

2011

# Annual Customer Views Survey Report

Matamata-Piako District Council



## Executive Summary

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Versus Research was commissioned by Matamata-Piako District Council (Council) to conduct their Annual Customer Views Survey. This survey identifies and measures the perceptions that residents of Matamata-Piako District (residents) have towards Council and the services it provides.

Interviewing for the survey was carried out via telephone (Computer Assisted Telephone Interviewing) in-house at Versus Research during mid April 2011. The final sample size (total number of residents interviewed) is n=411. The findings from the survey have been analysed by Ward<sup>1</sup> and by socio-economic groupings<sup>2</sup>.

The survey asked residents about their use of the following ('basic') Council services and facilities: aquatic facilities and public swimming pools; kerbside refuse, recycling collection services and transfer stations; cemeteries; parks and reserves; sports fields; and, District libraries.

Residents were asked to rate their satisfaction with each of these services and facilities<sup>3</sup> as well as: satisfaction with District parking and Council's management of flooding in urban areas.

A section on roading was also included in the survey; residents rated: satisfaction with the roading corridor; Council funded sealed roads; and, footpaths. This section also asked residents as to whether the roading network is safe, and whether the roading network is value for money.

A section on Council communications was included in the survey; here residents rated: the 'Council in Focus' newsletter; the Artspost newsletter; and, Council's website.

The last section of the survey measured views on Council: Council's informing of residents; the performance of Councillors and the Mayor; and the public's involvement in consultation processes.

A summary of the key results, along with comparisons to last year's survey results<sup>4</sup>, and Council's Key Performance Measures (KPM), is given in the tables following (page over):

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<sup>1</sup> *Matamata, Morrinsville, Te Aroha.*

<sup>2</sup> *Age; Gender; Ethnicity; Duration of residence in the District; and, Annual household income.*

<sup>3</sup> *Except libraries, only users gave a rating: not all respondents.*

<sup>4</sup> *Where a direct measure can be made.*

## Summary of Results<sup>5</sup>

Measure	2011 Target	2011 Satisfied & very satisfied	Performance vs. Target	2010 Satisfied & very satisfied	Year-on-year 2010 vs. 2011
<b>COMMUNICATIONS</b>					
1. Council keeps residents informed	87% community satisfaction	86%	-1%	86%	-
2. The Artspost newsletter	43% community satisfaction	48%	5%	42%	<b>6%</b>
3. The Council in Focus	77% resident satisfaction	58%	-19%	53%	5%
<b>DEMOCRACY</b>					
1. Performance of Councilors and Mayor	86% community satisfaction	81%	-5%	80%	1%
<b>STRATEGIES AND PLANNING</b>					
1. Public involvement in consultation process	53% community satisfaction	75%	22%	69%	<b>6%</b>
<b>LIBRARIES</b>					
1. Opening hours	90% user satisfaction	94%	4%	98%	<b>-4%</b>
2. Library services	94% user satisfaction	97%	3%	97%	-
<b>PARKS AND RESERVES</b>					
1. Parks and reserves	90% user satisfaction	96%	6%	94%	2%
2. Sports fields	85% user satisfaction	96%	11%	91%	<b>5%</b>
<b>PUBLIC AMENITIES</b>					
1. Cemeteries	90% visitor satisfaction	97%	7%	96%	1%
2. Parking in the District	76% resident satisfaction	83%	7%	83%	-
<b>RECREATION AND CULTURE</b>					
1. Aquatic facilities	80% user satisfaction	83%	3%	90%	<b>-7%</b>
<b>ROADING</b>					
1. Roading network (Value for money)	75% community satisfaction	80%	5%	73%	<b>7%</b>
2. Sealed roads	84% of community	90%	6%	79%	<b>11%</b>
3. Footpaths	84% community satisfaction	75%	-9%	74%	1%
4. Safety of roading network	85% community agreement	85%	-	85%	-
5. Roading corridor management	86% community satisfaction	89%	3%	88%	1%
<b>STORMWATER</b>					
1. Flooding within urban areas	78% community satisfaction	64%	-14%	64%	-
<b>WASTE MANAGEMENT</b>					
Kerbside refuse, recycling collection services and transfer stations	65% community satisfaction	89%	24%	79%	<b>10%</b>
<b>WATER</b>					
Water pressure	91% of community satisfaction	88%	-3%	92%	<b>-4%</b>

<sup>5</sup> Figures in bold type are statistically significant.

## Services / Facilities

Overall, the community appears content with Council's service delivery across a variety of services and facilities. This is clearly reflected in the results with Council having met or exceeded the targets on nearly all measures. The exceptions to this are 'water pressure' and 'management of flooding in urban areas'. For all other services, Council maintained its service levels while 'waste management' observed a 10 per cent year-on-year increase. Similar results to 2010 were seen on measures for 'cemeteries', 'parking', 'parks and reserves', 'sports fields' and 'aquatic facilities' with these results being within 5 to 7 per cent of the 2010 results.

Measure	2010 Satisfied & Very Satisfied	2011 Satisfied & Very Satisfied	2011 Target
Aquatic facilities and public swimming pools (users)	90%	83%	80% of customers (users)
Council kerbside refuse, recycling collection services, and transfer stations (overall)	79%	89%	65% of community (all respondents)
Cemeteries (visitors)	96%	97%	90% of visitors
Council's management of flooding within urban areas (overall)	64%	64%	78% of customers (all respondents)
Parks and reserves, excluding sports fields (users)	94%	96%	90% of users
Sports fields, excluding parks and reserves (users)	91%	96%	85% of users
Parking in the District (overall)	83%	83%	76% of users (all respondents)
Water pressure (receiving town supply water services)	92%	88%	91% of customers (those on town supply)

## Roading

Results show significant improvements in Council's roading services management compared to the 2010 results and Council has met/exceeded 4 out of 5 targets. With an 11 per cent year-on-year increase for 'look, smoothness, and comfort of ride on sealed roads' and 7 per cent year-on-year increase for 'roading network being value for money', Council surpassed both of these targets this year. Results for 'safety of roading network' remain consistent with both the 2010 results and the target. However, community satisfaction with 'footpaths' remains consistent with last year and below the target.

Measure	2010 Satisfied & Very Satisfied	2011 Satisfied & Very Satisfied	2011 Target
The roading corridor is being managed well for the long term	88% (overall)	88% (overall)	86% (all respondents)
Look, smoothness, and comfort of ride on sealed roads...	79% (overall)	90% (overall)	84% (all respondents)
Look, smoothness, and comfort of ride on footpaths...	74% (overall)	75% (overall)	84% (all respondents)
Roading network safety (AGREE/DISAGREE - 4-point scale)	85% (overall)	85% (overall)	85% (all respondents)
Roading network value for money (AGREE/DISAGREE - 4-point scale)	73% (overall)	85% (overall)	75% (all respondents)

## Library

Consistent with 2010 results, both library targets have been exceeded. Similar results to the previous year were observed across all measures, with these being within 5 per cent of the 2010 results. Results show that overall, 13 per cent of the community have used the Aotearoa People's Network, identical to the proportion of residents who have used the library website.

Measure	2010 Satisfied & Very Satisfied	2011 Satisfied & Very Satisfied	2011 Target
Library services	97% (users)	97% (users)	94% of users
Library opening hours	98% (users)	94% (users)	90% of users
Used library website before (yes)	10%	13%	Not specified
Library web services	84% (users)	86% (users)	Not specified
Used Aotearoa People's Network	-	13% (all respondents)	Not specified

## Council Communications

Residents indicated improved satisfaction with 'Artspost' and Council's website overall compared to last year; especially with 'ease of understanding the information' on Council's website which saw a 15 per cent year-on-year increase. The 'Council in Focus' newsletter saw an increase of 5 per cent however; this measure is below the target by 19 per cent.

Measure	2010 Satisfied & Very Satisfied	2011 Satisfied & Very Satisfied	2011 Target
Council in Focus (GOOD/EXCELLENT - 5-point scale)	53%	58%	77%
Artspost (GOOD/EXCELLENT - 5-point scale)	42%	48%	43%
Visit Council website in last 12 months (yes)	19%	24%	Not specified
Council's website overall	71%	76%	Not specified
Council's website – ease of use	66%	72%	Not specified
Council's website – ease to understand information	65%	80%	Not specified

## Views on Council

Results show that residents are consistent with their views on Council as an identical proportion of residents as last year (86%) are satisfied with performance of Councillors and Mayor. Also, similar results to the previous year were observed for 'Council's efforts in keeping residents informed'. The exception was community satisfaction with 'public involvement in the Consultation process' which observed a 6 per cent year-on-year increase.

Activity	2010 Satisfied & Very Satisfied	2011 Satisfied & Very Satisfied	2011 Target
Informing of residents by Council	86%	86%	87%
Performance of Councillors and Mayor	80%	81%	86%
Public's involvement in consultation processes	69%	75%	53%

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## 1.0 Project Background

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Versus Research was commissioned by Matamata-Piako District Council (Council) to conduct their Annual Customer Views Survey. This survey identifies and measures the perceptions that residents of Matamata-Piako District (residents) have towards Council and the services it provides.

Interviewing for the survey was carried out via telephone (Computer Assisted Telephone Interviewing) in-house at Versus Research during mid April 2011. The final sample size (total number of residents interviewed) was n=411. The findings from the survey have been analysed by Ward<sup>6</sup> and by socio-economic groupings<sup>7</sup>.

The survey asked residents about their use of the following Council services and facilities:

- aquatic facilities and public swimming pools;
- kerbside refuse, recycling collection services and transfer stations;
- cemeteries;
- parks and reserves;
- sports fields; and,
- District libraries.

Residents were asked to rate their satisfaction<sup>8</sup> with each of these services and facilities in addition to: satisfaction with District parking and Council's management of flooding in urban areas.

A section on roading was also included in the survey; residents rated: satisfaction with the roading corridor; Council funded sealed roads; and, footpaths. This section also asked residents as to whether they thought the roading network is safe, and if the roading network is value for money.

A section on Council communications was included in the survey; here residents rated: the 'Council in Focus' newsletter; the Artspost newsletter; and, Council's website. The last section of the survey measured views on Council: Council's informing of residents; the performance of Councillors and the Mayor; and the public's involvement in consultation processes.

### 1.1 Research Objectives

Versus Research was commissioned by Matamata-Piako District Council (Council) to provide research services to gauge the current level of satisfaction with Council facilities and services amongst residents in the Matamata-Piako District. Specifically, this project aimed to:

1. Measure resident usage and satisfaction with services and facilities provided by Council
2. Assess overall satisfaction with various Council communications
3. Measure perceptions towards Council governance (views on Council)

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<sup>6</sup> Matamata, Morrinsville, Te Aroha

<sup>7</sup> Age; Gender; Ethnicity; Years living in the District; and, Annual household income.

<sup>8</sup> Except libraries, only users gave a rating and not all residents

## 2.0 Method

This section outlines the research approach taken for this project, techniques used and processes followed. A quantitative telephone survey of n=411 Matamata-Piako residents was completed between the 13<sup>th</sup> and 20<sup>th</sup> of April 2011. The average duration of the survey was 12 minutes. Surveying was conducted in the evenings on weekdays between 4.30p.m. and 9.00pm.

### 2.1 Sample

#### Sourcing of phone numbers and call summary

Telephone numbers for the interviewing were supplied by KMS Data, a sample supply company who provide privacy compliant phone numbers from the Telecom White Pages connections. KMS Data randomly select data cases that fit within the specified sample frame, i.e., people living within the Matamata-Piako District, via SQL random code. These contact phone numbers are then provided to Versus Research.

#### Calling statistics

The overall response rate was just over one in five, i.e. one interview for every five phone calls made. Phone numbers were called a maximum of four times (an initial call and three call-backs) before the number was replaced.

#### Quotas

As with the 2010 survey results, sample quotas were applied to Ward to ensure that the final sample was proportionately representative to the District overall. A comparison of the final sample sizes/proportions by Ward for 2009, 2010 and 2011 are outlined below:

Ward	Actual <sup>9</sup>	Proportion 2009	Sample size 2009	Proportion 2010	Sample size 2010	Proportion 2011	Sample size 2011
<b>Matamata</b>	38.5%	39.9%	160	38.5%	157	38.2%	<b>157</b>
<b>Morrinsville</b>	36.4%	34.9%	140	36.3%	148	36.3%	<b>149</b>
<b>Te Aroha</b>	25.1%	25.2%	101	25.2%	103	25.5%	<b>105</b>
<b>Total Sample</b>	<b>100%</b>	<b>100%</b>	<b>401</b>	<b>100%</b>	<b>408</b>	<b>100%</b>	<b>411</b>

<sup>9</sup> Statistics New Zealand Census Data 2006

## Weighting

Age and gender weightings have been applied to the final data set. Weighting ensures that specific demographic groups are not under or over-represented in the final data set and that 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 are not skewed by a particular demographic group. The proportions used for the gender and age weights are taken from the 2006 Census data (Statistics New Zealand). These proportions are outlined in the table below and a full profile of the final sample is given in the Section 5.

Demographic	Proportion of Matamata-Piako District population	Weight Factor
Male under 39	17%	3.7526
Female under 39	17%	2.5420
Male 40 - 59	18%	1.1239
Female 40 - 59	19%	0.9393
Male 60+	13%	0.6174
Female 60+	15%	0.4777
Total	100%	

## 2.2 Questionnaire

The questionnaire for the 2011 Customer Views Survey was constructed in conjunction with Council. As Council is focused on providing relevant and acceptable services, residents who were dissatisfied with a service were spoken to in more depth to uncover the reasons for their dissatisfaction. This was done to ensure that areas which require targeting were covered in sufficient detail in this research. As such, the questionnaire focussed largely on understanding the reasons why residents were dissatisfied rather than elaborating on the reasons they were satisfied.

### **Questionnaire changes for 2011 from 2010**

To facilitate comparisons between results, the 2011 questionnaire followed an identical format to the 2010 questionnaire. However, one additional question was included in the 2011 questionnaire to map usage of the free public internet facilities (known as 'Aotearoa People's Network') available at the District libraries. The specific question asked was:

- *Have you or your family used the free public internet 'Aotearoa People's Network' at the library?*

## 2.3 Analysis

### Margin of Error

Margin of error (MOE) is a statistic used to express the amount of random sampling error there is in a survey's results. The MOE is particularly relevant when analysing a subset of the data as smaller samples sizes incur a greater MOE.

The final sample size for this survey is n=411, which gives a maximum MOE of +/- 4.79 per cent at the 95 per cent confidence interval. That is, if the observed result on the total sample of 411 respondents was 50 percent (point of maximum margin of error), then there is a 95 per cent probability that the true answer falls between 45.21 per cent and 54.79 per cent. Outlined in the table below is the MOE (95 per cent confidence interval) for a range of sample sizes that are presented in this report.

Ward	Sample size, n=	MOE at the 95% Confidence Interval
Matamata	157	+/-7.79%
Morrinsville	149	+/-8.00%
Te Aroha	105	+/-9.57%
Total	411	+/- 4.79%

### Significance testing

Significance testing is used to determine whether the difference between two results is statistically significant or not, i.e., to determine the probability that an observed difference occurred as a result of chance. Significance testing has been applied to those groups with more than n=30 people. Significance testing was conducted in this report between the 2010 and 2011 results; 2011 total results and the results for the different area subgroups (either Ward or demographic groupings) for 2011.

#### Illustrating significance testing on tables

In tabulated form, significant differences are indicated by plus (statistically *greater*) or minus (statistically *lower*) signs under the percentages as follows:

- Two plusses or minuses (++) or (--) under the percentage denotes significance at the 95% confidence level
- Three plusses or minuses (+++) or (---) under the percentage denotes significance at the 99% confidence level

Further detail about reading significant testing on tabulated results is given in Appendix 1.

#### Illustrating significance testing on charts

In charted form, significant differences are indicated by green and purple shading on the data labels as follows:

- Green shading indicates that the total 2011 result is statistically *greater* (at the 95% or 99% confidence level) compared to the subgroup (Ward)
- Purple shading indicates that the total 2011 result is statistically *lower* (at the 95% or 99% confidence level) compared to the subgroup (Ward)

## 2.4 Notes on reporting

- The question relating to each table and/or chart is included as a footnote at the bottom of the page.
- The number of people (base) who answered each question is also marked as 'n=' in a footnote at the bottom of the page. This is important to note base sizes vary with each chart and each table.
- Reasons for dissatisfaction were collected verbatim, these have been primarily analysed and presented according to key themes. Where bases sizes for verbatim are relatively small (<30), verbatim have been presented as recorded and have not been grouped according to theme.
- In the report, all the year-on-year comparisons refer to the comparisons made between the previous year (2010) and the current year (2011).
- Where subgroup analysis is performed, the commentary used to illustrate significant differences is described as 'more / less likely to say...', e.g., residents aged 40 - 49 years are more likely to be dissatisfied / to say they are dissatisfied with the swimming pool (16%). This means, that there is a proportionately higher quantity of a particular socio-economic group that are present in that specific result. In this example, there are more residents aged 40 - 49 years who are dissatisfied with the pool when compared to all of those who are dissatisfied with the swimming pool.

## 3.0 Results in Detail

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This section details the key results for the 2011 Annual Customer Views Survey. Where possible, the KPM for a result is charted.

In general, the reporting of the results for each part of this section follows a deductive course whereby a 'high level view' of the result of the service is provided first and then increasing detail follows. Generally, the results for each service follow the order of presentation as below:

- The 2011 overall (high level view) result is presented first across the full rating scale (generally charted)
- The result by Ward is presented (generally tabulated)
- Reasons for dissatisfaction are given (by key theme primarily)

### 3.1 Council facilities and services

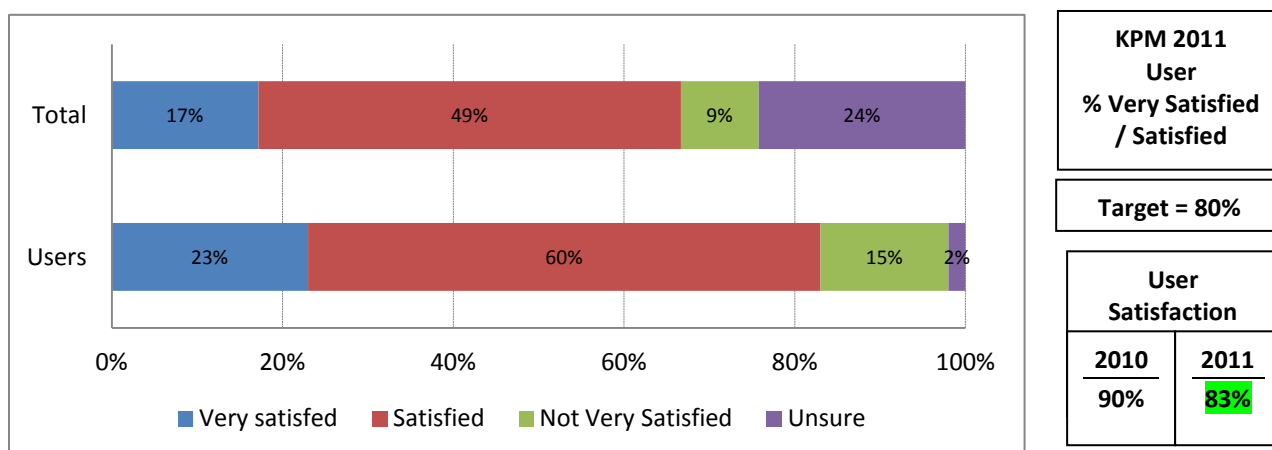
Ratings for the following facilities and services are presented in this section: aquatic facilities and public swimming pools; Council kerbside rubbish collection, recycling, and transfer stations; cemeteries; Councils management of flooding within urban areas; parks and reserves, excluding sports fields; sports fields, excluding parks and reserves; parking in the District; and, water pressure in urban areas.

#### 3.1.1 Aquatic facilities and public swimming pools

Sixty-six per cent of residents overall are satisfied (17%) or very satisfied (49%) with the aquatic facilities and public swimming pools<sup>10</sup>, 9 per cent are not very satisfied, and 24 per cent are unsure. Results indicate a slight decrease in total satisfaction (4%) as compared to the 2010 results (70%).

Forty-six per cent of households have used, or visited, an aquatic facility or public swimming pool in the last 12 months<sup>11</sup>. Of these users/visitors, 83 per cent are satisfied (60%) or very satisfied (23%), 15 per cent are not very satisfied, and 2 per cent are unsure. Compared to the previous year, results indicate a dip (7%) in user satisfaction levels with the aquatic facilities.

#### Ratings for aquatic facilities and public swimming pools: Overall, Users, 2011



Residents who have been living in the District for less than 5 years (18%) and higher income earners, (households that earn over \$60,000 per annum), are more likely to say that they are not very satisfied (13%) with aquatic facilities.

A significant proportion (72%) of residents who are in the lower socio-economic bracket (\$40,000 or less per annum) are not using aquatic facilities.

<sup>10</sup> Question asked: I am going to read out various Council services. It doesn't matter whether you have used these or not. Please rate each using the scale: not very satisfied, satisfied, or very satisfied....aquatic facilities and public swimming pools. Base: All respondents. 2011, n=411. 2010, users, n=188.

<sup>11</sup> Firstly, over the last 12 months, have you or has anyone in your household, used or visited any of the following in the District...an aquatic facility or public swimming pool. Base: All respondents. 2011, n=411.

### **Overall ratings for aquatic facilities and public swimming pools: By Ward, 2011**

Sixty-nine per cent of Matamata residents overall are satisfied or very satisfied with the aquatic facilities and public swimming pools. Sixty-two per cent of Morrinsville residents are satisfied or very satisfied; 69 per cent of Te Aroha residents are satisfied or very satisfied. Interestingly, more residents (15%) from Te Aroha are not very satisfied with aquatic facilities as compared to all residents (9%).

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	411	139	170	102
Not very satisfied	9%	5% --	10%	15% ++
Satisfied	49%	50%	46%	53%
Very Satisfied	17%	19%	16%	16%
Don't know	12%	11%	17% ++	6% --
Don't use	12%	15%	12%	10%

### **Users' ratings for aquatic facilities and public swimming pools: By Ward, 2011**

Ninety-two per cent of Matamata residents who have used or visited an aquatic facility or public swimming pool in the last 12 months are satisfied or very satisfied with these services (32 per cent of these residents rate council's aquatic service at the top of the scale). Eighty-one per cent of Morrinsville residents are satisfied or very satisfied whereas 76 per cent of Te Aroha residents are satisfied or very satisfied.

Te Aroha residents who use the aquatic facilities are more likely to be 'not very satisfied' (23%). Furthermore, there has been a substantial decrease in Te Aroha users satisfaction with aquatic facilities compared to last year (96% in 2010 vs. 76% in 2011)

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	188	63	71	54
Not very satisfied	15%	7% -	15%	23% +
Satisfied	60%	60%	59%	62%
Very Satisfied	23%	32% +	22%	14% -
Don't know	2%	1%	3%	1%

## **Reasons for being 'not very satisfied' aquatic facilities / public swimming pools**

31 residents overall are not very satisfied with the aquatic facilities and public swimming pools; their reasons for feeling this way are given below.

- **Matamata facilities**

*Matamata Centennial Pool. It is not very clean, there is not enough to do, e.g., slides. The changing facilities are poor.*

*Lack of lifeguards watching all the time.*

*In Matamata, pools are too old. There has been too much money spent on it yet it's not getting any better. The changing sheds are not clean, need cleaner facilities. Matamata pools in general are not up to standard for public.*

*They don't cater for disabled people as much as they should in Matamata. Hoist used to bring out a member from the swimming pools - was embarrassing as the hoist broke. Lift does not work at the pools as well. Staff not as helpful.*

*Matamata Pools needs an upgrade, needs improvement.*

*In Matamata, it is a very old facility. It needs upgrading. The Matamata indoor pools in town.*

*Matamata Swimming Pools. The lifeguards are not life guarding. The other day, a friend was at the pools and a little boy fell in the pools and the life guard did not seem to notice. Lucky the mother noticed. Also a few months ago my daughter was at the pools, she cut her knee. It was a deep open cut. I took her to the lifeguard, she was not at all worried and said just stick a plaster on it which she supplied. I had to take her to an after-hours doctor and he glued it back together.*

*Matamata Pools; I have not been satisfied in the last 12 months because the pools are not available due to repainting. Was the same story last year and the temperatures are not regular in the pools. Matamata Sports Centre.*

*Because of the lack of heating it isn't very good for younger children in Matamata.*

- **Morrinsville facilities**

*Morrinsville Pools; the opening times are very bad. Kids can never get in on the holidays.*

*Morrinsville Pools; I would like to see the pool heated or indoors, so it can be accessed all year. If it was one of those more people would go.*

*They need to make it user friendly and it's too expensive. Morrinsville Pool is horrendous to go as a family. We could do with some barbeques or something.*

*It is because my children go to Morrinsville Primary School swimming pool. It is better than the public swimming pool as the public one is not suitable for children as it is too deep.*

*The Morrinsville Pools are not really appealing and we don't use them.*

*The Morrinsville Pools are only open for a short amount of time during the year. Because of the councils attitude toward the area e.g. tagging and riff raff the focus on expenditure is low. They could include a gym with the public pool. This would incorporate income and the number of people coming into the area and make it better off.*

*The Morrinsville Swimming Pools are too small and don't have enough activities. You can only swim up and down, up and down.*

*Before there was a full time guy and now he is gone is just not like it used to be. I don't think it is user friendly.*

*It needs to be open all year round. It needs to be covered so my daughter can go swimming. It needs to be open better hours so we can use it more. Mainly because of shelter, could do with a cover of some sorts, like a sail.*

*I have been there (Matamata Pools) on endless occasions and they've been not open - their hours are pathetic.*

- **Te Aroha facilities**

*Te Aroha Swimming Pool is not a community swimming pool, but a tourist swimming pool. It is too expensive for the locals.*

*Expensive and opening hours are not long enough. The pool is also too small to swim in. Te Aroha Leisure Pools.*

*I don't think the management interact with staff in terms of bookings. At Morrinsville Pool the coach had booked the pool for a full day, at lunchtime was asked to leave because staff had to close pool for hour lunch break. Coach had also booked all lanes but was only allowed 3 because one had to be available to public. Wybourn Pool in Te Aroha there was a double booking and we had booked the pool until 6pm. They Ask us to leave at 5.45pm so that staff could close at 6 on the dot.*

*Used to go 3 or 4 times a week however haven't been for a year as spa pools can't be used by singles anymore. Te Aroha Spa Pools.*

*They closed it down twice on a hot Sunday afternoon because of children. Wybourn Pool, Te Aroha.*

*The hours aren't long enough. The adults don't have time in the evenings to enjoy a paddle. If it's light, why can't we use it in the winter?*

*The pools up in town aren't big enough. The whole pool is really little and doesn't fit that many people in it. Wybourn Pools.*

*It costs too much to go to them (Te Aroha Swimming Pools).*

*Te Aroha could have bigger pool facilities.*

*The Te Aroha Pools need to be bigger.*

*Because they won't fix the spa pool in the leisure pool complex at the Te Aroha Pools. I have been chasing it up for the last couple of years.*

*The local pool we use is not suitable for swimming lessons, its expensive and too small. Closing times aren't late enough especially during the weekends.*

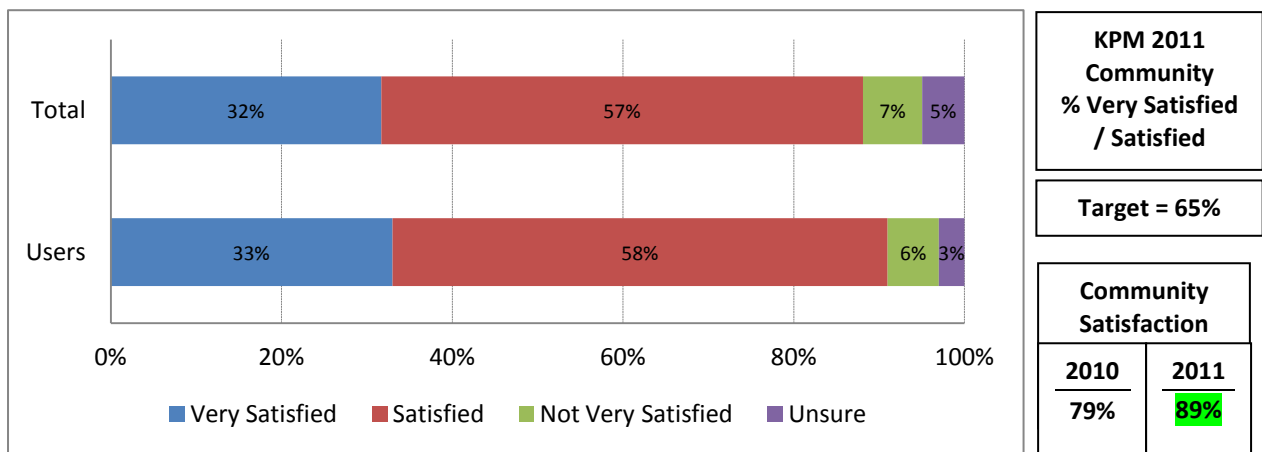
### 3.1.2 Council kerbside refuse, recycling collection services, and transfer stations

Eighty-nine per cent of residents overall are satisfied (57%) or very satisfied (32%) with Council's kerbside refuse, recycling collection services and transfer stations<sup>12</sup>, 7 per cent are not very satisfied, and 5 per cent are unsure. Results signify a substantial increase in satisfaction compared to the previous year (79% in 2010 vs. 89% in 2011).

Ninety-seven per cent of residents now use<sup>13</sup> Council's kerbside refuse, recycling collection services and transfer stations<sup>14</sup> whereas this proportion was 84 per cent in the previous year.

Of these users, 91 per cent are satisfied (58%) or very satisfied (33%), 6 per cent are not very satisfied, and 6 per cent are unsure.

#### Ratings for Council kerbside refuse, recycling collection services, and transfer stations: Overall, Users, 2011



Residents who are living in the District for 6 to 10 years are more likely to be not very satisfied (14%) with Council kerbside refuse, recycling collection services, and transfer stations; while residents residing in the District for more than 10 years (62%) and relatively lower income earners (65%) (households that earn under \$40,000 per annum) are more likely to be satisfied with these services.

