

COMMUNITRAK™ SURVEY

PUBLIC PERCEPTIONS AND INTERPRETATIONS OF COUNCIL SERVICES & REPRESENTATION

PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:

WAIROA DISTRICT COUNCIL

MARCH 2015



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NB: Please note the following explanations for this report:

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

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

Arrows, whenever shown, depict a directional trend.

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

A. SITUATION AND OBJECTIVES

The mission statement for Wairoa District Council reads:

"Creating the ultimate living environment. To be a vibrant, attractive and thriving District, by developing sustainable lifestyles based around our unique environment; the envy of New Zealand and recognised worldwide."

Council has engaged a variety of approaches both to seeking public opinion and to communicating its decisions and programmes to residents and ratepayers. One of these approaches was to commission the National Research Bureau's Communitrak™ survey in 1993, 1995-2014 and now again in March 2015.

The advantages, and benefits of this are twofold ...

- Council has the National Average and Peer Group Average comparisons against which to analyse perceived performance,
- Council introduced questions reflecting areas of interest to Wairoa District.

* * * * *

B. COMMUNITRAK™ SPECIFICATIONS

Sample Size

This Communitrak™ survey was conducted with 202 residents of the Wairoa District.

Interview Type

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

Sample Selection

The relevant white pages of the Hawke's Bay telephone directory were used as the sample source, with every xth number being selected; that is, each residential (non-business) number selected was chosen in a systematic, randomised way (in other words, at a regular interval), in order to spread the numbers chosen in an even way across all relevant phone book pages.

Quota sampling was used to ensure an even balance of male and female respondents. In addition, proportional ethnic group quotas were used. Please see also Section E (Appendix).

Households were screened to ensure they fell within the Wairoa 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 next birthday.

Call Backs

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

Sample Weighting

Weightings were applied to the sample data, to reflect the actual gender, age group, and ethnic group proportions in the area as determined by the Statistics New Zealand's 2013 Census data. The result is that the total figures represent the adult population's viewpoint as a whole across the entire Wairoa 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 from Friday 13th March to Sunday 22nd March 2015.

Comparison Data

Communitrak™ offers to Councils the opportunity to compare their performance with those of Local Authorities across all of New Zealand as a whole (National Average) and with similarly constituted Local Authorities (Peer Group Average), through a National Survey of 1,003 residents carried out in November 2014.

Comparisons are made with this data, and with previous readings, when applicable.

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

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

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

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.

Comparisons With National Communitrak™ Results

Where survey results have been compared with Peer Group and/or National Average results from the November 2014 National Communitrak™ Survey, NRB has used the following for comparative purposes, for a sample of 200 residents:

above/below	±10% or more
slightly above/below	±8% to 9%
on par with	±4% to 7%
similar to	±1% to 3%

Margin Of Error

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

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

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

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

The margin of error figures above refer to the accuracy of a result in a survey, given a 95 percent level of confidence. A 95 percent level of confidence implies that if 100 samples were taken, we would expect the margin of error to contain the true value in all but five samples. At the 95 percent level of confidence, the margin of error for a sample of 200 respondents, at a reported percentage of 50%, is plus or minus 7%.

Significant Difference

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

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

The figures above refer to the difference between two results that is required, in order to say that the difference is significant, given a 95 percent level of confidence. Thus the significant difference, for the same question, between two separate surveys of 200 respondents is 10%, 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 Wairoa District Council residents and ratepayers to the services and facilities provided for them by their Council and their elected representatives.

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

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

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

COUNCIL SERVICES/FACILITIES

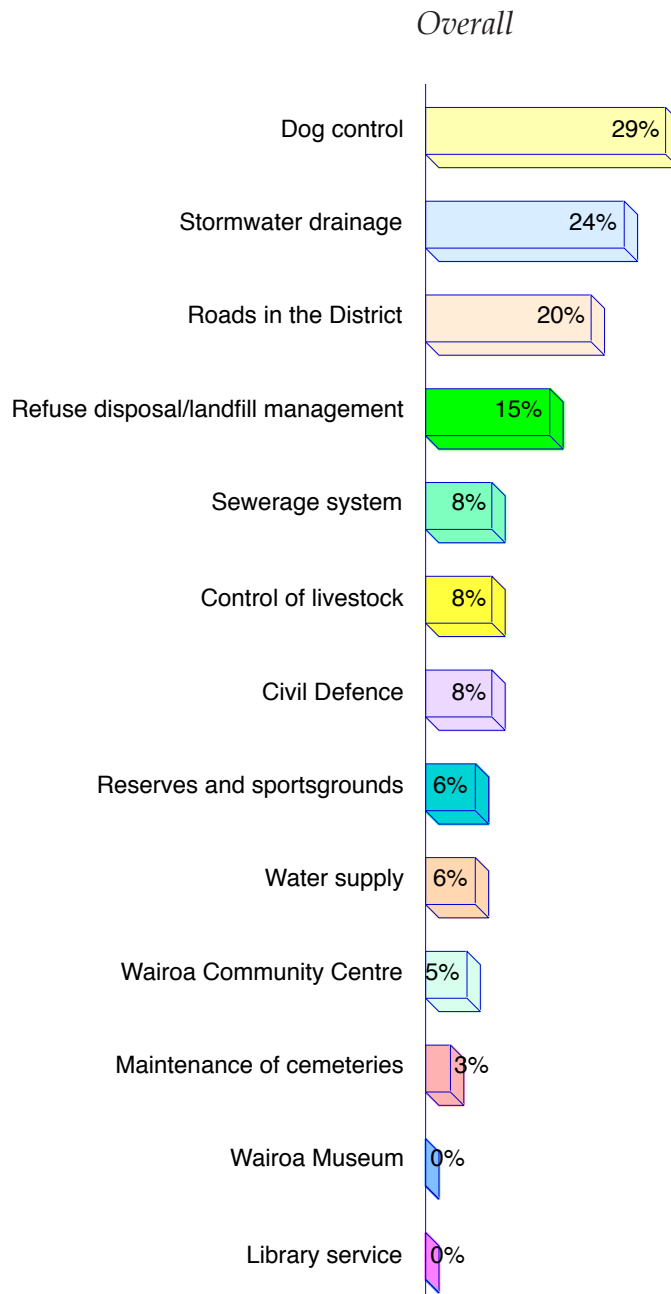
Summary Table: Satisfaction With Services/Facilities

	Wairoa 2015		Wairoa 2014		Wairoa 2013	
	Very / fairly satisfied %	Not very satisfied %	Very / fairly satisfied %	Not very satisfied %	Very / fairly satisfied %	Not very satisfied %
Reserves and sportsgrounds	87 ↑	6 ↓	71	20	86	9
Library service	83 =	- =	79	3	87	1
Control of livestock	83 =	8 =	79	10	83	7
Wairoa Community Centre	80 =	5 =	79	10	82	9
Roads in the District	80 ↑	20 =	71	27	75	25
Refuse disposal and landfill management	75 ↑	15 ↓	67	28	74	22
The Wairoa Museum	73 ↓	- =	81	1	83	0
Civil Defence Emergency Management	70 =	8 =	67	5	75	4
Dog control	63 ↓	29 =	71	24	65	31
Cemetery maintenance	70 ↓	3 =	79	3	79	5
Stormwater drainage	61 ↑	24 =	53	31	63	22
Water supply	58 =	6 =	63	9	68	9
Sewerage system	49 =	8 =	54	7	56	14

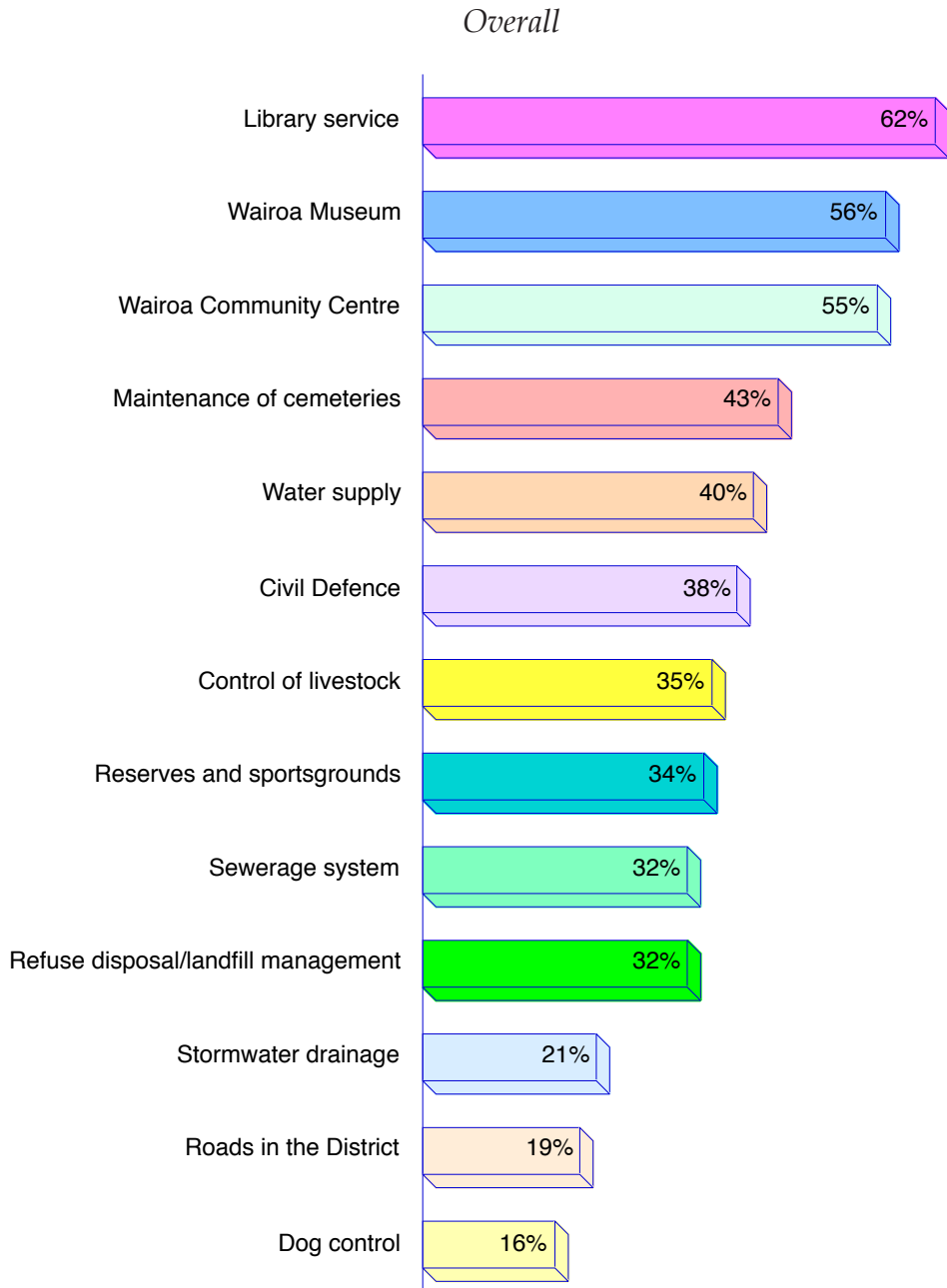
NB: where figures don't add to 100%, the balance is a "don't know" response

Key: ↑ above/slightly above 2014 reading
 ↓ below/slightly below 2014 reading
 = similar/on par

Percent Saying They Are Not Very Satisfied With ...



Percent Saying They Are Very Satisfied With ...



Percent Not Very Satisfied Versus Peer Group/National Averages

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

	Wairoa %	Peer Group %	National Average %
• dog control	29	22	20
• stormwater drainage	24	13	13

For the remaining services or facilities for which comparative data is available, Wairoa District performs **on par with/similar to** other like Local Authorities and Local Authorities nationwide on average for the following ...

• roads in the District	20	27	21
• refuse disposal and landfill management	15	+9	+11
• sewerage system	8	6	6
• Civil Defence	8	5	8
• reserves and sportsgrounds	6	*4	*4
• water supply	6	12	9
• cemetery maintenance	3	°1	°4
• library service	-	3	2
• the Wairoa Museum	-	◇2	◇4

* figures based on the **averaged** ratings for sportsgrounds and playgrounds, and parks and reserves, which were asked separately in the 2014 National Communitrak Survey

† figures based on ratings of refuse disposal only

° figures based on ratings of cemeteries, **including** maintenance

◇ figures based on ratings of museums in general

Please note that there are no comparative Peer and National Average figures for livestock control and Wairoa Community Centre.

Frequency Of Household Use - Council Services And Facilities

	Usage in the Last Year		
	Three times or more %	Once or twice %	Not at all %
A landfill in the District	69	12	19
Wairoa Community Centre	54	18	28
A reserve or sportsground	50	19	31
A public library	48	20	32
A cemetery	31	24	45
Wairoa Museum	19	34	47
Council's free WiFi on Marine Parade to access the Internet	27	11	62
Control of dogs	9	17	74
Computers or WiFi in the library to access the Internet	12	10	78
Control of livestock	3	6	91

% read across

A landfill in the District, 81%, and
Wairoa Community Centre, 72% (80% in 2014).

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

CONTACT WITH COUNCIL

a. Who They Approach First

Residents were asked who they would approach first when they have a matter that they need to raise with Council. 18% would approach a Councillor first (36% in 2014), while 72% would first approach the Council offices or staff (60% in 2014).

26% of residents say they have contacted a Councillor and/or the Mayor in the last 12 months. This is similar to the 2014 result.

b. Satisfaction With The Service They Receive When Contacting The Council Offices

Overall, 63% of residents have had contact with the Council offices in the last twelve months. Of these, 85% are satisfied with the overall service received, with 15% who are not very satisfied. These readings are similar to the 2014 results.

In the last 12 months:

50% of residents contacted the Council offices **by phone**, with 84% of these residents being satisfied.

44% of residents contacted the Council offices **in person**, with 79% of these residents being satisfied.

5% of residents contacted the Council offices **in writing**, with 54%* of these residents being satisfied.

7% of residents contacted the Council offices **by email**, with 87%** of these residents being satisfied.

* caution: small bases

REPRESENTATION

The success of democracy in the Wairoa 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. Awareness

86% of Wairoa residents can name at least one Councillor correctly, with 31% able to name five or more (27% in 2014). On average, residents who can name a Councillor, can name three Councillors.

b. Accessibility Of Councillors

81% of residents feel they know how to contact a Councillor and would do so if the situation arose where they wanted to put a viewpoint, problem or issue to a Councillor (76% in 2014).

c. Approachability

In terms of how approachable residents feel their Councillors are, 56% believe their representatives welcome questions, comments and requests, so that they would feel comfortable approaching them (68% in 2014). 10% feel Councillors would be reluctant and resistant to approaches.

Wairoa District residents are above Peer Group residents and residents nationwide, in terms of feeling their Councillors are approachable.

d. Open-mindedness

49% of Wairoa District residents feel that their Councillors give a fair and open-minded hearing when dealing with local community issues (57% in 2014). 11% feel Councillors are defensive and one-sided in these situations. 34% feel the answer lies somewhere between the two (30% in 2014).

Wairoa District residents are above the Peer Group and National Averages, in terms of their impressions of the Mayor and Councillors' open-mindedness.

e. Consultation

50% of Wairoa residents want consultation on major issues (43% in 2014), and a further 21% wish to be consulted step by step on most issues. 28% want to leave the Mayor and Councillors to get on with the job they were elected for, while keeping the public informed (39% in 2014).

Wairoa District residents are slightly below Peer Group residents and below residents nationwide, in wanting consultation on major issues.

Issues* considered major, that residents want consultation on, are ...

- amalgamation with other Councils/Hawkes Bay, mentioned by 14% of all residents,
- expenditure / major spending, 7%,
- rates issues / level of rates / rates increases / spending of rates money, 7%,
- roading / footpath issues, 5%,
- major projects / developments / major changes, 4%.

* multiple responses allowed

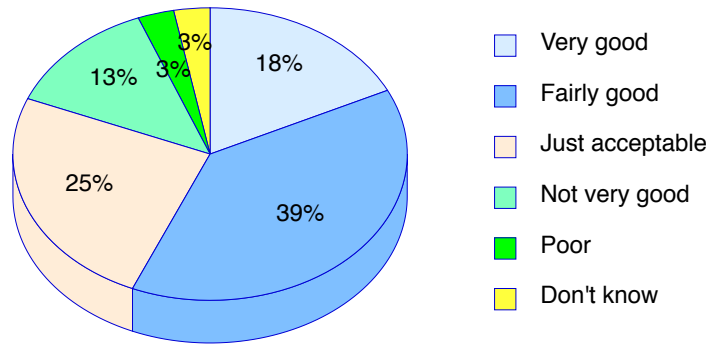
Those[†] wanting consultation expressed a desire for this to be channelled through ...

- newspapers / newspaper articles, 56% of those wanting consultation on most / major issues,
- public meetings, 43%,
- pamphlets / brochures / flyers, 18%,
- newsletters, 16%.

[†] Base = 132

We believe that although a large number suggested meetings as a consultative measure, this cannot be taken to mean that large numbers would attend meetings. Rather, we feel this is the constituency calling for consultation on a more personal basis, with greater interaction and **two-way** communication between the Council and residents. This is supported by the 10% who require personal contact. In 2015, 12% of residents said they attended a public meeting in the last six months.

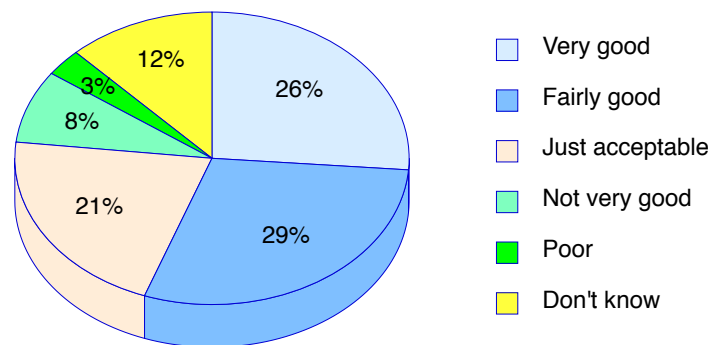
f. Performance Rating Of The Mayor And Councillors



(Does not add to 100% due to rounding)

Wairoa District is on par with the Peer Group Average and slightly above the National Average, in terms of rating the Mayor and Councillors' performance as very / fairly good.

g. Performance Rating Of The Council Staff



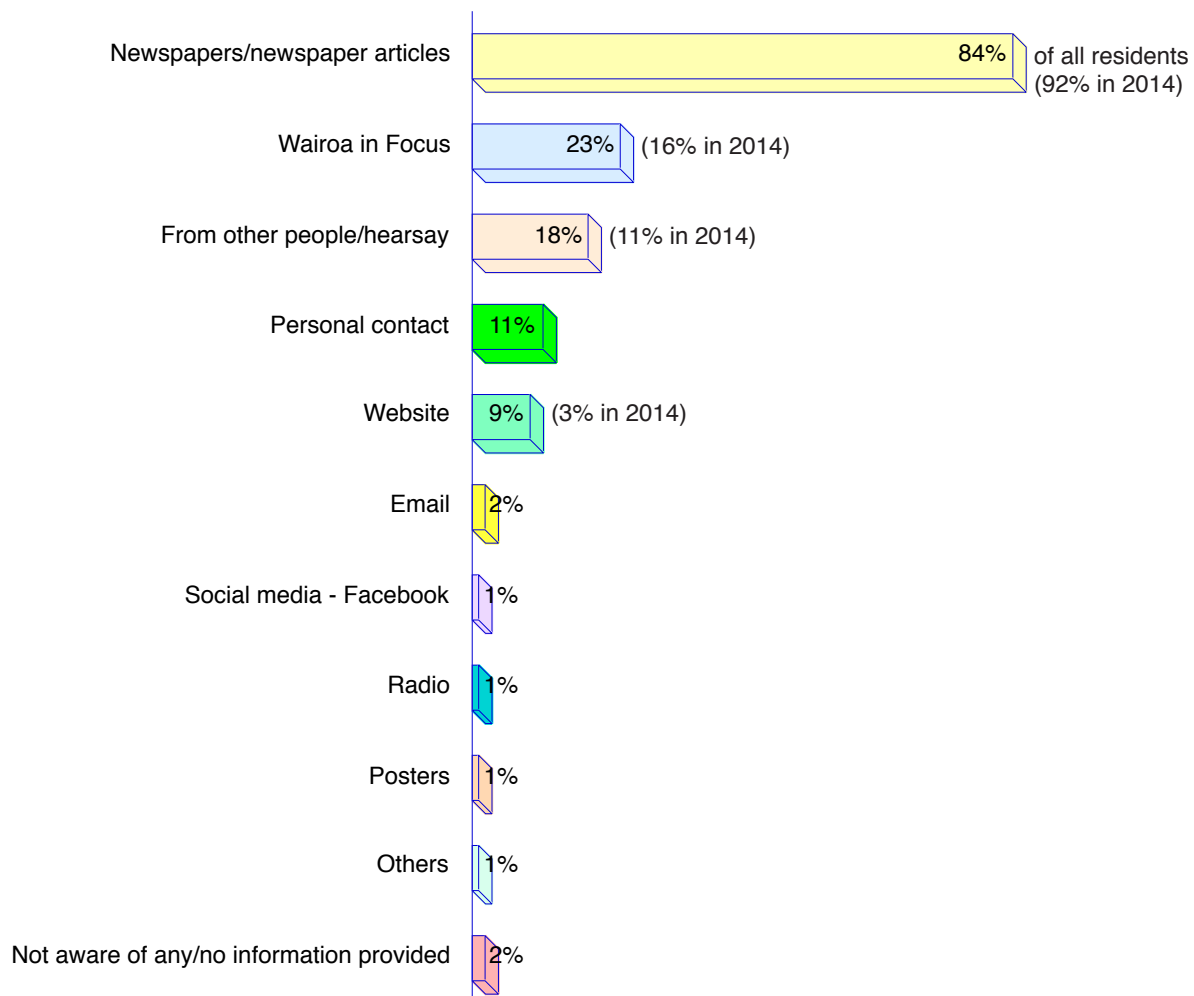
(Does not add to 100% due to rounding)

Wairoa District is below the Peer Group Average and on par with the National Average, in terms of rating the performance of Council staff as very / fairly good.

LOCAL ISSUES

Information

Where*, or from whom, do you see, read or hear about Wairoa District Council news and events?

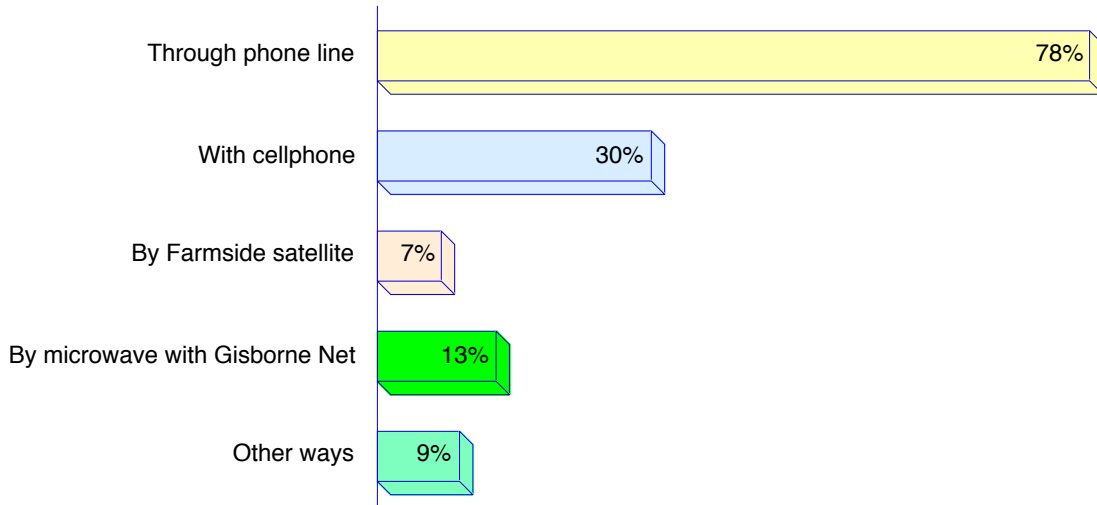


* multiple responses allowed

Internet Access

84% of residents say they have access to the Internet at home.

How residents[†] access Internet at home



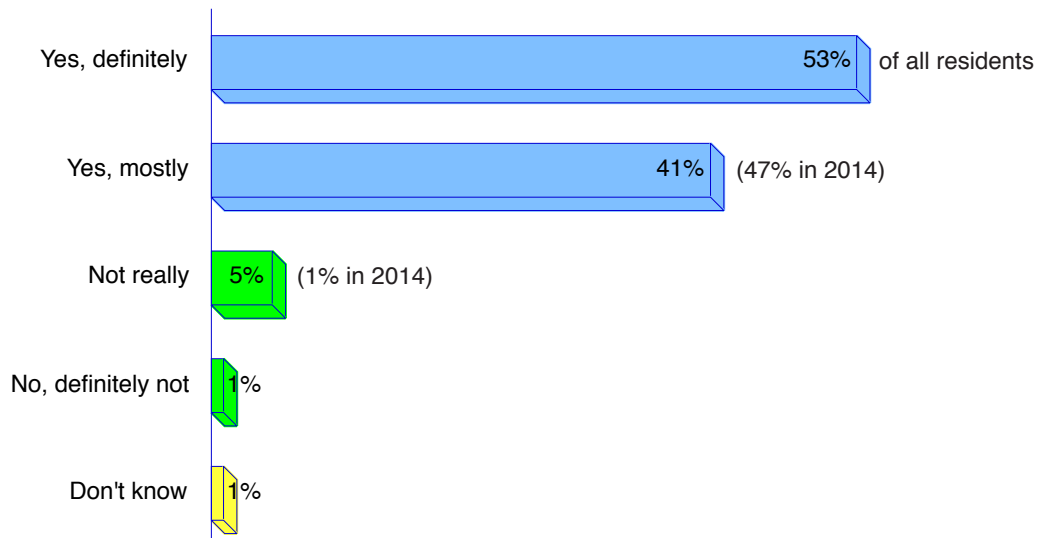
[†] residents who have access to Internet at home
n = 155

Place To Live

24% of residents think Wairoa District is better, as a place to live, than it was three years ago (28% in 2014), while 52% feel it is the same and 17% say it is worse (13% in 2014). 7% are unable to comment.

Perception Of Safety

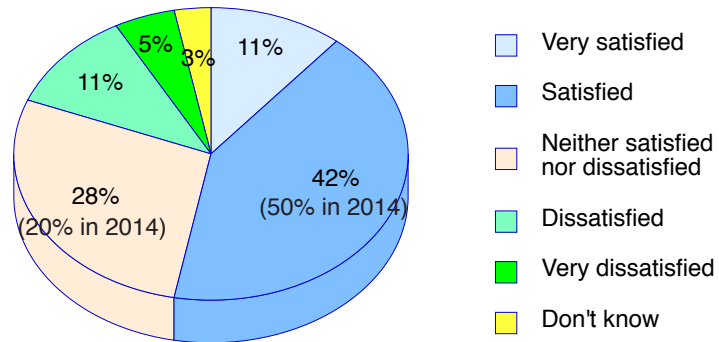
Is Wairoa District generally a safe place to live?



