

**SOUTH WAIRARAPA DISTRICT COUNCIL
COMMUNITRAK™ SURVEY
NOVEMBER / DECEMBER 2016**

COMMUNITRAK™ SURVEY

PUBLIC PERCEPTIONS & INTERPRETATIONS OF COUNCIL SERVICES, FACILITIES AND REPRESENTATION

PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:

SOUTH WAIRARAPA DISTRICT COUNCIL

NOVEMBER / DECEMBER 2016



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NB: Please note the following explanations for this report:



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



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

Arrows, whenever shown, depict a directional trend.

In general, where bases are small (<30), no comparisons have been made. For small bases, the estimates of results are not statistically reliable due to the high margins of error.

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

A. SITUATION AND OBJECTIVES

The vision statement for South Wairarapa District Council reads ...

"To work with and for the South Wairarapa communities to affect the best possible social and economic outcomes which are based on valuing and respecting the people, the land and the resources."

Council has engaged a variety of approaches both to seeking public opinion and to communicating its decisions and programmes to residents and ratepayers. One of those approaches was to engage National Research Bureau to undertake a survey of their residents in 2003, 2005, 2010, 2013 and in 2016.

* * * * *

B. COMMUNITRAK™ SPECIFICATIONS

Sample Size

This Communitrak™ survey was conducted with 300 residents of the South Wairarapa District.

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

Sampling and analysis were based on five Wards and the interviews spread as follows:

Featherston	100
Greytown	99
Martinborough	101
Total	300

Interview Type

All interviewing was conducted by telephone, with calls being made between 4.30pm and 8.30pm on weekdays and 9.30am and 8.30pm weekends.

Sample Selection

The relevant white pages of the telephone directory were used as the sample source, with every xth number being selected.

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

A target of interviewing 65 residents aged 18 to 44 years was also set.

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

Respondent Selection

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

However, residents employed by the Council, District Councillors and Community Board members were not eligible to be interviewed for the survey.

Call Backs

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

Sample Weighting

Weightings were applied to the sample data, to reflect the actual Ward, gender, and age group proportions in the area as determined by Statistics New Zealand's 2013 Census data. The result is that the total figures represent the population's viewpoint as a whole across the entire South Wairarapa District. Bases for subsamples are shown in the Appendix. Where we specify a "base", we are referring to the actual number of respondents interviewed.

Survey Dates

All interviews were conducted between 18 November and 27 November 2016.

Comparison Data

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

The Communitrak™ service provides ...

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

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

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

Comparisons With National Communitrak™ Results

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

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

Margin Of Error

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

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

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

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

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

Significant Difference

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

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

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

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

* * * * *



C. EXECUTIVE SUMMARY

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

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

Communitrak™ provides a comparison for Council on major issues, on their performance relative to the performance of their Peer Group of similarly constituted local authorities, and to local authorities on average throughout New Zealand.

SNAPSHOT



94% of residents are satisfied with parks and reserves.



While, 29% are not very satisfied with footpaths.



In 2016 70% of residents are satisfied with Council's decisions, actions and management.



81% of residents say they have a household emergency kit.

COUNCIL SERVICES/FACILITIES

a. Overall Satisfaction With Council Services/Facilities

	South Wairarapa 2016		South Wairarapa 2013	
	Very / fairly satisfied %	Not very satisfied %	Very / fairly satisfied %	Not very satisfied %
Parks and reserves (excluding playgrounds)	94 ↑	4 =	88	8
Public libraries	91 =	3 =	87	4
Public toilets	85 =	8 =	88	4
Playgrounds	82 =	6 =	80	5
Town halls	74 =	16 =	72	14
Roads in the District, excluding State Highways	73 =	26 =	75	25
Transfer / recycling stations	69 =	18 =	66	16
Rubbish collection service*	67 ↓	5 =	73	4
Recycling collection service*	66 ↓	9 =	77	9
Footpaths	63 =	29 =	66	29
Public swimming pools	61 =	17 =	62	17
The provision of a water supply*	59 ↓	8 =	73	6
Stormwater drains	57 =	23 =	54	27
The quality of the water supply*	50 ↓	19 =	60	21
Provision of sewer services*	49 ↓	5 =	58	4
Sewerage treatment and disposal*	49 ↓	6 =	60	8

NB: where percentages don't add across to 100%, the balance is a "don't know" response

* the 2016 don't know reading is above the corresponding 2013 reading

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

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

	South Wairarapa %	Peer Group %	National Average %
• footpaths	29	27	23
• stormwater drains	23	+17	+14
• the quality of the water supply	19	++14	++9
• public swimming pools	17	7	8
• town halls	16	*8	*7

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

• the provision of a water supply	8	++14	++9
• public toilets	8	18	17
• rubbish collection service	5	13	9

For the following services/facilities, South Wairarapa performs **on a par with/similar** to like Local Authorities and/or Local Authorities nationwide on average ...

• roads in the District (excluding State Highways)	26	23	25
• transfer/recycling stations	18	**13	**16
• recycling collection service	9	***12	***14
• sewage treatment and disposal	6	◇5	◇6
• playgrounds	6	+++5	+++5
• parks and reserves (excluding playgrounds)	4	5	4
• public libraries	3	3	3
• provision of sewer services	5	◇5	◇6

† the Peer Group and National Average readings refer to ratings of stormwater services

++ the Peer Group and National Average readings refer to ratings of the water supply in general

+++ the Peer Group and National Average readings refer to ratings of sportsfields **and** playgrounds

* the Peer Group and National Average readings refer to ratings for public halls

** the Peer Group and National Average readings are the average ratings for refuse disposal **and** recycling as these were asked separately in the 2016 National Communitrak Survey

*** the Peer Group and National Average readings refer to ratings of recycling in general

◇ the Peer Group and National Average readings refer to ratings of the sewerage system in general

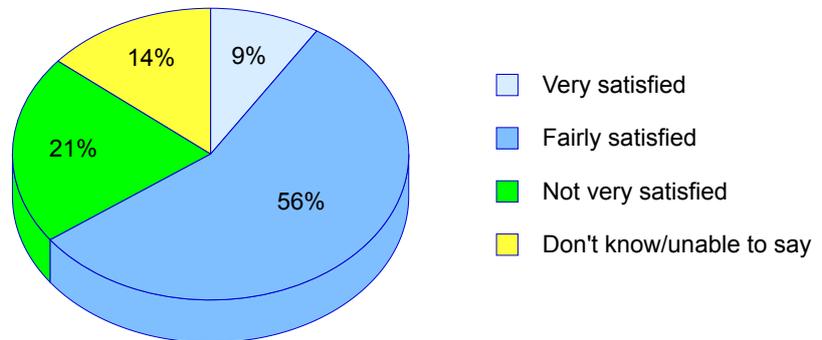
b. Satisfaction With Council Services/Facilities - Excluding Don't Knows

	Very / fairly satisfied %	Not very satisfied %	Base
Public libraries [†]	98	3	277
Parks and reserves (excluding playgrounds)	96	4	294
Rubbish collection service	93	7	226
Playgrounds	93	7	259
Public toilets	92	8	276
Provision of sewer services [†]	91	10	173
Sewerage treatment and disposal	89	11	177
The provision of a water supply	88	12	207
Recycling collection service	88	12	235
Town halls	82	18	268
Transfer / recycling stations	80	20	258
Public swimming pools [†]	78	21	225
Roads in the District, excluding State Highways	73	27	297
The quality of the water supply	72	28	214
Stormwater drains	71	29	243
Footpaths	69	31	275

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

RATES

Satisfaction With How Rates Are Allocated



CUSTOMER SERVICE

What Residents Would Do If They Have A Concern About A Service Or Facility

- Contact Council staff 78% of all residents
(84% in 2013)
- Contact the Mayor, or Councillor, or
Community Board Member 8%
- Depends on the matter 3%
- Nothing 8%
- Don't know 3%

In the last 12 months 51% of residents have contacted Council staff (49% in 2013).

How do they rate their overall dealings with staff:

Very good	38% of residents [†]
Fairly good	36%
Just acceptable	14%
Not very good	9%
Poor	3%
Don't know	0%

[†] Base = 156

REPRESENTATION

Contacting Mayor And Councillors

- I feel I can contact the Mayor and Councillors if I have an issue I want to raise 79% of all residents
- I feel that the Mayor and Councillors make it difficult for me to contact them 8%
- Don't know 13%

Open-mindedness Of Mayor/Councillors

- I am confident that the Mayor and Councillors give a fair hearing to someone's views 63% of all residents
- I don't think the Mayor and Councillors give a fair hearing to someone's views 15%
- Don't know 23%

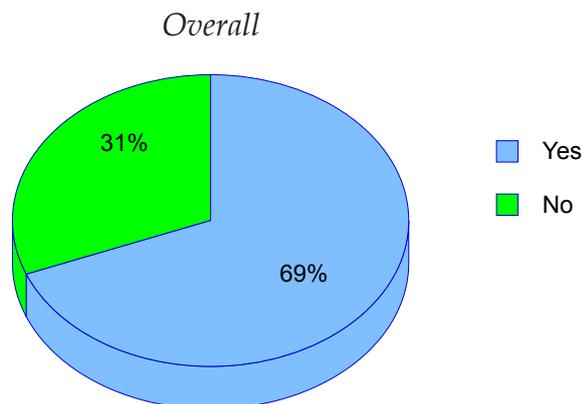
(Does not add to 100% due to rounding)

Satisfaction With Council's Decisions, Actions And Management

Very satisfied	10% of all residents
Fairly satisfied	60%
Not very satisfied	16%
Don't know	14%

Contacting A Community Board Member

Do Residents Know How To Find Their Contact Details?



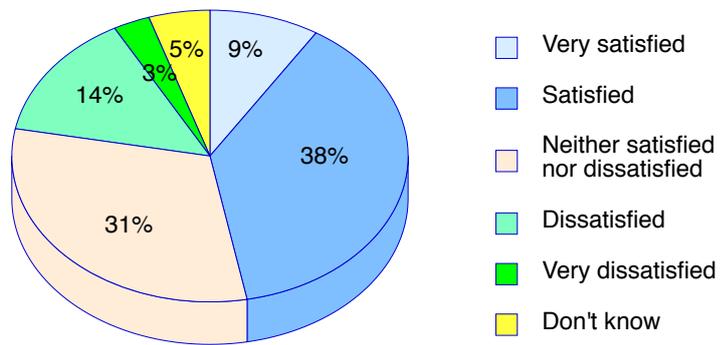
QUALITY OF LIFE

Place To Live

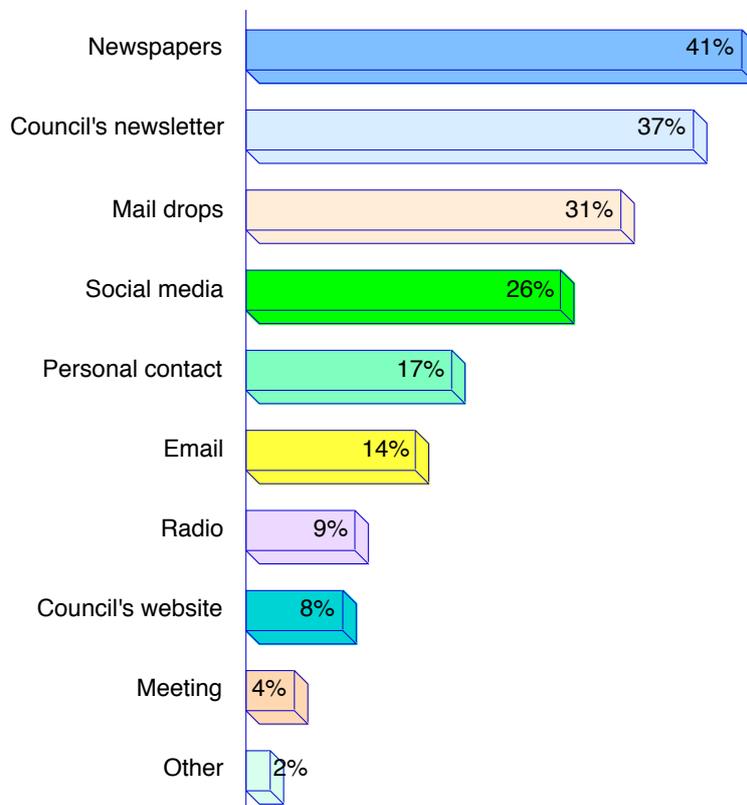
45% of residents think South Wairarapa District is better, as a place to live, than it was three years ago (35% in 2013), while 47% feel it is the same (49% in 2013) and 1% say it is worse (8% in 2013). 7% are unable to comment.

Council Consultation And Community Involvement

Satisfaction with the way Council involves the public in the decisions it makes:

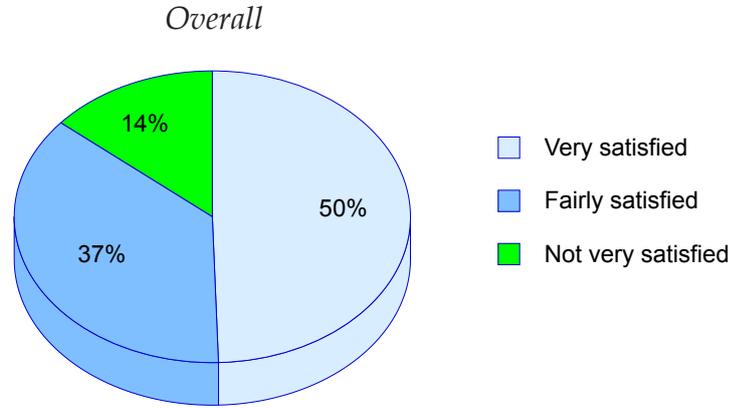


Preferred Methods* Of Communication



* multiple responses allowed (respondents could mention up to two methods they prefer)

Satisfaction With The Image Of Closest Town Centre



(Does not add to 100% due to rounding)

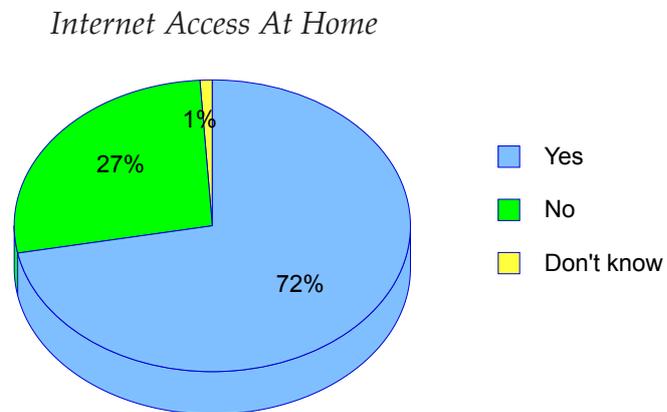
Emergency Management

81% of residents say they have a household emergency kit (74% in 2013), while 18% do not (26% in 2013). 1% are unsure.

Internet Access

Internet access at home	95% of residents (90% in 2013)
where they work or study	66%

Is Internet Service/Capacity At Home Sufficient?



Base = 277

Overall Direction

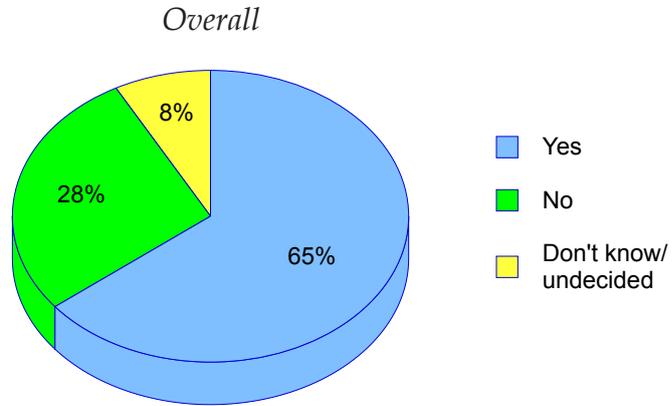
The main things* residents think Council should do for the District over the next few years ...

- roading/bridges/road safety/traffic issues, mentioned by 20% of all residents,
- infrastructure/maintain existing services/facilities, 13%,
- improve water supply, 10%,
- environmental concerns, 9%,
- promote tourism,/promote the district/better amenities for visitors, 9%,
- appearance/beautification/better upkeep/improve image, 9%.

* multiple responses allowed

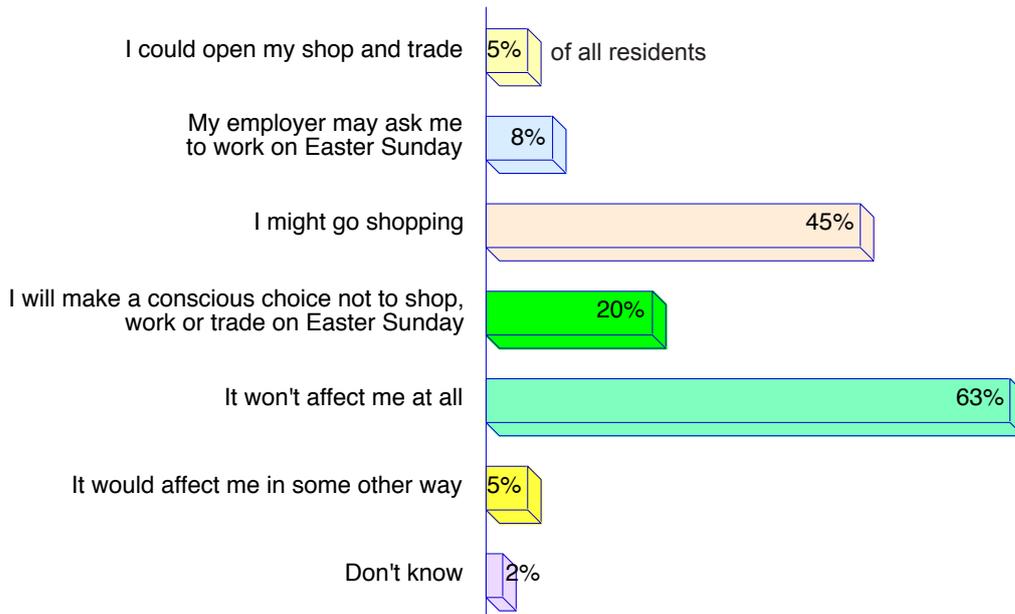
EASTER SUNDAY TRADING

Should Shops In South Wairarapa District Be Allowed To Trade On Easter Sunday?



