



Report

TO: Assets/Infrastructure Committee
FROM: Blair Jamieson
DATE: 9 July 2019
SUBJECT: 2019 Annual Residents Survey – Summary
FILE: 5-FR-1-2

TABLED DOCUMENT
Tabled At: Assets/Infrastructure
On: 11 July 2019

1 Introduction

- 1.1 This report summaries information gathered from the 2019 Annual Residents Survey.
- 1.2 281 individuals submitted to the 2019 Annual Residents Survey, this excludes 62 submissions that contained no responses; being either spam or respondents submitting for the purposes of the prize.
- 1.3 The Assets/Infrastructure Committee will receive a full report at its next meeting that includes the necessary remedial/improvement actions set over the 2019/2020 financial year.
- 1.4 Due to the request that the 2019 Annual Residents Survey acquire site specific - satisfaction level responses, a portion of the results won't be directly comparable to the results of previous years.
- 1.5 A copy of the 2018/2019 results in summary tables have been included, see Appendix 1. These results detail the site specific - satisfaction level responses requested.
- 1.6 Submitters who have provided specific requests for improvements, or notified staff of issues that need to be addressed will processed via the fix it form or passed to the relevant manager, upon review.
- 1.7 The relevant sections of the Residents Survey that relate to the Assets/Infrastructure Committee are:
- Roading and Footpaths
 - Community and Leisure Facilities
 - Sports Fields, Parks and Reserves
 - Three Waters

2. Summary of Responses

2.1 Roothing and Footpaths

The following table reflects the outcomes of the Annual Resident Survey from 2016-2018 for Roothing and Footpaths.

Roothing and Footpaths	Better than last Year	About Same	Worse	Don't Know
2016	13%	68%	14%	5%
2017	22%	65%	2%	16%
2018	16%	59%	20%	4%

Following the revised questions, the outcome of the 2019 Annual Resident Survey for Roothing and Footpaths are as follows:

Roothing and Footpaths	Satisfied	Dissatisfied	Unsure
2019	67.0 %	28.3 %	4.7 %

The respondents ranked the following issues as top concerns for Council consideration (noting multiple choice was permitted):

Issue	Dissatisfaction Percentage
Road Seals - poor quality/needs updating	47.9 %
Pothole Maintenance - too slow to fix/poor fixes	46.6 %
Potholes - unfixed/left neglected	41.1 %
Road Quality - bumpy/damaged/dangerous	41.1 %
Road Quality - heavy vehicle damage	37.0 %
Footpaths - poor quality/needs updating	37.0 %

2.2 Parks, Sports Fields, Campgrounds, Cemeteries, Playgrounds and Open Spaces

The following table reflects the outcomes of the Annual Resident Survey from 2016-2018 for these areas.

	Better than last year	Same	Worse than last year	Don't know
2016	12%	66%	6%	16%
2017	18%	63%	2%	16%
2018	18%	65%	3%	13%

Following the revised questions, the outcome of the 2019 Annual Resident Survey for these areas are as follows:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Parks/Open Spaces	24.9 %	54.8 %	15.2 %	4.1 %	0.9 %

Sports Fields	13.2 %	53.8 %	31.6 %	1.4 %	0 %
Playgrounds	6.7%	42.0 %	40.4 %	6.2 %	4.7 %
Cemeteries	15.4 %	37.8 %	44.3 %	2.5 %	0 %
Campgrounds	7.3 %	15.3 %	74 %	2.7 %	0.7 %

For a summary of the responses and commentary on the Districts Parks, Cemeteries, Sports Fields, Campgrounds, Playgrounds and Open Spaces, please see pages 10-19, ([Appendix 1](#)).

2.3 Public Toilets

The following table reflects the outcomes of the Annual Resident Survey from 2016-2018 for Public Toilets.

Public Toilets	Better than last year	Same	Worse than last year	Don't know
2016	10%	51%	10%	30%
2017	7%	66%	11%	17%
2018	9%	67%	8%	16%

Following the revised questions, the outcome of the 2019 Annual Resident Survey for Public Toilets are as follows:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Public Toilets	9.4 %	42.0 %	32.1 %	12.3 %	4.2 %

For a summary of the responses and commentary on the Districts Public Toilets, please see pages 14-16, ([Appendix 1](#)).

2.4 Public Libraries

The following table reflects the outcomes of the Annual Resident Survey from 2016-2018 for Public Libraries.

Public Libraries	Better than last year	Same	Worse than last year	Don't know
2016	-	-	-	-
2017	-	-	-	-
2018	11%	71%	1%	16%

Following the revised questions, the outcome of the 2019 Annual Resident Survey for Public Libraries are as follows:

Library	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied
Bulls	30 %	58.6 %	10.6 %	1 %
Marton	37.8 %	54.2 %	5.6 %	2.2 %
Huntermville	60 %	40 %	0 %	0 %
Mangaweka	13.2 %	86.8 %	0 %	0 %
Taihape	38.4 %	55.8 %	5 %	0.8 %

For a summary of the responses and commentary on the Districts Libraries, please see pages 23-24, ([Appendix 1](#)).

2.5 Town Halls (Rural & Urban)

For a summary of the responses and commentary on the Districts Town Halls, please see pages 19-22, ([Appendix 1](#)).

2.6 Swimming Pools

The following table reflects the outcomes of the Annual Resident Survey from 2016-2018 for Swimming Pools.

Swimming Pools	Better than last year	Same	Worse than last year	Don't know
2016	23%	59%	5%	13%
2017	16%	54%	6%	23%
2018	17%	54%	5%	24%

For a summary of the responses and commentary on the Districts Swimming Pools, please see pages 25-26, ([Appendix 1](#)).

2.7 Drinking Water

The following table reflects the outcomes of the Annual Resident Survey from 2016-2018 for Drinking Water.

	Very Satisfied	Satisfied	Neutral	Dissat.	Very Dissat.
2017	11%	44%	19%	26%	
2018	13%	37%	15%	20%	15%

Following the revised questions, the outcome of the 2019 Annual Resident Survey for Drinking Water are as follows:

Drinking Water: General Taste				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissat.
Bulls	27%	57%	13%	3%
Rātana	0%	0%	100%	0%
Huntermville	25%	50%	0%	25%
Marton	2%	28%	33%	36%
Mangaweka	50%	50%	0%	0%
Taihape	38%	42%	19%	0%
Drinking Water: Water Clarity				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissat.
Bulls	31%	69%	0%	0%
Rātana	0%	0%	100%	0%
Huntermville	25%	75%	0%	0%
Marton	6%	37%	37%	20%
Mangaweka	50%	50%	0%	0%
Taihape	43%	52%	4%	0%
Drinking Water: Smell/Odour				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissat.
Bulls	28%	69%	3%	0%
Rātana	0%	0%	100%	0%
Huntermville	25%	75%	0%	0%
Marton	4%	26%	42%	29%
Mangaweka	67%	33%	0%	0%
Taihape	50%	36%	14%	0%
Drinking Water: Chlorine Levels				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissat.
Bulls	11%	74%	11%	4%
Rātana	0%	0%	0%	0%
Huntermville	50%	25%	25%	0%
Marton	2%	50%	29%	19%
Mangaweka	25%	75%	0%	0%
Taihape	33%	48%	19%	0%
Drinking Water: Council Communication				
	Very Satisfied	Satisfied	Dissatisfied	Very Dissat.
Bulls	30%	56%	11%	4%
Rātana	0%	100%	0%	0%
Huntermville	0%	80%	0%	20%
Marton	12%	41%	27%	20%
Mangaweka	25%	50%	25%	0%
Taihape	6%	71%	12%	12%

In relation to the Hunterville Rural Water Scheme, the only issue raised was around the pricing of the water. This issue received a rating of 100% very dissatisfied.

2.8 Wastewater Services

The following table reflects the outcomes of the Annual Resident Survey from 2016-2018 for Wastewater Services.

	Better than last year	Same	Worse than last year	Don't know
2017	15%	62%	20%	2%
2018	25%	54%	15%	3%

Following the revised questions, the outcome of the 2019 Annual Resident Survey for Wastewater Services are as follows:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Wastewater	26.1 %	46.8 %	23.4 %	2.7 %	1.1 %

For a summary of the responses and commentary on Wastewater Services, please see page 30, ([Appendix 1](#)).

2.9 Stormwater Services

The following table reflects the outcomes of the Annual Resident Survey from 2016-2018 for Stormwater Services.

	Better than last year	Same	Worse than last year	Don't know
2017	7%	43%	32%	14%
2018	7%	43%	32%	13%

Following the revised questions, the outcome of the 2019 Annual Resident Survey for Stormwater Services are as follows:

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Stormwater	8.2 %	34.5 %	35.6 %	17.6 %	4.1 %

For a summary of the responses and commentary on Stormwater Services, please see pages 30-31, ([Appendix 1](#)).

3.0 Recommendation

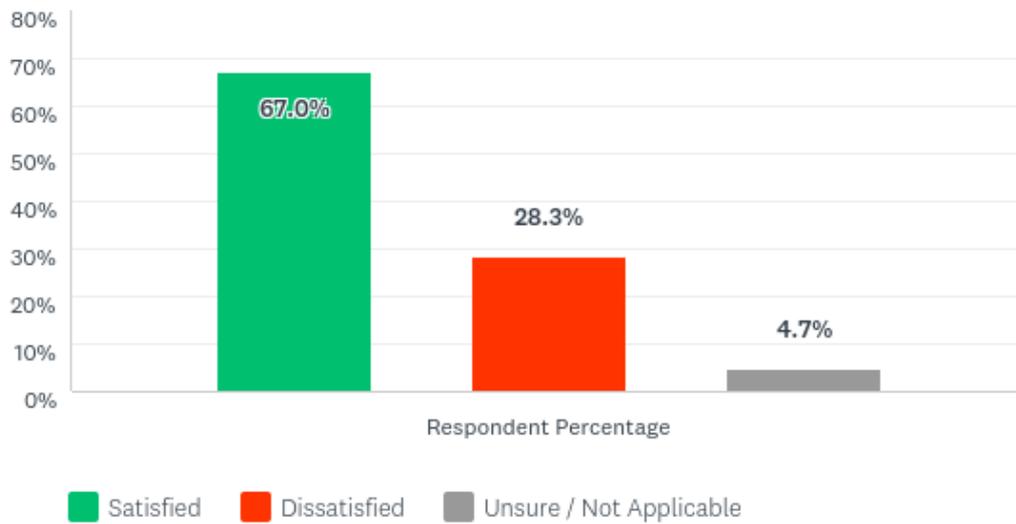
- 3.1 That the report '2019 Annual Residents Survey – Summary' to the Assets/Infrastructure Committee on 11 July 2019 be received.

Blair Jamieson
Strategy & Community Planning Manager

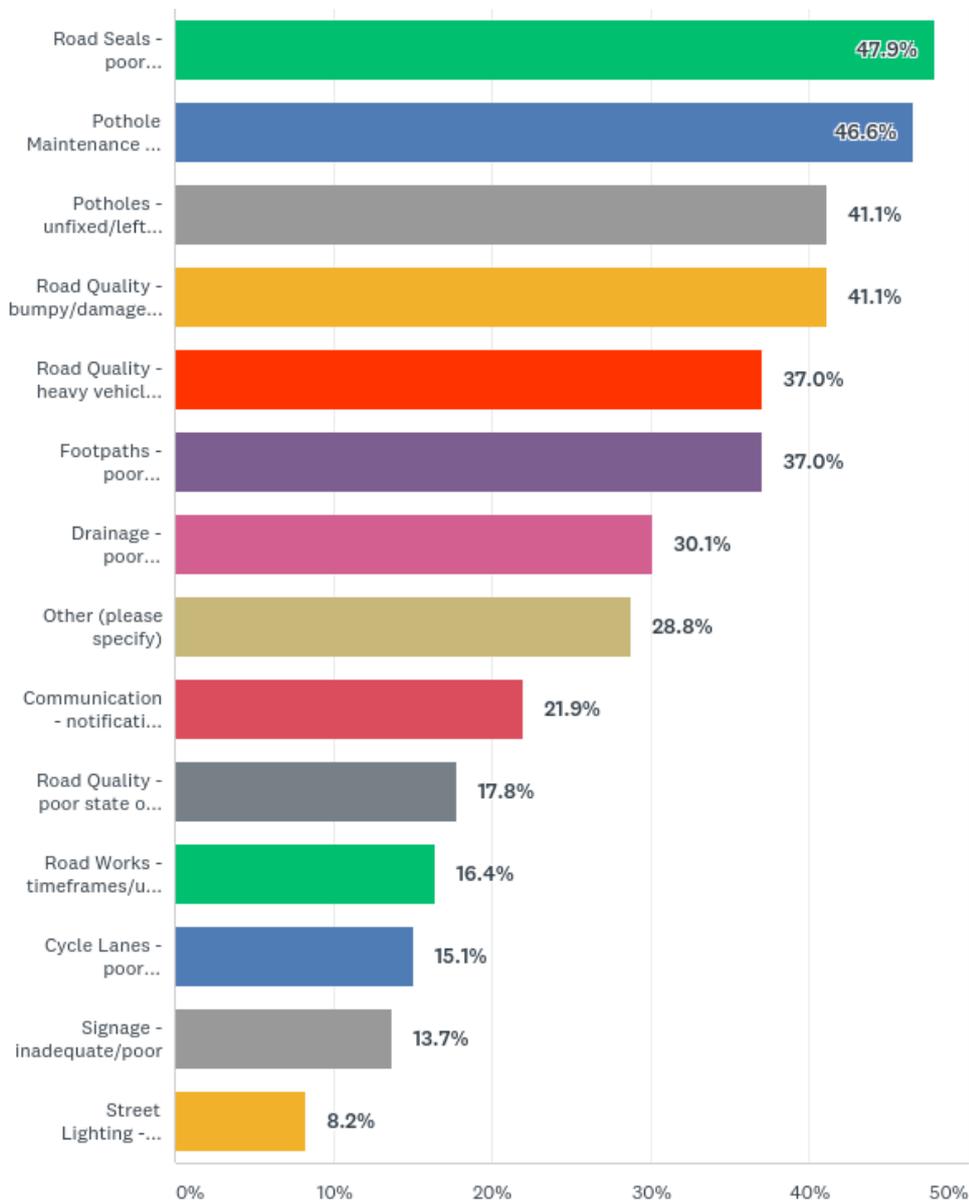
Appendix 1

2019 Annual Resident Survey Results – Summary Tables

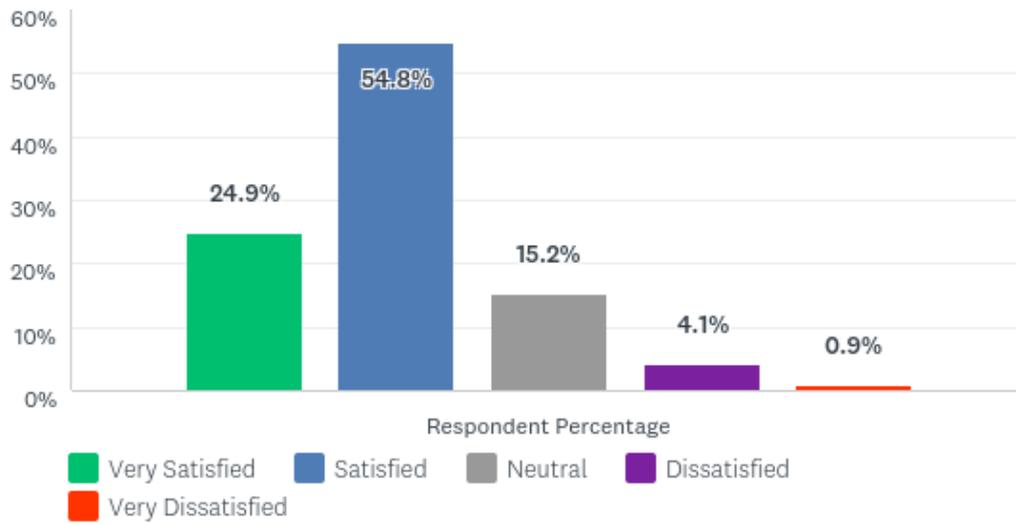
Q5: To what level are you SATISFIED with the roading network that COUNCIL PROVIDES? [Please note that this excludes State Highways, meaning that Council does not manage the main roads in and out of our townships. Marton being the exception].



