

**ROTORUA
DISTRICT COUNCIL**

**COMMUNITRAK™
SURVEY**

JUNE 2006

COMMUNITRAK™ SURVEY

PUBLIC PERCEPTIONS AND INTERPRETATIONS OF COUNCIL SERVICES AND REPRESENTATION

PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:

ROTORUA DISTRICT COUNCIL

JUNE 2006



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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.

A. SITUATION AND OBJECTIVES

The mission statement for Rotorua District Council reads ...

"To provide excellence in leadership and sustainable community services that improve quality of life for residents and ensure a world-class experience for visitors."

Council engages a variety of approaches, to seek public opinion and to communicate programmes and decisions to the people resident in its area. One of these approaches was to commission the National Research Bureau's Communitrak™ survey undertaken in 1992, 1993, 1994, 1995, 1996, 1997, 1998, 1999, 2000, 2001, 2002, 2003, 2004, 2005 and now again in 2006.

In 2006, Communitrak™ sought to obtain the views of Rotorua District residents on the specific issues of ...

- how satisfied residents are with the way Council involves the public in the decisions it makes and how much influence they feel the public has in this process,
- how residents rate the community spirit of Rotorua District,
- residents' preparedness for a Civil Defence emergency.

* * * * *

B. COMMUNITRAK™ SPECIFICATIONS

Sample Size

This Communitrak™ survey was conducted by telephone with 402 residents of the Rotorua District.

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

Interviews were spread as follows:

North	102
South	99
East	100
West	101
Total =	<u>402</u>

Interview Type

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

Sample Selection

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

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

A target of interviewing approximately 120 residents, aged 18 to 39 years, was also set.

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

Respondent Selection

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

Call Backs

Three call backs, i.e., 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, i.e., at least four hours later.

Sample Weighting

Weightings are applied to the sample data, to reflect the actual Ward, age group and ethnic group proportions in the area as determined by Statistics New Zealand's 2001 Census data. The result is that the total figures represent the adult population's viewpoint as a whole across the entire Rotorua District. Bases for subsamples are shown in the Appendix. Where we specify a "base" we are referring to the actual number of respondents.

Survey Dates

All interviews were conducted between Friday 2 June and Tuesday 13 June.

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 and with similarly constituted Local Authorities.

The Communitrak™ service provides ...

- comparisons with a national sample of 1005 interviews conducted in January 2005,
- comparisons with provincial, urban and rural norms,
- comparisons with previous readings of your own District's views (in this case the Rotorua District 2000, 2001, 2002, 2003, 2004 and 2005 Communitraks™).

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

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

Weightings have been applied to this comparison data to reflect the actual adult population in Local Authorities as determined by Statistics NZ 2001 Census data.

It is important to bear in mind that this is a 'yardstick' only to provide an indication of typical resident perceptions. The performance criteria established by Council for themselves are of particular relevance, and thus are the emphasis of the survey.

Margin Of Error

The survey is a scientifically prepared service, based on a random probability sample. The maximum likely error limits occur when the sample is split 50/50 on an issue, but often the split is less, and an 80/20 split is shown below, as a comparison. Margins of error, at the 95 percent level of confidence, for different sample sizes are:

	<u>50/50</u>	<u>80/20</u>
n = 500	±4.4%	±3.5%
n = 400	±4.9%	±3.9%
n = 300	±5.7%	±4.5%
n = 200	±6.9%	±5.5%

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. The results in 95 of these samples are most likely to fall close to those obtained in the original survey, but may, with decreasing likelihood, vary by up to plus or minus 4.9%, for a sample of 400.

Significant Difference

Significant differences, at the 95 percent level of confidence, for different sample sizes are:

	Midpoint <u>is 50%</u>	Midpoint is <u>80% or 20%</u>
n = 500	±6.2%	±4.9%
n = 400	±6.9%	±5.5%
n = 300	±8.0%	±6.4%
n = 200	±9.8%	±7.8%

The significant difference figures above refer to the boundary, above and below a result, whereby one may conclude 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 plus or minus 6.9%, given a 95 percent level of confidence, where the midpoint of the two results is 50%.

* * * * *



C. EXECUTIVE SUMMARY

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

The Rotorua 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.

Council Services/Facilities

Summary Table - Satisfaction With Services/Facilities

	2006		2005	
	Very/fairly satisfied %	Not very satisfied %	Very/fairly satisfied %	Not very satisfied %
Beautification and landscaping	97	3	92	7
Parks, reserves, sportsfields and playgrounds	92	5	91	6
Rubbish collection	88	7	93	4
Water supply	86	6	87	7
Sewerage system	85	4	84	5
Library service	84	4	85	3
Noise control	83	8	86	6
Art & History Museum	82	2	78	1
Rotorua Aquatic Centre	81	7	77	7
Footpaths	81	15	81	16
Stormwater drainage	79	16	74	20
Roads in the District	78	22	79	21
Refuse disposal	70	14	77	10
Dog control	70	26	75	21
Parking in Rotorua City	60	39	53	46
Recycling waste materials	57	33	60	31
Promotion of job opportunities	55	11	53	6
Public toilets	54	32	NA	NA
Planning and Inspection Services (excluding building inspections)	43	10	49	8
Building inspections	41	8	48	7
Civil Defence Organisation	40	9	47	3

NB: where figures do not add to 100%, the balance is a "don't know" response.

Percent Very Satisfied - Comparison

	2006 %	2005 %	Peer Group %	National Average %
Beautification and landscaping of the District	68	67	51	40
Library Service	65	66	67	66
Art & History Museum	57	53	39	42
Parks, Reserves, Sportsfields & Playgrounds	56	59	*54	*55
Rotorua Aquatic Centre	54	55	†39	†36
Rubbish collection	52	61	45	48
Water Supply	43	47	37	40
Sewerage System	30	34	37	37
Control of noise	30	32	28	28
Recycling waste materials	28	30	41	44
Refuse Disposal	27	32	28	24
Control of dogs	25	28	23	24
Roads in the District	23	25	13	12
Footpaths	23	24	15	16
Stormwater drainage	22	19	31	26
Building Inspections	14	18	**12	**10
Civil Defence Organisation	14	17	20	14
Promotion of job opportunities	13	15	14	12
Parking in Rotorua City	13	11	26	21
Planning & Inspection Services	11	17	**12	**10
Public toilets	10	NA	27	20

* Figures are based on average ratings for parks & reserves and sportsfields & playgrounds.

** Figures are based on ratings for town planning/ planning & inspection services.

† Figures are based on ratings for public swimming pools.

NA: Not asked in 2005

In terms of those not very satisfied, Rotorua performs **favourably** compared to the Peer Group and/or National Averages for ...

	<u>Rotorua</u>	<u>Peer Group</u>	<u>National Average</u>
	%	%	%
• roads	22	29	29
• footpaths	15	27	27
• refuse disposal	14	21	18
• promotion of job opportunities	11	24	22
• planning and inspection services	10	*23	*24
• building inspections	8	*23	*24
• control of noise	8	14	16
• rubbish collection	7	12	10
• Rotorua Aquatic Centre	7	**12	**9
• water supply	6	14	12
• sewerage system	4	11	10
• beautification and landscaping	3	10	10

* Figures based on ratings for town planning/planning and inspection services.

** Figures based on ratings for public swimming pools.

However, Rotorua compares **unfavourably** for ...

• recycling waste materials	33	26	18
• public toilets	32	22	22

For the following services/facilities, Rotorua performs **on par with** the Peer Group and National Averages ...

• parking in the CBD	39	35	39
• control of dogs	26	25	25
• stormwater drainage	16	16	20
• Civil Defence Organisation	9	10	12
• parks, reserves, sportsfields and playgrounds	5	*3	*4
• library service	4	1	2
• Art & History Museum	2	6	5

* Figures based on average ratings for parks and reserves and sportsfields and playgrounds.

Frequency Of Household Use - Council Services And Facilities

	Usage In Last Year		
	Three times or more %	Once or twice %	Not at all %
Parks, reserves, sportsfields or playgrounds	80	9	11
District Library	65	11	24
Public toilets	54	22	24
Recycling services	62	12	26
Rotorua Aquatic Centre	55	14	31
Refuse disposal services	47	20	33
Art & History Museum	25	35	40
Contacted Council about dogs	5	19	76
Building inspection services	5	17	78
Planning or inspection services	5	13	82
Contacted Council about noise	3	8	89

Parks, reserves, sportsfields or playgrounds, 89%,

District libraries, 76%, (80% in 2005),

Public toilets, 76% (NA in 2005)

... are the facilities or services surveyed which have been most frequently used by residents in the last year.

Rates Issues

81% of residents identify themselves, or a member of their household, as ratepayers (82% in 2005).

Overall, 77% of residents are satisfied with the way rates are spent on the services and facilities provided by Council (85% in 2005), with 18% being not very satisfied (10% in 2005). The not very satisfied reading is similar to the Peer Group Average and on par with the National Average.

76% of ratepayers are satisfied with the way rates are spent (86% in 2005) and 22% are not very satisfied (10% in 2005).

Contact With Council

51% of residents have contacted the Council offices in some way, either by phone, in person, in writing and/or by e-mail during the last 12 months (58% in 2005). 34% have contacted the Council by phone (46% in 2005), 33% in person (37% in 2005), 7% in writing (13% in 2005) and 4% by e-mail (7% in 2005).

86% of residents who have contacted a Council Office by phone in the last 12 months are satisfied with the service received (90% in 2005), with 84% of residents satisfied when visiting a Council Office in person (91% in 2005). 56% are satisfied when contacting a Council office in writing (88% in 2005) and 83% are satisfied when contacting them by e-mail* (92% in 2005).

Overall, 85% of residents who have contacted the Council offices in the last 12 months are satisfied with the service they received (92% in 2005), with 14% being not very satisfied (8% in 2005).

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

* Caution: small base

Information

Newspapers are the main source of information about Council for 82% of District residents (82% in 2005).

31% of residents see the information provided about Council as balanced, neither for nor against Council (46% in 2005), while 16% see the information as a little one-sided in favour of Council (12% in 2005). 3% of residents see the information provided about Council as a little one-sided against Council (3% in 2005), with 44% saying it is sometimes in favour/ sometimes against Council (34% in 2005).

75% of Rotorua District residents who are aware of information about what's going on in the District, have seen or read information Council publishes specifically for the community in the last 12 months (79% in 2005).

Of those who have seen or read information published by the Council in the last 12 months, 80% have seen/read information from the newspaper supplements such as 'The District News' (84% in 2005), while 66% have read/seen information supplied with their rates demand (63% in 2005) and 62% have read/seen the Annual Plan (53% in 2005).

58% of residents feel there is enough/more than enough information supplied by Council (68% in 2005), while 40% of residents feel there is not enough/nowhere near enough information supplied (26% in 2005).

Representation

The success of democracy in the Rotorua District Council depends on the Council both influencing and encouraging the opinions of its citizens and representing these views and opinions in its decision making.

a. Approachability

In terms of how approachable residents feel their Councillors are, 38% of residents believe their representatives welcome questions, comments and requests so that they would feel comfortable approaching them (48% in 2005). Rotorua District residents are similar to New Zealanders on average and below their Peer Group counterparts, in terms of feeling comfortable approaching Councillors.

b. Open-mindedness

29% of all residents feel that their Councillors give a fair and open-minded hearing when dealing with local community issues (36% in 2005). 17% feel Councillors are defensive and one-sided in these situations (11% in 2005). 47% feel the answer lies somewhere between the two (44% in 2005), and the balance, 7%, don't know.

Rotorua residents are on par with Peer Group residents and similar to residents nationwide in terms of believing their Councillors give an open-minded hearing.

c. Impressions of Council Decisions/Actions

70% of residents approve (strongly approve/approve) of the decisions and/or actions of Council in the last 12 months, while 21% disapprove (disapprove/strongly disapprove).

d. Performance Rating Of The Mayor and Councillors

55% of residents rate the performance of the Mayor and Councillors as very/fairly good (67% in 2005). 6% rate their performance as not very good/poor (3% in 2005).

Rotorua residents rate the performance of their Mayor and Councillors slightly below the Peer Group Average and similar to the National Average, in terms of those rating Councillors' performance as very/fairly good.

e. Performance Rating Of The Council Staff

70% of residents rate the performance of the Council staff as very good or fairly good (74% in 2005). 4% rate their performance as not very good or poor (3% in 2005).

Rotorua residents rate their own Council staff's performance on par with Peer Group residents and above the nation as a whole, in terms of those rating Council staff performance as very/fairly good.

Local Issues

Council Consultation And Community Involvement

5% of residents are very satisfied with the way Council involves the public in the decisions it makes, and 36% are satisfied (55% in 2005). 4% of residents are very dissatisfied and 19% are dissatisfied (7% in 2005). 3% are unable to comment and 33% are neither satisfied nor dissatisfied (28% in 2005).

The dissatisfied/very dissatisfied reading (23%) is slightly above the Peer Group Average and similar to the National Average.

6% of residents feel the public has a large influence on the decisions that Council makes, while 43% think they have some influence (57% in 2005). 40% of residents say the public has a small influence (26% in 2005) and 7% feel the public has no influence on Council decisions. 4% are unable to comment.

Emergency Management

35% of residents say their household has an emergency kit, while 65% of residents say they do not. These readings are similar to the 2005 results.

33% of residents say their household has an emergency plan of what to do and where to meet in the event of a Civil Defence emergency (39% in 2005), while 66% of residents say they don't (60% in 2005). 1% are unable to comment.

Community Spirit

Residents rate the community spirit of Rotorua District as ...

Very good	20%	of all residents
Good	43%	
Neither good nor bad	22%	
Not very good	13%	
Poor	1%	
Don't know	1%	

The percent saying "very good/good" (63%) is below the Peer Group and National Averages.



D. MAIN FINDINGS

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

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

NRB has defined the Provincial Peer Group as those Territorial Authorities where between 68% and 91% of meshblocks belong within an urban area, as classified by Statistics New Zealand's 2001 Census data.

In this group are ...

Gisborne District Council	Rodney District Council
Gore District Council	South Waikato District Council
Grey District Council	Taupo District Council
Hastings District Council	Timaru District Council
Horowhenua District Council	Waikato District Council
Marlborough District Council	Waimakariri District Council
Masterton District Council	Waipa District Council
New Plymouth District Council	Wanganui District Council
Queenstown-Lakes District Council	Whangarei District Council

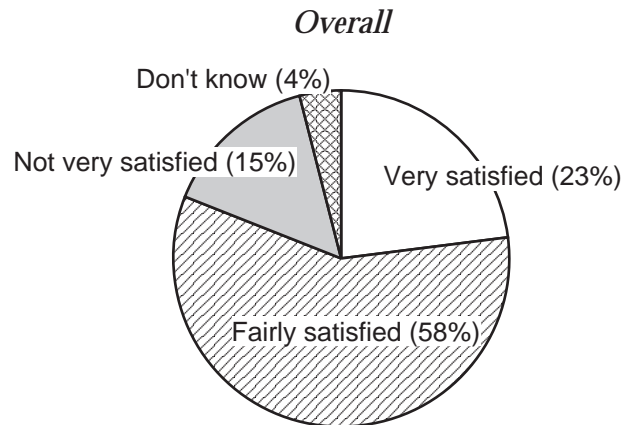


1. Council Services/Facilities

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. Footpaths



In 2006, 81% of residents are satisfied with footpaths, including 23% who are very satisfied. 15% are not very satisfied. These readings are similar to the 2005 results.

The percent not very satisfied compares favourably with both the National and Peer Group Averages.

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

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

The main reasons given for not being very satisfied with footpaths are ...

- uneven/bumpy/broken/rough/potholes,
- lack of maintenance/need upgrading/in poor condition,
- no footpaths/not enough footpaths,
- poor design/kerbs too high/no ramps,
- cobblestone/tile areas dangerous.

Satisfaction With Footpaths

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2006	23	58	81	15	4
2005	24	57	81	16	3
2004	26	56	82	16	2
2003	33	48	81	16	3
2002	29	54	83	15	2
2001	33	46	79	18	3
2000	37	49	86	12	2
<u>Comparison</u>					
Peer Group (Provincial)	15	54	69	27	4
National Average	16	55	71	27	2
<u>Ward</u>					
North	20	64	84	13	3
South	22	54	76	15	9
East	28	54	82	17	1
West	24	61	85	14	1
<u>Ratepayer?</u>					
Ratepayer	23	55	78	(18)	4
Non-ratepayer	24	(71)	(95)	4	1
<u>Household Size</u>					
1-2 person household	20	58	78	(19)	3
3+ person household	25	59	84	12	4

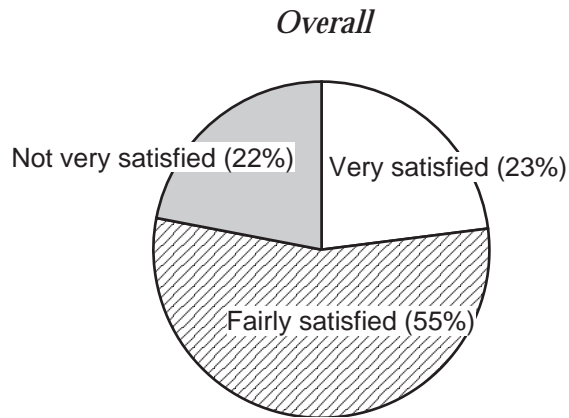
% read across

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

	Total District 2006 %	Ward			
		North %	South %	East %	West %
<u>Percent Who Mention ...</u>					
Uneven/bumpy/broken/rough/potholes	7	4	6	8	9
Lack of maintenance/need upgrading/in poor condition	4	2	4	6	4
No footpaths/not enough footpaths	2	4	3	2	1
Poor design/kerbs too high/no ramps	2	5	1	1	1
Cobblestone/tile areas dangerous	2	1	4	-	3

* multiple responses allowed

<p>Recommended Satisfaction Measures For Reporting Purposes: Total District = 81%</p>

ii. Roads in the District

78% of residents are satisfied with roads in the District, including 23% who are very satisfied. 22% are not very satisfied. These readings are similar to the 2005 results.

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

Non-ratepayers are more likely to be not very satisfied with roads in the District, than ratepayers.

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

- potholes/uneven/rough/bumpy,
- poor condition/lack maintenance/need upgrading/improving,
- poor quality of work/materials used/patching,
- inconvenience of roadworks/take too long/bad timing.

