



Westland Community Consultation Survey

WDC 21.22.35 Released under LGOIMA

Prepared for Westland District Council
Presented October 2011



Research Objectives

To ascertain Westland District residents' and ratepayers' satisfaction with council services and facilities

WDC 21.22.35 Released under LG OIA



Detailed Objectives

- To ascertain ratepayers' and residents' satisfaction or dissatisfaction with council services and facilities
- To understand why ratepayers and residents are satisfied or dissatisfied with council services and facilities
- To map ratepayers and residents usage of council services and facilities
- To inform long term planning and the development of council services and facilities in the Westland District

WDC 21.22.35 Released under LGOIMA



Sample & Methodology

- 450 telephone surveys with Westland District ratepayers and residents:
 - Respondents sourced from telephone directories using a random sampling technique.
 - Fieldwork carried out from 22nd August 2011 to the 12th September 2011.
- This research has been analysed to a confidence level of 95%.
- Questions have been cross examined by demographics.
- Where possible, results have been compared with 2009 survey results.



Who took part in the survey?

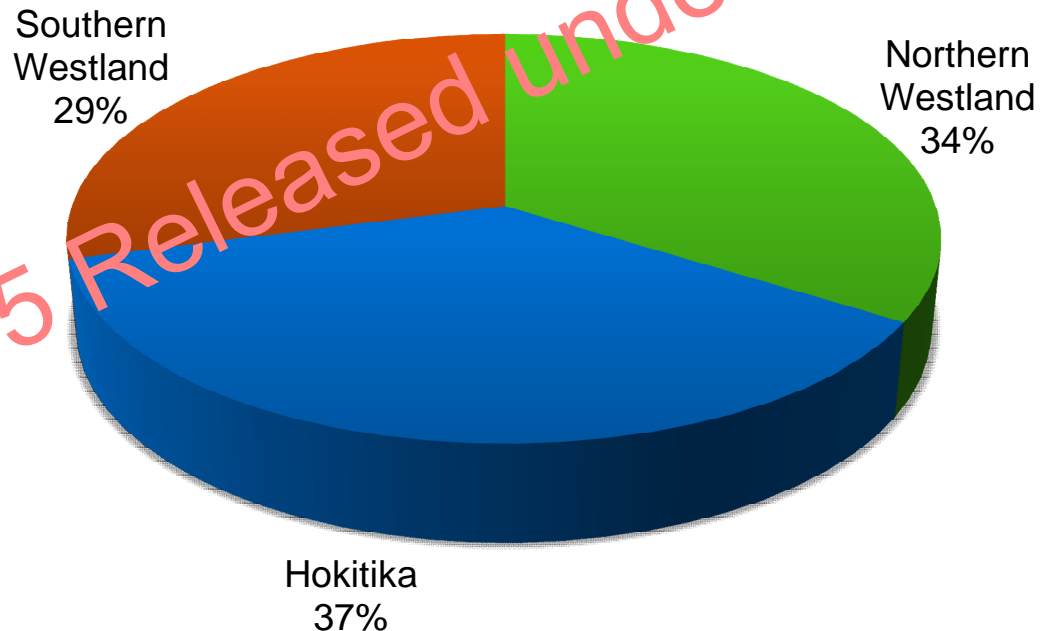
Statistics in this report may not equal 100% due to rounding
Multiple answer percentage-count totals not meaningful

WDC 21.22.35 Released under LGOIMA



Area

Geographic Location	Frequency	%
Northern Westland	153	34%
Hokitika	166	37%
Southern Westland	131	29%
Total	450	100%



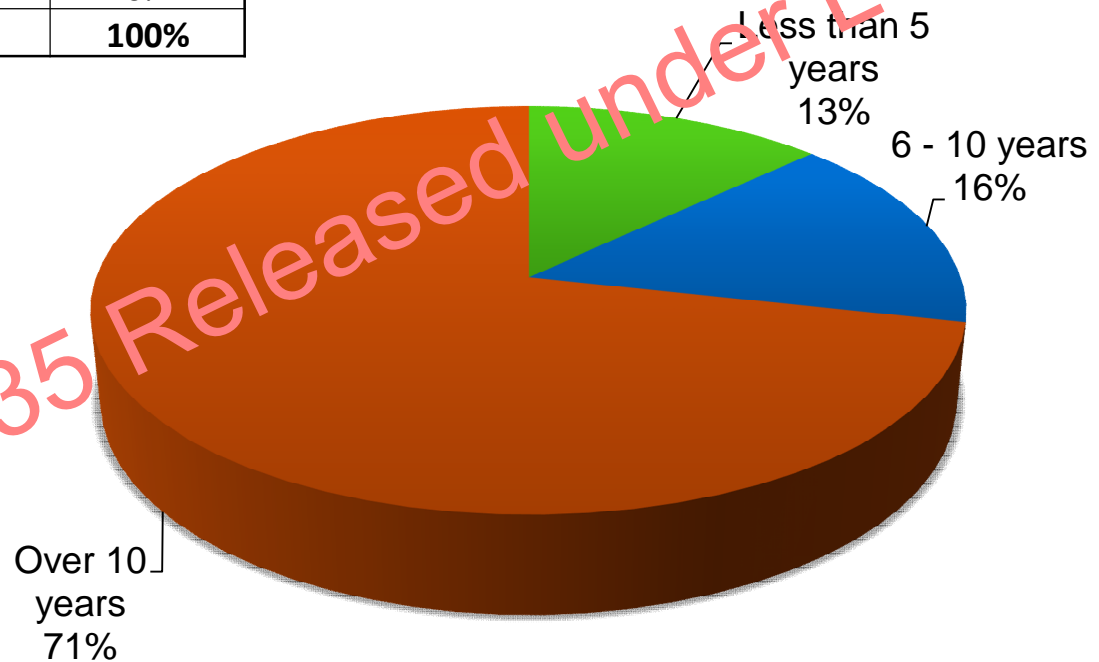
Households surveyed were split fairly evenly between the three areas. This was predetermined in the sampling.

Base = All respondents (450)



Length of Residence

Length of Residence	Frequency	%
Less than 5 years	58	13%
6 - 10 years	70	16%
Over 10 years	321	71%
Don't know	1	0%
Total	450	100%

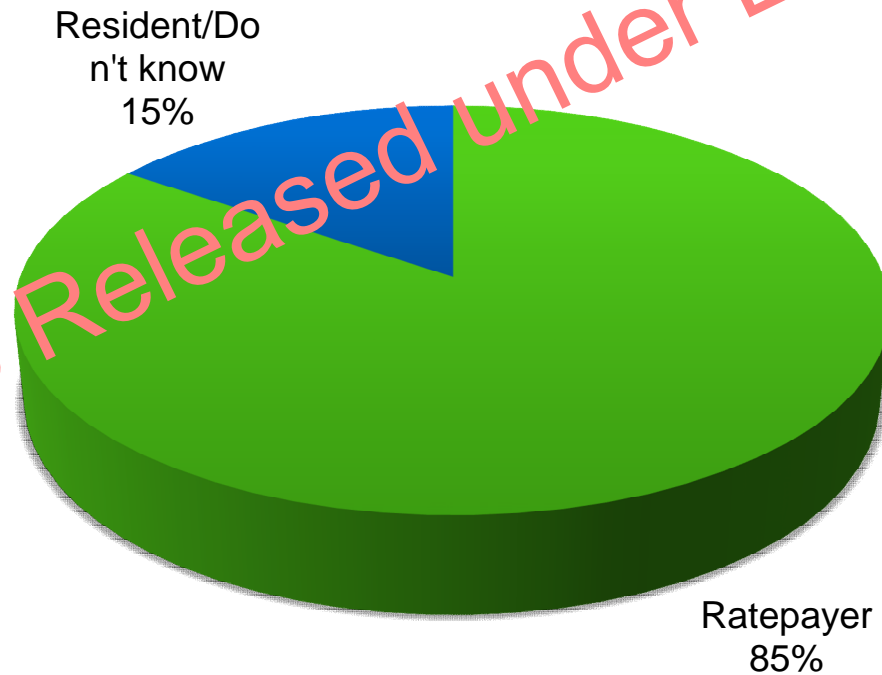


The majority of households surveyed were long term residents.



Ratepayer/Resident

Ratepayer	Frequency	%
Ratepayer	381	85%
Resident/Don't know	69	15%
Total	450	100%



WDC 21.22.35 Released under LGOIMA

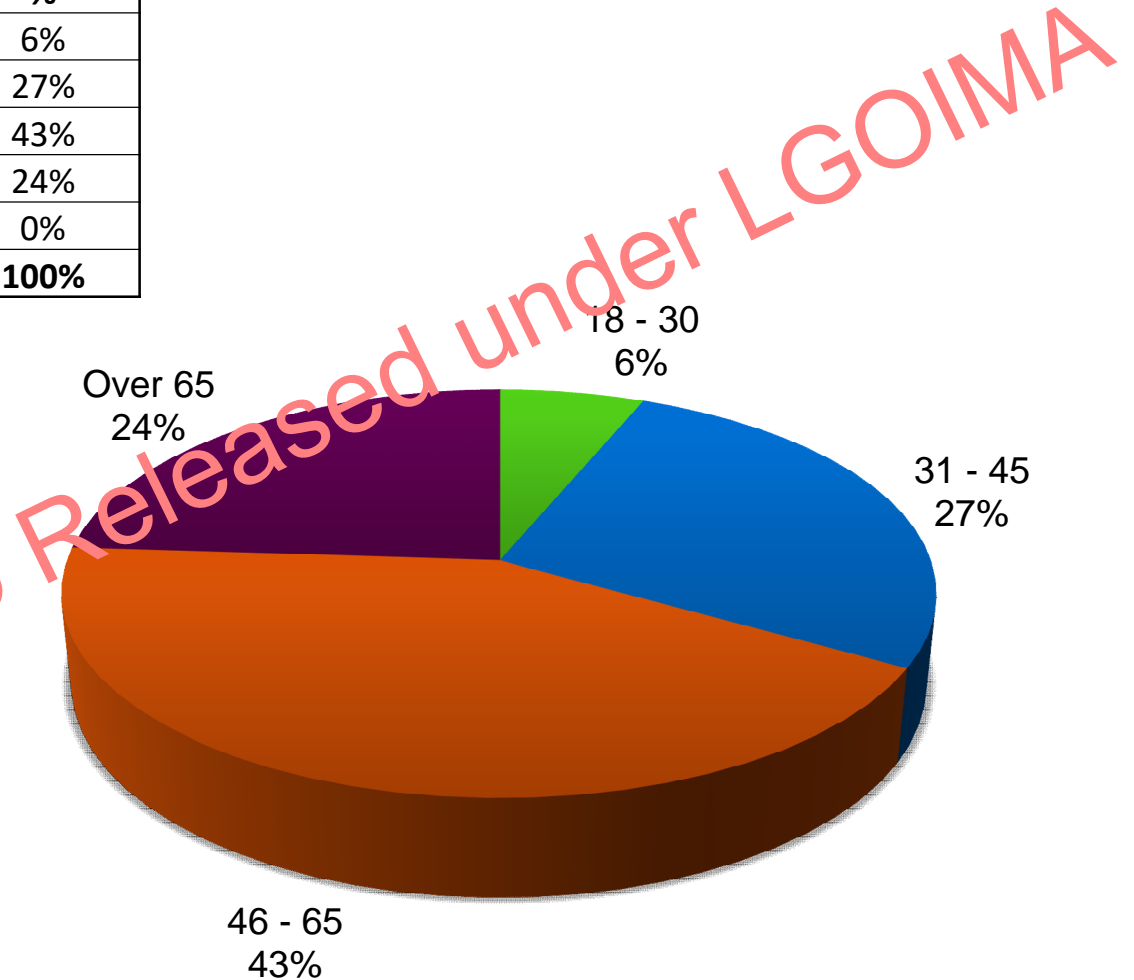
Over 4/5 of the sample was made up of ratepayers.



Age Group

Age	Frequency	%
18 - 30	28	6%
31 - 45	122	27%
46 - 65	192	43%
Over 65	108	24%
Undisclosed/Don't know	0	0%
Total	450	100%

Nearly half the respondents were aged 46 – 65. Around $\frac{1}{4}$ were 31 – 45 and over 65 respectively.



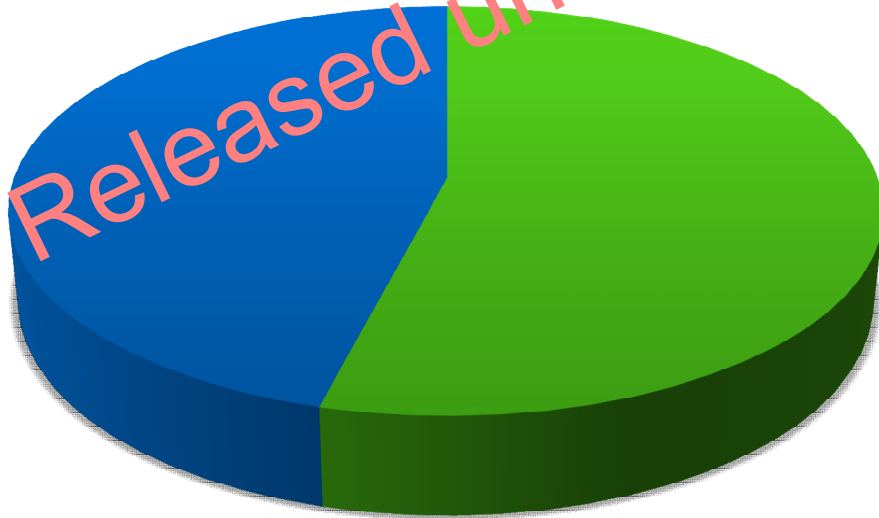
Base = All respondents (450)



Gender

Gender	Frequency	%
Female	243	54%
Male	207	46%
Total	450	100%

Male
46%



Female
54%

The sample was split fairly evenly between male and female respondents, with a slightly higher proportion of females.

Base = All respondents (450)



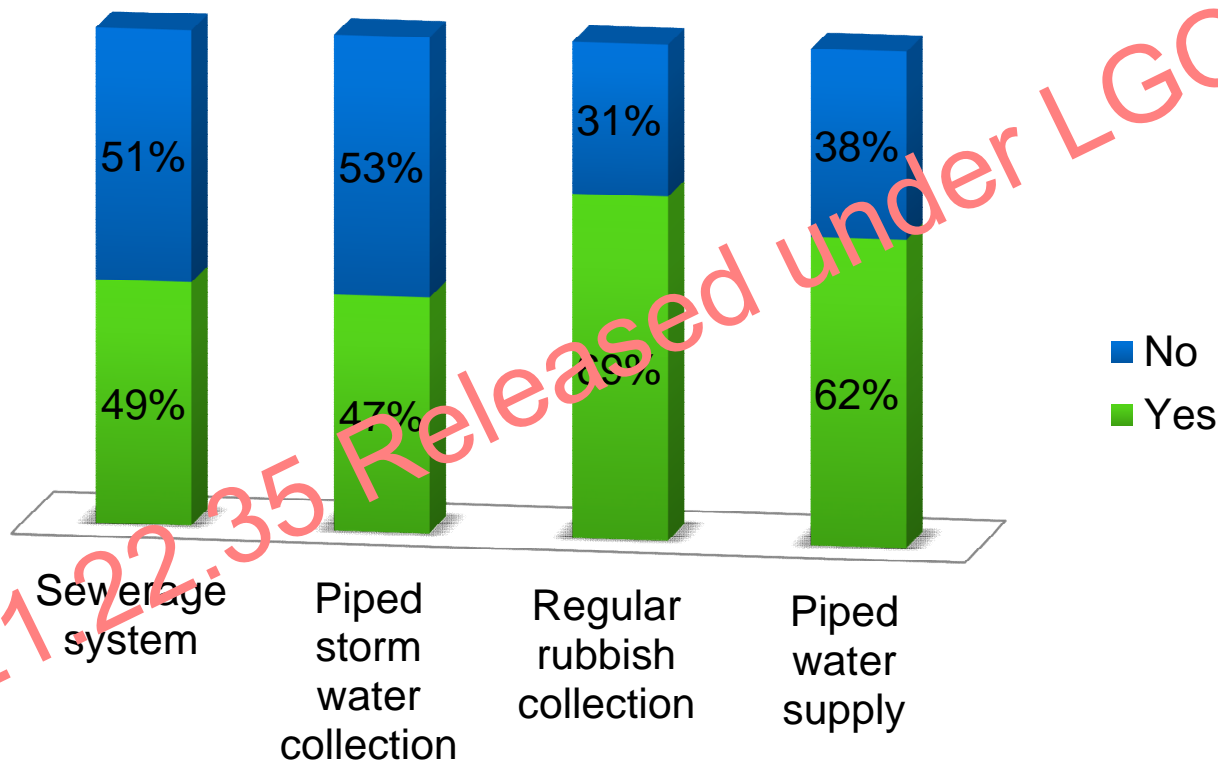
Service Provision

WDC 21.22.35 Released under LGOIMA



Service Provision

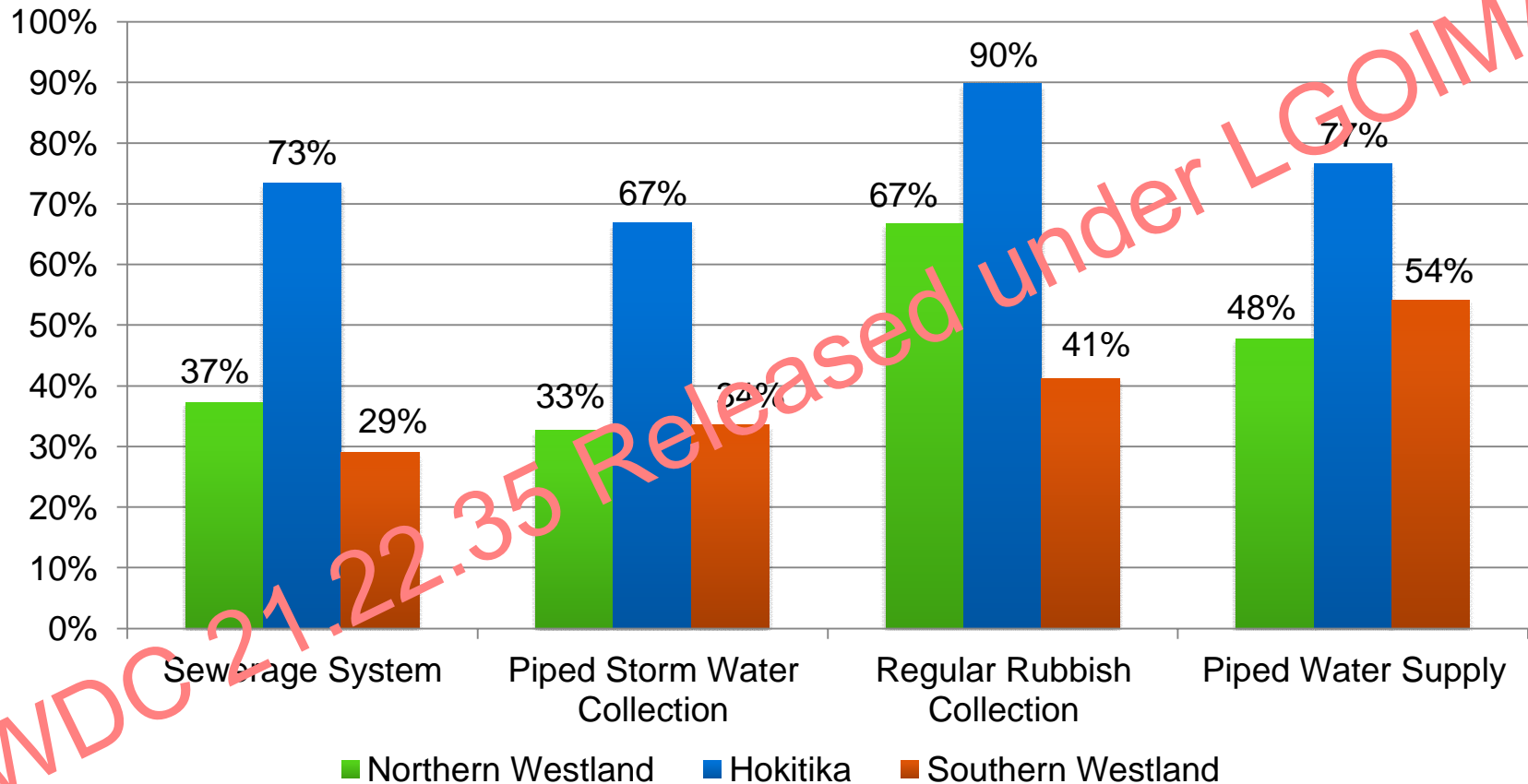
Please indicate with a Yes or No, if Westland District Council provides these specific services where you live.



Around half of all households surveyed reported that they did not have a Council provided sewerage system or piped storm water collection. Around 1/3 also reported they did not have regular rubbish collection or a piped water supply.



Household Service Provision by Area



Households in Hokitika were more likely to have council provided services across all four categories.



Satisfaction with Council Services and Facilities

WDC 21.22.35 Released under LGOIMA



Summary: Satisfaction with Council Services & Facilities 2011

Services/Facilities	% Very/Quite Satisfied	Mean rating 1 - 5
Library environment	90%	4.5
Library services	86%	4.3
Sewerage system	82%	4.2
Museum	80%	4.1
Cemeteries incl maintenance	76%	4.1
Water supply & quality	70%	3.8
Parks & reserves	67%	3.8
Public toilets	63%	3.7
Natural environment	61%	3.6
Westroads, Westland Property Holdings, Airport	60%	3.6
Rubbish collection	60%	3.6
Education services	59%	3.6
Refuse disposal & recycling	53%	3.4
Roads	52%	3.4
Stormwater & surface flooding management	51%	3.3
Community halls & buildings	51%	3.4
Building inspection services	48%	3.3
Health services	46%	3.2
Cycle ways	41%	3.0
Footpaths	40%	3.1
Town planning services	40%	3.1
Dog control	38%	2.8

WDC 21.22.35 Released under LG OIMA



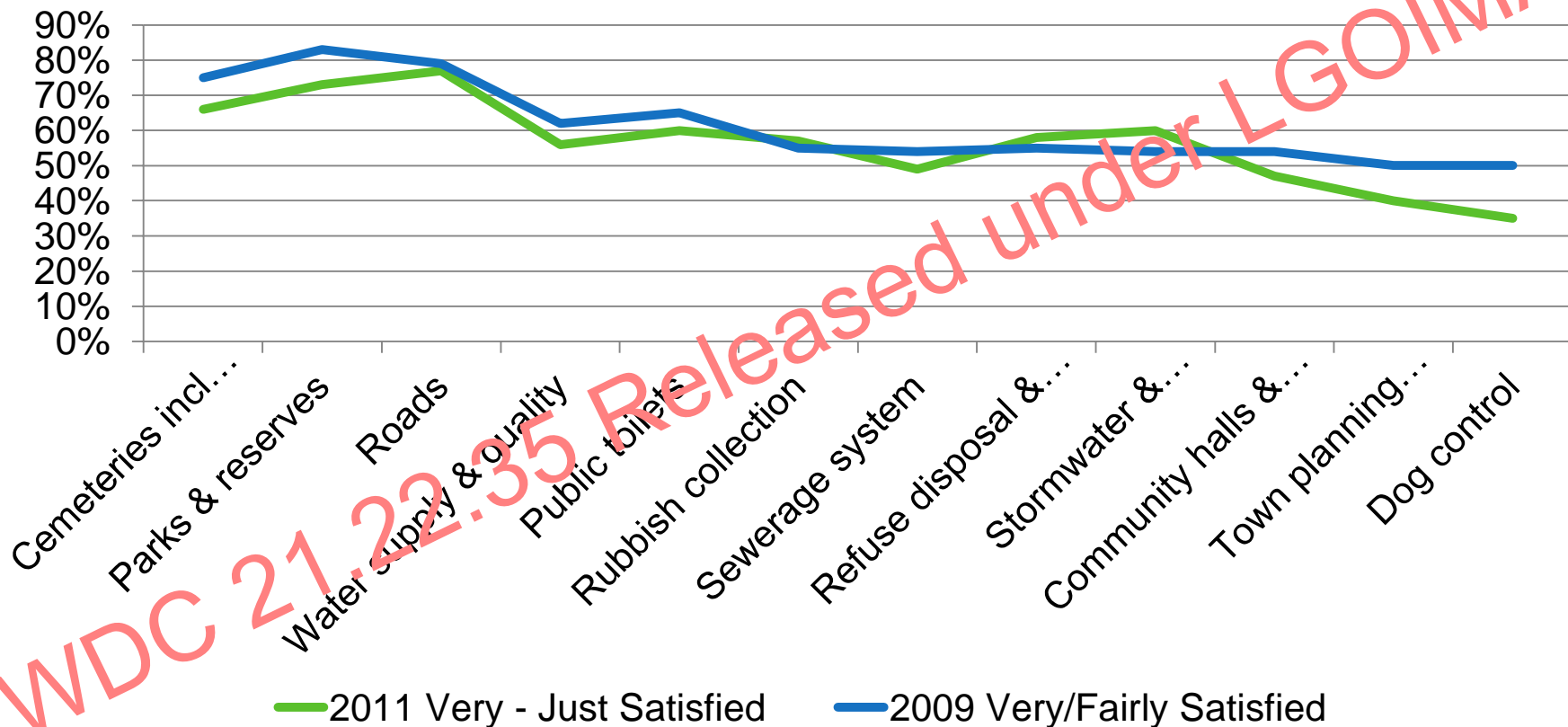
Satisfaction with Council Services & Facilities 2009 & 2011

Services/Facilities	2011 Very - Just Satisfied	2009 Very/Fairly Satisfied	2011 Not very/Not at all Satisfied	2009 Not Very Satisfied	2011 Don't Know/NA	2009 Don't Know
Cemeteries incl maintenance	66%	75%	7%	4%	27%	21%
Parks & reserves	73%	83%	10%	9%	17%	8%
Roads	77%	79%	22%	20%	1%	1%
Water supply & quality	56%	57%	11%	14%	33%	24%
Public toilets	60%	65%	10%	16%	30%	19%
Rubbish collection	57%	55%	16%	26%	27%	19%
Sewage System	49%	54%	4%	7%	47%	39%
Refuse disposal & recycling	58%	55%	22%	33%	20%	12%
Stormwater & surface flooding management	60%	54%	19%	18%	21%	28%
Community halls & buildings	47%	54%	14%	17%	39%	29%
Town planning services	40%	50%	19%	20%	41%	30%
Dog control	35%	50%	27%	42%	38%	8%

* Areas of improvement marked in Green



Satisfaction with Council Services & Facilities 2009 & 2011

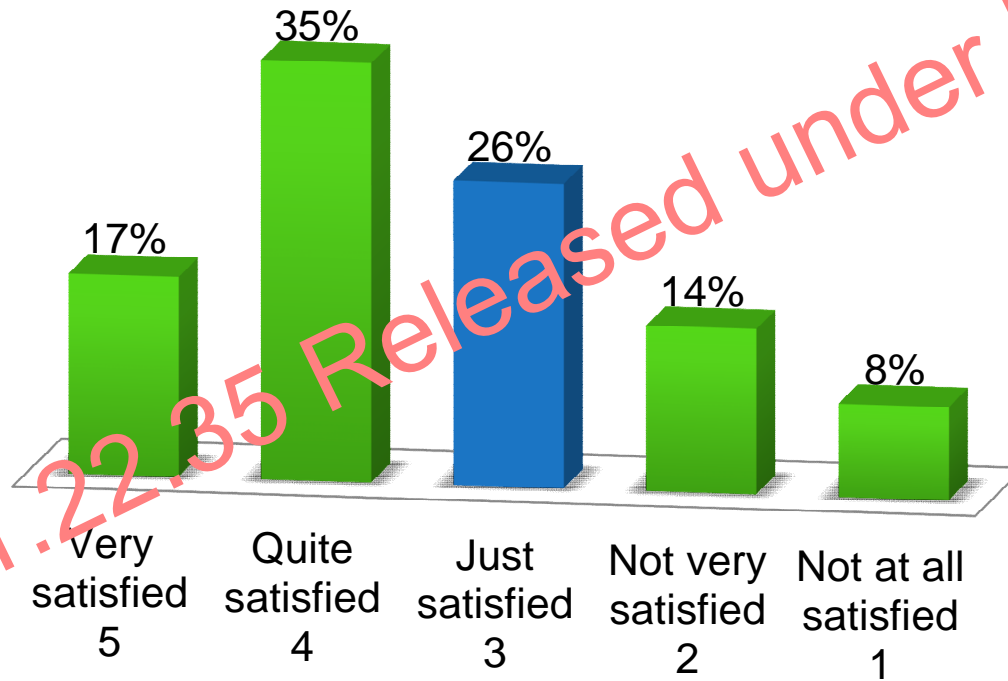


Satisfaction across council services and facilities was similar in 2011 to 2009. However, household satisfaction with cemeteries, parks & reserves as well as community halls, town planning and dog control was noticeably less.



Satisfaction with Roads

How satisfied or dissatisfied are you with the Roads in your district the council provides? – this excludes State Highways which are managed by Transit.



↑
Mean 3.4

No. of respondents excluding Don't Know/NA (443)

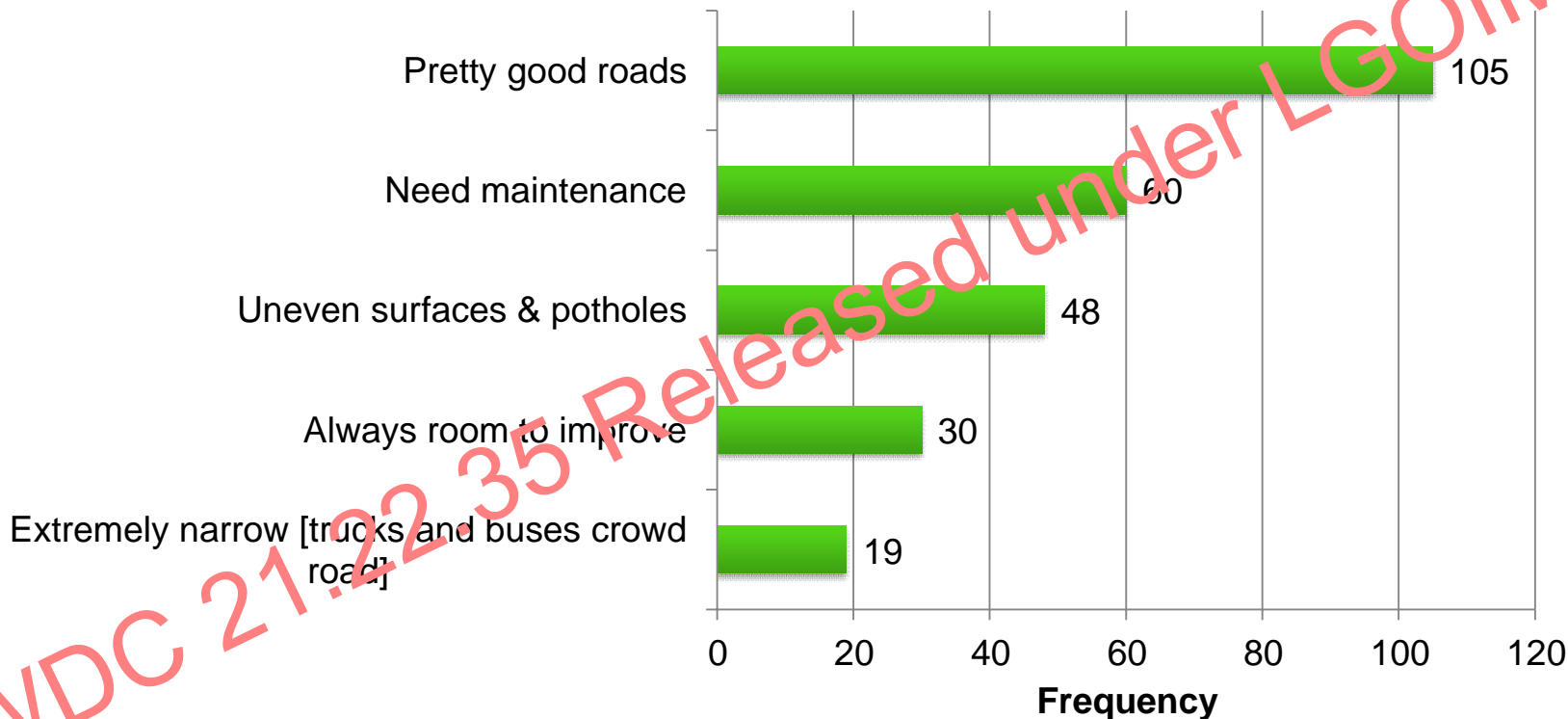
WDC 21.22.35 Released under LGOIMA



Roads – Why is that?

How satisfied or dissatisfied are you with the Roads in your district the council provides? – this excludes State Highways which are managed by Transit.

Top 5 Responses

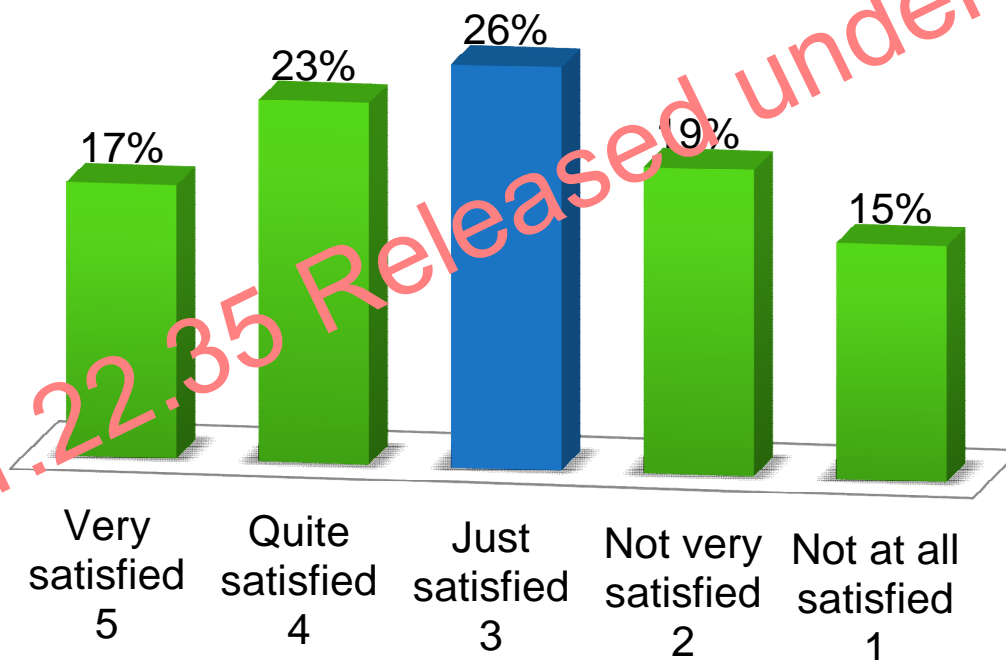


The majority of respondents commented that the roads were 'pretty good'. However a number of respondents commented that the roads needed further maintenance, including addressing potholes and widening roads.



Satisfaction with Footpaths

How satisfied or dissatisfied are you with the Footpaths in your district the council provides?



Mean 3.1

No. of respondents excluding Don't Know/NA (341)

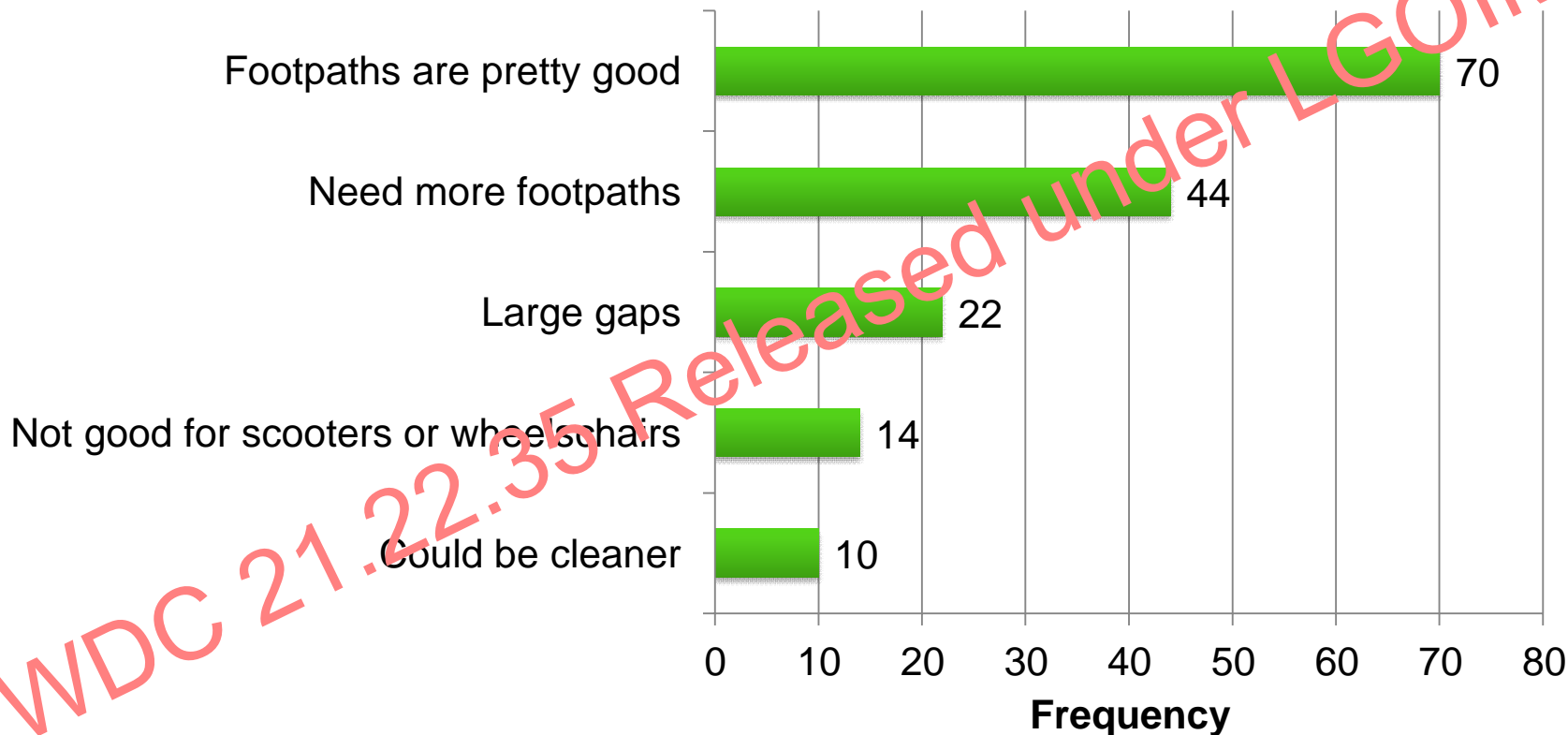
WDC 21.22.35 Released under LGOIMA



Footpaths – Why is that?

How satisfied or dissatisfied are you with the Footpaths in your district the council provides?

Top 5 Responses

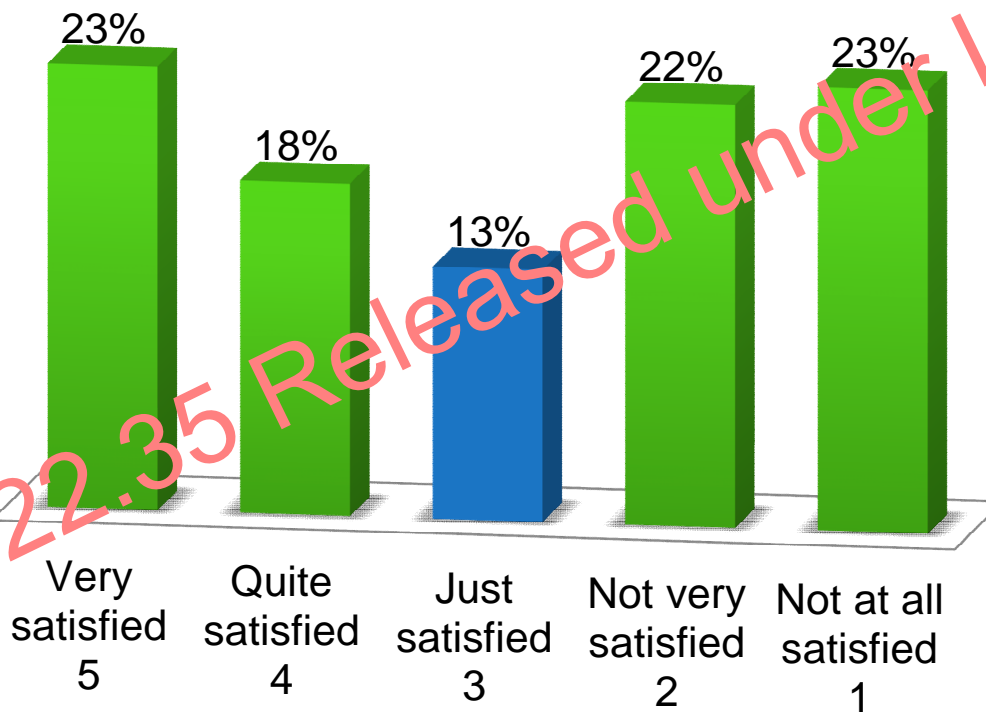


The majority of respondents commented that footpaths are 'pretty good'. However a number of respondents commented that more footpaths were needed, and that they could be improved for wheelchair and scooter use as well as being cleaner.



Satisfaction with Cycle Ways

How satisfied or dissatisfied are you with the Cycle ways in your district the council provides?



Mean 3

No. of respondents excluding Don't Know/NA (188)

WDC 21.22.35 Released under LGOIMA



Cycle Ways – Why is that?

How satisfied or dissatisfied are you with the Cycle ways in your district the council provides?

Top 5 Responses

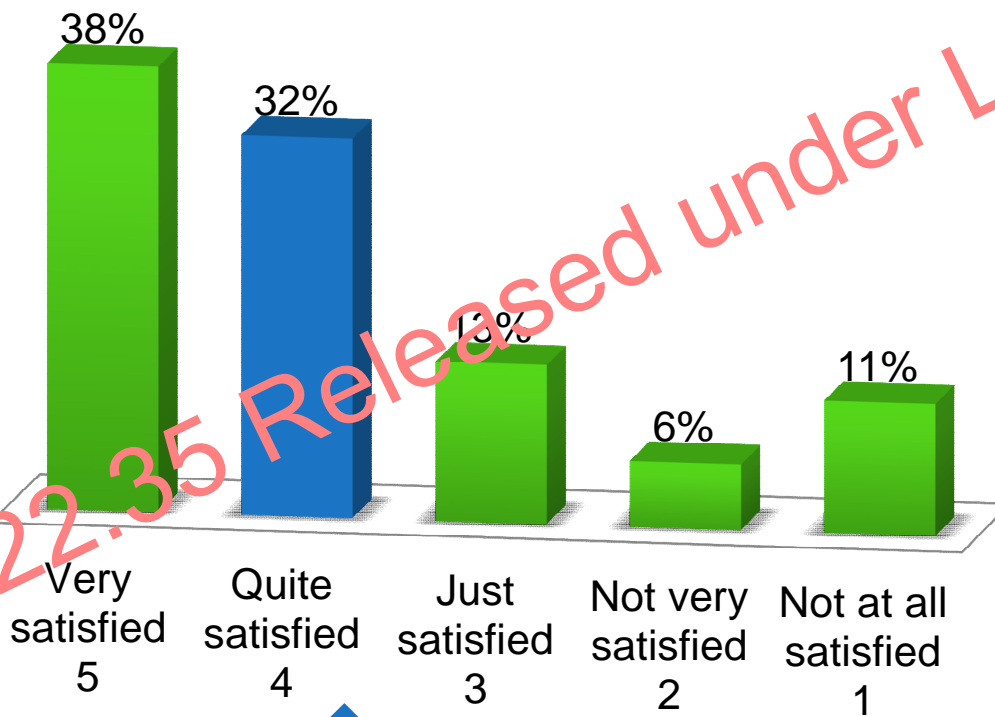


The majority of respondents who commented said that more cycle ways were needed. Others commented that they didn't give a satisfaction rating because they didn't have any cycle ways in their area.



Satisfaction with Water Supply & Quality

How satisfied or dissatisfied are you with the water supply & quality in your district the council provides?



Mean 3.8

No. of respondents excluding Don't Know/NA (305)

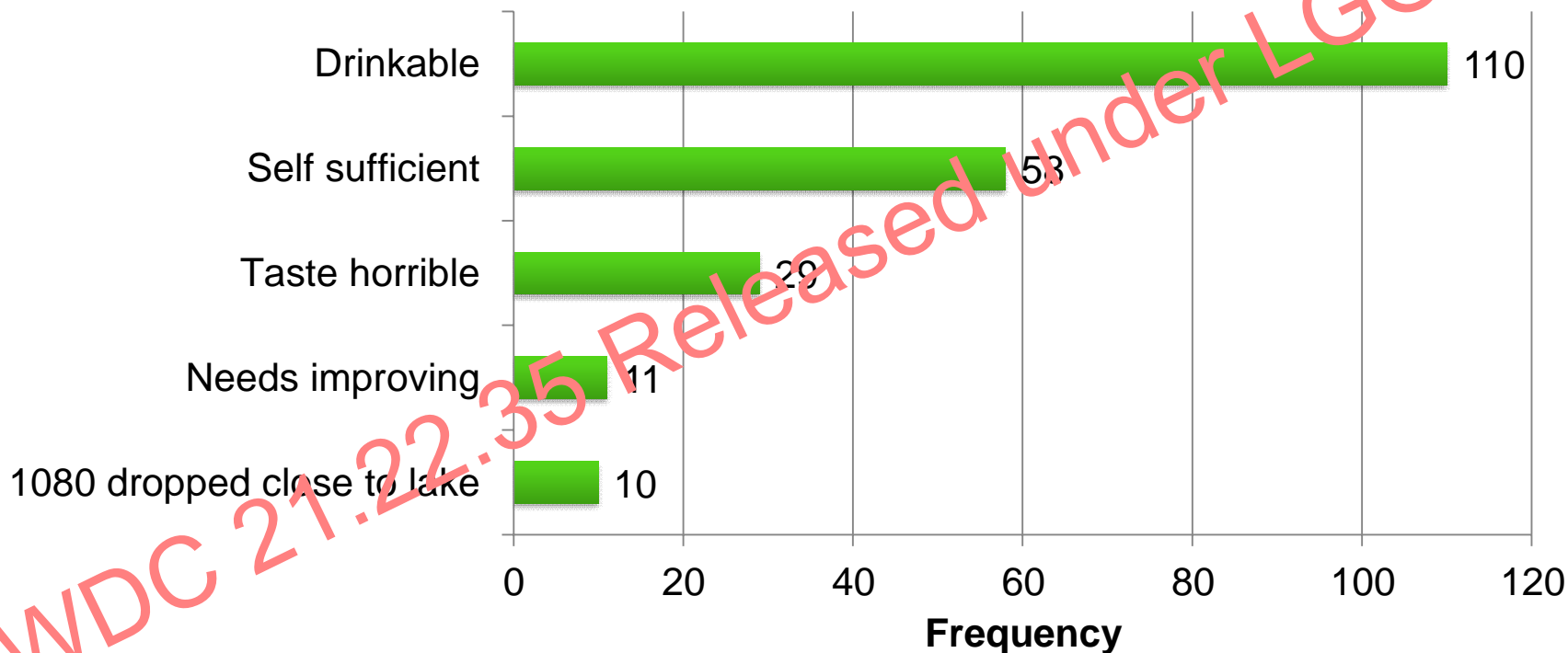
WDC 21.22.35 Released under LGOIMA



Water Supply & Quality – Why is that?

How satisfied or dissatisfied are you with the water supply & quality in your district the council provides?

Top 5 Responses

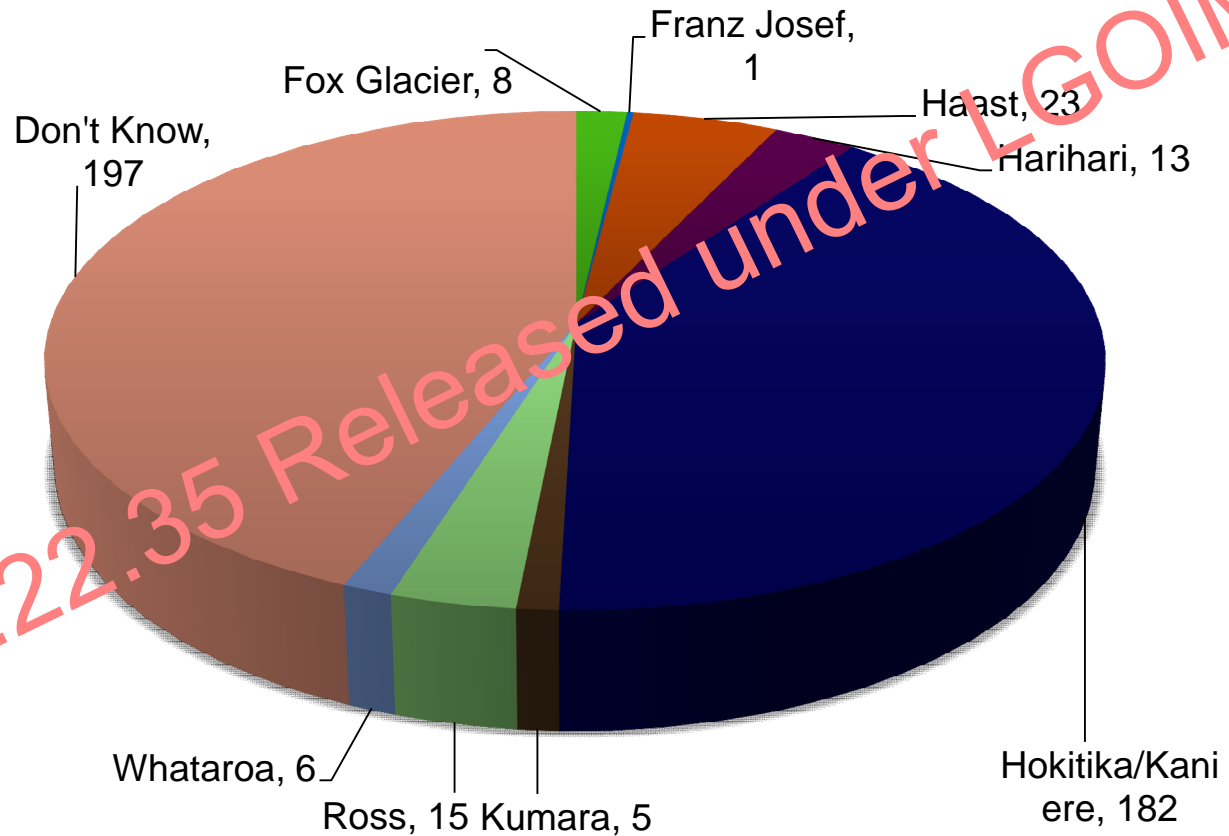


The majority of respondents who commented thought the water was drinkable. However, there were some that thought that the taste was bad and that the water could be improved. A small proportion were concerned about contamination.



Water Supply by Area

Please tell me the area where your water supply comes from.

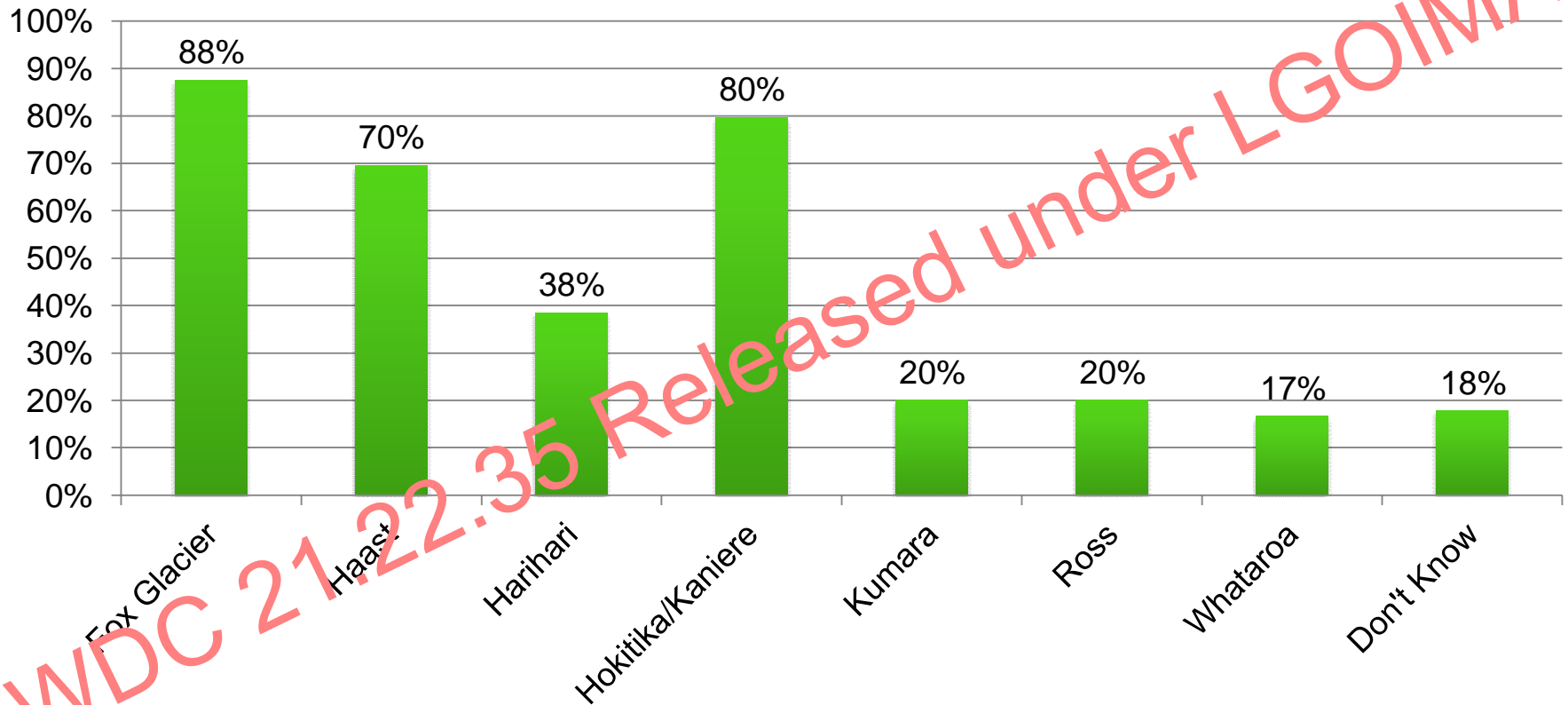


WDC 21.22.35 Released under LGOIMA

A large proportion of respondents didn't know where their water supply came from. Of those who did, the majority came from the Hokitika/Kaniere area.



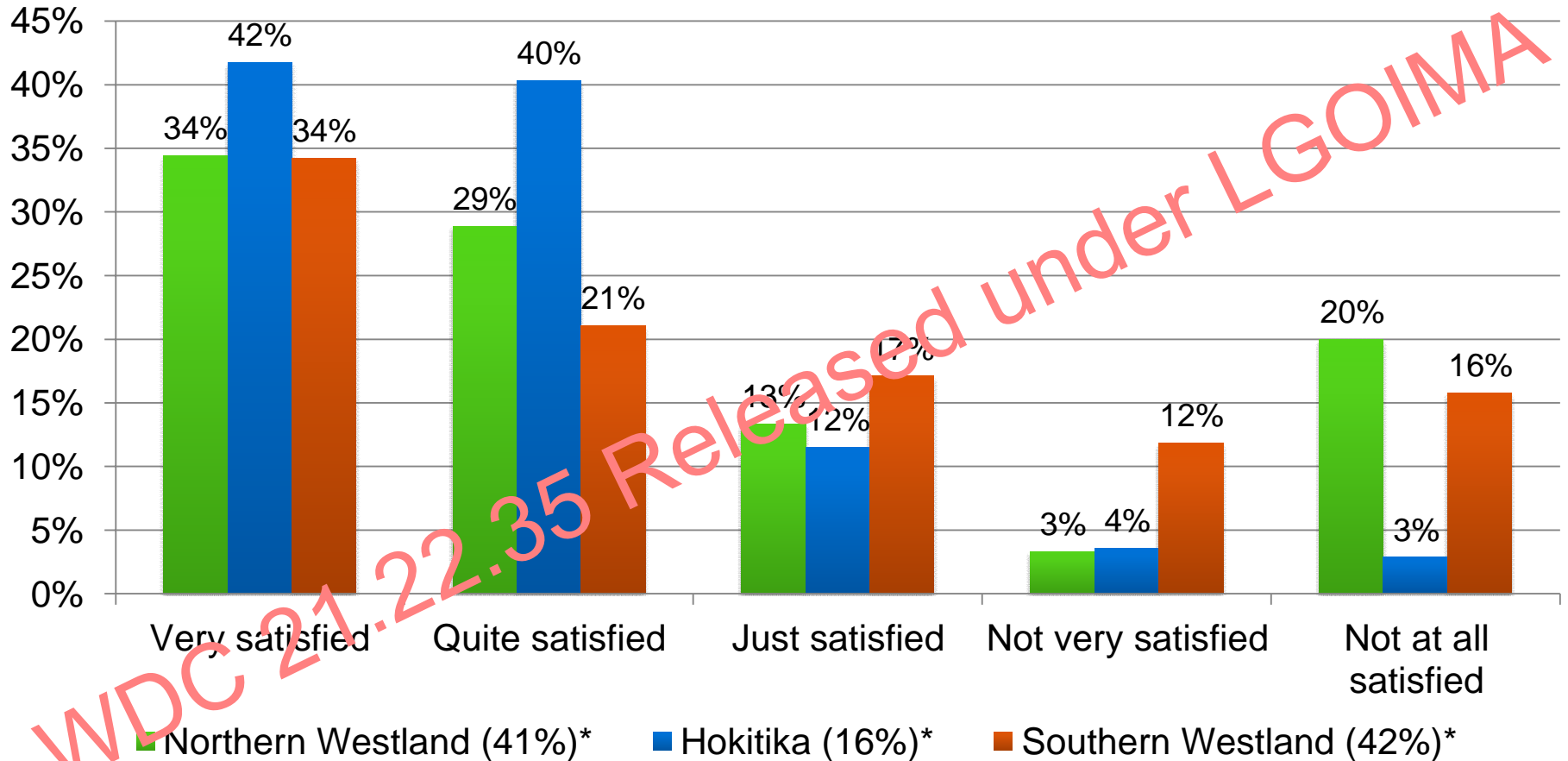
Households Very/Quite Satisfied with Water Supply & Quality by Water Supply Area



Households whose water supply came from the Fox Glacier, Haast and Hokitika/Kaniere areas were significantly more satisfied with their water supply and quality than households whose water supply came from other areas



Household Satisfaction with Water Supply & Quality by Area



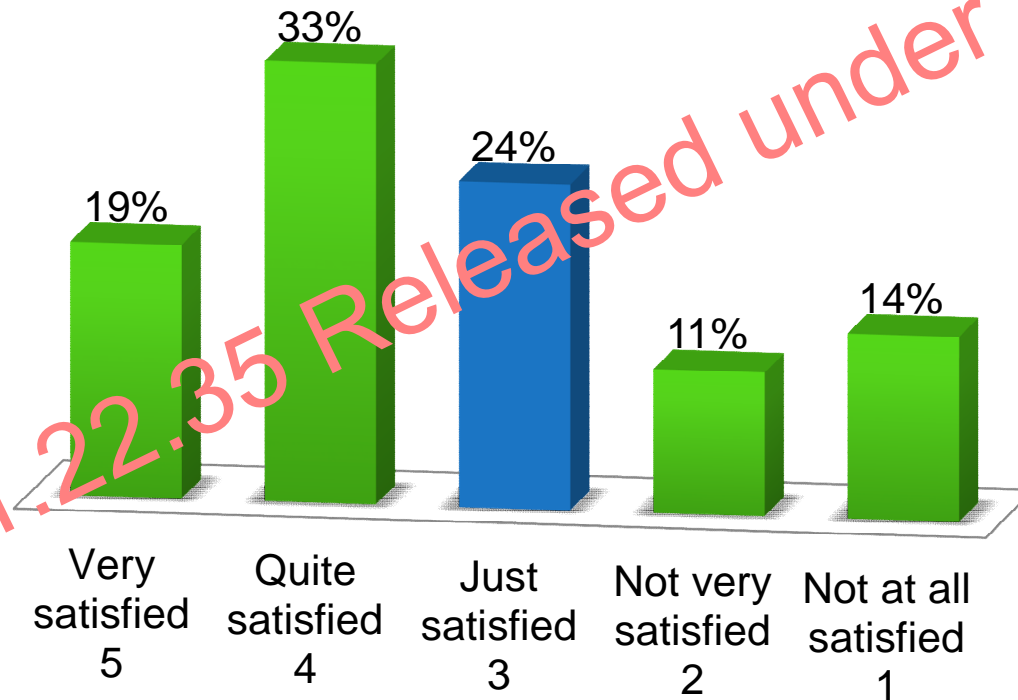
Households in Hokitika were much more likely to be Very/Quite satisfied with their water supply & quality than households in other areas.