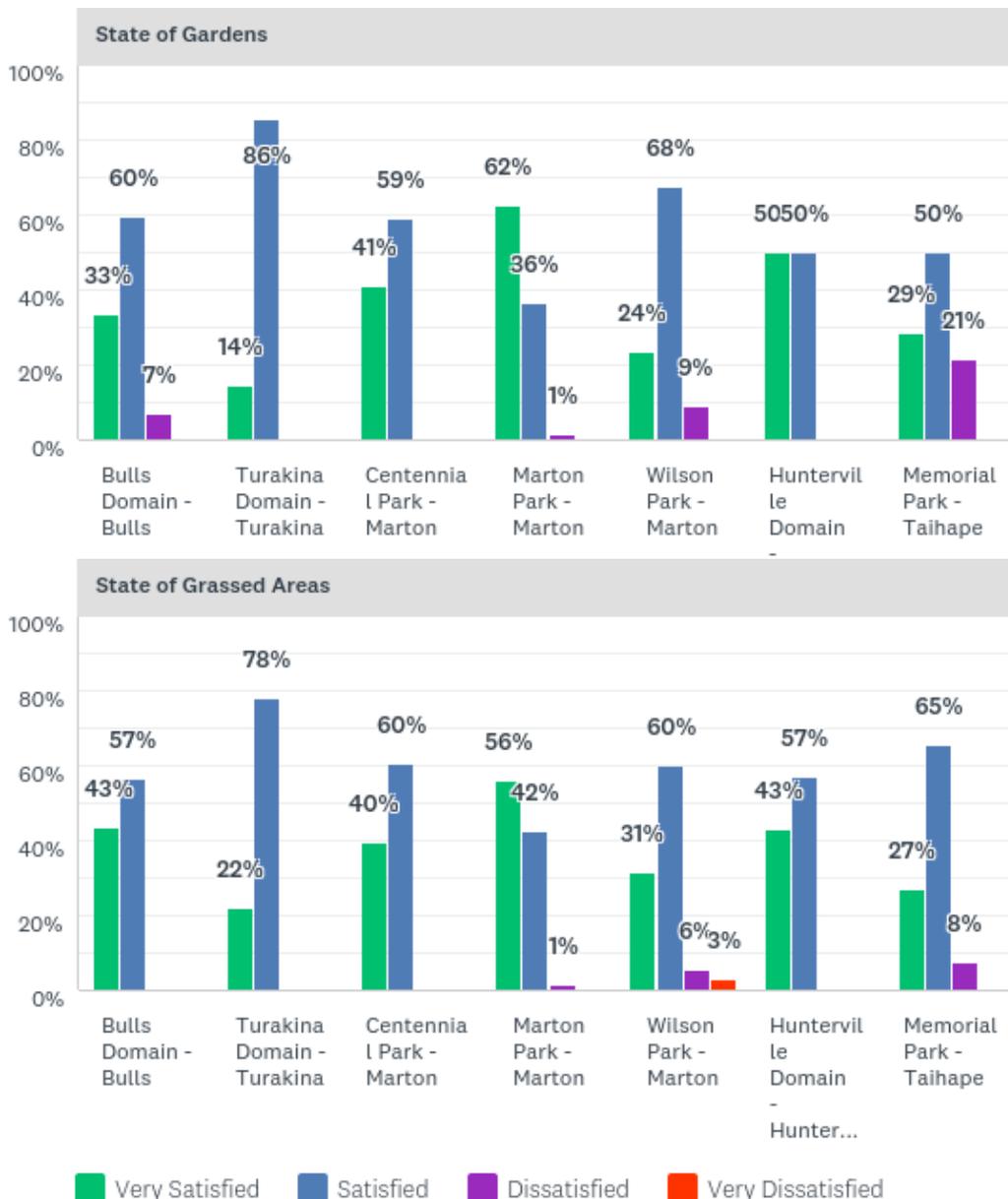
Q6: What are you DISSATISFIED with in relation to the ROADING NETWORK?

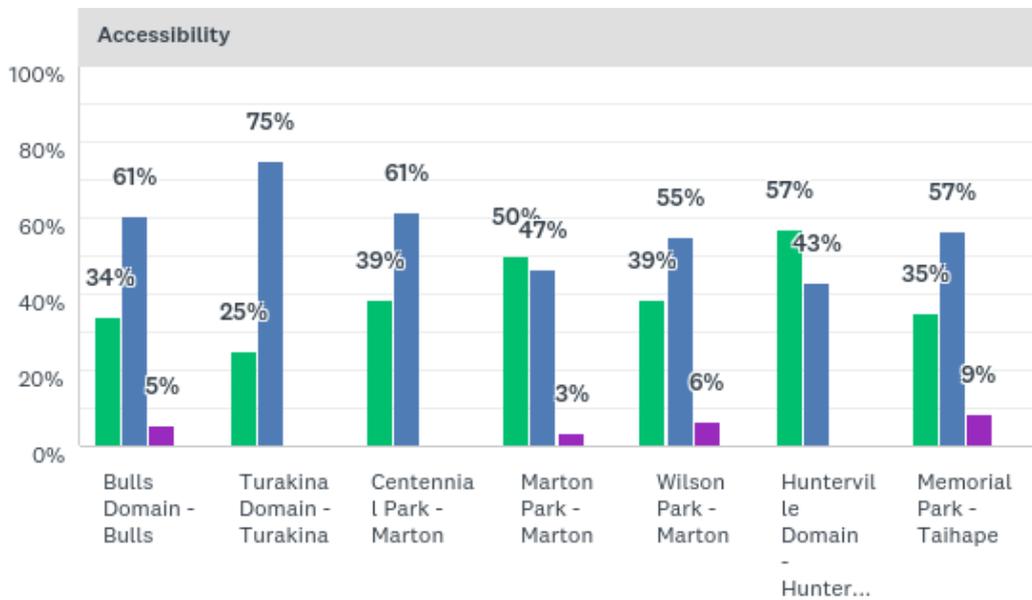
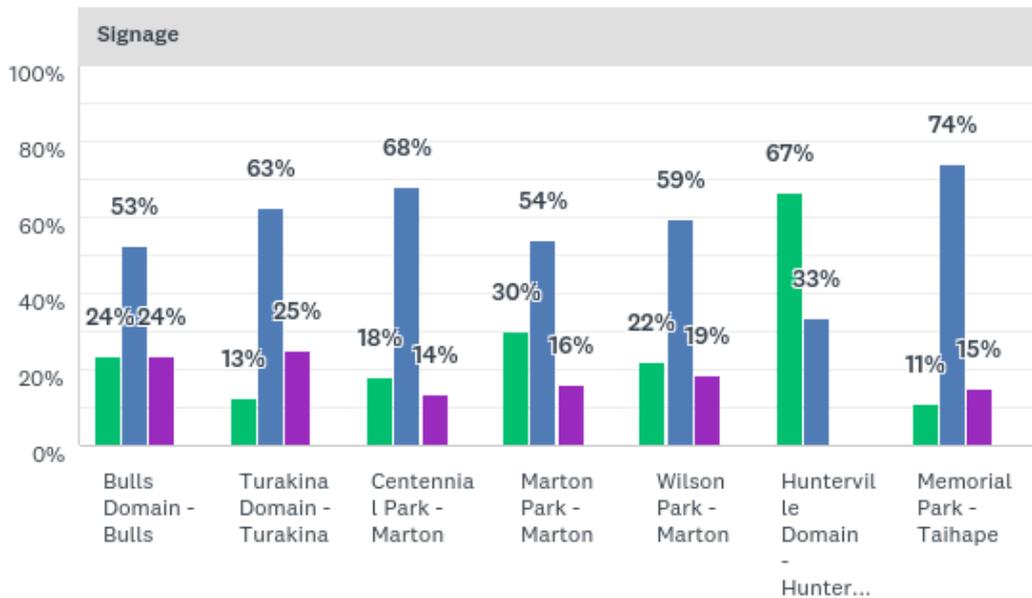
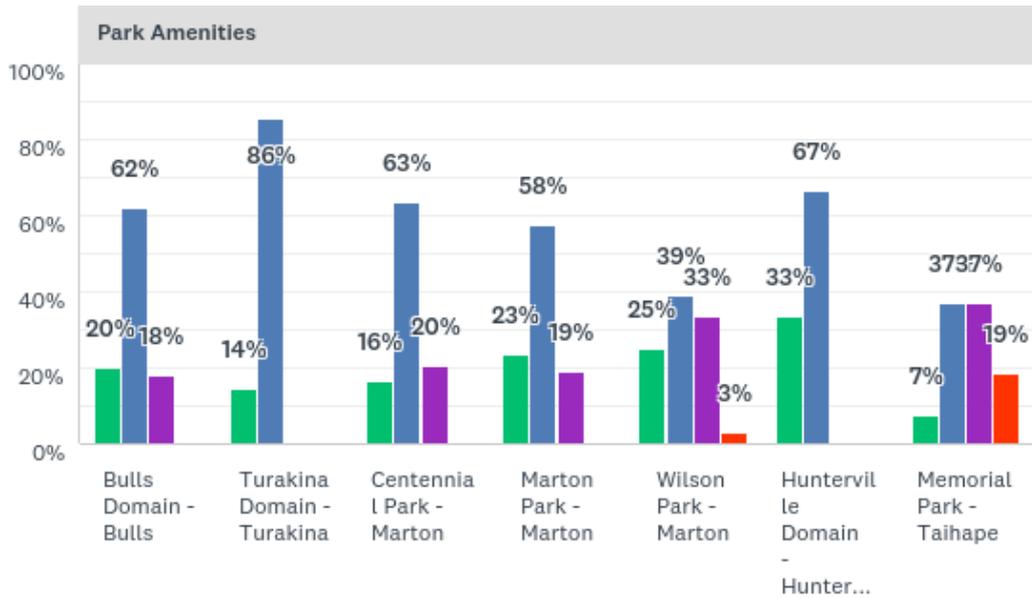


Q9: How generally SATISFIED are you with our PARKS and OPEN SPACES?

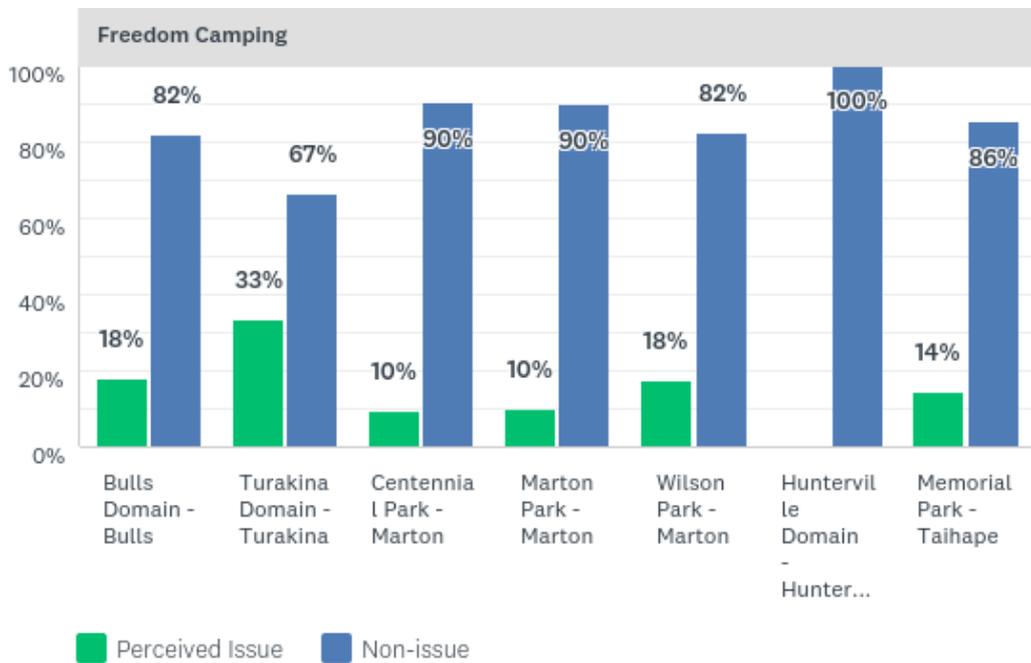
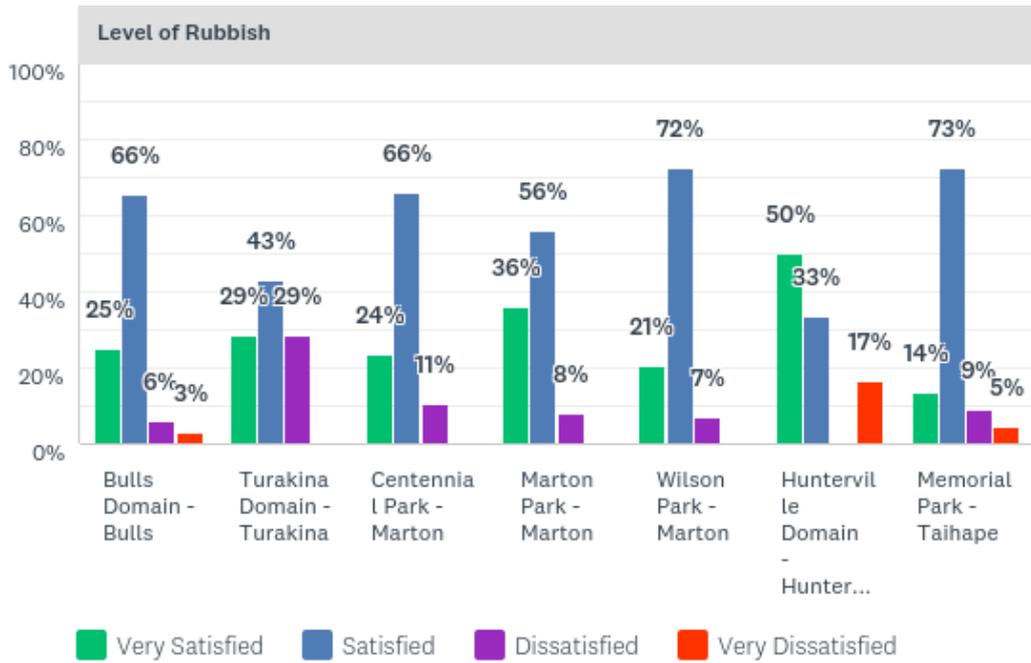


Q10: (Optional) If you have visited our PARKS and OPEN SPACES in the last 12 months and would specifically like to make comment, please do so:

