

**WAIPA DISTRICT COUNCIL
COMMUNITRAK™ SURVEY
JUNE 2006**

COMMUNITRAK™ SURVEY

PUBLIC PERCEPTIONS AND INTERPRETATIONS OF COUNCIL SERVICES AND REPRESENTATION

PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:

WAIPA DISTRICT COUNCIL

JUNE 2006



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CONTENTS

	<u>Page No.</u>
A. SITUATION AND OBJECTIVES	1
B. COMMUNITRAK™ SPECIFICATIONS.....	2
C. EXECUTIVE SUMMARY	5
D. MAIN FINDINGS	13
1. COUNCIL SERVICES/FACILITIES	14
a. Satisfaction With Council Services/Facilities	15
i. Water Treatment And Supply	15
ii. Roads - Maintenance	20
iii. Footpaths - Maintenance	25
iv. Roads - Safety	30
v. Control of Dogs	35
vi. Parks and Reserves	40
vii. Noise Control Services	43
viii. Sewage Disposal	46
ix. Swimming Pools	49
x. Stormwater Services	53
xi. Library Service	58
xii. Town Planning, i.e. Planning And Inspection Services	61
xiii. Building Control And Building Inspections	65
xiv. Civil Defence Organisation	69
xv. Museums	72
xvi. Parking in Cambridge & Te Awamutu	75
2. CONTACT WITH COUNCIL	79
a. Contact With A Councillor And/Or The Mayor In The Last 12 Months	80
b. Customer Service	81
i. Have Residents Contacted The Council By Phone Or In Person, In The Last 12 Months?	81
ii. What Was The Nature Of The Resident's Query?	82
iii. Was Query Attended To In A Timely Fashion And To Resident's Satisfaction?	85
3. REPRESENTATION	87
a. Performance Rating Of The Mayor And Councillors In The Last Year	88
b. Performance Rating Of The Council Staff In The Last Year	90
c. Performance Rating Of Community Board Members In The Last Year	92

CONTENTS (Continued)

	<u>Page No.</u>
4. LOCAL ISSUES	94
a. Perception of Household’s Financial Position	95
b. Safety in the District	97
i. In the Town Centres of Cambridge and Te Awamutu During the Day	97
ii. In the Town Centres of Cambridge and Te Awamutu at Night	99
iii. In the Local Neighbourhood or Area During the Day	101
iv. In Your Local Neighbourhood or Area at Night	103
v. Summary	105
c. Community Information	106
i. Do Residents Usually Receive a Copy of the Cambridge Edition or Te Awamutu Courier Newspapers?	106
ii. Awareness of the Monthly Community Information Sheet Called ‘Word on Waipa’	107
iii. Rating the ‘Word on Waipa’ in Terms of its Information Value to Residents	109
iv. What Type of Information Would Residents Like to See Published in the ‘Word on Waipa’?	111
v. Rotary Club Community Telephone Directory	113
(1) Do residents usually receive a copy of the Rotary Club Community Telephone Directory?	113
(2) Rating The Rotary Club Community Telephone Directory in terms of its information value to residents..	114
E. APPENDIX (Base by Sub-sample)	116

NB: Please note the following explanations for this report:

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

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

Arrows, whenever shown, depict a directional trend.

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

A. SITUATION AND OBJECTIVES

The mission statement for Waipa District Council reads:

"To promote the well-being of the people of the Waipa District through timely provision of services and sustainable management of natural resources."

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

The main objectives are ...

- to determine how well Council is performing in terms of services and facilities offered and representation given to its citizens,
- to provide measurement of performance criteria, such that the measures taken can be used for Annual Reporting,
- to explore in depth those issues specifically requested by Council for 2006, namely ...
 - * whether residents have contacted the Council by phone or in person, in the last 12 months, the nature of their query, and if it was attended to in a timely fashion and to their satisfaction,
 - * whether residents think their household is financially better off, about the same, or worse off, than it was three years ago,
 - * how residents rate the safety of their District,
 - * residents views regarding Community Information, such as 'Word on Waipa', and the Rotary Club Community Telephone Directory.

Council also has the benefit of comparing the 2006 results with results obtained in 2000-2005. This is provided together with averaged comparisons to similar Peer Group Councils and resident perceptions nationwide.

* * * * *

B. COMMUNITRAK™ SPECIFICATIONS

Sample Size

This Communitrak™ survey was conducted with 405 residents of the Waipa District.

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

Interviews were spread amongst the five Wards as follows:

Cambridge	119
Takepuku	42
Maungatautari	50
Pirongia	71
Te Awamutu	123
Total	<u>405</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 white pages of the telephone directory were used as the sample source, with every xth number being selected.

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

A target of interviewing approximately 100 residents aged 18 to 39 years, was also set.

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

Respondent Selection

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

Call Backs

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

Sample Weighting

Weightings were applied to the sample data, to reflect the actual Ward, gender and age group proportions in the area as determined by Statistics New Zealand's 2001 Census data. The result is that the total figures represent the adult population's viewpoint as a whole across the entire Waipa 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 2 June and Tuesday 13 June 2006.

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 1,005 interviews conducted in January 2005,
- comparisons with provincial, urban and rural norms.

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

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

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

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

Margin Of Error

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

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

The margin of error figures above refer to the accuracy of a result in a survey, given a 95 percent level of confidence. A 95 percent level of confidence implies that if 100 samples were taken, we would expect the margin of error to contain the true value in all but five samples. The results in 95 of these samples are most likely to fall close to those obtained in the original survey, but may, with decreasing likelihood, vary by up to plus or minus 4.9%, for a sample of 400.

Significant Difference

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

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

The significant difference figures above refer to the boundary, above and below a result, whereby one may conclude that the difference is significant, given a 95 percent level of confidence. Thus the significant difference, for the same question, between two separate surveys of 400 respondents, is plus or minus 6.9%, given a 95 percent level of confidence, where the midpoint of the two results is 50%.

* * * * *



C. EXECUTIVE SUMMARY

This report summarises the opinions and attitudes of Waipa District Council area residents, to the services/facilities provided for them by their Council and their elected representatives.

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

Communitrak™ provides a comparison for Council on major issues, on their performance relative to the performance of their Peer Group of similarly constituted Local Authorities, and to Local Authorities on average throughout New Zealand, as well as providing a comparison with the results of the 2000, 2001, 2002, 2003, 2004 and 2005 Communitrak survey results.

Council Services/Facilities

Summary Table - Satisfaction With Services/Facilities

	Waipa 2006		Waipa 2005	
	Very/fairly satisfied	Not very satisfied	Very/fairly satisfied	Not very satisfied
	%	%	%	%
Parks and reserves	88	9	88	10
Library service	81	5	84	3
Control of dogs	81	14	79	15
Roads - maintenance	78	21	80	18
Roads - safety	78	21	79	20
Maintenance of footpaths	75	15	68	20
Parking in Cambridge & Te Awamutu	74	26	72	26
Noise control services	68	5	67	4
Water treatment and supply	66	9	69	13
Sewage disposal	63	4	68	2
Stormwater services	60	21	60	20
Swimming pools	58	27	63	25
Museums	56	6	NA	NA
Building control & building inspections	49	8	59	9
Town Planning	49	15	55	10
Civil Defence Organisation	41	3	50	1

NB: The balance, where figures don't add to 100% is a 'don't know' response.

NA: not asked in 2005

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

	<u>Waipa</u>	<u>Peer Group</u>	<u>National Average</u>
• swimming pools	27%	12%	9%
• stormwater services	21%	16%	20%
• parks and reserves	9%	2%	3%

However, the comparison is **favourable** for Waipa District for ...

• parking in Cambridge & Te Awamutu	26%	††35%	††39%
• road safety	21%	*29%	*29%
• roads - maintenance	21%	*29%	*29%
• footpaths - maintenance	15%	†27%	†27%
• town planning	15%	◇23%	◇24%
• control of dogs	14%	25%	25%
• water treatment & supply	9%	**14%	**12%
• building control and building inspections	8%	◇23%	◇24%
• noise control services	5%	14%	16%
• sewage disposal	4%	11%	10%
• Civil Defence Organisation	3%	10%	12%

Waipa District performs **on par with** the National and Peer Group Averages for the following services/facilities ...

• museums	6%	6%	5%
• library service	5%	1%	2%

* These figures are based on roading in general.

† These figures are based on footpaths in general.

** These figures are based on the water supply in general.

◇ These figures are based on town planning, i.e. planning and inspection services (building control and building inspections not excluded).

†† These figures are based on parking in your local town.

Frequency Of Household Use - Council Services And Facilities

	Usage In The Last Year		
	Three times or more %	Once or twice %	Not at all %
Parks or reserves	68	19	13
Public library	62	14	24
Public swimming pools	40	17	43
Museum	9	27	64

% read across

Parks and reserves, 87%, and
public libraries, 76%

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

Contact With Council

15% of residents have contacted a Councillor or the Mayor in the last 12 months (16% in 2005).

51% of residents have contacted the Council by phone or in person (52% in 2005).

The main queries of those residents who have contacted Council by phone or in person were in regard to ...

- building permits/consents, 13% of residents*,
- building departments/services/building matters, 12%
- dog control/registration/dog issues, 12%,
- roading/footpaths/road signs/traffic issues, 10%,
- about a property/LIM reports/plans/boundaries etc, 10%.

74% of residents* say their query was attended to in a timely fashion and to their satisfaction (80% in 2005), while 26% say it was not (20% in 2005).

* Residents who have contacted the Council by phone, or in person, in the last 12 months (N=204).

Representation

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

a. Performance Rating of the Mayor and Councillors

60% of residents rate the performance of the Mayor and Councillors, in the last year, as very/fairly good (69% in 2005). 5% rate their performance as not very good/poor (4% in 2005). Waipa District is similar to the Peer Group Average and slightly above the National Average, in terms of rating the Mayor and Councillors' performance as very or fairly good.

b. Performance Rating of the Council Staff

72% of residents rate the performance of the Council staff, in the last year, as very or fairly good (72% in 2005). 4% rate their performance as not very good (3% in 2005). Waipa District is slightly above the Peer Group Average and above the National Average, in terms of those rating Council staff performance as very or fairly good.

c. Performance Rating of Community Board Members

45% of residents who have a Community Board member rate their performance, in the last year, as very or fairly good (51% in 2005), while 4% say it is not very good/poor (2% in 2005). A substantial percentage (36%) are unable to comment (31% in 2005).

Local Issues

Household's Financial Position

Overall, 36% of residents think that their household is financially better off than it was three years ago (33% in 2005), 39% feel they are the same (45% in 2005) and 22% say they are worse off (20% in 2005). 3% are unable to comment.

Safety in the District

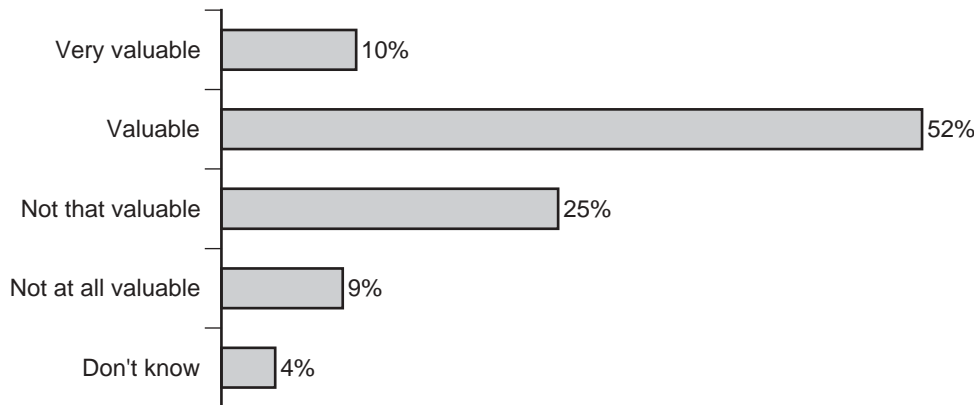
	Very Safe %	Safe %	Very Safe/ Safe %	Neither Safe Nor Unsafe %	Unsafe %	Very Unsafe %	Unsafe/ Very Unsafe %	Don't Know %
In the town centres of Cambridge and Te Awamutu during the day	56	39	95	2	1	1	2	1
In the town centres of Cambridge and Te Awamutu at night	16	47	63	15	9	-	9	13
In their local neighbourhood or area during the day	62	35	97	2	1	-	1	-
In their local neighbourhood or area at night	39	45	84	9	6	-	6	1

Community Information

95% of residents say they usually receive a copy of the Cambridge Edition or Te Awamutu Courier newspaper (99% in 2005).

69% of these residents are aware that Waipa District Council publishes a monthly community information sheet called the Word on Waipa in these newspapers (75% in 2005), while 30% are not aware (23% in 2005). 1% are unable to comment.

Rating the Word on Waipa in terms of its information value to residents*...



Base = 268

The main types[†] of information these residents* would like to see published in the Word on Waipa are:

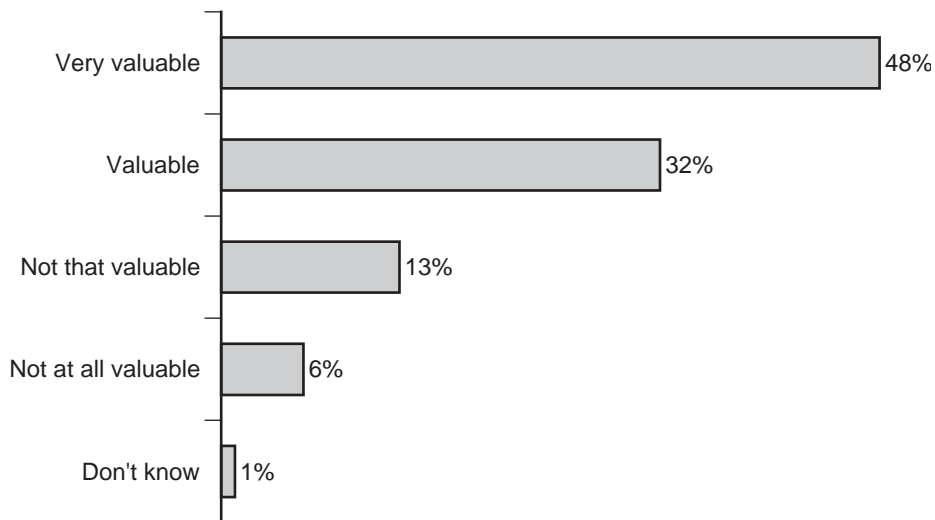
- future plans/developments for the District, mentioned by 11% of these residents,
- what's happening in the District/what's going on, 9%,
- coming events/current events/local events/activities, 8%,
- more on what Council is doing/what Council is up to, 7%,
- expenditure/how rates are spent, 5%,
- improvements/what they are doing to services/facilities, 5%.

* The 65% of residents who receive a copy of either of the two newspapers mentioned and are aware that the Council publishes, monthly, the Word on Waipa in these newspapers (N=268).

[†] multiple responses allowed

92% of residents say they usually receive a copy of the Rotary Club Community Telephone Directory.

Rating the Rotary Club Community Telephone Directory in terms of its information value to residents*...



* The 92% of residents who say they usually receive a copy of Rotary Club Community Telephone Directory (N=374).



D. MAIN FINDINGS

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

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

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

In this group are ...

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



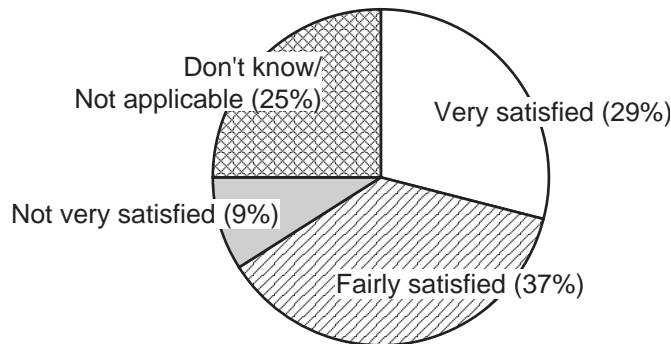
1. Council Services/Facilities

a. Satisfaction With Council Services/Facilities

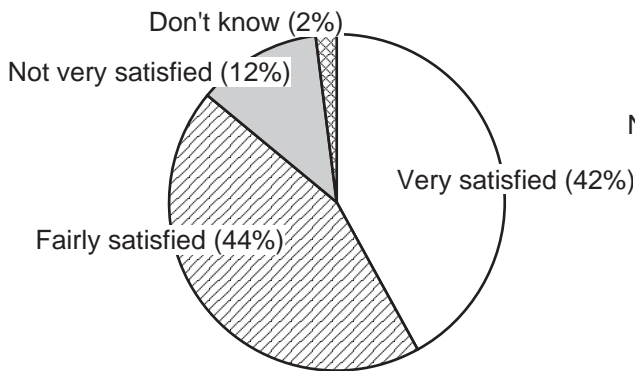
Residents were read out a number of Council functions and asked whether they are very satisfied, fairly satisfied or not very satisfied with the provision of that service/facility. Those not very satisfied are asked to give their reasons for feeling that way.

i. Water Treatment & Supply

Overall

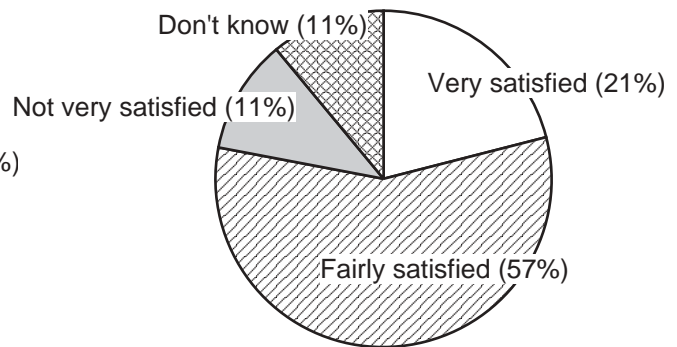


Receive Full Public Water Supply



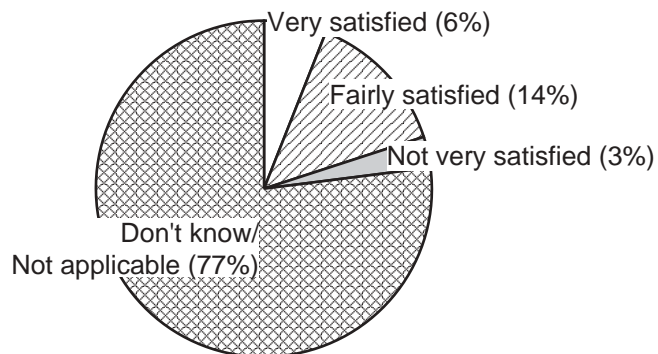
Base = 256

Receive Restricted Public Water Supply



Base = 14*

Have Private Supply



Base = 119

* caution: small base

66% of residents are satisfied with water treatment and supply (69% in 2005), including 29% who are very satisfied. 9% are not very satisfied (13% in 2005) and 25% are unable to comment (18% in 2005).

Waipa residents are slightly below the Peer Group Average and on par with the National Average, for ratings of the water supply in general.

