

# Whakatane District Council Annual Residents Survey 2008

December 2008

# Prepared for the **Whakatane District Council**



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# Background and Objectives

The Whakatane District in the Eastern Bay of Plenty is one of the most diversely beautiful areas in New Zealand. Sandy beaches are predominant along the 54 kilometres of coastline. The total area of the district covers 433,000ha or 4,442km2.

The district has a population of 32,814. The largest urban area Whakatane, with a population of 15,024, is the major service and administrative centre for the Eastern Bay of Plenty.

Nearby Ohope has a population of 2,760. Other settlements include Murupara (1,959), Edgecumbe (1,668), Taneatua (753), Matata (666), Waimana (654), Te Teko (630), and remaining rural areas (8,706).

40% of the population is Maori and their culture and language is strong and vibrant.



# Background

In support of the Whakatane District Council's long term planning processes (such as the Long Term Council Community Plan and Asset Management Plans), the Council has developed a number of performance measures and levels of service against which it can measure and manage priorities. The Council now has a need to form a baseline of current data about (perceptions of) its performance.

The Customer Survey (perception survey) will provide information on the community's views of Council performance, particularly in regard to key activities. It is intended that the survey provide information for service levels, performance measures and targets in the Council's Long-term Council Community Plan (LTCCP), Asset Management Plans and Activity Plans.

The overall goal of the project is to gain an understanding of the community's experiences and perceptions of the level of service the Council is currently providing and the levels of service the community is willing to pay for.

# Objectives

The primary objectives of the survey are:

- 1. To design a survey to return required information on the key performance measures based on the Council's findings of their LTCCP. This includes
  - a) Designing a questionnaire, developing an appropriate methodology and completing an agreed number of interviews.
  - b) Provide a report on the data derived from the survey. The Whakatane Council require benchmarking data to allow the Council to measure its performance against other Councils (preferably similar sized Councils).

International Research Consultants are not able to provide detailed benchmarking. We currently do a number of Annual Residents Surveys for other Local Bodies but not all Local Bodies do these on an annual basis. We are aware there is less commonality when it comes to the measures defined in the LTCCP.

We have undertaken an analysis of the surveys taken by most of the large Councils and few have a common approach making comparisons meaningless. We are aware some companies offer a standard tracking service to many Councils (Whakatane used to participate) but our clients have found the general approach was less cost effective than undertaking research that specifically fitted their needs.

We have found that most of the benefit in Residents Surveys comes from comparing with previous years' results.

We envision that at least some of the measures included in the previous Annual Residents Survey will still be relevant with this current project. We would incorporate all relevant history into this analysis to allow Council to identify any significant improvements or new issues.

- 2. To provide advice on the structure and implementation of the Council's future ongoing Customer Surveys.
  - International Research Consultants have developed a wide range of individual surveys to measure customer satisfaction with specific Council services e.g. dog control, noise complainants, liquor licensing, libraries, swimming pools, museums and sports facilities etc. These small scale projects are developed to fit the budgetary constraints of each unit. Most projects involve Council staff recruiting respondents or mailing out questionnaires. IRC develop the methodology and questionnaire then complete the analysis and reports. The number of projects varies from Council to Council. We will work with the Whakatane District Council to identify and prioritise individual projects.

# Methodology

DigiPoll, who is the leading CATI (computer aided telephone interviewing) company in New Zealand, handled all the interviewing.

Interviewers were briefed in the conduct of the survey, and were subject to a quality check on their interviews as a matter of course. Interviewers did not pressurise respondents in any way. People who did not wish to take part in the survey, were politely thanked for their time, and not contacted again.

Interviews were undertaken in the latter part of November 2008. Respondents were selected using DigiPoll's telephone sampling system developed specifically for New Zealand conditions which gives a random sample of the entire population that have telephones.

The response rate for the district wide survey was 46%. The 400 interviews were distributed between the five wards as requested by the Council.

	2003	2004 Actual	Quota	2008 Actual
Whakatane	181	181	183	184
Ohope	41	40	34	34
Edgecumbe/Tarawera	102	105	101	102
Taneatua/Waimana	39	35	42	46
Murupara/Galatea	42	39	40	39
Total	405	400	400	405

The following table shows the maximum margin of error for the overall sample, the Ward sample and for smaller subgroups, at two different confidence levels, 95% and 90%

	MAXIMUM MARGIN OF ERROR		
SAMPLE SIZE	AT 95% CONFIDENCE	AT 90% CONFIDENCE	
400	<u>+</u> 4.83%	<u>+</u> 4.07%	
150	<u>+</u> 7.78%	<u>+</u> 6.72%	
50	<u>+</u> 13.85%	<u>+</u> 11.66%	

# Measurement Scales and Indexes

The measurement scale changed in the 2004 reading to give the respondent greater flexibility in rating the service factors and facilities. The scale was designed to ensure that we are able to compare the level of satisfaction with the scores that have been given historically using a 3 point scale. The current 11 point scale allows us to do this while also giving the respondent opportunities to define nuances in satisfaction levels.

**Important Note**: The rating scale changed from a 3 point scale used prior to 2004 to an 11 point scale. Previously the satisfaction rating was very satisfied, fairly satisfied and not very satisfied.

Now the rating scale is 11 points ranging from 0 being very dissatisfied to 10 being very satisfied.

#### **Customer Satisfaction Index**

One of the important additions we included in the previous reading was the use of a Customer Satisfaction Index (CSI) to compare results. Historically the major focus was mainly on those who rated each service with very satisfied, fairly satisfied or not very satisfied. This 3 point scale gave little chance for comparison.

The use of a CSI score allows us to measure movements across the range as often it is better to move individuals from a lower rating to a higher rating e.g. from a score of 7 to 8 than trying to satisfy the last few dissatisfied respondents. The CSI score gives a more thorough comparison tool for monitoring change and allows meaningful comparisons between subgroups. We believe it is critical to look at the overall picture within each service and a Customer Satisfaction Index allows us to do this.

To allow meaningful comparisons, the relevant history from before 2004 has been converted to a CSI score. However, in this case this is less than an ideal fit and our best estimate only. CSI scores convert each respondents answer across the scale to an index out of 100. However the three point scale used previously is not balanced so the conversion to an index is arbitrary. We have used the following conversion where Very Satisfied = 100, Fairly Satisfied = 70, and Not Very Satisfied = 40. Therefore a perfect CSI score is 100 points while the worst possible is zero and any CSI score above 50 is positive.

Satisfaction	CSI Index
Very Satisfied	100
Fairly Satisfied	70
Not Very Satisfied	40

With the change to the 11 point scale it is simple to calculate a Customer Satisfaction Index. This is 10 times the average e.g. if the average score was 8.1 out of 10 then the CSI score is 81. The following table shows how CSI scores relate to the individual satisfaction scores.

This also shows how the new range compares to the range used prior to 2004.

Old Scale	CSI	CSI	New Scale
Von Cotiofied	100	100	Very Satisfied 10
Very Satisfied	100	90	9
		80	8
Fairly Satisfied	70	70	7
		60	6
		50	Neutral 5
		40	4
Not yory optiofied	40	30	3
Not very satisfied	40	20	2
		10	1
		0	Very Dissatisfied 0

The CSI is comparable to that used before but this 11 point scale covers a greater range which allows for finer differentiation.

In the commercial arena a benchmark Customer Satisfaction Index (CSI Score) of 85 reflects truly excellent customer service. It could be argued that respondents do not have the same choices available with 'Council services' e.g. they cannot change suppliers if they are dissatisfied and therefore more dissatisfied "ratepayers" remain as users. However, the benchmark for excellence still provides a good guideline for interpreting the results as the standards provided should match what respondents expect from the market e.g. customers expect the same customer service from Council staff as they would get in a café or shoe shop or from a drainage contractor.

A number of Councils already use CSI scores. Some Councils have defined what is an acceptable CSI score (performance level) for their environment. The following is an extract from another Council and this defines how they use the CSI to set their Corporate Standards for Customer Satisfaction. As mentioned in 2004, we strongly recommend that Whakatane develop their own framework for interpreting their CSI scores.

Customer Choice (Elective Services)	Performance Index	No Customer Choice (Non Elective Services / Internal)
84 or higher	Exceptional performance	79 or higher
82 - 83	Excellent service	77 to 78
78 – 81	Very good service	73 to 76
73 – 77	Good service, but with potential for improvement	68 to 72
67 – 72	Fair: Needs improvement	62 to 67
66 or lower	Needs significant improvement	61 or lower

# Sample Profile

#### Gender

The gender split is as expected with slightly more women than men in the sample, (52% versus 48% for men).

There are more women than men as more men opted out of this survey.

Ohope and Edgecumbe / Tarawera had a higher proportion of male respondents, (51% and 54% respectively) while there were a significantly higher proportion of female respondents from Taneatua / Waimana.

#### Age

A third of the respondents (34%) were aged 35 - 49 years while a further 29% were aged 50 - 64 years and 17% were aged over 65 years.

A seventh of the sample (14%) were aged 25 - 34 years while 5% were under 25 years.

The remaining five respondents (1%) did not answer this question.

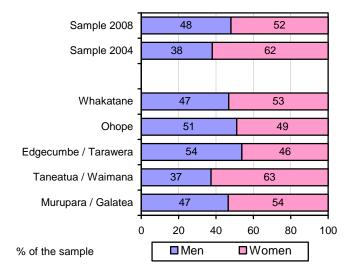
Edgecumbe / Tarawera and Murupara / Galatea had a higher proportion of respondents in the 35 - 49 year age group, (45% and 40% respectively).

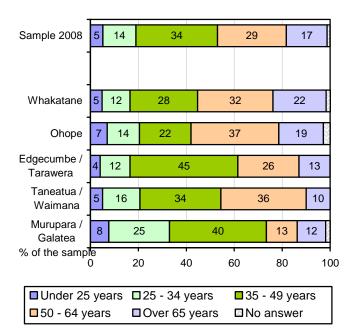
The following chart compares the old range of age brackets with that of the previous year.

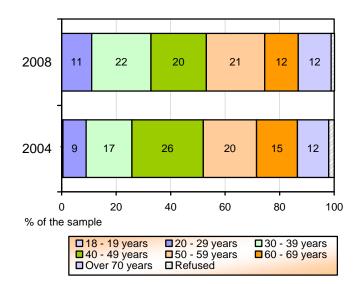
#### Age

The largest age segment of the sample was the 30-59 year age group, 63% followed by the over 60 age group, (24%) and 11% in the under 30 age group.

The largest individual age segments are those aged 30 - 39 (22%) and those aged 50 - 59 with 21% of the sample. This was followed by 20% in the 40 - 49 age group and 12% in the 60 - 69 age bracket and over 70 years age bracket.







#### Ethnicity

The chart opposite highlights the ethnic mix of the respondents.

Three fifths of the sample, (60%) are New Zealanders of European descent with a further 9% being either European or British.

The second largest grouping was those of Maori descent which accounted for 26% of the sample.

There was a small proportion of other ethnic groups being mentioned, (2%). A number of the respondents, 3% classified themselves only as New Zealanders.

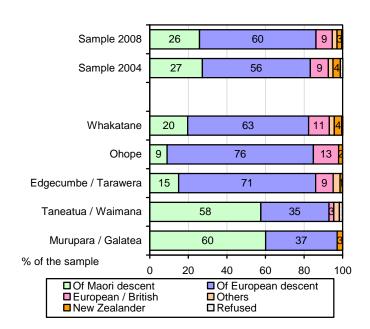
As expected, there are significant differences in the ethnic mix by Ward of this sample.

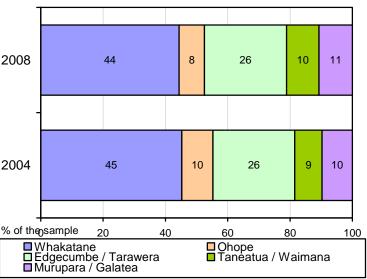


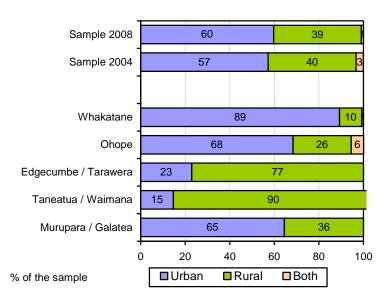
Based on the Ward split, almost half of the sample (44%) were from the Whakatane Ward, while 26% were from the Edgecumbe / Tarawera and 8% were from the Murupara / Galatea.

A tenth of the sample (10%) were from the Taneatua / Waimana Ward and 8% were from Ohope.

This is similar to the 2004 results.







#### **Rural or Urban**

Three fifths of the sample, (60%) said they lived in the town.

Two fifths of the sample, (39%) were based in the country areas of the district.

As expected, most of the respondents from the Whakatane Ward are from the town, (89%) but this drops to just 15% for the respondents from Taneatua / Waimana.

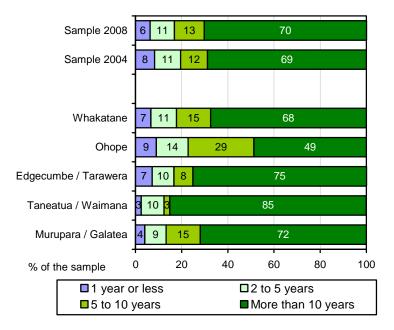
#### Length of time in Whakatane District

Over two thirds of the respondents, (70%) had lived in the Whakatane District for over 10 years.

A further 13% had lived in the district for 5 to 10 years while 11% had lived in the district for 2 to 5 years.

A small proportion of the sample, (6%) had been in the district for one year or less.

This is similar to the 2004 results.

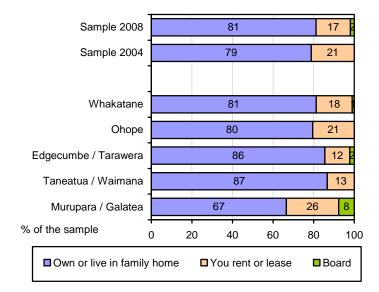


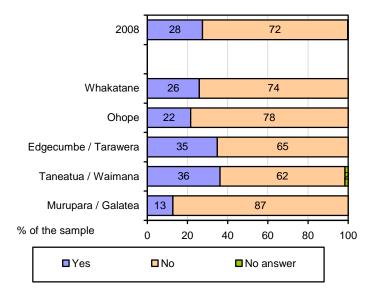
#### **Home Ownership**

Four fifths of the sample, (81%) were owners or live in family homes.

The other sixth of the sample, (17%) said they rented or leased where they lived while 2% were boarders.

There was a larger proportion from the Murupara / Galatea area that rented or leased.





#### Operate own business in Whakatane

Over a quarter of respondents (28%) owned or operated their own business in the Whakatane District.

Edgecumbe / Tarawera and Taneatua / Waimana had a higher proportion of respondents who owned or operated their own business, (35% and 36% respectively).

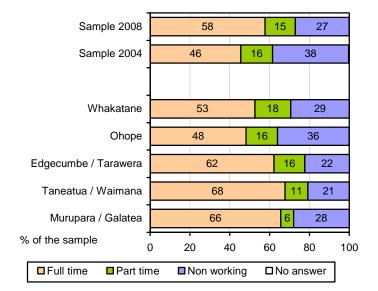
#### Work Status

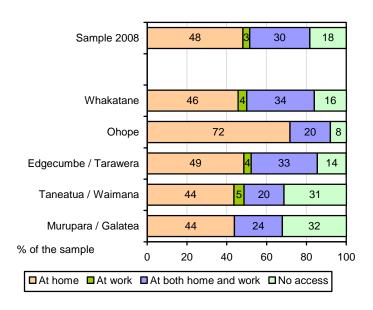
Over half the sample were working full time, 58%.

Men were far more likely to be working full time, (62% versus 38% for women).

A further 15% were in part time work and a quarter of the sample, (27%) was not working.

There is limited difference between the Wards in the proportion who are working full time. However there appears to be more respondents who are not working in Ohope 36%.





#### **Internet Access**

Almost half of the respondents (48%) had access to the internet at home, while 30% had access at home and at work. A further 3% had access to the internet at work.

Almost a fifth of the sample (18%) had no access to the internet.

There is limited difference between the wards in the proportion who have the internet at home. However there appears to be more respondents who have access to the internet at home in Ohope (72%).

#### Household Income

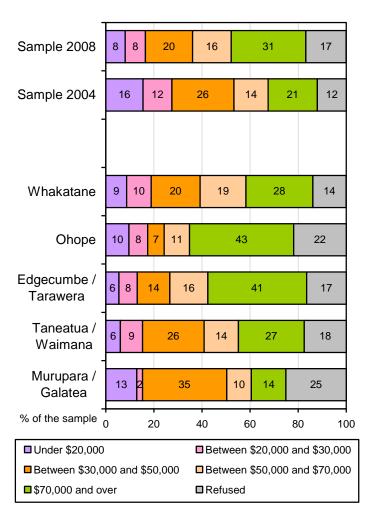
There is a fairly even spread of respondents across the different levels of household income. However a sixth of the sample, (17%) declined to give their income.

A third of the sample (31%) had a household income of over \$70,000.

At the other end of the scale, a sixth of the sample (16%) had a household income of less than \$30,000. The remaining 36% had an income between \$30,000 and \$70,000.

The respondents from Ohope are significantly more likely to be from the upper end of the household income range. An eighth (13%) of the Murupara / Galatea respondents had a household income of less than \$20,000.

There is a greater proportion of respondent in the \$70,000 plus category this year versus 2004 but that probably reflects incomes, especially dairy farmers incomes, have risen over the past 4 years.

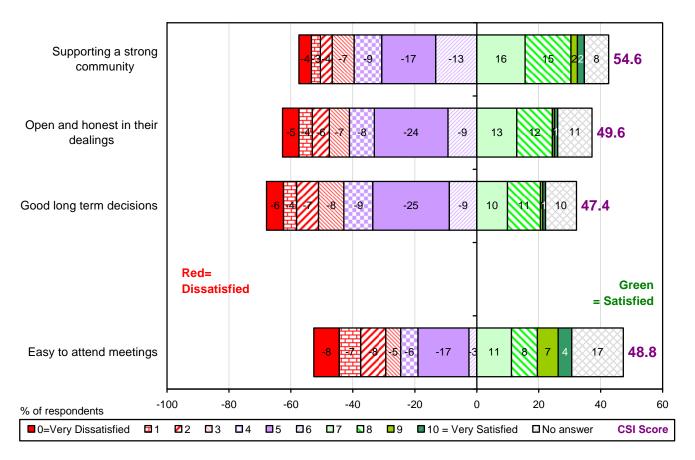


# **Executive Summary**

# Satisfaction with General aspects of the Council

The respondents were read out three different statements and for each they were asked how satisfied they were using the scale where 0 is very dissatisfied to 10 being very satisfied. The respondents who were interested in attending Council meetings (n = 129) were asked to rate how easy it was to attend meetings.

Only a minority are satisfied (scores 7 – 10) with each of these statements. This ranges from just 22% being satisfied with the factor '*The Council making good long term decisions*' up to 35% who were satisfied with the factor '*The Council supporting a strong community*'. Conversely, a significant proportion of respondents were dissatisfied with each factor (scores 0 – 3). This ranged from 18% for the factor '*The Council supporting a strong community*' up to 28% for the factor '*Being easy to attend meetings held by the Whakatane District Council*'. A significant proportion of respondents (25% - 43%) rated each factor as neutral (scores 4 – 6).



The CSI Scores for all factors are very low, which infers that respondents have some serious issues with these. The CSI scores range from 54.6 for the factor '*The Council supporting a strong community*' down to a CSI score of 47.4 for the factor '*The Council making good long term decisions*'.

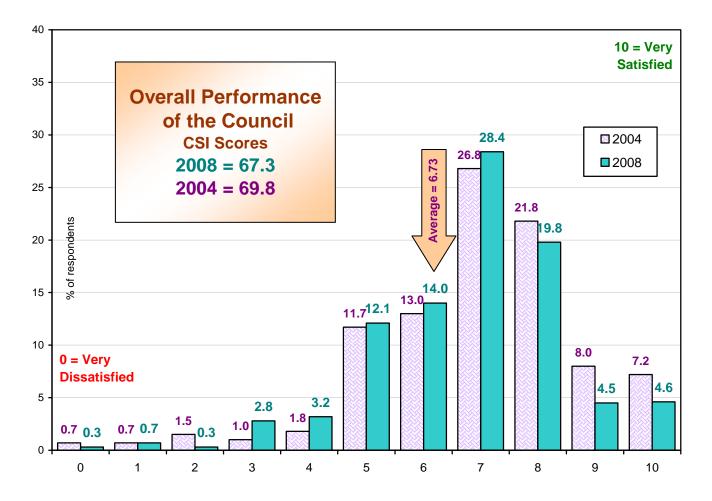
# The Overall Performance of Council in the past 12 months

The questionnaire measured the satisfaction level for a range of specific services and facilities the Whakatane District Council provided. Once the respondent had covered these individual attributes, they were asked 'Thinking not only about the Elected Members and Council staff but also the services and facilities the Council provides and using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with the overall performance of Council in the past 12 months?'

Over half of the respondents (57%) were satisfied with 'the **Overall Performance** of Council in the past 12 months' (scores of 7 - 10). However, only 37 respondents (9.1%) rated their overall satisfaction with a score of 9 or 10 out of 10. Scores of 9 and 10 generally reflect that expectations have been exceeded.

The mode was a score of 7 (28% versus 27% in 2004). Over a quarter of the respondents (29%) rated 'the **Overall Performance** of Council' with a score that was neutral (scores 4 - 6). Only a few respondents (4.1%) were actually dissatisfied with the Overall Performance of Council (Scores 0 - 3).

The Customer Satisfaction Index (CSI scores) is used to reflect respondent satisfaction with the various facilities and services provided by Council. (*The Customer Satisfaction Index (CSI) converts each respondents answer across the satisfaction scale to a score out of 100. The CSI score is 10 times the average individual score based on the 11 point satisfaction scale (0 = very dissatisfied to 10 = very satisfied).* The CSI score for 'the **Overall Performance** of Council in the past 12 months' was 67.3, 2.5 points lower than the 69.8 recorded in 2004. The CSI score of 67.3 again implies the respondents have some serious issues with Council.



Satisfaction with the OverallTotal405Performance of Council by demographicsWhakatane Ward184Ohope Ward3466.7There are a number of variables which appear to have a significant impact on overall satisfaction. The chart opposite compares these variables.Edgecumbe / Tarawera Taneatua / Waimana Murupara / Galatea102Most of the subgroups rate the Overall Performance of Council with scores thatLive in Town Live in the Country243Most of the subgroups rate the Overall Performance of Council with scores thatLive in the Country158
demographicsWhakatane Ward184Ohope Ward3466.7There are a number of variables which appear to have a significant impact on overall satisfaction. The chart opposite compares these variables.Edgecumbe / Tarawera Murupara / Galatea102Most of the subgroups rate the Overall Performance of Council with scores thatLive in Town Live in the Country243
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appear to have a significant impact on overall satisfaction. The chart opposite compares these variables.Taneatua / Waimana Murupara / Galatea46 39Most of the subgroups rate the Overall Performance of Council with scores thatLive in Town Live in the Country243 15869.4 64.0
overall satisfaction. The chart opposite compares these variables.Murupara / Galatea39Most of the subgroups rate the Overall Performance of Council with scores thatLive in Town Live in the Country243 15869.4 64.0
compares these variables.Live in Town243Most of the subgroups rate the OverallLive in Town243Performance of Council with scores thatLive in the Country158
Performance of Council with scores that Live in the Country 158 64.0
infer they have some issues.
The variables that appear to have had the
greatest impact on satisfaction with the
overall performance of Whakatane District Council wares 55 68.7
Council were: 35 - 64 years 264 66.5
Those from the Whakatane Ward (CSI 65+ years 80 69.4
Score 69.1) and Murupara / Galatea (CSI
Score 69.0) are the most satisfied while those from the Taneatua / Waimana Ward
appear the least satisfied (CSI Score Work part time 72
63.0). Not working 126 68.7
Those who live in Town (CSI Score 69.4)     Own home 331     66.5
are more satisfied than those who live in
the Country (CSI Score 64.0)
Those aged over 65 are the most satisfied     Less than \$30,000 76 70.4
(CSI Score 69.4) versus CSI scores from \$30,000 to \$70,000 142 69.9 66.5 to 68.7 for the other age brackets.
Note generally the older the respondent the higher the level of satisfaction.
Maori descent 104 66.9
satisfied than those in the lower income
brackets (CSI Score 69.9 and 70.4).
• Those who own their own home are less In Whakatane < 2 years 64 67.9
satisfied than those who don't (CSI Score Lived 2 - 10 years 49 64.9
66.5 and 72.9 respectively). In Whakatane 10+ years 292 67.6
Those who pay rates are less satisfied than those who don't (CSI Score 66.4 and Own business 108 63.4
than those who don't (CSI Score 66.4 and Own business 108 75.9 respectively). No business 296
Respondents who thought they received
good value for their rates (CSI Score 74.4) Internet at home 308
were significantly more satisfied than At work only 14 66.7
those who thought they got poor value for No internet access 83 68.6 their rates (CSI Score 53.1). This again
raises the question is it satisfaction that
drives 'value' or is it perceived value that
drives satisfaction.
Rates poor value 62
Rates neither 136 64.3
Rates good value 145 74.4
CSI Score 0 CSI Score # of respondents

	tisfaction with the Overall rformance of Council by services	Total	405		67.3
	e type of road the respondent lives side, and the type of water supply and	Residential sealed road	245		68.7
	stewater system at the respondent's	State highway	39		66.5
	ne, had a significant impact on the el of satisfaction with the overall	Country sealed road	108		64.8
per	formance of Council.	Country unsealed road	10		63.6
	st of the subgroups rate the Overall formance of Council with scores that	Mains water supply network	310		67.4
infe	er they have some issues.	Tank water	24		71.5
	e chart opposite compares these iables.	Bore water	46		63.6
•	Those living on residential sealed roads tend to be the most satisfied (CSI Score	Town Wastewater	258		69.1
	68.7) versus a CSI Score of 63.6 for those on unsealed country roads.	Septic tank	132		63.8
•	Those connected to the mains water supply system tend to be less satisfied	Applied for	96		63.3
	(CSI Score 67.4) than the few on tank water (CSI Score 71.5). Those on bore	building consent No building consent	278		67.7
	water are the least satisfied this year (CSI Score 63.6).	Applied for			
•	Those connected to the mains wastewater	resource consent No resource	73		62.8
	and sewerage system tend to be more satisfied (CSI Score 69.1) versus a CSI Score of 63.8 for those on a septic tank.	consent	297		67.6
•	Those who have applied for a building	Applied for LIM	54		61.5
-	consent (CSI Score 63.3) are less satisfied that those who have not (CSI Score of 67.7).	No LIM applications	300		67.6
•	Those who have applied for a resource	Contacted Council Staff	292		67.4
•	consent (CSI Score 62.8) are less	No contact	82		65.6
	satisfied that those who have not (CSI Score of 67.6).				
•	Those who have applied for a LIM (CSI	Contacted Mayor/Councillors	136		65.6
	Score 61.5) are less satisfied that those who have not (CSI Score of 67.6).	No contact	248		67.6
•	Contact or not with the Elected Members	Contacted			
	or Council staff has less impact of the respondents satisfaction with the overall	Community Board	81		64.2
	performance of Council.	No contact	297		68.2
•	Those who are interested in attending Council meetings (CSI Score 63.1) are less satisfied that those who are not	Interested in	129		63.1
	interested (CSI Score of 69.1).	meetings Not interested	276		69.1
		CSI Score	0	20 40	60 80 100
			-		
				CSI Score	# of respondents

#### Prepared for Whakatane District Council

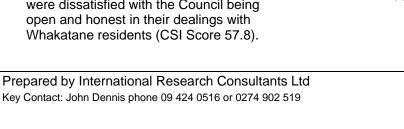
#### Satisfaction with the Overall Performance of Council by Attitudes

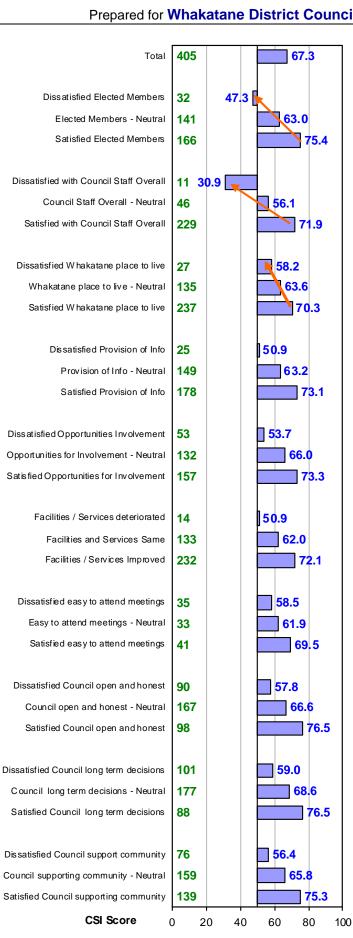
There are a number of other questions which appear to have a significant impact on overall satisfaction. The chart opposite compares these variables.

It appears that the way the respondent rates the overall performance of Council is related to how they think the Council has performed in a number of specific areas.

The variables that appear to have had the greatest impact on satisfaction with the overall performance of Whakatane District Council were:

- Those who were satisfied with the Elected Members (CSI Score 75.4) are significantly more satisfied with the overall performance of Council than those who were dissatisfied with the Elected Members (CSI Score 47.3).
- Those who were satisfied with the Staff overall (CSI Score 71.9) are significantly more satisfied with the overall performance of Council than the few who were dissatisfied with the Council Staff (CSI Score 30.9).
- Those who were satisfied with Whakatane as a place to live (CSI Score 70.3) are significantly more satisfied with the overall performance of Council than those who were dissatisfied with Whakatane as a place to live (CSI Score 58.2).
- Those who were satisfied with the Council's provision of information (CSI Score 73.1) are significantly more satisfied with the overall performance of Council than those who were dissatisfied with the Council's provision of information (CSI Score 50.9).
- Those who were satisfied with the opportunities Council provides for community involvement in decision making (CSI Score 73.3) are significantly more satisfied with the overall performance of Council than those who were dissatisfied with the opportunities Council provides for community involvement in decision making (CSI Score 53.7).
- Those who were satisfied with the Council being open and honest in their dealings with Whakatane residents (CSI Score 76.5) are significantly more satisfied with the overall performance of Council than those who were dissatisfied with the Council being open and honest in their dealings with Whakatane residents (CSI Score 57.8).





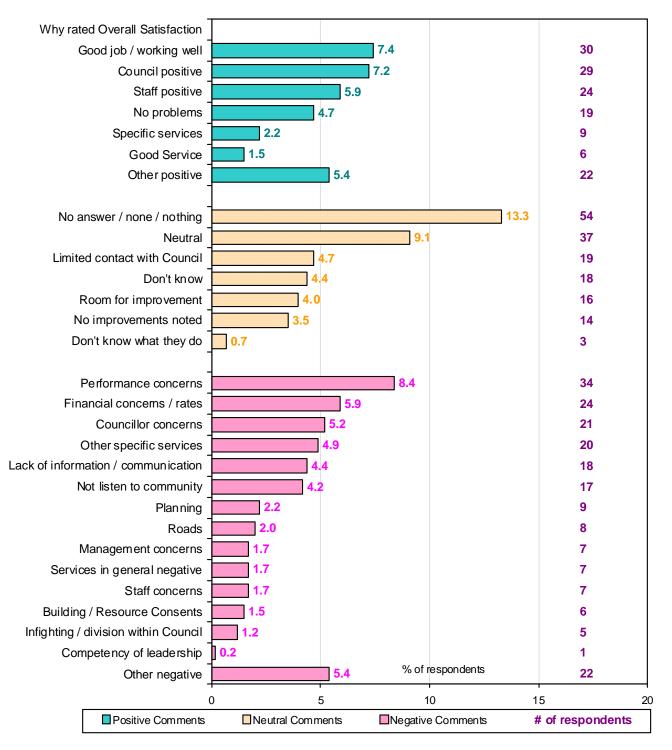
CSI Score # of respondents

## **Overall Satisfaction: Reasons for feeling this way**

The respondents were asked why they rated the overall performance of Council the way they did. This question was asked as an open question with the answers grouped together for analysis purposes. There was a range of responses, with some respondents offering positive reasons for giving a high score while others offered reasons for giving a lower score.

The main positive comments evolved around positive comments that Council was doing a good job or working well for the District (7.4%), or positive comments about the Council (7.2%) or the staff (5.9%).

The main negative comments had to do with concerns about the performance of Council (8.4%), concerns about the rates or other financial concerns (5.9%), or concerns with the Councillors (5.2%).



### The Elected Members of Council in the past 12 months

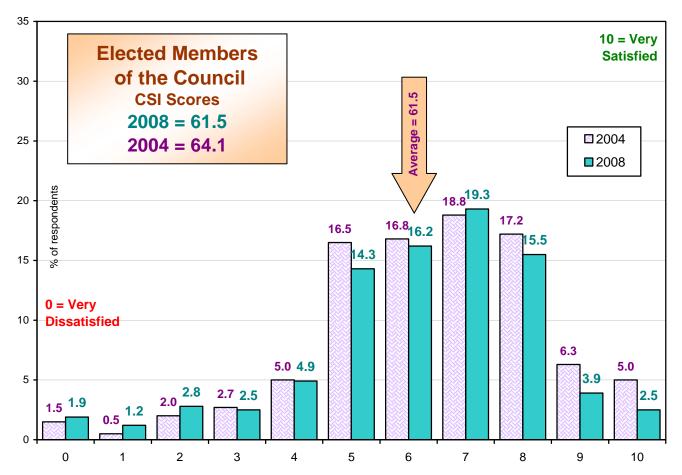
The respondents were asked 'Council is made up of two main groups – the Elected Members (the Councillors and Mayor) and secondly the staff of Council that provide the various services and manage the various facilities.

Using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with the overall performance of the Elected Members of Council in the past year (i.e. the Mayor and Councillors)?'

Less than half of the respondents (41%) were satisfied with 'the overall performance of the **Elected Members** of Council in the past 12 months' (scores of 7 - 10). However, only 26 respondents (6.4%) rated their overall satisfaction with a score of 9 or 10 out of 10. Scores of 9 and 10 generally reflect that expectations have been exceeded.

The mode was a score of 7 (19%). Over a third of the respondents (35%) rated 'the overall performance of the **Elected Members** of Council' with a score that was neutral (scores 4 - 6). Close to a tenth of the respondents (8.3%) were actually dissatisfied with the Elected Members (Scores 0 - 3).

The CSI score for 'the overall performance of the **Elected Members** of Council in the past 12 months' was 61.5. This is 2.6 points lower than the CSI score of 64.1 recorded in 2004. A CSI score of 61.5 implies that respondents have some serious issues with the **Elected Members** of Council.



# **Council Staff**

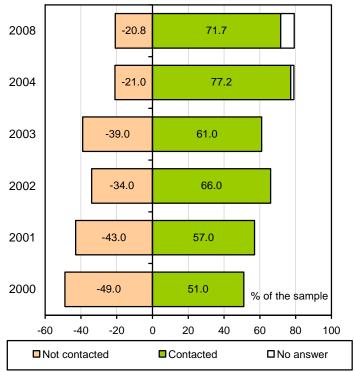
#### Dealing with Council Staff

The respondents were asked 'Thinking now about the staff at all Council facilities including the Libraries, the Museum and Art Gallery, as well as staff in the main Council office; how often have you made contact with Council staff over the past year?'

Three quarters of the respondents (72%) had some contact with Council staff during the previous year. This is down about 5% on the 2004 result although the proportion who said they had no contact is unchanged.

Most people contacted Council at least once per year (32%) while 27% contacted monthly and 11% weekly.

A fifth of all respondents (21%) had no contact with Council staff during the past twelve months.



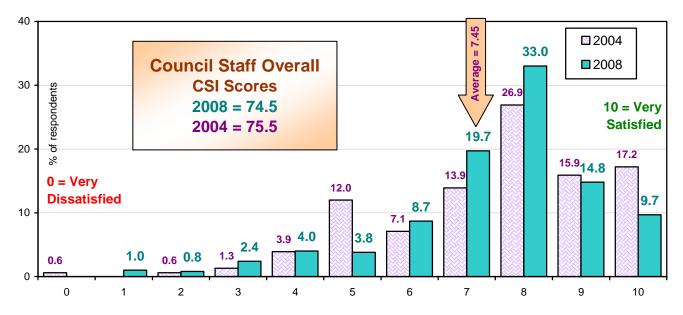
#### Satisfaction with Council Staff

Respondents who had some interaction with the Council Staff (n = 292) were asked 'Thinking about the staff at all Council facilities and using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with the overall performance of Council staff in the past 12 months?'

Three quarters of the respondents who had dealings with Council Staff (77%) were satisfied with the overall performance of staff, (Scores 7 - 10). The mode was a score of 8 (33%) and 25% rated the service with a score of 9 or 10 (exceeded expectations).

A sixth of those who had dealings with Council Staff (17%) rated this as neutral (Scores 4 - 6) while 12 respondents (4.2%) were actually dissatisfied.

The CSI Score was 74.5, down 1.0 points from 2004. However, the CSI score infers there is potential for improvement.



## **Overall Satisfaction versus the Staff and Elected Members**

The overall satisfaction was asked using three questions covering satisfaction with the Elected Members, then Council Staff and lastly the Overall Performance of Council. This was asked as follows:

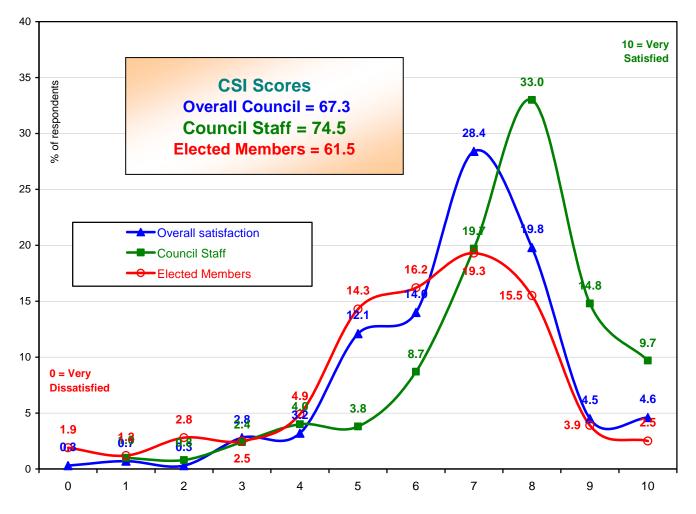
**Staff Question**: 'Thinking about the staff at all Council facilities and using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with the overall performance of Council staff in the past 12 months?'

**Elected Members question**: Respondents were then asked 'Council is made up of two main groups – the Elected Members (the Councillors and Mayor) and secondly the staff of Council that provide the various services and manage the various facilities. Using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with the overall performance of the Elected Members of Council in the past year (i.e. the Mayor and Councillors)?

**Overall Council Question:** Finally respondents were asked 'Thinking not only about the Elected Members and Council staff but also the services and facilities the Council provides and using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with the overall performance of Council in the past 12 months'

Respondents were most satisfied with the Council Staff with a CSI score of 74.5. A quarter of the respondents (25%) were very satisfied (scores of 9 and 10) while 33% rated their satisfaction with a score of 8.

By comparison, the CSI Score was 61.5 for the Elected Members. Only 26 respondents (6.4%) were very satisfied (scores of 9 and 10) while 16% rated their satisfaction with a score of 8. By contrast, the CSI Score was 67.3 for the Overall Performance of Council.



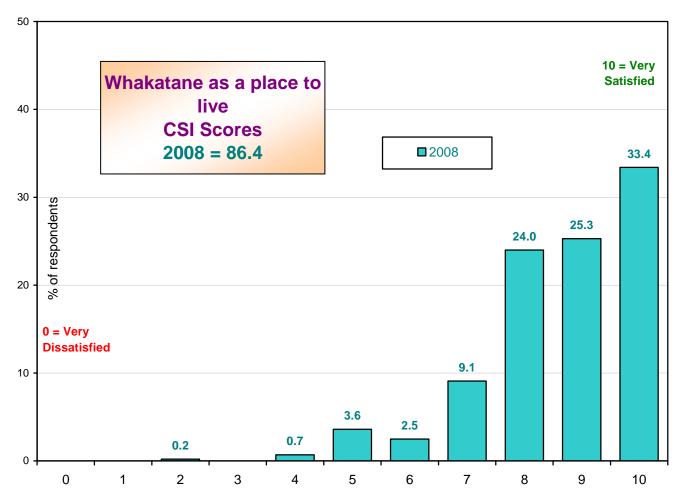
### Whakatane as a place to live

The respondents were asked 'Using the scale where 0 = very dissatisfied and 10 = very satisfied, how do you rate the Whakatane District as a place to live?'

The vast majority of the respondents (92%) were satisfied with Whakatane District as a place to live (Scores 7 - 10). The mode was a score of 10 (33%) and 59% rated this with a score of 9 or 10 (exceeded expectations).

Only one respondent (0.2%) was dissatisfied with Whakatane District as a place to live (scores 0 - 3) while 7% rated this as neutral (Scores 4 to 6). The remaining 5 respondents (1.2%) did not answer this question.

The CSI Score is 86.4, which infers respondents are very satisfied with Whakatane District as a place to live.



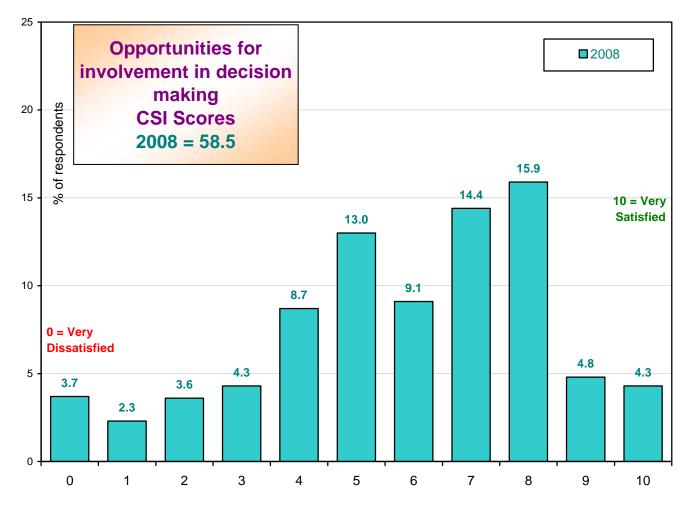
# **Opportunities for involvement in decision making**

The respondents were asked the following 'Council tries to ensure that the community has meaningful input into decision making on significant Council projects, processes and policy. Using a scale where 0 = very dissatisfied and 10 = very satisfied, how would you rate the opportunities Council provides for community involvement in decision making (e.g. making submissions to draft plans, involvement in working parties etc)?'

Just over a third of the respondents (39%) were satisfied with Council providing good opportunities for community involvement in decision making (Scores 7 – 10). The mode was a score of 8 (16%) but just 9.1% rated this with a score of 9 or 10 (exceeded expectations).

A seventh of the respondents (14%) were dissatisfied with the opportunities for community involvement in decision making Council provided (scores 0 - 3) while 31% rated this as neutral (Scores 4 to 6). The remaining 16% did not answer this question.

The CSI Score is 58.5, which infers respondents have some issues with the opportunities they have for community involvement in Council decision making.



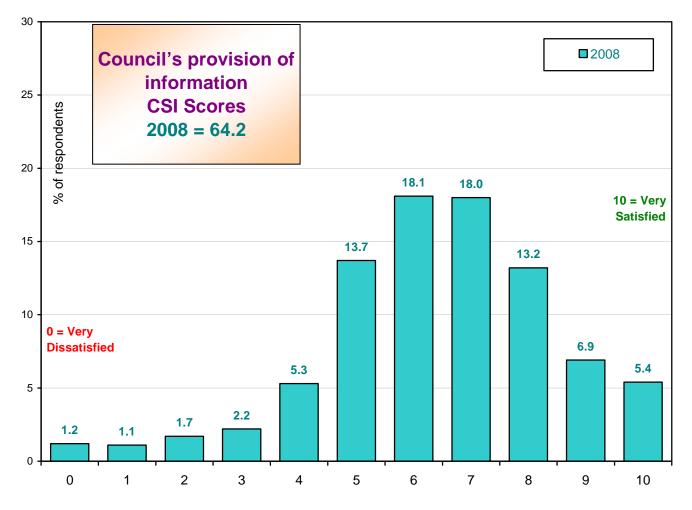
# **Council's provision of information**

The respondents were asked "Council tries to ensure that it provides adequate information to the community about its services, facilities, projects and plans. Using the same scale where 0 = very dissatisfied and 10 = very satisfied, how do you rate Council's provision of this type of information"

Almost half of the respondents (44%) were satisfied with Council providing adequate information to the community about its services, facilities, projects and plans. An eighth of the respondents (12.3%) rated this with a score of 9 or 10 (exceeded expectations). The mode was a score of 6 (18%).

Only a few respondents (6.2%) were dissatisfied with the Council providing this type of information (scores 0 - 3) while 37% rated this as neutral (Scores 4 - 6). The remaining 13% did not answer this question.

The CSI Score is 64.2, which infers respondents have some issues with the Council providing adequate information to the community about its services, facilities, projects and plans.



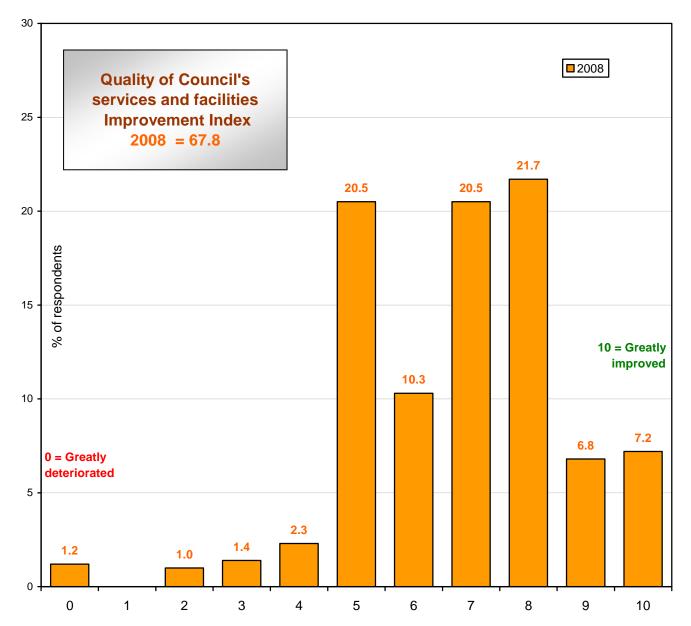
# **Quality of Council facilities and services**

Respondents were asked 'and using a 10 point scale where 0 = greatly deteriorated and 10 = greatly improved, overall how would you rate the quality of Council facilities and services in the past 12 months'.

Over half of the respondents, (56%) felt the quality of Council facilities and services had improved in the past year (Scores 7 – 10), although only 7% rated this with a score of 10 (greatly improved). Only fourteen respondents (3.6%) felt the quality had deteriorated (Scores 0 - 3) and only 5 respondents (1.2%) rated this with a score of 0 (greatly deteriorated). The Improvement Index is 67.8.

# It is important to note that an Improvement Index of 51 or more represents an improvement upon the previous year.

With the Index being well above 50 this year, this infers that the respondents believe the quality of Council facilities and services have improved from last year.

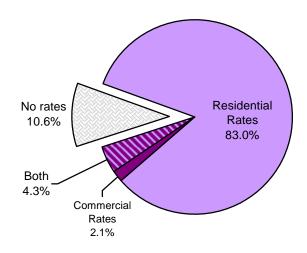


# Payment of Rates to Council

Respondents were asked if they paid residential or commercial rates to the Whakatane District Council.

The vast majority of the respondents (87%) said they paid residential rates, including 4% who paid both residential and commercial rates. Eight respondents (2.1%) paid only commercial rates.

A ninth of the sample (11%) said they did not pay rates.

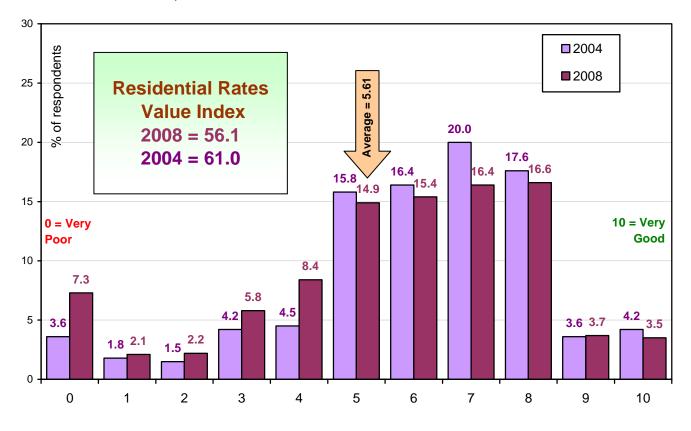


# Value from Residential Rates

Those that did pay residential rates were then asked 'thinking now about all Council provided services and facilities, and using a 10 point scale where 0 = very poor and 10 = very good, overall, what value do you think you get from residential rates?"

Over a third (40%) of the respondents who paid residential rates (n = 357) thought they received good value for their residential rates (Scores 7 – 10), but only 7% rated the value for money with a score of 9 or 10. The mode was a score of 8, versus 7 in 2004.

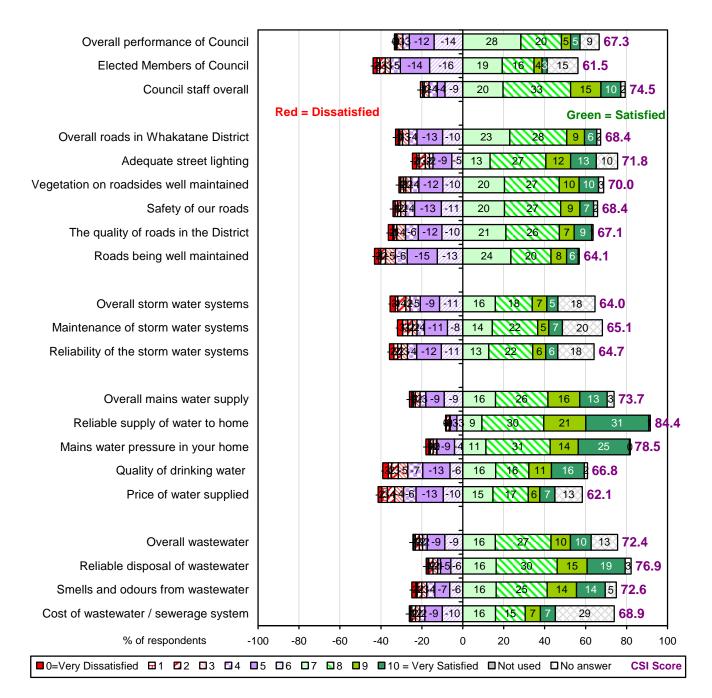
A fifth of those who paid residential rates (18%) thought they received poor value (Scores 0 - 3) while a third (39%) rated the value of residential rates as neutral (Scores 4 - 6). The Value Index is 56.1, which infers on average, respondents think they get neither good nor poor value from their rates. The Value Index is down 4.9 points from 2004 when the index was 61.0.



# Satisfaction with Core Council Services and Facilities

The respondents were asked 'I'm going to read out a number of aspects relating to the various services and facilities and using the scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with <factor>?'

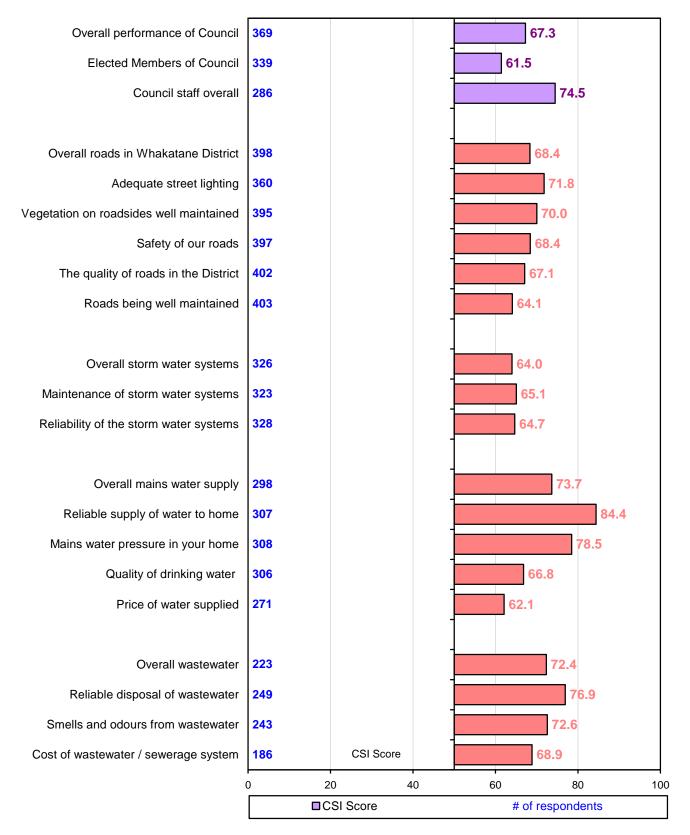
The majority of respondents rated most factors with scores that reflected satisfaction (scores 7 - 10). This ranged from 91% for *'having a reliable supply of water to home (e.g. lack of cut-offs, failure of supply)'* down to 45% for *'the price of water supplied'* and *'the cost of the wastewater and sewerage system'*. There are also a number of respondents who are dissatisfied with each factor (scores 0 - 3). This ranges from 2% for *'having a reliable supply of water to home (e.g. lack of cut-offs, failure of supply)'* up to 13% for the *'price of water supplied'*. The factor with the most respondents rating with a score of 10 was *'having a reliable supply of water to home'* (31%) while the factor with the most rating with a score of 0 is for the *'quality of drinking water'* (2.7%).



#### CSI Scores by Council Services and Facilities

#### Note: Most facilities are rated only by those who had used that facility in the past 12 months.

The CSI scores range from a high of 84.4 for 'having a reliable supply of water to home (e.g. lack of cut-offs, failure of supply)' down to 62.1 for 'the price of water supplied'.



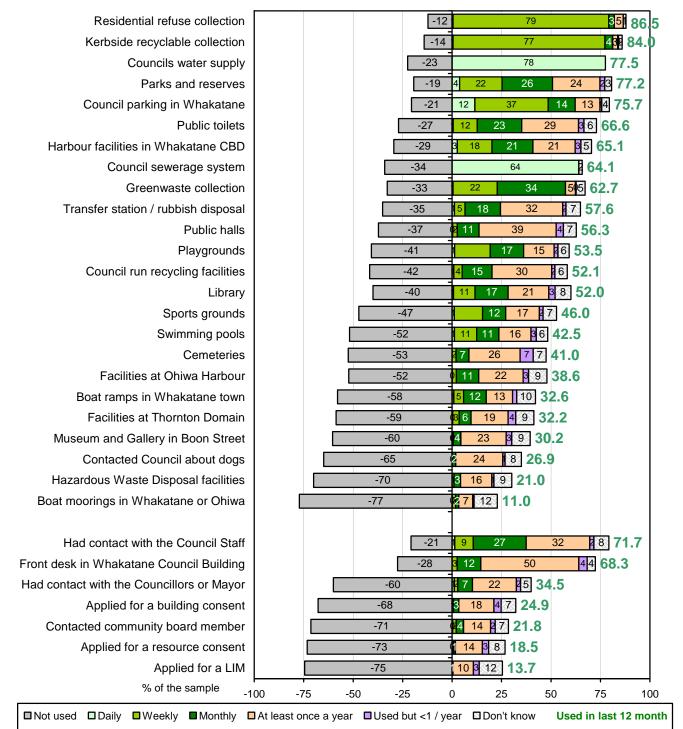
#### CSI Scores for the Services & Facilities– Comparison with previous years

The following chart compares the CSI scores for the Services & Facilities for 2008 versus 2004 and 2003. Most factors were not included in the previous rounds of this survey. There was a mix of 1 increase and 3 decreases in CSI scores from 2004 but most were small.



# **Usage of Council Services and Facilities**

Respondents were asked how often they had used Council provided services or facilities in the past year. Some of the services like the Residential Refuse Collection (86%), Kerbside Recyclable collection (84%), and Council Water supply (78%), were used by the vast majority of respondents. Other facilities like the Boat Moorings (11%) or applying for a LIM (14%) were used by a small proportion of the sample.

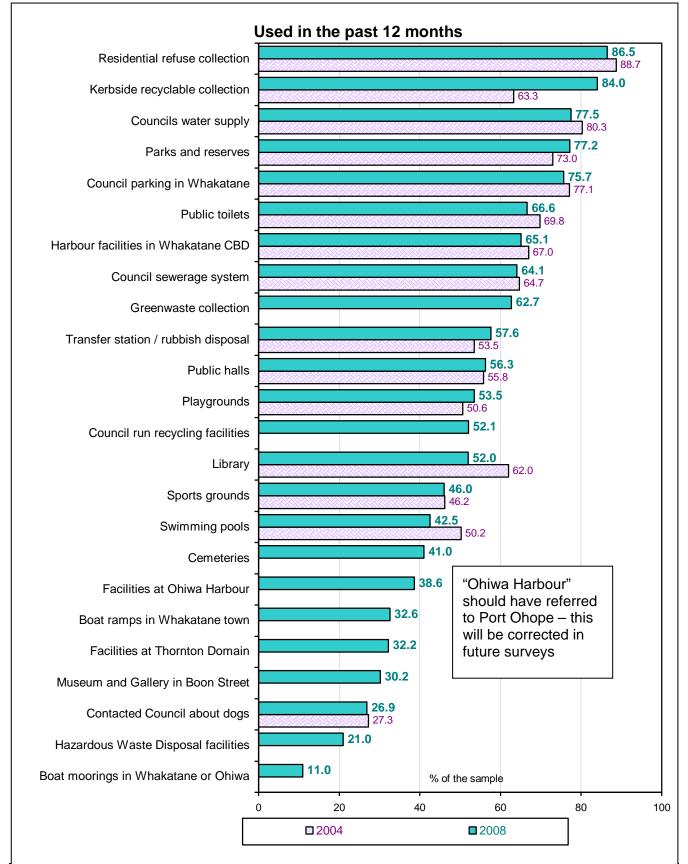


Erratum

Respondents were asked about Boat Moorings. These are owned by Environment Bay of Plenty. This error will be corrected in future surveys.

## Comparison to history of usage of various Facilities and Services

The following chart compares the percentage of respondents using each facility or service in the past 12 months for 2008 against the percentage who used these in the 2004 survey. Similar to previous years, there is some variation in usage but this is possibly due to variances in the sample.



# Satisfaction with Specific Council Facilities and Services

The respondents were asked 'I'm going to read out a list of facilities / amenities within the Whakatane area you have used as well as a range of others that Council provides. Using the scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with <factor>?

The majority of respondents rated most factors with scores that reflected satisfaction (scores 7 – 10). This ranged from 87% for the *'Residential refuse collection'* down to just 56% for *'Councils Dog Control Service'*. There are also a number of respondents who are less than satisfied with each factor (scores 0 - 6). This ranges from 11% for the *'Residential refuse collection'* and *'Cemeteries'* up to 38% for *'Council Parking in Whakatane'*. The factor with the most respondents rating with a score of 10 was *'Greenwaste Collection'* while the factor with the most rating with a score of 0 is *'Councils Dog Control Service'* (4.5%).

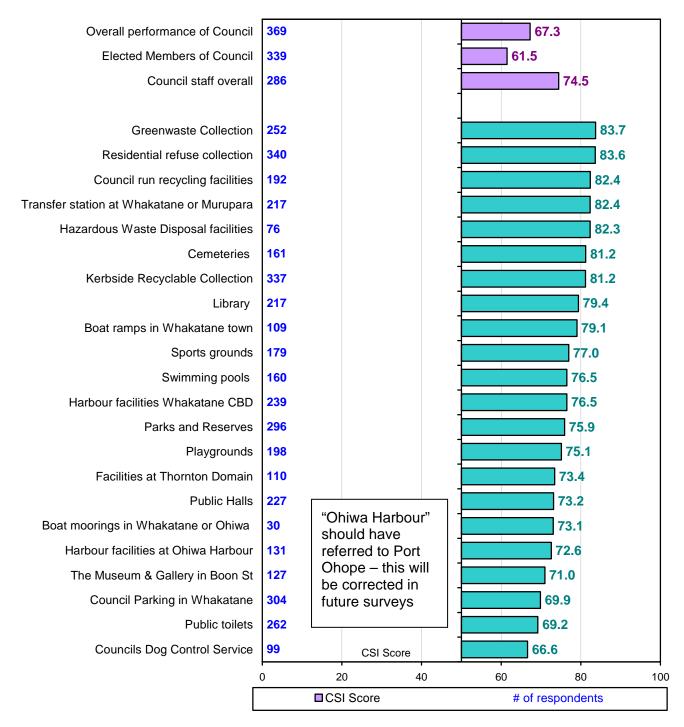
Overall performance of Council	<b>67.3</b>
Elected Members of Council	
Council staff overall	<b>144449</b> 20 <b>33 15 10 2 74.5</b>
	Green = Satisfied
Greenwaste Collection	Red= Dissatisfied
Residential refuse collection	<b>83.6</b>
Council run recycling facilities	4 <sup>6</sup> 8 8 32 16 26 5 82.4
Transfer station at Whakatane or Murupara	<b>14</b> -6 12 <b>15</b> 26 <b>3 82.4</b>
Hazardous Waste Disposal facilities	-6 -9 7 <b>25 11 28 12 82.3</b>
Cemeteries	<b>4</b> 52 10 <b>35</b> 15 26 3 <b>81.2</b>
Kerbside Recyclable Collection	<b>4</b> -6-6 9 <b>20</b> 26 <b>81.2</b>
Library	<b>4</b> 4-5 -8 11 <b>29 13</b> 27 <b>79.4</b>
Boat ramps in Whakatane town	
Sports grounds	<b>4</b> 2-7 -5 18 <b>35</b> 16 12 <b>77.0</b>
Swimming pools	<b>4</b> -7 -8 20 <b>3 15 13 3 76.5</b>
Harbour facilities Whakatane CBD	<b>6</b> -6 -8 18 <b>32</b> 17 10 6 <b>76.5</b>
Parks and Reserves	<b>1</b> -8 -6 19 <b>12</b> 9 <b>75.9</b>
Playgrounds	<b>44</b> -8-5 15 <b>36</b> 9 17 <b>75.1</b>
Facilities at Thornton Domain	-18 21 31 12 6 5 <b>73.4</b>
Public Halls	<b>1</b> -11 -12 20 <b>33 11 9 73.2</b>
Boat moorings in Whakatane or Ohiwa	<b>2</b> -15 4 19 <b>29 4</b> 10 16 <b>73.1</b>
Harbour facilities at Ohiwa Harbour	-11 -10 17 37 7 7 7 72.6
The Museum & Gallery in Boon St	- <b>4</b> - 14 - 13 11 24 8 17 4 <b>71.0</b>
Council Parking in Whakatane	
Public toilets	<b>4</b> -11 -15 18 <b>30</b> 9 6 4 69.2
Councils Dog Control Service	<b>-5 -7 -11 4</b> 10 <b>15</b> 14 <b>8 66.6</b>
% of respondents	80 -60 -40 -20 0 20 40 60 80 100
■0=Very Dissatisfied ■1 ■2 ■3 ■4 ■5	$\square 6 \square 7 \square 8 \square 9 \square 10 = Very Satisfied \square Not used \square No answer CSI Score$

#### CSI Scores by Council Facilities and Services

The Customer Satisfaction Index (CSI scores), (a weighted score across the satisfaction scale) is used to reflect respondent satisfaction with the various facilities and services provided by Council.

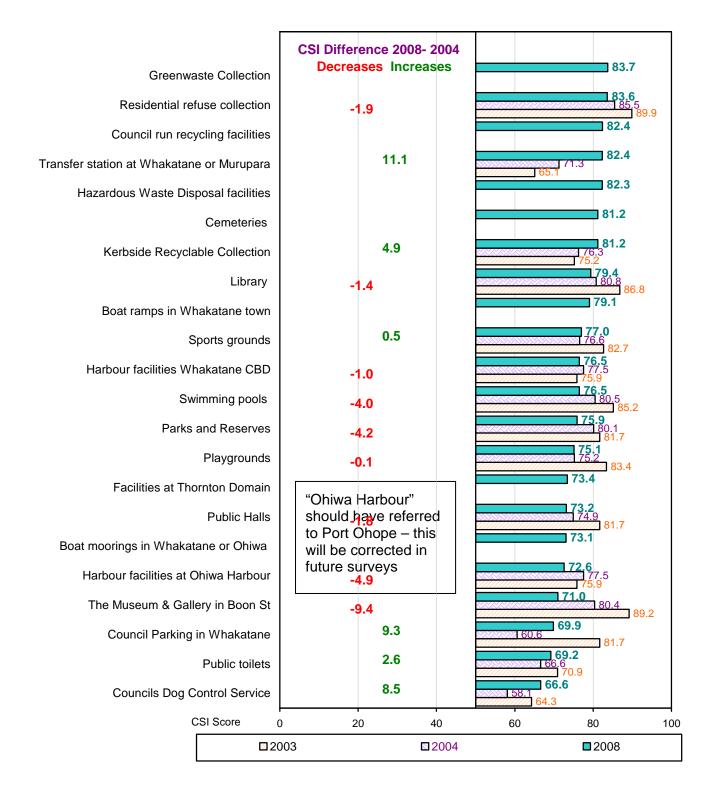
Note: Each facility and service is only rated only by those who had used that facility or service in the past 12 months.

The CSI scores range from a high of 83.7 for the '*Greenwaste Collection*' and 83.6 for the '*Residential refuse collection*' down to 66.6 for '*Councils Dog Control Service*'. Some of these scores reflect an excellent performance while others reflect a need for significant improvement.



### CSI Scores Facilities & Amenities – Comparison with previous years

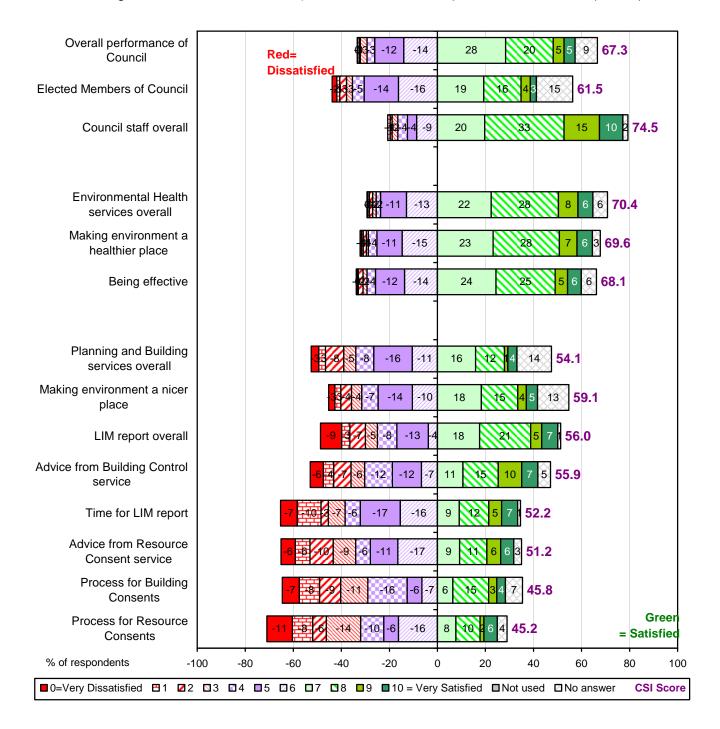
The following chart compares the CSI scores for 2008 versus 2004 and 2003 for the Facilities & Amenities. The facilities rated the highest in previous years are once again rated the highest for 2008. There was a mix of 6 increases and 9 decreases in CSI scores from 2004 but most changes were small. The largest increase was a rise of 11.1 points for the *'Transfer station / rubbish disposal at Whakatane or Murupara'* (CSI Score 82.4) but this was asked as *'Council run Land fills'* in 2004. The largest decrease was of 9.4 points for the *'Museum & Gallery in Boon St'* (CSI Score 71.0). Note: in 2004 the Museum (CSI Score 80.4) and Art Gallery (CSI Score 81.2) were asked separately.



## Satisfaction with Environmental Health and Planning Services

The respondents were asked 'I'm going to read out a number of aspects relating to the various services and facilities and using the scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with <factor>?'

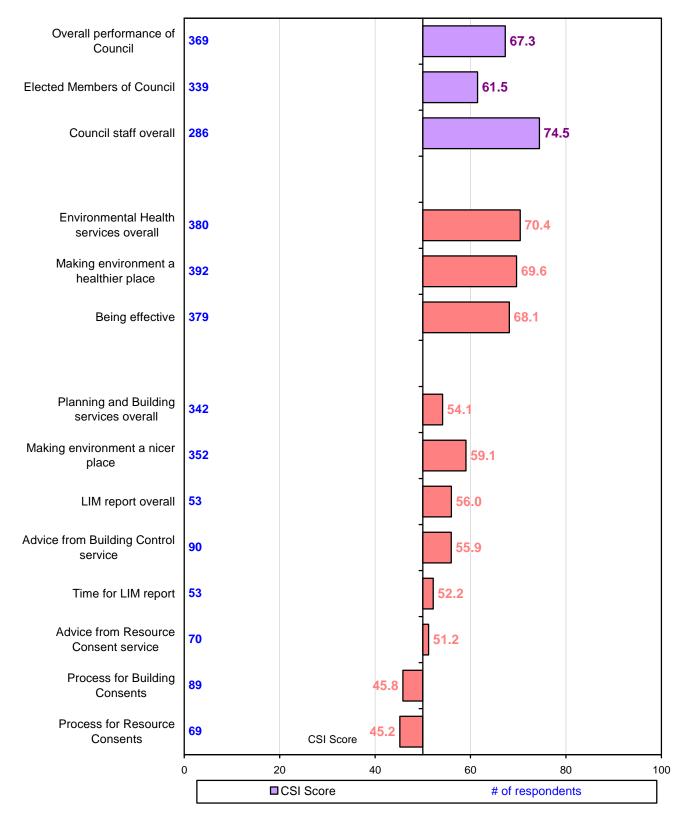
Only a minority of respondents rated most factors with scores that reflected satisfaction (scores 7 – 10). This ranged from 65% for *Environmental Health services overall* and *Environmental Health services making the environment around you a healthier place to live* down to just 25% for *the process Council used for your Resource Consent*. There are a number of respondents who are dissatisfied with each factor (scores 0 - 3). This ranges from 3% for *Environmental Health services making the environment around you a healthier place to live* down to just 25%. There are a number of respondents who are dissatisfied with each factor (scores 0 - 3). This ranges from 3% for *Environmental Health services making the environment around you a healthier place to live* up to 39% for *the process Council used for your resource consent*. The factor with the most rating with a score of 0 is for *the process Council used for your resource consent* (10.6%).



### CSI Scores for Environmental Health and Planning Services

#### Note: Most facilities are rated only by those who had used that facility in the past 12 months.

The CSI scores range from a high of 70.4 for the '*Environmental Health services overall*' down to just 45.2 for 'the process Council used for your resource consent' and 45.8 for 'the process Council used for your building consent'.

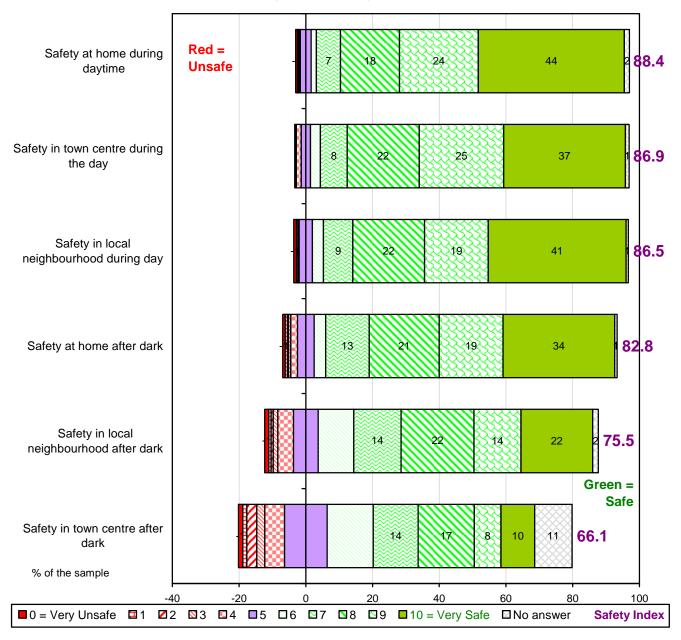


# Safety in Whakatane District

Respondents were asked the following: Thinking now about personal safety, and using a scale where 0 = very unsafe and 10 = very safe; how safe do you feel in <location>'.

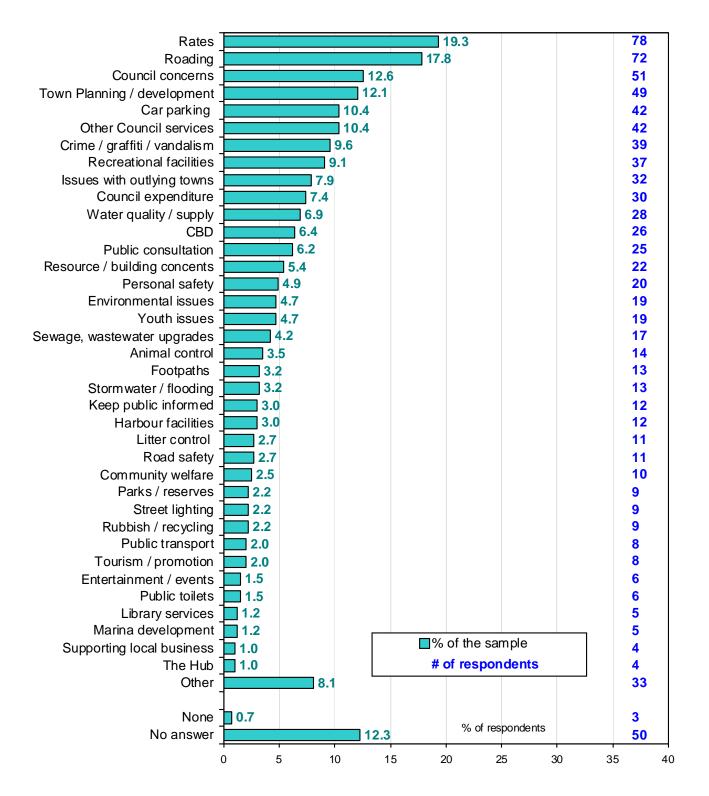
The level of Safety varies only little between the various locations. The proportion who feel safe (scores 6 - 10) ranges from 62% for the factor 'Safety in your town centre after dark' up to 94.4% for 'Safety in your town centre during the daytime'.

The Safety Index ranges from high level of Safety for most factors but this is highest for 'Safety in your home during the daytime'. (Safety Index = 88.4) down to a modest feeling of safety for the factor 'Safety in your town centre after dark' (Safety Index = 66.1). (The Safety Index converts each respondents answer across the Safety Scale to an index out of 100. The index is 10 times the average individual score based on the 11 point satisfaction scale (0 = very unsafe to 10 = very safe). Note: a ninth of the respondents (11%) did not answer the latter question, presumably because they had not been in their town centre after dark.



## Most important issues Council should be looking at

Respondents were asked '*what, in your opinion, are the three main issues that Council should be looking at?*' This question was asked as an open question with the answers grouped together for analysis purposes. There was a range of responses with the main comments covering rates concerns (19%) then roading issues (18%). These were followed with Council concerns (12%), town planning issues (12%), concerns with the car parking (10%), concerns with Council Services (10%) and crime (10%). There was also a wide range of other issues mentioned by small numbers of respondents.



## Factors influencing Overall Satisfaction with Council

The following chart plots the satisfaction rating for each service and facility against the influence that factor has on the satisfaction with the overall performance of Council in the past year. This is based on the correlation between the individual ratings and the overall satisfaction. It is important to remember that this map is based on a mathematical calculation and it is critical that common sense is applied to these mathematical conclusions. Generally the verbatim comments reflect the issues of the respondents; therefore these should be read first to fully understand what is most important.

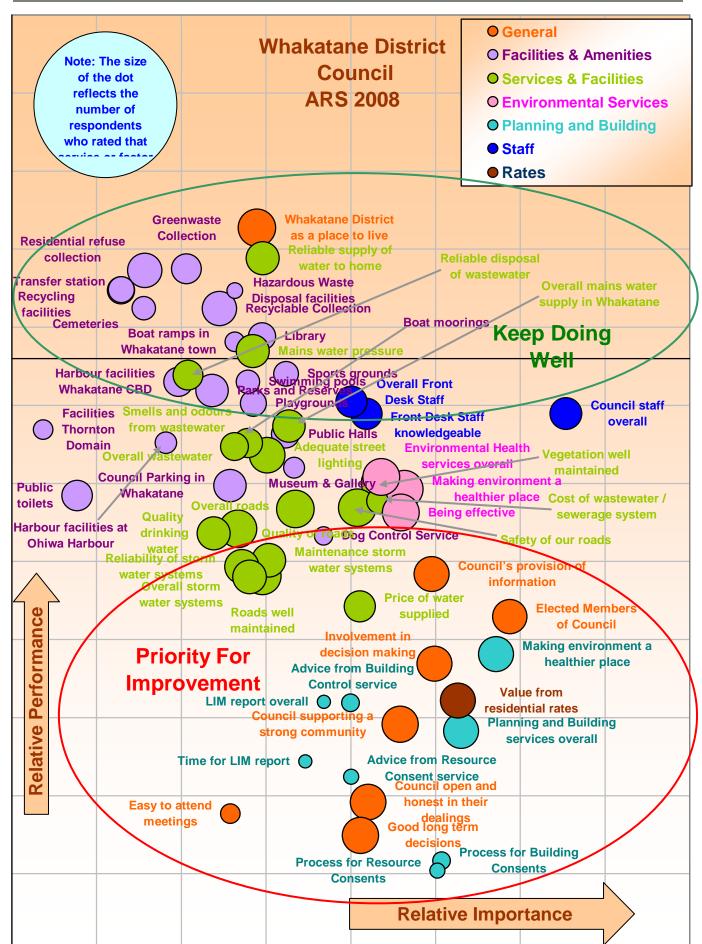
The chart shows that while some factors were rated with high levels of satisfaction, many of the most influential factors were rated relatively lower. The list below highlights which factors were most influential on the overall satisfaction of respondents and which factors should be priorities for improvement. (Note: these are colour coded to match the chart and the size of the dot reflects the number of respondents who rated that factor)

The most influential factors on the overall satisfaction of the respondents were (ranked in declining order of significance):

- The overall performance of Council staff in the past 12 months (Overall: CSI Score = 74.5)
- The overall performance of the Elected Members of Council in the past year (i.e. the Mayor, Councillors and Community Boards) (Overall: CSI Score = 61.5)
- Making the environment around you a nicer place to live (Planning and Building: CSI Score = 59.1)
- The Planning and Building services overall (Planning and Building: CSI Score = 54.1)
- The value from residential rates (Rates: CSI Score = 56.1)
- The process Council used for your building consent (Planning and Building: CSI Score = 45.8)
- The process Council used for your resource consent (Planning and Building: CSI Score = 45.2)
- The opportunities Council provides for community involvement in decision making (e.g. making submissions to draft plans, involvement in working parties etc) (General: CSI Score = 58.5)
- Council's provision of information to the community about its services, facilities, projects and plans (General: CSI Score = 64.2)
- Improvements in the quality of Council facilities and services in the past 12 months (General: CSI Score = 67.8)
- Making the environment around you a healthier place to live (Environmental Services: CSI Score = 69.6)
- Being effective (Environmental Services: CSI Score = 68.1)
- The Council supporting a strong community (General: CSI Score = 54.6)
- The environmental health services overall (Environmental Services: CSI Score = 70.4)
- The plants and vegetation on the side of the roads being well maintained (Services & Facilities: CSI Score = 70.0)
- The cost of the wastewater and sewerage system (Services & Facilities: CSI Score = 68.9)
- The Council being open and honest in their dealings with Whakatane residents (General: CSI Score = 49.6)

The factors identified as priority for improvement were:

- The process Council used for your resource consent (Planning and Building: CSI Score = 45.2)
- The process Council used for your building consent (Planning and Building: CSI Score = 45.8)
- The Council making good long term decisions (General: CSI Score = 47.4)
- Being easy to attend meetings held by the Whakatane District Council (General: CSI Score = 48.8)
- The Council being open and honest in their dealings with Whakatane residents (General: CSI Score = 49.6)
- The advice received from Council's Resource Consent Service (Planning and Building: CSI Score = 51.2)
- The time taken for your LIM report (Planning and Building: CSI Score = 52.2)
- The Planning and Building services overall (Planning and Building: CSI Score = 54.1)
- The Council supporting a strong community (General: CSI Score = 54.6)
- The advice received from Council's Building Control Service (Planning and Building: CSI Score = 55.9)
- The LIM report overall (Planning and Building: CSI Score = 56.0)
- The value from residential rates (Rates: CSI Score = 56.1)
- The opportunities Council provides for community involvement in decision making (e.g. making submissions to draft plans, involvement in working parties etc)? (General: CSI Score = 58.5)
- Making the environment around you a nicer place to live (Planning and Building: CSI Score = 59.1)
- The overall performance of the Elected Members of Council in the past year (i.e. the Mayor, Councillors and Community Boards) (Overall: CSI Score = 61.5)
- The price of water supplied (Services & Facilities: CSI Score = 62.1)
- The overall effectiveness of the storm water systems (Services & Facilities: CSI Score = 64.0)
- The surface of the roads being maintained (e.g. lack of potholes, cracks, bumps, etc) (Services & Facilities: CSI Score = 64.1)
- Council's provision of information to the community about its services, facilities, projects and plans (General: CSI Score = 64.2)
- The reliability of the storm water systems from streets, public areas and residents homes (Services & Facilities: CSI Score = 64.7)
- The maintenance of the storm water systems (Services & Facilities: CSI Score = 65.1)
- Councils Dog Control Service (Facilities & Amenities: CSI Score = 66.6)



# **Conclusions & Recommendations**

### Core Services and Facilities (refer page 117-176)

Nearly two thirds of the sample (60%) live beside a Residential Sealed Road. A tenth of the sample (10%) lived on a State Highway but close to half of these respondents lived in town. A quarter of the sample (27%) lived beside a Country Sealed Road while 3% live beside a Country Unsealed Road.

Three quarters of the sample (77%) are on the mains water supply network and a few (1%) had both mains and tank water. A ninth of the sample, (11%) were on bore water while 5% were on tank water. A number of respondents (6%) indicated they had other sources of water but they were not asked to specify what this was.

Almost two thirds of the sample (63%) were connected to the wastewater and sewage pipeline network. A third of the sample, (33%) were on Septic tank while 2% had both the pipeline network and septic tank. A few respondents (1%) indicated they had other disposal systems.

### Satisfaction with Core Services and Facilities (refer page 117)

The majority of respondents rated most factors with scores that reflected satisfaction (scores 7 – 10). This ranged from 91% for 'having a reliable supply of water to home (e.g. lack of cut-offs, failure of supply)' down to 45% for 'the price of water supplied' and 'the cost of the wastewater and sewerage system'. There are also a number of respondents who are dissatisfied with each factor (scores 0 – 3). This ranges from 2% for 'having a reliable supply of water to home (e.g. lack of cut-offs, failure of supply)' up to 13% for the 'price of water supplied'. The factor with the most respondents rating with a score of 10 was 'having a reliable supply of water to home' (31%) while the factor with the most rating with a score of 0 is for the 'quality of drinking water' (2.7%).

The CSI scores range from a high of 84.4 '*having a reliable supply of water to home (e.g. lack of cut-offs, failure of supply)*' down to 62.1 for '*the price of water supplied*'. Most factors were not included in the previous rounds of this survey. There was a mix of 1 increase and 3 decreases in CSI scores from 2004 but most were small.

The level of satisfaction with the overall quality and maintenance of the roads in the Whakatane District is dependent on the type of road the respondent lives on. Those living on Residential Sealed Roads are significantly more satisfied than those who live on Country Roads or State Highways. Those who live on Unsealed Country Roads are significantly more likely to be dissatisfied with the roads. The mode is 8 for Residential Sealed Roads, 5 for State Highways, 8 for Sealed Country Roads and 8 for Unsealed Country Roads.

The analysis shows that there are reasonably high levels of satisfaction with the overall quality and reliability of the Mains water supply in the Whakatane District across most of the subgroups of interest.

The analysis shows that there are reasonably good levels of satisfaction with the overall disposal and treatment of wastewater and sewage across most of the subgroups of interest. Those from the Taneatua / Waimana Ward (CSI Score 62.5) appear less satisfied than those from the other Wards

The analysis shows that there are reasonably fair levels of satisfaction with the overall effectiveness of the stormwater systems across most of the subgroups of interest. Those from the Edgecumbe / Tarawera Ward (CSI Score 48.6) are less satisfied than those from the other Wards.

### Usage of specific facilities and services (refer page 177)

Some of the services like the Residential Refuse Collection (86%), Kerbside Recyclable collection (84%), and Council Water supply (78%), were used by the vast majority of respondents. Other facilities like the Boat Moorings (11%) or applying for a LIM (14%) were used by a small proportion of the sample. Similar to previous years, there is some variation in usage but this is possibly due to variances in the sample.

### Erratum

Respondents were asked about Boat Moorings. These are owned by Environment Bay of Plenty. This error will be corrected in future surveys.

### Satisfaction with Service and Facilities (refer page 180)

The majority of respondents rated most factors with scores that reflected satisfaction (scores 7 – 10). This ranged from 87% for the *'Residential refuse collection'* down to just 56% for *'Councils Dog Control Service'*. There are also a number of respondents who are less than satisfied with each factor (scores 0 - 6). This ranges from 11% for the *'Residential refuse collection'* and *'Cemeteries'* up to 38% for *'Council Parking in Whakatane'*. The factor with the most respondents rating with a score of 10 was *'Greenwaste Collection'* while the factor with the most rating with a score of 0 is *'Councils Dog Control Service'* (4.5%).

The CSI scores range from a high of 83.7 for the '*Greenwaste Collection*' and 83.6 for the '*Residential refuse collection*' down to 66.6 for '*Councils Dog Control Service*'. Some of these scores reflect an excellent performance while others reflect a need for significant improvement.

The facilities rated the highest in previous years are once again rated the highest for 2008. There was a mix of 6 increases and 9 decreases in CSI scores from 2004 but most changes were small. The largest increase was a rise of 11.1 points for the *'Transfer station / rubbish disposal at Whakatane or Murupara'* (CSI Score 82.4) but this was asked as *'Council run Land fills'* in 2004. The largest decrease was of 9.4 points for the *'Museum & Gallery in Boon St'* (CSI Score 71.0). Note: in 2004 the Museum (CSI Score 80.4) and Art Gallery (CSI Score 81.2) were asked separately.

### Satisfaction with Environmental Health and Planning Services (refer page 337)

Only a quarter of the respondents (25%) had applied for a Building Consent in the past 12 months. Of those who had applied for a Building Consent, most (18%) did this at least once. A few applied for Building Consents at least monthly (3%) and 4% applied for these less than once per year.

A fifth of the respondents (19%) had applied for a Resource Consent in the past 12 months. Of those who had applied for a Resource Consent, most (15%) did this at least once. A few applied for Resource Consents at least monthly (2%) and 3% applied for these less than once per year.

Three quarters of the respondents (75%) had not applied for a LIM Report in the past 12 months, while a seventh of the respondents (14%) had applied for one, and 12% didn't know. Of those who had applied for a LIM Report, most (10%) did this at least once per year. Two respondents (0.5%) applied for LIM Report at least monthly and 3% applied for these less than once per year.

Only a minority of respondents rated most factors with scores that reflected satisfaction (scores 7 – 10). This ranged from 65% for *Environmental Health services overall*' and *Environmental Health services making the environment around you a healthier place to live*' down to just 25% for *the process Council used for your Resource Consent*'. There are a number of respondents who are dissatisfied with each factor (scores 0 - 3). This ranges from 3% for *Environmental Health services making the environment around you a healthier place to live*' down to just 25%.

The factor with the most rating with a score of 0 is *'the process Council used for your Resource Consent'* (10.6%). The CSI scores range from a high of 70.4 for the *'Environmental Health services overall'* down to just 45.2 for *'the process Council used for your Resource Consent'* and 45.8 for *'the process Council used for your Building Consent'*.

### Overall Satisfaction (refer to page 55)

Over half of the respondents (57%) were satisfied with 'the **Overall Performance** of Council in the past 12 months' (scores of 7 - 10). However, only 37 respondents (9.1%) rated their overall satisfaction with a score of 9 or 10 out of 10. Scores of 9 and 10 generally reflect that expectations have been exceeded. The mode was a score of 7 (28% versus 27% in 2004). Over a third of the respondents (29%) rated 'the **Overall Performance** of Council' with a score that was neutral (scores 4 - 6). Only a few respondents (4.1%) were actually dissatisfied with the Overall Performance of Council (Scores 0 - 3).

The CSI score for 'the **Overall Performance** of Council in the past 12 months' was 67.3, 2.5 points lower than the 69.8 recorded in 2004. The CSI score of 67.3 again implies the respondents have some serious issues with Council.

Most of the subgroups rate the Overall Performance of Council with scores that infer they have some issues. The variables that appear to have had the greatest impact on satisfaction with the overall performance of Whakatane District Council were:

- Those from the Whakatane Ward (CSI Score 69.1) and Murupara / Galatea (CSI Score 69.0) are the most satisfied while those from the Taneatua / Waimana Ward appear the least satisfied (CSI Score 63.0).
- Those who live in Town (CSI Score 69.4) are more satisfied than those who live in the Country (CSI Score 64.0)
- Those aged over 65 are the most satisfied (CSI Score 69.4) versus CSI scores from 66.5 to 68.7 for the other age brackets. Note generally the older the respondent the higher the level of satisfaction.
- Those with a household income over \$70,000 (CSI Score 63.7) are less satisfied than those in the lower income brackets (CSI Score 69.9 and 70.4).
- Those who own their own home are less satisfied than those who don't (CSI Score 66.5 and 72.9) respectively.
- Those who pay rates are less satisfied than those who don't (CSI Score 66.4 and 75.9) respectively.
- Respondents who thought they received good value for their rates (CSI Score 74.4) were significantly more satisfied than those who thought they got poor value for their rates (CSI Score 53.1). This again raises the question, is it satisfaction that drives 'value' or is it perceived value that drives satisfaction.
- Those living on residential sealed roads tend to be the most satisfied (CSI Score 68.7) versus a CSI Score of 63.6 for those on unsealed country roads.
- Those connected to the mains water supply system tend to be less satisfied (CSI Score 67.4) than the few on tank water (CSI Score 71.5). Those on bore water are the least satisfied this year (CSI Score 63.6).
- Those who have applied for a LIM (CSI Score 61.5) are less satisfied that those who have not (CSI Score of 67.6).
- Those who are interested in attending Council meetings (CSI Score 63.1) are less satisfied that those who are not interested (CSI Score of 69.1).
- Those who were satisfied with the Elected Members (CSI Score 75.4) are significantly more satisfied with the overall performance of Council than those who were dissatisfied with the Elected Members (CSI Score 47.3).

- Those who were satisfied with Whakatane as a place to live (CSI Score 70.3) are significantly more satisfied with the overall performance of Council than those who were dissatisfied with Whakatane as a place to live (CSI Score 58.2).
- Those who were satisfied with the Council's provision of information (CSI Score 73.1) are significantly more satisfied with the overall performance of Council than those who were dissatisfied with the Council's provision of information (CSI Score 50.9).
- Those who were satisfied with the opportunities Council provides for community involvement in decision making (CSI Score 73.3) are significantly more satisfied with the overall performance of Council than those who were dissatisfied with the opportunities Council provides for community involvement in decision making (CSI Score 53.7).

### Overall Satisfaction: Reasons for feeling this way (refer to page 60)

The respondents were asked why they rated the overall performance of Council the way they did. There was a range of responses, with some respondents offering positive reasons for giving a high score while others offered reasons for giving a lower score. The main positive comments evolved around Council doing a good job or working well for the District (7.4%), or positive comments about the Council (7.2%) or the staff (5.9%).

The main negative comments had to do with concerns about the performance of Council (8.4%), concerns about the rates or other financial concerns (5.9%), or concerns with the Councillors (5.2%).

### Elected Members (refer to page 61)

Less than half of the respondents (41%) were satisfied with 'the overall performance of the **Elected Members** of Council in the past 12 months' (scores of 7 - 10). However, only 26 respondents (6.4%) rated their overall satisfaction with a score of 9 or 10 out of 10. Scores of 9 and 10 generally reflect that expectations have been exceeded.

The mode was a score of 7 (19%). A third of the respondents (35%) rated 'the overall performance of the **Elected Members** of Council' with a score that was neutral (scores 4 - 6). Close to a tenth of the respondents (8.3%) were actually dissatisfied with the Elected Members (Scores 0 - 3).

The CSI score for 'the overall performance of the **Elected Members** of Council in the past 12 months' was 61.5. This is 2.6 points lower than the CSI score of 64.1 recorded in 2004. A CSI score of 61.5 implies that respondents have some serious issues with the **Elected Members** of Council.

### Whakatane as a place to live (refer to page 75)

The vast majority of the respondents (92%) were satisfied with Whakatane District as a place to live (Scores 7 – 10). The mode was a score of 10 (33%) and 59% rated this with a score of 9 or 10 (exceeded expectations). Only one respondent (0.2%) was dissatisfied with Whakatane District as a place to live (scores 0 – 3) while 7% rated this as neutral (Scores 4 to 6). The remaining 5 respondents (1.2%) did not answer this question. The CSI Score is 86.4, which infers respondents are very satisfied with Whakatane District as a place to live.

### Value for Residential Rates (refer to page 108)

The vast majority of the respondents (87%) said they paid residential rates, including 4% who paid both residential and commercial rates. Eight respondents (2.1%) paid only commercial rates. A ninth of the sample (11%) said they did not pay rates.

Over a third (40%) of the respondents who paid residential rates (n = 357) thought they received good value for their residential rates (Scores 7 – 10), but only 7% rated the value for money with a score of 9 or 10. The mode was a score of 8, versus 7 in 2004.

A fifth of those who paid residential rates (18%) thought they received poor value (Scores 0 - 3) while a third (39%) rated the value of residential rates as neutral (Scores 4 - 6). The Value Index is 56.1, which infers on average, respondents think they get neither good nor poor value from their rates. The Value Index is down 4.9 points from 2004 when the index was 61.0.

The analysis shows there is a direct relationship between value for rates and satisfaction with the overall performance of Council. Those who rated the overall performance of Council with a score of 10 (Very Satisfied; n = 13) rate the value from rates with a Value index of 65.1. Conversely, those who rate the overall performance of Council with a score of 2 or less (Very dissatisfied; n = 7) rate the value from rates with a Value index of performance of council with a score of 2 or less (Very dissatisfied; n = 7) rate the value from rates with a Value index of just 19.5. It appears the more satisfied the respondent is with the overall performance of Council, the higher the perceived value from rates.

Those who rated the Value from Rates with a score of 10 (Good Value; n = 13) rate the overall performance of Council with a CSI Score of 81.2. Conversely, those who rate the Value from Rates with a score of 0 (Poor Value; n = 25) rate the overall performance of Council with a CSI Score of just 54.7. It appears the higher the perceived value from rates, the more satisfied the respondent is with the overall performance of Council.

### Quality of Facilities and Services (refer to page 89)

Over half of the respondents, (56%) felt the quality of Council facilities and services had improved in the past year (Scores 7 – 10), although only 7% rated this with a score of 10 (greatly improved). Only fourteen respondents (3.6%) felt the quality had deteriorated (Scores 0 – 3) and only 5 respondents (1.2%) rated this with a score of 0 (greatly deteriorated). The Improvement Index is 67.8. It is important to note that an Improvement Index of 51 or more represents an improvement upon the previous year. With the Index being well above 50 this year, this infers that the respondents believe the quality of Council facilities and services have improved from last year.

### Council's provision of information (refer to page 83)

Almost half of the respondents (44%) were satisfied with Council providing adequate information to the community about its services, facilities, projects and plans. An eighth of the respondents (12.3%) rated this with a score of 9 or 10 (exceeded expectations). The mode was a score of 6 (18%).

Only a few respondents (6.2%) were dissatisfied with the Council providing this type of information (scores 0 - 3) while 37% rated this as neutral (Scores 4 - 6). The remaining 13% did not answer this question. The CSI Score is 64.2, which infers respondents have some issues with the Council providing adequate information to the community about its services, facilities, projects and plans.

The satisfaction with Council's provision of information has a significant impact on the respondent's attitudes to Council services and facilities. Respondents who are satisfied with Council's provision of information (n=178) tend to rate all facilities and services significantly higher than those who are dissatisfied with Council's provision of information (n=25).

### Main Issues (refer to page 113)

Respondents were asked '*what, in your opinion, are the three main issues that Council should be looking at?*' This question was asked as an open question with the answers grouped together for analysis purposes. There was a range of responses with the main comments covering rates concerns (19%) then roading issues (18%). These were followed with Council concerns (12%), town planning issues (12%), concerns with the car parking (10%), concerns with Council Services (10%) and crime (10%). There was also a wide range of other issues mentioned by small numbers of respondents.