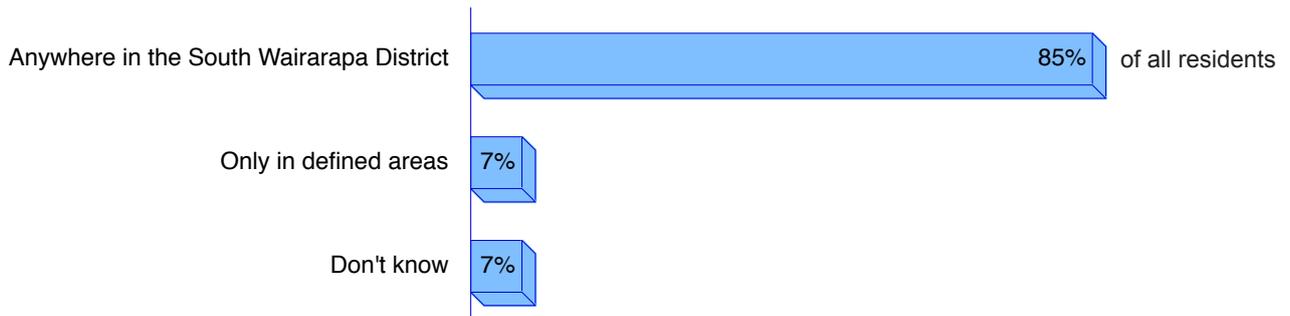
(Does not add to 100% due to rounding)

How* Would You Be Affected If Shops Did Open?



* (multiple responses allowed)

Should Trading Be Allowed Anywhere Or Only In Defined Areas?



(Does not add to 100% due to rounding)

Main specific locations[†] mentioned:

- food outlets / restaurants / eating places, 25% of residents*,
- tourist related areas / activities, 21%,
- town centres / townships, 19%.

Base = 25* (residents who said trading should be allowed in defined areas only)

* caution: small base

[†] multiple responses allowed

* * * * *

D. MAIN FINDINGS

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

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

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

In this group are ...

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

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

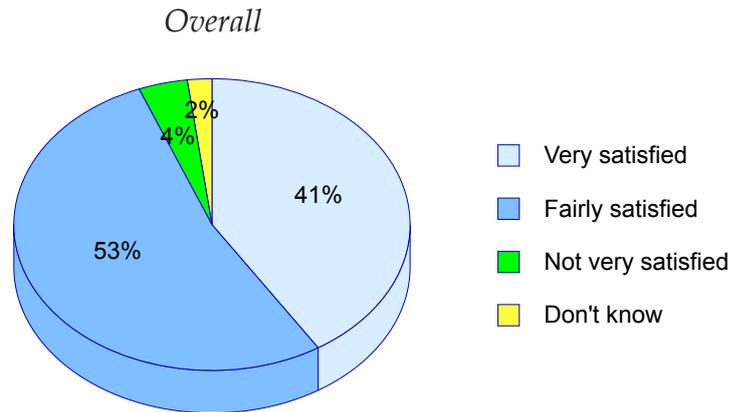


1. COUNCIL SERVICES/FACILITIES

A. SATISFACTION WITH COUNCIL SERVICES/FACILITIES

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

i. Parks And Reserves (excluding playgrounds)



Overall, 94% of residents are satisfied with the District's parks and reserves (excluding playgrounds) (88% in 2013), with 41% being very satisfied (30% in 2013). 4% are not very satisfied and 2% are unable to comment.

The percent not very satisfied is similar to the Peer Group residents and residents nationwide and 4% below the 2013 reading.

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

Satisfaction With Parks And Reserves

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2016	41	53	94	4	2
2013	30	58	88	8	4
2005	42	44	86	10	4
2003	46	42	88	7	5
Comparison					
Peer Group (Rural)	52	38	90	5	5
National Average [†]	59	34	93	4	2
Ward					
Featherston	35	56	91	7	2
Greytown [†]	49	50	99	1	1
Martinborough	39	54	93	5	2

% read across

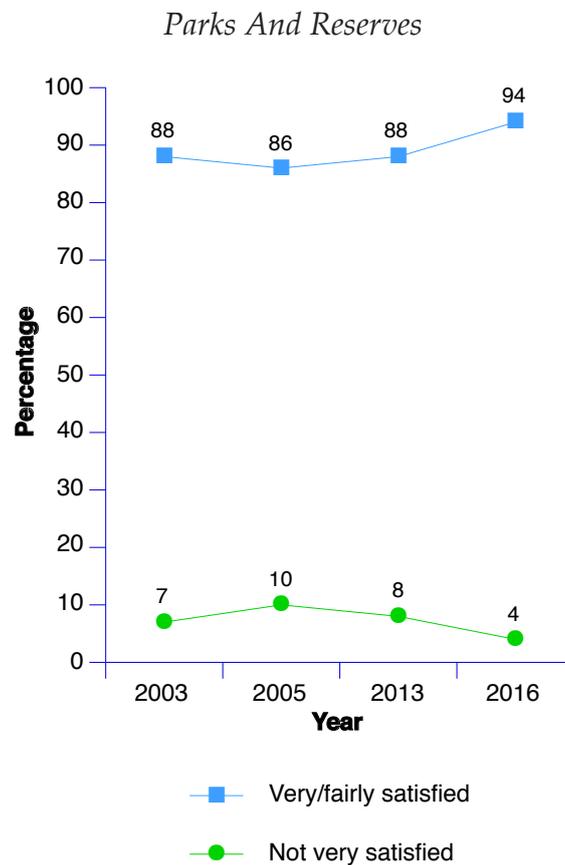
* not asked in 2010. 2003 and 2005 readings did not specifically exclude playgrounds.

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

The reasons* given for being not very satisfied with parks and reserves are ...

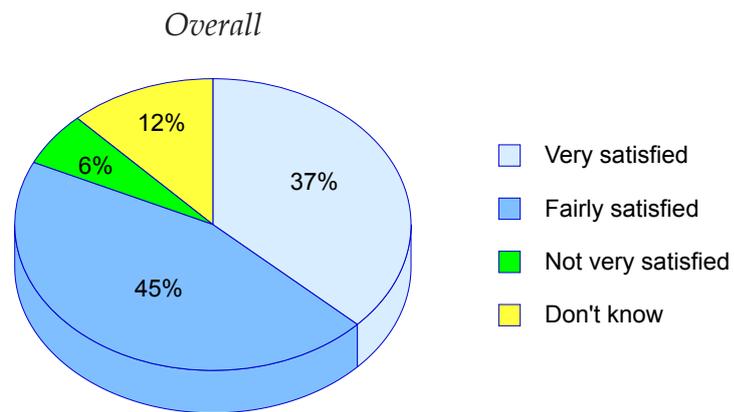
- improvements needed, mentioned by 2% of all residents,
- poor maintenance, 1%,
- others, 1%.

* multiple responses allowed



Recommended Satisfaction Measure For Reporting Purposes:
Overall = 94%

ii. Playgrounds



Overall, 82% of residents are satisfied with the District's playgrounds, with 37% being very satisfied (32% in 2013). 6% are not very satisfied with playgrounds and 12% are unable to comment.

The percent not very satisfied is similar to Peer Group residents, residents nationwide and the 2013 reading.

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

Satisfaction With Playgrounds

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2016	37	45	82	6	12
2013	32	48	80	5	15
2010	29	41	70	11	19
Comparison**					
Peer Group (Rural)	53	33	86	5	9
National Average	56	32	88	5	7
Ward					
Featherston	36	47	83	5	12
Greytown	42	42	84	3	13
Martinborough†	34	46	80	10	11

% read across

* not asked prior to 2010

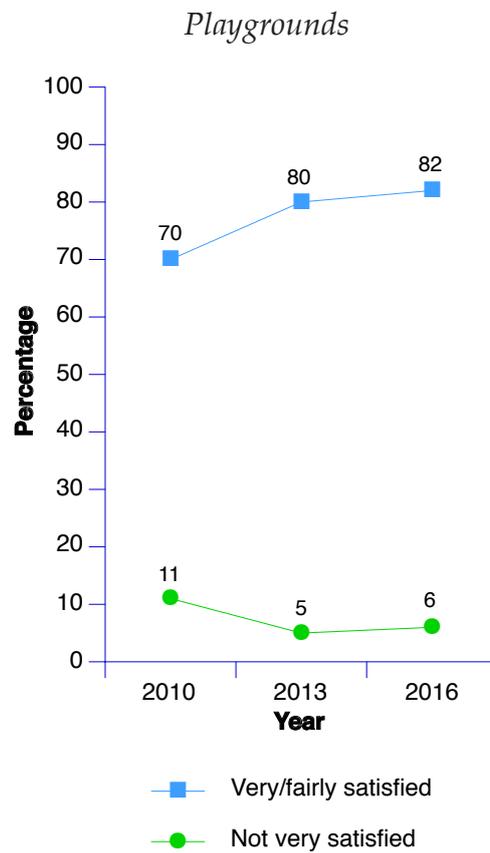
** the Peer Group and National Average readings refer to ratings of sportsfields **and** playgrounds

† does not add to 100% due to rounding

The main reasons* residents are not very satisfied with playgrounds are ...

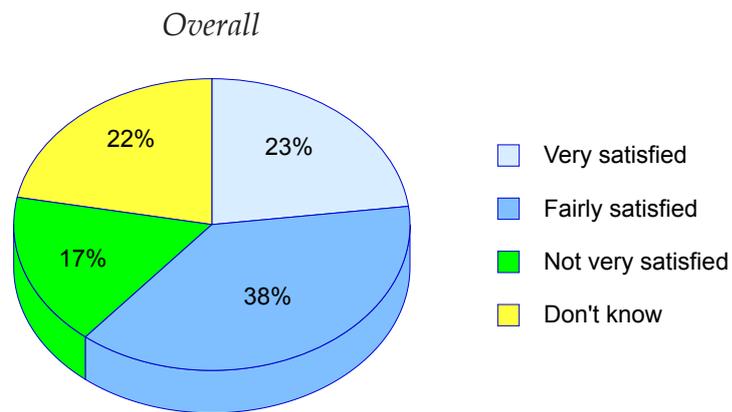
- need upgrading/need maintenance, mentioned by 2% of all residents,
- lack of playgrounds/existing playgrounds to be made smaller, 2%,
- poor/not enough equipment, 1%.

* multiple responses allowed



Recommended Satisfaction Measure For Reporting Purposes:
Overall = 82%

iii. Public Swimming Pools



61% of residents are satisfied with public swimming pools, while 17% are not very satisfied and 22% are unable to comment. These readings are similar to the 2013 result.

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

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who are not very satisfied with public swimming pools. However, it appears that the following residents are slightly more likely to feel this way ...

- residents aged 18 to 64 years,
- residents who live in a three or more person household.

Satisfaction With Public Swimming Pools

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2016	23	38	61	17	22
2013	20	42	62	17	21
2010	14	45	59	19	22
Comparison					
Peer Group (Rural)	43	24	67	6	28
National Average	38	30	68	8	24
Ward					
Featherston	25	34	59	17	24
Greytown	21	42	63	19	16
Martinborough [†]	21	38	59	13	27
Age					
18-44 years	26	40	66	18	16
45-64 years	22	36	58	21	21
65+ years	20	40	60	8	32
Household Size					
1-2 person household	18	37	55	13	(32)
3+ person household	28	40	(68)	21	11

% read across

* not asked prior to 2010

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

The main reasons residents are not very satisfied with public swimming pools are ...

- old/rundown/need upgrading/better facilities,
- opening hours not long enough/extend opening hours,
- need a heated/indoor/covered pool.

Summary Table:

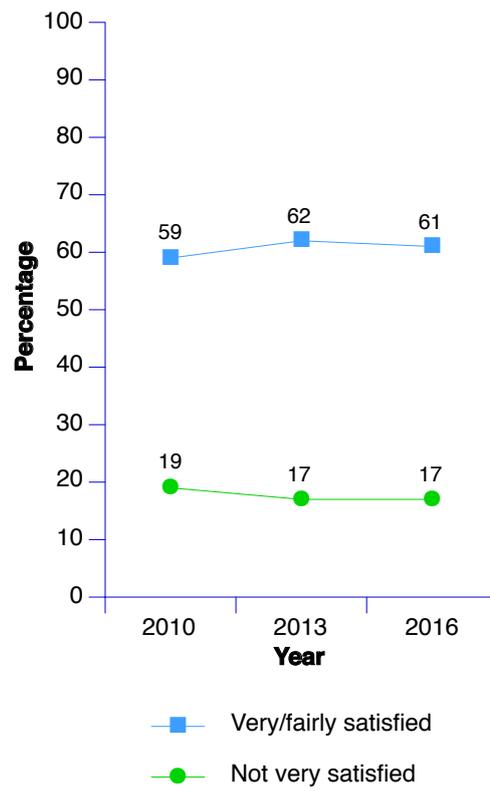
Main Reasons* For Being Not Very Satisfied With Public Swimming Pools

	Total District 2016 %	Ward		
		Featherston %	Greytown %	Martinborough %
Percent Who Mention ...				
Old/rundown/need upgrading/better facilities	6	7	7	3
Opening hours not long enough/ extend opening hours	5	6	7	3
Need a heated/indoor/covered pool	4	2	9	2

* multiple responses allowed

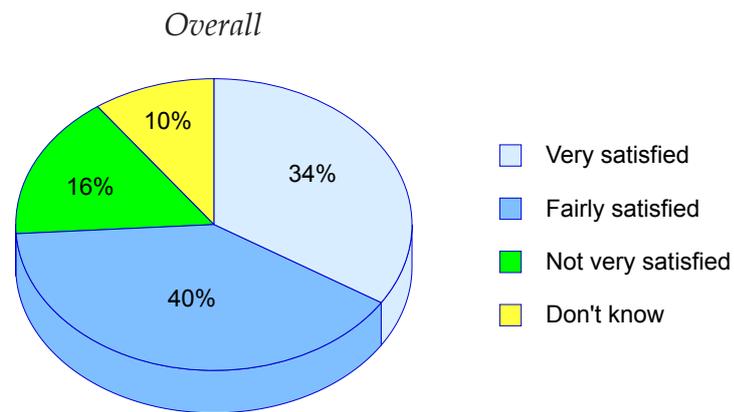
NB: no other reason mentioned by more than 2% of all residents

Public Swimming Pools



Recommended Satisfaction Measure For Reporting Purposes:
Overall = 61%

iv. Town Halls



Overall, 74% of residents are satisfied with town halls, including 34% who are very satisfied (30% in 2013). 10% are unable to comment (13% in 2013).

The percent not very satisfied (16%) is above the Peer Group and National Averages for **public halls** and similar to the 2013 reading.

Martinborough Ward residents are more likely to be not very satisfied with town halls, than other Ward residents.

It also appears that men are slightly more likely, than women, to feel this way.

Satisfaction With Town Halls

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2016	34	40	74	16	10
2013 [†]	30	42	72	14	13
2010	37	38	75	7	18
Comparison**					
Peer Group (Rural)	34	35	69	8	23
National Average	25	37	62	7	31
Ward					
Featherston	36	37	73	9	18
Greytown [†]	48	38	86	9	6
Martinborough	18	46	64	30	6
Gender					
Male	26	45	71	21	8
Female [†]	41	36	77	12	12

% read across

* not asked prior to 2010

** the Peer Group and National Average readings refer to ratings for public halls

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

The main reasons* residents are not very satisfied with town halls are ...

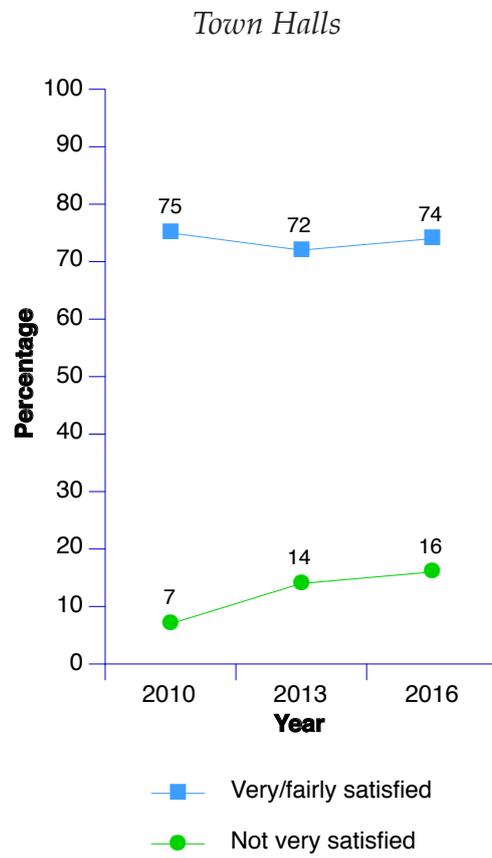
- cost too much to replace/restore/waste of money,
- needs to be demolished and replaced/rebuilt,
- poor Council performance/lack of information.

