

**RUAPEHU DISTRICT COUNCIL
CUSTOMER SATISFACTION SURVEY
JUNE 2016**

CUSTOMER SATISFACTION SURVEY

PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:

RUAPEHU DISTRICT COUNCIL

JUNE 2016



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

CONTENTS

Page No.

A.	SITUATION AND OBJECTIVES	1
B.	SURVEY SPECIFICATIONS	2
C.	EXECUTIVE SUMMARY.....	7
D.	MAIN FINDINGS.....	26
	Section 1: Water, Sewerage And Stormwater.....	27
	a. Sewerage System.....	28
	b. Stormwater System.....	31
	c. Water Supply	34
	Section 2: Satisfaction With Recreational Services	37
	a. Community Halls.....	38
	i. How Often Do Residents Use Community Halls?	38
	ii. User Satisfaction	39
	b. Council's Library Service	42
	i. Usage.....	42
	ii. User Satisfaction	43
	c. Council's Playgrounds.....	46
	i. Usage.....	46
	ii. Overall Satisfaction	47
	d. Council's Parks And Reserves.....	50
	i. Usage.....	50
	ii. Overall Satisfaction	51
	e. Council's Swimming Pools	54
	i. Usage.....	54
	ii. Level Of Satisfaction	55
	f. Safety During The Day	58
	i. At Council's Playgrounds	58
	ii. At Council's Parks And Reserves.....	59
	iii. At Council's Swimming Pools.....	60
	g. Council's Public Toilets.....	61
	i. Usage.....	61
	ii. Overall Satisfaction	62
	Section 3: Planning And Building Consents	65
	a. LIM Report.....	66
	i. Satisfaction With The Service Received	66
	ii. Satisfaction With The Outcome	67
	b. A Resource Consent.....	68
	i. Satisfaction With The Service Received	68
	ii. Satisfaction With The Outcome	69
	c. A Building Consent.....	70
	i. Satisfaction With The Service	70
	ii. Satisfaction With The Outcome	72

CONTENTS (continued)

	Page No.
Section 4: Solid Waste	73
a. Kerbside Rubbish Collection And Recycling Service	74
i. Satisfaction With Rubbish Collection Service	74
ii. Satisfaction With The Kerbside Recycling Service	77
b. Transfer Stations	80
c. Recycling Services	83
Section 5: Land Transport	86
a. The Maintenance Of Sealed Roads (excluding State Highways)	87
b. The Maintenance Of Unsealed Roads (excluding State Highways)	90
c. Footpaths	93
Section 6: Other Council Services	96
a. Dog And Animal Control	97
b. Noise Control	100
c. Civil Defence	103
Section 7: Economic Development	106
a. Business Promotion	107
b. Job Promotion	111
c. Tourism Promotion	114
d. Economic Development	118
Section 8: Leadership	121
a. Council's Overall Performance	122
b. Council's Ability To Deal With Priority Issues	125
c. Community Assistance	128
E. APPENDIX	131

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.

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 and April/May 2016.

* * * * *

B. SURVEY SPECIFICATIONS

Sample Size

This Customer Service survey utilises 300 telephone interviews amongst the residents of the Ruapehu District.

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

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

Taumarunui	123
Waimarino-Waiouru	99
Ohura	38
National Park	40
Total	<u>300</u>

Interview Type

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

Sample Selection

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

Quota sampling was used proportional to the adult population in each Ward, and to ensure an even balance of male and female respondents.

A target of interviewing approximately 90 residents aged 18 to 44 years, was also set.

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

Respondent Selection

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

Call Backs

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

Sample Weighting

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

Survey Dates

All interviews were conducted between Friday 29th April and Sunday 8th May 2016.

Comparison Data

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

The Communitrak service includes ...

- comparisons with a national sample of 1,003 interviews conducted in November 2014,
- 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 December 2014 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 6)

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	300	5.7
Ward		
Taumarunui	123	8.8
Waimarino-Waiouru	99	9.8
Ohura	38	15.9
National Park	40	15.5
Area		
Total Urban	185	7.2
Total Rural	115	9.1
Gender		
Male	152	7.9
Female	148	8.1
Age		
18 to 44 years	89	10.4
45 to 64 years	110	9.3
65+ years	101	9.8
Ethnicity[†]		
NZ European	236	6.4
NZ Māori	49	14.0
Household Income[*]		
Less than \$40,000 pa	89	10.4
\$40,000 - \$60,000 pa	76	11.2
More than \$60,000 pa	109	9.4

[†] [1 respondent identified their ethnicity as Pacific Island, 5 as Asian and 8 respondents (unweighted) said their ethnicity was 'Other', 1 respondent refused to comment]

^{*} [26 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 are very satisfied/satisfied with parks and reserves.



While, 37% of residents are dissatisfied/very dissatisfied with the maintenance of sealed roads.



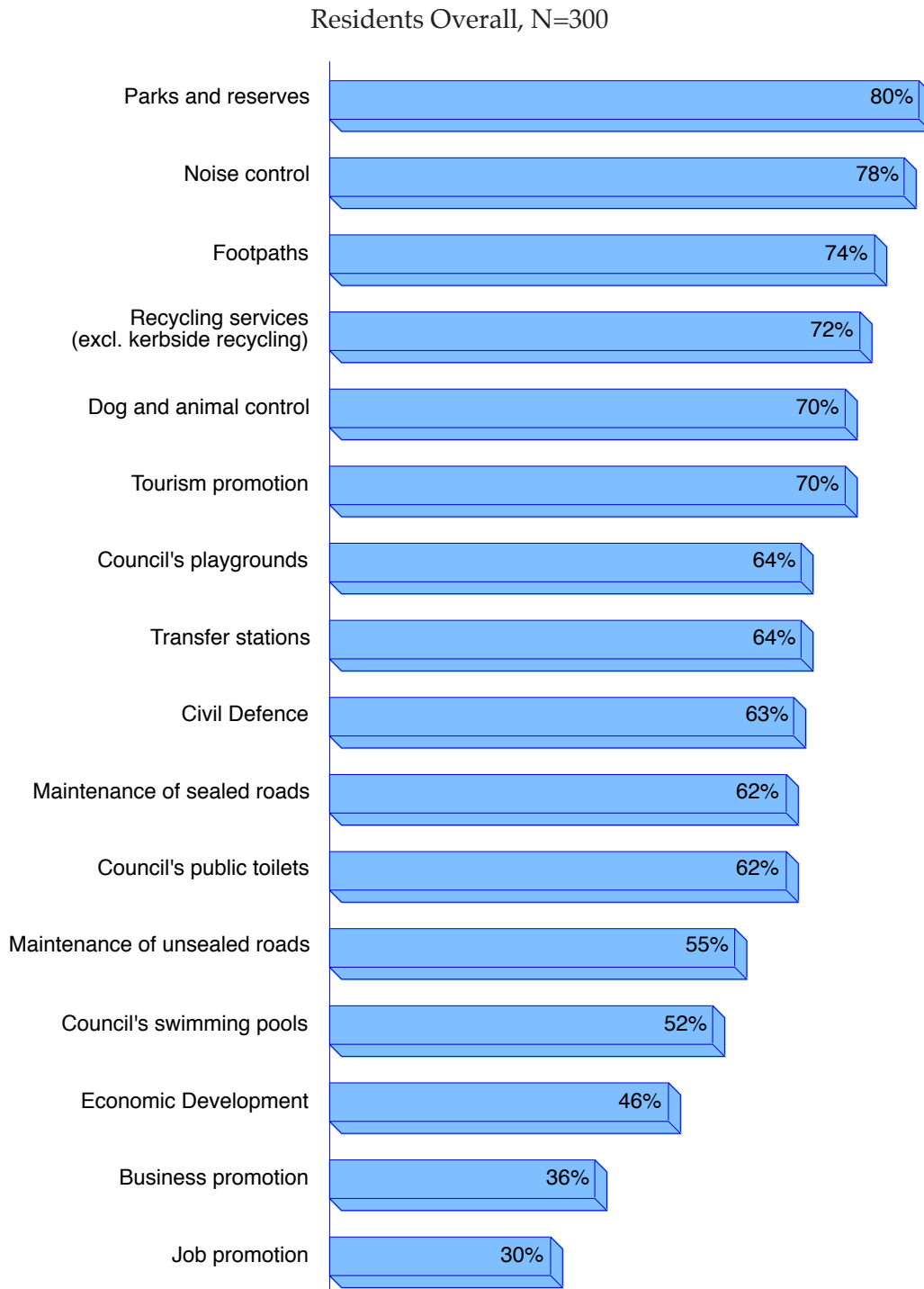
70% of residents are very satisfied/satisfied with Council's efforts to attract visitors or tourists.



And 73% of residents are very satisfied/satisfied with Council's overall performance in the last 12 months.

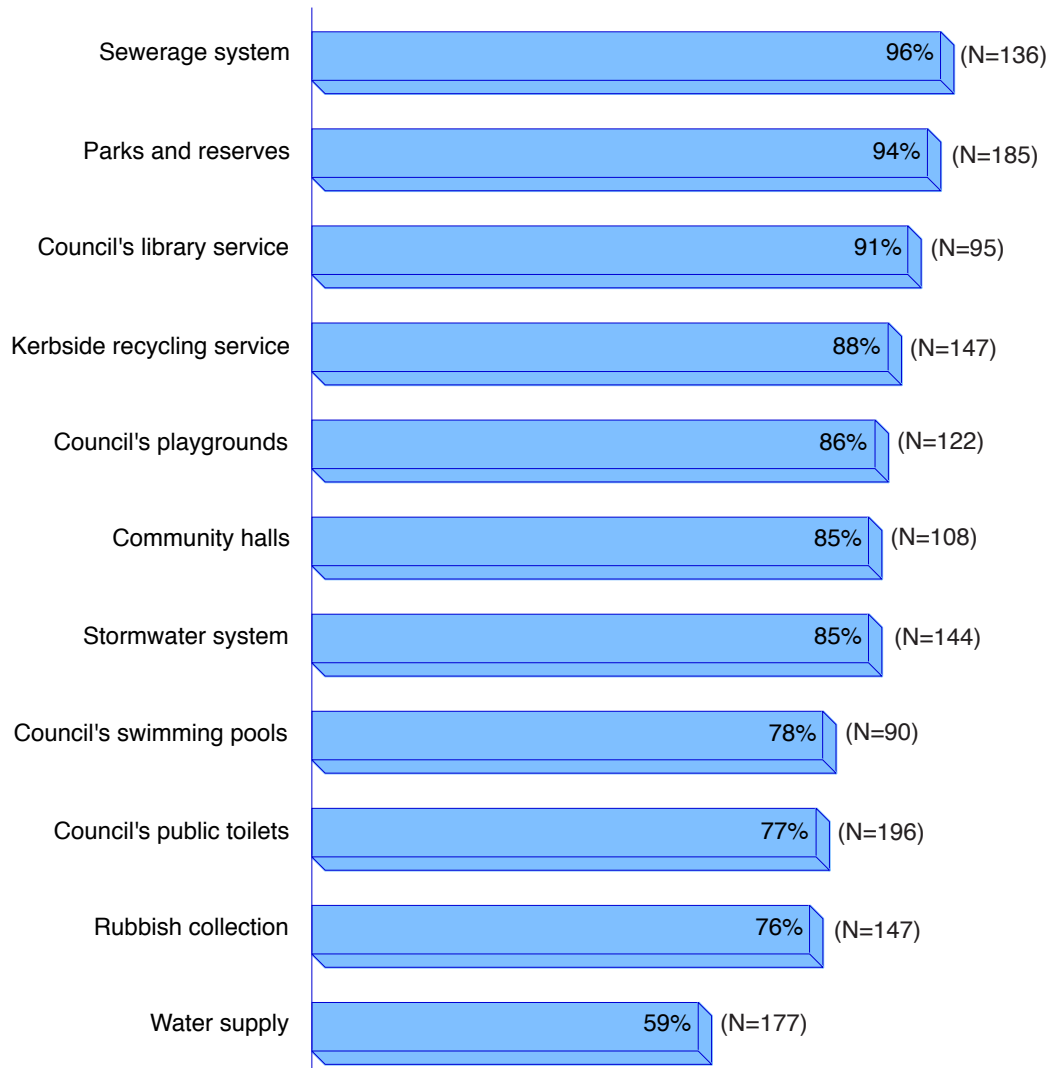
COMPARISON OF SATISFACTION WITH SERVICES/FACILITIES

Level Of Satisfaction (Very Satisfied/Satisfied)



Level Of Satisfaction (Very Satisfied/Satisfied)