Rates is a issue with close to a fifth of the respondents from each Ward. Roading appears a much bigger issue for Taneatua / Waimana (33%) versus 12% for Whakatane and 8% for Murupara / Galatea. Crime is a much bigger issue for Murupara / Galatea (36%) versus 6% to 9% for the other Wards. As would be expected the issues with the outlying towns does not impact Whakatane or Ohope.

Personal Safety (15%) and animal control (15%) appear a much bigger issue for Murupara / Galatea. The sewerage / wastewater upgrades are a bigger issue for those from Edgecumbe / Tarawera (10%) and also Taneatua / Waimana (7%) but this is not an issue in the other Wards. Stormwater or flo0ding is a bigger issue for those from Edgecumbe / Tarawera (7%) and also Taneatua / Waimana (4%).

### Safety in Whakatane (refer to page 369)

The level of Safety varies only little between the various locations and times of day. The proportion who feel safe (scores 6 - 10) ranges from 62% for the factor 'Safety in your town centre after dark' up to 94.4% for 'Safety in your town centre during the daytime'.

The Safety Index (*The Safety Index converts each respondents answer across the Safety Scale to an index out of 100. The index is 10 times the average individual score based on the 11 point satisfaction scale (0 = very unsafe to 10 = very safe)* ranges from high level of Safety for most factors but this is highest for 'Safety in your home during the daytime'. (Safety Index = 88.4) down to a modest feeling of safety for the factor 'Safety in your town centre after dark' (Safety Index = 66.1). Note: a ninth of the respondents (11%) did not answer the latter question, presumably because they had not been in their town centre after dark.

### **Overall Summary**

The results for 2008 are similar to 2004 with a mix of rises and falls in the level of satisfaction but once again the CSI scores reflect there are still significant opportunities for improvement. There are clear concerns held by some respondents with the value for residential rates. Secondly, those who live outside of the Whakatane and Ohope Wards and those in rural areas are significantly less satisfied. Users of a few specific services e.g. LIM's resource consents and building consents are also not very satisfied with the service that is provided. It also seems that many residents have issues with the provision of information or the opportunities to get involved in Council decision making.

The verbatim comments also tend to reflect that respondents have expectations for more than is being supplied. This means that either Council needs to find a way of delivering what the residents of Whakatane District are expecting or they need to find more effective means of managing the expectations of the residents.

The overall analysis shows that there are a few specific areas that Council should focus on to improve the level of satisfaction with the overall service. These include:

- The process Council used for your resource consent (Planning and Building: CSI Score = 45.2)
- The process Council used for your building consent (Planning and Building: CSI Score = 45.8)
- The Council making good long term decisions (General: CSI Score = 47.4)
- Being easy to attend meetings held by the Whakatane District Council (General: CSI Score = 48.8)

- The Council being open and honest in their dealings with Whakatane residents (General: CSI Score = 49.6)
- The advice received from Council's Resource Consent Service (Planning and Building: CSI Score = 51.2)
- The time taken for your LIM report (Planning and Building: CSI Score = 52.2)
- The Planning and Building services overall (Planning and Building: CSI Score = 54.1)
- The Council supporting a strong community (General: CSI Score = 54.6)
- The advice received from Council's Building Control Service (Planning and Building: CSI Score = 55.9)
- The LIM report overall (Planning and Building: CSI Score = 56.0)
- The value from residential rates (Rates: CSI Score = 56.1)
- The opportunities Council provides for community involvement in decision making (e.g. making submissions to draft plans, involvement in working parties etc)? (General: CSI Score = 58.5)
- Making the environment around you a nicer place to live (Planning and Building: CSI Score = 59.1)
- The overall performance of the Elected Members of Council in the past year (i.e. the Mayor, Councillors and Community Boards) (Overall: CSI Score = 61.5)
- The price of water supplied (Services & Facilities: CSI Score = 62.1)
- The overall effectiveness of the storm water systems (Services & Facilities: CSI Score = 64.0)
- The surface of the roads being maintained (e.g. lack of potholes, cracks, bumps, etc) (Services & Facilities: CSI Score = 64.1)
- Council's provision of information to the community about its services, facilities, projects and plans (General: CSI Score = 64.2)
- The reliability of the storm water systems from streets, public areas and residents homes (Services & Facilities: CSI Score = 64.7)
- The maintenance of the storm water systems (Services & Facilities: CSI Score = 65.1)
- Councils Dog Control Service (Facilities & Amenities: CSI Score = 66.6)

The 2008 results show that once again, significant proportions of the respondents are very satisfied with most of the services and facilities the Council provides but there are also significant proportions who are less than satisfied with the current level of service.

Focusing on the areas outlined above will help to ensure a greater proportion of residents are satisfied in the future.

# Main Findings

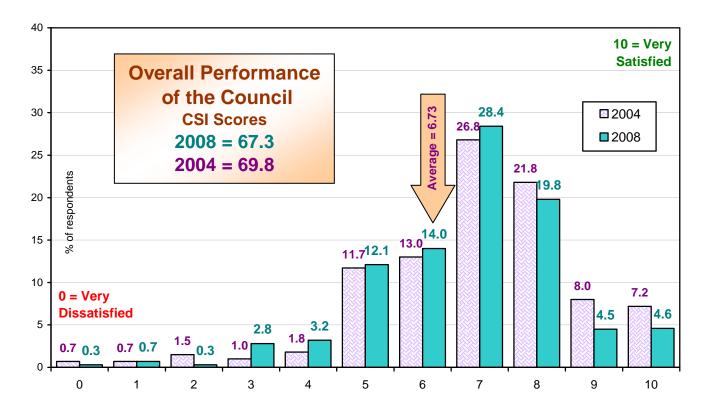
# The Overall Performance of Council in the past 12 months

The questionnaire measured the satisfaction level for a range of specific services and facilities the Whakatane District Council provided. Once the respondent had covered these individual attributes, they were asked 'Thinking not only about the Elected Members and Council staff but also the services and facilities the Council provides and using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with the overall performance of Council in the past 12 months?'

Over half of the respondents (57%) were satisfied with 'the **Overall Performance** of Council in the past 12 months' (scores of 7 - 10). However, only 37 respondents (9.1%) rated their overall satisfaction with a score of 9 or 10 out of 10. Scores of 9 and 10 generally reflect that expectations have been exceeded.

The mode was a score of 7 (28% versus 27% in 2004). Over a quarter of the respondents (29%) rated 'the **Overall Performance** of Council' with a score that was neutral (scores 4 - 6). Only a few respondents (4.1%) were actually dissatisfied with the Overall Performance of Council (Scores 0 - 3).

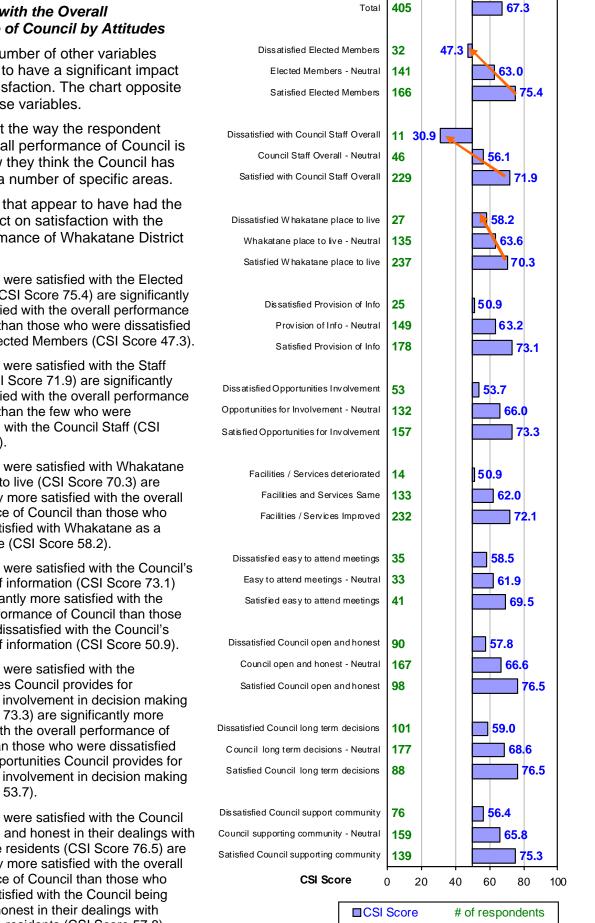
The Customer Satisfaction Index (CSI scores) is used to reflect respondent satisfaction with the various facilities and services provided by Council. (*The Customer Satisfaction Index (CSI) converts each respondents answer across the satisfaction scale to a score out of 100. The CSI score is 10 times the average individual score based on the 11 point satisfaction scale (0 = very dissatisfied to 10 = very satisfied).* The CSI score for 'the **Overall Performance** of Council in the past 12 months' was 67.3, 2.5 points lower than the 69.8 recorded in 2004. The CSI score of 67.3 again implies the respondents have some serious issues with Council.



Satisfaction with the Overall Performance of Council by demographics	Total Whakatane Ward Ohope Ward	405 184 34	67.3 69.1 66.7
There are a number of variables which appear to have a significant impact on overall satisfaction. The chart opposite compares these variables.	Edgecumbe / Tarawera Taneatua / Waimana Murupara / Galatea	102 46 39	65.6 63.0 69.0
Most of the subgroups rate the Overall Performance of Council with scores that infer they have some issues.	Live in Town Live in the Country Men	243 158 146	69.4 64.0 66.9
The variables that appear to have had the greatest impact on satisfaction with the overall performance of Whakatane District	Women Under 35 years	259 55	67.7
Council were:	35 - 64 years	264	66.5
<ul> <li>Those from the Whakatane Ward (CSI Score 69.1) and Murupara / Galatea (CSI</li> </ul>	65+ years	80	69.4
Score 69.0) are the most satisfied while	Work full time	207 72	66.0
those from the Taneatua / Waimana Ward	Work part time		69.9
appear the least satisfied (CSI Score 63.0).	Not working Own home	331	68.7
• Those who live in Town (CSI Score 69.4) are more satisfied than those who live in	Renting	68	72.9
the Country (CSI Score 64.0)	Less than \$30,000	76	70.4
• Those aged over 65 are the most satisfied	\$30,000 to \$70,000	142	69.9
(CSI Score 69.4) versus CSI scores from 66.5 to 68.7 for the other age brackets. Note generally the older the respondent the higher the level of satisfaction.	More than \$70,000 Maori desœnt European desœnt	117 104 280	63.7 66.9 67.9
-	New Zealander	11	59.6
<ul> <li>Those with a household income over \$70,000 (CSI Score 63.7) are less satisfied than those in the lower income brackets (CSI Score 69.9 and 70.4).</li> </ul>	Other	64	68.9 67.9
	Lived 2 - 10 years		64.9
<ul> <li>Those who own their own home are less satisfied than those who don't (CSI Score 66.5 and 72.9) respectively.</li> </ul>	In Whakatane 10+ years	292	67.6
There is a straight and the second straight in the	Own business	108	63.4
<ul> <li>Those who pay rates are less satisfied than those who don't (CSI Score 66.4 and 75.9) respectively.</li> </ul>	No business	296	68.9
	Internet at home	308	67.0
<ul> <li>Respondents who thought they received</li> </ul>	At work only	14	66.7
good value for their rates (CSI Score 74.4) were significantly more satisfied than	No internet access	83	68.6
those who thought they got poor value for	Payrates	365	66.4
their rates (CSI Score 53.1). This again raises the question, is it satisfaction that drives 'yalue' or is it perceived value that	No rates	40	75.9
drives 'value' or is it perceived value that drives satisfaction.	Rates poor value	62	53.1
นาพธร รสแรเสนินบา	Rates neither	136	64.3
	Rates good value	145	74.4
	CSI Score	0 20 4	0 60 80 100
		CSI Score	# of respondents

	tisfaction with the Overall rformance of Council by services	Total	405			67	.3	]
The type of road the respondent lives beside, and the type of water supply and		Residential sealed road	245			68	8.7	
wa	stewater system at the respondent's	State highway	39			66.	5	
	me, had a significant impact on the electric of satisfaction with the overall	Country sealed road	108			64.8	8	
	formance of Council.	Country unsealed road	10			63.6		
	est of the subgroups rate the Overall rformance of Council with scores that	Mains water supply network	310			67		
	er they have some issues.	Tank water	24				′ <b>1.5</b>	
	e chart opposite compares these riables.	Bore water	46			63.6		
•	Those living on residential sealed roads	Town Wastewater	258			69	9.1	
	tend to be the most satisfied (CSI Score 68.7) versus a CSI Score of 63.6 for those on unsealed country roads.	Septic tank	132			63.8		
•	Those connected to the mains water	Applied for	96			63.3		
	supply system tend to be less satisfied (CSI Score 67.4) than the few on tank water (CSI Score 71.5). Those on bore	building consent No building consent	278			67		
	water are the least satisfied this year (CSI Score 63.6).	Applied for resource consent	73			62.8		
•	Those connected to the mains wastewater and sewerage system tend to be more satisfied (CSI Score 69.1) versus a CSI Score of 63.8 for those on a septic tank.	No resource consent	297			67	.6	
	•	Applied for LIM	54			61.5		
•	Those who have applied for a Building Consent (CSI Score 63.3) are less satisfied that those who have not (CSI Score of 67.7).	No LIM applications Contacted Council	300			67		
		Staff	292			67	.4	
•	Those who have applied for a Resource Consent (CSI Score 62.8) are less satisfied that those who have not (CSI Score of 67.6).	No contact	82			65.0	6	
	,	Contacted Mayor/Councillors	136			65.	6	
•	Those who have applied for a LIM (CSI Score 61.5) are less satisfied that those who have not (CSI Score of 67.6).	No contact	248			67	.6	
•	Contact or not with the Elected Members	Contacted	81			64.2		
	or Council staff has less impact of the respondents satisfaction with the overall performance of Council.	Community Board No contact	297			68		
•	Those who are interested in attending	Interested in	129			63.1		
	Council meetings (CSI Score 63.1) are less satisfied that those who are not	meetings Not interested	276				9.1	
	interested (CSI Score of 69.1).		2/0			i		4
		CSI Score	0	20	40	60	80 1	00
				□CSI S	core	# of res	pondents	

### Prepared for Whakatane District Council



### Satisfaction with the Overall Performance of Council by Attitudes

There are a number of other variables which appear to have a significant impact on overall satisfaction. The chart opposite compares these variables.

It appears that the way the respondent rates the overall performance of Council is related to how they think the Council has performed in a number of specific areas.

The variables that appear to have had the greatest impact on satisfaction with the overall performance of Whakatane District Council were:

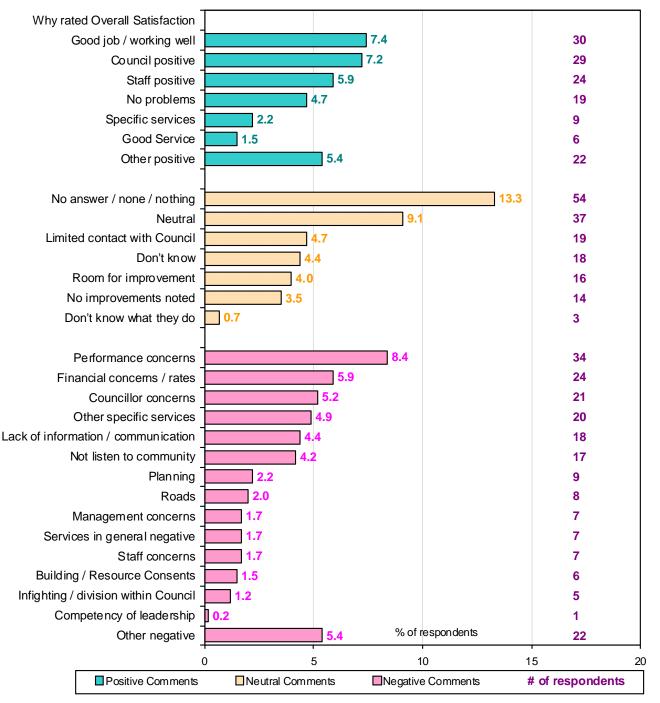
- Those who were satisfied with the Elected Members (CSI Score 75.4) are significantly more satisfied with the overall performance of Council than those who were dissatisfied with the Elected Members (CSI Score 47.3).
- Those who were satisfied with the Staff overall (CSI Score 71.9) are significantly more satisfied with the overall performance of Council than the few who were dissatisfied with the Council Staff (CSI Score 30.9).
- Those who were satisfied with Whakatane as a place to live (CSI Score 70.3) are significantly more satisfied with the overall performance of Council than those who were dissatisfied with Whakatane as a place to live (CSI Score 58.2).
- Those who were satisfied with the Council's provision of information (CSI Score 73.1) are significantly more satisfied with the overall performance of Council than those who were dissatisfied with the Council's provision of information (CSI Score 50.9).
- Those who were satisfied with the opportunities Council provides for community involvement in decision making (CSI Score 73.3) are significantly more satisfied with the overall performance of Council than those who were dissatisfied with the opportunities Council provides for community involvement in decision making (CSI Score 53.7).
- Those who were satisfied with the Council being open and honest in their dealings with Whakatane residents (CSI Score 76.5) are significantly more satisfied with the overall performance of Council than those who were dissatisfied with the Council being open and honest in their dealings with Whakatane residents (CSI Score 57.8).

## **Overall Satisfaction: Reasons for feeling this way**

The respondents were asked why they rated the overall performance of Council the way they did. This question was asked as an open question with the answers grouped together for analysis purposes. There was a range of responses, with some respondents offering positive reasons for giving a high score while others offered reasons for giving a lower score.

The main positive comments evolved around positive comments that Council was doing a good job or working well for the District (7.4%), or positive comments about the Council (7.2%) or the staff (5.9%).

The main negative comments had to do with concerns about the performance of Council (8.4%), concerns about the rates or other financial concerns (5.9%), or concerns with the Councillors (5.2%).



(The full set of verbatim comments is included in the WDS ARS 2008 Verbatim Comments report)

# The Elected Members of Council in the past 12 months

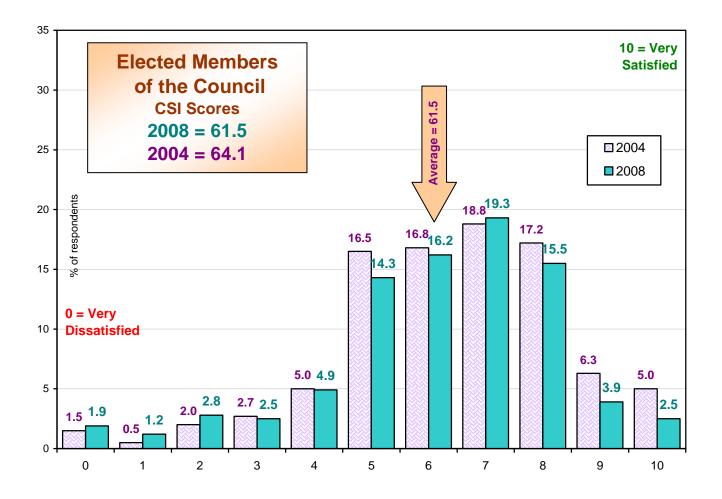
The respondents were asked 'Council is made up of two main groups – the Elected Members (the Councillors and Mayor) and secondly the staff of Council that provide the various services and manage the various facilities.

Using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with the overall performance of the Elected Members of Council in the past year (i.e. the Mayor and Councillors)?'

Less than half of the respondents (41%) were satisfied with 'the overall performance of the **Elected Members** of Council in the past 12 months' (scores of 7 - 10). Only 26 respondents (6.4%) rated their overall satisfaction with a score of 9 or 10 out of 10. Scores of 9 and 10 generally reflect that expectations have been exceeded.

The mode was a score of 7 (19%). Over a third of the respondents (35%) rated 'the overall performance of the **Elected Members** of Council' with a score that was neutral (scores 4 - 6). Close to a tenth of the respondents (8.3%) were actually dissatisfied with the Elected Members (Scores 0 - 3).

The CSI score for 'the overall performance of the **Elected Members** of Council in the past 12 months' was 61.5. This is 2.6 points lower than the CSI score of 64.1 recorded in 2004. A CSI score of 61.5 implies that respondents have some serious issues with the **Elected Members** of Council.



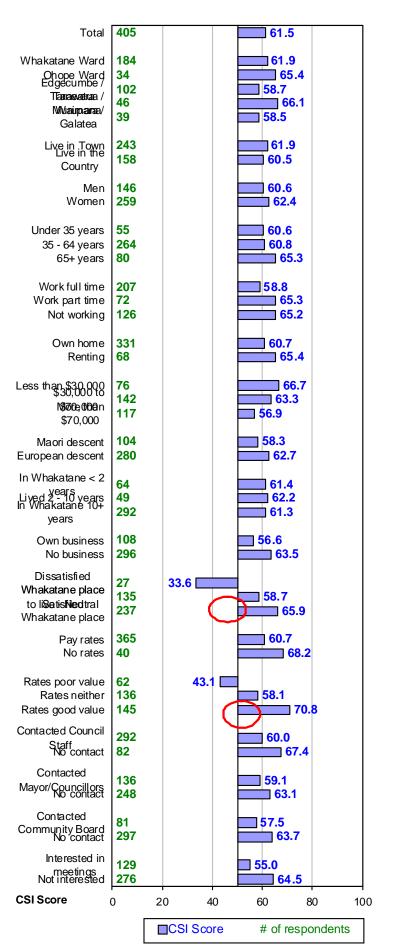
# Satisfaction with the Elected Members of Council by demographics

There are a number of variables which appear to have a significant impact on the respondents satisfaction with the Elected Members. The chart opposite compares these variables.

Most of the subgroups rate the overall performance of the Elected Members of Council in the past year (i.e. the Mayor and Councillors and Community Boards) with scores that infer they have some issues.

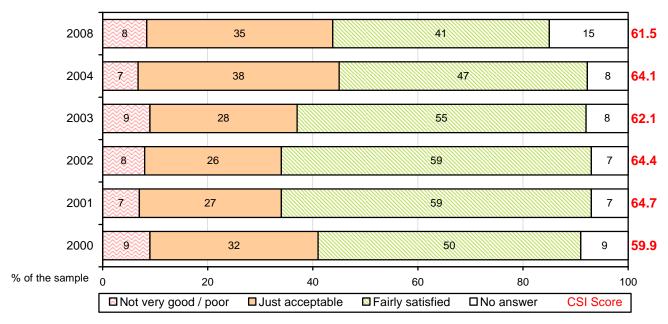
The variables that appear to have had the greatest impact on satisfaction with the overall performance of the Elected Members of Council were:

- Respondents who thought they received good value for their rates (CSI Score 70.8) were significantly more satisfied than those who thought they got poor value for their rates (CSI Score 43.1).
- Those from the Murupara / Galatea and Edgecumbe / Tarawera (CSI Score 58.5 and 58.7 respectively) appear less satisfied than those from the other Wards (CSI Score 66.1 - 61.9).
- Those with a household income under \$30,000 (CSI Score 66.7) are more satisfied than those in the higher income brackets (CSI Score 63.3 and 56.9).
- Those who own their own home are less satisfied than those who are renting (CSI Score 60.7 and 65.4) respectively.
- Those who pay rates are less satisfied than those who don't (CSI Score 60.7 and 68.2) respectively.
- Those who are satisfied with Whakatane as a place to live (CSI Score 65.9) were significantly more satisfied than those who were dissatisfied with Whakatane as a place to live(CSI Score 33.6)
- Those who had no contact with Council Staff (CSI Score 67.4) appear more satisfied than those who had contact with Council Staff(CSI Score 60.0)
- Those who were interested in meetings (CSI Score 55.0) appear less satisfied than those who were not interested in meetings(CSI Score 64.5)

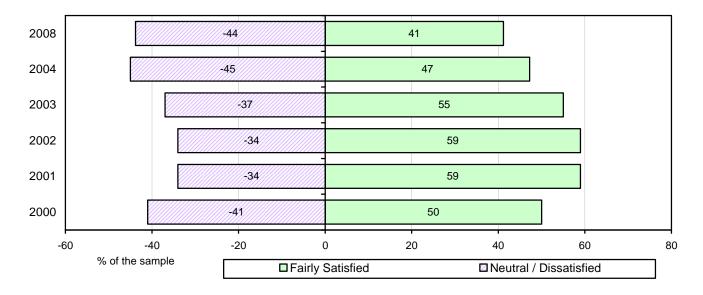


### Elected Members Satisfaction Comparison with History

The following chart compares the history of satisfaction with the overall performance of the Elected Members using the previous 3 point scale and an estimated CSI score for each year. The current 11 point satisfaction scale (0 = very dissatisfied to 10 = very satisfied) has been fitted to the old 3 point scale on the basis that satisfaction scores of 7 to 10 = Fairly Satisfied, scores from 4 to 6 = Just Acceptable and scores from 0 - 3 = Not Very Good / Poor. This shows that the largest group of respondents, 41% are fairly satisfied with the Elected Members. Over a third of the sample (35%) thought their performance was just acceptable and 8% rated the performance as poor. The CSI score is down from the 2004 result.



Comparing the proportion of respondents who were fairly satisfied versus those who are less than satisfied shows that there are fewer satisfied and a similar number of neutral / dissatisfied respondents this year when compared with 2004.



## The Overall Performance of Elected Members – Why less than satisfied

The respondents were asked 'Council is made up of two main groups – the Elected Members (the Councillors, Mayor and Community Boards) and secondly the staff of Council that provide the various services and manage the various facilities. Using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with the overall performance of the Elected Members of Council in the past year (i.e. the Mayor, Councillors and Community Boards). Those who rated with a score of 5 or less (not satisfied) were asked why they rated the overall performance of the Elected Members of Council the way they did (n= 109).

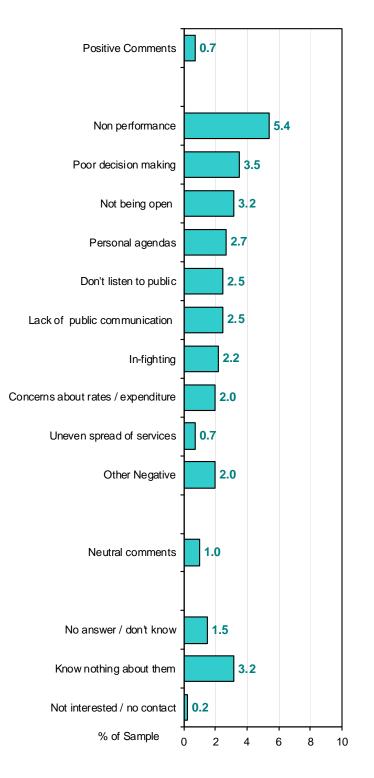
This question was asked as an open question with the answers grouped together for analysis purposes.

The most common theme was about issues in relation to non performance. This was mentioned by 22 respondents (5.4% of the sample but 20% of those who were not satisfied).

Poor decision making was mentioned by 14 respondents (3.5% of the sample) while not being open was mentioned 3.2%.

A few mentioned personal agendas (2.7%), not listening to the public (2.5%), lack of communication (2.5%) or political infighting (2.2%).

There was also a range of other suggestions.



(The full set of verbatim comments is included in the WDS ARS 2008 Verbatim Comments report)

# **Council Staff**

### Dealing with Council Staff

The respondents were asked 'Thinking now about the staff at all Council facilities including the Libraries, the Museum and Art Gallery, as well as staff in the main Council office; how often have you made contact with Council staff over the past year?'

Three quarters of the respondents (72%) had some contact with Council staff during the previous year. This is down about 5% on the 2004 result although the proportion who said they had no contact is unchanged.

Most people contacted Council at least once per year (32%) while 27% contacted monthly and 9% weekly.

A fifth of all respondents (21%) had no contact with Council staff during the past twelve months.

### Frequency of contact with Council Staff

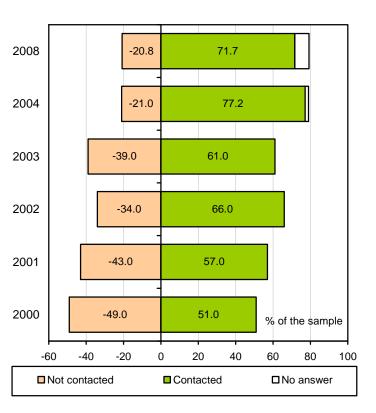
The respondents were asked 'How often have you made contact with Council Staff over the past year?'

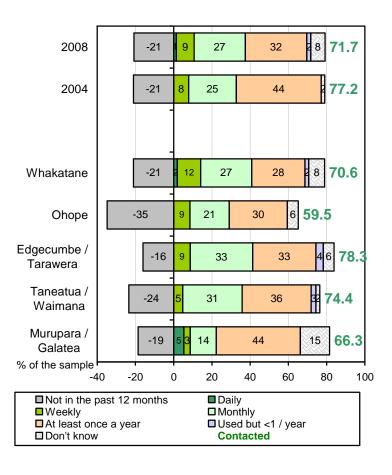
Almost three quarters of the respondents (72%) had made contact with Council Staff in the past 12 months.

A third (32%) had made contact with Council Staff at least once per year while 27% had contact monthly, 9% weekly and six respondents (1.4%) daily. A few (2%) had contact by less than once per year.

A fifth of the respondents (21%) had had no contact with Council Staff in the past 12 months and 8% did not know.

Contact with Council Staff was lowest in the Ohope Ward (60%) versus 78 - 66% for the other Wards.



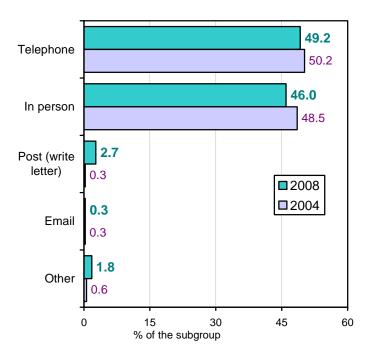


## How contacted

Respondents who had contacted the Whakatane District Council (n = 292) were asked how this contact was made.

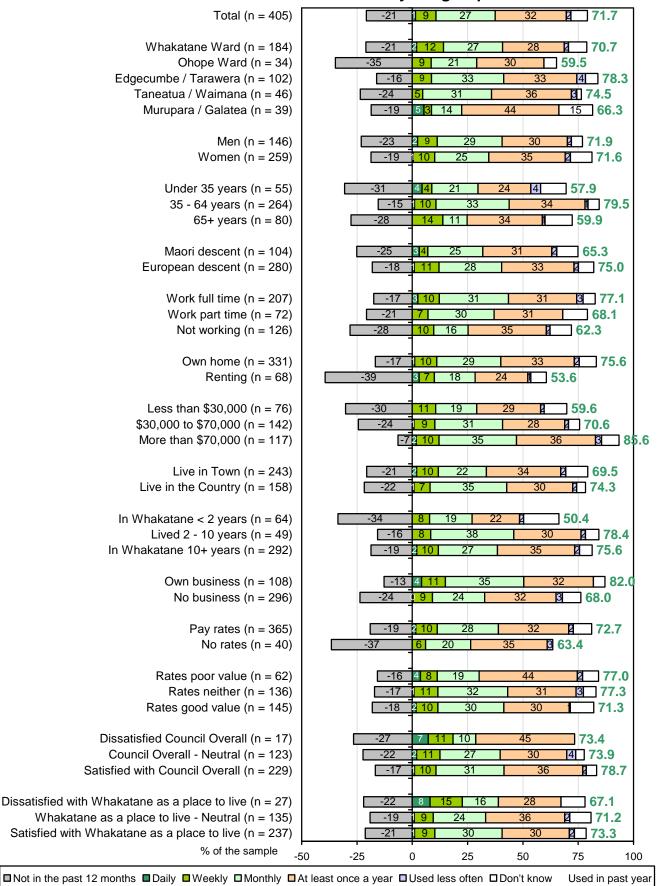
Half of the respondents, (49%) said they normally contacted the Whakatane District Council by telephone. A further 46% said they made contact in person and 3% made contact by post (write letter).

One respondent said they normally made contact by email and five respondents (1.8%) said they used other ways to contact Council.



The chart over the page compares the level of staff contact among the various subgroups of interest. The subgroups that were significantly **more likely** to have had **contact** with **Council staff** over the last 12 months included those:

- Those in the 35 -64 age group (80% of the subgroup)
- Those in full time paid employment (77% of the subgroup)
- Those with a total annual household income over \$70,000 (86% of the subgroup)
- Who own their own home, (76% of the subgroup)
- Those who own or operate their own business (82% of the subgroup)
- Those from the Edgecumbe / Tarawera Ward (78% of the subgroup)
- Those of European descent (75% of the subgroup)
- Those who pay rates (73% of the subgroup)



### Contact with Council Staff by subgroup

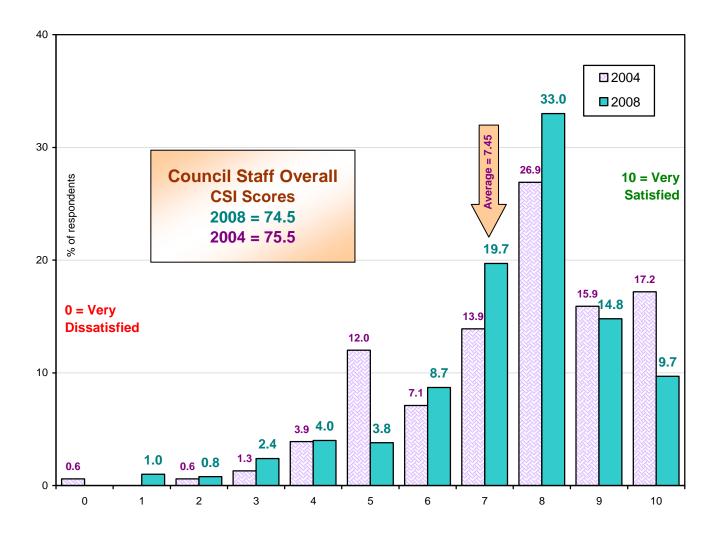
# Satisfaction with Council Staff

Respondents who had some interaction with the Council Staff (n = 292) were asked 'Thinking about the staff at all Council facilities and using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with the overall performance of Council staff in the past 12 months?'

Three quarters of the respondents who had dealings with Council Staff (77%) were satisfied with the overall performance of staff, (Scores 7 - 10). The mode was a score of 8 (33%) and 25% rated the service with a score of 9 or 10 (exceeded expectations).

A sixth of those who had dealings with Council Staff (17%) rated this as neutral (Scores 4 - 6) while 12 respondents (4.2%) were actually dissatisfied.

The CSI Score was 74.5, down 1.0 points from 2004. However, the CSI score infers there is potential for improvement.



## **Overall Satisfaction versus the Staff and Elected Members**

The overall satisfaction was asked using three questions covering satisfaction with the Elected Members, then Council Staff and lastly the Overall Performance of Council. This was asked as follows:

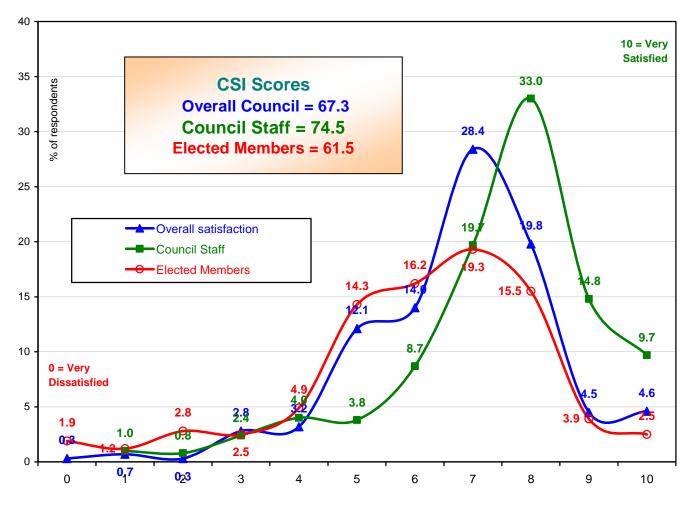
**Staff Question**: 'Thinking about the staff at all Council facilities and using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with the overall performance of Council staff in the past 12 months?'

**Elected Members question**: Respondents were then asked 'Council is made up of two main groups – the Elected Members (the Councillors and Mayor) and secondly the staff of Council that provide the various services and manage the various facilities. Using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with the overall performance of the Elected Members of Council in the past year (i.e. the Mayor and Councillors)?

**Overall Council Question:** Finally respondents were asked 'Thinking not only about the Elected Members and Council staff but also the services and facilities the Council provides and using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with the overall performance of Council in the past 12 months'

Respondents were most satisfied with the Council Staff with a CSI score of 74.5. A quarter of the respondents (25%) were very satisfied (scores of 9 and 10) while 33% rated their satisfaction with a score of 8.

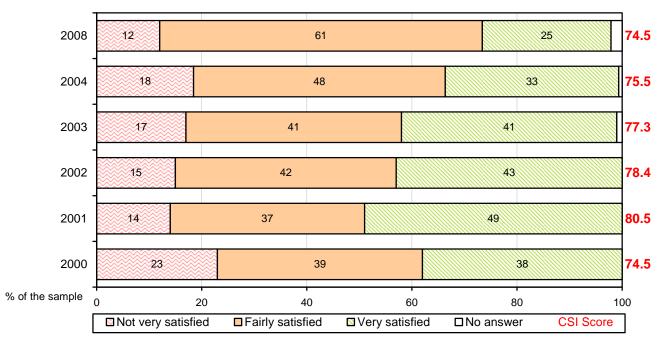
By comparison, the CSI Score was 61.5 for the Elected Members. Only 26 respondents (6.4%) were very satisfied (scores of 9 and 10) while 16% rated their satisfaction with a score of 8. By contrast, the CSI Score was 67.3 for the Overall Performance of Council.



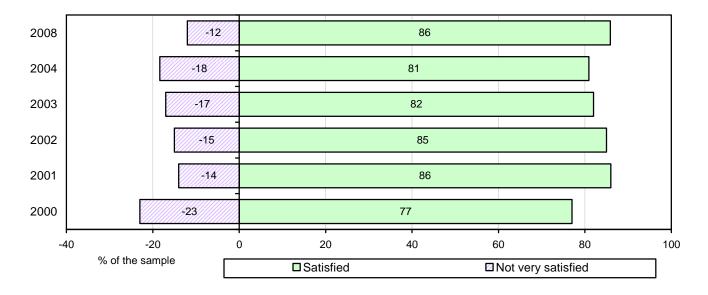
Satisfaction with the Overall				
Satisfaction with the Overall Performance of Council Staff by	Total	292		74.5
demographics	Whakatane Ward	130		76.2
•	Ohope Ward	21		75.5
There are a number of variables which	Edgecumbe / Tarawera	79		72.8
appear to have a significant impact on	Taneatua / Waimana	35		72.1
satisfaction with Council services and	Murupara / Galatea	27		73.8
facilities. The chart opposite compares				
	Live in Town	169		77.2
these variables.	Live in the Country	119		71.0
The analysis shows that there are				
reasonably good levels of satisfaction with	Men	105		72.2
	N Women	187		76.6
the Overall Performance of Council Staff	Linder 25 vooro	35		74.5
across most of the subgroups of interest.	Under 35 years 35 - 64 years	206		73.6
The variables that appear to have had the	-	48		79.5
The variables that appear to have had the		70		13.5
greatest impact on satisfaction with the	Work full time	164		72.9
Overall Performance of Council Staff	Work part time	50		75.8
were:	Not working	78		77.9
	5			
Those who contact the Council Staff by	Own home	246		74.0
telephone (CSI score 73.4) appear less	Renting	41		78.2
satisfied than those who contact in				
person, by post or other means (CSI	Less than \$30,000	45		78.5
Score 80.8 - 75.1).	\$30,000 to \$70,000	104		76.8
	More than \$70,000	100		71.2
<ul> <li>Respondents who thought they received</li> </ul>				
good value for their rates (CSI Score 80.6		67		72.7
were significantly more satisfied than	European descent	212		75.7
those who thought they got poor value for	ha With a bactan a surgery and	25		
their rates (CSI Score 62.3).	In Whakatane < 2 years	35		68.8
	Lived 2 - 10 years In Whakatane 10+ years	38 219		73.7
• Those aged over 65 (CSI Score 79.5)	•	219		75.5
appear more satisfied than those from the	Own business	89		71.0
other age brackets.	No business	203		76.1
• Those who lived in Town (CSI Score 77.2	)			
appear more satisfied than those who live		17		57.4
	Whakatane place to live - Neutral	97		72.9
in the Country.	Satisfied Whakatane place to live	176		77.1
• Women (CSI Score 76.6) appear more				
satisfied than Men (CSI Score 72.2).	Pay rates	266		73.6
	No rates	26		82.8
<ul> <li>Those with a household income over</li> </ul>				
\$70,000 (CSI Score 71.2) appear less	Rates poor value	48		62.3
satisfied than those in the lower income	Rates neither	104		71.9
brackets	Rates good value	104		0.00
	Dissatisfied Council Overall	13	39.5	
Those who own or operate their own	Council Overall - Neutral	91		66.7
business (CSI Score 71.0) appear less	Satisfied with Council Overall	180		80.6
satisfied than those who don't own or				
operate their own business.	Weekly	41		74.7
• Ratepayers (CSI Score 73.6) were	Monthly	103		75.3
	At least once a year	136		74.4
significantly less satisfied than those who	Less than 1 year	8		72.6
don't pay rates (CSI Score 82.8).				
• Those who were satisfied with the overall	Telephone	147		73.4
performance of Council (CSI Score 80.6)	In person	131		75.1
are significantly more satisfied than those	Post (write letter)	7		81.2
who were dissatisfied with the overall	Other	6		80.8
	CSI Score	0 2	0 40	60 80 100
performance of Council (CSI score 39.5).				
		CSI Sco	ore	# of respondents

### Council Staff Satisfaction Comparison with History

The following chart compares the history of satisfaction with the overall performance of Council staff using the previous 3 point scale and an estimated CSI score for each year. This shows that the largest group of respondents who had contact with the staff, (61%) are fairly satisfied with the service from staff with a further 25% being very satisfied. An eighth of the respondents, (12%) were not very satisfied. The CSI score is 1 point lower than 2004.



Comparing the proportion of respondents who were less than satisfied versus those who are satisfied shows that there are a higher proportion of satisfied and a lower proportion of not very satisfied respondents this year when compared with 2004.



## The Overall Performance of Council Staff – Why less than satisfied

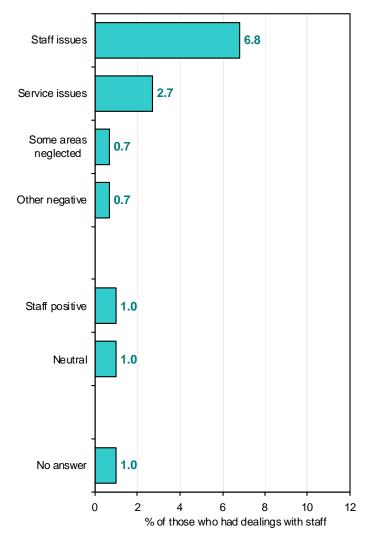
The respondents who had dealings with staff in the past 12 months (n = 292) were asked 'thinking about the staff at all Council facilities and using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with the overall performance of Council staff in the past 12 months'. Those who rated with a score of 5 or less (not satisfied) were asked why they rated the overall performance of Council staff the way they did (n= 34).

This question was asked as an open question with the answers grouped together for analysis purposes.

The most common theme was about issues the respondents had with Council staff mentioned by 20 respondents (6.8% of the subgroup who had dealings with staff).

Service issues were mentioned by 8 respondents (2.7% of the subgroup).

There was also a range of other suggestions.



(The full set of verbatim comments is included in the WDS ARS 2008 Verbatim Comments report)

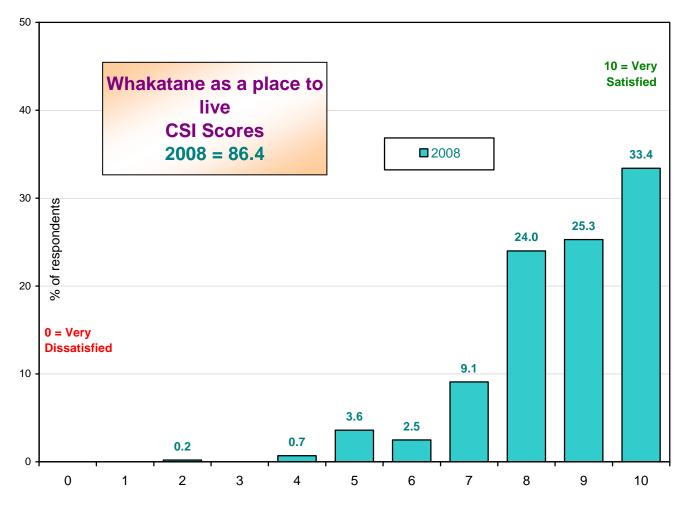
# Whakatane as a place to live

The respondents were asked 'Using the scale where 0 = very dissatisfied and 10 = very satisfied, how do you rate the Whakatane District as a place to live?'

The vast majority of the respondents (92%) were satisfied with Whakatane District as a place to live (Scores 7 - 10). The mode was a score of 10 (33%) and 59% rated this with a score of 9 or 10 (exceeded expectations).

Only one respondent (0.2%) was dissatisfied with Whakatane District as a place to live (scores 0 - 3) while 7% rated this as neutral (Scores 4 to 6). The remaining 5 respondents (1.2%) did not answer this question.

The CSI Score is 86.4, which infers respondents are very satisfied with Whakatane District as a place to live.



### Satisfaction with Whakatane District as a place to live by demographics

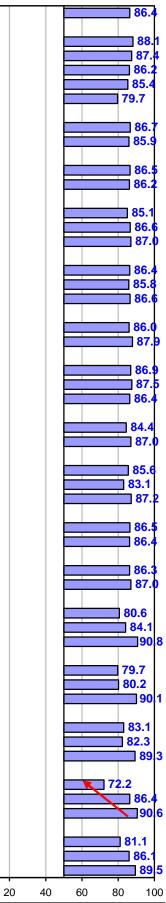
There are a number of variables which appear to have a significant impact on satisfaction with Council services and facilities. The chart opposite compares these variables.

The analysis shows that there are very high levels of satisfaction with Whakatane District as a place to live across most of the subgroups of interest.

The variables that appear to have had the greatest impact on satisfaction with Whakatane District as a place to live were:

- Respondents who thought they received good value for their rates (CSI Score 90.8) were significantly more satisfied than those who thought they got poor value for their rates (CSI Score 80.6).
- Those from the Murupara / Galatea Ward (CSI Score 79.7) appear less satisfied than those from the other Wards
- Those who thought that the facilities and services had improved (CSI Score 90.1) are significantly more satisfied than those who thought that the facilities and services had deteriorated (CSI Score 79.7)
- Those who were satisfied with the overall performance of Council (CSI Score 89.3) are significantly more satisfied than those who were dissatisfied with the overall performance of Council (CSI score 83.1).
- Those who were satisfied with the Elected Members (CSI Score 90.6) are significantly more satisfied than those who were dissatisfied with the Elected Members (CSI score 72.2).
- Those who were satisfied with the opportunities Council provide for community involvement in decision making (CSI Score 89.5) are significantly more satisfied than those who are dissatisfied with the opportunities Council provide for community involvement (CSI score 81.1).

Total	405	
Whakatane Ward	184	
Ohope Ward	34	
Edgecumbe / Tarawera	102	
Taneatua / Waimana	46	
Murupara / Galatea	39	
Mulupala / Galatea	39	
Live in Town	243	
Live in the Country	158	
Men Women	146 259	
women	200	
Under 35 years	55	
35 - 64 years	264	
65+ years	80	
	207	
Work full time	207	
Work part time	72	
Not working	126	
Own home	331	
Renting	68	
Less than \$30,000	76	
\$30,000 to \$70,000	142	
More than \$70,000	117	
Maori descent	104	
European descent	280	
In Whakatane < 2 years	64	
Lived 2 - 10 years	49	
In Whakatane 10+ years	292	
Own business	108	
No business	296	
NO DUSITIESS	290	
Pay rates	365	
No rates	40	
Rates poor value	62	
Rates neither	136	
Rates good value	145	
Ū		
Facilities / Services deteriorated	14	
Facilities and Services Same	133	
Facilities / Services Improved	232	
Dissatisfied Council Overall	17	
Council Overall - Neutral	123	
Satisfied with Council Overall	229	
Dissatisfied Elected Members	32	
Elected Members - Neutral	32 141	
Satisfied Elected Members	166	
Saushed Elected Members	001	
Dissatisfied Opportunities Involvement	53	
Opportunities for Involvement - Neutral	132	
Satisfied Opportunities for Involvement	157	
		-



**CSI Score** 

0

CSI Score

# of respondents

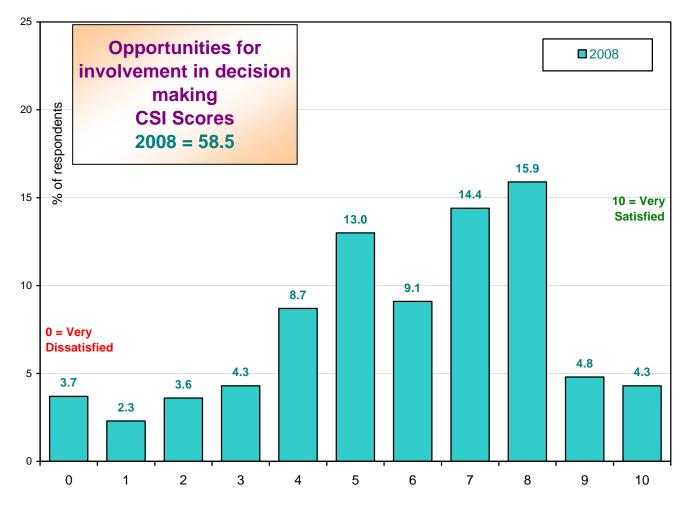
# **Opportunities for involvement in decision making**

The respondents were asked the following 'Council tries to ensure that the community has meaningful input into decision making on significant Council projects, processes and policy. Using a scale where 0 = very dissatisfied and 10 = very satisfied, how would you rate the opportunities Council provides for community involvement in decision making (e.g. making submissions to draft plans, involvement in working parties etc)?'

Just over a third of the respondents (39%) were satisfied with Council providing good opportunities for community involvement in decision making (Scores 7 – 10). The mode was a score of 8 (16%) but just 9.1% rated this with a score of 9 or 10 (exceeded expectations).

A seventh of the respondents (14%) were dissatisfied with the opportunities for community involvement in decision making Council provided (scores 0 - 3) while 31% rated this as neutral (Scores 4 to 6). The remaining 16% did not answer this question.

The CSI Score is 58.5, which infers respondents have some issues with the opportunities they have for community involvement in Council decision making.



in	tisfaction with the opportunities for olvement in decision making by mographics	Total Whakatane Ward	405 184		58.5	
Th	ere are a number of variables which	Ohope Ward	34		57.7	
	pear to have a significant impact on	Edgecumbe / Tarawera	102		53.8	
	isfaction with the opportunities for	Taneatua / Waimana	46		61.3	
	olvement in decision making. The chart	Murupara / Galatea	39		63.0	
	posite compares these variables.	Live in Town	243		60.2	
Mc	est of the subgroups rate the	Live in the Country	158		55.6	
ор	portunities for involvement in decision					
ma	king with scores that infer they have	Men	146		56.4	
SOI	me issues.	Women	259		60.4	
Τь	a variables that appear to have had the					
	e variables that appear to have had the	Under 35 years	55		62.3	
	eatest impact on satisfaction with the	35 - 64 years	264		56.9	
	portunities for involvement in decision	-				
ma	iking were:	65+ years	80		60.7	
•	Those from the Edgecumbe / Tarawera	\\/	207			
	Ward appear the least satisfied (CSI	Work full time	207		56.3	
	Score 53.8) versus CSI scores from 57.7	Work part time	72		63.6	
	to 63.0 for the other Wards.	Not working	126		60.7	
_	Those who own their own home are less					
•	Those who own their own home are less satisfied with opportunities for involvement	Own home	331		56.8	
	in decision making than those who don't	Renting	68		67.0	
	(CSI Score 56.8 and 67.0 respectively).					
		Less than \$30,000	76		64.6	
٠	Those with a household income under	\$30,000 to \$70,000	142		59.9	
	\$30,000 (CSI Score 64.6) are more	More than \$70,000	117		53.1	
	satisfied with opportunities for involvement	. ,				
	in decision making than those in the	Maori desœnt	104		58.4	
	higher income brackets (CSI Score 59.9	European descent	280		58.5	
	and 53.1).	New Zealander	11		59.4	
•	Those who pay rates are significantly less					
	satisfied with the opportunities for	Other	8		60.4	
	involvement in decision making than those					
	who don't (CSI Score 69.4 and 57.3	In Whakatane < 2 years	64		63.0	
	respectively).	Lived 2 - 10 years	49		57.4	
-	Respondents who thought they received	In Whakatane 10+ years	292		57.9	
-	good value for their rates (CSI Score 67.0)					
	were significantly more satisfied with	Own business	108		56.0	
	opportunities for involvement in decision	No business	296		59.5	
	making than those who thought they got					
	poor value for their rates (CSI Score 34.3).	Internet at home	308		57.2	
		At work only	14		59.9	
		No internet access	83		64.4	
		Payrates	365		57.3	
		No rates	40		69.4	
		Rates poor value	62	34.3		
		Rates pool value	136	0-1.0	56.5	
			136		67.0	
		Rates good value	140		07.0	
		CSI Score	0	20 40	60 80	100
				SIScore	# of respondent	ts

Satisfaction with the Opportunities for involvement in decision making by services	Total	405	58.5
The type of road the respondent lives	Residential sealed road	245	60.1
beside, and the type of water supply and wastewater system at the respondent's	State highway	39	57.9
home, had little impact on the level of satisfaction with the opportunities for	Country sealed road	108	55.2
involvement in decision making.	Country unsealed road	10	62.3
All of the subgroups rate the opportunities for involvement in decision making with	Mains water supply network	310	58.9
scores that infer they have some issues.	Tank water	24	59.3
	Bore water	46	54.7
	Town Wastewater	258	60.9
	Septic tank	132	54.0
	Applied for building consent No building consent	96 278	56.8 58.8
	Applied for resource consent No resource consent	73 297	60.6 57.8
	Applied for LIM	54	59.8
	No LIM applications	300	57.9
	Contacted Mayor/Councillors	136	56.6
	No contact	248	59.6
	Contacted Community Board	81	52.6
	No contact	297	60.7
	Interested in meetings	129	52.9
	Not interested	276	61.0
	CSI Score	0 20 40	60 80 100
		CSI Score	# of respondents

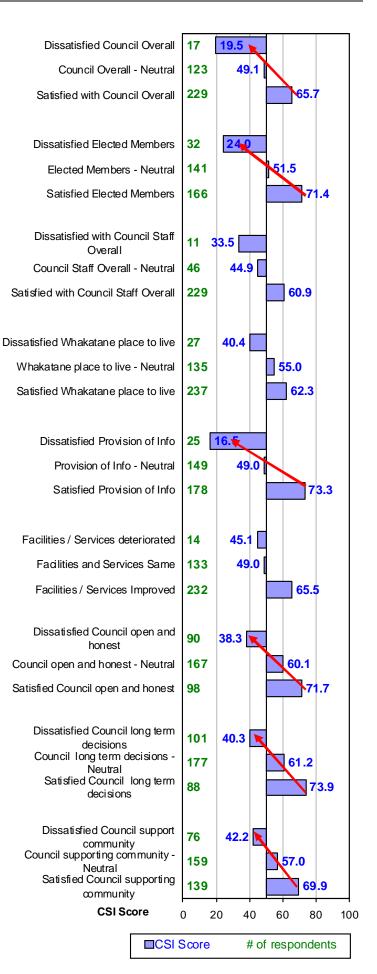
# Satisfaction with the Opportunities for involvement in decision making by Attitudes

There are a number of other questions which appear to have a significant impact on the satisfaction with the opportunities for involvement in decision making. The chart opposite compares these variables.

It appears that the way the respondent rates the opportunities for involvement in decision making is related to how they think the Council has performed in a number of specific areas.

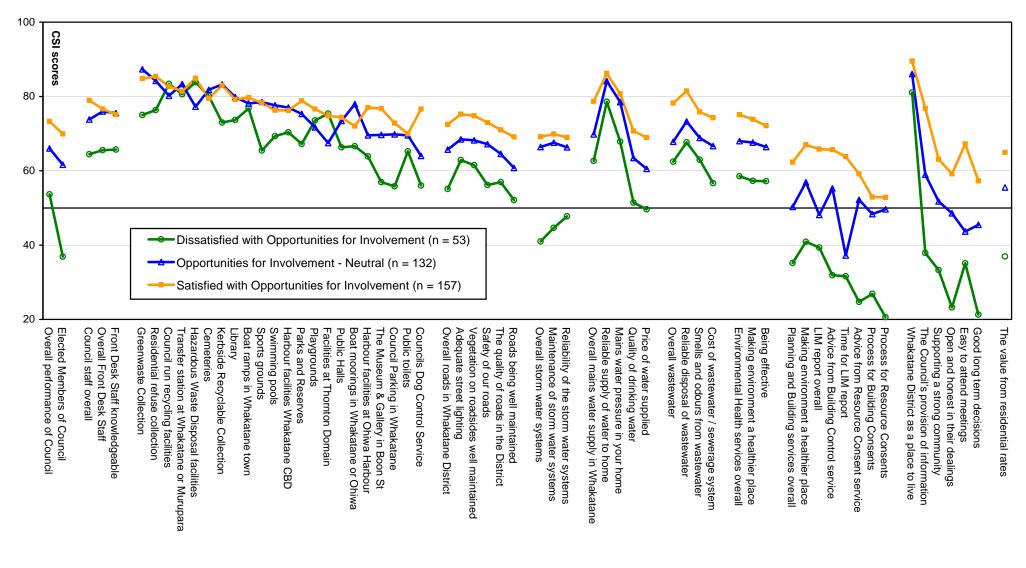
The variables that appear to have had the greatest impact on satisfaction with the overall performance of Whakatane District Council were:

- Those who were satisfied with the Overall Performance of Council are significantly more satisfied (CSI Score 65.7) with the opportunities for involvement in decision making than those who were dissatisfied with the Overall Performance of Council (CSI Score 19.5).
- Those who were satisfied with the Elected Members (CSI Score 71.4) are significantly more satisfied with the opportunities for involvement in decision making than those who were dissatisfied with the Elected Members (CSI Score 24.0).
- Those who were satisfied with Council's provision of information (CSI Score 73.3) are significantly more satisfied with the opportunities for involvement in decision making than those who were dissatisfied with Council's provision of information (CSI Score 16.5).
- Those who were satisfied with the Council being open and honest in their dealings with Whakatane residents (CSI Score 71.7) are significantly more satisfied with the opportunities for involvement in decision making than those who were dissatisfied with the Council being open and honest in their dealings with Whakatane residents (CSI Score 38.3).



#### WDC Residents Perception Survey 2008

The chart compares the effect that satisfaction with the opportunities for involvement in decision making has on the respondents' satisfaction with all Council provided facilities and services. The satisfaction with the opportunities for involvement in decision making has a significant impact on the respondent's attitudes to Council services and facilities. Respondents who are satisfied with the opportunities for involvement in decision making (n=157) tend to rate all facilities and services significantly higher than those who are dissatisfied with the opportunities for involvement in decision making (n=53).



#### **Opportunities for involvement in decision** making – why less than satisfied

The respondents who were not satisfied (scores 0 - 5) with the opportunities for involvement in decision making (n= 142) were asked 'Why do you feel this way?'

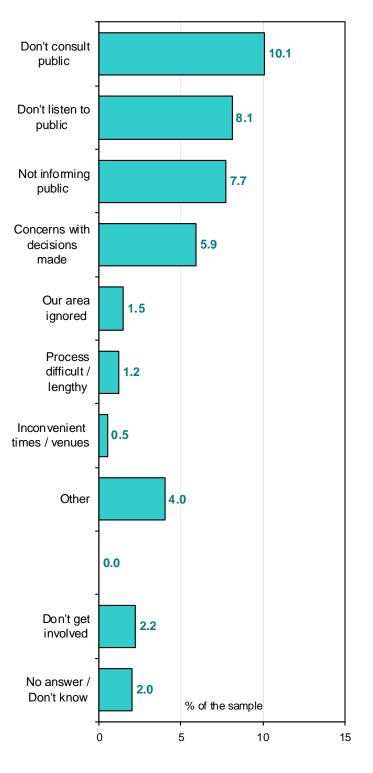
This was asked as an open question with the answers grouped together into similar themes for analysis purposes.

There was a range of comments offered by those who were less than satisfied with the opportunities Council provides for community involvement in decision making.

The main comments included...

- Feeling they do not consult the public mentioned by 10% of the total sample (29% of those who are less than satisfied)
- Do not listen to public opinion (8% of the sample)
- The feeling that Council were not informing the public enough, mentioned by 8% of the sample

There was a range of other comments. Others mentioned they were not interested / don't get involved (2%) or did not answer this question (2%).



(The full set of verbatim comments is included in the WDS ARS 2008 Verbatim Comments report)

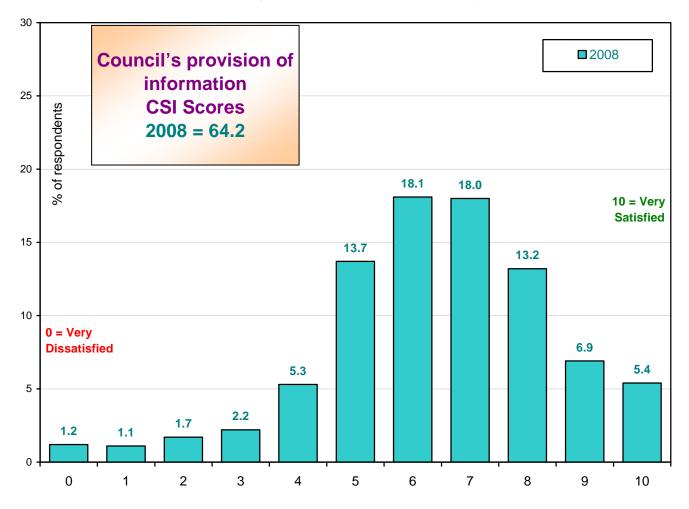
### **Council's provision of information**

The respondents were asked "Council tries to ensure that it provides adequate information to the community about its services, facilities, projects and plans. Using the same scale where 0 = very dissatisfied and 10 = very satisfied, how do you rate Council's provision of this type of information"

Almost half of the respondents (44%) were satisfied with Council providing adequate information to the community about its services, facilities, projects and plans. An eighth of the respondents (12.3%) rated this with a score of 9 or 10 (exceeded expectations). The mode was a score of 6 (18%).

Only a few respondents (6.2%) were dissatisfied with the Council providing this type of information (scores 0 - 3) while 37% rated this as neutral (Scores 4 - 6). The remaining 13% did not answer this question.

The CSI Score is 64.2, which infers respondents have some issues with the Council providing adequate information to the community about its services, facilities, projects and plans.



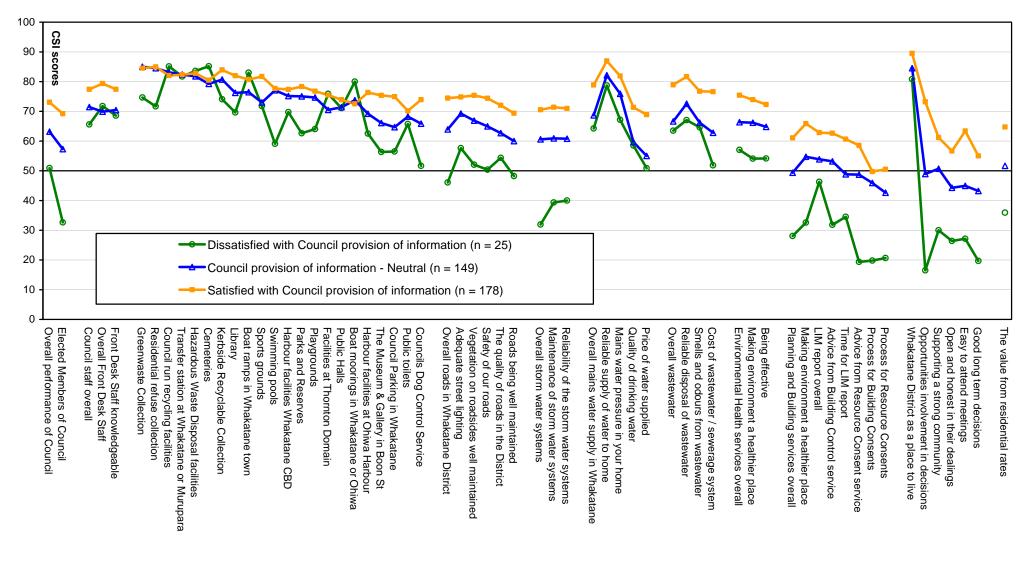
Sa	tisfaction with the Council's	Total	405		64.2	7
	ovision of information by					
de	mographics	Whakatane Ward	184		65.7	
Th	ere are a number of variables which	Ohope Ward Edgecumbe / Tarawera	34 102		64.0 58.9	
ар	pear to have a significant impact on	Taneatua / Waimana	46		64.4	
	isfaction with Council's provision of	Murupara / Galatea	39		71.5	
	ormation. The chart opposite compares use variables.	Live in Town	243		65.8	
pro	st of the subgroups rate the Council's ovision of information with scores that	Live in the Country	158		61.6	
Infe	er they have some issues.	Men	146		63.4	
gre	e variables that appear to have had the eatest impact on satisfaction with	Women	259		65.0	
Co	uncil's provision of information were:	Under 35 years	55		63.8	
٠	Those from the Edgecumbe / Tarawera	35 - 64 years	264		63.5	
	Ward appear the least satisfied (CSI Score 58.9) versus CSI scores from 64.0	65+ years	80		67.4	
	to 71.5 for the other Wards.	Workfulltime	207		62.7	
٠	Those with a household income under	Work part time	72		65.6	
	\$30,000 (CSI Score 70.3) are more satisfied with Council's provision of	Not working	126		66.9	
	information than those in the higher	Own home	331		62.5	
	income brackets (CSI Score 61.8 and 61.9).	Renting	68		72.3	
٠	Those who own their own home are less	Less than \$30,000	76		70.3	
	satisfied with Council's provision of	\$30,000 to \$70,000	142		61.8	
	information than those who don't (CSI Score 62.5 and 72.3) respectively.	More than \$70,000	117		61.9	
٠	Those who pay rates are less satisfied	Maori descent	104		64.5	
	with Council's provision of information	European descent	280		63.5	
	than those who don't (CSI Score 63.6 and 70.0) respectively.	New Zealander	11		65.2	
•	Respondents who thought they received	In Whakatane < 2 years	64		69.5	
	good value for their rates (CSI Score 72.0)	Lived 2 - 10 years	49		64.8	
	were significantly more satisfied with Council's provision of information than	In Whakatane 10+ years	292		63.2	
	those who thought they got poor value for	Own business	108		61.7	
	their rates (CSI Score 45.7).	No business	296		65.2	
			230			
		Internet at home	308		62.4	
		At work only	14		73.1	
		No internet access	83		71.0	
		Payrates	365		63.6	
		No rates	40		70.0	
		Rates poor value	62	45.7		
		Rates neither	136		61.6	
		Rates good value	145		72.0	4
		CSI Score	0	20 40	60 80 1	100
				SI Score	# of respondents	

Satisfaction with the Council's	Total	405	64.2
<i>provision of information by services</i> The type of road the respondent lives			
beside, and the type of water supply and wastewater system at the respondent's	Residential sealed		
home, had little impact on the level of satisfaction with Council's provision of	road	245	66.0
information.	State highway	39	58.3
All of the subgroups rate the Council's	Country sealed road	108	62.5
provision of information with scores that infer they have some issues.	Country unsealed road	10	63.9
	Mains water supply network	310	65.1
	Tank water	24	64.2
	Bore water	46	59.1
	Town Wastewater	258	66.0
	Septic tank	132	60.7
	Contacted Mayor/Councillors	136	62.5
	No contact	248	65.2
	Contacted Community Board	81	58.6
	No contact	297	66.1
	Interested in meetings	129	60.4
	Not interested	276	66.0
	CSI Score	0 20 40	<u>60 80 100</u>
		CSI Score	# of respondents

#### Satisfaction with the Council's provision Total 405 64.2 of information by Attitudes There are a number of other variables which appear to have a significant impact **Dissatisfied Council Overall** 17 40.2 on overall satisfaction. The chart opposite Council Overall - Neutral 58.0 compares these variables. 123 It appears that the way the respondent Satisfied with Council Overall 68.8 229 rates the Council's provision of information is related to how they think the Council has performed in a number of specific areas. **Dissatisfied Elected Members** 44.1 32 The variables that appear to have had the greatest impact on satisfaction with Elected Members - Neutral 141 Council's provision of information were: Satisfied Elected Members 166 73.6 Those who were satisfied with the Overall Performance of Council are significantly more satisfied (CSI Score 68.8) with the Council's provision of information than 52.8 Dissatisfied Whakatane place to live 27 those who were dissatisfied with the Overall Performance of Council (CSI Score 40.2). 58.9 Whakatane place to live - Neutral 135 Those who were satisfied with the Elected 68.3 Satisfied Whakatane place to live 237 Members (CSI Score 73.6) are significantly more satisfied with the Council's provision of information than those who were dissatisfied with the Elected Members (CSI **Dissatisfied Opportunities** 37.9 53 Involvement Score 44.1). Opportunities for Involvement -132 59.0 Those who were satisfied with the Neutral opportunities Council provides for Satisfied Opportunities for 157 76.8 community involvement in decision making Involvement (CSI Score 76.8) are significantly more satisfied with the Council's provision of information than those who were 44.6 Dissatisfied easy to attend meetings 35 dissatisfied with the opportunities Council provides for community involvement in 60.9 Easy to attend meetings - Neutral 33 decision making (CSI Score 37.9). Satisfied easy to attend meetings 41 71 1 Those who were satisfied with the Council being open and honest in their dealings with Whakatane residents (CSI Score 74.9) are significantly more satisfied with the Dissatisfied Council open and 90 53 1 Council's provision of information than honest those who were dissatisfied with the Council Council open and honest - Neutral 167 3 1 being open and honest in their dealings with Whakatane residents (CSI Score 53.1). Satisfied Council open and honest 98 '**4** 9 Dissatisfied Council long term 101 28 decisions Council long term decisions -177 Neutral Satisfied Council long term 88 6.4 decisions CSI Score 100 0 20 40 60 80 CSI Score # of respondents

#### WDC Residents Perception Survey 2008

The chart compares the effect that satisfaction with Council's provision of information has on the respondents' satisfaction with all Council provided facilities and services. The satisfaction with Council's provision of information has a significant impact on the respondent's attitudes to Council services and facilities. Respondents who are satisfied with Council's provision of information (n=178) tend to rate all facilities and services significantly higher than those who are dissatisfied with Council's provision of information (n=25).



## What could the Council do to make sure you get the information you need

The respondents who were not satisfied (scores 0 - 5) with the Council's provision of information (n= 101) were asked 'What could the Council do to make sure you get the information you need'

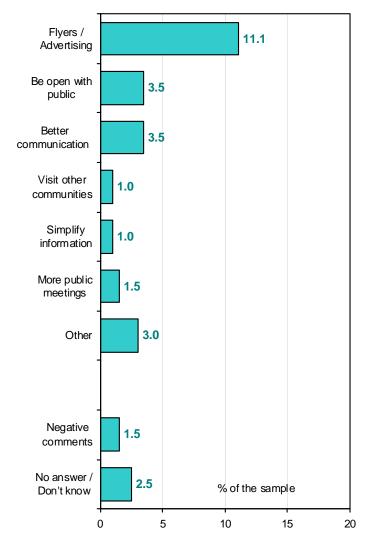
This was asked as an open question with the answers grouped together into similar themes for analysis purposes.

There was a range of comments offered by those who were less than satisfied with Council's provision of information.

The main comments included...

- Advertising or flyers mentioned by 11% of the total sample (45% of those who are less than satisfied)
- Being more open with the public (3.5% of the sample)
- Better communication, mentioned by 3.5% of the sample

There was a range of other comments.



(The full set of verbatim comments is included in the WDS ARS 2008 Verbatim Comments report)

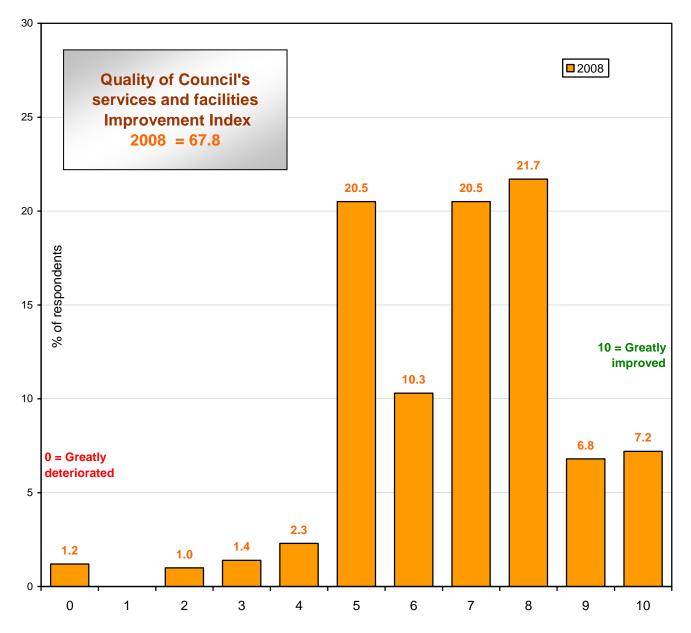
### **Quality of Council facilities and services**

Respondents were asked 'and using a 10 point scale where 0 = greatly deteriorated and 10 = greatly improved, overall how would you rate the quality of Council facilities and services in the past 12 months'.

Over half of the respondents, (56%) felt the quality of Council facilities and services had improved in the past year (Scores 7 – 10), although only 7% rated this with a score of 10 (greatly improved). Only fourteen respondents (3.6%) felt the quality had deteriorated (Scores 0 – 3) and only 5 respondents (1.2%) rated this with a score of 0 (greatly deteriorated). The Improvement Index is 67.8.

### It is important to note that an Improvement Index of 51 or more represents an improvement upon the previous year.

With the Index being well above 50 this year, this infers that the respondents believe the quality of Council facilities and services have improved from last year.



#### Quality Improvement by demographics

There was limited variation in proportion of those who felt the quality of Council facilities and services had improved in the past year by the demographic subgroups. The chart opposite compares these variables.

The variables that appear to have had the greatest impact on how the respondent rates whether the quality of Council facilities and services had improved in the past year are:

- Respondents from the Whakatane Ward appear more likely to think the quality had improved (QII 70.8) versus a QII score of 69.2 - 60.0 for those from the other Wards.
- Household income has a noticeable impact with those from the lowest income stream appearing most likely to think the quality had improved (QII 72.1).
- Respondents who rent appear more likely to think the quality had improved (QII 70.4) versus a QII score of 67.4 for those who live in their own home.
- Those who thought they received good value from their rates were significantly more likely to think the quality of facilities and services had improved (QII 75.8) versus 63.7 for those who thought the value of rates was neutral and 55.5 for those who thought the value of rates was poor.
- Those who did not own or operate their own business were more likely to think the quality of facilities and services had improved (QII 69.2) versus 64.6 for those who owned or operated their own business.

Total	405		67.8
Whakatane Ward	184		70.8
Ohope Ward	34		69.2
Edgecumbe / Tarawera	102		65.2
Taneatua / Waimana	46		68.2
Murupara / Galatea	39		60.0
Live in Town	243		69.4
Live in the Country	158		65.4
Live in both	4		66.7
Men	146		66.8
Women	259		68.8
Under 35 years	55		66.7
35 - 64 years	264		67.2
65+ years	80		71.6
00+ years	00		
Work full time	207		65.8
	72		70.9
Work part time	126		
Not working	120		70.4
Our home	331		67.4
Own home			67.4
Renting	68		70.4
L and then \$20,000	76		70.4
Less than \$30,000	76		72.1
\$30,000 to \$70,000	142		70.2
More than \$70,000	117		63.1
<b>.</b>	404		
Maori descent	104		70.0
European descent	280		67.0
New Zealander	11		66.1
Other	8		74.5
In Whakatane < 2 years	64		70.2
Lived 2 - 10 years	49		61.5
In Whakatane 10+ years	292		68.5
Own business	108		64.6
No business	296		69.2
Internet at home	308		66.6
At work only	14		75.2
No internet access	83		72.4
Pay rates	365		67.4
No rates	40		71.9
Rates poor value	62		55.5
Rates neither	136		63.7
Rates good value	145		75.8
	0	20 4	
	0	20 4	0 60 80

□ Index

# of respondents

100

Qual	ity Improvement by services	Total	405				67.8	
besid	ype of road the respondent lives e, and the type of water supply and ewater system at the respondent's	Residential sealed road	245				69.1	
home	, had limited impact on whether the	State highway	39			•	65.5	
facilit	ndent felt the quality of Council ies and services had improved in the /ear or not.	Country sealed road Country unsealed road	108 10			56.0	66.7	
The variables that appear to have had the greatest impact on how the respondent rates whether the quality of Council		Mains water supply network	310				69.2	
	es and services had improved in the	Tank water	24				66.8	
	/ear are:	Bore water	46			<b>60</b>	.4	
re lik	espondents who live beside sidential sealed roads appear more cely to think the quality had improved	Town Wastewater	258				69.6	
	QII 69.1) versus a QII score of 66.7 – 6.0 for those who lived on other types	Septic tank	132			6	4.8	
	roads.	Other	7				73.3	
w lik (C Q	hose who were on the Council's main ater supply network appear most cely to think the quality had improved QII 69.2 versus those on tank water II 66.8 or those on bore water QII	Applied for building consent No building consent	96 278				66.5 68.1	
73	3.3).	Applied for	73				68.9	
aı m	nose who were on the wastewater nd sewage pipeline network were ore likely to think the quality had nproved (QII 69.6) versus those who	resource consent No resource consent	297				67.2	
	ere on septic tanks (QII 64.8).	Applied for LIM	54			•	65.6	
th	nose who had had no contact with e Mayor or Councillors were more	No LIM applications	300				67.7	
	cely to think the quality had improved QII 70.9).versus those who had had	Contacted Council Staff	292				66.8	
Ċ	ontact with Mayor or Councillors (QII 2.5).	No contact	82				72.3	
		Contacted Mayor/Councillors	136			62	2.5	
		No contact	248				70.9	
		Contacted Community Board	81			6	3.2	
		No contact	297				69.1	
		Interested in meetings	129				65.6	
		Not interested	276				68.9	
		Improvement Index	0	20	40	60	80	100
		🗖 Inde	ex	# of re	sponden	its		

## Satisfaction with Quality Improvement by Attitudes

There are a number of other questions which appear to have a significant impact on overall satisfaction. The chart opposite compares these variables.

The variables that appear to have had the greatest impact on how the respondent rates whether the quality of Council facilities and services had improved in the past year are:

- Respondents who were satisfied with the overall performance of Council were significantly more likely to think the quality of facilities and services had improved (QII 72.9), versus 53.1 for the few who were dissatisfied with the overall performance of Council.
- Respondents who were satisfied with the overall performance of the Elected Members were significantly more likely to think the quality of facilities and services had improved (QII 75.3), versus 51.0 for those who were dissatisfied with the overall performance of the Elected Members
- Respondents who were satisfied with the overall performance of the Council Staff were significantly more likely to think the quality of facilities and services had improved (QII 70.1), versus 49.1 for those who were dissatisfied with the overall performance of the Council Staff.
- Those who were satisfied with the Council's provision of information (CSI Score 73.7) are significantly more satisfied with the overall performance of Council than those who were dissatisfied with the Council's provision of information (CSI Score 50.2).
- Those who were satisfied with the opportunities Council provides for community involvement in decision making (CSI Score 72.4) are significantly more satisfied with the overall performance of Council than those who were dissatisfied with the opportunities Council provides for community involvement in decision making (CSI Score 53.5).

Total	405		67.8
Dissatisfied Council Overall	17		53.1
Council Overall - Neutral	123		59.4
Satisfied with Council Overall	229		72.9
Dissatisfied Elected Members	32		51.0
Elected Members - Neutral	141		62.7
Satisfied Elected Members	166		75.3
Dissatisfied with Council Staff Overall	11	49.	
Council StaffOverall - Neutral	46		55.5
Satisfied with Council Staff Overall	229		70.1
Disactiofied Whek stone place to live	27	40	•
Dissatisfied Whakatane place to live	27	48.	Ч <u> </u>
Whakatane place to live - Neutral	135 237		62.9
Satisfied Whakatane place to live	231		72.9
Dissatisfied Provision of Info	25		50.2
Provision of Info - Neutral	149		63.7
Satisfied Provision of Info	178		73.7
Dissatisfied Opportunities Involvement	53		53.5
Opportunities for Involvement - Neutral	132		68.0
Satisfied Opportunities for Involvement	157		72.4
Dissatisfied easy to attend meetings	35		55.7
Easy to attend meetings - Neutral	33		71.2
Satisfied easy to attend meetings	41		73.4
Dissatisfied Council open and honest	90		57.5
Council open and honest - Neutral	167		67.6
Satisfied Council open and honest	98		77.3
Dissatisfied Council long term decisions	101		59.5
Council long term decisions - Neutral	177		67.3
Satisfied Council long term decisions	88		78.2
Dissatisfied Council support community	76		57.9
Council supporting community - Neutral	159		66.0
Satisfied Council supporting community	139		74.8
Improvement Index	0 2	0 40	) 60 80 100
□Inde	ex.	# c	of respondents

### Why felt Facilities and Services had not improved

Respondents were asked 'And using a 10 point scale where 0 = greatly deteriorated and 10 = greatly improved, overall how would you rate the quality of Council facilities and services in the past 12 months' The respondents who rated the above question at 5 or less were asked 'Why do you feel this way'.

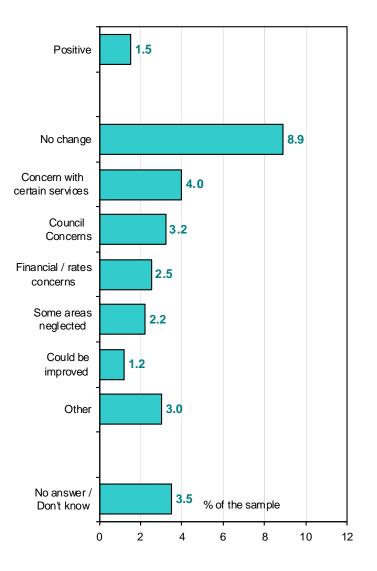
This question was asked as an open question with the answers grouped together for analysis purposes.

There was a wide range of comments offered by those who felt the quality of Council services and facilities had not improved.

The main suggestions included...

- No change, everything is much the same (8.9% of sample but 36% of those who felt things had not improved);
- Concern with specific services (4.0% of the sample);
- Concern with Council (3% of the sample);
- Rates or financial concerns (2.5%)
- Feeling their area was neglected (2%)

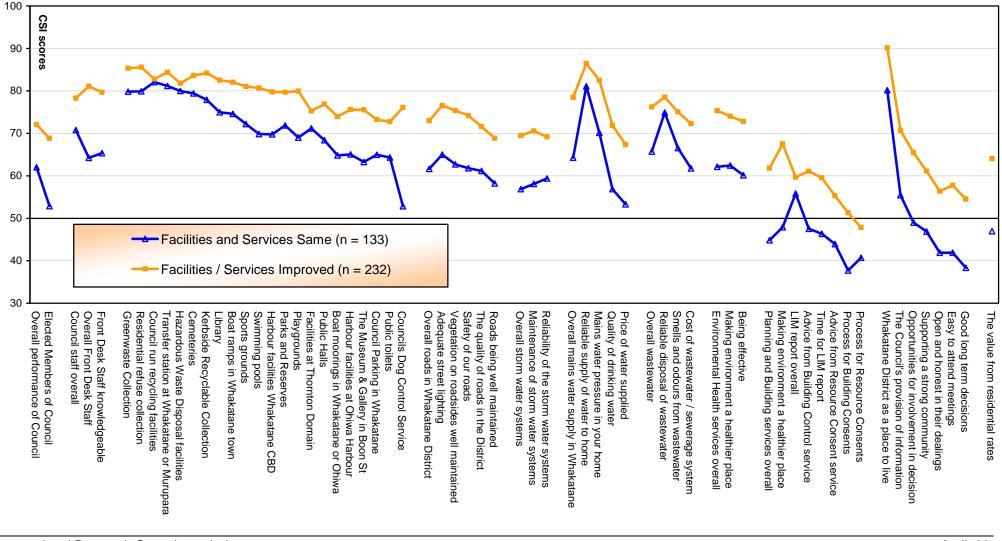
There was a range of other suggestions.



(The full set of verbatim comments is included in the WDS ARS 2008 Verbatim Comments report)

#### WDC Residents Perception Survey 2008

The chart compares the effect that the respondents rating for whether the facilities or services has improved or not on their satisfaction with all Council provided facilities and services. Since only 14 respondents felt that the facilities or services were worse than the previous year these are excluded from this analysis. The respondents who felt that the facilities or services had improved in the past 12 months (n = 232) rated all factors significantly higher than those who felt things has stayed the same (n = 133). Some of the largest differences are in the rating for rates, the opportunities for involvement in decision making, the provision of information, dog control and the Elected Members.



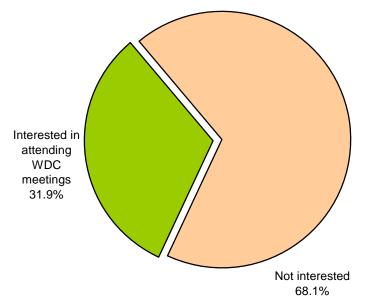
### **Democratic Process**

#### Interest in Attending Meetings

Respondents were asked 'are you interested in attending meetings held by Whakatane District Council'.

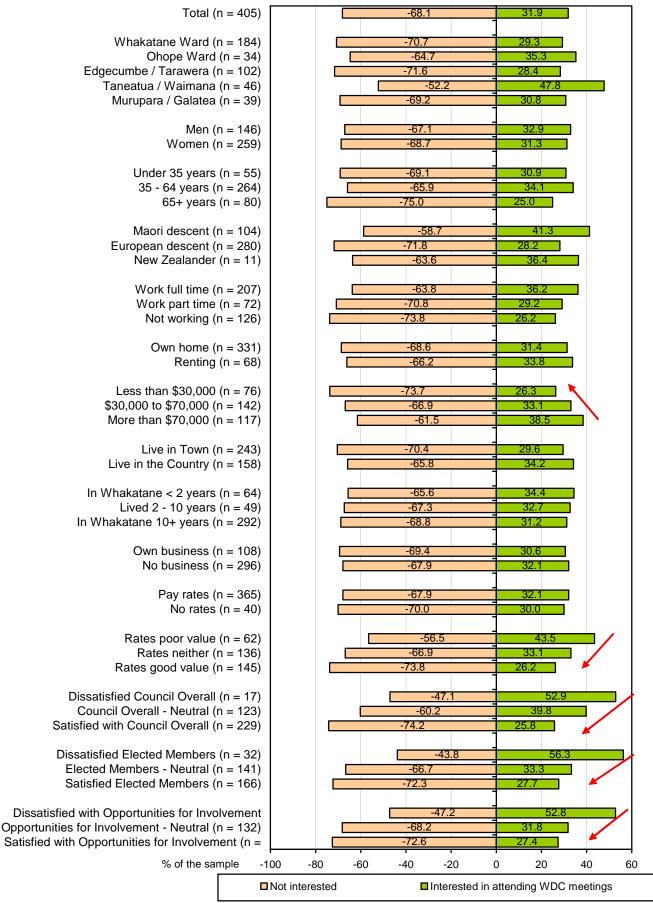
Only a third of the respondents (32%) were interested in attending meetings held by the Whakatane District Council.

Two thirds of the sample (68%) were not interested in attending meetings.



The chart over the page compares the proportion of the various subgroups of interest that were interested in attending meetings held by the Whakatane District Council. Respondents who were significantly **more likely** to be interested in attending meetings held by the Whakatane District Council include:

- Those with a household income over \$70,000 (39% of the sample) versus 26% for those with a household income under \$30,000
- Those from the Taneatua Waimana Ward (48%) versus 28% for those from the Edgecumbe Tarawera Ward
- Those of Maori descent (41%) versus 28% for those of European descent
- Respondents who thought they received poor value for their rates (44%) versus 26% for those who thought they got good value for their rates.
- Those who were dissatisfied with the overall performance of Council (53%) versus 26% for those who were satisfied with the overall performance of Council
- Those who were dissatisfied with the Elected Members (56%) versus 28% for those who were satisfied with the Elected Members
- Those who were dissatisfied with the opportunities Council provides for community involvement in decision making (53%) versus 27% for those who were satisfied with the opportunities Council provides for community involvement in decision making



#### Interest in attending meetings held by WDC by subgroup

#### Being easy to attend meetings held by the Whakatane District Council

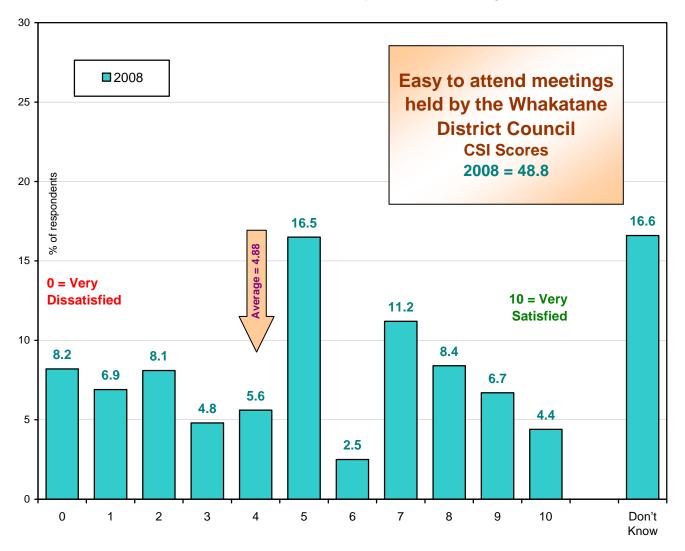
Respondents who were interested in attending meetings (n = 129) were then asked 'And using the scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with it being easy to attend meetings held by the Whakatane District Council?

A third of the respondents (31%) were satisfied with it being easy to attend meetings, (Scores 7 – 10). The mode was a score of 5 (17%) and only 11% rated this with a score of 9 or 10 (exceeded expectations).

A quarter of the respondents (25%) rated their satisfaction with a neutral score (Scores 4 - 6). Over a quarter of the respondents (28%) rated this with scores that reflect dissatisfaction (Scores 0 - 3).

The remaining 17% did not answer this question.

The CSI Score for it being easy for people to attend meetings was 48.8, which infers respondents have serious issues with the perceived ease which they can attend meetings.



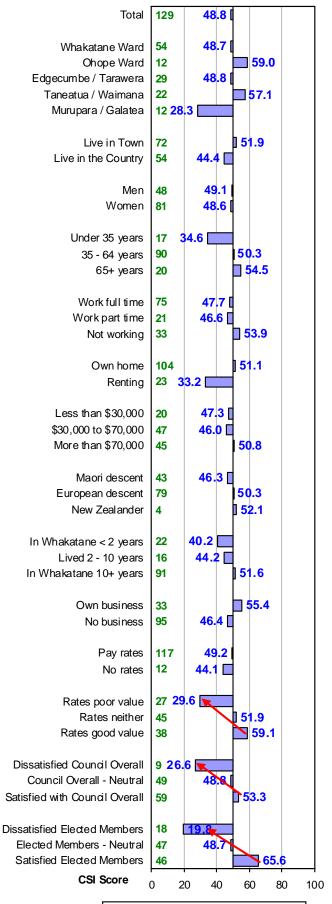
### Satisfaction with it being easy to attend meetings by demographics

There are a number of variables which appear to have a significant impact on satisfaction with Council services and facilities. The chart opposite compares these variables.

The analysis shows that most subgroups are not satisfied with it being easy to attend meetings held by the Whakatane District Council.

The variables that appear to have had the greatest impact on satisfaction with it being easy to attend meetings were:

- Those from the Murupara / Galatea Ward (CSI Score 28.3) are less satisfied than those from the other Wards
- Respondents aged over 65 (CSI Score 54.5) appear slightly more satisfied than those from other age groups.
- Those who are renting (CSI Score 33.2) are less satisfied than those who own their own home.
- Respondents who thought they received good value for their rates (CSI Score 59.1) were significantly more satisfied than those who thought they got poor value for their rates (CSI Score 29.6).
- Respondents who were satisfied with the overall performance of Council (CSI Score 53.3) were significantly more satisfied than those who were dissatisfied with the overall performance of Council (CSI Score 26.6).
- Respondents who were satisfied with the Elected Members (CSI Score 65.6) were significantly more satisfied than those who were dissatisfied with the Elected Members (CSI Score 19.8).



CSI Score # of respondents

#### Easy of Attending Meetings – Suggestions for Improvement

The respondents who were less than satisfied (scores 0 - 6) with it being easy to attend meetings held by the Whakatane District Council (n= 83) were asked 'What would make it easier for you to attend meetings held by the Whakatane District Council?'

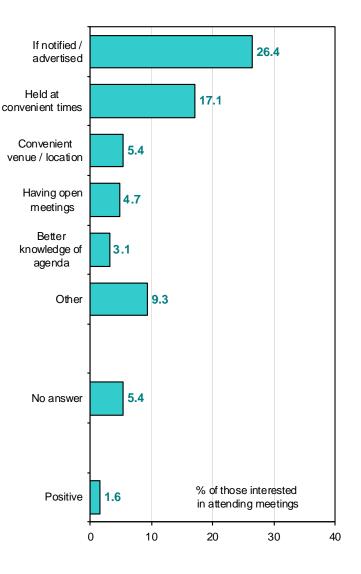
This was asked as an open question with the answers grouped together into similar themes for analysis purposes.

There was a range of comments offered by those who were less than satisfied with it being easy to attend meetings held by the Whakatane District Council.

The main suggestions included...

- Notifying people or advertising meetings (26% of those interested in attending meetings);
- Holding meetings at convenient times (17% of those interested in attending meetings);
- Holding meetings in convenient locations (5%);
- Having open meetings (5%)

There was also a range of other suggestions.

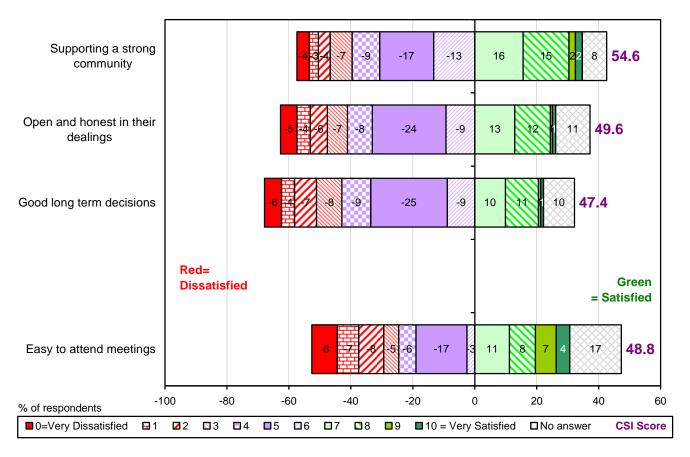


(The full set of verbatim comments is included in the WDS ARS 2008 Verbatim Comments report)

### Satisfaction with General aspects of the Council

The respondents were read out three different statements and for each they were asked how satisfied they were using the scale where 0 is very dissatisfied to 10 being very satisfied. The respondents who were interested in attending Council meetings (n = 129) were asked to rate how easy it was to attend meetings.

Only a minority are satisfied (scores 7 – 10) with each of these statements. This ranges from just 22% being satisfied with the factor '*The Council making good long term decisions*' up to 35% who were satisfied with the factor '*The Council supporting a strong community*'. Conversely, a significant proportion of respondents were dissatisfied with each factor (scores 0 – 3). This ranged from 18% for the factor '*The Council supporting a strong community*' up to 28% for the factor '*Being easy to attend meetings held by the Whakatane District Council*'. A significant proportion of respondents (25% - 43%) rated each factor as neutral (scores 4 – 6).

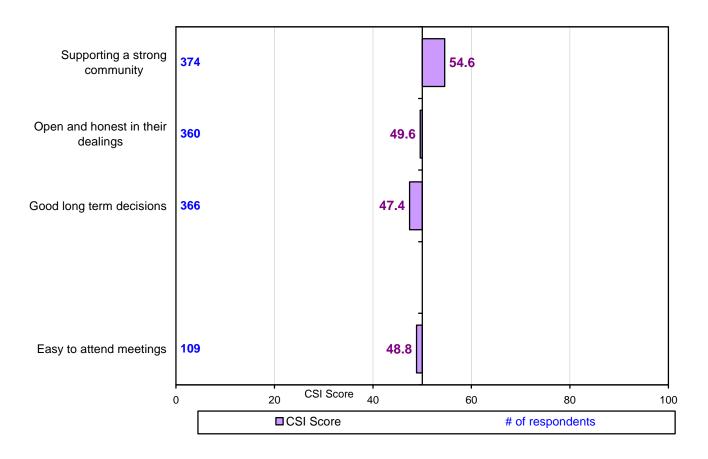


The CSI Scores for all factors are very low, which infers that respondents have some serious issues with these. The CSI scores range from 54.6 for the factor '*The Council supporting a strong community*' down to a CSI score of 47.4 for the factor '*The Council making good long term decisions*'.

