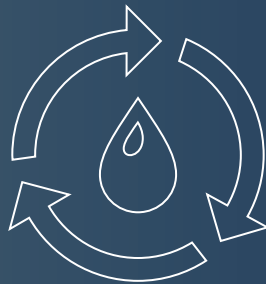


Matamata-Piako District Council

Community Views Survey

June 2022



Executive Summary

Matamata-Piako District Council’s annual Community Views Survey gauges residents’ perceptions of, and attitudes towards, various Council services and facilities.

With a final sample size of n=400, applied gender and age weightings, and area quotas to ensure a proportionate representation, findings below outline year-on-year comparisons of overall satisfaction (satisfied and very satisfied results) as well as Council’s Key Performance Measures (KPMs).

COUNCIL PERFORMANCE

Fifty-seven percent of residents are satisfied with Council overall, this is on a par with last year’s results. Fifty-one percent of residents are satisfied with the leadership of Councillors and Mayor, this is a statistically significant decrease from last year’s results (cf. 2021, 58%) and is 1% below the Council set KPM.

	2022 KPM	2018	2019	2020	2021	2022	+/- Y.O.Y	+/- DIFF. FROM TARGET
Council overall	-	72%	58%	67%	57%	57%	0%	-
Leadership of Councillors and Mayor	52%	70%	55%	50%	58%	51%	-7%	-1%

CONTACT AND COMMUNICATION

Sixty percent of residents are satisfied with ease of access to Council information, this is a statistically significant increase from last year’s result (cf. 2021, 51%); however this year’s result is still 5% below the Council set KPM. Just over three quarters (37%) of residents are satisfied with public involvement in the consultation process, this is a 6% decrease from last year’s result and 15% below the Council set KPM. The majority (90%) of residents who have contacted Council in the past 12 months are satisfied with the customer service they received, a statistically significant increase from last year’s result (cf. 2021, 77%).

	2022 KPM	2018	2019	2020	2021	2022	+/- Y.O.Y	+/- DIFF. FROM TARGET
Ease of access to Council information	65%	65%	62%	58%	51%	60%	+9%	-5%
Public involvement in consultation process	52%	56%	56%	40%	43%	37%	-6%	-15%
Customer service (users)	-	91%	85%	73%	77%	90%	+13%	-

SERVICES AND FACILITIES

Amongst users, satisfaction with cemeteries (85%) and parks and reserves (75%) have both increased 7% this year. A further 75% of aquatic users are satisfied with the facilities, 74% of users are satisfied with sports fields, and 70% of playground users are satisfied with these facilities. Eighty percent of residents are satisfied with the kerbside rubbish and recycling services and 71% are satisfied with transfer stations. Fifty-seven percent of residents are satisfied with parking in shopping areas and 32% satisfied with the management of flooding within urban areas.

	2022 KPM	2018	2019	2020	2021	2022	+/- Y.O.Y	+/- DIFF. FROM TARGET
Aquatic facilities (users)	80%	87%	72%	73%	76%	75%	-1%	-5%
Kerbside rubbish and recycling services (users)*	80%	80%	65%	72%	58%	80%	+22%	0%
Transfer stations (users)	80%	-	-	-	-	71%	-	-9%
Cemeteries (users)	80%	89%	89%	87%	78%	85%	+7%	+5%
Management of flooding within urban areas	-	45%	46%	38%	36%	32%	-4%	-
Parks and reserves (users)	80%	84%	78%	78%	68%	75%	+7%	-5%
Sports fields (user)	80%	79%	81%	78%	78%	74%	-4%	-6%
Parking in shopping areas (users)	-	50%	42%	50%	51%	57%	+6%	-
Playgrounds (users)	-	71%	64%	72%	60%	70%	+10%	-

*Year on year comparisons are indicative only as the questionnaire was changed in 2022.

Executive Summary

LIBRARY SERVICES

Eighty-five percent of library users are satisfied with library services, this is on a par with last year's result and is 5% below the Council set KPM. Amongst online library service users, 86% of residents are satisfied with the online services, this is a 3% decrease from last year's result.

	2022 KPM	2018	2019	2020	2021	2022	+/- Y.O.Y	+/- DIFF. FROM TARGET
Library services (users)	90%	90%	85%	80%	84%	85%	+1%	-5%
Online library services (users)	-	80%	83%	63%	89%	86%	-3%	-

WATER SUPPLY AND WASTEWATER

Amongst residents connected to town supply water, 67% are satisfied with the water supply services; this is a 5% increase from last year's result. Eighty-three percent of residents connected to the wastewater network are satisfied with the network, this is on a par with last year's result.

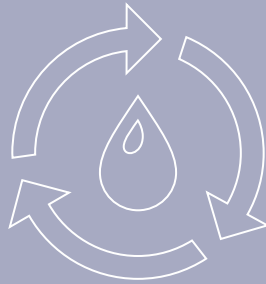
	2022 KPM	2018	2019	2020	2021	2022	+/- Y.O.Y	+/- DIFF. FROM TARGET
Water supply services (users)	-	75%	63%	73%	62%	67%	+5%	-
Council's wastewater network (users)	-	90%	84%	87%	82%	83%	+1%	-

ROADING NETWORK

Overall, 61% of residents are satisfied with how well the roading network is maintained, this is a 4% increase from last year's result. Just over half (54%) of residents are satisfied with the footpaths and cycleways in the area.

	2022 KPM	2018	2019	2020	2021	2022	+/- Y.O.Y	+/- DIFF. FROM TARGET
Roading network well maintained	-	63%	45%	54%	57%	61%	+4%	-
Footpaths and cycleways	-	58%	44%	48%	54%	54%	0%	-

Project Overview



BACKGROUND

Matamata-Piako District Council (Council) is the local area authority for Matamata-Piako District. Council commissioned Versus Research (Versus) to oversee its annual Community Views Survey (CVS) for 2021-2022. The CVS survey measures and determines residents' perceptions of, and attitudes towards, Council and their service offerings.

RESEARCH OBJECTIVES

The CVS identifies various satisfaction levels amongst the community, and in so doing, helps Council to improve the delivery of the corresponding services and activities. Council's specific research objectives are to:

- Determine residents' usage and satisfaction with core Council activities, in comparison to previous measures, but also against Key Performance Measures (KPMs) outlined in its Long Term Plan (LTP);
- Determine awareness and impressions of Council's communications and consultation processes;
- Highlight any issues as to where Council can make the greatest gains in resident satisfaction via future development.

METHOD AND SAMPLE

As seen last year, responses for the CVS were collected on a monthly basis from July 2021 to June 2022 using a mixed method approach. Specifically, the methods of computer aided telephone interviewing (CATI) and online interviewing were used to generate responses.

A total of n=400 responses made up the final sample size (total number of residents interviewed), with n=240 from CATI (of which around 20% were collected via mobile numbers) and n=160 from online. A total sample size of n=400 yields a maximum Margin of Error (MoE) of +/- 4.90%.

QUOTAS

Area quotas were applied to each ward in the district to ensure the final sample is a true, proportionate representation of the district overall, and is consistent year-on-year. The final sample sizes/proportions by ward are outlined below.

WARD	PROPORTION OF MATAMATA-PIAKO DISTRICT POPULATION	SAMPLE SIZE 2022
Matamata	39%	n=156
Morrinsville	36%	n=144
Te Aroha	25%	n=100
Total	100%	n=400

WEIGHTING

Age and gender weights have been applied to the final data set. Weighting ensures specific demographic groups are neither under or over represented in the final data set, and each group is represented as it would be in the population.

Weighting gives greater confidence that the final results are representative of the Matamata-Piako district population overall, and not skewed by a particular demographic group. The proportions used for the age and gender weights are taken from 2018 Census data (Statistics New Zealand). These proportions are outlined in the table below.

DEMOGRAPHIC	WEIGHTING PROPORTION (CENSUS 2018)
Male 39 and under	17%
Female 39 and under	16%
Male 40-59	16%
Female 40-59	17%
Male 60 and older	16%
Female 60 and older	18%

MARGIN OF ERROR

Margin of error (MoE) is a statistic commonly used in research to show the amount of sample error present in a survey's results. This is particularly important when analysing a subset of data, as a smaller sample size incurs a greater MoE. The final sample size for this study is n=400, which gives a maximum margin of error of +/- 4.90% at the 95% confidence interval. That is, if the observed result is 50% (point of maximum margin of error), then there is a 95% chance that the true answer falls between 45.10% and 54.90%

The table below outlines the MoE for each of the ward levels.

WARD	SAMPLE SIZE	MOE AT THE 95% CONFIDENCE INTERVAL
Matamata	n=156	+/- 7.85%
Morrinsville	n=144	+/- 8.17%
Te Aroha	n=100	+/- 9.80%
Total	n=400	+/- 4.90%

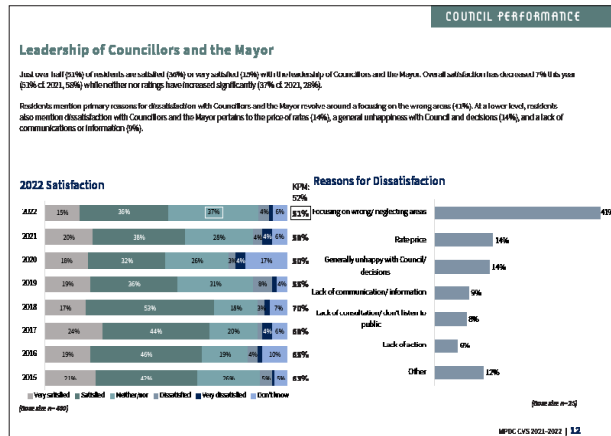
QUESTIONNAIRE CHANGES

This year's CVS questionnaire saw changes to waste and recycling questions, with satisfaction with transfer stations and kerbside collection asked separately this year. Questions around illegal dumping were removed from the questionnaire this year.

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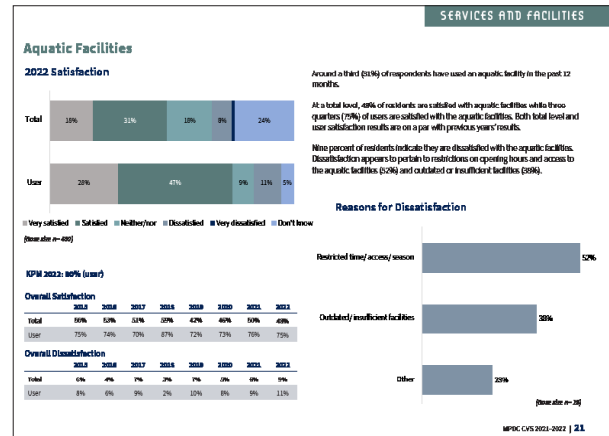
How to Read this Report



Findings from this study have been presented using an array of charts and tables, along with corresponding commentary to clarify charted results.

Verbatim responses have been coded into themes and charted accordingly.

Please note labels of charted results lower than 3% are not shown due to the overlapping of labels making them difficult to read.



Where applicable, year-on-year findings have been shown. Where both user and total level satisfaction has been measured, only overall satisfaction (satisfied and very satisfied ratings combined) have been presented for year-on-year comparability.

Statistical testing is used to determine the probability that an observed difference occurred as a result of chance. Significance testing has been applied to year on year findings.

Significant differences have been shown using a small square to outline the observed figure.

Base sizes vary and as such are shown beside each chart in the following format: (n=xxx).

APPENDIX 1

Appendix 1: Results by Area

Overall satisfaction with Council

	MATAMATA	MORRINSVILLE	TEAROA
Very satisfied	11%	4%	9%
Satisfied	49%	50%	52%
Neither/nor	36%	34%	34%
Dissatisfied	3%	8%	3%
Very dissatisfied	0%	2%	2%
Don't know	0%	1%	1%

Leadership of Councillors and the Mayor

	MATAMATA	MORRINSVILLE	TEAROA
Very satisfied	12%	1%	10%
Satisfied	44%	32%	35%
Neither/nor	31%	44%	31%
Dissatisfied	3%	2%	11%
Very dissatisfied	1%	2%	1%
Don't know	0%	0%	2%

Reasons for Dissatisfaction: Leadership of Councillors and the Mayor

	MATAMATA	MORRINSVILLE	TEAROA
Focusing on wrong/neglecting areas	30%	10%	50%
Rate price	10%	0%	21%
Generally unhappy with Council/decisions	21%	30%	0%
Lack of communication/information	9%	6%	10%
Lack of consultation/don't listen to public	13%	15%	0%
Lack of action	0%	0%	11%
Other	12%	34%	0%

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Area tables have been included in Appendix 1, demographic tables are shown in Appendix 2, while a version of the questionnaire can be found in appendix 3.

Significance testing has been conducted to observe any significant differences amongst areas. An upward arrow indicates that the observed result is significantly higher than the total level while a downward arrow indicates that the observed result is significantly lower than the total level.

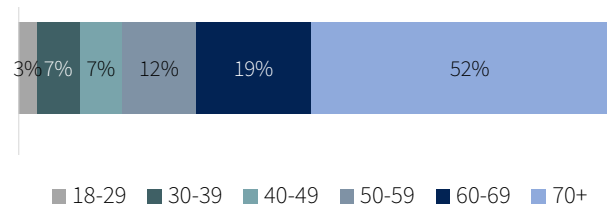
Sample Overview*

This year's unweighted sample breakdown is shown below.

Gender



Age



Years in the District



*Please note that these results are unweighted.

Council Performance

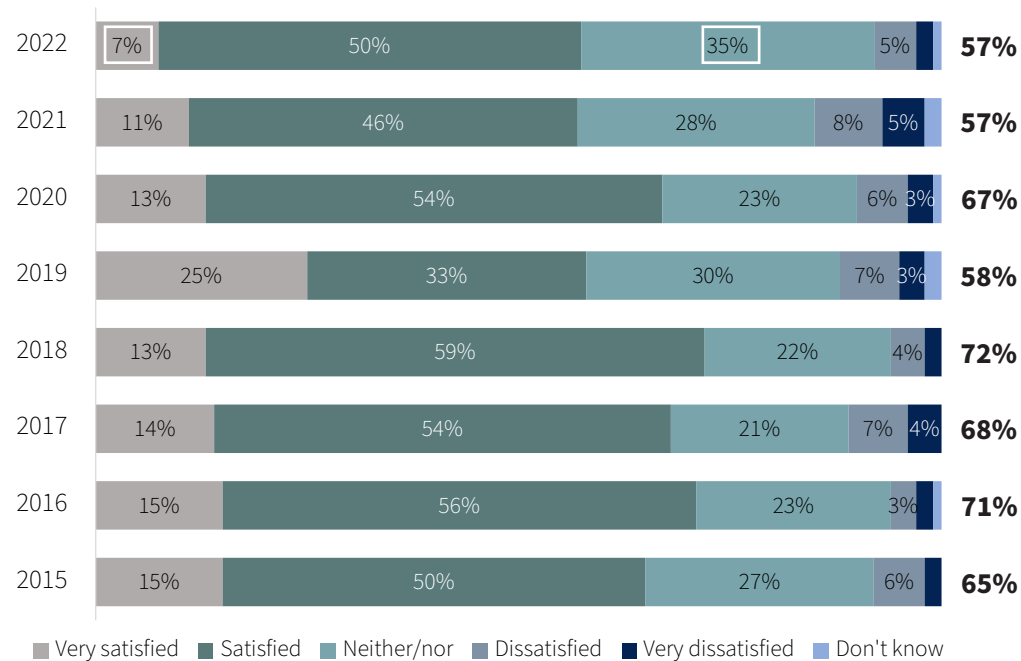


Council Overall

Fifty-seven percent of residents are satisfied (50%) or very satisfied (7%) with Council overall, this is on a par with last year's results. Notably, this year significantly fewer residents indicate they are very satisfied with Council (7% cf. 2021, 11%) while significantly more residents mention they are neither satisfied nor dissatisfied (35% cf. 2021, 28%).

2022 Satisfaction

KPM:
N/A



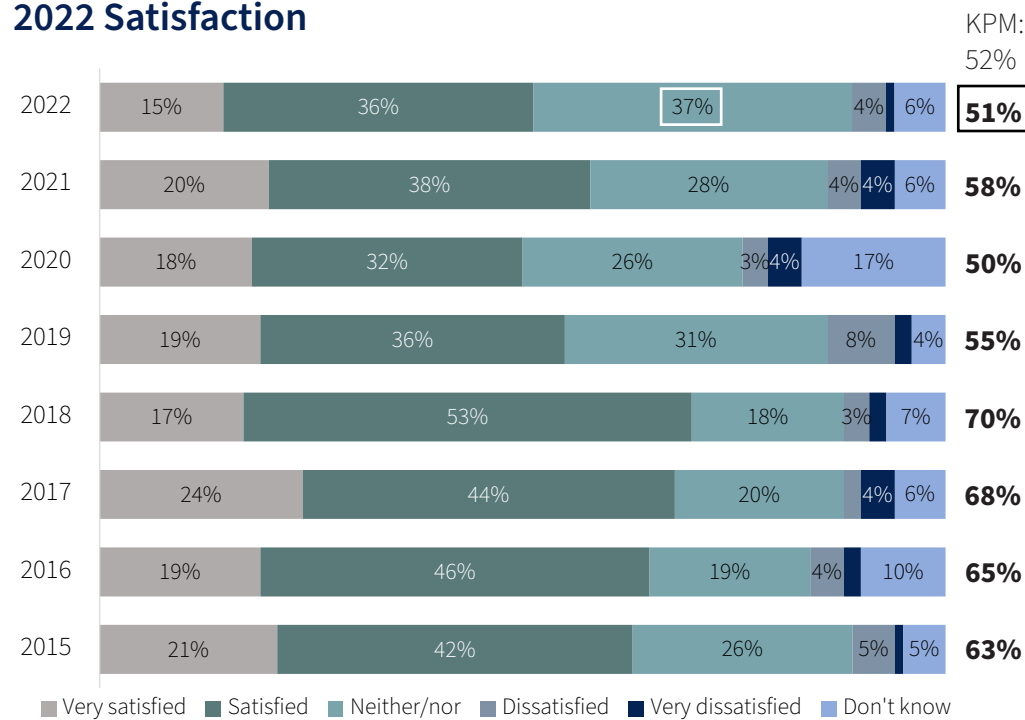
(Base size n= 400)

Leadership of Councillors and the Mayor

Just over half (51%) of residents are satisfied (36%) or very satisfied (15%) with the leadership of Councillors and the Mayor. Overall satisfaction has decreased 7% this year (51% cf. 2021, 58%) while neither nor ratings have increased significantly (37% cf. 2021, 28%).

Residents mention primary reasons for dissatisfaction with Councillors and the Mayor revolve around a focusing on the wrong areas (41%). At a lower level, residents also mention dissatisfaction with Councillors and the Mayor pertains to the price of rates (14%), a general unhappiness with Council and decisions (14%), and a lack of communication or information (9%).

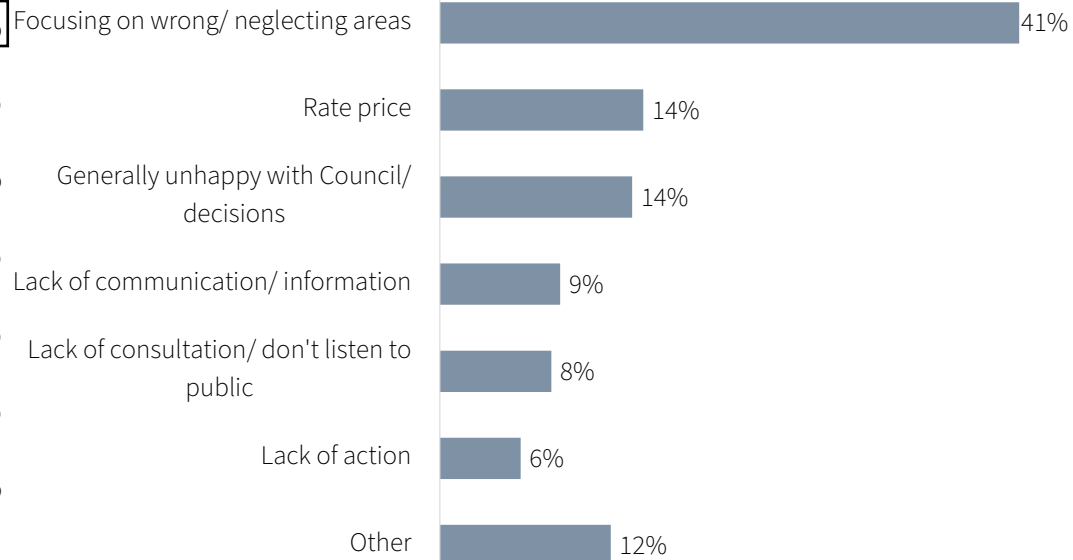
2022 Satisfaction



(Base size n= 400)

Reasons for Dissatisfaction

KPM:
52%



(Base size n= 25)

Contact and Communication

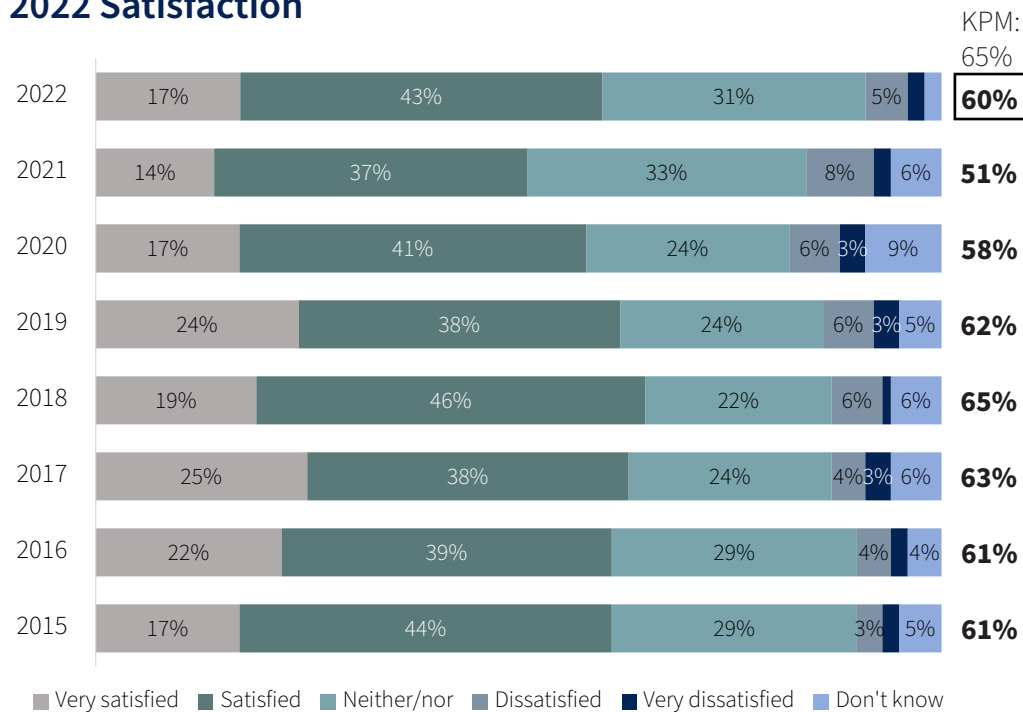


Ease of Access to Council Information

This year, 60% of residents are satisfied (43%) or very satisfied (17%) with the ease of access to Council information. Overall satisfaction with ease of access to Council information has increased significantly this year (60% cf. 2021, 51%).

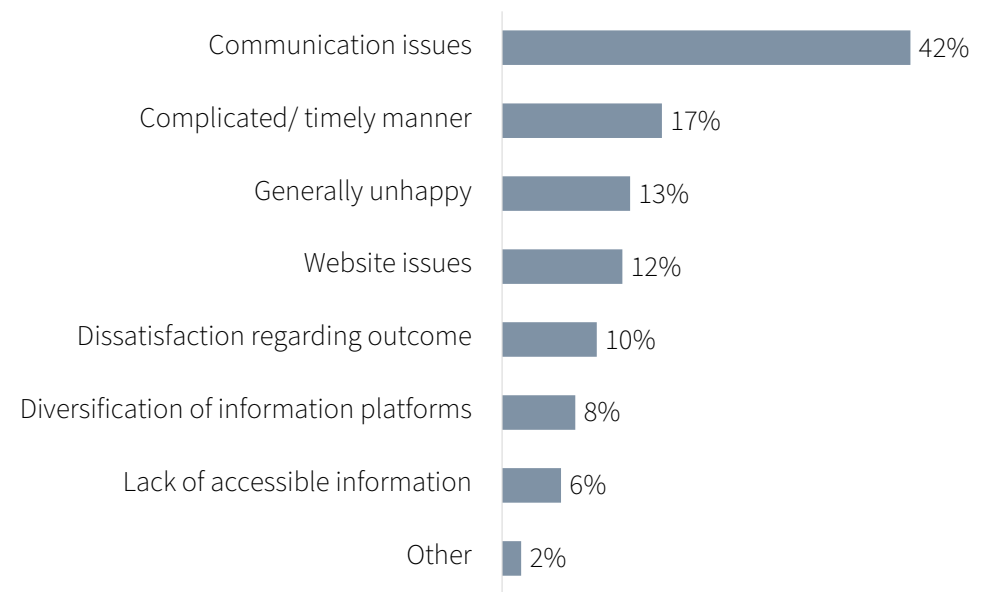
Reasons for dissatisfaction with ease of access to Council information primarily pertain to perceived communication issues (42%). At a lower level, dissatisfaction with ease of access to Council information revolves around the timeliness of responses (17%), residents indicating they are generally unhappy with communications (13%), and website issues (12%).

2022 Satisfaction



(Base size n= 400)

Reasons for Dissatisfaction



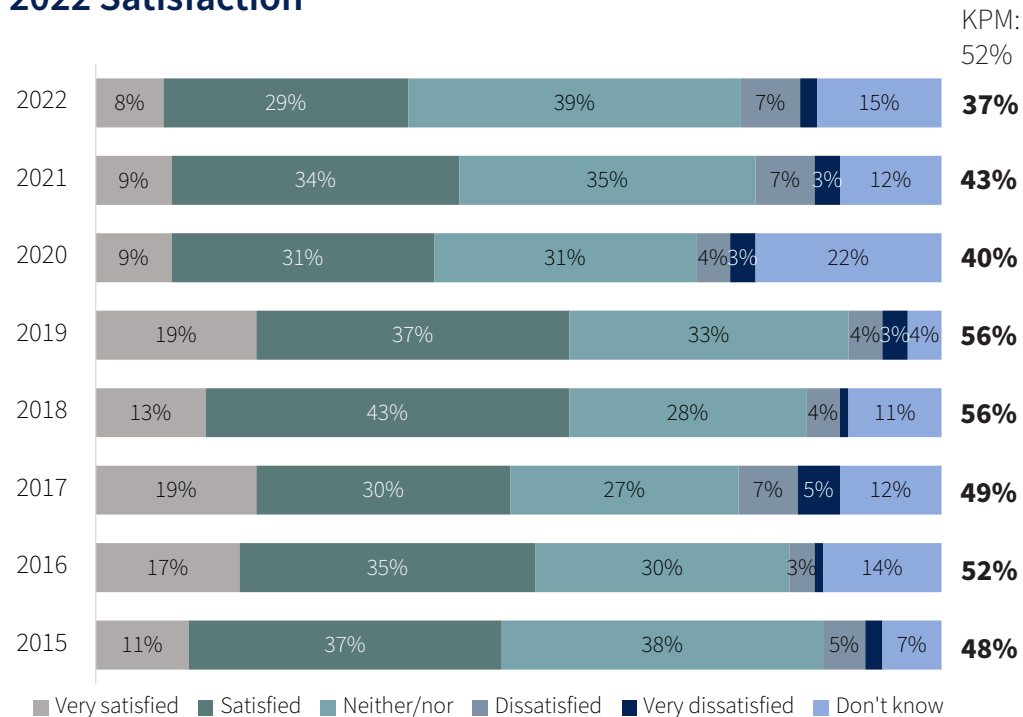
(Base size n= 26)

Opportunity to be Involved in Consultation Process

Thirty-seven percent of residents are satisfied (29%) or very satisfied (8%) with their opportunity to be involved in the consultation process. Although not statistically significant, overall satisfaction with residents opportunity to be involved in the consultation process has decreased by 6% this year.

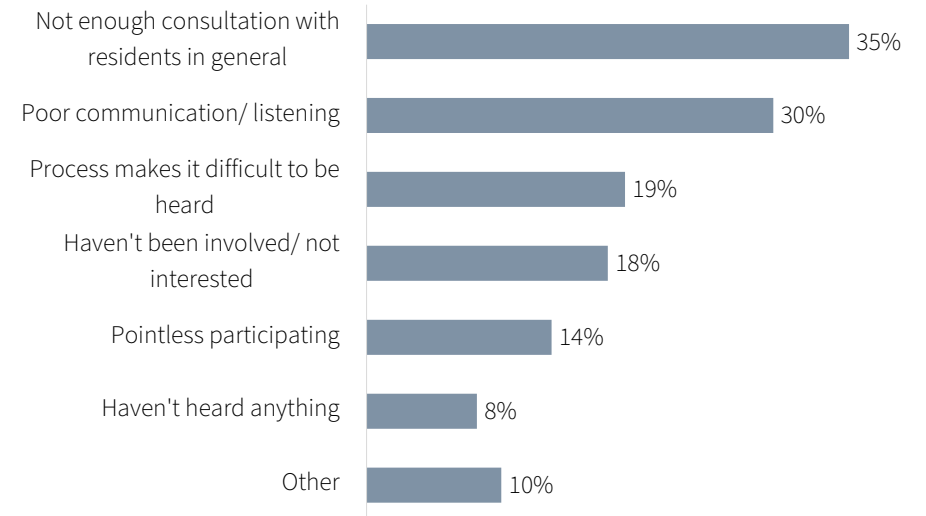
Primary reasons for dissatisfaction with residents opportunity to be involved in consultation processes pertain to residents indicating a general lack of consultation (35%). Poor communication or listening (30%) and difficulty with the process (19%) are other key reasons for dissatisfaction.

2022 Satisfaction



(Base size n= 400)

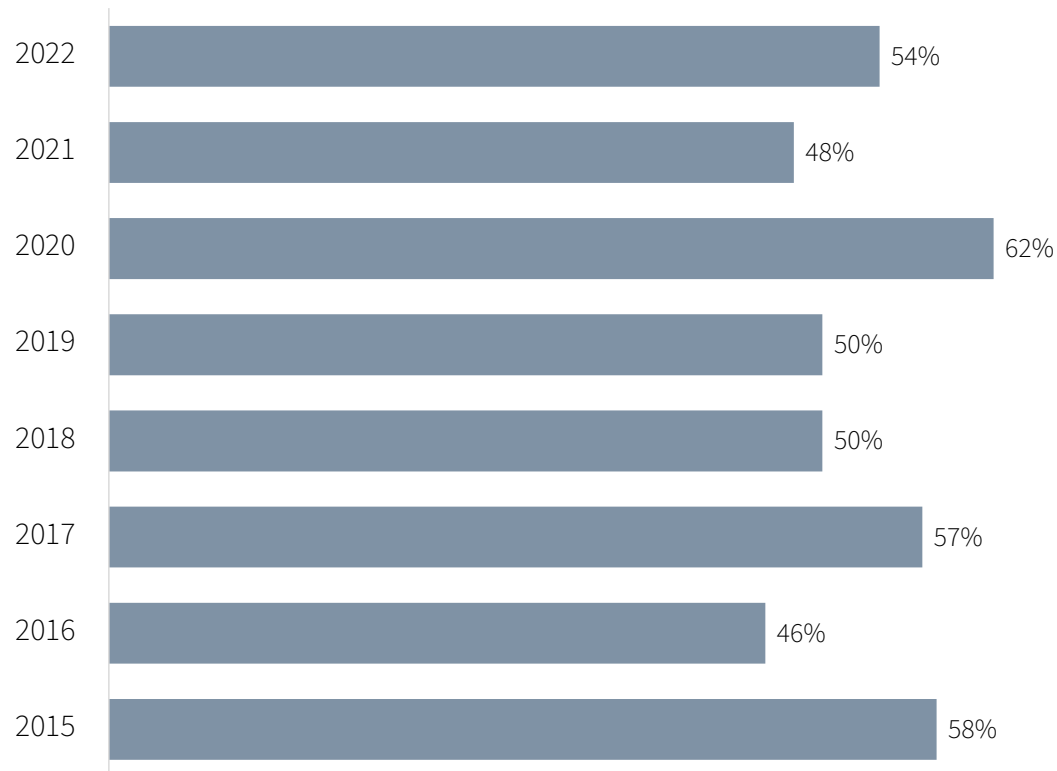
Reasons for Dissatisfaction



(Base size n=29)

Made Contact with Council

Made Contact within Past 12 Months



(Base size n= 400)

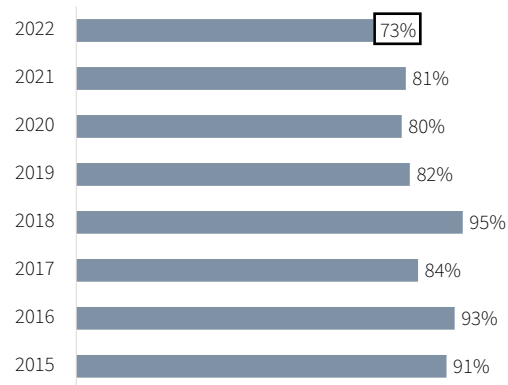
This year, 54% of residents indicate they have made contact with Council in the past 12 months. Although not statistically significant, this year's result is a 6% increase from last year's result.

(Base size n= 400)

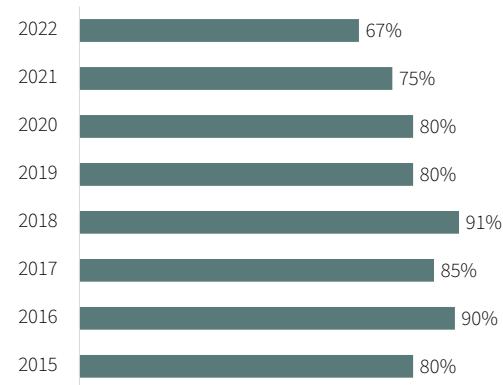
First Point of Contact

Just under three quarters (73%) of residents who have contacted Council in the past 12 months agree their enquiry was handled professionally, this is a significant decrease from last year's result (cf. 2021, 81%). A further 67% of residents who have contacted Council in the past 12 months agree their enquiry was handled politely, 55% of residents who have contacted Council agree their enquiry was handled in a timely manner, and a further 48% agree the outcome was fair. Also of note, significantly fewer residents that have contacted Council indicate their enquiry was handled fairly compared to last year's results (48% cf. 2021, 70%).

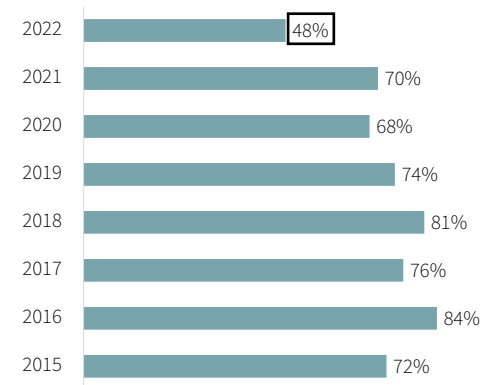
Professional



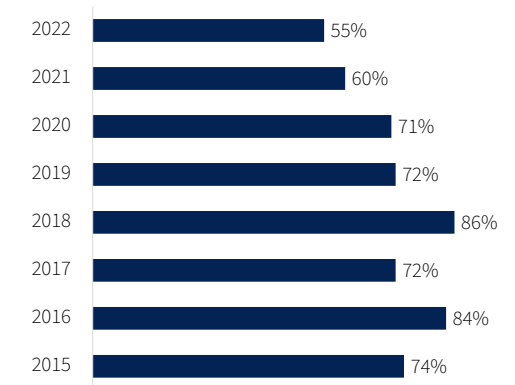
Politely



Fairly



Timely Manner



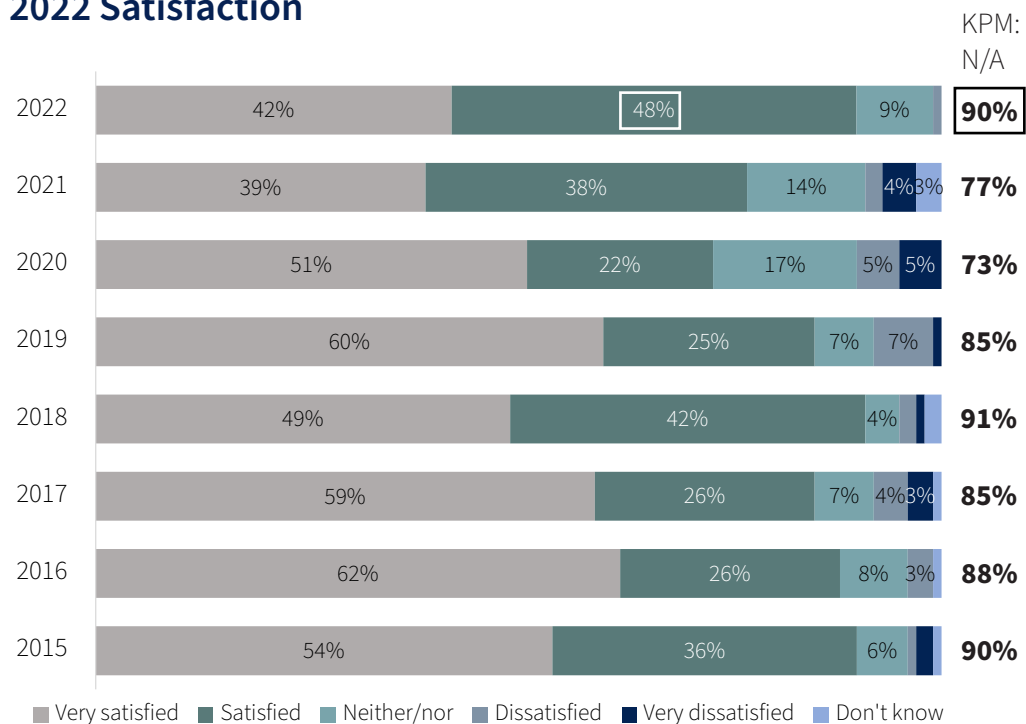
(Base size n= 264)

First Point of Contact

The majority of residents (90%) who had contacted Council in the past 12 months are satisfied (48%) or very satisfied (42%) with their first point of contact. Significant increases are seen this year for overall satisfaction (90% cf. 2021, 77%) and concurrently residents indicating they are satisfied (48% cf. 2021, 38%).

One percent of residents are dissatisfied with their first point of contact with Council, their responses for reasons for dissatisfaction are shown below.

2022 Satisfaction



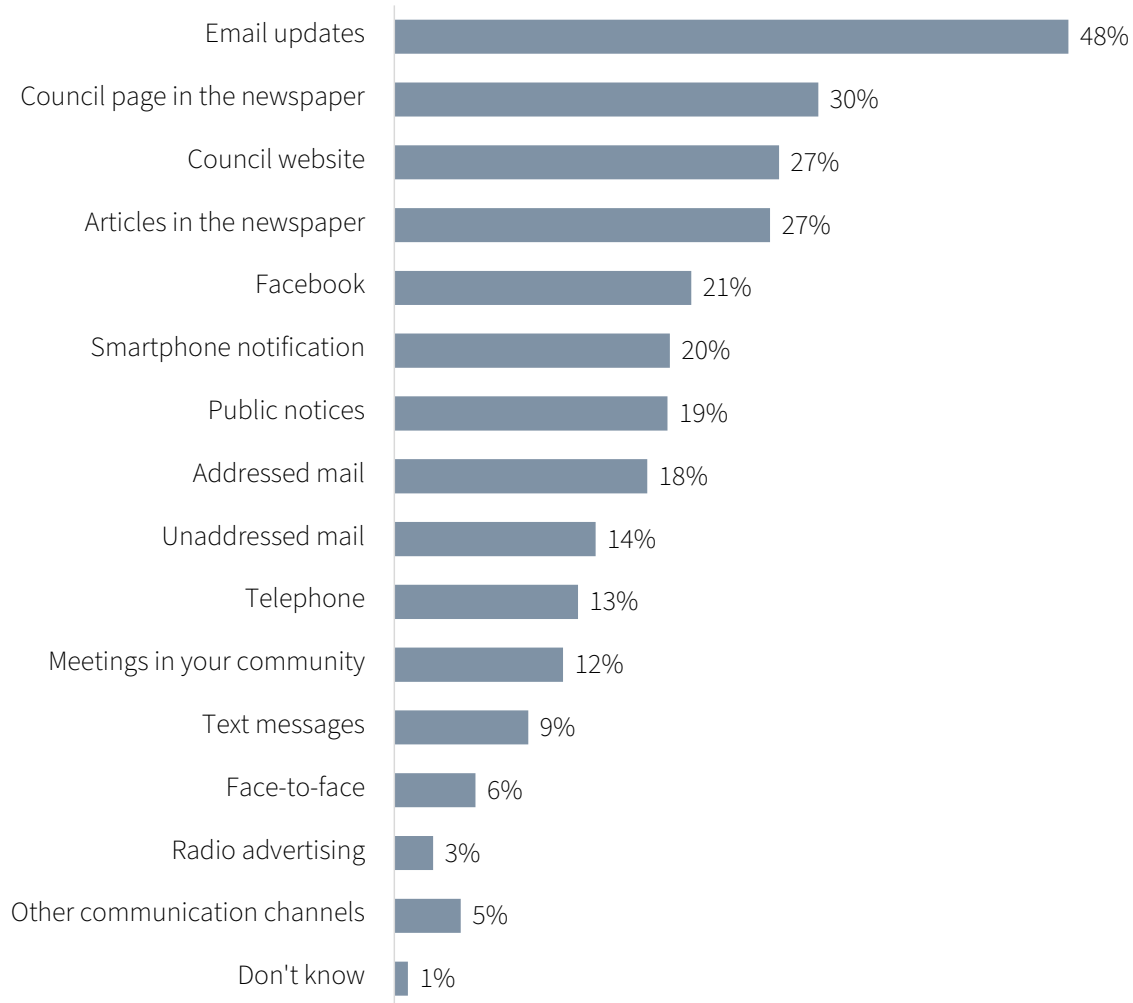
(Base size n= 264)

Reasons for Dissatisfaction

- “I had problems getting invoiced for other peoples rubbish at the dump and it took three months to sort out, it was a minimum of three hours not three minutes.”
- “The girl was very abrupt and didn’t even say hello. She just looked at me as if to say why are you here.”
- “They were not very helpful.”
- “I was enquiring about a fire permit, and it must have taken half an hour for them to tell me that there was a blanket ban on outdoor fires.”

(Base size n= 4)

Communication Channels



Almost half (48%) of residents mention their preferred form of communication from Council is through email updates. At a lower level, residents also mention their preferred form of communication is through the Council page in the newspaper (30%), Council website (27%), and articles in the newspaper (27%).

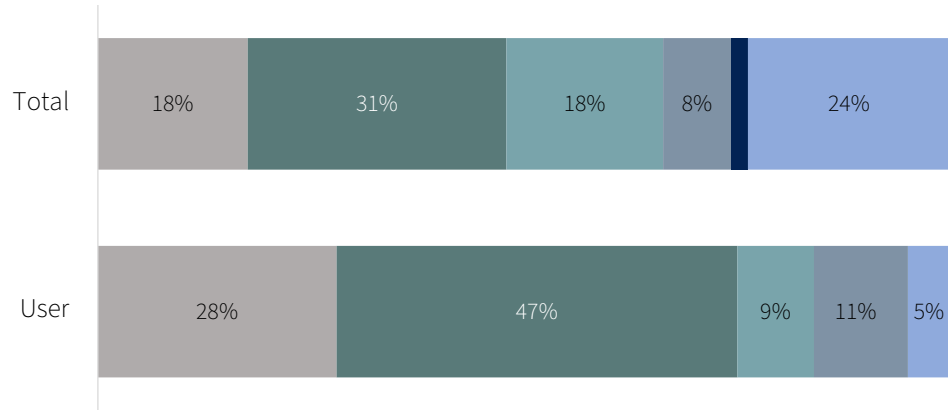
(Base size n= 318)

Services and Facilities



Aquatic Facilities

2022 Satisfaction



■ Very satisfied ■ Satisfied ■ Neither/nor ■ Dissatisfied ■ Very dissatisfied ■ Don't know

(Base size: total n= 400, user n=88)

KPM 2022: 80% (user)

Overall Satisfaction

	2015	2016	2017	2018	2019	2020	2021	2022
Total	56%	53%	51%	59%	42%	46%	50%	49%
User	75%	74%	70%	87%	72%	73%	76%	75%

Overall Dissatisfaction

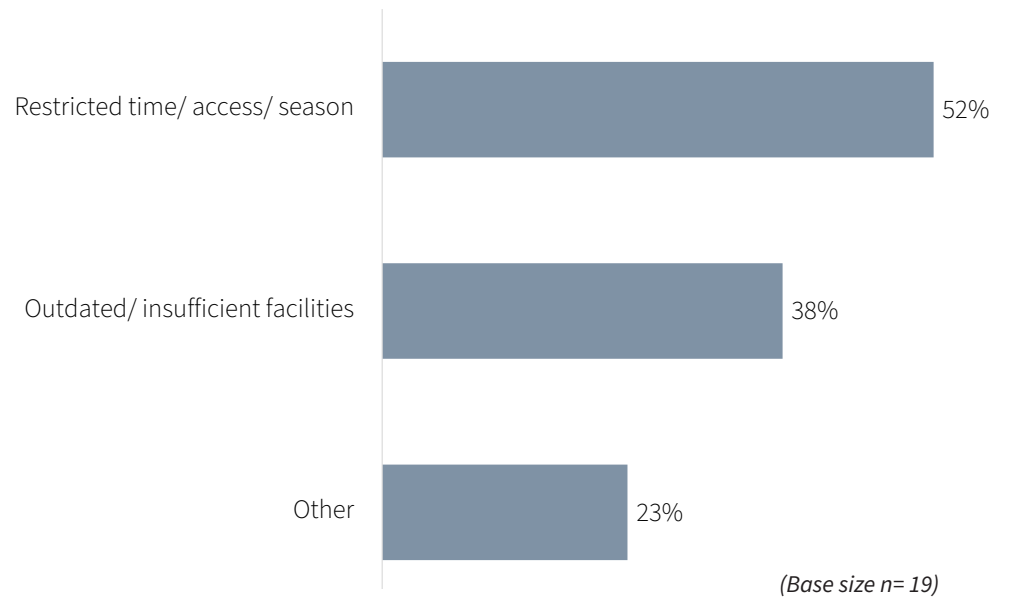
	2015	2016	2017	2018	2019	2020	2021	2022
Total	6%	4%	7%	3%	7%	5%	6%	9%
User	8%	6%	9%	2%	10%	8%	9%	11%

Around a third (31%) of respondents have used an aquatic facility in the past 12 months.

At a total level, 49% of residents are satisfied with aquatic facilities while three quarters (75%) of users are satisfied with the aquatic facilities. Both total level and user satisfaction results are on a par with previous years' results.

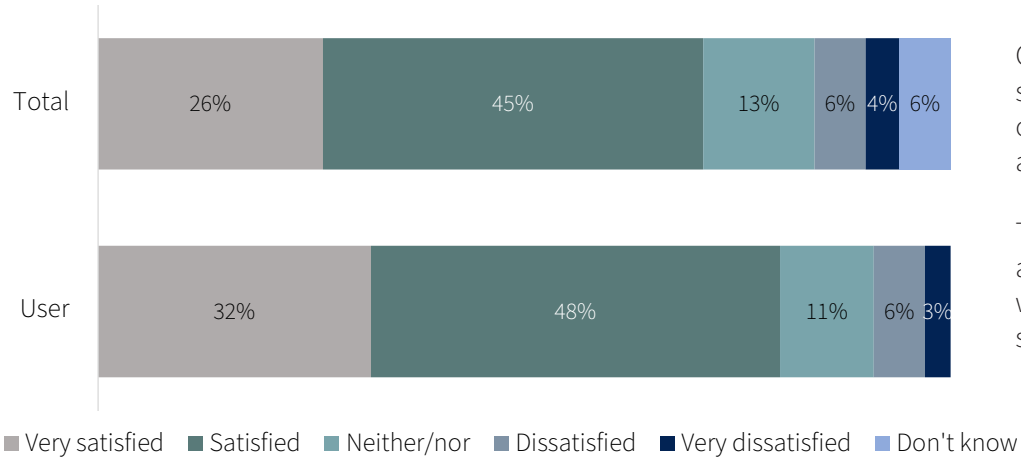
Nine percent of residents indicate they are dissatisfied with the aquatic facilities. Dissatisfaction appears to pertain to restrictions on opening hours and access to the aquatic facilities (52%) and outdated or insufficient facilities (38%).

Reasons for Dissatisfaction



Kerbside Service

2022 Satisfaction



(Base size: total n=400, user n=325)

KPM 2022: 80% (user)

Overall Satisfaction

	2015	2016	2017	2018	2019	2020	2021	2022
Total	73%	77%	75%	80%	75%	72%	58%	71%
User	77%	80%	82%	85%	79%	75%	64%	80%

Overall Dissatisfaction

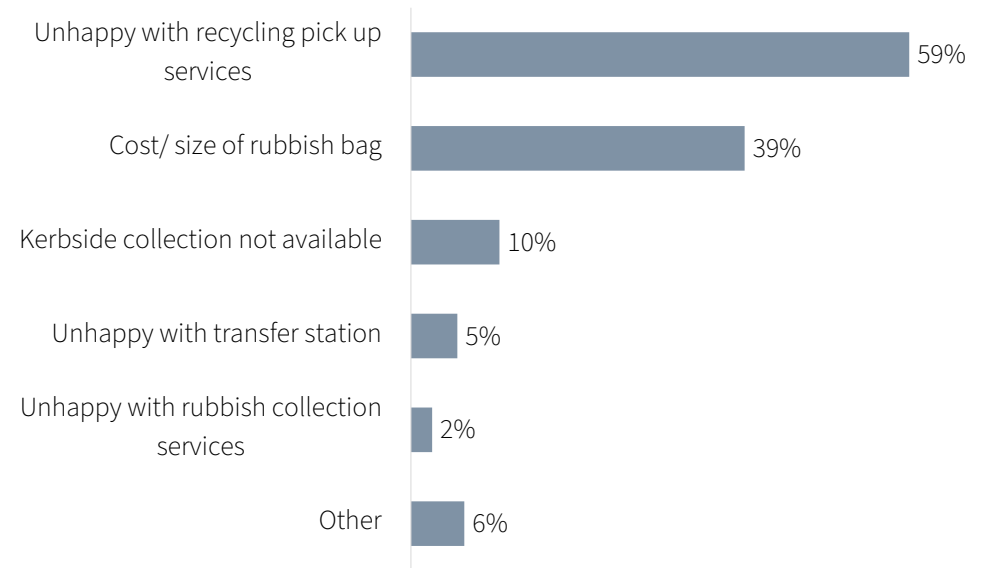
	2015	2016	2017	2018	2019	2020	2021	2022
Total	7%	6%	7%	5%	6%	7%	12%	10%
User	6%	6%	5%	5%	7%	8%	11%	9%

Seventy-nine percent of residents mention they use the kerbside rubbish and recycling services.

Overall, 71% of residents are satisfied with the kerbside rubbish and recycling service while 80% of users are satisfied with the services. It should be noted year on year comparisons are indicative only as in 2022 the questionnaire wording was altered for this question.

Ten percent of residents indicate they are dissatisfied with the kerbside rubbish and recycling service. Over half of these residents mention their dissatisfaction with the kerbside service revolves around a dissatisfaction with the recycling service (59%).

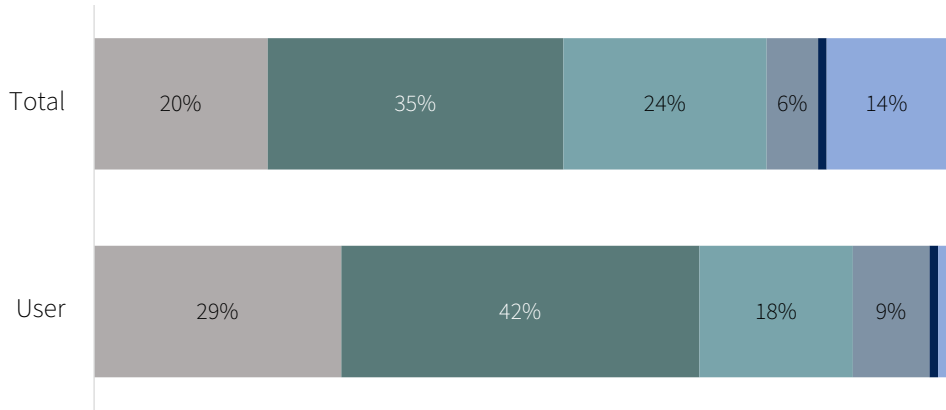
Reasons for Dissatisfaction



(Base size n= 27)

Transfer Station

2022 Satisfaction



■ Very satisfied ■ Satisfied ■ Neither/nor ■ Dissatisfied ■ Very dissatisfied ■ Don't know

(Base size: total n=400, user n=246)

KPM 2022: 80% (user)

Overall Satisfaction

	2022
Total	55%
User	71%

Overall Dissatisfaction

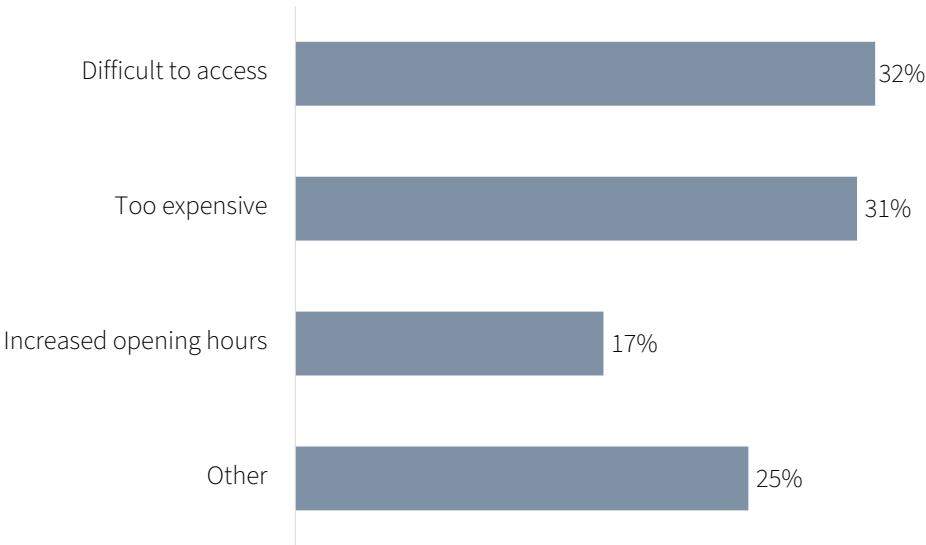
	2022
Total	7%
User	10%

Sixty-three percent of residents have used the transfer stations in the past 12 months.

At a total level, 55% of residents are satisfied with the transfer stations while 71% of users are satisfied with the transfer stations.

Seven percent of residents are dissatisfied with the transfer stations, with limited access (32%) and expense (31%) the primary reasons for dissatisfaction.

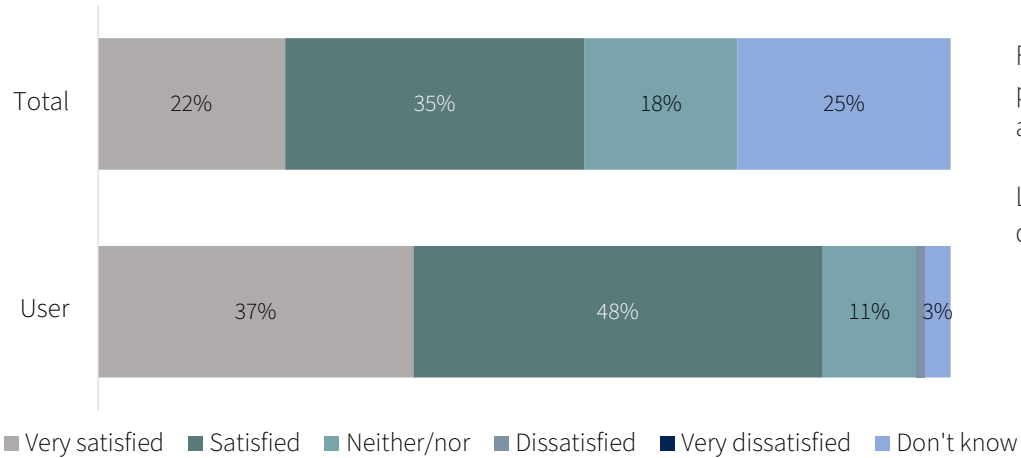
Reasons for Dissatisfaction



(Base size n= 18)

Cemeteries

2022 Satisfaction



(Base size: total n=400, user n=154)

KPM 2022: 80% (user)

Overall Satisfaction

	2015	2016	2017	2018	2019	2020	2021	2022
Total	64%	62%	68%	63%	55%	57%	53%	57%
User	90%	88%	91%	89%	89%	87%	78%	85%

Overall Dissatisfaction

	2015	2016	2017	2018	2019	2020	2021	2022
Total	0%	1%	2%	3%	1%	1%	2%	0%
User	1%	1%	3%	4%	0%	1%	4%	1%

(Base size n=2)

This year, 39% of residents indicate they have visited a cemetery in the past 12 months.

Fifty-seven percent of residents are satisfied with the cemeteries, this is on a par with last year’s results. At a user level, 85% are satisfied with the cemeteries; although not statistically significant, this is a 7% increase from last year’s result.

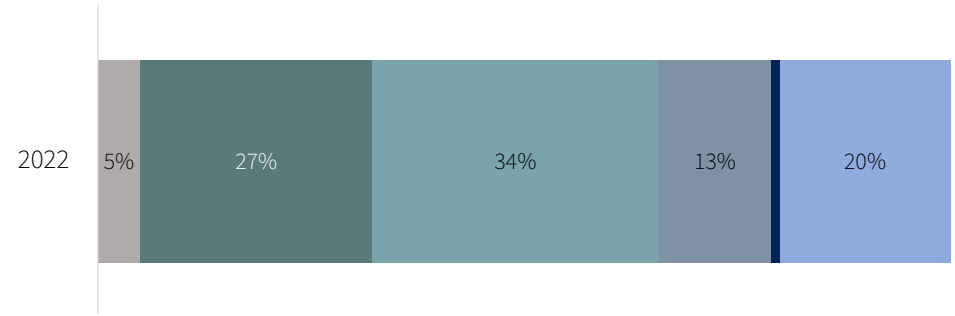
Less than 1% of residents are dissatisfied with the cemeteries, their reasons for dissatisfaction are shown below.

Reasons for Dissatisfaction

- “Matamata, at the cemetery the front fence has taken such a long time to repair.”
- “Te Aroha has uneven ground. Dogs allowed and are being exercised around gravesites.”

Flood Management

2022 Satisfaction



Thirty-two percent of residents are satisfied with Council’s flood management, this is a 4% decrease from last year’s results.

Fourteen percent of residents indicate they are dissatisfied with Council’s flood management. Roding and street flooding (37%) is the primary reason for this dissatisfaction. At a lower level, general flooding with heavy rain (28%) and blocked drains (19%) are causes of dissatisfaction with Council’s flood management.

■ Very satisfied ■ Satisfied ■ Neither/nor ■ Dissatisfied ■ Very dissatisfied ■ Don't know

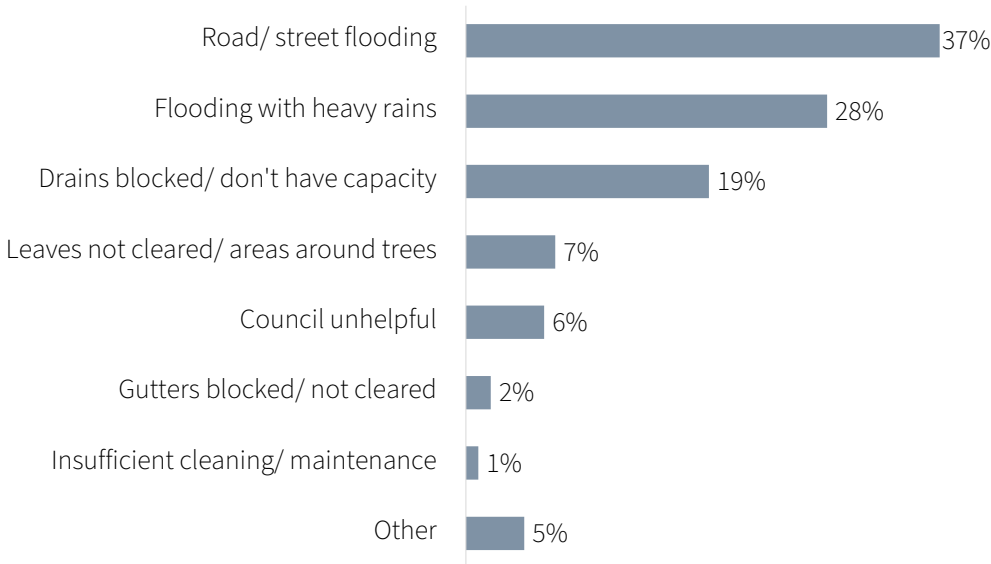
(Base size n= 400)

KPM 2022: N/A

Overall Measures

	2015	2016	2017	2018	2019	2020	2021	2022
Overall satisfied	40%	45%	41%	45%	46%	38%	36%	32%
Overall dissatisfied	12%	8%	9%	12%	13%	18%	15%	14%

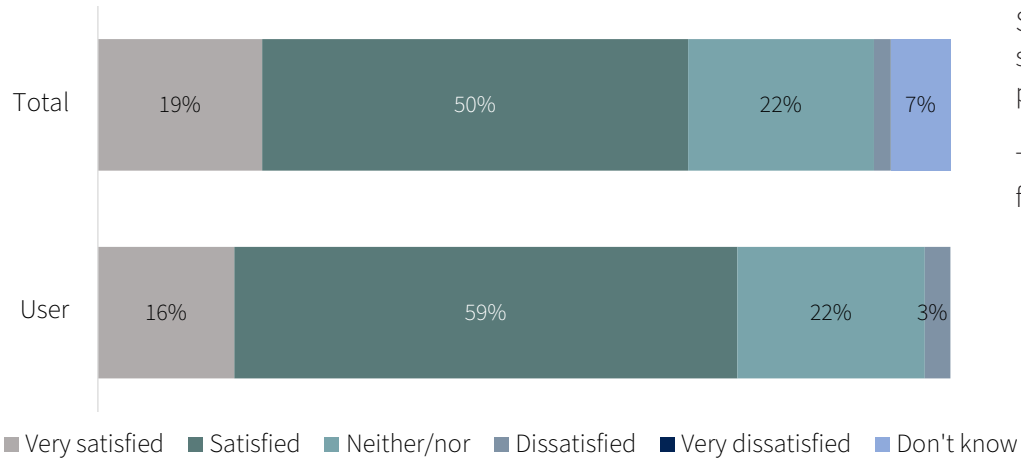
Reasons for Dissatisfaction



(Base size n= 54)

Parks and Reserves

2022 Satisfaction



(Base size: total n=400, user n=223)

KPM 2022: 80% (user)

Overall Satisfaction

	2015	2016	2017	2018	2019	2020	2021	2022
Total	71%	68%	73%	74%	71%	69%	64%	69%
User	75%	79%	83%	84%	78%	78%	68%	75%

Overall Dissatisfaction

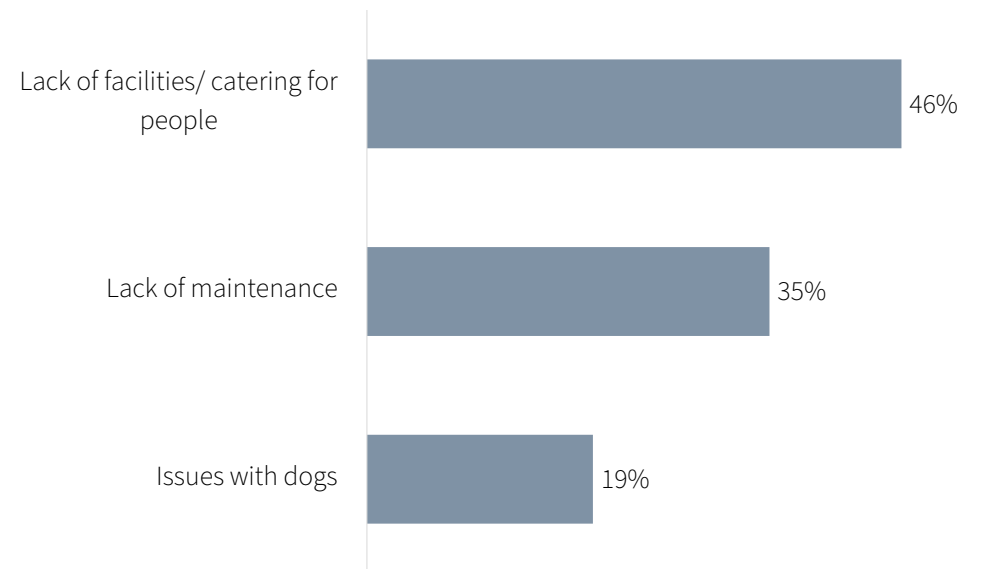
	2015	2016	2017	2018	2019	2020	2021	2022
Total	4%	3%	4%	2%	7%	3%	4%	2%
User	4%	2%	4%	3%	9%	5%	6%	3%

Overall, 63% of residents have used the parks and reserves in the past 12 months.

Sixty-nine percent of residents are satisfied with the parks and reserves, this is a small increase from last year's results. Amongst users, 75% are satisfied with the parks and reserves, this is a 7% increase from last year's results.

Two percent of residents are dissatisfied with the parks and reserves, with a lack of facilities (46%) the primary reason for this dissatisfaction.

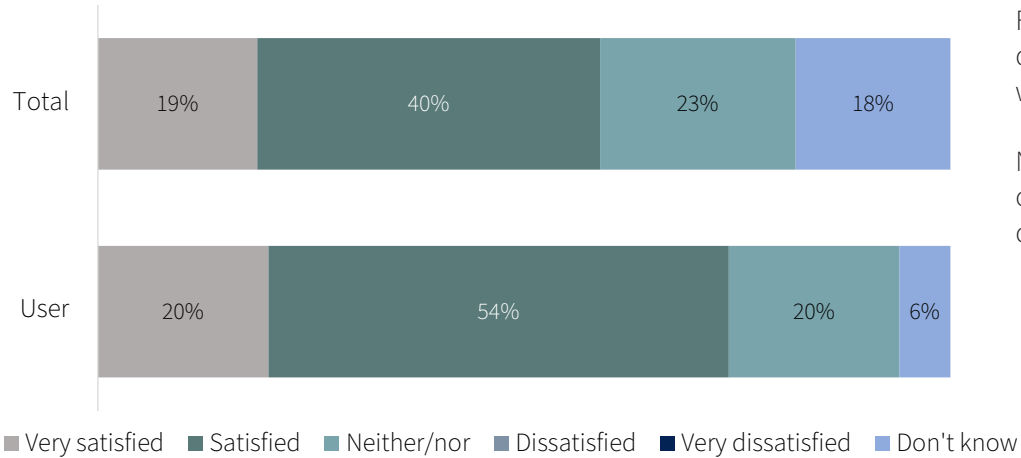
Reasons for Dissatisfaction



(Base size n= 7)

Sports Fields

2022 Satisfaction



(Base size: total n=400, user n=117)

KPM 2021: 80% (user)

Year on Year: Overall Satisfaction

	2015	2016	2017	2018	2019	2020	2021	2022
Total	65%	63%	68%	62%	53%	60%	63%	59%
User	81%	79%	79%	79%	81%	78%	78%	74%

Overall Dissatisfaction

	2015	2016	2017	2018	2019	2020	2021	2022
Total	1%	3%	2%	3%	1%	4%	4%	0%
User	1%	4%	3%	2%	1%	8%	8%	0%

Just over a third (36%) of residents have used a sports field in the past 12 months.

Fifty-nine percent of residents are satisfied with the sports field, this is a small decrease from last year’s results. Nealy three quarters (74%) of users are satisfied with the sports fields, this is also a small decrease from last year’s results.

Notably, dissatisfaction amongst residents (0% cf. 2021, 4%) and users (0% cf. 2021, 8%) has decreased significantly this year. A total of n=3 residents are dissatisfied with the sports fields, these responses are shown below.

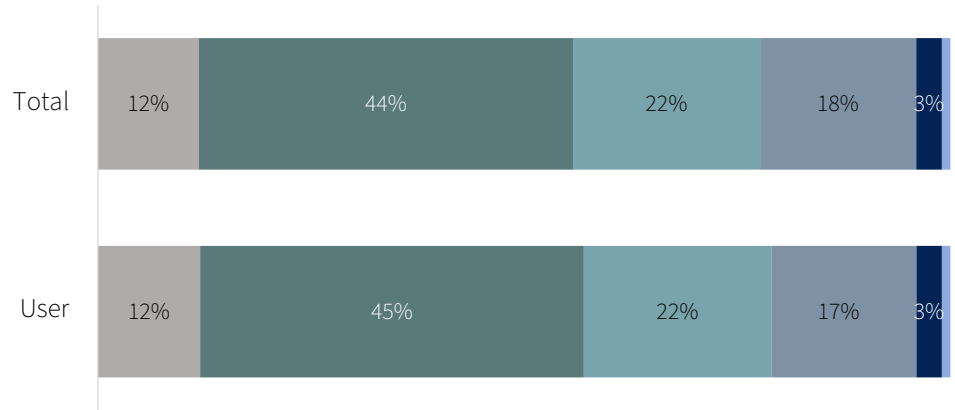
Reasons for Dissatisfaction

- “I think the Council would know if I just mentioned Hendon Park or Hendon Stadium because that is where the big problem is. There is such a kerfuffle, and they are going to do something with the Secondary School grounds, which is an absolute ridiculous situation, but they were coerced into that by, I think, Sport Waikato when they crumbled under pressure. It should stay where it is, they shouldn't be taking the high school grounds for a multi-use sports stadium. It's a huge risk to the children, there's no parking there, it's all residential areas and they'll most probably put a car park in but all that is factory. But, Hendon Stadium was left to get into disrepair, they never repaired it, and then it was halfway done when lockdown came and all that. It is just bad Council mismanagement. Because it was Covid they had to stop, then the rain came and destroyed all the flooring. Totally mismanaged.”
- “Boyd Park and the Wetlands.”
- “I am not a sports person.”

(Base size n= 3)

Parking Access in Shopping Areas

2022 Satisfaction



Legend: Very satisfied (light grey), Satisfied (dark green), Neither/nor (teal), Dissatisfied (blue-grey), Very dissatisfied (dark blue), Don't know (light blue)

(Base size: total n=400, user n=377)

KPM 2022: N/A

Overall Satisfaction

	2016	2017	2018	2019	2020	2021	2022
Total	55%	52%	49%	43%	50%	51%	56%
User	56%	53%	50%	42%	50%	51%	57%

Overall Dissatisfaction

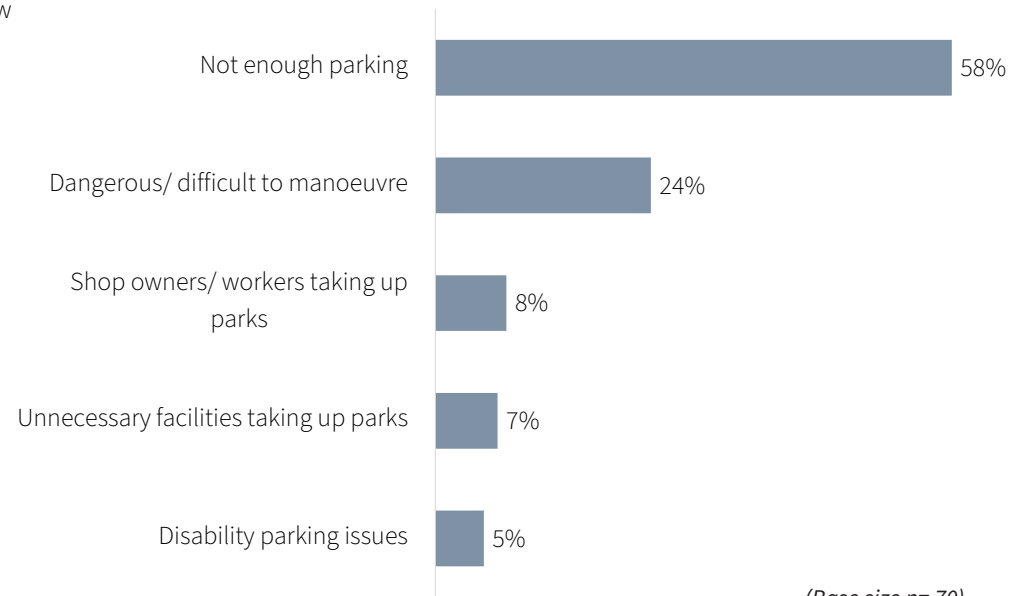
	2016	2017	2018	2019	2020	2021	2022
Total	14%	19%	23%	31%	25%	22%	21%
User	15%	18%	22%	31%	26%	22%	20%

Almost all (93%) of residents have accessed parking in shopping areas in the last 12 months.

Fifty-six percent of residents are satisfied with parking access in shopping areas, this is a 5% increase from last year's results. Similarly, 57% of users are satisfied with parking access; this is a 6% increase from last year's results.

Overall, 21% of residents are dissatisfied with parking access in shopping areas. Dissatisfaction appears to revolve around a lack of parking (58%) and that parks are dangerous or difficult to manoeuvre (24%).

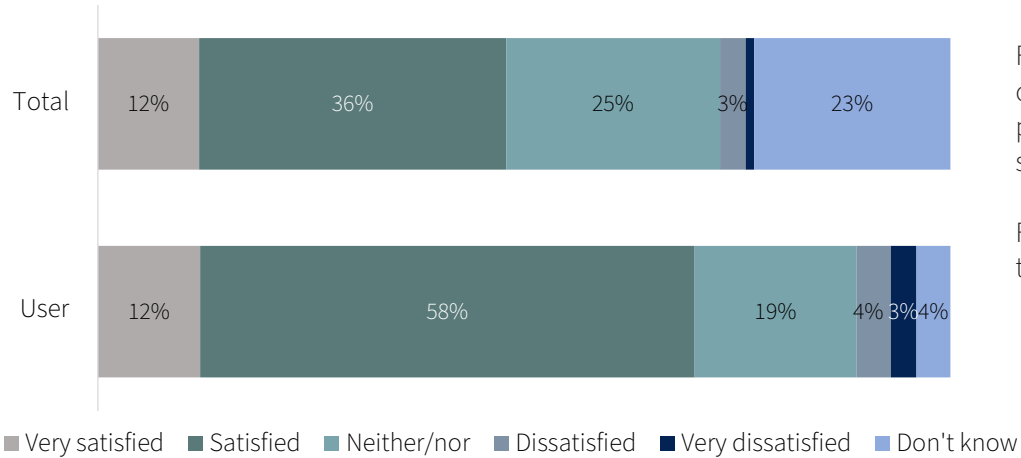
Reasons for Dissatisfaction



(Base size n= 70)

Council Playgrounds

2022 Satisfaction



(Base size: total n= 400, user n=101)

KPM 2021: N/A

Overall Satisfaction

	2016	2017	2018	2019	2020	2021	2022
Total	59%	57%	56%	35%	53%	45%	48%
User	74%	75%	71%	64%	72%	60%	70%

Overall Dissatisfaction

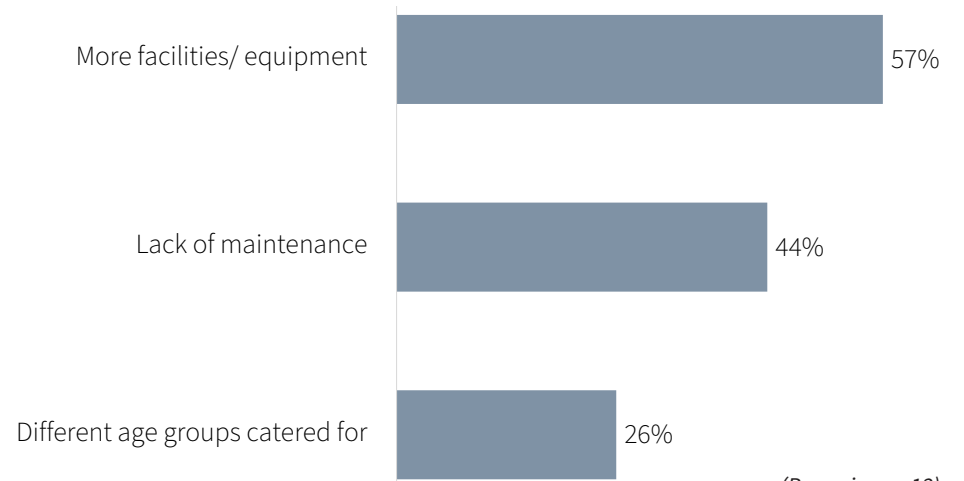
	2016	2017	2018	2019	2020	2021	2022
Total	5%	6%	3%	6%	8%	8%	4%
User	6%	8%	5%	14%	12%	15%	7%

Just over a third (35%) of residents have used Council playgrounds in the past 12 months.

Forty-eight percent of residents are satisfied with Council playgrounds, this is on a par with last year's results. Notably, 70% of users are satisfied with Council playgrounds; this is a 10% increase from last year's result, although it is not statistically significant.

Four percent of residents are dissatisfied with Council playgrounds, with 57% of these residents indicating there needs to be more facilities and equipment.

Reasons for Dissatisfaction



(Base size n= 12)

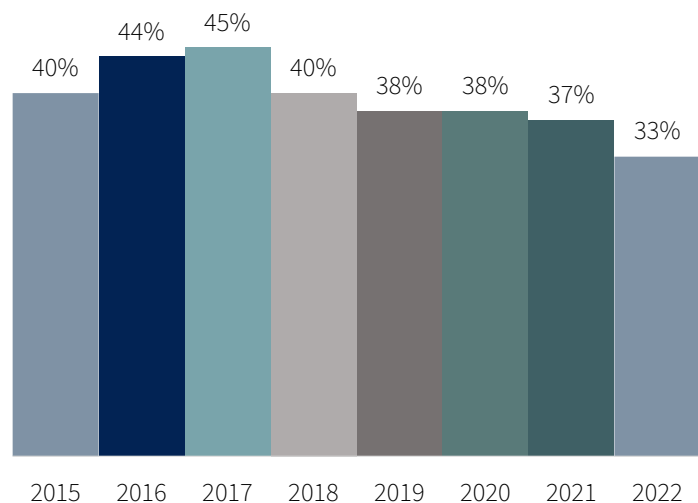
Library Services



General Library Use

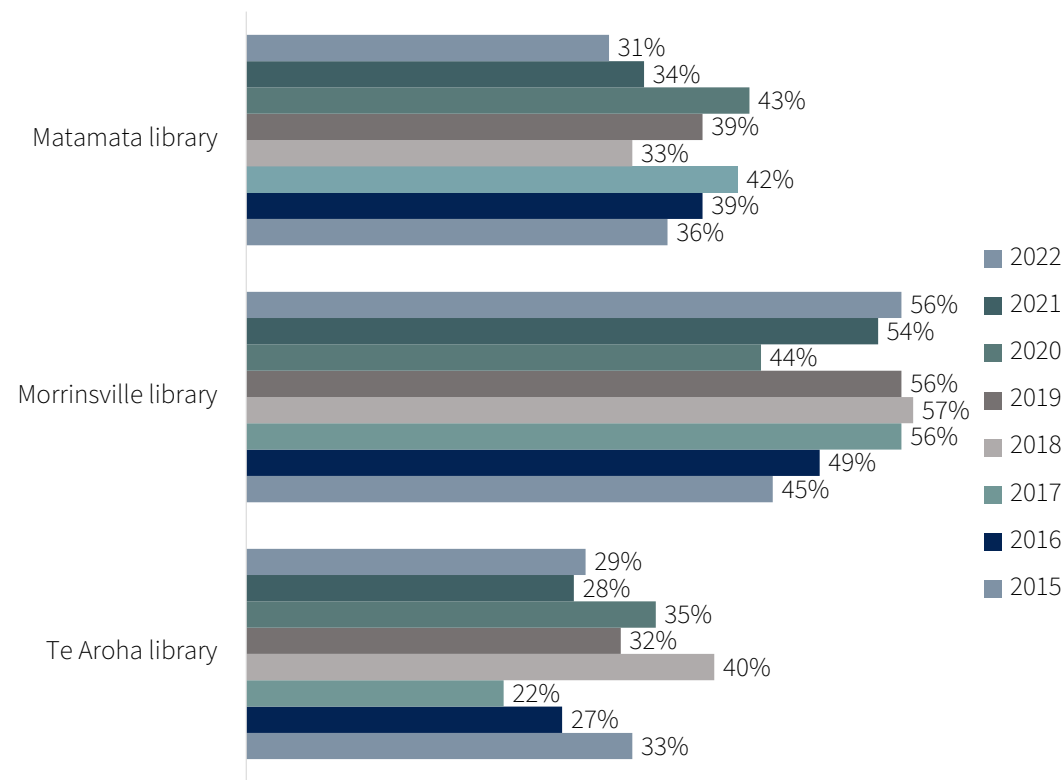
A third (33%) of residents have used a library in the last 12 months, this is a slight decrease from last year's results. Over half (56%) of residents who have used a library have visited the Morrinsville library. At a lower level, 31% of these residents that have used a library have visited the Matamata library and 29% the Te Aroha library.

Have Used a Library



(Base size n= 400)

Library Used



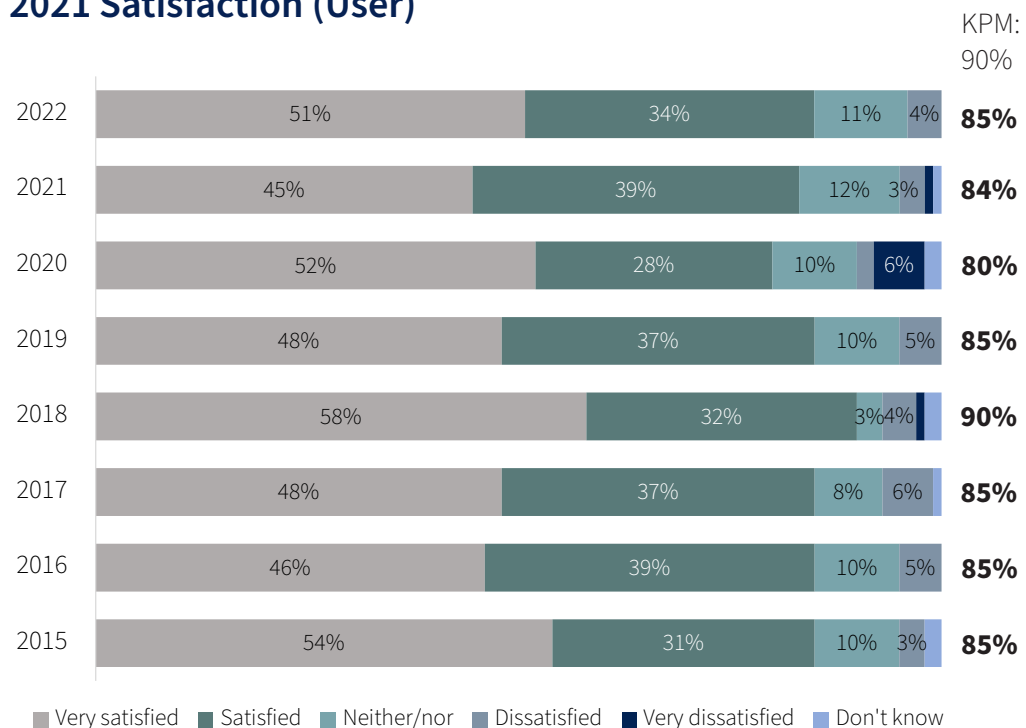
(Base size n= 142)

General Library Services

Eighty-five percent of library users are satisfied (34%) or very satisfied (51%) with the general library services; overall satisfaction is on a par with last year's results.

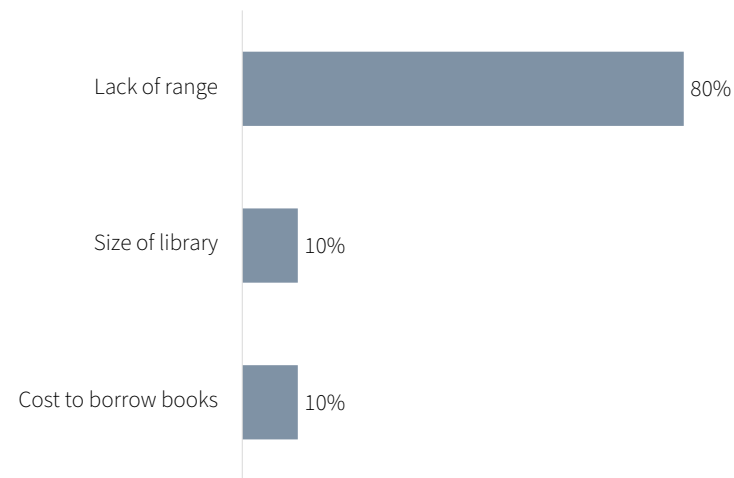
Four percent of library users are dissatisfied with the library services, with the majority (80%) of these residents mentioning a lack of range as their primary reasons for dissatisfaction.

2021 Satisfaction (User)



(Base size n= 142)

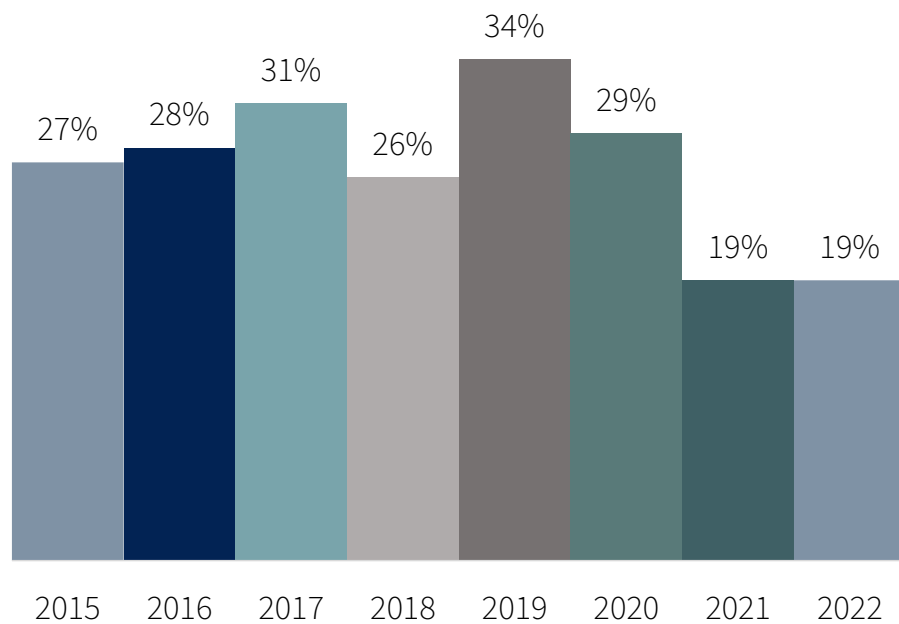
Reasons for Dissatisfaction



(Base size n= 7)

Online Library

Use



In line with last year's result, 19% of residents have used the online library services.

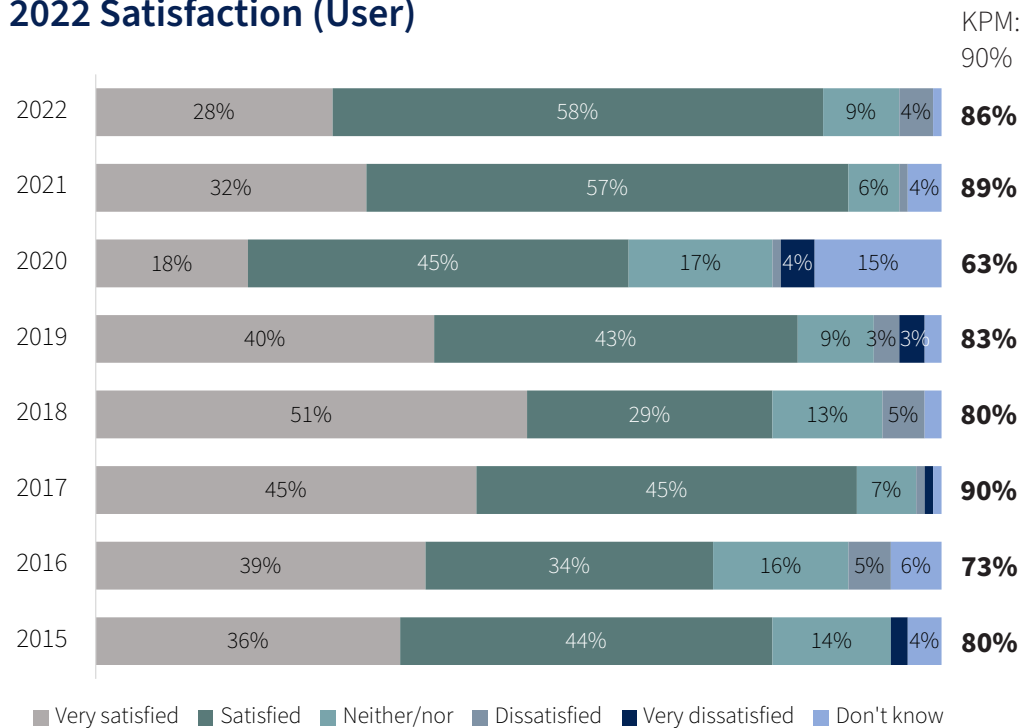
(Base size n= 400)

Online Library

Eighty-six percent of users are satisfied (58%) or very satisfied (28%) with the online library services; overall satisfaction has decreased 3% from last year’s results.

Four percent of online library users mention they are dissatisfied with the online service, their reasons for dissatisfaction are shown below.

2022 Satisfaction (User)



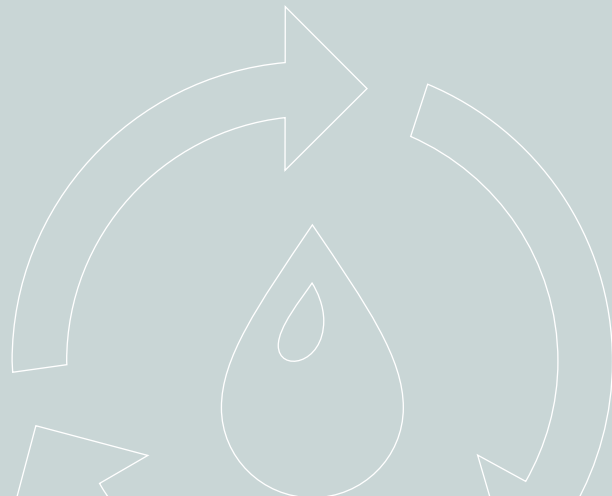
(Base size n= 79)

Reasons for Dissatisfaction

- “The book I downloaded was incomplete and neither the library nor the provider could rectify this.”
- “There are barely any e-books or audiobooks available. I have purchased a membership to Hamilton City Libraries as they have so much more in their range.”
- “Checking books out. While attempts have been made to upgrade we continue to have problems. While the staff are excellent we the borrower should not have to constantly be going to the desk. Also there appears to be a decline in the number of books available.”
- “I just find it hard to navigate. I search for books and it doesn’t give me the information that I want, I get answers that I’m not expecting.”

(Base size n= 4)

Water Supply and Wastewater



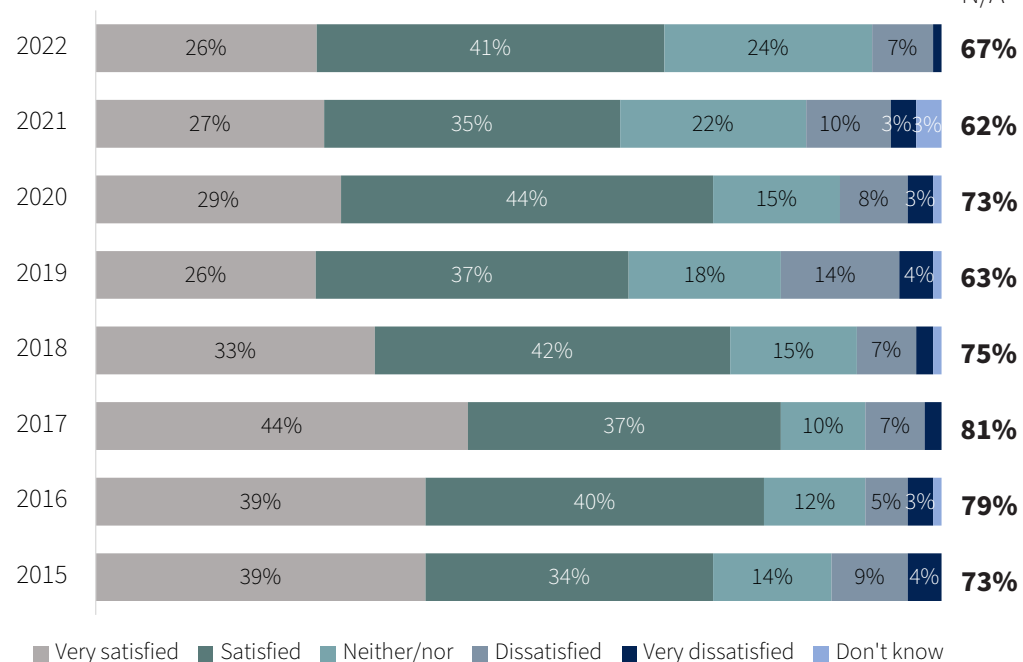
Council's Water Supply

Three quarters (75%) of residents are connected to the town supply water. Overall, 67% of residents connected to the town water supply are satisfied (41%) or very satisfied (26%) with this. Although not statistically significant, overall satisfaction has increased 5% from last year's result.

Nine percent of residents connected to the town water supply are dissatisfied with this. Just over half (51%) of dissatisfied residents indicate they are frustrated with water restrictions. At a lower level, dissatisfaction with the town water supply revolves around poor tasting or smelling water (22%), milky or dirty water (16%), and unjustified pricing (11%).

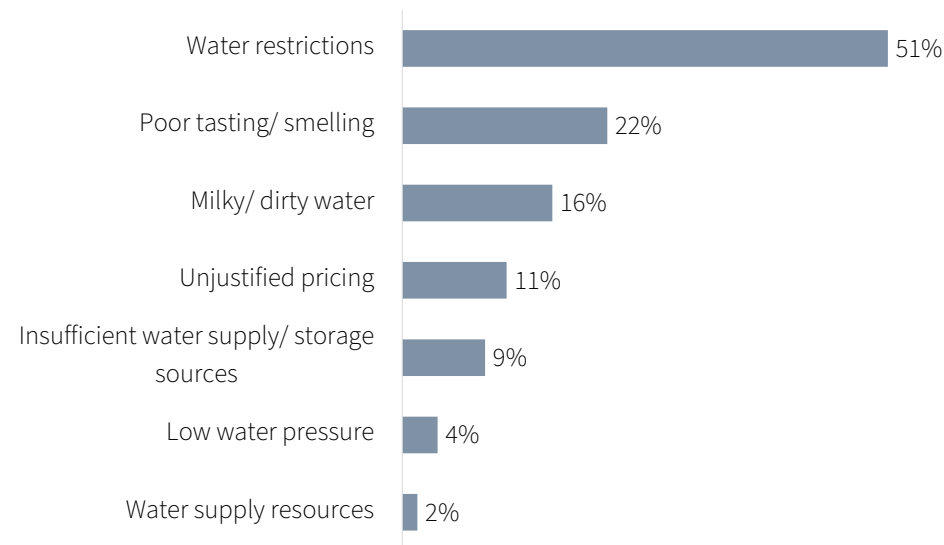
2022 Satisfaction (User)

KPM:
N/A



(Base size n= 326)

Reasons for Dissatisfaction



(Base size n= 30)

Wastewater System

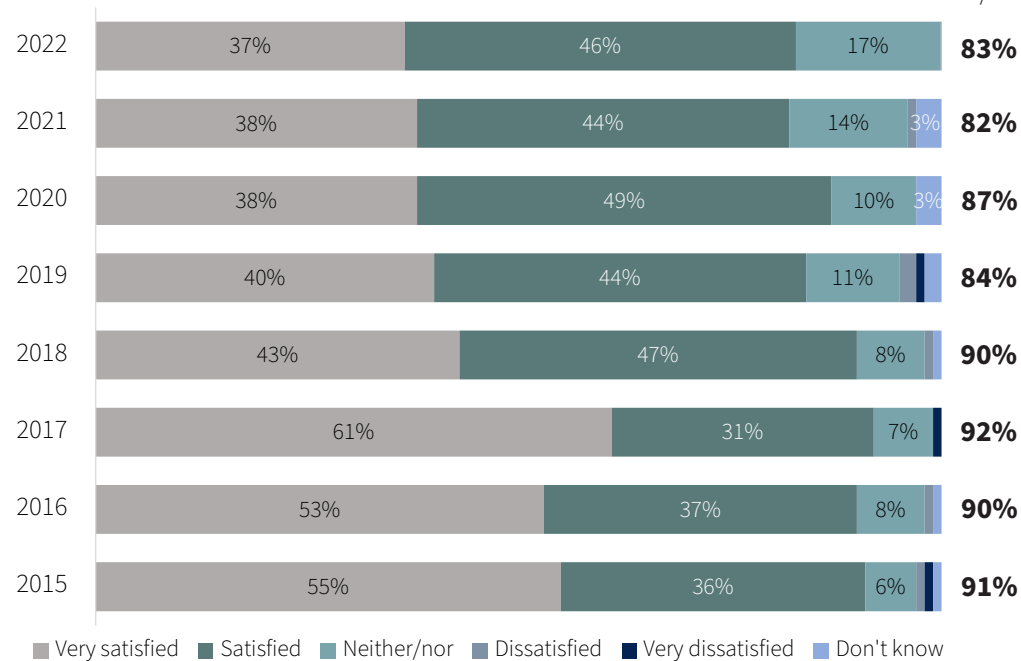
Seventy-one percent of respondents indicate they are connected to Council’s wastewater system.

Eighty-three percent of residents connected to Council’s wastewater system are satisfied (46%) or very satisfied (37%) with this. Overall satisfaction is on a par with previous years’ results.

Only n=1 resident is dissatisfied with Council’s wastewater system, this response is shown below.

2022 Satisfaction (User)

KPM:
N/A



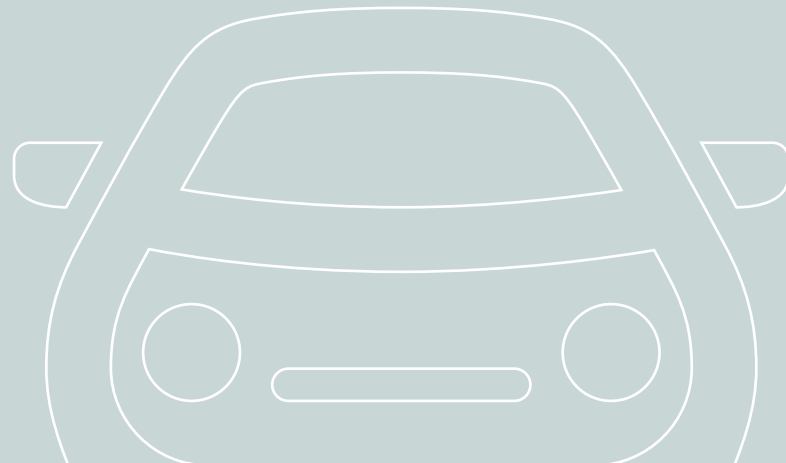
(Base size n= 297)

Reasons for Dissatisfaction

“Too much water on footpaths most of the time.”

(Base size n= 1)

Roading Network



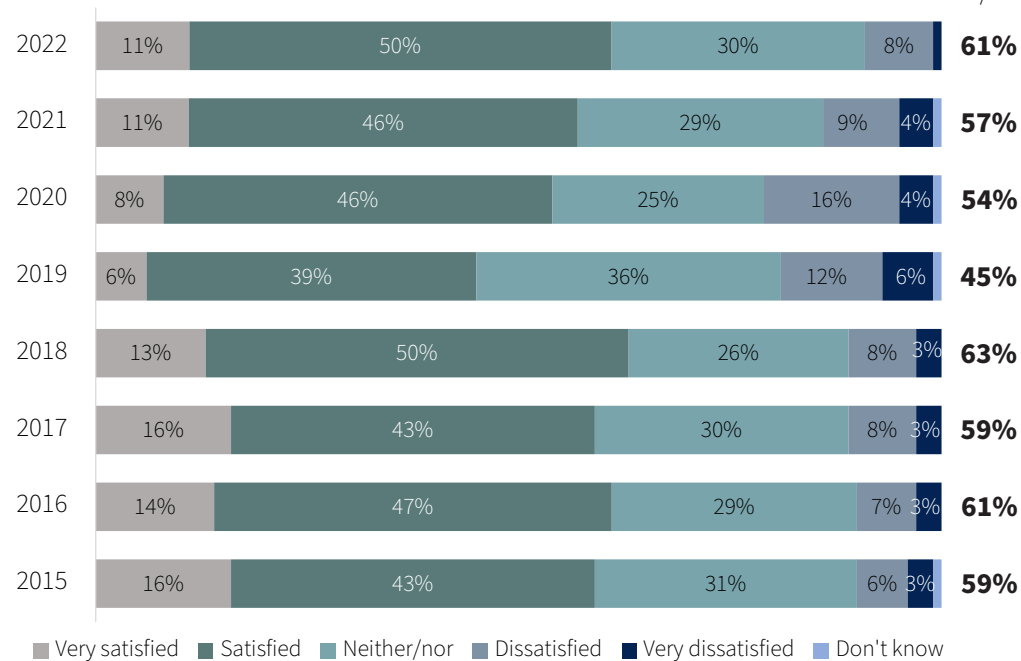
Roading

This year, 61% of residents are satisfied (50%) or very satisfied (11%) with the roading network; although not statistically significant this is a 4% increase from last year's result.

Nine percent of residents indicate they are dissatisfied (8%) or very dissatisfied (1%) with the roading network. Signage and lighting (46%), a greater need for general maintenance (33%), and potholes and uneven surfaces (13%) are causes for dissatisfaction with the roading network.

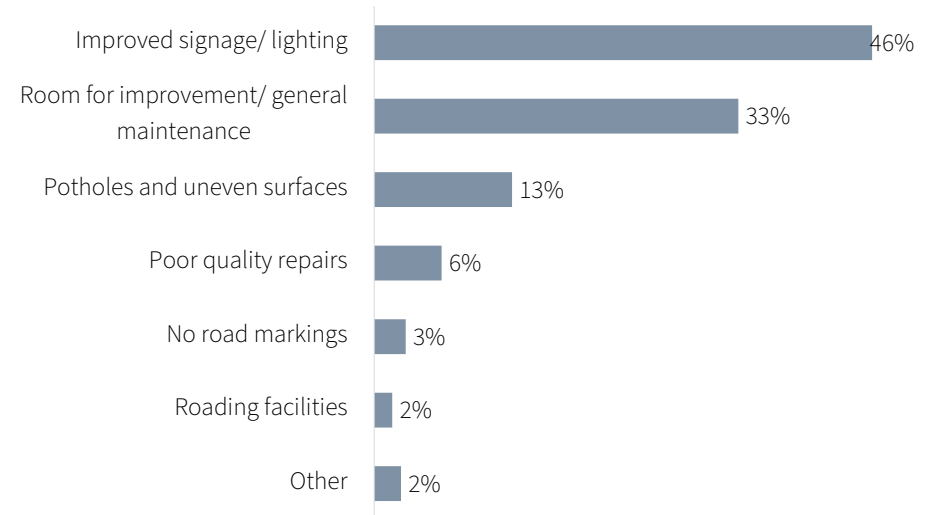
2022 Satisfaction

KPM:
N/A



(Base size n= 400)

Reasons for Dissatisfaction



(Base size n= 32)

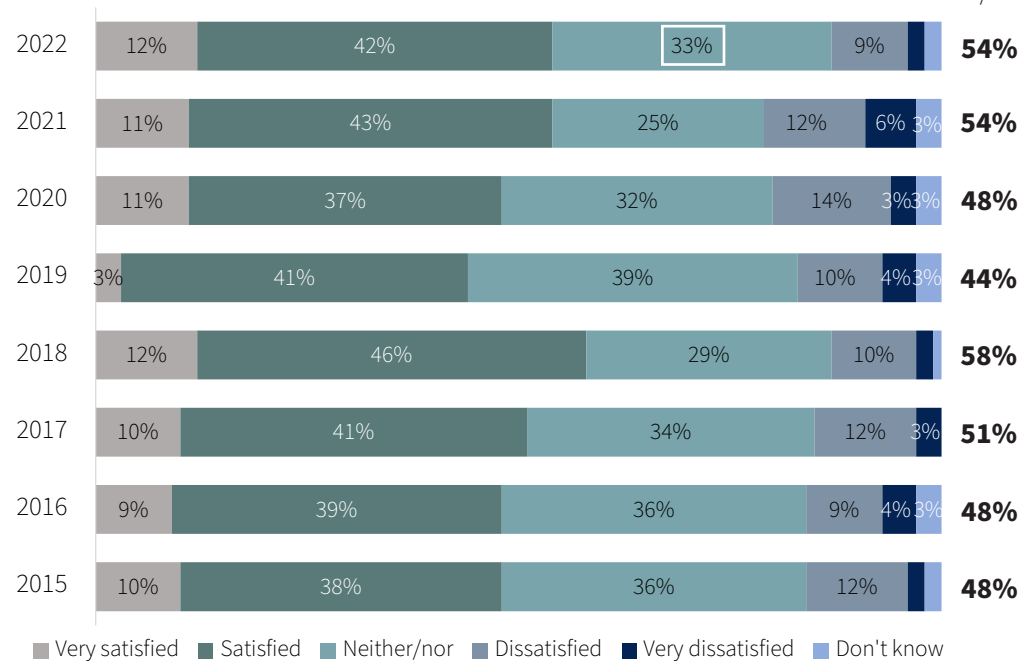
Footpaths and Cycleways

Over half (54%) of residents are satisfied (42%) or very satisfied (12%) with the footpaths and cycleways, this is on a par with last year's results. Notably, neither nor responses have increased significantly this year (33% cf. 2021, 25%) while dissatisfied and very dissatisfied responses have decreased, although these decreases are not statistically significant.

Eleven percent of residents are dissatisfied with the footpaths and cycleways. Reasons for dissatisfaction with the footpaths and cycleways revolve around potholes and uneven surfaces (44%), the footpaths being unsafe (22%), and insufficient cycleways (13%).

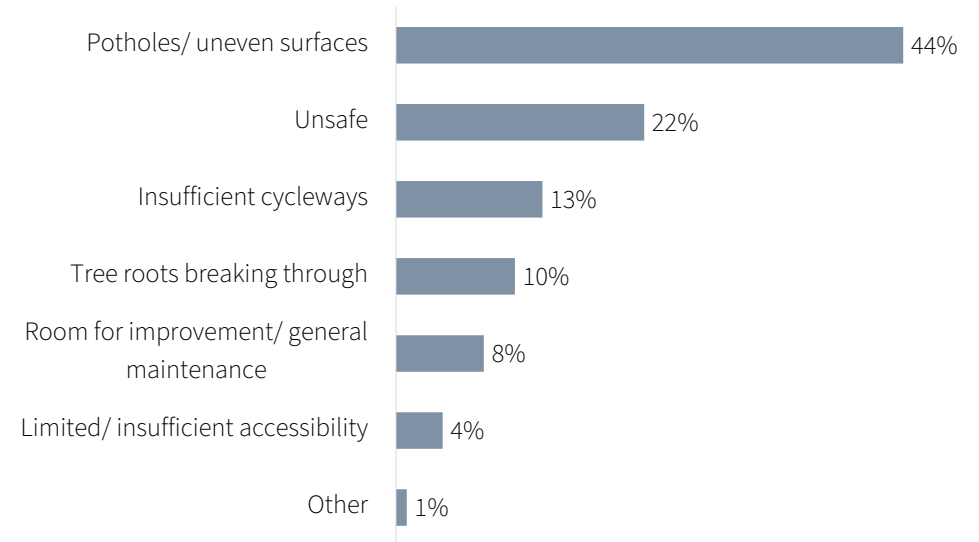
2022 Satisfaction

KPM:
N/A



(Base size n= 400)

Reasons for Dissatisfaction



(Base size n= 57)

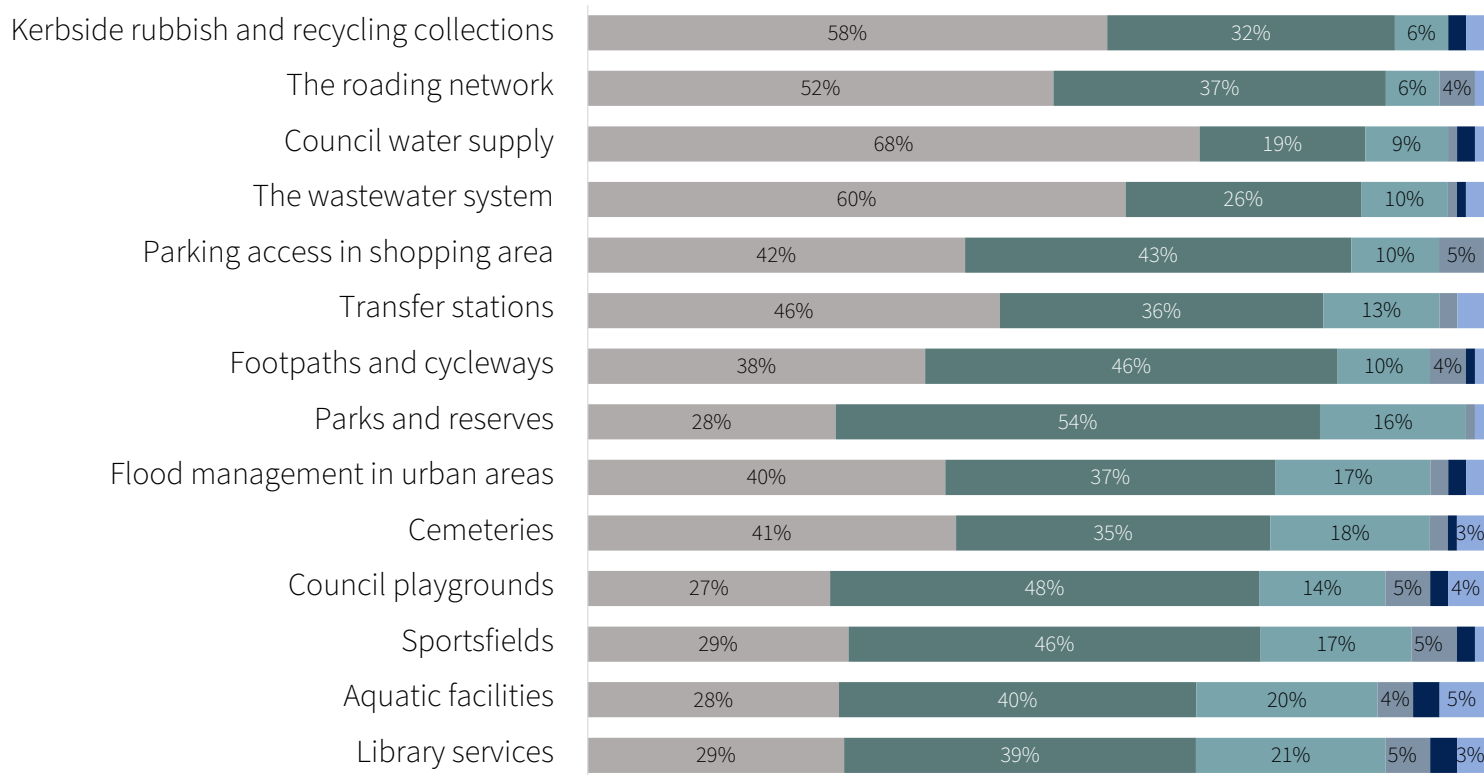
Facility Importance



Importance

Residents rate kerbside rubbish and recycling as the most important service, with 90% of residents rating this important (32%) or very important (58%). This is closely followed by residents rating the roading network (89%), Council’s water supply (87%), and the wastewater system (86%) as the most important Council services.

Importance of Services



■ Very Important ■ Important ■ Neither Important nor Unimportant ■ Unimportant ■ Not Important at all ■ Don't Know

(Base size n= 400)

Performance and Importance

The table below shows the performance (satisfaction) and the importance rating for Council services and facilities. Key areas to focus on are those with high importance and relatively lower performance, the highest priority here would be flood management in urban areas (importance: 77%, performance: 32%). Footpaths and cycleways (importance: 84%, performance: 54%), parking access in shopping areas (importance: 85%, performance: 56%), and the roading network (importance: 89%, performance: 61%) are also areas which residents rated as high importance and relatively low performance and should therefore be a focus for Council. Areas with high importance and high performance are worth retaining the current level of service on, such as the wastewater network (importance: 86%, performance: 83%). Measures with low importance and high performance could have their level of service reviewed, such as library services (importance: 68%, performance: 85%).

	PERFORMANCE 2022	IMPORTANCE 2022
Library services	85%	68%
Wastewater system	83%	86%
Kerbside rubbish and recycling services	71%	90%
Parks and reserves	69%	82%
Council water supply	67%	87%
The roading network	61%	89%
Sports fields	59%	75%
Cemeteries	57%	76%
Parking access in shopping areas	56%	85%
Transfer stations	55%	82%
Footpaths and cycleways	54%	84%
Council playgrounds	48%	75%
Aquatic facilities	49%	68%
Flood management in urban areas	32%	77%

Appendices



The following pages include tabulated results of area. Significant testing has been applied to these results, downward arrows indicate that the observed result is significantly lower than the total level, while an upward arrow indicates that the observed result is significantly higher than the total level.



Appendix 1: Results by Area

Overall satisfaction with Council

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	11%	4%	9%
Satisfied	49%	50%	52%
Neither/nor	37%	35%	34%
Dissatisfied	3%	8%	3%
Very dissatisfied	0%	2%	2%
Don't know	0%	1%	1%

Leadership of Councillors and the Mayor

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	12%	14%	19%
Satisfied	44%	32%	35%
Neither/nor	32%	44%	32%
Dissatisfied	3%	2%	11%
Very dissatisfied	1%	2%	1%
Don't know	8%	6%	2%

Reasons for Dissatisfaction: Leadership of Councillors and the Mayor

	MATAMATA (n=10)	MORRINSVILLE (n=9)	TE AROHA (n=6)
Focusing on wrong/ neglecting areas	30%	19%	58%
Rate price	18%	0%	21%
Generally unhappy with Council/ decisions	21%	33%	0%
Lack of communication/ information	9%	6%	10%
Lack of consultation/ don't listen to public	18%	15%	0%
Lack of action	0%	0%	11%
Other	12%	34%	0%

Appendix 1: Results by Area

Ease of Access to Council Information

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	11%	20%	19%
Satisfied	56%	35%	41%
Neither/nor	24%	36%	32%
Dissatisfied	7%	3%	6%
Very dissatisfied	0%	4%	1%
Don't know	2%	2%	1%

Reasons for Dissatisfaction: Ease of Access

	MATAMATA (n=7)	MORRINSVILLE (n=12)	TE AROHA (n=7)
Communication issues	89%	19%	25%
Complicated/ timely manner	0%	19%	36%
Generally unhappy	6%	20%	9%
Website issues	0%	17%	21%
Dissatisfaction regarding outcome	0%	17%	9%
Diversification of information platforms	5%	13%	0%
Lack of accessible information	0%	13%	0%
Other	0%	0%	9%

Appendix 1: Results by Area

Consultation Process

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	10%	6%	10%
Satisfied	30%	31%	23%
Neither/nor	35%	42%	40%
Dissatisfied	4%	6%	14%
Very dissatisfied	1%	3%	0%
Don't know	20%	12%	13%

Reasons for Dissatisfaction: Consultation Process

	MATAMATA (n=9)	MORRINSVILLE (n=10)	TE AROHA (n=10)
Not enough consultation with residents in general	15%	30%	51%
Poor communication/ listening	15%	42%	21%
Process makes it difficult to be heard	0%	37%	4%
Haven't been involved/ not interested	54%	8%	15%
Pointless participating	24%	17%	4%
Haven't heard anything	0%	17%	0%
Other	0%	13%	10%

Made Contact with Council (Last 12 months)

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Yes	55%	51%	61%
No	45%	49%	38%
Don't know	0%	0%	1%

Appendix 1: Results by Area

Handling of Council Information

	MATAMATA (n=98)	MORRINSVILLE (n=70)	TE AROHA (n=67)
Professionally	81%	66%	77%
Politely	67%	65%	73%
In a timely manner	55%	53%	59%
Fairly	49%	46%	48%

First Point of Contact

	MATAMATA (n=98)	MORRINSVILLE (n=70)	TE AROHA (n=67)
Very satisfied	44%	33%	55%
Satisfied	52%	52%	34%
Neither/nor	3%	13%	11%
Dissatisfied	1%	2%	0%
Very dissatisfied	0%	0%	0%
Don't know	0%	0%	0%

Appendix 1: Results by Area

Aquatic Facilities

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	15%	15%	27%
Satisfied	28%	27%	42%
Neither/nor	19%	20%	14%
Dissatisfied	12%	9%	1%
Very dissatisfied	2%	1%	0%
Don't know	24%	27%	17%

Reasons for Dissatisfaction: Aquatic Facilities

	MATAMATA (n=11)	MORRINSVILLE (n=7)	TE AROHA (n=1)
Restricted time/ access/ season	66%	39%	100%
Outdated/ insufficient facilities	34%	42%	0%
Other	15%	31%	0%

Council's Kerbside Rubbish and Recycling Service

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	39%	18%	27%
Satisfied	35%	47%	53%
Neither/nor	8%	20%	6%
Dissatisfied	6%	5%	7%
Very dissatisfied	7%	2%	3%
Don't know	5%	7%	5%

Appendix 1: Results by Area

Reasons for Dissatisfaction: Council's Kerbside Rubbish and Recycling Service

	MATAMATA (n=12)	MORRINSVILLE (n=13)	TE AROHA (n=2)
Unhappy with recycling pick up services	59%	50%	72%
Cost/ size of rubbish bag	22%	38%	72%
Kerbside collection not available	21%	6%	0%
Unhappy with transfer station	8%	6%	0%
Unhappy with rubbish collection services	4%	3%	0%
Other	0%	0%	28%

Transfer Stations

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	27%	14%	24%
Satisfied	38%	34%	32%
Neither/nor	21%	28%	20%
Dissatisfied	5%	8%	4%
Very dissatisfied	1%	0%	0%
Don't know	9%	16%	20%

Reasons for Dissatisfaction: Transfer Stations

	MATAMATA (n=7)	MORRINSVILLE (n=7)	TE AROHA (n=4)
Difficult to access	11%	40%	38%
Too expensive	71%	14%	24%
Increased opening hours	18%	3%	76% ↑
Other	0%	43%	0%

Appendix 1: Results by Area

Cemeteries	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	21%	25%	15%
Satisfied	35%	30%	45%
Neither/nor	15%	19%	19%
Dissatisfied	0%	0%	1%
Very dissatisfied	0%	0%	0%
Don't know	28%	26%	20%

Appendix 1: Results by Area

Flood Management

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	6%	5%	3%
Satisfied	31%	20%	36%
Neither/nor	33%	33%	36%
Dissatisfied	12%	19%	3% ↓
Very dissatisfied	1%	2%	0%
Don't know	17%	21%	22%

Reasons for Dissatisfaction: Flood Management

	MATAMATA (n=24)	MORRINSVILLE (n=25)	TE AROHA (n=5)
Road/ street flooding	30%	40%	26%
Flooding with heavy rains	9%	36%	17%
Drains blocked/ don't have capacity	22%	18%	17%
Leaves not cleared/ areas around trees	22% ↑	0%	17%
Council unhelpful	0%	6%	40%
Gutters blocked/ not cleared	4%	0%	17%
Insufficient cleaning/ maintenance	0%	0%	17% ↑
Other	17%	0%	0%

Parks and Reserves

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	26%	16%	17%
Satisfied	48%	47%	58%
Neither/nor	19%	26%	18%
Dissatisfied	2%	3%	1%
Very dissatisfied	0%	0%	1%
Don't know	5%	8%	5%

Appendix 1: Results by Area

Reasons for Dissatisfaction: Parks and Reserves

	MATAMATA (n=1)	MORRINSVILLE (n=3)	TE AROHA (n=3)
Lack of facilities/ catering for people	100%	39%	0%
Lack of maintenance	0%	39%	67%
Issues with dogs	0%	23%	33%

Sports Fields

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	17%	16%	27%
Satisfied	45%	38%	39%
Neither/nor	20%	26%	17%
Dissatisfied	0%	0%	1%
Very dissatisfied	17%	20%	16%
Don't know	1%	4%	13%

Parking in Shopping Areas

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	19% ↑	6% ↓	15%
Satisfied	39%	41%	56%
Neither/nor	20%	26%	17%
Dissatisfied	20%	23%	8% ↓
Very dissatisfied	2%	4% ↑	0% ↓
Don't know	0%	1%	4% ↑

Appendix 1: Results by Area

Reasons for Dissatisfaction: Parking Access in Shopping Areas

	MATAMATA (n=28)	MORRINSVILLE (n=36)	TE AROHA (n=6)
Not enough parking	59%	58%	56%
Dangerous/ difficult to manoeuvre	32%	23%	7%
Shop owners/ workers taking up parks	12%	6%	5%
Unnecessary facilities taking up parks	0%	12%	0%
Disability parking issues	3%	3%	32%

Council Playgrounds

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	17%	9%	10%
Satisfied	26% ↓	39%	42%
Neither/nor	21%	30%	21%
Dissatisfied	7%	2%	1%
Very dissatisfied	2%	1%	0%
Don't know	27%	18%	26%

Reasons for Dissatisfaction: Council Playgrounds

	MATAMATA (n=6)	MORRINSVILLE (n=4)	TE AROHA (n=2)
More facilities/ equipment	59%	63%	0%
Lack of maintenance	26%	69%	57%
Different age groups catered for	41%	0%	43%

Appendix 1: Results by Area

Importance of Facilities: Kerbside Waste and Recycling Services	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very important	62%	52%	68%
Important	31%	36%	25%
Neither/nor	6%	8%	1%
Unimportant	0%	0%	0%
Not important at all	1%	2%	3%
Don't know	0%	2%	3%

Importance of Facilities: Transfer Stations	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very important	46%	45%	50%
Important	37%	35%	40%
Neither/nor	14%	13%	8%
Unimportant	0%	4%	0%
Not important at all	0%	1%	0%
Don't know	3%	2%	2%

Importance of Facilities: Parking Access in Shopping Areas	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very important	35%	46%	44%
Important	42%	42%	47%
Neither/nor	13%	10%	5%
Unimportant	10%	2%	3%
Not important at all	0%	0%	0%
Don't know	0%	0%	1%

Appendix 1: Results by Area

Importance of Facilities: Parks and Reserves

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very important	22%	27%	36%
Important	59%	50%	55%
Neither/nor	16%	20%	8%
Unimportant	1%	1%	0%
Not important at all	1%	1%	0%
Don't know	1%	1%	1%

Importance of Facilities: Flood Management

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very important	38%	37%	50%
Important	36%	35%	43%
Neither/nor	22%	20%	5% ↓
Unimportant	1%	4%	1%
Not important at all	1%	3%	0%
Don't know	2%	1%	1%

Importance of Facilities: Cemeteries

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very important	35%	43%	45%
Important	43%	27%	41%
Neither/nor	15%	23%	10%
Unimportant	3%	1%	1%
Not important at all	0%	2%	0%
Don't know	4%	4%	3%

Appendix 1: Results by Area

Importance of Facilities: Sports Fields	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very important	25%	29%	32%
Important	48%	40%	54%
Neither/nor	16%	22%	9%
Unimportant	7%	5%	2%
Not important at all	1%	3%	2%
Don't know	3%	1%	1%

Importance of Facilities: Aquatic Facilities	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very important	21%	23%	48%
Important	47%	37%	38%
Neither/nor	21%	27%	7% ↓
Unimportant	2%	5%	3%
Not important at all	2%	4%	0%
Don't know	7%	4%	4%

Importance of Facilities: Council Playgrounds	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very important	24%	24%	38%
Important	49%	51%	40%
Neither/nor	15%	13%	17%
Unimportant	5%	7%	2%
Not important at all	1%	3%	1%
Don't know	6%	2%	2%

Appendix 1: Results by Area

Library User

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Yes	33%	33%	33%
No	67%	67%	67%

Library Location

	MATAMATA (n=60)	MORRINSVILLE (n=45)	TE AROHA (n=37)
Matamata library	98% ↑	1% ↓	6% ↓
Morrinsville library	7% ↓	98% ↑	37%
Te Aroha library	5% ↓	10% ↓	98% ↑

Library Services

	MATAMATA (n=60)	MORRINSVILLE (n=45)	TE AROHA (n=37)
Very satisfied	50%	48%	57%
Satisfied	35%	30%	41%
Neither/nor	7%	18%	2%
Dissatisfied	8%	4%	0%
Very dissatisfied	0%	0%	0%
Don't know	0%	0%	0%

Reasons for dissatisfaction: Library Services

	MATAMATA (n=6)	MORRINSVILLE (n=1)	TE AROHA (n=0)
Lack of range	67%	100%	0%
Size of library	17%	0%	0%
Cost to borrow books	17%	0%	0%

Appendix 1: Results by Area

Online Library User

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Yes	12% ↓	26% ↑	14%
No	88% ↑	74% ↓	86%

Online Library Services

	MATAMATA (n=30)	MORRINSVILLE (n=32)	TE AROHA (n=17)
Very satisfied	30%	18%	62%
Satisfied	51%	65%	38%
Neither/nor	10%	11%	0%
Dissatisfied	6%	5%	0%
Very dissatisfied	0%	0%	0%
Don't know	3%	1%	0%

Importance of Facilities: Library Services

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very important	28%	26%	35%
Important	42%	39%	36%
Neither/nor	21%	23%	19%
Unimportant	3%	7%	3%
Not important at all	1%	4%	4%
Don't know	5%	1%	3%

Appendix 1: Results by Area

Water Supply Services

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Town supply	86% ↑	65% ↓	86%
Private water supply	14% ↓	35% ↑	14%

Council's Water Supply Service

	MATAMATA (n=141)	MORRINSVILLE (n=97)	TE AROHA (n=88)
Very satisfied	36%	11% ↓	36%
Satisfied	47%	37%	39%
Neither/nor	13%	35%	23%
Dissatisfied	3%	14% ↑	2%
Very dissatisfied	1%	3%	0%
Don't know	0%	0%	0%

Reasons for Dissatisfaction: Council's Water Supply

	MATAMATA (n=8)	MORRINSVILLE (n=20)	TE AROHA (n=2)
Water restrictions	39%	58%	0%
Poor tasting/ smelling	21%	17%	70%
Milky/ dirty water	14%	15%	30%
Unjustified pricing	0%	14%	0%
Insufficient water supply/ storage sources	0%	11%	0%
Low water pressure	25% ↑	0%	0%
Water supply resources	0%	2%	0%

Appendix 1: Results by Area

Connected to District's Wastewater

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Yes	75%	64%	82%
No	25%	36%	18%

Wastewater

	MATAMATA (n=125)	MORRINSVILLE (n=89)	TE AROHA (n=83)
Very satisfied	48%	20% ↓	49%
Satisfied	43%	53%	39%
Neither/nor	9%	27%	12%
Dissatisfied	0%	0%	0%
Very dissatisfied	0%	0%	0%
Don't know	0%	0%	0%

Importance of Facilities: Council Water Supply Services

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very important	69%	61%	83%
Important	21%	20%	12%
Neither/nor	8%	13%	3%
Unimportant	0%	1%	0%
Not important at all	1%	3%	0%
Don't know	1%	2%	2%

Appendix 1: Results by Area

Importance of Facilities: Wastewater System

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very important	58%	54%	74%
Important	29%	26%	23%
Neither/nor	7%	16%	1% ↓
Unimportant	1%	1%	0%
Not important at all	1%	2%	0%
Don't know	4%	1%	2%

Appendix 1: Results by Area

Roading Network

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	16%	9%	10%
Satisfied	50%	56%	36%
Neither/nor	27%	30%	34%
Dissatisfied	6%	4%	18%
Very dissatisfied	0%	0%	1%
Don't know	1%	1%	1%

Reasons or Dissatisfaction: Roding Network

	MATAMATA (n=14)	MORRINSVILLE (n=7)	TE AROHA (n=11)
Improved signage/ lighting	35%	48%	50%
Room for improvement/ general maintenance	26%	17%	44%
Potholes and uneven surfaces	31%	22%	0%
Poor quality repairs	12%	7%	3%
No road markings	0%	5%	3%
Roding facilities	7%	0%	0%
Other	10%	0%	0%

Footpaths and Cycleways

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	21%	9%	7%
Satisfied	37%	43%	44%
Neither/nor	27%	36%	37%
Dissatisfied	11%	9%	7%
Very dissatisfied	3%	2%	0%
Don't know	1%	1%	5%

Appendix 1: Results by Area

Reasons for Dissatisfaction: Footpaths and Cycleways

	MATAMATA (n=22)	MORRINSVILLE (n=25)	TE AROHA (n=10)
Potholes/ uneven surfaces	33%	57%	30%
Unsafe	39%	8%	29%
Insufficient cycleways	19%	10%	6%
Tree roots breaking through	0%	13%	26%
Room for improvement/ general maintenance	7%	10%	0%
Limited/ insufficient accessibility	5%	2%	9%
Other	3%	0%	0%

Importance of Facilities: Roading

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very important	40%	58%	58%
Important	45%	33%	36%
Neither/nor	10%	4%	5%
Unimportant	5%	5%	0%
Not important at all	0%	0%	0%
Don't know	0%	0%	1%

Importance of Facilities: Footpaths and Cycleways

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very important	43%	28%	49%
Important	44%	48%	43%
Neither/nor	8%	16%	3% ↓
Unimportant	3%	6%	0%
Not important at all	0%	1%	5% ↑
Don't know	2%	1%	0%

The following pages include tabulated results of age and gender. All data is shown at a total level with downward arrows indicating that the observed result is significantly lower than the total level, while an upward arrow indicates that the observed result is significantly higher than the total level.



Appendix 2: Results by Demographics

Overall satisfaction with Council

	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Very satisfied	0% ↓	4%	18% ↑	5% ↓	10% ↑
Satisfied	42%	55%	54%	51%	50%
Neither/nor	48% ↑	34%	22% ↓	36%	34%
Dissatisfied	8%	3%	5%	6%	4%
Very dissatisfied	0%	4% ↑	1%	2%	1%
Don't know	2%	0%	1%	0%	2%

Leadership of Councillors and the Mayor

	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Very satisfied	11%	7% ↓	26% ↑	17%	12%
Satisfied	23% ↓	44%	42%	34%	39%
Neither/nor	50% ↑	41%	22% ↓	40%	35%
Dissatisfied	5%	3%	6%	7%	2%
Very dissatisfied	2%	1%	1%	1%	2%
Don't know	10%	4%	4%	2% ↓	9% ↑

Appendix 2: Results by Demographics

Reasons for Dissatisfaction: Leadership of Councillors and the Mayor

	39 YEARS AND UNDER (n=2)	40-59 YEARS OLD (n=3)	60+ YEARS OLD (n=20)	MALE (n=15)	FEMALE (n=10)
Focusing on wrong/ neglecting areas	74%	0%	34%	59%	13%
Rate price	0%	48% ↑	9%	23%	0%
Generally unhappy with Council/ decisions	0%	26%	19%	9%	21%
Lack of communication/ information	0%	0%	21% ↑	6%	13%
Lack of consultation/ don't listen to public	0%	0%	19% ↑	9%	6%
Lack of action	0%	26%	0%	0%	15%
Other	26%	0%	6%	0%	32%

Ease of Access to Council Information

	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Very satisfied	17%	13%	21%	21%	14%
Satisfied	29% ↓	50%	49%	43%	43%
Neither/nor	42%	31%	21% ↓	29%	33%
Dissatisfied	6%	4%	4%	5%	5%
Very dissatisfied	3%	2%	2%	2%	2%
Don't know	2%	1%	2%	0% ↓	3% ↑

Appendix 2: Results by Demographics

Reasons for Dissatisfaction: Ease of Access

	39 YEARS AND UNDER (n=4)	40-59 YEARS OLD (n=5)	60+ YEARS OLD (n=17)	MALE (n=14)	FEMALE (n=12)
Communication issues	48%	17%	57%	70% ↑	17% ↓
Complicated/ timely manner	17%	32%	0%	18%	15%
Generally unhappy	17%	0%	20%	3%	23%
Website issues	17%	17%	0%	0%	24%
Dissatisfaction regarding outcome	17%	0%	7%	0%	19%
Diversification of information platforms	0%	17%	11%	6%	9%
Lack of accessible information	0%	17%	5%	3%	9%
Other					

Consultation Process

	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Very satisfied	5%	6%	14% ↑	9%	7%
Satisfied	19%	26%	41% ↑	27%	30%
Neither/nor	42%	46%	30% ↓	37%	41%
Dissatisfied	14% ↑	3%	5%	9%	6%
Very dissatisfied	0%	3%	2%	3%	1%
Don't know	19%	16%	9% ↓	14%	15%

Appendix 2: Results by Demographics

Reasons for Dissatisfaction: Consultation Process

	39 YEARS AND UNDER (n=5)	40-59 YEARS OLD (n=4)	60+ YEARS OLD (n=20)	MALE (n=18)	FEMALE (n=11)
Not enough consultation with residents in general	33%	50%	29%	46%	15%
Poor communication/ listening	44%	0%	24%	34%	22%
Process makes it difficult to be heard	33%	0%	6%	27%	4%
Haven't been involved/ not interested	12%	17%	30%	7% ↓	37% ↑
Pointless participating	0% ↓	33%	26%	16%	9%
Haven't heard anything	0%	33% ↑	5%	12%	0%
Other	12%	17%	0%	0% ↓	28% ↑

Made Contact with Council (Last 12 months)

	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Yes	50%	50%	63% ↑	57%	52%
No	50%	49%	37% ↓	43%	48%
Don't know	0%	1%	0%	0%	1%

Appendix 2: Results by Demographics

Handling of Council Information

	39 YEARS AND UNDER (n=19)	40-59 YEARS OLD (n=38)	60+ YEARS OLD (n=178)	MALE (n=116)	FEMALE (n=119)
Professionally	68%	76%	74%	70%	75%
Politely	58%	71%	73%	61%	75%
In a timely manner	27% ↓	71% ↑	67% ↑	44% ↓	67% ↑
Fairly	32%	51%	58% ↑	38% ↓	58% ↑

First Point of Contact

	39 YEARS AND UNDER (n=19)	40-59 YEARS OLD (n=38)	60+ YEARS OLD (n=178)	MALE (n=116)	FEMALE (n=119)
Very satisfied	30%	43%	51%	32% ↓	52% ↑
Satisfied	58%	46%	41%	54%	40%
Neither/nor	13%	9%	7%	13%	5%
Dissatisfied	0%	2%	2%	1%	2%
Very dissatisfied	0%	0%	0%	0%	0%
Don't know	0%	0%	0%	0%	0%

Appendix 2: Results by Demographics

Aquatic Facilities

	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Very satisfied	17%	16%	19%	20%	16%
Satisfied	24%	43% ↑	25%	31%	31%
Neither/nor	21%	18%	16%	19%	18%
Dissatisfied	19% ↑	3% ↓	2% ↓	7%	10%
Very dissatisfied	0%	4% ↑	0%	3%	0%
Don't know	18%	16%	37% ↑	22%	26%

Reasons for Dissatisfaction: Aquatic Facilities

	39 YEARS AND UNDER (n=8)	40-59 YEARS OLD (n=5)	60+ YEARS OLD (n=6)	MALE (n=6)	FEMALE (n=13)
Restricted time/ access/ season	34% ↓	85%	100%	32%	71%
Outdated/ insufficient facilities	50%	15%	0%	34%	41%
Other	24%	28%	0%	48%	0%

Council's Kerbside Rubbish and Recycling Service

	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Very satisfied	11% ↓	21%	46% ↑	25%	28%
Satisfied	53%	44%	37%	45%	44%
Neither/nor	15%	19%	6% ↓	13%	13%
Dissatisfied	10%	4%	3%	6%	5%
Very dissatisfied	5%	6%	1% ↓	6%	2%
Don't know	7%	6%	6%	4%	8%

Appendix 2: Results by Demographics

Reasons for Dissatisfaction: Council's Kerbside Rubbish and Recycling Service

	39 YEARS AND UNDER (n=5)	40-59 YEARS OLD (n=8)	60+ YEARS OLD (n=14)	MALE (n=15)	FEMALE (n=12)
Unhappy with recycling pick up services	77%	45%	35%	79% ↑	26% ↓
Cost/ size of rubbish bag	67%	19%	0%	26%	60%
Kerbside collection not available	0%	9%	43% ↑	7%	16%
Unhappy with transfer station	0%	9%	13%	3%	8%
Unhappy with rubbish collection services	0%	0%	15% ↑	2%	4%
Other	0%	18%	0%	10%	0%

Transfer Stations

	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Very satisfied	13%	18%	30% ↑	23%	18%
Satisfied	28%	39%	36%	31%	38%
Neither/nor	40% ↑	20%	11% ↓	30%	18%
Dissatisfied	11%	5%	2% ↓	8%	4%
Very dissatisfied	0%	1%	1%	0%	1%
Don't know	8%	16%	20%	8% ↓	21% ↑

Reasons for Dissatisfaction: Transfer Stations

	39 YEARS AND UNDER (n=3)	40-59 YEARS OLD (n=6)	60+ YEARS OLD (n=9)	MALE (n=11)	FEMALE (n=7)
Difficult to access	42%	17%	22%	44%	13%
Too expensive	15%	50%	56%	13% ↓	61% ↑
Increased opening hours	0% ↓	50% ↑	11%	3% ↓	39% ↑
Other	42% ↑	0%	11%	41%	0%

Appendix 2: Results by Demographics

Cemeteries	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Very satisfied	16%	22%	27%	23%	21%
Satisfied	32%	42%	31%	40%	30%
Neither/nor	22%	17%	14%	18%	18%
Dissatisfied	0%	0%	1%	0%	0%
Very dissatisfied	0%	0%	0%	0%	0%
Don't know	29%	18%	27%	19%	31%

Flood Management	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Very satisfied	0% ↓	7%	7%	5%	4%
Satisfied	20%	29%	33%	21%	33%
Neither/nor	38%	36%	27%	37%	30%
Dissatisfied	16%	14%	9%	13%	14%
Very dissatisfied	0%	1%	3%	1%	1%
Don't know	26%	13%	21%	22%	18%

Appendix 2: Results by Demographics

Reasons for Dissatisfaction: Flood Management

	39 YEARS AND UNDER (n=8)	40-59 YEARS OLD (n=11)	60+ YEARS OLD (n=35)	MALE (n=29)	FEMALE (n=25)
Road/ street flooding	10% ↓	56%	48%	44%	30%
Flooding with heavy rains	39%	24%	18%	44%	13%
Drains blocked/ don't have capacity	20%	13%	24%	6% ↓	31% ↑
Leaves not cleared/ areas around trees	10%	0%	11%	4%	9%
Council unhelpful	10%	6%	0%	0%	12%
Gutters blocked/ not cleared	0%	0%	7% ↑	0%	4%
Insufficient cleaning/ maintenance	0%	0%	3%	0%	2%
Other	10%	0%	3%	1%	7%

Parks and Reserves

	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Very satisfied	19%	15%	23%	22%	17%
Satisfied	48%	52%	50%	49%	51%
Neither/nor	27%	25%	13% ↓	22%	22%
Dissatisfied	5% ↑	1%	1%	0% ↓	4% ↑
Very dissatisfied	0%	0%	0%	0%	0%
Don't know	0% ↓	7%	12% ↑	7%	6%

Appendix 2: Results by Demographics

Reasons for Dissatisfaction: Parks and Reserves

	39 YEARS AND UNDER (n=3)	40-59 YEARS OLD (n=1)	60+ YEARS OLD (n=3)	MALE (n=0)	FEMALE (n=7)
Lack of facilities/ catering for people	67%	0%	0%	0%	46%
Lack of maintenance	33%	0%	67%	0%	35%
Issues with dogs	0%	100%	33%	0%	19%

Sports Fields

	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Very satisfied	22%	17%	17%	24%	13%
Satisfied	43%	40%	38%	40%	41%
Neither/nor	21%	30%	17%	24%	21%
Dissatisfied	0%	0%	0%	0%	0%
Very dissatisfied	0%	0%	1% ↑	0%	1%
Don't know	13%	14%	27% ↑	11% ↓	25% ↑

Parking in Shopping Areas

	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Very satisfied	8%	12%	16%	10%	13%
Satisfied	48%	43%	40%	45%	42%
Neither/nor	20%	18%	28%	18%	25%
Dissatisfied	24%	21%	10% ↓	21%	16%
Very dissatisfied	0% ↓	4%	5%	5% ↑	1% ↓
Don't know	0%	2%	2%	0% ↓	2% ↑

Appendix 2: Results by Demographics

Reasons for Dissatisfaction: Parking Access in Shopping Areas

	39 YEARS AND UNDER (n=9)	40-59 YEARS OLD (n=18)	60+ YEARS OLD (n=43)	MALE (n=40)	FEMALE (n=30)
Not enough parking	47%	62%	70%	53%	65%
Dangerous/ difficult to manoeuvre	46% ↑	4% ↓	23%	27%	20%
Shop owners/ workers taking up parks	7%	8%	10%	9%	6%
Unnecessary facilities taking up parks	0%	15% ↑	4%	7%	8%
Disability parking issues	0%	12% ↑	4%	7%	4%

Council Playgrounds

	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Very satisfied	14%	9%	12%	13%	10%
Satisfied	37%	41%	30%	39%	33%
Neither/nor	22%	31%	22%	28%	22%
Dissatisfied	8% ↑	1%	1% ↓	0% ↓	7% ↑
Very dissatisfied	3% ↑	0%	0%	0% ↓	2% ↑
Don't know	15%	18%	34% ↑	18%	26%

Reasons for Dissatisfaction: Council Playgrounds

	39 YEARS AND UNDER (n=7)	40-59 YEARS OLD (n=1)	60+ YEARS OLD (n=4)	MALE (n=2)	FEMALE (n=10)
More facilities/ equipment	57%	100%	29%	0%	60%
Lack of maintenance	43%	0%	79%	50%	43%
Different age groups catered for	29%	0%	21%	50%	25%

Appendix 2: Results by Demographics

Importance of Facilities: Kerbside Waste and Recycling Services

	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Very important	58%	48% ↓	69% ↑	55%	62%
Important	30%	43% ↑	24% ↓	39%	26%
Neither/nor	8%	5%	4%	2% ↓	9% ↑
Unimportant	0%	0%	0%	0%	0%
Not important at all	2%	2%	2%	2%	2%
Don't know	2%	2%	2%	2%	2%

Importance of Facilities: Transfer Stations

	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Very important	50%	37%	53%	48%	45%
Important	29%	51% ↑	30%	38%	35%
Neither/nor	16%	10%	12%	11%	15%
Unimportant	3%	0%	2%	1%	2%
Not important at all	0%	0%	1%	0%	0%
Don't know	2%	2%	3%	2%	2%

Appendix 2: Results by Demographics

Importance of Facilities: Parking Access in Shopping Areas

	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Very important	43%	35%	48%	40%	44%
Important	40%	50%	38%	41%	45%
Neither/nor	10%	9%	11%	11%	8%
Unimportant	6%	7%	1% ↓	8%	2%
Not important at all	0%	0%	0%	0%	0%
Don't know	0%	0%	1% ↑	0%	1%

Importance of Facilities: Parks and Reserves

	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Very important	23%	24%	36% ↑	22%	33%
Important	55%	60%	47%	58%	50%
Neither/nor	22%	13%	14%	17%	15%
Unimportant	0%	2%	1%	1%	1%
Not important at all	0%	0%	1% ↑	0%	1%
Don't know	0%	1%	1%	0%	1%

Appendix 2: Results by Demographics

Importance of Facilities: Flood Management

	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Very important	27% ↓	49%	44%	38%	42%
Important	40%	36%	35%	36%	39%
Neither/nor	26%	12%	14%	20%	15%
Unimportant	5%	0%	2%	4%	1%
Not important at all	2%	2%	1%	2%	1%
Don't know	0%	1%	3% ↑	0% ↓	3% ↑

Importance of Facilities: Cemeteries

	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Very important	43%	35%	45%	41%	40%
Important	24%	47% ↑	33%	35%	35%
Neither/nor	26%	13%	14%	18%	17%
Unimportant	2%	2%	1%	2%	2%
Not important at all	2%	0%	2%	1%	2%
Don't know	3%	3%	4%	3%	4%

Appendix 2: Results by Demographics

Importance of Facilities: Sports Fields

	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Very important	25%	21%	31%	28%	29%
Important	45%	51%	43%	44%	45%
Neither/nor	18%	21%	15%	18%	15%
Unimportant	10%	4%	4%	5%	4%
Not important at all	3%	1%	4%	3%	4%
Don't know	0%	3%	3%	3%	3%

Importance of Facilities: Aquatic Facilities

	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Very important	29%	28%	29%	30%	27%
Important	34%	47%	39%	35%	46%
Neither/nor	27%	17%	17%	24%	17%
Unimportant	8% ↑	1%	2%	4%	3%
Not important at all	2%	2%	4%	3%	2%
Don't know	0% ↓	5%	9% ↑	5%	4%

Appendix 2: Results by Demographics

Importance of Facilities: Council Playgrounds

	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Very important	41% ↑	17% ↓	23%	30%	24%
Important	37%	58% ↑	48%	51%	45%
Neither/nor	7% ↓	21% ↑	14%	9% ↓	19% ↑
Unimportant	13% ↑	1% ↓	3%	5%	6%
Not important at all	2%	2%	3%	3%	2%
Don't know	0% ↓	0% ↓	9% ↑	2%	4%

Appendix 2: Results by Demographics

Library User	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Yes	27%	34%	37%	30%	35%
No	73%	66%	63%	70%	65%

Library Location	39 YEARS AND UNDER (n=11)	40-59 YEARS OLD (n=27)	60+ YEARS OLD (n=104)	MALE (n=62)	FEMALE (n=80)
Matamata library	12%	23%	52% ↑	29%	34%
Morrinsville library	71%	68%	36% ↓	58%	56%
Te Aroha library	29%	21%	36%	20%	36%

Library Services	39 YEARS AND UNDER (n=11)	40-59 YEARS OLD (n=27)	60+ YEARS OLD (n=104)	MALE (n=62)	FEMALE (n=80)
Very satisfied	35%	52%	61%	47%	53%
Satisfied	41%	34%	29%	33%	35%
Neither/nor	17%	14%	4%	19% ↑	4% ↓
Dissatisfied	6%	0%	7%	0% ↓	8% ↑
Very dissatisfied	0%	0%	0%	0%	0%
Don't know	0%	0%	0%	0%	0%

Reasons for dissatisfaction: Library Services

	39 YEARS AND UNDER (n=1)	40-59 YEARS OLD (n=0)	60+ YEARS OLD (n=6)	MALE (n=0)	FEMALE (n=7)
Lack of range	100%	0%	67%	0%	80%
Size of library	0%	0%	17%	0%	10%
Cost to borrow books	0%	0%	17%	0%	10%

Appendix 2: Results by Demographics

Online Library User	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Yes	21%	17%	19%	17%	21%
No	79%	83%	81%	83%	79%

Online Library Services	39 YEARS AND UNDER (n=9)	40-59 YEARS OLD (n=15)	60+ YEARS OLD (n=55)	MALE (n=38)	FEMALE (n=41)
Very satisfied	16%	23%	44% ↑	21%	32%
Satisfied	60%	77%	38% ↓	70%	48%
Neither/nor	16%	0%	10%	2% ↓	14% ↑
Dissatisfied	8%	0%	5%	4%	5%
Very dissatisfied	0%	0%	0%	0%	0%
Don't know	0%	0%	3%	2%	0%

Importance of Facilities: Library Services

	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Very important	25%	22%	38% ↑	29%	29%
Important	41%	43%	34%	38%	41%
Neither/nor	21%	26%	17%	24%	19%
Unimportant	10% ↑	3%	2%	4%	6%
Not important at all	2%	5%	3%	4%	2%
Don't know	2%	1%	5%	2%	3%

Appendix 2: Results by Demographics

Water Supply Services	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Town supply	27%	31%	16% ↓	29%	20%
Private water supply	73%	71%	85% ↑	72%	80%

Council's Water Supply Service	39 YEARS AND UNDER (n=29)	40-59 YEARS OLD (n=58)	60+ YEARS OLD (n=239)	MALE (n=151)	FEMALE (n=175)
Very satisfied	22%	22%	33%	33%	20%
Satisfied	36%	42%	44%	35%	46%
Neither/nor	38% ↑	24%	13% ↓	23%	25%
Dissatisfied	2%	12%	7%	8%	7%
Very dissatisfied	2%	0%	2%	1%	2%
Don't know	0%	0%	0%	0%	0%

Reasons for Dissatisfaction: Council's Water Supply

	39 YEARS AND UNDER (n=2)	40-59 YEARS OLD (n=6)	60+ YEARS OLD (n=22)	MALE (n=15)	FEMALE (n=15)
Water restrictions	50%	44%	59%	63%	40%
Poor tasting/ smelling	50%	23%	8%	7% ↓	35% ↑
Milky/ dirty water	0%	22%	16%	20%	12%
Unjustified pricing	0%	22%	4%	23%	0%
Insufficient water supply/ storage sources	0%	12%	9%	3%	13%
Low water pressure	0%	0%	9%	3%	4%
Water supply resources	0%	0%	4%	3%	0%

Appendix 2: Results by Demographics

Connected to District's Wastewater

	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Yes	69%	68%	77%	75%	68%
No	31%	32%	23%	25%	32%

Wastewater

	39 YEARS AND UNDER (n=25)	40-59 YEARS OLD (n=54)	60+ YEARS OLD (n=218)	MALE (n=143)	FEMALE (n=154)
Very satisfied	34%	30%	44%	40%	33%
Satisfied	45%	49%	45%	44%	49%
Neither/nor	21%	21%	10% ↓	16%	19%
Dissatisfied	0%	0%	0%	0%	0%
Very dissatisfied	0%	0%	0%	0%	0%
Don't know	0%	0%	0%	0%	0%

Importance of Facilities: Council Water Supply Services

	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Very important	74%	60%	71%	72%	65%
Important	10% ↓	28% ↑	18%	15%	22%
Neither/nor	14%	10%	4% ↓	11%	7%
Unimportant	2% ↑	0%	0%	0%	1%
Not important at all	0%	2%	3%	1%	2%
Don't know	0% ↓	1%	4% ↑	1%	2%

Appendix 2: Results by Demographics

Importance of Facilities: Wastewater System

	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Very important	61%	54%	64%	68% ↑	51% ↓
Important	20%	35% ↑	23%	21%	31%
Neither/nor	16%	7%	6%	9%	11%
Unimportant	2%	1%	0%	0%	2%
Not important at all	0%	2%	2%	1%	2%
Don't know	2%	1%	5%	1%	4%

Roading Network

	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Very satisfied	5%	10%	19% ↑	13%	10%
Satisfied	47%	52%	50%	47%	52%
Neither/nor	42% ↑	25%	23% ↓	31%	29%
Dissatisfied	5%	13%	7%	9%	7%
Very dissatisfied	0%	1%	1%	0%	1%
Don't know	2%	0%	2%	0% ↓	2% ↑

Appendix 2: Results by Demographics

Reasons or Dissatisfaction: Roding Network

	39 YEARS AND UNDER (n=1)	40-59 YEARS OLD (n=11)	60+ YEARS OLD (n=20)	MALE (n=14)	FEMALE (n=18)
Improved signage/ lighting	0%	78% ↑	16% ↓	44%	48%
Room for improvement/ general maintenance	100%	15%	26%	40%	27%
Potholes and uneven surfaces	0%	15%	17%	9%	16%
Poor quality repairs	0%	0%	21% ↑	2%	10%
No road markings	0%	0%	10% ↑	2%	3%
Roding facilities	0%	0%	6%	0%	3%
Other	0%	0%	9% ↑	5%	0%

Footpaths and Cycleways

	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Very satisfied	16%	9%	12%	16%	8%
Satisfied	34%	51%	40%	42%	41%
Neither/nor	45% ↑	25%	29%	29%	37%
Dissatisfied	3%	11%	14% ↑	9%	9%
Very dissatisfied	2%	2%	2%	2%	2%
Don't know	0%	3%	3%	2%	3%

Appendix 2: Results by Demographics

Reasons for Dissatisfaction: Footpaths and Cycleways

	39 YEARS AND UNDER (n=3)	40-59 YEARS OLD (n=9)	60+ YEARS OLD (n=45)	MALE (n=32)	FEMALE (n=25)
Potholes/ uneven surfaces	33%	46%	47%	40%	48%
Unsafe	0%	23%	28%	31%	13%
Insufficient cycleways	67% ↑	0%	6%	6%	19%
Tree roots breaking through	0%	23% ↑	4%	15%	6%
Room for improvement/ general maintenance	0%	8%	10%	2%	13%
Limited/ insufficient accessibility	0%	0%	9% ↑	6%	2%
Other	0%	0%	2%	2%	0%

Importance of Facilities: Roading

	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Very important	58%	45%	54%	56%	49%
Important	26%	48% ↑	38%	33%	42%
Neither/nor	5%	7%	7%	5%	8%
Unimportant	11% ↑	0%	1% ↓	7%	1%
Not important at all	0%	0%	0%	0%	0%
Don't know	0%	0%	1% ↑	0%	1%

Appendix 2: Results by Demographics

Importance of Facilities: Footpaths and Cycleways

	39 YEARS AND UNDER (n=40)	40-59 YEARS OLD (n=78)	60+ YEARS OLD (n=282)	MALE (n=190)	FEMALE (n=210)
Very important	34%	29%	49% ↑	36%	39%
Important	44%	57% ↑	37% ↓	44%	48%
Neither/nor	13%	10%	9%	13%	7%
Unimportant	8%	2%	2%	5%	3%
Not important at all	2%	2%	1%	1%	1%
Don't know	0%	1%	2%	0% ↓	2% ↑

Appendix 3: 2021-2022 Questionnaire

Matamata-Piako District Council Community Views Survey 2021/2022

Q.1 Firstly, over the last 12 months, have you or has anyone in your household, used or visited any of the following in the district...?