* % of Don't Know/NA's respectively



Satisfaction with Storm Water and Surface Flooding Management

How satisfied or dissatisfied are you with the storm water and surface flooding management the council provides?



↑
Mean 3.3

No. of respondents excluding Don't Know/NA (356)

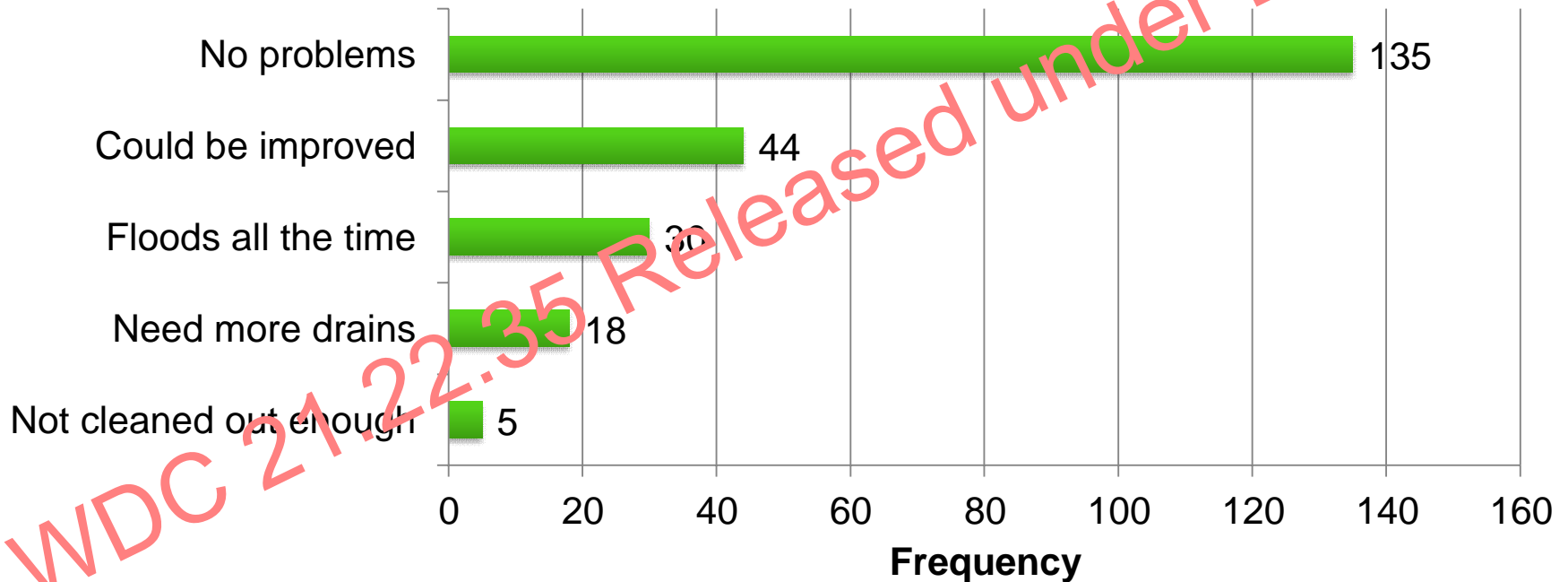
WDC 21.22.35 Released under LGOIMA



Satisfaction with Storm Water and Surface Flooding Management – Why is that?

How satisfied or dissatisfied are you with the storm water and surface flooding management the council provides?

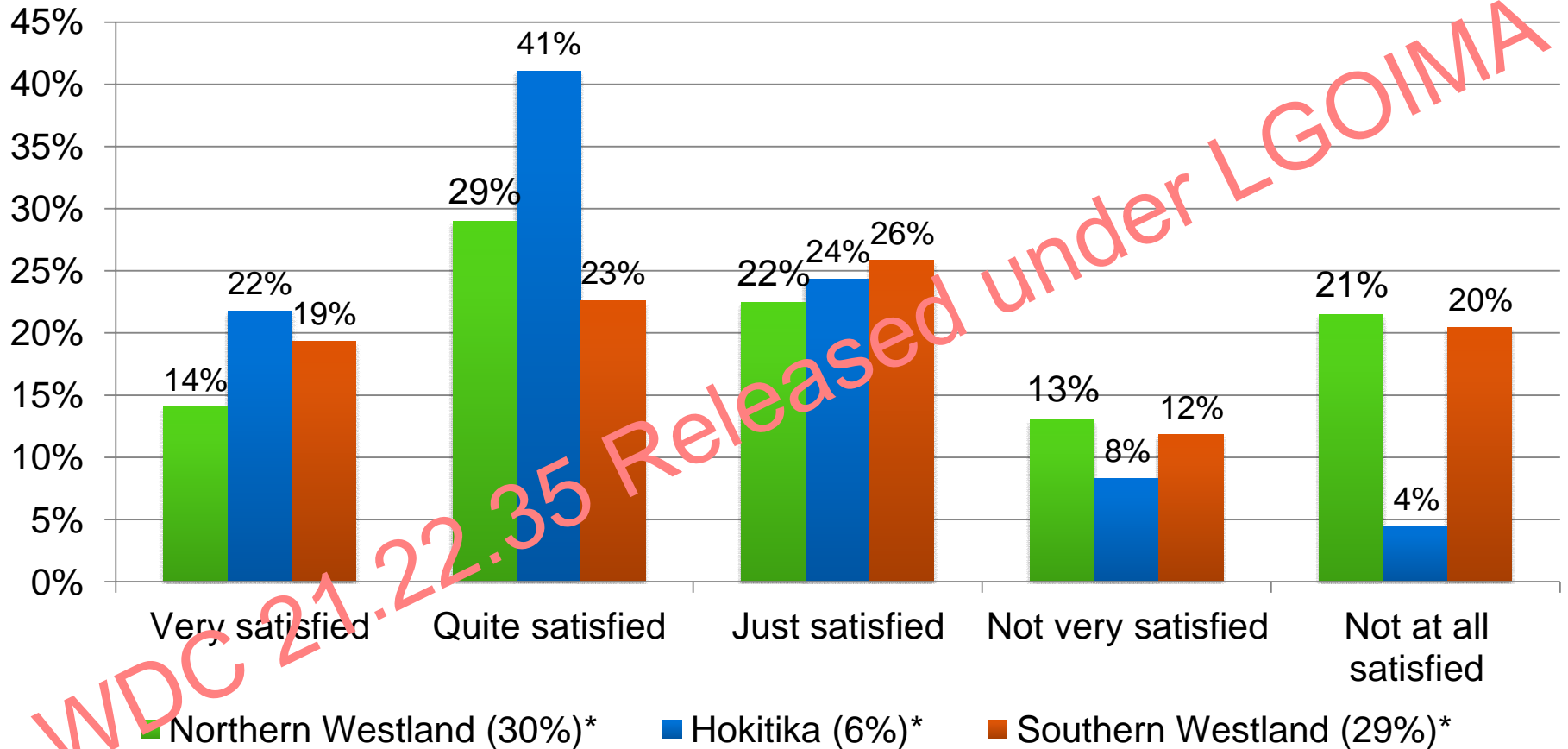
Top 5 Responses



The majority of respondents who commented said that they didn't have any problems with their storm water and flooding management. A small number said that it could be improved, including providing more drains and cleaning them out more frequently.



Satisfaction with Storm Water and Surface Flooding Management by Area



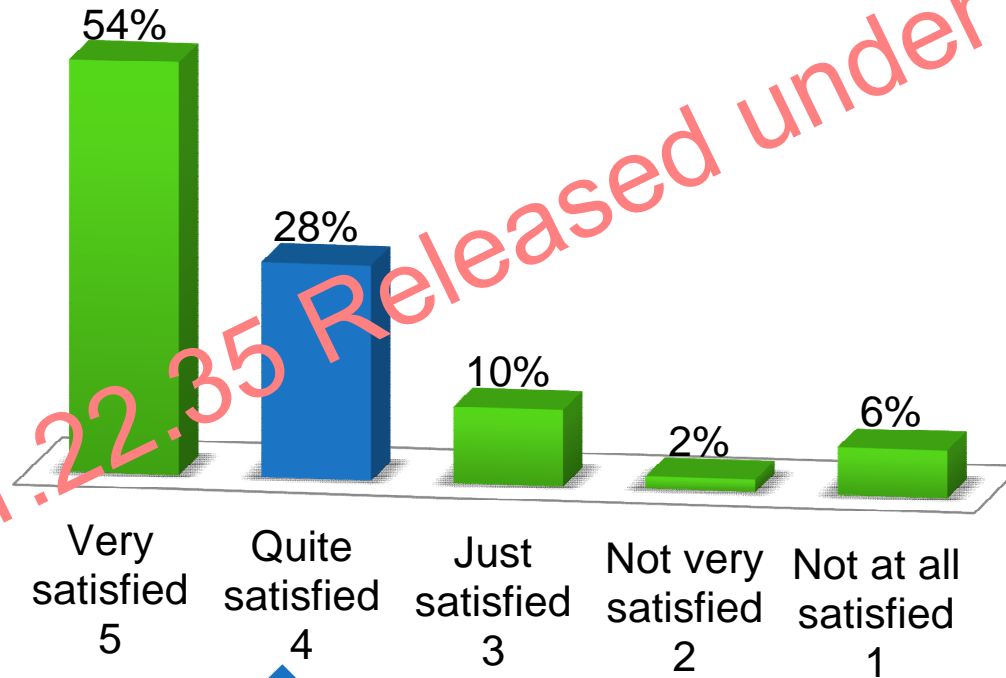
Households in Hokitika were much more likely to be Very/Quite satisfied with their storm water and surface flooding management than households in other areas.

* % of Don't Know/NA's respectively



Satisfaction with Sewerage System

How satisfied or dissatisfied are you with the sewerage system the council provides?



WDC 21.22.35 Released under LGOIMA

Mean 4.2

No. of respondents excluding Don't Know/NA (238)



Satisfaction with Sewerage System – Why is that?

How satisfied or dissatisfied are you with the sewerage system the council provides?

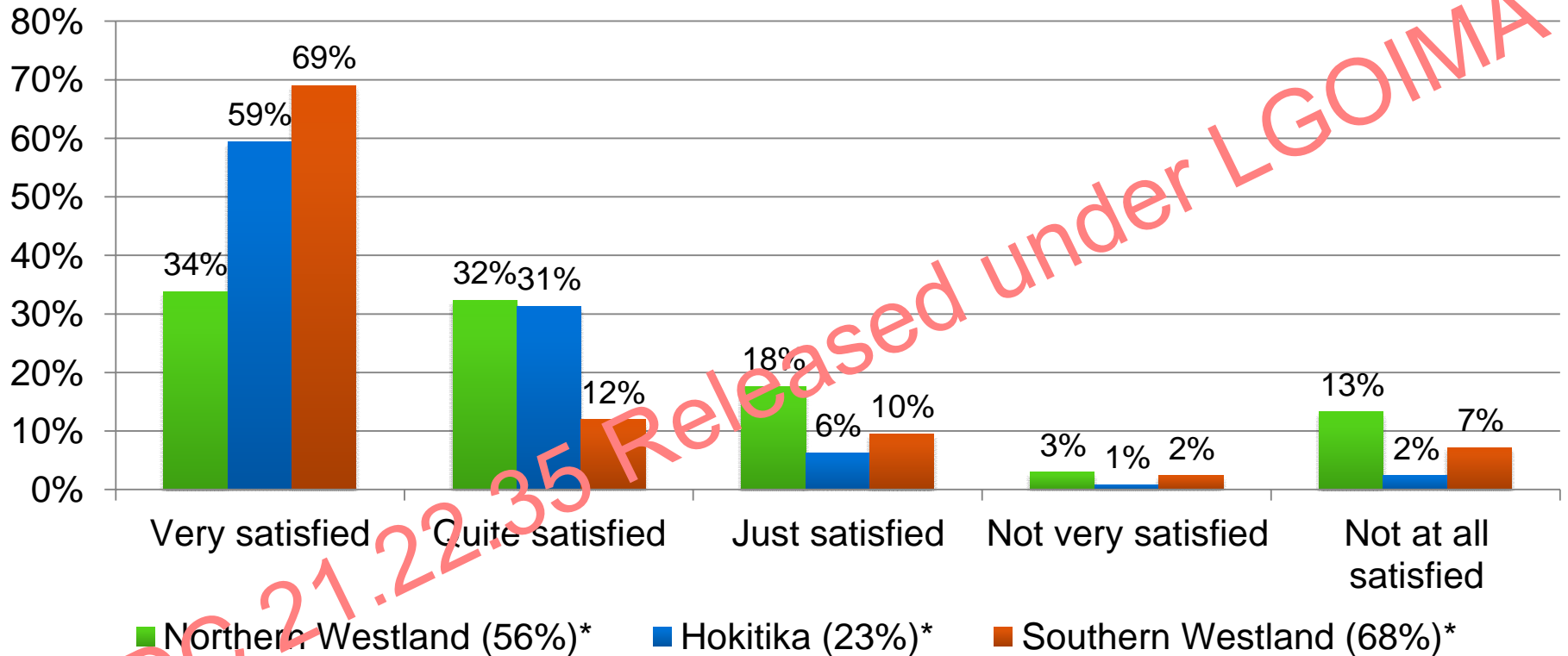
All Responses



The majority of respondents who commented said that they had no problems with their sewerage system. A small proportion said that the ponds could do with some work and that a settlement ponds near their home was unsightly.



Satisfaction with Sewerage System by Area



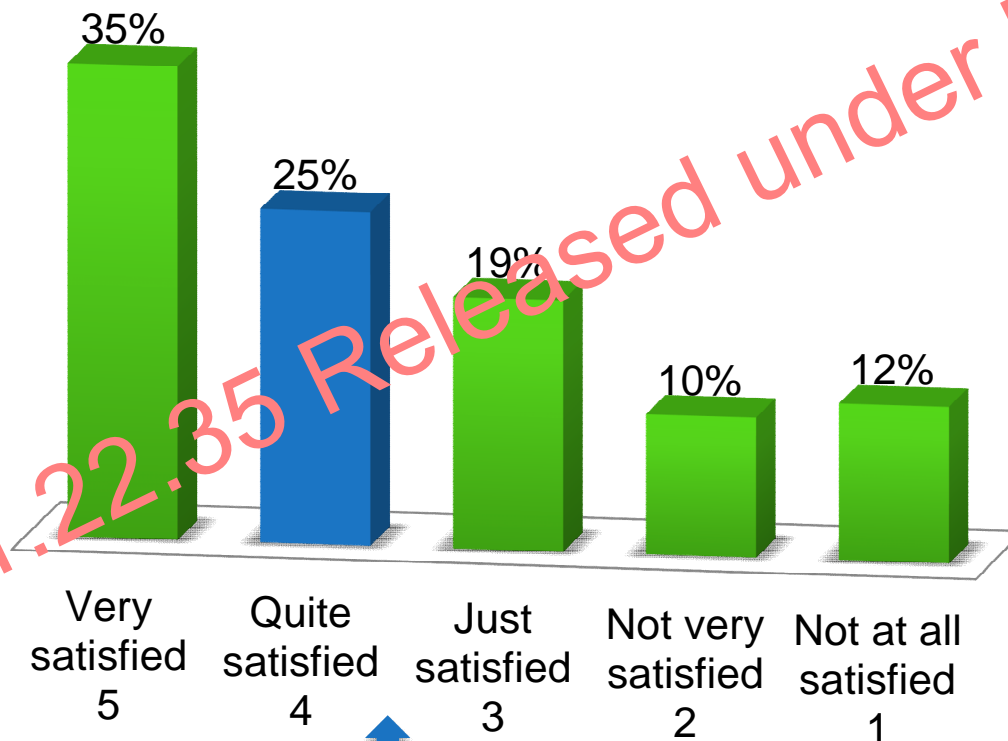
Households in Hokitika were more likely to be Very/Quite satisfied with their sewerage system than households in other areas. More than half of the households in Northern & Southern Westland answered Don't Know/NA indicating they did not have a sewerage system provided by the council (see slide 13)

* % of Don't Know/NA's respectively



Satisfaction with Rubbish Collection

How satisfied or dissatisfied are you with the rubbish collection service the council provides?



Mean 3.6

No. of respondents excluding Don't Know/NA (329)

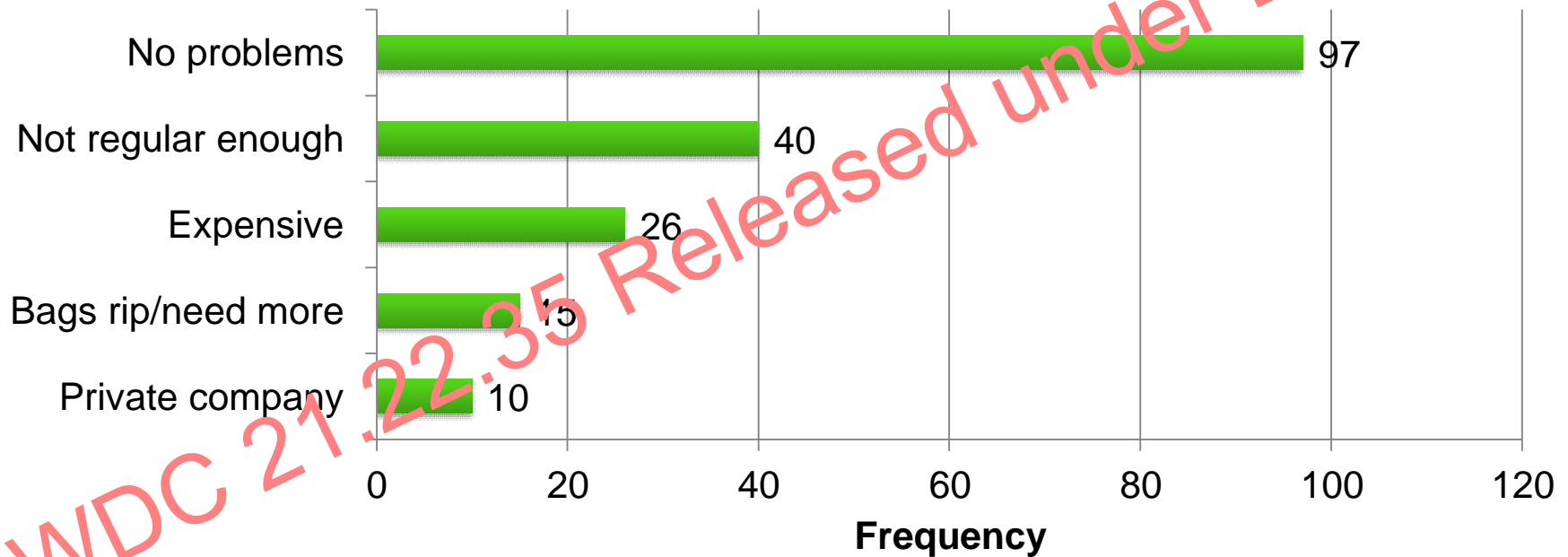
WDC 21.22.35 Released under LGOIMA



Satisfaction with Rubbish Collection – Why is that?

How satisfied or dissatisfied are you with the rubbish collection service the council provides?

Top 5 Responses

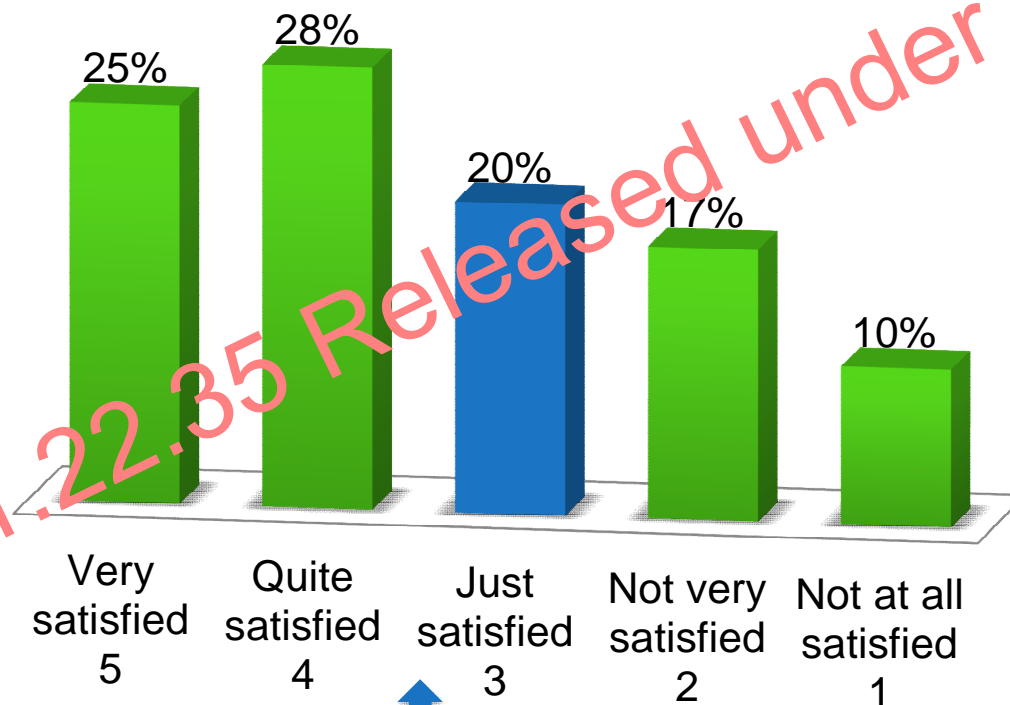


The majority of respondents who commented said that there were no problems with their rubbish collection. However a number commented that the collections were not regular enough, expensive and the bags ripped.



Satisfaction with Refuse Disposal & Recycling Facilities

How satisfied or dissatisfied are you with the refuse disposal & recycling facilities the council provides?



Mean 3.4

No. of respondents excluding Don't Know/NA (361)

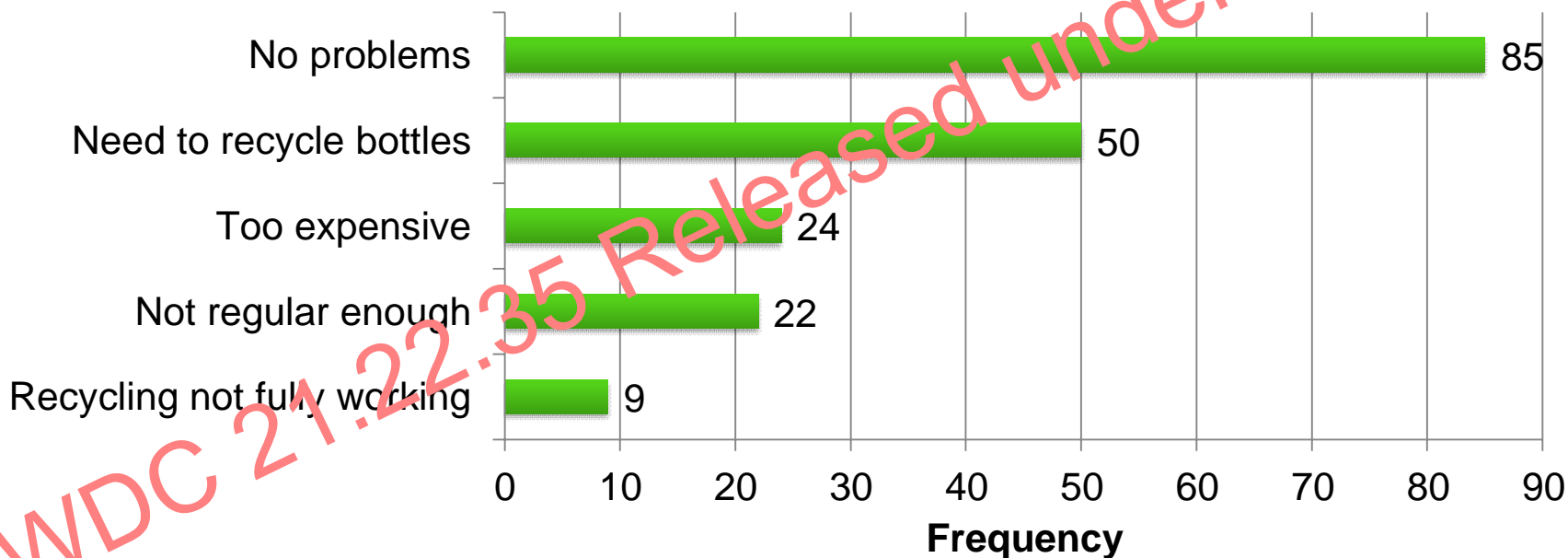
WDC 21.22.35 Released under LGOIMA



Satisfaction with Refuse Disposal & Recycling Facilities – Why is that?

How satisfied or dissatisfied are you with the refuse disposal & recycling facilities the council provides?

Top 5 Responses



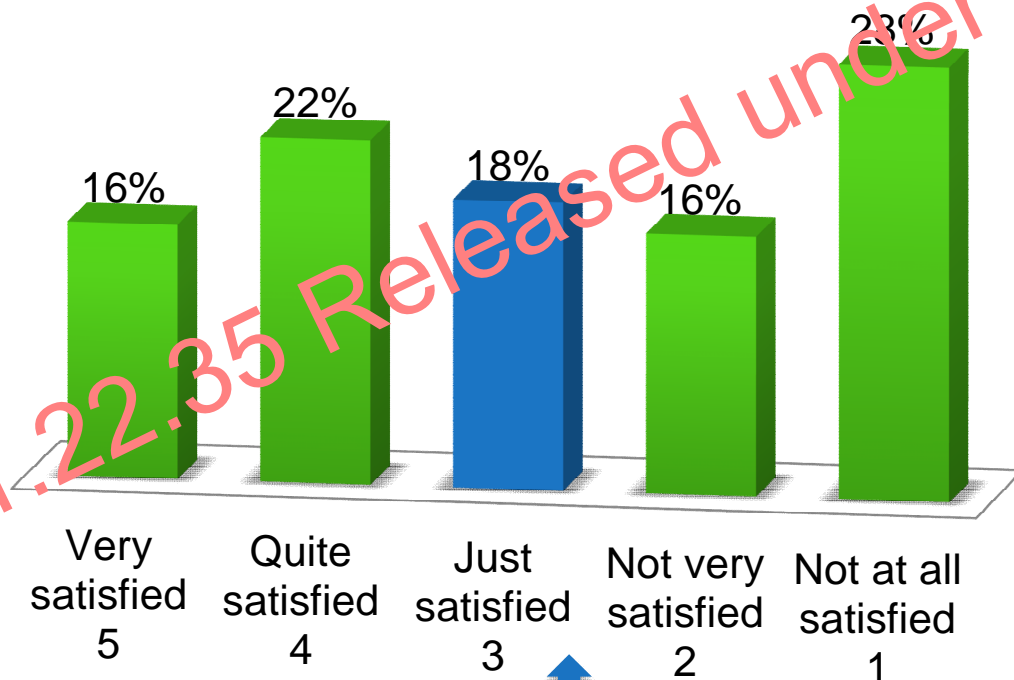
The majority of respondents who commented said that there were no problems with the refuse disposal and recycling facilities. However, a good proportion also said bottle recycling was needed, that it was expensive, and that it was not regular enough.

WDC 21.22.35 Released under LGOIMA



Satisfaction with Dog Control

How satisfied or dissatisfied are you with dog control service the council provides?



WDC 21.22.35 Released under LGOIMA

Mean 2.8

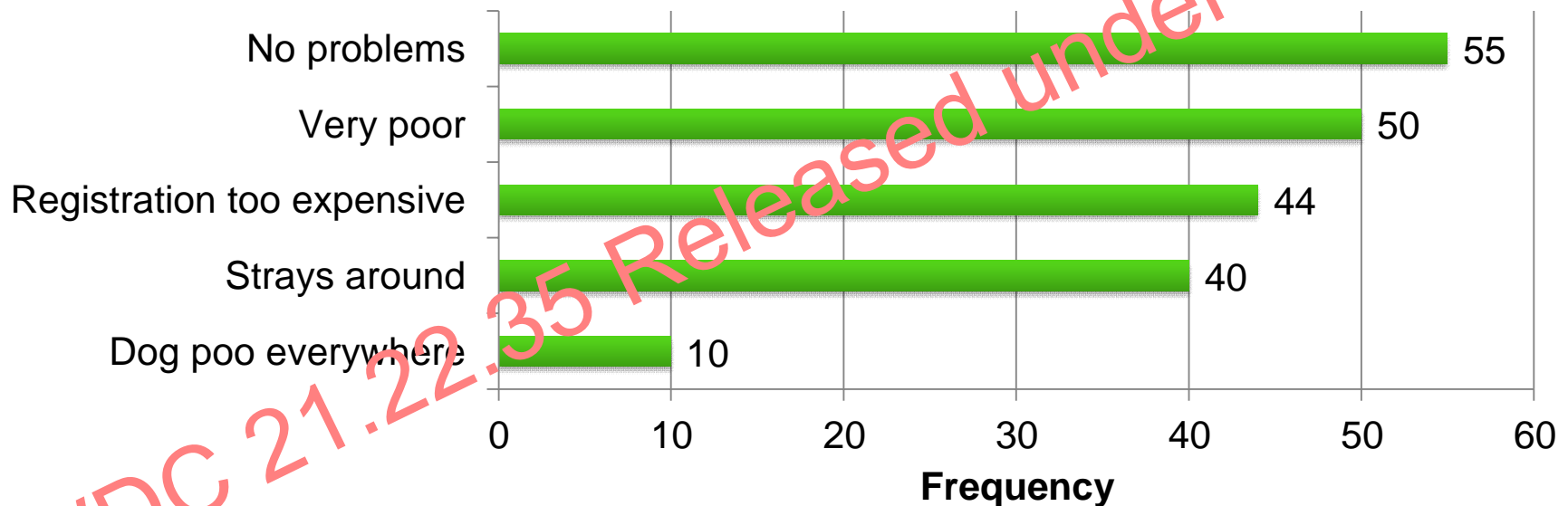
No. of respondents excluding Don't Know/NA (280)



Satisfaction with Dog Control – Why is that?

How satisfied or dissatisfied are you with dog control service the council provides?

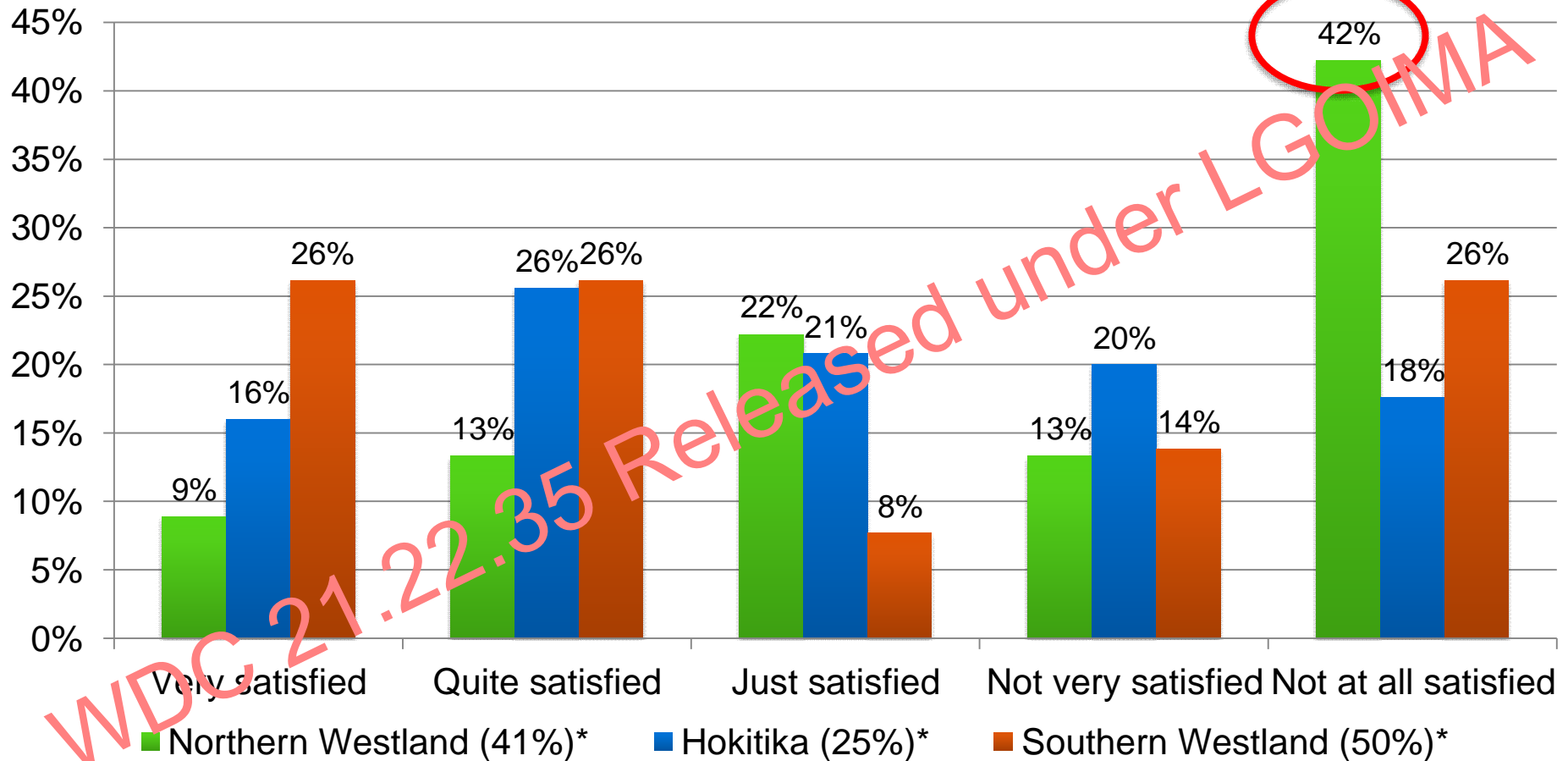
All Responses



The comments around dog control were decisively mixed, with a greater number of negative comments on balance. Respondents believed dog control to be poor, with stray dogs and dog excrement an issue. Many also thought registration to be expensive.



Satisfaction with Dog Control by Area



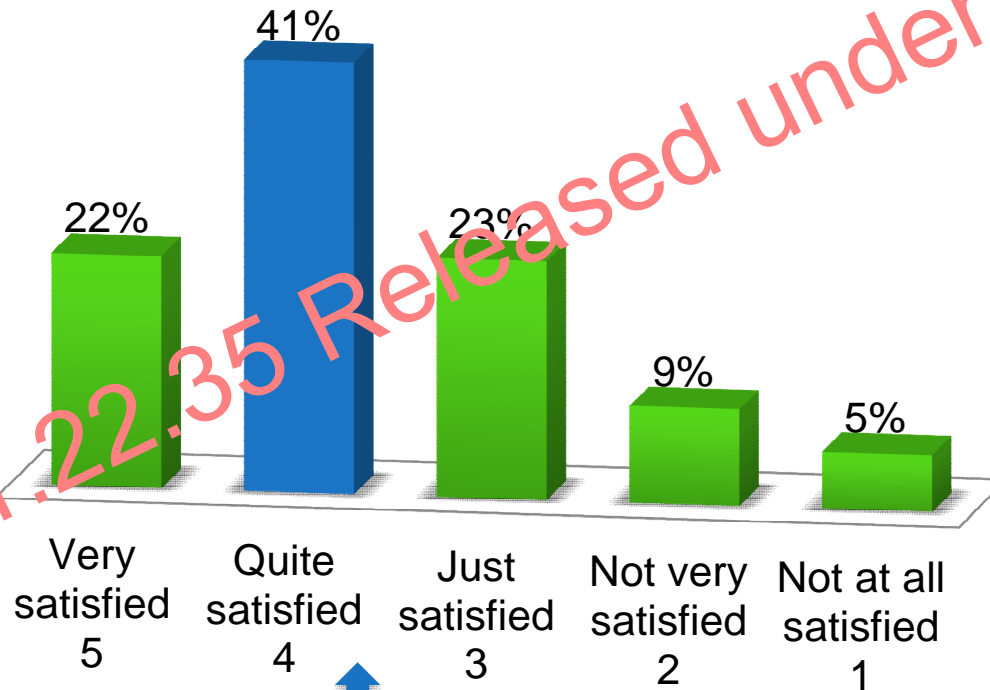
Households in Northern Westland were much more likely to be dissatisfied with dog control than households in other areas.

* % of Don't Know/NA's respectively



Satisfaction with Public Toilets

How satisfied or dissatisfied are you with the public toilets in your district the council provides?



Mean 3.7

No. of respondents excluding Don't Know/NA (318)

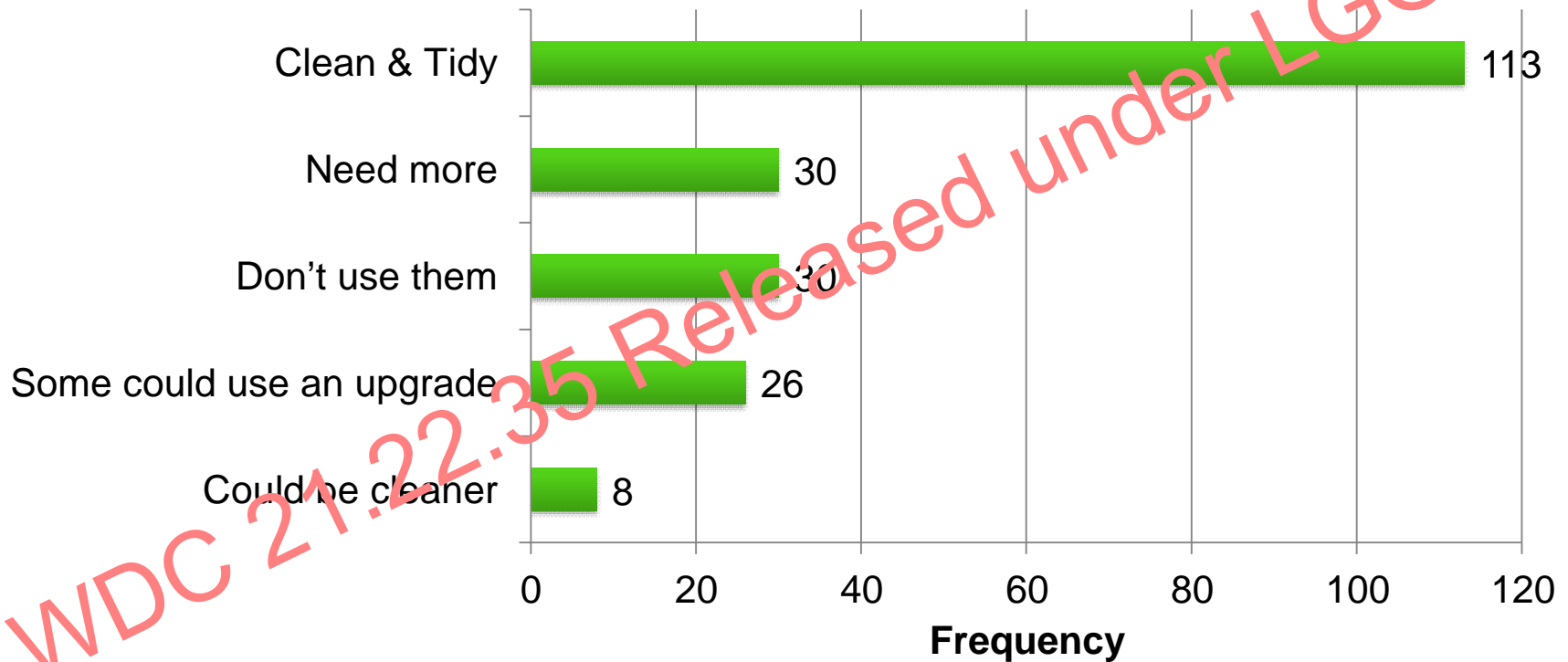
WDC 21.22.35 Released under LGOIMA



Satisfaction with Public Toilets

How satisfied or dissatisfied are you with the public toilets in your district the council provides?

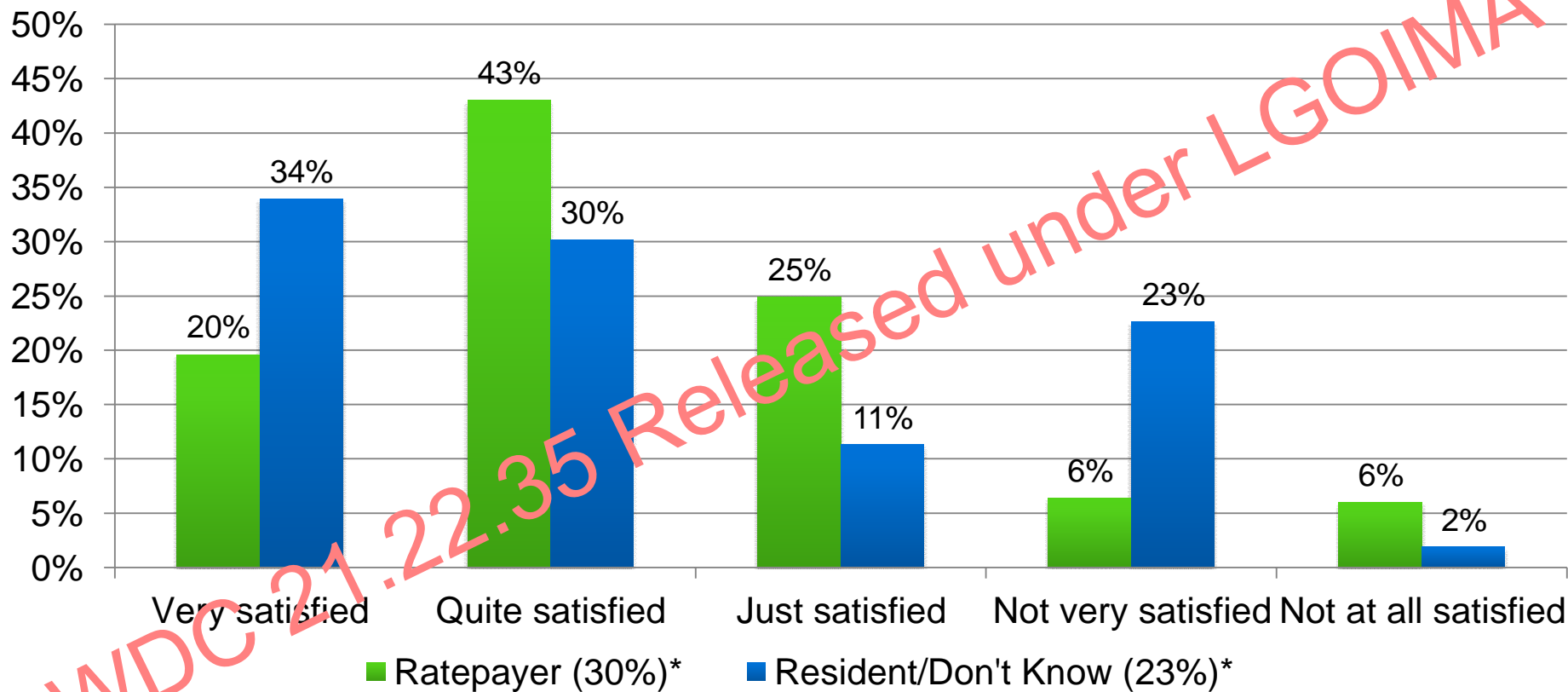
Top 5 Responses



The majority of respondents who commented felt that public toilets in the district were clean and tidy. Other comments included that more were needed, they could use an upgrade and could be cleaner.



Satisfaction with Public Toilets by Ratepayer



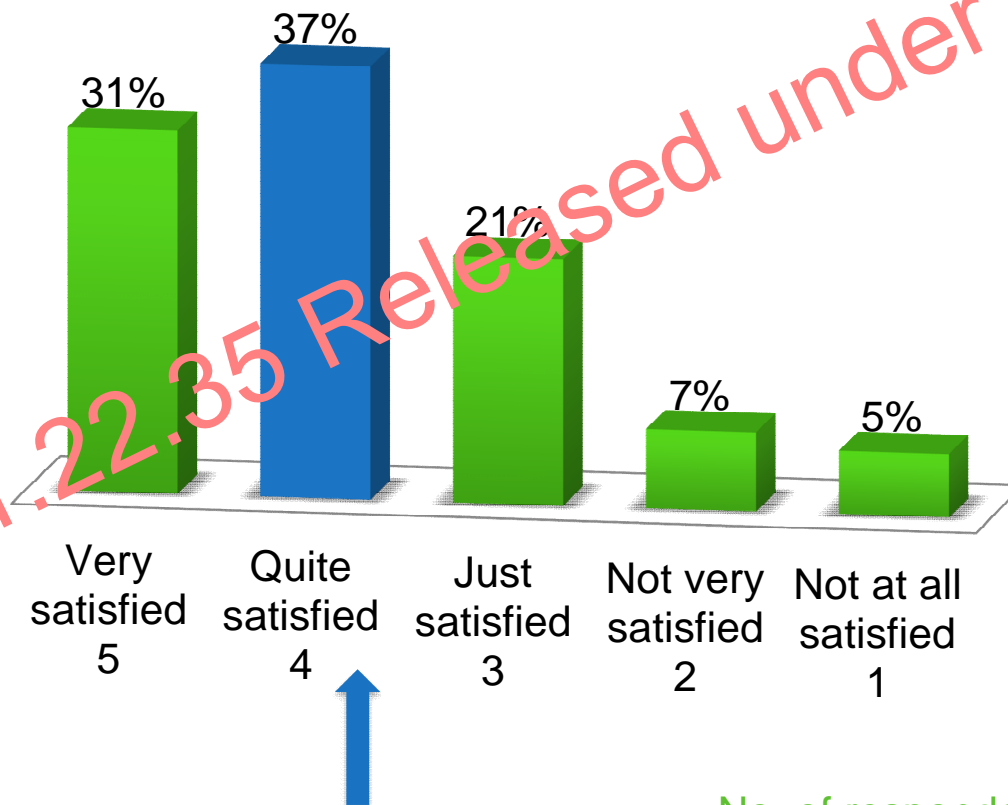
Residents and ratepayers were generally satisfied with public toilets. Residents were more likely to be Not Very Satisfied.

* % of Don't Know/NA's respectively



Satisfaction with Parks & Reserves

How satisfied or dissatisfied are you with the parks, reserves, sports fields & playgrounds in your district the council provides?



Mean 3.8

No. of respondents excluding Don't Know/NA (375)

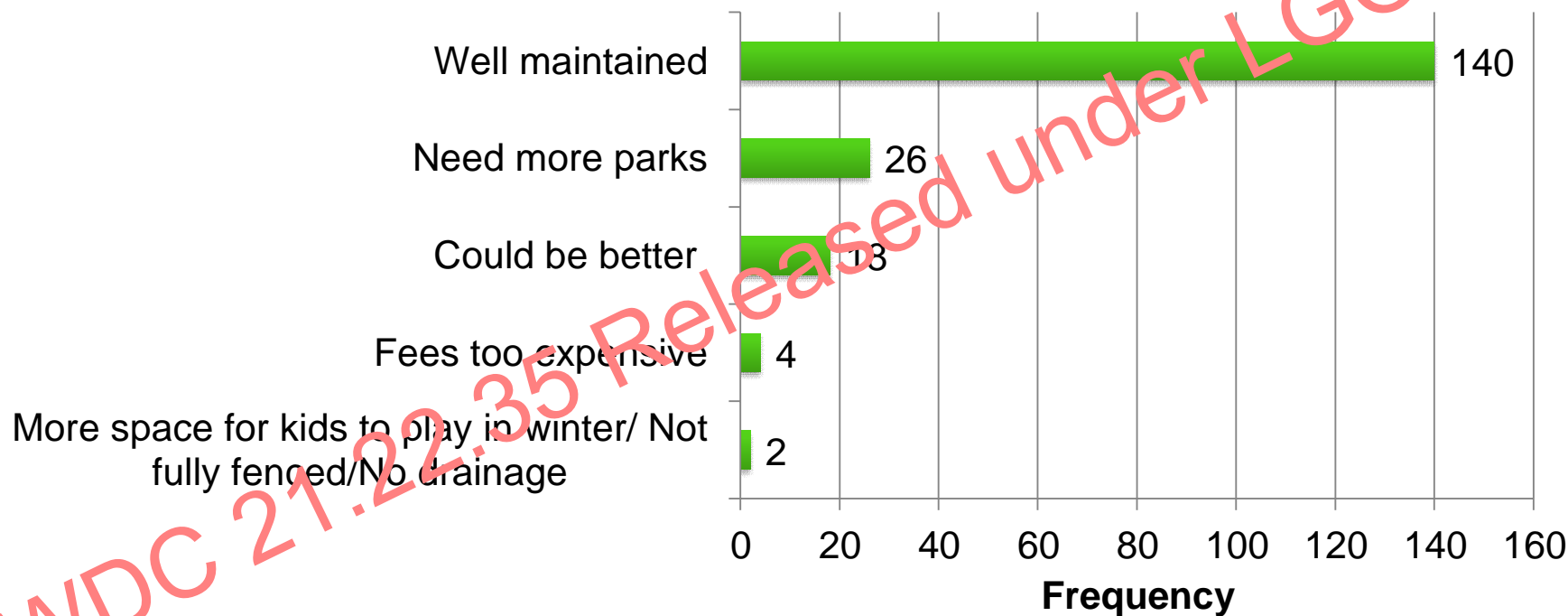
WDC 21.22.35 Released under LGOIMA



Satisfaction with Parks & Reserves

How satisfied or dissatisfied are you with the parks, reserves, sports fields & playgrounds in your district the council provides?

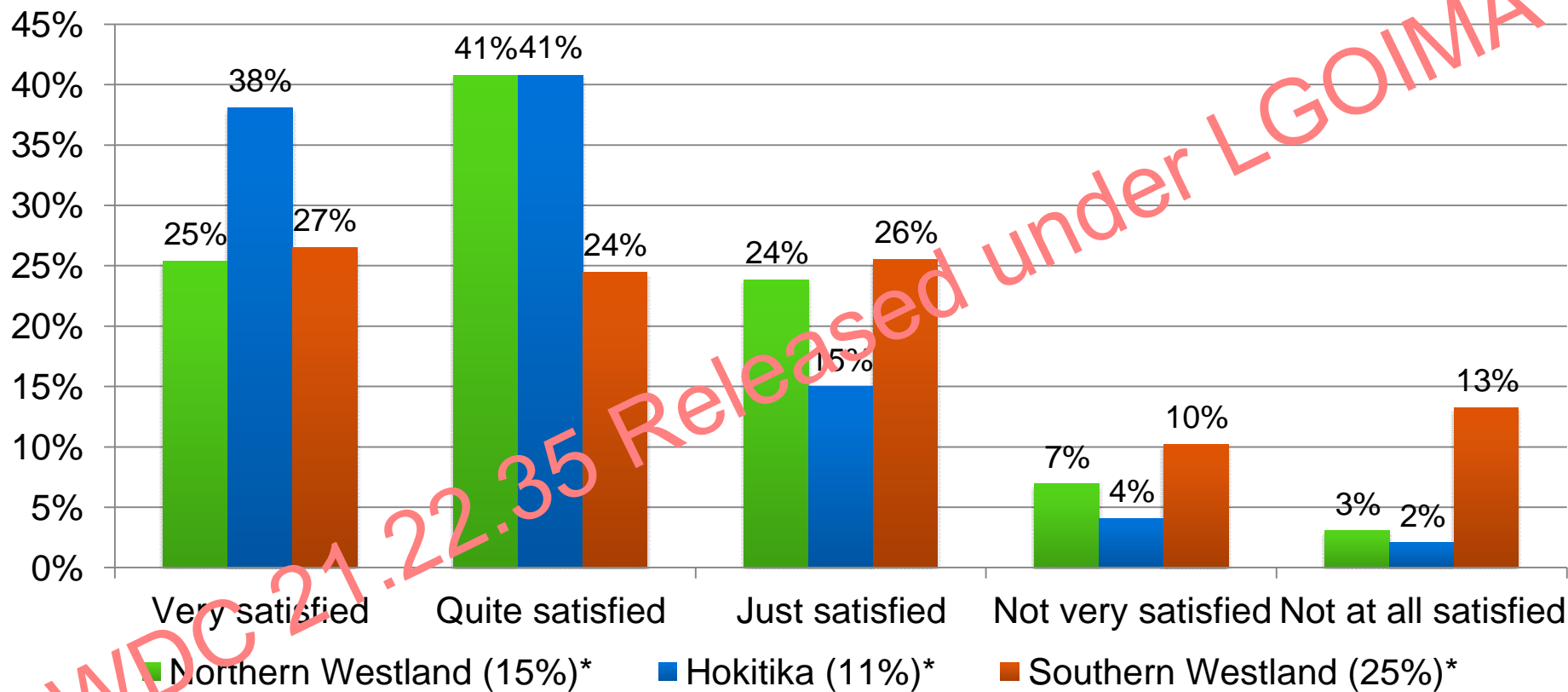
All Responses



The majority of respondents who commented felt that parks, reserves, sports fields and playgrounds were well maintained. A small proportion wanted more parks and other outdoor spaces, including space for children to play in winter, Others simply felt there was room for improvement.



Satisfaction with Parks & Reserves by Area

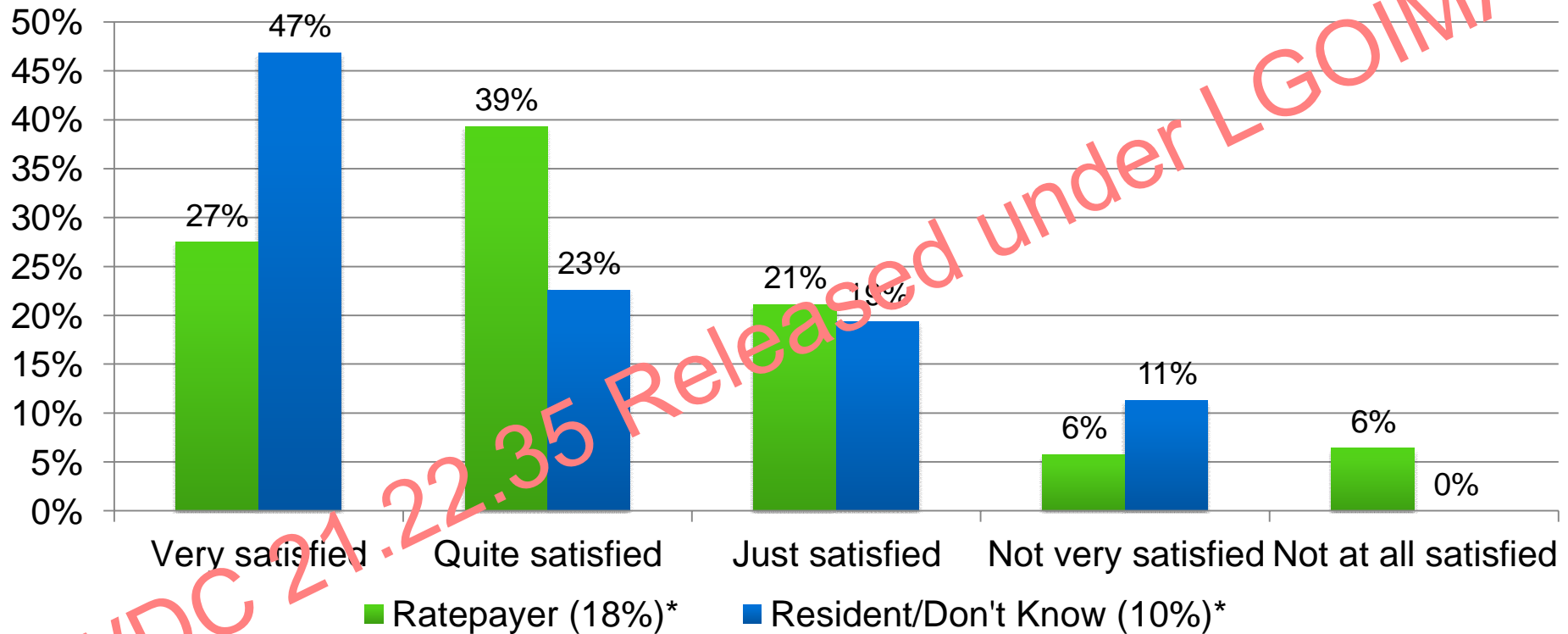


Households in Northern Westland and Hokitika were more likely to be Very/Quite satisfied with the parks, reserves, sports fields and playgrounds in their area than households in Southern Westland.