61% of residents say they are provided with a full public water supply (68% in 2005), while 4% say they receive a restricted water supply. 30% of residents have a private supply (23% in 2005) and 5% don't know.

Of those on a full public water supply, 86% are satisfied, with 78% on a restricted supply satisfied (caution is required as the base is very small). 20% of residents with a private water supply are satisfied, while a significant percentage (77%), as would be expected, are unable to comment.

There are no notable differences between Wards and socio-economic groups in terms of those not very satisfied with water treatment and supply. However, it appears that ratepayers are slightly more likely to feel this way, than non-ratepayers.

Kakepuku and Maungatautari Ward residents are more likely to be unable to comment, than other Ward residents.

Satisfaction With Water Treatment & Supply

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2006	29	37	66	9	25
2005	27	42	69	13	18
2004	29	41	70	11	19
2003	26	37	63	17	20
2002	19	44	63	20	17
2001	22	38	60	16	24
2000*	24	39	63	15	22
Receive Full Public Water Supply	42	44	86	12	2
Receive Restricted Public Water Supply†	21	57	78	11	11
Have Private Supply	6	14	20	3	77
<u>Comparison*</u>					
Peer Group (Provincial)	37	38	75	14	11
National Average	40	40	80	12	8
<u>Ward</u>					
Cambridge	37	45	82	11	7
Takepuku	8	18	26	3	71
Maungatautari	7	12	19	12	69
Pirongia	27	43	70	10	20
Te Awamutu	40	40	80	8	12
<u>Ratepayer?</u>					
Ratepayer	30	37	67	10	23
Non-ratepayer	26	33	59	2	39

% read across

* The 2000 reading and the Peer Group and National Averages are based on ratings of the water supply in general

† caution: small base

Reasons For Being Not Very Satisfied

38 residents are not very satisfied with their water supply and give the following main reasons for this ...

- poor quality of water,

"Quality of water is bad."

"Awful to drink especially in the summer."

"Disgusting in Pirongia."

"Kihikihi water not good."

"Have to use a filter."

"Algae gets through into water supply - Cambridge."

- taste is bad,

"Not nice tasting."

"Tastes worse in summer."

"Water tastes like dirt in Karapiro Village."

"Horrible taste."

- too much chlorine/chemicals,

"Full of chemicals."

"Chloride taste to it in Pirongia."

"Yucky because of the chloride."

"Have to filter the water because of the chlorine, hope there's no fluoride in it."

- poor water pressure.

"Run out of pressure every summer - Clare St, Cambridge."

"Pressure goes up and down, subdivisions affect the direct supply of water."

"There's no pressure here - very low - Princes St."

"We found pressure system HAD to be installed."

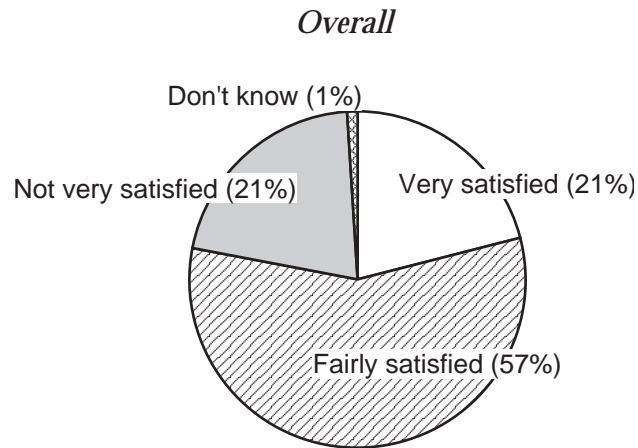
Summary Table - Main Reasons* For Being Not Very Satisfied With Water Treatment & Supply

	Total District 2006 %	Ward				
		Cambridge %	Kake-puku %	Maunga-tautari %	Pirongia %	Te Awamutu %
<u>Percent Who Mention ...</u>						
Poor quality of water	3	5	-	-	2	3
Taste is bad	2	4	-	5	-	2
Too much chlorine/chemicals	2	2	-	3	2	2
Poor water pressure	2	2	-	2	2	2

* multiple responses allowed

Recommended satisfaction measure for reporting purposes:	
Total District	= 66%
Receivers of Full Public Water Supply	= 86%
Receivers of Restricted Public Water Supply*	= 78%
On Private Supply	= 20%

* Caution: small base

ii. Roads - Maintenance

78% of Waipa District residents are satisfied with the maintenance of roads, while 21% are not very satisfied (18% in 2005).

The percent not very satisfied is below ratings from Peer Group residents' and residents' nationwide for roading in general.

Residents more likely to be not very satisfied with the maintenance of roads are ...

- Maungatautari Ward residents,
- residents aged 18 to 59 years,
- residents who live in a three or more person household.

Satisfaction With The Maintenance of Roads

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2006	21	57	78	21	1
2005	15	65	80	18	2
2004	22	59	81	19	-
2003	20	61	81	18	1
2002	15	66	81	17	2
2001	19	61	80	20	-
2000	17	57	74	25	1
<u>Comparison*</u>					
Peer Group (Provincial)	13	57	70	29	1
National Average	12	59	71	29	-
<u>Ward</u>					
Cambridge	27	55	82	18	-
Takepuku	16	68	84	16	-
Maungatautari	5	61	66	34	-
Pirongia	19	60	79	21	-
Te Awamutu	24	53	77	21	2
<u>Age</u>					
18-39 years	22	52	74	26	-
40-59 years	16	62	78	22	-
60+ years	26	59	85	13	2
<u>Household Size</u>					
1-2 person household	23	60	83	16	1
3+ person household	20	54	74	26	-

% read across

* Comparison figures for the Peer Group and National Averages are based on ratings of roading in general

Reasons For Being Not Very Satisfied

87 residents are not very satisfied with road maintenance and give the following main reasons for this ...

- potholes/uneven/rough/bumpy,

"A lot of potholes e.g. Hautapu Rd and Victoria Rd. "
"Terrible potholes in Norwegian and Rotoorangi Rds. "
"Really bad hole in Bank St. "
"Shakespeare and Parallel Rds have potholes. "
"Lots of potholes near the Information Centre. "
"Just got a new road - French Pass Rd, already has potholes. "
"Potholes in Fencourt Rd and Te Miro Rd. "
"Potholes in Aspin Rd. "
"Brunskill Rd has some potholes. "
"Popped two tyres from potholes in Pokuru-Te Mawhai turn off, by the Pokuru School, potholes have been there a long time and getting worse. "
"There are lots of holes by the Karapiro bridge and some in Shakespeare St, Cambridge. "
"Cambridge to Te Awamutu - grooves, potholes, uneven surface. "
"Rukuhia Rd is very uneven. "
"Uneven surface on Mangare Rd. "
"We have the roughest roads in the Waikato, Mill Rd has become so bumpy it is dangerous, it's even hard to drive your tractor down the road. "
"Grice Rd is bumpy. "

- poor condition/lack maintenance/need upgrading/tarsealing,

"Hamilton-Cambridge, Cambridge-Te Awamutu poor. "
"Roadsides are crumbling - Whatawhata to Otorohanga is the worst. "
"The rural roads we use everyday are not maintained enough especially on peat land, they sink and the roads are shocking - Rukuhia Rd, Collins Rd and O'Reagan Rd, Rukuhia Rd is very dangerous, it falls away on each side of the road. "
"Need more attention in Kihikihi and upgrading of roads here. "
"Wallace Rd gets very corrugated, needs redoing. "
"Te Miro Rd should be sealed. "
"I've seen a grader up this road once in 15 years. "
"Side roads not sealed, they need more upkeep. "
"I am continually coming across badly maintained roads in Cambridge i.e. Shakespeare and Parallel Rds. "
"Maintenance needed on roads by the power house near Arapuni. "
"Bend needs straightening out on Cambridge Rd near Monavale. "
"Most upgrades are in town, need more upgrades in Rotoorangi area. "
"Not tarsealed in Wiseman Rd, being close to town it should be. "

- poor quality of work/materials used/too much patching,

"Fix them, then need doing again i.e. Mangorei Rd. "

"Bank St is poorly patched. "

"Patching at edges not done properly - Fencourt St and Te Miro St area, repairs are not good enough. "

"Main road to Racecourse Rd just been fixed, it's now worse. "

"They put a new seal on Grice Rd on a crappy surface. "

"Some road sealing doesn't last long i.e. Arapuni-Kihikihi Rd. "

"Too much gravel on roads when they have been fixed i.e. Teasdale St and Banks St. "

"New subdivisions and sewerage put through in Kihikihi but subcontractors are a bit slow getting around, repatched where a lot of heavy machinery had roughed up the road, loose metal lying around needs to be tidied up. "

"Tar sticky in summer. "

- heavy trucks are a problem.

"Trucks along the main road get annoying at night. "

"Milk trucks between Cambridge and Morrinsville. "

"Heavy trucks on road off SH3 onto St Leger Rd. "

"Tirohanga Rd was repaired, then had roadworks down the road and big trucks came speeding down the road, and ripped up the new tarseal, it's a mess. "

"Trucks using the main street, bypass taking too long to complete in Pirongia, it's also a safety issue for children, been on the agenda for the last 3 years, something needs to be done soon. "

"Corner of Queen and Albert St not wide enough for trucks and too sharp, also the road is too busy especially between 3 and 5pm. "

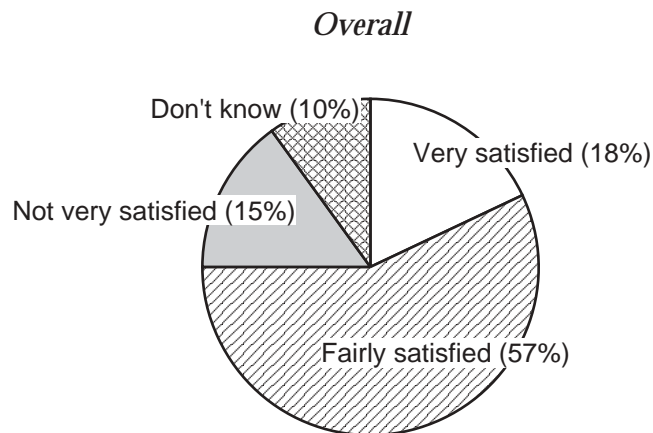
Summary Table - Main Reasons* For Being Not Very Satisfied With Road Maintenance

	Total District 2006 %	Ward				
		Cambridge %	Kake-puku %	Maunga-tautari %	Pirongia %	Te Awamutu %
<u>Percent Who Mention ...</u>						
Potholes/uneven/rough/bumpy	11	12	6	25	10	7
Poor condition/lack maintenance/need upgrading/tarsealing	7	7	6	17	5	5
Poor quality of work/materials used/too much patching	5	2	6	18	-	5
Heavy trucks are a problem	3	1	2	7	3	2

* multiple responses allowed

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

iii. Footpaths - Maintenance



75% of Waipa District residents are satisfied with the maintenance of footpaths (68% in 2005), while 15% are not very satisfied with this aspect of footpaths (20% in 2005).

The percent not very satisfied with footpath maintenance is below the Peer Group and National Averages for footpaths in general.

Those residents more inclined to feel not very satisfied are ...

- Cambridge and Te Awamutu Ward residents (it is noted that these two Wards, along with Pirongia Ward, are less likely to be unable to comment, than other Wards),
- women,
- residents aged 60 years or over,
- residents with an annual household income of less than \$40,000.

Satisfaction With The Maintenance of Footpaths

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2006	18	57	75	15	10
2005	14	54	68	20	12
2004	15	50	65	24	11
2003	16	49	65	23	12
2002	10	48	58	33	9
2001	12	44	56	32	12
2000**	15	45	60	30	10
Comparison*					
Peer Group (Provincial)	15	54	69	27	4
National Average	16	55	71	27	2
Ward					
Cambridge	19	54	73	(25)	2
Kakepuku	16	61	77	2	21
Maungatautari	29	34	63	3	34
Pirongia	10	(76)	86	7	7
Te Awamutu	18	59	77	(19)	4
Gender					
Male	15	60	75	11	14
Female	21	55	76	(19)	5
Age					
18-39 years	20	60	80	10	10
40-59 years	18	62	80	11	9
60+ years	16	47	63	(29)	8
Household Income					
Less than \$40,000 p.a.	21	46	67	(25)	8
\$40,000 - \$60,000 p.a.	16	61	77	14	9
More than \$60,000 p.a.	19	62	81	10	9

% read across

* Comparison figures for the Peer Group and National Averages are based on ratings of footpaths in general

** The 2000 reading relates to footpath maintenance and safety

Reasons For Being Not Very Satisfied

61 residents are not very satisfied with footpath maintenance, and give the following main reasons for this ...

- no footpaths/not enough/one side only,

"There are none in Herbert St, Kihikihi. "

"Grosvenor and King Sts have no footpaths. "

"In the area where I live, there aren't any footpaths down some streets, the main streets do but on one side of the road, roads coming off those don't have it on either side i.e. Southey St. "

"No concrete footpaths along my side of William St in Cambridge. "

"Footpaths down one side of the road in Stafford St, Cambridge. "

"Only on one side of Hall St, Cambridge. "

"We don't have footpaths here in Monavale, we pay huge amount of rates, it's unfair! Seems that Te Awamutu gets more money from Council than Cambridge does. "

"There are no footpaths on either side of Arnold St. "

"Footpaths only on one side of Burns St and Shakespeare St. "

"No footpath in Belloc St, have enquired, said they would but nothing done yet. "

"There are not enough, half the streets in Te Awamutu only have it on one side. "

"Hardly any footpaths in Pirongia, hard if you've got pushchairs and children, have to walk on the road. "

"No footpath on Williams St on this side. "

"I'm a postie and it's hard to deliver mail on wet grass on wet, foggy days, some streets have footpaths on one side only - work related accidents, injuries caused by conditions - no footpaths, quite extraordinary for the whole of Cambridge area. "

"We have been promised a walking track from the Karapiro Domain across to the Karapiro Dam and that hasn't eventuated after being bandied around for some years. "

- uneven/cracked/potholes/rough,

"Uneven footpath in Princes St. "

"Lots of potholes and cracks in Roche St, Te Awamutu. "

"Residential footpaths - Sheridan Cres, Cambridge - broken up and uneven. "

"Uneven footpaths near the Village green up by the Anglican Church. "

"Hall St slabs are all up and down and uneven. "

"Shakespeare St footpaths are uneven. "

"Very uneven in Weld St, pavement joins have sunk. "

"Footpath uneven in Punui St. "

"Uneven and broken in Thornton St, Cambridge St East, tree roots are breaking footpaths up. "

"Footpaths uneven by Rose Gardens. "

"Surface uneven on footpaths - Brady and Roche Sts, Te Awamutu. "

"Council tree in Taylors Ave breaking up the footpath. "

"Down the factory end of town the footpaths are very rough, some of the tarsealed footpaths in Alexandra St are cracked and rough. "

"Potholes in footpaths outside San Michele Hospital. "

"Not very even in Te Rahu Rd. "

"The footpaths have a lot of holes and rough - College St, Rewi St and Totara St. "

- dangerous/difficult for elderly/disabled,

"Footpaths in Hall St, Kihikihi are dangerous."

"I fell and broke my elbow in Weld St."

"Unsafe in Thornton St and Cambridge St East at night."

"Unsafe for elderly by the Rose Gardens in Te Awamutu."

"Brady and Roche St very unsafe for the elderly."

"Taylors Ave, Te Awamutu is getting to the dangerous stage."

"Have had many falls down the factory end of town - Alexandra St - very easy to put your toe in the cracks and fall."

"I have broken my ankle twice on the footpaths in Roche St and badly sprained my ankle coming out of San Michele Hospital."

"My neighbour tripped in College St and had a nasty accident."

"They put a new footpath in Arnold St, it's sloping so you're not on a level surface when you walk, older people and children can slip on it when it is wet."

"The footpaths in front of my house slope about 10 degrees and is very hard to walk on - near Tennyson St."

"Husband is in a wheelchair, I can't get him off the road and onto pavement in Ross St, haven't allowed for wheelchairs."

"Footpaths not suitable for motorised wheelchairs or buggies - College, Rewi and Totara Sts."

"Trying to push a pushchair in general."

"All on a slope in Te Awamutu and I find it hard to walk on as I have a sore hip."

"Tiles are slippery and dangerous in the main streets of Cambridge and Te Awamutu, I have slipped over, it's pretty but dangerous and expensive, the ordinary asphalt has a better grip and is cheaper."

"In Vogel St people are always tripping and needing their knees patched."

- old/poor condition/lack maintenance/need upgrading.

"Lots of them have been crumbling for years, they need to be replacing the old crumbling ones in the older residential streets."

"Some footpaths are terrible - Brady St, Mahoe St."

"Parts of Te Awamutu, footpaths in general around the township."

"Around KFC building."

"Kihikihi footpaths are all bad."

"They need tidying up around town - Maclean St."

"I have seen Council staff driving by to trim trees, they should be inspecting the footpath alongside the tree - Taylors Ave, Te Awamutu."

"Near the Village green up by the Anglican Church needs attention."

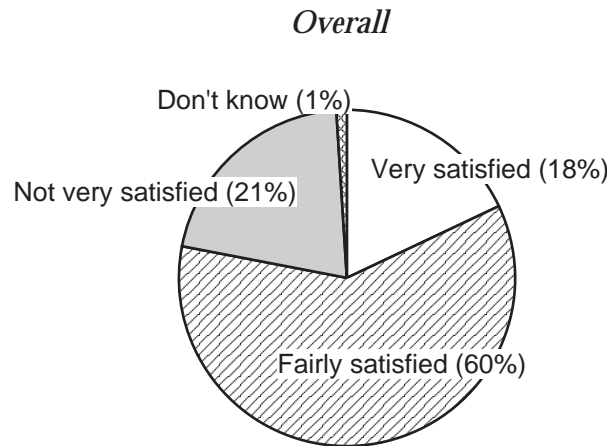
"Quite a few need repair - Taylor, Robinson and Vogel St areas."

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

	Total District 2006 %	Ward				
		Cambridge %	Kake-puku %	Maunga-tautari %	Pirongia %	Te Awamutu %
<u>Percent Who Mention ...</u>						
No footpaths/not enough/one side only	6	12	-	3	3	7
Uneven/cracked/potholes/rough	6	9	-	-	2	11
Dangerous/difficult for elderly/disabled	5	7	2	-	2	8
Old/poor condition/lack maintenance/need upgrading	3	6	-	-	1	4

* multiple responses allowed

Recommended satisfaction measure for reporting purposes:
Total District = 75%

iv. Roads - Safety

Overall, 78% of residents are satisfied with the safety of roads in the Waipa District, while 21% are not very satisfied. These readings are similar to last year's findings.

In terms of the percent not very satisfied, Waipa District is below the Peer Group and National Averages for ratings of roading in general.

Women are more likely to be not very satisfied with the safety of roads, than men.