Satisfaction With Roads

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2006	23	55	78	22	-
2005	25	54	79	21	-
2004	21	63	84	16	-
2003	29	56	85	14	1
2002	28	54	82	17	1
2001	25	47	72	28	-
2000	31	49	80	20	-
<u>Comparison</u>					
Peer Group (Provincial)	13	57	70	29	1
National Average	12	59	71	29	-
<u>Ward</u>					
North	25	56	81	19	-
South	24	51	75	24	1
East	28	50	78	21	1
West	16	59	75	25	-
<u>Ratepayer?</u>					
Ratepayer	24	56	80	19	1
Non-ratepayer	19	46	65	35	-

% read across

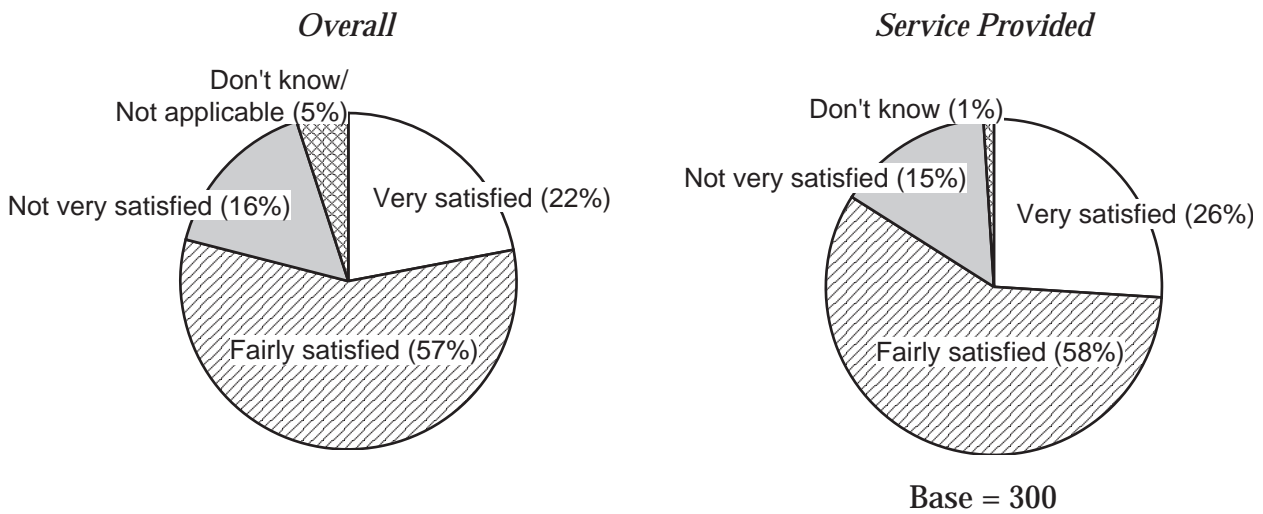
Summary Table - Main Reasons* For Being Not Very Satisfied With Roads In The District

	Total District 2006 %	Ward			
		North %	South %	East %	West %
<u>Percent Who Mention ...</u>					
Potholes/uneven/rough/bumpy	10	10	10	10	11
Poor condition/lack maintenance/need upgrading/improving	8	7	5	11	8
Poor quality of work/materials used/patching	7	7	6	9	5
Inconvenience of roadworks/take too long/bad timing	3	1	1	3	8

* multiple responses allowed

<p>Recommended Satisfaction Measures For Reporting Purposes: Total District = 78%</p>

iii. Stormwater Drainage



79% of Rotorua District residents are satisfied with stormwater drainage (74% in 2005), including 22% who are very satisfied (19% in 2005). 16% are not very satisfied and 5% are unable to comment.

The percentage not very satisfied is similar to the Peer Group Average and on par with the the National Average and last year's reading.

76% of residents have a piped stormwater collection, with these residents being on par with residents overall in terms of satisfaction (84%).

South Ward residents are more likely to be not very satisfied with stormwater drainage, than other Ward residents. It also appears that the following residents are more likely to feel this way ...

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

The main reasons for being not very satisfied with stormwater drainage are ...

- flooding/surface flooding,
- blockages/leaves/drains need cleaning,
- inadequate system/drains can't cope.

Satisfaction With Stormwater Drainage

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2006	22	57	79	16	5
2005	19	55	74	20	6
2004	21	60	81	12	7
2003	24	57	81	12	7
2002	24	50	74	20	6
2001	29	46	75	18	7
2000	27	45	72	22	6
Service Provided	26	58	84	15	1
<u>Comparison</u>					
Peer Group (Provincial)	31	42	73	16	11
National Average	26	44	70	20	10
<u>Ward</u>					
North	21	62	83	12	5
South	16	52	68	23	9
East	30	52	82	15	3
West	22	61	83	15	2
<u>Length of Residence</u>					
Lived there 10 years or less	15	65	80	11	9
Lived there more than 10 years	25	54	79	18	3
<u>Gender</u>					
Male	26	59	85	13	2
Female	19	55	74	19	7

% read across

Summary Table - Main Reasons* For Being Not Very Satisfied With Stormwater Drainage

	Total District 2006 %	Ward			
		North %	South %	East %	West %
<u>Percent Who Mention ...</u>					
Flooding/surface flooding	8	7	14	8	5
Blockages/leaves/drains need cleaning	5	3	2	7	7
Inadequate system/drains can't cope	2	1	2	3	4

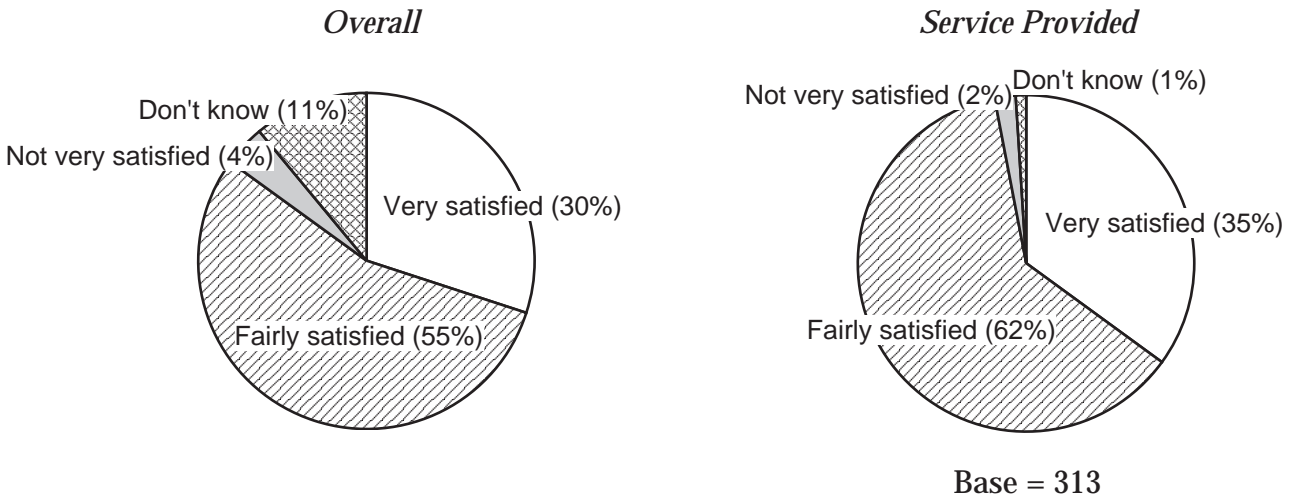
* multiple responses allowed

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 79%

Receivers of Service = 84%

iv. The Sewerage System



85% of residents are satisfied with the District's sewerage system, including 30% who are very satisfied (34% in 2005). 4% are not very satisfied and 11% are unable to comment.

The percent not very satisfied is below the Peer Group Average, slightly below the National Average and similar to the 2005 reading.

82% of residents are provided with a sewerage system. Of these, 97% are satisfied and 3% not very satisfied.

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

The main reasons* for being not very satisfied with the sewerage system are ...

- no sewerage system/on septic tanks, mentioned by 2% of all residents,
- concerns about pollution of lakes, 1%,
- the smell, 1%,
- cost involved, 1%.

* multiple responses allowed

Satisfaction With The Sewerage System

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2006	30	55	85	4	11
2005	34	50	84	5	11
2004	30	52	82	7	11
2003	33	44	77	8	15
2002	34	48	82	4	14
2001	43	38	81	6	13
Service Provided	35	62	97	2	1
<u>Comparison</u>					
Peer Group (Provincial)	37	39	76	11	13
National Average	37	42	79	10	11
<u>Ward</u>					
North	27	43	70	11	19
South	34	51	85	2	13
East	30	62	92	3	5
West	31	62	93	2	5

% read across

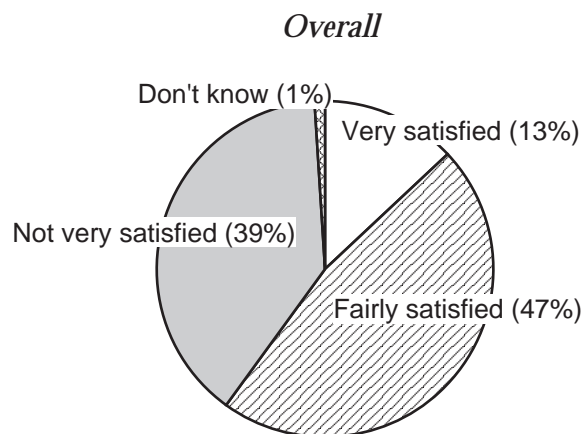
* Not asked in 2000

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 85%

Receivers of Service = 97%

v. Parking In Rotorua City



60% of residents are satisfied with parking in Rotorua City (53% in 2005), with 39% being not very satisfied.

The percent not very satisfied is on par with the Peer Group Average and similar to the National Average for parking in Central Business District, and 7% below the 2005 reading.

Residents are more likely to be not very satisfied with parking in Rotorua City are ...

- residents aged 40 years or over,
- residents with an annual household income of \$60,000 or less.

As in previous years, apart from there not being enough parking, many of the reasons given by residents for being not very satisfied with parking in Rotorua City relate to the design aspects of parking, ranging from centre of road parking to poor planning/design.

The main reasons for being not very satisfied with parking in Rotorua City are ...

- not enough parking/have to park far away,
- cost of parking/parking meters/more free parking needed,
- roads too narrow/narrow due to parking in the middle,
- cramped/difficult access/spaces too close/too small,
- need longer parking times/all day parking/parking for workers.

Satisfaction With Parking In Rotorua City

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2006	13	47	60	39	1
2005	11	42	53	46	1
2004	9	39	48	51	1
2003	17	35	52	47	1
2002	12	36	48	49	3
2001	13	38	51	48	1
2000	16	36	52	46	2
<u>Comparison</u>					
Peer Group (Provincial)	26	39	65	35	-
National Average	21	39	60	39	1
<u>Ward</u>					
North	13	50	63	36	1
South	13	53	66	33	1
East	14	45	59	41	-
West	12	42	54	46	-
<u>Age</u>					
18 - 39 years	11	56	67	33	-
40 - 59 years	16	41	57	43	-
60+ years	13	38	51	47	2
<u>Household Income</u>					
Less than \$30,000 p.a.	14	36	50	50	-
\$30,000 - \$60,000 p.a.	14	41	55	45	-
More than \$60,000 p.a.	13	57	70	30	-

% read across

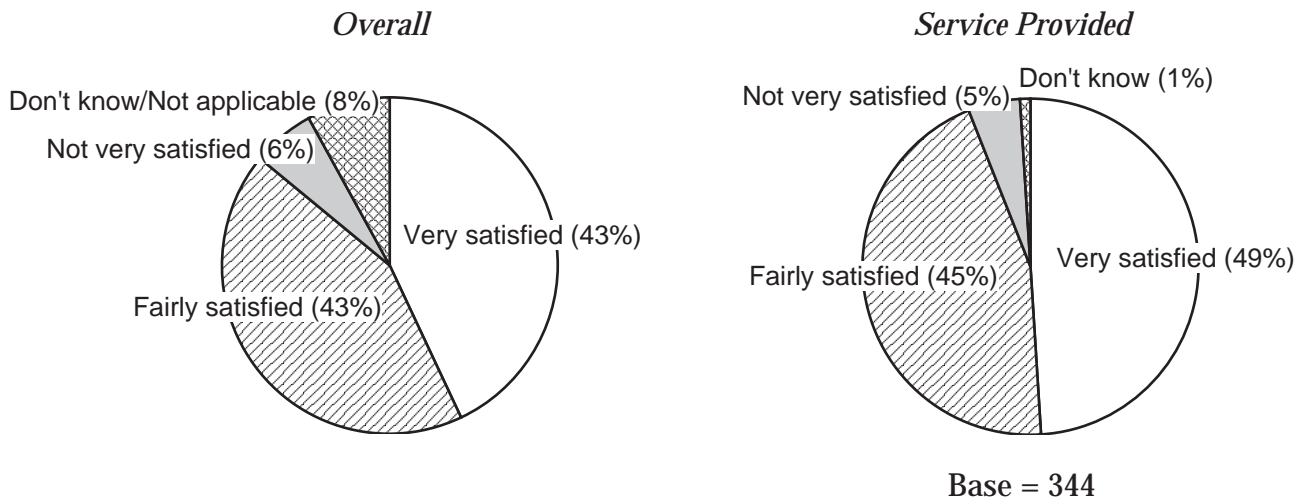
Summary Table - Main Reasons* For Being Not Very Satisfied With Parking In Rotorua City

	Total District 2006 %	Ward			
		North %	South %	East %	West %
<u>Percent Who Mention ...</u>					
Not enough parking/have to park too far away	20	22	12	22	24
Cost of parking/parking meters/more free parking needed	9	7	15	9	7
Roads too narrow/narrow due to parking in the middle	7	4	4	7	11
Cramped/difficult access/spaces too close/too small	5	6	5	2	7
Need longer parking times/all day parking/parking for workers	4	4	4	6	3

* multiple responses allowed

<p>Recommended Satisfaction Measures For Reporting Purposes: Total District = 60%</p>

vi. Water Supply



86% of all residents are satisfied with the water supply, including 43% who are very satisfied (47% in 2005). 6% of residents are not very satisfied.

Rotorua District is below the Peer Group Average and slightly below the National Average, in terms of the percent not very satisfied with water supply, while being similar to last year's reading.

85% of residents say they are provided with a water supply and, of these, 94% are satisfied and 5% not very satisfied.

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

The main reasons* for being not very satisfied with water supply are ...

- poor quality water/discoloured, mentioned by 1% of all residents,
- bad taste, 1%,
- chlorine/chemicals in water, 1%,
- don't have town supply, 1%,
- against fluoridation, 1%,
- poor water pressure, 1%.

* multiple responses allowed

Satisfaction With Water Supply

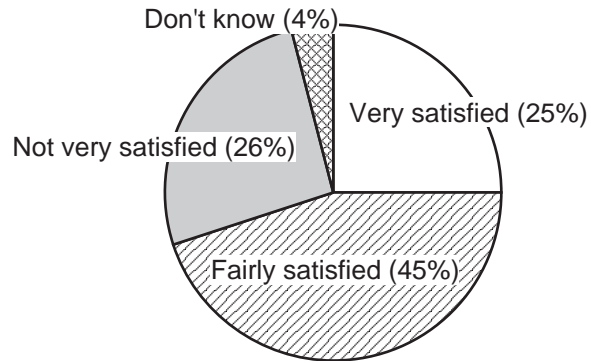
	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2006	43	43	86	6	8
2005	47	40	87	7	6
2004	44	43	87	7	6
2003	45	38	83	7	10
2002	55	35	90	5	5
2001	50	36	86	7	7
2000	53	33	86	8	6
Service Provided	49	45	94	5	1
<u>Comparison</u>					
Peer Group (Provincial)	37	38	75	14	11
National Average	40	40	80	12	8
<u>Ward</u>					
North	36	41	77	11	12
South	47	37	84	2	14
East	48	43	91	4	5
West	43	50	93	4	3

% read across

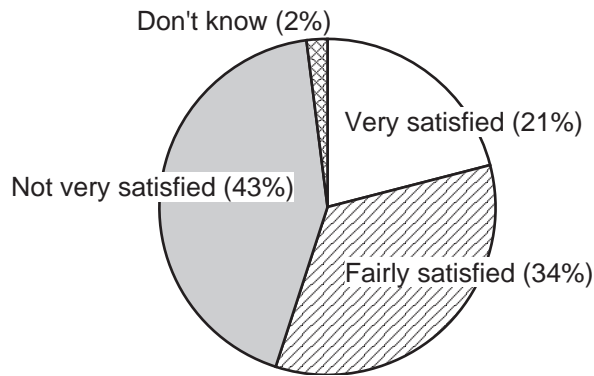
Recommended Satisfaction Measures For Reporting Purposes:	
Total District	= 86%
Receivers of Service	= 94%

vii. Control Of Dogs

Overall

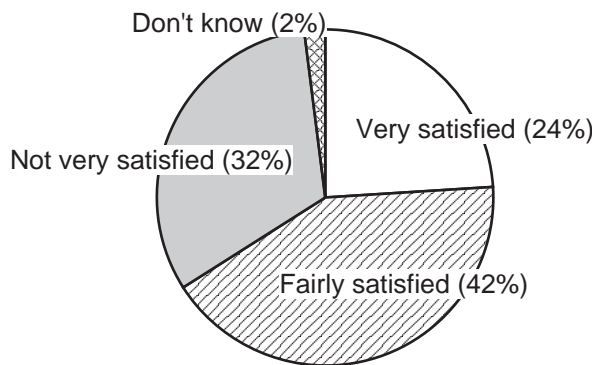


Contacted Council About Dogs



Base = 97

Dog Owners



Base = 142

70% of residents are satisfied with dog control (75% in 2005), with 25% being very satisfied with this service (28% in 2005), while 26% are not very satisfied.

The percent not very satisfied is similar to the Peer Group and National Averages and 5% above the 2005 reading.

24% of Rotorua households have contacted Council about dogs in the last 12 months, while 37% of residents are dog owners.

66% of dog owners are satisfied (75% in 2005), while 55% of residents whose household has contacted Council about dogs feel this way (71% in 2005).

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

- ratepayers,
- longer term residents, those residing in the District more than 10 years,
- residents aged 18 to 59 years.

It also appears that North and West Ward residents are slightly more likely, than other Ward residents, to feel this way.

The main reasons given for being not very satisfied with dog control are ...

- too many roaming/uncontrolled dogs,
- need more control/need to be tougher,
- owners not responsible,
- danger to people and other animals.

