

**RUAPEHU DISTRICT COUNCIL
CUSTOMER SATISFACTION SURVEY
APRIL/MAY 2019**

CUSTOMER SATISFACTION SURVEY

PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:

RUAPEHU DISTRICT COUNCIL

APRIL / MAY 2019



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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.

Where reasons are given for dissatisfaction this relates to those residents who are dissatisfied/ very dissatisfied.

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

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

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

A. SITUATION AND OBJECTIVES

The Mission Statement for Ruapehu District Council reads ...

"Building a vibrant community based on efficient leadership and service delivery."

Council has engaged a variety of approaches both to seeking public opinion and to communicating its decisions and programmes to people resident in the area. One of these approaches was to commission the National Research Bureau's Customer Service survey in June 1999, May 2000, October 2001, June 2005, June/July 2007, June/July 2010, June 2013, April/May 2016 and April/May 2019.

* * * * *

B. SURVEY SPECIFICATIONS

Sample Size

This Customer Service survey is conducted by telephone with 302 interviews amongst the residents and non-resident ratepayers of the Ruapehu District.

The survey was conducted in two parts:

Firstly, a residents' survey framed on the basis of the Wards, as the elected representatives are associated with a particular Ward.

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

Taumarunui	94
Waimarino-Waiouru	125
Ohura	36
National Park	47
Total	<u>302</u>

Secondly, concurrent with the residents survey, a survey of 101 non-resident ratepayers was undertaken.

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 **residents'** survey sample source, with every "xth" number being selected; that is, each residential (non-business) number selected was chosen in a systematic, randomised way (in other words, at a regular interval), in order to spread the numbers chosen in an even way across all relevant phone book pages.

Quota sampling was used to ensure an even balance of male and female respondents, with the sample also stratified according to Ward. Sample sizes for each Ward were predetermined, to ensure a sufficient number of respondents within each Ward, so that analysis could be conducted on a Ward-by-Ward basis. In addition, proportional ethnic group interview quotas were used for the residents' survey. Please see also section E (Appendix).

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

The **non-resident ratepayers** were selected using a systematic, randomised method, from a list of all non-resident ratepayers provided by the Council.

Respondent Selection

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

Respondent selection for the non-resident ratepayer survey was also randomised (see above).

Call Backs

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

Sample Weighting

Weightings were applied to the resident sample data, to reflect the actual Ward, ethnic group and age group proportions in the area as determined by Statistics New Zealand 2013 Census data. Weightings were not applied to the non-resident ratepayers' sample data. The residents', and non-resident ratepayers' sample data were combined to produce overall percentage figures. Bases for subsamples are shown in the Appendix. Where we specify a "base", we are referring to the actual number of respondents interviewed.

Survey Dates

All interviews were conducted between Friday 26th April – Sunday 12th May 2019.

Comparison Data

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

The Communitrak service includes ...

- comparisons with a national sample of 750 interviews conducted in October / November 2018,
- comparisons with provincial, urban and rural norms,
- comparisons with previous readings of your own District's views.

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

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

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

Comparisons With National Communitrak™ Results

Where survey results have been compared with Peer Group and/or National Average results from the October / November 2018 National Communitrak™ Survey, NRB has used the following for comparative purposes, for a sample of 300 residents:

above/below	±8% or more
slightly above/below	±6% to 7%
on par with	±3% to 5%
similar to	±1% to 2%

Margin Of Error

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

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

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

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

The margin of error figures above refer to the **accuracy** of a result in a survey, given a 95 percent level of confidence. A 95 percent level of confidence implies that if 100 samples were taken, we would expect the margin of error to contain the true value in all but five samples. At the 95 percent level of confidence, the margin of error for a sample of 300 respondents, at a reported percentage of 50%, is plus or minus 6%.

(see table on page 5)

Response Rate

The response rate for the 2019 Ruapehu District Council was **71%**, which is much higher than seen typically in web or mail-out surveys (often in the 5%-30% range). With a decreasing response rate there is an increasing likelihood that the sample is less and less representative of the District.

Significant Difference

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

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

The figures above refer to the difference between two results that is required, in order to say that the difference is significant, given a 95 percent level of confidence. Thus the significant difference, for the same question, between two separate surveys of 300 respondents is 8%, given a 95 percent level of confidence, where the midpoint of the two results is 50%.

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

Sample/Sub-sample	Base	Margin of Error (±)%
Overall	302	5.6
Ward		
Taumarunui	94	10.1
Waimarino-Waiouru	125	8.8
Ohura	36	16.3
National Park	47	14.3
Area		
Total Urban	170	7.5
Total Rural	132	8.5
Gender		
Male	169	7.5
Female	133	8.5
Age		
18 to 44 years	85	10.6
45 to 64 years	105	9.6
65+ years	112	9.3
Ethnicity[†]		
NZ European	254	6.1
NZ Māori	31	17.6
Household Income[*]		
Less than \$40,000 pa	55	13.2
\$40,000 - \$60,000 pa	57	13.0
More than \$60,000 pa	156	7.8

[†] [1 respondent identified their ethnicity as Pacific Island, 3 as Asian and 12 respondents (unweighted) said their ethnicity was 'Other', 1 respondent refused to comment]

^{*} [34 respondents (unweighted) didn't know / refused]

* * * * *



C. EXECUTIVE SUMMARY

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

The Ruapehu District Council commissioned the Customer Satisfaction Survey 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.

SNAPSHOT



80% of residents/non-resident ratepayers are very satisfied/satisfied with parks and reserves.



While, 35% of residents/non-resident ratepayers are dissatisfied/very dissatisfied with the maintenance of sealed roads.



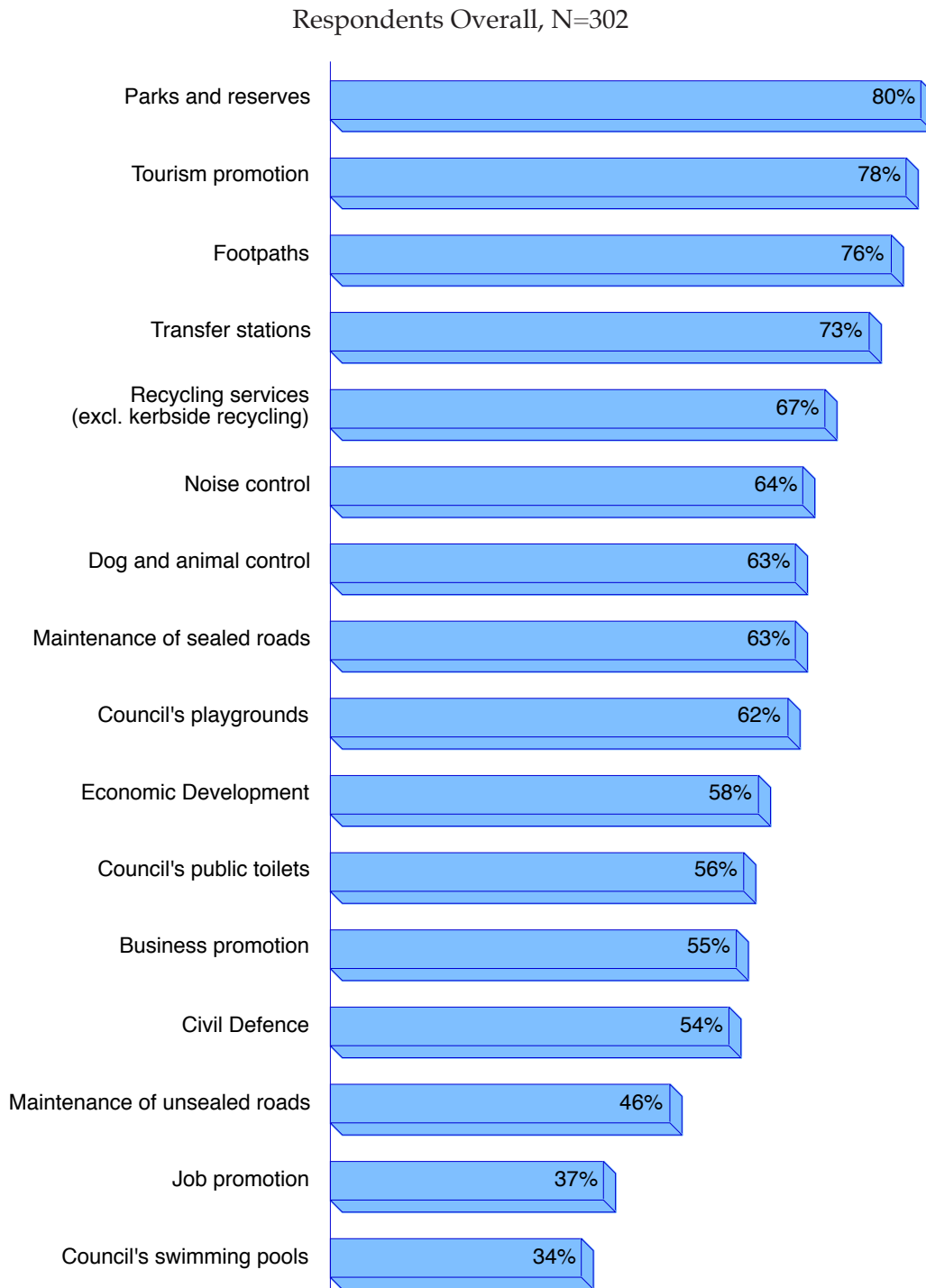
78% of residents/non-resident ratepayers are very satisfied/satisfied with Council's efforts to attract visitors or tourists.



And 74% of residents/non-resident ratepayers are very satisfied/satisfied with Council's overall performance in the last 12 months.

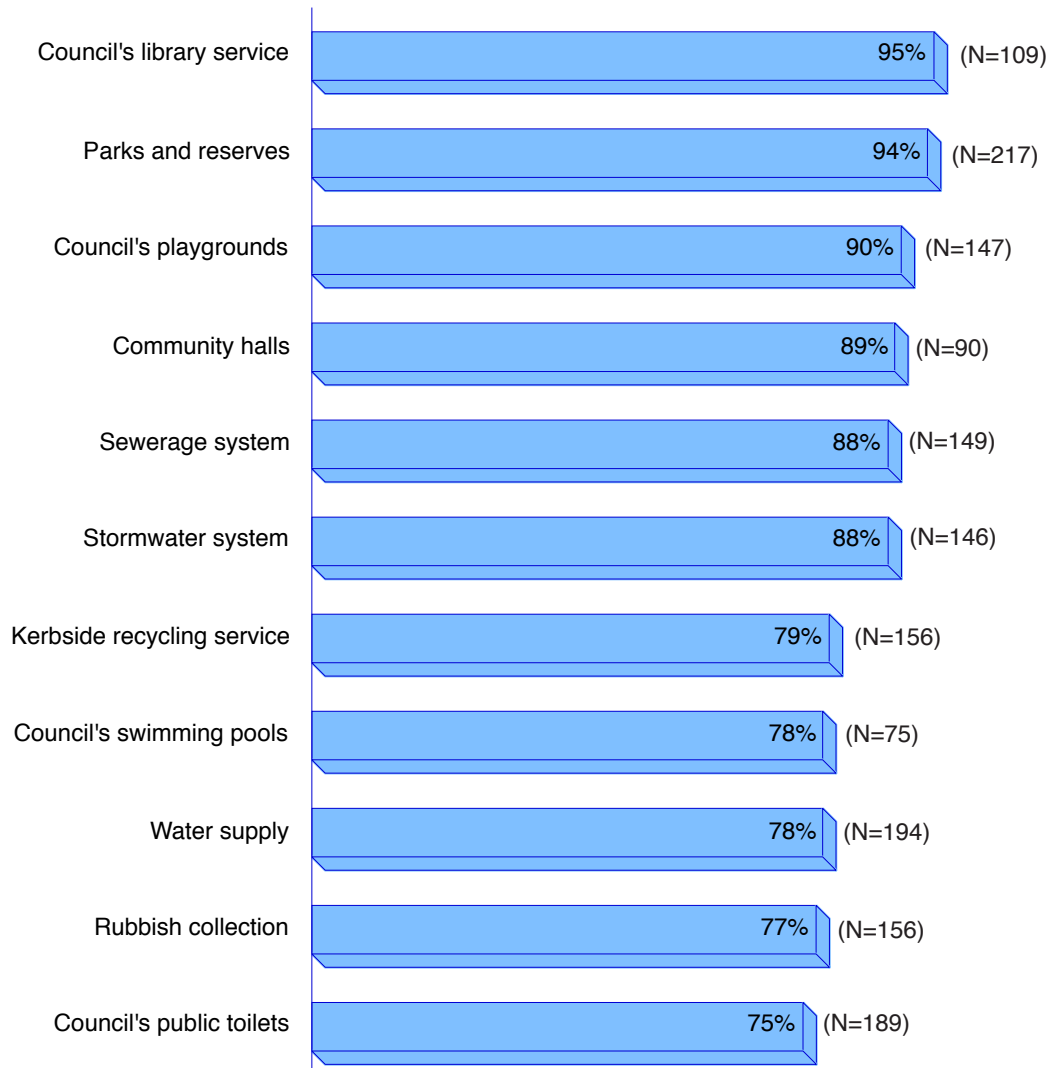
COMPARISON OF SATISFACTION WITH SERVICES/FACILITIES

Level Of Satisfaction (Very Satisfied/Satisfied)



Level Of Satisfaction (Very Satisfied/Satisfied)

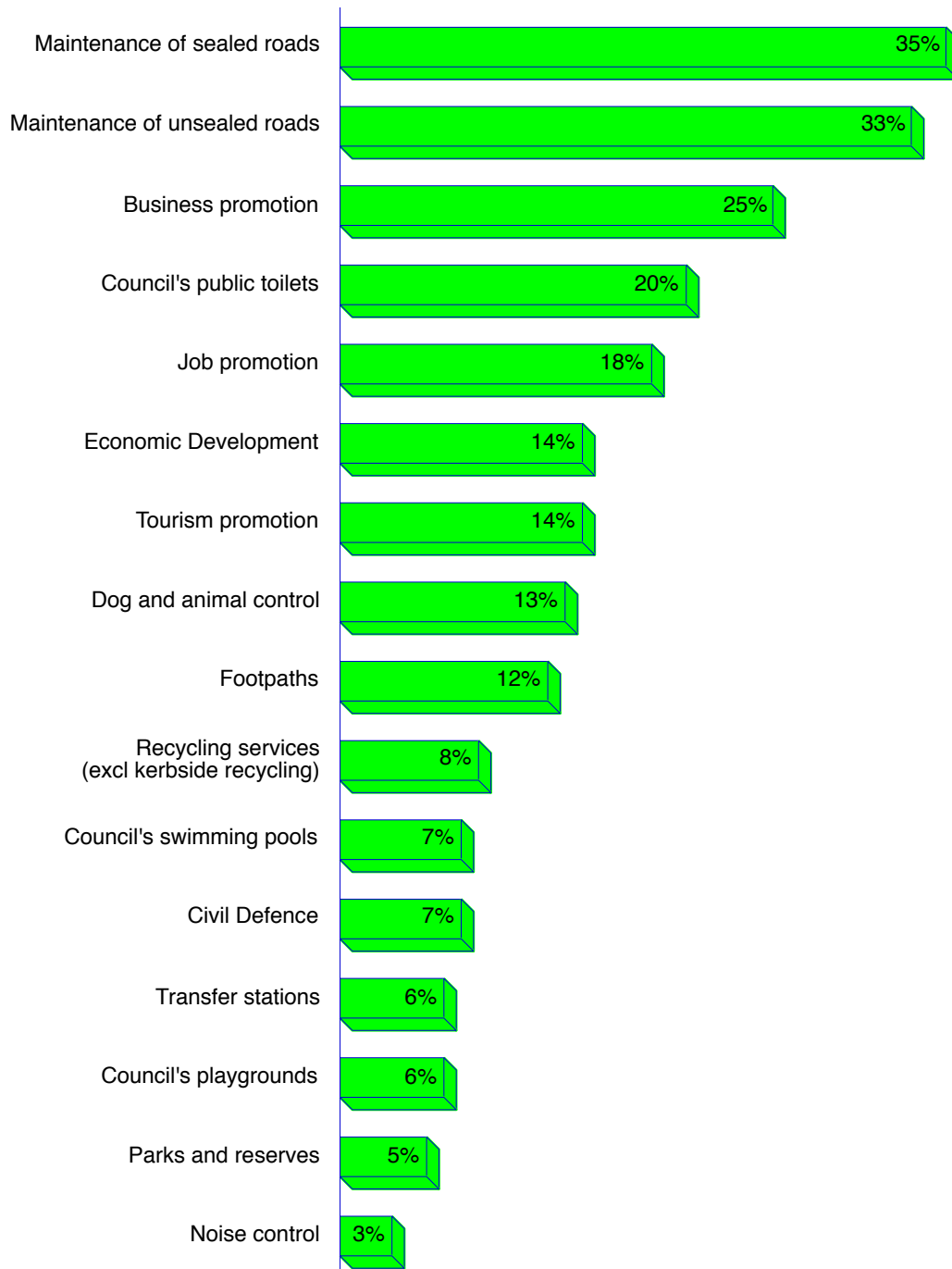
Users/Respondents Provided With Service*



* Caution required when comparing results, as base sizes differ

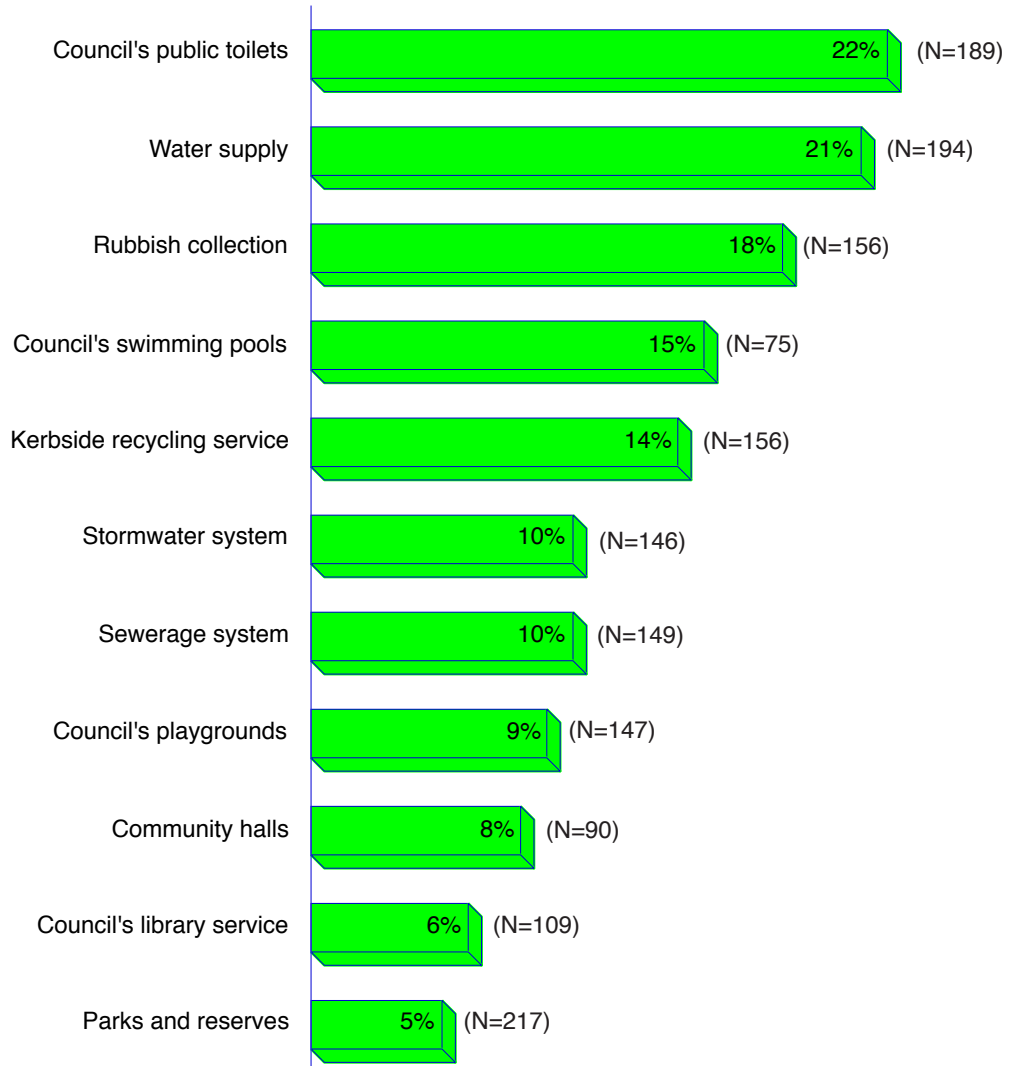
Level Of Dissatisfaction (Dissatisfied/Very Dissatisfied)

Respondents Overall, N=302



Level Of Dissatisfaction (Dissatisfied/Very Dissatisfied)

Users/Respondents Provided With Service*



* Caution required when comparing results, as base sizes differ

Comparison Between 2019 And 2016 Readings:

Overall

	Ruapehu 2019		Ruapehu 2016	
	Very satisfied/ Satisfied %	Dissatisfied/ Very dissatisfied %	Very satisfied/ Satisfied %	Dissatisfied/ Very dissatisfied %
Parks and reserves	80 =	5 =	80	5
Tourism promotion	78 ↑	14 =	70	19
Footpaths	76 =	12 ↓	74	19
Transfer stations	73 ↑	6 ↓	64	18
Recycling services	67 =	8 =	72	7
Noise control	64 ↓	3 =	78	5
Dog and animal control	63 ↓	13 ↓	70	20
Maintenance of sealed roads	63 =	35 =	62	37
Council's playgrounds	62 =	6 =	64	9
Economic development	58 ↑	14 ↓	46	21
Council's public toilets	56 ↓	20 =	62	17
Business promotion	55 ↑	25 ↓	36	42
Civil Defence	54 ↓	7 =	63	2
Maintenance of unsealed roads	46 ↓	33 =	55	28
Job promotion	37 ↑	18 ↓	30	31
Council's swimming pools	34 ↓	7 =	52	9

NB: 2016 readings refer to residents, 2019 readings refer to residents/non-resident ratepayers.
(In 2019 200 residents and 101 non-resident ratepayers were interviewed)