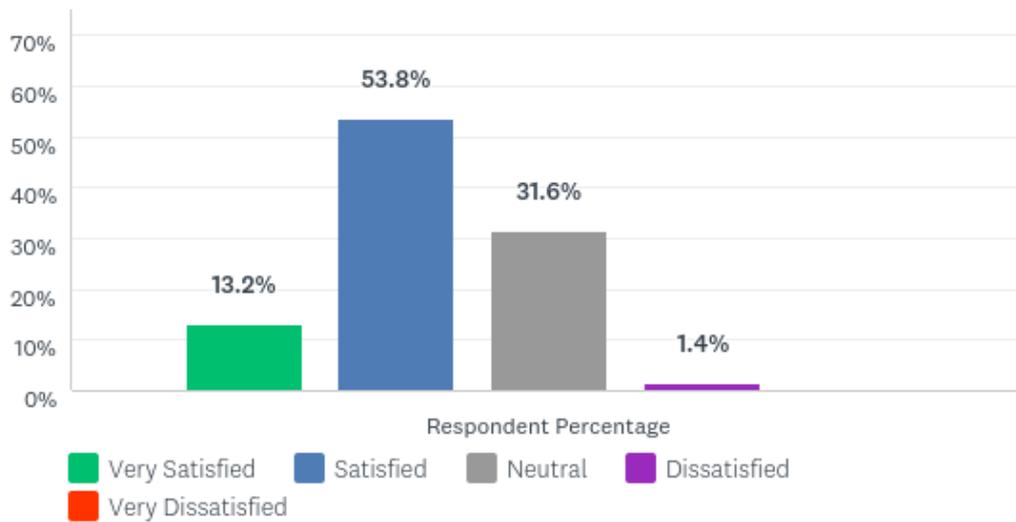




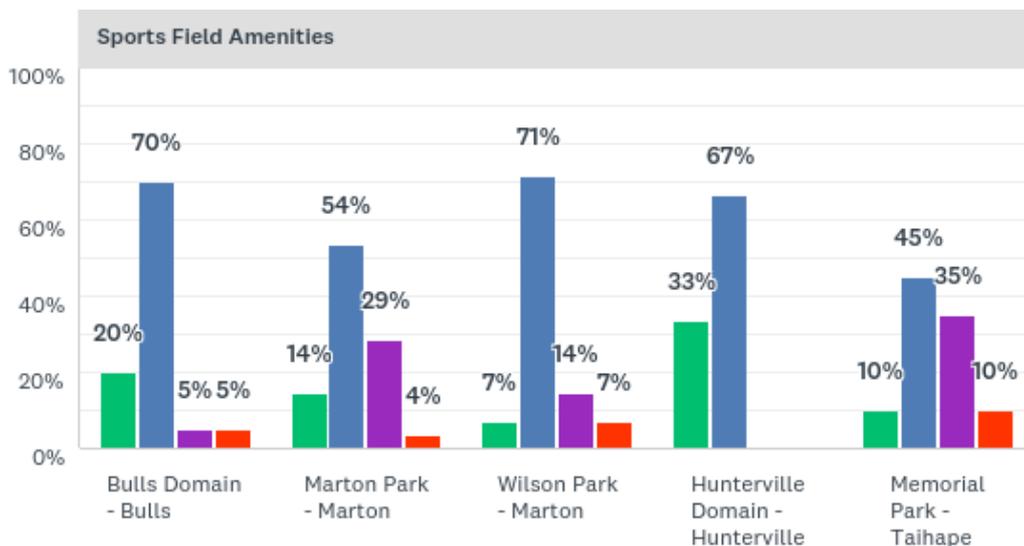
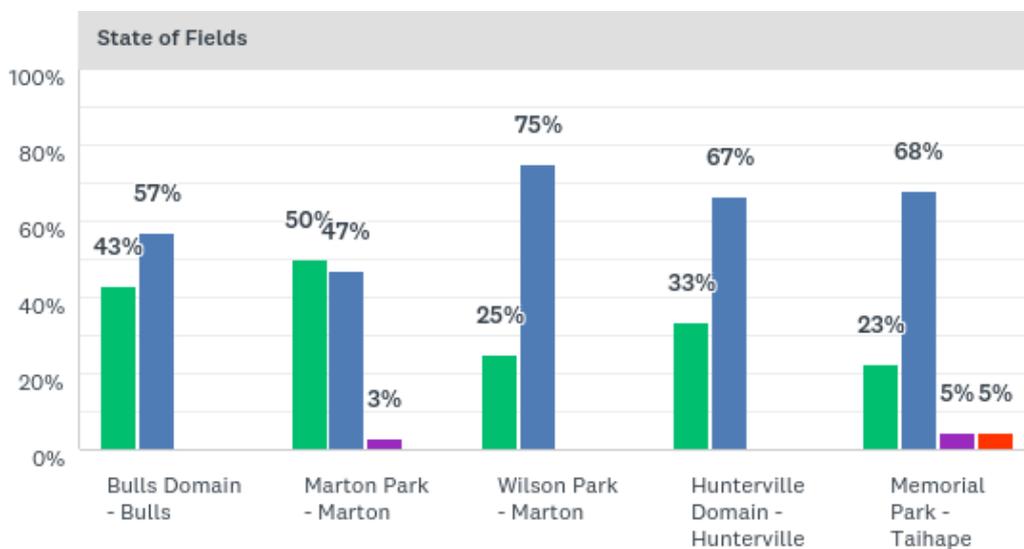
■ Very Satisfied
 ■ Satisfied
 ■ Dissatisfied
 ■ Very Dissatisfied

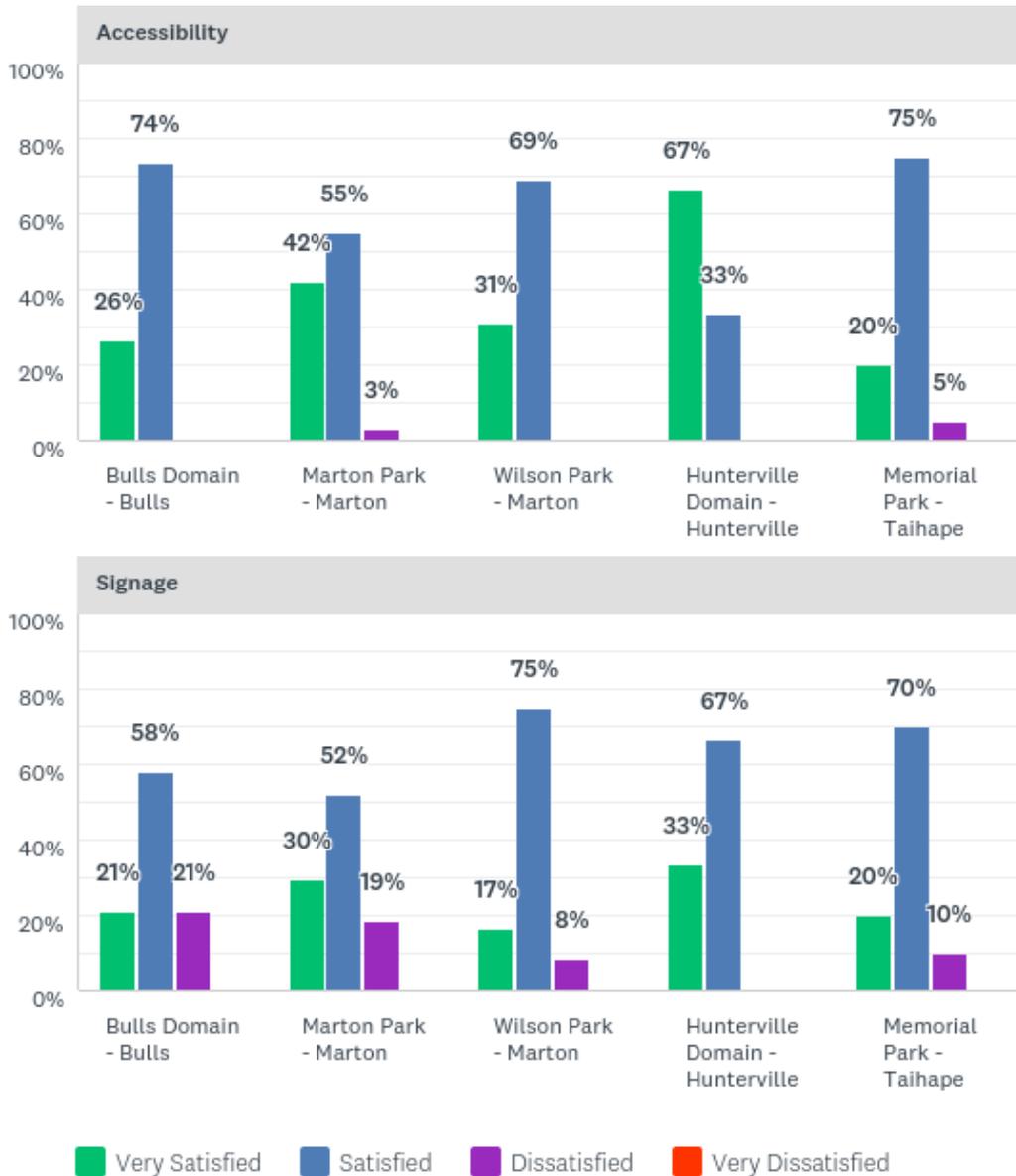


Q11: How generally SATISFIED are you with our SPORTS FIELDS?

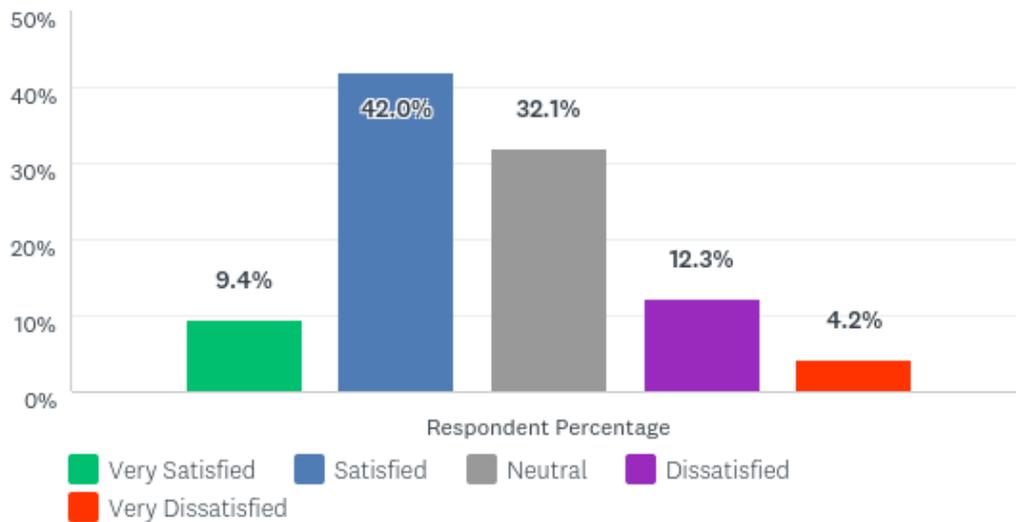


Q12: (Optional) If you have visited our SPORTS FIELDS in the last 12 months and would specifically like to make comment, please do so:

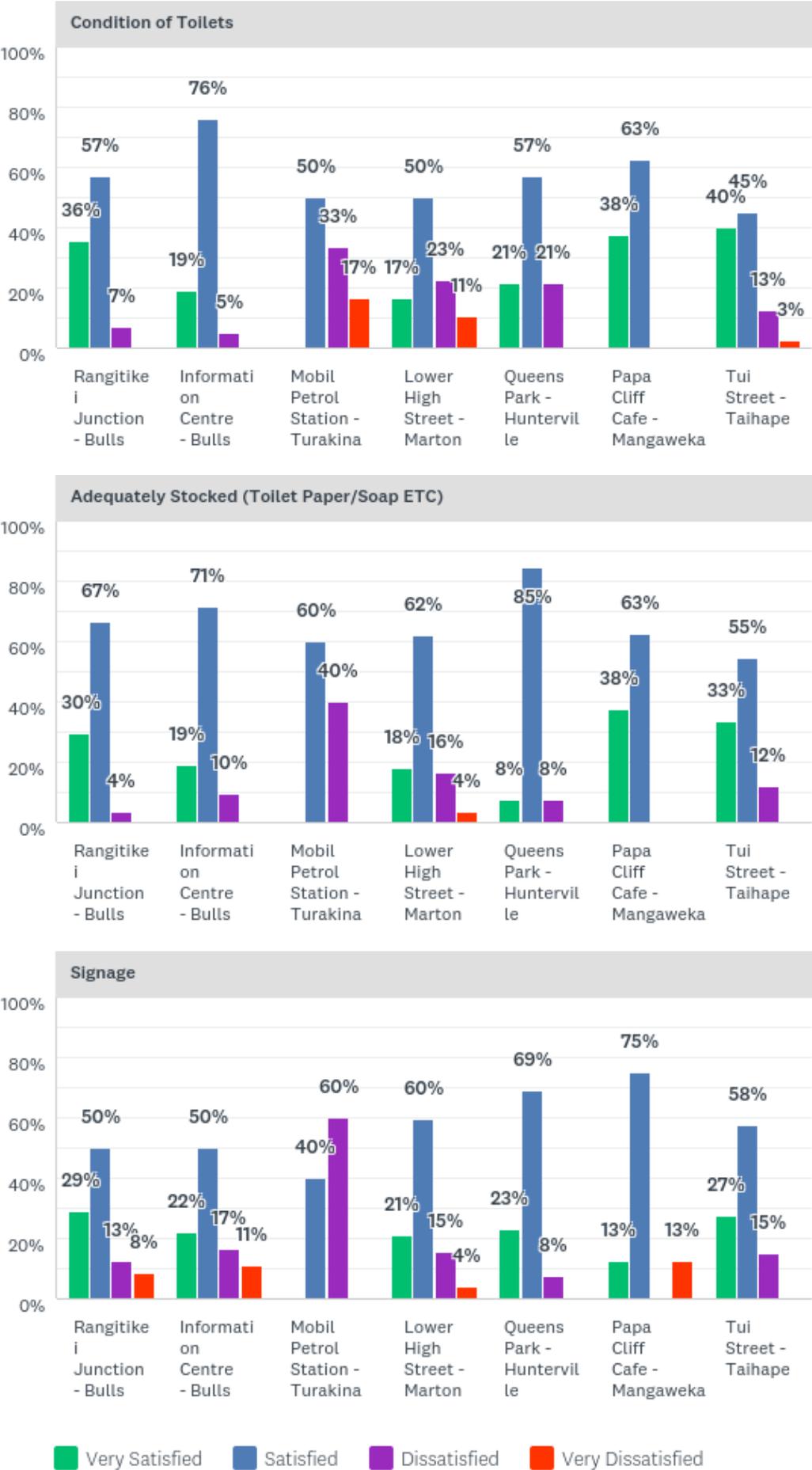


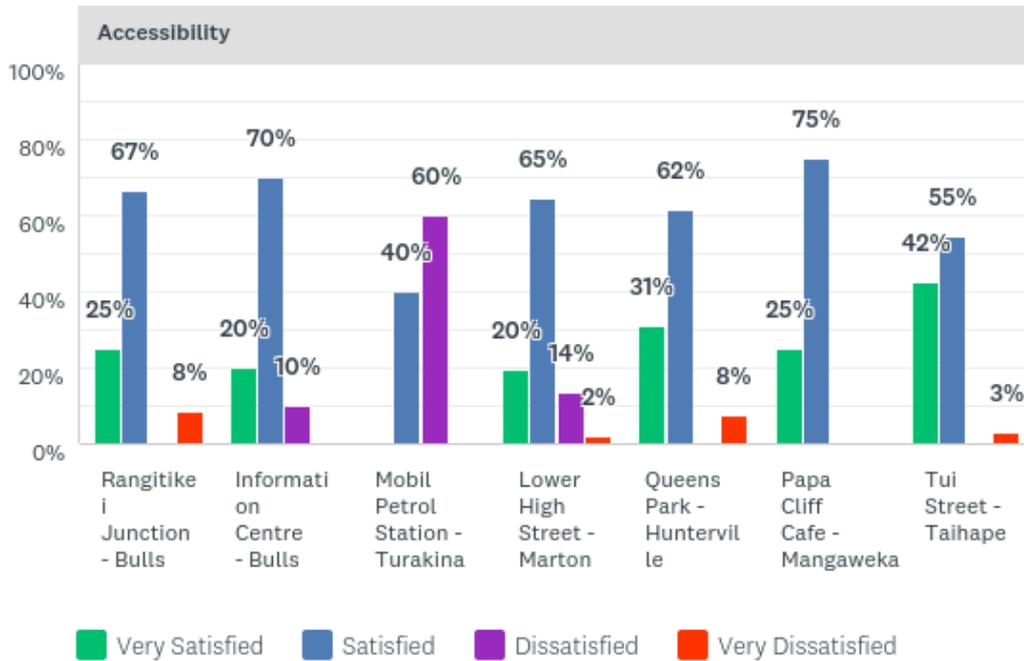


Q13: How generally SATISFIED are you with our PUBLIC TOILETS?