<sup>12</sup> Question asked: I am going to read out various Council services. It doesn't matter whether you have used these or not. Please rate each using the scale: not very satisfied, satisfied, or very satisfied....Council kerbside rubbish collection, recycling, and transfer stations. Base: All respondents. 2011, n=411. 2011, users, n=397.

<sup>13</sup> User = Receives Council's kerbside refuse and/or recycling collection services and/or transfer stations

<sup>14</sup> Question asked: Do you use Council's kerbside rubbish collection, Council's kerbside recycling service, [or] the transfer stations? Base: All respondents. 2011, n=411.

**Overall ratings for Council's kerbside refuse, recycling collection services, and transfer stations: By Ward, 2011**

Eighty-eight per cent of Matamata residents are satisfied or very satisfied with Council's kerbside rubbish collection, recycling, and transfer stations ; 83 per cent of Morrinsville residents are satisfied or very satisfied (substantial increase from 68% in 2010). Nearly all (96%) of Te Aroha residents are satisfied or very satisfied with these services (well up on last year's result of 83%).

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	411	139	170	102
Not very satisfied	7%	8%	8%	3%
Satisfied	57%	55%	50%	70%
Very Satisfied	32%	33%	33%	26%
Don't know	3%	1%	6%	2%
Don't use	2%	3%	3%	0%

**Users<sup>15</sup> ratings for Council's kerbside refuse, recycling collection services, and transfer stations: By Ward, 2011**

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	397	131	164	102
Not very satisfied	6%	6%	8%	3%
Satisfied	58%	58%	51%	70%
Very Satisfied	33%	36%	34%	26%
Don't know	3%	0%	6%	2%

<sup>15</sup> User of Council's kerbside rubbish and/or recycling service and/or has used a transfer station.

## **Reasons for being 'not very satisfied' with Council's kerbside refuse, recycling collection services, and transfer stations: Overall**

18 residents overall are not very satisfied with Council's kerbside refuse, recycling collection services, and transfer stations and give the following reasons for feeling this way:

- **Matamata**

*Mainly because we don't require the rubbish bags. Probably because being a rate payer, we don't use them but get charged for them anyway.*

*About three weeks ago, I put recycling out, I put bottles in green bin, and crunched up cardboard boxes etc., in plastic bags so stop overflow. The man left all the bags behind without even opening them. Has never been an issue before, have been doing it for the last four years. If there is a change please let us know. I went and saw the lady at the council about it and she says that's how she does hers. We now use the transfer stations for our recycling.*

*I'm not happy how the council keeps downsizing and reducing the size of the bags provided. It is very poor service overall. The price of the transfer station is quite high.*

*A lot of times rubbish hasn't been picked up.*

*The contractors often leave things behind in the gutter.*

*I would like a non-organic once a year collection.*

- **Morrinsville**

*I would like to have more inorganic rubbish collection days for items such as a refrigerator.*

*We have six members in the family and two bags of rubbish is not enough for all of our rubbish. We have two children and one of the bags is filled up with nappies alone. There is no distinction between large families and a person living alone.*

*I would be very satisfied however not so happy with the rubbish bags being downsized. In Hamilton they can use any rubbish bags yet we are constricted to size and we have to have a specific bag - not just any. It makes it difficult with family as the bags get full too quickly, even though we recycle, put scraps aside for pigs.*

*Sometimes the people picking up the recycled things, leave some things behind in the bin, even though they can be recycled.*

*I take my rubbish out and they want me to pay another 6 dollars.*

*They are looking at making the rubbish bags smaller and they are very expensive if you need to buy more.*

*Some petty problems like a neighbour often puts out a lot of cardboard boxes. Too much for the bin. He squashes them neatly and puts them in a box next to the recycling bin and the rubbish people leave it. Another uses a lot of plastic bottles, put excess in a container next to recycling bin and they were ignored and left. Why are things left, they could make the service better. Morrinsville-*

*Coronation Street, Bank Street, George Street.*

*The kerbside, you come home recycling bin has just been thrown back. And there is often a bit of paper on the ground or something that they haven't bothered to pick up. There does not seem to be a consistent time for collection.*

*They need bigger recycling bins, and they should pick up recycling that isn't in the bins also. e.g.; if I put excess milk bottles in a container and leave it by my bin, they should take them instead of just leaving them behind. It would only take another 2 seconds I'm sure.*

- ***Te Aroha***

*Some Council members went around the town on rubbish day and noticed a lot of bags were only half-filled. Now we have to have smaller bags because people don't have enough waste to fill the bigger bags. We are going to get the first lot of smaller bags for free and any smaller bags needed after that we will be charged at least \$2.00 a bag which can added up to \$10 a week. Locals are not very happy about this. We are being charged because we don't have enough rubbish.*

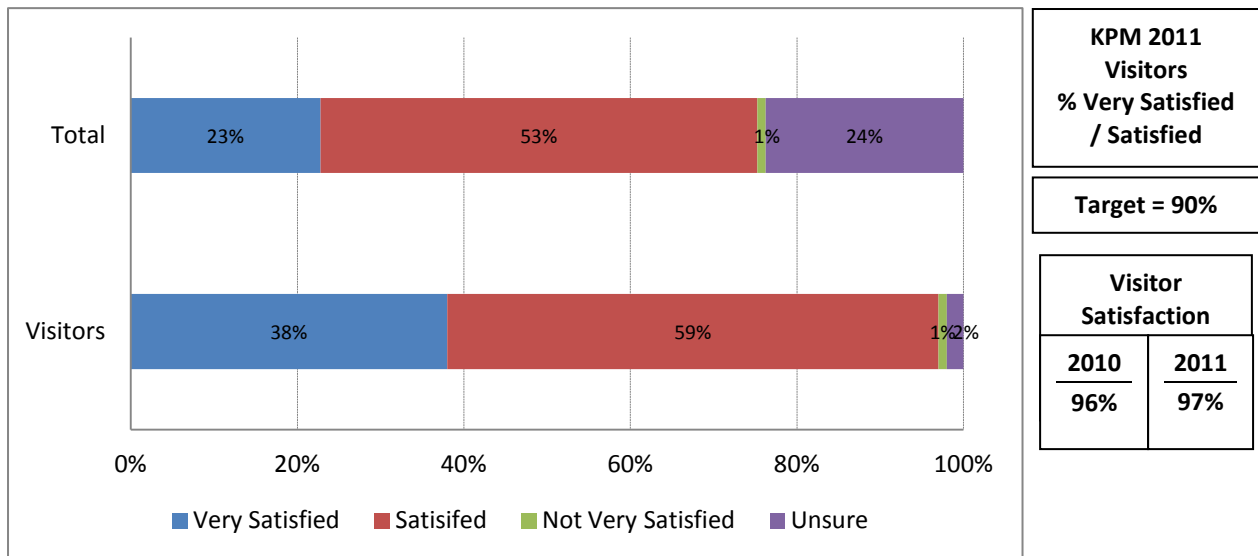
*The rubbish bags are getting too small.*

### 3.1.3 Cemeteries

Seventy-six per cent of residents overall are satisfied (53%) or very satisfied (23%) with cemeteries in the District<sup>16</sup>, 1% are not very satisfied, and twenty-four per cent are unsure.

Forty-three per cent of residents have visited a cemetery in the District in the last 12 months. Of these, 97 per cent are satisfied (59%) or very satisfied (38%), 1 per cent are not very satisfied, and 2 per cent are unsure.

#### Ratings for cemeteries: Overall, visitors, 2011



Residents living in the District for more than 10 years are more likely to be satisfied (56%) or very satisfied (27%) with the District's cemeteries.

<sup>16</sup> Question asked: I am going to read out various Council services. It doesn't matter whether you have used these or not. Please rate each using the scale: not very satisfied, satisfied, or very satisfied....cemeteries. Base: All respondents. 2011, n=411. 2010, visitors, n=178.

### **Overall ratings for cemeteries: By Ward, 2011**

Seventy-five per cent of Matamata residents overall are satisfied or very satisfied with cemeteries in the District; 73 per cent of Morrinsville residents are satisfied or very satisfied; 78 per cent of Te Aroha residents are satisfied or very satisfied. There are no notable differences between the Wards.

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	411	139	170	102
Not very satisfied	1%	0%	1%	1%
Satisfied	53%	51%	55%	51%
Very satisfied	23%	24%	18%	27%
Don't know / unable to say	14%	15%	13%	15%
Don't use	10%	9%	13%	6%

### **Visitors' ratings for cemeteries: By Ward, 2011**

Ninety-six per cent of Matamata residents who have visited a cemetery in the District in last 12 months are satisfied or very satisfied (identical to 2010). An equal proportion of Te Aroha residents (96%) who have visited a cemetery in the District in last 12 months are satisfied or very satisfied, while all Morrinsville residents who have visited a cemetery in the District in the last 12 months are satisfied or very satisfied. It is noteworthy that close to half of the Matamata residents (49%) who have visited a cemetery in past 12 months rate the facility at the top of the scale.

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	178	64	65	49
Not very satisfied	1%	0%	0%	2%
Satisfied	59%	47%	74%	54%
Very Satisfied	38%	49%	26%	42%
Don't know	2%	4%	0%	2%

### **Reasons for being 'not very satisfied' with cemeteries: Overall**

3 residents<sup>17</sup> are not very satisfied with cemeteries in the District; they gave the following reasons for feeling this way:

*Morrinsville Cemetery, vandalism on some of the older headstones - needs to be up-kept.*

*It needs more maintenance - Morrinsville cemeteries.*

*They could be a lot tidier and a lot better kept. Te Aroha Cemetery.*

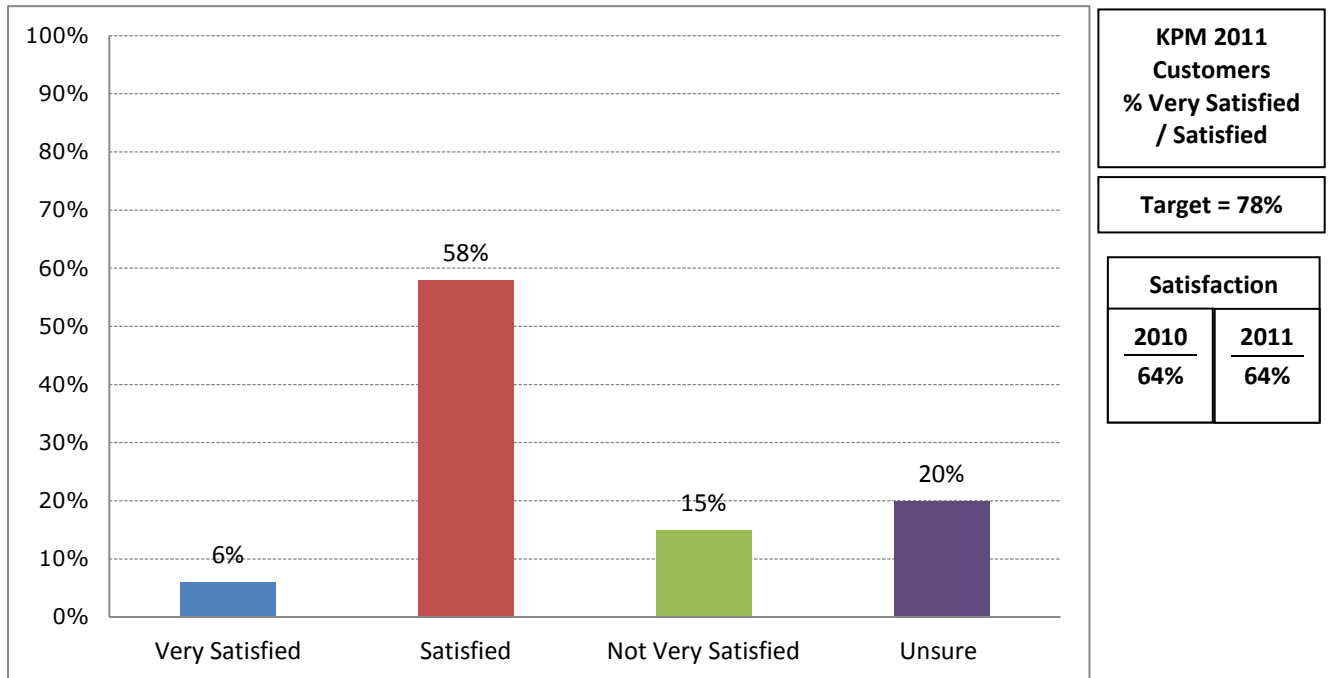
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<sup>17</sup> Not shown by Ward due to small base size.

### 3.1.4 Council's management of flooding within urban areas

Sixty-four per cent of residents overall are satisfied (58%) or very satisfied (6%) with Council's management of flooding within urban areas (identical to the 2010)<sup>18</sup>, 15 per cent are not very satisfied, and twenty per cent are unsure.

**Ratings for Council's management of flooding within urban areas: Overall, 2011**



There are no notable differences for socio-economic groupings, in terms of those who are not very satisfied.

<sup>18</sup> Question asked: I am going to read out various Council services. It doesn't matter whether you have used these or not. Please rate each using the scale: not very satisfied, satisfied, or very satisfied....Council's management of flooding within urban areas. Base: All respondents. 2011, n=411.

### Council's management of flooding within urban areas: By Ward, 2010

Sixty-three per cent of Matamata residents are satisfied or very satisfied with Council's flooding management (consistent with 2010). Sixty-seven per cent of Morrinsville residents are satisfied or very satisfied; and, 65 per cent of Te Aroha residents are satisfied or very satisfied. Similar to last year, Matamata residents appear less content with Council's flooding mitigation and are more likely to say that they are not very satisfied (20%).

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	411	139	170	102
Not very satisfied	15%	20% ++	11% --	16%
Satisfied	58%	57%	60%	58%
Very satisfied	6%	6%	7%	7%
Don't know	20%	17%	23%	20%

## **Reasons for being 'not very satisfied' with Council's management of flooding within urban areas**

59 residents<sup>19</sup> are not very satisfied with Council's management of flooding within urban areas; they gave the following reasons for feeling this way<sup>20</sup>:

- ***Bad surface flooding***

*Tom Grant Drive has been flooding for over four years. Broadway floods a lot.*

*Just generally in Te Aroha there is surface flooding. It effects car parks and shopping areas.*

*Matamata. Most streets in and around the CBD get flooded in some way.*

*Down by the industrial area of Matamata, it still floods very badly.*

*In Matamata - Grosvenor Drive and Ascot Place at the intersection. The water all meets in the lower spot and floods.*

*Every time it rains we get flooded, all our section gets under water and we are water logged. Station Road in Matamata.*

*Matamata - Manuka Street. Our water table is not running the right way. The flooding is coming from the new village here and it floods half way across our road in heavy rain. Top end of street opposite Sharp Place. Also pieces down Broadway Street have flooding in heavy rain.*

*We have flooding when it rains in Aroha Street, Matamata.*

*Because flooding has been a problem for years in Matamata especially in the middle of town.*

*Morrinsville. Thames Street quite often floods over the fields from the Piako Stream.*

- ***Blocked drains / gutters / street maintenance needed***

*Gutters are always blocked and the grates are blocked. They collect dirt and leave it on the road. Young Street, Morrinsville.*

*The leaves are not swept and the floods are caused by blocked drains because of the leaves. All streets in general.*

*All of Te Aroha street gutters' need attention. Rubbish and leaves get into the gutters constantly. I think the council needs to clear the gutters daily so that Te Aroha keeps a clean image and also so it doesn't clog drains and pipes.*

*Kenrick Street and Islington Street are always overflowing and have blocked up gutters. The problem has never been fixed.*

*In Matamata Dawson St, water is coming out of the council drain and flooding the property.*

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<sup>19</sup> Not shown by Ward due to small base size.

<sup>20</sup> Multiple responses allowed

*Morrinsville - in David Street we have a lot of flooding especially in the winter, drains get blocked because of leaves and things. It takes a lot of time for flooding to go away.*

*The leaves block the gutters so when it rains they get washed down into the grates and block them. The water then ends up sitting all over the street. In Morrinsville - on Moana Place, and the Coronation Road - Studholme Street intersection.*

*We are on Tainui Street in Matamata, every time it rains it floods especially by the Vege Bin firm, as it may be quite low there. We live next to Centennial Drive and I am not sure if all the leaves from the trees are blocking the drains or what but when it rains heavily it floods up in the kerbs.*

*Stanley Ave (Te Aroha) - The leaves fill the gutters and they never clear it so when it rains we get a bit of surface flooding on our driveway.*

*Morrinsville. The rubbish and leaves clog up the gutters and creates flooding and I am tired of cleaning them out. Particularly Studholme Street.*

- ***New World / The Warehouse Matamata***

*New World Car Park floods every time it rains, Matamata. Car park shared with The Warehouse etc.*

*Matamata; The Warehouse and New World car parks both flood very badly when it rains.*

*In Matamata the car parks get filled with water when it rains heavily. Especially the New World car park.*

*The council is happy for the parking area at Matamata Baptist to be used as an overflow from the street. I am not happy about this. We have spent about \$35,000 to fix up this problem. The Matamata Piako Council does not have enough drainage in the area for the heavy rainfall. The New World and The Warehouse car park is another issue with probably 30-50 % of the car park covered in water and is quite deep.*

*By New World Matamata, not sure if it is public land. The Warehouse and New World car parks have a flooding issue. Broadway, main street by the corner of Arawa has flooded in the past, hopefully it is fixed by now. Puriri Place- it used to flood their terribly, but it may be fixed now.*

*In Matamata, when it rains heavily it starts to flood, New World carpark whole car park gets flooded. Waharoa Road East.*

*Karaka Street. The corner by the primary school - Meura Street . New World and The Warehouse. Waharoa East Road. All in Matamata.*

*I live on Station Road and it is always flooded on the corner of Firth and Station Road. Every time it rains heavy New World / The Warehouse floods in their car park. All in Matamata.*

*Flooding is an issue in regard to the New World on Waharoa Street car park.*

*Down at the supermarket - New World it is always flooded in winter in Matamata.*

*Matamata New World - their car park. When it rains heavily you can swim in it.*

- ***Inadequate drainage***

*I live in Rata St in Te Aroha that intersects with Burgess St and that comes up from the main st. - Whitaker St of Te Aroha, and noticed that there needs to be drainage in that street. The hill on Lawrence Ave needs drainage as well.*

*Corner of Gordon Ave and Churchill Ave in Te Aroha, mayor said something would be done but hasn't been. Drains aren't large enough to hold water.*

*In Matamata, a big spot on the corner of Broadway and Meura St gets filled with water when its heavily raining.*

*In Matamata, when it rains heavily some streets flood, e.g., Ratcliffe Street.*

*The council is happy for the parking area at Matamata Baptist to be used as an overflow from the street. I am not happy about this. We have spent about \$35,000 to fix up this problem. The Matamata Piako Council does not have enough drainage in the area for the heavy rainfall. The New World and The Warehouse car park is another issue with probably 30-50% of the car park covered in water and is quite deep.*

*In Matamata some roads need better management for flooding, especially in corners, e.g., Fitzgerald Avenue.*

*In Matamata, Arawa St when it rains heavily the drains always flood and water runs across the pavements.*

*The storm water drains need to be bigger, Te Aroha.*

*Morrinsville. North Street. The particular area there that is low lying, when we get a lot of rain it sits in the back property.*

- ***Lack of action from Council***

*Matamata, the leaves are not getting cleaned up enough (all streets in general).*

*Generally, leaves are not picked up enough and block up all the drains.*

*Gordon Avenue in Te Aroha, an open drain ran through the property, council went through and altered the drain by half a metre, which caused the bank to collapse and subside and took the backyard fence with it. Approached the council in October and only got back verbal reassurance. Made sure council acknowledged visits and never really got a reply back.*

*They don't clean up the leaves etc. before heavy rain is forecast and that causes surface flooding. Thomas park on Moorhouse Street in Morrinsville has lots of leaves and rubbish which makes it very dangerous.*

*A lot of the time when there is predicted rain the roads are not swept clean of leaves so floods occur (All places in general in Matamata).*

*Morrinsville needs more street cleaning. A good example is there are trees planted by the side of the road and leaves come off the trees which block the gutters up by Cambel Park. Other places also need to be cleaned out. Sanders Ave trees; a lot of leaves fall off just before winter and they don't get cleaned up. Normally see a road sweeper after winter which is strange.*

*Corner of Gordon Ave and Churchill Ave in Te Aroha, mayor said something would be done but hasn't been. Drains aren't large enough to hold water.*

*All of Te Aroha street gutters' need attention. Rubbish and leaves get into the gutters constantly. I think the council needs to clear the gutters daily so that Te Aroha keeps a clean image and also so it doesn't clog drains and pipes.*

*Kenrick Street and Islington Street are always over flowing and have blocked up gutters. The problem has never been fixed.*

*I think it's mainly the streets that struggle with the water coming down from the mountain and they aren't kept clean enough. Especially in the winter with all the leaves falling down. Lawrence Avenue, Kenrick Street, Burgess Street - Te Aroha.*

*I had a problem and had to spend a lot of money and if the council had done their job properly it would have saved me a lot of money (Morrinsville).*

*Morrinsville - in David Street we have a lot of flooding especially in the winter; drains get blocked because of leaves and things. It takes a lot of time for flooding to go away.*

*Te Aroha, leaves need to be cleaned out of drain on Carlyle Street.*

*Churchill Ave, Te Aroha the flooding / blockages are not being cleared or fixed.*

*There is no long term plans for the containment of flood water apart from building bigger pipes in Matamata, which concerns a lot of Matamata because it is all flat. They should develop containment areas instead of bigger pipes.*

*Boston Road in Te Aroha - at the bottom of our property there is a drain that never gets cleaned so come winter time it floods a lot and I find that un-acceptable.*

*Te Aroha - Corner of Stanley Ave and Pooles Road, the road is filled with leaves and rubbish and it doesn't get cleaned out very often.*

*My parent's house got flooded out when they moved into town and Council would not accept responsibility and it was their problem as it was a new subdivision. Nikau Place in Matamata. The Council did end up doing some work, the house was built lower than ground level. The Council had been bringing around sandbags to their house and not accepting responsibility.*

*Morrinsville. We have a major storm water drain running through our property. Council told us that they would clean it out annually but have cleaned it out only twice in the thirteen years I have been here. Snell Street.*

*Morrinsville. I think that the council could be cleaning up the streets in general around the suburbs more. They used to be a lot better then what they are now.*

- **Other**

*Matamata - Burwood Road. Hell of a mess.*

*Around Rewi Street in Te Aroha.*

*It's more on a personal level but our drive way is starting to collapse at the road edge and its right on a drain. When it rains that floods and our garage gets flooded. My house is on Young Street, Morrinsville.*

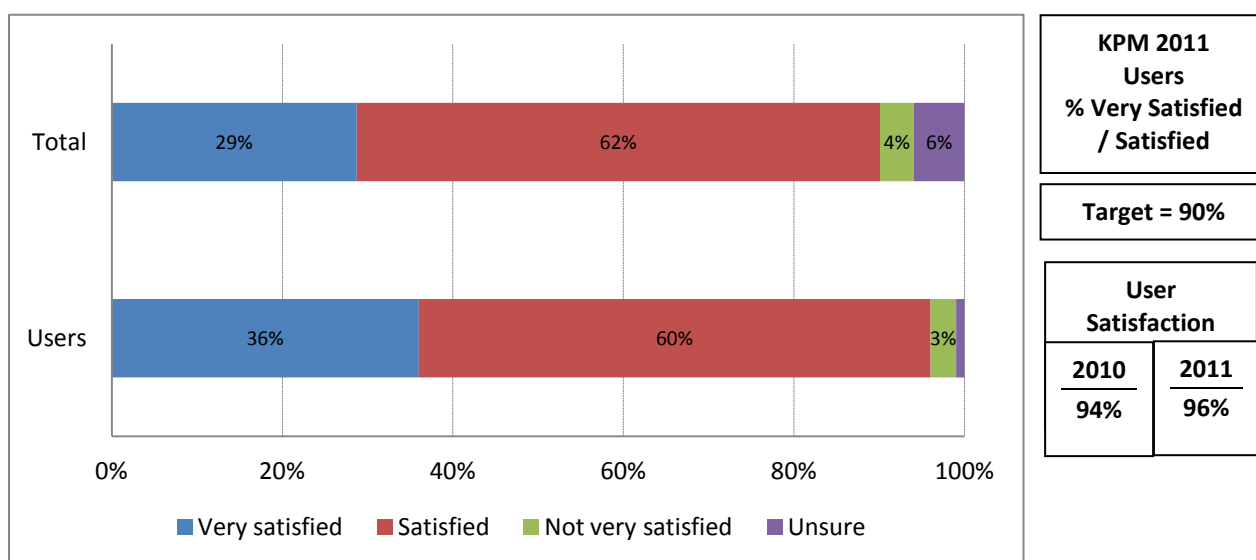
*North Street, Morrinsville. Been flooded twice in last 6 years. First time only around the garage flooded. Second time almost flooded into the garage. Flooded back section. Second time I rang Council. Council come and did something but they have not contacted us to say what.*

### 3.1.5 Parks and reserves

Ninety one per cent of residents overall are satisfied (62%) or very satisfied (29%) with parks and reserves (excluding sports fields)<sup>21</sup>, 4% are not very satisfied, and 6% are unsure. Overall, there has been a 5 per cent increase in overall satisfaction compared to last year.

Results indicate eleven per cent year-on-year increase in usage of parks and reserves as 75 per cent of households have used or visited a park or reserve in the District in last 12 months. Of these park/reserve users, ninety-six per cent are satisfied (60%) or very satisfied (36%), 3% are not very satisfied, and 1% are unsure.

#### Ratings for parks and reserves: Overall, Users, 2011



There are no notable differences for the socio-economic groupings in terms of those not very satisfied with parks and reserves<sup>22</sup>.

<sup>21</sup> Question asked: I am going to read out various Council services. It doesn't matter whether you have used these or not. Please rate each using the scale: not very satisfied, satisfied, or very satisfied....parks and reserves, excluding sports fields. Base: All respondents. 2011, n=411. 2011, users, n=307.

<sup>22</sup> Analysis at the total level only

### **Overall ratings for parks and reserves: By Ward, 2011**

Eighty-eight per cent of Matamata residents overall are satisfied or very satisfied with the parks and reserves; ninety-one per cent of Morrinsville residents overall are satisfied or very satisfied. Ninety-five per cent of Te Aroha residents overall are satisfied or very satisfied and amongst these, thirty-six per cent of the residents rate parks and reserves as highest on the satisfaction scale.

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	411	139	170	102
Not very satisfied	4%	5%	4%	2%
Satisfied	62%	60%	65%	59%
Very satisfied	29%	28%	26%	36% +
Don't know / unable to say	6%	7%	6%	3%

### **Users' ratings for parks and reserves: By Ward, 2011**

Nearly all users of District parks and reserves are satisfied or very satisfied with them (consistent with 2010). Specifically, 96 per cent of Matamata and Te Aroha residents who have used or visited a park or reserve in the District in the last 12 months are satisfied or very satisfied and ninety-five per cent of Morrinsville residents share the same opinion. There are no notable differences for the Wards.

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	307	97	124	86
Not very satisfied	3%	2%	4%	2%
Satisfied	60%	61%	61%	57%
Very Satisfied	36%	35%	34%	39%
Don't know	1%	2%	1%	1%

## Reasons for being 'not very satisfied' with parks and reserves<sup>23</sup>: By Ward, Overall

15 residents are not very satisfied with the parks and reserves; they gave the following reasons for feeling this way:

- **Matamata**

*The main one in Matamata. There needs to be another park or reserve, the one we have gets too crowded. There needs to be another park as if you want to go for a walk around a park sometimes it's a long distance away.*

*A lot of rubbish left behind makes it not as inviting. Matamata, Centennial Park.*

*Lots of rubbish - Founders Park and Centennial Drive*

*In Matamata, the maintenance and lawn mowing is not up to standards. Generally speaking.*

*I don't think Swap Park is looked after. It looks quite poorly. Especially through the summer time it should be mowed etc., if it was looked after I think people would make use of it a lot more.*

*There is a lot of areas in the town that are classified as parks and others that are not, they need a clear system. An area on Kaimai Drive that is classified as a park and is a corner of a subdivision and it gets mowed but there is another one down the road that does not get mowed.*

- **Morrinsville**

*Recreation ground at end of Anzac Avenue, Morrinsville. One tree is overhanging the roof of my house that needs to be pulled down!*

*Wisley Park - I think they could mow it more often and perhaps look after it a bit more in Morrinsville.*

*Wisley Park - There isn't sufficient shade, water or toilets. It is basically a patch of grass with un-kept cricket patches. The park is used but there are next to no facilities.*

*Maintenance of the parks in Morrinsville is very poor. They are under staffed, they get lawn mowers from out of town, they need more people working on them.*

*Howick Park because it's where the drunks and needles hang out and do drugs.*

*Thomas Park - Morrinsville. It does not look very open any more like it used to. You do not see many people there. Playgrounds a bit dated - could do with an upgrade.*

- **Te Aroha**

*The Domain Park needs more picnic tables (or bench seats). Other than that kept very tidy. Flower beds are beautiful.*

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<sup>23</sup> Names of parks and reserves recorded verbatim; as such, categorisation of the facility as a park or sports field is as according to the respondent and will not necessarily match Council's specification.