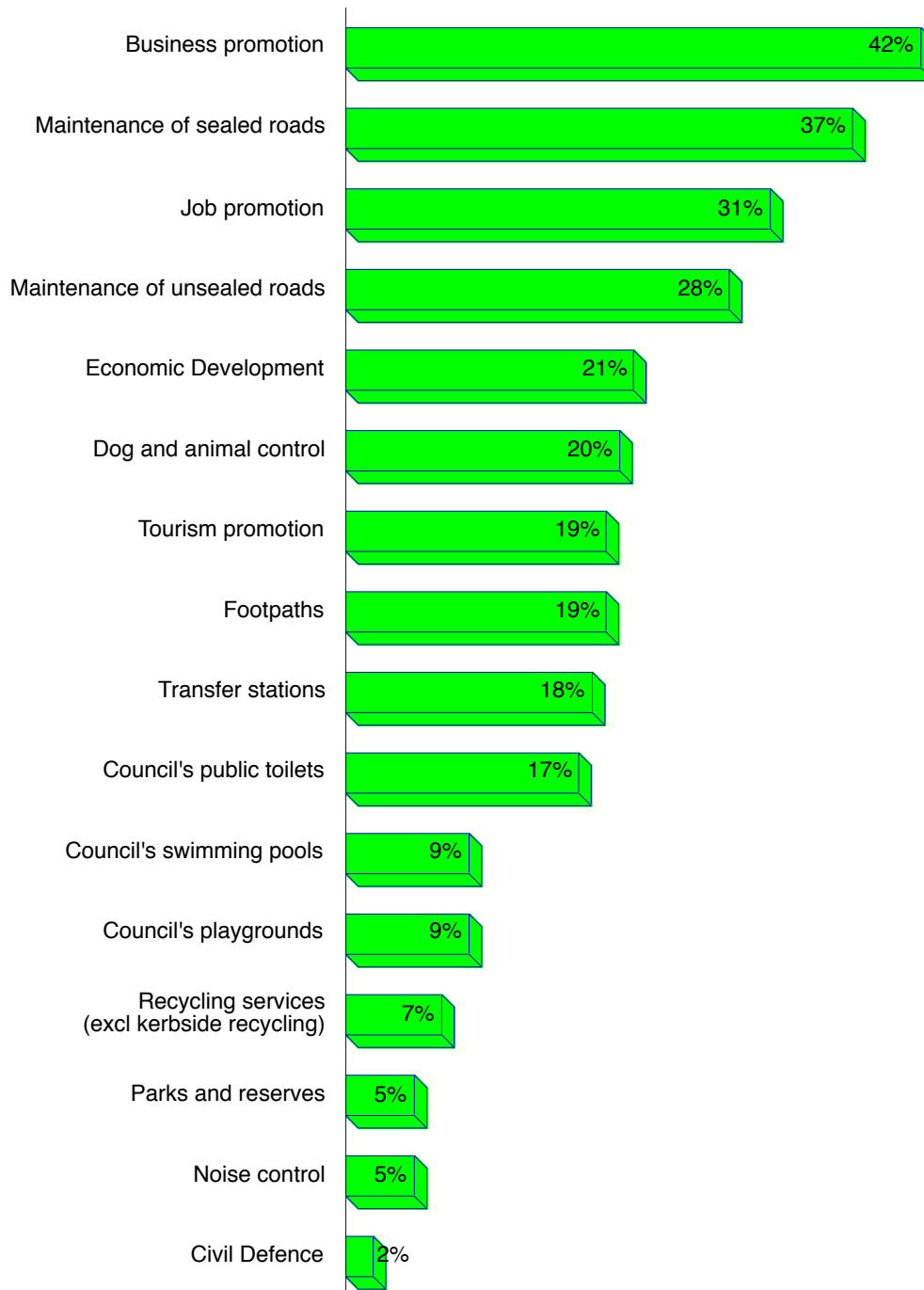
Users/Residents Provided With Service*



* Caution required when comparing results, as base sizes differ

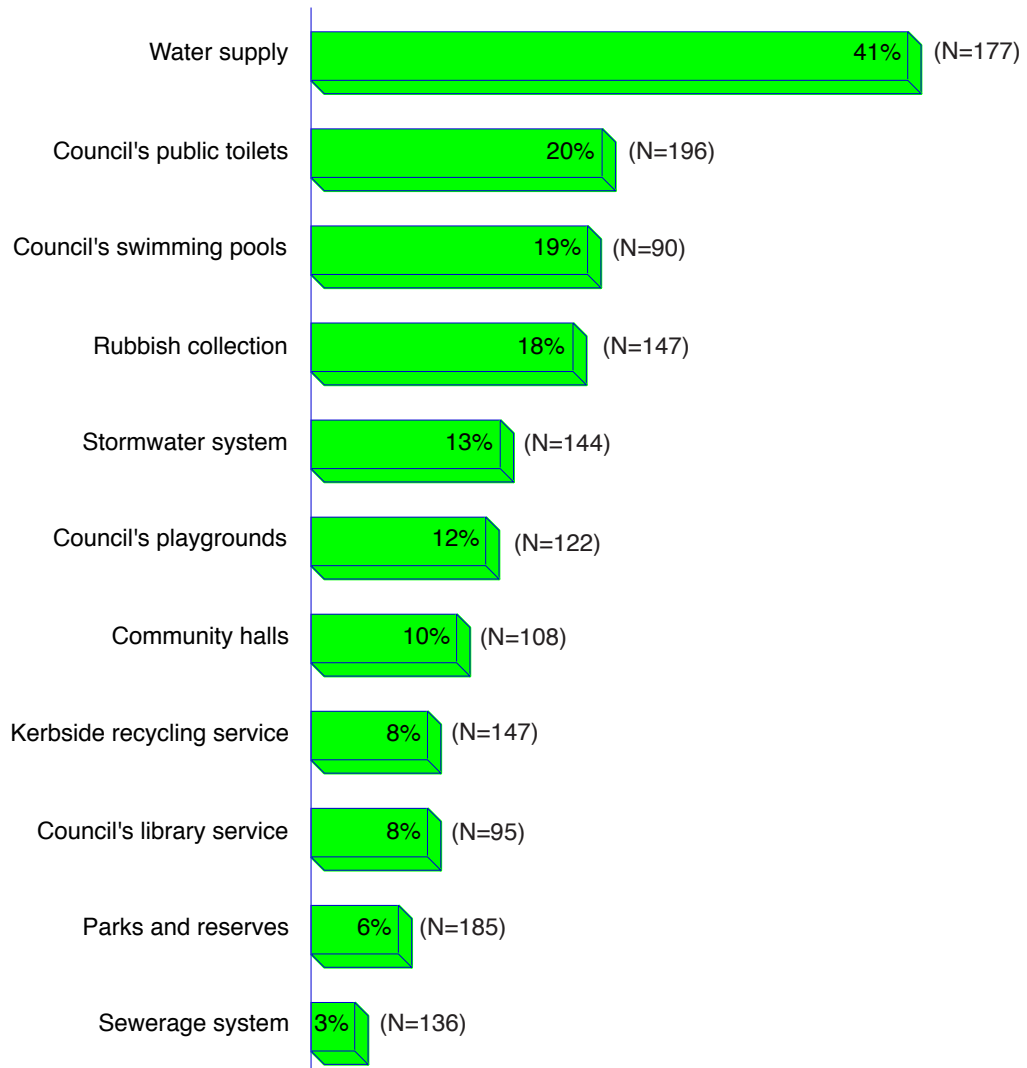
Level Of Dissatisfaction (Dissatisfied/Very Dissatisfied)

Residents Overall, N=300



Level Of Dissatisfaction (Dissatisfied/Very Dissatisfied)

Users/Residents Provided With Service*



* Caution required when comparing results, as base sizes differ

Comparison Between 2016 And 2013 Readings: Overall

	Ruapehu 2016		Ruapehu 2013	
	Very satisfied/ Satisfied %	Dissatisfied/ Very dissatisfied %	Very satisfied/ Satisfied %	Dissatisfied/ Very dissatisfied %
Parks and reserves	80 ↑	5 =	73	7
Noise control	78 ↑	5 =	72	5
Footpaths	74 ↑	19 =	67	21
Recycling services	72 =	7 =	68	10
Dog and animal control	70 =	20 ↓	68	26
Tourism promotion	70 =	19 =	68	22
Council's playgrounds	64 =	9 =	63	9
Transfer stations	64 =	18 =	63	16
Civil Defence	63 =	2 =	66	4
Maintenance of sealed roads	62 ↓	37 ↑	70	27
Council's public toilets	62 ↑	17 =	50	22
Maintenance of unsealed roads	55 ↓	28 ↑	64	18
Council's swimming pools	52 =	9 =	49	14
Economic development	46 =	21 ↓	42	28
Business promotion	36 =	42 =	38	41
Job promotion	30 =	31 =	31	27

Users/Service Provided

	Ruapehu 2016		Ruapehu 2013	
	Very satisfied/ Satisfied %	Dissatisfied/ Very dissatisfied %	Very satisfied/ Satisfied %	Dissatisfied/ Very dissatisfied %
Sewerage system	96 =	3 =	98	1
Parks and reserves	94 =	6 =	89	10
Library service	91 =	8 =	90	10
Kerbside recycling	88 =	8 =	85	12
Council's playgrounds	86 =	12 =	85	13
Community halls	85 =	10 =	90	6
Stormwater system	85 =	11 =	82	17
Council's swimming pools	78 =	19 ↓	74	27
Council's public toilets	77 =	20 ↓	70	30
Rubbish collection	76 =	18 =	81	18
Water supply	59 ↓	31 ↑	82	18

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	136	29	67	96	3	-	3	1
Stormwater system	144	26	59	85	11	2	13	2
Water supply	177	14	45	59	31	10	41	-

Comparisons - Service Provided

	Very satisfied/ Satisfied 2016 %	Very satisfied/ Satisfied 2013 %	Peer Group* %	National Average* %
Sewerage system	96	98	= 93	= 93
Stormwater system	85	82	= 87	= 85
Water supply	59	82	↓ 83	↓ 92

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

<p>Key: 2016 reading is: = similar to / on par ↓ below</p>
--

Section 2: Recreational Services

Overall Satisfaction

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very Dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Parks and reserves	18	62	80	5	-	5	15
Council playgrounds	12	52	64	8	1	9	27
Council's public toilets	13	49	62	13	4	17	21
Council swimming pools	7	45	52	8	1	9	39

% read across

User Satisfaction

	Base	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very Dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Parks and reserves	185	23	71	94	6	-	6	-
Council's library service	95	49	42	91	7	1	8	1
Council playgrounds	122	20	66	86	11	1	12	2
Community halls	108	15	70	85	9	1	10	5
Council swimming pools	90	8	70	78	17	2	19	3
Council's public toilets	196	18	59	77	17	3	20	3

% read across

Comparisons - Overall

	Very satisfied/ Satisfied 2016 %	Very satisfied/ Satisfied 2013 %	Peer Group* %	National Average* %
Parks and reserves	80	73	↓ 92	↓ 93
Council's playgrounds [†]	64	63	↓ 87	↓ 88
Council's public toilets	62	50	↓ 74	= 66
Council's swimming pools	52	49	↓ 65	↓ 64

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

Comparisons - Users

	Very satisfied/ Satisfied 2016 %	Very satisfied/ Satisfied 2013 %	Peer Group* %	National Average* %
Parks and reserves	94	89	= 94	= 94
Council's library service	92	90	= 97	= 98
Council playgrounds [†]	86	85	= 91	= 92
Community halls	85	90	= 86	= 83
Council's swimming pools	78	74	= 87	= 87
Council's public toilets	77	70	= 83	= 78

* 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: 2016 reading is: = similar to/on par ↓ below

Frequency Of Use - Council Facilities And Services

	Weekly %	Monthly %	Once every few months %	Yearly %	Less often than yearly %	Never used %
Council's public toilets	13	18	24	13	4	28
Council's parks and reserves	19	20	19	9	5	28
Council playgrounds [†]	13	15	15	9	5	44
Council swimming pools	17	7	7	7	5	57
Community halls	3	5	10	18	18	46
Council library service	8	6	10	6	11	59

% read across

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

Council's public toilets, 68% and

Council's parks and reserves, 67%

... are the facilities or services surveyed which have been most frequently used by residents/households 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	15	58	73	6	1	-	1	20
At Council's playgrounds [†]	16	52	68	4	2	-	2	27
At Council's swimming pools [†]	17	41	58	3	3	-	3	37

[†] 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 swimming pools	90	27	65	92	4	2	-	2	2
At Council's playgrounds [†]	122	22	70	92	4	2	-	2	3
At Council's parks and reserves [†]	185	22	68	90	7	-	-	-	4

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

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	*8	47	44	91	-	9	9	-
A Resource Consent [†]	*15	12	71	83	13	5	18	-
A Building Consent [†]	*23	21	52	73	12	13	25	3

% read across

* caution: small/very small bases

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

Satisfaction With Outcome

	Contacted Council	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very Dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
A Resource Consent	*15	12	80	92	3	5	8	-
A LIM Report	*8	47	44	91	-	9	9	-
A Building Consent	*23	21	62	83	6	11	17	-

% read across

* caution: small/very small bases

Section 4: Solid Waste

53% 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	147	32	56	88	8	-	8	4
Rubbish collection service	147	25	51	76	17	1	18	6

% read across

Comparisons

	Very satisfied/ Satisfied 2016 %	Very satisfied/ Satisfied 2013 %	Peer Group* %	National Average* %
Kerbside recycling service [†]	88	85	= 90	= 88
Rubbish collection service	76	81	↓ 89	↓ 88

* 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**

<p>Key: 2016 reading is: = similar to / on par ↓ below</p>
--

Other Solid Waste Services/Facilities - Overall Satisfaction

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very Dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Recycling services (excluding kerbside recycling)	14	58	72	7	-	7	21
Transfer stations	16	48	64	17	1	18	18

% read across

Comparisons

	Very satisfied/ Satisfied 2016 %	Very satisfied/ Satisfied 2013 %	Peer Group* %	National Average* %
Recycling Services (excl. kerbside recycling) ^{††}	72	68	↓ 83	↓ 85
Transfer Stations [†]	64	63	= 65	= 66

* 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**

<p>Key: 2016 reading is: = similar to/on par ↓ below</p>
--

Section 5: Land Transport

Overall Satisfaction

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very Dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Footpaths [†]	8	66	74	17	2	19	8
Maintenance of sealed roads [†]	5	57	62	32	5	37	-
Maintenance of unsealed roads [†]	2	53	55	24	4	28	15

% read across

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

Comparisons

	Very satisfied/ Satisfied 2016 %	Very satisfied/ Satisfied 2013 %
Footpaths	74	67
Maintenance of sealed roads	62	70
Maintenance of unsealed roads	55	64

The percent very satisfied /satisfied with **footpaths** (74%) is similar to the Peer Group Average* (73%) and the National Average* (73%).

* 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 [†]	9	69	78	4	1	5	18
Dog and animal control	8	62	70	17	3	20	10
Civil Defence	10	53	63	2	-	2	35

% read across

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

Comparisons

	Very satisfied/ Satisfied 2016 %	Very satisfied/ Satisfied 2013 %	Peer Group* %	National Average* %
Noise control	78	72	↑ 72	= 77
Dog and animal control [†]	70	68	= 71	= 73
Civil Defence	63	66	= 63	= 63

* 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**

<p>Key: 2016 reading is: = similar to/on par ↑ slightly above</p>

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 [†]	15	55	70	15	4	19	12
Economic development [†]	1	45	46	18	3	21	34
Council's efforts to attract and expand business	3	33	36	32	10	42	22
Council's policies to promote job opportunities [†]	-	30	30	26	5	31	38

% read across

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

Comparisons

	Very satisfied/ Satisfied 2016 %	Very satisfied/ Satisfied 2013 %	Peer Group* %	National Average* %
Efforts the Council makes to attract visitors or tourists	70	68	= 66	= 66
Council's efforts to attract and expand business	36	38	↓ 46	↓ 48
Council's policies to promote job opportunities	30	31	↓ 37	↓ 36

* 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: 2016 reading is: = similar to / on par ↓ below / slightly below
--

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	4	69	73	13	4	17	10
Level of support Council gives to community organisations and projects	9	53	62	7	-	7	31
Council's ability to deal with priority issues	2	46	48	16	4	20	32

The percent very satisfied /satisfied with the level of support Council gives to community organisations and projects (62%) is similar to the Peer Group* Average (62%) and on par with the National Average* (58%).

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

* * * * *

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



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							
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
Area							
Urban	30	67	97	3	-	3	-
Rural**†	9	58	67	-	-	-	32
Ward							
Taumarunui	24	76	100	-	-	-	-
Waimarino-Waiouru	39	51	90	6	-	6	4
Ohura**	-	-	-	-	-	-	-
National Park**	45	27	72	28	-	28	-

Base = 136

% read across

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

** caution: very small bases, NB: Ohura=0

† does not add to 100% due to rounding

49% of Ruapehu District respondents reported that they are provided with a sewerage system where they live (53% in 2013).

Of these residents, 96% are satisfied (very satisfied / satisfied) with the service and 3% are dissatisfied.

The percent satisfied (96%) is similar to the Peer Group Average (93%) and National Average (93%), although the latter figures relate to residents **very satisfied/fairly satisfied** with the sewerage system.

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

Reasons For Dissatisfaction

The reasons[†] three residents* are dissatisfied with the sewerage system are ...

"The overflow goes into Makotuku River."

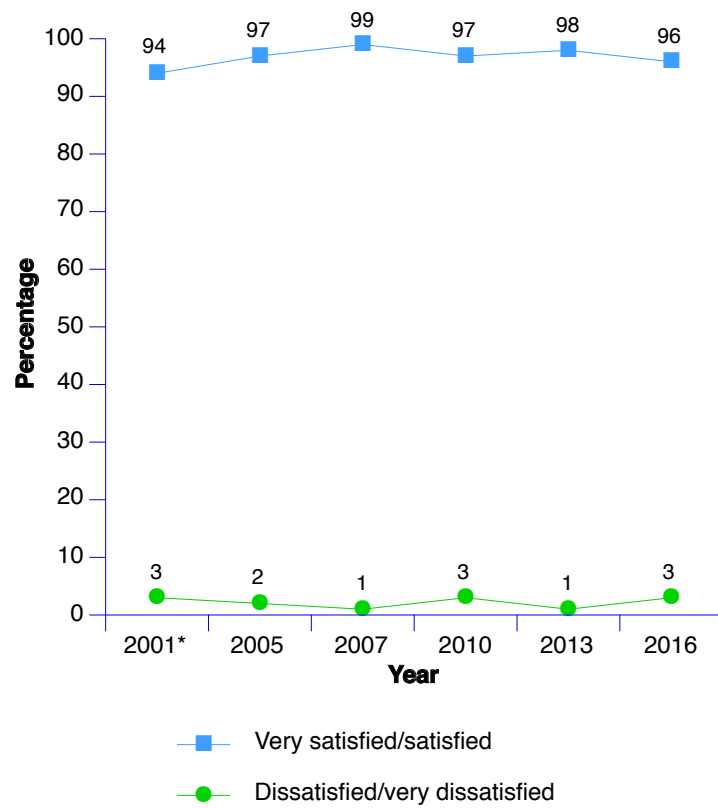
"Very high rates to pay, more than anyone else I know."

"Part of town where I live always backs up in the winter time, Grey Street end of Duncan Street and Ward Street."

[†] multiple responses allowed

* those residents who are provided, by Council, with a sewage disposal service (N=136)

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							
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
Area							
Urban	27	59	86	11	2	13	1
Rural**	12	62	74	21	-	21	5
Ward							
Taumarunui [†]	27	66	93	6	-	6	2
Waimarino-Waiouru [†]	26	48	74	22	4	26	1
Ohura**	52	24	76	-	24	24	-
National Park**	17	43	60	29	11	40	-

Base = 144

% read across

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

** caution: very small bases

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

50% of Ruapehu District respondents reported that they are connected to a Council provided stormwater system (53% in 2013).

Of these residents, 85% are satisfied (very satisfied / satisfied) with the stormwater system, including 26% who are very satisfied (9% in 2013) and 13% are dissatisfied (dissatisfied / very dissatisfied).

The percent satisfied (85%) is similar to the Peer Group (87%) and National Averages (85%), although the latter figures relate to residents **very satisfied/fairly satisfied** with stormwater services.

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

Reasons For Dissatisfaction

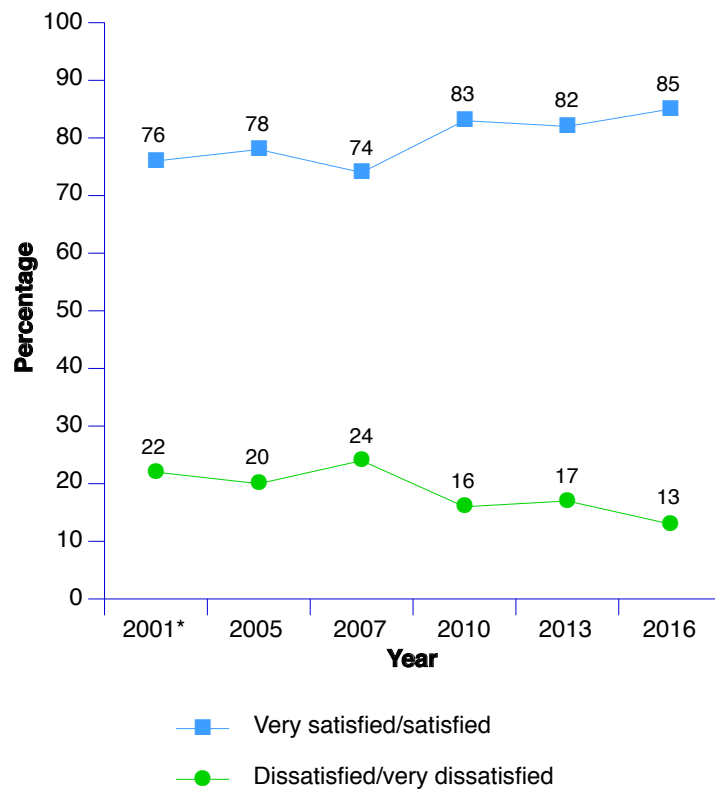
The main reasons[†] residents* are dissatisfied / very dissatisfied with the stormwater system are ...