* % of Don't Know/NA's respectively



Satisfaction with Parks & Reserves by Ratepayer



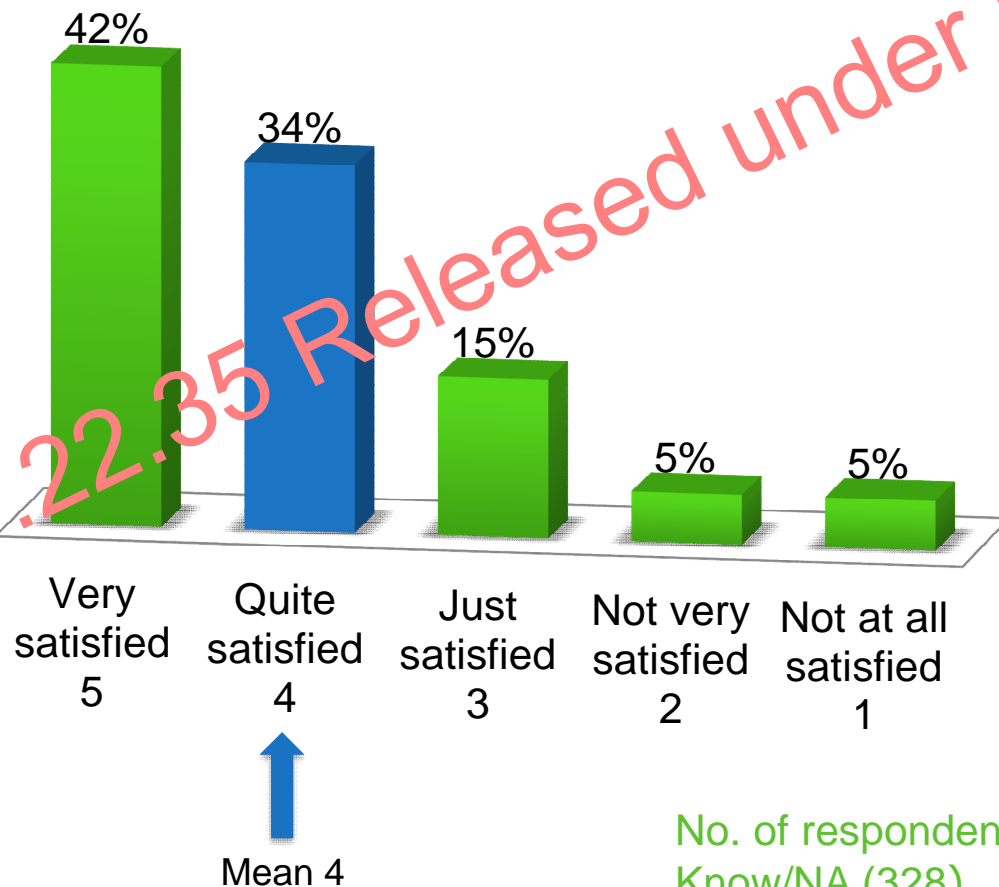
Residents were more likely to be very satisfied with parks, reserves sports fields and playgrounds in their area than ratepayers.

* % of Don't Know/NA's respectively



Satisfaction with Cemeteries & Maintenance

How satisfied or dissatisfied are you with cemeteries & the maintenance of cemeteries in your district?



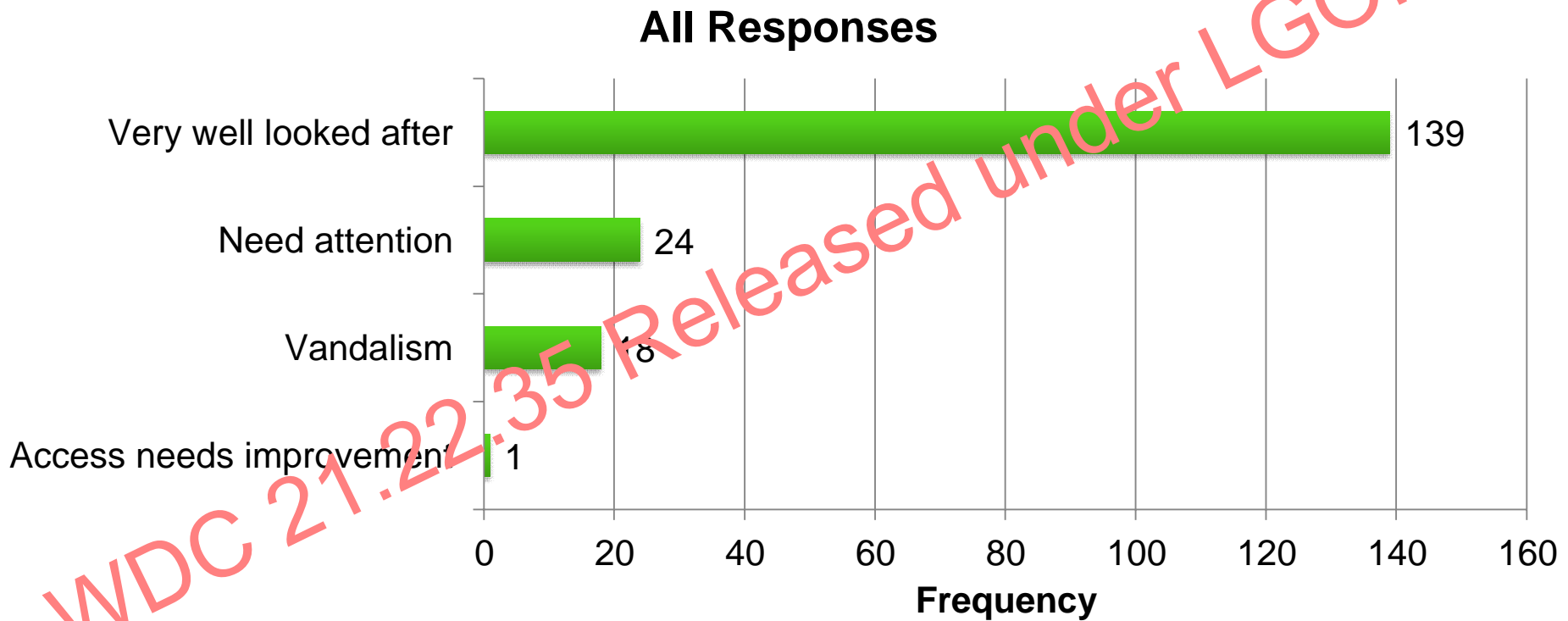
WDC 21.22.35 Released under LGOIMA

No. of respondents excluding Don't Know/NA (328)



Satisfaction with Cemeteries & Maintenance – Why is that?

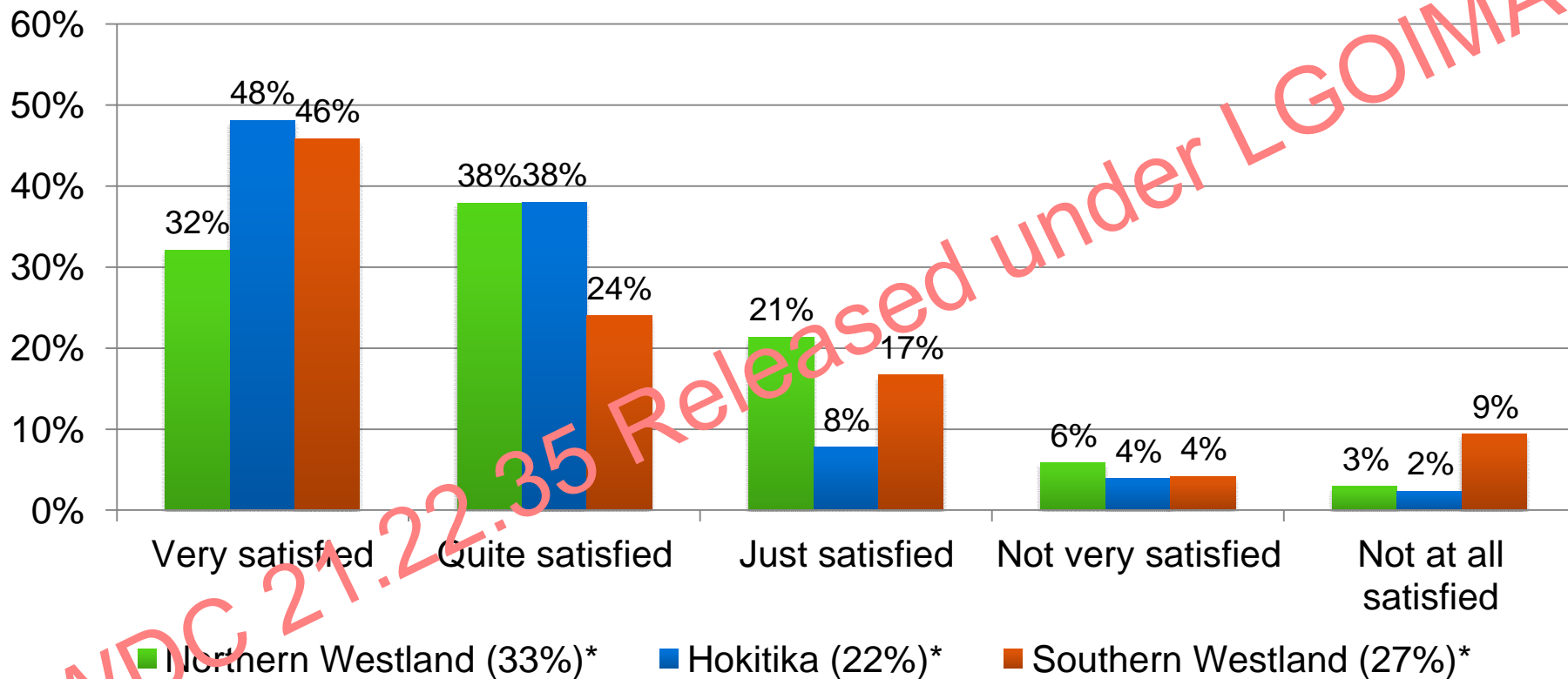
How satisfied or dissatisfied are you with cemeteries & the maintenance of cemeteries in your district?



The majority of respondents who commented felt that the cemeteries were well looked after although a few felt they could do with some more attention and that there were problems with vandalism.



Satisfaction with Cemeteries & Maintenance by Area



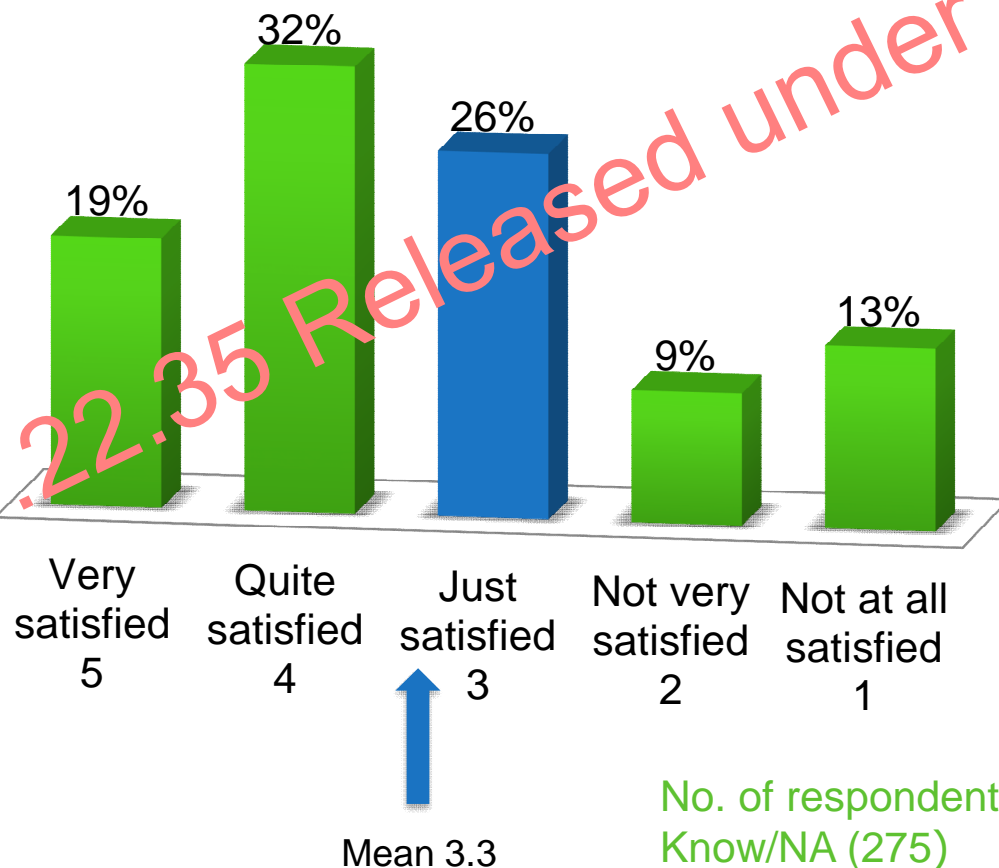
Overall, residents in Hokitika were more likely to be satisfied with cemeteries and their maintenance than households in other areas.

* % of Don't Know/NA's respectively



Satisfaction with Community Halls & Buildings

How satisfied or dissatisfied are you with the Community halls and buildings in your district the Council provides?

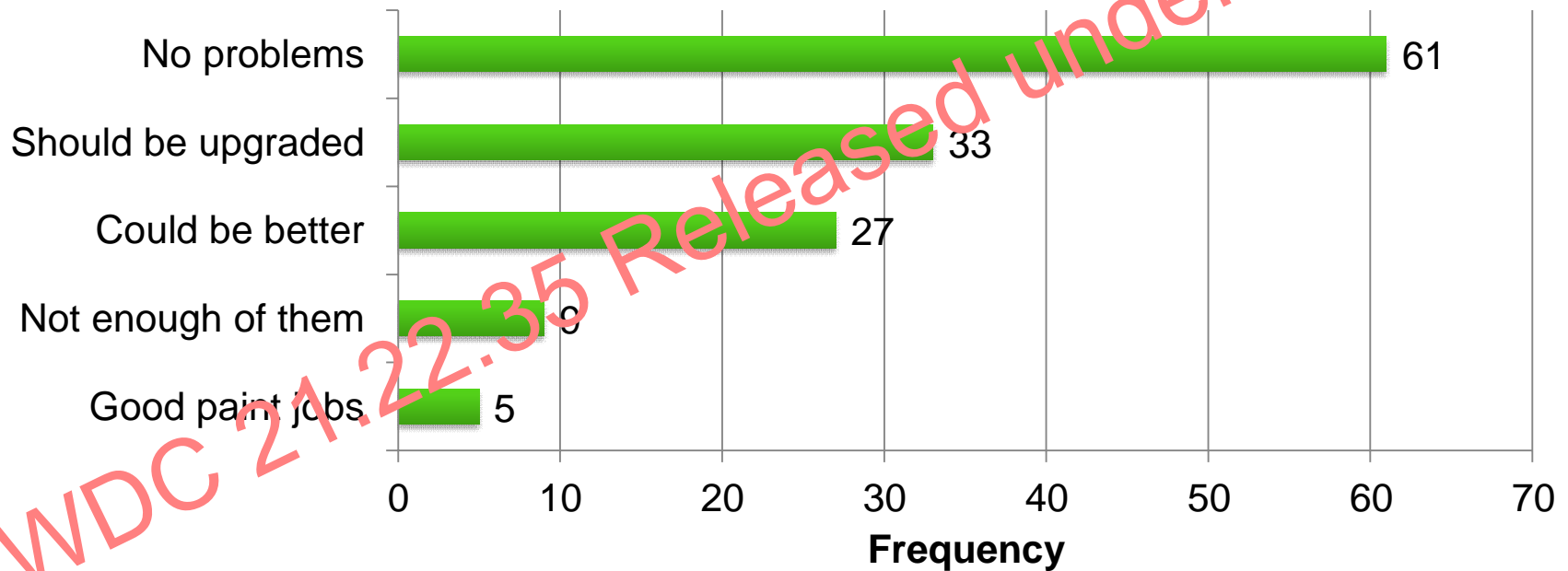




Satisfaction with Community Halls & Buildings – Why is that?

How satisfied or dissatisfied are you with the Community halls and buildings in your district the Council provides?

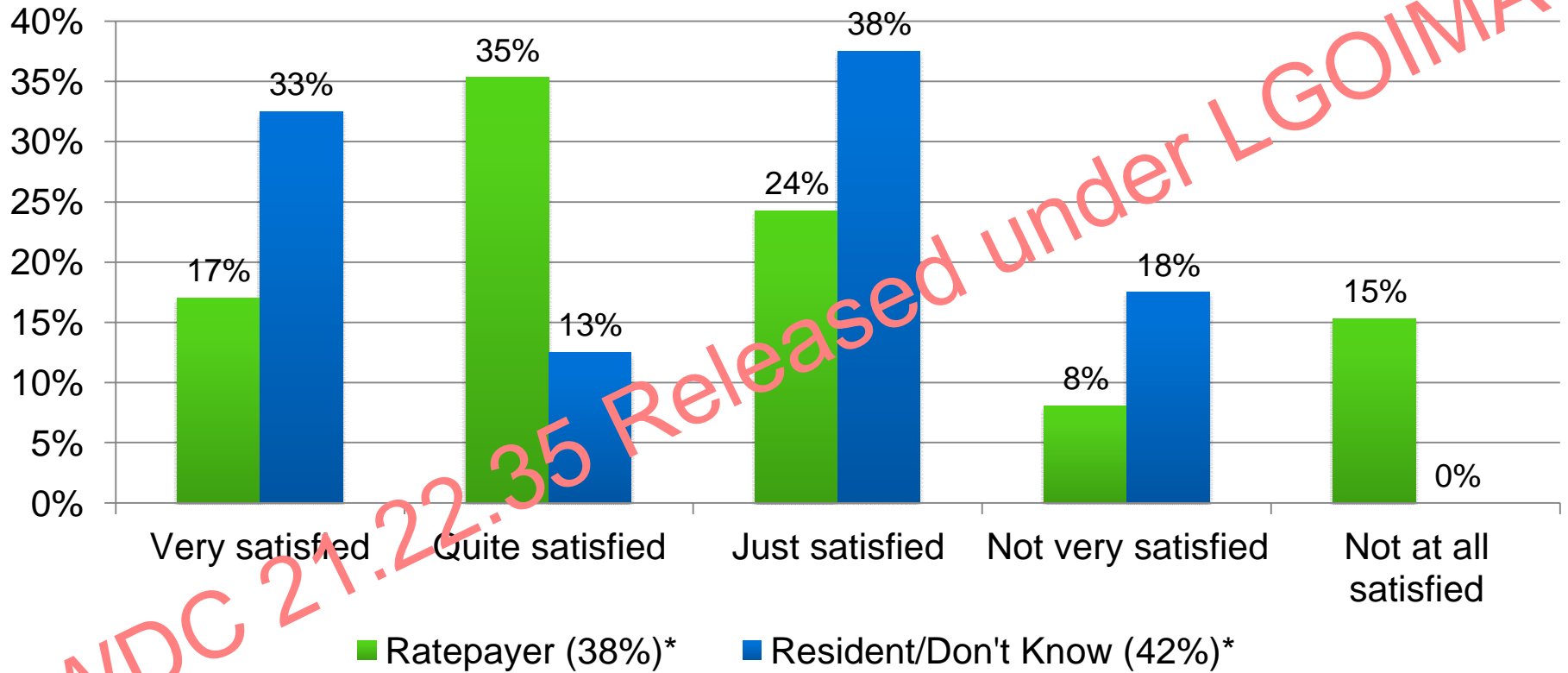
Top 5 Responses



Many respondents commented that there were no problems with community halls and buildings (61). However a large proportion (69) also felt that they could be improved by upgrading and also that more were needed.



Satisfaction with Community Halls & Buildings by Ratepayer

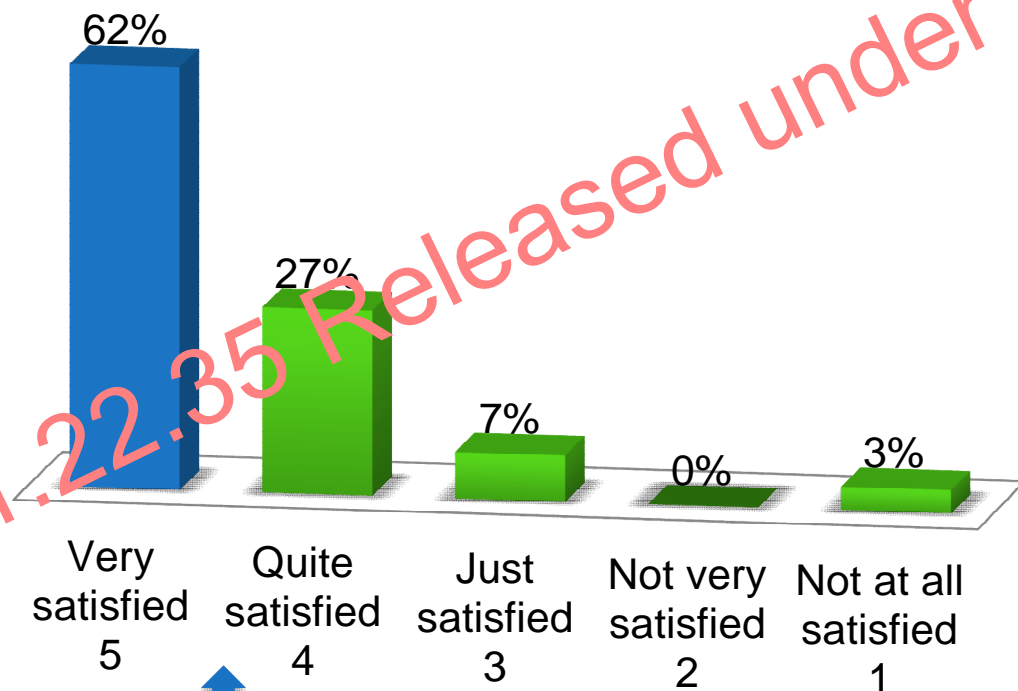


Overall, ratepayers were much more likely to be 'not at all satisfied' with community halls and buildings than residents.



Satisfaction with Library Environment

How satisfied or dissatisfied are you with library environment being comfortable, calm and clean?



Mean 4.5

No. of respondents excluding Don't Know/NA (351)

WDC 21.22.35 Released under LGOIMA



Satisfaction with Library Environment

How satisfied or dissatisfied are you with library environment being comfortable, calm and clean?

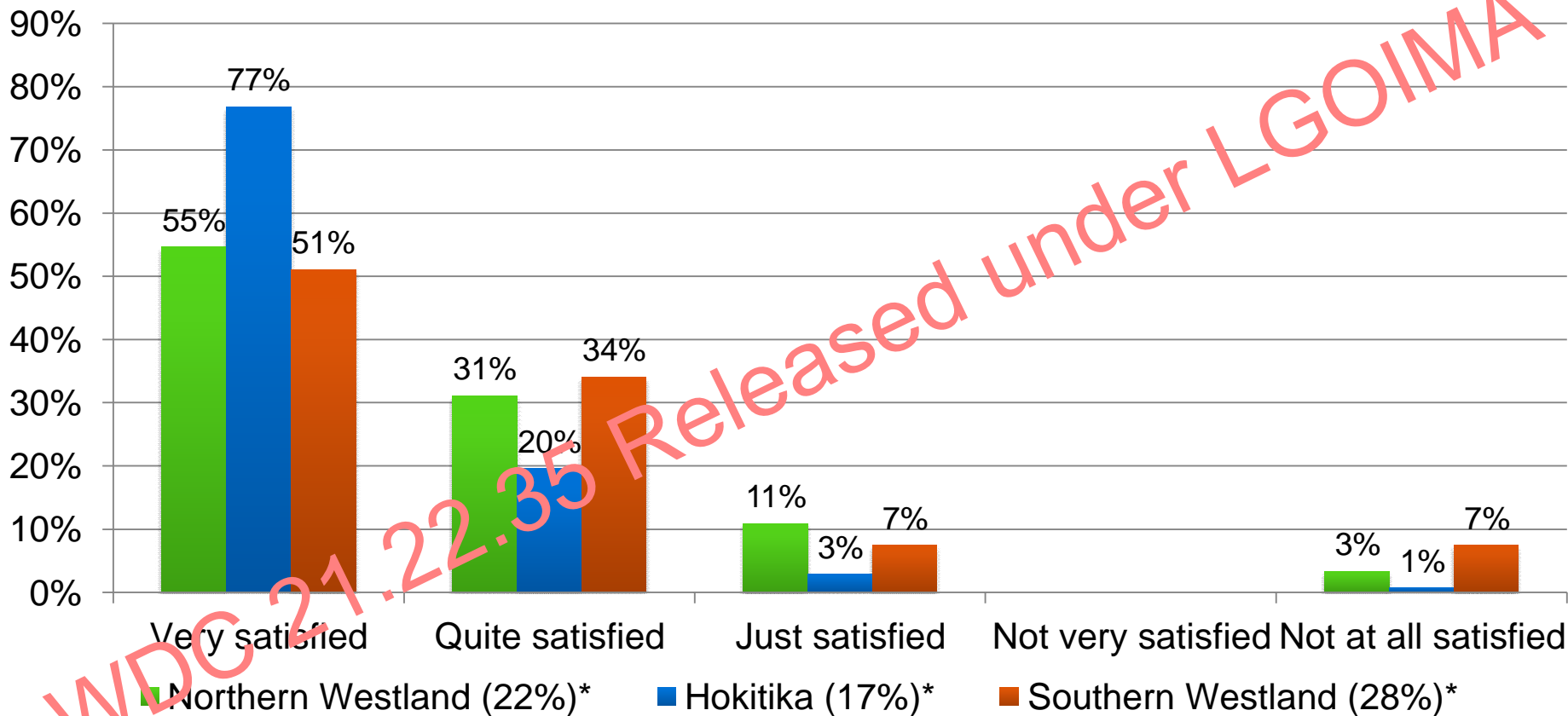
All Responses



An overwhelming majority of respondents were very happy with the library environment.



Satisfaction with Library Environment by Area

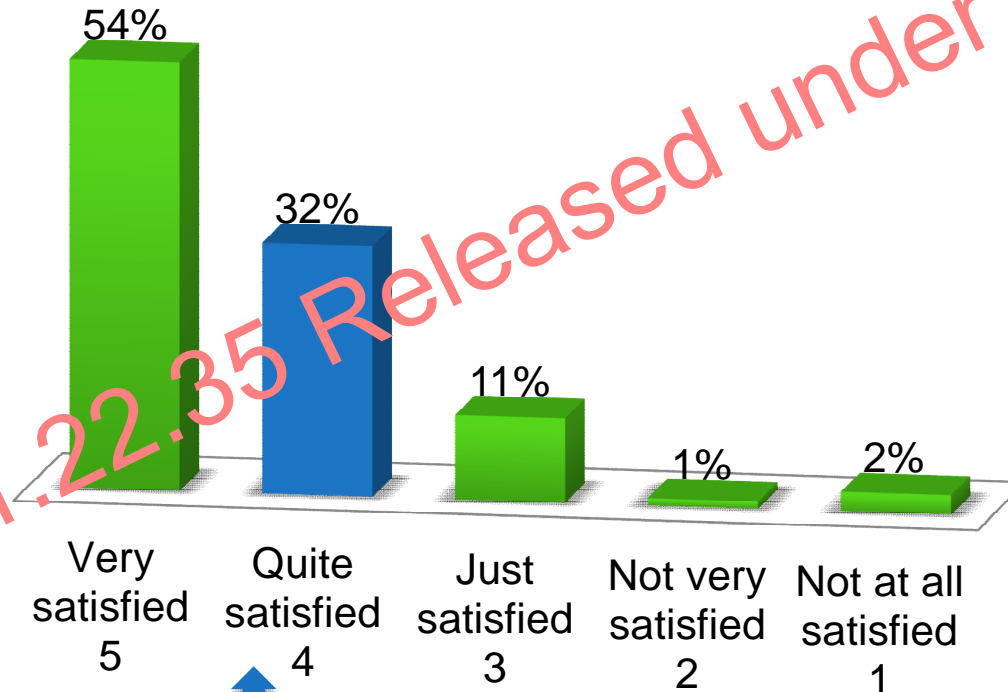


Households in Hokitika were more likely to be very satisfied with the library environment.



Satisfaction with Library Services

How satisfied or dissatisfied are you with the Library services, such as book selection, collections, DVD and internet services?



Mean 4.3

No. of respondents excluding Don't Know/NA (328)

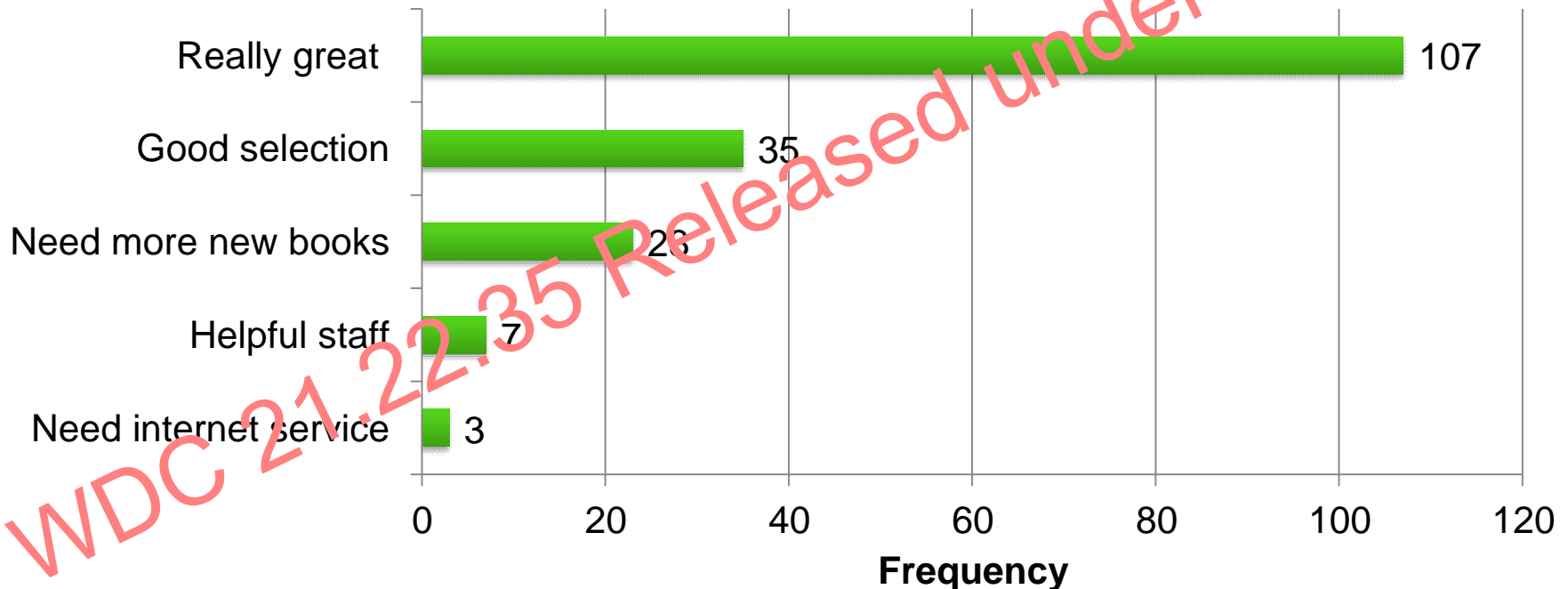
WDC 21.22.35 Released under LGOIMA



Satisfaction with Library Services – Why is that?

How satisfied or dissatisfied are you with the Library services, such as book selection, collections, DVD and internet services?

All Responses

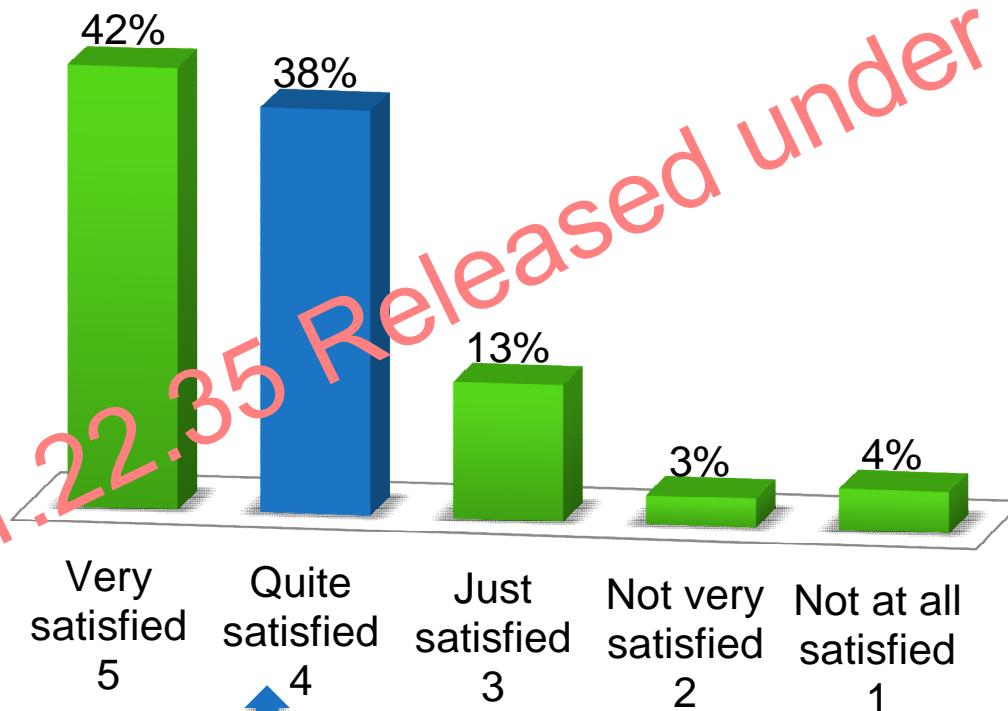


Comments about library services were very positive with the exception that internet services were needed.



Satisfaction with Museum

How satisfied or dissatisfied are you with the museum displays and exhibitions?



Mean 4.1

No. of respondents excluding Don't Know/NA (255)

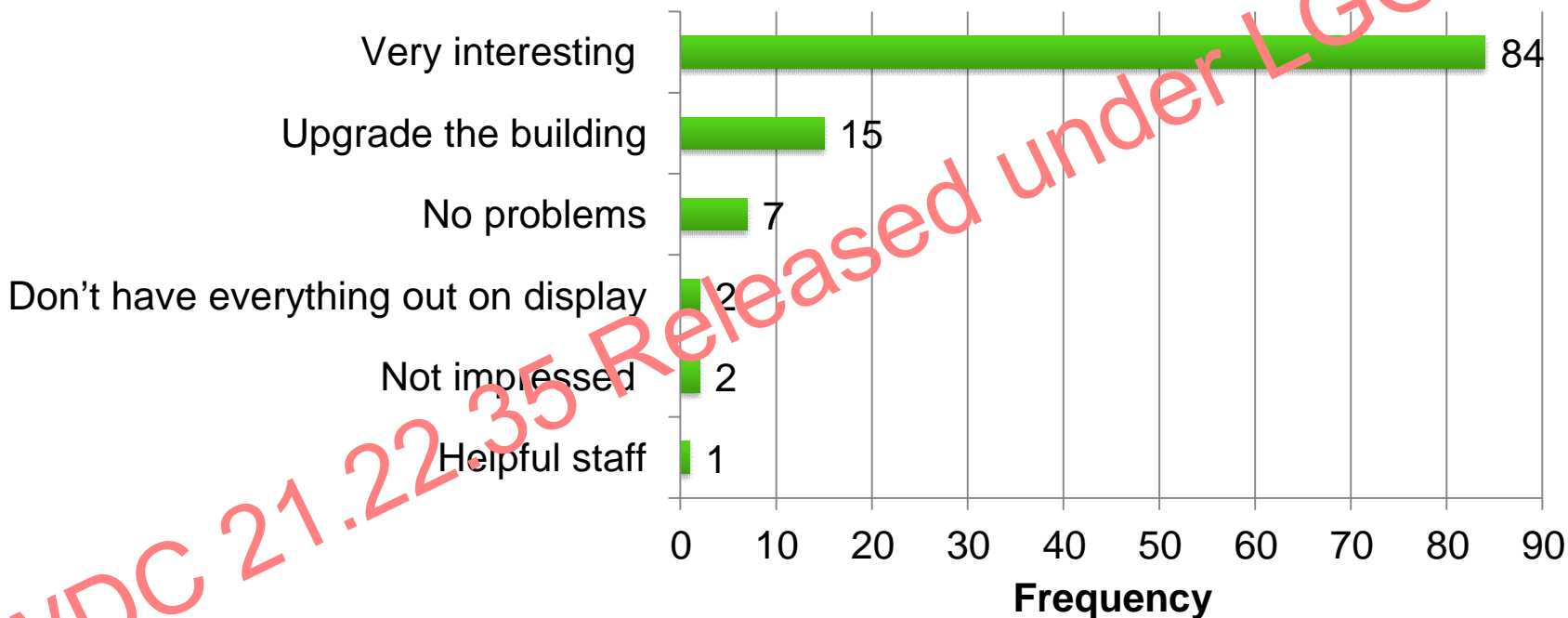
WDC 21.22.35 Released under LGOIMA



Satisfaction with Museum

How satisfied or dissatisfied are you with the museum displays and exhibitions?

All Responses

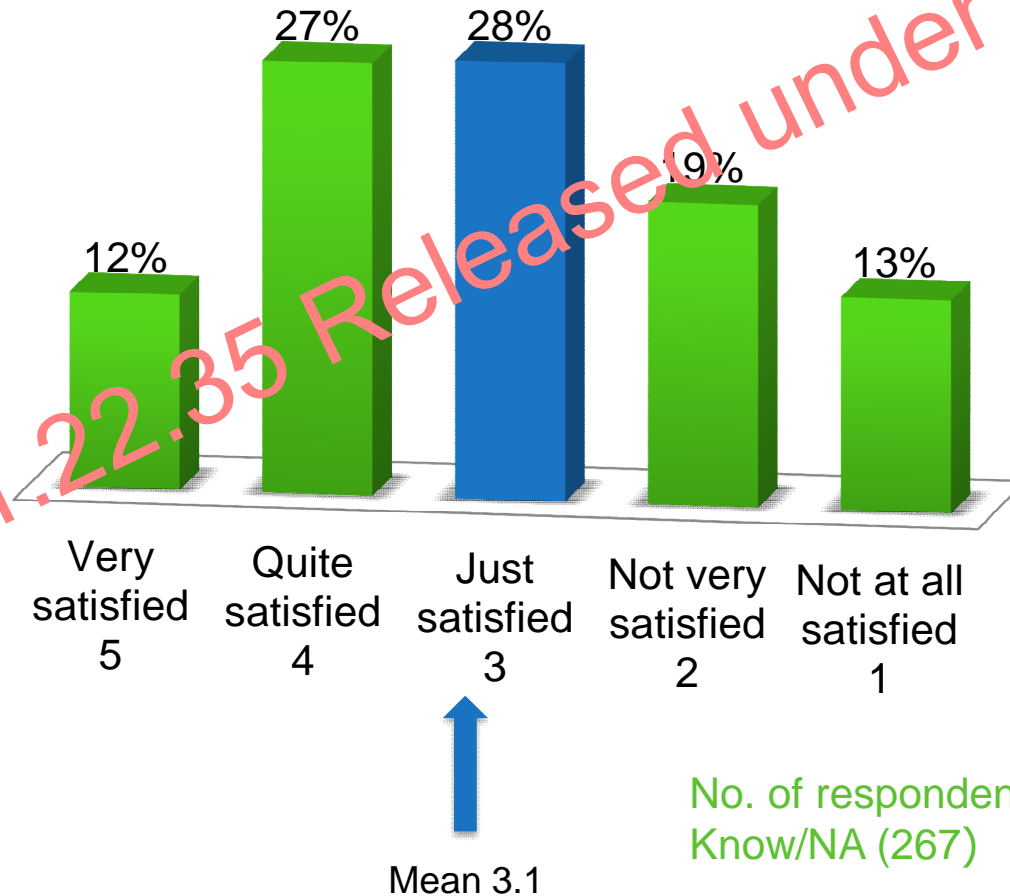


The majority of respondents commented positively regarding the museum. But some thought the building and displays could be improved.



Satisfaction with Town Planning Services

How satisfied or dissatisfied are you with the town planning services the council provides?



WDC 21.22.35 Released under LGOIMA



Satisfaction with Town Planning Services – Why is that?

How satisfied or dissatisfied are you with the town planning services the council provides?

Top 5 Responses

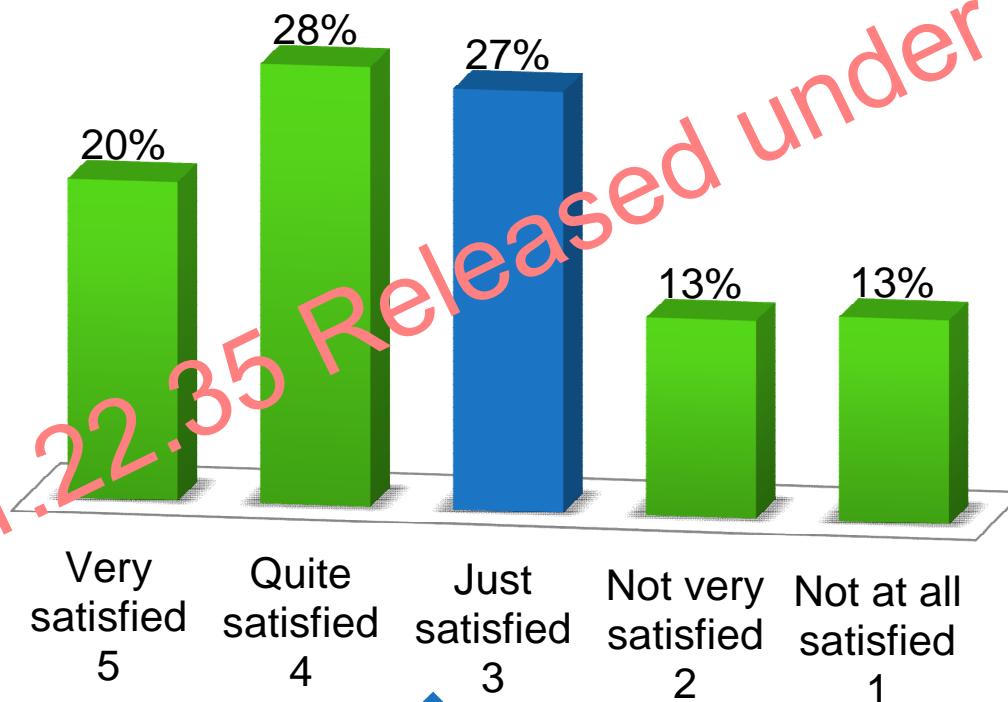


Comments around town planning services were mixed. Some thought that there needed to be greater public involvement and more thought put into town planning, while others had little knowledge of the service.



Satisfaction with Building Inspection Services

How satisfied or dissatisfied are you with the building inspection services the council provides?



Mean 3.3

No. of respondents excluding Don't Know/NA (248)

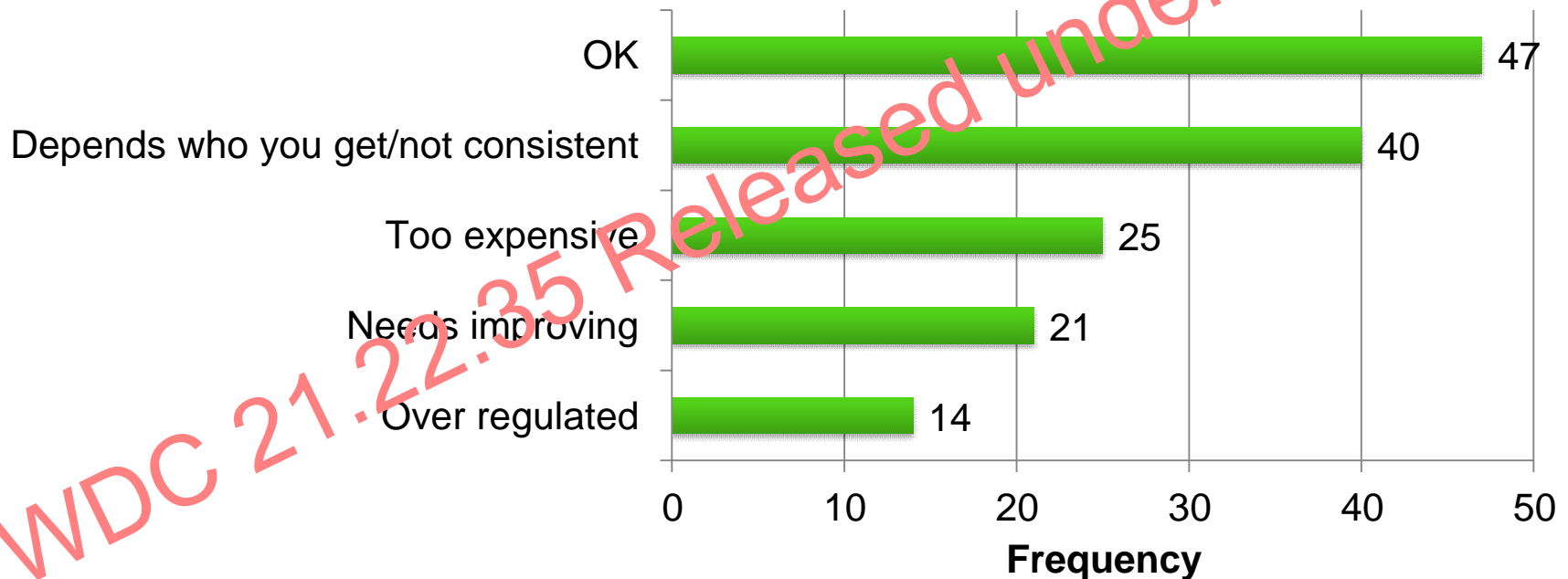
WDC 21.22.35 Released under LGOIMA



Satisfaction with Building Inspection Services – Why is that?

How satisfied or dissatisfied are you with the building inspection services the council provides?

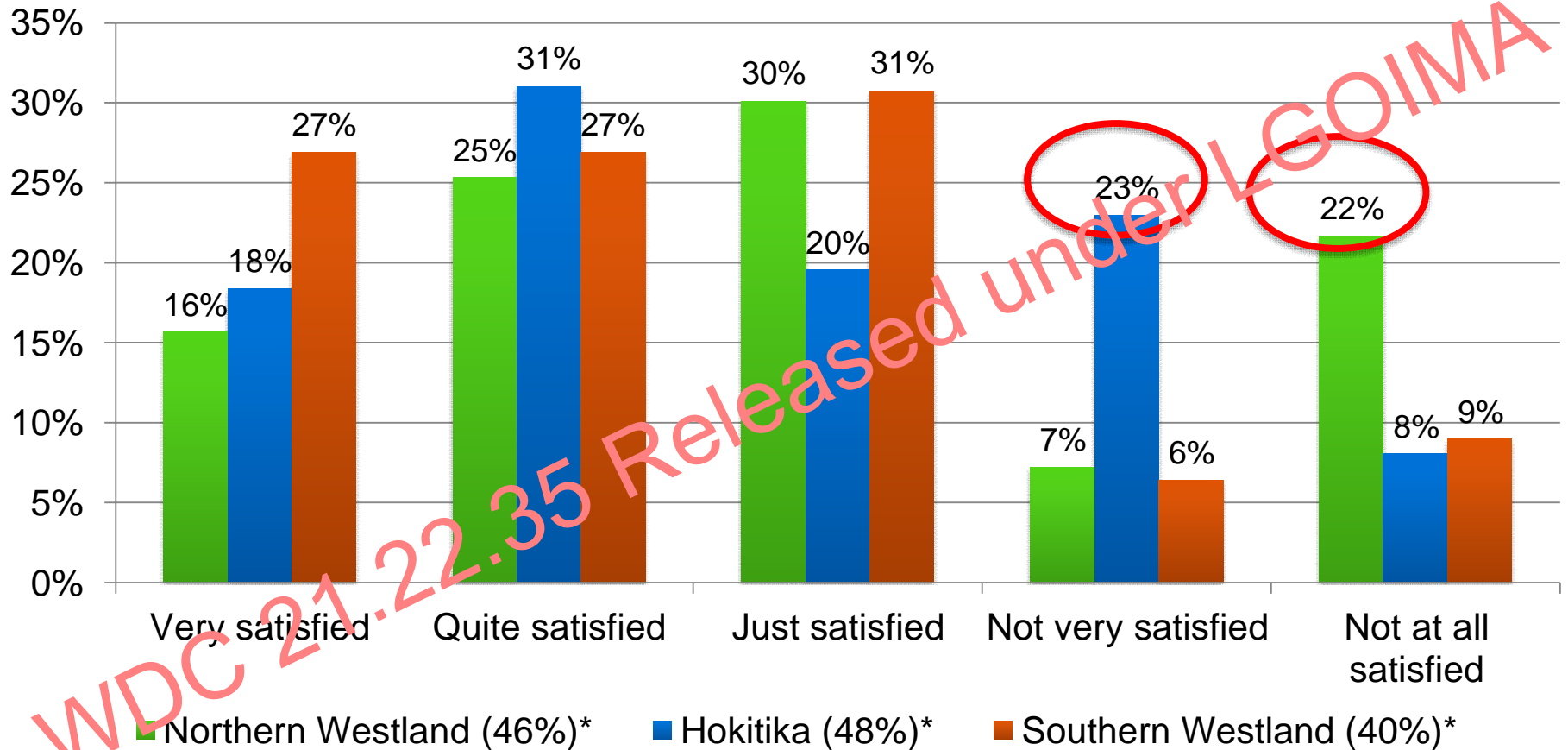
Top 5 Responses



On balance there was a greater proportion of negative comments about building inspection services. Respondents commented that the service was not consistent, too expensive and over regulated.



Satisfaction with Building Inspection Services by Area



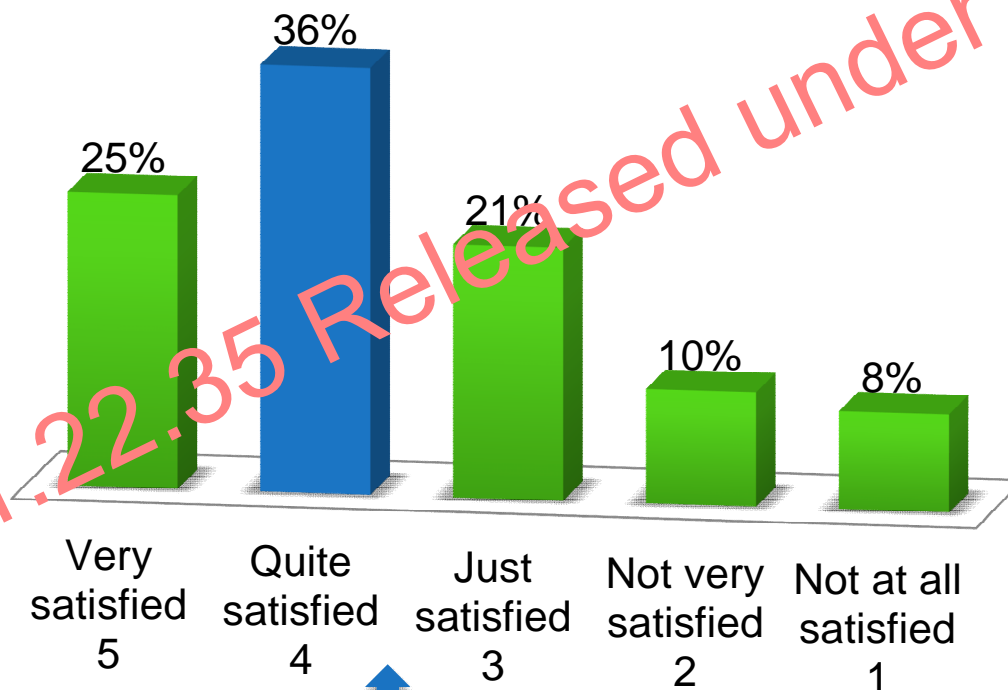
Households in Southern Westland were more likely to be satisfied with building inspection services than households in other areas.

* % of Don't Know/NA's respectively



Satisfaction with Natural Environment

How satisfied or dissatisfied are you with the way the natural environment of Westland is being preserved and sustained for future generations?



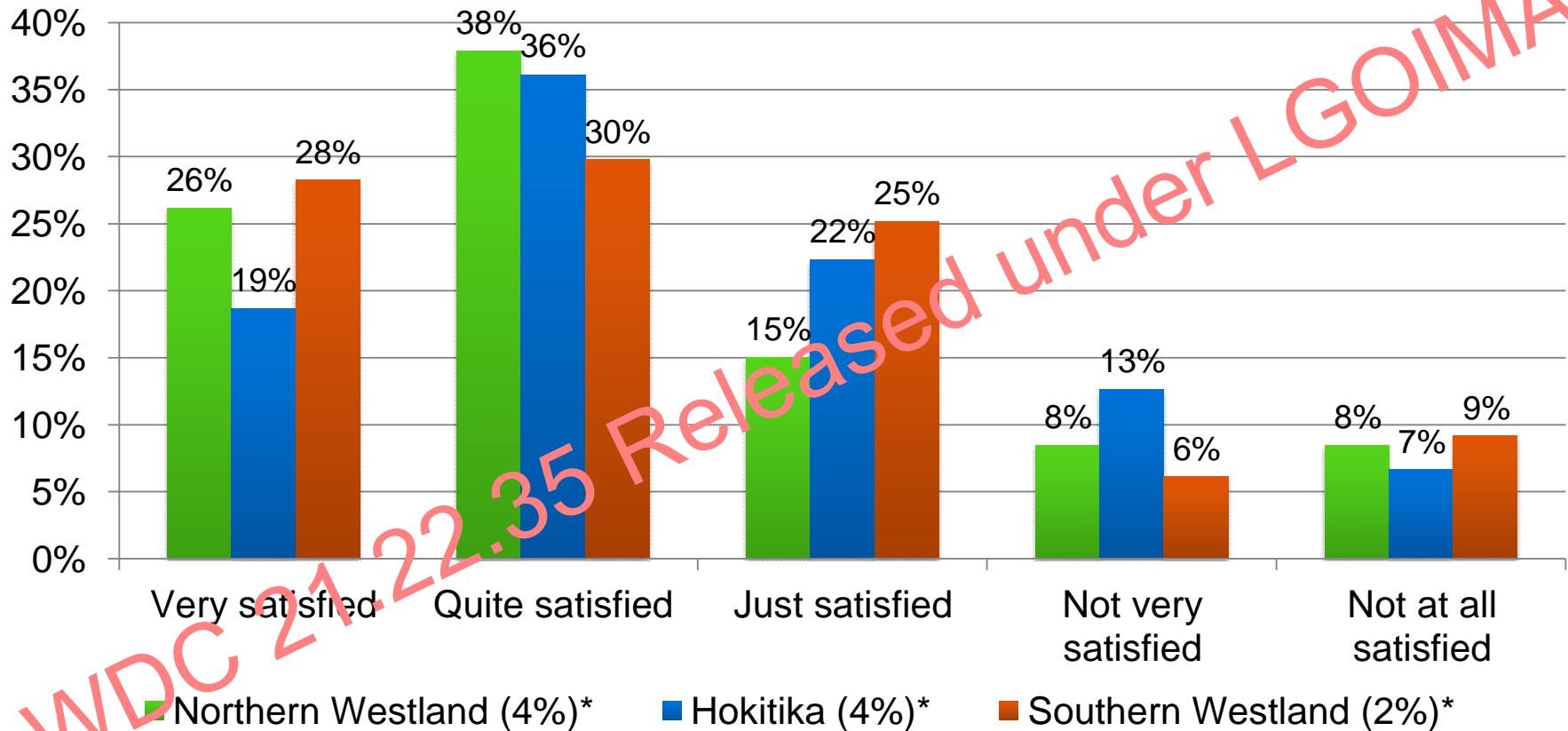
Mean 3.6

No. of respondents excluding Don't Know/NA (436)

WDC 21.22.35 Released under LGOIMA



Satisfaction with Natural Environment by Area

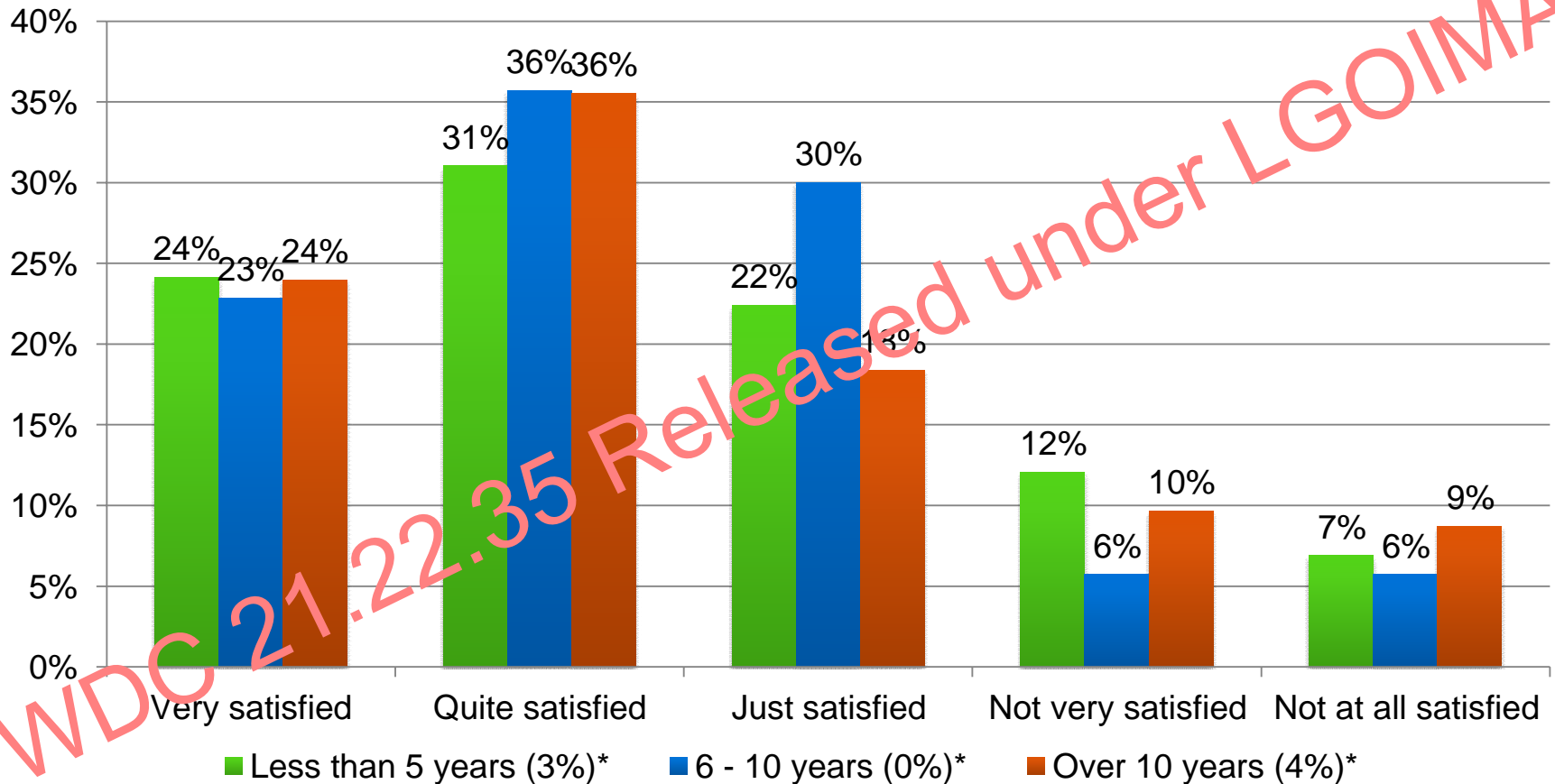


There was little difference between areas in their satisfaction with the way the natural environment is being preserved for future generations. Households in Northern and Southern were slightly more likely to be very satisfied.