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

	Total District 2016 %	Ward		
		Featherston %	Greytown %	Martinborough %
Percent Who Mention ...				
Cost too much to replace/restore/ waste of money	8	4	4	17
Needs to be demolished and replaced/rebuilt	4	1	1	10
Poor Council performance/lack of information	3	2	1	5

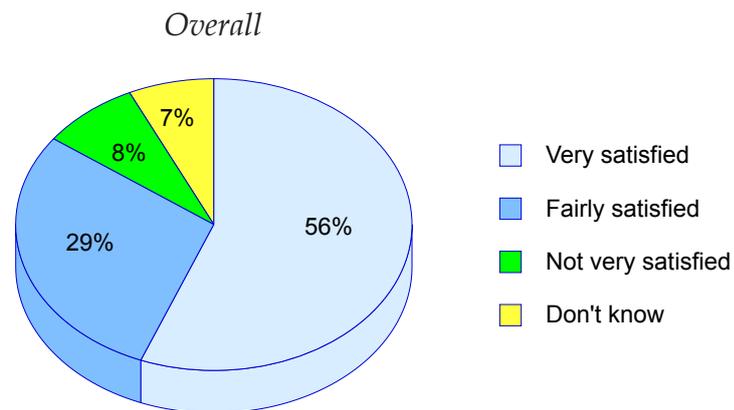
* multiple responses allowed

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



Recommended Satisfaction Measure For Reporting Purposes:
Overall = 74%

v. Public Toilets



85% of residents are satisfied with public toilets in the District (88% in 2013), including 56% who are very satisfied (63% in 2013). 8% are not very satisfied (4% in 2013) and 7% are unable to comment.

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

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

Satisfaction With Public Toilets

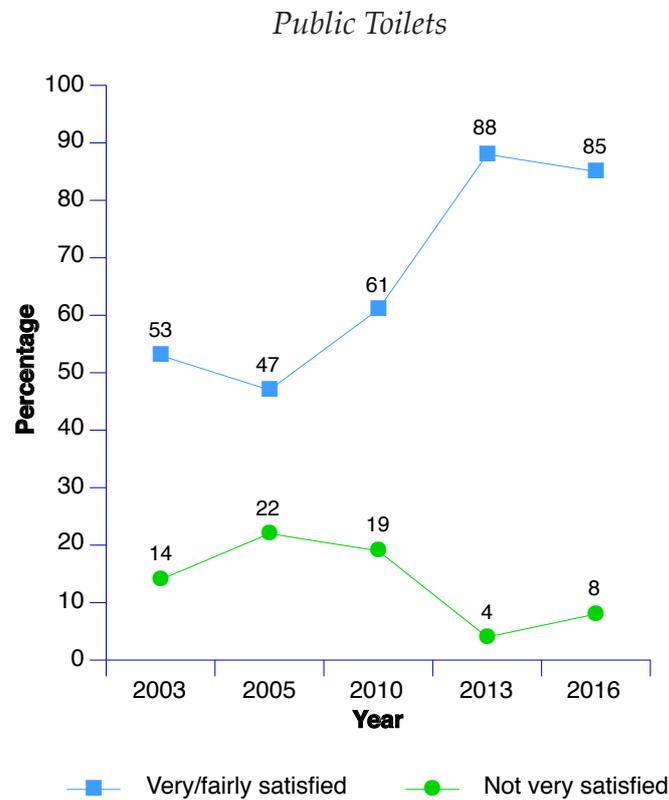
	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2016	56	29	85	8	7
2013	63	25	88	4	8
2010 [†]	29	32	61	19	21
2005	13	34	47	22	31
2003	17	36	53	14	33
Comparison					
Peer Group (Rural)	32	36	68	18	14
National Average	26	41	67	17	16
Ward					
Featherston	45	34	79	11	10
Greytown	62	22	84	6	10
Martinborough	60	31	91	6	3

% read across

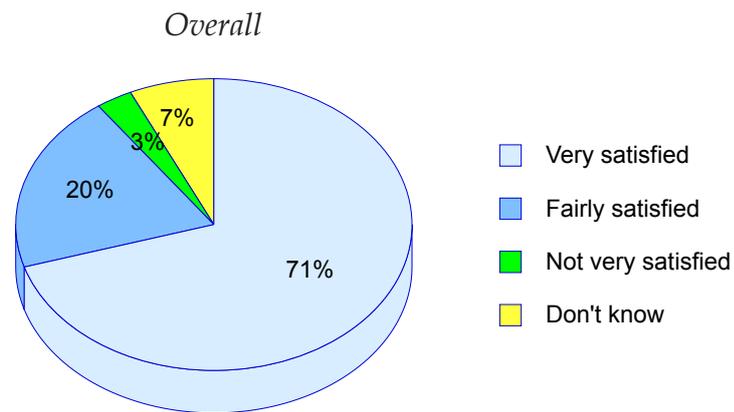
The main reasons* residents are not very satisfied with public toilets are ...

- not enough toilets, mentioned by 3% of all residents,
- poor standard of toilets/need upgrading/maintenance, 3%,
- dirty toilets/need cleaning more regularly, 1%,
- dislike electronic toilets, 1%.

* multiple responses allowed



Recommended Satisfaction Measure For Reporting Purposes:
Overall = 85%

vi. Public Libraries

Overall, 91% of residents are satisfied with the District's public libraries (87% in 2013), including 71% who are very satisfied (65% in 2013). 3% are not very satisfied and 7% are unable to comment.

The percent not very satisfied is similar to the Peer Group and National Averages and the 2013 reading.

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

Satisfaction With Public Libraries

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2016	71	20	91	3	7
2013	65	22	87	4	9
2010	68	20	88	6	6
2005	55	28	83	5	12
2003	61	25	86	4	10
Comparison					
Peer Group (Rural)	57	23	80	3	17
National Average	69	17	86	3	11
Ward					
Featherston [†]	81	13	94	2	5
Greytown	69	23	92	2	6
Martinborough	64	23	87	4	9

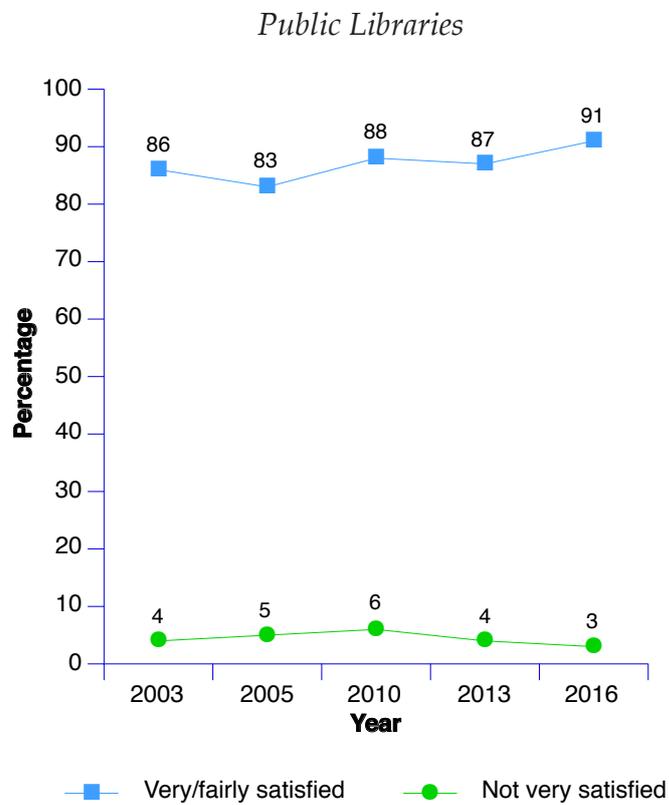
% read across

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

The main reasons* residents are not very satisfied with the District's public libraries are ...

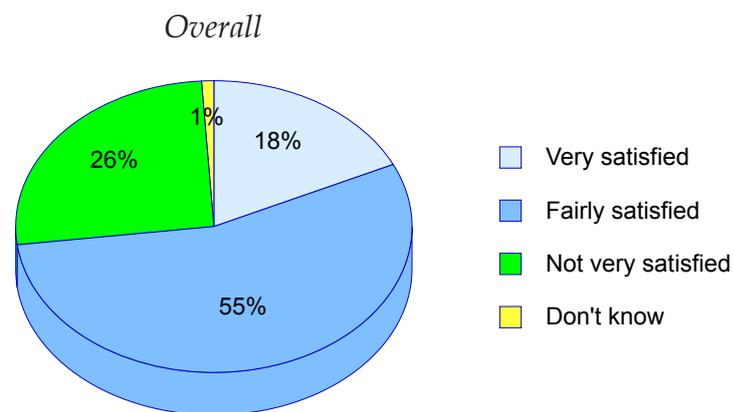
- poor selection of books/need a bigger range/modern books, mentioned by 1% of residents,
- too small, 1%.

* multiple responses allowed



Recommended Satisfaction Measure For Reporting Purposes:
Overall = 91%

vii. Roads In The District, Excluding State Highways



73% of residents are satisfied with roads, while 26% are not very satisfied. These readings are similar to the 2013 results.

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

There are no notable differences between Wards and between socio-economic groups, in terms of those residents not very satisfied with roads in the District. However, it appears the following residents are slightly more likely to feel this way ...

- residents aged 18 to 44 years,
- longer term residents, those residing in the District more than 10 years.

Satisfaction With Roads In The District, Excluding State Highways

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2016	18	55	73	26	1
2013	22	53	75	25	-
2010*	18	59	77	23	-
2005	21	60	81	19	-
2003	14	62	76	23	1
Comparison					
Peer Group (Rural)	17	59	76	23	1
National Average	21	54	75	25	-
Ward					
Featherston	15	57	72	26	2
Greytown	24	54	78	21	1
Martinborough	14	54	68	32	-
Age					
18-44 years	23	40	63	36	1
45-64 years	15	60	75	25	-
65+ years	16	67	83	16	1
Length of Residence					
Lived there 10 years or less	32	48	80	20	-
Lived there more than 10 years	13	57	70	29	1

% read across

* readings prior to 2010 did not exclude State Highways

The main reasons residents are not very satisfied with roads in the District, excluding State Highways, are ...

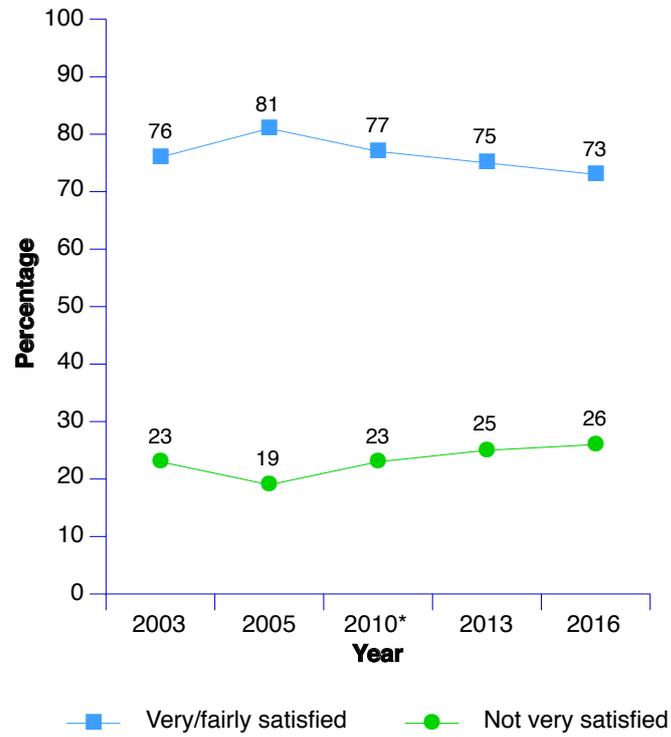
- uneven/potholes/rough/bumpy,
- poor condition/lack maintenance/need upgrading/slow to maintain,
- metal roads need sealing/grading/dust problems,
- traffic issues/heavy traffic,
- roadside overgrown/rubbish on roadside,
- poor quality of work/materials/patching.

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

	Total District 2016 %	Ward		
		Featherston %	Greytown %	Martinborough %
Percent Who Mention ...				
Uneven/potholes/rough/bumpy	13	15	11	14
Poor condition/lack maintenance/ need upgrading/slow to maintain	13	13	7	19
Metal roads need sealing/grading/ dust problems	4	3	3	5
Traffic issues/heavy traffic	3	2	1	6
Roadside overgrown/rubbish on roadside	3	4	2	2
Poor quality of work/materials/patching	3	4	4	-

* multiple responses allowed

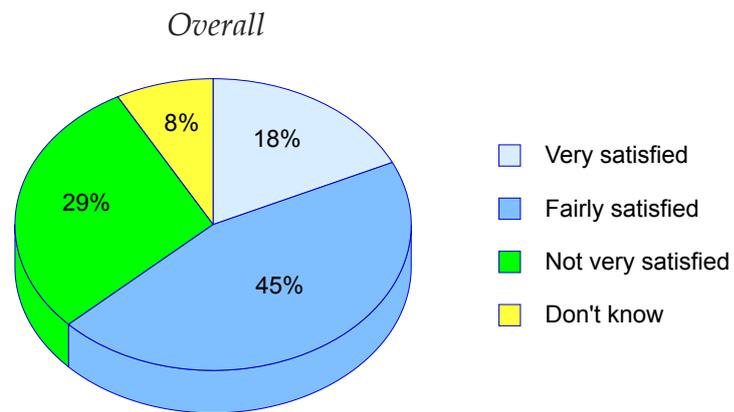
Roads In The District, Excluding State Highways



* readings prior to 2010 did not exclude State Highways

Recommended Satisfaction Measure For Reporting Purposes:
Overall = 73%

viii. Footpaths



63% of residents are satisfied with the District's footpaths (66% in 2013), while 29% are not very satisfied.

The percent not very satisfied is similar to the Peer Group Average, slightly above the National Average, and similar to the 2013 reading.

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

- residents aged 45 years or over,
- residents with an annual household income of less than \$40,000,
- longer term residents, those residing in the District more than 10 years.

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

Satisfaction With Footpaths

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2016	18	45	63	29	8
2013	17	49	66	29	5
2010	16	45	61	33	6
Comparison					
Peer Group (Rural)	16	44	60	27	13
National Average	23	49	72	23	5
Ward					
Featherston	14	41	55	36	9
Greytown	16	49	65	30	5
Martinborough [†]	24	45	69	21	11
Age					
18-44 years	30	45	75	16	9
45-64 years	14	44	58	34	8
65+ years [†]	8	47	55	38	8
Household Income					
Less than \$40,000 pa	12	37	49	46	5
\$40,000 - \$70,000 pa	14	47	61	28	11
More than \$70,000 pa	23	44	67	25	8
Length of Residence					
Lived there 10 years or less	28	44	72	20	8
Lived there more than 10 years [†]	15	45	60	32	9

% read across

* not asked prior to 2010

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

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

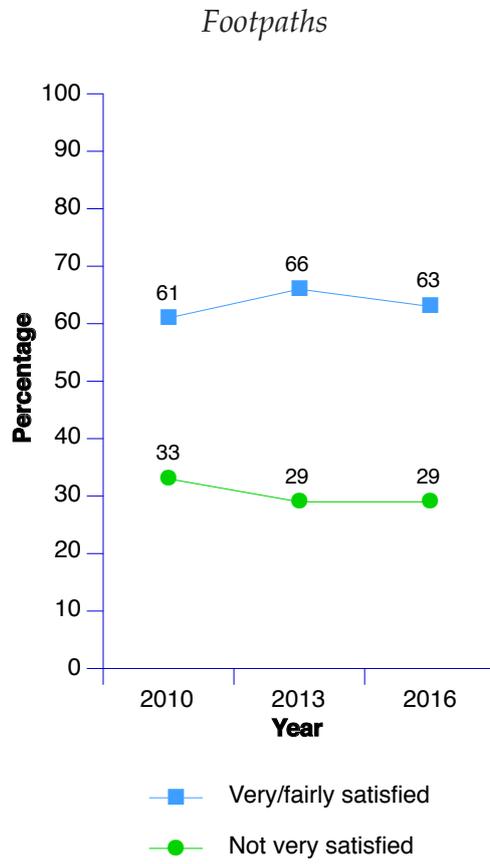
- no footpaths/not enough/only on one side/incomplete,
- uneven/rough/potholes/broken/cracked,
- poor condition/lack of maintenance/need upgrading.