*The Te Aroha Domain - because it's a very popular area and there is never enough parking. They should be aware that there is a cafe area and a pool there and only ten parking spaces.*

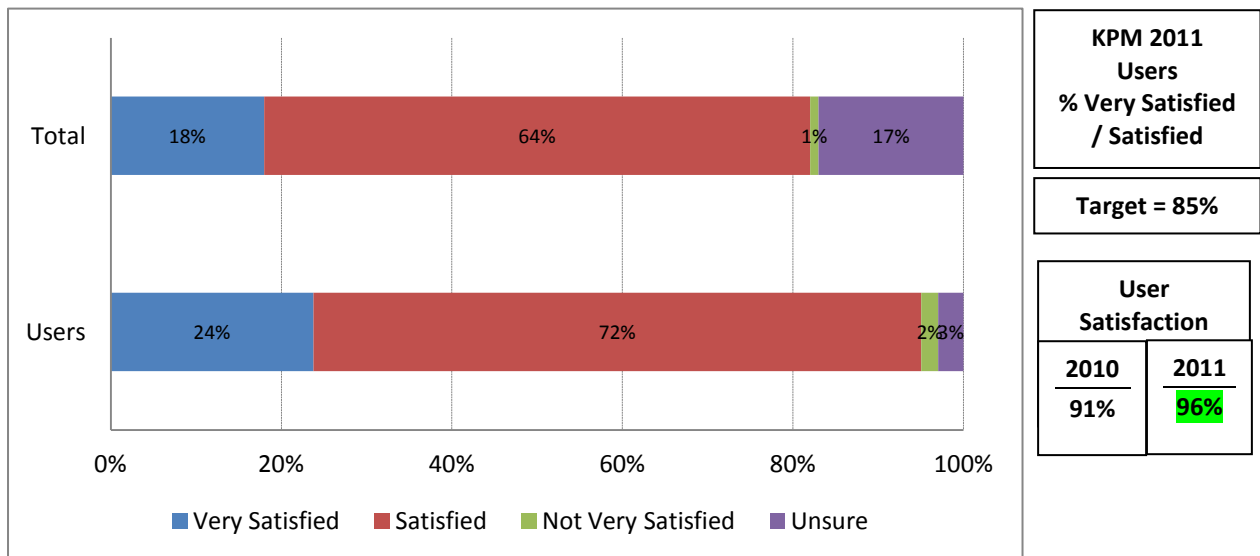
*Tui Walk needs more sign posting, it's mixed with the mountain bike track and the walking track, the Domain needs more attention - too many weeds. Te Aroha.*

### 3.1.6 Sports fields

Eighty-two per cent of residents overall are satisfied (64%) or very satisfied (18%) with sports fields (excluding parks and reserves)<sup>24</sup>, 1% are not very satisfied, and seventeen per cent are unsure.

Fifty-eight per cent of households have used or visited a sports field in the District in the last 12 months (indicating a 5% year-on-year increase). Of these, 96 per cent are satisfied (72%) or very satisfied (24%), 2 per cent are not very satisfied, and 3 per cent are unsure.

#### Ratings for sports fields: Overall, Users, 2011



Higher income earners (those households that earn over \$60,000 per annum) are more likely to have a positive perception of the sports fields (92%).

<sup>24</sup> Question asked: I am going to read out various Council services. It doesn't matter whether you have used these or not. Please rate each using the scale: not very satisfied, satisfied, or very satisfied....sports fields, excluding parks and reserves. Base: All respondents. 2011, n=411. 2011, users, n=239.

### **Overall ratings for sports fields<sup>25</sup>: By Ward, 2011**

Eighty per cent of Matamata residents overall are satisfied or very satisfied with sports fields in the District; 85 per cent of Morrinsville residents overall are satisfied or very satisfied; 75 per cent of Te Aroha residents overall are satisfied or very satisfied. Furthermore, results indicate that all residents who are not very satisfied with sports fields belong to the Te Aroha Ward.

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	411	139	170	102
Not very satisfied	1%	0%	0%	4% +++
Satisfied	64%	58% -	70% ++	60%
Very Satisfied	18%	22%	15%	18%
Don't know	17%	20%	14%	18%

### **Users' ratings for sports fields (excluding parks and reserves): By Ward, 2011**

Encouragingly, all Morrinsville residents who have used or visited a sports field in the District are satisfied or very satisfied. Also, 98 per cent of Matamata residents who have used or visited a sports field in the District in the last 12 months are satisfied or very satisfied. However, only 88 per cent of Te Aroha residents who have used or visited a sports field are satisfied or very satisfied with the sports fields and Te Aroha is the only ward where residents who have used or visited a sports field (6%) have said that they are not very satisfied.

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	239	73	102	64
Not very satisfied	2%	0%	0%	6% +++
Satisfied	72%	70%	79% +	65%
Very Satisfied	24%	28%	21%	23%
Don't know	3%	2%	0%	6% ++

<sup>25</sup> Names of sports fields recorded verbatim; as such, categorisation of the facility sports field or park is as according to the respondent and will not necessarily match Council's specification.

### Reasons for being 'not very satisfied' with sports fields: By wards

4 residents from Te Aroha are not very satisfied with sports fields; they gave the following reasons for feeling this way:

- **Te Aroha**

*A real need for an indoor stadium in Te Aroha - just disappointed with the lack of indoor stadiums.*

*A rugby ground at Boyd Park in Te Aroha is not up to standard.*

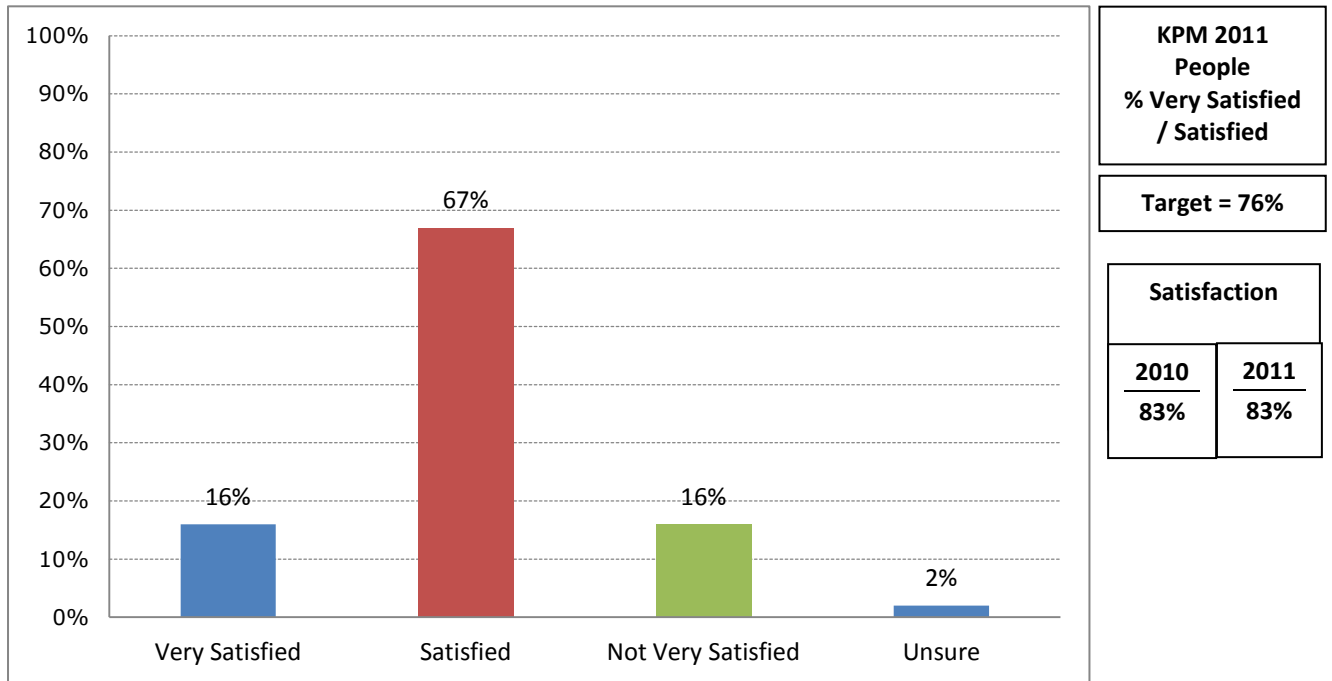
*Herries Park used to be cut well but is no longer done. Athletic Club have to do it themselves now. Council mower won't go short enough?*

*About 8 to 10 years ago, the grass on sport fields were amazing but now it is quite bad especially on the rugby field, mainly Boyd Park, grass grounds have deteriorated in Te Aroha.*

### 3.1.7 Parking in the District

Overall, 83 per cent of residents are satisfied (67%) or very satisfied (16%) with parking in the District<sup>26</sup> (consistent with 2010), 16% are not very satisfied, 2% are unsure.

#### Ratings for parking in the District: Overall, 2011



Residents who have lived in the District for six to ten years are more likely to be 'very satisfied' with parking in the District (33% compared to 16% for all).

<sup>26</sup> Question asked: I am going to read out various Council services. It doesn't matter whether you have used these or not. Please rate each using the scale: not very satisfied, satisfied, or very satisfied....parking in the District. Base: All respondents. 2011, n=411.

### Ratings for parking in the District: By Ward, 2011

With seventy-nine per cent of Matamata residents being satisfied overall, satisfaction levels for Matamata residents remain consistent year-on-year for this ward; 83 per cent of Morrinsville residents are satisfied or very satisfied; 89 per cent of Te Aroha residents are satisfied or very satisfied.

Matamata residents are more likely to say that they are not very satisfied with the parking in the District (20%). Reasons for dissatisfaction (recorded verbatim from residents) indicate that the main reason for dissatisfaction appears to be that shop owners / workers appear to be taking parks that should be available to residents.

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	411	139	170	102
Not very satisfied	16%	20% +	15%	10% -
Satisfied	67%	63%	67%	74%
Very satisfied	16%	16%	16%	15%
Don't know / unable to say	2%	0%	2%	2%

## Reasons for being 'not very satisfied' with parking in the District

62 residents are not very satisfied with parking in the District; they gave the following reasons for feeling this way<sup>27</sup>:

- **Poor design / angle parking problematic / too narrow**

*The main streets in Morrinsville are horrible, there is not enough parking and it's all taken by workers which is ok but they should have more. Thames Street parallel parking is horrible, not enough room. Angle parking is better*

*In Matamata round the medical centre, you get a van or parked there and you can't see what is coming around the corner. Lower Rawhiti Avenue and turning from Aroha Street you can't see around the corner.*

*Matamata. Bus situation outside the Intermediate. Too many buses lined up. Needs a better system.*

*Because if you want to park down town it is quite difficult and especially when you get the 4 wheel drives next to you it's quite difficult to reverse out as you can't see if there are any cars coming or not. Main street in Morrinsville.*

*The angled parking in the main street (Penn street) in Morrinsville is very dangerous as they have to back all the way out into the road before they can see who is coming and causes the traffic to back up. Absolute disaster.*

*Matamata. There is not enough disabled parking available. The main street is far too narrow. With through traffic you cannot back out, that is traffic will not let you back out. A few years ago they took 1 metre off the centre and that should have been 2 metres taken off so one can back out from the curb safely.*

*Morrinsville, Thames Street parking system stops traffic waiting for people to park.*

*The main street doesn't have a lot of parking and you have to park diagonally and back into the main road when getting out of park and a lot of big trucks come down the main road and it becomes very dangerous of the main road in Te Aroha.*

- **Not enough parking spaces available in general / in peak times**

*Arawa St and Broadway. Difficult to get a park at different times.*

*The main streets in Morrinsville are horrible, there is not enough parking and it's all taken by workers which is ok but they should have more. Thames Street parallel parking is horrible, not enough room. Angle parking is better*

*Whitaker St in Te Aroha always seems to be full. No parking available.*

*In Matamata it doesn't matter what time you go into town there is not any parking spaces.*

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<sup>27</sup> Multiple responses allowed

*Parks are always full. Broadway in particular. Te Aroha.*

*Hell of a job getting a park anywhere in town in Matamata.*

*Matamata. Arawa Street, people park there for long amounts of time. Stop other people from getting parks.*

*Can never get a park in town (Matamata).*

*In Te Aroha, Whitker St not enough parking spaces available.*

*Because the main street in town, you can't get a park during the day so it's a bit of a mission to do anything down town so you tend not to go to town so much.*

*Lack of parking in the town. Matamata town. Whole of Matamata.*

*Main street anywhere in town not enough parking available; Morrinsville*

*In Te Aroha, there needs to be more parking on Whitaker street and the main shopping areas.*

*Never enough parks and I think that retailers are parking their vehicles in the main parking area sometimes. I think Real Estate Agents take up the too much parking. In Morrinsville.*

*Just in general not enough in the main street Morrinsville.*

*In Matamata, main streets - Broadway area needs more parking.*

*It's mainly in the council facilities such as in the Te Aroha Domain and the Te Aroha Pools the parking is really pathetic and there aren't enough parks.*

*Matamata. Main street. Very hard to get a park.*

*All around the central District there doesn't seem to be enough parking. It is very clustered (Matamata).*

*The main street, Broadway Road, not satisfied because there is rarely any parking available.*

*Mainly the town central seems to be full very often these days. No parking spaces available. This is in Morrinsville.*

*Lack of parking in the District, In Matamata, Tainui St.*

*In Matamata, Arawa St parking getting crowded.*

*It is very hard to find a park reasonably close to the centre of the town, retailers park there was well, Arawa street especially and also Broadway Road at times in Matamata.*

*Matamata. I think there is a need for another suitable site for parking.*

*Thames Street in Morrinsville gets very clogged no matter what time the day is.*

*I don't think there is not enough parking in Matamata in general.*

*In Morrinsville. Because my work place was in the middle of town and at times we had to park way down by Place Makers even to get near my work. Countdown car park is used by people working in town all day*

*It is mainly to do with trying to find parking in the CBD in Matamata.*

*Te Aroha township, I don't think that there are enough parking facilities there.*

*There is not enough parking and there are people who hog the parking in the CBD in Matamata especially on the weekends.*

*It is difficult to find parking at times mainly in the shopping areas and CBD in Matamata.*

*There is very little parking at times and it is erratic. When you try and get into the shops you need to drive around to find a spot. Parking within the township of Morrinsville. Supermarket is fine but if you need to visit a particular shop it's not easy to get a park.*

*I prefer Te Aroha for parking because they have wide streets. The Morrinsville Countdown parking lot is cramped as well as The Warehouse.*

*Morrinsville. Around the main street you just can't get a park. The parking in the town is very limited.*

*Morrinsville. The parking by shops etc. is very hard to get a park. Need more public car parks.*

*There is never enough parking in town in Morrinsville.*

*The main street doesn't have a lot of parking and you have to park diagonally and back into the main road when getting out of park and a lot of big trucks come down the main road and it becomes very dangerous of the main road in Te Aroha.*

*Matamata-never find a park especially at lunchtime in the two main streets of town.*

- ***Issue with parking for disabled / invalid***

*More disabled parking is needed in Matamata. Also many people park in disabled parks who shouldn't be - this needs to be monitored more closely.*

*Parking in Matamata needs more disabled parks. Most times people with no disabled permit are parked - not policed well. Broadway St, main st. in Matamata.*

*I have a disability car card. I think we need 1 park outside the post office. Only one of that side of Arawa Street at the moment. Only one in Broadway outside Video shop and one other outside Paper Plus. Only 4 in shopping area which is not enough. This is in Matamata.*

*Matamata. There is not enough disabled parking available. The main street is far too narrow. With through traffic you cannot back out, that is traffic will not let you back out. A few years ago they took 1 metre off the centre and that should have been 2 metres taken off so one can back out from the curb safely.*

*There should be more disabled parking in Matamata township.*

- **Shop owners park in the main street**

*Matamata. I used to have a shop in town, the problem is too many business people park in town so there are none left for us.*

*Matamata. People who park outside their business for the whole day, takes up parking for those who want to visit the businesses. It's not the right thing to do.*

*Main streets are taken up with a lot of real estate cars, and workers in the town. Don't have enough disabled car parks. In Matamata town in general.*

*Overall businesses parking in the main street and then there's no parking for the general person because they use all the parking in the main street. Probably not the Council's fault probably just the plan of the town.*

*Never enough parks and i think that retailers are parking their vehicles in the main parking area sometimes. I think Real Estate Agents take up the too much parking. In Morrinsville.*

*Whitaker Street, Te Aroha. Businesses are there all day, use up parking that others could use.*

*Main Street, Arawa Street, it is very hard to get parking there and we have to park a long way away, or drive around many times, this is due to shop owners parking in the customer's parking space. Matamata.*

*Should be some time limits in the central areas and CBD, because the owners and workers are parking in the customer parking in Matamata.*

*It is very hard to find a park reasonably close to the centre of the town, retailers park there was well, Arawa Street especially and also Broadway Road at times in Matamata.*

*In the main street in Matamata all the business people etc. park and do not leave parking for the public.*

*Everyone that works in Morrinsville parks in any park available so when shoppers want to get a park close in town it can be very hard to.*

*Morrinsville. On the main street parking is quite limited, I feel that there are a lot of business people who park there all day. Thames Street.*

*Morrinsville. Just parking in the main street is not adequate. I think a lot of the workers take the parks. Maybe there should be a limit on parking in town.*

*Morrinsville. Thames Street. People working are taking up too many parks.*

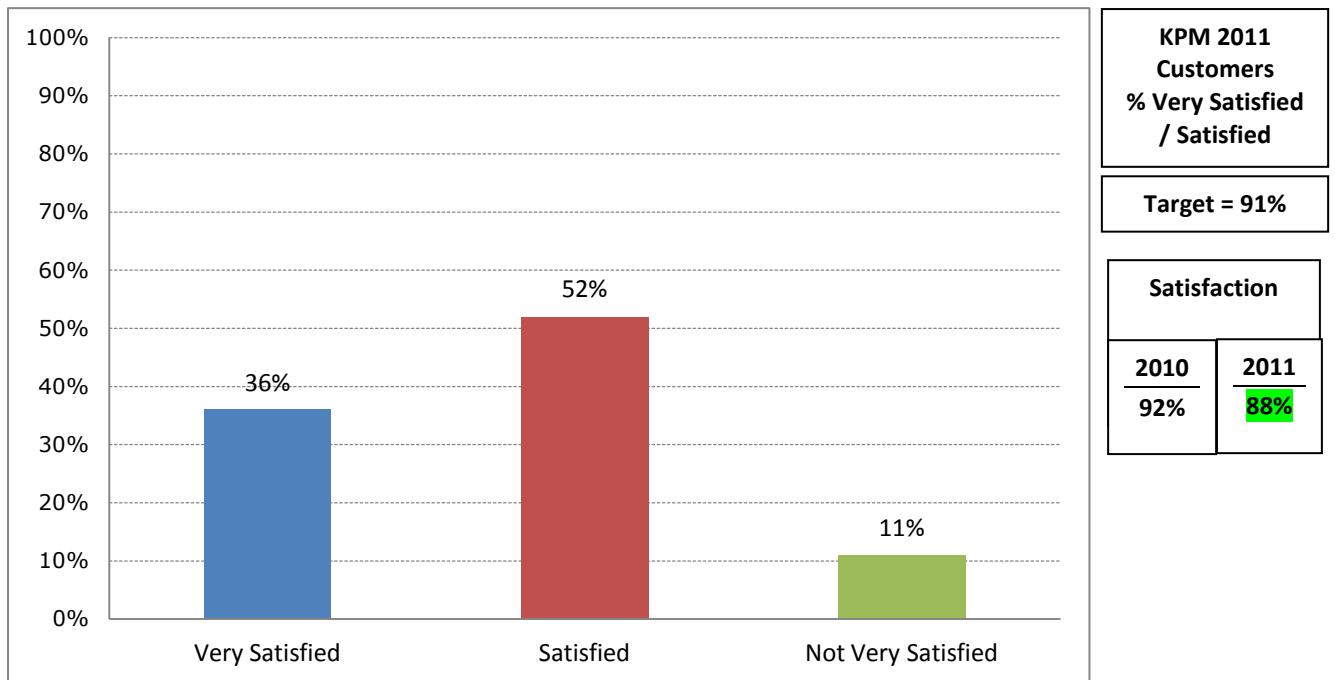
- **Poor quality repairs**

*The car park area gets very flooded at Matamata New World. There is drainage work happening there at the moment.*

### 3.1.8 Water pressure in urban areas

Eighty-eight per cent of residents who are connected to town supply water are satisfied (52%) or very satisfied (36%) with the water pressure<sup>28</sup> (slight decrease compared to 2010), and 11 per cent are not very satisfied. This indicates 4 per cent of year-on-year decrease in community satisfaction.

#### Ratings for water pressure in urban areas: Overall, 2011



Residents who have lived in the District for 5 years or less (21%) and males (15%) are more likely to say that they are not very satisfied<sup>29</sup>.

<sup>28</sup> Question asked: How satisfied are you with the water pressure? Are you... Base: Respondents that are connected to town supply water. 2011, n=403.

<sup>29</sup> Analysed at the user level

### Ratings for water pressure in urban areas: By Ward, 2011

Overall, a high proportion of residents in each Ward (who are connected to the town water supply) are satisfied with the water pressure. Specifically, 85 per cent of those in Matamata who are connected are satisfied; 88 per cent of those in Morrinsville who are connected are satisfied; and, 96 per cent of those in Te Aroha who are connected are satisfied.

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	403	135	166	101
Not very satisfied	11%	15% +	12%	4% ---
Satisfied	52%	51%	54%	52%
Very satisfied	36%	34%	34%	44% +

**Reasons for being 'not very satisfied' with the water pressure in urban areas:**

36 residents are not very satisfied with the water pressure in urban areas; they gave the following reasons for feeling this way:

- **Matamata**

*My water pressure is terrible.*

*It's too weak. Gets even weaker at times.*

*Hot tap was dribbling out, just had it fixed by plumber.*

*The pressure has dropped considerably in the last five years since we moved here.*

*Water pressure isn't as good as it used to be. It has recently been changed.*

*Very poor pressure. On Smith Street.*

*Have a water purifier in the kitchen, every now and again when there's flooding an awful lot of stuff comes through the purifier and it slows pressure down. In the rest of the house, water smells of chlorine.*

*Sometimes it takes hours to fill our washing machine; pressure is too low to cope with.*

*Sometimes it is different - our water pressure varies.*

*I think my water pressure could be better, compared to other people's water pressure. Mine could be a lot better.*

*I am on the old system - very low pressure.*

*The pressure could be a bit stronger.*

*It is quite low and drops off occasionally. It's sometimes cloudy and airy.*

*When our suite was constructed we were the end of the line and have old pipes so our water pressure is not very good.*

*Watering the garden the pressure is too low. I think it is too small a pipes into our property. Only 1/2 inch lines I think. In the drought it is terrible you can hardly use a hose.*

*We hardly have any water pressure.*

- **Morrinsville**

*Don't have 100% good pressure. Goodwin Avenue, Morrinsville.*

*Too much lime in it.*

*My hot water pressure is very weak.*

*It's really weak at our house. Moorhouse Street.*

*Water pressure could be higher, not very strong. Coronation Road.*

*Water quality is rubbish. Always getting sick and tummy bugs from drinking the water. I put a water filter system on the house and the water pressure drops right off. This needs changing.*

*The water pressure is pathetic however this might be our problem not the councils problem. I know we have a small line coming in so maybe that is the reason why.*

*It doesn't seem as powerful as it used to be.*

*The water pressure is very low compared to other towns that we have lived in.*

*I don't have very good water pressure but not sure what the reasons for that are.*

*Sometimes the pressure isn't very strong.*

*Morrinsville. In the summer it hardly goes, and we get water restrictions in the summer also.*

*The pressure is very poor.*

- **Te Aroha**

*Not very satisfied with my shower pressure. It now dribbles and it's got worse with more housing happening in the area.*

*All the water lines in Te Aroha are only half inch piping and out on the roadside there are several leaks and broken lines. I'm on the end of the line and I get sediment and residue through my pipelines and taps. Have to fill up my washing tub and pull the plug, let it go and it goes right down to the pumping station and helps to clear any holdups at the station.*

*The water pressure is low. I work on different people's properties in Te Aroha and in comparison their water pressure seems a lot higher than mine.*

*The pressure is just not very strong.*

*When I turn the hose on I would like to see more pressure.*

*It's nothing to do with the council I don't think; I think it is just our pipes.*

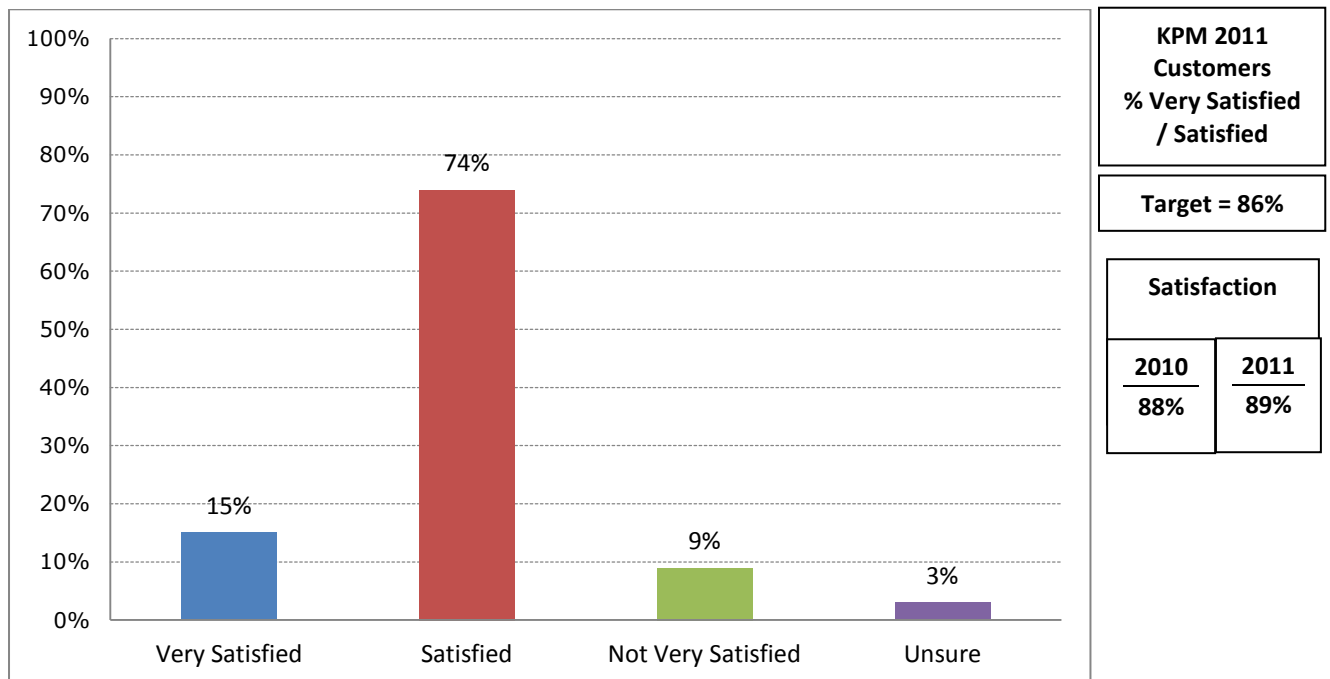
## 3.2 Rooding

This section outlines residents' satisfaction ratings for the rooding network in the District overall as well as with specific road attributes.

### 3.2.1 Rooding Corridor

Residents' satisfaction with rooding corridor measures up to 89 per cent<sup>30</sup>. Slightly more residents (15%) rate the rooding corridor at the top of the scale than the previous year (10%). 74 per cent of residents overall, are content with Council's efforts with regards to the rooding corridor management.

#### Ratings for the rooding corridor: Overall, 2011



Results show that residents who earn more than \$60,000 per annum (24%) and residents living in the District for 6 to 10 years (30%) are more likely to say that they are very satisfied with the rooding corridor. However, residents aged 40-59 (13%) are more likely to say that they are not very satisfied.

<sup>30</sup> Question asked: The rooding corridor, meaning the roads, footpaths, signage etc. is being managed well for the long term. 2011, n=411

### Ratings for the roading corridor: By Ward, 2011

Overall, a high proportion of residents in each Ward are satisfied with the roading corridor. Specifically, 88 per cent of Matamata and Morrinsville residents are satisfied or very satisfied with the roading corridor and 90 per cent of Te Aroha residents are satisfied or very satisfied. These results are consistent with the 2010 results.

A detailed breakdown of the result across the Wards is shown below:

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	411	139	170	102
Not very satisfied	9%	9%	8%	8%
Satisfied	74%	75%	69%	79%
Very satisfied	15%	13%	19% +	11%
Don't know / unable to say	3%	2%	3%	2%

### Reasons for being 'not very satisfied' with the roading corridor (grouped by key reason):

38 residents are not very satisfied with the roading corridor and give the following reasons for feeling this way<sup>31</sup>:

- **Pot holes / uneven surface**

*Stirling Drive, Morrinsville area where walking is difficult. I stumbled a few times so I am concerned for the elderly.*

*Raised tiles, can trip if you are not careful. Most footpaths in Matamata.*

*Roads could be maintained better especially along Broadway St in Matamata at times in the winter, tends to get potholes.*

*I just find that in a week they are in holes again. They must be doing something wrong with the roads cause they don't seem to know how to make roads in New Zealand.*

*I have noticed there are a lot of potholes all over the District.*

*Matamata. Memorial Drive. There are big bumps which need to be painted regularly as they can be quite dangerous if you don't see them. I have contacted the council before about these and they said*

<sup>31</sup> Multiple responses allowed

*something would be done, but nothing has. That is the only thing I am not satisfied with.*

*All the roads in Morrinsville. Potholes all over makes roads very uneven.*

*Some footpaths are very rough in Matamata. Some places are not very even. I can't specify exactly where.*

- **Poor quality repairs / poor quality repairs leads to reworking too often / too many road-works**

*When the road has been repaired, it only seems a very short time until it is being repaired again. I think they should get it done right the first time. Awful lot of shingle left behind as we witnessed from our windscreen breaking. One of the back roads in Te Aroha is a good example of this (road starts with a W, can't remember exact street name) I think it might be the substructure underneath that is poor.*

*I just find that in a week they are in holes again. They must be doing something wrong with the roads cause they don't seem to know how to make roads in New Zealand.*

*I just think the maintenance and the resealing of roads could be done far better. There is no decent base work done on them. They just put crap over the top and their contractors need a look at.*

*Just out of town going from Matamata to Waharoa. They are always working on that road but the pot holes keep appearing.*

*It is being managed more for the short term and not the long term. We need to be aware that everything here is built on a swamp and so is difficult and it takes a long time for roads to consolidate. Morrinsville.*

- **Too much traffic / tucks**

*Morrinsville. General wear and tear particularly Piako Road is very bad, it has subsided and hasn't been fixed. The road between Morrinsville and Ngarua road turn off is quite bad but are working on it presently, it does have heavy traffic however.*

- **Unnecessary repairs**

*Keep digging up and resurfacing the same part of the road. Horell Road in Morrinsville.*

*The footpath across our drive way, we live across from the Matamata Club. The Council decided to repair the footpath that only had a crack and they mucked up our driveway and they have not repaired it. The guy said he needs his compactor to fix it and he would bring on the following Monday and it has now been three weeks and he has not returned. It is actually not very dangerous. This is on 3 Rawhiti Avenue in Matamata.*

- **Large road chip**

*Alexandra Road heading towards Te Aroha, running from Wardville Road to Te Aroha. The surface or*

chip is peeling off in sections. Matamata area.