### **General Factors - CSI Scores by factor**

CSI scores, (a weighted score across the satisfaction scale) are used to reflect respondent satisfaction with the various facilities and services provided by Council.

The CSI Scores for all factors are very low, which infers that respondents have some serious issues with these. The CSI scores range from 54.6 for the factor '*The Council supporting a strong community*' down to a CSI score of 47.4 for the factor '*The Council making good long term decisions*'.

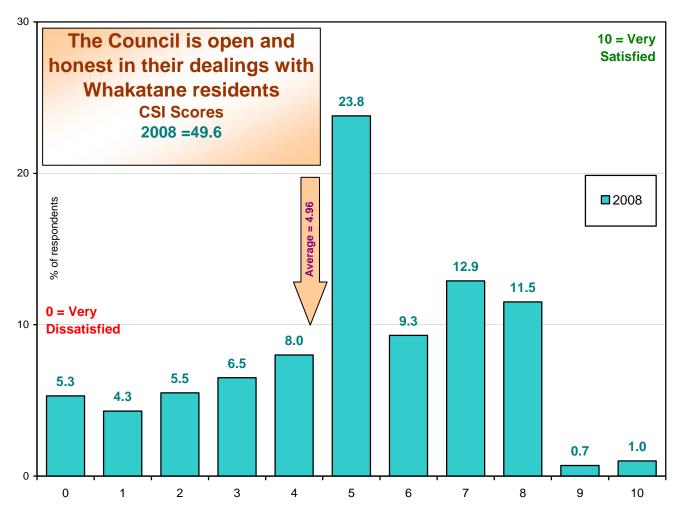


#### The Council is open and honest in their dealings with Whakatane residents

Respondents were asked, 'Thinking about the Whakatane District Council and using the scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with the Council being open and honest in their dealings with Whakatane residents?'

A quarter of the respondents (26%) were satisfied with 'The Council being open and honest in their dealings with Whakatane residents' (Scores 7 – 10). The mode was a score of 5 (24%) and only 7 respondents (1.7%) rated this with a score of 9 or 10 (exceeded expectations). Two fifths of the respondents (41%) were neutral (Scores 4 – 6). A fifth of the respondents (22%) were dissatisfied with 'The Council being open and honest in their dealings with Whakatane residents' (Scores 0 – 3).

The CSI Score for 'The Council being open and honest in their dealings with Whakatane residents' is 49.6. This shows that respondents have serious issues with this statement.



#### Satisfaction with 'The Council being open and honest in their dealings with Whakatane residents' by demographics

There are a number of variables which appear to have a significant impact on the level of satisfaction. The chart opposite compares these variables.

Most of subgroups rate the Council being open and honest in their dealings with Whakatane residents with scores that infer they have some issues.

The variables that appear to have had the greatest impact on the level of satisfaction with the Council being open and honest in their dealings with Whakatane residents were:

- Respondents who thought they received good value for their rates (CSI Score 57.1) were significantly more satisfied than those who thought they got poor value for their rates (CSI Score 28.6).
- Those from the Whakatane and Ohope Wards are the least likely to be dissatisfied with this statement and this reflects in a higher CSI Score (CSI Score 51.9 and 50.9 respectively).
- Those who live in town (CSI Score 50.7) appear more satisfied than those who live in the Country (CSI Score 48.0).
- Those who were satisfied with Whakatane as a place to live (CSI Score 53.4) are significantly more satisfied than those who were dissatisfied with Whakatane as a place to live (CSI Score 26.4)
- Those who were satisfied with the overall performance of Council (CSI Score 57.0) are significantly more satisfied than those who were dissatisfied with the overall performance of Council (CSI score 22.2).
- Those who were satisfied with the Elected Members (CSI Score 61.6) are significantly more satisfied than those who were dissatisfied with the Elected Members (CSI score 21.2).
- Those who were satisfied with the opportunities Council provide for community involvement in decision making (CSI Score 59.2) are significantly more satisfied than those who are dissatisfied with the opportunities Council provide for community involvement (CSI score 23.2).

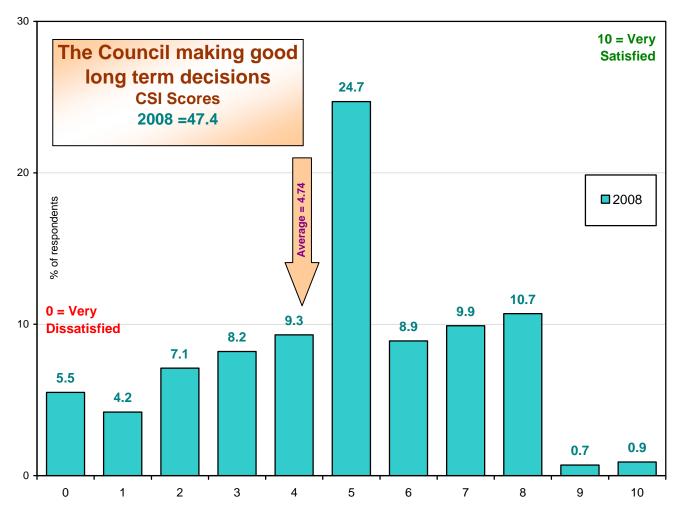
Total	405	49.6		
TOTAL	405	49.0		
Whakatane Ward	184		51.9	
Ohope Ward Edgecumbe / Tarawera	34 102	46.6	50.9	
Taneatua / Waimana	46	40.0		
Murupara / Galatea	39	46.1		
Live in Town	243		50.7	
Live in the Country	158	48.0		
Men	4.40	40.21		
Women	146 259	48.3	50.8	
	200		50.0	
Under 35 years	55		52.0	
35 - 64 years	264	48.4		
65+ years	80		52.3	
	00-			
Work full time	207	49.0	50.4	
Work part time Not working	72 126		50.4 50.3	
tet tething	120		30.3	
Ownhome	331	48.1		
Renting	68		57.3	
Less than \$30,000	76		50.6	
\$30,000 to \$70,000 More than \$70,000	142 117	44.3	52.6	
	'''	44.5		
Maori des cent	104	43.1		
European descent	280		51.8	
In Whakatane < 2 years	64		56.9	
Lived 2 - 10 years In Whakatane 10+ years	49 292	47.5 [	52.8	
in whatathe for years	292	47.5[		
Ownbusiness	108	46.4		
Nobusiness	296		50.9	
Dissatisfied Whakatane place to live	27 <b>26</b> .			
Whakatane place to live - Neutral Satisfied Whakatane place to live	135	47.6	1_	
	237		53.4	
Pay rates	365	48.7		
No rates	40		59.1	
	_			
Rates poor value	62 28			
Rates neither	136	47.4 [	57.1	
Rates good value	145		<u>57.1</u>	
Dissatisfied Council Overall	17	22.2		
Council Overall - Neutral	123	39.2		
Satisfied with Council Overall	229		57.0	
Dissatisfied Elected Members	32	21.2		
Elected Members - Neutral Satisfied Elected Members	141 166	41.6	61.6	
	100			
Dissatisfied Opportunities Involvement	53	23.2		
Opportunities for Involvement - Neutral	132	48.5		
Satisfied Opportunities for Involvement	157		59.2	
CSI Score	0 2	0 40	60 80	100
	CSI Scor	e	# of responder	nts
		-	. st. coperide	

#### The Council making good long term decisions

Respondents were asked, 'Thinking about the Whakatane District Council and using the scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with The Council making good long term decisions?'

A fifth of the respondents (22%) were satisfied with 'The Council making good long term decisions' (Scores 7 – 10). The mode was a score of 5 (25%) and only 7 respondents (1.6%) rated this with a score of 9 or 10 (exceeded expectations). Two fifths of the respondents (43%) were neutral (Scores 4 – 6). A quarter of the respondents (25%) were dissatisfied with 'The Council making good long term decisions' (Scores 0 – 3).

The CSI Score for 'The Council making good long term decisions' is 47.4. This shows that respondents have serious issues with this statement.



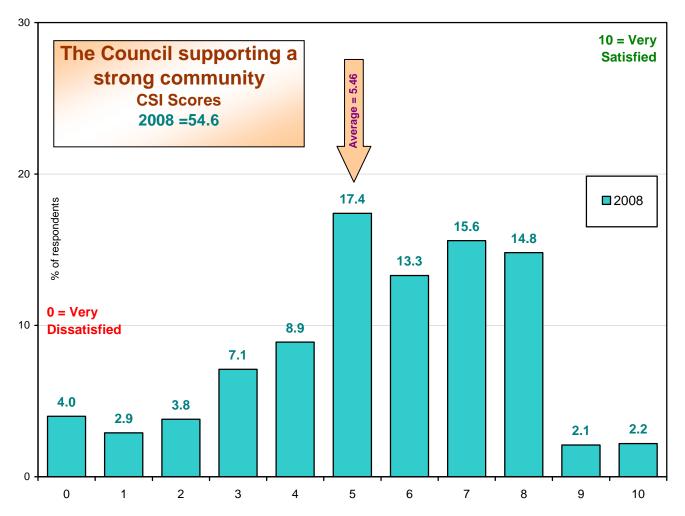
#### Satisfaction with 'The Council making Total 405 47.4 good long term decisions' by demographics Whakatane Ward 184 48.2 Ohope Ward 34 51.9 There are a number of variables which Edgecumbe / Tarawera 102 45.9 appear to have a significant impact on the Taneatua / Waimana 48.8 46 level of satisfaction. The chart opposite Murupara / Galatea 39 43.2 🔳 compares these variables. Live in Town 243 48.1 Most of the subgroups rate the Council Live in the Country 158 46.6 making good long term decisions with 146 45.7 Men scores that infer they have some issues. Women 259 49.0 The variables that appear to have had the Under 35 years 55 50.5 greatest impact on the level of satisfaction 46.8 35 - 64 years 264 with the Council making good long term 47.0 65+ years 80 decisions were: Work full time 207 46.6 Respondents who thought they received 72 Work part time 47.8 good value for their rates (CSI Score 56.2) Not working 126 49.0 were significantly more satisfied than those who thought they got poor value for Own home 331 45.9 their rates (CSI Score 27.8). Renting 68 56.2 Those from the Ohope Ward are the least Less than \$30.000 76 50.0 likely to be dissatisfied with this statement \$30,000 to \$70,000 142 50.2 and this reflects in a higher CSI Score More than \$70,000 117 42.3 (CSI Score 51.9). Maori descent 104 43.8 🔳 Those aged under 35 years (CSI Score European descent 48.6 280 50.5) appear more satisfied than those in the older age brackets. In Whakatane < 2 years 64 55.8 Ratepayers (CSI Score 46.6) appear less Lived 2 - 10 years 49 51.9 In Whakatane 10+ years 292 45.1 satisfied than those who don't pay rates (CSI Score 54.9). 108 43.1 Own business Those who were satisfied with Whakatane No business 296 49.2 as a place to live (CSI Score 51.3) are significantly more satisfied than those who Dissatisfied Whakatane place to live 2724.7 [ 45.3 Whakatane place to live - Neutral 135 were dissatisfied with Whakatane as a Satisfied Whakatane place to live 237 51.3 place to live (CSI Score 24.7) Those who were satisfied with the overall 46.6 Pay rates 365 performance of Council (CSI Score 54.5) No rates 40 54.9 are significantly more satisfied than those who were dissatisfied with the overall Rates poor value 62 **27.8** 44.1 Rates neither 136 performance of Council (CSI score 16.0). Rates good value 145 56.2 Those who were satisfied with the Elected Members (CSI Score 60.5) are **Dissatisfied Council Overall** 17 16.0 significantly more satisfied than those who Council Overall - Neutral 123 36.7 Satisfied with Council Overall were dissatisfied with the Elected 229 54.5 Members (CSI score 17.5). **Dissatisfied Elected Members** 32 17.5 Those who were satisfied with the Elected Members - Neutral 141 39.2 opportunities Council provide for Satisfied Elected Members 166 60.5 community involvement in decision 53 making (CSI Score 57.3) are significantly **Dissatisfied Opportunities Involvement** 21.3 132 Opportunities for Involvement - Neutral 45.5 more satisfied than those who are Satisfied Opportunities for Involvement 157 57.3 dissatisfied with the opportunities Council provide for community involvement (CSI CSI Score 0 20 40 60 80 100 score 21.3). CSI Score # of respondents

#### The Council supporting a strong community

Respondents were asked, 'Thinking about the Whakatane District Council and using the scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with The Council supporting a strong community?'

A third of the respondents (35%) were satisfied with 'The Council supporting a strong community' (Scores 7 – 10). The mode was a score of 5 (17%) and only 18 respondents (4%) rated this with a score of 9 or 10 (exceeded expectations). One fifth of the respondents (40%) were neutral (Scores 4 – 6). A fifth of the respondents (18%) were dissatisfied with 'The Council supporting a strong community' (Scores 0 – 3).

The CSI Score for 'The Council supporting a strong community' is 54.6. This shows that respondents have serious issues with this statement.



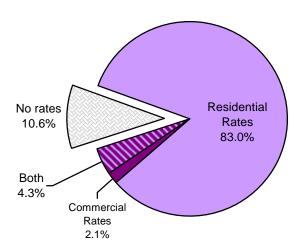
su	tisfaction with 'The Council pporting a strong community' by	Total	405		54.6	
ae	mographics	Whakatane Ward	184		58.8	
Th	ere are a number of variables which	Ohope Ward	34		56.7	
	pear to have a significant impact on the	Edgecumbe / Tarawera Taneatua / Waimana	102		51.1	
			46 39	42.8	55.1	
	el of satisfaction. The chart opposite	Murupara / Galatea	39	42.0		
COI	mpares these variables.	Live in Town	243		56.2	
Mc	est of subgroups rate the Council	Live in the Country	158		52.2	
	0	Live in the Country	130		JZ.Z	
	oporting a strong community with	Men	146		53.9	
SCO	pres that infer they have some issues.	Women	259		55.2	
Th	e variables that appear to have had the	Weinen	255		<b>J J J J J J J J J J</b>	
		Under 35 years	55		53.8	
-	eatest impact on the level of satisfaction	35 - 64 years	264		54.0	
	h the Council supporting a strong	65+ years	80		58.8	
COI	mmunity were:				00.0	
-	Deependente whether what the surgestive of	Work full time	207		52.6	
•	Respondents who thought they received	Work part time	72		57.9	
	good value for their rates (CSI Score 63.3)	Not working	126		57.0	
	were significantly more satisfied than		1			
	those who thought they got poor value for	Own home	331		53.2	
	their rates (CSI Score 31.9).	Renting	68		61.0	
	Those from the Murupers / Colotes Mard		1			
•	Those from the Murupara / Galatea Ward	Less than \$30,000	76		53.8	
	are the most likely to be dissatisfied with	\$30,000 to \$70,000	142		57.8	
	this statement and this reflects in a lower	More than \$70,000	117		50.2	
	CSI Score (CSI Score 42.8).	• • • • • • • • • • • • • • • • • • • •				
•	Those who are renting (CSI Score 61.0)	Maori descent	104		51.5	
•		European descent	280		56.0	
	appear more satisfied than homeowners.					
•	Ratepayers (CSI Score 53.3) appear less	In Whakatane < 2 years	64		58.0	
	satisfied than those who don't pay rates	Lived 2 - 10 years	49		53.3	
	(CSI Score 65.5).	In Whakatane 10+ years	292		54.1	
٠	Those who were satisfied with Whakatane	Own business	108		51.4	
	as a place to live (CSI Score 58.8) are	No business	296		<b>55.9</b>	
	significantly more satisfied than those who					
	were dissatisfied with Whakatane as a	Dissatisfied Whakatane place to live	27	33.7 🚞		
	place to live (CSI Score 33.7)	Whakatane place to live - Neutral	135		51.1	
	,	Satisfied Whakatane place to live	237		58.8	
•	Those who were satisfied with the overall		1			
	performance of Council (CSI Score 62.3)	Pay rates	365		<b>53.3</b>	
	are significantly more satisfied than those	No rates	40		65.5	
	who were dissatisfied with the overall					
	performance of Council (CSI score 23.2).	Rates poor value	62	31.9 🕅		
		Rates neither	136		50.7	
•	Those who were satisfied with the Elected	Rates good value	145		63.3	
	Members (CSI Score 66.2) are					
	significantly more satisfied than those who	Dissatisfied Council Overall	17	23.2		
	were dissatisfied with the Elected	Council Overall - Neutral	123	43.4		
	Members (CSI score 25.1).	Satisfied with Council Overall	229		62.3	
-	Those who were satisfied with the		000			
•		Dissatisfied Elected Members	322			
	opportunities Council provide for	Elected Members - Neutral	141	48.		
	community involvement in decision	Satisfied Elected Members	166		66.2	
	making (CSI Score 63.1) are significantly		6			
	more satisfied than those who are	Dissatisfied Opportunities Involvement	53	33.3 💻		
	dissatisfied with the opportunities Council	Opportunities for Involvement - Neutral	132		51.8	
	provide for community involvement (CSI	Satisfied Opportunities for Involvement	157		63.1	
	score 33.3).	CSI Score	0	20 40	60 80	100
			CSI So	core	# of respondent	s
			20,00			-

### Payment of Rates to Council

Respondents were asked if they paid residential or commercial rates to the Whakatane District Council.

The vast majority of the respondents (87%) said they paid residential rates, including 4% who paid both residential and commercial rates. Eight respondents (2.1%) paid only commercial rates.

A ninth of the sample (11%) said they did not pay rates.

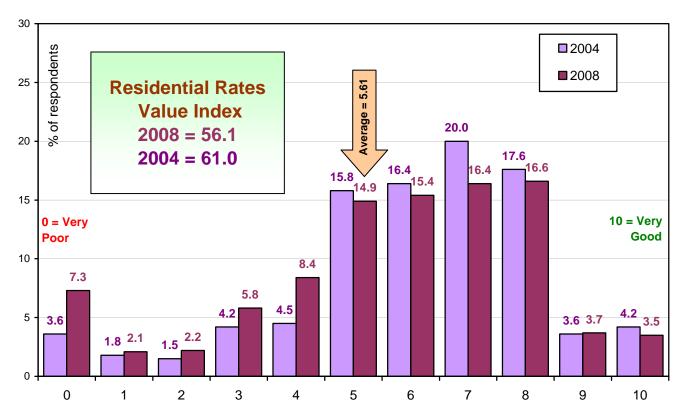


### Value from Residential Rates

Those that did pay residential rates were then asked 'thinking now about all Council provided services and facilities, and using a 10 point scale where 0 = very poor and 10 = very good, overall, what value do you think you get from residential rates?"

Over a third (40%) of the respondents who paid residential rates (n = 357) thought they received good value for their residential rates (Scores 7 – 10), but only 7% rated the value for money with a score of 9 or 10. The mode was a score of 8, versus 7 in 2004.

A fifth of those who paid residential rates (18%) thought they received poor value (Scores 0 - 3) while a third (39%) rated the value of residential rates as neutral (Scores 4 - 6). The Value Index is 56.1, which infers on average, respondents think they get neither good nor poor value from their rates. The Value Index is down 4.9 points from 2004 when the index was 61.0.

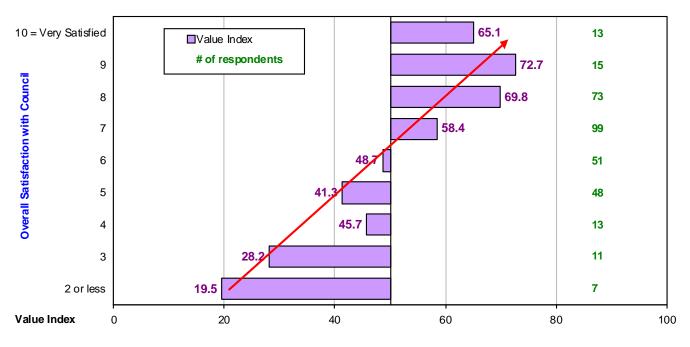


Va	lue from Botos by domographics	Tota	al		56.1	357
	lue from Rates by demographics					
	e variables that appear to have the	Whakatane War	d		63.2	165
	eatest impact on satisfaction with the lue from rates were:	Ohope Ware	d		60.6	32
va		Edgecumbe / Tarawera	а	47.5		90
•	Those from the Whakatane Ward (Value Index 63.2) and Ohope Ward (Value Index	Taneatua / Waimana	а	47.3		37
	60.6) rate the value from rates	Murupara / Galatea	a		51.3	33
	significantly higher than those from the					
	other Wards.	Live in Tow	n		62.2	217
٠	Those who live in the Town (Value Index	Live in the Country	у	45.9		136
	62.2) rate the value from rates significantly					
	higher than those who live in the Country (Value Index 45.9)	Me	n		56.5	130
	· ·	Wome	n		55.7	227
•	Respondents who were satisfied with Council overall (Value Index 63.9) rate the					
	value from rates significantly higher than	Under 35 years			55.0	40
	those who were dissatisfied with Council	35 - 64 year			54.0	239
	overall (Value Index 26.4). This raises the question is it value for rates that drives	65+ year	S		65.0	72
	satisfaction with Council or is it					
	satisfaction with Council that drives value	Work full time	-		53.2	189
	for rates.	Work part time			61.5 59.6	61 107
٠	In a similar vein, respondents who were	Not working	g		59.0	107
	satisfied with the Elected Members overall (Value Index 66.6) rate the value from	Own home	e		55.6	317
	rates significantly higher than those who	Renting	-		65.2	37
	were dissatisfied with the Elected		5			
	Members overall (Value Index 26.9).	Less than \$30,00	0		65.8	66
٠	Those aged over 65 (Value Index 65.0)	\$30,000 to \$70,000	0		56.6	120
	rate the value from rates significantly	More than \$70,00	0		52.1	108
	higher than those in the other age brackets.					
		Maori descen	nt	(48.7)		91
•	Those with a household income under \$30,000 (Value Index 65.8) rate the value	European descen	nt		58.6	249
	from rates significantly higher than those					
	in the higher income brackets.	In Whakatane < 2 years	s		61.3	47
٠	Those in full time paid employment (Value	Lived 2 - 10 years	s		59.5	45
	Index 53.2) rate the value from rates lower	In Whakatane 10+ year	S		54.5	265
	than those working part time or those not in paid employment.	<b>a</b> · · ·				
		Own busines			55.1	94
•	Those renting (Value Index 65.2) rate the value from rates significantly higher than	No busines	s		56.6	262
	homeowners.	Dissatisfied Council Overa		4		17
•	Those of European descent (Value Index	Council Overall - Neutra		45.4		112
-	58.6) rate the value from rates significantly	Satisfied with Council Overa			63.9	200
	higher than those of Maori descent.	Salonoa man Countin Overa				
•	Those who have lived in Whakatane for	Dissatisfied Elected Member	s <b>26</b>	.9		30
	more than 10 years (Value Index 54.5)	Elected Members - Neutra			51.1	129
	rate the value from rates lower than those who have lived in Whakatane for less than	Satisfied Elected Member	s		66.6	141
	10 years.	Value Index	0 2	20 40	60 80	<b>—</b> — <b>I</b> 100
	-	Г	□ Value		# of respon	

Val	ue from Rates by Services	Total			56.1	357
sig	e services the respondent gets has a nificant impact on the perceived value	Residential sealed road			61.0	222
	m rates. However, it is important to the that all the scores are low, inferring	State highway			50.5	34
tha	at all respondents, even those in town,	Country sealed road		45.4		93
na rat	ve some issues with the value from es	Country unsealed road			68.3	5
gre	e variables that appear to have had the atest impact on satisfaction with the ue from rates were:	Mains water supply network			59.5	284
•	Those who live on sealed country roads	Tank water		48.5	5	21
	(Value Index 45.4) and those who live on State Highways (Value Index 50.5) are significantly less satisfied with the value	Bore water		41.3		34
	from rates than those who live on sealed	Town Wastewater			61.3	233
	residential roads (Value Index 61.0) or unsealed country roads (Value Index 68.3)	Septic tank		44.6		112
	Those on the mains water supply network (Value Index 59.5) are significantly more	Other			62.6	7
	satisfied with the value from rates than those on tank water only (Value Index	Applied for building consent			53.9	90
	48.5) or bore water (Value Index 41.3).	No building consent			57.4	240
	Those on septic tank (Value Index 44.6) are significantly less satisfied with the					
	value from rates than those on the wastewater and sewerage pipeline	Applied for resource consent			57.4	64
	network (Value Index 61.3).	No resource consent			56.1	262
	Those who applied for a building consent (Value Index 53.9) appear less satisfied	Applied for LIM			55.0	51
	with the value from rates than those who did not apply for a building consent (Value Index 57.4).	No LIM applications			57.2	263
	Those who were interested in attending meetings held by the Whakatane District	Contacted Council Staff			55.7	262
	Council (Value Index 52.1) appear less satisfied with the value from rates than those who were not interested in attending	No contact			56.6	64
	meetings (Value Index 57.9).	Contacted Mayor/Councillors			55.8	118
		No contact			56.8	220
		Contacted Community Board			55.8	74
		No contact			57.1	258
		Interested in meetings			52.1	115
		Not interested			57.9	242
		Value Index 0	20	) 40	60 8	0 100
			∎Val	lue Index	# of resp	ondents

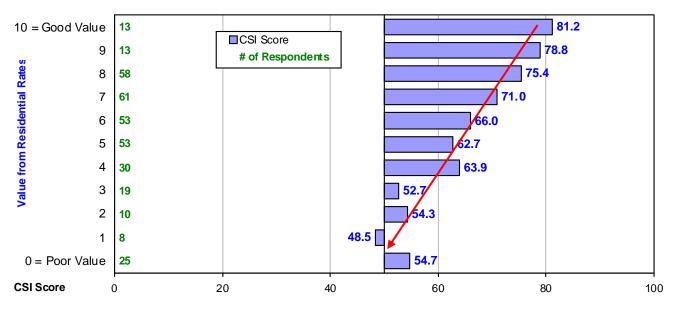
#### Value from Rates by Overall Satisfaction

The following chart shows there is a direct relationship between value for rates and satisfaction with the overall performance of Council. Those who rated the overall performance of Council with a score of 10 (Very Satisfied; n = 13) rate the value from rates with a Value index of 65.1. Conversely, those who rate the overall performance of Council with a score of 2 or less (Very dissatisfied; n = 7) rate the value from rates with a Value index of just 19.5. It appears the more satisfied the respondent is with the overall performance of Council, the higher the perceived value from rates.



#### **Overall Satisfaction by Value from Rates**

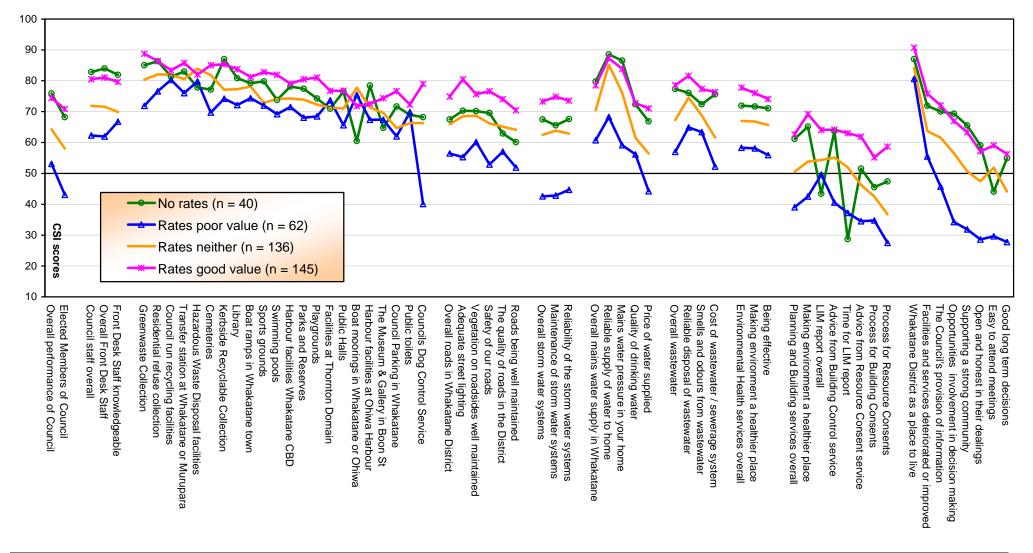
The following chart shows there is also a direct relationship between satisfaction with the overall performance of Council and Value for Rates. Those who rated the Value from Rates with a score of 10 (Good Value; n = 13) rate the overall performance of Council with a CSI Score of 81.2. Conversely, those who rate the Value from Rates with a score of 0 (Poor Value; n = 25) rate the overall performance of Council with a CSI Score of just 54.7. It appears the higher the perceived value from rates, the more satisfied the respondent is with the overall performance of Council.



This raises the question is it value from rates that is driving satisfaction or satisfaction that is driving the percieved value. The analysis infers that both situations are affecting the results.

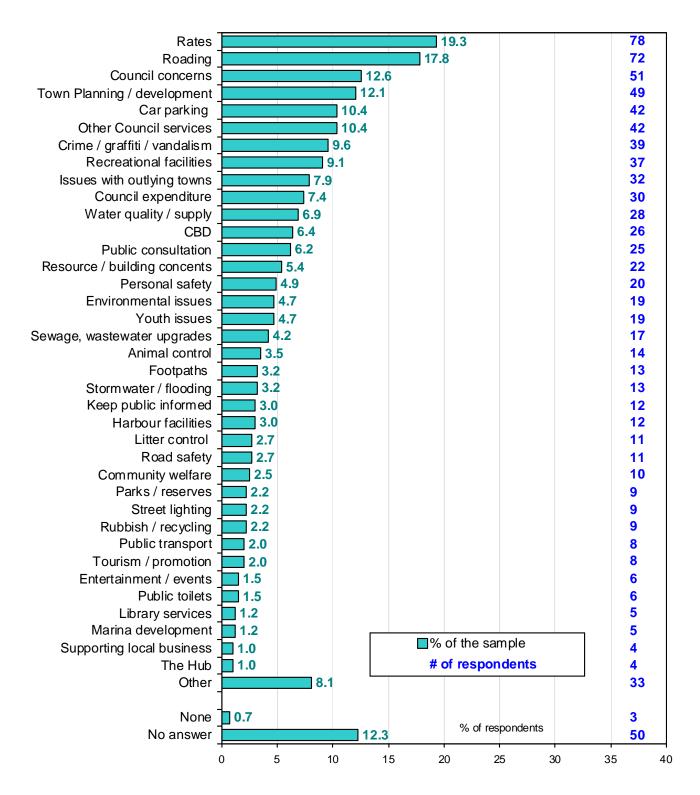
#### WDC Residents Perception Survey 2008

The chart compares the effect that satisfaction with the value for residential rates has on the respondents' satisfaction with all Council provided facilities and services. The perceived value of rates has a significant impact on the respondent's attitudes to Council services and facilities. Respondents who do not pay rates or who think they get good value from their rates tend to rate all facilities and services higher than those who don't think they get good value from rates (n=86) appear to be more concerned with some of the basic infrastructure problems (e.g. stormwater, roads, water, and wastewater) and also the general Council factors (like the provision of information and ease of attending meetings).



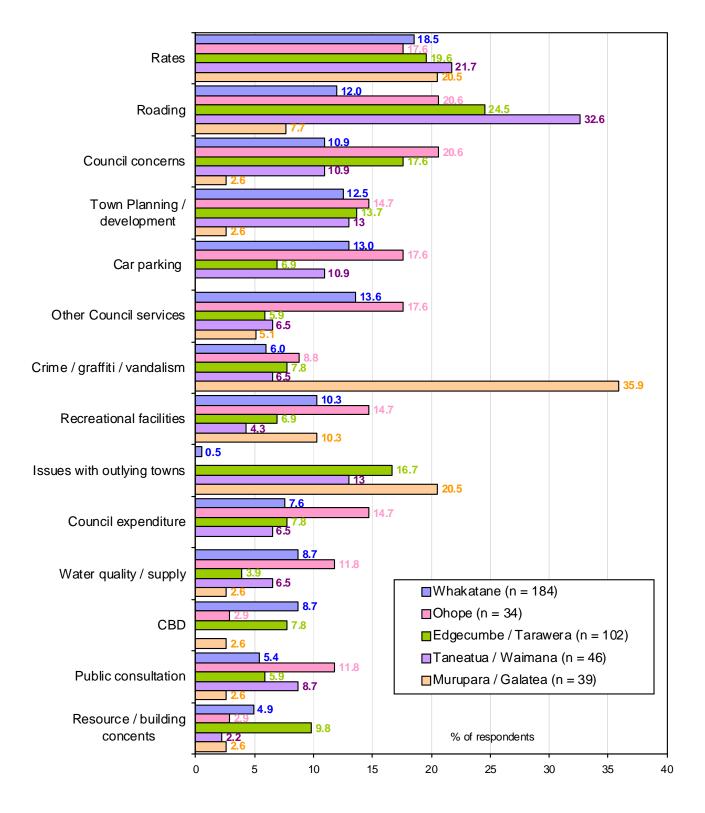
### Most important issues Council should be looking at

Respondents were asked '*what, in your opinion, are the three main issues that Council should be looking at?*' This question was asked as an open question with the answers grouped together for analysis purposes. There was a range of responses with the main comments covering rates concerns (19%) then roading issues (18%). These were followed with Council concerns (12%), town planning issues (12%), concerns with the car parking (10%), concerns with Council Services (10%) and crime (10%). There was also a wide range of other issues mentioned by small numbers of respondents.

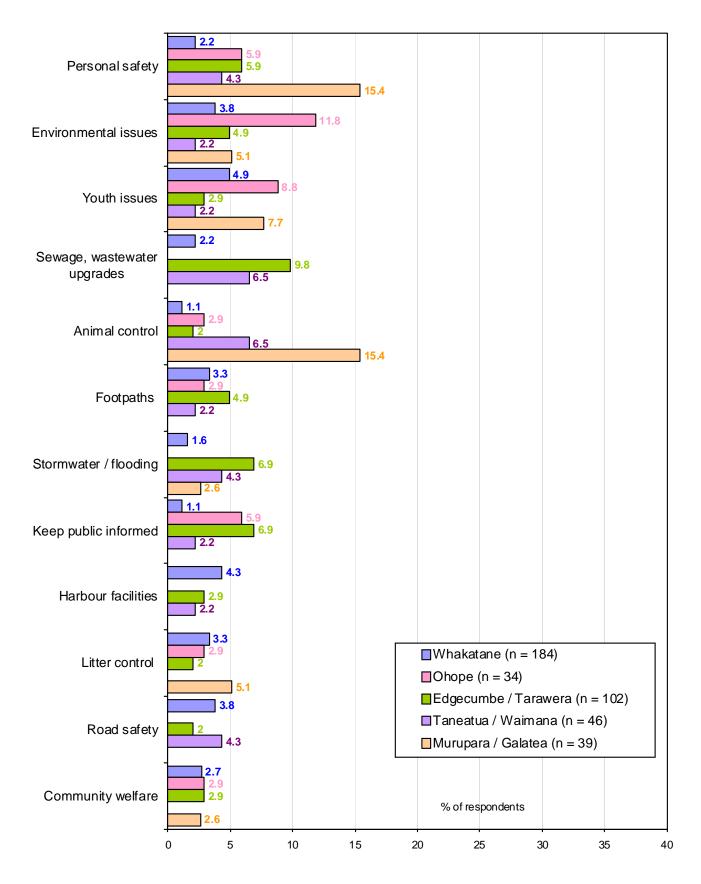


#### Most important issues Council should be looking at by Ward

Respondents were asked '*what, in your opinion, are the three main issues that Council should be looking at?*' The following three charts compare the main issues by Ward. Rates is an issue with close to a fifth of the respondents from each Ward. Roading appears a much bigger issue for Taneatua / Waimana (33%) versus 12% for Whakatane and 8% for Murupara / Galatea. Crime is a much bigger issue for Murupara / Galatea (36%) versus 6% to 9% for the other Wards. As would be expected, the issues with the outlying towns does not impact Whakatane or Ohope.

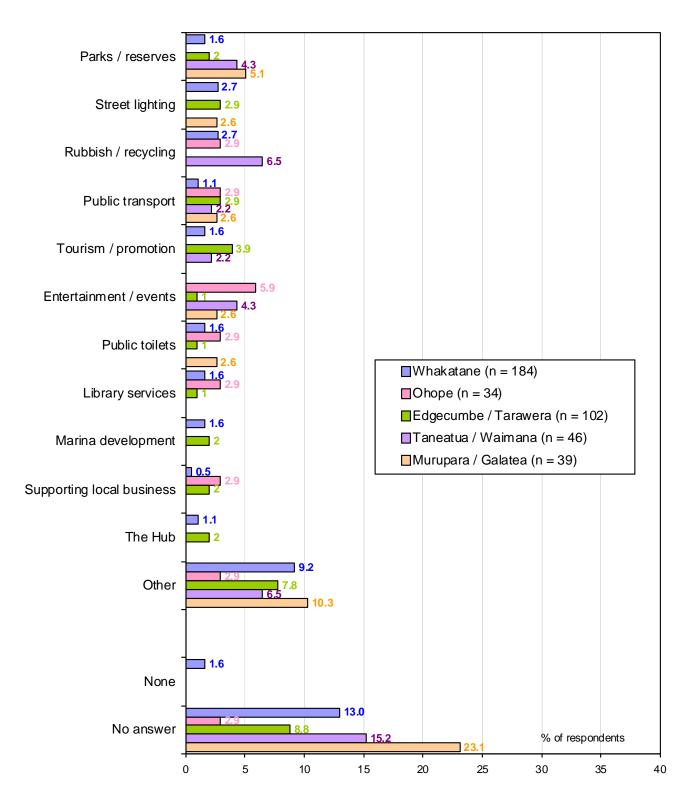


Personal Safety (15%) and animal control (15%) appear a much bigger issue for Murupara / Galatea. The sewerage / wastewater upgrades are a bigger issue for those from Edgecumbe / Tarawera (10%) and also Taneatua / Waimana (7%) but this is not an issue in the other Wards. Stormwater or flooding is a bigger issue for those from Edgecumbe / Tarawera (7%) and also Taneatua / Waimana (4%).



Only small numbers of respondents mentioned some issues and it is not possible to tell if these are localised issues or not. It looks like rubbish or recycling is a slightly bigger issue for Taneatua / Waimana (7%)

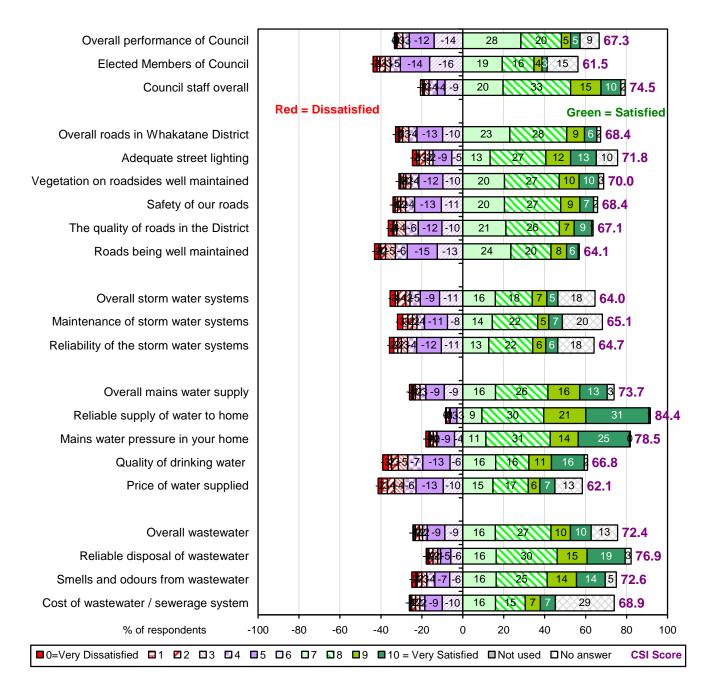
It appears that a higher proportion of respondents from Murupara / Galatea did not answer this question (23%) versus 3% for Ohope and 9% to 15% for those from other Wards. This could infer that a higher proportion of those from Murupara / Galatea do not have any major issues



# Satisfaction with Council Core Services and Facilities

The respondents were asked 'I'm going to read out a number of aspects relating to the various services and facilities and using the scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with <factor>?'

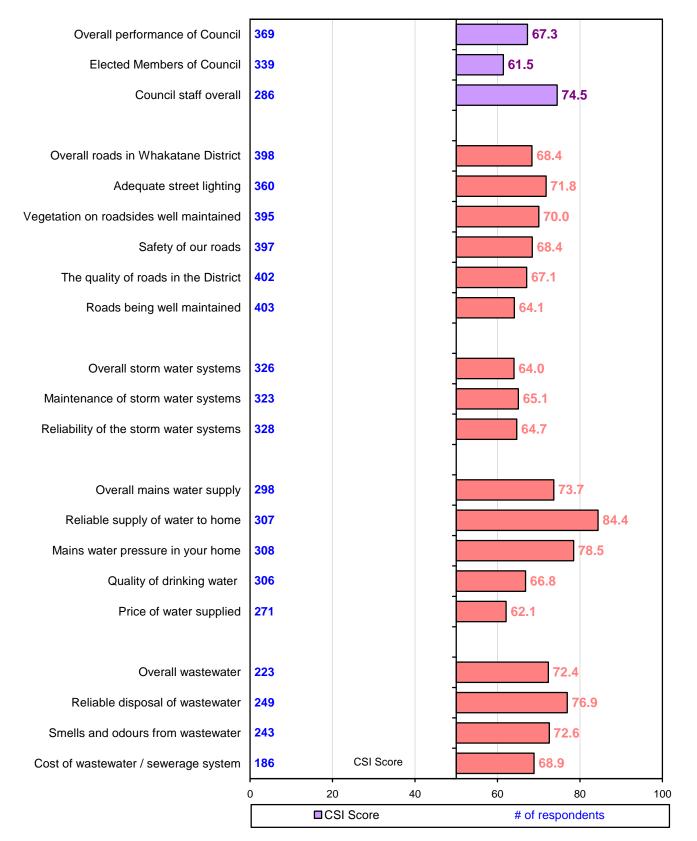
The majority of respondents rated most factors with scores that reflected satisfaction (scores 7 – 10). This ranged from 91% for 'having a reliable supply of water to home (e.g. lack of cut-offs, failure of supply)' down to 45% for 'the price of water supplied' and 'the cost of the wastewater and sewerage system'. There are also a number of respondents who are dissatisfied with each factor (scores 0 – 3). This ranges from 2% for 'having a reliable supply of water to home (e.g. lack of cut-offs, failure of supply)' up to 13% for the 'price of water supplied'. The factor with the most respondents rating with a score of 10 was 'having a reliable supply of water to home' (31%) while the factor with the most rating with a score of 0 is the 'quality of drinking water' (2.7%).



# **CSI Scores by Council Services and Facilities**

### Note: Most facilities are rated only by those who had used that facility in the past 12 months.

The CSI scores range from a high of 84.4 for 'having a reliable supply of water to home (e.g. lack of cut-offs, failure of supply)' down to 62.1 for 'the price of water supplied'.



# CSI Scores for the Services & Facilities- Comparison with previous years

The following chart compares the CSI scores for the Services & Facilities for 2008 versus 2004 and 2003. Most factors were not included in the previous rounds of this survey. There was a mix of 1 increase and 3 decreases in CSI scores from 2004 but most were small.



# Roads

### Type of Road

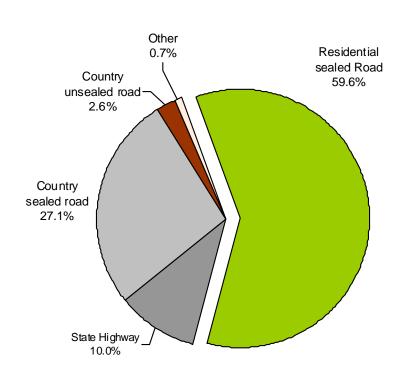
Respondents were asked to indicate which type of road they currently live beside.

Nearly two thirds of the sample (60%) live beside a Residential Sealed Road.

A tenth of the sample (10%) lived on a State Highway but close to half of these respondents lived in town.

A quarter of the sample (27%) lived beside a Country Sealed Road while 3% live beside a Country Unsealed Road.

A few (1%) lived beside other types of road.

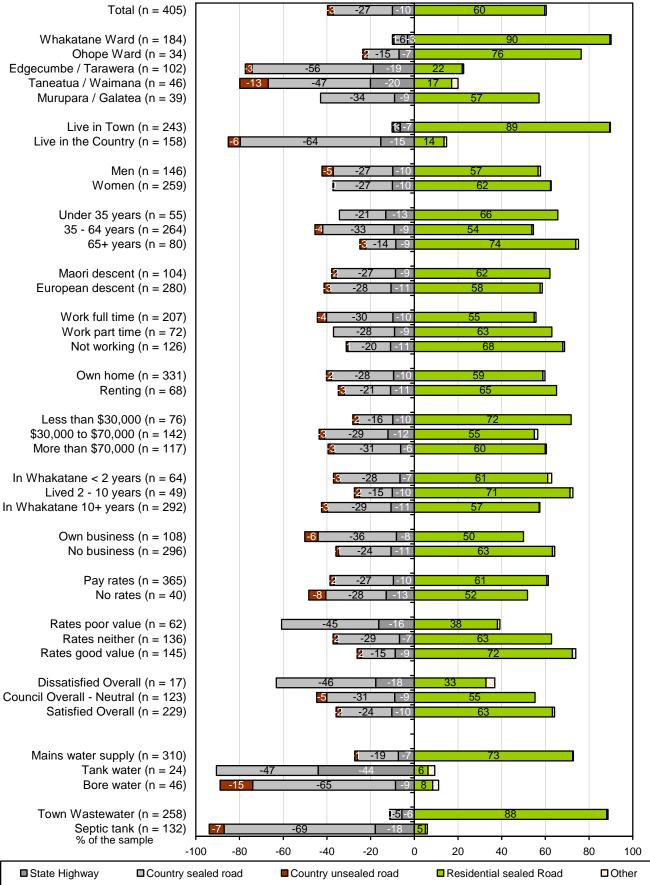


The charts on the next page shows the proportion of each subgroup that lived on each type of road. Respondents who were significantly **more likely** to live beside a Country Unsealed Road included:

- Those on bore water (15% of the subgroup)
- Those from the Taneatua / Waimana Ward (13% of the subgroup)
- Those on septic water (7% of the subgroup)
- Those who live in the Country (6% of the subgroup)
- Those who operate their own business (6% of the subgroup)
- Men (5% of the subgroup)
- Those who work full time (4% of the subgroup)

Respondents who were significantly more likely to live beside a Residential Sealed Road included:

- Those from the Whakatane Ward (90% of the subgroup) or Ohope Ward (76%)
- Those who live in Town (89% of the subgroup)
- Those on the wastewater and sewage pipeline network water (88% of the subgroup)
- Those on mains water supply (73% of the subgroup)
- Those aged over 65 years (74% of the subgroup)
- Those with a total annual household income under \$30,000 (72% of the subgroup)
- Those who thought they got good value for their rates (72% of the subgroup)
- Those who do not operate their own business (63% of the subgroup)



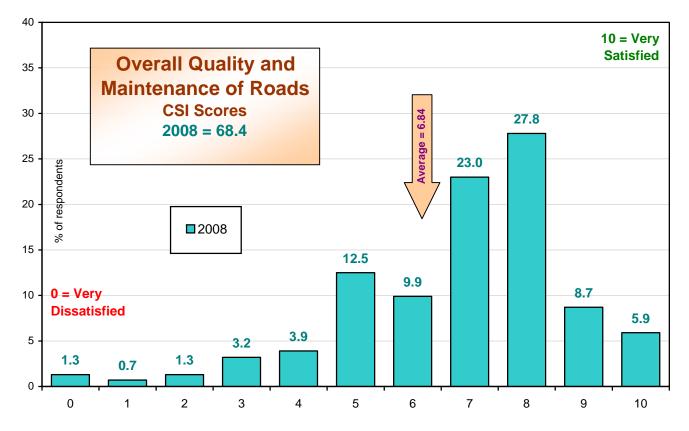
Type of Road live beside by subgroup

# Satisfaction with the Overall Quality and Maintenance of Roads

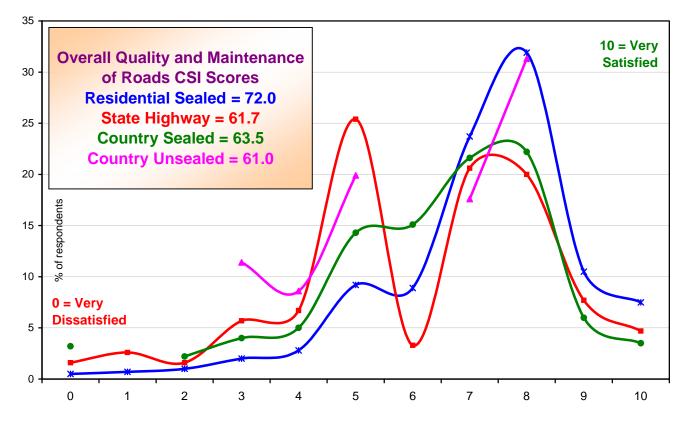
Respondents were asked to rate their satisfaction with the overall quality and maintenance of the roads in the Whakatane District, using a scale where 0 is very dissatisfied to 10 being very satisfied.

Two thirds of the respondents (65%) were satisfied with the overall quality and maintenance of the roads in the Whakatane District, (Scores 7 – 10). A seventh (15%) rated this with a score of 9 or 10 (exceeded expectation). The mode was a score of 8 (28%). A quarter of the respondents (26%) rated their satisfaction with a score that was neutral (Scores 4 – 6), and 7% rated with scores that reflect dissatisfaction (Scores 0 – 3).

The CSI Score for the overall quality and maintenance of the roads in the Whakatane District was 68.4. This is a good score but with potential for improvement.



The level of satisfaction with the overall quality and maintenance of the roads in the Whakatane District is dependent on the type of road the respondent lives on. Those living on Residential Sealed Roads are significantly more satisfied than those who live on Country Roads or State Highways. Those who live on Unsealed Country Roads are significantly more likely to be dissatisfied with the roads. The mode is 8 for Residential Sealed Roads, 5 for State Highways, 8 for Sealed Country Roads and 8 for Unsealed Country Roads.



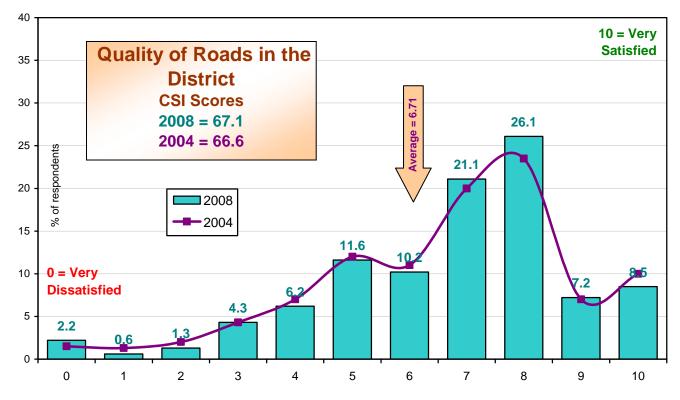
Ма	tisfaction with Overall Quality and intenance of Roads in the nakatane District by demographics	Total Whakatane Ward		71.8	
ть	ere are a number of variables which	Ohope Ward Edgecumbe / Tarawera	102	<b>70.4 61.3</b>	
		Taneatua / Waimana	46	62.0	
-	pear to have a significant impact on	Murupara / Galatea		77.1	
	isfaction with Council services and		00	· · · · · · · · · · · · · · · · · · ·	
fac	ilities. The chart opposite compares	Live in Town	243	70.7	
the	ese variables.	Live in the Country			
		-			
	e analysis shows that there are	Men	146	68.4	
	asonably low levels of satisfaction with	Women	259	68.3	
the	overall quality and maintenance of the				
roa	ids across most of the subgroups of	Under 35 years	55	67.8	
	erest.	35 - 64 years	264		
	51001.	65+ years	80	71.7	
Th	e variables that appear to have had the				
	atest impact on satisfaction with the	Work full time			
•	erall quality and maintenance of the	Work part time		68.4	
	ads were:	Not working	126	70.1	
100		Our have	224	67.4	
•	Respondents who thought they received good	Own home Renting	331 68	73.5	
	value for their rates (CSI Score 74.9) were	Renting	00	/ 3.3	
	significantly more satisfied than those who	Less than \$30,000	76	72.5	
	thought they got poor value for their rates (CSI	\$30,000 to \$70,000			
	Score 56.5).	More than \$70,000			
•	Those who lived on Residential Sealed Roads				
•	(CSI Score 72.0) were significantly more	Maori descent	104	71.0	
	satisfied than those who lived on Country	European descent	280		
	Unsealed Roads (CSI Score 61.0).				
		In Whakatane < 2 years	64	76.6	
•	Those who live in the Country (CSI Score 64.7)	Lived 2 - 10 years	49	67.6	
	are less satisfied than those who live in Town (CSI Score 70.7)	In Whakatane 10+ years	292	66.6	
•	Those from the Murupara / Galatea Ward (CSI	Own business	108		
	Score 77.1) are significantly more satisfied than	No business	296	69.4	
	those from the other Wards	Deventer	205		
•	Those in the over 65 age group (CSI Score	Pay rates No rates	365 40	<b>68.5</b> <b>67.5</b>	
•	71.7) appear more satisfied than those in the	No fales	40	07.5	
	other age groups (CSI Score 67.8 – 67.6)	Rates poor value	62	56.5	
		Rates neither			
٠	Those with a household income of less than	Rates good value	145		
	\$30,000 (CSI Score 72.5) appear more				
	satisfied than those in the higher income	Dissatisfied Council Overall	17	55.5	
	brackets.	Council Overall - Neutral			
•	Those who were satisfied with the overall	Satisfied with Council Overall			
	performance of Council (CSI Score 71.5) are				
	significantly more satisfied than those who	Dissatisfied Elected Members	32	57.9	
	were dissatisfied with the overall performance	Elected Members - Neutral	141		
	of Council (CSI score 55.5).	Satisfied Elected Members	166	73.8	
•	Those who were satisfied with the opportunities				
5	Council provide for community involvement in	Residential sealed road			
	decision making (CSI Score 72.5) are	State highway		61.7	
	significantly more satisfied than those who are	Country sealed road			
	dissatisfied with the opportunities Council	Country unsealed road	10	61.0	
	provide for community involvement (CSI score	Dispetiefied Opperturbities Investore	E2		
	55.1).	Dissatisfied Opportunities Involvement		55.1	
		Opportunities for Involvement - Neutral Satisfied Opportunities for Involvement			
		Gaussieu Opportunities for involvement	157	/ / 2.3	
			0	20 40 60 80 10	00
		CSI Score		I Score # of respondents	٦
			-00		

# Satisfaction with the Quality of Roads in the District

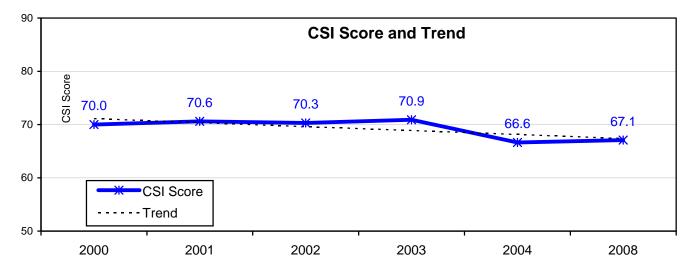
Respondents were asked to rate their satisfaction with the quality of roads in the District, using a scale where 0 is very dissatisfied to 10 being very satisfied.

Two thirds of the respondents (63%) were satisfied with the quality of roads in the District, (Scores 7 – 10). A sixth (16%) rated this with a score of 9 or 10 (exceeded expectation). The mode was a score of 8 (26%). Over a quarter of the respondents (28%) rated their satisfaction with a score that was neutral (Scores 4 - 6), and 8% rated with scores that reflect dissatisfaction (Scores 0 - 3).

The CSI Score for the Quality of roads in the District was 67.1. This is a good score but with potential for improvement.



The CSI Score of 67.1 is 0.5 points higher than the 2004 results but below the historic CSI Scores.



Total

405

# Satisfaction with Quality of Roads in the District by demographics

There are a number of variables which appear to have a significant impact on satisfaction with Council services and facilities. The chart opposite compares these variables.

The analysis shows that there are reasonably low levels of satisfaction with the quality of roads in the district across most of the subgroups of interest.

The variables that appear to have had the greatest impact on satisfaction with the quality of roads in the district were:

- Respondents who thought they received good value for their rates (CSI Score 74.1) were significantly more satisfied than those who thought they got poor value for their rates (CSI Score 57.1).
- Those who lived on Residential Sealed Roads (CSI Score 72.6) were significantly more satisfied than those who lived on Country Unsealed Roads (CSI Score 47.0).
- Those who live in the Country (CSI Score 61.6) are significantly less satisfied than those who live in Town (CSI Score 70.7)
- Those from the Taneatua / Waimana Ward (CSI Score 51.5) and Edgecumbe / Tarawera Ward (CSI Score 60.3) are significantly less satisfied than those from the other Wards
- Those in the over 65 age group (CSI Score 73.8) appear more satisfied than those in the other age groups (CSI Score 65.2 – 65.8)
- Those with a household income of under \$30,000 (CSI Score 73.2) appear more satisfied than those in the higher income brackets.
- Those who own or operate their own business (CSI Score 62.4) appear less satisfied than those who do not own or operate their own business (CSI score 69.0).
- Those who were satisfied with the overall performance of Council (CSI Score 70.3) are significantly more satisfied than those who were dissatisfied with the overall performance of Council (CSI score 56.0).

 Those who were satisfied with the opportunities Council provide for community involvement in decision making (CSI Score 71.0) are significantly more satisfied than those who are dissatisfied with the opportunities Council provide for community involvement (CSI score 56.9).



Country unsealed road

**CSI Score** 

**Dissatisfied Opportunities Involvement** 

Opportunities for Involvement - Neutral

Satisfied Opportunities for Involvement

10

53

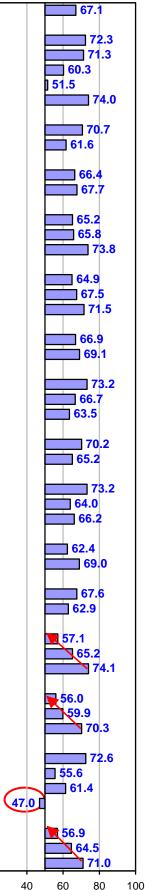
132

157

0

20

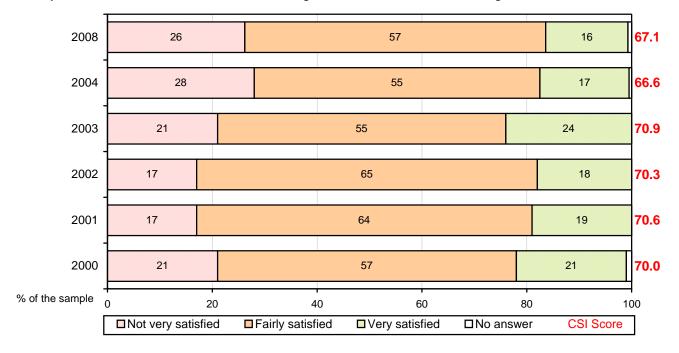
CSI Score



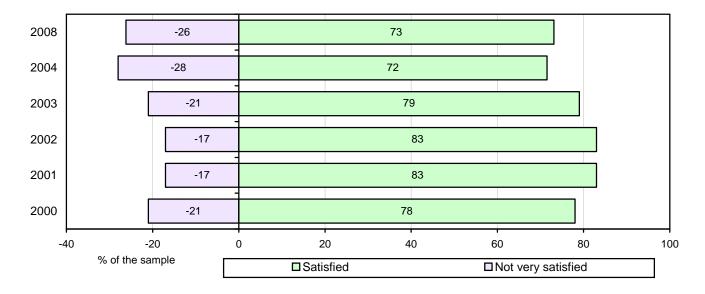
Prepared by International Research Consultants Ltd Key Contact: John Dennis phone 09 424 0516 or 0274 902 519 # of respondents

### Quality of the roads Satisfaction Comparison with History

The following chart compares the history of satisfaction with the quality of the roads using the previous 3 point scale and an estimated CSI score for each year. This shows that 16% are very satisfied with the quality of the roads with a further 57% being fairly satisfied. However, a quarter of the sample, 26% of respondents were not very satisfied with the roads. The CSI score is the second lowest in recent years but this could be due to the changed scales used for measuring satisfaction.



Comparing the proportion of respondents who were less than satisfied versus those who are satisfied shows that there are more satisfied and less not very satisfied respondents this year.

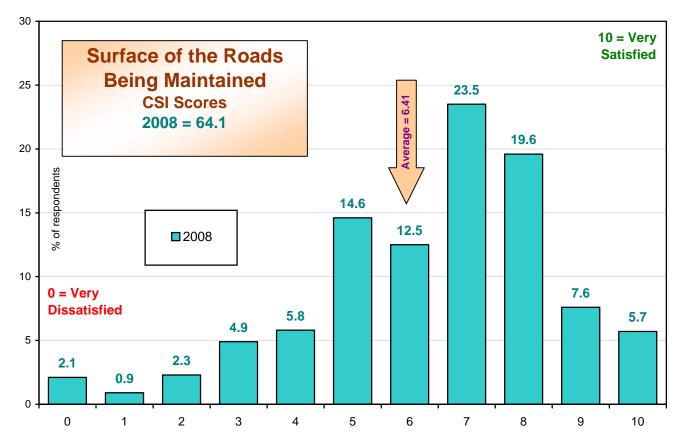


### Satisfaction with the Surface of the Roads Being Maintained

Respondents were asked to rate their satisfaction with the surface of the roads being maintained (e.g. lack of potholes, cracks, bumps, etc), using a scale where 0 is very dissatisfied to 10 being very satisfied.

Over half of the sample (56%) were satisfied with the surface of the roads being maintained, (Scores 7 – 10), however, only 13% rated with a score of 9 or 10 (exceeded expectations). The mode was a score of 7 (24%). A third of the respondents (33%) rated their satisfaction with a score that was neutral (Scores 4 – 6). A tenth of the respondents (10%) were dissatisfied (Scores 0 – 3).

The CSI Score for satisfaction with the surface of the roads being maintained was 64.1. This indicates respondents have some concerns about the maintenance of roads.



64.1

57.8

53.7

**68.8** 

68.3

67.2 59.3

65.1

63.1

64.1

62.7

69.0

# Satisfaction with the surface of the roads being maintained by demographics

There are a number of variables which appear to have a significant impact on satisfaction with Council services and facilities. The chart opposite compares these variables.

The analysis shows that there are reasonably low levels of satisfaction with the surface of the roads being maintained across most of the subgroups of interest.

The variables that appear to have had the greatest impact on satisfaction with the surface of the roads being maintained were:

- Respondents who thought they received good value for their rates (CSI Score 70.5) were significantly more satisfied than those who thought they got poor value for their rates (CSI Score 51.9).
- Those who lived on Residential Sealed Roads (CSI Score 68.2) were significantly more satisfied than those who lived on Country Unsealed Roads (CSI Score 46.4).
- Those from the Taneatua / Waimana Ward (CSI Score 53.7) and Edgecumbe / Tarawera Ward (CSI Score 57.8) are significantly less satisfied than those from the other Wards
- Those who live in the Country (CSI Score 59.3) are significantly less satisfied than those who live in Town (CSI Score 67.2)
- Those in the over 65 age group (CSI Score 69.0) appear more satisfied than those in the other age groups
- Those who have lived in Whakatane for less than 2 years (CSI Score 71.3) appear more satisfied than those who have lived in Whakatane longer.
- Those who were satisfied with the overall performance of Council (CSI Score 67.7) are significantly more satisfied than those who were dissatisfied with the overall performance of Council (CSI score 52.6).
- Those who were satisfied with the opportunities Council provide for community involvement in decision making (CSI Score 69.1) are significantly more satisfied than those who are dissatisfied with the opportunities Council provide for community involvement (CSI score 52.2).

Total	405	
Whakatane Ward	184	
Ohope Ward	34	
Edgecumbe / Tarawera	102	
Taneatua / Waimana	46	
Murupara / Galatea	39	
		Ī
Live in Town	243	
Live in the Country	158	
Men	146	
Women	259	
Under 35 years	55	
35 - 64 years	264	
65+ years	80	
	007	
Work full time	207	
Work part time	72 426	
Not working	126	
Own home	331	
Renting	68	
rtonting		
Less than \$30,000	76	
\$30,000 to \$70,000	142	
More than \$70,000	117	
Maori descent	104	
European descent	280	
In Whakatane < 2 years	64	
Lived 2 - 10 years	49	
In Whakatane 10+ years	292	
	400	
Own business	108	
No business	296	
Pay rates	365	
Pay rates No rates	40	
No fales	40	
Rates poor value	62	
Rates neither	136	
Rates good value	145	i
-		
Dissatisfied Council Overall	17	
Council Overall - Neutral	123	
Satisfied with Council Overall	229	
Residential sealed road	245	

State highway

Country sealed road

Country unsealed road

**CSI Score** 

**Dissatisfied Opportunities Involvement** 

Opportunities for Involvement - Neutral

Satisfied Opportunities for Involvement

39

10

53

132

157

20

CSI Score

0

108

62.7 65.4 66.2 63.8 66.2 68.2 64.6 60.2 64.7 63.4 71.3 64.3 62.3 62.7 64.6 64.5 60.1 51.9 64.1 70.5 52.6 57 5 67.7 68.2 53.7 60.6 46.4 52.2 60.8 69.1 100 40 60 80

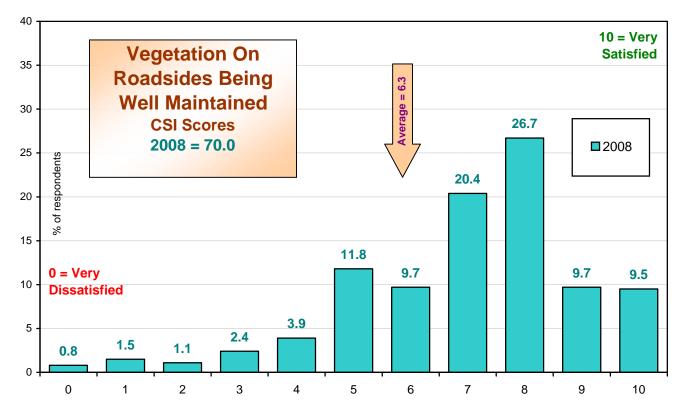
# of respondents

# Satisfaction with Vegetation on Roadsides Being Well Maintained

Respondents were asked to rate their satisfaction with the plants and vegetation on the side of the roads being well maintained, using a scale where 0 is very dissatisfied to 10 being very satisfied.

Two thirds of the respondents (66%) were satisfied with the plants and vegetation on the side of the roads being well maintained, (Scores 7 – 10), including 19% who rated with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (27%). A quarter of the respondents (26%) rated their satisfaction with a score that was neutral (Scores 4 – 6) and 6% rated with scores that reflect dissatisfaction (Scores 0 – 3).

The CSI Score for plants and vegetation on the side of the roads being well maintained was 70.0. This is a good score but with potential for improvement.



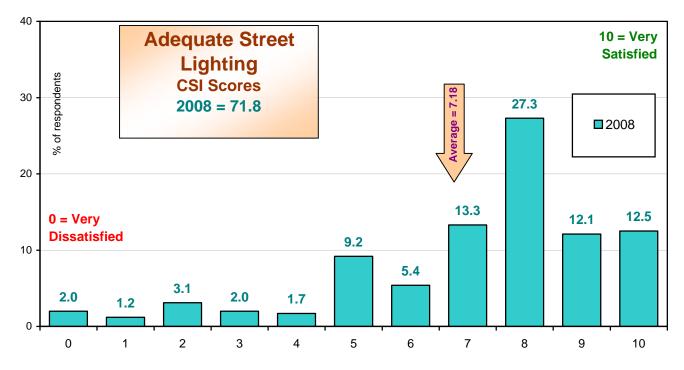
Satisfaction with the plants and	Total	405	70.0
vegetation on the side of the roads	I Otal	405	70.0
being well maintained by	Whethere Word	404	
	Whakatane Ward	184 34	75.0
demographics	Ohope Ward	-	74.1
There are a number of variables which	Edgecumbe / Tarawera	102	63.8
appear to have a significant impact on	Taneatua / Waimana	46	63.8
	Murupara / Galatea	39	67.2
satisfaction with Council services and			
facilities. The chart opposite compares	Live in Town	243	73.5
these variables.	Live in the Country	158	65.0
The enclusio chows that there are			
The analysis shows that there are	Men	146	70.4
reasonable levels of satisfaction with the	Women	259	69.7
plants and vegetation on the sides of the			
roads being well maintained across most	Under 35 years	55	72.7
of the subgroups of interest.	35 - 64 years	264	68.7
	65+ years	80	72.7
The variables that appear to have had the		1	
greatest impact on satisfaction with the	Work full time	207	69.4
plants and vegetation on the sides of the	Work part time	72	69.5
roads being well maintained were:	Not working	126	71.7
-		1	
Respondents who thought they received good	Own home	331	69.3
value for their rates (CSI Score 75.7) were	Renting	68	74.8
significantly more satisfied than those who			
thought they got poor value for their rates (CSI	Less than \$30,000	76	74.2
Score 60.2).	\$30,000 to \$70,000	142	69.4
Those who lived on Residential Sealed Roads	More than \$70,000	117	67.0
(CSI Score 73.5) were significantly more			
satisfied than those who lived on Country	Maori descent	104	70.7
Unsealed Roads (CSI Score 49.5).	European descent	280	70.0
• Those from the Whakatane Ward (CSI Score	In Whakatane < 2 years	64	71.2
75.0) and the Ohope Ward (CSI Score 74.1)	Lived 2 - 10 years	49	72.3
are significantly more satisfied than those from the other Wards	In Whakatane 10+ years	292	69.3
<ul> <li>Those who live in the Country (CSI Score 65.0</li> </ul>	) Own business	108	68.1
are significantly less satisfied than those who	No business	296	70.8
live in Town (CSI Score 73.5)			
Homeowners (CSI Score 69.3) appear less	Pay rates	365	70.0
satisfied than those who are renting (CSI Score	No rates	40	70.2
74.8).		1	
	Rates poor value	62	60.2
Those with a household income of under	Rates neither	136	68.7
\$30,000 (CSI Score 74.2) appear more	Rates good value	145	75.7
satisfied than those in the higher income		1	
brackets.	Dissatisfied Council Overall	17	<b>5</b> 3.5
<ul> <li>Those who were satisfied with the overall</li> </ul>	Council Overall - Neutral	123	64.6
performance of Council (CSI Score 73.9) are	Satisfied with Council Overall	229	73.9
significantly more satisfied than those who		1	
were dissatisfied with the overall performance	Residential sealed road	245	73.5
of Council (CSI score 53.5).	State highway	39	66.8
Those who were esticfied with the opportunitie	Country socied read	108	65.8
<ul> <li>Those who were satisfied with the opportunitie Council provide for community involvement in</li> </ul>	Country unsealed road	10	
decision making (CSI Score 74.8) are	-	1	
significantly more satisfied than those who are	Dissatisfied Opportunities Involvement	53	61.5
dissatisfied with the opportunities Council	Opportunities for Involvement - Neutral	132	68.2
provide for community involvement (CSI score		157	74.8
61.5).		F	
		0 2	20 40 60 80 100
	CSI Score	CSI S	core # of respondents
	L		-

# Satisfaction with Having Adequate Street Lighting

Respondents were asked to rate their satisfaction with having adequate street lighting, using a scale where 0 is very dissatisfied to 10 being very satisfied.

Two thirds of the respondents (65%) were satisfied with having adequate street lighting, (Scores 7 – 10), and 25% rated with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (27%). A sixth of the respondents (16%) rated their satisfaction with a score that was neutral (Scores 4 - 6) while 8% rated with scores that reflect dissatisfaction (Scores 0 - 3). A tenth of the sample (10%) did not answer this question but this rises to 26% in rural areas.

The CSI Score for having adequate street lighting was 71.8. This is a good score but with potential for improvement.



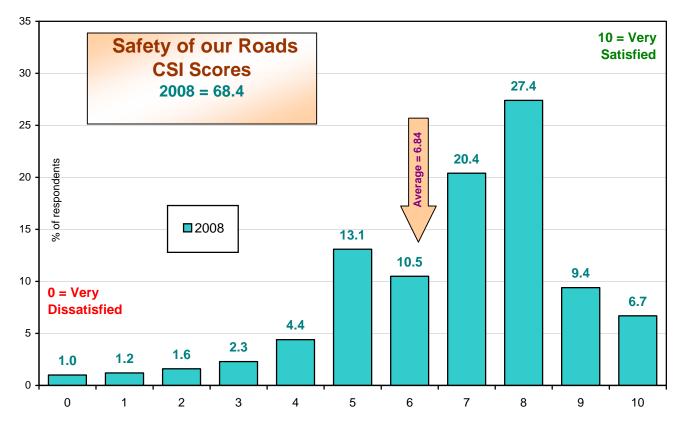
Satisfaction with Having Adequate Street Lighting by demographics	Total Whakatane Ward	405 184	71.8
There are a number of variables which	Ohope Ward	34	79.0
	Edgecumbe / Tarawera	102	66.6
appear to have a significant impact on	Taneatua / Waimana	<b>46</b>	67.3
satisfaction with Council services and	Murupara / Galatea	39	68.1
facilities. The chart opposite compares			
these variables.	Live in Town	243	74.6
The enclusion of every thet there are	Live in the Country	158	66.0
The analysis shows that there are			
reasonably levels of satisfaction with	Men	146	74.2
having adequate street lighting across	Women	259	69.6
most of the subgroups of interest.			
The constables that any set to be use he dithe	Under 35 years	55	70.5
The variables that appear to have had the		264	71.1
greatest impact on satisfaction with havin	g 65+ years	80	76.2
adequate street lighting were:			
Decreased ante who they are they received aread	Work full time	207	71.8
<ul> <li>Respondents who thought they received good</li> <li>value for their rates (CSI Score 80.5) were</li> </ul>	Work part time	72	69.4
value for their rates (CSI Score 80.5) were significantly more satisfied than those who	Not working	126	73.1
thought they got poor value for their rates (CS	I		
Score 55.3).	Ownhome	331	71.8
	Renting	68	72.8
<ul> <li>Those who lived on Residential Sealed Roads</li> </ul>	i		
(CSI Score 74.6) were significantly more	Less than \$30,000	76	75.1
satisfied than those who lived on Country	\$30,000 to \$70,000	142	69.9
Unsealed Roads (CSI Score 51.2).	More than \$70,000	117	69.0
• Those from the Ohope Ward (CSI Score 79.0)			
appear more satisfied than those from the	Maoridescent	104	66.3
other Wards.	European descent	280	73.8
These who live in the Country (CCI Coore CC)			
<ul> <li>Those who live in the Country (CSI Score 66.0 are significantly loss actisfied than those who</li> </ul>	) In Whakatane < 2 years	64	73.8
are significantly less satisfied than those who live in Town (CSI Score 74.6)	Lived 2 - 10 years	49	74.1
	In Whakatane 10+ years	292	70.9
<ul> <li>Men (CSI Score 74.2) appear more satisfied</li> </ul>			
than Women (CSI Score 69.6)	Own business	108	69.9
• Those in the over 65 age group (CSI Score	Nobusiness	296	72.5
76.2) are significantly more satisfied than those	۵		
who are in the younger age group.	Pay rates	365	72.0
	No rates	40	70.3
<ul> <li>Those with a total annual household income of</li> </ul>	f		
less than \$30,000 (CSI Score 75.1) are more	Rates poor value	62	55.3
satisfied than those in the other income	Rates neither	136	68.5
brackets.	Rates good value	145	80.5
• Those of European descent (CSI Score 73.8)			
appear more satisfied than those of Maori	Dissatisfied Council Overall	17	69.2
descent (CSI Score 66.3)	Council Overall - Neutral	123	62.6
Those who were satisfied with the overall	Satisfied with Council Overall	229	76.2
<ul> <li>Priose who were satisfied with the overall performance of Council (CSI Score 76.2) are</li> </ul>			
significantly more satisfied than those who	Residential sealed road	245	74.6
were dissatisfied with the overall performance	State highway	39	68.3
of Council (CSI score 69.2).	Country sealed road	108	66.6
	Country unsealed road	10	51.2
Those who were satisfied with the opportunitie	es		
Council provide for community involvement in	Dissatisfied Opportunities Involvement	53	62.9
decision making (CSI Score 75.2) are	Opportunities for Involvement - Neutral	132	68.5
significantly more satisfied than those who are	Satisfied Opportunities for Involvement	157	75.2
dissatisfied with the opportunities Council	CSI Score	0	20 40 60 80 100
provide for community involvement (CSI score		0	20 40 60 80 100
62.9).		core	# of respondents

# Satisfaction with the Safety of our roads

Respondents were asked to rate their satisfaction with the Safety of our roads, using a scale where 0 is very dissatisfied to 10 being very satisfied.

Two thirds of the respondents (64%) were satisfied with the Safety of our roads, (Scores 7 – 10). A sixth (16%) rated this with a score of 9 or 10 (exceeded expectation). The mode was a score of 8 (27%). Over a quarter of the respondents (28%) rated their satisfaction with a score that was neutral (Scores 4 - 6), and 6% rated with scores that reflect dissatisfaction (Scores 0 - 3).

The CSI Score for the Safety of our roads was 68.4. This is a good score but with potential for improvement.



# Satisfaction with Safety of our Roads by demographics

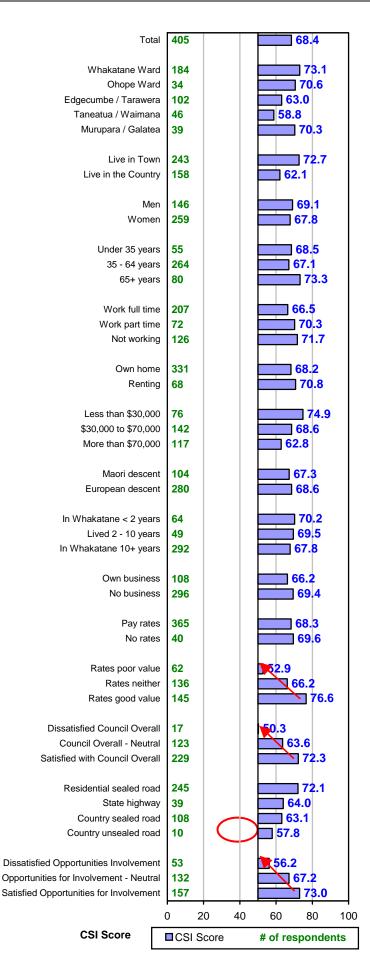
There are a number of variables which appear to have a significant impact on satisfaction with Council services and facilities. The chart opposite compares these variables.

The analysis shows that there are reasonable levels of satisfaction with the Safety of our roads across most of the subgroups of interest.

The variables that appear to have had the greatest impact on satisfaction with the quality of roads in the district were:

- Respondents who thought they received good value for their rates (CSI Score 76.6) were significantly more satisfied than those who thought they got poor value for their rates (CSI Score 52.9).
- Those who lived on Residential Sealed Roads (CSI Score 72.1) were significantly more satisfied than those who lived on Country Unsealed Roads (CSI Score 57.8).
- Those who live in the Country (CSI Score 62.1) are significantly less satisfied than those who live in Town (CSI Score 72.7)
- Those from the Taneatua / Waimana Ward (CSI Score 58.8) and Edgecumbe / Tarawera Ward (CSI Score 63.0) are significantly less satisfied than those from the other Wards
- Those in the over 65 age group (CSI Score 73.3) appear more satisfied than those in the other age groups (CSI Score 68.5 – 67.1)
- Those with a household income of under \$30,000 (CSI Score 74.9) appear more satisfied than those in the higher income brackets.
- Those who were satisfied with the overall performance of Council (CSI Score 72.3) are significantly more satisfied than those who were dissatisfied with the overall performance of Council (CSI score 50.3).

• Those who were satisfied with the opportunities Council provide for community involvement in decision making (CSI Score 73.0) are significantly more satisfied than those who are dissatisfied with the opportunities Council provide for community involvement (CSI score 56.2).



# Water

### Source of Water At Home

Respondents were asked to indicate where their supply of water to their home came from.

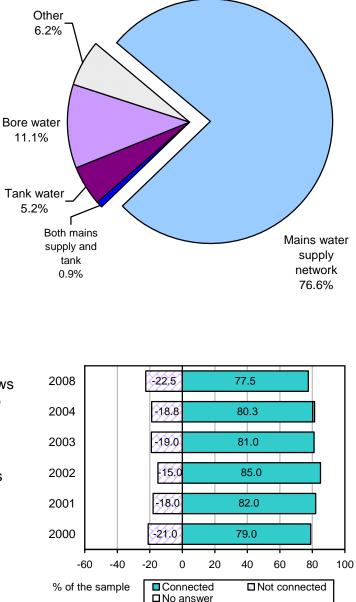
Three quarters of the sample (77%) are on the mains water supply network and a few (1%) had both mains and tank water.

A ninth of the sample, (11%) were on bore water while 5% were on tank water.

A number of respondents (6%) indicated they had other sources of water but they were not asked to specify what this was.

Comparing the results with recent history shows a decrease in the number of respondents who are connected to the District Council's water supply.

The minor variation in usage could reflect the fact that 6% of respondents used other means of water supply.

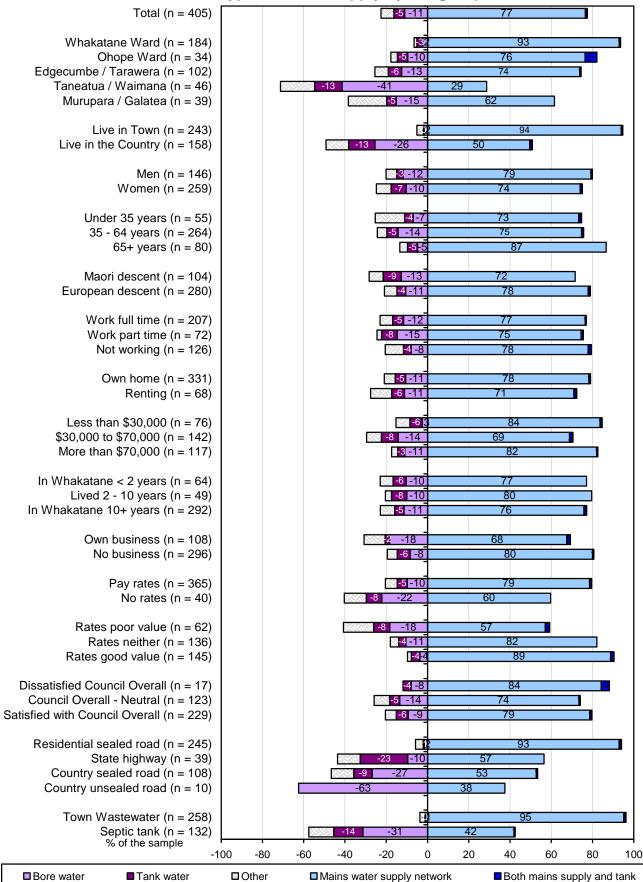


The chart on the next page shows the proportion of each subgroup that used each type of water to their home. Respondents who were significantly **more likely** to be on the Mains water supply network include:

- Those on the wastewater and sewage pipeline network water (95% of the subgroup)
- Those who live in town (94% of the subgroup)
- Those on residential sealed roads (93% of the subgroup)
- Those from the Whakatane Ward (93% of the subgroup)
- Those who thought they got good value for their rates (89% of the subgroup)
- Those aged 65 years or older (87% of the subgroup)
- Those who do not operate their own business (80% of the subgroup)

Respondents who were significantly more likely to be on Bore Water include:

- Those from the Taneatua / Waimana Ward (41% of the subgroup)
- Those who live in the Country (26% of the subgroup)
- Those who operate their own business (18% of the subgroup)
- Those aged 35 64 years (14% of the subgroup)
- Those on septic water (31% of the subgroup)



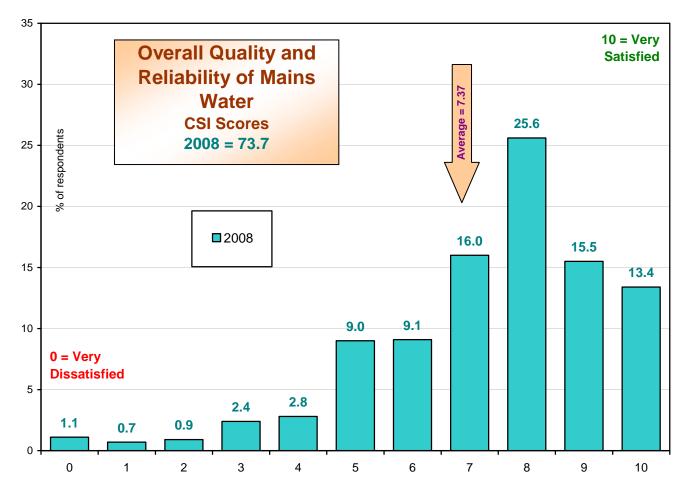
### Type of Water Supply by subgroup

# Satisfaction with the Overall Quality and Reliability of the Mains Water

Respondents who were connected to the Mains water supply (n = 310) were asked to rate their satisfaction with the overall quality and reliability of the Mains water supply in the Whakatane District, using a scale where 0 is very dissatisfied to 10 being very satisfied.

Almost three quarters of the respondents (71%) were satisfied with the overall quality and reliability of the Mains water in Whakatane, (Scores 7 – 10), including 29% who rated this with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (26%). A fifth of the respondents (21%) rated their satisfaction with a score that was neutral (Scores 4 – 6), and 5% rated this with scores that reflect dissatisfaction (Scores 0 – 3).

The CSI Score for satisfaction with the overall quality and reliability of the Mains water in the Whakatane District was 73.7. This score shows a very good level of satisfaction.



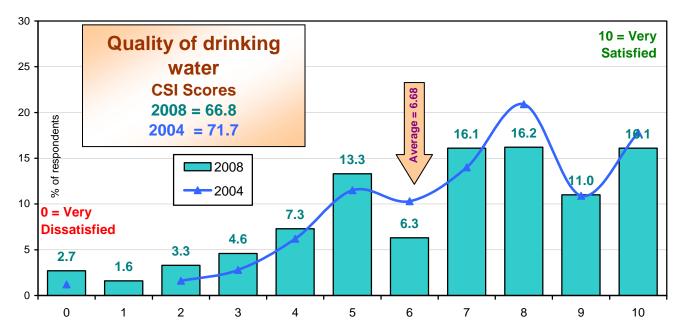
60	tiofaction with the Maine Water	Total	310	73.7
Satisfaction with the Mains Water				
Supply by demographics		Whakatane Ward	172	69.5
Th	ere are a number of variables which	Ohope Ward	27	77.4
ap	pear to have a significant impact on	Edgecumbe / Tarawera Taneatua / Waimana	72 14	62.8
sat	isfaction with Council services and	Murupara / Galatea	14 25	91.1
fac	ilities. The chart opposite compares		20	
the	se variables.	Live in Town	233	73.7
Th	e analysis shows that there are	Live in the Country	73	74.1
	isonably high levels of satisfaction with			
	overall quality and reliability of the	Men	115	74.0
		Women	195	73.3
	ins water supply in the Whakatane	Under 35 years	39	77.1
	strict across most of the subgroups of erest.	35 - 64 years	197	72.1
IIIte		65+ years	69	76.1
Th	e variables that appear to have had the			
gre	atest impact on satisfaction with the	Work full time	155	72.9
ove	erall quality and reliability of the Mains	Work part time	54	72.9
wa	ter supply in the Whakatane District	Not working	101	75.7
we	re:	Quit hama	057	
	Deependente who they get they received	Own home Renting	257	73.0
•	Respondents who thought they received good value for their rates (CSI Score 78.5)	Kenning	50	77.0
	were significantly more satisfied than	Less than \$30,000	64	74.1
	those who thought they got poor value for	\$30,000 to \$70,000	101	73.7
	their rates (CSI Score 60.8).	More than \$70,000	93	72.1
•	Those from the Murupara / Galatea Ward (CSI Score 91.1) are significantly more	Maori des cent	73	73.4
	satisfied than those from the other Wards.	European descent	219	73.6
		In Whakatane < 2 years	49	73.8
•	Those aged between 35 - 64 years (CSI	Lived 2 - 10 years	38	70.9
	Score 72.1) appear less satisfied than those from other age groups.	In Whakatane 10+ years	223	74.2
٠	Those who are satisfied with Whakatane	Own business	72	69.7
	as a place to live (CSI Score 77.0) are	Nobusiness	237	75.1
	significantly more satisfied than those who	Dissetisfied Whatapa place to live	19	61.9
	are dissatisfied with Whakatane as a place to live (CSI Score 61.9).	Dissatisfied W hakatane place to live Whakatane place to live - Neutral	104	69.5
	,	Satisfied W hakatane place to live	183	77.0
٠	Those who were satisfied with the overall			
	performance of Council (CSI Score 77.4)	Pay rates	286	73.1
	are significantly more satisfied than those who were dissatisfied with the overall	No rates	24	79.8
	performance of Council (CSI score 61.9).			
		Rates poor value Rates neither	37	60.8
٠	Those who were satisfied with the	Rates good value	110 129	78.5
	opportunities Council provide for			10.0
	community involvement in decision	Dissatisfied Council Overall	14	61.9
	making (CSI Score 78.7) are significantly more satisfied than those who are	Council Overall - Neutral	89	66.6
	dissatisfied with the opportunities Council	Satisfied with Council Overall	182	77.4
	provide for community involvement (CSI			
	score 62.7).	Dissatisfied Opportunities Involvement	41	62.7
	/	Opportunities for Involvement - Neutral Satisfied Opportunities for Involvement	96 126	69.8 78.7
			<b>—</b>	
			0	20 40 60 80 100
			CSI Sc	core # of respondents

# Satisfaction with the quality of drinking water supplied to residents homes

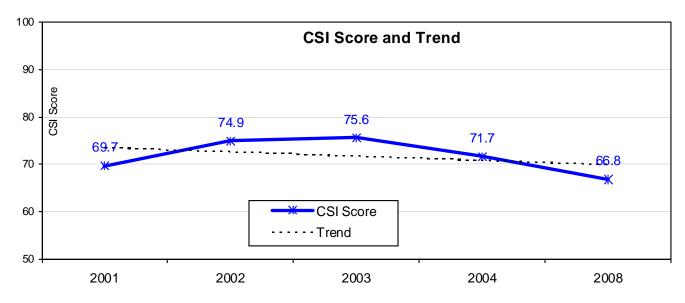
Respondents who were connected to the Mains water supply (n = 310) were asked to rate their satisfaction with the quality of drinking water supplied to residents homes (e.g. taste, colour, purity), using a scale where 0 is very dissatisfied to 10 being very satisfied.

Three fifths of the respondents (60%) were satisfied with the quality of drinking water supplied to residents homes, (Scores 7 – 10), and 21% rated this with a score of 9 or 10 (exceeded expectations). The mode was a score of 7/8/10 (16%). Over a quarter of the respondents (27%) rated their satisfaction with a score that was neutral (Scores 4 – 6), and 12% rated this with scores that reflect dissatisfaction (Scores 0 – 3).

The CSI Score for the quality of drinking water supplied to resident's homes was 66.8. This score show a fair level of satisfaction, but with potential for improvement.



The CSI Score for the quality of drinking water supplied to resident's homes is 66.8, down 4.9 points from the 2004 result. This is the lowest CSI score recorded by this monitor and is below the current trend line.



3

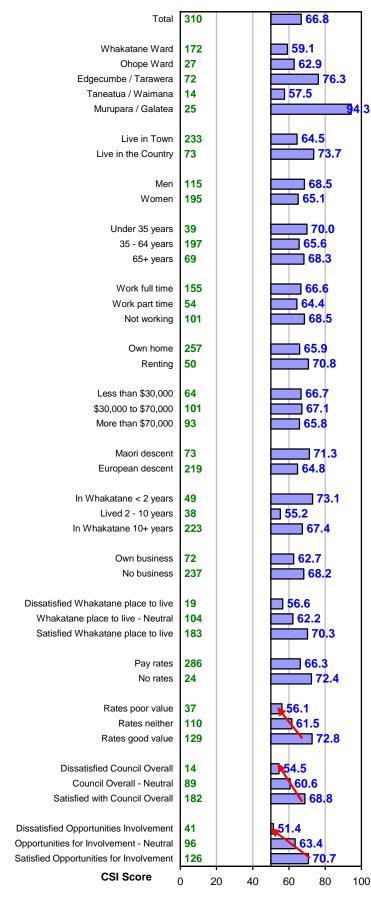
#### Satisfaction with the quality of drinking water supplied to homes by demographics

There are a number of variables which appear to have a significant impact on satisfaction with Council services and facilities. The chart opposite compares these variables.

The analysis shows that there are reasonably low levels of satisfaction with the quality of drinking water supplied to resident's homes across most of the subgroups of interest.

The variables that appear to have had the greatest impact on satisfaction with the quality of drinking water supplied to residents homes (e.g. taste, colour, purity) were:

- Respondents who thought they received good value for their rates (CSI Score 72.8) were significantly more satisfied than those who thought they got poor value for their rates (CSI Score 56.1).
- Those who live in the Country (CSI Score 73.7) are significantly more satisfied than those who live in the Town (CSI Score 64.5)
- Those from the Murupara / Galatea Ward (CSI Score 94.3) are significantly more satisfied than those from the other Wards.
- Homeowners (CSI Score 65.9) appear less satisfied than those who are renting (CSI Score 70.8).
- Those of Maori descent (CSI Score 71.3) are significantly more satisfied than those of European descent (CSI score 64.8).
- Those who were satisfied with Whakatane as a place to live (CSI Score 70.3) are significantly more satisfied than those who were dissatisfied with Whakatane as a place to live (CSI score 56.6).
- Those who were satisfied with the overall performance of Council (CSI Score 68.8) are significantly more satisfied than those who were dissatisfied with the overall performance of Council (CSI score 54.5).
- Those who were satisfied with the opportunities Council provide for community involvement in decision making (CSI Score 70.7) are significantly more satisfied than those who are dissatisfied with the opportunities Council provide for community involvement (CSI



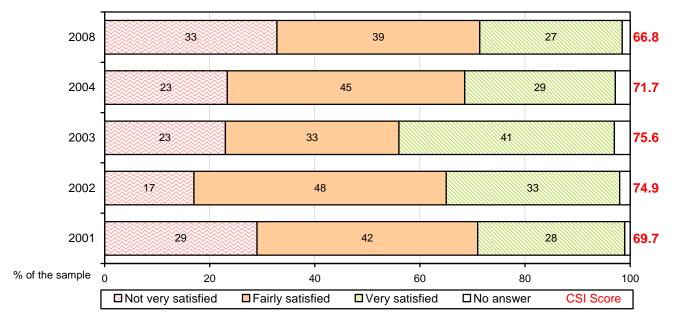
CSI Score

# of respondents

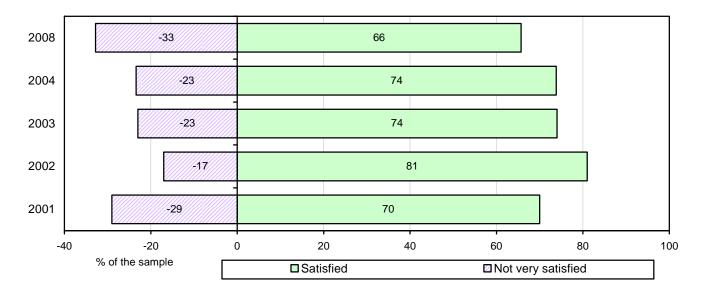
score 51.4).

### Water Quality Satisfaction Comparison with History

The following chart compares the history of satisfaction with the water quality using the previous 3 point scale and an estimated CSI score for each year. This shows that 27% are very satisfied with the water quality with a further 39% being fairly satisfied. However, a third of the respondents (33%) connected to the water supply were not very satisfied. The CSI score is 4.9 points lower than the 2004 result.



Comparing the proportion of respondents who were less than satisfied versus those who are satisfied shows that there is a larger proportion of respondents who are not very satisfied with the quality of the water supply.

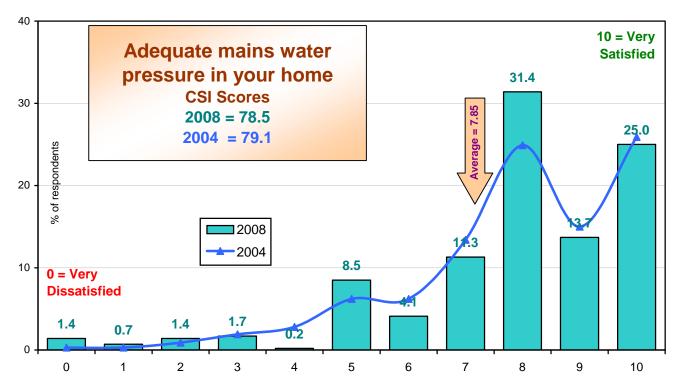


# Satisfaction with having adequate mains water pressure in your home

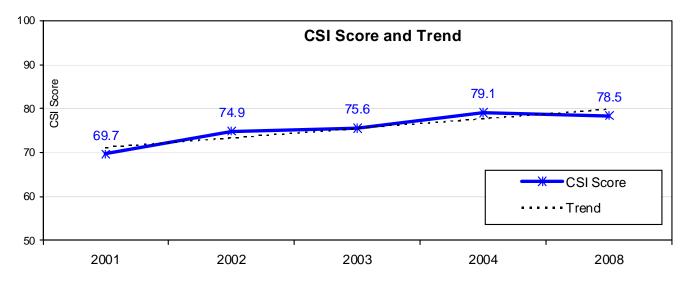
Respondents who were connected to the mains water supply (n = 310) were asked to rate their satisfaction with having adequate mains water pressure in their home, using a scale where 0 is very dissatisfied to 10 being very satisfied.

