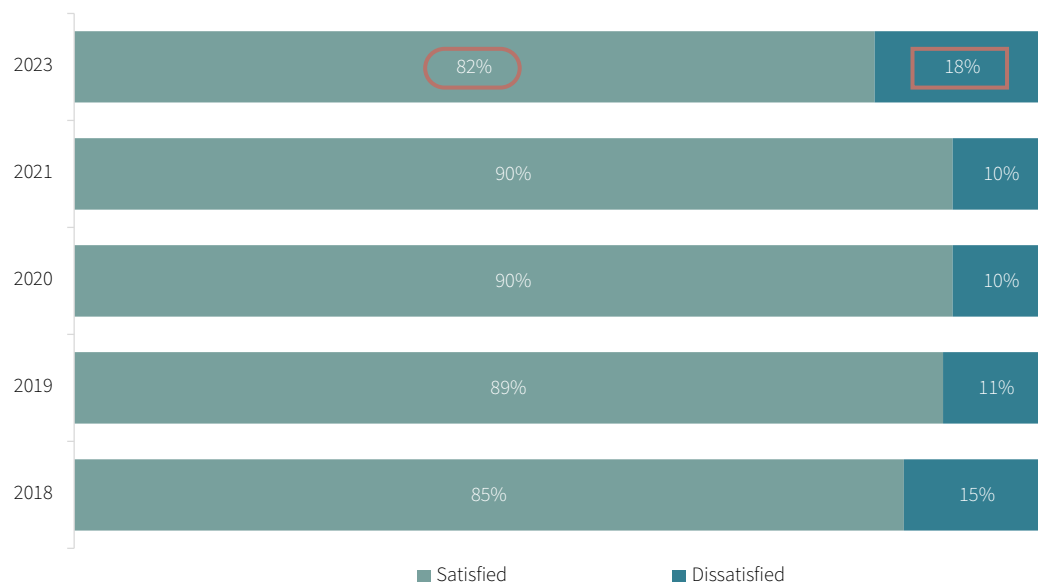
No performance target

Q: How satisfied are you with the overall condition of unsealed roads in the district?
Base: 2016 n=325; 2017 n=296; 2018 n=184; 2019 n=504; 2020 n=439; 2021 n=407; 2023 n=450

PEDESTRIAN CROSSINGS

Respondents were asked about their satisfaction with the standard of pedestrian crossings in the district. Eighty two percent of respondents were satisfied with the crossings. This proportion has declined significantly since 2021 and was at the lowest level since monitoring began. Eighteen percent of respondents were dissatisfied. Māori respondents had a higher level of dissatisfaction (29%) while respondents aged 60+ years (9%) and male respondents (12%) had lower levels of dissatisfaction. The main reasons respondents were dissatisfied with the pedestrian crossings were crossings were perceived to be unsafe (73%), crossings were difficult to see (46%), and crossings were in a poor location (43%).

Satisfaction with standard of pedestrian crossings



Reasons for dissatisfaction

Not safe	73%
Difficult to see	46%
Bad location	43%
None available in our area	8%
Poor access	1%
Other	14%

Base: n=67

No performance target

Q: How satisfied are you with the standard of pedestrian crossings in the district EXCLUDING state highways?

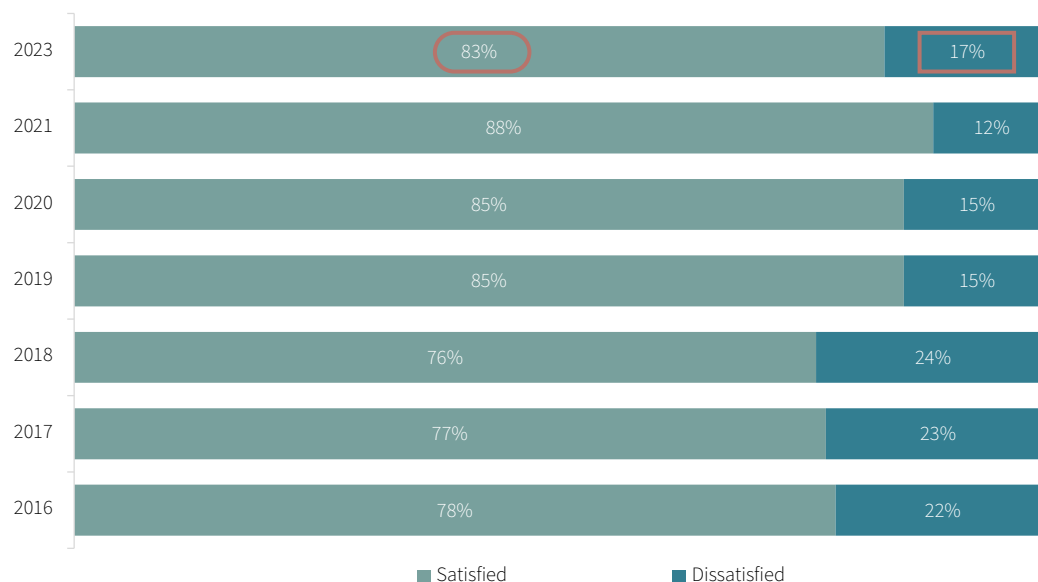
Base: 2016 n=325; 2017 n=296; 2018 n=184; 2019 n=504; 2020 n=439; 2021 n=407; 2023 n=450

FOOTPATHS

Respondents were asked about their satisfaction with the safety and accessibility of public footpaths in the district. Eighty three percent of respondents were satisfied with the footpaths, while 17% were dissatisfied. These results showed a decline in satisfaction since 2021 however, these results were still higher than the pre-2019 results.

The main reasons for dissatisfaction with the footpaths were the need for better maintenance (67%), footpaths being damaged (58%), and footpaths being too narrow (40%).

Satisfaction with safety and accessibility of footpaths



Reasons for dissatisfaction

Better maintenance required	67%
Cracked/damaged footpaths	58%
Too narrow	40%
None available	11%
Poor access for wheelchairs	10%
Overgrown	4%
Other	3%

Base: n=75

No performance target

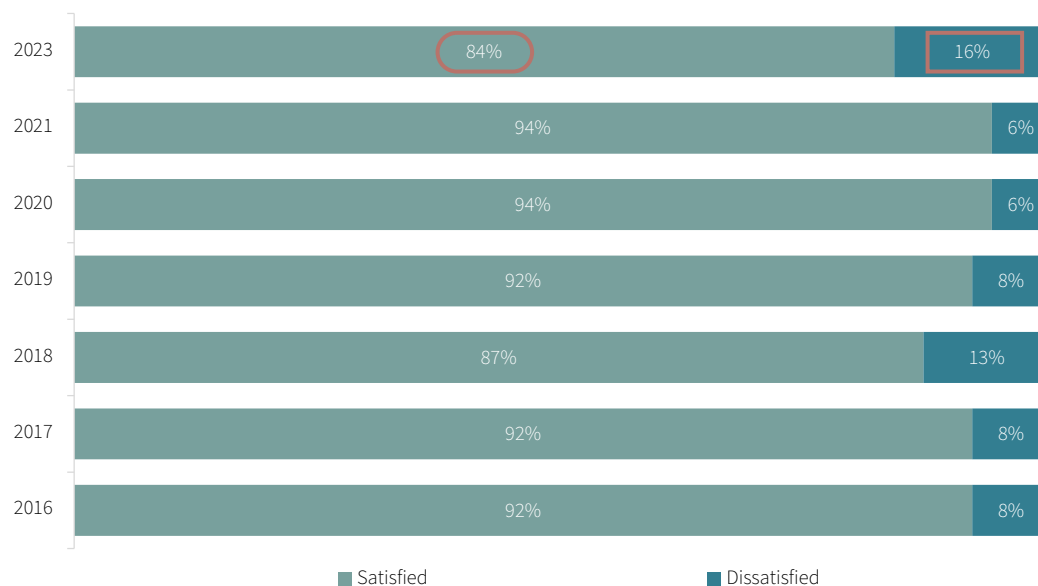
Q: How satisfied are you that the public footpaths are safe and accessible?
 Base: 2016 n=325; 2017 n=296; 2018 n=184; 2019 n=504; 2020 n=439; 2021 n=407; 2023 n=450

ROAD SIGNS

Respondents were asked to rate their satisfaction with the visibility of road signs and markings. Eighty four percent of respondents were satisfied with the visibility while 16% of respondents were dissatisfied. This result was a significant decline from 2021 and was similar to the results seen in 2018.

The main reasons for dissatisfaction were the road markings were not clearly painted (49%), the signs were difficult to see (48%), and there were signs missing (47%).

Satisfaction with visibility of road signs and markings



Reasons for dissatisfaction

Road markings/lines not clearly painted	49%
Signs difficult to see	48%
Signs missing	47%
Poor placement	15%
Needs repairing	9%
More signage for tourists	6%
Other	2%

Base: n=67

No performance target

Q: How satisfied are you that the road signs and markings are visible and assist road safety?
Base: 2016 n=325; 2017 n=296; 2018 n=184; 2019 n=504; 2020 n=439; 2021 n=407; 2023 n=450

AREA DATA

The table below shows the responses for the road and footpath measures for different areas within the district.

Respondents in Te Kuiti were more satisfied than respondents in other areas with the overall road condition but were less satisfied with the pedestrian crossings. Respondents from Rural North areas were less likely to be satisfied with the road signs in the district while respondents from Rural Central areas were more likely to be satisfied with the pedestrian crossings in the district.

Area results for road & footpath measures*

	TOTAL	Te Kuiti	Rural North	Rural South & East	Rural Central
Overall road condition	50%	56% ↑	34%	51%	41%
Condition of unsealed roads	61%	65%	60%	55%	54%
Pedestrian crossings	82%	77% ↓	90%	88%	93% ↑
Public footpaths	83%	81%	86%	86%	87%
Road signs	84%	84%	70% ↓	87%	93%

Base: Total n=450, Te Kuiti n=272, Rural North n=61, Rural South & East n=34, Rural Central n=83.

*An upward arrow indicates the result is significantly higher for that area than for the total result. A downward arrow indicates the result is significantly lower for that area than for the total result.

WATER SUPPLY & WASTEWATER

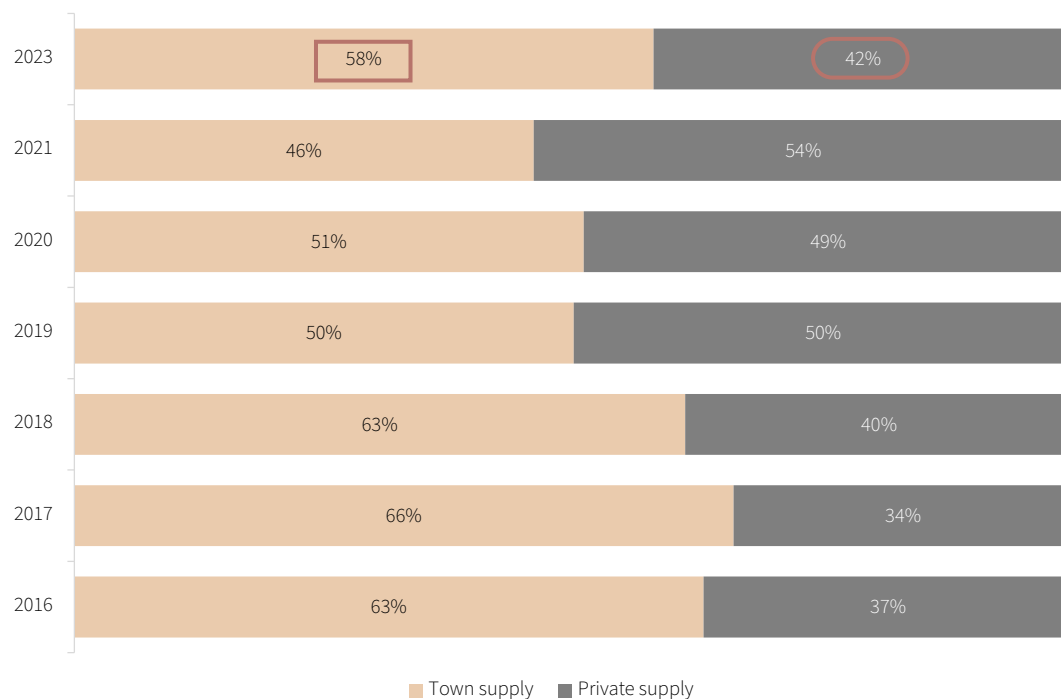


WATER SUPPLY

Respondents were asked to indicate if they were on the town supply for water or if they had a private supply. Fifty eight percent of respondents were on town supply and 42% were on a private supply. Māori respondents were more likely to be on town supply (74%) while New Zealand European/Pākeha respondents were more likely to be on private supply (49%).

This year significantly more respondents were on town supply than in 2021, while significantly fewer were on private supply.

Private and town supply: Water



Q: Do you have a private water supply (i.e. roof water, natural spring or bore supply) or are you connected to a Council provided supply?