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

	Total District 2016 %	Ward		
		Featherston %	Greytown %	Martinborough %
Percent Who Mention ...				
No footpaths/not enough/only on one side/incomplete	14	21	13	9
Uneven/rough/potholes/broken/cracked	10	8	14	7
Poor condition/lack maintenance/need upgrading	8	8	10	7

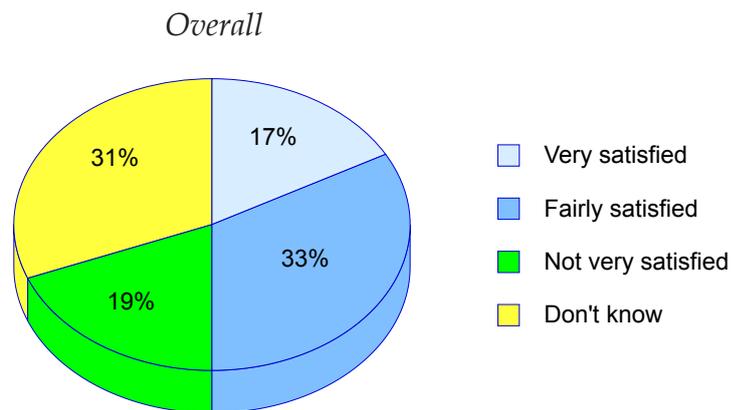
* multiple responses allowed

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



Recommended Satisfaction Measure For Reporting Purposes:
Overall = 63%

ix. The Quality Of The Water Supply



50% of residents are satisfied with the quality of the water supply (60% in 2013), while 31% are unable to comment (19% in 2013).

The percent not very satisfied (19%) is on par with the Peer Group Average and above the National Average for the **water supply in general**, and similar to the 2013 reading.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents not very satisfied with the quality of the water supply. However, it appears that Greytown Ward residents are **slightly less** likely, than other Ward residents, to feel this way.

Satisfaction With Quality Of The Water Supply

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2016	17	33	50	19	31
2013	27	33	60	21	19
2010*	15	32	47	30	23
2005	12	34	46	35	19
2003	13	35	48	28	24
Comparison*					
Peer Group (Rural)	29	29	58	14	28
National Average	50	31	81	9	10
Ward					
Featherston	12	41	53	24	23
Greytown [†]	25	31	56	12	31
Martinborough [†]	14	27	41	22	38

% read across

* the Peer Group and National Averages and readings prior to 2010 refer to ratings of the water supply in general

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

The main reasons residents are not very satisfied with the quality of the water supply are ...

- bad taste (excluding chlorine/chemical taste),
- chemicals/minerals in water/hard water/harsh on appliances,
- poor quality of water/not drinkable.

Summary Table:

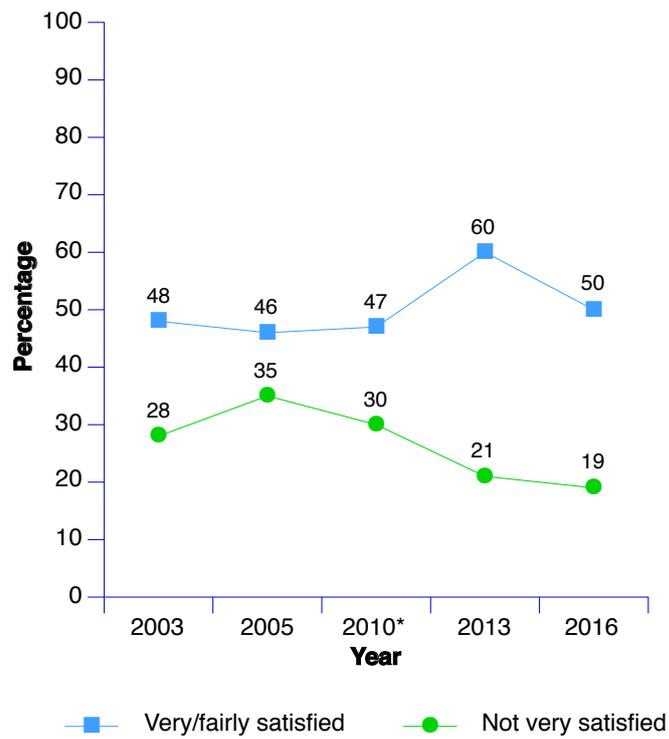
Main Reasons* For Being Not Very Satisfied With The Quality Of The Water Supply

	Total District 2016 %	Ward		
		Featherston %	Greytown %	Martinborough %
Percent Who Mention ...				
Bad taste (excluding chlorine/chemical taste)	7	11	8	3
Chemicals/minerals in water/hard water/harsh on appliances	6	1	1	16
Poor quality of water/not drinkable	6	11	1	6

* multiple responses allowed

NB: no other reason mentioned by more than 3% of all residents

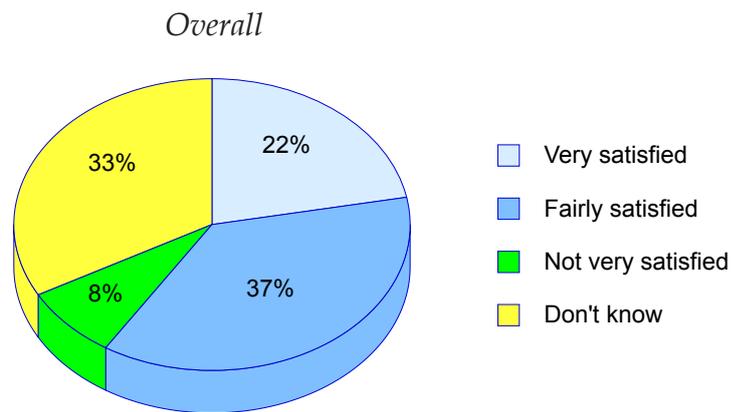
The Quality Of The Water Supply



* the readings prior to 2010 refer to ratings of the water supply in general

Recommended Satisfaction Measure For Reporting Purposes:
Overall = 50%

x. Provision Of A Water Supply



59% of residents are satisfied with the provision of a water supply (73% in 2013), while 8% are not very satisfied. A large percentage (33%) are unable to comment (22% in 2013).

The percent not very satisfied (8%) is slightly below the Peer Group Average and similar to the National Average for the **water supply in general**, and the 2013 reading.

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

Satisfaction With The Provision Of A Water Supply

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2016	22	37	59	8	33
2013 [†]	29	44	73	6	22
2010	23	38	61	15	24
Comparison**					
Peer Group (Rural)	29	29	58	14	28
National Average	50	31	81	9	10
Ward					
Featherston	20	41	61	8	31
Greytown	24	39	63	7	30
Martinborough [†]	22	31	53	9	39

% read across

* not asked prior to 2010

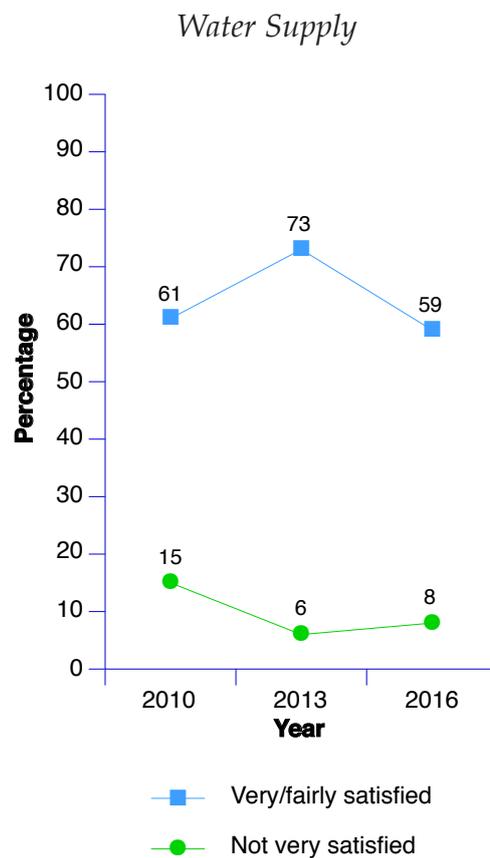
** the Peer Group and National Average readings refer to ratings of the water supply

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

The main reasons* residents are not very satisfied with the provision of a water supply are ...

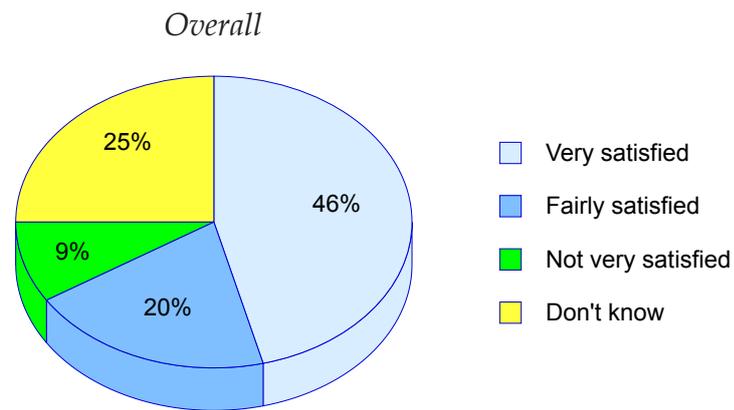
- limited supply / water shortage / restrictions, mentioned by 3% of all residents,
- water supply system needs upgrading / improve, 1%,
- poor water quality / the look / taste, 1%,
- poor water pressure, 1%,
- not on town supply, 1%.

* multiple responses allowed



Recommended Satisfaction Measure For Reporting Purposes:
Overall = 59%

xi. Recycling Collection Service



66% of residents are satisfied with the recycling collection service (77% in 2013), including 46% who are very satisfied (53% in 2013). 9% are not very satisfied and 25% are unable to comment (14% in 2013).

The percent not very satisfied is on par with the Peer Group and National Averages for **recycling in general** and similar to the 2013 reading.

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

Satisfaction With Recycling Collection Service

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall*					
Total District 2016	46	20	66	9	25
2013	53	24	77	9	14
2010	26	27	53	22	25
Comparison**					
Peer Group (Rural)	45	30	75	12	13
National Average	53	28	81	14	5
Ward					
Featherston	42	28	70	13	17
Greytown	47	17	64	7	29
Martinborough	48	17	65	7	28

% read across

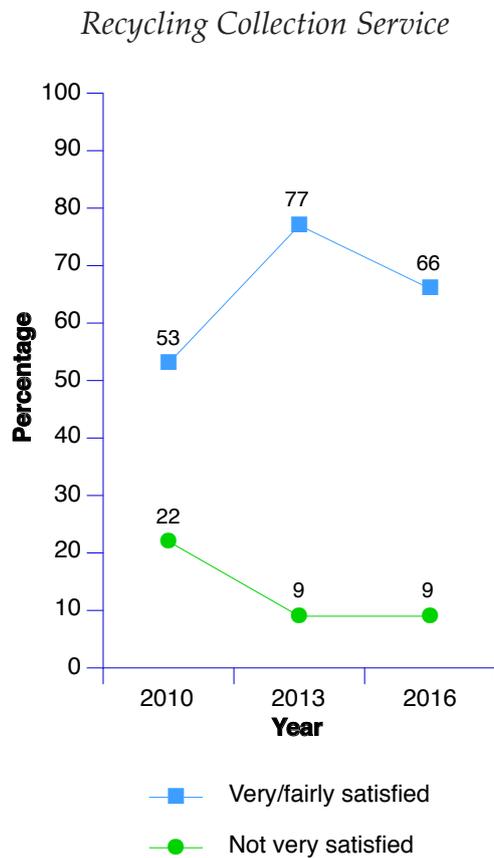
* not asked prior to 2010

** the Peer Group and National Average readings refer to ratings of recycling in general

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

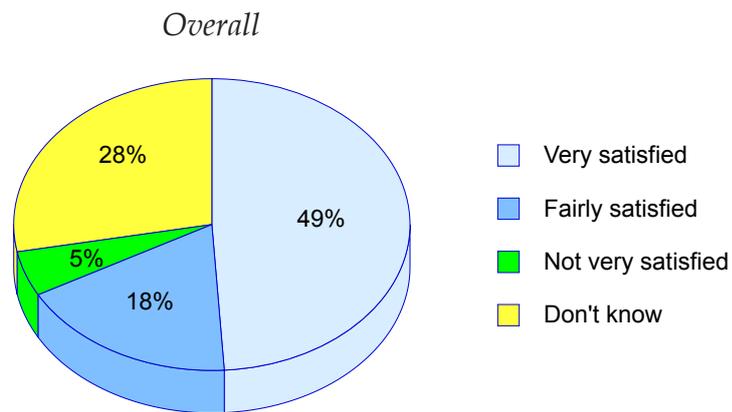
- rubbish blows around / need bins with lids, mentioned by 4% of all residents,
- no collection service, 2%.

* multiple responses allowed



Recommended Satisfaction Measure For Reporting Purposes:
Overall = 66%

xii. Rubbish Collection Service



67% of residents are satisfied with the rubbish collection service (73% in 2013), including 49% who are very satisfied (53% in 2013). 28% are unable to comment, compared to 23% in 2013).

5% of residents are not very satisfied with rubbish collection. The percent not very satisfied is below the Peer Group Average, on par with the National Average and similar to the 2013 reading.

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

Satisfaction With Rubbish Collection Service

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2016	49	18	67	5	28
2013	53	20	73	4	23
2010	38	24	62	8	30
2005	31	36	67	11	22
2003	39	25	64	9	27
Comparison					
Peer Group (Rural) [†]	39	27	66	13	20
National Average	52	28	80	9	11
Ward					
Featherston	53	24	77	5	18
Greytown	46	17	63	4	33
Martinborough [†]	47	15	62	5	33

% read across

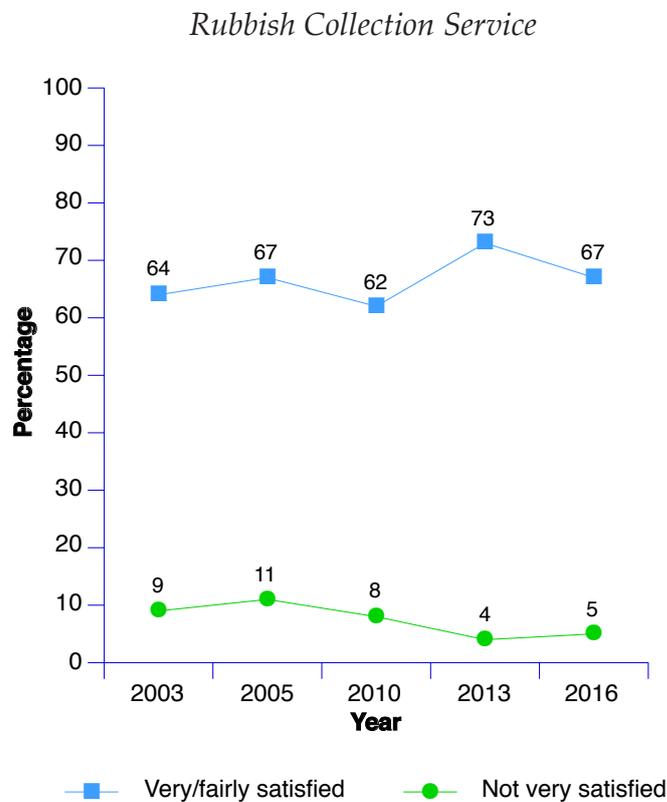
* in 2003/2005 residents were not asked separately how satisfied they were with the recycling collection service

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

The main reasons* residents are not very satisfied with the rubbish collection service are ...

- no collection service, mentioned by 2% of all residents,
- rubbish blows around, 2%.

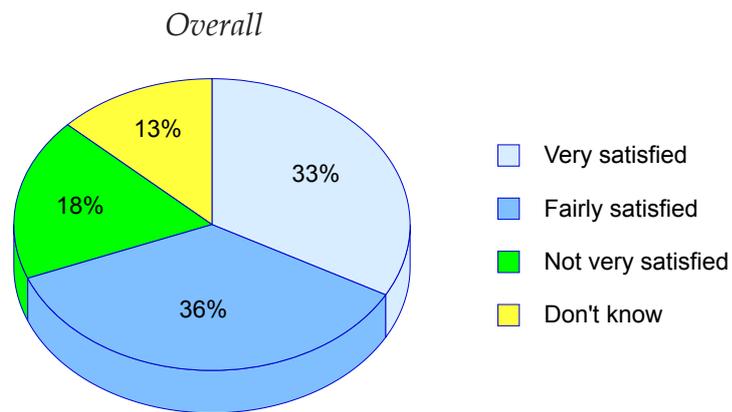
* multiple responses allowed



* in 2003/2005 residents were not asked separately, how satisfied they were with the recycling collection service

Recommended Satisfaction Measure For Reporting Purposes:
Overall = 67%

xiii. Transfer/Recycling Stations



69% of residents are satisfied with transfer / recycling stations (66% in 2013), including 33% who are very satisfied (37% in 2013), while 13% are unable to comment (18% in 2013).

The percent not very satisfied (18%) is on par with the Peer Group Average and similar to the National Average. Note the Peer Group and National Average readings are the average ratings for refuse disposal **and** recycling as these were asked separately in the 2016 National Communitrak Survey.

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

Satisfaction With Transfer/Recycling Stations

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2016	33	36	69	18	13
2013	37	29	66	16	18
2010	28	36	64	18	18
Comparison**					
Peer Group (Rural)	38	31	69	13	18
National Average [†]	42	31	73	16	12
Ward					
Featherston	33	39	72	18	10
Greytown [†]	36	31	67	18	16
Martinborough	30	40	70	17	13

% read across

* not asked prior to 2010

** the Peer Group and National Average readings are the **average** ratings for refuse disposal **and** recycling as these were asked separately in the 2016 National Communitrak survey

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

The main reasons residents are not very satisfied with transfer/recycling stations are ...