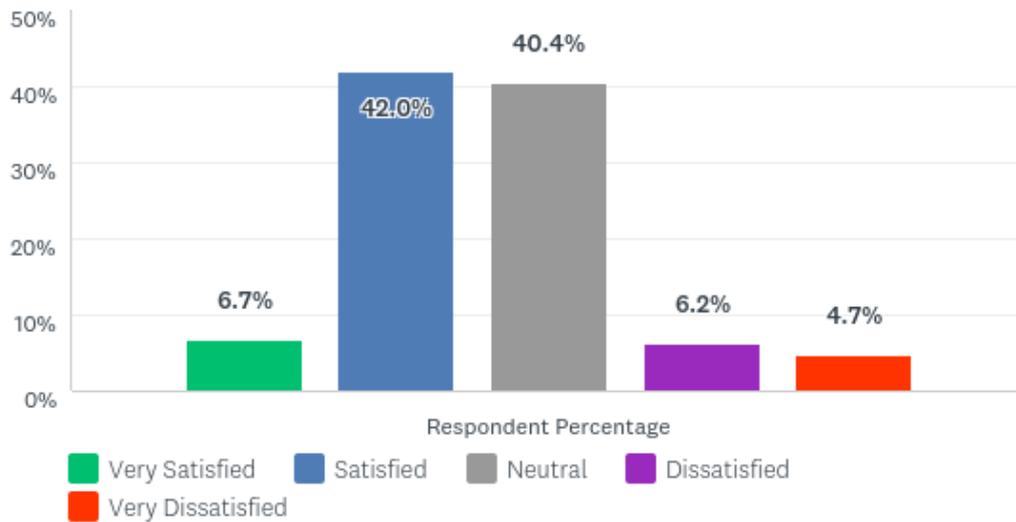


Q14: (Optional) If you have visited our PUBLIC TOILETS in the last 12 months and would specifically like to make comment, please do so:

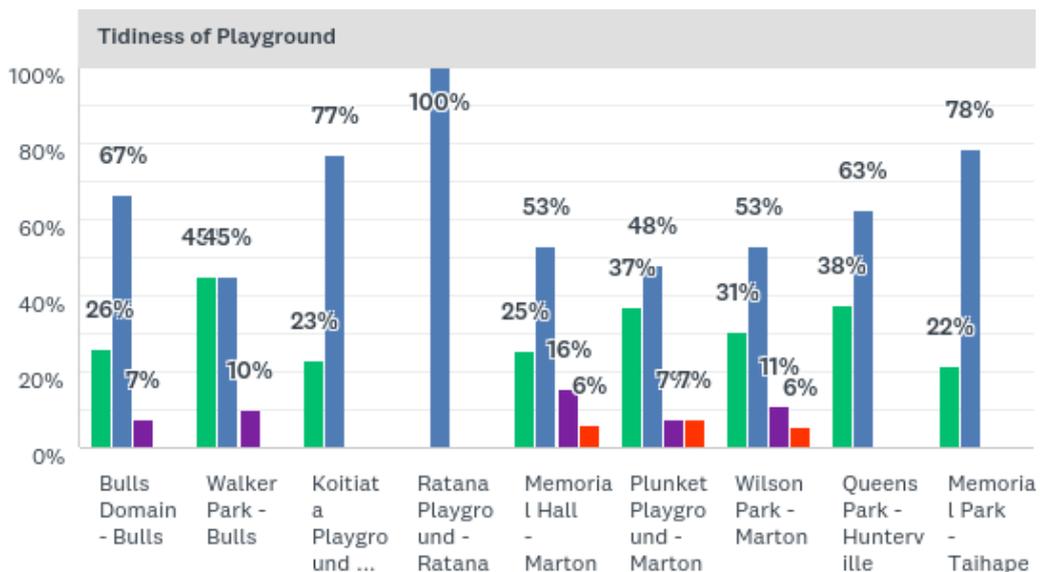


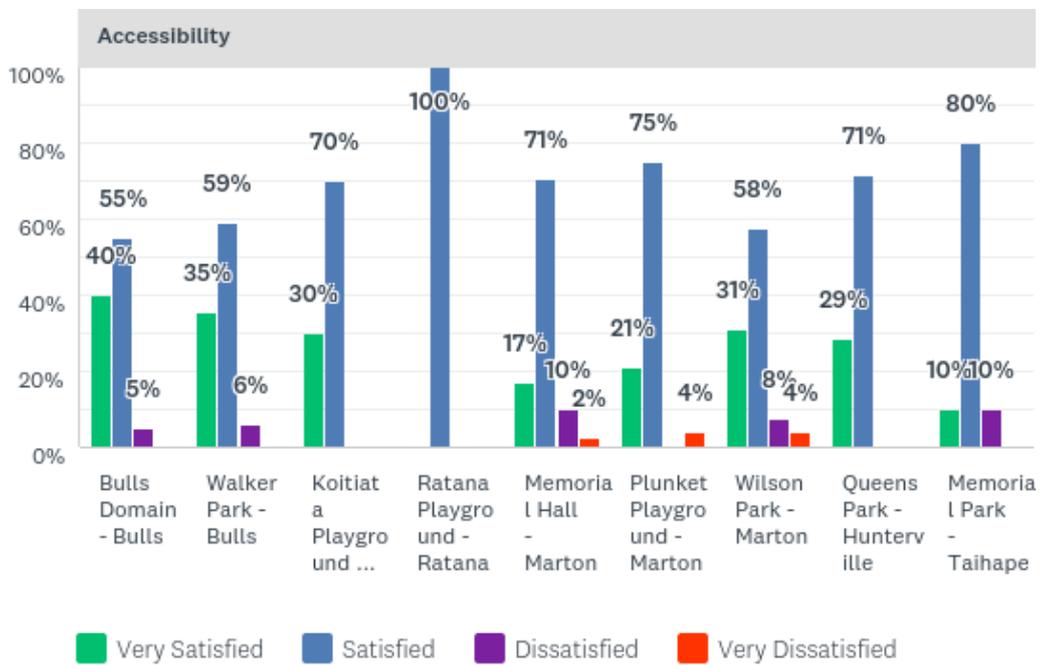
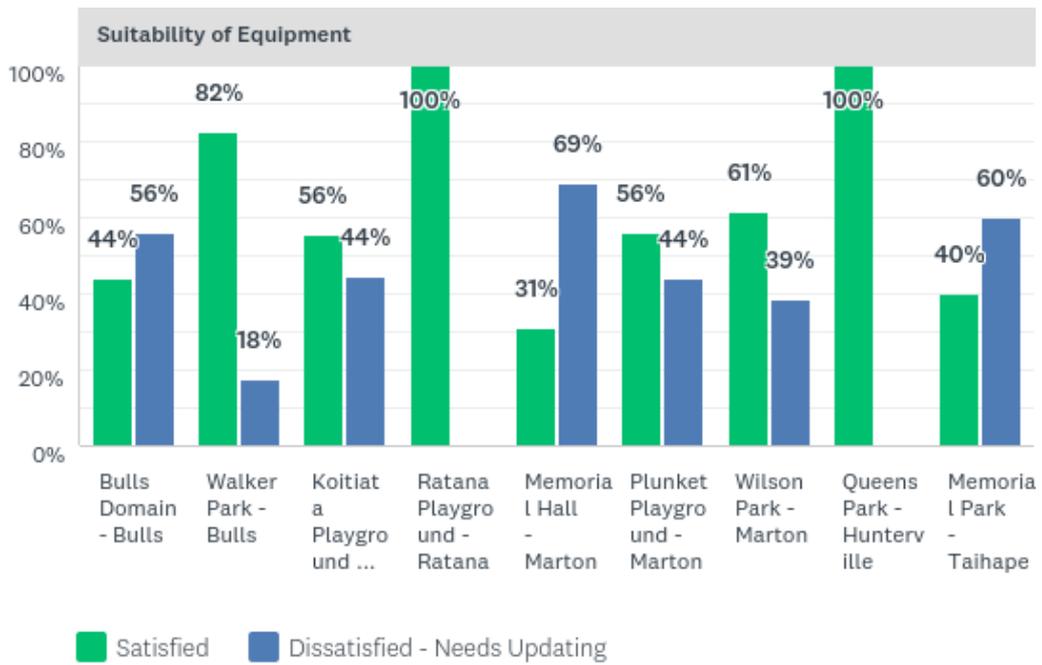


Q15: How generally SATISFIED are you with our PLAYGROUNDS?

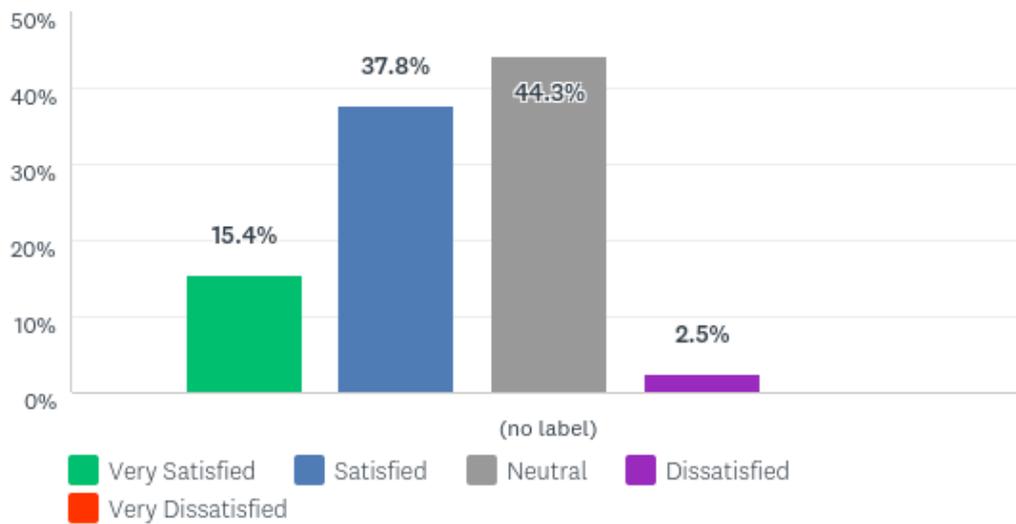


Q16: (Optional) If you have visited a PLAYGROUND in the last 12 months and would specifically like to make comment, please do so:

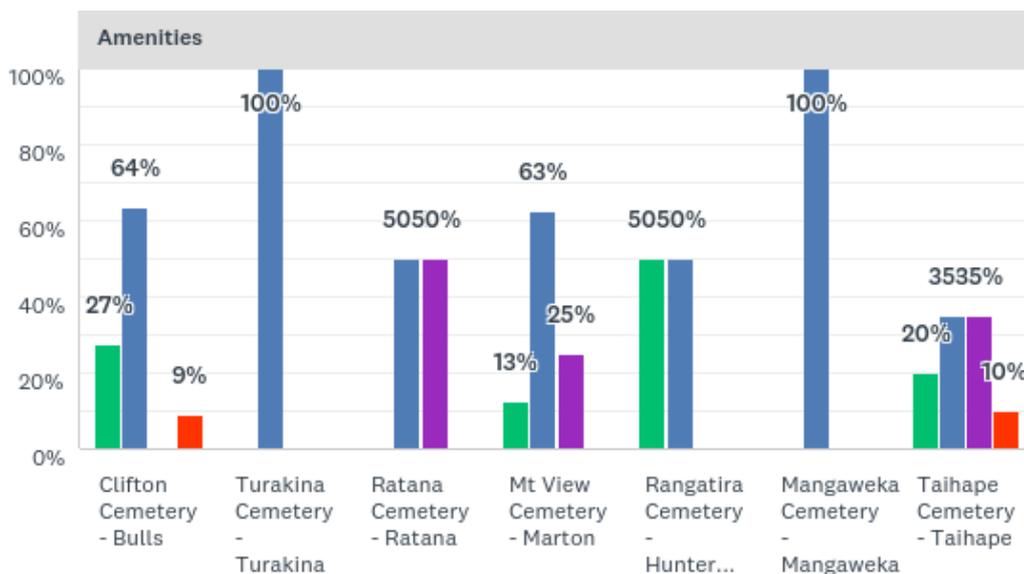
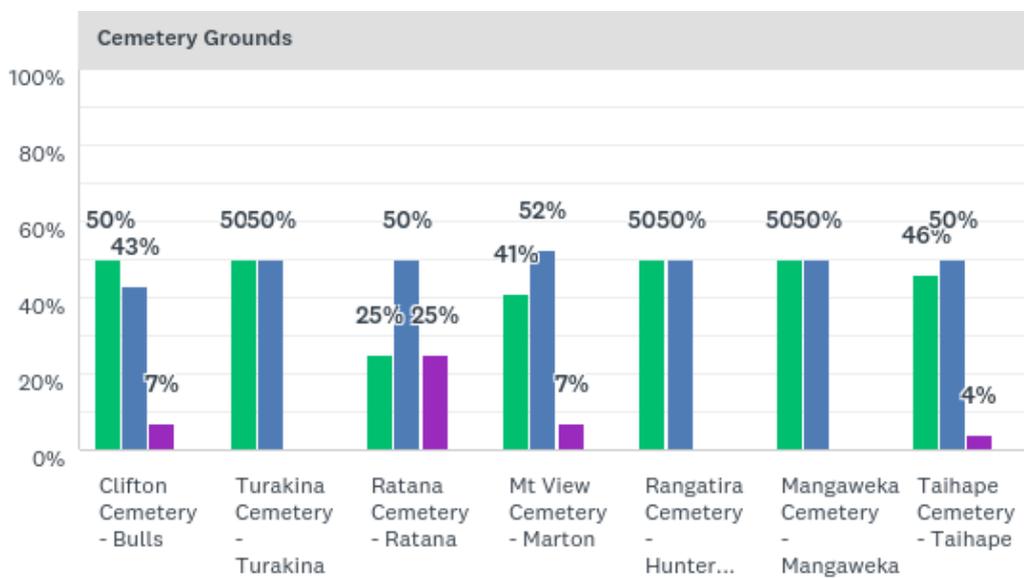




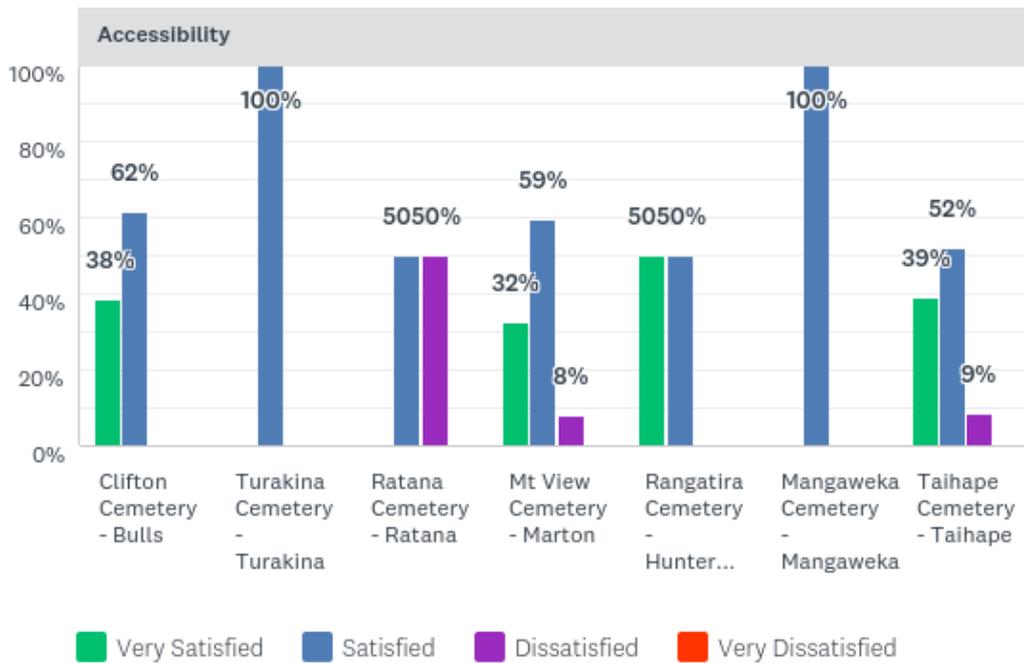
Q17: How generally SATISFIED are you with our CEMETERIES?