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

Users/Service Provided

	Ruapehu 2019		Ruapehu 2016	
	Very satisfied/ Satisfied %	Dissatisfied/ Very dissatisfied %	Very satisfied/ Satisfied %	Dissatisfied/ Very dissatisfied %
Library service	95 =	6 =	91	8
Parks and reserves	94 =	5 =	94	6
Council's playgrounds	90 =	9 =	86	12
Community halls	89 =	8 =	85	10
Sewerage system	88 =	10 =	96	3
Stormwater system	88 =	10 =	85	11
Kerbside recycling	79 =↓	14 =	88	8
Council's swimming pools	78 =	15 =	78	19
Water supply	78 ↑	21 ↓	59	31
Rubbish collection	77 =	18 =	76	18
Council's public toilets	75 =	22 =	77	20

NB: 2016 readings refer to residents, 2019 readings refer to residents/non-resident ratepayers.
(In 2019 200 residents and 101 non-resident ratepayers were interviewed)

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

Section 1: Water, Sewerage and Stormwater

Satisfaction Amongst Those Provided With Service

	Base	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very Dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Sewerage system	149	45	43	88	10	-	10	2
Stormwater system	146	34	54	88	9	1	10	2
Water supply	194	34	44	78	17	4	21	1

% read across

Comparisons - Service Provided

	Very satisfied/ Satisfied 2019 %	Very satisfied/ Satisfied 2016 %	Peer Group* %	National Average* %
Sewerage system	88	96	= 95	= 90
Stormwater system	88	85	↑ 76	↑ 77
Water supply	78	59	= 82	= 83

* the Peer Group and National Averages are based on the combined very satisfied / fairly satisfied ratings

Key: 2019 reading is:
 = similar to/on par
 ↑ above Peer Group and National Average

Section 2: Recreational Services

Overall Satisfaction

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very Dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Parks and reserves	32	48	80	5	-	5	15
Council playgrounds [†]	27	35	62	6	-	6	33
Council's public toilets [†]	16	40	56	13	7	20	23
Council swimming pools	10	24	34	6	1	7	59

% read across

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

User Satisfaction

	Base	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very Dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Council's library service [†]	109	61	34	95	5	1	6	-
Parks and reserves	217	44	50	94	5	-	5	1
Council playgrounds	147	45	45	90	9	-	9	1
Community halls	90	35	54	89	8	-	8	3
Council swimming pools	75	29	49	78	12	3	15	7
Council's public toilets [†]	189	21	54	75	18	4	22	4

% read across

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

Comparisons - Overall

	Very satisfied/ Satisfied 2019 %	Very satisfied/ Satisfied 2016 %	Peer Group* %	National Average* %
Parks and reserves	80	80	↓ 95	↓ 94
Council's playgrounds [†]	62	64	↓ 89	↓ 92
Council's public toilets	56	62	↓ 66	↓ 70
Council's swimming pools	34	52	↓ 67	↓ 69

NB: The don't know readings are above/slightly above the corresponding Peer Group and National Average

Comparisons - Users

	Very satisfied/ Satisfied 2019 %	Very satisfied/ Satisfied 2016 %	Peer Group* %	National Average* %
Parks and reserves	94	94	= 94	= 94
Council's library service	95	92	= 89	= 95
Council playgrounds [†]	90	86	= 94	= 95
Community halls	89	85	= 86	= 80
Council's swimming pools	78	78	= 88	= 89
Council's public toilets	75	77	= 75	= 79

* Peer Group and National Averages are based on the combined very satisfied/fairly satisfied ratings

[†] the Peer Group and National Averages relate to those very satisfied/fairly satisfied with **sportsfields and playgrounds**

Key: 2019 reading is:
 = similar to/on par
 ↓ below Peer Group and National Average

Frequency Of Use - Council Facilities And Services

	Weekly %	Monthly %	Once every few months %	Yearly %	Less often than yearly %	Never used %
Council's parks and reserves [†]	16	18	27	5	5	28
Council's public toilets	7	19	23	10	4	37
Council playgrounds	9	11	24	5	4	47
Community halls	1	6	8	12	16	57
Council library service	6	9	9	7	6	63
Council swimming pools	11	4	8	4	6	67

% read across

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

Council's parks and reserves, 66% and

Council's public toilets, 59%

... are the facilities or services surveyed which have been most frequently used by residents/households/non-resident ratepayers in the last year.

Safety During The Day

Overall

	Very safe %	Safe %	Very safe/ Safe %	Neither safe nor unsafe %	Unsafe %	Very unsafe %	Unsafe/ Very unsafe %	Don't know %
At Council's parks and reserves	25	47	72	4	3	-	3	21
At Council's playgrounds	23	44	67	4	-	-	-	29
At Council's swimming pools [†]	11	32	43	2	2	-	2	52

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

Users

	Base	Very safe %	Safe %	Very safe/ Safe %	Neither safe nor unsafe %	Unsafe %	Very unsafe %	Unsafe/ Very unsafe %	Don't know %
At Council's playgrounds	147	32	59	91	6	-	-	-	3
At Council's parks and reserves	217	33	54	87	5	3	-	3	5
At Council's swimming pools	75	23	62	85	4	3	-	3	8

Section 3: Planning And Building Consents

Satisfaction With Service Received

	Contacted Council	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very Dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
A LIM Report	*15	85	14	99	1	-	1	-
A Building Consent	36	67	25	92	5	3	8	-
A Resource Consent	*21	52	24	76	14	10	24	-

% read across
* caution: small bases

Satisfaction With Outcome

	Contacted Council	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very Dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
A Resource Consent	*21	70	24	94	5	1	6	-
A LIM Report	*15	78	14	92	8	-	8	-
A Building Consent	36	66	24	90	4	-	4	6

% read across
* caution: small bases

Section 4: Solid Waste

55% of respondents are provided, by Council, with a kerbside rubbish and recycling collection service where they live.

Satisfaction Amongst Those Provided With Service

	Base	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very Dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Kerbside recycling service [†]	156	43	36	79	13	1	14	9
Rubbish collection service [†]	156	40	37	77	18	-	18	6

% read across

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

Comparisons

	Very satisfied/ Satisfied 2019 %	Very satisfied/ Satisfied 2016 %	Peer Group* %	National Average* %
Kerbside recycling service [†]	79	88	= 85	= 87
Rubbish collection service	77	76	↓ 88	↓ 87

* Peer Group and National Averages are based on the combined very satisfied / fairly satisfied ratings

[†] the Peer Group and National Averages relate to those very satisfied / fairly satisfied with **recycling in general**

Key: 2019 reading is:
 = similar to / on par
 ↓ below Peer Group and National Average

Other Solid Waste Services/Facilities - Overall Satisfaction

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very Dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Transfer stations	37	36	73	5	1	6	21
Recycling services (excluding kerbside recycling)	31	36	67	8	-	8	25

% read across

Comparisons

	Very satisfied/ Satisfied 2019 %	Very satisfied/ Satisfied 2016 %	Peer Group* %	National Average* %
Transfer Stations [†]	73	64	↑ 62	↑ 60
Recycling Services (excl. kerbside recycling) ^{††}	67	72	↓ 76	↓ 84

* Peer Group and National Averages are based on the combined very satisfied/fairly satisfied ratings

[†] the Peer Group and National Averages relate to those very satisfied/fairly satisfied with **refuse disposal**

^{††} the Peer Group and National Averages relate to those very satisfied/fairly satisfied with **recycling in general**

Key: 2019 reading is:
 ↓ below Peer Group and National Average
 ↑ above Peer Group and National Average

Section 5: Land Transport

Overall Satisfaction

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very Dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Footpaths	15	61	76	11	1	12	12
Maintenance of sealed roads	12	51	63	29	6	35	2
Maintenance of unsealed roads	6	40	46	28	5	33	21

% read across

Comparisons

	Very satisfied/ Satisfied 2019 %	Very satisfied/ Satisfied 2016 %
Footpaths	76	74
Maintenance of sealed roads	63	62
Maintenance of unsealed roads	46	55

The percent very satisfied /satisfied with **footpaths** (76%) is above the Peer Group Average* (64%) and similar to the National Average* (74%).

* the Peer Group and National Averages are based on the combined very satisfied /fairly satisfied ratings

Section 6: Other Council Services

Overall Satisfaction

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very Dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Noise control	13	51	64	3	-	3	33
Dog and animal control	15	48	63	12	1	13	24
Civil Defence	17	38	55	7	-	7	38

% read across

Comparisons

	Very satisfied/ Satisfied 2019 %	Very satisfied/ Satisfied 2016 %	Peer Group* %	National Average* %
Noise control	64	78	= 64	↓ 78
Dog and animal control [†]	63	70	= 68	↓ 74
Civil Defence	54	63	↓ 61	↓ 68

* Peer Group and National Averages are based on the combined very satisfied / fairly satisfied ratings

[†] the Peer Group and National Averages relate to those very satisfied / fairly satisfied with **dog control only**

Key: 2019 reading is:
 = similar to / on par
 ↓ below Peer Group and / or National Average

Section 7: Economic Development

Overall Satisfaction

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very Dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Efforts the Council makes to attract visitors or tourists	32	46	78	13	1	14	8
Economic development [†]	9	49	58	9	5	14	27
Council's efforts to attract and expand business	12	43	55	23	2	25	20
Council's policies to promote job opportunities	5	32	37	16	2	18	45

% read across

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

Comparisons

	Very satisfied/ Satisfied 2019 %	Very satisfied/ Satisfied 2016 %	Peer Group* %	National Average* %
Efforts the Council makes to attract visitors or tourists	78	70	↑ 64	↑ 69
Council's efforts to attract and expand business	55	36	= 51	↑ 47
Council's policies to promote job opportunities	37	30	= 38	= 37

* Peer Group and National Averages are based on the combined very satisfied / fairly satisfied ratings

NB: there are no directly comparable figures for economic development

Key: 2019 reading is:

= similar to/on par

↑ above Peer Group and/or National Average

Section 8: Leadership

Overall Satisfaction

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very Dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Council's overall performance in the last 12 months	12	62	74	8	1	9	17
Level of support Council gives to community organisations and projects	14	42	56	5	1	6	38
Council's ability to deal with priority issues [†]	4	40	44	10	1	11	44

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

The percent very satisfied / satisfied with the level of support Council gives to community organisations and projects (56%) is below the Peer Group* Average (65%) and on par with the National Average* (60%).

* the Peer Group and National Averages are based on those very satisfied / fairly satisfied with **community assistance**

Comparisons

	Ruapehu 2019		Ruapehu 2016	
	Very satisfied / Satisfied %	Dissatisfied / Very dissatisfied %	Very satisfied / Satisfied %	Dissatisfied / Very dissatisfied %
Council's overall performance in the last 12 months	= 74	↓ 9	73	17
Level of support Council gives to community organisations and projects	↓ 56	= 6	62	7
Council's ability to deal with priority issues	= 44	↓ 11	48	20

Section 9: Outcomes

Any Action Or Decision That Comes To Mind They Approve Of?

Yes 37%

Main actions/decisions:

Improvements to parks/playgrounds/Carrot Park,	mentioned by	9%	of residents/ non-resident ratepayers
Upgrading the main street		7%	
Do a good job/good Mayor/make good decisions		4%	
Cycle trails/walkways		4%	
Promoting the District well/tourism/events		4%	

Any Action Or Decision That Comes To Mind They Disapprove Of?

Yes 28%

Main actions/decisions:

Poor Council performance/in-house bickering,	mentioned by	4%	of residents/ non-resident ratepayers
Roading issues/roadworks/signage		3%	
High rates/rates issues		3%	
Water issues		3%	
Lack of consultation/communication/information		3%	

D. MAIN FINDINGS

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

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

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

Included in this Peer Group are ...

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

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

NB: Readings prior to 2016 refer to residents
2019 readings refer to residents/non-resident ratepayers



SECTION 1: WATER, SEWERAGE AND STORMWATER

A. SEWERAGE SYSTEM

Satisfaction With Sewerage System

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Service Provided							
2019	45	43	88	10	-	10	2
2016	29	67	96	3	-	3	1
2013	17	81	98	1	-	1	1
2010	24	73	97	1	2	3	-
2007	19	80	99	1	-	1	-
2005	23	74	97	2	-	2	1
2001*	22	72	94	3	-	3	3
Respondent Type							
Resident	40	47	87	13	-	13	-
Non-resident ratepayer	52	37	89	6	-	6	5
Area							
Urban	43	45	88	10	-	10	2
Rural**†	62	29	91	8	-	8	-
Ward							
Taumarunui	40	41	81	19	-	19	-
Waimarino-Waiouru†	44	50	94	4	-	4	3
Ohura**	100	-	100	-	-	-	-
National Park**	72	21	93	-	-	-	7
Gender							
Male	38	43	81	18	-	18	1
Female	53	43	96	1	-	1	3

Base = 149

% read across

* the 2001 readings refer to satisfaction with the effective disposal of sewage

** caution: very small/small bases, NB: Ohura=1

† does not add to 100% due to rounding

53% of Ruapehu District residents / non-resident ratepayers reported that they are provided with a sewerage system where they live / own property (49% in 2016).

Of these, 88% are satisfied (very satisfied / satisfied) with the service and 10% are dissatisfied.

The percent satisfied (88%) is on par with the Peer Group Average (95%) and similar to the National Average (90%), although the latter figures relate to residents **very satisfied/fairly satisfied** with the sewerage system.

Women* are more likely to be dissatisfied, than men*.

Reasons For Dissatisfaction

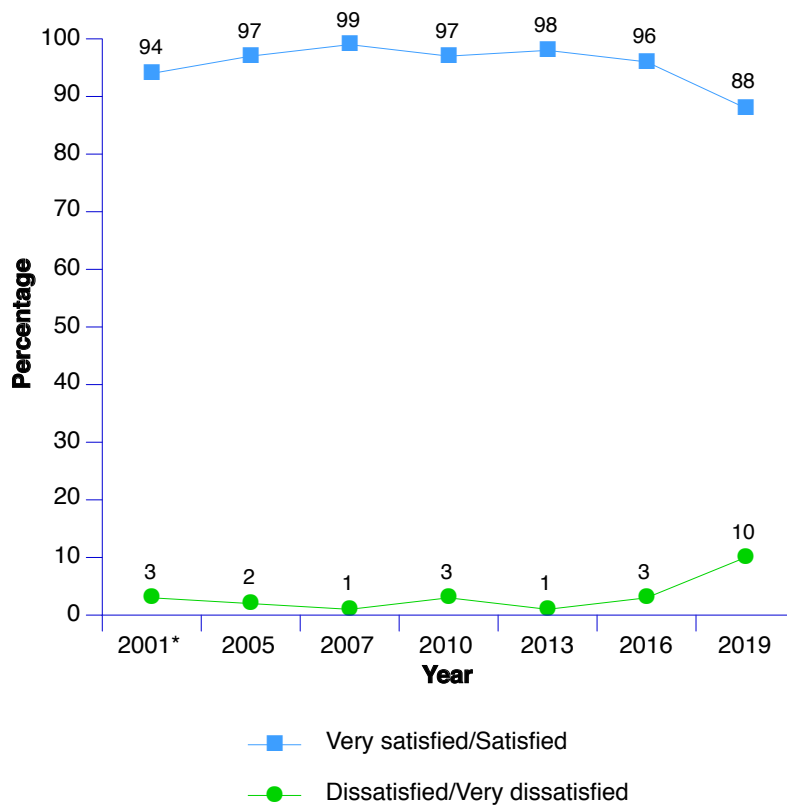
The reasons[†] residents / non-resident ratepayers* are dissatisfied with the sewerage system are ...

- frequent blockages, mentioned by 8% of respondents*,
- others, 2%.

[†] multiple responses allowed

* those residents / non-resident ratepayers who are provided, by Council, with a sewage disposal service (N=149)

Sewerage System - Residents Provided With Service



* the 2001 readings refer to satisfaction with the effective disposal of sewage

B. STORMWATER SYSTEM

Satisfaction With The Stormwater System

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Service Provided							
2019	34	54	88	9	1	10	2
2016	26	59	85	11	2	13	2
2013 [†]	9	73	82	15	2	17	2
2010	14	69	83	16	-	16	1
2007	8	66	74	22	2	24	2
2005	13	65	78	16	4	20	2
2001*	20	56	76	4	18	22	2
Respondent Type							
Resident	36	52	88	9	2	11	1
Non-resident ratepayer	32	57	89	7	-	7	4
Area							
Urban [†]	30	56	86	10	1	11	2
Rural**	54	44	98	2	-	2	-
Ward							
Taumarunui	42	50	92	7	-	7	1
Waimarino-Waiouru [†]	25	61	86	10	2	12	1
Ohura**	17	47	64	36	-	36	-
National Park** [†]	52	42	94	1	-	1	6

Base = 146

% read across

* the 2001 readings refer to satisfaction with the effective removal of stormwater

** caution: small/very small bases

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

49% of Ruapehu District residents / non-resident ratepayers reported that they are connected to a Council provided stormwater system.

Of these, 88% are satisfied (very satisfied / satisfied) with the stormwater system, including 34% who are very satisfied (26% in 2016) and 10% are dissatisfied (dissatisfied / very dissatisfied).

The percent satisfied (88%) is above the Peer Group Average (76%) and slightly above the National Averages (77%), although the latter figures relate to residents **very satisfied/fairly satisfied** with stormwater services.

There are no notable differences between residents and non-resident ratepayers and between socio-economic groups, in terms of those residents* satisfied (very satisfied / satisfied) with the stormwater system.

Reasons For Dissatisfaction

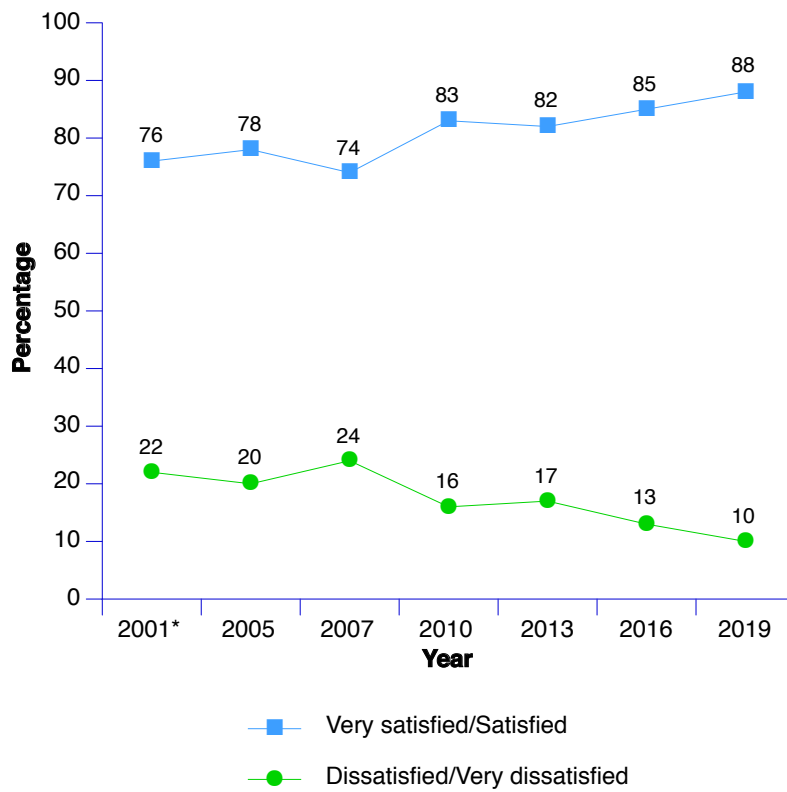
The main reasons[†] residents / non-resident ratepayers* are dissatisfied / very dissatisfied with the stormwater system are ...

- drains blocked / drains need cleaning / maintenance, mentioned by 6% of respondents*,
- flooding / surface water, 2%,
- problems with open drains, 2%.

[†] multiple responses allowed

* those residents / non-resident ratepayers who are provided with a stormwater system by Council (N=146)

Stormwater System - Residents Provided With Service



* the 2001 readings refer to satisfaction with the effective removal of stormwater

C. WATER SUPPLY

Satisfaction With The Water Supply

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Service Provided							
2019	34	44	78	17	4	21	1
2016	14	45	59	31	10	41	-
2013	18	64	82	15	3	18	-
2010	15	52	67	22	11	33	-
2007	13	59	72	24	3	27	1
2005	16	54	70	23	7	30	-
Respondent Type							
Resident	30	41	71	22	7	29	-
Non-resident ratepayer	43	47	90	7	-	7	3
Area							
Urban	33	45	78	18	3	21	1
Rural	43	35	78	11	11	22	-
Ward							
Taumarunui	20	40	60	32	8	40	-
Waimarino-Waiouru	40	52	92	4	1	5	3
Ohura**	53	36	89	11	-	11	-
National Park	59	31	90	8	2	10	-
Gender							
Male†	31	39	70	24	4	28	1
Female	38	48	86	9	4	13	1
Age							
18-44 years	35	49	84	6	8	14	2
45-64 years	28	36	64	32	4	36	-
65+ years†	40	46	86	13	-	13	2

Base = 194

% read across

** caution: very small base

† does not add to 100% due to rounding

64% of Ruapehu District residents / non-resident ratepayers reported that they are provided with a piped water supply where they live / own property (58% in 2016).

Of these, 78% are satisfied (very satisfied / satisfied) with the water supply (59% in 2016) and 21% are dissatisfied (dissatisfied / very dissatisfied) (41% in 2016).

The percent satisfied (78%) is on par with the Peer Group Average (82%) and National Average (83%), although the latter figures relate to residents **very satisfied/fairly satisfied** with the water supply.

Respondents* are more likely to be satisfied (very satisfied / satisfied) with the water supply are ...

- all Ward respondents[◊], except Taumarunui Ward respondents,
- non-resident ratepayers,
- women,
- those aged 18 to 44 years, or 65 years or over.

Reasons For Dissatisfaction

The main reasons[†] residents / non-resident ratepayers* are dissatisfied / very dissatisfied with the water supply are ...