Four fifths of the sample (82%) were satisfied with having adequate mains water pressure in their home, (Scores 7 – 10), including 39% who rated this with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (31%). An eighth of the respondents (13%) rated their satisfaction with a score that was neutral (Scores 4 – 6), while 5% rated this with scores that reflect dissatisfaction (Scores 0 – 3).

The CSI Score for having adequate mains water pressure in your home was 78.5. This score show an excellent level of satisfaction.



The CSI Score of 78.5 is down 0.6 points from the 2004 results. This is the second highest result recorded by this monitor.



78.5

### Satisfaction with having adequate mains water pressure in your home by demographics

There are a number of variables which appear to have a significant impact on satisfaction with Council services and facilities. The chart opposite compares these variables.

The analysis shows that there are reasonably high levels of satisfaction with having adequate mains water pressure in your home across most of the subgroups of interest.

The variables that appear to have had the greatest impact on satisfaction with having adequate mains water pressure in your home were:

- Respondents who thought they received good value for their rates (CSI Score 83.8) were significantly more satisfied than those who thought they got poor value for their rates (CSI Score 59.1).
- Those from the Murupara / Galatea Ward (CSI Score 81.5) and the Edgecumbe / Tarawera Ward (CSI Score 80.1) are more satisfied than those from the other Wards
- Those who live in the Town (CSI Score 79.8) are significantly more satisfied than those who live in the Country.
- Men (CSI Score 82.0) appear more satisfied than Women (CSI Score 74.9).
- Those aged over 65 years (CSI Score 83.4) appear more satisfied than those in the younger age brackets.
- Homeowners (CSI Score 77.4) appear less satisfied than those who are renting (CSI Score 83.0).
- Those with a household income of under \$30,000 (CSI Score 88.3) appear more satisfied than those in the higher income brackets.
- Those who were satisfied with Whakatane as a place to live (CSI Score 83.2) are significantly more satisfied than those who were dissatisfied with Whakatane as a place to live (CSI score 66.0).
- Those who were satisfied with the overall performance of Council (CSI Score 81.6) are significantly more satisfied than those who were dissatisfied with the overall performance of Council (CSI score 65.4).

Total	310
Whakatane Ward	172
Ohope Ward	27
Edgecumbe / Tarawera	72
Taneatua / Waimana	14
Murupara / Galatea	25
Live in Town	233
Live in the Country	73
Men	115
Women	195
Under 35 years	39
35 - 64 years	197
65+ years	69
Work full time	155
Work part time	54
Not working	101
Own home	257
Renting	50
Less than \$30,000	64
\$30,000 to \$70,000	101
More than \$70,000	93
Maori descent	73
European descent	219
In Whakatane < 2 years	49
Lived 2 - 10 years	38
In Whakatane 10+ years	223
Own business	72
No business	237
Dissatisfied Whakatane place to live	19
Whakatane place to live - Neutral	104
Satisfied Whakatane place to live	183
Pay rates	286
No rates	24
Rates poor value	37
Rates neither	110
Rates good value	129
Dissatisfied Council Overall	14

Council Overall - Neutral

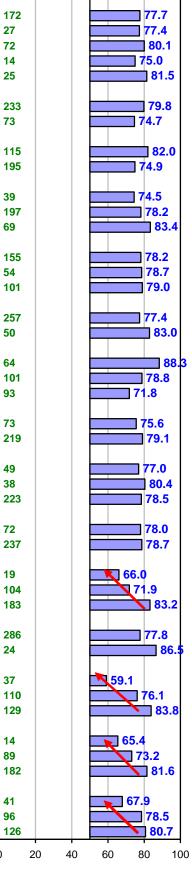
**CSI Score** 

Satisfied with Council Overall

**Dissatisfied Opportunities Involvement** 

Opportunities for Involvement - Neutral

Satisfied Opportunities for Involvement



CSI Score # of respondents

89

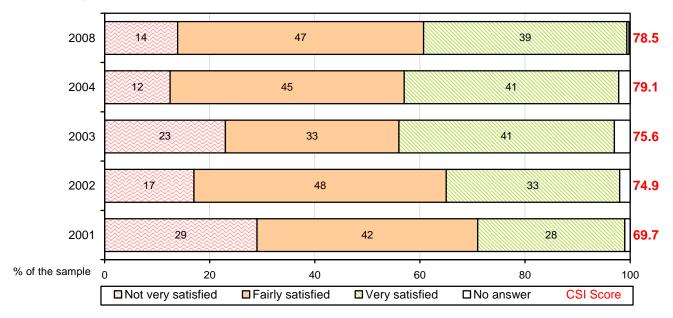
41

96

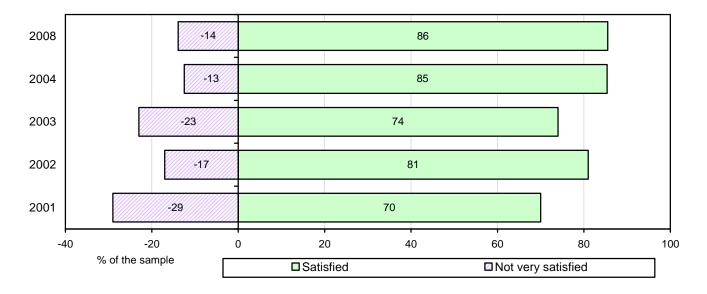
n

### Water supply Satisfaction Comparison with History

The following chart compares the history of satisfaction with the water pressure using the previous 3 point scale and an estimated CSI score for each year. This shows that 39% are very satisfied with the water pressure with a further 47% being fairly satisfied. Only a small proportion, (14% of respondents) were not very satisfied. The CSI score is 0.6 points lower than the 2004 result.



Comparing the proportion of respondents who were less than satisfied versus those who are satisfied shows that there are more satisfied and less not very satisfied respondents this year.

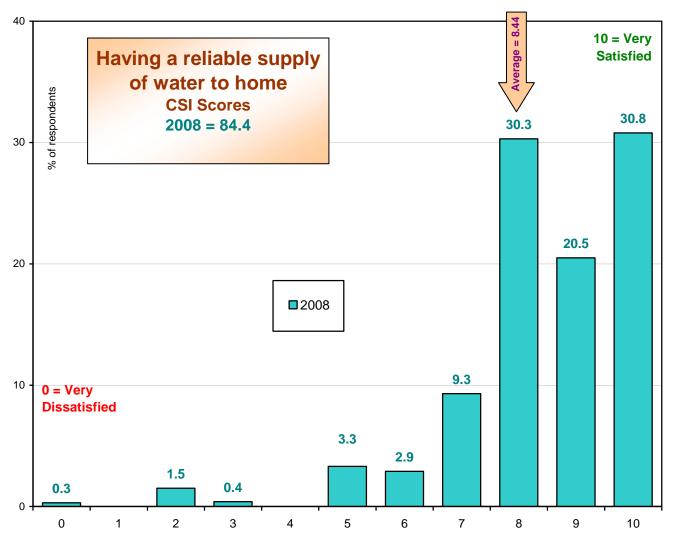


# Satisfaction with having a reliable supply of water to home

Respondents who were connected to the mains water supply (n = 310) were asked to rate their satisfaction with having a reliable supply of water to home (e.g. lack of cut-offs, failure of supply), using a scale where 0 is very dissatisfied to 10 being very satisfied.

The vast majority of the respondents (91%) were satisfied with having a reliable supply of water to home, (Scores 7 – 10). The mode was a score of 10 (31%) and 51% rated with a score of 9 or 10 (exceeded expectations). A few respondents (6%) rated their satisfaction with a score that was neutral (Scores 4 – 6) and only 2.2% were dissatisfied (Scores 0 – 3).

The CSI Score for having a reliable supply of water to home was 84.4. This score shows an exceptional level of satisfaction.



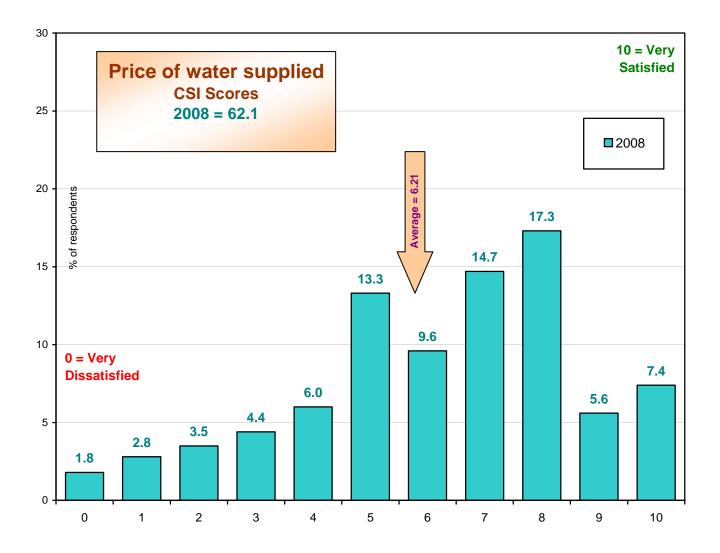
su	tisfaction with having a reliable pply of water to home by mographics	Total Whakatane Ward Ohope Ward	310 172 27			8	4.4 3.7 4.8
Th	ere are a number of variables which	Edgecumbe / Tarawera	72				4.6
appear to have a significant impact on		Taneatua / Waimana	14			73.5	
satisfaction with Council services and		Murupara / Galatea	25				<b>93</b> 0
facilities. The chart opposite compares							
	se variables.	Live in Town	233		-		5.4
		Live in the Country	73			81	.5
	e analysis shows that there are	Men	115				5.8
	sonably high levels of satisfaction with	Women	195		1	83	
	ving a reliable supply of water to home						
acr	oss most of the subgroups of interest.	Under 35 years	39			82	2.8
Th	e variables that appear to have had the	35 - 64 years	197				4.7
	eatest impact on satisfaction with having	65+ years	69			8	5.7
•	eliable supply of water to home (e.g.						
	k of cut-offs, failure of supply) were:	Work full time	155		_		4.0
140		Work part time Not working	54 101		-		4.9 4.8
٠	Respondents who thought they received	Not working	101			<u> </u>	4.0
	good value for their rates (CSI Score 87.3)	Own home	257			8	3.4
	were significantly more satisfied than	Renting	50				89.3
	those who thought they got poor value for						
	their rates (CSI Score 68.3).	Less than \$30,000	64				91 3
٠	Those from the Murupara / Galatea Ward	\$30,000 to \$70,000	101				3.2
	(CSI Score 93.0) are significantly more	More than \$70,000	93			81	.5
	satisfied than those from the other Wards						
•	Those who live in the Town (CSI Score	Maori descent	73 219		- 1		5.1
	85.4) appear more satisfied than those	European descent	219			•••••	<b>5.</b> I
	who live in the Country.	In Whakatane < 2 years	49			8	5.8
		Lived 2 - 10 years	38		-		5.3
•	Homeowners (CSI Score 83.4) appear less satisfied than those who are renting	In Whakatane 10+ years	223				3.9
	(CSI Score 89.3).						
		Own business	72			8	4.3
٠	Those with a household income of under	No business	237			8	4.5
	\$30,000 (CSI Score 91.3) are significantly						
	more satisfied than those in the higher	Dissatisfied Whakatane place to live	19			78.	5.0 7
	income brackets.	Whakatane place to live - Neutral Satisfied Whakatane place to live	104 183				, 87.4
•	Those who were satisfied with the overall		105			`	
	performance of Council (CSI Score 86.4)	Pay rates	286			8	4.0
	are significantly more satisfied than those	No rates	24				88.5
	who were dissatisfied with the overall						
	performance of Council (CSI score 68.3).	Rates poor value	37			68.3	
		Rates neither	110				5.2
		Rates good value	129				37.8
		Dissatisfied Council Overall	14			68.3	
		Council Overall - Neutral	89			81	.5
		Satisfied with Council Overall	182				.5 36.4
		Dissatisfied Opportunities Involvement	41			78.	6
		Opportunities for Involvement - Neutral	96				4.2
		Satisfied Opportunities for Involvement	126			8	<b>6.2</b>
		CSI Score	0	20 40	60	80	100
		r					
		□ CS	SI Score	e <b># of</b>	f respon	lents	

## Satisfaction with the Price of water supplied

Respondents who were connected to the mains water supply (n = 310) were asked to rate their satisfaction with the price of water supplied, using a scale where 0 is very dissatisfied to 10 being very satisfied.

Almost half of the respondents (45%) were satisfied with the price of the water supplied, (Scores 7 – 10), and 13% rated this with a score of 9 or 10. The mode was a score of 8 (17%). Almost a third of the respondents (29%) rated their satisfaction with a score that was neutral (Scores 4 – 6), and 13% rated this with scores that reflect dissatisfaction (Scores 0 – 3).

The CSI Score for satisfaction with the price of water supplied was 62.1. This score show a fair level of satisfaction, but with potential for improvement.



Satisfaction with the Price of water supplied by demographics	Total	310	62.1
Supplied by demographice	Whakatane Ward	172	59.9
There are a number of variables which	Ohope Ward	27	68.8
appear to have a significant impact on	Edgecumbe / Tarawera	72	64.3
satisfaction with Council services and	Taneatua / Waimana	14	(46.0)
	Murupara / Galatea	25	72.1
facilities. The chart opposite compares			
these variables.	Live in Town	233	62.8
The analysis shows that there are	Live in the Country	73	59.8
<b>,</b>			
reasonably low levels of satisfaction with	Men	115	61.7
the Price of water supplied across most of	Women	195	62.5
the subgroups of interest.			
The veriables that appear to have had the	Under 35 years	39	66.8
The variables that appear to have had the	35 - 64 years	197	60.3
greatest impact on satisfaction with the	65+ years	69	65.4
Price of water supplied were:			
Respondents who thought they received	Work full time	155	58.7
good value for their rates (CSI Score 71.1)	Work part time	54	68.5
	Not working	101	65.4
were significantly more satisfied than			
those who thought they got poor value for	Own home	257	61.2
their rates (CSI Score 44.2).	Renting	50	67.1
• Those from the Murupara / Galatea Ward	Kenning	50	
(CSI Score 72.1) appear more satisfied	Less than \$30,000	64	67.3
than those from the other Wards	\$30,000 to \$70,000	101	60.2
	More than \$70,000	93	60.3
<ul> <li>Those who live in the Town (CSI Score</li> </ul>	Nore than \$70,000	33	00.0
62.8) are significantly more satisfied than	Maori descent	73	56.7
those who live in the Country.	European descent	219	63.6
These aged between 25 64 years (CS)	Lalopour docorn	210	00.0
<ul> <li>Those aged between 35 - 64 years (CSI</li> <li>Secret CO 2) appear loss activitied them</li> </ul>	In Whakatane < 2 years	49	60.0
Score 60.3) appear less satisfied than	Lived 2 - 10 years	38	63.4
those in the other age brackets.	In Whakatane 10+ years	223	62.3
Those working full time (CSI Score 58.7)		220	02.0
appear less satisfied than those working	Own business	72	57.0
part time or those not in paid employment	No business	237	63.9
Those with a household income of under     \$20,000 (CSI Search 67.2) appear more	Dissatisfied Whakatane place to live	19	47.5
\$30,000 (CSI Score 67.3) appear more satisfied than those in the higher income	Whakatane place to live - Neutral	104	58.3
brackets.	Satisfied Whakatane place to live	183	65.5
Those who were satisfied with Whakatane	Pay rates	286	61.8
as a place to live (CSI Score 65.5) are	No rates	24	66.9
significantly more satisfied than those who		1	
were dissatisfied with Whakatane as a	Rates poor value	37	44.2
place to live (CSI score 47.5).	Rates neither	110	56.5
Those who were satisfied with the overall	Rates good value	129	71.1
<ul> <li>Prove who were satisfied with the overall performance of Council (CSI Score 67.2)</li> </ul>	-	1	
	Dissatisfied Council Overall	14 🤇	31.6
are significantly more satisfied than those who were dissatisfied with the overall	Council Overall - Neutral	89	57.8
	Satisfied with Council Overall	182	67.2
performance of Council (CSI score 31.6).		1	
<ul> <li>Those who were satisfied with the</li> </ul>	Dissatisfied Opportunities Involvement	41	49.6
opportunities Council provide for	Opportunities for Involvement - Neutral	96	60.5
community involvement in decision	Satisfied Opportunities for Involvement	126	68.9
making (CSI Score 68.9) are significantly	CSI Score	H	
more satisfied than those who are		0	20 40 60 80 100
dissatisfied with the opportunities Council		SI Score	# of respondents
provide for community involvement (CSI			
,			

## Wastewater

### Type of Wastewater Disposal

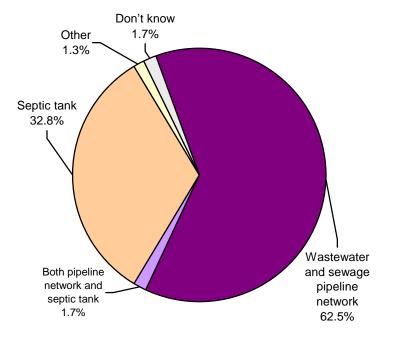
Respondents were asked 'which of the following describes the way in which the wastewater and sewage from your home is disposed of'.

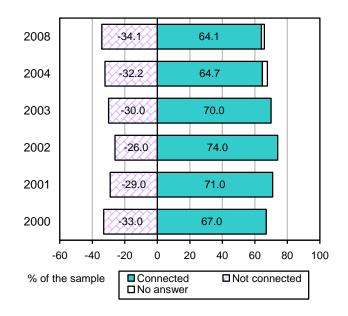
Almost two thirds of the sample (63%) were connected to the wastewater and sewage pipeline network.

A third of the sample, (33%) were on Septic tank while 2% had both the pipeline network and septic tank.

A few respondents (1%) indicated they had other disposal systems.

Comparing the results to recent history shows a similar proportion of respondents are connected to the District Council's sewerage system although this is slightly lower than the 2004 reading.



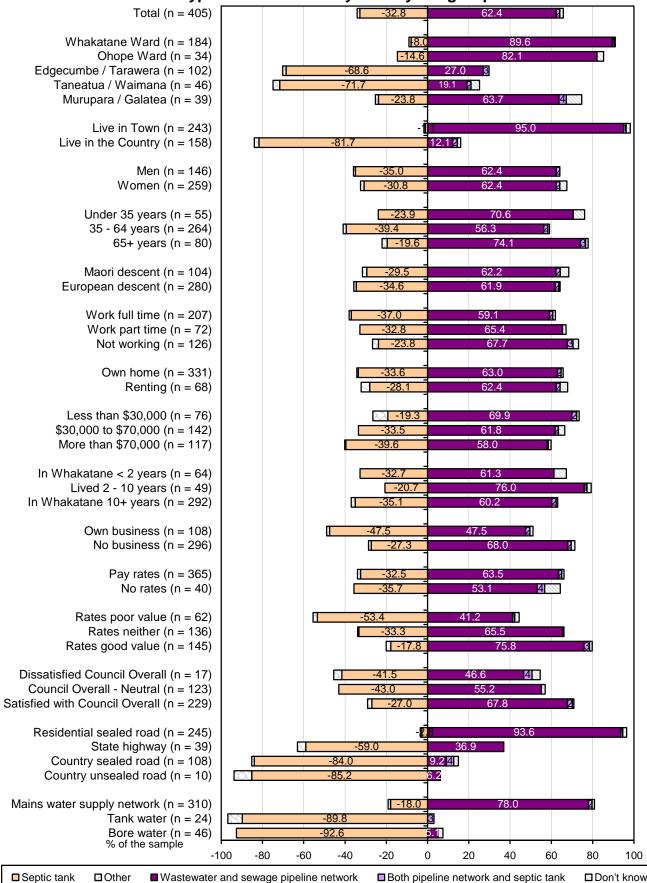


The chart on the next page shows the proportion of each subgroup that used each type of wastewater and sewerage system. Respondents who were significantly **more likely** to be on the wastewater and sewage pipeline network include:

- Those who live in town (95% of the subgroup)
- Those on residential sealed roads (94% of the subgroup)
- Those from the Whakatane Ward (90% of the subgroup) or Ohope Ward (82%)
- Those on the mains water supply (78% of the subgroup)
- Those who thought they got good value for their rates (76% of the subgroup)
- Those aged 65 years or older (74% of the subgroup)
- Those who do not operate their own business (68% of the subgroup)

Respondents who were significantly **more likely** to be on a Septic Tank include:

- Those who live in the Country (82% of the subgroup)
- Those who operate their own business (48% of the subgroup)
- Those aged 35 64 years (39% of the subgroup)
- Those who work full time (37% of the subgroup)
- Those from the Taneatua / Waimana Ward (72% of the subgroup) or the Edgecumbe / Tarawera Ward (69% of the subgroup)
- Those on rural sealed roads (84% of the subgroup) or on rural unsealed roads (85% of the subgroup)
- Those on bore water (93% of the subgroup)
- Those who thought they got poor value for their rates (53% of the subgroup)



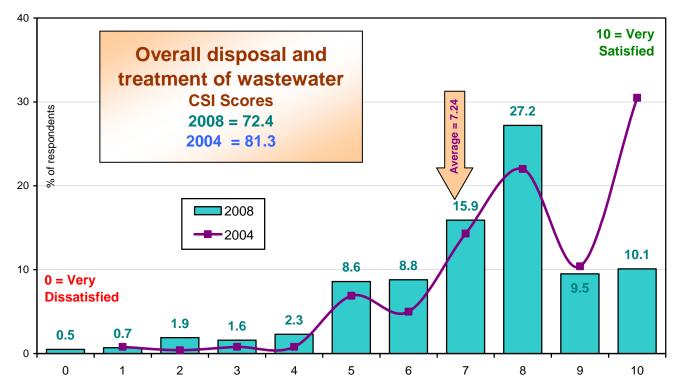


### Satisfaction with the Overall disposal and treatment of wastewater

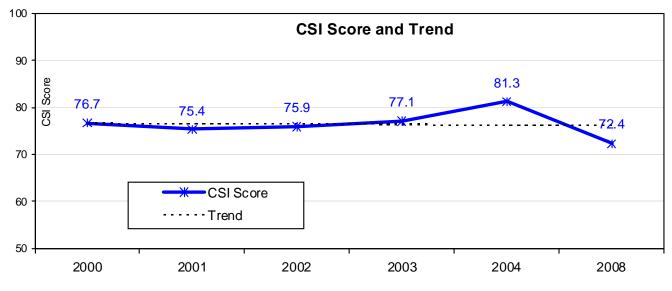
Respondents who were connected to the wastewater and sewage pipeline network (n = 258) were asked to rate their satisfaction with the overall disposal and treatment of wastewater and sewage, using a scale where 0 is very dissatisfied to 10 being very satisfied.

Two thirds of the respondents (63%) were satisfied with the overall disposal and treatment of wastewater and sewage, (Scores 7 – 10), including 20% who rated this with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (27%). A fifth of the respondents (20%) rated their satisfaction with a score that was neutral (Scores 4 – 6), and 5% rated this with scores that reflect dissatisfaction (Scores 0 – 3).

The CSI Score for the overall disposal and treatment of wastewater and sewage was 72.4. This score show a good level of satisfaction, but with potential for improvement.

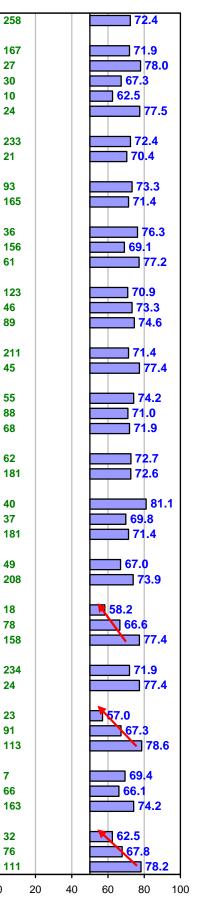


The CSI Score of 72.4 is down 8.9 points from the 2004 results and below the historic CSI Scores.



#### Satisfaction with the overall disposal Total and treatment of wastewater and sewage by demographics Whakatane Ward Ohope Ward There are a number of variables which Edgecumbe / Tarawera appear to have a significant impact on Taneatua / Waimana satisfaction with Council services and Murupara / Galatea facilities. The chart opposite compares these variables. Live in Town Live in the Country The analysis shows that there are reasonably good levels of satisfaction with Men the overall disposal and treatment of Women wastewater and sewage across most of the subgroups of interest. Under 35 years 35 - 64 years The variables that appear to have had the 65+ years greatest impact on satisfaction with the overall disposal and treatment of Work full time wastewater and sewage were: Work part time Not working Respondents who thought they received good value for their rates (CSI Score 78.6) Own home appeared more satisfied than those who Renting thought they got poor value for their rates (CSI Score 57.0). Less than \$30,000 \$30,000 to \$70,000 Those from the Taneatua / Waimana More than \$70,000 Ward (CSI Score 62.5) appear less satisfied than those from the other Wards Maori descent Those aged between 35 - 64 years (CSI European descent Score 69.1) appear less satisfied than those in the other age brackets. In Whakatane < 2 years Lived 2 - 10 years Those who have lived in Whakatane for In Whakatane 10+ years less than 2 years (CSI Score 81.1) are significantly more satisfied than those who Own business have lived in Whakatane longer. No business Those who were satisfied with Whakatane Dissatisfied Whakatane place to live as a place to live (CSI Score 77.4) are Whakatane place to live - Neutral significantly more satisfied than those who Satisfied Whakatane place to live were dissatisfied with Whakatane as a place to live (CSI score 58.2). Pav rates Those who were satisfied with the overall No rates performance of Council (CSI Score 74.2) are significantly more satisfied than those Rates poor value who were dissatisfied with the overall Rates neither performance of Council (CSI score 69.4). Rates good value

• Those who were satisfied with the opportunities Council provide for community involvement in decision making (CSI Score 78.2) are significantly more satisfied than those who are dissatisfied with the opportunities Council provide for community involvement (CSI score 62.5).



CSI Score # of respondents

n

**Dissatisfied Council Overall** 

Satisfied with Council Overall

**Dissatisfied Opportunities Involvement** 

Opportunities for Involvement - Neutral

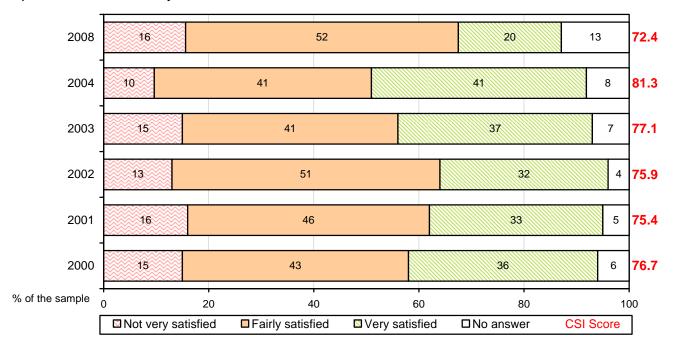
Satisfied Opportunities for Involvement

Council Overall - Neutral

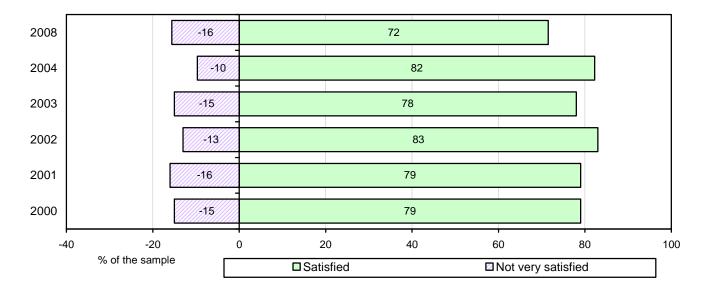
**CSI Score** 

### Sewerage system Satisfaction Comparison with History

The following chart compares the history of satisfaction with the sewerage system using the previous 3 point scale and an estimated CSI score for each year. This shows that 20% are very satisfied with the sewerage system with a further 52% being fairly satisfied. Only a small proportion, 16% of respondents were not very satisfied. The CSI score is lower than the 2004 result.



Comparing the proportion of respondents who were less than satisfied versus those who are satisfied shows that there are less satisfied and more not very satisfied respondents this year.

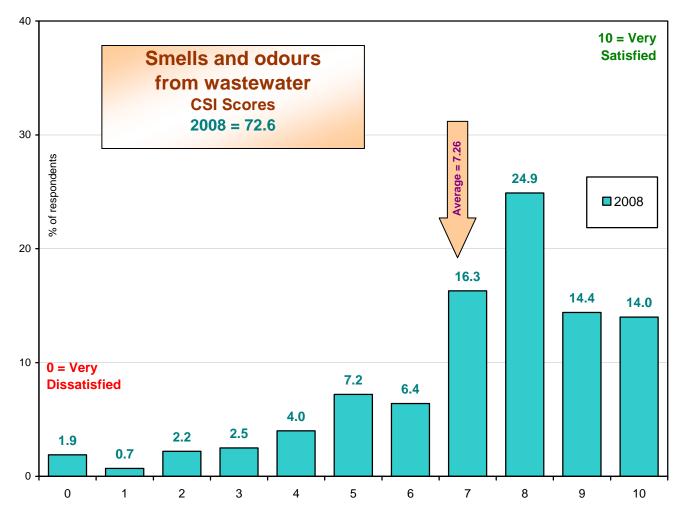


### Satisfaction with smells and odours from wastewater

Respondents who were connected to the wastewater and sewage pipeline network (n = 258) were asked to rate their satisfaction with the smells and odours from the treatment of wastewater and sewage being kept to a minimum, using a scale where 0 is very dissatisfied to 10 being very satisfied.

Almost three quarters of the respondents (70%) were satisfied with the smells and odours being kept to a minimum, (Scores 7 – 10), including 28% who rated this with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (25%). A fifth of the respondents (18%) rated their satisfaction with a score that was neutral (Scores 4 – 6), and 7% rated this with scores that reflect dissatisfaction (Scores 0 – 3).

The CSI Score for the smells from the treatment of wastewater being kept to a minimum was 72.6. This score show a very good level of satisfaction.



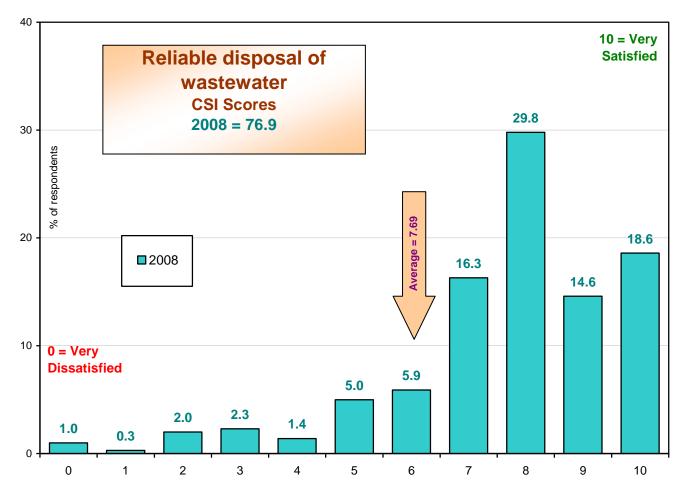
#### Satisfaction with the smells and Total 258 72.6 odours from the treatment of wastewater and sewage are kept to a Whakatane Ward 167 71.6 minimum by demographics 71.9 Ohope Ward 27 Edgecumbe / Tarawera 30 67.9 There are a number of variables which Taneatua / Waimana 60.0 10 appear to have a significant impact on Murupara / Galatea 88.5 24 satisfaction with Council services and facilities. The chart opposite compares Live in Town 233 72.0 these variables. Live in the Country 21 78.6 The analysis shows that there are Men 93 72.0 reasonably good levels of satisfaction with Women 165 73.1 the smells and odours from the treatment of wastewater and sewage being kept to a Under 35 years 36 77.2 minimum across most of the subgroups of 35 - 64 years 156 69.2 65+ years 61 76.6 interest. The variables that appear to have had the Work full time 123 70.0 greatest impact on satisfaction with the Work part time 46 77.2 smells and odours from the treatment of Not working 89 75.0 wastewater and sewage being kept to a Own home 211 72.5 minimum were: Renting 45 75.1 Respondents who thought they received good value for their rates (CSI Score 77.4) Less than \$30,000 55 75.6 \$30,000 to \$70,000 88 were significantly more satisfied than 72.2 More than \$70,000 68 71.6 those who thought they got poor value for their rates (CSI Score 63.4). Maori descent 62 78.7 Those from the Murupara / Galatea Ward 181 European descent 70.2 (CSI Score 88.5) are significantly more satisfied than those from the other Wards In Whakatane < 2 years 40 79.2 Lived 2 - 10 years 37 69.4 Those who live in the Town (CSI Score In Whakatane 10+ years 181 71.8 72.0) appear less satisfied than those who live in the Country. Own business 49 70.6 Those aged between 35 - 64 years (CSI No business 208 73.2 Score 69.2) appear less satisfied than those in the other age brackets. Dissatisfied Whakatane place to live 18 77.1 67.5 Whakatane place to live - Neutral 78 Those of Maori descent (CSI Score 78.7) Satisfied Whakatane place to live 158 74.6 appear more satisfied than those of European descent (CSI Score 70.2). Pay rates 234 72.6 No rates 24 72.4 Those who were satisfied with the overall performance of Council (CSI Score 74.8) Rates poor value 23 63.4 are significantly more satisfied than those 68.8 who were dissatisfied with the overall Rates neither 91 Rates good value 113 77.4 performance of Council (CSI score 68.4). Those who were satisfied with the Dissatisfied Council Overall 7 68.4 opportunities Council provide for Council Overall - Neutral 64.8 66 community involvement in decision Satisfied with Council Overall 163 74.8 making (CSI Score 75.8) are significantly more satisfied than those who are Dissatisfied Opportunities Involvement 32 63.0 dissatisfied with the opportunities Council Opportunities for Involvement - Neutral 76 68.9 provide for community involvement (CSI Satisfied Opportunities for Involvement 111 75.8 score 63.0). **CSI Score** 0 20 40 60 80 100 CSI Score # of respondents

### Satisfaction with having a reliable disposal of wastewater and sewage

Respondents who were connected to the wastewater and sewage pipeline network (n = 258) were asked to rate their satisfaction with having reliable disposal of wastewater and sewage (e.g. lack of blockages and overflows), using a scale where 0 is very dissatisfied to 10 being very satisfied.

Four fifths of the respondents (79%) were satisfied the disposal of wastewater and sewage was reliable, (Scores 7 – 10). The mode was a score of 8 (30%) and 33% rated this with a score of 9 or 10 (exceeded expectations). An eighth of the respondents (12%) rated their satisfaction with a score that was neutral (Scores 4 – 6), and only 6% were dissatisfied (Scores 0 – 3).

The CSI Score for the reliable disposal of wastewater and sewage was 76.9. This score shows a very good level of satisfaction.



Satisfaction with the disposal of wastewater and sewage being reliable by demographics There are a number of variables which appear to have a significant impact on satisfaction with Council services and facilities. The chart opposite compares these variables.	Total Whakatane Ward Ohope Ward Edgecumbe / Tarawera Taneatua / Waimana Murupara / Galatea Live in Town Live in the Country	167     78.7       27     82.0       30     60.5       10     60.4       24     86.       233     77.7
The analysis shows that there are reasonably high levels of satisfaction with having reliable disposal of wastewater and sewage across most of the subgroups of interest.	Men Women Under 35 years 35 - 64 years	165     74.8       36     80.9       156     73.8
The variables that appear to have had the greatest impact on satisfaction with having reliable disposal of wastewater and sewage (e.g. lack of blockages and overflows) were:	65+ years Work full time Work part time Not working	123     76.3       46     76.5       89     78.4
• Respondents who thought they received good value for their rates (CSI Score 81.6) appear more satisfied than those who thought they got poor value for their rates (CSI Score 64.9).	Own home Renting Less than \$30,000 \$30,000 to \$70,000 More than \$70,000	45 80.1 55 80.9 88 75.3
<ul> <li>Those from the Taneatua / Waimana Ward (CSI Score 60.4) and the Edgecumbe / Tarawera Ward (CSI Score 60.5) appear less satisfied than those from the other Wards</li> </ul>	Maori descent European descent In Whakatane < 2 years	181     77.1       40     79.6
• Those who live in the Town (CSI Score 77.7) appear more satisfied than those who live in the Country (CSI Score 68.6)	Lived 2 - 10 years In Whakatane 10+ years Own business	181     76.1       49     75.2
• Those aged between 35 - 64 years (CSI Score 73.8) appear less satisfied than those in the other age brackets.	No business Dissatisfied Whakatane place to live Whakatane place to live - Neutral	18         82.0           78         70.3
• Those who were satisfied with the opportunities Council provide for community involvement in decision making (CSI Score 81.5) are significantly more satisfied than those who are dissatisfied with the opportunities Council provide for community involvement (CSI score 67.7).	Satisfied Whakatane place to live Pay rates No rates Rates poor value Rates neither Rates good value	234     77.0       24     76.1       23     64.9       91     74.6
	Dissatisfied Council Overall Council Overall - Neutral Satisfied with Council Overall Dissatisfied Opportunities Involvement Opportunities for Involvement - Neutral Satisfied Opportunities for Involvement	66     73.8       163     77.7       32     67.7       76     73.3
		0 20 40 60 80 1 SI Score <b># of respondents</b>

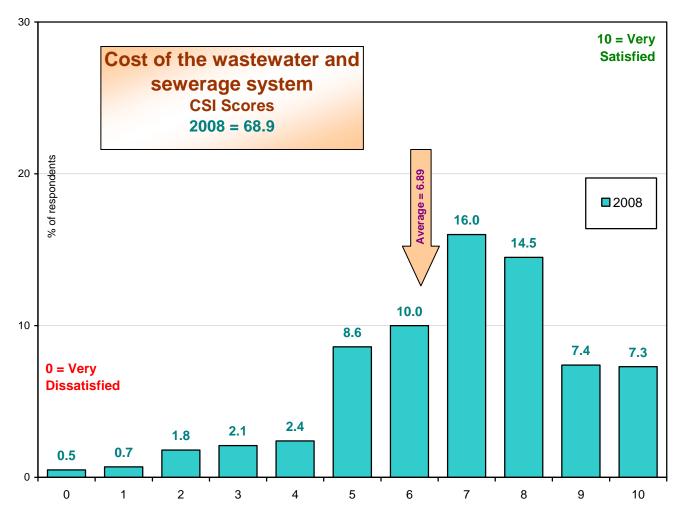
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### Satisfaction with the cost of the wastewater and sewerage system

Respondents who were connected to the wastewater and sewage pipeline network (n = 258) were asked to rate their satisfaction with the cost of the wastewater and sewerage system, using a scale where 0 is very dissatisfied to 10 being very satisfied.

Almost half of the respondents (45%) were satisfied with the cost of the wastewater and sewerage system, (Scores 7 – 10), including 15% who rated this with a score of 9 or 10 (exceeded expectations). The mode was a score of 7 (16%). A fifth of the respondents (21%) rated their satisfaction with a score that was neutral (Scores 4 – 6), and 5% rated this with scores that reflect dissatisfaction (Scores 0 – 3). Over half of the respondents (29%) did not know.

The CSI Score for the cost of the wastewater and sewerage system was 68.9. This score shows a good level of satisfaction, but with potential for improvement.



#### Satisfaction with the cost of the Total 258 68.9 wastewater and sewerage system by demographics Whakatane Ward 167 69.8 Ohope Ward 27 72.5 There are a number of variables which Edgecumbe / Tarawera 30 60.6 appear to have a significant impact on Taneatua / Waimana 63.0 10 satisfaction with Council services and Murupara / Galatea 71.9 24 facilities. The chart opposite compares these variables. 233 Live in Town 69.2 Live in the Country 67.0 21 The analysis shows that there are reasonably good levels of satisfaction with Men 93 69.6 the cost of the wastewater and sewerage Women 165 68.2 system across most of the subgroups of interest. Under 35 years 36 73.4 35 - 64 years 156 66.0 The variables that appear to have had the 65+ years 61 72.3 greatest impact on satisfaction with the cost of the wastewater and sewerage Work full time 123 67.7 system were: Work part time 46 70.6 Not working 89 70.0 Respondents who thought they received good value for their rates (CSI Score 76.3) Own home 211 68.2 were significantly more satisfied than Renting 45 75.1 those who thought they got poor value for their rates (CSI Score 52.2). Less than \$30,000 55 71.2 \$30,000 to \$70,000 88 67.8 Those from the Edgecumbe / Tarawera More than \$70,000 68 68.1 Ward (CSI Score 60.6) and the Taneatua / Waimana Ward (CSI Score 63.0) appear Maori descent 62 66.6 less satisfied than those from the other 181 European descent 69.7 Wards Those aged between 35 - 64 years (CSI In Whakatane < 2 years 40 79.8 Score 66.0) appear less satisfied than Lived 2 - 10 years 37 67.3 those in the other age brackets. In Whakatane 10+ years 181 67.5 Those who are renting (CSI Score 75.1) Own business 49 64.7 appear more satisfied than homeowners. No business 208 70.0 Those who had lived in Whakatane for Dissatisfied Whakatane place to live 56.3 less than 2 years (CSI Score 79.8) are 18 significantly more satisfied than those who Whakatane place to live - Neutral 78 60.8 Satisfied Whakatane place to live 158 74.9 have lived in Whakatane longer. Those who were satisfied with Whakatane Pay rates 234 68.4 as a place to live (CSI Score 74.9) are 75.6 No rates 24 significantly more satisfied than those who were dissatisfied with Whakatane as a Rates poor value 23 52.2 place to live (CSI score 56.3). 61.7 Rates neither 91 Rates good value 113 76.3 Those who were satisfied with the overall performance of Council (CSI Score 71.2) 48.9 Dissatisfied Council Overall 7 are significantly more satisfied than the Council Overall - Neutral 61.5 66 few who were dissatisfied with the overall Satisfied with Council Overall 71.2 163 performance of Council (CSI score 48.9). Those who were satisfied with the Dissatisfied Opportunities Involvement 32 6.7 opportunities Council provide for **Opportunities for Involvement - Neutral** 76 66.7 community involvement in decision Satisfied Opportunities for Involvement 111 74.3 making (CSI Score 74.3) are significantly **CSI Score** 0 20 40 60 80 100 more satisfied than those who are dissatisfied with the opportunities Council CSI Score # of respondents provide for community involvement (CSI

score 56.7).

## Stormwater

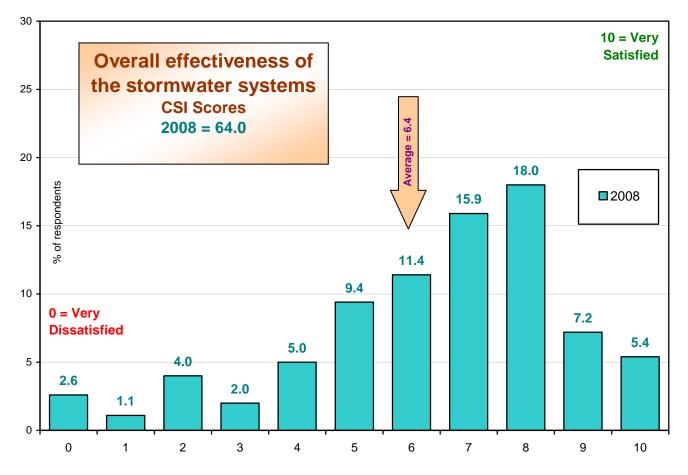
### Satisfaction with the overall effectiveness of the stormwater systems

Respondents were asked to rate their satisfaction with the overall effectiveness of the stormwater systems, using a scale where 0 is very dissatisfied to 10 being very satisfied.

Almost half of the respondents (47%) were satisfied with the overall effectiveness of the stormwater systems (Scores 7 – 10). The mode was a score of 8 (18%) and 13% rated this with a score of 9 or 10 (exceeded expectations).

A quarter of the respondents (26%) rated their satisfaction with a score that was neutral (Scores 4 - 6), and 10% rated this with scores that reflect dissatisfaction (Scores 0 - 3).

The CSI Score for the overall effectiveness of the stormwater systems was 64.0, a score that implies respondents are expecting something better.



Satisfaction with the overall effectiveness of the stormwater systems by demographics There are a number of variables which appear to have a significant impact on satisfaction with Council services and facilities. The chart opposite compares these variables. The analysis shows that there are reasonably fair levels of satisfaction with the overall effectiveness of the stormwater systems across most of the subgroups of interest.	Total Whakatane Ward Ohope Ward Edgecumbe / Tarawera Taneatua / Waimana Murupara / Galatea Live in Town Live in the Country Men Women Under 35 years 35 - 64 years 65+ years	405 184 34 102 46 39 243 158 146 259 55 264 80	64.0 67.8 71.8 59.5 77.2 67.3 56.9 62.2 65.9 65.7 61.3 71.1
The variables that appear to have had the greatest impact on satisfaction with the overall effectiveness of the stormwater systems were:	Work full time Work part time Not working Own home	207 72 126 331	60.8 64.6 70.9 62.6
• Respondents who thought they received good value for their rates (CSI Score 73.3) were significantly more satisfied than those who thought they got poor value for their rates (CSI Score 42.6).	Renting Less than \$30,000 \$30,000 to \$70,000 More than \$70,000	68 76 142 117	71.4 68.4 65.0 58.8
<ul> <li>Those from the Edgecumbe / Tarawera Ward (CSI Score 48.6) are less satisfied than those from the other Wards</li> </ul>	Maori descent European descent In Whakatane < 2 years	104 280 64 49	63.2 63.9 69.2
• Those who live in Town (CSI Score 67.3) are significantly more satisfied than those who live in the Country.	Lived 2 - 10 years In Whakatane 10+ years Own business		70.0 61.9 58.9
<ul> <li>Those aged between 35 - 64 years (CSI Score 61.3) appear less satisfied than those in the other age brackets.</li> </ul>	No business Dissatisfied Whakatane place to live Whakatane place to live - Neutral	296 27 135	66.0 62.1 57.3
• Homeowners (CSI Score 62.6) are less satisfied than those who are renting (CSI Score 71.4).	Satisfied Whakatane place to live Pay rates No rates	237 365 40	63.6 63.6 67.5
<ul> <li>Those who live on Residential Sealed Roads (CSI Score 67.3) are significantly more satisfied than those who live on State Highways or Country Roads (CSI score 56.4 - 59.3).</li> </ul>	Rates poor value Rates neither Rates good value Dissatisfied Council Overall	62 136 145 17	42.6 62.4 73.3
• Those who were satisfied with the overall performance of Council (CSI Score 67.1) are significantly more satisfied than those who were dissatisfied with the overall performance of Council (CSI score 36.4).	Council Overall - Neutral Satisfied with Council Overall Dissatisfied Opportunities Involvement Opportunities for Involvement - Neutral Satisfied Opportunities for Involvement	123 229 53 132 157	<b>58.6</b> <b>67.1</b> <b>66.4</b> <b>69.2</b>
• Those who were satisfied with the opportunities Council provide for community involvement in decision making (CSI Score 69.2) are significantly more satisfied than those who are dissatisfied with the opportunities Council provide for community involvement (CSI score 41.0).		245 39 108 10 0 CSI Sc	67.3         58.7         56.4         59.3         20       40       60       80       100         ore       # of respondents

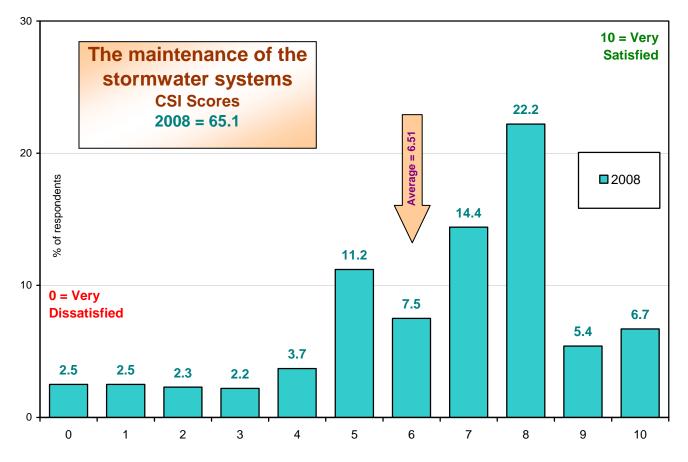
### Satisfaction with the maintenance of the stormwater systems

Respondents were asked to rate their satisfaction with the maintenance of the stormwater systems, using a scale where 0 is very dissatisfied to 10 being very satisfied.

Half of the respondents (49%) were satisfied with the maintenance of the stormwater systems (Scores 7 - 10). The mode was a score of 8 (22%) and 12% rated this with a score of 9 or 10 (exceeded expectations).

Over a fifth of the respondents (22%) rated their satisfaction with a score that was neutral (Scores 4 - 6), and 9% rated this with scores that reflect dissatisfaction (Scores 0 - 3). The remaining 20% did not answer this question.

The CSI Score for the maintenance of the stormwater systems was 65.1, a score that implies there is potential for improvement.



65.1

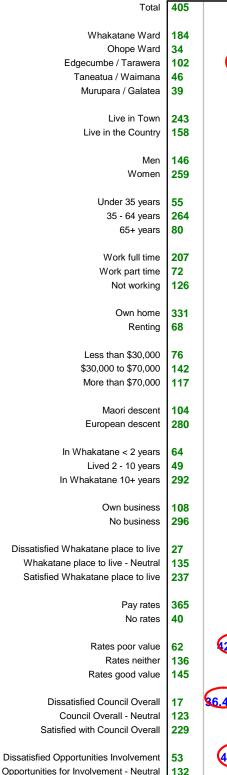
### Satisfaction with maintenance of the stormwater systems by demographics

There are a number of variables which appear to have a significant impact on satisfaction with Council services and facilities. The chart opposite compares these variables.

The analysis shows that there are reasonably good levels of satisfaction with the maintenance of the stormwater systems across most of the subgroups of interest.

The variables that appear to have had the greatest impact on satisfaction with the maintenance of the stormwater systems were:

- Respondents who thought they received good value for their rates (CSI Score 74.8) were significantly more satisfied than those who thought they got poor value for their rates (CSI Score 42.8).
- Those from the Edgecumbe / Tarawera Ward (CSI Score 47.6) appear less satisfied than those from the other Wards
- Those who live in the Country (CSI Score 57.2) are significantly less satisfied than those who live in Town (CSI Score 68.9)
- Those with a total annual household income of over \$70,000 (CSI Score 60.4) appear less satisfied than those in the lower income brackets.
- Those aged between 35 64 years (CSI Score 62.9) appear less satisfied than those in the other age brackets.
- Homeowners (CSI Score 64.0) are less satisfied than those who are renting (CSI Score 71.7).
- Those who have lived in Whakatane for more than 10 years (CSI Score 63.1) are significantly less satisfied than those who have lived there for less than 10 years.
- Those who live on Residential Sealed Roads (CSI Score 68.2) are significantly more satisfied than those who live on State Highways or Country Roads (CSI score 54.3 - 61.1).
- Those who were satisfied with the overall performance of Council (CSI Score 68.4) are significantly more satisfied than those who were dissatisfied with the overall performance of Council (CSI score 36.4).



Satisfied Opportunities for Involvement

Residential sealed road

Country sealed road

Country unsealed road

**CSI Score** 

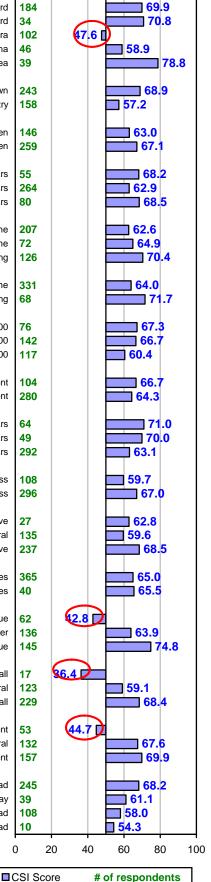
State highway

157

39

10

n



Prepared by International Research Consultants Ltd Key Contact: John Dennis phone 09 424 0516 or 0274 902 519

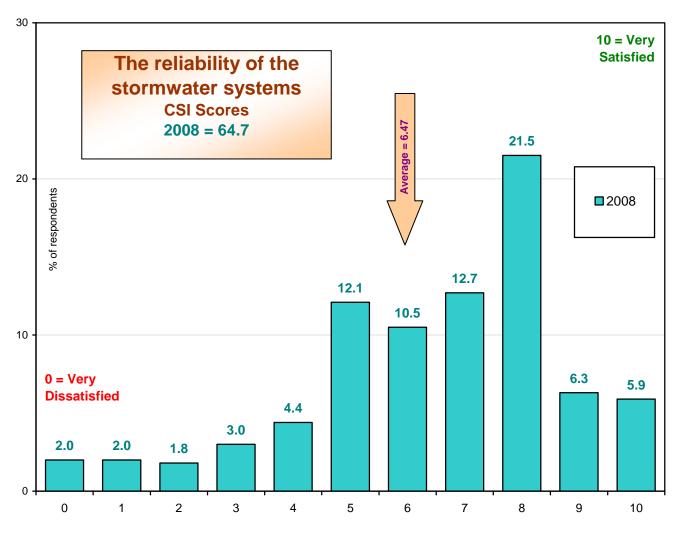
### Satisfaction with the reliability of the stormwater systems

Respondents were asked to rate their satisfaction with the reliability of the stormwater systems from streets, public areas and residents homes, using a scale where 0 is very dissatisfied to 10 being very satisfied.

Almost half of the respondents (46%) were satisfied with the reliability of the stormwater systems (Scores 7 - 10). The mode was a score of 8 (22%) and 12% rated this with a score of 9 or 10 (exceeded expectations).

Over a quarter of the respondents (27%) rated their satisfaction with a score that was neutral (Scores 4 - 6), and 9% rated this with scores that reflect dissatisfaction (Scores 0 - 3). The remaining 18% did not answer this question.

The CSI Score for the reliability of the stormwater systems from streets, public areas and resident's homes was 64.7, a score that implies there is room for improvement.



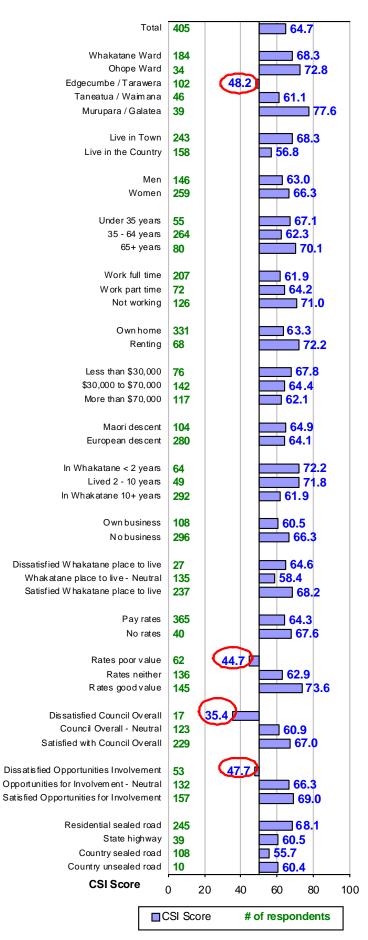
# Satisfaction with the reliability of the stormwater systems by demographics

There are a number of variables which appear to have a significant impact on satisfaction with Council services and facilities. The chart opposite compares these variables.

The analysis shows that there are reasonably good levels of satisfaction with the reliability of the stormwater systems from streets, public areas and residents homes across most of the subgroups of interest.

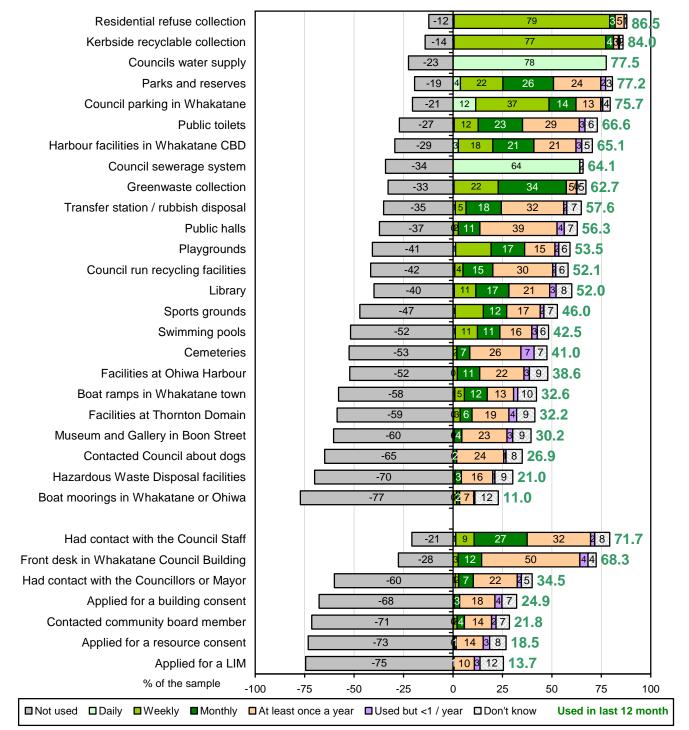
The variables that appear to have had the greatest impact on satisfaction with the reliability of the stormwater systems from streets, public areas and residents homes were:

- Respondents who thought they received good value for their rates (CSI Score 73.6) were significantly more satisfied than those who thought they got poor value for their rates (CSI Score 44.7).
- Those from the Edgecumbe / Tarawera Ward (CSI Score 48.2) are significantly less satisfied than those from other Wards
- Those who live in the Country (CSI Score 56.8) are significantly less satisfied than those who live in Town (CSI Score 68.3).
- Those who own their own home are less satisfied than those who are renting (CSI Score 63.3 and 72.2) respectively.
- Those who have lived in Whakatane for more than 10 years (CSI Score 61.9) appear less satisfied than those who have lived there for less than 10 years.
- Those who live on Residential Sealed Roads (CSI Score 68.1) are significantly more satisfied than those who live on State Highways or Country Roads.
- Those who were satisfied with the overall performance of Council (CSI Score 67.0) are significantly more satisfied than those who were dissatisfied with the overall performance of Council (CSI score 35.4).
- Those who were satisfied with the opportunities Council provide for community involvement in decision making (CSI Score 69.0) are significantly more satisfied than those who are dissatisfied with the opportunities Council provide for community involvement (CSI score 47.7).



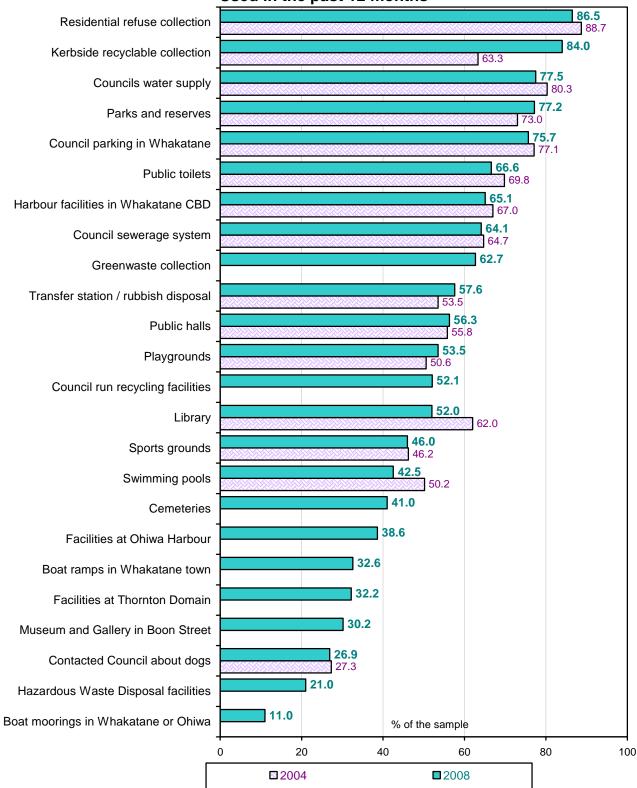
## **Usage of Specific Council Services and Facilities**

Respondents were asked how often they had used Council provided services or facilities in the past year. Some of the services like the Residential Refuse Collection (86%), Kerbside Recyclable collection (84%), and Council Water supply (78%), were used by the vast majority of respondents. Other facilities like the Boat Moorings (11%) or applying for a LIM (14%) were used by a small proportion of the sample.



### History of Usage of various Facilities and Services

The following chart compares the percentage of respondents using each facility or service in the past 12 months for 2008 against the percentage who used these in the 2004 survey. Similar to previous years, there is some variation in usage but this is possibly due to variances in the sample.

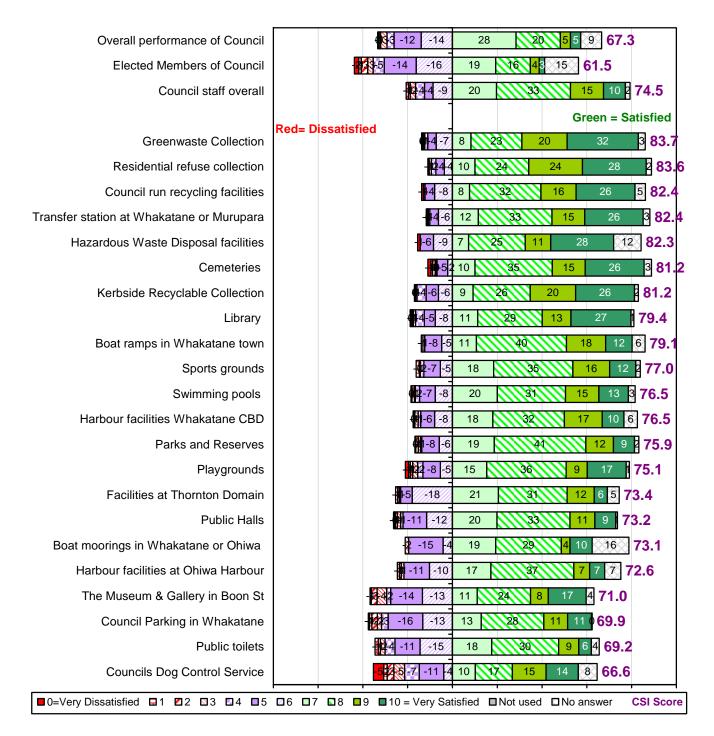


### Used in the past 12 months

### **Satisfaction with Specific Council Facilities and Services**

The respondents were asked 'I'm going to read out a list of facilities / amenities within the Whakatane area you have used as well as a range of others that Council provides. Using the scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with <factor>?

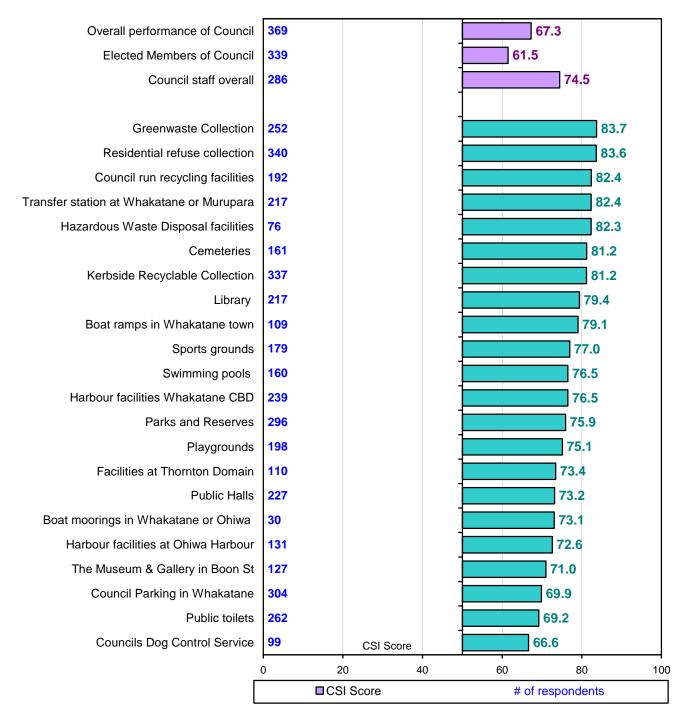
The majority of respondents rated most factors with scores that reflected satisfaction (scores 7 – 10). This ranged from 87% for the *'Residential refuse collection'* down to just 56% for *'Councils Dog Control Service'*. There are also a number of respondents who are less than satisfied with each factor (scores 0 - 6). This ranges from 11% for the *'Residential refuse collection'* and *'Cemeteries'* up to 38% for *'Council Parking in Whakatane'*. The factor with the most respondents rating with a score of 10 was *'Greenwaste Collection'* while the factor with the most rating with a score of 0 is *'Councils Dog Control Service'* (4.5%).



### **CSI Scores by Council Facilities and Services**

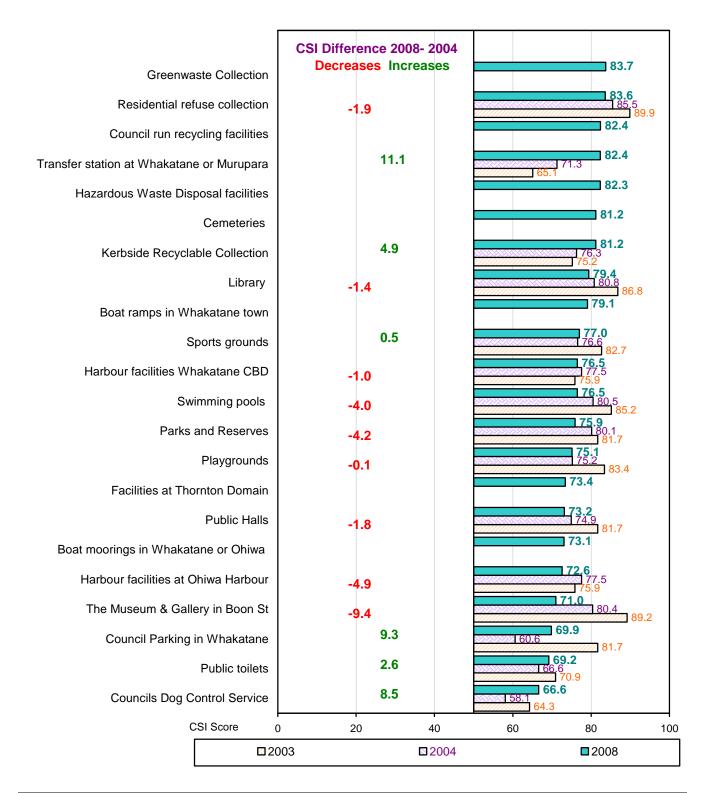
#### Note: Most facilities are rated only by those who had used that facility in the past 12 months.

The CSI scores range from a high of 83.7 for the '*Greenwaste Collection*' and 83.6 for the '*Residential refuse collection*' down to 66.6 for '*Councils Dog Control Service*'. Some of these scores reflect an excellent performance while others reflect a need for significant improvement.



### **CSI Scores Facilities & Amenities – Comparison with previous years**

The following chart compares the CSI scores for 2008 versus 2004 and 2003 for the Facilities & Amenities. The facilities rated the highest in previous years are once again rated the highest for 2008. There was a mix of 6 increases and 9 decreases in CSI scores from 2004 but most changes were small. The largest increase was a rise of 11.1 points for the *'Transfer station / rubbish disposal at Whakatane or Murupara'* (CSI Score 82.4) but this was asked as *'Council run Land fills'* in 2004. The largest decrease was of 9.4 points for the *'Museum & Gallery in Boon St'* (CSI Score 71.0). Note: in 2004 the Museum (CSI Score 80.4) and Art Gallery (CSI Score 81.2) were asked separately.



### **Library Service**

Respondents were asked how often they used the library service in the past year. The wording for this question has changed from that used prior to 2004 with respondents asked 'how often they have used these facilities in the past twelve months' where previously this was asked as 'have you used in the past 12 months' without a frequency consideration.

### Frequency of using the Library

Just over half (52%) of respondents had use the Library in the past 12 months while two fifths (40%), had not used the Library and 8% didn't know.

A tenth of the respondents (11%) used the Library on a weekly basis while 1% used the Library on a daily basis.

A sixth of the respondents (17%) used the Library monthly while a fifth of the respondents (21%) used the Library at least once a year and 3% used the Library less often.

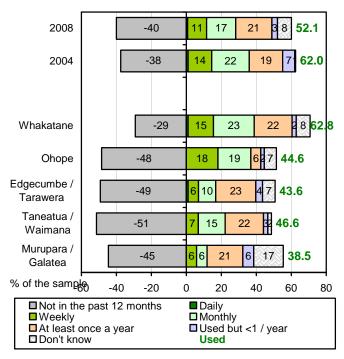
The results are similar to the previous years.

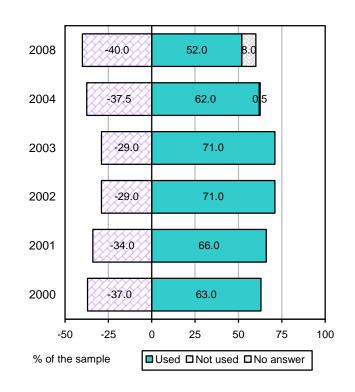
Usage of the Library was higher in the Whakatane Ward (63% versus 47 - 39% for the other Wards).

Comparing the history of library usage shows that current usage is at the lower end of the range with 52% of respondents saying they had used the library in the past 12 months.

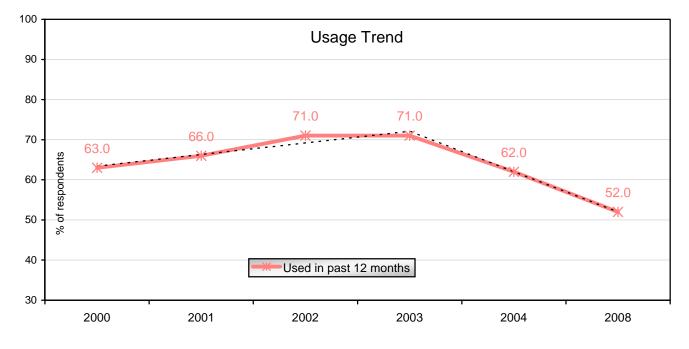
The variation in usage could reflect the change in the sampling process used in 2004. The historical process of using the white pages for sample generation tends to understate the proportion of new residents in the area (people who are less likely to have used any facility). This sampling process uses random number generation therefore giving all residents on the telephone an equal chance of being included and this could account for the reduction in usage.

However, regardless of the changes it appears that over half of the respondents used the library in the past year.



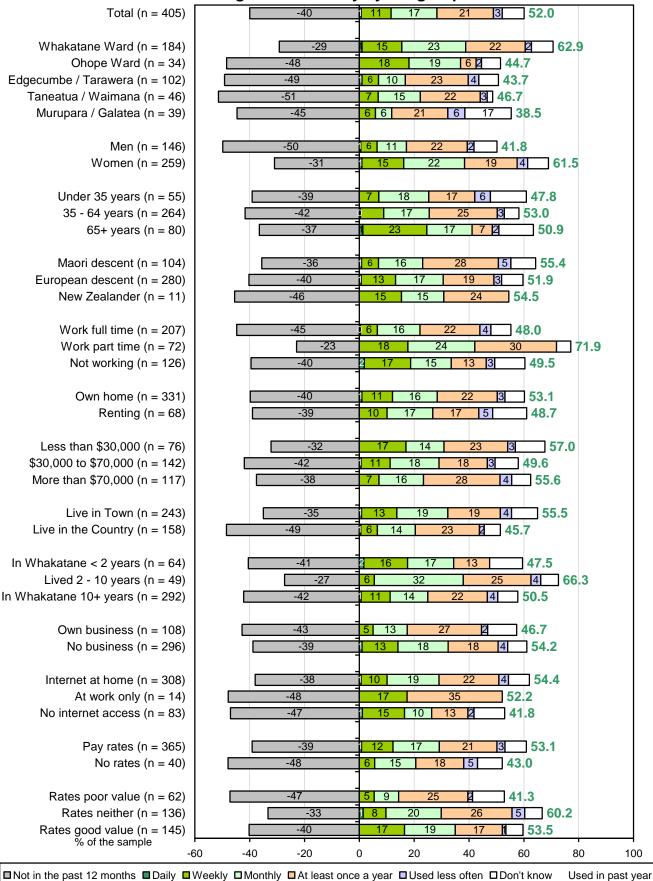


The chart shows the usage trend for the Library based on the percentage who had personally used these facilities in the past 12 months. This shows that usage at 52.0% is down 10 points on 2004. This is the lowest usage result recorded by this monitor. The variation in usage could reflect the change in the sampling process used in 2004



The chart over the page compares the usage of the Library among the various subgroups of interest. Respondents who were significantly **more likely** to use the Libraries include:

- Those from the Whakatane Ward (63%)
- Women (62%)
- Those working part time in paid employment (72%)
- Those who live in town (56%)
- Those who have lived in the Whakatane District between 2 10 years (66%)



### Usage of the Library by subgroup

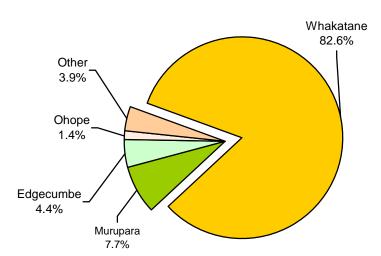
### Library used most

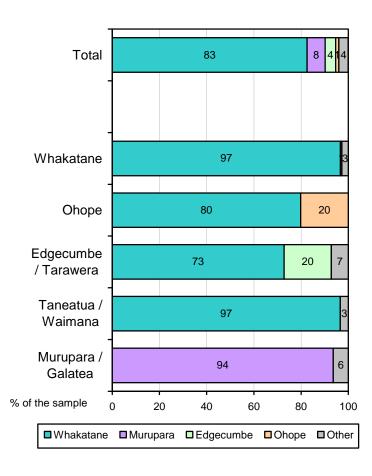
Respondents were asked which Library they had used most often in the past 12 months

The largest group of respondents (83%) had used the Whakatane Library the most in the past 12 months. Less than a tenth 8% had used the Murupara Library the most in the past 12 months.

A few of the respondents (4.4%) used the Edgecumbe Library, 3 respondents (1.4%) had used the Ohope Library and 3.9% said they had used other libraries.

The others included a few who did not use any library as their main library, one each who mentioned the Hospital library, Opotiki, Otakari and Pikatahi.





### Library used most by Ward

The Whakatane Library was used the most by respondents from the Ohope Ward (80%), the Whakatane and Taneatua / Waimana Wards (97%) and the Edgecumbe / Tarawera Ward (73%).

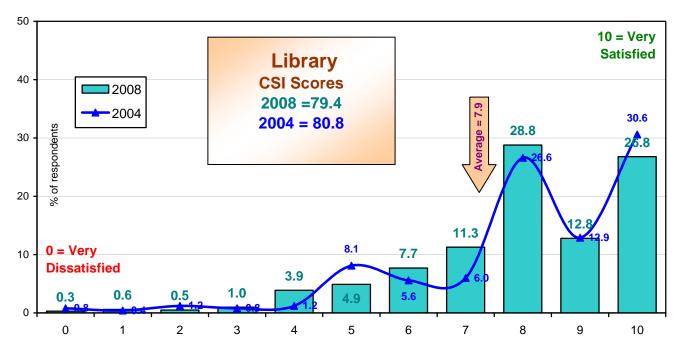
The Murupara Library was mostly used by respondents from the Murupara / Galatea Ward (94%) and one respondent (6%) who said they used other Libraries most often.

### Satisfaction with Library

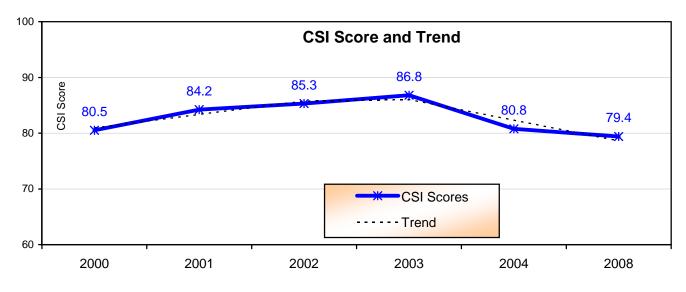
Respondents who had used the Library in Whakatane in the last 12 months (n=221) were asked to rate their satisfaction using a scale where 0 is very dissatisfied to 10 being very satisfied.

Four fifths of the respondents (80%) were satisfied with the Library (Scores 7 – 10), including 40% who rated these with a score of 9 or 10 (exceeded expectations). The mode (the most frequent value) was a score of 8 (29%). A sixth of the subgroup (17%) rated the Library with a score that was neutral (Scores 4 – 6), while only 5 respondents (2.5%) rated with scores that reflected dissatisfaction (Scores 0 - 3).

The CSI Score for the Library was 79.4, which reflects that users feel the Library is providing a very good service.

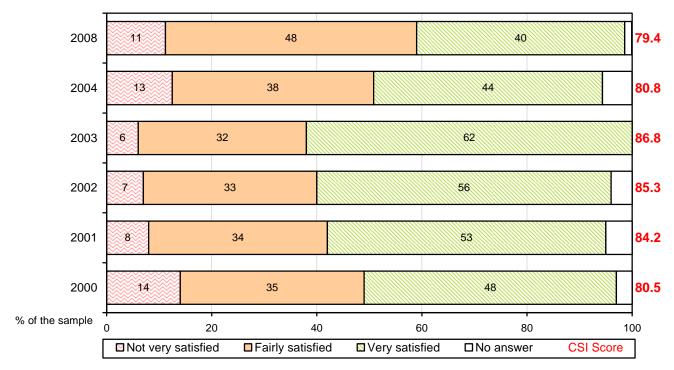


The CSI Score of 79.4 is 1.4 points lower than the 2004 results. It appears that there is a downward trend in CSI Scores at present.

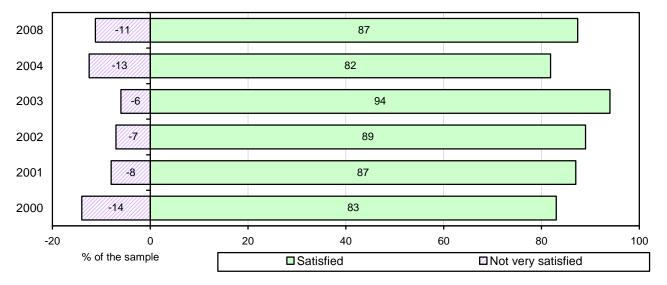


### Library Satisfaction Comparison with History

The following chart compares the history of satisfaction with the library using the previous 3 point scale and an estimated CSI score for each year. This shows that the largest group of users, 48% are fairly satisfied with the Library with a further 40% being very satisfied. Once again only a small proportion of respondents were not very satisfied. The CSI score is 1.4 points lower than 2004.



Comparing the proportion of respondents who were less than satisfied versus those who are satisfied shows that satisfaction levels have increased this year.



# Satisfaction with the Library by demographics

There are a number of variables which appear to have a significant impact on satisfaction with Council services and facilities. The chart opposite compares these variables.

The variables that appear to have had the greatest impact on satisfaction with the Library were:

- Those who had visited the Library on a weekly basis (CSI Score 82.1) appear more satisfied than those who visited the Library less often (CSI Score 78.8 to 76.3).
- Those from the Ohope and Whakatane Wards (CSI Score 52.8 and 80.5) were more satisfied than those from the other Wards (CSI Score 75.6 to 77.8).
- Those who lived in Town (CSI Score 80.9) were more satisfied than those who lived in the Country (CSI Score 77.0).
- Men (CSI Score 82.8) were more satisfied than women (CSI Score 77.2).
- Those aged 35 64 (CSI Score 76.5) were less satisfied than those over 65 (CSI Score 88.0) and those aged under 35 (CSI Score 81.7).
- Those not in paid employment (CSI Score 86.6) were significantly more satisfied than those in full time employment (CSI Score 77.3) or those working part time (CSI Score 76.0).
- Those with a household income of more than \$70,000 (CSI Score 77.0) were less satisfied than those from the lower income brackets (CSI Score 82.9 to 79.3).
- Respondents who thought they received good value for their rates (CSI Score 83.7) were significantly more satisfied than those who thought they got poor value for their rates (CSI Score 72.1).

Total	221				79.4
\\/h=h=t=n=\\//m=h	447				
Whakatane Ward Ohope Ward	117 16				80.5
Edgecumbe / Tarawera	47				77.8
Taneatua / Waimana	23				77.2
Murupara / Galatea	18		_		75.6
Marupara / Calaica					0.0
Live in Town	139				180.9
Live in the Country	78				77.0
Men	63		_		82.8
Women	158				77.2
Under 35 years	30				81.7
35 - 64 years	145			· · · · · · · · · · · · · · · · · · ·	76.5
65+ years	41				88.0
Workfulltime	107				77.3
Work part time	51				76.0
Not working	63				86.6
Own hom e	181				79.1
Renting	38				81.5
Less than \$30,000	42				82.9
\$30,000 to \$70,000	80				79.3
More than \$70,000	65				77.0
Maori descent	58				79.9
European descent	154				79.0
In Whakatane < 2 years	33				77.5
Lived 2 - 10 years	34				77.1
In Whakatane 10+ years	154				80.4
Own business	52				79.2
No business	169				79.5
	470				70.0
Internet at home	176				79.0
At work only	8 37			<b>6</b> 9	
No internet access	31				84.2
Pay rates	203				79.3
No rates	18				180.8
NoTaces	10				00.0
Rates poor value	28			7	2.1
Rates neither	82				77.3
Rates good value	83				83.7
Weekly	52				82.1
Monthly	73				78.8
At least once a year	79				78.4
Less than 1 / year	11				76.3
	<u>ا ا</u>	0 4		50 E	100
	-	-			30 100
	CSI So	core	# of	respon	dents

# Why less than satisfied with the Local Libraries

The respondents who were less than satisfied (scores 0 - 7) with the Libraries (n= 68) were asked 'Why are you not totally satisfied with the Libraries'

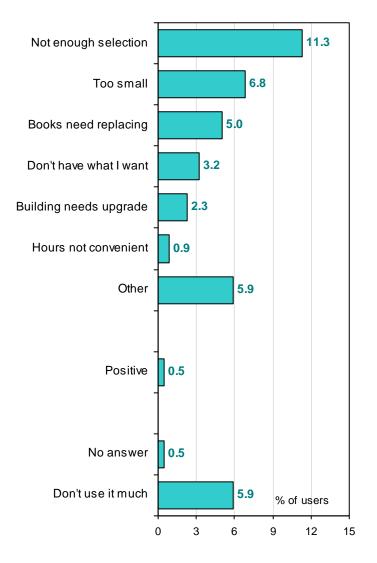
This was asked as an open question with the answers grouped together into similar themes for analysis purposes.

There was a range of comments offered by those who were less than satisfied with the Local Libraries.

The main comments included...

- Not enough selection mentioned by 11% of the Library users (37% of those who are less than satisfied)
- Too small (7% of the users)
- Books need replacing, (mentioned by 5% of the users).

There was a range of other comments.



(The full set of verbatim comments is included in the WDS ARS 2008 Verbatim Comments report)

### The Museum & Gallery in Boon Street

Respondents were asked how often they had visited the Museum & Gallery in Boon Street in the past year. The wording for this question has changed from that used historically with the Museum and Gallery combined into one question where historically these were asked as two separate questions.

# Frequency of using the Museum & Gallery in Boon Street

Three fifths (60%) of respondents had not visited the Museum & Gallery in Boon Street in the past 12 months while almost a third (30%) had visited the Museum & Gallery in Boon Street and 9% didn't know.

Almost a quarter of the respondents (23%) visited the Museum & Gallery in Boon Street at least once a year, 3% had visited less often and 16 respondents (4%) had visited monthly.

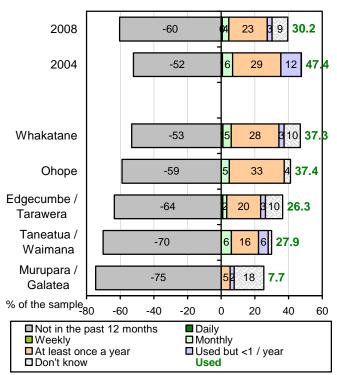
Only one respondent (0.2%) had visited on daily basis and two respondents (0.4%) had visited weekly.

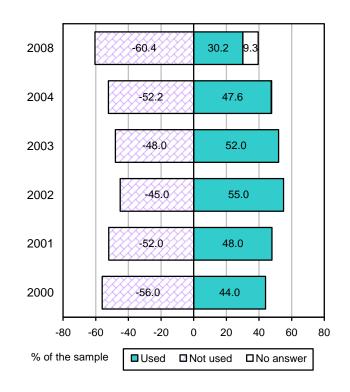
Only 8% from the Murupara / Galatea Ward visited the Museum & Gallery in Boon Street versus 26 - 37% for the other Wards.

Comparing the history of Museum & Gallery in Boon Street usage shows that current usage is down 17.4% from the 2004 result.

Only a third of the respondents had visited the Museum & Gallery in Boon Street in the past 12 months.

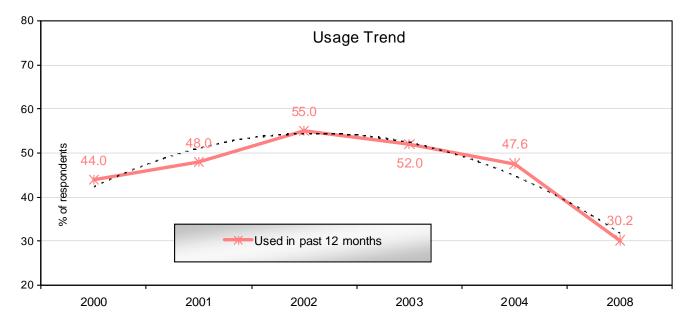
The variation in usage could reflect the change made this year of combining the Museum with the Gallery in Boon Street.





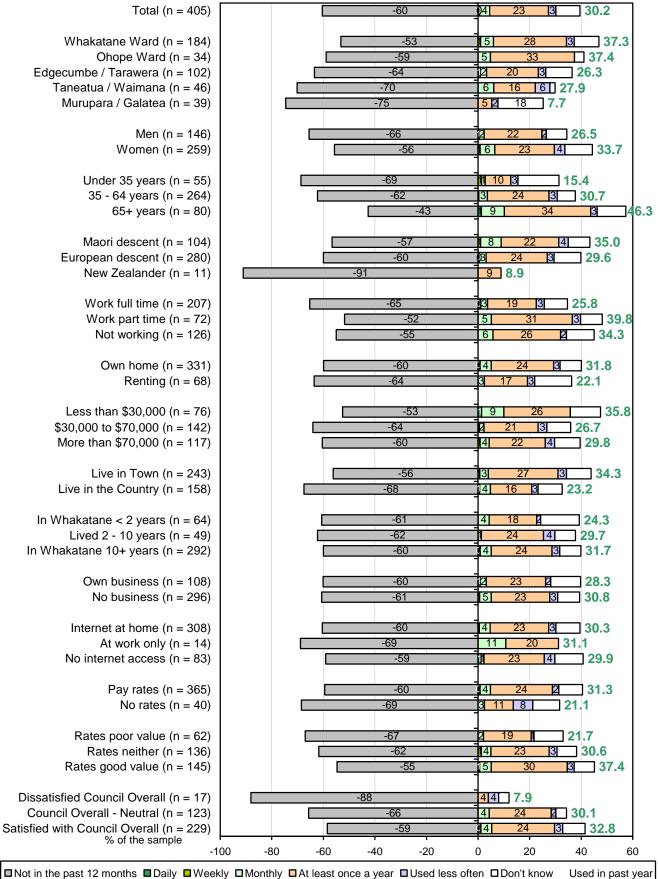
The chart shows the usage trend for the Museum & Gallery in Boon Street based on the percentage who had used these facilities in the past 12 months. The wording for this question has changed from that used historically with the Museum and Gallery combined into one question where historically these were asked as two separate questions.

Usage at 30.2% is 17.4 points lower than the 2004 result and is the lowest result recorded to date. This may reflect the change in the question structure although combining the Museum and Gallery should have resulted in a higher usage result rather than lower usage.



The chart over the page compares the usage of the Museum & Gallery in Boon Street among the various subgroups of interest. Respondents who were significantly **more likely** to use the Museum & Gallery include:

- Those aged over 65 years old (46%)
- Those working part time in paid employment (40%)
- Those from the Whakatane Ward (37%)
- Women (34%)
- Those who live in town (34%)



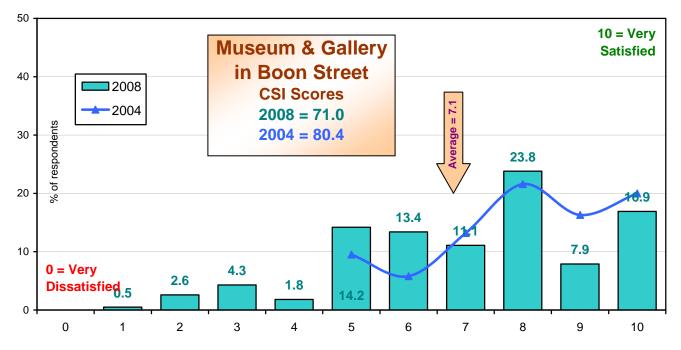
### Usage of the Museum & Gallery by subgroup

### Satisfaction with the Museum & Gallery in Boon Street

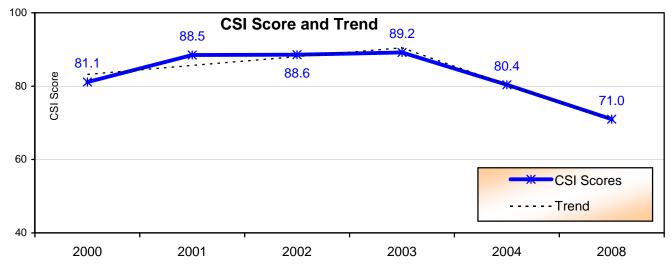
Respondents who had used the Museum & Gallery in Boon Street in the last 12 months (n=130) were asked to rate their satisfaction using a scale where 0 is very dissatisfied to 10 being very satisfied.

Three fifths of the users (60%) were satisfied with the Museum & Gallery in Boon Street (Scores 7 – 10), including 25% who rated with scores of 9 or 10 (exceeded expectations). The mode was a score of 8 (24%). Over a quarter of the subgroup (29%) rated the Museum & Gallery in Boon Street with a score that was neutral (Scores 4 – 6), and 9 respondents (8%) rated with scores that reflect dissatisfaction (Scores 0 – 3).

The CSI Score for the Museum & Gallery in Boon Street was 71.0, indicating that most users feel the Museum & Gallery in Boon Street are providing a fair service, but with room for improvement.



The CSI Score of 71.0 is 9.4 points lower than the 2004 results. This could be the result of the Museum and Gallery in Boon Street having been combined this year

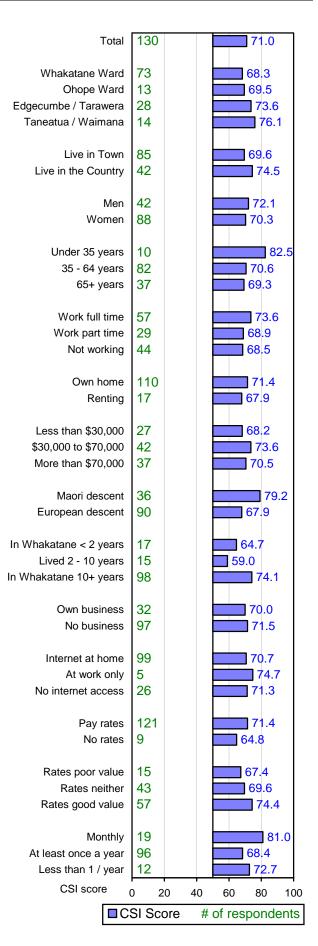


# *Museum & Gallery in Boon Street Satisfaction by Demographics*

There are a number of variables which appear to have a significant impact on satisfaction with Council services and facilities. The chart opposite compares these variables.

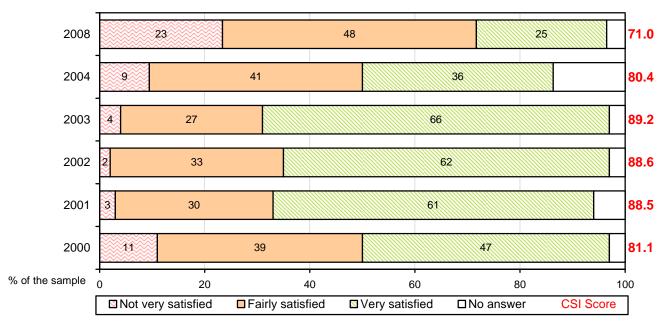
The variables that appear to have had the greatest impact on satisfaction with the Museum and Gallery in Boon Street were:

- Those from the Whakatane and Ohope Wards (CSI Score 68.3 and 69.5) were less satisfied than those from the other Wards (CSI Score 76.1 to 73.6).
- Respondents who thought they received good value for their rates (CSI Score 74.4) were significantly more satisfied than those who thought they got poor value for their rates (CSI Score 67.4).
- Those who lived in Town (CSI Score 69.6) were less satisfied than those who lived in the Country (CSI Score 74.5).
- Those aged under 35 (CSI Score 82.5) were significantly more satisfied than those aged 35 - 64 (CSI Score 70.6) and those aged over 65 (CSI Score 69.3).
- Those of Maori descent (CSI Score 79.2) were more satisfied than those of European descent (CSI Score 67.9).
- Those who had lived in Whakatane for ten years or more (CSI Score 74.1) were more satisfied than those who had lived there for under ten years (CSI Score 59.0 - 64.7)
- Those who had visited the Museum and Gallery on a monthly basis (CSI Score 81.0) appear more satisfied than those who visited the Museum & Gallery less often (CSI Score 68.4 to 72.7).

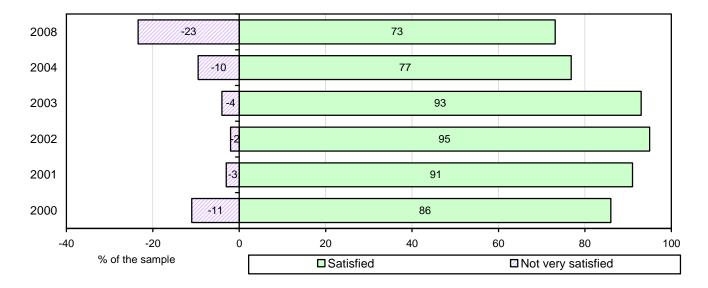


#### Museum Satisfaction Comparison with History

The following chart compares the history of satisfaction with the Museum & Gallery in Boon Street using the previous 3 point scale and an estimated CSI score for each year. This shows that the largest group of visitors, (48%) are fairly satisfied with the Museum & Gallery in Boon Street with a further 25% being very satisfied. A quarter of respondents (23%) were not very satisfied. The CSI score is lower than recent years but this could be due to the changed scales used for measuring satisfaction or that the Museum and Gallery have been combined this year.



Comparing the proportion of respondents who were less than satisfied versus those who are satisfied shows that satisfaction levels have decreased this year. This may be a result of the fact that the Museum and Gallery have been combined this year



# Public halls

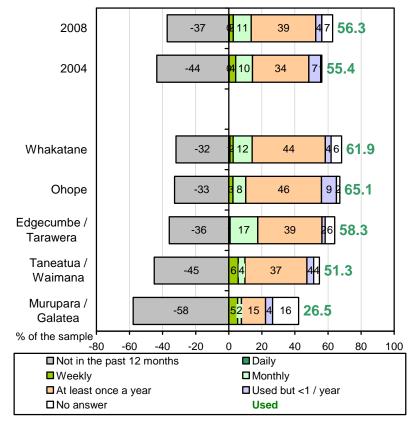
Respondents were asked how often they used the Public Halls in the past year. The wording for this question has changed from that used prior to 2004 with respondents asked 'how often they have used these facilities in the past twelve months' where previously this was asked as 'have you used in the past 12 months' without a frequency consideration.

### Frequency of using Halls

Over a third of the respondents (37%) had not used the Halls in the past 12 months, while 7% didn't know.

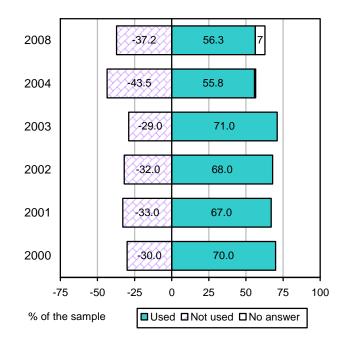
Of those who did use them, over a third (39%) had used them at least once per year. A ninth of the sample (11%) had used them on a monthly basis and 2% on a weekly basis. One respondent (0.3%) used the Halls daily, while 4% had used them but less than once per year.

Usage of the Public Halls was higher in the Ohope and Whakatane Ward 65% and 62% respectively versus 27% for those from the Murupara / Galatea ward.