- poor drainage / inadequate / overflows / need upgrading, mentioned by 6% of residents*,
- flooding / surface water, 5%,
- drains blocked / drains need cleaning / maintenance, 4%,
- run-offs / runs down driveway / flows into property, 3%.

[†] multiple responses allowed

* those residents who are provided with a stormwater system by Council (N=144)

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							
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	-
Area							
Urban [†]	14	46	60	29	10	39	-
Rural*	16	33	49	51	-	51	-
Ward							
Taumarunui	12	47	59	31	10	41	-
Waimarino-Waiouru	16	38	54	37	9	46	-
Ohura**	17	33	50	50	-	50	-
National Park*	24	68	92	5	3	8	-
Ethnicity							
NZ European	18	53	71	21	8	29	-
NZ Māori	7	31	38	50	12	62	-

Base = 177

% read across

* caution: small bases

** caution: very small base

† does not add to 100% due to rounding

58% of Ruapehu District respondents reported that they are provided with a piped water supply where they live (67% in 2013).

Of these residents, 59% are satisfied (very satisfied / satisfied) with the water supply (82% in 2013) and 41% are dissatisfied (dissatisfied / very dissatisfied) (18% in 2013).

The percent satisfied (59%) is below the Peer Group Average (83%) and National Average (92%), although the latter figures relate to residents **very satisfied/fairly satisfied** with the water supply.

NZ European* are more likely to be satisfied (very satisfied / satisfied) with the water supply, than NZ Māori*.

Reasons For Dissatisfaction

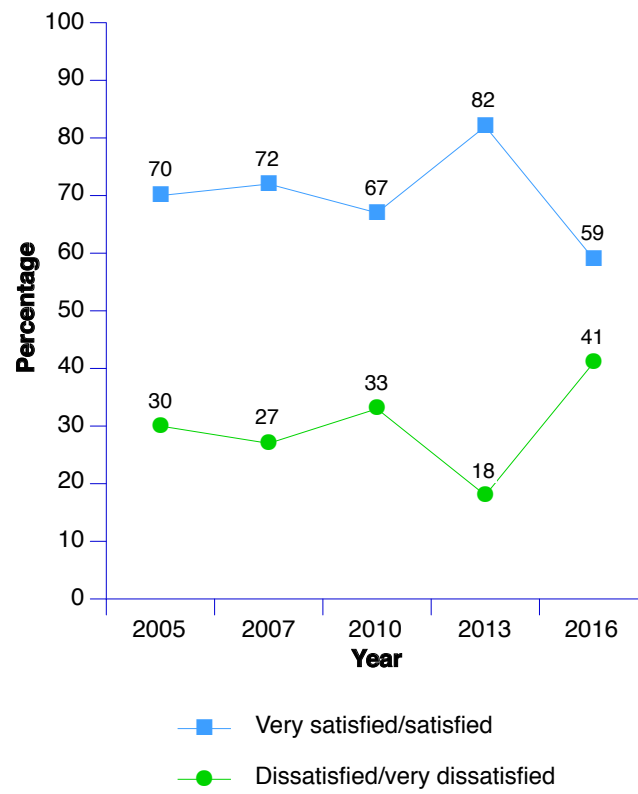
The main reasons[†] residents* are dissatisfied / very dissatisfied with the water supply are ...

- bad taste, mentioned by 23% of residents*,
- poor quality of water, 5%,
- tastes of chlorine / chemicals, 5%.

[†] multiple responses allowed

* those residents who are provided with a piped water supply where they live (N=177)

Water Supply - Residents Provided With Service

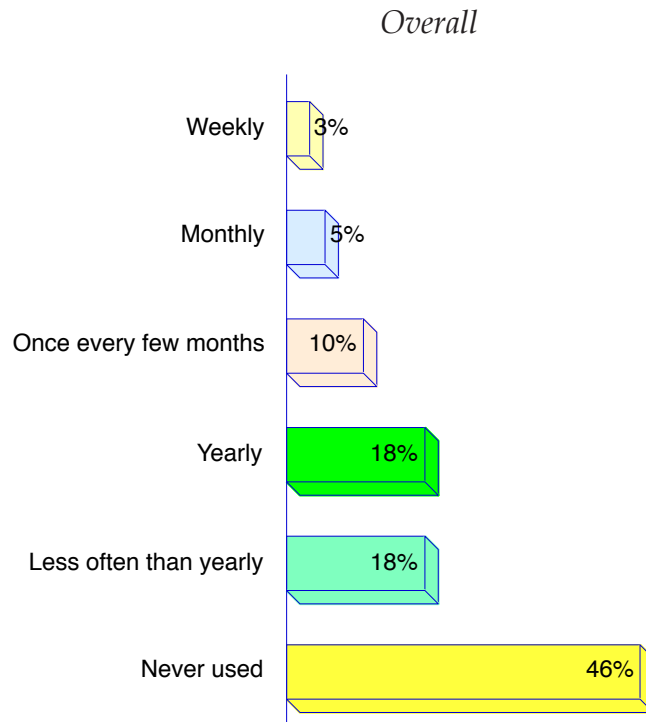




SECTION 2: SATISFACTION WITH RECREATIONAL SERVICES

A. COMMUNITY HALLS

i. How Often Do Residents Use Community Halls?



36% of Ruapehu District residents reported that they have used a community hall in the last year (45% in 2013).

ii. User Satisfaction

Satisfaction With Community Halls

		Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Dissatisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Users	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	-
Area								
	Urban	20	73	93	6	1	7	-
	Rural [†]	9	66	75	12	1	13	11
Ward								
	Taumarunui	18	64	82	11	-	11	7
	Waimarino-Waiouru*	13	76	89	6	5	11	-
	Ohura**	3	70	73	11	-	11	16
	National Park*	13	78	91	7	-	7	2

Base = 108

% read across

* caution: small bases

† does not add to 100% due to rounding

85% of residents who have used a community hall in the last year are satisfied (very satisfied / satisfied) with these halls (90% in 2013), while 10% are dissatisfied (dissatisfied / very dissatisfied), compared to 6% in 2013.

The percent satisfied (85%) is similar to the Peer Group Average (86%) and the National Average (83%), although the latter figures relate to residents **very satisfied/fairly satisfied** with **public halls**.

Urban residents* are more likely to be satisfied (very satisfied / satisfied) with community halls, than rural residents.

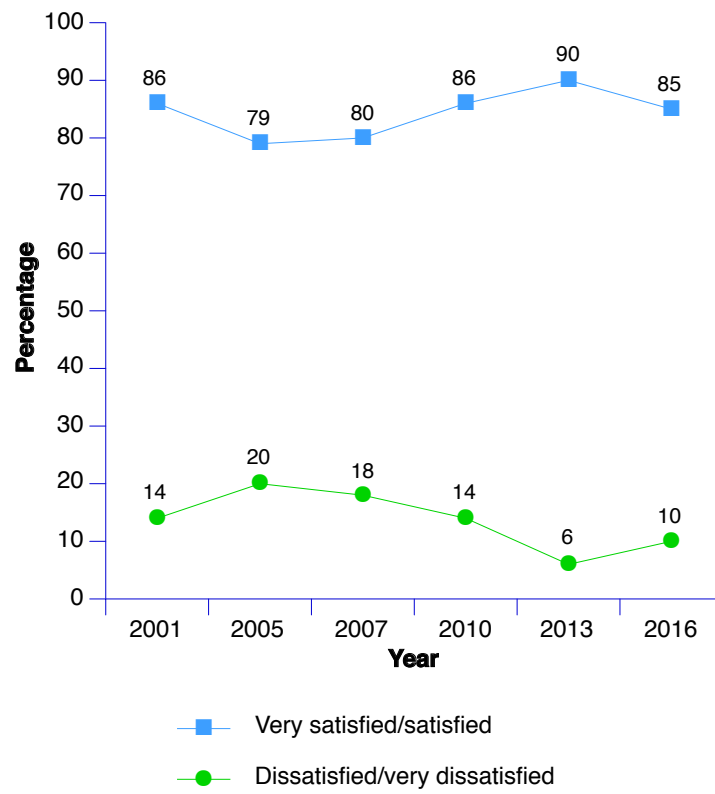
Reasons For Dissatisfaction

The reasons[†] residents* are dissatisfied / very dissatisfied with community halls are ...

- poor condition / need upgrading / improving / maintenance / cleaning, mentioned by 8% of residents* (8 respondents),
- not Council owned / no Council funding / responsibility, 2%.

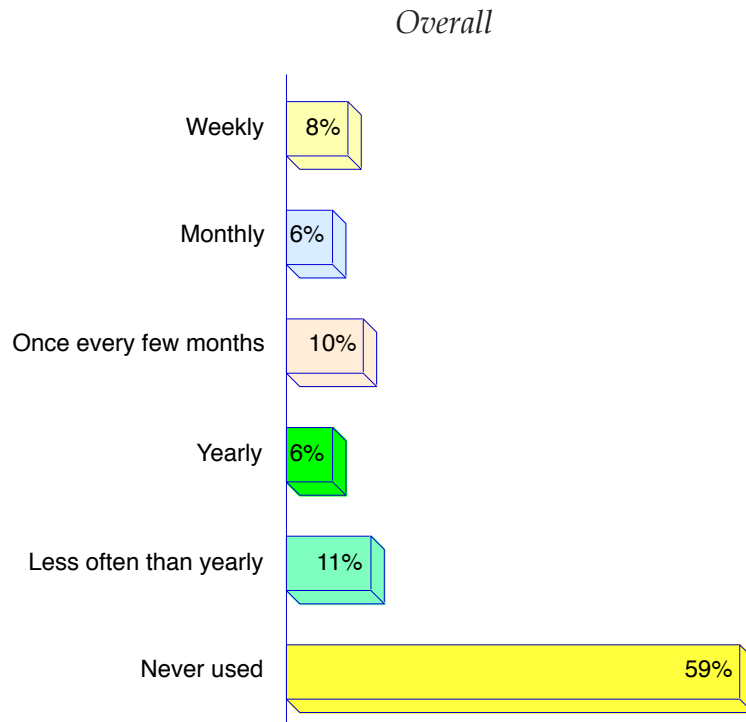
[†] multiple responses allowed

* those residents who have used a community hall in the last 12 months (N=108)

Community Halls - Users

B. COUNCIL'S LIBRARY SERVICE

i. Usage



30% of Ruapehu District residents reported that they have used the Council's library service in the last year (39% in 2013).

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	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	-
Area								
	Urban [†]	54	37	91	8	1	9	-
	Rural	43	50	93	6	-	6	1
Ward								
	Taumarunui [†]	65	24	89	9	-	9	1
	Waimarino-Waiouru [†]	35	57	92	5	2	7	-
	Ohura [*]	30	60	90	10	-	10	-
	National Park [*]	44	53	97	3	-	3	-

Base = 95

% read across

* caution: small bases

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

91% of residents who have used the Council's library service in the last year are satisfied (very satisfied / satisfied) with the library service, including 49% who are very satisfied (30% in 2013). 8% are dissatisfied (dissatisfied / very dissatisfied).

The percent satisfied (91%) is similar to the Peer Group Average (97%) and on par with the National Average (98%), 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 residents* who are satisfied (very satisfied / satisfied) with the library service.

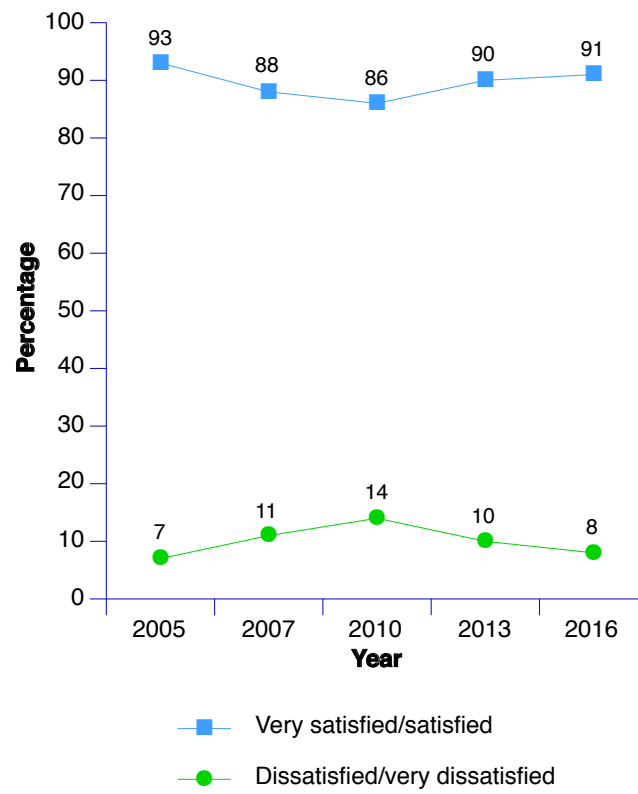
Reasons For Dissatisfaction

The main reasons[†] residents* are dissatisfied / very dissatisfied with the Council's library service are ...

- limited opening hours / inconvenient, mentioned by 4% of residents*,
- poor location, 3%,
- access to bigger range of books / better organised / new books, 2%.

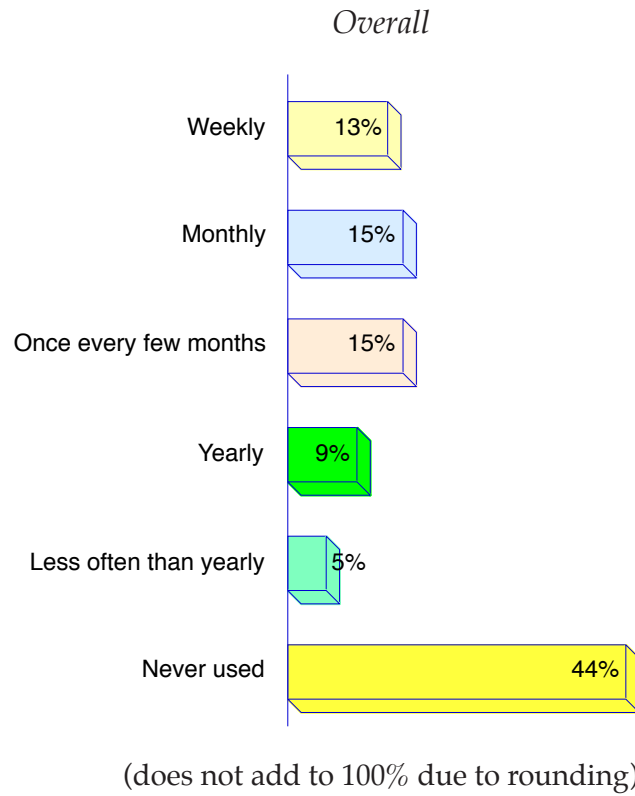
[†] multiple responses allowed

* those residents who have used the library service in the last 12 months (N=95)

Council's Library Service - Users

C. COUNCIL'S PLAYGROUNDS

i. Usage



52% of residents reported that they or a member of their household have used a Council playground in the last year, which is similar to the 2013 reading.

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	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		20	66	86	11	1	12	2
Area								
Urban		12	56	68	9	1	10	22
Rural		13	45	58	6	-	6	36
Ward								
Taumarunui		14	52	66	10	-	10	24
Waimarino-Waiouru		12	58	70	8	-	8	22
Ohura		5	38	43	-	-	-	57
National Park [†]		12	39	51	5	8	13	37
Age								
18-44 years		14	62	76	10	-	10	14
45-64 years [†]		12	46	58	8	2	10	33
65+ years		9	39	48	2	-	2	50
Household Income								
Less than \$40,000 pa [†]		6	44	50	10	-	10	41
\$40,000-\$60,000 pa		12	60	72	5	-	5	23
More than \$60,000 pa		18	52	70	9	-	9	21

% read across

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

64% of Ruapehu District residents are satisfied (very satisfied / satisfied), with Council's playgrounds, while 9% are dissatisfied (dissatisfied / very dissatisfied). These readings are similar to the 2013 results.

86% of **users** are satisfied (very satisfied / satisfied) and 12% are dissatisfied / very dissatisfied.

The percent satisfied (64%) is below the Peer Group (87%) and National Averages (88%), although the latter figures relate to residents **very satisfied/fairly satisfied with sportsfields and playgrounds**.

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

- Urban residents,
- Taumarunui and Waimarino-Waiouru Ward residents,
- residents aged 18 to 44 years,
- residents with an annual household income of \$40,000 or more.

A significant percentage (27%) are unable to comment, and this is probably due to 49% of residents 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 (8%) and National Averages (8%) for sportsfields and playgrounds.