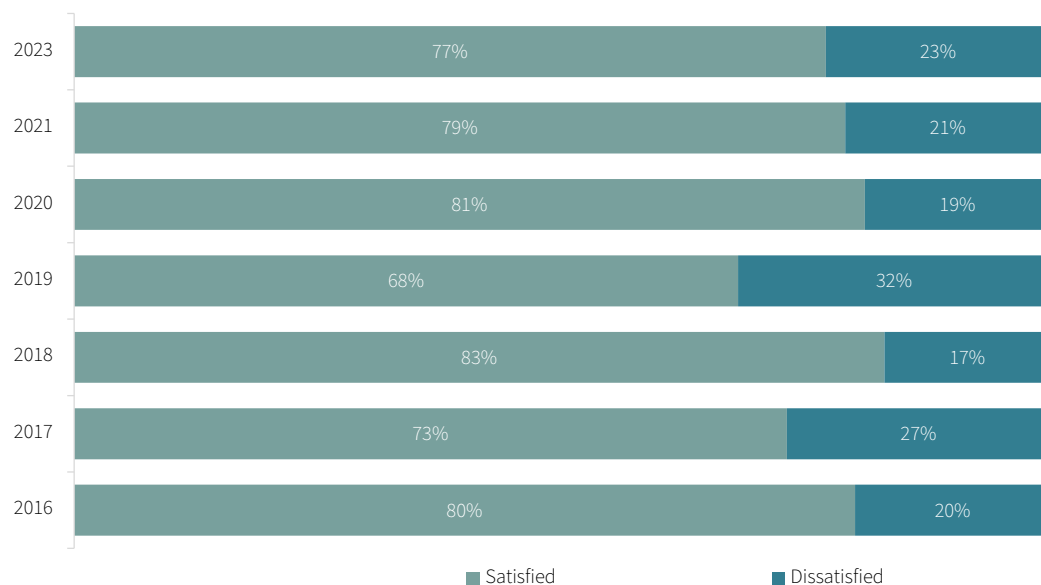
Base: 2016 n=325; 2017 n=296; 2018 n=184; 2019 n=504; 2020 n=439; 2021 n=407; 2023 n=450

WATER SUPPLY

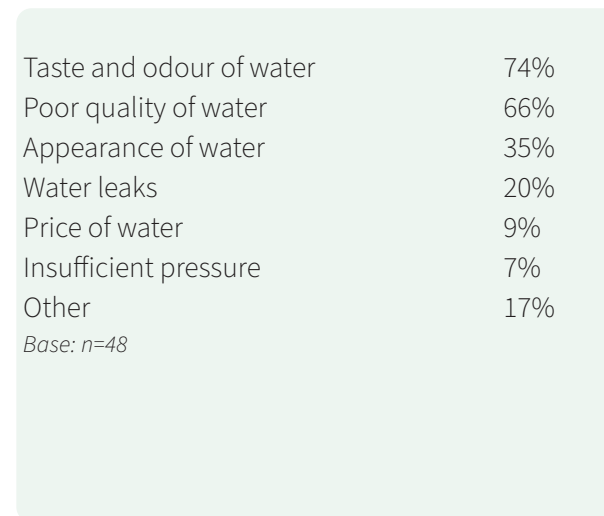
Respondents who were on town water supply were asked how satisfied they were with their provision of their water supply. Seventy seven percent of respondents were satisfied with the water supply and 23% were dissatisfied. This was similar to the results from 2021.

The main reasons for respondents' dissatisfaction with the water supply related to the taste and odour of the water (74%) and the poor quality of the water (66%).

Satisfaction with Council's provision of water supply service



Reasons for dissatisfaction



No performance target

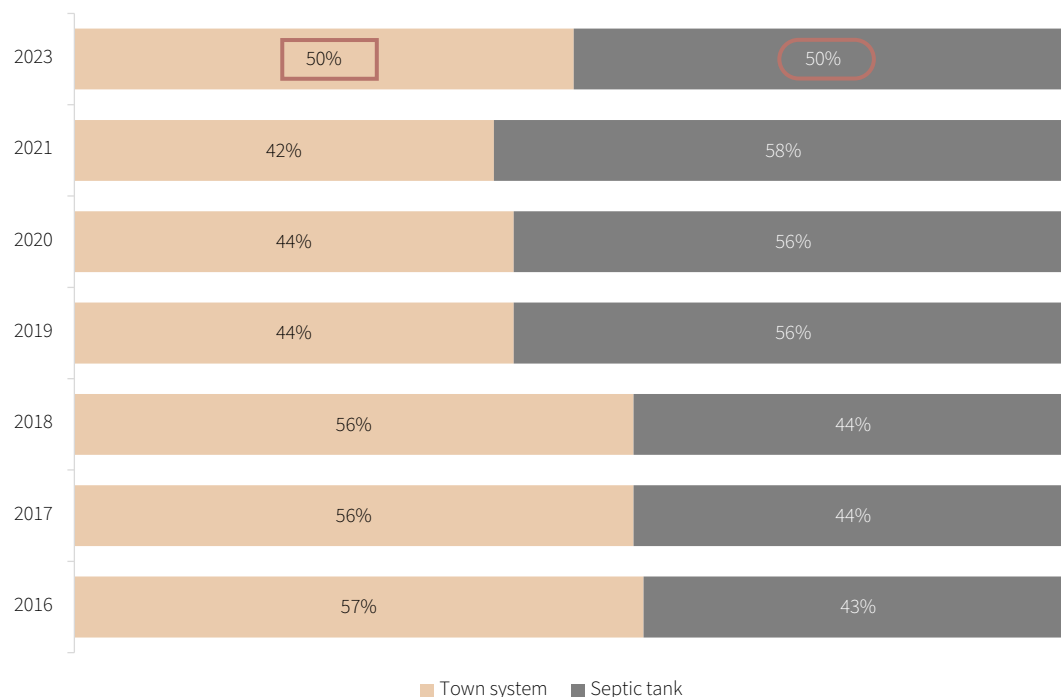
Q: How satisfied are you with Council's provision of your water supply service?
 Base: 2016 n=325; 2017 n=296; 2018 n=184; 2019 n=504; 2020 n=439; 2021 n=407; 2023 n=257

WASTEWATER

Respondents were asked if they used Council’s sewerage service or if they had a private disposal system. Fifty percent of respondents used Council’s service and 50% had a private system. Māori respondents were more likely to be on the Council service (62%) while New Zealand European/Pākeha respondents were more likely to be on a private system (56%).

This year there was a greater number of respondents who used Council’s service than in 2021, a fewer respondents who used a private supply.

Private and town supply: Sewerage



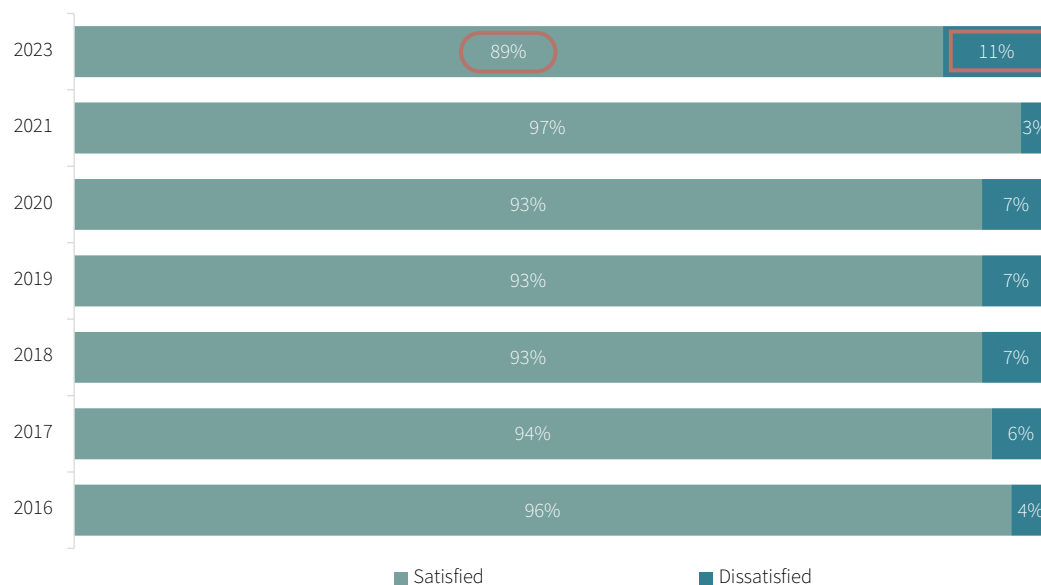
Q: Do you have a septic tank or are you on a Council provided reticulated sewerage disposal system?

Base: 2016 n=326; 2017 n=303; 2018 n=184; 2019 n=504; 2020 n=444; 2021 n=405; 2023 n=450

WASTEWATER

Respondents who used the Council’s sewerage system were asked to rate their satisfaction with the system. Eighty nine percent of these respondents were satisfied with this service with respondents who were over the age of 60 years more likely to be satisfied with this service (97%). Eleven percent of respondents were dissatisfied and there has been a significant increase in the proportion of dissatisfied respondents since 2021. The main reasons for respondents’ dissatisfaction were overflows/blockages (72%), the smell/odour (35%), and the poor service response (20%).

Satisfaction with Council’s provision of sewerage service



Reasons for dissatisfaction

Overflows/blockages	72%
Odour/smell	35%
Response to service requests is poor	20%
Other	18%

Base: n=16

No performance target

Q: How satisfied are you with Council’s overall provision of an adequate sewerage treatment and disposal service for the community where you live?

Base: 2016 n=326; 2017 n=303; 2018 n=184; 2019 n=504; 2020 n=444; 2021 n=405; 2023 n=450

AREA DATA

The table below shows the responses for the water and wastewater measures for different areas within the district.

Respondents from Te Kuiti were more likely to be connected to Council's water (78%) and sewerage (73%) systems than respondents in the rural areas. However, there were no significant differences between areas with regards to respondents' satisfaction with the delivery of either service.

Area results for water & wastewater measures*

	TOTAL	Te Kuiti	Rural North	Rural South & East	Rural Central
Town water supply (yes)	58%	78% ↑	10% ↓	47%	22% ↓
Satisfaction with water supply	77%	75%	59%	100%	94%
Council sewerage supply (yes)	50%	73% ↑	1% ↓	29% ↓	10% ↓
Satisfaction with wastewater service	89%	88%	100%	100%	100%

Base: Total n=450, Te Kuiti n=272, Rural North n=61, Rural South & East n=34, Rural Central n=83.

*An upward arrow indicates the result is significantly higher for that area than for the total result. A downward arrow indicates the result is significantly lower for that area than for the total result.

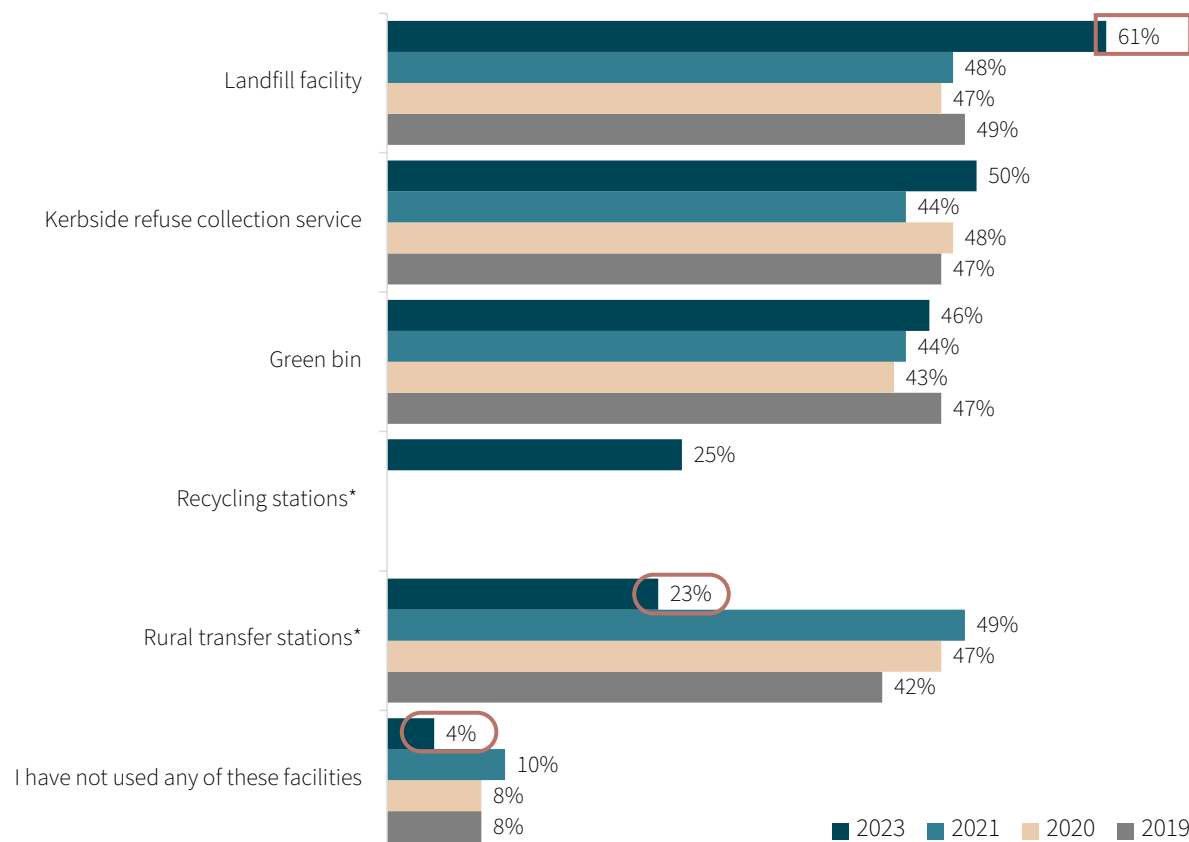
REFUSE & RECYCLING



REFUSE FACILITY USE

Respondents were asked about the refuse and recycling facilities they used within the district. The primary facility used was the landfill facility (61%), followed by the kerbside refuse collection (50%) and the green bin service (46%). There has been an increase in the use of the landfill facility this year and a decrease in the use of the rural transfer stations. However, please note that there was a change in the question wording this year.