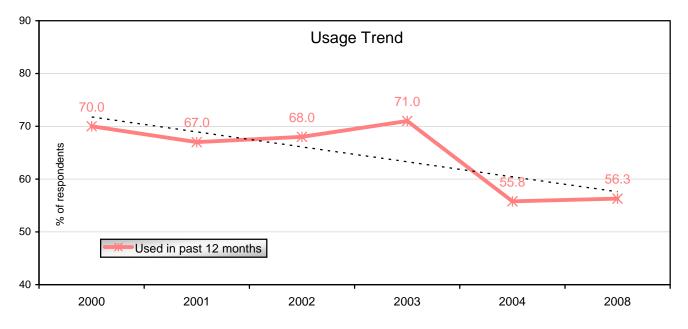


Comparing the history of Public Hall usage shows that current usage of 56% is similar to the last reports usage.

Twenty six respondents (7%) did not know or did not answer this question this year.

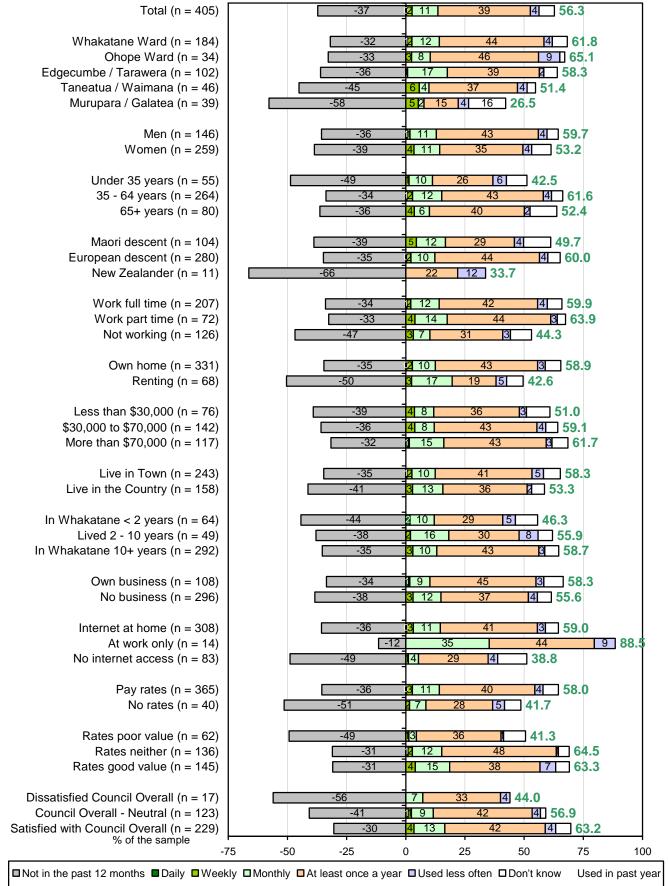


The chart shows the usage trend for Public Halls based on the percentage who had used these facilities in the past 12 months. Usage at 56% is 0.5 points higher than that recorded in 2004.



The chart over the page compares the usage of the Public Halls among the various subgroups of interest. Respondents who were significantly **more likely** to use the Public Halls include:

- Those from the Whakatane Ward (62%) or Ohope Ward (65%)
- Those working full time (60%) or part time (64%) in paid employment
- Those of European descent (60%)
- Those aged 35 64 (62%)
- Those who own their own home (59%)
- Those who have lived in the Whakatane District for more than 10 years (59%)



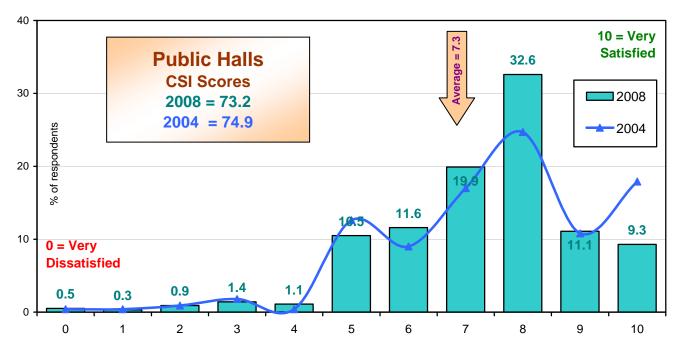
Usage of the Public Halls by subgroup

#### **Satisfaction with Public Halls**

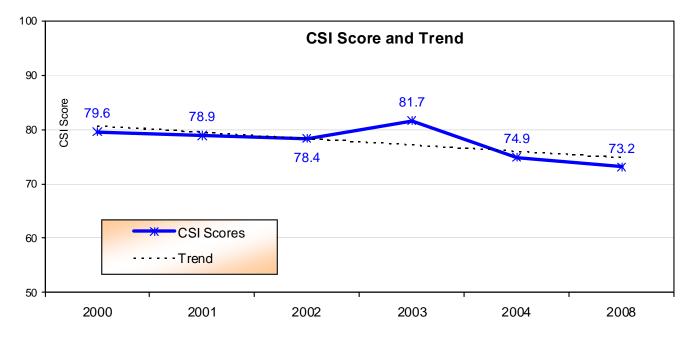
Respondents who had used Public Halls in the last 12 months (n=229) were asked to rate their satisfaction using a scale where 0 is very dissatisfied to 10 being very satisfied.

Almost three quarters of the respondents in the subgroup (73%) were satisfied with Public Halls (Scores 7 – 10). A fifth (20%) of the users rated these with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (33%). A quarter of the subgroup (23%) rated Public Halls with a score that was neutral (Scores 4 – 6), and 3% (7 respondents) rated with scores that reflect dissatisfaction (Scores 0 – 3).

The CSI Score for Public Halls was 73.2. This indicates a good level of satisfaction but with the potential for improvement.



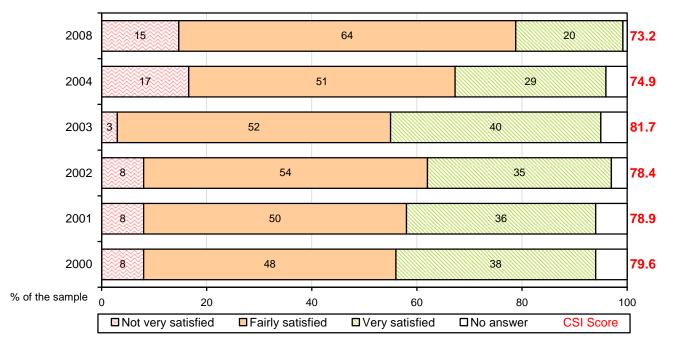
The CSI Score of 73.2 is 1.7 points lower than the 2004 result and there appears to be a slight downward trend.



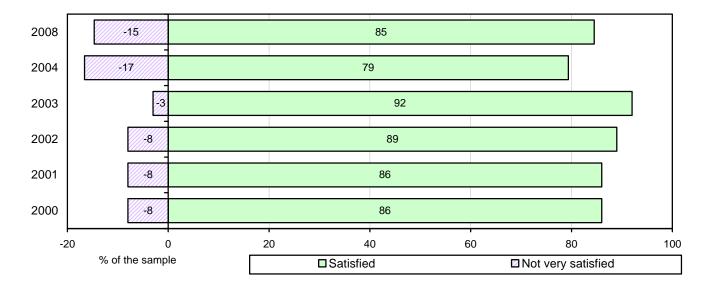
Satisfaction with Public Halls by	Total	229	73.2
Satisfaction with Public Halls by demographics			
0	Whakatane Ward	116	73.3
There are a number of variables which	Ohope Ward Edgecumbe / Tarawera	21 58	79.1
appear to have a significant impact on satisfaction with Council services and	Taneatua / Waimana	24	75.8
facilities. The chart opposite compares	Murupara / Galatea	10	67.5
these variables.			
	Live in Town	142	73.1
The analysis shows that there are	Live in the Country	85	73.1
reasonable levels of satisfaction with			
Public Halls across most of the subgroups	Men	89	74.1
of interest	Women	140	72.2
The variables that appear to have had the	Under 35 years	25	77.3
greatest impact on satisfaction with Public	35 - 64 years	159	71.7
Halls were:	65+ years	42	75.7
Those from the Ohope Ward (CSI Score			
79.1) appear more satisfied than those	Workfulltime	127	72.4
from other Wards (CSI Score 67.5 - 75.8).	Work part time	46	71.8
The few respondents who used Public	Not working	56	76.3
Halls weekly (CSI Score 83.0) appear	Own home	193	72.9
more satisfied than those who use these	Renting	31	75.8
less frequently	rtonting		
Respondents who thought they received	Less than \$30,000	36	74.5
good value for their rates (CSI Score 76.8)	\$30,000 to \$70,000	89	74.8
were significantly more satisfied than	More than \$70,000	73	68.9
those who thought they got poor value for			
their rates (CSI Score 65.6).	Maori descent	51	67.1
<ul> <li>Women (CSI Score 72.2) appear less</li> </ul>	European descent	170	74.9
satisfied than men (CSI Score 74.1).	In Whakatane < 2 years	31	66.9
Those who are not in paid employment	Lived 2 - 10 years	27	67.8
(CSI Score 76.3) appear more satisfied	In Whakatane 10+ years	171	75.3
than those working part time or those	-		
working full time (CSI Score 71.8 and 72.4 respectively)	Own business	63	72.2
	No business	166	73.5
Respondents aged between 35 - 64 (CSI	1.4 1		
Score 71.7) appear less satisfied than	Internet at home	183 12	72.4
those from other age groups.	At work only No internet access	34	76.1
Those with a household income of more			
than \$70,000 (CSI Score 68.9) appear	Pay rates	213	72.9
less satisfied than those in the lower income brackets (CSI Score 74.8 - 74.5).	No rates	16	76.5
Υ			
<ul> <li>Those of Maori descent (CSI Score 67.1)</li> </ul>	Rates poor value	25	65.6
were significantly less satisfied than those of European descent (CSI Score 74.9)	Rates neither	85	71.0
	Rates good value	95	76.8
Those who have lived in Whakatane for	Weekly	10	83.0
ten years or more (CSI Score 75.3) were	Monthly	44	71.8
more satisfied than those who had lived there for under ten years (CSI Score 66.9	At least once per year	159	72.8
- 67.8)	Less than once per year	15	75.7
,	CSI Score	0 20 40	60 80 100
			# of respondents

#### Public Halls Satisfaction Comparison with History

The following chart compares the history of satisfaction with the Public Halls using the previous 3 point scale and an estimated CSI score for each year. This shows that the largest group of users, 64% are fairly satisfied with the Public Halls with a further 20% being very satisfied. Only a small proportion of respondents were not very satisfied. The CSI score is lower than recent years but this could be due to the increased range in the scale.



Comparing the proportion of respondents who were less than satisfied versus those who are satisfied shows that satisfaction levels have increased this year.



# Playgrounds

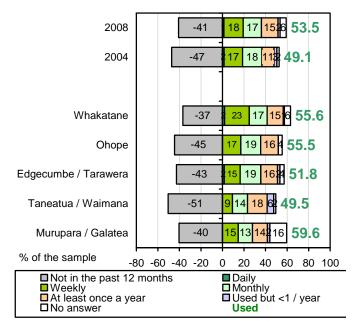
Respondents were asked how often they used the Playgrounds in the past year. The wording for this question has changed from that used prior to 2004 with respondents asked 'how often they have used these facilities in the past twelve months' where previously this was asked as 'have you used in the past 12 months' without a frequency consideration.

#### Frequency of using the Playgrounds

Over half of the respondents (54%) had used the playgrounds in the past 12 months. At the other end of the range, 41% said they had not used the Playgrounds and 6% did not know.

Just under a fifth of the sample, 18% said they used the Playgrounds on at least a weekly basis with a further 17% stating they used these at least monthly and 15% at least once a year.

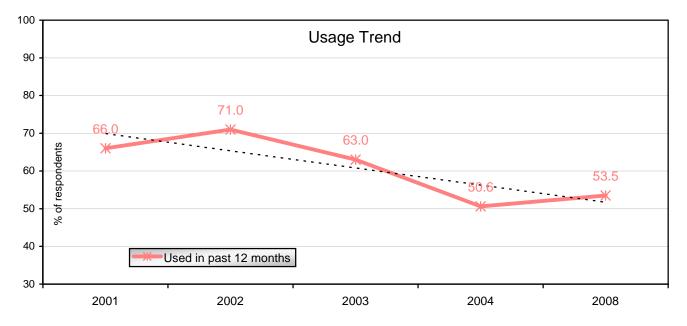
There is very little difference with usage of the Playgrounds by wards.



2008 -40.8 53.5 2004 47.2 50.6 2003 -37.0 63.0 2002 -29.0 71.0 2001 -34.0 66.0 -50 -25 25 75 100 -75 0 50 % of the sample ■Used ■Not used ■No answer

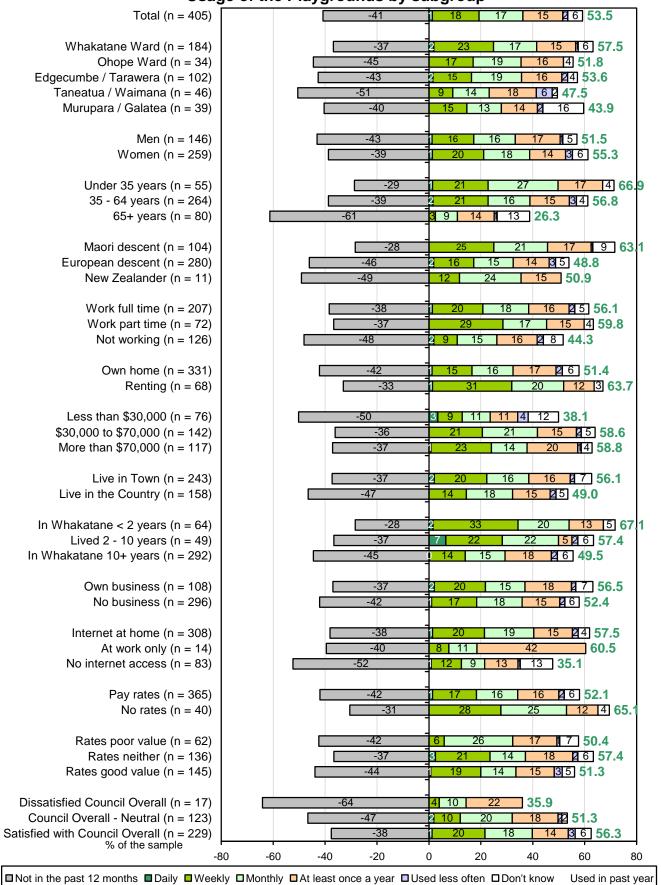
Comparing the history of Playground usage shows that current usage is 2.9 points higher than the 51% recorded in 2004.

The chart shows the usage trend for the Playgrounds based on the percentage who had personally used these facilities in the past 12 months. Usage at 53.5% is 2.9 points up from the 50.6% recorded in 2004. This is on par with the current trend line.



The chart over the page compares the usage of the Playgrounds among the various subgroups of interest. Respondents who were significantly **more likely** to use the Playgrounds include:

- Those aged under 35 years of age (67%)
- Those who have lived in the Whakatane District less than 2 years (67%)
- Those who rent (64%)
- Those of Maori descent (63%)



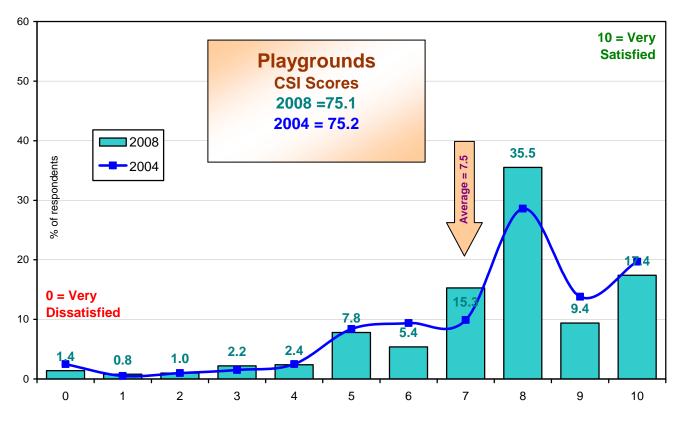
### Usage of the Playgrounds by subgroup

#### Satisfaction with Playgrounds

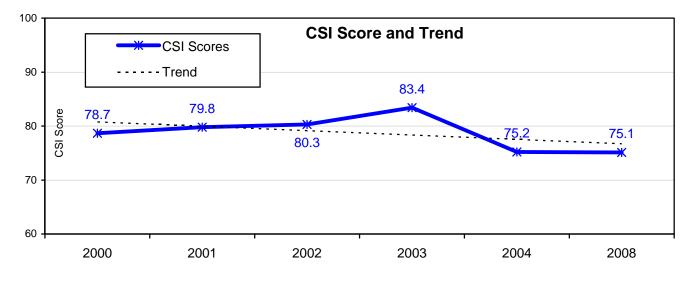
Respondents who had used the Playgrounds in the last 12 months (n=202) were asked to rate their satisfaction using a scale where 0 is very dissatisfied to 10 being very satisfied.

Over three quarters of the respondents in the subgroup (78%) were satisfied with Playgrounds (Scores 7 – 10). This includes 27% who rated with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (36%). A sixth of the subgroup (16%) rated the Playgrounds with a score that was neutral (Scores 4 – 6), while 5% rated with scores that reflect dissatisfaction (Scores 0 – 3).

The CSI Score for the Playgrounds was 75.1, indicating good level of satisfaction with the Playgrounds.



The CSI Score for Playgrounds is virtually unchanged from 2004 with a CSI Score of 75.1.



#### Satisfaction with the Playgrounds by demographics

There are a number of variables which appear to have a significant impact on satisfaction with Council services and facilities. The chart opposite compares these variables.

The analysis shows that there are reasonably good levels of satisfaction with the Playgrounds, across most of the subgroups of interest.

The variables that appear to have had the greatest impact on satisfaction with the Playgrounds were:

- Those who use the Playgrounds weekly (CSI Score 79.8) appear more satisfied than those who use these less frequently
- Respondents who thought they received good value for their rates (CSI Score 81.1) appear more satisfied than those who thought they received poor value for their rates (CSI Score 68.4)
- Those from the Whakatane and Taneatua / Waimana Wards (CSI Score 78.9 and 78.7) were more satisfied than those from the other Wards (CSI Score 62.5 - 74.0).
- Men (CSI Score 78.3) appear more satisfied women (CSI Score 72.4)
- Those aged over 65 (CSI Score 83.6) were significantly more satisfied than those aged 35 - 64 (CSI Score 74.9) and those aged under 35 (CSI Score 73.0).
- Those who have lived in Whakatane for ten years or more (CSI Score 76.9) were more satisfied than those who had lived there for under ten years (CSI Score 71.4 - 72.7)

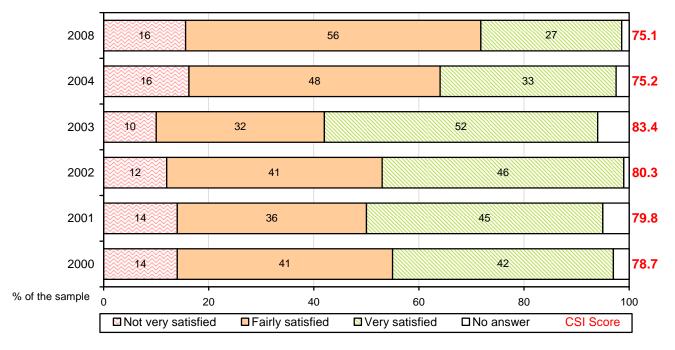
Total	202			75.1
Whakatane Ward	99			78.9
Ohope Ward	17			74.0
Edgecumbe / Tarawera	48			71.3
Taneatua / Waimana	23			78.7
	15		62.	
Murupara / Galatea	15		02.3	5
Live in Terre	107			
Live in Town	127			76.3
Live in the Country	72			73.0
				_
Men	65			78.3
Women	137			72.4
Under 35 years	38			73.0
35 - 64 years	140			74.9
65+ years	21			83.6
	2.			
Work full time	105			75.0
Work part time	42			74.6
	55			75.9
Not working	55			15.9
Our harea	450			
Own home	158			75.9
Renting	42			72.3
	07			
Less than \$30,000	27			78.9
\$30,000 to \$70,000	79			76.9
More than \$70,000	63			74.3
Maori descent	63			75.7
European descent	127			75.1
New Zealander	5			77.7
Other	6			71.4
	Ŭ			
In Whakatane < 2 years	40			71.4
Lived 2 - 10 years	28			72.7
				_
In Whakatane 10+ years	134			76.9
Own husingss	57			
Own business	57			76.2
No business	145			74.7
<b>.</b> .	4			
Pay rates	177			75.3
No rates	25			74.3
Rates poor value	29			8.4
Rates neither	73			72.3
Rates good value	67			81.1
Weekly	64			79.8
Monthly	63			72.7
At least once a year	62			72.0
Less often	9			76.7
	H	-	i	1
	0 2		60	80 1
	ICSI S	core #	of respo	ndents

100

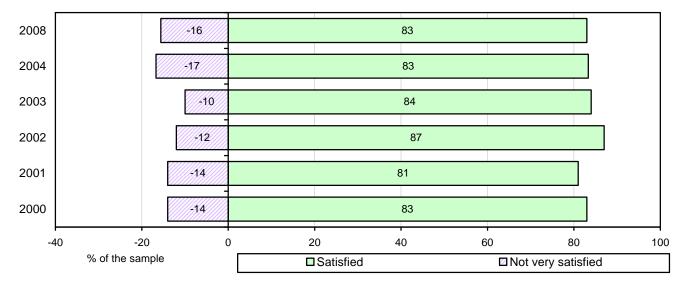
83.6

#### Playgrounds Satisfaction Comparison with History

The following chart compares the history of satisfaction with the Playgrounds using the previous 3 point scale and an estimated CSI score for each year. This shows that over to half of the users, (56%) are fairly satisfied with the Playgrounds with a further 27% being very satisfied. Once again only a small proportion of respondents were not very satisfied. The CSI score is lower than 2004 but comparable with the CSI score of 2000 - 2001.



Comparing the proportion of respondents who were less than satisfied versus those who are satisfied shows that levels of those not very satisfied is almost unchanged since 2004.



### Front desk in the Council Building in Whakatane

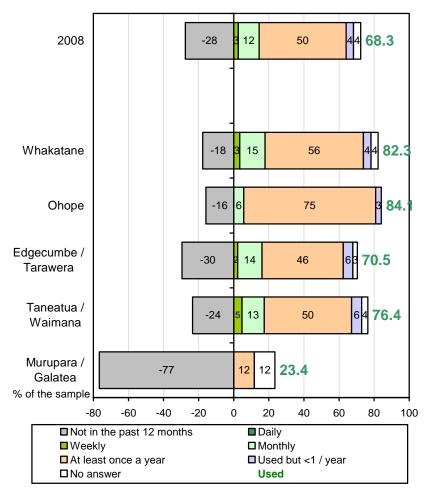
Respondents were asked how often they had called into Front desk in the Council Building in Whakatane in the past 12 months.

# Frequency of using the Front desk

Over a third of the respondents (68%) had used the Front desk in the Council building in Whakatane in the past 12 months, while a quarter of the respondents (28%) had not used, and 4% didn't know.

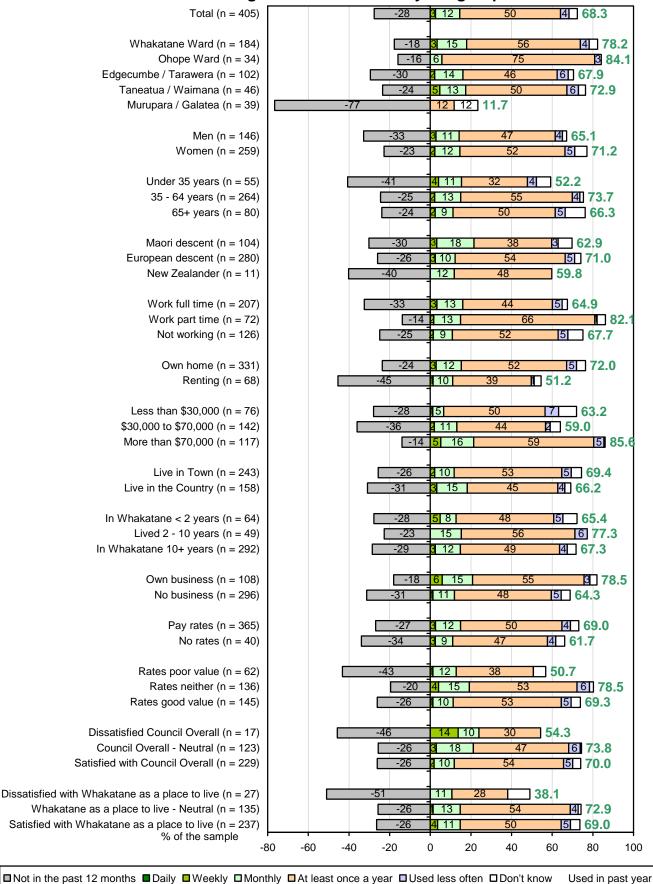
Of those who did use them, half (50%) had used them at least once per year. An eighth of the sample (12%) had used them on a monthly basis and 3% on a weekly basis. No respondents (0%) used the Front desk daily, while 4% had used it less than once per year.

Usage of the Front desk in the Council Building in Whakatane was lowest for those from the Murupara / Galatea Ward (23% versus 70.5 - 84.1% for those from the other Wards).



The chart over the page compares the usage of the Front desk in the Council building in Whakatane among the various subgroups of interest. Respondents who were significantly **more likely** to use the Front desk in the Council building in Whakatane include:

- Those with a household income over \$70,000 p.a. (86%)
- Those from the Whakatane Ward (78%) or Ohope (84%)
- Those working part time in paid employment (82%)
- Those who own or operate their own business (78%)
- Those who have lived in the Whakatane District between 2 10 years (77%)
- Those aged 35 64 years old (74%)
- Those who live in their own home (72%)
- Women (71%)



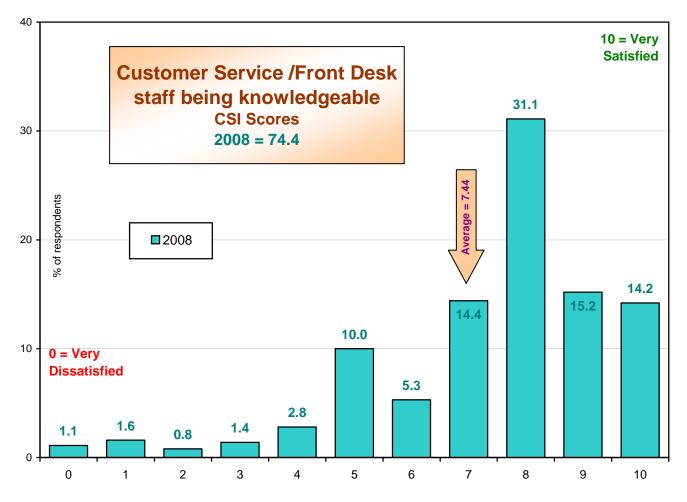
#### Usage of the Front desk by subgroup

#### Satisfaction with the Customer Service / Front desk staff at the Council being knowledgeable

Respondents who had used Front desk in the Council Building in Whakatane in the last 12 months (n=285) were asked to rate their satisfaction using a scale where 0 is very dissatisfied to 10 being very satisfied.

Three quarters of the respondents in the subgroup (75%) were satisfied with the Customer service / Front desk staff at the Council being knowledgeable (Scores 7 – 10). Over a quarter (29%) of the users rated this with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (31%). Almost a fifth of the subgroup (18%) rated the Customer service / Front desk staff at the Council being knowledgeable with a score that was neutral (Scores 4 – 6), and 5% (14 respondents) rated with scores that reflect dissatisfaction (Scores 0 – 3).

The CSI Score for the Customer service / Front desk staff at the Council being knowledgeable was 74.4. This indicates a good level of satisfaction but with the potential for improvement.



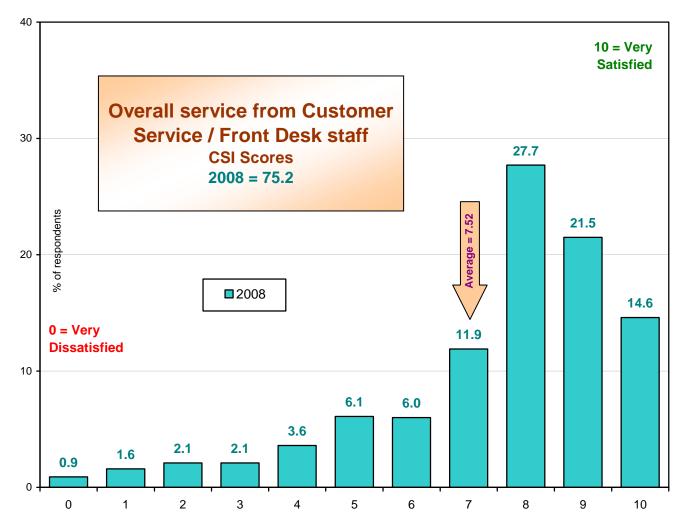
#### Total 285 74.4 Satisfaction with the Customer Service / Front desk staff at the Council being 145 Whakatane Ward 74.9 knowledgeable by demographics 29 Ohope Ward 72.5 Edgecumbe / Tarawera 74.3 There are a number of variables which 72 Taneatua / Waimana 34 71.0 appear to have a significant impact on satisfaction with Council services and Live in Town 174 75.7 facilities. The chart opposite compares Live in the Country 108 72.5 these variables. The analysis shows that there are Men 101 74.1 reasonable levels of satisfaction with the Women 184 74.8 Customer Service / Front desk staff at the Under 35 years 74.0 Council being knowledgeable across most 32 35 - 64 years 196 73.6 of the subgroups of interest 53 65+ years 79.4 The variables that appear to have had the greatest impact on satisfaction with the Work full time 141 72.2 Customer Service / Front desk staff at the Work part time 59 77.0 Council being knowledgeable were: Not working 85 77.3 Respondents who thought they received 241 Own home 73.4 good value for their rates (CSI Score 79.7) Renting 39 80.9 were significantly more satisfied than those who thought they got poor value for Less than \$30.000 48 78.9 their rates (CSI Score 66.8). \$30,000 to \$70,000 77.2 93 Those who are working full time (CSI More than \$70,000 71.0 98 Score 72.2) were less satisfied than those working part time or those not in paid Maori descent 75.8 68 employment (CSI Score 77.0 and 77.3 European descent 205 73.7 respectively) New Zealander 6 75.3 Respondents aged over 65 years (CSI In Whakatane < 2 years 44 74.1 Score 79.4) were significantly more Lived 2 - 10 years 38 68.8 satisfied than those in the younger age In Whakatane 10+ years 203 75.7 groups. Those with a household income of more 85 Own business 72 1 than \$70,000 (CSI Score 71.0) were less No business 199 75.7 satisfied than those in the lower income brackets (CSI Score 78.9 - 77.2). Internet at home 222 73.8 At work only 76.3 14 Those who have lived in Whakatane for No internet access 49 ten years or more (CSI Score 75.7) were 77.3 more satisfied than those who had lived there for under ten years (CSI Score 68.8 258 Pay rates 73.6 - 74.1) No rates 27 82.0 34 Rates poor value 66.8 Rates neither 106 69.9 Rates good value 104 79.7 Weekly 8 74.6 Monthly 50 75.4 At least once per year 210 74.2 74.6 Less than once per year 17 **CSI Score** 0 20 40 60 80 100 CSI Score # of respondents

#### Satisfaction with the Overall service from the Customer Service / Front Desk staff

Respondents who had used Front desk in the Council Building in Whakatane in the last 12 months (n=285) were asked to rate their satisfaction using a scale where 0 is very dissatisfied to 10 being very satisfied.

Three quarters of the respondents in the subgroup (76%) were satisfied with the Overall service from the Customer Service / Front Desk staff (Scores 7 – 10). Over a third (36%) of the users rated these with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (28%). A sixth of the subgroup (16%) rated the Overall service from the Customer Service / Front Desk staff with a score that was neutral (Scores 4 – 6), and 7% (18 respondents) rated with scores that reflect dissatisfaction (Scores 0 – 3).

The CSI Score for the Overall service from the Customer Service / Front Desk staff was 75.2. This indicates a good level of satisfaction but with the potential for improvement.



Satisfaction with the C from the Customer Se staff by demographics	ervice / Front Desk	Total Whakatane Ward	285 145	75.2
		Ohope Ward	29	73.1
There are a number of appear to have a signifi satisfaction with Council	cant impact on	Edgecumbe / Tarawera Taneatua / Waimana	72 34	71.7
facilities. The chart opp these variables.		Live in Town Live in the Country	174 108	76.7 72.9
The analysis shows tha reasonable levels of sat Overall service from the	tisfaction with the	Men Women	101 184	74.8
/ Front Desk staff acros	s most of the	Under 35 years	32	73.1
subgroups of interest		35 - 64 years	196	74.8
The variables that appe	or to have had the	65+ years	53	80.4
greatest impact on satis				
Overall service from the		Work full time	141	73.0
/ Front Desk staff were:		Work part time	59	78.3
		Not working	85	77.9
Those from the Tanea		Own home	241	73.9
Ward (CSI Score 71.7			39	83.3
satisfied than those fr		Renting	39	03.3
(CSI Score 75.9 – 73.	1).	Less than \$30,000	48	77.9
<ul> <li>Those who called into</li> </ul>	the front desk	\$30,000 to \$70,000	93	77.7
weekly (CSI Score 78	<i>,</i>	More than \$70,000	98	72.8
satisfied than those w	ho use this less			
frequently		Maori descent	68	75.0
Respondents who tho	ought they received	European descent	205	75.1
good value for their ra were significantly mor		New Zealander	6	76.4
those who thought the		In Whakatane < 2 years	44	74.9
their rates (CSI Score	62.0).	Lived 2 - 10 years	38	69.7
Those who are workir Score 73.0) were less		In Whakatane 10+ years	203	76.4
working part time or th		Own business	85	73.6
employment (CSI Sco respectively)		No business	199	76.1
	Int GE Marta (OO)	Internet at home	222	74.9
<ul> <li>Respondents aged ov Score 80.4) were sign</li> </ul>		At work only	14	75.8
satisfied than those in groups.		No internet access	49	76.8
		Pay rates	258	74.3
Those who were renti		No rates	27	84.0
were significantly mor		Rates poor value	34	62.0
those who owned the	ir own nomes (CSI	Rates poor value Rates neither	106	71.6
Score 73.9)		Rates good value	104	81.0
Those with a househo				
than \$70,000 (CSI Sc		Weekly	8	78.1
satisfied than those in		Monthly	50	77.9
brackets (CSI Score 7	(1.1 - 77.9).	At least once per year	210	74.9
Those who have lived	l in Whakatane for	Less than once per year	17	69.7
ten years or more (CS	SI Score 76.4) were	<b>221 2</b>	0 20 40	60 80 100
more satisfied than th	ose who had lived			
there for under ten ye - 74.9)	ars (CSI Score 69.7		■CSI Score	# of respondents

# Sports grounds

Respondents were asked how often they had used the Sports grounds in the past year. The wording for this question has changed from that used prior to 2004 with respondents asked 'how often they have used these facilities in the past twelve months' where previously this was asked as 'have you used in the past 12 months' without a frequency consideration.

#### Frequency of using the Library

Under half (46%) of respondents had use the Sports grounds in the past 12 months while half (47%), had not used the Sports grounds and 7% did not answer.

A seventh of the respondents (14%) used the Sports grounds on a weekly basis while 1% used the Sports grounds on a daily basis.

An eighth of the respondents (12%) used them monthly while a sixth of the respondents (17%) used the Sports grounds at least once a year and 2% used the Sports grounds less often.

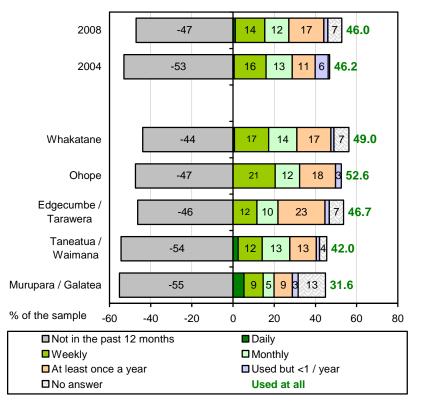
The results are similar to the previous years.

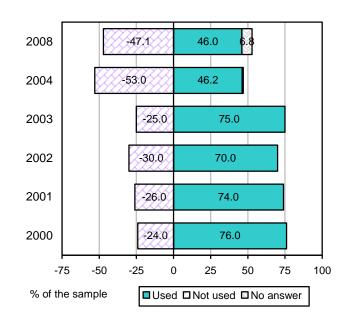
Usage of Sports grounds seem to be slightly higher in the Ohope Ward 53% versus 49 - 32% for the other Wards.

The question was changed this reading from used or visited to be based on usage only.

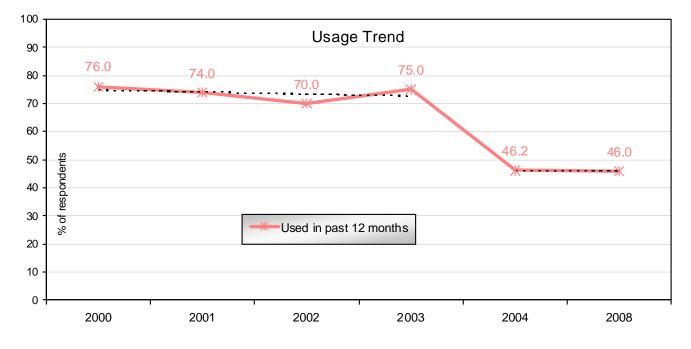
Comparing the history of Sports ground usage shows that current usage is at the lower end of the range with 46% of respondents saying they had used a Sports ground in the past 12 months.

The variation to pre 2004 could reflect a change in either the question or the methodology.



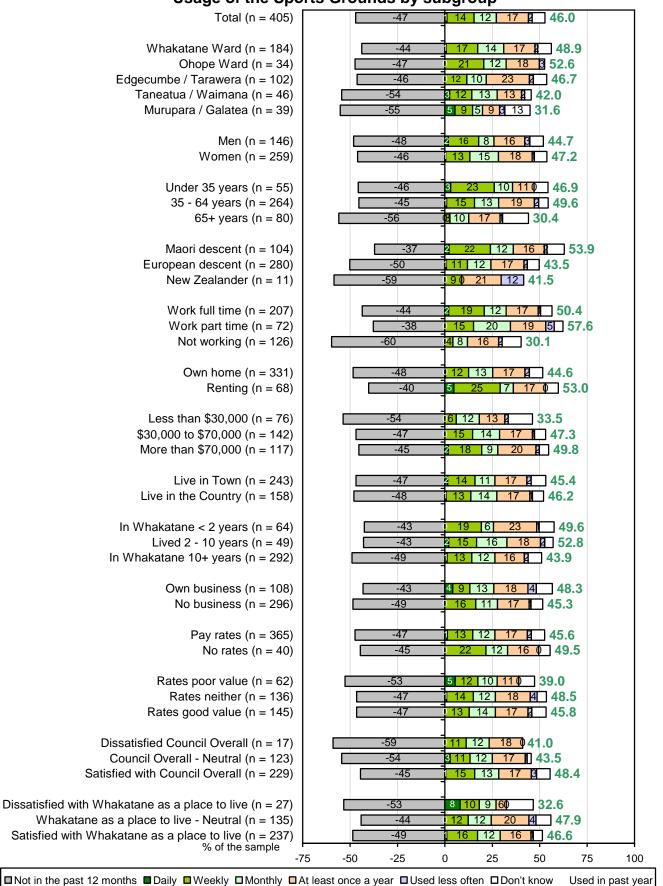


The chart shows the usage trend for the Sports grounds based on the percentage who had personally used these facilities in the past 12 months. This shows that usage at 46.0% is down 0.2 points on 2004. This is the lowest usage result recorded by this monitor. The variation in usage could reflect the change in the sampling process used in 2004



The chart over the page compares the usage of the Sports grounds among the various subgroups of interest. Respondents who were significantly **more likely** to use the Sports grounds include:

- Those working part time in paid employment (58%)
- Those of Maori descent (54%)
- Those who are renting (53%)
- Those with a household income over \$70,000 p.a. (50%)
- Those aged 35 64 years old (50%)



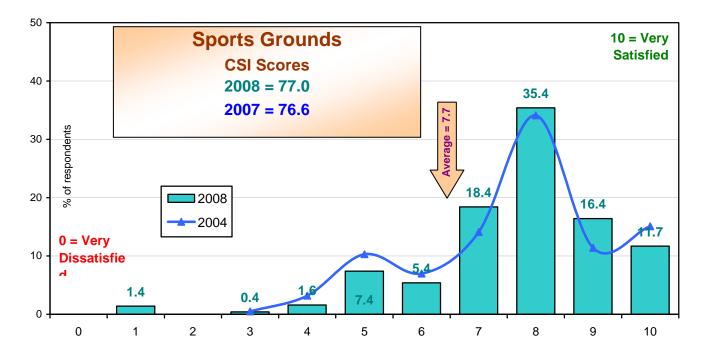
#### Usage of the Sports Grounds by subgroup

#### Satisfaction with Sports Grounds

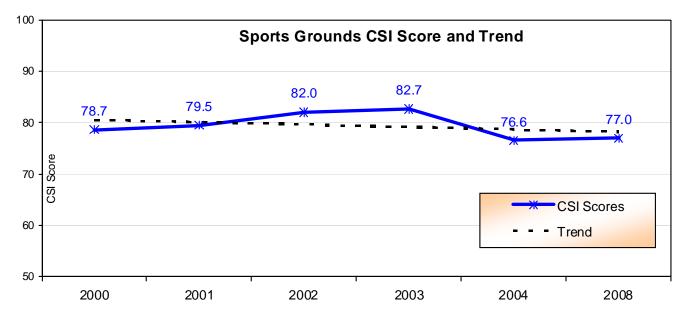
Respondents who had used the Sports grounds in the last 12 months (n=184) were asked to rate their satisfaction using a scale where 0 is very dissatisfied to 10 being very satisfied.

Four fifths of the users (82%) were satisfied with the Sports grounds (Scores 7 - 10). Over a quarter of the subgroup (28%) rated with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (35%).

A seventh of the subgroup (14%) rated the Sports grounds with a score that was neutral (Scores 4 – 6), while 2% (3 respondents) rated with scores that reflect dissatisfaction (Scores 0 – 3). The CSI Score for the Sports grounds was 77.0, up 0.4 points from 2004.



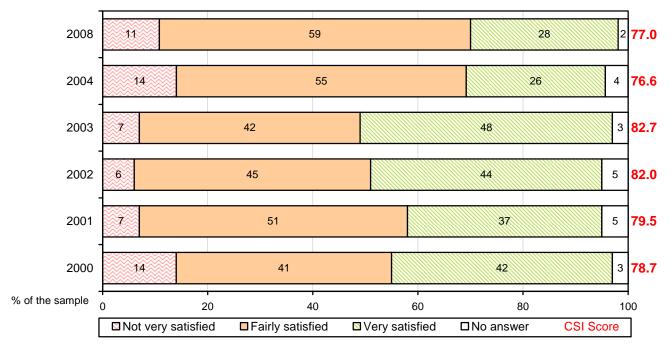
The CSI Score of 77.0 is virtually unchanged from the 2004 results but again well below the high of 82.7 recorded in 2003.



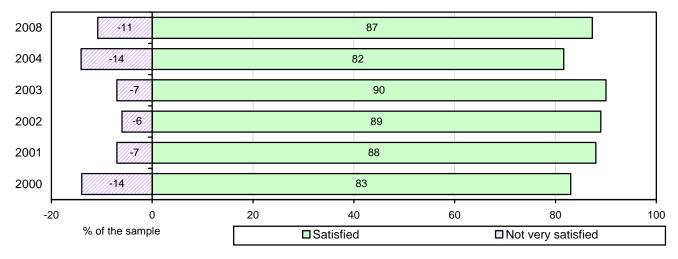
Satisfaction with Sports Grounds by	Total	184	77.0
demographics	\//he/setere \//erd		
•	Whakatane Ward	92	77.6
There are a number of variables which	Ohope Ward	16 46	71.9
appear to have a significant impact on	Edgecumbe / Tarawera Taneatua / Waimana	20	82.5
satisfaction with Council services and	Murupara / Galatea	10	80.8
facilities. The chart opposite compares			
these variables.	Live in Town	110	77.7
The enclusio chows that there are	Live in the Country	71	76.2
The analysis shows that there are	Live in both	3	72.4
reasonably high levels of satisfaction with			
the Sports grounds across most of the	Men	64	76.1
subgroups of interest.	Women	120	77.8
The variables that appear to have had the			
greatest impact on satisfaction with the	Under 35 years	27	78.6
Sports grounds were:	35 - 64 years	129	77.0
	65+ years	24	76.6
Those from the Edgecumbe / Tarawera	Work full time	106	76.3
Ward (CSI Score 71.9) were significantly	Work part time	40	77.4
less satisfied than those from other Wards	Not working	38	79.2
(CSI Score 77.6 - 82.5).	Not working	50	10.2
Those with a household income under	Own hom e	148	77.3
\$30,000 (CSI Score 84.1) appear more	Renting	34	77.0
satisfied than those in the higher income	-		
brackets (CSI Score 74.1 - 77.8).	Less than \$30,000	25	84.1
• Those of Maori descent (CSI Score 74.3)	\$30,000 to \$70,000	68	77.8
appear less satisfied than those from	More than \$70,000	59	74.1
other ethnic groups (CSI Score 78.0 -			
83.7).	Maori descent	56	74.3
	European desœnt New Zealander	120	78.0
Respondents who thought they received	Other	3	83.7
good value for their rates (CSI Score 82.8)	Offici		
appear more satisfied than those who thought they got poor value for their rates	In Whakatane < 2 years	30	78.6
(CSI Score 72.0).	Lived 2 - 10 years	26	77.2
(CSI Scole 72.0).	In Whakatane 10+ years	128	76.5
	Own business	51	77.2
	No business	133	76.9
	Internet at here a	150	77 6
	Internet at home At work only	150 8	77.5
	No internet access	26	72.5
	1.0 11101101 000000		
	Pay rates	167	76.6
	No rates	17	79.8
	Rates poor value	25	72.0
	Rates neither	68	72.8
	Rates good value	65	82.8
		10	77.5
	Weekly Monthly	49 51	77.5
	At least once per year	73	78.2
	Less than once per year	8	75.2
		0 20 40	60 80 100
		CSI Score	# of respondents

#### Sports grounds Satisfaction Comparison with History

The following chart compares the history of satisfaction with the Sports grounds using the previous 3 point scale and an estimated CSI score for each year. This shows that over half of the users, (59%) are fairly satisfied with the Sports grounds with a further 28% being very satisfied. Once again only a small proportion of respondents were not very satisfied. The CSI score is 0.4 points higher than last year.



Comparing the proportion of respondents who were less than satisfied versus those who are satisfied shows that satisfaction levels have increased this year. This could reflect there have been some changes with the Sports grounds this year.



#### Preferred field for Improvements

The respondents who were less than satisfied (scores 0 - 6) with the Sports grounds (n= 29) were asked 'If you could get one Sports ground improved, which would that be'

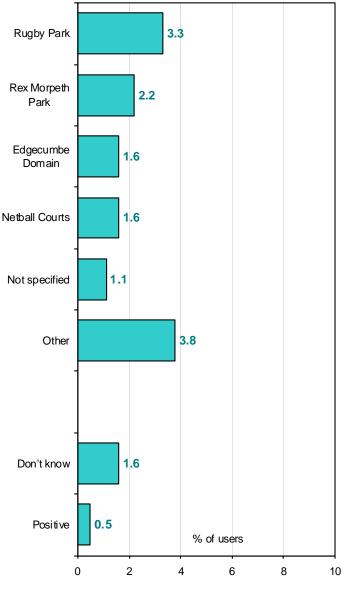
This was asked as an open question with the answers grouped together into similar themes for analysis purposes.

There was a range of grounds that could be improved suggested by those who were less than satisfied with the Sports grounds.

The main grounds suggested included:

- Rugby Park (3% of sport ground users)
- Rex Morpeth Park (2%)
- Edgecumbe Domain (2%)
- Netball Courts (2%)

There was a range of other suggestions.



# (The full set of verbatim comments is included in the WDS ARS 2008 Verbatim Comments report)

## Cemeteries

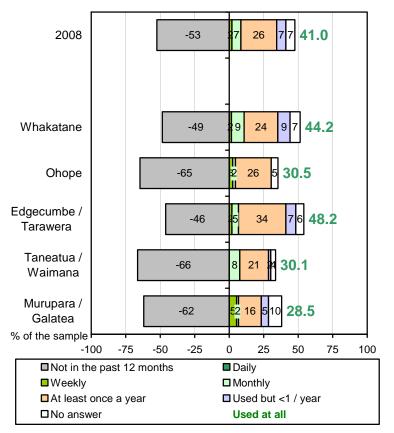
Respondents were asked how often they used the Cemeteries in the past year. The wording for this question has changed from that used prior to 2004 with respondents asked 'how often they have used these facilities in the past twelve months' where previously this was asked as 'have you used in the past 12 months' without a frequency consideration.

### Frequency of using Cemeteries

Over half of the respondents (53%) had not used the Cemeteries in the past 12 months, while 7% didn't know.

Of those who did use them, a quarter (26%) had used them at least once per year. A few respondents (7%) had used them on a monthly basis and 2% on a weekly basis. A few respondents (7%) used the Cemeteries less than once per year.

Usage of the Cemeteries was higher in the Edgecumbe / Tarawera and Whakatane Wards (48% and 44% respectively) versus 29% - 31% for those from the other Wards.



The chart over the page compares the usage of the Cemeteries among the various subgroups of interest. Respondents who were significantly **more likely** to use the Cemeteries include:

- Those aged over 65 years old (55%)
- Those from the Edgecumbe / Tarawera Ward (48%)
- Those who have been in the Whakatane District for over 10 years (48%)
- Those with a household income under \$30,000 p.a. (47%)

Total (n = 405)	<u>-53 2 7 26 7</u> 41.0
Whakatane Ward (n = $184$ )	
Ohope Ward $(n = 34)$	
Edgecumbe / Tarawera (n = 102)	
Taneatua / Waimana (n = 46)	-66 8 21 <b>30.1</b>
Murupara / Galatea (n = 39)	-62 <b>5</b> 16 5 10 <b>28.5</b>
Men (n = 146)	-51 33 27 10 42.3
Women (n = 259)	-54 10 25 4 39.8
Under 35 years (n = 55)	-64 43 10 12 28.7
35 - 64 years (n = 264)	-54 6 28 6 41.0
65+ years (n = 80)	<u>-32</u> <u>3</u> 14 <u>35</u> <u>4</u> <u>55.2</u>
Maori descent (n = 104)	<u>-48</u> <u>10</u> <u>23</u> <u>9</u> <u>45.3</u>
European descent (n = 280)	-52 25 28 6 41.1
New Zealander (n = 11)	-75 7 18 24.8
Work full time $(n = 207)$	-56 <b>2</b> 4 23 8 37.9
Work part time $(n = 72)$	<u>-47</u> <u>3</u> 7 <u>32</u> 6 <u>48.0</u>
Not working $(n = 126)$	-48 11 28 4 43.7
Own home (n = 331)	-51 26 8 42.2
Renting (n = 68)	-57 <mark>3</mark> 9 23 <b>1</b> 36.0
Less than \$30,000 (n = 76)	-44 1 15 29 46.5
\$30,000 to \$70,000 (n = 142)	-53 7 28 8 43.3
More than \$70,000 (n = 117)	-59 3 22 8 33.5
Live in Town (n = 243)	-51 7 25 9 42.2
Live in the Country (n = 158)	-56 36 27 4 39.0
In Whakatane < 2 years (n = 64)	-72 4 11 3 18.6
Lived 2 - 10 years (n = 49)	-65 25 22 2 31.1
In Whakatane 10+ years (n = $292$ )	-46 3 7 30 8 48.2
Own business (n = 108)	-51 54 26 6 40.3
No business ( $n = 296$ )	-53 7 26 7 41.3
Pay rates (n = 365)	-51 2 7 26 7 42.5
No rates $(n = 40)$	-68 5 23 28.1
· · · ·	
Rates poor value (n = 62)	-55 4 9 11 14 36.9
Rates neither $(n = 136)$	-51 25 28 7 41.8
Rates good value ( $n = 145$ )	-47 2 8 32 5 47.8
<b>3 1 1 1 1 1</b>	
Dissatisfied Overall ( $n = 17$ )	-80 7 13 20.0
Council Overall - Neutral (n = 123)	-51 35 31 7 46.1
Satisfied Overall (n = 229)	-52 7 26 7 41.0
% of the sample	
-1(	
■ Not in the past 12 months ■ Daily ■ V	Weekly  Monthly  At least once a year Used less often  Don't know Used in past year

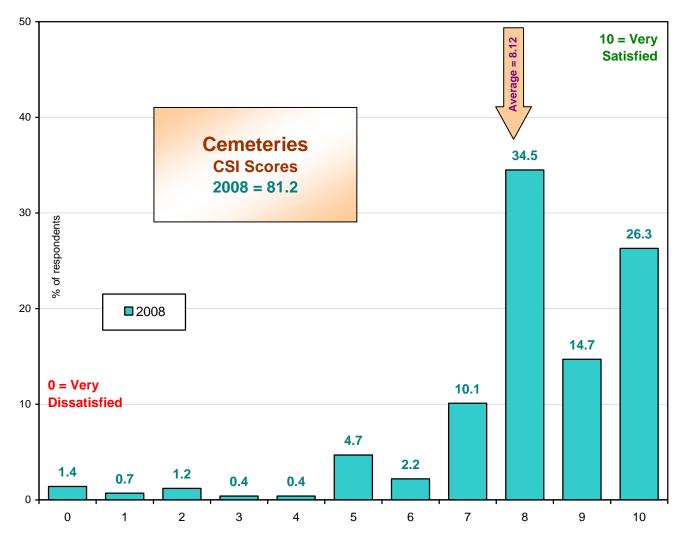
### Usage of the Cemeteries by subgroup

#### **Satisfaction with Cemeteries**

Respondents who had used Cemeteries in the last 12 months (n=166) were asked to rate their satisfaction using a scale where 0 is very dissatisfied to 10 being very satisfied.

The vast majority of the respondents in the subgroup (86%) were satisfied with Cemeteries (Scores 7 – 10). Over a third (40%) of the users rated these with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (35%). Less than a tenth of the subgroup (7%) rated Cemeteries with a score that was neutral (Scores 4 – 6), and only 6 respondents (4%) rated with scores that reflect dissatisfaction (Scores 0 – 3).

The CSI Score for Cemeteries was 81.2 which rates as an excellent performance.



	Total	166	81.2
Satisfaction with Cemeteries by	TOLA	100	01.2
demographics	Whakatane Ward	87	82.1
There are a number of variables which	Ohope Ward	11	76.8
appear to have a significant impact on	Edgecumbe / Tarawera	45	83.0
satisfaction with Council services and	Taneatua / Waimana	14	83.8
facilities. The chart opposite compares	Murupara / Galatea	9	69.8
these variables.	Live in Town	107	81.3
	Live in the Country	57	82.2
The analysis shows that there are high	,		
levels of satisfaction with the Cemeteries	Men	62	82.4
across most of the subgroups of interest	Women	104	80.1
The variables that appear to have had the	Linder 25 years	15	74 5
greatest impact on satisfaction with	Under 35 years 35 - 64 years	105	71.5
Cemeteries were:	65+ years	44	86.2
• Those aged over 65 (CSI Score 86.2)	Work full time	77	79.7
appear more satisfied than those in the	Work part time	34	77.5
younger age brackets (CSI Score 71.5 -	Not working	55	86.3
81.3)			
<ul> <li>The few respondents who used</li> </ul>	Own home Renting	139 25	82.3
Cemeteries weekly (CSI Score 64.7)	Renting	25	70.0
appear less satisfied than those who use	Less than \$30,000	37	84.7
these less frequently	\$30,000 to \$70,000	61	81.8
Respondents who thought they received	More than \$70,000	37	81.1
good value for their rates (CSI Score 85.0)			
were significantly more satisfied than	Maori descent		77.2
those who thought they got poor value for	European descent	116	83.1
their rates (CSI Score 69.7).	New Zealander	3	81.7
Those who are not in paid employment	In Whakatane < 2 years	12	76.8
(CSI Score 86.3) appear more satisfied	Lived 2 - 10 years	16	78.3
than those working part time or those	In Whakatane 10+ years	138	82.0
working full time (CSI Score 77.5 and 79.7			
respectively)	Own business	43	80.1
These of Maari descent (CSI Secre 77.2)	No business	123	81.6
<ul> <li>Those of Maori descent (CSI Score 77.2) appear less satisfied than those of</li> </ul>	Pay rates	155	81.5
European descent (CSI Score 83.1)	No rates	11	77.1
Those who have lived in Whakatane for	Rates poor value	21	69.7
10 years or more (CSI Score 82.0) were	Rates neither	54	81.8
more satisfied than those who had lived	Rates good value	72	85.0
there for $< 10$ years (CSI Score 76.8 –	Dissatisfied Council Overall	4	72.6
78.3)	Council Overall - Neutral	4 55	72.6
	Satisfied with Council Overall	95	83.4
	Dissatisfied Elected Members	11	58.3
	Elected Members - Neutral	68	82.4
	Satisfied Elected Members	69	83.5
	10/00/14	7	
	Weekly Monthly	7 31	64.7
	Once per year	108	83.1
	Less often	20	84.9
	CSI Score	0 20	40 60 80 100
		CSI Score	# of respondents

## **Swimming Pools**

Respondents were asked how often they used the Swimming Pools in the past year. The wording for this question has changed from that used prior to 2004 with respondents asked 'how often they have used these facilities in the past twelve months' where previously this was asked as 'have you used in the past 12 months' without a frequency consideration.

# Frequency of using Swimming Pools

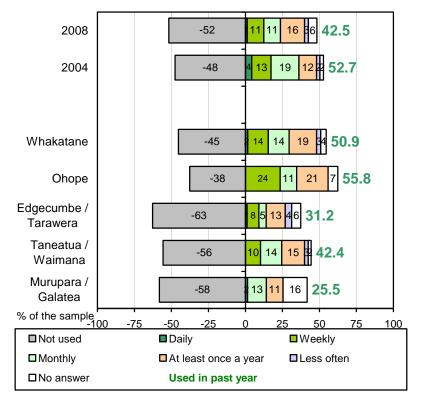
Over half of the respondents (52%) had not used the Swimming Pools in the past 12 months, while 6% didn't know.

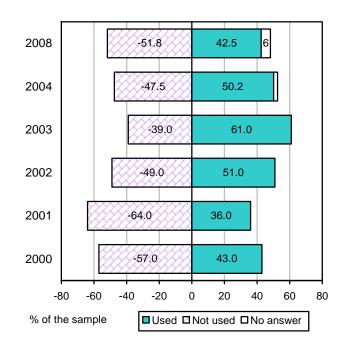
Of those who did use them, the largest group (16%) used them at least once per year. A ninth of the sample (11%) had used them on a monthly basis and 11% on a weekly basis. Five respondents (1%) used the Swimming Pools daily, while 3% had used them but on a less than once per year.

Usage of the Swimming Pools was higher in the Ohope and Whakatane Ward (56% and 51% respectively) versus 26% for those from the Murupara / Galatea ward.

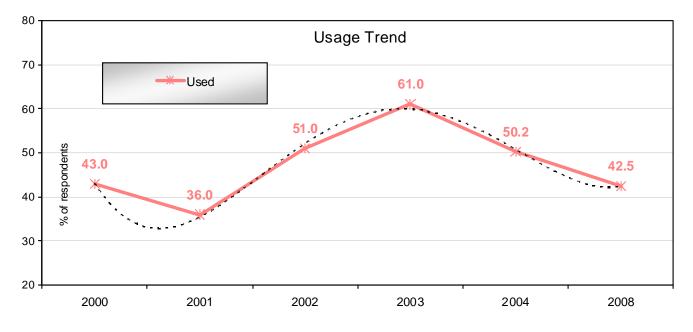
Comparing the history of Swimming Pools usage shows that current usage at 43% is down 8% from the 2004 result.

Twenty three respondents (6%) did not know or did not answer this question this year.



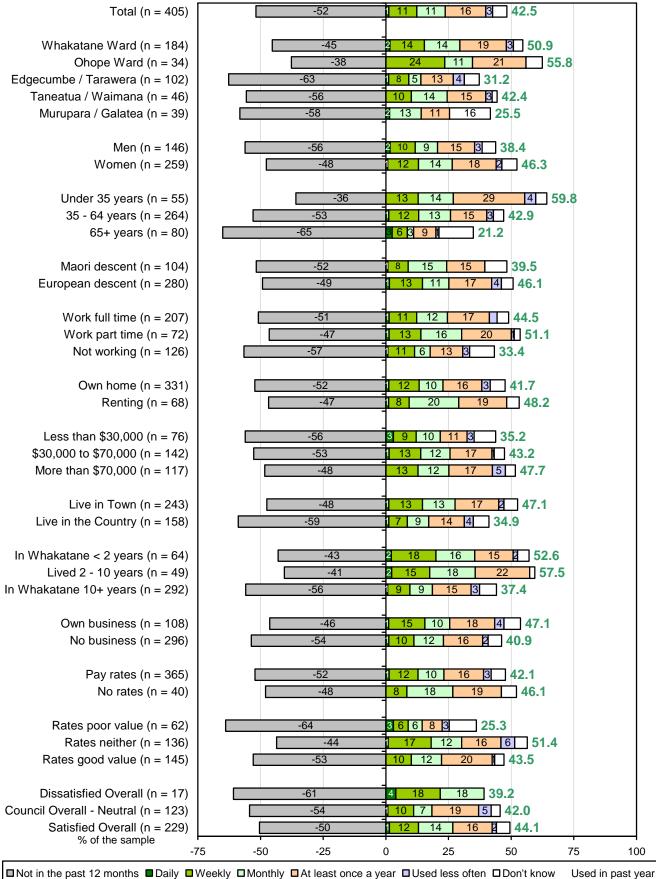


The chart shows the usage trend for Swimming Pools based on the percentage who had used these facilities in the past 12 months. Usage at 43% is 7.7 points lower than that recorded in 2004. This is the lowest result since 2001.



The chart over the page compares the usage of the Swimming Pools among the various subgroups of interest. Respondents who were significantly **more likely** to use the Swimming Pools include:

- Those aged under 35 (60%)
- Those who have lived in the Whakatane District for 2 10 years (58%)
- Those from the Whakatane Ward (51%) or Ohope Ward (56%)
- Those working full time (46%) or part time (51%) in paid employment
- Those living in town (47%)
- Those of European descent (46%)



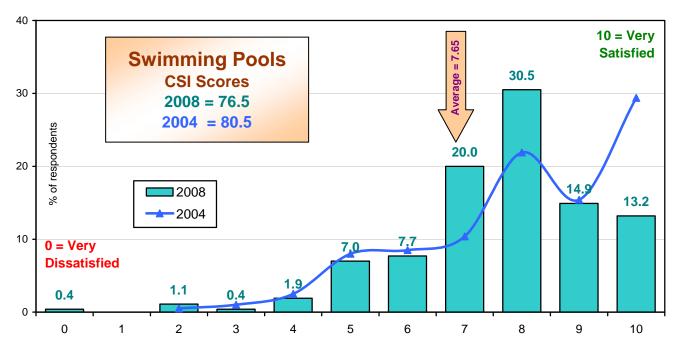
Usage of the Swimming Pools by subgroup

#### **Satisfaction with Swimming Pools**

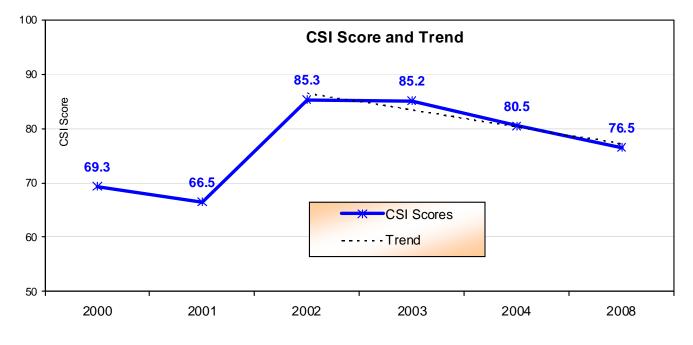
Respondents who had used Swimming Pools in the last 12 months (n=165) were asked to rate their satisfaction using a scale where 0 is very dissatisfied to 10 being very satisfied.

Three quarters of the respondents in the subgroup (79%) were satisfied with Swimming Pools (Scores 7 - 10). A quarter (28%) of the users rated these with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (31%). A sixth of the subgroup (17%) rated the Swimming Pools with a score that was neutral (Scores 4 - 6), and 2% (3 respondents) rated with scores that reflect dissatisfaction (Scores 0 - 3).

The CSI Score for Swimming Pools was 76.5. This indicates a good level of satisfaction but with the potential for improvement.



The CSI Score of 76.5 is 4.0 points lower than the 2004 result and there appears to be a downward trend over recent readings.



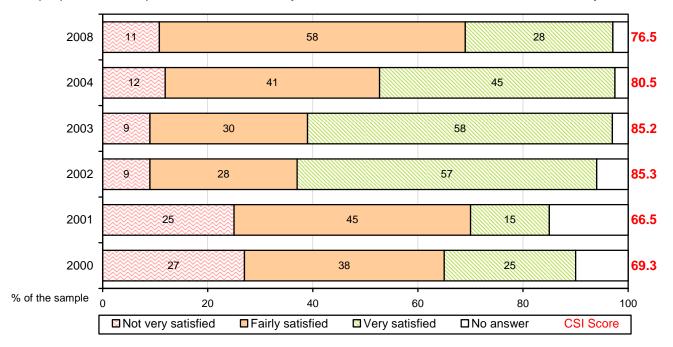
84.7

Satisfaction with Swimming Pools by	Total	165			76.5
demographics	Whakatane Ward	91			77.8
There are a number of variables which	Ohope Ward	17			73.6
appear to have a significant impact on	Edgecumbe / Tarawera	28			77.2
satisfaction with Council services and	Taneatua / Waimana	19		1	75.9
facilities. The chart opposite compares	Murupara / Galatea	10			69.9
these variables.	•				-
The analysis shows that there are	Live in Town	109			77.4
reasonable levels of satisfaction with	Live in the Country	53			74.9
Swimming Pools across most of the					
subgroups of interest	Men	51			78.5
The variables that appear to have had the	Women	114			75.0
greatest impact on satisfaction with					
Swimming Pools were:	Under 35 years	34		1	78.4
Ũ	35 - 64 years	111			74.8
The few respondents who used Swimming     Deale daily (CSI Secre 20.5) encour more	65+ years	17			83.6
Pools daily (CSI Score 80.5) appear more satisfied than those who use these	Work full time	90			75.9
monthly or once per year	Work part time	35			78.0
	Not working	40			76.9
<ul> <li>Respondents who thought they received good value for their rates (CSI Score 81.9)</li> </ul>					
were significantly more satisfied than	Own hom e	134			76.6
those who thought they got poor value for	Renting	30			76.6
their rates (CSI Score 69.2).					
Respondents aged over 65 (CSI Score	Less than \$30,000	24			84.7
83.6) appear more satisfied than those	\$30,000 to \$70,000	64			77.6
from other age groups.	More than \$70,000	52			72.6
Those with a household income of more	Maori desœnt	42			76.9
than \$70,000 (CSI Score 72.6) appear less satisfied than those in the lower	European descent	120			76.2
income brackets (CSI Score 84.7 – 77.6).					
	In Whakatane < 2 years	32			75.8
	Lived 2 - 10 years	27			70.7
	In Whakatane 10+ years	106			78.5
	Own business	49			77.5
	No business	116			76.0
	Payrates	149			76.9
	No rates	16			73.8
	Rates poor value	16			69.2
	Rates neither	66			74.1
	Rates good value	61			81.9
		•			
	Daily	5			80.5
	Weekly	42			78.1
	Monthly	44			75.4
	At least once per year	65		,	75.2
	Less than once per year	9			81.7
	CSI Score	0 2	20 40	60	80
			SI Score	# of re	spondents

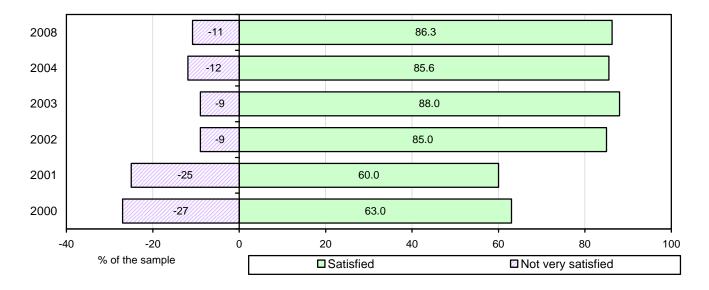
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#### Swimming Pools Satisfaction Comparison with History

The following chart compares the history of satisfaction with the Swimming Pools using the previous 3 point scale and an estimated CSI score for each year. This shows that the largest group of users, (58%) are fairly satisfied with the Swimming Pools with a further 28% being very satisfied. Only a small proportion of respondents were not very satisfied. The CSI score is lower than recent years.



Comparing the proportion of respondents who were less than satisfied versus those who are satisfied shows that satisfaction levels have increased marginally this year.



# Why less than satisfied with the Swimming Pools

The respondents who were less than satisfied (scores 0 - 7) with the Swimming Pools (n= 63) were asked 'Why are you not totally satisfied with the Swimming Pools'

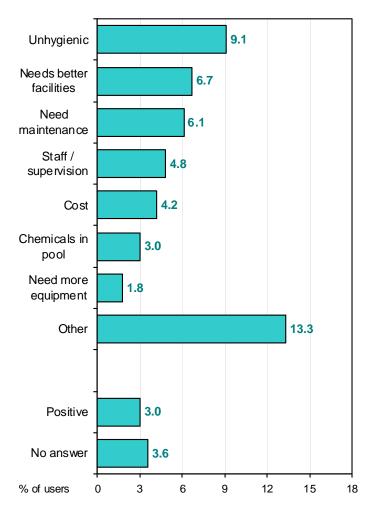
This was asked as an open question with the answers grouped together into similar themes for analysis purposes.

There was a wide range of comments offered by those who were less than satisfied with the Swimming Pools.

The main suggestions included...

- Unhygienic (9% of the users)
- Need better facilities (7%)
- Need maintenance (6%)
- Staff supervision (5%)
- Costs (4%)

There was also a range of other suggestions.



(The full set of verbatim comments is included in the WDS ARS 2008 Verbatim Comments report)

# Transfer station / rubbish disposal at Whakatane or Murupara

Respondents were asked how often they used the Transfer station / rubbish disposal at Whakatane or Murupara in the past year. The wording for this question has changed from that used prior to 2004 with respondents asked 'how often they have used these facilities in the past twelve months' where previously this was asked as 'have you used in the past 12 months' without a frequency consideration.

# Frequency of using Transfer station / rubbish disposal

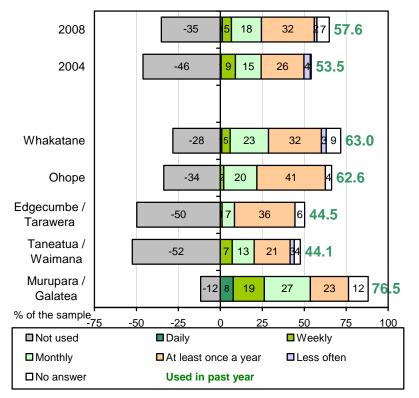
A third of the respondents (35%) had not used the Transfer station / rubbish disposal at Whakatane or Murupara in the past 12 months, while 7% didn't know if they had.

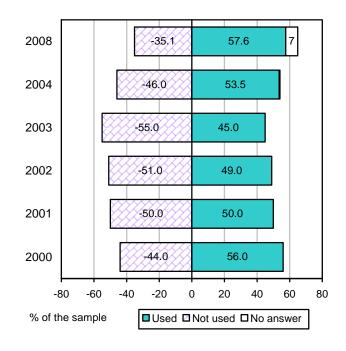
Of those who did use them, the largest group (32%) used them at least once per year. A fifth of the sample (18%) had used them on a monthly basis and 5% on a weekly basis. A few respondents (2%) used the Transfer station / rubbish disposal less than once per year.

Usage of the Transfer station / rubbish disposal was higher in Murupara / Galatea (77%) versus 44% for those from the Taneatua / Waimana ward.

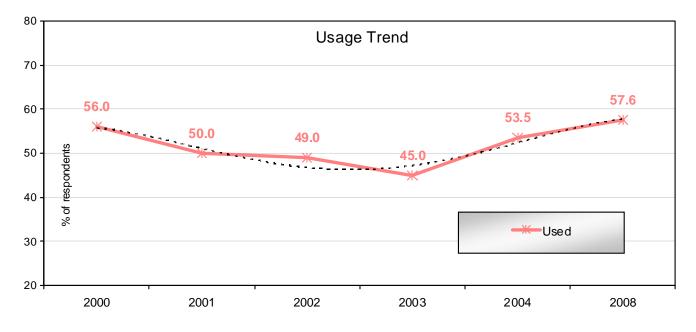
Comparing the history of the Transfer station / rubbish disposal at Whakatane or Murupara usage shows that current usage at 58% is up 4% from the 2004 result.

It is important to note that in the previous survey this was asked as using the land fill.



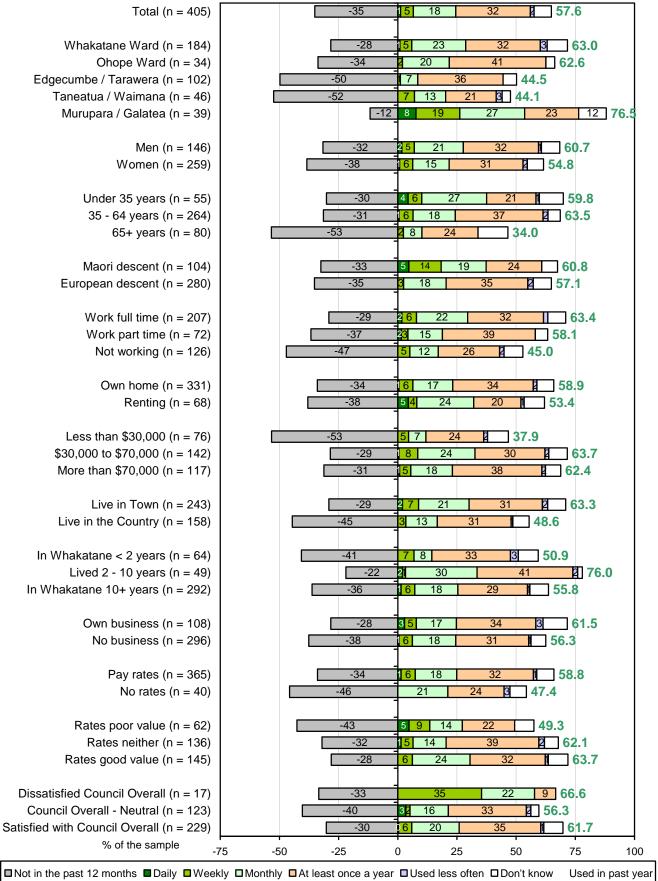


The chart shows the usage trend for the Transfer station / rubbish disposal at Whakatane or Murupara based on the percentage who had used these facilities in the past 12 months. Usage at 58% is 4 points higher than that recorded in 2004. This is the highest result recorded by this monitor.



The chart over the page compares the usage of the Transfer station / rubbish disposal at Whakatane or Murupara among the various subgroups of interest. Respondents who were significantly **more likely** to use the Transfer station / rubbish disposal at Whakatane or Murupara include:

- Those from the Whakatane Ward (63%) or Murupara / Galatea (77%)
- Those who have lived in the Whakatane District for 2 10 years (76%)
- Those aged 35 64 (64%)
- Those working full time (63%) in paid employment
- Those living in town (63%)
- Those with a household income over \$30,000 (62% 64%)



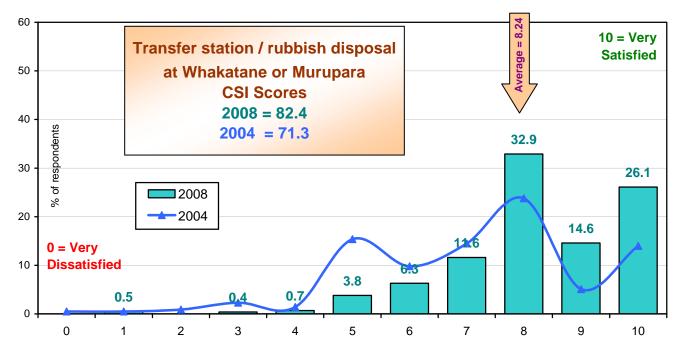
# Usage of the Transfer Station / rubbish disposal by subgroup

#### Satisfaction with Transfer station / rubbish disposal at Whakatane or Murupara

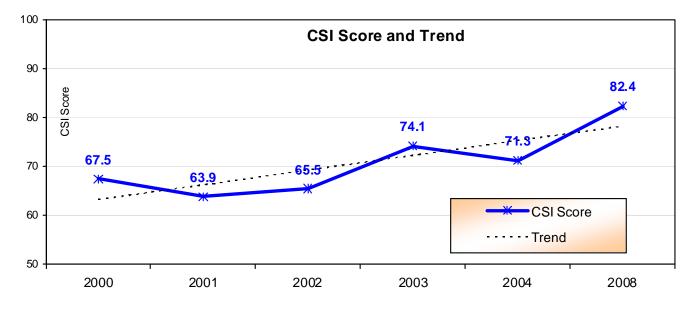
Respondents who had used Transfer station / rubbish disposal at Whakatane or Murupara in the last 12 months (n=224) were asked to rate their satisfaction using a scale where 0 is very dissatisfied to 10 being very satisfied.

Over four fifths of the respondents in the subgroup (85%) were satisfied with Transfer station / rubbish disposal (Scores 7 – 10). Over a third of the users (41%) rated these with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (33%). A ninth of the subgroup (11%) rated the Transfer station / rubbish disposal with a score that was neutral (Scores 4 – 6), and 2 respondents (0.8%) rated with scores that reflect dissatisfaction (Scores 0 – 3).

The CSI Score for Transfer station / rubbish disposal was 82.4. This rates as an excellent performance.



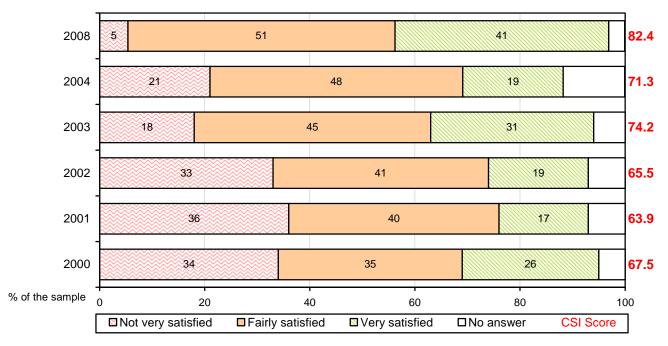
The CSI Score of 82.4 is 11 points higher than the 2004 result. There appears to be an upward trend over recent readings.



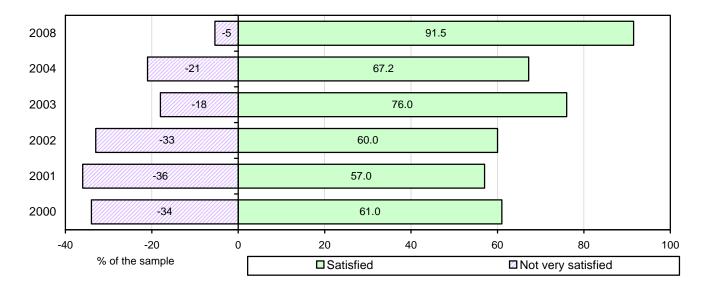
Satisfaction with Transfer station / Total rubbish disposal at Whakatane or			224	82.4	]
Μu	rupara by demographics	Whakatane Ward Ohope Ward	113 19	84.7	
Th	ere are a number of variables which	Edgecumbe / Tarawera	43	79.3	
ap	pear to have a significant impact on	Taneatua / Waimana	18	77.5	
sat	isfaction with Council services and	Murupara / Galatea	31	85.0	
facilities. The chart opposite compares					
the	se variables.	Live in Town	148	83.5	
Th	e analysis shows that there are high	Live in the Country	73	80.1	
lev	els of satisfaction with the Transfer	Men			
station / rubbish disposal at Whakatane or			86 138	83.2	
	rupara across most of the subgroups of erest	Women	130	81.6	
		Under 35 years	34	79.9	
	e variables that appear to have had the	35 - 64 years	160	82.9	
	eatest impact on satisfaction with the ansfer station / rubbish disposal at	65+ years	27	85.2	
Whakatane or Murupara were:		Work full time	127	82.2	
•	Respondents from Whakatane (CSI Score	Work part time	41	80.8	
	84.7) or Murupara / Galatea (CSI Score	Not working	56	84.2	
	85.0) were significantly more satisfied				
	than those from other Wards (CSI Score	Own hom e	184	82.8	
	75.4 – 79.3).	Renting	38	81.7	
٠	The few respondents who used the		07		
	Transfer station / rubbish disposal at Whakatane or Murupara daily (CSI Score	Less than \$30,000 \$30,000 to \$70,000	27 90	83.3	
	66.0) appear less satisfied than those who	More than \$70,000	72	80.8	
	use these less often.				
•	Respondents who thought they received	Maori descent	60	82.4	
	good value for their rates (CSI Score 85.8) were significantly more satisfied than	European descent	154	82.3	
	those who thought they got poor value for	In Whakatane < 2 years	33	80.1	
	their rates (CSI Score 76.0).	Lived 2 - 10 years	36	86.3	1
•	Respondents aged over 65 (CSI Score 85.2) appear more satisfied than those	In Whakatane 10+ years	155	81.8	
	from other age groups.	Own business	65	81.3	
		No business	159	82.8	
		Payrates	204	82.3	
		No rates	20	83.0	
		Rates poor value	30	76.0	
		Rates neither	83	80.5	
		Rates good value	84	85.8	
		Daily Weekly	4	66.0	
		Monthly	21 66	86.7	,
		At least once per year	127	80.1	
		Less than once per year	6	85.5	
			0 20		-  00
					]
					1

# Transfer station / rubbish disposal at Whakatane or Murupara Satisfaction Comparison with History

The following chart compares the history of satisfaction with the Transfer station / rubbish disposal at Whakatane or Murupara using the previous 3 point scale and an estimated CSI score for each year. This shows that the largest group of users, (51%) are fairly satisfied with the Transfer station / rubbish disposal at Whakatane or Murupara with a further 41% being very satisfied. Only a small proportion of respondents were not very satisfied. The CSI score is higher than recent years.



Comparing the proportion of respondents who were less than satisfied versus those who are satisfied shows that satisfaction levels have increased this year.



# **Council Parking in Whakatane**

Respondents were asked how often they used the Council Parking in Whakatane in the past year. The wording for this question has changed from that used prior to 2004 with respondents asked 'how often they have used these facilities in the past twelve months' where previously this was asked as 'have you used in the past 12 months' without a frequency consideration.

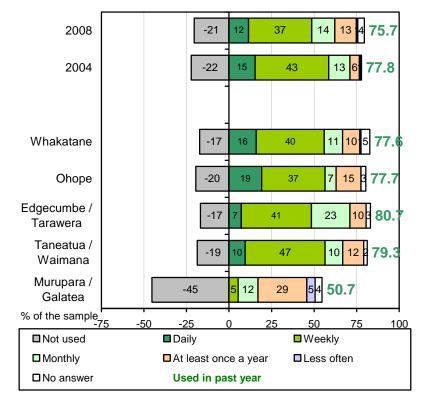
# Frequency of using Council Parking in Whakatane

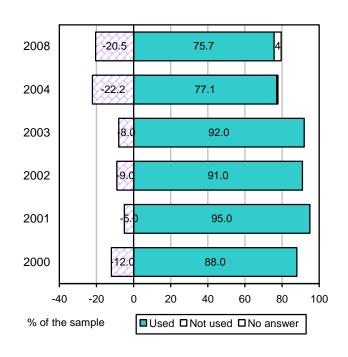
Of those who did use the Council Parking in Whakatane in the past 12 months the largest group (37%) used them weekly. An eighth of the sample (12%) had used them on a daily basis. A seventh of the respondents (14%) used the Council Parking in Whakatane monthly while 13% used these and 1% used them less than once per year basis.

A fifth of the respondents (21%) had not used the Council Parking in Whakatane in the past 12 months, while 4% didn't know.

Usage of the Council Parking in Whakatane was lower in the Murupara / Galatea Ward (51%) but ranged from 78% - 81% in the other Wards.

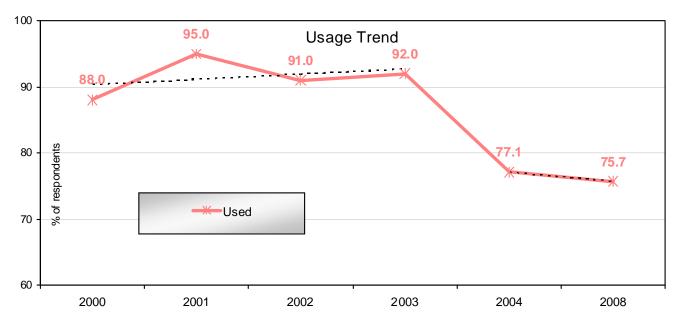
Comparing the history of Council Parking in Whakatane usage shows that current usage at 76% is down 1% from the 2004 result.





The chart shows the usage trend for Council Parking in Whakatane based on the percentage who had used these facilities in the past 12 months. Usage at 76% is 1.4 points lower than that recorded in

2004. It is probable that a change in the survey (e.g. changing the question from Council parking to Council parking in Whakatane) has caused the drop in usage from the 2000 – 2003 results.



The chart over the page compares the usage of the Council Parking in Whakatane among the various subgroups of interest. Respondents who were significantly **more likely** to use the Council Parking in Whakatane include:

- Those aged 35 64 (81%)
- Those working full time (81%) in paid employment
- Those with a household income over \$70,000 (83%)
- Those living in the country (82%)
- Those of European descent (79%)

Usage of t	ne Council Car Parks by subgroup
Total (n = 405)	<u>-21</u> 12 37 14 13 75.7
Whakatane Ward (n = 184)	-17 16 40 11 10 77.6
	-20 19 <u>37</u> 7 15 77.7
Ohope Ward $(n = 34)$	
Edgecumbe / Tarawera (n = 102)	
Taneatua / Waimana (n = 46)	
Murupara / Galatea (n = 39)	<u>-45</u> <u>5</u> <u>12</u> <u>29</u> <u>5</u> <u>4</u> <b>50.7</b>
Men (n = 146)	-17 14 32 17 15 <b>79.2</b>
Women (n = 259)	-24 10 42 10 11 <b>72.5</b>
Under 35 years (n = 55)	-27 <u>19</u> <u>20</u> <u>13</u> <u>16</u> 67.1
35 - 64 years (n = 264)	-17 10 42 15 13 <b>1</b> 80.6
65+ years (n = 80)	<u>-24</u> 10 <u>39</u> 11 10 <b>70.3</b>
Maori descent (n = 104)	-28 11 32 15 9 67.7
European descent (n = $280$ )	-18 12 39 13 14 <b>78.6</b>
New Zealander (n = 11)	-22 30 25 12 12 78.1
Work full time (n = 207)	<u>-18</u> 13 <u>38</u> 16 13 Ø 80.5
Work part time $(n = 72)$	-20 15 <u>35</u> 11 12 <b>1</b> 74.4
Not working (n = 126)	-27 7 36 10 11 2 66.3
Own home $(n = 331)$	-19 13 38 12 14 77.1 -27 8 30 21 10 68.7
Renting (n = 68)	-27 8 <u>30</u> 21 10 68.7
Less than \$30,000 (n = 76)	-27 3 42 10 5 3 63.2
\$30,000 to \$70,000 (n = 142)	<u>-21 11 36 15 15 77.1</u>
More than \$70,000 (n = 117)	-15 16 43 11 12 82.5
Live in Town (n = 243)	-24 12 34 12 12 <b>1</b> 71.0
Live in the Country ( $n = 158$ )	
In Whakatane < 2 years (n = 64)	<u>-18</u> 12 30 14 17 74.1
Lived 2 - 10 years (n = 49)	-25 15 <u>35</u> 10 11 2 72.5
In Whakatane 10+ years (n = 292)	-20 11 <u>39</u> 14 12 76.7
Own business (n = 108)	-17 11 42 15 9 77.9
No business (n = 296)	
Pay rates (n = 365)	-20 12 37 14 13 <b>76.5</b>
No rates (n = 40)	-29 8 38 11 13 69.6
Rates poor value (n = 62)	-23 8 32 15 18 <b>73.0</b>
Rates poor value $(n = 62)$ Rates neither $(n = 136)$	-17 11 45 13 11 79.9
Rates good value (n = 136) Rates good value (n = 145)	
% of the sample	
-75	-50 -25 0 25 50 75 100
Not in the past 12 months Daily Weekly	Monthly At least once a year Used less often Don't know Used in past yea

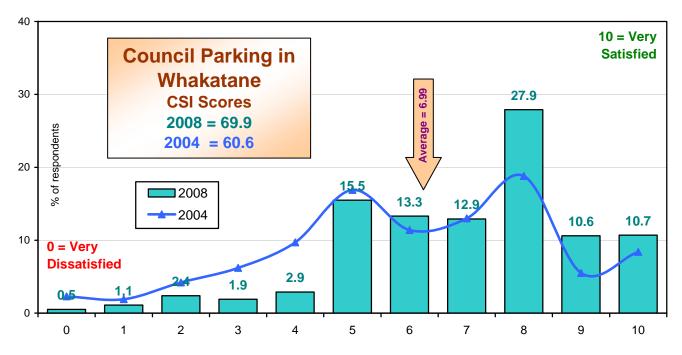
# Usage of the Council Car Parks by subgroup

# Satisfaction with Council Parking in Whakatane

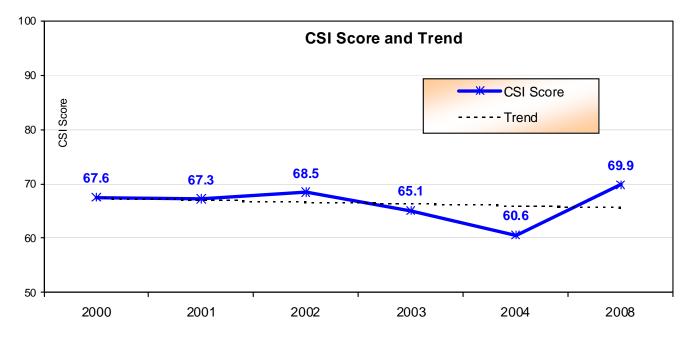
Respondents who had used Council Parking in Whakatane in the last 12 months (n=305) were asked to rate their satisfaction using a scale where 0 is very dissatisfied to 10 being very satisfied.

Two thirds of the respondents in the subgroup (62%) were satisfied with Council Parking in Whakatane (Scores 7 – 10). A fifth (21%) of the users rated these with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (28%). A third of the subgroup (32%) rated the Council Parking in Whakatane with a score that was neutral (Scores 4 – 6), and 6% (18 respondents) rated with scores that reflect dissatisfaction (Scores 0 – 3).

The CSI Score for Council Parking in Whakatane was 69.9. This indicates a reasonable level of satisfaction but with the potential for improvement.



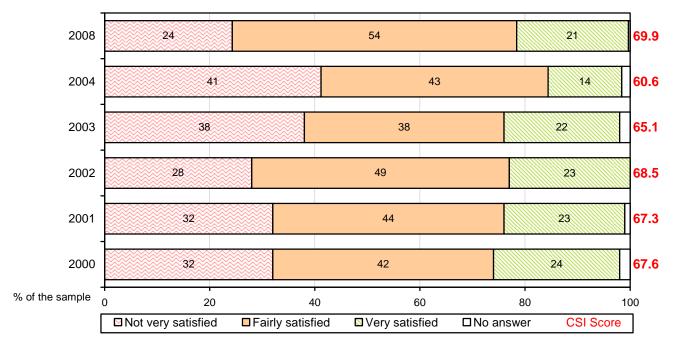
The CSI Score of 69.9 is 9.3 points higher than the 2004 result. This is the highest result recorded by the monitor and the latest result is well above the trend of recent readings.



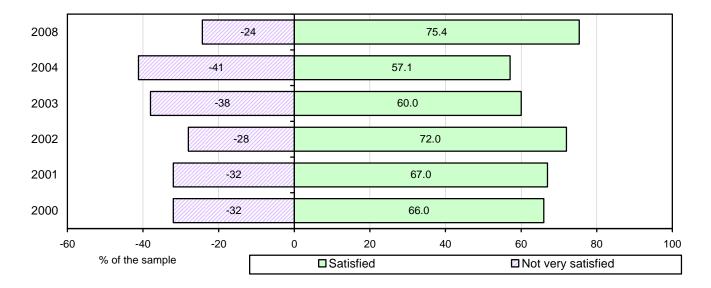
Satisfaction with Council Parking in Whakatane by demographics	Total	305	69.9
There are a number of variables which	Whakatane Ward	144	69.9
appear to have a significant impact on	Ohope Ward Edgecumbe / Tarawera	27 81	68.8
satisfaction with Council services and	Taneatua / Waimana	37	72.4
facilities. The chart opposite compares	Murupara / Galatea	16	79.1
these variables.	Marapara / Calatea		
The analysis shows that there are	Live in Town	175	71.7
reasonable levels of satisfaction with	Live in the Country	126	67.2
Council Parking in Whakatane across			
most of the subgroups of interest	Men	116	70.3
The variables that appear to have had the	Women	189	69.4
greatest impact on satisfaction with			
Council Parking in Whakatane were:	Under 35 years	37	71.3
·	35 - 64 years	210	68.5
<ul> <li>The respondents who used Council Parking in Whakatane daily (CSI Score</li> </ul>	65+ years	56	75.6
62.4) are significantly less satisfied than			
those who use these more often	Work full time	168	68.8
Respondents from town (CSI Score 71.7)	Work part time	54 83	64.8
are more satisfied than those from the	Not working	03	75.9
country.	Own home	253	68.9
Respondents aged over 65 (CSI Score	Renting	47	74.7
75.6) appear more satisfied than those			
from other age groups.	Less than \$30,000	47	77.9
Those with a household income of more	\$30,000 to \$70,000	109	72.0
than \$70,000 (CSI Score 65.6) appear	More than \$70,000	99	65.6
less satisfied than those in the lower			
income brackets (CSI Score 77.9 - 72.0).	Maori descent	71	68.2
<ul> <li>Respondents who are not in paid</li> </ul>	European descent	219	69.5
employment (CSI Score 75.9) are more			
satisfied than those who are in paid	In Whakatane < 2 years	48	76.8
employment	Lived 2 - 10 years	36	72.3
<ul> <li>Respondents who were renting (CSI</li> </ul>	In Whakatane 10+ years	221	67.8
Score 74.7) appear more satisfied than			
those who own their own home	Own business	88	67.5
Respondents who thought they received	No business	217	70.8
good value for their rates (CSI Score 76.7)	Payrates	278	69.7
were significantly more satisfied than	No rates	27 0	71.7
those who thought they got poor value for their rates (CSI Score 62.0).	Norales	2.	
	Rates poor value	44	62.0
	Rates neither	109	64.7
	Rates good value	110	76.7
	Daily	43	62.4
	Weekly	157	70.7
Mor		53	72.7
	At least once per year	48	69.9
	CSI Score	0 20 40	60 80 100
		CSI Score	# of respondents
			=

#### Council Parking in Whakatane Satisfaction Comparison with History

The following chart compares the history of satisfaction with the Council Parking in Whakatane using the previous 3 point scale and an estimated CSI score for each year. This shows that the largest group of users, (54%) are fairly satisfied with the Council Parking in Whakatane with a further 21% being very satisfied. A quarter of the respondents were not very satisfied. The CSI score is higher than recent years.



Comparing the proportion of respondents who were less than satisfied versus those who are satisfied shows that satisfaction levels have increased sharply again this year.



# Why less than satisfied with the Council Parking in Whakatane

The respondents who were less than satisfied (scores 0 - 6) with the Council Parking in Whakatane (n= 113) were asked 'Why are you not totally satisfied with the Council Parking in Whakatane'

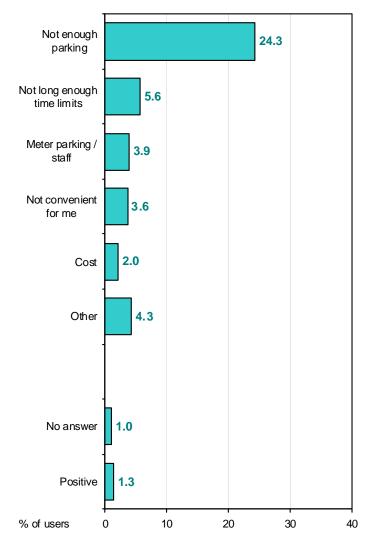
This was asked as an open question with the answers grouped together into similar themes for analysis purposes.

There was a wide range of comments offered by those who were less than satisfied with the Council Parking in Whakatane.

The main comments included:

- No enough parking (24%)
- Not long enough time limits (6%)
- Meter parking issues (4%)
- Not being convenient (4%)
- Cost (2%)

There was also a few other suggestions.



(The full set of verbatim comments is included in the WDS ARS 2008 Verbatim Comments report)

# Parks and Reserves in the Whakatane District

Respondents were asked how often they used the Parks and Reserves in the Whakatane District in the past year. Note previously this was asked as the *'Parks and Reserves'* without reference to the district.