READ OUT THE SERVICES. SELECT IF USED IN THE LAST 12 MONTHS

[READ ANSWERS IN RANDOM ORDER, EXCEPT THE LAST 1]

- Used an aquatic facility (e.g. swimzone pools or mineral spas)....1
- A park or reserve, excluding sports fields 2
- A sports field, excluding parks and reserves3
- Visited a cemetery in the district 4
- Parked in a shopping area 5
- A Council playground 6
- (DO NOT READ OUT) None of these 7

Q.2 And do you use...?

READ OUT THE SERVICES. SELECT IF USED.

[READ ANSWERS IN RANDOM ORDER, EXCEPT THE LAST 1]

- Council's kerbside rubbish collection .. 1
- Council's kerbside recycling service 2
- The transfer stations 3
- (DO NOT READ OUT) None of these 4

Q.3 I am going to read out various Council services. It doesn't matter whether you have used these or not.

Please rate each in terms of how satisfied you are with the service overall, using a 5-point scale with 1 representing *Very Dissatisfied*, 2 representing *Dissatisfied*, 3 representing *Neither Satisfied nor Dissatisfied*, 4 representing *Satisfied* and 5 representing *Very Satisfied*.

[READ OUT ACTIVITIES IN RANDOM ORDER]

	1: Very Dissat.	2: Dissat.	3: Neither nor	4: Sat.	5: Very Sat.	DO NOT READ: Don't Know	DO NOT READ: Don't Use
Aquatic facilities (e.g. swimzone pools or mineral spas)	1	2	3	4	5	6	7
Council kerbside rubbish and recycling collection	1	2	3	4	5	6	7
Transfer stations							
Cemeteries	1	2	3	4	5	6	7
Council's management of flooding within urban areas	1	2	3	4	5	6	7
Parks and reserves, excluding sports fields	1	2	3	4	5	6	7
Sports fields, excluding parks and reserves	1	2	3	4	5	6	7
Access to parking in the shopping area	1	2	3	4	5	6	7
Council playgrounds	1	2	3	4	5	6	7

[IF THE ANSWER TO SUB-QUESTION 1 OF QUESTION 3 IS 3-7, THEN SKIP TO QUESTION 5]

Q.4 You mentioned that you are 'not satisfied' with the aquatic facilities (e.g. swimzone pools or mineral spas), why do you say that? Please be as specific as possible by providing us with the name of the swimming facility, which town it is in, the specific problem and the date it happened if applicable.

[IF THE ANSWER TO SUB-QUESTION 2 OF QUESTION 3 IS 3-7, THEN SKIP TO QUESTION 6]

Q.5 You mentioned that you are 'not satisfied' with Council kerbside rubbish and recycling collections, why do you say that? Please provide as much detail as possible by providing the street name or exactly which transfer station it is and where it is located.

[IF THE ANSWER TO SUB-QUESTION 3 OF QUESTION 3 IS 3-7, THEN SKIP TO QUESTION 7]

Q.6 You mentioned that you are 'not satisfied' with transfer stations, why do you say that? Please tell me the name of the cemetery, which town it is in, and exactly what the problem is.

[IF THE ANSWER TO SUB-QUESTION 4 OF QUESTION 3 IS 3-7, THEN SKIP TO QUESTION 7]

Q.6 You mentioned that you are 'not satisfied' with cemeteries, why do you say that? Please tell me the name of the cemetery, which town it is in, and exactly what the problem is.

[IF THE ANSWER TO SUB-QUESTION 5 OF QUESTION 3 IS 3-7, THEN SKIP TO QUESTION 8]

Q.7 You mentioned that you are 'not satisfied' with Council's management of flooding within urban areas – why do you say that? Can you please tell me about more about this, giving me the name of the street(s) and the town affected; and whether flooding is affecting a house, private land or the roadway?

[IF THE ANSWER TO SUB-QUESTION 6 OF QUESTION 3 IS 3-7, THEN SKIP TO QUESTION 9]

Q.8 You mentioned that you are 'not satisfied' with the parks and reserves (excluding sports fields), why do you say that? Please provide us with as much detail as possible including the street the park is on, which town it is, and exactly what the problem is.

Appendix 3: 2021-2022 Questionnaire

[IF THE ANSWER TO SUB-QUESTION 7 OF QUESTION 3 IS 3-7, THEN SKIP TO QUESTION 10]

Q.9 You mentioned that you are 'not satisfied' with the sports fields (excluding parks and reserves) – why do you say that? Please be as specific as possible by telling me the street the park is on, which town it is, and exactly what the problem is.

[IF THE ANSWER TO SUB-QUESTION 8 OF QUESTION 3 IS 3-7, THEN SKIP TO QUESTION 11]

Q.10 You mentioned that you are 'not satisfied' with parking within the shopping area, why do you say that? Please provide as much detail as possible by providing the street name or exactly which car park it is and where it is located.

[IF THE ANSWER TO SUB-QUESTION 9 OF QUESTION 3 IS 3-7, THEN SKIP TO QUESTION 12]

Q.11 You mentioned that you are 'not satisfied' with Council playgrounds, why do you say that? Please provide as much detail as possible by providing the street name or exactly which playground it is and where it is located.

Q.12 Using the 5-point scale with 1 representing *Very Dissatisfied*, 2 representing *Dissatisfied*, 3 representing *Neither Satisfied nor Dissatisfied*, 4 representing *Satisfied* and 5 representing *Very Satisfied*, how satisfied are you with the Council overall?

- Very Dissatisfied 1
- Dissatisfied 2
- Neither Satisfied nor Dissatisfied ... 3
- Satisfied 4
- Very Satisfied 5
- (DO NOT READ OUT)** Don't Know ... 6

Q.13 Thinking about water supply, do you have your own private water supply, for example roof or bore water, or are you connected to the town supply?

NOTE: CAN HAVE BOTH - MORE THAN ONE ANSWER ALLOWED

- Private water supply . 1
- Town supply 2

[IF THE ANSWER TO QUESTION 13 IS NOT 2, THEN SKIP TO QUESTION 16]

Q.14 Using the same 5-point scale, with 1 representing *Very Dissatisfied*, 2 representing *Dissatisfied*, 3 representing *Neither Satisfied nor Dissatisfied*, 4 representing *Satisfied* and 5 representing *Very Satisfied*, how satisfied are you with Council water supply services?

NOTE: This includes the taste, colour and odour of water supplied

- Very Dissatisfied 1
- Dissatisfied 2
- Neither Satisfied nor Dissatisfied .. 3
- Satisfied 4
- Very Satisfied 5
- (DO NOT READ OUT)** Don't Know .. 6

[IF THE ANSWER TO QUESTION 14 IS 3-6, THEN SKIP TO QUESTION 16]

Q.15 Why do you say that? Please be as specific as possible.

PROBE FULLY AND RECORD VERBATIM

Q.16 Is your household connected to the wastewater network?

DO NOT READ OUT

- Yes 1
- No/ Don't Know .. 2

[IF THE ANSWER TO QUESTION 16 IS 2, THEN SKIP TO QUESTION 19]

Q.17 Using the same 5-point scale with 1 representing *Very Dissatisfied*, 2 representing *Dissatisfied*, 3 representing *Neither Satisfied nor Dissatisfied*, 4 representing *Satisfied* and 5 representing *Very Satisfied*, how satisfied are you with the wastewater system?

- Very Dissatisfied 1
- Dissatisfied 2
- Neither Satisfied nor Dissatisfied .. 3
- Satisfied 4
- Very Satisfied 5
- (DO NOT READ OUT)** Don't Know .. 6

[IF THE ANSWER TO QUESTION 17 IS 3-6, THEN SKIP TO QUESTION 19]

Q.18 Why do you say that? Please be as specific as possible

PROBE FULLY AND RECORD VERBATIM

Appendix 3: 2021-2022 Questionnaire

Q.19 The next few questions are about Council funded roads and footpaths. This EXCLUDES State Highways such as Broadway in Matamata; Thames, Marshall and Allen streets; Whakahongi Rd around Morrinsville, and Kenrick, Whitaker streets and Centennial Avenue in Te Aroha as these are NOT Council funded.

Using the same 5-point scale, with 1 representing *Very Dissatisfied*, 2 representing *Dissatisfied*, 3 representing *Neither Satisfied nor Dissatisfied*, 4 representing *Satisfied* and 5 representing *Very Satisfied*, could you rate the following roading services?

IF NECESSARY: CYCLISTS ALLOWED ON CERTAIN FOOTPATHS, I.E., ONES NOT RUNNING DIRECTLY ALONGSIDE ROADS

[READ OUT THE ROADING ATTRIBUTES IN RANDOM ORDER]

	1: Very Dissat.	2: Dissat.	3: Neither Nor	4: Sat.	5: Very Sat.	DO NOT READ: Don't Know	DO NOT READ: Don't Use
The roading network, meaning the roads, signage, streetlighting, road marking etc.	1	2	3	4	5	6	7
Footpaths and cycleways	1	2	3	4	5	6	7

[IF THE ANSWER TO SUB-QUESTION 1 OF QUESTION 19 IS 3-7, THEN SKIP TO QUESTION 21]

Q.20 You mentioned that you are 'not satisfied' with the roading network. Why do you say that? *Please be as specific as possible.*

[IF THE ANSWER TO SUB-QUESTION 2 OF QUESTION 19 IS 3-7, THEN SKIP TO QUESTION 22]

Q.21 You mentioned that you are 'not satisfied' with footpaths and cycleways.

Please tell me the street names, the town, and exactly what the problem is.

IF NECESSARY: The look, smoothness and comfort of ride on footpaths and cycleways for all users including pedestrians, cyclists and joggers etc.

Q.22 The next few questions are about libraries in the district. Have you personally used a district library in the last 12 months?

DO NOT READ OUT

NOTE: RESPONDENT VISITED PERSONALLY, NOT ANYONE ELSE IN THE HOUSEHOLD

Yes.....1
No.....2

[IF THE ANSWER TO QUESTION 22 IS 2, THEN SKIP TO QUESTION 26]

Q.23 Which of the following libraries did you use...

READ OUT THE ANSWERS - CAN BE MORE THAN ONE ANSWER

Matamata..... 1
Morrinsville 2
Te Aroha..... 3

Q.24 And using the same 5-point scale, with 1 representing *Very Dissatisfied*, 2 representing *Dissatisfied*, 3 representing *Neither Satisfied nor Dissatisfied*, 4 representing *Satisfied* and 5 representing *Very Satisfied*, how satisfied are you with the library services?

Very Dissatisfied 1
Dissatisfied 2
Neither Satisfied nor Dissatisfied .. 3
Satisfied 4
Very Satisfied 5
(DO NOT READ OUT) Don't Know .. 6

[IF THE ANSWER TO QUESTION 24 IS 3-6, THEN SKIP TO QUESTION 26]

Q.25 You indicated that you are dissatisfied with the library service - why do you say that? *Please be as specific as possible.*

IF NEEDED: Please tell me which library it is, and exactly what the problem is.

Q.26 In the last 12 months have you or your family used the online library services, that is e-books, databases, placing holds, book renewals or accessing your account information?

DO NOT READ OUT THE ANSWERS

Yes 1
No / Don't Know ... 2

[IF THE ANSWER IS 2, THEN SKIP TO QUESTION 29]

Q.27 Using the same 5-point scale, with 1 representing *Very Dissatisfied*, 2 representing *Dissatisfied*, 3 representing *Neither Satisfied nor Dissatisfied*, 4 representing *Satisfied* and 5 representing *Very Satisfied*, how satisfied are you with the library online services?

Very Dissatisfied 1
Dissatisfied 2
Neither Satisfied nor Dissatisfied .. 3
Satisfied 4
Very Satisfied 5
(DO NOT READ OUT) Don't Know .. 6

[IF THE ANSWER TO QUESTION 27 IS 3-6, THEN SKIP TO QUESTION 29]

Q.28 And why do you say that?

PROBE FULLY AND RECORD VERBATIM

Appendix 3: 2021-2022 Questionnaire

Q.29 I am now going to read out a list of Council services and I would like you to rate them in terms of importance. This will help the Council focus on the services which are most important to you.

Using a similar 5-point scale with 1 representing *Not Important at All*, 2 representing *Unimportant*, 3 representing *Neither Important nor Unimportant*, 4 representing *Important* and 5 representing *Very Important*, how would you rate...?

[READ ANSWERS IN RANDOM ORDER]

	1: Not Important at All	2: Unimportant	3: Neither Nor	4: Important	5: Very Important	DO NOT READ: Don't Know
Aquatic facilities (e.g. swimzone pools or mineral spas)	1	2	3	4	5	6
Council kerbside rubbish collection, recycling and transfer stations	1	2	3	4	5	6
Cemeteries	1	2	3	4	5	6
Council's management of flooding within urban areas	1	2	3	4	5	6
Parks and reserves, excluding sports fields	1	2	3	4	5	6
Sports fields, excluding parks and reserves	1	2	3	4	5	6
Council water supply services	1	2	3	4	5	6
The wastewater system	1	2	3	4	5	6
The roading network, meaning the roads, signage, streetlighting, road marking etc.	1	2	3	4	5	6
Footpaths and cycleways	1	2	3	4	5	6
The library service	1	2	3	4	5	6
Parking within shopping area	1	2	3	4	5	6
Council playgrounds	1	2	3	4	5	6

Q.30 The next question is about communication from Council. Using the same 5-point scale as earlier, with 1 representing *Very Dissatisfied*, 2 representing *Dissatisfied*, 3 representing *Neither Satisfied nor Dissatisfied*, 4 representing *Satisfied* and 5 representing *Very Satisfied*, how satisfied are you with the ease of access to Council information?

- Very Dissatisfied 1
- Dissatisfied 2
- Neither Satisfied nor Dissatisfied ... 3
- Satisfied 4
- Very Satisfied 5
- (DO NOT READ OUT) Don't Know ... 6

[IF THE ANSWER TO QUESTION 30 IS 3-6, THEN SKIP TO QUESTION 32]

Q.31 Why do you say that?

PROBE FULLY AND RECORD VERBATIM

Q.32 Have you made contact with the Council in the last year via telephone or face-to-face ?

DO NOT READ OUT

- Yes 1
- No 2
- Don't Know.....3

[IF THE ANSWER IS 2-3, THEN SKIP TO QUESTION 36]

Q.33 We are interested in your feedback on our Customer Services team, that is the first point of telephone contact or reception enquiries. Could you tell if your enquiry was handled:

READ OUT THE CHOICES, SELECT IF YES - CAN BE MORE THAN ONE ANSWER

- Politely 1
- Professionally 2
- Fairly 3
- In a timely manner 4
- (DO NOT READ) None of these .. 5

Q.34 Using the same 5-point scale, with 1 representing *Very Dissatisfied*, 2 representing *Dissatisfied*, 3 representing *Neither Satisfied nor Dissatisfied*, 4 representing *Satisfied* and 5 representing *Very Satisfied*, could you tell me how satisfied you were with the service at the first point of telephone contact or reception enquiries overall?

- Very Dissatisfied 1
- Dissatisfied 2
- Neither Satisfied nor Dissatisfied .. 3
- Satisfied 4
- Very Satisfied 5
- (DO NOT READ OUT) Don't Know .. 6

[IF THE ANSWER TO QUESTION 34 IS 3-6, THEN SKIP TO QUESTION 36]

Q.35 Why do you say that?

PROBE FULLY AND RECORD VERBATIM

Q.36 Again, using the same 5-point scale, with 1 representing *Very Dissatisfied*, 2 representing *Dissatisfied*, 3 representing *Neither Satisfied nor Dissatisfied*, 4 representing *Satisfied* and 5 representing *Very Satisfied*, how satisfied are you with the leadership of Councillors and the Mayor?

- Very Dissatisfied 1
- Dissatisfied 2
- Neither Satisfied nor Dissatisfied .. 3
- Satisfied 4
- Very Satisfied 5
- (DO NOT READ OUT) Don't Know .. 6

[IF THE ANSWER TO QUESTION 36 IS 3-6, THEN SKIP TO QUESTION 38]

Q.37 And why do you say that?

PROBE FULLY AND RECORD VERBATIM

Appendix 3: 2021-2022 Questionnaire

Q.38 And, again using the 5-point scale with 1 representing *Very Dissatisfied*, 2 representing *Dissatisfied*, 3 representing *Neither Satisfied nor Dissatisfied*, 4 representing *Satisfied* and 5 representing *Very Satisfied*, how satisfied are you with your opportunity to be involved in consultation processes over the last 12 months?

NOTE: Consultation processes include Council communications to the community and invitations to receive feedback from the community, for example, the submission process.

- Very Dissatisfied 1
- Dissatisfied 2
- Neither Satisfied nor Dissatisfied .. 3
- Satisfied 4
- Very Satisfied 5
- (DO NOT READ OUT)** Don't Know .. 6

[IF THE ANSWER TO QUESTION 38 IS 3-6, THEN SKIP TO QUESTION 40]

Q.39 Why do you say that ?

PROBE FULLY AND RECORD VERBATIM

Q.40 How would you prefer Council to communicate with you...?

DO NOT READ OUT - CODE CLOSEST

- Council page in the newspaper 1
- Articles in the newspaper 2
- Council website 3
- Email updates 4
- Unaddressed mail (e.g. flyers in the mail) 5
- Addressed mail (letters specifically to you) 6
- Meetings in your community 7
- Facebook 8
- Text messages 9
- Public notices 10
- YouTube videos 11
- Smartphone notification eg Antenno.....12
- Twitter 13
- Blogs 14
- Face-to-face 15
- Telephone 16
- Radio advertising (stations specify) 17
- Television advertising (channels specify) 18
- Other (please specify) 19
- (DO NOT READ OUT)** Don't Know 20

[IF THE ANSWER TO QUESTION 40 IS NOT 17, THEN SKIP TO QUESTION 42]

Q.41 Which radio stations do you prefer?

RECORD VERBATIM

[IF THE ANSWER TO QUESTION 40 IS NOT 18, THEN SKIP TO QUESTION 43]

Q.42 Which television channels do you prefer?

RECORD VERBATIM

[IF THE ANSWER TO QUESTION 40 IS NOT 19, THEN SKIP TO QUESTION 44]

Q.43 Other communication channels

Q.44 And finally a few questions to ensure we have a good cross section of people. Can you please tell me which of the following ethnic groups you most consider yourself:

READ OUT

- New Zealand European 1
- New Zealand Maori 2
- Pacific Islander 3
- Asian 4
- Other - Specify [] ... 5
- (DO NOT READ OUT)** Refused . 6

Q.45 Which of the following age groups do you belong to?

READ OUT THE ANSWER CHOICES

- 18 - 29 1
- 30 - 39 2
- 40 - 49 3
- 50 - 59 4
- 60 - 69 5
- 70 or over 6
- (DO NOT READ OUT)** Refused . 7

Q.46 And which of the following income brackets does your total annual household income, before tax, fall into?

READ OUT THE ANSWER CHOICES

- Under \$40,000 1
- Between \$40,000 and \$60,000 2
- More than \$60,000 3
- (DO NOT READ OUT)** Don't Know .. 4
- (DO NOT READ OUT)** Refused 5

Appendix 3: 2021-2022 Questionnaire

Q.47 How many years have you lived in the district?

READ OUT THE ANSWER CHOICES

5 years or less 1
 6 to 10 years 2
 More than 10 years 3
 Unsure 4
 (DO NOT READ OUT) Refused . 5

Q.48 Do you, or does any member of your household, pay rates on a property in the district?

DO NOT READ OUT THE ANSWER CHOICES. ONE ANSWER ONLY.

Yes 1
 No 2
 Don't know ... 3
 Renting 4

Q.49 That's all the questions I have for you today.

Is there any other feedback that you would like me to record about Matamata-Piako District Council with regards to what we have been discussing today?

Q.50 Just in case you missed it my name is [INTERVIEWER NAME] calling from **Versus Research.**

On behalf of the Matamata-Piako District Council, thank you very much for your time.

RECORD GENDER:

Male 1
 Female ... 2

Q.51 AREA – Mark from sample

Matamata 1
 Morrinsville .. 2
 Te Aroha 3



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