(Does not add to 100% due to rounding)

Council Consultation And Community Involvement

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



Residents think the Council's level of consultation with Maori in the District is:

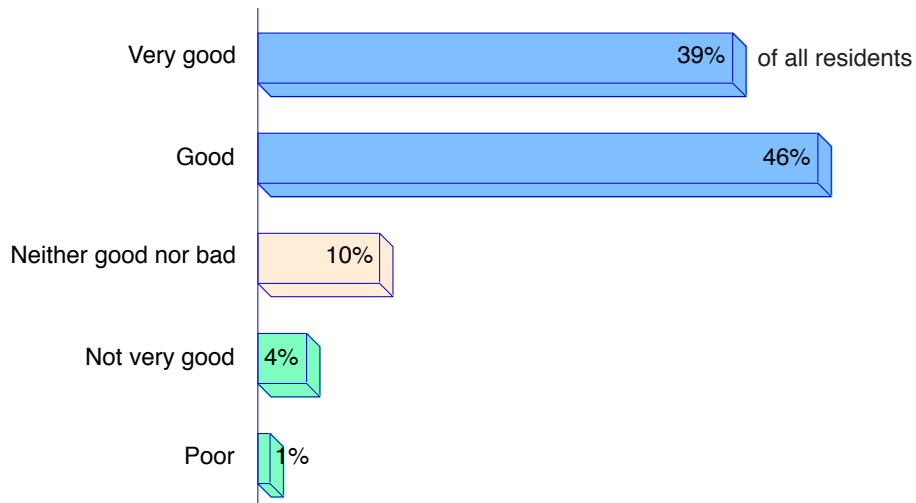
More than enough	21% of all residents (27% in 2014)
Enough	45% (43% in 2014)
Not enough	13% (13% in 2014)
Nowhere near enough	4% (4% in 2014)
Don't know	17% (12% in 2014)

Quality Of Life

Overall, 43% of residents feel the quality of life in Wairoa District is very good (51% in 2014), 43% say it is good (41% in 2014), 11% think it is fair (6% in 2014) and 3% say it is poor (2% in 2014).

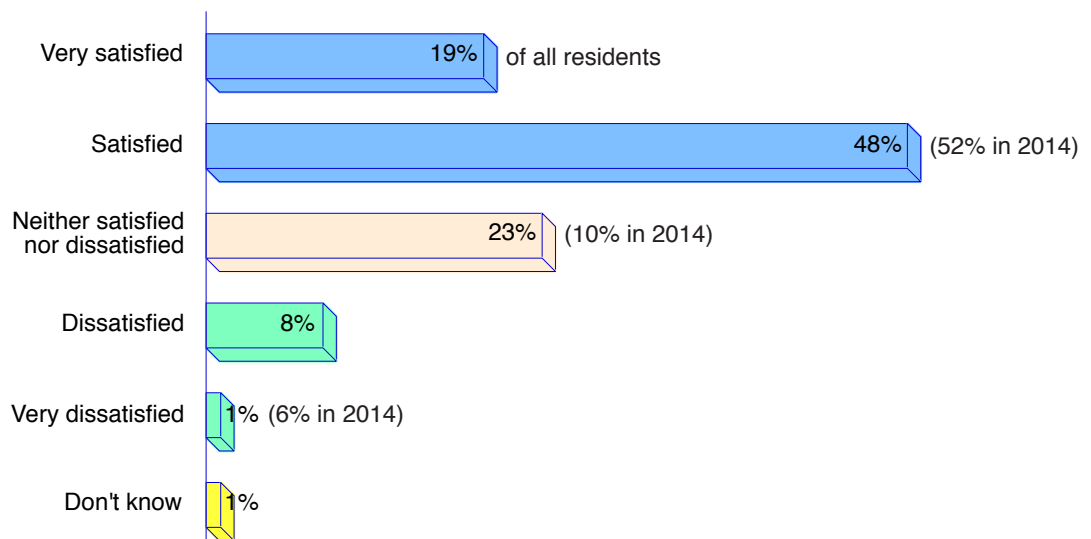
Community Spirit

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



Natural Environment

Satisfaction that the natural environment in the Wairoa District is being preserved and sustained for future generations ...



Civil Defence/Emergency Management

76% of residents say they are prepared for a Civil Defence emergency (69% in 2014), while 23% say they are not (29% in 2014). 1% are unable to comment.

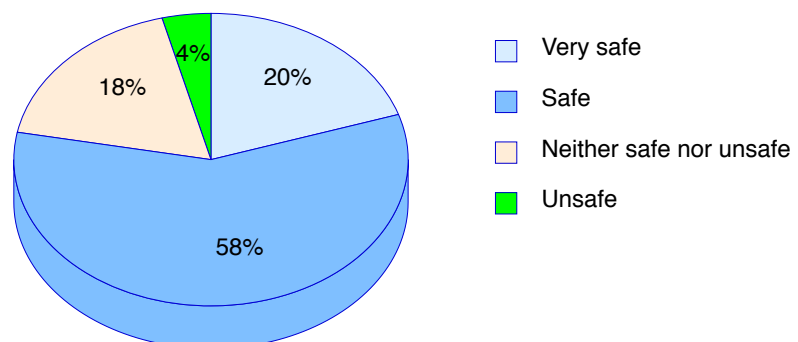
The Council has an ongoing education programme to encourage residents to prepare for a Civil Defence emergency. 51% of residents say they are aware of this campaign. This is similar to the 2014 reading.

Where or from whom residents get Civil Defence information*:

- by ringing/visiting the District Council, mentioned by 35% of all residents,
- visiting a website/the Internet/looking online, 31%,
- the phone book, 24%,
- radio, 5%,
- fire brigade, 3%,
- family/friends/neighbours/other people, 3%,
- Civil Defence/Civil Defence staff, 2%,
- police, 2%,
- TV, 1%,
- others, 2%,
- don't know, 6%.

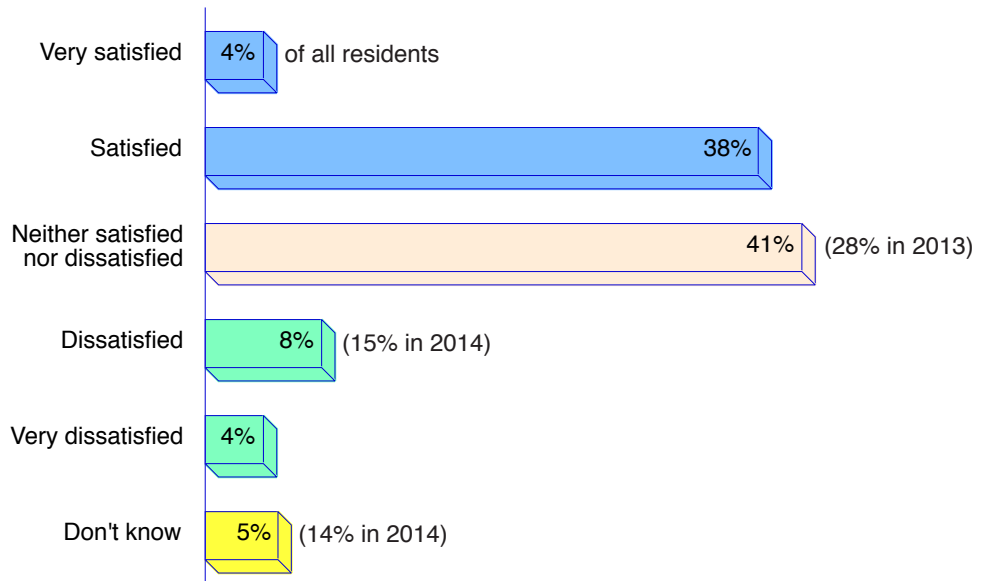
* multiple responses allowed

How safe do residents feel in their home and for their livelihood if a natural disaster strikes?



Community Facilities

Satisfaction with the value for money Wairoa District as a whole gets for the amount of rates money spent on supporting community facilities and organisations.



* * * * *

D. MAIN FINDINGS

Throughout this Communitrak™ report comparisons are made with the National Average of Local Authorities, with the Peer Group of similar Local Authorities, and with the 2000, 2001, 2002, 2003, 2004, 2005, 2006, 2007, 2008, 2009, 2010, 2011, 2012, 2013 and 2014 Communitrak™ reports.

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

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

Included in this Peer Group are ...

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

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

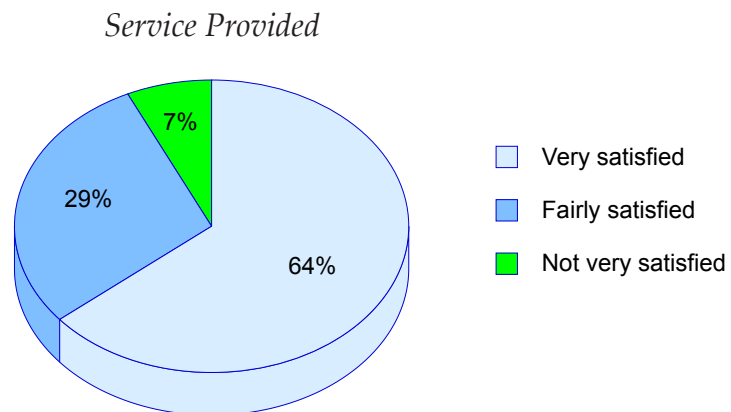
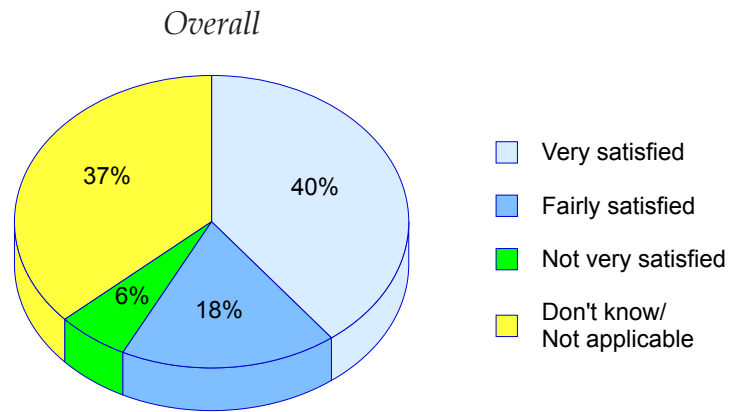


1. COUNCIL SERVICES/FACILITIES

A. SATISFACTION WITH COUNCIL SERVICES AND 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 or facility.

i. Water Supply



Base = 121

58% of Wairoa District residents are satisfied with their water supply (63% in 2014), including 40% who are very satisfied. 6% are not very satisfied and 37% are unable to comment (28% in 2014).

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

60% of residents say they receive a piped water supply. Those with a piped water supply are more likely to be satisfied with their water supply (93%), than residents overall, while being less likely to be unable to comment (0%).

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

Satisfaction With Water Supply

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2015 [†]	40	18	58	6	37
2014	41	22	63	9	28
2013	41	27	68	9	23
2012	29	31	60	7	33
2011	35	30	65	10	25
2010	20	37	57	15	28
2009	31	38	69	9	22
2008	27	34	61	10	29
2007	34	33	67	9	24
2006	32	29	61	16	23
2005	43	30	73	6	21
2004	40	18	58	9	33
2003	26	29	55	12	33
2002	35	32	67	5	28
2001	26	31	57	10	33
2000	37	24	61	6	33
Service Provided	64	29	93	7	-
Comparison					
Peer Group Average (Rural)	32	34	66	12	22
National Average	48	35	83	9	8
Area					
Urban	62	29	91	7	2
Rural	16	6	22	4	74

% read across

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

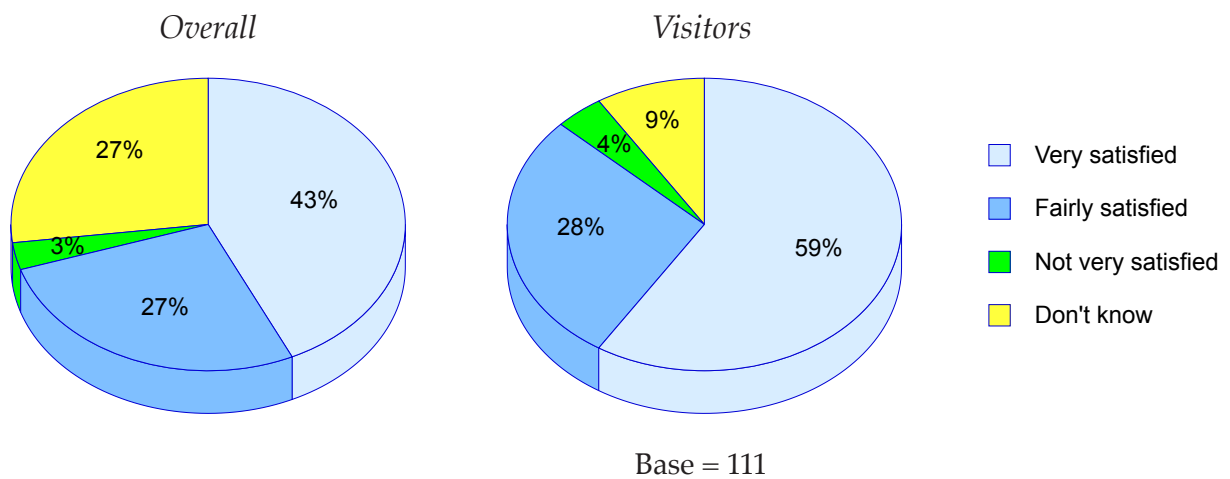
Water Supply



Recommended Satisfaction Measures For Reporting Purposes:

Total District = 58%
 Receivers of Service = 93%

ii. Maintenance Of Cemeteries



70% of residents are satisfied with the maintenance of cemeteries (79% in 2014), including 43% who are very satisfied (51% in 2014). 3% are not very satisfied and 27% are unable to comment (18% in 2014).

The percent not very satisfied is similar to the Peer Group and National Averages for cemeteries, including maintenance of cemeteries, and the 2014 reading.

55% of households have visited a cemetery in the last 12 months (62% in 2014). Of these, 87% are satisfied and 4% not very satisfied.

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents not very satisfied with the maintenance of cemeteries.

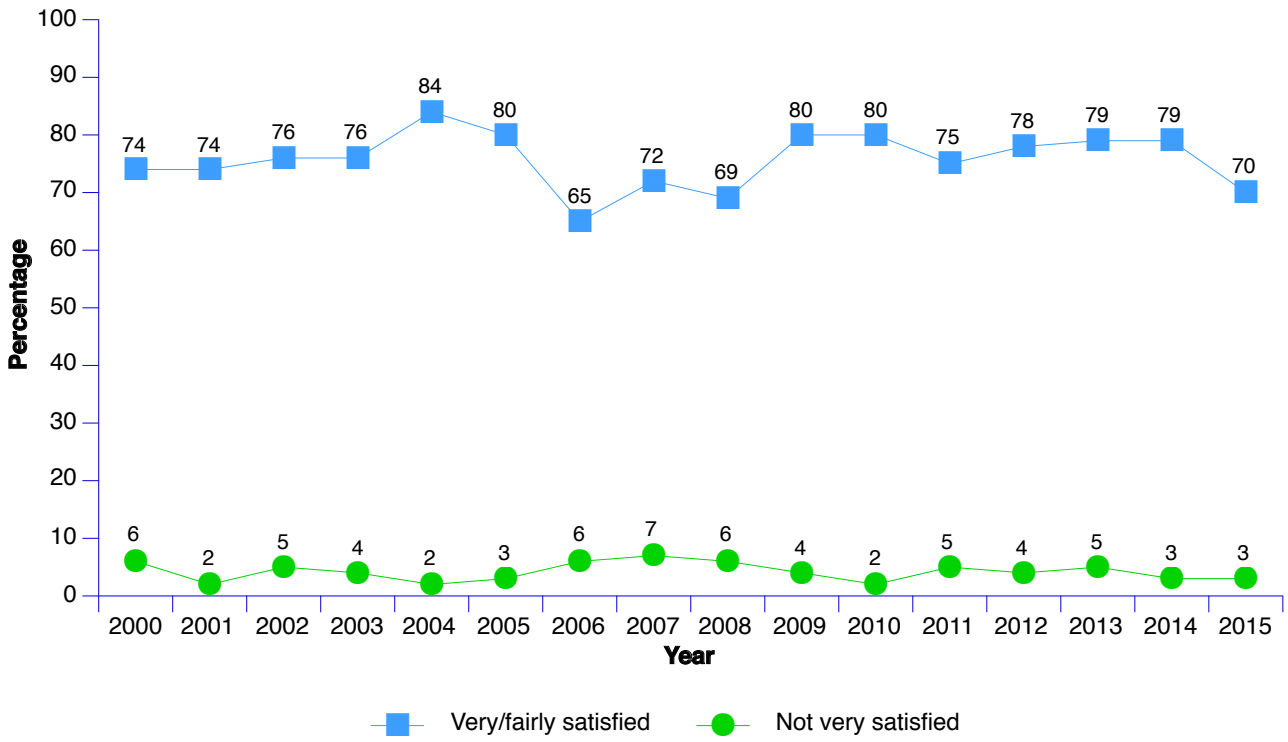
Satisfaction With Maintenance Of Cemeteries

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2015	43	27	70	3	27
2014	51	28	79	3	18
2013	45	34	79	5	16
2012	32	46	78	4	18
2011	33	42	75	5	20
2010	32	48	80	2	18
2009	31	49	80	4	16
2008	37	32	69	6	25
2007	28	44	72	7	21
2006	28	37	65	6	29
2005	52	28	80	3	17
2004	58	26	84	2	14
2003	44	32	76	4	20
2002	40	36	76	5	19
2001	37	37	74	2	24
2000	45	29	74	6	20
Visitors	59	28	87	4	9
Comparison*					
Peer Group Average (Rural)	48	35	83	1	16
National Average	37	35	72	4	24
Area					
Urban	49	29	78	4	18
Rural	37	24	61	2	37

% read across

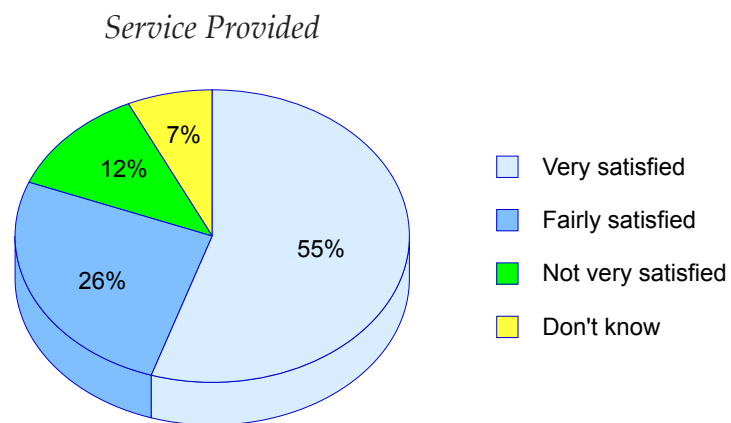
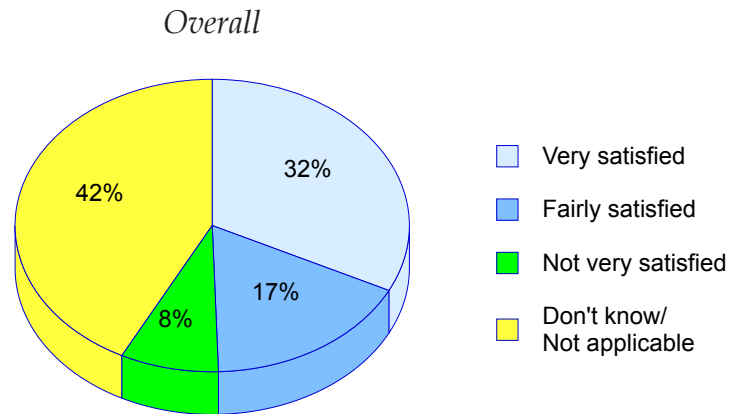
* Peer Group and National Average readings are based on ratings for cemeteries, including maintenance of cemeteries

Maintenance Of Cemeteries



Recommended Satisfaction Measures For Reporting Purposes:
 Total District = 70%
 Visitors = 87%

iii. Sewerage System



Base = 103

49% of residents are satisfied with the District's sewerage system (54% in 2014), including 32% who are very satisfied, while 8% are not very satisfied. 42% are unable to comment (39% in 2014).

The percent not very satisfied is similar to the Peer Group and National Averages and the 2014 reading.

52% of residents are provided with a sewerage system. Compared to residents overall, they are more likely to be satisfied (81%), less likely to have been unable to comment (7%) and similar in terms of being not very satisfied (12%).

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents not very satisfied with the sewerage system.

Satisfaction With The Sewerage System

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2015 [†]	32	17	49	8	42
2014	31	23	54	7	39
2013 [†]	27	29	56	14	29
2012 [†]	20	33	53	10	38
2011 [†]	30	29	59	10	30
2010	20	33	53	11	36
2009	26	36	62	13	25
2008	26	28	54	14	32
2007	29	33	62	6	32
2006	25	25	50	16	34
2005	32	29	61	11	28
2004	34	21	55	9	36
2003	27	32	59	6	35
2002	25	36	61	6	33
2001	19	34	53	7	40
2000	31	26	57	3	40
Service Provided	55	26	81	12	7
Comparison					
Peer Group Average (Rural) [†]	34	31	65	6	30
National Average	51	32	83	6	11
Area					
Urban [†]	48	29	77	12	12
Rural	15	5	20	5	75

% read across

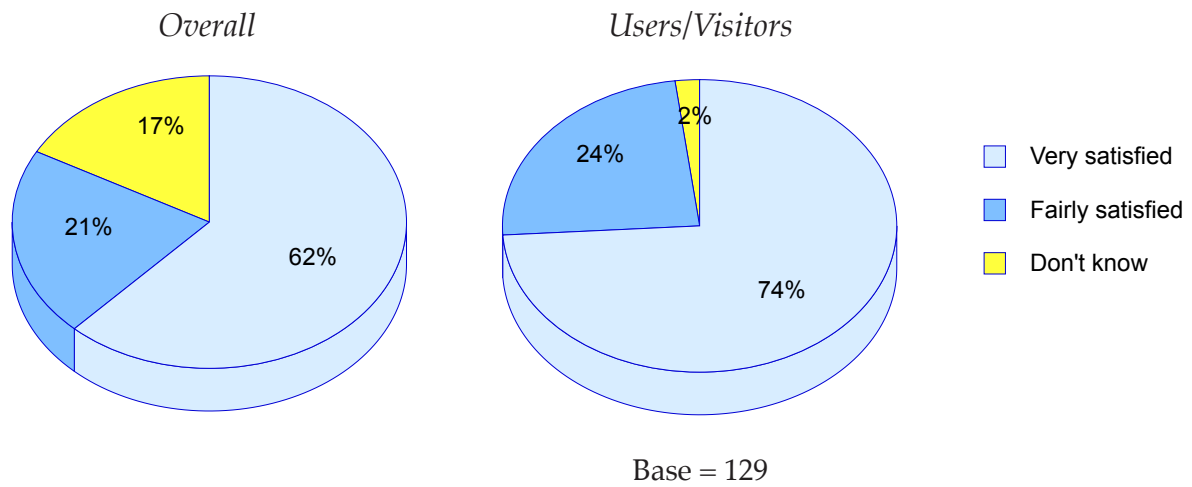
[†] does not add to 100% due to rounding

Sewerage System



Recommended Satisfaction Measures For Reporting Purposes:
 Total District = 49%
 Receivers of Service = 81%

iv. Library Service



83% of Wairoa District residents are satisfied with the library service in the District (79% in 2014), including 62% who are very satisfied (67% in 2014). 17% are unable to comment.

The percent not very satisfied (0%) is similar to the Peer Group and National Averages.

68% of households have used or visited a public library in the District in the last 12 months. Of these, 98% are satisfied and 2% are unable to comment.

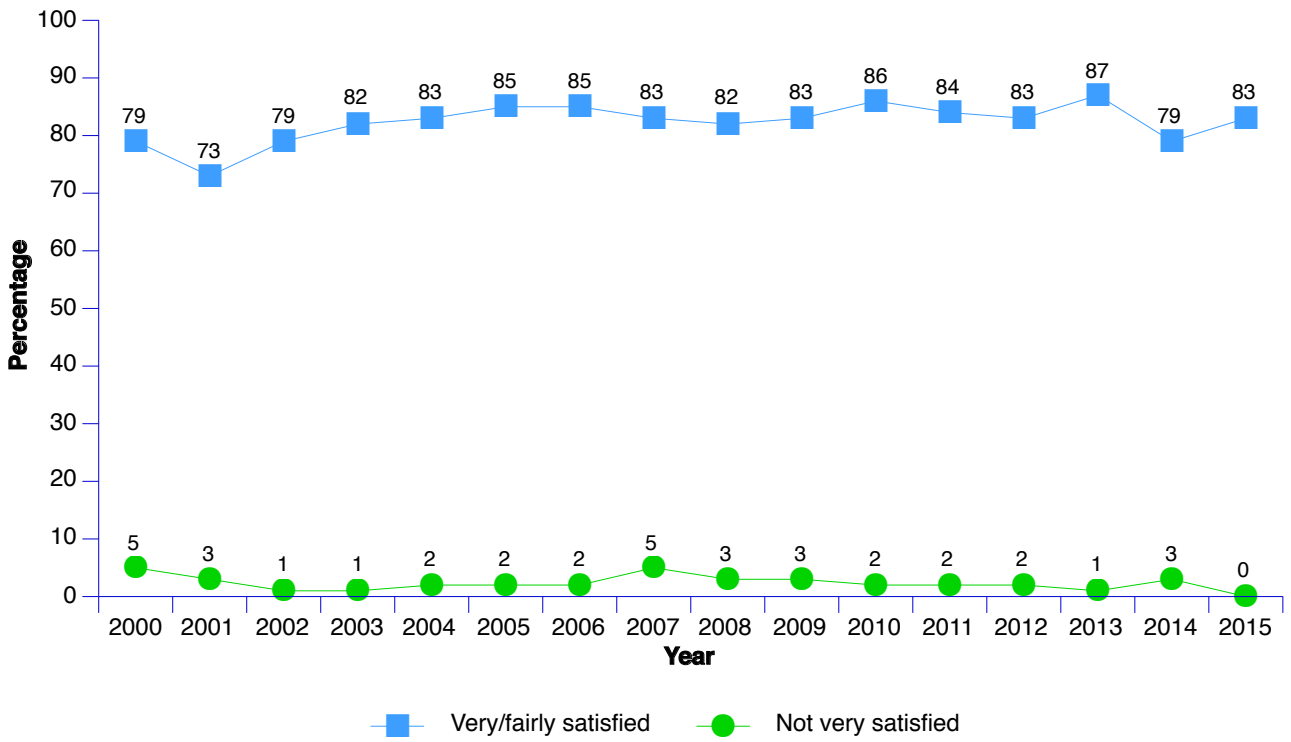
Satisfaction With Library Service

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2015	62	21	83	-	17
2014 [†]	67	12	79	3	17
2013	67	20	87	1	12
2012	59	24	83	2	15
2011	60	24	84	2	14
2010	61	25	86	2	12
2009	51	32	83	3	14
2008	69	13	82	3	15
2007	64	19	83	5	12
2006	66	19	85	2	13
2005	68	17	85	2	13
2004	66	17	83	2	15
2003	54	28	82	1	17
2002	62	17	79	1	20
2001	47	26	73	3	24
2000	56	23	79	5	16
Users/Visitors	74	24	98	-	2
Comparison					
Peer Group Average (Rural)	62	23	85	3	12
National Average	69	21	90	2	8
Area					
Urban	72	20	92	-	8
Rural	52	22	74	-	26

% read across

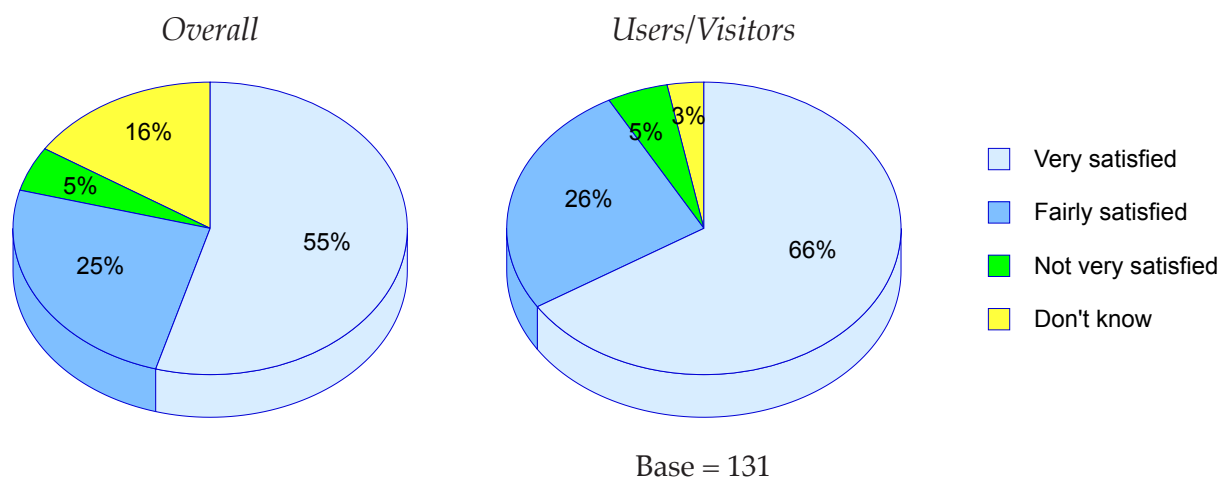
[†] does not add to 100% due to rounding

Library Service



Recommended Satisfaction Measures For Reporting Purposes:
 Total District = 83%
 Users/Visitors = 98%

v. Wairoa Community Centre



80% of residents are satisfied with the Wairoa Community Centre, including 55% who are very satisfied. 5% are not very satisfied (10% in 2014) and 16% are unable to comment (10% in 2014).