Satisfaction With Control Of Dogs

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2006	25	45	70	26	4
2005	28	47	75	21	4
2004	25	44	69	25	6
2003	27	46	73	23	4
2002	29	43	72	23	5
2001	34	38	72	25	3
2000	35	39	74	20	6
Contacted Council about dogs	21	34	55	43	2
Dog Owners	24	42	66	32	2
<u>Comparison</u>					
Peer Group (Provincial)	23	47	70	25	5
National Average	24	47	71	25	4
<u>Ward</u>					
North	26	42	68	31	1
South	22	45	67	22	11
East	25	(55)	(80)	18	2
West	25	40	65	34	1
<u>Ratepayer?</u>					
Ratepayer	(23)	44	67	(28)	5
Non-ratepayer	30	(53)	(83)	17	-
<u>Length of Residence</u>					
Lived there 10 years or less	26	(52)	(78)	19	3
Lived there more than 10 years	24	43	67	(28)	5
<u>Age</u>					
18 - 39 years	24	43	67	30	3
40 - 59 years	24	44	68	26	6
60+ years	27	(54)	(81)	17	2

% read across

Summary Table - Main Reasons* For Being Not Very Satisfied With Control Of Dogs

	Total District 2006 %	Ward			
		North %	South %	East %	West %
<u>Percent Who Mention ...</u>					
Too many roaming/uncontrolled dogs	17	17	17	10	26
Need more control/need to be tougher	8	11	4	5	11
Owners not responsible	5	5	2	5	7
Danger to people and other animals	4	5	3	2	5

* multiple responses allowed

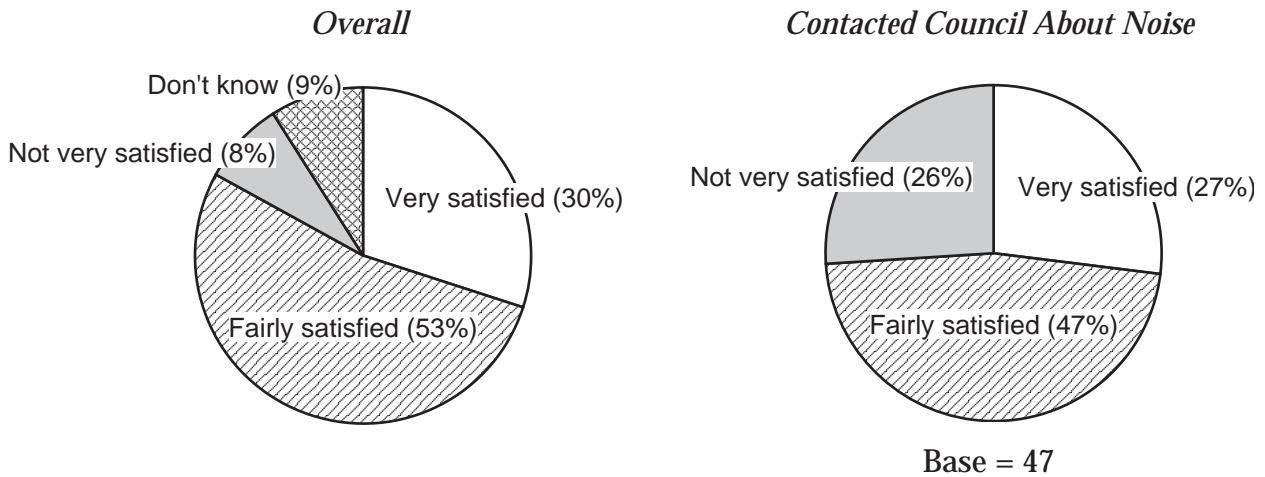
Recommended Satisfaction Measures For Reporting Purposes:

Total District = 70%

Contacted Council = 55%

Dog Owners = 66%

viii. Control Of Noise



83% of residents overall are satisfied with noise control (86% in 2005), including 30% who are very satisfied. 8% are not very satisfied and 9% are unable to comment.

The percent not very satisfied is slightly below the Peer Group Average, below the National Average and similar to the 2005 reading.

11% of households have contacted Council about noise control in the last 12 months . Of these, 74% are satisfied and 26% are not very satisfied. For a base of 47, the margin of error is $\pm 14.3\%$.

Women are more likely to be not very satisfied with noise control, than men.

The main reasons* for being not very satisfied with noise control are ...

- noisy neighbours/loud music/parties, mentioned by 2% of all residents,
- slow to act/lack of action, 2%.

* multiple responses allowed

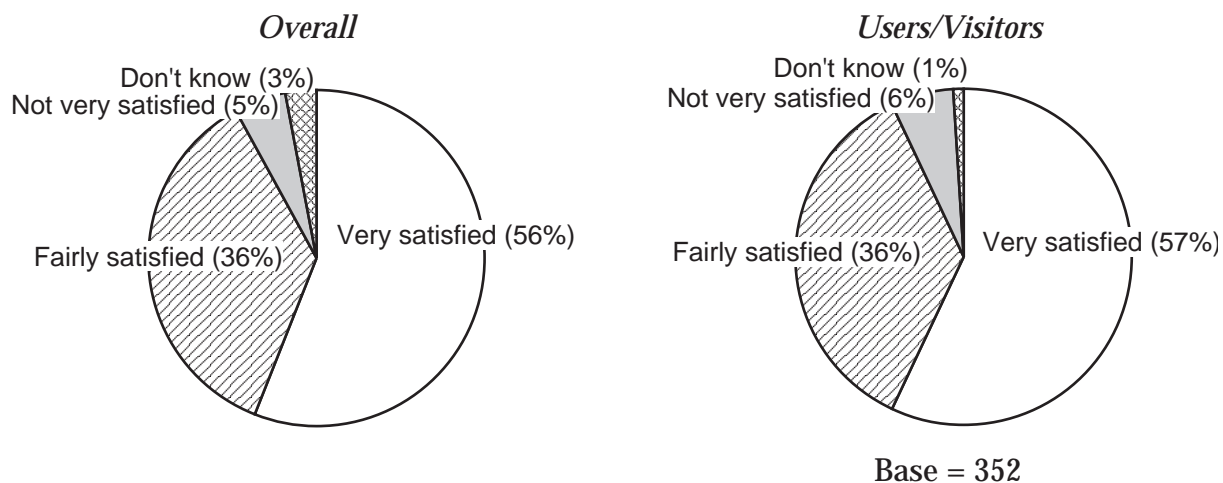
Satisfaction With Noise Control

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2006	30	53	83	8	9
2005	32	54	86	6	8
2004	31	49	80	8	12
2003	33	47	80	7	13
2002	38	39	77	9	14
2001	34	39	73	9	18
2000	39	37	76	7	17
Contacted Council About Noise	27	47	74	26	-
<u>Comparison</u>					
Peer Group (Provincial)	28	50	78	14	8
National Average	28	50	78	16	6
<u>Ward</u>					
North	30	54	84	7	9
South	28	52	80	5	15
East	36	49	85	8	7
West	26	55	81	12	7
<u>Gender</u>					
Male	36	51	87	3	10
Female	25	54	79	12	9

% read across

Recommended Satisfaction Measures For Reporting Purposes:	
Total District	= 83%
Contacted Council	= 74%

ix. Parks, Reserves, Sportsfields and Playgrounds



92% of all residents are satisfied with parks, reserves, sportsfields and playgrounds, with 56% being very satisfied (59% in 2005). 5% of residents are not very satisfied with these facilities.

The percent not very satisfied is similar to the Peer Group and National Averages and last year's reading.

89% of households say they have used or visited parks, reserves, sportsfields or playgrounds in the last 12 months, with 93% of these residents being satisfied.

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

The main reasons* given by residents for being not very satisfied with the District's parks, reserves, sportsfields and playgrounds are ...

- lack of maintenance/rubbish around, mentioned by 3% of all residents,
- not enough/need more areas, 1%,
- poor drainage, 1%,
- facilities under utilised, 1%,
- need upgrading/better facilities, 1%.

* multiple responses allowed

Satisfaction With Parks, Reserves, Sportsfields and Playgrounds

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2006	56	36	92	5	3
2005	59	32	91	6	3
2004	48	43	91	6	3
2003	58	33	91	6	3
2002	57	28	85	9	6
2001	61	28	89	9	2
2000	62	27	89	8	3
Users/Visitors	57	36	93	6	1
<u>Comparison*</u>					
Peer Group (Provincial)	54	39	93	3	4
National Average	55	37	92	4	4
<u>Ward</u>					
North	57	35	92	5	3
South	54	39	93	3	4
East	61	29	90	7	3
West	50	41	91	7	2

% read across

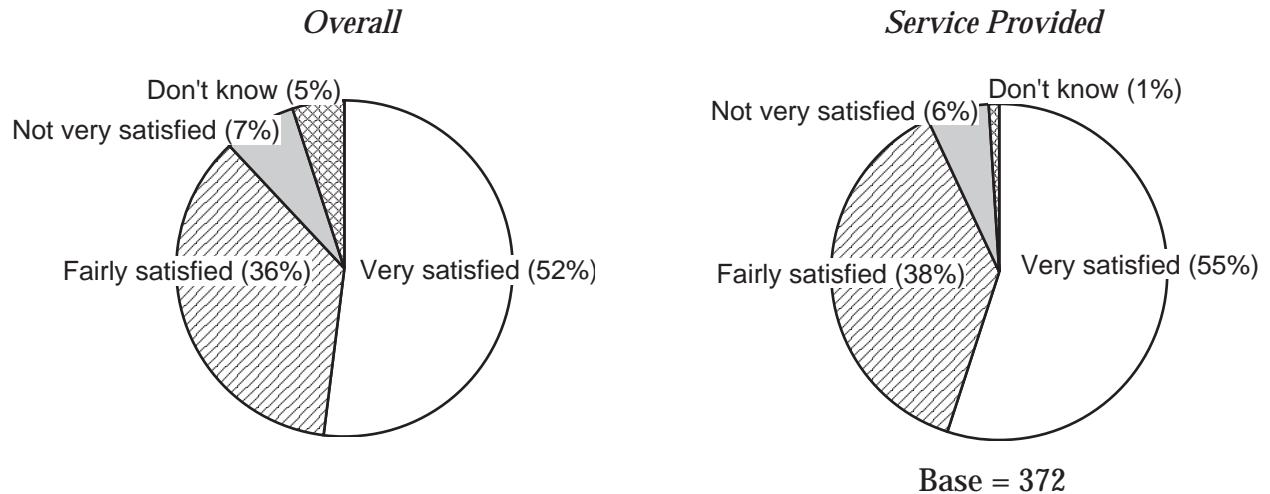
* Peer Group and National Average ratings are an average, as parks and reserves, and sportsfields and playgrounds were asked separately in the 2005 National Communitrak™ survey

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 92%

Users/Visitors = 93%

x. Rubbish Collection



88% of residents are satisfied with their rubbish collection (93% in 2005), including 52% who are very satisfied (61% in 2005). 7% of residents are not very satisfied, and this is slightly below the Peer Group Average and on par with the National Average and last year's reading.

93% of residents say they have a regular rubbish collection service and, of these, 93% are satisfied, with 55% being very satisfied (63% in 2005). 6% are not very satisfied.

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

The main reasons* for being not very satisfied with the rubbish collection are ...

- rubbish bags inadequate, mentioned by 1% of all residents,
- rubbish spilt from bags/left on road, 1%,
- don't have kerbside collection/pay, but not collected, 1%,
- more recycling/would like recycling collection, 1%,
- prefer a wheelie bin/pay for a wheelie bin, 1%,
- disposal of green waste, 1%.

* multiple responses allowed

Satisfaction With Rubbish Collection

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2006	52	36	88	7	5
2005	61	32	93	4	3
2004	55	34	89	6	5
2003	58	29	87	8	5
2002	66	24	90	6	4
2001	64	23	87	9	4
2000	67	21	88	8	4
Service Provided	55	38	93	6	1
<u>Comparison</u>					
Peer Group (Provincial)	45	35	80	12	8
National Average	48	35	83	10	7
<u>Ward</u>					
North	51	38	89	10	1
South	44	35	79	8	13
East	55	36	91	6	3
West	56	38	94	4	2

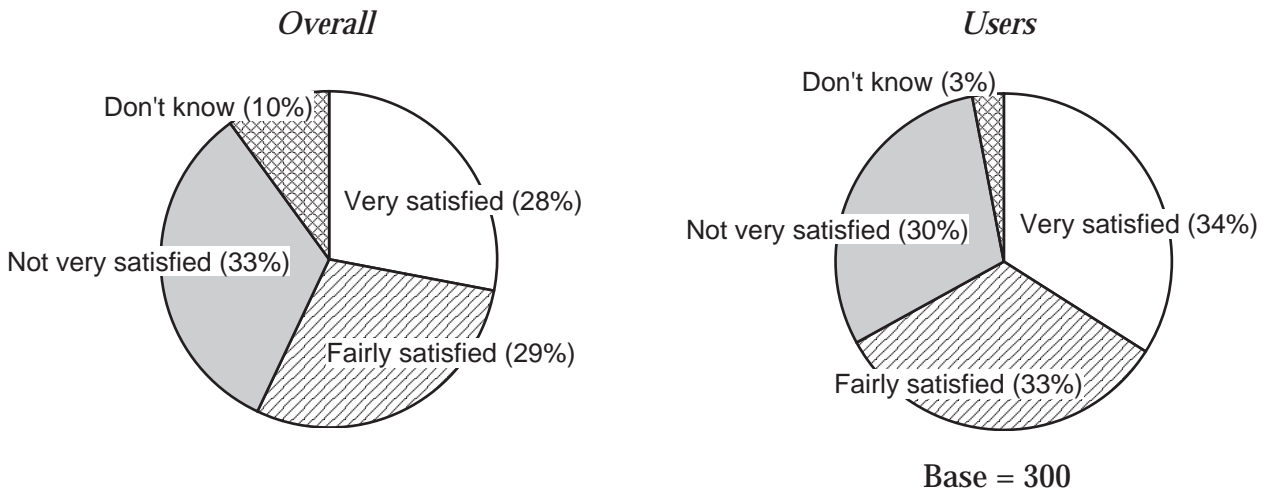
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Recommended Satisfaction Measures For Reporting Purposes:

Total District = **88%**

Receivers of Service = **93%**

xi. Recycling Waste Materials



57% of residents are satisfied with the District's recycling of waste materials (60% in 2005), including 28% who are very satisfied. 33% are not very satisfied and 10% are unable to comment.

The percent not very satisfied is above the Peer Group and National Averages and similar to the 2005 reading.

74% of households have used the Council's recycling services in the last year. Of these, 67% are satisfied and 30% not very satisfied.

Residents more likely to be not very satisfied with recycling waste materials are ...

- NZ European residents,
- ratepayers.

The main reasons for being not very satisfied with the District's recycling of waste materials are ...

- need kerbside recycling/collection/recycling bins,
- need more recycling centres/depots/depots too far away,
- more encouragement to recycle/make it easier/advertise it.

Satisfaction With Recycling Waste Materials

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2006	28	29	57	33	10
2005	30	30	60	31	9
2004	24	31	55	34	11
2003	31	30	61	28	11
2002	43	25	68	21	11
2001	30	29	59	27	14
Users	34	33	67	30	3
<u>Comparison</u>					
Peer Group (Provincial)	41	28	69	26	5
National Average	44	34	78	18	4
<u>Ward</u>					
North	30	30	60	27	13
South	23	26	49	34	17
East	29	31	60	37	3
West	30	31	61	34	5
<u>Ethnicity</u>					
NZ European	27	26	53	37	10
NZ Maori	34	35	69	23	8
<u>Ratepayer?</u>					
Ratepayer	29	25	54	36	10
Non-ratepayer	25	45	70	21	9

% read across

* Not asked in 2000

Summary Table -
Main Reasons* For Being Not Very Satisfied With Recycling Waste Materials

	Total District 2006 %	Ward			
		North %	South %	East %	West %
<u>Percent Who Mention ...</u>					
Need kerbside recycling/collection/recycling bins	24	22	21	26	28
Need more recycling centres/depots/ depots too far away	3	5	3	3	2
More encouragement to recycle/make it easier/ advertise	3	1	5	3	4

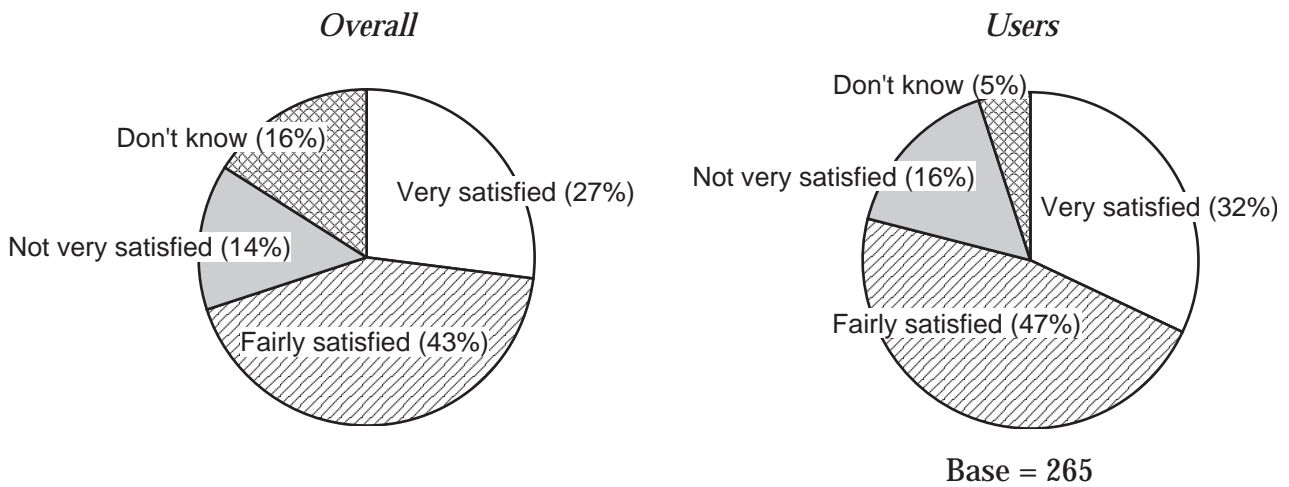
* multiple responses allowed

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 57%

Users = 67%

xii. Refuse Disposal



70% of Rotorua District residents are satisfied with refuse disposal (77% in 2005), including 27% who are very satisfied (32% in 2005). 14% are not very satisfied (10% in 2005) and 16% are unable to comment (13% in 2005).

The percent not very satisfied is below the Peer Group Average and on par with the National Average and the 2005 reading.

67% of households have used Council's refuse disposal services in the last 12 months (75% in 2005). Of these, 79% are satisfied (83% in 2005) and 16% not very satisfied (12% in 2005).