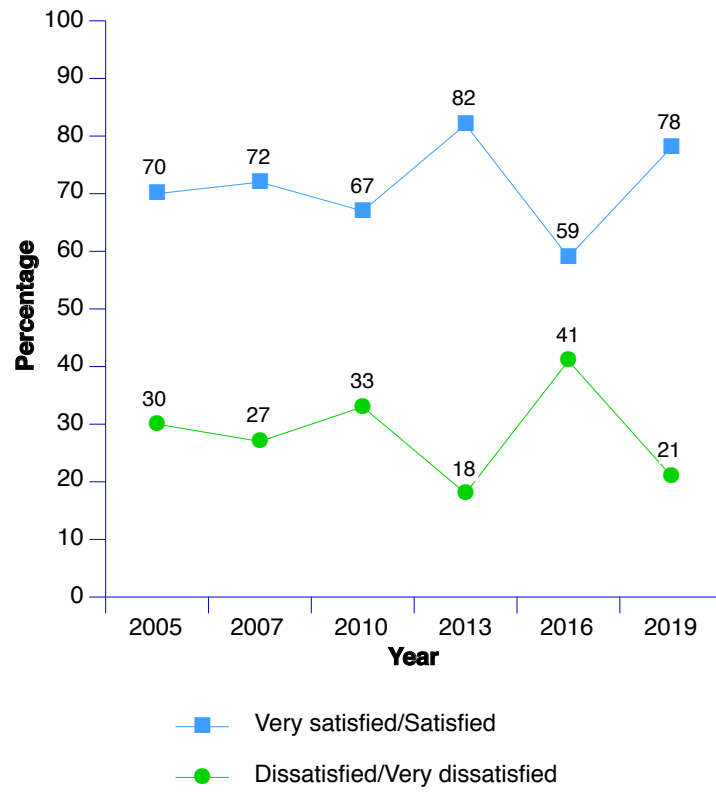
- bad taste, mentioned by 5% of respondents*,
- discoloured / murky / dirty water, 3%.

[†] multiple responses allowed

* those residents / non-resident ratepayers who are provided with a piped water supply where they live / own property (N=194)

[◊] caution recommended as the base for Ohura Ward is very small (N=9)

Water Supply - Residents Provided With Service

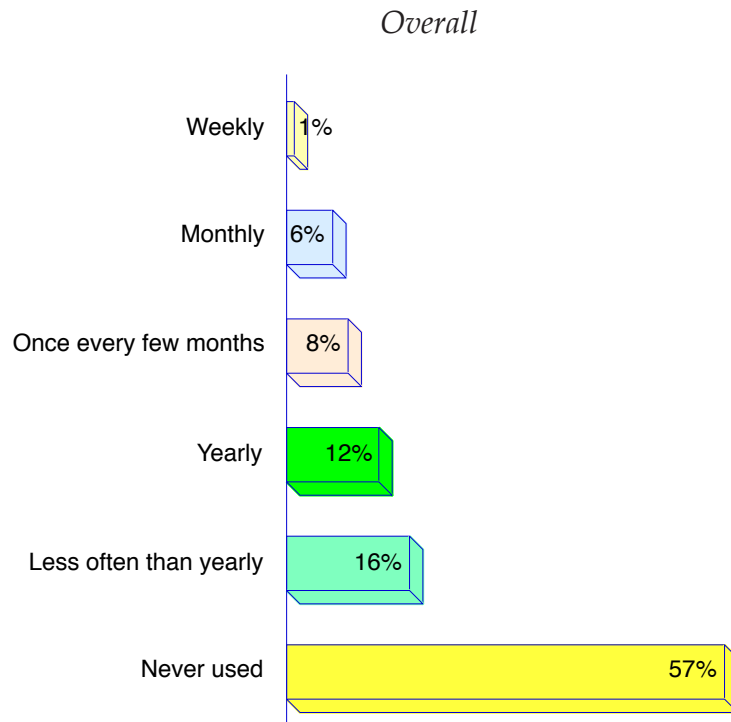




SECTION 2: SATISFACTION WITH RECREATIONAL SERVICES

A. COMMUNITY HALLS

i. How Often Do Residents Use Community Halls?



27% of Ruapehu District respondents reported that they have used a community hall in the last year (36% in 2016).

ii. User Satisfaction

Satisfaction With Community Halls

		Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Users	2019	35	54	89	8	-	8	3
	2016	15	70	85	9	1	10	5
	2013 [†]	13	77	90	4	2	6	3
	2010	17	69	86	9	5	14	-
	2007	8	72	80	16	2	18	2
	2005	26	53	79	16	4	20	1
	2001	22	64	86	1	13	14	-
Respondent Type								
	Resident	36	53	89	9	-	9	2
	Non-resident ratepayer**	31	56	87	6	-	6	6
Area								
	Urban	30	54	84	13	-	13	3
	Rural	39	54	93	5	-	5	2
Ward								
	Taumarunui	26	56	82	16	-	16	2
	Waimarino-Waiouru**	38	55	93	4	-	4	4
	Ohura*	50	41	91	-	-	-	9
	National Park*	50	50	100	-	-	-	-

Base = 90

% read across

* caution: small bases

† does not add to 100% due to rounding

89% of residents / non-resident ratepayers who have used a community hall in the last year are satisfied (very satisfied / satisfied) with these halls, while 8% are dissatisfied. These readings are similar to the 2016 results.

The percent satisfied (89%) is similar to the Peer Group Average (86%) and on par with the National Average (80%), although the latter figures relate to residents **very satisfied/fairly satisfied** with **public halls**.

There are no notable differences between Areas and between socio-economic groups, in terms of those respondents* who are satisfied (very satisfied / satisfied) with community halls.

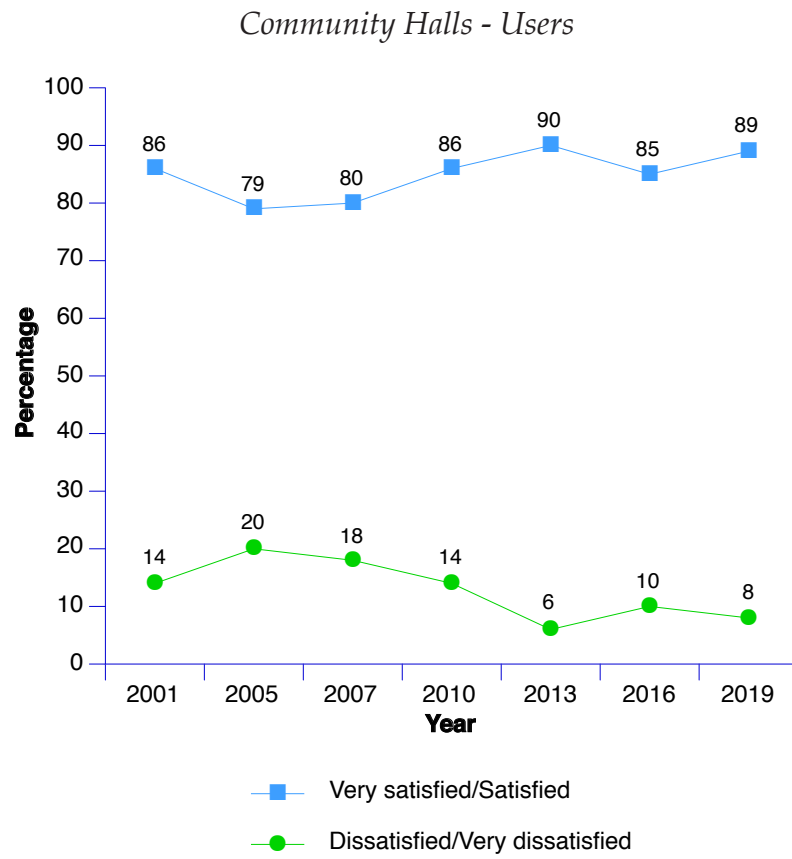
Reasons For Dissatisfaction

The reasons[†] residents / non-resident ratepayers* are dissatisfied with community halls are ...

- poor condition / need upgrading / maintenance / cleaning, mentioned by 7% of respondents*,
- not Council owned / no Council funding / responsibility, 4%.

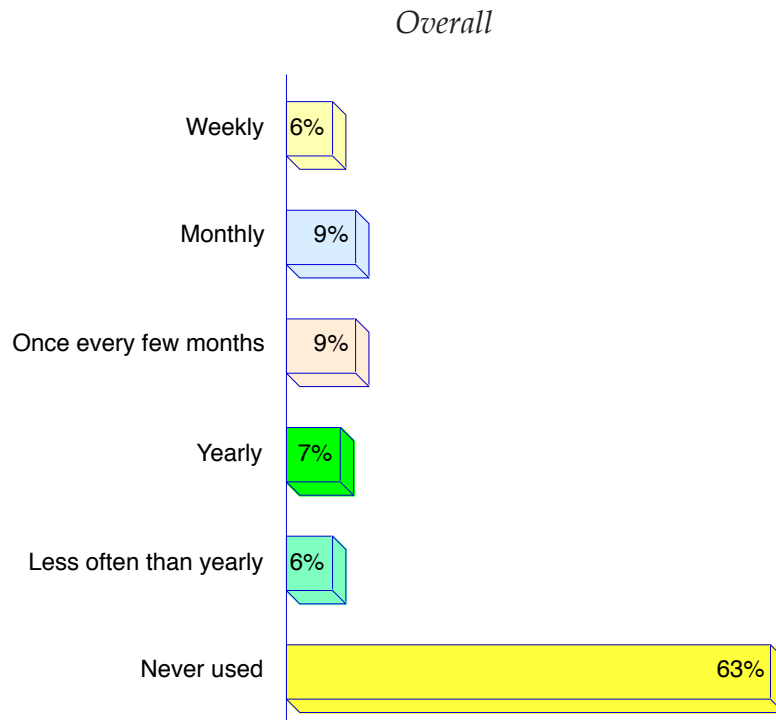
[†] multiple responses allowed

* those residents / non-resident ratepayers who have used a community hall in the last 12 months (N=90)



B. COUNCIL'S LIBRARY SERVICE

i. Usage



31% of Ruapehu District respondents reported that they have used the Council's library service in the last year (30% in 2016).

ii. User Satisfaction

Satisfaction With The Council's Library Service

		Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Users	2019 [†]	61	34	95	5	1	6	-
	2016	49	42	91	7	1	8	1
	2013	30	60	90	10	-	10	-
	2010	39	47	86	10	4	14	-
	2007	41	47	88	10	1	11	1
	2005	44	49	93	6	1	7	-
Respondent Type								
	Resident	61	30	91	8	1	9	-
	Non-resident ratepayer	61	39	100	-	-	-	-
Area								
	Urban	66	29	95	4	1	5	-
	Rural	50	44	94	6	-	6	-
Ward								
	Taumarunui*	77	14	91	7	2	9	-
	Waimarino-Waiouru*	48	48	96	4	-	4	-
	Ohura*	67	33	100	-	-	-	-
	National Park*	76	19	95	5	-	5	-

Base = 109

% read across

* caution: small bases

† does not add to 100% due to rounding

95% of residents / non-resident ratepayers who have used the Council's library service in the last year are satisfied (very satisfied / satisfied) with the library service, including 61% who are very satisfied (49% in 2016). 6% are dissatisfied (dissatisfied / very dissatisfied).

The percent satisfied (95%) is on par with the Peer Group Average (89%) and similar to the National Average (95%), although the latter figures relate to residents **very satisfied/fairly satisfied** with public libraries.

There are no notable differences between Areas and between socio-economic groups, in terms of those respondents* who are satisfied (very satisfied / satisfied) with the library service.

Reasons For Dissatisfaction

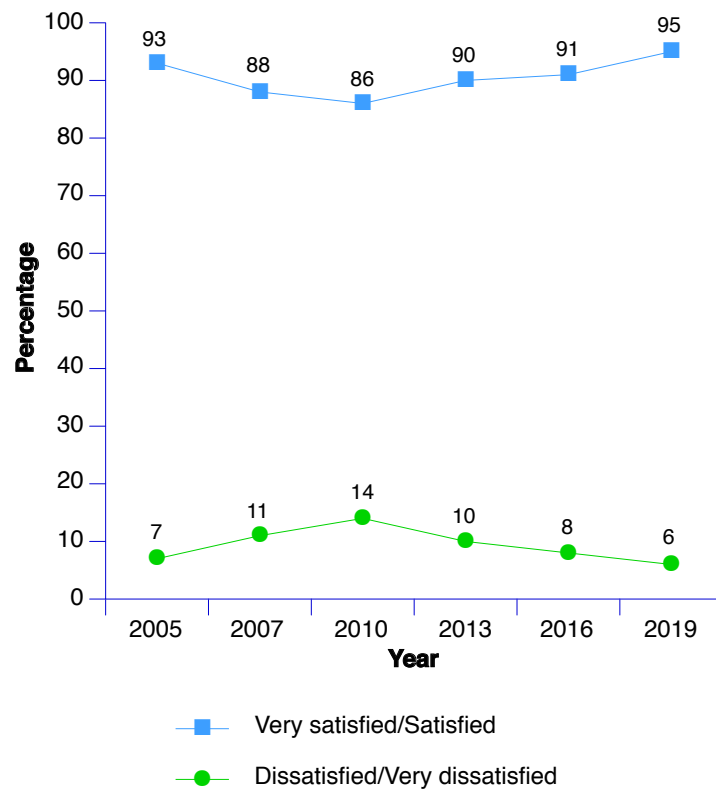
The reasons[†] residents / non-resident ratepayers* are dissatisfied / very dissatisfied with the Council's library service are ...

- limited opening hours / inconvenient, mentioned by 5% of respondents*,
- access to bigger range of books / better facilities, 2%.

[†] multiple responses allowed

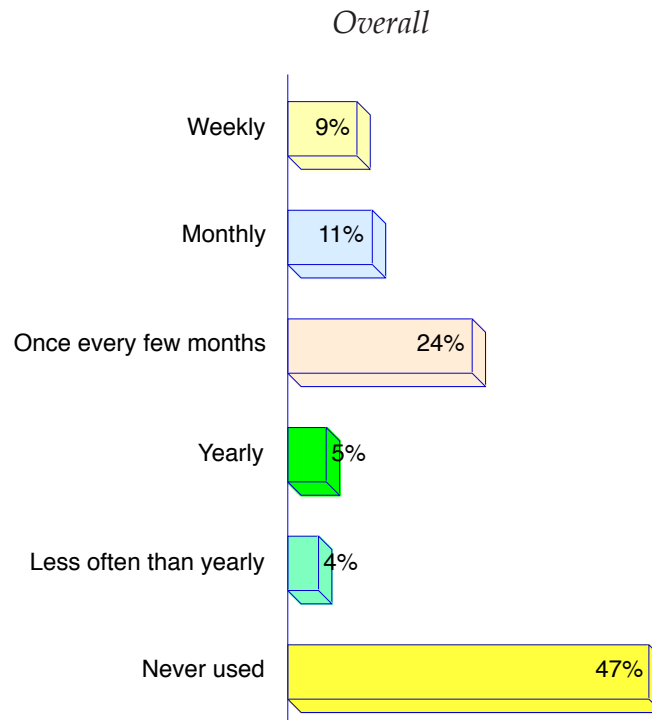
* those residents / non-resident ratepayers who have used the library service in the last 12 months (N=109)

Council's Library Service - Users



C. COUNCIL'S PLAYGROUNDS

i. Usage



49% of respondents reported that they or a member of their household have used a Council playground in the last year (52% in 2016).

ii. Overall Satisfaction

Satisfaction With Council's Playgrounds

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall							
Total District 2019 [†]	27	35	62	6	-	6	33
2016	12	52	64	8	1	9	27
2013 [†]	7	56	63	8	1	9	27
2010	10	51	61	11	4	15	24
2007	9	51	60	14	2	16	24
2005	5	52	57	14	1	15	28
2001	11	41	52	12	2	14	34
Users	45	45	90	9	-	9	1
Respondent Type							
Resident	20	36	56	8	-	8	36
Non-resident ratepayer [†]	41	32	73	1	-	1	27
Area							
Urban	31	35	66	6	-	6	28
Rural	22	34	56	5	-	5	39
Ward							
Taumarunui	15	43	58	9	-	9	33
Waimarino-Waiouru	37	31	68	5	-	5	27
Ohura [†]	24	25	49	-	-	-	52
National Park [†]	27	31	58	4	-	4	39
Household Income							
Less than \$40,000 pa	15	35	50	7	-	7	43
\$40,000-\$60,000 pa	23	43	66	4	-	4	30
More than \$60,000 pa	32	36	68	7	-	7	25
Ethnicity							
NZ European [†]	30	37	67	3	-	3	29
NZ Māori	14	27	41	15	-	15	44

% read across

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

62% of Ruapehu District residents / non-resident ratepayers are satisfied (very satisfied / satisfied), with Council's playgrounds, while 6% are dissatisfied. These readings are similar / on par with the 2016 results.

90% of **users** are satisfied (very satisfied / satisfied) and 9% are dissatisfied.

The percent satisfied (62%) is below the Peer Group (89%) and National Averages (92%), although the latter figures relate to residents **very satisfied/fairly satisfied with sportsfields and playgrounds**.

Respondents **more** likely to be satisfied (very satisfied / satisfied) are ...

- Urban residents,
- non-resident ratepayers,
- respondents with an annual household income of \$40,000 or more,
- NZ European respondents.

A significant percentage (33%) are unable to comment, and this is probably due to 51% of respondents saying that they, or a member of their household, have not used a Council playground in the last year. This don't know reading is above the corresponding Peer Group (6%) and National Averages (9%) for sportsfields and playgrounds.

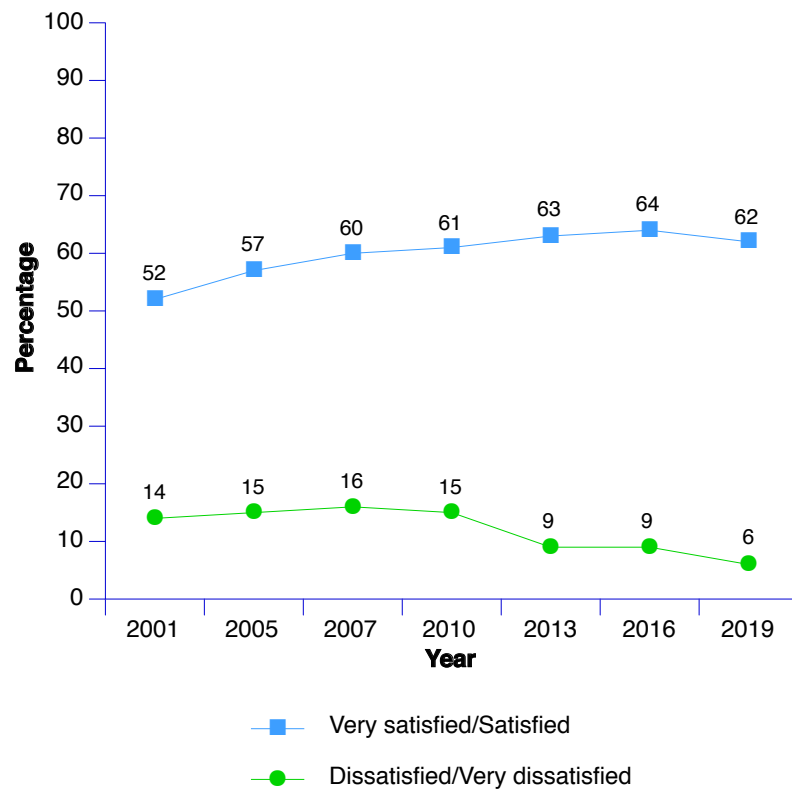
Reasons For Dissatisfaction

The main reasons[†] residents / non-resident ratepayers are dissatisfied with Council's playgrounds are ...

- need more play equipment / more variety, mentioned by 4% of all respondents*,
- need upgrading / improvements, 2%.

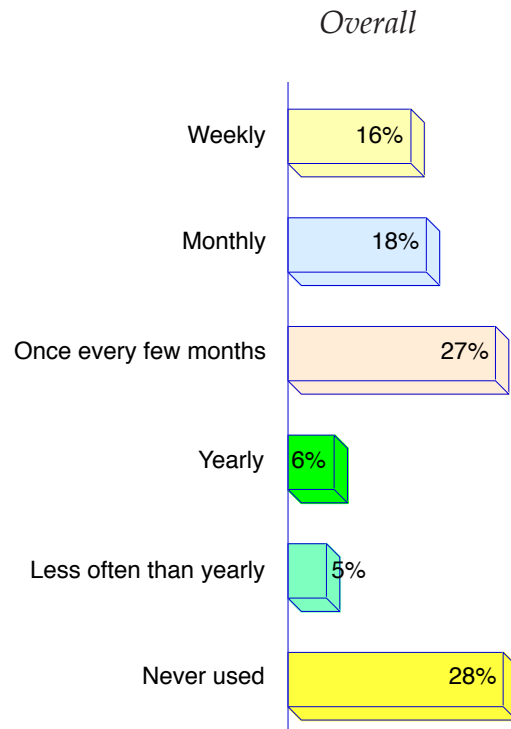
[†] multiple responses allowed

* residents / non-resident ratepayers

Council's Playgrounds - Overall

D. COUNCIL'S PARKS AND RESERVES

i. Usage



67% of respondents reported that they, or a member of their household, have used a Council park or reserve in the last year. This is similar to the 2016 result.

ii. Overall Satisfaction

Satisfaction With Parks And Reserves

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %	
Overall								
Total District	2019	32	48	80	5	-	5	15
	2016	18	62	80	5	-	5	15
	2013 [†]	13	60	73	7	-	7	19
	2010 [†]	15	59	74	6	2	8	19
	2007	14	61	75	6	1	7	18
	2005	16	62	78	5	-	5	17
	2001	22	55	77	5	-	5	18
Users		44	50	94	5	-	5	1
Respondent Type								
Resident		26	53	79	6	-	6	15
Non-resident ratepayer [†]		44	38	82	2	-	2	17
Area								
Urban [†]		36	51	87	4	-	4	10
Rural		26	45	71	6	-	6	23
Ward								
Taumarunui [†]		28	54	82	8	-	8	11
Waimarino-Waiouru [†]		35	50	85	4	-	4	12
Ohura		24	35	59	5	-	5	36
National Park		35	31	66	1	-	1	33

% read across

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

80% of Ruapehu District residents / non-resident ratepayers are satisfied (very satisfied / satisfied) with the District's parks and reserves, including 32% who are very satisfied (18% in 2016), while 5% are dissatisfied.