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

Satisfaction With The Safety of Roads

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2006	18	60	78	21	1
2005	14	65	79	20	1
2004	19	61	80	19	1
2003	21	62	83	16	1
2002	12	64	76	22	2
2001	22	60	82	17	1
2000	20	55	75	23	2
<u>Comparison*</u>					
Peer Group (Provincial)	13	57	70	29	1
National Average	12	59	71	29	-
<u>Ward</u>					
Cambridge	24	56	80	20	-
Takepuku	8	76	84	16	-
Maungatautari	9	58	67	31	2
Pirongia	14	64	78	22	-
Te Awamutu	22	58	80	19	1
<u>Gender</u>					
Male	18	65	83	17	-
Female	19	56	75	24	1

% read across

* Comparison figures for the Peer Group and National Averages are based on ratings of roading in general

Reasons For Being Not Very Satisfied

85 residents are not very satisfied with the safety of roads and give the following main reasons for this ...

- speeding/reduce speed limit,

"Drivers too fast on the back roads - Leamington area."

"Beechey St is supposed to be a 50kph area but cars speed here."

"Fencourt Rd - 80kph zone but people drive much faster."

"Fast drivers in Teasdale St."

"Traffic goes too fast in King St, Robinson Rd and Thornton Rd."

"Leamington School road needs judder bars to slow traffic, long straight road and cars whizz by."

"Industrial area - bend of bridge 80kph, needs to be lower i.e. 50 kph until after the Golf Club."

"Speed limits need to be brought down from 70kph - Vogel St, Kelly Rd and Rotoorangi Rd."

"People use our road - Herbert Rd - as a bypass and don't stick to the speed limits, we would like something like judders to slow traffic down."

"Speed limit too high coming into town e.g. Crozier St and McClure St, Pirongia, want 70kph limit reduced to 50kph."

"Baffin Rd speed should be down to 70kph to the end of the housing area."

"Outside schools the speed should be brought down to less than 50kph."

"Belcher Rd - 50kph, average speed done by drivers is 60-70kph."

- unsafe for pedestrians/children/cyclists,

"Cars often don't stop at pedestrian crossings e.g. Victoria St by the Anglican Church, dangerous for pedestrians."

"Not enough room for cyclists on the roads."

"There's a danger spot at the southern end of Karapiro, there is no room for pedestrians or cyclists if a big truck comes through."

"Flat Rd and Park Rd in Te Awamutu not wide enough for a bike or walking."

"High level bridge - students going to and from school, no cycling lane for them."

"There is no crossing on Bank St for people to use."

"Footpath urgently required for area around Karapiro School - kids walking to school, no bus for those living close."

"Difficult for elderly to cross safely even at crossings i.e. Victoria and Hamilton Rd corner."

"Unsafe for students around Fencourt Rd area to get to school."

"Crossing the road is dangerous in Teasdale St."

"Postie should not have to service area with no footpaths e.g. Vogel St and Kelly St, traffic not considerate of cyclists, Rotoorangi Rd and Thornton Rd have no footpaths either, unsafe for postie."

"Frontier Rd is quite unsafe - no footpaths here at the end of Rewi St, lots of pedestrians, children and adults walking their dogs."

"Flat Rd and Park Rd in Te Awamutu not wide enough for a bike or walking."

- too narrow/no shoulder on road,

"Park Rd onto Golf Rd is too narrow."

"Taylor St narrow road for heavy traffic at times."

"Traffic islands too difficult for truck and trailers to negotiate at the corner of Peake, Bruntwood and Pickering Rds."

"Bridge to Leamington is too narrow."

"Watkins Rd not wide enough, cycle path seems wider than the road at Saffron Park."

"High level bridge - road is too narrow."

"The main street of Te Awamutu is narrow because of the garden area down the centre."

"Some don't have much shoulder, too narrow, most of the side roads are like this."

- increase in traffic/busy roads/traffic congestion,

"Increase in traffic especially near the Anglican Church, corner of Victoria and Hamilton Rd."

"Live in Teasdale St, traffic is very heavy around 3 pm when schools are out."

"Not planned for increase in traffic in Te Awamutu, before a major development goes in can the road cope? Put in bypasses to keep the traffic flowing."

"A lot of traffic on Fencourt Rd."

"Would like to see an island in the middle of the road in George St, Te Awamutu, by Mitre 10, it's difficult to get across when in a car."

"Over to low level bridge in Cambridge at 5pm - coming out of Duke St it is impossible to get into the traffic flow, 20 minutes wait usually, need better access onto main road, the roundabout at KFC to the Church corner is much too congested constantly at all times of the day but total chaos at peak hour."

"Traffic congestion through Cambridge."

- restricted visibility,

"Plants too high on some of the roads, and with some roads you can't see due to cars parked along the road i.e. coming out of Fresh Choice Supermarket cars are in the way."

"Planting of trees and shrubs around roundabouts in Te Awamutu and Cambridge Rd, can't see properly."

"Visibility is poor at the Grice Rd/Rotoorangi Rd junction."

"Give Way sign when approaching SH31 from Baffin St - when looking south there's poor visibility of SH31, Council to lobby Transit for safe vision."

"Plants too high on roundabouts at the bottom of Cambridge Rd and Ohaupo Rd."

- too many trucks/speeding trucks/other truck problems.

"Brunskill Rd not safe with big trucks."

"Trucks cut corners i.e. corner of Baffin St and main street, speeding around town."

"Heavy trucks using the main street of Te Awamutu."

"Trucks don't stick to speed limits on Herbert Rd."

"Trucks speed along Beechey Rd."

"Big trucks driving past on Bank St."

Summary Table - Main Reasons* For Being Not Very Satisfied With The Safety of Roads

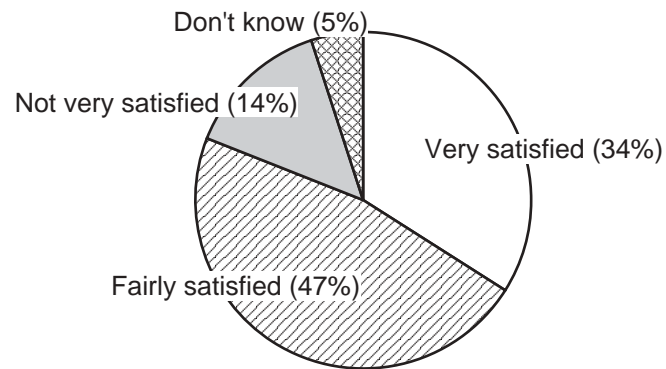
	Total District 2006 %	Ward				
		Cambridge %	Kake-puku %	Maunga-tautari %	Pirongia %	Te Awamutu %
<u>Percent Who Mention ...</u>						
Speeding/reduce speed limit	5	5	3	4	6	4
Unsafe for pedestrians/children/cyclists	4	5	8	3	3	3
Too narrow/no shoulder on road	4	3	5	11	4	2
Increase in traffic/busy roads/traffic congestion	3	5	2	5	1	2
Restricted visibility	3	-	-	1	5	6
Too many trucks/speeding trucks/other truck problems	3	1	-	7	2	4

* multiple responses allowed

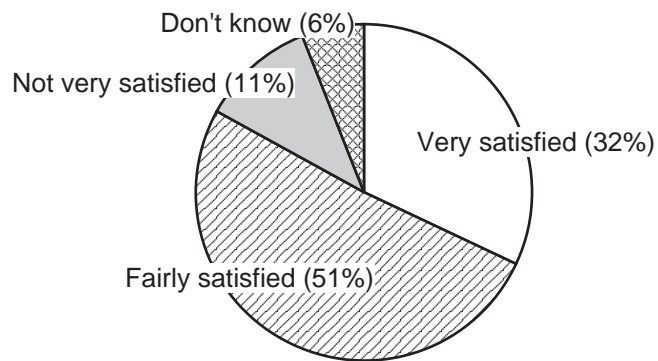
**Recommended satisfaction measure for reporting purposes:
 Total District = 78%**

v. Control Of Dogs

Overall



Satisfaction Amongst Dog Owners



Base = 138

81% of Waipa District residents are satisfied with dog control, with 34% being very satisfied (28% in 2005).

14% of residents are not very satisfied. The percent not very satisfied is below the Peer Group and National Averages and similar to the 2005 reading.

36% of residents identify themselves as dog owners. Of these, 83% are satisfied and 11% not very satisfied.

There are no notable differences between Wards and socio-economic groups in terms of those residents not very satisfied with dog control. However, it appears that Te Awamutu Ward residents are slightly more likely, than other Ward residents, to feel this way.

Satisfaction With Dog Control

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2006	34	47	81	14	5
2005	28	51	79	15	6
2004	37	41	78	17	5
2003	29	42	71	21	8
2002	25	50	75	19	6
2001	27	48	75	17	8
2000	25	47	72	19	9
Dog Owners	32	51	83	11	6
<u>Comparison</u>					
Peer Group (Provincial)	23	47	70	25	5
National Average	24	47	71	25	4
<u>Ward</u>					
Cambridge	36	52	88	7	5
Takepuku	30	43	73	16	11
Maungatautari	40	44	84	8	8
Pirongia	30	51	81	9	10
Te Awamutu	31	43	74	25	1

% read across

Reasons For Being Not Very Satisfied

55 residents are not very satisfied with dog control and give the following main reasons for this ...

- too many roaming/uncontrolled dogs,

"Dogs wander loose in Pirongia."

"Too many running around in Allen Rd."

"There are still too many stray dogs around e.g. Crozier Pl in Pirongia."

"I live near an area where there are many dogs - in Goodfellow St and several roam loose and free at night."

"Heaps of dogs running wild in Kihikihi area."

"See a lot of dogs roaming, not on leash in Kakepuku area."

"A lot of dogs between Churchill St and the Events Centre."

"Dogs wandering in Whittaker St, Kihikihi."

"Dogs roaming loose in Leamington area, around South Shelley St area."

"Dogs running wild in Carey St."

"Roaming dogs not on leads - Picquet Hill Rd area up to the cemetery."

"A lot of stray dogs in Pakura St and also by the Intermediate School at Te Awamutu, I walk everyday and come across them."

"Loose dogs in Maugatautari East Ward."

"A few dogs running around in McClure St."

"Dogs roaming in Moore St."

- need more control/stricter penalties/enforcement of laws,

"Dog control in Pirongia is zilch."

"All dogs should be muzzled outside their gate, not micro-chipped."

"People in front of me have two dogs and a pup and they bark, no one stops them, the Council and SPCA have been and said there's nothing wrong with them."

"Ranger has no power with noisy dogs."

"Not enough done about roaming dogs - Crozier Pl, Pirongia."

"Please monitor loose dogs in Thompson St area in Cambridge."

"Not enough penalties for the owners of stray dogs in urban areas."

"90% of the people follow the rules but the Council don't make the other 10% follow the rules of registering their dog."

"Micro-chip in dogs is a good idea, it will make the owners more accountable."

"Need to enforce the law better."

- danger to people and other animals.

"Two dogs in Pirongia always attacking other dogs."

"Dogs chasing stock in Maungatautari East Ward."

"I was walking my dog and it was attacked by a Labrador which was running around its section and its gate wasn't closed, free roaming dogs have annoyed my dog when we have been out walking, my dog is always on a leash."

"Children have been bitten in Te Awamutu."

"Bitten by Fox Terrier in Kakepuku."

"Dogs rush out at you in Kihikihi, generally."

"Old lady walking her dog and it got attacked by a pitbull which jumped the fence in Pirongia Village, luckily she wasn't attacked."

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

	Total District 2006 %	Ward				
		Cambridge %	Kake-puku %	Maunga-tautari %	Pirongia %	Te Awamutu %
<u>Percent Who Mention ...</u>						
Too many roaming/ uncontrolled dogs	9	6	11	5	6	16
Need more control/stricter penalties/ enforcement of laws	3	3	2	3	4	3
Danger to people and other animals	3	1	4	2	1	5

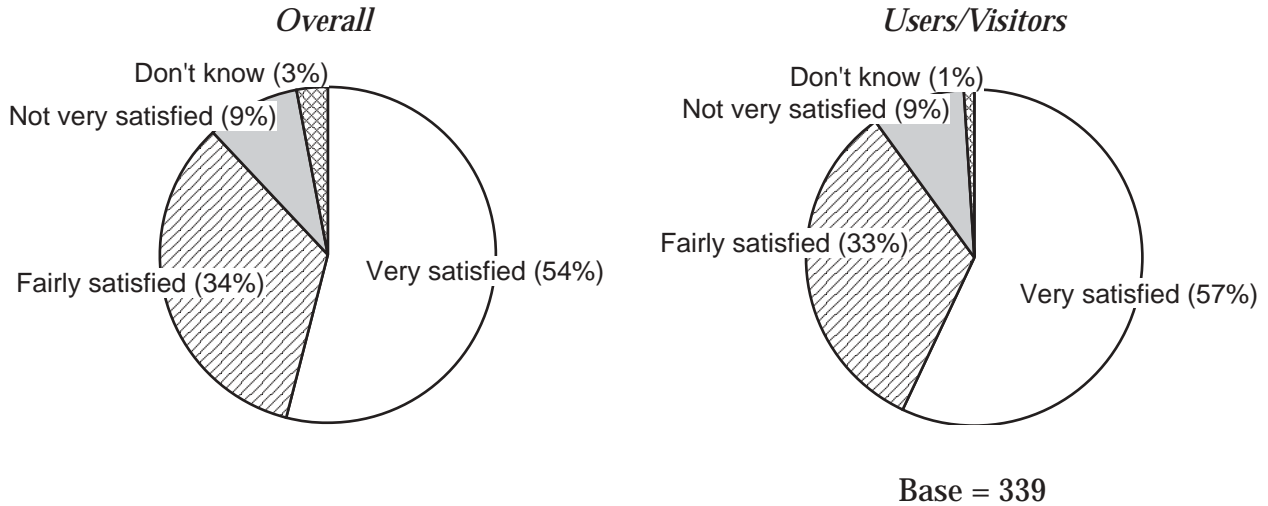
* multiple responses allowed

Recommended satisfaction measure for reporting purposes:

Total District = 81%

Dog Owners = 83%

vi. Parks and Reserves



88% of District residents are satisfied with their parks and reserves, including 54% who are very satisfied (46% in 2005). 9% are not very satisfied with these facilities and 3% are unable to comment.

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

87% of households have used or visited a park or a reserve in the last year, with 90% of these users/visitors being satisfied and 9% being not very satisfied.

Longer term residents, those residing in the District more than 10 years are more likely to be not very satisfied with parks and reserves, than shorter term residents.

Satisfaction With Parks and Reserves

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2006	54	34	88	9	3
2005	46	42	88	10	2
2004	51	35	86	9	5
2003	55	33	88	8	4
2002	45	44	89	6	5
2001	44	42	86	9	5
2000	42	39	81	14	5
Users/Visitors	57	33	90	9	1
<u>Comparison</u>					
Peer Group (Provincial)	55	41	96	2	2
National Average	57	37	94	3	3
<u>Ward</u>					
Cambridge	58	33	91	9	-
Takepuku	56	28	84	5	11
Maungatautari	42	41	83	6	11
Pirongia	45	36	81	18	1
Te Awamutu	60	32	92	5	3
<u>Length of Residence</u>					
Lived there 10 years or less	59	33	92	5	3
Lived there more than 10 years	50	34	84	12	4

% read across

Reasons For Being Not Very Satisfied

35 residents are not very satisfied with the District's parks and reserves and give the following main reasons* for this ...

- could be improved/lack maintenance, mentioned by 3% of all residents,

"Main Memorial Park very drab and needs cleaning up of stray rubbish."

"Lack of maintenance and no more flower gardens, miss the colour."

"They don't spray reserves for weeds, we get the seeds on our land."

"Leaves a little bit to be desired - upkeep, lawn mower not on top of their job."

"Cambridge is a town of trees and they needed pruning in the early stages and they aren't, if not pruned when young it is too late to keep a tree looking good, new plantings in Victoria Rd need to be pruned."

"Lots of rubbish, not enough rubbish bins."

"Tree Trust" walkways - maintenance needed on older walkways, steps are deteriorating."

- playgrounds need upgrading/better play equipment/more playgrounds, 2%.

"Playgrounds for kids could be upgraded - Memorial Park, Mutu St."

"In Pirongia need to have swings and slides in public parks, limited parks."

"Equipment needs attention - Wordsworth St park, hurly gurly gets stuck in the mud, flying fox handles missing for 12 months, very disappointing."

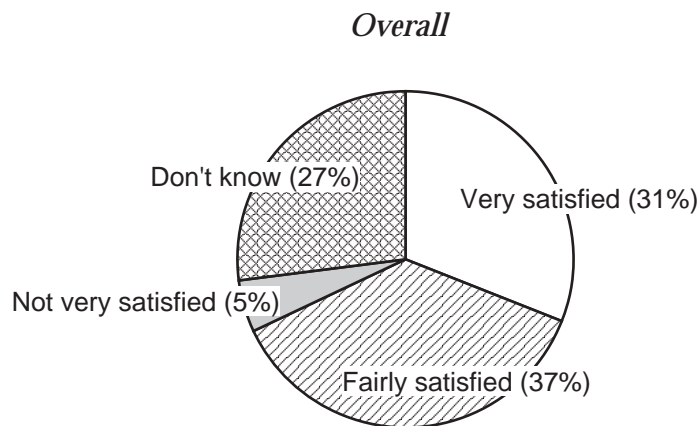
"Where the children play in Memorial Park there should be a barrier to safeguard children, facilities for little children are limited, only cater for older children."

"For the last 5 years we have been promised a children's playground in the Domain and it hasn't eventuated."

* multiple responses allowed

Recommended satisfaction measure for reporting purposes:	
Total District	= 88%
Users/Visitors	= 90%

vii. Noise Control Services (excluding traffic noise and barking dogs)



68% of Waipa District residents are satisfied with Council efforts in the control of noise, including 31% who are very satisfied (23% in 2005). 5% are not very satisfied with this service while 27% are unable to comment.

Waipa District is below Peer Group residents and residents nationally and similar to last year's reading, in terms of the percent not very satisfied.

There are no notable differences between Wards and socio-economic groups in terms of those not very satisfied with noise control services.

Satisfaction With Noise Control Services

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2006	31	37	68	5	27
2005	23	44	67	4	29
2004	42	38	80	5	15
2003	35	42	77	9	14
2002	30	51	81	6	13
2001	34	46	80	3	17
2000	31	47	78	6	16
<u>Comparison</u>					
Peer Group (Provincial)	28	50	78	14	8
National Average	28	50	78	16	6
<u>Ward</u>					
Cambridge	37	34	71	5	24
Takepuku	23	21	44	-	56
Maungatautari	28	38	66	7	27
Pirongia	25	39	64	4	32
Te Awamutu	33	43	76	5	19

% read across

* readings prior to 2005 did not specifically exclude traffic noise and barking dogs

Reasons For Being Not Very Satisfied

18 residents are not very satisfied with noise control services and give the following main reasons* for this ...

- slow service, mentioned by 2% of all residents,

"When you ring Noise Control in Cambridge it goes through to Te Awamutu and the officers have to come out from there, takes half an hour to get here, it would be good to have officers in Cambridge."

"Had a complaint, had not been seen to quick enough."

"Need a person you can ring and problem looked into straight away."

"Can't get hold of them when you want them."

- poor/lack of response to complaints, 2%.

"Some of my complaints about noise have not been addressed."

"Not very favourable response from Council re wind machines, they indicated concern but did nothing, we were here before the wind machines."

"There's not much that the security people can do about it when they turn up."