Residents more likely to be not very satisfied with refuse disposal are ...

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

The main reasons for being not very satisfied with the District's refuse disposal are:

- too expensive/encourages roadside dumping,
- need better/cheaper provision for green waste.

Satisfaction With Refuse Disposal

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2006	27	43	70	14	16
2005	32	45	77	10	13
2004	35	46	81	5	14
2003	35	37	72	12	16
2002	39	35	74	9	17
2001	36	32	68	18	14
Users	32	47	79	16	5
<u>Comparison</u>					
Peer Group (Provincial)	28	36	64	21	15
National Average	24	40	64	18	18
<u>Ward</u>					
North	31	40	71	14	15
South	37	35	72	15	13
East	18	47	65	14	21
West	23	49	72	15	13
<u>Ratepayer?</u>					
Ratepayer	23	44	67	(17)	16
Non-ratepayer	(44)	40	(84)	4	12
<u>Length of Residence</u>					
Lived there 10 years or less	(33)	42	75	6	19
Lived there more than 10 years	25	43	68	(18)	14

% read across

* Not asked in 2000

Summary Table - Main Reasons* For Being Not Very Satisfied With Refuse Disposal

	Total District 2006 %	Ward			
		North %	South %	East %	West %
<u>Percent Who Mention ...</u>					
Too expensive/encourages roadside dumping	11	10	13	9	10
Need better/cheaper provision for green waste	2	2	1	4	2

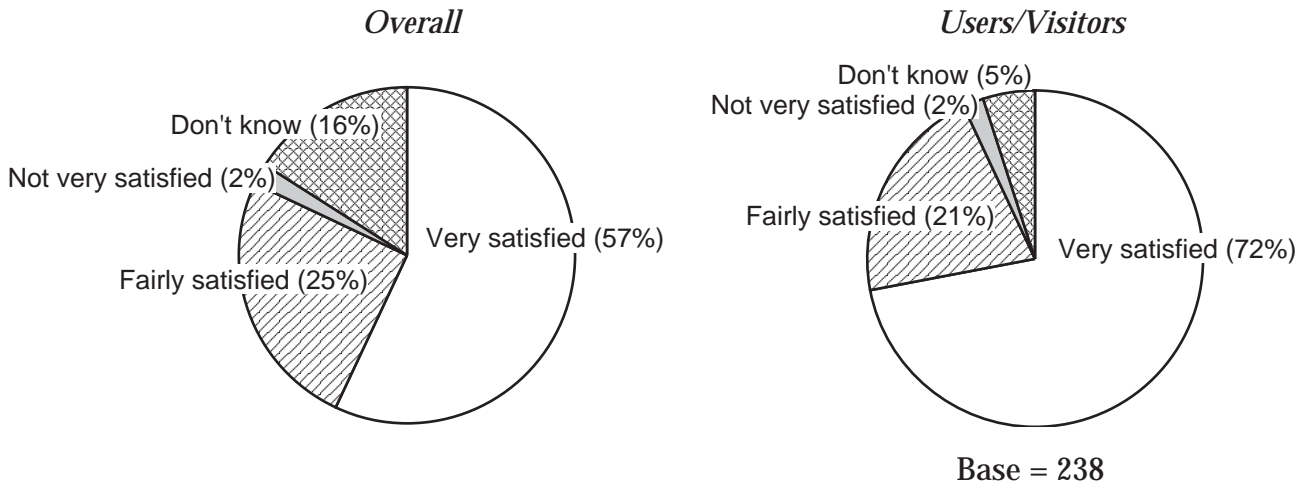
* multiple responses allowed

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 70%

Users = 79%

xiii. Art and History Museum



82% of residents overall are satisfied with the Art and History Museum, with 57% being very satisfied (53% in 2005). 16% are unable to comment (down from 21% in 2005).

The percent not very satisfied in 2006 (2%) is similar to the 2005 measure, and on par with the National and Peer Group Averages.

60% of households say they have used or visited the Art and History Museum in the last 12 months (65% in 2005). These "users/visitors" are more likely to be satisfied (93%), than residents overall, while being less likely to be unable to comment (5%).

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

The main reason for being not very satisfied with the Art and History Museum is ...

- limited range of displays, mentioned by 1% of all residents.

* multiple responses allowed

Satisfaction With Art And History Museum

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2006	57	25	82	2	16
2005	53	25	78	1	21
2004	49	22	71	2	27
2003	52	23	75	1	24
2002	56	21	75	2	21
2001	57	18	75	5	20
2000	43	25	78	4	28
Users/Visitors	72	21	93	2	5
<u>Comparison</u>					
Peer Group (Provincial)	39	23	62	6	32
National Average	42	22	64	5	31
<u>Ward</u>					
North	60	22	82	-	18
South	63	17	80	2	18
East	53	32	85	1	14
West	52	27	79	3	18

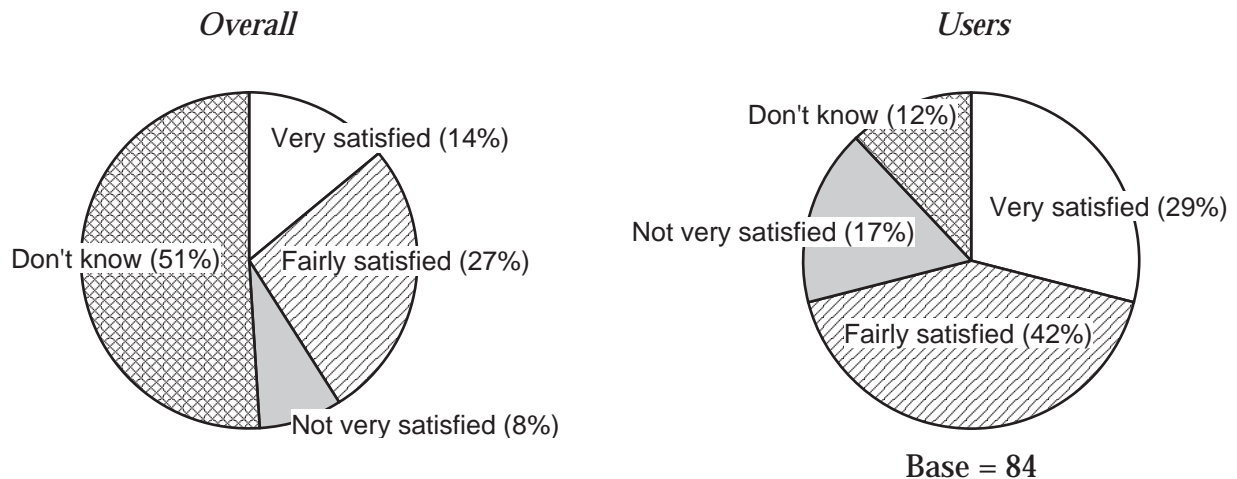
% read across

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 82%

Users/Visitors = 93%

xiv. Building Inspections



41% of residents are satisfied with building inspections (48% in 2005), while 8% are not very satisfied.

A significant percentage, 51%, are unable to comment (45% in 2005), and this is probably due to only 22% of households saying they have used building inspection services in the last 12 months (25% in 2005). Of these, 71% are satisfied and 17% not very satisfied.

The percent not very satisfied (8% of all residents) is below the Peer Group and National Averages for town planning/planning and inspection services, but similar to last year's reading.

Ratepayers are more likely, than non-ratepayers, to be not very satisfied with building inspections.

The main reasons* for being not very satisfied with building inspections are ...

- poor standard of inspections/need more inspections, mentioned by 2% of all residents,
- poor service/unhelpful, 2%.

* multiple responses allowed

Satisfaction With Building Inspections

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2006	14	27	41	8	51
2005	18	30	48	7	45
2004	10	29	39	4	57
2003	20	24	44	7	49
2002	15	28	43	6	51
2001	18	22	40	7	53
Users	29	42	71	17	12
<u>Comparison†</u>					
Peer Group (Provincial)	12	42	54	23	23
National Average	10	42	52	24	24
<u>Ward</u>					
North	19	22	41	6	53
South	11	(37)	48	10	42
East	7	21	28	7	(65)
West	19	27	46	9	45
<u>Ratepayer?</u>					
Ratepayer	15	27	42	(10)	48
Non-ratepayer	12	23	35	-	(65)

% read across

* Not asked in 2000

† Peer Group & National Averages are based on ratings for town planning/planning and inspection services.

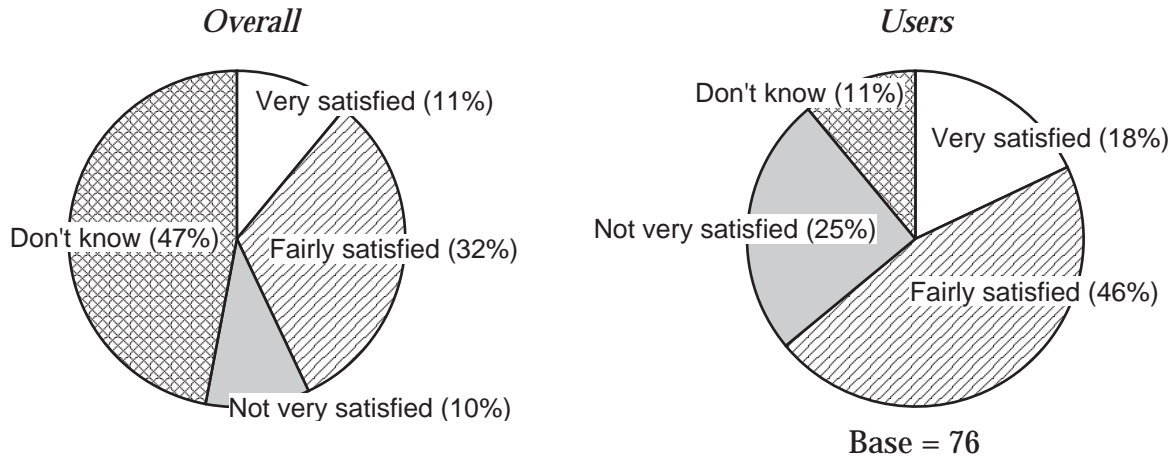
Recommended Satisfaction Measures For Reporting Purposes:

Total District = 41%

Users = 71%

xv. *Planning and Inspection Services*

(i.e. permits, licences, consents and health inspections, but not building inspections)



43% of all residents are satisfied with planning and inspection services (49% in 2005), while 10% are not very satisfied. 47% of residents are unable to comment (43% in 2005) and it appears that this may be because 82% of households have not used planning or inspection services in the last 12 months.

The percent not very satisfied is below the Peer Group and National Averages for town planning/planning and inspection services, but similar to the 2005 reading.

Of the "users", 64% are satisfied and 25% are not very satisfied with planning or inspection services (19% in 2005).

Residents more likely to be not very satisfied with planning and inspection services are ...

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

The main reasons for being not very satisfied with planning and inspection services are ...

- slow service/delays,
- too expensive/cost involved,
- poor staff service/unhelpful/rude,
- too much red tape/restrictive.

Satisfaction With Planning & Inspection Services

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2006	11	32	43	10	47
2005	17	32	49	8	43
2004	10	31	41	9	50
2003	20	25	45	6	49
2002	15	28	43	6	51
2001	14	26	40	11	49
2000	17	29	46	18	36
Users	18	46	64	25	11
<u>Comparison†</u>					
Peer Group (Provincial)	12	42	54	23	23
National Average	10	42	52	24	24
<u>Ward</u>					
North	16	26	42	7	51
South	7	(38)	45	12	43
East	9	25	34	9	57
West	10	(41)	51	12	37
<u>Ratepayer?</u>					
Ratepayer	10	34	44	(12)	44
Non-ratepayer	11	26	37	2	(61)
<u>Ethnicity</u>					
NZ European	9	35	44	(12)	44
NZ Maori	15	29	44	3	(53)
<u>Length of Residence</u>					
Lived there 10 years or less	11	34	45	4	51
Lived there more than 10 years	11	31	42	(12)	46

% read across

* Prior to 2001, planning and inspection services were defined as permits, licences, consents etc.

† Peer Group and National Averages are based on ratings for town planning/planning & inspection services.

Summary Table -
Main Reasons* For Being Not Very Satisfied With Planning & Inspection Services

	Total District 2006 %	Ward			
		North %	South %	East %	West %
<u>Percent Who Mention ...</u>					
Slow service/delays	4	3	7	3	4
Too expensive/cost involved	3	3	2	5	3
Poor staff service/unhelpful/rude	2	1	3	1	5
Too much red tape/restrictive	2	1	3	3	2

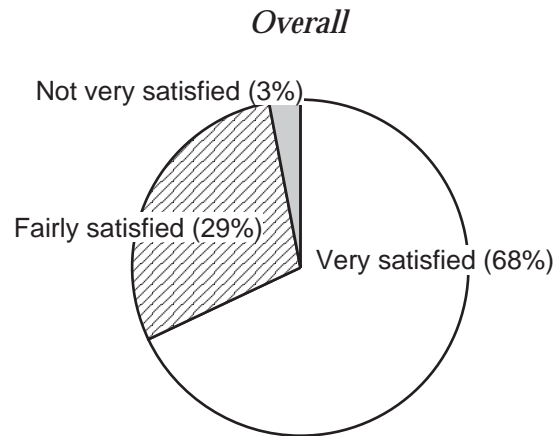
* multiple responses allowed

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 43%

Users = 64%

xvi. Beautification And Landscaping Of The District



97% of Rotorua District residents are satisfied with the beautification and landscaping of the District (92% in 2005), including 68% who are very satisfied.

The percent not very satisfied, 3%, is below the Peer Group and National Averages and on par with the 2005 reading.

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

The main reasons* for being not very satisfied with the District's beautification and landscaping are ...

- need beautification/more plantings/could do more, mentioned by 2% of all residents.
- lack of upkeep, 1%.

* multiple responses allowed

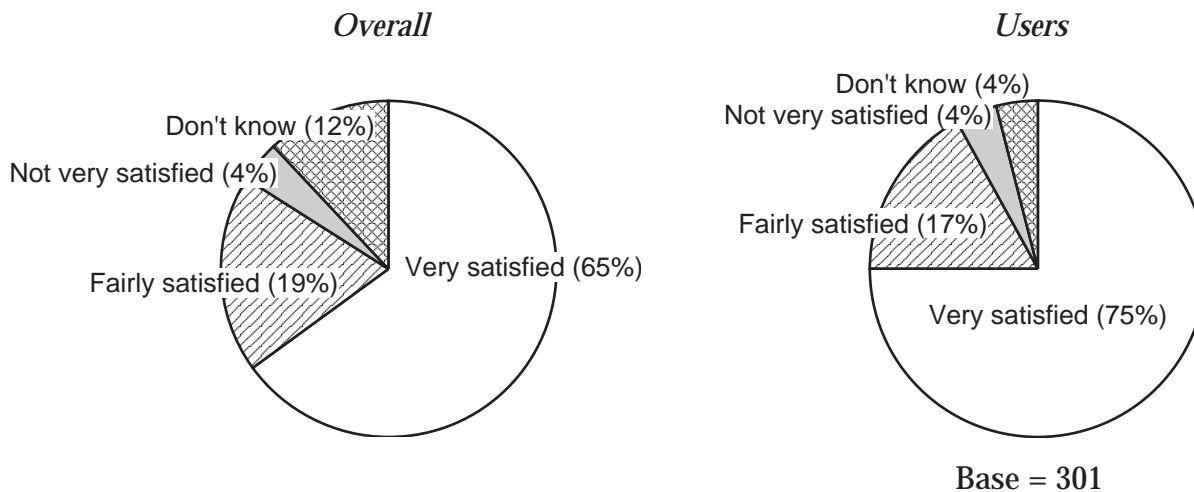
Satisfaction With Beautification And Landscaping Of The District

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2006	68	29	97	3	-
2005	67	25	92	7	1
2004	69	26	95	3	2
2003	75	21	96	3	1
2002	76	20	96	3	1
2001	73	19	92	6	2
2000	76	18	94	5	1
<u>Comparison</u>					
Peer Group (Provincial)	51	37	88	10	2
National Average	40	46	86	10	4
<u>Ward</u>					
North	73	24	97	3	-
South	74	25	99	1	-
East	67	30	97	3	-
West	59	36	95	2	3

% read across

Recommended Satisfaction Measures For Reporting Purposes:
Total District = 97%

xvii. Library Service



Overall, 84% of residents are satisfied with the library service, with 65% being very satisfied.

The percent not very satisfied (4%) is on par with the Peer Group Average and similar to the National Average and last year's reading.

76% of households have used a District Library in the last 12 months (80% in 2005) and, of these, 92% are satisfied, including 75% who are very satisfied, with 4% not very satisfied.

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

The main reasons* for being not very satisfied with the District's libraries are ...

- need longer hours/open weekends, mentioned by 1% of all residents,
- need more books/newer books, 1%,
- poor parking, 1%.

* multiple responses allowed

Satisfaction With Library Service

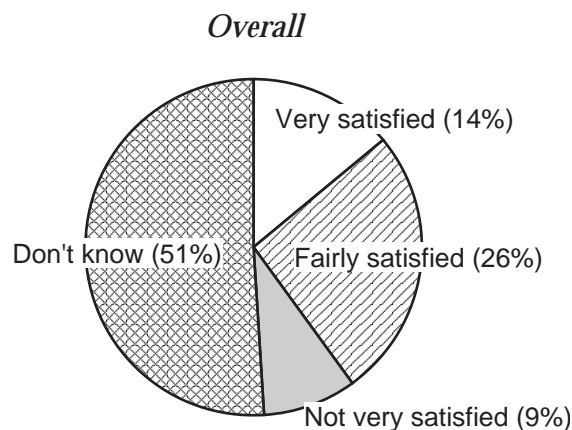
	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2006	65	19	84	4	12
2005	66	19	85	3	12
2004	69	19	88	3	9
2003	68	20	88	5	7
2002	68	16	84	4	12
2001	73	15	88	2	10
2000	68	19	87	2	11
Users	75	17	92	4	4
<u>Comparison</u>					
Peer Group (Provincial)	67	24	91	1	8
National Average	66	24	90	2	8
<u>Ward</u>					
North	60	16	76	3	21
South	71	14	85	9	6
East	66	19	85	3	12
West	64	25	89	2	9

% read across

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 84%
Users = 92%

xviii. Civil Defence Organisation



40% of residents overall are satisfied with the Civil Defence Organisation (47% in 2005), while 9% are not very satisfied. 51% are unable to comment.