94% of **users** are satisfied (very satisfied / satisfied) and 5% are dissatisfied.

The percent satisfied (80%) is below to the Peer Group Average (95%) and the National Average (94%), although the latter figures relate to residents **very satisfied/fairly satisfied** with these facilities.

Respondents[†] more likely to be satisfied (very satisfied / satisfied) with parks and reserves are ...

- Taumarunui and Waimarino-Waiouru Ward respondents,
- Urban respondents.

15% are unable to comment and this is probably due to 33% of respondents saying they or a member of their household, have not used a park or reserve in the last year. The don't know reading is above the corresponding Peer Group (3%) and National Averages (1%).

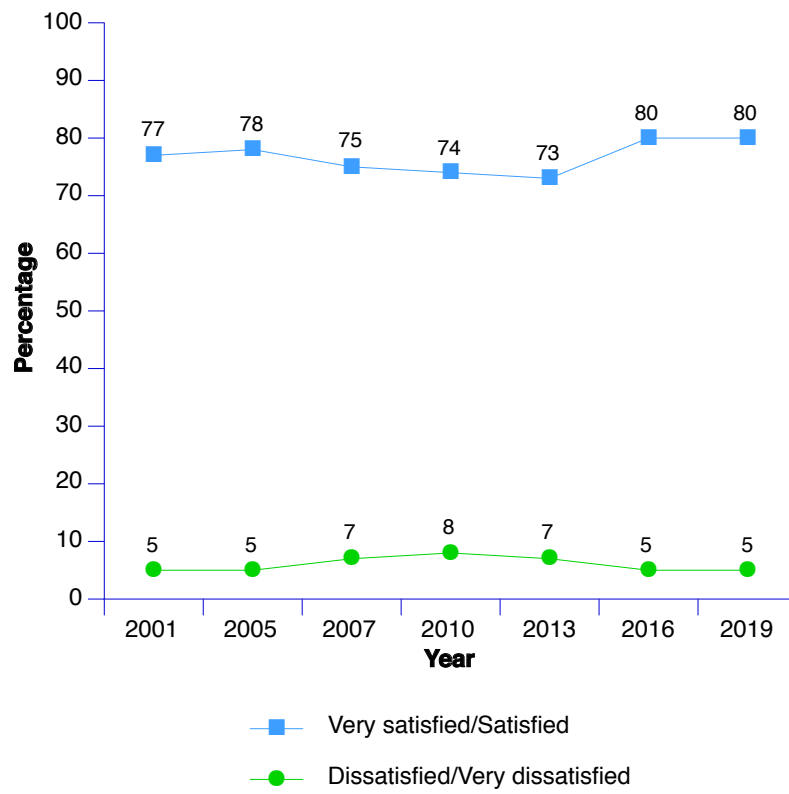
Reasons For Dissatisfaction

The main reasons[†] residents / non-resident ratepayers are dissatisfied with parks and reserves are ...

- poor upkeep / need maintenance / tidying up, mentioned by 2% of all respondents*,
- improvements needed / suggested, 2%,
- not enough, 2%.

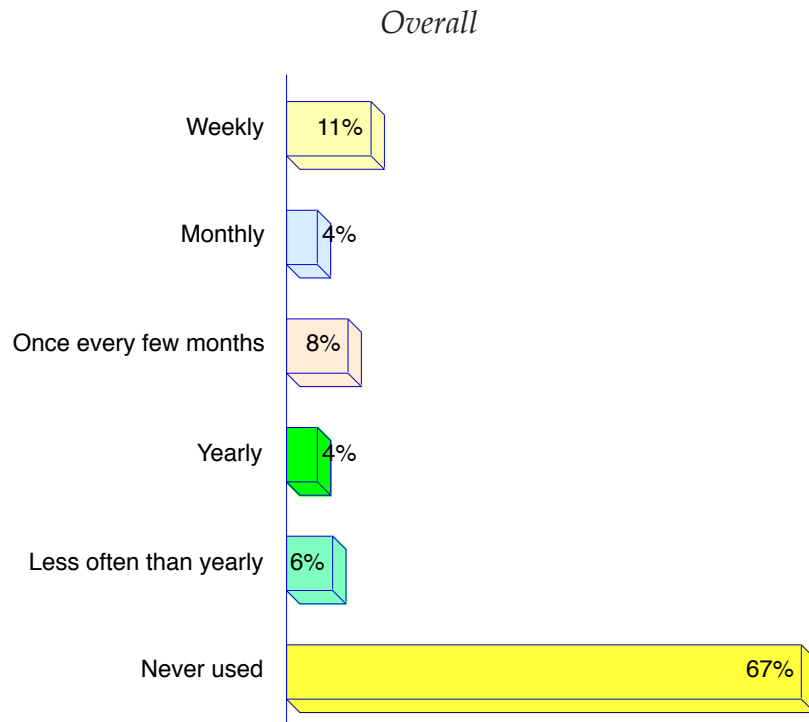
[†] multiple responses allowed

* resident / non-resident ratepayers

Parks And Reserves - Overall

E. COUNCIL'S SWIMMING POOLS

i. Usage



27% of respondents reported that they or a member of their household have used a Council swimming pool, in the last year (38% in 2016).

ii. Level Of Satisfaction

Satisfaction With Council's Swimming Pools

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall							
Total District 2019	10	24	34	6	1	7	59
2016	7	45	52	8	1	9	39
2013	9	40	49	14	-	14	37
2010	7	37	44	13	2	15	41
2007	5	47	52	11	-	11	37
2005	8	38	46	10	1	11	43
2001	17	39	56	2	7	9	35
Users	29	49	78	12	3	15	7
Respondent Type							
Resident	10	27	37	6	1	7	56
Non-resident ratepayer	9	20	29	6	-	6	65
Area							
Urban	10	17	27	9	1	10	63
Rural	9	34	43	4	-	4	53
Ward							
Taumarunui	14	28	42	6	-	6	52
Waimarino-Waiouru [†]	8	26	34	7	2	9	58
Ohura	11	10	21	5	-	5	74
National Park	4	17	21	3	-	3	76

% read across

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

34% of Ruapehu District residents / non-resident ratepayers are satisfied (very satisfied / satisfied) with the Council's swimming pools (52% in 2016), while 7% are dissatisfied / very dissatisfied.

78% of **users** are satisfied (very satisfied / satisfied) with Council's swimming pools and 15% are dissatisfied / very dissatisfied.

The percent satisfied (34%) is below the Peer Group Average (67%) and the National Average (69%), bearing in mind that the latter figures relate to residents **very satisfied / fairly satisfied** with swimming pools.

Rural respondents are more likely to be satisfied (very satisfied / satisfied) with Council's swimming pools, than Urban respondents.

It also appears that Taumarunui and Waimarino-Waiouru Ward respondents are slightly more likely to feel this way, than other Ward respondents.

A significant percentage (59%) are unable to comment (39% in 2016), and this is probably due to 73% of respondents saying that they, or a member of their household, have not used a Council swimming pool in the last year (62% in 2016). The don't know reading is above the corresponding Peer Group Average (25%) and National Average (24%).

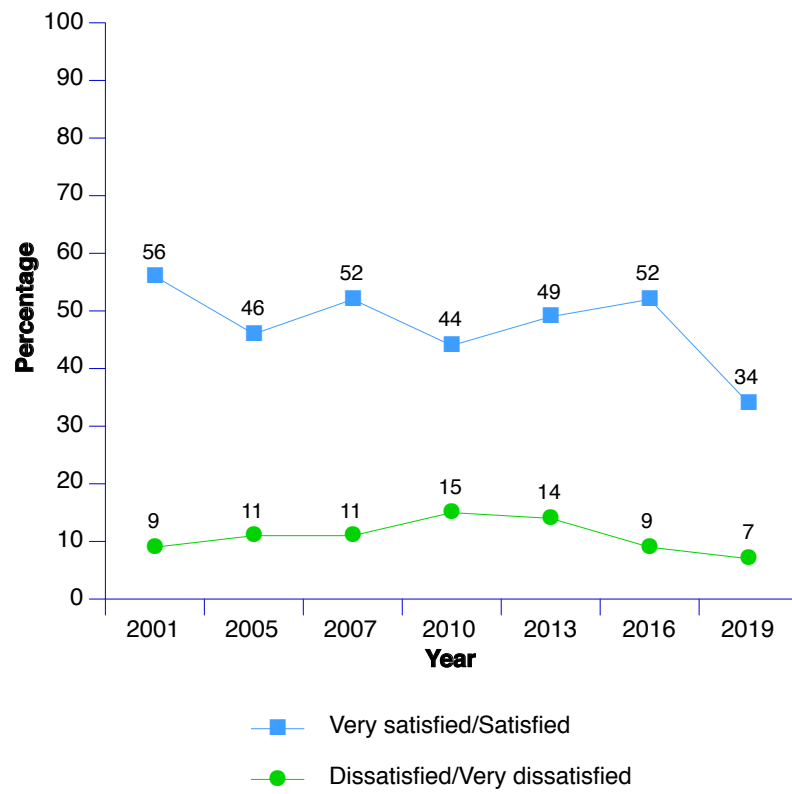
Reasons For Dissatisfaction

The main reasons[†] residents / non-resident ratepayers are dissatisfied / very dissatisfied with Council's swimming pools are ...

- need upgrading / improve facilities / more maintenance, mentioned by 4% of all respondents*,
- too cold / needs to be covered / needs heating, 2%.

[†] multiple responses allowed

* residents / non-resident ratepayers

Council's Swimming Pools - Overall

F. SAFETY DURING THE DAY

i. At Council's Playgrounds

		Very safe %	Safe %	Very safe/ Safe %	Neither safe nor unsafe %	Unsafe %	Very unsafe %	Unsafe/ Very unsafe %	Don't know %
Overall									
Total District	2019	23	44	67	4	-	-	-	29
	2016 [†]	16	52	68	4	2	-	2	27
	2013 [†]	12	54	66	4	4	-	4	27
	2010	14	50	64	5	4	4	8	23
Users		32	59	91	6	-	-	-	3
Respondent Type									
Resident		17	48	65	5	-	-	-	30
Non-resident ratepayer [†]		33	37	70	3	1	-	1	27
Area									
Urban [†]		20	46	66	6	1	-	1	26
Rural		25	41	66	2	-	-	-	32
Ward									
Taumarunui [†]		10	49	59	8	1	-	1	33
Waimarino-Waiouru		35	43	78	1	-	-	-	21
Ohura [†]		12	37	49	5	-	-	-	45
National Park		18	39	57	5	-	1	1	37

% read across

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

67% of residents/non-resident ratepayers feel safe (very safe/safe) during the day at Council playgrounds, while 4% feel neither safe nor unsafe. 29% are unable to comment.

91% of users feel safe (very safe/safe) during the day at Council playgrounds.

There are no notable differences between Wards, Areas and/or between socio-economic groups in terms of those respondents who feel unsafe/very unsafe.

ii. At Council's Parks And Reserves

	Very safe %	Safe %	Very safe/ Safe %	Neither safe nor unsafe %	Unsafe %	Very unsafe %	Unsafe/ Very unsafe %	Don't know %
Overall								
Total District	25	47	72	4	3	-	3	21
2019	25	47	72	4	3	-	3	21
2016	15	58	73	6	1	-	1	20
2013 [†]	11	62	73	7	3	1	4	17
2010	11	59	70	6	4	-	4	20
Users	33	54	87	5	3	-	3	5
Respondent Type								
Resident	21	49	70	4	4	-	4	22
Non-resident ratepayer [†]	33	43	76	5	1	-	1	19
Area								
Urban	24	51	75	7	1	-	1	17
Rural	27	41	68	1	5	-	5	26
Ward								
Taumarunui [†]	14	49	63	7	4	-	4	25
Waimarino-Waiouru [†]	37	48	85	2	3	-	3	11
Ohura	17	45	62	-	-	-	-	38
National Park [†]	19	41	60	7	-	-	-	34

% read across

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

74% of residents/non-resident ratepayers feel safe (very safe/safe) during the day at Council's parks and reserves, while 3% feel unsafe. 21% are unable to comment.

87% of users feel safe (very safe/safe) during the day at Council's parks and reserves, and 3% feel unsafe.

There are no notable differences between Wards, Areas and/or socio-economic groups, in terms of those respondents who feel unsafe.

iii. At Council's Swimming Pools

	Very safe %	Safe %	Very safe/ Safe %	Neither safe nor unsafe %	Unsafe %	Very unsafe %	Unsafe/ Very unsafe %	Don't know %	
Overall									
Total District	2019 [†]	11	32	43	2	2	-	2	52
	2016 [†]	17	41	58	3	3	-	3	37
	2013	15	44	59	5	1	-	1	35
	2010	12	45	57	3	1	1	2	38
Users		23	62	85	4	3	-	3	8
Respondent Type									
Resident		12	37	49	3	3	-	3	45
Non-resident ratepayer		8	24	32	1	1	-	1	66
Area									
Urban [†]		7	32	39	3	1	-	1	56
Rural		16	33	49	2	2	-	2	47
Ward									
Taumarunui [†]		10	42	52	3	3	-	3	41
Waimarino-Waiouru [†]		13	29	42	2	2	-	2	55
Ohura		11	19	30	-	-	-	-	70
National Park		4	25	29	-	3	-	3	68

% read across

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

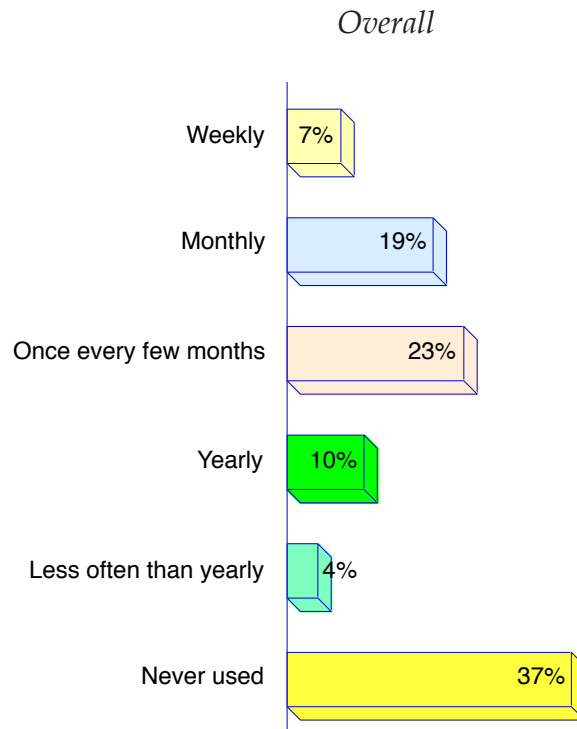
43% of residents/non-resident ratepayers feel safe (very safe/safe) during the day at Council's swimming pools (58% in 2016), while 2% feel unsafe. A large percentage, 52% are unable to comment (37% in 2016).

85% of users feel safe (very safe/safe) during the day at Council's swimming pools, and 3% feel unsafe.

There are no notable differences between Wards, Areas and/or socio-economic groups, in terms of those respondents who feel unsafe.

G. COUNCIL'S PUBLIC TOILETS

i. Usage



59% of respondents reported that they or a member of their household have used a Council public toilet, in the last year (68% in 2016).

ii. Overall Satisfaction

Satisfaction With Council's Public Toilets

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall							
Total District 2019 [†]	16	40	56	13	7	20	23
2016	13	49	62	13	4	17	21
2013 [†]	3	47	50	18	4	22	27
2010 [†]	10	48	58	15	5	20	23
2007	2	44	46	24	6	30	24
2005	6	38	44	19	7	26	30
Users [†]	21	54	75	18	4	22	4
Respondent Type							
Resident	15	31	46	17	10	27	27
Non-resident ratepayer	18	59	77	4	2	6	17
Area							
Urban	16	37	53	16	12	28	19
Rural	17	45	62	8	1	9	29
Ward							
Taumarunui [†]	7	38	45	19	16	35	19
Waimarino-Waiouru	19	41	60	8	1	9	31
Ohura	5	44	49	25	8	33	18
National Park	38	42	80	9	-	9	11
Household Income							
Less than \$40,000 pa	7	32	39	12	24	36	25
\$40,000-\$60,000 pa	20	42	62	17	6	23	15
More than \$60,000 pa [†]	16	44	60	13	2	15	26
Ethnicity							
NZ European	16	46	62	11	4	15	23
NZ Māori	16	20	36	17	21	38	26

% read across

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

56% of Ruapehu District residents/non-resident ratepayers are satisfied (very satisfied/satisfied) with Council's public toilets (62% in 2016), while 20% are dissatisfied (dissatisfied/very dissatisfied).

75% of **users** are satisfied (very satisfied/satisfied) with Council's public toilets and 22% dissatisfied (dissatisfied/very dissatisfied).

The percent satisfied (56%) is below the Peer Group Average (66%) and the National Average (70%), although the latter figures relate to residents **very satisfied/fairly satisfied** with public toilets.

Respondents more likely to be satisfied (very satisfied/satisfied) with public toilets are ...

- National Park Ward residents,
- non-resident ratepayers,
- respondents with an annual household income of \$40,000 or more,
- NZ European respondents.

A large percentage (23%) are unable to comment and this is probably due to 41% of respondents saying that they, or a member of their household, have not used a public toilet in the last year. The 'don't know' reading (23%) is slightly above the corresponding Peer Group Average (16%) and above the National Average (14%).

Reasons For Dissatisfaction

The main reasons residents/non-resident ratepayers are dissatisfied/very dissatisfied with public toilets are ...

- dirty/smelly/disgusting/need cleaning more often,
- need upgrading/improve facilities.

Summary Table:

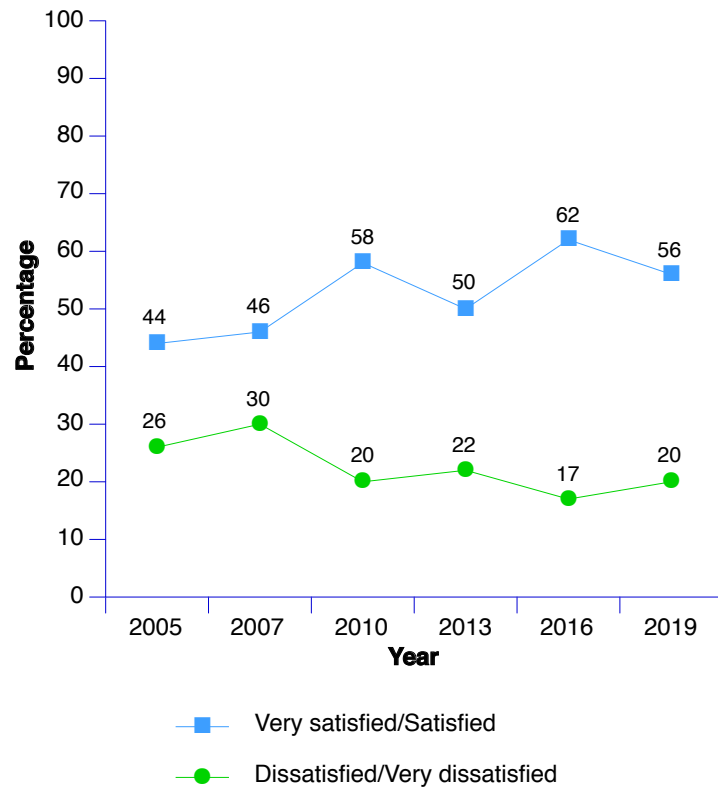
Main Reasons* For Being Dissatisfied/Very Dissatisfied With Council's Public Toilets

	Total District 2019 %	Ward			
		Taumarunui %	Waimarino- Waiouru %	Ohura %	National Park %
Percent Who Mention ...					
Dirty/smelly/disgusting/ need cleaning more often	12	(23)	4	(23)	6
Need upgrading/improve facilities	11	(28)	1	10	1

* multiple responses allowed

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

Council's Public Toilets - Overall

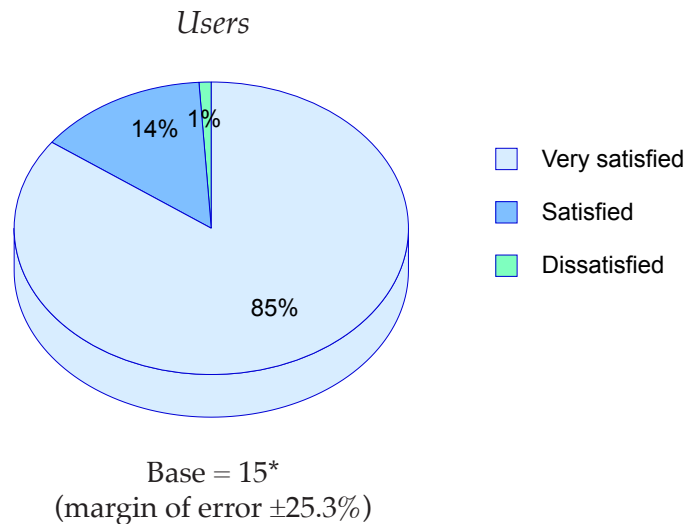




SECTION 3: PLANNING AND BUILDING CONSENTS

A. LIM REPORT

i. Satisfaction With The Service Received



* caution: small base

5% of Ruapehu District residents/non-resident ratepayers reported that they have contacted the Council to request a LIM report, in the last 12 months (2% in 2016).

Of these, 99% are satisfied (very satisfied/satisfied) with the service they received, and 1% are dissatisfied (caution is required as the base is small, N=15).

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

Reasons For Dissatisfaction

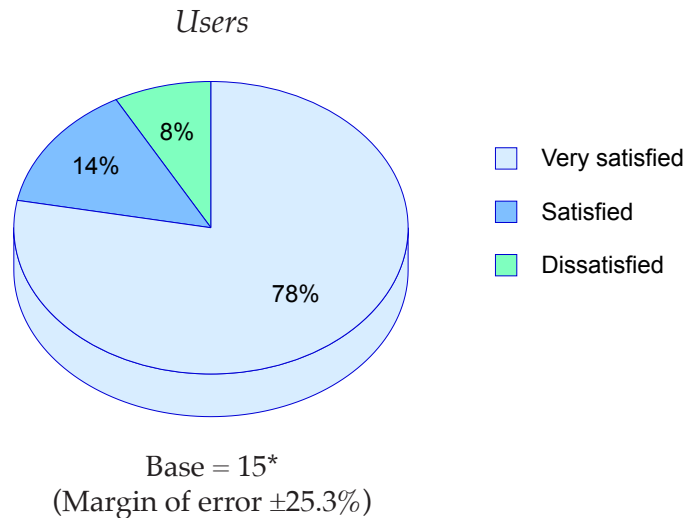
The reason[†] the one respondent* is very dissatisfied with the service they received is ...