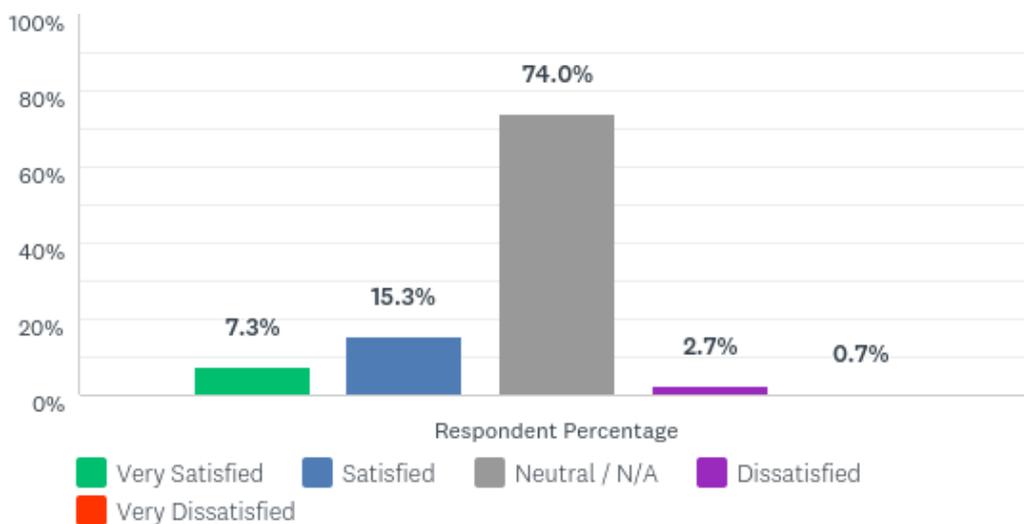
Q18: (Optional) If you have visited our CEMETERIES in the last 12 months and would specifically like to make comment, please do so:



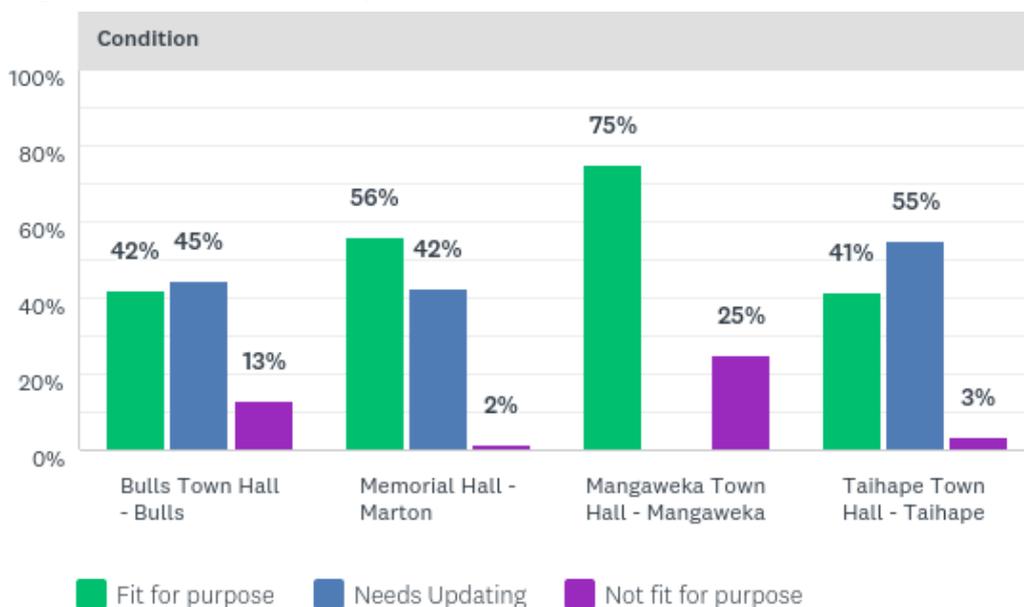
Very Satisfied Satisfied Dissatisfied Very Dissatisfied

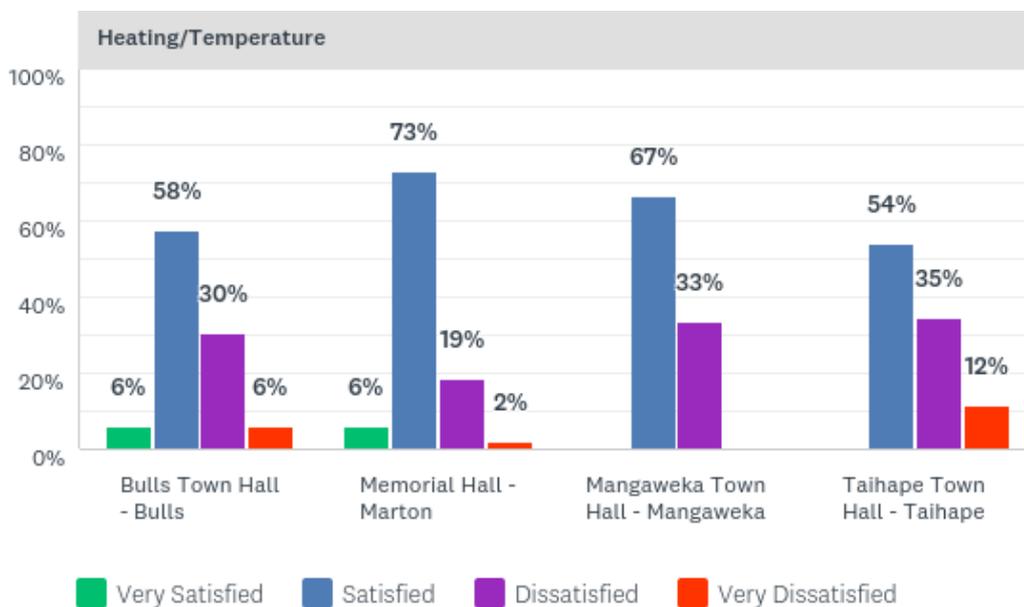
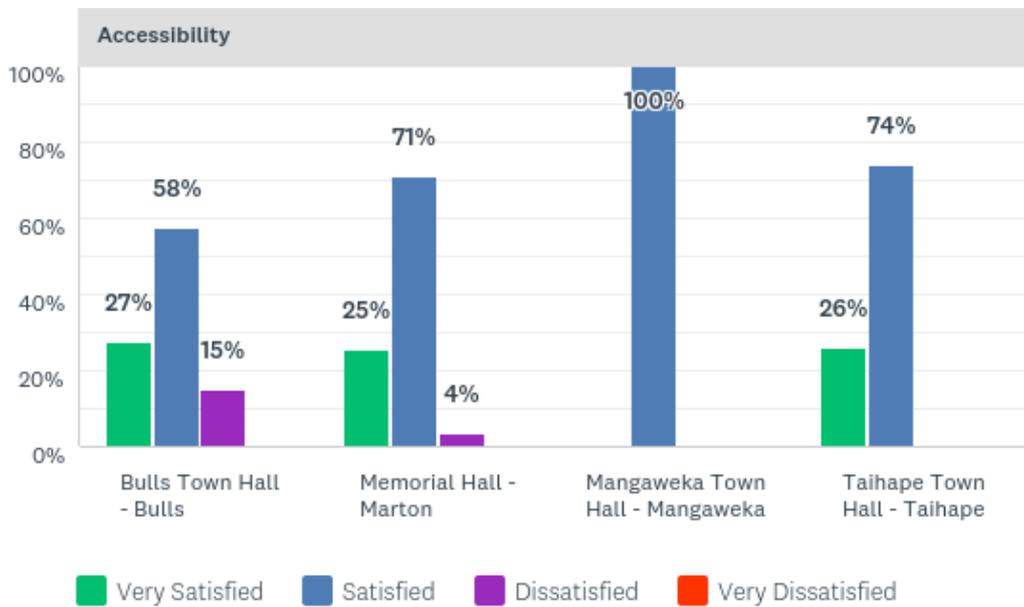
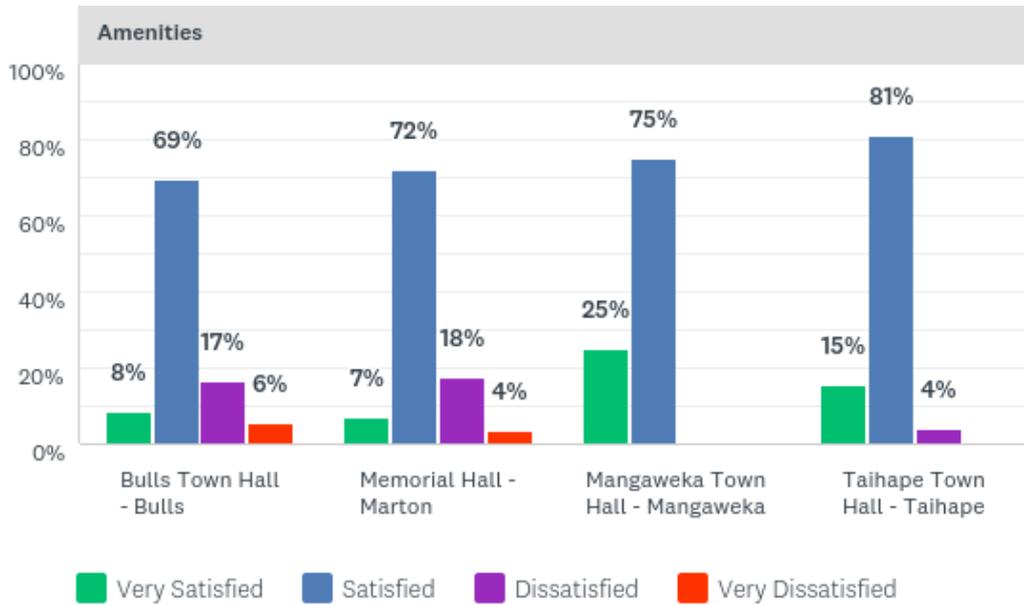


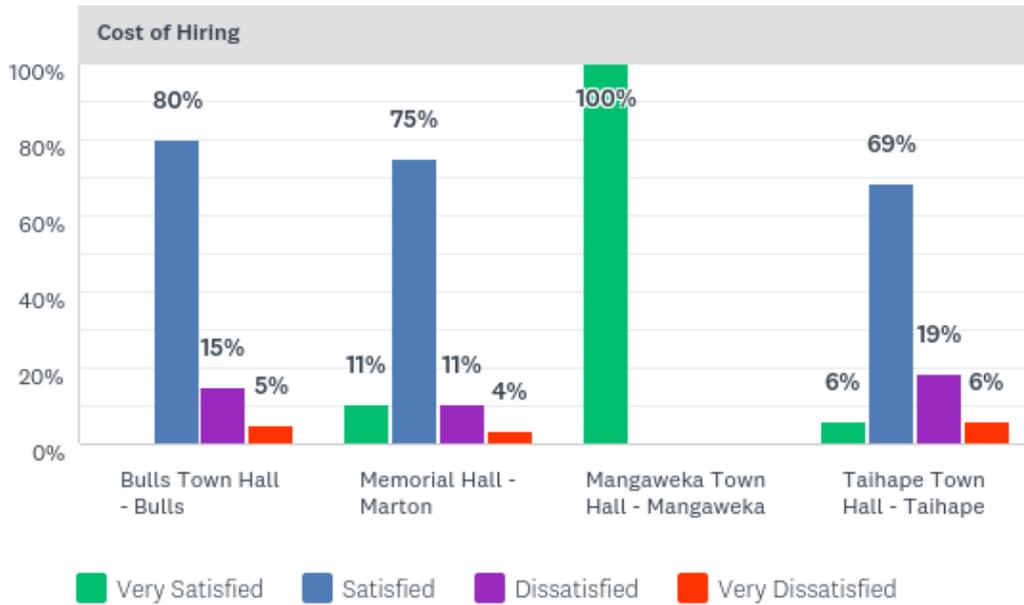
Q19: How generally SATISFIED are you with our CAMPGROUNDS?



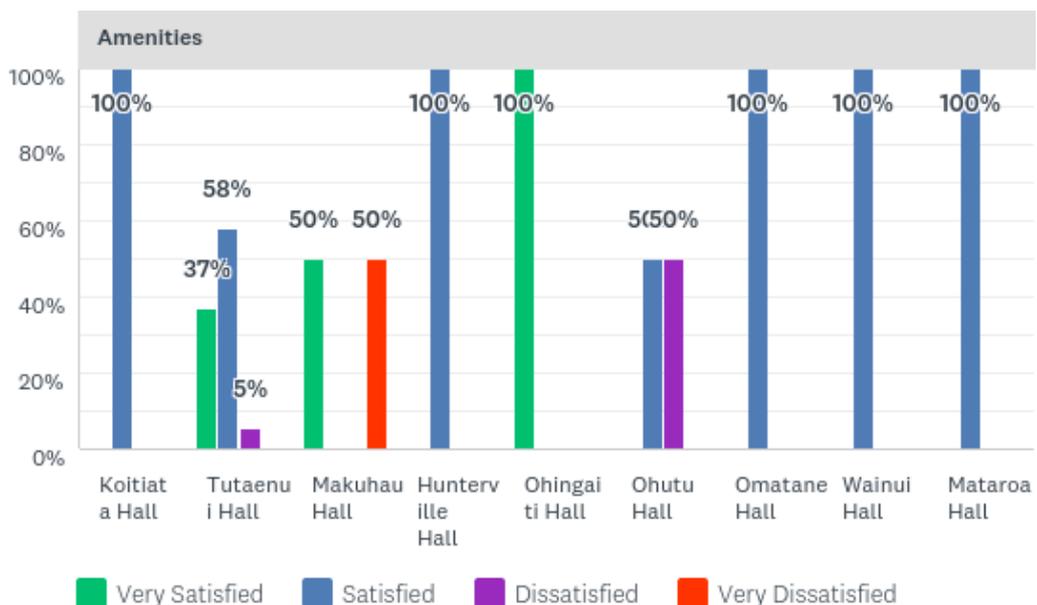
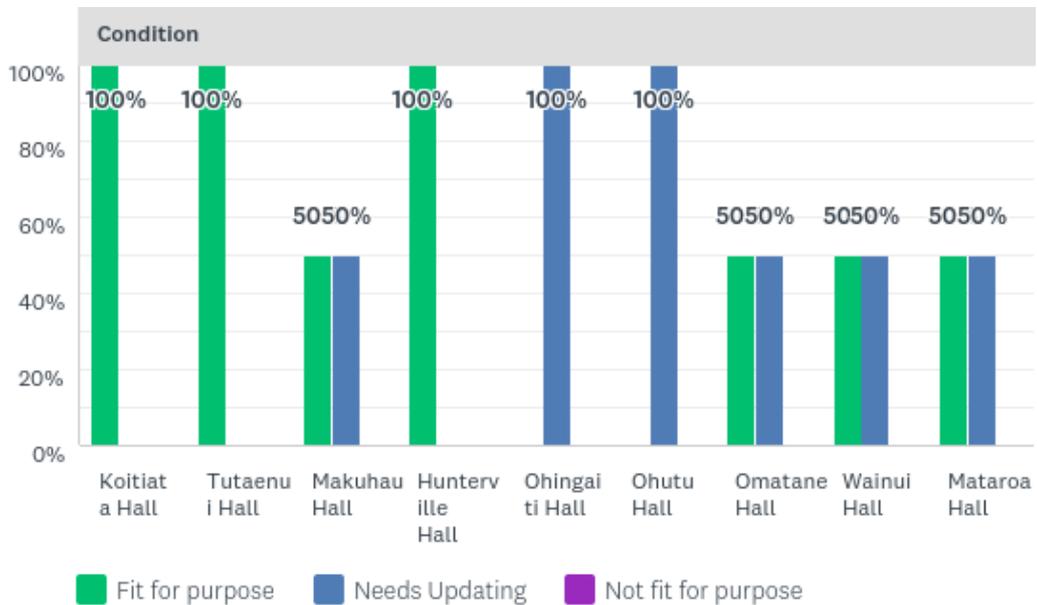
Q22: How generally SATISFIED are you with our TOWN HALLS:

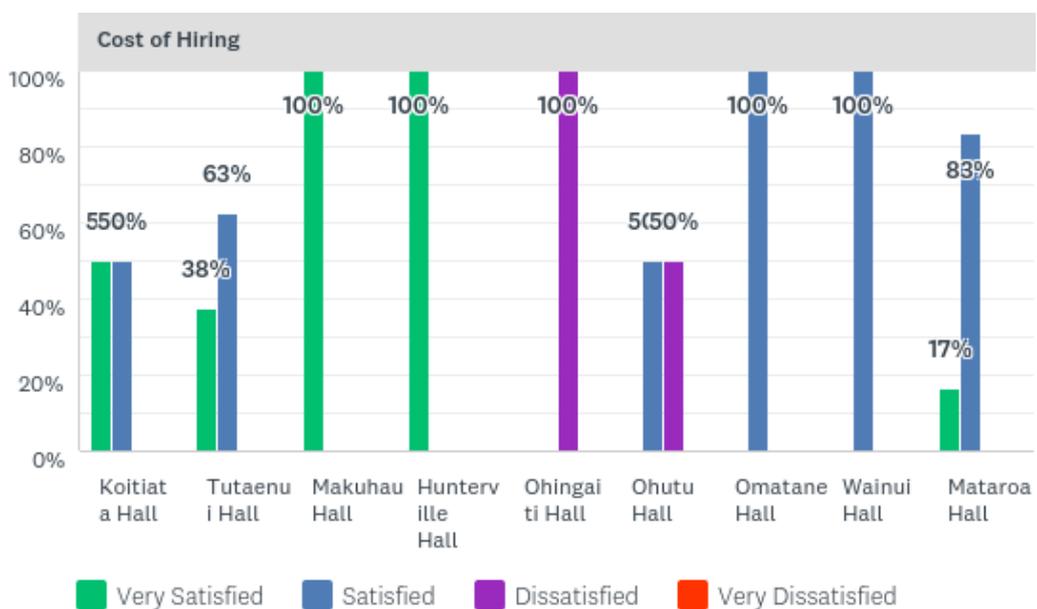
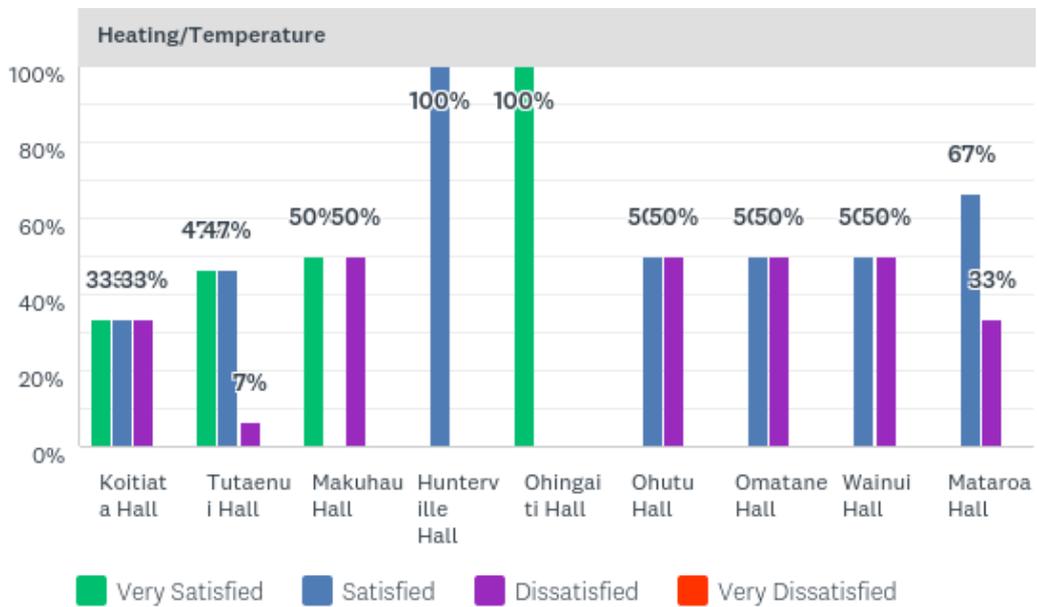
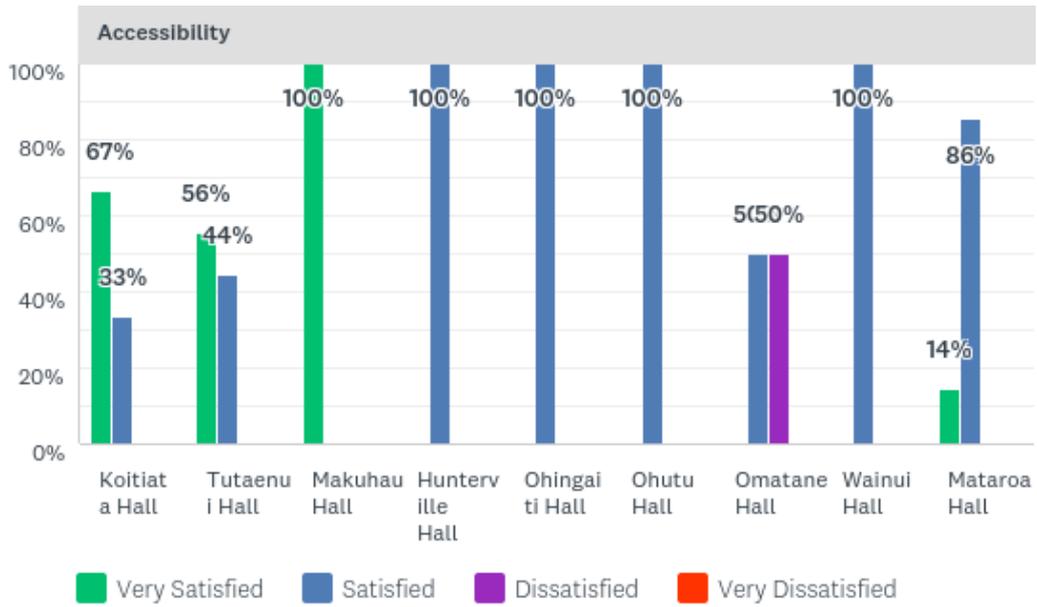




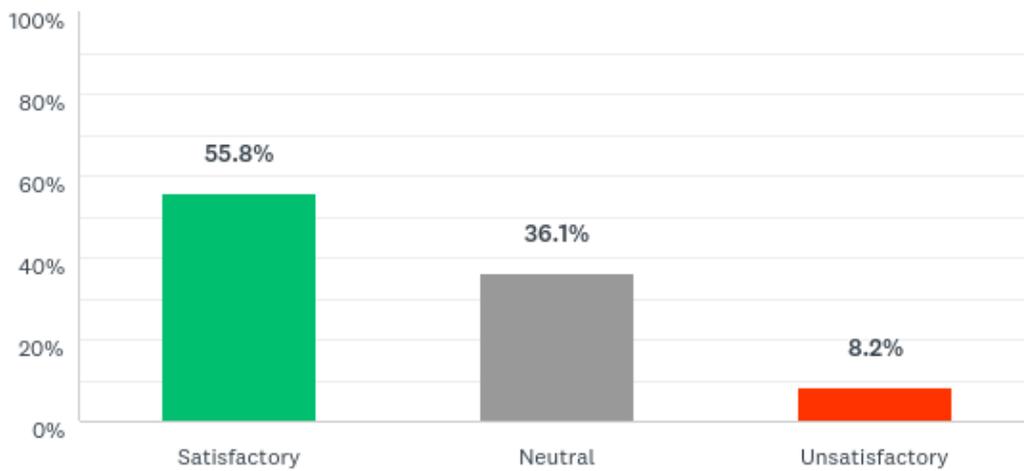


Q23: How generally SATISFIED are you with our RURAL HALLS:

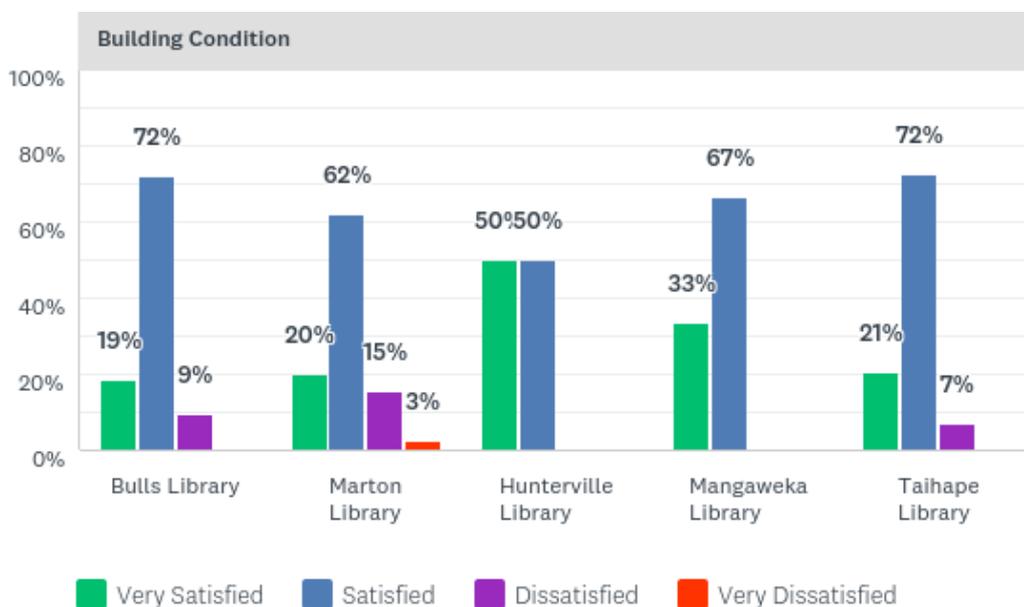
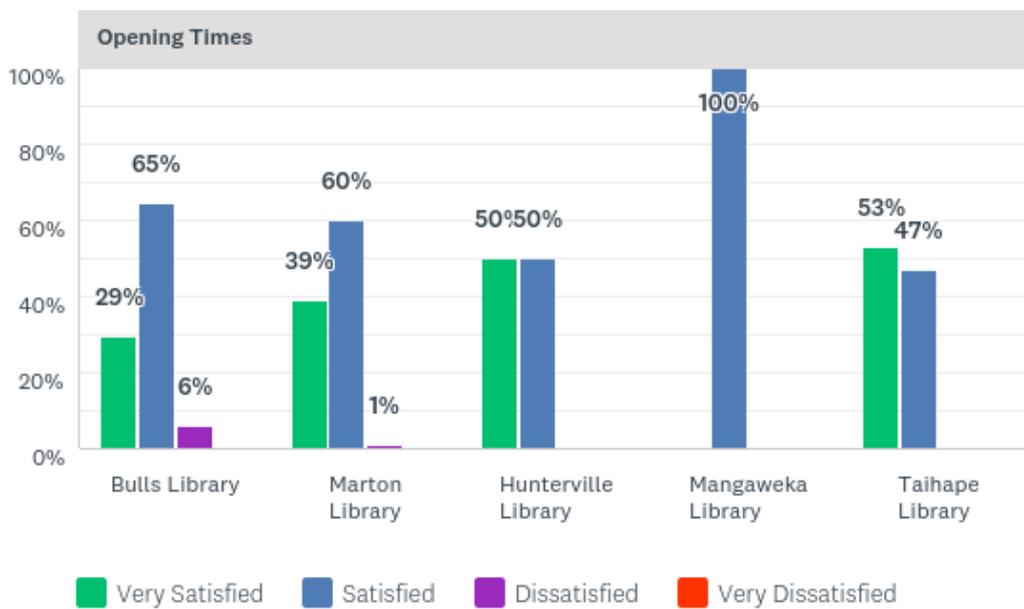


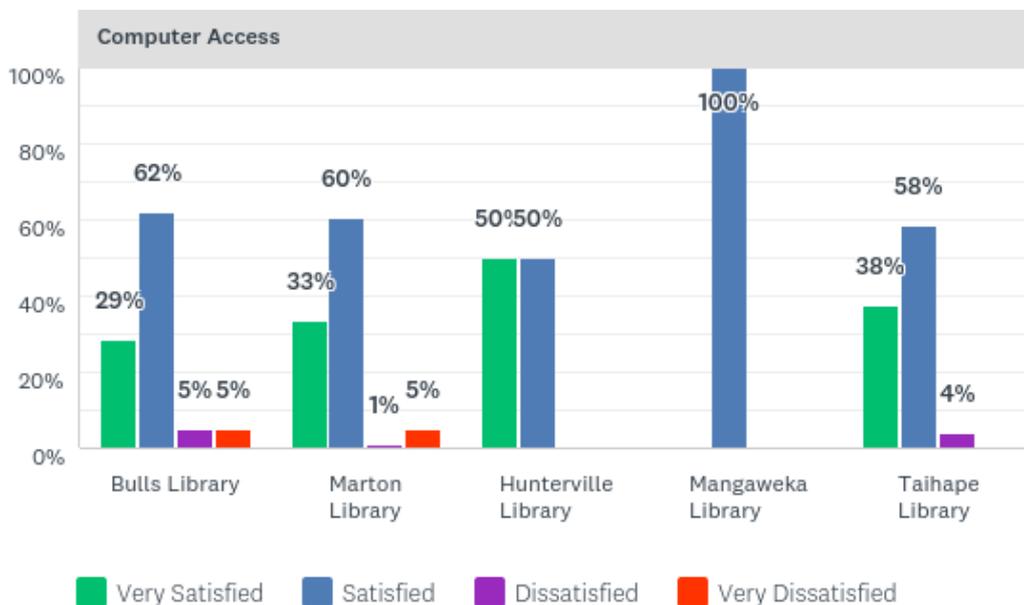
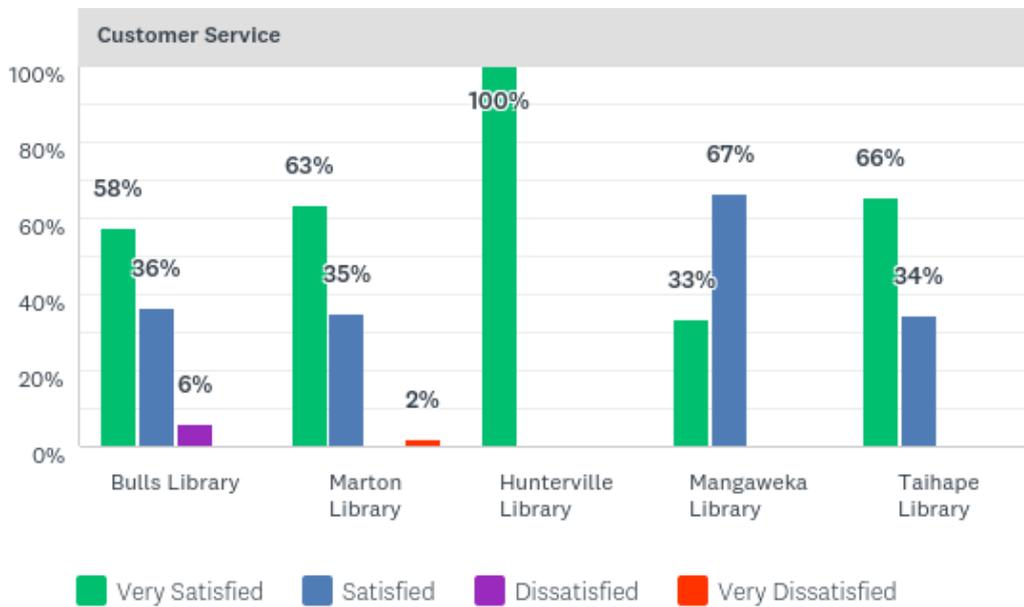
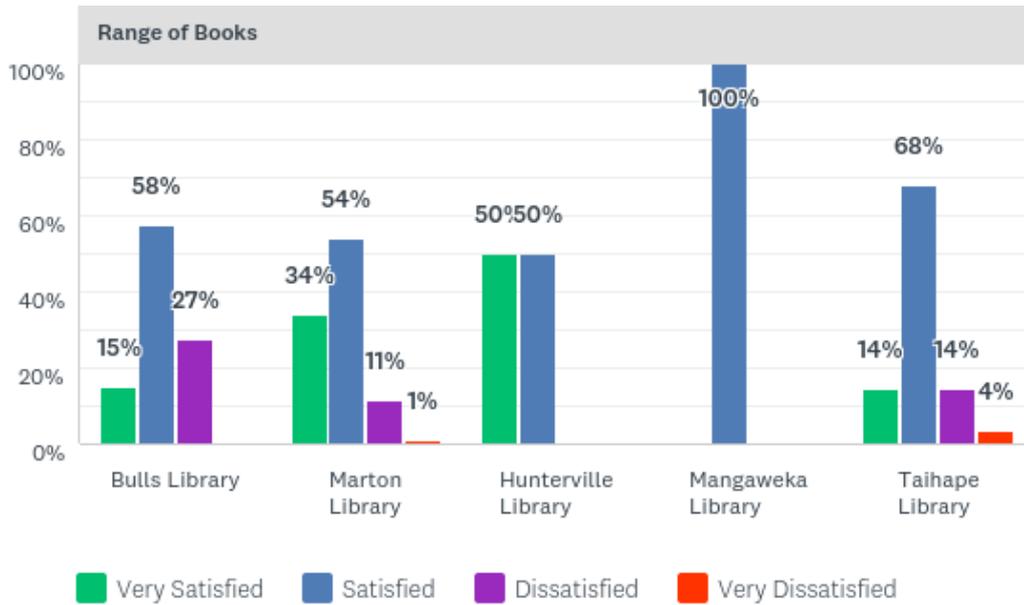


Q24: What is your OPINION of the Marton Administration Building?