* % of Don't Know/NA's respectively



Satisfaction with Natural Environment by Length of Residence



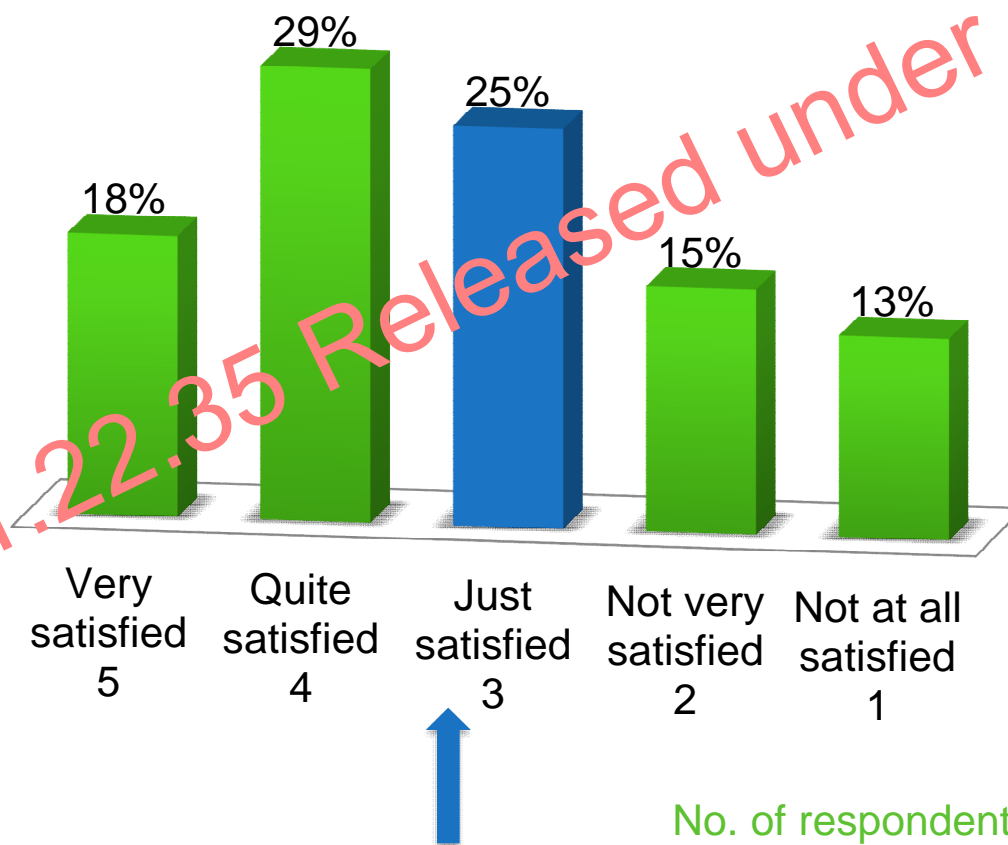
There was little difference in respondents' satisfaction with the way the natural environment is being preserved for future generations by their length of residence.

* % of Don't Know/NA's respectively



Satisfaction with Health Services

How satisfied or dissatisfied are you with the health services in Westland district?



Very satisfied 5
Quite satisfied 4
Just satisfied 3
Not very satisfied 2
Not at all satisfied 1

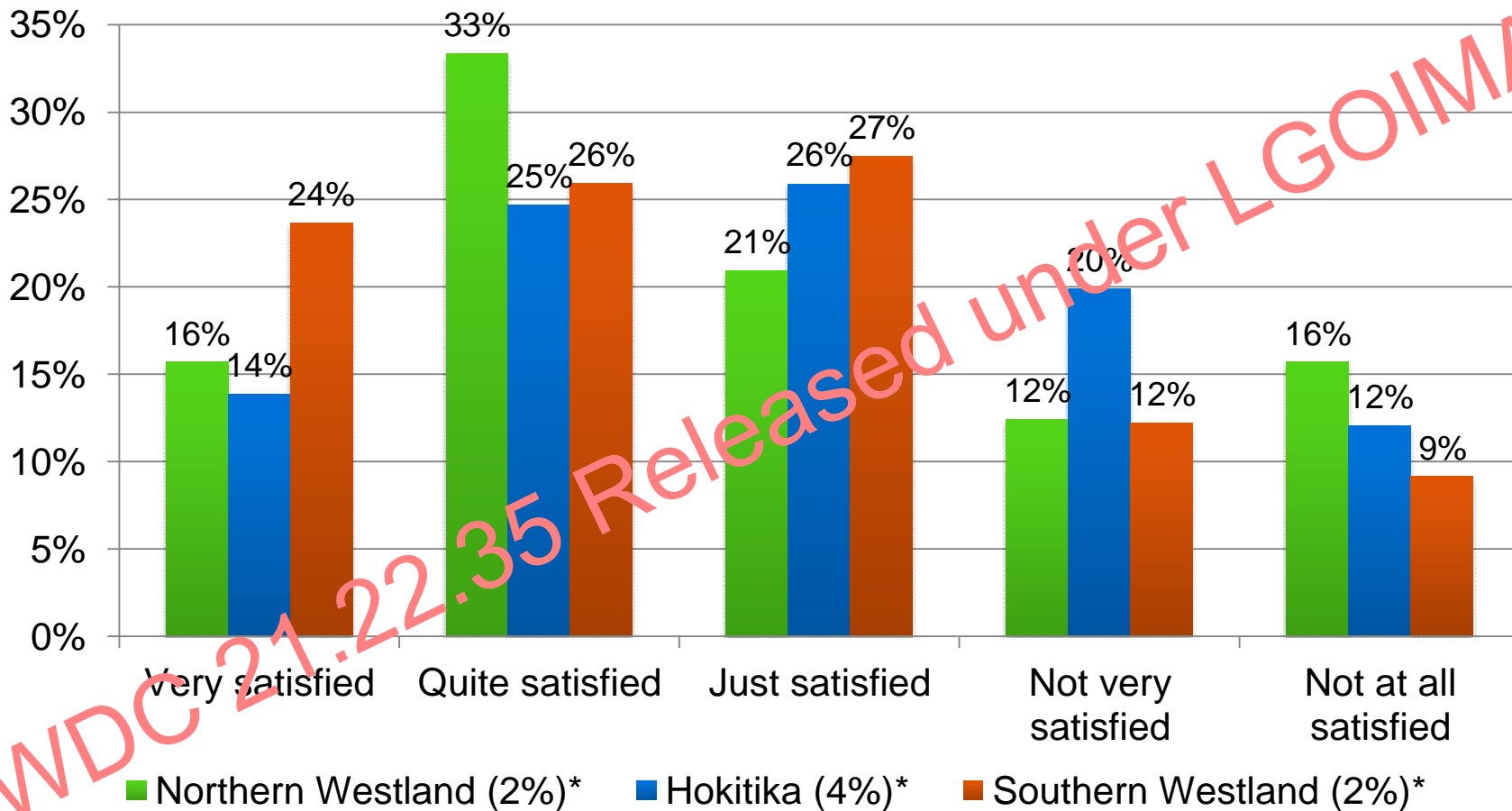
Mean 3.2

No. of respondents excluding Don't Know/NA (439)

WDC 21.22.35 Released under LGOIMA



Satisfaction with Health Services by Area



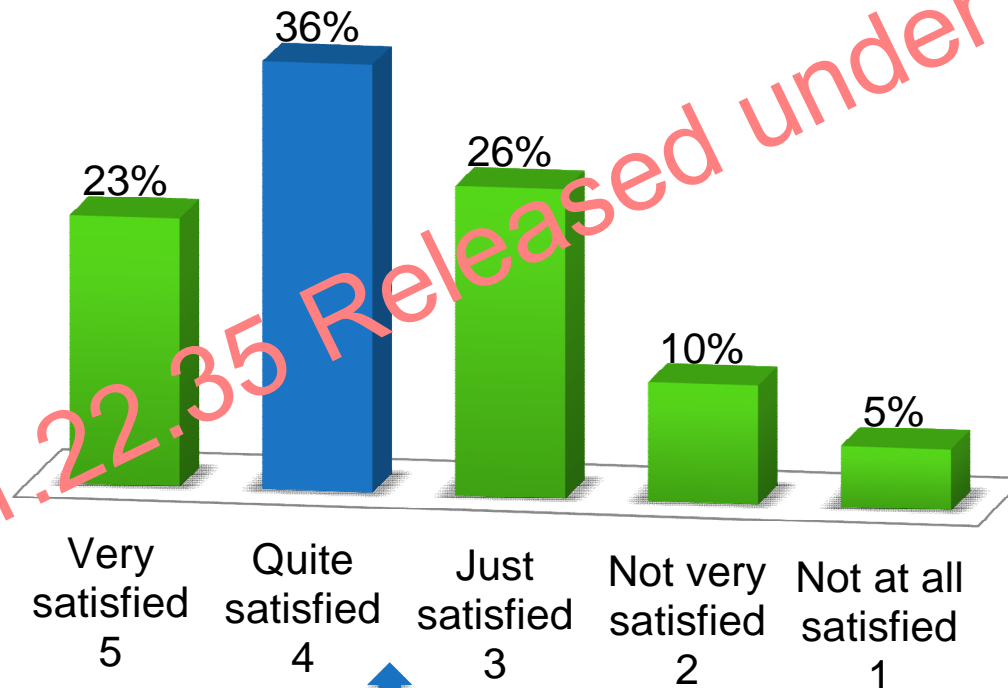
There was little difference in respondents' satisfaction with health services between district areas.

* % of Don't Know/NA's respectively



Satisfaction with Education Services

How satisfied or dissatisfied are you with the education services in Westland district?



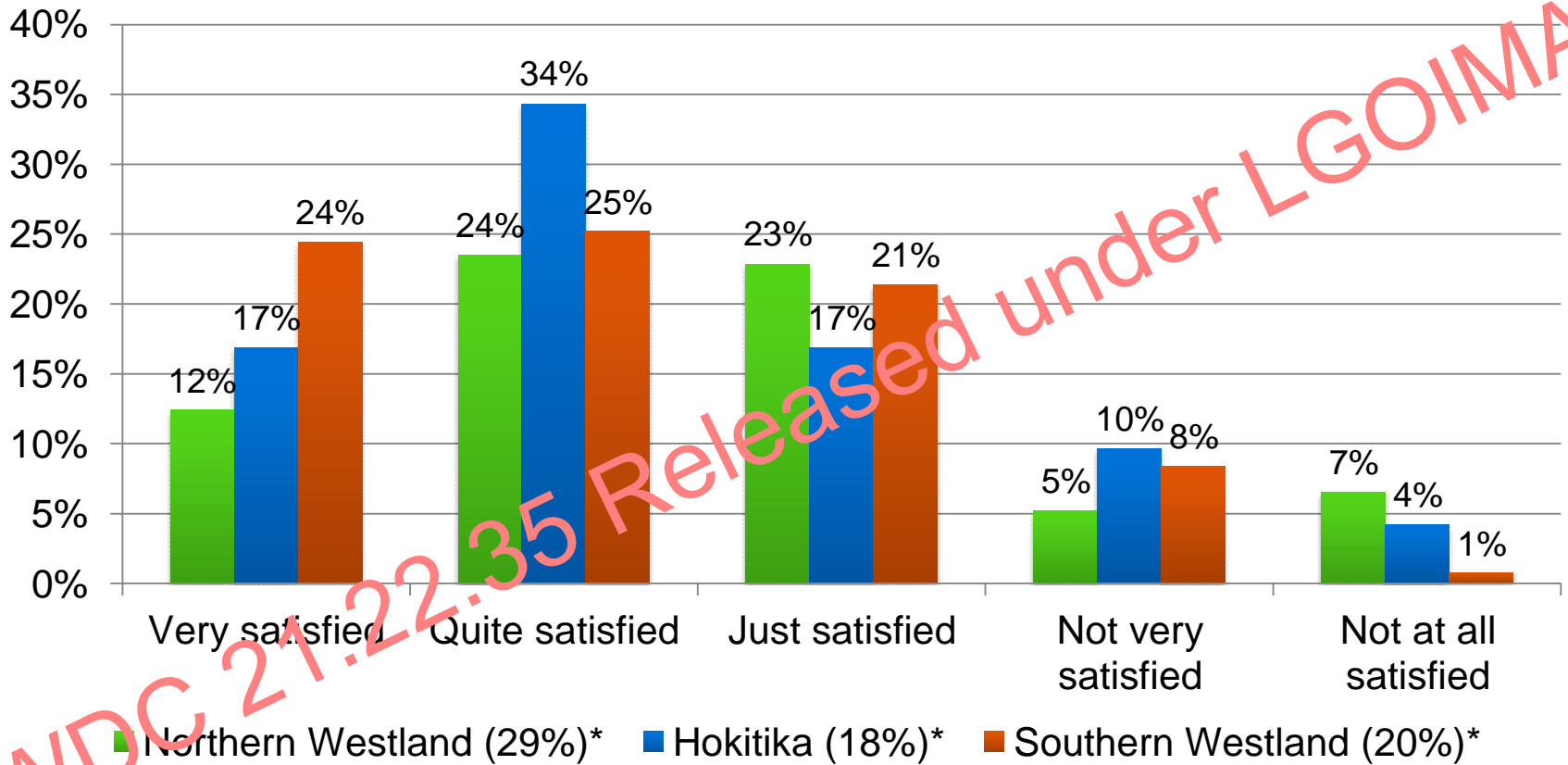
Mean 3.6

No. of respondents excluding Don't Know/NA (349)

WDC 21.22.35 Released under LGOIMA



Satisfaction with Education Services by Area



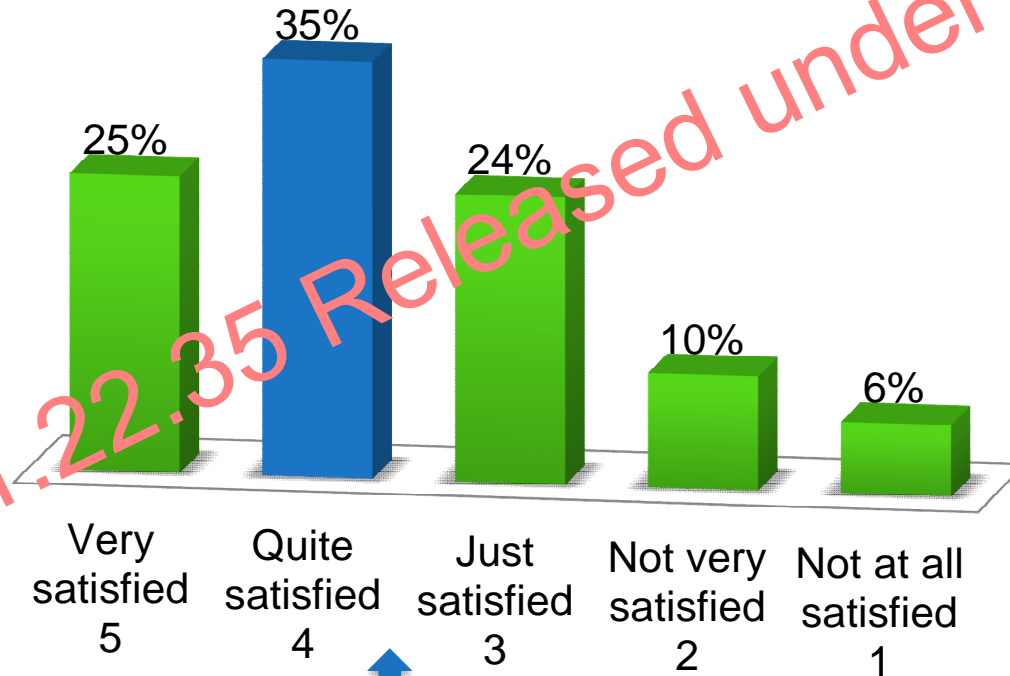
Households in Northern Westland were less likely to be very or quite satisfied with education services. A higher proportion of respondents in Northern Westland answered Don't Know.

* % of Don't Know/NA's respectively



Satisfaction with Westroads, Westland Property Holdings, Hokitika Airport

How satisfied or dissatisfied are you with the performance of Westroads, Westland Property Holdings and Hokitika Airport?



Mean 3.6

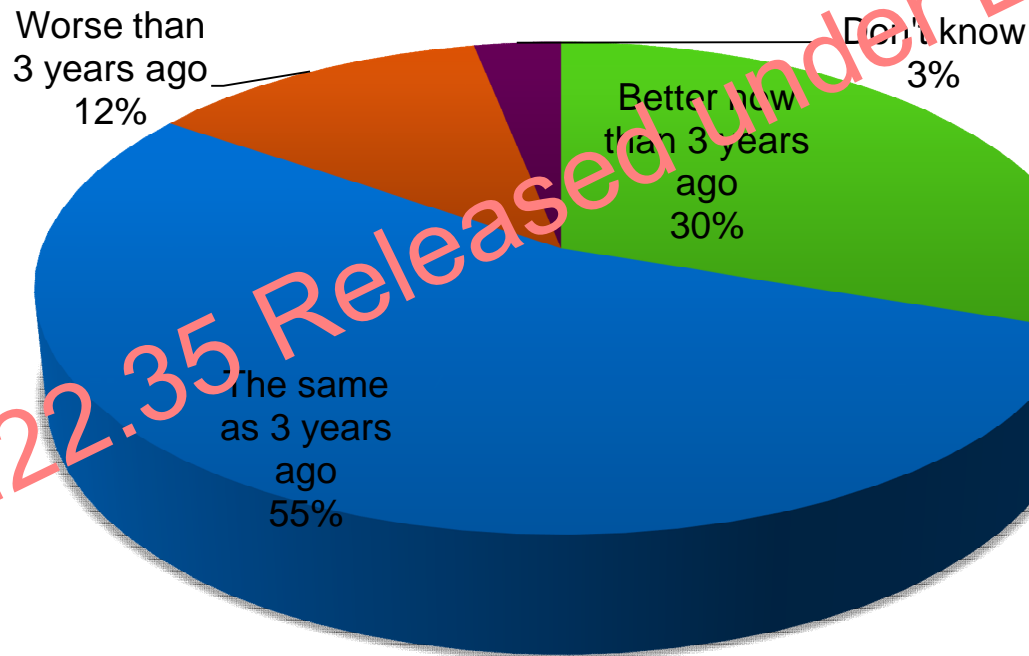
No. of respondents excluding Don't Know/NA (384)

WDC 21.22.35 Released under LGOIMA



Perception of the Quality of Services & Facilities Over Time

Thinking of the quality of services and facilities the Westland district provides, do you think living in Westland district is better, about the same, or worse to live in than 3 years ago?

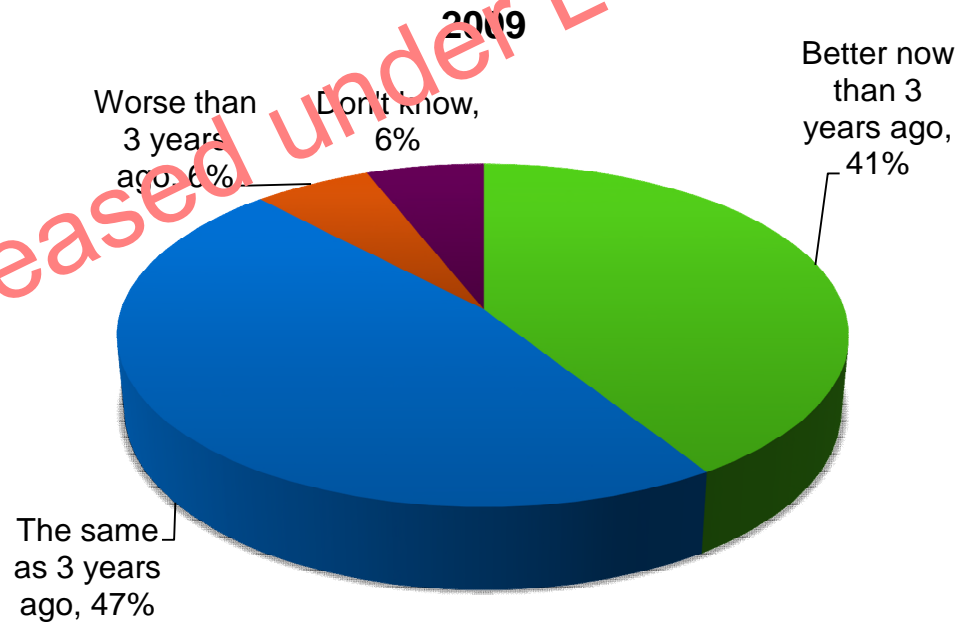
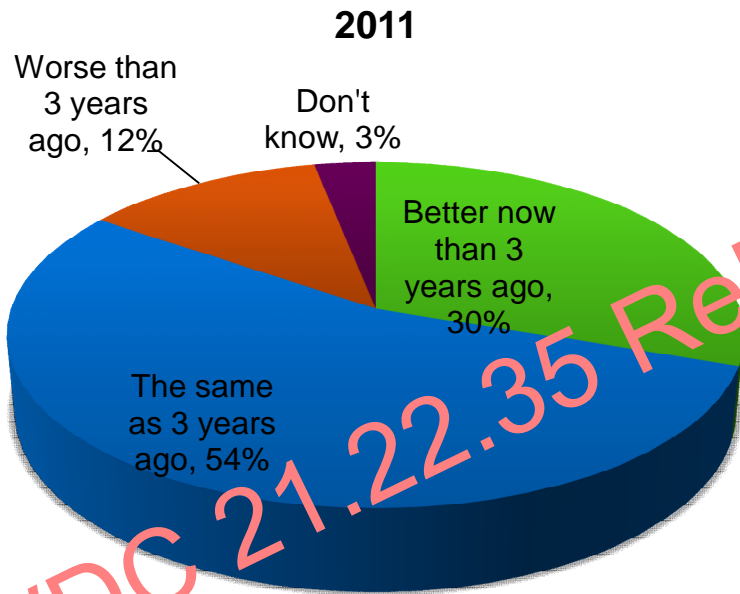


Over half the households surveyed believed the quality of services & facilities was the same as 3 years ago. Just under one third of households believed services & facilities had improved.



Perception of the Quality of Services & Facilities Over Time: 2009 & 2011

Thinking of the quality of services and facilities the Westland district provides, do you think living in Westland district is better, about the same, or worse to live in than 3 years ago?

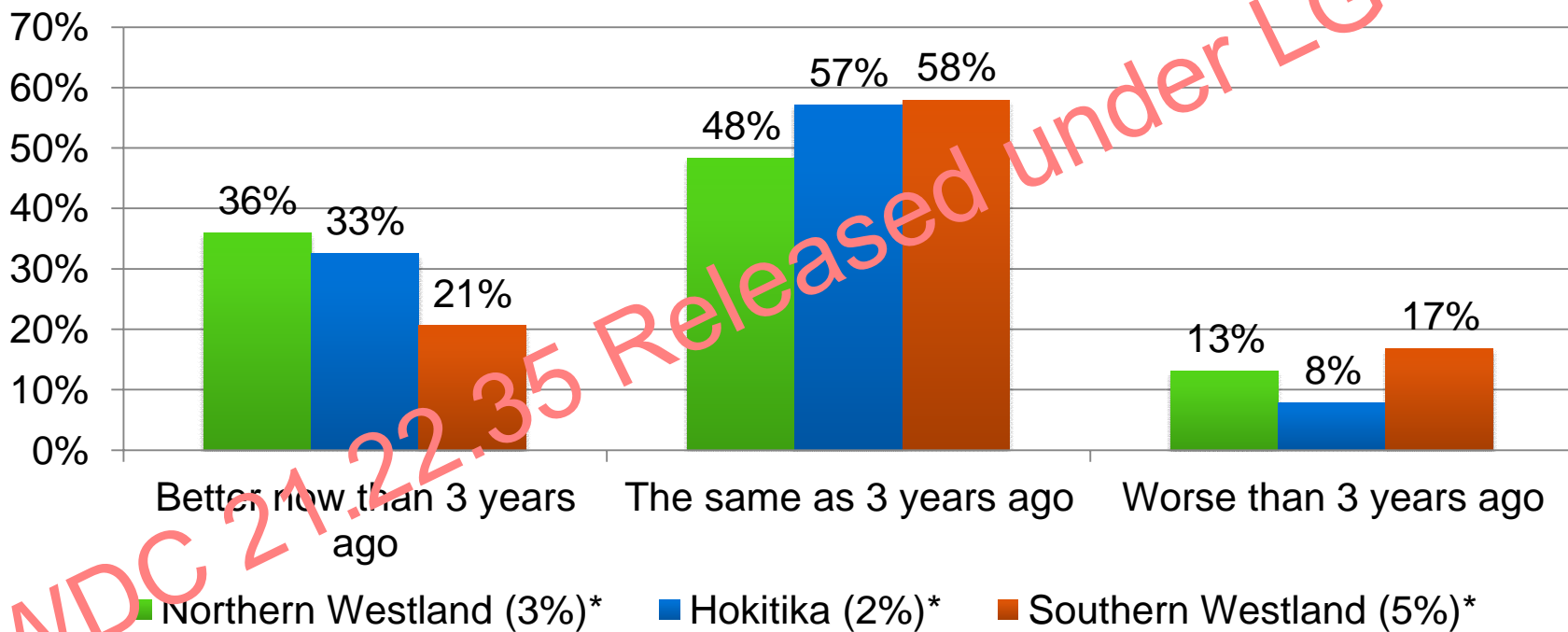


Fewer respondents believe that Westland is a better place to live than 3 years ago and more believe it is worse compared with 2009.



Perception of the Quality of Services & Facilities Over Time by Area

Thinking of the quality of services and facilities the Westland district provides, do you think living in Westland district is better, about the same, or worse to live in than 3 years ago?



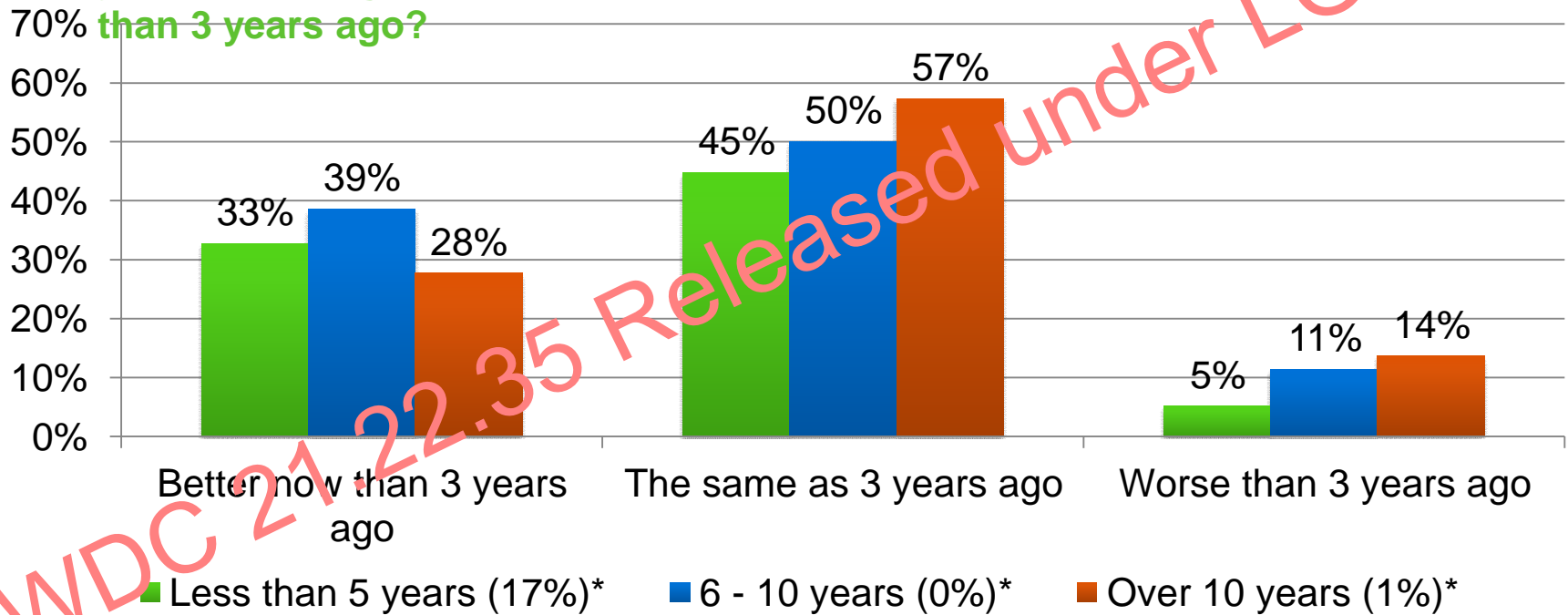
There was little difference in the perception of the quality of services and facilities over time between district areas. The majority of households in all areas thought that living in Westland District was about the same as 3 years ago.

* % of Don't Know/NA's respectively



Perception of the Quality of Services & Facilities Over Time by Length of Residence

Thinking of the quality of services and facilities the Westland district provides, do you think living in Westland district is better, about the same, or worse to live in than 3 years ago?



Respondents who had lived in Westland District for 10 or more years were slightly more likely to feel that living in Westland District was the same or worse than 3 years ago.

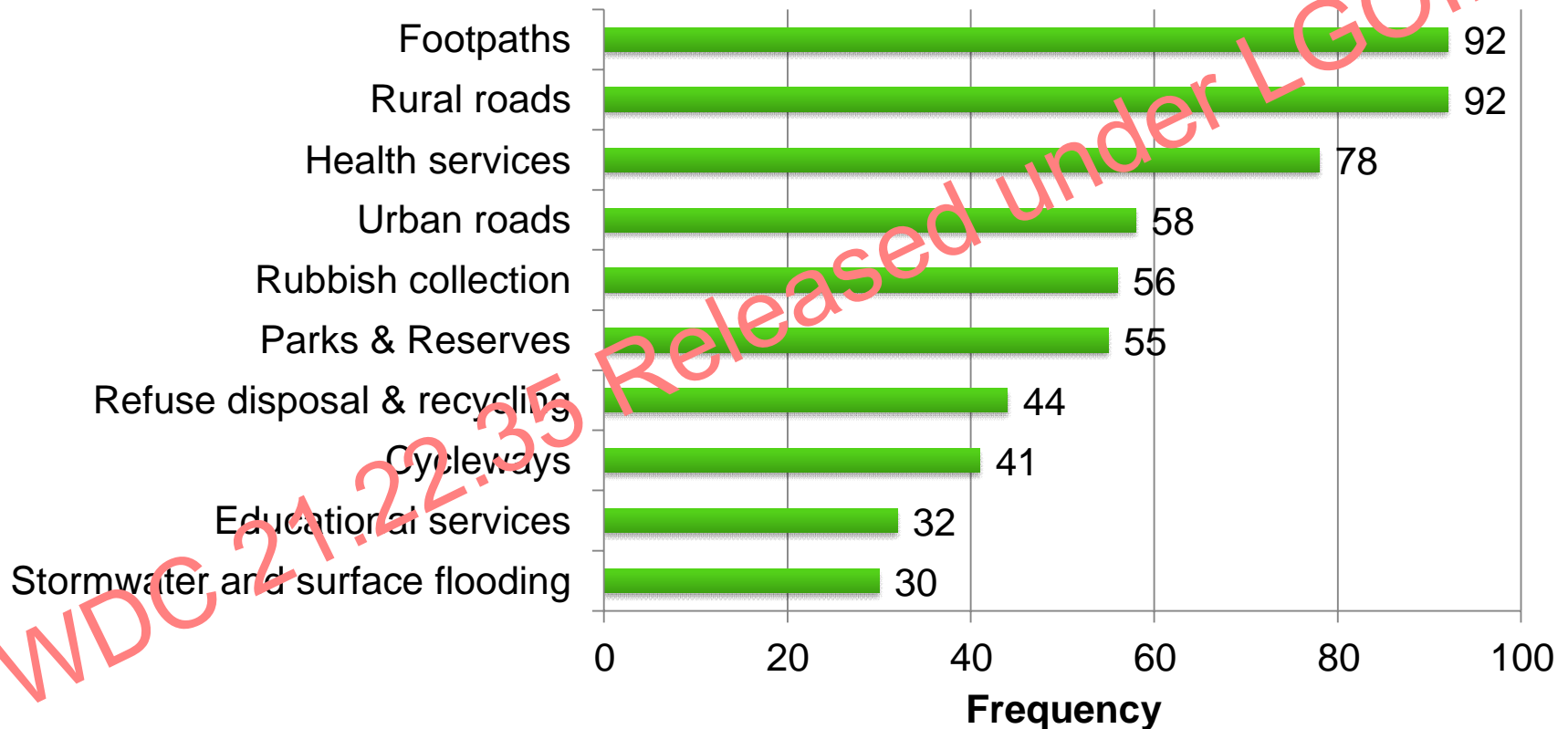
* % of Don't Know/NA's respectively



Future Prioritisation of Services & Facilities

What three Council services or facilities do you believe the Council should give more priority and resources to?

Top 10



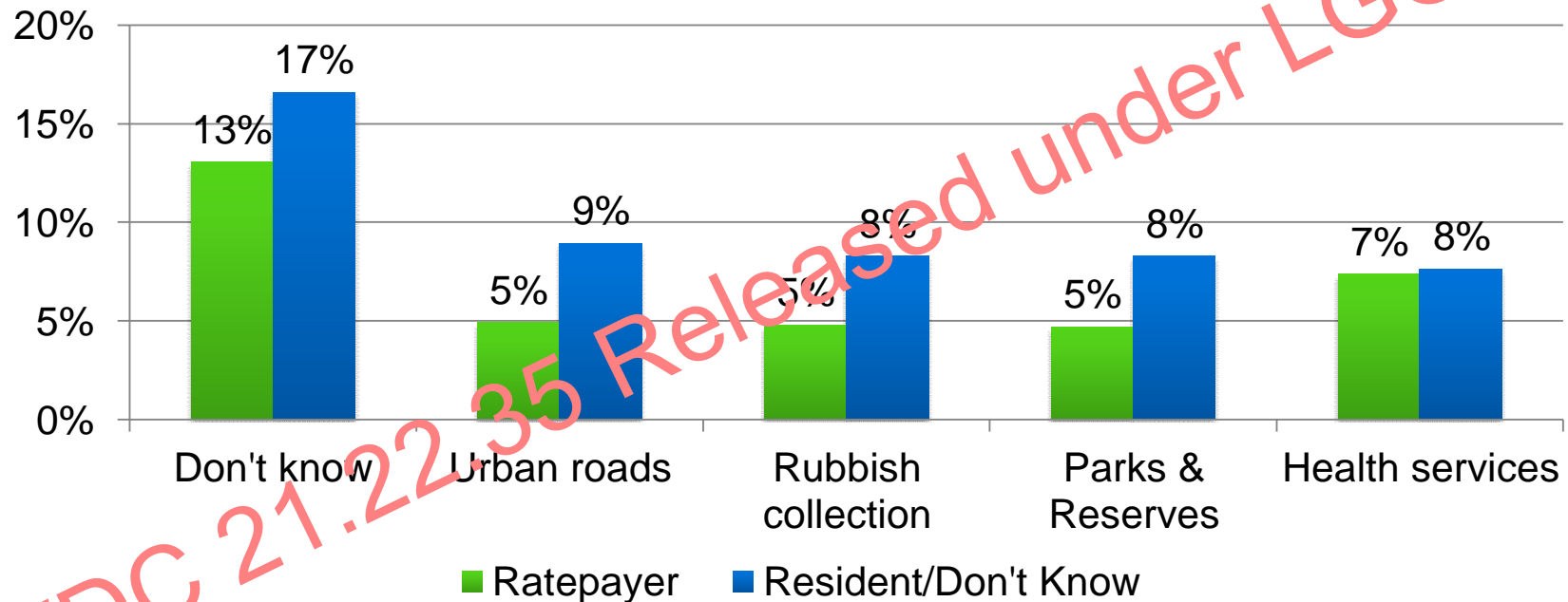
Footpaths and rural roads were ranked first by respondents as facilities which they believe the council should give more priority and resources, closely followed by health services,



Future Prioritisation of Services & Facilities by Ratepayer

What three Council services or facilities do you believe the Council should give more priority and resources to?

Top 5 Responses



The top 5 responses for services and facilities which respondents believed the council should give more priority & resources to was the same for both ratepayers and residents although a higher proportion of residents believed these services need more attention.



Future Prioritisation of Services & Facilities by Area

What three Council services or facilities do you believe the Council should give more priority and resources to?

Ranking of Services	Northern Westland	Hokitika	Southern Westland
1 st	Rural Roads	Footpaths	Rural Roads
2 nd	Health Services & Footpaths	Health Services	Health Services & Footpaths
3 rd	Parks & Reserves and Rubbish Collection	Urban and Rural Roads	Rubbish Collection and Water Supply

Respondents in all areas cited Rural Roads, Footpaths and Health Services in their three most popular responses.

Respondents in Northern and Southern Westland also cited Rubbish collection in their top 3.

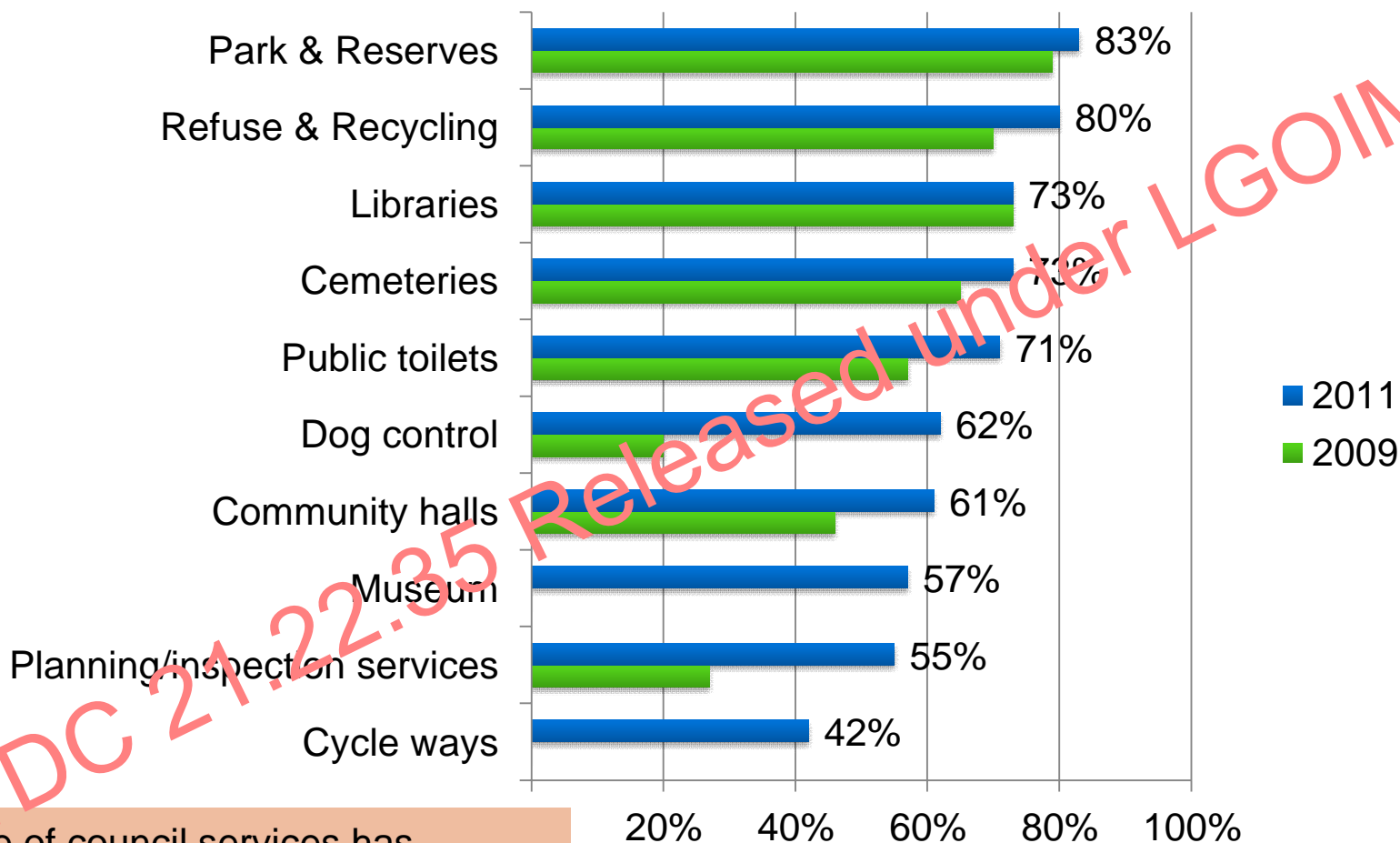


Usage of Council Services & Facilities

WDC 21.22.35 Released Under LGOIMA



Households who have used/visited the following services/facilities: 2009 & 2011



Usage of council services has increased since 2009

NB: 2011 frequency of use estimated from responses to satisfaction with council services/facilities questions. Respondents who had not used council services/facilities in the previous 12 months gave a Don't Know/NA response



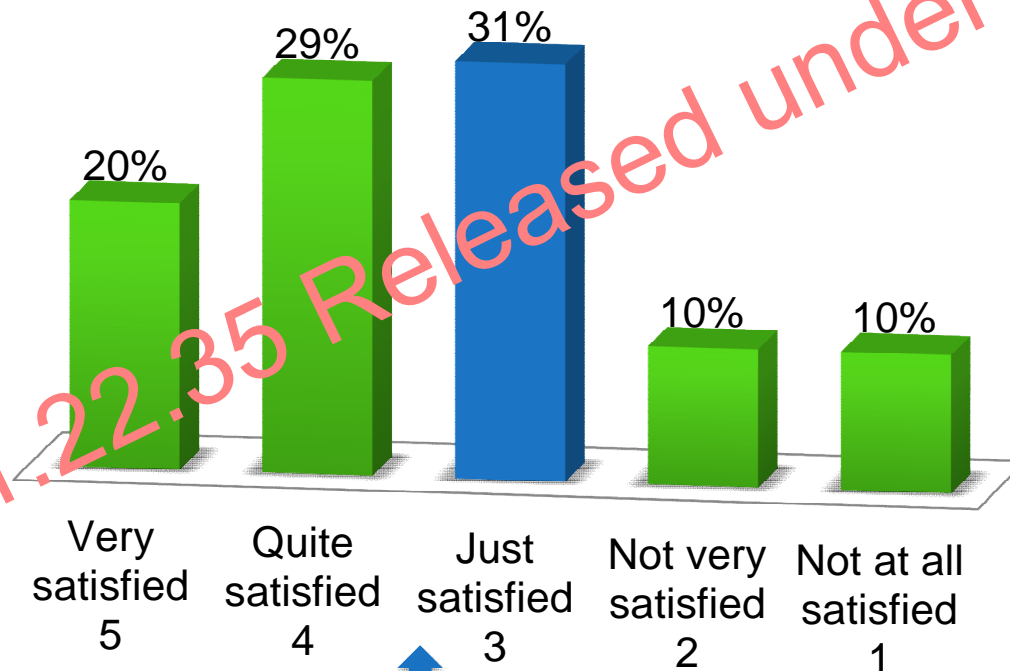
Council Communications

WDC 21.22.35 Released under LGOIMA



Satisfaction with Community Consultation

Thinking now how the Westland District Council communicates and consults you within the community newspaper, public meetings, ratepayer newsletters and the annual plan – how satisfied are you with the way you are consulted about Council matters and given the opportunity to be involved in community level decision making?

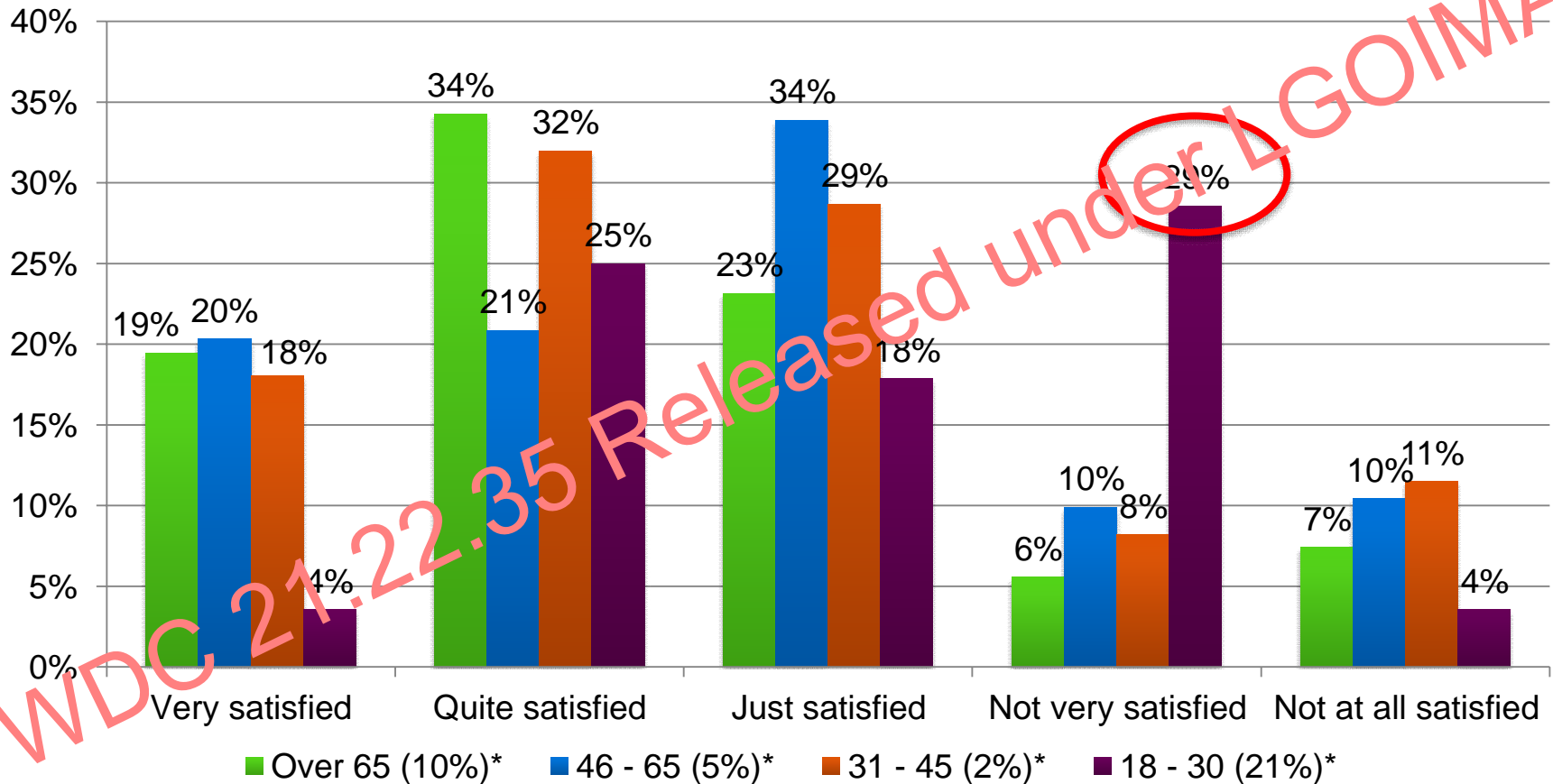


Mean 3.4

No. of respondents excluding Don't Know/NA (422)



Satisfaction with Community Consultation by Age Group



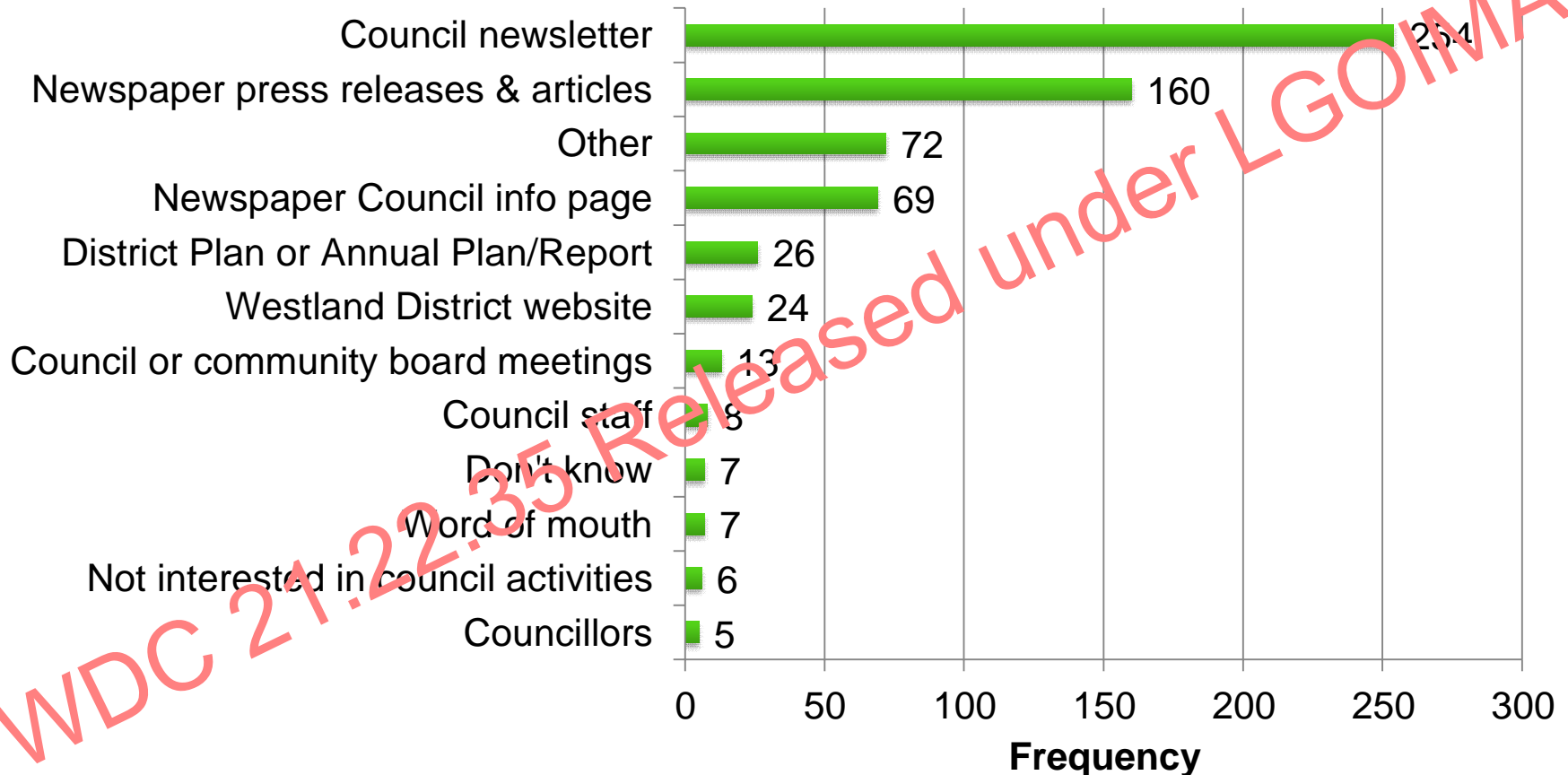
18 – 30 year olds were more likely to be not very satisfied with community consultation or to answer Don't Know than other age groups.

* % of Don't Know/NA's respectively



Council Communications

Please tell me your most preferred ways you like to receive Council information and be kept informed on Council matters?



The majority of households preferred to receive council information via the Council newsletter or via Newspaper press releases and articles. 'Other' popular responses included via post and email.



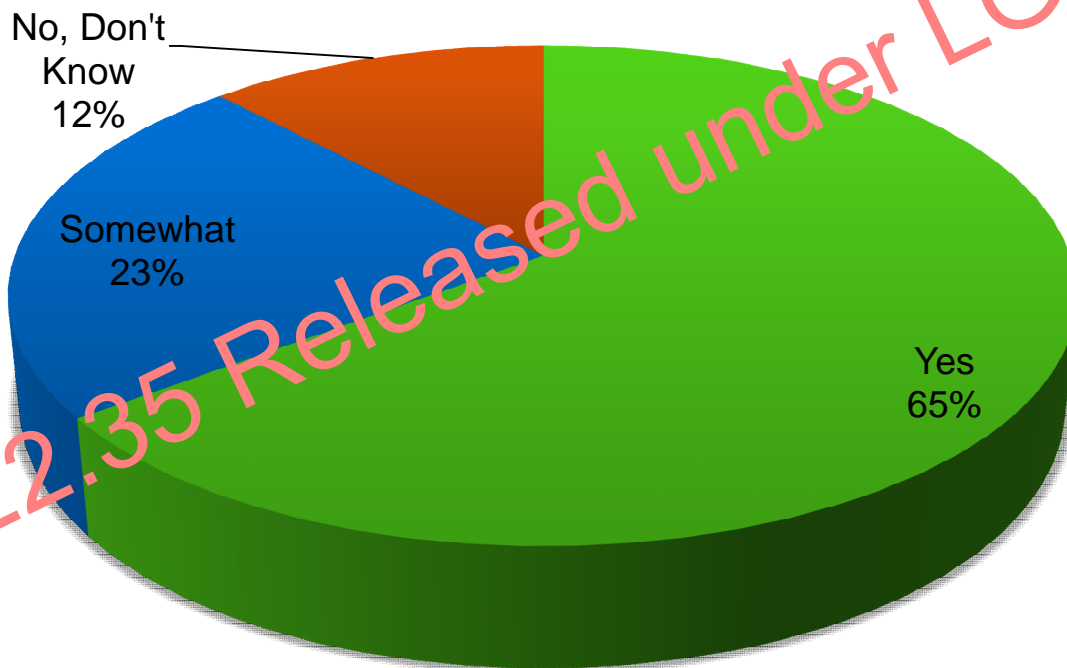
Emergency Management & Safety

WDC 21.22.35 Released under LGOIMA



Emergency Management

Now thinking of emergency management – being well prepared is having an up to date emergency kit at home containing stored food, bottled water, radio, torch, batteries, and having a family emergency plan – would you say your household is well prepared?

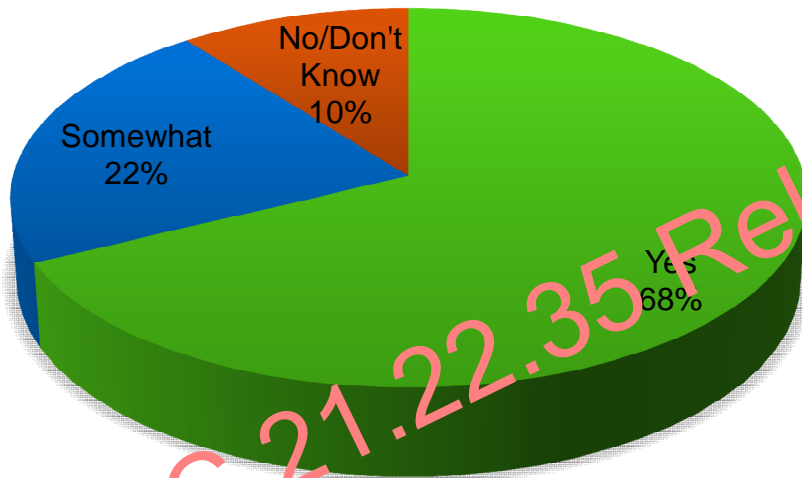


Almost two thirds of households surveyed believed they were well prepared for an emergency. This is the same as 2009 when 64% of respondents said they were well prepared.