# Frequency of using the Parks and Reserves

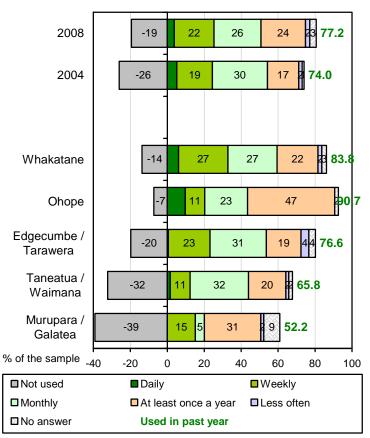
Three quarters of the respondents (77%) had use the Parks and Reserves in the Whakatane District in the past 12 months while one fifth (19%), had not used the Parks and Reserves in the Whakatane District and 3% didn't know.

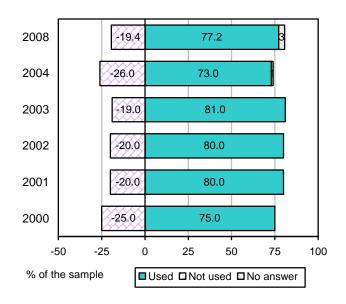
A fifth of the respondents (22%) used the Parks and Reserves in the Whakatane District on a weekly basis while 4% used the Parks and Reserves in the Whakatane District on a daily basis.

A quarter of the respondents (26%) used the Parks and Reserves in the Whakatane District monthly while a quarter (24%) used them at least once a year and 2% used the Parks and Reserves less often. The results are similar to the previous years.

Usage of the Parks and Reserves was higher in the Ohope Ward (91%) and Whakatane Ward (84%) versus 52% -77% for the other Wards.

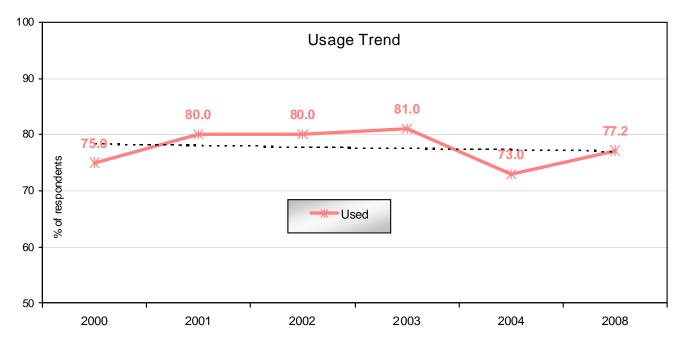
Comparing the history of Parks and Reserves in the Whakatane District usage shows that current usage is in the middle of the range with 77% of respondents saying they had used the Parks and Reserves in the Whakatane District in the past 12 months.





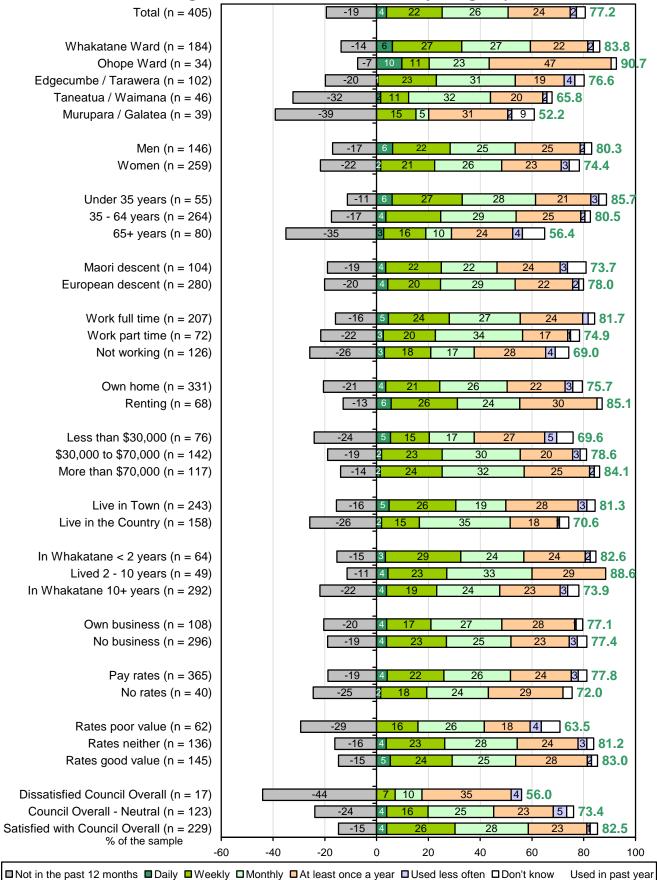
The chart shows the usage trend for the Parks and Reserves in the Whakatane District based on the percentage who had used these facilities in the past 12 months. This shows that usage at 77.2% is up 4 points on 2004.

Note: The wording for this question has changed from that used prior to 2004 with respondents asked 'how often they have used these facilities in the past twelve months' where previously this was asked as 'have you used in the past 12 months' without a frequency consideration.



The chart over the page compares the usage of the Parks and Reserves in the Whakatane District among the various subgroups of interest. Respondents who were significantly **more likely** to use the Parks and Reserves include:

- Those who have lived in the Whakatane District between 2 10 years (89%)
- Those aged 35 64 (81%) or under 35 (86%)
- Those from the Ohope (91%) or Whakatane Ward (84%)
- Those who are satisfied with the overall performance of Council (83%)
- Those working full time in paid employment (82%)
- Those with a household income over \$70,000 (84%)
- Those who are renting (85%)
- Those living in the town (81%)
- Those of European descent (78%)



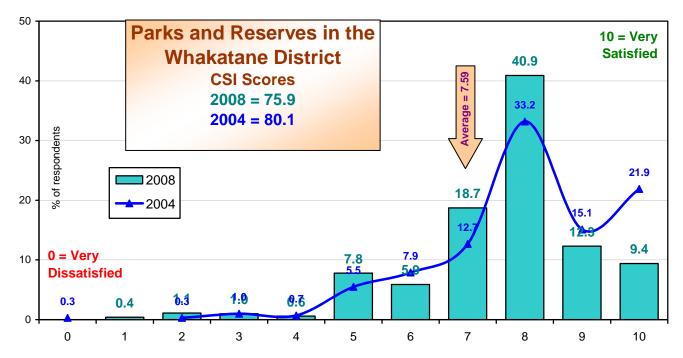
# Usage of the Parks and Reserves by subgroup

## Satisfaction with Parks and Reserves in the Whakatane District

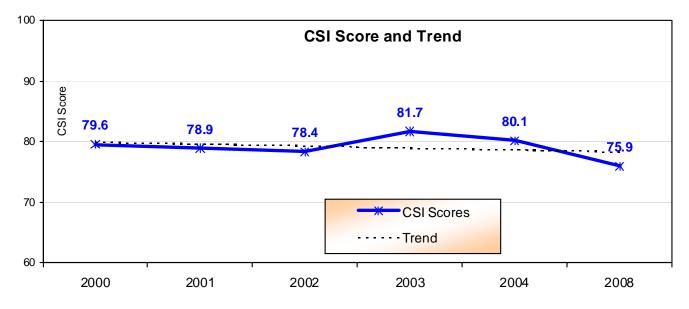
Respondents who had used the Parks and Reserves in the Whakatane District in the last 12 months (n=300) were asked to rate their satisfaction using a scale where 0 is very dissatisfied to 10 being very satisfied.

Four fifths of the respondents (81%) were satisfied with the Parks and Reserves in the Whakatane District (Scores 7 – 10), including 21% who rated these with a score of 9 or 10 (exceeded expectations). The mode (the most frequent value) was a score of 8 (41%). A seventh of the subgroup (14%) rated the Parks and Reserves in the Whakatane District with a score that was neutral (Scores 4 – 6), while only 8 respondents (2.6%) rated with scores that reflected dissatisfaction (Scores 0 – 3).

The CSI Score for the Parks and Reserves in the Whakatane District was 75.9, which reflects that users are satisfied with the Parks and Reserves in the District.

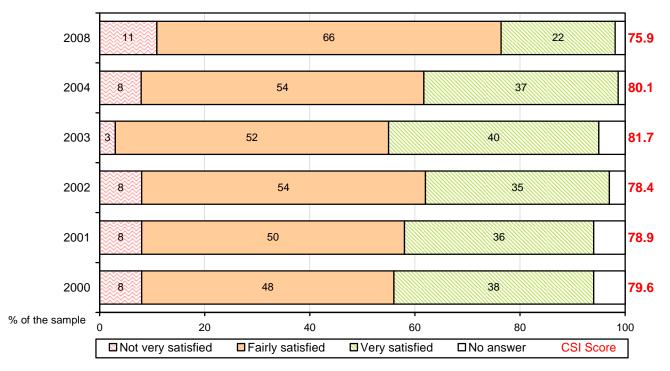


The CSI Score of 75.9 is 4.2 points lower than the 2004 result and is the lowest recorded by this monitor.

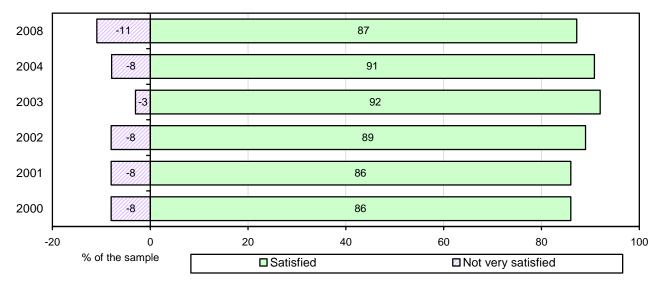


#### Parks and Reserves in the Whakatane District Satisfaction Comparison with History

The following chart compares the history of satisfaction with the Parks and Reserves in the Whakatane District using the previous 3 point scale and an estimated CSI score for each year. This shows that the largest group of users, (66%) are fairly satisfied with the Parks and Reserves in the Whakatane District with a further 22% being very satisfied. Once again only a small proportion of respondents were not very satisfied. The CSI score is 4.2 points lower than 2004.



Comparing the proportion of respondents who were less than satisfied versus those who are satisfied shows that satisfaction level remains high but this has decreased slightly this year.



# Satisfaction with the Parks and Reserves in the Whakatane District by demographics

There are a number of variables which appear to have a significant impact on satisfaction with Council services and facilities. The chart opposite compares these variables.

The analysis shows that there are reasonably high levels of satisfaction with Parks and Reserves in the Whakatane District across most of the subgroups of interest. There is little variation between the subgroups of interest.

The variables that appear to have had the greatest impact on satisfaction with the Parks and Reserves in the Whakatane District were:

- Those from the Murupara / Galatea Ward (CSI Score 65.3) appear less satisfied than those from the other Wards (CSI Score 73.5 to 82.7).
- Respondents who thought they received good value for their rates (CSI Score 80.5) were significantly more satisfied than those who thought they got poor value for their rates (CSI Score 68.0).

Total	300	75.9
	454	
Whakatane Ward Ohope Ward	151 30	76.8
Edgecumbe / Tarawera	72	73.5
Taneatua / Waimana	30	79.1
Murupara / Galatea	17	65.3
Live in Town	193	75.9
Live in the Country	103	75.9
Man		77.0
Men Women	111 <b>189</b>	77.2
vvomen	109	14.7
Under 35 years	47	74.1
35 - 64 years	204	76.5
65+ years	45	76.8
Work full time	161	75.8
Work part time	53	75.9
Not working	86	76.2
Own home	242	76.6
Renting	55	73.8
· or ming		
Less than \$30,000	52	77.7
\$30,000 to \$70,000	109	77.4
More than \$70,000	94	75.1
Marani da ara art	70	
Maori descent	73 210	75.6
European descent	210	76.4
In Whakatane < 2 years	51	73.7
Lived 2 - 10 years	43	79.3
In Whakatane 10+ years	206	75.8
<b>•</b> • • •		
Own business	79	75.5
No business	221	76.1
Pay rates	274	75.8
No rates	26	77.4
Rates poor value	38	68.0
Rates neither	106	73.9
Rates good value	117	80.5
Dissatisfied Council Overall	10	66.4
Council Overall - Neutral	85	72.9
Satisfied with Council Overall	184	78.4
Daily	13	77.1
Weekly	80	74.6
Monthly	98	77.6
At least once per year	98	75.6
Less than once per year	11	70.6
CSI score	0 20	40 60 80 100
	Score	# of respondents
	-	

# **Public Toilets**

Respondents were asked how often they used the Public Toilets in the past year.

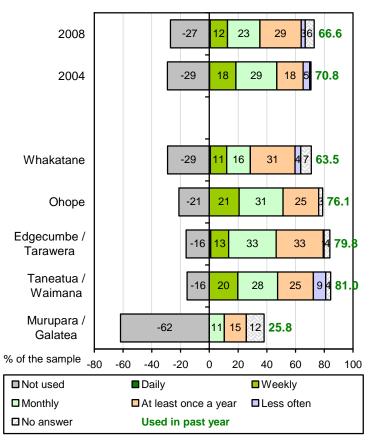
## Frequency of using the Public Toilets

Two thirds of the respondents (67%) had use the Public Toilets in the past 12 months while over a quarter (27%), had not used the Public Toilets and 6% didn't know.

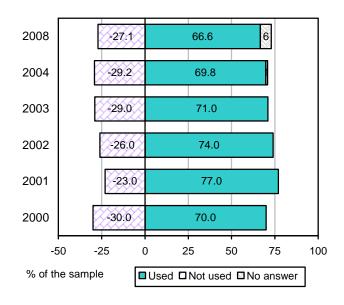
Almost a third of the respondents (29%) used the Public Toilets at least once a year while 23% used them on a monthly basis.

An eighth of the respondents (12%) used the Public Toilets on a weekly basis, 3% less often and only two respondents (1%) used them daily.

Usage of the Public Toilets was much lower in the Murupara / Galatea Ward (26%) versus 64% - 81% for the other Wards.

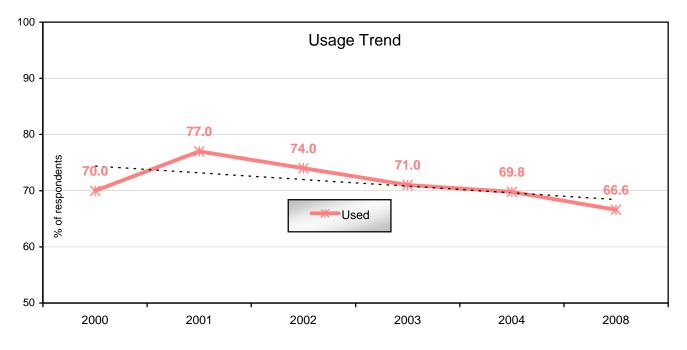


Comparing the history of Public Toilets usage shows that current usage is in the middle of the range with 67% of respondents saying they had used the Public Toilets in the past 12 months.



The chart shows the usage trend for the Public Toilets based on the percentage who had used these facilities in the past 12 months. This shows that usage at 66.6% is down 3.2 points on 2004.

Note: The wording for this question has changed from that used prior to 2004 with respondents asked 'how often they have used these facilities in the past twelve months' where previously this was asked as 'have you used in the past 12 months' without a frequency consideration.



The chart over the page compares the usage of the Public Toilets among the various subgroups of interest. Respondents who were significantly **more likely** to use the Public Toilets include:

- Those who have lived in the Whakatane District between 0 2 years (77%)
- Those aged 34 years or under (72%)
- Those from the Taneatua / Waimana (81%) or Edgecumbe / Tarawera Ward (80%)
- Those who are satisfied with Whakatane as a place to live (70%)
- Those working part time in paid employment (75%)

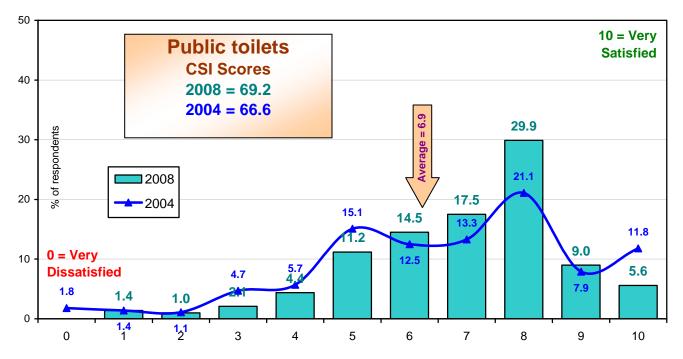
Usage of the Public Toilets by subgroup				
Total (n = 405)	-27 <mark>12</mark> 23 29 3 66.6			
Whakatane Ward (n = $184$ )				
Ohope Ward (n = 34)				
Edgecumbe / Tarawera (n = $102$ )				
Taneatua / Waimana (n = 46)	<u>-16 20 28 25 9 81.0</u> -62 11 15 12 25.8			
Murupara / Galatea (n = 39)	<u>-62</u> 11 15 12 25.8			
Men (n = 146)	-29 <b>12</b> 22 <b>29 65.3</b>			
Women (n = $259$ )	-25 <b>12</b> 23 <b>28</b> [4] 67.8			
· · · · · · · · · · · · · · · · · · ·				
Under 35 years (n = 55)	-20 <u>9 24 34 4</u> 72.4			
35 - 64 years (n = 264)	-26 23 <u>30</u> 69.5			
65+ years (n = 80)	<u>-35</u> 10 22 19 51.6			
Maori descent (n = 104)	<u>-28 10 26 23 3</u> 61.9			
European descent (n = 280)	-27 <b>12</b> 23 <b>30 3 68.3</b>			
New Zealander (n = 11)	-27 13 60 72.8			
Work full time (n = 207)	-27 12 24 29 8 67.9			
Work full time $(n = 207)$ Work part time $(n = 72)$	-27         12         24         29         3         67.9           -20         4         13         17         39         β         75.0			
Not working $(n = 126)$	-32 13 22 22 3 59.1			
Own home (n = 331)	-27 12 21 30 4 66.4			
Renting $(n = 68)$	-28 13 32 19 65.7			
Less than \$30,000 (n = 76)	-31 <mark>2 15 23 19 3 61.8</mark>			
\$30,000 to \$70,000 (n = 142)	-28 12 24 29 <b>66.4</b>			
More than \$70,000 (n = 117)	-24 9 21 38 <b>2</b> 70.4			
Live in Town (n = $243$ )				
Live in the Country (n = 158)	<u>-26 13 26 30 69.7</u>			
In Whakatane $< 2$ years (n = 64)	<u>-17 20 21 33 3 76.6</u>			
Lived 2 - 10 years (n = $49$ )	- <u>-17</u> <u>20</u> <u>21</u> <u>33</u> <u>17</u> 76.6			
In Whakatane 10+ years (n = 292)				
Own business (n = 108)				
No business (n = 296)	-27 1 12 23 28 3 65.7			
Pay rates (n = 365)	<u>-27</u> 12 22 <u>30</u> 3 66.8			
No rates (n = 40)	<u>-31</u> <u>3</u> <u>16</u> <u>30</u> <u>15</u> <u>4</u> <u>64</u> .7			
Rates poor value (n = $62$ )				
Rates neither (n = 136) Rates good value (n = 145)				
Rates good value (n = 145)	<u>-25 13 21 30 4</u> 69.0			
Dissatisfied with Whakatane as a place to live $(n = 27)$	-42 21 10 17 47.3			
Whakatane as a place to live $(n = 27)$	-27 10 20 <u>33</u> 66.0			
Satisfied with Whakatane as a place to live $(n = 100)$	-26 13 25 28 4 69.6			
	-60 -40 -20 0 20 40 60 80 100			
Not in the past 12 months Daily Weekly Monthly	At least once a year Used less often Don't know Used in past year			

# Satisfaction with Public Toilets

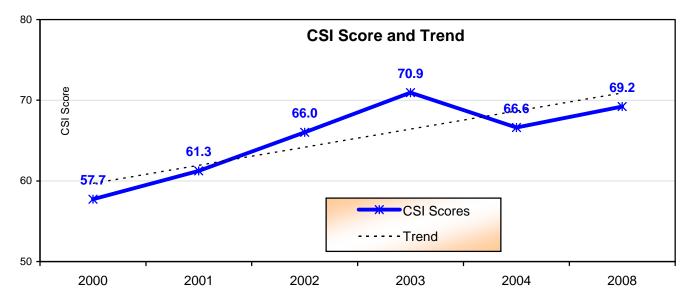
Respondents who had used the Public Toilets in the last 12 months (n=268) were asked to rate their satisfaction using a scale where 0 is very dissatisfied to 10 being very satisfied.

Almost two thirds of the respondents (62%) were satisfied with the Public Toilets (Scores 7 – 10), including 16% who rated these with a score of 9 or 10 (exceeded expectations). The mode (the most frequent value) was a score of 8 (30%). A third of the subgroup (30%) rated the Public Toilets with a score that was neutral (Scores 4 – 6), while only 12 respondents (5%) rated with scores that reflected dissatisfaction (Scores 0 – 3).

The CSI Score for the Public Toilets was 69.2, which reflects that users are satisfied but felt there was need for improvement with the Public Toilets.

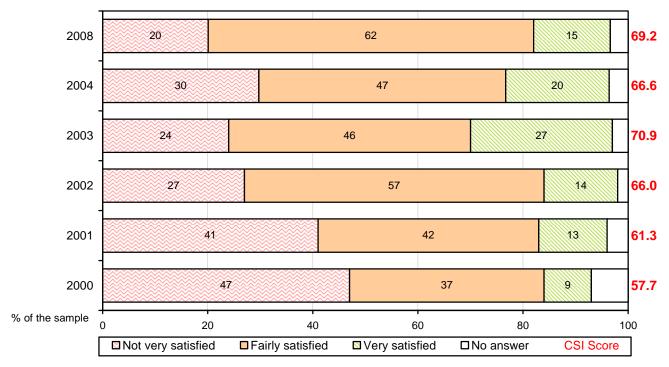


The CSI Score of 69.2 is 2.6 points higher than the 2004 result and is the second to highest score recorded by this monitor.

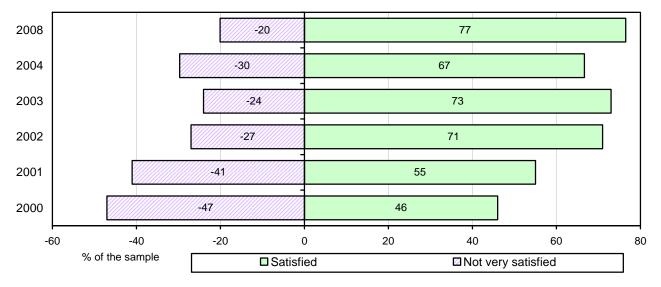


#### Public Toilets Satisfaction Comparison with History

The following chart compares the history of satisfaction with the Public Toilets using the previous 3 point scale and an estimated CSI score for each year. This shows that the largest group of users, (62%) are fairly satisfied with the Public Toilets with a further 15% being very satisfied. Once again only a small proportion of respondents were not very satisfied. The CSI score is 2.6 points higher than 2004.



Comparing the proportion of respondents who were less than satisfied versus those who are satisfied shows that satisfaction level remains high.



69.2

Total 268

# Satisfaction with the Public Toilets by demographics

There are a number of variables which appear to have a significant impact on satisfaction with Council services and facilities. The chart opposite compares these variables.

The analysis shows that there are reasonably high levels of satisfaction with Public Toilets across most of the subgroups of interest. There is little variation between the subgroups of interest.

The variables that appear to have had the greatest impact on satisfaction with the Public Toilets were:

- The respondents who used Public Toilets weekly (CSI Score 73.3) are significantly more satisfied than those who use these less often.
- Those from the Murupara / Galatea Ward (CSI Score 62.2) appear less satisfied than those from the other Wards (CSI Score 68.1 to 74.3).
- Respondents who thought they received good value for their rates (CSI Score 72.3) appear more satisfied than those who thought they got poor value for their rates (CSI Score 69.8).
- Respondents aged under 35 (CSI Score 60.4) appear less satisfied than those from other age groups.
- Those with a household income of less than \$30,000 (CSI Score 76.6) appear more satisfied than those in the higher income brackets (CSI Score 67.9 - 67.5).
- Respondents who are not in paid employment (CSI Score 73.6) are more satisfied than those who are in paid employment
- Respondents who were renting (CSI Score 64.7) appear less satisfied than those who own their own home
- Those who are satisfied with the Elected Members (CSI Score 72.5) are significantly more satisfied than those who were dissatisfied.

Total	268		6	9.2	
Whakatane Ward	116			9.5	
	-				
Ohope Ward	27			8.1	
Edgecumbe / Tarawera	78			8.2	
Taneatua / Waimana	37			74.3	
Murupara / Galatea	10		<b>6</b> 2.	2	
Live in Town	156			8.7	
	109			59.7	
Live in the Country	109			9.7	
Men	94			9.6	
Women	174			8.9	
Wonten				0.0	
Under 35 years	42		60.4	4	
35 - 64 years	183			70.7	
65+ years	41			75.2	
oor years	<b>'</b>			13.2	
Work full time	140		6	7.8	
Work part time	54		6	7.6	
Not working	74			73.6	
not norming					
Own home	216			70.4	
Renting	47		64		
Less than \$30,000	46			76.6	
\$30,000 to \$70,000	94			7.9	
More than \$70,000	84			7.5	
	04				
Maori descent	65			72.7	
European descent	190			7.7	
Europour dooont			ľ		
In Whakatane < 2 years	50		64	.5	
Lived 2 - 10 years	31		6	7.7	
In Whakatane 10+ years	187			70.9	
Own business	76			<b>69.7</b>	
No business	192		6	<b>9.0</b>	
Pay rates	241		6	9.2	
No rates	27		6	<b>9.0</b>	
Rates poor value	36		e	<b>59.8</b>	
Rates neither	91		6	6.3	
Rates good value	100			72.3	
Dissatisfied Elected Members	14		<b>6</b> 1.		
Elected Members - Neutral	96		6	6.9	
Satisfied Elected Members	116			72.5	
Weekly	48			73.3	
Monthly	90			70.2	
At least once per year	117			7.5	
Less than once per year	11		65	5. <b>6</b>	
CSI score	0 20	, 0 40	60	80 10	0
		-			
CSI Score		# OT 10	espond	ients	

# The Harbour facilities and surrounding environment in Whakatane CBD

Respondents were asked how often they used the Harbour facilities in Whakatane CBD including the Port and surrounding environment in the past year. Note previously this was asked as the *'Harbour facilities (the Port and surrounding environment)'* without reference to Whakatane CBD.

# The Harbour facilities in Whakatane

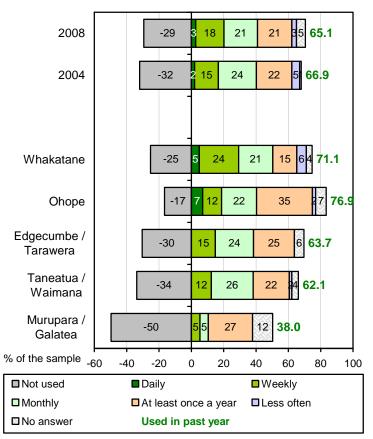
Two thirds of the respondents (65%) had use the Harbour facilities in Whakatane CBD including the Port and surrounding environment in the past 12 months while over a quarter (29%), had not used the Harbour facilities in Whakatane in the Whakatane District and 5% didn't know.

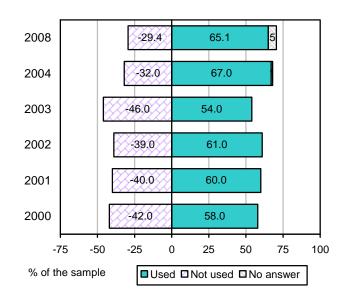
Almost a fifth of the respondents (18%) used the Harbour facilities in Whakatane on a weekly basis while 3% used the Harbour facilities in Whakatane on a daily basis.

A fifth of the respondents (21%) used the Harbour facilities in monthly while (21%) used them at least once a year and 3% used the Harbour facilities in Whakatane less often. The results are similar to the previous years.

Usage of the Harbour facilities in Whakatane was higher in the Ohope Ward (77%) and Whakatane Ward (71%) versus 38% - 64% for the other Wards.

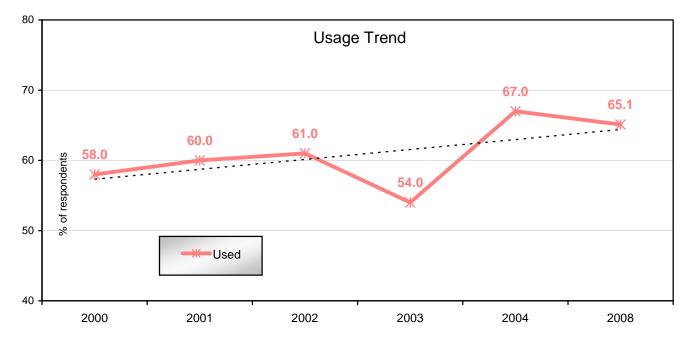
Comparing the history of the Harbour facilities in Whakatane CBD including the Port and surrounding environment usage shows that current usage is in the middle of the range with 65% of respondents saying they had used the Harbour facilities in Whakatane CBD in the past 12 months.





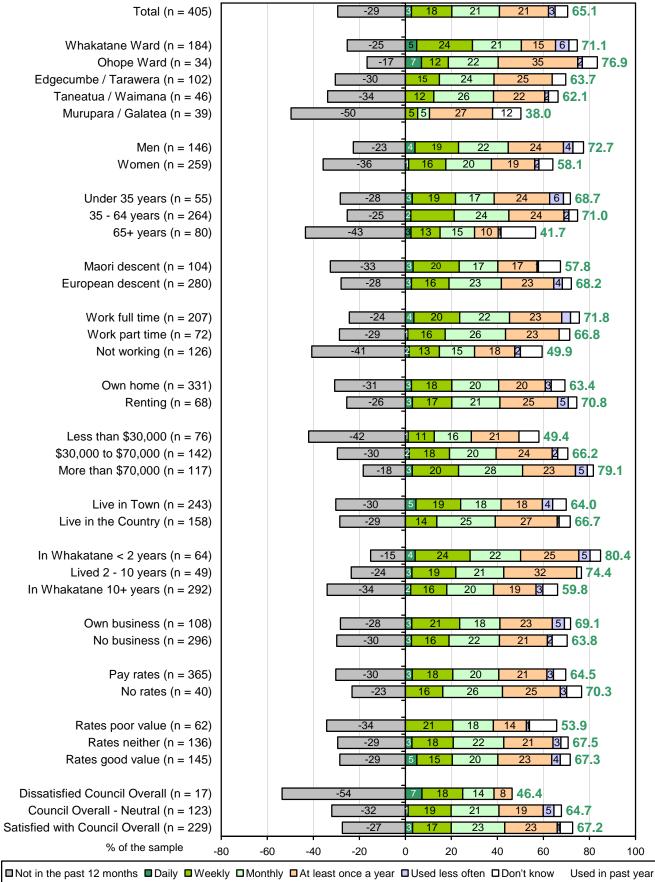
The chart shows the usage trend for the Harbour facilities in Whakatane CBD including the Port and surrounding environment based on the percentage who had used these facilities in the past 12 months. This shows that usage at 65.1% is down 1.9 points on 2004.

Note: The wording for this question has changed from that used prior to 2004 with respondents asked 'how often they have used these facilities in the past twelve months' where previously this was asked as 'have you used in the past 12 months' without a frequency consideration.



The chart over the page compares the usage of the Harbour facilities in Whakatane CBD including the Port and surrounding environment among the various subgroups of interest. Respondents who were significantly **more likely** to use the Harbour facilities in Whakatane include:

- Those who have lived in the Whakatane District between 0 2 years (80%)
- Men (73%)
- Those aged 35 64 (71%) or under 35 (69%)
- Those from the Ohope (77%) or Whakatane Ward (71%)
- Those who are satisfied with the overall performance of Council (67%)
- Those working full time in paid employment (72%)
- Those with a household income over \$70,000 (79%)
- Those of European descent (68%)



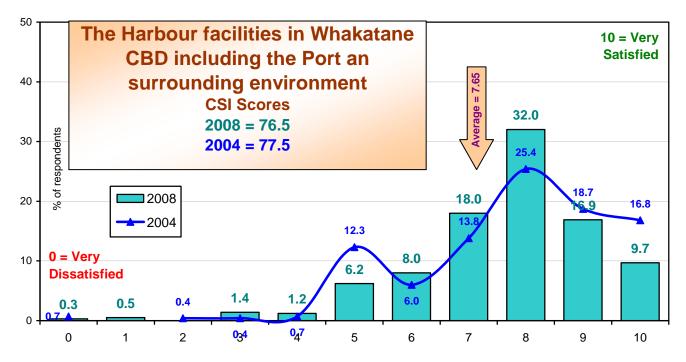
## Usage of the Harbour facilities in Whakatane CBD by subgroup

# Satisfaction with the Harbour facilities in Whakatane CBD

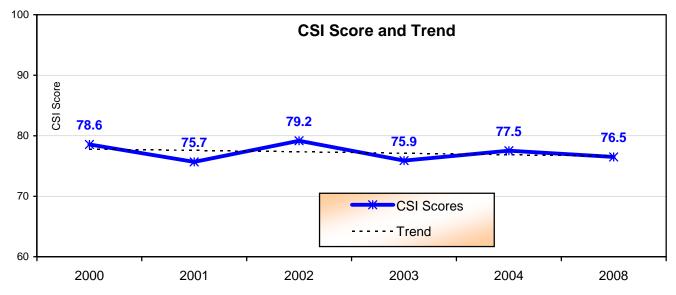
Respondents who had used the Harbour facilities in Whakatane CBD including the Port and surrounding environment in the last 12 months (n=253) were asked to rate their satisfaction using a scale where 0 is very dissatisfied to 10 being very satisfied.

Three quarters of the respondents (77%) were satisfied with the Harbour facilities in Whakatane (Scores 7 – 10), including 27% who rated these with a score of 9 or 10 (exceeded expectations). The mode (the most frequent value) was a score of 8 (32%). A seventh of the subgroup (15%) rated the Harbour facilities in Whakatane with a score that was neutral (Scores 4 – 6), while only 5 respondents (2.1%) rated with scores that reflected dissatisfaction (Scores 0 – 3).

The CSI Score for the Harbour facilities in Whakatane was 76.5, which reflects that users are satisfied with the Harbour facilities in Whakatane.

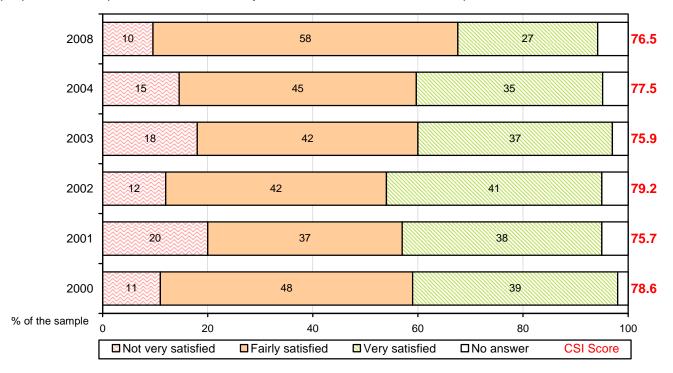


The CSI Score of 76.5 is 1.0 points lower than the 2004 result but is on par with the current trend line.

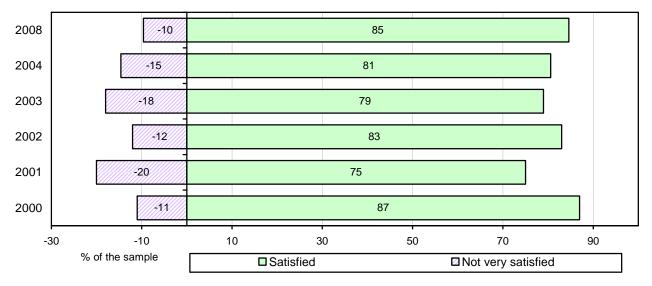


## The Harbour facilities in Whakatane CBD Satisfaction Comparison with History

The following chart compares the history of satisfaction with the Harbour facilities in Whakatane CBD including the Port and surrounding environment using the previous 3 point scale and an estimated CSI score for each year. This shows that the largest group of users, (58%) are fairly satisfied with the Harbour facilities in Whakatane with a further 27% being very satisfied. Once again only a small proportion of respondents were not very satisfied. The CSI score is 1.0 points lower than 2004.



Comparing the proportion of respondents who were less than satisfied versus those who are satisfied shows that satisfaction level remains high.



# Satisfaction with the Harbour facilities in Whakatane by demographics

There are a number of variables which appear to have a significant impact on satisfaction with Council services and facilities. The chart opposite compares these variables.

The analysis shows that there are reasonably high levels of satisfaction with The Harbour facilities in Whakatane across most of the subgroups of interest. There is little variation between the subgroups of interest.

The variables that appear to have had the greatest impact on satisfaction with the Harbour facilities in Whakatane were:

- The respondents who used the Harbour facilities in Whakatane weekly (CSI Score 78.9) appear more satisfied than the few who use them daily (CSI Score 61.8) or those who use them less often.
- Those from the Murupara / Galatea Ward (CSI Score 86.4) appear more satisfied than those from the other Wards (CSI Score 74.4 to 78.6).
- Respondents who thought they received good value for their rates (CSI Score 79.1) were significantly more satisfied than those who thought they got poor value for their rates (CSI Score 71.5).
- Respondents aged over 65 (CSI Score 82.2) appear more satisfied than those from other age groups.
- Those with a household income of less than \$30,000 (CSI Score 81.4) appear more satisfied than those in the higher income brackets (CSI Score 75.6 - 76.3).

Total	253	76.5	
Whakatane Ward	125	76.5	
Ohope Ward	25	75.2	
Edgecumbe / Tarawera	62	74.4	
Taneatua / Waimana	28 13	78.6	
Murupara / Galatea	13	86.4	
Live in Town	151	77.8	
Live in the Country	99	74.6	
Men	105	76.6	
Women	148	76.4	
Under 35 years	37	77.0	
35 - 64 years 65+ years	181 33	75.6	
bo+ years	33	82.2	
Work full time	146	75.7	
Work part time	46	75.4	
Not working	61	79.5	
-			
Own home	205	76.0	
Renting	43	79.5	
Less than \$30,000	37	81.4	
\$30,000 to \$70,000	91	76.3	
More than \$70,000	92	75.6	
Maori descent	56	77.0	
European descent	186	75.9	
In Whakatane < 2 years	48	78.3	
Lived 2 - 10 years	37	77.6	
In Whakatane 10+ years	168	75.6	
Own business	72	73.2	
No business	181	77.8	
Pay rates	228	76.3	
No rates	25	78.2	
Rates poor value	32	71.5	
Rates neither	90	74.3	
Rates good value	95	79.1	
	_		
Dissatisfied Council Overall	7 76	81.6	
Council Overall - Neutral Satisfied with Council Overall	151	72.6	
	151	10.3	
Daily	10	61.8	
Weekly	67	78.9	
Monthly	82	76.5	
At least once per year	84	77.8	
Less than once per year	10	62.5	
CSI score	0 20	40 60 80 100	
<b>CSI Score</b> # of respondents			

# Boat ramps in Whakatane town

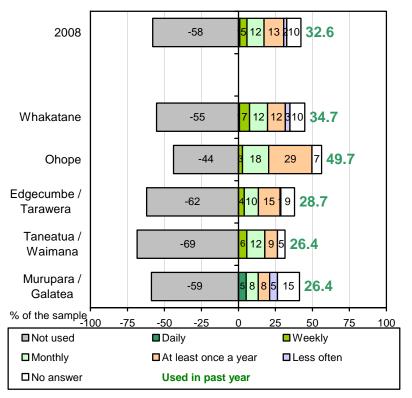
Respondents were asked how often they used the Boat ramps in Whakatane town in the past year. This was asked for the first time this year.

## Frequency of using Boat ramps in Whakatane town

Over half of the respondents (58%) had not used the Boat ramps in Whakatane town in the past 12 months, while 10% didn't know.

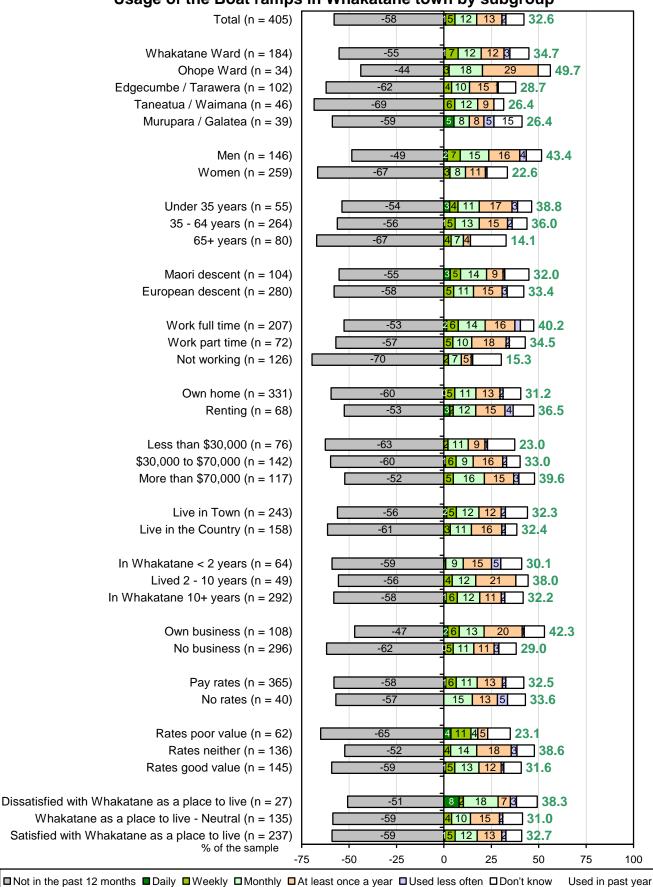
Of those who did use them, the largest group (13%) used them at least once per year. An eighth of the sample (12%) had used them on a monthly basis and 5% on a weekly basis. Four respondents (1%) used the Boat ramps in Whakatane town daily, while 2% had used them but less than once per year.

Usage of the Boat ramps in Whakatane town was higher in the Ohope Ward (50%) versus 26% -35% for those from the other Wards.



The chart over the page compares the usage of the Boat ramps in Whakatane town among the various subgroups of interest. Respondents who were significantly **more likely** to use the Boat ramps in Whakatane town include:

- Those aged under 35 (39%)
- Men (43%)
- Those from the Ohope Ward (50%)
- Those working full time (40%) in paid employment
- Those with a household income of over \$70,000 (40%)
- Those who own or operate their own business (42%)



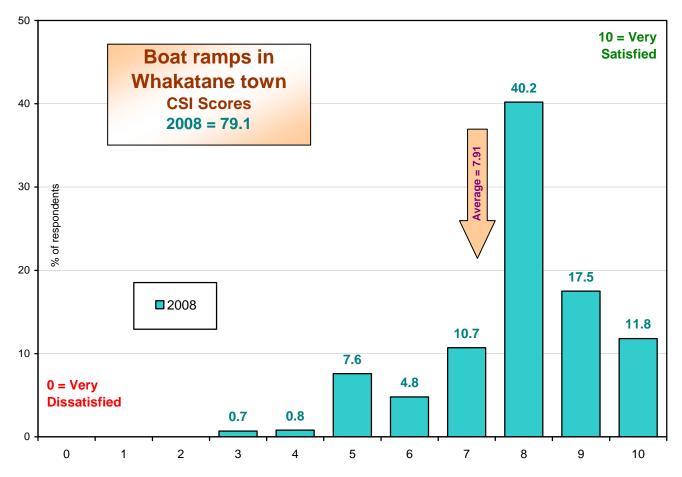
## Usage of the Boat ramps in Whakatane town by subgroup

## Satisfaction with Boat ramps in Whakatane town

Respondents who had used Boat ramps in Whakatane town in the last 12 months (n=115) were asked to rate their satisfaction using a scale where 0 is very dissatisfied to 10 being very satisfied.

Four fifths of the respondents in the subgroup (80%) were satisfied with Boat ramps in Whakatane town (Scores 7 – 10). Over a quarter (29%) of the users rated these with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (40%). An eighth of the subgroup (13%) rated the Boat ramps in Whakatane town with a score that was neutral (Scores 4 – 6), and 0.7% (1 respondents) rated with scores that reflect dissatisfaction (Scores 0 – 3).

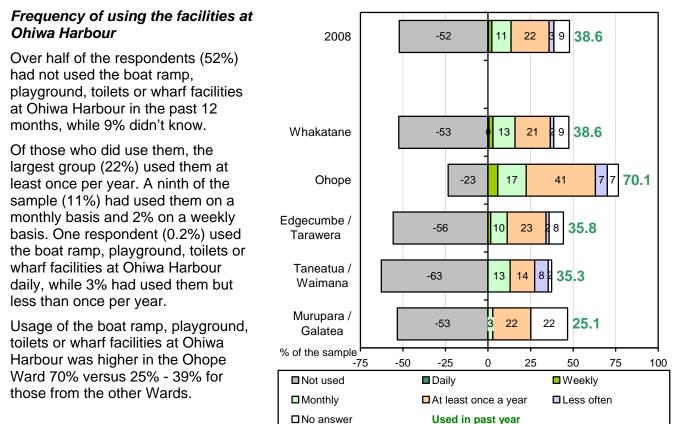
The CSI Score for Boat ramps in Whakatane town was 79.1. This indicates a very good level of satisfaction.



#### 79.1 Total 115 Satisfaction with Boat ramps in Whakatane town by demographics Whakatane Ward 57 79.3 There are a number of variables which 15 Ohope Ward 77.9 appear to have a significant impact on Edgecumbe / Tarawera 25 81.6 satisfaction with Council services and Taneatua / Waimana 12 72.7 Murupara / Galatea 6 facilities. The chart opposite compares 78.9 these variables. Live in Town 68 78.6 The analysis shows that there are 45 79.8 Live in the Country reasonable levels of satisfaction with Boat ramps in Whakatane town across most of 60 79.4 Men the subgroups of interest 55 Women 78.4 The variables that appear to have had the Under 35 years 20 greatest impact on satisfaction with Boat 74.3 35 - 64 years 80.0 83 ramps in Whakatane town were: 65+ years 11 86 The few respondents who used Boat ramps in Whakatane town weekly (CSI Work full time 74 79.5 Score 77.5) appear less satisfied than Work part time 23 73.2 those who use these monthly or once per Not working 18 84. year Own home 92 78.6 Those from the Taneatua / Waimana Ward (CSI Score 72.7) appear more Renting 20 82.7 satisfied than those from the other Wards (CSI Score 77.9 to 81.6). Less than \$30,000 15 83.5 \$30.000 to \$70.000 41 82.1 Respondents who thought they received More than \$70.000 42 76.0 good value for their rates (CSI Score 81.2) were significantly more satisfied than Maori descent 27 80.1 those who thought they got poor value for European descent 82 79.0 their rates (CSI Score 74.4). Respondents aged over 65 (CSI Score In Whakatane < 2 years 18 79.2 86.3) appear more satisfied than those Lived 2 - 10 years 16 78.8 from other age groups. In Whakatane 10+ years 81 79.1 Those with a household income of more than \$70,000 (CSI Score 76.0) appear 41 Own business 76.5 less satisfied than those in the lower No business 74 80.5 income brackets (CSI Score 83.5 - 82.1). 105 79.0 Pay rates Those who were satisfied with Whakatane No rates 10 79.2 as a place to live (CSI Score 81.9) were significantly more satisfied than those who were dissatisfied with Whakatane as a Rates poor value 12 74.4 78.1 place to live (CSI Score 71.4). Rates neither 45 41 81.2 Rates good value Dissatisfied Whakatane place to live 9 71.4 75.9 Whakatane place to live - Neutral 35 Satisfied Whakatane place to live 69 81.9 18 77.5 Weekly Monthly 42 78.3 At least once per year 47 80.6 **CSI Score** 0 20 40 60 80 100 CSI Score # of respondents

# The boat ramp, playground, toilets or wharf facilities at Ohiwa Harbour

Respondents were asked how often they used the boat ramp, playground, toilets or wharf facilities at Ohiwa Harbour in the past year. This was asked for the first time this year.



The chart over the page compares the usage of the boat ramp, playground, toilets or wharf facilities at Ohiwa Harbour among the various subgroups of interest. Respondents who were significantly **more likely** to use the boat ramp, playground, toilets or wharf facilities at Ohiwa Harbour include:

- Those aged under 35 (48%)
- Men (46%)
- Those from the Ohope Ward (70%)
- Those working full time (47%) in paid employment
- Those with a household income of over \$70,000 (49%)
- Those who live in town (42%)
- Those who were satisfied with Whakatane as a place to live (42%)

Usage of the Facilities at Ohiwa Harbour by subgroup				
Total (n = 405)	-52 11 22 33.6			
Whethere Word $(n - 194)$				
Whakatane Ward (n = $184$ )				
Ohope Ward (n = 34)	<u>-23 6 17 41 7</u> 70.1			
Edgecumbe / Tarawera (n = 102)	-56 10 23 35.8			
Taneatua / Waimana (n = 46)	-63 13 14 8 35.3			
Murupara / Galatea (n = 39)	<u>-53</u> <u>22</u> 22 25.1			
Men (n = 146)	-45 <b>1</b> 2 28 5 46.2			
Women (n = 259)	-59 411 18 31.7			
Women (n = 259)				
Under 35 years (n = 55)	<u>-42 3 9 30 6 47.6</u>			
35 - 64 years (n = 264)	-52 <b>1</b> 4 <b>22 40.5</b>			
65+ years (n = 80)	-62 5 15 21.9			
Maori descent (n = 104)	-54 111 20 33.8			
European descent (n = 280)	-51 11 23 4 40.3			
Work full time $(n = 207)$	-45 <b>1</b> 3 <b>27 47.0</b>			
Work part time $(n = 72)$	-59 4 15 14 33.9			
Not working (n = 126)	-63 45 16 23.4			
Own home (n = 331)	-53 13 22 2 39.0			
Renting (n = 68)				
Less than \$30,000 (n = 76)	-74 8 6 14.0			
\$30,000 to \$70,000 (n = 142)	-51 12 26 4 <b>1.8</b>			
More than \$70,000 (n = 117)	-45 <mark>3</mark> 15 <u>26 4</u> 4 <b>8.7</b>			
Live in Town (n = 243)	-47 11 24 4 41.7			
Live in the Country $(n = 158)$	-61 11 19 2 33.1			
In Whakatane < 2 years (n = 64)	-49 <b>1</b> 15 <b>22 3 41.8</b>			
Lived 2 - 10 years (n = 49)	-46 17 24 6 <b>47.9</b>			
In Whakatane 10+ years (n = 292)	-54 29 22 2 36.2			
Own business (n = 108)	-50 2 15 20 38.0			
No business ( $n = 296$ )				
100  business  (11 = 230)				
Pay rates (n = 365)	-51 11 24 2 39.4			
No rates $(n = 40)$	-60 12 12 5 31.9			
Rates poor value (n = $62$ )	<u>-60 7 16 25.2</u>			
Rates neither (n = 136)	-52 17 20 40.5			
Rates good value (n = 145)	<u>-46 9 30 4</u> 45.3			
Dissatisfied with Whakatane as a place to live $(n = 27)$	-61 4 16 20.6			
Whakatane as a place to live - Neutral ( $n = 135$ )	-53 2 9 22 4 37.1			
Satisfied with Whakatane as a place to live (n = 237)	<u>-51 12 26 41.7</u>			
% of the sample -100	75 -50 -25 0 25 50 75 100			
■ Not in the past 12 months ■ Daily ■ Weekly ■ Monthly ■ At least	once a year □Used less often □Don't know Used in past year			

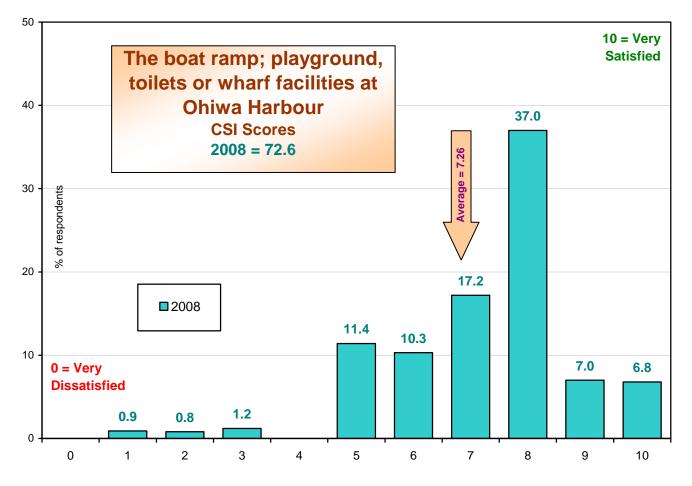
#### ... :1:4: **6** 41 <u>----</u> . . . .

### Satisfaction with the boat ramp, playground, toilets or wharf facilities at Ohiwa Harbour

Respondents who had used the boat ramp, playground, toilets or wharf facilities at Ohiwa Harbour in the last 12 months (n=141) were asked to rate their satisfaction using a scale where 0 is very dissatisfied to 10 being very satisfied.

Two thirds of the respondents in the subgroup (68%) were satisfied with the boat ramp, playground, toilets or wharf facilities at Ohiwa Harbour (Scores 7 – 10). A seventh (14%) of the users rated these with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (37%). A fifth of the subgroup (22%) rated the boat ramp, playground, toilets or wharf facilities at Ohiwa Harbour with a score that was neutral (Scores 4 – 6), and 3% (5 respondents) rated with scores that reflect dissatisfaction (Scores 0 – 3).

The CSI Score for the boat ramp, playground, toilets or wharf facilities at Ohiwa Harbour was 72.6 This indicates a reasonable level of satisfaction but with the potential for improvement.



# Satisfaction with the facilities at Ohiwa Harbour by demographics

There are a number of variables which appear to have a significant impact on satisfaction with Council services and facilities. The chart opposite compares these variables.

The analysis shows that there are reasonable levels of satisfaction with the boat ramp, playground, toilets or wharf facilities at Ohiwa Harbour across most of the subgroups of interest

The variables that appear to have had the greatest impact on satisfaction with the boat ramp, playground, toilets or wharf facilities at Ohiwa Harbour were:

- The few respondents who used the boat ramp, playground, toilets or wharf facilities at Ohiwa Harbour less than once per year (CSI Score 81.0) appear more satisfied than those who use these more often.
- Those from the Taneatua / Waimana Ward (CSI Score 80.6) appear more satisfied than those from the other Wards (CSI Score 69.0 to 77.3).
- Those with a household income of more than \$70,000 (CSI Score 69.4) appear less satisfied than those in the lower income brackets (CSI Score 88.3 –73.0).
- Those who have lived in Whakatane for 2

   10 years (CSI Score 79.1) appear more satisfied than those who have lived there under 2 years (CSI Score 72.0) or more than 10 years (CSI Score 71.1).

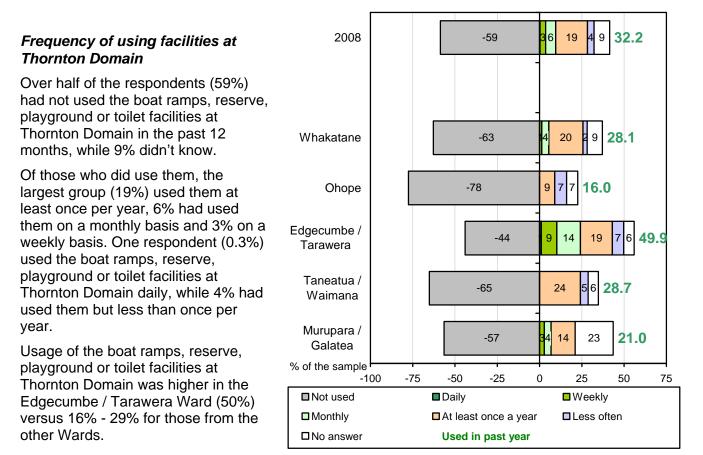
Total	141	72.6
Whakatane Ward	65	71.0
Ohope Ward	23	77.3
Edgecumbe / Tarawera	29	69.0
Taneatua / Waimana	16	80.6
Murupara / Galatea	8	75.9
Live in Town	91	72.2
Live in the Country	47	73.6
Men	62	72.2
Women	79	73.1
Under 35 years	24	74.7
35 - 64 years	98	71.9
65+ years	17	73.6
Work full time	89	72.1
Work part time	24	71.3
Not working	28	75.7
Own home	117	71.5
Renting	23	76.6
Less than \$30,000	9	88.3
\$30,000 to \$70,000	56	73.0
More than \$70,000	52	69.4
Maori descent	32	75.3
European descent	103	71.6
In Whakatane < 2 years	25	72.0
Lived 2 - 10 years	23	79.1
In Whakatane 10+ years	93	71.1
Own business	39	69.8
No business	102	73.6
_		
Pay rates	130	72.0
No rates	11	78.5
Rates poor value	13	67.4
Rates neither	48	71.3
Rates good value	62	72.5
Dissatisfied Whakatane place to live	5	73.8
Whakatane place to live - Neutral	44	69.9
Satisfied Whakatane place to live	90	73.7
Weekly	9	74.6
Monthly	44	75.1
At least once per year	78	70.6
Less than once per year	9	81.0
CSI Sooro		
	0 20 40	60 80 100

CSI Score

# of respondents

# The facilities at Thornton Domain

Respondents were asked how often they used the boat ramps, reserve, playground or toilet facilities at Thornton Domain in the past year. This was asked for the first time this year.



The chart over the page compares the usage of the boat ramps, reserve, playground or toilet facilities at Thornton Domain among the various subgroups of interest. Respondents who were significantly **more likely** to use the boat ramps, reserve, playground or toilet facilities at Thornton Domain include:

- Those from the Edgecumbe / Tarawera Ward (50%)
- Those aged between 35 64 years (38%)
- Men (39%)
- Those working full time (37%) or part time (36%) in paid employment
- Those with a household income of over \$70,000 (38%)
- Those of Maori descent (37%)

Usage of the facilities at Tho	inton Domain by Subgroup
Total (n = 405)	-59 <mark>3</mark> 6 19 4 32.2
Whakatane Ward (n = 184)	-63 4 <u>20</u> 28.1
Ohope Ward $(n = 34)$	-78 9 7 16.0
Edgecumbe / Tarawera (n = 102)	-44 9 14 19 7 49.9
Taneatua / Waimana (n = 46)	-65 24 5 28.7
Murupara / Galatea (n = 39)	-57 34 14 23 21.0
Men (n = 146)	-52 7 7 20 6 38.9
Women (n = 259)	-64 05 18 26.0
womon (n = 200)	
Under 35 years (n = 55)	-58 66 11 6 28.7
35 - 64 years (n = 264)	
65+ years (n = 80)	<u>-67 13 2</u> 16.5
Maari daacaat (n. 101)	
Maori descent (n = $104$ )	
European descent (n = 280)	<u>-62</u> 7 <u>16</u> 5229.4
Work full time $(n = 207)$	
Work part time $(n = 72)$	
Not working (n = 126)	<u>-68</u> 15 12 19.7
Own home $(n = 331)$	
Renting (n = 68)	-56 <mark>9 4 18 </mark> 3 34.1
Less than \$30,000 (n = 76)	<u>-63</u> <u>3</u> <u>5</u> <u>15</u> <u>24.9</u>
\$30,000 to \$70,000 (n = 142)	<u>-57</u> 2624 3 35.4
More than \$70,000 (n = 117)	<u>-56 <mark>4</mark> 8 18 8</u> 38.1
Live in Town (n = 243)	
Live in the Country $(n = 158)$	-56 <mark>5</mark> 9 19 3 36.8
In Whakatane < 2 years (n = 64)	
Lived 2 - 10 years (n = 49)	
In Whakatane 10+ years (n = 292)	<u>-60 <mark>3</mark>5 18 4</u> 30.5
Own business $(n = 108)$	
No business (n = 296)	-60 <mark>4</mark> 5 20 3 32.5
Pay rates $(n = 365)$	
No rates $(n = 40)$	-54 11 9 17 5 42.0
Rates poor value (n = $62$ )	
Rates neither (n = $136$ )	-56 14 9 16 8 37.6
Rates good value (n = 145)	<u>-62</u> 44 21 2 28.3
Dissatisfied with Whakatane as a place to live $(n = 27)$	-46 4 17 15 35.5
Whakatane as a place to live - Neutral (n = 135)	-56 7 19 7 33.8
Satisfied with Whakatane as a place to live (n = 237)	-62 <mark>5</mark> 5 19 30.8
% of the sample	
-100	-75 -50 -25 0 25 50 75

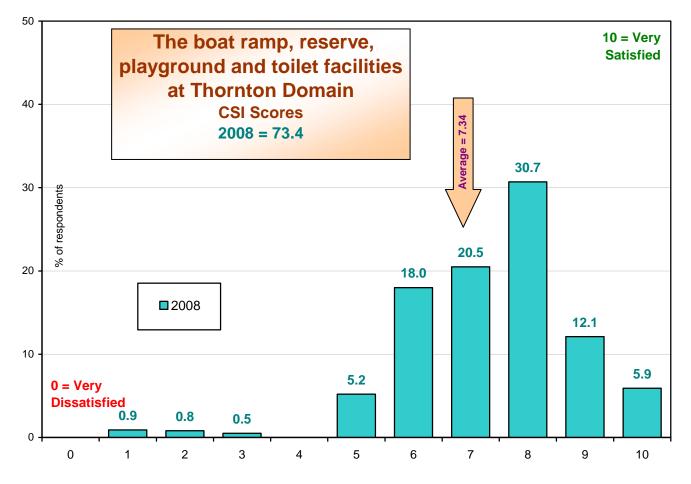
### Usage of the facilities at Thornton Domain by subgroup

### Satisfaction with the facilities at Thornton Domain

Respondents who had used the boat ramps, reserve, playground or toilet facilities at Thornton Domain in the last 12 months (n=117) were asked to rate their satisfaction using a scale where 0 is very dissatisfied to 10 being very satisfied.

Two thirds of the respondents in the subgroup (69%) were satisfied with the boat ramps, reserve, playground or toilet facilities at Thornton Domain (Scores 7 – 10). Almost a fifth (18%) of the users rated these with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (31%). A quarter of the subgroup (23%) rated the boat ramps, reserve, playground or toilet facilities at Thornton Domain with a score that was neutral (Scores 4 – 6), and 2% (3 respondents) rated with scores that reflect dissatisfaction (Scores 0 – 3).

The CSI Score for the boat ramps, reserve, playground or toilet facilities at Thornton Domain was 73.4. This indicates a good level of satisfaction but with the potential for improvement.



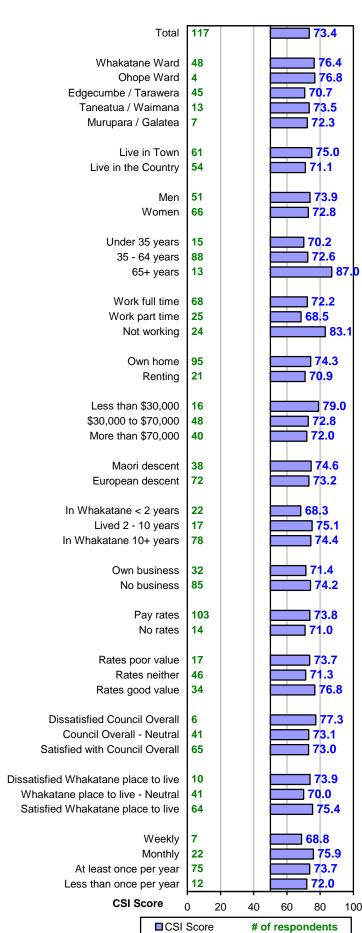
# Satisfaction with the facilities at Thornton Domain by demographics

There are a number of variables which appear to have a significant impact on satisfaction with Council services and facilities. The chart opposite compares these variables.

The analysis shows that there are reasonable levels of satisfaction with the boat ramps, reserve, playground or toilet facilities at Thornton Domain across most of the subgroups of interest

The variables that appear to have had the greatest impact on satisfaction with the boat ramps, reserve, playground or toilet facilities at Thornton Domain were:

- The few respondents who used the boat ramps, reserve, playground or toilet facilities at Thornton Domain weekly (CSI Score 68.8) appear less satisfied than those who use these monthly or at least once per year
- Those from the Edgecumbe / Tarawera Ward (CSI Score 70.7) appear less satisfied than those from the other Wards. (CSI Score 72.3 to 76.8).
- Respondents who thought they received good value for their rates (CSI Score 76.8) were more satisfied than those who thought they got poor value for their rates (CSI Score 73.7).
- Respondents aged over 65 (CSI Score 87.0) appear more satisfied than those from other age groups.
- Those with a household income of more than \$70,000 (CSI Score 72.0) appear less satisfied than those in the lower income brackets (CSI Score 72.8 – 79.0).



## Boat moorings in Whakatane or Ohiwa

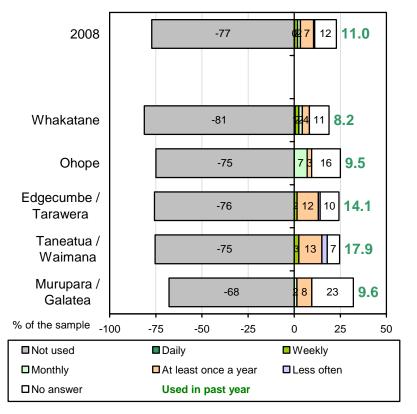
Respondents were asked how often they used the Boat moorings in Whakatane or Ohiwa in the past year. This was asked for the first time this year.

# Frequency of using Boat moorings in Whakatane or Ohiwa

Three quarters of the respondents (77%) had not used the Boat moorings in Whakatane or Ohiwa in the past 12 months, while 12% didn't know.

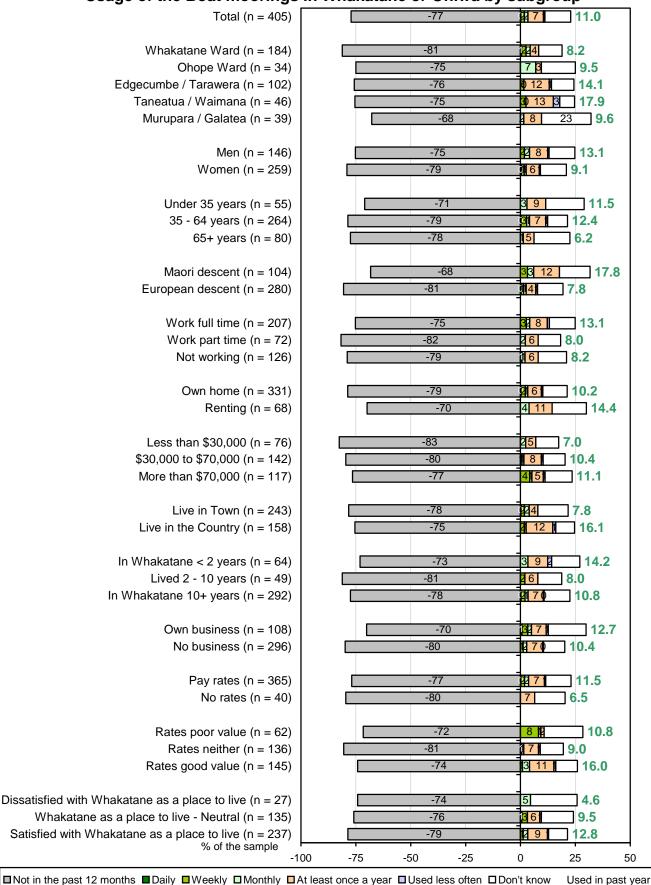
Of those who did use them, the largest group (7%) used them at least once per year. A few respondents (2%) had used them on a monthly basis and 2% on a weekly basis. One respondent (0.2%) used the Boat moorings in Whakatane or Ohiwa daily, while 0.6% had used them but less than once per year.

Usage of the Boat moorings in Whakatane or Ohiwa was highest in the Taneatua / Waimana Ward 18% versus 8% - 14% for those from the other Wards.



The chart over the page compares the usage of the Boat moorings in Whakatane or Ohiwa among the various subgroups of interest. Respondents who were significantly **more likely** to use the Boat moorings in Whakatane or Ohiwa include:

- Those from the Taneatua / Waimana Ward (18%)
- Men (13%)
- Those who live in the country (16%)
- Those working full time (13%) in paid employment
- Those who thought they received good value for their rates (16%)



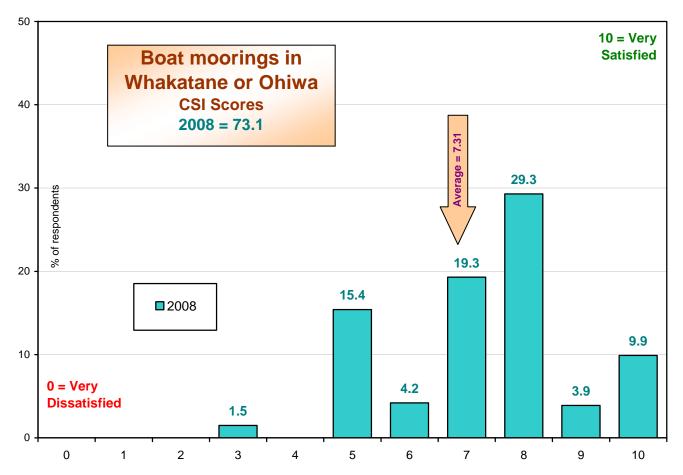
### Usage of the Boat moorings in Whakatane or Ohiwa by subgroup

### Satisfaction with Boat moorings in Whakatane or Ohiwa

Respondents who had used Boat moorings in Whakatane or Ohiwa in the last 12 months (n=38) were asked to rate their satisfaction using a scale where 0 is very dissatisfied to 10 being very satisfied.

Two thirds of the respondents in the subgroup (63%) were satisfied with Boat moorings in Whakatane or Ohiwa (Scores 7 – 10). A seventh (14%) of the users rated these with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (29%). A fifth of the subgroup (20%) rated the Boat moorings in Whakatane or Ohiwa with a score that was neutral (Scores 4 – 6), and 1.5% (1 respondent) rated with scores that reflect dissatisfaction (Scores 0 – 3).

The CSI Score for Boat moorings in Whakatane or Ohiwa was 73.1. This indicates a good level of satisfaction with the potential for improvement.



Satisfaction with Boat moorings in Whakatane or Ohiwa by demographics	Total	31	73.1
Please note there are small	Whakatane Ward	12	68.0
numbers of respondents in most of	Ohope Ward	2 9	72.6
the subgroups so care is	Edgecumbe / Tarawera Taneatua / Waimana	5	79.1
recommended in the interpretation.	Murupara / Galatea	3	72.4
There are a number of variables which			
appear to have a significant impact on	Live in Town	14	69.1
satisfaction with Council services and	Live in the Country	17	76.3
facilities. The chart opposite compares			
these variables.	Men	12	70.1
The analysis shows that there are	Women	21	77.0
reasonable levels of satisfaction with Boat			
moorings in Whakatane or Ohiwa across	Under 35 years	6	78.6
most of the subgroups of interest	35 - 64 years	22	70.5
The number of respondents in the			
subgroups are too small to be able to	Work full time	18	69.3
draw any conclusions about the	Work part time	5	72.3
differences in CSI scores.	Not working	8	87.7
	Own home	21	72.8
	Renting	8	76.7
	\$30,000 to \$70,000	11	73.3
	More than \$70,000	8	65.4
	Maori descent	13	70.4
	European descent	14	73.6
	In Whakatane < 2 years	6	69.1
	In Whakatane 10+ years	24	73.1
	Own business	11	71.4
	No business	20	73.9
	Pay rates	28	74.1
	Rates neither	8	77.8
	Rates good value	16	71.8
	Whokotono place to live . Newtoni		
	Whakatane place to live - Neutral	9	62.3
	Satisfied Whakatane place to live	20	0.4
Weekly Monthly		4	66.5
		4	74.1
	At least once per year	21	74.1
	001.0		
		0 20	40 60 80 100
		SI Score	# of respondents

# Kerbside Recyclable Collection

Respondents were asked how often they used the Kerbside Recyclable Collection of paper, plastic, glass and cans in the past year. Note previously this was asked as the 'Household recycling service'.

### Frequency of using Kerbside Recyclable Collection

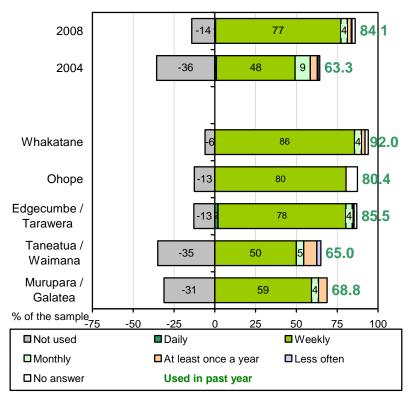
The majority of the respondents (84%) had used the Kerbside Recyclable Collection of paper, plastic, glass and cans in the past 12 months, while 14% had not used and 2% didn't know if they had used.

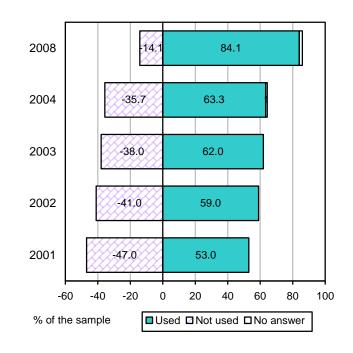
Three quarters (77%) of those who did use them used them on a weekly basis, 4% had used them monthly and one respondent (0.5%) had used them daily. A few (3%) used the Kerbside Recyclable Collection at least once per year and two respondents (0.4%) used them less than once per year.

Usage of the Kerbside Recyclable Collection was lower in the Taneatua / Waimana Ward (65%) and Murupara / Galatea Ward. (69%).

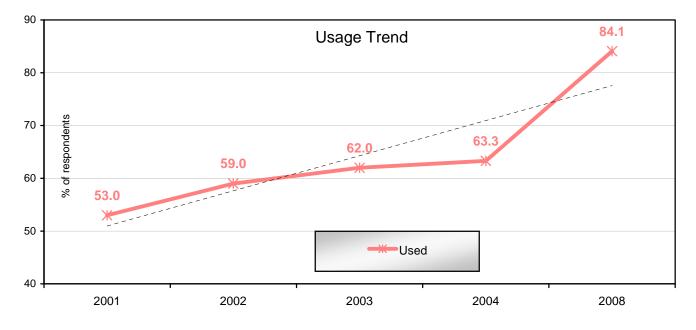
Comparing the history of Kerbside Recyclable Collection of paper, plastic, glass and cans usage shows that current usage at 84% is up 20.8% from the 2004 result.

It is important to note that in the previous survey this was asked as household recycling service.



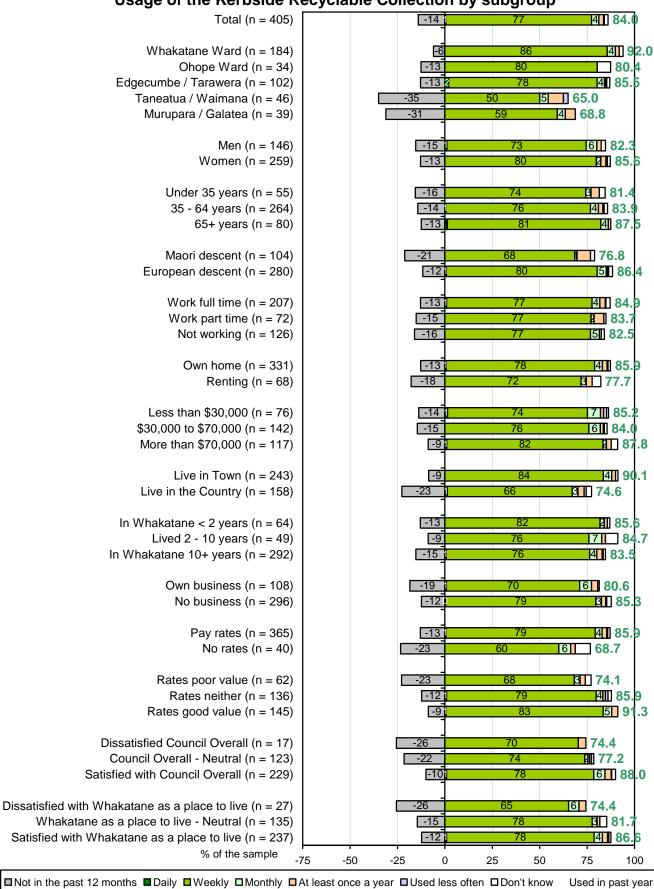


The chart shows the usage trend for Kerbside Recyclable Collection of paper, plastic, glass and cans based on the percentage who had used these facilities in the past 12 months. Usage at 84.1% is 20.8 points higher than that recorded in 2004. This is the highest result recorded by this monitor. It is important to note that in the previous survey this was asked as household recycling service.



The chart over the page compares the usage of the Kerbside Recyclable Collection of paper, plastic, glass and cans among the various subgroups of interest. Respondents who were significantly **more likely** to use the Kerbside Recyclable Collection of paper, plastic, glass and cans include:

- Those from the Whakatane Ward (92%)
- Those who were satisfied with Whakatane as a place to live (87%)
- Those of European descent (86%)
- Those who own their own homes (86%)
- Those living in town (90%)
- Those who thought they received good value for rates (91%)



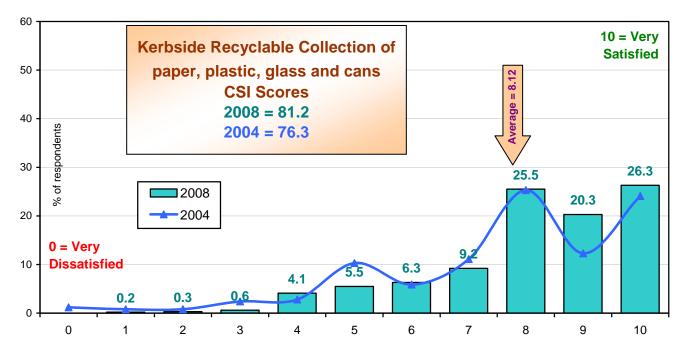
### Usage of the Kerbside Recyclable Collection by subgroup

### Satisfaction with Kerbside Recyclable Collection

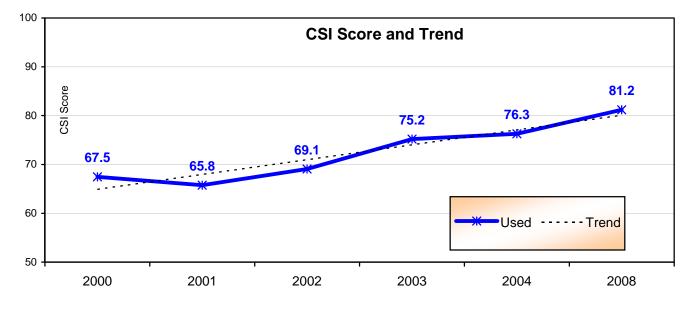
Respondents who had used Kerbside Recyclable Collection of paper, plastic, glass and cans in the last 12 months (n=342) were asked to rate their satisfaction using a scale where 0 is very dissatisfied to 10 being very satisfied.

Four fifths of the respondents in the subgroup (81%) were satisfied with Kerbside Recyclable Collection (Scores 7 – 10). Almost half of the users (47%) rated these with a score of 9 or 10 (exceeded expectations). The mode was a score of 10 (26%). A sixth of the subgroup (16%) rated the Kerbside Recyclable Collection with a score that was neutral (Scores 4 – 6), and 4 respondents (1%) rated with scores that reflect dissatisfaction (Scores 0 – 3).

The CSI Score for Kerbside Recyclable Collection was 81.2. This rates as a very good performance.



The CSI Score of 81.2 is 4.9 points higher than the 2004 result. There appears to be an upward trend over recent readings.



81.2

81.7

89 4

80.9

82.0

80.8

81.6

79.5

79.9

85.

80.6

84.

89 1

81.6

81.7

82.0

87.0

85.

84.

87

83.8

81.3

83.9

100

87.9

### Satisfaction with Kerbside Recyclable **Collection by demographics**

There are a number of variables which appear to have a significant impact on satisfaction with Council services and facilities. The chart opposite compares these variables.

The analysis shows that there are high levels of satisfaction with Kerbside Recyclable Collection of paper, plastic, glass and cans across most of the subgroups of interest

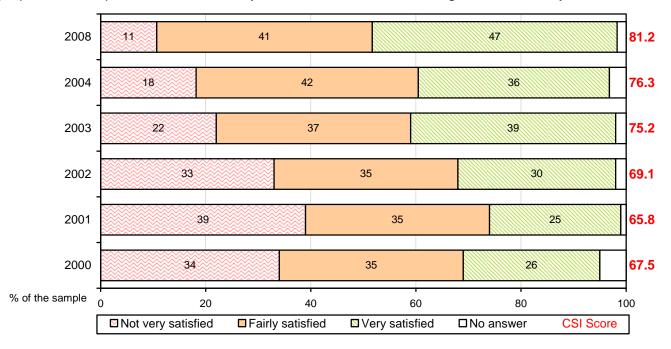
The variables that appear to have had the greatest impact on satisfaction with Kerbside Recyclable Collection of paper, plastic, glass and cans were:

- Respondents from Murupara / Galatea (CSI Score 89.4) were significantly more satisfied than those from other Wards (CSI Score 78.4 - 81.7).
- Respondents who thought they received good value for their rates (CSI Score 85.3) were significantly more satisfied than those who thought they got poor value for their rates (CSI Score 74.2).
- Respondents aged over 65 (CSI Score 87.9) were significantly more satisfied than those from other age groups.
- Those who were not in paid employment (CSI Score 85.7) were significantly more satisfied than those working full or part time.
- Those with a household income of more than \$70,000 (CSI Score 75.0) appear less satisfied than those in the lower income brackets (CSI Score 89.1 - 81.6).
- Those who were satisfied with the Council overall (CSI Score 84.1) were significantly more satisfied than those who were dissatisfied with the Council overall (CSI Score 69.6).

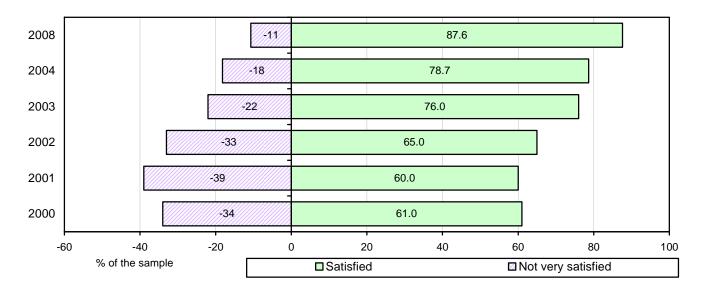


### Kerbside Recyclable Collection Satisfaction Comparison with History

The following chart compares the history of satisfaction with the Kerbside Recyclable Collection of paper, plastic, glass and cans using the previous 3 point scale and an estimated CSI score for each year. This shows that the largest group of users, (47%) are very satisfied with the Kerbside Recyclable Collection of paper, plastic, glass and cans with a further 41% being fairly satisfied. Only a small proportion of respondents were not very satisfied. The CSI score is higher than recent years.



Comparing the proportion of respondents who were less than satisfied versus those who are satisfied shows that satisfaction levels have increased this year.



# **Residential Refuse Collection**

Respondents were asked how often they used the Residential Refuse Collection in the past year. This was asked for the first time this year.

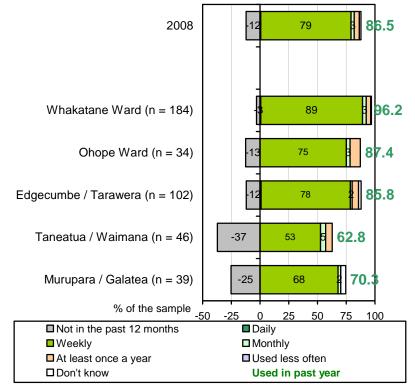
# Frequency of using Residential Refuse Collection

The majority of the respondents (87%) had used the Residential Refuse Collection in the past 12 months, while 12% had not used it and 1% didn't know if they had.

Over three quarters (79%) had used Residential Refuse Collection on a weekly basis, 3% had used them monthly and (5%) had used it at least once per year.

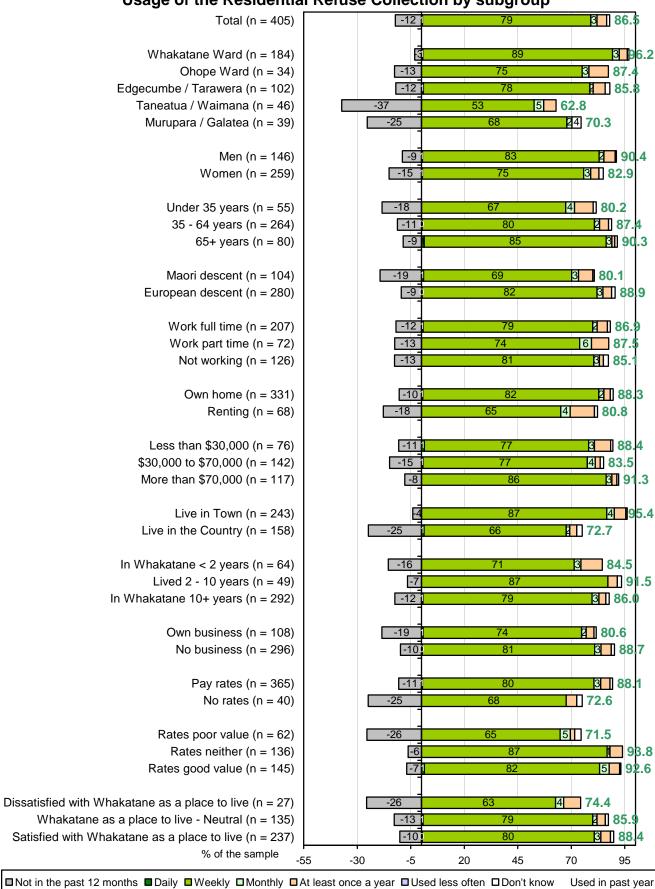
Only two respondents (0.5%) had used Residential Refuse Collection on a daily basis.

Usage of the Residential Refuse Collection was lower in the Taneatua / Waimana (63%) and Murupara / Galatea wards (70%).



The chart over the page compares the usage of the Residential Refuse Collection among the various subgroups of interest. Respondents who were significantly **more likely** to use the Residential Refuse Collection include:

- Those from the Whakatane Ward (96%)
- Those who were satisfied with Whakatane as a place to live (88%)
- Men (90%)
- Those of European descent (89%)
- Those who own their own homes (88%)
- Those with an income of over \$70,000 (91%)
- Those living in town (95%)
- Those who don't own or operate their own business (89%)
- Those who pay rates (88%)



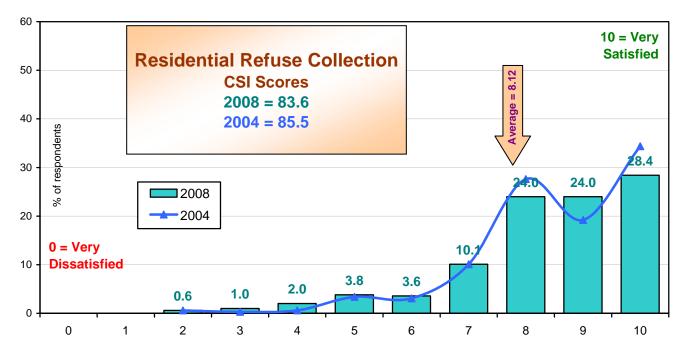
### Usage of the Residential Refuse Collection by subgroup

### Satisfaction with Residential Refuse Collection

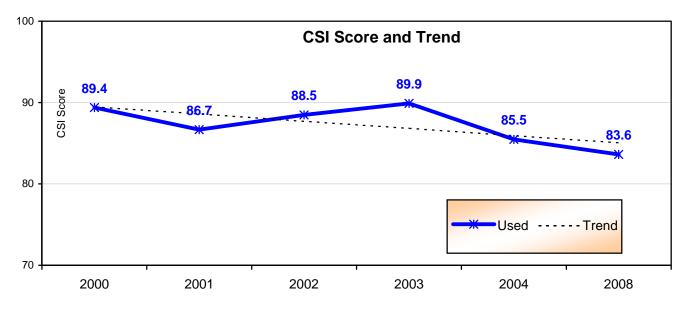
Respondents who had used Residential Refuse Collection in the last 12 months (n=347) were asked to rate their satisfaction using a scale where 0 is very dissatisfied to 10 being very satisfied.

The majority of the respondents in the subgroup (87%) were satisfied with Residential Refuse Collection (Scores 7 – 10). Over half of the users (52%) rated this service with a score of 9 or 10 (exceeded expectations). The mode was a score of 10 (28%). A tenth of the subgroup (9%) rated the Residential Refuse Collection with a score that was neutral (Scores 4 – 6), and 6 respondents (1.6%) rated with scores that reflect dissatisfaction (Scores 0 – 3).

The CSI Score for Residential Refuse Collection was 83.6. This rates as an excellent service.



The CSI Score of 83.6 is 1.9 points lower than the 2004 result. There appears to be an downward trend over recent readings.



83.6

83.

86

82.7

80.2

89 1

83.6

83.

83.

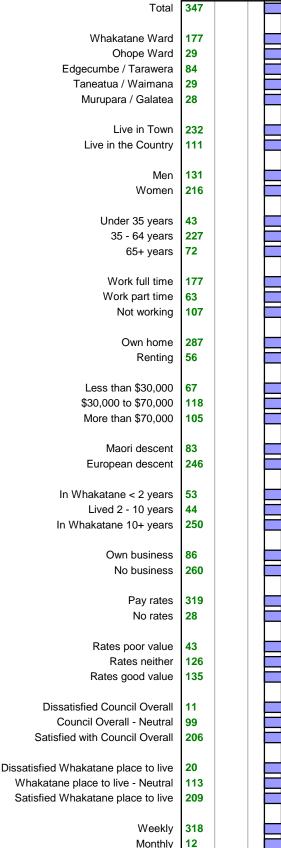
#### Satisfaction with Residential Refuse **Collection by demographics**

There are a number of variables which appear to have a significant impact on satisfaction with Council services and facilities. The chart opposite compares these variables.

The analysis shows that there are high levels of satisfaction with Residential Refuse Collection across most of the subgroups of interest

The variables that appear to have had the greatest impact on satisfaction with Residential Refuse Collection were:

- Respondents from Murupara / Galatea (CSI Score 89.1) were significantly more satisfied than those from other Wards (CSI Score 86.2 - 80.2).
- Respondents who used the Residential Refuse Collection weekly (CSI Score 84.1) appear more satisfied than those who use this monthly or once per year
- Respondents who thought they received good value for their rates (CSI Score 86.4) were significantly more satisfied than those who thought they got poor value for their rates (CSI Score 76.6).
- Respondents aged over 65 (CSI Score 89.1) were significantly more satisfied than those from other age groups.
- Those who were not in paid employment (CSI Score 87.8) were significantly more satisfied than those working full or part time.
- Those with a household income under \$30,000 (CSI Score 89.8) were significantly more satisfied than those in the higher income brackets (CSI Score 81.2 - 82.1).
- Those who were satisfied with the Council overall (CSI Score 85.1) were significantly more satisfied than those who were dissatisfied with the Council overall (CSI Score 73.4).



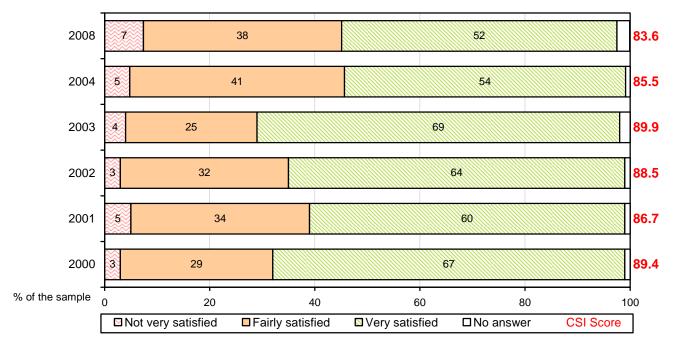
At least once per year **CSI Score** 

0

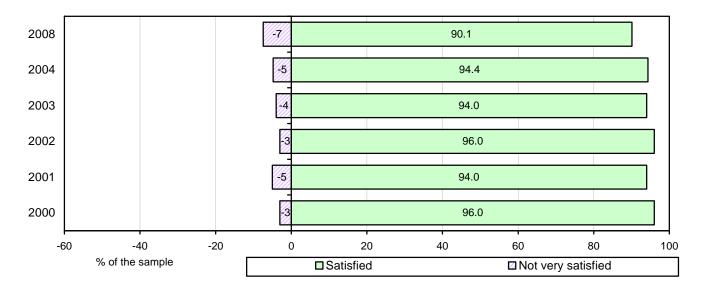


### Residential Refuse Collection Satisfaction Comparison with History

The following chart compares the history of satisfaction with the Residential Refuse Collection using the previous 3 point scale and an estimated CSI score for each year. This shows that the largest group of users, (52%) are very satisfied with the Residential Refuse Collection with a further 38% being fairly satisfied. Only a small proportion of respondents were not very satisfied. The CSI score is lower than recent years.



Comparing the proportion of respondents who were less than satisfied versus those who are satisfied shows that satisfaction levels have decreased this year.



### **Greenwaste Collection**

Respondents were asked how often they used the Greenwaste Collection in the past year. This was asked for the first time this year.

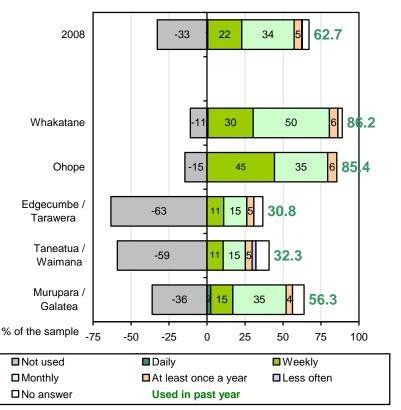
# Frequency of using Greenwaste Collection

Almost two thirds of the respondents (63%) had used the Greenwaste Collection in the past 12 months, while 33% had not used it and 5% didn't know if they had.

A third (34%) had used Greenwaste Collection on a monthly basis, (22%) had used this service weekly and (5%) had used it at least once per year.

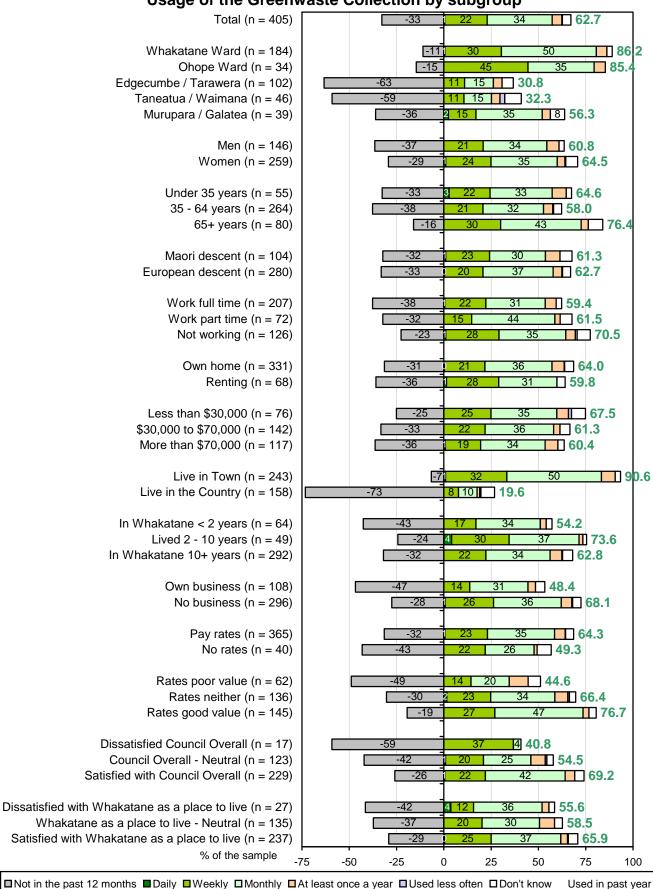
Only two respondents (0.5%) had used Greenwaste Collection on a daily basis and one respondent had use this less than once per year.

Usage of the Greenwaste Collection was lower in the Edgecumbe / Tarawera (31%) and Taneatua / Waimana Wards (32%).



The chart over the page compares the usage of the Greenwaste Collection among the various subgroups of interest. Respondents who were significantly **more likely** to use the Greenwaste Collection include:

- Those from the Whakatane Ward (86%) and the Ohope Ward (85%)
- Those aged over 65 years (76%)
- Those who are not working in paid employment (71%)
- Those living in town (91%)
- Those who don't own or operate their own business (68%)
- Those who thought they received good value for their rates (77%)



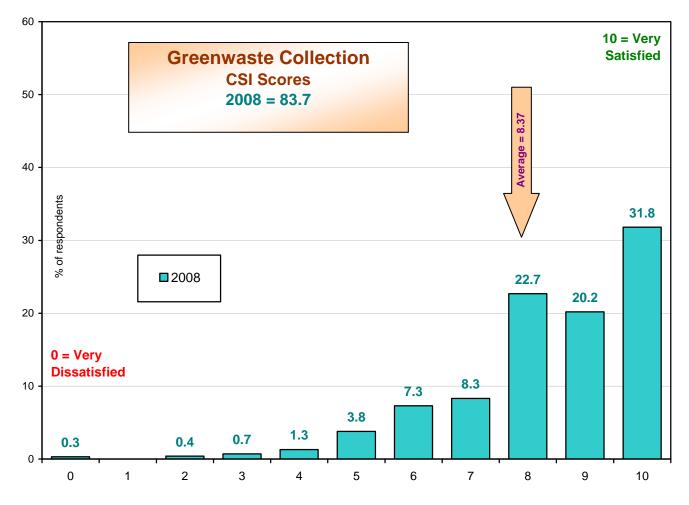
### Usage of the Greenwaste Collection by subgroup

### Satisfaction with Greenwaste Collection

Respondents who had used Greenwaste Collection in the last 12 months (n=258) were asked to rate their satisfaction using a scale where 0 is very dissatisfied to 10 being very satisfied.

