



NATIONAL RESEARCH BUREAU LTD

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To: Sandra Haines

From: Ken Sutton and Janette Simpson

Of: Kawerau District Council

Date: 10 February 2017

Dear Sandra,

SUMMARY OF COMMUNITRAK™ SURVEY RESULTS

The following is a summary of your Communitrak™ survey results and, of course, detail, including verbatim responses, will be provided in the report.

If you have any queries, please give one of us a call.

Yours faithfully,

Ken Sutton

Janette Simpson

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OVERALL SATISFACTION WITH COUNCIL SERVICES AND FACILITIES

	Very /Fairly satisfied %	Not very satisfied %	Don't know / Unable to say %
Community attractiveness and beautification	100	-	-
Roading	97	2	1
Water supply	96	4	-
Parks and reserves	96	4	-
Recycling services	95	4	1
Rubbish collection	95	5	-
Wastewater (Sewage disposal) [†]	91	2	6
Public swimming pool facility	90	2	8
Footpaths	85	14	1
Public library	84	-	16
Stormwater removal and protection from flooding	82	10	8
Refuse disposal	81	6	13
The Kawerau Information Centre	79	2	19
Public halls	75	2	23
Cemeteries, including maintenance of cemeteries	71	-	29
Dog control	69	29	2
The Museum	63	1	36
Public toilets	54	22	24

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

Improvements To Services And Facilities

38% of residents say there are improvements to specific services or facilities they would like to suggest (39% in 2014).

RATES

87% of residents, or members of their household, identified themselves as ratepayers (80% in 2014).

Satisfaction With The Way Rates Are Spent On The Services And Facilities Provided By Council

Very satisfied	46% of all residents (46% in 2014)
Fairly satisfied	47% (40% in 2014)
Not very satisfied	3% (7% in 2014)
Don't know / unable to say	4% (7% in 2014)

PERFORMANCE

		Very good / Fairly good %	Just acceptable %	Not very good / Poor %	Don't know / no opinion %
Mayor & Councillors	2017	87	5	3	5
	2014	87	8	2	3
Council Staff	2017	86	4	3	7
	2014	83	7	2	8

LOCAL ISSUES

Place To Live

53% of residents think Kawerau District, as a place to live, is better than it was three years ago (45% in 2014), while 39% say it is the same (48% in 2014) and 3% feel it is worse (4% in 2014). 6% are unable to comment (3% in 2014).

Perception Of Safety

Do residents feel Kawerau District is generally a safe place to live?

Yes, definitely	47%	of all residents (30% in 2014)
Yes, mostly	43%	(56% in 2014)
Not really	7%	(9% in 2014)
No, definitely not	1%	(5% in 2014)
Unsure	1%	(0% in 2014)

(2017 reading does not add to 100% due to rounding)

Council Consultation And Community Involvement

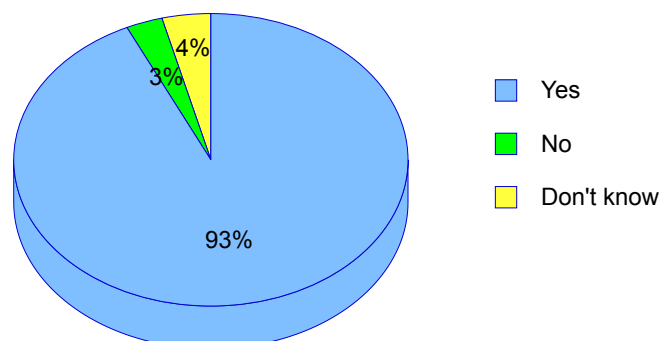
Satisfaction with the way Council involves the public in the decisions it makes...

Very satisfied	16%	of all residents (20% in 2014)
Satisfied	46%	(47% in 2014)
Neither satisfied nor dissatisfied	21%	(21% in 2014)
Dissatisfied	5%	(7% in 2014)
Very dissatisfied	1%	(1% in 2014)
Don't know	10%	(4% in 2014)

(2017 reading does not add to 100% due to rounding)

Reputation

Overall, do residents think Kawerau District Council has a good reputation?



Quality Of Life

Overall, residents feel the quality of life in the District is ...

Very good	59% of all residents (48% in 2014)
Good	35% (39% in 2014)
Fair	3% (11% in 2014)
Poor	2% (3% in 2014)
Don't know	1% (0% in 2014)

(2014 reading did not add to 100% due to rounding)

Community Spirit

Residents feel the community spirit in Kawerau District is ...

Very good	43% (35% in 2014)
Good	42% (46% in 2014)
Neither good nor bad	13% (12% in 2014)
Not very good	2% (3% in 2014)
Poor	0% (3% in 2014)
Don't know	0% (1% in 2014)

Emergency Management

54% of residents say they have a household emergency kit (56% in 2014), while 43% do not (46% in 2014).