"Information is totally irrelevant."

[†] multiple responses allowed

* those residents/non-resident ratepayers who contacted Council, in the last 12 months, to request a LIM report (N=15)

ii. Satisfaction With The Outcome



* caution: small base

Of those residents / non-resident ratepayers who reported they have contacted the Council to request a LIM report, 92% are satisfied (very satisfied / satisfied) with the outcome, and 8% are dissatisfied (caution recommended as the base is small).

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

Reasons For Dissatisfaction

The reasons[†] two respondents* are dissatisfied with the outcome are ...

"The amount of money spent, waste of time."

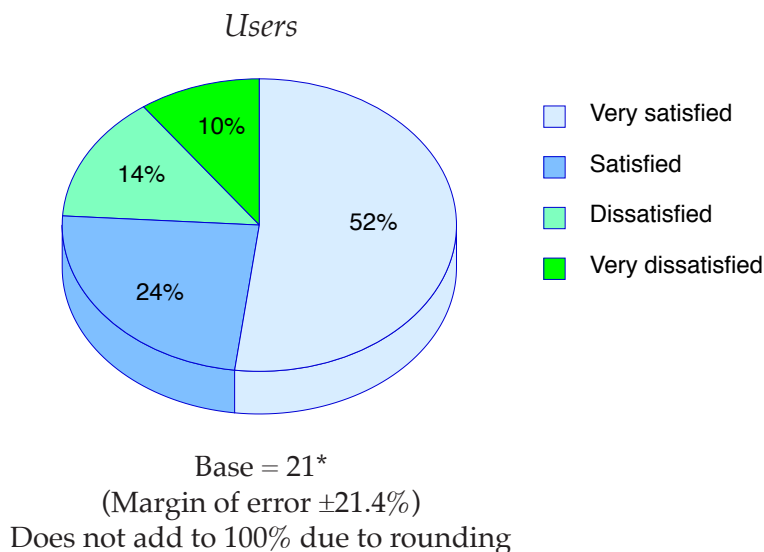
"Not enough detail to be useful."

[†] multiple responses allowed

* those residents / non-resident ratepayers who contacted Council, in the last 12 months, to request a LIM report (N=15)

B. A RESOURCE CONSENT

i. Satisfaction With The Service Received



* caution: small base

7% of Ruapehu District residents/non-resident ratepayers reported that they have contacted the Council to request a resource consent, in the last 12 months.

Of these, 76% are satisfied (very satisfied/satisfied) with the service received, and 24% are dissatisfied/very dissatisfied. Caution is recommended as the base is small, N=21.

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

Reasons For Dissatisfaction

The reasons[†] respondents* are dissatisfied/very dissatisfied with the service received are ...

"We have been on the wrong end of several council decisions which we have successfully challenged through the Environment Court at large Council and personal expense."

"The time they took. It was a bloody long time."

"When the builder came in there was work that had been signed off that wasn't up to scratch, but it was righted by the council."

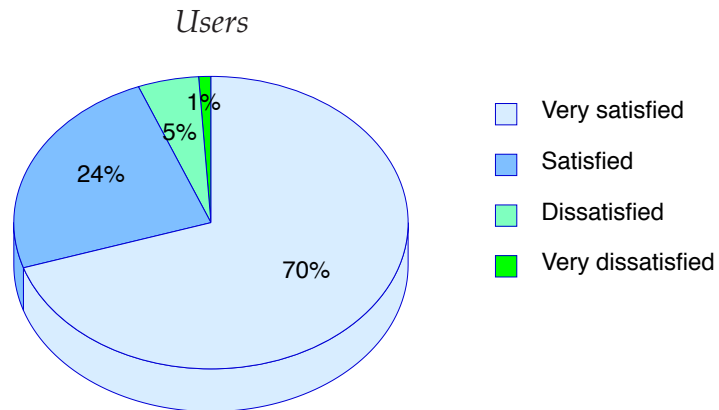
"Outsourced to Hamilton with higher costs and no communication to the ratepayer."

"They were disruptive, and put up every excuse in the book. Not at all helpful and still ongoing."

[†] multiple responses allowed

* those residents/non-resident ratepayers who contacted Council, in the last 12 months, to request a resource consent (N=21)

ii. Satisfaction With The Outcome



Base = 21*
 (Margin of error $\pm 21.4\%$)
 Does not add up to 100% due to rounding

* caution: small base

Of those residents/ non-resident ratepayers who have contacted the Council to request a resource consent 94% are satisfied (very satisfied/ satisfied) with the outcome, 6% are dissatisfied/ very dissatisfied (caution is recommended as the base is small, N=21).

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

Reasons For Dissatisfaction

The reasons[†] the two respondents* are dissatisfied/ very dissatisfied with the outcome are ...

"Dissatisfied because of the reluctance of the council to sit down to discuss before heading to litigation and to consider alternatives. However we do have a constructive relationship with the new CEO, although the existing staff seem entrenched."

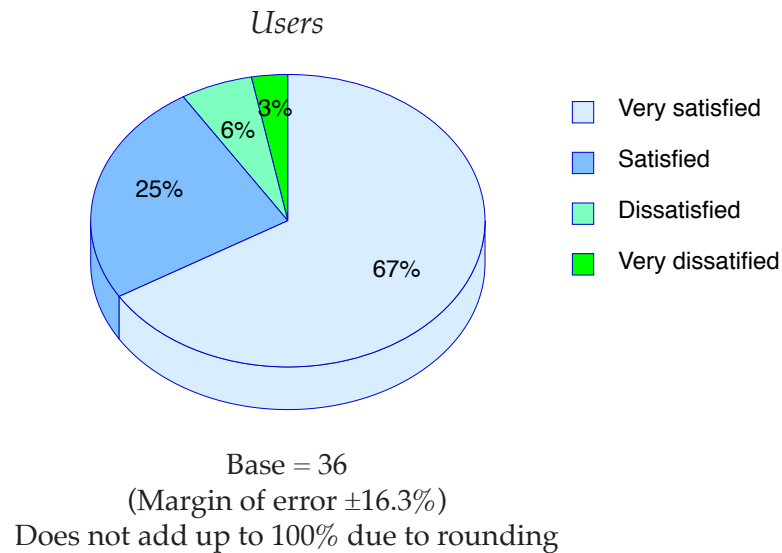
"Not helpful at all."

[†] multiple responses allowed

* those residents/ non-resident ratepayers who contacted Council, in the last 12 months, to request a resource consent (N=21)

c. A BUILDING CONSENT

i. Satisfaction With The Service



11% of Ruapehu District residents/ non-resident ratepayers reported that they have contacted the Council to request a building consent, in the last 12 months.

Of these, 92% are satisfied (very satisfied/ satisfied) with the service they received, and 8% are dissatisfied/ very dissatisfied.

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

Reasons For Dissatisfaction

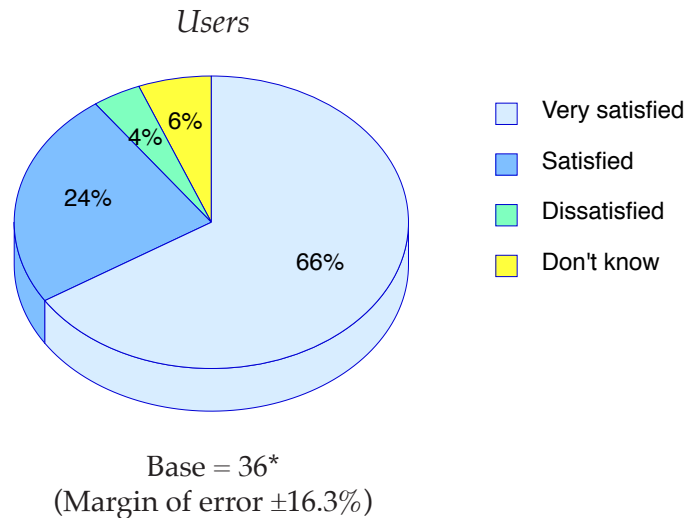
The reasons[†] residents/ non-resident ratepayers* are dissatisfied/ very dissatisfied with the service they received are ...

- too expensive, mentioned by 46% of respondents*,
- others, 4%.

[†] multiple responses allowed

* those residents/ non-resident ratepayers who contacted Council, in the last 12 months, to request a building consent (N=36)

ii. Satisfaction With The Outcome



* caution: small base

Of those residents / non-resident ratepayers who have contacted the Council to request a building consent, 90% are satisfied (satisfied / very satisfied) with the outcome, and 4% are dissatisfied.

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

Reasons For Dissatisfaction

The reason[†] residents / non-resident ratepayers* are dissatisfied / very dissatisfied with the outcome is ...

- too expensive, mentioned by 4% of respondents*.

[†] multiple responses allowed

* those residents / non-resident ratepayers who contacted Council, in the last 12 months, to request a building consent (N=36)



SECTION 4: SOLID WASTE

A. KERBSIDE RUBBISH COLLECTION AND RECYCLING SERVICE

i. Satisfaction With Rubbish Collection Service

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Service Provided							
2019 [†]	40	37	77	18	-	18	6
2016	25	51	76	17	1	18	6
2013	19	62	81	17	1	18	1
2010 [†]	38	49	87	11	1	12	-
2007	26	63	89	8	-	8	3
2005	27	57	84	13	1	14	2
Respondent Type							
Resident	43	33	76	24	-	24	-
Non-resident ratepayer [†]	36	43	79	7	-	7	15
Area							
Urban	38	37	75	19	-	19	6
Rural**	54	33	89	10	-	10	2
Ward							
Taumarunui	45	31	76	23	-	23	1
Waimarino-Waiouru [†]	37	41	78	13	-	9	9
Ohura*	-	100	100	-	-	-	-
National Park*	-	69	69	-	-	-	31
Age							
18-44 years	46	42	88	7	-	7	5
45-64 years	30	29	59	36	-	36	5
65+ years [†]	46	39	85	7	-	7	7

Base = 156

% read across

* caution: very small/small bases

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

55% of Ruapehu District residents / non-resident ratepayers reported that they are provided, by Council, with a kerbside rubbish collection and recycling service where they live / own property.

Of these respondents, 77% are satisfied (very satisfied / satisfied) with the rubbish collection service and 18% are dissatisfied.

The percent satisfied (77%) is slightly below the Peer Group (88%) and National Averages (87%), although the latter figures relate to residents **satisfied/fairly satisfied** with rubbish collection.

Respondents* aged 45 to 64 years are **less** likely to be satisfied (very satisfied / satisfied) with the rubbish collection service, than other age groups.

Reasons For Dissatisfaction

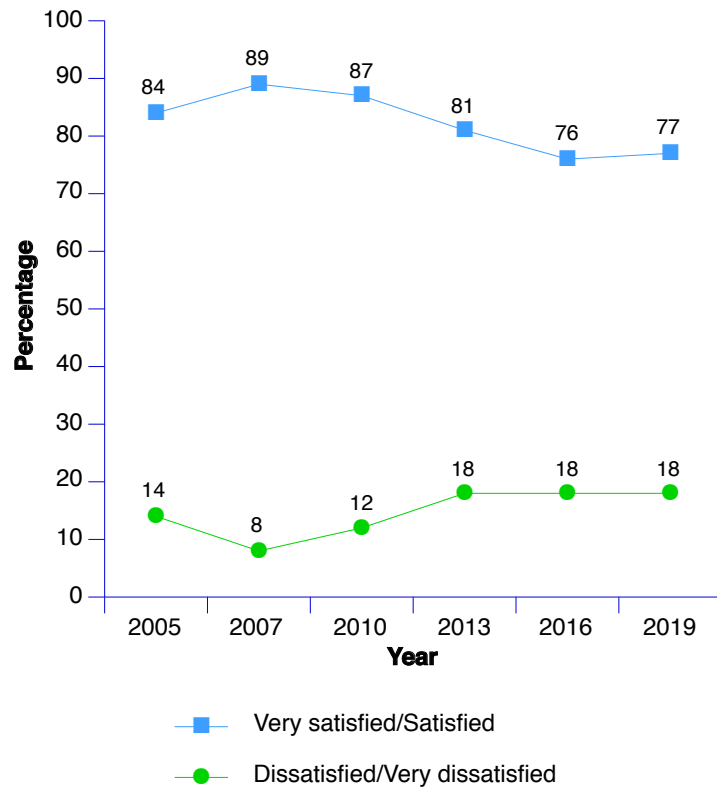
The main reasons[†] residents / non-resident ratepayers* are dissatisfied with the rubbish collection service are ...

- collectors don't take all rubbish / picky / leave a mess, mentioned by 10% of respondents*,
- have to pay for rubbish bags / bags too expensive, 3%.

[†] multiple responses allowed

* those residents / non-resident ratepayers who are provided, by Council, with a kerbside rubbish collection and recycling service where they live / own property (N=156)

Rubbish Collection Service - Service Provided



ii. Satisfaction With The Kerbside Recycling Service

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Service Provided							
2019 [†]	43	36	79	13	1	14	9
2016	32	56	88	8	-	8	4
2013 [†]	24	61	85	11	1	12	2
2010	39	51	90	10	-	10	-
2007	29	42	71	14	2	16	13
Respondent Type							
Resident [†]	49	34	83	15	-	15	1
Non-resident ratepayer	31	38	69	8	2	10	21
Area							
Urban	40	37	77	14	1	15	8
Rural*	63	24	87	-	-	-	13
Ward							
Taumarunui	49	30	79	17	1	18	3
Waimarino-Waiouru [†]	34	41	75	9	-	9	12
Ohura*	-	100	100	-	-	-	-
National Park*	-	31	31	-	-	-	69
Age							
18-44 years	49	37	86	7	-	7	7
45-64 years [†]	38	29	67	27	-	27	7
65+ years	41	42	83	2	2	4	13

Base = 156

% read across

* caution: very small/small bases

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

Of those residents / non-resident ratepayers who are provided, by Council, with a kerbside rubbish collection and recycling service where they live / own property, 79% are satisfied (very satisfied / satisfied) with the kerbside recycling service. 14% are dissatisfied (dissatisfied / very dissatisfied).

The percent satisfied (79%) is on par with the Peer Group (85%) and National Averages (87%), although the latter figures relate to residents **very satisfied/fairly satisfied with recycling in general**.

Respondents* **less** likely to be very satisfied / satisfied are ...

- non-resident ratepayers,
- respondents aged 45 to 64 years.

Reasons For Dissatisfaction

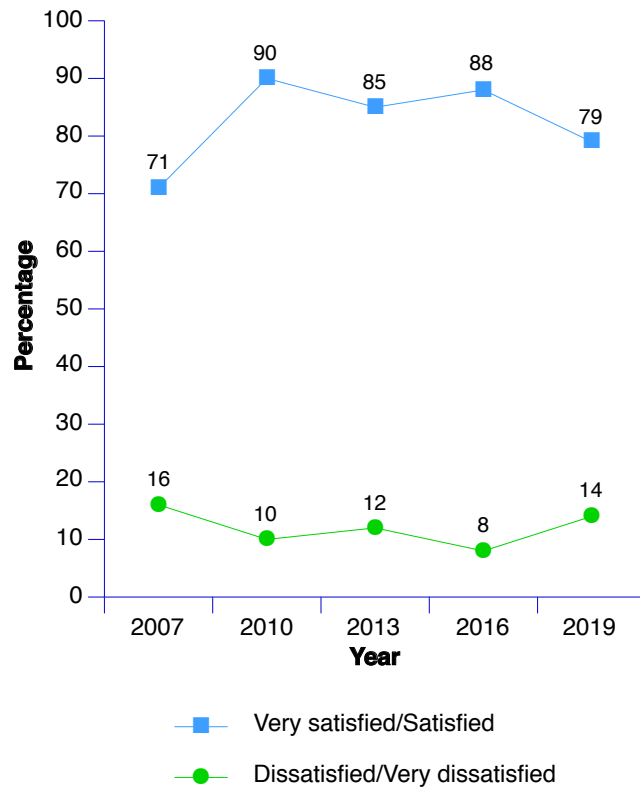
The main reasons[†] residents / non-resident ratepayers* who are dissatisfied with the kerbside recycling service, give for feeling this way are ...

- service could improve / leave rubbish behind, mentioned by 8% of respondents*,
- need more / bigger bins, 2%.

[†] multiple responses allowed

* those residents / non-resident ratepayers who are provided, by Council, with a kerbside rubbish collection and recycling service where they live / own property (N=156)

Kerbside Recycling Service - Service Provided



B. TRANSFER STATIONS

Satisfaction With Transfer Stations

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall							
Total District 2019	37	36	73	5	1	6	21
2016	16	48	64	17	1	18	18
2013	14	49	63	15	1	16	21
2010	13	45	58	13	4	17	25
2007	14	35	49	24	6	30	21
2005	17	44	61	16	3	19	20
Respondent Type							
Resident	32	34	66	6	-	6	28
Non-resident ratepayer	47	39	86	4	2	6	8
Area							
Urban [†]	37	35	72	5	1	6	23
Rural	38	37	75	6	1	7	18
Ward							
Taumarunui	33	37	70	1	1	2	28
Waimarino-Waiouru [†]	39	35	74	5	1	6	19
Ohura	26	37	63	17	-	17	20
National Park [†]	49	35	84	10	-	10	7
Household Income							
Less than \$40,000 pa	13	34	47	6	-	6	47
\$40,000-\$60,000 pa	49	32	81	6	2	8	11
More than \$60,000 pa	41	39	80	5	1	6	14
Ethnicity							
NZ European	39	38	77	5	1	6	17
NZ Māori [†]	38	25	63	3	-	3	35

% read across

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

73% of Ruapehu District residents / non-resident ratepayers satisfied (very satisfied / satisfied) with transfer stations (64% in 2016), while 6% are dissatisfied (dissatisfied / very dissatisfied) (18% in 2016). 21% are unable to comment.

The percent satisfied (73%) is above the Peer Group (62%) and National Averages (60%), although the latter figures relate to residents **very satisfied/fairly satisfied with refuse disposal**.

Respondents more likely to be satisfied (very satisfied / satisfied) with transfer stations are ...

- non-resident ratepayers,
- respondents with an annual household income of \$40,000 or more,
- NZ European respondents.

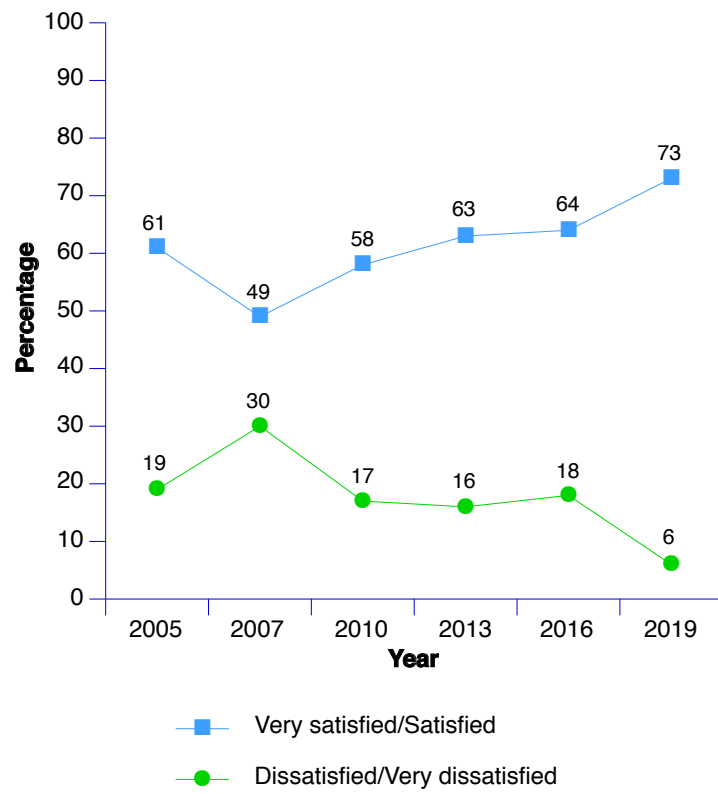
Reasons For Dissatisfaction

The main reasons[†] residents / non-resident ratepayers say they are dissatisfied / very dissatisfied with transfer stations are ...

- limited opening hours / inconvenient / should be open every day, mentioned by 3% of respondents*,
- too far away / inconvenient location, 1%,
- too expensive / charges inconsistent, 1%,
- too expensive to run / wastes money, 1%.

[†] multiple responses allowed

* residents / non-resident ratepayers

Transfer Stations - Overall

C. RECYCLING SERVICES

Satisfaction With Recycling Services (excluding Kerbside Recycling)

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall*							
Total District 2019 [†]	31	36	67	8	-	8	25
2016	14	58	72	7	-	7	21
2013	17	51	68	8	2	10	22
2010	12	50	62	10	1	11	27
2007	17	51	68	10	3	13	19
2005	18	52	70	12	2	14	16
Respondent Type							
Resident	29	35	64	8	-	8	28
Non-resident ratepayer [†]	37	37	74	7	-	7	20
Area							
Urban [†]	32	29	61	10	-	10	30
Rural	31	45	76	5	-	5	19
Ward							
Taumarunui	33	31	64	6	-	6	30
Waimarino-Waiouru	27	40	67	8	-	8	25
Ohura	24	45	69	8	-	8	23
National Park	48	30	78	11	-	11	11
Household Income							
Less than \$40,000 pa	19	26	45	5	-	5	50
\$40,000-\$60,000 pa	44	26	70	12	-	12	18
More than \$60,000 pa	31	42	73	8	-	8	19
Ethnicity							
NZ European [†]	35	39	74	7	-	7	20
NZ Māori	26	22	48	9	-	9	43

% read across

* 2005 reading did not exclude kerbside recycling

67% of Ruapehu District residents / non-resident ratepayers are satisfied (very satisfied / satisfied) with recycling services (excluding kerbside recycling) (72% in 2016), including 31% who are very satisfied (14% in 2016), while 8% are dissatisfied. 25% are unable to comment (21% in 2016).