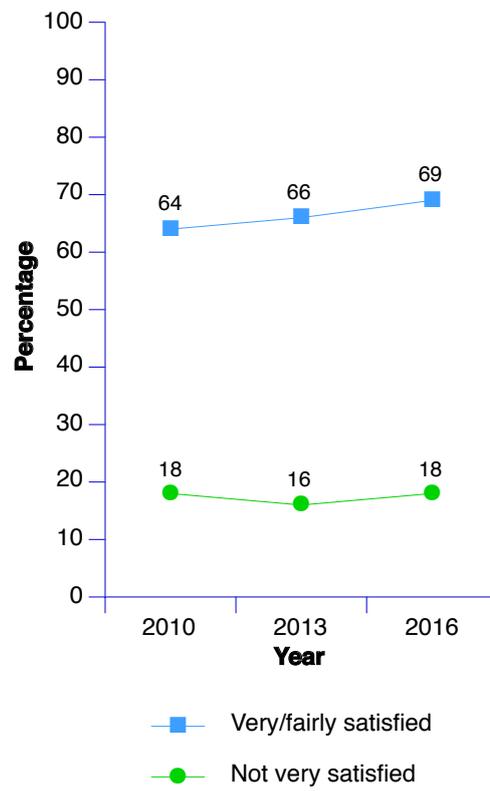
- needs to be open longer hours,
- too expensive,
- restrictions on what you can take.

Summary Table:

Main Reasons* For Being Not Very Satisfied With Transfer/Recycling Stations

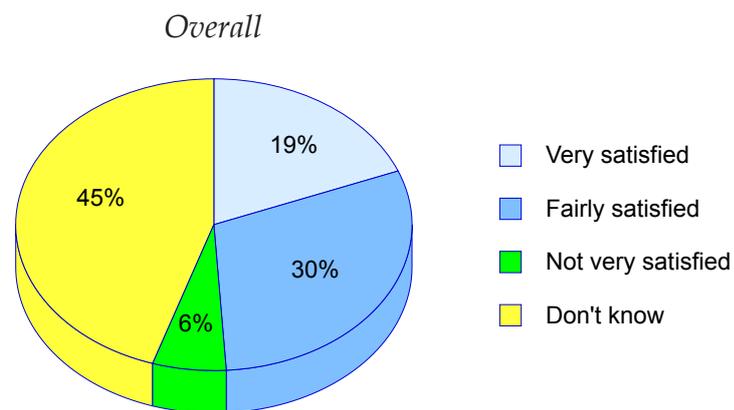
	Total District 2016 %	Ward		
		Featherston %	Greytown %	Martinborough %
Percent Who Mention ...				
Needs to be open longer hours	7	7	8	6
Too expensive	4	2	2	6
Restrictions on what you can take	3	4	5	-

* multiple responses allowed

Transfer/Recycling Stations

Recommended Satisfaction Measure For Reporting Purposes:
Overall = 69%

xiv. Sewage Treatment And Disposal



Overall, 49% of residents are satisfied with sewage treatment and disposal (60% in 2013) and a large percentage (45%) are unable to comment (33% in 2013).

6% of residents are not very satisfied, which is similar to the Peer Group and National Averages for the **sewerage system in general** and similar to the 2013 reading.

There are no notable differences between Wards and between socio-economic groups in terms of those not very satisfied with the sewage treatment and disposal.

Satisfaction With Sewage Treatment And Disposal

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2016	19	30	49	6	45
2013 [†]	26	34	60	8	33
2010*	22	30	52	9	39
2005	24	43	67	4	29
2003	26	34	60	8	32
Comparison*					
Peer Group (Rural)	32	30	62	5	33
National Average	48	33	81	6	13
Ward					
Featherston	26	32	58	4	38
Greytown	18	30	48	3	49
Martinborough	13	28	41	10	49

% read across

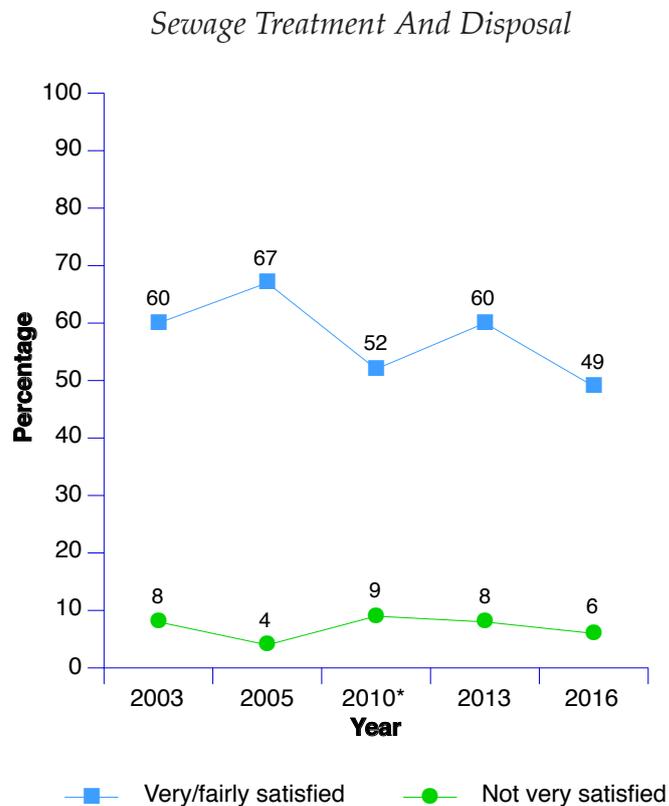
* the Peer Group and National Averages and readings prior to 2010 refer to the sewerage system in general

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

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

- inadequate system/ needs upgrading, 3%,
- discharges into rivers/ pollution of rivers, 2%,
- others, 1%.

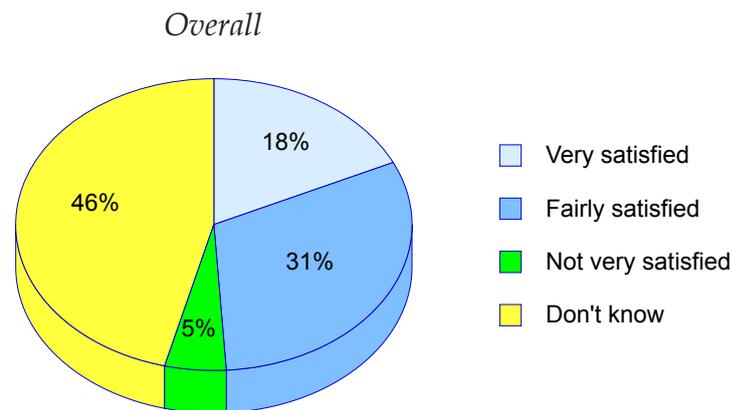
* multiple responses allowed



* the readings prior to 2010 refer to the sewerage system in general

Recommended Satisfaction Measure For Reporting Purposes:
Overall = 49%

xv. The Provision Of Sewer Services



Overall, 49% of residents are satisfied with the provision of sewer services (58% in 2013), while a large percentage, 46%, are unable to comment (38% in 2013).

The percent not very satisfied (5%) is similar to the Peer Group and National Average readings for the **sewerage system in general** and the 2013 reading.

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

Satisfaction With The Provision Of Sewer Services

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2016	18	31	49	5	46
2013	25	33	58	4	38
2010	24	35	59	5	36
Comparison**					
Peer Group (Rural)	32	30	62	5	33
National Average	48	33	81	6	13
Ward					
Featherston	19	36	55	1	44
Greytown	20	32	52	7	41
Martinborough	13	27	40	7	53

% read across

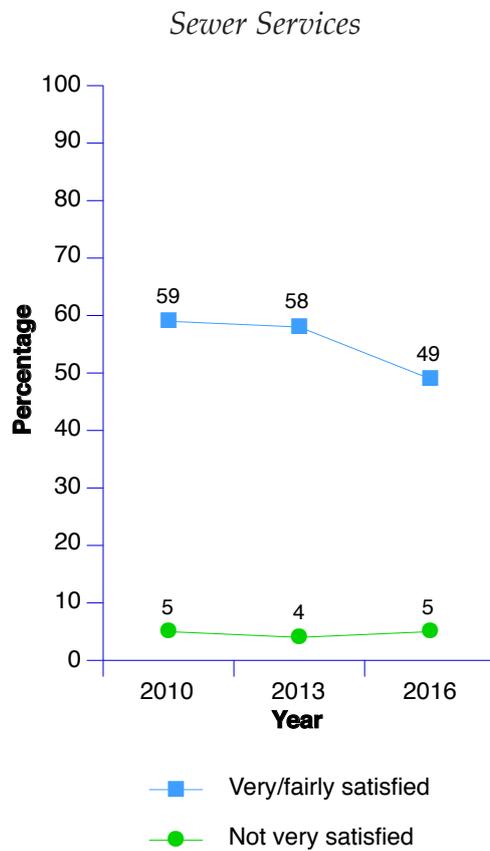
* not asked prior to 2010

** the Peer Group and National Average refer to ratings of the sewerage system

The reasons* residents are not very satisfied with the provision of sewer services are ...

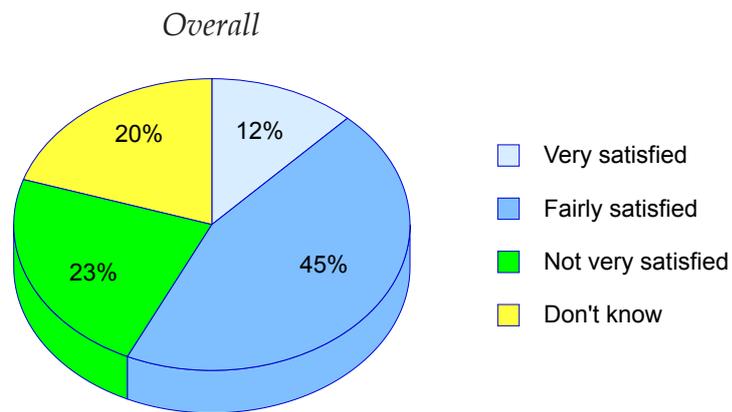
- system needs upgrading/improving, mentioned by 3% of all residents,
- no sewerage system/could extend service, 1%,
- others, 1%.

* multiple responses allowed



Recommended Satisfaction Measure For Reporting Purposes:
Overall = 49%

xvi. Stormwater Drains



57% of residents are satisfied with stormwater drains (54% in 2013), while 20% are unable to comment.

The percent not very satisfied (23%) is slightly above the Peer Group Average and above the National Average for **stormwater services** and on par with the 2013 reading.

Residents who live in a one or two person household are more likely to be not very satisfied with stormwater drains, than those who live in a three or more person household.

Satisfaction With Stormwater Drains

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2016	12	45	57	23	20
2013 [†]	13	41	54	27	18
2010	18	36	54	24	22
Comparison**					
Peer Group (Rural)	20	35	55	17	28
National Average	36	39	75	14	11
Ward					
Featherston	10	41	51	30	19
Greytown [†]	12	43	55	24	20
Martinborough	12	50	62	16	22
Household Size					
1-2 person household	11	45	56	28	16
3+ person household [†]	13	44	47	18	26

% read across

* not asked prior to 2010

** the Peer Group and National Average refer to ratings of stormwater service

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

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

- flooding / surface flooding / puddles,
- blockages / drains not cleaned / cleared / rubbish and leaves in drains,
- old / inadequate / drains can't cope / overflow / need attention.

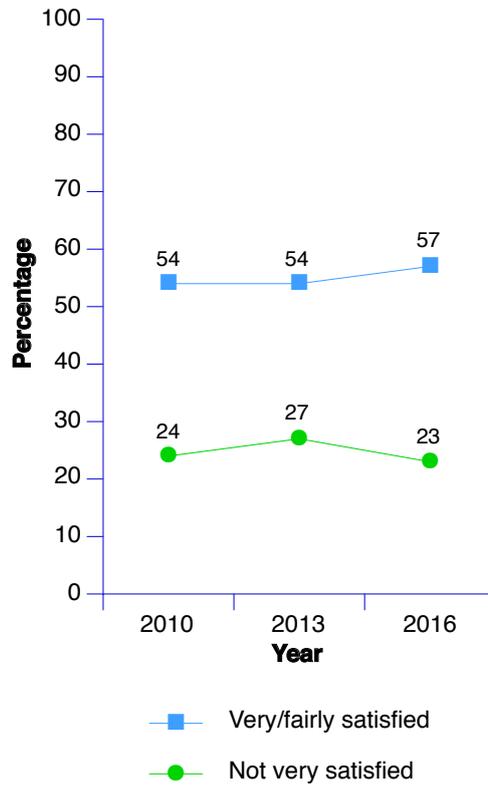
Summary Table: Main Reasons* For Being Not Very Satisfied With Stormwater Drains

	Total District 2016 %	Ward		
		Featherston %	Greytown %	Martinborough %
Percent Who Mention ...				
Flooding / surface flooding / puddles	11	17	7	8
Blockages / drains not cleaned / cleared / rubbish and leaves in drains	7	12	9	4
Old / inadequate / drains can't cope / overflow / need attention	6	5	6	6

* multiple responses allowed

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

Stormwater Drains

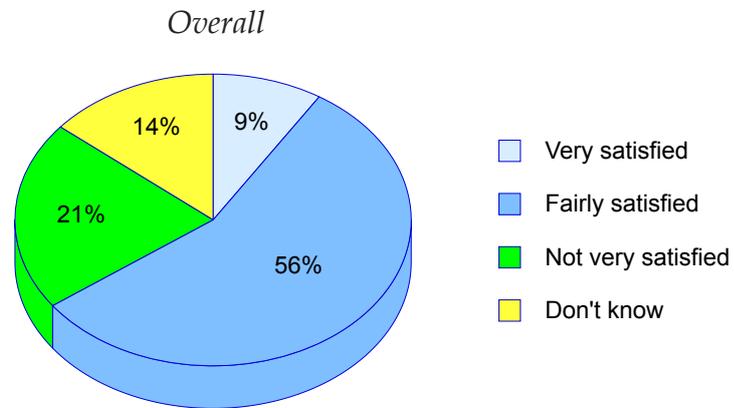


Recommended Satisfaction Measure For Reporting Purposes:
Total District = 57%



2. RATES ISSUES

A. SATISFACTION WITH THE WAY RATES ARE ALLOCATED



Taking into account the services and facilities provided by Council, 65% of residents are satisfied with the way rates are allocated, while 21% are not very satisfied and 14% are unable to comment. These readings are similar to the 2013 results.

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

Men are more likely to be not very satisfied with the way rates are allocated, than women.

[†] Peer Group and National Average readings refer to satisfaction with the way rates are **spent** on services and facilities provided by the Council

Satisfaction With The Way Rates Are Allocated

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2016	10	56	65	21	14
2013	9	55	64	22	14
2010*	3	56	59	32	9
2005	9	68	77	20	3
2003	9	66	75	19	6
Comparison					
Peer Group (Rural)	10	59	69	24	7
National Average	10	60	70	25	5
Ward					
Featherston [†]	8	58	66	22	13
Greytown [†]	10	64	74	16	11
Martinborough	11	45	56	25	19
Gender					
Male	8	57	65	26	9
Female	11	54	65	16	19

% read across

* readings prior to 2010 and Peer Group and National Averages refer to satisfaction with the way rates are **spent** on services and facilities provided by the Council

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

The main reasons residents are not very satisfied with the way rates are allocated are ...

- rates too high/ too high for services received/ unfair rating system,
- roads/ footpaths could be better,
- lack of maintenance/ upkeep of services/ facilities/ some services don't exist.