There are no comparative Peer Group and National Average figures for this reading.

72% of households have used or visited the Wairoa Community Centre in the last 12 months (80% in 2014). Of these "users/visitors", 92% are satisfied (85% in 2014) and 5% not very satisfied (12% in 2014).

There are no notable differences between Urban and Rural residents and between socio-economic groups in terms of those residents not very satisfied with the Wairoa Community Centre.

Satisfaction With Wairoa Community Centre

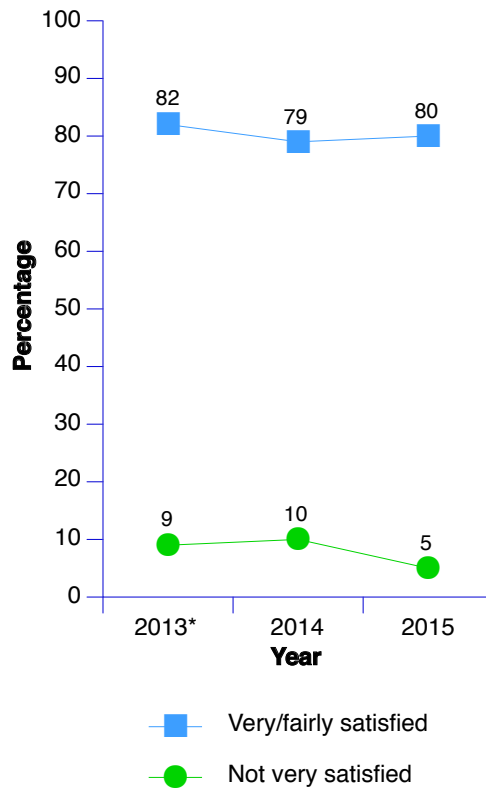
	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2015 [†]	55	25	80	5	16
2014 [†]	54	25	79	10	10
2013*	52	30	82	9	9
Users/Visitors	66	26	92	5	3
Area					
Urban	54	29	83	8	9
Rural	55	21	76	2	22

% read across

* not asked prior to 2013

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

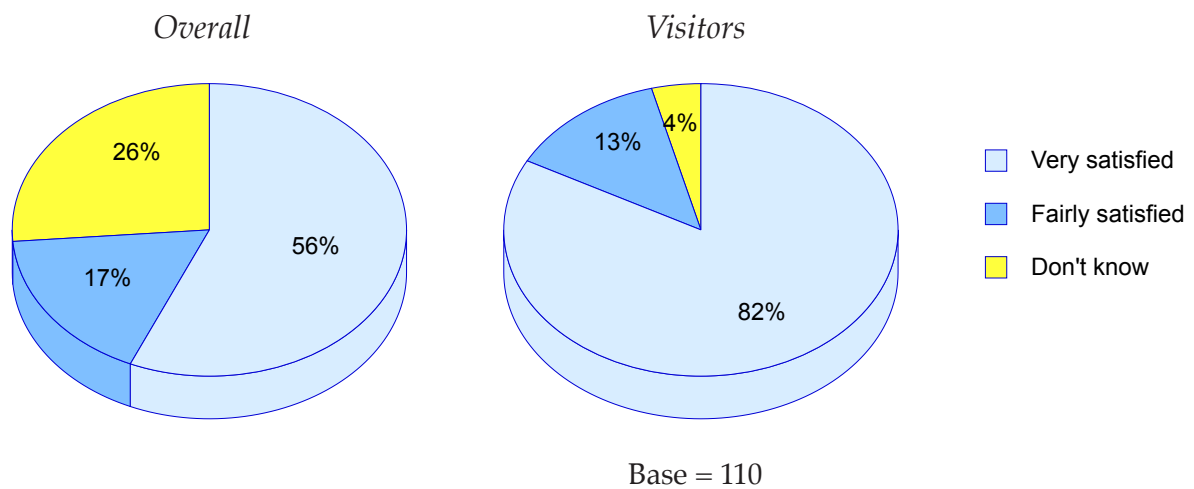
Wairoa Community Centre



* not asked prior to 2013

Recommended Satisfaction Measures For Reporting Purposes:
 Total District = 80%
 Users/Visitors = 92%

vi. Wairoa Museum



73% of residents are satisfied with the Wairoa Museum (81% in 2014), including 56% who are very satisfied, while 26% are unable to comment (18% in 2014).

The percent not very satisfied (0%) is similar to the Peer Group Average and 2014 reading and on par with the National Average.

53% of households have visited the Wairoa Museum in the last 12 months (65% in 2014). Of these, 95% are satisfied.

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those not very satisfied with the Wairoa Museum.

Satisfaction With The Wairoa Museum

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2015 [†]	56	17	73	-	26
2014	59	22	81	1	18
2013*	53	30	83	-	17
2005	66	16	82	1	17
2004	51	22	73	2	25
2003	44	22	66	2	32
2002	36	12	48	9	43
2001	17	25	42	6	52
2000	21	24	45	6	49
Visitors [†]	82	13	95	-	4
Comparison**					
Peer Group Average (Rural)	26	24	50	2	48
National Average	49	23	72	4	24
Area					
Urban	61	20	81	1	18
Rural	51	14	65	-	35

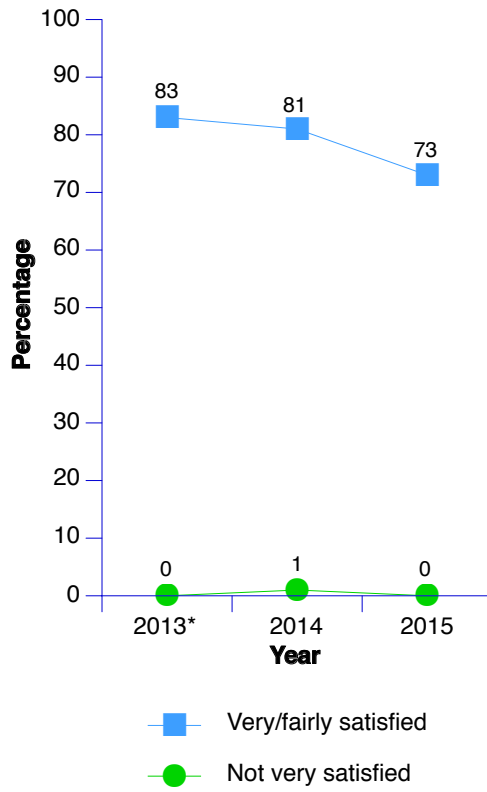
% read across

* not asked from 2006-2012. Readings from 2000-2005 refer to 'The Museum'.

** Peer Group and National Averages refer to ratings for museums in general

† does not add to 100% due to rounding

Wairoa Museum



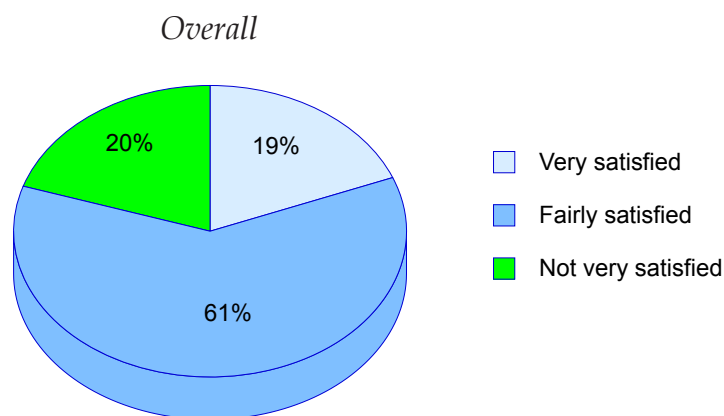
* not asked from 2006-2012

Recommended Satisfaction Measures For Reporting Purposes:
 Total District = 73%
 Visitors = 95%

B. SATISFACTION WITH COUNCIL SERVICES/FACILITIES - WITH REASONS FOR DISSATISFACTION

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 or facility. Those residents not very satisfied were asked to say why they felt this way.

i. *Roads in the District (excluding State Highways 2 and 38, as they are not Council roads)*



80% of residents are satisfied with roads in the District (71% in 2014), while 20% are not very satisfied (27% in 2014).

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

Residents are more likely to be not very satisfied with roads in the District are ...

- Rural residents,
- NZ European residents.

Satisfaction With Roads In The District

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2015	19	61	80	20	-
2014 [†]	12	59	71	27	3
2013	13	62	75	25	-
2012 [†]	13	58	71	28	2
2011	16	53	69	29	2
2010	10	59	69	30	1
2009	10	71	81	17	2
2008	15	53	68	32	-
2007	14	59	73	27	-
2006	10	48	58	41	1
2005	12	55	67	32	1
2004	18	48	66	32	2
2003	23	44	67	32	1
2002	12	54	66	34	-
2001	11	56	67	33	-
2000	24	42	66	33	1
Comparison					
Peer Group Average (Rural) [†]	18	55	73	27	1
National Average	20	58	78	21	1
Area					
Urban	17	72	89	11	-
Rural [†]	21	49	70	29	-
Ethnicity					
NZ European	16	57	73	27	-
NZ Maori	22	64	86	14	-

% read across

* prior to 2006, State Highways 2 and 38 were not specifically excluded

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

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

- poor condition/need maintenance/upgrading.
- potholes/rough/uneven/bumpy/corrugations,
- unsealed roads/need tarsealing,
- verges overgrown/vegetation overgrown,
- roads not graded enough.

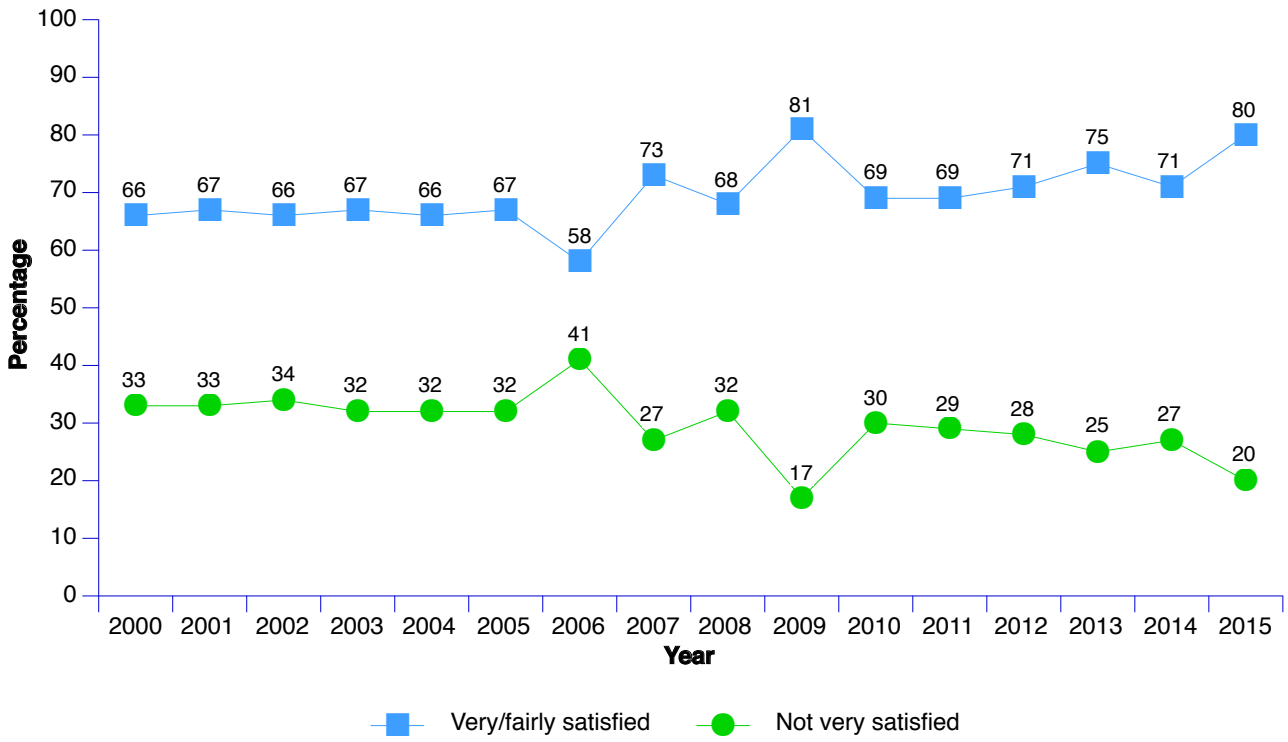
Summary Table:

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

	Total District 2015 %	Area	
		Urban %	Rural %
Percent Who Mention ...			
Poor condition/need maintenance/upgrading	12	6	18
Potholes/rough/uneven/bumpy/corrugations	7	5	9
Unsealed roads/need tarsealing	5	3	6
Verges overgrown/vegetation overgrown	3	2	4
Roads not graded enough	3	2	3

* multiple responses allowed

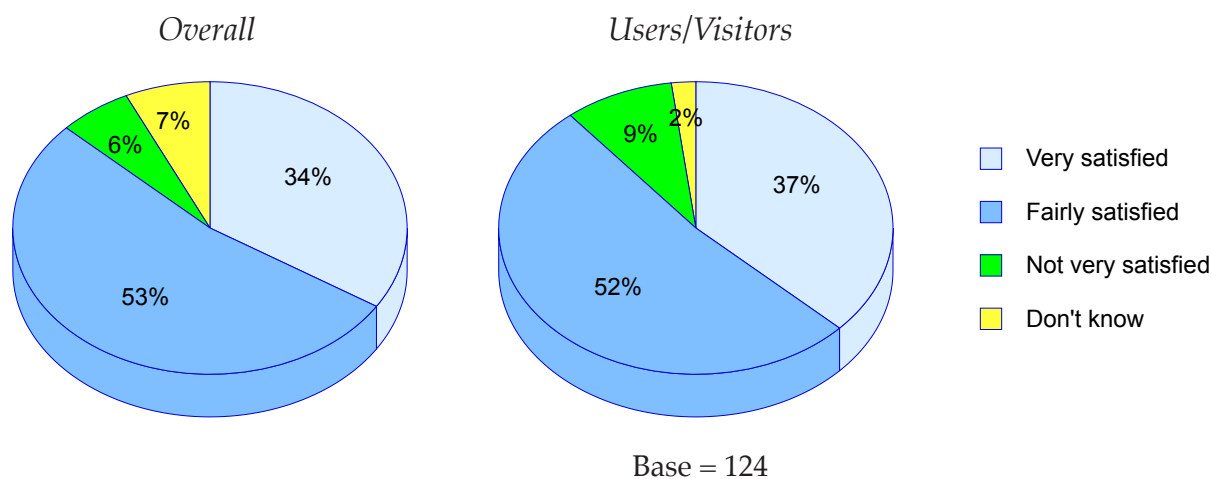
Roads In The District



* prior to 2006, State Highways 2 and 38 were not specifically excluded

Recommended Satisfaction Measures For Reporting Purposes:
Total District = 80%

ii. Reserves And Sportsgrounds



87% of Wairoa District residents are satisfied with their reserves and sportsgrounds (71% in 2014), while 6% are not very satisfied and 7% are unable to comment.

The percent not very satisfied is similar to the **averaged** Peer Group and National figures for sportsgrounds and playgrounds and parks and reserves, and 14% below the 2014 reading.

69% of households have used or visited a reserve and/or sportsground in the last 12 months. Of these "users/visitors", 89% are satisfied with the District's reserves and sportsgrounds (70% in 2014) and 9% are not very satisfied (24% in 2014).

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents not very satisfied with the District's reserves and sportsgrounds.

Satisfaction With Reserves And Sportsgrounds

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2015	34	53	87	6	7
2014 [†]	23	48	71	20	10
2013	29	57	86	9	5
2012	23	61	84	7	9
2011	28	54	82	8	10
2010	28	51	79	12	9
2009	22	61	83	12	5
2008	20	54	74	14	12
2007	26	51	77	13	10
2006	22	60	82	10	8
2005	31	45	76	15	9
2004	24	48	72	18	10
2003	32	37	69	15	16
2002	29	41	70	20	10
2001	19	49	68	19	13
2000	32	37	69	22	9
Users/Visitors	37	52	89	9	2
Comparison*					
Peer Group Average (Rural)	54	36	90	4	6
National Average	58	33	91	4	5
Area					
Urban	37	54	91	5	4
Rural [†]	30	53	83	7	9

% read across

* Peer Group and National Average readings are based on the **averaged** ratings for sportsgrounds and playgrounds **and** parks and reserves

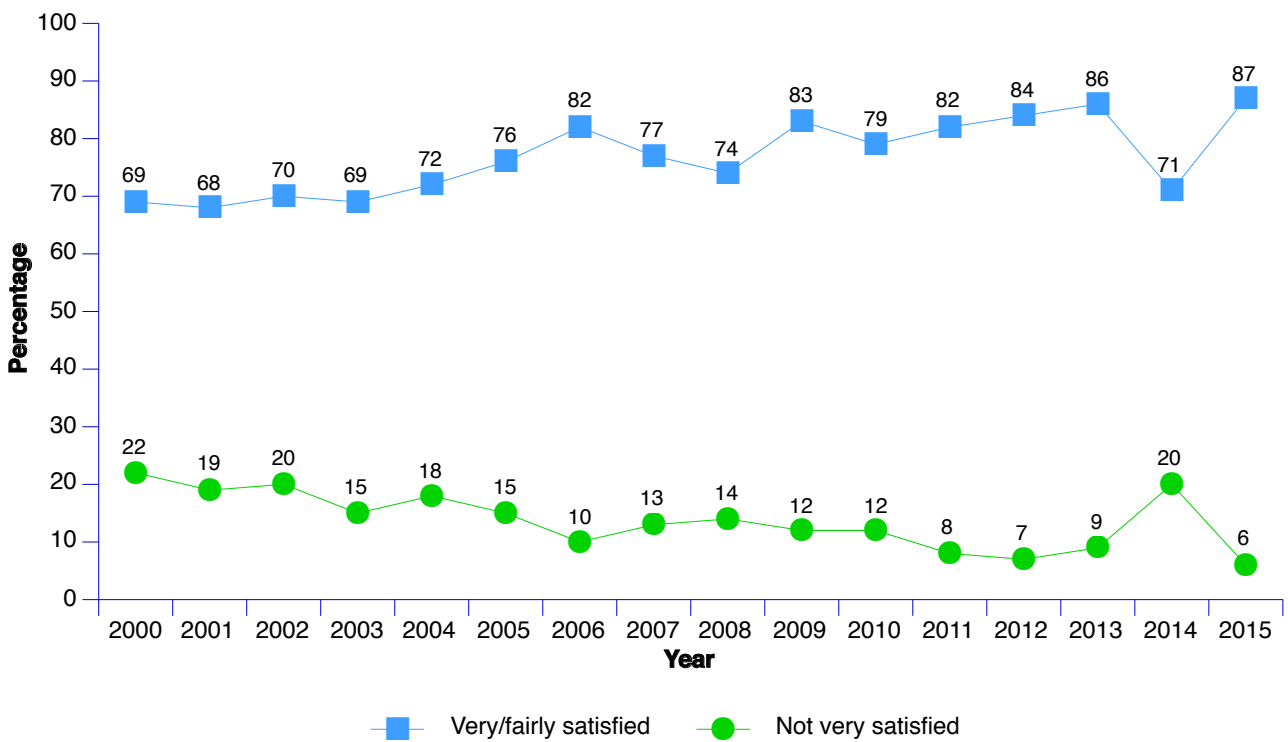
[†] does not add to 100% due to rounding

The main reasons* residents are not very satisfied with District reserves and sportsgrounds are ...

- need better upkeep/ more maintenance, mentioned by 2% of all residents,
- improve areas/ need more facilities, 2%,
- need more venues, 1%.

* multiple responses allowed

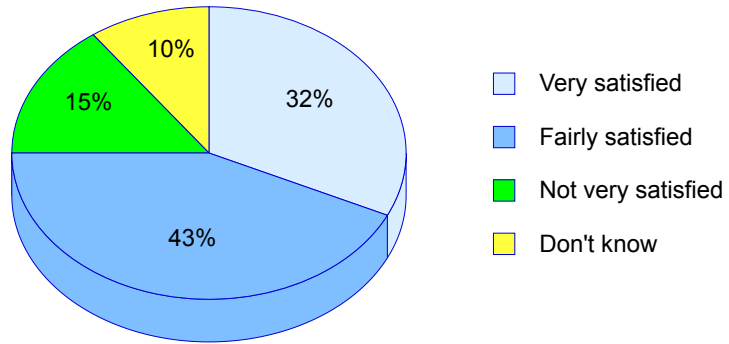
Reserves And Sportsgrounds



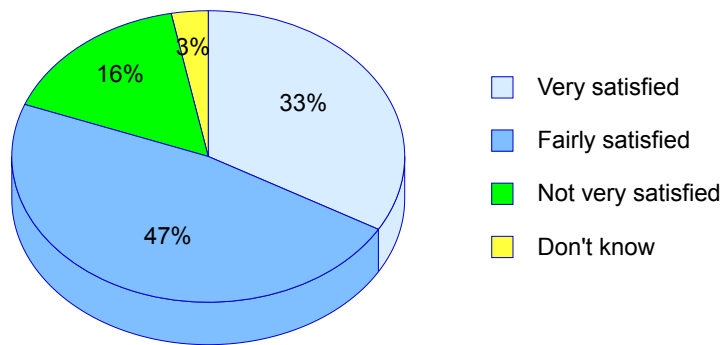
Recommended Satisfaction Measures For Reporting Purposes:
 Total District = 87%
 Users / Visitors = 89%

iii. Refuse Disposal/Landfill Management

Overall

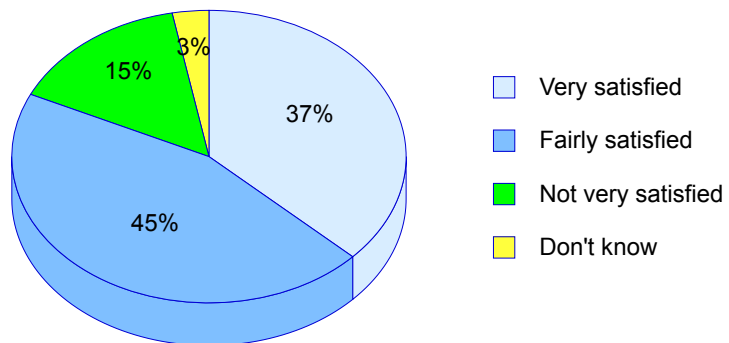


Used A Landfill In The District



Base = 154

Receive A Regular Rubbish Collection



Base = 133

75% of Wairoa District residents are satisfied with refuse disposal/landfill management (67% in 2014), including 32% who are very satisfied. 15% are not very satisfied (28% in 2014) and 10% are unable to comment (5% in 2014).

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

81% of households say they have used a landfill in the District in the last 12 months. These "users" are similarly likely to be both satisfied (80%) and not very satisfied (16%), as residents overall.

64% of residents receive a regular rubbish collection (77% in 2014). Compared to residents overall, these "receivers" are on par in terms of being satisfied (82%) and similarly not very satisfied (15%).

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents not very satisfied with the District's refuse disposal/landfill management.

Satisfaction With Refuse Disposal/Landfill Management

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District					
2015	32	43	75	15	10
2014	30	37	67	28	5
2013	32	42	74	22	4
2012	22	52	74	18	8
2011	27	42	69	24	7
2010 [†]	21	43	64	30	7
2009	18	48	66	31	3
2008	18	31	49	48	3
2007	14	33	47	49	4
2006	13	34	47	43	10
2005	25	31	56	36	8
2004	25	33	58	34	8
2003	20	29	49	42	9
2002	21	24	45	46	9
2001	12	37	49	37	14
2000	42	31	73	17	10
Used a Landfill in District [†]	33	47	80	16	3
Receive a Regular Rubbish Collection	37	45	82	15	3
Comparison*					
Peer Group Average (Rural) [†]	31	34	65	9	25
National Average	29	37	66	11	23
Area					
Urban	37	48	85	13	2
Rural	25	39	64	17	19

% read across

* Peer Group and National Average readings are based on the ratings for refuse disposal **only**

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

The main reasons residents are not very satisfied with refuse disposal/landfill management are ...

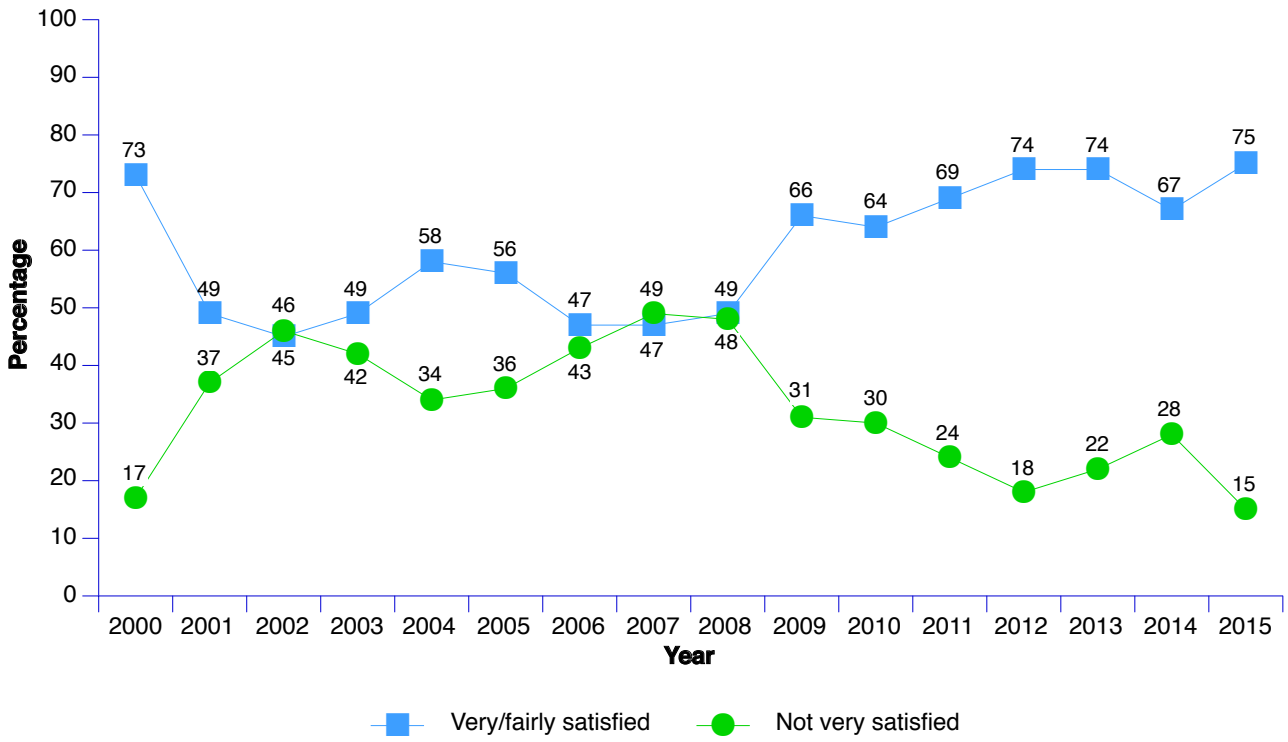
- cost/too expensive/rates should cover,
- opening hours not convenient,
- improvements needed at landfill.