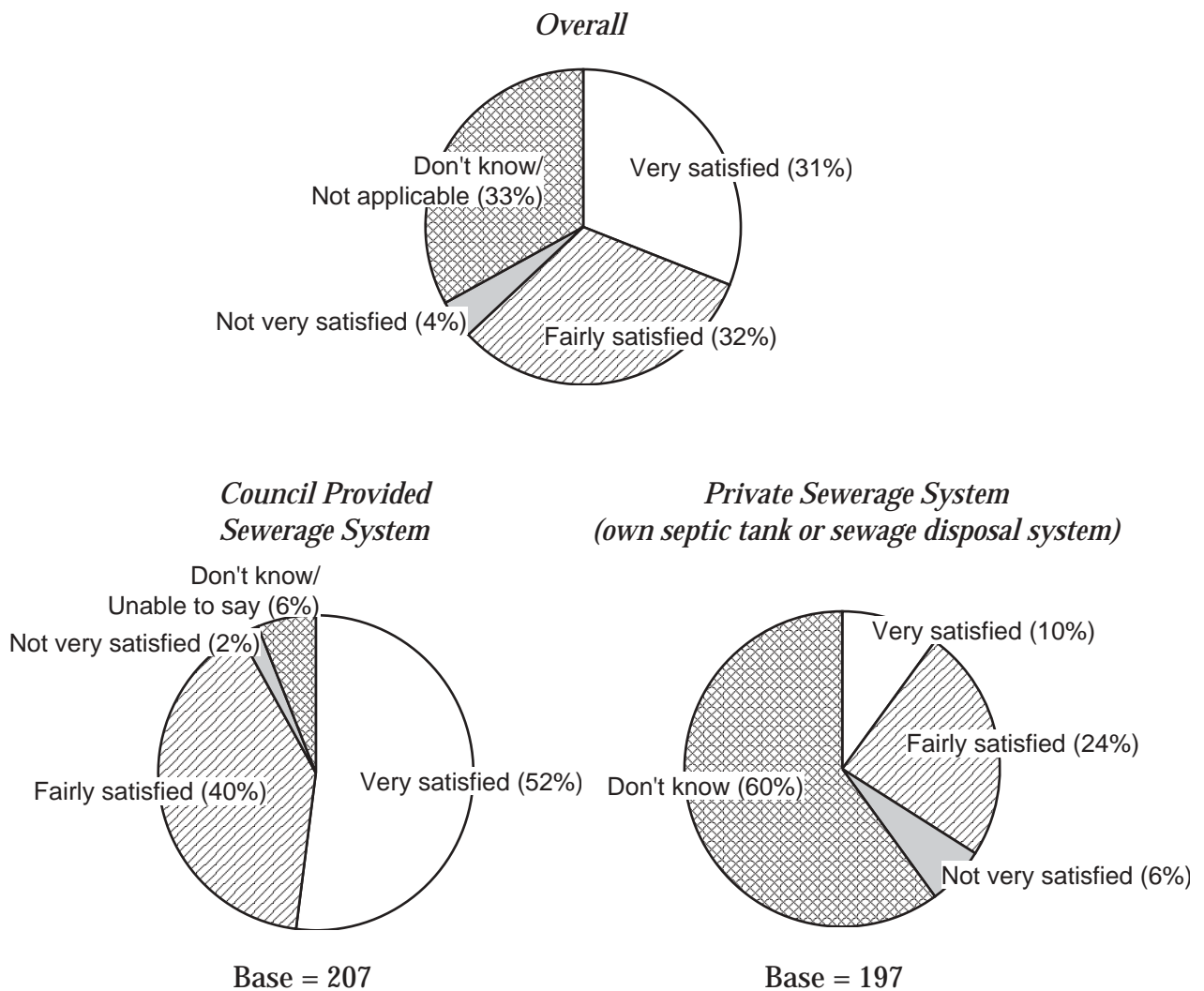
"Lack of response from them."

* multiple responses allowed

<p>Recommended satisfaction measure for reporting purposes: Total District = 68%</p>

* Caution: small base

viii. Sewage Disposal



Overall, 63% of Waipa District residents are satisfied with the local sewage disposal (68% in 2005), including 31% who are very satisfied (23% in 2005). 4% are not very satisfied and 33% are unable to comment (30% in 2005).

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

50% of residents receive a sewage disposal service, with 92% of these "receivers" being satisfied and 2% not very satisfied. 6% are unsure.

50% of residents have a private disposal system. Of these, 34% are satisfied, 6% are not very satisfied and 60% are unable to comment.

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

Pirongia and, in particular, Kakepuku and Maungatautari Ward residents, are more likely, than other Ward residents, to be unable to comment.

Satisfaction With Sewage Disposal

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2006	31	32	63	4	33
2005	23	45	68	2	30
2004	30	32	62	4	34
2003	28	32	60	5	35
2002	18	43	61	6	33
2001	21	34	55	5	40
2000	20	34	54	9	37
Council Provided System	52	40	92	2	6
Private Sewerage System	10	24	34	6	60
<u>Comparison</u>					
Peer Group (Provincial)	37	39	76	11	13
National Average	37	42	79	10	11
<u>Ward</u>					
Cambridge	44	38	82	4	14
Takepuku	16	12	28	3	69
Maungatautari	9	17	26	3	71
Pirongia	5	44	49	7	44
Te Awamutu	49	32	81	4	15

% read across

Reasons For Being Not Very Satisfied

17 residents are not very satisfied with sewage disposal and give the following reasons* for this ...

- no sewerage system/only on septic tank, mentioned by 3% of all residents,

"Paying for sewerage system we don't have - Milton St and Cowley St area. "

"On septic tanks - Cambridge Rd. "

"I am on septic tank and would like to go on the sewerage system but it costs \$7000. "

"Don't get it on Herbert St, Kihikihi, other side to us have it. "

"None in Pirongia. "

- others, 1%.

"A lot of sewerage in a lot of areas, they have trouble finding where the pipes are, could end up being a bit of a problem. "

"Some of the work they have carried out is not very good, haven't fixed up where they have dug out in Rolleston St. "

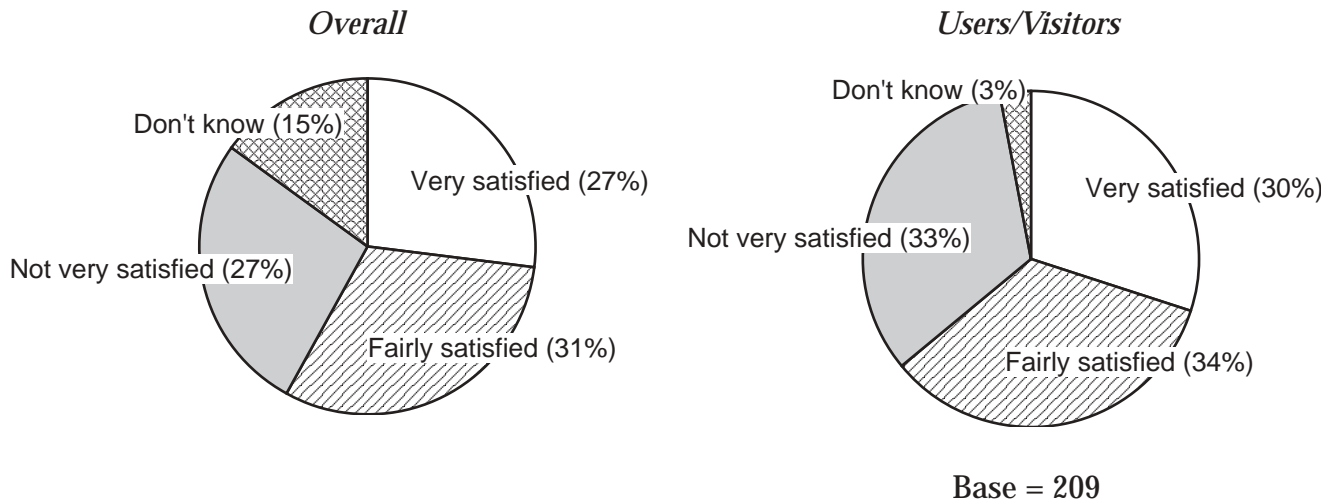
"Lack of infrastructure for people building houses in new developments. "

"I have heard that some of my friends are not very satisfied with the service they get, mostly people in Kihikihi, they had been grizzling about having to go on the sewerage. "

* multiple responses allowed

Recommended satisfaction measure for reporting purposes:	
Total District	= 63%
Receivers of Council-Provided Service	= 92%
Receivers of Private Disposal System	= 34%

ix. Swimming Pools



58% of Waipa District residents overall are satisfied with the District's swimming pools (63% in 2005), including 27% who are very satisfied (34% in 2005). 27% are not very satisfied with these facilities and 15% are unable to comment (12% in 2005).

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

57% of households have used or visited a public swimming pool in the last year. Satisfaction amongst "users/visitors" stands at 64% (71% in 2005), with 33% being not very satisfied (28% in 2005).

Residents more likely to be not very satisfied with swimming pools, are ...

- All Ward residents, except Kakepuku Ward residents,
- residents who live in a three or more person household,
- residents aged 18 to 59 years,
- women.

Satisfaction With Swimming Pools

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2006	27	31	58	27	15
2005	34	29	63	25	12
2004	43	22	65	17	18
2003	48	24	72	11	17
2002	39	26	65	12	23
2001	24	28	52	17	31
2000	21	37	58	20	22
Users/Visitors	30	34	64	33	3
<u>Comparison</u>					
Peer Group (Provincial)	39	28	67	12	21
National Average	36	35	71	9	20
<u>Ward</u>					
Cambridge	26	24	50	39	11
Takepuku	51	28	79	6	15
Maungatautari	8	37	45	33	22
Pirongia	29	27	56	25	19
Te Awamutu	30	38	68	18	14
<u>Household Size</u>					
1-2 person household	28	27	55	19	26
3+ person household	27	34	61	33	6
<u>Age</u>					
18 - 39 years	29	30	59	33	8
40 - 59 years	25	32	57	29	14
60+ years	30	29	59	14	27
<u>Gender</u>					
Male	27	34	61	23	16
Female	28	28	56	30	14

% read across

Reasons For Being Not Very Satisfied

107 residents are not very satisfied with the District's swimming pools and give the following main reasons for this...

- needs covering/all year round pool/need an indoor pool,

"Should be covered in Cambridge, should be all year round pool."

"Disappointed that pool in Cambridge is shut in winter."

"Local Cambridge pool open 6 months of the year whereas Te Awamutu's pool is superior in the Event Centre."

"They've been saying they are going to cover the pool for years, nothing done."

"We were supposed to get a covered pool, we had the funds and the majority wanted it, but the money went to Begonia House instead."

"Have raised funds for a covered pool but keeps getting lost in the agenda, want it to stay where it is."

"Cambridge pool is wonderful, there are moves to cover it, additional pool should be covered, leave the present one as is, please."

- needs better maintenance/cleaning/it's a health hazard,

"Te Awamutu not very clean."

"Cleanliness is not flash at the Te Awamutu pools, the sides of the pool have algae growing on the walls."

"Cleanliness in the changing rooms is not as good as it should be at Te Awamutu pools."

"Used to get sick a lot swimming in the pools, now use Hamilton, Council was contacted but no action was taken."

"Filthy, debris floating."

"Not adequately looked after, have seen a cockroach, could be better looked after."

"Complex doesn't get maintained."

- water temperature/need heating.

"Cambridge needs warmer water."

"Te Awamutu always cold."

"Water cold in the children's pool even in the summer."

"The water temperatures are sometimes variable in Te Awamutu."

"Would like the pool to be heated in Cambridge so it can be used all year round also by the injured/disabled and sports persons."

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

	Total District 2006 %	Ward				
		Cambridge %	Kake-puku %	Maunga-tautari %	Pirongia %	Te Awamutu %
<u>Percent Who Mention ...</u>						
Needs covering/all year round pool/ need an indoor pool	12	29	-	25	-	1
Needs better maintenance/cleaning/it's a health hazard	7	1	6	-	16	9
Water temperature/needs heating	4	7	3	2	2	3

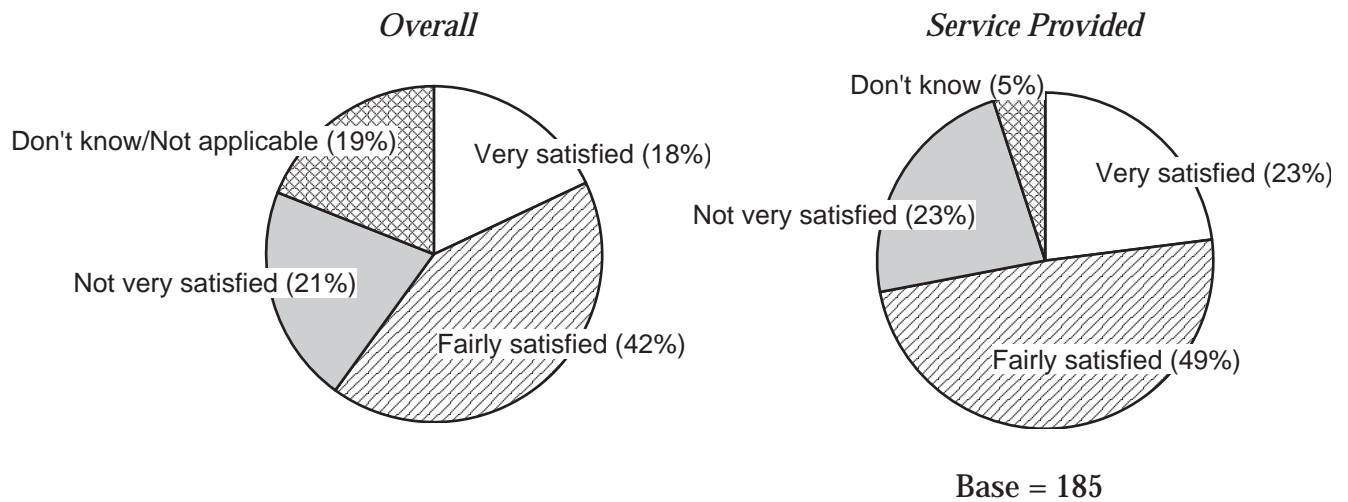
* multiple responses allowed

Recommended satisfaction measure for reporting purposes:

Total District = 58%

Users/Visitors = 64%

x. Stormwater Services



60% of residents overall are satisfied with the District's stormwater services, while 21% are not very satisfied with this service. 19% are unable to comment. These readings are similar to the 2005 findings.

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

45% of residents receive a piped stormwater collection, with 72% of this group being satisfied and 23% not very satisfied.

Residents more likely to be not very satisfied with stormwater services are ...

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

Satisfaction With Stormwater Services

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2006	18	42	60	21	19
2005	14	46	60	20	20
2004	19	42	61	18	21
2003	17	40	57	24	19
2002	15	47	62	22	16
2001	17	42	59	16	25
2000	16	46	62	19	19
Service Provided	23	49	72	23	5
<u>Comparison</u>					
Peer Group (Provincial)	31	42	73	16	11
National Average	26	44	70	20	10
<u>Ward</u>					
Cambridge	23	42	65	25	10
Kakepuku	12	31	43	13	44
Maungatautari	10	43	53	11	36
Pirongia	11	36	47	32	21
Te Awamutu	23	49	72	17	11
<u>Household Size</u>					
1-2 person household	20	38	58	26	16
3+ person household	17	44	61	17	22
<u>Length of Residence</u>					
Lived there 10 years or less	23	41	64	17	19
Lived there more than 10 years	14	42	56	24	20

% read across

Reasons For Being Not Very Satisfied

85 residents are not very satisfied with stormwater services and give the following main reasons for this ...

- flooding/surface water,

"Always flooding in Hamilton Rd and Vogel St."

"There's often a lot of surface water in Down St and Rewi St."

"Shell Service Station at Sloane St floods and you need a rubber boat to get around at times."

"Heavy rain caused flooding on sections in Herbert St, Kihikihi."

"Big ditch along main highway floods quite often - McClure St, Pirongia."

"Sheridan St floods badly."

"Flooding in Williams St, Cambridge."

"Flooding in Roche St."

"Stormwater floods here when it rains ever since I can remember - Factory Rd."

"Flooding in Grey St and Taylor St."

"Flooding in Leamington."

"Weld St floods quite a bit at the Princes St end."

"Edges of road in Pirongia Central flood easily."

"Open drain outside property floods in Belcher St."

"Cul-de-sac in Mansfield St near the end floods after heavy rain."

"Surface flooding around Burns and Tennyson Sts."

"Puddles are atrocious after rain in King St."

"A lot of water lying around after heavy rain - Ross St, Pirongia."

"Flooding in Picquet Hill Rd and Rewi St outside the School."

"Flooding of shops in Alexandra St, Te Awamutu."

"Have about a foot of water outside our driveway - Hamiton Rd."

"Since upgrading the roading at either end of the high level bridge the stormwater outlets were shifted and changed which now creates puddles on the bridge."

- drains blocked/need cleaning often,

"Nothing done about the fallen leaves, they block the stormwater drains."

"Leaves falling at present are not being picked up and drains are getting blocked wherever there are trees, mostly on the Green Belt - Bracken St and Kelly St area."

"In Cambridge we have a leaf issue because we have 50,000 trees, when it rains that's when they start dealing with the problem, they should start beforehand."

"They don't clear leaves in Hamilton Rd."

"We live down Taylors Ave, we have a lot of deciduous trees and the leaves block up the road drainage and gratings, I feel it has not been cleaned out often enough."

"Leaves blocking drains in Alexandra St, Te Awamutu."

"Leaf problem, not always picked up - Hall St, all year round."

"Leaves block drains in Rewi St, Te Awamutu."

"Been in Oaklands subdivision for 3 years, drains not cleared out by Council."

"Gutters and drains get blocked by leaves and debris in William St, Cambridge."

"Leaves are blocking gully traps in Roche St."

"Clogging of drains in Scott St, Leamington, they don't clear them."

"Leaves are a problem in Burns and Tennyson Sts."

"Leaves and rubbish block gutters in Picquet Hill Rd and Rewi St outside the school."

"In Park Rd there are a lot of tree leaves blocking drains, also Hazelmere Cres and Rickit Rd areas in Te Awamutu, have called Council, nothing done to clear them."

"They could do more about clearing drains behind McClure St and new street off Frontier Rd."

"Bank St development's silt has washed down and completely blocked the grated sump hole in the roadside drain!"

- inadequate system/need improving.

"Weld St drains are overloaded."

"Not coping with heavy rain, everywhere."

"Could be improved - Grey St and Taylor St."

"Inadequate drainage or kerbing in Herbert St, Kihikihi."

"They don't cope well with heavy rain in Pirongia."

"Have stormwater problems in Mansfield Pl."

"Bellot St water does not drain away when it rains heavily, high water table."

"Road water tables used to be maintained but not anymore around Pirongia."

"At the corner of Shakespeare and Thompson St the water doesn't drain away at all."

"Drain gets stagnant water and doesn't drain off at Chamberlain Rd."

"Stormwater services not adequate at Chestnut Lane."

"Racecourse Rd bridge by Mangapiko St - water surges over Racecourse Rd after heavy rain."