Refuse facility use



Q: Which of the following Council provided refuse (rubbish) and recycling facilities have you used in the last 12 months?

*Previously referred to as Rural Transfer Stations were previously referred to as District Transfer Stations. Recycling Stations was included for this first time in 2023.

Base: 2019 n=504; 2020 n=444; 2021 n=408; 2023 n=450.

AREA DATA

The table below shows the use of the refuse and recycling facilities for different areas in the district. Respondents from Te Kuiti were more likely to have used the landfill facility, kerbside refuse, and green bin services than respondents from other areas. However, Te Kuiti respondents were less likely to have used the recycling stations and the rural transfer stations. In comparison, respondents from the Rural Central and Rural South and East areas were more likely to use the rural transfer stations and were less likely to use the kerbside and green bin services. Respondents from the Rural North area were less likely to have used any of these facilities.

Area results for refuse facility use*

	TOTAL	Te Kuiti	Rural North	Rural South & East	Rural Central
Landfill facility	61%	82% ↑	24% ↓	44%	18% ↓
Kerbside refuse collection service	50%	62% ↑	48%	22% ↓	20% ↓
Green bin	46%	59% ↑	31%	19% ↓	20% ↓
Recycling stations	25%	15% ↓	31%	29%	55% ↑
Rural transfer stations	23%	6% ↓	30%	49% ↑	67% ↑
I have not used any in the past 12 months	4%	1% ↓	13% ↑	12%	8%

Base: Total n=450, Te Kuiti n=272, Rural North n=61, Rural South & East n=34, Rural Central n=83.

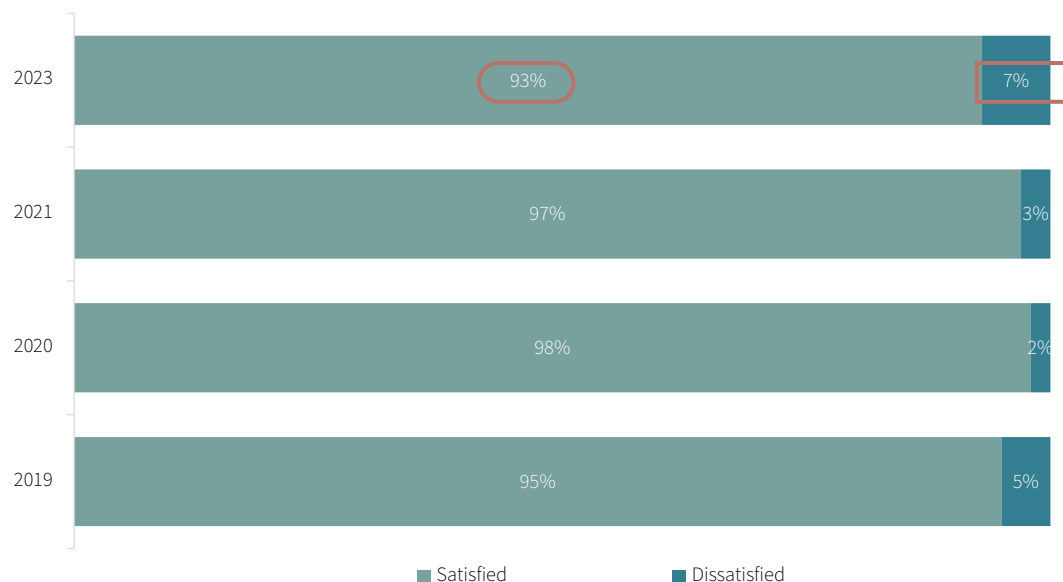
*An upward arrow indicates the result is significantly higher for that area than for the total result. A downward arrow indicates the result is significantly lower for that area than for the total result.

REFUSE FACILITIES

Respondents who had used the landfill or rural transfer stations were asked about the safety of the facility. Ninety three percent of these respondents were satisfied with the safety while 7% were dissatisfied. This year's result was a significant decrease from 2021 but was still above the performance target of 85%.

The main reasons for dissatisfaction with safety of the facilities related to the bins always being full (37%), broken glass on-site (33%), and rubbish being dumped at the site (30%).

Safety of facilities



Reasons for dissatisfaction

Bins are always full	37%
Broken glass on-site	33%
Dumped rubbish at site	30%
Not enough parking	5%
Other	61%

Base: n=16

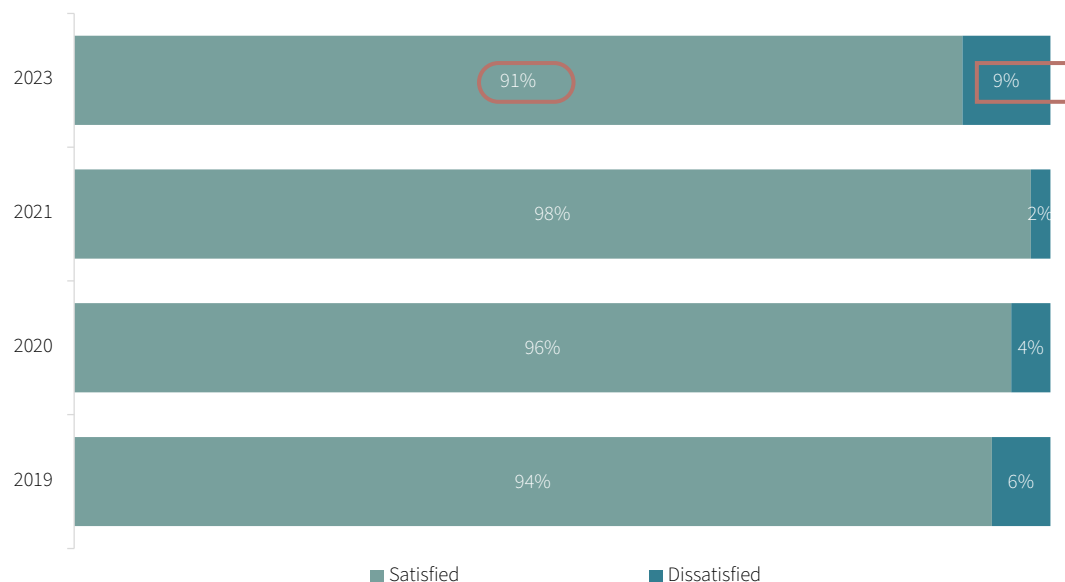
Target achieved (93%)
≥ 85% performance target

Q: How satisfied are you with the safety of the facilities (Landfill and the Rural Transfer Stations)?
Base: 2019 n=468; 2020 n=398; 2021 n=357; 2023 n=335.

REFUSE FACILITIES

Respondents who had used the rural transfer stations were asked how satisfied they were with these facilities. Ninety one percent of respondents were satisfied with these facilities which is 11% above the performance target of 80% however, this result was a significant decline in satisfaction since 2021. Only 9% of users were dissatisfied with the facilities, with the main reasons for dissatisfaction relating to difficulties paying (42%), waste service not being provided and inadequate signage or layout (30% each).

Provision of Rural Transfer Stations*



Reasons for dissatisfaction

It is difficult to pay	42%
Waste services I need not provided	30%
Inadequate signage/confusing layout	30%
Recycling services I need not provided	23%
Other	77%

Base: n=9

Target achieved (91%)
 >80% performance target

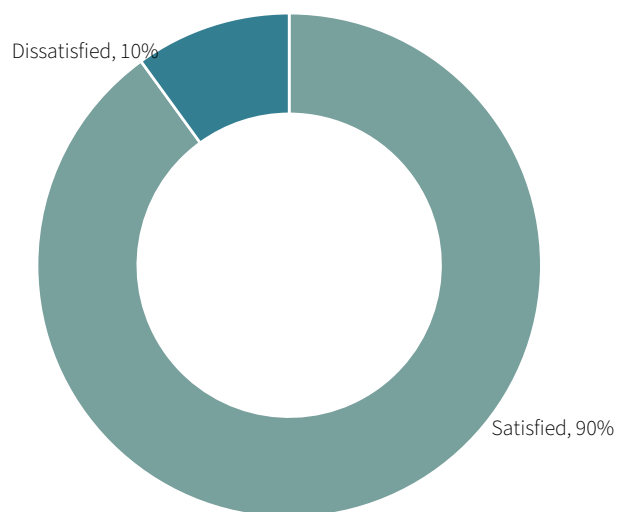
Q: How satisfied are you with the provision of facilities at the Rural Transfer Stations?

*Wording change in 2023 n=100

REFUSE FACILITIES

Respondents who had used the Waitomo District Landfill were asked about their satisfaction with this facility. Ninety percent of these respondents were satisfied with the facility. Only 10% of these respondents were dissatisfied with the main reasons for dissatisfaction relating to opening hours (37%), recycling services needed not being provided (31%), and inadequate signage or layout (29%).

Provision of Waitomo District Landfill*



Reasons for dissatisfaction

Not open enough/poor hours	37%
Recycling services I need not provided	31%
Inadequate signage/confusing layout	29%
It is difficult to pay	25%
Waste services I need not provided	23%
Other	17%

Base: n=21

No performance target

Q: How satisfied are you with the provision of facilities at the Waitomo District Landfill?

*New question 2023 n=253

AREA DATA

The table below shows the satisfaction with the refuse and recycling facilities for different areas in the district. Satisfaction with facility safety is relatively consistent across the areas. However, respondents from Rural North and Rural South and East areas had lower satisfaction with the rural transfer stations, while Rural Central respondents had lower satisfaction with the facilities at the district landfill.

Please note that the sample sizes for each of these areas are quite small so significance testing has not been applied.

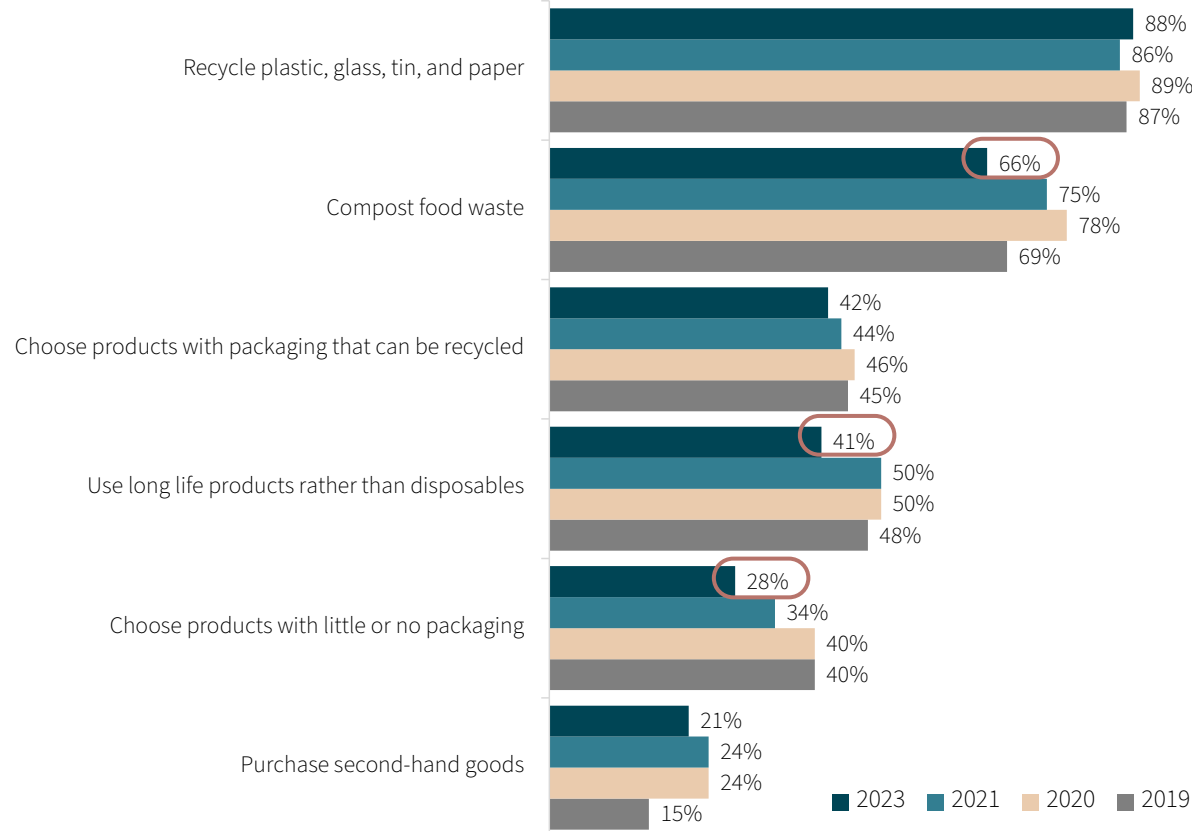
Area results for satisfaction with waste facilities

	TOTAL	Te Kuiti	Rural North	Rural South & East	Rural Central
Facility safety	93%	91%	97%	100%	97%
Facilities at Rural Transfer Stations	91%	100%	88%	84%	91%
Facilities at Waitomo District Landfill	90%	90%	92%	96%	81%

WASTE AT HOME

Respondents were asked about the ways they reduce waste at home. The most common way respondents reduced waste was through recycling (88%) or composting food (66%). At a lower level 42% chose products with recyclable packaging, 41% used long life products, 28% chose products with less packaging, and 21% purchased second hand goods. These proportions were similar to trends seen in previous years with the recycling and composting the most common actions. However, this year there has been a significant decline in the proportion of respondents who composted, used long life products, or chose low packaging products.