The percent satisfied (67%) is below the Peer Group Average (76%) and the National Average (84%), although the latter figures relate to residents **very satisfied/fairly satisfied with recycling in general**.

Respondents more likely to be satisfied (very satisfied / satisfied) with recycling are ...

- Rural respondents,
- non-resident ratepayers,
- respondents with an annual household income of \$40,000 or more,
- NZ European respondents.

The don't know reading, 25%, is above the corresponding Peer Group (11%) and National Averages (4%).

Reasons For Dissatisfaction

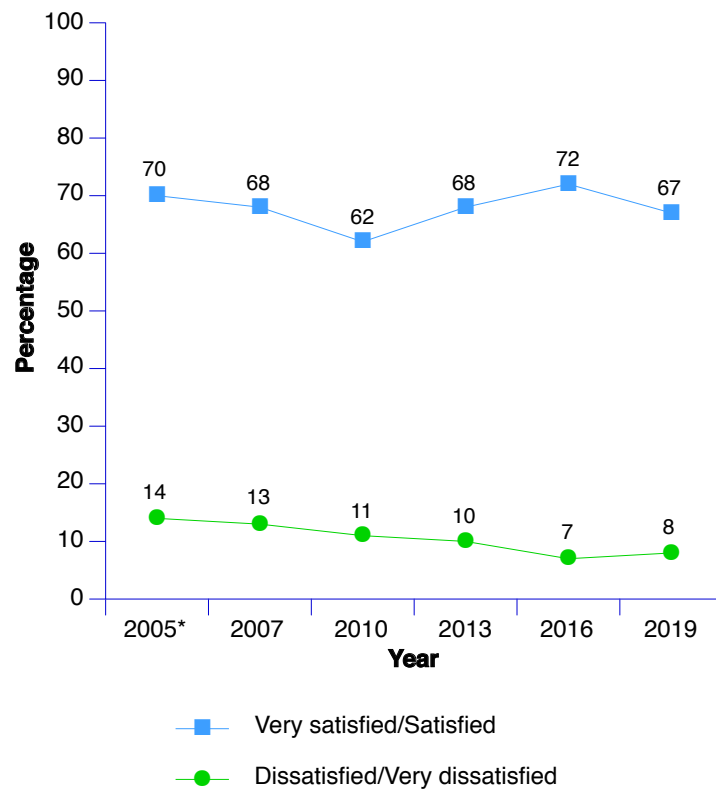
The main reasons[†] residents / non-resident ratepayers who are dissatisfied with recycling services, feel this way are ...

- need to do more recycling / recycle more items / more effort needed, mentioned by 3% of all respondents*,
- facilities too far away / no recycling in our area, 2%.

[†] multiple responses allowed

* residents / non-resident ratepayers

Recycling Services (excluding kerbside recycling) - Overall



* 2005 reading did not exclude kerbside recycling



SECTION 5: LAND TRANSPORT

A. THE MAINTENANCE OF SEALED ROADS (EXCLUDING STATE HIGHWAYS)

Satisfaction With The Maintenance Of Sealed Roads

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall							
Total District 2019	12	51	63	29	6	35	2
2016 [†]	5	57	62	32	5	37	-
2013 [†]	6	64	70	25	2	27	2
2010*	6	58	64	23	11	34	2
2007	5	64	69	26	3	29	2
2005	6	62	68	21	7	28	4
Respondent Type							
Resident	6	49	55	34	8	42	3
Non-resident ratepayer	23	54	77	19	3	22	1
Area							
Urban	15	49	64	29	5	34	2
Rural	7	54	61	29	8	37	2
Ward							
Taumarunui	4	47	51	36	10	46	3
Waimarino-Waiouru	20	52	72	23	4	27	1
Ohura	3	34	37	43	17	60	3
National Park	11	67	78	21	1	22	-
Household Income							
Less than \$40,000 pa [†]	4	46	50	42	8	50	1
\$40,000-\$60,000 pa [†]	9	45	54	37	5	42	5
More than \$60,000 pa	17	53	70	22	7	29	1

% read across

* readings prior to 2010 refer to satisfaction with the maintenance of urban streets

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

63% of Ruapehu District residents/non-resident ratepayers are satisfied (very satisfied/satisfied) with the maintenance of sealed roads, while 35% are dissatisfied (dissatisfied/very dissatisfied). These readings are similar to the 2016 results.

Respondents more likely to be satisfied (very satisfied/satisfied) are ...

- Waimarino-Waiouru and National Park Ward respondents,
- non-resident ratepayers,
- respondents with an annual household income of \$60,000 or more.

Reasons For Dissatisfaction

The main reasons residents/non-resident ratepayers, who are dissatisfied/very dissatisfied with the maintenance of sealed roads, give for feeling this way are ...

- lots of potholes/rough/bumpy/uneven,
- poor condition/need maintenance/upgrading,
- poor quality of work/materials/patching.

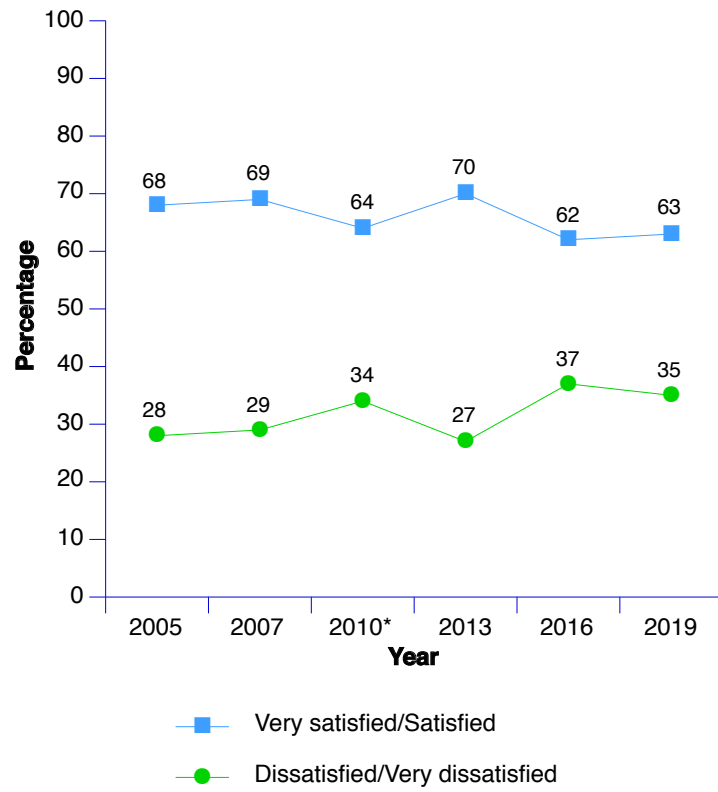
Summary Table: Main Reasons* Residents Are Dissatisfied/Very Dissatisfied With The Maintenance Of Sealed Roads

	Total District 2019 %	Ward			
		Taumarunui %	Waimarino-Waiouru %	Ohura %	National Park %
Percent Who Mention ...					
Lots of potholes/rough/bumpy/uneven	19	29	11	33	9
Poor condition/need maintenance/upgrading	16	18	12	30	13
Poor quality of work/materials/patching	7	7	8	8	1

* multiple responses allowed

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

Maintenance Of Sealed Roads - Overall



* readings prior to 2010 refer to satisfaction with the maintenance of urban streets

B. THE MAINTENANCE OF UNSEALED ROADS (EXCLUDING STATE HIGHWAYS)

Satisfaction With The Maintenance Of Unsealed Roads

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall							
Total District 2019	6	40	46	28	5	33	21
2016 [†]	2	53	55	24	4	28	15
2013	1	63	64	15	3	18	18
2010*	2	46	48	24	7	31	21
2007	6	39	45	32	13	45	10
2005	1	44	45	35	11	46	9
Respondent Type							
Resident	3	38	41	36	5	41	18
Non-resident ratepayer [†]	10	45	55	14	4	18	28
Area[†]							
Urban	5	41	46	25	2	27	28
Rural	6	40	46	33	8	41	12
Ward							
Taumarunui	6	33	39	38	4	42	19
Waimarino-Waiouru	6	44	50	20	3	23	27
Ohura	3	24	27	49	20	69	4
National Park	5	59	64	19	3	22	14

% read across

* readings prior to 2010 refer to satisfaction with the maintenance of rural roads

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

46% of Ruapehu District residents/non-resident ratepayers are satisfied (very satisfied/satisfied) with the maintenance of unsealed roads (55% in 2016), while 33% are dissatisfied (dissatisfied/very dissatisfied) (28% in 2016).

Non-resident ratepayers are more likely to be satisfied (very satisfied/satisfied), than residents. It also appears that National Park and Waimarino-Waiouru Ward respondents are slightly more likely to feel this way, than other Ward respondents.

Reasons For Dissatisfaction

The main reasons residents/non-resident ratepayers, who are dissatisfied/very dissatisfied with the maintenance of unsealed roads, give for feeling this way are ...

- poor condition/lack of maintenance/need upgrading,
- lots of potholes/rough/corrugated/bumpy,
- need more grading/not graded properly.

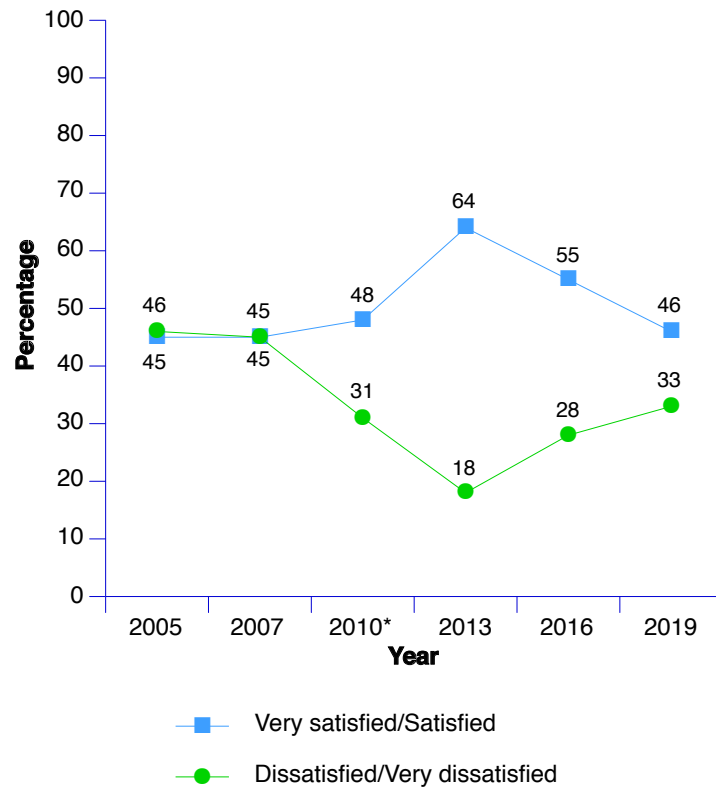
Summary Table: Main Reasons* Residents Are Dissatisfied/Very Dissatisfied With The Maintenance Of Unsealed Roads

	Total District 2019 %	Ward Taumarunui %	Waimarino-Waiouru %	Ohura %	National Park %
Percent Who Mention ...					
Poor condition/lack maintenance/need upgrading	19	29	12	29	9
Lots of potholes/rough/corrugated/bumpy	14	9	15	36	13
Need more grading/not graded properly	5	7	5	10	2

* multiple responses allowed

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

Maintenance Of Unsealed Roads - Overall



* readings prior to 2010 refer to satisfaction with the maintenance of rural roads

C. FOOTPATHS

Satisfaction With Footpaths

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall							
Total District 2019	15	61	76	11	1	12	12
2016 [†]	8	66	74	17	2	19	8
2013	7	60	67	21	-	21	12
2010	6	63	69	20	3	23	8
2007	6	66	72	20	5	25	3
2005	6	60	66	21	4	25	9
Respondent Type							
Resident	13	61	74	10	-	10	16
Non-resident ratepayer	19	61	80	13	1	14	6
Area							
Urban	17	61	78	14	1	15	7
Rural	13	61	74	7	-	7	19
Ward							
Taumarunui	10	69	79	12	1	13	8
Waimarino-Waiouru [†]	15	63	78	10	-	10	11
Ohura	6	38	44	10	-	10	46
National Park	34	44	78	11	-	11	11

% read across

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

76% of Ruapehu District residents/non-resident ratepayers are satisfied (very satisfied/satisfied) with footpaths, while 12% are dissatisfied/very dissatisfied (19% in 2016). 12% are unable to comment (8% in 2016).

The percent satisfied (76%) is above the Peer Group Average (64%) and similar to the National Average (74%), bearing in mind that the latter figures relate to residents **very satisfied/fairly satisfied** with footpaths.

Ohura Ward respondents are **less** likely to be satisfied (very satisfied/satisfied), than other Ward respondents.

Reasons For Dissatisfaction

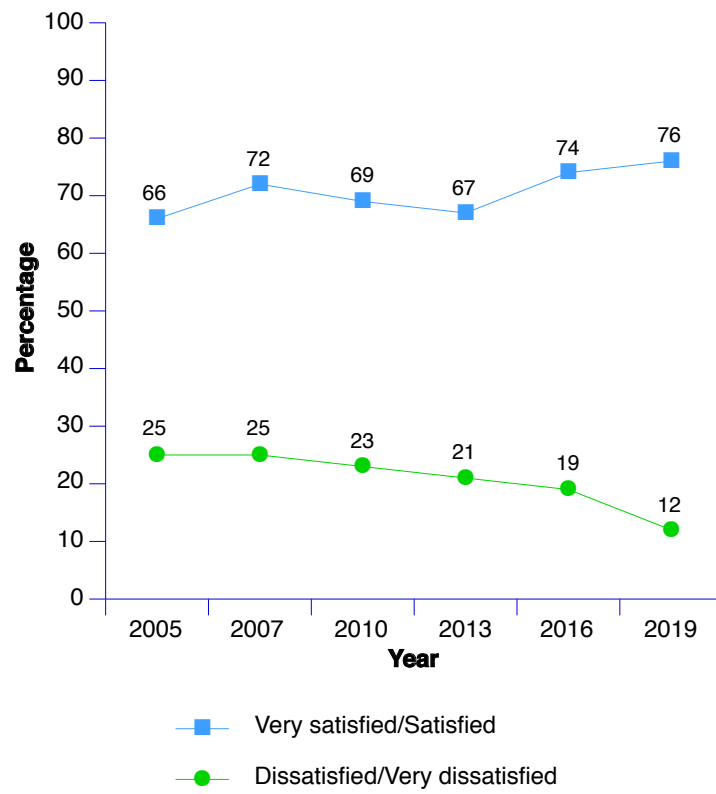
The main reasons residents/non-resident ratepayers, who are dissatisfied/very dissatisfied with footpaths, give for feeling this way are ...

- no footpaths/not enough/need more,
- uneven/potholes/rough/cracked,
- footpaths only on one side/on wrong side.

Summary Table: Main Reasons* For Being Dissatisfied/Very Dissatisfied With Footpaths

	Total District 2019 %	Ward			
		Taumarunui %	Waimarino- Waiouru %	Ohura %	National Park %
Percent Who Mention ...					
No footpaths/not enough/need more	5	7	4	5	7
Uneven/potholes/rough/cracked	3	5	2	-	1
Footpaths only on one side/on wrong side	2	-	2	-	6

* multiple responses allowed

Footpaths - Overall



SECTION 6: OTHER COUNCIL SERVICES

A. DOG AND ANIMAL CONTROL

Satisfaction With Dog And Animal Control

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall							
Total District							
2019	15	48	63	12	1	13	24
2016	8	62	70	17	3	20	10
2013	6	62	68	23	3	26	6
2010 [†]	10	57	67	18	8	26	8
2007	6	59	65	22	3	25	10
2005	7	60	67	21	5	26	7
Respondent Type[†]							
Resident	16	53	69	13	1	14	18
Non-resident ratepayer	12	40	52	9	3	12	37
Area							
Urban [†]	18	47	65	12	1	13	21
Rural	10	50	60	10	2	12	28
Ward							
Taumarunui	19	62	81	11	-	11	8
Waimarino-Waiouru [†]	14	37	51	15	2	17	33
Ohura [†]	13	56	69	1	5	6	24
National Park [†]	6	50	56	6	-	6	39
Household Income							
Less than \$40,000 pa [†]	7	58	65	16	2	18	18
\$40,000-\$60,000 pa	20	61	81	12	-	12	7
More than \$60,000 pa [†]	16	43	59	12	1	13	29

% read across

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

63% of Ruapehu District residents / non-resident ratepayers are satisfied (very satisfied / satisfied) with the dog and animal control (70% in 2016), while 13% are dissatisfied (dissatisfied / very dissatisfied) (20% in 2016).

The percent satisfied (63%) is on par with the Peer Group Average (68%) and below the National Average (74%), bearing in mind that the latter figures relate to those **very satisfied/fairly satisfied with dog control only**.

Respondents more likely to be satisfied (very satisfied / satisfied) are ...

- residents,
- respondents with an annual household income of \$40,000 to \$60,000.

It also appears that Taumarunui Ward respondents are slightly more likely to feel this way, than other Ward respondents.

A large percentage (24%) are unable to comment (10% in 2016). This reading is slightly above the corresponding Peer Group Average (16%) and above the National Average (10%).

Reasons For Dissatisfaction

The main reasons the residents/non-resident ratepayers, who are dissatisfied/very dissatisfied with dog and animal control, give for feeling this way are ...

- too many roaming/uncontrolled dogs,
- better service from ranger/dog control/need local ranger,
- not enough control/stricter control/more enforcement,
- danger to people/other animals.

Summary Table:

Main Reasons* For Being Dissatisfied/Very Dissatisfied With Dog And Animal Control

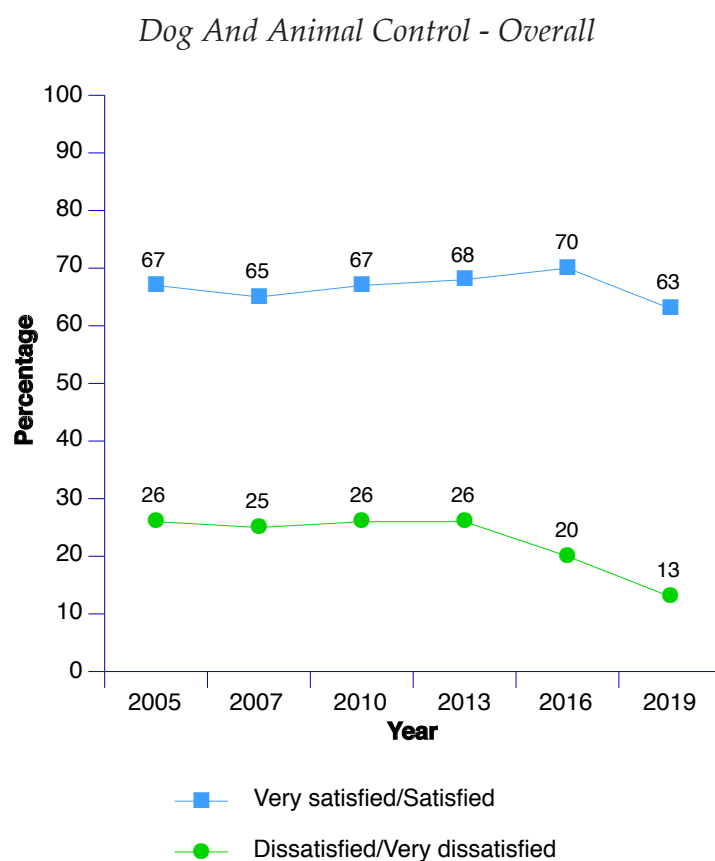
	Total District 2019 %	Ward			
		Taumarunui %	Waimarino- Waiouru %	Ohura %	National Park %
Percent Who Mention ...					
Too many roaming/uncontrolled dogs	8	8	10	2	3
Better service from ranger/ dog control/need local ranger	2	2	3	5	-
Not enough control/stricter control/ more enforcement	2	-	4	-	3
Danger to people/other animals	2	-	4	-	-

* multiple responses allowed

Respondents were asked to say what date the incident occurred ...

- ongoing/constant problem/all the time, mentioned by 24% of respondents who were dissatisfied/very dissatisfied with dog and animal control,
- three months ago or longer, 24%,
- within the last two months, 17%,
- current, 11%.

13% of these residents were unable to comment.



B. NOISE CONTROL

Satisfaction With Noise Control

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall							
Total District 2019	13	51	64	3	-	3	33
2016 [†]	9	69	78	4	1	5	18
2013	4	68	72	4	1	5	23
2010	6	65	71	7	2	9	20
2007	6	61	67	4	-	4	29
2005	7	68	75	5	1	6	19
Respondent Type[†]							
Resident	14	55	69	4	-	4	28
Non-resident ratepayer	12	44	56	1	1	2	43
Area							
Urban	18	51	69	3	1	4	27
Rural	7	50	57	2	-	2	41
Ward							
Taumarunui	15	60	75	6	-	6	19
Waimarino-Waiouru	11	44	55	2	1	3	42
Ohura	17	55	72	-	-	-	28
National Park	11	47	58	-	-	-	42
Household Income							
Less than \$40,000 pa	12	70	82	2	-	2	16
\$40,000-\$60,000 pa	17	61	78	4	-	4	18
More than \$60,000 pa	12	44	56	3	1	4	40

% read across

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

64% of Ruapehu District residents / non-resident ratepayers are satisfied (very satisfied / satisfied) with noise control (78% in 2016), while 3% are dissatisfied.

The percent satisfied (64%) is similar to the Peer Group Average (64%) and below the National Average (78%), bearing in mind that the latter figures relate to those **very satisfied/fairly satisfied** with noise control.

Respondents more likely to be satisfied (very satisfied / satisfied) with noise control are ...

- Urban respondents,
- residents,
- respondents with an annual household income of \$60,000 or less.

It also appears that Taumarunui and Ohura Ward respondents are slightly more likely to feel this way, than other Ward respondents.

A large percentage (33%) are unable to comment (18% in 2016). This reading is slightly above the corresponding Peer Group Average (27%) and above the National Average (11%).