"Open drain outside property in Belcher St doesn't allow water to get away, other surrounding streets are the same."

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

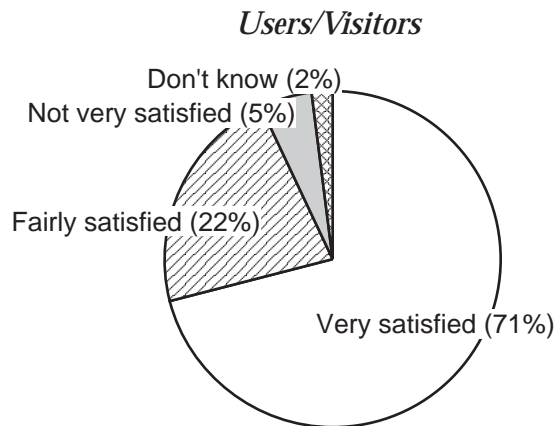
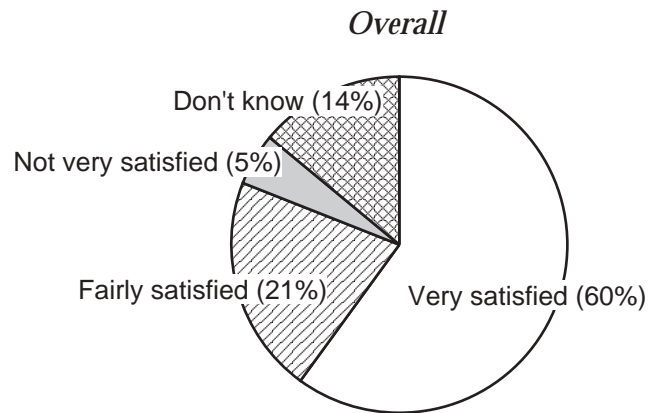
	Total District 2006 %	Ward				
		Cambridge %	Kake-puku %	Maunga-tautari %	Pirongia %	Te Awamutu %
<u>Percent Who Mention ...</u>						
Flooding/surface water	9	13	3	4	11	6
Drains blocked/need cleaning often	8	14	6	4	4	8
Inadequate system/need improving	5	5	4	-	10	5

* multiple responses allowed

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

Recommended satisfaction measure for reporting purposes:	
Total District	= 60%
Receivers of Service	= 72%

xi. Library Service



Base = 297

81% of residents overall are satisfied with the library service in the Waipa District (84% in 2005), with 60% being very satisfied. 5% are not very satisfied and 14% of residents are unable to comment on the District's library service.

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

76% of households have used/visited a public library in the past year, with 93% of these "users/visitors" being satisfied and 5% not very satisfied.

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

Satisfaction With Library Service

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2006	60	21	81	5	14
2005	62	22	84	3	13
2004	63	17	80	4	16
2003	59	20	79	5	16
2002	58	23	81	3	16
2001	46	27	73	8	19
2000	51	21	72	13	15
Users/Visitors	71	22	93	5	2
<u>Comparison</u>					
Peer Group (Provincial)	67	24	91	1	8
National Average	66	24	90	2	8
<u>Ward</u>					
Cambridge	73	18	91	4	5
Kakepuku	51	19	70	6	24
Maungatautari	51	33	84	-	16
Pirongia	48	24	72	12	16
Te Awamutu	61	19	80	2	18

% read across

Reasons For Being Not Very Satisfied

18 residents are not very satisfied with the library service. The reasons* they give are ...

- charges/too expensive, mentioned by 3% of all residents,

"Feel strongly that the books should be free."

"I believe the library service should be free, we pay rates and then have to pay for the use of books."

"I don't like to pay for every book I borrow, why can't it be free like Hamilton's library?"

"Expensive, pay for virtually every book you get out as well as your rates and when you're in the country with high rates you make a big contribution to the library."

- others, 3%.

"Add a baby changing table in the toilets."

"Too few books kept in Te Awamutu library."

"Half the books are kept at Te Awamutu and half at Cambridge so it takes too long to wait for books and you just give up, it's too inconvenient."

"Local library at Te Awamutu is the "pits"! The state is uninviting to certain age groups."

"Possibility of moving the library, what they need is more space not shifting the premises."

"The library toilets were not clean when I had my grandson with me."

"With the internet it should be user pays, why can't it be run by private enterprise?"

"We live in Rukuhia village 3 kms from Hamilton city boundary and it is inconvenient for us to travel to Te Awamutu, approximately 30kms return within library hours to borrow books, I would like to see a reciprocal agreement with Hamilton City library."

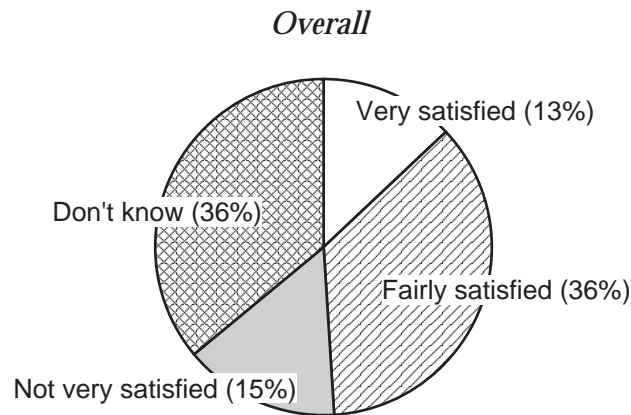
* multiple responses allowed

Recommended satisfaction measure for reporting purposes:

Total District = 81%

Users/Visitors = 93%

*xii. Town Planning, i.e. Planning and Inspection Services
(Building Control and building inspections are excluded, as these are asked separately)*



49% of residents are satisfied with planning and inspection services in the Waipa District, excluding building control and building inspections (55% in 2005), while 15% are not very satisfied with this service. 36% are unable to comment on planning and inspection services.

The percent not very satisfied (15%) is below the Peer Group and National Averages for town planning/planning and inspection services, and 5% above the 2005 reading.

Residents more likely to be not very satisfied with town planning are ...

- residents aged 40 to 59 years,
- ratepayers.

Satisfaction With Town Planning

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2006	13	36	49	15	36
2005	8	47	55	10	35
2004	13	36	49	7	44
2003	15	36	51	10	39
2002	9	41	50	8	42
2001	11	32	43	13	44
2000*	16	28	44	10	46
<u>Comparison*</u>					
Peer Group (Provincial)	12	42	54	23	23
National Average	10	42	52	24	24
<u>Ward</u>					
Cambridge	18	35	53	15	32
Takepuku	18	29	47	15	38
Maungatautari	12	33	45	20	35
Pirongia	2	(47)	49	10	41
Te Awamutu	12	34	46	16	38
<u>Age</u>					
18 - 39 years	18	34	52	9	39
40 - 59 years	8	39	47	(24)	29
60+ years	11	36	47	10	43
<u>Ratepayer?</u>					
Ratepayer	12	(39)	(51)	(16)	33
Non-ratepayer	16	23	39	6	(55)

% read across

* The 2000 reading and the Peer Group and National Averages relates to ratings for planning and inspection services, where building control and building inspections were not excluded

Reasons For Being Not Very Satisfied

60 residents are not very satisfied with planning and inspection services and give the following main reasons for this ...

- better planning for increase of traffic/need bypass,

"Not planning for the increase of traffic."

"Directions going wrong way - need to look at access roads especially Leamington Rd."

"Trucks up the main street, find a solution, the town grew by itself, putting in subdivisions increases chaos of traffic."

"They come out with a 10 year plan but our biggest problem is that there is no bypass through Cambridge, there has been one designated for years and they say it will be another 20 years before it is activated."

"Bypasses are needed if place is to expand and they need to be done now."

"I don't think the plans for the western arterial bypass was well implemented, it's how they've gone about it, doesn't make a lot of sense."

"Too much expansion beyond Thompson St causes congestion."

"There is no evidence they have got any plans to avoid traffic congestion in the future, because of the growth of the town we are heading for rapid traffic congestion, if Cambridge is going to procrastinate here like Hamilton and Auckland we've got big problems."

- poor planning/lack of forethought/poor performance,

"Very slow planning towards the south."

"Doesn't seem to be much forethought, not well planned."

"They have no theme or forward planning and are coming up with a lot of problems."

"Too slow to react to up and coming building and growth."

"Think they could be doing a better job."

"All built around business people, look at main street with trucks, industrial sites just put in without planning for future."

- too much subdividing/small sections/too many houses built.

"Pirongia getting too big, don't need any more subdivisions."

"In small areas developers are being allowed to divide and subdivide into lots too small, too many little boxes - ugliness."

"Cambridge is pictureque, new subdivisions just boxes in a row."

"Huge amount of subdivisions down the bottom of King St and other end of town."

"Seem to be allowing more small blocks."

"Too many houses being built at ratepayers burden."

* multiple responses allowed

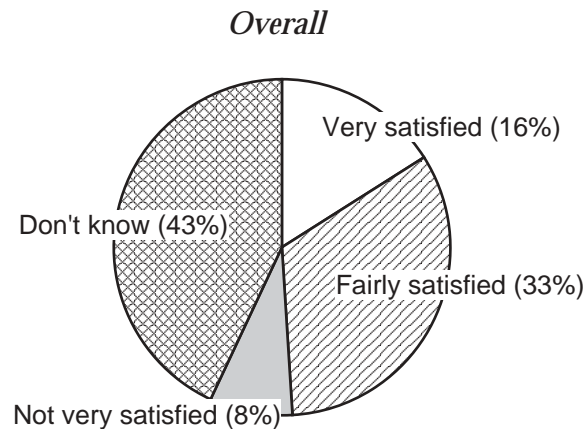
Summary Table - Main Reasons* For Being Not Very Satisfied With Town Planning

	Total District 2006 %	Ward				
		Cambridge %	Kake-puku %	Maunga-tautari %	Pirongia %	Te Awamutu %
<u>Percent Who Mention ...</u>						
Better planning for increase of traffic/need bypass	3	3	10	-	3	4
Poor planning/lack of forethought/poor performance	3	2	5	2	6	4
Too much subdividing/small sections/too many houses built	2	5	-	4	1	2

* multiple responses allowed

<p>Recommended satisfaction measure for reporting purposes: Total District = 49%</p>

xiii. Building Control & Building Inspections



49% of residents are satisfied with building control and building inspections (59% in 2005), 8% are not very satisfied and a significant percentage (43%) are unable to comment (32% in 2005).

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

There are no notable differences between Wards and socio-economic groups, in terms of those residents not very satisfied with building control & building inspections.

Satisfaction With Building Control & Building Inspections

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall†</u>					
Total District 2006	16	33	49	8	43
2005	15	44	59	9	32
2004	17	32	49	8	43
2003	22	35	57	6	37
2002	17	34	51	5	44
2001	24	29	53	7	40
<u>Comparison*</u>					
Peer Group (Provincial)	12	42	54	23	23
National Average	10	42	52	24	24
<u>Ward</u>					
Cambridge	16	31	47	10	43
Takepuku	21	27	48	3	49
Maungatautari	9	47	56	8	36
Pirongia	21	36	57	12	31
Te Awamutu	15	27	42	4	54

% read across

* The Peer Group and National Averages relate to ratings of town planning i.e. planning & inspection services

† not asked in 2000

Reasons For Being Not Very Satisfied

The 32 residents who are not very satisfied with building control and building inspections give the following main reasons* for this ...

- inspections service could improve, mentioned by 2% of all residents,

"House not inspected enough as problems emerged later - due to overload of Council work for Council inspectors."

"House that I have bought has problems with leaking block walls, it would have been inspected when it was put here about 25 years ago, moved onto section so inspections then were lax."

"They seem to have people running around doing the job and they have no qualifications, I visited a house yesterday and the house verandah posts were about 18 inches off the building line."

"Let neighbour use fibrolite, not fire proof, building inspectors don't follow up, this garage built on our boundary."

"We built 8 years ago and the building inspector at the time came around and inspected the building but never signed it off, in the last 2-3 months they realised it hadn't been done, so they came and inspected the home and signed it off."

- not enough control/not strict enough, 2%,

"This is out of hand, they want more rates so let people build anyhow and anywhere."

"Person moved a house to area over the back fence and Council didn't even know."

"Some properties have covenants on them and I'm not sure that Council are aware they are being broken."

"A house being built - not built to specifications with regard to sewerage."

"I am not impressed with the way people go ahead and build without consents - the Council doesn't control this strictly enough."

- very slow with consents, 1%,

"Delays in getting consents from Council are unacceptable."

"Takes ages for Council to put things in order before building consents are granted, have to wait much too long for them to get things going."

- too much subdivision/houses too close together, 1%,

"Not happy about the way they are subdividing land e.g. block of land was bought (120 acres), the owner subdivided and sold the front one off, there's no road access, he made a r.o.w. down the middle of the front block, and they allowed it, hate to see productive land cut into lifestyle blocks."

"Sections are being chopped up with two houses instead of just one house, new houses on too small a section."

"The houses are being built too close together, just off the main road, just outside Hamilton."

- poor performance/service/inefficiency, 1%.

"They are not consistent, rules for some and rules for others, they tell me I can't do a certain thing and then just down the road people do the same thing and it's allowed."

"Lack of decision making regarding building projects that involve new concepts, they dither and hold back, need quicker, correct decision making."

"Customer service and attitude - front counter staff not customer focused, building inspectors need to do a course in customer service."

"No record of plans at Council for two houses in Cambridge built in the 1970s."

* multiple responses allowed

Recommended satisfaction measure for reporting purposes: Total District = 49%
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xiv. Civil Defence Organisation



41% of Waipa District's residents are satisfied with the Civil Defence Organisation (50% in 2005). A large percentage of residents (56%, up from 49% in 2005) are unable to comment on Civil Defence.

The percent not very satisfied (3%) is similar to previous years' results, and below the Peer Group and National Averages.

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

Satisfaction With Civil Defence Organisation

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2006	12	29	41	3	56
2005	14	36	50	1	49
2004	19	22	41	2	57
2003	22	29	51	2	47
2002	13	32	45	3	52
2001	18	29	47	4	49
2000	16	25	41	4	55
<u>Comparison</u>					
Peer Group (Provincial)	20	34	54	10	36
National Average	14	37	51	12	37
<u>Ward</u>					
Cambridge	12	33	45	6	49
Takepuku	11	29	40	-	60
Maungatautari	18	20	38	2	60
Pirongia	7	32	39	1	60
Te Awamutu	13	28	41	4	55

% read across

Reasons For Being Not Very Satisfied

14 residents are not very satisfied with the Civil Defence Organisation and give the following main reasons* for this ...

- not enough information/need more publicity/raise awareness, mentioned by 3% of all residents,

"Not active on communication to the public of what, why and when."

"Don't hear anything about it other than yellow pages in the phone book."

"More information needed, don't know what the organisation is doing or what we need to be aware of."

"Wouldn't have a clue what to do, never had anything about it."

"Didn't know we had one."

"Not advertised, needs to be promoted more, people educated."

- need well prepared, 1%.

"Lack of it - if a dam burst are we prepared, no one seems to have plans for this area - Karapiro Dam - if it burst what would happen?"

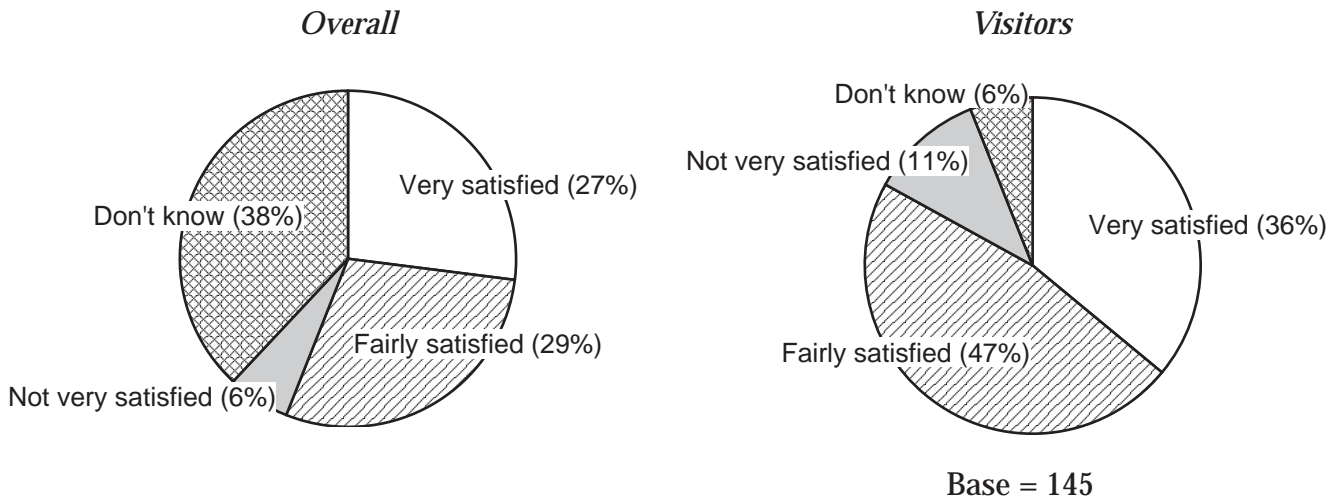
"It's a joke in NZ, just sound alarm."

"Do they have regular practices?"

* multiple responses allowed

<p>Recommended satisfaction measure for reporting purposes: Total District = 41%</p>
--

xv. Museums



56% of residents are satisfied with the Museums in the District, including 27% who are very satisfied, while a significant percentage (38%) are unable to comment on this Council service. 6% of residents are not very satisfied with Museums.

36% of households have visited a Museum in the last 12 months. Of these, 83% are satisfied and 11% not very satisfied.

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

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

Satisfaction With Museums

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall*</u>					
Total District 2006	27	29	56	6	38
Visitors	36	47	83	11	6
<u>Comparison</u>					
Peer Group (Provincial)	39	23	62	6	32
National Average	42	22	64	5	31
<u>Ward</u>					
Cambridge	16	33	49	11	40
Takepuku	29	31	60	3	37
Maungatautari	14	19	33	4	63
Pirongia	33	29	62	8	30
Te Awamutu	38	29	67	2	31

% read across

* not asked prior to 2006

Reason For Being Not Very Satisfied

The main reasons* given by the 25 residents not very satisfied with Museums are ...

- needs to be bigger/too small, mentioned by 3% of all residents,

"Don't seem to be as big as other regions."

"Could do with being a bit larger in Te Awamutu."

"Could do with a bigger one, a new location but staying in Cambridge."

"If they don't wake up they'll miss a golden opportunity, military collection has been offered and they can't work out how to house it."

- needs upgrading/more money spent/higher profile, 2%,

"Badly in need of upgrading and renewing, Cambridge museum is very old, leaves a bit to be desired, it's a matter of finances."

"Not the facility for museums in Cambridge, more investment needed."

"Need money on it, higher profile."

"It's uninviting! Need a better building for local and tourist demand, much better standards."

- poor quality displays, 1%.

"Same old stuff, no new changes."