- **Scope for general Maintenance / improvements**

*Stirling Drive, Morrinsville area where walking is difficult. Stumbled a few times. Concerned for elderly.*

*Particularly the paving is in a diabolic state in our areas, pavements shocking in Clarke Avenue, Te Aroha.*

*Throughout Te Aroha. Not any particular roads but some footpaths are not well maintained. Hard to get off the roads and onto the footpaths using a baby pram. Some roads just need fixing up.*

*Roundabout by Beaurepairs in Morrinsville. Allen Street possibly, bypass road. Too many plants, can't see what's coming.*

*Burwood Road in Matamata is in a hell of a mess.*

*There should be a pedestrian crossing up to Medical Centre on Rawhiti Avenue in Matamata.*

*The speed signs are not well managed, they are not in the right place, Burwood road it increases from 50 to 70 km, on a corner, which is not very sensible. There are many other in Matamata thought should be rethought.*

*In Te Aroha, the residential areas in general, the grass has to mow by the residents. Should be maintained by the council.*

*In general the signs are not very good.*

*Roads could be maintained better especially along Broadway St in Matamata at times in the winter, tends to get potholes.*

*Any roads down in the South Island are a lot better quality. Just in comparison they aren't as good from down in the South Island.*

*In Matamata the Hamilton side of Matamata over the railways, the roads are appalling. The other side of Matamata seems to be alright. Areas of the western side of Matamata are not up to the same standards as the eastern side.*

*Te Aroha. The footpaths have not been well maintained, it shows, none in particular but the majority of them are poor.*

*Matamata. A lot of the time the road lacks maintenance.*

*Matamata. Memorial Drive. There are big bumps which need to be painted regularly as they can be quite dangerous if you don't see them. I have contacted the council before about these and they said something would be done, but nothing has. That is the only thing I am not satisfied with.*

*I live in Smith Street. We had storm about 3 to 4 months ago. A tree fell over. I rang the Council, they*

*came and cut the tree up and took it away. The stump is jawed where it leaves the ground .I am concerned someone will get hurt. I have been working long hours so have not re rung. Smith Street in Matamata.*

*They are not factoring the population to manage for the 'long term'. Morrinsville roads in general.*

*Morrinsville. Thames Street, Allen Street, Strathmore Street, Victoria Ave all need looking at but others are good.*

*Between Stanley Ave and Gordon Ave - Te Aroha, there is a footpath that's un-kept and untidy, it never looks nice. Over grown with grass and makes the area look shoddy.*

*Signage is being damaged by the youngsters, vandalism especially on the main roads in Matamata and the country roads and this is very dangerous.*

*Morrinsville. General wear and tear particularly Piako Road is very bad, it has subsided and hasn't been fixed. The road between Morrinsville and Ngarua road turn off is quite bad but are working on it presently, it does have heavy traffic however.*

*Tthe signage on the main street is very hard to read mainly on Canada Street, you can't see the sign until it's too late. I would like to have roundabouts at four way intersections in Morrinsville.*

*Morrinsville. North Street too many leaves on the roads during the winter period.*

- **Other**

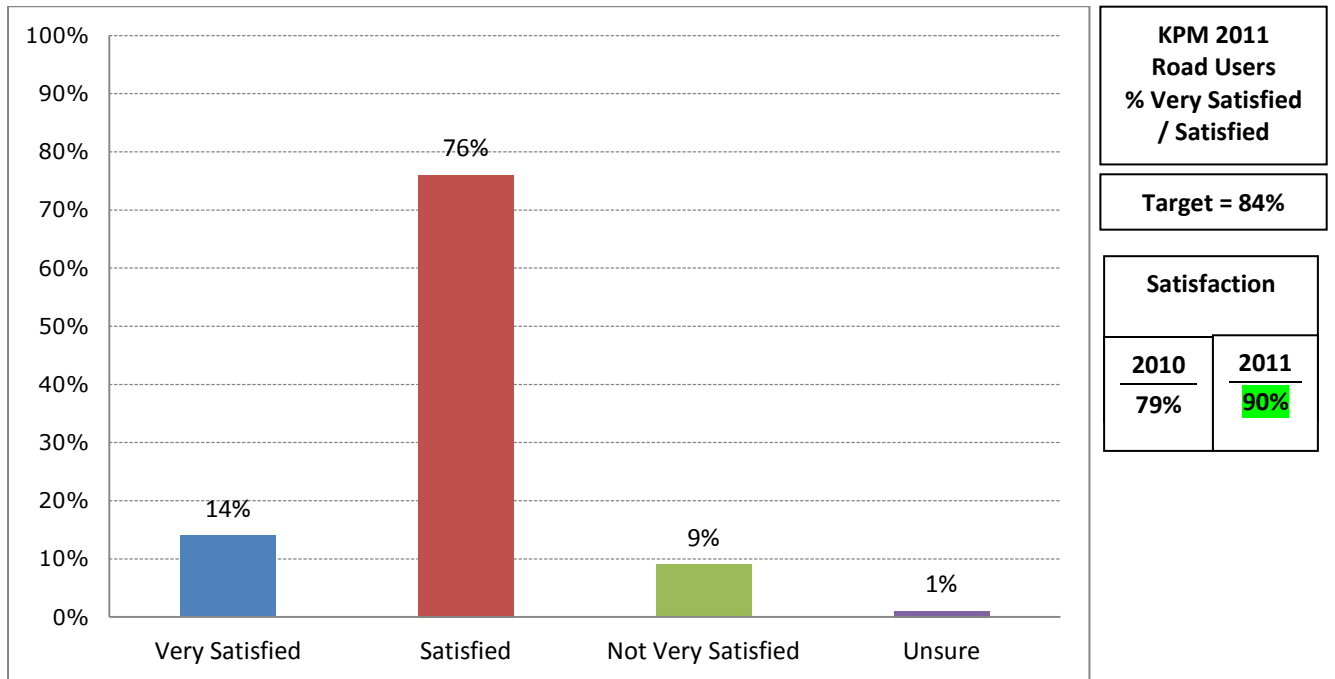
*I think there should be another Highway 27 coming into town so in other words it diverted to Tower Road and cut across to Waharoa area.*

*When I head out of town from Morrinsville to Matamata on Kereone Road they have had the speed signs for 3 to 4km for 30km and it happens a lot. It's not practical and needs to be dealt with once and for all.*

### 3.2.2 Council funded sealed roads

Overall ninety per cent of residents are satisfied (76%) or very satisfied (14%) with Council funded sealed roads<sup>32</sup>. This is a substantial year-on-year increase of 11 per cent. This also means that the current resident satisfaction proportion surpasses the performance measure target by 6 per cent.

#### Ratings for Council funded sealed roads: Overall, 2011



Younger residents (18 to 39 years old) are more likely to be very satisfied (20%) as are residents who have resided in the District for 6 to 10 years and higher income earners (earn \$60,000 or more per annum) (22%). However, males (12%) are more likely to be not very satisfied with Council funded sealed roads.

<sup>32</sup> Question asked: The look, smoothness and comfort of ride on SEALED ROADS for all users including drivers, pedestrians, joggers etc. 2011, n=411

### Ratings for Council funded sealed roads: By Ward, 2011

Ninety per cent of Matamata residents are satisfied or very satisfied (year-on-year increase of 12%). Eighty-nine per cent of Morrinsville residents are satisfied or very satisfied (similar result to 2010); and, 89 per cent of Te Aroha residents are satisfied or very satisfied (similar result to 2010). There are no notable differences across the Wards.

A detailed breakdown of the result across the Wards is shown below:

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	411	139	170	102
Not very satisfied	9%	8%	10%	9%
Satisfied	76%	75%	74%	80%
Very satisfied	14%	15%	15%	9%
Don't know / unable to say	1%	1%	0%	2%

### Reasons for being 'not very satisfied' with Council funded sealed roads (grouped by key reason):

40 residents are not very satisfied with Council funded sealed roads and give the following main reasons for feeling this way<sup>33</sup>:

- **Pot holes / uneven surface / rough surface / patchy road / Bad condition**

*Roads around Matamata/Piako are in a very bad condition not just one but all of them are in a bad condition.*

*In Matamata some of the pot-holes around are bloody big. Landsdowne Road and Henry Watson Road as well as some others are very uneven. Also Station Road by the bridge is shocking.*

*Roads are very patchy. Elizabeth St, Smith St - all in Matamata.*

*Too many potholes and not enough up-keep on road paint around all of Matamata*

*A majority of all roads in general are quite bumpy in comparison to down in the South Island. The South Island councils look after the roads a lot better down there than they do up here in regard to potholes and bumps.*

<sup>33</sup> Multiple responses allowed

*I live on Thames Street in Morrinsville and right outside our place it's been patched up quite a few times. When the trucks go past it rattles the house and is very loud, if it was smoothed out I don't think you would hear them as much.*

*In Matamata the sealed roads going to Morrinsville are very rough. Country roads are terrible. They have patches which don't match the road.*

*Most of the roads are noisy and bumpy. The surfaces are uneven. This is generally for all roads in the area.*

*Resealed roads aren't smooth. There are stones all through the street on Young Street and Gummer Place (Morrinsville).*

*Main bridge in Te Aroha doesn't have enough room for cyclists and there is two large humps that could cause an accident.*

*The roads are up and down and have had road works on them multiple times and it doesn't seem to last long. Obviously they roads not being fixed properly. All roads in general in Morrinsville.*

*In Matamata, there are all sorts of ridges, not well patched. For example Dawson Street was resealed when it wasn't needed, and other streets that needed to be resealed were ignored. Gladston Rd for example.*

*All of the roads in the District are sealed roughly.*

*We live on a busy road, lots of heavy traffic. Maintenance could be a lot better than it is. Pot holes that are filled up come out in no time. EG; Studholme Street, Morrinsville.*

*The amount of pot holes and the patching of roads around the place is shocking and there are too many to name.*

*Just in general in Matamata they could be a lot better. They are very rough on push bikes.*

*I ride my bike a lot, a lot of the roads seem to be sealed with a very rough chip (Morrinsville).*

*A lot of potholes on roads, in Matamata. Waharoa Road and Walton Road.*

*From Shell Service Station out to Waharoa- Waharoa East Road. From the service station to the edge of Matamata. Bumps, holes and different sorts of seals. Been patched a lot and needs a complete over hall. Very uneven.*

*Because some of the roads have poor edging such as on Peria Road. Some areas are good but some are not.*

*Te Aroha, Old Te Aroha Road, it's filled with pot holes and the filling of them is not doing the job, the re-sizing of this road isn't very satisfactory either.*

*Bumpy roads in Matamata. Firth Street in particular.*

*Holland Road has had the sides dug out when re-sealed however it has caused it to split in two as it is too soft and it is now a 30KM zone. They haven't done a decent job or good engineering.*

*Morrinsville. Piako Road in general - the maintenance is quite bad, it is very bumpy.*

*All the roads in Morrinsville. Potholes in the roads make them very uneven.*

*Te Aroha, Stanley Ave in front of the college it is in places quite bumpy*

*Matamata - roads seal is not brilliant, humps here and there. By Anglican church by Broadway. Hump by Information centre, By KFC roundabout. General condition of road bad where seal is coming away. Mainly Broadway and along Firth Street by college, Smith Street, Peria Road, Waharoa Road West.*

*Morrinsville. I drive on Kereone Road and find it is quite bumpy and has pot holes.*

*Morrinsville. Studholme Street has man holes that aren't level with the road and aren't in a convenient place for the main road.*

*Piako Road is a very lumpy bumpy road. It needs fixing.*

- **Poor quality sealing or repair work**

*The roads are up and down and have had road works on them multiple times and it doesn't seem to last long. Obviously they roads not being fixed properly. All roads in general in Morrinsville.*

*In Matamata, there are all sorts of ridges, not well patched. For example Dawson Street was resealed when it wasn't needed, and other streets that needed to be resealed were ignored. Gladston Rd for example.*

*The roads are never fixed properly the first time around. Roads are fixed time and time again. Up at the Domain Park in Te Aroha by the swimming pool for example.*

*All of the roads in the District are sealed roughly.*

*We live on a busy road, lots of heavy traffic. Maintenance could be a lot better than it is. Pot holes that are filled up come out in no time, e.g., Studholme Street, Morrinsville.*

*The amount of pot holes and the patching of roads around the place is shocking and there are too many to name.*

*I ride my bike a lot, a lot of the roads seem to be sealed with a very rough chip (Morrinsville).*

*From Shell Service Station out to Waharoa- Waharoa East Road. From the service station to the edge of Matamata. Bumps, holes and different sorts of seals. Been patched a lot and needs a complete over hall . Very un even.*

*Te Aroha, Old Te Aroha Road, it's filled with pot holes and the filling of them is not doing the job, the re-sizing of this road isn't very satisfactory either.*

*Holland Road has had the sides dug out when re-sealed however it has caused it to split in two as it is too soft and it is now a 30km zone. They haven't done a decent job or good engineering.*

*Main road from Morrinsville to Matamata , the whole road and they are patching it up again now.*

*On Burwood Road, there is a bit of funk and the council said they would fix it with a short term solution but it is a long term problem in Matamata.*

*Roads in general that have been repaired, some places the repairs are above existing sealed roads, it flows the cars around. I have done road works and we used to use a level so that the repaired road ends up at the same level so when driving you do not know where the patch starts and finishes with different levels.*

*Matamata - roads seal is not brilliant, humps here and there. By Anglican church by Broadway. Hump by Information centre, By KFC roundabout. General condition of road bad where seal is coming away. Mainly Broadway and along Firth Street by college, Smith Street, Peria Road, Sahara Road West.*

- **Narrow roads**

*Main bridge in Te Aroha doesn't have enough room for cyclists and there is two large humps that could cause an accident.*

*Te Aroha, Old Te Aroha Road, it's filled with pot holes and the filling of them is not doing the job, the re-sizing of this road isn't very satisfactory either.*

*Morrinsville. The rural roads aren't wide enough.*

- **Unnecessary repairs**

*A lot of patching and sealing going on Morrinsville.*

*The roads are up and down and have had road works on them multiple times and it doesn't seem to last long. Obviously they roads not being fixed properly. All roads in general in Morrinsville.*

*The roads are never fixed properly the first time around. Roads are fixed time and time again. Up at the Domain Park in Te Aroha by the swimming pool for example.*

*Main road from Morrinsville to Matamata , the whole road and they are patching it up again now.*

- **Heavy trucks cause damage**

*I live on Thames Street in Morrinsville and right outside our place it's been patched up quite a few times. When the trucks go past it rattles the house and is very loud, if it was smoothed out I don't think you would hear them as much.*

*Studhomle Street in Morrinsville makes the most incredible bang when trucks or something heavy comes over it something definitely not right on the road out there. Need to take more care with the cemeteries as well.*

- **Scope for general Maintenance / improvements**

*No roads in particular, but in Te Aroha there is quite poor lighting on the streets which is dangerous.*

*We live on a busy road, lots of heavy traffic. Maintenance could be a lot better than it is. Pot holes that are filled up come out in no time, e.g., Studholme Street, Morrinsville.*

*Matamata roads in general. Lacking a bit of maintenance also.*

*Just in general in Matamata they could be a lot better. They are very rough on push bikes.*

*Morrinsville. Piako Road in general - the maintenance is quite bad, it is very bumpy.*

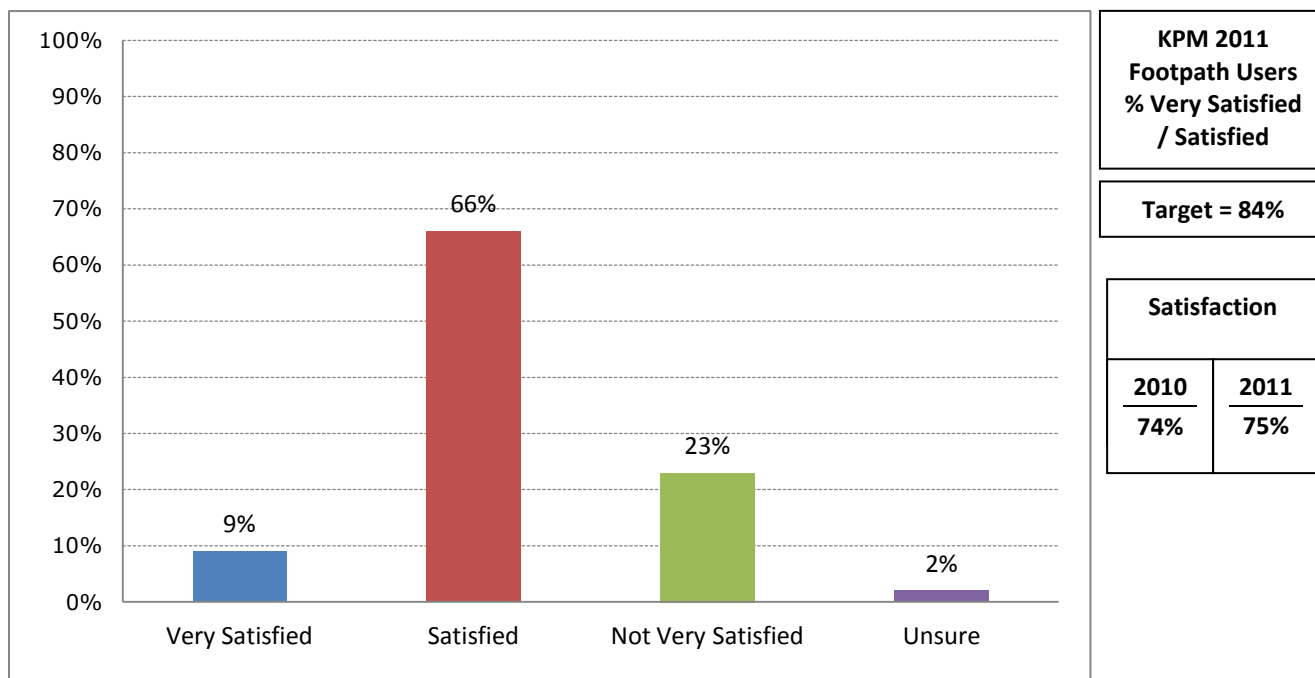
*Road side is okay but the crossing onto people's houses isn't. They are too abrupt and some of the modern cars are low, and is also hard for people on motorised scooters to manoeuvre. All over town, Sim Street and Smith Street in Matamata.*

*Piako Road is a very lumpy bumpy road. It needs fixing.*

### 3.2.3 Footpaths

While results indicate a substantial improvement in residents' perception of sealed roads; satisfaction proportion with footpaths remains consistent with previous year's results. Seventy-five per cent of residents are satisfied (66%) or very satisfied (9%) with the look, smoothness and comfort of ride on footpaths for all users including pedestrians, cyclists, joggers; etc.<sup>34</sup> Twenty-three per cent of residents are not very satisfied and 2 per cent are unsure.

#### Ratings for footpaths: Overall, 2011



Similar to the previous year, females (28%) and residents aged 60 and over (33%) are much more likely to say that they are not very satisfied with the footpaths in the District. Residents who earn \$40,000 – 60,000 per annum (78%) are more likely to say that they are satisfied; relatively higher income earners (residents who earn more than \$60,000 per annum) are more likely to say that they are very satisfied (16%).

<sup>34</sup> Question asked: The look, smoothness and comfort of ride on footpaths for all users including pedestrians, cyclists, joggers, etc. Base: All respondents. 2011, n=411.

### Ratings for footpaths: By Ward, 2011

Seventy-six per cent of Matamata residents are satisfied or very satisfied; with a 9 per cent year-on-year decrease, 71 per cent of Morrinsville residents are satisfied or very satisfied; however, 78 per cent of Te Aroha residents are satisfied or very satisfied and this signifies 13 per cent year-on-year increase.

A detailed breakdown of the result across the Wards is shown below:

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	411	139	170	102
Not very satisfied	23%	21%	27%	21%
Satisfied	66%	69%	59% --	72%
Very satisfied	9%	7%	12% +	6%
Don't know / unable to say	2%	3%	2%	1%

### Reasons for being 'not very satisfied' with footpaths (grouped by key reason):

117 residents are not very satisfied with footpaths in the District; they gave the following main reasons for feeling this way<sup>35</sup>:

- **Uneven / bumpy / potholes / broken / rough**

*In Te Aroha rough footpaths on many streets. Unsure of the names. Near the church and one opposite the Memorial Hall.*

*No particular streets in Morrinsville, they are just not well built. Most are ok.*

*Few humps and bumps quite uneven on the footpaths in Te Aroha.*

*North Street, Morrinsville (George Street end). Bit of a drop on some of them.*

*The footpaths are not good. Studholme Street in Morrinsville in particular, have to take care where we walk.*

*It's really rough, sagging heaps, can trip on them. Generally in all of Morrinsville, there are some that are okay but most are bad, main roads.*

*In Matamata the footpaths aren't very safe for mobility scooters, many people don't use them. No streets in particular.*

*Very uneven all around Matamata. Terrible for my mobility scooter. Also where many driveways intersect the footpath there are big bumps - not good for mobility scooters.*

*They are really bad for scooters, there are too many bumps. More the crossings on the streets on Thames street, Morrinsville*

*Don't know the road but the one by the college on the south side by the entrance is very bad as it has a big dip, which is dangerous in Morrinsville.*

*Matamata. Burwood Road. Footpaths in some parts are not good.*

*A lot of bumps on Smith Street, Matamata.*

*Matamata. No particular street but I have seen elderly trip on bumpy footpaths.*

*Footpaths a bit bumpy on places and sometimes some of the reserved paths are not mown regularly. Just general streets in Te Aroha.*

*The footpaths in Morrinsville are cracked and there is a lot of foot traffic. Old folks tripping. Sanders Road top end. People have come and spray painted but nothing is been done.*

*Lawn Street has a lot of bumps in the footpaths, in Morrinsville.*

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<sup>35</sup> Multiple responses allowed

*In Matamata, all footpaths are hard to use for people in wheelchairs and motor vehicles for elderly.*

*Footpaths in Matamata are uneven, access to them from roads onto footpaths is not good. The curbing is extremely bad. Not good for using wheelchairs. All footpaths in general.*

*Te Aroha, generally are not level. Waihau Road footpath.*

*Big join on footpaths a bit rough up past the college on George Street area, Morrinsville.*

*In Matamata the footpaths are uneven in lots of places, getting from the footpath onto the roads not suitable for those in wheelchairs or those in mobility scooters. Rawhiti Ave is particularly bad.*

*I used to do a lot of walking, gave up and brought a treadmill as the footpaths are absolutely shocking to walk on. Don't know why they don't have a level on them; they're just not made properly. They're on angles. Someone on the Council needs to walk around and find out how bad our footpaths are.*

*Lawn Street and Young Street footpaths are lumpy - Morrinsville.*

*I think the main street has a lot to be desired. Bricks in the footpaths are so uneven they sink under the asphalt and you trip up. Whitaker Street, Te Aroha.*

*Some parts are slippery like the tiling parts of the path over the whole town of Morrinsville.*

*In general the connection between the blocks in some places have dropped and I know they are fixing them up but they are still the same and they don't match up. Some times when you're jogging in the winter you can fall over due to the cracks. (Te Aroha).*

*They're uneven in general.*

*Stanley Avenue, Te Aroha. The surfaces are uneven. Farmers Street, Te Aroha. The surfaces are uneven. There are a lot of bumps. It doesn't join up. Very hard for people with mobility scooters.*

*In Matamata, some footpaths bumpy, split and filled with cracks just in general.*

*Morrinsville most streets trip you up. Banks Street, Cobin Crescent, and the new area down by the golf course.*

*There's a lot of ups and downs and cracks in it was never put done right in the first place. A lot of people fall over, it's not very good. This is in Morrinsville; Alexandra Street is an example but there are others also.*

*Quite a lot of footpaths are bumpy and you trip most streets. Morrinsville.*

*Uneven footpaths, easy to trip. In Matamata, footpaths in general.*

*Quite bumpy with pram. Hard to move properly. Te Aroha - Centennial Drive.*

*Not very well maintained and bumpy. Thames Street, Morrinsville.*

*Holes in the footpaths are shocking. Morrinsville.*

*All over the place. Generally, especially in Te Aroha, the footpaths are shocking. All the footpaths are different heights. People trip over on these uneven footpaths. The guttering is in poor repair in a lot of places.*

*Matamata. Around Stanley street. One side doesn't have a footpath and the other side is cracked.*

*I think the Council is doing their best but there is a lot more to do. Some footpaths are very uneven, I was walking and tripped on a footpath which resulted in me breaking my glasses.*

*In Matamata, generally all footpaths are rough and uneven.*

*They are very uneven in places particularly in our street in Morrinsville.*

*Matamata has breaking up footpaths that need to be fixed.*

*We walk every night pushing a pram and some footpaths are very uneven or broken. EG - David Street, Williams Ave and some others in that close area.*

*Some footpaths a little bit iffy. Whole District in general.*

*In Matamata, generally all footpaths are uneven needs repair.*

*There are quite a lot of uneven joints and footpaths with broken concrete on them such as on Rawhiti Avenue and many residential areas and even on the eastern end of Broadway.*

*Te Aroha, Centennial Road, there are uneven areas all the way along.*

*Studholme Street. My mother had two falls last year due to the footpath being uneven.*

*In Matamata, some footpaths are uneven, easy to trip or fall over. Tree roots are also growing over footpaths. Manuka Street and Firth Street.*

*A lot of cracks in the footpaths in the area make the footpaths unsafe to a lot of people.*

*You trip over the joins on some footpaths. Within Matamata.*

*There are some places with big dips or paving missing in general streets in Te Aroha.*

*I used to go walking in the dark and there were several footpaths that had raised joints. Matai ave. Burwood Road, Matamata.*

*In Matamata, hard to walk along the footpaths, uneven and easy to trip. Rawhiti Ave.*

*If you're out walking people can roll their ankle and injure themselves due to poor footpaths in Morrinsville.*

*The motor scooters. Some footpaths are very bumpy. Rawhiti was one but think it is fixed now. My friends have complained about the footpaths in Matamata.*

*Morrinsville. East Morrinsville is quite bad a lot of cracks and some footpaths are not level.*

*King Street can't walk certain areas of the footpath, the angle is quite bad, it slopes sideways. Te Aroha.*

*I live down Station Road in Matamata and it is very up and down. I do a lot of walking. They are working on a bit now and then, maybe 10 meters or so. Just a little patch at a time.*

*In Morrinsville bad footpaths affect the elderly on scooters.*

*Can't remember the name of the street but the footpath behind the dentist in Morrinsville is warped.*

*Footpaths around here were checked or marked for alterations maybe 18 months ago and have not been worked on. Manuka Street , Sharp Place - Matamata. Footpaths are uneven, some sections are sunk.*

*I'm in my early 60s and i have tripped three times on footpaths that are not level. If I go for a walk it's not hard to trip over.*

*Sometimes the footpaths are uneven so I trip up. ( Can't remember street names nut in Matamata).*

*Te Aroha, Hannah Street, footpaths are cracked.*

*Footpaths uneven. Difficult on a motorised scooter. Can not specify any streets.*

*Morrinsville. Township, the cobbles are sometimes a bit uneven, and the gutters are rough.*

*Thames Street in Morrinsville , one side of the streets footpaths is quite bad, it's not even and would be very easy to twist your ankle on.*

*Morrinsville. Various streets need some attention I have tripped and so have others, they have different levels in the footpaths.*

*Main Street in Morrisville is slippery especially when wet. Walking sticks slip there very easier. Especially around by BNZ.*

*Morrinsville . The pathways have sunk in and created steps. Past Morrinsville College towards rugby ground.*

*Uneven surface of footpaths, Coronation Road, Lawn Street, Page Street between Lawn Street and Studholme Street. Morrinsville.*

*Footpaths are up and down. Outside my place a tree is growing and lifting up the foothpath. Rawhiti Ave in Matamata.*

*Morrinsville. Thames street, the footpaths slope downwards. The footpaths around the suburbs are broken.*

*Morrinsville. Lorne Street, Snell Street, footpaths are on a big slope. Trees and hedges cover the footpaths.*

*Morrinsville. Most of the footpaths around Morrinsville are uneven.*

*Morrinsville. Just in general around the town. Uneven surfaces and things like that.*

*Morrinsville. Allen Street, uneven and bowed.*

*Morrinsville. Around the town footpaths are fine, just outside of the town the footpaths are uneven and cracking.*

*Morrinsville. I walk to work every day, very uneven footpaths would be dangerous for elderly people. Lorne Street and Studholme Street.*

- ***Trees hang over footpaths***

*Centennial Avenue. The growth is over-hanging the footpath. You've got to walk on the grass more or less to get past the shrubs. Around several of the houses you can't stay on the path because of the shrubs. This is in Te Aroha.*

*We have a lot of trees in this area that overhang the footpath, some roots are coming through the footpaths and a lot of leaves scattered all over. Mainly around the town in Matamata.*

*Morrinsville. Footpaths around the township, general wear and tear. Trees and hedges need to be trimmed. The council needs to do something about them.*

*Morrinsville. Lorne Street, Snell Street, footpaths are on a big slope. Trees and hedges cover the footpaths.*

- ***Tree roots are causing damage***

*Roots of trees make it very uneven. Farmers Road, Elizabeth Street - all in Matamata.*

*The footpaths are a bit dicey, roots of trees upset them. Matamata, in general around the town.*

*Parts of Coronation Road has been lifted by trees they are far too big, chestnuts leaves etc. falling off trees creating mess and very dangerous. In Morrinsville.*

*Matamata. Tree roots are causing them to be uneven.*

*In Matamata, one street happens to have a lot of tree roots. I can't remember the name of Street.*

*In Matamata, some footpaths are uneven, easy to trip or fall over. Tree roots are also growing over footpaths. Manuka Street and Firth Street.*