The majority of the respondents in the subgroup (83%) were satisfied with Greenwaste Collection (Scores 7 – 10). Over half of the users (52%) rated these with a score of 9 or 10 (exceeded expectations). The mode was a score of 10 (32%). An eighth of the subgroup (13%) rated the Greenwaste Collection with a score that was neutral (Scores 4 – 6), and 3 respondents (1.4%) rated with scores that reflect dissatisfaction (Scores 0 – 3).

The CSI Score for Greenwaste Collection was 83.7. This rates as an excellent service.



#### Total 258 83.7 Satisfaction with Greenwaste **Collection by demographics** Whakatane Ward 164 83.6 Ohope Ward 28 84. There are a number of variables which Edgecumbe / Tarawera 31 85 appear to have a significant impact on Taneatua / Waimana 14 74.9 satisfaction with Council services and Murupara / Galatea 21 85. facilities. The chart opposite compares these variables. Live in Town 222 83. Live in the Country 32 86 The analysis shows that there are high levels of satisfaction with Greenwaste 91 84 Men Collection across most of the subgroups Women 167 83.0 of interest Under 35 years 34 80.3 The variables that appear to have had the 35 - 64 years 158 82.2 greatest impact on satisfaction with 65+ years 61 91 13 Greenwaste Collection were: Work full time 125 Respondents from Taneatua / Waimana 83.0 77.4 Work part time 44 (CSI Score 74.9) were significantly less 89 satisfied than those from other Wards Not working 88.1 (CSI Score 85.8 - 83.6). Own home 213 84.0 Respondents who used the Greenwaste 83.7 Renting 43 Collection weekly and monthly (CSI Score 84.5) appear more satisfied than those Less than \$30,000 54 90 who use it once per year (CSI Score \$30,000 to \$70,000 87 82.4 76.6). More than \$70,000 69 80.0 Respondents who thought they received Maori descent 63 84 good value for their rates (CSI Score 88.8) European descent 83.8 180 were significantly more satisfied than those who thought they got poor value for In Whakatane < 2 years 36 81.0 their rates (CSI Score 71.9). Lived 2 - 10 years 36 83.3 Respondents aged over 65 (CSI Score In Whakatane 10+ years 186 84. 91.3) were significantly more satisfied Own business 52 than those from other age groups. 77.7 No business 205 85. Those who were not in paid employment (CSI Score 88.1) were significantly more 238 Pay rates 83.6 satisfied than those working full or part No rates 85. 20 time. Rates poor value 27 71.9 Those with a household income under Rates neither 93 80.4 \$30,000 (CSI Score 90.7) were Rates good value 111 88 8 significantly more satisfied than those in the higher income brackets (CSI Score Dissatisfied Council Overall 7 71.1 80.0 - 82.4). Council Overall - Neutral 70 81.3 Those who were satisfied with the Council Satisfied with Council Overall 159 85. overall (CSI Score 85.7) were significantly more satisfied than those who were Dissatisfied Whakatane place to live 16 85. dissatisfied with the Council overall (CSI Whakatane place to live - Neutral 81 78.1 Score 71.1). Satisfied Whakatane place to live 157 86 Weeklv 96 84 141 84. Monthly At least once per year 18 76.6 **CSI Score** 80 0 20 40 60 100 CSI Score # of respondents

### Council run recycling facilities in Whakatane or Murupara

Respondents were asked how often they used the Council run recycling facilities in Whakatane or Murupara (this is not the kerbside collection) in the past year. This was asked for the first time this year.

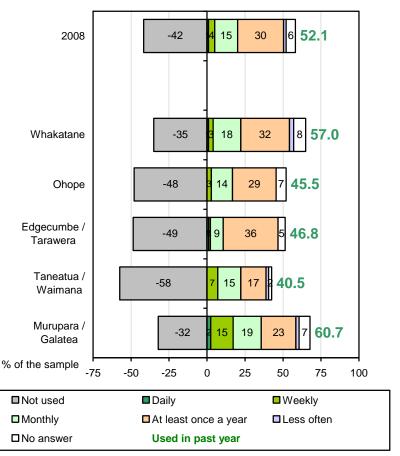
### Frequency of using Council run recycling facilities in Whakatane or Murupara

Over half of the respondents (52%) had used the Council run recycling facilities in Whakatane or Murupara in the past 12 months, while 42% had not used this and 6% didn't know if they had.

A third (30%) had used Council run recycling facilities in Whakatane or Murupara at least once per year, (15%) had used it on a monthly basis and (4%) had used this weekly.

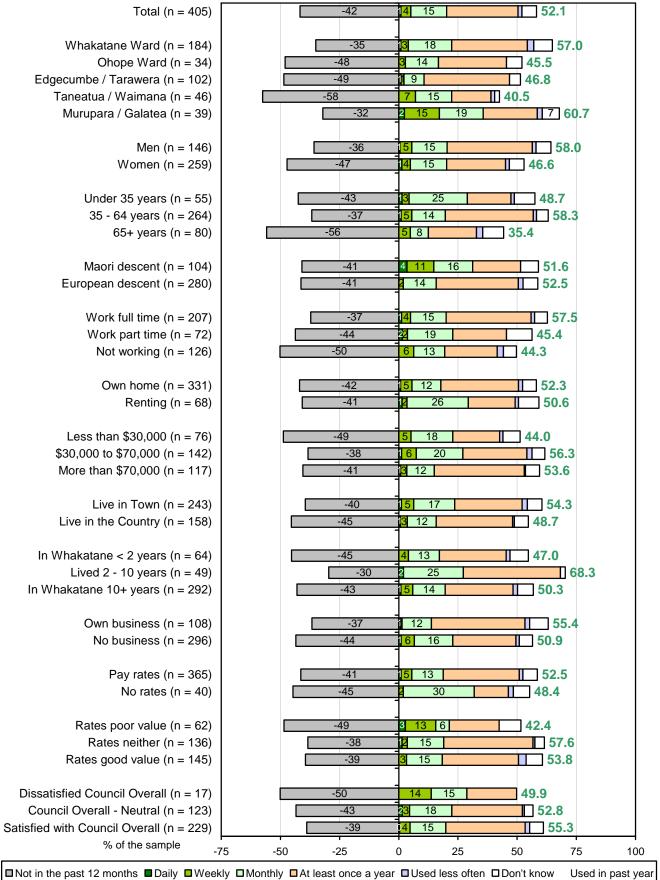
Only four respondents (0.9%) had used Council run recycling facilities in Whakatane or Murupara on a daily basis and six respondents (1.6%) had use them less than once per year.

Usage of the Council run recycling facilities in Whakatane or Murupara was highest in the Murupara / Galatea Ward (61%) and Whakatane Ward (57%).



The chart over the page compares the usage of the Council run recycling facilities in Whakatane or Murupara (this is not the kerbside collection) among the various subgroups of interest. Respondents who were significantly **more likely** to use the Council run recycling facilities in Whakatane or Murupara (this is not the kerbside collection) include:

- Those from the Murupara / Galatea Ward (61%) and the Whakatane Ward (57%)
- Men (58%)
- Those aged between 35 64 years (58%)
- Those who are working full time in paid employment (58%)
- Those who have lived in Whakatane for 2 10 years (68%)
- Those who were satisfied with Council overall (55%)



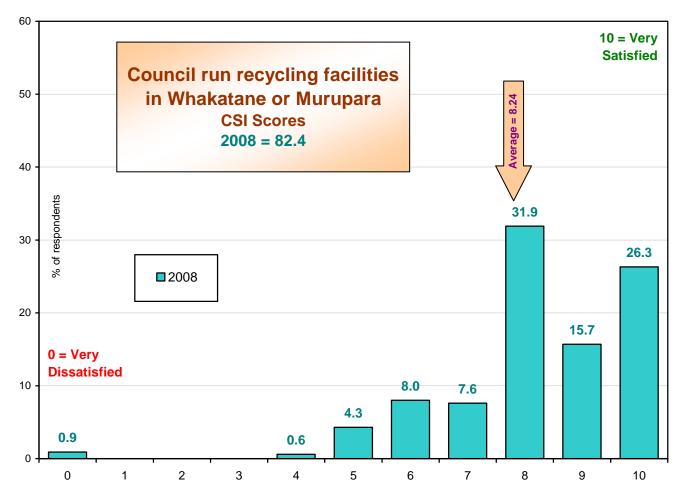
### Usage of the Council run Recycling Facilities by subgroup

### Satisfaction with Council run recycling facilities in Whakatane or Murupara

Respondents who had used Council run recycling facilities in Whakatane or Murupara (this is not the kerbside collection) in the last 12 months (n=201) were asked to rate their satisfaction using a scale where 0 is very dissatisfied to 10 being very satisfied.

Four fifths of the respondents in the subgroup (82%) were satisfied with Council run recycling facilities in Whakatane or Murupara (Scores 7 – 10). Two fifths of the users (42%) rated these with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (32%). An eighth of the subgroup (13%) rated the Council run recycling facilities in Whakatane or Murupara with a score that was neutral (Scores 4 – 6), and 2 respondents (0.9%) rated with scores that reflect dissatisfaction (Scores 0 – 3).

The CSI Score for Council run recycling facilities in Whakatane or Murupara (this is not the kerbside collection) was 82.4. This rates as an excellent service.



### Satisfaction with Council run recycling facilities by demographics

There are a number of variables which appear to have a significant impact on satisfaction with Council services and facilities. The chart opposite compares these variables.

The analysis shows that there are high levels of satisfaction with Council run recycling facilities in Whakatane or Murupara across most of the subgroups of interest

The variables that appear to have had the greatest impact on satisfaction with Council run recycling facilities in Whakatane or Murupara were:

- Respondents from the Ohope Ward (CSI Score 76.0) were significantly less satisfied than those from other Wards (CSI Score 86.7 - 80.9).
- Respondents who used the Council run recycling facilities in Whakatane or Murupara at least once per year and monthly (CSI Score 81.1) appear less satisfied than those who use it weekly or monthly or less than once per year.
- Those with a household income under \$30,000 (CSI Score 87.1) were significantly more satisfied than those in the higher income brackets (CSI Score 81.9 - 82.3).

Total	201	82.4
Whakatane Ward	101	82.9
Ohope Ward	14	76.0
Edgecumbe / Tarawera Taneatua / Waimana	43 18	80.9
Murupara / Galatea	25	86.7
Murupara / Galatea	25	00.7
Live in Town	129	82.4
Live in the Country	70	82.2
Men	81	82.7
Women	120	82.0
Under 35 years	26	79.8
35 - 64 years	146	83.6
65+ years	28	79.8
Work full time	113	
Work part time	33	83.5
Not working	55	81.6
Not Working		01.0
Own home	163	82.3
Renting	35	84.8
, i i i i i i i i i i i i i i i i i i i		
Less than \$30,000	30	87.1
\$30,000 to \$70,000	80	82.3
More than \$70,000	61	81.9
Maori descent	52	82.3
European descent	139	82.5
	31	70.6
In Whakatane < 2 years Lived 2 - 10 years	32	78.6
In Whakatane 10+ years	138	82.4
in whatalane for years	150	02.4
Own business	59	83.6
No business	142	81.9
Pay rates	182	82.5
No rates	19	81.3
Rates poor value	25	80.3
Rates neither	75	81.9
Rates good value	73	83.4
Dissatisfied Council Overall	6	88 7
Council Overall - Neutral	61	80.6
Satisfied with Council Overall	121	83.1
Dissatisfied Whakatane place to live	15	85.9
Whakatane place to live - Neutral	62	79.8
Satisfied Whakatane place to live	122	83.2
Weekly	16	84.8
Monthly	60	84.2
At least once per year	114	81.1
Less than once per year	7	85.7
CSI Score	0 20 40	0 60 80 100

CSI Score

# of respondents

## Hazardous Waste Disposal facilities at Whakatane Recycling Park

Respondents were asked how often they used the Hazardous Waste Disposal facilities at Whakatane Recycling Park in the past year. This was asked for the first time this year.

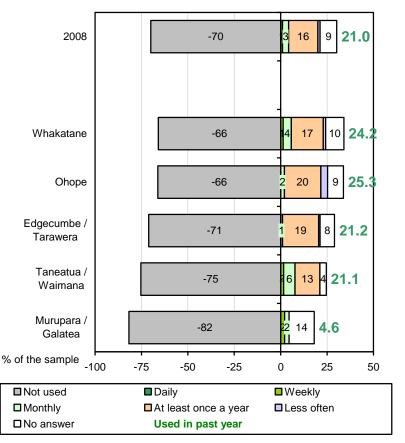
### Frequency of using Hazardous Waste Disposal facilities at Whakatane Recycling Park

Only one fifth of the respondents (21%) had used the Hazardous Waste Disposal facilities in the past 12 months, while 70% had not used it and 9% didn't know if they had.

Of those who had used Hazardous Waste Disposal facilities, the largest group (16%) had used it at least once per year, 3% on a monthly basis and 1% had used it weekly.

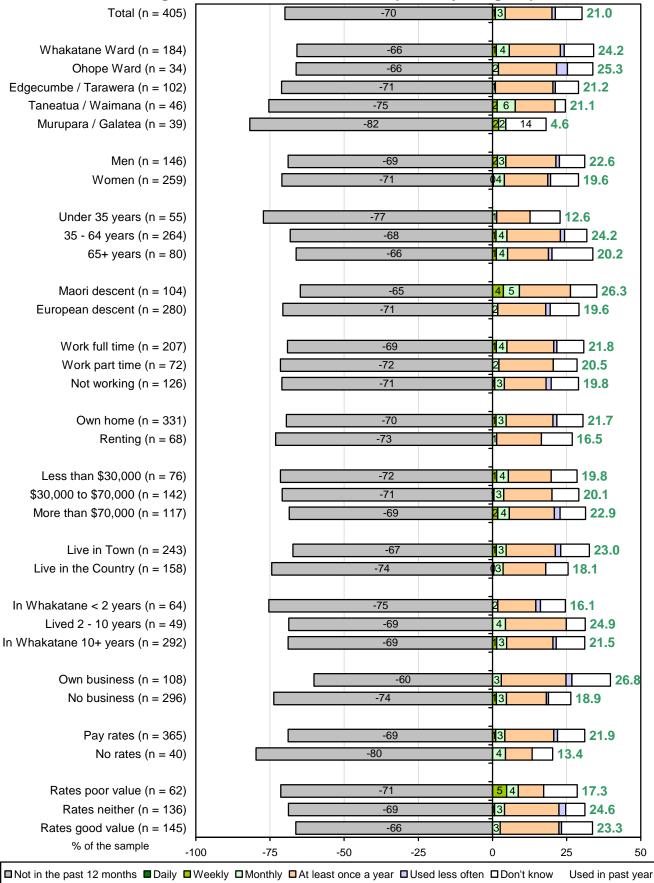
Only four respondents (1%) had used Hazardous Waste Disposal facilities less than once per year. No one (0%) had used it on a daily basis.

Usage of the Hazardous Waste Disposal facilities was significantly lower in the Murupara / Galatea Ward (4.6%).



The chart over the page compares the usage of the Hazardous Waste Disposal facilities at Whakatane Recycling Park among the various subgroups of interest. Respondents who were significantly **more likely** to use the Hazardous Waste Disposal facilities at Whakatane Recycling Park include:

- Those from the Ohope Ward (25%) and the Whakatane Ward (24%)
- Those aged between 34 64 years (24%)
- Those of Maori descent (26%)
- Those living in town (23%)
- Those who own or operate their own business (27%)
- Those who pay rates (22%)



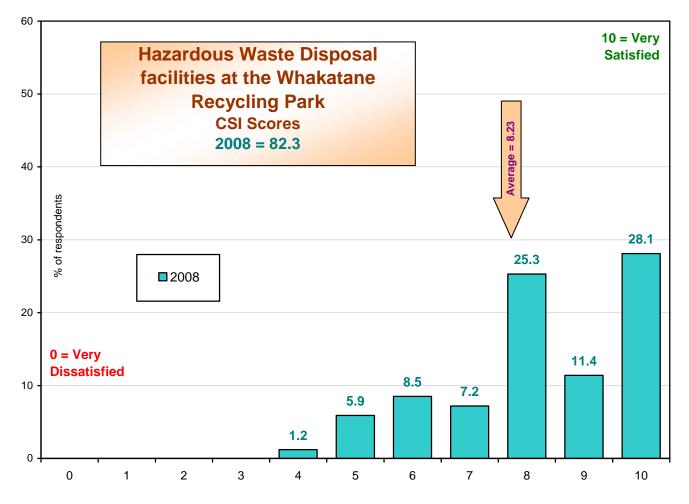
Usage of the Hazardous Waste Disposal by subgroup

### Satisfaction with Hazardous Waste Disposal facilities at Whakatane Recycling Park

Respondents who had used Hazardous Waste Disposal facilities at Whakatane Recycling Park in the last 12 months (n=86) were asked to rate their satisfaction using a scale where 0 is very dissatisfied to 10 being very satisfied.

Almost three quarters of the respondents in the subgroup (72%) were satisfied with Hazardous Waste Disposal facilities at Whakatane Recycling Park (Scores 7 – 10). Two fifths of the users (40%) rated these with a score of 9 or 10 (exceeded expectations). The mode was a score of 10 (28%). A sixth of the subgroup (16%) rated the Hazardous Waste Disposal facilities at Whakatane Recycling Park with a score that was neutral (Scores 4 – 6), and no respondents (0%) rated with scores that reflect dissatisfaction (Scores 0 – 3).

The CSI Score for Hazardous Waste Disposal facilities at Whakatane Recycling Park was 82.3. This rates as an excellent service.



Recycling Park by demographics       Ohope Ward       7         Please note there are small numbers of respondents in most of the subgroups so care is recommended in the interpretation.       The digeumbe / Tarwwara       20         There are a number of variables which facilities. The chart opposite compares these variables.       Live in the Country       22         The analysis shows that there are high levels of satisfaction with Hazardous waste Disposal facilities at Whakatane Recycling Park across most of the subgroups of interest       Under 35 years       6       86.2         The number of respondents in the subgroups are too small to be able to draw any conclusions about the differences in CSI scores:       Work full ime Not working       37       83.3         Less than \$30,000       14       83.4       83.5         More than \$70,000       21       86.0       81.5         More than \$70,000       21       86.0       83.4         More than \$70,000       21       86.0       83.5         More th	Satisfaction with Hazardous Waste Disposal facilities at Whakatane	Total Whakatane Ward	76 37			82.3
Please note there are small numbers of respondents in most of the subgroups so care is recommended in the interpretation.       Edgocumbe/Tarawar Taneatua/Waimana 9       2	Recycling Park by demographics		-			
numbers of respondents in most of the subgroups so care is recommended in the interpretation.       There are a number of variables which appear to have a significant impact on satisfaction with Council services and facilities. The chart opposite compares these variables.       Live in two distinct Uve in the Country 29       4       9       9       9       2         The are a number of variables.       Under 35 years these variables.       8	Please note there are small					
the subgroups so care is recommended in the interpretation. There are a number of variables which appear to have a significant impact on satisfaction with Council services and facilities. The chart opposite compares these variables. The analysis shows that there are high levels of satisfaction with Hazardous Waste Disposal facilities at Whakatane Recycling Park across most of the subgroups of interest The number of respondents in the subgroups are too small to be able to draw any conclusions about the differences in CSI scores:		-			1	
There are a number of variables which appear to have a significant impact on satisfaction with Council services and facilities. The chart opposite compares these variables.       Live in Town 45       45       82.0         The analysis shows that there are high levels of satisfaction with Hazardous Waste Disposal facilities at Whakatane Recycling Park across most of the subgroups of interest       Under 35 years 35 - 64 years 15       8       8       8       8         The number of respondents in the subgroups are too small to be able to draw any conclusions about the differences in CSI scores:       Work full time 35.30,000 570,000       21       88.2         Maari descert European descert No business       23       8       8.5         Pay rates No business       24       8.1         Rates provide No trakes       22       8.5         Pay rates No business       5       77,8         Rates poor value Less than share place to live - Neutral Statisfied Whakatane plac	· · · · · · · · · · · · · · · · · · ·		-			
There are a number of variables which appear to have a significant impact on satisfaction with Council services and facilities. The chart opposite compares these variables.       Live in the county 29       9 <td></td> <td></td> <td>-</td> <td></td> <td></td> <td></td>			-			
There are a number of variables which appear to have a significant impact on satisfaction with Council services and facilities. The chart opposite compares these variables.       Men       28       40       61.5         The analysis shows that there are high levels of satisfaction with Hazardous Waste Disposal facilities at Whakatane Recycling Park across most of the subgroups of interest       Under 35 years       8       80.1       80.1         The number of respondents in the subgroups are too small to be able to draw any conclusions about the differences in CSI scores:       Work full time       37       33       79.3         More in \$77.000       14       81.2       83.3       83.3       83.3         More in \$70.000       28       80.1       83.2       83.2         Under 35 years       16       80.1       80.1       80.1         Subgroups are too small to be able to draw any conclusions about the differences in CSI scores:       0wn home       63       83.3         Maeri descent       23       81.2       85.7       85.7         Maeri descent       23       86.9       82.2       85.7         No rates       54       90.9       90.5       90.5         In Whakatane 12 years       6       90.5       90.5       90.5         No rates       54       90.5       90.5       90.5 <td>recommended in the interpretation.</td> <td>Live in Town</td> <td>45</td> <td></td> <td></td> <td>82.0</td>	recommended in the interpretation.	Live in Town	45			82.0
facilities. The chart opposite compares these variables. The analysis shows that there are high levels of satisfaction with Hazardous Waste Disposal facilities at Whakatane Recycling Park across most of the subgroups of interest The number of respondents in the subgroups are too small to be able to draw any conclusions about the differences in CSI scores: Less than \$30,000 More than \$70,000 Lived 2 10 years In Whakatane 12 10 years No rates Pay rates The subgroup value Rates por value	appear to have a significant impact on					
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Ine analysis shows that there are high       35 - 64 years       52       82.2         Waste Disposal facilities at Whakatane       86+ years       16       80.1         Recycling Park across most of the subgroups of interest       Work full time       37       82.7         Work part time       15       96.9       95.0         Subgroups are too small to be able to draw any conclusions about the differences in CSI scores:       0wn home       63       83.2         Less than \$30,000       14       81.6       81.2         More than \$70,000       21       86.9       81.2         In Whakatane 10+ years       60       81.7       81.2         Own business       52       77.8       82.7         Own business       54       82.6       82.7         Own business       52       77.8       82.7         No business       52       77.8       82.7         Own business       52       77.8       82.7         Own business       52       77.8       82.7         No business       54       82.7       82.7         Own business       52       77.8       82.7         No tasses good value       32       82.7       83.3	•• •	Women	47			83.2
levels of satisfaction with Hazardous       33 - 64 years       32       82.2         Waste Disposal facilities at Whakatane       65+ years       16         Recycling Park across most of the subgroups of interest       Work full time       37       82.7         The number of respondents in the subgroups are too small to be able to draw any conclusions about the differences in CSI scores:       Own home       63       83.2         Less than \$30,000       14       81.6         Maeri descent       23       81.7         Maeri descent       50       81.7         More than \$70,000       28       81.7         In Whakatane <2 years	The analysis shows that there are high	Under 35 years	8			86.2
Waste Disposal facilities at Whakatane       85-7 years       16       80.1         Recycling Park across most of the       Work full time       37       55.0         Subgroups are too small to be able to       Own home       63       63       63.2         differences in CSI scores:       Renting       11       81.2         Subgroups are too small to be able to       Own home       63       63.3       63.2         More than \$70,000       28       81.2       86.0       81.2         Subgroups are too small to be able to       Own home       63       63.3       65.7         More than \$70,000       21       86.0       81.2       85.7         More than \$70,000       21       86.0       81.7         In Whakatane 40 years       60       82.7       80.1       90.5         In Whakatane 10 years       10       82.7       82.1       82.5         Pay rates       70       82.7       83.3       83.5         No takes       22       82.0       82.1       83.3         Dissatisfied Whakatane place to live Makatane pla		35 - 64 years	52			82.2
Recycling Park across most of the subgroups of interest       Work full time       37       15       35.0         The number of respondents in the subgroups are too small to be able to draw any conclusions about the differences in CSI scores:       Own home       63       83.2         Less than \$30,000       14       83.6       83.4         More than \$70,000       21       86.6         More than \$70,000       21       66.0         More than \$70,000       21       66.0         More than \$70,000       21       86.7         Ball       81.7       81.7         Own business       22       82.7         No rales       22       82.7         No rales       5       77.8         Rates poor value       22       82.7         Dissatisfied Whakatane place to live       6       77.8         Stisfied Whakatane place to live       6       77.8         Stisfied Whakatane place to live       57       76.9         Stisfied Whakatane place to live       76.9       77.8         Stisfied Whakatane place to live <td></td> <td>65+ years</td> <td>16</td> <td></td> <td></td> <td>80.1</td>		65+ years	16			80.1
subgroups of interest         Work full time         3         4         4         5         5           The number of respondents in the subgroups are too small to be able to draw any conclusions about the differences in CSI scores:         Own home Renting         3         4         83.3           Less than \$30,000         14         83.4         83.4           More than \$70,000         21         83.4         81.6           More than \$70,000         21         6         6           More than \$70,000         21         66.0         90.5           More than \$70,000         21         82.7         6           Maori descent         50         6         668.0         90.5           In Whakatane 10+ years         60         82.7         77.8         82.7           Own business         54         82.5         82.5         79.8         82.7           No rates         5         77.8         73.8         82.7         73.9         83.5           Dissatisfied Whakatane place to live - Neutral Satisfied Whakatatane place to li	•					
Work part time131314131514161417141814191411141114111411141114111511161116111611161116111611161116121613161416151616161716181719161016101611161116111611161216131614161516161617161817191610161016111611161116121613161416151716161718181819181913191310161016101610161016111712		Work full time	37			
subgroups are too small to be able to draw any conclusions about the differences in CSI scores:       0       63       63       83.2         Less than \$30,000       14       83.8       83.4         S30,000 to \$70,000       21       86.0         More than \$70,000       21       81.7         In Whakatane <2 years	•	Work part time	15			85.0
draw any conclusions about the differences in CSI scores:       Own home Renting       63 11       83.2 11         Less than \$30,000       14 \$30,000 to \$70,000       14 28       83.3 81.2         More than \$70,000       14       86.0         Maori descent European descent       23 50       85.7         In Whakatane < 2 years In Whakatane 104 years No business       6 10       660,0         Own business No business       22 70       82.7         Pay rates No rates       70       82.7         Pay rates No rates       70       82.7         Dissatisfied Whakatane place to live Whakatane place to live - Neutral Satisfied Whakatane place to live       11       79.8         Quistified Whakatane place to live Whakatane place to live - Neutral Satisfied Whakatane place to live       6 27       81.2         Monthly At least once per year       13       77.8.9         CSI Score       0       20       40       60       80	•	Not working	23			79.9
differences in CSI scores:       Renting       11       11       81.6         Less than \$30,000       \$70,000       28       81.2         S30,000 to \$70,000       28       81.2         More than \$70,000       21       36.0         Maori descent       23       365.7         European descent       50       81.7         In Whakatane < 2 years	subgroups are too small to be able to					
Less than \$30,000 \$30,000 to \$70,000 More than \$70,000 Maori descent European descent European descent In Whakatane 2 years In Whakatane 10+ years In Whakatane 10+ years No business Pay rates Rates neither Rates neither Rates neither Rates good value Dissatisfied Whakatane place to live Whakatane place to live Whakatane place to live Monthly At least once per year CSI Score 0 20 40 60 80 100	draw any conclusions about the	Own home	63		_	83.2
\$30,000 to \$70,000       28       81.2         More than \$70,000       21       86.0         Maori descent       23       85.7         European descent       50       81.2         In Whakatane < 2 years	differences in CSI scores:	Renting	11			81.6
\$30,000 to \$70,000       28       91.2         More than \$70,000       21       86.0         Maori descent       23       85.7         European descent       50       91.7         In Whakatane < 2 years		Less than \$30,000	14			83.9
More than \$70,000       21       86.0         Maori descent       23       85.7         European descent       50       31.7         In Whakatane < 2 years						
Maori descent         23         85.           European descent         50         81.7           In Whakatane < 2 years					- 1	_
European descent         50         81.7           In Whakatane < 2 years		· · · · · · · · · · · · · · · · · · ·				
In Whakatane < 2 years Lived 2 - 10 years In Whakatane 10+ years Own business No business 22 Balant No business 54 Pay rates No rates 5 Rates poor value Rates neither Rates neither Rates good value 22 Bissatisfied Whakatane place to live Whakatane place to live Monthly At least once per year 57 Balant CSI Score 0 20 40 60 80 100 57 57 57 57 57 57 57 57 57 57 57 57 57		Maori descent	23			85.7
Lived 2 - 10 years In Whakatane 10+ years Own business No business Pay rates S Pay rates S Rates poor value Rates neither Rates neither Rates good value Dissatisfied Whakatane place to live Whakatane place to live Whakatane place to live Satisfied Whakatane place to live Whakatane place to live Satisfied Whakatane place to live Monthly At least once per year S CSI Score 0 20 40 60 80 100		European descent	50			81.7
Lived 2 - 10 years 10 60 60 60 60 82.7 Cown business 82.1 82.1 82.1 82.1 82.1 82.1 82.2 Pay rates 70 No rates 5 82.7 77.8 Rates poor value 11 79.8 Rates neither 25 Rates good value 32 Dissatisfied Whakatane place to live - Neutral Satisfied Whakatane place to live - N		In Whakatane < 2 years	6		<u> </u>	0.8
In Whakatane 10+ years       60       82.7         Own business       22       82.1         No business       54       82.5         Pay rates       70       82.7         No rates       5       77.8         Rates poor value       11       79.8         Rates neither       25       83.9         Rates good value       32       82.0         Dissatisfied Whakatane place to live       6       93.0         Whakatane place to live - Neutral       27       81.2         Monthly       13       78.9         Satisfied Whakatane place to live       57       81.9         CSI Score       0       20       40       60       80       100						
Own business       22       82.1         No business       54       82.5         Pay rates       70       82.7         No rates       5       77.8         Rates poor value       11       79.8         Rates neither       22       82.0         Bissatisfied Whakatane place to live       6       33.0         Whakatane place to live - Neutral       27       81.2         Satisfied Whakatane place to live       41       81.3         Monthly       13       78.9         At least once per year       57       81.9         CSI Score       0       20       40       60       80       100		-				
No business       54       82.5         Pay rates       70       82.7         No rates       5       77.8         Rates poor value       11       79.8         Rates neither       25       83.9         Rates good value       32       82.0         Dissatisfied Whakatane place to live       6       93.0         Whakatane place to live - Neutral       27       81.2         Satisfied Whakatane place to live       41       81.3         Monthly       13       78.9         States for per year       57       81.9         O 20       40       60       80       100						
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No rates577.8Rates poor value1179.8Rates neither2583.9Rates good value3282.0Dissatisfied Whakatane place to live633.0Whakatane place to live - Neutral2781.2Satisfied Whakatane place to live4181.3Monthly1378.9ST81.9CSI Score020406080		No business	54			82.5
Rates poor value Rates neither1179.8Rates neither2583.9Rates good value3282.0Dissatisfied Whakatane place to live693.0Whakatane place to live - Neutral Satisfied Whakatane place to live2781.2Monthly At least once per year1378.9CSI Score020406080		Pay rates	70			82.7
Rates neither Rates good value25 3283.9 82.0Dissatisfied Whakatane place to live Whakatane place to live - Neutral Satisfied Whakatane place to live6 2793 81.2Monthly At least once per year13 5778.9 57CSI Score 020406080100		No rates	5			77.8
Rates neither Rates good value25 3283.9 82.0Dissatisfied Whakatane place to live Whakatane place to live - Neutral Satisfied Whakatane place to live 416 81.233 81.2Monthly 5713 5778.9 81.9CSI Score 020406080100		Rates noor value	11			79.8
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Dissatisfied Whakatane place to live Whakatane place to live - Neutral Satisfied Whakatane place to live Monthly At least once per year CSI Score 0 20 40 60 80 100					-	
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Satisfied Whakatane place to live 41 81.3 Monthly 13 78.9 At least once per year 57 81.9 CSI Score 0 20 40 60 80 100		Dissatisfied Whakatane place to live	6		-	
Monthly       13       78.9         At least once per year       57       81.9         CSI Score       0       20       40       60       80       100		Whakatane place to live - Neutral	27			_
At least once per year 57 81.9 CSI Score 0 20 40 60 80 100		Satisfied Whakatane place to live	41			81.3
<b>CSI Score</b> 0 20 40 60 80 100		•	13			
		At least once per year	57			81.9
CSI Score # of respondents		CSI Score	0 20	40	60	80 100
		CSI	Score	# of	respon	dents

# **Councils Dog Control Service**

Respondents were asked how often they had contacted the Council about dogs in the past year. The wording for this question has changed from that used prior to 2004 with respondents asked 'how often they have used these facilities in the past twelve months' where previously this was asked as 'have you used in the past 12 months' without a frequency consideration.

### Frequency of using Councils Dog Control Service

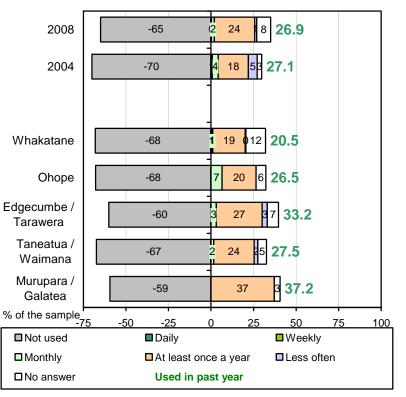
Two thirds of the respondents (65%) had not used the Councils Dog Control Service in the past 12 months, while 8% didn't know.

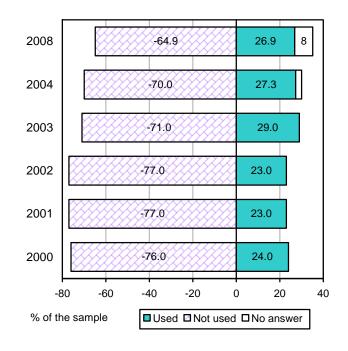
Of those who did use the Councils Dog Control Service in the past 12 months, the largest group (24%) used them at least once a year, while (2%) had used them monthly and (1%) less than once per year. No one had used the Councils Dog Control Service weekly while one respondent (0.2%) used them on a daily basis.

Usage of the Councils Dog Control Service was highest in the Murupara / Galatea Ward (37%) but ranged from 21% - 33% in the other Wards.

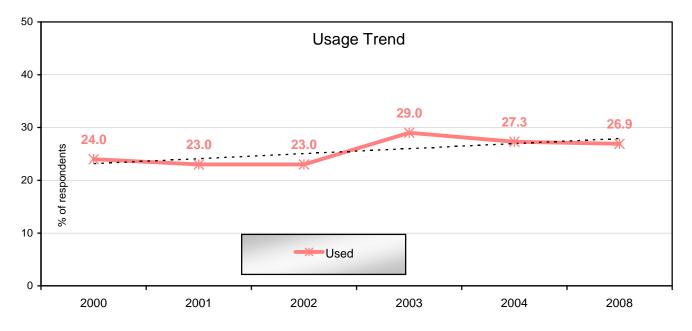
Comparing the history of Councils Dog Control Service usage shows that current usage at 27% is similar to the 2004 result.

Once again the larger proportion of the sample has not contacted Council regarding dogs



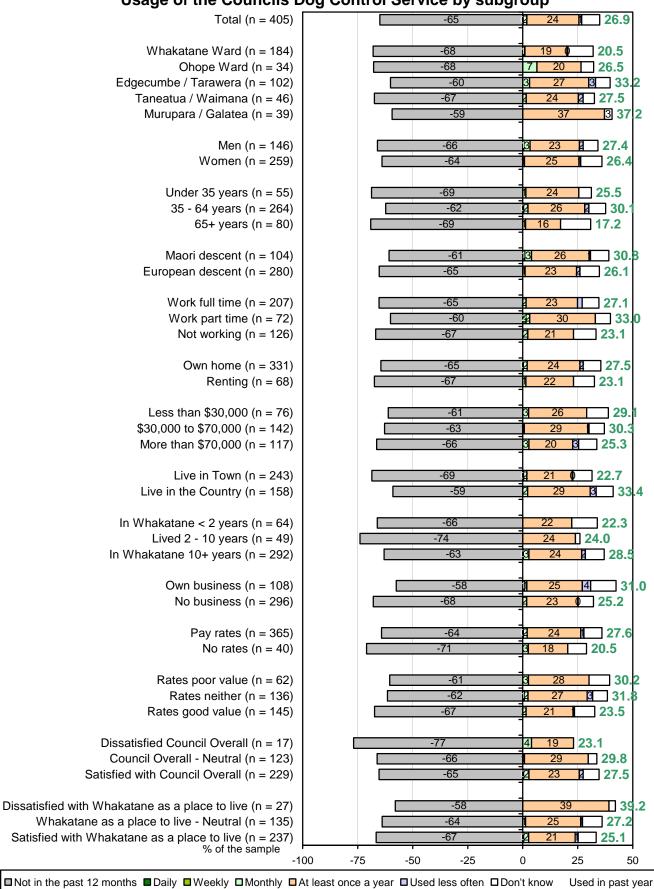


The chart shows the usage trend for Councils Dog Control Service based on the percentage who had used these facilities in the past 12 months. Usage at 26.9% is 0.4 points lower than that recorded in 2004.



The chart over the page compares the usage of the Councils Dog Control Service among the various subgroups of interest. Respondents who were significantly **more likely** to use the Councils Dog Control Service include:

- Those who live in the Murupara / Galatea Ward (37%) or the Edgecumbe / Tarawera Ward (33%)
- Those aged 35 64 (30%)
- Those living in the country (33%)
- Those who own or operate their own business (31%)
- Those who have lived in Whakatane for 10 years or more (29%)



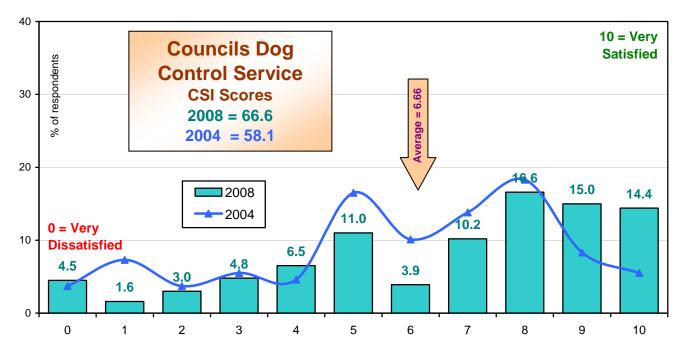
### Usage of the Councils Dog Control Service by subgroup

### Satisfaction with Councils Dog Control Service

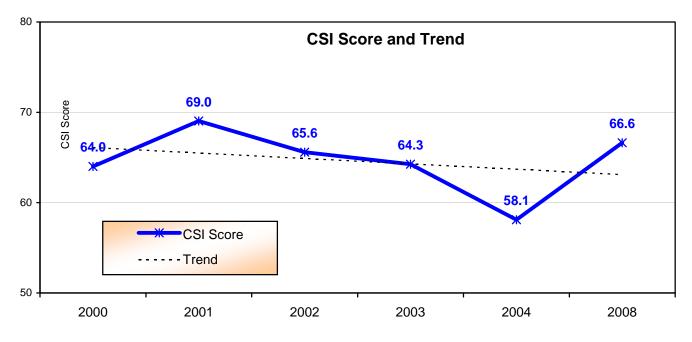
Respondents who had used Councils Dog Control Service in the last 12 months (n=109) were asked to rate their satisfaction using a scale where 0 is very dissatisfied to 10 being very satisfied.

Over half of the respondents in the subgroup (56%) were satisfied with Councils Dog Control Service (Scores 7 – 10). Over a quarter (29%) of the users rated these with a score of 9 or 10 (exceeded expectations). The mode was a score of 8 (17%). A fifth of the subgroup (21%) rated the Councils Dog Control Service with a score that was neutral (Scores 4 – 6), and 14% (15 respondents) rated with scores that reflect dissatisfaction (Scores 0 – 3).

The CSI Score for Councils Dog Control Service was 66.6. This indicates a reasonable level of satisfaction but with the potential for improvement.



The CSI Score of 66.6 is 8.5 points higher than the 2004 result. This is the second highest result recorded by the monitor and the latest result is well above the trend of recent readings.



Satisfaction with Councils Dog Control
Service by demographics

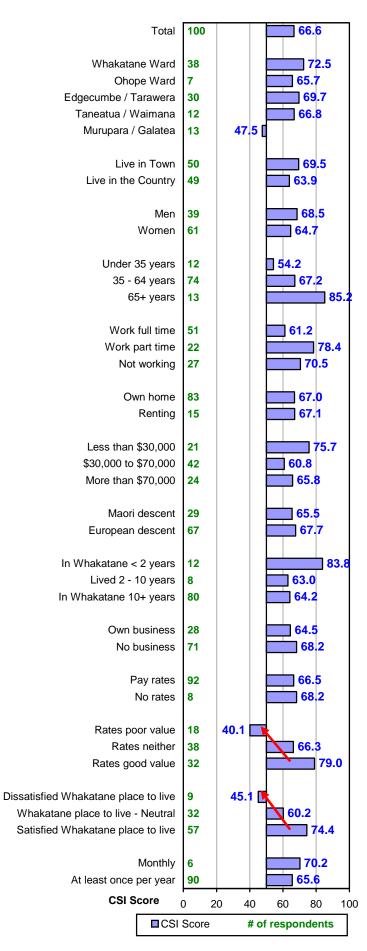
### Please note there are small numbers of respondents in most of the subgroups so care is recommended in the interpretation.

There are a number of variables which appear to have a significant impact on satisfaction with Council services and facilities. The chart opposite compares these variables.

The analysis shows that there are reasonable levels of satisfaction with Councils Dog Control Service across most of the subgroups of interest

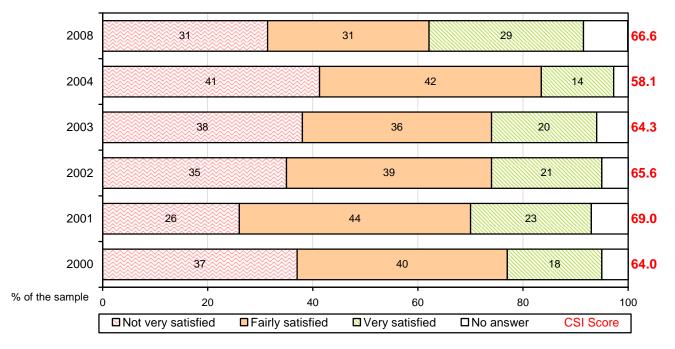
The variables that appear to have had the greatest impact on satisfaction with Councils Dog Control Service were:

- The respondents who used Councils Dog Control Service monthly (CSI Score 70.2) appear more satisfied than those who use it at least once per year (CSI Score 65.6)
- Respondents from the Murupara / Galatea Ward (CSI Score 47.5) were significantly less satisfied than those from other Wards (CSI Score 72.5 – 65.7).
- Respondents from town (CSI Score 69.5) are more satisfied than those from the country (CSI Score 63.9).
- Respondents aged over 65 (CSI Score 85.2) were significantly more satisfied than those from other age groups.
- Those with a household income of more under \$30,000 (CSI Score 75.7) appear more satisfied than those in the higher income brackets (CSI Score 60.8 - 65.8).
- Respondents who are working full time in paid employment (CSI Score 61.2) appear less satisfied than those who are working part time or not working in paid employment.
- Respondents who have lived in Whakatane for less than 2 years (CSI Score 83.8) appear more satisfied than those who have lived there longer.
- Respondents who thought they received good value for their rates (CSI Score 79.0) were significantly more satisfied than those who thought they got poor value for their rates (CSI Score 40.1).

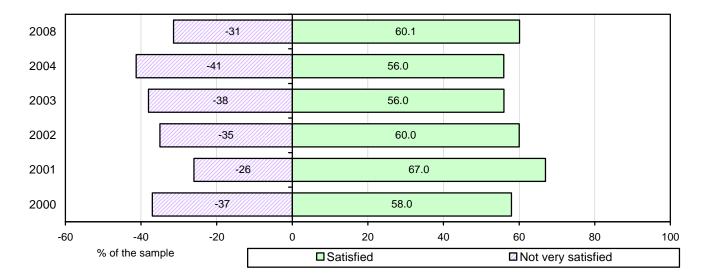


### Councils Dog Control Service Satisfaction Comparison with History

The following chart compares the history of satisfaction with the Councils Dog Control Service using the previous 3 point scale and an estimated CSI score for each year. This shows that the largest group of users, (31%) are fairly satisfied with the Councils Dog Control Service with a further 29% being very satisfied. A third of the respondents were not very satisfied. The CSI score is the second highest recorded by this monitor.



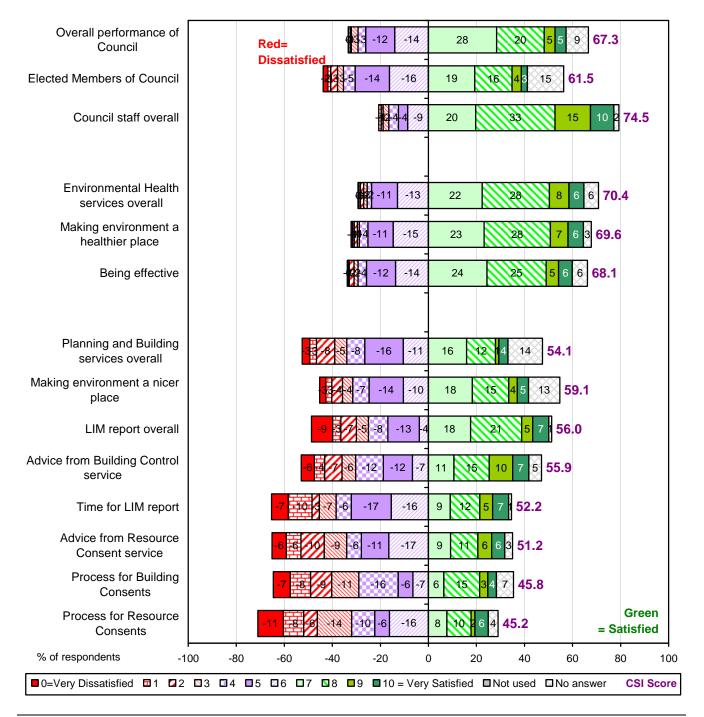
Comparing the proportion of respondents who were less than satisfied versus those who are satisfied shows that satisfaction levels have increased again this year.



# Satisfaction with Environmental Health and Planning Services

The respondents were asked 'I'm going to read out a number of aspects relating to the various services and facilities and using the scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with <factor>?'

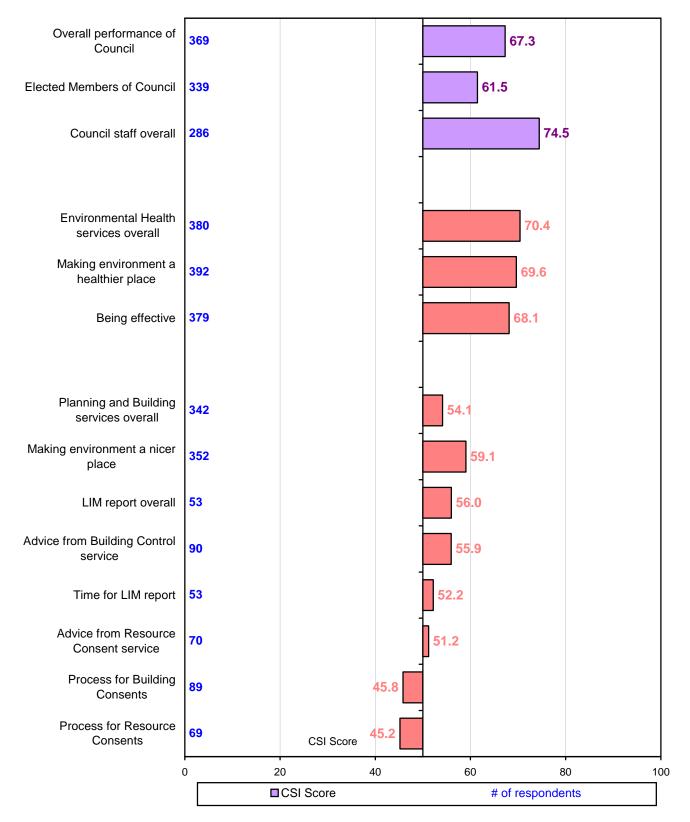
Only a minority of respondents rated most factors with scores that reflected satisfaction (scores 7 – 10). This ranged from 65% for *Environmental Health services overall*' and *Environmental Health services making the environment around you a healthier place to live*' down to just 25% for *the process Council used for your Resource Consent*'. There are a number of respondents who are dissatisfied with each factor (scores 0 - 3). This ranges from 3% for *Environmental Health services making the environment around you a healthier place to live*' down to just 25%. There are a number of respondents who are dissatisfied with each factor (scores 0 - 3). This ranges from 3% for *Environmental Health services making the environment around you a healthier place to live*' up to 39% for *the process Council used for your Resource Consent*'. The factor with the most rating with a score of 0 is for *the process Council used for your Resource Consent*' (10.6%).



# **CSI Scores for Environmental Health and Planning Services**

### Note: Most facilities are rated only by those who had used that facility in the past 12 months.

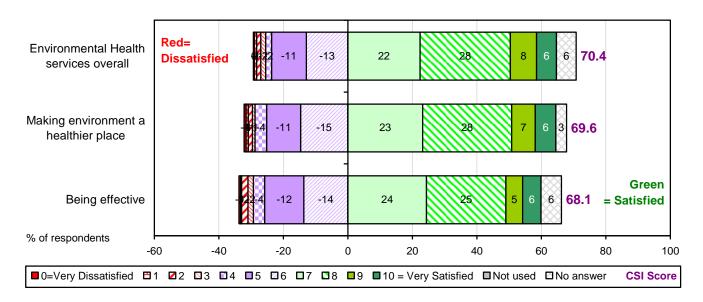
The CSI scores range from a high of 70.4 for the '*Environmental Health services overall*' down to just 45.2 for 'the process Council used for your Resource Consent' and 45.8 for 'the process Council used for your Building Consent'.



# **Environmental Health Services**

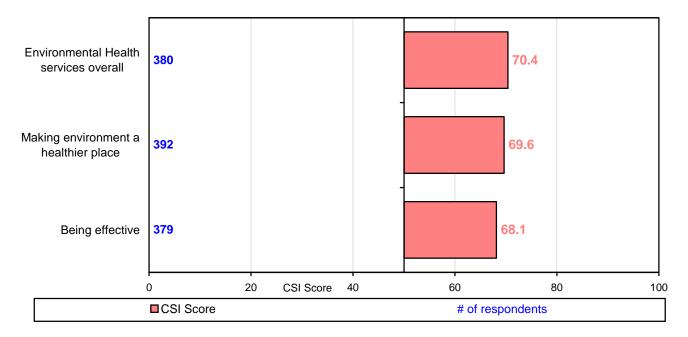
The respondents were asked 'Thinking about environmental health services, including public health, food, noise, litter and liquor licensing and using the scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with <factor>?'

The majority of respondents rated most factors with scores that reflected satisfaction (scores 7 – 10). This ranged from 65% for *Environmental Health services making the environment around you a healthier place to live*' and *Environmental Health services overall*' down to 60% for *Environmental Health services being effective*'. There are a small number of respondents who are dissatisfied with each factor (scores 0 - 3). This ranges from 3.5% for *Environmental Health services making the environment around you a healthier place to live*' up to 4.4% for the *Environmental Health services being effective*'.



# **CSI Scores for Environmental Health**

The CSI scores range from a high of 70.4 '*Environmental Health services overall*' down to 68.1 for '*Environmental Health services being effective*'.



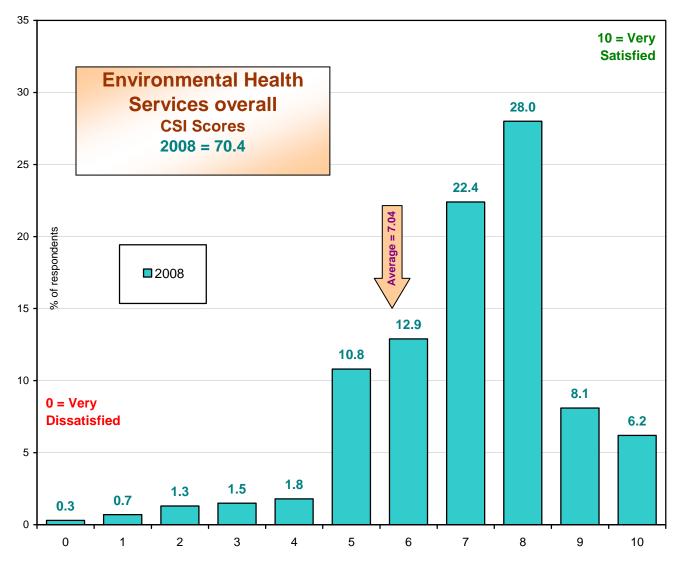
# **Environmental Health Services Overall**

Respondents were asked to rate their satisfaction with 'the Environmental Health Services overall' using a scale where 0 is very dissatisfied to 10 being very satisfied

Two thirds of the respondents (65%) were satisfied (Scores 7 - 10). The mode was a score of 8 (28%) and 14% rated this with a score of 9 or 10 (exceeded expectations).

A quarter of the respondents (26%) rated their satisfaction with a score that was neutral (Scores 4 - 6), and only 4% rated this with scores that reflect dissatisfaction (Scores 0 - 3).

The CSI Score for the Environmental Health Services Overall is 70.4, a score that implies there is room for improvement.



### Satisfaction with Environmental Health Services overall by demographics

There are a number of variables which appear to have a significant impact on satisfaction with Council services and facilities. The chart opposite compares these variables.

The analysis shows that there are reasonably low levels of satisfaction with the Environmental Health Services overall across most of the subgroups of interest.

The variables that appear to have had the greatest impact on satisfaction with Environmental Health Services overall were:

- Respondents who thought they received good value for their rates (CSI Score 77.8) were significantly more satisfied than those who thought they got poor value for their rates (CSI Score 58.3).
- Those from the Taneatua / Waimana Ward (CSI Score 64.9) and Edgecumbe / Tarawera Ward (CSI Score 66.6) appear less satisfied than those from the other Wards
- Men (CSI Score 72.6) were more satisfied than women (CSI Score 68.5)
- Those who have lived in Whakatane for less than 2 years (CSI Score 75.5) are more satisfied than those who have lived there longer.
- Those who lived in town (CSI Score 72.9) were more satisfied than those who lived in the country (CSI Score 66.9)
- Those who were satisfied with the overall performance of Council (CSI Score 75.0) are significantly more satisfied than those who were dissatisfied with the overall performance of Council (CSI score 61.2).
- Those who were satisfied with Council's provision of information (CSI Score 75.4) are significantly more satisfied than those who were dissatisfied with Council's provision of information (CSI score 57.0).
- Those who were satisfied with the opportunities Council provide for community involvement in decision making (CSI Score 75.1) are significantly more satisfied than those who are dissatisfied with the opportunities Council provide for community involvement (CSI score 58.5).

Total	405		70.4
Whakatane Ward	184		73.2
Ohope Ward	34		74.5
Edgecum be / Tarawera	102		66.6
Taneatua / Waimana	46		64.9
Murupara / Galatea	39		70.3
Wulupara / Galacea	39		10.3
Live in Town	243		72.9
Live in the Country	158		66.9
	100		00.5
Men	146		72.6
Women	259		68.5
Wemen	239		00.5
Under 35 years	55		73.2
35 - 64 years	264		68.9
•	-		
65+ years	80		73.7
Work full time	207		70.4
	72		69.6
Work part time Not working	126		
NOT WORKING	120		70.9
Own home	224		69.7
	331		
Renting	68		73.3
Less than \$30,000	76		73.4
\$30,000 to \$70,000	142		70.0
More than \$70,000	117		68.8
	101		
Maoridescent	104		71.6
European descent	280		70.0
In W hakatane < 2 years	64		75.5
Lived 2 - 10 years	49		70.1
In W hakatane 10+ years	49 292		69.3
in whatathe for years	292		09.5
Own business	108		65.7
No business	296		72.2
Pay rates	365		70.2
No rates	40		71.9
Rates poor value	62		58.3
Rates neither	136		67.0
Rates good value	145		77.8
Dissatisfied Whakatane place to live	27		56.1
W hakatane place to live - Neutral	135		65.5
Satisfied Whakatane place to live	237		75.0
Dissatisfied Council Overall	17		61.2
Council Overall - Neutral	123		61.5
Satisfied with Council Overall	229		75.0
Dissatisfied Provision of Info	25		57.0
Provision of Info - Neutral	149		66.4
Satisfied Provision of Info	178		75.4
Dissatisfied Opportunities Involvement	53		58.5
Opportunities for Involvement - Neutral	132		68.0
Satisfied Opportunities for Involvement	157		75.1
CSI Score	0 0	0 40	60 90 400
	0 2	0 40	60 80 100

CSI Score

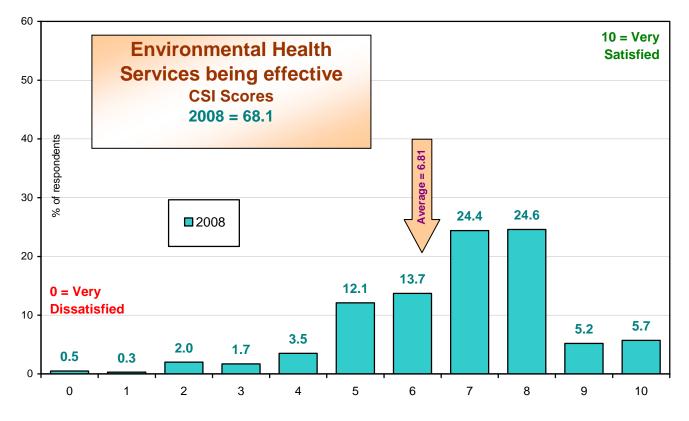
# of respondents

# **Environmental Health Services being effective**

Respondents were asked to rate their satisfaction with *'Environmental Health Services being effective'* using a scale where 0 is very dissatisfied to 10 being very satisfied

Three fifths of the respondents (60%) were satisfied (Scores 7 – 10). The mode was a score of 8 (25%) and only 11% rated this with a score of 9 or 10 (exceeded expectations). Over half of the respondents (29%) rated their satisfaction with a score that was neutral (Scores 4 – 6), and only 4% rated this with scores that reflect dissatisfaction (Scores 0 – 3).

The CSI Score for Environmental Health Services being effective is 68.1, a score that implies there is room for improvement.



#### Total 405 68.1 Satisfaction with Environmental Health Services being effective by 184 70.5 Whakatane Ward demographics Ohope Ward 34 74.1 Edgecumbe / Tarawera 102 65.0 There are a number of variables which Taneatua / Waimana 46 63.9 appear to have a significant impact on Murupara / Galatea 39 65.3 satisfaction with Council services and Live in Town 243 70.5 facilities. The chart opposite compares Live in the Country 158 64.8 these variables. Men 69.0 146 The variables that appear to have had the Women 259 67.3 greatest impact on satisfaction with **Environmental Health Services being** Under 35 years 55 72.7 effective were: 35 - 64 years 264 66.2 65+years 71.4 80 Respondents who thought they received good value for their rates (CSI Score 74.1) Work full time 207 68.3 were significantly more satisfied than Work part time 72 68.0 those who thought they got poor value for Not working 126 1 67.7 their rates (CSI Score 55.9). Ownhome 331 67.8 Those from the Ohope Ward (CSI Score Renting 70.3 68 74.1) and Whakatane Ward (CSI Score 70.5) appear more satisfied than those Less than \$30,000 76 **68.3** from the other Wards \$30,000 to \$70,000 142 68.4 More than \$70,000 117 67.8 Men (CSI Score 69.0) appear slightly more satisfied than women (CSI Score Maori des cent 104 67.6 67.3). European descent 280 68.7 Those who live in town (CSI Score 70.5) In Whakatane < 2 years 64 70.5 appear more satisfied than those who live Lived 2 - 10 years 49 66.9 in the country (CSI Score 64.8). In Whakatane 10+ years 292 67.8 Those who are satisfied with Whakatane Own business 108 63.2 as a place to live (CSI Score 71.9) appear 70.0 Nobusiness 296 more satisfied than those who were dissatisfied with Whakatane as a place to 365 67.8 Pay rates live (CSI Score 53.2). No rates 40 71.0 Those who were satisfied with the overall Rates poor value 62 55.9 performance of Council (CSI Score 72.6) Rates neither 136 65.7 are significantly more satisfied than those Rates good value 145 74.1 who were dissatisfied with the overall performance of Council (CSI score 59.2). Dissatisfied W hakatane place to live 27 53.2 Whakatane place to live - Neutral 135 64.5 Those who were satisfied with Council's Satisfied Whakatane place to live 71.9 237 provision of information (CSI Score 72.3) are significantly more satisfied than those Dissatisfied Council Overall 17 59.2 who were dissatisfied with Council's Council Overall - Neutral 59.9 123 provision of information (CSI score 54.2). Satisfied with Council Overall 229 72.6 Those who were satisfied with the Dissatisfied Provision of Info 25 54.2 opportunities Council provide for Provision of Info - Neutral 149 64.8 community involvement in decision Satisfied Provision of Info 178 72.3 making (CSI Score 72.1) are significantly more satisfied than those who are Dissatisfied Opportunities Involvement 53 57.2 dissatisfied with the opportunities Council Opportunities for Involvement - Neutral 132 66.4 provide for community involvement (CSI Satisfied Opportunities for Involvement 157 72.1 score 57.2). **CSI Score** 20 40 60 80 0

# of respondents

CSI Score

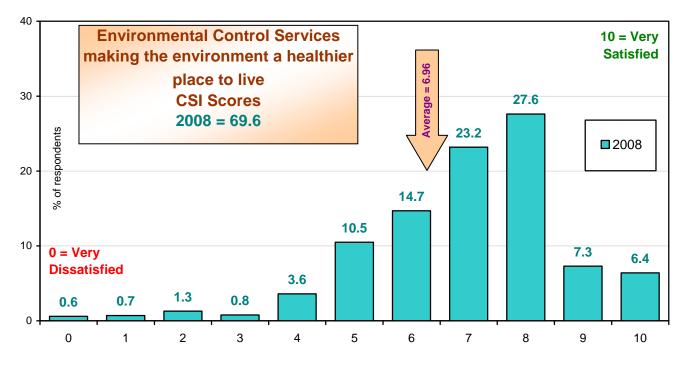
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## Environmental Health Services making the environment a healthier place

Respondents were asked to rate their satisfaction with 'Environmental Health Services making the environment around you a healthier place to live' using a scale where 0 is very dissatisfied to 10 being very satisfied

Two thirds of the respondents (65%) were satisfied (Scores 7 – 10). The mode was a score of 8 (28%) and 14% rated this with a score of 9 or 10 (exceeded expectations). A third of the respondents (29%) rated their satisfaction with a score that was neutral (Scores 4 – 6), and only 4% rated this with scores that reflect dissatisfaction (Scores 0 – 3).

The CSI Score for Environmental Health Services making the environment around you a healthier place to live is 69.6, a score that implies there is room for improvement.



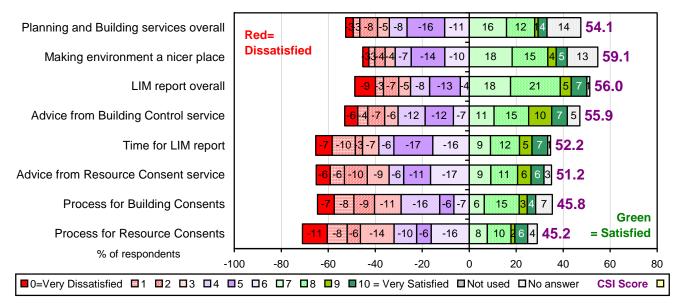
#### Total 405 69.6 Satisfaction with Environmental Health Services making the environment Whakatane Ward 184 72.0 around you a healthier place to live by Ohope Ward 34 74.0 102 66.2 demographics Edgecumbe / Tarawera Taneatua / Waimana 46 65.3 There are a number of variables which Murupara / Galatea 39 69.3 appear to have a significant impact on satisfaction with Council services and Live in Town 243 72.2 Live in the Country 158 65.9 facilities. The chart opposite compares these variables. 146 71.3 Men Women 259 68.1 The variables that appear to have had the greatest impact on satisfaction with Under 35 years 55 74.1 Environmental Health Services making the 35 - 64 years 264 67.4 environment around you a healthier place 80 73.3 65+ years to live were: Work full time 207 70.2 Respondents who thought they received Work part time 72 68.0 good value for their rates (CSI Score 76.0) Not working 69.4 126 were significantly more satisfied than those who thought they got poor value for Own home 331 69.1 their rates (CSI Score 58.1). Renting 68 72.1 Men (CSI Score 71.3) appear more Less than \$30,000 76 70.3 satisfied than women (CSI Score 68.1). \$30,000 to \$70,000 142 69.0 More than \$70.000 69.6 117 Those from the Ohope Ward (CSI Score 74.0) and Whakatane Ward (CSI Score Maori descent 104 69.8 72.0) appear more satisfied than those European descent 280 69.9 from the other Wards In Whakatane < 2 years 64 72.6 Those who live in town (CSI Score 72.2) Lived 2 - 10 years 49 **68.0** appear more satisfied than those who live In Whakatane 10+ years 292 69.2 in the country (CSI Score 65.9). Own business 108 66.6 Respondents aged between 35 - 64 (CSI No business 296 70.8 Score 67.4) appear less satisfied than those from other age groups. 365 69.4 Pay rates No rates 40 71.7 Those who are satisfied with Whakatane as a place to live (CSI Score 73.5) appear 62 Rates poor value 58.1 more satisfied than those who were Rates neither 136 **66.8** dissatisfied with Whakatane as a place to Rates good value 145 76.0 live (CSI Score 58.1). Dissatisfied Whakatane place to live 27 58.1 Those who were satisfied with the overall Whakatane place to live - Neutral 135 65.3 performance of Council (CSI Score 74.1) 73.5 Satisfied Whakatane place to live 237 are significantly more satisfied than those who were dissatisfied with the overall **Dissatisfied Council Overall** 17 58.3 performance of Council (CSI score 58.3). Council Overall - Neutral 123 61.9 Satisfied with Council Overall 229 74.1 Those who were satisfied with Council's provision of information (CSI Score 73.9) Dissatisfied Provision of Info 25 54.1 are significantly more satisfied than those Provision of Info - Neutral 149 66.2 who were dissatisfied with Council's Satisfied Provision of Info 178 73.9 provision of information (CSI score 54.1). **Dissatisfied Opportunities Involvement** 53 57.3 Those who were satisfied with the Opportunities for Involvement - Neutral 132 67.6 opportunities Council provide for Satisfied Opportunities for Involvement 157 73.8 community involvement in decision making (CSI Score 73.8) are significantly **CSI Score** n 20 40 60 80 100 more satisfied than those who are CSI Score # of respondents dissatisfied with the opportunities (CSI

score 57.3).

# **Planning and Building Regulation Services**

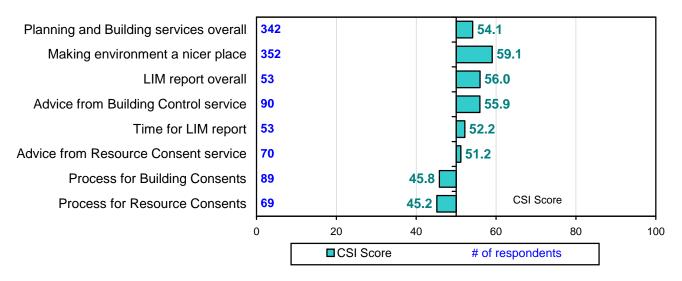
The respondents were asked 'Thinking about Planning and Building Regulation Services, and using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with? <factor>?

Only a minority of respondents rated each factor with scores that reflected satisfaction (scores 7 – 10). This ranged from 50% for the 'LIM report overall' down to just 25% for 'the process Council used for your Resource Consent'. The majority of respondents are less than satisfied with each factor (scores 0 – 6). This ranges from 45% for 'making the environment around you a nicer place to live' up to 71% for 'the process Council used for your resource consent'. The factor with the most respondents rating with a score of 0 is 'The process Council used for your resource consent' (11%).



# **CSI Scores by factor**

The CSI Score , (a weighted score across the satisfaction scale) is used to reflect respondent satisfaction with the various facilities and services provided by Council. The CSI Scores range from a high of 59.1 '*Making the environment around you a nicer place to live*' down to just 45.2 for '*The process Council used for your resource consent*' and 45.8 for '*The process Council used for your building consent*'.



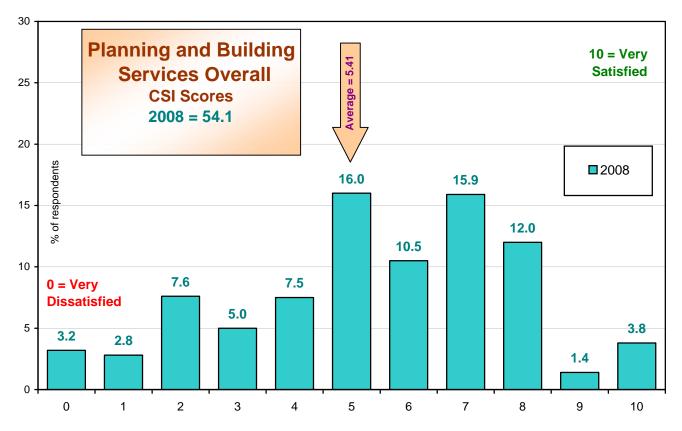
# Planning and Building Regulation Services Overall

Respondents were asked to rate their satisfaction with the 'Planning and Building services overall' using a scale where 0 is very dissatisfied to 10 being very satisfied

Only a third of the respondents (33%) were satisfied (Scores 7 – 10). The mode was a score of 5 and 7 (16%) and only 5% rated this with a score of 9 or 10 (exceeded expectations).

A third of the respondents (34%) rated their satisfaction with a score that was neutral (Scores 4 - 6), and 19% rated this with scores that reflect dissatisfaction (Scores 0 - 3).

The CSI Score for the Planning and Building services overall is 54.1, a score that implies respondents have some significant issues.



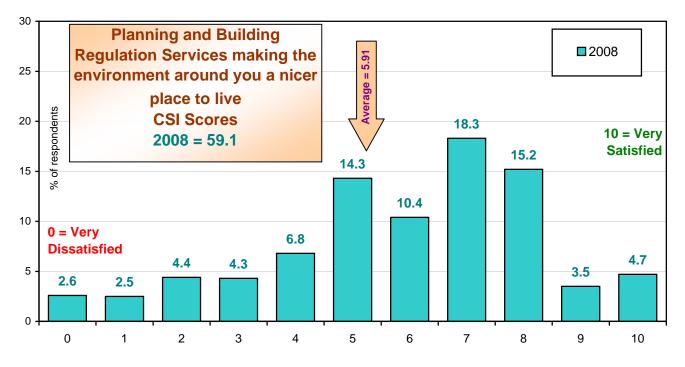
#### Total 405 54.1 Satisfaction with Planning and Building Services overall by demographics Whakatane Ward 54.5 184 There are a number of variables which 56.0 Ohope Ward 34 appear to have a significant impact on 102 49.7 Edgecumbe / Tarawera satisfaction with Council services and 46 Taneatua / Waimana 52.1 facilities. The chart opposite compares 39 65.3 Murupara / Galatea these variables. 243 Live in Town 57.0 There is a very low level of satisfaction 49.9 across the board for Planning and Live in the Country 158 Building Services overall. 51.8 Men 146 The variables that appear to have had the 259 56.5 Women greatest impact on satisfaction with Planning and Building Services overall Under 35 years 55 62.5 were: 264 51.4 35 - 64 years Respondents who thought they received good 65+ years 80 56.7 value for their rates (CSI Score 62.6) were significantly more satisfied than those who thought they got poor value for their rates (CSI 207 53.6 Work full time Score 39.0). Work part time 72 55.1 Those from the Edgecumbe / Tarawera Ward Not working 126 54.8 (CSI Score 49.7) appear less satisfied than those from the other Wards Own home 331 52.8 Those who live in town (CSI Score 57.0) are Renting 68 63.4 significantly more satisfied than those who live in the country (CSI Score 49.9). Less than \$30.000 76 62.4 Those under 35 years (CSI Score 62.5) are \$30.000 to \$70.000 56.2 142 significantly more satisfied than those from More than \$70,000 47.9 117 other age brackets. Those renting (CSI Score 63.4) are significantly 104 58.9 Maori descent more satisfied than those who own their own 280 European descent 52.1 home (CSI Score 52.8). Those with a household income of over In Whakatane < 2 years 64 54.5 \$70,000 (CSI Score 47.9) appear less satisfied than those in the lower income brackets. Lived 2 - 10 years 49 54.1 292 54.1 In Whakatane 10+ years Those who own or operate their own business (CSI Score 43.1) appear less satisfied than those who don't own or operate their own Own business 108 43.1 business. 58.8 296 No business Those of Maori descent (CSI Score 58.9) appear more satisfied than those of European Pay rates 53.5 365 descent. No rates 61.2 40 Those who were satisfied with the overall performance of Council (CSI Score 61.2) are 39.0 Rates poor value 62 significantly more satisfied than those who Rates neither were dissatisfied with the overall performance 136 50.6 of Council (CSI score 16.3). 62.6 Rates good value 145 Dissatisfied Council Overall 17 16.3 Council Overall - Neutral 123 46.1 Satisfied with Council Overall 229 61.2 0 20 40 60 80 100 CSI Score CSI Score # of respondents

# Planning and Building making the environment a nicer place to live

Respondents were asked to rate their satisfaction with 'Planning and Building Regulation Services making the environment around you a nicer place to live' using a scale where 0 is very dissatisfied to 10 being very satisfied

Two fifths of the respondents (42%) were satisfied (Scores 7 – 10). The mode was a score of 7 (18%) and only 8% rated this with a score of 9 or 10 (exceeded expectations). A third of the respondents (32%) rated their satisfaction with a score that was neutral (Scores 4 – 6), and 14% rated this with scores that reflect dissatisfaction (Scores 0 – 3).

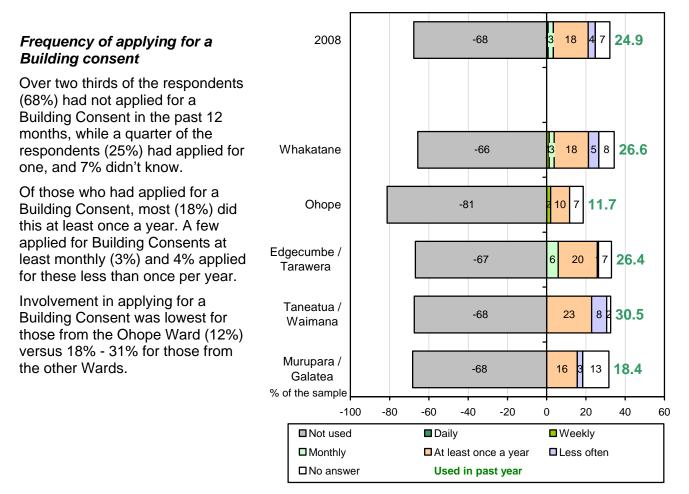
The CSI Score for Planning and Building Regulation Services making the environment around you a nicer place to live is 59.1, a score that implies there are serious issues with this service.



#### 405 59.1 Total Satisfaction with Planning and Building **Regulation Services making the** Whakatane Ward 60.3 184 environment around you a nicer place Ohope Ward 34 63.9 to live by demographics Edgecumbe / Tarawera 102 54.9 46 55.4 There are a number of variables which Taneatua / Waimana 39 appear to have a significant impact on Murupara / Galatea 64.7 satisfaction with Council services and Live in Town 243 62.5 facilities. The chart opposite compares Live in the Country 158 54.2 these variables. The variables that appear to have had the 146 Men 57.9 greatest impact on satisfaction with Women 259 60.2 Planning and Building Regulation Services making the environment around 55 Under 35 years 64.2 you a nicer place to live were: 35 - 64 years 264 57.6 65+ years 59.9 80 Respondents who thought they received good value for their rates (CSI Score 69.2) Work full time 207 58.5 were significantly more satisfied than 72 those who thought they got poor value for Work part time 57.4 their rates (CSI Score 42.5). Not working 126 61.3 Those from the Edgecumbe / Tarawera Own home 331 58.1 Ward (CSI Score 54.9) and Taneatua / 68 64.5 Renting Waimana Ward (CSI Score 55.4) appear less satisfied than those from the other Less than \$30,000 76 63.0 Wards. \$30.000 to \$70.000 142 60.2 Those who live in town (CSI Score 62.5) More than \$70,000 117 55.4 are significantly more satisfied than those who live in the country (CSI Score 54.2). Maori descent 104 61.8 58.0 Those renting (CSI Score 64.5) are European descent 280 significantly more satisfied than those who own their own home (CSI Score 58.1). In Whakatane < 2 years 64 59.3 Lived 2 - 10 years 49 56.4 Those under 35 years (CSI Score 64.2) 59.5 In Whakatane 10+ years 292 are significantly more satisfied than those from other age brackets. Own business 108 50.5 Those who own or operate their own 296 62.6 No business business (CSI Score 50.5) appear less satisfied than those who don't own or Pay rates 365 58.4 operate their own business. 65.2 No rates 40 Those who were satisfied with the overall 42.5 Rates poor value 62 performance of Council (CSI Score 66.7) Rates neither are significantly more satisfied than those 136 who were dissatisfied with the overall 69.2 Rates good value 145 performance of Council (CSI score 19.7). **Dissatisfied Council Overall** 17 19. Those who were satisfied with the Elected 49.1 Council Overall - Neutral 123 Members (CSI Score 69.0) are Satisfied with Council Overall 229 66.7 significantly more satisfied than those who were dissatisfied with the Elected Dissatisfied Elected Members 32 25.9 Members (CSI score 25.9). 141 Elected Members - Neutral 55.2 69.0 Satisfied Elected Members 166 40 60 100 0 20 80 CSI Score CSI Score # of respondents

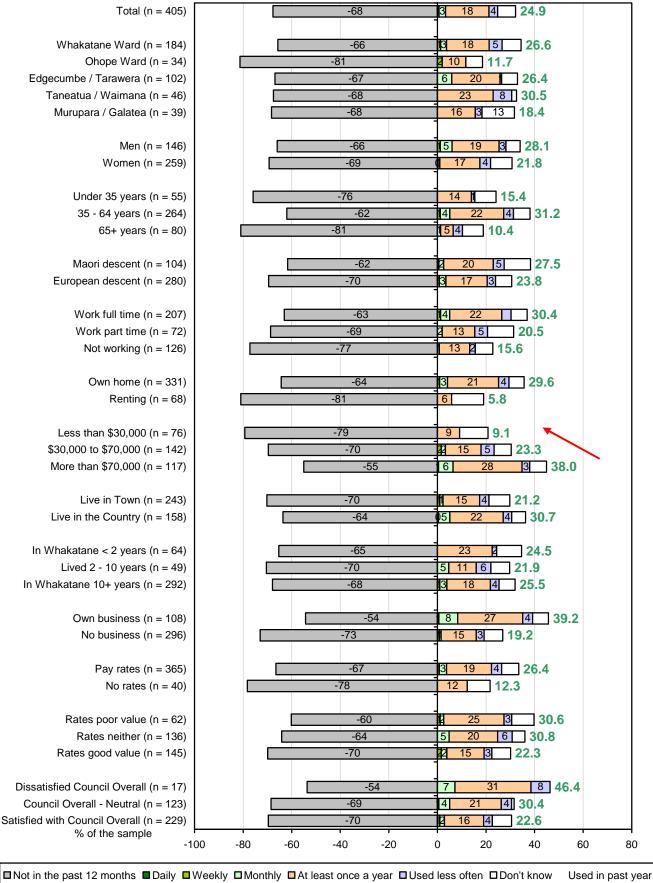
# **Building Consents**

Respondents were asked how often they had applied for a Building Consent in the past 12 months.



The chart over the page compares the frequency of applying for a Building Consent among the various subgroups of interest. Respondents who were significantly **more likely** to have applied for a Building Consent include:

- Those dissatisfied with Council overall (46%)
- Those who own or operate their own business (39%)
- Those with a household income over \$70,000 p.a. (38%)
- Those aged 35 64 years old (31%)
- Those from the country (31%)
- Those working full time in paid employment (30%)
- Those who live in their own home (30%)



### Applying for a Building Consent by subgroup

### Satisfaction with the process Council used for your Building Consent

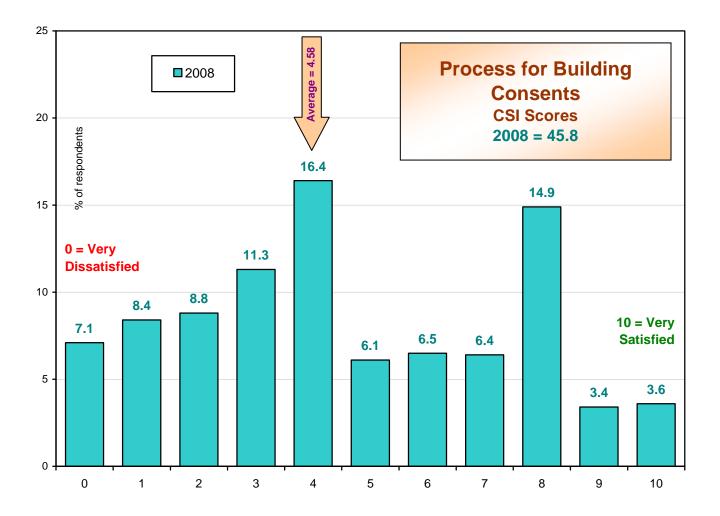
Respondents who had applied for a Building Consent in the last 12 months (n=96) were asked to rate their satisfaction with the process for Building Consents using a scale where 0 is very dissatisfied to 10 being very satisfied.

Only a quarter of the respondents in the subgroup (28%) were satisfied with the process Council used for their Building Consent (Scores 7 – 10). Only 7 respondents (7%) rated this with a score of 9 or 10 (exceeded expectations).

The mode was a score of 4 (16%). A quarter of the subgroup (29%) rated the process Council used for their Building Consent with a score that was neutral (Scores 4 - 6).

The largest group (36%) rated with scores that reflect dissatisfaction (Scores 0 - 3).

The CSI Score for the process Council used for their Building Consent was 45.8. This is a score that implies users have a serious issue with the process.



#### Total 96 45.8 Satisfaction with the process Council used for your Building Consent by Whakatane Ward 39.4 48 demographics 4 Ohope Ward 74.0 Edgecumbe / Tarawera 49.8 There are a number of variables which 26 Taneatua / Waimana 53.9 14 appear to have a significant impact on Murupara / Galatea 8 49.0 satisfaction with Council services and facilities. The chart opposite compares Live in Town 46 44.9 🔲 these variables. 49 46.7 Live in the Country The analysis shows that there are low levels of satisfaction with the process Men 41 39.2 Council used for their Building Consent 55 53.2 Women across most of the subgroups of interest. Under 35 years 44.4 10 Most CSI scores infer there are serious 75 44.8 35 - 64 years issues with this service. 65+ years 8 59.5 The variables that appear to have had the greatest impact on satisfaction with the 42.3 Work full time 62 process Council used for their Building 15 55.3 Work part time 53.7 Consent were: Not working 19 The more often a person is involved in a Own home 92 46.0 Building Consent application, the lower Renting 42.0 3 the level of satisfaction The few from the Ohope Ward (CSI Score Less than \$30.000 5 59.2 74.0) appear more satisfied than those \$30,000 to \$70,000 35 48 from other Wards (CSI Score 39.4 -More than \$70,000 42 40.1 53.95). Maori descent 26 43.6 Men (CSI Score 39.2) were significantly European descent 64 46.9 less satisfied than women (CSI Score 53.2). In Whakatane < 2 years 16 43.4 Those who are working full time (CSI Lived 2 - 10 years 11 56.2 Score 42.3) were less satisfied than those In Whakatane 10+ years 69 44.6 working part time or those not in paid employment (CSI Score 55.3 and 53.7 Own business 42 40.6 respectively) 50.0 No business 53 Those with a household income of more 45.8 Pay rates 92 than \$70,000 (CSI Score 40.1) were less 45.5 No rates 4 satisfied than those in the lower income brackets (CSI Score 48.8 - 59.2). Rates poor value 20 34.7 Respondents who thought they received Rates neither 36 42.5 good value for their rates (CSI Score 55.2) 55.2 Rates good value 33 were significantly more satisfied than those who thought they got poor value for **Dissatisfied Council Overall** 7 7. their rates (CSI Score 34.7). Council Overall - Neutral 36.3 36 Satisfied with Council Overall 49 56.8 2 27.9 🚺 Weekly 9 38.3 Monthly At least once per year 69 46.5 Less than once per year 52.9 16 **CSI Score** ٥ 20 40 60 80 100 CSI Score # of respondents

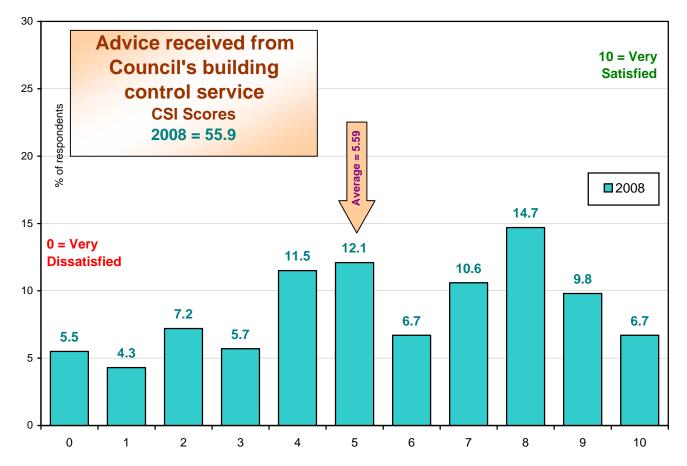
### Satisfaction with the advice received from Council's Building Control Service

Respondents were asked to rate their satisfaction with the 'Advice received from Council's Building Control Service' using a scale where 0 is very dissatisfied to 10 being very satisfied

Two fifths of the respondents (42%) were satisfied (Scores 7 - 10). The mode was a score of 8 (15%) and 17% rated this with a score of 9 or 10 (exceeded expectations).

A third of the respondents (30%) rated their satisfaction with a score that was neutral (Scores 4 - 6), and a quarter of the respondents (23%) rated this with scores that reflect dissatisfaction (Scores 0 - 3).

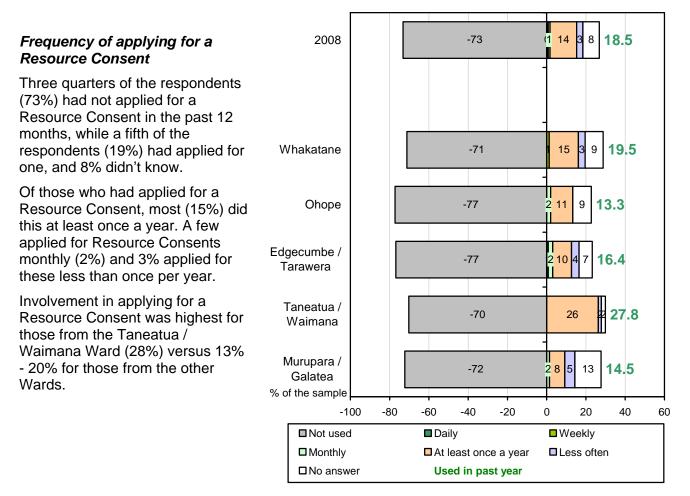
The CSI Score for the advice received from Council's Building Control Service is 55.9, a score that implies respondents have significant issues with this service.



#### Total 96 55.9 Satisfaction with the advice received from Council's Building Control Whakatane Ward 44 50.4 Service by demographics 63.5 Ohope Ward 4 There are a number of variables which Edgecumbe / Tarawera 59.3 26 appear to have a significant impact on 14 62.6 Taneatua / Waimana satisfaction with Council services and Murupara / Galatea 8 65.5 facilities. The chart opposite compares Live in Town 46 57.0 these variables. Live in the Country 49 54.5 The analysis shows that there are very low levels of satisfaction with the advice 41 52.5 Men received from Council's Building Control Women 55 60.3 Service across most of the subgroups of interest. Under 35 years 10 47.4 35 - 64 years 75 56.8 The variables that appear to have had the 65+ years 62.0 8 greatest impact on satisfaction with the advice received from Council's Building Work full time 62 53.2 Control Service were: 15 69.7 Work part time The more often a person is involved in a Not working 19 58.0 Building Consent application, the lower the level of satisfaction Own home 92 55.9 3 57.9 Renting Those from the Whakatane Ward (CSI Score 50.4) appear less satisfied than those from other Wards (CSI Score 59.3 -Less than \$30,000 5 72.8 \$30.000 to \$70.000 57.3 65.5). 35 52.9 More than \$70,000 42 Men (CSI Score 52.5) were significantly less satisfied than women (CSI Score Maori descent 26 56.8 60.3). 55.7 European descent 64 Those with a household income of more than \$70,000 (CSI Score 52.9) were less In Whakatane < 2 years 16 48.6 satisfied than those in the lower income Lived 2 - 10 years 11 68.7 brackets (CSI Score 57.3 - 72.8). 55.6 In Whakatane 10+ years 69 Respondents who thought they received good value for their rates (CSI Score 64.2) Own business 42 54.1 were significantly more satisfied than 53 57.4 No business those who thought they got poor value for their rates (CSI Score 40.6). Pay rates 92 55.6 No rates 63.7 4 Those who were satisfied with the overall performance of Council (CSI Score 66.1) Rates poor value 20 40.6 are significantly more satisfied than those Rates neither 55.1 36 who were dissatisfied with the overall Rates good value 33 64.2 performance of Council (CSI score 29.9). Dissatisfied Council Overall 7 29.9 Council Overall - Neutral 36 43.2 Satisfied with Council Overall 66.1 49 9 41.3 Monthly At least once per year 69 57.9 59.4 Less than once per year 16 CSI Score 100 0 20 40 60 80 # of respondents CSI Score

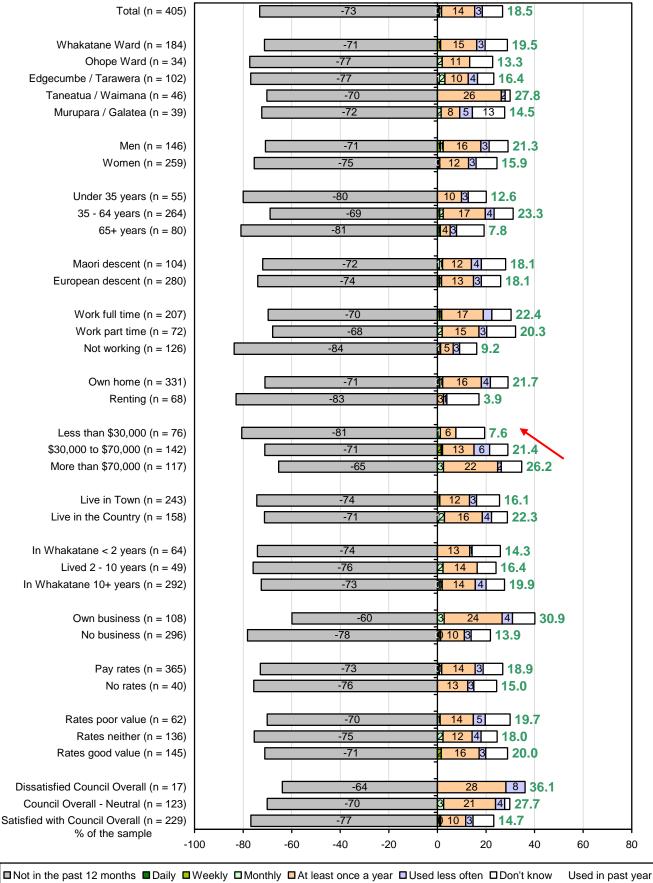
# **Resource Consents**

Respondents were asked how often they had applied for a Resource Consent in the past 12 months.



The chart over the page compares the frequency of applying for a Resource Consent among the various subgroups of interest. Respondents who were significantly **more likely** to have applied for a Resource Consent include:

- Those dissatisfied with Council overall (36%)
- Those who own or operate their own business (31%)
- Those with a household income over \$70,000 p.a. (26%)
- Those aged 35 64 years old (23%)
- Those working full time in paid employment (22%)
- Those who live in their own home (22%)



### Applying for a Resource Consent by subgroup

### Satisfaction with the process Council used for your Resource Consent

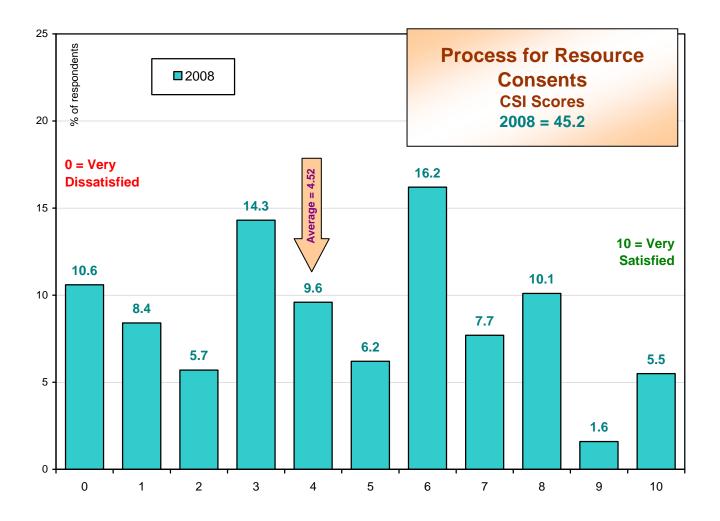
Respondents who had applied for a Resource Consent in the last 12 months (n=73) were asked to rate their satisfaction with the process for Resource Consents using a scale where 0 is very dissatisfied to 10 being very satisfied.

Only a quarter of the respondents in the subgroup (25%) were satisfied with the process Council used for their Resource Consent (Scores 7 - 10). Only 5 respondents (7%) rated this with a score of 9 or 10 (exceeded expectations).

The mode was a score of 6 (16%). A third of the subgroup (32%) rated the process Council used for their Resource Consent with a score that was neutral (Scores 4 - 6).

The largest group (39%) rated with scores that reflect dissatisfaction (Scores 0 - 3).

The CSI Score for the process Council used for their Resource Consent was 45.2. This is a score that implies users have a serious issue with the process.



#### 45.2 Total 73 Satisfaction with the process Council used for your Resource Consent by Whakatane Ward 32 33.0 demographics 5 50.2 Ohope Ward There are a number of variables which Edgecumbe / Tarawera 55.9 17 56.0 appear to have a significant impact on Taneatua / Waimana 13 Murupara / Galatea 61.5 6 satisfaction with Council services and facilities. The chart opposite compares Live in Town 35 41.7 these variables. Live in the Country 48.9 37 The analysis shows that there are low levels of satisfaction with the process Men 31 38.7 Council used for their Resource Consent Women 42 53.6 across most of the subgroups of interest. Most CSI scores infer there are serious Under 35 years 37.1 8 issues with this service. 35 - 64 years 45.7 🔳 58 65+ years 6 60.0 The variables that appear to have had the greatest impact on satisfaction with the Work full time 47 43.4 📃 process Council used for their Resource 47.5 Work part time 15 Consent were: Not working 11 52.8 The few that applied for a Resource Consent monthly appear the most Own home 68 45.4 satisfied (CSI Score 67.1) 3 45.8 Renting Those from the Whakatane Ward (CSI 64.2 Less than \$30,000 5 Score 33.0) appear less satisfied than \$30,000 to \$70,000 32 47.9 those from other Wards (CSI Score 50.2 -More than \$70,000 29 39.0 61.5). Men (CSI Score 38.7) were significantly Maori descent 18 47.0 **[** less satisfied than women (CSI Score European descent 43.9 49 53.6). In Whakatane < 2 years 10 40.7 Those with a household income of more Lived 2 - 10 years 8 64.9 than \$70,000 (CSI Score 39.0) were less In Whakatane 10+ years 55 satisfied than those in the lower income 42.9 brackets (CSI Score 47.9 - 64.2). Own business 33 40.3 Respondents who thought they received No business 40 49.5 good value for their rates (CSI Score 58.7) were significantly more satisfied than Pay rates 66 45.0 those who thought they got poor value for 7 47.4 No rates their rates (CSI Score 27.5). Rates poor value 27.5 12 Rates neither 21 36.7 58.7 Rates good value 29 Dissatisfied Council Overall 5 7. Council Overall - Neutral 32 37.1 Satisfied with Council Overall 59.8 34 Monthly 4 67.1 At least once per year 54 44.0 50.9 Less than once per year 13 **CSI Score** ٥ 20 40 60 80 100 CSI Score # of respondents

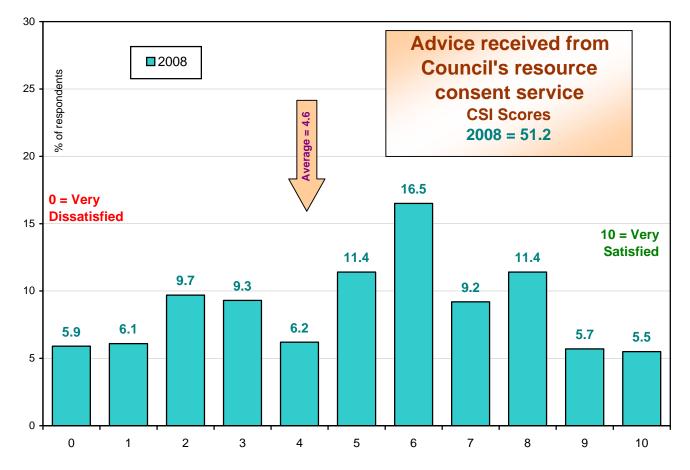
### Satisfaction with the advice received from Council's Resource Consent Service

Respondents were asked to rate their satisfaction with the 'Advice received from Council's Resource Consent Service' using a scale where 0 is very dissatisfied to 10 being very satisfied

A third of the respondents (32%) were satisfied (Scores 7 - 10). The mode was a score of 6 (17%) and 11% rated this with a score of 9 or 10 (exceeded expectations).