The percent not very satisfied (9%) is similar to the Peer Group Average, on par with the National Average and 6% above the 2005 reading.

It should however be noted that the "don't know" reading (51%) is above both the Peer Group Average (36%) and the National Average (37%).

Ratepayers are more likely to be not very satisfied with the Civil Defence Organisation, than non-ratepayers.

The reasons* for being not very satisfied with the District's Civil Defence Organisation are ...

- need more information/publicity/awareness/involvement, mentioned by 6% of all residents,
- not very professional/not well organised, 3%,
- have not been tested, 1%.

* multiple responses allowed

Satisfaction With Civil Defence Organisation

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2006	14	26	40	9	51
2005	17	30	47	3	50
2004	21	25	46	3	51
2003	23	24	47	2	51
2002	29	21	50	3	47
2001	31	26	57	2	41
2000	29	23	52	4	44
<u>Comparison</u>					
Peer Group (Provincial)	20	34	54	10	36
National Average	14	37	51	12	37
<u>Ward</u>					
North	16	25	41	9	50
South	9	29	38	7	55
East	10	22	32	11	57
West	21	29	50	9	41
<u>Ratepayer?</u>					
Ratepayer	13	27	40	(11)	49
Non-ratepayer	20	22	42	2	56

% read across

Recommended Satisfaction Measures For Reporting Purposes:
 Total District = 40%

xix. Rotorua Aquatic Centre



81% of all residents are satisfied with the Rotorua Aquatic Centre (77% in 2005), with 54% being very satisfied. 7% are not very satisfied and 12% are unable to comment (16% in 2005).

The percent not very satisfied with the Aquatic Centre, is slightly below the Peer Group Average, and similar to the National Average and the 2005 reading.

69% of households have used or visited the Rotorua Aquatic Centre in the last 12 months. Of these "users/visitors", 90% are satisfied and 9% are not very satisfied.

Women are more likely, than men, to be not very satisfied with the Rotorua Aquatic Centre.

The main reasons* for being not very satisfied with the Aquatic Centre are:

- not clean/poor standard of hygiene, mentioned by 3% of all residents,
- needs more activities, 2%.

* multiple responses allowed

Satisfaction With Rotorua Aquatic Centre

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2006	54	27	81	7	12
2005	55	22	77	7	16
2004	50	28	78	6	16
2003	44	28	72	9	19
2002	37	32	69	10	21
2001	47	28	75	6	19
2000	43	26	69	10	21
Users/Visitors	61	29	90	9	1
<u>Comparison*</u>					
Peer Group (Provincial)	39	28	67	12	21
National Average	36	35	71	9	20
<u>Ward</u>					
North	51	31	82	2	16
South	54	24	78	10	12
East	58	25	83	7	10
West	51	30	81	9	10
<u>Gender</u>					
Male	51	(32)	83	4	13
Female	56	22	78	(11)	11

% read across

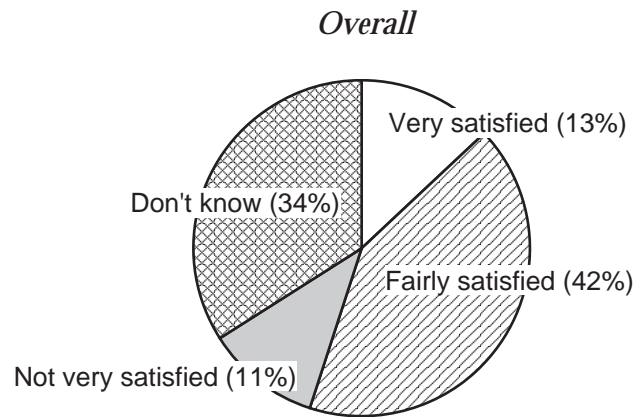
* Peer Group and National Averages are based on ratings of public swimming pools

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 81%

Users/Visitors = 90%

xx. Promotion Of Job Opportunities



55% of residents are satisfied with the Council's promotion of job opportunities, with 11% being not very satisfied. A significant percentage (34%) are unable to comment (41% in 2005).

The percent not very satisfied is below both the Peer Group and National Averages, but 5% above the 2005 reading.

Residents who live in a three or more person household are more likely to be not very satisfied with Council's promotion of job opportunities, than smaller households.

The main reasons* for being not very satisfied with the promotion of job opportunities are ...

- could do more/needs improvement,
- don't see any promotion/need more promotion,
- lack of jobs/too many unemployed,
- lack of advertising.

* multiple responses allowed

Satisfaction With Promotion Of Job Opportunities

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2006	13	42	55	11	34
2005	15	38	53	6	41
2004	12	34	46	10	44
2003	14	30	44	9	47
2002	11	32	43	13	44
2001	10	30	40	16	44
<u>Comparison</u>					
Peer Group (Provincial)	14	32	46	24	30
National Average	12	34	46	22	32
<u>Ward</u>					
North	12	48	60	8	32
South	10	46	56	18	26
East	9	35	44	6	50
West	19	39	58	13	29
<u>Household Size</u>					
1-2 person household	12	37	49	7	44
3+ person household	13	46	59	14	27

% read across

* Not asked in 2000

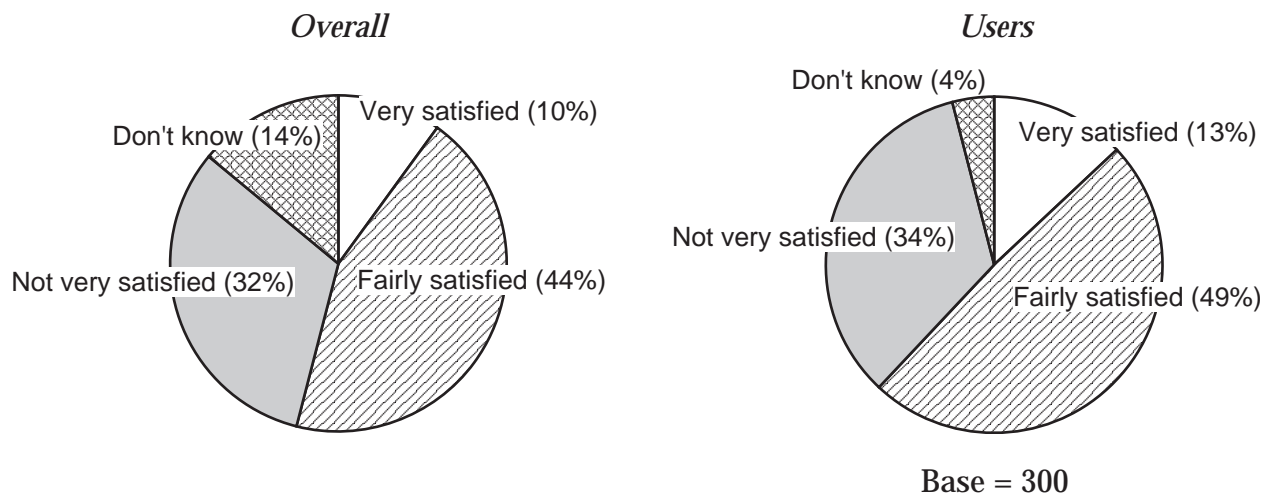
Summary Table -
Main Reasons* For Being Not Very Satisfied With Promotion of Job Opportunities

	Total District 2006 %	Ward			
		North %	South %	East %	West %
<u>Percent Who Mention ...</u>					
Could do more/needs improvement	3	3	3	2	3
Don't see any promotion/need more promotion	3	2	2	-	7
Lack of jobs/too many unemployed	2	1	3	3	1
Lack of advertising	2	-	2	-	4

* multiple responses allowed

<p>Recommended Satisfaction Measures For Reporting Purposes: Total District = 55%</p>
--

xxi. Public Toilets



54% of Rotorua District residents are satisfied with the District's public toilets, while 32% are not very satisfied and 14% are unable to comment.

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

76% of households have used a public toilet in the last 12 months. Of these "users", 62% are satisfied and 34% not very satisfied.

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

- residents who live in a three or more person household,
- women,
- NZ European residents,
- ratepayers.

The main reasons for being not very satisfied with the District's public toilets are:

- not enough toilets/need more,
- dirty/unclean,
- need upgrading/improving,
- hard to find/more signage needed.

Satisfaction With Public Toilets

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2006	10	44	54	32	14
Users	13	49	62	34	4
<u>Comparison</u>					
Peer Group (Provincial)	27	40	67	22	11
National Average	20	44	64	22	14
<u>Ward</u>					
North	16	43	59	29	12
South	9	44	53	34	13
East	4	48	52	31	17
West	12	40	52	34	14
<u>Household Size</u>					
1-2 person household	13	41	54	27	(19)
3+ person household	9	45	54	(35)	11
<u>Gender</u>					
Male	11	(49)	(60)	22	(18)
Female	10	39	49	(41)	10
<u>Ethnicity</u>					
NZ European	9	40	49	(35)	16
NZ Maori	12	(52)	(64)	26	10
<u>Ratepayer?</u>					
Ratepayer	10	40	50	(34)	(16)
Non-ratepayer	10	(61)	(71)	24	5

% read across

* Not asked prior to 2006

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

	Total District 2006 %	Ward			
		North %	South %	East %	West %
<u>Percent Who Mention ...</u>					
Not enough toilets/need more	16	14	17	15	16
Dirty/unclean	13	15	12	11	15
Need upgrading/improving	9	8	12	10	7
Hard to find/need more signage	4	2	5	5	4

* multiple responses allowed

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 54%

Users = 62%

b. Spend Emphasis On Council Services/Facilities

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

Summary Table - Spend Emphasis

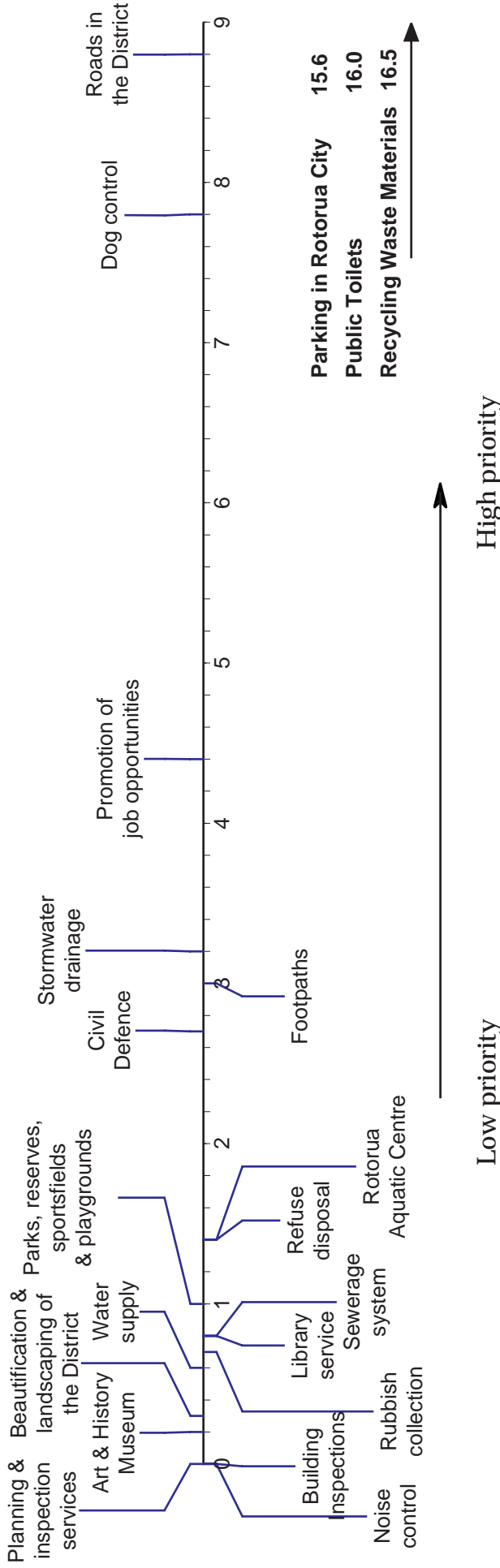
	Spend More %	Spend About The Same %	Spend Less %	Unsure %
Recycling Waste Materials	52	43	-	5
Public Toilets	51	41	1	7
Parking in Rotorua's CBD	45	50	4	1
Roads	39	59	2	-
Promotion of Job Opportunities	37	40	5	18
Dog Control	35	52	8	5
Parks, Reserves, Sportsfields & Playgrounds	25	72	3	-
Civil Defence	25	45	1	29
Stormwater Drainage	24	67	2	7
Footpaths	24	67	7	2
Sewerage System	20	70	2	8
Rotorua Aquatic Centre	20	69	3	8
Beautification/Landscaping	18	75	6	1
Library Service	18	75	1	6
Art and History Museum	17	68	6	9
Water Supply	15	79	1	5
Rubbish Collection	14	81	2	3
Refuse Disposal	14	73	5	8
Building Inspections	12	43	10	35
Planning and Inspection Services	9	44	9	38
Noise Control	8	73	8	11

c. Spend 'More' Comparison

	2006 %	2005 %	2004 %	2003 %	2002 %	2001 %	2000 %
Recycling Waste Materials	52	48	56	44	41	47	63
Public Toilets	51	NA	NA	NA	NA	NA	NA
Parking in Rotorua's CBD	45	48	57	49	48	49	47
Roads	39	40	36	35	37	37	31
Promotion of Job Opportunities	37	31	39	42	43	44	66
Dog Control	35	30	35	37	33	33	24
Parks, Reserves, Sportsfields & Playgrounds	25	22	31	21	23	24	28
Civil Defence	25	19	18	16	22	16	22
Stormwater Drainage	24	29	27	25	29	25	32
Footpaths	24	25	20	24	22	24	16
Sewerage System	20	19	25	21	25	20	19
Rotorua Aquatic Centre	20	14	13	25	29	22	16
Beautification/Landscaping	18	20	15	15	17	19	19
Library Service	18	16	20	22	21	17	24
Art and History Museum	17	13	9	16	14	16	17
Water Supply	15	11	15	16	19	14	15
Rubbish Collection	14	12	16	12	9	12	18
Refuse Disposal	14	16	16	13	10	17	22
Building Inspections	12	10	10	12	8	6	NA
Planning and Inspection Services	9	7	7	5	7	5	12
Noise Control	8	8	10	9	13	7	6

NA: Not asked

d. Spend Priority



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

This graph shows the priorities for spending for Council in terms of the 21 services/facilities where both the not very satisfied readings and mean spend figures are available.

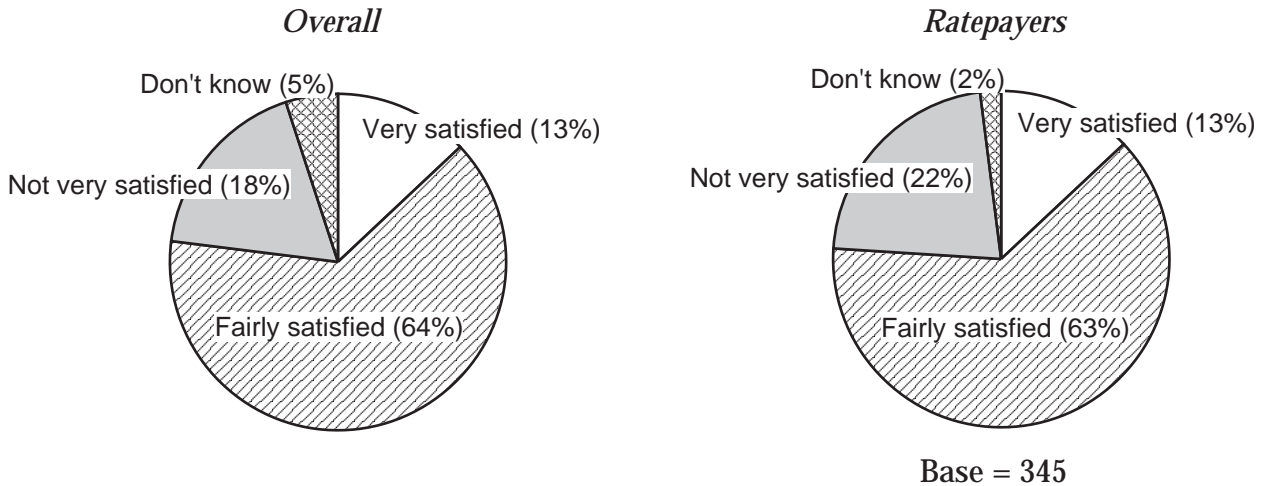
The spend priority factor is gained by multiplying the mean spend (where spend more =+1, spend about the same = 0 and spend less = -1) by the percentage not very satisfied.

Recycling waste materials, public toilets, parking in Rotorua City, roads in the District, and dog control are the top priorities for Council in terms of spend, with planning and inspection services, noise control and building inspections being of lowest priority in terms of spend.



2. Rates Issues

a. **Satisfaction With The Way Rates Are Spent On The Services And Facilities Council Provides**



81% of residents identify themselves, or a member of their household, as ratepayers.

Overall, 77% of residents are satisfied with the way rates are spent on the services and facilities provided by Council (85% in 2005). 18% of all residents are not very satisfied with the way rates are spent and this is similar to the Peer Group Average, on par with the National Average and 8% above the 2005 reading.

76% of ratepayers are satisfied with the way rates are spent (86% in 2005), while 22% are not very satisfied (10% in 2005).

Residents more likely to be not very satisfied with the way rates are spent on the services and facilities provided by Council are ...

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

Satisfaction With The Way Rates Are Spent On Services And Facilities

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2006	13	64	77	18	5
2005	13	72	85	10	5
2004	14	63	77	15	8
2003	17	65	82	11	7
2002	21	62	83	11	6
2001	22	60	82	11	7
2000	20	58	78	15	7
<u>Comparison</u>					
Peer Group (Provincial)	10	64	74	19	7
National Average	9	65	74	21	5
<u>Ward</u>					
North	19	60	79	19	2
South	12	66	78	19	3
East	9	61	70	21	9
West	11	71	82	12	6
<u>Length of Residence</u>					
Lived there 10 years or less	10	(75)	(85)	12	3
Lived there more than 10 years	14	60	74	(20)	6
<u>Ratepayer?</u>					
Ratepayer	13	63	76	(22)	2
Non-ratepayer	13	70	83	2	(15)

% read across

Summary Table - Main Reasons* For Being Not Very Satisfied With The Way Rates Are Spent

	Total District 2006 %	Ward			
		North %	South %	East %	West %
<u>Percent Who Mention ...</u>					
High rates/too high for services received/ not value for money	7	9	9	6	3
Overspend/spent in wrong areas/ spent unwisely/waste money	5	4	4	6	4

* multiple responses allowed

* Other reasons mentioned by 2% of residents are ...