Actions taken to reduce waste at home*



Q: Thinking about how you reduce waste at home, which of the following do you do at home?

*Total of 'always' and 'almost always'

Base: 2019 n=504; 2020 n=433; 2021 n=396; 2023 n=450.

AREA DATA

The table below shows the actions that respondents take at home by different area. Across all areas recycling and composting were the most common actions undertaken at home, with purchasing second hand goods the least common action for all areas. There were no significant differences between the areas.

Area results for actions taken at home (total always and almost always)

	TOTAL	Te Kuiti	Rural North	Rural South & East	Rural Central
Recycle plastic, glass, tin, and paper	88%	88%	90%	78%	88%
Compost food waste	66%	61%	78%	75%	76%
Choose products with packaging that can be recycled	42%	43%	52%	30%	36%
Use long life products rather than disposables	41%	41%	44%	42%	42%
Choose products with little or no packaging	28%	27%	31%	25%	34%
Purchase second-hand goods	21%	22%	22%	17%	18%

COMMUNITY SERVICES

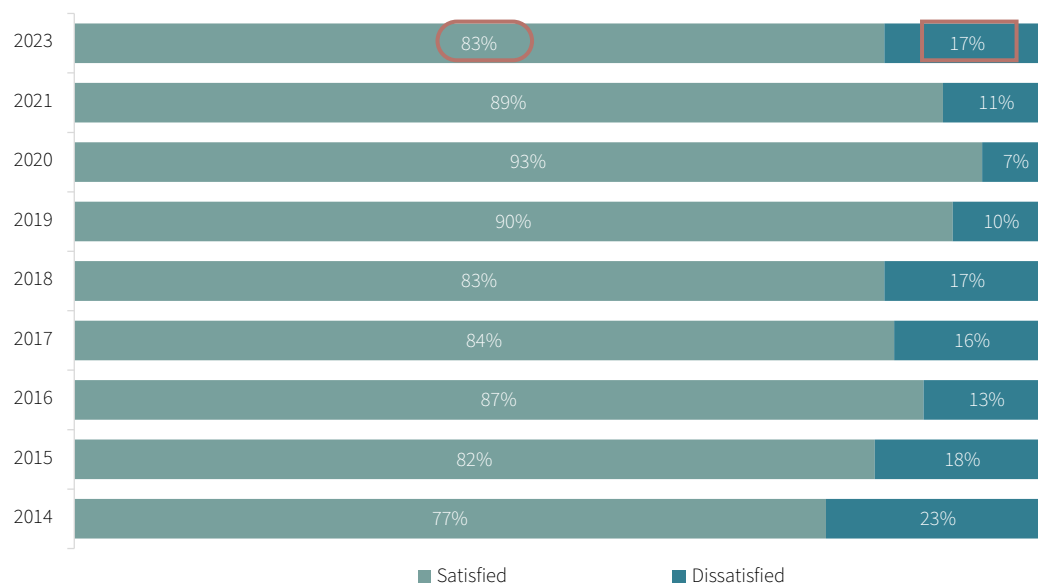


PARKS & OPEN SPACES

Respondents were asked how satisfied they were with the quality of the parks and open spaces in the district. Eighty three percent of respondents were satisfied with the parks and open spaces while 17% were dissatisfied. This year there was a significant decrease in satisfaction since 2021 and this results was 7% below the performance target of 90%.

Respondents over the age of 60 years were more likely to be satisfied (95%) with the parks and open spaces while younger respondents were more likely to be dissatisfied (28%). The main reasons respondents were dissatisfied with the parks and open spaces were the graffiti and damage (54%), playgrounds needing upgrades (48%), and insufficient rubbish bins (45%).

Quality of parks & open spaces



Reasons for dissatisfaction

Graffiti and damage	54%
Playgrounds need upgrading	48%
Not enough rubbish bins	45%
Needs better seating or signs	38%
Frequency of grass mowing	35%
Needs new/different equipment	12%
Need a dog park	9%
Need better maintenance	9%
Other	8%

Base: n=43

Target NOT achieved (83%)
 ≥ 90% performance target

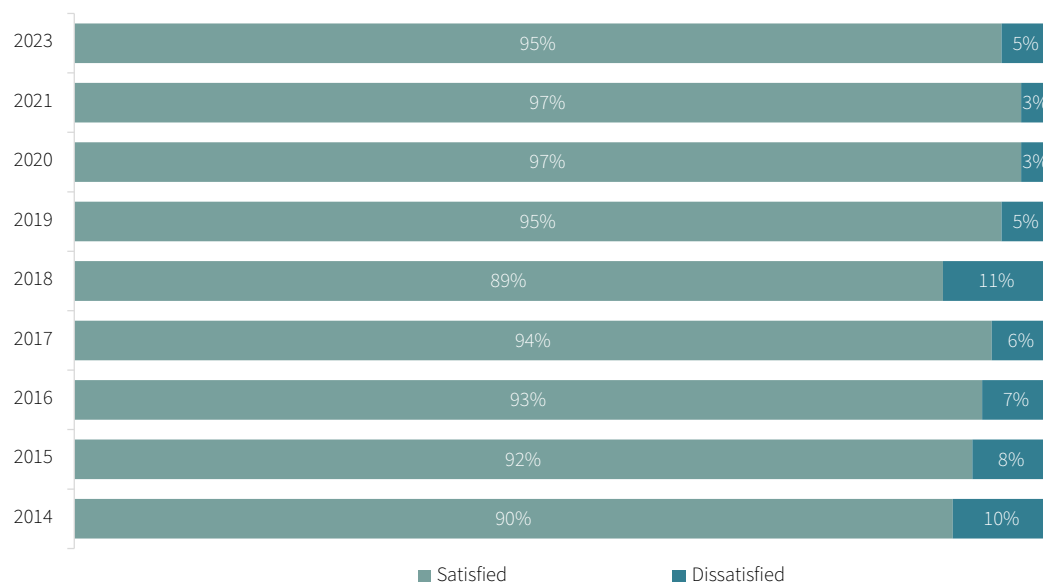
Q: How satisfied are you with the quality of the our parks and open spaces?
 Base: 2014 n=315; 2015 n=363; 2016 n=305; 2017 n=275; 2018 n=181; 2019 n=504; 2020 n=421;
 2021 n=386; 2023 n=393

LIBRARIES

Respondents were asked how satisfied they were with the library facilities in the district. Ninety five percent of respondents were satisfied with these facilities while only 5% were dissatisfied. This was a similar result to 2021 and was 10% above the performance target of 85%.

The main reasons for dissatisfaction related to inconvenient hours (51%) and inadequate book selection (33%).

Quality of library facilities



Reasons for dissatisfaction

The library hours are not convenient	51%
Inadequate selection of books	33%
Appearance of the library	15%
Noisy groups loitering	11%
Inadequate digital selection	8%
Fees are too expensive	8%
Other	53%

Base: n=11

Target achieved (95%)
 ≥ 85% performance target

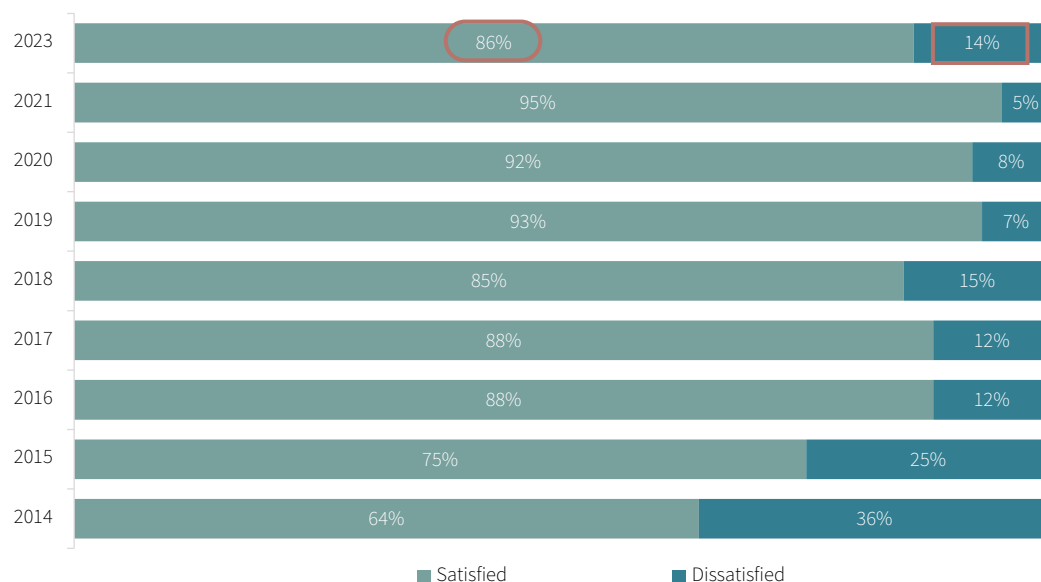
Q: How satisfied are you with the quality of the library facilities and services provided at the Waitomo District Library?
 Base: 2014 n=305; 2015 n=361; 2016 n=292; 2017 n=242; 2018 n=170; 2019 n=504; 2020 n=400; 2021 n=364; 2023 n=283.

POOL FACILITY

Respondents were asked how satisfied they were with the pool facilities. Eighty six percent of respondents were satisfied with the facilities and 14% were dissatisfied. There was a significant decrease in satisfaction this year and this result was similar to the results seen pre-2018. However, this year's result was still 6% above the performance target of 80%.

The main reasons for dissatisfaction with the pool facilities related to fees (47%), needing to be used year round (38%), and unsuitable opening hours (32%).

Quality of pool facilities



Reasons for dissatisfaction

Fees are expensive	47%
Need to be heated/used all year around	38%
Opening hours are unsuitable	32%
Need better monitoring of swimmers	26%
Changing rooms are untidy/unclean	16%
Water quality is not good	3%
Other	19%

Base: n=23

Target achieved (86%)
≥ 80% performance target

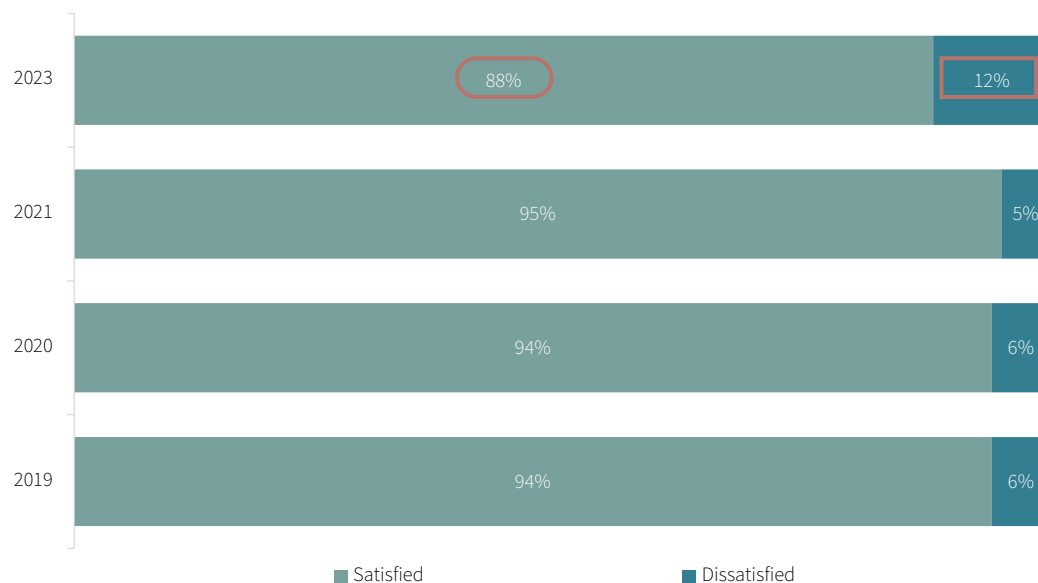
Q: How satisfied are you that the pool facility (District Aquatic Centre) is of quality and meets the needs of residents?