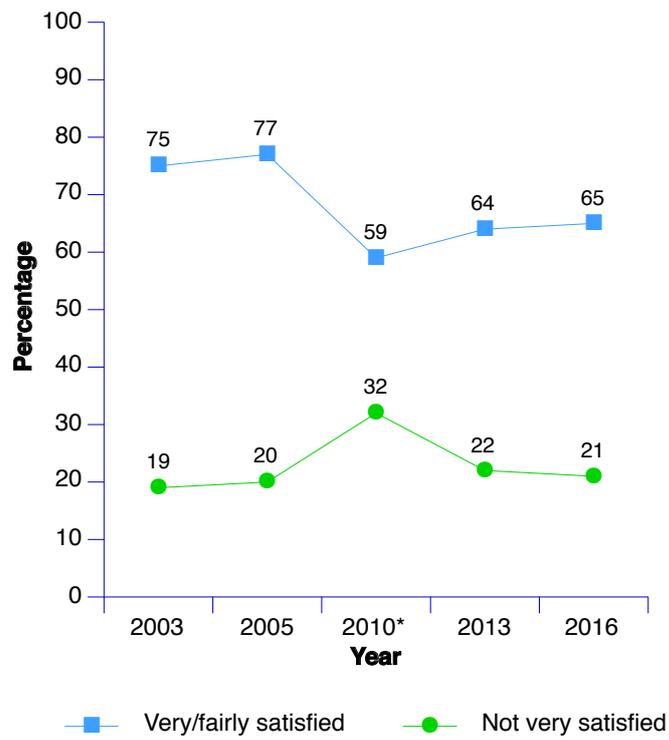
Summary Table:

Main Reasons* For Being Not Very Satisfied With The Way Rates Are Allocated

	Total District 2016 %	Ward		
		Featherston %	Greytown %	Martinborough %
Percent Who Mention ...				
Rates too high/ too high for services received/ unfair rating system	15	15	12	17
Roads/ footpaths could be better	4	4	1	6
Lack of maintenance/ upkeep of services/ facilities/ some services don't exist	3	3	2	3

* multiple responses allowed

Way Rates Are Allocated



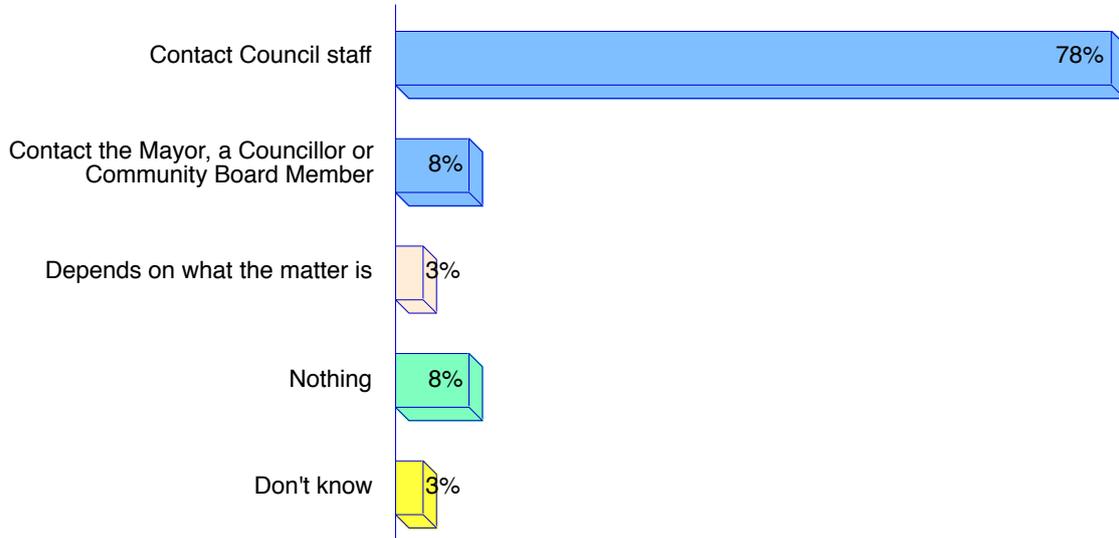
* readings prior to 2010 refer to satisfaction with the way rates are **spent** on services and facilities provided by the Council

Recommended Satisfaction Measure For Reporting Purposes:
Overall = 65%

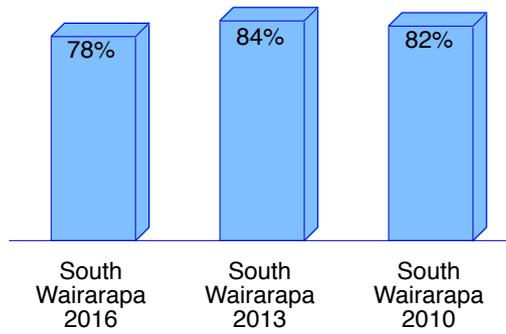


3. CUSTOMER SERVICE

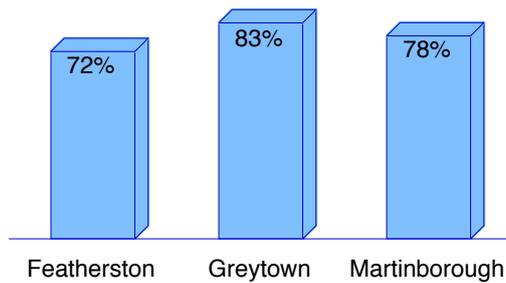
A. WHAT DO RESIDENTS USUALLY DO IF THEY HAVE A CONCERN ABOUT A SERVICE OR FACILITY?



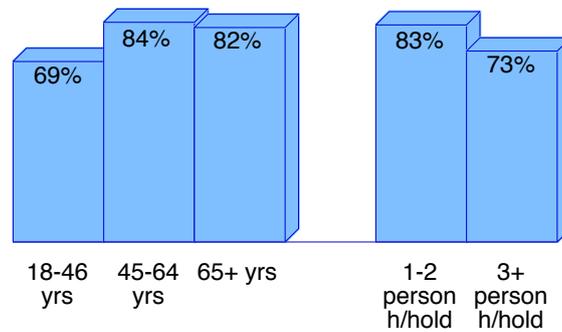
Percent Saying 'Contact Council Staff' - Comparison



Percent Saying 'Contact Council Staff' - By Ward



Percent Saying 'Contact Council Staff' - Comparing Different Types Of Residents



78% of residents say that if they have a concern about a service or facility, they would usually contact Council staff (84% in 2013).

Residents more likely to say they contact Council staff are ...

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

8% of residents say they usually do nothing.

The reasons* given for doing nothing are ...

- can't be bothered / hope problem gets sorted / let others complain, mentioned by 44% of residents who said they would do nothing[†] (10 respondents),
- haven't had any issues / no need to contact, 24% (6 respondents).

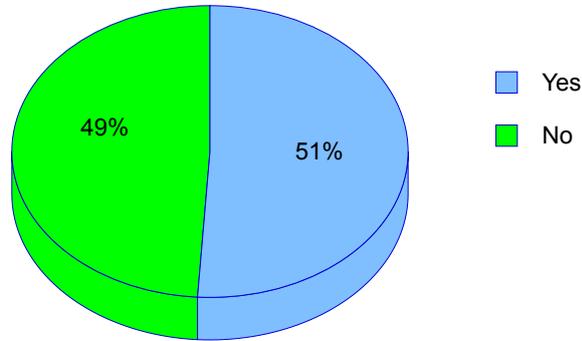
[†] Base = 19: caution small base

* multiple responses allowed

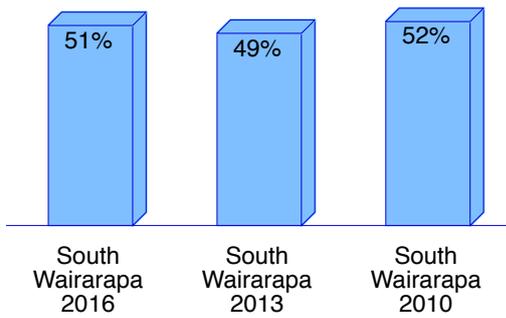
B. CONTACT

i. In The Last 12 Months Have Residents Contacted Council Staff?

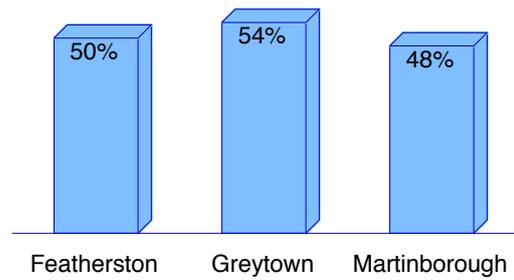
Overall



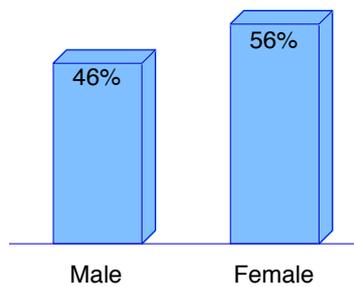
Percent Saying 'Yes' - Comparison



Percent Saying 'Yes' - By Ward



Percent Saying 'Yes' - Comparing Different Types Of Residents



In the last 12 months, 51% of residents have contacted Council staff.

Women are more likely to have contacted Council staff, than men.

ii. Rating Overall Dealings With Council Staff

Taking into account all the aspects of good customer service, residents* were asked how they would rate their overall dealings with Council staff over the past 12 months.

	Very good %	Fairly good %	Very/ Fairly good %	Just acceptable %	Not very good %	Poor %	Not very good/ Poor %	Don't know %
Residents Who Have Contacted Council Staff In The Last 12 Months								
2016	38	36	74	14	9	3	12	-
2013 [†]	37	36	73	16	5	6	11	1
2010	45	30	75	12	7	6	13	-
Ward								
Featherston [†]	27	43	70	12	16	2	18	1
Greytown	49	28	77	18	5	-	5	-
Martinborough [†]	36	40	76	12	6	7	13	-

* Base = 156

(Residents who have contacted Council staff in the last 12 months)

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

74% of residents who have contacted the Council staff in the last 12 months rate their overall dealings with Council staff as very good / fairly good, while 14% feel it was just acceptable and 12% rate their dealings as not very good / poor. These readings are similar to the 2013 results.

There are no differences between Wards and between socio-economic groups, in terms of those residents[†] who rate their overall dealings with Council staff as **very/fairly good**.

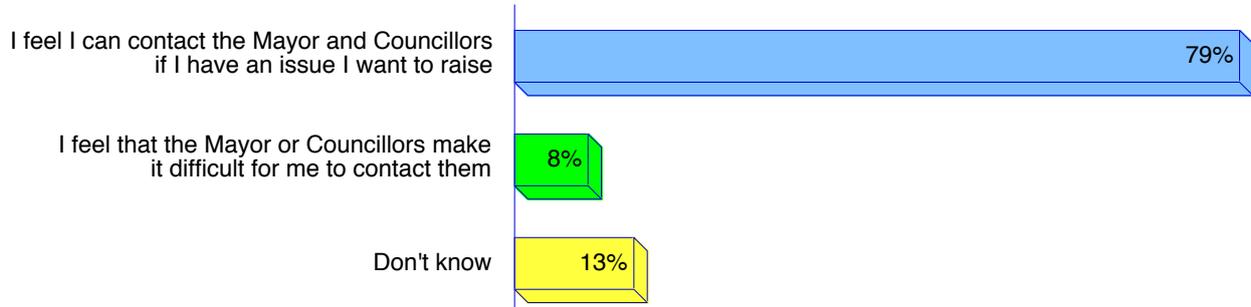
[†] residents who have contacted Council staff in the last 12 months



4. REPRESENTATION

A. CONTACTING MAYOR AND COUNCILLORS

Which statement best describes residents views on contacting the Mayor and Councillors ...?



Summary Table: Approachability Of Mayor And Councillors

	Residents feel able to contact them %	They make it difficult for residents to contact them %	Don't know %
Overall			
Total District 2016	79	8	13
2013	73	11	16
2010	75	11	14
Ward			
Featherston [†]	73	12	15
Greytown	82	5	13
Martinborough	81	7	12
Length of Residence			
Lived there 10 years or less	68	10	22
Lived there more than 10 years	83	7	10

% read across

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

79% of residents feel they can contact the Mayor and Councillors if they have an issue they want to raise (73% in 2013), while 8% think that the Mayor and Councillors make it difficult for them to contact Council (11% in 2013). 13% are unable to comment.

Longer term residents, those residing in the District more than 10 years are **more** likely, than shorter term residents, to feel they can contact the Mayor and Councillors if they have an issue they want to raise.

B. OPEN-MINDEDNESS OF MAYOR/COUNCILLORS

	They give a fair hearing to someone's view %	They don't give a fair hearing to someone's view %	Don't know %
Overall			
Total District 2016 [†]	63	15	23
2013	62	17	21
2010	55	17	28
Ward			
Featherston	53	19	28
Greytown [†]	69	12	18
Martinborough [†]	64	13	22
Age			
18-44 years	58	15	27
45-64 years	61	17	22
65+ years	71	11	18

% read across

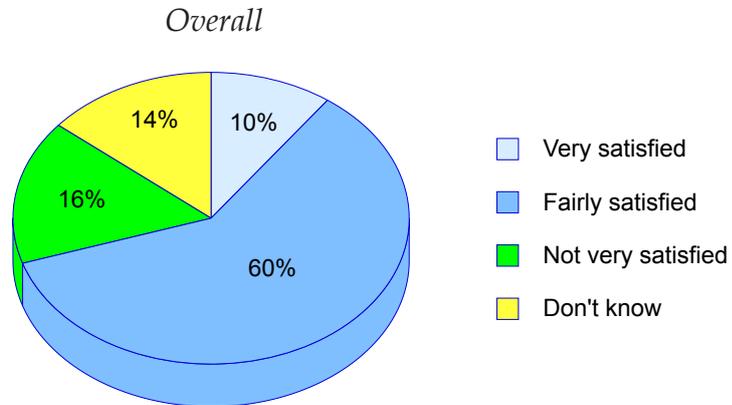
[†] does not add to 100% due to rounding

63% of residents are confident that the Mayor and Councillors give a fair hearing to someone's views, while 15% don't think they give a fair hearing. 23% are unable to comment. These readings are similar to the 2013 results.

There are no notable differences between Wards and between socio-economic groups in terms of those residents who feel that the Mayor and Councillors give a fair hearing to someone's views. However, it appears that the following residents are slightly **more** likely to feel this way ...

- Greytown and Martinborough Ward residents,
- residents aged 65 years or over.

C. OVERALL SATISFACTION WITH COUNCIL'S DECISIONS, ACTIONS, MANAGEMENT (RE COUNCILLORS/MAYOR NOT COUNCIL STAFF)



70% of residents are satisfied with Council's decisions, actions and management (76% in 2013), while 16% are not very satisfied and 14% are unable to comment (8% in 2013).

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

Summary Table: Satisfaction With Council's Decisions, Actions, Management

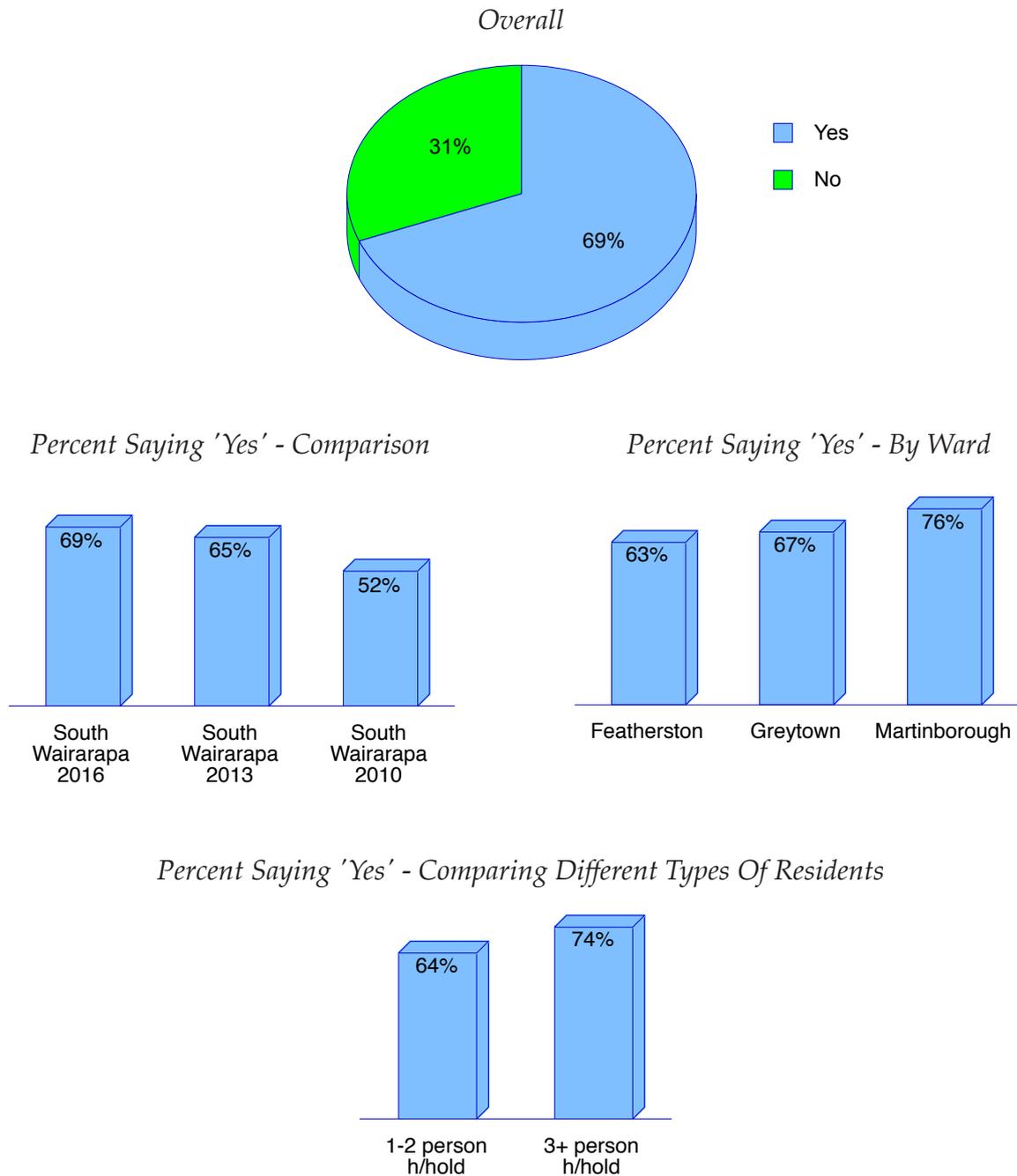
	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2016	10	60	70	16	14
2013	10	66	76	16	8
2010	13	60	73	18	9
Ward					
Featherston	7	56	63	20	17
Greytown	10	62	72	13	15
Martinborough [†]	12	61	73	15	11

% read across

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

D. CONTACTING A COMMUNITY BOARD MEMBER

Do residents know how to find a Community Board Member's contact details?



69% of residents know how to find a Community Board Member's contact details (65% in 2013), while 31% do not (35% in 2013).

