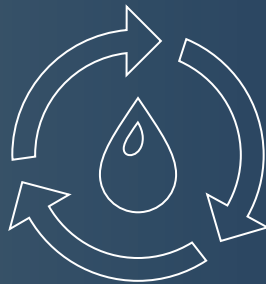


Matamata-Piako District Council

Community Views Survey

July 2023



Executive Summary

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

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

COUNCIL PERFORMANCE

This year, 56% of residents are satisfied with Council overall; this is a 1% decrease from last year’s results. A further 49% of residents are satisfied with Leadership of the Councillors and Mayor, this is a 2% decrease from last year and is 3% below the Council set KPM.

	2023 KPM	2019	2020	2021	2022	2023	+/- Y.O.Y	+/- DIFF. FROM TARGET
Council overall	-	58%	67%	57%	57%	56%	-1%	-
Leadership of Councillors and Mayor	52%	55%	50%	58%	51%	49%	-2%	-3%

CONTACT AND COMMUNICATION

Fifty-seven percent of residents are satisfied with the ease of access to Council information, this is a 3% decrease from last year’s result and 8% below the Council set KMP. A further 42% of residents are satisfied with the public’s involvement in the consultation process, this is a 5% increase from last year’s result, however is 10% below the Council set KPM. Most (90%) of residents that have been in contact with Council were satisfied with the customer service they received.

	2023 KPM	2019	2020	2021	2022	2023	+/- Y.O.Y	+/- DIFF. FROM TARGET
Ease of access to Council information	65%	62%	58%	51%	60%	57%	-3%	-8%
Public involvement in consultation process	52%	56%	40%	43%	37%	42%	+5%	-10%
Customer service (users)	-	85%	73%	77%	90%	90%	0%	-

SERVICES AND FACILITIES

Satisfaction amongst parks and reserves users has increased significantly this year, with 84% (cf. 2022, 75%) of users satisfied with the parks and reserves; this result is also 4% above the Council set KPM. Almost all (89%) of cemetery users are satisfied with the cemeteries; this is 9% above the Council set KPM. Significant decreases in user satisfaction can be seen this year in kerbside rubbish and recycling services (73% cf. 2022, 80%) and parking in shopping areas (49% cf. 2022, 57%).

	2023 KPM	2019	2020	2021	2022	2023	+/- Y.O.Y	+/- DIFF. FROM TARGET
Aquatic facilities (users)	80%	72%	73%	76%	75%	69%	-6%	-11%
Kerbside rubbish and recycling services (users)	80%	65%	72%	58%	80%	73%	-7%	-7%
Transfer stations (users)	80%	-	-	-	71%	70%	-1%	-10%
Cemeteries (users)	80%	89%	87%	78%	85%	89%	+4%	+9%
Management of flooding within urban areas	-	46%	38%	36%	32%	34%	+2%	-
Parks and reserves (users)	80%	78%	78%	68%	75%	84%	+9%	+4%
Sports fields (user)	80%	81%	78%	78%	74%	77%	+3%	-3%
Parking in shopping areas (users)	-	42%	50%	51%	57%	49%	-8%	-
Playgrounds (users)	-	64%	72%	60%	70%	74%	+4%	-

Executive Summary

LIBRARY SERVICES

The majority of library users (93%) are satisfied with the library services, this is a significant increase from last year's result (cf. 2022, 85%) and is 3% above the Council set KPM. Eighty-seven percent of online library users are satisfied with the services, this is a 1% increase from last year's result.

	2023 KPM	2019	2020	2021	2022	2023	+/- Y.O.Y	+/- DIFF. FROM TARGET
Library services (users)	90%	85%	80%	84%	85%	93%	+8%	+3%
Online library services (users)	-	83%	63%	89%	86%	87%	+1%	-

WATER SUPPLY AND WASTEWATER

Seventy-one percent of residents connected to the town water supply services are satisfied with the service, this is a 4% increase from last year's results. Amongst residents connected to the wastewater network, 81% are satisfied with the service; this is a 2% decrease from last year's results.

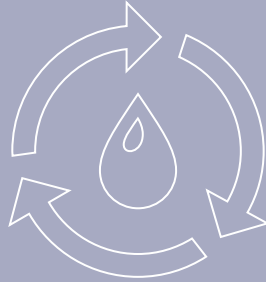
	2023 KPM	2019	2020	2021	2022	2023	+/- Y.O.Y	+/- DIFF. FROM TARGET
Water supply services (users)	-	63%	73%	62%	67%	71%	+4%	-
Council's wastewater network (users)	-	84%	87%	82%	83%	81%	-2%	-

ROADING NETWORK

This year, 60% of residents are satisfied that the roading network is well maintained; this is a 1% decrease from last year's results. A further 53% of residents are satisfied with the footpaths and cycleways, this is also a 1% decrease from last year's results.

	2023 KPM	2019	2020	2021	2022	2023	+/- Y.O.Y	+/- DIFF. FROM TARGET
Road network well maintained	-	45%	54%	57%	61%	60%	-1%	-
Footpaths and cycleways	-	44%	48%	54%	54%	53%	-1%	-

Project Overview



BACKGROUND

Matamata-Piako District Council (Council) is the local area authority for Matamata-Piako District. Council commissioned Versus Research (Versus) to oversee its annual Community Views Survey (CVS) for 2022-2023. The CVS survey measures and determines residents’ perceptions of, and attitudes towards, Council and their service offerings.

RESEARCH OBJECTIVES

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

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

METHOD AND SAMPLE

As seen last year, responses for the CVS were collected on a monthly basis from July 2022 to June 2023 using a mixed method approach. Specifically, the methods of computer aided telephone interviewing (CATI) and online interviewing were used to generate responses.

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

QUOTAS

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

WARD	PROPORTION OF MATAMATA-PIAKO DISTRICT POPULATION	SAMPLE SIZE 2023
Matamata	39%	n=156
Morrinsville	36%	n=144
Te Aroha	25%	n=100
Total	100%	n=400

WEIGHTING

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

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

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

MARGIN OF ERROR

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

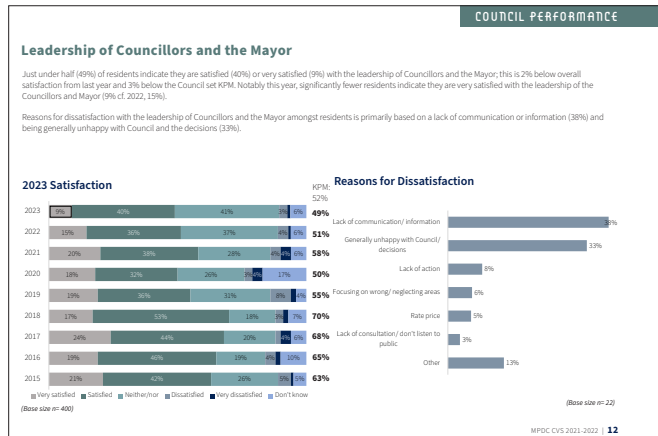
The table below outlines the MoE for each of the ward levels.

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

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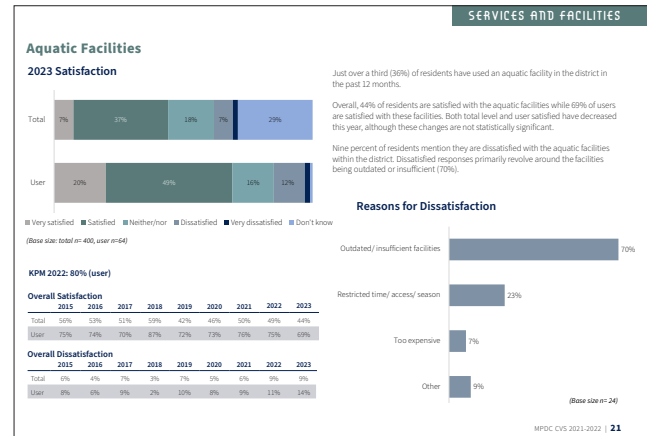
How to Read this Report



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

Verbatim responses have been coded into themes and charted accordingly.

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



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

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

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

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

APPENDIX 1

Appendix 1: Results by Area

Overall satisfaction with Council

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	10%	4%	8%
Satisfied	46%	49%	54%
Neither/nor	35%	41%	24%
Dissatisfied	7%	5%	8%
Very dissatisfied	1%	0%	3%
Don't know	1%	1%	3%

Leadership of Councillors and the Mayor

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	6%	9%	15%
Satisfied	42%	38%	40%
Neither/nor	40%	48%	20%
Dissatisfied	5%	1%	4%
Very dissatisfied	2%	0%	2%
Don't know	5%	4%	13%

Reasons for Dissatisfaction: Leadership of Councillors and the Mayor

	MATAMATA (n=11)	MORRINSVILLE (n=4)	TE AROHA (n=8)
Lack of communication/information	55%	25%	0%
Generally unhappy with Council/decisions	10%	48%	75%
Lack of action	9%	0%	9%
Focusing on wrong/neglecting areas	0%	25%	9%
Rate price	9%	0%	0%
Lack of consultation/don't listen to public	5%	0%	0%
Other	17%	0%	9%

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

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

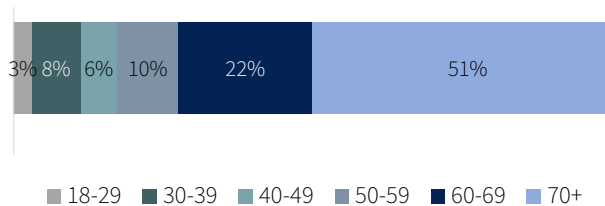
Sample Overview*

This year's unweighted sample breakdown is shown below.

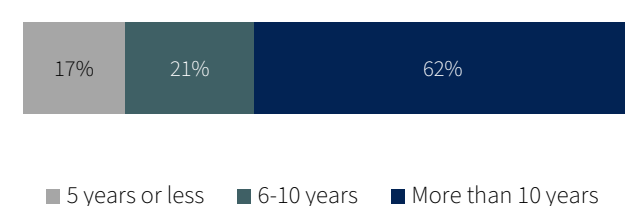
Gender



Age



Years in the District



*Please note that these results are unweighted.

Council Performance

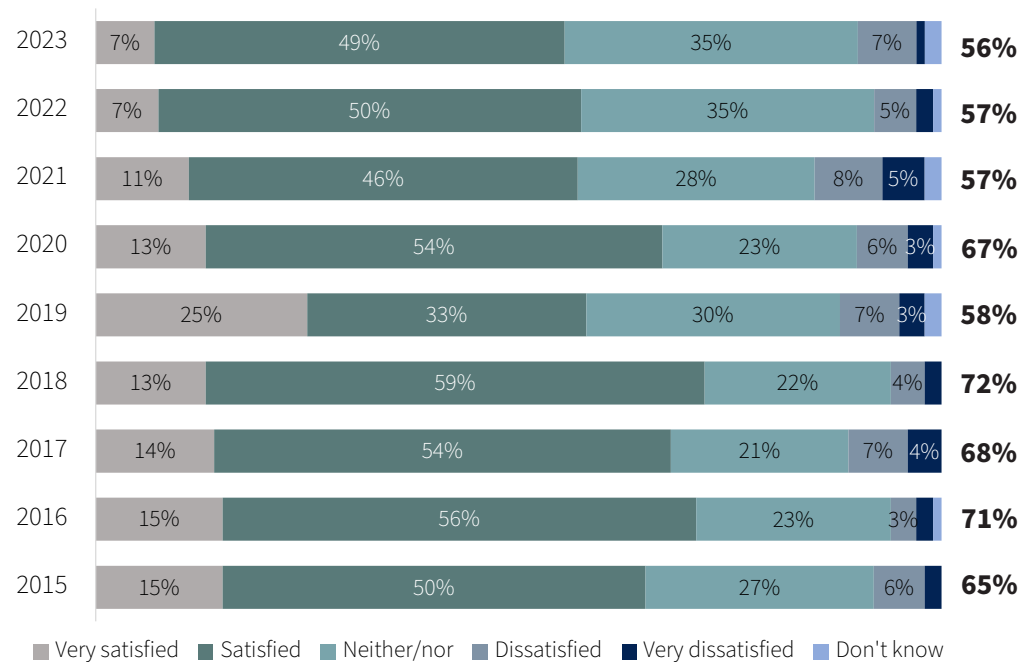


Council Overall

On a par with previous years' results, 56% of residents are satisfied (49%) or very satisfied (7%) with Council overall. A further 35% of residents indicate they are neither satisfied nor dissatisfied with Council overall and 8% of residents are dissatisfied (7%) or very dissatisfied (1%) with Council overall.