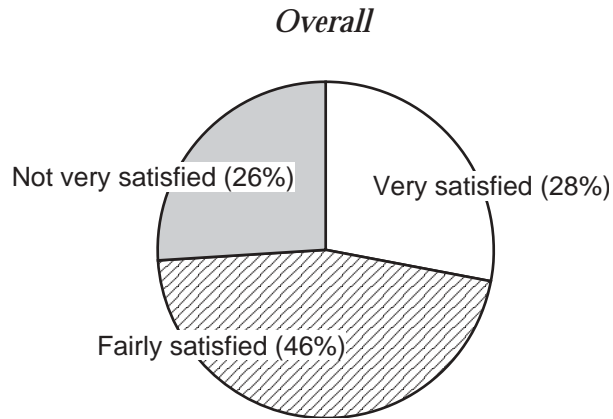
"Displays are poor at Cambridge, dummies dressed up, old and dusty, haven't been cleaned, poor quality."

"Don't think they have quality museums, I would question the quality of the Cambridge museum."

* multiple responses allowed

<p>Recommended satisfaction measure for reporting purposes: Total District = 56%</p>
--

xvi. Parking in Cambridge & Te Awamutu



74% of residents are satisfied with parking in Cambridge and Te Awamutu, including 28% who are very satisfied (23% in 2005). 26% are not very satisfied.

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

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

Satisfaction With Parking in Cambridge & Te Awamutu

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall†					
Total District 2006	28	46	74	26	-
2005	23	49	72	26	2
Comparison*					
Peer Group (Provincial)	26	39	65	35	-
National Average	21	39	60	39	1
Ward					
Cambridge	28	50	78	22	-
Takepuku	19	48	67	33	-
Maungatautari	23	55	78	22	-
Pirongia	38	34	72	27	1
Te Awamutu	26	44	70	28	2
Ratepayer?					
Ratepayer	26	46	72	(27)	1
Non-ratepayer	(37)	47	(84)	16	-

% read across

* Comparison figures for the Peer Group and National Averages are based on ratings of parking in your local town

† not asked prior to 2005

Reason For Being Not Very Satisfied

The main reasons why 104 residents who are not very satisfied with parking in Cambridge and Te Awamutu feel this way are ...

- not enough parking/need more,

"Need more car parks in Cambridge and Te Awamutu."

"Insufficient in main street of Te Awamutu and getting worse."

"In Cambridge it's getting harder to find a park especially when school finishes around 3.30 pm."

"Not enough parking spaces in Cambridge when I go into town into the main street and Duke St."

"Hopeless in the main street of Cambridge, have to park at the supermarket or Healy's and then walk."

"It's becoming more of a problem, there's only the New World car park and behind the Prince Albert Hotel."

"Cambridge does not have enough parking, badly needs addressing, particularly bad on weekends and holidays."

"More parking needed in town, businesses put off by no parking."

"Can't find a park close to amenities, Anzac Green should be made into parking."

"It is always difficult to get a park and there is a definite lack of parks for the disabled people in Te Awamutu."

- angle parking better for main street/parking places reduced with development,

"Prefer more angle parks, Alexandra St, Te Awamutu."

"Don't like the parallel parking in Te Awamutu, wasted parking space as vehicles not wholly into parking space."

"They should have left the angle parking."

"The big island in the middle of the street makes parking difficult on either side of the road, it's ridiculous."

"Development in Cambridge central did away with main street parking with it's upgrade."

- congested areas/busy roads/too much traffic,

"Congestion in the main street of Te Awamutu."

"Near the Medical Centre is a very congested area, narrow street and busy."

"Island up the middle of the street, road narrow now, chokes the area."

"Quite congested at certain times near the new Post Office in Duke St, I have witnessed two or three accidents since they put in the new Post Office."

"The area around McDonalds and The Warehouse has poor traffic flow, around the town is reasonable."

"Bit of a nightmare, the park that I use opposite the library is very busy - usage of cars these days."

"So busy in Cambridge."

- better control/policing of parking needed.

"Not controlled, can park on pedestrian crossings, grass verges, footpaths, bus stops and broken lines, all day."

"There are parking places in Cambridge with no time limits, perhaps there should be, we do need a parking warden."

"Happy there are no parking meters but too many people are staying at Teasdale St and not moving."

"In Te Awamutu parking should be for a limited time - 5 to 10 mins, allow for parents with pushchairs."

"In Te Awamutu they don't have a regular parking warden to keep the business people out of limited time parking areas."

* multiple responses allowed

Summary Table - Main Reasons* For Being Not Very Satisfied With Parking In Cambridge & Te Awamutu

	Total District 2006 %	Ward				
		Cambridge %	Kakepuku %	Maungatautari %	Pirongia %	Te Awamutu %
<u>Percent Who Mention ...</u>						
Not enough parking/need more	17	15	20	22	20	14
Angle parking better for main street/ parking places reduced with development	5	3	9	-	6	6
Congested areas/busy roads/too much traffic	4	2	5	-	3	9
Better control/policing of parking needed	2	1	3	-	4	1

* multiple responses allowed

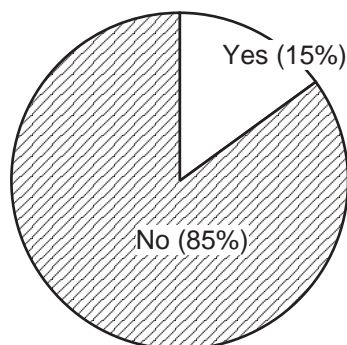
Recommended satisfaction measure for reporting purposes:
Total District = 74%



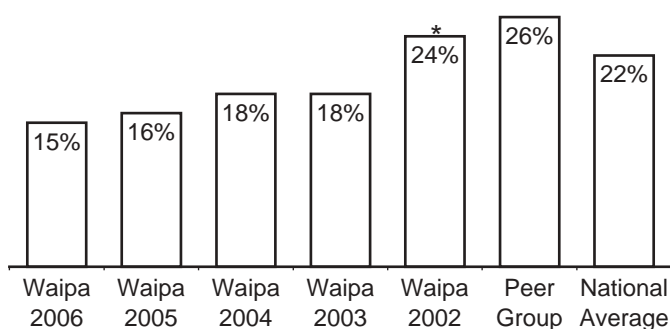
2. Contact With Council

a. Contact With A Councillor And/Or The Mayor In The Last 12 Months

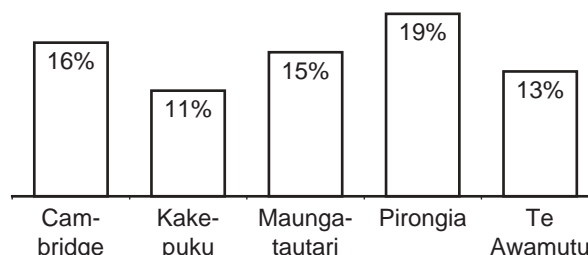
Overall



Percent Saying 'Yes' - Comparison

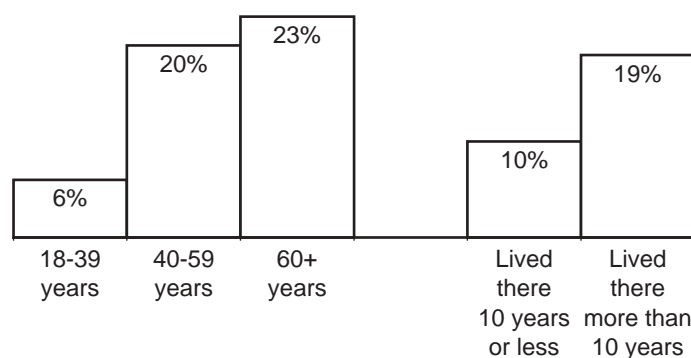


Percent Saying 'Yes' - By Ward



* Residents who said they have spoken to a Councillor and/or the Mayor.

Percent Saying 'Yes' - Comparing Different Types Of Residents



15% of residents have contacted a Councillor or the Mayor in the last 12 months, by phone, in person, in writing and/or by e-mail. This is below the Peer Group and National Averages and similar to the 2005 reading.

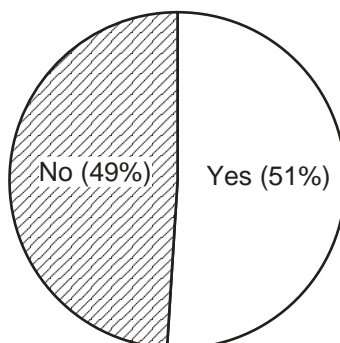
Residents more likely to say 'Yes' are ...

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

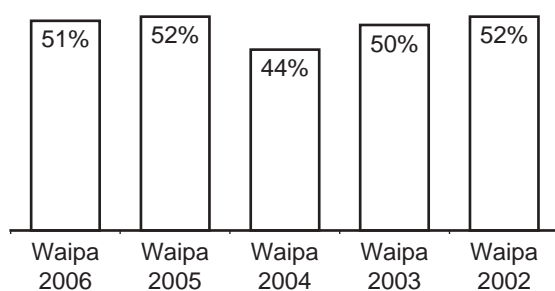
b. Customer Service

i. Have Residents Contacted The Council By Phone Or In Person, In The Last 12 Months?

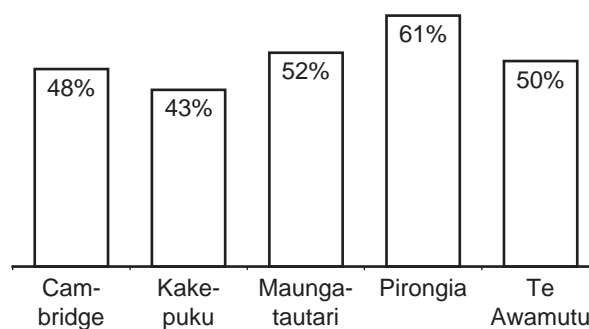
Overall



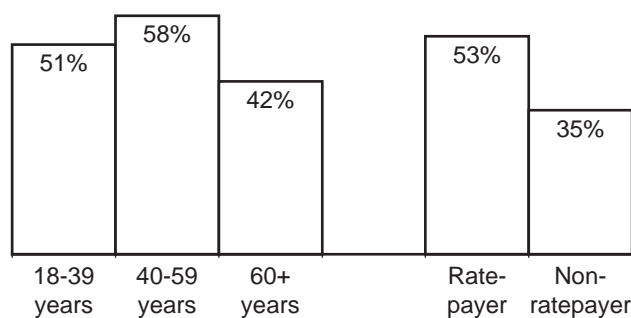
Percent Saying 'Yes' - Comparison



Percent Saying 'Yes' - By Ward



Percent Saying 'Yes' - Comparing Different Types Of Residents



51% of Waipa District residents say they have contacted the Council by phone or in person, in the last 12 months.

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

- residents aged 18 to 59 years,
- ratepayers.

It also appears that Pirongia Ward residents are slightly more likely, than other Ward residents, to have contacted Council by phone or in person.

ii. What Was The Nature Of The Resident's Query?

The main types of queries mentioned by residents* are ...

- building permits/consents,

"Applying for building consent."

"Building permit."

"Building permit for a shed, had to get it signed off."

"To do with a building permit for putting a new fireplace."

- building departments/services/building matters,

"Building a house."

"Quite a bit about renovation."

"Needed to know about building regulations."

"Building - extension to our house."

"Question about retaining walls."

"To do with house renovations."

"About putting in a fireplace."

"About a neighbour who I thought was building without a permit."

"Putting up garage on new house."

- dog control/registration/dog issues,

"Found a lost dog."

"About stray dogs."

"Dog registration."

"De-registration of deceased dog."

"Dogs roaming, sheep attacked."

"Noisy dogs in the area."

"Enquiring about dog exercise area."

"Phoned about dogs on property, dog control person was good, after hours was appalling."

- roading/footpaths/road signs/traffic issues,

"About repair of the road."

"I wanted a pothole fixed on the corner of a road in a driving lane - it was getting larger all the time."

"A lot of mud on the road from tractors and trucks and it was dangerous for traffic, they were sliding on it."

"Metal chips going on to grass."

"Roadside reinstatement after pipe put in, rang three times, nothing done."

"There was a hole dug in front of our dairy - we complained because it obstructed our clients' parking area."

"To do with our road being closed for a private rally thing - I had to go to an appointment in Hamilton and I rang the Rally Headquarters at 8am when they said to if we had a previous appointment, they told me to ring 10 mins prior to leaving. When I did, I was denied my request. I waited one and a half hours and then in desperation told the rally organisers I was going - they were not pleased about it. A lot of other people were annoyed they had their access to a public road denied."

Continued on next page

- roading/footpaths/road signs/traffic issues (Continued)

"Involved the roundabout at Rodges Place."

"Engineer - bridge over Waipa River."

"Querying closing of lane on bridge for safety reasons."

"Re the underpass - Rotoorangi Road to Robinson Road, Maungatautari, and subsidies from the Council over 3 years."

"Condition of path outside."

"No footpaths for elderly - from Lifecare Rest Home, King Street, on their side of the street."

"Hole in footpath outside Child Care Centre."

"Regarding cracks in the concrete at the end of our road."

"Vandals taking street sign down."

"Road signage."

- about a property/LIM reports/plans/boundaries etcetera.

"Regarding buying a house."

"Concerning buying a house - LIM report."

"Looking at property to buy, sought report on property."

"Sale and purchase of property."

"Boundary query."

"We wanted to know where the service pipes go in our garden so as not to plant trees on top of them."

"Relocated house."

Summary Table - Main Types Of Queries** Mentioned By Residents Contacting Council

	Residents* who have contacted Council in last 12 months %	Ward				
		Cambridge %	† Kake- puku %	† Maunga- tautari %	Pirongia %	Te Awamutu %
<u>Percent Who Mention ...</u>						
Building permit/consents	13	13	18	15	12	12
Building department/services/ building matters	12	8	-	3	23	15
Dog control/registration/dog issues	12	13	12	9	12	11
Roading/footpaths/road signs/ traffic issues	10	9	8	22	6	10
About a property/LIM reports/ plans/boundaries etcetera	10	14	-	13	2	12

** multiple responses allowed

† Caution: small bases (N = 19 & 26 respectively)

* The 204 residents who said they had contacted Council by phone or in person, in the last 12 months.

Other queries mentioned by 6% of residents* are ...

- rates issues,

by 5% ...

- subdivisions of property/property development,

by 4% ...

- sewerage issues/septic tanks/sewerage pipes,
- noise control,
- water issues,

by 3% ...

- rubbish collection & disposal/dump issues/recycling,
- stormwater drainage/flooding issues,
- food/beverage licences,
- resource/planning consent,

by 2% ...

- * parking issues,
- building inspection,
- maintenance/tidying up/control of weeds,
- parks/reserves/green belts,

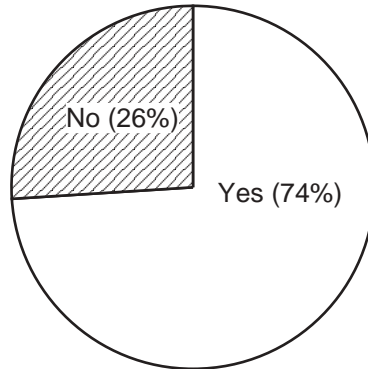
by 1% ...

- tree problems,
- public toilets,
- fire permits/fire issues,
- town planning/Annual Plan.

* The 204 residents who said they had contacted Council by phone or in person, in the last 12 months.

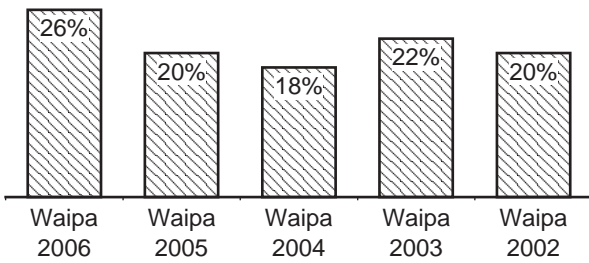
iii. Was Query Attended To In A Timely Fashion And To Resident's Satisfaction?

Residents Who Have Contacted Council In Last 12 Months

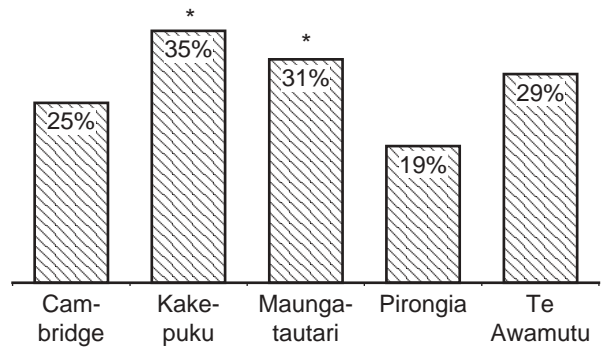


Base = 204

Percent Saying 'No' - Comparison

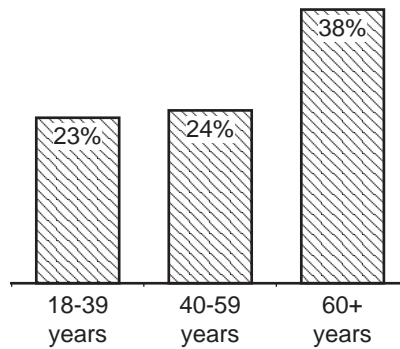


Percent Saying 'No' - By Ward



* Caution: small bases

Percent Saying 'No' - Comparing Different Types of Residents



74% of residents[†] say their query was attended to in a timely fashion and to their satisfaction (80% in 2005), while 26% say it was not (20% in 2005).

Residents[†] aged 60 years or over are more likely to say 'No', than other age groups.

[†] Those residents who have contacted Council by phone, or in person, in the last 12 months.

Analysis Of Satisfaction By Main Types Of Queries

	Base**	Satisfaction	
		Yes %	No %
<u>Main Queries</u>			
Building permit/consents	27	81	19
Building department/services/building matters	25	80	20
Dog control/registration/dog issues	24	79	21
Roading/footpaths/road signs/traffic issues	22	64	36
About a property/LIM reports/plans/boundaries etc.	20	90	10

** Weighted base. Caution required as bases are small (<30).

81% (22 respondents) of those residents who have contacted Council in the last 12 months on building permits/consents, said their query was attended to in a timely fashion and to their satisfaction.

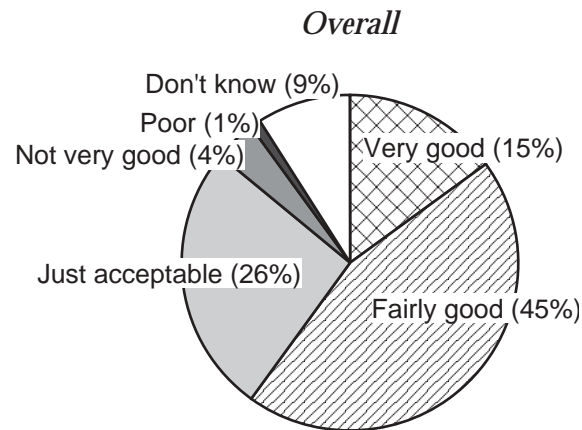
This analysis, when extended across all 23 types of queries mentioned, shows that in 20 instances there is some element of being not satisfied. This indicates that dissatisfaction does not relate to a single issue, but rather is spread across a range of queries.