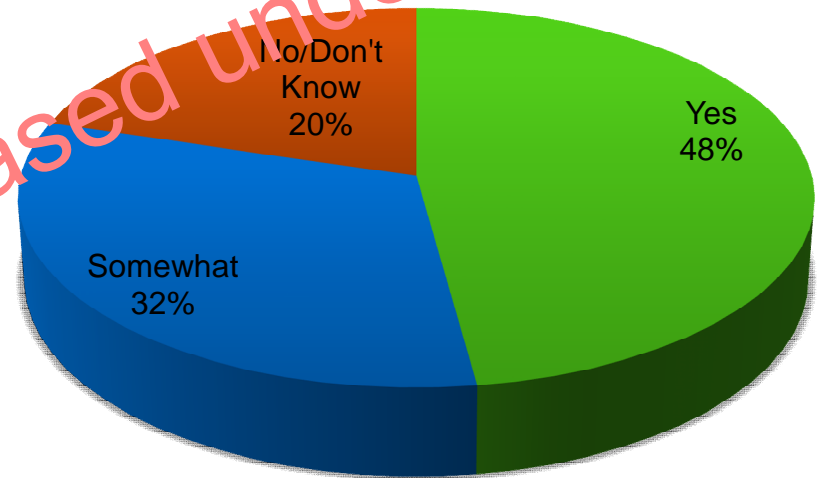


Emergency Management by Ratepayer

Ratepayer



Resident/Don't Know

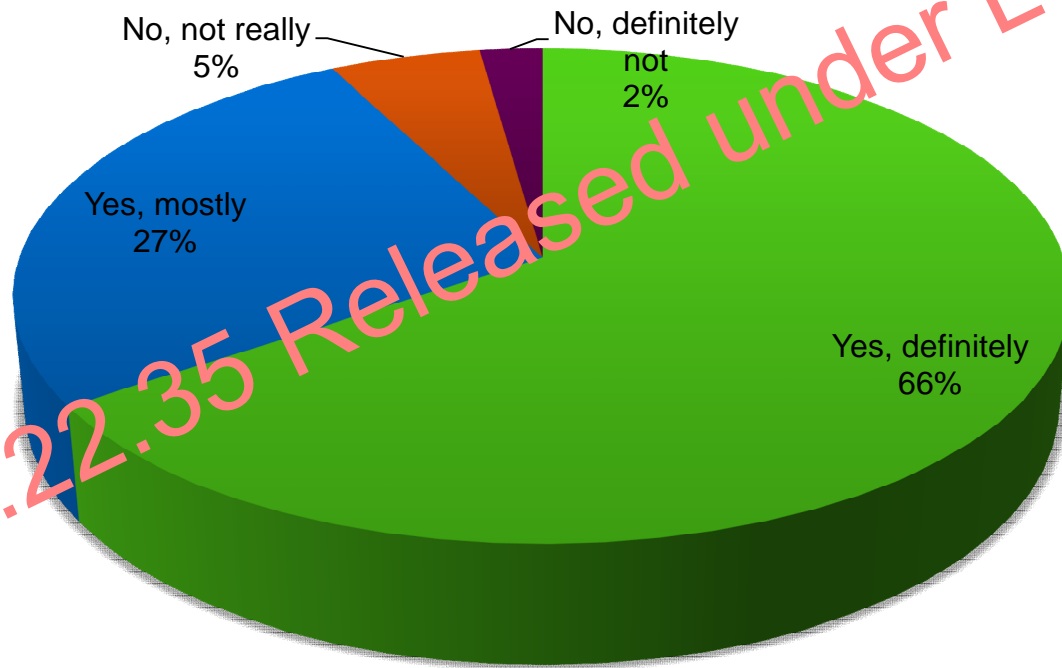


Ratepayers were almost 1/3 more likely than residents to be well prepared for an emergency.



Perception of Safety

Now thinking of how safe and secure you feel where you live – do you think Westland district is a safe place to live?



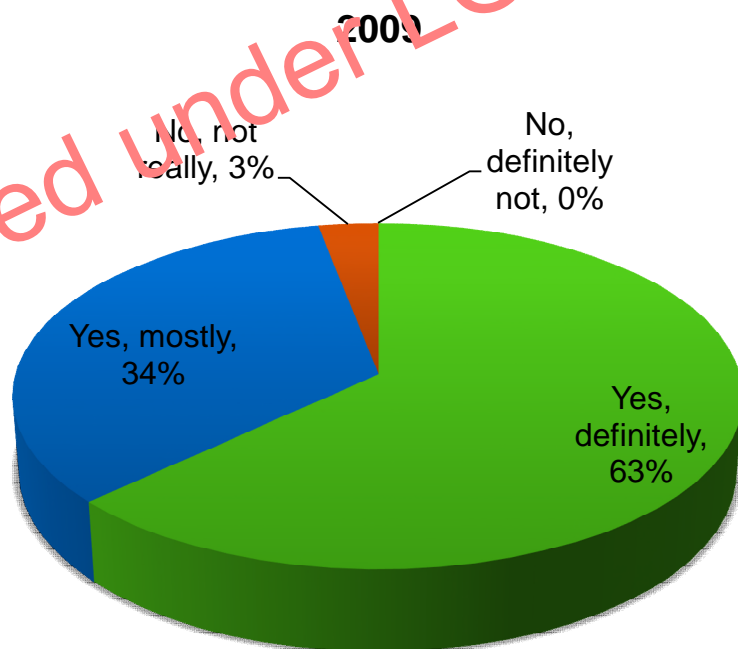
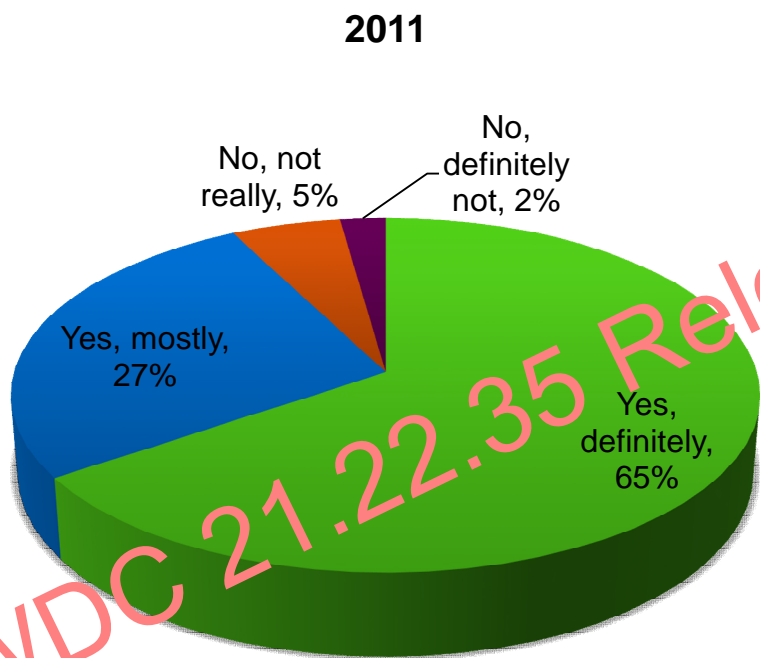
WDC 21.22.35 Released under LGOIMA

93% of respondents said Yes, Westland District was mostly or definitely a safe place to live.



Perception of Safety: 2009 & 2011

Now thinking of how safe and secure you feel where you live – do you think Westland district is a safe place to live?

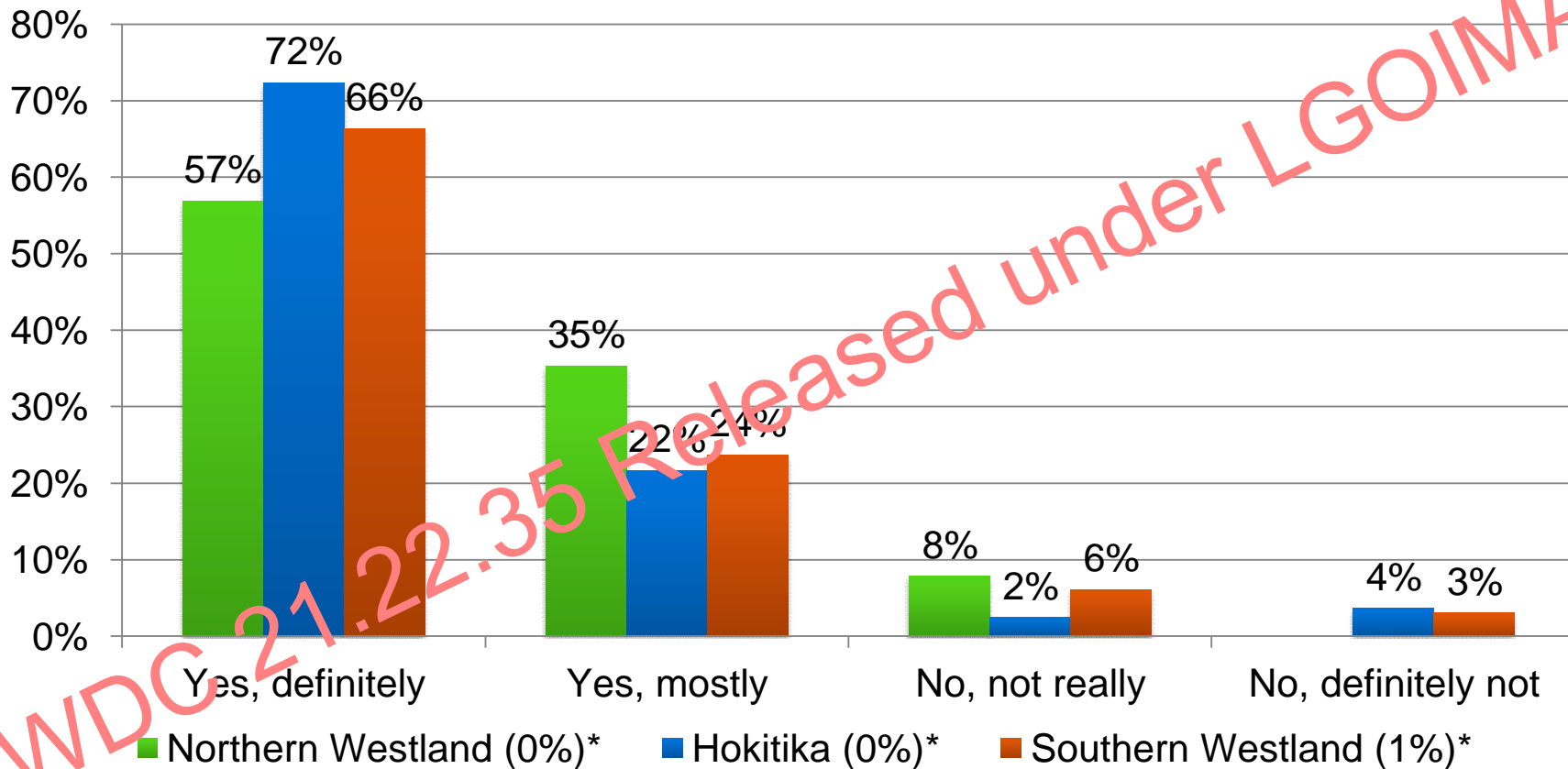


A similar proportion of respondents thought that Westland was a safe place to live in 2011 and 2009. A slightly higher percentage thought that it was not really safe in 2011 than 2009.



Perception of Safety by Area

Now thinking of how safe and secure you feel where you live – do you think Westland district is a safe place to live?



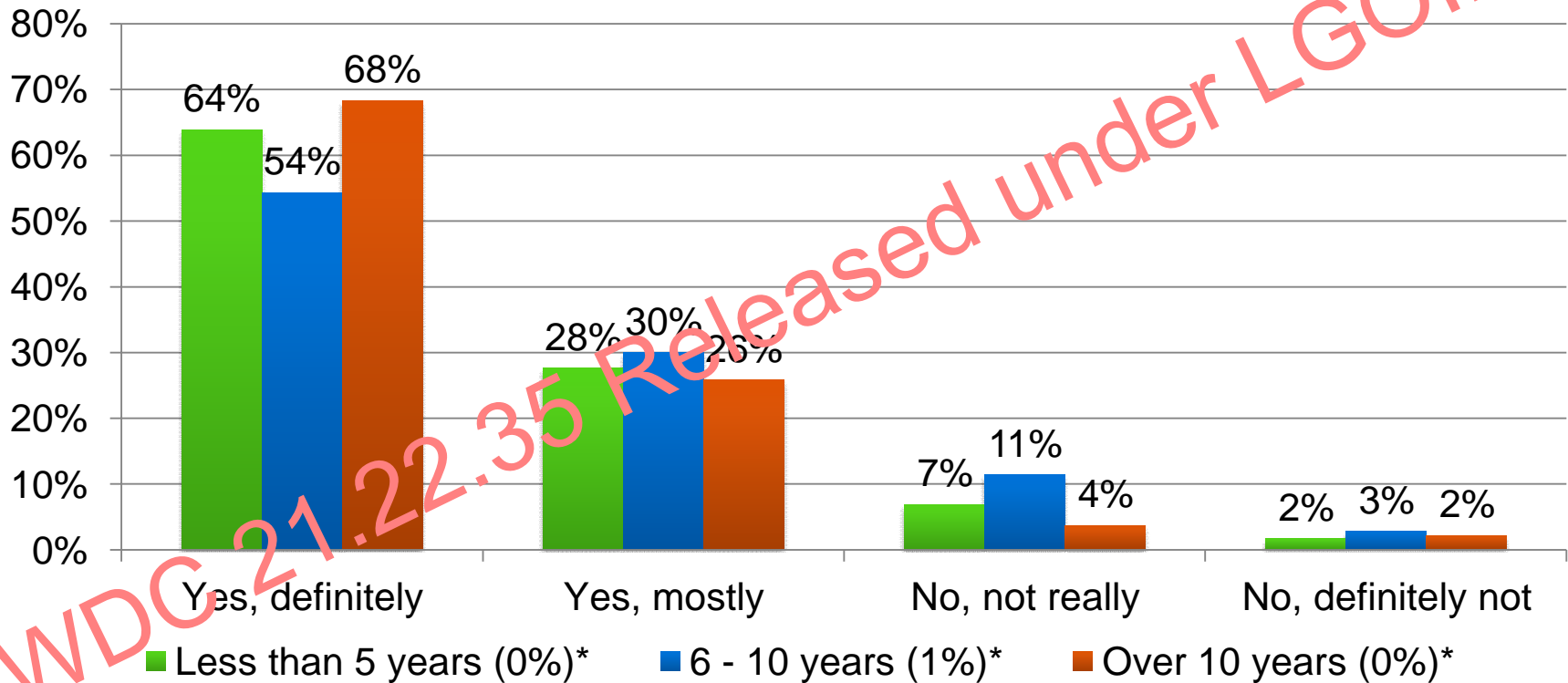
There was little difference in respondents' perception of safety by district areas. The majority of respondents in all areas feel that Westland District is definitely a safe place to live.

* % of Don't Know/NA's respectively



Perception of Safety by Length of Residence

Now thinking of how safe and secure you feel where you live – do you think Westland district is a safe place to live?



There was little difference in respondents' perception of safety by their length of residence. The majority of respondents felt that Westland District is definitely a safe place to live, regardless of how long they had lived in Westland.

* % of Don't Know/NA's respectively



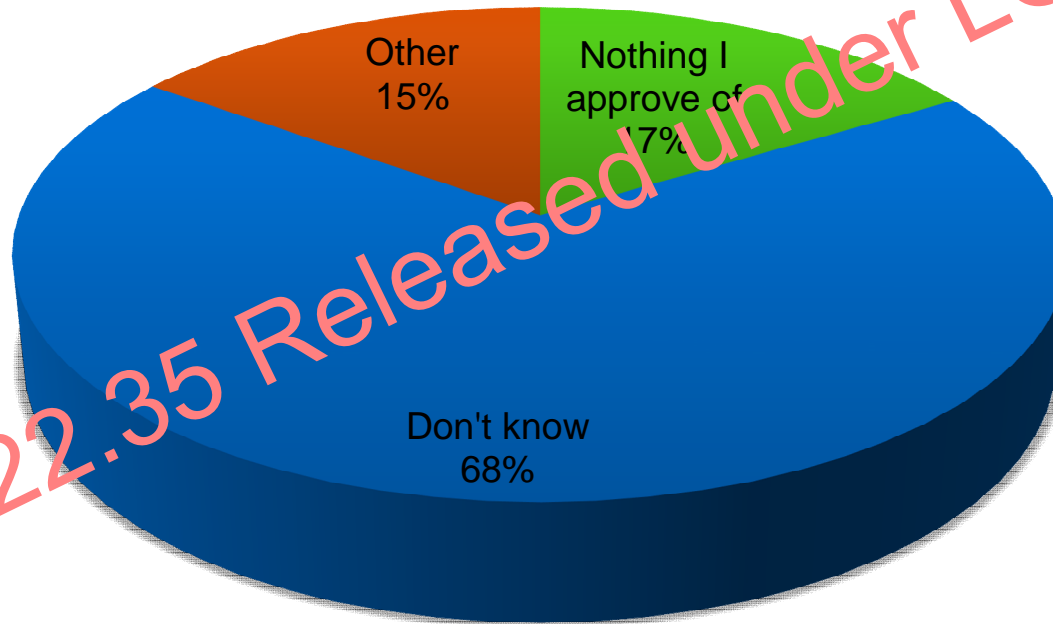
Approval and Disapproval of Council Decisions & Actions

WDC 21.22.35 Released under LGOIMA



Approval of Council Decisions/Actions

Please tell me a decision or an action the Westland District Council has made in the last few months that you like or approve of.



WDC 21.22.35 Released under LGOIMA

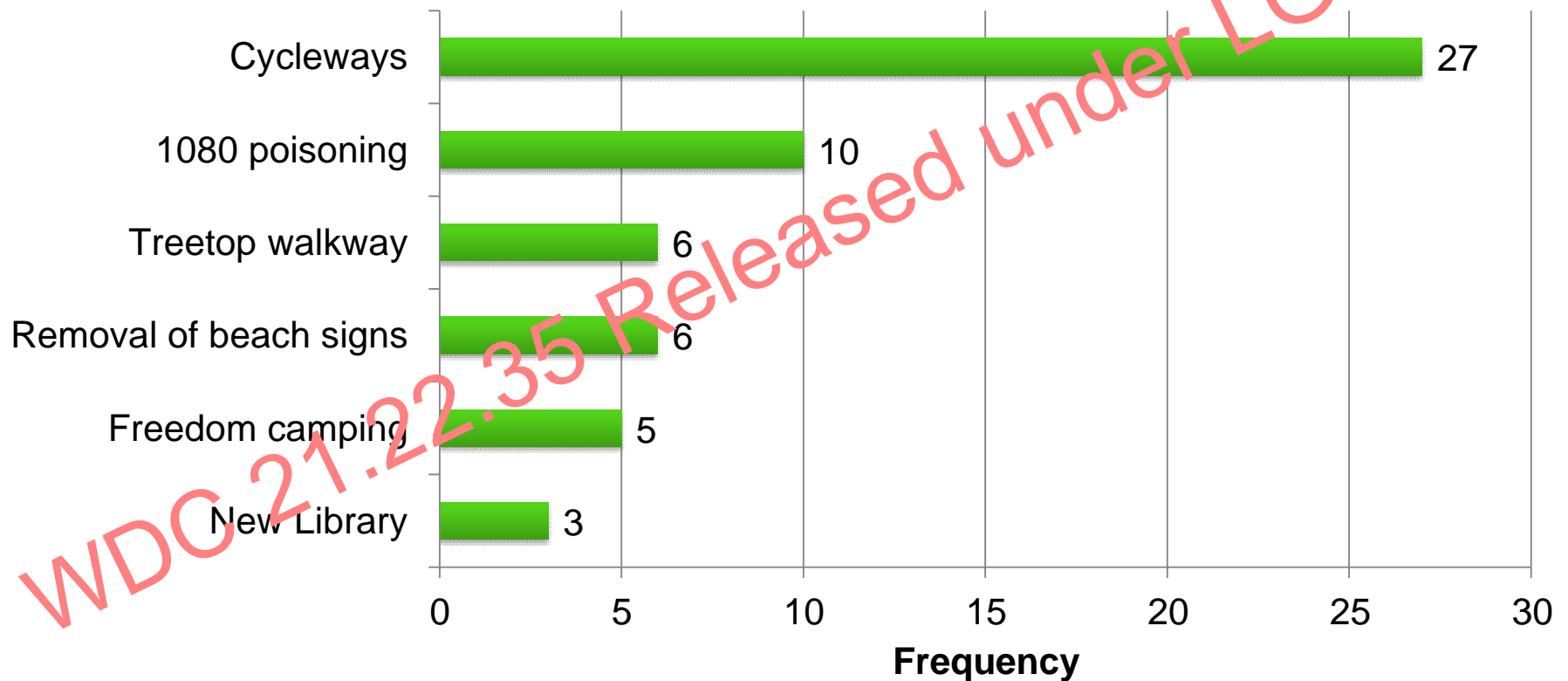
The majority of respondents couldn't recall a particular decision or action that they approved of.



Approval of Council Decisions/Actions

“Other” comments: Top 5 responses

Top 5 "Other" comments

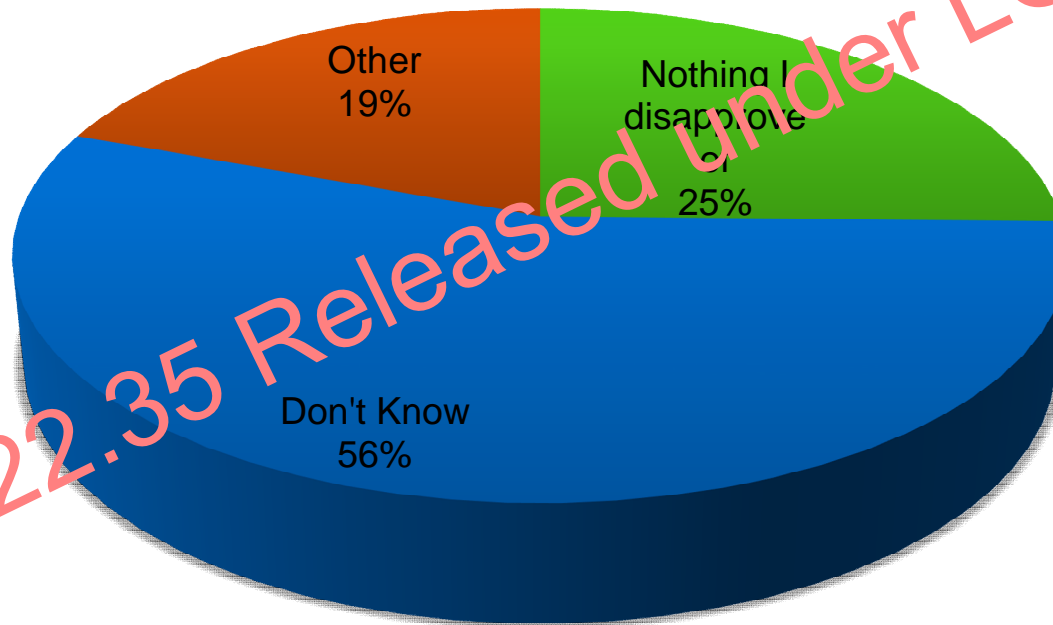


The majority of those who commented approved of the council's decision on cycle ways.



Disapproval of Council Decisions/Actions

Please tell me a decision or an action the Westland District Council has made in the last few months that you dislike or disapprove of.



WDC 21.22.35 Released under LGOIMA

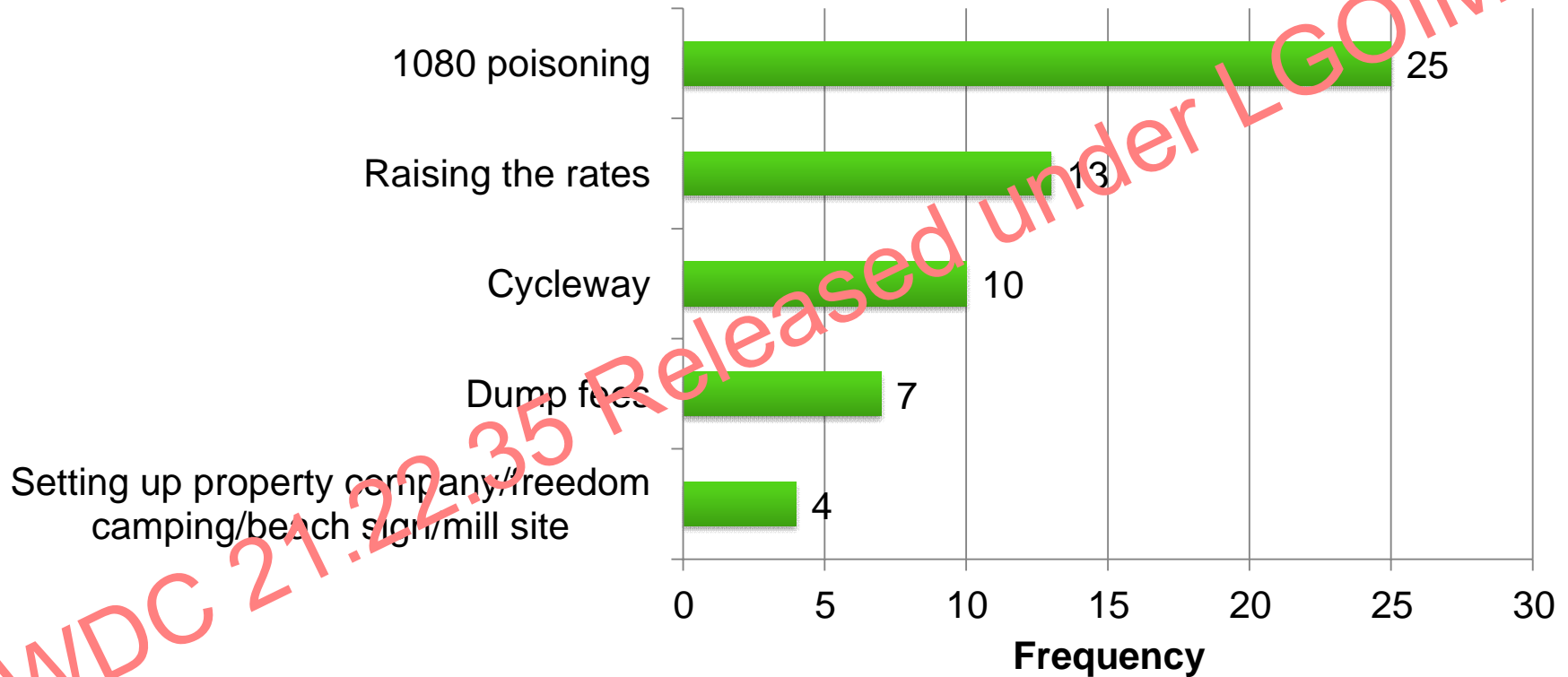
The majority of respondents couldn't recall an action or decision that they disapproved of. One quarter said that there was nothing they disapproved of.



Disapproval of Council Decisions/Actions

“Other” comments: Top 5 responses

Top 5 "Other" comments



The majority of respondents who commented disapproved of the decision on 1080 poisoning. 1080 poisoning was also a decision which households disapproved of in the 2009 survey.



Conclusions & Recommendations

WDC 21.22.35 Released under LGOIMA



Conclusions & Recommendations

- Overall, households surveyed were most satisfied with the library environment and services, the sewerage system and museum. The services which households were least satisfied with were dog control, town planning services and footpaths. Footpaths were also number one on the list of services and facilities which households believed needed more priority and resources.
- **The Council should give further priority and resources to improving footpaths throughout Westland District.**
- Overall, households in Hokitika and residents were more likely to be satisfied with council services and facilities than households in Northern and Southern Westland and ratepayers. Households in Hokitika were also more likely to have council provided services than households in Northern and Southern Westland.



Conclusions & Recommendations

- **The Council should focus resources on improving access to basic services – sewerage system, piped storm water collection, regular rubbish collection and piped water supply – in Northern and Southern Westland. Between 1/3 and 1/2 of all households surveyed in these areas said they were not supplied with these services. Improvement of regular rubbish collection should be paid particular attention to in all areas as it was rated as one of the top 5 services and facilities which households believed should be given more priority and resources.**
- On the whole, satisfaction with council services and facilities was very similar to 2009 and over half the households surveyed believed the quality of services & facilities was the same as 3 years ago. Just under one third of households believed services and facilities had improved. However, compared with 2009, fewer respondents believe that Westland district is a better place to live than 3 years ago.
- **The Council needs to promote the value of the services and facilities it provides. Don't shy away from advertising improvements and telling residents how much you've invested in services and facilities.**



Conclusions & Recommendations

- Overall, household satisfaction with storm water and surface flooding management, refuse disposal & recycling, and rubbish collection has improved since 2009. However, rubbish collection was also rated as one of the top 5 services and facilities, which households believed should be given more priority and resources. Additionally, households in Northern and Southern Westland ranked it 3rd in their choice of services and facilities they believed the council should give more priority and resources to.
- **It is clear that although households believe rubbish collection has improved since 2009, they also believe that there is still plenty of room for improvement. The Council should continue to prioritise the improvement of rubbish collection to provide more regular services, especially in Northern and Southern Westland, and to make it better value for money for ratepayers and residents.**



Conclusions & Recommendations

- Households also ranked footpaths, urban and rural roads and health services in the top 5 services and facilities, which they believed the Council should give more priority and resources to. Rural roads were ranked first among households in Northern and Southern Westland and all three areas ranked Health Services second.
- **The Council should invest in improving transport infrastructure to the Northern and Southern areas of the district. Health care should also be a priority.**
- Usage of council services and facilities is estimated to have increased since 2009.
- Almost two thirds of households surveyed believed they were well prepared for an emergency. However, ratepayers were almost 1/3 more likely to be well prepared than residents.



Conclusions & Recommendations

- The majority of households believe that Westland District is a safe place to live. This is the same as in 2009.
- 18 – 30 year olds were more likely to be not very satisfied with community consultation or to give a Don't Know/NA response indicating they are less likely to involve themselves in community consultation.
- **The council should focus efforts on increasing the satisfaction and participation of 18 – 30 years olds in council decision making.**

WDC 21.22.35 Released under LGOIMA



Conclusions & Recommendations

- The majority (93%) of households preferred traditional methods of communication, indicating that they preferred to receive council information via the Council newsletter or via Newspaper press releases and articles. 'Other' popular responses included via post and via email.
- Over half the households surveyed couldn't name a Council decision, which they approved or disapproved of. Of those households that gave an opinion, more respondents approved of the decision around cycle ways than disapproved. Meanwhile more respondents disapproved of the decision around 1080 poisoning than approved of it. This continued to be a decision which households disapproved of from 2009.

WDC 21.22.35 Released under LGOMA



WDC 21.22.35 Released under LGOIMA

For more information please contact:

Fiona Hudson: fiona@cinta.co.nz

Ruth Hawksley: research@cinta.co.nz

**WESTLAND DISTRICT COUNCIL
COMMONTRAK™ SURVEY
MARCH 2016**

WDC 21 22.35 Released under LGOIMA

WDC 21.22.35 Released under LGOIMA

COMMUNITRAK™ SURVEY

PUBLIC PERCEPTIONS AND INTERPRETATIONS OF COUNCIL SERVICES & REPRESENTATION

PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:

WESTLAND DISTRICT COUNCIL

MARCH 2016



National Research Bureau Ltd
PO Box 10118, Mt Eden, Auckland, New Zealand
P (09) 6300 655, www.nrb.co.nz

WDC 21.22.35 Released under LGOIMA

CONTENTS

	Page No.
A. SITUATION AND OBJECTIVES	1
B. COMMUNITRAK™ SPECIFICATIONS	2
C. EXECUTIVE SUMMARY	6
D. MAIN FINDINGS.....	14
1. Council Services/Facilities	15
a. Residents Overall.....	16
i. Protection Provided From Dogs And Wardening Stock	16
ii. Standard Of Community Halls.....	20
iii. Parks And Reserves	24
iv. Public Toilets.....	28
v. Hokitika Pool.....	32
vi. The Library Services.....	34
vii. Standard And Safety Of Council's Unsealed Roads	36
viii. Reliable Transfer Station Service	39
b. Service Provided /Users.....	42
i. Refuse And Recycling Collection Service.....	42
ii. Hokitika Museum Experience	44
2. Customer Service Centre.....	46
a. i-SITE /Customer Service Centre	47
i. Contacted?	47
ii. Level Of Satisfaction.....	49
3. Performance	51
a. Performance Rating Of The Mayor And Councillors In The Last Year.....	52
4. Consultation And Community Involvement.....	54
a. Do Residents Understand How Council Makes Decisions	55
b. Satisfaction With The Way Council Involves The Public.....	56
E. APPENDIX	58

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

WDC 21.22.35 Released under LGOIMA

A. SITUATION AND OBJECTIVES

Council has engaged a variety of approaches both to seeking public opinion and to communicating its decisions and programmes to residents and ratepayers. One of these approaches was to commission the National Research Bureau's Community survey in July / August 2009 and March 2016.

The advantages, and benefits of this are twofold ...

- Council has the National Average and Peer Group Average comparisons against which to analyse, where applicable, perceived performance,
- Council introduced questions reflecting areas of interest to Westland District.

* * * * *

WDC 21.22.35 Released under LGOIMA

B. COMMUNITRAK™ SPECIFICATIONS

Sample Size

This Communitrak™ survey was conducted with 403 residents of the Westland 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 three Wards and the interviews spread as follows:

Northern	150
Hokitika	129
Southern	124
	<u>403</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 weekends.

Sample Selection

The relevant white pages of the telephone directory were used as the sample source, with every xth number being selected, that is, each residential (non-business) number selected was chosen in a systematic, randomised way (in other words, at a regular interval), in order to spread the numbers chosen in an even way across all relevant phone book pages.

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

A target of interviewing approximately 100 residents, aged 18 to 44 years, was also set.

Households were screened to ensure they fell within the Westland 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 the Statistics New Zealand's 2013 Census data. The result is that the total figures represent the adult population's viewpoint as a whole across the entire Westland 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 from Friday 4th March to Sunday 13th March 2016.

Comparison Data

Communitrak™ offers to Council the opportunity to compare their performance with those of Local Authorities across all New Zealand as a whole and with similarly constituted Local Authorities.

The Communitrak service includes ...

- comparisons with a national sample of 1,003 interviews conducted in November 2014,
- comparisons with provincial, urban and rural norms.

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

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

Weightings have been applied to this comparison data to reflect the actual adult population in Local Authorities as determined by Statistics NZ 2013 Census data.

Comparisons With National Communitrak™ Results

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

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

Margin Of Error

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

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

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

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

The margin of error figures above refer to the **accuracy** of a result in a survey, given a 95 percent level of confidence. A 95 percent level of confidence implies that if 100 samples were taken, we would expect the margin of error to contain the true value in all but five samples. At the 95 percent level of confidence, the margin of error for a sample of 400 respondents, at a reported percentage of 50%, is plus or minus 5%.

Significant Difference

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

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

The figures above refer to the difference between two results that is required, in order to say that the difference is significant, given a 95 percent level of confidence. Thus the significant difference, for the same question, between two separate surveys of 400 respondents is 7%, given a 95 percent level of confidence, where the midpoint of the two results is 50%.

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

* * * * *

WDC 21.22.35 Released under LGOIMA



C. EXECUTIVE SUMMARY

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

The Westland 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, and to Local Authorities on average throughout New Zealand.

WDC 21.22.35 Released under GOIMA

WDC 21.22.35 Released under LGOIMA

SNAPSHOT



86% of residents are satisfied with the District parks and reserves.



27% are not very satisfied with the standard and safety of Council's unsealed roads.



Of those residents who have contacted the new *i*-Site/Customer Service Centre, 76% are very satisfied with the service received.



In general, 69% of residents understand how Council makes decisions.

WDC 21/22-35 Released under LGOMA

COUNCIL SERVICES/FACILITIES

a. Satisfaction With Services/Facilities

	Very/fairly satisfied %	Not very satisfied %	Don't know/ unable to say %
Parks and reserves	86	11	3
Library services	81	1	18
Protection from dogs and wandering stock provided	72	24	4
Standard and safety of Council's unsealed roads	70	27	3
Standard of community halls	67	16	17
Public toilets	66	24	10
Reliability of the transfer station service	64	20	16
Hokitika Pool	58	5	37

WDC 21.22.35 Released under LGOMA

b. Percent Not Very Satisfied - Comparison Summary

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

	Westland %	Peer Group %	National Average %
• public toilets	24	15	19
• reliability of the transfer station service	20	*9	*11
• standard of community halls	16	**6	**6
• parks and reserves	11	3	4

* figures based on the ratings for refusal disposal in general (ie, landfill sites).

** figures based on the ratings for public halls in general.

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

• Hokitika Pool	5	9	10
-----------------	---	---	----

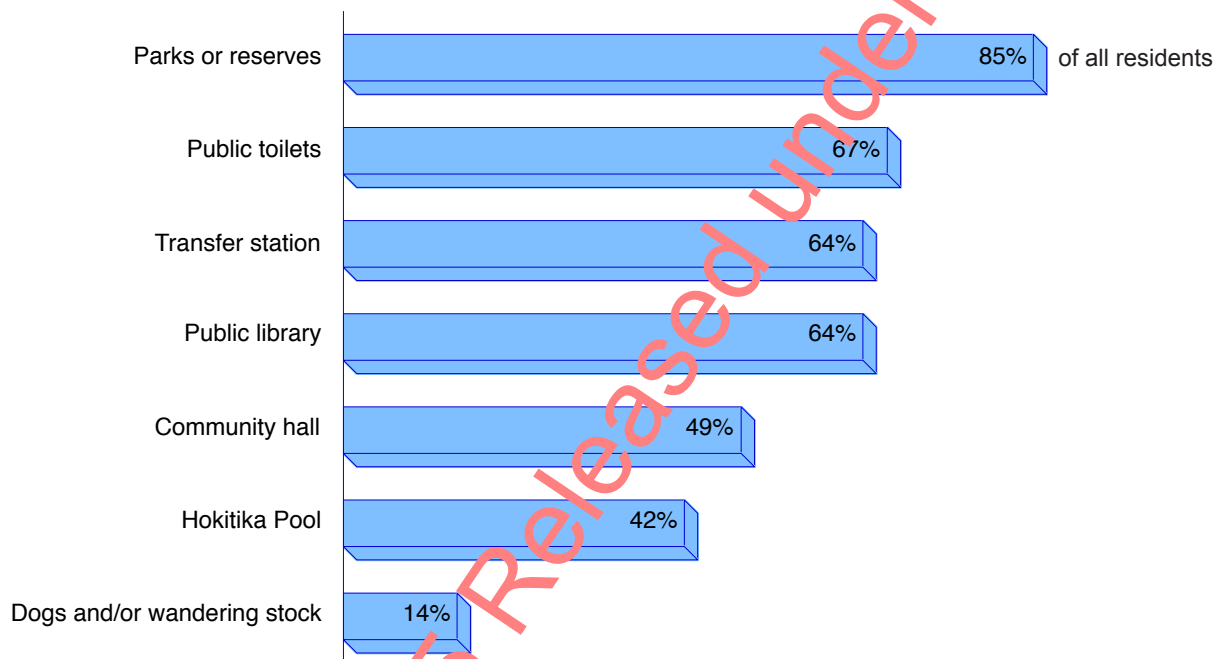
For the remaining services or facilities for which comparative data is available, Westland District performs **on par with/similar to** other like Local Authorities and Local Authorities nationwide on average for the following ...

• protection provided from dogs and wandering stock	24	†22	†20
• library services	1	3	2

† Peer Group and National Average readings refer to dog control only.

c. Frequency Of Household Use - Council Services And Facilities

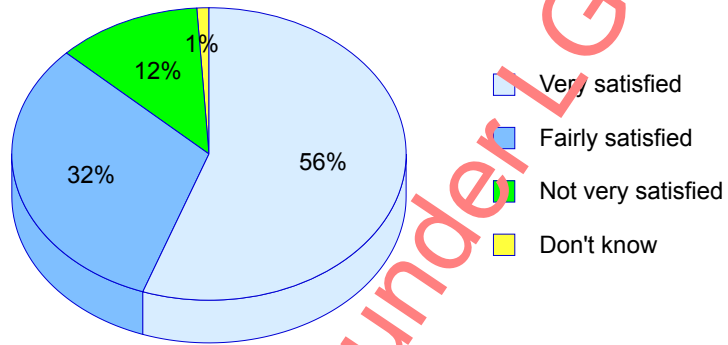
Percentage Of Households Who Have Used/Visited The Following Services/Facilities In The Last Year ...



Refuse And Recycling Collection Service

77% of residents are provided, where they live, with a regular refuse and recycling collection service, by Council.

*Satisfaction With Service Received:
Regular Refuse And Recycling Collection Service Provided By Council*



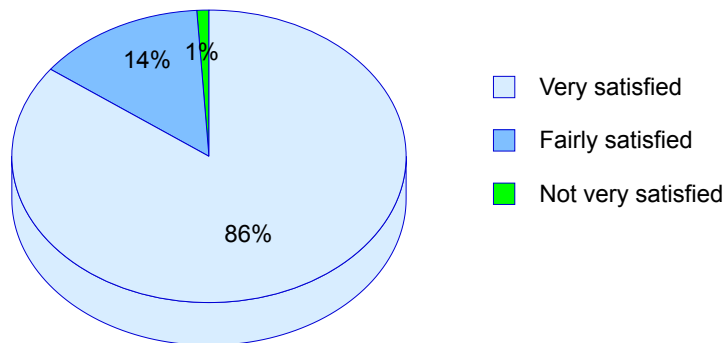
Base = 307
(Does not add to 100% due to rounding)

The percent not very satisfied is similar to the Peer Group and National Averages for **rubbish collection** (service provided).

Hokitika Museum

In the last 12 months, 44% of residents, or a member of their household, have visited the Hokitika Museum.

Visitors



Base = 174
(Does not add to 100% due to rounding)

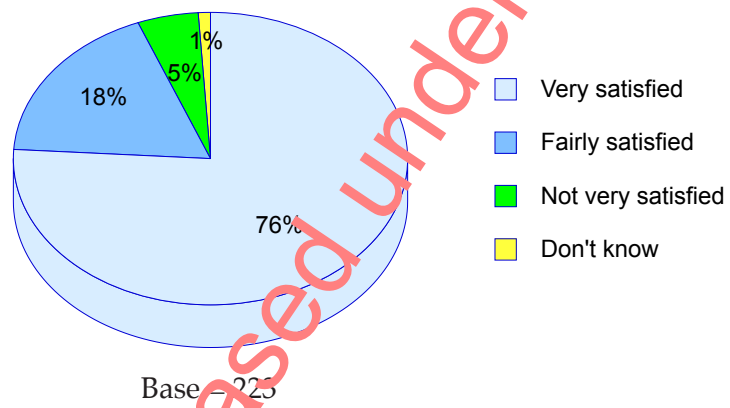
The percent not very satisfied is similar to the visitor Peer Group and National Averages for **museum in general**.

WDC 21.22.35 Released under LGOIMA

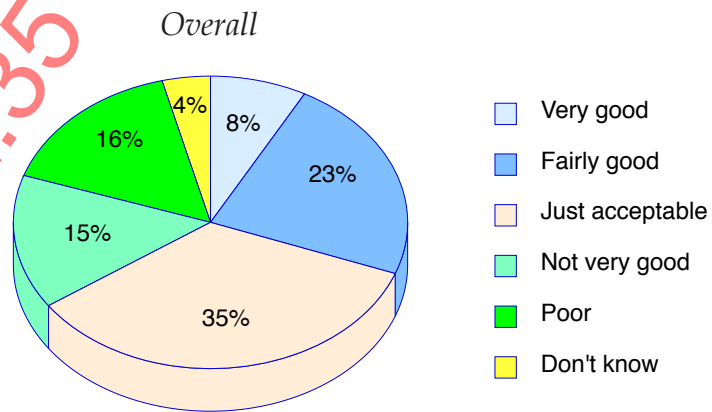
i-SITE/Customer Service Centre

55% of residents say they, or a member of their household, have contacted the new i-SITE/ Customer Service Centre, either in person, by phone and /or by email.

*Satisfaction With Service Received:
Contacted i-Site/Customer Service Centre*



Performance Of Mayor/Councillor In Last Year



(Does not add to 100% due to rounding)

WDC 21.22.35 Released under LGIMA

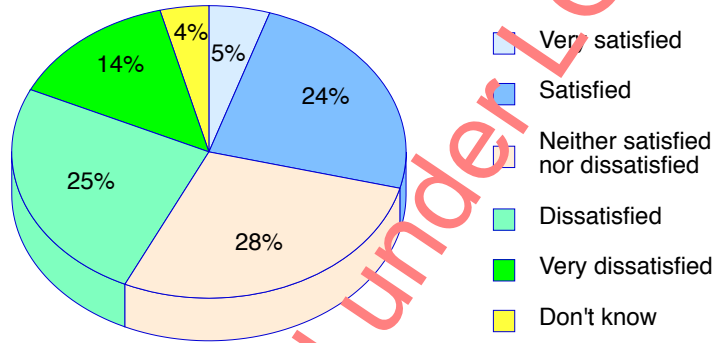
WDC 21.22.35 Released under LGOIMA

LOCAL ISSUES

Council Consultation and Community Involvement

In general 69% of residents understand how Council makes decisions.

Satisfaction With The Way Council Involves The Public In The Decisions It Makes: Overall



* * * * *

WDC 21.22.35 Released under GOIMA

WDC 21.22.35 Released under LGOIMA

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 Westland 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.

Included in this Peer Group are ...

Buller District Council	Ruapehu District Council
Carterton District Council	Selwyn District Council
Central Hawke's Bay District Council	South Taranaki District Council
Central Otago District Council	Southland District Council
Clutha District Council	South Wairarapa District Council
Far North District Council	Stratford District Council
Hauraki District Council	Tararua District Council
Hurunui District Council	Tasman District Council
Kaikoura District Council	Waikato District Council
Kaipara District Council	Waimakariri District Council
MacKenzie District Council	Waimate District Council
Manawatu District Council	Wairoa District Council
Matamata-Piako District Council	Waitaki District Council
Opotiki District Council	Waitomo District Council
Oterohanga District Council	Western Bay of Plenty District Council
Rangitikei District Council	

WDC 21.22.35 Released under LGOIMA

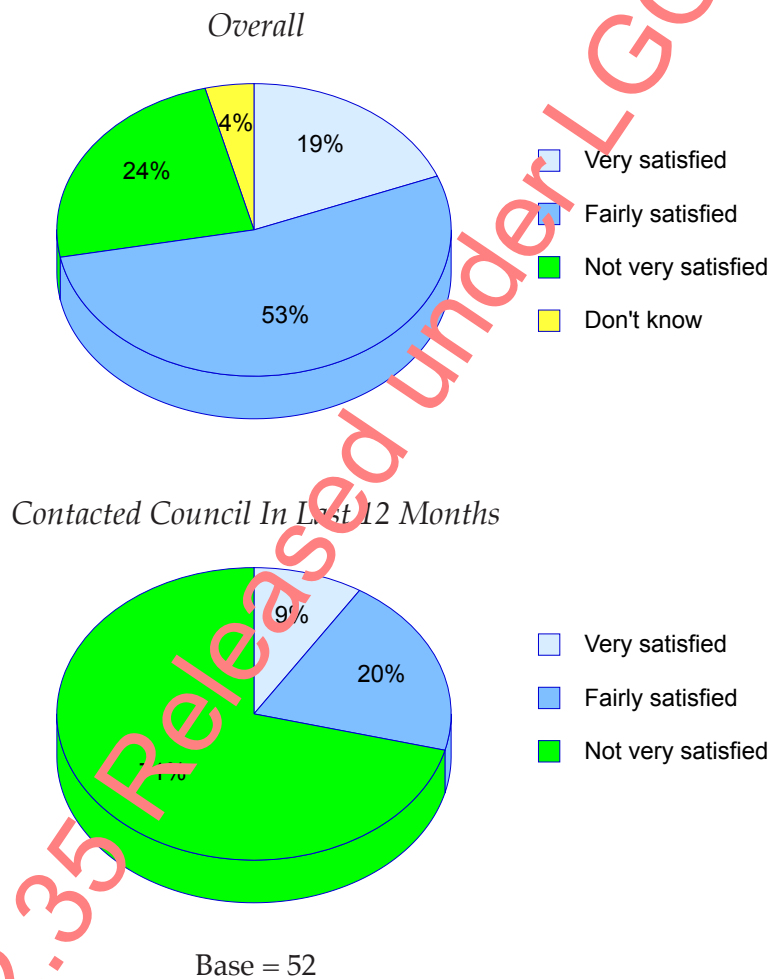
1. COUNCIL SERVICES/FACILITIES

WDC 21.22.35 Released under LGOIMA

A. RESIDENTS OVERALL

Residents were read out a number of Council functions and asked whether they are very satisfied, fairly satisfied or not very satisfied with the provision of that service or facility. Those residents not very satisfied were asked to say why they felt this way.

i. Protection Provided From Dogs And Wandering Stock



72% of residents are satisfied with the protection provided from dogs and wandering stock, while 24% are not very satisfied.

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

14% of residents have contacted Council about dogs or wandering stock in the last 12 months. Of these, 29% are satisfied and 71% are not very satisfied.

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

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

Satisfaction With The Protection Provided From Dogs And Wandering Stock

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2016	19	53	72	24	4
2009*	20	30	50	42	8
Contacted Council	9	20	29	71	-
Comparison*					
Peer Group Average (Rural)	30	41	71	22	7
National Average	32	41	73	20	7
Ward					
Northern	18	58	76	20	4
Hokitika	20	52	72	27	1
Southern†	21	47	68	26	5
Age					
18-44 years	24	58	82	15	3
45-64 years†	13	52	65	31	5
65+ years	22	47	69	29	2
Household Size					
1-2 person household	21	47	68	28	4
3+ person household	17	61	78	19	3

% read across

* 2009 reading and Peer Group and National Average readings refer to dog control only

† does not add to 100% due to rounding

The main reasons* residents are not very satisfied with the protection provided from dogs and wandering stock are ...

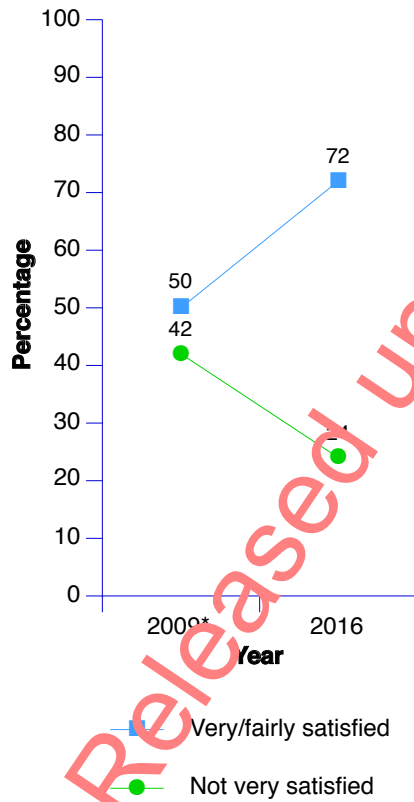
- dogs wandering/roaming/not under control,
- need more control/more enforcement/need to be stricter,
- poor service from dog control/poor response to complaints,
- danger to people and other animals.

Summary Table: Main Reasons* For Being Not Very Satisfied With The Protection Provided From Dogs And Wandering Stock

	Total District 2016 %	Ward		
		Northern %	Hokitika %	Southern %
Percent Who Mention ...				
Dogs wandering/roaming/not under control	15	12	17	17
Need more control/more enforcement/ need to be stricter	7	7	7	7
Poor service from dog control/ poor response to complaints	5	3	6	7
Danger to people and other animals	4	4	6	2

* multiple responses allowed

Protection Provided From Dogs And Wandering Stock

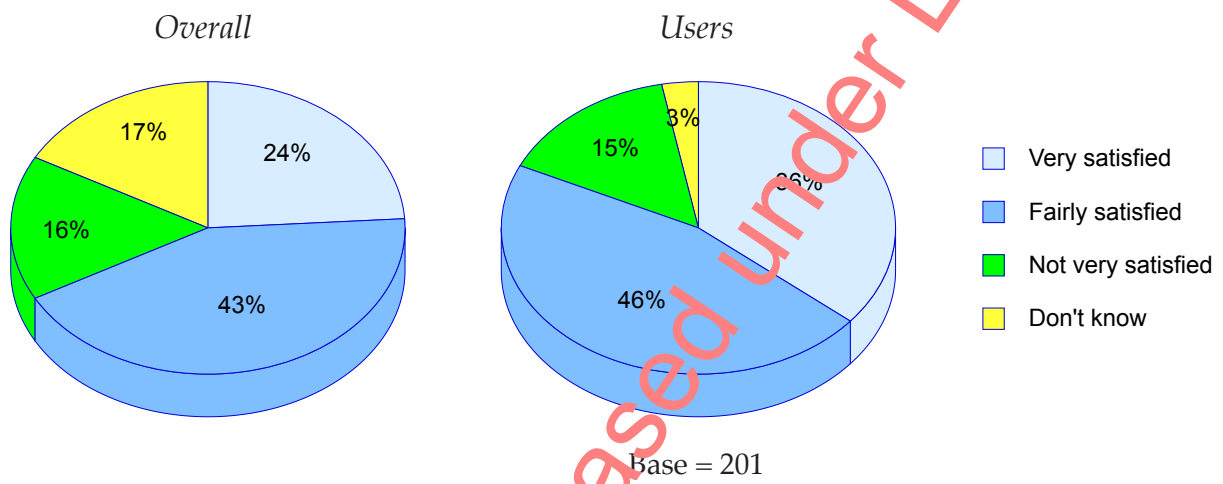


* 2009 reading refers to dog control only
NA from 2010-2015

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 72%
Contacted Council = 29%

ii. Standard Of Community Halls



67% of residents are satisfied with the standard of community halls, while 16% are not very satisfied.

The percent not very satisfied is above the Peer Group and National Averages for **public halls in general**.

17% are unable to comment and this is probably because 51% of households have **not** used a community hall in the District in the last 12 months. Of those who have used a community hall, 82% are satisfied and 15% are not very satisfied.

Men are more likely to be not very satisfied, than women.

WDC 21-02-35 Released under LGOIMA

Satisfaction With Standard Of Community Halls

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2016	24	43	67	16	17
2009*	20	34	54	17	29
Users	36	46	82	15	3
Comparison*					
Peer Group Average (Rural)	30	44	74	6	20
National Average	25	38	63	6	31
Ward					
Northern	25	39	64	17	19
Hokitika	18	50	68	12	20
Southern†	31	37	68	21	10
Gender					
Male	20	41	61	22	17
Female†	28	44	71	11	17

% read across

* 2009 reading and Peer Group and National Average readings refer to public halls in general

† does not add to 100% due to rounding

The main reasons* residents are not very satisfied with the standard of community halls are ...

- old/rundown/need upgrading/replacing,
- don't have one/no Council owned hall/need one,
- lack of maintenance.

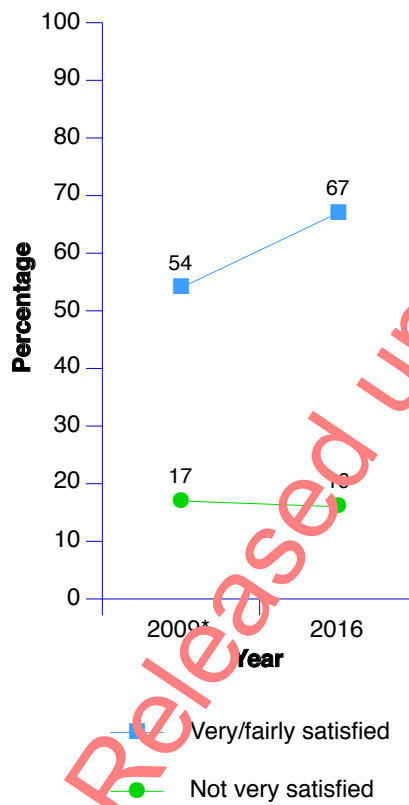
Summary Table:

Main Reasons* For Being Not Very Satisfied With The Standard Of Community Halls

	Total District 2019 %	Ward		
		Northern %	Hokitika %	Southern %
Percent Who Mention ...				
Old/rundown/need upgrading/replacing	5	6	1	10
Don't have one/no Council owned hall/need one	5	5	8	-
Lack of maintenance	4	5	1	6

* multiple responses allowed

Standard Of Community Halls



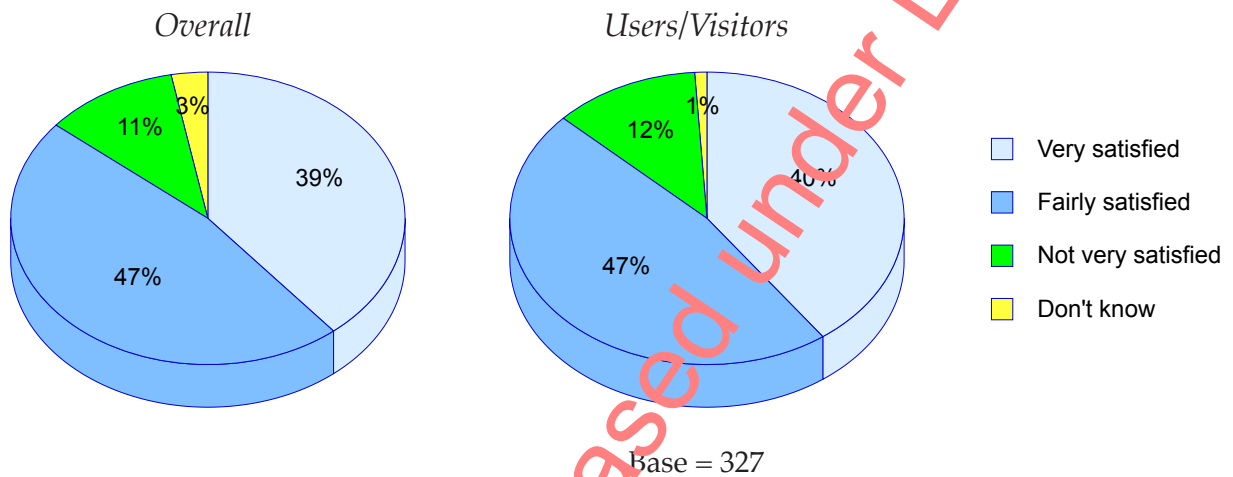
* 2009 reading and Peer Group and National Average readings refer to public halls in general (NA 2010-2015)

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 67%
Users = 82%

WDC 21-22-35 Released under LGOIMA

iii. Parks And Reserves



86% of residents are satisfied with parks and reserves, including 39% who are very satisfied. 11% are not very satisfied, and 3% are unable to comment.