Reasons For Dissatisfaction

The reasons[†] residents / non-resident ratepayers, who are dissatisfied / very dissatisfied with noise control, give for feeling this way are ...

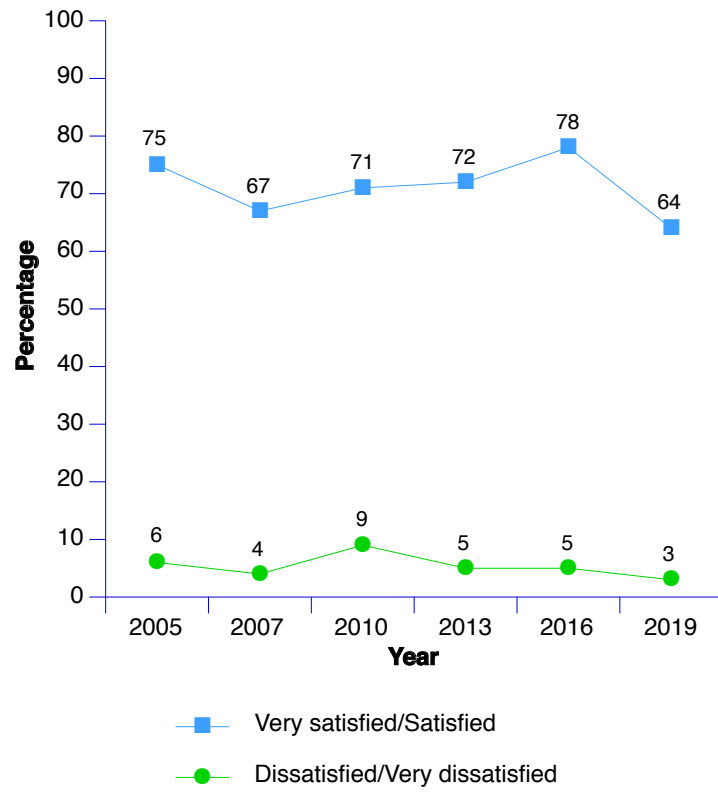
- specified noises, mentioned by 2% of all respondents*,
- no noise control / don't do anything, 1%,
- poor / slow service / too far away, 1%.

Respondents who were dissatisfied / very dissatisfied with noise control were asked to say what date the incident occurred. Their responses are included in the separate verbatim report and are bolded next to the relevant individual comment.

[†] multiple responses allowed

* residents / non-resident ratepayers

Noise Control - Overall



C. CIVIL DEFENCE

Satisfaction With Civil Defence

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall							
Total District 2019 [†]	17	38	54	7	-	7	38
2016	10	53	63	2	-	2	35
2013	10	56	66	4	-	4	30
2010	5	41	46	5	1	6	48
2007	11	52	63	5	-	5	32
2005	7	55	62	8	1	9	29
Respondent Type							
Resident	19	36	55	9	-	9	36
Non-resident ratepayer [†]	12	42	54	3	-	3	44
Area							
Urban	16	36	52	4	-	4	44
Rural	18	40	58	11	-	11	31
Ward							
Taumarunui	16	33	49	13	-	13	38
Waimarino-Waiouru	18	39	57	4	-	4	39
Ohura [†]	11	55	66	9	-	9	24
National Park	17	37	54	2	-	2	44
Household Income							
Less than \$40,000 pa	8	35	43	3	-	3	54
\$40,000-\$60,000 pa [†]	25	34	59	14	-	14	28
More than \$60,000 pa	17	43	60	8	-	8	32
Ethnicity							
NZ European	14	43	57	8	-	8	35
NZ Māori	27	15	42	6	-	6	52

% read across

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

54% of Ruapehu District residents / non-resident ratepayers are satisfied (very satisfied / satisfied) with civil defence (63% in 2016), while 7% are dissatisfied (2% in 2016).

The percent satisfied (54%) is slightly below the Peer Group Average (61%) and below the National Average (68%), bearing in mind that the latter figures relate to residents **very satisfied/fairly satisfied** with civil defence.

Respondents more likely to be satisfied (very satisfied / satisfied) with civil defence are ...

- NZ European respondents,
- those with an annual household income of \$40,000 or more.

A significant percentage, 38%, are unable to comment (35% in 2016). This reading is on par with the corresponding Peer Group Average (33%) and above the National Average (27%).

Reasons For Dissatisfaction

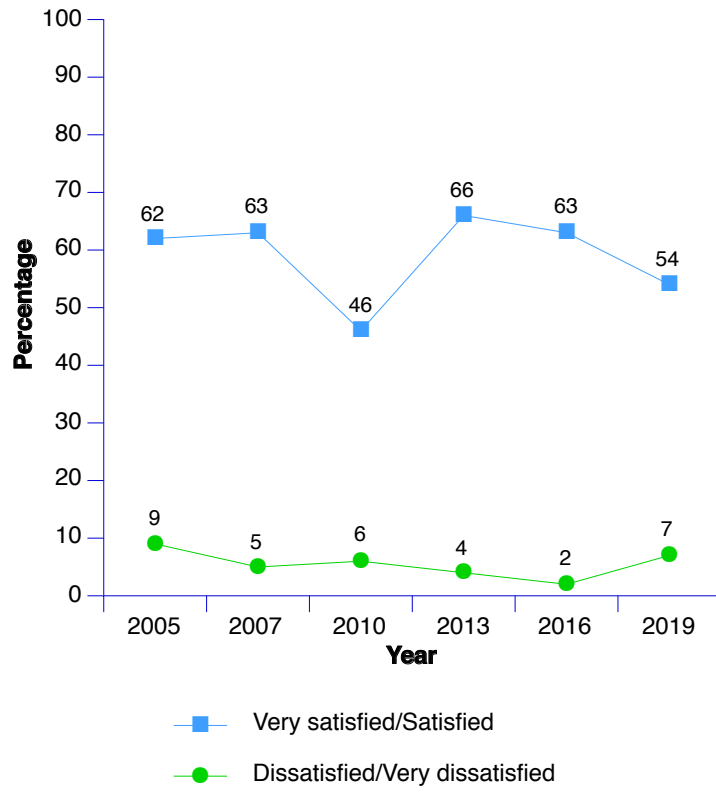
The main reasons[†] residents / non-resident ratepayers, who are dissatisfied with civil defence, give for feeling this way are ...

- need more information / don't hear about them, mentioned by 4% of all respondents*,
- could do more, 3%.

[†] multiple responses allowed

* residents / non-resident ratepayers

Civil Defence - Overall





SECTION 7: ECONOMIC DEVELOPMENT

A. BUSINESS PROMOTION

Satisfaction With Council's Efforts To Attract and Expand Business

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall							
Total District 2019	12	43	55	23	2	25	20
2016	3	33	36	32	10	42	22
2013 [†]	3	35	38	32	9	41	22
2010	4	36	40	29	16	45	15
2007	3	37	40	32	9	41	19
2005	3	41	44	31	9	40	16
Respondent Type							
Resident	9	44	53	24	1	25	22
Non-resident ratepayer [†]	18	43	61	20	5	25	15
Area							
Urban	12	36	48	27	4	31	21
Rural	13	53	66	17	-	17	17
Ward							
Taumarunui	8	37	45	40	3	43	12
Waimarino-Waiouru	17	46	63	11	2	13	24
Ohura	12	46	58	10	-	10	32
National Park	9	46	55	23	1	24	21

% read across

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

55% of Ruapehu District residents/non-resident ratepayers are satisfied (very satisfied/satisfied) with Council's efforts to attract and expand business (36% in 2016), while 25% are dissatisfied (dissatisfied/very dissatisfied) (42% in 2016). 20% are unable to comment.

The percent satisfied (55%) is on par with the Peer Group Average (51%) and above the National Average (47%), bearing in mind that the latter figures relate to those **very satisfied/fairly satisfied** with business promotion.

Rural respondents are more likely to be satisfied (very satisfied/satisfied), than Urban respondents.

Reasons For Dissatisfaction

The main reasons residents/non-resident ratepayers who are dissatisfied/very dissatisfied with business promotion give for feeling this way are ...

- could do more to attract/assist/support business/not doing enough,
- Council makes it difficult/rules/barriers/red tape/bureaucracy,
- more promotion of town/attract people to the area.

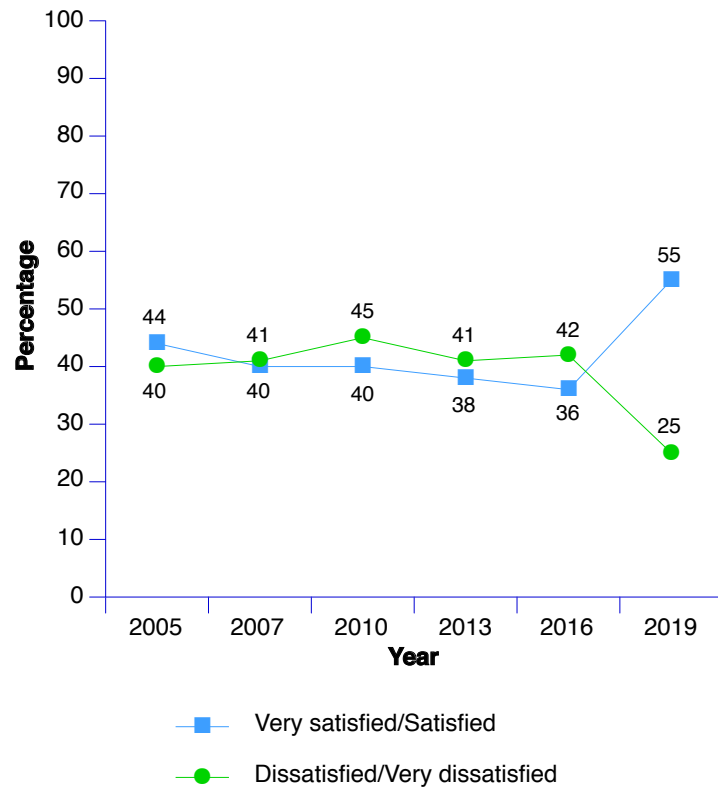
Summary Table:

Main Reasons* For Being Dissatisfied/Very Dissatisfied With Business Promotion

	Total District 2019 %	Ward			
		Taumarunui %	Waimarino-Waiouru %	Ohura %	National Park %
Percent Who Mention ...					
Could do more to attract/assist/support business/not doing enough	9	(21)	2	-	2
Council makes it difficult/rules/barriers/red tape/bureaucracy	4	6	1	3	5
More promotion of town/attract people to the area	4	5	2	5	6

* multiple responses allowed

Business Promotion - Overall



B. JOB PROMOTION

Satisfaction With Council's Policies To Promote Job Opportunities

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall							
Total District 2019	5	32	37	16	2	18	45
2016 [†]	-	30	30	26	5	31	38
2013 [†]	1	30	31	22	5	27	43
2010	1	31	32	29	7	36	32
2007	3	37	40	18	4	22	38
2005	-	27	27	30	4	34	39
Respondent Type							
Resident [†]	6	36	42	20	2	22	37
Non-resident ratepayer	5	23	28	9	2	11	61
Area							
Urban	4	29	33	19	2	21	46
Rural [†]	7	35	42	12	1	13	44
Ward							
Taumarunui	1	30	31	31	4	35	34
Waimarino-Waiouru [†]	9	30	39	8	1	9	53
Ohura	3	31	34	15	-	15	51
National Park	7	42	49	4	-	4	47
Ethnicity							
NZ European	6	26	32	14	2	16	52
NZ Māori	1	49	50	26	-	26	24

% read across

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

37% of Ruapehu District residents/ non-resident ratepayers are satisfied with Council's policies to promote job opportunities (30% in 2016), while 18% are dissatisfied (dissatisfied/very dissatisfied), compared to 31% in 2016.

The percent satisfied (37%) is similar to the Peer Group (38%) and National Averages (37%), bearing in mind that the latter figures relate to those **very satisfied/fairly satisfied** with job promotion.

Respondents more likely to be satisfied (very satisfied/satisfied) with job promotion are ...

- residents,
- NZ Māori respondents.

A significant percentage (45%) are unable to comment (38% in 2016). This is on par with the Peer Group Average (40%) and similar to the National Average (44%).

Reasons For Dissatisfaction

The main reasons residents/ non-resident ratepayers who are dissatisfied/very dissatisfied with job promotion give for feeling this way are ...

- no promotion of job opportunities/not aware of any policies,
- no jobs available/lack of job opportunities/high unemployment.

Summary Table:

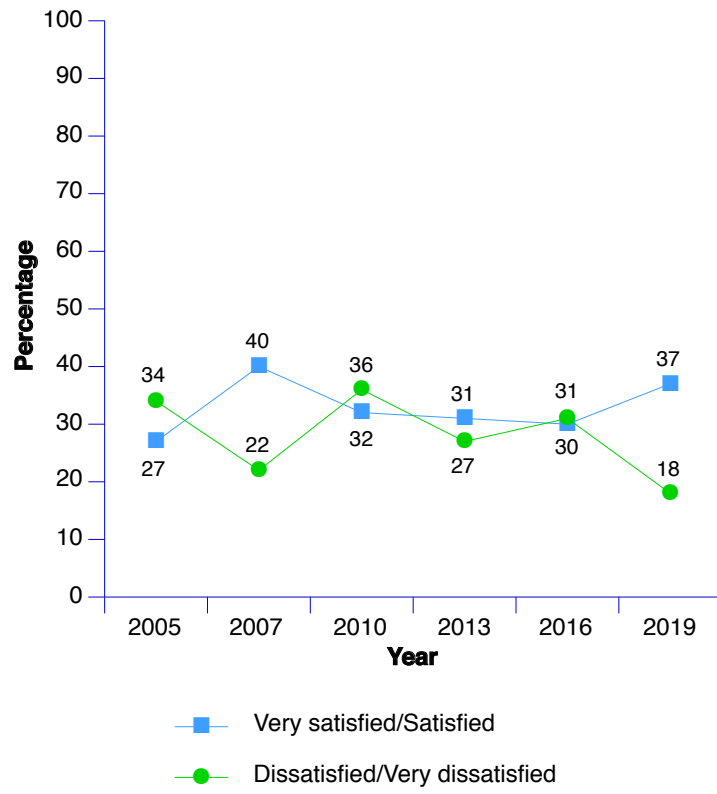
Main Reasons* For Being Dissatisfied/Very Dissatisfied With Job Promotion

	Total District 2019 %	Ward			
		Taumarunui %	Waimarino-Waiouru %	Ohura %	National Park %
Percent Who Mention ...					
No promotion of job opportunities/ not aware of any policies	8	17	3	8	1
No jobs available/lack of job opportunities/high unemployment	4	9	1	8	2

* multiple responses allowed

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

Job Promotion - Overall



C. TOURISM PROMOTION

Satisfaction With Efforts The Council Makes To Attract Visitors or Tourists to the Ruapehu District

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall							
Total District 2019	32	46	78	13	1	14	8
2016 [†]	15	55	70	15	4	19	12
2013	13	55	68	21	1	22	10
2010 [†]	13	54	67	17	4	21	13
2007	13	54	67	20	3	23	10
2005	9	56	65	25	2	27	8
Respondent Type							
Resident	31	47	78	14	1	15	7
Non-resident ratepayer [†]	34	42	76	11	2	13	12
Area							
Urban	29	42	71	18	2	20	9
Rural	35	51	86	6	1	7	7
Ward							
Taumarunui	34	37	71	24	2	26	3
Waimarino-Waiouru	31	51	82	6	1	7	11
Ohura	20	56	76	8	-	8	16
National Park	36	46	82	9	1	10	8
Gender							
Male [†]	38	45	73	17	2	19	9
Female	36	47	83	8	1	9	8

% read across

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

78% of Ruapehu District residents/non-resident ratepayers are satisfied (very satisfied/satisfied) with Council's efforts to attract visitors or tourists to the Ruapehu District (70% in 2016), while 14% are dissatisfied (dissatisfied/very dissatisfied) (19% in 2016). 8% are unable to comment (12% in 2016).

The percent satisfied (78%) is above the Peer Group (64%) and National Averages (69%), bearing in mind that the latter figures relate to those **very satisfied/fairly satisfied** with tourism promotion.

Respondents more likely to be satisfied (very satisfied/satisfied), with tourism promotion are ...

- Rural respondents,
- women.

Reasons For Dissatisfaction

The main reasons residents/non-resident ratepayers who are dissatisfied/very dissatisfied with business promotion give for feeling this way are ...

- could do more/not doing enough/more effort needed,
- more promotion of area/attractions/more advertising.

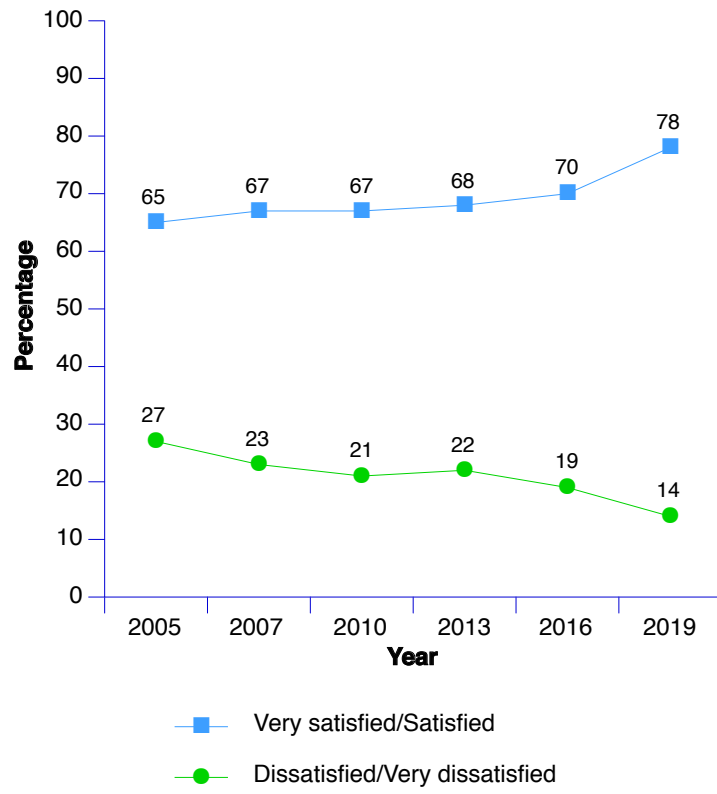
Summary Table:

Main Reasons* For Being Dissatisfied/Very Dissatisfied With Tourism Promotion

	Total District 2019 %	Ward			
		Taumarunui %	Waimarino-Waiouru %	Ohura %	National Park %
Percent Who Mention ...					
Could do more/not doing enough/more effort needed	3	5	2	-	1
More promotion of area/attractions/more advertising	3	4	2	-	3

NB: no other reasons mentioned by more than 1% of all respondents

Tourism Promotion - Overall



D. ECONOMIC DEVELOPMENT

Satisfaction With Council's Role In The Economic Development Of The Ruapehu District

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall							
Total District 2019 [†]	9	49	58	9	5	14	27
2016 [†]	1	45	46	18	3	21	34
2013	1	41	42	25	3	28	30
2010	2	42	44	21	6	27	29
2007	3	44	47	20	2	22	31
2005	3	43	46	20	2	22	32
Respondent Type							
Resident	6	56	62	7	7	14	24
Non-resident ratepayer [†]	16	35	51	14	3	17	33
Area							
Urban	10	44	54	13	8	21	25
Rural	9	55	64	5	1	6	30
Ward							
Taumarunui [†]	4	52	56	9	12	21	22
Waimarino-Waiouru	13	46	59	10	2	12	29
Ohura [†]	11	44	55	12	-	12	32
National Park	12	51	63	5	3	8	29
Age							
18-44 years	6	64	70	9	1	10	20
45-64 years	13	40	53	9	12	21	26
65+ years [†]	10	39	49	11	1	12	38

% read across

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

58% of Ruapehu District residents / non-resident ratepayers are satisfied (very satisfied / satisfied) with Council's role in the economic development of the Ruapehu District (46% in 2016), while 14% are dissatisfied (dissatisfied / very dissatisfied) (21% in 2016). A substantial percentage, 27%, are unable to comment (34% in 2016).

Respondents more likely to be satisfied (very satisfied / satisfied) are ...

- Rural respondents,
- residents,
- respondents aged 18 to 44 years.

Reasons For Dissatisfaction

The main reasons residents/non-resident ratepayers who are dissatisfied/very dissatisfied with Council's role in the economic development of the District give for feeling this way are ...

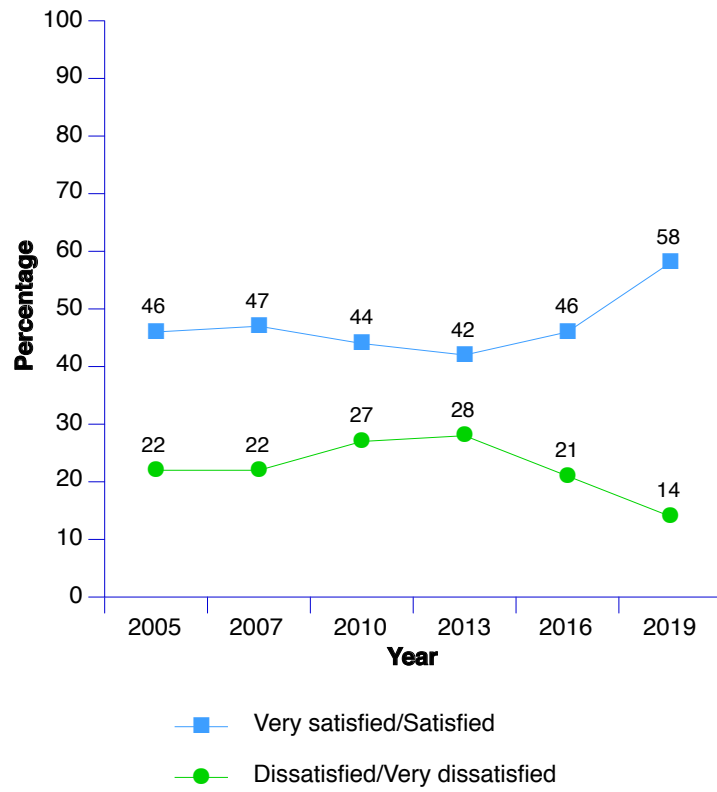
- could do more/not doing enough,
- poor Council performance,
- not promoting tourism,
- lack of economic development/growth/going backwards,
- some areas neglected/more effort in other areas,
- Council make it difficult/rules and regulations/restrictions,
- not getting value for money/waste ratepayers' money,
- not attracting/encouraging/supporting businesses/industry.