Base: 2014 n=193; 2015 n=259; 2016 n=234; 2017 n=188; 2018 n=136; 2019 n=504; 2020 n=377; 2021 n=327; 2023 n=198.

POOL FACILITY

Respondents who had used the toilets and changing facilities at the Aquatic Centre were asked about their satisfaction with these facilities. Eighty eight percent of respondents who had used these facilities were satisfied with the facilities while 12% were dissatisfied. This result was a significant decrease in satisfaction from the 2021 result and was the lowest level of satisfaction since monitoring of this measure began in 2019.

Satisfaction with toilet and changing facilities



No performance target

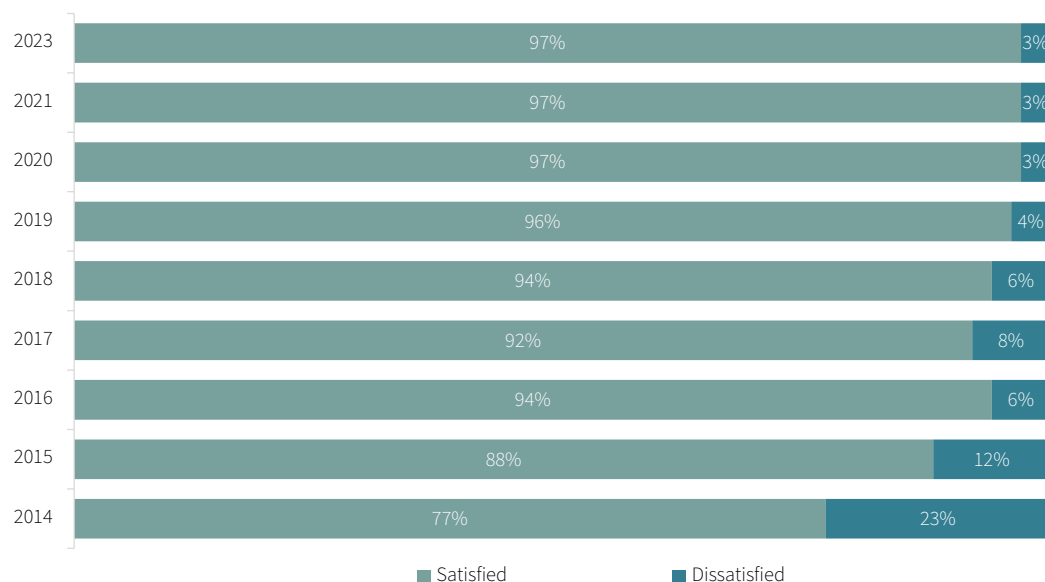
Q: How satisfied are you with the toilet and changing facilities at the Aquatic Centre?
 Base: 2019 n=504; 2020 n=368; 2021 n=316; 2023 n=166

LES MUNRO CENTRE

Respondents were asked about their satisfaction with the quality of the Les Munro Centre. Ninety seven percent of respondents were satisfied with the quality of the centre and only 3% were dissatisfied. This result was the same as the 2021 result and has remained consistent for the past few monitoring periods. This year's result was 17% above the performance target measure of 80%.

Residents who were over the age of 60 years (99%) and/or who were New Zealand European/Pākeha (100%) were more likely to be satisfied with the facility, while Māori respondents were more likely to be dissatisfied (8%) with the facility. The main reasons for dissatisfaction related to the costs of hire fees (100%) and the bond (80%).

Quality of Les Munro Centre



Reasons for dissatisfaction

Hire fees are expensive	100%
Bond is expensive	80%
Lighting is poor	30%
Quality of kitchen crockery	4%
Other	36%

Base: n=7

Target achieved (97%)
≥ 80% performance target

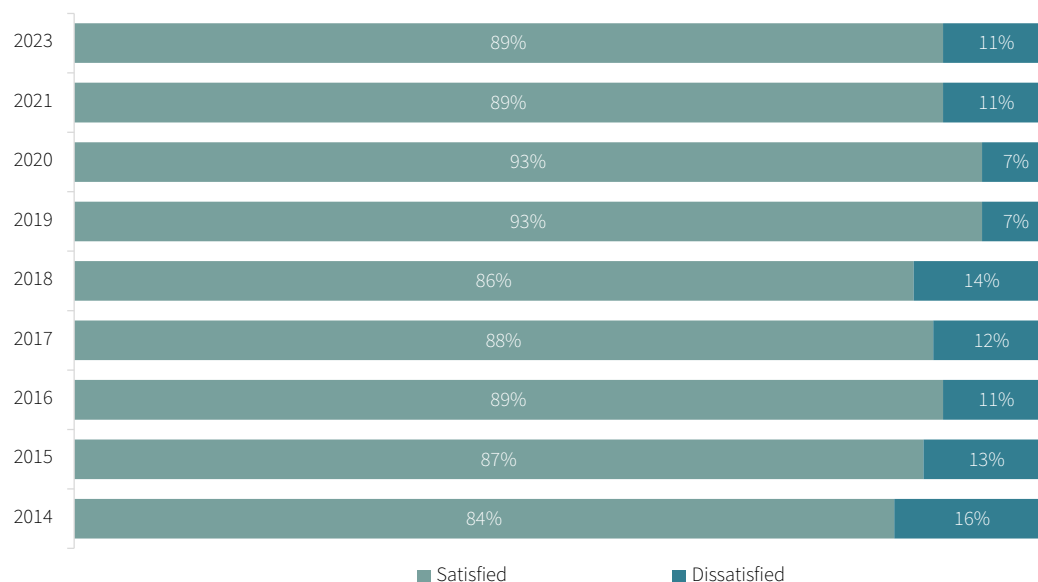
Q: How satisfied are you with the quality of the Les Munro Centre (arts and culture facilities and services)?
Base: 2014 n=261; 2015 n=341; 2016 n=273; 2017 n=237; 2018 n=163; 2019 n=504; 2020 n=398; 2021 n=349; 2023 n= 331

PUBLIC TOILETS

Respondents were asked about their satisfaction with the quality of the public toilets in the district. Eight nine percent of respondents were satisfied with the quality of the public toilets and 11% were dissatisfied. This result was similar to the 2021 result and was higher than the performance target of 85%.

Gender diverse respondents were more likely to be dissatisfied with the public toilets (67%). The main reasons respondents were dissatisfied with the public toilets were the lack of cleanliness (84%) and the need for an upgrade (56%).

Quality of public toilets*



Reasons for dissatisfaction

Public toilets are dirty	84%
Amenities need upgrading	56%
Toilets broken/damaged	30%
Other	14%

Base: n=31

Target achieved (89%)
 ≥ 85% performance target

Q: How satisfied are you with the quality of public toilets?

*Previous wording was public amenities

Base: 2014 n=261; 2015 n=362; 2016 n=304; 2017 n=271; 2018 n=173; 2019 n=504; 2020 n=433; 2021 n=394; 2023 n=360

AREA DATA

The table below shows the satisfaction with the community services for different areas in the district. While there were no significant differences across the results respondents from Te Kuiti had lower ratings for parks and open spaces, pool facilities, and the Les Munro Centre than respondents from rural areas.

Area results for community services

	TOTAL	Te Kuiti	Rural North	Rural South & East	Rural Central
Parks and open spaces	83%	79%	90%	97%	91%
Library facilities	95%	95%	100%	90%	95%
Pool facilities	86%	85%	95%	91%	90%
Toilet and changing facilities at the pool	88%	89%	74%	87%	87%
Les Munro Centre	97%	95%	100%	100%	100%
Public toilets	89%	88%	95%	88%	89%

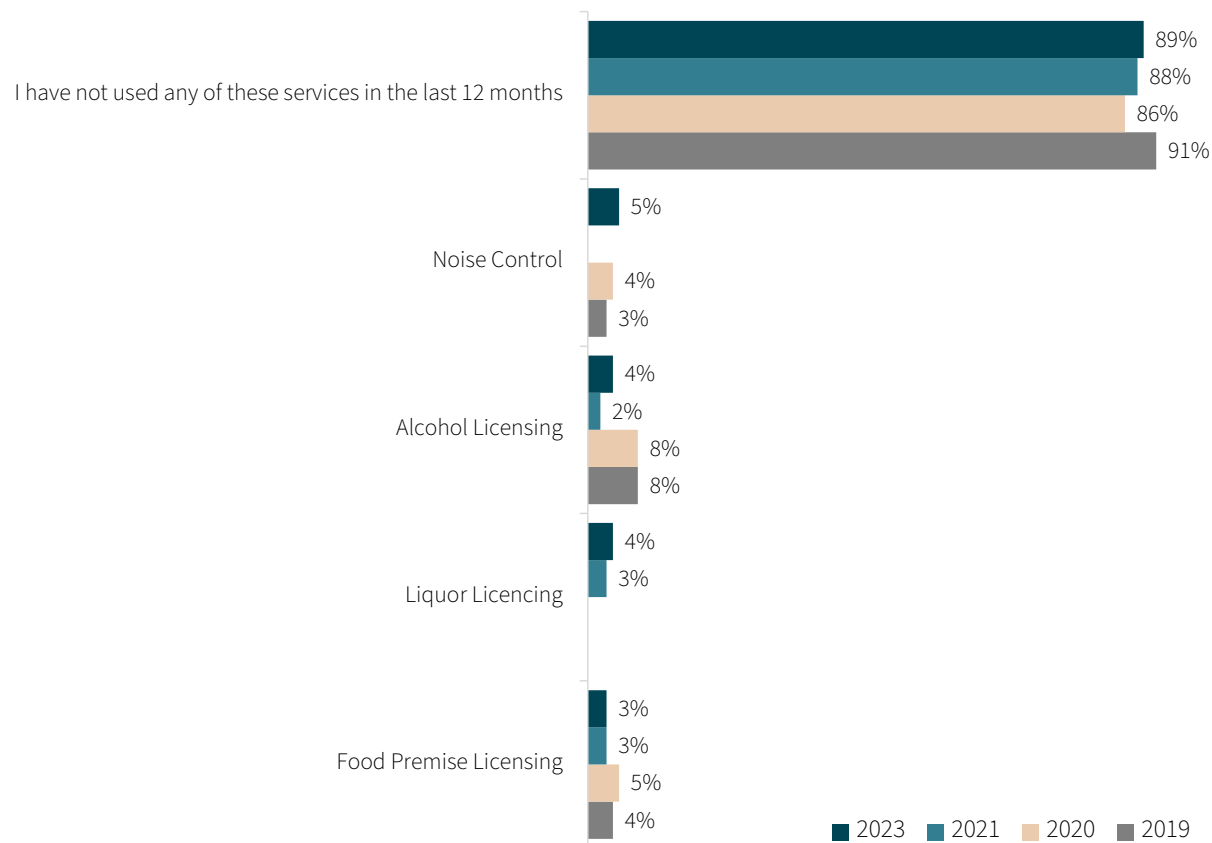
ENVIRONMENTAL & CONTROL SERVICES



USE OF ENVIRONMENTAL SERVICES

Respondents were asked about their use of the environmental services in the past 12 months. Eighty nine percent of respondents had not used any services which was similar to the result from 2021. The most commonly used service was noise control (5%) followed by alcohol licensing (4%) and liquor licensing (4%).

Use of environmental services



Q: Which of the following Council services have you used in the last 12 months?
 Base: 2019 n=504; 2020 n=444; 2021 n=408; 2023 n=450

AREA DATA

The table below shows the use of Council’s environmental services across different areas in the district. The levels of use is fairly similar across the district however, respondents from Te Kuiti were more likely to use the noise control service (8%) than respondents from other areas.

Area results for environmental services*

	TOTAL	Te Kuiti	Rural North	Rural South & East	Rural Central
I have not used any of these services in the last 12 months	89%	87%	90%	100%	92%
Noise Control	5%	8% ↑	0%	0%	1%
Alcohol Licensing	4%	2%	9%	0%	6%
Liquor Licensing	4%	4%	1%	0%	6%
Food Premise Licensing	3%	3%	2%	0%	4%

Base: Total n=450, Te Kuiti n=272, Rural North n=61, Rural South & East n=34, Rural Central n=83.