*We have a lot of trees in this area that overhang the footpath, some roots are coming through the footpaths and a lot of leaves scattered all over. Mainly around the town in Matamata.*

*Lots of jagged bits with tree roots under the footpaths in general in Matamata.*

*Not well maintained trees affect footpaths and they should not hang over the footpaths. I knock my head every single time I go to work in the morning. The other thing I'm not satisfied with is there is a*

*piece of land that is not mine, but I have to do the lawn otherwise it looks very untidy.*

*Matamata- Rawhiti Avenue, rough, trees have lifted the footpath. It's hard to push the pram on the footpath as front wheels get caught on ridge of footpath.*

*They're terrible. People plant trees between the curb and footpath and what happens when the trees grow? All the roots trip you up. The whole of Morrinsville.*

*There are places where work has been done and it's taken months before anyone has come along and put a proper seal in. Rough metal been pushed away. Places where roots have pushed up pavements and it makes it difficult to walk. All in Morrinsville.*

*Morrinsville. Top end of Bank Street (North end) its bad in places but is being fixed slowly. North street, but it could be because of the tree roots.*

- **Poor repairs / need to be better maintained in general**

*Town footpaths in central Te Aroha are not up to standard. Blossoms Street is in a terrible state. Housing areas have been ignored.*

*They spend too much money on with no real good outcomes. Thames Street, in Morrinsville.*

*Matamata. Just here there and everywhere, none in particular.*

*Matamata. There are some pedestrian crossings by Broadway Street and Waharoa East Street are dangerous, there should be something done.*

*Generally the footpaths are bad, like on main roads.*

*Footpaths a bit bumpy on places and sometimes some of the reserved paths are not mown regularly. Just general streets in Te Aroha.*

*Matamata. None in particular. Some need repair. I'm concerned about young people biking on footpaths without a helmet and going too fast.*

*Some need new concrete. Stanley Ave, Aroha View Ave. Te Aroha.*

*I used to do a lot of walking, gave up and brought a treadmill as the footpaths are absolutely shocking to walk on. Don't know why they don't have a level on them, they're just not made properly. They're on angles. Someone on the Council needs to walk around and find out how bad our footpaths are.*

*Footpaths have been re-done however they are not completely smooth. Main street (outside chemist and Four Square downtown in Te Aroha).*

*In general the connection between the blocks in some places have dropped and I know they are fixing them up but they are still the same and they don't match up. Some times when you're jogging in the winter you can fall over due to the cracks. (Te Aroha).*

*I belong to walking group and when you go out walking you see things in the area that need seeing to by a member of the Council. So in general they all need a tidy up.*

*Te Aroha. The footpaths have not been well maintained. It shows, none in particular but the majority of them are poor.*

*Not very well maintained and bumpy. Thames Street, Morrinsville.*

*All over the place. Generally, especially in Te Aroha, the footpaths are shocking. All the footpaths are different heights. People trip over on these uneven footpaths. The guttering is in poor repair in a lot of places.*

*Can't think of street name, but I think more effort could be put into maintaining the footpaths in the area.*

*I think the Council is doing their best but there is a lot more to do. Some footpaths are very uneven; I was walking and tripped on a footpath which resulted in me breaking my glasses.*

*The footpaths are very poorly. All over the District, they need a lot of attention.*

*Matamata has breaking up footpaths that need to be fixed.*

*A tree fell in a storm 3-4 months ago. A jawed stump remains after council took the tree away. I am concerned someone will get hurt. Smith Street, Matamata.*

*Some streets are good and others aren't, don't know the street names. Te Aroha*

*Some footpaths a little bit iffy. Whole District in general.*

*In Matamata, generally all footpaths are uneven needs repairment.*

*I have been going walking, some footpaths were fixed and some were not. Someone will come along and trip on many footpaths around so they need to be fixed.*

*There is some places with big dips or paving missing in general streets in Te Aroha.*

*Some are a bit worse for wear and could be a bit wider and better kept. Pooles Road , Te Aroha - very narrow and it's never mowed or looking nice.*

*Between Stanley Ave and Gordon Ave - Te Aroha, there is a footpath that's un-kept and untidy, it never looks nice. Over grown with grass and makes the area look shoddy.*

*Not well maintained trees affect footpaths and they should not hang over the footpaths. I knock my head every single time I go to work in the morning. The other thing I'm not satisfied with is there is a piece of land that is not mine, but I have to do the lawn otherwise it looks very untidy.*

*Footpaths around here were checked or marked for alterations maybe 18 months ago and have not been worked on. Manuka Street, Sharp Place - Matamata. Footpaths are uneven, some sections are sunk.*

*There are some bad repairs around Matamata some of them are very old.*

*There are places where work has been done and it's taken months before anyone has come along*

*and put a proper seal in. Rough metal been pushed away. Places where roots have pushed up pavements and it makes it difficult to walk. All in Morrinsville.*

*Morrinsville. Various streets need some attention I have tripped and so have others, they have different levels in the footpaths.*

*Morrinsville. Footpaths around the township, general wear and tear. Trees and hedges need to be trimmed. The council needs to do something about them.*

- **No footpath / not enough footpaths / footpaths need to continue down entire street**

*Footpaths in Matamata are uneven; access to them from roads onto footpaths is not good. The curbing is extremely bad. Not good for using wheelchairs. All footpaths in general.*

*Matamata. Around Stanley street. One side doesn't have a footpath and the other side is cracked.*

*Matamata. Western Street, only has footpath on one side.*

- **Footpaths are overgrown with grass**

*Between Stanley Ave and Gordon Ave - Te Aroha, there is a footpath that's un-kept and untidy, it never looks nice. Over grown with grass and makes the area look shoddy.*

- **Other**

*In Te Aroha recently on Whitaker Street.*

*In Matamata, not happy with cyclists and skateboarders using footpaths, no room for pedestrians. Burwood Rd.*

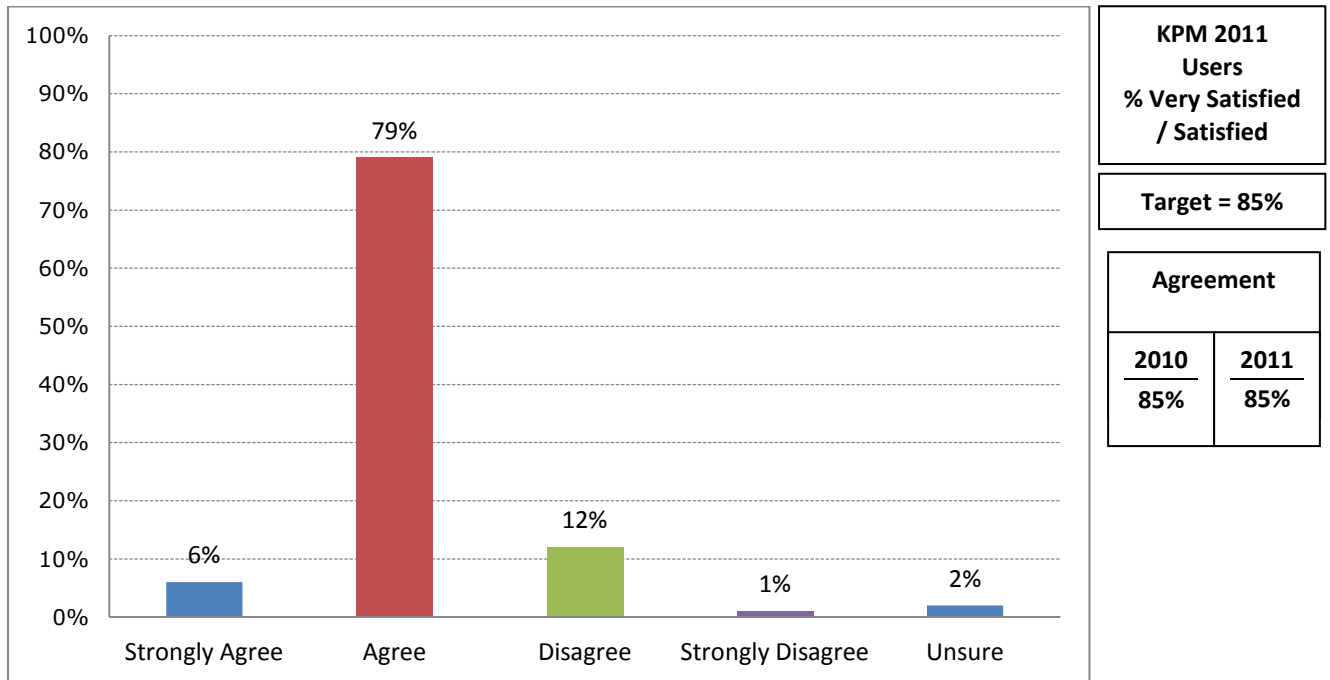
*The footpaths come up next to the pool area by the park in Matamata. By the entrance to the netball courts and into the park.*

*Morrinsville. Some of the footpaths are not very good at all. I think that there should be a cyclist lane for them to use they ride three abreast and don't have any consideration for any of the other public.*

### 3.2.4 Safety of roading network

Consistent with the performance measure target and previous year, overall eighty-five per cent of residents agree that roading network within the District is safe<sup>36</sup>. However, 13 per cent disagree and 2 per cent are unsure.

#### Safety of roading network: Overall, 2011



Residents aged 18 to 39 (18%) and residents who have lived in the District for 5 years or less (20%) are more likely to disagree / strongly disagree.

<sup>36</sup> Question asked: The roading network is safe. Do you strongly disagree, disagree, agree or strongly agree with this statement? 2011, n=411

### Safety of roading network: By Ward, 2011

Eighty-two per cent of Matamata residents agree or strongly agree that the roading network is safe; 83 per cent of Morrinsville residents agree or strongly agree; and, with a 4 cent year-on-year increase, 92 per cent of Te Aroha residents agree or strongly agree. Consistent with the previous year, Matamata residents are much more likely to say that they strongly disagree (12%) that the roading network is safe.

A detailed breakdown of the result across the Wards is shown below:

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	411	139	170	102
Strongly disagree	1%	0%	1%	0%
Disagree	12%	14%	14%	7% -
Agree	79%	79%	78%	80%
Strongly agree	6%	3% --	5%	12% +++
Don't know	2%	4% +	1%	1%

**Reasons for disagreement with the statement “I believe the roading network provided is safe” (grouped by key reason)**

46 residents disagree or strongly disagree with the statement “I believe the roading network provided is safe”; they gave the following main reasons for feeling this way<sup>37</sup>:

- ***Dangerous bends and corners***

*No shoulder to the roads in Te Aroha, it's too dangerous to walk or cycle on the side of the roads*

*There is not enough of a shoulder on the road for cyclists, sometimes it is actually non-existent.*

- ***Narrow roads and bridges***

*I ride a bike occasionally. It is dangerous as there is no cycle lanes and you can't use the footpaths. In town blisters (trees) stick out onto the road causing cyclists to either pull out into traffic or to dismount. Also footpaths are so bad many mobility scooters are forced to drive on the road.*

*Traffic goes too fast in Matamata, some roads are too narrow for cars and cyclists.*

*The roads in general are too narrow.*

*Morrinsville - Park Street, confusion of whether it's a car park or street because to the entrance of the convent school - a lot of near misses backing out with cars being hit as the street is very narrow. When people in a hurry the park on both sides as it's supposed to be parking on one side and a yellow line on one side of the street would fix the problem. There is a street light on the power pole on Park street right outside my house it would be ideal if this light could be turned off after 10*

- ***Speed limit is set too high / drivers speed***

*The intersection on Studholme and Allen street is the most dangerous, people coming from Te Aroha street go through that intersection too fast.*

*Traffic goes too fast in Matamata, some roads are too narrow for cars and cyclists.*

*No one polices the traffic speeds in Waitoa on the side streets.*

*If people were to use the networks correctly then there wouldn't be a problem, the traffic coming from Auckland and going to Auckland is too fast and too heavy.*

*The drivers that use the roads drive too fast. Aroha View Ave and Stanely Ave in particular.*

- ***Road furniture lacking - crossing / signage / road markings***

*Matamata. The roads going onto Rawhiti Avenue, Gordon Terrace, Tawhiri Avenue should all have compulsory give way or stop signs. There is parks all up the side which should not be there.*

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<sup>37</sup> Multiple responses allowed

*The corner by Chinese takeaway intersection. Ambiguous signage. Stanley Ave and main highway intersection coming into town in Te Aroha.*

*Sometimes the signs are not very clear for drivers compared to those that are walking.*

*I believe there is a few safety issues in town. Like a street crossing in town for the blind or visually impaired is not adequate. There is no crossings with sound operations. For the blind or visually impaired it is not user friendly.*

*There are too many intersection in Matamata that are not marked well.*

*The main street in Morrinsville. The pedestrian crossings are not designated with white zebras lines. Pedestrians are not sure if cars will stop and car drivers do not know if they need to stop.*

*They should have a stop sign coming onto Studholme Street, Thorp Street, on the south side of the railway line. Morrinsville*

*They put stop signs where they shouldn't be and they put give way signs where stop signs should be*

*Morrinsville. Some of the stop signs should be give-ways, Coronation street*

- **Visibility obstructed by objects**

*Some round-a-bouts have a very limited view because of flowers and plants, so very obscured view. It is off the state highway onto Broadway Road in Matamata.*

*Because some of the roundabouts have high foliage that makes it hard to see cars indicators near town on Firth Street in Matamata*

- **Dangerous driving in general**

*A lot of the pedestrian crossings are right by a corner or railway. Matamata. Arawa Street.*

*Matamata. Rounding will never be safe, no matter where you are. Intersections such as Farmers Road to State Highway is very dangerous.*

*The levels in the road are really bad, makes it very dangerous, just generally on roads.*

*Roads are dangerous. Have to be careful especially with cyclists on Tahuna Road in Morrinsville.*

*The roads around Morrinsville and throughout the District, I don't find them safe.*

*The junction up by the top club in Morrinsville isn't safe.*

*The main intersection between the town and the highway is quite poor. Whitaker Street, Te Aroha.*

*Snell Street in Morrinsville is not safe as kids and whole families are riding all along the footpath also on the wrong side of the road and crossing in heavy traffic.*

*Could be safer, more construction and building roads better then it currently is in Matamata - in*

general.

*Some intersections such as Farmers Road in Matamata is shocking, it is very dangerous especially with children near the road.*

- **Uneven, bumpy roads, potholes**

*The levels in the road are really bad, makes it very dangerous, just generally on roads.*

- **Poor quality repairs / Need maintenance**

*Matamata; Famers Road, Firth Street intersection needs some attention.*

*Certain roads need a lot of work on them around the Piako region. Mainly of country roads.*

*A lot of money wasted all over the District. Patch up job down the road, if you're going to do it, do it in one hit.*

*They are always working on the roads. If they did it right the first time it would be good. Are they using the wrong stuff or what. Morrinsville to Matamata road. Also just out of town - Matamata to Waharoa.*

- **Apathy regarding road rules/ lack of road sense**

*Matamata. A lot of people in this town don't know the right hand rule. A lot of confusion is caused by this.*

*People think the raised tiles are zebra crossing on the main street in Morrinsville. This is dangerous.*

*There are too many lunatics on the road.*

*Mainly the road users such as the younger drivers are very inconsiderate in regard to the other users in general in Matamata but mainly by Station Road.*

*Stirling Road - in Morrinsville, children living in the area are at risk as they aren't very road weary - they don't look out for cars and traffic when crossing the roads. Could end up with an injured child or worse.*

*More the problem is the road users. By us we have a lot of cars speeding on streets. Kids on Williams Ave Morrinsville are playing or cycling and the boy racing are speeding up the roads.*

*We have supposed 'pedestrian crossings'. The main centre of town we have a roundabout and people are crossing on the exits of the roundabouts. It is not legally a pedestrian crossing, something needs to be done about it. Morrinsville.*

*I think it is very dangerous on the corner of the ASB bank by the clock in Matamata. The people are crossing the road, across Arawa Street, it is not a pedestrian crossing and the people are expecting you to stop. It is quite dangerous as you have cars behind and everywhere.*

- **Trucks on residential roads / town areas**

*I think on long weekends and you are coming down it is hard to enter into the Waharoa East or West areas as too much traffic comes through town. We should not have big trucks going through town. Too much traffic coming from the railway end and New World in Matamata.*

- **Other**

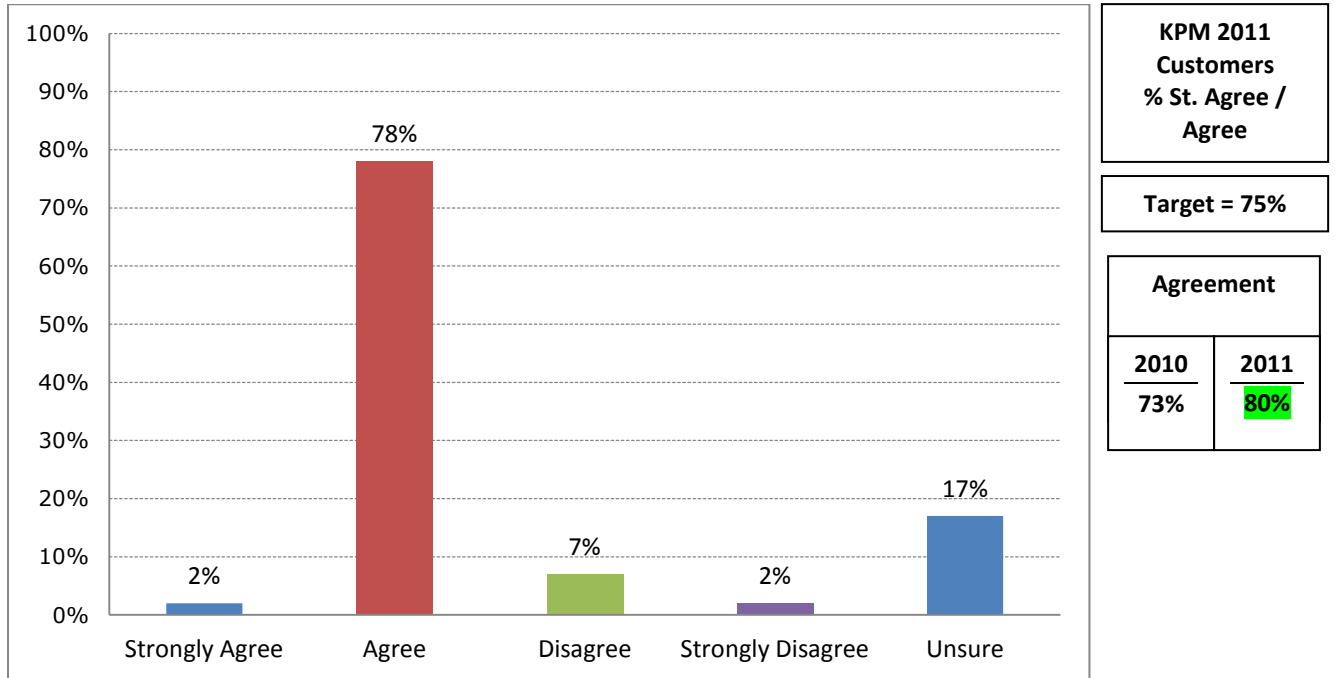
*Cyclists are annoying. They still go through Scottsman Valley, which is between the back road from Matamata and Hamilton.*

*Matamata. The main highway shouldn't be going straight through town, we should have a by-pass.*

### 3.2.5 Value for money of roading network

This year, results show a 7 per cent year-on-year increase with positive resident perception of roading network as currently, overall 80 per cent residents agree that roading network good value for money<sup>38</sup>. Thus, the agreement proportion this year surpasses the performance measure target by 5 per cent.

#### Roading network value for money: Overall, 2011



Males (9%) are more likely to disagree; residents residing in the District for 6 to 10 years (87%) and females (81%) are more likely to agree with roading network being good value for money.

<sup>38</sup> Question asked: The roading network provided is good value for money. Do you strongly disagree, disagree, or strongly agree with this statement? 2011, n=411

### Roading network value for money: By Ward, 2011

With twelve per cent increase 83 per cent of Te Aroha residents agree that the roading network is good value for money and similarly, with 9 per cent year-on-year increase, 81 per cent of Matamata residents agree or strongly agree that roading network provides good value for money. Furthermore, 78 per cent of Morrinsville residents share this opinion.

A detailed breakdown of the result across the Wards is shown below:

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	411	139	170	102
Strongly disagree	2%	0%	2%	2%
Disagree	7%	7%	7%	5%
Agree	78%	80%	75%	81%
Strongly agree	2%	1%	3%	2%
Don't know / unable to say	12%	12%	13%	10%

**Reasons for disagreement with the statement “I believe the roading network provided is good value for money” (grouped by key reason)**

25 residents disagree or strongly disagree with the statement “I believe the roading network provided is good value for money”; they gave the following main reasons for feeling this way<sup>39</sup>:

- **Repeat repairs due to poor quality**

*Te Aroha, State Highway 26 - and just normal roading a lot of resurfacing going on all the time, should get done correctly the first time.*

*Te Aroha, need to re do jobs as they are not doing it properly in first place.*

*Poor quality roads. Te Aroha.*

*I would be happy to pay a little more for better quality roads. Instead of cheaper roads or fixing of roads that doesn't last a long time.*

- **Relative to spend / other places, quality is poor**

*Always room for improvement. The roading into the domain and the parking is horrendous at the domain in Te Aroha.*

*The money that is being put in isn't showing any quality of the roads all around Te Aroha*

*It doesn't look like the road funding goes where it should. Roads in general all over the District are poor quality.*

*I think the roads in the District in general could be in a lot better condition.*

- **Unnecessary repairs**

*Money that is spent is not necessary because ALL the roads are sealed too often, sometimes for no reason at all.*

*It could be better, not good value for money, I pay a lot of rates, the money should be used more effectively such as on drains. They use up funds to do things that do not need to be done such as repaving roads that do not need to be repaved.*

*Too much money is being spent on the roads it should be spent more on the community such as art galleries and museums.*

- **Poor quality repairs in general**

*I don't think they are very well maintained and that the job is not done very well such as Stanley Avenue that has patches all over it.*

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<sup>39</sup> Multiple responses allowed

*Cracks - Kauri Crescent in Matamata. Footpaths stop everywhere (end of path onto grass).*

*Matamata should be smooth seal rather than chip seal. Less noise will be a result of this.*

*It is very rough in places. Parts are ripped up etc. It looks rushed. Moorhouse Street and Studholme Street in Morrinsville.*

*In Matamata roads are not up to scratch, especially country roads, and potholes on the streets.*

*The repairs that are being done don't even last 5 minutes.*

*Te Aroha, need to re do jobs as they are not doing it properly in first place.*

*Poor quality roads. Te Aroha.*

*The money that is being put in isn't showing any quality of the roads all around Te Aroha*

*Because they put band aids on the road instead of fixing it properly especially on Burwood Road in Matamata.*

*I would be happy to pay a little more for better quality roads. Instead of cheaper roads or fixing of roads that doesn't last a long time.*

- **Neglected roads / dangerous roads**

*Matamata, intersection on Farmers Road. It's very dangerous, it should be redesigned into a round-a-bout.*

*Waverley Road in Morrinsville needs attending to.*

*In Matamata, in the western side the roads could be improved. Money is not being spent there.*

*I travel every day, do about 700kms a week and there is parts of Cambridge Road that needs improvement.*

*The large number of people driving on certain roads they should have more invested in them than others. Such as Holland Road, Seddon Road and Waverley Road as they are link roads between Morrinsville and Hamilton. Not that cost effective to have sealed roads could possibly have gravel roads and not need to spend so much money on them.*

*Piako road, it is bumpy and quite horrible to drive on.*

- **Other**

*Generally around Matamata, I can't be specific.*

*I don't get / see what I'm paying for.*

*I don't know the value of the money they are putting into the roads so I disagree with the statement. Matamata roads.*

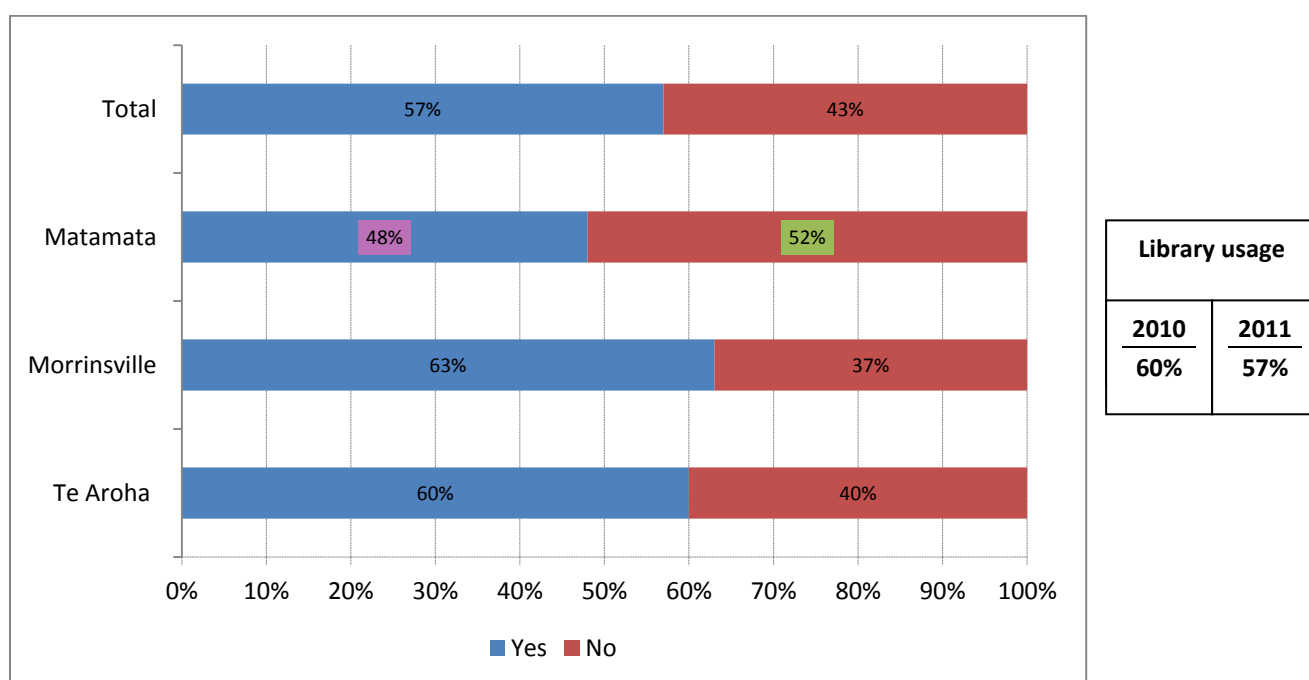
### 3.3 The District's libraries

This section outlines residents' satisfaction ratings for: library services; library opening hours; and, the library web services. Additionally, it encompasses the usage level of the 'Aotearoa People's Network'; the internet facility available at libraries.

#### 3.3.1 Library usage

Overall, 57 per cent of residents used a District library over the last 12 months<sup>40</sup>.

The proportion of library usage has dropped considerably in Matamata as only 48 per cent of residents used the library services in 2011 compared to 61 per cent last year. With a 3 per cent year-on-year increase 63 per cent of Morrinsville residents and 60 per cent of Te Aroha residents have used the library services in past 12 months.



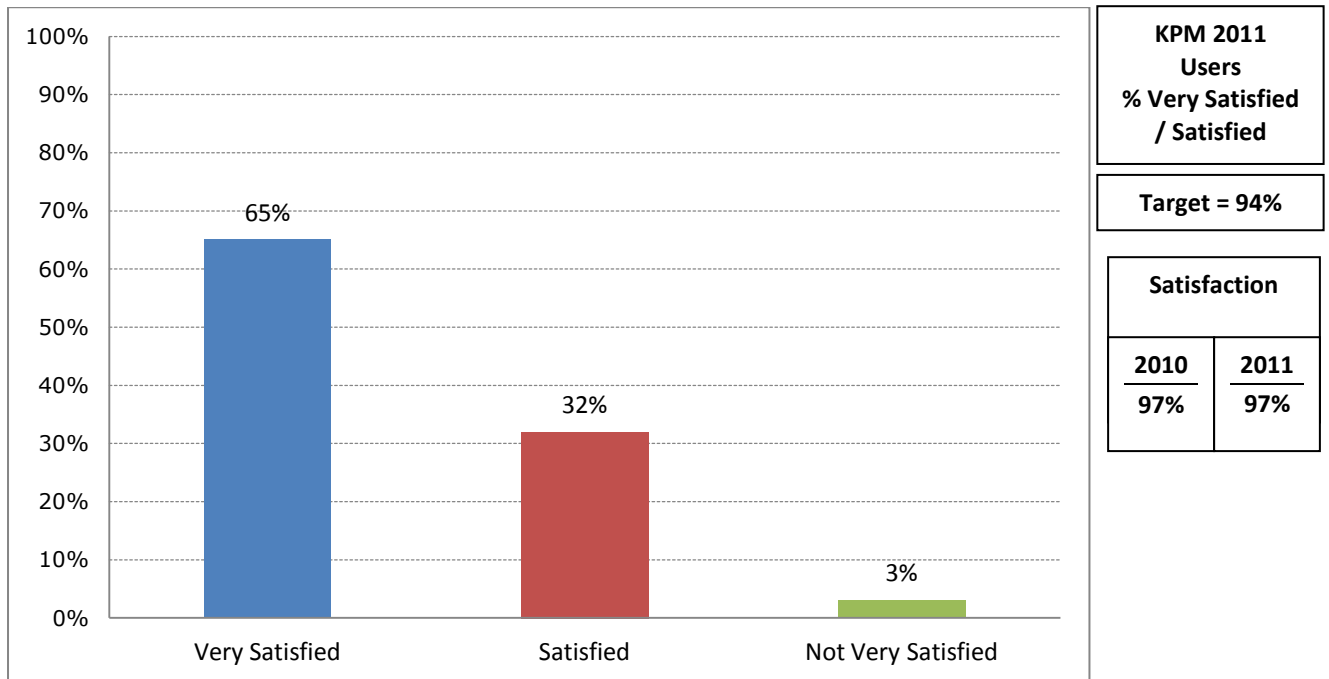
Consistent with last year's results, females are more likely to say that they have used a District library over the last 12 months (70%). Additionally, residents residing in the District for 6 to 10 years (69%) are also more likely to be library users.