Residents who live in a three or more person household are more likely to say 'Yes', than those who live in a one or two person household. It also appears that Martinborough Ward residents are slightly more likely to say 'Yes', than other Ward residents.



5. LOCAL ISSUES

A. PLACE TO LIVE

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

	Better %	Same %	Worse %	Unsure %
Overall				
Total District 2016	45	47	1	7
2013	35	49	8	8
2010 [†]	34	57	5	5
2005	54	38	2	6
Comparison				
Peer Group (Rural)	34	53	7	6
National Average	38	45	13	4
Ward				
Featherston	54	38	1	7
Greytown	43	49	2	6
Martinborough	40	53	-	7
Gender				
Male	41	52	1	6
Female	49	42	1	8

% read across

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

45% of residents think their District is better than it was three years ago (35% in 2013), 47% feel it is the same and 1% say it is worse (8% in 2013). 7% are unable to comment.

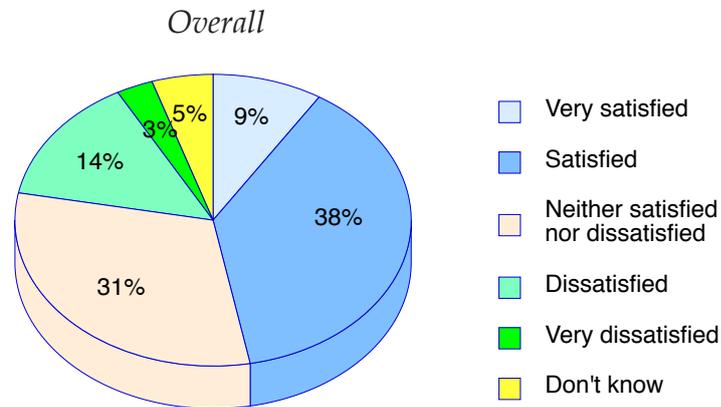
The percent saying better (45%) is above the Peer Group Average and slightly above the National Average.

There are no notable differences between Wards and between socio-economic groups in terms of those who feel their District is better than it was three years ago. However, it appears that the following residents are slightly more likely to feel this way ...

- Featherston Ward residents,
- women.

B. COUNCIL CONSULTATION AND COMMUNITY INVOLVEMENT

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



47% of residents are very satisfied/satisfied with the way Council involves the public in the decisions it makes, while 17% are dissatisfied/very dissatisfied (20% in 2013). 31% are neither satisfied nor dissatisfied (26% in 2013) and 5% are unable to comment.

The very satisfied/satisfied reading (47%) is similar to the Peer Group and National Averages and the 2013 reading.

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

- Greytown and Martinborough Ward residents,
- residents aged 45 years or over.

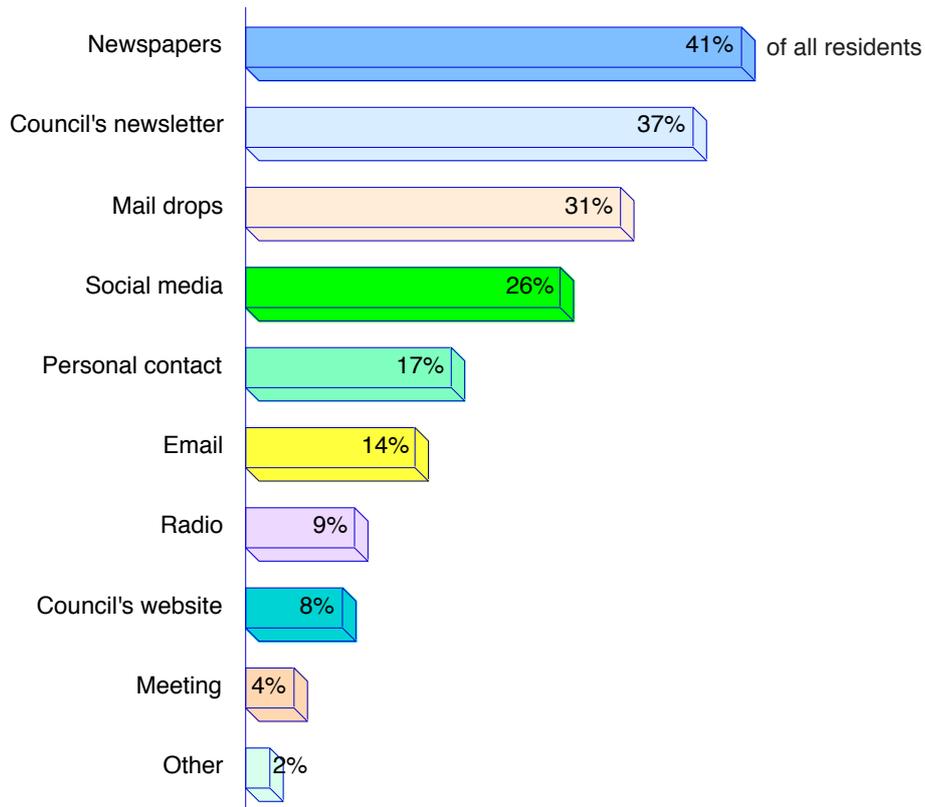
Summary Table: Level Of Satisfaction With The Way Council Involves The Public In The Decisions It Makes

	Very satisfied/ Satisfied %	Neither satisfied nor dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall				
Total District 2016	47	31	17	5
2013	49	26	20	5
2010	50	25	20	5
2005	54	30	13	3
Comparison				
Peer Group (Rural) [†]	45	31	16	7
National Average	45	28	22	5
Ward				
Featherston [†]	38	35	18	10
Greytown	47	31	21	1
Martinborough [†]	55	27	14	5
Age				
18-44 years	38	33	20	9
45-64 years [†]	49	33	16	3
65+ years	55	26	15	4

% read across

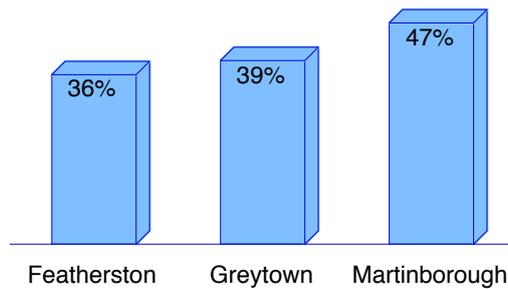
[†] does not add to 100% due to rounding

ii. How Would Residents Prefer Council To Communicate With Them?*

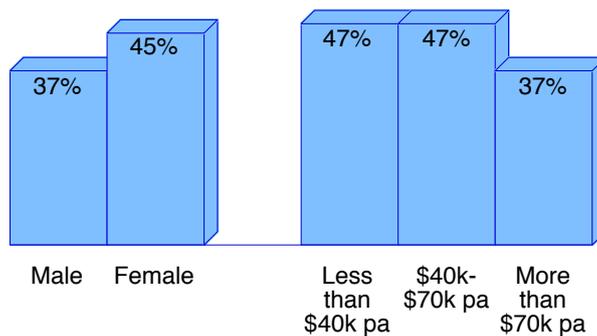


* residents asked to mention two preferred methods

Percent Saying "Newspapers" - By Ward



Percent Saying "Newspapers" - Comparing Different Types Of Residents



41% of residents say they would prefer Council to communicate with them through newspapers, while 37% mention newsletters and 31% say mail drops.

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who say they most like Council to communicate by newspaper. However, it appears that the following residents are slightly more likely to do so ...

- women,
- residents with an annual household income of \$70,000 or less.

The other sources* mentioned are ...

"Problem with communication as I don't have a cellphone or social media. In an emergency could be a problem as I only have a landline."

"Get news from Stuff online."

"Texts."

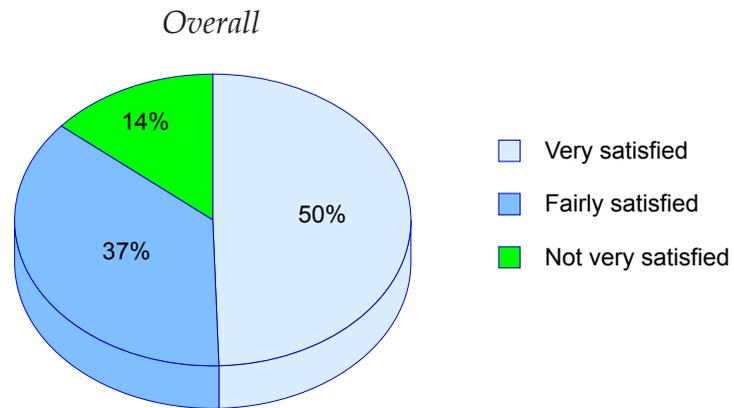
"Written notices."

"Public notices."

"Through the Ratepayers Association."

* multiple responses allowed

C. SATISFACTION WITH THE IMAGE OF CLOSEST TOWN CENTRE



(Does not add to 100% due to rounding)

Closest Town Centre

	Total District 2016 %	Ward		
		Featherston %	Greytown %	Martinborough %
Percent Who Mention ...				
Featherston	33	99	1	4
Greytown	34	-	99	-
Martinborough	34	1	-	96
Unsure	-	-	-	-
TOTAL	⁺ 101	100	100	100

⁺ does not add to 100% due to rounding

Satisfaction With The Image Of Closest Town Centre

	Very satisfied %	Fairly satisfied %	Very/Fairly satisfied %	Not very satisfied %	Don't know %
Overall					
Total District 2016 [†]	50	37	87	14	-
2013 ^{†*}	39	31	70	30	1
2010	35	45	80	17	3
Ward					
Featherston	19	48	67	33	-
Greytown	69	25	94	6	-
Martinborough	58	38	96	4	-

% read across

* Base = 296: 6 respondents were unsure which was their closest town centre

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

87% of residents are satisfied with the image of their closest town centre (70% in 2013), including 50% who are very satisfied (39% in 2013), while 14% are not very satisfied (30% in 2013).

Featherston Ward residents are more likely to be not very satisfied with the image of their closest town, than other Ward residents.

The main issues* for residents living closest to **Featherston** are ...

- old, derelict buildings / empty buildings / shops, mentioned by 33% of residents who say they live closest to Featherston,
- town looks rundown / uninviting / needs upgrading / improve image, 25%,
- footpaths, 9%,
- better public transport, 8%.

8% of residents living closest to Featherston say there is nothing / no issues / nothing comes to mind.

The main issues* for residents living closest to **Greytown** are ...

- more things for young people to do, mentioned by 11% of residents who say they live closest to Greytown,
- changes to Greytown / locals feel pushed out / hijacked, 10%,
- flooding, 10%.

11% of residents living closest to Greytown say there is nothing / no issues / nothing comes to mind.

The main issues* for residents living closest to **Martinborough** are ...

- town hall redevelopment, mentioned by 31% of residents who say they live closest to Martinborough,
- water supply, 14%,
- better promotion / tourism / more attractions / events, 12%,
- roading / bridges / traffic issues, 12%.

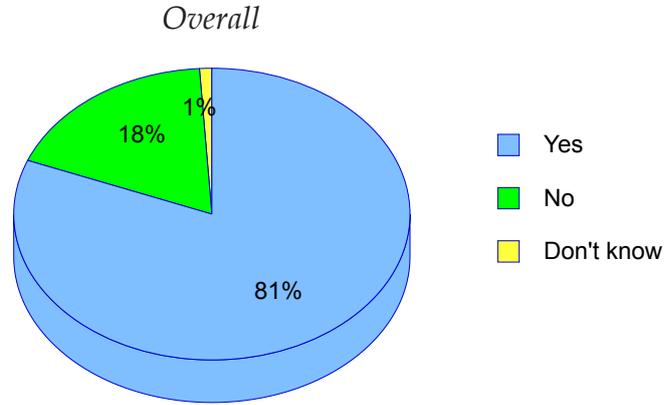
9% of residents living closest to Martinborough say there is nothing / no issues / nothing comes to mind.

* multiple responses allowed

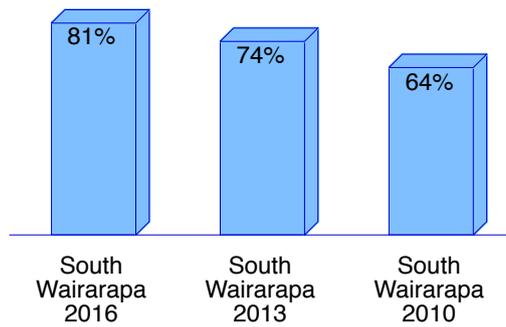
D. EMERGENCY MANAGEMENT

To be prepared for a Civil Defence emergency, households should have an emergency kit that includes stored food, water, a radio, batteries and a torch.

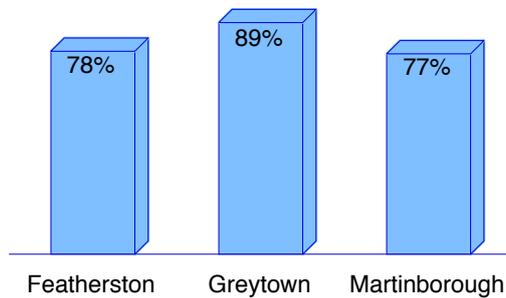
Do Residents Have A Household Emergency Kit?



Percent Saying 'Yes' - Comparison



Percent Saying 'Yes' - By Ward

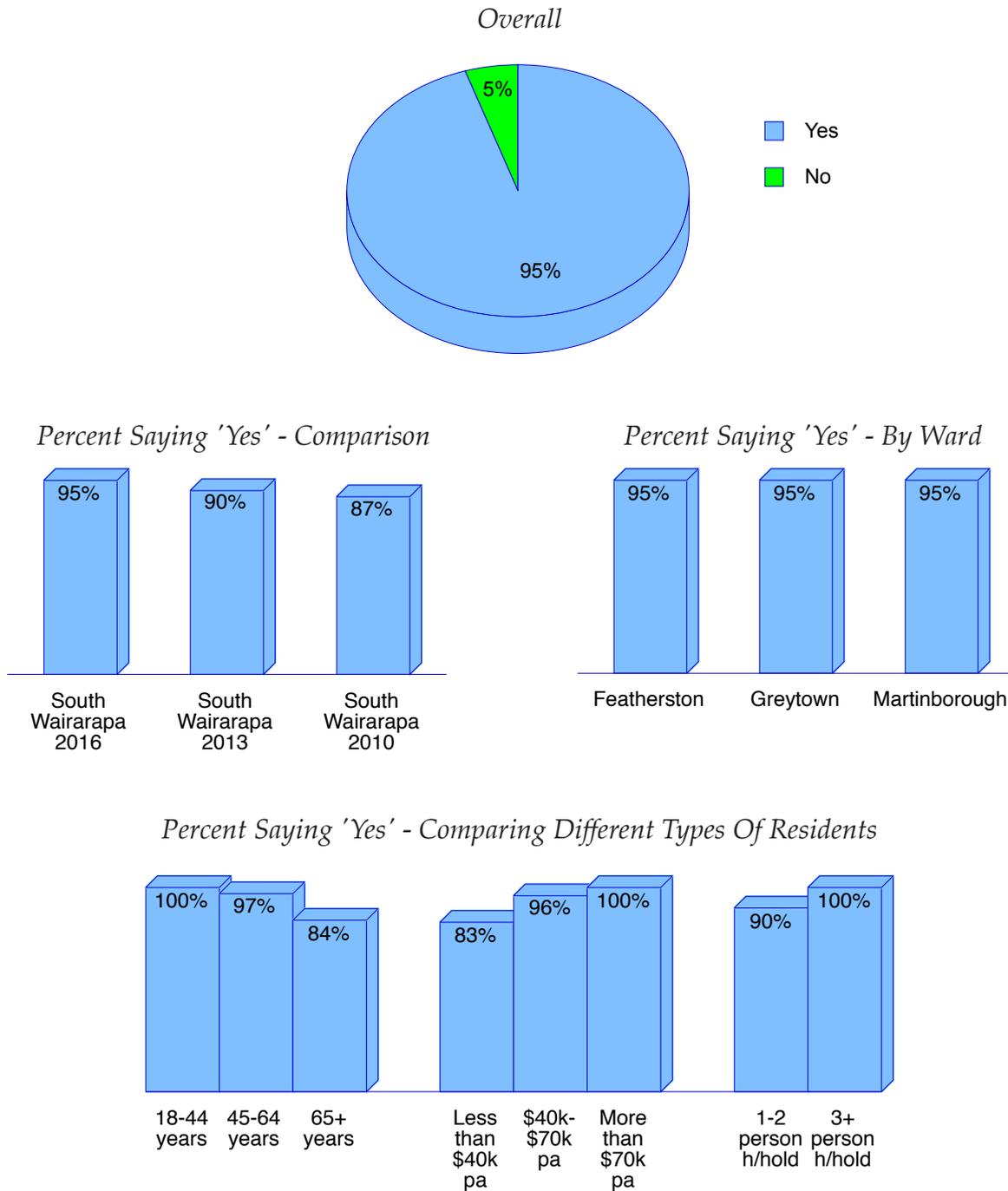


81% of residents say they have a household emergency kit (74% in 2013), while 18% do not (26% in 2013).

There are no notable differences between Wards and between socio-economic groups, in terms of those residents who say 'Yes'. However, it appears that Greytown Ward residents are slightly more likely to say 'Yes', than other Ward residents.