The percent not very satisfied is above the Peer Group and National Averages.

85% of households have used or visited a park or reserve in the last 12 months. Of these "users/visitors", 87% are satisfied with the District's parks and reserves and 12% are not very satisfied.

Men are more likely to be not very satisfied with the District's parks and reserves, than women.

Satisfaction With Parks And Reserves

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2016	39	47	86	11	3
2009	37	46	83	9	8
Users/Visitors	40	47	87	12	1
Comparison					
Peer Group Average (Rural)	54	38	92	3	5
National Average	62	31	93	4	3
Ward					
Northern [†]	42	47	89	11	1
Hokitika	44	46	90	10	-
Southern	30	48	78	13	9
Gender					
Male	35	49	84	15	1
Female [†]	43	45	88	7	4

% read across

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

WDC 21.22.35 Released under LGOMA

The main reasons* residents say they are not very satisfied with District parks and reserves are ...

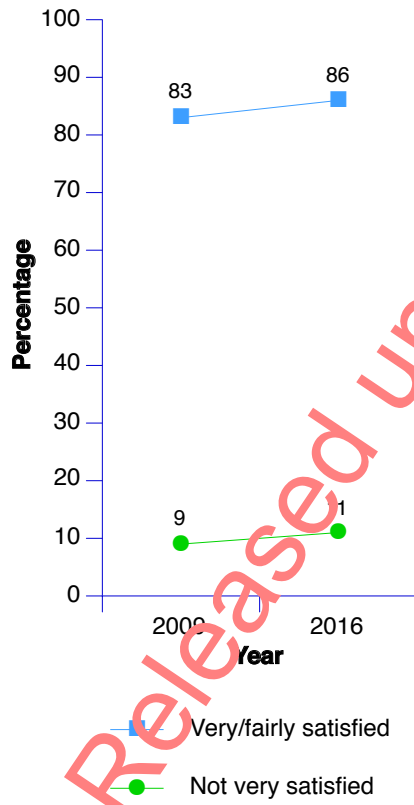
- not looked after / need better maintenance,
- poor standard / improvements needed,
- Cass Square not available for rugby / sports,
- don't have any parks / not enough / need more,
- changes to use Cass Square / should be free.

Summary Table: Main Reasons* For Being Not Very Satisfied With Parks And Reserves

	Total District 2016 %	Ward		
		Northern %	Hokitika %	Southern %
Percent Who Mention ...				
Not looked after / need better maintenance	2	3	1	3
Poor standard / improvements needed	2	4	1	2
Cass Square not available for rugby / sports	2	3	3	1
Don't have any parks / not enough / need more	2	1	2	4
Changes to use Cass Square / should be free	2	2	3	1

* multiple responses allowed

Parks And Reserves

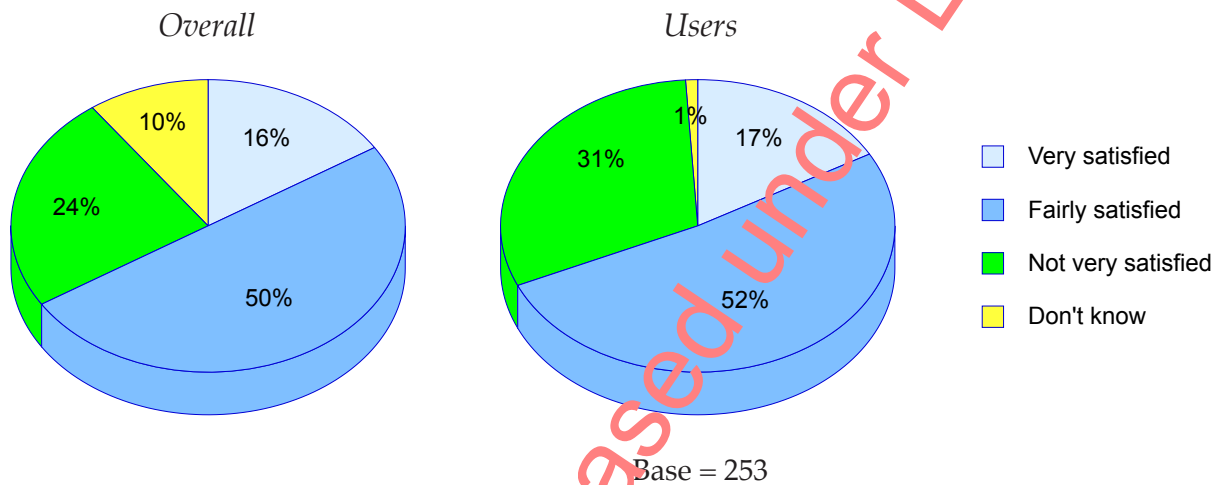


(NA 2010-2015)

Recommended Satisfaction Measures For Reporting Purposes:
Total District = 86%
Users/Visitors = 87%

WDC 27.22.35 Released under LGOIMA

iv. Public Toilets



66% of Westland District residents are satisfied with public toilets in the District, while 24% are not very satisfied and 10% are unable to comment.

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

67% of households have used a public toilet in the District in the last 12 months. Of these, 69% are satisfied and 31% are not very satisfied.

Residents more likely to be not very satisfied with the public toilets are ...

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

Satisfaction With Public Toilets

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2016	16	50	66	24	10
2009	27	38	65	16	19
Users [†]	17	52	69	31	1
Comparison					
Peer Group Average (Rural)	33	41	74	15	12
National Average [†]	22	44	66	19	15
Ward					
Northern	21	52	73	18	9
Hokitika [†]	16	48	64	20	15
Southern	10	50	60	35	5
Household Size					
1-2 person household	17	44	61	28	11
3+ person household [†]	15	58	73	18	10

% read across

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

WDC 21.22.35 Released under LGIMA

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

- need more toilets/not enough for tourist numbers,
- dirty/smelly/need cleaning more often,
- outdated/poorly maintained/need upgrading.

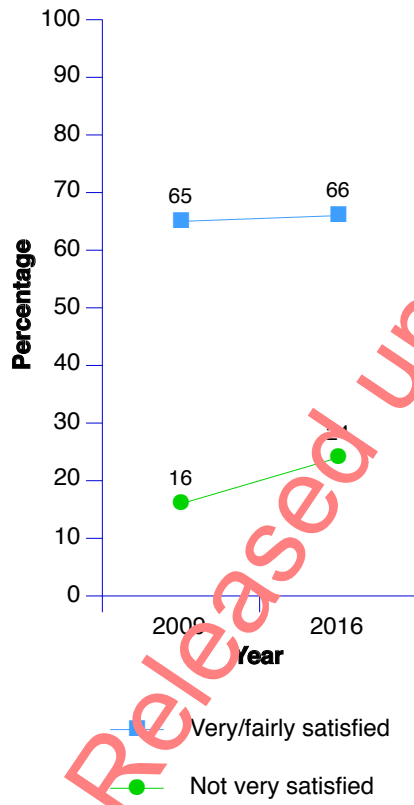
Summary Table: Main Reasons* For Being Not Very Satisfied With Public Toilets

	Total District 2016 %	Ward		
		Northern %	Hokitika %	Southern %
Percent Who Mention ...				
Need more toilets/not enough for tourist numbers	13	10	9	23
Dirty/smelly/need cleaning more often	6	3	6	10
Outdated/poorly maintained/need upgrading	6	6	5	6

* multiple responses allowed

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

Public Toilets

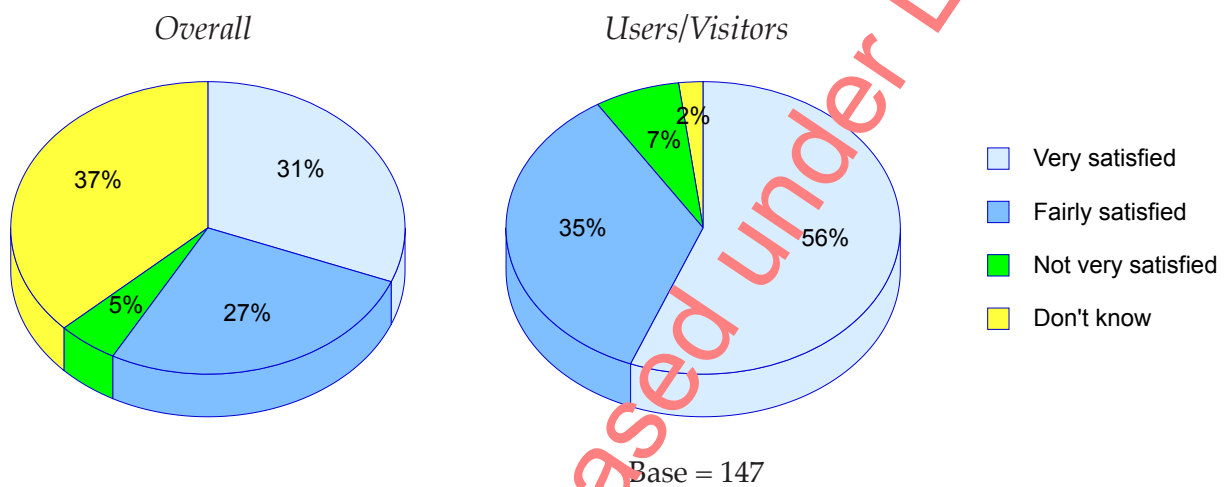


(NA 2010-2015)

Recommended Satisfaction Measures For Reporting Purposes:
Total District = 66%
Users = 69%

WDC 27.22.35 Released under LGOIMA

v. Hokitika Pool



58% of residents are satisfied with town planning, including 31% who are very satisfied, while 5% are not very satisfied.

The percent not very satisfied is on par with the Peer Group Average and slightly below the National Average for swimming pools.

A large percentage (37%) are unable to comment and this is probably due to only 42% of households using / visiting the Hokitika Pool in the last 12 months. Of these 'users / visitors', 91% are 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 Hokitika Pool.

Satisfaction With Hokitika Pool

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2016	31	27	58	5	37
Users	56	35	91	7	2
Comparison					
Peer Group Average (Rural)	37	28	65	9	26
National Average	38	31	69	10	21
Ward					
Northern	29	25	54	9	37
Hokitika	29	40	78	2	19
Southern	24	13	37	1	62

% read across

† does not add to 100% due to rounding

The main reasons* residents are not very satisfied with the Hokitika Pool are ...

- old/outdated/needs upgrading, mentioned by 3% of all residents,
- too cold/needs heating/not heated enough, 2%.

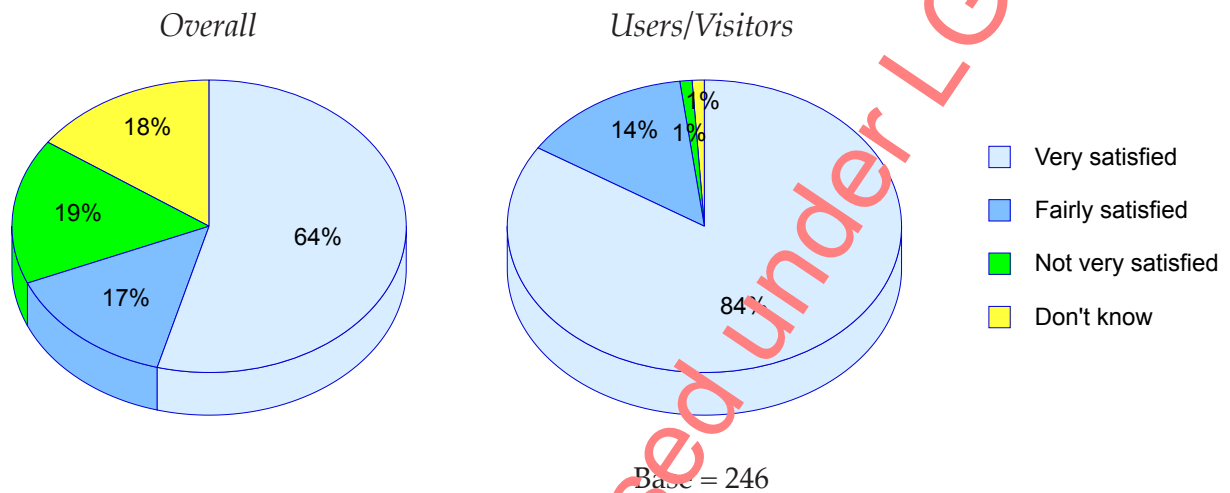
* multiple responses allowed

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 58%

Users/Visitors = 91%

vi. The Library Services



81% of residents are satisfied with the library services, including 64% who are very satisfied. 1% are not very satisfied and 18% are unable to comment.

The percent not very satisfied (1%) is similar to the Peer Group and National Averages.

64% of residents say they, or a member of their household, have used or visited a public library in the District, in the last 12 months. Of these "users/visitors", 98% are satisfied.

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

The main reason* residents are not very satisfied with the library service is ...

- more books/new books/bigger selection, mentioned by 1% of all residents.

* multiple responses allowed

Satisfaction With The Library Services

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2016	64	17	81	1	18
Users/Visitors	84	14	98	1	1
Comparison					
Peer Group Average (Rural)	62	23	85	3	12
National Average	69	21	90	2	8
Ward					
Northern	62	18	80	1	19
Hokitika	79	10	89	-	11
Southern	48	25	73	1	26

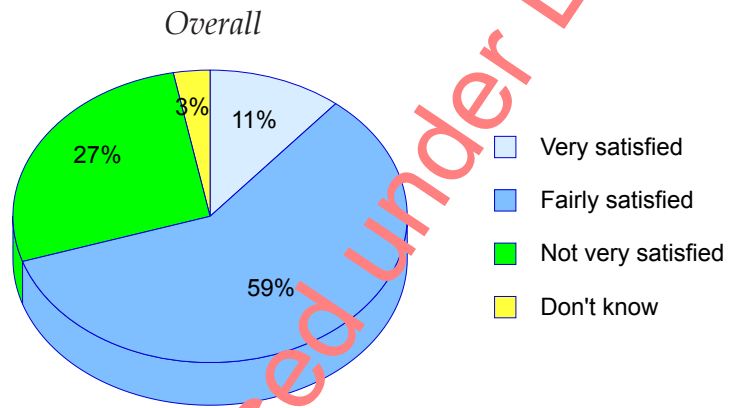
% read across

† does not add to 100% due to rounding

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 81%
Users/Visitors = 98%

vii. Standard And Safety Of Council's Unsealed Roads



70% of residents are satisfied with the standard and safety of Council's unsealed roads, while 27% are not very satisfied.

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

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

WDC 21.22.25 Released under LGOIMA

Satisfaction With The Standard And Safety Of Council's Unsealed Roads

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2016	11	59	70	27	3
Ward					
Northern	13	55	68	30	2
Hokitika	12	61	73	22	5
Southern	8	60	68	30	2

% read across

WDC 21.22.35 Released under LGIMA

WDC 21.22.35 Released under LGOIMA

The main reasons residents are not very satisfied with the standard and safety of Council's unsealed roads are ...

- poor condition/need upgrading,
- dust problems/need sealing,
- potholes/rough/uneven/bumpy/corrugations,
- poorly maintained/need better maintenance/slow to repair.

Summary Table: Main Reasons* For Being Not Very Satisfied With The Standard And Safety Of Council's Unsealed Roads

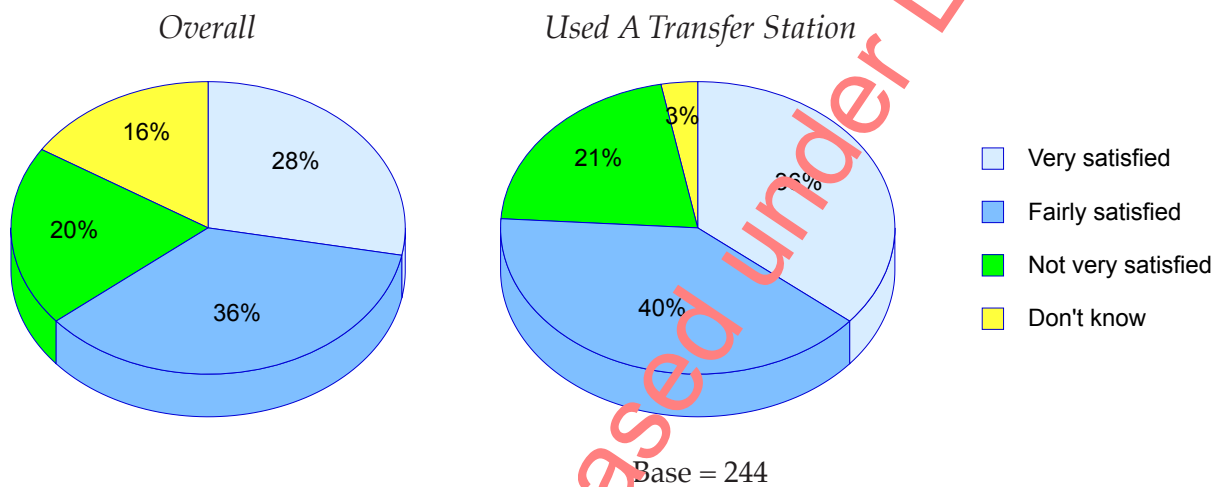
	Total District 2016 %	Ward		
		Northern %	Hokitika %	Southern %
Percent Who Mention ...				
Poor condition/need upgrading	8	10	5	9
Dust problems/need sealing	8	11	6	6
Potholes/rough/uneven/bumpy/corrugations	8	8	6	8
Poorly maintained/need better maintenance/slow to repair	7	7	8	5 8

* multiple responses allowed

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

Recommended Satisfaction Measures For Reporting Purposes:
Total District = 70%

viii. Reliable Transfer Station Service



64% of Westland District residents are satisfied with the reliability of the transfer station service, including 28% who are very satisfied. 20% are not very satisfied and 16% are unable to comment.

The percent not very satisfied is above the Peer Group and National readings for **refuse disposal**.

64% of households say they have used a transfer station in the last 12 months. Of these "users", 76% are satisfied and 21% are not very satisfied.

Residents more likely to be not very satisfied with the reliability of the transfer station service are ...

- Southern Ward residents,
- men.

Satisfaction That Transfer Station Service Is Reliable

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2016	28	36	64	20	16
Users	36	40	76	21	3
Comparison*					
Peer Group Average (Rural) [†]	31	34	65	9	25
National Average	29	37	66	11	23
Ward					
Northern	29	38	67	19	14
Hokitika	34	40	74	14	12
Southern	17	29	46	30	24
Gender					
Male	28	36	64	24	12
Female	28	36	64	16	20

% read across

* Peer Group and National Average readings are ratings for refuse disposal in general (ie, landfill sites)

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

WDC 21.22.35 Released under LGOIMA

The main reasons* residents are not very satisfied with the reliability of the transfer station service are ...

- too expensive/pay rates and pay to dump/paying twice,
- limited opening hours,
- need better recycling.

Summary Table:

Main Reasons* For Being Not Very Satisfied That Transfer Station Service Is Reliable

	Total District 2015 %	Ward		
		Northern %	Hokitika %	Southern %
Percent Who Mention ...				
Too expensive/pay rates and pay to dump/ paying twice	9	7	15	16
Limited opening hours	3	3	1	4
Need better recycling	3	3	-	5

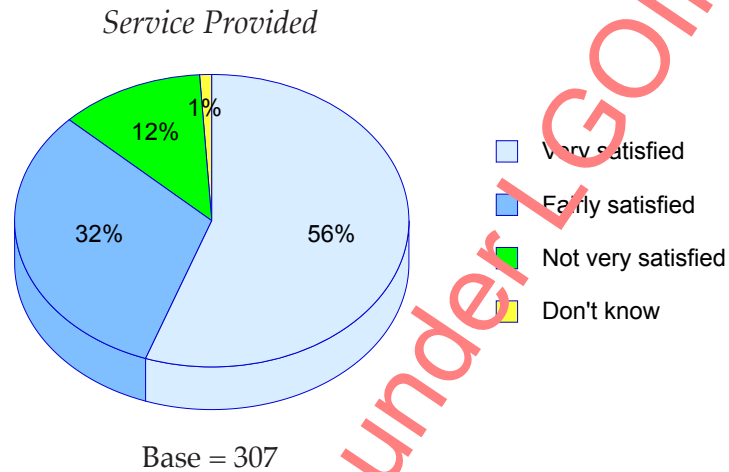
* multiple responses allowed

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 64%
Users = 76%

B. SERVICE PROVIDED/USERS

i. Refuse And Recycling Collection Service



77% of residents say Council provides them with a regular refuse and recycling collection service. Of these, 88% are satisfied and 12% are not very satisfied.

The percent not very satisfied is similar to the Peer Group and National Averages for **rubbish collection** (service provided).

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

* the 77% of residents who say Council provides them with a regular refuse and recycling collection service

Satisfaction With Refuse And Recycling Collection Service

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Service Provided 2016 [†]	56	32	88	12	1
Comparison**					
Peer Group Average (Rural)	55	34	89	9	2
National Average	60	28	88	10	2
Ward					
Northern	62	27	89	11	-
Hokitika	52	34	86	13	1
Southern	53	40	93	6	1

Base = 307

% read across

** Peer Group and National Average readings relate to satisfaction with rubbish collection for those provided with the service

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

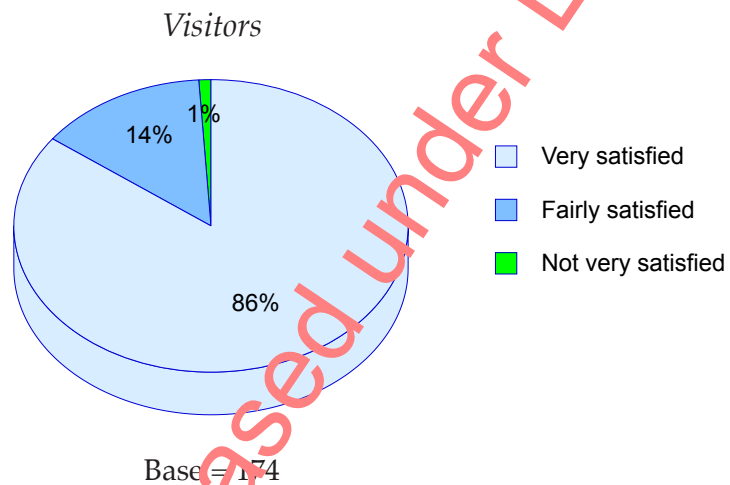
The main reasons* residents are not very satisfied with refuse and recycling collection service are ...

- fortnightly collection / should be weekly, mentioned by 5% of residents who say they are provided with a regular refuse and recycling collection service,
- bins too small / need bigger bins / swap bins,
- should recycle glass / provide separate bin for glass.

* multiple responses allowed

Recommended Satisfaction Measures For Reporting Purposes:
Service Provided = 88%

ii. Hokitika Museum Experience



44% of households have visited the Hokitika Museum in the last 12 months. Of these, 99% are satisfied with the experience, including 86% who are very satisfied, and 1% are not very satisfied.

The percent not very satisfied is similar to the visitor Peer Group and National Averages for museum in general.

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

* the 44% of households who have visited the Hokitika Museum in the last 12 months

Satisfaction With Hokitika Museum Experience

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Visitors 2016 [†]	86	14	100	1	-
Comparison^{†*}					
Peer Group Average (Rural)	57	23	80	2	17
National Average	72	21	93	3	3
Ward					
Northern	85	15	100	-	-
Hokitika	87	12	99	1	-
Southern ^{**}	82	18	100	-	-

Base = 174

% read across

* Peer Group and National Averages refer to visitor satisfaction with museums in general

** caution: small base (N=26)

† does not add to 100% due to rounding

The reason* the one resident is not very satisfied with the experience is ...

"Photographs of early settlers are hard to access."

"Disappointed, exhibits seem to have shrunk by about 50%, ie, stage coaches gone."

* multiple responses allowed

Recommended Satisfaction Measures For Reporting Purposes:

Visitors = 100%

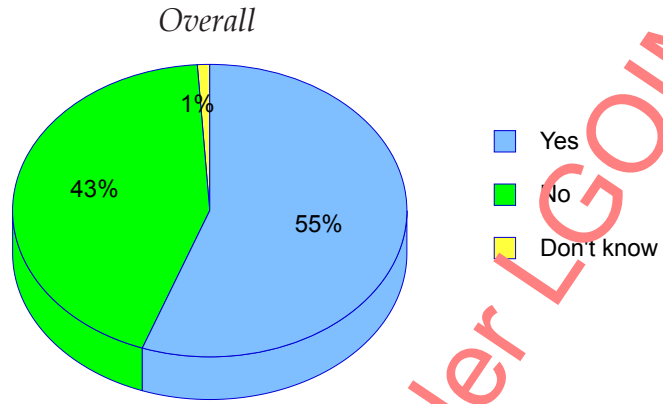
WDC 21.22.35 Released under LGOIMA

2. CUSTOMER SERVICE CENTRE

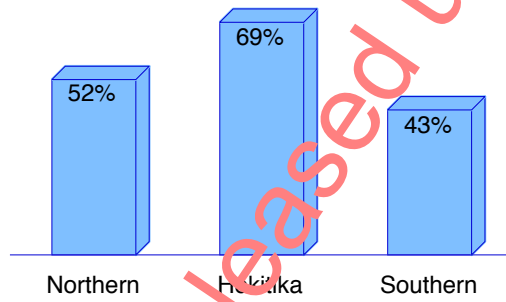
WDC 21.22.35 Released under LGOIMA

A. I-SITE/CUSTOMER SERVICE CENTRE

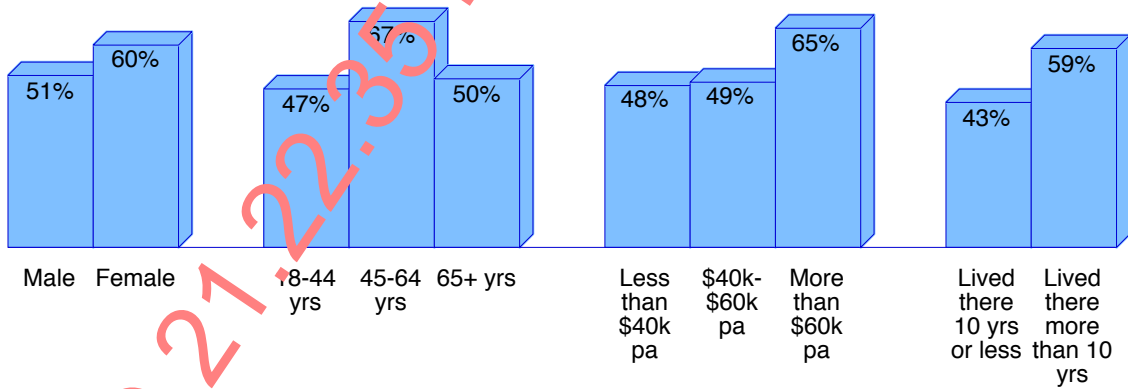
i. Contacted?



Percent Saying 'Yes' - By Ward



Percent Approving - Comparing Different Types Of Residents



WDC 21 22.35 Released under LGOIMA

55% of residents say they, or a member of their household, have contacted the new *i*-SITE/ Customer Service Centre, either in person, by phone and/or by email.

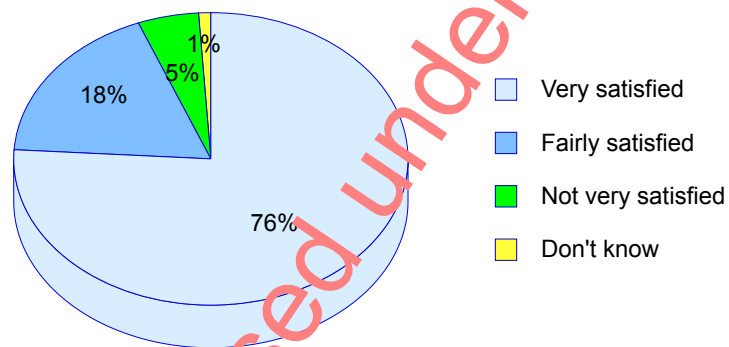
Residents more likely to say 'Yes' are ...

- Hokitika Ward residents,
- women,
- residents aged 45 to 64 years,
- residents with an annual household income of more than \$60,000,
- longer term residents, those residing in the District more than 10 years.

WDC 21.22.35 Released under LGOIMA

ii. Level Of Satisfaction

Contacted i-SITE/Customer Service Centre



Base = 223

94% of residents* are satisfied with the service they received, including 76% who are very satisfied. 5% are not very satisfied and 1% 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.

* the 55% of residents who say they, or a member of their household, have contacted the new i-SITE/Customer Service Centre

Satisfaction With Service

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Contacted <i>i</i> -SITE/ Customer Service Centre	76	18	94	5	1
Ward					
Northern	76	20	96	4	-
Hokitika	77	17	94	5	1
Southern	73	18	91	9	-

Base = 223

% read across

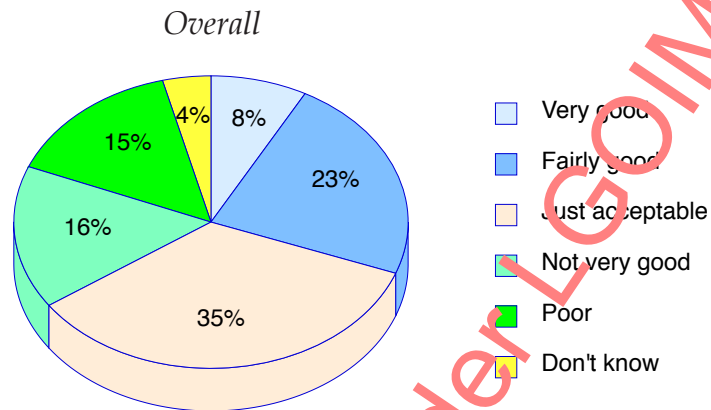
WDC 21.22.35 Released under GOIMA

WDC 21.22.35 Released under LGOIMA

3. PERFORMANCE

WDC 21.22.35 Released under LGOIMA

A. PERFORMANCE RATING OF THE MAYOR AND COUNCILLORS IN THE LAST YEAR



31% of Westland District residents rate the performance of the Mayor and Councillors over the past year as very or fairly good, while 35% rate their performance as just acceptable. 31% rate the performance of the Mayor and Councillors as not very good/poor and 4% are unable to comment.

Westland District residents rate the performance of the Mayor and Councillors below the Peer Group and National Averages, in terms of their performance being very/fairly good.

Women are more likely to rate the performance of the Mayor and Councillors over the past year as very/fairly good, than men.

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

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

	Rated as ..			
	Very good/ fairly good %	Just acceptable %	Not very good/poor %	Don't know %
Overall				
Total District 2016 [†]	31	35	31	4
Comparison				
Peer Group Average (Rural) [†]	62	21	11	7
National Average	49	30	16	5
Ward[†]				
Northern	37	31	29	2
Hokitika	23	39	35	4
Southern	33	35	26	7
Gender[†]				
Male	27	32	38	2
Female	35	38	23	5

% read across

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

WDC 21.22.35 Released under LGOIMA

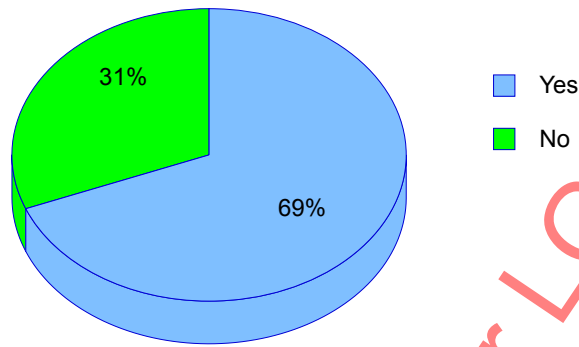
4. CONSULTATION AND COMMUNITY INVOLVEMENT

WDC 21.22.35 Released under GOIMA

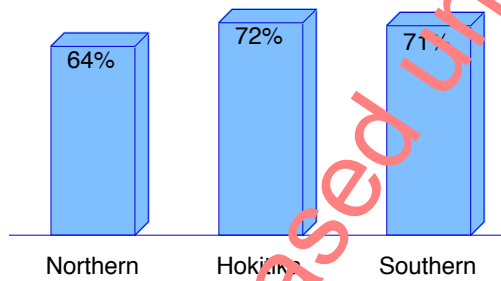
WDC 21.22.35 Released under LGOIMA

A. DO RESIDENTS UNDERSTAND HOW COUNCIL MAKES DECISIONS

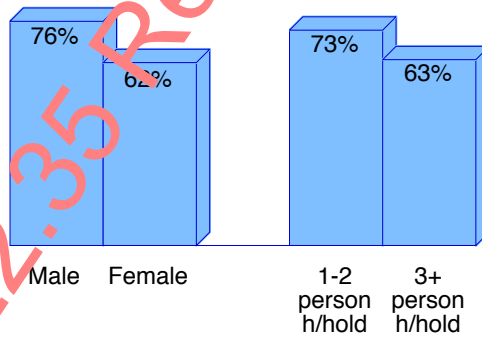
Overall



Percent Saying 'Yes' - By Ward



Percent Saying 'Yes' - Comparing Different Types Of Residents

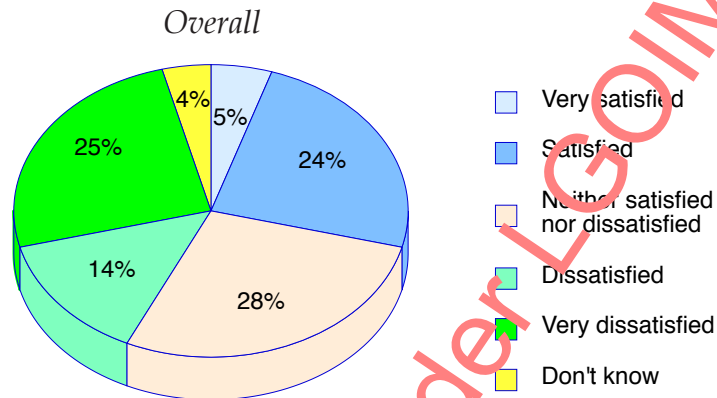


69% of Westland District residents say that in general, they understand how Council makes decisions.

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

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

B. SATISFACTION WITH THE WAY COUNCIL INVOLVES THE PUBLIC



29% of residents are very satisfied/satisfied with the way Council involves the public in the decisions it makes, while 39% are dissatisfied/very dissatisfied. 28% are neither satisfied nor dissatisfied and 4% are unable to comment.

The very satisfied/satisfied reading (29%) is below the Peer Group and National Averages.

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

- men,
- residents aged 45 years or over,
- ratepayers.

Residents who say they understand how Council makes decisions are more likely to be **very satisfied/satisfied**, than those who said they didn't.

Summary Table: Level Of Satisfaction With The Way Council Involves The Public In The Decisions It Makes

	Very satisfied/ satisfied %	Neither satisfied, nor dissatisfied %	Dissatisfied/ very dissatisfied %	Don't know %
Overall				
Total District 2016	29	28	39	4
2009	53	22	22	3
Comparison				
Peer Group Average (Rural)	52	28	16	4
National Average	41	35	21	3
Area				
Northern	33	19	43	5
Hokitika [†]	26	29	40	6
Southern [†]	31	38	31	1
Gender				
Male [†]	27	25	45	4
Female	33	30	32	5
Age				
18-44 years	15	30	29	6
45-64 years	23	27	48	2
65+ years	30	26	40	4
Ratepayer?				
Yes	29	26	41	4
No [†]	37	37	23	4
Understand How Council Makes Decisions:				
Yes	35	25	39	1
No	17	33	38	12

% read across

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

WDC 21.22.35 Released under LGOIMA

E. APPENDIX

Base By Sub-sample

		Actual residents interviewed	*Expected numbers according to population distribution
Ward	Northern	150	148
	Hokitika	129	145
	Southern	124	110
Gender	Male	201	199
	Female	202	204
Age	18-44 years	99	164
	45-64 years	157	159
	65+ years	146	80
(1 respondent refused to give details of their age)			

* Post stratification (weighting) has been applied to adjust back to population proportions in order to yield correctly balanced overall percentages. This is accepted statistical procedure. Please also pages 2 to 5.

* * * * *

WDC 21.22.35 Released under LGOIMA

WDC 21-22-35 Released under LGOIMA

**WESTLAND DISTRICT COUNCIL
COMMUNITY SURVEY APPENDICES
MARCH 2016**

WDC 21.22.35 Released under LGOIMA

**WESTLAND
DISTRICT COUNCIL**

COMMUNITRAK SURVEY

**APPENDICES OF
VERBATIM RESPONSES TO THE
OPEN-ENDED QUESTIONS**

MARCH 2016



National Research Bureau Ltd
PO Box 10118, Mt Eden, Auckland, New Zealand
P (09) 6300 655, www.nrb.co.nz

WDC 21.22.35 Released under LGOIMA

CONTENTS

	Page No.
Q2	Reasons why not very satisfied with..... 1
	“protection provided from dogs and wandering stock” 1
	“standard of community halls” 6
	“parks and reserves” 9
	“public toilets” 11
	“Hokitika pool” 14
	“library services” 15
	“standard and safety of Council’s unsealed roads” 16
	“the reliability of the transfer station service” 21
Q5	Reasons why not very satisfied with “refuse and recycling collection service” 24
Q8	Reasons why not very satisfied with “Hokitika Museum” 26

WDC 21.22.35 Released under LGOMA

WDC 21.22.35 Released under LGOIMA

**Q2a Reasons why not very satisfied with
"protection provided from dogs and wandering stock"**

Dogs wandering / roaming / not under control

- "Lots of dogs roaming in Hokitika."
- "I'm not happy with dogs coming onto the property on Rolleston Street."
- "Too many wandering dogs."
- "Too many stray dogs in Hokitika."
- "Roaming dogs are a problem in Whataroa."
- "Many dogs around Ross, not tied up and wander onto our property and elsewhere."
- "Downtown Hokitika, dogs wandering."
- "Here in Kumara there are dogs roaming everywhere."
- "Dogs are wandering south of the railway line."
- "Lot of stray dogs in Awatuna Valley."
- "Dogs wandering, Hall Street."
- "Hoffman Street lots of dogs roaming."
- "Lots of roaming dogs generally."
- "Park Street, too many dogs roaming."
- "Dogs are wandering at night time."
- "I see lots of dogs running around in town, no stock, just dogs."
- "Kokatahi area lots of roaming dogs."
- "Lot of dogs wandering around here, Whitcombe Valley Road, it cost me money when my car hit one."
- "Too many dogs wandering in Hokitika."
- "There are a couple in my street, Murray Street."
- "Hokitika and Kaniere, quite a few dogs which are not on leashes."
- "Dogs running free."
- "Wandering dogs in the district."
- "Seem to be a heck of a lot roaming around, everywhere."
- "There is a problem in the town with wandering dogs, in Tui Street in particular."
- "Wandering dogs in Ross day and night."
- "Dogs wandering in Harihari."
- "Dogs on the beach."
- "Fitzherbert Street, stray up the driveway."

Dogs fouling

- "Dog poo all over the township, always."
- "A lot of faeces around the place."
- "There are faeces everywhere."
- "A lot of dog faeces on Weld Street."
- "Dog droppings, Hokitika."
- "Dogs mess on footpath in Ross."
- "Lots of dog mess on my lawn."
- "Hokitika in general, I live in Sewell Street, but when we go out for a walk in the mornings the footpaths are a real mess, dogs fouling footpaths when owners let them out overnight."
- "Dogs are doing their business on the streets, they should have disposable bins for dog waste."

Dogs barking

- *"Hoffman Street, a lot of barking dogs all day and night."*
- *"Ross area, dogs barking all the time."*
- *"Too many barking dogs around, generally can't walk down the street in Hokitika."*
- *"Too many stray barking dogs in Hokitika."*
- *"Kumara, barking dogs."*
- *"Dog too noisy, barking all the time in Hokitika town area."*

Danger to people and other animals

- *"I am a part time postie and have been chased quite a few times, Cass Square all over town."*
- *"Animals from next door chasing people down our driveway, main road into town."*
- *"Dogs killing sheep in area."*
- *"Our dog got attacked three times, O'Leary Place and Neils Beach Road."*
- *"Too many aggressive looking dogs wandering in Hokitika area."*
- *"Sometimes dogs leap out onto streets as you are walking by, Hokitika."*
- *"Kumara, snarling dogs chasing people."*
- *"A couple of months ago there was a dog biting incident and it was the 3rd by the same dog."*
- *"I'm scared of roaming dogs, they are everywhere."*
- *"Dogs wandering around the village in Ross, I don't feel safe on the streets."*
- *"There has been a problem with dogs killing sheep."*
- *"Going for walks in Blue Spur Road, a number of vicious roving dogs that are hostile."*
- *"I know someone who was bitten on the beach North Beach at Hokitika, just outside town."*
- *"A relation of mine got attacked by a bull mastiff dog, two months ago."*
- *"Fitzherbert Street, stray up driveway harassing 20 year old cat."*
- *"Dog attack on sheep, Arahura Valley Road."*

Dogs get into rubbish

- *"We get a lot of wandering dogs in our area ripping up the rubbish, Hokitika, Weld St/Jolly Street."*
- *"At Barrytown, have a problem at night with a large sheepdog type of dog wandering around and getting into rubbish, belongs to a local farmer."*

Owners not responsible

- *"Dogs come with tourists visitors and they let the dogs out of the car and don't care about them."*
- *"Owners do nothing about their dogs ripping up rubbish in our area, Hokitika, Weld St/Jolly Street."*
- *"Dogs are doing their business on the streets and no one is clearing up after them."*
- *"Too many dogs here in holiday time and the visitors let their dogs run wild, about 40% of them. We are trying to protect bird life on the beaches North and South Beach Okarito."*
- *"Some residents allow dogs to poo everywhere, on the grass verge."*
- *"Fitzherbert Street, people walking dogs fail to pick up excrement."*

Need more control / more enforcement / need to be stricter

- "Davie Street, problem dogs not being controlled, this also exists around the town."
- "There is no enforcement action in South Westland, Franz Josef."
- "People's personal animals are not policed as much as farm animals but there's not much the Council can do."
- "Kumara dog control needs to come out here and clean up our town."
- "Animals get on the road and no one acts on it."
- "Hokitika town needs to pick up stray dogs, Kaihinu area also."
- "Don't see any dog people around in the Waitaha Valley."
- "There is wandering stock on the road all the time down here and the Council never address it, all over the State Highway Greens Road."
- "Dog Control not doing their services, especially in the town."
- "Lots of wandering dogs in Hokitika, dog control not doing their job."
- "We need the dog control down here a bit more."
- "In Kumara you cannot go for walks without encountering wandering dogs something has to be done."
- "There is no protection, they could do with a stock control officer. Can't think of anywhere specific just in the country."
- "Dog biting incident and it was the 3rd by the same dog, the dog should have been put down after the first incident."
- "Always stray dogs in Hokitika, should make owners show their responsibilities."
- "I know people who should have been prosecuted for wandering stock on the public highway repeated and were not."
- "We don't have a proper Dog Control officer in town."
- "We had stock wandering the other day and the Council didn't know who to contact."
- "Not happy, SPCA is useless as Dog Control, always dogs on the road, no one cares."
- "The dog control officers need to come to Ross more often far more than they do."
- "Owners allowed to have more dogs of the same breed."
- "Council don't do anything in Ross. Dogs don't have to be tied up, they need to be controlled and the Council doesn't enforce anything."
- "Lots of unregistered dogs in the Southern Ward and they are not policed well and they need to be."
- "Dog control is not as it should be."
- "Problem dogs not being dealt with, in Hokitika area. A relation of mine got attacked by a bull mastiff dog. Council admitted they knew about it but no proper action was taken, two months ago."
- "Many wandering dogs and stock sometimes get onto main roads at night in Ross. Have a dog ranger but not the manpower to effectively deal with it."
- "Same dogs roam around Hokitika streets day after day and nothing done about, all over, no particular streets."

Poor service from Dog Control/ poor response to complaints

- "Not good enough service."
- "We have dogs and the ranger is meant to come and check every two years and we have seen only one ranger in at least 20 years."
- "Council does not follow up after complaint."
- "As a property owner we are having a lot of stray dogs coming on our property. We have talked to Council and had no resolution."
- "See the odd wandering dog and very hard to get hold of dog control, SPCA not doing a good job with this contract, not good or helpful."
- "We complained about the noise that our neighbour's dogs make but nothing is ever done about it."
- "Pay lots of money but no service, stray dogs in Kaniere area."
- "There are many issues around town that aren't been dealt with. I made a number of complaints about the vicious roving dogs in Blue Spur Road but it took a local petition before something happened. Problem finally sorted."
- "Dogs attacking sheep and Animal Control won't come out."
- "Arahura Valley Road, dog attack on sheep, no support from Council or Police."
- "Hard to get hold of Dog Control."
- "Arahura resident, not happy, cannot contact Dog Control, see dogs running around the road all the time."
- "A dog came into my property and I had to chase it off. (I've got chickens and we have many dogs in Kaniere). The last incident was on 5 March. I have rung the Council before, but the problem continues. They just say "We'll look into it"."
- "The simple fact that there are dogs and wandering stock, in Harihari, contact Council and they do nothing about it."
- "About a month ago there was a dog in our chook run, when I went to chase it, it went for me, there was nothing done. There is no one we can turn to and there are dogs wandering all the time in the Haast township."
- "Dog getting into rubbish at Barrytown, given up reporting it as nothing done about it."
- "Wandering dogs in Ross, contacted dog control, Hokitika, got no response from SPCA Dog Control to come to Ross. SPCA Dog Control put in a tender, tender to cover all areas, they can't respond so not enough money in there to cover the whole area."
- "Dogs killed sheep, contacted SPCA Dog Control, nothing happened. SPCA didn't get back to us. Unhappy with dog control, Council should not give them contract again. Dogs have been back on property."
- "Dogs running the streets, constant barking and keeping people awake, nothing been done about it. People who wrote letters to the paper who I talked to are getting no satisfaction."
- "Certain dogs that roam come onto our property, have contacted dog control, nothing happens. Dog Control contract should go elsewhere."
- "Arahura Valley Road dog attack on sheep, no support from Council or Police."
- "Dog barking all the time in the Hokitika town area, contracted Dog Control or Noise Control, got no response."

Wandering stock

- *"Kumara town, wandering sheep on roads."*
- *"Lot of wandering stock, Awatuna Valley."*
- *"Dangerous to have wandering stock, experienced this on Kaniere Road. They now seem to have this under control."*
- *"Whataroa District stock."*
- *"There is wandering stock on the road all the time down here, all over the State Highway Greens Road."*
- *"Neighbour's bounty fence not keeping animals in, working dogs, stock on flat road, just off the main road."*
- *"Stock wander around the area, especially in whitebait season, always wandering around the street most days."*
- *"Some of the fences in our district are ineffective especially on the Haast Pass. There is a three wire electric fence and cattle walk straight through it which is extremely dangerous and the Police will only come to call out about it if they have nothing else to do. The cattle should be taken out of the Haast Valley because they can't keep them in the paddocks. This applies in the winter time."*
- *"Stock have been part of the village has been for years."*
- *"Sheep wandering on roads."*
- *"Wandering stock in Harihari."*

Unregistered dogs

- *"There are lots of unregistered dogs in the Southern Ward. One of the local Councillors dogs was unregistered for a time."*
- *"There are too many unregistered dogs wandering around the village in Ross."*
- *"Many dogs unlicensed."*

Others

- *"The Council needs to review costs involved with stock control."*
- *"Whataroa has a badly behaved dog."*
- *"Chap in Hokitika has wild roobies running all over the place. Contacted SPCA dog control, haven't done anything about this. These need to be controlled."*
- *"Fox Glacier area."*
- *"Dog registration and get nothing for it."*

**Q2b Reasons why not very satisfied with
"standard of community halls"**

Don't have one / no Council owned hall / need one

- "We don't have a community hall, it fell down years ago in Woodstock."
- "Kaniere community hall money from hireage was not used for upkeep and has now been demolished."
- "I don't think Council owns any halls."
- "Don't have one at Ruatapu. Really important for community. Have to go to Hokitika. Why go to Hokitika for a school or local community matter."
- "All the halls in our area have been pulled down."
- "All seem to be being demolished. No long term view taken regarding the needs of the communities. No research being done into how the halls are being used and the view of the residents. More needs to be done to establish this before action is taken to knock them down."
- "Hokitika doesn't have one."
- "We don't have a community hall, that is not satisfactory."
- "Lack of them."
- "There don't seem to be too many, the ones there are run by voluntary organisations, Hokitika in general."
- "They all seem to be owned by schools, churches, boys brigade sports clubs, there are no Council community halls, Brickfield."
- "We need a community hall in Hokitika asap."
- "Kaniere School needs a community hall."
- "I actually don't even know where the community halls are."
- "We don't even know that they have them."

Old / rundown / need upgrading / replacing

- "Whataroa still in disrepair and needs a lot doing to it."
- "Whataroa town hall dilapidated."
- "They are not up to earthquake standard. We are trying to get resource consent to rebuild but it takes so long, so many people mucking around. Some staff very lax in their job, Silver Street."
- "Fox Glacier, very bad state of repair, has a sign which reads "enter at own risk"."
- "Haast township hall needs a lot of work, mold in the ceiling."
- "Not earthquake proof, Kumara town."
- "Freezing cold in the community halls, kitchen facilities and toilets are awful. Not enough space."
- "There are no decent ones, they are all too old, Woodstock."
- "Ross Centennial Hall very bland and feels unwelcoming, its dingy."
- "Okuru hall roof is leaking."
- "Rundown and needs lots of work, Kokatahi and Kowhitirangi in particular."
- "In Haast it's the hub of the community, needs an upgrade, pretty shabby."
- "There are a few bit run down."
- "Needs a fair bit of work done on it in Kumara."
- "Kumara needs painting."
- "Many halls now need rebuilding."
- "They need upgrading but the Council hasn't got any money."
- "I actually think we need a bigger hall or some sort of Civic Centre in Hokitika."
- "Kaniere Hall needs to be replaced."

Lack maintenance

- "Not well maintained."
- "They are not prepared to spend money on anything. They are going backwards, the maintenance is not kept up. A lot of work is done by the community itself."
- "Some of the community halls haven't been upkeep well."
- "Most halls in the district have been neglected."
- "Ross Hall has taken far too long to get the roof fixed, especially engineers reports."
- "The Council is not keeping them up, Hokitika."
- "The local hall at Haast is bloody disgusting with moss growing on the roof, it needs a good clean up. I maintain the lawns when the local Councillor is paid to do so."
- "I am trying to think of any community halls in Hokitika that the Council maintains."
- "The Whataroa hall needs to be repaired to support the community activities, it's really important to us. Community pays high rates and we are not getting what we need, especially the hall repaired."
- "The Council don't give the maintenance of the halls a priority, really needs a higher priority."
- "Not maintained, not tidy."
- "The halls are falling behind with maintenance."
- "Our local one in Whataroa needs a lot of maintenance."
- "It seems to take a long time for things to happen. Our hall needs maintenance done on it, the Ross hall."
- "We have been fighting for years to get Ross hall roof fixed."
- "Fox Glacier needs more maintenance."

Lack of funding / funding issues

- "Lack of funding and support."
- "Council needed to get behind with some funding for Kaniere School community hall."
- "Do not contribute to Waitaha Hall."
- "Bruce Bay, lack of funding."
- "Couldn't get funding for a school of community hall at Ruatapu."
- "We have a place at Bruce Bay and the Council wouldn't pay the rates on the community hall there. They are not interested in the smaller communities. We pay large rates there."
- "Trying to get money has been too drawn out, not a common sense approach."
- "Have to do lots of community fundraising."
- "Fox Glacier is getting money but others are not."
- "Our community hall is funded by residents fundraising, Kumara hall. At the moment we are fundraising to earthquake proof, we have to raise \$100,000."
- "The community funded for some painting in Haast but Council needs to put money into it."
- "The funding for Kumara hall, needs a fair bit of work done on it."
- "Happy that the Whataroa hall was fixed after wind damage by insurance payout but very unhappy that the Council is not prepared to pay the cost of re-piling."
- "They could pay something towards them and be more proactive."

Wasting money / overspending on halls

- *"They've built a new community hall in Harihari which was unnecessary as they've got others that they could have used."*
- *"Building for new community hall in Fox Glacier."*
- *"They waste money."*
- *"The Council built a hall but it cost too much."*
- *"We have too many halls, should put money into a fewer number."*

Others

- *"Nothing gets done in Haast."*
- *"Cost of using the Regent is far too high, especially now the high school hall not being available."*
- *"The public built the hall and can't use it."*

WDC 21.22.35 Released under LGOIMA

**Q2c Reasons why not very satisfied with
"parks and reserves"**

Don't have any parks / not enough / need more

- "We don't have any parks at all."
- "There is no park here for children to play in."
- "There aren't enough, the ones we have are not being used properly."
- "We need a few more around."
- "Very few parks."
- "Some are fine, some have been turned into swamp, not good for tourists."
- "We shifted from a town that had a lot and the one I can think of is not that suitable, Dixon Park."
- "I'm a subdivider and when I sell a property, on average, \$2,000 goes back to the community for parks and reserves. When the Council went bankrupt several years ago the money disappeared. It would be nice for the community if that money was now redistributed for the use of parks and reserves."

Poor standard / improvements needed

- "Kumara Park, rundown football ground."
- "More work required on these."
- "Wadeston needs a lot of attention."
- "Not very imaginative ones."
- "The paddling pool in the reserve in Kumara could be made more usable, lots of toddlers around here."
- "They could do a lot more with Cass Square. Could do what Greymouth has done."
- "Need a bit more beautification."
- "Park at Harihari Park could do with more equipment, tourists use it as well."
- "Cass Square drainage problem not so tda"

Not looked after / need better maintenance

- "Not upkeeping Cass Square."
- "Outlying areas are overlooked in parks upkeep."
- "Don't do enough to maintain them, empty rubbish tins and that sort of thing."
- "I look out at a reserve here and the grass is so tall you can't actually see cars parked on the other side of the road. There is no upkeep in the reserves here."
- "The reserve land opposite our town hall in Haast has been maintained to a high standard by me in the past but the Council has now let it go and it averages 600mm high."
- "Not much work done here, they are overgrown."
- "The reserves around here could do with a bit of looking after, a general tidy up, the reserve in Kumara."
- "Most parks and reserves are looked after by DOC. The local park in Ross is maintained by locals."
- "Not enough rubbish bins, none at Lake Kaniere."

Charges to use Cass Square / should be free

- "Cass Square should be free to community groups."
- "They are charging people to use parks. Preschool is holding triathlon and the Council charged them \$200 to use the park. That makes fundraising harder. A wedding had to pay for the venue, then they were charged \$500 plus to have someone come and check the tent/marquee they put up."
- "Charging Kindy kids for riding their bikes around a tarseal road."
- "Cass Square should be free especially to children."
- "Not happy with charges for Kindys etc to hire and use."
- "Cass Square donation box WRONG, should be paid by Council."
- "Not satisfied with Cass Square, kids getting charged to use."

Cass Square not available for rugby / sports

- "No rugby to be played on it soon."
- "Stopping rugby on Cass Square."
- "Access to the reserves and facilities are terrible this year, Cass Square, they charged plenty for it but this winter the sports clubs can't use it, they have always had the use of it."
- "Cass Square, not allowing sports, our kids not allowed to play rugby there."
- "Cass Square is out of action and no suitable alternative available."
- "They are kicking the sporting teams off the ground, rugby has used Cass Square for 50 years and they are now more important for Wild Foods Festival."
- "Cass Square, every year come the rugby season they seem to close for senior and junior rugby."

Others

- "No access for dogs in parks."
- "Need places to walk dogs in Hokitika."
- "Reserved forest in the area, had no rare decrease, virgin forest and Council not happy as owners of this property."
- "The Heritage Park, you can't do anything, rules and regulations, can't go possuming or deer shooting without consent."
- "The 1080 that has been spread by DOC, I can't let my dog out on the West Coast."
- "The poison aspect of 1080, the fact that most of the bush walks on DOC land are subject to 1080 drops, it's always on your mind, it's not a good look, just not right, Goldborough."
- "There is no hockey turf."
- "Being made into a Chinese garden which we are against but it is being railroaded through."
- "Cass Square not the best park, some land had been donated to Council and put into parks and Council sold them off, and now being built on. Seaview was sold for nothing, all the land given to the use of the Hokitika area left to go to waste now."
- "Object to the kindergarten to use Cass Square, shouldn't be charged to some society especially kids who are not on the field, are around the outside."
- "Disappointed with Cass Square, they should use the racecourse more instead of so many sporting grounds."

**Q2d Reasons why not very satisfied with
“public toilets”**

Need more toilets / not enough for tourist numbers

- *“Not enough of them.”*
- *“Need more.”*
- *“Not enough toilets in Haast, high tourist area.”*
- *“There are two public toilets in Franz Josef, with tourists there can be 3,000 people, not satisfactory. Need more toilets for tourists.”*
- *“None where I live south of Fox Glacier.”*
- *“Not enough in Hokitika considering it’s a tourist town.”*
- *“Lack of toilets in Westland area considering it’s a high tourist area.”*
- *“Need more in Hokitika.”*
- *“Need more where freedom campers are known to stop.”*
- *“Insufficient, people just relieve themselves anywhere. Only two public toilets in town.”*
- *“Need more toilets for tourists.”*
- *“We need more. We have a problem with freedom campers but if there’s no toilet for 300 kms what can they do?”*
- *“There are not enough of them. Haast, in particular, needs another toilet.”*
- *“There are only two in Hokitika central.”*
- *“Not enough, high tourist area, Fox Glacier.”*
- *“So many tourists and not enough toilets in Ross.”*
- *“The number of toilets is pathetic in Harihari.”*
- *“There could be more toilets especially down by the river, where it meets the sea.”*
- *“With the huge influx of tourists during summer and there aren’t enough toilets, leading to people using the bush which is destroying the pristine nature of our environment.”*
- *“Should be more of them.”*
- *“We need some more everywhere.”*
- *“Not enough, they have only got one which is near a little hall. With all the tourists in town, it is not very good.”*
- *“Not enough of them for freedom campers in general.”*
- *“There should be a few more spread up and down the highways. When you stop on the side of the road you can sometimes find human faeces in the scrub which indicates that there is a lack of public toilets.”*
- *“Just not enough of them on South Westland, human waste where it shouldn’t be.”*
- *“Need more in the South Westland areas.”*
- *“There is only one. There needs to be one down by the tip head. People use the area a lot and as there are no public toilets they just do it anywhere.”*
- *“Need more toilets between towns on laybys because of tourists.”*
- *“Now taken toilets away in Harihari, how do the tourists get on, it’s not right.”*
- *“We need more and particularly at the Guy Menzies Park because they’ve taken them away, this is in Harihari.”*
- *“Not enough en route to Greymouth and Christchurch.”*
- *“Need more toilets for tourist population.”*
- *“Lack of public toilets on the coast between Greymouth and Westport, goodness knows what the hordes of tourists do, probably have to go in the bushes.”*
- *“Not enough toilets around so businesses that tourist goods and services have to provide toilets.”*

Often locked / need to be open longer

- "Not open long enough in Hokitika."
- "They lock it at a certain time of night. We get a lot of tourists and they need bathroom facilities."
- "In Hokitika they are shut on weekends and evenings."
- "The one down by the beach is often closed earlier than it should be."