Summary Table: Main Reasons* For Being Not Very Satisfied With Refuse Disposal/Landfill Management

	Total District 2015 %	Area	
		Urban %	Rural %
Percent Who Mention ...			
Cost/too expensive/rates should cover	6	7	4
Opening hours not convenient	4	5	3
Improvements needed at landfill	3	4	2

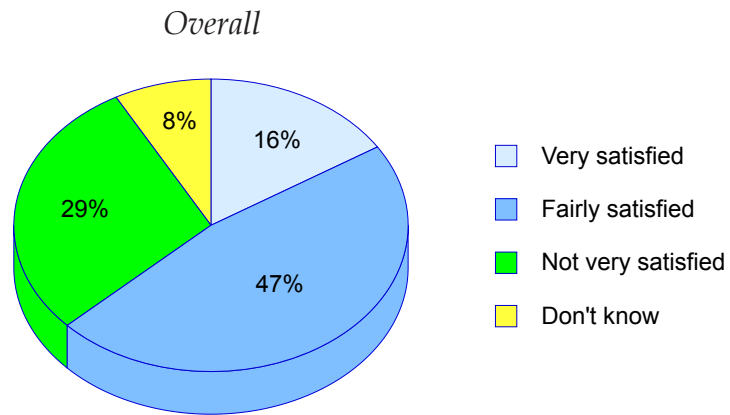
* multiple responses allowed

Refuse Disposal/Landfill Management

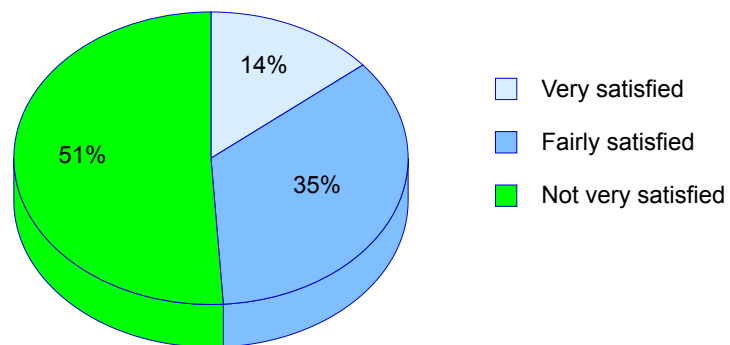


Recommended Satisfaction Measures For Reporting Purposes:
 Total District = 75%
 Users of Landfill = 80%
 Receivers of Rubbish Collection = 82%

iv. Control Of Dogs



Contacted Council In Last 12 Months



Base = 49

63% of residents are satisfied with the control of dogs (71% in 2014), while 29% are not very satisfied (24% in 2014) and 8% are unable to comment.

The percent not very satisfied is on par with the Peer Group Average, above the National Average.

26% of residents have contacted Council about the control of dogs in the last 12 months. Of these, 49% are satisfied (57% in 2014) and 51% are not very satisfied (43% in 2014).

Residents more likely to be not very satisfied with the control of dogs are ...

- Urban residents,
- residents who live in a three or more person household.

Satisfaction With Control Of Dogs

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall					
Total District 2015	16	47	63	29	8
2014	24	47	71	24	5
2013	24	41	65	31	4
2012	15	41	56	36	8
2011 [†]	25	41	66	30	3
2010 [†]	20	36	56	42	3
2009	16	46	62	33	5
2008	16	40	56	36	8
2007*	9	42	51	44	5
2006	13	45	58	38	4
2005	22	38	60	34	6
2004	19	43	62	30	8
2003	13	48	61	35	4
2002	16	43	59	38	3
2001	13	41	54	36	10
2000	22	39	61	37	2
Contacted Council	14	35	49	51	-
Comparison					
Peer Group Average (Rural)	30	41	71	22	7
National Average	32	41	73	20	7
Area					
Urban	15	45	60	40	-
Rural [†]	17	49	66	17	16
Household Size					
1-2 person household	20	50	70	23	7
3+ person household [†]	13	44	57	35	9

% read across

* readings prior to 2007 are based on satisfaction with dog **and** livestock control

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

The main reasons residents are not very satisfied with the District's control of dogs are ...

- too many roaming dogs,
- dangerous dogs/danger to people/feel unsafe,
- need more control/enforcement/policing/need to be stricter,
- rangers could do a better job/need more rangers.

Summary Table:

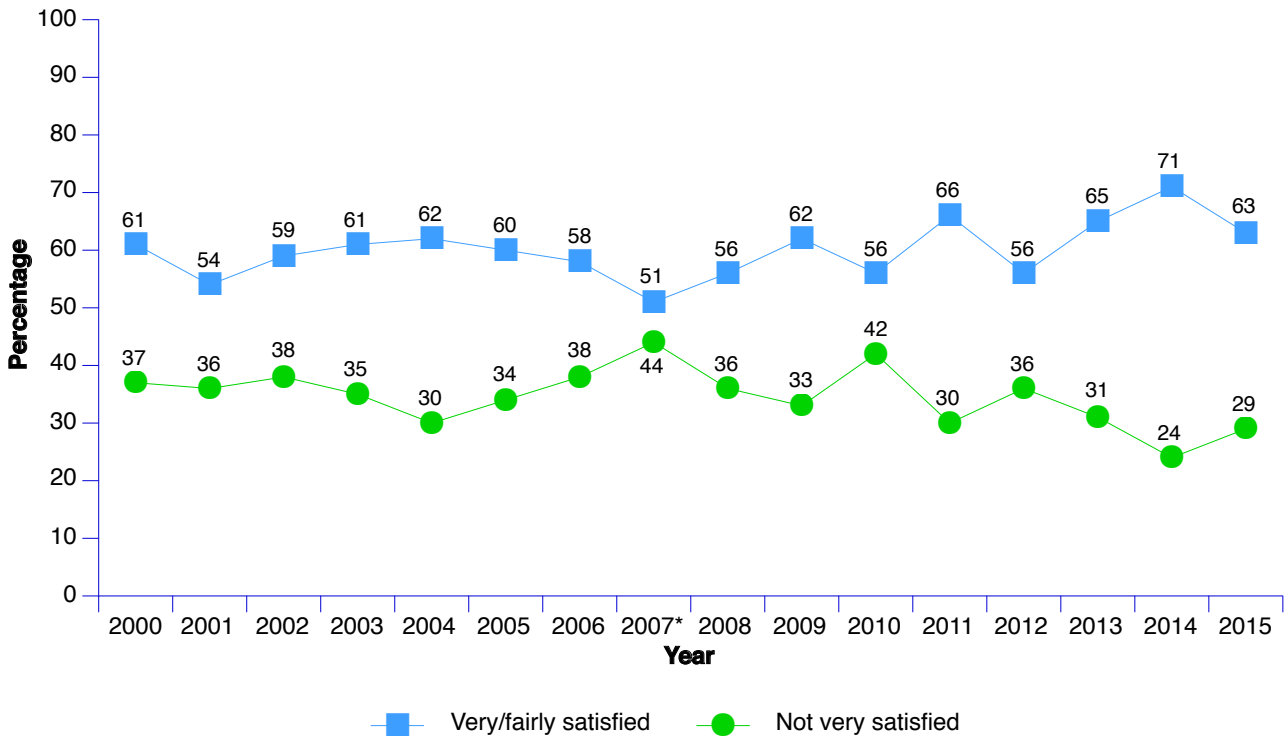
Main Reasons* For Being Not Very Satisfied With The Control of Dogs

	Total District 2015 %	Area	
		Urban %	Rural %
Percent Who Mention ...			
Too many roaming dogs	20	29	10
Dangerous dogs/danger to people/feel unsafe	7	7	6
Need more control/enforcement/policing/need to be stricter	6	7	6
Rangers could do a better job/need more rangers	6	10	2

* multiple responses allowed

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

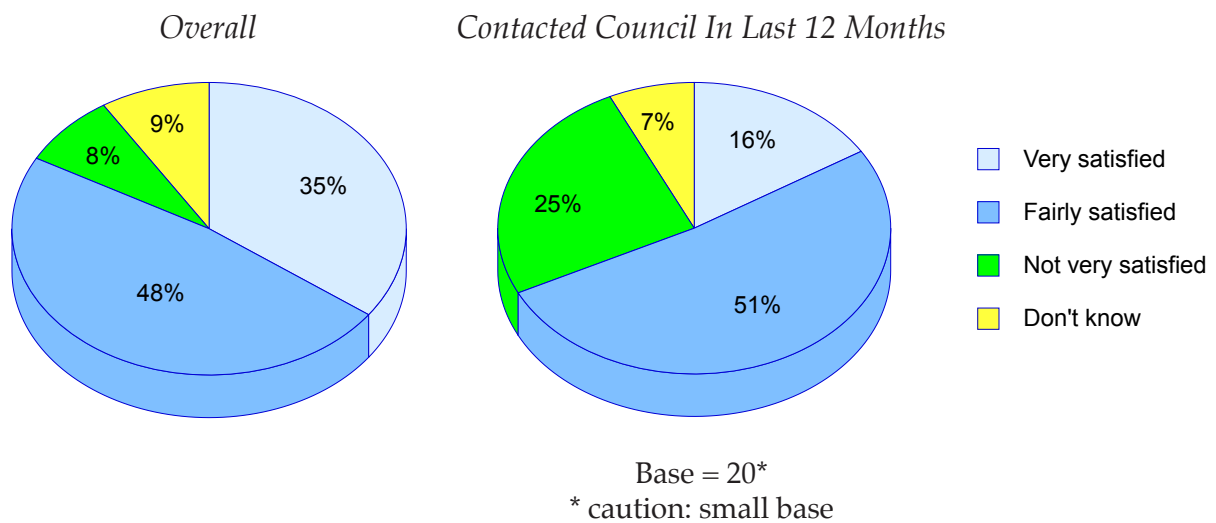
Control Of Dogs



* readings prior to 2007 are based on satisfaction with dog **and** livestock control

Recommended Satisfaction Measures For Reporting Purposes:
 Total District = 63%
 Contacted Council = 49%

v. Control Of Livestock



83% of residents are satisfied with the control of livestock (79% in 2014), including 35% who are very satisfied, while 8% are not very satisfied. 9% are unable to comment.

9% of households have contacted Council about control of livestock in the last 12 months. Of these, 67% are satisfied and 25% are not very satisfied (caution is required as the base is small, N=20).

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents not very satisfied with the control of livestock.

Satisfaction With Control Of Livestock

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2015	35	48	83	8	9
2014	34	45	79	10	11
2013 [†]	26	57	83	7	9
2012 [†]	20	64	84	10	7
2011 [†]	32	51	83	11	7
2010	29	49	78	12	10
2009	24	55	79	13	8
2008	18	51	69	20	11
2007	16	59	75	15	10
Contacted Council ^{**†}	16	51	67	25	7
Area					
Urban [†]	40	42	82	9	10
Rural	31	54	85	8	7

% read across

* not asked separately prior to 2007

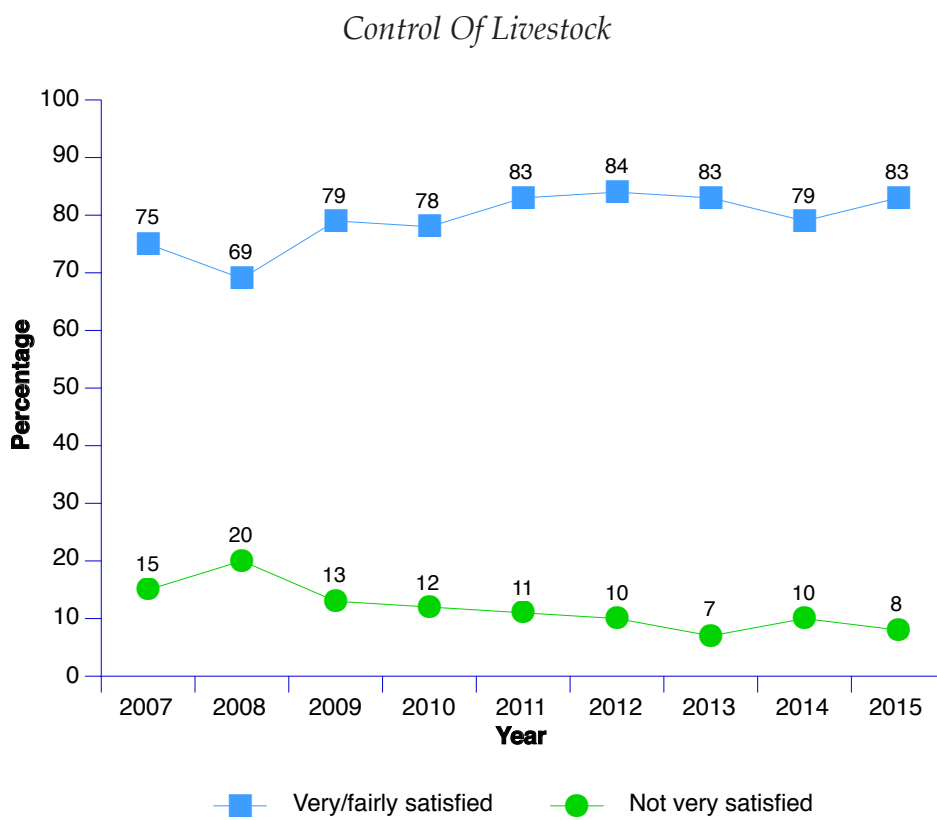
** caution: small base

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

The main reasons* residents are not very satisfied with the control of livestock are ...

- horses on the roads/issues with horses, mentioned by 4% of all residents,
- stock on the roads/fencing not maintained, 3%,
- goats on the road/roaming, 2%.

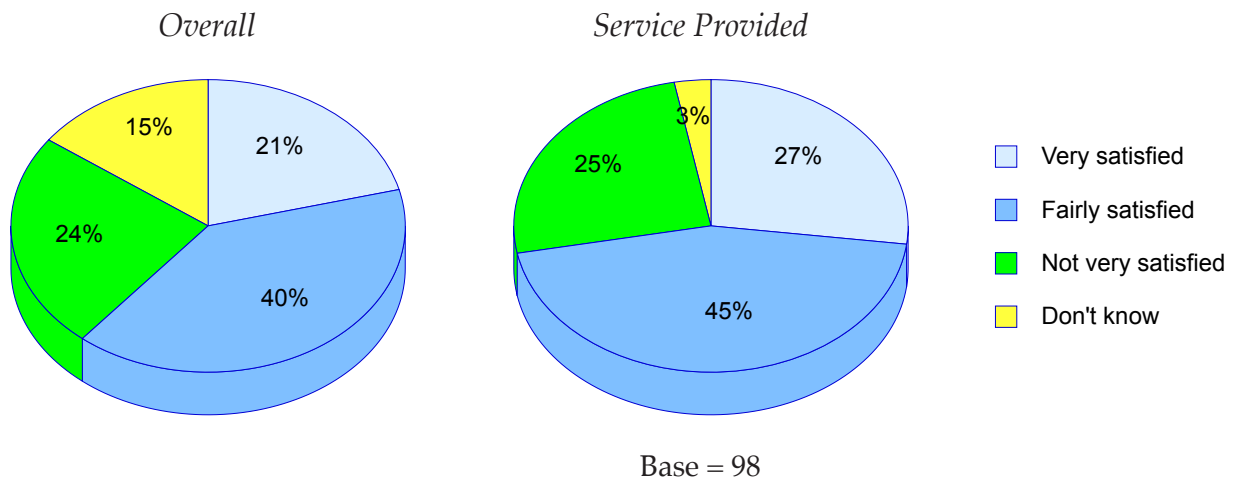
* multiple responses allowed



Recommended Satisfaction Measures For Reporting Purposes:
 Total District = 83%
 Contacted Council* = 67%

* caution: small base

vi. Stormwater Drainage



61% of residents are satisfied with stormwater drainage (53% in 2014), while 24% are not very satisfied (31% in 2014) and 15% are unable to comment.

The percent not very satisfied is above the Peer Group and National Averages, but 7% below the 2014 reading.

49% of residents are provided with stormwater drainage and, of these, 72% are satisfied (56% in 2014) and 25% are not very satisfied (34% in 2014).

Residents with an annual household income of \$30,000 to \$50,000 are more likely to be not very satisfied with the stormwater drainage, than other income groups.

Satisfaction With Stormwater Drainage

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District	21	40	61	24	15
2015	14	39	53	31	16
2014	17	46	63	22	15
2013	11	47	58	25	17
2012	13	41	54	28	18
2011	16	39	55	38	8
2010 [†]	8	49	57	35	8
2009	9	33	42	42	16
2008	12	44	56	29	15
2007	13	33	46	33	21
2006	27	45	72	25	3
Service Provided					
Comparison[†]					
Peer Group Average (Rural)	28	35	63	13	23
National Average	35	40	75	13	11
Area					
Urban	25	45	70	27	3
Rural [†]	16	36	52	20	27
Household Income[†]					
Less than \$30,000 pa	16	55	71	17	13
\$30,000-\$50,000 pa	32	26	58	37	6
More than \$50,000 pa	19	40	59	22	20

% read across

* not asked prior to 2006

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

The main reasons residents who are not very satisfied with stormwater drainage in the District are ...

- flooding/surface flooding,
- drains get blocked/need clearing/cleaning out/maintenance,
- poor drainage/inadequate system/needs attention,
- issues with open drain.

Summary Table:

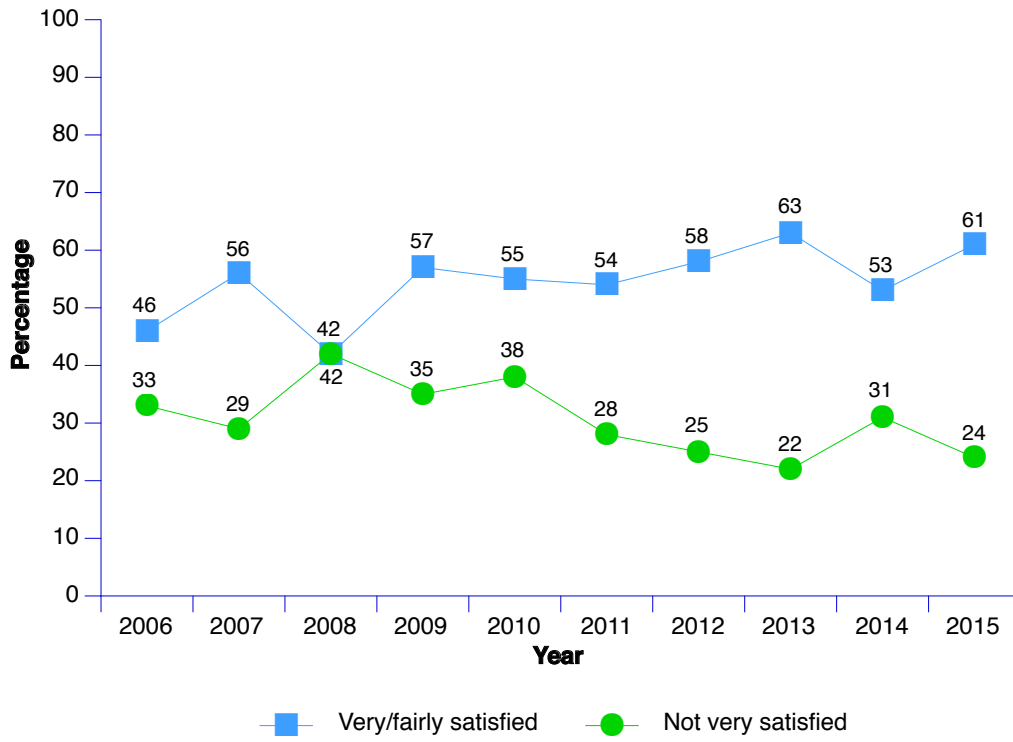
Main Reasons* For Being Not Very Satisfied With Stormwater Drainage

	Total District 2015 %	Area	
		Urban %	Rural %
Percent Who Mention ...			
Flooding/surface flooding	10	13	8
Drains get blocked/need clearing/cleaning out/maintenance	8	8	8
Poor drainage/inadequate system/needs attention	7	9	4
Issues with open drain	5	7	3

* multiple responses allowed

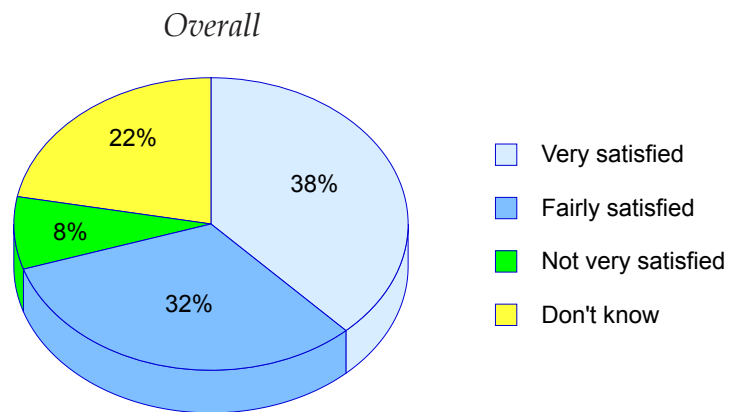
NB: no other reason is mentioned by more than 1% of all residents

Stormwater Drainage



Recommended Satisfaction Measures For Reporting Purposes:
 Total District = 61%
 Receivers of Stormwater Drainage = 72%

vii. Civil Defence, ie, emergency management



70% of residents are satisfied with Civil Defence, including 38% who are very satisfied (29% in 2014). 5% are not very satisfied and 22% are unable to comment (28% in 2014).

The percent not very satisfied is similar to the Peer Group and National Averages and the 2014 reading.

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

Satisfaction With Civil Defence

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Overall*					
Total District 2015	38	32	70	8	22
2014	29	38	67	5	28
2013	40	35	75	4	21
2012 [†]	27	45	72	7	22
Comparison					
Peer Group Average (Rural)	29	34	63	5	32
National Average	27	36	63	8	29
Area					
Urban	44	24	68	9	23
Rural	31	40	71	7	22

% read across

* not asked prior to 2012

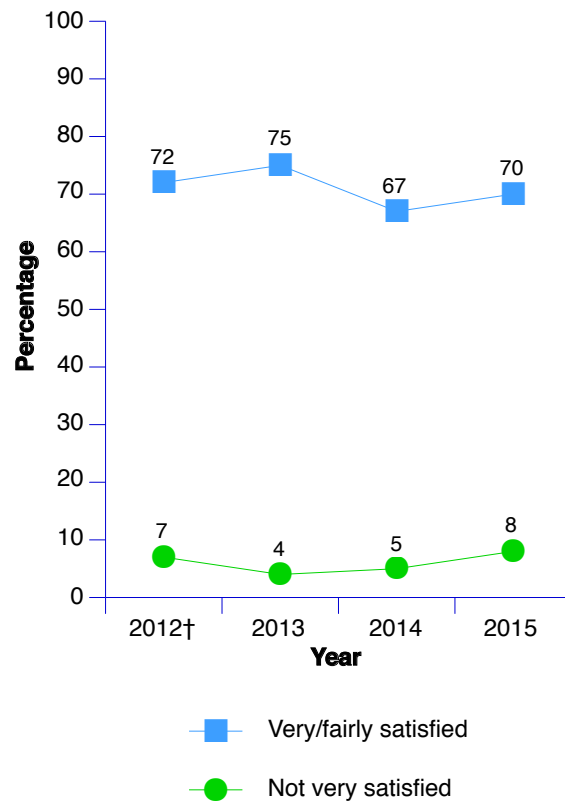
[†] does not add to 100% due to rounding

The main reasons* residents who are not very satisfied with Civil Defence are ...

- need more information / don't hear anything / more public awareness, mentioned by 4% of all residents,
- concerns about sirens / alarm systems / tsunami warnings, 3%,
- could do more better, 2%.

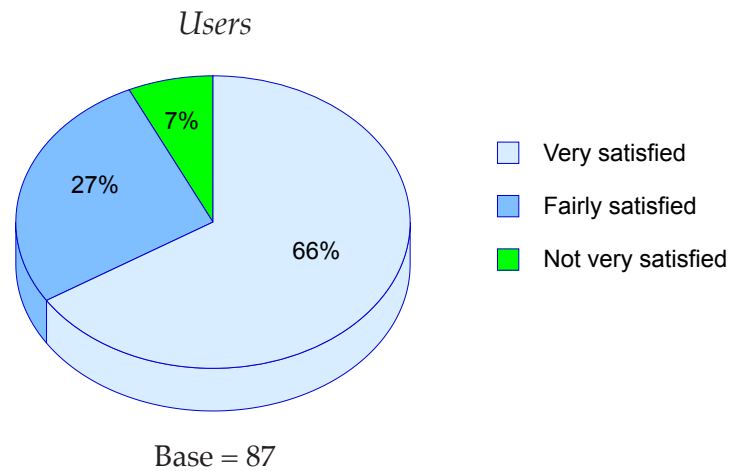
* multiple responses allowed

Civil Defence



Recommended Satisfaction Measures For Reporting Purposes:
Total District = 70%

c. USER SATISFACTION: COMMUNITY HALLS



44% of residents say they, or a member of their household, have used a community hall in the District, in the last year.

Of these, 93% are satisfied with the community halls, including 66% who are very satisfied (49% in 2014). 8% are not very satisfied.

The percent not very satisfied is similar to the Peer Group and National Averages and the 2014 reading.

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents[†] who are not very satisfied with the community halls.

[†] residents whose households have used a community hall in the District, in the last year

Satisfaction With Community Halls

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Users*					
Total District					
2015	66	27	93	7	-
2014	49	43	92	8	-
2013	67	27	94	6	-
2012	46	49	95	5	-
2011	57	38	95	5	-
2010	61	36	97	2	1
2009	57	36	93	2	5
2005	44	47	91	3	6
2004	52	30	82	7	11
2003	49	36	85	9	6
2002	47	30	77	10	13
2001	39	40	79	15	6
2000	55	31	86	6	8
Comparison^{o†}					
Peer Group Average (Rural)	38	48	86	6	9
National Average	35	49	83	4	13
Area					
Urban	77	19	96	4	-
Rural	48	40	88	11	-

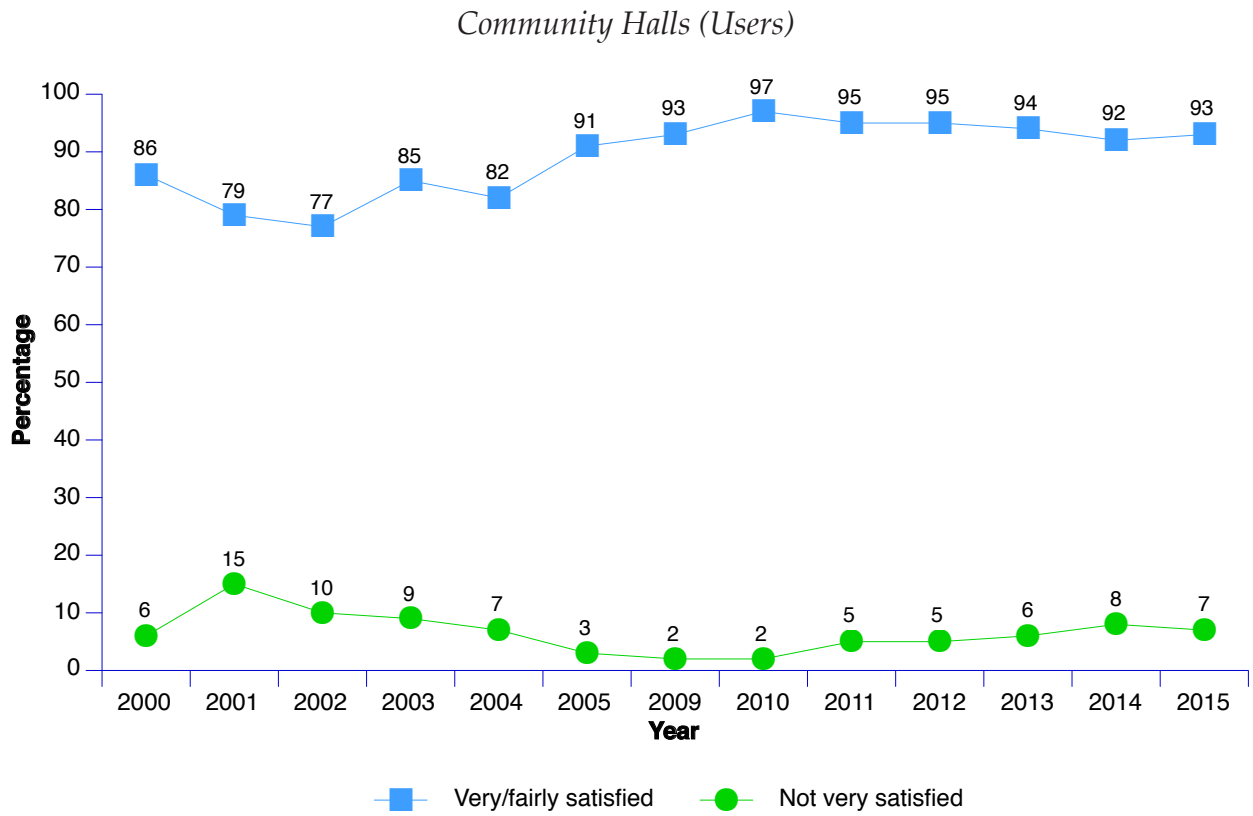
Base = 87

% read across

* not asked in 2006-2008. 2000-2005 readings refer to satisfaction with community halls in Wairoa / Tuai

° Peer Group and National Average relate to **user/visitor** satisfied with public halls

† does not add to 100% due to rounding



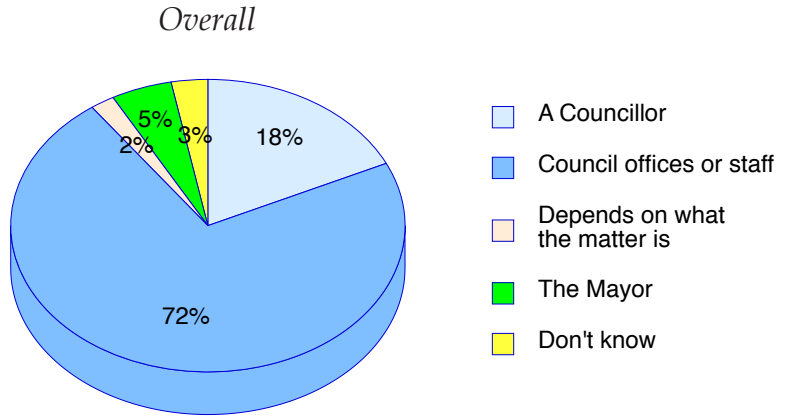
* readings from 2000-2005 refer to satisfaction with community halls in Wairoa / Tuai

Recommended Satisfaction Measures For Reporting Purposes:
 Users = 93%



2. CONTACT WITH COUNCIL

A. WHO THEY APPROACH FIRST IF THEY HAVE A MATTER TO RAISE WITH COUNCIL



**Summary Table:
Who They Approach First If They Have A Matter To Raise With Council**

	Total District 2015 %	Total District 2014 %	Total District 2013 %	Total District 2012 %	Area	
					Urban %	Rural %
Percent Who Mention ...						
The Council offices or staff	72	60	73	80	66	78
A Councillor	18	36	22	15	22	14
Depends on what the matter is	2	2	5	2	3	1
The Mayor	5	1	-	2	6	3
Don't know	3	1	-	2	2	4
Total	100	100	100	+99	+99	100

† does not add to 100% due to rounding

72% of residents would contact Council offices or staff first if they have a matter to raise with Council (60% in 2014), followed by a Councillor, 18% (36% in 2014).

Rural residents are more likely to have contacted Council staff or offices, than Urban residents.

Residents who say 'it depends on what the matter is', were asked to give examples of what they would contact a Councillor, the offices, or a Community Board member for ...

Contact A Councillor

"Generally because of a project I'm working on with the Council."

"Big issues."

"To get advice."

"Roading or unsatisfactory work."

"If it was an issue."

Contact The Offices

"For building permits and things like looking at a piece of road that is becoming an issue and overhanging trees because I'm a transport contractor."

"Services."

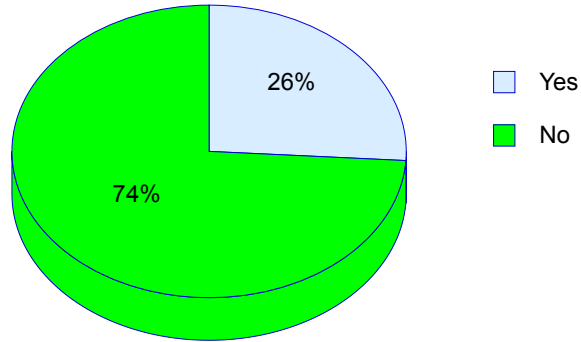
"To enquire re rates or dog business."

"Minor issues."

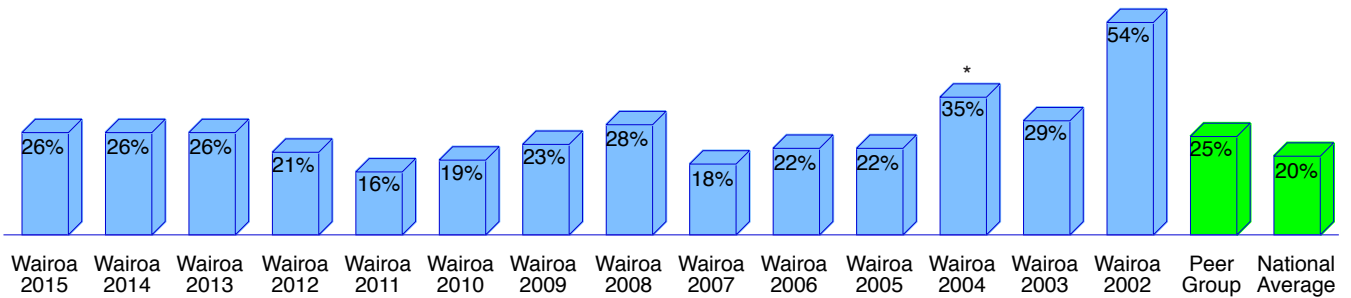
"If it was administrative in nature."

B. HAVE RESIDENTS CONTACTED A COUNCILLOR OR THE MAYOR IN THE LAST 12 MONTHS?

Overall

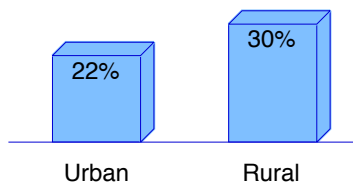


Percent Saying 'Yes' - Comparison

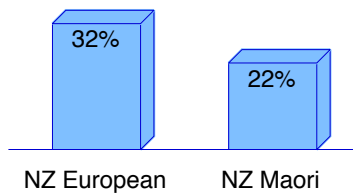


* prior to 2003, percentages relate to those who have **spoken** to a Councillor or the Mayor

Percent Saying 'Yes' - By Area



Percent Saying 'Yes' - Comparing Different Types Of Residents



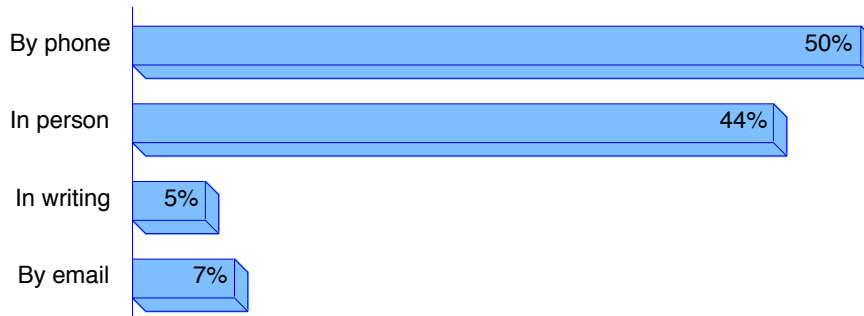
26% of Wairoa District residents have contacted a Councillor or the Mayor in the last 12 months.

This is similar to the Peer Group Average and the 2014 reading and on par with the National Average.

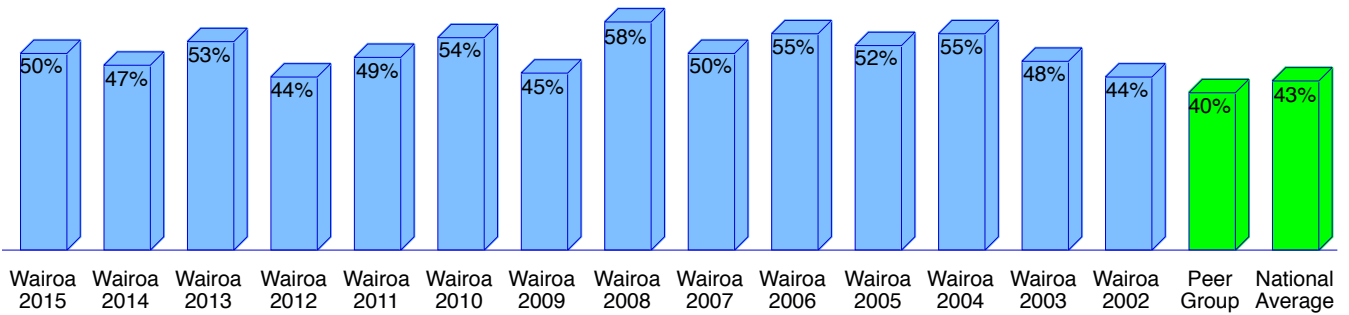
There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents who have contacted a Councillor or the Mayor, in the last 12 months.

c. LEVELS OF CONTACT

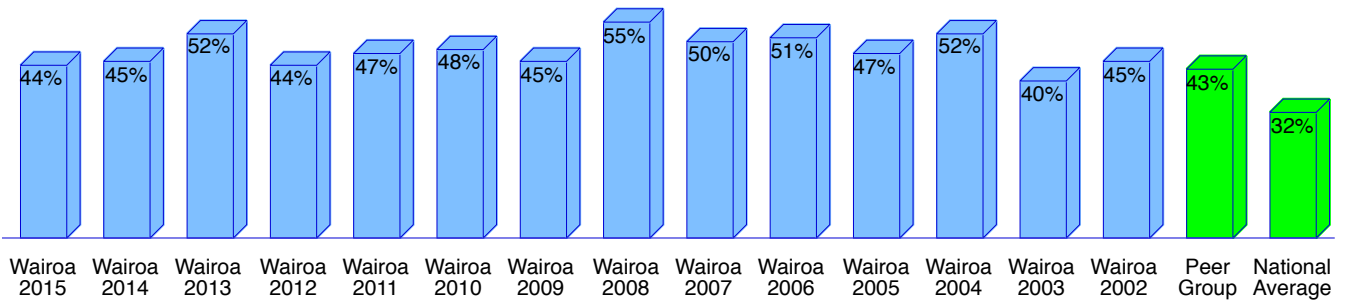
2015 - Yes, Have Contacted ...



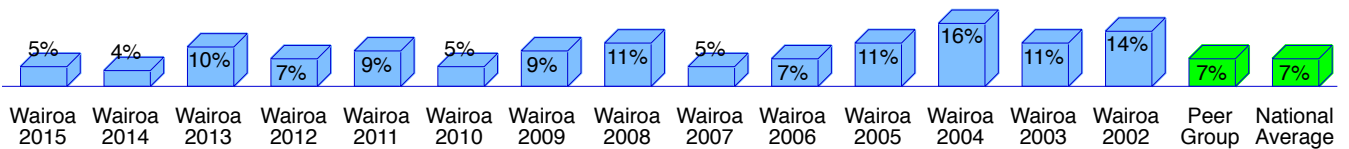
Percent Saying 'Yes - By Phone' - Comparison



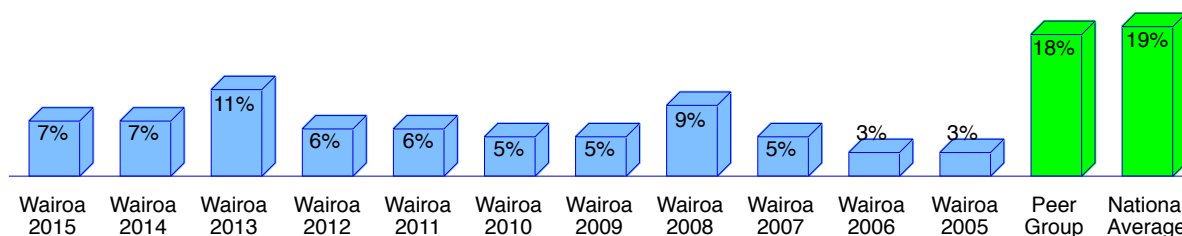
Percent Saying 'Yes - In Person' - Comparison



Percent Saying 'Yes - In Writing' - Comparison



Percent Saying 'Yes - By Email' - Comparison



50% of residents have contacted Council offices by phone in the last year, while 44% visited a Council office in person, 5% contacted Council in writing and 7% by email. These readings are similar to the 2014 results.

Residents are above Peer Group residents and on par with residents nationwide in saying they contacted Council by phone.

Residents are more likely than residents nationwide, and similar to Peer Group residents, to say they contacted Council in person.

Residents are similar to Peer Group residents and residents nationwide in terms of contacting Council in writing.

Residents are below Peer Group residents and residents nationwide in terms of contacting Council by email.

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

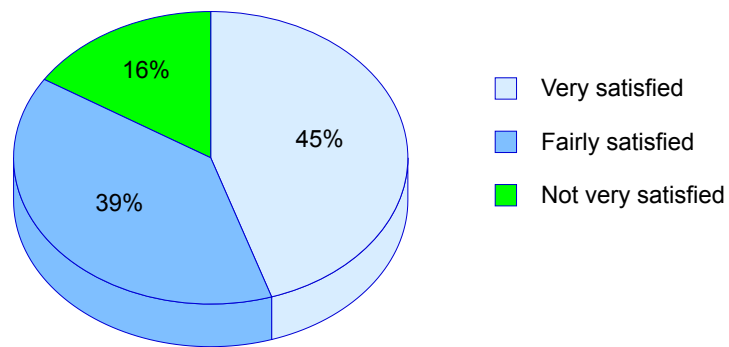
- residents aged 18 to 64 years,
- NZ European residents,
- residents with an annual household income of \$50,000 or more.

Residents more likely to contact Council in **person** are ...

- Urban residents,
- Maori residents.

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents who have contact Council in **writing** or by **email**.

D. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES BY PHONE



Base = 94
Margin of error $\pm 10.1\%$

84% of residents contacting the Council Offices by phone in the last 12 months are satisfied, including 45% who are very satisfied (32% in 2014), while 16% are not very satisfied (10% in 2014).

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

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents[†] who are not very satisfied. However, it appears that residents[†] who live in a three or more person household are slightly more likely to feel this way, than those who live in a one or two person household.

[†] those contacting Council by phone (N=94)

Satisfaction With Contacting Council Office By Phone

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Contacted Council By Phone					
2015	45	39	84	16	-
2014	32	58	90	10	-
2013	48	42	90	10	-
2012 [†]	47	45	92	8	1
2011	44	39	83	17	-
2010	54	32	86	13	1
2009	53	38	91	9	-
2008	39	45	84	16	-
2007	39	49	88	12	-
2006	25	49	74	25	1
2005	43	43	86	14	-
2004	41	44	85	15	-
2003	40	33	73	26	1
2002	47	36	83	14	3
2001	41	34	75	25	-
2000	57	33	90	10	-
Comparison					
Peer Group Average (Rural)	49	34	83	17	-
National Average [†]	40	41	81	18	-
Area					
Urban	51	38	89	11	-
Rural [†]	40	40	80	21	-
Household Size					
1-2 person household	44	(47)	91	9	-
3+ person household	47	31	78	22	-

Base = 94

% read across

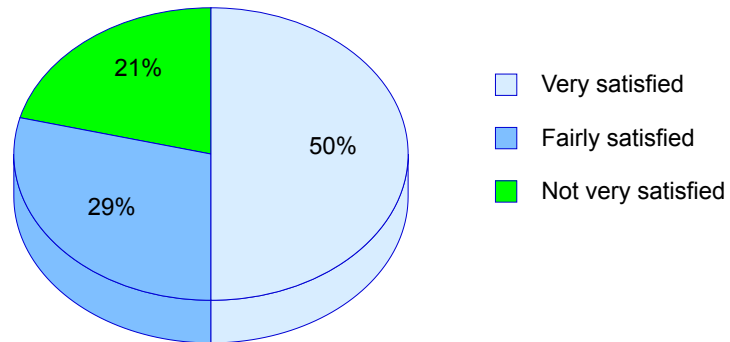
[†] does not add to 100% due to rounding

The reasons* residents contacting Council Offices by phone are not very satisfied are ...

- lack of action/slow to act, mentioned by 8% of residents contacting Council by phone (7 respondents),
- no response, 4% (4 respondents),
- hard to contact/don't get back to you, 3% (3 respondents),

* multiple responses allowed

E. SATISFACTION WHEN VISITING THE COUNCIL OFFICES IN PERSON



Base = 87
Margin of error $\pm 10.5\%$

79% of residents visiting a Council office in person in the last 12 months are satisfied (88% in 2014), including 50% who are very satisfied. 21% are not very satisfied (12% in 2014).

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

Residents[†] who live in a three or more person household are more likely to be not very satisfied, than those who live in a one or two person household.

[†] those contacting Council in person (N=87)

Satisfaction When Visiting The Council Office In Person

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Contacted Council In Person					
2015	50	29	79	21	-
2014	49	39	88	12	-
2013	63	29	92	8	-
2012	51	40	91	8	1
2011	60	32	92	8	-
2010	72	25	97	3	-
2009	56	36	92	8	-
2008	54	34	88	12	-
2007	50	43	93	7	-
2006	43	50	93	7	-
2005	59	32	91	9	-
2004	63	24	87	13	-
2003	53	38	91	9	-
2002	53	35	88	12	-
2001	48	39	87	13	-
2000	69	25	94	6	-
Comparison					
Peer Group Average (Rural) [†]	55	40	95	6	-
National Average	52	37	89	11	-
Area					
Urban	55	24	79	21	-
Rural	43	37	80	20	-
Household Size					
1-2 person household	60	27	87	13	-
3+ person household	40	31	71	29	-

Base = 87

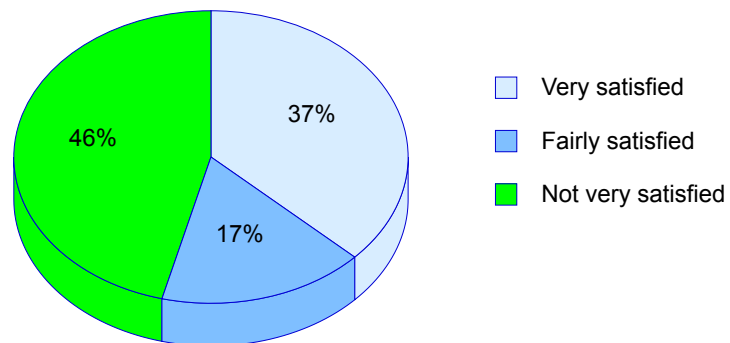
% read across

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

The reasons* residents visiting the Council offices in person are not very satisfied are ...

- never heard back/no feedback, mentioned by 7% of residents visiting the Council in person (6 respondents),
- lack of action, 6% (5 respondents),
- poor attitude/unhelpful, 3% (3 respondents).

* multiple responses allowed

F. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICES IN WRITING

Base = 14*
* caution: small base
Margin of error $\pm 26.2\%$

54% of residents contacting the Council offices in writing in the last 12 months are satisfied, while 46% are not very satisfied. Caution is required as the base is small, N=14.

No comparisons have been made with the Peer Group and National Averages, as the base is small (N=14). Also, as the bases for Urban and Rural residents, and all socio-economic groups are small, no comparisons have been made.

Satisfaction When Contacting The Council Office In Writing

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Contacted Council In Writing					
2015	37	17	54	46	-
2014	16	60	76	24	-
2013	32	36	68	32	-
2012 [†]	33	52	85	16	-
2011	53	18	71	29	-
2010 [†]	55	30	85	6	10
2009	30	21	51	9	40
2008	39	32	71	29	-
2007	30	36	66	34	-
2006	29	48	77	19	4
2005	31	33	64	33	3
2004	26	27	53	39	8
2003	22	46	68	32	-
2002	35	36	71	29	-
2001	18	37	55	40	5
2000	53	17	70	29	1
Comparison					
Peer Group Average (Rural)	35	53	88	12	-
National Average	29	35	64	36	-

Base = 14*

% read across

* caution: small base

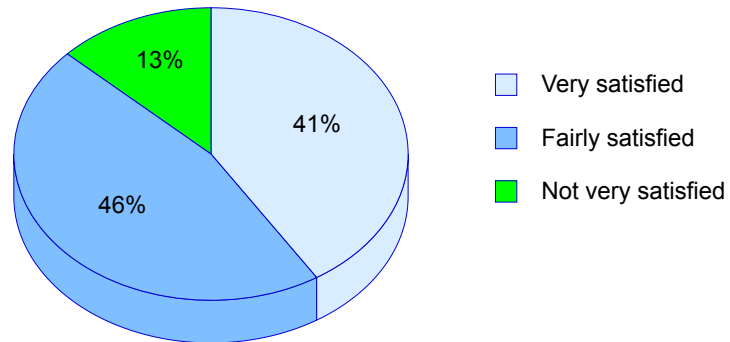
† does not add to 100% due to rounding

The reasons* residents contacting Council Offices in writing are not very satisfied are ...

- lack of action / not acknowledged, mentioned by 23% of residents contacting Council in writing (2 respondents),
- others, 23% (2 respondents).

* multiple responses allowed

G. SATISFACTION WHEN CONTACTING THE COUNCIL OFFICE BY EMAIL



Base = 12**

** caution: small base

Margin of error $\pm 28.3\%$

87% of residents contacting the Council offices by email in the last 12 months are satisfied, while 13% are not very satisfied.

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

The reasons* residents contacting Council Offices by email are not very satisfied are ...

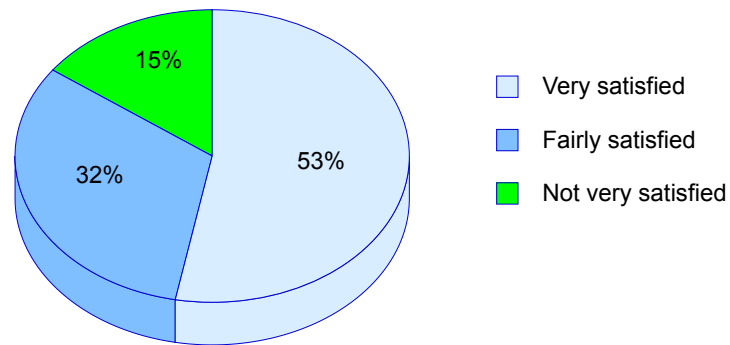
"Unprofessional – did not reply to our emails."

"Said they had no submissions yet. I had sent email about the dust on road."

* multiple responses allowed

H. SATISFACTION WITH THE OVERALL SERVICE RECEIVED WHEN CONTACTED COUNCIL

Contacted A Council Office In The Last 12 Months



Base = 124

Of the 63% of residents who have contacted the Council offices by phone, in person, in writing and/or by email in the last 12 months, 85% are satisfied with the service they received, including 53% who are very satisfied (41% in 2014). 15% are not very satisfied.

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

There are no notable differences between Urban and Rural residents and between socio-economic groups in terms of those residents[†] not very satisfied with the overall service they received.

[†] those contacting the Council offices in the last 12 months, N=124

Satisfaction With Overall Service Received When Contacted Council

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
Contacted Council					
2015	53	32	85	15	-
2014	41	46	87	13	-
2013	50	45	95	5	-
2012 [†]	40	51	91	8	-
2011	45	40	85	14	1
2010	52	38	90	10	-
2009	47	47	94	6	-
2008	38	53	91	9	-
2007	34	55	89	11	-
2006	24	57	81	19	-
2005	44	43	87	13	-
2004	44	46	90	10	-
2003	39	49	88	12	-
2002	37	52	89	11	-
2001	42	47	89	10	1
2000	51	40	91	9	-
Comparison					
Peer Group Average (Rural)	45	42	87	13	-
National Average	40	45	85	15	-
Area					
Urban	60	29	89	11	-
Rural [†]	46	36	82	18	-

Base = 124

% read across

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

Recommended Satisfaction Measures For Reporting Purposes:

Contacted Council In Last 12 Months	=	85%
Contacted Council By Phone	=	84%
Contacted Council In Person	=	79%
Contacted Council In Writing**	=	54%
Contacted Council By Email**	=	87%

** caution: small bases



3. REPRESENTATION

The success of democracy of the Wairoa District 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. AWARENESS OF THEIR COUNCILLORS

To be able to put a viewpoint to a Councillor, a citizen must first know who their Councillors are.

Number Of Councillors Correctly Identified	2015 %	2014 %	2013 %	2012 %	2011 %	2010 %
Five or more	31	27	31	18	14	12
Four	9	18	9	11	10	9
Three	11	18	15	18	16	14
Two	16	12	18	21	23	22
One	19	9	16	10	19	21
No names correctly identified	14	16	11	22	18	22
Total %	100	100	100	100	100	100
Base	202	200	200	203	200	200

86% of residents can name at least one Councillor in 2015, with 31% able to name five or more Councillors (27% in 2014).

On average, Wairoa District residents who are able to name a Councillor, can name three Councillors.

B. ACCESSIBILITY OF COUNCILLORS

Summary Table: Accessibility Of Councillors

	Would know how to make contact and do so %	Wouldn't know how to - would let matter drop %	Don't know %	
Overall				
Total District	2015	81	17	2
	2014	76	19	5
	2013	87	13	-
	2012	78	21	1
	2011	80	19	1
	2010	83	16	1
	2009	84	15	1
	2008	83	15	2
	2007	75	24	1
	2006	78	21	1
	2005	78	22	-
	2004	90	10	-
	2003	84	16	-
	2002	81	19	-
	2001	77	22	1
	2000	82	18	-
Area				
Urban		80	20	-
Rural [†]		82	14	3
Ethnicity				
NZ European		92	6	2
NZ Maori		70	28	2
Household Income				
Less than \$30,000 pa		70	28	2
\$30,000-\$50,000 pa		78	19	3
More than \$50,000 pa		92	8	-
Household Size				
1-2 person household		88	11	1
3+ person household		74	23	3

% read across

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

Overall, 81% of residents feel they know how to contact a Councillor and would go ahead and do so if the situation arose where they wanted to put a viewpoint, problem, or issue to a Councillor (76% in 2014).

Residents more likely to feel their Councillors are accessible are ...

- NZ European residents,
- residents with an annual household income of more than \$50,000,
- residents who live in a one or two person household.

C. COUNCILLORS' APPROACHABILITY

Summary Table: Degree Of Approachability

	Welcome comments - be comfortable approaching %	Reluctant/ resistant - have to push hard %	Somewhere between the two %	Don't know %	
Overall					
Total District	2015	56	10	25	9
	2014 [†]	68	9	16	6
	2013	56	11	30	3
	2012	53	11	28	8
	2011	53	16	24	7
	2010	55	10	27	8
	2009 [†]	47	13	33	6
	2008	49	13	29	9
	2007	41	16	37	6
	2006	41	20	33	6
	2005	46	8	39	7
	2004	58	12	27	3
	2003	43	8	41	8
	2002	50	11	29	10
	2001	32	20	42	6
	2000	38	20	34	8
Comparison					
	Peer Group Average (Rural)	48	7	30	15
	National Average	34	13	39	14
Area					
	Urban	60	4	27	9
	Rural	51	16	23	10
Age					
	18-44 years	48	8	32	12
	45-64 years	55	14	24	7
	64+ years [†]	74	6	12	9

% read across

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

In terms of how approachable residents feel their Councillors to be, 56% believe their elected representatives welcome questions, comments and requests, so that they would feel comfortable approaching them (68% in 2014).

10% believe their Councillors are reluctant and resistant to comments, while 25% feel the answer lies somewhere between the two (16% in 2014).

Wairoa District residents are above the Peer Group residents and residents nationwide in feeling their Councillors are approachable.

Residents aged 65 years or over are more likely to feel their Councillors are approachable, than other age groups.

D. PERCEIVED DEGREE OF OPEN-MINDEDNESS OF THE MAYOR AND COUNCILLORS

Summary Table: Degree Of Open-Mindedness

	Give fair and open- minded hearing %	Give defensive one-sided hearing %	Somewhere between the two %	Don't know %
Overall				
Total District 2015[†]	49	11	34	7
2014 [†]	57	8	30	6
2013	37	12	45	6
2012	37	14	42	7
2011	44	12	37	7
2010	44	15	39	2
2009	35	17	42	6
2008	39	15	40	6
2007	30	27	39	4
2006	32	23	39	6
2005	32	14	49	5
2004	47	10	36	7
2003	31	14	47	8
2002	32	11	51	6
2001	27	28	37	8
2000	28	19	48	5
Comparison				
Peer Group Average (Rural)	37	12	40	11
National Average	27	20	44	9
Area[†]				
Urban	47	3	41	10
Rural	52	19	26	4
Ethnicity				
NZ European [†]	54	13	26	6
NZ Maori	41	8	43	8

% read across

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

49% of Wairoa District residents feel that the Mayor and Councillors give a fair and open-minded hearing when dealing with local community issues (57% in 2014). 11% believe the Mayor and Councillors give a defensive and one-sided hearing, whilst 34% feel the answer is somewhere between the two (30% in 2014).

Wairoa District residents are above the Peer Group and National Averages in terms of their impressions of the Mayor and Councillors' open-mindedness.

NZ European residents are more likely to feel the Mayor and Councillors are fair and open-minded, than NZ Maori residents.

E. EXPECTED DEGREE OF CONSULTATION

Summary Table: Expected Degree Of Consultation

	Get on with job, keep informed %	Consult on major issues %	Consult on most issues %	No opinion %
Overall				
Total District 2015	28	50	21	1
2014 [†]	39	43	19	-
2013 [†]	26	45	29	1
2012	20	56	24	-
2011	28	48	23	1
2010	22	53	24	1
2009	26	47	27	-
2008	19	45	35	1
2007	15	43	40	2
2006	24	38	36	2
2005	17	44	38	1
2004	18	56	25	1
2003	23	45	29	3
2002	20	53	27	-
2001	10	49	40	1
2000	19	41	38	2
Comparison				
Peer Group Average (Rural)	19	59	22	-
National Average	15	61	24	-
Area[†]				
Urban	23	52	25	1
Rural	33	48	17	1
Gender				
Male [†]	39	38	21	1
Female	18	61	20	1
NZ Ethnicity				
NZ European [†]	29	62	10	-
NZ Maori	25	42	30	3
Household Income				
Less than \$30,000 pa [†]	37	27	37	-
\$30,000-\$50,000 pa	24	59	15	2
More than \$50,000 pa [†]	23	58	17	1

% read across

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

When asked how much consultation they would like Council to have with its citizens, 28% opt for leaving the Mayor and Councillors to get on with the job they were elected for, while keeping the public informed (39% in 2014). 50% of residents would like to see consultation with people on major issues only, otherwise getting on with the job they were elected to do (43% in 2014). 21% of residents wanted consultation on most issues.

Wairoa District residents are slightly below Peer Group residents and below residents nationwide, in terms of wanting consultation on major issues.

Residents more likely to want consultation on major issues are ...

- women,
- NZ European residents,
- residents with an annual household income of \$30,000 or more.

Those residents who expressed a desire for consultation on major issues, 50% overall, were asked what they considered to be major issues. Main issues* arising were ...

- amalgamation with other Councils/Hawke's Bay, mentioned by 14% of all residents,
- expenditure/major spending, 7%,
- rates issues/level of rates/rates increases/spending of rates money, 7%,
- roading/footpath issues, 5%,
- major projects/developments/major changes, 4%.

Other major issues* mentioned by 3% of residents are ...

- community/health issues,
- attracting business/employment issues,
- sewerage/wastewater issues/sewerage in Mahia,
- stormwater/drainage issues.

2% are ...

- environmental issues/rivers/waterways.

1% are ...

- water supply issues.

* multiple responses allowed

Summary Table: Main Issues* Residents Would Like To Be Consulted On

	Total District 2015 %	Area	
		Urban %	Rural %
Percent Who Mention ...			
Amalgamation with other Councils/Hawke's Bay	14	14	14
Expenditure/major spending	7	7	8
Rates issues/level of rates/rates increases/ spending of rates money	7	10	3
Roading/footpath issues	5	3	8
Major projects/developments/major changes	4	5	4

* multiple responses allowed

F. MEANS OF CONSULTATION

Summary Table: Means Of Consultation Suggested*

	Those Who Want Consultation On Most/Major Issues 2015 %	Those Who Want Consultation On Most/Major Issues 2014 %	Those Who Want Consultation On Most/Major Issues 2013 %	Area 2015	
				Urban %	Rural %
Percent Who Mention ...					
Newspapers/ newspaper articles	56	49	44	59	52
Public meetings	43	46	44	33	54
Pamphlets/brochures/flyers	18	13	14	21	13
Newsletters	16	9	14	15	17
Personal contact/personal visit	10	8	12	12	8
Radio	7	3	8	9	5
Internet/website pages	6	4	7	5	7
Letters	5	9	7	4	6
Surveys	3	3	6	2	5
Public notices	3	1	7	3	5
Submissions	2	3	4	3	2
Polls	2	3	1	-	3
Referendum/public referendum	1	-	-	2	-
Emails	-	-	4	-	1
Working parties	-	-	1	-	-
Others	3	-	4	3	2
Don't know	5	5	-	5	5

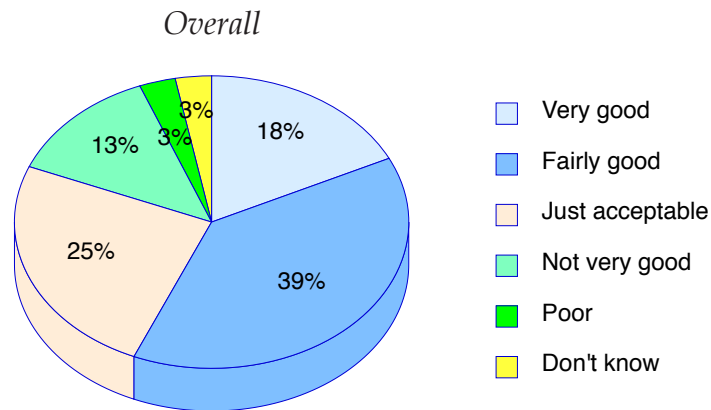
(Base = 132)

* multiple response

Those residents who wished to be consulted on most issues or major issues were asked what, in their view, would be the best ways for Council to consult with them.

As in 2014, newspapers/newspaper articles and public meetings are seen as the best means by which Council should consult with its residents.

G. PERFORMANCE RATING OF THE MAYOR AND COUNCILLORS IN THE LAST YEAR



57% of Wairoa District residents rate the performance of the Mayor and Councillors over the past year as very or fairly good (67% in 2014), while 25% rate their performance as just acceptable (18% in 2014). 16% rate the performance of the Mayor and Councillors as not very good / poor (4% in 2014) and 3% are unable to comment (11% in 2014).

Wairoa District residents rate the performance of the Mayor and Councillors on par with the Peer Group Average and slightly above the National Average, in terms of their performance being very / fairly good.

58% of those who have contacted a Councillor or the Mayor in the last year, rate the performance of the Mayor and Councillors as very or fairly good (72% in 2014).

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents who rate the performance of the Mayor and Councillors over the past year as very / fairly good. However, it appears that residents who live in a one or two person household are slightly more likely to feel this way, than those who live in a three or more person household.

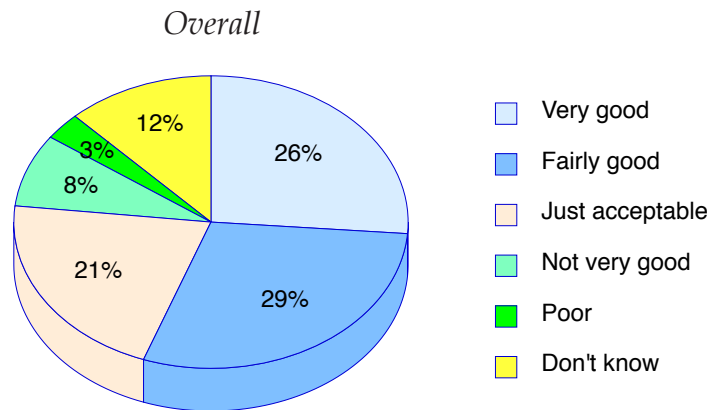
Summary Table: Performance Rating Of The Mayor And Councillors In The Last Year

	Rated as ...			
	Very good/ fairly good %	Just acceptable %	Not very good/poor %	Don't know %
Overall				
Total District 2015[†]	57	25	16	3
2014	67	18	4	11
2013	63	27	6	4
2012 [†]	69	21	6	5
2011	71	16	8	5
2010	61	28	9	2
2009	59	30	8	3
2008	54	31	9	6
2007	57	30	10	3
2006	46	34	15	5
2005	67	18	11	4
2004	69	21	6	4
2003	59	29	8	4
2002	61	22	9	8
2001	46	31	18	5
2000	49	26	13	12
Contacted the Mayor/a Councillor in last 12 months (N=57)	58	19	23	-
Comparison				
Peer Group Average (Rural) [†]	62	21	11	7
National Average	49	30	16	5
Area				
Urban [†]	57	30	11	3
Rural	56	20	21	3
Household Size				
1-2 person household	61	19	14	6
3+ person household	51	32	17	-

% read across

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

H. PERFORMANCE RATING OF THE COUNCIL STAFF IN THE LAST YEAR



55% of residents rate the performance of the Council staff as very or fairly good, 21% rate their performance as just acceptable, and 11% say it is not very good or poor. 12% are unable to comment. These readings are similar to the 2014 results.

Wairoa District Council staff's performance is on par with staff nationwide and below Peer Group Councils' staff, in terms of it being rated very / fairly good.

There are no notable differences between Urban and Rural residents, in terms of those residents who rate the performance of Council staff over the past year as very / fairly good. However, it appears that the residents with an annual household income of less than \$30,000 are slightly more likely to feel this way, than other income groups.

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 %
Overall				
Total District 2015[†]	55	21	11	12
2014	53	24	11	12
2013	69	20	6	5
2012 [†]	71	14	5	9
2011	70	14	9	7
2010 [†]	65	22	6	8
2009	57	27	7	9
2008	62	22	7	9
2007	57	24	12	7
2006	53	28	11	8
2005	67	15	8	10
2004	66	17	5	12
2003	66	18	5	11
2002	57	22	9	12
2001	65	14	5	16
2000	59	17	7	17
Comparison				
Peer Group Average (Rural)	65	17	7	11
National Average	51	22	12	15
Area[†]				
Urban	58	21	10	10
Rural	53	20	13	15
Household Income				
Less than \$30,000 pa	69	13	8	10
\$30,000-\$50,000 pa	55	24	11	10
More than \$50,000 pa	54	22	10	14

% read across

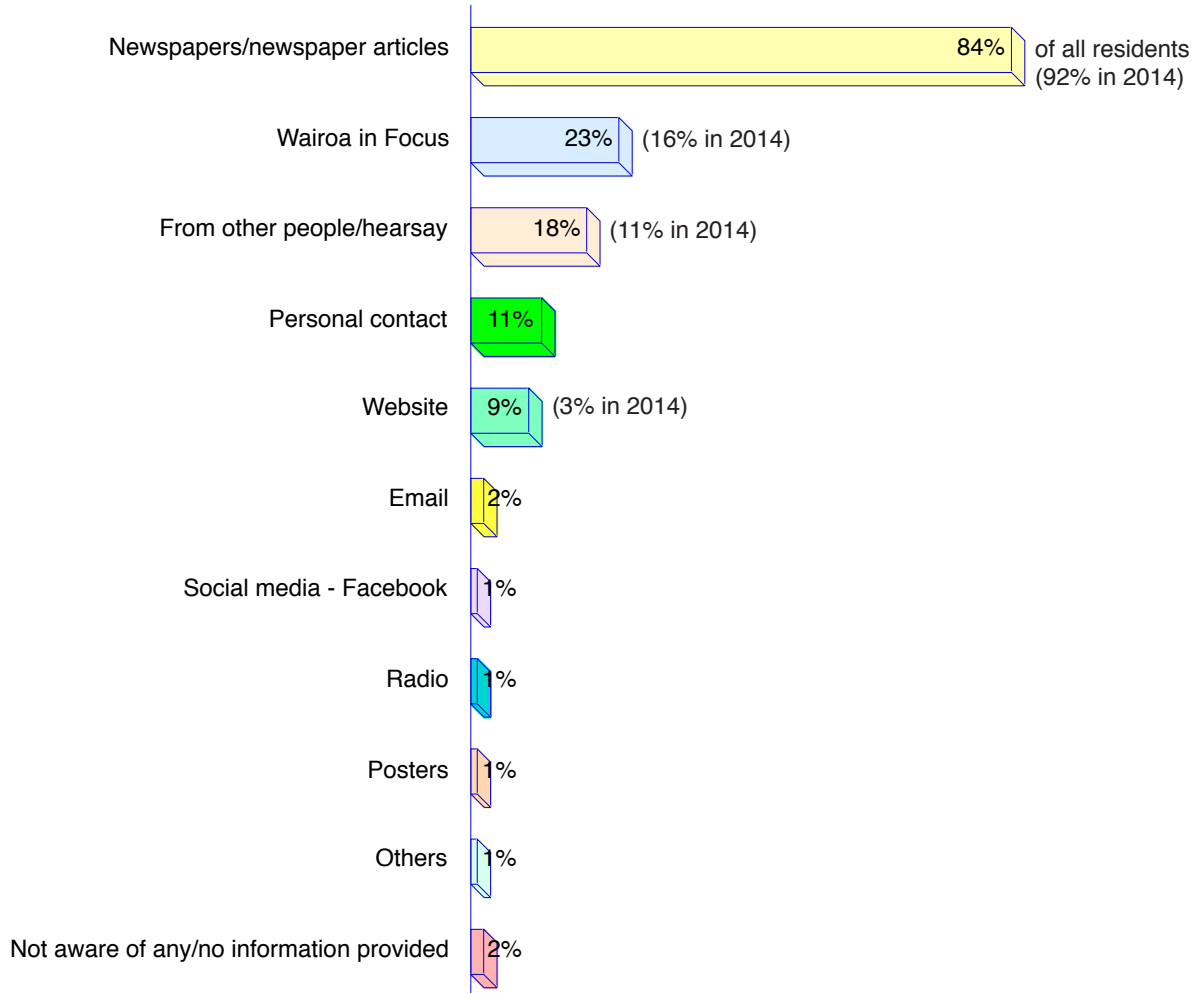
[†] does not add to 100% due to rounding



4. LOCAL ISSUES

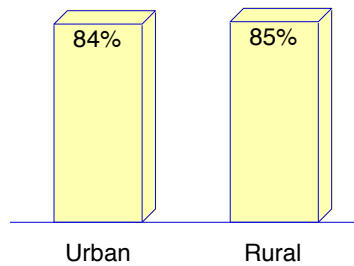
A. INFORMATION

Where*, or from whom, do you see, read or hear about Wairoa District Council news and events?

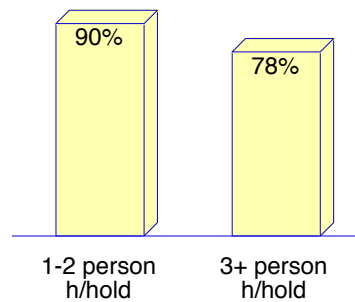


* multiple responses allowed

Percent Mentioning 'Newspapers' - By Area



Percent Mentioning 'Newspapers' - Comparing Different Types Of Residents

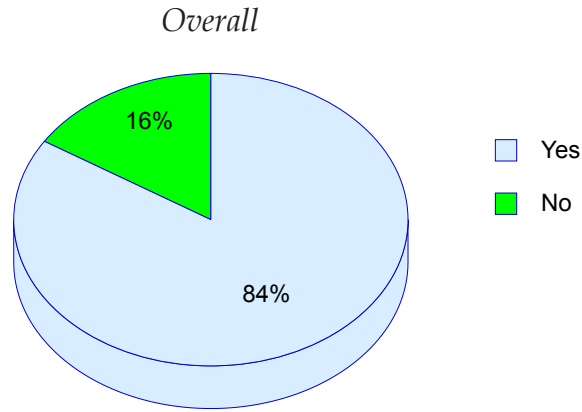


84% of residents say they see, read or hear about Wairoa District Council news and events in newspapers/newspaper articles. This is similar to the 2014 result.

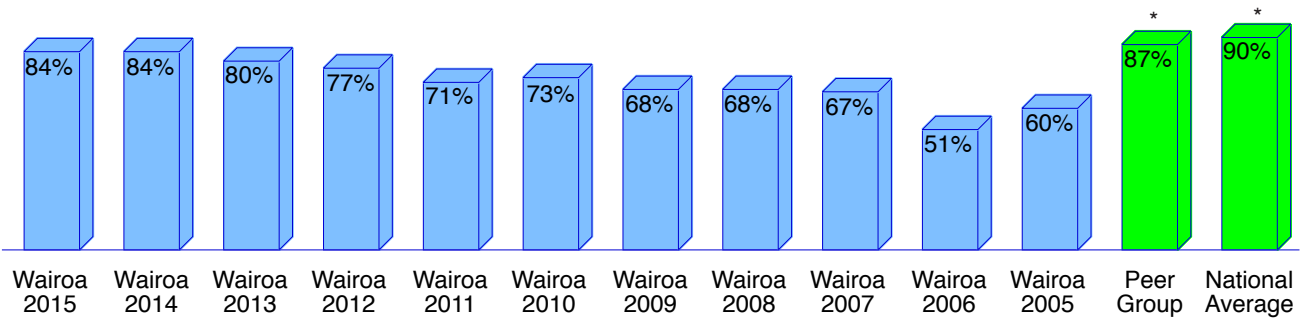
Residents who live in a one or two person household are more likely to mention newspapers, than those who live in a three or more person household.

B. INTERNET ACCESS

i. Internet Access At Home

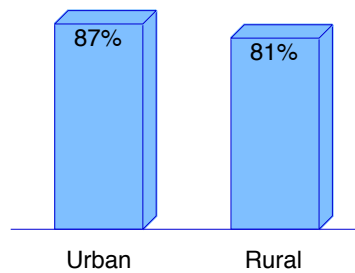


Percent Saying 'Yes' - Comparison

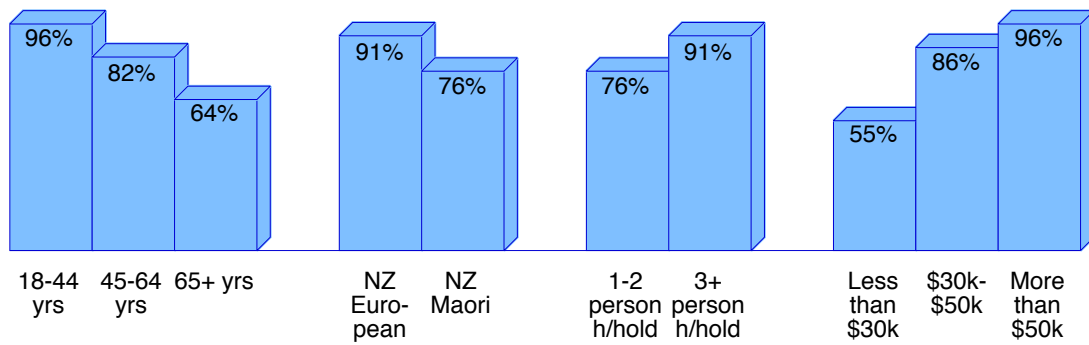


* readings prior to 2015 and Peer Group and National Averages refer to access to Internet in general

Percent Saying 'Yes' - By Area



Percent Saying 'Yes' - Comparing Different Types Of Residents



84% of Wairoa District residents say they have access to the Internet at home. This is similar to the Peer Group Average and on par with the National Average.

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

- residents aged 18 to 64 years, in particular those aged 18 to 44 years,
- NZ European residents,
- residents who live in a three or more person household,
- residents with an annual household income of \$30,000 or more.

ii. How Residents[†] Access Internet At Home

	Yes 2015 %	Area	
		Urban %	Rural %
Through phone line	78	96	58
With cellphone	30	43	15
By Farmside Satellite	7	-	16
By microwave with Gisborne Net	13	4	23
Other	9	9	10

Base = 155

78% of residents[†] say they access the Internet at home through their phone line, while 30% use their cellphone.

Residents[†] more likely to access their Internet at home [through their phone line](#) are ...

- Urban residents,
- NZ Maori residents

[†] residents who have Internet access at home, N=155

The other sources mentioned are ...

"Evolution wireless." (x 2)
"Evolution satellite."
"Broadband."
"Broadband and WiFi."
"WiFi."
"Slingshot."
"Trustpower."
"Trustpower/Connect."
"Laptop."
"My tablet."
"iPad."
"T-stick."
"Airlink from Xtra."

C. PLACE TO LIVE

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

	Better %	Same %	Worse %	Unsure %
Overall				
Total District 2015	24	52	17	7
2014	28	52	13	7
2013 [†]	27	62	8	4
2012	22	64	6	8
2011	32	53	13	2
2010 [†]	31	54	12	4
2009	38	51	6	5
2008	33	53	8	6
2007	36	49	9	6
2006	39	41	10	10
2005	44	40	10	6
2004	41	46	8	5
Comparison				
Peer Group Average (Rural)	32	55	8	5
National Average	31	54	12	3
Area				
Urban	29	50	17	4
Rural	19	54	18	9

% read across

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

24% of residents think their District is better than it was three years ago (28% in 2014), 52% feel it is the same and 17% say it is worse (13% in 2014). 7% are unable to comment.

The percent saying better (24%) is slightly below the Peer Group Average and on par with the National Average.

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

D. PERCEPTION OF SAFETY

Is Wairoa generally a safe place to live?...

	Yes, definitely %	Yes, mostly %	Not really %	No, definitely not %	Don't know %
Overall					
Total District 2015 [†]	53	41	5	1	1
2014 [†]	52	47	1	1	-
2013	49	49	1	1	-
2012	40	57	2	1	-
2011 [†]	39	50	9	1	-
2010	33	58	6	1	2
2009	36	54	8	-	2
2008	41	50	7	1	1
2007	27	67	4	2	-
2006	31	59	6	3	1
2005	28	54	13	4	1
2004	42	45	10	1	2
Comparison					
Peer Group Average (Rural)	54	42	3	1	-
National Average [†]	37	55	7	1	1
Area[†]					
Urban	52	41	5	-	1
Rural	55	41	4	1	-
Household Size					
1-2 person household	47	48	3	1	1
3+ person household [†]	60	35	6	-	-

% read across

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

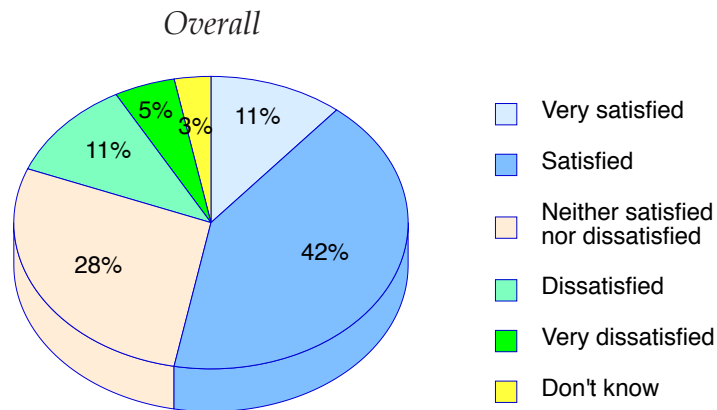
53% of residents feel that generally Wairoa District is definitely a safe place to live, 41% say it is mostly (47% in 2014). 5% of residents think the District is not really a safe place to live (1% in 2014) and 1% say it is definitely not.

The percent saying 'yes, definitely' (53%) is similar to the Peer Group Average and above the National Average.

Residents who live in a three or more person household are more likely to feel that Wairoa District is **definitely** a safe place to live, than those who live in a one or two person household.

E. COUNCIL CONSULTATION AND COMMUNITY INVOLVEMENT

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



53% of residents are very satisfied/satisfied with the way Council involves the public in the decisions it makes (60% in 2014), while 16% are dissatisfied/very dissatisfied (11% in 2014). 28% are neither satisfied nor dissatisfied (20% in 2014) and 3% are unable to comment (8% in 2014).

The very satisfied/satisfied reading (53%) is similar to the Peer Group Average and above the National Average.

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents more likely to be **very satisfied/satisfied**.

Rural residents are more likely to be **dissatisfied/very dissatisfied**, than Urban residents.

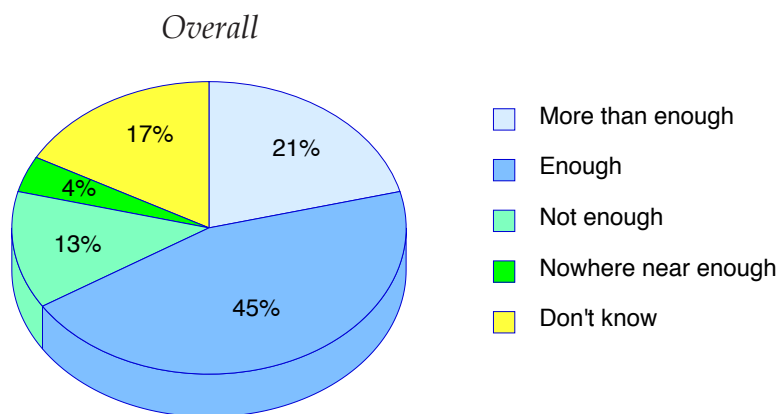
Summary Table: Level Of Satisfaction With The Way Council Involves The Public In The Decisions It Makes

	Very satisfied / satisfied %	Neither satisfied, nor dissatisfied %	Dissatisfied / very dissatisfied %	Don't know %
Overall				
Total District 2015	53	28	16	3
2014 [†]	60	20	11	8
2013	53	32	10	5
2012	55	33	9	3
2011 [†]	69	14	12	6
2010 [†]	64	21	12	4
2009	54	26	13	7
2008	59	24	16	1
2007	48	25	22	5
2006	53	26	18	3
2005	58	28	11	3
2004	64	23	10	3
Comparison				
Peer Group Average (Rural)	52	28	16	4
National Average	41	35	21	3
Area				
Urban	54	37	7	2
Rural	52	19	26	3

% read across

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

ii. Council's Level Of Consultation With Maori In The District



21% of residents think that the Council's level of consultation with Maori is more than enough (27% in 2014), while 45% think it is enough. 17% feel there is not enough/nowhere near enough consultation, and 17% are unable to comment (12% in 2014).

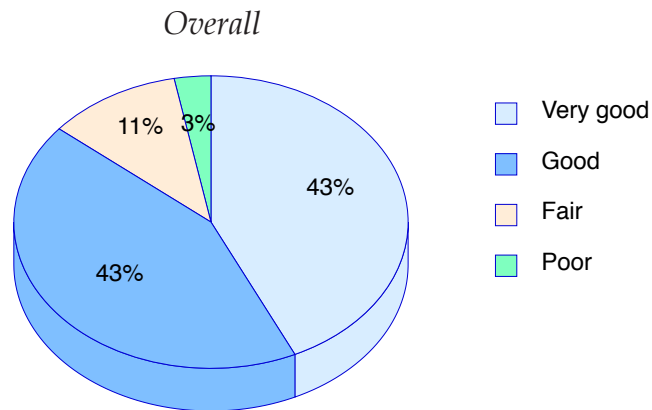
NZ European residents are more likely to think the Council's level of consultation with Maori in the District is **more than enough/enough**, than NZ Maori residents.

Council's Level Of Consultation With Maori In The District

		More than enough %	Enough %	More than enough/ Enough %	Not enough %	Nowhere near enough %	Not enough/ nowhere near enough %	Don't know %
Overall*								
Total District	2015	21	45	66	13	4	17	17
	2014 [†]	27	43	70	13	4	17	12
	2013 [†]	28	43	71	15	5	20	10
	2012	34	39	73	12	5	17	10
	2011 [†]	29	45	74	10	5	15	12
	2010	32	42	74	9	3	12	14
	2009	27	40	67	16	8	24	9
	2008	25	38	63	14	6	20	17
	2007	24	42	66	14	8	22	12
	2006	23	46	69	13	6	19	12
Area								
Urban		23	44	67	16	1	17	16
Rural		20	45	65	10	8	18	17
Ethnicity								
NZ European		31	41	72	3	1	4	24
NZ Maori		12	48	60	24	8	32	8

% read across

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

F. QUALITY OF LIFE

43% of residents think that, overall, the quality of life in their District is very good (51% in 2014), while 43% say it is good, 11% feel it is fair (6% in 2014) and 3% think it is poor.

Wairoa District residents are similar to Peer Group residents and on par with residents nationwide, in rating the quality of life in their District as **very good**.

Residents who live in a one or two person household are more likely to rate the overall quality of life in their District as **very good**, than those who live in a three or more person household.

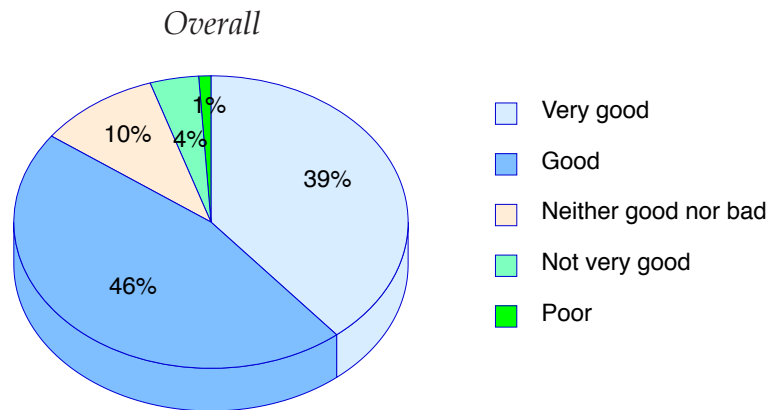
Rating The Quality Of Life In The District

	Very good %	Good %	Fair %	Poor %	Don't know %
Overall					
Total District 2015	43	43	11	3	-
2014	51	41	6	2	-
2013	44	47	5	3	1
2012	38	46	12	4	-
2011	37	41	16	5	1
2010	38	44	13	4	1
2009	35	50	13	2	-
2008	38	45	14	3	-
2007	30	56	11	3	-
2006	37	44	16	2	1
2005	42	43	10	5	-
2004	45	42	12	1	-
Comparison					
Peer Group Average (Rural) [†]	45	41	10	3	-
National Average	39	47	12	2	-
Area					
Urban	45	46	7	2	-
Rural	41	40	16	3	-
Household Size					
1-2 person household	49	37	12	2	-
3+ person household [†]	37	50	11	3	-

% read across

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

G. COMMUNITY SPIRIT



85% of residents rate the community spirit in their District as very good/good (90% in 2014), including 39% who feel it is very good. 10% say the community spirit is neither good nor bad, while 5% rate it not very good/poor.

Wairoa District residents are similar to Peer Group residents and above residents nationwide, in rating community spirit as **very good/good**.

NZ Maori residents are more likely to rate the community spirit in their District as **very good/good**, than NZ Maori residents. It also appears that Urban residents are slightly more likely, than Rural residents to feel this way.

Rating Community Spirit In The District

	Very good/ good %	Neither good nor bad %	Not very good/ poor %	Don't know %
Overall				
Total District 2015	85	10	5	-
2014	90	7	2	1
2013	86	12	2	-
2012 [†]	79	14	6	-
2011 [†]	79	13	7	-
2010	77	17	6	-
2009	82	15	3	-
2008	75	20	3	2
2007	77	17	6	-
2006	79	11	9	1
2005	83	10	7	-
2004	85	11	4	-
Comparison				
Peer Group Average (Rural) [†]	87	11	2	1
National Average	76	16	7	1
Area				
Urban	89	8	3	-
Rural	80	13	6	1
Ethnicity				
NZ European	78	15	7	-
NZ Maori [†]	91	6	3	1

% read across

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

H. NATURAL ENVIRONMENT

Residents were asked to say how satisfied they are that the natural environment in the Wairoa District is being preserved and sustained for future generations.

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Neither Satisfied nor Dissatisfied %	Dis- satisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall								
Total District								
2015	19	48	67	23	8	1	9	1
2014	22	52	74	10	7	6	13	3
2013	17	53	70	18	8	2	10	2
2012 [†]	21	54	75	15	5	3	8	1
2011 [†]	21	56	77	13	7	-	7	2
2010	23	54	77	11	9	1	10	2
2009	23	53	76	9	8	4	12	3
2008	25	46	71	13	13	3	16	-
2007	15	53	68	20	8	4	12	-
2006	20	47	67	13	13	4	17	3
2005	16	56	72	14	10	2	12	2
Comparison								
Peer Group	21	48	69	14	14	1	15	2
National Average	17	52	69	18	9	2	11	2
Area								
Urban	20	44	64	30	3	-	3	3
Rural [†]	17	53	70	15	12	3	15	-
Household Income								
Less than \$30k pa [†]	14	42	56	25	12	-	12	8
\$30k - \$50k pa	22	55	77	19	4	-	4	-
More than \$50k pa [†]	17	52	69	24	8	-	8	-

% read across

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

67% of residents are very satisfied /satisfied that the natural environment in the Wairoa District is being preserved and sustained for future generations (74% in 2014). This is similar to the Peer Group and National Averages.

9% of residents are dissatisfied /very dissatisfied (13% in 2014), while 23% are neither satisfied nor dissatisfied (10% in 2014).

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents who feel **very satisfied/satisfied**. However, it appears that residents with an annual household income of less than \$30,000 are **slightly less** likely to feel this way, than other income groups.

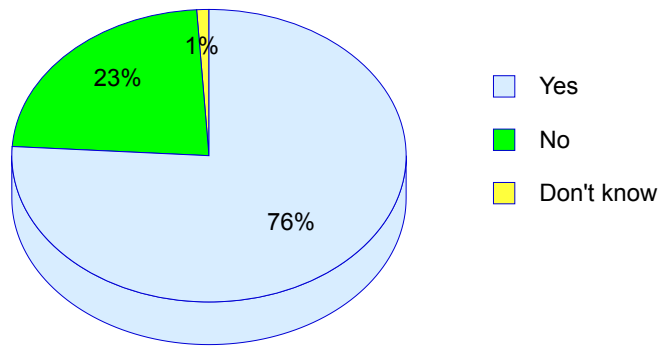
Rural residents are more likely, than Urban residents, to feel **dissatisfied/ very dissatisfied**.

I. EMERGENCY MANAGEMENT

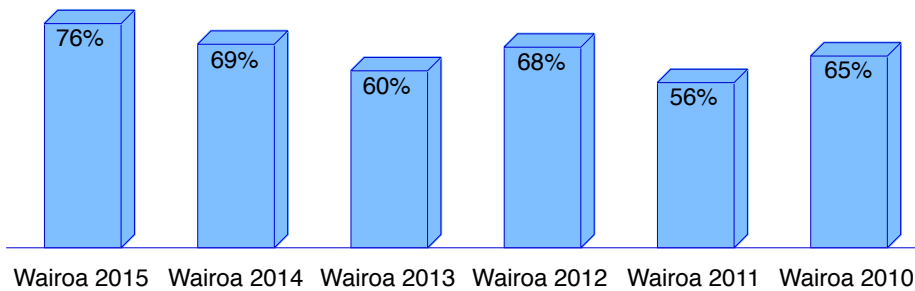
To be prepared for a Civil Defence emergency, households should have an emergency kit, which includes stored food, water, a radio, batteries and a torch, and also have an emergency plan of what to do. Bearing this in mind, residents were asked to say whether their household is prepared for a Civil Defence emergency.

i. Preparedness

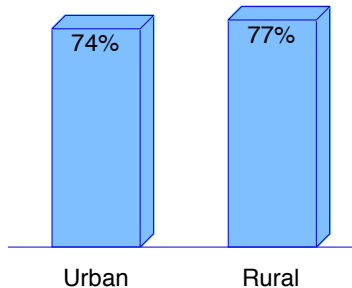
Overall



Percent Saying "Yes" - Comparison



Percent Saying "Yes" - By Area

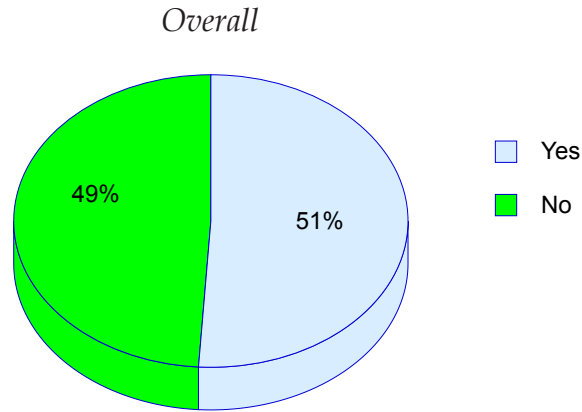


76% of residents say their household is prepared for a Civil Defence emergency (79% in 2014), while 23% say they are not (29% in 2014).

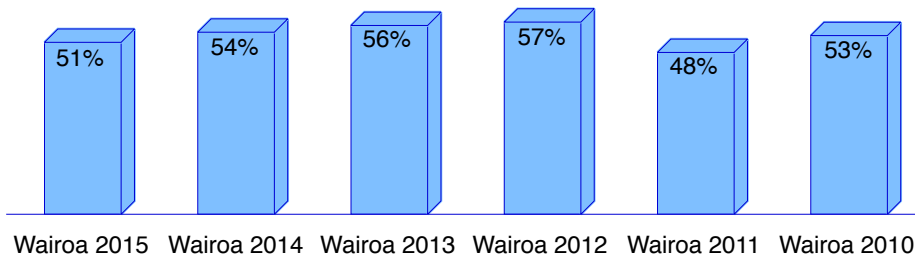
There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents who say 'Yes'.

ii. Awareness

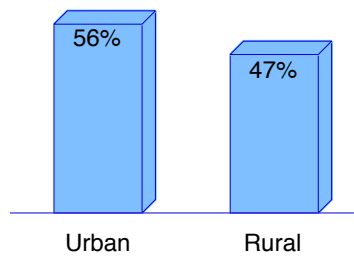
The Council has an ongoing education programme to encourage residents to prepare for a Civil Defence emergency. Are residents aware of this campaign?



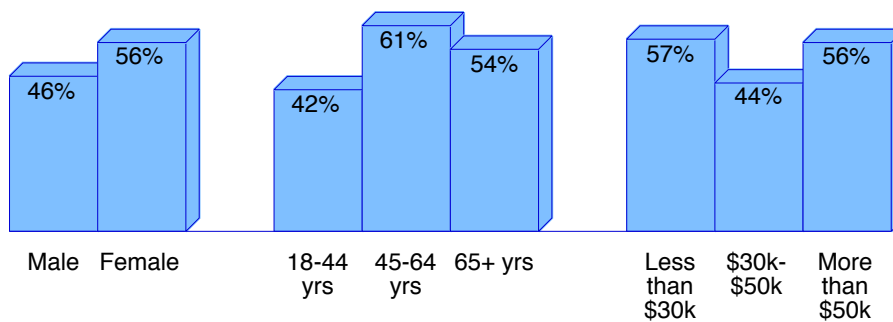
Percent Saying "Yes" - Comparison



Percent Saying "Yes" - By Area



Percent Saying "Yes" - Comparing Different Types Of Residents



51% of residents are aware of Council's campaign, while 49% are not. These readings are similar to last year's results.

There are no notable differences between Urban and Rural residents in terms of those residents who say 'Yes'. However, it appears that the following residents are slightly more likely to do so ...

- Urban residents,
- women,
- residents aged 45 years or over,
- residents with an annual household income of less than \$30,000 or more than \$50,000.

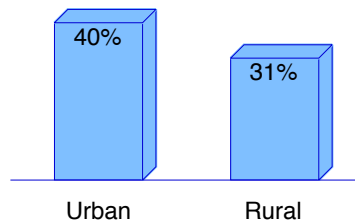
iii. Source Of Information

If residents had to get some Civil Defence information right now, where or who would they get this information* from ...

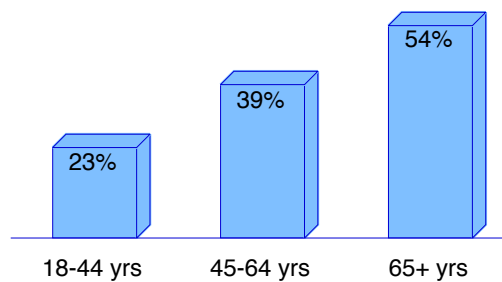
- by ringing/visiting the District Council office, mentioned by 35% of all residents,
- visiting a website/the Internet/looking online, 31%,
- the phone book, 24%,
- radio, 5%,
- fire brigade, 3%,
- family/friends/neighbours/other people, 3%,
- Civil Defence/Civil Defence staff, 2%,
- Police, 2%,
- TV, 1%,
- others, 2%,
- don't know, 6%.

* multiple responses allowed

Percent Saying 'By Ringing/Visiting The Council Office' - By Area



Percent Saying 'By Ringing/Visiting The Council Office' - Comparing Different Types Of Residents



35% of residents say that if they had to get some Civil Defence information right now, they would get this information by ringing/visiting the District Council, while 31% say they would visit a website/the Internet/look online.

Residents aged 64 years or over are more likely to say they would ring/visit the Council, than other age groups.

It also appears that Urban residents are slightly more likely, than Rural residents, to do so.

The other sources mentioned are ...

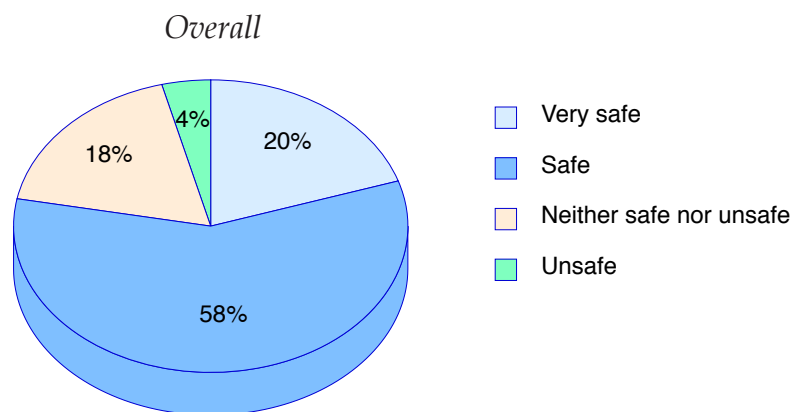
"Ambulance service."

"Search and Rescue Co-ordinator."

"Facebook."

iv. Feeling Of Safety

Residents were asked to say, with respect to the **Wairoa District only**, how safe they feel in their home and for their livelihood if a natural disaster strikes.



78% of residents feel very safe/safe in their home and for their livelihood, if a natural disaster strikes, while 4% feel unsafe. 18% say they feel neither safe nor unsafe (12% in 2014).

Residents more likely to feel **very safe/safe** are ...

- Rural residents,
- NZ European residents.

Summary Table: How Safe Do Respondents Feel?

		Very safe %	Safe %	Very safe/ Safe %	Neither safe nor unsafe %	Unsafe %	Very unsafe %	Unsafe/ Very unsafe %	Don't know %
Overall*									
Total District	2015	20	58	78	18	4	-	4	-
	2014 [†]	24	55	79	12	4	3	7	3
	2013	19	50	69	19	9	-	9	3
	2012 [†]	18	44	62	21	9	2	11	5
	2011	18	49	67	17	9	3	12	4
	2010	20	54	74	13	7	4	11	2
Area[†]									
Urban		19	48	67	(28)	5	-	5	1
Rural		22	(69)	(91)	7	3	-	3	-
Ethnicity									
NZ European		21	(68)	(88)	11	1	-	1	-
NZ Maori		21	49	70	23	6	-	6	1

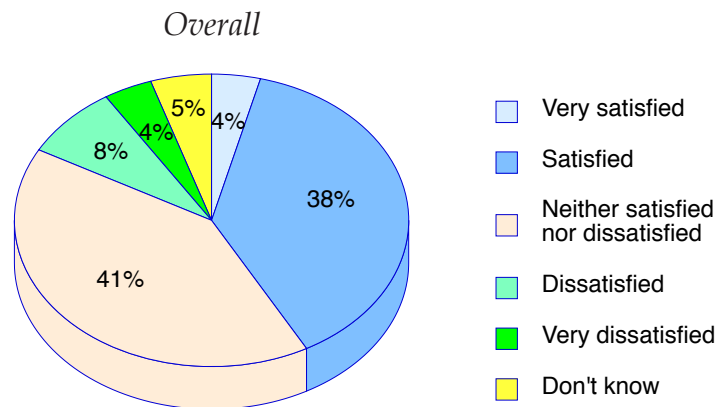
% read across

* not asked prior to 2010

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

J. COMMUNITY FACILITIES

Residents were asked to say how satisfied they are with the value for money Wairoa as a whole gets for the amount of rates spent on supporting community facilities and organisations.



42% of residents are very satisfied/satisfied with the value for money Wairoa, as a whole, gets for the amount of rates spent on supporting community facilities and organisations, while 12% are dissatisfied/very dissatisfied (17% in 2014). 41% are neither satisfied nor dissatisfied (28% in 2014) and 5% are unable to comment (14% in 2014).

There are no notable differences between Urban and Rural residents and between socio-economic groups, in terms of those residents **very satisfied/satisfied**. However, it appears that residents aged 65 years or over are slightly more likely to feel this way, than other age groups.

Satisfaction With The Value For Money The District Gets For The Amount Of Rates Spent On Supporting Community Facilities And Organisations

	Very satisfied %	Satisfied %	Very satisfied/ Satisfied %	Neither Satisfied nor Dissatisfied %	Dis- satisfied %	Very dissatisfied %	Dissatisfied/ Very dissatisfied %	Don't know %
Overall*								
Total District								
2015	4	38	42	41	8	4	12	5
2014	5	37	42	28	15	2	17	14
2013	5	45	50	36	6	1	7	7
2012	4	36	40	38	14	3	17	5
2011	5	46	51	24	13	4	17	8
2010 [†]	8	43	51	24	16	4	20	6
2009	8	42	50	25	13	3	16	9
2008	6	38	44	30	14	6	20	6
2007	4	35	39	25	27	2	29	7
Area[†]								
Urban	2	40	42	46	6	3	9	4
Rural	6	36	42	37	10	6	16	6
Age								
18-44 years	4	36	40	48	6	2	8	4
45-64 years	4	35	39	40	8	8	16	5
65+ years	5	46	51	30	10	3	13	6

% read across

* not asked prior to 2007

† does not add to 100% due to rounding

The 27 residents who are dissatisfied/very dissatisfied with the value for money Wairoa, as a whole, gets for the amount of rates spent on supporting community facilities and organisations, give the following main reasons* for feeling this way ...

- high rates/increases/high for services received/not value for money, mentioned by 53% of residents[†],
- other specific services/facilities needing attention/expenditure, 16%,
- spend more on promotion/attracting visitors, 14%,
- unnecessary spending/wasting money, 13%.

* multiple responses allowed

[†] the 27 residents who are dissatisfied/very dissatisfied (caution small base)

* * * * *

E. APPENDIX

Base by Sub-sample

	Actual respondents interviewed	*Expected number according to population distribution
Gender		
Male	99	105
Female	103	97
Age		
18-44 years	46	84
45-64 years	69	76
65+ years	87	42
Ethnicity*		
NZ European	106	97
NZ Maori	90	98
* two respondents specified their ethnicity as Pacific Islander, one as Asian and three as 'Other' (unweighted)		

* Post stratification (weighting) has been applied to adjust back to population proportions in order to yield correctly balanced overall percentages. This is accepted statistical procedure. Please also pages 2 to 4.

* * * * *

**WAIROA DISTRICT COUNCIL
COMMUNITRAK™ SURVEY APPENDICES
MARCH 2015**

WAIROA DISTRICT COUNCIL

COMMUNITRAK™ SURVEY

MARCH 2015

**APPENDICES OF
VERBATIM RESPONSES TO THE
OPEN-ENDED QUESTIONS**



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Q5b Major issues they feel residents should be consulted on

Rates issues / level of rates / rates increases / spending of rates money

- *"Increase in rates."*
- *"Cost of rates."*
- *"Anything to do with rates increases."*
- *"Businesses leaving because rates too high."*
- *"Rates – the cost. They don't cover enough for people out in the country. We don't get value for money in the country. We are covering the shortfall of the town dwellers."*
- *"Where is the rate money going."*
- *"Rate increases. What and how they are going to be spent."*
- *"Rate review and how they are being spent."*

Major projects / developments / major changes

- *"Any development not in general business."*
- *"Big construction projects."*
- *"Major projects."*
- *"Most issues of a significant nature."*
- *"Any major developments – rail development."*

Expenditure / major spending

- *"Major expenses that they are planning."*
- *"Anything that involves major expense."*
- *"Anything to do with expenditure that is "non-core" activity."*
- *"Any large financial commitments."*
- *"Anything that is really expensive."*
- *"Anything that requires spending a lot of money."*
- *"Any major expenditure plan."*
- *"Any major spending at all."*
- *"A major spend – not roading or sewage etc. Capital expenditure that hasn't been discussed before, eg, a new tourism venture that would have a major impact on rates and isn't in the District Plan already."*
- *"Anything that would cost the ratepayers a lot of money."*
- *"The Whakamahia project, explain and consult on the spending."*
- *"Money on gardens and lights on the bridge."*

Roading / footpath issues

- *"Major capital works, eg, roads, footpaths, etc."*
- *"Sealing of the road going down to the beach. This seemed a squandering of scarce resources (cash in particular)."*
- *"Roading, bridges – infrastructure."*
- *"Roading – the country roads – those that are not sealed. I visit in my job many areas and at times notice the country roads."*
- *"Tarsealed Whakamahi Road out to the beach, (Whakamahi). Spent money when we were happy (the locals). Should have consulted the residents. Quite unnecessary."*

Water supply issues

- *"Water."*
- *"Water systems."*

Stormwater / drainage issues

- "Drains."
- "Drainage."
- "Specifically clearing drains."
- "Filling in drains in Wairoa, eg, Sommerville Street, Hunterbrown Street. Need to fill in the drains."

Sewerage / wastewater issues / sewerage in Mahia

- "Redoing sewerage problems."
- "Changes to wastewater disposal in Mahia."
- "Significant infrastructure changes like the sewerage system."
- "Mahia's wastewater scheme. If you are paying \$12,000 - \$14,000 over and above the rates you should be consulted on an ongoing basis."
- "Sewerage at Mahia is a major issue."
- "Sanitation, major issue."

Community / health issues

- "Community facilities for the aged and for children."
- "Looking after the elderly."
- "Community Centre."
- "Problems and attitudes of young people. Consult re activities, plans for them."
- "Social development."
- "Health, eg, hospitals."

Amalgamation with other Councils / Hawkes Bay

- "Amalgamation of towns."
- "Amalgamation with Hastings, etc."
- "Amalgamation of the Councils in the area."
- "The amalgamation with Hawkes Bay. Against the amalgamation, will lose any direction at all if we amalgamate."
- "Amalgamation with the Hawkes Bay Council. Against amalgamation. Agree with Council about not amalgamating."
- "Amalgamation with Hawkes Bay is a big issue, not too keen at all. We would be lost."
- "Amalgamation with the other Hawkes Bay Councils."
- "The amalgamation of Hawkes Bay District Council with Hastings, etc."
- "Amalgamation of the Council with Napier/Hastings Council."
- "Amalgamation – very much against it."
- "Amalgamation – more information to electors and get more feedback."
- "Amalgamation – keep community informed."
- "Amalgamation – please inform us what is going on – keep in touch. Not for it."
- "Amalgamation – more information and then discussions."
- "Amalgamation – pros and cons on both sides of the debate – very tricky subject."

Environmental issues / rivers / waterways

- "Green issues."
- "Environmental capital works."
- "Opening up the Wairoa River Bar."
- "The Wairoa River. They said a while ago it was polluted due to the bar being blocked."

Attracting business/employment issues

- *"Economic development – demand consultation."*
- *"Leaving of business – Wairoa has deteriorated so much."*
- *"Getting businesses into town for employment purposes."*
- *"Bringing employment to Wairoa."*
- *"Unemployment – closing down of more shops."*
- *"Lack of employment in the whole district, both farming and manufacturing – timber mills, freezing works."*

Others

- *"Street lighting would be good."*
- *"Sale of company, QRS."*
- *"Resource Management Act."*
- *"How are you going to help out, eg, toilets at skateboard park."*
- *"Expo – change of name to Te Wairoa is a major, the town should be included in the final decision."*

Q6 Best ways for Council to consult with residents on District issues

Newspapers/newspaper articles

Newsletters

Surveys

Polls

Radio

TV

Letters

Pamphlets/brochures/flyers

- *"Put out a brochure that the community could reply to instead of just advertising in the paper that you can go to meetings. Cut off the bottom of the brochure and return to Council."*

Public meetings/huis

- *"Public meetings should be advertised at the Council offices and the agenda clarified."*

Public notices

Submissions

Personal contact/personal visit/phone call

Internet/website page(s)

Working parties

Referendum/public referendum/referenda

Emails

Others

- *"Campaigning."*
- *"Advertising."*
- *"Direct consultation with Maori."*
- *"Have focus groups to target consultation."*
- *"We want to do this – give us feedback and then go from there."*

Q11a Reasons why not very satisfied with the roads in the District

Poor condition/need maintenance/upgrading

- *"Not well maintained. General feeling that overall they are not being looked after."*
- *"Very poor quality generally, slow to repair."*
- *"Crap quality, Waihua Valley Road. Why are we paying rates when nothing is done?"*
- *"Our roads are poor, lack of servicing."*
- *"Insufficient maintenance and follow up with roading issues."*
- *"Satisfied overall but Possum Bend needs regular maintenance."*
- *"Hereheretau Road, slump near bridge needs fixing."*
- *"Wairoa town streets not up to standard."*
- *"Taking too long to fix our roading around Mahia Peninsula."*
- *"Frasertown, Bracken Street, made two complaints, no action taken. Very unhappy."*
- *"Nuhaka River Road inaccessible by vehicle to the residents. This has been the case for three years."*
- *"Brownlie Road, Frasertown, hasn't had metal for years. Very bad condition, doesn't get serviced."*
- *"No metal on our road, Titirangi Road."*
- *"Hereheretau Road is in such poor condition that trucks cannot get to us without help from our bulldozer in wet weather."*
- *"Farming districts are unsealed, should be better maintained."*
- *"Concerned about Nuhaka to Mahia Road, has taken a long time to fix, trouble with the bridge, Opoutama/Mahia road."*
- *"Waihi Road needs work."*
- *"Maintenance of metal roads."*
- *"Some roads are shocking, eg, Titirangi Road."*
- *"Unsealed need more attention for the safety of both locals and motorists."*
- *"Need to address River Road urgently. Road slipped three years ago, please fix."*
- *"Maromauku Road, poorly maintained and never enough metal."*

Roads not graded enough

- *"Hereheretau Road needs more grading."*
- *"Poor grading."*
- *"Waihua Beach Road, graders haven't been for a long time."*
- *"Rangiahua (gravel), the grading is very poor and we get problems."*

Problems with flooding/poor drainage/open drains

- *"Elevated roads causes run off flooding when it rains, Apatu Street."*
- *"Trying to fix culvert at Mahia, East Coast Road, towards Whangawehi. Seems to have taken forever, needs more attention."*
- *"In front of our place the water drains off the road onto our section, Lucknow Street."*
- *"Uripidi Road, culvert blow out. Told Council it would be a disaster. Council has agreed there is a problem but "nothin ain't happened". Little issues get much worse if they are left unattended."*
- *"Rangiahua – water flow, poor camber."*
- *"Slush today with rain – farm road near Frasertown."*

Potholes / rough / uneven / bumpy / corrugations

- *"At the Morere hill there is a stretch of uneven, lumpy tarseal. Also between Nuhaka and Blacks Beach."*
- *"Potholes almost everywhere."*
- *"Country roads full of potholes – metal road off SH38."*
- *"Our road, Tahaenui Road, bad potholes in winter."*
- *"Lucknow Road, potholes along the edge."*
- *"Potholes in lots of Wairoa town streets."*
- *"Titirangi Road, corrugations are horrific, has been the worst I've known it in 10 years."*
- *"Waihi Road, corrugations on road causing stock trucks to get stuck."*
- *"Titirangi Road, the corrugation is really bad."*
- *"Lots of potholes."*
- *"Waihua Beach Road, locals filling in potholes!!"*
- *"Rangiahua – potholes."*
- *"Maromauku Road, potholes."*

Poor quality of work / roads not fixed properly

- *"They use amateurs who do a terrible job of fixing them, eg, Tahaenui Road."*

Unsealed roads / need tarsealing

- *"Pretty much all metal roads in the district."*
- *"Hereheretau Road needs sealing."*
- *"Unsealed roads, dust problems."*
- *"Metal road – should be sealed."*
- *"Farming districts, not tarsealed."*
- *"We are on a gravel road and for the last 10 years we have been on the list for an upgrade but nothing has happened. It has become a health issue, the dust causes asthma."*
- *"Gravel road – Mill Road."*
- *"Awamate area, roads not sealed, lots of rates from this area, could be used."*
- *"Why Whakamahi Road sealed when others not sealed?"*

Lack of footpaths / no footpaths for children to use / uneven paths

- *"We need roads at Mahia to have footpaths to cope with summer pedestrian traffic."*

Verges overgrown / vegetation overgrown

- *"Verges are poorly maintained, Ruataniwha Road, looks bad, poor presentation of the district."*
- *"Overgrown grass verges, Waihua Valley Road."*
- *"Rangiahua Road area, vegetation overgrown roads. Bad way at present for all vehicles. Unsafe."*
- *"Sides mown only once a year. Things hang over road – obstruction. Haliburton Road, Wairoa."*
- *"4½ kms of shingle, asked for roadside mowing, not completed, near Frasertown."*

Too many trucks / issues with trucks

- *"Waihi Road, stock trucks are making it worse."*
- *"Titirangi Road, trucks and trailers can't get up the hill."*
- *"Logging trucks on Hereheretau Road."*
- *"Need more attention where logging trucks travel."*

Others

- *"Lots of trees, goats, horses on the road in winter, Te Reinga, we need to carry a chainsaw."*

Q11b Reasons why not very satisfied with the reserves and sportsgrounds

Need more venues

- *"More facilities for major events. Big stadium type venues."*

Need better upkeep / more maintenance

- *"The park opposite Café 287 is not being tended to properly, unpleasant to sit among cut long grass clippings."*
- *"Nothing ever gets done."*
- *"They are all poorly maintained, not kept free of litter."*
- *"The maintenance of river areas, on the right hand side towards rivermouth, needs a bit of a clean up."*
- *"Playground in Tuai is not good, equipment is not in good repair. Have complained to Council – not safe for children/anybody."*

Improve areas / need more facilities

- *"Down on riverbank, why is there not more facilities at playground, eg, toilet, picnic area?"*
- *"Not one rubbish bin in the Koupu Road, Wairoa. Freedom camping, has no toilets, no rubbish bins, rubbish being dumped."*
- *"Lambton Square, they tore down the stand and now there is no shelter for spectators."*
- *"Playgrounds – childrens' playground at end of McLean Street and Mitchell Road, please upgrade."*

Others

- *"Swimming pool more often than not, not heated."*
- *"Nuhaka Domain, trees were cut down when one new resident who never uses the Domain, complained about them."*
- *"Clyde Domain, eg, sits there not getting used. Could be found another use for it."*

Q11c Reasons why not very satisfied with the refuse disposal and landfill management

Cost/too expensive/rates should cover

- *"Paying too much for this service."*
- *"Too expensive, causing roadside dumping of rubbish."*
- *"Don't use it because it is expensive."*
- *"Ratepayers should not be charged for rubbish disposal."*
- *"Good service but very expensive in Mahia/Wairoa area."*
- *"Very expensive."*
- *"We pay rates and on top of that we pay an extra fee for refuse collection. As a result there is a lot of roadside dumping in the Mahia/Nuhaka area."*
- *"\$498 for the landfill comes out of my rates. When we use the landfill to dump rubbish we have to pay extra."*
- *"Object to the charging for rubbish removal when we are already paying high rates."*
- *"Too expensive in Wairoa."*
- *"Cost of going to it, Wairoa."*
- *"We have to pay to use the dump even though we pay rates for rubbish."*

Opening hours not convenient

- *"Opening hours are restrictive."*
- *"They don't open till 11am in the morning."*
- *"Opening hours are not convenient for many rural people. There should be a survey to see what would suit rural people."*
- *"Hours should be longer. 11am is too late to open."*
- *"Feel this is due to the sub-contractors, eg, opening hours."*
- *"Opening should be at 8am. QRS are there at 7am so why not!"*

Bags too small/poor quality of bags

- *"Not happy with thin rubbish bags."*
- *"The capacity of the bags and also you can't get the bags from the supermarket."*

Improvements needed at landfill

- *"Eyesore and could be managed better – not user friendly."*
- *"Need to change the flow of traffic, eg, entry point onwards."*
- *"Needs to have a big clean up beside recycling area – messy."*
- *"Smell."*
- *"Loose paper is blown up into the hills. No paper screens available."*

No facilities for our rubbish

- *"Mahia should have somewhere as rubbish gets dumped at roadsides."*
- *"We have no facilities for our rubbish."*

Cost of bags/bags too expensive

- *"Not happy with expensive rubbish bags."*
- *"Bags are expensive."*
- *"Country people are paying too much for refuse collection, one bag is \$7.00. This is too much."*
- *"The roadside bag collection is expensive for their capacity in the whole district."*

Recycling service

- *"Not all recycling is collectable."*
- *"No big bins that we can put bottles etc in for recycling in this area – Haliburton Road, Wairoa."*
- *"They have made it too scientific – people should do own recycling."*

No rubbish collection

- *"Although I don't get it collected I still pay for it."*
- *"No service but pay in rates. Good job at recycling centre."*
- *"Valley Road, just outside urban boundary, miss out on rubbish collection."*
- *"Rather have kerbside pick-up and pay more rates."*

Others

- *"Appalling in summer where there are no bins in popular areas yet freedom campers taken care of."*
- *"Not collecting often enough – only once a week."*

Q11d Reasons why not very satisfied with the control of dogs

Too many roaming dogs

- *"Roaming dogs in Wairoa town."*
- *"Lots of roaming dogs in whole of Wairoa."*
- *"Wandering dogs in Black Street, especially at night."*
- *"In Tuai and Piripaua, dogs wandering, mainly strays."*
- *"Pitbulls running loose through town."*
- *"At night there are dogs roaming everywhere (12.30am) – does anybody care!!"*
- *"Osler Street in Wairoa, lots of wandering dogs."*
- *"Too many roaming around in Sommerville Street, Wairoa."*
- *"North Clyde and Eastern side of Wairoa, always problems with roaming dogs."*
- *"Roaming dogs on the Marine Parade."*
- *"Wandering dogs at night, Hunterbrown Street."*
- *"Everywhere through town, wandering dogs."*
- *"Lots of strays, Karaka Street."*
- *"Too many dogs loose and it has stopped me going out walking around Wairoa."*
- *"Marine Parade, Apatu Street, lots of roaming dogs."*
- *"Our walkways are used for unleashed dogs."*
- *"Dogs wandering in parts of Clyde Road – around a lot. Lots of dogs in Wairoa."*
- *"There are some strays in Frasertown."*
- *"Too many roaming dogs, pinching food from pig bucket. Phoned but dogs have gone."*
- *"Down Apatu Street there are always dogs roaming but we call the dog ranger and he comes out immediately."*
- *"Lucknow Street, there are always dogs running all over the place."*
- *"Too many stray dogs everywhere. Cannot walk along walkways without being annoyed by dogs."*
- *"Too many roaming dogs, generally around Mahia."*
- *"Too many dogs loose everywhere in town."*
- *"Still dogs roaming at night."*
- *"There are dogs roaming at night when the rangers are not working."*
- *"Dog rangers try but a lot running loose."*
- *"Far too many dogs wandering the streets and reserves."*
- *"Dogs roaming in Wairoa township."*
- *"Victoria Avenue and netball courts in Wairoa, roaming dogs."*
- *"At night there are often roaming dogs."*
- *"I have stray dogs come to my house in Apatu Street, rip my rubbish bags up."*

Dogs barking

- *"North Clyde and Eastern side of Wairoa, barking dogs."*
- *"Many barking dogs, Clyde Road/Osler Street area."*
- *"Our neighbour's dog barks a lot at night. They have had many reprimands but the din goes on. Ranger attended and listened but the dog still barks."*
- *"In the past year there have been incidences of dogs barking at night."*

Dangerous dogs / danger to people / feel unsafe

- *"Have heard a dog attacked friend's dog."*
- *"They worry sheep occasionally, McLean Street and Apatu Street."*
- *"Walkers have to walk with a large stick."*
- *"There are some strays in Frasertown that are aggressive."*
- *"There are always stray dogs that are prone to attacking people, everywhere around town."*
- *"Our walkways are used for unleashed dogs, many dangerous and they should be muzzled or on a leash. Too many bad dogs."*
- *"Lady's dog mauled on leash, other dog killed it and they gave it back to the owners."*
- *"Sheep worry – killings at lambing time - caught the dogs and turned them over to the Council, Council returned them to their owners."*
- *"A lot of dangerous dogs to look after houses. This is necessary and they are not tied up. People are getting hurt by these dangerous dogs, right through the district."*
- *"Bad dogs in town."*
- *"In the past year there have been incidents of dog attacks."*

Need more control / enforcement / policing / need to be stricter

- *"Not very well run."*
- *"A lot to be desired."*
- *"Could be better managed in Tuai and Piripaua."*
- *"The Council is not doing their job properly."*
- *"Roaming dogs are not sorted out."*
- *"The dog rangers don't have the authority to actually remove stray animals. They can only give a warning."*
- *"Animal lovers but too many dogs running wild without collars and hungry - this is an issue that needs to be addressed more seriously than in the past."*
- *"I see some improvements but I think the only thing that will make it work is owner registration."*

Owners are not responsible

- *"People have to be in control of their dogs and they are not."*
- *"Neighbour's let their dogs loose at night – Rutherford Street running onto Lahore Street."*

Dogs fouling

- *"They "crap" over the lawns – McLean Street and Apatu Street."*
- *"Apatu Street – poo on the lawn."*
- *"At night they shit all over the lawn."*

Unregistered dogs / dogs with no collars

- *"Too many dogs unregistered."*
- *"Unlicensed dogs."*
- *"Too many dogs without collars."*
- *"Some dogs without collars."*
- *"Everywhere through town unregistered dogs."*
- *"Unregistered pitbulls running loose through town."*

Rangers could do a better job / need more rangers

- *"Whole area, keep a sharper look out."*
- *"Lack of visibility of staff, dog rangers, in the district overall."*
- *"Need more dog rangers, Victoria Avenue and netball courts."*
- *"Dog control man hard to get hold of."*
- *"I don't like the dog rangers."*
- *"I get hassled about my dog which is locked up."*
- *"One dog ranger is targeting pitbulls unfairly. Other dogs not targeted. Other rangers are okay."*
- *"I have never had the Dog Control Officer call in – never checked micro chips."*

Registration fees too high / nothing in return

- *"What do they do? Really high registration fees with nothing to show for it. They don't do anything."*
- *"Registration is far too expensive."*
- *"Dog registration fees are too bloody high by a mile."*

Poor service from Council / inefficient

- *"Council have not been forthcoming. My last contact with them I was told they would ring back. Last I heard. Very poor."*
- *"I went to register my two dogs. They were both registered by me but only one was recorded in the system and I got billed \$300."*

Others

- *"Too many rangers."*
- *"Did have problems in the past, getting better."*

Q11e Reasons why not very satisfied with the control of livestock

Cows/sheep on the roads/roaming

- *"Straying calves just recently. Could be a danger on the roads in Tuai."*
- *"Cattle have to be removed from the roads at night. Danger to motorists."*
- *"In Mahia, on roads, cows and sheep wandering day and night, can be quite dangerous driving at night."*

Goats on the roads/roaming

- *"Goats are a hazard and they jump out of the grass on our road."*
- *"Lots of goats."*
- *"Goats roam and live on the side of the road, SH2, Wairoa. Often causing accidents with vehicles."*
- *"Goats on the road, especially at night."*
- *"Goats in particular are getting out between Wairoa and Gisborne, all over the place."*
- *"In Mahia, on roads, goats wandering day and night, can be quite dangerous driving at night."*

Horses on the roads/issues with horses

- *"Horses have to be removed from the roads at night. Danger to motorists."*
- *"Straying horses just recently. Could be a danger on the roads in Tuai."*
- *"I saw a horse a while ago and the police were trying to get it off the road. It was around Mahia Avenue, going onto SH2."*
- *"Terrible, too many horses out on the road. Somebody was told they would have to pay for truck to get it off."*
- *"Too many horses in the township, wrecks grass, sides of roads and footpaths."*
- *"Horses being ridden on the riverbank, spoils the grass etc as is a feature of the town."*
- *"Lots of horses."*
- *"Horses on the road, especially at night."*
- *"In Mahia, on roads, horses wandering day and night, can be quite dangerous driving at night."*
- *"Horses leaving droppings on footpath of bridge in Wairoa."*
- *"Horses being ridden in the town."*
- *"Horses tied up in back yards."*

Stock on the roads/fencing not maintained

- *"Stock getting onto the road is a hazard for motorists. The boundary fences are not maintained properly – all areas."*
- *"Accidents on the roads involving uncontrolled stock."*
- *"Too much livestock on some country roads in the Wairoa District."*
- *"Nuhaka area – stock on roads."*
- *"Farmers don't look after their fences, all over the district."*

Need more control/more stock rangers

- *"We need a bylaw to prevent horses being ridden in the town."*
- *"Whole area- keep a sharper look out."*
- *"Council has reduced the number of staff (rangers) controlling stock."*
- *"Not enough rangers. They need more than one, at least two stock rangers."*

Q11f Reasons why not very satisfied with stormwater drainage

Flooding / surface flooding

- *"Opoutama area and Kaiwaitau Road area, when it rains heavily it strands people in. Tends to flood easily."*
- *"Has been a big problem in our area, Whakaki. A lot of flooding."*
- *"Hedley Place, flooding occurs."*
- *"All over Wairoa, flooding."*
- *"Marine Parade, normally floods."*
- *"It floods sometimes around the main road, Mahia."*
- *"We are in a rural area, Council have not helped us with our flooding when heavy rain."*
- *"In low lying area so get surface flooding, no kerb and channelling on road, McLean Street."*
- *"Kowhai Place floods very readily."*
- *"Flooding in the Mahia/Nuhaka area. School buses and cars can't operate due to flooding."*
- *"Heavy rain causes flooding in Kabul Street."*
- *"When there is heavy rain it floods at Nuhaka near the railway line."*
- *"Floods occur from time to time in Mahia, especially with heavy rain."*
- *"Flooding around town, especially Lucknow Road and Mitchell Road."*
- *"The cemetery gets flooded."*
- *"Problem at Mahanga Road with flooding."*
- *"In Tuai water comes downhill and floods house sections."*

Drains get blocked / need clearing / cleaning out / maintenance

- *"We have drains that need cleaning out in the Mahia/Nuhaka area."*
- *"Marine Parade, gutters blocked up."*
- *"All over Wairoa, drop of rain and drains clogged up. Need clearing regularly."*
- *"Leaves fall down and around in Rutherford Street, Wairoa but no sweeping of gutters is done. When cyclone was coming, no one checked the drains."*
- *"End of our street, rotten ROW, rubbish collects at the bottom culvert and gets blocked up and goes into the lake. Should be cleaned out more often."*
- *"North Clyde, drains are blocked with leaves. Need more regular clearing."*
- *"In the Autumn when leaves fall and people too are careless with rubbish."*
- *"Osler Street and Lucknow Street drains need clearing."*
- *"Kitchener Street/Clyde Road, lack of cleaning of drains. Already been asked to do so in last 12 months, (Council that is)."*
- *"Clyde Road, Kitchener Street, drains need digger through them – not cleared for years!! At least six to seven years. Having to clear them ourselves. Disgrace."*
- *"Drains on our road need to be sprayed and dug out more often and more targeted in the problem areas."*
- *"Waihua area could be better, needs more clearing."*
- *"Leaves a lot to be desired, Waihua Beach Road not been cleared for a long time."*
- *"Kitchener Street, drain needs regular clearing and spraying for weeds."*

Poor drainage / inadequate system / needs attention

- *"Water is flowing the wrong way in Kitchener Street and near the hospital down to McLean Street. A lot of water is lying stagnant – no flow."*
- *"In Black Street the water builds up because the drainage system can't keep up with it."*
- *"Infrastructure not up to par."*
- *"Have rung Council to have this problem fixed and so far have only had promises, no action, Lucknow Street."*
- *"Where I live, Ruataniwha Road the ditches overflow and don't drain away."*
- *"When it rains by Clyde Road, by AFFCO, by Hunterbrown Street, the drains just don't cope. Council should do something about it."*
- *"We have water running uphill in the Mahia/Nuhaka area."*
- *"Problem at Mahanga Road – outlet higher than the drain and hopeless."*
- *"Drains become full very quickly, not very good."*
- *"Water build up in Robert Shortt Street, Hedley Place."*
- *"Osler Street and Lucknow Street need attention."*

Issues with open drains

- *"Footpaths not good – on North Clyde side towards AFFCO, open drain."*
- *"Drains on our road, Mitchell Road, are open drains and weed infested so restricts flow of water."*
- *"Kitchener Street, we must cross at open drain which Council cleans up once or twice a year. These need covering."*
- *"Open drains, very deep, full of rubbish and stagnant water. These should be covered like we are required to with our swimming pools."*
- *"Open drain in Kitchener Street."*
- *"Would like table drains covered over."*
- *"Some large open drains should be filled in, at least some parts, every year. Have to fence pools but deep drains open."*
- *"Open drains down major streets, eg, Apatu Street and others."*
- *"Nuhaka – open drains, please maintain."*

No stormwater drainage

- *"On houses side, no drainage – Freyberg Street towards AFFCO."*
- *"No stormwater drainage in Kahawai Street, Mahia."*

Others

- *"A lot of this gets put in the too hard basket by Council and this leads to problems."*

Q11g Reasons why not very satisfied with Civil Defence, ie, emergency management

Concerns about sirens / alarm systems / tsunami warnings

- *"Same siren used for many purposes. Could we have one distinct sound for Civil Defence?"*
- *"There is no set pattern to warn people about emergency, eg, sirens (not fire)."*
- *"Nothing in place for Tsunami warning."*
- *"Could be more pro-active with system for early warning."*

Need more information / don't hear anything / more public awareness

- *"Lack of communication with residents on an ongoing basis in our region – Wairoa."*
- *"Not very out there."*
- *"More advertising on the radio about emergencies is necessary. Not just the local station."*
- *"They don't contact us in rural areas at all."*
- *"Please update with the community of progress and availability."*
- *"It would be better if we were better informed. More specific targeted information is required, eg, to medical professionals."*
- *"Do not hear much from Council."*
- *"Civil Defence supposed to contact regarding current storm – haven't heard a thing."*
- *"During emergency re Cyclone Pam, very little comment from Civil Defence."*

Could do more / better

- *"Could do more for people in Wairoa. Coastal town, more potential problems."*
- *"They are not getting onto it. Need more personal interaction in the community, not just the newspaper campaign."*
- *"Poor all round."*

Others

- *"In the event of a disaster we would not have phones, no cell phone reception and radio contact is totally absent."*

Q16 Who they approach first when they have a matter to raise with Council

Contact a Councillor

- *"Generally because of a project I'm working on with the Council."*
- *"Big issues."*
- *"To get advice."*
- *"Roading or unsatisfactory work."*
- *"If it was an issue."*

Contact the offices

- *"For building permits and things like looking at a piece of road that is becoming an issue and overhanging trees because I'm a transport contractor."*
- *"Services."*
- *"To enquire re rates or dog business."*
- *"Minor issues."*
- *"If it was administrative in nature."*

Q20a Reasons why they were not very satisfied when they contacted the Council by phone

No response

- *"They didn't respond."*
- *"We had a meeting at home, our Marae, Whakaki, and asked them to come down and we got no response. They couldn't even remember the appointment – Town Engineer."*
- *"We got no response to our issue."*

Lack of action/slow to act

- *"They didn't action my complaint."*
- *"Drains and roading in Clyde/Kitchener Street, did not do anything about it."*
- *"My complaint was not actioned and passed onto other staff. Nothing done yet. Re Tuai Hall. I hold the keys."*
- *"They did nothing and there was no follow up."*
- *"No action was taken."*
- *"They pass the buck and do nothing at all."*
- *"Noise control and nothing done after five phone calls."*
- *"I called about our road, Titirangi Road, and it took three calls to get the problem (deep mud) resolved."*

Hard to contact / don't get back to you

- *"Got the run around."*
- *"No one rang me back and had to ring twice more."*
- *"Four phone calls and never had a reply from Building Inspector."*

Others

- *"My dog ran away. Was in pound for three days without being contacted, Wairoa."*

Q20b Reasons why they were not very satisfied when they contacted the Council in person

Poor attitude / unhelpful

- *"Satisfied with initial contact. Disappointed with follow-up and response."*
- *"Got the run around."*
- *"They said they were too busy to attend to our issue – drainage and flooding at Whakaki."*

Lack of action

- *"Both times we have been passed onto the Engineer or whatever and nothing happens but they insist they are onto it."*
- *"Did not do what they said they would."*
- *"The issue I raised was put in the "too hard" basket and nothing was done."*
- *"They said they would get onto it but they didn't."*

Never heard back / no feedback

- *"Took sample of weed/fungus in to Council and never heard back."*
- *"Still not got back re Tuai Hall. Empty promises."*
- *"Filled in the form and again was not acknowledged."*
- *"Never had a follow up to a suggestion."*
- *"No feedback on the issue raised."*
- *"Did not follow up."*

Others

- *"They don't do well in specific areas – building consents."*
- *"To do with building consents – few issues."*
- *"I wanted to see CEO but he was unavailable for too long."*
- *"I went in to register both my dogs but only one was recorded in the system and I got billed \$300."*

Q20c Reasons why they were not very satisfied when they contacted the Council in writing

Lack of action/not acknowledged

- *"They didn't action what was in my letter."*
- *"Clyde/Kitchener Street – collected form re drainage and filled in form – still no action!!! Dreading heavy rain."*
- *"After writing, got interview re poor standard of Possum Bend but nothing really has been done."*
- *"Filled in pink form and again was not acknowledged."*

Others

- *"They should have the same rules for everyone."*
- *"A vague reply."*

Q20d Reasons why they were not very satisfied when they contacted the Council by email

100% Hand Tab

- *"Unprofessional – did not reply to our emails."*
- *"Said they had no submissions yet. I had sent email about the dust on road."*

Q22 Where, or from whom, they saw, read or heard about Wairoa District Council news and events

Newspapers / newspaper articles

Radio

Wairoa in Focus

Email

Website

Posters

Personal contact

From other people / hearsay

Not aware of any / no information provided

Social media - Facebook

Others

- *"Wairoa Horizon Trust."*
- *"Council mail outs."*

Q24 How they access the internet at home

a. Phone line

b. Cellphone

c. Farmside Satellite

d. Microwave with Gisborne Net

e. Others

- *"Evolution wireless." (x 2)*
- *"Evolution satellite."*
- *"Broadband."*
- *"Broadband and WiFi."*
- *"WiFi."*
- *"Slingshot."*
- *"Trustpower."*
- *"Trustpower/Connect."*
- *"Laptop."*
- *"My tablet."*
- *"iPad."*
- *"T-stick."*
- *"Airlink from Xtra."*

Q34 If they needed some Civil Defence information right now, where or who they would get this information from

The phone book

By ringing/visiting the District Council office

Visiting a website/the internet/looking online

Police

Fire Brigade

Civil Defence/Civil Defence staff

Family/friends/neighbours/other people

Radio

TV

Phone 111

Booklet

Others

- *"Ambulance service."*
- *"Search and Rescue Co-ordinator."*
- *"Facebook."*

Q36b Reasons why they are not very satisfied with the value for money Wairoa District, as a whole, gets for the amount of rates spent on supporting community facilities and organisations

High rates/high for services received/not value for money

- *"We get the services but we are paying way more in rates than, eg, Taupo or Napier. Our homes are cheaper than elsewhere too and don't reflect the cost of the rates."*
- *"No value for money. We are still paying rates on Maori land and not getting all the services covered by the rates."*
- *"Wairoa rates are high in comparison to other towns yet not the same quality of services."*
- *"We have land at Waihua (98 acres) and on that land we are paying the same rates as in town although we have no amenities at Waihua."*
- *"It's a pure rip-off. Why are we paying money for land and houses we already own?"*
- *"We pay huge rates for what we get in the community. We pay city rates for rural living."*
- *"Services that are provided are the same as three years ago so nothing extra has come from higher rates."*
- *"High as rates for water, sewerage facilities that we don't get – Mahia."*
- *"I live in a rural community and we have no recreational amenities, eg, parks."*
- *"Cannot see where the rates money is spent and as they are high it is difficult for the elderly."*
- *"Our rates break down indicates that the rates cover facilities that we do not use in the country. We only have our verges mowed twice a year. In general we are not getting value for money at Nuhaka. However senior citizens get a generous discount but you have to apply for it, it is not automatic, nor is this communicated to the public."*
- *"Pay a lot of money for rates in Mahia but no footpaths, no drainage."*
- *"We are not getting value for money, we don't get any services, eg, mail, rubbish as town dwellers get. They pay a lot less in rates in town as well."*
- *"Farm rates are high and get no services."*

Lack of facilities/activities for youth

- *"We have no skateboard parks."*
- *"Sporting ground (rugby field) is usually locked and children taken off the grounds."*

Spend more on promotion/attracting visitors

- *"The promotion of things, events and the area in general."*
- *"Could be more money spent on things to attract visitors to Wairoa."*

Improve roading

- *"Roading – have to plead to get graded."*
- *"The road, Titirangi Road, is not regularly maintained."*
- *"Roads are inadequate."*

Other services/facilities needing attention/expenditure

- *"We should have town supply water."*
- *"Whakaki still has a huge flooding problem."*
- *"Lack of management towards the Council facilities in Tuai. We have to keep asking for help to upgrade facilities but getting nowhere."*
- *"Skateboard park – wonderful place, lots of kids use it but no toilets!! Please provide."*
- *"Ground between Gisborne/Nuhaka Road and riverbank at Morere, residents wanted to create reserve, walkway, sculpture garden but no funding allocated."*

Unnecessary spending/wasting money

- *"Some money spent on things not needed. Incorrect prioritising."*
- *"Don't know where the money has gone to. Too much money has gone into Council's pockets, that is Mayor and Councillors."*
- *"Much of the rates go to community organisations instead of them funding themselves."*
- *"Far too much money being spent on unnecessary things."*

Others

- *"Difficulty with the cash flow at present in the world."*