E. INTERNET ACCESS

i. At Home



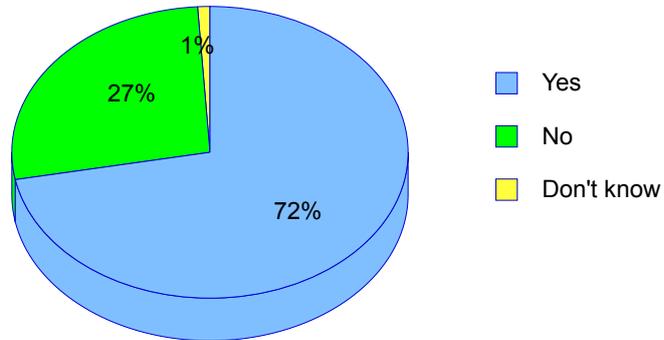
95% of residents say they have internet access at home (90% in 2013).

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

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

ii. Is Residents[†] Internet Service/Capacity Sufficient For The Needs?

Residents Who Have Internet Access At Home



[†]Base = 277

Summary Table: Is Internet Service/Capacity Sufficient For Their Needs

	Yes %	No %	Don't know %
Residents Who Have Internet Access At Home	72	27	1
Ward			
Featherston	82	16	2
Greytown	77	23	-
Martinborough	57	42	1
Household Income			
Less than \$40,000 pa	90	10	-
\$40,000-\$70,000 pa	80	19	1
More than \$70,000 pa	64	35	1
Household Size			
1-2 person household	78	20	2
3+ person household	65	35	-

Base = 277

% read across

72% of residents[†] say that the internet service / capacity at home is sufficient for their needs, while 27% say that it isn't.

Residents[†] more likely to say 'Yes' are ...

- all Ward residents, except Martinborough Ward residents,
- residents with an annual household income of \$70,000 or less,
- residents who live in a one or two person household.

Main reasons* internet service / capacity is not sufficient for their needs are ...

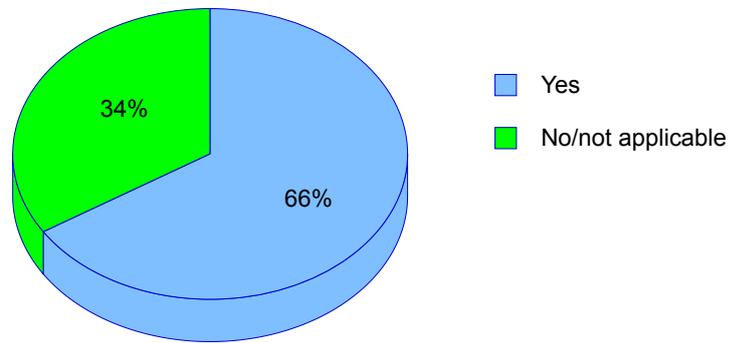
- too slow, mentioned by 78% of residents*,
- not reliable / intermittent / patchy service / cuts out, 22%,
- poor service / needs upgrading, 13%.

[†] residents who say they have internet access at home, N=277

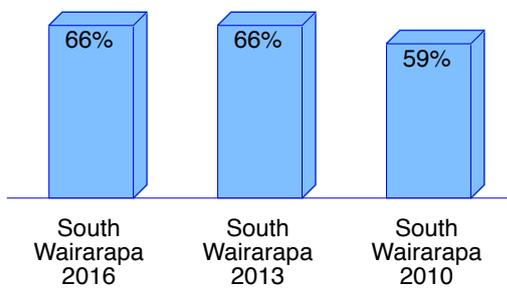
* Base = 67: residents who have internet access at home and say the service / capacity is not sufficient for their needs, multiple responses allowed

iii. Where They Work Or Study

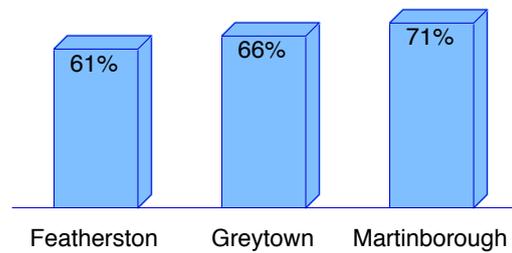
Overall



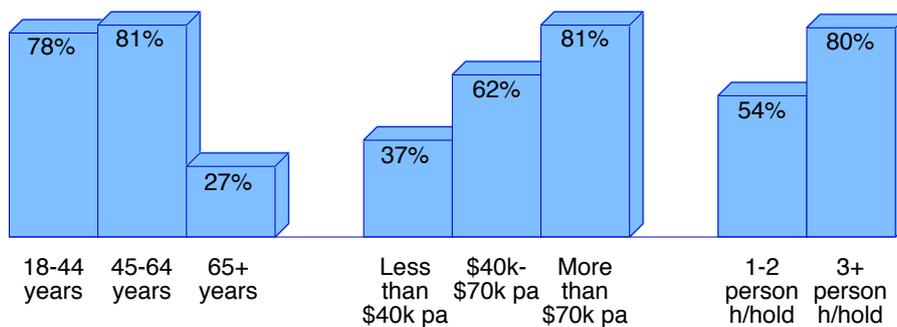
Percent Saying 'Yes' - Comparison



Percent Saying 'Yes' - By Ward



Percent Saying 'Yes' - Comparing Different Types Of Residents



66% of residents say they have internet access where they work or study, while 34% do not/not applicable or don't work or study. These readings are similar to the 2013 result.

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

- residents aged 18 to 64 years,
- residents with an annual household income of \$40,000 or more, in particular those with an annual household income of more than \$70,000,
- residents who live in a three or more person household.

F. OVERALL DIRECTION

Thinking about the overall direction and work of the Council, plus the contribution it makes to the District, residents were asked to say what are the most important things that Council should do for the District over the next few years.

The main things mentioned are ...

- roading/bridges/road safety/traffic issues,
- infrastructure/maintain existing services/facilities.
- improve water supply,
- environmental concerns,
- promote tourism/promote the District/better amenities for visitors,
- appearance/beautification/better upkeep/improve image.

Summary Table: Main Important Things* Council Should Do For The District

	Total District 2016 %	Ward		
		Featherston %	Greytown %	Martinborough %
Percent Who Mention ...				
Roading/bridges/road safety/traffic issues	20	16	17	26
Infrastructure/maintain existing services/facilities	13	13	13	11
Improve water supply	10	12	8	10
Environmental concerns	9	6	11	10
Promote tourism/promote the District/better amenities for visitors	9	7	8	12
Appearance/beautification/better upkeep/improve image	9	12	9	6

* multiple responses

Other important things mentioned by 8% of residents is ...

- better sewerage system/ disposal,

By 6% ...

- encourage/promote business/employment in the area.

By 5% ...

- improve Internet/broadband access/cellphone coverage,
- keep ratepayers informed/communicate/listen to ratepayers,
- more facilities/activities for young people/do more for youth.

By 4% ...

- public transport,
- amalgamation issues,
- future planning/future growth.

By 3% ...

- flood protection,
- lower rates/keep rates down/rates issues,
- Civil Defence/emergency measures,
- improve footpaths,
- consents process improved/cost less/quicker/more flexibility.

By 2% ...

- water use/allocation/management,
- run a better/more efficient Council,
- address derelict/old buildings in town,
- better amenities for families,
- parks/sportsgrounds/playgrounds,
- Town hall,
- swimming pools,
- better recreational/leisure activities/resources available,
- fairer allocation of time/money for all the district,
- land use/subdivision,
- maintain library services.

By 1% ...

- a safer environment/better policing/make safer/lighting, etc,
- spend wisely,
- affordable housing,
- rubbish collection/recycling/transfer station.

5% of residents mention 'other' issues, 4% say 'maintain as it is/carry on as they are', 8% say 'nothing/can't think of anything/all good' and 7% are unable to comment.

We have also grouped the issues mentioned into the following categories*, showing the overall percentages for each.

Land Transport 25%

Roading/bridges/road safety/traffic issues
Public transport
Improve footpaths

Economic,Cultural & Community Development 24%

Promote tourism/promote the District/better amenities for visitors
Improve Internet/broadband access/cellphone coverage
Encourage/promote business/employment in the area
Future planning/future growth
Lower rates/keep rates down/rates issues

Resource Management 20%

Environmental concerns
Appearance/beautification/better upkeep/improve image
Address derelict/old buildings in town
Land use/subdivisions

Government/Leadership/Advocacy 12%

Keep ratepayers informed/communicate/listen to ratepayers
Amalgamation issues
Run a better/more efficient Council
Fairer allocation of time/money for all the District
Spend wisely

Water Supply 12%

Improve water supply
Water use/allocation/management

Amenities 12%

More facilities/activities for young people/do more for youth
Better amenities for families
Parks/sportsgrounds/playgrounds
Town hall
Better recreation/leisure activities/resources available
Swimming pools
Maintain library services
Affordable housing

Sewerage 8%

Better sewerage system/disposal

Public Protection 7%

Civil Defence/emergency measures
Consents process/improved/cost less/quicker/more flexibility
A safer environment/better policing/make safer/lighting, etc

Stormwater Drainage 3%

Flood protection

Solid Waste Management 1%

Rubbish collection/recycling/transfer station

Other 17%

Infrastructure maintain existing services/facilities
Others

* As per South Wairarapa District Council's 2016/2017 Annual Plan - Community Outcomes

G. EASTER SUNDAY TRADING

The Government has given local Councils the power to decide whether to allow shops to open on Easter Sunday from 2017. If Councils decide to allow Easter Sunday trading, shop employees have the right to refuse to work on Easter Sunday without giving a reason to their employers.

i. Should Shops In The South Wairarapa District Be Allowed To Trade On Easter Sunday?

	Yes %	No %	Don't know/ Undecided %
Overall			
Total District 2016 [†]	65	28	8
Ward			
Featherston	61	33	6
Greytown	64	29	7
Martinborough [†]	69	22	10
Household Income			
Less than \$40,000 pa	52	44	4
\$40,000-\$70,000 pa	66	22	12
More than \$70,000 pa	68	25	7
Household Size			
1-2 person household	59	34	7
3+ person household	71	20	9

% read across

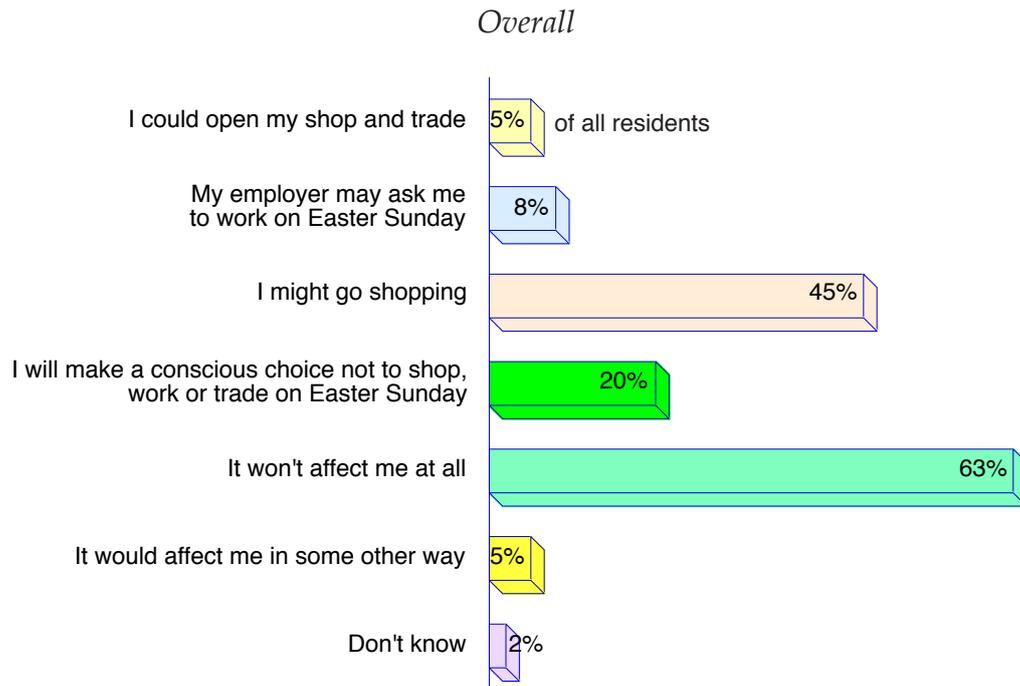
[†] does not add to 100% due to rounding

65% of residents think shops in the South Wairarapa District should be allowed to trade on Easter Sunday, while 28% do not.

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

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

ii. How Would Residents Be Affected If Shops Could Trade?



(multiple responses allowed)

	I could open my shop and trade %	My employer may ask me to work on Easter Sunday %	I might go shopping %	I will make a conscious choice not to ... %	It won't affect me %	Other %	Don't know %
Overall							
Total District 2016	5	8	45	20	63	5	2
Ward							
Featherston	4	6	44	24	66	2	2
Greytown	5	9	49	22	61	6	1
Martinborough	7	8	42	15	64	6	2
Age							
18-44 years	5	6	59	13	64	6	2
45-64 years	7	11	39	27	57	5	3
65+ years	4	4	35	20	72	2	-
Household Income							
Less than \$40,000 pa	1	4	27	28	78	-	-
\$40,000-\$70,000 pa	9	10	38	23	63	9	-
More than \$70,000 pa	5	9	55	16	60	4	2
Household Size							
1-2 person household	6	9	36	27	65	3	2
3+ person household	4	6	55	12	62	6	2
Should shops in South Wairarapa District be allowed to trade on Easter Sunday							
Yes	6	9	64	3	68	6	1
No	4	7	11	64	49	3	-
Don't know	-	-	12	10	76	-	14

% read across

63% of residents said they would not be affected at all, if shops could trade on Easter Sunday in the District, while 45% said they might go shopping and 20% said they would make a conscious choice not to shop, work or trade.

Residents more likely to say they **would not be affected** at all are ...

- residents aged 65 years or over,
- residents with an annual household income of less than \$40,000,
- residents who did not say shops in South Wairarapa District should not be allowed to trade on Easter Sunday.

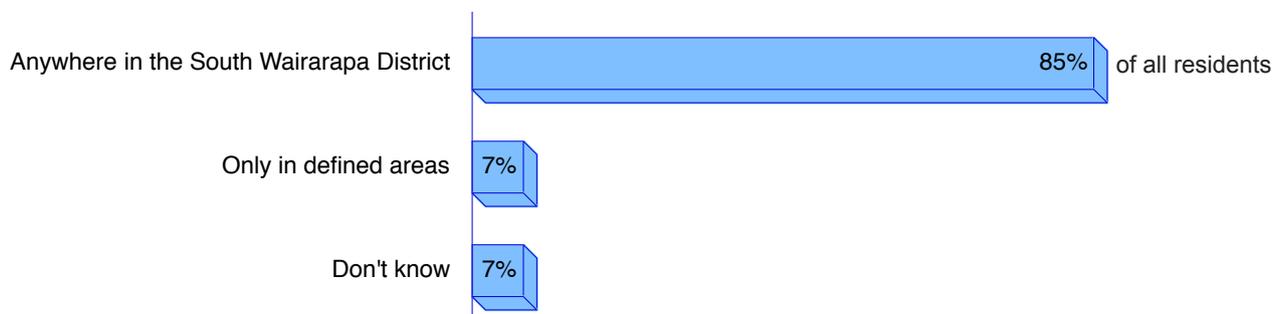
Residents more likely to say they **might go shopping** are ...

- residents aged 18 to 44 years,
- residents with an annual household income of more than \$70,000,
- residents who live in a three or more person household,
- residents who say shops in South Wairarapa District should be allowed to trade on Easter Sunday.

Residents more likely to say they will make a **conscious choice not to shop, work or trade** are ...

- residents who live in a one or two person household,
- residents who say shops in South Wairarapa District should not be allowed to trade on Easter Sunday.

iii. If Easter Sunday Trading Was Allowed, Should Trading Be Allowed Anywhere Or Only In Defined Areas?



(Does not add to 100% due to rounding)

Summary Table

	Anywhere in South Wairarapa District %	Only in defined areas %	Don't know %
Overall			
Total District 2016 [†]	85	7	7
Ward			
Featherston [†]	79	8	12
Greytown	87	7	6
Martinborough	89	6	5
Should shops be allowed to trade on Easter Sunday?			
Yes	97	3	-
No	64	16	20
Don't know [†]	63	14	24

% read across

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

85% of residents say that if Easter Sunday trading was allowed it should be allowed anywhere in the District, while 7% say it should be allowed only in defined areas.

Residents who say shops in South Wairarapa District should be allowed to trade on Easter Sunday are more likely to say they should be allowed to **trade anywhere**, than those who are opposed/undecided Easter Sunday trading.

The main specific locations* mentioned are ...

- food outlets/restaurants/eating places, 25% of residents*,
- tourist related areas/activities, 21%,
- town centres/townships, 19%.

Base = 25* (residents who said trading should be allowed in defined areas only)

* caution: small base

* * * * *

E. APPENDIX

Base by Sub-sample

		Actual respondents interviewed	*Expected numbers according to population distribution
Ward	Featherston	100	94
	Greytown	99	102
	Martinborough	101	104
Gender	Male	151	146
	Female	149	154
Age	18 - 44 years	68	104
	45 - 64 years	105	120
	65+ years	127	76

* Interviews are intentionally conducted to get reasonable bases to allow comparisons between Wards. Post stratification (weighting) is then applied to adjust back to population proportions in order to yield correctly balanced overall percentages. This is accepted statistical procedure.

Please see also pages 2 to 4 regarding quotas and weighting for this survey.

* * * * *