Outdated / poorly maintained / need upgrading

- "Not kept to a good standard, they let the town down."
- "The Council needs to provide more well designed and modern toilets for travellers throughout Westland."
- "Not good, need new ones."
- "Not in the best condition for visitors and tourists."
- "Most toilets need more frequent maintenance."
- "Not well looked after."
- "No seats on the toilets at the beach, no running water."
- "Need maintaining, not satisfied, old and rundown."
- "The old ones could be tidied up."
- "Need new toilets in better condition for tourists."
- "Toilets could be better, Ross."
- "Toilets in Hokitika are horrible, not maintained enough."
- "Need toilets like Springfield."
- "Need upgrading at the Museum."
- "The one by the Museum needs modernising."
- "Toilets in Hokitika are terrible, need modern toilets."
- "The toilet at Lake Lanthe is still a long drop."
- "When cyclone Isla went through the public toilets needed repairs. The cost was exorbitant and the job was shabby."
- "Could be improved greatly."
- "The ones in Ross are maintained by the local shops."
- "Greymouth not great, not maintained well, Womens Centre."
- "Fox Glacier toilets are not maintained."
- "The main public toilets by the library in Hokitika, one of the female toilets has been leaking the last two months, that I know of."

Dirty / smelly / need cleaning more often

- "Generally not clean, not a good look for tourists."
- "Toilets in Hokitika need cleaning."
- "Toilets in tourist spots need to be cleaned more regularly."
- "Toilet in Franz Josef is very dirty."
- "Downtown Hokitika not clean."
- "They don't clean them often enough especially in summer with huge numbers of people."
- "Not cleaned often enough."
- "Fox Glacier toilets need cleaning."
- "Not clean, Weld Street and beach access one down the lane, Tancred Street."
- "Shakespeare Street toilet needs cleaning."
- "Hokitika toilets are smelly. Toilet paper on the floor, not kept well."
- "Sucky, they are not cleaned regularly and they smell."
- "The two toilets near the museum in Tancred Street in Hokitika are always very dirty."

continued ...

Dirty / smelly / need cleaning more often (continued)

- "One by the Museum is not clean."
- "Tancred Street toilet, dirty, not cleaned for a while."
- "One near Dixon Park is not cleaned regularly. Twice recently I have gone in there and it was absolutely disgusting and not fit to use."
- "In the summer season not particularly clean."
- "Fox Glacier and Franz Josef are disgusting."
- "The main public toilets by the library in Hokitika, are not cleaned enough."
- "Public toilets are shocking, dirty, not a good look for tourists in the area. Complaints daily about the public toilets in Franz Josef, Whataroa and all South Westland area toilets."

Hard to find / need better signage

- "People don't know where they are, people camp here and use the bushes in Woodstock."
- "Can't find one."
- "Need better signposting. Tourists relieve themselves in the bushes as they don't know where the toilets are."
- "The public don't know where they are in South Westland."

Poorly cited / inaccessible

- "They are in the wrong places. They are not in the main thoroughfare, Hokitika, Ross."
- "Toilets are quite far way, Cass Square, especially with young children."

No toilet paper / need servicing more often

- "One near Dixon Park, never any toilet paper"
- "Fox Glacier and Franz Josef not serviced regularly."
- "The two public toilets in Franz Josef only serviced twice a day and when bus loads of tourists visit they need servicing more often"

Others

- "A lady in our community cleans them. Council needs to do more for public toilets in Franz Josef."
- "People in campervans stop and crap anywhere they like."
- "Toilets get abused."
- "Need toilets that they have to pay to use for freedom campers and other essential items for them. They spend money in the area but should not be at detriment cost to the environment."

**Q2e Reasons why not very satisfied with
"Hokitika pool"**

Old/outdated/needs upgrading

- *"Antiquated."*
- *"Needs to be upgraded."*
- *"Pool needs upgrading."*
- *"Need an upgrade."*
- *"It's old and needs updating."*
- *"The Hokitika pool needs an upgrade. It's no good for competitive swimming as it's not even 25 metres."*
- *"Pool is outdated."*
- *"It's not very good, it been upgraded but it needs more. The changing rooms are not flash."*
- *"Very old, need a new pool. I have kids in swimming club and we compare badly with other pools."*
- *"Old and dated."*

Too cold/needs heating/not heated enough

- *"Not heated to a suitable level."*
- *"Needs to be heated."*
- *"The pool is too cold."*
- *"Heating problems."*
- *"The slightly colder water."*

Others

- *"It smells."*
- *"Skin problems, chlorine is too strong for me. I wouldn't like to use it."*
- *"Not vibrant."*
- *"Our local one in Ross, the community raised money to put solar panels on and the contractor put the panels in the wrong place."*
- *"Pool needs to be shifted, but we do still need a pool."*
- *"We go to Greymouth, it's not big enough."*
- *"Too small."*
- *"When you get out of the pool you can't even have a slightly warm shower, not able to get warm in the shower."*
- *"It's not always available."*

**Q2f Reasons why not very satisfied with
"library services"**

More books / new books / bigger selection

- *"Not enough books."*
- *"They could do with a few more new books."*
- *"There needs to be a better selection of books in non fiction, 100 books on embroidery but only two on boat building."*

Others

- *"Should be user pays."*
- *"For education with free internet services, unnecessary cost to ratepayers."*
- *"Not much spent on Harihari library, yet we pay lots of rates. Lots more spent on Hokitika. We need more spent in Harihari."*

WDC 21.22.35 Released under LGOIMA

**Q2g Reasons why not very satisfied with
"standard and safety of Council's unsealed roads"**

Poor condition/need upgrading

- "Old Christchurch Road needs a major upgrade."
- "Pine Tree Road not up to standard."
- "Need more work on these roads."
- "They are in a pretty shocking state."
- "Jackson Bay Road."
- "Old Christchurch Road needs a lot of upgrading. GPS systems instruct tourists to go through there."
- "I'm unhappy with damage done to my car due to the poor state of Coldharbour Road."
- "Butler Road not good at all."
- "There's nowhere near enough money put into West Coast Roads. The further south you go the worse it gets. The roads between Franz Josef and Ross are particularly bad and after Ferguson Bush is pretty bad too. We need some money from North Island roading to be used here."
- "The road near Seaview hospital needs upgrading."
- "South Westland Haast needs an upgrade urgently."
- "We have a lot more tourists coming through the area, Hokitika Gorge has approximately 200 people per day and the road is not up to standard."
- "Link Road should be upgraded."
- "A friend was complaining about the one up to Blackball from Greymouth being very bad, I haven't used it."
- "We live up a valley and the road is pathetic, need passing bays for trucks to pass, it's about 12 kms."
- "Sanctuary Place not good."
- "Second Street is poor."
- "Doughboy Road."
- "Gillespies Beach Road."
- "Bottom end of Beach Road."
- "Franz Josef area."
- "These should be upgraded. It was the plan a few years ago."
- "Pretty bad around Kukurua, need some serious work to upgrade them."
- "Roading everywhere is getting worse as vehicles are getting bigger and bigger."
- "Could do better, Blackball Road, roads never seem to get finished, just do bits of them. Need more careful planning."

Potholes/rough/uneven/bumpy/corrugations

- "Cement Lead Road is potholed."
- "Blue Spur Road very badly potholed."
- "Potholes on Whataroa Road."
- "Often are rough and dangerous, eg, Old Christchurch Road."
- "Arahura Valley Road has potholes."
- "Wangimui Flat Road, a tourist road, has potholes, very poor for tourists."
- "All potholes."
- "Roads are uneven, Ross to Hokitika."
- "Rough and undulating with potholes in general."
- "Roads are uneven, right through from Ross to Hokitika."

continued ...

Potholes / rough / uneven / bumpy / corrugations (continued)

- "Jackson Bay Road, all bumpy."
- "Kaniere Bridge Road is pretty rough."
- "Keogans Road and Welles Street are rough."
- "Many rough, eg, Kaniere Tram Road and out at Hokitika Gorge and the Old Christchurch Road."
- "South Turnbull Road is rocky and has potholes, ruined two of our cars."
- "Huge holes in the road."
- "Corrugations in the road."
- "When it's wet trucks leave big ruts."
- "Rough surface on Kokatahi and Kowhitirangi roads."
- "Potholes on Canary Tram Road."
- "Potholes in roads around Whataroa."
- "Road towards Lake Kaniere goes around the lake, a lot of bad potholes"
- "Roads very bumpy."
- "Gravel road outside our farm has lots of potholes, Neilson Road, Kowhitirangi, dangerous."
- "Old Christchurch Road corrugated."
- "Quite a few potholes, Cement Lead Road."
- "Very rutted, eg, Old Christchurch Road, Humphries Gully Road and Hau Hau Road."

Dust problems / need sealing

- "Roads are dusty and need sealing."
- "Not enough sealed roads."
- "Ross to Hokitika, dusty roads."
- "Link Road should be sealed."
- "Old Christchurch Road needs to be sealed"
- "Stafford Loop Road should be sealed."
- "Keogans Road needs seal at the back end, lots of houses there, very dusty."
- "Cement Lead Road is dusty."
- "Some roads need tarsealing, especially in the country areas."
- "Old Christchurch Road needs sealing, high use of heavy traffic."
- "Old Christchurch Road needs sealing on part of it."
- "Unsealed roads need to be sealed, I don't use them because I have a walker."
- "Need to be tarsealed, Karuwhaka Road has many accidents. GPS directs tourists onto that road as it's the shortest route and many accidents by tourists who haven't ever driven on gravel roads."
- "Top end of Keogan Road, a lot of houses there now so the rest of the road needs sealing."
- "Dust when you visit people. Approach to subdivisions often unsealed. Keogans Road needs sealing, Burtons Road too, lots of traffic, it's appalling."
- "South West and, Haast, need more seal on roads."
- "The rest of Stafford Loop Road should be sealed."
- "Council retarsealed roads that didn't need doing when many unsealed roads are very dangerous, especially when it rains, eg, Mehrtens Road and Bird Road and need tarsealing."
- "Kowhitirangi, Arthur Road, always very dusty for residents, really need sealing. Daughter on the corner has to keep the windows shut because of dust from traffic. Same with the road that connects with the gorge."
- "Need sealing especially Okarito and through Kakapoithi."

continued ...

Dust problems / need sealing (continued)

- "The road down to the airstrip is unsealed, needs sealing as there are businesses there, also the road by the medical centre. I'm with St Johns and we have to hose the unsealed roads outside the medical centre to Franz Josef to keep the dust down when the Westpac helicopter comes to pick up patients."
- "Link Road gets a lot more traffic now and needs to be sealed, also Keogans Road to Mehrstens Road."
- "Keogans Road, partly sealed and partly unsealed. We are experiencing major dust pollution, can't open the windows, polluting the water and my family is getting from the dust."

Poorly maintained / need better maintenance / slow to repair

- "Poor maintenance, Waita River."
- "Not well maintained, south Westland."
- "Travel shingle roads daily, never maintained, lucky to see them once every two years. Locals have complained."
- "Insufficient maintenance, eg, Waitaha Valley Road, road going to Kaiwaka, going to Old Christchurch Road."
- "Not kept well. The further away from Hokitika the less serviced they are, eg, Old Christchurch Road, dangerous in bad weather. More traffic there now there's a cycle trail."
- "Some of the roads are poorly maintained."
- "Slow to repair, Ross to Hokitika."
- "Waitaha Road, do not maintain it at all."
- "Whataroa Road maintenance should be a lot better."
- "Not enough maintenance done on them, Milltown Road."
- "Corrugation are not fixed."
- "Length of time to fix things up, up to five months to repair Hau Hau bridge."
- "Haast misses out on road repairs, not maintained like they used to be."
- "The road near Seaview hospital is poorly maintained."
- "Totara Valley needs to be cleared of slips more and better maintained."
- "Snowy River Road not very well maintained."
- "Bold Head Road neglected."
- "They get maintained but it is very slow."
- "Huge holes that don't get fixed."
- "Nothing's been done about potholes in gravel road outside our farm, dangerous, Neilson Road. Needs more regular servicing, Kowhitirangi."
- "It only gets done when I ask for it to be done, Waitangitona Road."
- "Gallium Village, Cement Lead Road, needs grading."
- "They put a grader over it every now and again."

Narrow road / need widening

- "Roads are too narrow."
- "Cement Lead Road too narrow."
- "Keogans Road and Burton Road need widening."
- "Keogans Road is quite dangerous, essentially 100 kms but it isn't wide enough, I have pulled multiple cars out of drains. No communication back from submission to Council, they seem to bury their heads."
- "There isn't room for two cars to pass on the actual road, if someone is coming towards you, you have to pull over onto the grass which is boggy, Bold Head Road, south of Ross."
- "Narrow roads, south Westland."
- "Narrow roads, eg, Waitaha Valley Road."
- "Waitaha Road, single lane."
- "Narrow roads around Hokitika."

Road markings

- "Council roads need reflective pegs."
- "Kokatahi, Kowhitirangi roads, poor markings to warn tourists to keep left."
- "Lack of signage on Stafford Loop Road."

Poor quality of work / materials used / patching

- "Repairs are often poor, Ross to Hokitika."
- "As soon as roads are graded they get potholes, the worst one is Old Christchurch Road, followed by Canary Tram Road."
- "Council grade them every year but fail to put more gravel on, ie, Glenn Road in Barrytown."
- "Roads getting patched up."
- "Where the unsealed roads meet the sealed roads the blending is rough and the transition needs to be smoother and longer."
- "Gravel stones too big, Hokitika."
- "Roads are of poor standard because Council's contractor is poor, eg, West Roads (Council owned company). No one else gets an opportunity to do the work as Council gives all the work to West Roads."
- "Milltown Road graded the wrong way."
- "They don't grade them well."

Roadsides need attention

- "The verges are never trimmed or cleared, Cement Lead Road."
- "Nothing mowed in the last nine months. There has been a change of contractors, we pay high rates and get very little."
- "Scrub along sides of roads around Whataroa needs cutting, impairs vision and adds to lack of safety."
- "It's the location, the start of the cycleway on Tram Road, I can look out my window and see there is broom about six foot high, blackberry and gorse. It is not a good impression for visitors to the area, it is by the carpark. They used to mow every couple of months and now it doesn't get attended to. It's a fire hazard. It would be a good place to have a park for cars."

Poor condition of footpaths

- *"Footpaths needed urgently, Hannahs Clearing, Haast."*
- *"Footpaths terrible in Hokitika."*
- *"Cowper Street footpath is shocking."*
- *"Footpaths need to be improved."*

Others

- *"All the gravel roads don't have enough camber on them."*
- *"Camber of roads."*
- *"There is poor visibility on some corners on our unsealed roads, Jackson, Cascade Road, in particular."*
- *"South Turnbull Road quite often has cows on it."*
- *"Street lighting need urgently, Hannahs Clearing, Haast."*
- *"Other influences like mining and farming tearing roads up."*
- *"Paper roads that go through farming, you go through and come out covered in farm effluent all over your car, Kokatahi."*
- *"Traffic is far too fast along Kaniere Road, speed limit should be lowered. Too dangerous for cyclists."*
- *"There is a speed limit of 30 kph on McLeods Road south of Ross. This is the correct speed and safe but it is largely ignored and this problem needs to be addressed."*
- *"People speeding and driving on the wrong side of the road, people seem to race along these roads, instead of using the main road, in an unsafe manner especially where the milk tankers travel, people are totally unaware of that fact."*
- *"Works truck parked on the corner, main road in Papahoe, blocking line of sight for traffic, dangerous. I had to ask them to move."*
- *"We had to pay to get a road in at our back and we have to look after it."*
- *"There is generally not enough money to spend everywhere."*

**Q2h Reasons why not very satisfied with
"the reliability of the transfer station service"**

Too expensive / pay rates and pay to dump / paying twice

- *"Too expensive."*
- *"Extraordinarily expensive, the price is exorbitant."*
- *"Far too expensive."*
- *"Price too high."*
- *"Too expensive for services provided."*
- *"It's very expensive."*
- *"Costs too much to dump your rubbish."*
- *"It's very expensive, don't really use it unless we have a lot to dump."*
- *"Too expensive to use."*
- *"Price is too dear."*
- *"Refuse station needs to lower costs to use."*
- *"The amount of illegal dumping shows it's not working, it is too expensive."*
- *"The cost is huge compared to other areas."*
- *"Haast very expensive."*
- *"Ross far too expensive."*
- *"Hokitika station too costly. People go and dump rubbish in the bush because of the cost."*
- *"We have to pay full charges at transfer station and pay rates. Should be free, it's totally unfair."*
- *"The Council buries our waste in large holes and we get charged for it. We pay twice in the Southern ward. We pay for a station and then we pay to dump our rubbish."*
- *"We pay for refuse in our rates and then we have to pay to dump our rubbish."*
- *"Pay twice for this service, pay rates and at the gate."*
- *"Have to pay to travel from Jackson Bay to Haast to dump my rubbish and then I have to pay dump fees. It should be free of cost because it's not local and I have to pay to get there."*

No facilities locally / have to travel far / some have closed

- *"No service in our area."*
- *"We don't have one so it's unsatisfactory."*
- *"It's near non existent here, have closed all the small dumps, which the community have looked after anyway."*
- *"We don't have a facility. We are two hours away from Hokitika so get no services at all."*
- *"It's not local."*
- *"It's a 80 km journey."*
- *"I have to drive 25 minutes to Hokitika."*
- *"No dump. Otira needs a dump because there are lots of tourists in this area. They took away skips as well."*
- *"Forced on us by central government who closed our local dumps. The service is too far away for us to use."*

Limited opening hours

- "The hours are not good, only open on Wednesday for one hour and on Saturday from 2pm-5pm."
- "It's not open enough."
- "The opening hours could be a little earlier."
- "The opening hours are ridiculous."
- "The hours of opening, only open for an hour, it is not convenient for tourists to drop their rubbish."
- "Always closed on public holidays."
- "Opening hours too restricted."
- "They are not open many hours."
- "Not open long enough. Needs to be open till 8pm especially in the summer, some of us work long hours."
- "They are not open enough hours. Should be open on public holidays because that's when people want to do work around home."
- "The days it is open are not really suitable for people who work. It should be open on a Saturday."

Need better recycling

- "Better recycling would be great to have."
- "Recycling is not being done."
- "All the recycling needs more attention."
- "Quite often they say they are not taking recycling, we have too much, or don't want your cardboard or plastic, almost every time we go there."
- "McLeans pit recycling is like in the "too hard" basket, don't know where to put things, make it too hard to leave things so encouraging people to give up and encouraging fly tipping. Invercargill's got a great model, staffed by IHC workers, perhaps Council could adopt something similar."

No glass recycling

- "Glass not recycled."
- "Not having glass recycling, need a pick up service."
- "Glass is not being recycled, it just goes in with rubbish."
- "Need glass recycling bins."
- "Bottle recycling not adequate, we separate them but they're not actually being recycled."
- "We have no glass collection service so we need to dispose of it ourselves and other parts of the region don't. This doesn't seem fair."
- "Not happy that bottles have to go to the transfer station instead of being collected at home."

Poor standard of facilities / poor accessibility

- "Ross station, very bad smells, including from the roadside. Need better management."
- "Haat is a mess."
- "Facility is shocking."
- "Not happy with bar in front of pit."
- "Pond is not sealed, have to back uphill, can't see where you drop rubbish. Poorly designed system."
- "It's by the sea and it's flooded sometimes so it's not in very good condition at those times."
- "Difficulty of accessing."
- "Appalling road up to it, Whataroa."

Overall service not good / could be improved

- "Overall service is not good."
- "Could be improved."
- "Haast not very good."
- "You don't get treated with a lot of respect from the rubbish men."
- "The service is not consistent. The contractor from the transfer station offers a door to door service for some residents and other residents have to take their bins to the main road. Century Place is one of the streets where the thorough service is not offered in Kumara Junction."
- "Outsourced so has a lot less services available."

Pay for private rubbish collection service

- "Pay private company to collect my rubbish."
- "We have to pay for our rubbish to be taken away."
- "Have to pay for private contractor."
- "We have to pay for rubbish collection."

No rubbish collection / refuse service

- "We get nothing down here so we have to use the dump we don't have a choice."
- "We get no rubbish collection at all."
- "Don't get refuse service."
- "Don't get a Council collection."

Others

- "Don't know that they are the most economically run."
- "We don't need one. We maintain our own green waste."
- "We need bigger bins."
- "Size of rubbish bins too small."
- "Rubbish collection needs to be every week."
- "The fact that you've got to pay to dump green waste is wrong."
- "Take green waste there, very expensive, that's what I'm paying rates for."
- "I have concerns with the selling of the mulched waste in regards to legionella. I recently bought some and it has pieces of shredded metal in it, not handled properly."
- "There has been zero contact from Council regarding liaison group for Butlers landfill affected parties since it has been established, virtually zero communication which was a factor of resource consent."

**Q5 Reasons why not very satisfied with
"refuse and recycling collection service"**

Fortnightly collection / should be weekly

- *"In the summer time the rubbish should be collected weekly."*
- *"They only do it once a fortnight, should be more for rubbish. We see bins on the side of the road overflowing."*
- *"We need a weekly collection, not a fortnightly one."*
- *"It only gets collected fortnightly so that makes the random dumping even worse."*
- *"Some people would like a weekly collection."*
- *"Only collect refuse once a fortnight."*
- *"The collection is only fortnightly and the food rubbish becomes put id in summer so my daughter has to get hers collected weekly at her own expense."*
- *"When you have a family it should be collected weekly."*
- *"We have to pay for an additional pick up as one every two weeks is not sufficient for our family of four."*
- *"Need to pick up weekly instead."*
- *"Rubbish needs to be collected weekly."*

Bins are too small / need bigger bins / swap bins

- *"House bins are not big enough."*
- *"Park Street bins not big enough for a family."*
- *"The household rubbish bin is too small so people dump randomly to remove the rubbish."*
- *"Bins are too small."*
- *"Need bigger bins."*
- *"Some people would like a bigger bin."*
- *"Rubbish bins could be bigger."*
- *"Slightly bigger rubbish bins."*
- *"The recycling bin and the rubbish bin need to be both changed because I have more household waste than recycling. The recycling bin is too big and the household bin is too small."*
- *"Rubbish bin and recycling bin should be opposite sizes because of the fortnightly collection."*
- *"System would work better if bins were swapped around, would save smell in hot weather."*

Should recycle glass / provide separate bin for glass

- *"Glass should be recycled."*
- *"Need something for recycling glass. Many people put it in general collection. Shouldn't have to take it to the transfer station, a separate container for glass should be provided."*
- *"Better recycling of glass, separate rubbish bin for glass to be collected."*
- *"I'm not very happy with the recycling because they won't take glass."*
- *"We can't put glass in the recycling, we need to have glass included. We pay high rates and need more services."*
- *"More could be done in collecting glass etc instead of having to go to the dump."*

Others

- "Could be better."
- "Lake Kanieri is very average service, they haven't catered to the needs of the community."
- "No set time for collection, dogs get into rubbish."
- "Not regular enough, Ruatapu."
- "Recycling needs to be more efficient."
- "No recycling of whiteware."
- "Would like there to be more recycling such as soft plastics."
- "Not clear about what you need to put in the bin."
- "Often messy collection, rubbish dropped during collection, Kanieri."
- "Need a green bin for our garden waste."
- "Pay rates yearly and all I get is rubbish collection, no water, no sewerage."
- "I'm not happy that I have to pay to have my rubbish collected here in Harihari."

WDC 21.22.35 Released under LGOIMA

Q8 Reasons why not very satisfied with
"Hokitika Museum"

100% Handtabs

- *"Photographs of early settlers are hard to access."*
- *"Disappointed, exhibits seem to have shrunk by about 50%, ie, stage coaches gone."*

WDC 21.22.35 Released under LGOIMA

**WESTLAND DISTRICT COUNCIL
COMMONTRAK™ SURVEY
JANUARY 2018**

WDC 21-22-35 Released under LGOIMA

WDC 21.22.35 Released under LGOIMA

COMMUNITRAK™ SURVEY

PUBLIC PERCEPTIONS AND INTERPRETATIONS OF COUNCIL SERVICES & REPRESENTATION

PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:

WESTLAND DISTRICT COUNCIL

JANUARY 2018



National Research Bureau Ltd
PO Box 10118, Mt Eden, Auckland, New Zealand
P (09) 6300 655, www.nrb.co.nz

WDC 21.22.35 Released under LGOIMA

CONTENTS

	Page No.
A. SITUATION AND OBJECTIVES	1
B. COMMUNITRAK™ SPECIFICATIONS	2
C. EXECUTIVE SUMMARY.....	6
D. MAIN FINDINGS.....	16
1. Council Services/Facilities.....	17
a. Residents Overall	18
i. Protection Provided From Dogs And Wandering Stock.....	18
ii. Parks And Reserves.....	22
iii. Public Toilets	26
iv. The Library Services.....	30
v. Standard And Safety Of Council's Unsealed Roads.....	34
vi. Reliable Transfer Station Service	38
vii. Refuse And Recycling Collection Service.....	42
2. Customer Services Centre	46
a. Customer Services Centre	47
i. Contacted?.....	47
ii. Level Of Satisfaction	48
3. Leadership.....	50
a. Performance Rating Of The Mayor And Councillors In The Last Year.....	51
4. Consultation And Community Involvement	53
a. Do Residents Understand How Council Makes Decisions.....	54
b. Satisfaction With The Way Council Involves The Public	55
c. Perception Of Safety	57
E. APPENDIX	59

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.

Please note that unusual or one-off occurrences, such as climatic events, can affect ratings.

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

WDC 21.22.35 Released under LGOIMA

A. SITUATION AND OBJECTIVES

Council has engaged a variety of approaches both to seeking public opinion and to communicating its decisions and programmes to residents and ratepayers. One of these approaches was to commission the National Research Bureau's Communitytrak™ survey in July / August 2009, March 2016 and January 2018.

The advantages, and benefits of this are twofold ...

- Council has the National Average and Peer Group Average comparisons against which to analyse, where applicable, perceived performance,
- Council introduced questions reflecting areas of interest to Westland District.

* * * * *

WDC 21.22.35 Released under LGOIMA

B. COMMUNITRAK™ SPECIFICATIONS

Sample Size

This Communitrak™ survey was conducted with 401 residents of the Westland 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 three Wards and the interviews spread as follows:

Northern	135
Hokitika	146
Southern	120
	<u>401</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 weekends.

Sample Selection

The relevant white pages of the telephone directory were used as the sample source, with every xth number being selected, that is, each residential (non-business) number selected was chosen in a systematic, randomised way (in other words, at a regular interval), in order to spread the numbers chosen in an even way across all relevant phone book pages.

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

A target of interviewing approximately 100 residents, aged 18 to 44 years, was also set.

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

Respondent Selection

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

Call Backs

Three call backs, ie, four calls in all, were made to a residence before the number was replaced in the sample. Call backs were made on a different day or, in the case of a weekend, during a different time period, ie, at least four hours later.

Sample Weighting

Weightings were applied to the sample data, to reflect the actual Ward, gender and age group proportions in the area as determined by Statistics New Zealand's 2013 Census data. The result is that the total figures represent the adult population's viewpoint as a whole across the entire Westland 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 from Friday 19th January to Sunday 28th January 2018.

Comparison Data

Communitrak™ offers to Councils the opportunity to compare their performance with those of Local Authorities across all New Zealand as a whole and with similarly constituted Local Authorities.

The Communitrak service includes ...

- comparisons with a national sample of 1,000 interviews conducted in July 2016,
- comparisons with provincial, urban and rural norms.

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

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

Weightings have been applied to this comparison data to reflect the actual adult population in Local Authorities as determined by Statistics NZ 2013 Census data.

Comparisons With National Communitrak™ Results

Where survey results have been compared with Peer Group and/or National Average results from the July 2016 National Communitrak™ Survey, NRB has used the following for comparative purposes, for a sample of 400 residents:

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

Margin Of Error

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

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

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

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

The margin of error figures above refer to the **accuracy** of a result in a survey, given a 95 percent level of confidence. A 95 percent level of confidence implies that if 100 samples were taken, we would expect the margin of error to contain the true value in all but five samples. At the 95 percent level of confidence, the margin of error for a sample of 400 respondents, at a reported percentage of 50%, is plus or minus 5%.

Response Rate

The response rate for the 2018 Westland District Council was **65%**, 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%
400	7%	7%	6%	6%	4%
300	8%	8%	7%	6%	5%
200	10%	10%	9%	8%	6%

The figures above refer to the difference between two results that is required, in order to say that the difference is significant, given a 95 percent level of confidence. Thus the significant difference, for the same question between two separate surveys of 400 respondents is 7%, given a 95 percent level of confidence, where the midpoint of the two results is 50%.

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

* * * * *

WDC 21.22.35 Released under LGOIMA

C. EXECUTIVE SUMMARY

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

The Westland 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, and to Local Authorities on average throughout New Zealand.

WDC 21.22.35 Released under GOIMA

WDC 21.22.35 Released under LGOIMA

SNAPSHOT



73% of residents have personally used or visited a park or reserve in the District, in the last 12 months. Of these, 94% are satisfied with the District parks and reserves.



In 2018, 88% of residents have personally used an unsealed road in the District. Of these residents, 26% are not very satisfied with the standard and safety of Council's unsealed roads.



In general, 77% of residents understand how Council makes decisions.



68% of residents feel Westland District is definitely a safe place to live.

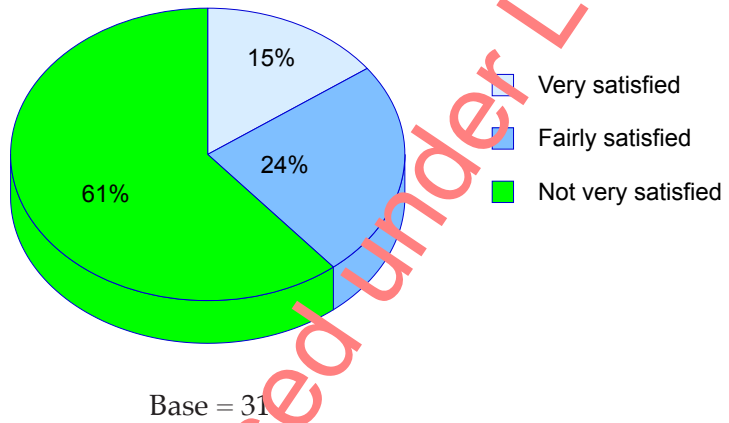
WDC 21.22.35 Released under LGOMA

COUNCIL SERVICES/FACILITIES/ACTIVITIES

a. Satisfaction With Services/Facilities

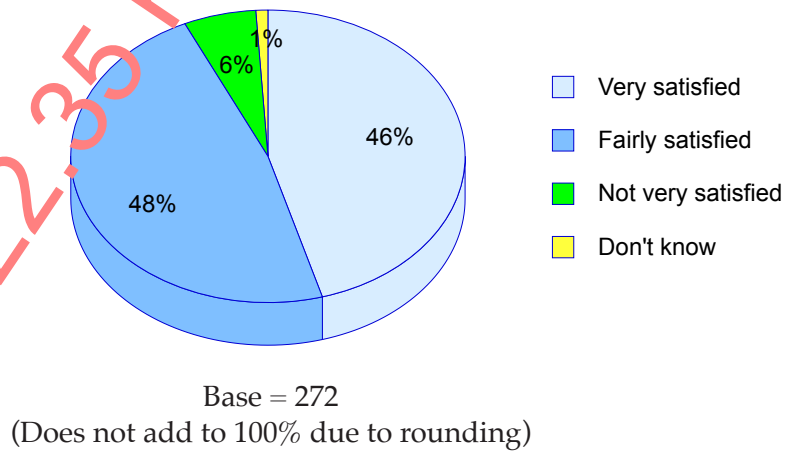
Dogs Or Wandering Stock

Satisfaction With The Protection Provided From Dogs And Wandering Stock - Contacted Council



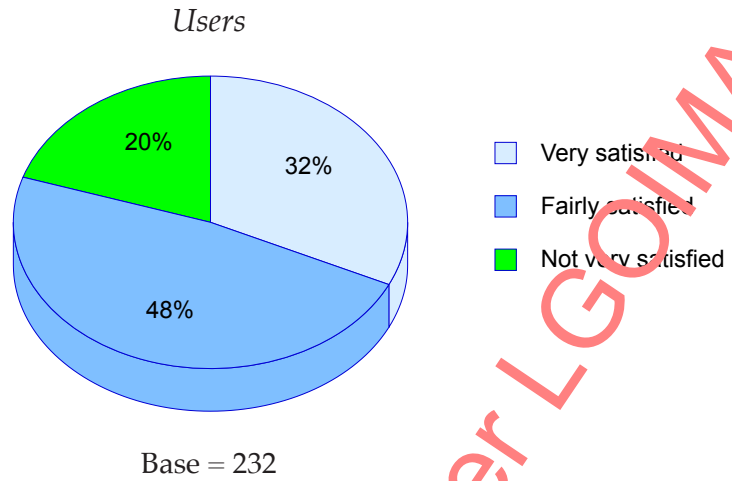
Parks And Reserves

Users/Visitors

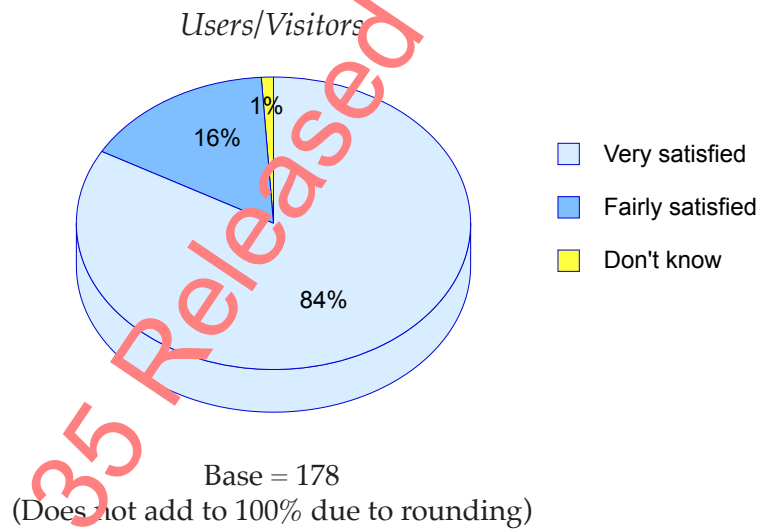


WDC 21.22.35 Released under LG OIMA

Public Toilets

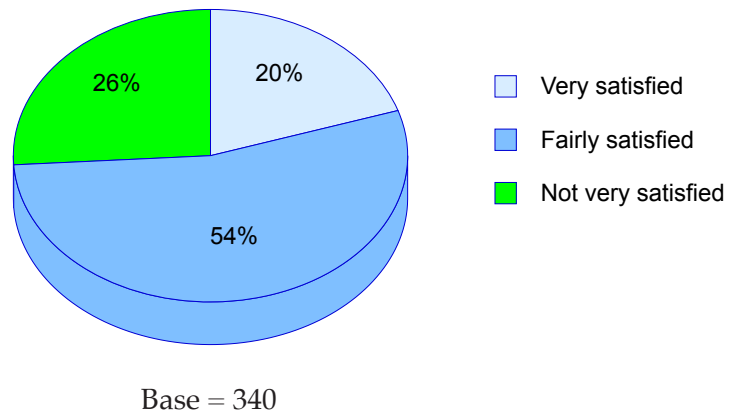


Public Library Services



Unsealed Road

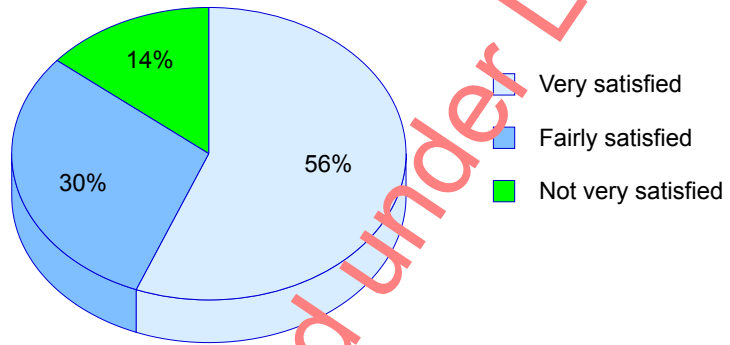
Satisfaction With The Standard And Safety Of Council's Unsealed Roads - Users



WDC 21.22.35 Released under LGOIMA

Transfer Stations

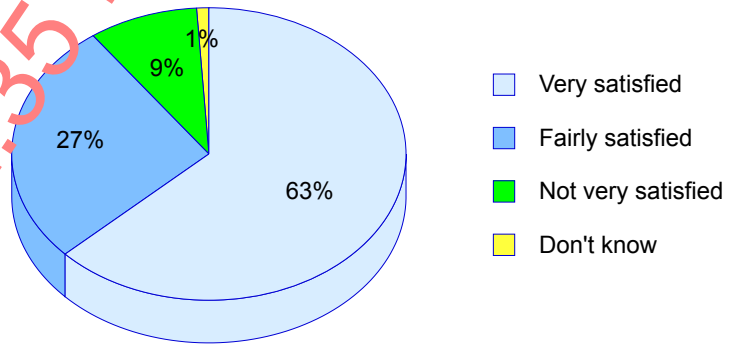
Satisfaction With The Reliability Of The Transfer Station - Users



Base = 225

Refuse And Recycling Collection Service

*Satisfaction With Service Received:
Regular Refuse And Recycling Collection Service Provided By Council*



Base = 293

WDC 21.22.35 Released under LGOIMA

WDC 21.22.35 Released under LGOIMA

b. Percent Not Very Satisfied - Comparison Summary

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

	Westland %	Peer Group %	National Average %
• protection provided from dogs and wandering stock	61	†35	†38

† Peer Group and National Average readings refer to households who have contacted Council about **dogs**.

For the remaining services or facilities for which comparative data is available, Westland District performs **on par with/similar to** other like Local Authorities and Local Authorities nationwide on average for the following ...

• public toilets	20	20	17
• reliability of the transfer station service	14	*14	*20
• refuse and recycling collection service	9	**13	**9
• parks and reserves	6	4	4
• library services	-	3	3

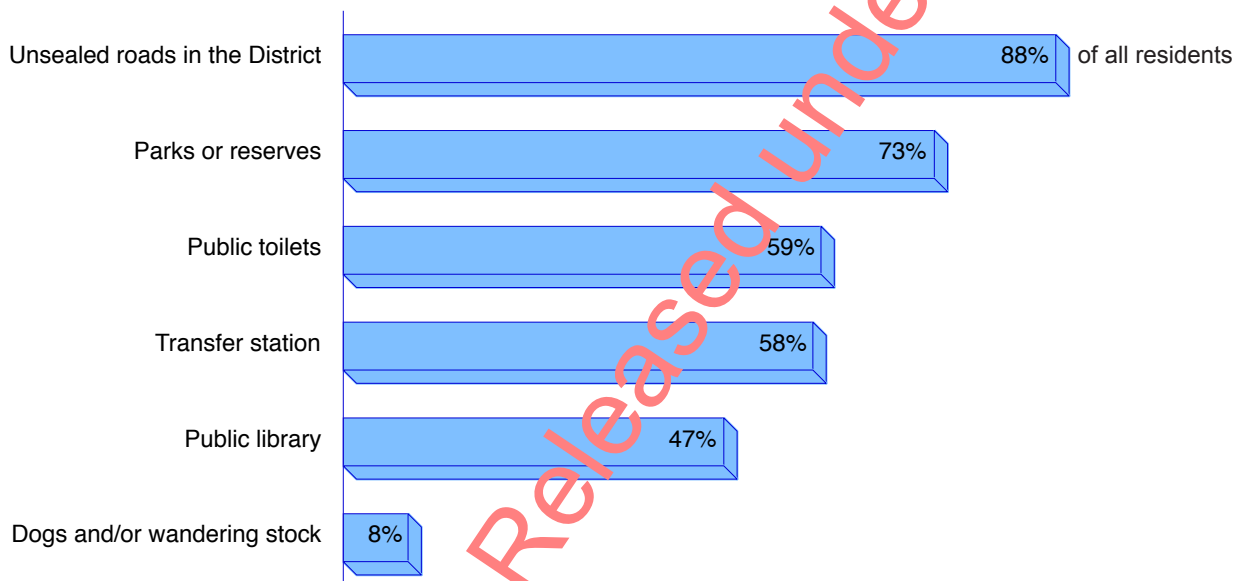
* Peer Group and National Average readings refer to households user ratings for **refusal disposal in general (ie, landfill sites)**.

** Peer Group and National Average readings relate to satisfaction with **rubbish collection** for households provided with the service.

NB: Peer Group and National Averages refer to **household** users/visitors

c. Frequency Of Personal Use - Council Services And Facilities

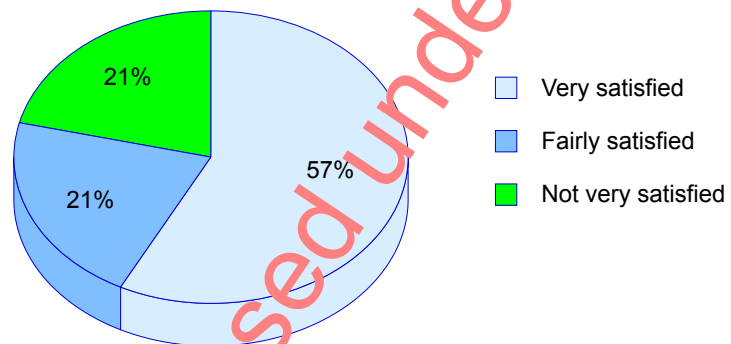
*Percentage Of Residents Who Have Personally Used/Visited The Following Services/Facilities
In The Last Year ...*



d. Customer Services Centre

25% of residents say they have personally contacted the new Customer Services Centre, either in person, by phone and/or by email.

Satisfaction With Service Received: Customer Services Centre



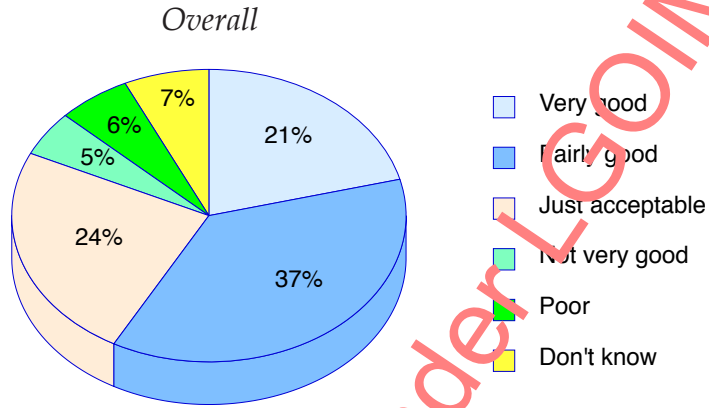
Base = 100

(Does not add to 100% due to rounding)

WDC 21.22.35 Released under LG OIMA

LOCAL ISSUES

Leadership

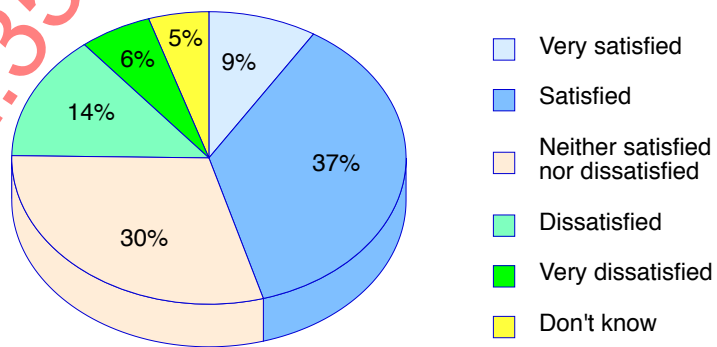


Westland District residents rate the performance of the Mayor and Councillors similar to the Peer Group Average (60%) and above the National Average (49%), in terms of their performance being very / fairly good.

Council Consultation and Community Involvement

In general 77% of residents understand how Council makes decisions (69% in 2016).

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

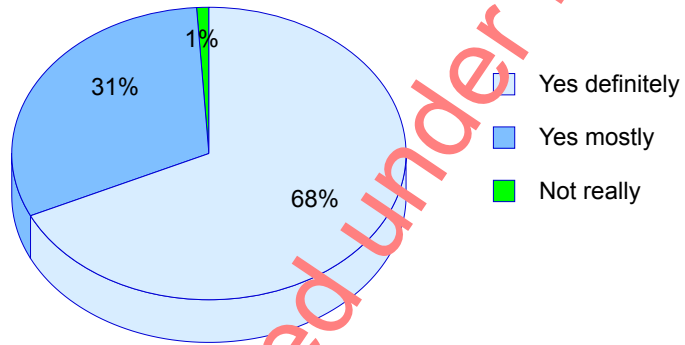


(Does not add to 100% due to rounding)

The very satisfied / satisfied reading (46%) is similar to the Peer Group (45%) and National (45%) Averages.

Public Safety

*Is Westland Generally A Safe Place To Live?
Overall*



The percent saying 'Yes definitely' is above the Peer Group Average (51%) and National Average (36%).

* * * * *

WDC 21.22.35 Released under LGOIMA

WDC 21.22.35 Released under LGOIMA

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 Westland 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.

Included in this Peer Group are ...

Buller District Council	Ruapehu District Council
Carterton District Council	Selwyn District Council
Central Hawke's Bay District Council	South Taranaki District Council
Central Otago District Council	Southland District Council
Clutha District Council	South Wairarapa District Council
Far North District Council	Stratford District Council
Hauraki District Council	Tararua District Council
Hurunui District Council	Tasman District Council
Kaikoura District Council	Waikato District Council
Kaipara District Council	Waimakariri District Council
MacKenzie District Council	Waimate District Council
Manawatu District Council	Wairoa District Council
Matamata-Piako District Council	Waitaki District Council
Opotiki District Council	Waitomo District Council
Oterohanga District Council	Western Bay of Plenty District Council
Rangitikei District Council	

WDC 21.22.35 Released under LGOIMA

1. COUNCIL SERVICES/FACILITIES

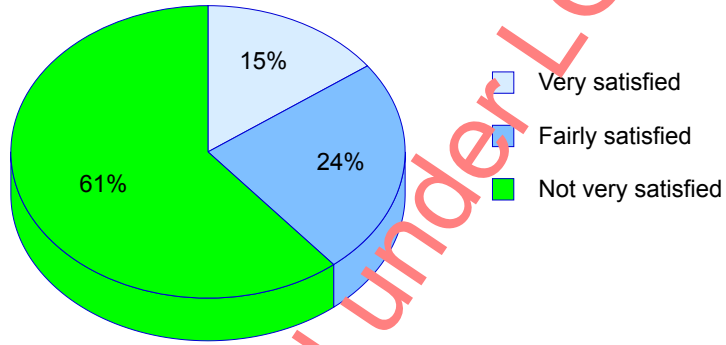
WDC 21.22.35 Released under LGOIMA

A. RESIDENTS OVERALL

Residents were read out a number of Council functions and asked whether they are very satisfied, fairly satisfied or not very satisfied with the provision of that service or facility. Those residents not very satisfied were asked to say why they felt this way.

i. Protection Provided From Dogs And Wandering Stock

Personally Contacted Council In Last 12 Months



Base = 31

8% of residents have personally contacted Council about dogs and wandering stock in the last year. Of these, 39%, are satisfied with the protection provided from dogs and wandering stock, while 61% are not very satisfied.

The percent not very satisfied is above the Peer Group[†] and National Averages[†].

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

[†] readings refer to **households** who have contacted Council about **dogs**

WDC 21.22.35 Released under LGOMA

Satisfaction With The Protection Provided From Dogs And Wandering Stock

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted Council					
2018	15	24	39	61	-
2016 ^o	9	20	29	71	-
Comparison*					
Peer Group Average (Rural)	28	34	62	35	3
National Average [†]	25	35	60	38	2
Ward**					
Northern	27	10	37	63	-
Hokitika	-	34	34	66	-
Southern	24	24	48	52	-

% read across

* Peer Group and National Average readings refer to households who have contacted Council about **dogs**

** caution small bases

^o 2016 reading relates to satisfaction with protection provided from dogs and wandering stock for **households** who have contacted Council

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

The main reason mentioned by residents[†] who are very/fairly satisfied is good service/efficient, mentioned by 31% of residents who are very/fairly satisfied (caution: small base N=12).

The main reasons* residents[†] are not very satisfied with the protection provided from dogs and wandering stock are ...

- poor service/response to complaints/poor service from ranger mentioned by 55% of residents who are not very satisfied,
- need more control/more enforcement/need to be stricter. 35%,
- dangerous dogs/danger to people and other animals. 35%.

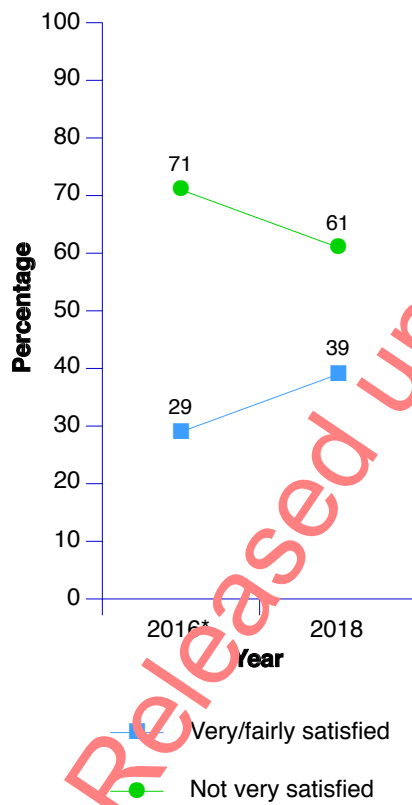
(caution: small base, N=19)

* multiple responses allowed

[†] residents who have personally contacted Council about dogs or wandering stock (N = 31)

WDC 21.22.35 Released under LGIMA

Protection Provided From Dogs And Wandering Stock - Personally Contacted Council

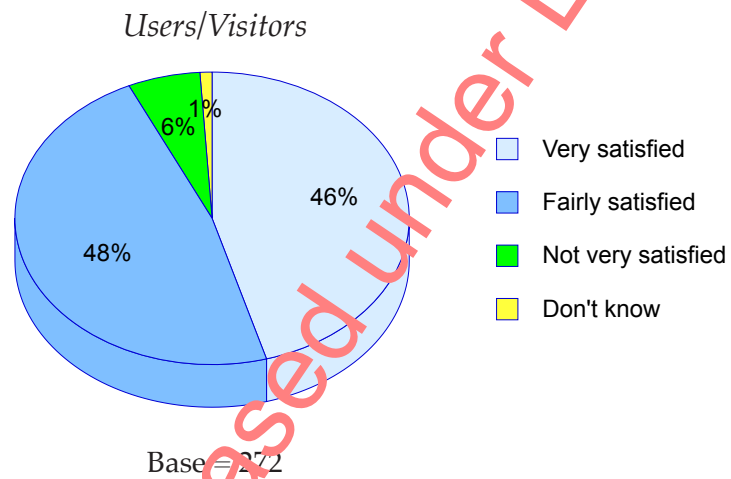


* 2016 reading relates to satisfaction with protection provided from dogs and wandering stock for households who have contacted Council

Recommended Satisfaction Measures For Reporting Purposes:
Contacted Council = 39%

WDC 27.22.35 Released under LGOMA

ii. Parks And Reserves



73% of residents have personally used or visited a park or reserve in the last year.

Of these, 94% are satisfied with parks and reserves, including 46% who are very satisfied. 6% are not very satisfied, and 1% are unable to comment.

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

Residents[†] who live in a one or two person household are more likely to be not very satisfied with the District's parks and reserves, than those[†] who live in a three or more person household.

[†] those residents who have personally used / visited a park or reserve in the last 12 months, N=272

Satisfaction With Parks And Reserves

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Users/Visitors					
2018 [†]	46	48	94	6	1
2016*	40	47	87	12	1
Comparison*					
Peer Group Average (Rural) [†]	55	38	93	4	2
National Average	61	34	95	4	1
Ward					
Northern [†]	49	45	94	4	1
Hokitika	40	46	92	8	-
Southern	40	57	97	3	-
Household Size					
1-2 person household	42	46	88	11	1
3+ person household [†]	49	50	98	1	-

Base = 272

% read across

* 2016 reading and Peer Group and National Average readings refer to household users/visitors of parks and reserves

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

The main reasons* residents† say they are very satisfied with District parks and reserves are ...

- clean/tidy/well maintained, mentioned by 57% of residents† who are very satisfied,
- good facilities, 21%,
- lovely facility/trees and gardens/beautiful scenery, 19%.

The main reasons* residents† say they are fairly satisfied are ...

- clean/tidy/well maintained, mentioned by 30% of residents† who are fairly satisfied,
- alright/okay/good/happy with them, 12%.

The main reasons* residents† say they are not very satisfied are ...

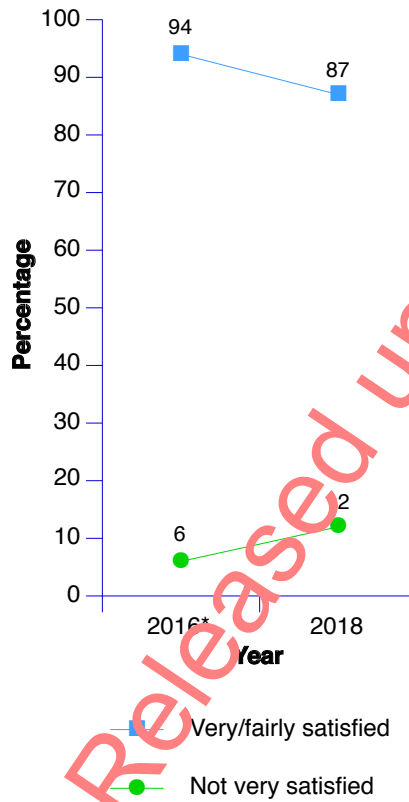
- well maintained/need better upkeep/beautification, mentioned by 29% of residents† who are not very satisfied,
- better facilities/need improving, 21%,
- better facilities for children/playgrounds need upgrading, 16%.

* multiple responses allowed

† those residents who have personally used / visited a park or reserve in the last year (N = 272)

WDC 21.22.35 Released under LGIMA

Parks And Reserves - Personal Users/Visitors

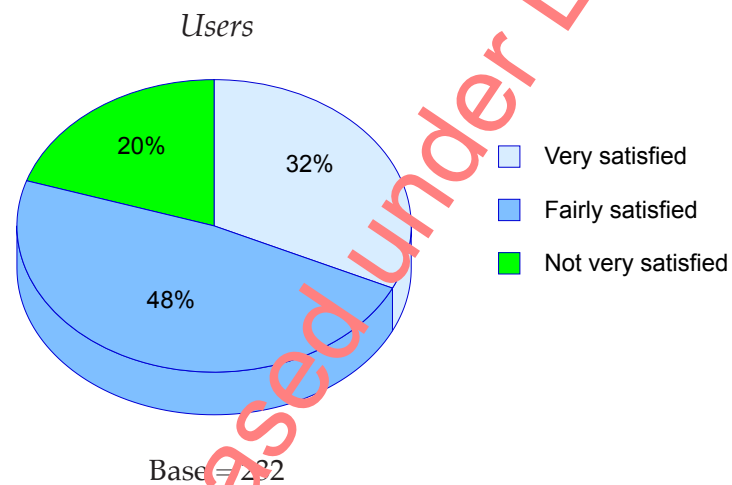


* 2016 reading refers to household users/visitors of parks and reserves

Recommended Satisfaction Measures For Reporting Purposes:
Users/Visitors = 94%

WDC 21.22.35 Released under LGOIMA

iii. Public Toilets



59% of residents[†] have personally used a public toilet in the District in the last year. Of these, 80% are satisfied and 20% are not very satisfied.

The percent not very satisfied is similar to the Peer Group and National Averages for household users.

Hokitika Ward residents[†] are less likely to be not very satisfied with the public toilets, than other Ward residents[†].

It also appears that residents[†] aged 70 years or over are less likely to be not very satisfied, than other age groups[†].

[†] residents who have personally used a public toilet in the last year, N=232

Satisfaction With Public Toilets

		Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Users	2018	32	48	80	20	-
	2016 [†]	17	52	69	31	1
Comparison*						
Peer Group Average (Rural) [†]		37	41	78	20	3
National Average		31	48	79	17	4
Ward						
Northern		34	41	75	25	-
Hokitika		33	58	91	9	-
Southern		29	45	74	26	-
Age						
18-44 years		22	56	78	22	-
45-69 years		37	42	79	21	-
70+ years [†]		52	40	92	9	-

Base = 232

% read across

* 2016 reading and Peer Group and National Averages refer to household users of public toilets

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

The main reasons* residents[†] are very satisfied with public toilets are ...

- clean/tidy/well maintained, mentioned by 74% of residents[†] who are very satisfied,
- good standard of toilets/good condition, 12%.

The main reasons* residents[†] are fairly satisfied are ...