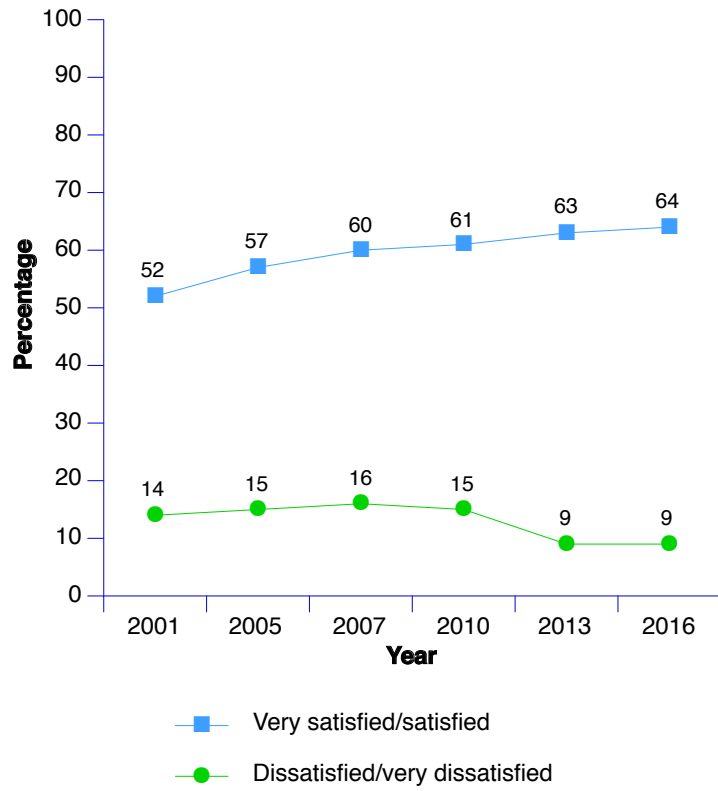
Reasons For Dissatisfaction

The main reasons* residents are dissatisfied / very dissatisfied with Council's playgrounds are ...

- need upgrading / improvements, mentioned by 4% of all residents,
- need more play equipment / more variety, 4%,
- not enough playgrounds, 2%.

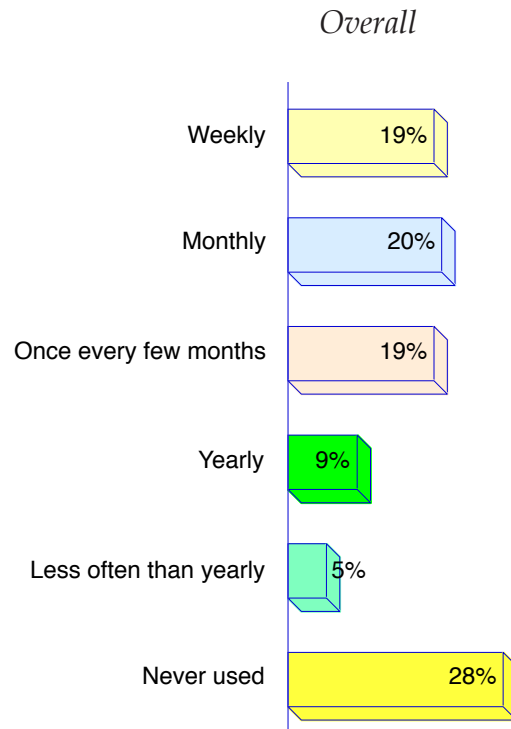
* multiple responses allowed

Council's Playgrounds - Overall



D. COUNCIL'S PARKS AND RESERVES

i. Usage



67% of residents reported that they, or a member of their household, have used a Council park or reserve in the last year (61% in 2013).

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 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	23	71	94	6	-	6	-
Area[†]							
Urban	18	64	82	6	-	6	11
Rural	18	59	77	3	-	3	21
Ward							
Taumarunui	19	62	81	4	-	4	15
Waimarino-Waiouru	22	65	87	7	-	7	6
Ohura	5	54	59	-	1	1	40
National Park	11	57	68	10	-	10	22
Ratepayer?							
Ratepayer	15	63	78	6	-	6	16
Non-ratepayer	31	58	89	2	-	2	9

% read across

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

80% of Ruapehu District residents are satisfied (very satisfied / satisfied) with the District's parks and reserves (73% in 2013), while 5% are dissatisfied.

94% of **users** are satisfied (very satisfied / satisfied) (89% in 2013) and 6% are dissatisfied.

The percent satisfied (80%) is below to the Peer Group Average (92%) and the National Average (93%), although the latter figures relate to residents **very satisfied/fairly satisfied** with these facilities.

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

- Taumarunui and Waimarino-Waiouru Ward residents,
- non-ratepayers.

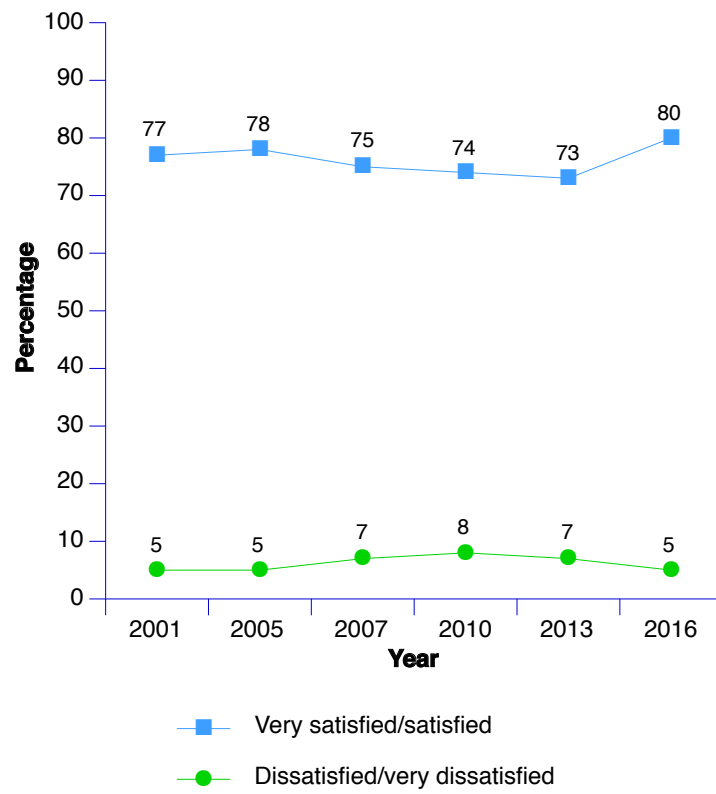
15% are unable to comment (19% in 2013) and this is probably due to 33% of residents saying they or a member of their household, have not used a park or reserve in the last year. The don't know reading is above the corresponding Peer Group (5%) and National Averages (3%).

Reasons For Dissatisfaction

The main reasons[†] residents are dissatisfied with parks and reserves are ...

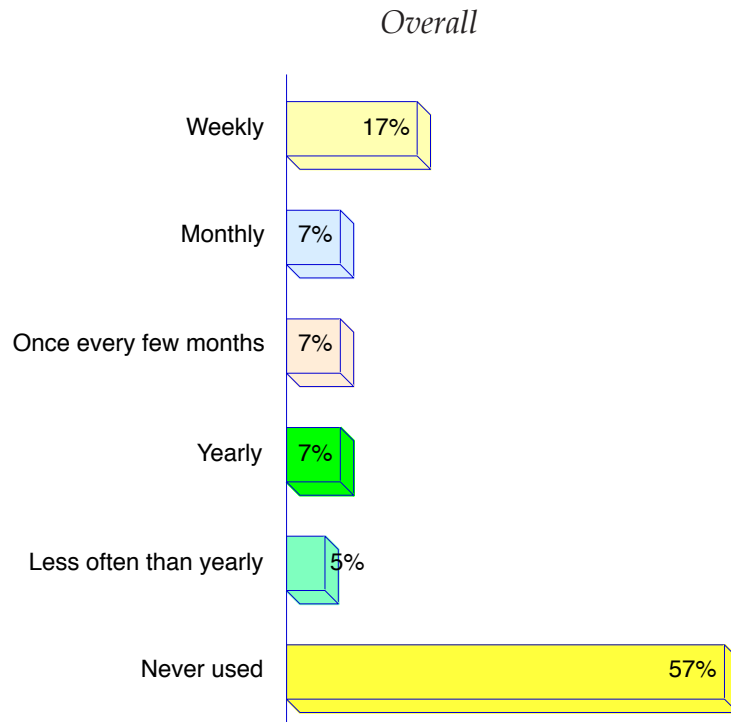
- improvements needed / suggested, mentioned by 3% of all residents,
- poor upkeep / need maintenance / tidying up, 2%.

[†] multiple responses allowed

Parks And Reserves - Overall

E. COUNCIL'S SWIMMING POOLS

i. Usage



38% of residents reported that they or a member of their household have used a Council swimming pool, in the last year, which is similar to the 2013 reading.

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 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	8	70	78	17	2	19	3
Area							
Urban [†]	8	46	54	7	2	9	37
Rural	4	44	48	10	-	10	42
Ward							
Taumarunui [†]	9	46	55	5	2	7	39
Waimarino-Waiouru	5	50	55	13	-	13	32
Ohura [†]	6	26	32	6	1	7	62
National Park [†]	2	39	41	10	2	12	46
Ethnicity							
NZ European	7	38	45	7	1	8	47
NZ Māori	7	62	69	10	3	13	18

% read across

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

52% of Ruapehu District residents are satisfied (very satisfied / satisfied) with the Council's swimming pools (49% in 2013), while 9% are dissatisfied / very dissatisfied (in 2013, 14% were dissatisfied).

78% of **users** are satisfied (very satisfied / satisfied) with Council's swimming pools and 19% are dissatisfied / very dissatisfied.

The percent satisfied (52%) is below the Peer Group Average (65%) and the National Average (69%), bearing in mind that the latter figures relate to residents **very satisfied / fairly satisfied** with swimming pools.

NZ Māori residents are more likely to be satisfied (very satisfied / satisfied) with Council's swimming pools, than NZ European residents.

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

A significant percentage (39%) are unable to comment, and this is probably due to 62% of residents saying that they, or a member of their household, have not used a Council swimming pool in the last year. The don't know reading is above the corresponding Peer Group Average (26%) and National Average (21%).

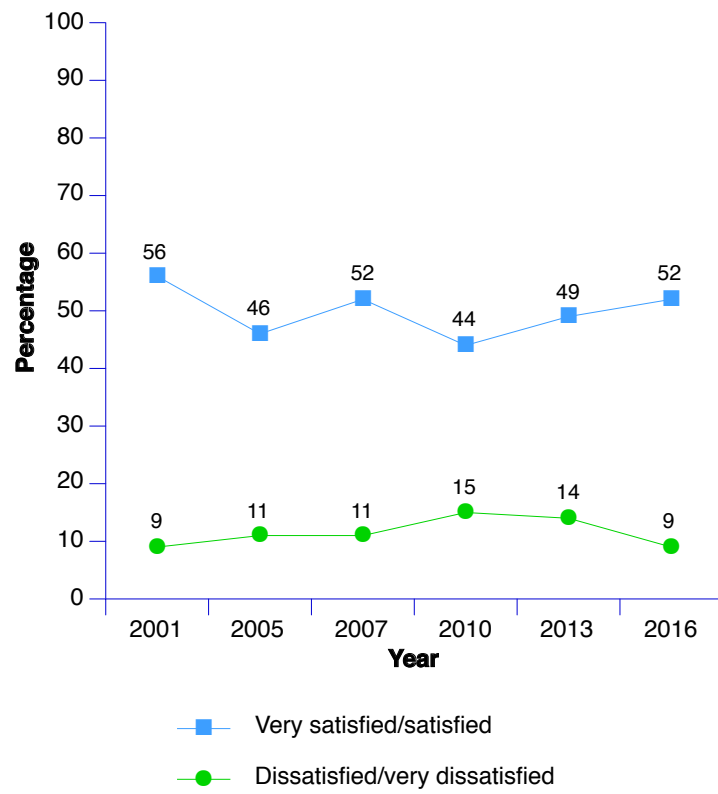
Reasons For Dissatisfaction

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

- need upgrading / improve facilities / more maintenance, mentioned by 5% of all residents,
- too cold / needs to be covered / needs heating, 3%.

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

[†] multiple responses allowed

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	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 [†]		22	70	92	4	2	-	2	3
Area									
Urban		16	53	69	2	2	-	2	27
Rural		15	51	66	6	2	-	2	26
Ward									
Taumarunui		17	52	69	2	2	-	2	27
Waimarino-Waiouru		15	59	74	7	2	-	2	17
Ohura		25	25	50	1	-	-	-	49
National Park [†]		5	48	53	2	2	-	2	42

% read across

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

68% of residents feel safe (very safe / safe) during the day at Council playgrounds, while 2% feel unsafe. 27% are unable to comment.

92% of users feel safe (very safe / safe) during the day at Council playgrounds, and 2% feel unsafe.

There are no notable differences between Wards, Areas and /or between socio-economic groups in terms of those residents 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	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 [†]		22	68	90	7	-	-	-	4
Area[†]									
Urban		15	60	75	5	1	-	1	19
Rural		16	54	70	7	-	-	-	23
Ward[†]									
Taumarunui		14	56	70	5	1	-	1	23
Waimarino-Waiouru		16	69	85	7	-	-	-	9
Ohura		27	29	56	4	-	-	-	41
National Park		7	56	63	3	2	-	2	31

% read across

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

73% of residents feel safe (very safe/safe) during the day at Council's parks and reserves, while 1% feel unsafe. 20% are unable to comment.

90% of users feel safe (very safe/safe) during the day at Council's parks and reserves, and 7% feel neither safe nor unsafe.

There are no notable differences between Wards, Areas and/or socio-economic groups, in terms of those residents 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	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		27	65	92	4	2	-	2	2
Area									
Urban [†]		15	41	56	4	3	-	3	36
Rural		20	40	60	1	2	-	2	37
Ward									
Taumarunui [†]		17	41	58	4	2	-	2	35
Waimarino-Waiouru [†]		18	46	64	2	3	-	3	32
Ohura		17	33	50	1	-	-	-	49
National Park		10	29	39	6	5	-	5	50

% read across

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

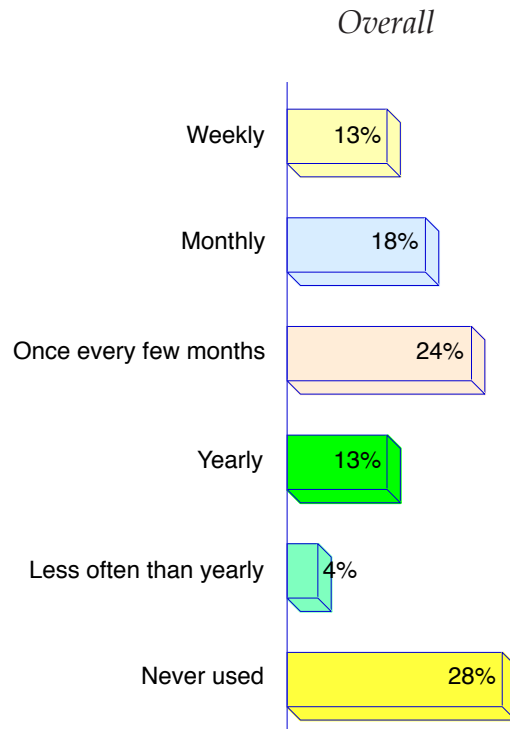
58% of residents feel safe (very safe/safe) during the day at Council's swimming pools, while 3% feel unsafe. A large percentage, 37% are unable to comment. These readings are similar to the 2013 results.

92% of users feel safe (very safe/safe) during the day at Council's swimming pools, and 2% feel unsafe.

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

G. COUNCIL'S PUBLIC TOILETS

i. Usage



68% of residents reported that they or a member of their household have used a Council public toilet, in the last year (54% in 2013).

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 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	18	59	77	17	3	20	3
Area							
Urban	12	43	55	14	5	19	26
Rural	15	57	72	12	1	13	15
Ward							
Taumarunui [†]	6	47	53	14	6	20	28
Waimarino-Waiouru [†]	26	46	72	9	-	9	18
Ohura [†]	13	63	76	12	2	14	9
National Park	2	53	55	27	10	37	8
Age							
18-44 years	11	54	65	13	5	18	17
45-64 years	16	49	65	15	3	18	17
65+ years	11	34	45	9	2	11	44
Ratepayer?							
Ratepayer [†]	11	48	59	15	5	20	22
Non-ratepayer	22	51	73	7	-	7	20

% read across

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

62% of Ruapehu District residents are satisfied (very satisfied / satisfied) with Council's public toilets (50% in 2013), while 17% are dissatisfied (dissatisfied / very dissatisfied) (22% in 2013).

77% of **users** are satisfied (very satisfied / satisfied) with Council's public toilets and 20% dissatisfied (dissatisfied / very dissatisfied).

The percent satisfied (62%) is below the Peer Group Average (74%) and on par with the National Average (66%), although the latter figures relate to residents **very satisfied/fairly satisfied** with public toilets.

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

- Ohura and Waimarino-Waiouru Ward residents,
- residents aged 18 to 64 years,
- non-ratepayers.

A large percentage (21%) are unable to comment (27% in 2013) and this is probably due to 32% of residents saying that they, or a member of their household, have not used a public toilet in the last year (46% in 2013). The 'don't know' reading (21%) is above the corresponding Peer Group Average (12%) and slightly above the National Average (15%).

Reasons For Dissatisfaction

The main reasons residents are dissatisfied / very dissatisfied with public toilets are ...