2023 Satisfaction

KPM:
N/A



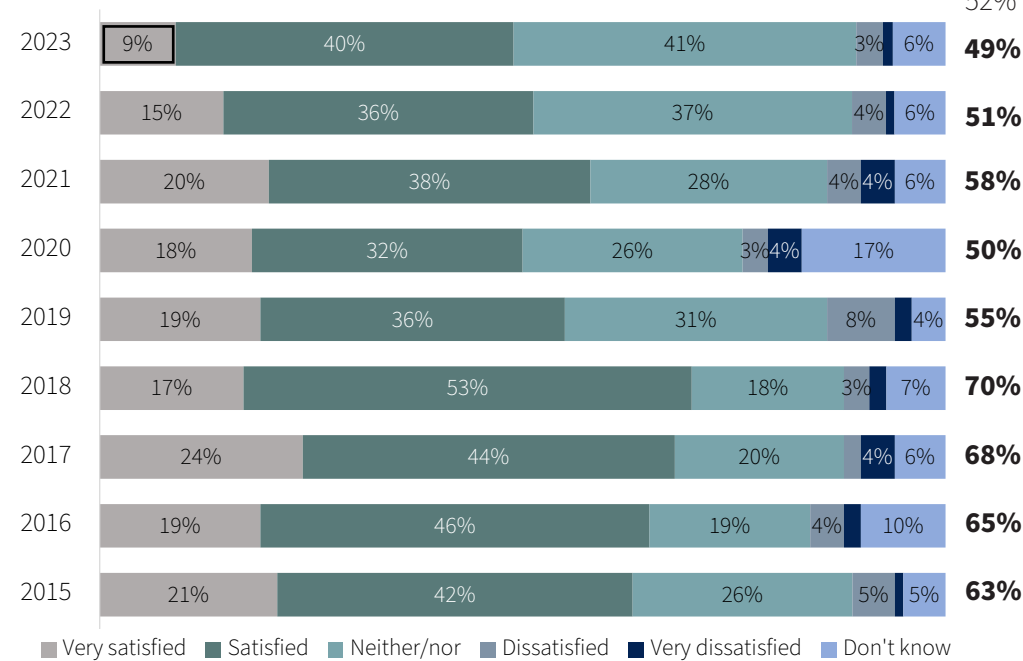
(Base size n= 400)

Leadership of Councillors and the Mayor

Just under half (49%) of residents indicate they are satisfied (40%) or very satisfied (9%) with the leadership of Councillors and the Mayor; this is 2% below overall satisfaction from last year and 3% below the Council set KPM. Notably this year, significantly fewer residents indicate they are very satisfied with the leadership of the Councillors and Mayor (9% cf. 2022, 15%).

Reasons for dissatisfaction with the leadership of Councillors and the Mayor amongst residents are primarily based on a lack of communication or information (38%) and being generally unhappy with Council and the decisions (33%).

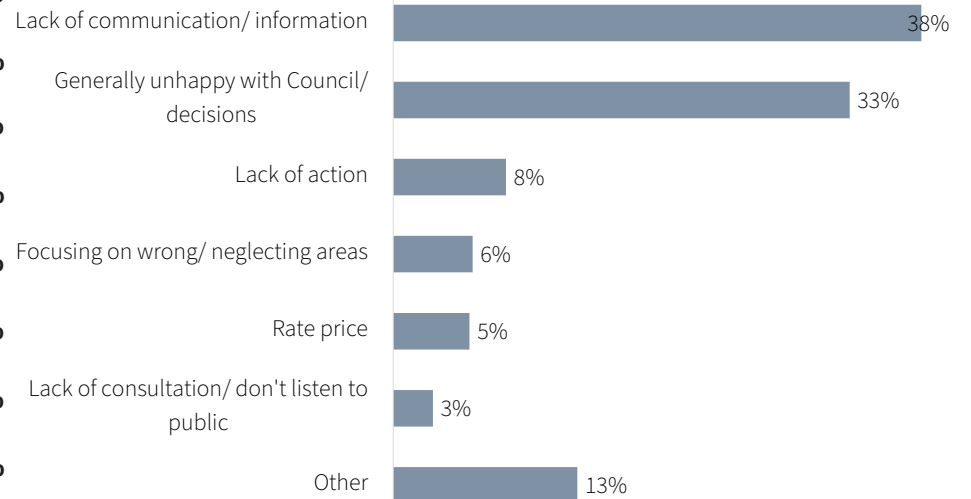
2023 Satisfaction



(Base size n= 400)

Reasons for Dissatisfaction

KPM:
52%



(Base size n= 22)

Contact and Communication

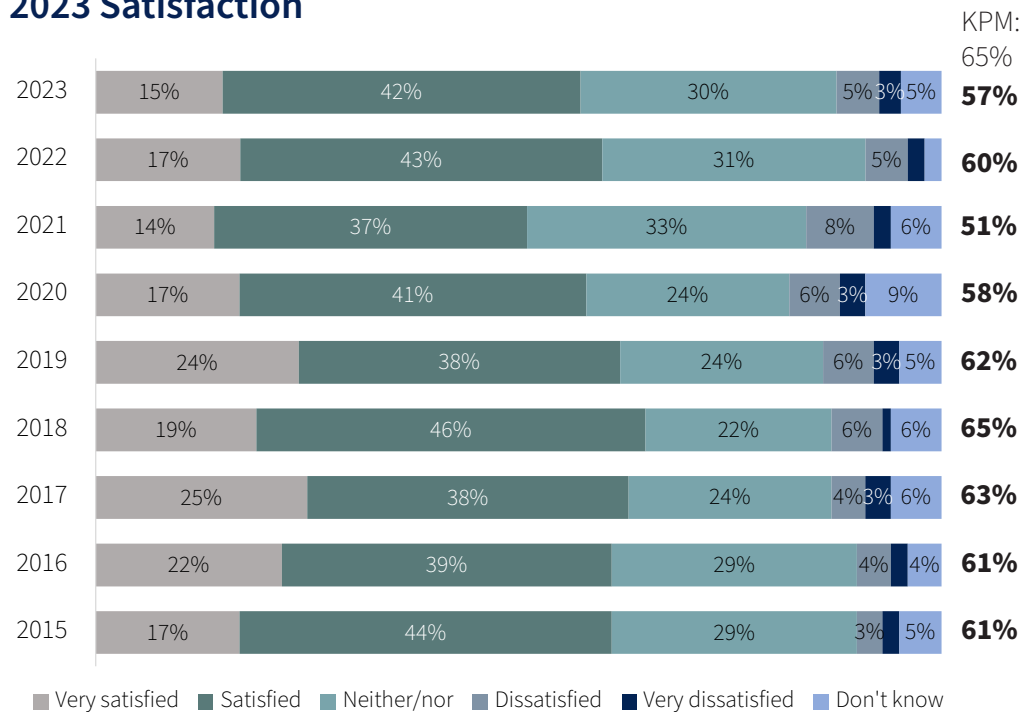


Ease of Access to Council Information

Overall, 57% of residents are satisfied with the ease of access to Council Information. This year's satisfaction with ease of access to Council information results are on a par with last year's results. A further 30% of residents are neither satisfied nor dissatisfied and 8% of residents are dissatisfied (5%) or very dissatisfied (3%) with the ease of access to Council information.

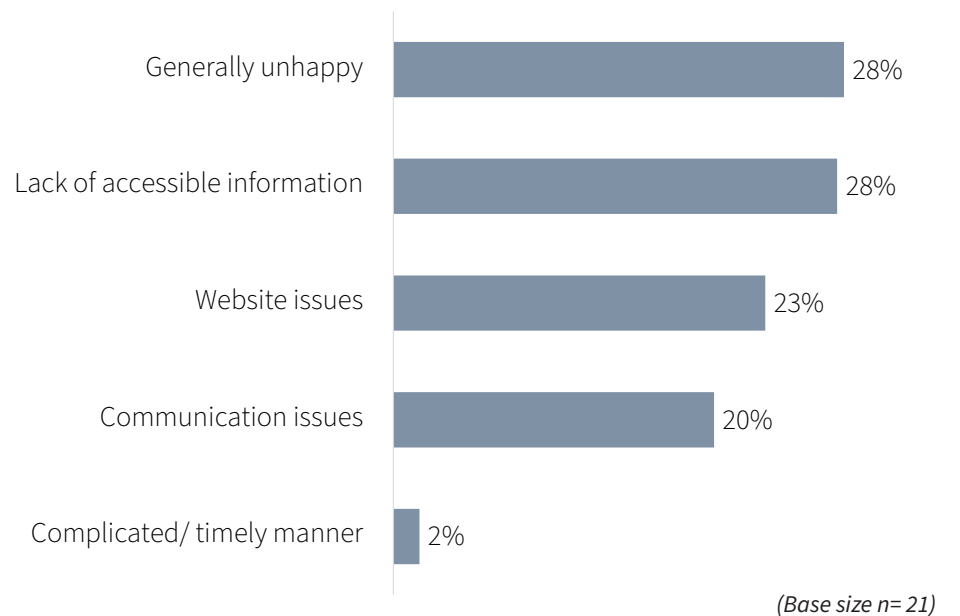
Dissatisfaction with the ease of access to Council information primarily revolves around residents being generally unhappy (28%) and a lack of accessible information (28%).

2023 Satisfaction



(Base size n= 400)

Reasons for Dissatisfaction

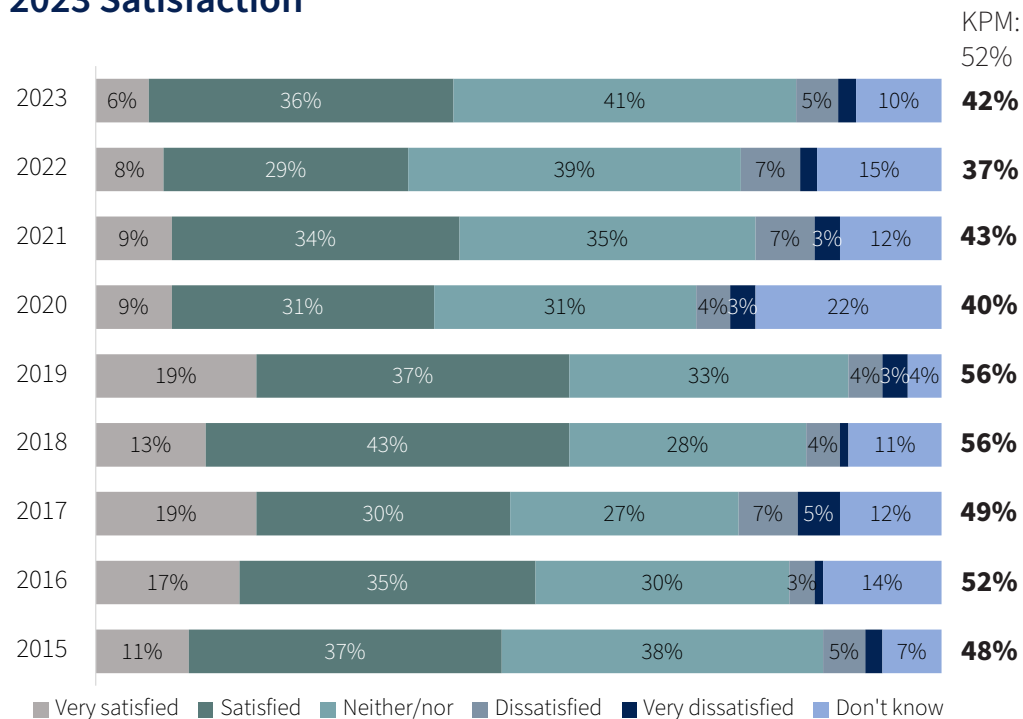


Opportunity to be Involved in Consultation Process

This year, 42% of residents are satisfied (36%) or very satisfied (6%) with their opportunity to be involved in consultation processes. Although not statistically significant, this year's satisfaction results are 5% above results from 2022.

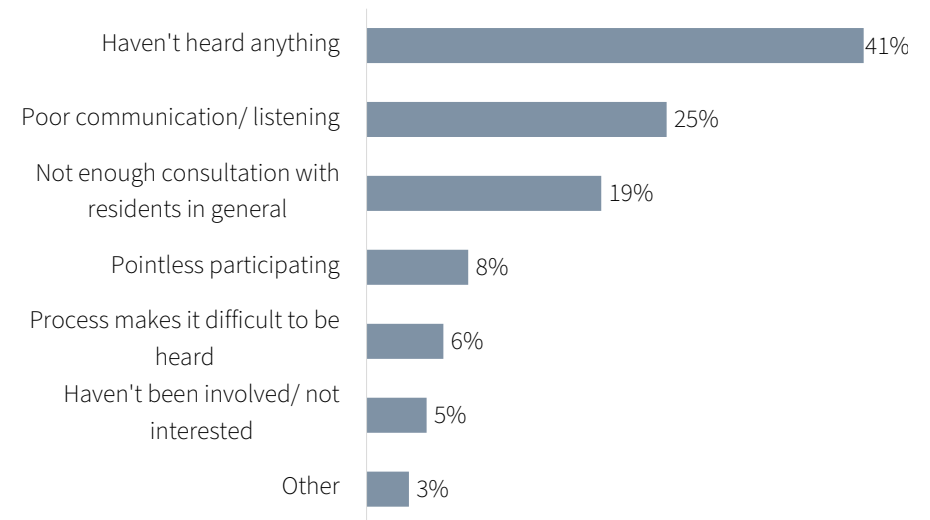
Forty-one percent of dissatisfied residents mention this dissatisfaction is based on having not heard anything about consultation processes. At a lower level dissatisfied residents also mention poor communication or Council not listening (25%) and not enough consultation generally with residents in general (19%).

2023 Satisfaction



(Base size n= 400)

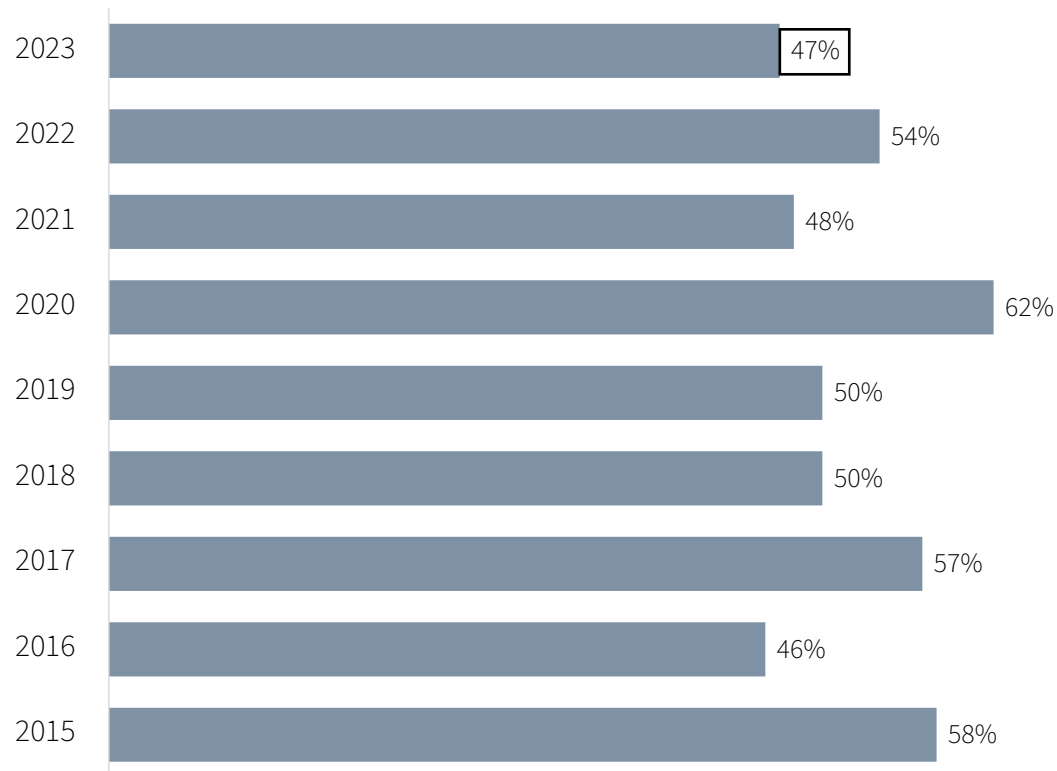
Reasons for Dissatisfaction



(Base size n=26)

Made Contact with Council

Made Contact within Past 12 Months



(Base size n= 400)

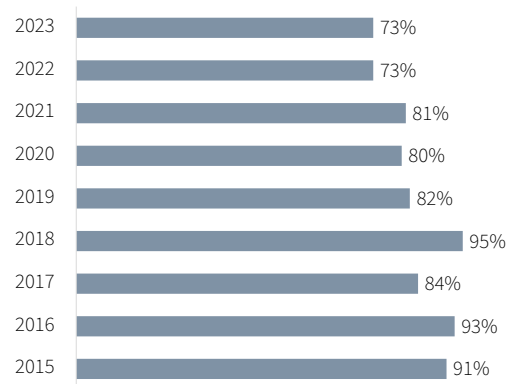
Overall, 47% of residents had made contact with Council in the past twelve months. Notably, this is a significant decrease in results from last year (47% cf. 2022, 54%) however, is in line with results from 2021.

(Base size n= 400)

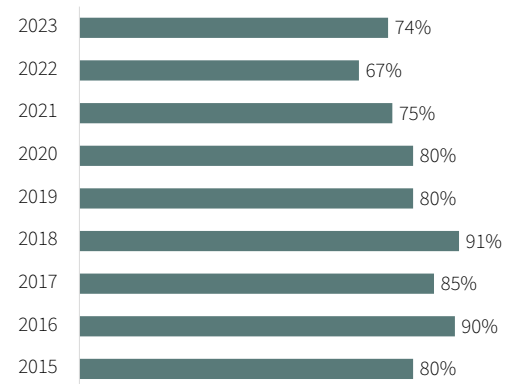
First Point of Contact

This year, 74% of residents who have contacted Council agree their enquiry was handled politely, this is an 8% increase from last year's result although this is not statistically significant. A further 73% agreeing their enquiry was handled professionally, 63% agree their enquiry was handled in a timely manner and 56% agree their enquiry was handled fairly.

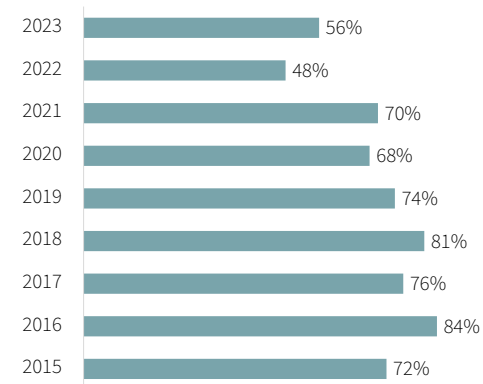
Professional



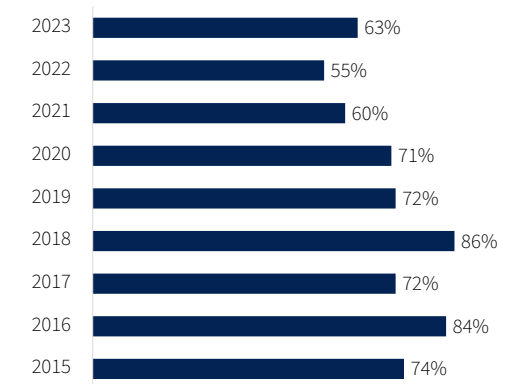
Politely



Fairly



Timely Manner



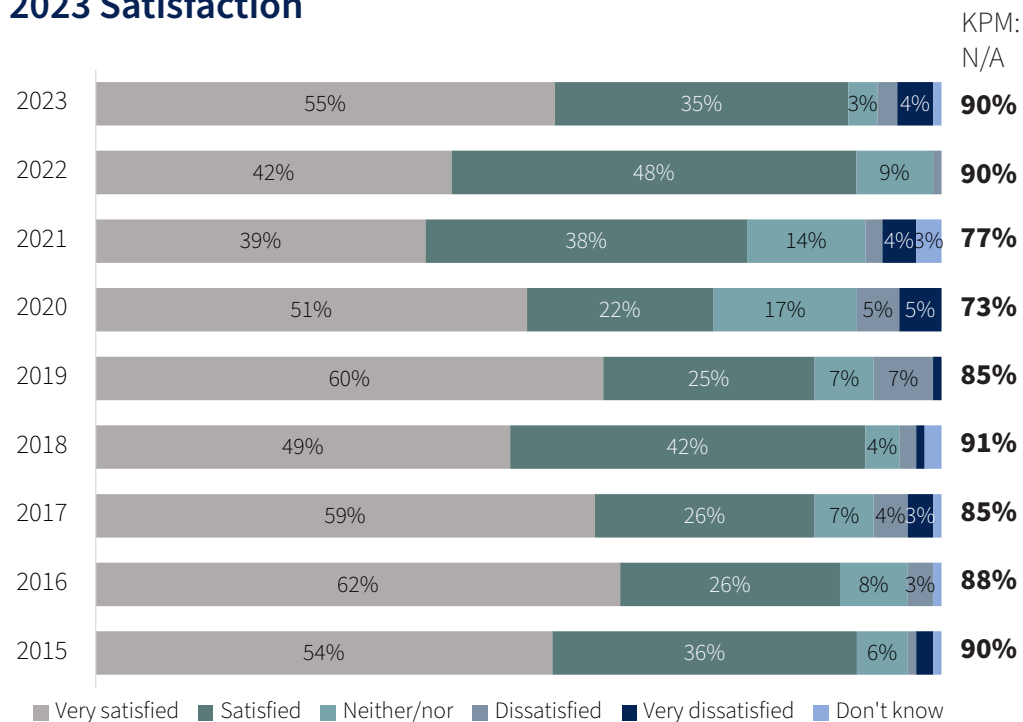
(Base size n= 248)

First Point of Contact

In line with last year’s results, almost all (90%) of residents who had contacted Council in the past 12 months are satisfied (55%) or very satisfied (35%) with their first point of contact. Six percent of residents who had contact with Council in the past 12 months were dissatisfied (2%) or very dissatisfied (4%) with their first point of contact.

Two percent of residents are dissatisfied with their first point of contact, these verbatim responses are listed below.

2023 Satisfaction



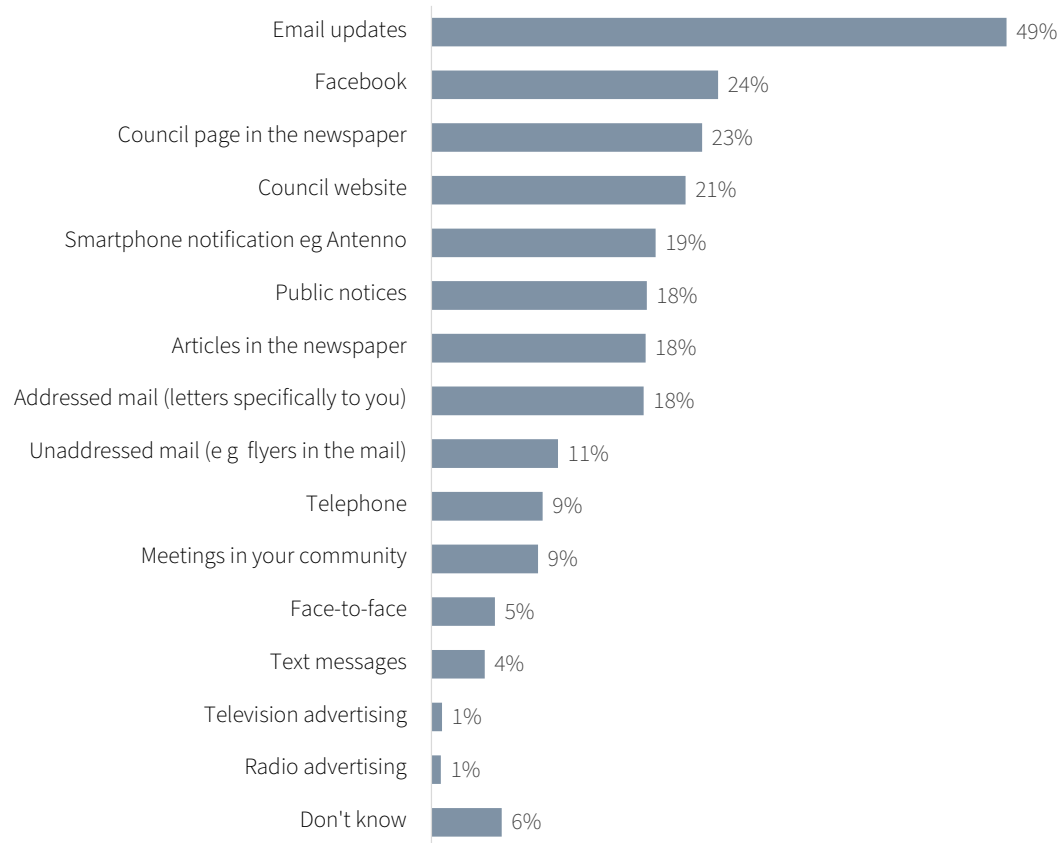
Reasons for Dissatisfaction

- “Because they were rude and uninterested.”
- “Can’t understand them, language barriers.”
- “We have an issue with rates and our property and cannot get any help with it.”
- “I felt that they didn’t want to help with my enquiry.”
- “Animal Control Office put straight on to him - bad attitude, made a complaint online.”
- “Always getting back to me but never ever did.”

(Base size n= 248)

(Base size n= 6)

Communication Channels



Just under half (49%) of residents mention their preferred form of communication with Council is through email updates. At a lower level, 24% of residents mention Facebook is their preferred form of communication from Council, 23% mention Council page in the newspaper is their preferred form, and 21% mention Council website is their preferred form of communication with Council.

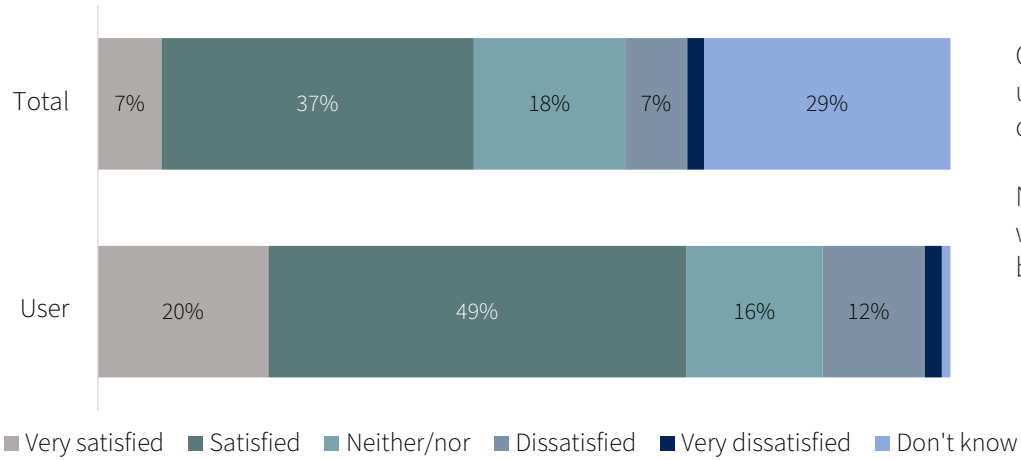
(Base size n= 400)

Services and Facilities



Aquatic Facilities

2023 Satisfaction



(Base size: total n= 400, user n=94)

KPM 2022: 80% (user)

Overall Satisfaction

	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total	56%	53%	51%	59%	42%	46%	50%	49%	44%
User	75%	74%	70%	87%	72%	73%	76%	75%	69%

Overall Dissatisfaction

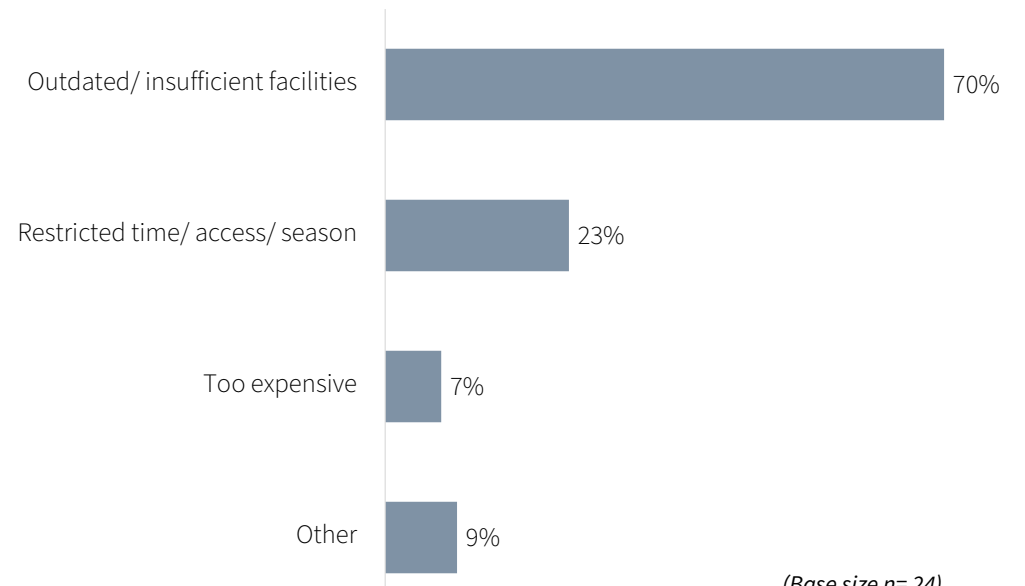
	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total	6%	4%	7%	3%	7%	5%	6%	9%	9%
User	8%	6%	9%	2%	10%	8%	9%	11%	14%

Just over a third (36%) of residents have used an aquatic facility in the district in the past 12 months.

Overall, 44% of residents are satisfied with the aquatic facilities while 69% of users are satisfied with these facilities. Both total level and user satisfaction have decreased this year, although these changes are not statistically significant.

Nine percent of residents mention they are dissatisfied with the aquatic facilities within the district. Dissatisfied responses primarily revolve around the facilities being outdated or insufficient (70%).

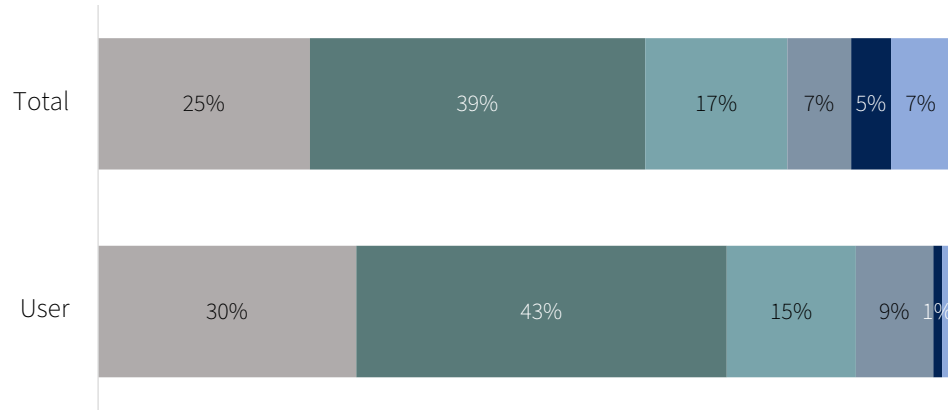
Reasons for Dissatisfaction



(Base size n= 24)

Kerbside Service

2023 Satisfaction



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

(Base size: total n=400, user n=335)

KPM 2022: 80% (user)

Overall Satisfaction

	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total	73%	77%	75%	80%	75%	72%	58%	71%	64%
User	77%	80%	82%	85%	79%	75%	64%	80%	73%

Overall Dissatisfaction

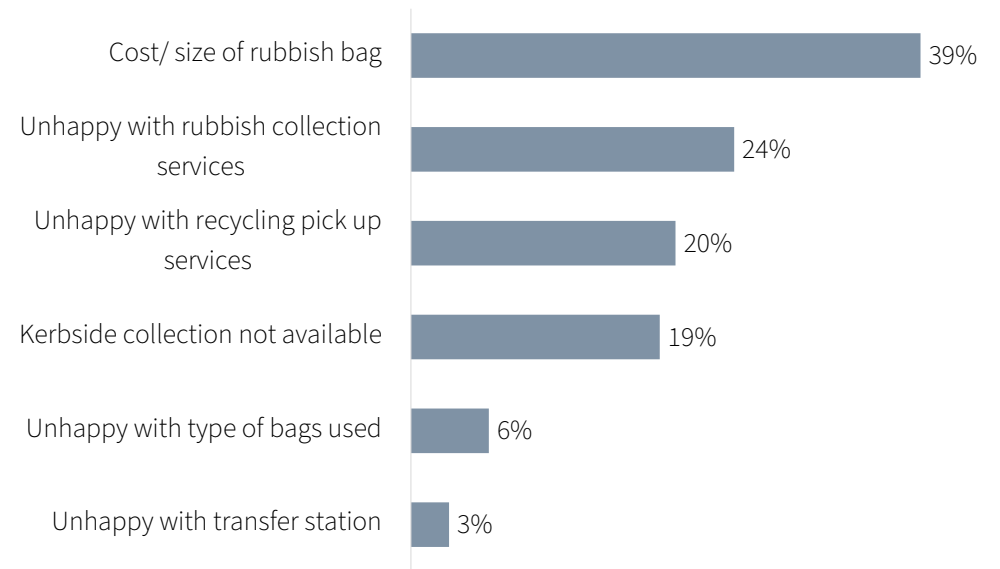
	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total	7%	6%	7%	5%	6%	7%	12%	10%	12%
User	6%	6%	5%	5%	7%	8%	11%	9%	10%

Overall, 80% of residents mention they use the kerbside rubbish and recycling services in the district.

This year, 64% of residents are satisfied with the kerbside rubbish and recycling; this is a significant decrease in results from last year (cf. 2022, 71%). Just under three quarters (73%) of users are satisfied with the kerbside services; this is also a significant decrease from last year's results (cf. 2022, 80%).

Twelve percent of residents mention they are dissatisfied with the kerbside services in the district. This dissatisfaction primarily pertains to the cost and size of the rubbish bag (39%).

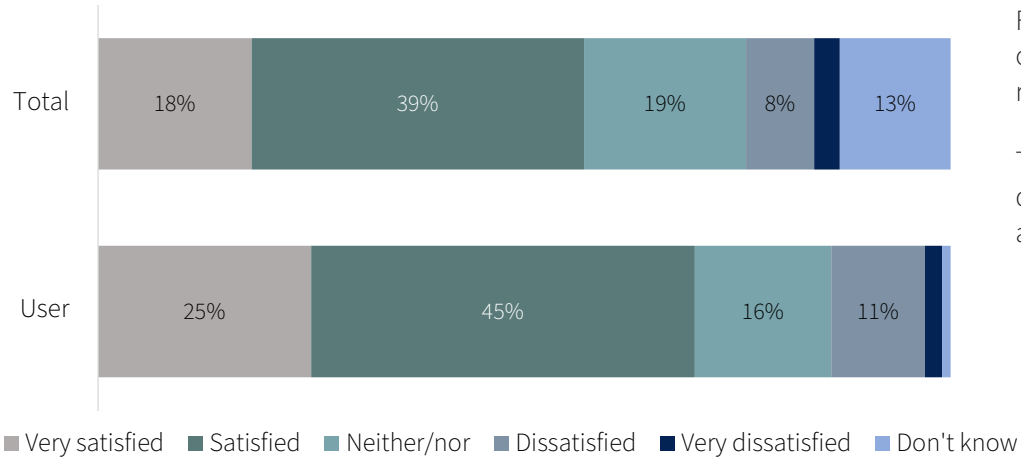
Reasons for Dissatisfaction



(Base size n= 26)

Transfer Station

2023 Satisfaction



(Base size: total n=400, user n=251)

KPM 2022: 80% (user)

Overall Satisfaction

	2022	2023
Total	55%	57%
User	71%	70%

Overall Dissatisfaction

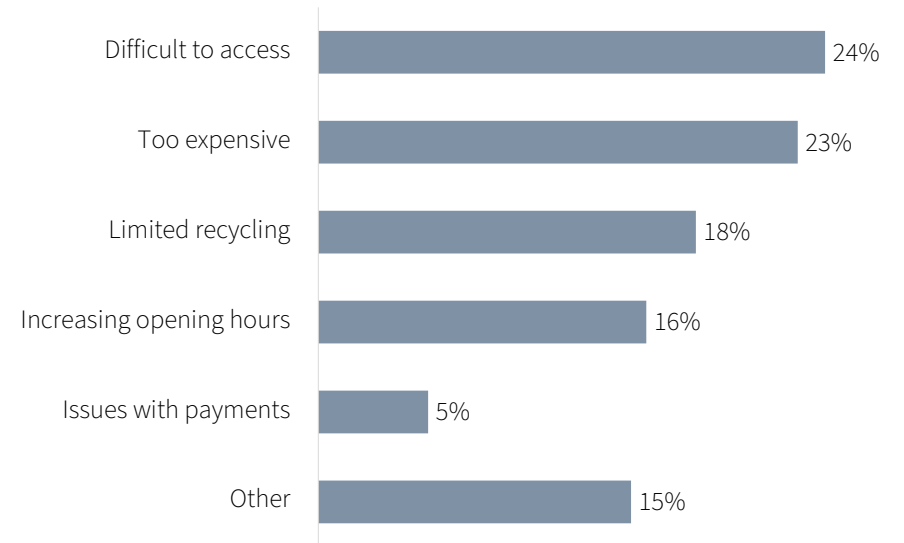
	2022	2023
Total	7%	10%
User	10%	12%

Overall, 61% of residents have used the transfer stations in the past 12 months.

Fifty-seven percent of residents are satisfied with the transfer stations while 70% of users are satisfied with the transfer stations. This year's results are last year's results with no statistically significant differences noted.

This year, 10% of residents are dissatisfied with the transfer stations. This dissatisfaction revolves around the transfer stations being difficult to access (24%) and them being too expensive (23%).

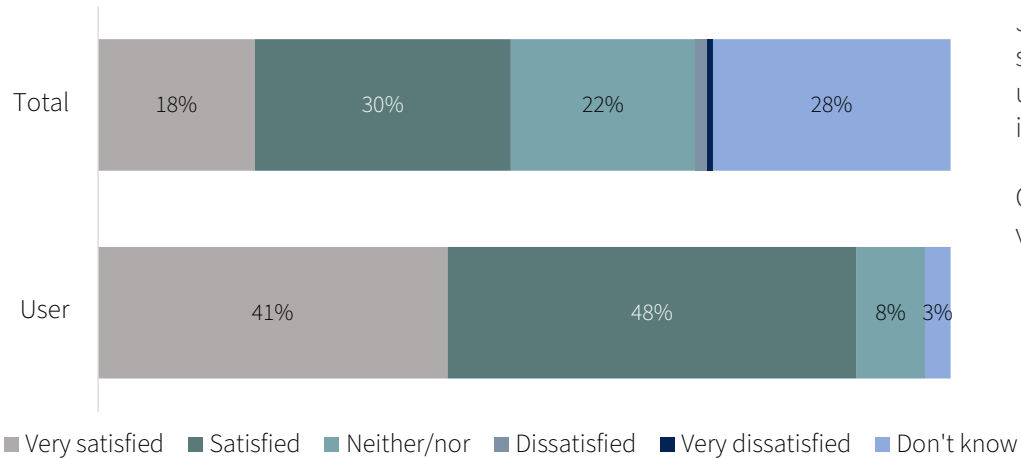
Reasons for Dissatisfaction



(Base size n= 28)

Cemeteries

2023 Satisfaction



(Base size: total n=400, user n=141)

KPM 2022: 80% (user)

Overall Satisfaction

	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total	64%	62%	68%	63%	55%	57%	53%	57%	48%
User	90%	88%	91%	89%	89%	87%	78%	85%	89%

Overall Dissatisfaction

	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total	0%	1%	2%	3%	1%	1%	2%	0%	1%
User	1%	1%	3%	4%	0%	1%	4%	1%	1%

(Base size n= 5)

This year, 37% of residents have used a cemetery in the past 12 months.

Just under half (48%) of residents are satisfied with the cemeteries; this is a significant increase from last year’s results (cf. 2022, 57%). Almost all cemetery users (89%) are satisfied with this; although not statistically significant this is a 4% increase from last year’s results.

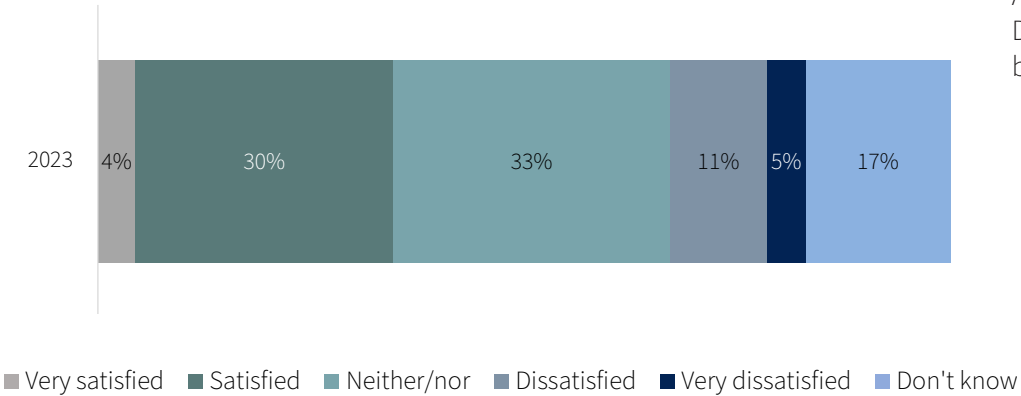
One percent of residents are dissatisfied with cemeteries in the district, these verbatim responses are listed below.

Reasons for Dissatisfaction

- “There’s creepy sort of thing, well all of them are.”
- “I have not been to any in Morrinsville, I have never been there so how can I be satisfied with them.”
- “I think the road and general up keep is an eye sore to any body visiting the Matamata Cemetery.”
- “Te Aroha cemetery doesn’t look looked after.”
- “Dogs being allowed to be exercised free and owners not cleaning up after animals. Uneven ground.”

Flood Management

2023 Satisfaction



(Base size n= 400)

KPM 2022: N/A

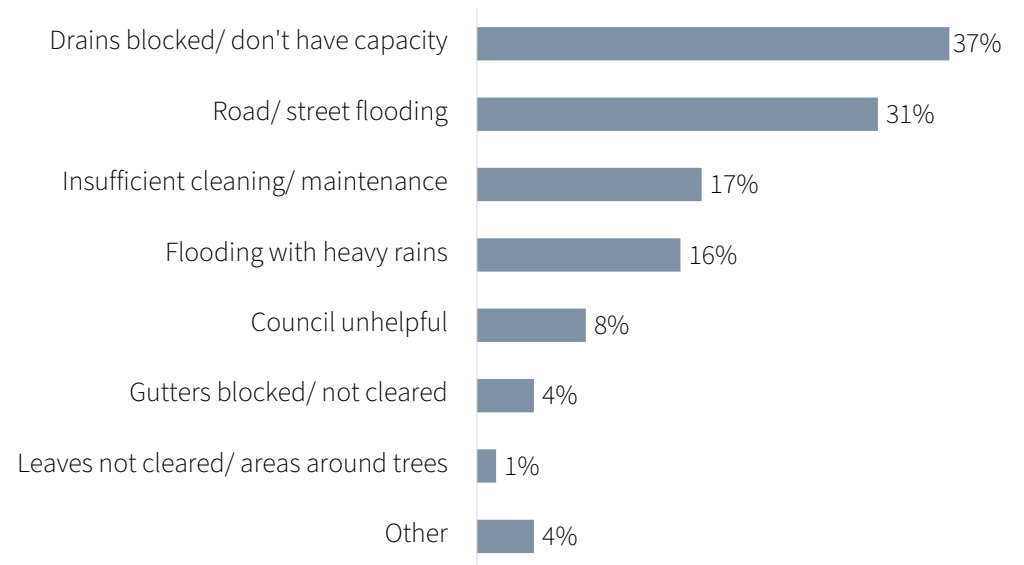
Overall Measures

	2015	2016	2017	2018	2019	2020	2021	2022	2023
Overall satisfied	40%	45%	41%	45%	46%	38%	36%	32%	34%
Overall dissatisfied	12%	8%	9%	12%	13%	18%	15%	14%	16%

Overall, 34% of residents are satisfied with Council’s flood management plan; this is on a par with results from last year.

A further 16% of residents are dissatisfied with Council’s flood management plan. Dissatisfaction with Council’s flood management plan primarily pertains to drains being blocked (37%) and the roads and streets flooding (31%).

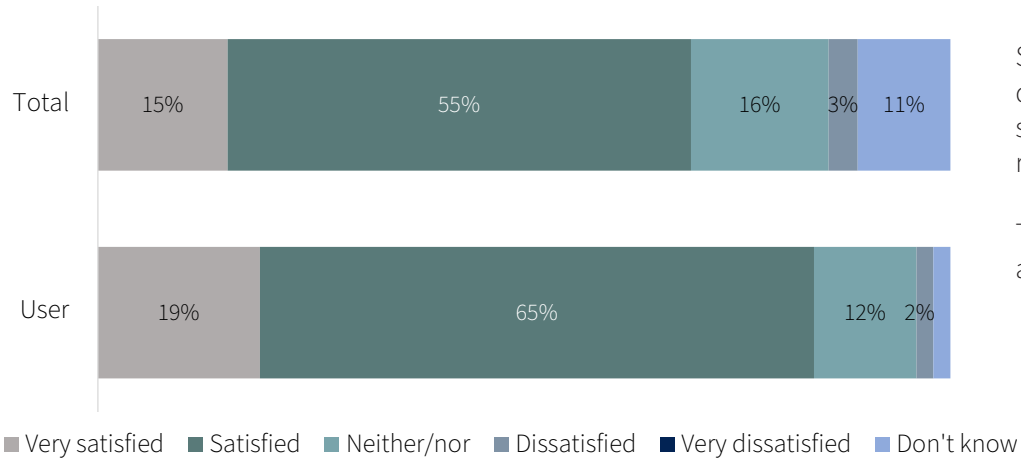
Reasons for Dissatisfaction



(Base size n= 49)

Parks and Reserves

2023 Satisfaction



(Base size: total n=400, user n=207)

KPM 2022: 80% (user)

Overall Satisfaction

	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total	71%	68%	73%	74%	71%	69%	64%	69%	70%
User	75%	79%	83%	84%	78%	78%	68%	75%	84%

Overall Dissatisfaction

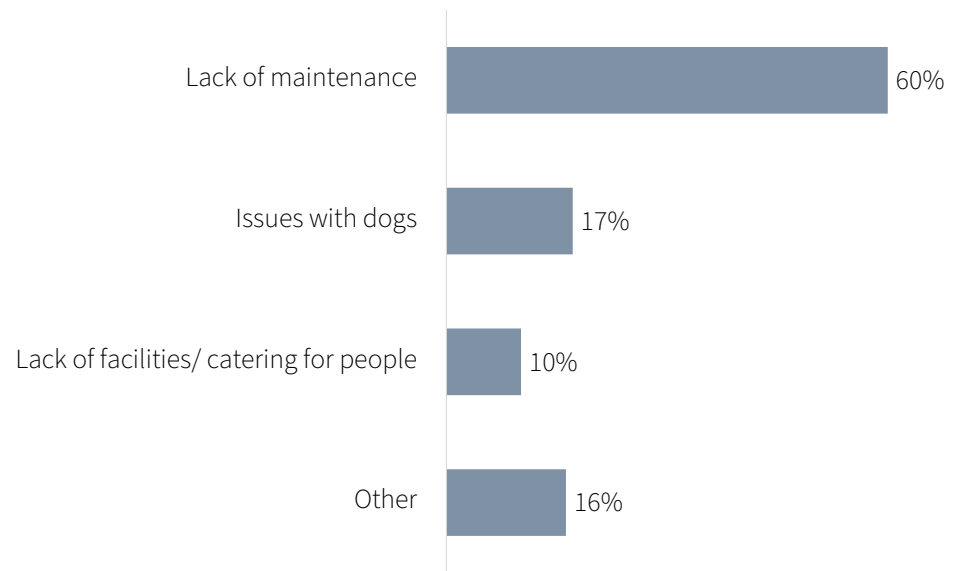
	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total	4%	3%	4%	2%	7%	3%	4%	2%	3%
User	4%	2%	4%	3%	9%	5%	6%	3%	2%

This year, 72% of residents have used the parks and reserves in the past 12 months.

Seventy percent of residents are satisfied with the parks and reserves in the district, this is on a par with last year's results. Eighty-four percent of users are satisfied with parks and reserves; this is a significant increase from last year's results (cf. 2022, 75%).

Three percent of residents are dissatisfied with parks and reserves. Dissatisfaction appears to revolve around a lack of maintenance (60%).