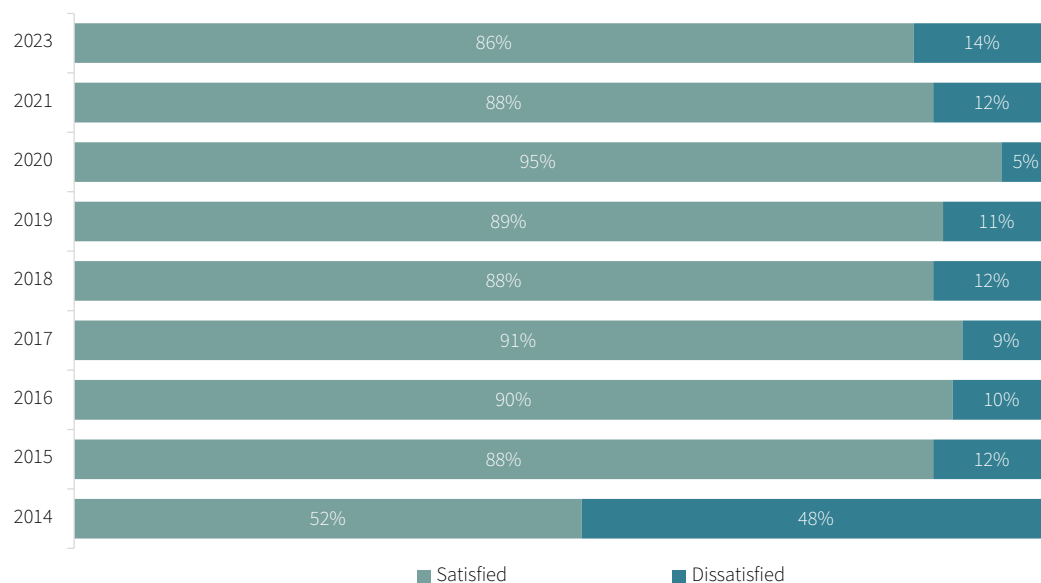
*An upward arrow indicates the result is significantly higher for that area than for the total result. A downward arrow indicates the result is significantly lower for that area than for the total result.

ENVIRONMENTAL SERVICE

Respondents who had used the environmental service were asked how satisfied they were with the provision of this service. Eighty six percent of these respondents were satisfied with the service and 14% were dissatisfied. This year's result was 1% above the performance target of 85% and was similar to the result from 2021.

The main reasons for dissatisfaction with the service provision was asked as an open-ended question. The verbatim responses to this question have been shown in the shaded box to the right of the chart.

Satisfaction with provision of environmental service



Reasons for dissatisfaction

- *What are they?*
- *Red Tape. Bureaucracy over the top*
- *Noise control has been called quite a few times, and no one has been to investigate the loudness which quite often is around 11pm onwards, we know this because we have stayed up and waited as the noise is hard to sleep through*
- *What is it, where is it, who is it? What do they do?*
- *I rung noise control on various occasions because of neighbour's partying, they went around, left and the neighbours just turned the music up again.*
- *Nothing happened.*

Target achieved (86%)
 >85% performance target

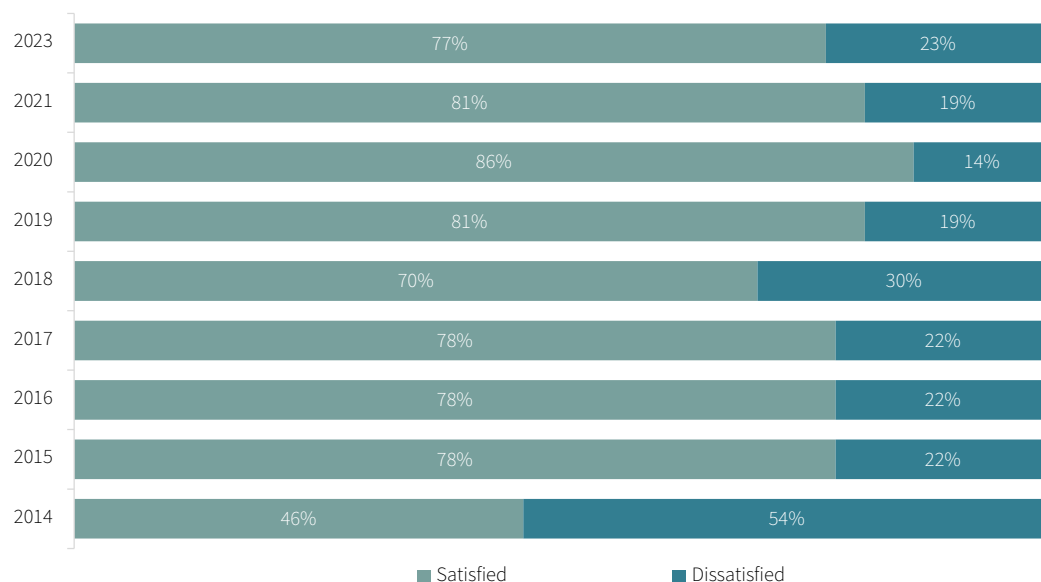
Q: How satisfied are you with the provision of an effective Environmental Health Service for the community?
 Base: 2014 n=21; 2015 n=68; 2016 n=60; 2017 n=46; 2018 n=40; 2019 n=47; 2020 n=59; 2021 n=28, 2023 n=42.

ANIMAL CONTROL

Respondents were asked about their satisfaction with the animal control service in the district. Seventy seven percent of respondents were satisfied with the provision of this service while 23% were dissatisfied. Satisfaction was lower this year than in 2021 and has continued to trend downwards since 2020. However, this year's result exceeds the performance target (75%) by 2%.

Satisfaction was much lower in Te Kuiti 71% than in other areas. Control of dogs played a significant role in the dissatisfaction with this service with the main reasons for dissatisfaction relating to roaming dogs (81%), dangerous dogs (54%), people walking dogs off leash (38%), and barking dogs (33%).

Satisfaction with provision of the animal control service



Reasons for dissatisfaction

Dogs roaming	81%
Dangerous dogs	54%
People walking dogs off leash in town	38%
Dogs barking during the day/night	33%
Wandering stock on roads/public places	28%
Too many feral or stray cats	8%
Animals in town	6%
Poor animal control office/service	6%
Other	1%

Base: n=95

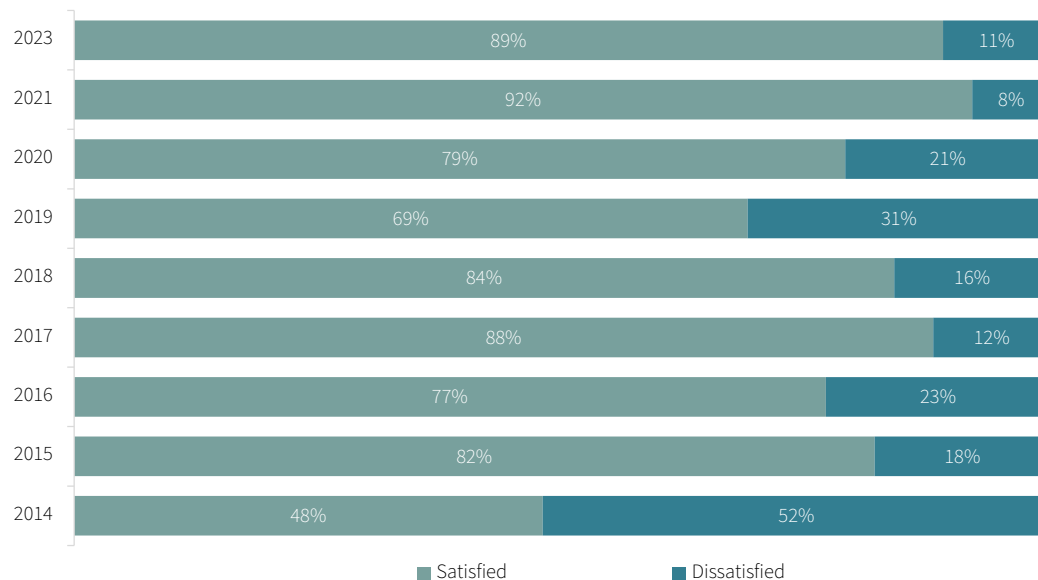
Target achieved (77%)
 ≥ 75% performance target

Q: How satisfied are you with Council's provision of an effective Animal Control Service?
 Base: 2014 n=295; 2015 n=123; 2016 n=292; 2017 n=260; 2018 n=160; 2019 n=504; 2020 n=407;
 2021 n=352, 2023 n=450

BUILDING CONTROL

Respondents were asked if they used a building control service in the past 12 months and if they had used it, how satisfied they were with the provision of this service. A total of 7% of respondents had used the building control service and 89% of these respondents were satisfied with the service; this result is lower than the 2021 result but exceeds the performance target of 75%. Only 11% of respondents who had used the building control service were dissatisfied with the service with the main reasons for dissatisfaction relating to strict requirements (63%) and the duration of the process (48%).

Satisfaction with provision of the building control service



Reasons for dissatisfaction

Strict requirements	63%
Process takes a long time	48%
Process is complicated	11%
Forms difficult to complete	11%
Other	59%

Base: n=5

Target achieved (89%)
75% performance target

Q: How satisfied are you with the provision of an effective Building Control Service for the community?

Base: 2014 n=23; 2015 n=67; 2016 n=53; 2017 n=41; 2018 n=127; 2019 n=68; 2020 n=46; 2021 n=57; 2023 n=29

EMERGENCY MANAGEMENT

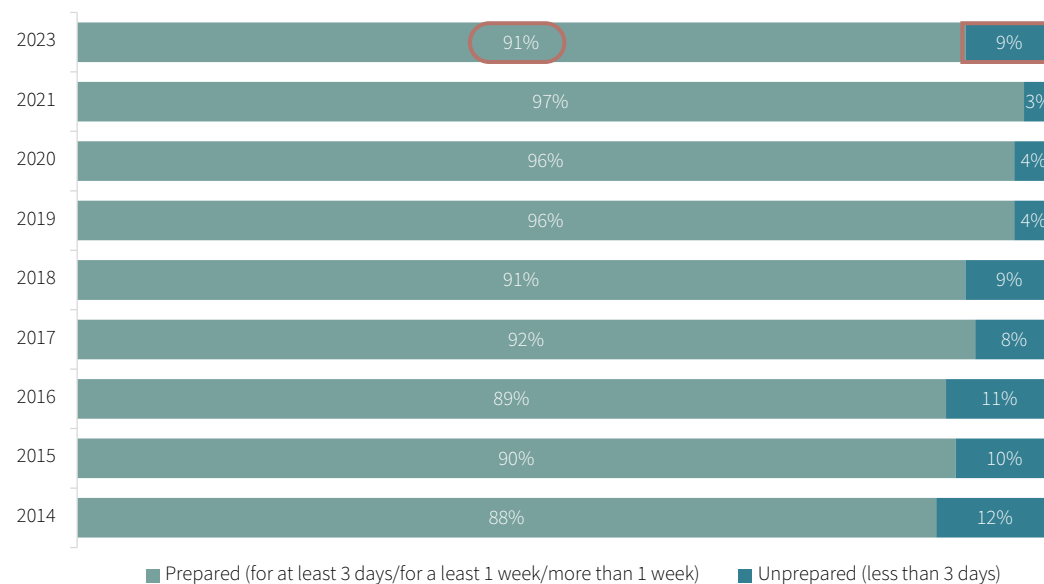


PREPAREDNESS

Respondents were asked about their preparedness in an emergency. This year 49% noted they had an emergency plan in place which is similar to the result from 2021 (50%).

Ninety one percent of respondents noted they would be prepared for at least three days in an emergency and 9% noted they would not be prepared. This result was significantly lower than the 2021 result but was 16% above the performance target of 75%.

Duration of preparedness



Target achieved (91%)
≥ 75% performance target

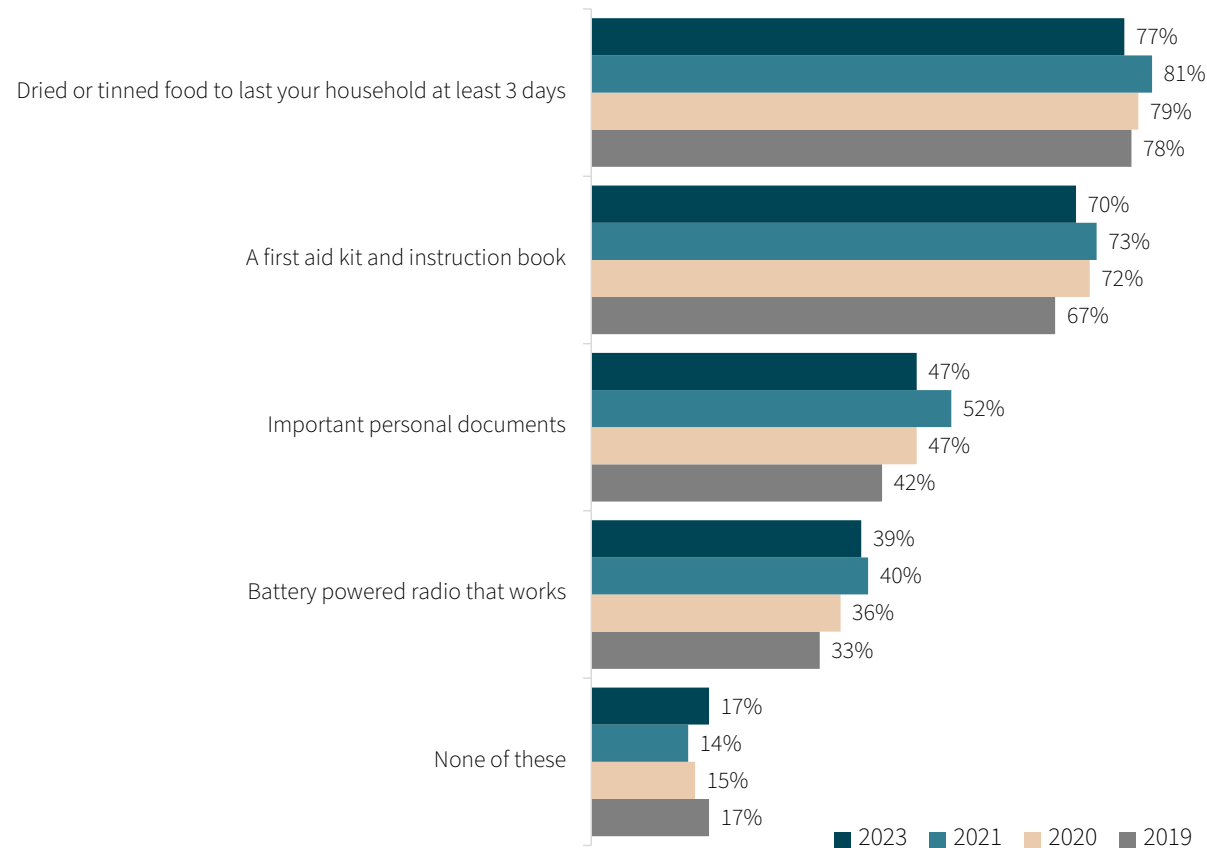
Q: How long do you think your household could survive unaided (without outside assistance) in the event of a natural disaster?