A third of the respondents (34%) rated their satisfaction with a score that was neutral (Scores 4 - 6), and a third of the respondents (31%) rated this with scores that reflect dissatisfaction (Scores 0 - 3).

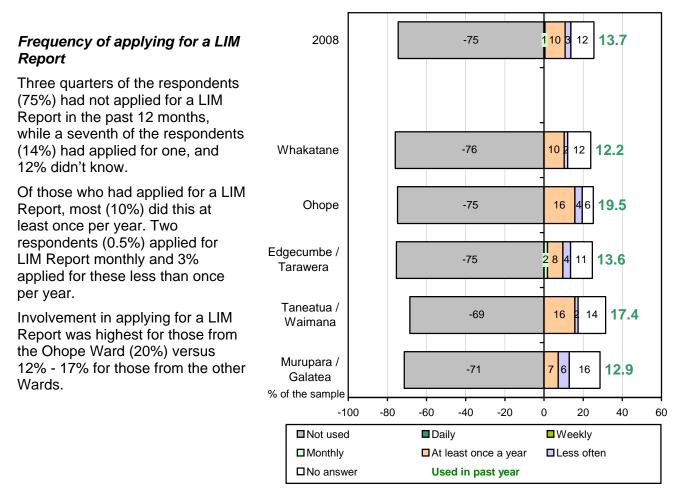
The CSI Score for the advice received from Council's Resource Consent Service is 51.2, a score that implies respondents have significant issues with this service.



#### Total 73 51.2 Satisfaction with the advice received from Council's Resource Consent Whakatane Ward 32 41.3 Service by demographics Ohope Ward 5 54.8 There are a number of variables which Edgecumbe / Tarawera 17 56.0 appear to have a significant impact on 62.9 Taneatua / Waimana 13 satisfaction with Council services and Murupara / Galatea 6 69.0 facilities. The chart opposite compares Live in Town 35 49.9 these variables. Live in the Country 52.3 37 The analysis shows that there are very low levels of satisfaction with the advice 31 46.6 Men received from Council's Resource Women 42 57.0 Consent Service across most of the subgroups of interest. Under 35 years 41.5 8 35 - 64 years 58 52.1 The variables that appear to have had the 65+ years 65.0 6 greatest impact on satisfaction with the advice received from Council's Resource Work full time 47 48.8 Consent Service were: 15 Work part time 58.7 The few that applied for a Resource Not working 11 55.0 Consent monthly appear the most satisfied (CSI Score 88.5) Own home 68 51.8 45.8 3 Renting Those from the Whakatane Ward (CSI Score 41.3) appear less satisfied than those from other Wards (CSI Score 54.8 -Less than \$30,000 5 64.2 \$30.000 to \$70.000 51.0 69.0). 32 More than \$70,000 29 48.8 Men (CSI Score 46.6) were significantly less satisfied than women (CSI Score Maori descent 18 61.2 57.0). European descent 49 47.3 Those with a household income of more than \$70,000 (CSI Score 48.8) were less In Whakatane < 2 years 10 53.2 satisfied than those in the lower income Lived 2 - 10 years 8 66.2 brackets (CSI Score 51.0 - 64.2). In Whakatane 10+ years 55 48.5 Respondents who thought they received good value for their rates (CSI Score 61.9) Own business 33 48.5 were significantly more satisfied than 40 No business 53.6 those who thought they got poor value for their rates (CSI Score 34.5). Pay rates 66 51.2 51.5 No rates 7 Those who were satisfied with the overall performance of Council (CSI Score 63.0) Rates poor value 12 34.5 💌 are significantly more satisfied than those 46.2 Rates neither 21 who were dissatisfied with the overall Rates good value 29 61.9 performance of Council (CSI score 32.7). Dissatisfied Council Overall 5 32.7 💌 Council Overall - Neutral 32 43.3 Satisfied with Council Overall 63.0 34 4 88.5 Monthly 54 50.3 At least once per year 51.4 Less than once per year 13 CSI Score 100 0 20 40 60 80 # of respondents CSI Score

# **LIM Reports**

Respondents were asked how often they had applied for a LIM Report in the past 12 months.



The chart over the page compares the frequency of applying for a LIM Report among the various subgroups of interest. Respondents who were significantly **more likely** to have applied for a LIM Report include:

- Those dissatisfied with Council overall (26%)
- Those who pay rates (15%)
- Those who own or operate their own business (25%)
- Those with a household income over \$70,000 p.a. (25%)
- Those aged 35 64 years old (18%)
- Those working full time in paid employment (19%)
- Those who live in their own home (16%)
- Those of Maori descent (19%)

Total (n = 405)	-75 10 3 13.7	
Whakatane Ward (n = $184$ )		
Ohope Ward ( $n = 34$ )	-75 <u>16</u> 4 19.5 -75 <u>48</u> 4 13.6	
Edgecumbe / Tarawera (n = 102) Taneatua / Waimana (n = 46)		
Murupara / Galatea (n = 39)	-71 7 6 16 12.9	
Men (n = 146)	-77 11 4 14.7	
Women (n = 259)		
women (n = 239)		
Under 35 years (n = 55)	-76 6 3 8.5	
35 - 64 years (n = 264)	-72 14 3 18.3	
65+ years (n = 80)	-84 1 2.7	
Maori descent (n = 104)	-63 13 5 18.6	
European descent (n = 280)	-80 8 10.5	
•		
Work full time $(n = 207)$	-71 14 18.7	
Work part time $(n = 72)$	-69 7 3 9.7	
Not working $(n = 126)$	-84 41 5.3	
Own home (n = 331)	-73 11 4 15.6	
Renting $(n = 68)$	-79 7 6.7	
Less than \$30,000 (n = 76)	-81 32 5.2	
\$30,000 to \$70,000 (n = 142)	-76 <mark>10</mark> 3 12.4	
More than \$70,000 (n = 117)	-64 18 5 24.7	
Live in Town (n = 243)	-74 11 4 14.8	
Live in the Country $(n = 158)$	-76 9 4 12.0	
In Whakatane < 2 years (n = $64$ )	-70 <u>13 2</u> 14.7	
Lived 2 - 10 years (n = 49)	-69 19 4 22.9	
In Whakatane 10+ years (n = 292)	-77 8 3 11.9	
Own business $(n = 108)$		
No business (n = 296)	-79 7 3 9.6	
Pay rates $(n = 365)$		
No rates $(n = 40)$	-78 5 5.3	
Rates poor value (n = 62)	-74 11 2 13.3	
Rates pool value ( $n = 02$ ) Rates neither ( $n = 136$ )		
Rates good value (n = 145) Rates good value (n = 145)		
$\frac{1}{1000}$		
Dissatisfied Council Overall (n = 17)	-70 18 8 25.6	
Council Overall - Neutral ( $n = 123$ )	-75 12 5 17.8	
Satisfied with Council Overall ( $n = 229$ )	-77 9 2 11.8	
% of the sample		
	00 -80 -60 -40 -20 0 20 40 60	80

## Applying for a LIM Report by subgroup

■Not in the past 12 months ■Daily ■Weekly ■Monthly ■At least once a year ■Used less often ■Don't know Used in past year

# Satisfaction with the LIM Report overall

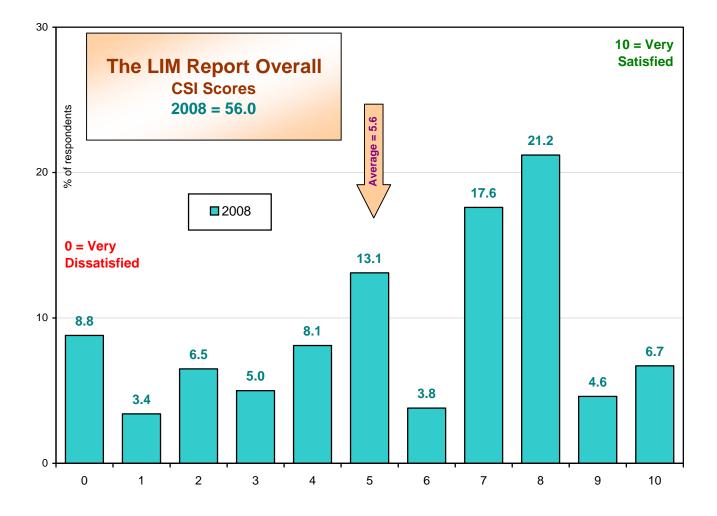
Respondents who had applied for a LIM Report in the last 12 months (n=54) were asked to rate their satisfaction with the LIM Report overall using a scale where 0 is very dissatisfied to 10 being very satisfied.

Half of the respondents in the subgroup (50%) were satisfied with the LIM Report overall (Scores 7 – 10). Only 7 respondents (11%) rated this with a score of 9 or 10 (exceeded expectations).

The mode was a score of 8 (21%). A quarter of the subgroup (25%) rated the LIM Report overall with a score that was neutral (Scores 4 - 6).

A quarter of the subgroup (24%) rated with scores that reflect dissatisfaction (Scores 0 - 3).

The CSI Score for the LIM Report overall was 56.0. This is a score that implies users have a serious issue with the process.



#### Total 54 56.0 Satisfaction with the LIM Report overall by demographics Whakatane Ward 21 46.8 There are a number of variables which 7 Ohope Ward 63.2 appear to have a significant impact on Edgecumbe / Tarawera 56.6 12 satisfaction with Council services and Taneatua / Waimana 8 71.0 Murupara / Galatea 5 62.7 facilities. The chart opposite compares these variables. Live in Town 33 53.7 The analysis shows that there are low Live in the Country 59.6 19 levels of satisfaction with the LIM Report overall across most of the subgroups of Men 21 56.3 interest. Most CSI scores infer there are Women 32 55.7 serious issues with this service. Under 35 years 5 61.9 The variables that appear to have had the 35 - 64 years 55.7 45 greatest impact on satisfaction with the 65+years 2 45.0 🔳 LIM Report overall were: The more often a person is involved in a Work full time 41 58.2 LIM Report application, the lower the level Work part time 47.5 6 of satisfaction Not working 6 47.4 The few from the Taneatua / Waimana 59.2 Own home 48 Ward (CSI Score 71.0) appear more 5 24.7 Renting satisfied than those from other Wards (CSI Score 46.8 - 63.2). 54.3 Less than \$30,000 4 Those who are working full time (CSI \$30,000 to \$70,000 19 51.0 Score 58.2) were significantly more More than \$70,000 26 59.7 satisfied than those working part time or those not in paid employment (CSI Score Maori descent 18 63.5 47.5 and 47.4 respectively). 52.2 European descent 28 Homeowners (CSI Score 59.2) were significantly more satisfied than the few In Whakatane < 2 years 10 54.2 who were renting (CSI Score 24.7). Lived 2 - 10 years 11 54.3 In Whakatane 10+ years 32 57.2 Those with a household income of more than \$70,000 (CSI Score 59.7) were Own business 25 54.3 significantly more satisfied than those in No business 28 57.7 the lower income brackets (CSI Score 51.0 - 54.3). Pay rates 56.6 51 Respondents who thought they received No rates 2 43.4 good value for their rates (CSI Score 64.1) were significantly more satisfied than 49.6 Rates poor value 9 those who thought they got poor value for Rates neither 23 54.3 their rates (CSI Score 49.6). 64.1 Rates good value 18 Dissatisfied Council Overall 3 39.0 Council Overall - Neutral 22 50.4 Satisfied with Council Overall 61.2 25 Monthly 2 24.1 40 54.1 At least once per year 68.3 Less than once per year 12 **CSI Score** ٥ 20 40 60 80 100 CSI Score # of respondents

# Satisfaction with the time taken for your LIM Report

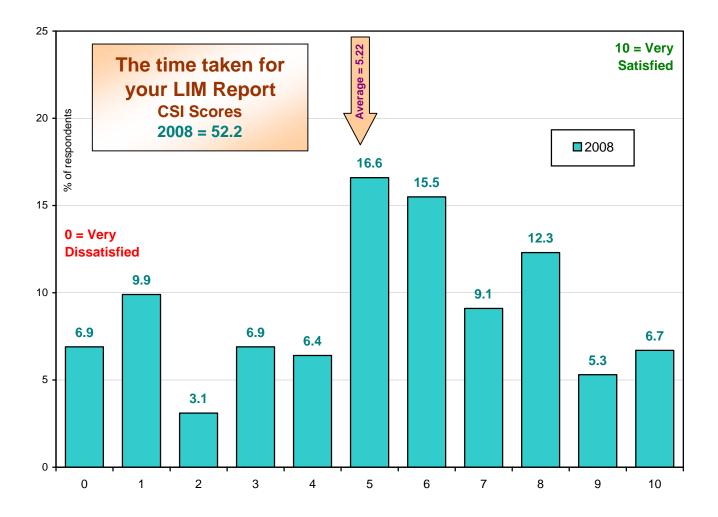
Respondents who had applied for a LIM Report in the last 12 months (n=54) were asked to rate their satisfaction with the time taken for your LIM Report using a scale where 0 is very dissatisfied to 10 being very satisfied.

A third of the respondents in the subgroup (33%) were satisfied with the time taken for their LIM Report (Scores 7 – 10). Only 7 respondents (11%) rated this with a score of 9 or 10 (exceeded expectations).

The mode was a score of 5 (17%). Over a third of the subgroup (39%) rated the time taken for their LIM Report with a score that was neutral (Scores 4 - 6).

A quarter of the subgroup (27%) rated with scores that reflect dissatisfaction (Scores 0 - 3).

The CSI Score for the time taken for your LIM Report was 52.2. This is a score that implies users have serious issues with the time taken.



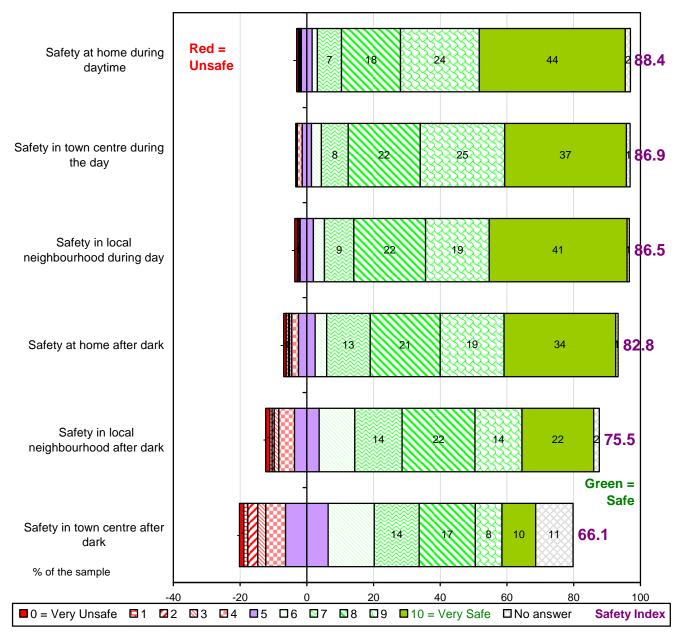
#### Total 54 52.2 Satisfaction with the time taken for your LIM Report by demographics Whakatane Ward 21 44.0 🗖 There are a number of variables which 7 Ohope Ward 63.2 appear to have a significant impact on Edgecumbe / Tarawera 54.2 12 satisfaction with Council services and Taneatua / Waimana 8 63.7 Murupara / Galatea 5 51.3 facilities. The chart opposite compares these variables. Live in Town 33 52.1 The analysis shows that there are low Live in the Country 51.8 19 levels of satisfaction with the time taken for your LIM Report across most of the Men 21 48.6 subgroups of interest. Most CSI scores Women 32 56.1 infer there are serious issues with this service. 45.4 Under 35 years 5 35 - 64 years 45 53.7 The variables that appear to have had the 65+years 2 35.0 greatest impact on satisfaction with the time taken for their LIM Report were: Work full time 41 50.8 Work part time 67.7 The more often a person is involved in a 6 LIM Report application, the lower the level Not working 6 48.5 of satisfaction Own home 54.7 48 Those with a household income of more • 5 27.0 Renting than \$70,000 (CSI Score 48.7) appear less satisfied than those in the lower Less than \$30,000 4 56.2 income brackets (CSI Score 56.2 - 56.3). \$30,000 to \$70,000 19 56.3 Respondents who thought they received More than \$70,000 26 48.7 good value for their rates (CSI Score 63.0) were significantly more satisfied than Maori descent 18 56.9 those who thought they got poor value for European descent 50.3 28 their rates (CSI Score 37.2). In Whakatane < 2 years 10 52.5 Lived 2 - 10 years 11 58.2 In Whakatane 10+ years 32 49.9 Own business 25 44.8 **59.6** No business 28 Pay rates 51 53.2 No rates 2 28.7 37.2 Rates poor value 9 Rates neither 23 1.9 63.0 Rates good value 18 Dissatisfied Council Overall 3 40.9 Council Overall - Neutral 41.0 22 Satisfied with Council Overall 60.6 25 Monthly 2 13.5 40 At least once per year 50.8 Less than once per year 64.0 12 **CSI Score** 0 20 40 60 80 100 CSI Score # of respondents

# Safety in Whakatane District

Respondents were asked the following: Thinking now about personal safety, and using a scale where 0 = very unsafe and 10 = very safe; how safe do you feel in <location>'.

The level of Safety varies only little between the various locations and times of day. The proportion who feel safe (scores 6 - 10) ranges from 62% for the factor 'Safety in your town centre after dark' up to 94.4% for 'Safety in your town centre during the daytime'.

The Safety Index ranges from high level of Safety for most factors but this is highest for 'Safety in your home during the daytime'. (Safety Index = 88.4) down to a modest feeling of safety for the factor 'Safety in your town centre after dark' (Safety Index = 66.1). (The Safety Index converts each respondents answer across the Safety Scale to an index out of 100. The index is 10 times the average individual score based on the 11 point satisfaction scale (0 = very unsafe to 10 = very safe). Note: a ninth of the respondents (11%) did not answer the latter question, presumably because they had not been in their town centre after dark.

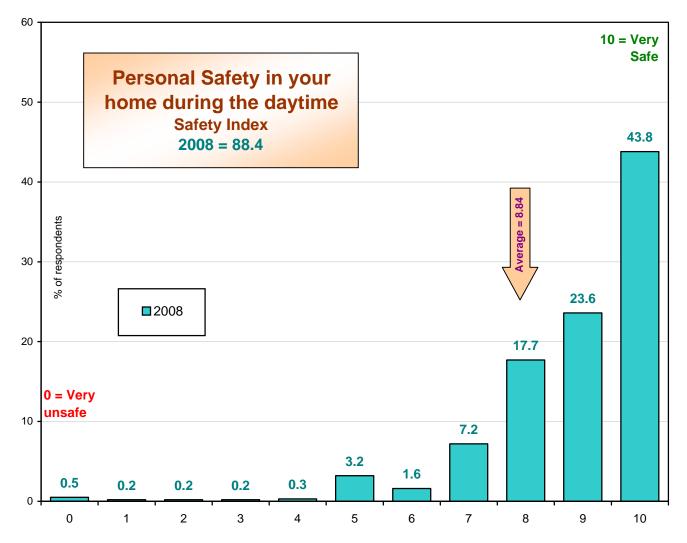


# Personal Safety in your home during the daytime

Respondents (n=405) were asked to rate how safe they felt about Personal Safety in their home during the daytime using a scale where 0 is very unsafe to 10 being very safe.

The vast majority of the respondents (92%) felt safe with Personal Safety in their home during the daytime (Scores 7 – 10). Two thirds of the users (67%) rated this with a score of 9 or 10 (very safe). The mode was a score of 10 (44%). A few (5%) rated Personal Safety in their home during the daytime with a score that was neutral (Scores 4 – 6), and only 4 respondents (1%) felt unsafe (Scores 0 - 3).

The Safety Index for Personal Safety in your home during the daytime was 88.4. This infers respondents feel very safe in their home during the daytime.



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405

Total

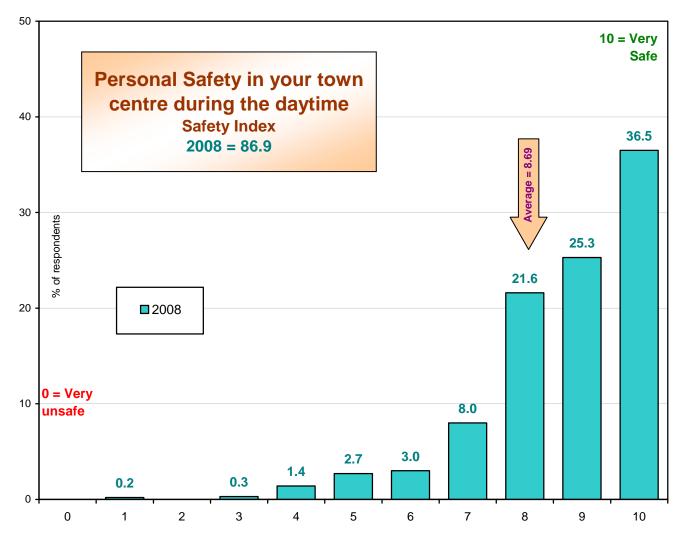
#### Feeling of Safety in your home during the daytime by demographics Whakatane Ward 184 The chart shows there was some variation Ohope Ward 34 in the Safety Index for respondents feeling Edgecumbe / Tarawera 102 871 safe in their home during the daytime by Taneatua / Waimana 46 89.8 demographic sub groups. Murupara / Galatea 39 87 The analysis shows most subgroups feel 243 Live in Town 877 very safe in their home during the 158 Live in the Country 89.5 daytime. 146 88.6 Men There were some other variables which 882 Women 259 appear to have had a noticeable effect. Those aged over 65 (Index 85.6) felt less Under 35 years 55 safe than those in the younger age 35 - 64 years 88.3 264 brackets (Index 91.4 - 88.3) 65+ years 80 85.6 Those who are not in paid employment Work full time (Index 86.2) appear to feel less safe than 207 those working part time or those working Work part time 72 89.0 full time (Index 89.0 and 89.3 respectively) 126 Not working 86.2 Those of Maori descent (Index 90.2) 88.4 Own home 331 appear to feel safer than those of 68 89.9 Renting European descent (Index 88.3) Less than \$30,000 76 \$30,000 to \$70,000 142 86 More than \$70,000 117 104 Maori descent European descent 280 In Whakatane < 2 years 64 Lived 2 - 10 years 49 87.0 In Whakatane 10+ years 292 88.6 Own business 108 296 No business Pay rates 365 88.7 No rates 86.3 40 Rates poor value 62 87 Rates neither 136 Rates good value 145 Dissatisfied Whakatane place to live 27 87.9 Whakatane place to live - Neutral 135 83. Satisfied Whakatane place to live 237 9 Dissatisfied Council Overall 17 91.5 Council Overall - Neutral 123 85.B Satisfied with Council Overall 229 Safet y Index 0 20 40 60 80 Safety Index # of respondents

# Personal Safety in your town centre during the daytime

Respondents (n=405) were asked to rate how safe they felt about Personal Safety in their town centre during the daytime using a scale where 0 is very unsafe to 10 being very safe.

The vast majority of the respondents (91%) felt safe with Personal Safety in their town centre during the daytime (Scores 7 – 10). Two thirds of the users (62%) rated these with a score of 9 or 10 (very safe). The mode was a score of 10 (37%). A few (7%) rated Personal Safety in their town centre during the daytime with a score that was neutral (Scores 4 – 6), and only 2 respondents (0.5%) felt unsafe (Scores 0 – 3).

The Safety Index for Personal Safety in your town centre during the daytime was 86.9. This infers respondents feel very safe in the town centre during the daytime.



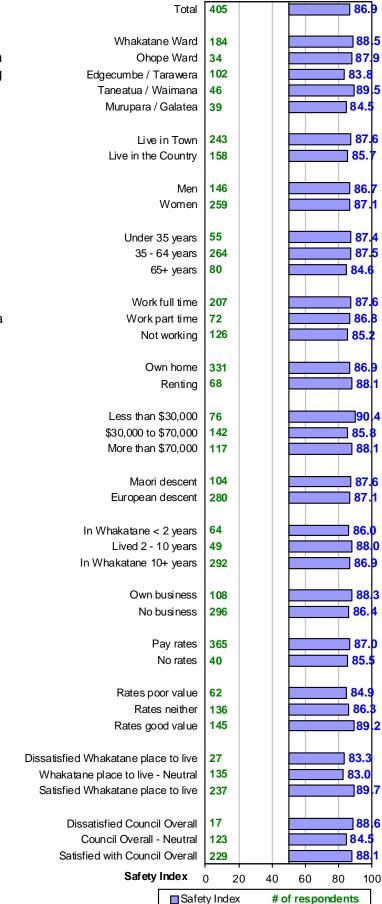
## Feeling of Safety in your town centre during the daytime by demographics

The chart shows there was some variation in the Safety Index for respondents feeling safe in their town centre during the daytime by demographic sub groups.

The analysis shows most subgroups feel very safe in their town centre during the daytime.

There were some other variables which appear to have had a noticeable effect.

- Respondents who thought they received good value for their rates (Index 89.2) felt safer than those who thought they got poor value for their rates (Index 84.9).
- Those from the Edgecumbe / Tarawera Ward (Index 83.8) and Murupara / Galatea Ward (Index 84.5) felt less safe in their town centre during the daytime than those from the other Wards.
- Those who lived in the Country (Index 85.7) felt less safe than those who lived in Town (Index 87.6).
- Those aged over 65 (Index 84.6) felt less safe than those in the younger age brackets (Index 87.5 - 87.4)
- Those who are not in paid employment (Index 85.2) appear to feel less safe than those working part time or those working full time (Index 86.8 and 87.6 respectively).



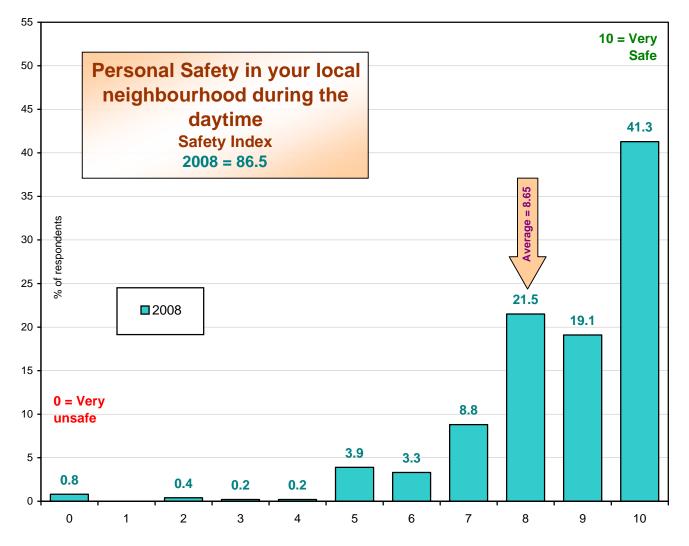
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# Safety in your local neighbourhood during the daytime

Respondents (n=405) were asked to rate how safe they felt about Personal Safety in their local neighbourhood during the daytime using a scale where 0 is very unsafe to 10 being very safe.

The vast majority of the respondents (91%) felt safe with Personal Safety in their local neighbourhood during the daytime (Scores 7 – 10). Three fifths of the users (60%) rated these with a score of 9 or 10 (very safe). The mode was a score of 10 (41%). A few (7%) rated Personal Safety in their local neighbourhood during the daytime with a score that was neutral (Scores 4 – 6), and only 5 respondents (1%) felt unsafe (Scores 0 – 3).

The Safety Index for Personal Safety in your local neighbourhood during the daytime was 86.5. This infers respondents feel very safe in their local neighbourhood during the daytime.



86.5

87.5

**189**|5

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**189**l8

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# of respondents

Safety Index

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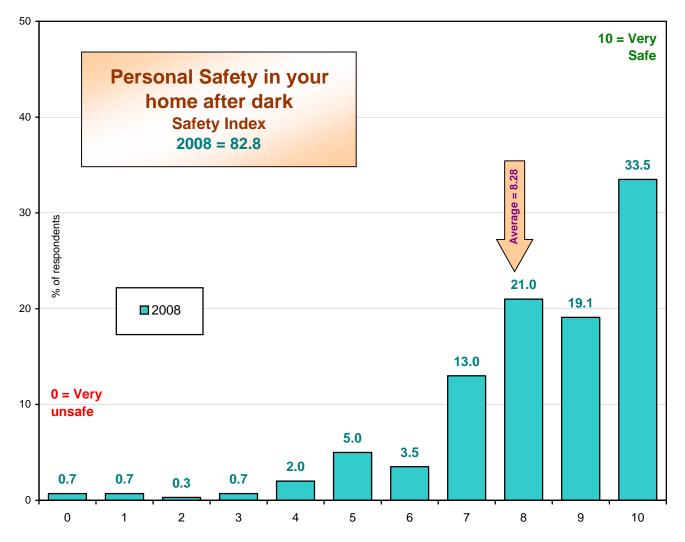
#### 405 Total Feeling of Safety in your local neighbourhood during the daytime by Whakatane Ward 184 demographics Ohope Ward 34 The chart shows there was some variation Edgecumbe / Tarawera 102 in the Safety Index for respondents feeling Taneatua / Waimana 46 safe in their local neighbourhood during Murupara / Galatea 39 the daytime by demographic sub groups. Live in Town 243 The analysis shows most subgroups feel 158 Live in the Country very safe in their local neighbourhood during the daytime. 146 Men Women 259 There were some other variables which appear to have had a noticeable effect. Under 35 years 55 Respondents who thought they received 35 - 64 years 264 good value for their rates (Index 88.3) felt 65+ years 80 safer than those who thought they got poor value for their rates (Index 86.2). 207 Work full time Work part time 72 Those from the Murupara / Galatea Ward 126 (Index 80.9) and Edgecumbe / Tarawera Not working Ward (Index 85.1) felt less safe in their local neighbourhood during the davtime Own home 331 than those from the other Wards. 68 Renting Those aged under 35 (Index 89.5) felt Less than \$30,000 76 safer than those in the older age brackets \$30,000 to \$70,000 142 (Index 85.9 - 85.5) More than \$70.000 117 Those who are not in paid employment (Index 84.2) appear to feel less safe than 104 Maori descent those working part time or those working European descent 280 full time (Index 86.6 and 87.5 respectively) In Whakatane < 2 years 64 Lived 2 - 10 years 49 In Whakatane 10+ years 292 Own business 108 296 No business Pay rates 365 No rates 40 Rates poor value 62 Rates neither 136 Rates good value 145 Dissatisfied Whakatane place to live 27 Whakatane place to live - Neutral 135 Satisfied Whakatane place to live 237 Dissatisfied Council Overall 17 Council Overall - Neutral 123 Satisfied with Council Overall 229 Safetv Index 0 20 40 60

# Personal Safety in your home after dark

Respondents (n=405) were asked to rate how safe they felt about Personal Safety in their home after dark using a scale where 0 is very unsafe to 10 being very safe.

The vast majority of the respondents (87%) felt safe with Personal Safety in their home after dark (Scores 7 – 10). Over half of the users (53%) rated these with a score of 9 or 10 (very safe). The mode was a score of 10 (34%). A tenth of the respondents (10%) rated Personal Safety in their home after dark with a score that was neutral (Scores 4 – 6), and only 9 respondents (2%) felt unsafe (Scores 0 – 3).

The Safety Index for Personal Safety in your home after dark was 82.8. This infers respondents feel safe in their home after dark.



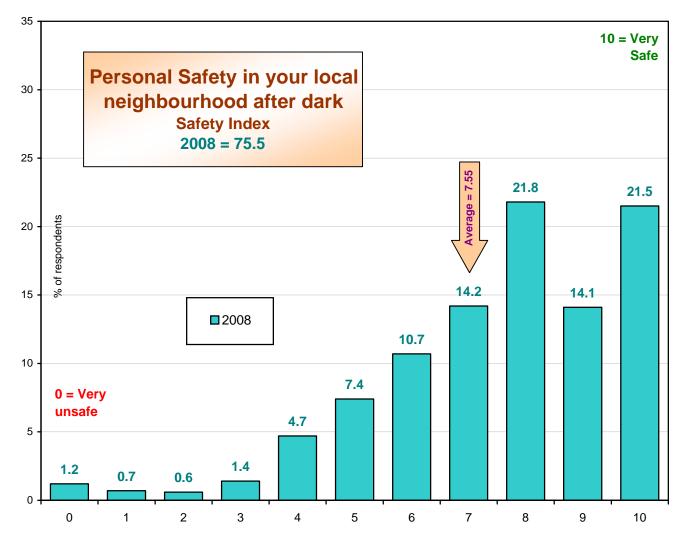
	Total	405	82.8
Feeling of Safety in your home after	l ota		
dark by demographics	Whakatane Ward	184	82.3
The chart shows there was some variation	Ohope Ward	34	85.5
in the Safety Index for respondents feeling	Edgecumbe / Tarawera	102	81.5
safe in their home after dark by	Taneatua / Waimana	46	85.4
demographic sub groups.	Murupara / Galatea	39	83.9
The analysis shows most subgroups feel			
safe in their home after dark.	Live in Town	243	82.1
	Live in the Country	158	83.8
There were some other variables which	Mar	4.40	
appear to have had a noticeable effect.	Men Women	146 259	85.3
Those from the Edgecumbe / Tarawera	Women	239	00.0
Ward (Index 81.5) felt less safe in their	Under 35 years	55	81.7
home after dark than those from the other	35 - 64 years	264	83.1
Wards.	65+ years	80	83.5
• Women (Index 80.6) felt less safe in their			
home after dark than Men (Index 85.3)	Work full time	207	84.4
Those who are working part time (Index	Work part time	72	78.4
78.4) appear to feel less safe than those	Not working	126	82.0
not in paid employment or those working			
full time (Index 82.0 and 84.4 respectively)	Own home	331	82.8
	Renting	68	85.1
	Less than \$30,000	76	85.9
	\$30,000 to \$70,000	142	82.8
	More than \$70,000	117	82.9
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	Maori descent	104	83.2
	European descent	280	83.2
	In Whakatane < 2 years	64	82.1
	Lived 2 - 10 years	49	81.2
	In Whakatane 10+ years	292	83.3
	Own business	108	82.8
	No business	296	83.0
	Pay rates	365	83.2
	No rates	40	79.5
	Rates poor value	62	81.7
	Rates neither	136	82.2
	Rates good value	145	84.2
	Dissociational W/h skystem a missociate lines	07	
	Dissatisfied Whakatane place to live Whakatane place to live - Neutral	27 135	82.5
	Satisfied Whakatane place to live	237	85.7
	Dissatisfied Council Overall	17	85.6
	Council Overall - Neutral	123	79.2
	Satisfied with Council Overall	229	84.7
	Safety Index	0 20	40 60 80 100
	-	ety Index	# of respondents

# Personal Safety in your local neighbourhood after dark

Respondents (n=405) were asked to rate how safe they felt about Personal Safety in their local neighbourhood after dark using a scale where 0 is very unsafe to 10 being very safe.

Three quarters of the respondents (72%) felt safe with Personal Safety in their local neighbourhood after dark (Scores 7 – 10). Over a third of the users (36%) rated these with a score of 9 or 10 (very safe). The mode was a score of 10 and 8 (22%). Almost a quarter (23%) rated Personal Safety in their local neighbourhood after dark with a score that was neutral (Scores 4 – 6), and 15 respondents (4%) felt unsafe (Scores 0 – 3).

The Safety Index for Personal Safety in your local neighbourhood after dark was 75.5. This infers respondents feel reasonably safe in their local neighbourhood after dark.



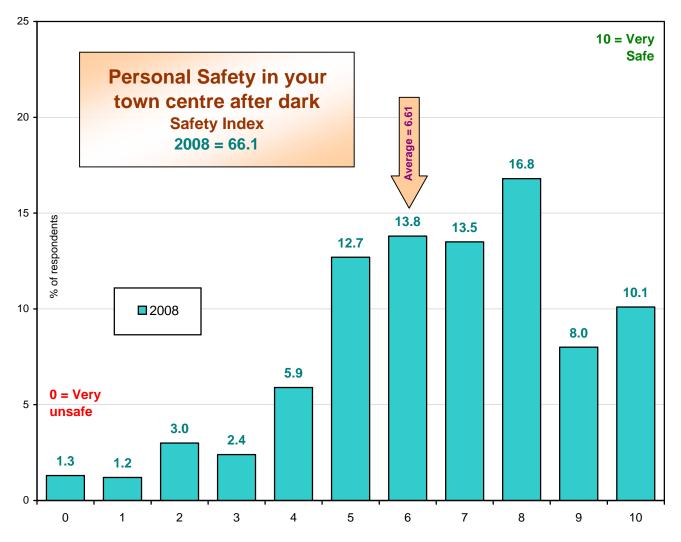
Feeling of Safety in your local neighbourhood after dark by	Total	405	75.5
demographics	Whakatane Ward		76.0
•	Ohope Ward	34	81.8
The chart shows there was some variation	Edgecumbe / Tarawera	102	74.8
in the Safety Index for respondents feeling	Taneatua / Waimana	46	78.2
safe in their local neighbourhood after	Murupara / Galatea	39	67.1
dark by demographic sub groups.			
The analysis shows most subgroups feel	Live in Town		74.0
reasonably safe in their local	Live in the Country	158	77.5
neighbourhood after dark.			
•	Men	146	79.4
There were some other variables which	Women	259	71.8
appear to have had a noticeable effect.			
Respondents who thought they received	Under 35 years	55	75.7
good value for their rates (Index 77.2) felt	35 - 64 years	264	75.1
safer than those who thought they got	65+ years	80	77.1
poor value for their rates (Index 70.3).	Work full time	207	76.3
	Work part time	72	73.1
Those from the Murupara / Galatea Ward (Index 67.1) and Edgecumbe / Tarawera	Not working	126	75.2
Ward (Index 74.8) felt less safe in their	NOT WORINg	120	75.2
local neighbourhood after dark than those	Own home	331	75.1
from the other Wards.	Renting	68	79.0
	Renting		75.0
• Women (Index 71.8) felt less safe in their	Less than \$30,000	76	76.9
local neighbourhood after dark than Men	\$30,000 to \$70,000		75.9
(Index 85.3)	More than \$70,000		75.4
Those who have lived in Whakatane			
between 2 – 10 years (Index 69.4) appear	Maori descent	104	78.0
to feel less safe than those who have lived	European descent		74.8
in Whakatane for less than 2 years or	·		
more than 10 years (Index 78.0 and 76.0	In Whakatane < 2 years	64	78.0
respectively)	Lived 2 - 10 years	49	69.4
Those who were satisfied with Whakatane	In Whakatane 10+ years	292	76.0
as a place to live (Index 77.9) felt safer	-		
than those who were dissatisfied with	Own business	108	75.6
Whakatane as a place to live (Index 71.1).	No business	296	75.6
	Pay rates	365	75.1
	No rates	40	79.0
	Rates poor value	62	70.3
	Rates neither	136	73.6
	Rates good value	145	77.2
	Dissatisfied Whakatane place to live	27	71.1
	Whakatane place to live - Neutral	135	72.2
	Satisfied Whakatane place to live	237	77.9
	Dissatisfied Council Overall	17	75.9
	Council Overall - Neutral	123	70.3
	Satisfied with Council Overall	229	77.6
	Safety Index	0 20	40 60 80 100
	∎Saf	ety Index	# of respondents

# Personal Safety in your town centre after dark

Respondents (n=405) were asked to rate how safe they felt about Personal Safety in their town centre after dark using a scale where 0 is very unsafe to 10 being very safe.

Almost half of the respondents (48%) felt safe with Personal Safety in their town centre after dark (Scores 7 – 10). A fifth of the users (18%) rated these with a score of 9 or 10 (very safe). The mode was a score of 8 (17%). A third (32%) rated Personal Safety in their town centre after dark with a score that was neutral (Scores 4 – 6), and (8%) felt unsafe, (Scores 0 – 3).

The Safety Index for Personal Safety in your town centre after dark was 66.1. This infers respondents do not feel very safe in their town centre after dark.



#### 405 66.1 Total Feeling of Safety in your town centre after dark by demographics Whakatane Ward 67.6 184 The chart shows there was some variation Ohope Ward 34 73.2 in the Safety Index for respondents feeling Edgecumbe / Tarawera 102 62.0 safe in their town centre after dark by Taneatua / Waimana 46 74.2 56.4 demographic sub groups. Murupara / Galatea 39 The analysis shows most subgroups do 243 66.4 Live in Town not feel very safe in their town centre after 65.5 158 Live in the Country dark. Men 146 68.3 There were some other variables which 63.9 Women 259 appear to have had a noticeable effect. Respondents who thought they received Under 35 years 55 63.8 good value for their rates (Index 71.2) felt 35 - 64 years 264 67.3 safer than those who thought they got 65.0 65+ years 80 poor value for their rates (Index 60.6). Work full time 207 67.4 Those from the Murupara / Galatea Ward (Index 56.4) and Edgecumbe / Tarawera Work part time 72 62.9 Ward (Index 62.0) felt less safe in their 126 64.7 Not working town centre after dark than those from the other Wards. Own home 331 65.5 69.7 68 Renting Women (Index 63.9) felt less safe in their town centre after dark than Men (Index Less than \$30,000 76 71.4 68.3) \$30,000 to \$70,000 142 66.8 Those who have lived in Whakatane for More than \$70.000 117 65.3 less than 2 years (Index 69.2) appear to feel safer than those who have lived in 104 Maori descent 70.6 Whakatane for between 2 - 10 years or European descent 280 64.8 more than 10 years (Index 64.9 and 65.6 respectively) In Whakatane < 2 years 64 69.2 Those who were satisfied with Whakatane Lived 2 - 10 years 49 64.9 as a place to live (Index 69.6) felt safer In Whakatane 10+ years 65.6 292 than those who were dissatisfied with Whakatane as a place to live (Index 58.6). Own business 108 66.3 296 65.9 No business Those of Maori descent (Index 70.6) appear to feel safer than those of Pay rates 365 66.2 European descent (Index 64.8) 65.1 No rates 40 Rates poor value 62 60.6 63.2 Rates neither 136 Rates good value 145 71.2 Dissatisfied Whakatane place to live 27 58.6 Whakatane place to live - Neutral 135 61.3 Satisfied Whakatane place to live 237 69.6 Dissatisfied Council Overall 17 68.4 Council Overall - Neutral 123 58.2 Satisfied with Council Overall 229 69.8 Safetv Index 0 20 40 60 80 100 Safety Index # of respondents

# Summary Tables

Summary table – Percentage who used facility/service in the past 12 months -2000 to 2008 (Weighted data from 2004) These results are not based on a calendar year. The survey timing has varied from year to year but was undertaken in May and respondents were asked whether they had used each service / facility in the past 12 months.

							Differenc	e to 2004
Facility / Service	2000	2001	2002	2003	2004	2008	Decreases	Increases
Residential refuse collection	88.0	92.0	92.0	90.0	88.7	86.5	-2.2	
Kerbside recyclable collection		53.0	59.0	62.0	63.3	84.0		20.7
Councils water supply	79.0	82.0	85.0	81.0	80.3	77.5	-2.8	
Parks and reserves	75.0	80.0	80.0	81.0	73.0	77.2		4.2
Council parking in Whakatane	88.0	95.0	91.0	92.0	77.1	75.7	-1.4	
Public toilets	70.0	77.0	74.0	71.0	69.8	66.6	-3.2	
Harbour facilities in Whakatane CBD	58.0	60.0	61.0	54.0	67.0	65.1	-1.9	
Council sewerage system	67.0	71.0	74.0	70.0	64.7	64.1	-0.6	
Greenwaste collection						62.7		
Transfer station / rubbish disposal	56.0	50.0	49.0	45.0	53.5	57.6		4.1
Public halls	70.0	67.0	68.0	71.0	55.8	56.3		0.5
Playgrounds		66.0	71.0	63.0	50.6	53.5		2.9
Council run recycling facilities						52.1		
Library	63.0	66.0	71.0	71.0	62.0	52.0	-10.0	
Sports grounds	76.0	74.0	70.0	75.0	46.2	46.0	-0.2	
Swimming pools	43.0	36.0	51.0	61.0	50.2	42.5	-7.7	
Cemeteries						41.0		

# Summary table – Percentage who used facility/service in the past 12 months -2000 to 2008 (Weighted data from 2004) These results are not based on a calendar year. The survey timing has varied from year to year but was undertaken in May and respondents were asked whether they had used each service / facility in the past 12 months.

Facility / Service	2000	2001	2002	2003	2004	2008	Differenc	e to 2004
							Decreases	Increases
Facilities at Ohiwa Harbour						38.6		
Boat ramps in Whakatane town						32.6		
Facilities at Thornton Domain						32.2		
Museum and Gallery in Boon Street	44.0	48.0	55.0	52.0	47.6	30.2	-17.4	
Contacted Council about dogs	24.0	23.0	23.0	29.0	27.3	26.9	-0.4	
Hazardous Waste Disposal facilities						21.0		
Had contact with the Council Staff						71.7		
Front desk in Whakatane Council Building						68.3		
Had contact with the Councillors or Mayor						34.5		
Applied for a building consent						24.9		
Contacted community board member						21.8		
Applied for a resource consent						18.5		
Applied for a LIM						13.7		

Facility / Service	Daily	Weekly	Monthly	At least once a year	Used but <1 / year	Not in past 12 months	Don't know	Used at all
Residential refuse collection	0.5	78.7	2.8	4.5		12.2	1.4	86.5
Kerbside recyclable collection	0.5	76.8	3.9	2.5	0.4	14.1	1.9	84.0
Councils water supply								77.5
Parks and reserves	3.8	21.5	25.5	24.0	2.4	19.4	3.4	77.2
Council parking in Whakatane	11.5	37.1	13.6	12.6	0.9	20.5	3.8	75.7
Public toilets	0.6	12.1	22.5	28.7	2.8	27.1	6.3	66.6
Harbour facilities in Whakatane CBD	2.7	17.5	20.7	21.3	2.9	29.4	5.4	65.1
Council sewerage system							1.7	64.1
Greenwaste collection	0.5	22.4	34.4	5.1	0.3	32.8	4.5	62.7
Transfer station / rubbish disposal	1.2	5.4	17.9	31.5	1.6	35.1	7.3	57.6
Public halls	0.3	2.4	10.9	39.0	3.7	37.2	6.5	56.3
Playgrounds	1.3	18.0	16.9	15.4	1.9	40.8	5.7	53.5
Council run recycling facilities	0.9	4.2	15.1	30.2	1.6	41.7	6.2	52.1
Library	0.7	10.9	16.7	20.6	3.2	40.0	8.0	52.0
Sports grounds	1.1	14.3	11.7	17.0	1.9	47.1	6.8	46.0
Swimming pools	1.2	11.2	11.3	16.2	2.7	51.8	5.7	42.5
Cemeteries		2.0	6.5	25.9	6.6	52.5	6.5	41.0
Facilities at Ohiwa Harbour	0.2	2.0	11.3	22.4	2.8	52.2	9.2	38.6
Boat ramps in Whakatane town	0.9	4.9	11.5	13.3	2.1	57.9	9.5	32.6
Facilities at Thornton Domain	0.3	3.3	6.0	18.7	3.9	58.6	9.2	32.2
Museum and Gallery in Boon Street	0.2	0.4	3.9	22.8	2.9	60.4	9.3	30.2
Contacted Council about dogs	0.2		1.7	23.7	1.2	64.9	8.2	26.9

# Summary table – Frequency of using each facility or service based on the percentage of the 2008 sample (n=405) (Weighted data)

Facility / Service	Daily	Weekly	Monthly	At least once a year	Used but <1 / year	Not in past 12 months	Don't know	Used at all
Hazardous Waste Disposal facilities		1.0	3.3	15.8	1.1	70.0	9.0	21.0
Boat moorings in Whakatane or Ohiwa	0.2	1.6	1.6	7.1	0.6	77.2	11.8	11.0
Had contact with the Council Staff	1.4	9.3	26.8	32.1	2.1	20.8	7.5	71.7
Front desk in Whakatane Council Building		2.6	11.9	49.6	4.2	27.6	4.1	68.3
Had contact with the Councillors or Mayor	1.1	1.8	7.4	22.2	2.1	60.0	5.4	34.5
Contacted community board member	0.3	1.8	3.7	13.7	2.3	71.4	6.7	21.8
Applied for a building consent		0.7	2.7	17.8	3.6	67.7	7.4	24.9
Applied for a resource consent	0.2	0.6	0.9	13.6	3.2	73.2	8.3	18.5
Applied for a LIM			0.5	10.3	2.9	74.5	11.8	13.7

# Satisfaction with Council in General (CSI Score by Year) – 2000 to 2008

							Differenc	e to 2004
Facility / Service	2000	2001	2002	2003	2004	2008	Decreases	Increases
The overall performance of Council in the past 12 months	72.8	72.1	66.6	61.5	69.8	67.3	-2.6	
The overall performance of the Elected Members of Council in the past year (i.e. the Mayor, Councillors and Community Boards)	59.9	64.7	64.4	62.1	64.1	61.5	-2.6	
						75.0		
The overall service from Front Desk Staff						75.2		
The overall performance of Council staff in the past 12 months	74.5	80.5	78.4	77.3	75.5	74.5	-1.0	
Front Desk Staff being knowledgeable						74.4		
Whakatane District as a place to live						86.4		
Council's provision of information to the community about its services, facilities, projects and plans						64.2		
The opportunities Council provides for community involvement in decision making						58.5		
The Council supporting a strong community						54.6		
The Council being open and honest in their dealings with Whakatane residents						49.6		
Being easy to attend meetings held by the Whakatane District Council						48.8		
The Council making good long term decisions						47.4		

## Satisfaction with Council provided Core Facilities and Services (CSI Score by Year) – 2000 to 2008

							Differenc	e to 2004
Facility / Service	2000	2001	2002	2003	2004	2008	Decreases	Increases
Roads								
Overall quality and maintenance of the roads in the Whakatane District						68.4	·	
Having adequate street lighting						71.8		
The plants and vegetation on the side of the roads being well maintained						70.0		
Safety of our roads						68.4		
The quality of roads in the District	70.0	70.6	70.3	70.9	66.6	67.1		0.5
The surface of the roads being maintained (e.g. lack of potholes, cracks, bumps, etc)						64.1		
Mains Water Supply								
Overall quality and reliability of the mains water supply in the Whakatane District						73.7		
Having a reliable supply of water to home (e.g. lack of cut-offs, failure of supply)						84.4		
Having adequate mains water pressure in your home		69.7	74.9	75.6	79.1	78.5	-0.6	
The quality of drinking water supplied to residents homes (e.g. taste, colour, purity)		69.7	74.9	75.6	71.7	66.8	-4.9	
The price of water supplied						62.1		

# Satisfaction with Council provided Core Facilities and Services (CSI Score by Year) – 2000 to 2008

							Differenc	e to 2004
Facility / Service	2000	2001	2002	2003	2004	2008	Decreases	Increases
Wastewater and Sewerage System								
Overall disposal and treatment of wastewater and sewage	76.7	75.4	75.9	77.1	81.3	72.4	-8.9	
Having reliable disposal of wastewater and sewage (e.g. lack of blockages and overflows)						76.9		
Smells and odours from the treatment of wastewater and sewage being kept to a minimum						72.6		
The cost of the wastewater and sewerage system						68.9		
Stormwater System								
The overall effectiveness of the storm water systems						64.0		
The maintenance of the storm water systems						65.1		
The reliability of the storm water systems from streets, public areas and residents homes						64.7		

# Satisfaction with Council provided Specific Facilities and Amenities (CSI Score by Year) – 2000 to 2008

							Differenc	e to 2004
Facility / Service	2000	2001	2002	2003	2004	2008	Decreases	Increases
Greenwaste Collection						83.7		
Residential refuse collection	89.4	86.7	88.5	89.9	85.5	83.6	-1.9	
Council run recycling facilities in Whakatane or Murupara						82.4		
Transfer station / rubbish disposal at Whakatane or Murupara	67.6	67.3	68.5	65.1	71.3	82.4		11.1
Hazardous Waste Disposal facilities at the Whakatane Recycling Park						82.3		
Cemeteries						81.2		
Kerbside Recyclable Collection of paper, plastic, glass and cans	67.5	65.8	69.1	75.2	76.3	81.2		4.9
Library	80.5	84.2	85.3	86.8	80.8	79.4	-1.4	
Boat ramps in Whakatane town						79.1		
Sports grounds	78.7	79.5	82.0	82.7	76.6	77.0		0.5
The Harbour facilities in Whakatane CBD including the Port and surrounding environment	78.6	75.7	79.2	75.9	77.5	76.5	-1.0	
Swimming pools	69.3	66.5	85.3	85.2	80.5	76.5	-4.0	
Parks and Reserves in the Whakatane District	79.6	78.9	78.4	81.7	80.1	75.9	-4.2	
Playgrounds	78.7	79.8	80.3	83.4	75.2	75.1	-0.1	
The boat ramp, reserve, playground or toilet facilities at Thornton Domain						73.4		
Public Halls	79.6	78.9	78.4	81.7	74.9	73.2	-1.8	

# Satisfaction with Council provided Specific Facilities and Amenities (CSI Score by Year) – 2000 to 2008

							Difference	e to 2004
Facility / Service	2000	2001	2002	2003	2004	2008	Decreases	Increases
Boat moorings in Whakatane or Ohiwa						73.1		
The boat ramp; playground, toilets or wharf facilities at Ohiwa Harbour	78.6	75.7	79.2	75.9	77.5	72.6	-4.9	
The Museum & Gallery in Boon St	81.1	88.5	88.6	89.2	80.4	71.0	-9.4	
Council Parking in Whakatane	79.6	78.9	78.4	81.7	60.6	69.9		9.3
Public toilets	57.7	61.3	66.0	70.9	66.6	69.2		2.6
Councils Dog Control Service	64.0	69.0	65.6	64.3	58.1	66.6		8.5

## Satisfaction with Environmental Health and Planning and Building Regulation Services (CSI Score by Year) – 2000 to 2008

							Difference	e to 2004
Facility / Service	2000	2001	2002	2003	2004	2008	Decreases	Increases
The environmental health services overall						70.4		
Making the environment around you a healthier place to live						69.6		
Being effective						68.1		
Making the environment around you a nicer place to live						59.1		
The LIM report overall						56.0		
The advice received from Council's Building Control Service						55.9		
The Planning and Building services overall						54.1		
The time taken for your LIM report						52.2		
The advice received from Council's Resource Consent Service						51.2		
The process Council used for your building consent						45.8		
The process Council used for your resource consent						45.2		

# Summary Tables – Other Indexes Comparison to History

History of other measured statements (Index) – 2000 to 2008 The scales used vary by question. All these scales are converted to indexes out of 100.

	2000	2001	2002	2003	2004	2008		ence to 104
Facility / Service	2000	2001	2002	2003	2004	2000	Decreases	Decreases
Improvements in the quality of Council facilities and services in the past 12 months						67.8		
Safety in your home during the daytime						88.4		
Safety in your town centre during the daytime						86.9		
Safety in your local neighbourhood during the daytime						86.5		
Safety in your home after dark						82.8		
Safety in your local neighbourhood after dark						75.5		
Safety in your town centre after dark						66.1		
Safety in your home during the daytime						88.4		

## Satisfaction with Council in General – Satisfaction scores based on the percentage of those who rated each service / facility

	# of users /	U	sing the s	scale whe	re 0 is ve		sfied to 10 iting with a			ed, how sa	atisfied ar	e you witl	h?	
Facility / Service	# who rated	0	1	2	3	4	5	6	7	8	9	10	Don't Know	CSI Score
The overall performance of Council in the past 12 months	405	0.3	0.7	0.3	2.8	3.2	12.1	14.0	28.4	19.8	4.5	4.6	9.3	67.3
The overall performance of the Elected Members of Council in the past year (i.e. the Mayor, Councillors and Community Boards)	405	1.9	1.2	2.8	2.5	4.9	14.3	16.2	19.3	15.5	3.9	2.5	15.1	61.5
The overall performance of Council staff in the past 12 months	292		1.0	0.8	2.4	4.0	3.8	8.7	19.7	33.0	14.8	9.7	2.1	74.5
Front Desk Staff being knowledgeable	285	1.1	1.6	0.8	1.4	2.8	10.0	5.3	14.4	31.1	15.2	14.2	2.0	74.4
The overall service from Front Desk Staff	285	0.9	1.6	2.1	2.1	3.6	6.1	6.0	11.9	27.7	21.5	14.6	2.1	75.2
Whakatane District as a place to live	405			0.2		0.7	3.6	2.5	9.1	24.0	25.3	33.4	1.2	86.4
Council's provision of information to the community about its services, facilities, projects and plans	405	1.2	1.1	1.7	2.2	5.3	13.7	18.1	18.0	13.2	6.9	5.4	13.1	64.2

## Satisfaction with Council in General – Satisfaction scores based on the percentage of those who rated each service / facility

	# of users /	U	sing the s	cale whe	re 0 is ve		fied to 10 ting with a		ery satisfie f	d, how sa	atisfied ar	e you witł	ר?	
Facility / Service	# who rated	0	1	2	3	4	5	6	7	8	9	10	Don't Know	CSI Score
The opportunities Council provides for community involvement in decision making	405	3.7	2.3	3.6	4.3	8.7	13.0	9.1	14.4	15.9	4.8	4.3	15.9	58.5
The Council supporting a strong community	405	4.0	2.9	3.8	7.1	8.9	17.4	13.3	15.6	14.8	2.1	2.2	7.9	54.6
The Council being open and honest in their dealings with Whakatane residents	405	5.3	4.3	5.5	6.5	8.0	23.8	9.3	12.9	11.5	0.7	1.0	11.1	49.6
Being easy to attend meetings held by the Whakatane District Council	129	8.2	6.9	8.1	4.8	5.6	16.5	2.5	11.2	8.4	6.7	4.4	16.6	48.8
The Council making good long term decisions	405	5.5	4.2	7.1	8.2	9.3	24.7	8.9	9.9	10.7	0.7	0.9	10.0	47.4

## Satisfaction with Facilities and Amenities – Satisfaction scores based on the percentage of those who rated each service / facility

	# of users /	Us	ing the so	cale wher	e 0 is ver			being ver a score o	ry satisfie f	d, how sa	tisfied are	e you with	.?	
Facility / Service	# who rated	0	1	2	3	4	5	6	7	8	9	10	Don't Know	CSI Score
Greenwaste Collection	258	0.3		0.4	0.7	1.3	3.8	7.3	8.3	22.7	20.2	31.8	3.1	83.7
Residential refuse collection	347			0.6	1.0	2.0	3.8	3.6	10.1	24.0	24.0	28.4	2.4	83.6
Council run recycling facilities in Whakatane or Murupara (this is not the kerbside collection)	201	0.9				0.6	4.3	8.0	7.6	31.9	15.7	26.3	4.7	82.4
Transfer station / rubbish disposal at Whakatane or Murupara	224		0.5		0.4	0.7	3.8	6.3	11.6	32.9	14.6	26.1	3.0	82.4
Hazardous Waste Disposal facilities at the Whakatane Recycling Park	86	1.2					5.9	8.5	7.2	25.3	11.4	28.1	12.2	82.3
Cemeteries	166	1.4	0.7	1.2	0.4	0.4	4.7	2.2	10.1	34.5	14.7	26.3	3.3	81.2
Kerbside Recyclable Collection of paper, plastic, glass and cans	342		0.2	0.3	0.6	4.1	5.5	6.3	9.2	25.5	20.3	26.3	1.7	81.2
Library	221	0.3	0.6	0.5	1.0	3.9	4.9	7.7	11.3	28.8	12.8	26.8	1.3	79.4
Boat ramps in Whakatane town	115				0.7	0.8	7.6	4.8	10.7	40.2	17.5	11.8	5.8	79.1
Sports grounds	184		1.4		0.4	1.6	7.4	5.4	18.4	35.4	16.4	11.7	2.0	77.0
Swimming pools	165	0.4		1.1	0.4	1.9	7.0	7.7	20.0	30.5	14.9	13.2	3.0	76.5
The Harbour facilities in Whakatane CBD including the Port and surrounding environment	253	0.3	0.5		1.4	1.2	6.2	8.0	18.0	32.0	16.9	9.7	6.0	76.5
Parks and Reserves in the Whakatane District	300		0.4	1.1	1.0	0.6	7.8	5.9	18.7	40.9	12.3	9.4	1.9	75.9
Playgrounds	202	1.4	0.8	1.0	2.2	2.4	7.8	5.4	15.3	35.5	9.4	17.4	1.4	75.1

## Satisfaction with Facilities and Amenities – Satisfaction scores based on the percentage of those who rated each service / facility

	# of users /	Us	sing the s	cale wher	e 0 is ver		fied to 10 iting with a			d, how sa	tisfied are	e you with	.?	
Facility / Service	# who rated	0	1	2	3	4	5	6	7	8	9	10	Don't Know	CSI Score
The boat ramp, reserve, playground or toilet facilities at Thornton Domain	117		0.9	0.8	0.5		5.2	18.0	20.5	30.7	12.1	5.9	5.3	73.4
Public Halls	229	0.5	0.3	0.9	1.4	1.1	10.5	11.6	19.9	32.6	11.1	9.3	0.8	73.2
Boat moorings in Whakatane or Ohiwa	38				1.5		15.4	4.2	19.3	29.3	3.9	9.9	16.4	73.1
The boat ramp; playground, toilets or wharf facilities at Ohiwa Harbour	141		0.9	0.8	1.2		11.4	10.3	17.2	37.0	7.0	6.8	7.2	72.6
The Museum & Gallery in Boon St	130		0.5	2.6	4.3	1.8	14.2	13.4	11.1	23.8	7.9	16.9	3.5	71.0
Council Parking in Whakatane	305	0.5	1.1	2.4	1.9	2.9	15.5	13.3	12.9	27.9	10.6	10.7	0.3	69.9
Public toilets	268		1.4	1.0	2.1	4.4	11.2	14.5	17.5	29.9	9.0	5.6	3.5	69.2
Councils Dog Control Service	109	4.5	1.6	3.0	4.8	6.5	11.0	3.9	10.2	16.6	15.0	14.4	8.4	66.6

## Satisfaction with Services and Facilities – Satisfaction scores based on the percentage of those who rated each service / facility

	# of users /	Us	sing the s	cale wher	e 0 is ver		fied to 10 ting with a		ry satisfie f	d, how sa	tisfied are	e you with	.?	
Facility / Service	# who rated	0	1	2	3	4	5	6	7	8	9	10	Don't Know	CSI Score
Roads														
Overall quality and maintenance of the roads in the Whakatane District	405	1.3	0.7	1.3	3.2	3.9	12.5	9.9	23.0	27.8	8.7	5.9	1.9	68.4
Having adequate street lighting	405	2.0	1.2	3.1	2.0	1.7	9.2	5.4	13.3	27.3	12.1	12.5	10.4	71.8
The plants and vegetation on the side of the roads being well maintained	405	0.8	1.5	1.1	2.4	3.9	11.8	9.7	20.4	26.7	9.7	9.5	2.5	70.0
Safety of our roads	405	1.0	1.2	1.6	2.3	4.4	13.1	10.5	20.4	27.4	9.4	6.7	1.9	68.4
The quality of roads in the District	405	2.2	0.6	1.3	4.3	6.2	11.6	10.2	21.1	26.1	7.2	8.5	0.7	67.1
The surface of the roads being maintained (e.g. lack of potholes, cracks, bumps, etc)	405	2.1	0.9	2.3	4.9	5.8	14.6	12.5	23.5	19.6	7.6	5.7	0.5	64.1
Mains Water Supply														
Overall quality and reliability of the mains water supply in the Whakatane District	310	1.1	0.7	0.9	2.4	2.8	9.0	9.1	16.0	25.6	15.5	13.4	3.4	73.7
Having a reliable supply of water to home (e.g. lack of cut-offs, failure of supply)	310	0.3		1.5	0.4		3.3	2.9	9.3	30.3	20.5	30.8	0.7	84.4
Having adequate mains water pressure in your home	310	1.4	0.7	1.4	1.7	0.2	8.5	4.1	11.3	31.4	13.7	25.0	0.4	78.5
The quality of drinking water supplied to residents homes (e.g. taste, colour, purity)	310	2.7	1.6	3.3	4.6	7.3	13.3	6.3	16.1	16.2	11.0	16.1	1.5	66.8
The price of water supplied	310	1.8	2.8	3.5	4.4	6.0	13.3	9.6	14.7	17.3	5.6	7.4	13.4	62.1

## Satisfaction with Facilities and Amenities – Satisfaction scores based on the percentage of those who rated each service / facility

	# of users /	Us	sing the so	cale wher	e 0 is ver			being ver a score of		d, how sa	tisfied are	e you with	.?	
Facility / Service	# who rated	0	1	2	3	4	5	6	7	8	9	10	Don't Know	CSI Score
Wastewater and Sewerage														
Overall disposal and treatment of wastewater and sewage	258	0.5	0.7	1.9	1.6	2.3	8.6	8.8	15.9	27.2	9.5	10.1	12.9	72.4
Having reliable disposal of wastewater and sewage (e.g. lack of blockages and overflows)	258	1.0	0.3	2.0	2.3	1.4	5.0	5.9	16.3	29.8	14.6	18.6	2.9	76.9
Smells and odours from the treatment of wastewater and sewage being kept to a minimum	258	1.9	0.7	2.2	2.5	4.0	7.2	6.4	16.3	24.9	14.4	14.0	5.4	72.6
The cost of the wastewater and sewerage system	258	0.5	0.7	1.8	2.1	2.4	8.6	10.0	16.0	14.5	7.4	7.3	28.8	68.9
Stormwater System														
The overall effectiveness of the storm water systems	405	2.6	1.1	4.0	2.0	5.0	9.4	11.4	15.9	18.0	7.2	5.4	18.1	64.0
The maintenance of the storm water systems	405	2.5	2.5	2.3	2.2	3.7	11.2	7.5	14.4	22.2	5.4	6.7	19.5	65.1
The reliability of the storm water systems from streets, public areas and residents homes	405	2.0	2.0	1.8	3.0	4.4	12.1	10.5	12.7	21.5	6.3	5.9	17.7	64.7

# Satisfaction with Environmental Health and Planning and Building Regulation Services – Satisfaction scores based on the percentage of those who rated each service / facility

	# of users /	Us	sing the so	cale wher	e 0 is ver			being ver a score of		d, how sa	tisfied are	e you with	ı.?	
Facility / Service	# who rated	0	1	2	3	4	5	6	7	8	9	10	Don't Know	CSI Score
Environmental Health														
The environmental health services overall	405	0.3	0.7	1.3	1.5	1.8	10.8	12.9	22.4	28.0	8.1	6.2	6.1	70.4
Making the environment around you a healthier place to live	405	0.6	0.7	1.3	0.8	3.6	10.5	14.7	23.2	27.6	7.3	6.4	3.3	69.6
Being effective	405	0.5	0.3	2.0	1.7	3.5	12.1	13.7	24.4	24.6	5.2	5.7	6.3	68.1
Planning and building regulation services														
The Planning and Building services overall	405	3.2	2.8	7.6	5.0	7.5	16.0	10.5	15.9	12.0	1.4	3.8	14.4	54.1
Making the environment around you a nicer place to live	405	2.6	2.5	4.4	4.3	6.8	14.3	10.4	18.3	15.2	3.5	4.7	13.0	59.1
The LIM report overall	54	8.8	3.4	6.5	5.0	8.1	13.1	3.8	17.6	21.2	4.6	6.7	1.2	56.0
The advice received from Council's Building Control Service	96	5.5	4.3	7.2	5.7	11.5	12.1	6.7	10.6	14.7	9.8	6.7	5.3	55.9
The time taken for your LIM report	54	6.9	9.9	3.1	6.9	6.4	16.6	15.5	9.1	12.3	5.3	6.7	1.2	52.2
The advice received from Council's Resource Consent Service	73	5.9	6.1	9.7	9.3	6.2	11.4	16.5	9.2	11.4	5.7	5.5	3.2	51.2
The process Council used for your building consent	96	7.1	8.4	8.8	11.3	16.4	6.1	6.5	6.4	14.9	3.4	3.6	7.1	45.8
The process Council used for your resource consent	73	10.6	8.4	5.7	14.3	9.6	6.2	16.2	7.7	10.1	1.6	5.5	4.1	45.2

	# of													
	respondents	0	1	2	3	4	5	6	7	8	9	10	Don't Know	Index
Improvements in the quality of Council facilities and services in the past 12 months	405	1.2		1.0	1.4	2.3	20.5	10.3	20.5	21.7	6.8	7.2	7.0	67.8
Safety at home during daytime	405	0.5	0.2	0.2	0.2	0.3	3.2	1.6	7.2	17.7	23.6	43.8	1.5	88.4
Safety in town centre during the day	405		0.2		0.3	1.4	2.7	3.0	8.0	21.6	25.3	36.5	1.1	86.9
Safety in local neighbourhood during day	405	0.8		0.4	0.2	0.2	3.9	3.3	8.8	21.5	19.1	41.3	0.7	86.5
Safety at home after dark	405	0.7	0.7	0.3	0.7	2.0	5.0	3.5	13.0	21.0	19.1	33.5	0.7	82.8
Safety in local neighbourhood after dark	405	1.2	0.7	0.6	1.4	4.7	7.4	10.7	14.2	21.8	14.1	21.5	1.7	75.5

#### Ratings for other factors – based on the percentage of those who answered each question

# Ratings for Value from rates – based on the percentage of those who answered each question

	# of respondents				Council pro d, overall,									
	respondents	0	1	2	3	4	5	6	7	8	9	10	Don't Know	Value Index
The value from residential rates	357	7.3	2.1	2.2	5.8	8.4	14.9	15.4	16.4	16.6	3.7	3.5	3.6	56.1

# Appendix

Questionnaire

INTERNATIONAL RESEARCH CONSULTANTS STRATEGIC PLANNING & BRAND SOLUTIONS
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JOB DESCRIPTION: WHAKATANE DISTRICT COUNCIL 2008 RESIDENTS SURVEY

Hello, I'm ...... from DigiPoll and we are calling on behalf of the Whakatane District Council.

May I speak to a person in the house who is at least 18 years old and whose birthday comes next?

The Whakatane District Council have commissioned us to carry out a survey of residents of the District to seek opinions on a number of Council provided services and facilities. This information will help your Council to understand the issues which are important to you and other people of the Whakatane District.

The interview will take about 15 - 20 minutes.

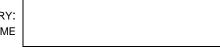
Can we talk now?

QB	Do you live in the Whakatane District?
	Yes1 → Continue
	NO2 -> THANK AND TERMINATE

QC Are you a Council employee or an elected representative of the Whakatane District Council?

Yes1 -> Thank	AND TERMINATE
No2 -> Cont	NUE

REINTRODUCE IF NECESSARY: INTERVIEWER RECORD START TIME



### **GENERAL COUNCIL**

Q1. Thinking about the Whakatane District Council and using the scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with ...? (CIRCLE ONE ONLY)

		Very Dissatisfied				Neutral				Very Satisfied			Don't Know
		0	1	2	3	4	5	6	7	8	9	10	DK
А	The Council being open and honest in their dealings with Whakatane residents	0	1	2	3	4	5	6	7	8	9	10	99
в	The Council making good long term decisions	0	1	2	3	4	5	6	7	8	9	10	99
С	The Council supporting a strong community	0	1	2	3	4	5	6	7	8	9	10	99

Q2 Are you interested in attending meetings held by Whakatane District Council? (IF YES, THEN Q3)

Yes ----- 1

Q3 And using the scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with it being easy to attend meetings held by the Whakatane District Council? (CIRCLE ONE ONLY).

Very Dissatisfied				Neutral					Sati	Don't know	
0	1	2	3	4	5	6	7	8	9	10	99

- Q4 IF Q3 RATED AT 7 OR LESS, then ask; What would make it easier for you to attend meetings held by the Whakatane District Council
- Q5 I'm going to read out a list of different services and facilities. For each one, please tell me how often you've used that service or facility in the past 12 months.

	Facility / Service	Daily	Weekly	Monthly	At least once in last 12 months	Used but less than once in last 12 months	Not used in past 12 months	No Answer
А	Library	1	2	3	4	5	6	7
В	The Museum & Gallery in Boon St	1	2	3	4	5	6	7
С	Public Halls	1	2	3	4	5	6	7
D	Playgrounds	1	2	3	4	5	6	7
Е	Called into the front desk in the Council Building in Whakatane	1	2	3	4	5	6	7

No ----- 2 Go to Q5

## Q6. (PROGRAMME WRITTEN TO ONLY ASK FOR THOSE SERVICES USED IN THE PAST YEAR (CODES 1-5 IN Q5. ASK Q6 E AND F IF Q5E = 1 - 5))

I'm going to read out a list of different services and facilities you have used and using the scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with ...?

		Very										Very	Don't
		Dissa	Dissatisfied			Neutral				Satisfied			Know
		0	1	2	3	4	5	6	7	8	9	10	DK
А	Library	0	1	2	3	4	5	6	7	8	9	10	99
В	The Museum & Gallery in Boon St	0	1	2	3	4	5	6	7	8	9	10	99
С	Public Halls	0	1	2	3	4	5	6	7	8	9	10	99
D	Playgrounds	0	1	2	3	4	5	6	7	8	9	10	99
E	The Customer Service / Front Desk Staff being knowledgeable	0	1	2	3	4	5	6	7	8	9	10	99
F	The overall service from the Customer Service / Front Desk Staff	0	1	2	3	4	5	6	7	8	9	10	99

#### Q7. (PROGRAMME WRITTEN TO ONLY ASK FOR THOSE SERVICES IF RATED AS LOWER THAN ???>)

	<facility service=""></facility>	Question to ask
А	Library	Why are you not totally satisfied with the
A	ASKED IF SS IS LESS THAN 8	Library
В	The Museum & Gallery	Not asked this year
с	Public Halls Asked IF SS IS LESS THAN 7	If you could get one Public Hall improved, which would that be?
D	Playgrounds	Not asked this year
Е	The Customer Service / Front Desk Staff being knowledgeable	Not asked this year
F	The overall service from the Customer Service / Front Desk Staff	Not asked this year

#### IF RESPONDENT HAS VISITED A LIBRARY (Q5A 1 - 5) GO TO Q8 OTHERWISE SKIP TO Q9

Q8 Which library have you used most often in the past 12 months?

Whakatane 1	Murupara2
Edgecumbe 3	Ohope4
Other (specify)	9

## Q9 I'm going to read out a list of services and facilities in the Whakatane District. For each one, please tell me how often you've used that service or facility in the past 12 months.

	Facility / Service	Daily	Weekly	Monthly	At least once in last 12 months	Used but less than once in last 12 months	Not used in past 12 months	No Answer
G	Parks and Reserves in the Whakatane District	1	2	3	4	5	6	7
н	Cemeteries	1	2	3	4	5	6	7

#### WDC Residents Perception Survey 2008

#### Prepared for Whakatane District Council

I	Public toilets	1	2	3	4	5	6	7
J	Swimming pools	1	2	3	4	5	6	7
к	The Harbour facilities in Whakatane CBD including the Port and surrounding environment	1	2	3	4	5	6	7
L	Boat ramps in Whakatane town	1	2	3	4	5	6	7

## Q9 continued I'm going to read out a list of services and facilities in the Whakatane District. For each one, please tell me how often you've used that service or facility in the past 12 months.

	Facility / Service	Daily	Weekly	Monthly	At least once in last 12 months	Used but less than once in last 12 months	Not used in past 12 months	No Answer
М	The boat ramp; playground, toilets or wharf facilities at Ohiwa Harbour	1	2	3	4	5	6	7
N	The boat ramp, reserve, playground and toilet facilities at Thornton Domain	1	2	3	4	5	6	7
0	Boat moorings in Whakatane or Ohiwa	1	2	3	4	5	6	7
Р	Sports grounds	1	2	3	4	5	6	7
Q	Kerbside Recyclable Collection of paper, plastic, glass and cans	1	2	3	4	5	6	7
R	Residential refuse collection	1	2	3	4	5	6	7
S	Greenwaste Collection	1	2	3	4	5	6	7
т	Transfer station / rubbish disposal at Whakatane or Murupara	1	2	3	4	5	6	7
U	Council run recycling facilities in Whakatane and Murupara (this is not the kerbside collection)	1	2	3	4	5	6	7
V	Hazardous Waste Disposal facilities at the Whakatane Recycling Park	1	2	3	4	5	6	7
W	Parking in Whakatane	1	2	3	4	5	6	7
х	Contacted the Council about dogs	1	2	3	4	5	6	7

# Q10. (PROGRAMME WRITTEN TO ONLY ASK FOR THOSE SERVICES USED IN THE PAST YEAR (CODES 1-5 IN Q9) I'm going to read out a list of different services and facilities you have used and using the scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with ...? (CIRCLE ONE ONLY)

		Very										Very	Don't	
		Dissa	atisfied	k		Neutral					Satisfied			
		0	1	2	3	4	5	6	7	8	9	10	DK	
G	Parks and Reserves in the Whakatane District	0	1	2	3	4	5	6	7	8	9	10	99	

Prepared by International Research Consultants Ltd Key Contact: John Dennis phone 09 424 0516 or 0274 902 519

#### WDC Residents Perception Survey 2008

#### Prepared for Whakatane District Council

Н	Cemeteries	0	1	2	3	4	5	6	7	8	9	10	99
I	Public toilets	0	1	2	3	4	5	6	7	8	9	10	99
J	Swimming pools	0	1	2	3	4	5	6	7	8	9	10	99
к	The Harbour facilities in Whakatane CBD including the Port and surrounding environment	0	1	2	3	4	5	6	7	8	9	10	99
L	Boat ramps in Whakatane	0	1	2	3	4	5	6	7	8	9	10	99
М	The boat ramp; playground, toilets and wharf facilities at Ohiwa Harbour	0	1	2	3	4	5	6	7	8	9	10	99
N	The boat ramp, reserve, playground and toilet facilities at Thornton Domain	0	1	2	3	4	5	6	7	8	9	10	99
0	Boat moorings in Whakatane or Ohiwa	0	1	2	3	4	5	6	7	8	9	10	99
Ρ	Sports grounds	0	1	2	3	4	5	6	7	8	9	10	99

#### Q10 continued. (PROGRAMME WRITTEN TO ONLY ASK FOR THOSE SERVICES USED IN THE PAST YEAR (CODES 1-5 IN Q9) I'm going to read out a list of different services and facilities you have used and using the scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with ...? (CIRCLE ONE ONLY)

		Very										Very	Don't
		Dissa	atisfied	ł		Ν	leutral				Sat	isfied	Know
		0	1	2	3	4	5	6	7	8	9	10	DK
Q	Kerbside Recyclable Collection of paper, plastic, glass and cans	0	1	2	3	4	5	6	7	8	9	10	99
R	Residential refuse collection	0	1	2	3	4	5	6	7	8	9	10	99
S	Greenwaste Collection	0	1	2	3	4	5	6	7	8	9	10	99
т	Transfer station / rubbish disposal at Whakatane and Murupara	0	1	2	3	4	5	6	7	8	9	10	99
U	Council run recycling facilities in Whakatane and Murupara	0	1	2	3	4	5	6	7	8	9	10	99
V	Hazardous Waste Disposal facilities at the Whakatane Recycling Park	0	1	2	3	4	5	6	7	8	9	10	99
W	Parking in Whakatane	0	1	2	3	4	5	6	7	8	9	10	99
Х	Councils Dog Control Service	0	1	2	3	4	5	6	7	8	9	10	99

#### Q11. (PROGRAMME WRITTEN TO ONLY ASK FOR THOSE SERVICES IF RATED AS LOWER THAN ???>)

IF ANY RATED LOWER THAN (VARIES BY QUESTION) - OTHER WISE SKIP?

	<facility service=""></facility>	Question to ask
G	Parks and Reserves in the Whakatane District	Not asked this year
н	Cemeteries ASKED IF SS IS LESS THAN 8	Why are you not totally satisfied with the Cemeteries?
Ι	Public toilets	Not asked this year
J	Swimming pools Asked IF SS IS LESS THAN 8	Why are you not totally satisfied with the Swimming Pools?
к	The Harbour facilities in Whakatane CBD including the Port and surrounding environment	Not asked this year
L	Boat ramps in Whakatane	Not asked this year

м	The boat ramp; playground toilets and wharf facilities at	Not asked this year
111	Ohiwa Harbour	
N	The boat ramp, reserve, playground and toilet facilities at Thornton Domain	Not asked this year
0	Boat moorings in Whakatane and Ohiwa	Not asked this year
Ρ	Sports grounds Asked IF SS IS LESS THAN 7	If you could get one Sports ground improved, which would that be?
Q	Kerbside Recyclable Collection of paper, plastic, glass and cans	Not asked this year
R	Residential refuse collection	Not asked this year
S	Greenwaste Collection	Not asked this year
т	Transfer station / rubbish disposal at Whakatane and Murupara Asked IF SS IS LESS THAN 7	Why are you not totally satisfied with the Transfer station / rubbish disposal?
U	Council run recycling facilities in Whakatane and Murupara	Not asked this year
V	Hazardous Waste Disposal facilities at the Whakatane Recycling Park	Not asked this year
W	Council parking in Whakatane Asked IF SS IS LESS THAN 7	Why are you not totally satisfied with the Council parking in Whakatane?
Х	Councils Dog Control Service	Not asked this year

#### SERVICES AND FACILITIES

Q12 Which of the following types of road do you currently live beside (i.e. the road outside your door or gate)?

Residential sealed road1
Country sealed road2
Country unsealed road3
State Highway4
Other5

Q13 Which of the following describes where the supply of water to your home comes from?

Council mains water supply network1
Tank water2
Both Council mains supply and tank water3
Bore water4
Other5

Q14 Which of the following describes the way in which the wastewater and sewage from your home is disposed of?

Wastewater and sewage pipeline network1
Septic tank2
Both pipeline network and septic tank3
Other4
Don't know5

(PROGRAMME WRITTEN TO ONLY ASK FOR THOSE SERVICES USED OR THOSE WHICH ARE NOT USAGE DRIVEN) FOR THE ROAD QUESTIONS (Q15A – Q15F) ASK ALL RESPONDENTS FOR THE WATER RELATED QUESTIONS (Q15J- Q15NONLY ASK OF THOSE WHO ANSWER Q13 AS 1 OR 3. FOR THE WASTE WATER , (Q150- Q15R ONLY ASK OF THOSE WHO ANSWER Q14 AS 1 OR 3. FOR THE STORM WATER QUESTIONS (Q15G – Q15I) ASK ALL RESPONDENTS Q15. I'm going to read out a number of aspects relating to the various services and facilities and using the scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with ...? (CIRCLE ONE ONLY)

													Don't Know
<b></b>		0	1	2	3	4	5	6	7	8	9	10	DK
Α	The quality of roads in the District	0	1	2	3	4	5	6	7	8	9	10	99
В	The surface of the roads being maintained (e.g. lack of potholes, cracks, bumps, etc)	0	1	2	3	4	5	6	7	8	9	10	99
с	The plants and vegetation on the side of the roads being well maintained	0	1	2	3	4	5	6	7	8	9	10	99
D	Having adequate street lighting	0	1	2	3	4	5	6	7	8	9	10	99
Е	Safety of our roads	0	1	2	3	4	5	6	7	8	9	10	99
F	Overall quality and maintenance of the roads in the Whakatane District	0	1	2	3	4	5	6	7	8	9	10	99
G	The maintenance of the storm water systems	0	1	2	3	4	5	6	7	8	9	10	99
н	The reliability of the storm water systems from streets, public areas and residents homes	0	1	2	3	4	5	6	7	8	9	10	99
I	The overall effectiveness of the storm water systems	0	1	2	3	4	5	6	7	8	9	10	99
J	The quality of drinking water supplied to residents homes (e.g. taste, colour, purity)	0	1	2	3	4	5	6	7	8	9	10	99
к	Having adequate mains water pressure in your home	0	1	2	3	4	5	6	7	8	9	10	99
L	Having a reliable supply of water to home (e.g. lack of cut-offs, failure of supply)	0	1	2	3	4	5	6	7	8	9	10	99
М	The price of water supplied	0	1	2	3	4	5	6	7	8	9	10	99
N	Overall quality and reliability of the mains water supply in the Whakatane District	0	1	2	3	4	5	6	7	8	9	10	99
0	Smells and odours from the treatment of wastewater and sewage being kept to a minimum	0	1	2	3	4	5	6	7	8	9	10	99
Ρ	Having reliable disposal of wastewater and sewage (e.g. lack of blockages and overflows)	0	1	2	3	4	5	6	7	8	9	10	99
Q	The cost of the wastewater and sewerage system	0	1	2	3	4	5	6	7	8	9	10	99
R	Overall disposal and treatment of wastewater and sewage	0	1	2	3	4	5	6	7	8	9	10	99

#### ENVIRONMENTAL HEALTH SERVICES

Q16 Thinking about environmental health services, including public health, food, noise, litter and liquor licensing and using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with environmental health services ....? (CIRCLE ONE ONLY).

		Very										Very	Don't
		Dissa	atisfied	k		I	Neutra	I		Sa	Know		
		0	0 1 2 3 4 5 6 7 8 9						10	DK			
A	Making the environment around you a healthier place to live	0	1	2	3	4	5	6	7	8	9	10	99
В	Being effective	0	1	2	3	4	5	6	7	8	9	10	99
С	The environmental health services overall	0	1	2	3	4	5	6	7	8	9	10	99

### PLANNING AND BUILDING REGULATION SERVICES

Q17 Thinking about planning and building regulation services, and using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with planning and building regulation services ....? (CIRCLE ONE ONLY).

		Very										Very	Don't
		Dissa	atisfied	ł	Neutral						Satisfied		
		0	1	2	3	4	5	6	7	8	9	10	DK
A	Making the environment around you a nicer place to live	0	1	2	3	4	5	6	7	8	9	10	99
В	The Planning and Building services overall	0	1	2	3	4	5	6	7	8	9	10	99

#### Q18 How often have you been involved in <service> in the past 12 months.

	Facility / Service	Daily	Weekly	Monthly	At least once in last 12 months	Used but less than once in last 12 months	Not used in past 12 months	No Answer
А	Applying for a building consent	1	2	3	4	5	6	7
В	Applying for a resource consent	1	2	3	4	5	6	7
С	Applying for a LIM report	1	2	3	4	5	6	7
		AND IF Q1	= 1 – 5 Азк 8B = 1 – 5 8c = 1 – 5	IF ALL Q18 A, B AND C = 6 OR 7 GO TO Q21				

# Q19. (IF USED IN THE PAST YEAR) Using the scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with ...? (CIRCLE ONE ONLY)

		Very									Don't			
		Dissatisfied				Neutral					Sa	Satisfied Know		
		0	1	2	3	4	5	6	7	8	9	10	DK	
А	The advice received from Council's building control service	0	1	2	3	4	5	6	7	8	9	10	99	
В	The process Council used for your	0	1	2	3	4	5	6	7	8	9	10	99	

Prepared by International Research Consultants Ltd Key Contact: John Dennis phone 09 424 0516 or 0274 902 519 WDC Residents Perception Survey 2008

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	building consent												
С	The advice received from Council's resource consent service	0	1	2	3	4	5	6	7	8	9	10	99
D	The process Council used for your resource consent	0	1	2	3	4	5	6	7	8	9	10	99
Е	The time taken for your LIM report	0	1	2	3	4	5	6	7	8	9	10	99
F	The LIM report overall	0	1	2	3	4	5	6	7	8	9	10	99

- Q20a IF Q19B RATED AT 6 OR LESS Why are you not totally satisfied with the process Council used for your building consent?
- Q20b IF Q19D RATED AT 6 OR LESS Why are you not totally satisfied with the process Council used for your resource consent?
- Q21 Thinking now about personal safety, and using a scale where 0 = very unsafe and 10 = very safe; how safe do you feel:

		Very										Very	Don't
		Unsa	Unsafe			Ν	leutral					Safe	Know
		0	1	2	3	4	5	6	7	8	9	10	DK
A	In your home during the daytime	0	1	2	3	4	5	6	7	8	9	10	99
В	In your home after dark	0	1	2	3	4	5	6	7	8	9	10	99
С	In your local neighbourhood during the daytime	0	1	2	3	4	5	6	7	8	9	10	99
D	In your local neighbourhood after dark	0	1	2	3	4	5	6	7	8	9	10	99
E	In your town centre during the daytime	0	1	2	3	4	5	6	7	8	9	10	99
F	In your town centre after dark	0	1	2	3	4	5	6	7	8	9	10	99

Q22 Council tries to ensure that the community has meaningful input into decision making on significant Council projects, processes and policy. Using a scale where 0 = very dissatisfied and 10 = very satisfied, how would you rate the opportunities Council provides for community involvement in decision making (e.g. making submissions to draft plans, involvement in working parties etc)?

Very Dissa	tisfied			١	Veutra	l			Sat	Very tisfied	Don't know
0	1	2	3	4	5	6	7	8	9	10	99
lF 5 OR LESS ⊉								RE TH			Gо то Q24

- Q23 IF Q22 RATED AT 5 OR LESS Why do you feel this way?
- Q24 Council tries to ensure that it provides adequate information to the community about its services, facilities, projects and plans. Using the same scale where 0 = very dissatisfied and 10 = very satisfied, how do you rate Council's provision of this type of information?

Very	Very	Don't
------	------	-------

Dissa	tisfied			Ν	leutral				Sat	isfied	know
0	1	2	3	4	5	6	7	8	9	10	99

- Q25 IF Q24 RATED AT 5 OR LESS What could the Council do to make sure you get the information you need?
- Q26 Does your household pay residential or commercial rates to Whakatane District Council?

Residential Rates1	
Commercial Rates (Business rates)2	→Go тo Q28
Both3	
No rates4	→Go to Q28

Q27 Thinking now about all Council provided services and facilities, and using a 10 point scale where 0 = very poor and 10 = very good, overall, what value do you think you get from your residential rates?

Very Poor	r r			٩	Veutra	ıl				Very Good	Don't know
0	1	2	3	4	5	6	7	8	9	10	99

Q28 Using the scale where 0 = very dissatisfied and 10 = very satisfied, how do you rate the Whakatane District as a place to live?

Very Dissa	tisfied			١	Veutral				Sat	Very isfied	Don't know
0	1	2	3	4	5	6	7	8	9	10	99

Q29 And using a 10 point scale where 0 = greatly deteriorated and 10 = greatly improved, overall how would you rate the quality of Council facilities and services in the past 12 months:

Grea Dete	atly eriorat	ed		Ν	Veutra	ıl				reatly roved	Don't know
0	1	2	3	4	5	6	7	8	9	10	99
lF 5 0 ⊮2	OR LES	S				F MORE		5			Gо то Q31

#### Q30 IF Q29 RATED AT 5 OR LESS Why do you feel this way?

Q31 How often have you had contact with the Mayor or Councillors in the past 12 months?

Daily	1
Weekly	2
Monthly	.3
At least once in last 12 months	4
Contacted but less than once in last 12 months	-5
Not had any contact in past 12 months	6
No Answer	7

Q32 How often have you had contact with a member of your community board in the past 12 months?

Daily	1
Weekly	2
Monthly	3
At least once in last 12 months	4
Contacted but less than once in last 12 months	5
Not had any contact in past 12 months	6
No Answer	7

Q33 Council is made up of two main groups – the elected members (the Councillors, Mayor and Community Boards) and secondly the staff of Council that provide the various services and manage the various facilities.

Using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with the overall performance of the elected members of Council in the past year (i.e. the Mayor, Councillors and Community Boards)?

Very Dissa	atisfied	d		N	leutral				Sa	Very atisfied	Don't know
0	1	2	3	4	5	6	7	8	9	10	99
	I	F 5 OR ⊮2	LESS					RE TH			Gо то Q35

- Q34 Why do you feel this way?
- Q35 Thinking now about the staff at all Council facilities including the Libraries, the Museum, and Art Gallery, as well as staff in the main Council office; how often have you made contact with Council staff over the past year?

Daily1	
Weekly2	
Monthly3	
At least once in last 12 months4	
Contacted but less than once in last 12 months5	
Not had any contact in past 12 months6	<b>G</b> о то <b>Q39</b>
No Answer7	<b>G</b> о то <b>Q39</b>

Q36 How do you normally contact the Council?

Telephone 1	In person2
Email 3	Post (write letter)4
Other 5	

Q37 Thinking about the staff at all Council facilities and using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with the overall performance of Council staff in the past 12 months?

Very Dissa	atisfied	d		Very Neutral Satisfied					Don't know		
0	1	2	3	4	5	6	7	8	9	10	99
lF 5 0 ⊉	OR LES	S				F MORE		5			Gо то Q39

#### Q38 Why do you feel this way?

Q39 Thinking not only about the elected members and Council staff but also the services and facilities the Council provides and using the same scale where 0 is very dissatisfied to 10 being very satisfied, how satisfied are you with the overall performance of Council in the past 12 months

Very Diss	, atisfied	d		N	leutral				Sa	Very atisfied	Don't know
0	1	2	3	4	5	6	7	8	9	10	99

#### Q40 Why do you feel this way?

Q41 What in your opinion, are the three main issues that Council should be looking at?

(PLEASE PROBE FULLY IDENTIFYING THE ACTUAL ISSUE E.G. IF ROAD CONGESTION FIND OUT WHAT ROADS, TIMES OF DAY ETC)

Q42 Finally, we wish to obtain some information about people participating in the survey to make sure we get a representative cross section of the community. Can you tell me what year you were born?

RECORD YEAR	
<b>DO NOT READ OUT</b>	Refused9

Q43 What type of accommodation do you have? (CIRCLE ONE ONLY)

Own or live in family home -----1

Rent or lease -----2

W	DC Residents Perception Survey 2	2008		Prepared for Whakatane District Council
	Board		3	
	Other (SPECIFY)		4	
Q44	Do you own or operate your ov	vn business ir	the Whakata	ane District?
	Yes	1		
	No	2		
	DO NOT READ OUT Refuse	d	6	
Q45	Interviewer circle			
	Man 1		Woman	2
Q46	Do you live in town or in the c	ountry?		
	Town1	Country	2Both	3

Q47 Which ward or area do you live in? IF RESPONDENT DOES NOT KNOW ASK THEM WHICH TOWN THEY LIVE CLOSEST TO

Whakatane	1
Edgecumbe/Tarawera	3
Murupara / Galatea	5
Q55Don't know	7

Ohope	2
Taneatua / Waimana	4
Other (specify)	6

Q48 How long have you lived in the Whakatane District? (READ OUT AND CIRCLE ONE ONLY)

1 year or less 1	
2 to 5 years 2	
5 to 10 years 3	
More than 10 years 4	

Q49 Do you currently work in paid employment, either full time or part time?

Full time ------ 1 Part Time ------ 2 Non working-3

Q50 WHICH ETHNIC GROUP OR GROUP'S BEST DESCRIBE YOU? (CIRCLE ONE OR MORE)

NZ of Maori descent 1	NZ of European descent2
European / British 3	Samoan 4
Cook Island Maori5	Tongan6
Niuean7	Other Pacific Islander 8
Asian9	Indian10
Others (specify)	11

Q51 Do you have ready access to the internet (i.e. is it accessible at home or work)? (CIRCLE ONE )

At home1
At work2
At both home and work3
No access4

Q52 Can you tell me which of those categories best matches the total annual income of your whole household before tax? (READ OUT AGAIN IF NECESSARY, CIRCLE ONE)

Less than \$20,000 1
\$20,000 to \$30,000 2
\$30,000 to \$40,000 3
\$40,000 to \$50,000 4
\$50,000 to \$70,0005
\$70,000 to \$100,000 6
More than \$100,0007
DO NOT READ OUT: REFUSED9

Thank you very much for your time. The information that you gave us will be used to help the Whakatane District Council improve the services they provide to the people of the District.

If you have any questions about this research, you are welcome to ring our office, on 07 834-7655. My name is Xxx, and the company name is Digipoll Ltd. (REPEAT IF NECESSARY)

**RECORD END TIME HERE:** 

RECORD DURATION TIME HERE: