

Waimakariri District Council

2025 Customer Satisfaction Survey – 31 March 2026

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Executive summary

Waimakariri District Council conducts a customer satisfaction survey every three years to assess residents' satisfaction with the Council's services and facilities. The survey results provide valuable insights into community perceptions of current service delivery, helping to inform the development of the Long-Term Plan and Activity Management Plans. Data collection for the 2025 customer satisfaction survey was undertaken from early November to mid-December.

According to the results, overall satisfaction with the performance of Waimakariri District Council was relatively high, with over seven in ten residents (71%) stating they were "satisfied" or "very satisfied". Satisfaction was higher among residents aged 70 years and over (89%) and those aged 18-29 years (79%), compared with residents aged 30-49 years, who reported lower satisfaction (58%).

Overall satisfaction with the Council's performance was higher among residents in the Kaiapoi-Woodend ward (76%) followed by residents in the Rangiora-Ashley ward (75%). By comparison, residents in the Oxford-Ohoka ward reported a significantly lower level of satisfaction with the Council's overall performance (53%).

With regard to community and recreation services, satisfaction was higher for libraries (between 92% and 94% for physical libraries), swimming pools (between 75% and 88%), cemeteries (90%), and parks and reserves (78%). In addition, 70% of residents were satisfied with the opportunities to engage in recreation in the district, and 71 % felt the district was a safe place to live.

Among utilities and roading services, satisfaction was high for the sewerage system (86%), stormwater drainage (74%), and kerbside collection services (between 72% and 86%). Residents reported varied levels of satisfaction with different aspects of the water supply.

Satisfaction was higher for the reliability of water (86%) and its pressure and flow (80%), while satisfaction with the taste of the water was much lower (45%). Over half of respondents were satisfied with roading and footpaths, including town roads (66%), town footpaths (66%), and sealed rural roads (56%).

Residents rated the Council's customer service highly, at 75% . In addition, 81 % of survey respondents were satisfied with the courteousness of the staff.

Over half of residents (54%) were satisfied with the Council's work in promoting the district. However, the results indicated that a considerable number of residents were not aware of the Council's activities related to district development.

Similarly, 56% of residents were satisfied with the Council's preparedness and planning for emergencies. However, many residents indicated a need for greater awareness in this area. In terms of Council consultations, only 11% of respondents reported participating. Among those who participated, 75% were satisfied.

Overall, residents believed that the Council should use its resources cost-effectively and base its decisions on clearly identified priorities. The services they considered most important for the Council to be involved in over the next few years were emergency/natural hazard management (88%), rubbish collection (88%), sewerage (87%), roading-related activities (84%), recycling services (83%), public toilets (81%), and parks and reserves (81%).

Background, objectives and methodology

Background

Waimakariri District Council undertakes a three-yearly customer satisfaction survey to measure how satisfied district residents are with key services and facilities provided by the Council, and to prioritise improvement opportunities that are valued by the community. Key Research has developed a comprehensive approach to meet this research need to the 2025 survey wave. The survey results inform the Council's long term plan and activity management plans.

Research Objectives

- To measure residents' satisfaction with the services and facilities provided by the Council.
- To identify suggestions made by residents to improve Council services and facilities.
- To identify the key facilities and services that the community considers important for the Council to be involved in over the next few years.

Method

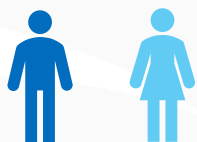
- A mixed-method approach to data collection was utilised, consisting of both postal and online surveys. Invitations were sent to a random selection of 7,000 residents aged 18 and over across the Waimakariri District, sourced from the Electoral Roll.
- A sample of n=741 responses was collected between 3 November and 17 December 2025, with a response rate of 10.6%. This report is based on n=420 responses, selected to ensure the demographic profile closely aligns with the population distribution recorded in the 2023 Census.
- The questionnaire was designed in consultation with Waimakariri District Council and was structured to provide a comprehensive set of measures relating to core services and facilities, and to provide a wider perspective on performance.
- Post data collection, the sample has been weighted so that is exactly representative of key population demographics based on the 2023 Census.
- At an aggregate level, the survey has an expected 95% confidence interval (margin of error) of +/-4.77%.
- The margins of error associated with subgroups will be larger than this, as the results become less precise as the sample size reduces. Thus, results associated with particularly small sample sizes should be interpreted with caution.

Notes

- Due to rounding, percentages may add up to just over or under the totals (+/- 1%).
- Calculations include all response options, including 'Very dissatisfied', 'Dissatisfied', 'Neutral', 'Satisfied', 'Very satisfied' and 'Don't know / Not applicable'.
- The proportion of 'Satisfied' respondents is calculated based on the combined 'Satisfied' and 'Very satisfied' responses.
- All question statements have been added in the relevant footnotes, in addition to the sample size (n=).
- In 2025, the satisfaction scale was changed from a four-point scale to a five-point scale that includes a 'Neutral' option, with 'Don't Know' or 'Not Applicable' included where necessary, as this is considered best practice for a research project of this type. Including a neutral option allows respondents who are neither satisfied nor dissatisfied to answer accurately, reducing forced choices and measurement bias. Due to methodological changes, including the change of scale and the sampling frame, the results are only partially comparable with previous years, and any significant differences from previous years could not be proven.

Sample profile (n=420)

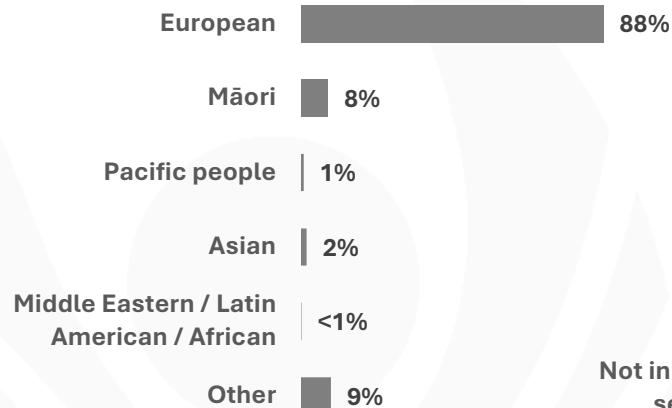
Gender



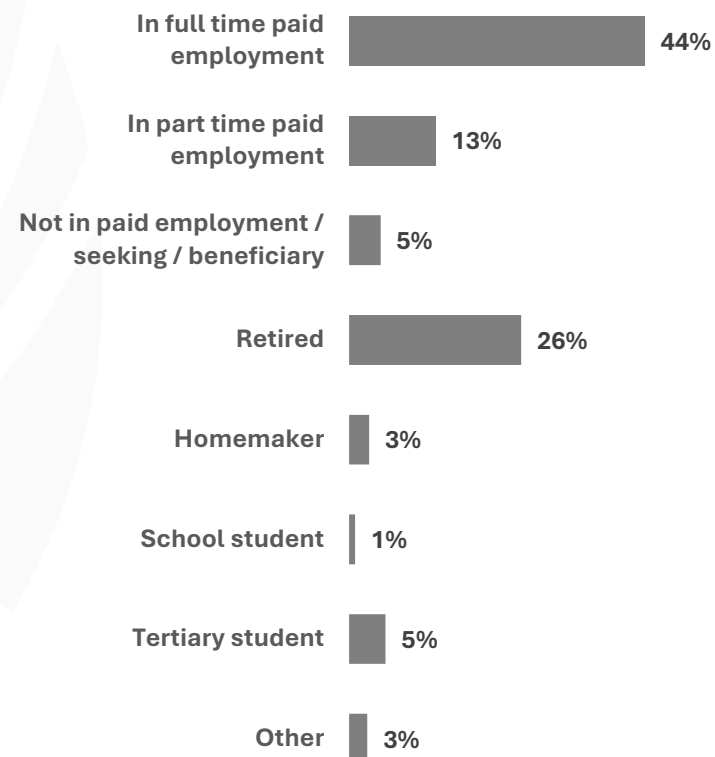
Male
49%

Female
51%

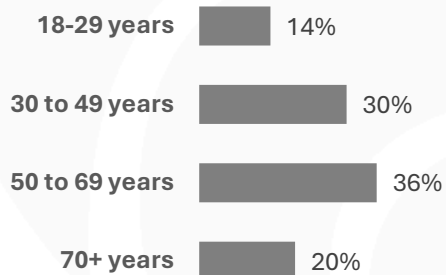
Ethnicity (multiple response)



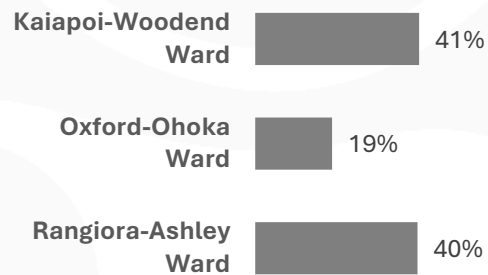
Occupation



Age



Ward



Snapshot of satisfaction with key services and facilities

Satisfaction with key services and facilities

KEY SERVICES AND FACILITIES	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
UTILITIES AND ROADING					
Roads, Footpaths, Parking and Park and Ride					
Town roads	15%	50%	17%	13%	3%
Small settlement roads	10%	41%	24%	13%	3%
Sealed rural roads	11%	45%	20%	14%	4%
Unsealed rural roads (other than the need for sealing)	5%	32%	25%	13%	5%
Town footpaths	20%	46%	16%	12%	4%
Small settlement footpaths	9%	35%	25%	8%	2%
Rangiora off-street parking	14%	36%	17%	19%	6%
Provision for park and ride in Rangiora	9%	16%	20%	3%	1%
Kaiapoi off-street parking	11%	28%	18%	7%	3%
Provision for park and ride in Kaiapoi	7%	12%	18%	2%	1%
Provision for cycling	12%	27%	18%	6%	2%
Solid Waste					
Kerbside recycling collection service	53%	34%	8%	3%	3%
Kerbside rubbish collection service	50%	32%	9%	3%	3%
Kerbside organics collection service	44%	28%	10%	2%	2%
Satisfaction with Southbrook resource recovery park location	35%	53%	9%	1%	2%
Satisfaction with Southbrook resource recovery park rubbish disposal	29%	51%	9%	2%	3%
Satisfaction with Recycling services	34%	49%	8%	3%	3%
Satisfaction with greenwaste disposal	26%	40%	8%	1%	2%
Satisfaction with opening hours/days	26%	52%	13%	4%	1%
Satisfaction with hazardous waste disposal	14%	27%	10%	0%	2%
Satisfaction with range of services provided	29%	51%	11%	1%	1%
Satisfaction with service provided by resource recovery park staff	37%	42%	12%	2%	1%
Water Supply					
Taste	16%	29%	10%	25%	18%
Appearance	23%	48%	18%	5%	3%
Quantity (pressure and flow, or volume if you are on a restricted supply)	31%	48%	11%	4%	1%
Reliability (number and length of water outages)	38%	47%	8%	1%	1%
Overall water supply	25%	38%	17%	13%	5%

Satisfaction with key services and facilities

KEY SERVICES AND FACILITIES	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Stormwater Drainage					
Overall performance of stormwater drainage system	26%	48%	15%	5%	2%
Sewerage System					
Overall performance of sewerage system	38%	48%	8%	2%	2%
COMMUNITY AND RECREATION					
Libraries					
Library opening hours	49%	42%	5%	2%	0%
Library spaces	48%	38%	8%	2%	0%
Customer service	65%	25%	6%	0%	0%
Programmes, events and services for children, young adults and families	18%	23%	11%	0%	0%
Programmes, events and services for adults and elderly	16%	24%	17%	1%	0%
Emerging Collections (new to library) e.g. Board games, Ako packs, and Ukulele Collection	11%	16%	16%	1%	0%
Physical collections (books, magazines, DVDs etc)	26%	36%	15%	3%	0%
Digital collections (eBooks, databases, Kanopy etc)	15%	20%	16%	2%	0%
Tinkerzone (Sewing machines, 3D Printing), Xbox and Computers	10%	13%	13%	0%	0%
Kaiapoi Library	62%	32%	4%	1%	0%
Rangiora Library	57%	36%	5%	0%	2%
Oxford Library	53%	41%	5%	2%	0%
Online/Digital Library	41%	36%	20%	0%	0%
Aquatic Facilities					
Kaiapoi Aquatic Centre	35%	41%	8%	14%	2%
Dudley Park Aquatic Centre (Rangiora)	40%	47%	10%	1%	2%
Oxford Community Pool	28%	47%	11%	10%	3%
Green Spaces and Other Community Facilities					
Parks and reserves	35%	43%	8%	3%	0%
Sports fields	20%	32%	9%	1%	0%
Dog parks	18%	20%	7%	2%	0%
Play equipment	15%	28%	7%	2%	0%
Street trees	22%	45%	16%	8%	2%
Community halls/meeting rooms	9%	26%	9%	2%	0%
Public toilets	13%	38%	15%	9%	1%
Overall quality of the cemeteries	44%	46%	6%	2%	0%
Community Support Services					
Our district is welcoming and supportive	23%	42%	19%	2%	0%

Satisfaction with key services and facilities

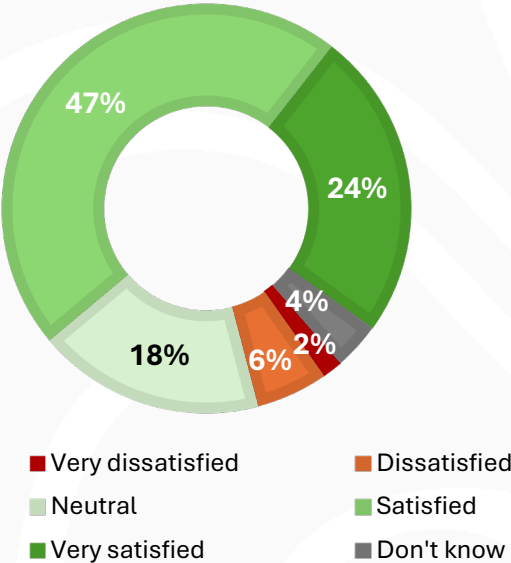
KEY SERVICES AND FACILITIES	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Sense of safety in the district	22%	49%	18%	7%	0%
Opportunities to engage in recreation	24%	46%	14%	3%	0%
Access to health and wellbeing service	14%	36%	21%	15%	2%
Opportunities for people to be involved in the community	16%	43%	18%	4%	0%
Access to local training work readiness and employment for young people	3%	9%	14%	5%	2%
Access to places, spaces and services for people with disabilities	6%	15%	17%	2%	2%
Elderly persons' housing	6%	11%	15%	2%	2%
PLANNING, REGULATION AND ENVIRONMENT					
Regulatory Services					
Noise control	13%	54%	0%	9%	17%
Dog control	24%	20%	24%	10%	22%
Other animal control (Except dogs)	36%	0%	0%	64%	0%
Alcohol licensing	18%	20%	0%	18%	43%
Food safety	0%	31%	0%	0%	69%
Consents for Class 4 Gambling venues or machines	100%	0%	0%	0%	0%
Building consents	15%	39%	18%	17%	11%
Resource consents	4%	23%	18%	17%	37%
District Development					
General planning for the long-term future of the District	9%	38%	20%	7%	1%
Planning for future subdivisions for housing	8%	32%	22%	9%	2%
Planning for the future of rural areas	3%	23%	23%	9%	3%
Planning for future business areas, including town centres	5%	31%	24%	6%	2%
Encouraging increased business activity	6%	31%	23%	6%	1%
Promoting the District	11%	43%	21%	3%	1%
Creating public places and spaces that are accessible to people with disabilities	5%	25%	19%	2%	1%
STRATEGY, ENGAGEMENT AND ECONOMIC DEVELOPMENT					
Civil Defence and Emergency Management					
Civil Defence Emergency Management	18%	38%	16%	1%	0%
Flood emergencies	14%	36%	15%	2%	0%
Earthquake emergencies	12%	36%	15%	2%	0%
Tsunami emergencies	10%	35%	16%	2%	0%
Council's work in building resilience and helping residents prepare for emergencies	16%	36%	22%	6%	1%
Communication and Engagement – Quality of Information Provided					
Ease of access of information	12%	41%	19%	4%	1%
Readability of information	13%	44%	17%	3%	1%

Satisfaction with key services and facilities

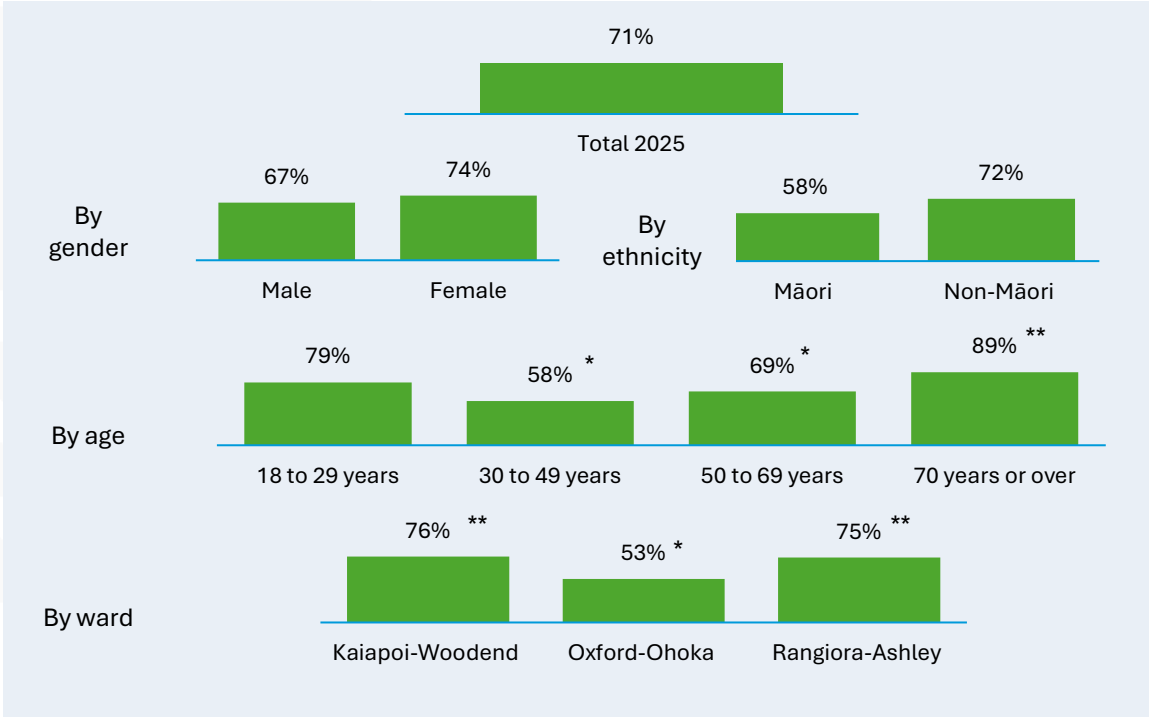
KEY SERVICES AND FACILITIES	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied
Timeliness of information	10%	39%	22%	3%	1%
Relevance of information	10%	40%	22%	3%	0%
The overall quality of the information	12%	42%	19%	3%	1%
The way Council conducts its consultations	6%	16%	16%	3%	1%
Environmental Management					
Protection/enhancement of waterways the Council is responsible for	7%	31%	18%	11%	4%
Protecting/enhancing indigenous biodiversity (plants and animals native to NZ)	9%	32%	16%	8%	2%
Responding to climate change	3%	21%	22%	7%	3%
Encouraging sustainability	7%	31%	21%	8%	3%
FINANCE AND BUSINESS SUPPORT					
Customer Service					
Courteousness of staff	54%	27%	10%	2%	5%
Time taken to provide the service	41%	33%	10%	6%	7%
Overall quality of the customer service	41%	34%	11%	5%	8%
Online and E-Services					
Online report an issue website	18%	17%	7%	2%	4%
Online report an issue Snap Send Solve	13%	16%	5%	2%	2%
Online payments	30%	30%	3%	0%	3%
Online search rates and property database	13%	25%	7%	1%	2%
Online search cemeteries database	2%	9%	3%	0%	2%
Online search Open Maps	7%	10%	7%	1%	0%
Online order kerbside bins	10%	8%	5%	1%	0%
Dog notification (e.g. microchipping, desexing, deceased)	9%	15%	1%	0%	0%
Online direct debit application	9%	16%	3%	0%	1%
Online Council facility booking	1%	4%	4%	0%	0%
Overall Performance of the Council	24%	47%	18%	6%	2%

Satisfaction with overall performance

- Over seven in ten respondents (71%, n=297) were satisfied with the Council’s overall performance, stating that they were ‘Satisfied’ or ‘Very satisfied’. Only 7% of residents (n=29) were dissatisfied, reporting that they were ‘Dissatisfied’ or ‘Very dissatisfied’.
- While younger residents (aged 18-29 years) and older residents (aged 70 years and over) reported high satisfaction with the Council’s overall performance (79%, n=59 and 89%, n=76 respectively), residents aged 30-49 years recorded the lowest satisfaction at 58% (n=55).
- Geographically, the highest satisfaction scores for the Council’s overall performance were recorded in the Kaiapoi-Woodend Ward (76%, n=128), followed by the Rangiora-Ashley Ward (75%, n=126). These scores were significantly higher than the satisfaction recorded in the Oxford-Ohoka Ward (53%, n=43).



% ‘Satisfied’ and ‘Very satisfied’



NOTES:
1. Q67. How satisfied are you with the overall performance of the Council? n=415

Significance between demographics
** Significantly higher
* Significantly lower

General comments about the Council

A total of 71 verbatim comments were received, providing insight into the factors contributing to residents' satisfaction and dissatisfaction. Residents' satisfaction was primarily attributed to good Council services and facilities (43%, n=31), as well as good leadership and staff (13%, n=9). Some of the comments that reflect this are as follows :

- *Have always found council helpful and efficient. Do not have any complaints and compared to some areas I have lived it ranks very well.*
- *Just a big pat on the back for our great Council. I make sure when talking to people in other areas outside of Waimakariri what a great Council we have.*
- *The Waimakariri is a very beautiful and well-kept district to live in and has a great vibe, I have thoroughly enjoyed living here for the past 10-11 years and intend to live here for many more... I would like to thank the council for keeping this district beautiful.*
- *I am impressed with the work of our council, particularly during and post earthquake. The Council I moved to was Whakatane District Council, and I had actually been living there during their Edgecumbe earthquake forty plus years ago. When I returned there four years ago, I was shocked at how little they had done to rectify things, compared to how promptly Waimakariri DC kicked in after our earthquake. The new library, the Hub, the pipes, the riverbanks, much better.*
- *I believe we've got some good people making decisions in the council. I trust them to get the job done. Pleased we're in Waimakariri.*
- *It is apparent to me that the council has been well served by our Councillors and in particular, the council staff from the CEOs on down.*

The factors that may have contributed to residents' dissatisfaction were centred around four themes:

1. High rates and concerns about affordability, with a perception of poor value for money (17%, n=18)
2. Spending on services and facilities that residents do not want or prioritise (4%, n=4)
3. Problems with key infrastructure (5%, n=5)
4. Insufficient communication and engagement in decision-making (4%, n=4)

Some relevant verbatim comments that illustrate these themes are presented below.

- *We are struggling in the community, and your rates go up every year. We are not an open bank. Please control spending.*
- *Dissatisfied for the cost of the rates and what we received for the money considering that the number of new properties with little changes with the infrastructure.*
- *My dissatisfaction relates to Council debt. I see the current situation as unsustainable and a waste of millions of dollars in interest being siphoned out of the district. I'd like to see Council change their thinking from 'spend now and worry later' to 'worry now and save for the future'. Debt is the Council's biggest problem in my view, and it appears we are headed for much more of it.*
- *The management need to take note of what the ratepayers tell them. They think they know it all, and don't like it when they get it wrong.*
- *Roadworks are annoying and are constantly, need more public toilets and ask people what they actually want in Rangiora.*

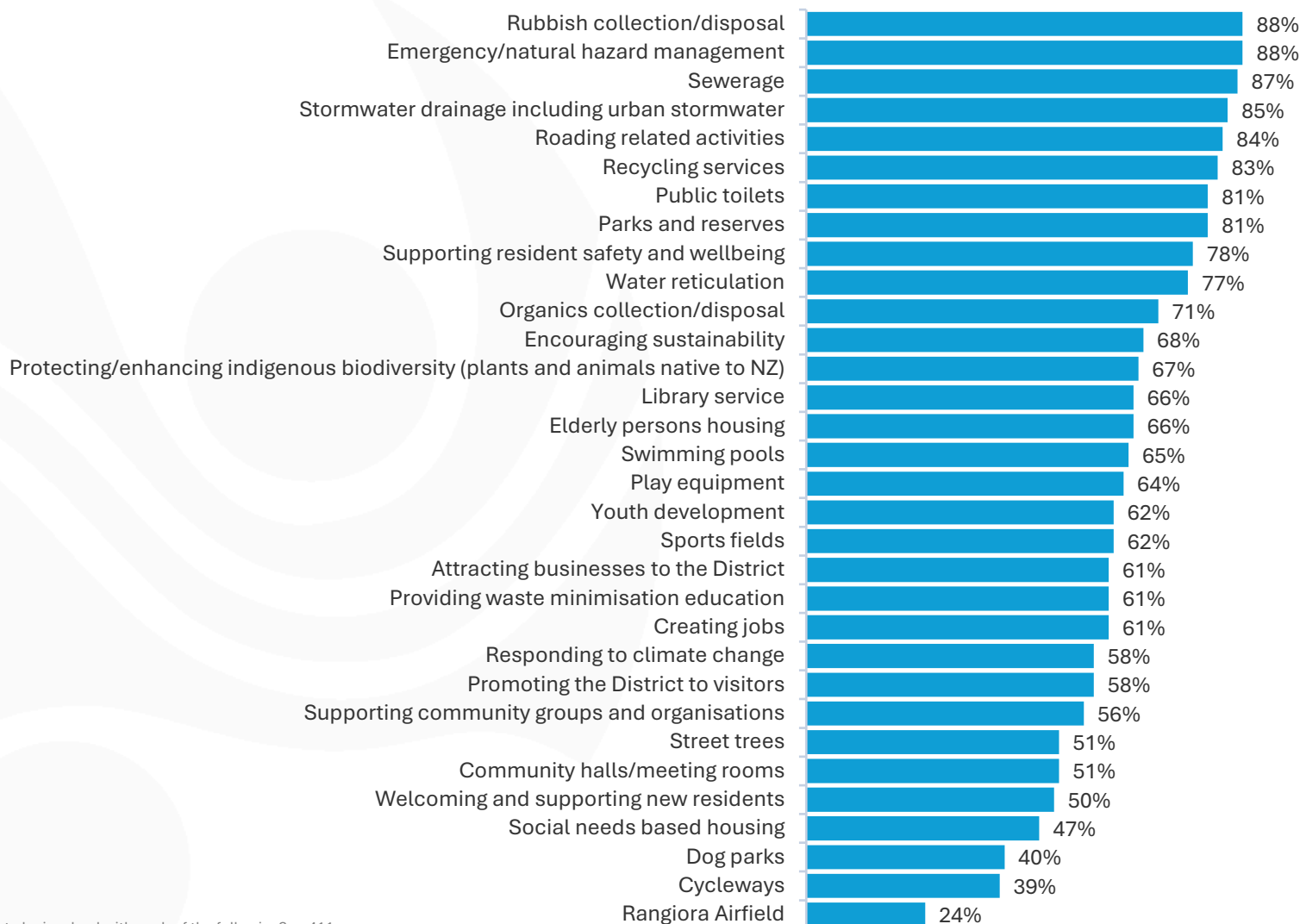


NOTES:

1. Q68. Do you have any comments you would like to make about any aspects of the Council's overall performance or any other aspect of the Council's work? n=98

Resident priorities for Council involvement†

- The top priority activities that residents viewed as 'Very important' or 'Extremely important' for the Council to be involved in were *Rubbish collection/disposal* (88%, n=366) and *Emergency and natural hazard management* (88%, n=365).
- In addition, services and facilities considered 'Very' or 'Extremely important' by more than 75% of residents included *Sewerage* (87%, n=360), *Stormwater drainage including urban stormwater* (85%, n=352), *Roading related activities* (84%, n=345), *Recycling services* (83%, n=343), *Public toilets* (81%, n=336), *Parks and reserves* (81%, n=335), *Supporting resident safety and wellbeing* (78%, n=323) and *Water reticulation* (77%, n=318), as shown in the graph.
- Rangiora Airfield* was the facility that received the lowest proportion of very or extremely important responses (24%, n=103). This indicates that residents viewed Rangiora Airfield as comparatively less important than the other services and facilities they were asked to consider.



NOTES:

- Q69. How important do you think it is for the Council to be involved with each of the following? n=411
- † Percentages show the combined 'Extremely important' and 'Very important' responses

Satisfaction with utilities and roading

Water supply – connection

- Sixty three percent of respondents (n=263) reported that they were connected to the Council operated water supply while 16% (n=70) indicated they were not to. A considerable proportion of residents (21%, n=86) were not aware of whether they were connected to the Council’s water supply .
- At the ward level, the highest proportion of respondents connected to the water supply was in Rangiora-Ashley (67%, n=113), followed by Kaiapoi-Woodend (58%, n=100) and Oxford-Ohoka (66%, n=50).
- The majority of respondents were connected to the Rangiora water supply (38%, n=97), followed by the Kaiapoi water supply (25%, n=63).

Connection to water supply by ward

Responses	Kaiapoi-Woodend	Oxford-Ohoka	Rangiora-Ashley
Yes	58%	66%	67%
No	15%	24%**	14%*
Don’t know	27%	10%	19%

NOTES:

1. Q54. Do you receive water from a Council operated water supply (including the Ashley Rural Water Supply operated by the Hurunui District Council)? n=419
2. Q55. Which Council operated water supply do you receive water from? If you do not know the name of the water supply, please refer to the water supply map on page 19. n=253
3. † Percentages calculated based on those who receive water from Council operated supply

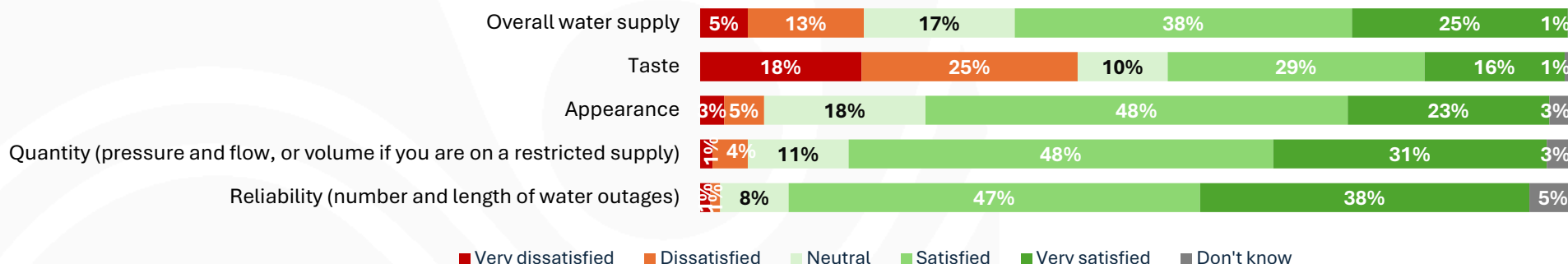
Significance between demographics

** Significantly higher
* Significantly lower

Satisfaction with water supply

- Respondents connected to the Council water supply rated different aspects of the service at varying levels of satisfaction. *Reliability* received the highest satisfaction rating at 84% (n=222), followed by *Water quantity (pressure and flow, or volume)* at 80% (n=208). In contrast, satisfaction with the *Taste of the water* was low, at 45% (n=119).
- *Overall satisfaction with the Council water supply* was reported at 63% (n=168). The relatively low level of overall satisfaction appears to be primarily driven by dissatisfaction with the taste. This finding was reinforced by the verbatim comments, where the most common concern was the need to remove chlorine (69%, n=76), with a further 20% (n=23) of respondents indicating that additional water filtering was required.
- No statistically significant differences were identified between demographic sub-groups in relation to satisfaction with the water supply.

Satisfaction with different aspects of water supply



Satisfaction with different aspects of the water supply by ward and ethnicity (combined % of 'Satisfied' and 'Very satisfied')

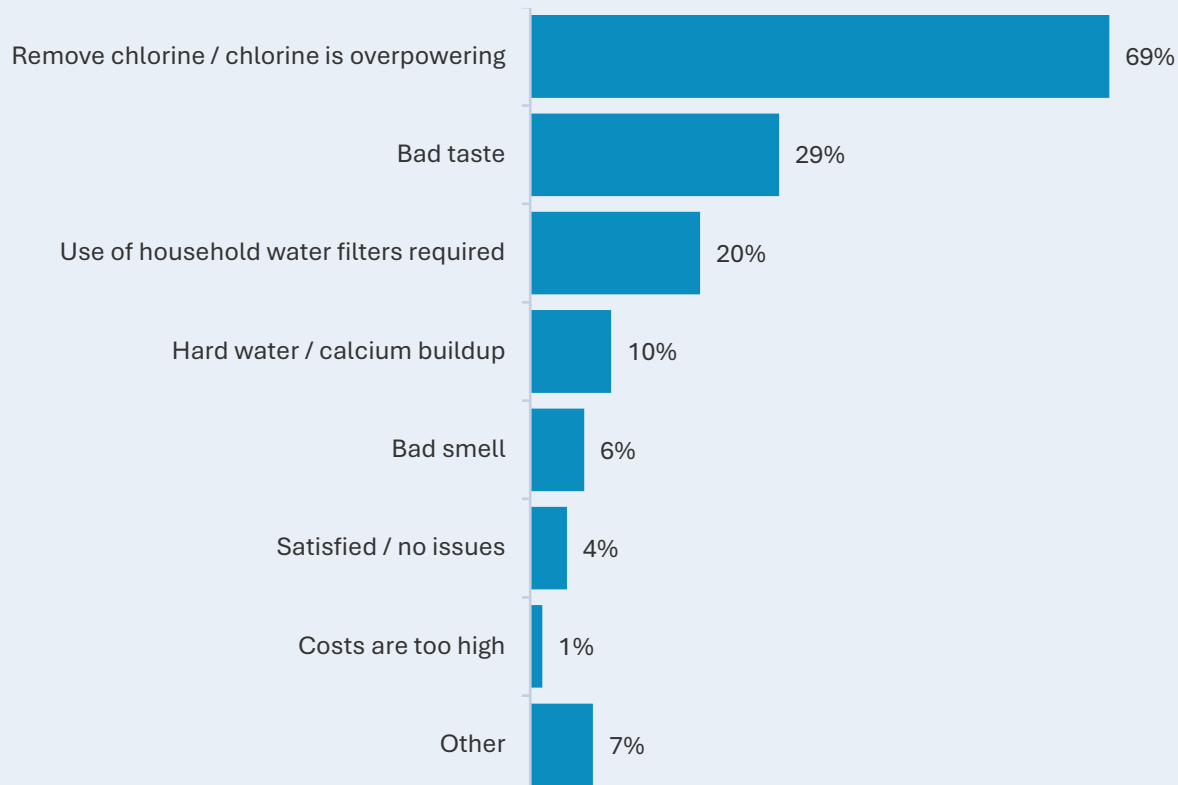
Aspects of water supply	Total	Kaiapoi-Woodend	Oxford-Ohoka	Rangiora-Ashley	Māori†	Non-Māori
Overall water supply	63%	63%	57%	66%	74%	62%
Taste	45%	49%	40%	44%	55%	45%
Appearance	71%	71%	64%	75%	67%	71%
Quantity (pressure and flow, or volume if you are on a restricted supply)	80%	79%	78%	81%	73%	80%
Reliability (number and length of water outages)	84%	84%	84%	86%	86%	84%

NOTES:

- Q56. How satisfied are you with the following aspects of your Council operated water supply?
 - Taste n=262
 - Appearance n=262
 - Quantity (pressure and flow, or volume if you are on a restricted supply) n=262
 - Reliability (number and length of water outages) n=262
- Q57. How satisfied overall are you with your Council operated water supply? n=262
- † Caution: Small sample size (n<30). Results are indicative only.

Comments on water supply by key themes

- A total of 113 comments related to the water supply were received.
- The majority of comments reflected residents' concern about the *Chlorination of the water* (69%, n=76).
- Additionally, some respondents (20%, n=23) reported using household water filters to minimise the taste of chlorinated water.



NOTES:

1. Q58. Do you have any comments you would like to make about any aspects of the water supplies the Council operates? (Please indicate the supply/supplies to which your comments relate.) n=113

Stormwater – connection

- 49% of residents (n=208) resided at a property within the Council drainage area while 9% (n=38%) did not. A considerable proportion of residents (42%, n=171) were not aware of whether they lived within a Council drainage area.
- At the ward level, the highest proportion of respondents connected to stormwater drainage was in Rangiora-Ashley (57%, n=97) and Kaiapoi-Woodend (57%, n=97), followed by Oxford-Ohoka (19%, n=14).
- The majority of respondents were connected to the Rangiora Urban stormwater drainage system (40%, n=78), followed by the Kaiapoi Urban drainage system (28%, n=54).

Connection to stormwater drainage by ward

Responses	Kaiapoi-Woodend	Oxford-Ohoka	Rangiora-Ashley
Yes	57%**	19%*	57%**
No	3%	19%	10%
Don't know	40%	62%	33%

NOTES:

- Q59. Is your property within a Waimakariri District Council land drainage area? (This includes both rural and urban land drainage areas) n=417
- Q60. Which land drainage area is your property located in? If you are unsure of the name of the drainage area, please refer to the drainage map on page 20. n=189
- † Percentages calculated based on those whose property is within a Waimakariri DC drainage area

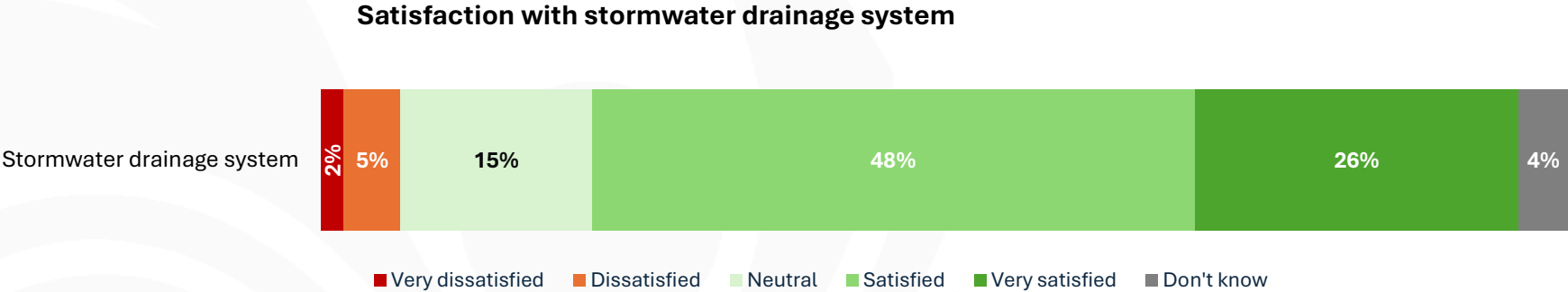
Significance between demographics

** Significantly higher

* Significantly lower

Satisfaction with stormwater drainage

- Overall satisfaction with *Stormwater drainage* was relatively high (74%, n=156) and was consistent across all wards in the District.
- However, there was a large discrepancy in satisfaction across ethnic groups, with those who identify as Māori rating their satisfaction with this service at 36% (n=4), compared with 77% (n=152) among non-Māori residents.



Satisfaction with stormwater drainage system by ward and ethnicity (combined % of ‘Satisfied’ and ‘Very satisfied’)

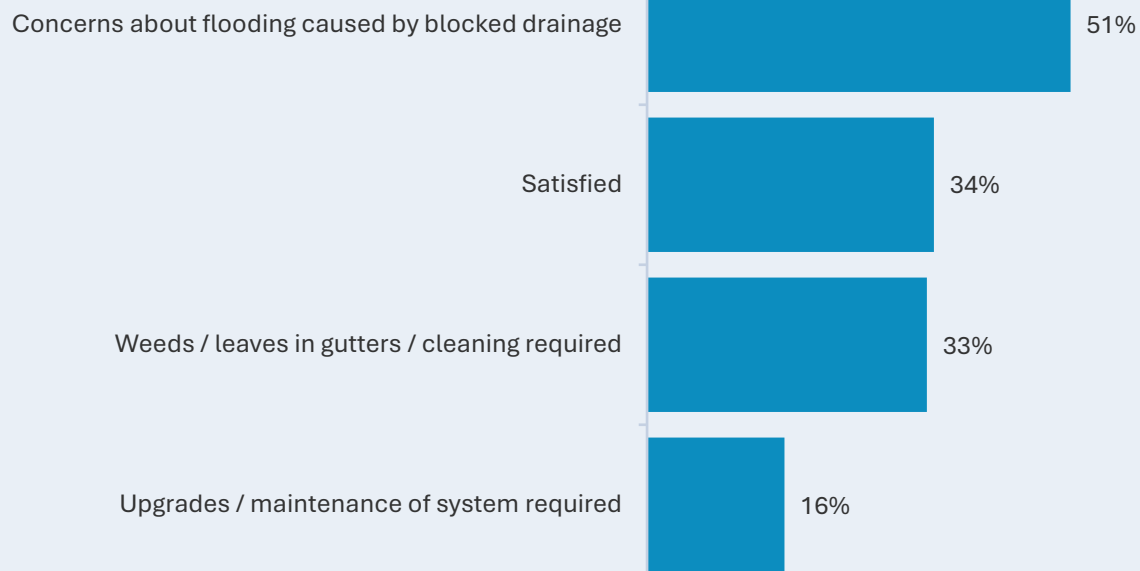
Stormwater drainage	Total	Kaiapoi-Woodend	Oxford-Ohoka	Rangiora-Ashley	Māori‡	Non-Māori
Stormwater drainage system	74%	74%	74%	74%	36%*	77%**

NOTES:
1. Q61. How satisfied are you with the performance of the Council’s stormwater drainage where you live? n=207
2. ‡ Caution: Small sample size (n<30). Results are indicative only.

Significance between demographics
** Significantly higher
* Significantly lower

Comments on stormwater drainage by key themes

- A total of 39 comments related to the stormwater drainage were received.
- A considerable proportion of comments (51%, n=19) highlighted residents' concerns about *Flooding* caused by *blocked drainage*, with expectations that the Council would take timely action to clean drains.
- Thirty-four percent of respondents (n=13) were satisfied with how the Council manages and maintains its stormwater drainage system.



NOTES:

1. Q62. Do you have any comments you would like to make about any aspects of the stormwater drainage in the District? (Please indicate the area to which your comments relate.) n=39

Sewerage system – connection

- Sixty five percent respondents (n= 269) reported that they utilised a Council operated sewerage system, while 22% (n=92) did not. Thirteen percent (n= 55) were not aware of the sewerage system to which they were connected.
- A high proportion of residents in the Kaiapoi–Woodend (73%, n=124) and Rangiora–Ashley (71%, n=120) wards utilised a Council-operated sewerage system, compared with a smaller proportion of residents in the Oxford–Ohoka ward (35%, n=25).
- Overall, the highest proportion of respondents were connected to the Rangiora system (43%, n=107), followed by the Kaiapoi system (31%, n=77).

Connection to sewerage system by ward

Responses	Kaiapoi-Woodend	Oxford-Ohoka	Rangiora-Ashley
Yes	73%**	35%*	71%**
No	13%	57%	14%
Don't know	14%	8%	15%

NOTES:

1. Q63. Do you dispose of your sewage to a Council operated sewerage system? n=416
2. Q64. Which sewerage system are you connected to? If you are unsure of the name of the sewerage system, please refer to the sewerage map on page 21. n=246
3. † Percentages calculated based on those who dispose sewage to a Council operated sewerage system

Significance between demographics

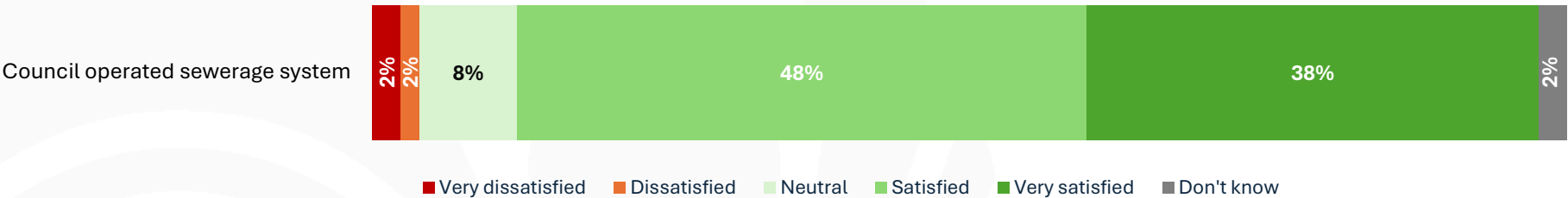
** Significantly higher

* Significantly lower

Satisfaction with sewerage system

- Those who utilised the Council-operated sewerage system reported a high level of satisfaction (86%, n=232).
- Satisfaction was consistently high across all geographic locations, as well as among both Māori and non-Māori residents.

Satisfaction with sewerage system



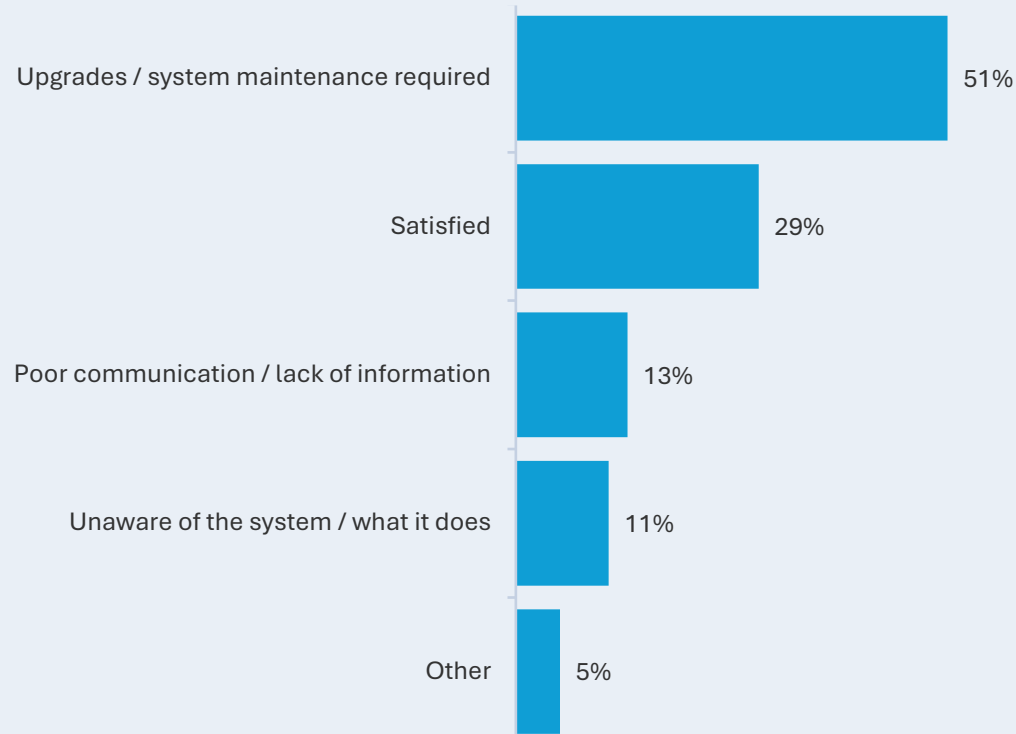
Satisfaction with sewerage system by ward and ethnicity (combined % of ‘Satisfied’ and ‘Very satisfied’)

Sewerage system	Total	Kaipoi-Woodend	Oxford-Ohoka	Rangiora-Ashley	Māori‡	Non-Māori
Council operated sewerage system	86%	87%	77%	86%	76%	86%

NOTES:
1. Q65. How satisfied are you with your Council operated sewerage system? n=268
2. ‡ Caution: Small sample size (n<30). Results are indicative only.

Comments on sewerage system by key themes

- A total of 25 comments were received regarding the Council-operated sewerage system.
- The majority of comments (51%, n=13) suggested *Upgrades to the current system* or identified a need for improved maintenance.



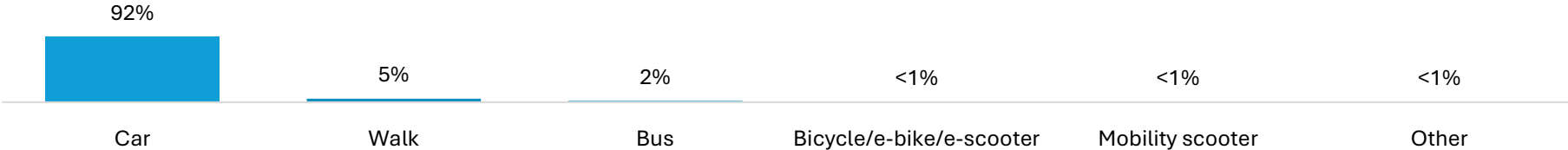
NOTES:

1. Q66. Do you have any comments you would like to make about any aspects of the sewerage systems operated by the Council? (Please indicate the system/s to which your comments relate.) n=25

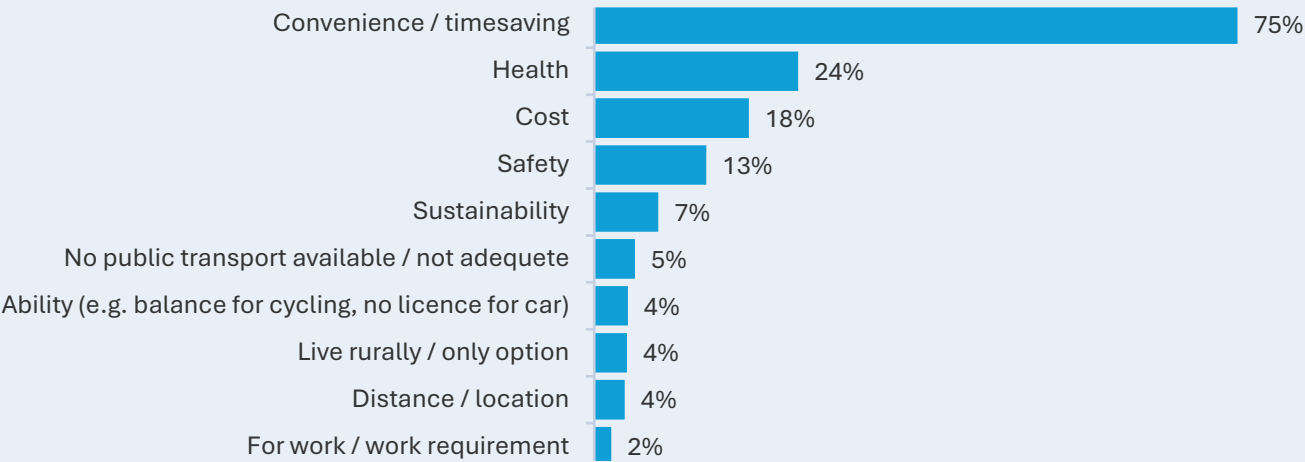
Mode of transportation

- The three most frequently used modes of transport were cars, walking, and bus.
- The main reasons for choosing these modes of transport were *Convenience* (75%, n=314), *Health reasons* (24%, n=99), and cost (18%, n=74).
- Very few respondents (4%, n=14) stated that the *Distance* to their destination or its location influenced their choice.

Most frequent modes of transport used (multiple choice question)



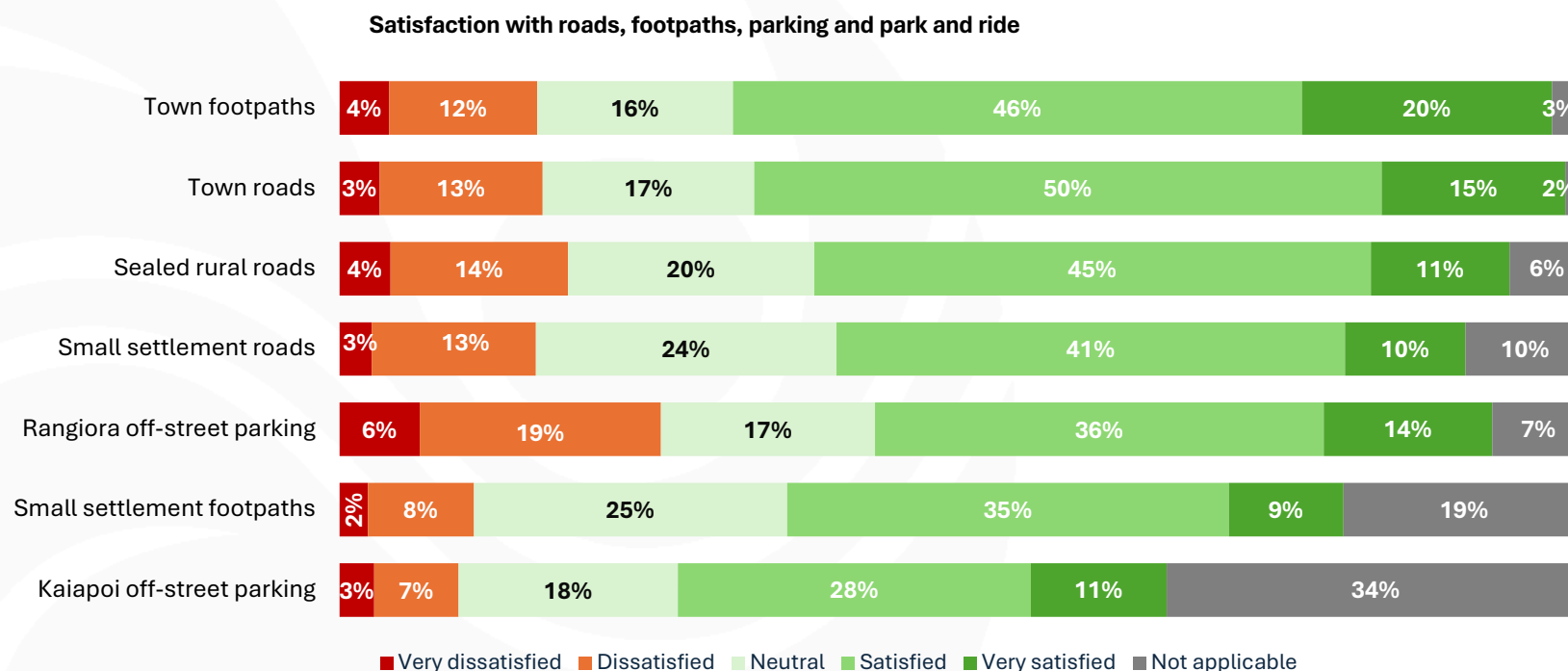
Reasons to use certain mode of transport (multiple choice question)



NOTES:
1. Q6. Please rank the following modes of travel from most frequently used to least frequently used. n=420
2. Q7. What influences the mode you choose most frequently? n=420

Satisfaction with roads, footpaths, parking and park and ride

- Satisfaction with town infrastructure was rated relatively high (*Town footpaths* 66%, n=279, and *Town roads* 63%, n=277).



NOTES:

- Q8. How satisfied are you with the standard of each of the following in the District? n=420
 - Town footpaths
 - Town roads
 - Sealed rural roads
 - Small settlement roads
 - Rangiora off-street parking
 - Small settlement footpaths
- † Due to rounding, percentages may add up to just over or under the totals (+/- 1%).

Significance between demographics

- ** Significantly higher
- * Significantly lower

Satisfaction with roads, footpaths, parking and park and ride

- Older residents, being those aged 50 years and over, were significantly more satisfied with both the *Town roads* and *Small settlement roads* when compared to those aged between 30 and 49 years. The lowest rated related measure was *Kaiapoi off-street parking*, with just 39% (n=163) of residents satisfied.
- Kaiapoi off-street parking was rated low at 39% (n=163) compared with Rangiora off-street parking, which was rated at 50% (n=208). However, a considerable percentage of residents indicated that Kaiapoi off-street parking was 'Not applicable' (34% n=143) whereas Rangiora off-street parking received a lower percentage of 'Not applicable' responses.

Satisfaction with roads, footpaths, parking and park and ride by ward, age and ethnicity (combined % of 'Satisfied' and 'Very satisfied')

Roads, parking and footpaths	Total	Kaiapoi-Woodend	Oxford-Ohoka	Rangiora-Ashley	18-29 years	30-49 years	50-69 years	70 and over	Māori	Non-Māori
Town footpaths	66%	72%**	68%	58%*	66%	61%	67%	70%	65%	66%
Town roads	65%	68%	68%	61%	61%	57%*	69%**	73%**	45%*	67%**
Sealed rural roads	56%	62%**	40%*	57%	48%	41%*	67%**	63%**	45%	57%
Small settlement roads	51%	51%	49%	51%	49%	39%*	59%**	53%**	42%	51%
Rangiora off-street parking	50%	48%	53%	49%	46%	50%	49%	53%	43%	50%
Small settlement footpaths	45%†	43%	55%**	41%*	48%	43%	48%	38%	41%	45%
Kaiapoi off-street parking	39%	61%**	25%*	24%*	28%*	35%	44%**	45%**	44%	39%

NOTES:

1. Q8. How satisfied are you with the standard of each of the following in the District? n=420

- Town footpaths
- Town roads
- Sealed rural roads
- Small settlement roads
- Rangiora off-street parking
- Small settlement footpaths

2. † Due to rounding, percentages may add up to just over or under the totals (+/- 1%).

Significance between demographics

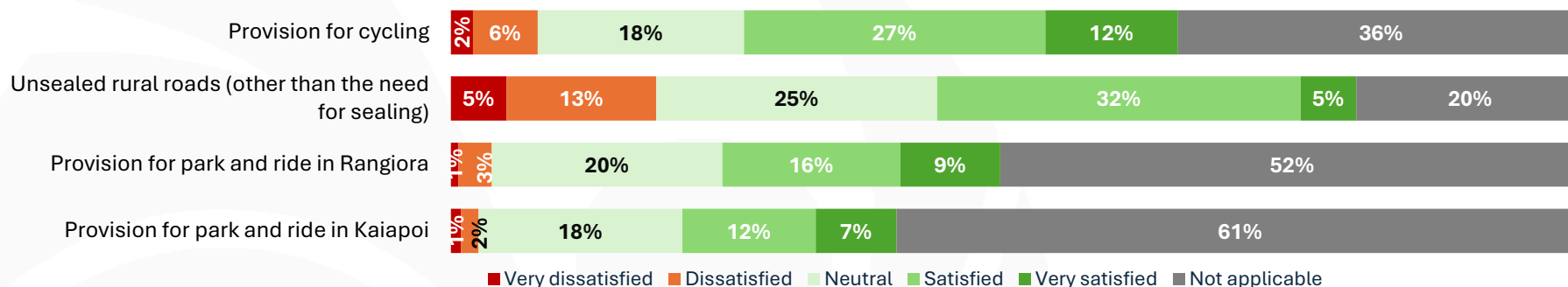
** Significantly higher

* Significantly lower

Satisfaction with roads, footpaths, parking and park and ride (continued)

- The lowest rated related measure is *Provision for park and ride in Kaiapoi*, with just 19% (n=77) of residents satisfied.

Satisfaction with roads, footpaths, parking and park and ride



Satisfaction with roads, footpaths, parking and park and ride by ward, age and ethnicity (combined % of 'Satisfied' and 'Very satisfied')

Roads, parking and footpaths	Total	Kaiapoi-Woodend	Oxford-Ohoka	Rangiora-Ashley	18-29 years	30-49 years	50-69 years	70 and over	Māori	Non-Māori
Provision for cycling	38% [†]	45%**	21%*	40%**	33%	29%*	47%**	41%	29%	39%
Unsealed rural roads (other than the need for sealing)	37%	34%	45%	36%	43%	36%	40%	28%	23%	38%
Provision for park and ride in Rangiora	25%	20%*	20%*	32%**	32%	20%	26%	23%	18%	25%
Provision for park and ride in Kaiapoi	19%	26%**	15%	13%*	17%	20%	21%	14%	19%	19%

NOTES:

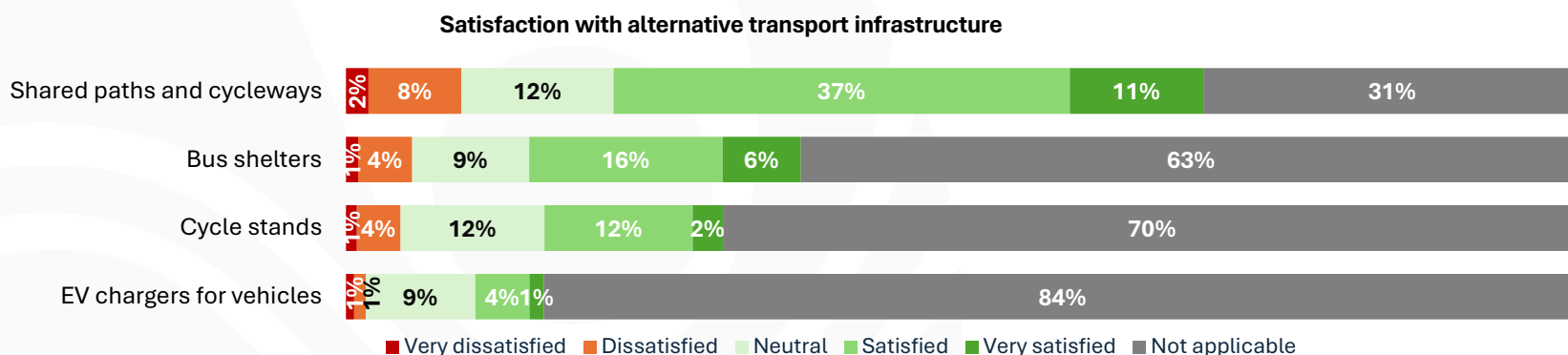
- Q8. How satisfied are you with the standard of each of the following in the District? n=420
 - Kaiapoi off-street parking
 - Provision for cycling
 - Unsealed rural roads (other than the need for sealing)
 - Provision for park and ride in Rangiora
 - Provision for park and ride in Kaiapoi
- [†] Due to rounding, percentages may add up to just over or under the totals (+/- 1%).

Significance between demographics

- ** Significantly higher
* Significantly lower

Satisfaction with alternative transport infrastructure

- Questions related to *Alternative transport infrastructure* recorded a large proportion of 'Not applicable' responses, ranging from 31% (n=128) for *Shared paths and cycleways* to 84% (n=353) for *EV chargers for vehicles*, which significantly impacts satisfaction scores.
- Shared paths and cycleways* recorded the highest satisfaction among residents (48%, n=199), and is particularly high for those from the Kaiapoi-Woodend ward (56% n=96).
- Residents from the Oxford-Ohoka ward were the least satisfied with most measures related to *Alternative transport infrastructure* compared to other wards. For example, just 10% (n=8) from this ward were satisfied with *Bus shelters* compared to 25% (n=45) for other wards. 33% (n=26) from the Oxford-Ohoka ward were satisfied with *Shared paths and cycleways* compared to 56% (n=96) for the Kaiapoi-Woodend ward, and 46% (n=77) for the Rangiora-Ashley ward.



Satisfaction with alternative transport infrastructure by ward, age and ethnicity (combined % of 'Satisfied' and 'Very satisfied')

Alternative transport infrastructure	Total	Kaiapoi-Woodend	Oxford-Ohoka	Rangiora-Ashley	18-29 years	30-49 years	50-69 years	70 and over	Māori	Non-Māori
Bus shelters	22%	25%**	10%*	25%**	20%	13%*	28%**	27%**	22%	22%
EV chargers for vehicles	6%	3%*	11%**	5%	6%	9%	4%	2%	10%	5%
Shared paths and cycleways	48%	56%**	33%*	46%**	42%	43%	52%	53%	41%	48%
Cycle stands	14%	16%	8%	17%	13%	14%	15%	15%	25%	14%

NOTES:

1. Q9. How satisfied are you with the supply of infrastructure in the District to support alternative transport? n=420

- Bus shelters
- EV charges for vehicles
- Shared paths and cycleways
- Cycle stands

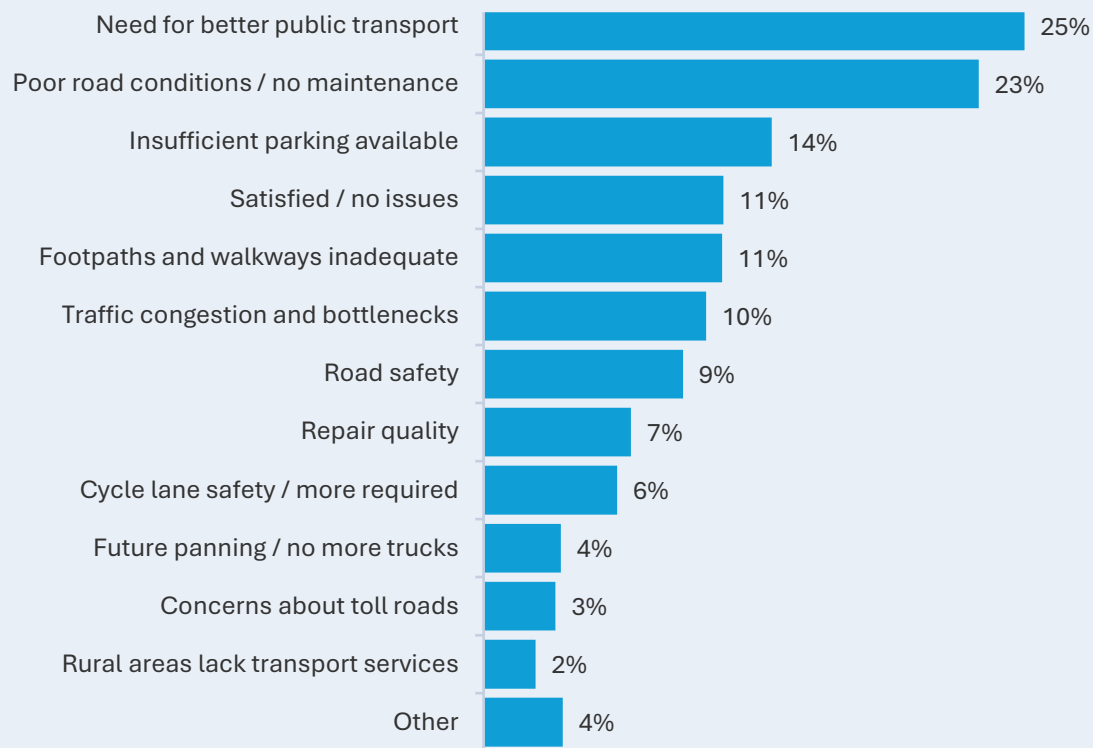
Significance between demographics

** Significantly higher

* Significantly lower

Comments on transport infrastructure by key themes

- A quarter of those who provided a comment regarding the transport infrastructure (25%) mentioned a *Need for better public transport*. A further 23% mentioned *Poor road conditions and lack of maintenance of the roads*.

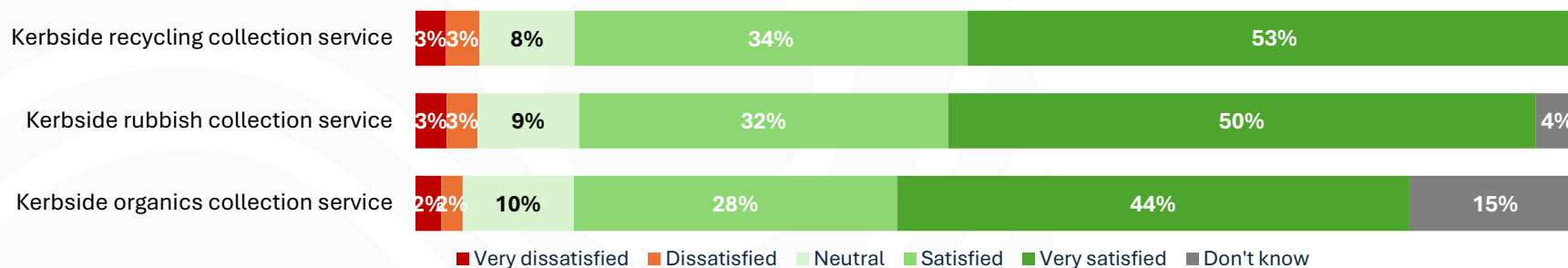


NOTES:
1. Q10. Do you have any comments you would like to make about any aspects of the transport infrastructure in the Waimakariri District? n=206.

Satisfaction with kerbside collection services

- Eighty five percent (n=354) received the Council kerbside collection service, while 15% (n= 66) reported they did not.
- The majority of respondents in Kaiapoi-Woodend ward (96%, n=164) and Rangiora-Ashley ward (90%, n=152) received the Council's kerbside collection services; however, only 50% (n=38) respondents from Oxford-Ohoka ward did.
- Over eight in ten respondents were satisfied with the *Kerbside rubbish collection service* (86%, n=306) and *Recycling collection service* (82%, n=291). Satisfaction was consistent across all wards and age groups.
- However, satisfaction with *Kerbside organic collection* was significantly lower (72%, n=254) with large discrepancies experienced between wards. Residents from the Kaiapoi-Woodend ward (74%, n=120) and the Rangiora-Ashley ward (76%, n=116) reported higher satisfaction than those from the Oxford-Ohoka ward (47%, n=18).

Satisfaction with kerbside collection services



Satisfaction with kerbside collection services by ward, age and ethnicity (combined % of 'Satisfied' and 'Very satisfied')

Kerbside collection service	Total	Kaiapoi-Woodend	Oxford-Ohoka	Rangiora-Ashley	18-29 years	30-49 years	50-69 years	70 and over	Māori†	Non-Māori
Kerbside recycling collection service	86%	87%	89%	85%	85%	85%	86%	90%	81%	87%
Kerbside rubbish collection service	82%	82%	79%	83%	80%	79%	81%	88%	73%	83%
Kerbside organics collection service	72%	74%**	47%*	76%**	73%	63%	71%	83%	60%	73%

NOTES:

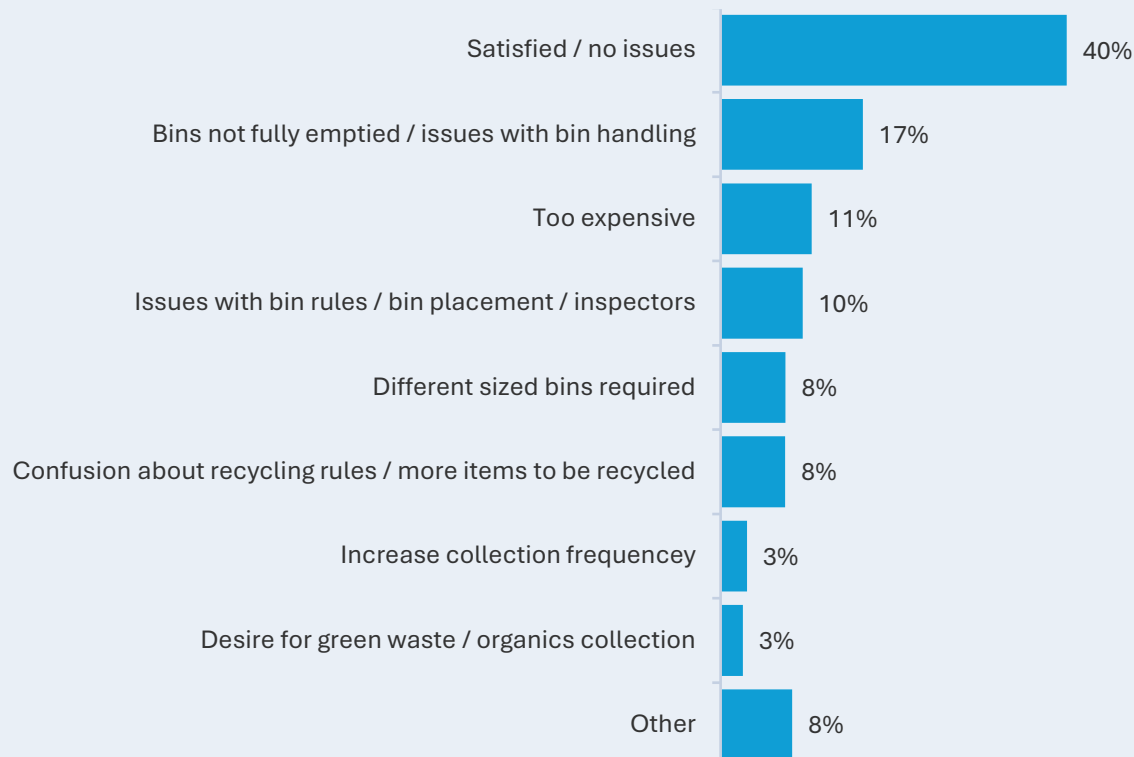
- Q35. Are Council kerbside collection services available where your household is located? n= 420 Yes n=354
- Q36. How satisfied are you with the Council's kerbside collection service for your property? n=354
 - The kerbside recycling collection service
 - The kerbside rubbish collection service
 - The kerbside organics collection service
- ‡ Caution: Small sample size (n<30). Results are indicative only.

Significance between demographics

- ** Significantly higher
* Significantly lower

Comments on kerbside collection services by key themes

- 40% (n=37) of those who provided a comment about the kerbside collection service said that they are *Satisfied or have no issues*. 17% (n=15) mentioned that *The bins are not fully emptied, or they have issues with bin handling*.



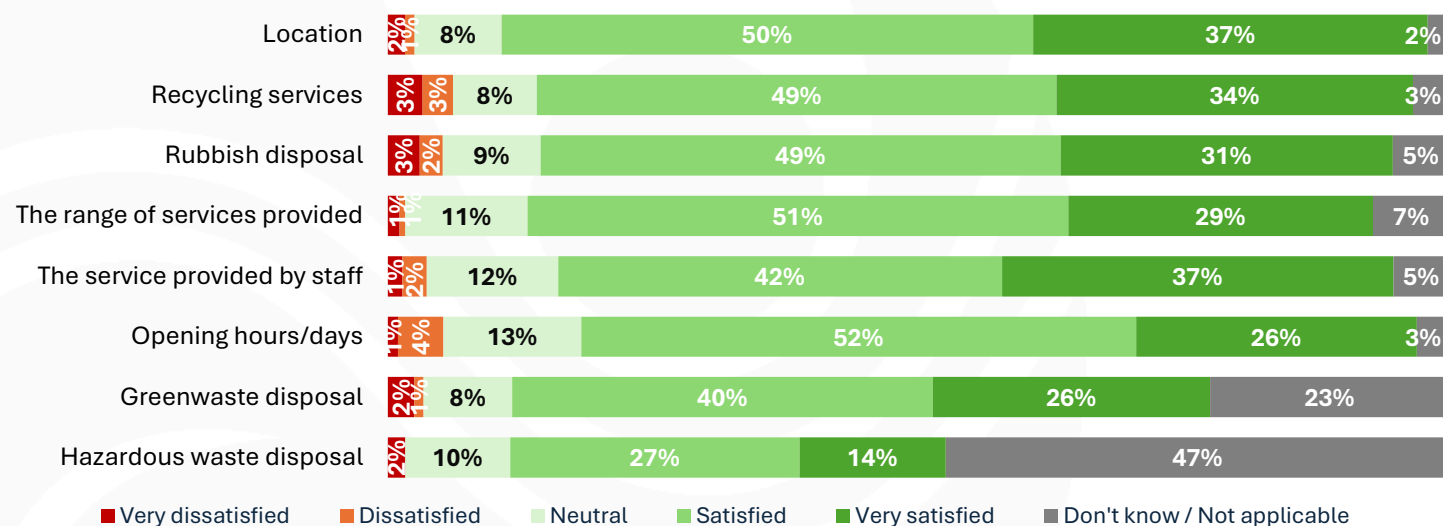
NOTES:

1. Q37. Do you have any comments you would like to make about any aspects of the kerbside collection service provided by the Council? n=92

Waste handling facilities

- Sixty five percent (n=278) used the Southbrook resource recovery park. Eleven percent (n=46) used the Oxford transfer station. Twenty four percent (n=101) of residents reported that they did not use any waste handling facilities.
- Within measures related to *Waste handling facilities*, *Location* (87%, n=280), *Recycling services* (83%, n=264), *Rubbish disposal* (80% n=257), and *The range of services provided* (80%, n=254) recorded the highest satisfaction among respondents. The lowest rated measure was *Hazardous waste disposal* (41% n=134) and *Greenwaste* (66%, n=213), highlighting residents' desire for other services to be provided.

Satisfaction with different aspects of the waste handling facilities



NOTES:

1. Q40. Please indicate the waste handling facility/facilities members of your household typically use. n=420
2. Q41. How satisfied are you with the following aspects of the Council waste handling facility that you use? n=319
 - a. Location
 - b. Rubbish disposal
 - c. Recycling services
 - d. Greenwaste disposal
 - e. Opening hours/days
 - f. Hazardous waste disposal
 - g. The range of services provided
 - h. The service provided by staff

Waste handling facilities (continued)

- Residents from the Oxford-Ohoka ward were the least satisfied with the *Range of services provided* (69% n=43) when compared to other wards (Kaiapoi-Woodend 80% (n=96), and Rangiora-Ashley 84% n=115) .

Satisfaction with different aspects of waste handling facilities by ward, age and ethnicity (combined % of ‘Satisfied’ and ‘Very satisfied’)

Aspects of waste handling facilities	Total	Kaiapoi-Woodend	Oxford-Ohoka	Rangiora-Ashley	18-29 years	30-49 years	50-69 years	70 and over	Māori‡	Non-Māori
Location	87%	88%	89%	86%	91%	83%	88%	90%	83%	88%
Rubbish disposal	80%	79%	75%	83%	84%	76%	81%	84%	75%	81%
Recycling services	83%	84%	78%	83%	89%	80%	81%	86%	84%	82%
Greenwaste disposal	66%	70%**	31%*	78%**	70%**	49%*	71%**	81%**	67%	66%
Opening hours/days	79%	84%**	55%*	84%**	71%*	67%*	84%**	92%**	76%	79%
Hazardous waste disposal	41%	36%	38%	46%	37%	34%*	41%	55%**	41%	41%
The range of services provided	80%	80%	69%*	84%**	82%	76%	77%	89%	79%	80%
The service provided by staff	79%	79%	74%	81%	77%	73%	81%	84%	79%	79%

NOTES:

- Q40. Please indicate the waste handling facility/facilities members of your household typically use. n=420
- Q41. How satisfied are you with the following aspects of the Council waste handling facility that you use? n=319
 - Location
 - Rubbish disposal
 - Recycling services
 - Greenwaste disposal
 - Opening hours/days
 - Hazardous waste disposal
 - The range of services provided
 - The service provided by staff

- ‡ Caution: Small sample size (n<30). Results are indicative only.

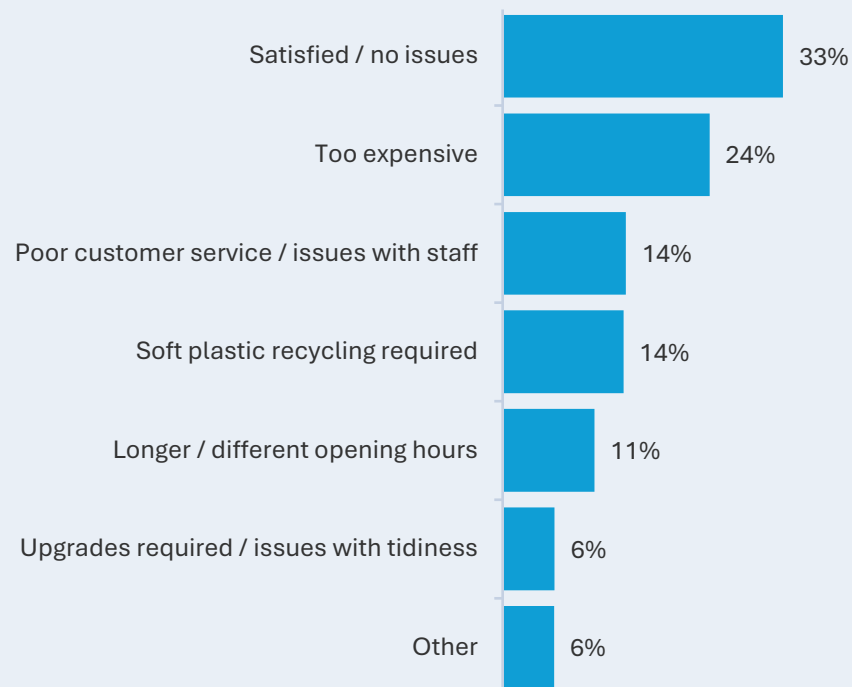
Significance between demographics

** Significantly higher

* Significantly lower

Comments on waste handling facilities by key themes

- A total number of 77 comments were received.
- Issues with the *Waste handling facilities* mentioned in the verbatim comments include *The cost being too expensive* (24%, n=19) and *Poor customer service or issues with staff* (14%, n=10).



NOTES:

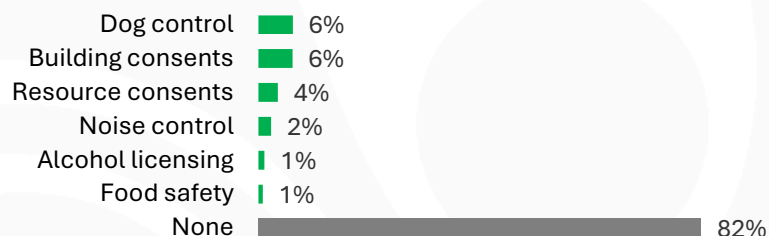
1. Q42. Do you have any comments you would like to make about any aspects of the waste handling facilities provided by the Council? (Please indicate the facility/facilities to which your comments are directed.) n=77

Satisfaction with planning, regulation and environment

Regulatory services

- Over the past 12 months, only 18% of respondents (n=75) had contacted the Council regarding regulatory services. *Dog control* (6%, n=27) and *Building consents* (6%, n=27) were the most used services, followed by *Resource consents* (4%, n=16).
- Questions relating to satisfaction with each regulatory service received a low number of responses (n < 30); therefore, the results are indicative only.
- Those who received *Dog control* and *Building consents* services reported satisfaction levels of 44% (n=12) and 54% (n=15), respectively. 27% (n=5) were satisfied with the *Resource consents* service.

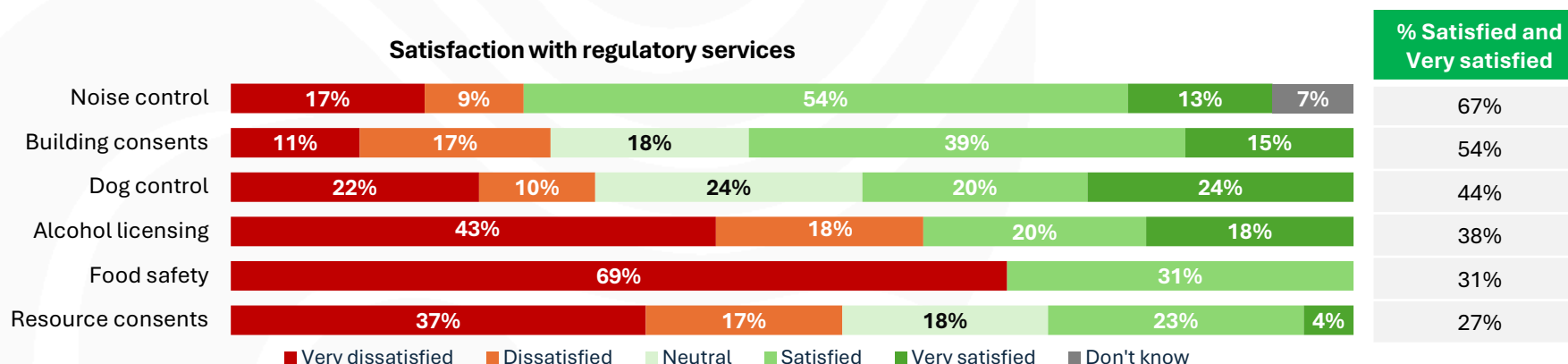
Proportion of those who had contact with the Council regarding regulatory services in the last 12 months



Note: Below areas have been recorded as 0% or <1%:

- Other animal control (Except dogs) (n=0)
- Consents for Class 4 Gambling venues or machines (n=1)

Satisfaction with regulatory services

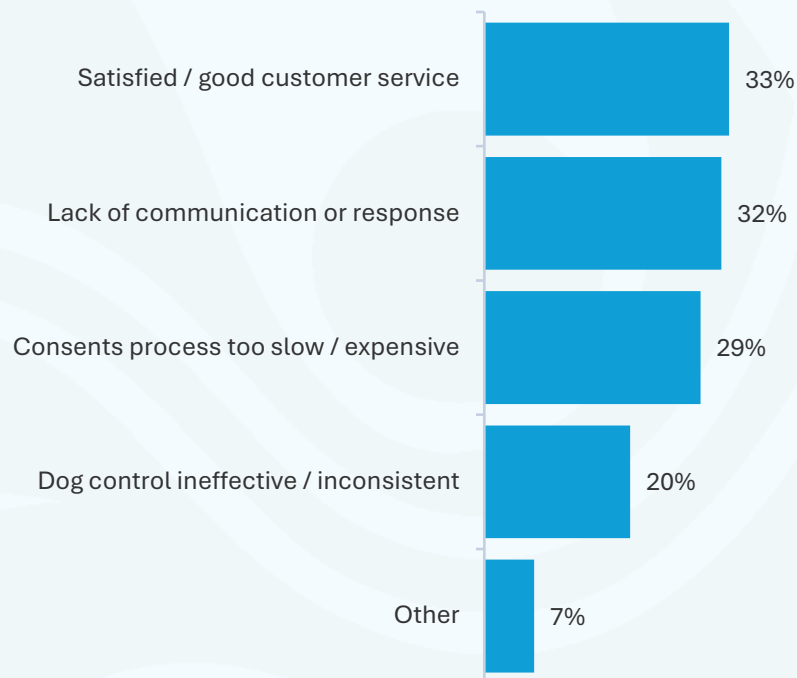


NOTES:

- Q25. Have you had contact with the Council about any of the following regulatory services during the last 12 months? n=420 Had experience with regulatory services n= 75
- Q26. How satisfied are you with the Council's performance in each of the following regulatory areas?
 - Noise control n=10
 - Dog control n=27
 - Alcohol licensing n=5
 - Food safety n=3
 - Building consents n=27
 - Resource consents n=16

Comments on regulatory services by key themes

- Verbatim comments indicate several reasons for respondents dissatisfaction with regulatory services, including *Lack of communication or response* (32%, n=12) and *Consents process being too slow and too expensive* (29%, n=11)

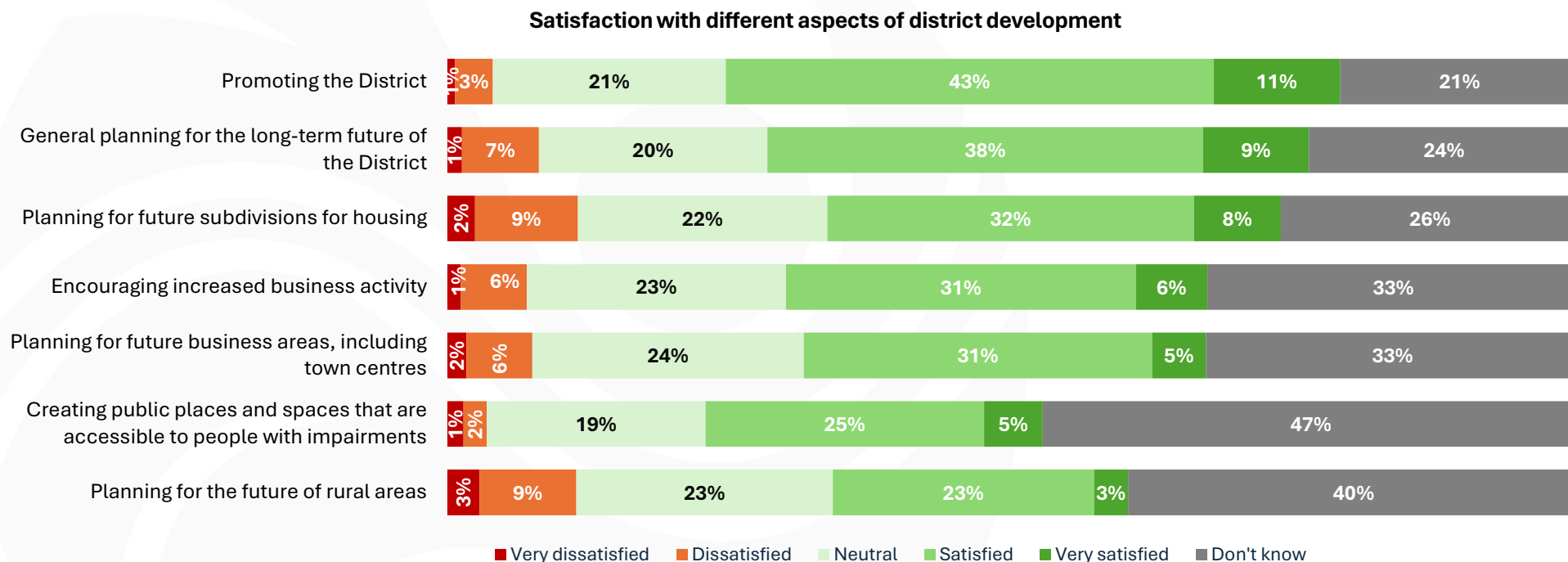


NOTES:

- Q27. Do you have any comments you would like to make about any aspects of the Council's regulatory performance? n=38

Satisfaction with district development

- Over half of residents (54%, n=227) were satisfied with the *Council's promoting of the District*, while just over one quarter (26%, n=112) were satisfied with *planning for the future of rural areas*.



NOTES:

1. Q33. How satisfied are you with the Council's performance in the following areas? n=420

- | | |
|---|--|
| a. General planning for the long-term future of the District | e. Encouraging increased business activity |
| b. Planning for future subdivisions for housing | f. Promoting the District |
| c. Planning for the future of rural areas | g. Creating public places and spaces that are accessible to people with disabilities |
| d. Planning for future business areas, including town centres | |

District development

- With respect to district development, residents aged 70 and over were more optimistic, rating all related measures higher than other age groups, especially those aged 30 to 49 years.

Satisfaction with district development by ward, age and ethnicity (combined % of 'Satisfied' and 'Very satisfied')

Aspects of district development	Total	Kaiapoi-Woodend	Oxford-Ohoka	Rangiora-Ashley	18-29 years	30-49 years	50-69 years	70 and over	Māori	Non-Māori
General planning for the long-term future of the District	48%	50%	41%	48%	39%*	40%*	49%	65%**	28%	50%
Planning for future subdivisions for housing	40%	40%**	27%*	46%**	43%	32%*	40%	51%**	27%	41%
Planning for the future of rural areas	26%	25%	30%	26%	29%	22%	29%	26%	16%	27%
Planning for future business areas, including town centres	36%	38%	26%	38%	33%	28%*	37%	48%**	27%	36%
Encouraging increased business activity	37%	39%**	25%*	41%**	36%	31%*	38%	46%**	25%	38%
Promoting the District	54%	60%	32%	59%	45%	44%	58%	70%	38%	56%
Creating public places and spaces that are accessible to people with impairments	30%	31%**	22%*	32%**	30%	26%	32%	31%	24%	30%

NOTES:

1. Q33. How satisfied are you with the Council's performance in the following areas? n=420

- | | |
|---|--|
| a. General planning for the long-term future of the District | e. Encouraging increased business activity |
| b. Planning for future subdivisions for housing | f. Promoting the District |
| c. Planning for the future of rural areas | g. Creating public places and spaces that are accessible to people with disabilities |
| d. Planning for future business areas, including town centres | |

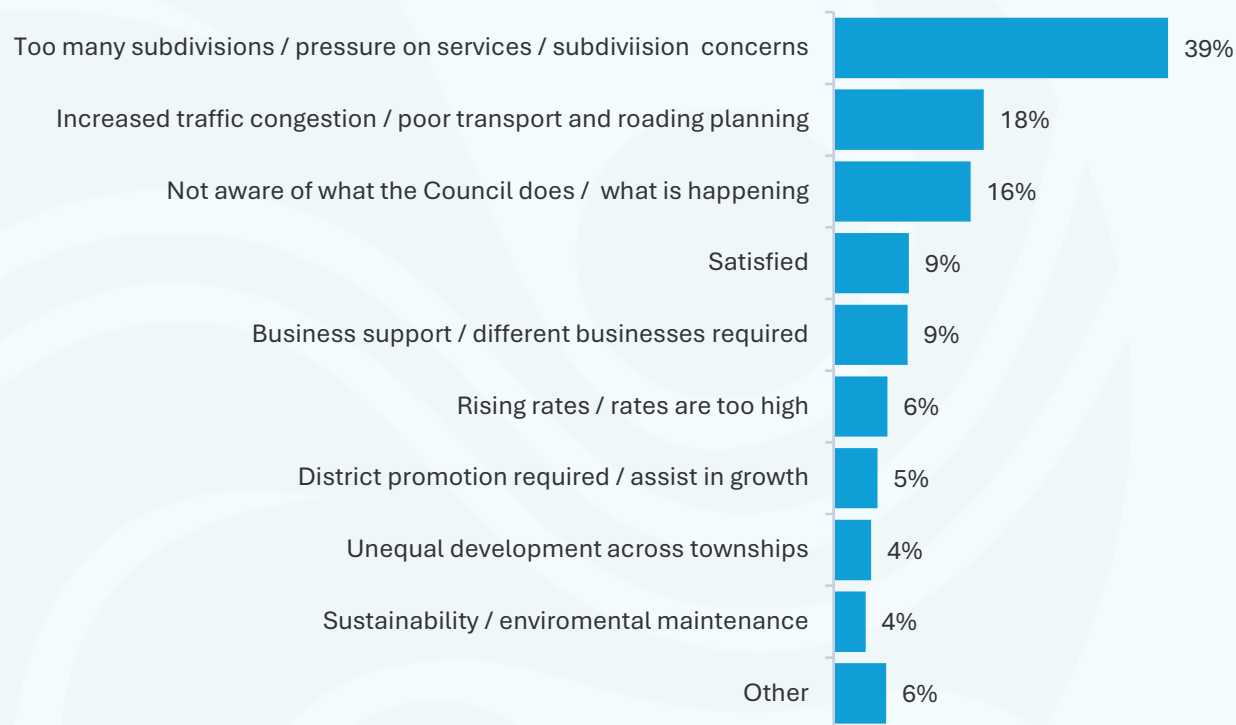
Significance between demographics

** Significantly higher

* Significantly lower

Comments on Council planning for the district by key themes

- A total of 78 comments were recorded.
- Based on the verbatim comments, 39% (n=31) mentioned *Subdivision concerns*, including *Pressure on existing services*.



NOTES:

1. Q34. Do you have any comments about any aspects of the Council's planning for the District? n=78

Satisfaction with community and recreation



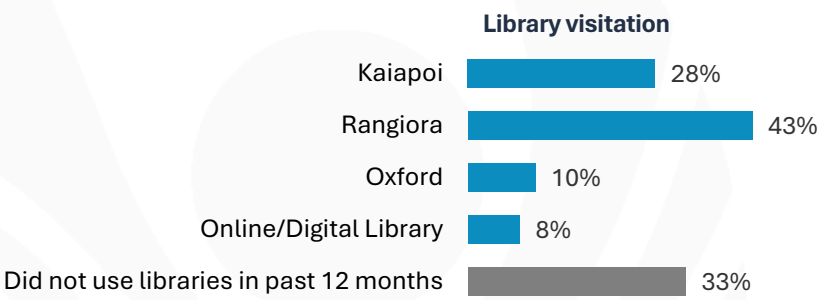
WAIMAKARIRI
DISTRICT COUNCIL



KEYRESEARCH
Unlocking Business Knowledge

Libraries

- Overall, 67% of residents (n=277) reported using one of the district libraries or the online/digital library during the past 12 months.
- The majority of residents (43%, n=178) used the Rangiora library, followed by the Kaiapoi library (28%, n=118) and the Oxford library (10%, n=39).
- Only 8% (n=31) reported using the online/digital library.
- Rangiora Library visitation was highest among residents aged 70 years and over (53%, n=46), followed closely by those aged 18 to 29 years (52%, n=44). Oxford library and online/digital library was mostly used by those aged between 30 and 49 years (28% n=28 and 12% n=11 respectively).



Library visitation by age and ethnicity

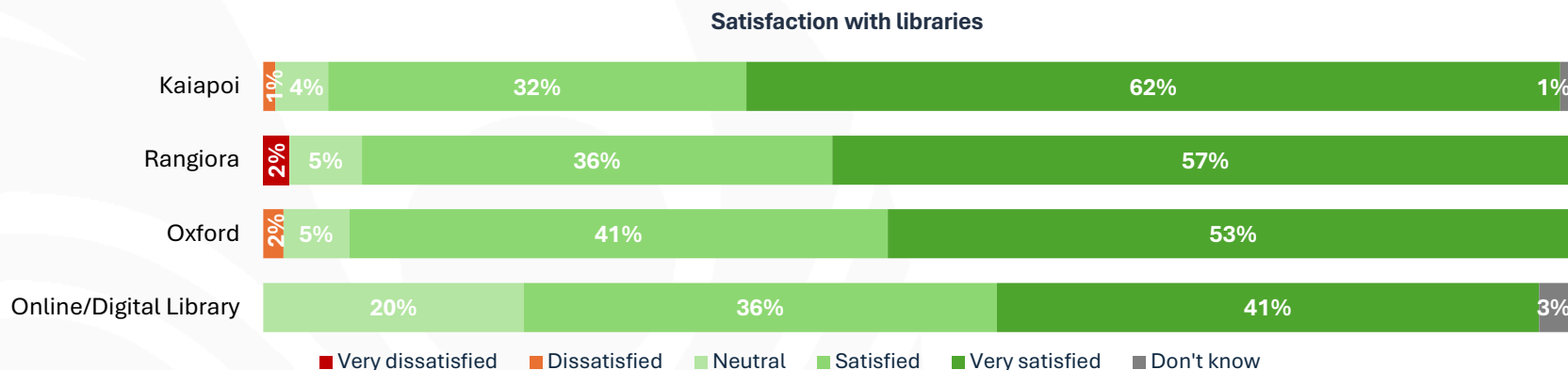
Libraries	Total	18-29 years	30-49 years	50-69 years	70 and over	Māori†	Non-Māori
Kaiapoi	28%	23%	21%	31%	41%	36%	28%
Rangiora	43%	52%**	47%**	31%*	53%**	44%	43%
Oxford	10%	1%*	28%**	5%*	-	6%	11%
Online/Digital Library	8%	9%	12%**	5%*	7%	6%	8%
Did not use libraries in past 12 months	33%	32%	31%	42%	21%	34%	33%

NOTES:
1. Q11. Which of the Waimakariri Libraries have you mainly used in the past 12 months? n=420
2. ‡ Caution: Small sample size (n<30). Results are indicative only.

Significance between demographics
** Significantly higher
* Significantly lower

Satisfaction with libraries (users only)

- All physical libraries have recorded high levels of satisfaction, including Kaiapoi (94% n=110), Oxford (93% n=36) and Rangiora (92% n=166). However, the Online/digital library recorded just 77% (n=24) satisfaction.



Satisfaction with libraries by age and ethnicity (combined % of 'Satisfied' and 'Very satisfied')

Libraries	Total	Kaiapoi-Woodend	Oxford-Ohoka	Rangiora-Ashley	18-29 years	30-49 years	50-69 years	70 and over	Māori†	Non-Māori
Kaiapoi	94%	95%	89% [‡]	89% [‡]	93% [‡]	92% [‡]	92%	97%	82%	95%
Rangiora	92%	98%	90% [‡]	91%	91%	85%	98%	98%	79%	94%
Oxford	93%	100%	95%	-	100%	96%	78% [‡]	-	100%	93%
Online/Digital Library [‡]	77%	66%	93%	75%	50%	74%	100%	83%	-	82%

NOTES:

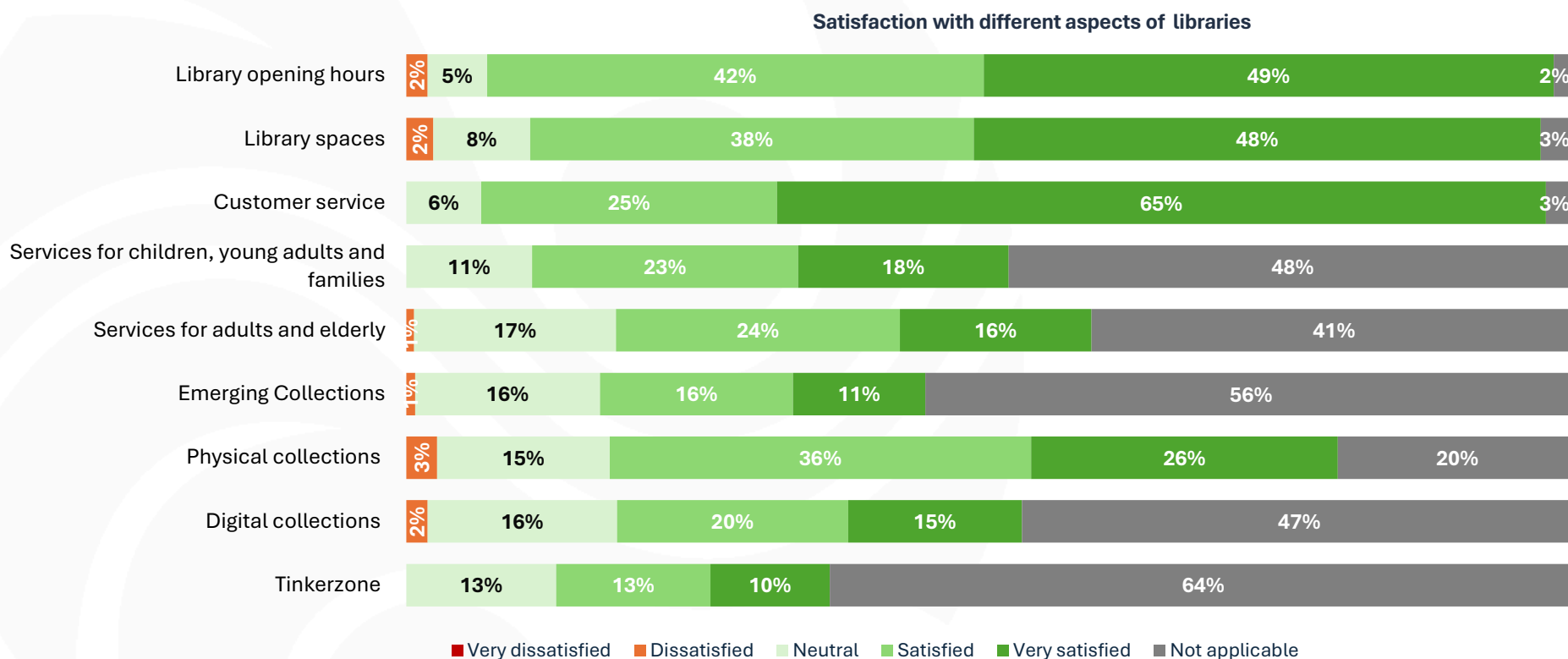
1. Q13. How satisfied are you overall with each of the library or libraries you mainly used during the last 12 months?

- Kaiapoi Library n=118
- Rangiora Library n=178
- Oxford Library n=39
- Online/Digital Library n=31

2. ‡ Caution: Small sample size (n<30). Results are indicative only.

Satisfaction with different aspects of libraries (users only)

- *Tinkerzone*, a newly introduced library facility, received a satisfaction rating of 23% (n=64), which may reflect limited awareness or uptake among library users to date.
- For physical libraries, the high level of satisfaction could be attributed to the *Opening hours* (91% n=252), *Customer service* (91% n=253) and *Library spaces* (86% n=238), as these were the aspects with the highest satisfaction levels.



NOTES:

1. Q12. How satisfied are you with the following services/facilities provided by the Libraries you have used in the past 12 months? n=277

- | | | |
|--------------------------|--|-------------------------|
| a. Library opening hours | d. Programmes, events and services for children, young adults and families | g. Physical collections |
| b. Library spaces | e. Programmes, events and services for adults and elderly | h. Digital collections |
| c. Customer service | f. Emerging collections | i. Tinkerzone |

Satisfaction with different aspects of libraries (users only) continued

- Those residing in Rangiora-Ashley ward were considerably more satisfied with Customer service (94%, n=108) when compared with residents from Oxford-Ohoka (83%, n=40).
- Residents aged between 30 and 49 years were significantly more satisfied with *Programmes, events and services for children, young adults and families* (61%, n=40) when compared to all other age groups.

Satisfaction with different aspects of libraries by ward, age and ethnicity(combined % of 'Satisfied' and 'Very satisfied')

Aspects of libraries	Total	Kaiapoi-Woodend	Oxford-Ohoka	Rangiora-Ashley	18-29 years	30-49 years	50-69 years	70 and over	Māori†	Non-Māori
Library opening hours	91%	89%	92%	92%	85%	89%	93%	94%	85%	91%
Library spaces	86%	85%	86%	87%	88%	87%	86%	84%	85%	86%
Customer service	91%	91%	83%*	94%**	98%**	85%*	94%	89%	90%	91%
Programmes, events and services for children, young adults and families	41%	36%	49%	41%	25%*	61%**	39%*	25%*	60%	39%
Programmes, events and services for adults and elderly	41%	42%	28%	44%	25%*	39%	42%	51%**	58%	39%
Emerging collections	28%	26%	28%	30%	28%	37%**	23%*	22%*	43%	27%
Physical collections	62%	57%	65%	65%	59%	63%	60%	64%	67%	62%
Digital collections	35%	34%	36%	35%	40%	39%**	36%	24%*	47%	34%
Tinkerzone	23%	18%	29%	26%	35%**	28%	19%*	16%*	30%	23%

NOTES:

1. Q12. How satisfied are you with the following services/facilities provided by the Libraries you have used in the past 12 months? n=277

a. Library opening hours

b. Library spaces

c. Customer service

d. Programmes, events and services for children, young adults and families

e. Programmes, events and services for adults and elderly

f. Emerging collections

g. Physical collections

h. Digital collections

i. Tinkerzone

Significance between demographics

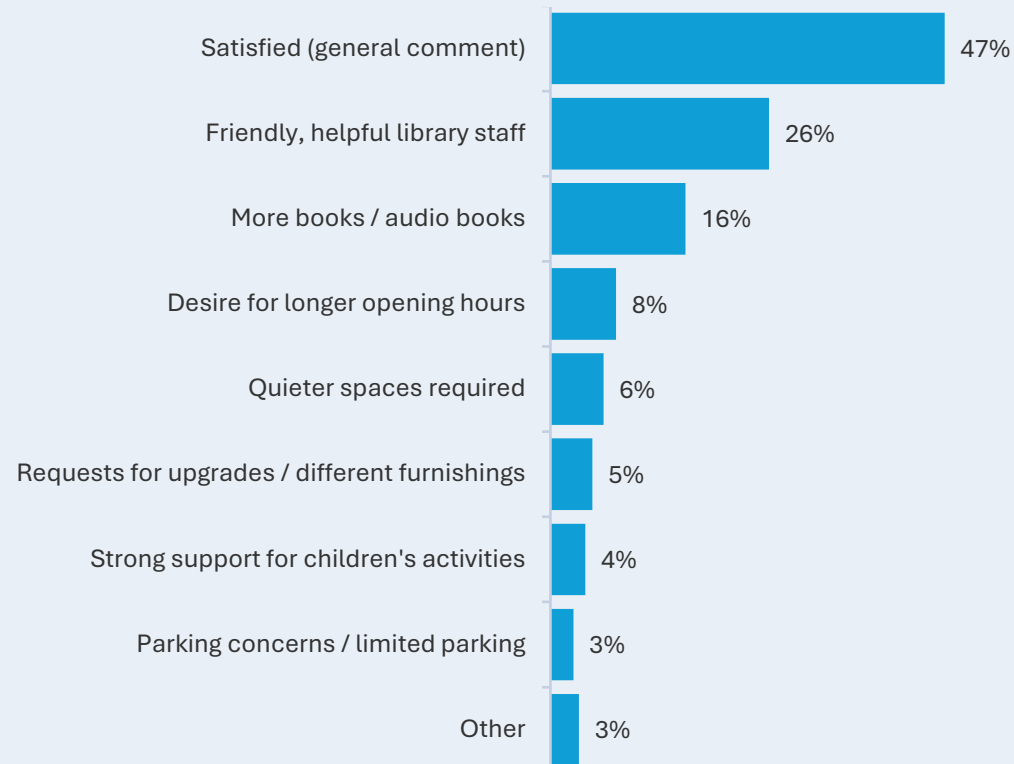
** Significantly higher

* Significantly lower

2. ‡ Caution: Small sample size (n<30). Results are indicative only.

Comments on libraries by key themes

- The most prevalent verbatim comments praised the libraries and library staff, however 16% (n=16) of respondents mentioned a need for *More books, and or more audio books*.

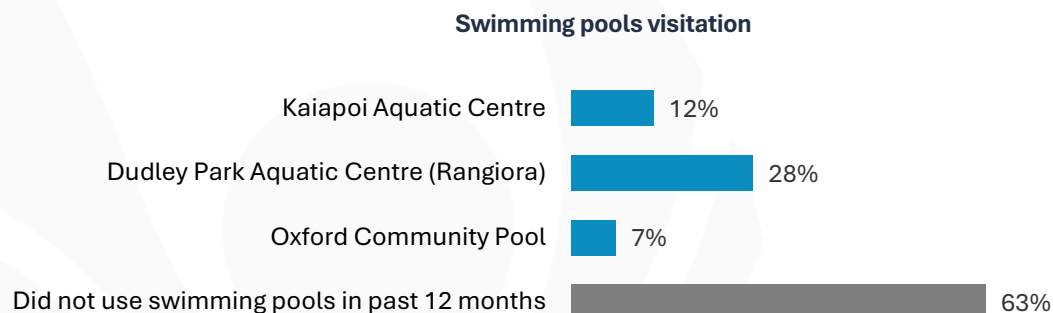


NOTES:

1. Q14. Do you have any comments you would like to make about any aspects of the Waimakariri Libraries provided by the Council? (Please indicate the library/libraries to which your comments relate.) n=101

Swimming pools visitation

- Almost four in ten residents (37%, n=148) had visited a swimming pool in the District in the past 12 months.
- The most visited facility was the Dudley Aquatic Centre (28%, n=111), followed by the Kaiapoi Aquatic Centre (12%, n=50) and the Oxford Community Pool (7%, n=26).



Swimming pools visitation by age and ethnicity

Swimming pools	Total	18-29 years	30-49 years	50-69 years	70 and over	Māori†	Non-Māori
Kaiapoi Aquatic Centre	12%	10%	18%	11%	9%	32%**	11%*
Dudley Park Aquatic Centre (Rangiora)	28%	29%	41%	21%	19%	45%**	26%*
Oxford Community Pool	7%	4%	18%	2%	-	5%	7%
Did not use swimming pools in past 12 months	63%	64%	46%	72%	72%	45%*	65%**

NOTES:

1. Q15. Which of the Council-operated swimming pools in the District have you mainly used during the last 12 months? n=420
2. † Caution: Small sample size (n<30). Results are indicative only.

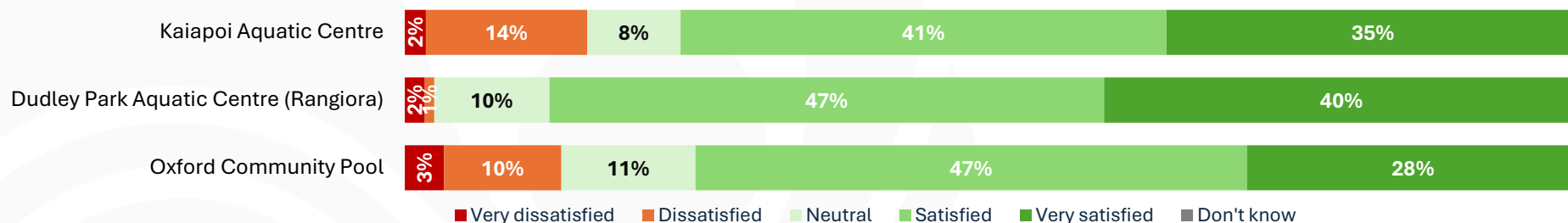
Significance between demographics

- ** Significantly higher
* Significantly lower

Satisfaction with swimming pools (users only)

- The Dudley Aquatic centre has recorded the highest satisfaction among respondents, at 88% (n=98).
- Visitors aged between 50 and 69 years were the most satisfied with the Kaiapoi Aquatic Centre (89%, n=16), compared to 57% (n=10) of those aged between 30 and 49 years.

Satisfaction with swimming pools



Satisfaction with swimming pools by ward, age and ethnicity (combined % of 'Satisfied' and 'Very satisfied')

Swimming pools	Total	Kaiapoi-Woodend	Oxford-Ohoka	Rangiora-Ashley	18-29 years [‡]	30-49 years [‡]	50-69 years	70 and over	Māori [‡]	Non-Māori
Kaiapoi Aquatic Centre	77%	80%	85%	44%	84%	57%*	89%**	100%	38%*	86%**
Dudley Park Aquatic Centre (Rangiora)	88%	100%	86%	83%	84%	81%	94%	100%	74%	90%
Oxford Community Pool [‡]	75%	100%	80%	-	65%	83%	38%	-	100%	74%

NOTES:

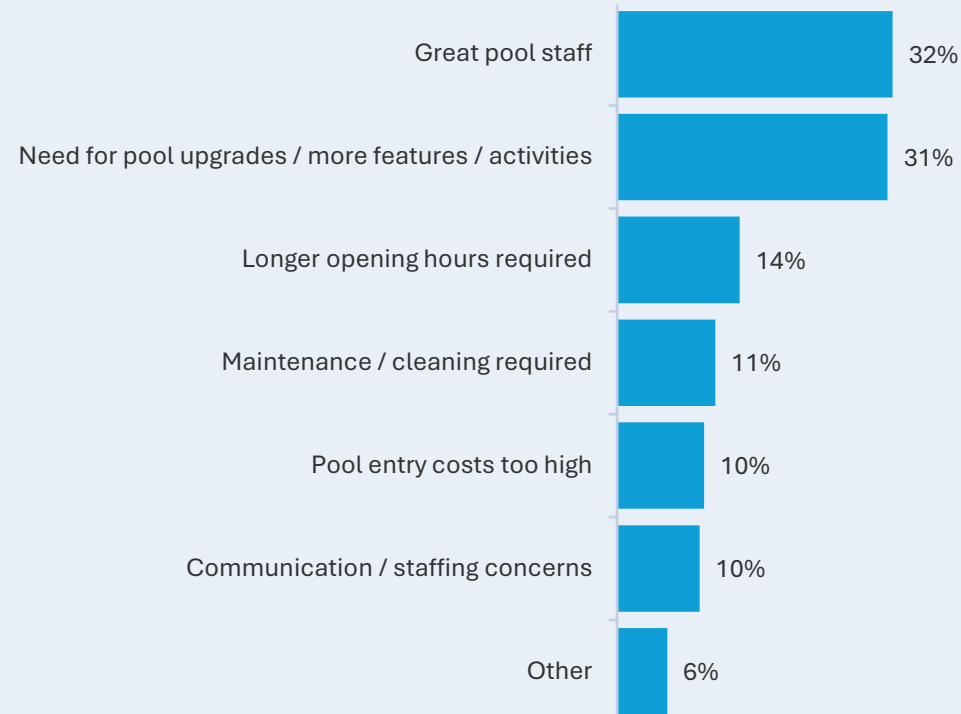
- Q18. How satisfied are you overall with the swimming pools you have mainly used during the last 12 months?
 - Kaiapoi Aquatic Centre n=50
 - Dudley Park Aquatic Centre (Rangiora) n=111
 - Oxford Community Pool n=26
- [‡] Caution: Small sample size (n<30). Results are indicative only.

Significance between demographics

- ** Significantly higher
* Significantly lower

Comments on swimming pools by key themes

- In verbatim comments, residents mentioned their satisfaction with the *Great pool staff* (32%, n=20).
- However, several suggestions for improvements were mentioned, including a *Need for upgrades* (31%, n=20), *Need for longer opening hours* (14%, n=9), and *More maintenance* (11%, n=7).

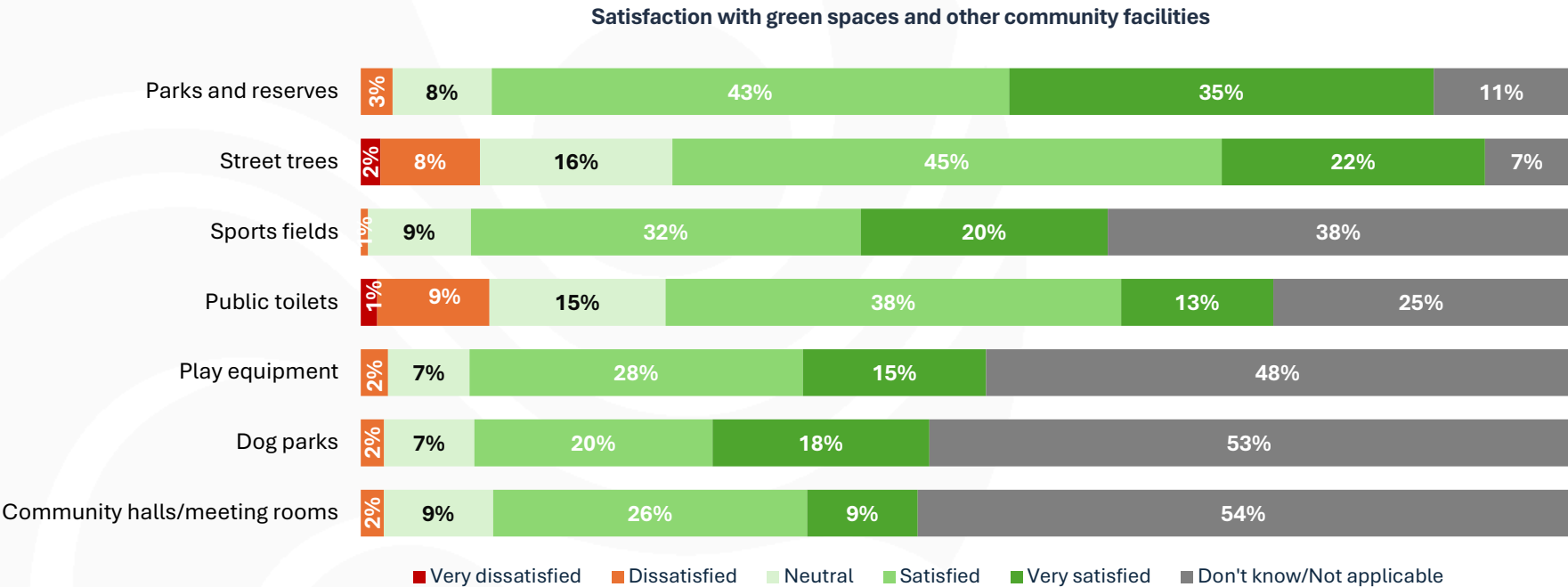


NOTES:

1. Q17. Do you have any comments you would like to make about any aspects of the Council-operated swimming pools in the District? (Please indicate the pool/s to which your comments relate.) n=64

Satisfaction with green spaces and other community facilities

- Within green spaces and community buildings, *Parks and reserves* had the highest recorded satisfaction (78% n=325).
- In addition, *Street trees* received a relatively high satisfaction score of 67% (n=280). However, *Community halls and meeting rooms* had the lowest recorded satisfaction score (35%, n=147), followed by *Dog parks* (37%, n=159).



NOTES:

1. Q18. How satisfied are you with the overall quality of the following green spaces and community buildings managed by the Council? n=420

a. Parks and reserves	d. Street trees
b. Sports fields	e. Community halls/meeting rooms
c. Dog parks	f. Public toilets
d. Play equipment	

Satisfaction with green spaces and other community facilities

- Community halls and meeting spaces were rated particularly low by respondents in the Rangiora-Ashley ward (30%, n=52), especially when compared to those in the Oxford-Ohoka ward (45%, n=35).
- Respondents perception of Dog parks varies between age groups. While 54% (n=35) of those aged 18 to 29 years were satisfied, this decreases to 40% (n=69) for those aged between 50 and 69 years, 32% (n=30) for those aged between 30 and 49, and 29% (n=25) for those aged 70 years and over.

Satisfaction with green spaces and other community facilities by ward, age and ethnicity (combined % of 'Satisfied' and 'Very satisfied')

Green spaces and community facilities	Total	Kaiapoi-Woodend	Oxford-Ohoka	Rangiora-Ashley	18-29 years	30-49 years	50-69 years	70 and over	Māori	Non-Māori
Parks and reserves	78%	81%**	67%*	79%	83%	74%	78%	78%	69%	78%
Sports fields	53%	52%	51%	54%	58%	58%**	51%	43%*	59%	52%
Dog parks	37%	36%	31%	42%	54%**	32%*	40%	29%*	28%	38%
Play equipment	43%	42%	48%	41%	40%**	56%**	42%**	24%*	52%	42%
Street trees	67%	66%	65%	70%	71%	69%	65%	66%	59%	68%
Community halls/meeting rooms	35%	35%	45%**	30%*	27%	38%	36%	34%	32%	35%
Public toilets	50%	49%	53%	50%	47%	53%	53%	45%	39%	51%

NOTES:

1. Q18. How satisfied are you with the overall quality of the following green spaces and community buildings managed by the Council? n=420

- | | |
|-----------------------|----------------------------------|
| a. Parks and reserves | d. Street trees |
| b. Sports fields | e. Community halls/meeting rooms |
| c. Dog parks | f. Public toilets |
| d. Play equipment | |

Significance between demographics

** Significantly higher

* Significantly lower

Comments on green spaces and other community facilities by key themes

- Verbatim comments frequently mentioned *Insufficient or poorly maintained public toilets* (23%, n=30), and *Concerns about trees and vegetation maintenance* (16%, n=21). A further 13% (n=18) of those who provided a comment would like *More trees, green spaces and walkways*.



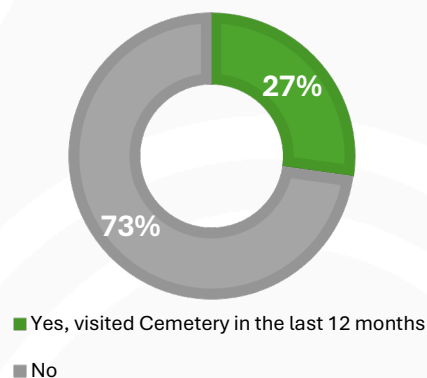
NOTES:

- Q19. Do you have any comments you would like to make about any aspects of parks and/or community buildings provided by the Council? (Please indicate the parks and/or buildings to which your comments relate.)
n=134

Cemeteries

- Over one in four residents have visited a cemetery in the District (27%, n=117), which is consistent across all wards, age groups, and ethnic groups.
- Nine in ten respondents are satisfied with the *Look and feel of cemeteries* (90%, n=106).

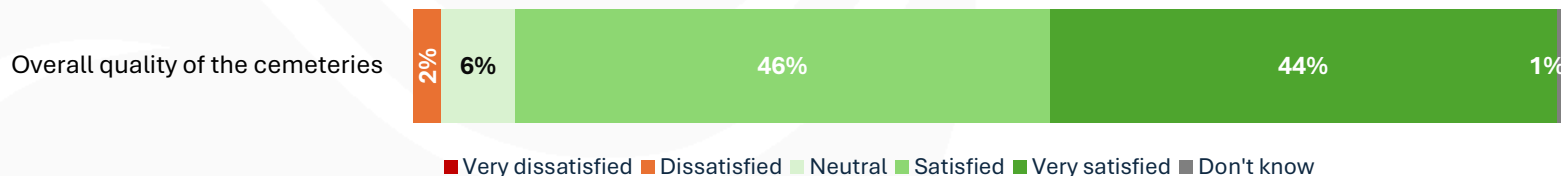
Proportion of those visited cemetery in the last 12 months



Visitation of cemeteries by ward

Ward	Kaiapoi-Woodend	Oxford-Ohoka	Rangiora-Ashley
Yes	29%	24%	28%
No	71%	76%	72%

Satisfaction with cemeteries



Satisfaction with cemeteries by age and ethnicity (combined % of 'Satisfied' and 'Very satisfied')

Aspect(s) of cemeteries	Total	Kaiapoi-Woodend	Oxford-Ohoka	Rangiora-Ashley	18-29 years	30-49 years	50-69 years	70 and over	Māori‡	Non-Māori
Overall quality of the cemeteries	90%	88%	86%	93%	91%	84%	87%	100%	100%	89%

NOTES:

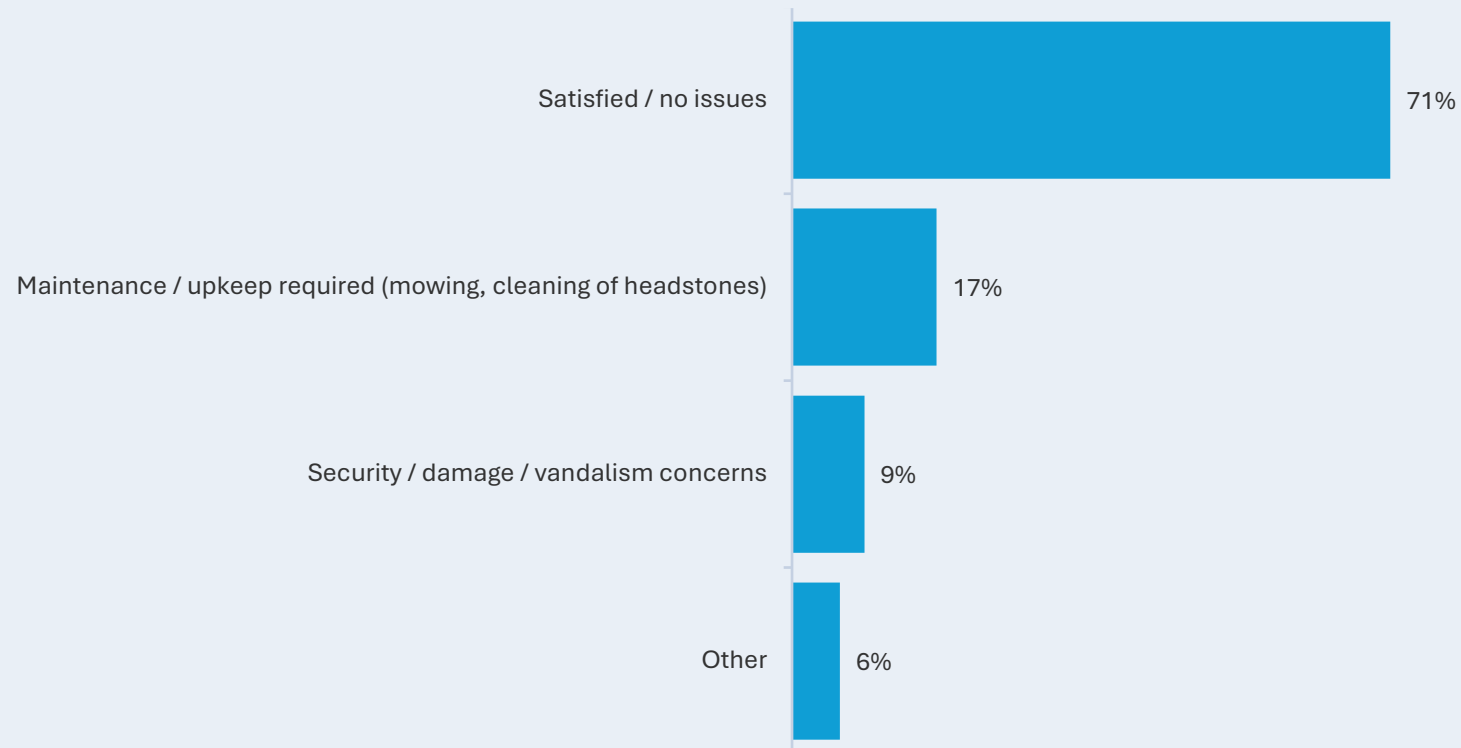
- Q20. Have you visited any of the District's cemeteries during the last 12 months? n= 420
- Q21. How satisfied are you with the overall quality of the cemeteries managed by the Council? n=117
- ‡ Caution: Small sample size (n<30). Results are indicative only.

Significance between demographics

- ** Significantly higher
* Significantly lower

Comments on cemeteries by key themes

- Some aspects for improvement mentioned by respondents include *need for more maintenance and upkeep* (17%, n=6), and *concerns related to security, damage and vandalism* (9%, n=3).



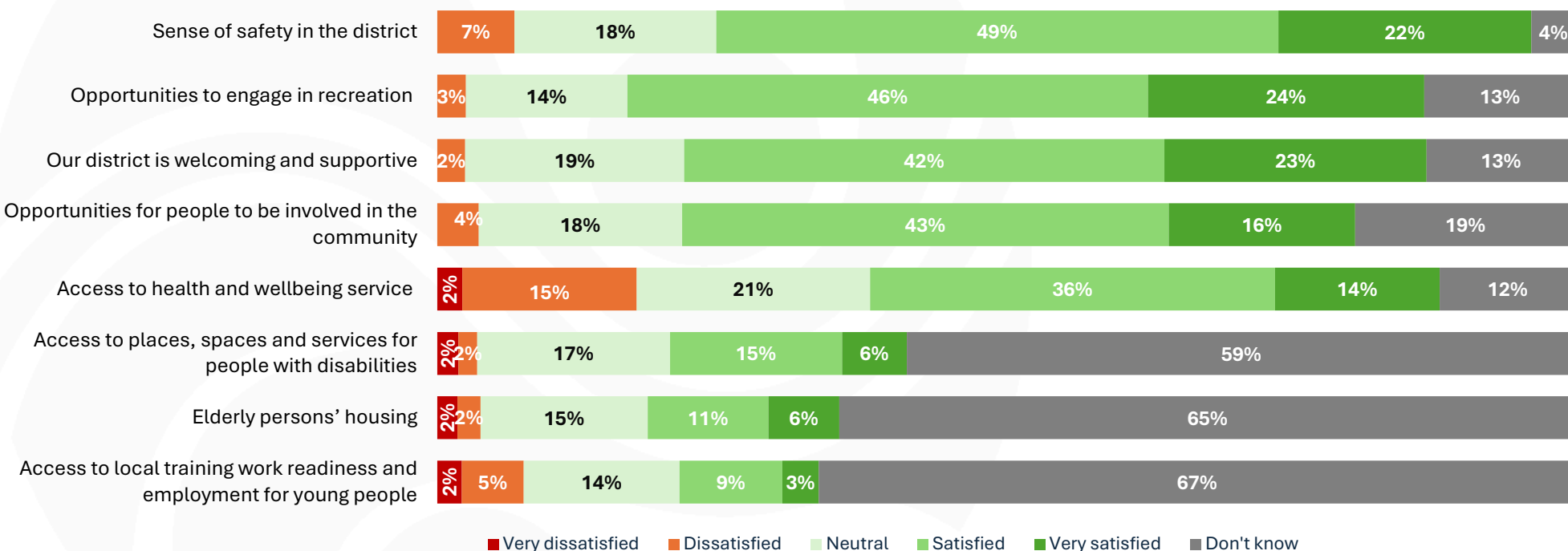
NOTES:

- Q22. Do you have any comments you would like to make about any aspects of the cemeteries managed by the Council? (Please indicate the cemetery/cemeteries to which your comments relate.) n=33

Satisfaction with community support services

- There was a large discrepancy in satisfaction among aspects related to *Community support*. While over seven in ten respondents were satisfied with the *Sense of safety in the District* (71%, n=299), and a similar proportion (70%, n=294) were satisfied with the *Opportunities to engage in recreation*, just 12% (n=51) were satisfied with the *Access to local training work readiness and employment for young people*, and 17% (n=70) were satisfied with *Elderly person's housing*.

Satisfaction with community support services



NOTES:

1. Q23. How satisfied are you with the support provided by the Council for the following? n=420

- a. Our district is welcoming and supportive
- b. Sense of safety in the district
- c. Opportunities to engage in recreation

- d. Access to health and wellbeing service
- e. Opportunities for people to be involved in the community
- f. Access to local training work readiness and employment for young people

- g. Access to places, spaces and services for people with disabilities
- h. Elderly persons' housing

Significance between demographics

** Significantly higher
 * Significantly lower

Satisfaction with community support services (continued)

- Younger residents, those aged between 18 and 29, were more likely to be satisfied with *Access to local training work readiness and employment for young people* (24%, n=16) compared to other age groups, particularly those aged 70 years or older (9%, n=8).
- Residents in the Oxford-Ohoka ward were significantly less satisfied with providing *Elderly person's housing* compared to other wards (9%, n=6 compared with 23%, n=38 for residents from the Rangiora-Ashley ward).

Satisfaction with community support services by ward, age and ethnicity (combined % of 'Satisfied' and 'Very satisfied')

Community support services	Total	Kaipoi-Woodend	Oxford-Ohoka	Rangiora-Ashley	18-29 years	30-49 years	50-69 years	70 and over	Māori	Non-Māori
Our district is welcoming and supportive	65%	64%	60%	68%	62%	66%	63%	68%	68%	65%
Sense of safety in the district	71%	74%	74%	67%	77%	68%	69%	77%	54%*	73%**
Opportunities to engage in recreation	70%	70%	68%	70%	59%*	69%	70%	79%**	72%	70%
Access to health and wellbeing service	50%	52%	43%	51%	42%	49%	49%	58%	43%	51%
Opportunities for people to be involved in the community	59%	60%	51%	62%	47%	58%	59%	70%	49%	60%
Access to local training work readiness and employment for young people	12%	14%	7%	12%	24%**	10%*	11%*	9%*	10%	12%
Access to places, spaces and services for people with disabilities	21%	23%	17%	20%	23%	17%	24%	20%	23%	21%
Elderly persons' housing	17%	15%	9%*	23%**	23%	15%	17%	14%	19%	17%

NOTES:

1. Q23. How satisfied are you with the support provided by the Council for the following? n=420

- a. Our district is welcoming and supportive
- b. Sense of safety in the district
- c. Opportunities to engage in recreation

- d. Access to health and wellbeing service
- e. Opportunities for people to be involved in the community
- f. Access to local training work readiness and employment for young people

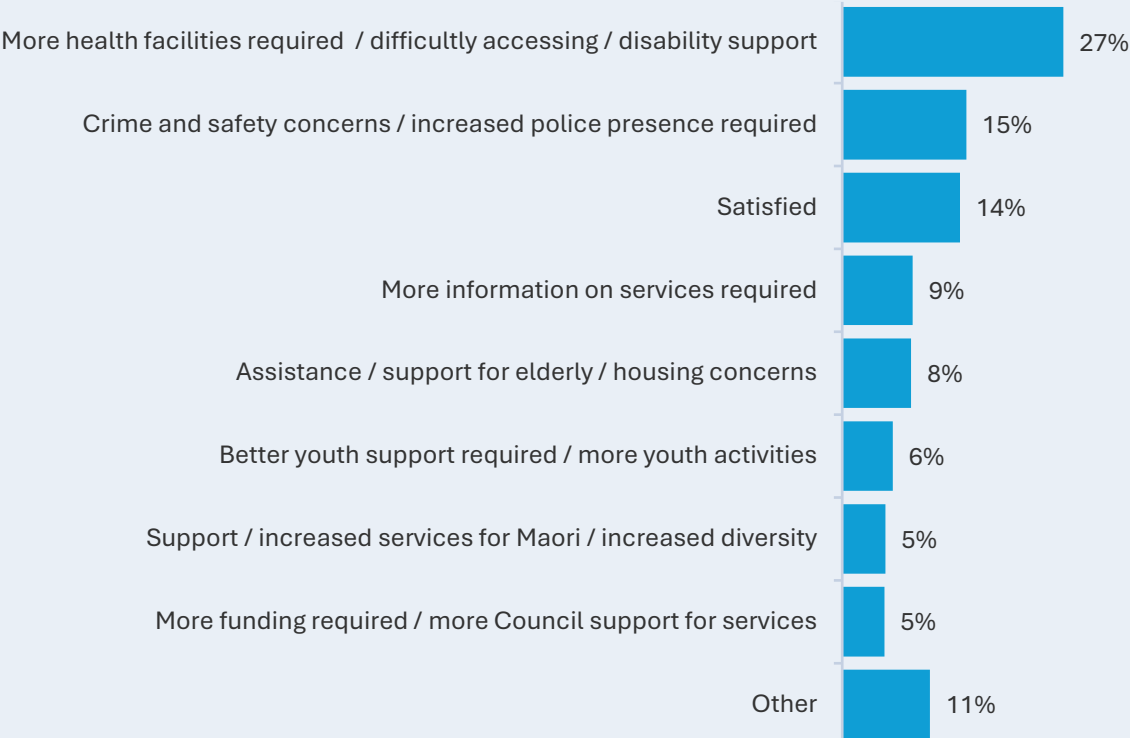
- g. Access to places, spaces and services for people with disabilities
- h. Elderly persons' housing

Significance between demographics

** Significantly higher
* Significantly lower

Comments on community support services by key themes

- Verbatim comments indicated that there was a need for *More health facilities and disability support* due to difficulty in accessing these, while 15% (n=11) wanted an *Increased police presence* due to crime and safety concerns.



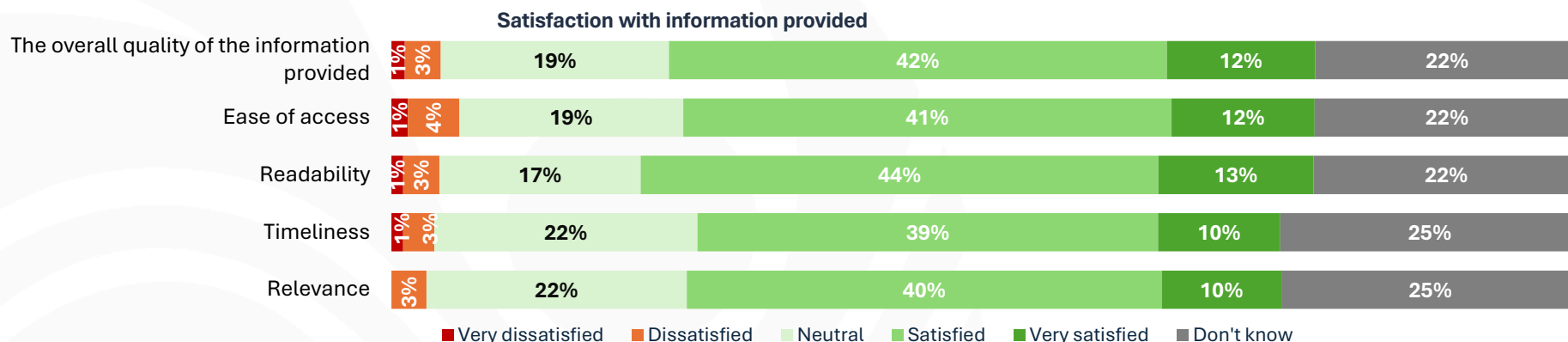
NOTES:

1. 24. Do you have any comments you would like to make about any aspects of the community support services provided by the Council? n=71

Satisfaction with strategy, engagement and economic development

Satisfaction with information provided

- Over one-half (54%, n=228) of respondents were satisfied with *The overall quality of the information provided*. *Timeliness* had the lowest level of satisfaction, with 49% (n=207) of residents satisfied.
- Within related measures, such as *Ease of access*, *Readability*, *Timeliness*, and *Relevance*, there was a large discrepancy in satisfaction across wards. While the Kaiapoi-Woodend ward and the Rangiora-Ashley ward recorded high satisfaction across all measures, the Oxford-Ohoka ward residents were significantly less satisfied with engagement. In particular, just 33% (n=26) were satisfied with *Timeliness*, and 35% (n=28) satisfied with *Relevance*.



Satisfaction with information provided by ward, age and ethnicity (combined % of 'Satisfied' and 'Very satisfied')

Quality of information	Total	Kaiapoi-Woodend	Oxford-Ohoka	Rangiora-Ashley	18-29 years	30-49 years	50-69 years	70 and over	Māori	Non-Māori
The overall quality of the information provided	54%	59%**	43%*	55%	55%	48%*	54%	64%**	44%	55%
Ease of access	53%	54%**	40%*	58%**	49%*	48%*	50%*	70%**	40%	54%
Readability	57%	57%**	47%*	61%**	61%	50%*	55%	68%**	41%	58%
Timeliness	49%	54%**	33%*	52%**	51%	41%*	50%	58%**	45%	49%
Relevance	50%	52%**	35%*	55%	52%	46%*	48%	57%**	44%	50%

NOTES:

1. Q50. How satisfied are you with the information the Council provides about its activities? n=420

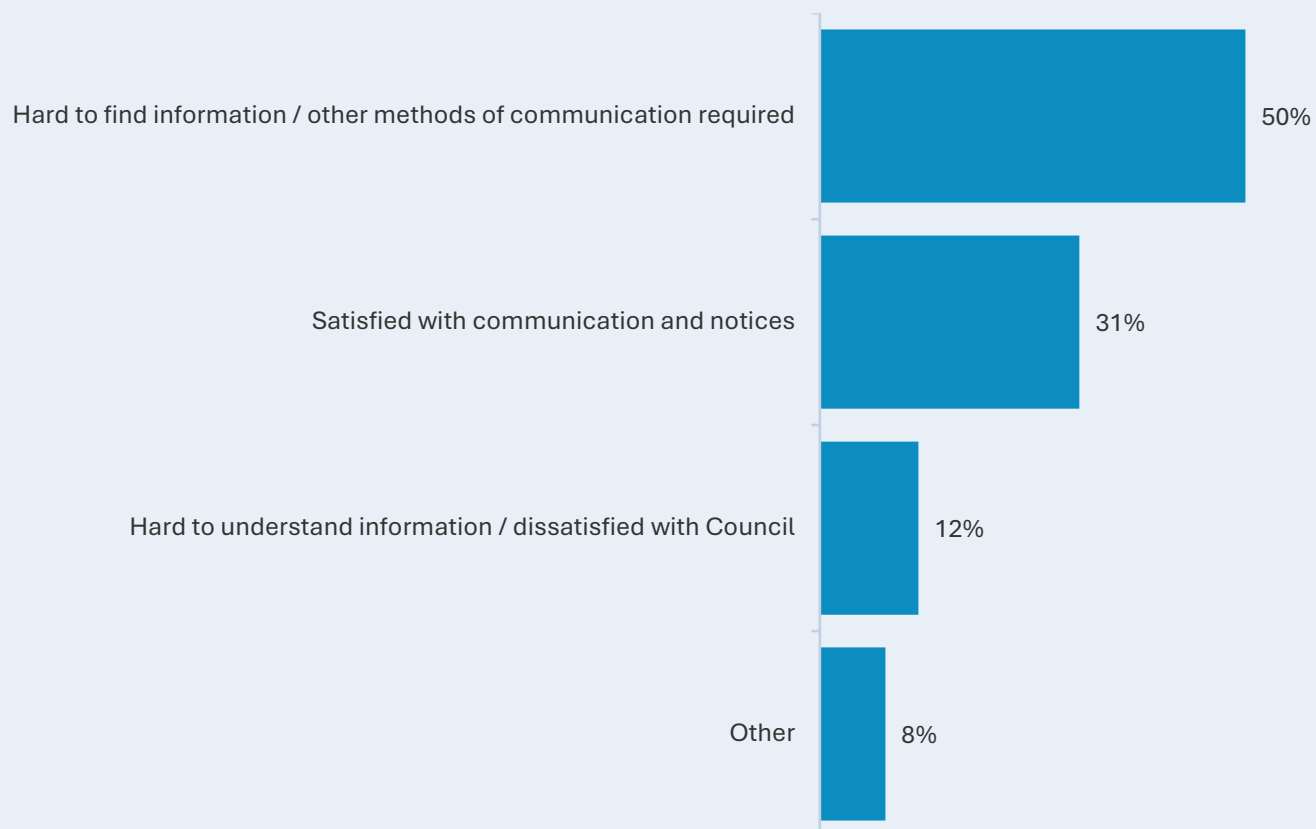
- a. Readability
- b. Timeliness
- c. Relevance
- d. The overall quality of the information provided

Significance between demographics

** Significantly higher
* Significantly lower

Comments on information provided by Council by key themes

- Issues mentioned in the verbatim comments relate to *Difficulty in finding the information* and *Council needing to explore other methods of communication* (50%, n=20), with a further 31% (n=13) believing that Council consultation is a *Waste of time*, because it is perceived that decisions have been made prior.



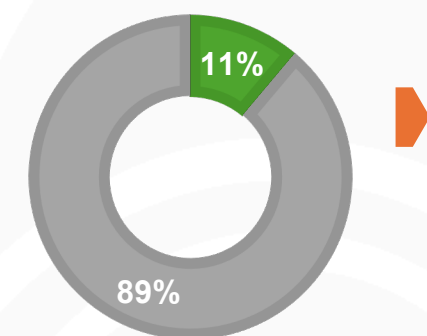
NOTES:

1. Q53. Have you any comments you would like to make about following aspects? Information the Council provide about its activities n=41

Satisfaction with consultations carried out by the Council

- In regard to the *Consultations that Council conducts*, 11% (n=47) of residents participated in Council consultations in the past 12 months, with 75% (n=35) of those participants satisfied with *them*.

Proportion of those who participated in Council consultation



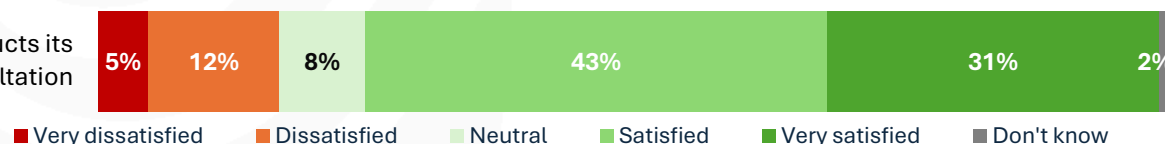
■ Yes, participated in Council consultation(s) during the last 12 months
■ No

Participation in Council consultations during the last 12 months by ward, age and ethnicity

Ward, age, ethnicity	Total	Kaiapoi-Woodend	Oxford-Ohoka	Rangiora-Ashley	18-29 years	30-49 years	50-69 years	70 and over	Māori	Non-Māori
Yes	11%	10%	15%	11%	3%	10%	10%	21%	-	12%
No	89%	90%	85%	89%	97%	90%	90%	79%	100%	88%

Satisfaction with Council consultations (those who participated in consultations only)

The way Council conducts its consultation



Satisfaction with Council consultations by ward, age and ethnicity (combined % of 'Satisfied' and 'Very satisfied')

Ward, age, ethnicity	Total	Kaiapoi-Woodend†	Oxford-Ohoka†	Rangiora-Ashley†	18-29 years†	30-49 years†	50-69 years†	70 and over†	Māori†	Non-Māori†
The way Council conducts its consultations	73%	82%	56%	76%	100%	59%	77%	78%	0%	73%

NOTES:

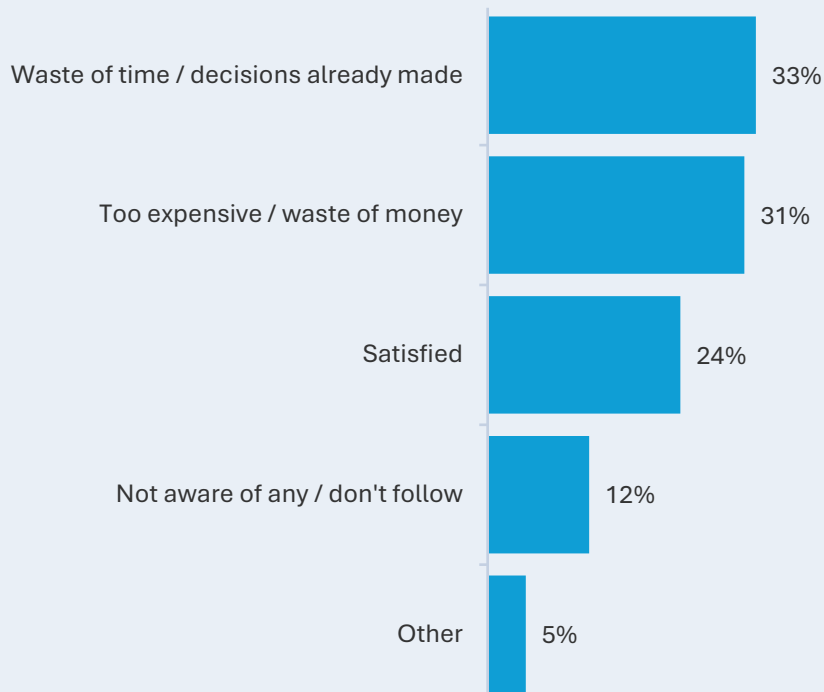
- Q51. Have you participated in any Council consultation(s) during the last 12 months? n=419; Yes n=48
- Q52. How satisfied are you overall with the way Council conducts its consultations? n=47
- ‡ Caution: Small sample size (n<30). Results are indicative only.

Significance between demographics

- ** Significantly higher
- * Significantly lower

Comments on Council consultations by key themes

- Overall, 20 respondents left a comment about Council's consultations.
- 33% (n=6) do not see the point of participating as they perceive that *Decisions have been made already* prior to consulting the public. A further 31% (n=6) believe that consultation is *Too expensive or a waste of money*.



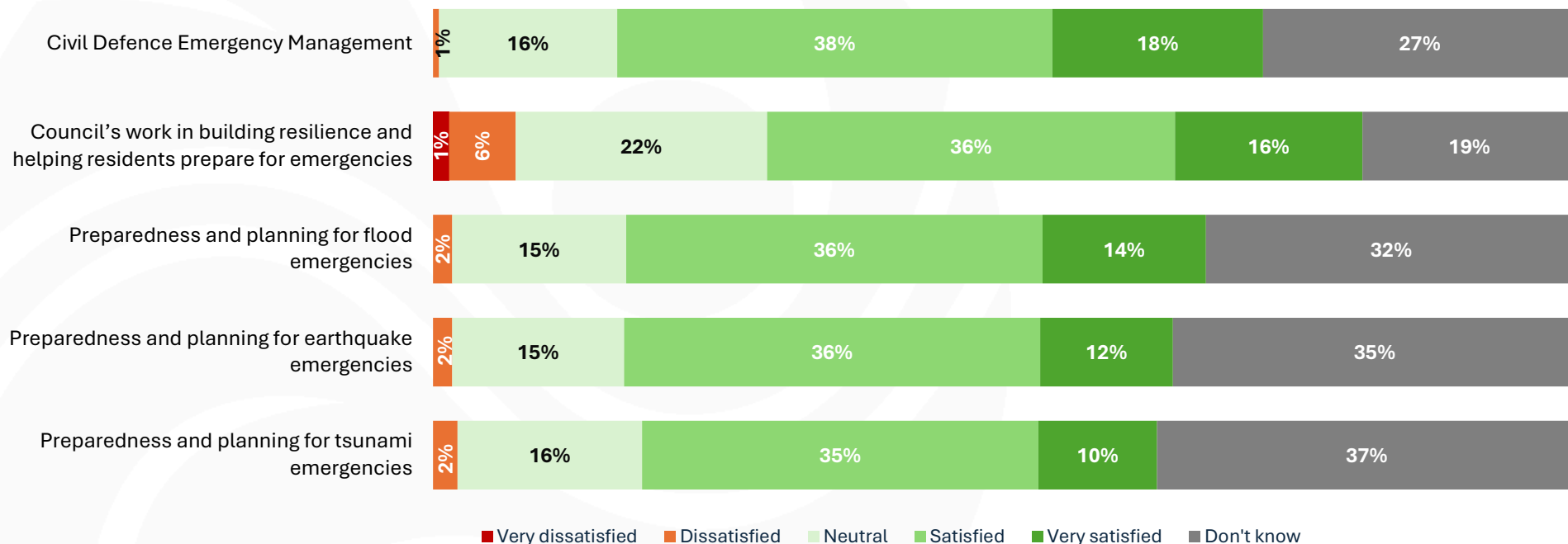
NOTES:

1. Q53. Have you any comments you would like to make about following aspects? Consultations carried out by the Council n=20

Civil defence and emergency management

- Over one-half (56%, n=237) of residents were satisfied with *Civil Defence management* overall. Within this aspect, *Council's work in building resilience and helping residents prepare for emergencies* was rated the highest (52%, n=173 satisfied), while *Preparedness for tsunami emergencies* is rated the lowest (45%, n=190 satisfied).

Satisfaction with the Council's preparedness and planning for emergencies



NOTES:

- Q28. Thinking about the Council's effort in past 12 months in the areas specified above, how satisfied are you with the Council's preparedness and planning for emergencies? n=420
 - Civil Defence Emergency Management
 - Flood emergencies
 - Earthquake emergencies
 - Tsunami emergencies
- Q29. How satisfied are you with the Council's work in building resilience and helping residents prepare to look after themselves effectively in emergencies (public alerts, awareness programmes)? n=333

Significance between demographics

- ** Significantly higher**
*** Significantly lower**

Civil defence and emergency management

- While no significant differences in satisfaction were identified between various age groups or ethnic groups, Oxford-Ohoka ward residents expressed the lowest satisfaction for four out of five measures related to Civil Defence management, including *Preparedness for flood, earthquake and tsunami emergencies*, when compared to residents in other wards.

Satisfaction with the Council's preparedness and planning for emergencies by ward, age and ethnicity (combined % of 'Satisfied' and 'Very satisfied')

Civil defence emergency management and natural hazards	Total	Kaipoi-Woodend	Oxford-Ohoka	Rangiora-Ashley	18-29 years	30-49 years	50-69 years	70 and over	Māori	Non-Māori
Civil Defence Emergency Management	56%	62%	49%	54%	54%	53%	56%	64%	65%	55%
Flood emergencies	51%	55%	44%	49%	55%	52%	48%	50%	59%	50%
Earthquake emergencies	48%	53%**	34%*	49%**	54%	44%	45%	54%	60%	47%
Tsunami emergencies	45%	53%**	26%*	45%**	49%	37%	48%	48%	54%	44%
Council's work in building resilience and helping residents prepare for emergencies	52%	51%	53%	54%	53%	54%	49%	54%	56%	52%

NOTES:

- Q28. Thinking about the Council's effort in past 12 months in the areas specified above, how satisfied are you with the Council's preparedness and planning for emergencies? n=420
 - Civil Defence Emergency Management
 - Flood emergencies
 - Earthquake emergencies
 - Tsunami emergencies
- Q29. How satisfied are you with the Council's work in building resilience and helping residents prepare to look after themselves effectively in emergencies (public alerts, awareness programmes)? n=333

Significance between demographics

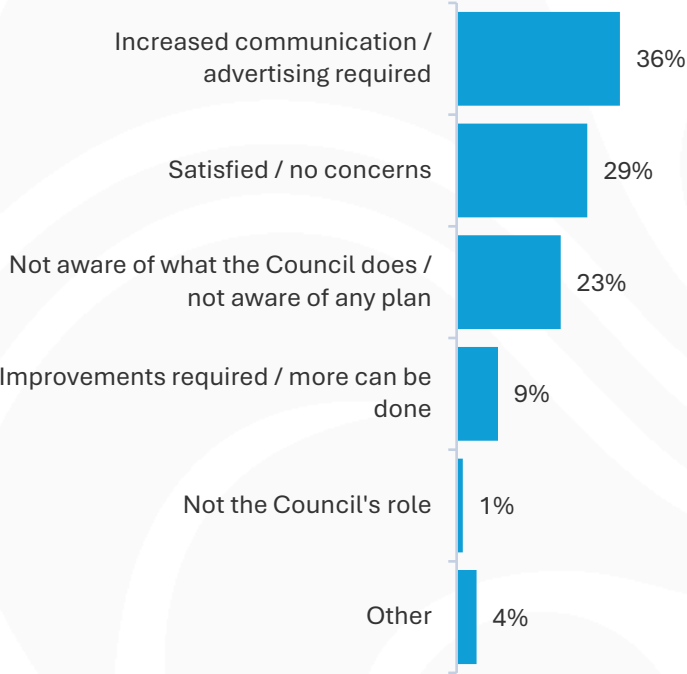
** Significantly higher

* Significantly lower

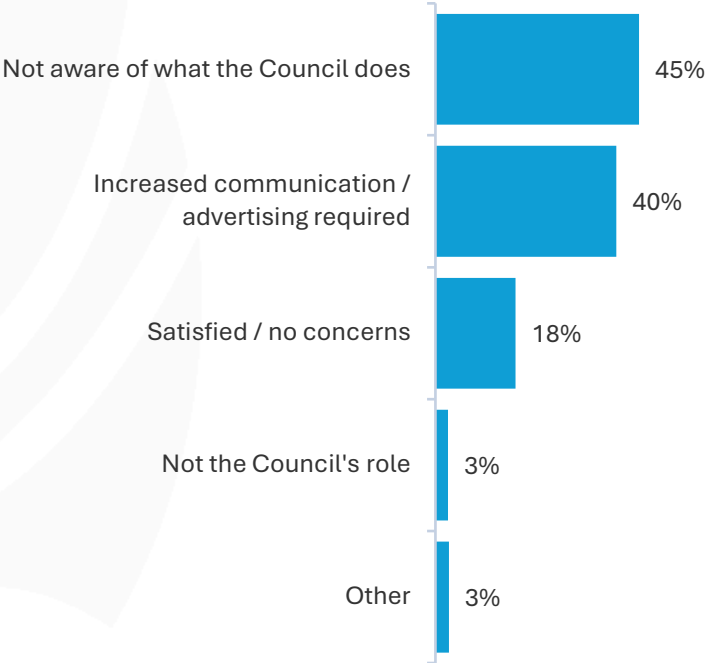
Comments on preparedness and planning for emergencies by key themes

- Among those who provided a comment, 45% (n=14) were not aware of *Council’s community building resilience programme to help residents to prepare for emergencies*, and a further 36% (n=23) would like to have *Increased communication and more advertising* with respect to Civil Defence Emergency preparedness.

Council’s preparedness and planning for emergencies



Community resilience building programme

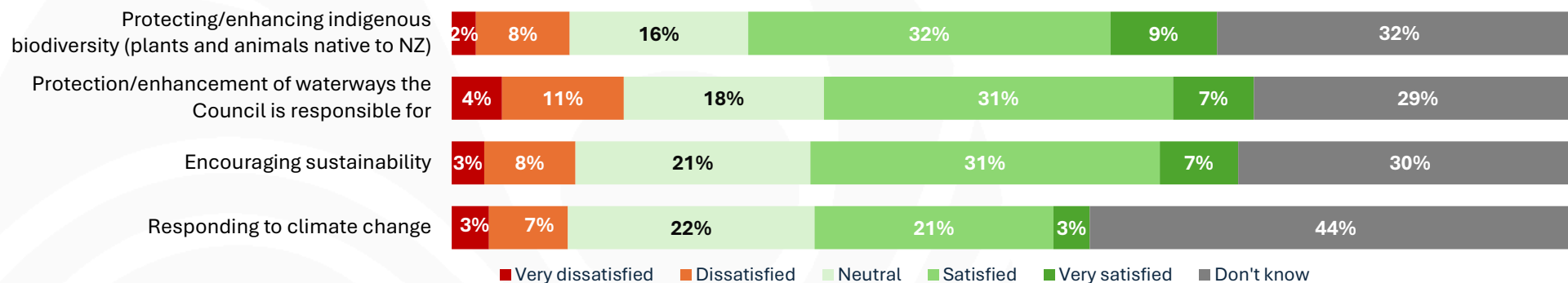


NOTES:
1. Q30. Do you have any comments you would like to make about any aspects of the Council’s preparedness and planning for emergencies? n=65
2. Q30. Do you have any comments you would like to make about any aspects of the Council’s community resilience building programme? n=31

Environmental management

- 24% of residents were satisfied with *Council's response to climate change*. Residents reported higher satisfaction with other aspects, with 41% (n=176) satisfied with *Protecting/enhancing indigenous biodiversity (plants and animals native to NZ)*, and 38% (n=164) satisfied with *Protection/enhancement of waterways the Council is responsible for* and *Encouraging sustainability*.

Satisfaction with environmental management



Satisfaction with environmental management by ward, age and ethnicity (combined % of 'Satisfied' and 'Very satisfied')

Environmental management	Total	Kaiapoi-Woodend	Oxford-Ohoka	Rangiora-Ashley	18-29 years	30-49 years	50-69 years	70 and over	Māori	Non-Māori
Protection/enhancement of waterways the Council is responsible for	38%	43%	35%	35%	29%	28%	44%	48%	30%	39%
Protecting/enhancing indigenous biodiversity (plants and animals native to NZ)	41%	49%	34%	38%	42%	35%	43%	49%	42%	41%
Responding to climate change	24%	27%	20%	24%	24%	18%	27%	30%	21%	25%
Encouraging sustainability	38%	40%	35%	37%	34%	34%	41%	42%	30%	39%

NOTES:

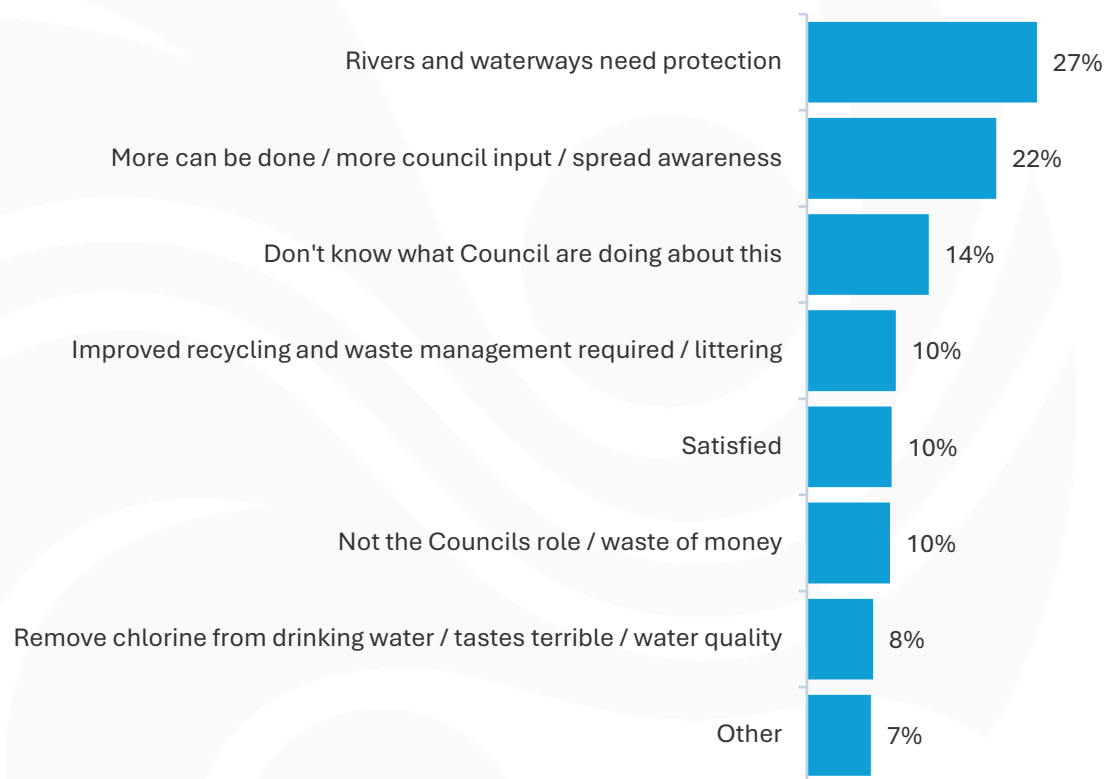
- Q31. How satisfied are you with the work the Council is doing in each of the following areas? n=420
 - Protection/enhancement of waterways the Council is responsible for
 - Protecting/enhancing indigenous biodiversity (plants and animals native to NZ)
 - Responding to climate change
 - Encouraging sustainability

Significance between demographics

- ** Significantly higher
- * Significantly lower

Comments on environmental management by key themes

- Verbatim comments pointed to several important issues that residents wanted Council to address, such as *Rivers and waterways needing protection* (27%, n=31) and *Council needing to spread more awareness and having more input* (22%, n=24).



NOTES:

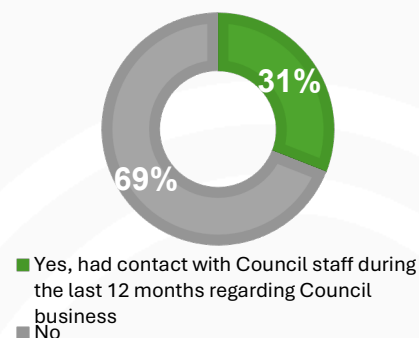
1. Q32. Do you have any comments you would like to make about any aspects of the Council's environmental management? n=113

Satisfaction with customer service and online services

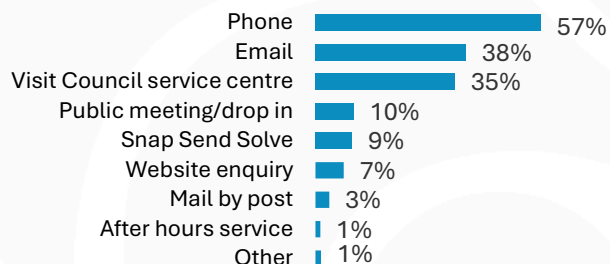
Customer service

- Over three in ten residents (31%, n=131) have *Contacted Council staff regarding Council business* in the last 12 months. *Phone* is the most prevalent channel of communication (57%, n=74), followed by *Email* (38%, n=48), and *Visiting a Council service centre* (35%, n=48).
- The frequency of contact increased with age. While just 9% (n=6) of those aged between 18 and 29 years have contacted Council, this increased to 46% (n=40) for those aged 70 years or over.

Proportion of those who contacted Council staff in the last 12 months



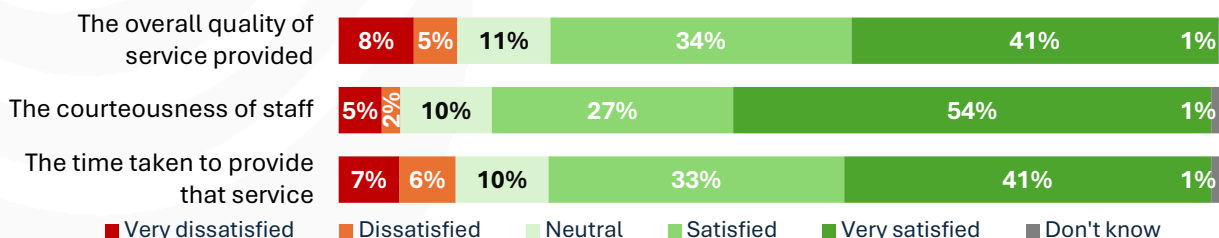
Methods of contact



Contacted customer service by ward, age and ethnicity

Responses	Total	Kaiapoi-Woodend	Oxford-Ohoka	Rangiora-Ashley	18-29 years	30-49 years	50-69 years	70 and over	Māori	Non-Māori
Yes	31%	29%	30%	33%	9%*	28%**	34%**	46%**	22%	32%
No	69%	71%	70%	67%	91%	72%	66%	54%	78%	68%

Satisfaction with customer service



NOTES:

- Q43. Have you had contact with Council staff during the last 12 months regarding Council business? n=420; Yes n=131
- Q44. If yes, what methods you used to contact the Council. Please select all that apply. n=131
- Q45. how satisfied were you with the following aspects of the service you received when you contacted the Council? n=131
 - The courteousness of staff
 - The time taken to provide that service
 - The overall quality of the service provided

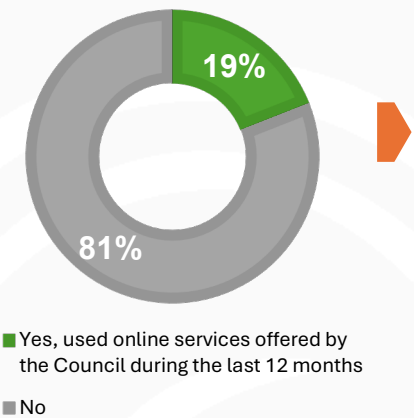
Significance between demographics

- ** Significantly higher
* Significantly lower

Satisfaction with online services

- Almost one in five residents (19%, n=81) have used an online service offered by Council in the past 12 months.
- There was no discrepancy between demographics in usage of online services.

Proportion of those who used online services offered by the Council in the last 12 months



Used online services offered by the Council by ward, age and ethnicity

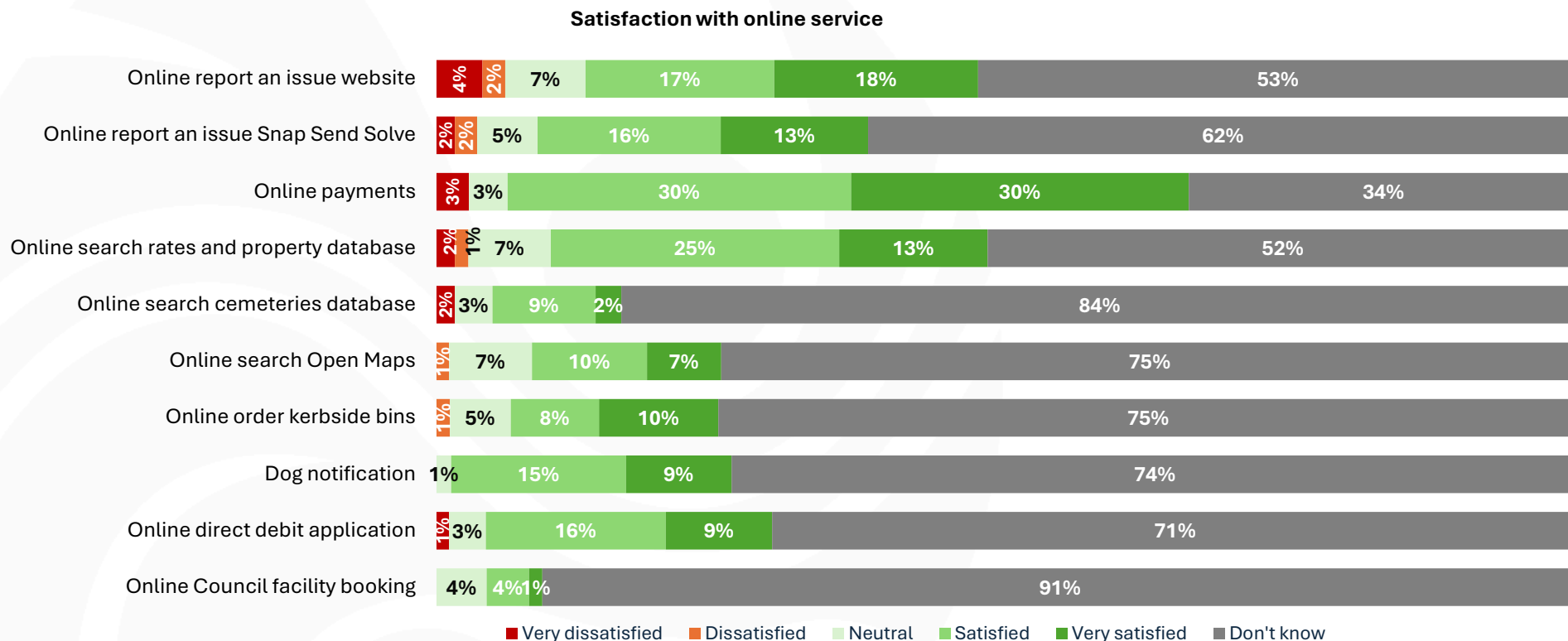
Responses	Total	Kaiapoi-Woodend	Oxford-Ohoka	Rangiora-Ashley	18-29 years	30-49 years	50-69 years	70 and over	Māori	Non-Māori
Yes	19%	18%	17%	21%	14%	18%	21%	22%	18%	19%
No	81%	82%	83%	79%	86%	82%	79%	78%	82%	81%

NOTES:
 1. Q47. Have you used any of the online services offered by the Council during the last 12 months? n=420; Yes n=81

Significance between demographics
 ** Significantly higher
 * Significantly lower

Satisfaction with online services

- A considerable proportion of residents were not aware of the online services. Among those who used them, 60% (n=49) were satisfied with online payments, while 38% (n=32) were satisfied with the online rates and property search database.



NOTES:

- Q47. Have you used any of the online services offered by the Council during the last 12 months? n=420; Yes n=81
- Q48. How satisfied are you with the following online services offered by the Council that you have used? n=81
 - Online report an issue website
 - Online report an issue Snap Send Solve
 - Online payments
 - Online search rates and property database
 - Online search cemeteries database
 - Online search Open Maps
 - Online order kerbside bins
 - Dog notification
 - Online direct debit application
 - Online Council facility booking

Significance between demographics

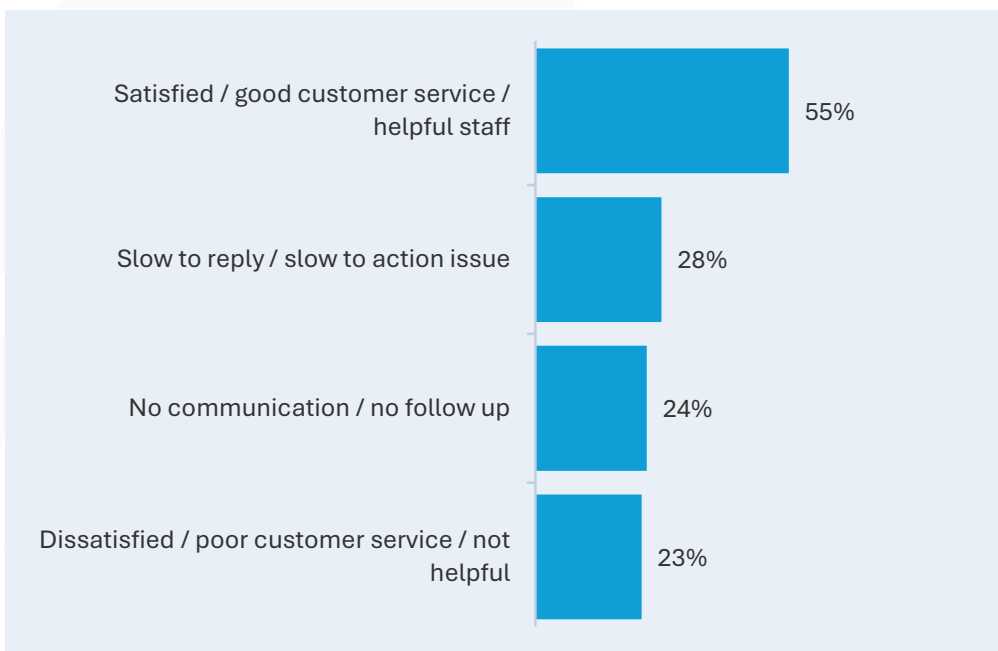
**** Significantly higher**

*** Significantly lower**

Comments on customer service and online services

- Some of the issues mentioned by respondents regarding customer service were the *Slow response and slow action on the issues* (28%, n=13).
- All comments in regard to online services are shown below.

Council's customer service



Council's online services

- I had a meeting with a Council staff member about my application for a rates rebate. Excellent communication and a quick response from a very nice staff member.*
- I used it to sign up for notification in regards to our bins.*
- I disputed my parking ticket via the website, there was no follow up. I was ignored, that's not acceptable.*
- I would like to see a clearer representation of the flood maps for the Rangiora region and easier to follow real time river level information.*
- Very easy to use.*
- It is not easy to set up a direct debit to pay my rates. Have resorted to paying via internet banking each time the invoice comes.*
- We had an incident when a car being chased by police, smashed into the kerbside garden outside our property. I sent through detail and asked also that the existing tree be replaced. The damaged tree was removed and frontage tidied up but the tree was never replaced. We would appreciate a replacement tree please.*

NOTES:

- Q46. Do you have any comments you would like to make about any aspects of the customer service provided by the Council? n=48
- Q49. Do you have any comments you would like to make about any aspects of the Council's online services? n=8



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