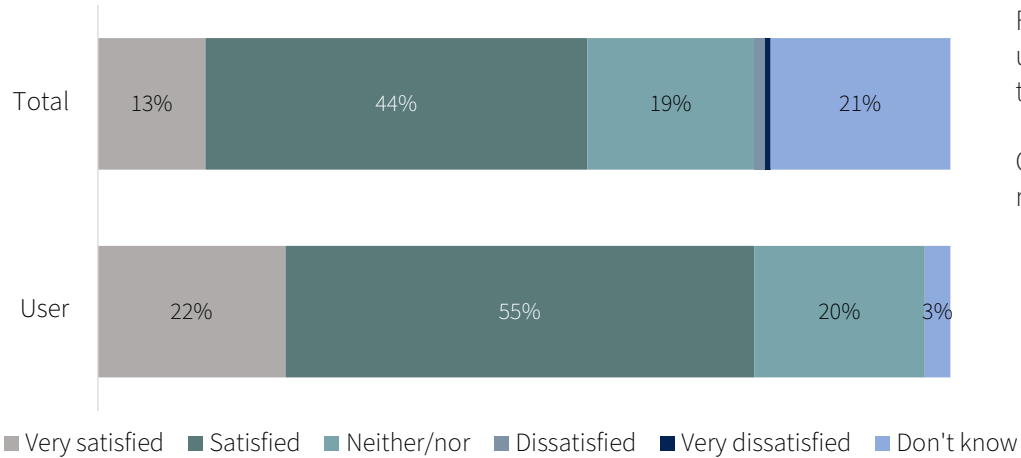
Reasons for Dissatisfaction



(Base size n= 14)

Sports Fields

2023 Satisfaction



(Base size: total n=400, user n=111)

KPM 2021: 80% (user)

Year on Year: Overall Satisfaction

	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total	65%	63%	68%	62%	53%	60%	63%	59%	57%
User	81%	79%	79%	79%	81%	78%	78%	74%	77%

Overall Dissatisfaction

	2015	2016	2017	2018	2019	2020	2021	2022	2023
Total	1%	3%	2%	3%	1%	4%	4%	0%	2%
User	1%	4%	3%	2%	1%	8%	8%	0%	0%

(Base size n= 3)

Just under half (46%) of residents have used sports fields in the past 12 months.

Fifty-seven percent of residents are satisfied with the sports fields, with 77% of users satisfied with the sports fields in the district. User satisfied has increased 3% this year, although this is not a statistically significant change.

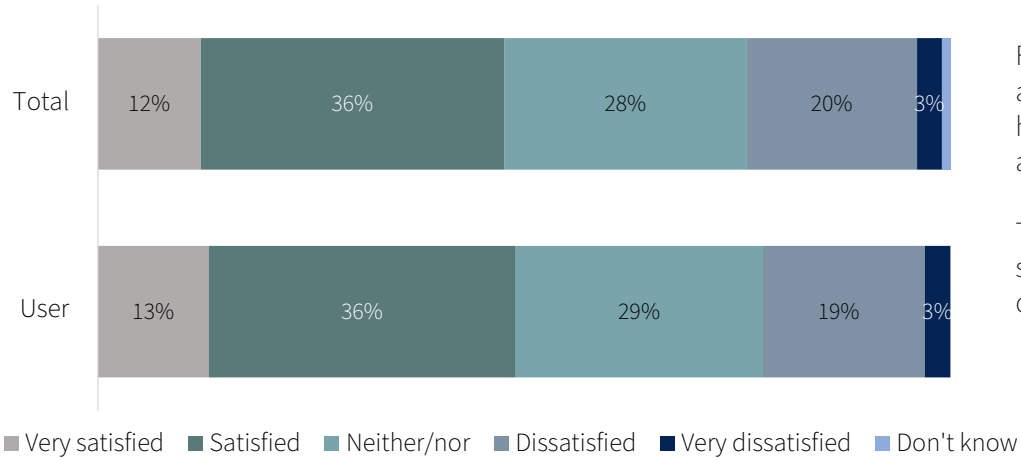
One percent of residents are dissatisfied with the sports fields, these verbatim responses are listed below.

Reasons for Dissatisfaction

- “The same thing as the parks and that people walk their dogs through and they let them all go.”
- “I managed the Cricket grounds for well over 50years and organised the largest sporting events ever held in our town. I am in the best possible position in the community to judge its current state of the grounds. There is a lack of professionalism with Council staff in the administration and the general looking after of the cricket and soccer grounds. The overlap of winter and summer sports is very poor and turf management is non existent.”
- “There is too much rubbish lying around the parks in Morrinsville e.g. Morrinsville Reserve at the Polo grounds.”

Parking Access in Shopping Areas

2023 Satisfaction



(Base size: total n=400, user n=371)

KPM 2022: N/A

Overall Satisfaction

	2016	2017	2018	2019	2020	2021	2022	2023
Total	55%	52%	49%	43%	50%	51%	56%	48%
User	56%	53%	50%	42%	50%	51%	57%	49%

Overall Dissatisfaction

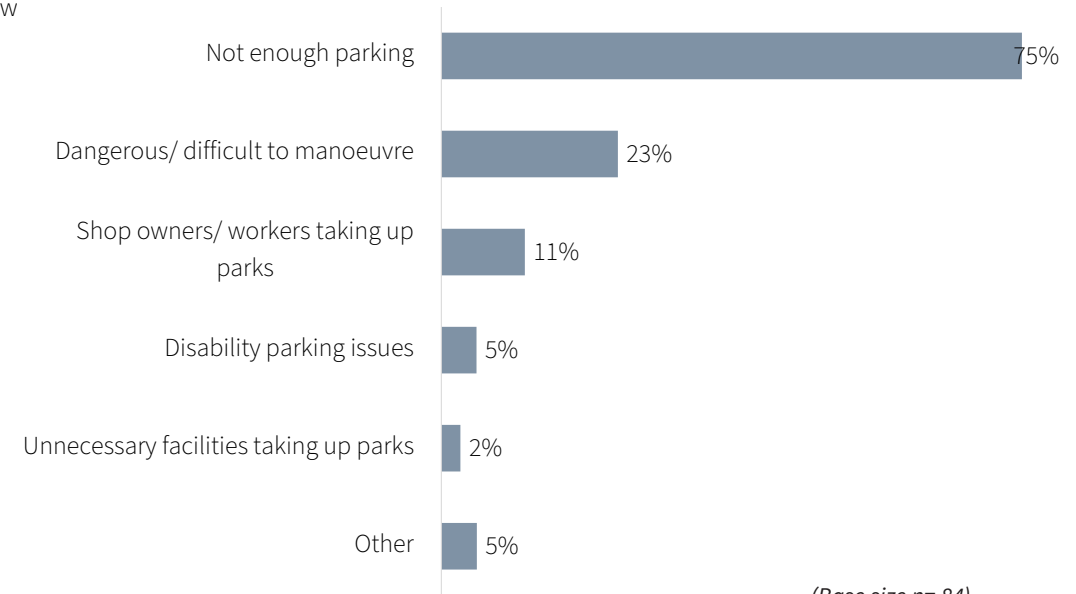
	2016	2017	2018	2019	2020	2021	2022	2023
Total	14%	19%	23%	31%	25%	22%	21%	23%
User	15%	18%	22%	31%	26%	22%	20%	22%

Almost all (94%) of residents have accessed parking in shopping areas in the last 12 months.

Forty-eight percents of residents are satisfied with access to parking in shopping areas, this is a significant decrease from last year's result (cf. 2022, 56%). Just under half (49%) of users are satisfied with the access to parking in shopping areas, this is also a significant decrease from last year's results (cf. 2022, 57%).

Twenty-three percent of residents are dissatisfied with the access to parking in shopping areas. Three quarters (75%) of dissatisfied residents mention their dissatisfaction is based on there not being enough parking.

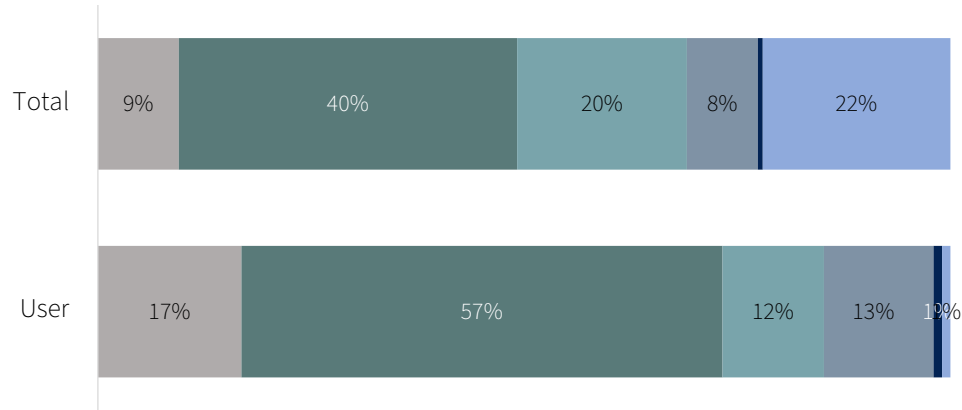
Reasons for Dissatisfaction



(Base size n= 84)

Council Playgrounds

2023 Satisfaction



Legend: Very satisfied, Satisfied, Neither/nor, Dissatisfied, Very dissatisfied, Don't know

(Base size: total n= 400, user n=110)

KPM 2021: N/A

Overall Satisfaction

	2016	2017	2018	2019	2020	2021	2022	2023
Total	59%	57%	56%	35%	53%	45%	48%	49%
User	74%	75%	71%	64%	72%	60%	70%	74%

Overall Dissatisfaction

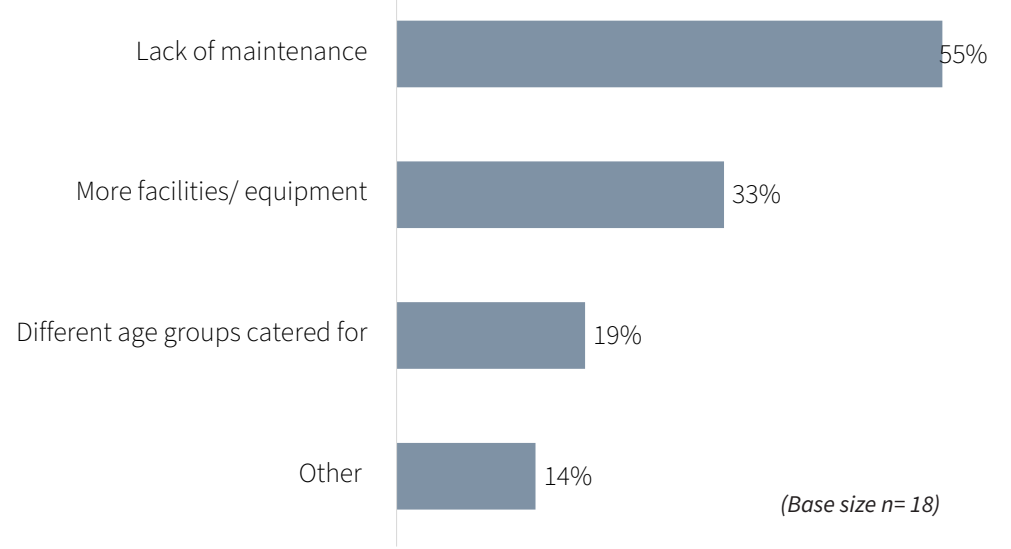
	2016	2017	2018	2019	2020	2021	2022	2023
Total	5%	6%	3%	6%	8%	8%	4%	9%
User	6%	8%	5%	14%	12%	15%	7%	14%

Thirty-nine percent of residents have used Council playgrounds in the past 12 months.

This year, 49% of residents are satisfied with Council playgrounds while 74% of users are satisfied with Council playgrounds. Although not statistically significant, user satisfaction has increased 4% this year.

Nine percent of residents are dissatisfied with Council playgrounds, this is a significant increase from last year's result (cf. 2022, 4%). Reasons for dissatisfaction with Council playgrounds revolve around a lack of maintenance (55%) and the need for more facilities or equipment (33%).