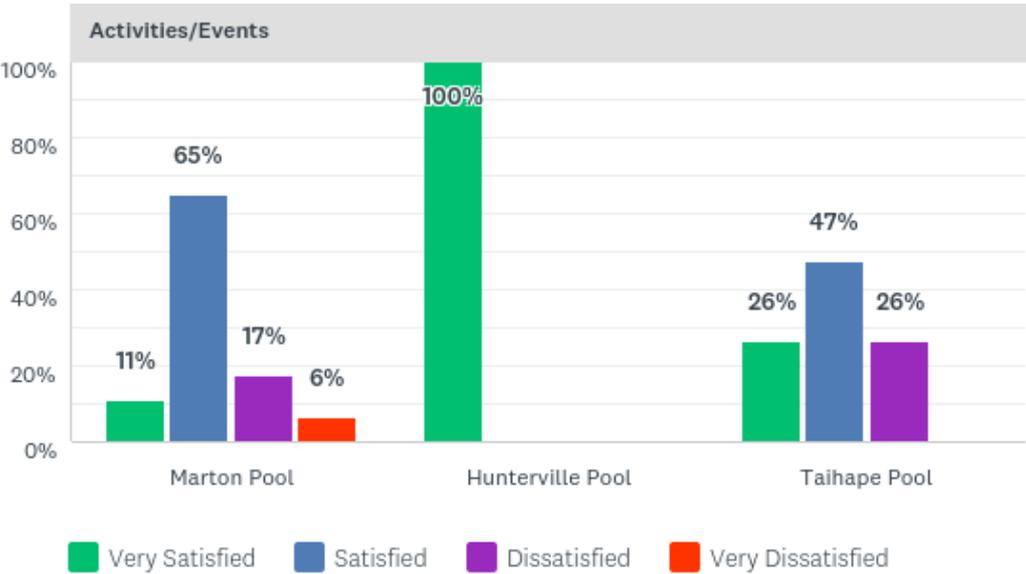
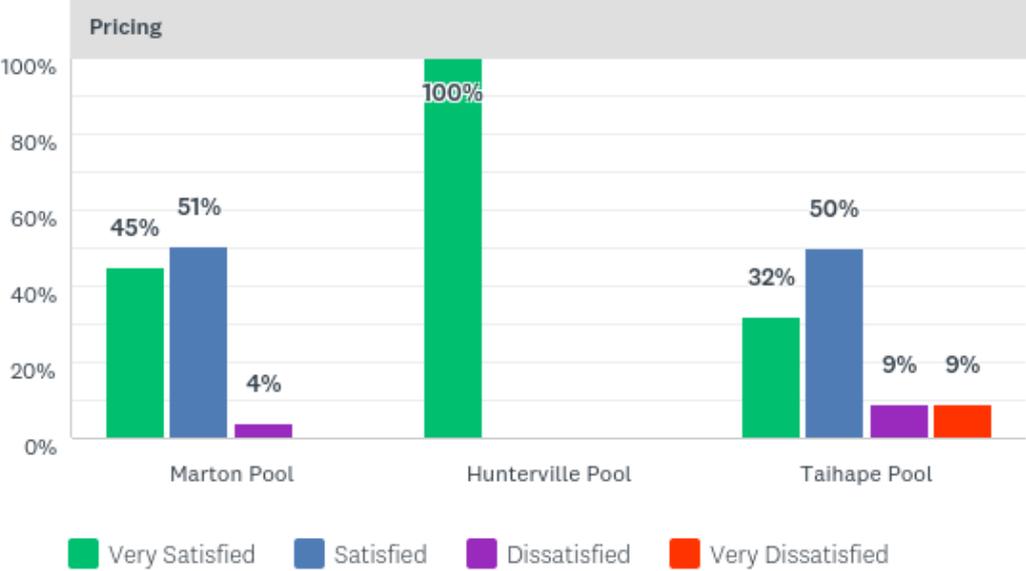
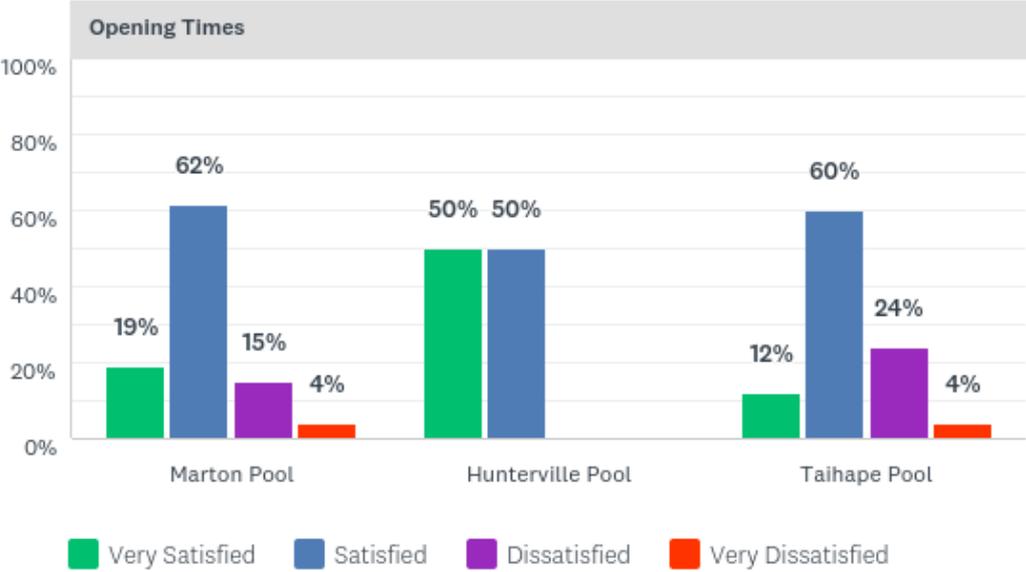


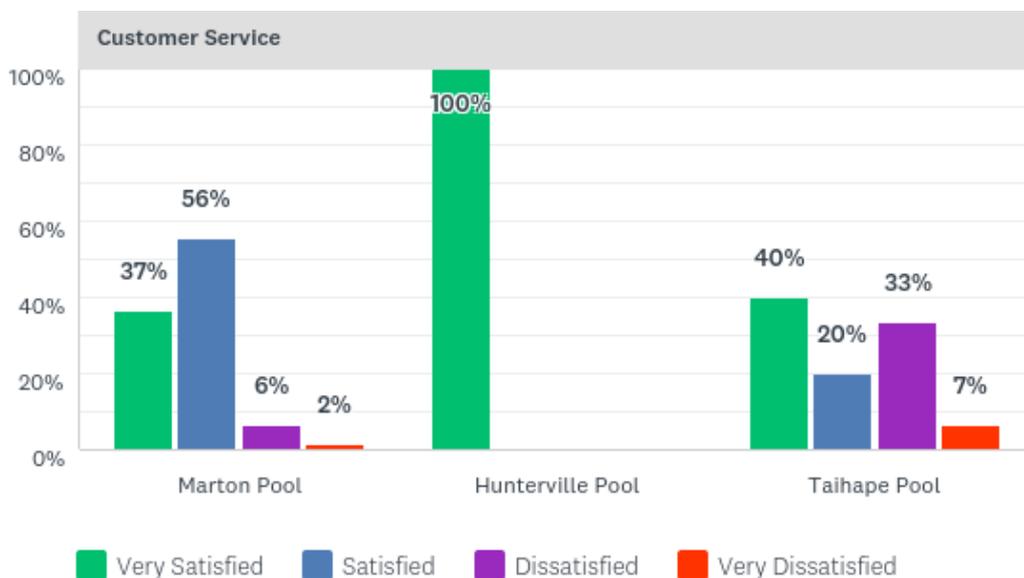
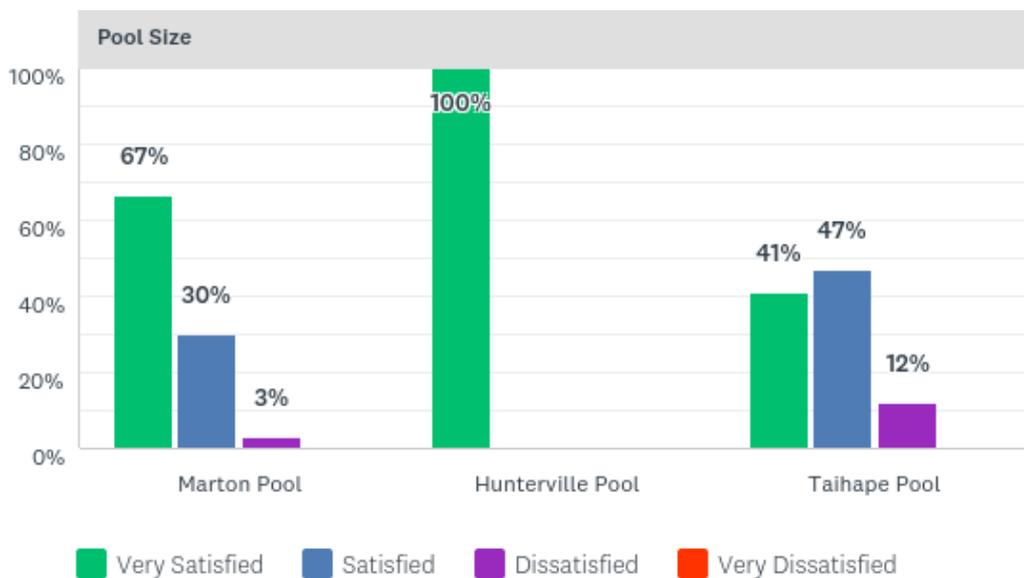
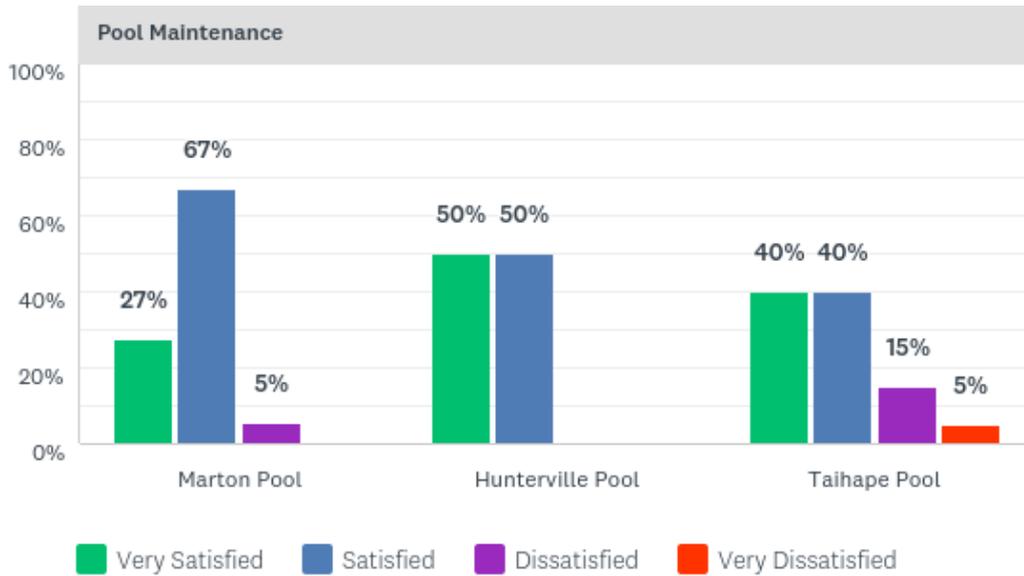
Q26: How SATISFIED are you in relation to our LIBRARIES?

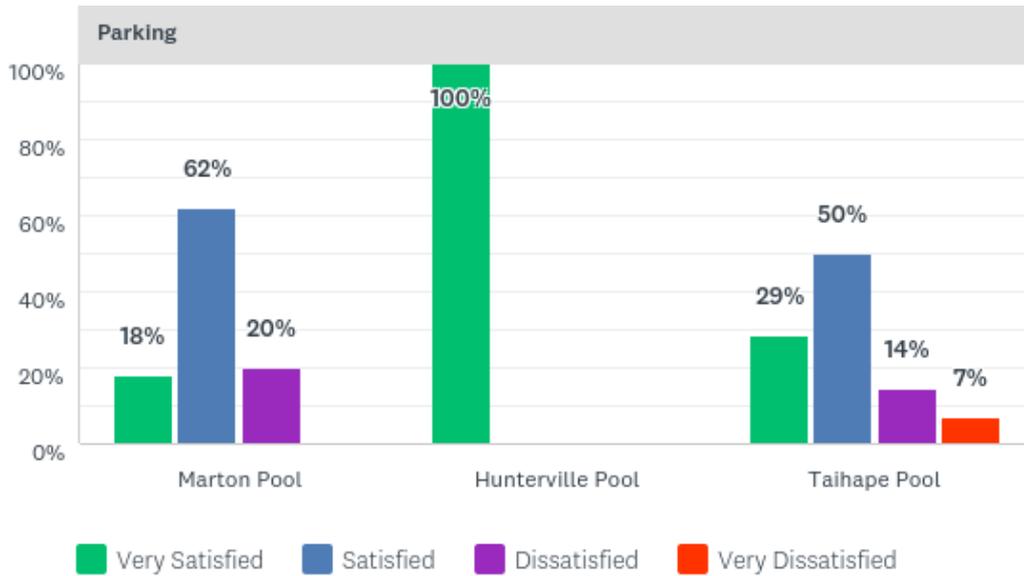




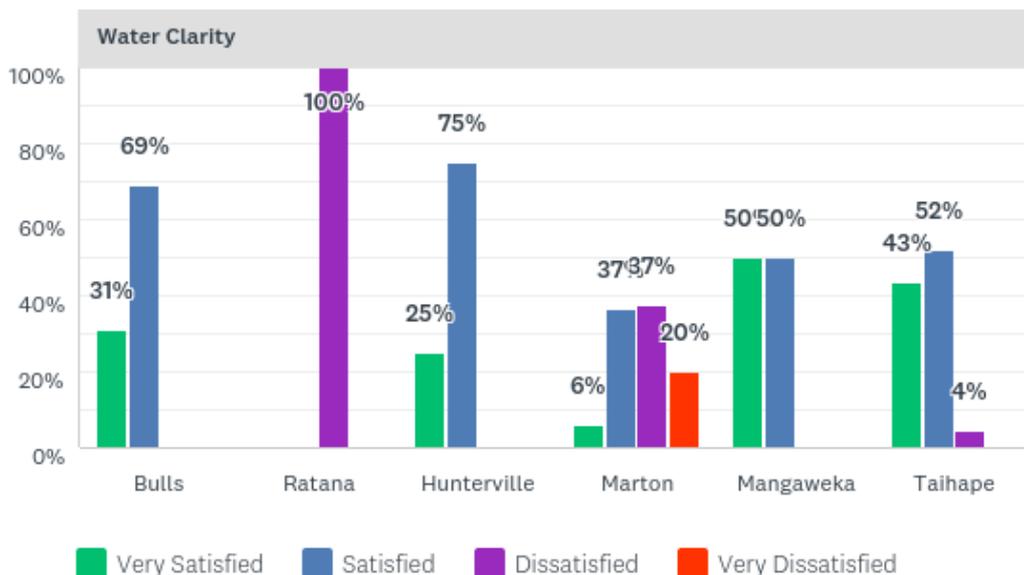
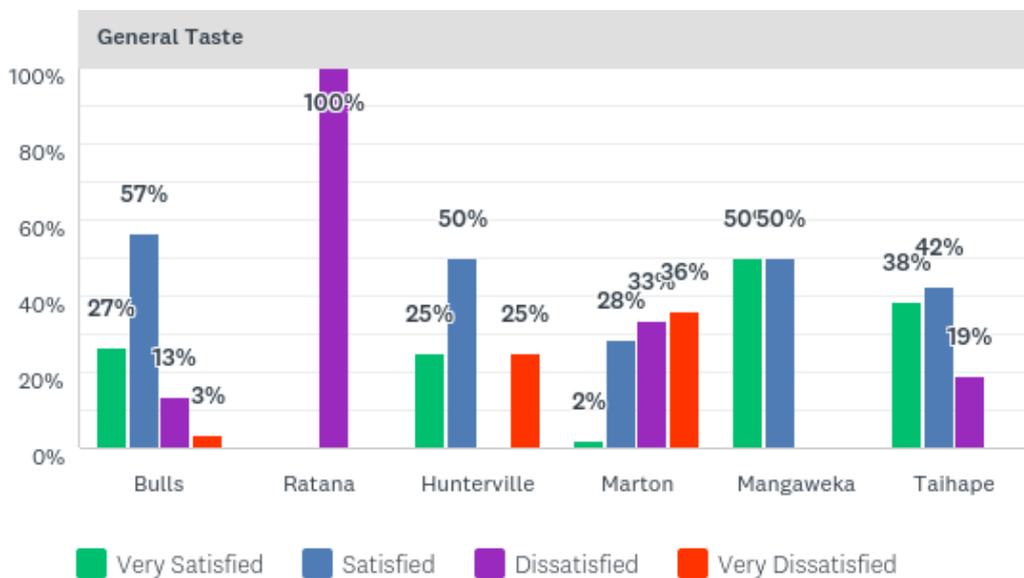
Q28: How SATISFIED are you in relation to our SWIMMING POOLS?