- clean/tidy/well maintained, mentioned by 27% of residents[†] who are fairly satisfied,
- okay/adequate/alright/average, 17%.

The main reasons* residents[†] are not very satisfied are ...

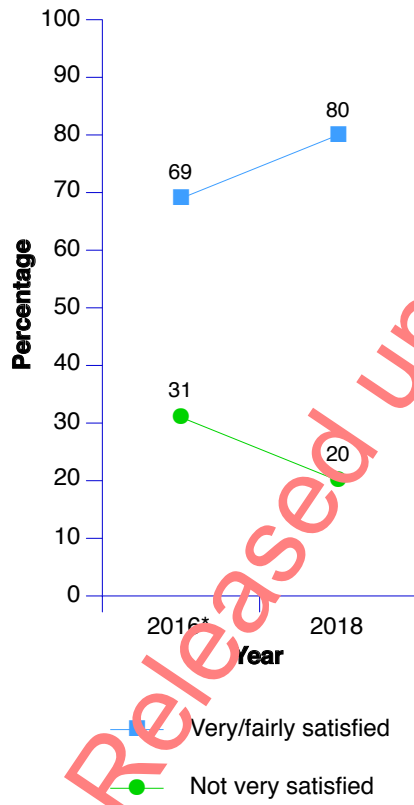
- dirty/smelly/need cleaning more often, mentioned by 85% of residents[†] who are not very satisfied,
- need more toilets/not enough for tourist numbers, 19%,
- poor standard/outdated/need upgrading/improvements, 15%.

* multiple responses allowed

[†] residents who have personally used a public toilet in the last 12 months, N=232

WDC 21.22.35 Released under LG OIMA

Public Toilets - Personal Users

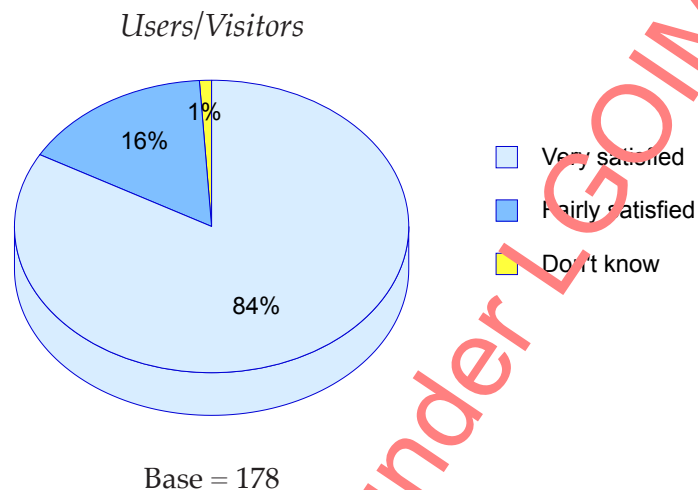


* 2016 reading refers to household users of public toilets

Recommended Satisfaction Measures For Reporting Purposes:
Personal = 80%

WDC 21.22.35 Released under LGOIMA

iv. The Library Services



47% of residents say they have personally used or visited a public library in the District, in the last year. Of these "users/visitors", 99% are satisfied.

The percent not very satisfied (0%), is on par with the Peer Group and National Averages for household users.

The main reasons* residents† are very satisfied are ...

- staff are good/helpful/friendly/good customer service from staff, mentioned by 56% of residents† who are very satisfied,
- excellent library/good range of service/well run/do a good job, 27%,
- good range/selection of books/new books/resource material, 22%.

The main reasons* residents† are fairly satisfied are ...

- staff are good/helpful/friendly/good customer service from staff, mentioned by 29% of residents† who are fairly satisfied,
- children's area/activities/programmes, 19%,
- lovely facility/clean and tidy/attractive and welcoming, 17%.

The reason* the one resident† is not very satisfied with the library service is ...

"In Kitika library, I couldn't get onto their computer or join the library because I cannot get online from the library. I don't have a computer."

* multiple responses allowed

† residents who have personally used/visited a public library in the last year, N=178

Satisfaction With The Library Services

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Users/Visitors					
2018	84	16	99	-	1
2016*	84	14	98	1	1
Comparison*					
Peer Group Average (Rural)†	71	23	94	3	4
National Average	79	17	96	3	1
Ward					
Northern	81	18	99	-	-
Hokitika†	82	16	98	-	1
Southern	92	8	100	-	-

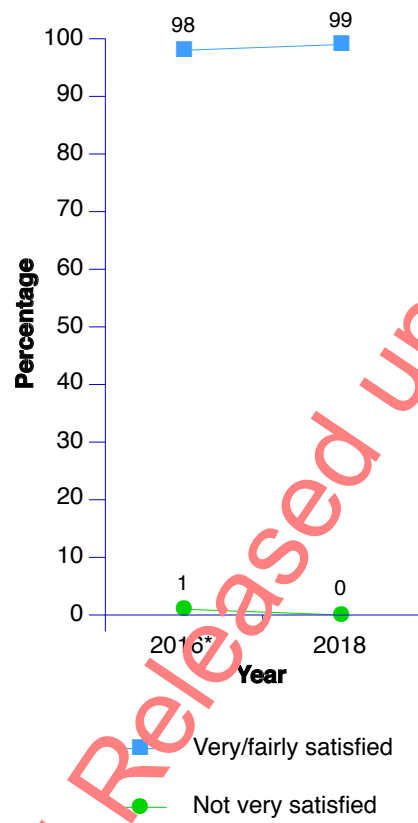
Base = 178

% read across

* 2016 reading and Peer Group and National Averages refer to household users of public libraries

† does not add to 100% due to rounding

Library Services - Personal Users



* 2016 reading refers to household users of public libraries

WDC 21.22.35 Released under LGOIMA

The main reasons* residents† say they have not used or visited a library in the District in the last year are ...

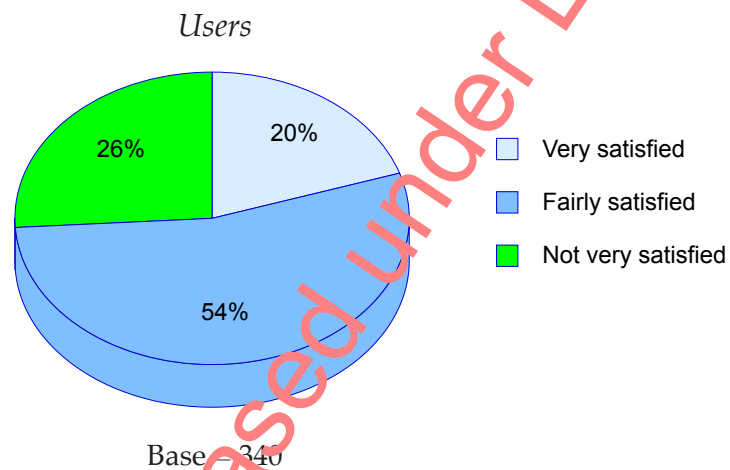
- too busy / do other things / don't have time, mentioned by 21% of residents†,
- don't read / not a reader / don't read very often, 17%,
- no need / don't use a library, 17%,
- don't have a library / too far away, 15%,
- buy books / have own books / get from another source / get books online, 15%.

* multiple responses allowed

† those residents who say they **have not** personally used or visited a library in the District in the last year, N=223

Recommended Satisfaction Measures For Reporting Purposes:
Users/Visitors = 99%

v. Standard And Safety Of Council's Unsealed Roads



88% of residents have personally used an unsealed road in the District.

Of these, 74% of residents[†] are satisfied with the standard and safety of Council's unsealed roads, while 26% are not very satisfied.

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

Residents[†] with an annual household income of more than \$100,000 are **less** likely to be not very satisfied with the standard and safety of Council's unsealed roads, than other income groups[†].

[†] residents who have personally used an unsealed road in the District, in the last year, N=340

Satisfaction With The Standard And Safety Of Council's Unsealed Roads

		Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Users	2018	20	54	74	26	-
	2016*	11	59	70	27	3
Ward						
	Northern	14	57	71	29	-
	Hokitika	27	54	81	19	-
	Southern	21	48	69	31	-
Household Income						
	Less than \$40,000 pa	21	52	73	27	-
	\$40,000-\$60,000 pa	15	55	68	32	-
	\$60,001-\$100,000 pa [†]	20	49	69	32	-
	More than \$100,000 pa	16	71	87	13	-

Base = 340

% read across

* 2016 readings relate to **all** residents

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

WDC 21-22-35 Released under LGIMA

The main reasons* residents† are very satisfied with the standard and safety of Council's unsealed roads are ...

- well maintained, mentioned by 38% of residents† who are very satisfied,
- good condition, 22%,
- happy with them / fine / okay, 20%.

The main reasons* residents† are fairly satisfied are ...

- happy with them / fine / okay, mentioned by 18% of residents† who are fairly satisfied,
- good condition, 12%,
- well maintained, 9%.

The main reasons* residents† are not very satisfied are ...

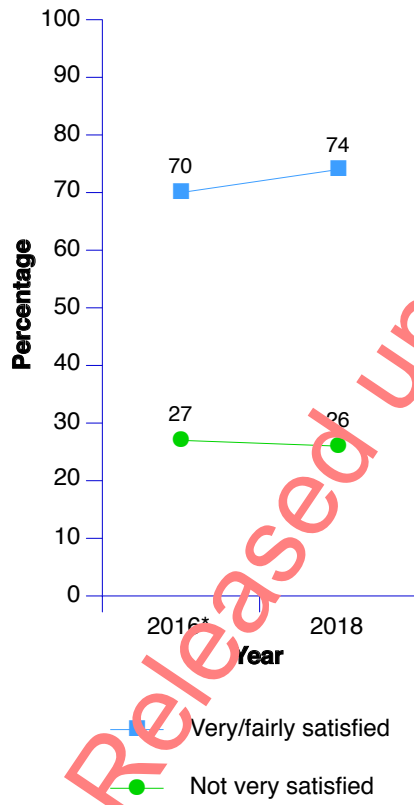
- poorly maintained / need better maintenance / slow to repair, mentioned by 46% of residents† who are not very satisfied,
- potholes / rough / uneven / corrugations, 45%.

* multiple responses allowed

† residents who have personally used a sealed road in the last year, N=340

WDC 21.22.35 Released under LGOMA

Standard And Safety Of Council's Unsealed Roads - Personal Users

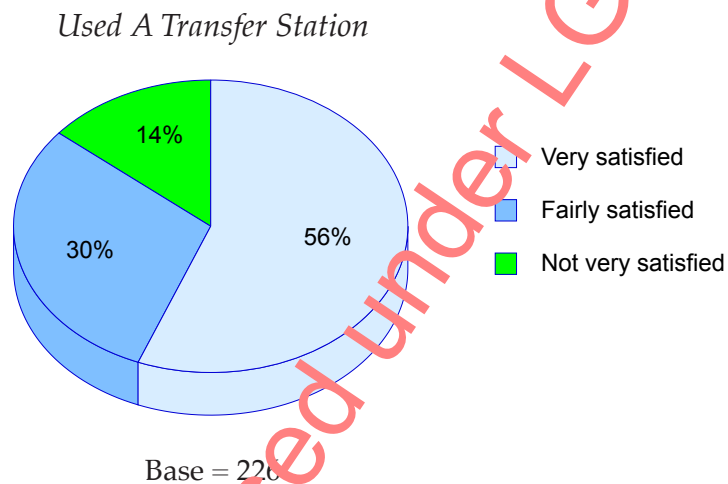


* 2016 reading relates to **all** residents

Recommended Satisfaction Measures For Reporting Purposes:
Users = 74%

WDC 21.22.35 Released under LGOIMA

vi. *Reliable Transfer Station Service*



58% of households say they have personally used a transfer station in the last year. Of these "users", 86% are satisfied with the reliability of the transfer station and 14% are not very satisfied.

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

Residents[†] more likely to be not very satisfied with the reliability of the transfer station service are ...

- men,
- residents aged 18 to 44 years.

It appears that Hokitika Ward residents[†] are slightly less likely to feel this way, than other Ward residents[†].

[†] residents who have personally used a transfer station, in the last year, N=226

* readings refer to household users ratings for **refusal disposal**

Satisfaction That Transfer Station Service Is Reliable

		Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Users	2018	56	30	86	14	-
	2016**	36	40	76	21	3
Comparison*						
Peer Group Average (Rural)		40	40	80	14	6
National Average		36	39	75	20	5
Ward						
Northern		64	18	82	18	-
Hokitika		58	37	85	5	-
Southern		42	36	78	22	-
Gender						
Male		59	22	81	19	-
Female		54	38	92	8	-
Age						
18-44 years		48	28	76	24	-
45-69 years		60	31	91	9	-
70+ years		65	31	96	4	-

Base = 226

% read across

* Peer Group and National Average readings are household user ratings for refuse disposal in general (ie. land fill sites)

** 2016 result relates to household satisfaction with the reliability of the transfer station service

The main reasons* residents[†] are very satisfied with the reliability of the transfer station service are ...

- good service/well run/excellent, mentioned by 52% of residents[†] who are very satisfied,
- good staff/friendly service, 24%,
- clean and tidy/well kept, 23%,
- easy to use/accessible, 22%.

The main reasons* residents[†] are fairly satisfied are ...

- good service/well run/excellent, mentioned by 32% of residents[†] who are fairly satisfied,
- good staff/friendly service, 10%.

The main reasons* residents[†] are not very satisfied are ...

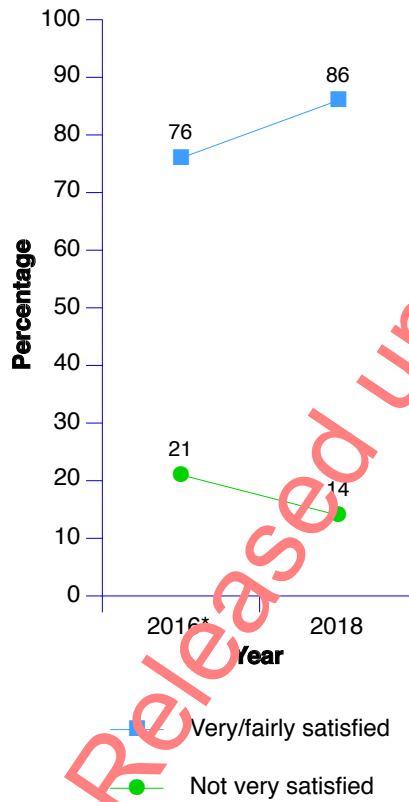
- too expensive/have to pay, mentioned by 62% of residents[†] who are not very satisfied,
- poor service, 19%.

* multiple responses allowed

[†] residents who have personally used a transfer station in the District, in the last year, N=226

WDC 21-22-35 Released under LGIMA

Transfer Station Service Is Reliable - Personal Users

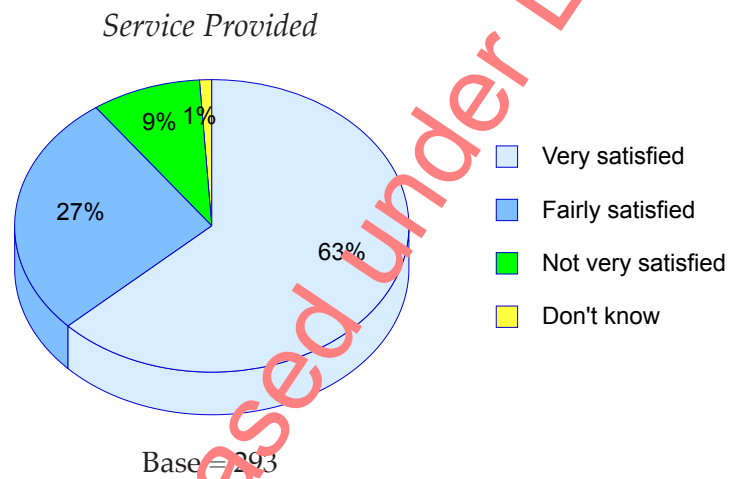


* 2016 result relates to household satisfaction with the reliability of the transfer station service

Recommended Satisfaction Measures For Reporting Purposes:
 Users = 86%

WDC 21-22-35 Released under LGOIMA

vii. Refuse And Recycling Collection Service



73% of residents say Council provides them with a regular refuse and recycling collection service. Of these, 90% are satisfied and 9% are not very satisfied.

The percent not very satisfied is on par with the Peer Group Average and similar to the National Average for **rubbish collection** (service provided).

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

* those residents who say Council provides them with a regular refuse and recycling collection service, N=293

Satisfaction With Refuse And Recycling Collection Service

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Service Provided 2018	63	27	90	9	1
2016 [†]	56	32	88	12	1
Comparison*					
Peer Group Average (Rural)	50	33	83	13	4
National Average	58	30	88	9	3
Ward					
Northern [†]	58	33	91	9	1
Hokitika [†]	68	24	92	9	-
Southern	64	20	84	14	2

Base = 293

% read across

* Peer Group and National Average readings relate to satisfaction with rubbish collection for households provided with the service

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

WDC 21.22.35 Released under LGOMA

The main reasons* residents[†] are very satisfied with refuse and recycling collection service are ...

- regular/reliable, mentioned by 46% of residents[†] who are very satisfied,
- good service/do a good job/good standard/well run, 32%,
- wonderful/excellent/very happy with service/no issues/no problems, 27%.

The main reasons* residents[†] are fairly satisfied are ...

- wonderful/excellent/very happy with service/no issues/no problems, mentioned by 13% of residents[†] who are fairly satisfied,
- regular/reliable, 9%.

The main reasons* residents[†] are not very satisfied are ...

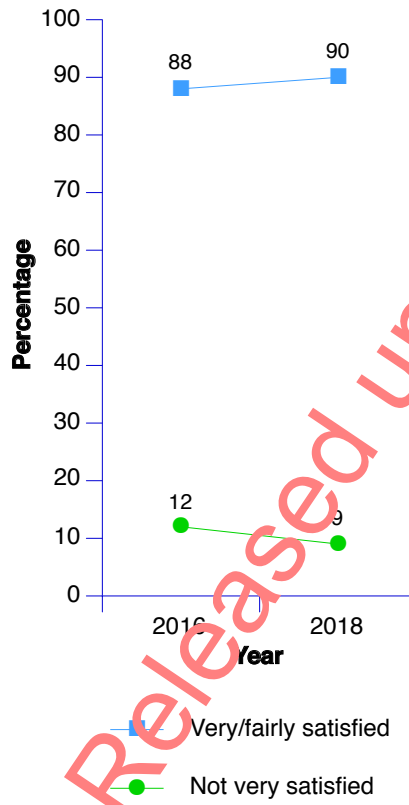
- needs to be more frequent, mentioned by 33% of residents[†] who are not very satisfied,
- bins not big enough/size of bins, 33%,
- would like glass collected, 30%.

* multiple responses allowed

[†] those residents who say Council provides them with a regular refuse and recycling collection service, N=293

WDC 21.22.35 Released under LGOIMA

Refuse And Recycling Collection Service - Service Provided



Recommended Satisfaction Measures For Reporting Purposes:
Service Provided = 90%

WDC 21-22-35 Released under LGOIMA

WDC 21.22.35 Released under LGOIMA

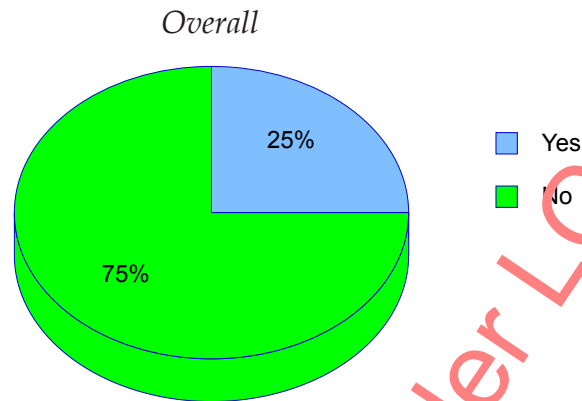
2. CUSTOMER SERVICES CENTRE

WDC 21.22.35 Released under LGOIMA

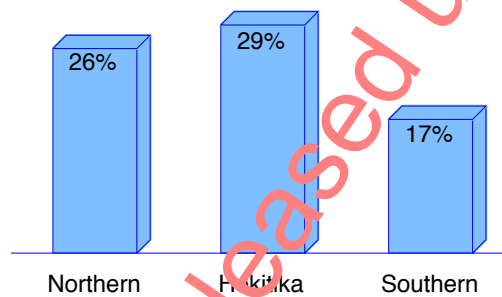
WDC 21.22.35 Released under LGOIMA

A. CUSTOMER SERVICES CENTRE

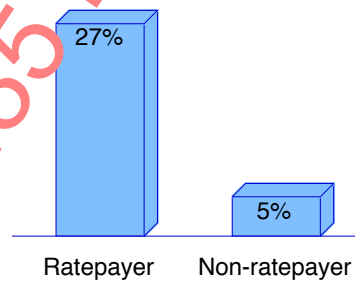
i. Contacted?



Percent Saying 'Yes' - By Ward



Percent Saying 'Yes' - Comparing Different Types Of Residents



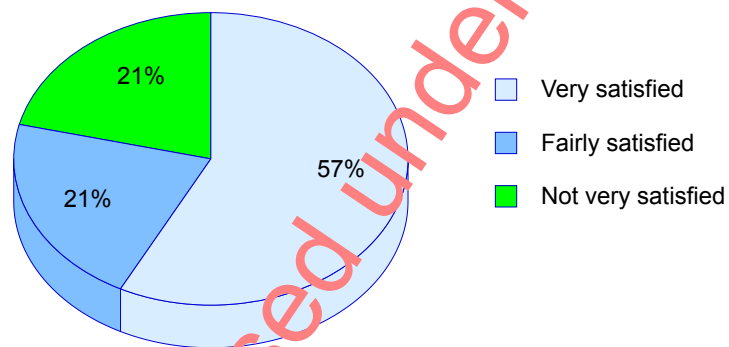
25% of residents say they have personally contacted the new Customer Services Centre, either in person, by phone and/or by email.

Ratepayers are more likely to say 'Yes', than non-ratepayers.

It appears that Southern Ward residents are **slightly less** likely, to do so, than other Ward residents.

ii. Level Of Satisfaction

Personally Contacted New Customer Services Centre



Base = 100

78% of residents[†] are satisfied with the service they received, including 57% who are very satisfied. 21% are not very satisfied.

Residents[†] who live in a one or two person household are more likely to be not very satisfied, than those[†] who live in a three or more person household.

[†] the 25% of residents who say they, or a member of their household, have contacted the new Customer Services Centre, N=100

Satisfaction With Service

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Contacted New Customer Services Centre - Personally 2018 [†]	57	21	78	21	-
Contacted <i>i</i> -SITE/ Customer Service Centre - Household 2016	76	18	94	5	1
Ward					
Northern	51	18	75	25	-
Hokitika	66	23	89	11	-
Southern*	38	25	63	37	-
Household Size					
1-2 person household	48	21	69	31	-
3+ person household	69	23	92	8	-

Base = 100

% read across

* caution: small base

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

WDC 21.22.35 Released under LGOMA

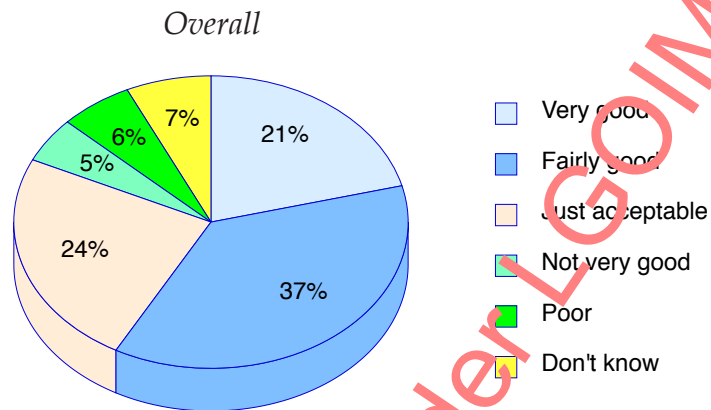
WDC 21.22.35 Released under LGOIMA



3. LEADERSHIP

WDC 21.22.35 Released under LGOIMA

A. PERFORMANCE RATING OF THE MAYOR AND COUNCILLORS IN THE LAST YEAR



58% of Westland District residents rate the performance of the Mayor and Councillors over the past year as very or fairly good (31% in 2016), while 24% rate their performance as just acceptable (35% in 2016). 11% rate the performance of the Mayor and Councillors as not very good / poor (31% in 2016) and 7% are unable to comment.

Westland District residents rate the performance of the Mayor and Councillors similar to the Peer Group Average and above the National Average, in terms of their performance being very / fairly good.

Residents more likely to rate the performance of the Mayor and Councillors over the past year as very / fairly good are ...

- Northern and Hokitika Ward residents,
- Māori / other residents,
- residents aged 18 to 44 years or those aged 70 years and over.

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

	Rated as ..			
	Very good/ fairly good %	Just acceptable %	Not very good/poor %	Don't know %
Overall				
Total District 2018	58	24	11	7
2016 [†]	31	35	31	4
Comparison				
Peer Group Average (Rural)	60	26	8	6
National Average	49	27	17	7
Ward				
Northern	60	30	7	3
Hokitika [†]	68	20	10	3
Southern [†]	41	22	18	18
Age				
18-44 years	63	20	7	10
45-69 years [†]	52	29	14	6
70+ years	63	17	16	4
Ethnicity				
NZ European	56	25	12	7
Māori/other [†]	72	17	6	4

% read across

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

WDC 21.22.35 Released under LGOIMA

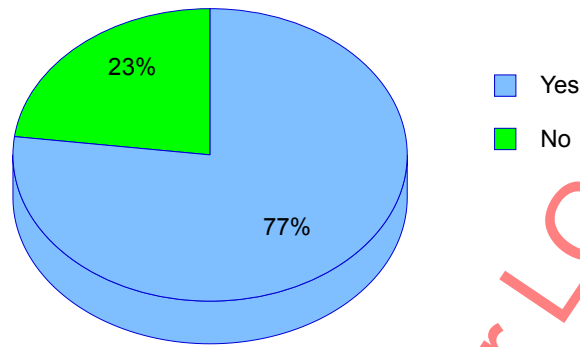
4. CONSULTATION AND COMMUNITY INVOLVEMENT

WDC 21.22.35 Released under GOIMA

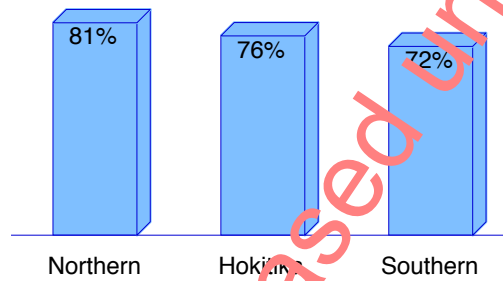
WDC 21.22.35 Released under LGOIMA

A. DO RESIDENTS UNDERSTAND HOW COUNCIL MAKES DECISIONS

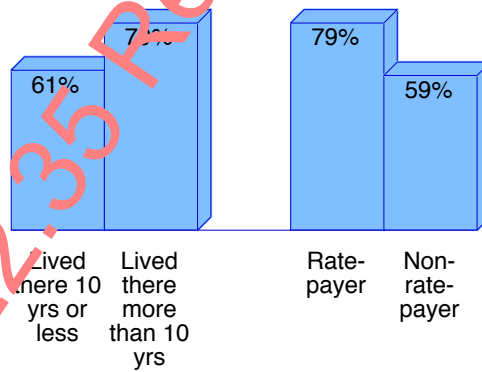
Overall



Percent Saying 'Yes' - By Ward



Percent Saying 'Yes' - Comparing Different Types Of Residents

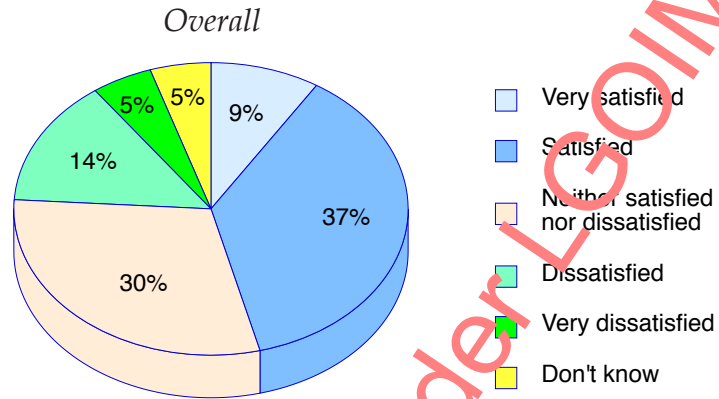


77% of Westland District residents say that in general, they understand how Council makes decisions (59% in 2016).

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

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

B. SATISFACTION WITH THE WAY COUNCIL INVOLVES THE PUBLIC



46% of residents are very satisfied/satisfied with the way Council involves the public in the decisions it makes (29% in 2016), while 20% are dissatisfied/very dissatisfied (39% in 2016). 30% are neither satisfied nor dissatisfied and 5% are unable to comment.

The very satisfied/satisfied reading (46%) is similar to the Peer Group and National Averages.

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

- Hokitika Ward residents,
- NZ Māori/other residents,
- longer term residents in the District more than 10 years,
- residents with an annual household income of more than \$100,000.

Summary Table: Level Of Satisfaction With The Way Council Involves The Public In The Decisions It Makes

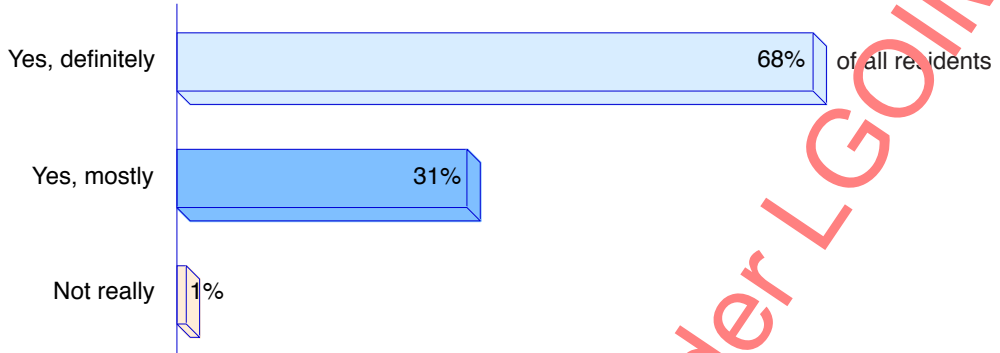
	Very satisfied/ Satisfied %	Neither satisfied nor dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall				
Total District 2018[†]	46	30	20	5
2016	29	28	39	4
2009	53	22	22	3
Comparison				
Peer Group Average (Rural) [†]	45	31	16	7
National Average	45	28	22	5
Area				
Northern	39	32	24	5
Hokitika [†]	(58)	29	11	1
Southern	39	27	26	8
Ethnicity				
NZ European	44	29	22	5
NZ Māori/other [†]	(57)	38	6	-
Length of Residence				
Lived there 10 years or less	29	(41)	17	13
Lived there more than 10 yrs	(49)	28	20	3
Household Income				
Less than \$40,000 pa	47	25	26	2
\$40,000-\$60,000 pa	47	27	22	4
\$60,001-\$100,000 pa [†]	35	(41)	20	5
More than \$100,000 pa [†]	(60)	22	12	5

% read across

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

C. PERCEPTION OF SAFETY

Do Residents Feel Their District Is Generally A Safe Place To Live?



WDC 21.22.35 Released under LGOIMA

Perception Of Safety

	Yes, definitely %	Yes, mostly %	Not really %	No, definitely not %	Unsure %
Overall					
Total District 2018	68	31	1	-	-
Comparison					
Peer Group (Urban)	51	45	4	-	-
National Average	36	54	7	2	1
Ward					
Northern	60	39	1	-	-
Hokitika	70	30	-	-	-
Southern	76	22	2	-	-
Age					
18-44 years	62	37	1	-	-
45-69 years	71	25	1	-	-
70+ years	76	21	-	-	-

% read across

† does not add to 100% due to rounding

Not asked prior to 2018

68% of all residents feel Westland District is definitely a safe place to live, while 31% say it mostly is and 1% think it is not really a safe place to live.

The percent saying "Yes, definitely" is above the Peer Group Average (51%) and the National Average (36%).

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who say "Yes, definitely". However, it appears that the following residents are **slightly less** likely to feel this way ...

- Northern Ward residents,
- residents aged 18 to 44 years.

WDC 21.22.35 Released under LGOIMA

E. APPENDIX

Base By Sub-sample

		Actual residents interviewed	*Expected numbers according to population distribution
Ward	Northern	135	146
	Hokitika	146	145
	Southern	120	110
Gender	Male	200	199
	Female	201	202
Age	18-44 years	101	164
	45-69 years	201	189
	70+ years	99	48

* Post stratification (weighting) has been applied to adjust back to population proportions in order to yield correctly balanced overall percentages. This is accepted statistical procedure. Please also pages 2 to 5.

* * * * *

WDC 21.22.35 Released under LGOMA

WDC 21.22.35 Released under LGOIMA

Westland District Council Resident Survey 2019

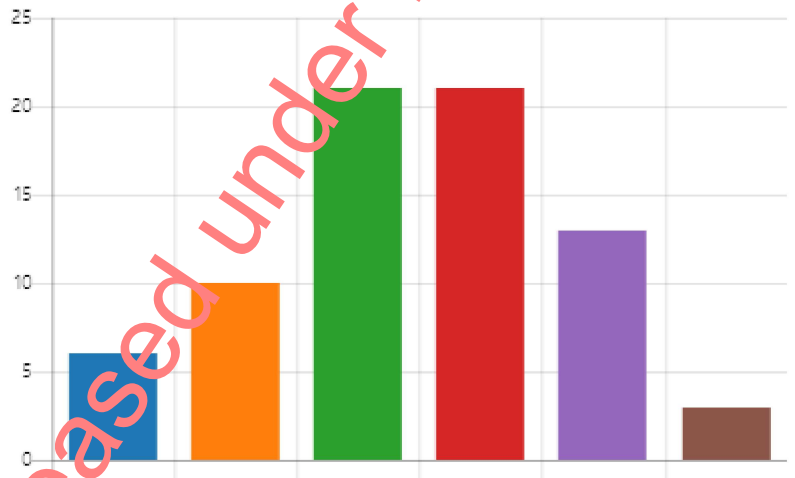
74
Responses

07:27
Average time to complete

Active
Status

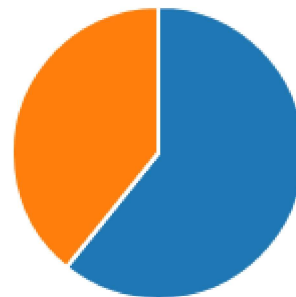
1. Do you believe the work Westland District's Mayor and Councillors do is:

- Very good 6
- Good 10
- Acceptable 21
- Neutral 21
- Not Good 13
- Poor 3



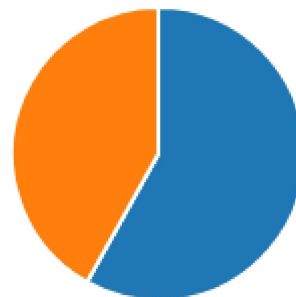
2. Do you understand how the Mayor and Councillors make decisions?

- Yes 15
- No 29



3. Have you contacted our Customer Service Centre in the past 12 months?

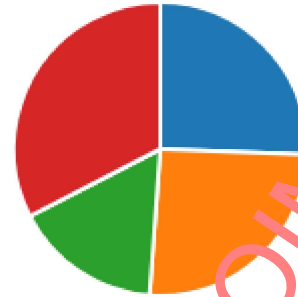
- Yes 43
- No 31



WDC 21.22.35 Released under LGOMA

4. How would you rate your satisfaction with the service you received

Very satisfied	11
Satisfied	11
Neutral	7
Not satisfied	14



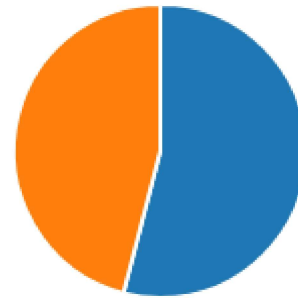
5. Customer Service: Please comment

27
Responses

Latest Responses
"Very efficient staff member."

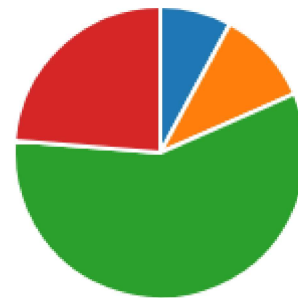
6. Were you aware of any public consultation over the past 12 months?

Yes	40
No	34



7. How satisfied were you with public consultation that you took part in

Very satisfied	3
Satisfied	4
Neutral	22
Not satisfied	9



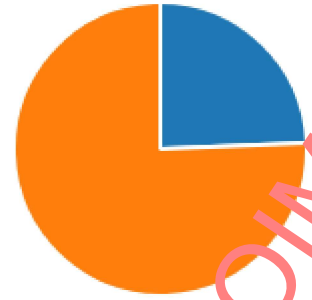
8. Public Consultation: Please comment

18
Responses

Latest Responses
"Very good, clear and informative"

9. Have you contacted Animal Control in the past 12 months?

● Yes	18
● No	56



10. How satisfied were you with the outcome of your contact?

● Very satisfied	7
● Satisfied	3
● Neutral	0
● Not satisfied	8



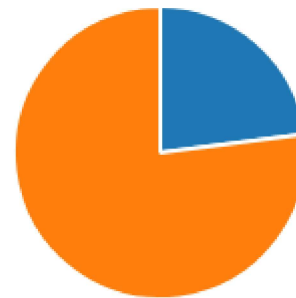
11. Animal Control: Please comment

11
Responses

Latest Responses

12. Have you used any Westland District Community Halls in the past 12 months?

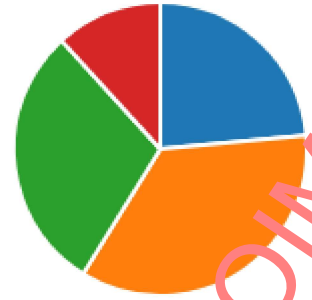
● Yes	17
● No	57



WDC 21.22.05 Released under LGOMA

13. How satisfied were you with the standard of the hall?

● Very satisfied	4
● Satisfied	6
● Neutral	5
● Not satisfied	2



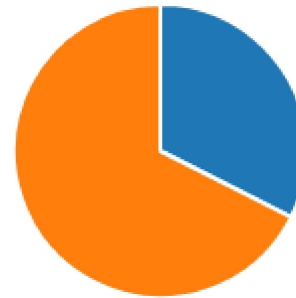
14. Community Halls: Please comment

7
Responses

Latest Responses

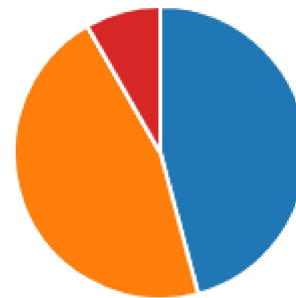
15. Have you used a swimming pool in the Westland District in the past 12 months?

● Yes	24
● No	50



16. How satisfied were you with your experience at the swimming pool?

● Very satisfied	11
● Satisfied	11
● Neutral	0
● Not satisfied	2



17. Swimming Pools: Please comment

11
Responses

Latest Responses

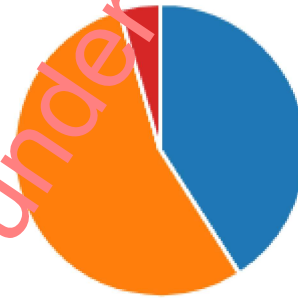
18. Have you visited the Westland District museum or events at the museum in the last 12 months?

● Yes	22
● No	52



19. How satisfied were you with your experience

● Very satisfied	9
● Satisfied	12
● Neutral	0
● Not satisfied	1



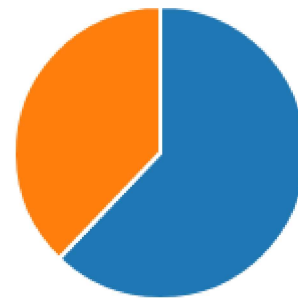
20. Westland District Museum: Please comment

10
Responses

Latest Responses

21. Have you visited a Westland District Council Park or Reserve in the last 12 months?

● Yes	46
● No	28



WDC 21.22.25 Released under LG OIA

22. How satisfied were you with park or reserve?

● Very satisfied	5
● Satisfied	23
● Neutral	10
● Not satisfied	7



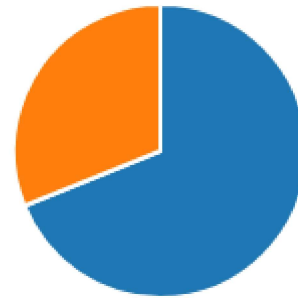
23. Parks and Reserves: Please comment

18
Responses

Latest Responses

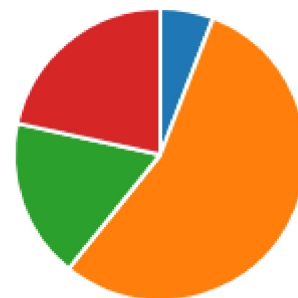
24. Have you used a public toilet in Westland District in the last 12 months?

● Yes	51
● No	23



25. How satisfied were you with the facility that you used?

● Very satisfied	3
● Satisfied	28
● Neutral	9
● Not satisfied	11



26. Public Toilets: Please comment

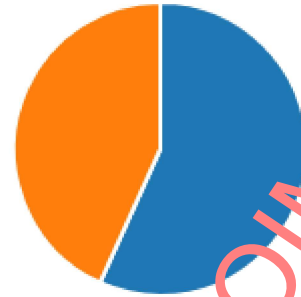
25
Responses

Latest Responses

WDC 21.22.35 Released under LGOMA

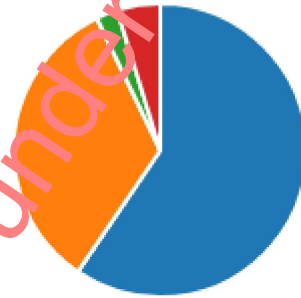
27. Have you visited a Westland District library in the past 12 months?

● Yes	42
● No	32



28. How satisfied were you with the quality of the library services?

● Very satisfied	25
● Satisfied	14
● Neutral	1
● Not satisfied	2



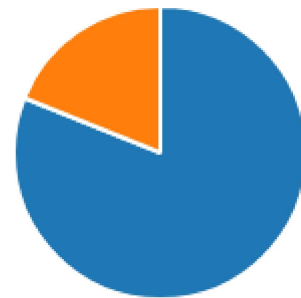
29. Westland District Library: Please comment

16
Responses

Latest Responses

30. Have you driven on an unsealed road in the Westland District in the past 12 months?

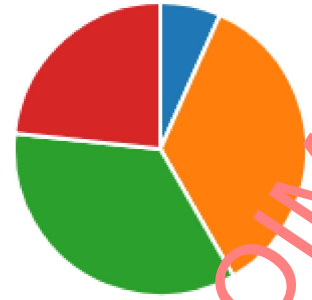
● Yes	60
● No	14



WDC 21.22.05 Released under LGOMA

31. How satisfied were you with the quality of the unsealed roads you drove on?

● Very satisfied	4
● Satisfied	21
● Neutral	21
● Not satisfied	14



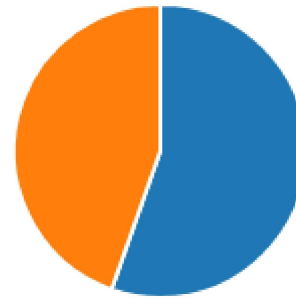
32. Unsealed Roads: Please comment

25
Responses

Latest Responses

33. Have you used a Westland District Council transfer station in the last 12 months?

● Yes	41
● No	33



34. How satisfied were you with the transfer station?

● Very satisfied	15
● Satisfied	12
● Neutral	6
● Not satisfied	8



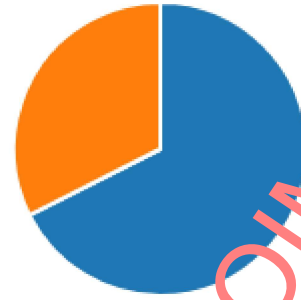
35. Transfer Stations: Please comment

22
Responses

Latest Responses

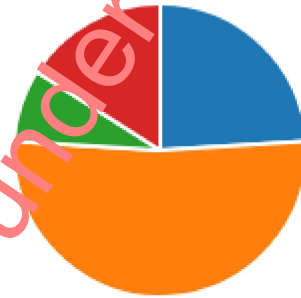
36. Have you received a regular rubbish and recycling collection in the past 12 months?

● Yes	50
● No	24



37. How satisfied were you with the rubbish and recycling collection?

● Very satisfied	12
● Satisfied	26
● Neutral	4
● Not satisfied	8



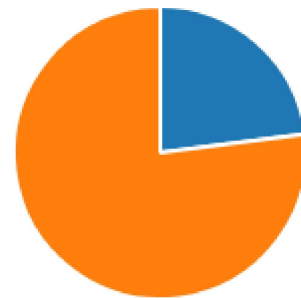
38. Rubbish and Recycling Collection: Please comment

25
Responses

Latest Responses

39. Are you aware of the Safer Community Coalition and the work that it does?

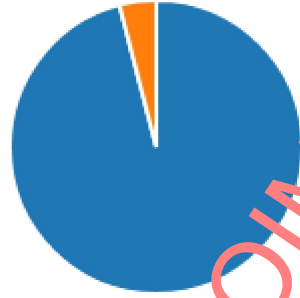
● Yes	17
● No	57



WDC 21.22.25 Released under LGOMA

40. Do you feel that Westland District is generally a safe place to live?

● Yes	71
● No	3



41. Community Safety: Please comment

19
Responses

Latest Responses

WDC 21.22.35 Released under LGOMA

Westland District Council Resident Survey 2019

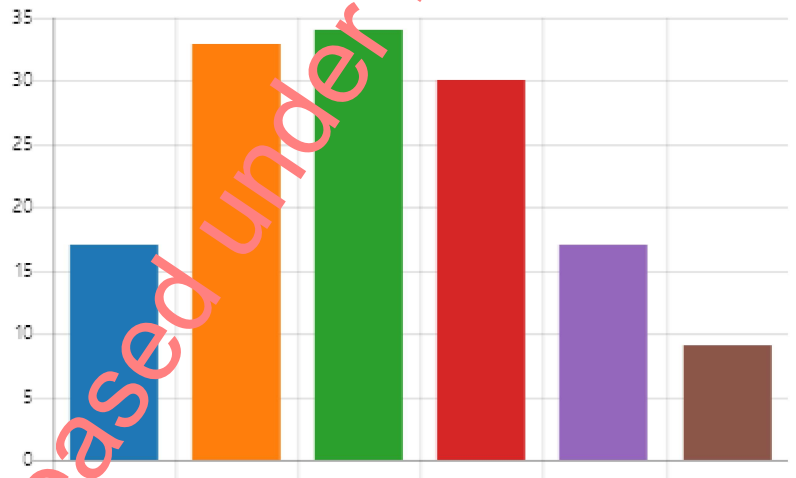
140
Responses

06:51
Average time to complete

Active
Status

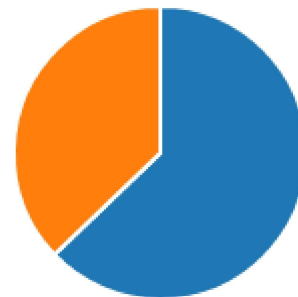
1. Do you believe the work Westland District's Mayor and Councillors do is:

● Very good	17
● Good	33
● Acceptable	34
● Neutral	30
● Not Good	17
● Poor	9



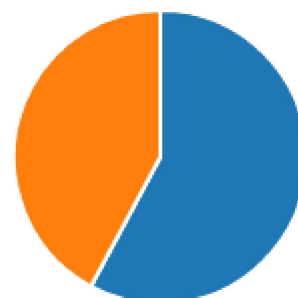
2. Do you understand how the Mayor and Councillors make decisions?

● Yes	38
● No	52



3. Have you contacted our Customer Service Centre in the past 12 months?

● Yes	81
● No	59



WDC 21.22.35 Released under LGOMA

4. How would you rate your satisfaction with the service you received

Very satisfied	15
Satisfied	33
Neutral	16
Not satisfied	12



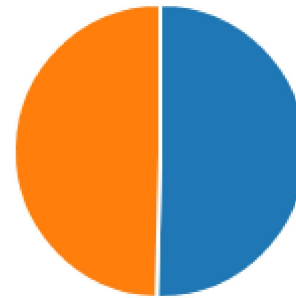
5. Customer Service: Please comment

40
Responses

Latest Responses

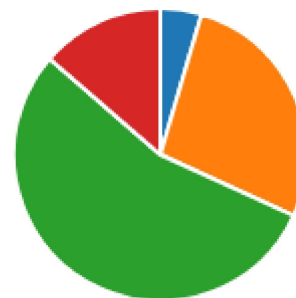
6. Were you aware of any public consultation over the past 12 months?

Yes	66
No	65



7. How satisfied were you with public consultation that you took part in

Very satisfied	3
Satisfied	18
Neutral	36
Not satisfied	9



8. Public Consultation: Please comment

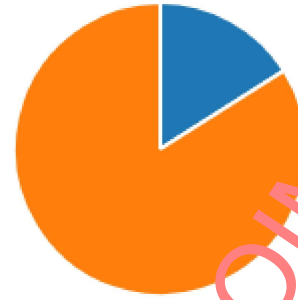
19
Responses

Latest Responses

"I didn't actually take part. The question was whether I was aware of it."

9. Have you contacted Animal Control in the past 12 months?

● Yes	21
● No	110



10. How satisfied were you with the outcome of your contact?

● Very satisfied	4
● Satisfied	4
● Neutral	2
● Not satisfied	11



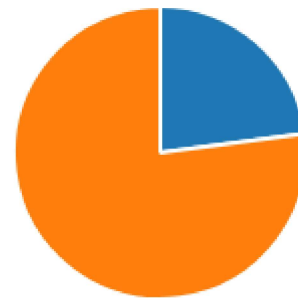
11. Animal Control: Please comment

15
Responses

Latest Responses

12. Have you used any Westland District Community Halls in the past 12 months?

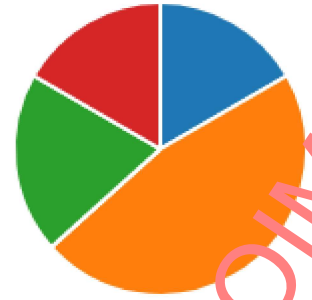
● Yes	30
● No	101



WDC 21.22.05 Released under LGOMA

13. How satisfied were you with the standard of the hall?

● Very satisfied	5
● Satisfied	14
● Neutral	6
● Not satisfied	5



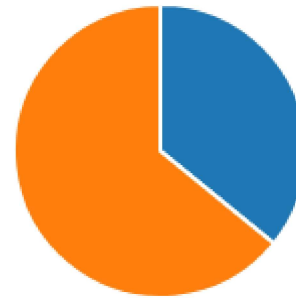
14. Community Halls: Please comment

15
Responses

Latest Responses

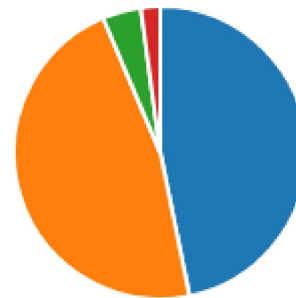
15. Have you used a swimming pool in the Westland District in the past 12 months?

● Yes	47
● No	84



16. How satisfied were you with your experience at the swimming pool?

● Very satisfied	22
● Satisfied	22
● Neutral	2
● Not satisfied	1



17. Swimming Pools: Please comment

19
Responses

Latest Responses

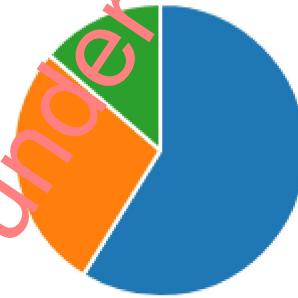
18. Have you visited the Westland District museum or events at the museum in the last 12 months?

● Yes	51
● No	80



19. How satisfied were you with your experience

● Very satisfied	30
● Satisfied	14
● Neutral	7
● Not satisfied	0



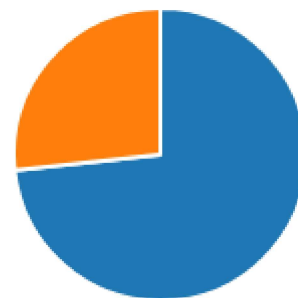
20. Westland District Museum: Please comment

24
Responses

Latest Responses

21. Have you visited a Westland District Council Park or Reserve in the last 12 months?

● Yes	96
● No	35



WDC 21.22.25 Released under LGOIMA

22. How satisfied were you with park or reserve?

Very satisfied	28
Satisfied	55
Neutral	8
Not satisfied	5



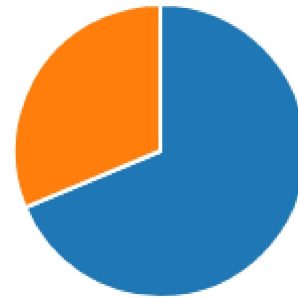
23. Parks and Reserves: Please comment

39
Responses

Latest Responses
'''

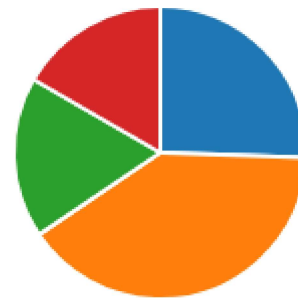
24. Have you used a public toilet in Westland District in the last 12 months?

Yes	90
No	41



25. How satisfied were you with the facility that you used?

Very satisfied	23
Satisfied	36
Neutral	16
Not satisfied	15



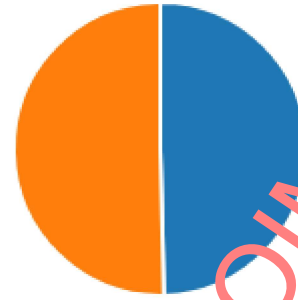
26. Public Toilets: Please comment

49
Responses

Latest Responses
'''

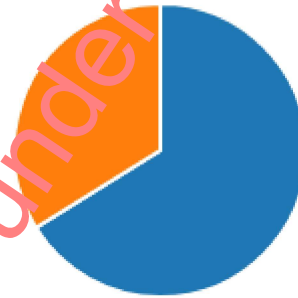
27. Have you visited a Westland District library in the past 12 months?

● Yes	65
● No	66



28. How satisfied were you with the quality of the library services?

● Very satisfied	43
● Satisfied	22
● Neutral	0
● Not satisfied	0



29. Westland District Library: Please comment

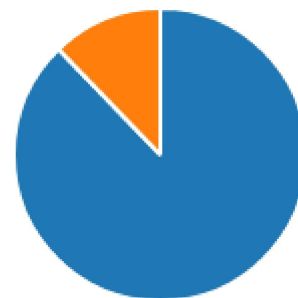
26 Responses

Latest Responses

Service above and beyond. Kind and friendly, accommodating."

30. Have you driven on an unsealed road in the Westland District in the past 12 months?

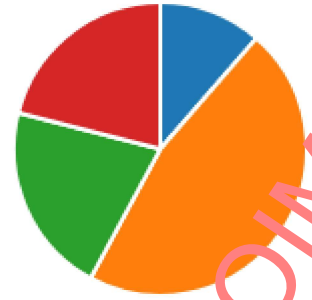
● Yes	115
● No	16



WDC 21.22.05 Released under LGOMA

31. How satisfied were you with the quality of the unsealed roads you drove on?

Very satisfied	13
Satisfied	53
Neutral	24
Not satisfied	24



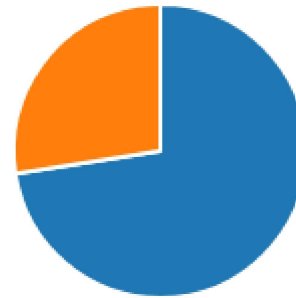
32. Unsealed Roads: Please comment

46 Responses

Latest Responses
""

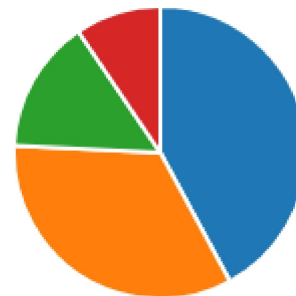
33. Have you used a Westland District Council transfer station in the last 12 months?

Yes	95
No	36



34. How satisfied were you with the transfer station?

Very satisfied	40
Satisfied	32
Neutral	14
Not satisfied	9



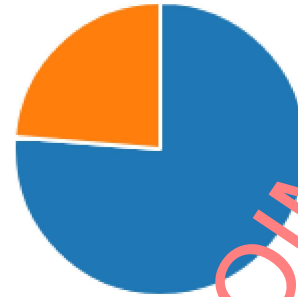
35. Transfer Stations: Please comment

43 Responses

Latest Responses
"Friendly staff, helpful with coal ash."

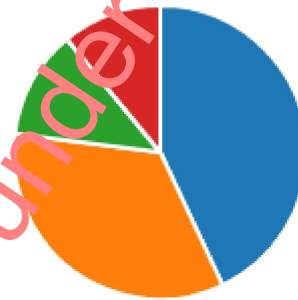
36. Have you received a regular rubbish and recycling collection in the past 12 months?

Yes	100
No	31



37. How satisfied were you with the rubbish and recycling collection?

Very satisfied	43
Satisfied	34
Neutral	12
Not satisfied	11



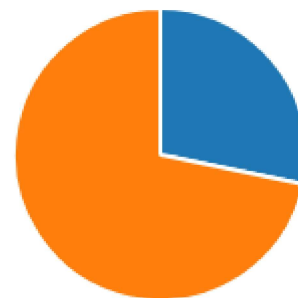
38. Rubbish and Recycling Collection: Please comment

45
Responses

Latest Responses
'''

39. Are you aware of the Safer Community Coalition and the work that it does?

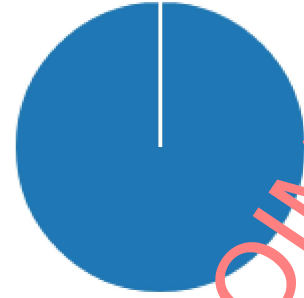
Yes	37
No	94



WDC 21.22.25 Released under LGOMA

40. Do you feel that Westland District is generally a safe place to live?

Yes	131
No	0



41. Community Safety: Please comment

37
Responses

Latest Responses
'''

WDC 21.22.35 Released under LGOMA