- airport,
- sewerage system,
- other specified services and facilities mentioned,
- roading/footpaths,
- rubbish disposal,
- need to know how rates are spent.

Recommended Satisfaction Measures For Reporting Purposes:

Total District = 77%

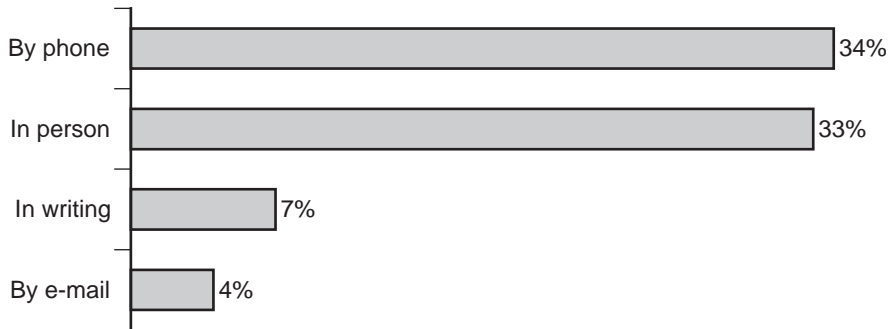
Ratepayers = 76%



3. Contact With Council

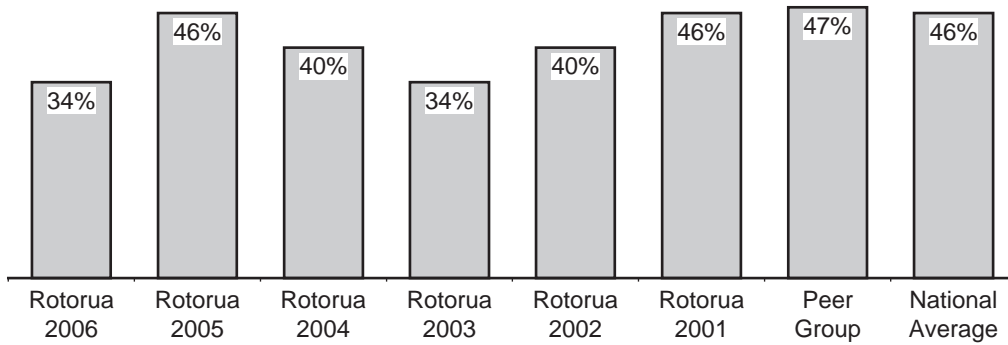
a. Levels Of Contact

2006 - Yes, Have Contacted ...

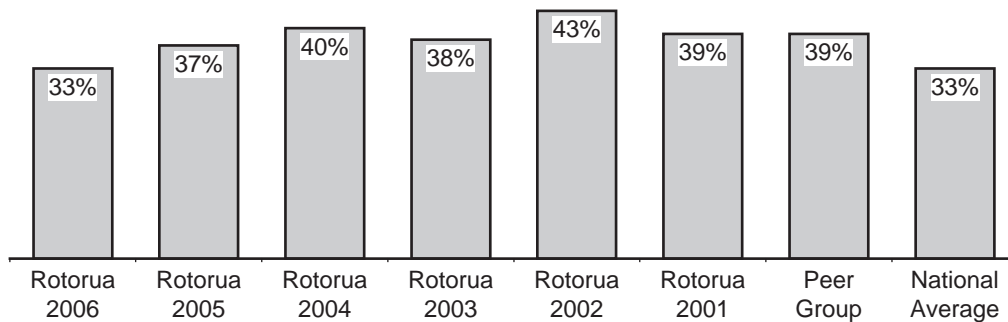


Percent Saying 'Yes' - Comparison

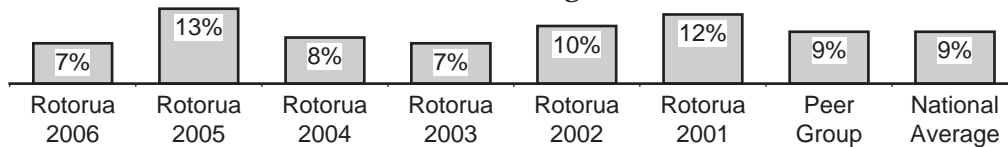
'By Phone'



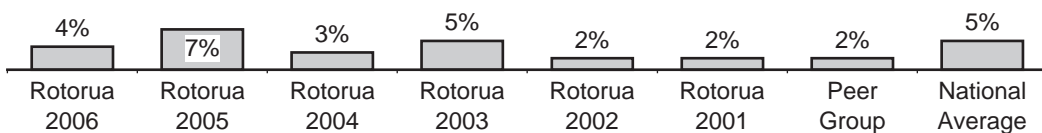
'In Person'



'In Writing'



'By E-mail'



34% of residents have contacted Council offices by phone in the last year (46% in 2005), while 33% visited a Council office in person (37% in 2005), 7% contacted Council in writing (13% in 2005), and 4% contacted them by e-mail (7% in 2005).

Residents are less likely than Peer Group residents and residents nationwide to have contacted Council by phone.

They are similar to residents nationwide and slightly less likely than like residents to say they have contacted Council in person.

Rotorua District residents are similar to Peer Group residents and residents nationwide to say they have contacted Council in writing and/or by e-mail.

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

- NZ European residents,
- ratepayers.

Residents more likely to visit a Council office in person are ...

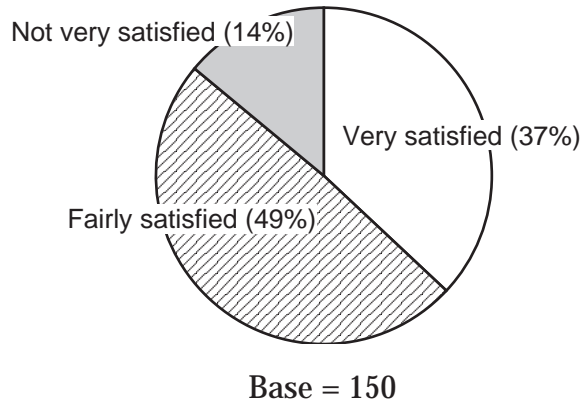
- women,
- residents with an annual household income of more than \$60,000,
- ratepayers,
- NZ European residents.

There are no notable differences between Wards and socio-economic groups, in terms of those residents contacting Council in writing. However, it appears that the following residents are slightly more likely to do so ...

- NZ European residents,
- ratepayers.

There are no notable differences between Wards and socio-economic groups, in terms of those residents contacting Council by e-mail.

b. Satisfaction When Contacting The Council Offices By Phone



86% of residents contacting the Council Offices by phone in the last 12 months are satisfied, including 37% who are very satisfied (53% in 2005), while 14% are not very satisfied.

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

Residents* who live in a three or more person household are more likely, than smaller households, to be not very satisfied.

* Those residents who have contacted Council by phone in the last 12 months.

Reasons They Are Not Very Satisfied

19 residents contacting Council Offices by phone are not very satisfied and give the following main reasons* ...

- poor service/attitude, mentioned by 8% of residents contacting Council by phone (10 respondents),
- hard to get right person/got the run around, 2% (3 respondents),
- lack of action/slow to act, 2% (3 respondents),
- didn't ring back/didn't get back to me, 2% (3 respondents).

* multiple responses allowed

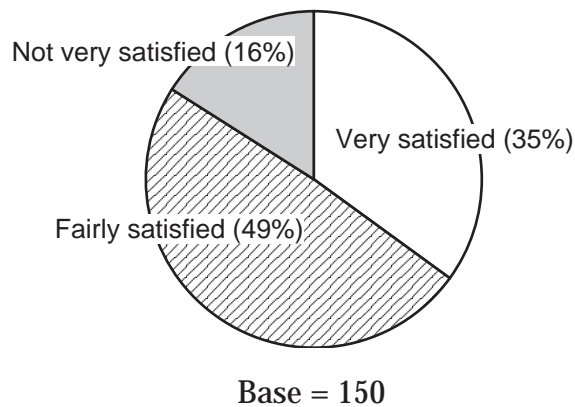
Satisfaction When Contacting Council Offices By Phone

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Contacted Council Offices By Phone</u>					
2006	37	49	86	14	-
2005	55	35	90	10	-
2004	41	40	81	19	-
2003	45	43	88	12	-
2002	43	45	88	12	-
2001	47	42	89	11	-
2000	43	38	81	19	-
<u>Comparison</u>					
Peer Group (Provincial)	44	38	82	18	-
National Average	42	40	82	18	-
<u>Ward</u>					
North	38	56	94	6	-
South	40	43	83	17	-
East	28	58	86	14	-
West	41	39	80	20	-
<u>Household Size</u>					
1-2 person household	40	52	92	8	-
3+ person household	35	46	81	19	-

% read across

Base = 150

c. Satisfaction When Visiting A Council Office In Person



84% of residents visiting a Council office in person in the last 12 months are satisfied, including 35% who are very satisfied (47% in 2005). 16% are not very satisfied.

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

There are no notable differences between Wards and socio-economic groups, in terms of those residents who have contacted the Council in person.

Reasons They Are Not Very Satisfied

21 residents visiting a Council office in person are not very satisfied and give the following main reasons* ...

- poor service/unhelpful, mentioned by 9% of residents who visited a Council office in person (12 respondents),
- poor attitude/rude/arrogant, 5% (6 respondents),
- unsatisfactory outcome/problem not solved, 3% (4 respondents).

* multiple responses allowed

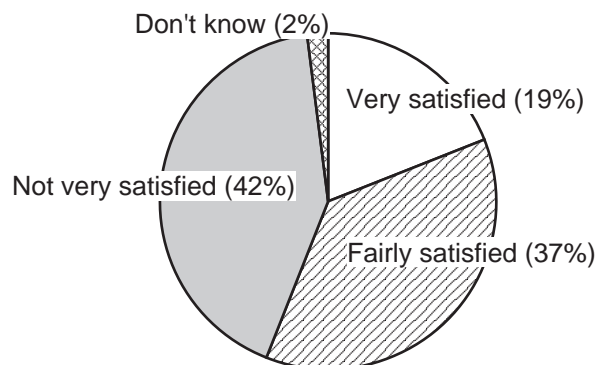
Satisfaction When Visiting A Council Office In Person

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Contacted Council Offices In Person</u>					
2006	35	49	84	16	-
2005	47	44	91	9	-
2004	51	40	91	9	-
2003	46	38	84	16	-
2002	46	41	87	13	-
2001	51	37	88	12	-
2000	60	30	90	10	-
<u>Comparison</u>					
Peer Group (Provincial)	54	31	85	15	-
National Average	47	37	84	16	-
<u>Ward</u>					
North	42	51	93	7	-
South	32	52	84	16	-
East	31	50	81	19	-
West	35	43	78	22	-

% read across

Base = 143

d. Satisfaction When Contacting The Council Offices In Writing



Base = 35
(Margin of error is $\pm 16.6\%$)

56% of residents contacting the Council offices in writing in the last 12 months are satisfied (88% in 2005), while 42% are not very satisfied (12% in 2005).

The percent not very satisfied appears to be on par with the Peer Group and above the National Average.

Because all Wards and most socio-economic groups have small bases (<30), no comparisons have been made.

Taking into account the varying bases, residents contacting a Council office in writing are more likely to be not very satisfied as residents who contact Council either by phone or in person.

Reasons They Are Not Very Satisfied

12 residents contacting Council Offices in writing are not very satisfied and give the following main reasons* ...

- no reply to letters, mentioned by 21% of residents contacting Council in writing (6 respondents),
- unsatisfactory outcome, 8% (2 respondents),
- don't listen/one-sided view, 6% (2 respondents).

* multiple responses allowed

Satisfaction When Contacting The Council Offices In Writing

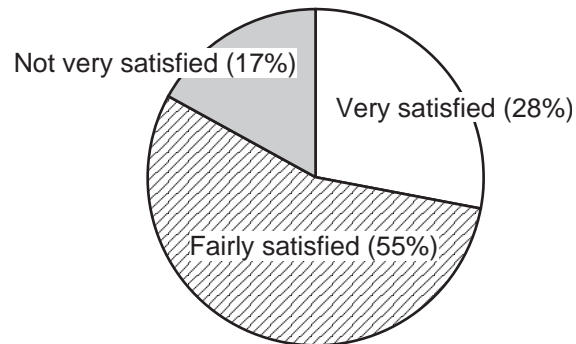
	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Contacted Council Offices In Writing</u>					
2006	19	37	56	42	2
2005	41	47	88	12	-
2004	26	35	61	36	3
2003	40	27	67	28	5
2002	38	32	70	24	6
2001	48	44	92	8	-
2000	34	26	60	35	5
<u>Comparison</u>					
Peer Group (Provincial)	37	27	64	36	-
National Average	26	43	69	26	5
<u>Ward*</u>					
North	24	52	76	24	-
South	33	24	57	43	-
East	11	44	55	34	11
West	-	31	31	69	-

% read across

* Caution small bases (all <12)

Base = 35

e. **Satisfaction When Contacting The Council Offices By E-Mail**



Base = 16*

* Caution: small base

14 Rotorua residents contacting the Council offices by e-mail, in the last 12 months, are satisfied, while two are not very satisfied.

As the bases for Wards and most socio-economic groups are very small (<16), no comparisons have been made.

Reasons They Are Not Very Satisfied

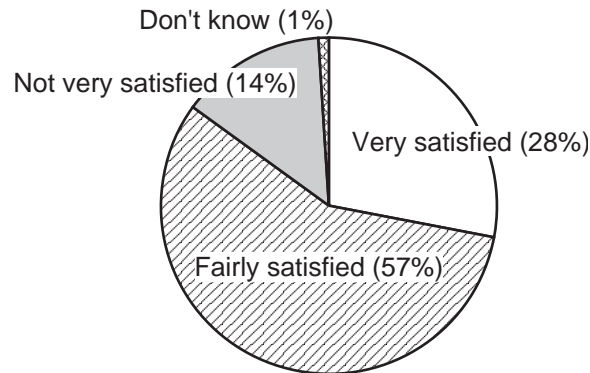
The reasons given by the two residents contacting the Council by e-mail who are not very satisfied are:

"Haven't had a reply - about two months ago."

"Reply from Administration promising to check the details. No further reply after promising to investigate and get back."

f. **Satisfaction With Overall Service Received When Contacted Council Offices**

Overall - Contacted A Council Office In The Last 12 Months



Base = 226

51% of residents have contacted the Council offices in the last 12 months (58% in 2005). These residents were asked to say how satisfied they are with the overall service they received. 85% are satisfied with the service received (92% in 2005), with 28% being very satisfied (43% in 2005), while 14% are not very satisfied.

The percent not very satisfied with the service they received from Council offices is similar to the Peer Group and National Averages and 6% above last year's reading.

NZ European residents who have contacted Council are more likely to be not very satisfied, than NZ Maori residents.

Satisfaction With Overall Service Received When Contacted Council Offices

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Contacted Council</u>					
2006	28	57	85	14	1
2005	43	49	92	8	-
2004	33	55	88	11	1
2003	41	48	89	11	-
2002	41	46	87	11	2
2001	38	57	95	5	-
2000	43	45	88	9	3
<u>Comparison</u>					
Peer Group (Provincial)	47	37	84	16	-
National Average	43	39	82	17	1
<u>Ward</u>					
North	18	(74)	92	7	1
South	34	49	83	17	-
East	32	48	80	18	2
West	30	51	81	18	1
<u>Ethnicity</u>					
NZ European	27	57	84	15	1
NZ Maori	34	64	(98)	2	-

% read across

Base = 226

Recommended Satisfaction Measures For Reporting Purposes:

Contacted Council in the last 12 months	=	85%
Contacted Council by phone	=	86%
Contacted Council in person	=	84%
Contacted Council in writing	=	56%
Contacted Council by e-mail*	=	83%

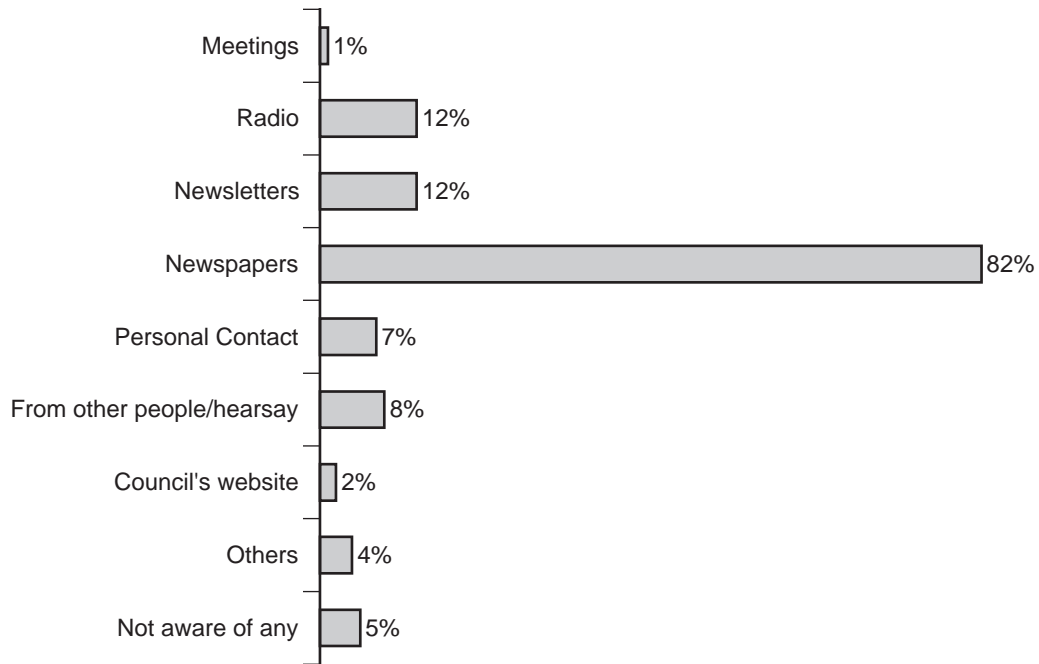
* Caution: small base



4. Information

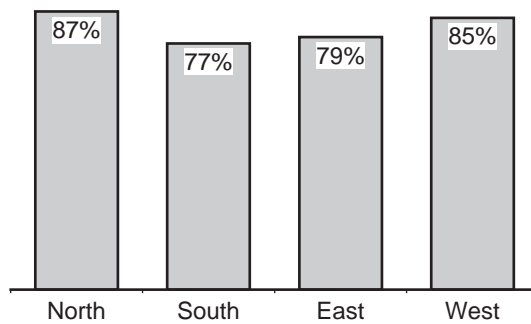
a. Main Source Of Information About Council

*Where, Or From Whom, Do You Mainly Get Your Information About Council?**

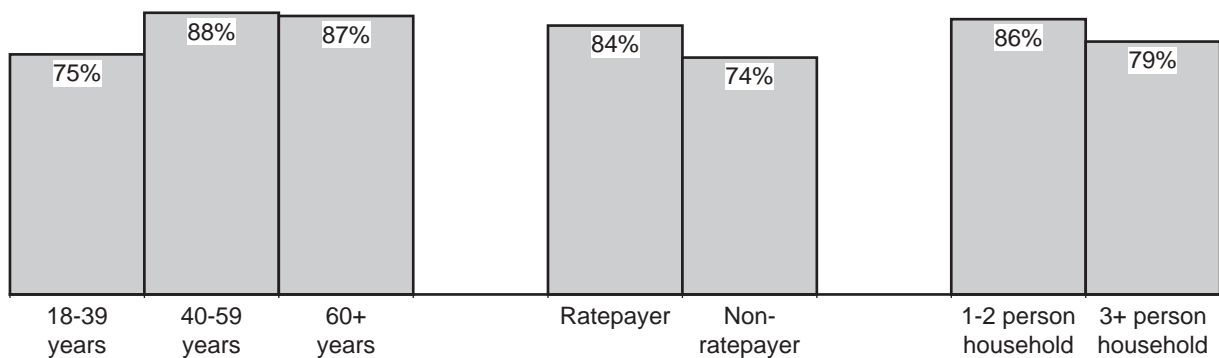


* multiple responses allowed

Percent Saying 'Newspapers' - By Ward



Percent Saying 'Newspapers' - Comparing Different Types Of Residents



The majority of residents (82%) consider newspapers to be their main source of information about Council.