<sup>40</sup> Question asked: Have you used a District library in the last 12 months? 2011, n=411

### 3.3.2 Library services

Identical to the previous year, a significant proportion (97%) of library users is either satisfied (32%) or very satisfied (65%) with the library services<sup>41</sup>. It is noteworthy that there is 6 per cent year-on-year growth in satisfaction amongst library users. However, 3 per cent of users appear to be not very satisfied.

#### Ratings for library services: Users, 2011



Residents who are residing in the District for 6 to 10 years are much more likely to say that they are very satisfied with library services (82%) while residents aged 60 or over (7%) are more likely to be not very satisfied.

<sup>41</sup> Question asked: How satisfied are you with the library services? Are you... Base: All respondents that had used a District library in the last 12 months. 2011, n=236.

### Ratings for library services: By Ward, 2011

With ten per cent of year-on-year growth, 97 per cent of Matamata residents (who have used a District library in the last 12 months) are satisfied or very satisfied with the library services; 96 per cent of Morrinsville library users are satisfied or very satisfied; and, with marginal year-on-year decrease of 3 per cent, 96 per cent of Te Aroha residents are satisfied or very satisfied. There are no notable differences between the Wards.

A detailed breakdown of the result across the Wards is shown below:

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	236	67	107	61
Not very satisfied	3%	3%	4%	4%
Satisfied	32%	31%	30%	35%
Very satisfied	65%	66%	66%	61%

#### Reasons for 'not very satisfied' with library services:

10 residents are not very satisfied with library services; they gave the following reasons for feeling this way:

*Morrinsville Library: As soon as they started free internet lots of loud people swearing, cursing and shouting, people changing nappies etc., has turned the library into a local hangout place for Maori kids.*

*Morrinsville Library: I am very satisfied with the staff at Morrinsville library, but I have read all the fiction books at the Morrinsville library, I think that the Hamilton City Council should have something set up with the Matamata Piako District Council where members pay a bit extra and we can then get books out of the Hamilton library.*

*Morrinsville Library: Because i don't find the staff at the Morrinsville Library approachable. They are very rude.*

*Morrinsville and Matamata Library: The libraries should not charge as much for the books.*

*Matamata Library: The type of material I am after is not available. In particular I am looking for aircraft design and photos for trucks so need to look up on computer.*

*Matamata Library: A lot of books are not available in the library.*

*Te Aroha Library: Its range of books I find are not very satisfying. They need more books and more variety.*

*Te Aroha Library: The selection of books is pretty poor. Adult male novels need improving.*

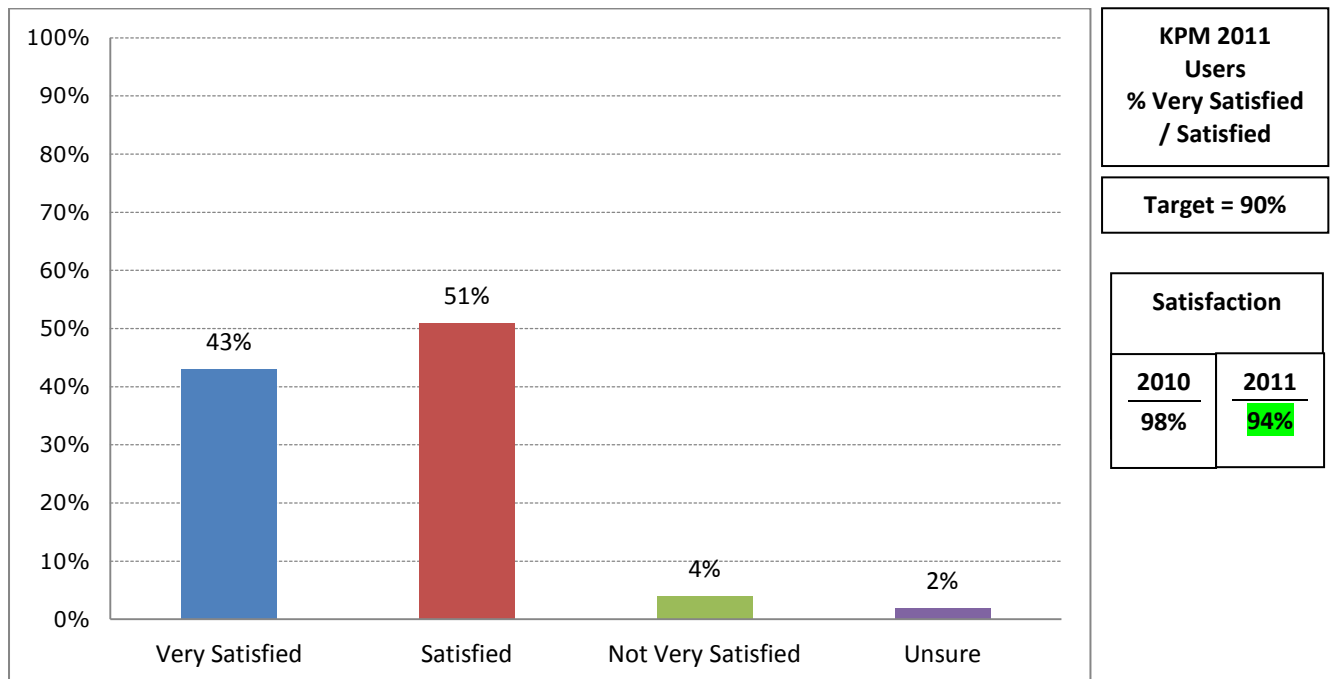
*Te Aroha Library: The library needs a lot more books, and more in large print.*

*Te Aroha Library: I object to the green sticker books, why we should have to pay to hire out books when we already pay through our rates. Te Aroha Library has these although I think the other two do as well.*

### 3.3.3 Library opening hours

Residents who have used a District library in the last 12 months rated their satisfaction with library opening hours<sup>42</sup>. Results indicate a 4 per cent dip in satisfaction year-on-year. Forty-three per cent of users are very satisfied, 51 per cent are satisfied, with a 3 per cent increase, 4 per cent of users are now not very satisfied while 2 per cent are unsure.

#### Ratings for library opening hours: Users, 2011



Sixty seven per cent of residents who are library users and have resided in the District for 6 to 10 years (67%) are more likely to be very satisfied with library opening hours. Additionally, library users who have resided in the District for more than 10 years (61%) are more likely to be satisfied; however library users aged 18 – 39 (10%) are more likely to be not very satisfied with library opening hours.

<sup>42</sup> Question asked: How satisfied are you with library opening hours? Are you...Base: All respondents that had used a District library over the last 12 months? 2011, n=236.

### Ratings for library opening hours: By Ward, 2011

Encouragingly, all Te Aroha residents (who have used a District library in the last 12 months) are satisfied or very satisfied with library opening hours. Matamata residents are more likely to be very satisfied (56%). Ninety-four per cent of Matamata residents (who have used a District library in the last 12 months) are satisfied or very satisfied with the library opening hours; 90 per cent of Morrinsville library users are satisfied or very satisfied. Te Aroha library users (63%) are more likely to be (just) satisfied while Morrinsville library users are more likely to be unsure of their opinion about library opening hours.

A detailed breakdown of the result across the Wards is shown below:

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	236	67	107	61
Not very satisfied	4%	6%	5%	0%
Satisfied	51%	47%	47%	63% ++
Very satisfied	43%	47%	43%	37%
Don't know / unable to say	2%	0%	5% +++	0%

### Reasons for 'not very satisfied' with library opening hours:

Three residents are not very satisfied with the library opening hours; they gave the following reasons for feeling this way:

*Matamata Library: The weekend hours are very limited, which is very poor in the Matamata Library.*

*Morrinsville Library: Because the Morrinsville Library doesn't open early enough. They should be open at 8.30.*

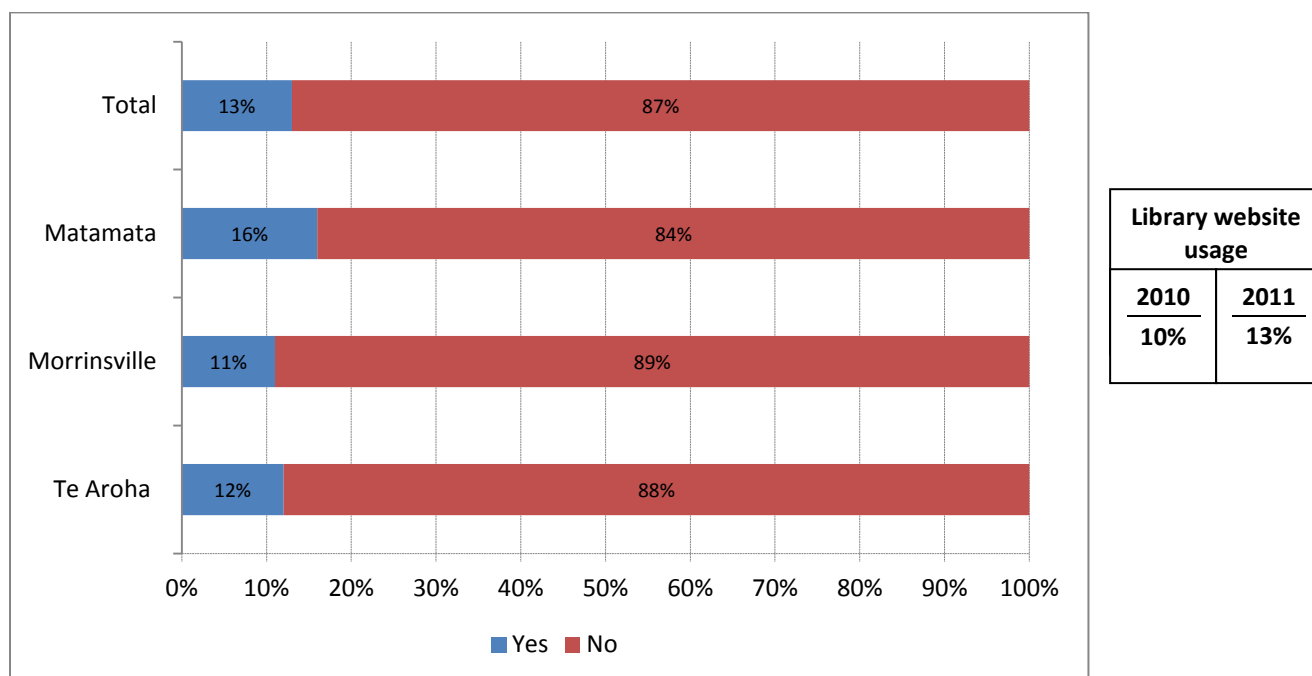
*Morrinsville Library: The opening hours could be longer to suit those people who work.*

### 3.3.4 Library website usage

Residents were asked if they had used the library website before<sup>43</sup>. Thirteen per cent of residents mentioned that they have used the library website before, and 87 per cent of residents indicated that they have not.

By Ward, sixteen per cent of residents in Matamata have visited the library website before; 11 per cent of Morrinsville residents have; and, with a 3 per cent year-on-year increase (3%) 12 per cent of residents in Te Aroha have. There are no notable differences between the wards.

#### Visited Council's website in the last 12 months: Overall, 2011



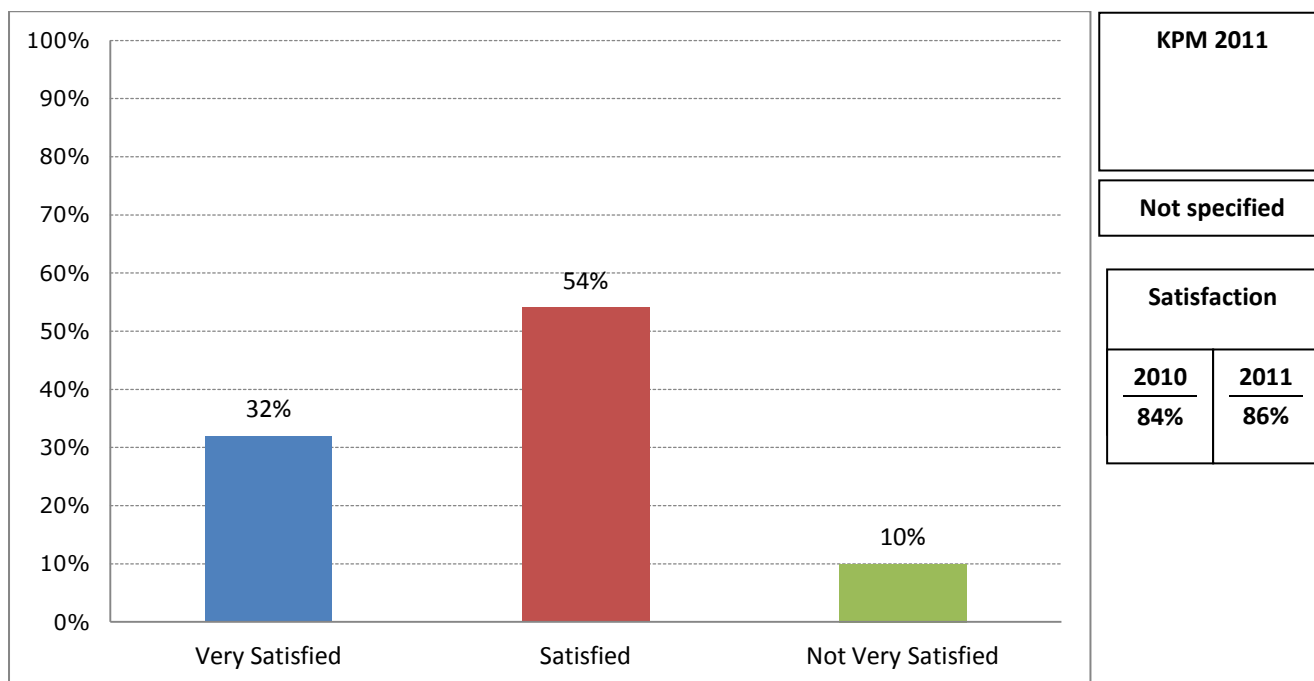
There are no notable differences by socio-economic groupings.

<sup>43</sup> Question asked: Have you used the library website before? Base: All respondents. 2011, n=411.

### 3.3.5 Library web services

Residents who have visited the library website before (13% of all residents) rated their satisfaction with the library web services<sup>44</sup>. 87 per cent of them are content with the web services as 32 per cent of the visitors are very satisfied and 54 per cent of users are satisfied. However, 10 per cent of library website users indicated that they are not very satisfied with library web services.

#### Ratings for library web services: Overall, 2011



There are no notable differences by socio-economic grouping<sup>45</sup>.

<sup>44</sup> Question asked: How satisfied are you with the library web services? Are you...Base: All respondents who have used the library website before. 2011, n=52.

<sup>45</sup> Indicative result only; small base size.

### Ratings for library web services: By Ward, 2011

Residents who have visited the library website before (13% of all residents) rated their satisfaction with the library web services.

By Ward, all the Te Aroha library website users are satisfied with web services. Seventy-eight per cent of Matamata residents (who have used the library website before) are satisfied or very satisfied with the library web services; identical to last year, 89 per cent of Morrinsville residents are satisfied or very satisfied with the library web services.

A detailed breakdown of the result across the Wards is shown below<sup>46</sup>:

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	52	22	18	12
Not very satisfied	10%	19%	5%	0%
Satisfied	54%	49%	45%	79%
Very satisfied	32%	29%	44%	21%

### Reasons for 'not very satisfied' with library web services

3 residents are not very satisfied with library web services and give the following reasons for feeling this way:

*It is difficult to navigate.*

*The website wasn't very user friendly, was hard to navigate.*

*It's quite difficult to get onto and you have to have a code and password to get on and I always forget mine. When you check a book or you are looking to see what books are available is a difficult process.*

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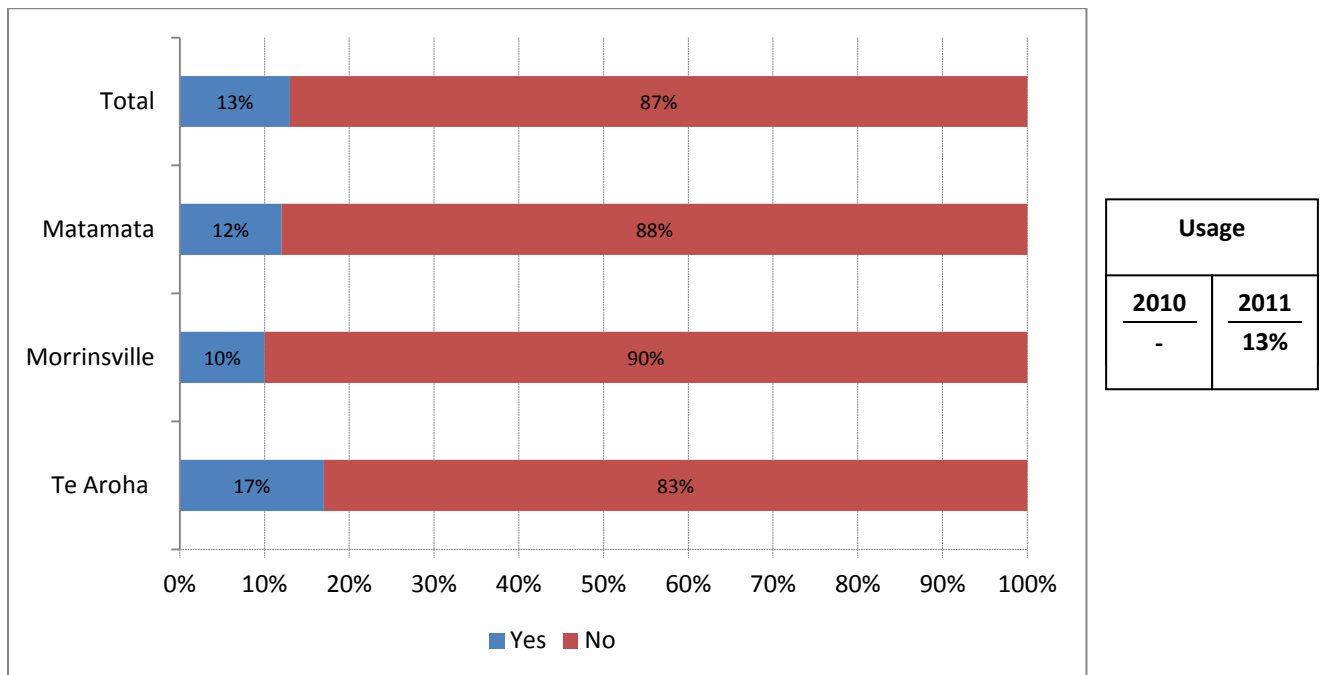
<sup>46</sup> Please note that these results are indicative only as base sizes are very small.

### 3.3.6 Aotearoa People's Network

This year, residents were asked if they had used the free public internet facility titled as 'Aotearoa People's Network' available at libraries<sup>47</sup>. 13 per cent mentioned that they have used this facility whereas 87 per cent have not.

By Ward, twelve per cent of residents in Matamata have used the free internet at the libraries; 10 per cent of residents in Morrinsville; and, 17 per cent of Te Aroha residents have made use of Aotearoa People's Network.

#### Visited Council's website in the last 12 months: Overall, 2011



Results indicate that females (18%) and residents residing in the District for 6 to 10 years (22%) are more likely to use 'Aotearoa People's Network'.

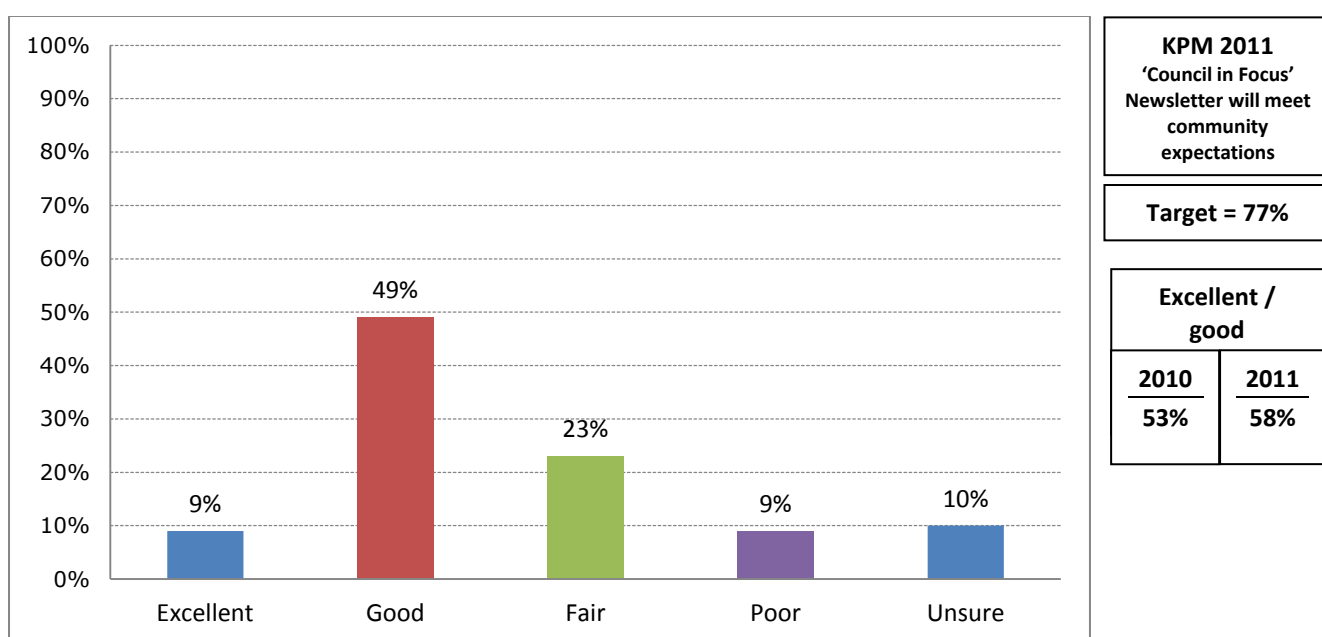
<sup>47</sup> Question asked: Have you or your family used the free public internet 'Aotearoa People's Network' at the library? Base: All respondents. 2011, n=411.

### 3.4 Council Communications

This section outlines residents' ratings with two Council publications: the quarterly newsletter 'Council in Focus'<sup>48</sup> and the quarterly newsletter 'Artspost'<sup>49</sup>. Additionally, the proportion of residents that have visited Council's website in the last 12 months is provided along with ratings on three Council website measures: ease of use; easy to understand information; and, overall rating.

#### 3.4.1 'Council in Focus' newsletter in meeting expectations

Residents were asked to rate 'Council in Focus'<sup>50</sup> in terms of meeting their expectations. Overall, 58 per cent of residents rate 'Council in Focus' either excellent (9%) or good (49%). The remaining 23 per cent residents rate it as fair while 9 per cent give it a rating of poor; and, 10 per cent are unsure.



Residents residing in the District for 5 years or less (19%) are more likely to rate it as poor. On the other hand younger residents, those who are aged 18-39 (16%) and females (13%) are more likely to be unsure about their opinion on 'Council in Focus'; this indicates a probability of lower readership amongst these demographic subgroups.

<sup>48</sup> 'Council in Focus' is a quarterly newsletter containing a wide range of information on Council services etc. from Council which is delivered with rates demands

<sup>49</sup> 'Artspost' is a quarterly newsletter focusing on arts and culture, from Council which is delivered with rates demands

<sup>50</sup> Question asked: Using the scale excellent, good, fair, or poor, how would you rate 'Council in Focus' in terms of meeting your expectations? Base: All respondents. 2011, n=411.

**Ratings for 'Council in Focus' newsletter in meeting expectations: By Ward, 2010**

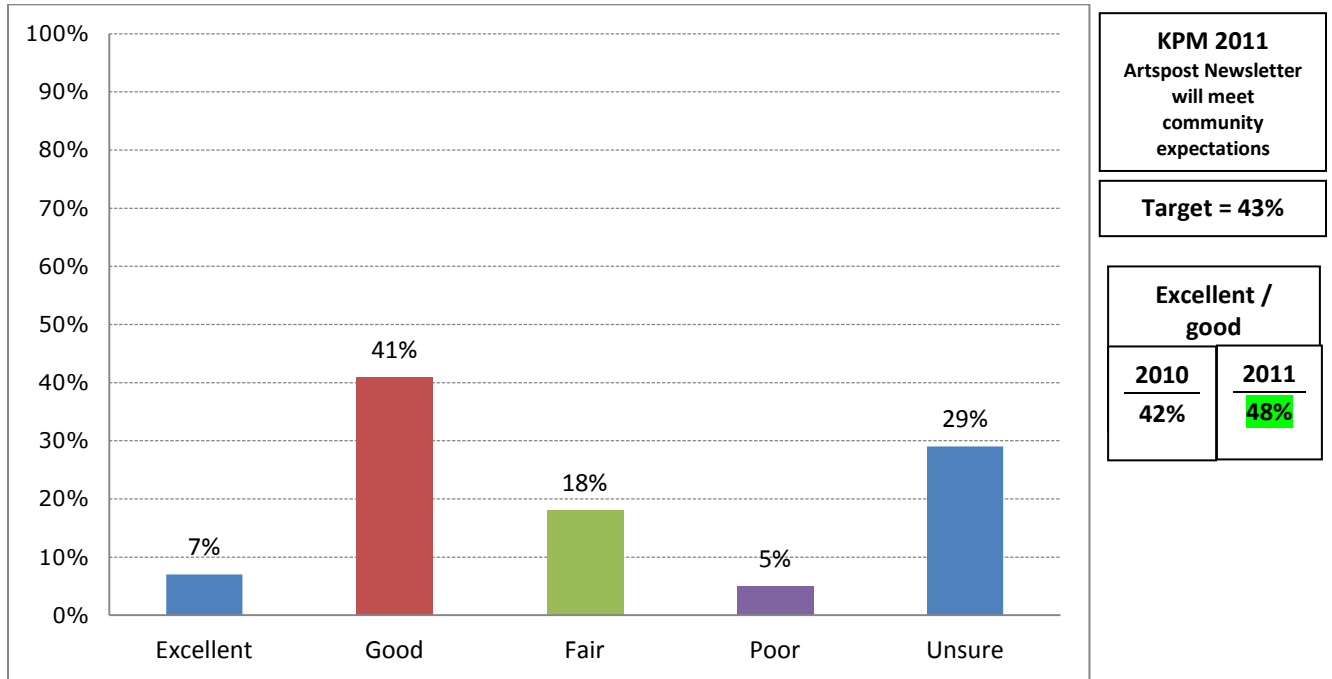
By Ward, fifty-eight per cent of Matamata residents gave a rating of good or excellent for the 'Council in Focus Newsletter' newsletter in terms of meeting their expectations. With a notable year-on-year increase of 12 per cent, 67 per cent of Morrinsville residents gave a rating of good or excellent; however, with a 5 per cent of year-on-year decrease, 45 per cent of Te Aroha residents gave a rating of good or excellent. Also Te Aroha residents are much more likely to give a rating of poor (18%) while Morrinsville residents (55%) are more likely to rate it as good.

A detailed breakdown of the result across the Wards is shown below:

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	411	139	170	102
Poor	9%	8%	4% ---	18% +++
Fair	23%	26%	17% --	29%
Good	49%	47%	55% +	42% -
Excellent	9%	11%	12%	3% ---
Don't know / unable to say	10%	8%	12%	8%

### 3.4.2 'Artspost' newsletter in meeting expectations

Residents were asked to rate the quarterly 'Artspost' newsletter<sup>51</sup> in terms of meeting their expectations. With year-on-year increase of 6 per cent, 48 per cent of residents rate 'Artspost' as either good (41%) or excellent (7%) overall. Eighteen per cent of residents give it a rating of fair, while 5 per cent rate it as poor and 29 per cent of residents indicate that they are unsure.



Females (11%) are more likely to rate the newsletter as excellent while residents aged 40-59 are more likely to term it as fair. Interestingly, residents living in the District for 5 years or less (19%) are more likely to rate it as poor. It is noteworthy that males (35%) are more likely to be unsure of their opinion about 'Artspost'.

<sup>51</sup> Question asked: Using the same scale, how would you rate 'Artspost' in terms of meeting you expectations?  
Base: All respondents. 2011, n=411.

### Ratings for 'Artspost' newsletter: By Ward, 2010

Forty-four per cent of Matamata residents rate 'Artspost' as excellent or good in terms of meeting their expectations; with a 6 per cent of year-on-year increase, 48 per cent of Morrinsville residents rate 'Artspost' as excellent or good; similarly, with substantial year-on-year increase of 12 per cent, 56 per cent of Te Aroha residents rate 'Artspost' as excellent or good.

It is noteworthy that 49 per cent of Te Aroha residents term the newsletter as good whereas 11 per cent term it as poor while only 16 per cent are more likely to be unsure about their opinion on Artspost. This signifies greater readership of the newsletter as compared to the other two wards.