3. Representation

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

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



60% of residents rate the performance of the Mayor and Councillors over the past year as very or fairly good (69% in 2005). Waipa residents' rating of the performance of their Councillors is similar to the Peer Group Average and slightly above the National Average, in terms of those rating very/fairly good.

5% rate their performance as not very good/poor. Waipa residents are similar to Peer Group residents and less likely than residents nationwide, to say this.

55% of residents who have spoken to the Mayor or a Councillor in the last 12 months, rate their performance as very/fairly good (71% in 2005).

Kakepuku and Pirongia residents are more likely to rate the performance of the Mayor and Councillors as very/fairly good, than other Ward residents.

It also appears that the following residents are slightly more likely to feel this way ...

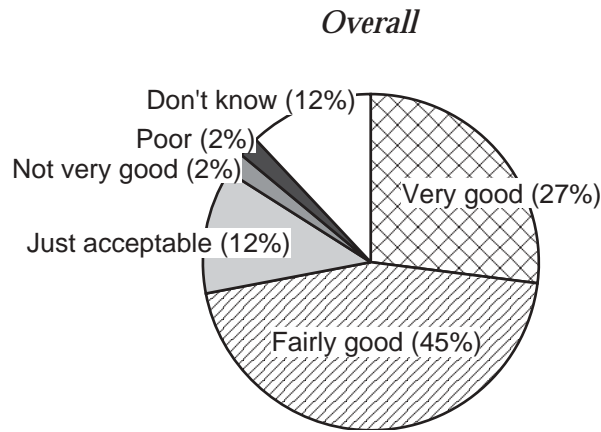
- residents who live in a one or two person household,
- women.

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

	Rated as ...			
	Very good/ fairly good %	Just acceptable %	Not very good/Poor %	Don't know %
<u>Overall</u>				
Total District 2006	60	26	5	9
Contacted in last 12 months (67 residents)	55	23	15	7
2005	69	20	4	7
2004	64	21	4	11
2003	65	23	5	7
2002	58	28	6	8
2001	43	33	14	10
2000	31	31	26	12
<u>Comparison</u>				
Peer Group Average	61	26	7	6
National Average	54	26	13	7
<u>Ward</u>				
Cambridge	56	34	4	6
Takepuku	72	13	2	13
Maungatautari	52	22	12	14
Pirongia	73	23	-	4
Te Awamutu	57	26	5	12
<u>Household Size</u>				
1-2 person household	63	24	5	8
3+ person household	58	28	5	9
<u>Gender</u>				
Male	58	27	5	10
Female	63	25	4	8

% read across

b. Performance Rating Of The Council Staff In The Last Year



72% of residents rate the performance of Council staff as very or fairly good. Waipa residents' rating of the performance of their Council staff is slightly above the Peer Group Average and above the National Average. 4% rate their performance as not very good/poor.

75% of residents who have contacted the Council in the last 12 months, rate staff performance as very/fairly good.

Residents less likely to rate the performance of Council staff as very/fairly good are ...

- residents with an annual household income of \$40,000 to \$60,000,
- longer term residents, those residing in the District more than 10 years,
- non-ratepayers.

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

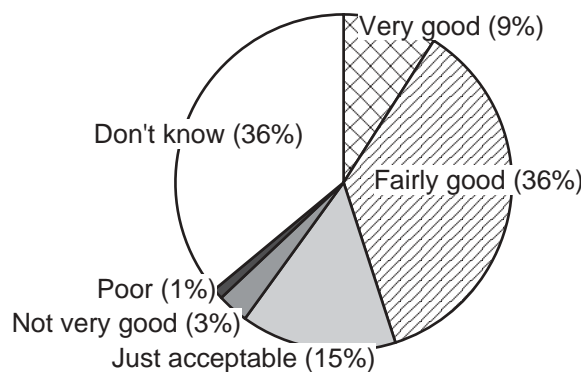
	Rated as ...			
	Very good/ fairly good %	Just acceptable %	Not very good/Poor %	Don't know %
<u>Overall</u>				
Total District 2006	72	12	4	12
Contacted in last 12 months (204 residents)	75	13	6	6
2005	72	15	3	10
2004	68	13	4	15
2003	73	13	3	11
2002	68	14	2	16
2001	63	15	7	15
2000	51	17	8	24
<u>Comparison</u>				
Peer Group Average	66	19	6	9
National Average	61	21	8	10
<u>Ward</u>				
Cambridge	77	12	2	9
Takepuku	71	6	10	13
Maungatautari	65	9	7	19
Pirongia	71	15	5	9
Te Awamutu	71	14	2	13
<u>Household Income</u>				
Less than \$40,000 p.a.	75	10	1	14
\$40,000 - \$60,000 p.a.	66	17	4	13
More than \$60,000 p.a.	78	10	5	7
<u>Length of Residence</u>				
Lived there 10 years or less	76	12	2	10
Lived there more than 10 years	69	12	5	14
<u>Ratepayer?</u>				
Ratepayer	74	12	4	10
Non-ratepayer	58	12	3	27

% read across

c. Performance Rating Of Community Board Members In The Last Year

The Cambridge Community Board serves the Cambridge and Maungatautari Wards, while the Te Awamutu Community Board serves the Te Awamutu and Kakepuku Wards.

Residents Who Have A Community Board Member



Base = 334

45% of residents who have a Community Board member rate their performance, in the last 12 months, as very or fairly good (51% in 2005), while 4% say it is not very good/poor. A substantial percentage (36%) are unable to comment (31% in 2005).

Residents[†] more likely to rate the performance of Community Board members as very/fairly good are ...

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

It also appears that Te Awamutu Ward residents are slightly more likely, than other Ward residents, to feel this way.

[†] Residents who have a Community Board member.

Summary Table - Performance Rating Of Community Board Members In The Last Year

	Rated as ...			
	Very good/ fairly good %	Just acceptable %	Not very good/Poor %	Don't know %
<u>Residents Who Have A Community Board Member</u>				
2006	45	15	4	36
2005	51	16	2	31
2004	51	13	3	33
2003	53	13	2	32
2002	45	12	3	40
2001	41	14	8	37
2000	36	14	8	42
<u>Ward</u>				
Cambridge	42	19	4	35
Takepuku	40	6	2	(52)
Maungatautari	37	20	5	38
Te Awamutu	52	13	3	32
<u>Length of Residence</u>				
Lived there 10 years or less	33	20	1	(46)
Lived there more than 10 years	(53)	12	5	30
<u>Gender</u>				
Male	34	19	5	(42)
Female	(54)	12	2	32

% read across

NB: Pirongia Ward does **not** have a Community Board.



4. Local Issues

a. Perception Of Household's Financial Position

Residents were asked to think about their household over the last three years. They were then asked to say whether they think their household is financially better off, about the same, or worse off, than it was three years ago.

	Better off %	About the same %	Worse off %	Unsure %
<u>Overall</u>				
Total District 2006	36	39	22	3
2005	33	45	20	2
<u>Ward</u>				
Cambridge	36	33	29	2
Takepuku	57	35	4	4
Maungatautari	36	34	28	2
Pirongia	31	42	24	3
Te Awamutu	31	48	16	5
<u>Household Size</u>				
1-2 person household	28	46	22	4
3+ person household	42	34	22	2
<u>Age</u>				
18-39 years	54	27	16	3
40-59 years	28	43	27	2
60+ years	19	53	24	4
<u>Household Income</u>				
Less than \$40,000 p.a.	20	43	34	3
\$40,000 - \$60,000 p.a.	25	54	19	2
More than \$60,000 p.a.	58	24	16	2
<u>Gender</u>				
Male	44	36	19	1
Female	28	42	25	5
<u>Length of Residence</u>				
Lived there 10 years or less	41	33	23	3
Lived there more than 10 years	32	44	21	3
<u>Ratepayer?</u>				
Ratepayer	34	40	22	4
Non-ratepayer	45	35	18	2

% read across

36% of residents think their household is financially better off than it was three years ago, 39% feel it is the same (45% in 2005) and 22% say it is worse off. 3% are unable to comment.

Residents more likely to feel their household is financially better off than it was three years ago are ...

- Kakepuku Ward residents,
- residents who live in a three or more person household,
- residents aged 18 to 59 years, in particular those aged 18 to 39 years,
- residents with an annual household income of more than \$60,000,
- men,
- shorter term residents, those residing in the District 10 years or less,
- non-ratepayers.

b. Safety in the District

(i) In the Town Centres of Cambridge and Te Awamutu During The Day

	Very safe %	Safe %	Very safe/ Safe %	Neither safe nor unsafe %	Unsafe %	Very unsafe %	Unsafe/ Very unsafe %	Don't Know %
<u>Overall</u>								
Total District								
2006	56	39	95	2	1	1	2	1
2005	54	43	97	1	1	-	1	1
<u>Ward</u>								
Cambridge	54	41	95	-	3	1	4	1
Takepuku	59	32	91	6	3	-	3	-
Maungatautari	60	34	94	5	-	-	-	1
Pirongia	54	41	95	3	-	2	2	-
Te Awamutu	57	41	98	1	1	-	1	-
<u>Age</u>								
18-39 years	62	30	92	5	3	-	3	-
40-59 years	57	39	96	1	1	1	2	1
60+ years	46	52	98	1	-	-	-	1
<u>H/hold Income</u>								
Less than \$40,000 p.a.	53	45	98	-	2	-	2	-
\$40,000 - \$60,000 p.a.	47	46	93	4	3	-	3	-
More than \$60,000 p.a.	70	26	96	2	1	1	2	-
<u>H/hold Size</u>								
1-2 person household	52	45	97	1	-	1	1	1
3+ person household	61	33	94	4	2	-	2	-
<u>Length of Residence</u>								
Lived there 10 years or less	63	30	93	3	3	1	4	-
Lived there more than 10 years	52	45	97	2	-	1	1	-

% read across

95% of residents feel very safe/safe in the town centres of Cambridge and Te Awamutu during the day, including 56% who feel very safe. 2% of residents feel unsafe, while 1% feel neither safe nor unsafe. These readings are similar to the 2005 results.

Residents more likely to feel very safe are ...

- residents aged 18 to 59 years,
- residents with an annual household income of more than \$60,000,
- residents who live in a three or more person household,
- shorter term residents, those residing in the District 10 years or less.

Reasons For Feeling Unsafe

The six residents who feel unsafe in the town centres of Cambridge and Te Awamutu during the day give the following reasons* for feeling this way ...

“Crime too high - these days I don't walk on my own any more at all, just see in the paper all the time.”

“Memorial Park in Te Awamutu is more unsafe - a girl was raped there recently.”

“For older people.”

“Unsafe for the elderly who venture out for walks, traffic too fast, poor footpaths, or lack of them, as they walk out of their Rest Home. “Lifecare” on THAT side of the road.”

“Because of the traffic, especially for an old person, but it has improved. Maybe an idea could be speed restriction in some areas in town, in the main street.”

“I just feel it is grubby in Te Awamutu, but Cambridge is clean, happy and friendly.”

* multiple responses allowed

(ii) In the Town Centres of Cambridge and Te Awamutu at Night

	Very safe %	Safe %	Very safe/ Safe %	Neither safe nor unsafe %	Unsafe %	Very unsafe %	Unsafe/ Very unsafe %	Don't Know %
Overall								
Total District								
2006	16	47	63	15	9	-	9	13
2005	15	47	62	12	12	1	13	13
Ward								
Cambridge	21	51	72	13	7	-	7	8
Takepuku	19	44	63	16	8	-	8	13
Maungatautari	14	47	61	18	9	-	9	12
Pirongia	12	44	56	20	5	3	8	16
Te Awamutu	15	45	60	12	13	-	13	15
Gender								
Male	22	52	74	11	6	-	6	9
Female	12	42	54	18	11	1	12	16

% read across

63% of residents feel very safe/safe in the town centres of Cambridge and Te Awamutu at night.

9% of residents feel unsafe/very unsafe (13% in 2005), while 15% feel neither safe nor unsafe (12% in 2005) and 13% are unable to comment.

There are no notable differences between Wards and socio-economic groups, in terms of those residents who feel unsafe/very unsafe. However, it appears that women are slightly more likely, than men, to feel this way.

Reasons For Feeling Unsafe/Very Unsafe

The 37 residents who feel unsafe/very unsafe in the town centres of Cambridge and Te Awamutu at night give the following reasons* for feeling this way ...

- undesirables/drunks/street kids around, mentioned by 42% of residents who feel unsafe/very unsafe,

"There are some suspicious looking people strolling the streets at night."

"Groups of unruly youths."

"Especially in Te Awamutu, there's a bad element in the town certainly at night, young people."

"Been to functions and have been through town in the early hours of the morning and lots of youngsters roaming the streets, school age kids, 4 or 5 of them, they should be at home."

"Too many people looking for a fight, cars just cruise around looking for a fight."

"What if there are drunks running around?"

"We've always got people here on P and there is a lot of hooliganism in some areas."

"Pub in main street, drugs and drinking in main street, people hanging around."

- would feel unsafe if out alone/walking alone, 22%,

"Wouldn't feel safe anywhere on my own, don't go anywhere at night on my own, would be alright if someone was with me."

"A woman feels unsafe alone at night."

"I would not go near there on my own, don't feel right."

"I wouldn't go walking on my own."

- wouldn't go there at night, 18%,

"When walking at night in Te Awamutu main centre, always looking out for who's around - not as safe as during the day."

"I wouldn't walk through Cambridge at night."

"I wouldn't walk around town at night."

- crimes being committed, 12%,

"My car got broken into the other night in Leamington."

"Daughter's friend's cousin was slashed by youths in Te Awamutu about three weeks ago."

"Crime figures are high, petty crime mostly in centres."

"Media reports of odd mishaps in Te Awamutu, the thought of a mugging."

- not safe anywhere, 11%.

"I wouldn't walk around anywhere at night."

"Don't feel safe anywhere at night."

"I just think you are mad to go out anywhere at night, I think it's a silly thing to do unless you really have to."

* multiple responses allowed

(iii) In the Local Neighbourhood or Area During the Day

	Very safe %	Safe %	Very safe/ Safe %	Neither safe nor unsafe %	Unsafe %	Very unsafe %	Unsafe/ Very unsafe %	Don't Know %
<u>Overall</u>								
Total District								
2006	62	35	97	2	1	-	1	-
2005	59	39	98	2	-	-	-	-
<u>Ward</u>								
Cambridge	58	37	95	3	2	-	2	-
Takepuku	59	39	98	-	2	-	2	-
Maungatautari	69	28	97	3	-	-	-	-
Pirongia	68	31	99	-	1	-	1	-
Te Awamutu	61	38	99	1	-	-	-	-
<u>Age</u>								
18-39 years	66	32	98	1	1	-	1	-
40-59 years [†]	65	33	98	2	1	-	1	-
60+ years	55	41	96	2	2	-	2	-
<u>H/hold Income</u>								
Less than \$40,000 p.a.	57	39	96	3	1	-	1	-
\$40,000 - \$60,000 p.a.	59	37	96	2	2	-	2	-
More than \$60,000 p.a.	71	29	100	-	-	-	-	-
<u>H/hold Size</u>								
1-2 person household	57	41	98	1	1	-	1	-
3+ person household	68	29	97	2	1	-	1	-
<u>Ratepayer?</u>								
Ratepayer	64	34	98	1	1	-	1	-
Non-ratepayer	54	42	96	4	-	-	-	-

% read across

[†] does not add to 100 due to rounding

97% of residents feel very safe/safe in their local neighbourhood or area during the day, including 62% who feel very safe (59% in 2005).

2% of residents feel neither safe nor unsafe, and 1% feel unsafe.

Residents more likely to feel very safe are ...

- residents aged 18 to 59 years,
- residents with an annual household income of more than \$60,000,
- residents who live in a three or more person household,
- ratepayers.

Reasons For Feeling Unsafe

Three residents feel unsafe in their local neighbourhood or area during the day and give the following main reasons* for feeling this way ...

“Lots of hoons in this area who ignore traffic rules and have V8’s and rip through the town (Pirongia), not safe for kiddies who play and run across the roads. My concern is for others, not for my own safety.”

“We are on the main road, during the day there is a lot of traffic.”

“Our Dairy got robbed twice in the afternoon/early evening - I feel apprehensive all the time while working there.”

* multiple responses allowed

(iv) In Your Local Neighbourhood or Area at Night

	Very safe %	Safe %	Very safe/ Safe %	Neither safe nor unsafe %	Unsafe %	Very unsafe %	Unsafe/ Very unsafe %	Don't Know %
<u>Overall</u>								
Total District								
2006	39	45	84	9	6	-	6	1
2005	31	51	82	8	9	-	9	1
<u>Ward</u>								
Cambridge	35	51	86	6	8	-	8	-
Takepuku	47	40	87	10	3	-	3	-
Maungatautari	48	38	86	12	1	-	1	1
Pirongia	41	45	86	11	3	-	3	-
Te Awamutu	34	44	78	11	8	-	8	3
<u>Gender</u>								
Male	41	51	92	5	3	-	3	-
Female	37	39	76	14	8	-	8	2

% read across

84% of residents feel very safe/safe in their local neighbourhood or area at night, including 39% who feel very safe (31% in 2005).

6% of residents feel unsafe (9% in 2005), while 9% feel neither safe nor unsafe.

Men are more likely, than women, to feel very safe/safe in their local neighbourhood or area at night.

Reasons For Feeling Unsafe

The 23 residents who feel unsafe in their local neighbourhood or area at night give the following main reasons* for feeling this way ...

- undesirables/drunks/problem youths, mentioned by 44% of residents who feel unsafe (10 respondents),

"We are very close to the Waikeria prison and sometimes there are escaped prisoners and we are warned about these."

"We have pub drunkards coming up, cans lying around."

"Walking at night in some parts of the neighbourhood - quite a few dope addicts where I live. This street is in a better part though."

"A woman alone at night with noisy parties, lots of teenagers, make the elderly people feel threatened."

"Young drivers doing donuts at the corner of Raleigh and Shakespeare Streets, camping ground on the corner of Scott Street has a large number of yahoos, don't feel comfortable walking around."

"We have a lot hoons around here, around the Karapiro Domain and Dam - it is causing anxiety among the locals and some are selling up. They used to lock the Domain at night, so now they need to look at it again to stop the hoons in the early hours of the morning."

- crimes being committed, 31% (7 respondents),

"Our Dairy got robbed twice in the afternoon/early evening - I feel apprehensive all the time while working there."

"Few incidents of people kicking over mail boxes and next door's archway was broken."

"Stolen cars and then setting fire to them and racing down the road, and burglaries - O'Regan and Rukuhia Roads."

"A couple of weeks ago we caught youths trying to steal our trailer and motor bikes during the night - Greenhill Drive - now feel uneasy. There have been cars up here before and since with youths in them."

"We live close to the centre of Te Awamutu, lots of pedestrian traffic at night, young people, minor damage to property, i.e. letter boxes, especially on Friday and Saturday nights."

"Things are starting to creep into our area, houses are being burgled close to us. It has always been a safe area, but not so much now. Years ago we used to walk out and leave our house unlocked and think nothing of it, but not now."

- insufficient street lighting, 21% (5 respondents).

"Lack of street lighting in Campbell Street."

"There's not a lot of street lighting in Southey Street."