Summary Table: Main Reasons* For Being Dissatisfied/Very Dissatisfied With Council's Role In The Economic Development Of The Ruapehu District

	Total District 2019 %	Ward			
		Taumarunui %	Waimarino- Waiouru %	Ohura %	National Park %
Percent Who Mention ...					
Could do more/not doing enough	3	2	4	-	3
Poor Council performance	1	1	1	5	1
Not promoting tourism	1	1	2	-	-
Lack of economic development/ growth/going backwards	1	1	1	5	-
Some areas neglected/ more effort in other areas	1	1	2	-	-
Council make it difficult/ rule and regulations/restrictions	1	2	1	-	1
Not getting value for money/ waste ratepayers' money	1	1	1	3	1
Not attracting/encouraging/ supporting businesses/industry	1	1	1	-	-

* multiple responses allowed

Council's Role In The Economic Development Of The Ruapehu District - Overall





SECTION 8: LEADERSHIP

A. COUNCIL'S OVERALL PERFORMANCE

Satisfaction With Council's Overall Performance

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall							
Total District 2019	12	62	74	8	1	9	17
2016	4	69	73	13	4	17	10
2013	2	64	66	22	2	24	10
2010	2	67	69	17	4	21	10
2007	2	65	67	20	5	25	8
2005	5	71	76	14	3	17	7
Respondent Type							
Resident [†]	11	62	73	7	2	9	19
Non-resident ratepayer	14	63	77	8	1	9	14
Area							
Urban	12	59	71	6	2	8	21
Rural	11	67	78	9	-	9	13
Ward							
Taumarunui	11	61	72	9	2	11	17
Waimarino-Waiouru [†]	14	62	76	7	1	8	15
Ohura [†]	7	73	80	8	3	11	10
National Park [†]	8	61	69	4	-	4	28
Household Income							
Less than \$40,000 pa	8	45	53	4	-	4	43
\$40,000-\$60,000 pa [†]	15	66	81	14	2	16	2
More than \$60,000 pa [†]	12	68	80	7	2	9	12
Ethnicity							
NZ European	12	69	81	8	2	10	9
NZ Māori	5	42	47	6	-	6	47

% read across

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

74% of Ruapehu District residents / non-resident ratepayers are satisfied (very satisfied / satisfied) with Council's overall performance in the last 12 months, while 9% are dissatisfied (dissatisfied / very dissatisfied) (17% in 2016). 17% are unable to comment (10% in 2016).

Respondents more likely to be satisfied (very satisfied / satisfied) are ...

- respondents with an annual household income of \$40,000 or more,
- NZ European respondents.

Reasons For Dissatisfaction

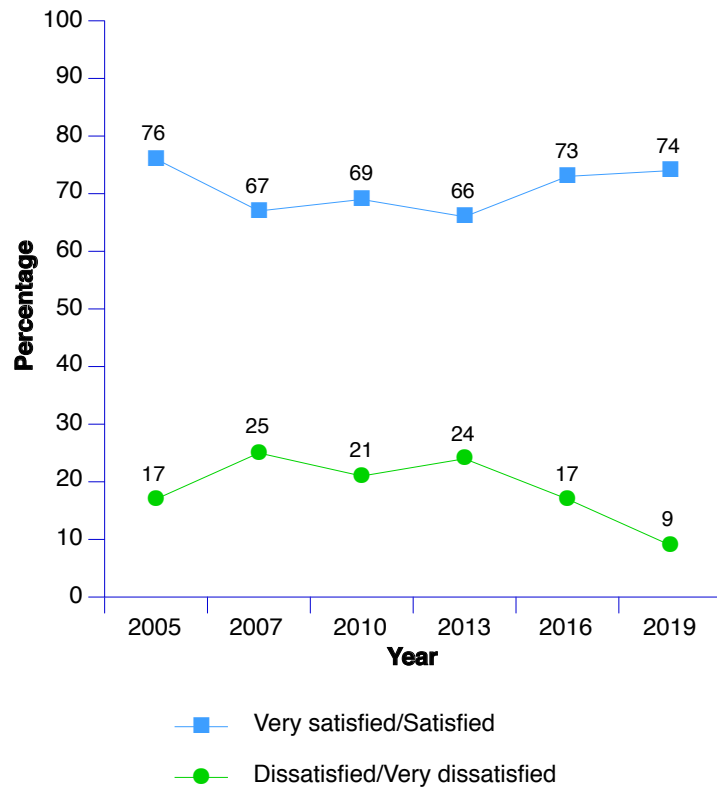
The main reasons[†] residents / non-resident ratepayers who are dissatisfied / very dissatisfied with Council's overall performance give for feeling this way are ...

- poor performance by Council, mentioned by 3% of all respondents*,
- lack of consultation / response to issues / don't listen, 2%.

[†] multiple responses allowed

* residents / non-resident ratepayers

Council's Overall Performance - Overall



B. COUNCIL'S ABILITY TO DEAL WITH PRIORITY ISSUES

Satisfaction With Council's Ability To Deal With Priority Issues

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall							
Total District 2019 [†]	4	40	44	10	1	11	44
2016	2	46	48	16	4	20	32
2013	2	54	56	14	-	14	30
2010	1	46	47	19	4	23	30
2007	2	51	53	19	2	21	26
2005	2	44	46	24	4	28	26
Respondent Type							
Resident	4	40	44	11	1	12	44
Non-resident ratepayer [†]	5	42	47	8	2	10	44
Area[†]							
Urban	3	36	39	10	2	12	50
Rural	6	46	52	11	-	11	36
Ward							
Taumarunui	2	35	37	13	2	15	48
Waimarino-Waiouru	6	42	48	10	1	11	41
Ohura	6	47	53	8	-	8	39
National Park [†]	2	43	45	6	1	7	47
Gender							
Male	3	49	52	10	2	12	36
Female	5	30	35	11	-	11	54
Ethnicity							
NZ European	3	44	47	10	2	12	41
NZ Māori	6	25	31	11	-	11	58

% read across

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

44% of Ruapehu District residents / non-resident ratepayers are satisfied (very satisfied / satisfied) with Council's ability to deal with priority issues, while 11% are dissatisfied (dissatisfied / very dissatisfied), compared to 20% in 2016. A large percentage, 44%, are unable to comment (32% in 2016).

Respondents more likely to be satisfied (very satisfied / satisfied) are ...

- Rural respondents,
- men,
- NZ European respondents.

Reasons For Dissatisfaction

The main reasons residents / non-resident ratepayers who are dissatisfied / very dissatisfied with Council's ability to deal with priority issues give for feeling this way are ...

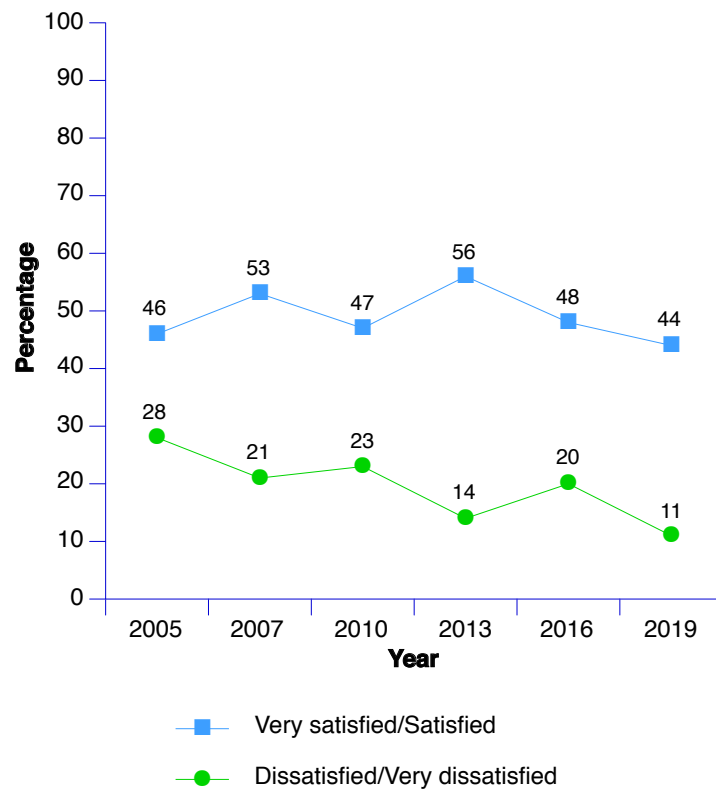
- poor Council performance,
- specified priority issues that need addressing.

Summary Table: Main Reasons* For Being Dissatisfied/Very Dissatisfied With Council's Ability To Deal With Priority Issues

	Total District 2019 %	Ward			
		Taumarunui %	Waimarino- Waiouru %	Ohura %	National Park %
Percent Who Mention ...					
Poor Council performance	5	7	5	-	4
Specified priority issues that need addressing	2	3	2	-	3

* multiple responses allowed

Council's Ability To Deal With Priority Issues - Overall



c. COMMUNITY ASSISTANCE

Satisfaction With The Level Of Support Council Gives To Community Organisation And Projects

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall							
Total District 2019	14	42	56	5	1	6	38
2016	9	53	62	7	-	7	31
2013	8	57	65	12	2	14	21
2010	12	48	60	16	4	20	20
2007	6	52	58	14	3	17	25
2005	8	50	58	15	1	16	26
Respondent Type[†]							
Resident	17	41	58	6	2	8	35
Non-resident ratepayer	10	43	53	4	-	4	44
Area							
Urban	11	39	50	7	1	8	42
Rural	19	46	65	2	2	4	31
Ward							
Taumarunui [†]	8	53	61	6	1	7	33
Waimarino-Waiouru	17	32	49	5	1	6	45
Ohura	9	45	54	10	-	10	36
National Park	28	44	72	1	-	1	27
Household Income[†]							
Less than \$40,000 pa	19	22	41	4	-	4	56
\$40,000-\$60,000 pa	12	54	66	3	2	5	28
More than \$60,000 pa	12	45	57	7	1	8	36

% read across

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

56% of Ruapehu District residents / non-resident ratepayers are satisfied (very satisfied / satisfied) with the level of support Council gives to community organisations and projects (62% in 2016), while 6% are dissatisfied (dissatisfied / very dissatisfied). A large percentage, 38%, are unable to comment (31% in 2016).

The percent satisfied (56%) is below the Peer Group Average (65%) and on par with the National Average (60%), bearing in mind that the latter figures relate to residents **very satisfied/fairly satisfied with community assistance**.

Respondents more likely to be satisfied (very satisfied / satisfied) are ...

- Rural respondents,
- respondents with an annual household income of \$40,000 or more.

Reasons For Dissatisfaction

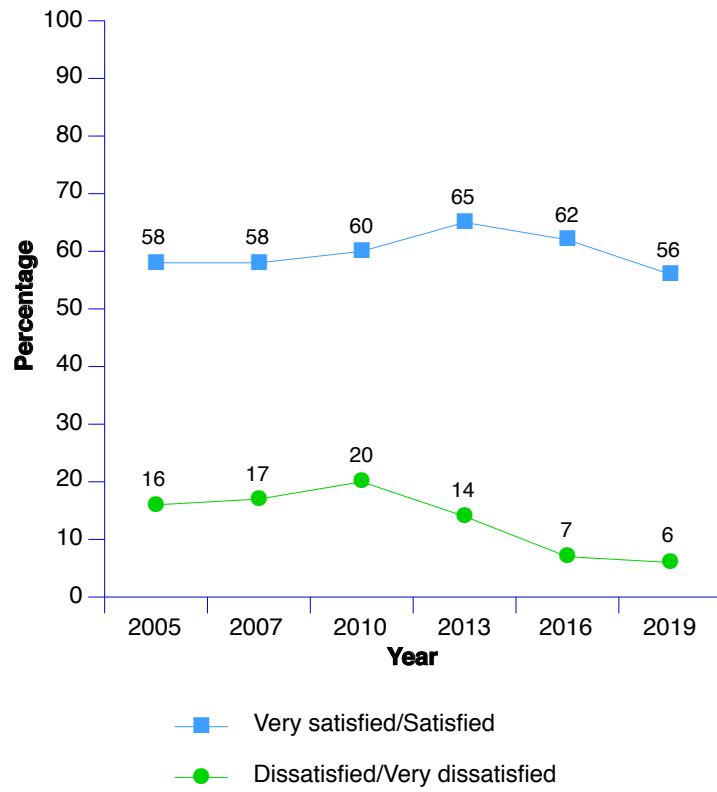
The main reasons[†] residents / non-resident ratepayers who are dissatisfied / very dissatisfied with the level of support Council gives to community organisations and projects give for feeling this way are ...

- could do more / give more support / funding, mentioned by 4% of all respondents*,
- selective / give to some and not to others / some areas miss out, 2%.

[†] multiple responses allowed

* residents / non-resident ratepayers

Level Of Support Council Gives To Community Organisation And Projects - Overall





SECTION 9: COUNCIL POLICY AND DIRECTION

It is important for Council to understand where public sentiment presently lies in terms of Council policy and direction. Council is, of course, not forced to adopt the most "popular" policies or direction. Rather, by understanding where people's opinions and attitudes currently lie, Council is able to embark on information, education, persuasion and/or communication strategies on particular topics if it is felt necessary to **lead** the public to fulfil Council's legitimate community leadership role.

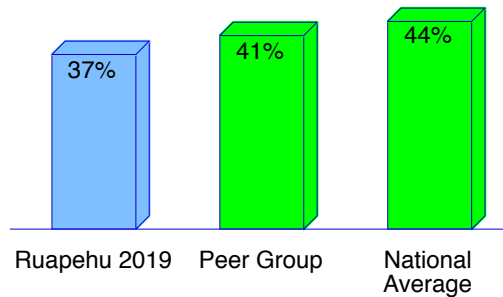
Residents were asked whether there is any recent Council action, decision or management that they ...

- like or approve of,
- dislike or disapprove of.

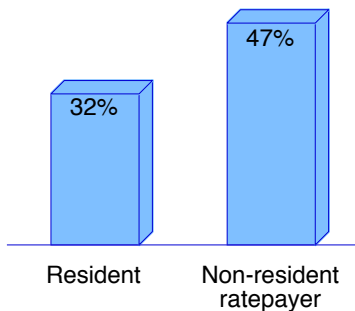
This was asked in order to gauge the level of support Opotiki District residents have for Council's actions and decisions. "Support" is a mixture of agreement with the activity or decision, and/or whether District residents have been adequately informed of the proposed action/decision/management.

A. RECENT ACTIONS, DECISIONS OR MANAGEMENT RESIDENTS APPROVE OF

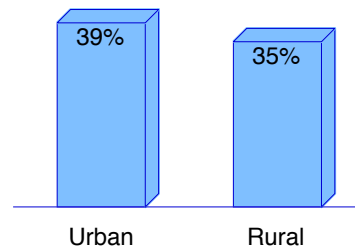
Percent Disapproving - Comparison



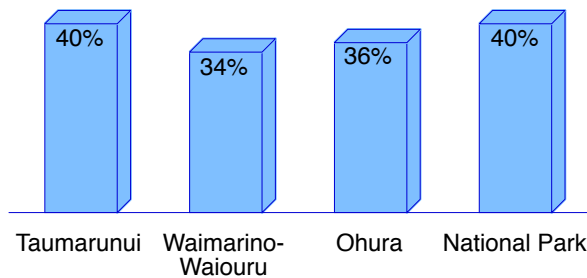
Percent Disapproving - By Respondent Type



Percent Disapproving - By Area



Percent Disapproving - By Ward



37% of residents / non-resident ratepayers have in mind a recent action, decision or management they approve of.

This percentage is on par with the Peer Group Average (41%) and slightly below the National Average (44%).

Non-resident ratepayers are **more likely** to have an action, decision or management they approve of, than residents.

The main actions / decisions / management residents / non-resident ratepayers approve of are ...

- improvements to parks / playgrounds / Carrot Park,
- upgrading the main street,
- do a good job / good Mayor / make good decisions,
- cycle trails / walkways,
- promoting the District well / tourism / events.

Summary Table: Main Actions/Decisions/Management Approve Of*

	Total District 2019 %	Ward			National Park %
		Taumarunui %	Waimarino-Waiouru %	Ohura %	
Percent Who Mention ...					
Improvements to parks / playgrounds / Carrot Park	9	4	13	5	8
Upgrading the main street [†]	7	16	-	12	4
Do a good job / good Mayor / make good decisions	4	5	5	4	1
Cycle trails / walkways	4	2	7	-	-
Promoting the District well / tourism / events	4	4	2	4	10

* multiple responses allowed

[†] 2% of respondents mention "main street / waste of money / taking too long" as an action / decision / management they disapprove of

Other actions/decisions/management mentioned by 2% of all residents/non-resident ratepayers ...

- provision of services/facilities/improvements,
- beautification/improving the District,
- helpful Council staff/good service,
- support for schools/young people,

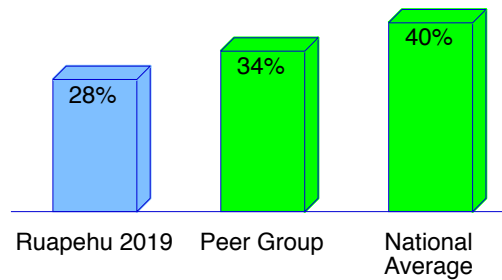
by 1% ...

- decision to buy Cosmopolitan Club,
- provision of public toilets/improved,
- good communication,
- environmental issues/conservation.

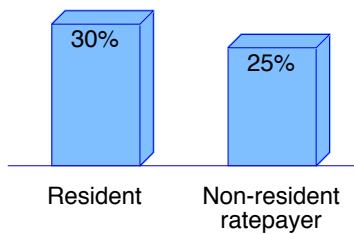
1% of residents/non-resident ratepayers mention 'other' actions/decisions/management.

B. RECENT ACTIONS, DECISIONS OR MANAGEMENT RESIDENTS DISAPPROVE OF

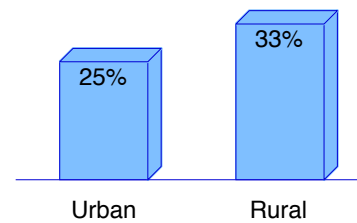
Percent Disapproving - Comparison



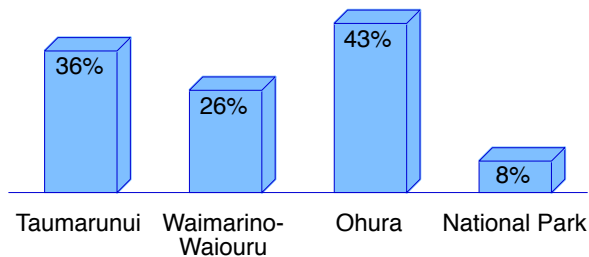
Percent Disapproving - By Respondent Type



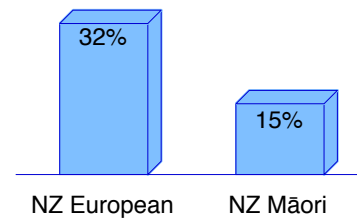
Percent Disapproving - By Area



Percent Disapproving - By Ward



Percent Disapproving - Comparing Different Respondent Types



28% of residents/non-resident ratepayers have in mind a recent action, decision or management they disapprove of. The percent saying 'Yes' is slightly below the Peer Group Average (34%) and below the National Average (40%).

Respondents more likely to say they have an action/decision/management they disapprove of are ...

- all Ward respondents, except National Park Ward respondents,
- NZ European respondents.

Rural respondents are slightly more likely to do so, than Urban respondents.

The main actions / decisions / management residents / non-resident ratepayers disapprove of are ...

- poor Council performance / in-house bickering,
- roading issues / roadworks / signage,
- high rates / rates issues,
- water issues,
- lack of consultation / communication / information.

Summary Table: Main Actions/Decisions/Management Disapprove Of*

	Total District 2019 %	Taumarunui %	Waimarino-Waiouru %	Ohura %	National Park %
Percent Who Mention ...					
Poor Council performance / in-house bickering**	4	3	5	12	-
Roading issues / roadworks / signage	3	3	3	11	2
High rates / rates issues	3	-	6	3	-
Water issues	3	4	1	5	4
Lack of consultation / communication / information†	3	2	5	-	-

* multiple responses allowed

** 4% of respondents mention "do a good job / good Mayor / make good decisions" as an action, decision or management they approve of

† 1% of respondents mention "good communication" as an action, decision or management they approve of

Other actions / decisions / management mentioned by 2% of all respondents ...

- main street / waste of money / taking too long,
- poor facilities / services / issues with facilities,
- Council staff inefficient / poor service / not helpful,
- purchase of Cosmopolitan Club building,
- poor tidying up / beautification,

by 1% ...

- parking issues,
- new bus stop,
- Information Centre,
- expenditure / wasting money,
- train not stopping at Taumarunui.

2% of residents mention 'other' actions / decisions / management, they disapprove of.

E. APPENDIX

Base By Sub-sample

		Actual respondents interviewed	*Expected numbers according to population distribution
Ward	Taumarunui	94	108
	Waimarino-Waiouru	125	137
	Ohura	36	20
	National Park	47	36
Age	18-44 years	85	115
	45-64 years	105	113
	65+ years	112	75
Ethnicity	NZ European	254	224
	NZ Māori	31	67
(1 respondent identified their ethnicity as Pacific Island, 3 as Asian and 12 respondents identified their ethnicity as 'Other', 1 respondent refused to comment)			

* Interviews are intentionally conducted to get reasonable bases to allow comparisons between Wards. Post stratification (weighting) is then applied to adjust back to population proportions in order to yield correctly balanced overall ('Total District') percentages. This is accepted statistical procedure. See pages 2 to 5 also.

** 169 men and 133 women were interviewed.

Non-Resident Ratepayers Sample		Actual respondents interviewed
Ward:	Taumarunui	11
	Waimarino-Waiouru	69
	Ohura	6
	National Park	15
Gender:	Male	67
	Female	34
Age:	18 - 44 years	26
	45 - 64 years	41
	65+ years	34

* * * * *