Reasons for Dissatisfaction



(Base size n= 18)

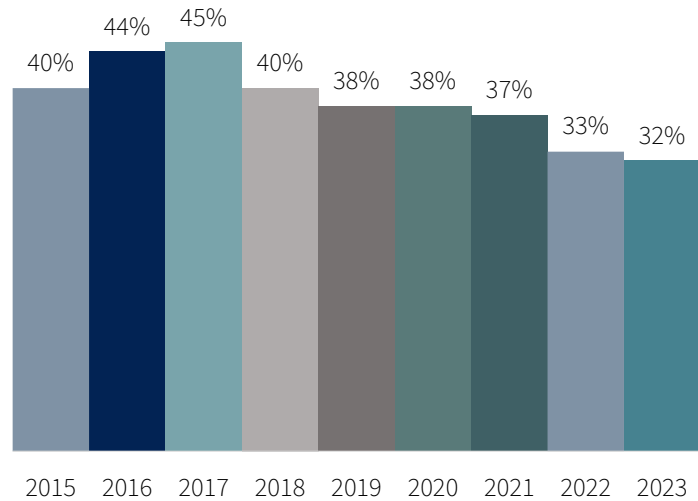
Library Services



General Library Use

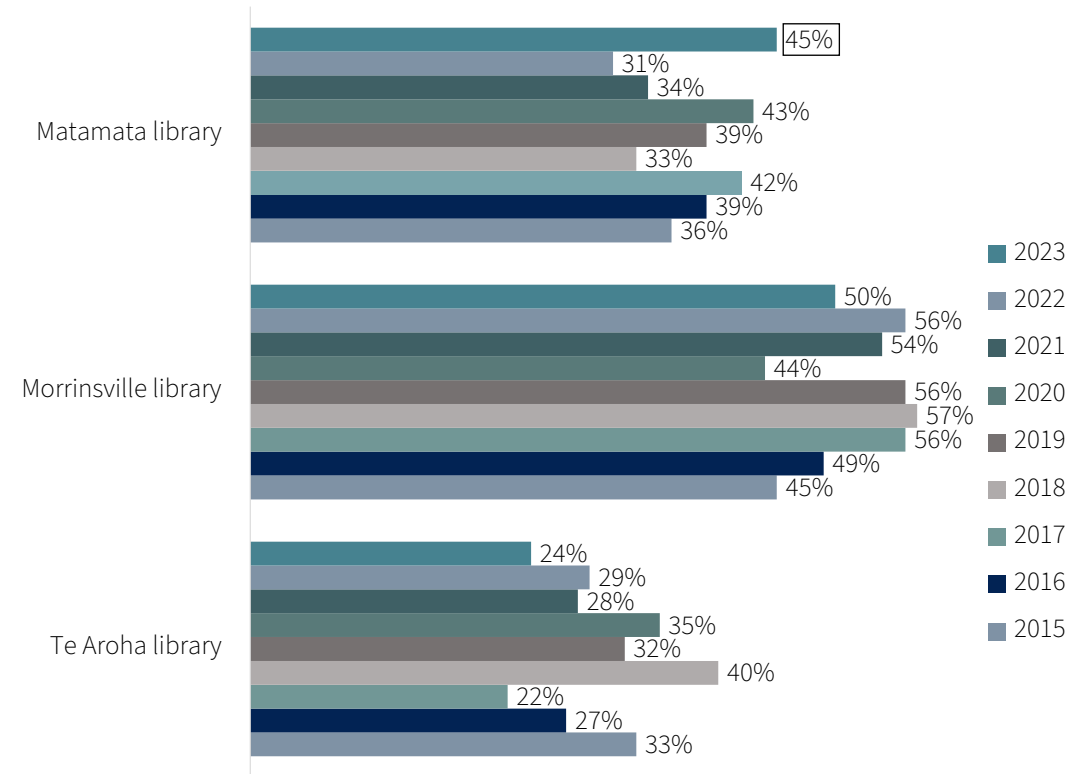
On a par with last year’s results, 32% of residents have used a library in the district in the past 12 months. Overall, library use has continually declined since 2017. In terms of which library residents have used, half of library users have visited Morrinsville library. This year, 45% of library users have visited Matamata Library; this is a significant increase from last year’s result (cf. 2022, 31%). Just under a quarter (24%) of library users have visited Te Aroha library.

Have Used a Library



(Base size n= 400)

Library Used



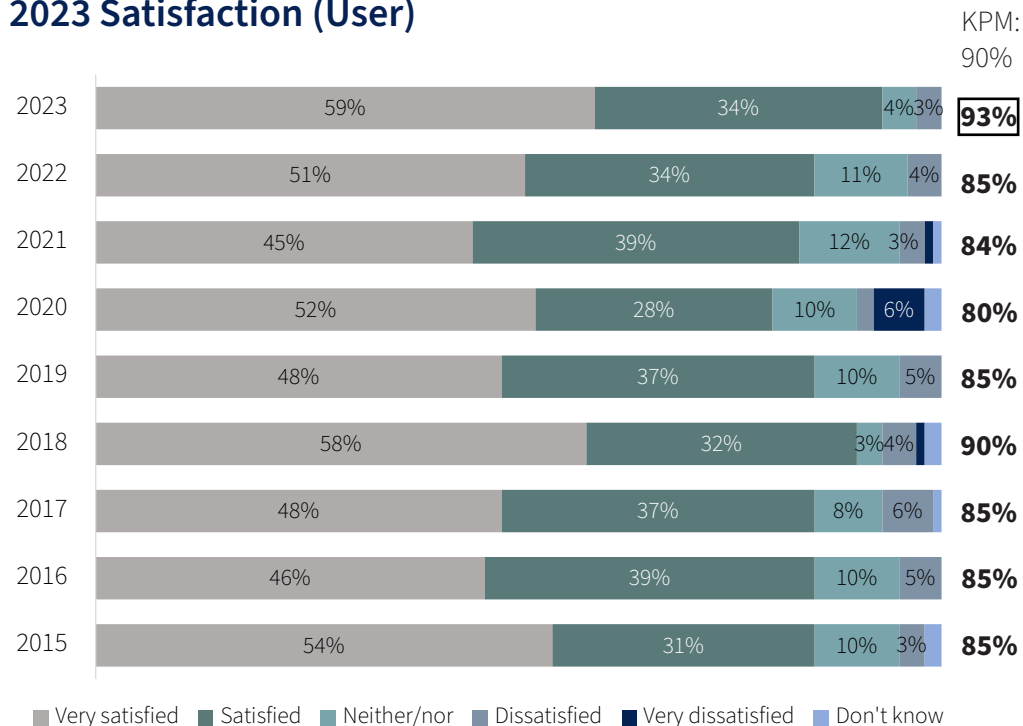
(Base size n= 146)

General Library Services

This year, 93% of library users are satisfied (34%) or very satisfied (59%) with the general library services. Overall user satisfaction has increased significantly this year (93% cf. 2022, 85%).

Three percent of library users are dissatisfied with the library services, these verbatim responses are listed below.

2023 Satisfaction (User)



(Base size n= 146)

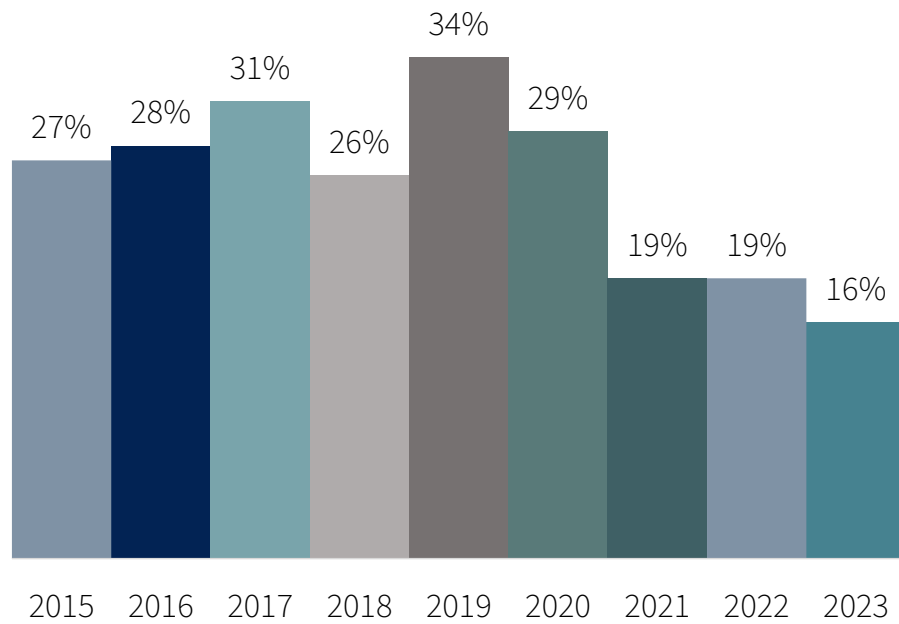
Reasons for Dissatisfaction

- “Number of computers now just not enough.”
- “They moved the reference upstairs and swapped them for the fiction downstairs.”
- “Very unhappy with all the purging that has been done. We have lost some great books, great research items and great audiobooks. I know I can get audiobooks online, but I like to be able to pop a CD in a CD player or in my car too.”
- “Very sparse books, the old library was much better.”
- “Despite the flash new library in Matamata, the book collection is very limited. Ditto Te Aroha.”
- “Poor range of books and magazines, inter loan service too expensive.”

(Base size n= 6)

Online Library

Use



Sixteen percent of residents have used the online library service in the past 12 months. Although not statistically significant this is a 3% decrease from last year's results.

(Base size n= 400)

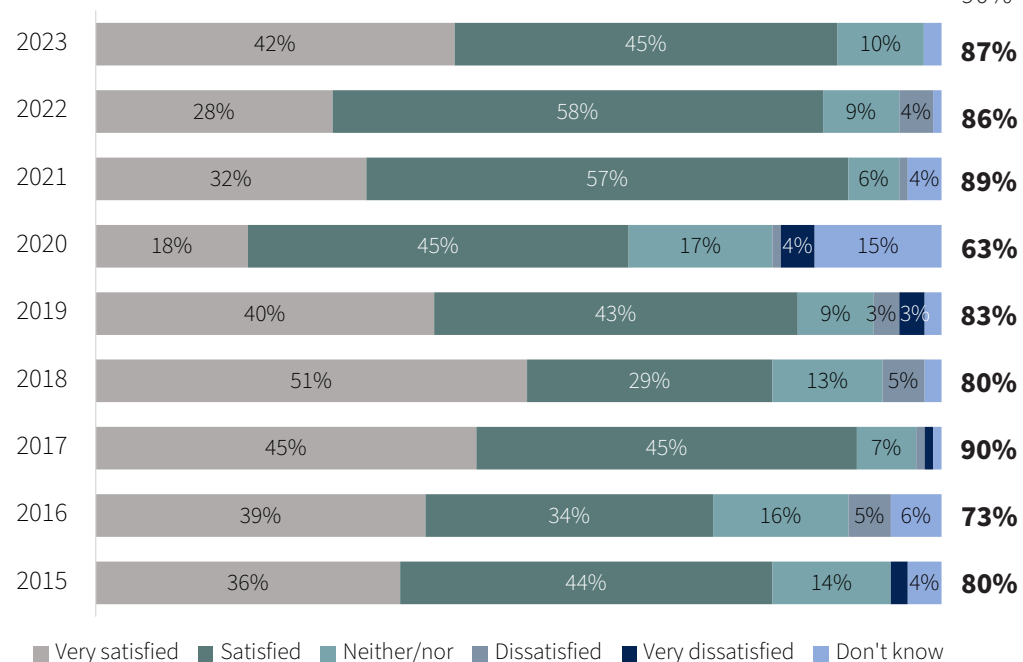
Online Library

On a par with last year’s results, 87% of online library users are satisfied (45%) or very satisfied (42%) with the online library services.

Overall, n=1 online library user is dissatisfied with this service, this verbatim response is listed below.

2023 Satisfaction (User)

KPM:
90%



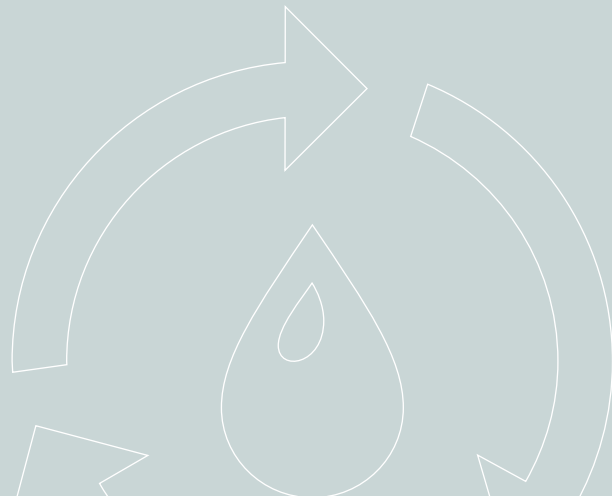
Reasons for Dissatisfaction

- “Not enough selection.”