- dirty / smelly / unhygienic / need cleaning more often,
- need upgrading / improve facilities,
- better maintenance / need repairing.

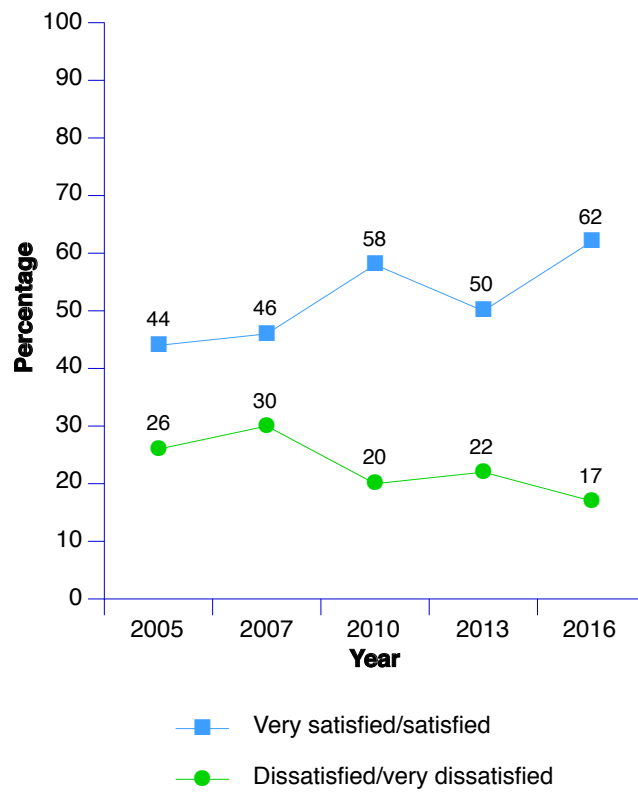
Summary Table:

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

	Total District 2016 %	Ward			
		Taumarunui %	Waimarino- Waiouru %	Ohura %	National Park %
Percent Who Mention ...					
Dirty / smelly / unhygienic / need cleaning more often	9	11	5	12	8
Need upgrading / improve facilities	9	10	2	10	(27)
Better maintenance / need repairing	2	2	1	3	10

* multiple responses allowed

Council's Public Toilets - Overall

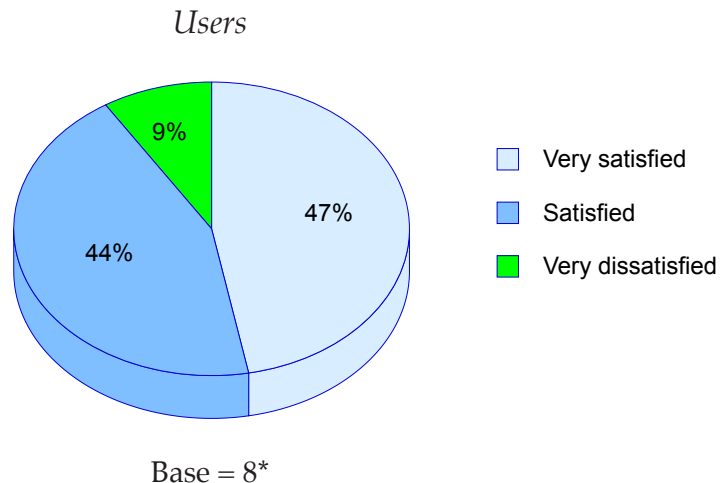




SECTION 3: PLANNING AND BUILDING CONSENTS

A. LIM REPORT

i. Satisfaction With The Service Received



* caution: very small base

2% of Ruapehu District respondents reported that they have contacted the Council to request a LIM report, in the last 12 months (8% in 2013).

Of these, 91% are satisfied (very satisfied / satisfied) with the service they received, and 9% are very dissatisfied (caution is required as the base is very small, N=8).

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

Reasons For Dissatisfaction

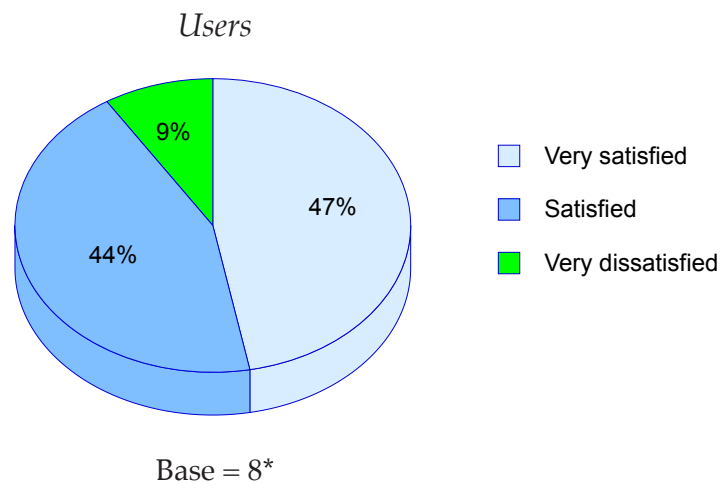
The reason[†] the one resident* is very dissatisfied with the service they received is ...

"We were purchasing a property and got a LIM report and it was for next door."

[†] multiple responses allowed

* those residents who contacted Council, in the last 12 months, to request a LIM report (N=8)

ii. Satisfaction With The Outcome



* caution: very small base

Of those respondents who reported they have contacted the Council to request a LIM report, 91% are satisfied (very satisfied / satisfied) with the outcome, and 9% are very dissatisfied (caution recommended as the base is very small).

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

Reasons For Dissatisfaction

The reason[†] one resident* is very dissatisfied with the outcome is ...

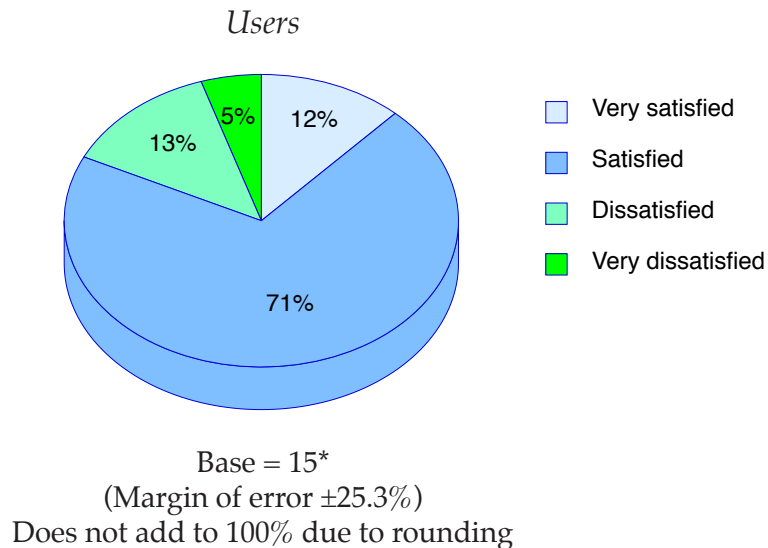
"They disputed what I had asked for."

[†] multiple responses allowed

* those residents who contacted Council, in the last 12 months, to request a LIM report (N=8)

B. A RESOURCE CONSENT

i. Satisfaction With The Service Received



* caution: small base

5% of Ruapehu District respondents reported that they have contacted the Council to request a resource consent, in the last 12 months.

Of these, 83% are satisfied (very satisfied / satisfied) with the service received, and 18% are dissatisfied / very dissatisfied). Caution is recommended as the base is small, N=15.

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

Reasons For Dissatisfaction

The reasons[†] residents* are dissatisfied with the service received are ...

"Why is a new permit required for replacement of a log fire?"

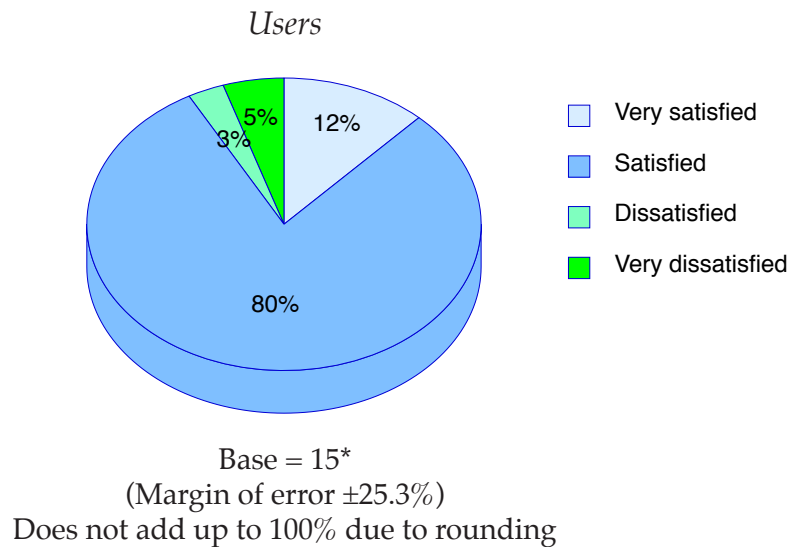
"The outcome was dreadful, the first thing they talk about is money."

"The length of time it took, the mucking around, Taumarunui."

[†] multiple responses allowed

* those residents who contacted Council, in the last 12 months, to request a resource consent (N=15)

ii. Satisfaction With The Outcome



* caution: small base

Of those respondents who have contacted the Council to request a resource consent 92% are satisfied (very satisfied / satisfied) with the outcome, 8% are dissatisfied / very dissatisfied (caution is recommended as the base is small, N=15).

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 residents* are dissatisfied with the outcome are ...

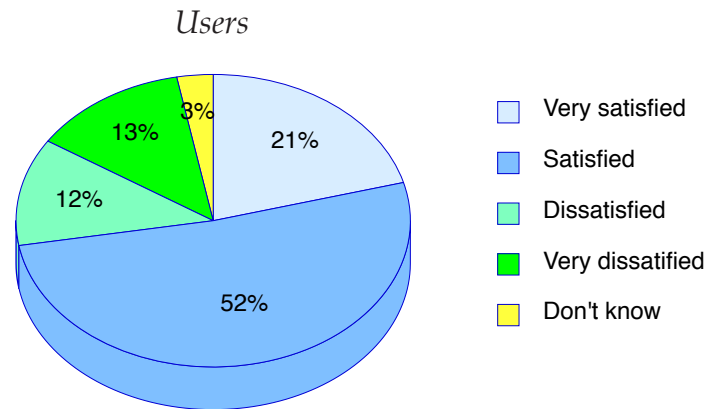
*"Left with questions unanswered regarding permit for installation."
"We gave up in the end, we didn't bother."*

[†] multiple responses allowed

* those residents who contacted Council, in the last 12 months, to request a resource consent (N=15)

c. A BUILDING CONSENT

i. Satisfaction With The Service



Base = 23*
 (Margin of error $\pm 20.4\%$)
 Does not add up to 100% due to rounding

* caution: small base

8% of Ruapehu District respondents reported that they have contacted the Council to request a building consent, in the last 12 months.

Of these, 73% are satisfied (very satisfied / satisfied) with the service they received, and 25% are dissatisfied / very dissatisfied (caution is recommended as the base is small, N=23).

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

Reasons For Dissatisfaction

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

"They misplaced our plans and we thought everything was fine as we hadn't heard from them until about 20 days later to find that the plans had been lost. We had to go through extra days and were not impressed as we had our plans to start. We had to put him off and the Council were quite rude with us when we complained and they just couldn't be bothered and didn't care."

"The building consent was not completed properly by Council five years ago on 2265 Rangataua Road, Ohakune. Still not sure if it's completed as we've had no feedback from Council."

"Far too expensive."

"Took far too long, Taumarunui."

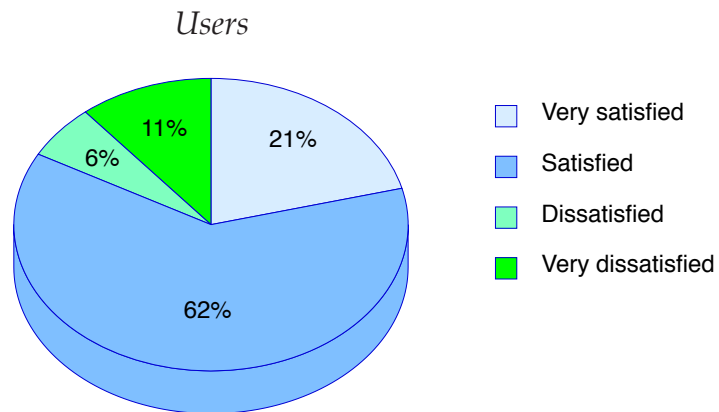
"My neighbour put up a six foot tin fence, old rusty tin. I went into Council to ask if he was allowed to do that, Council said he was. We have now got an ugly fence to look at, Taumarunui."

"Wanted to put up a dirt floor shed, 12 metres by 15 metres, 90 metre shed. Asked all the questions, eg, building materials, etc, for a shed in a paddock, unnecessary details needed for Council and just for a small shed."

[†] multiple responses allowed

* those residents who contacted Council, in the last 12 months, to request a building consent (N=23)

ii. Satisfaction With The Outcome



Base = 23*
(Margin of error $\pm 20.4\%$)

* caution: small base

Of those respondents who have contacted the Council to request a building consent, 83% are satisfied (satisfied / very satisfied) with the outcome, and 17% are dissatisfied / very dissatisfied. (Caution is recommended as the base is small).

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

Reasons For Dissatisfaction

The reasons[†] four residents* are dissatisfied / very dissatisfied with the outcome are ...

"It held up my building programme and the attitude of the Council staff."

"No feedback from Council meant I probably wasn't insured."

"Nothing has been resolved, still have an ugly fence."

"Cost us an extra \$300 in the end instead of \$700."

[†] multiple responses allowed

* those residents who contacted Council, in the last 12 months, to request a building consent (N=23)



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							
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
Area							
Urban [†]	23	53	76	17	1	18	6
Rural*	60	15	75	25	-	25	-
Ward							
Taumarunui	18	56	74	21	1	22	4
Waimarino-Waiouru [†]	39	41	80	9	-	9	10
Ohura*	-	-	-	-	-	-	-
National Park*	-	-	-	-	-	-	-
Household Income							
Less than \$40,000 pa	26	38	64	30	-	30	6
\$40,000-\$60,000 pa [†]	28	60	88	-	4	4	9
More than \$60,000 pa [†]	24	56	80	17	-	17	4

Base = 147

% read across

* caution: very small bases (NB: National Park and Ohura Wards = 0)

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

53% of Ruapehu District respondents reported that they are provided, by Council, with a kerbside rubbish collection and recycling service where they live.

Of these residents, 76% are satisfied (very satisfied / satisfied) with the rubbish collection service and 18% are dissatisfied (dissatisfied / very dissatisfied).

The percent satisfied (76%) is below the Peer Group Average (89%) and the National Averages (88%), although the latter figures relate to residents **satisfied/fairly satisfied** with rubbish collection.

Residents* with an annual household income of less than \$40,000 are **less** likely to be satisfied (very satisfied / satisfied) with the rubbish collection service, than other income groups.

Reasons For Dissatisfaction

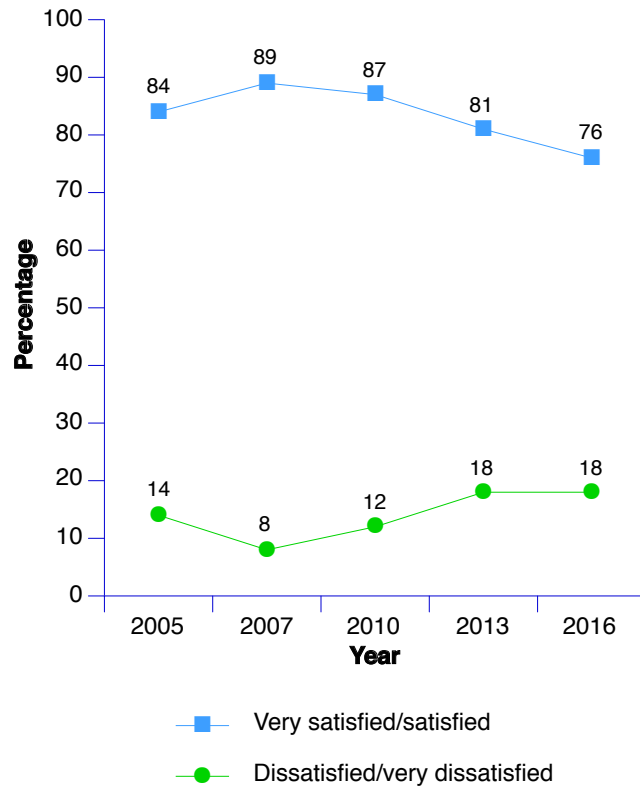
The main reasons[†] residents* who are dissatisfied / very dissatisfied with the rubbish collection service, give for feeling this way are ...

- have to pay for rubbish bags / too expensive, mentioned by 13% of residents*,
- collectors don't take all rubbish / picky / leave a mess, 3%.