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

- residents aged 40 years or over,
- ratepayers,
- residents who live in a one or two person household.

Residents who get their information about Council mainly from newspapers*, get their information from ...

- Daily Post, 85% of residents who consider newspapers to be their main source of information about Council, (84% in 2005),
- Rotorua Review, 62% (56% in 2005),
- Weekender, 48% (45% in 2005),
- New Zealand Herald, 6% (4% in 2005),
- others, 2%.

Base = 340

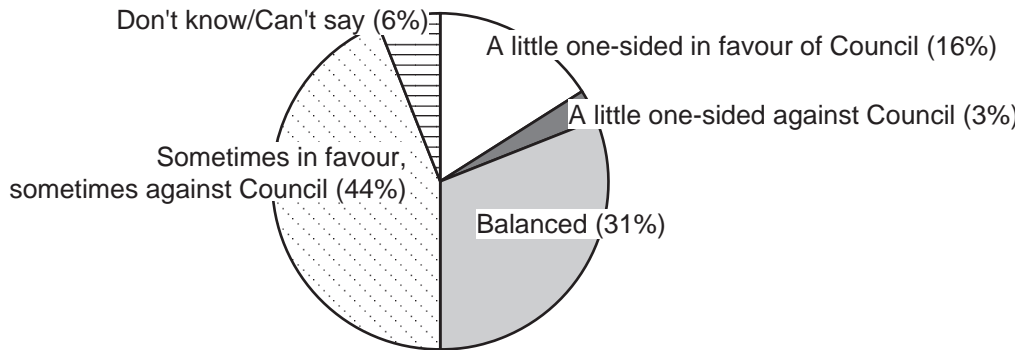
* multiple responses allowed

The other newspapers mentioned are ...

- Ngongotaha Journal (4 mentions)
 - The Dominion
 - Lynmore News
 - Sunday News
 - Grey Power
- (all 1 mention)

b. Is The Information Provided About Council Balanced?

Is The Information From The Source You Mentioned ...?



Base = 392

Summary Table - How Balanced Is Information About Council?

	Mentioned Main Source 2006 %	Mentioned Main Source 2005 %	Ward			
			North %	South %	East %	West %
<u>Percent Who Mentioned ...</u>						
Balanced - neither for nor against Council	31	46	33	29	39	24
Sometimes in favour and sometimes against Council	44	34	50	40	35	49
A little one-sided	63	49				
- in favour of Council	16	12	12	14	16	20
- against Council	3	3	5	3	2	4
Don't know/can't say	6	5	-	14	8	3
Total	100	100	100	100	100	100
Base	392	403	99	98	96	99

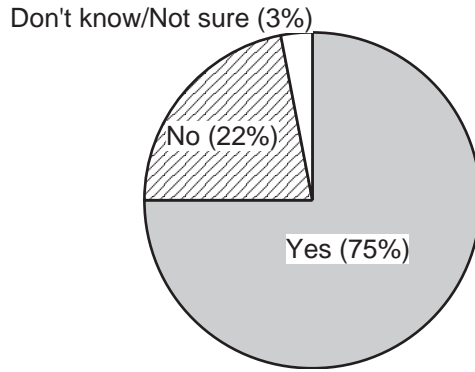
31% of residents who are aware of information about what's going on in the District see the information provided about Council as balanced, neither for nor against Council (46% in 2005), while 44% see that information as sometimes in favour and sometimes against Council (34% in 2005).

16% of residents see information provided about Council as a little one-sided in favour of Council (12% in 2005), with 3% seeing it as a little one-sided against Council.

Residents more likely to see information provided about Council as balanced are ...

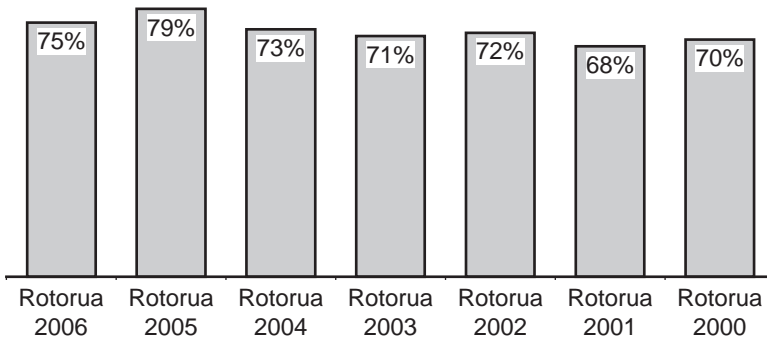
- residents aged 40 years or over,
- NZ European residents.

c. Readership Of Information Published By Council In The Last 12 Months

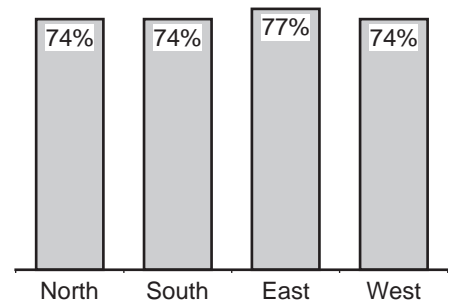


Base = 392

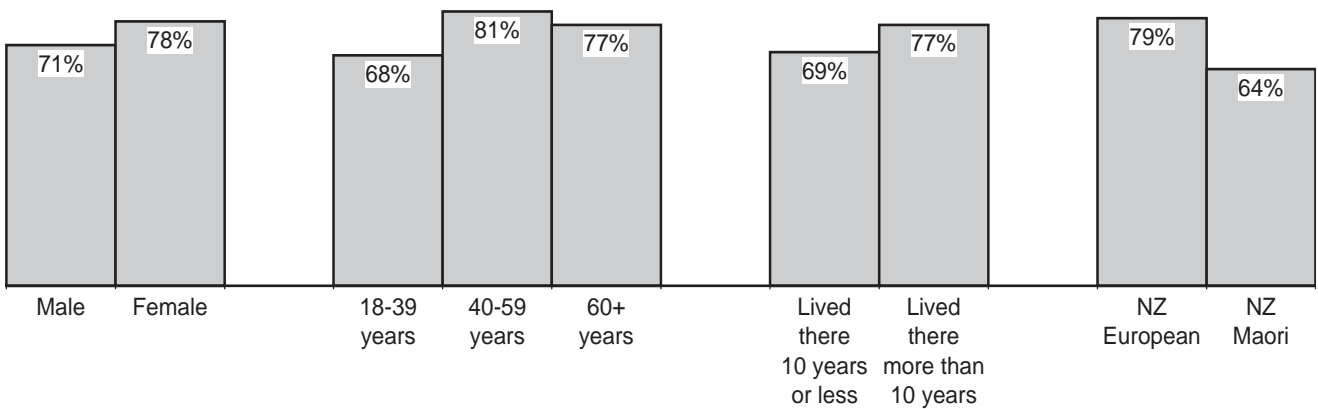
Percent Saying 'Yes' - Comparison



Percent Saying 'Yes' - By Ward



Percent Saying 'Yes' - Comparing Different Types Of Residents



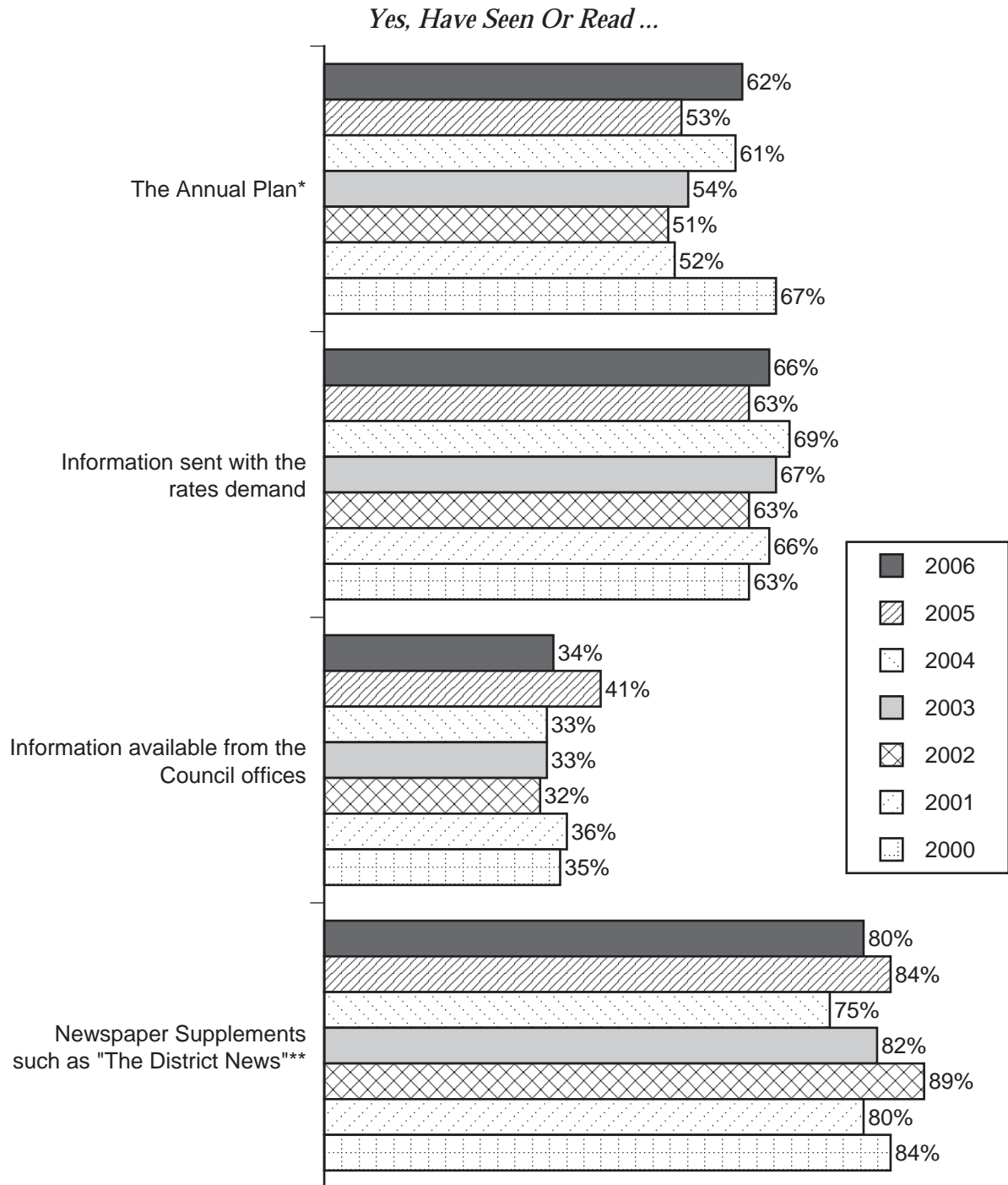
75% of residents who are aware of information about what's going on in the District say they have seen or read, in the last 12 months, information Council publishes specifically for the community (79% in 2005).

Residents more likely to have seen or read information published by Council in the last 12 months are ...

- women,
- residents aged 40 years or over,
- NZ European residents,
- longer term residents, those residing in the District more than 10 years.

d. Types Of Information Published By Council Residents Have Seen Or Read In The Last 12 Months

Those residents (75%) who have seen or read information published by Council were asked to consider what types they have seen/read in the last 12 months.



* In 2005, this was referred to as "The Draft 10 Year Plan"

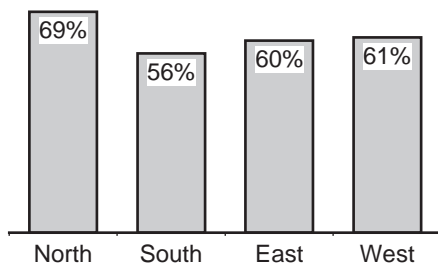
**Prior to 2003, only "The District News" was mentioned.

In 2005, this also included "The Draft 10 Year Plan Summary"

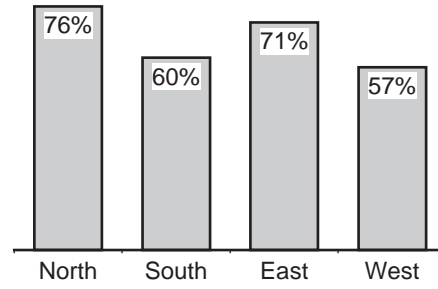
Base = 303

Yes, Have Seen/Read - By Ward

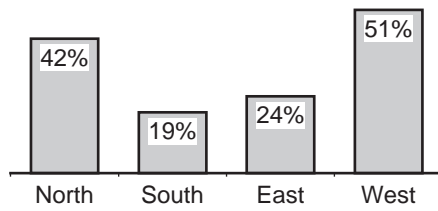
The Annual Plan



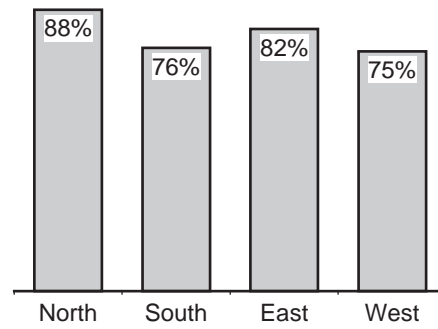
Information Sent With Rates Demand



Information From Council Offices



Newspaper Supplements



Of those who have seen or read information published by Council in the last 12 months, a majority (80%, compared to 84% in 2005) have seen or read the newspaper supplements, information sent with their rates demand (66%, 63% in 2005), and/or the Annual Plan (62%, 53% in 2005).

Residents more likely to have read or seen the newspaper supplements are ...

- residents aged 40 years or over,
- residents with an annual household income of less than \$30,000.

Residents more likely to have read or seen information sent with the rates demand are ...

- North and East Ward residents,
- residents aged 40 years or over,
- NZ European residents,
- residents with an annual household income of \$30,000 to \$60,000,
- ratepayers,
- residents who live in a one or two person household.

Residents more likely to have read or seen the Annual Plan are ...

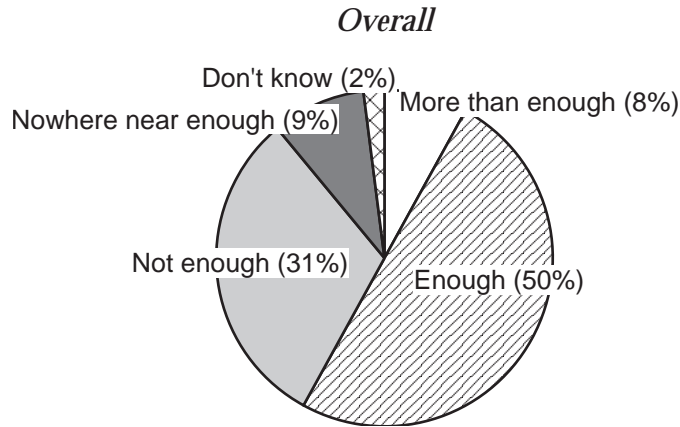
- residents aged 40 years or over,
- ratepayers,
- longer term residents, those residing in the District more than 10 years.
- residents who live in a one or two person household.

Residents more likely to have read or seen the information available at Council Offices are ...

- North and West Ward residents,
- NZ Maori residents,
- ratepayers.

e. The Sufficiency Of The Information Supplied

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



Summary Table - Comparisons

	Total District 2006 %	Total District 2005 %	Peer Group Average %	National Average %
<u>Percent Who Mentioned ...</u>				
More than enough	8 58	11 68	8 66	7 65
Enough	50	57	58	58
Not enough	31 40	21 26	22 30	24 31
Nowhere near enough	9	5	8	7
Don't know/not sure	2	6	4	4
Total	100	100	100	100

58% of residents feel that there is enough/more than enough information supplied (68% in 2005), with 40% feeling there is not enough/nowhere near enough information supplied (26% in 2005).

Rotorua District residents are less likely than Peer Group residents and residents nationwide in feeling there is enough/more than enough information.

Residents more likely to feel there is enough/more than enough information supplied by Council are ...

- men,
- NZ European residents,
- residents aged 40 years or over,
- residents with an annual household income of less than \$30,000 or more than \$60,000,
- ratepayers,
- residents who live in a one or two person household.