A detailed breakdown of the result across the areas is shown below:

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	411	139	170	102
Poor	5%	3%	3%	11% +++
Fair	18%	20%	16%	18%
Good	41%	38%	39%	49% +
Excellent	7%	6%	9%	7%
Don't know / unable to say	29%	33%	34% +	16% ---

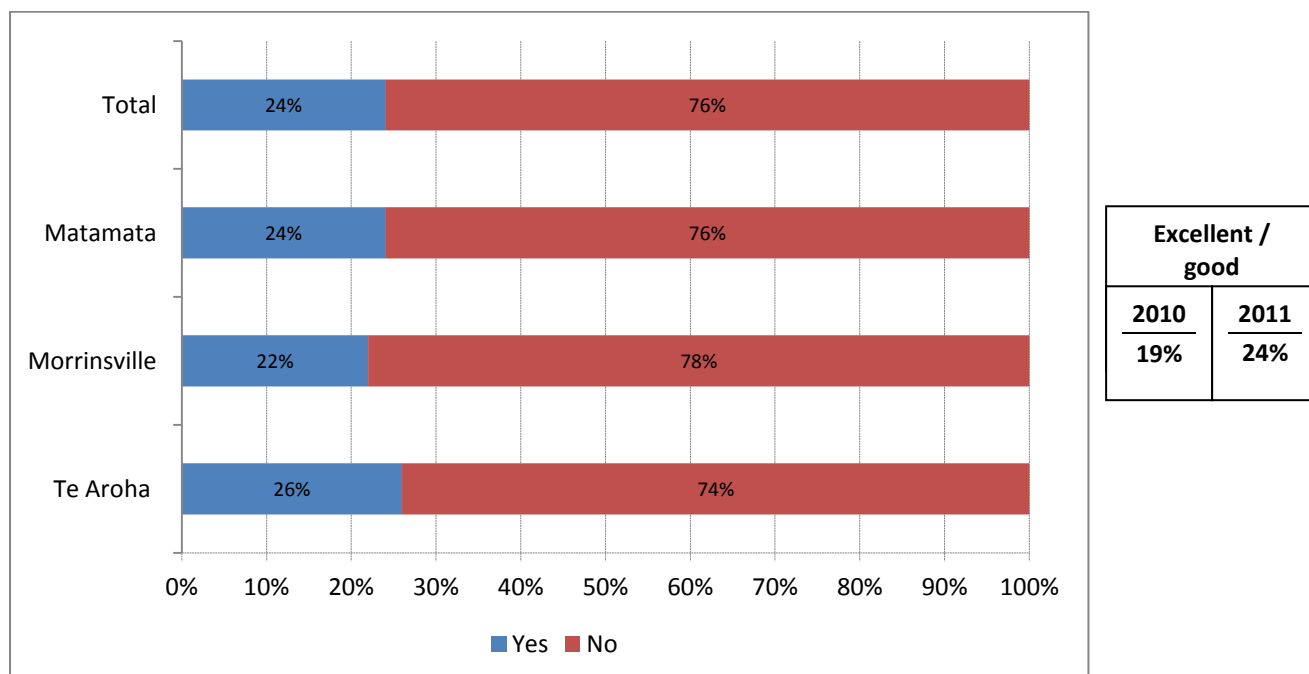
### 3.4.3 Council's website

This section outlines the proportion of residents (who have internet access) who have visited Council's website in the last 12 months; and, provides ratings on three measures regarding Council's website: an overall rating; ease of use; and, having easy to understand information.

#### Visited Council's website in the last 12 months: Overall, 2011

Residents with access to the internet<sup>52</sup> (83% of residents overall have access to the internet) were asked whether they had visited Council's website in the last 12 months<sup>53</sup>. With a 5 per cent year-on-year growth, overall 24 per cent of residents with internet access have visited Council's website in the last 12 months, while 76 per cent of residents with internet access had not visited Council's website in the last 12 months.

Results suggest substantial year-on-year increase in usage for Matamata (9%) and Te Aroha (11%). Twenty-four per cent of residents in Matamata (with internet access) have visited Council's website in the last 12 months; 26 per cent of Te Aroha residents (with internet access) have visited Council's website. However, with a marginal year-on-year decrease of 2 per cent, 26 per cent of Morrinsville residents (with internet access) have visited Council's website.



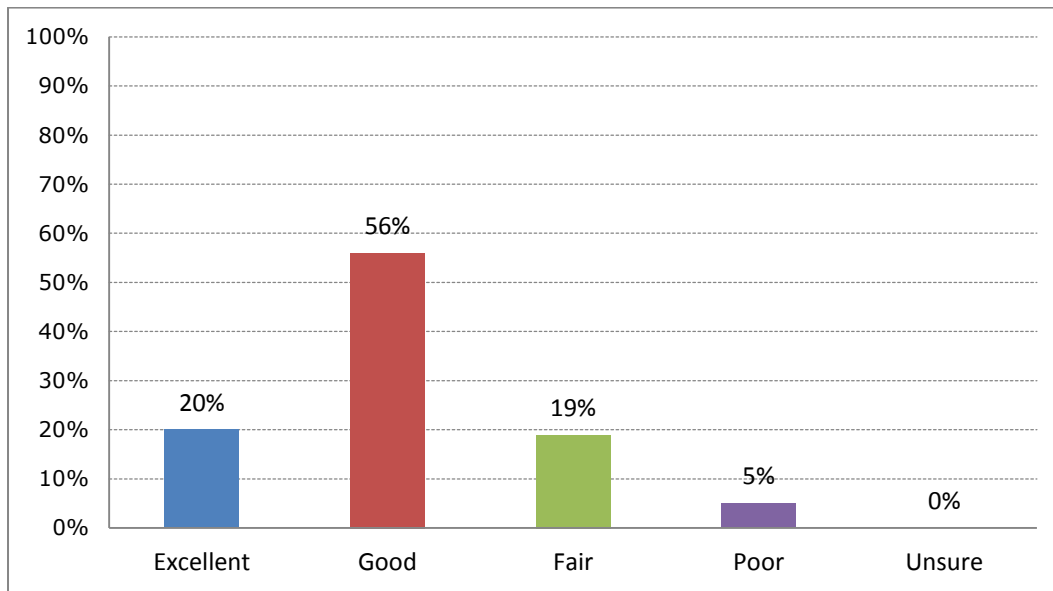
Residents aged 18-39 (31%) and females (29%) are more likely to have visited Council's website. Furthermore, residents who are aged 60+ (5%) and males (18%) are much less likely to say that they have visited Council's website in the last 12 months.

<sup>52</sup> Question asked: Do you have access to the Internet, for example at home, or from the office or elsewhere? Base: All respondents. 2011, n=411. Those with access, n=340; those without access, n=71.

<sup>53</sup> Question asked: Have you visited Council's website in the last 12 months? Base: Respondents with internet access. 2011, (total) n=340; Matamata, n=107; Morrinsville, n=148; Te Aroha, n=86.

### Overall rating for Council's website: 2011

Residents who have visited Council's website in the last 12 months were asked to give an overall rating for Council's website<sup>54</sup>. Twenty per cent of website visitors rate the site as excellent, 56 per cent rate it as good, and 19 per cent think that it is fair while 5 per cent rate it as poor.



KPM 2011

Not specified

Excellent /  
good

2010	2011
71%	76%

There are no<sup>55</sup> notable differences by socio-economic grouping or Ward.

<sup>54</sup> Question asked: Thinking about Council's website, and using the scale excellent, good, fair or poor, how would you rate the website...overall? Base: Respondents who have visited Council's website in the last 12 months. 2011, n=81.

<sup>55</sup> Small base sizes for socio-economic groupings.

### Ratings for Council's website overall: By Ward, 2011

By Ward, fifty-eight per cent of Matamata residents who have visited Council's website gave a rating of good or excellent for the website overall; 86 per cent of Morrinsville residents who have visited Council's website gave a rating of good or excellent; and, 80 per cent of Te Aroha residents who have visited Council's website in the last 12 months gave a rating of good or excellent.

A detailed breakdown of the result across the areas is shown below<sup>56</sup>:

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	81	25	33	22
Poor	5%	17%	0%	0%
Fair	19%	25%	13%	19%
Good	56%	50%	54%	65%
Excellent	20%	8%	32%	15%

There are no notable differences by Ward<sup>57</sup>.

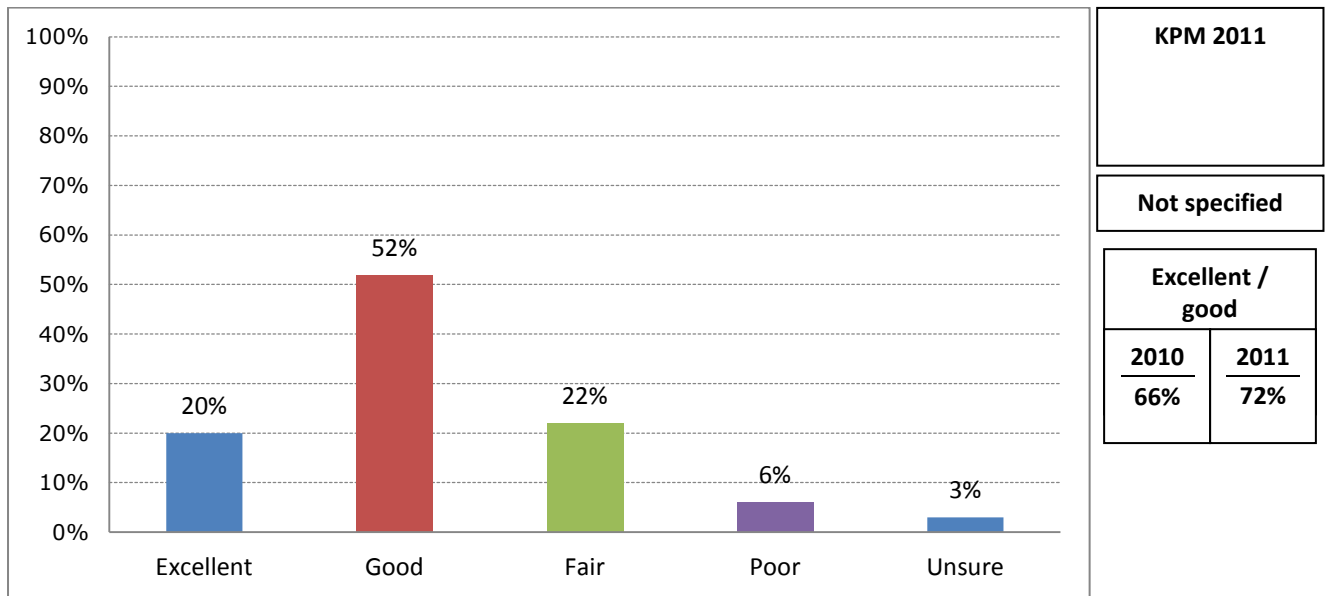
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<sup>56</sup> Please note that these results are indicative only as base sizes are very small.

<sup>57</sup> Small base sizes for the Wards; statistical testing has not been applied.

### Ratings for ease of use: Overall 2011

Overall 72 per cent of council website visitors rate the website's ease of use as excellent (20%) or good (52%). 22 per cent of website visitors rate it as fair; 6 per cent perceive it as poor while 3 per cent of visitors are unsure.



There are no<sup>58</sup> notable differences by socio-economic grouping.

<sup>58</sup> Small base sizes for socio-economic groupings; statistical testing has not been applied.

### Ratings for ease of use: By Ward, 2011

Sixty-five per cent of Matamata residents who have visited Council's website gave a rating of good or excellent for ease of use. It is noteworthy that none of these website visitors from Matamata rated it as poor. Furthermore, 79 per cent of Morrinsville residents who have visited Council's website gave a rating of good or excellent for ease of use; and, 69 per cent of Te Aroha residents who have visited Council's website in the last 12 months gave a rating of good or excellent for ease of use.

A detailed breakdown of the result across the areas is shown below<sup>59</sup>:

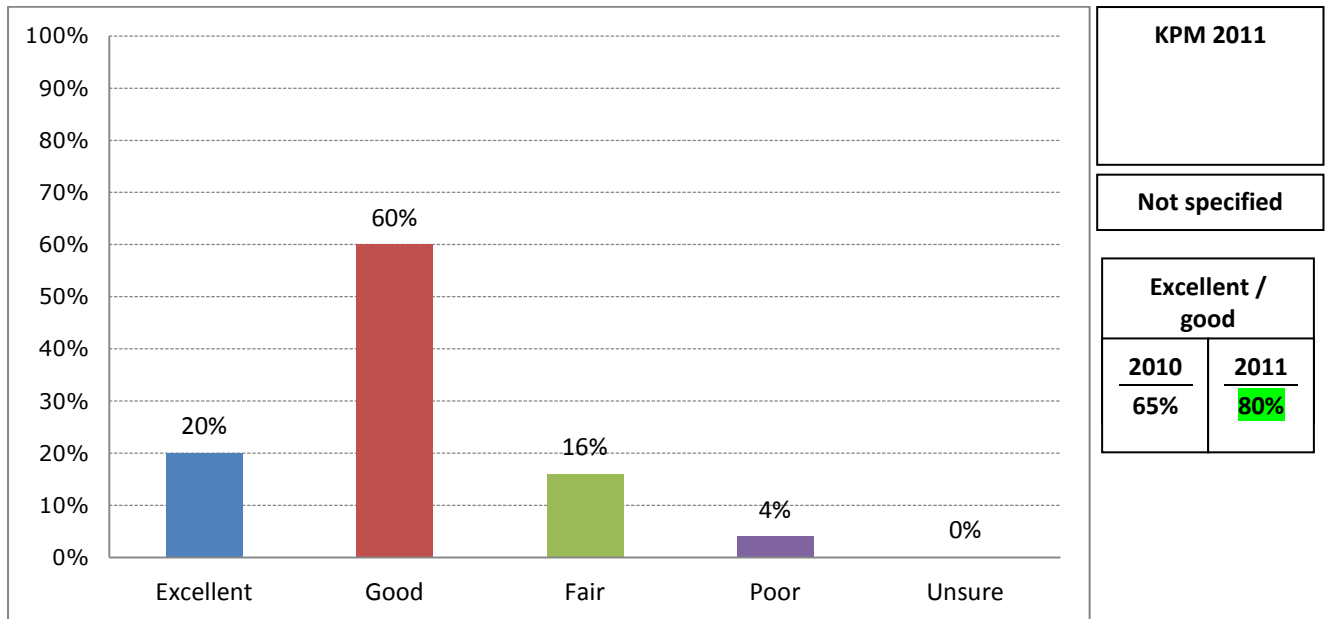
	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	81	25	33	22
Poor	6%	0%	8%	11%
Fair	22%	35%	13%	19%
Good	52%	61%	44%	54%
Excellent	20%	4%	35%	15%

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<sup>59</sup> Please note that these results are indicative only as base sizes are very small. Statistical testing has not been applied.

### Ratings for having easy to understand information: Overall 2011

Residents who have visited Council’s website in the last 12 months were asked to rate Council’s website on having easy to understand information<sup>60</sup>. With a noteworthy 15 per cent year-on-year increase, overall 80 per cent website visitors rate it as excellent (20%) or good (60%). Sixteen per cent of visitors rate it as fair and 4 per cent rate it as poor for having easy to understand information.



There are no<sup>61</sup> notable differences by socio-economic grouping.

<sup>60</sup> Question asked: Thinking about Council’s website and using the scale excellent, good, fair, or poor, how would you rate the website on...having easy to understand information? Base: Respondents who have visited Council’s website in the last 12 months. 2011, n=81. Please note that the results are indicative only as the base sizes are very small.

<sup>61</sup> Small base sizes for socio-economic groupings; Results indicative only.

**Ratings for having easy to understand information: By Ward, 2011**

Seventy-one per cent of Matamata residents and 89 per cent of Morrinsville residents who have visited Council’s website gave a rating of good or excellent for having easy to understand information. Seventy-eight per cent of Te Aroha residents who have visited Council’s website in the last 12 months gave a rating of good or excellent for having easy to understand information. It is notable that none of the website visitors from Te Aroha rated the website as poor.

A detailed breakdown of the result across the areas is shown below<sup>62</sup>:

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	81	25	33	22
Excellent	20%	4%	35%	15%
Good	60%	67%	54%	63%
Fair	16%	27%	3%	22%
Poor	4%	2%	8%	0%

<sup>62</sup> Please note that these results are indicative only as base sizes are very small. Statistical testing has not been applied.

### 3.5 Views on Council

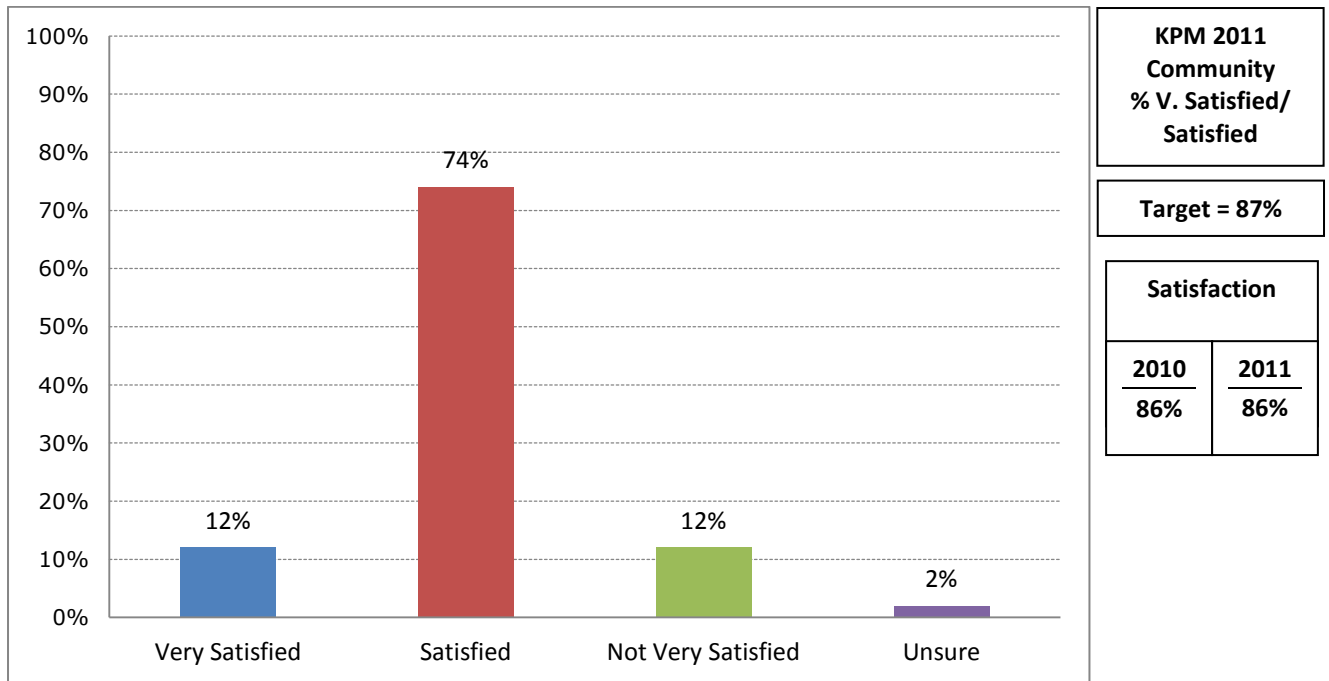
This section provides ratings for three measures: Council’s informing of residents; performance of the Councilors and the Mayor; and, the public’s involvement in consultation processes.

#### 3.5.1 Council’s informing of residents

Identical to the previous year, 86 per cent of all residents are positive about Council’s effort in keeping residents informed. Overall, 12 per cent of residents are very satisfied with Council’s informing of residents<sup>63</sup>, 74 per cent are satisfied, 12 per cent are not very satisfied (indicates 2% year-on-year increase) and 2 per cent are unsure.

However, results show that, when compared to last year’s results, 4 per cent of (just) satisfied residents have moved to the highest rating (very satisfied).

#### Ratings for Council’s informing of residents: Overall, 2011



Residents aged 18-39 (84%) are more likely to say that they are satisfied. Furthermore, residents aged 40-59 (17%) are more likely to say that they are not very satisfied; this opinion is shared by 14 per cent of residents who are living in the District for 10 years or more.

<sup>63</sup> Question asked: How satisfied are you with the way Council keeps you informed? Are you...Base: All respondents? 2011, n=411.

### Ratings for Council's informing of residents: By Ward, 2010

With a seven per cent year-on-year increase, 83 per cent of Matamata residents are satisfied or very satisfied with Council's informing of residents. Eighty-nine per cent of Morrinsville residents are either satisfied or very satisfied. Results suggest that a fewer Te Aroha residents are satisfied with Council's efforts of keeping them informed and only 77 per cent of Te Aroha residents are either satisfied or very satisfied. This translates into 10 per cent of year-on-year decline in satisfaction amongst Te Aroha residents.

A detailed breakdown of the result across the Wards is shown below:

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	411	139	170	102
Not very satisfied	12%	9% -	9%	22% +++
Satisfied	74%	74%	78%	68%
Very satisfied	12%	16% +	11%	9%
Don't know / unable to say	2%	2%	2%	0%

**Reasons for being 'not very satisfied' with Council's informing of residents (grouped by key reason)**

55 residents are not very satisfied with the way Council keeps residents informed; they gave the following main reasons for feeling this way<sup>64</sup>:

- **Not enough information provided / Not informed frequently enough**

*I think the PR is diabolical. Public relations is not existent. All we get is a newsletter every six weeks and that's it.*

*Not informed at all. Never see anyone unless they want something. Council needs to get out and do some work. New contracting method doesn't work as well as old method where there were specific workers who fix things. Need to be quicker.*

*I am a building contractor, we do not get changes on the building code, its' not good enough.*

*The deals are all done behind the scenes. The bike centre they are building nobody knew about, it seems really secretive. People in the council have their own personal agendas.*

*Don't really know what's going on the council or what has happened.*

*Sometimes I feel the council is not totally honest or open about aspects, they seem to be self-serving and not as community minded or trustful as they would like to think they are.*

*Don't think there's enough information put out about subsidies on low income families for rate rebates.*

*They don't let you know very much. There aren't any papers to say things have changed.*

*Hidden agendas which are not really what the public want done.*

*The council have not done well on the rubbish bags scheme, which is very disappointing, as they had poor communication.*

*The proposed rail trail between Paeroa and Te Aroha, we haven't received enough information. And the Gondola proposal, in terms of where it's at in terms of resource consent nobody knows.*

*There's a lot of things done without telling the community.*

*Well I think there's a lot of money wasted in the way communications are done. Just generally the communication is poor and it's wasting money.*

*They don't tell you anything really apart from what's in the paper*

*We don't hear very much from the council, only when we get our rates.*

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<sup>64</sup> Multiple response

*There is not a lot of publicity of what they are doing. We hear about it after it has happened. Events are not advertised very well, should be in the paper. The Mayor runs a one man band.*

*Things are done behind closed doors, such as the cycle way and the lack of cost benefit analysis information before they paid out the money. I wrote a letter to the council that has been acknowledged.*

*Put more public awareness out there of what goes on. It would be good to have something in the mail a little more often with good information that is easy to understand.*

*We live just opposite a BMX park which is for families and the council is going to upgrade it to Olympic standards without consultation. We never got any information before they decided to tell us about it. I wrote two pages of objections and got nowhere. It is about 118 Burwood Road Matamata.*

*Don't know anything that is happening in the District in depth.*

*I don't get a lot of information about anything, only what I get with my rates bill and I think there should be more information. The information we do get should be more targeted and more relevant.*

*We just do not get enough information from the meetings, they make decisions without asking us.*

*We just don't really get anything from them, unless you search for information yourself which can be hard to do, and you shouldn't have to do that in the first place.*

*I do not think we get enough information. I would like you to tell me why they do not keep us informed, really it is my question of why they do not.*

*I just don't know much about the council, I don't seem to get very much information.*

- **Rates going up - little or unclear explanation as to why**

*As rates payers, every year the rates go up and we are unsure of why the rates go up and also where the money goes. Increase in rates for less and unsure of explanation.*

*Never very satisfied when they are going to put the rates up which seems to happen too often.*

*Rates increasing and unsure why.*

*Disappointed in the way they run Matamata. They waste too much money.*

*Rates go up with no discussion.*

*I don't look at what they are up too. They just want to put rates up.*

*Rates increased are not justified, and not informed of reasoning of rate changes.*

*The spending of rates money is overpriced. I always go past council offices having work done on them. I think the rates in Te Aroha are overpriced. They are now over \$2000 in a year and that seems unfair for such a small place. There is no feeling of where we are going.*

*I am not happy with how the council keeps putting the charges up and we just have to pay them.*

*Unhappy with the explanations of rate increases.*

*Just the amount the rates went up , this year \$400.00. I did not realise the large amount. You expect a little increase not that large.*

*The constant rate rises when there seems to be money sitting there not doing anything, that is when the council needs to give us ratepayers a break and stop putting the rates up every 4 months.*

*The Rates letter was misleading, it wasn't too clear. Te Aroha.*

*I don't get a lot of information about anything, only what I get with my rates bill and I think there should be more information. The information we do get should be more targeted and more relevant.*

*I do not think the council does much for the District and rates always goes up with nothing beneficial coming out of it and a lot of misguidance.*

- ***Lack of opportunity to give feedback / decisions made without residents***

*Doesn't matter on the public's opinion. It is useless as the council does not take into consideration the public's opinion.*

*The deals are all done behind the scenes. The bike centre they are building nobody knew about, it seems really secretive. People in the council have their own personal agendas.*

*I don't believe there is any consideration for the elderly or people on their own. They do what they want to do even in a time of recession.*

*Sometimes I feel the council is not totally honest or open about aspects, they seem to be self-serving and not as community minded or trustful as they would like to think they are.*

*Hidden agendas which are not really what the public want done.*

*A lot of things done under public exclusion. Kept in the dark.*

*The proposed rail trail between Paeroa and Te Aroha, we haven't received enough information. And the Gondola proposal, in terms of where it's at in terms of resource consent nobody knows.*

*There's a lot of things done without telling the community.*

*There is not a lot of publicity of what they are doing. We hear about it after it has happened. Events are not advertised very well, should be in the paper. The Mayor runs a one man band.*

*Things are done behind closed doors, such as the cycle way and the lack of cost benefit analysis information before they paid out the money. I wrote a letter to the council that has been acknowledged.*

*We live just opposite a BMX park which is for families and the council is going to upgrade it to Olympic standards without consultation. We never got any information before they decided to tell us about it. I wrote two pages of objections and got nowhere. It is about 118 Burwood Road Matamata.*

*We just do not get enough information from the meetings, they make decisions without asking us.*

*I feel that sometimes they go a bit behind your back and do things you aren't aware of or tell you afterwards.*

- ***Lack of explanation of Council actions / misleading information given***

*I have complained about trees hanging over my property but nothing has been followed u about after they said something would be done.*

*As rates payers, every year the rates go up and we are unsure of why the rates go up and also where the money goes. Increase in rates for less and unsure of explanation.*

*There is a lot of 'double talk' on what the council spends their money on, they invent a phrase and you don't know what it means in their pamphlets.*

*The deals are all done behind the scenes. The bike centre they are building nobody knew about, it seems really secretive. People in the council have their own personal agendas.*

*Don't think there's enough information put out about subsidies on low income families for rate rebates.*

*They don't let you know very much. There aren't any papers to say things have changed.*

*The council have not done well on the rubbish bags scheme, which is very disappointing, as they had poor communication.*

*They don't tell us the full story. There are a one eyed outfit as far as I am concerned. I think it's time we had a new mayor and i think the current council has too much authority. Young council members were talked down and had no choice of passing any amendment going through.*

*The proposed rail trail between Paeroa and Te Aroha, we haven't received enough information. And the Gondola proposal, in terms of where it's at in terms of resource consent nobody knows.*

*They don't tell you anything really apart from what's in the paper*

*There is not a lot of publicity of what they are doing. We hear about it after it has happened. Events are not advertised very well, should be in the paper. The Mayor runs a one man band.*

*I moved into this town a while ago, brought a property that the council trespassed on. They threatened me with a purchase confiscation and continued to use my land by driving on my land to get to a sewerage pump station that was on council land. They never asked for permission once.*

*I feel you have to read between the lines to know what is really going on as they don't seem to just write the truth.*

*The rates letter was misleading, it wasn't too clear. Te Aroha.*

*Don't know anything that is happening in the District in depth.*

*I do not think the council does much for the District and rates always goes up with nothing beneficial*

*coming out of it and a lot of misguidance.*

*I feel that sometimes they go a bit behind your back and do things you aren't aware of or tell you afterwards.*

- ***Need to use more avenues to communicate with residents***

*I think the PR is diabolical. Public relations is not existent. All we get is a newsletter every six weeks and that's it.*

*Not informed at all. Never see anyone unless they want something. Council needs to get out and do some work. New contracting method doesn't work as well as old method where there were specific workers who fix things. Need to be quicker.*

*I am a building contractor, we do not get changes on the building code, its' not good enough.*

*They don't let you know very much. There aren't any papers to say things have changed.*

*They had a meeting there this week regarding the Maori land claims and it should have been advertised. The rubbish on a Sunday is ridiculous. The street lighting is very poor around town. Shakespeare Street, Te Aroha.*

*The proposed rail trail between Paeroa and Te Aroha, we haven't received enough information. And the Gondola proposal, in terms of where it's at in terms of resource consent nobody knows.*

*There is not a lot of publicity of what they are doing. We hear about it after it has happened. Events are not advertised very well, should be in the paper. The Mayor runs a one man band.*

*Put more public awareness out there of what goes on. It would be good to have something in the mail a little more often with good information that is easy to understand.*

*We just don't really get anything from them, unless you search for information yourself and that can be hard to do, and you shouldn't have to do that in the first place.*

- ***No follow up from Council on complaints***

*I have complained about trees hanging over my property but nothing has been followed u about after they said something would be done.*

*There are many issues that have dealt with. The issues that have been raised over and over and nothing gets done. Mainly the issue of dog control. Many dogs tied up and barking hours at a time. The dog control has been contacted and they don't do anything.*

*We live just opposite a BMX park which is for families and the council is going to upgrade it to Olympic standards without consultation. We never got any information before they decided to tell us about it. I wrote two pages of objections and got nowhere. It is about 118 Burwood Road Matamata.*

*Some of the guys are good but i don't know what happened to Hugh- he says I don't know when i enquire him about things. He doesn't know I don't think he's interested in addressing our issues.*

*Morrinsville. I have had a lot of issues with the council concerning the storm water drain and they haven't done what they promised to do with the drain.*

- **Other**

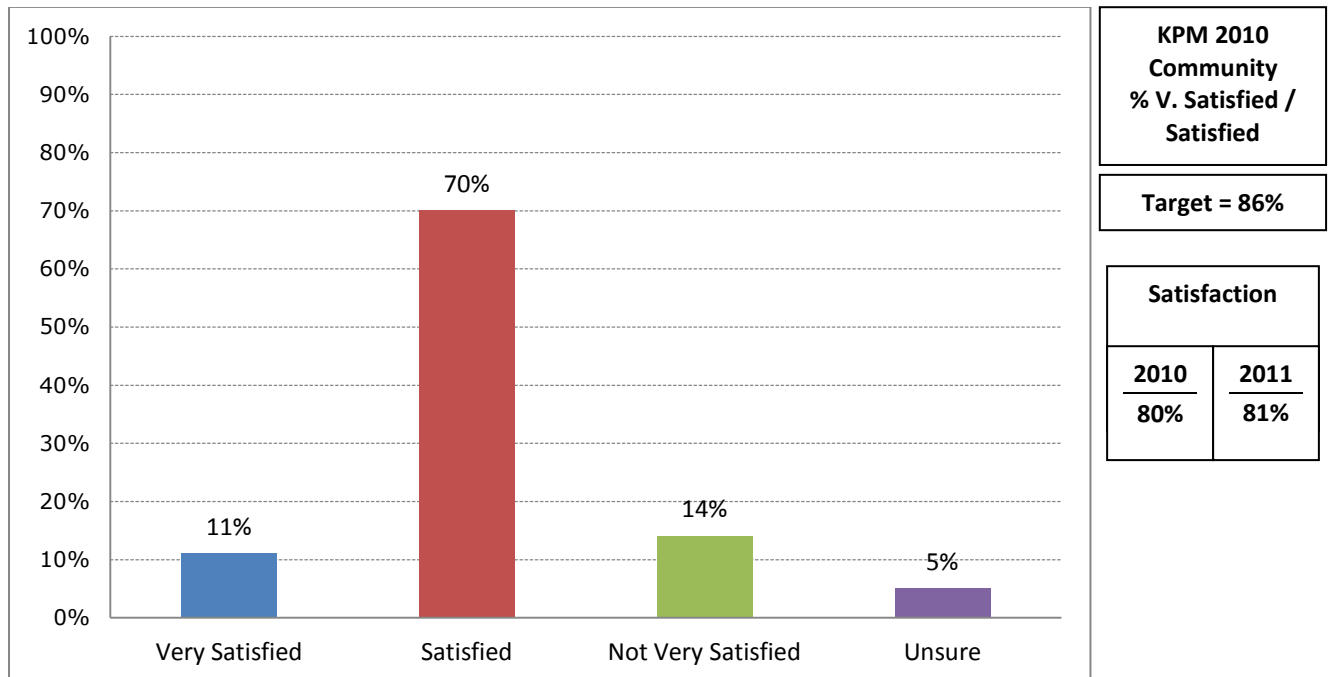
*I can't understand why we elect a council and then they have to use consultants to tell them what to do and we have to pay a lot of money for those consultants.*

*The track at the Hamilton Street end needs to be cleaned up and the water ways need to be cleaned out either side of it. Te Aroha.*

### 3.5.2 Performance of Councilors and the Mayor

#### Ratings for performance of Councilors and the Mayor: Overall, 2011

Overall, 81 per cent of residents are content with the performance of Councilors and the Mayor<sup>65</sup>. Eleven per cent of residents rate their performance at the top of the scale and 70 per cent of residents are satisfied. On the other hand, 14 per cent of residents are not very satisfied while 5 per cent are unsure.