[†] multiple responses allowed

* those residents who are provided, by Council, with a kerbside rubbish collection and recycling service where they live (N=147)

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							
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
Area							
Urban	30	57	87	9	-	9	4
Rural*	60	40	100	-	-	-	-
Ward							
Taumarunui [†]	31	58	89	8	1	9	3
Waimarino-Waiouru	34	54	88	7	-	7	5
Ohura*	-	-	-	-	-	-	-
National Park*	-	-	-	-	-	-	-

Base = 147

% read across

* caution: very small bases (NB: National Park and Ohura Wards = 0)

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

Of those respondents who are provided, by Council, with a kerbside rubbish collection and recycling service where they live, 88% are satisfied (very satisfied /satisfied) with the kerbside recycling service. 8% are dissatisfied.

The percent satisfied (88%) is similar to the Peer Group (90%) and National Averages (88%), although the latter figures relate to residents **very satisfied/fairly satisfied with recycling in general**.

There are no notable differences between socio-economic groups in terms of those residents* very satisfied /satisfied with the kerbside recycling service.

Reasons For Dissatisfaction

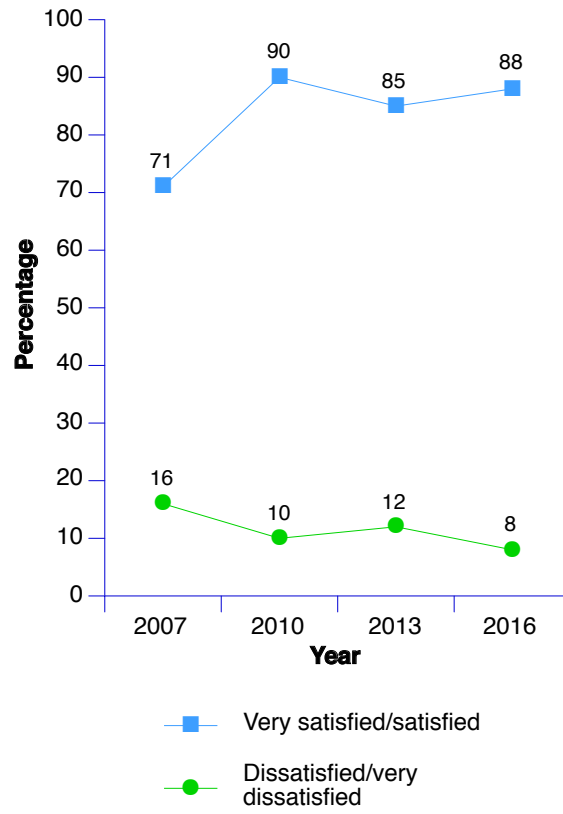
The main reasons[†] residents* who are dissatisfied with the kerbside recycling service, give for feeling this way are ...

- recycle more items, mentioned by 3% of residents*,
- pick up service could improve / don't pick up excess, 3%,
- need more /bigger bins, 2%.

[†] multiple responses allowed

* those residents who are provided, by Council, with a kerbside rubbish collection and recycling service where they live (N=147)

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 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
Area[†]							
Urban	19	46	65	15	1	16	20
Rural	11	51	62	20	2	22	15
Ward							
Taumarunui [†]	16	53	69	11	2	13	17
Waimarino-Waiouru	15	40	55	23	-	23	22
Ohura	20	41	61	21	3	24	15
National Park [†]	9	57	66	19	2	21	12
Ethnicity							
NZ European	16	42	58	21	2	23	19
NZ Māori	14	61	75	6	-	6	19
Ratepayer?							
Ratepayer	16	52	68	15	2	17	15
Non-ratepayer	12	34	46	22	-	22	32

% read across

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

65% of Ruapehu District residents satisfied (very satisfied/satisfied) with transfer stations, while 18% are dissatisfied (dissatisfied/very dissatisfied). 18% are unable to comment. These readings are similar to the 2013 results.

The percent satisfied (64%) is similar to the Peer Group (65%) and National Averages (66%), although the latter figures relate to residents **very satisfied/fairly satisfied with refuse disposal**.

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

- NZ Māori residents,
- ratepayers.

Reasons For Dissatisfaction

The main reasons residents say they are dissatisfied/very dissatisfied with transfer stations are ...

- charges too high/too expensive/already pay in rates/paying twice,
- limited opening hours/inconvenient/should be open every day,
- no kerbside collection.

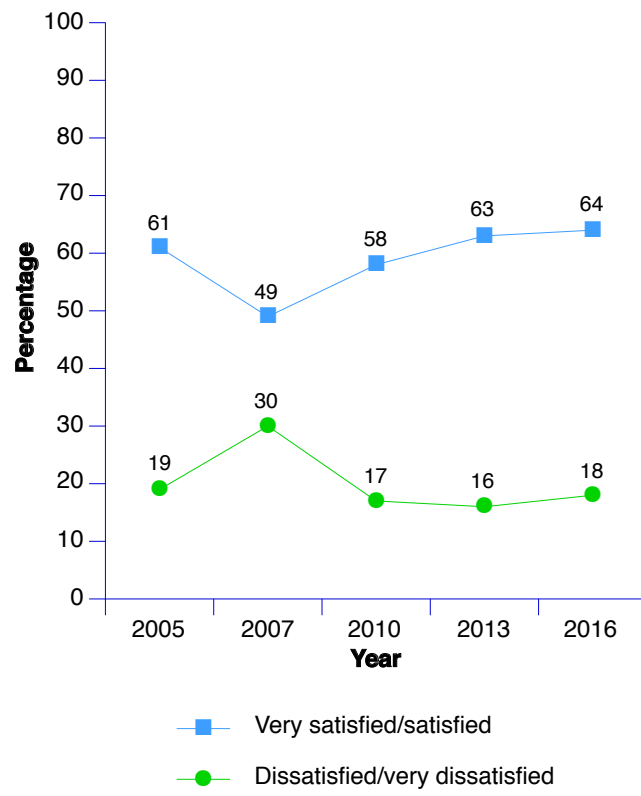
Summary Table:

Main Reasons* For Being Dissatisfied/Very Dissatisfied With Transfer Stations

	Total District 2016 %	Ward			
		Taumarunui %	Waimarino- Waiouru %	Ohura %	National Park %
Percent Who Mention ...					
Charges too high/too expensive/ already pay in rates/paying twice	8	8	7	13	7
Limited opening hours/inconvenient/ should be open every day	6	3	8	7	10
No kerbside collection	3	2	4	-	3

* multiple responses allowed

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 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
Area							
Urban	13	62	75	5	1	6	19
Rural	15	51	66	10	-	10	24
Ward							
Taumarunui	13	62	75	5	1	6	19
Waimarino-Waiouru	16	52	68	10	-	10	22
Ohura	13	43	56	6	-	6	38
National Park	13	67	80	7	-	7	13

% read across

* 2005 reading did not exclude kerbside recycling

72% of Ruapehu District residents are satisfied (very satisfied / satisfied) with recycling services (excluding kerbside recycling) (68% in 2013), while 7% are dissatisfied. 21% are unable to comment.

The percent satisfied (72%) is below the Peer Group Average (83%) and the National Average (85%), although the latter figures relate to residents **very satisfied/fairly satisfied with recycling in general**.

Urban residents are more likely to be satisfied (very satisfied / satisfied) with recycling, than Rural residents. It appears that Ohura Ward residents are **slightly less** likely to feel this way, than other Ward residents.

The don't know reading, 21%, is above the corresponding Peer Group (7%) and National Averages (3%).

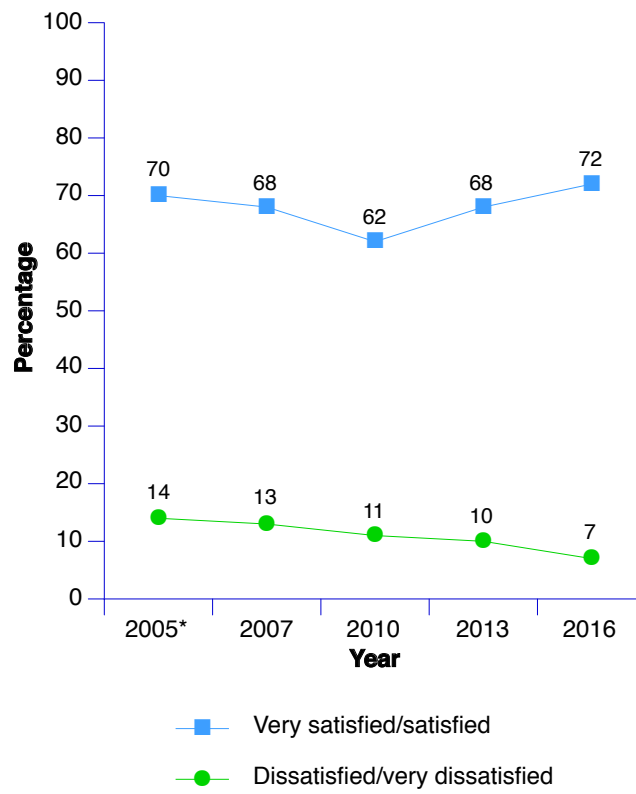
Reasons For Dissatisfaction

The main reasons* residents 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 residents,
- provide bins / bigger bins, 2%.

* multiple responses allowed

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							
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
Area							
Urban	5	64	69	27	3	30	1
Rural	6	45	51	41	8	49	-
Ward							
Taumarunui	6	60	66	30	4	34	-
Waimarino-Waiouru	5	54	59	35	5	40	1
Ohura [†]	5	46	51	36	14	50	-
National Park	-	64	64	34	2	36	-
Gender							
Male	4	50	54	41	5	46	-
Female [†]	7	64	71	24	5	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

62% of Ruapehu District residents are satisfied (very satisfied/satisfied) with the maintenance of sealed roads (70% in 2013), while 37% are dissatisfied (dissatisfied/very dissatisfied) (27% in 2013).

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

- Urban residents,
- women.

Reasons For Dissatisfaction

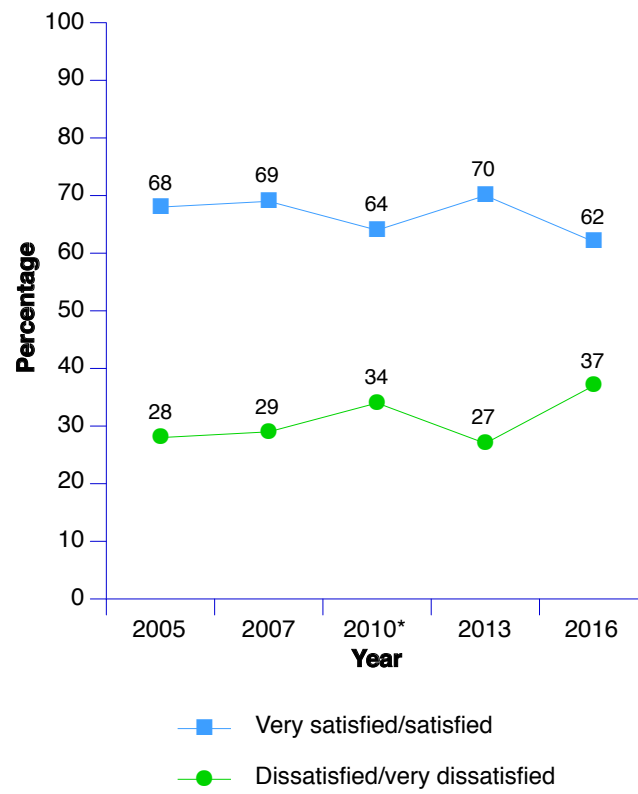
The main reasons residents, who are dissatisfied/very dissatisfied with the maintenance of sealed roads, give for feeling this way are ...

- poor condition/need maintenance/upgrading,
- lots of potholes/rough/bumpy/uneven,
- poor quality of work/materials/patching,
- slips/washouts/dropouts not cleared/repaired.

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

	Total District 2016 %	Ward			
		Taumarunui %	Waimarino- Waiouru %	Ohura %	National Park %
Percent Who Mention ...					
Poor condition/need maintenance/upgrading	20	16	23	24	33
Lots of potholes/rough/bumpy/uneven	19	15	22	19	24
Poor quality of work/materials/patching	6	7	6	5	1
Slips/washouts/dropouts not cleared/repaired	4	3	2	11	3

* multiple responses allowed

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	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
Area								
Urban		2	55	57	17	4	21	22
Rural [†]		3	51	54	35	6	41	5
Ward								
Taumarunui		2	60	62	15	5	20	18
Waimarino-Waiouru [†]		4	44	48	33	3	36	17
Ohura		2	58	60	27	7	34	6
National Park		-	46	46	40	8	48	6
Gender								
Male [†]		2	60	62	25	5	30	9
Female		3	47	50	24	4	28	22

% read across

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

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

55% of Ruapehu District residents are satisfied (very satisfied/satisfied) with the maintenance of unsealed roads (64% in 2013), while 28% are dissatisfied (dissatisfied/very dissatisfied) (18% in 2013).

Men are more likely to be satisfied (very satisfied/satisfied), than women. It also appears that Taumarunui and Ohura Ward residents are slightly more likely to feel this way, than other Ward residents.

Reasons For Dissatisfaction

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

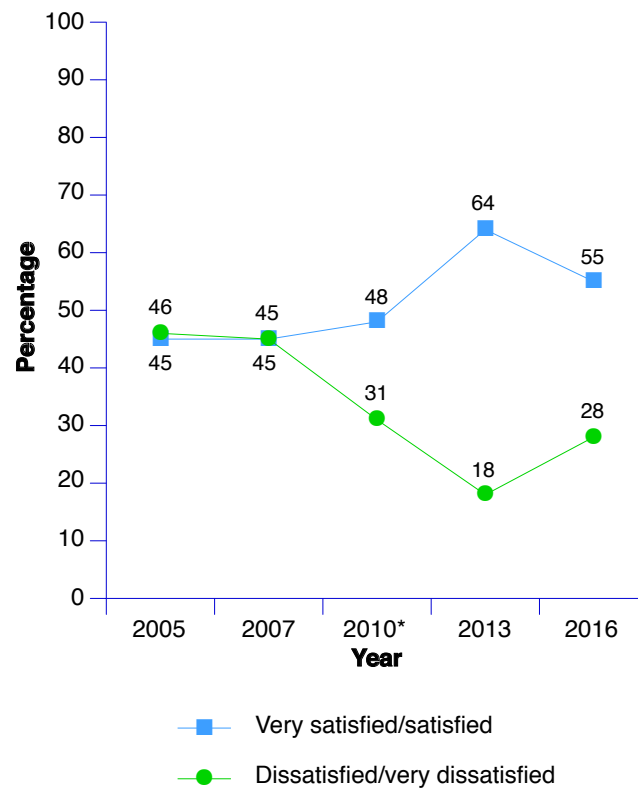
- poor condition/lack of maintenance/need upgrading,
- lots of potholes/rough/corrugated/bumpy,
- need more grading/not graded properly/grading wrong roads,
- roads need tarsealing/problems with dust in summer,
- slips/washouts - take a long time to fix.

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

	Total District 2016 %	Ward			
		Taumarunui %	Waimarino-Waiouru %	Ohura %	National Park %
Percent Who Mention ...					
Poor condition/lack maintenance/need upgrading	13	11	15	16	19
Lots of potholes/rough/corrugated/bumpy	11	10	5	20	32
Need more grading/not graded properly/grading wrong roads	8	5	9	14	12
Roads need tarsealing/problems with dust in summer	4	3	5	6	5
Slips/washouts - take a long time to fix	4	2	6	6	3

* multiple responses allowed

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 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
Area							
Urban [†]	7	66	73	20	3	23	3
Rural	9	66	75	11	-	11	14
Ward							
Taumarunui	6	69	75	19	2	21	4
Waimarino-Waiouru	12	61	73	18	3	21	6
Ohura [†]	5	59	64	6	-	6	31
National Park	-	80	80	9	-	9	11
Ethnicity							
NZ European	10	68	78	14	-	14	8
NZ Māori	3	63	66	24	6	30	4

% read across

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

74% of Ruapehu District residents are satisfied (very satisfied / satisfied) with footpaths (67% in 2013), while 19% are dissatisfied / very dissatisfied. 8% are unable to comment.

The percent satisfied (74%) is similar to the Peer Group (73%) and National Averages (73%), bearing in mind that the latter figures relate to residents **very satisfied/fairly satisfied** with footpaths.

NZ European residents are more likely to be satisfied (very satisfied / satisfied), than NZ Māori residents.

Reasons For Dissatisfaction

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

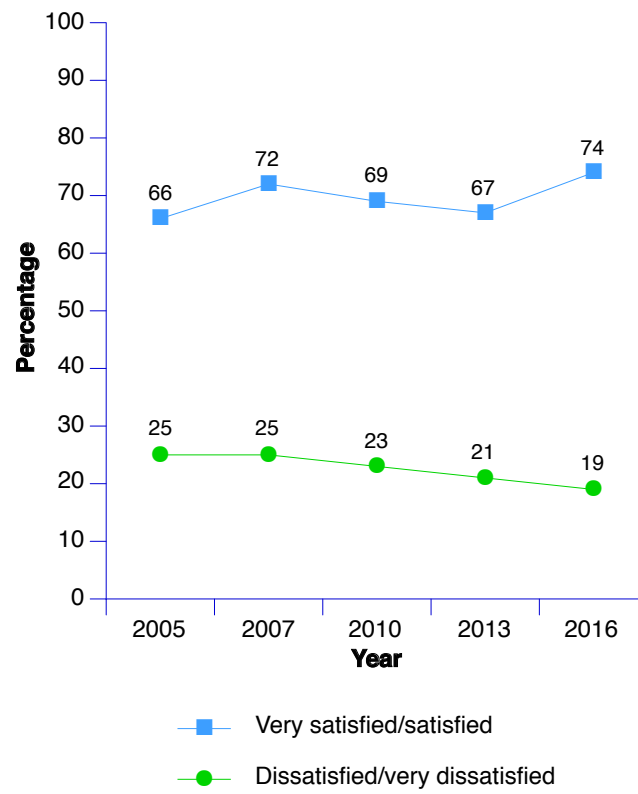
- no footpaths / not enough / need more,
- uneven / potholes / rough / cracked,
- poor condition / lack of maintenance / need upgrading.