5. Representation

The success of democracy of the Rotorua District Council depends on the Council both influencing and encouraging the opinions of its citizens and representing these views and opinions in its decision making. Council wishes to understand the perceptions that its residents have on how easy or how difficult it is to have their views heard. It is understood that people's perceptions can be based on personal experience or on hearsay.

a. Councillors' Approachability

Summary Table - Degree Of Approachability

	Welcome comments - be comfortable approaching %	Reluctant/ resistant - have to push hard %	Somewhere between the two %	Don't know %
<u>Overall</u>				
Total District 2006	38	9	38	15
2005	48	10	28	14
2004	49	9	29	13
2003	49	11	29	11
2002	53	7	29	11
2001	47	10	32	11
2000	49	8	29	14
<u>Comparison</u>				
Peer Group Average	48	7	36	9
National Average	40	11	35	14
<u>Ward</u>				
North	39	10	36	15
South	34	12	39	15
East	40	7	33	20
West	39	8	46	7
<u>Age</u>				
18-39 years	32	9	46	13
40-59 years	42	12	36	10
60+ years	47	7	24	22
<u>Ratepayer?</u>				
Ratepayer	41	8	38	13
Non-ratepayer	27	17	39	17

% read across

In terms of how approachable residents feel their Councillors to be, 38% of residents believe their elected representatives welcome questions, comments and requests so that they would feel comfortable approaching them (48% in 2005). 9% feel they appear reluctant and resistant to comments and requests, with 38% saying the answer lies somewhere between the two (28% in 2005).

Rotorua District residents are similarly likely, in terms of feeling comfortable approaching Councillors, as New Zealanders on average, but below their Peer Group counterparts, in feeling this way.

Residents more likely to feel comfortable in approaching a Councillor, are ...

- residents aged 40 years or over,
- ratepayers.

b. Perceived Degree Of Open-Mindedness Of Councillors

Summary Table - Degree Of Open-Mindedness

	Give fair and open- minded hearing %	Give defensive one-sided hearing %	Somewhere between the two %	Don't know %
<u>Overall</u>				
Total District 2006	29	17	47	7
2005	36	11	44	9
2004	32	17	42	9
2003	43	14	33	10
2002	44	10	37	9
2001	36	11	43	10
2000	38	11	42	9
<u>Comparison</u>				
Peer Group Average	33	15	46	6
National Average	29	18	43	10
<u>Ward</u>				
North	23	15	55	7
South	34	24	33	9
East	25	17	47	11
West	33	13	51	3
<u>Length of Residence</u>				
Lived there 10 years or less	25	15	50	10
Lived there more than 10 years	32	19	44	5

% read across

29% of residents feel that Councillors give a fair and open-minded hearing when dealing with local community issues (36% in 2005), 17% say they give a defensive and one-sided hearing (11% in 2005), 47% say the answer lies somewhere between the two (44% in 2005), and 7% of residents don't know.

Rotorua residents are on par with the Peer Group Average and similar to the National Average, in terms of believing that their Councillors give an open-minded hearing.

Longer term residents, those residing in the District more than 10 years, are more likely to feel that Councillors give a fair and open-minded hearing, than shorter term residents.

It also appears that South and West Ward residents are slightly more likely, than other Ward residents, to feel this way.

c. Residents' Impressions of Council Decisions/Actions

Summary Table - Residents' Impressions of Council Decisions/ Actions

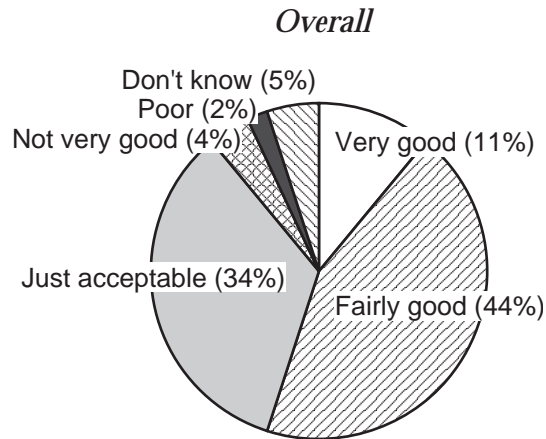
	Strongly approve %	Approve %	Strongly approve/ Approve %	Disapprove %	Strongly disapprove %	Disapprove/ Strongly disapprove %	Don't know %
<u>Overall</u>							
Total District 2006	4	66	70	18	3	21	9
<u>Ward</u>							
North	2	64	66	17	3	20	14
South	5	67	72	19	3	22	6
East	1	65	66	23	3	26	8
West	8	70	78	12	4	16	6
<u>Ethnicity</u>							
NZ European	2	65	67	19	3	22	11
NZ Maori	6	71	77	17	-	17	6

% read across

When asked their impression of the decisions and/or actions of Council in the last 12 months, 70% approve (strongly approve/approve) and 21% disapprove (disapprove/strongly disapprove). 9% are unable to comment.

NZ Maori residents are more likely to approve (strongly approve/approve) of the decisions and/or actions of Council in the last 12 months, than NZ European residents.

d. Performance Rating Of The Mayor And Councillors In The Last Year



55% of residents rate the performance of the Mayor and Councillors over the past year as very/fairly good (67% in 2005). 6% rate their performance as not very good/poor (3% in 2005).

In terms of those rating the Mayor and Councillors as very/fairly good, Rotorua residents rate their performance slightly below the Peer Group Average and similar to the National Average.

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

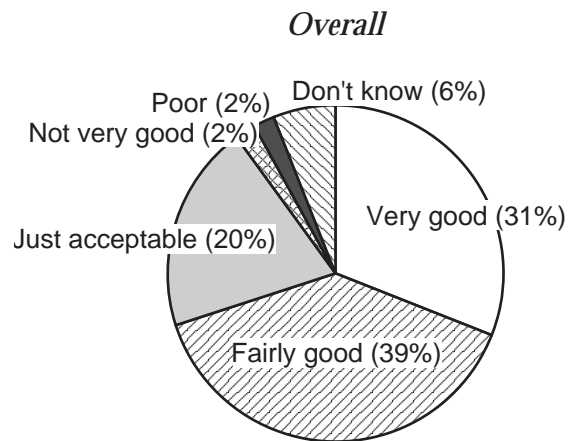
- residents with an annual household income of \$30,000 or more,
- residents who live in a three or more person household.

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

	Rated as ...			
	Very good/ fairly good %	Just acceptable %	Not very good/poor %	Don't know %
<u>Overall</u>				
Total District 2006	55	34	6	5
2005	67	22	3	8
2004	64	24	6	6
2003	68	18	5	9
2002	75	14	5	6
2001	70	19	3	8
2000	75	14	4	7
<u>Comparison</u>				
Peer Group Average	61	26	7	6
National Average	54	26	13	7
<u>Ward</u>				
North	55	36	8	1
South	55	33	5	7
East	48	37	8	7
West	60	31	4	5
<u>Household Income</u>				
Less than \$30,000 p.a.	43	47	7	3
\$30,000 - \$60,000 p.a.	59	32	3	6
More than \$60,000 p.a.	57	31	9	3
<u>Household Size</u>				
1-2 person household	51	35	8	6
3+ person household	58	34	5	3

% read across

e. **Performance Rating Of The Council Staff In The Last Year**



70% of residents rate the performance of the Council staff as very or fairly good (74% in 2005). Rotorua residents rate their own Council staff's performance on par with Peer Group residents and above the nation as a whole. 4% rate their performance as not very good or poor.

NZ Maori residents are more likely to rate Council staff performance as very good/fairly good, than NZ European residents.

Summary Table - Performance Rating Of The Council Staff In The Last Year

	Rated as ...			
	Very good/ fairly good %	Just acceptable %	Not very good/poor %	Don't know %
<u>Overall</u>				
Total District 2006	70	20	4	6
2005	74	15	3	8
2004	72	13	4	11
2003	70	13	3	14
2002	70	12	4	14
2001	72	12	4	12
2000	73	11	4	12
<u>Comparison</u>				
Peer Group Average	66	19	6	9
National Average	61	21	8	10
<u>Ward</u>				
North	72	17	4	7
South	69	22	2	7
East	66	22	4	8
West	75	19	5	1
<u>Ethnicity</u>				
NZ European	67	23	4	6
NZ Maori	82	13	-	5

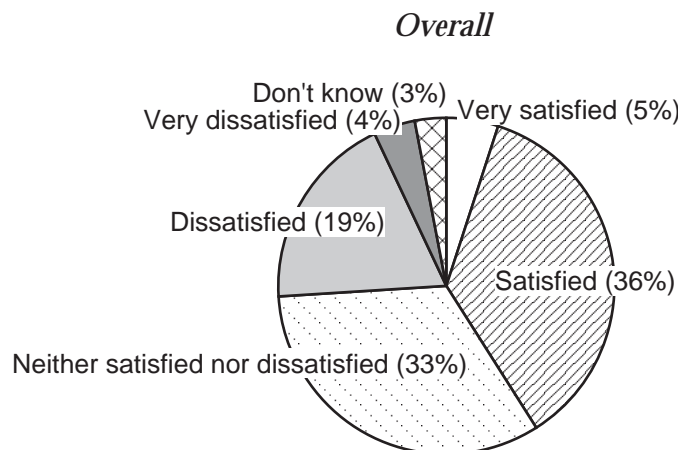
% read across



6. Local Issues

a. Council Consultation And Community Involvement

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



5% of residents are very satisfied with the way Council involves the public in the decisions it makes, and 36% are satisfied (55% in 2005). 4% of residents are very dissatisfied with the process and 19% are dissatisfied (7% in 2005). 3% are unable to comment and 33% are neither satisfied nor dissatisfied (28% in 2005).

The dissatisfied/very dissatisfied reading (23%) is slightly above the Peer Group Average and similar to the National Average.

Residents more likely to be dissatisfied/very dissatisfied with the way Council involves the public in the decisions it makes are ...

- South Ward residents,
- non-ratepayers,
- residents who live in a three or more person household.

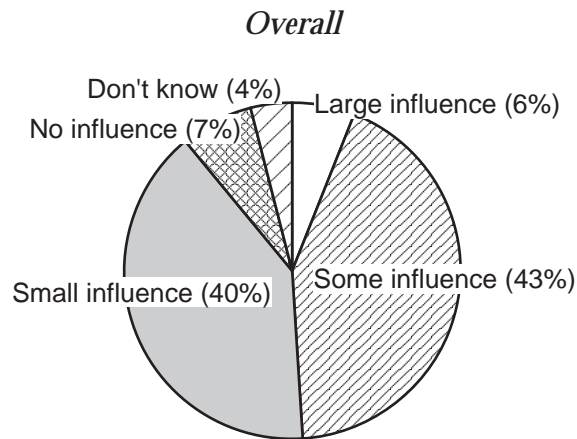
* multiple responses allowed

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

	Very Satisfied %	Satisfied %	Very Satisfied/Satisfied %	Neither Satisfied nor Dissatisfied %	Dissatisfied %	Very Dissatisfied %	Dissatisfied/Very Dissatisfied %	Don't Know %
<u>Overall</u>								
Total District								
2006	5	36	41	33	19	4	23	3
2005	5	55	60	28	7	2	9	3
2004	6	43	49	30	14	2	16	5
2003	8	48	56	27	11	-	11	6
2002	7	53	60	25	7	3	10	5
2001	6	44	50	31	11	2	13	6
<u>Comparison</u>								
Peer Group Average								
	7	44	51	28	14	3	17	4
National Average								
	5	44	49	26	18	4	22	3
<u>Ward</u>								
North	7	39	46	31	12	6	18	5
South	6	26	32	33	29	5	34	1
East	1	39	40	35	18	3	21	4
West	9	39	48	32	18	2	20	-
<u>Ratepayer?</u>								
Ratepayer	6	37	43	34	15	5	20	3
Non-ratepayer	5	30	35	25	35	1	36	4
<u>Household Size</u>								
1-2 person h/hold	6	36	42	37	14	5	19	2
3+ person h/hold	5	36	41	30	23	3	26	3

% read across

ii. *How Much Influence Do Residents Feel The Public Has On Decisions That The Council Makes?*



6% of residents feel the public has a large influence on the decisions that Council makes, while 43% think they have some influence (57% in 2005). 40% of residents say the public has a small influence (26% in 2005) and 7% feel the public has no influence on Council decisions. 4% are unable to comment.

NZ European residents are more likely to feel the public has a small influence/no influence, than NZ Maori residents.

How Much Influence Do Residents Feel The Public Has On Decisions That The Council Makes?

		Large influence %	Some influence %	Large/ some influence %	Small influence %	No influence %	Small/ no influence %	Don't know %
<u>Overall</u>								
Total District	2006	6	43	49	40	7	47	4
	2005	8	57	65	26	6	32	3
	2004	11	47	58	31	7	38	4
	2003	6	54	60	28	5	33	7
	2002	9	53	62	25	6	31	7
	2001	7	51	58	30	5	35	7
<u>Ward</u>								
North		5	43	48	42	7	49	3
South		3	42	45	44	8	52	3
East		2	45	47	43	4	47	6
West		14	41	55	33	8	41	4
<u>Ethnicity</u>								
NZ European		5	40	45	(46)	6	(52)	3
NZ Maori		7	(50)	(57)	33	4	37	6

% read across

b. Emergency Management

i. Do Households Have An Emergency Kit (that includes stored food, water, a radio, batteries and a torch)?

	Yes %	No %	Don't know %
<u>Overall</u>			
Total District 2006	35	65	-
2005	35	65	-
2004	32	68	-
<u>Ward</u>			
North	40	60	-
South	31	69	-
East	34	66	-
West	35	64	1
<u>Length of Residence</u>			
Lived there 10 years or less	29	70	1
Lived there more than 10 years	38	62	-
<u>Ethnicity</u>			
NZ European	41	59	-
NZ Maori	26	74	-
<u>Ratepayer?</u>			
Ratepayer	38	61	1
Non-ratepayer	21	79	-

% read across

35% of residents say their household has an emergency kit, while 65% of residents say they do not. These readings are similar to the 2005 results.

Residents more likely to say 'No' are ...

- shorter term residents, those residing in the District 10 years or less,
- non-ratepayers,
- NZ Maori residents.

ii. Do Households Have An Emergency Plan?

	Yes %	No %	Don't know %
<u>Overall</u>			
Total District 2006	33	66	1
2005	39	60	1
2004	37	63	-
<u>Ward</u>			
North	35	65	-
South	26	74	-
East	31	68	1
West	42	57	1
<u>Ratepayer?</u>			
Ratepayer	36	63	1
Non-ratepayer	22	78	-
<u>Length of Residence</u>			
Lived there 10 years or less	24	76	-
Lived there more than 10 years	37	62	1
<u>Household Income</u>			
Less than \$30,000 p.a.	25	75	-
\$30,000 - \$60,000 p.a.	37	61	2
More than \$60,000 p.a.	34	66	-
<u>Age</u>			
18-39 years	25	74	1
40-59 years	44	56	-
60+ years	35	65	-

% read across

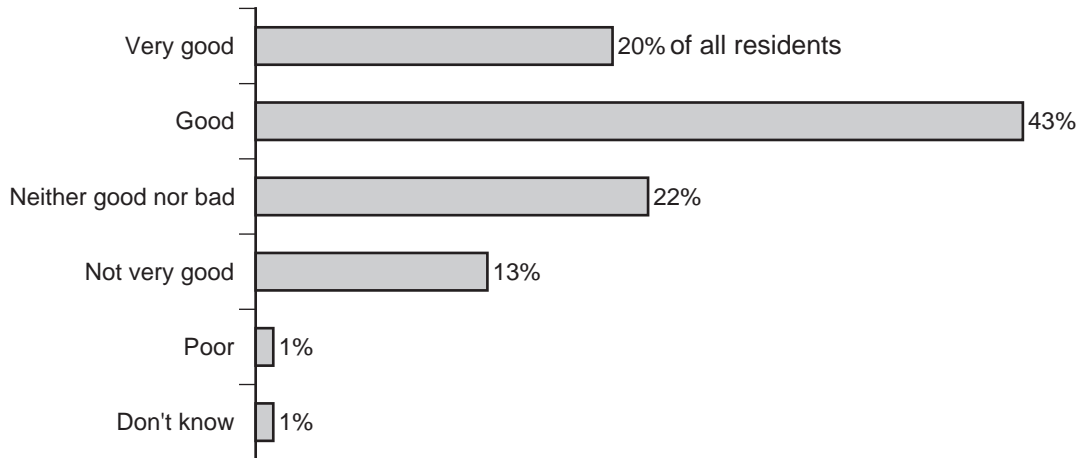
33% of residents say their household has an emergency plan of what to do and where to meet in the event of a Civil Defence emergency (39% in 2005), while 66% of residents say they do not (60% in 2005).

Residents more likely to say 'No' are ...

- non-ratepayers,
- shorter term residents, those residing in the District 10 years or less,
- residents with an annual household income of less than \$30,000,
- residents aged 18 to 39 years.

c. Community Spirit

Community Spirit, for the purposes of this survey, is defined as being a sense of belonging and togetherness, a pride in the area and a good atmosphere among the people. With this in mind, residents rate the community spirit of Rotorua as ...



20% of residents rate the community spirit of Rotorua as very good, with 43% saying it is good. 13% feel it is not very good and 1% say it is poor. 22% of residents rate the District's community spirit as neither good nor bad, and 1% are unable to comment.

The percent saying "very good/good" (63%) is below the Peer Group and National Averages.

Residents aged 60 years or over are more likely to rate the community spirit of Rotorua District as "very good/good", than other age groups.

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

Rating the Community Spirit of the District

	Very good %	Good %	Very good/ Good %	Neither good nor bad %	Not very good %	Poor %	Not very good/ Poor %	Don't Know %
<u>Overall</u>								
Total District 2006	20	43	63	22	13	1	14	1
<u>Comparison</u>								
Peer Group Average	23	52	75	19	4	-	4	2
National Average	21	52	73	20	5	1	6	1
<u>Ward</u>								
North	23	43	66	21	10	-	10	3
South	14	41	55	28	17	-	17	-
East	14	54	68	14	16	2	18	-
West	27	36	63	26	8	3	11	-
<u>Age</u>								
18-39 years	16	42	58	23	17	2	19	-
40-59 years	21	42	63	24	11	1	12	1
60+ years	25	49	74	19	6	-	6	1

% read across

* * * * *

E. APPENDIX

Base by Sub-sample

		Actual respondents interviewed**	*Expected numbers according to population distribution
<u>Ward</u>	North	102	104
	South	99	98
	East	100	102
	West	101	99
<u>Age</u>	18-39 years	122	183
	40-59 years	158	142
	60+ years	122	77
<u>Ethnicity</u> [†]	NZ European	266	238
	NZ Maori	77	107

* Interviews are intentionally conducted in approximately equal numbers in each Ward, even though the populations may differ from Ward to Ward. This is done to give a relatively robust sample base within each Ward. 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. Also please refer to pages 2 to 4.

** 203 men and 199 women were interviewed.

† 9 respondents identified themselves as Pacific Islanders, 5 as Asians , 42 as 'Other' and 3 refused to state their ethnicity (weighted numbers).

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