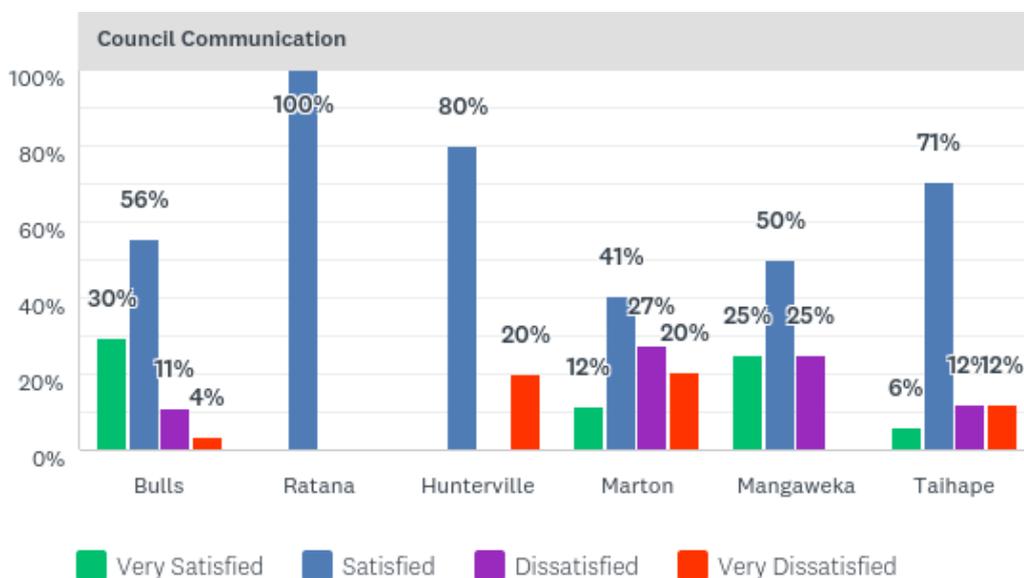
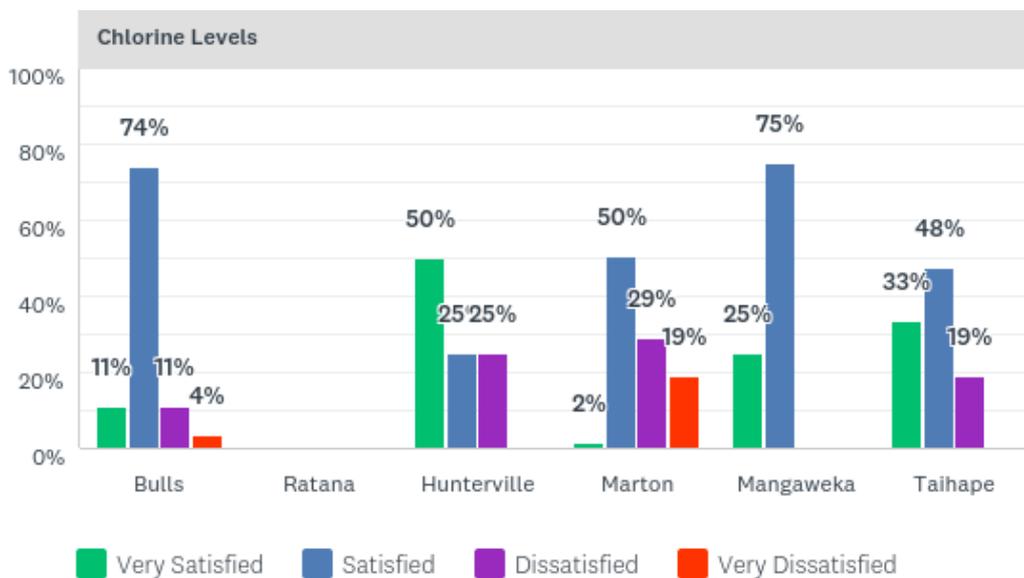
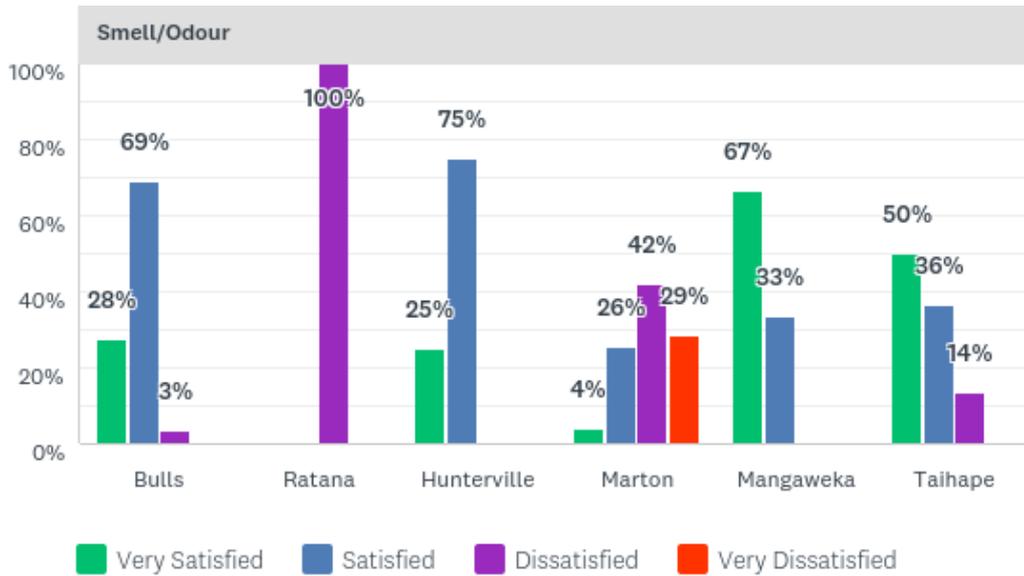




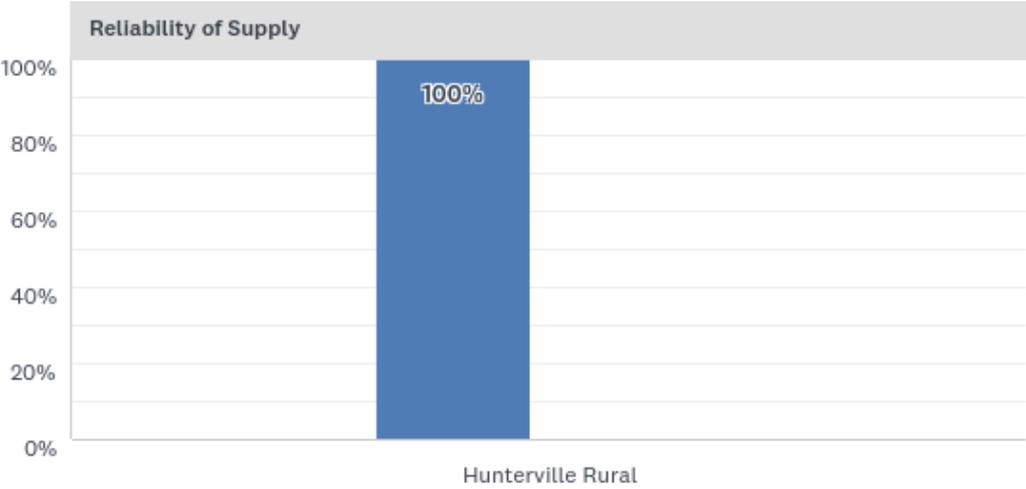


Q30: How SATISFIED are you in relation to your drinking water? [Please only comment on drinking water within your area of residence]

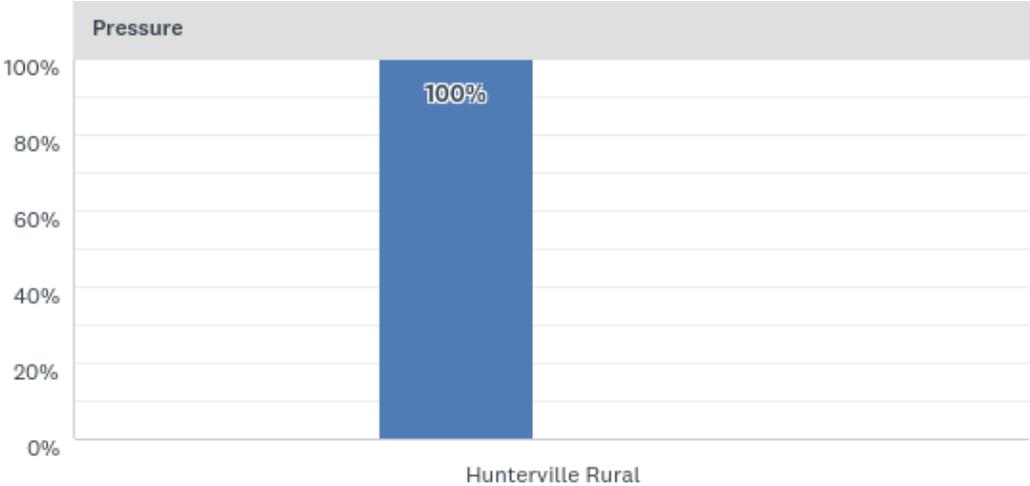




Q31: How are you SATISFIED are you in relation to the HUNTERVILLE RURAL WATER SCHEME? [Please only comment on drinking water within your area of residence]



Very Satisfied Satisfied Dissatisfied Very Dissatisfied

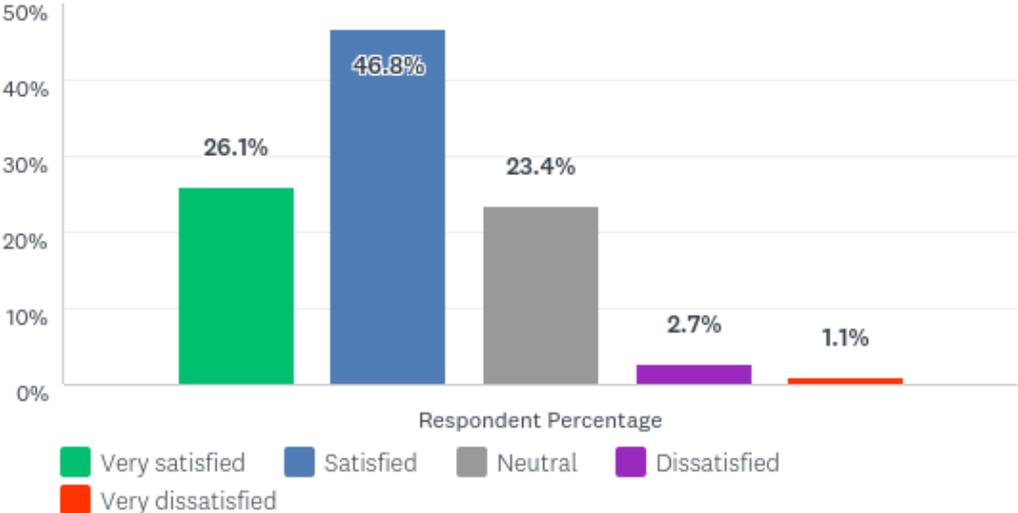


Very Satisfied Satisfied Dissatisfied Very Dissatisfied

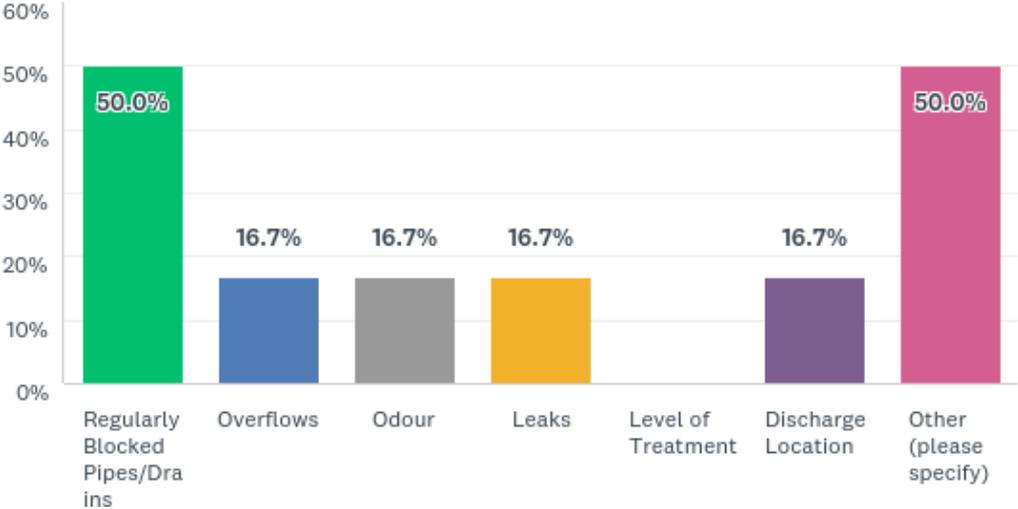


Very Satisfied Satisfied Dissatisfied Very Dissatisfied

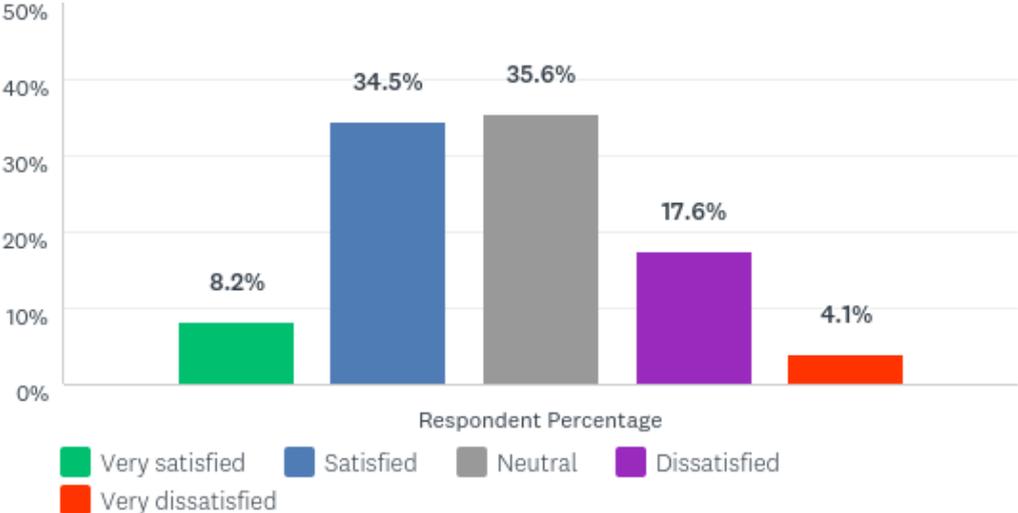
Q33: How generally SATISFIED are you with the WASTEWATER service that Council provides?



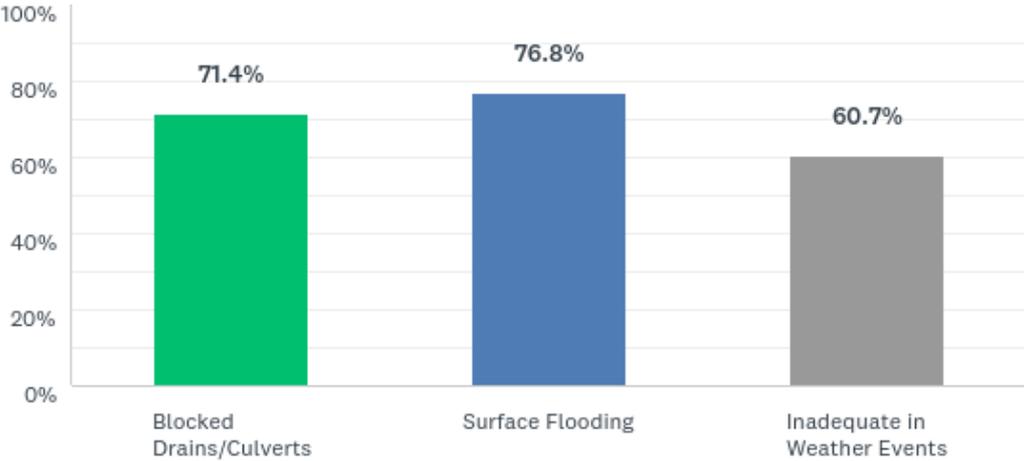
Q34: What are you DISSATISFIED with in relation to the WASTEWATER SYSTEM?



Q35: How generally SATISFIED are you with the STORMWATER service that Council provides?



Q36: What are you DISSATISFIED with in relation to the STORMWATER SYSTEM?



Q46: Bearing in mind that Council cannot spend more money on every service or facility without increasing rates and/or user charges, what SERVICES or FACILITIES do you think Council should spend more or less on in future?

	INCREASE RESOURCING	NO CHANGE REQUIRED	DECREASE RESOURCING	TOTAL
Roading	36% 79	63% 137	0% 1	217
Footpaths	40% 87	58% 125	2% 5	217
Town Beautification	36% 76	58% 124	6% 13	213
Town Centre Rejuvenation/Developments	46% 97	44% 93	10% 21	211
Town & Rural Halls	21% 43	73% 150	6% 12	205
Sports Grounds	17% 35	80% 162	2% 5	202
Parks and Reserves	23% 47	75% 151	1% 3	201
Playgrounds	36% 73	63% 129	1% 3	205
Drinking Water	69% 152	30% 66	0% 1	219
Stormwater/Wastewater	35% 73	65% 136	0% 1	210
Public Toilets	34% 74	65% 140	0% 1	215
Swimming Pools	21% 44	73% 151	5% 11	206
Business Support	22% 44	67% 135	11% 22	201
Information Centres/Tourism	25% 50	69% 139	6% 12	201
Maori Engagement & Development	20% 39	59% 118	21% 42	199
Samoan Community Engagement	16% 31	60% 116	24% 47	194
Community Well-being	38% 80	57% 119	4% 9	208
Youth Development & Opportunities	43% 88	51% 105	6% 13	206
Civil Defence	29% 59	68% 136	3% 6	201