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

	Total District 2016 %	Ward			
		Taumarunui %	Waimarino- Waiouru %	Ohura %	National Park %
Percent Who Mention ...					
No footpaths / not enough / need more	6	6	8	-	7
Uneven / potholes / rough / cracked	5	6	7	-	-
Poor condition / lack of maintenance / need upgrading	5	4	6	2	2

* multiple responses allowed

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

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 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
Area							
Urban	8	64	72	19	3	22	6
Rural	7	59	66	14	4	18	16
Ward							
Taumarunui	10	66	76	11	4	15	9
Waimarino-Waiouru	6	51	57	30	4	34	9
Ohura	7	65	72	4	-	4	24
National Park	3	79	82	15	2	17	1

% read across

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

70% of Ruapehu District residents are satisfied (very satisfied / satisfied) with the dog and animal control, while 20% are dissatisfied (dissatisfied / very dissatisfied) (26% in 2013). 10% are unable to comment (6% in 2013).

The percent satisfied (70%) is similar to the Peer Group Average (71%) and on par with the National Average (73%), bearing in mind that the latter figures relate to those **very satisfied/fairly satisfied with dog control only**.

Waimarino-Waiouru Ward residents are **less** likely to be satisfied (very satisfied / satisfied), than other Ward residents.

Reasons For Dissatisfaction

The main reasons the residents, 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,
- danger to people / other animals,
- not enough control / stricter control / more enforcement,
- too many stray cats / problems with cats.

Summary Table:

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

	Total District 2016 %	Ward			
		Taumarunui %	Waimarino-Waiouru %	Ohura %	National Park %
Percent Who Mention ...					
Too many roaming / uncontrolled dogs	14	11	21	1	13
Better service from ranger / dog control / need local ranger	4	2	10	-	-
Danger to people / other animals	4	4	5	1	2
Not enough control / stricter control / more enforcement	4	4	4	4	4
Too many stray cats / problems with cats	3	-	7	-	-

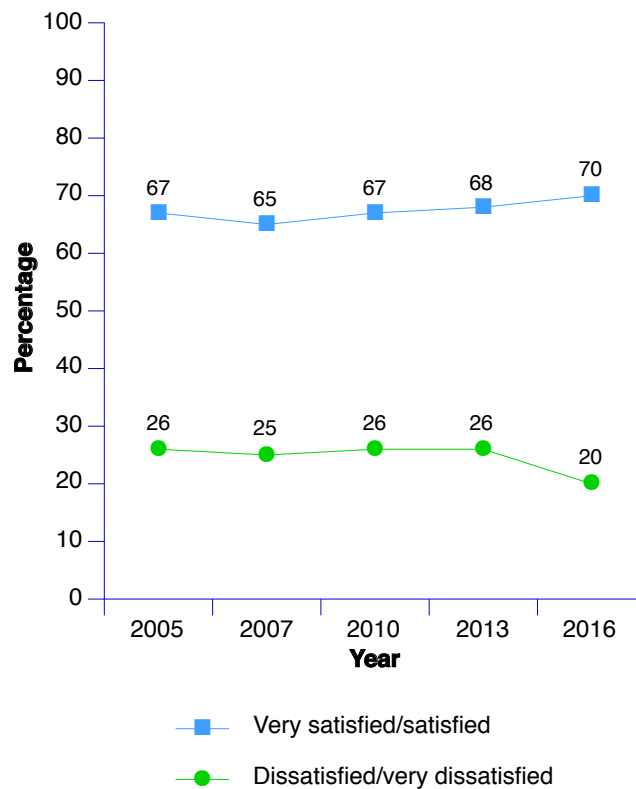
* multiple responses allowed

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

- ongoing/constant problem/all the time, mentioned by 24% of residents who were dissatisfied/very dissatisfied with dog and animal control,
- three months ago or longer, 18%,
- within the last two months, 17%,
- frequently/regular problem/most days/daily, 12%,
- in general, 6%,
- on occasions/from to time to time/not every night, 5%.

11% of these residents were unable to comment.

Dog And Animal Control - Overall



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 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
Area							
Urban	12	72	84	6	1	7	9
Rural	4	63	67	-	1	1	32
Ward							
Taumarunui [†]	10	70	80	3	3	6	13
Waimarino-Waiouru [†]	9	64	73	6	-	6	22
Ohura	6	71	77	-	-	-	23
National Park	1	76	77	-	-	-	23
Age							
18-44 years	7	69	76	2	3	5	19
45-64 years	11	62	73	6	-	6	21
65+ years	9	80	89	3	-	3	8
Ethnicity							
NZ European	6	67	73	2	1	3	24
NZ Māori	13	73	86	5	3	8	6

% read across

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

78% of Ruapehu District residents are satisfied (very satisfied / satisfied) with noise control (72% in 2013), while 5% are dissatisfied (dissatisfied / very dissatisfied). 18% are unable to comment (23% in 2013).

The percent satisfied (78%) is slightly above the Peer Group Average (72%) and similar to the National Average (77%), bearing in mind that the latter figures relate to those **very satisfied/fairly satisfied** with noise control.

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

- Urban residents,
- residents aged 65 years or over,
- NZ Māori residents.

Reasons For Dissatisfaction

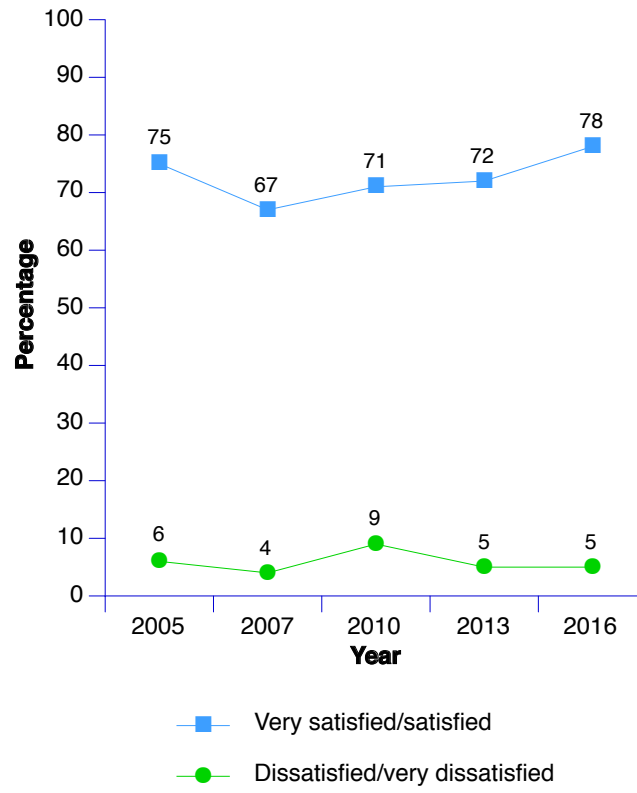
The main reasons* residents, who are dissatisfied / very dissatisfied with noise control, give for feeling this way are ...

- poor / slow service / too far away, mentioned by 3% of all residents,
- no noise control / don't do anything, 2%,
- specified noises, 1%.

Residents 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

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 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
Area							
Urban	9	53	62	3	-	3	35
Rural [†]	11	54	65	1	-	1	35
Ward							
Taumarunui [†]	10	54	64	2	-	2	35
Waimarino-Waiouru	8	56	64	2	-	2	34
Ohura	10	46	56	2	-	2	42
National Park	13	52	65	4	-	4	31
Age							
18-44 years [†]	7	52	59	2	-	2	40
45-64 years	14	62	76	1	-	1	23
65+ years [†]	8	40	48	4	-	4	49
Household Income							
Less than \$40,000 pa	7	50	57	2	-	2	41
\$40,000-\$60,000 pa	7	48	55	1	-	1	44
More than \$60,000 pa [†]	14	56	70	3	-	3	26

% read across

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

63% of Ruapehu District residents are satisfied (very satisfied / satisfied) with civil defence (66% in 2013), while 2% are dissatisfied (4% in 2013).

The percent satisfied (63%) is similar to the Peer Group (63%) and National Averages (63%), bearing in mind that the latter figures relate to residents **very satisfied/fairly satisfied** with civil defence.

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

- residents aged 45 to 64 years,
- residents with an annual household income of more than \$60,000.

A significant percentage, 35%, are unable to comment (30% in 2013). This reading is on par with the corresponding Peer Group Average (32%) and slightly above the National Average (29%).

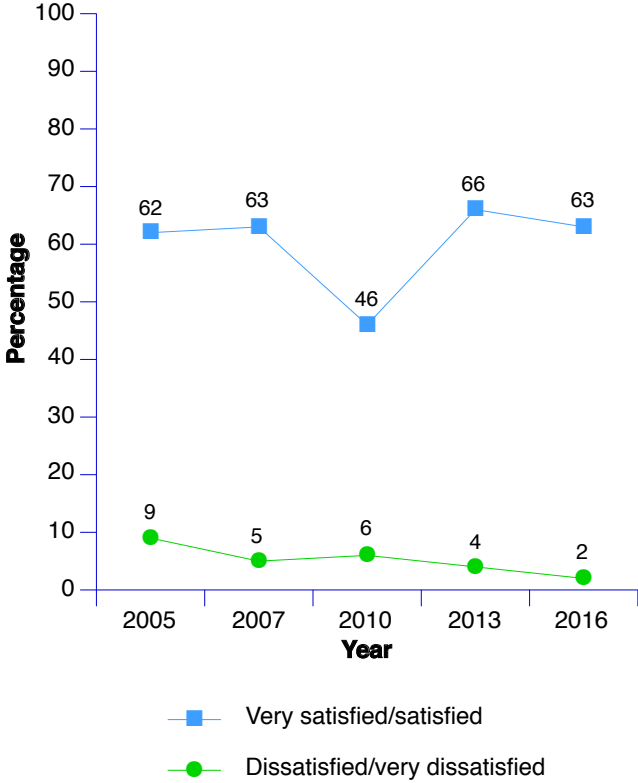
Reasons For Dissatisfaction

The reasons* residents, who are dissatisfied with civil defence, give for feeling this way are ...

- need more information / don't hear about them, mentioned by 2% of all residents,
- could do more, 1%.

* multiple responses allowed

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 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
Area							
Urban [†]	1	34	35	32	13	45	19
Rural	5	32	37	31	6	37	26
Ward							
Taumarunui	1	29	30	37	13	50	20
Waimarino-Waiouru [†]	7	40	47	27	3	30	24
Ohura [†]	1	29	30	29	11	40	29
National Park	-	35	35	25	27	52	13
Gender							
Male	3	28	31	35	13	48	21
Female	2	39	41	28	8	36	23
Ethnicity							
NZ European [†]	2	37	39	28	10	38	22
NZ Māori	4	23	27	39	13	52	21
Ratepayer?[†]							
Ratepayer	3	25	28	35	13	48	23
Non-ratepayer	2	63	65	17	2	19	17

% read across

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

36% of Ruapehu District residents are satisfied (very satisfied / satisfied) with Council's efforts to attract and expand business, while 42% are dissatisfied (dissatisfied / very dissatisfied). 22% are unable to comment. These readings are similar to the 2013 results.

The percent satisfied (36%) is below the Peer Group (46%) and National Averages (48%), bearing in mind that the latter figures relate to those **very satisfied/fairly satisfied** with business promotion.

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

- women,
- NZ European residents,
- non-ratepayers.

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

Reasons For Dissatisfaction

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

- Council makes it difficult/rules/barriers/red tape/bureaucracy,
- too many empty shops/businesses closing down/town is dying,
- could do more to attract/assist/support business/not doing enough,
- no effort/not doing anything to attract/expand business,
- poor Council performance/do not listen to suggestions made/lack of consultation.

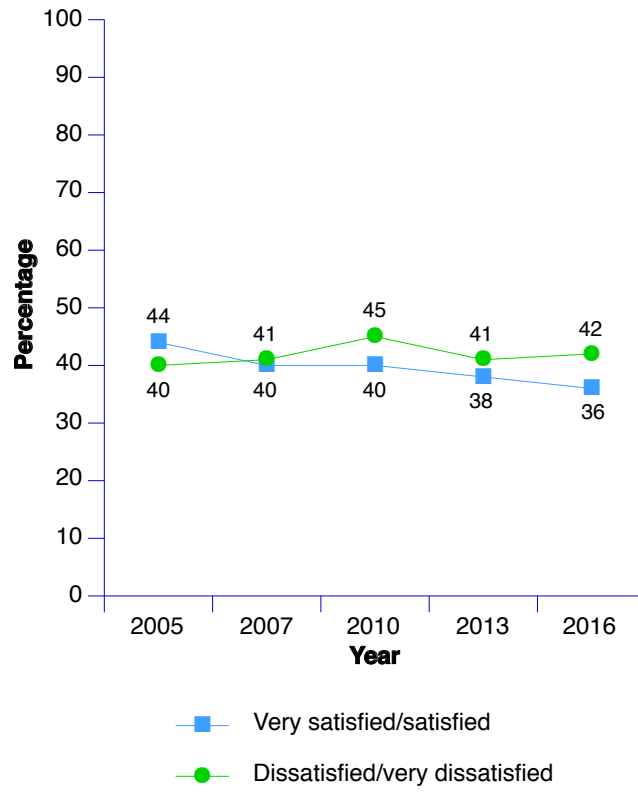
Summary Table:

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

	Total District 2016 %	Ward			
		Taumarunui %	Waimarino-Waiouru %	Ohura %	National Park %
Percent Who Mention ...					
Council makes it difficult/rules/barriers/red tape/bureaucracy	12	18	3	4	17
Too many empty shops/business closing down/town is dying	9	12	4	5	13
Could do more to attract/assist/support business/not doing enough	8	12	2	5	12
No effort/not doing anything to attract/expand business	7	10	2	9	6
Poor Council performance/do not listen to suggestions made/lack of consultation	6	7	2	13	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 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
Area							
Urban	-	29	29	28	5	33	38
Rural	-	33	33	22	6	28	39
Ward							
Taumarunui	-	25	25	35	6	41	34
Waimarino-Waiouru	1	42	43	16	-	16	41
Ohura	1	26	27	13	15	28	45
National Park	-	21	21	25	13	38	41
Ratepayer?							
Ratepayer	-	28	28	27	7	34	38
Non-ratepayer	-	39	39	21	1	22	39

% read across

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

30% of Ruapehu District residents are satisfied with Council's policies to promote job opportunities, while 31% are dissatisfied (dissatisfied/very dissatisfied), compared to 27% in 2013.

The percent satisfied (30%) is slightly below the Peer Group (37%) and National Averages (36%), bearing in mind that the latter figures relate to those **very satisfied/fairly satisfied** with job promotion.

Waimarino-Waiouru Ward residents are more likely to be satisfied (very satisfied/satisfied) with job promotion, than other Ward residents. It also appears that non-ratepayers are slightly more likely to feel this way, than ratepayers.

A significant percentage (38%) are unable to comment (43% in 2013). This is on par with the Peer Group Average (33%) and similar to the National Average (37%).

Reasons For Dissatisfaction

The main reasons residents 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,
- should encourage business/industry/make it too difficult for new business,
- could do more/not enough done to promote job opportunities.