"Not a lot of lighting in Herbert Street, Kihikihi."

* multiple responses allowed

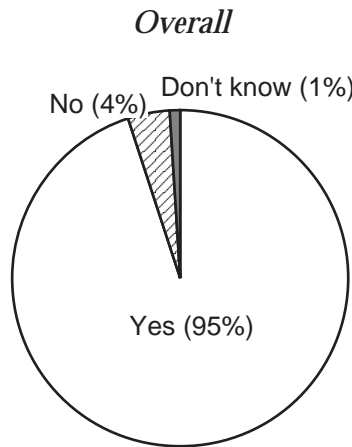
(v) Summary**Safety in the District**

	Very Safe %	Safe %	Very Safe/ Safe %	Neither Safe Nor Unsafe %	Unsafe %	Very Unsafe %	Unsafe/ Very Unsafe %	Don't Know %
In the town centres of Cambridge and Te Awamutu during the day	56	39	95	2	1	1	2	1
In the town centres of Cambridge and Te Awamutu at night	16	47	63	15	9	-	9	13
In their local neighbourhood or area during the day	62	35	97	2	1	-	1	-
In their local neighbourhood or area at night	39	45	84	9	6	-	6	1

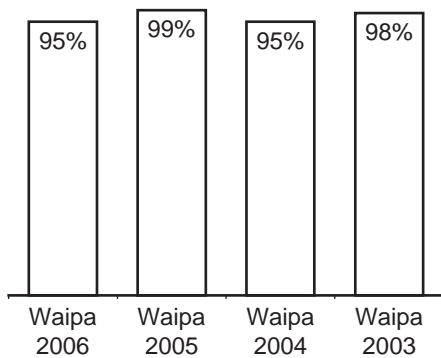
Of the four areas, residents are less likely to feel very safe/safe in the town centres of Cambridge and Te Awamutu at night.

c. Community Information

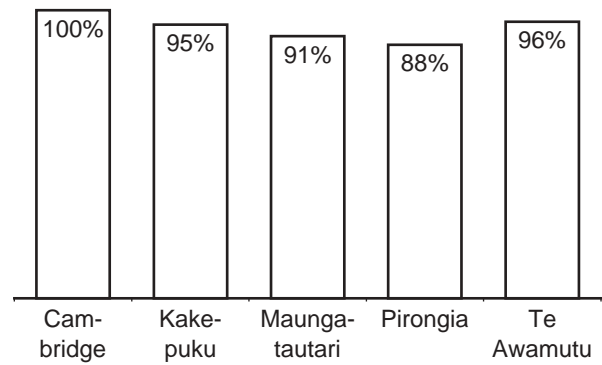
i. Do residents usually receive a copy of the Cambridge Edition or Te Awamutu Courier newspapers?



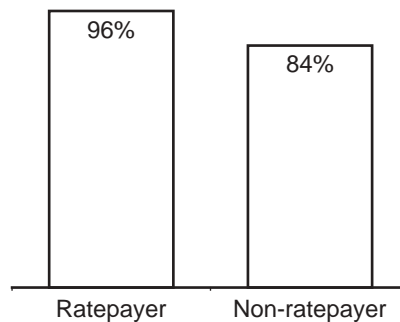
Percent Saying 'Yes' - Comparison



Percent Saying 'Yes' - By Ward



Percent Saying 'Yes' - Comparing Different Types of Residents

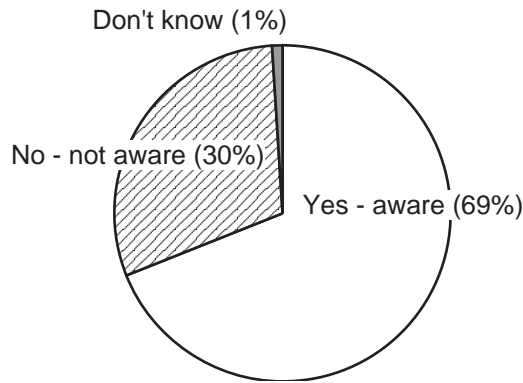


95% of residents say they usually receive a copy of the Cambridge Edition or Te Awamutu Courier newspapers (99% in 2005).

Ratepayers are more likely to say they usually receive a copy of either of these two newspapers, than non-ratepayers.

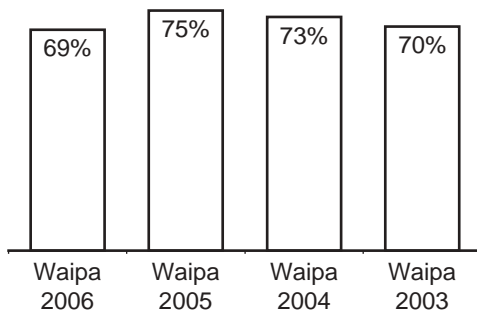
ii. Awareness of the monthly community information sheet called 'Word on Waipa'

Residents Who Usually Receive Either Of The Two Newspapers

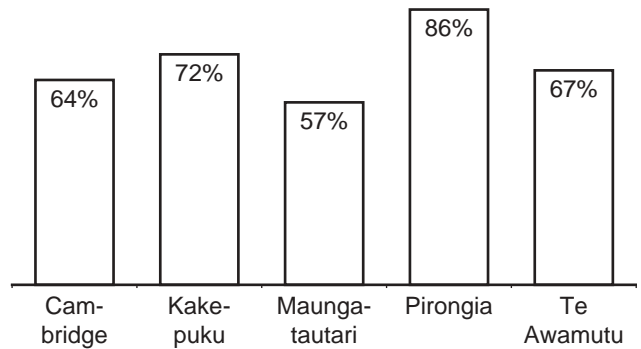


Base = 387

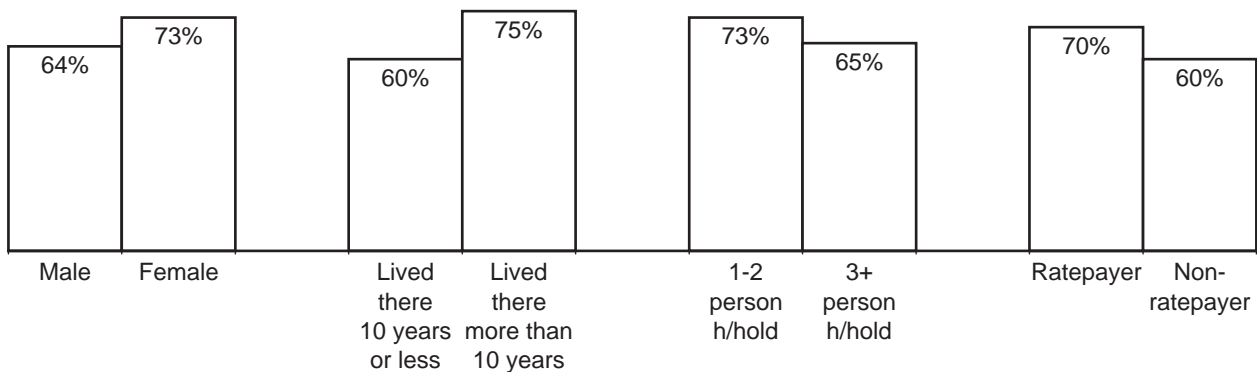
Percent Saying 'Yes' - Comparison



Percent Saying 'Yes' - By Ward



Percent Saying 'Yes' - Comparing Different Types Of Residents



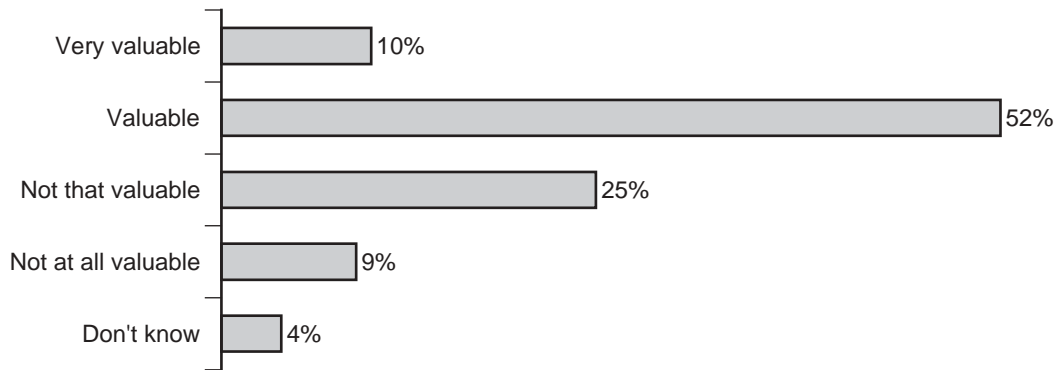
69% of residents who usually receive a copy of the Cambridge Edition or Te Awamutu Courier newspapers, are aware that the Waipa District Council publishes a monthly community information sheet called the 'Word on Waipa' in these newspapers (75% in 2005).

Residents* more likely to be aware are ...

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

* Residents who usually receive either of the two newspapers

*iii. Rating The 'Word on Waipa' in terms of its information value to residents**



Base = 268

10% of residents* rate the 'Word on Waipa' in terms of its information value to them as very valuable, with 52% saying it is valuable (55% in 2005). 25% think the information is not that valuable and 9% say it is not at all valuable. 4% are unable to comment.

Women* are more likely to rate the information as very valuable/valuable, than men.

* The 65% of residents who receive a copy of either of the two newspapers mentioned and are aware that the Council publishes, monthly, the 'Word on Waipa' in these newspapers (N=268).

	Very valuable %	Valuable %	Very valuable/ valuable %	Not that valuable %	Not at all valuable %	Not that valuable/ Not at all valuable %	Don't know %
<u>Residents who receive a copy of either two newspapers*</u>							
2006	10	52	62	25	9	34	4
2005	9	55	64	24	6	30	6
2004	12	51	63	20	6	26	11
2003	7	54	61	24	5	29	10
<u>Ward</u>							
Cambridge	8	63	71	20	8	28	1
Kakepuku**	6	45	51	34	4	38	11
Maungatautari**	7	45	52	39	9	48	-
Pirongia	15	45	60	30	10	40	-
Te Awamutu	10	53	63	19	10	29	8
<u>Gender</u>							
Male	9	48	57	28	13	41	2
Female	10	56	66	23	5	28	6

Base = 268

% read across

* (and are aware of the 'Word on Waipa')

** Caution: small bases

iv. What Type Of Information Would Residents Like To See Published In The 'Word on Waipa'?

The main type of information residents* would like to see published in the 'Word on Waipa' are ...

- future plans/developments for the District, mentioned by 11% of residents*,
 - "Their thinking for the future."*
 - "Council projects envisaged."*
 - "To have an idea of where things are heading. More information on developer changes."*
 - "It's interesting to know about housing developments."*
 - "Photos of projects."*
 - "I would like them to front up and inform us when they are going to buy land and properties and not tell us after the event."*
 - "What is happening next in terms of construction and works."*
 - "Number of building permits issued."*
 - "New businesses."*

- what's happening in the District/what's going on, 9%,
 - "Let people know what is happening in the area."*
 - "What's going on in the District."*
 - "What's going on in the community and how we're improving, comparisons to other towns."*
 - "Town of Te Awamutu, like to know what's going on."*

- coming events/current events/local events/activities, 8%,
 - "More community events recorded."*
 - "Could put a bit more on things like events."*
 - "More family orientated events, e.g. pre-school and primary school events, Mums and toddlers can attend through the day."*
 - "Up and coming events in the town - Gypsy Fairs, Drama Society, sporting events."*
 - "Include Chamber Music and cultural events for the public."*
 - "More things that there are to do - cheaper or free for families, activities."*
 - "More to do with sports."*
 - "General community events."*
 - "The little events and people seem to be ignored, they shove in big events such as rugby and rowing."*

- more on what Council is doing/what Council is up to, 7%,
 - "What Council is doing in the town."*
 - "General Council business."*
 - "Informed of what they're doing. It doesn't need to be in minute detail."*
 - "Projects the Council has accomplished - reports."*
 - "When they are starting their projects and how they are moving along, would like progress reports."*
 - "What they are up to and who they are helping, e.g. schools. What the Councillors get up to, who are they meeting with etc. - what do they do."*
 - "Probably a bit more about what the Council is doing - the Councillors themselves, not the Council staff."*
 - "Any excess growth in terms of staff placements. Number of Council employees for the size of the area. Would like to know breakdown of what Councillors are up to - job profiles for new staff that are being employed in new areas."*

- expenditure/how rates are spent, 5%,

"Expenditure - what they propose to spend money on."

"Where all the money goes - rates etc."

"Some of the extra charges being added into rates, such as extra staff and extra to Environment Waikato. Our rates keep going up to pay for these extras at twice the rate of inflation."

"More facts and figures of where they are spending the dollars."

- improvements/what they are doing to services/facilities, 5%.

"I would like to see recycling put in place with the actual date - kerbside recycling or a depot."

"Ideas on recycling and rubbish disposal. Would like to see an annual inorganic collection."

"Road networks change."

"What's going on with the highway bypass."

"Probably progress with different parks and what's going on with various streets."

"Upgrades on all aspects - footpaths, sewerage system, etc."

"Updates on issues such as resolving parking problems."

Other types of information mentioned by 4% of residents* are ...

- news of our local area/anything affecting our area/community,

by 3% ...

- participation from the public,
- feedback from Council meetings,
- presentation should be easier to understand/read,

by 2% ...

- environmental issues/conservation projects,
- services/facilities information/public notices,

by 1% ...

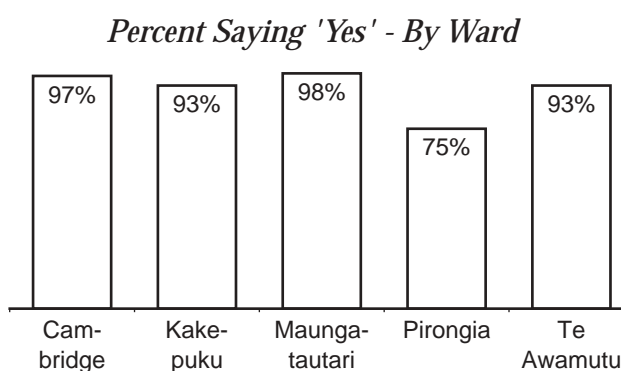
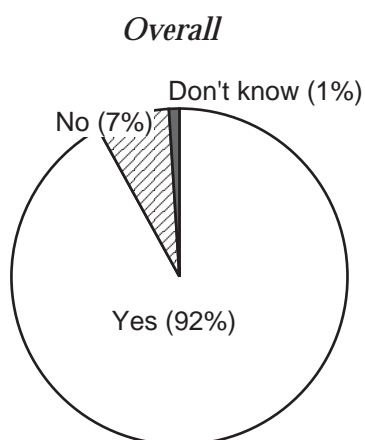
- rates information.

27% of residents* say they are happy with the present format/they cover most things well (37% in 2005), while 32% are unable to comment (21% in 2005).

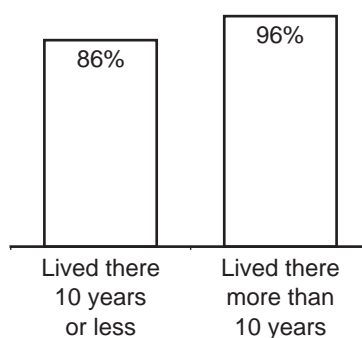
* The 65% of residents who receive a copy of either of the two newspapers and are aware that the Council publishes, monthly, the 'Word on Waipa' in these newspapers (N=268)

v. Rotary Club Community Telephone Directory

- (1) Do residents usually receive a copy of the Rotary Club Community Telephone Directory?



Percent Saying 'Yes' - Comparing Different Types Of Residents

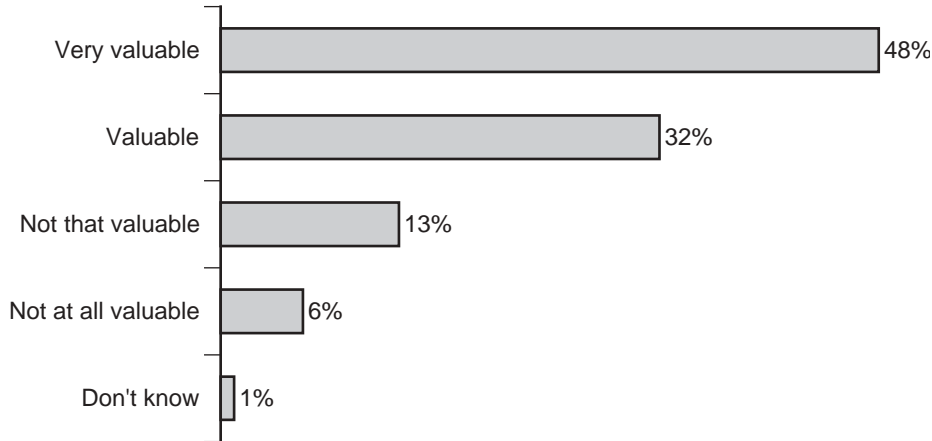


92% of residents say they usually receive a copy of the Rotary Club Community Telephone Directory.

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

- all Ward residents, except Pirongia Ward residents,
- longer term residents, those residing in the District more than 10 years.

(2) Rating The Rotary Club Community Telephone Directory in terms of its information value to residents*



Base = 374

48% of residents* rate the Rotary Club Community Telephone Directory, in terms of its information value to them, as very valuable, with 32% saying it is valuable. 13% think the information is not that valuable and 6% say it is not at all valuable. 1% are unable to comment.

Residents* more likely to rate the information as very valuable/valuable are ...

- all Ward residents, except Pirongia Ward residents,
- women.

* The 92% of residents who usually receive a copy of the Rotary Club Community Telephone Directory (N=374).

	Very valuable %	Valuable %	Very valuable/ valuable %	Not that valuable %	Not at all valuable %	Not that valuable/ Not at all valuable %	Don't know %
<u>Residents who usually receive a copy of the Rotary Club Community Telephone Directory</u> 2006	48	32	80	13	6	19	1
<u>Ward</u>							
Cambridge	48	35	83	11	6	17	-
Kakepuku*	47	42	89	8	3	11	-
Maungatautari*	38	41	79	17	4	21	-
Pirongia	41	25	66	18	14	32	2
Te Awamutu	58	25	83	10	4	14	3
<u>Gender</u>							
Male	36	37	73	17	9	26	1
Female	58	28	86	9	4	13	1

Base = 374

% read across

* Caution: small bases

E. APPENDIX

Base by Sub-sample

		Actual respondents interviewed	*Expected numbers according to population distribution
<u>Ward</u>	Cambridge	119	121
	Takepuku	42	39
	Maungatautari	50	53
	Pirongia	71	76
	Te Awamutu	123	116
<u>Gender</u>	Male	203	193
	Female	202	212
<u>Age</u> [†]	18 to 39 years	102	158
	40 to 59 years	170	149
	60+ years	132	97
† One respondent refused to give details of their age			

- * Interviews are intentionally conducted to give a relatively robust sample base within each Ward, to allow for comparisons between the Wards. Post stratification (weighting) is then applied to adjust back to population proportions in order to yield correctly balanced overall percentages. This is accepted statistical procedure. Please also see pages 2 to 4.

* * * * *