Residents residing in the District for 6 to 10 years (20%) and higher income earners, household that earn more than \$60,000 per annum (14%) are more likely to say that they are satisfied with the performance of Councilors and the Mayor. Additionally, long-term residents (residents living in the District for more than 10 years) are more likely to say that they are not very satisfied (17%).

<sup>65</sup> Question asked: How satisfied are you with the performance of the Councilors and the Mayor? Are you...Base: All respondents? 2011, n=411

### Ratings for performance of Councilors and the Mayor: By Ward, 2011

Eighty-five per cent of Matamata residents are satisfied or very satisfied with the performance of Councilors and the Mayor. Satisfaction levels amongst Morrinsville residents remain constant with last year as 84 per cent of residents are satisfied or very satisfied. However, with a 6 per cent year-on-year decline in satisfaction amongst Te Aroha residents, 69 per cent are satisfied or very satisfied.

Results suggest that Matamata residents (14%) are more likely to say that they are very satisfied; however a significantly higher proportion (25%) of Te Aroha residents are likely to say that they are not very satisfied.

A detailed breakdown of the result across the Wards is shown below:

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	411	139	170	102
Not very satisfied	14%	10% -	12%	25% +++
Satisfied	70%	71%	73%	63% -
Very satisfied	11%	14% +	11%	6% -
Don't know / unable to say	5%	5%	4%	6%

## Reasons for 'not very satisfied' with performance of Councilors and the Mayor (grouped by key reason)

57 residents are not very satisfied with the performance of Councilors and the Mayor and give the following main reasons for feeling this way<sup>66</sup>:

- **Resident concerns no listened to / actioned**

*The mayor and Councilors are not prepared to listen to the people. For example, the cycleway we were supposed to have is not worth it. In the paper it says that everyone is in favour of it but really no one is not in favour of it. They do not think of the people that have to pay for it but will not use it. It is a white elephant.*

*Only wants to know anybody prior to election. The public is ignored other times, apart from election times. Not keeping the public informed as well as they should be.*

*When people go to them with issues, you don't receive very much service and help when we are the ones paying rates for their services.*

*It is a one man band. The councilors don't know anything just take orders from the boss.*

*This is in regards to the 'noise control' I ring often about my neighbours and nothing is really done about it. They send a security guard out to give a warning and nothing more is done even if I ring again. They need to have a system where fines or confiscation is in place. The council should try harder to provide this service.*

*They try and appease their voters but don't do what they are hired to do. They don't provide service to their area. They are over budget and set friends up with contracts. It is unethical.*

*On the whole I don't think they are doing what the people want. The rich people keep getting richer - the council caters for the rich, but the average Joe blog is starting to slip into the poor category, so where does that leave the people already in the poor category.*

*The council is making our rubbish bags smaller which is ridiculous.*

- **Need to focus on core infrastructure**

*Mayor isn't doing well. Could spend more money on people and less on council itself.*

*I see a lot of funds that go out of our areas that are not in this District. For example I read in the paper the other day they are going to spend \$500,000 for a bike road that is way out of the District.*

*The rates increase of 6% in our current environment is not prudent, as it does not meet residents incomes and much of the expenditure is undesirable. For example \$400,00 being spent on Hetana to make the street look better and another \$200,000 on the review for the District plan.*

*He seems to worry about skate parks and so on but not really about the general community.*

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<sup>66</sup> Multiple responses allowed

- ***Inefficient / poor decision making / Service needs to cater to all sections of community***

*He's been on too long, need someone new. He doesn't focus on the city. He needs to cater to every age but there is nothing in Morrinsville for young people*

*They just seem to waste so many funds and put stumbling blocks in the way. For example a track up the mountain they put a spanner in the works.*

*Rates are getting way too high. Money is being wasted on a cycle way from Paeroa to Te Aroha worth hundreds of thousands.*

*Not fond of the Mayor - he is unreasonable and makes decisions that don't come into the public interest.*

*They are doing what they want. Not thinking about the elderly and people on their own.*

*Seem to be not transparent, seen as having hidden agendas from the public. Not community minded.*

*Dissatisfied with the extensive use of consultants.*

*They are too costly. The streetscape was not good and makes the town look bad, can be an eyesore. Tar-seal would have been more practical. Streetscape looks grubby.*

*Councils and the mayor is responsible for how the Matamata town runs, a lot of money wasting going on in town. Example, had a water leak in our house, 3 trucks came 1 people in each truck. Was not necessary for all three people to come and also all the people did not get the job done on the same day, had to make another trip when the job could have been done in one trip. Could save a lot of money and time. Also this causes high rates.*

*The Mayor and Councillors are not prepared to listen to the people. For example, the cycleway we were supposed to have is not worth it. In the paper it says that everyone is in favour of it but really no one is not in favour of it. They do not think of the people that have to pay for it but will not use it. It is a white elephant.*

*The decisions they make, do not correspond with what i would choose. They lack the ability to make a decision and stick to it.*

*The rates have been increasing; this is due to the mayor and councillors having limited knowledge on their priorities.*

*He has done a few things that have upset us - the community.*

*Doesn't do good enough job. Have attended transfer station discussion, didn't feel it was regarded a priority.*

*Mayor isn't doing well. Could spend more money on people and less on council itself.*

*They seem to spending a lot of money on art galleys and museums and I'm not very happy with that.*

*I see a lot of funds that go out of our areas that are not in this District. For example I read in the*

*paper the other day they are going to spend \$500,000 for a bike road that is way out of the District.*

*The rates increase of 6% in our current environment is not prudent, as it does not meet residents incomes and much of the expenditure is undesirable. For example \$400,00 being spent on Hetana to make the street look better and another \$200,000 on the review for the District plan.*

*Not very happy with the mowing of the road side verges, outside the kindergarten it's too long, grass not caught and covers the foot path and could be dangerous*

*They try and appease their voters but don't do what they are hired to do. They don't provide service to their area. They are over budget and set friends up with contracts. It is unethical.*

*Some of the things that are dictated to us (the community) I am not happy with. -(didn't want to comment further )*

*On the whole I don't think they are doing what the people want. The rich people keep getting richer - the council caters for the rich, but the average Joe blog is starting to slip into the poor category, so where does that leave the people already in the poor category.*

*Some projects around the town can be put on the backburner and forgotten about.*

*I just think that they could do a lot better in all aspects.*

*They seem to worry about skate parks and so on but not really the general community.*

*Because I feel the District council does not do anything.*

- **Unsure as to what they do**

*Rates keep increasing but it is unclear on what the money is being put towards. Also my husband and I were told to pick up broken glass outside our house the other day and take it to the dump, because the garbage men don't do broken glass.*

*Seem to be not transparent, seen as having hidden agendas from the public. Not community minded.*

- **Focus on one Ward only**

*I think the Mayor is overpaid. There is more of an interest in Matamata and Morrinsville rather than in Te Aroha. I think there is more money spent in the other two places than there is ever in Te Aroha.*

*Mayor seems more for Matamata rather than Te Aroha. Too larger District and different focus. He spends lots in Matamata because he lives there.*

*The Mayor is not very concerned with the local concerns in Te Aroha. There is very limited representation from Te Aroha in the council.*

*I feel that the Mayor is not spending enough time publically in Morrinsville; he is in the paper a lot in Te Aroha. I would like to see the Mayor come out to Morrinsville and visit the organisations more.*

- **Poor communication**

*The information we receive is very poor and hard to understand, there is not enough communication going on.*

*Mayor is not in touch at all with the needs of the community. Don't see any of the Councillors or Mayor at all in the community.*

*Only wants to know anybody prior to election. The public is ignored other times, apart from election times. Not keeping the public informed as well as they should be.*

*Better communication needed between public and council.*

*It is a one man band. The councillors don't know anything just take orders from the boss.*

*I don't trust what they say. You always have to read between the lines to try and know what is really going on.*

*Never hear what they are up to.*

- **New Council / Mayor needed**

*He's been on too long, need someone new. He doesn't focus on the city. He needs to cater to every age but there is nothing in Morrinsville for young people*

*Mayor's personality - need fresh ideas and a new Mayor just because the current mayor been elected for too long.*

*Te Aroha needs a more specific Mayor and needs someone to oppose him.*

*The Mayor is not very concerned with the local concerns in Te Aroha. There is very limited representation from Te Aroha in the council.*

*Time for a change of Mayor he is a bit biased on issues.*

*We need a new Mayor. The one we have now just sits back and cashes in.*

*Morrinsville. I would prefer a different Mayor. He wasn't very good with handling our problems. I think that there needs to be new 'blood' in the council.*

- **Lack of consultation with residents**

*There are certain people there again that have their own agendas that they are pushing. They are all very secretive.*

*They are doing what they want. Not thinking about the elderly and people on their own.*

*Seem to be not transparent, seen as having hidden agendas from the public. Not community minded.*

*Mayor is not in touch at all with the needs of the community. Don't see any of the Councillors or*

*Mayor at all in the community.*

*The Mayor and Councillors are not prepared to listen to the people. For example, the cycleway we were supposed to have is not worth it. In the paper it says that everyone is in favour of it but really no one is not in favour of it. They do not think of the people that have to pay for it but will not use it. It is a white elephant.*

*Only wants to know anybody prior to election. The public is ignored other times, apart from election times. Not keeping the public informed as well as they should be.*

*It is a one man band. The councillors don't know anything just take orders from the boss.*

*I don't trust what they say. You always have to read between the lines to try and know what is really going on.*

*Morrinsville. I feel that the Mayor is not spending enough time publically in Morrinsville, he is in the paper a lot in Te Aroha. I would like to see the Mayor come out to Morrinsville and visit the organisations more.*

- **Rates increasing**

*Rates are getting way too high. Money is being wasted on a cycle way from Paeroa to Te Aroha worth hundreds of thousands.*

*Rates are going up too much.*

*Rates keep increasing but it is unclear on what the money is being put towards. Also my husband and I were told to pick up broken glass outside our house the other day and take it to the dump, because the garbage men don't do broken glass.*

*Rates going up all the time.*

*With the rates like everything cost of livings going up then they go and through hundreds more dollars on your rates and you don't get anything out of I've been living here for years and don't see anything extra with my rates. I don't get a pay rise every year and its never 5% like inflation.*

*Councils and the Mayor is responsible for how the Matamata town runs, a lot of money wasting going on in town. Example; had a water leak in our house, 3 trucks came 1 people in each truck. Was not necessary for all three people to come and also all the people did not get the job done on the same day, had to make another trip when the job could have been done in one trip. Could save a lot of money and time. Also this causes high rates.*

*The rates have been increasing; this is due to the Mayor and Councillors having limited knowledge on their priorities.*

*The rates increase of 6% in our current environment is not prudent, as it does not meet residents incomes and much of the expenditure is undesirable. For example \$400,00 being spent on Hetana to make the street look better and another \$200,000 on the review for the District plan.*

*They charge too much for rates and do not give enough value for the rates in Matamata.*

- **Other**

*Very disappointed all round.*

*I think the Councillor's and Mayor's actions speak louder than words. They don't act enough and talk too much.*

*The way, in which they run, the fact that they got a 4% pay rise and no one else has*

*Wife was involved with an opening of a dental clinic today; the Mayor was invited but never turned up.*

*I see the Mayor far too much around the town and they should be in their offices more.*

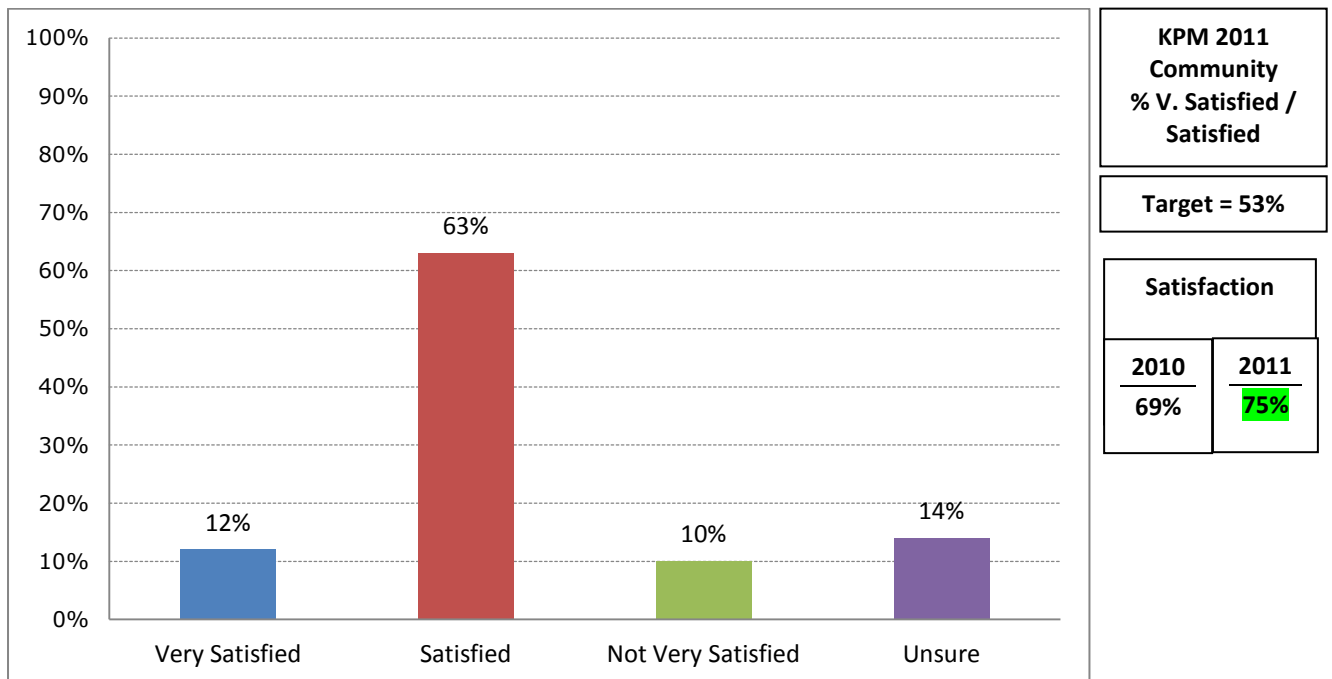
*Very satisfied with the Mayor but not very satisfied with the rest of the council.*

### 3.5.3 Public's involvement in consultation processes

Residents rated their satisfaction with the public's involvement in consultation processes in the last 12 months<sup>67</sup>. Results indicate a six per cent year-on-year increase in residents' satisfaction with the public's involvement in consultation process.

Overall, 12 per cent of residents are very satisfied with the public's involvement in consultation processes in the last 12 months, 63 per cent are satisfied, 10 per cent are not very satisfied, and 14 per cent are unsure.

#### Ratings for the public's involvement in consultation processes: Overall, 2011



Residents aged 60-69 are more likely to say that they are not very satisfied (20%) while residents aged 70+ are much more likely to say that they are unsure (23%). Residents who have lived in the District for 10 years are more likely to say that they are very satisfied (23%). Additionally, females (16%) and residents who earn more than \$60,000 per annum are more likely to be very satisfied (17%). On the other hand, males (13%) are more likely to say that they are not very satisfied. Residents who earn less than \$40,000 per annum (20%) and residents aged 70 or over (23%) are more likely to have no opinion about the public's involvement in consultation process.

<sup>67</sup> Question asked: How satisfied are you with the public's involvement in consultation processes over the last 12 months? Are you...Base: All respondents 2011, n=411.

### Ratings for the public's involvement in consultation processes: By Ward, 2011

Seventy-eight per cent of Matamata residents are satisfied or very satisfied with the public's involvement and this reflects 11 per cent of year-on-year increase in satisfaction amongst Matamata residents. Seventy-seven per cent of Morrinsville residents are satisfied or very satisfied. Te Aroha continues to be a ward with lowest satisfaction proportion. However there has been a 5 per cent year-on-year increase in satisfaction amongst Te Aroha residents; as currently 69 per cent of Te Aroha residents are satisfied or very satisfied.

Subsequently, Te Aroha residents (16%) are more likely to say that they are not very satisfied.

A detailed breakdown of the result across the areas is shown below:

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	411	139	170	102
Not very satisfied	10%	6% --	11%	16% ++
Satisfied	63%	67%	67%	52% ---
Very satisfied	12%	11%	10%	17% +
Don't know / unable to say	14%	16%	11%	15%

**Reasons for being 'not very satisfied' with public's involvement in consultation processes (grouped by key reason)**

47 residents are not very satisfied with the public's involvement in consultation processes; they gave the following reasons for feeling this way<sup>68</sup>:

- ***Not enough consultation as to why rates are increasing / where funds is going***

*We've had all the controversy on the air field over the rates for hangers, and we cannot come to an agreement there.*

*Not consulted about rate increases.*

*I think the council are spending money, it's rate payers money and I think we should have more knowledge of where the rates money is going to. I would like a breakdown of all the wages.*

- ***Not enough consultation with residents in general / public notices about council plans etc.***

*There isn't any or little consultation. The carry on with the paddle steamer down the river got completely out of hand because of councils lack of PR and consultation.*

*They don't listen to the public, they just say what they are doing, don't ask. Public is ignored.*

*Not enough communication available between council and public.*

*They don't take our views just do what is on their agenda.*

*You don't know what's going on and then you'll get the paper and there'll be something you've never heard of.*

*They didn't listen to us about keeping rubbish bags the same size, they made them smaller.*

*Public don't have anything to do with anything. The council just do what they want to do, no public notice.*

*Reflection on society - over the years done different jobs. Council does not necessarily take into considerations all members opinions.*

*They just do whatever they want. Without and regardless of the public's opinion.*

*I don't believe there is a lot of notice given to things like meetings and things. The elderly can't attend most of those because they are at night.*

*Should be more public involvement.*

*They don't listen to what the town says. Even when people have said no. They are triple dipping into taxes, rates and council. They don't spend money wisely. They tend to go with the minority that*

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<sup>68</sup> Multiple responses allowed

*wants things changed or built. Should listen to people as a whole.*

*Well I think that yesterday was a primary example. The agendas weren't out even three days prior to the meeting. It was an important meeting and no one knew what was going on. I think there are certain issues they were trying to avoid.*

*We seem to hear things that nobody can ever follow up on. We're told things that don't seem quite right from the council.*

*Poor communication skills.*

*The upgrade of the Te Aroha domain lacked communication between Council and residential people. There was really minimal communication.*

*There is not enough consultation, only on a few issues there is consultation.*

*Not enough opportunity with public being uninformed.*

*Things seem to get done without too much input even when you say something they get on with what they were doing anyway.*

*We do not have enough opportunity to contact council members at time when we need to in order to clarify laws.*

*The residents do not have much input or voice when it comes to decisions in general such as rates increase.*

*I believe the bulk of people don't feel that they have a right to say. People have their opinions with friends and the community etc., but if they have the opportunity to make a complaint or voice their opinions then they just go quiet.*

*People could be a bit more involved. We should get what we are paid for, as well as be involved in what we are paying for. Consultations are a waste of money as they will do what they want anyway. It is very cosmetic as the council already know what they are going to do.*

*People aren't given enough time to project their ideas.*

*For example, the cycle dome was given a \$100,000 donation on the spot without consultation with the public. They told us where it was going and put it up. They consulted us after the fact not before.*

*The Domain at the back was done half-hearted and it doesn't look very appealing it needs more care and attention and the paddle steamer on the river - the council fouled it up for the man who was setting up the paddle boat. Te Aroha*

*There was no notification of the drainage work going on at New World. The work starts as early 6 pm with diggers etc. so is quite loud.*

*The BMX track and no consultation or listening going on.*

*The lack of opportunity provided for our feedback, no input into decisions.*

*There will always be something wrong. I know you can't please everybody but it seems that they don't even try.*

*It appears to me that whatever issues the public are bringing to their attention we do not questions answered or the reasons why.*

*I was a bit upset at the way they tried to push through the velodrome and I was very against this. It was going to be put on the polo ground where they would no longer be able to play polo or have the AMP show there anymore. I didn't like the way that certain members tried to through it at the community. Morrinsville.*

*Morrinsville. I would like to see more of public's involvement.*

*There is not enough information put out by the Council for us to see enough.*

- **Council seem to act first and then contact later / decisions are made before consultation**

*They just take people in even when they have already made up your mind. Don't really take in opinions. They just say this is what we ARE doing*

*They don't listen to the public, they just say what they are doing, don't ask. Public is ignored.*

*Most of the time in Matamata things get done then the public is known about it, not the other way around.*

*Could be better, quite often by the time you hear about things they've already happened.*

*Things seem to happen and I haven't been informed or perhaps I haven't taken it in.*

*People could be a bit more involved. We should get what we are paid for, as well as be involved in what we are paying for. Consultations are a waste of money as they will do what they want anyway. It is very cosmetic as the council already know what they are going to do.*

*For example, the cycle dome was given a \$100,000 donation on the spot without consultation with the public. They told us where it was going and put it up. They consulted us after the fact not before.*

*The rubbish collection - they consulted everybody about the change of rubbish bags, and went ahead and made them smaller even though that's not what we as a community wanted. People may have voted differently if they had known that the volume of the rubbish bags were going to be different - made smaller.*

*They did things without the public's consultation. They removed the seats by the clock, and they took the toilets out of the skate park. Te Aroha.*

*I attended a meeting re the velodrome and the councillor and whoever he was basically said it is going ahead anyway. This was in response to a person saying or expressing a concern. We were basically told that the velodrome was more important to polo players or whatever in town, the balloons, and drive in movies or whatever. It seems we are getting steam rolled. I got so disgusted I got up and left the meeting early. The same thing happened with the art gallery, the basic person here would not care*

- **Other**

*Too late. Can't change anything.*

*Continue to supply bags however now they're giving smaller bags.*

*I don't agree with the public involvements, I believe that the public employs the council and if the public doesn't like the council then vote another council in.*

## 4.0 Discussion

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Overall, results reaffirm the positive perspective residents have towards Council and their management of most services and facilities with good results across most measures and fourteen out of 20 targets met or exceeded.

Specifically, the KPM targets were met or exceeded for: The Artspost newsletter, public involvement in consultation process, both libraries targets i.e. opening hours and library services, parks and reserves, sports fields, cemeteries, parking in the District, aquatic facilities, roading network, sealed roads, safety of roading network, roading corridor management and waste management.

The KPM target was not met for: Council's management of flooding in urban areas (result of 64% vs. target of 78%); footpaths (result of 75% vs. target of 84%); water pressure (result of 88% vs. target of 91%); the 'Council in Focus' newsletter (result of 58% vs. target of 76%); keeping residents informed (result of 86% vs. target of 87%) and, performance of Councillors and the Mayor (result of 81% vs. target of 86%).

Council's management of flooding in urban areas remains a vital area with satisfaction levels remaining identical to last year; below the target of 78 per cent. Matamata residents are particularly dissatisfied with this issue; this being consistent with last year's results. Evaluation of verbatim responses indicates that residents' main concerns about surface flooding are linked to blocked drains and gutters, and inadequate and narrow pipe drainage. Additionally, the New World car park in Matamata is a key area highlighted by residents, indicating that this is usually affected by flooding. Furthermore, a considerable segment of residents who are dissatisfied (43%) would like to see more attention from Council with flooding related issues.

While residents perceive notable improvements with sealed roads compared to last year; footpaths in the District continue to be an area where residents identify the greatest potential for improvement. The proportion of satisfied residents is similar to last year; all verbatim responses highlight similar issues to those mentioned last year such as footpaths being uneven, bumpy or broken and that this is being caused in part by tree roots. Residents aged 70+ (*mobility scooter users, for those whom a fall would be quite dangerous*) and females (*prams, children*) remain the primary complainants of footpath surfaces as they continue to find it difficult to negotiate the uneven footpath surfaces.

Water pressure of the town supply was also observed as a concern. Results show that there is disproportionately high number of Matamata residents (15%) who are dissatisfied with the water pressure while Te Aroha residents appear to be particularly (very) satisfied (44%) with town supply water pressure.

Lastly the 'Council In Focus' has not met the KPM for the last two years, however it should be noted that some residents are unsure (10%) how to rate the publication indicating a lack of engagement. This trend is particularly high amongst residents aged 18-39 (16%) and females (13%). Measures to increase readership of the newsletter might assist in improving the publications' perceived effectiveness.

## 5.0 Sample Profile

This section outlines the sample composition of residents surveyed.

### Age<sup>69</sup>

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	411	139	170	102
18 - 39	35%	28% --	43% +++	32%
40 - 59	37%	35%	36%	40%
60+	28%	37% +++	21% --	27%

### Gender<sup>70</sup>

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	411	139	170	102
Male	48%	46%	57% +++	37% ---
Female	52%	54%	43% ---	63% +++

<sup>69</sup> Question asked: Which of the following age groups do you belong to? Base: All respondents. 2011, n=411.

<sup>70</sup> Gender recorded at survey close. Base: All respondents. 2011, n=411.

## Ethnicity<sup>71</sup>

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	411	139	170	102
New Zealand European	90%	93%	87%	92%
New Zealand Maori	3%	1%	5%	3%
Pacific Islander	0%	0%	1%	0%
Asian	0%	0%	1%	0%
Other	6%	6%	7%	5%
Refused	0%	1%	0%	0%

## Household Income<sup>72</sup>

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	411	139	170	102
Under \$40,000	23%	32%	16%	24%
Between \$40,000 and \$60,000	21%	19%	20%	25%
More than \$60,000	43%	33%	54%	39%
Don't know	4%	4%	4%	4%
Refused	8%	12%	6%	7%

<sup>71</sup> Question asked: Just for our statistics, which of the following ethnic groups do you consider yourself? Base: All respondents. 2011, n=411.

<sup>72</sup> Question asked: Which of the following income brackets does your total annual household income, before tax, fall into? Base: All respondents. 2011, n=411.

**Years living in the District<sup>73</sup>**

	Total	Ward		
		Matamata	Morrinsville	Te Aroha
Base	411	139	170	102
5 years of less	13%	9% -	12%	19% ++
6 - 10 years	15%	19% +	14%	11%
More than 10 years	71%	72%	72%	70%
Refused	1%	0%	1%	0%

<sup>73</sup> Question asked: How many years have you lived in the District? Base: All respondents. 2011, n=411.

## Appendix 1: Reading significant testing on tabulated

Question: 'Do you own a property in this District?'						
	Total	Ward A	Ward B	Ward C	Ward D	Ward E
Number of residents that answered this question.	502	300	60	66	39	37
Yes	78%	83% +++	77%	61%	79%	73%
No	22%	17%	23%	39% ---	21%	27%

### To read this table:

- **Question:** is displayed in bold at the top of the table.
- **Answer choices:** are displayed in the first column (shown here in red text).
- **Respondents:** The number of people who answered the question (in total and for each area) is displayed in the second row (shown here in green text). It is important when looking at the tables to first look at the number of people who answered the question; it is important because the number of residents who answered each question varies, as not all residents used or rated every service.
- **Results:** Results are shown at a total level, i.e., all respondents, (grey column) and for area sub groups, i.e., Wards, (all columns to the right of the grey column). Each cell shows the number of people who gave a certain response as a percentage. The percentages are read downwards, for example:
  - 78% of the 502 people who answered this question owned a property in the District
  - Of the 300 Ward A residents who answered this question, 83% of them own a property in the District
- **Significance testing:** this has been carried out on the figures in this table. Results that are significantly different are indicated with plus or minus signs.
  - The three pluses (+++) under the 'yes' response for residents in Ward A (83%) is significantly higher than the response for all residents (Total, 78%)
  - The three minus signs (---) under the 'no' response for residents in Ward C (39%) is significantly lower when compared to all residents (Total, 22%).