Summary Table:

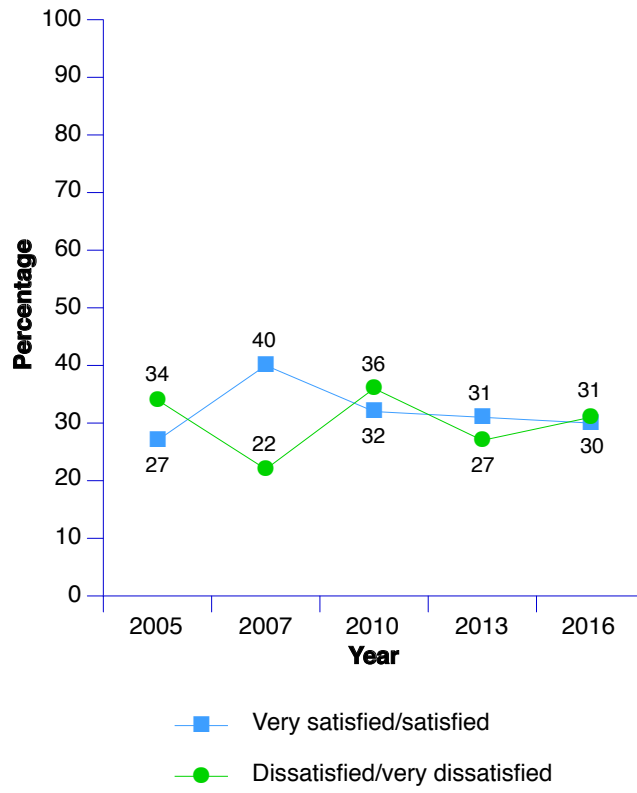
Main Reasons* For Being Dissatisfied/Very Dissatisfied With Job Promotion

	Total District 2016 %	Ward			
		Taumarunui %	Waimarino-Waiouru %	Ohura %	National Park %
Percent Who Mention ...					
No promotion of job opportunities/ not aware of any policies	10	14	5	6	12
No jobs available/lack of job opportunities/high unemployment	8	11	-	14	17
Should encourage business/industry/ make it too difficult for new business	7	11	-	5	13
Could do more/not enough done to promote job opportunities	7	8	6	4	4

* multiple responses allowed

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

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 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
Area							
Urban	14	56	70	17	4	21	9
Rural	15	54	69	13	3	16	15
Ward							
Taumarunui	11	51	62	22	3	25	13
Waimarino-Waiouru [†]	25	61	86	9	-	9	6
Ohura	6	50	56	8	9	17	27
National Park	7	55	62	11	17	28	10
Gender							
Male	13	49	62	20	5	25	13
Female	16	60	76	11	2	13	11

% read across

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

70% of Ruapehu District residents are satisfied (very satisfied / satisfied) with Council's efforts to attract visitors or tourists to the Ruapehu District, while 19% are dissatisfied (dissatisfied / very dissatisfied). 12% are unable to comment. These readings are similar to / on par with the 2013 results.

The percent satisfied (70%) is on par with the Peer Group (66%) and National Averages (66%), bearing in mind that the latter figures relate to those **very satisfied/fairly satisfied** with tourism promotion.

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

- Waimarino-Waiouru Ward residents,
- women.

Reasons For Dissatisfaction

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

- more promotion of area/attractions/ more advertising,
- could do more/not doing enough/ more effort needed,
- all efforts made by local people not Council,
- Council don't do anything to attract visitors,
- focus on certain areas/some areas miss out.

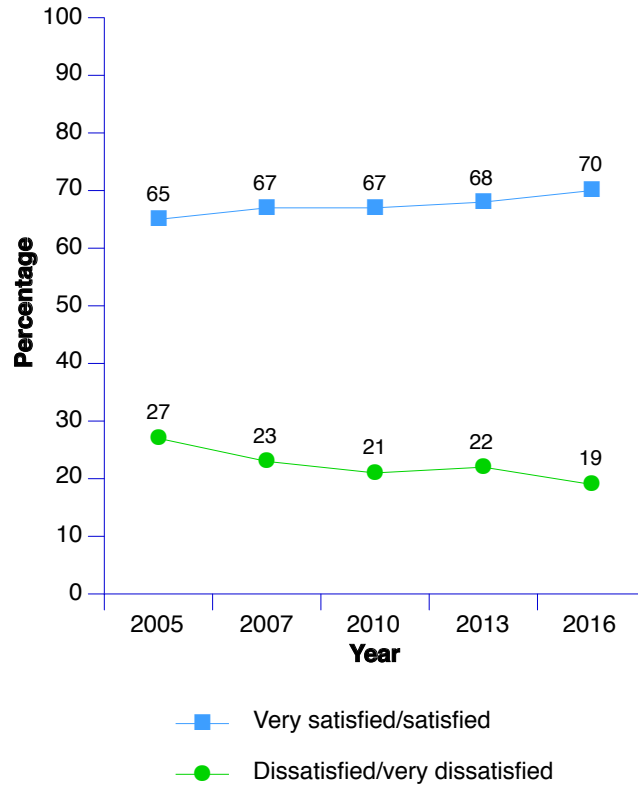
Summary Table:

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

	Total District 2016 %	Ward			
		Taumarunui %	Waimarino- Waiouru %	Ohura %	National Park %
Percent Who Mention ...					
More promotion of area/attractions/ more advertising	5	7	3	6	6
Could do more/not doing enough/ more effort needed	4	6	2	1	4
All efforts made by local people not Council	3	5	1	-	4
Council don't do anything to attract visitors	3	3	2	1	9
Focus on certain areas/ some areas miss out	3	4	2	-	1

* multiple responses allowed

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 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
Area							
Urban	-	47	47	15	5	20	33
Rural	2	41	43	21	1	22	35
Ward							
Taumarunui	1	36	37	20	5	25	38
Waimarino-Waiouru	-	61	61	12	-	12	27
Ohura	1	30	31	24	1	25	44
National Park [†]	-	44	44	17	10	27	30
Household Income							
Less than \$40,000 pa	-	40	40	29	1	30	30
\$40,000-\$60,000 pa	-	39	39	15	3	18	43
More than \$60,000 pa	1	53	54	17	3	20	26

% read across

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

46% of Ruapehu District residents are satisfied (very satisfied / satisfied) with Council's role in the economic development of the Ruapehu District (42% in 2013), while 21% are dissatisfied (dissatisfied / very dissatisfied) (28% in 2013). A substantial percentage, 34%, are unable to comment (30% in 2013).

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

- Waimarino-Waiouru Ward residents,
- residents with an annual household income of more than \$60,000.

Reasons For Dissatisfaction

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

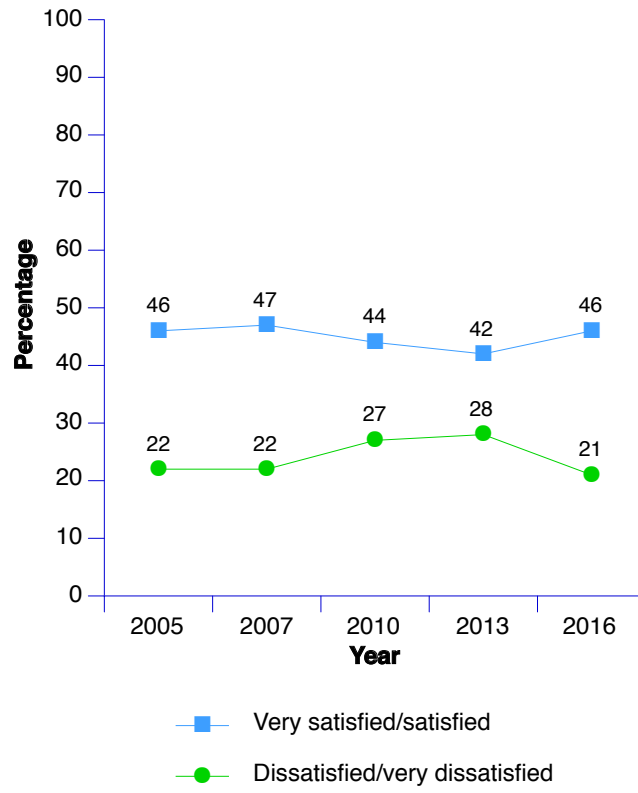
- not attracting / encouraging / supporting businesses / industry,
- could do more / not doing enough,
- lack of economic development / growth / going backwards.

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

	Total District 2016 %	Ward			
		Taumarunui %	Waimarino-Waiouru %	Ohura %	National Park %
Percent Who Mention ...					
Not attracting / encouraging / supporting businesses / industry	4	4	2	4	13
Could do more / not doing enough	3	5	2	2	-
Lack of economic development / growth / going backwards	3	5	-	10	-

* 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 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
Area							
Urban	1	72	73	14	4	18	9
Rural	7	65	72	12	4	16	12
Ward							
Taumarunui	2	72	74	12	5	17	9
Waimarino-Waiouru	7	68	75	10	2	12	13
Ohura	2	75	77	16	2	18	5
National Park [†]	-	55	55	27	7	34	12
Ethnicity							
NZ European	3	73	76	10	3	13	11
NZ Māori	5	59	64	20	5	25	11

% read across

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

73% of Ruapehu District residents are satisfied (very satisfied/satisfied) with Council's overall performance in the last 12 months (66% in 2013), while 17% are dissatisfied (dissatisfied/very dissatisfied) (24% in 2013). 10% are unable to comment.

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

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

Reasons For Dissatisfaction

The main reasons residents who are dissatisfied/very dissatisfied with Council's overall performance give for feeling this way are ...

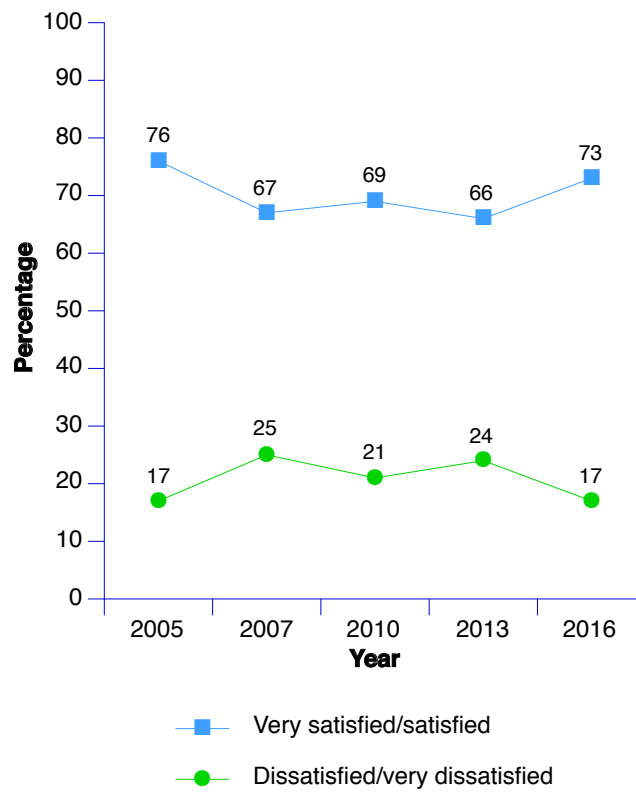
- poor financial decisions/money wasted/spend too much on themselves,
- poor performance by Council,
- lack of economic growth/not supportive of initiatives/businesses,
- high rates/increases/too high for services received.

Summary Table: Main Reasons* For Being Dissatisfied/Very Dissatisfied With Council's Overall Performance

	Total District 2016 %	Ward Taumarunui %	Waimarino-Waiouru %	Ohura %	National Park %
Percent Who Mention ...					
Poor financial decisions/money wasted/spend too much on themselves	4	6	3	-	2
Poor performance by Council	4	6	2	3	4
Lack of economic growth/not supportive of initiatives/businesses	3	4	-	-	(15)
High rates/increases/too high for services received	3	4	1	5	-

* multiple responses allowed

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

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 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
Area[†]							
Urban	1	46	47	18	3	21	33
Rural	2	47	49	12	6	18	32
Ward							
Taumarunui	3	48	51	13	4	17	32
Waimarino-Waiouru	-	47	47	19	5	24	29
Ohura [†]	5	42	47	10	4	14	40
National Park [†]	-	38	38	21	2	23	38
Ratepayer?							
Ratepayer	2	44	46	17	5	22	32
Non-ratepayer	1	55	56	10	-	10	34

% read across

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

48% of Ruapehu District residents are satisfied (very satisfied / satisfied) with Council's ability to deal with priority issues (56% in 2013), while 20% are dissatisfied / very dissatisfied). In 2013 14% were dissatisfied. A large percentage, 32%, are unable to comment.

There are no notable differences between Wards, Areas and socio-economic groups, in terms of those residents who are satisfied (very satisfied / satisfied). However, it appears that non-ratepayers, are slightly more likely to feel this way, than ratepayers.

Reasons For Dissatisfaction

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

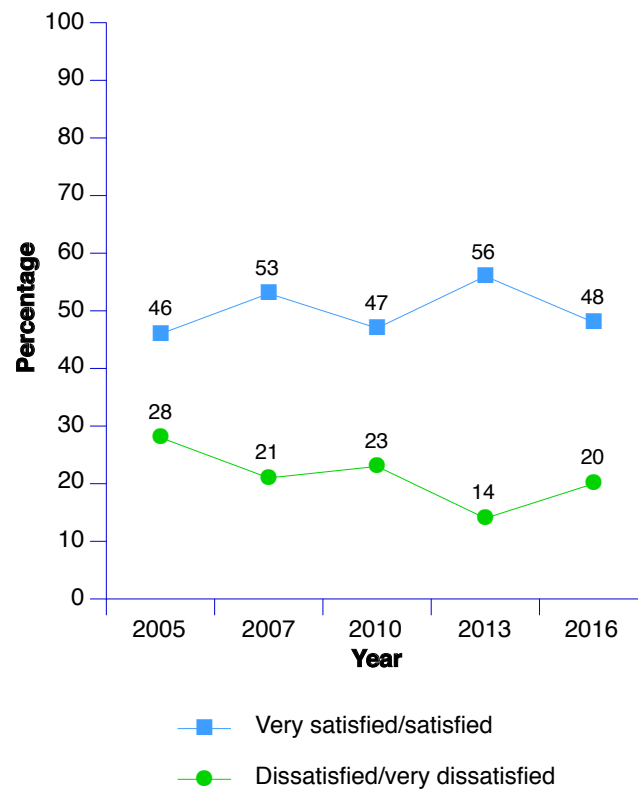
- specified priority issues that need addressing,
- poor Council performance,
- roading issues not addressed / road safety should be high priority,
- water supply problem needs to be resolved.

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

	Total District 2016 %	Ward			
		Taumarunui %	Waimarino- Waiouru %	Ohura %	National Park %
Percent Who Mention ...					
Specified priority issues that need addressing	4	4	2	1	10
Poor Council performance	4	6	1	-	2
Roading issues not addressed / road safety should be high priority	3	3	3	5	6
Water supply problem needs to be resolved	3	1	6	1	2

* 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 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
Area							
Urban [†]	9	51	60	10	-	10	31
Rural	9	56	65	4	-	4	31
Ward							
Taumarunui [†]	7	59	66	5	-	5	28
Waimarino-Waiouru	12	46	58	10	-	10	32
Ohura	2	51	53	1	-	1	46
National Park [†]	11	47	58	14	-	14	29
Ethnicity							
NZ European	9	57	66	5	-	5	29
NZ Māori	7	46	53	12	-	12	35
Gender							
Male	7	49	56	8	-	8	36
Female [†]	10	57	67	6	-	6	26

% read across

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

62% of Ruapehu District residents are satisfied (very satisfied / satisfied) with the level of support Council gives to community organisations and projects (65% in 2013), while 7% are dissatisfied (in 2013, 14% were dissatisfied / very dissatisfied). A large percentage, 31%, are unable to comment (21% in 2013).

The percent satisfied (62%) is similar to the Peer Group Average (62%) and on par with the National Average (58%), bearing in mind that the latter figures relate to residents **very satisfied/fairly satisfied with community assistance**.

Residents more likely to be satisfied (very satisfied / satisfied) ...

- women,
- NZ European residents.

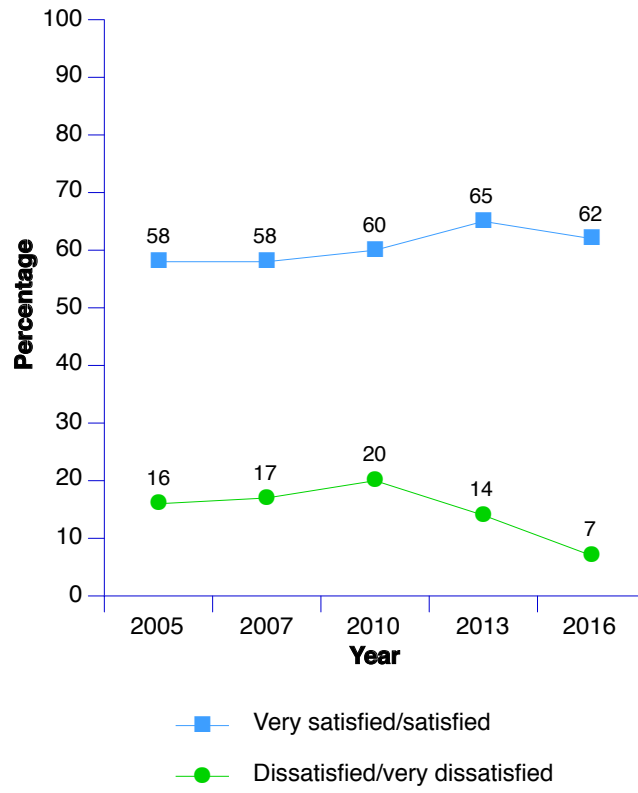
Reasons For Dissatisfaction

The main reasons* residents who are dissatisfied / very dissatisfied with the level of support Council gives to community organisations and projects give for feeling this way are ...

- selective / give to some and not to others / some areas miss out, mentioned by 3% of all residents,
- could do more / give more support / funding, 3%,
- lack of support / funding from Council, 2%.

* multiple responses allowed

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



E. APPENDIX

Base By Sub-sample

		Actual respondents interviewed	*Expected numbers according to population distribution
Ward	Taumarunui	123	146
	Waimarino-Waiouru	99	101
	Ohura	38	27
	National Park	40	26
Age	18-44 years	89	135
	45-64 years	110	115
	65+ years	101	50
(one respondent refused to give details of their age)			
Ethnicity	NZ European	236	197
	NZ Māori	49	91
(1 respondent identified their ethnicity as Pacific Island, 5 as Asian and 8 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.

** 152 men and 148 women were interviewed.

* * * * *