Base: 2014 n= 470; 2015 n=439; 2016 n=303; 2017 n=277; 2018 n=164; 2019 n=504; 2020 n=444; 2021 n=406, 2023 n=450

EMERGENCY SUPPLIES

Respondents were asked about the emergency supplies they had at home. The most common supply respondents had at home was dried or tinned food for three days (77%) and a first aid kit (70%). Only 17% of respondents did not have any of the specified supplies at home. These results were similar to those seen over the past four years.

Emergency supplies available at home

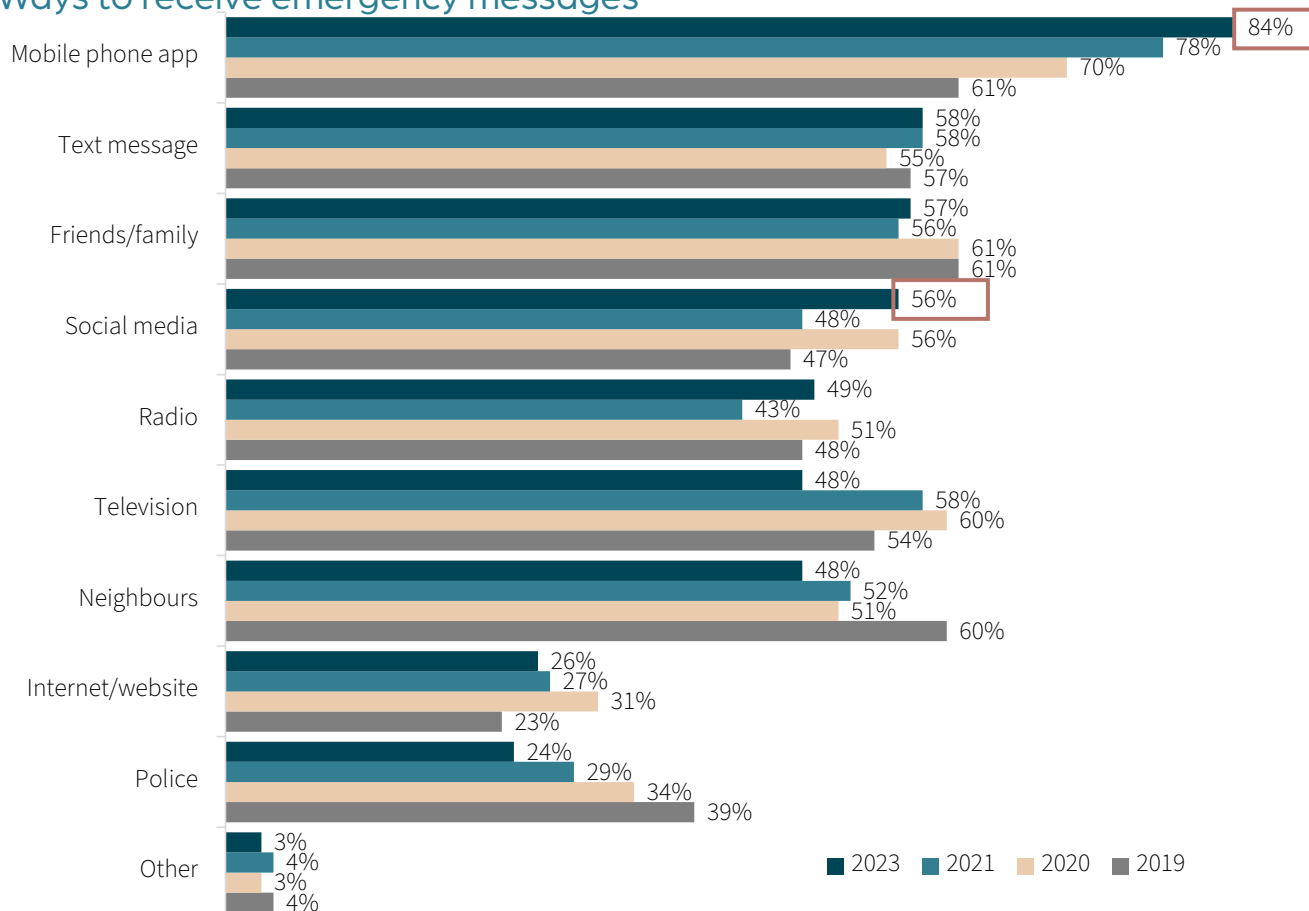


Q: Thinking about being prepared for a natural disaster, which of the following do you have in your emergency kit?
Base: 2019 n=504; 2020 n=444; 2021 n=408, 2023 n=450

COMMUNICATIONS CHANNELS

Respondents were asked the primary way they would expect to see emergency messages in a natural disaster. The main way respondents would expect to receive messages was through a mobile phone app (84%), this measure has increased consistently over the past 4 years. Social media has also increased this year with younger respondents more likely to look on social media for messaging (72%) and older respondents less likely to use it (32%).

Ways to receive emergency messages



Q: If there was a natural disaster tonight, how would you expect to receive emergency messages?
Base: 2019 n=504; 2020 n=444; 2021 n=408; 2023 n=450

AREA DATA

The table below shows the preparedness results for each area in the district. Across the measures it appears that respondents from Te Kuiti were more vulnerable to a natural disaster than respondents from rural areas. Te Kuiti respondents were significantly less likely to be prepared for 3 days and are significantly less likely to have an emergency plan in place. While there were no significant differences in terms of the supplies Te Kuiti respondents have at home, fewer respondents in this area have tinned food for at least three days, a first aid kit, or a battery powered radio.

Area results for emergency management*

	TOTAL	Te Kuiti	Rural North	Rural South & East	Rural Central
Total prepared	91%	86% ↓	100%	100%	99%
Emergency plan in place	49%	43% ↓	59%	59%	58%
Dried or tinned food to last your household at least 3 days	77%	75%	83%	80%	82%
A first aid kit and instruction book	70%	67%	70%	82%	79%
Important personal documents	47%	49%	37%	64%	45%
Battery powered radio that works	39%	35%	47%	47%	44%

Base: Total n=450, Te Kuiti n=272, Rural North n=61, Rural South & East n=34, Rural Central n=83.

*An upward arrow indicates the result is significantly higher for that area than for the total result. A downward arrow indicates the result is significantly lower for that area than for the total result.

AREA DATA

The table below shows the ways respondents in different areas would expect to receive emergency messages. There were no significant differences between the areas, with respondents from all areas mostly relying on the mobile phone app, text messaging, friends and family, or social media.

Area results for emergency management

	TOTAL	Te Kuiti	Rural North	Rural South & East	Rural Central
Mobile Phone App	84%	85%	78%	75%	87%
Text Message	59%	65%	42%	46%	52%
Friends/family	57%	57%	55%	51%	60%
Social Media	56%	59%	58%	42%	49%
Radio	49%	50%	49%	48%	45%
Television	48%	50%	38%	51%	48%
Neighbours	48%	49%	45%	59%	45%
Website	26%	24%	30%	31%	30%
Police	24%	28%	13%	18%	18%

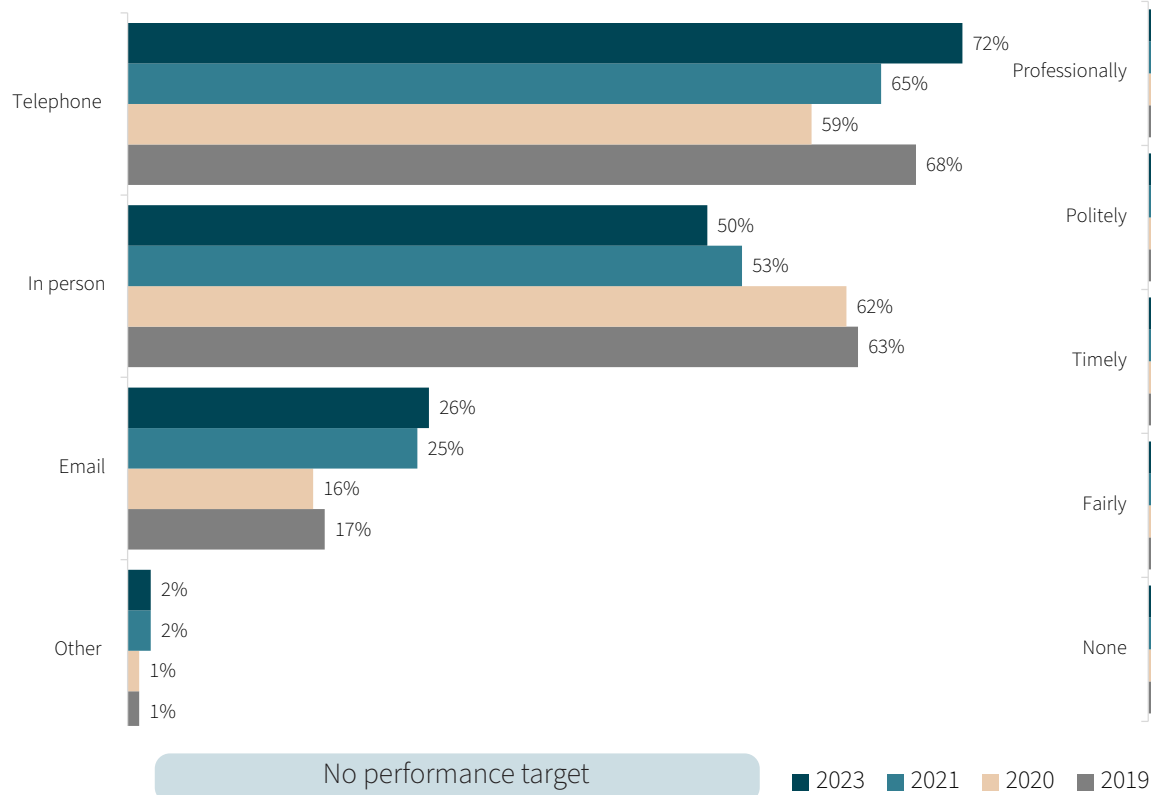
COUNCIL COMMUNICATIONS & PERFORMANCE



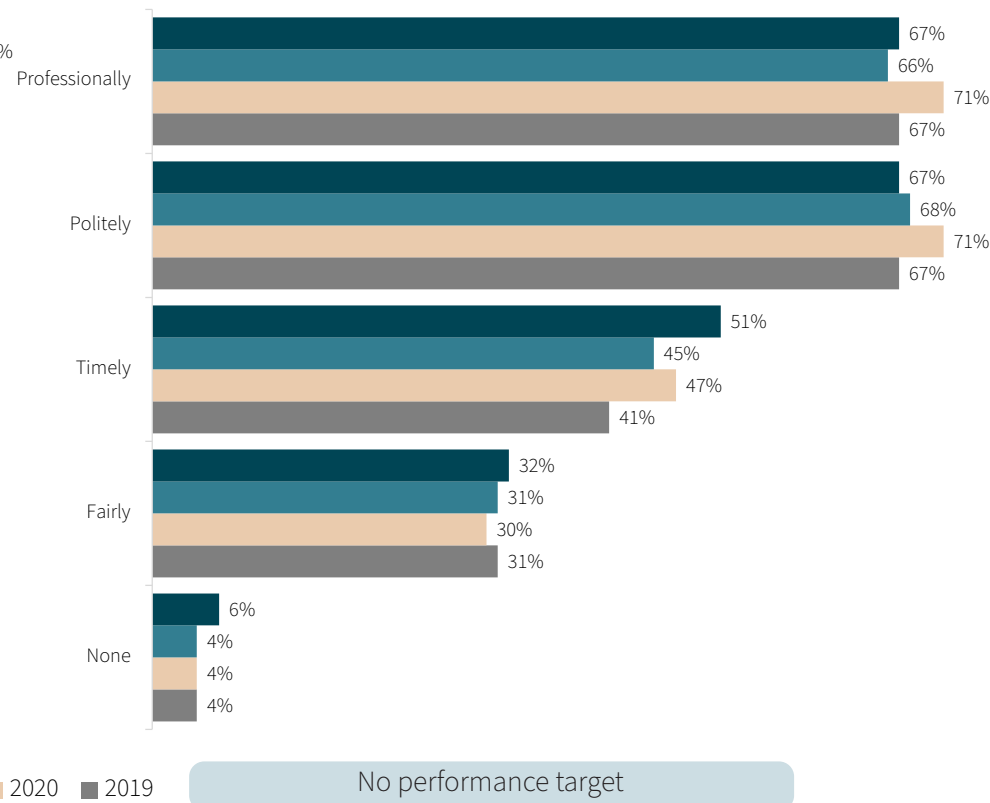
CUSTOMER SERVICE

Respondents were asked about their experiences with Council’s customer service team. Fifty three percent of respondents had contacted the customer service team which was similar to 2021 (51%). The primary method of contact was via phone which has increased over the past few years, while in person contact has decreased (currently 50%). This year respondents noted their inquiry was handled professionally and politely (67% each).

Contact with customer service team



How inquiry was handled



Q: How was this contact made?

Q: We are interested in your feedback on our Customer Services Team. How was your inquiry handled:*

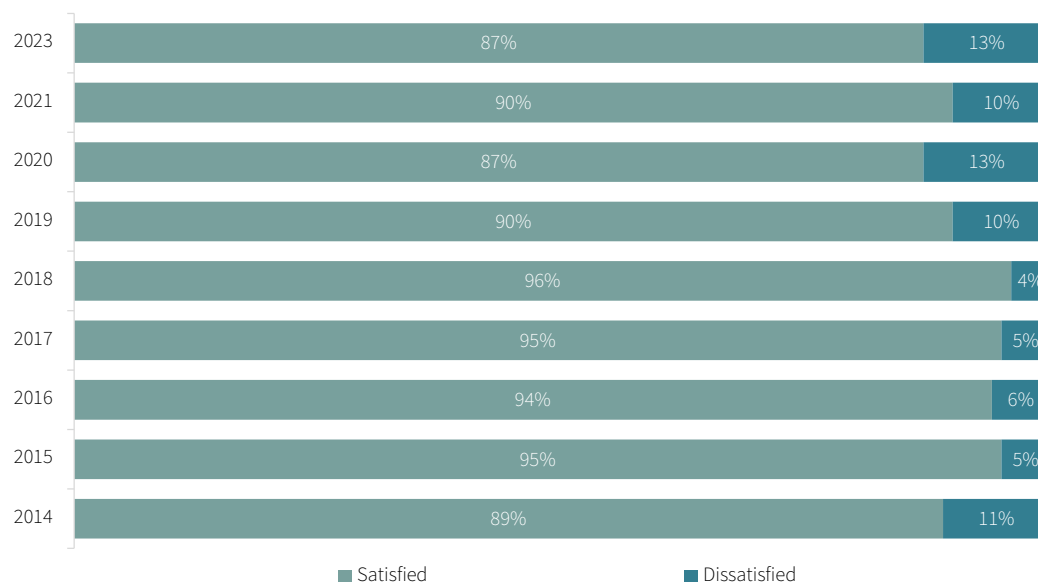
Base: 2019 n=297; 2020 n=254; 2021 n=236; 2023 n=252

COMMUNICATION

Respondents were asked about the usefulness and effectiveness of Council’s communications. Eighty seven percent of respondents were satisfied with Council’s communications while 13% were dissatisfied. Older respondents were more likely to be satisfied with Council’s communications (94%).

This year’s result was a slight decrease from the 2021 result and was 3% below the performance target of 87%.

Satisfaction with usefulness and effectiveness of Council’s communications



Target NOT achieved (87%)
90% performance target

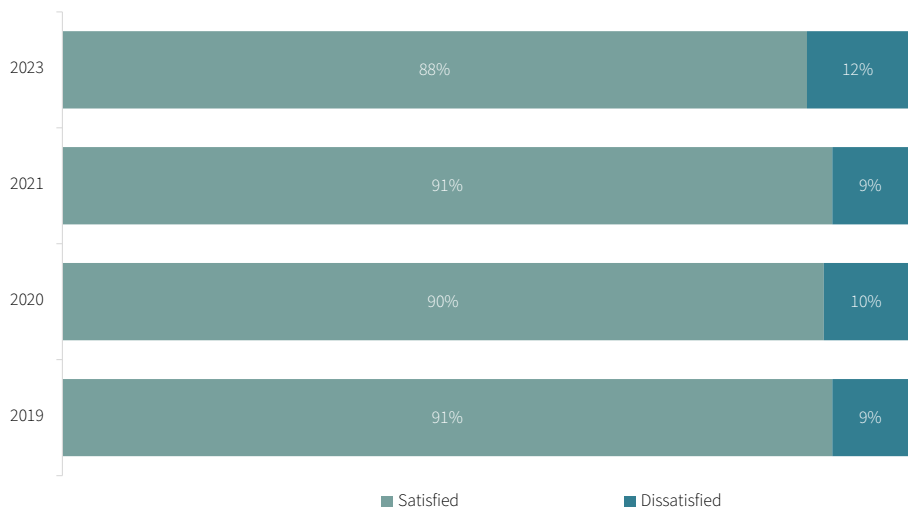
Q: How satisfied are you with the usefulness and effectiveness of the Council communications?
Base: 2014 n=250; 2015 n=366; 2016 n=301; 2017 n=274; 2018 n=180; 2019 n=504; 2020 n=444; 2021 n=390; 2023 n=450

COUNCIL INFORMATION

Respondents were asked how satisfied they were with the amount of information Council has supplied and also how easy the information is to access, Eighty eight percent of respondents were satisfied with the ease of accessing information while only 12% were dissatisfied. These results are a slight decrease from the 2021 results.

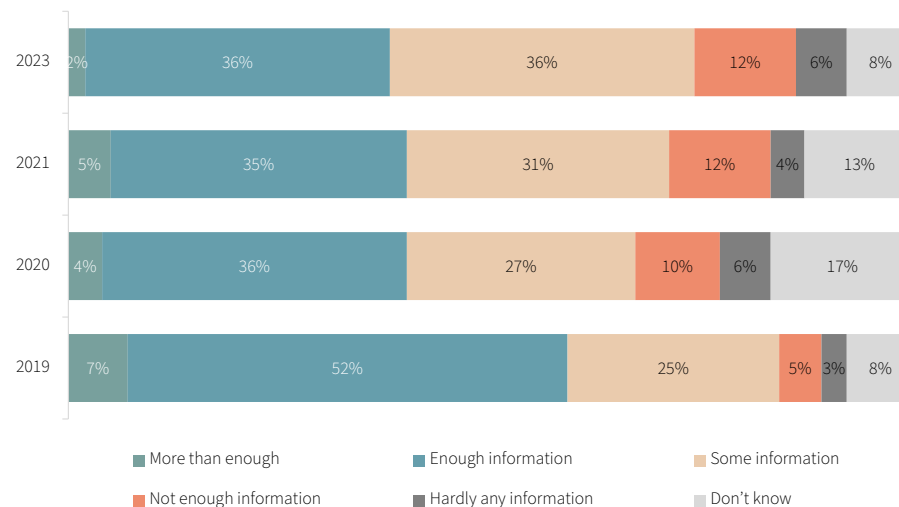
With regards to information supply, 74% of respondents noted there was either more than enough (2%), enough (36%), or some (36%) information supplied by Council. Older respondents were more likely to say there is enough or more than enough information (52%).

Satisfaction with accessing information



No performance target

Supply of information



No performance target

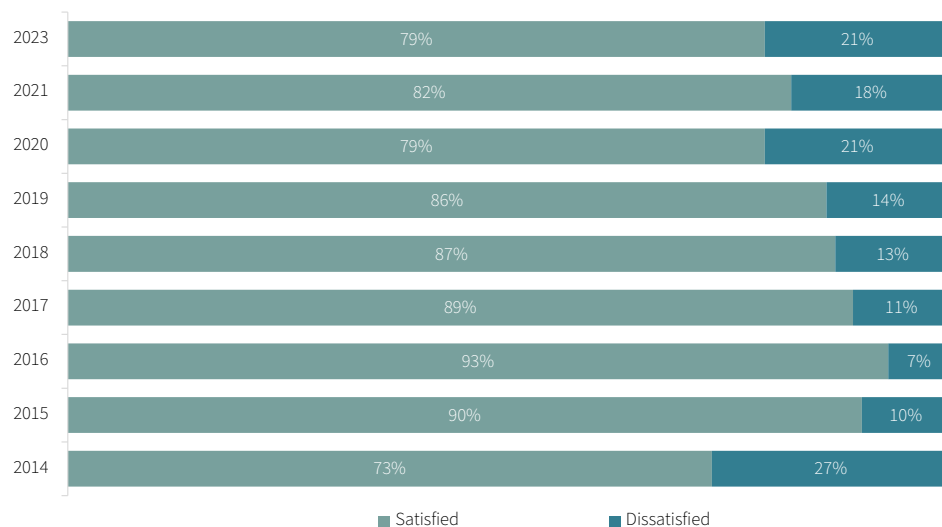
Q: How satisfied are you with the ease of accessing Council information?
 Q: Thinking about the amount of information supplied by Council in the past 12 months, do you think Council has supplied...
 Base: 2019 n=504; 2020 n=444; 2021 n=377; 2023 n=450

PERFORMANCE

Respondents were asked how satisfied they were with Council’s efficiency and the approachability of the elected members and Mayor. Seventy nine percent of respondents were satisfied with Council’s efficiency and 21% were dissatisfied. Older respondents were more likely to be satisfied with Council’s efficiency (89%) while younger respondents more likely to be dissatisfied (34%).

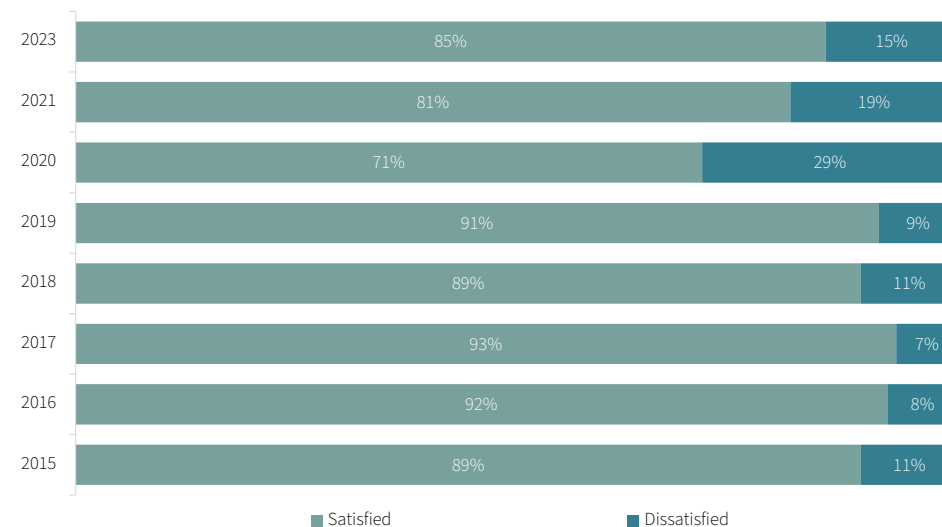
Eighty five percent of respondents were satisfied with the approachability of elected members and the Mayor, while 15% were dissatisfied. This year there was a small increase in satisfaction from 2021 which continued a trend from 2020.

Satisfaction with Council’s efficiency



No performance target

Council is approachable



No performance target

Q: How satisfied are you with Council’s efficiency - doing things well with the resource and funding available?
 Q: How satisfied are you that Councillors (elected Members and Mayor) are approachable and have been working in the best interests of the Waitomo district?

Base: 2014 n=233; 2015 n=386; 2016 n= 301; 2017 n=275; 2018 n=176; 2019 n=504; 2020 n=444; n=395; 2023 n=450

AREA DATA

The table below shows the results for Council's communication and performance measures for respondents from different areas of the district.

Contact with the customer service team is similar across the district. However, respondents from Te Kuiti were significantly less satisfied with Council's communications and the ease of accessing information. In comparison, respondents from rural south and east and central areas were significantly more satisfied with communications and ease of access. Respondents from rural central were also significantly more likely to state that Council is approachable.

Area results for Council's communication and performance*

	TOTAL	Te Kuiti	Rural North	Rural South & East	Rural Central
Contact with customer service	53%	56%	42%	54%	50%
Usefulness and effectiveness of communications	87%	82% ↓	95%	90%	97% ↑
Ease of accessing information	88%	83% ↓	90%	98% ↑	98% ↑
Amount of information (more than enough, enough, and some)	74%	70%	81%	75%	86%
Council efficiency	79%	76%	86%	93%	80%
Council is approachable	85%	81%	84%	86%	96% ↑

Base: Total n=450, Te Kuiti n=272, Rural North n=61, Rural South & East n=34, Rural Central n=83.

*An upward arrow indicates the result is significantly higher for that area than for the total result. A downward arrow indicates the result is significantly lower for that area than for the total result.



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