(Base size n= 67)

(Base size n= 1)

Water Supply and Wastewater



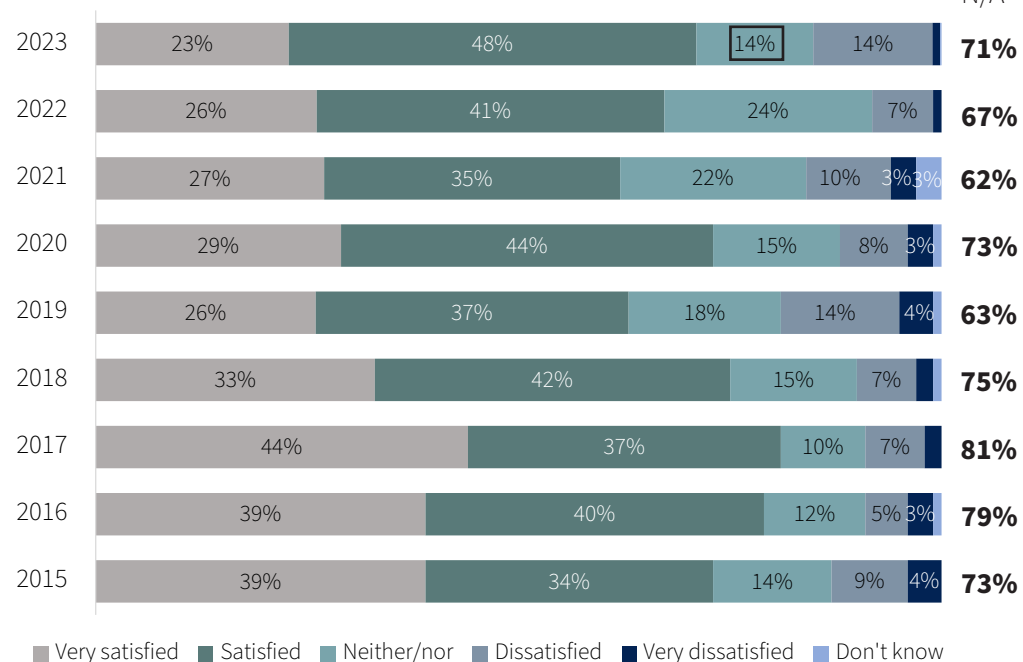
Council's Water Supply

This year, 79% of residents indicate they are connected to the town water supply. In terms of satisfaction amongst users, 71% of these residents are satisfied (48%) or very satisfied (23%) with Council's water supply. Although not statistically significant, overall user satisfaction has increased 4% compared to last year and 9% compared to results from 2021.

Sixteen percent of Council water supply users are dissatisfied with the service. Dissatisfaction with Council's water supply primarily revolves around insufficient water supply or storage sources (42%).

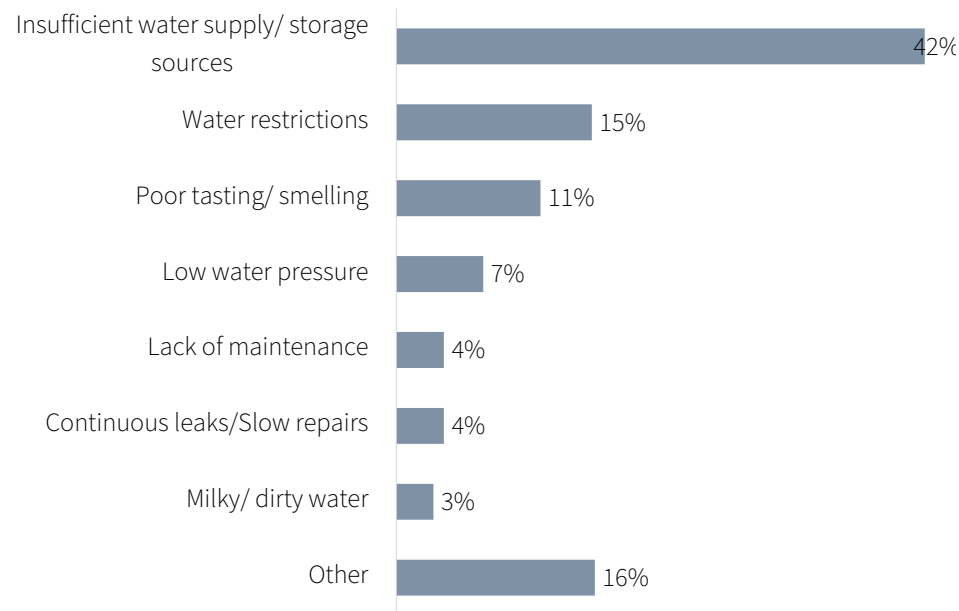
2023 Satisfaction (User)

KPM:
N/A



(Base size n= 337)

Reasons for Dissatisfaction



(Base size n= 42)

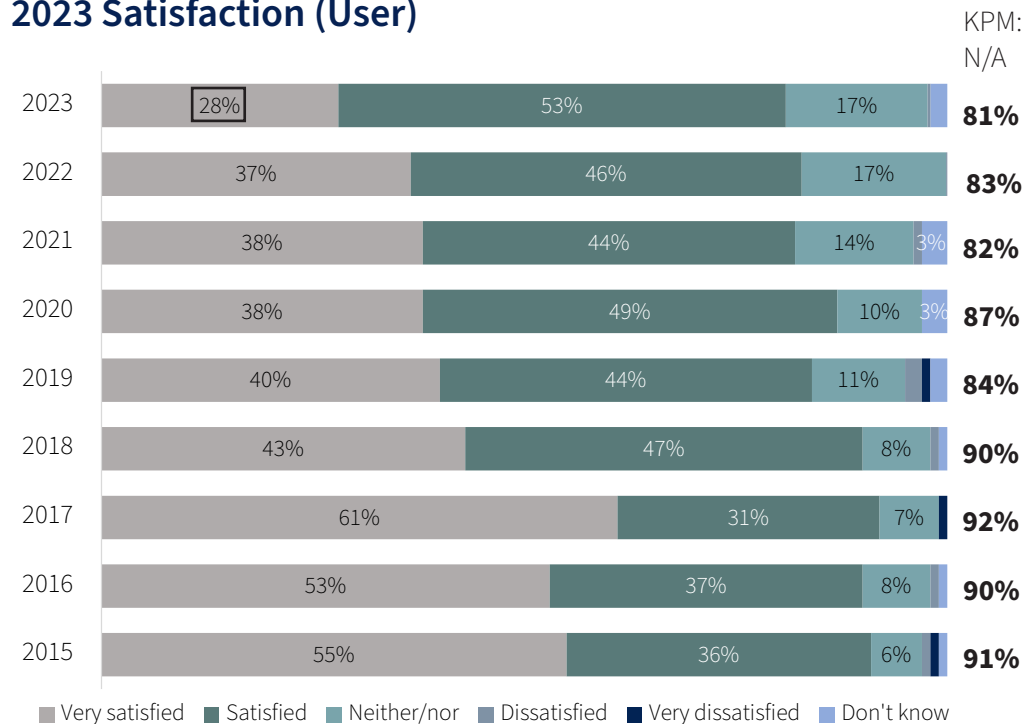
Wastewater System

Seventy percent of residents indicate they are connected to Council’s wastewater system.

This year, 81% of wastewater system users are satisfied (53%) or very satisfied (28%) with this. Notably, significantly fewer users are very satisfied with the wastewater system (28% cf. 2022, 37%) while more users are satisfied with this, although this is not a statistically significant change.

Overall, n=2 wastewater system users are dissatisfied with this service, these verbatim responses are listed below.

2023 Satisfaction (User)



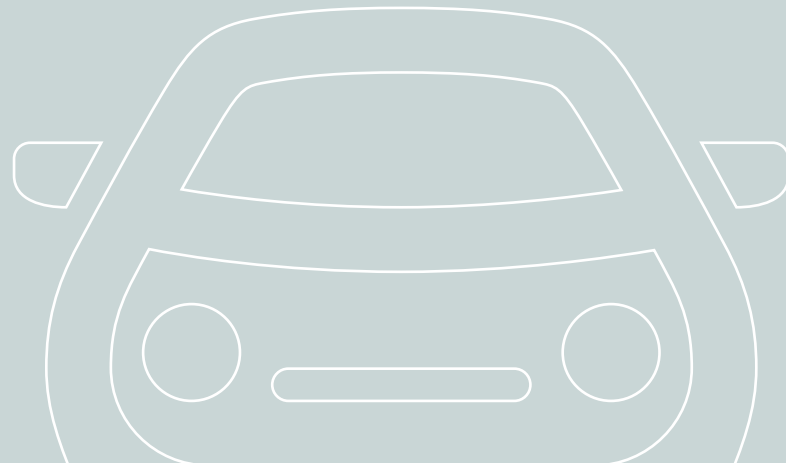
Reasons for Dissatisfaction

- “It runs away down the drain that I personally dug.”
- “Money is not being spent on maintenance of the wastewater network as other Councils are.”

(Base size n= 2)

(Base size n= 296)

Roading Network



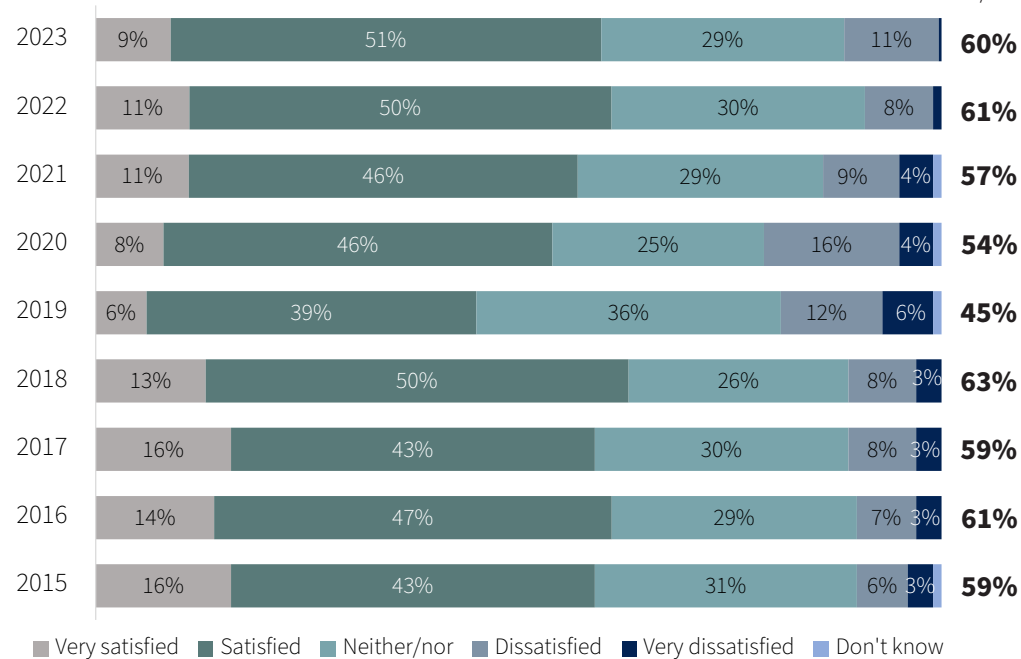
Roading

Sixty percent of residents are satisfied (51%) or very satisfied (9%) with the roading network, these results are on a par with last year's results.

This year, 12% of residents are dissatisfied with the roading network. Potholes and uneven surfaces (40%) and issues with general maintenance (34%) are the primary reasons for dissatisfaction with the roading network.

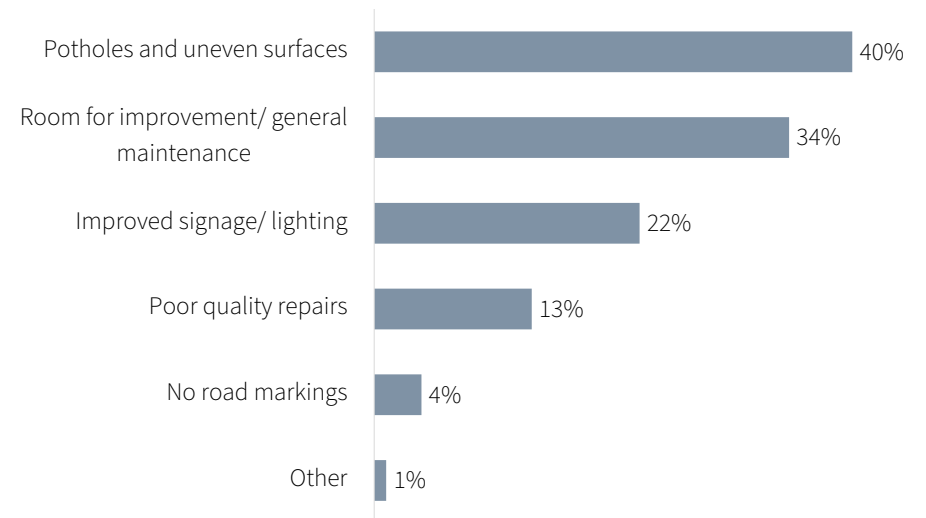
2023 Satisfaction

KPM:
N/A



(Base size n= 400)

Reasons for Dissatisfaction



(Base size n= 40)

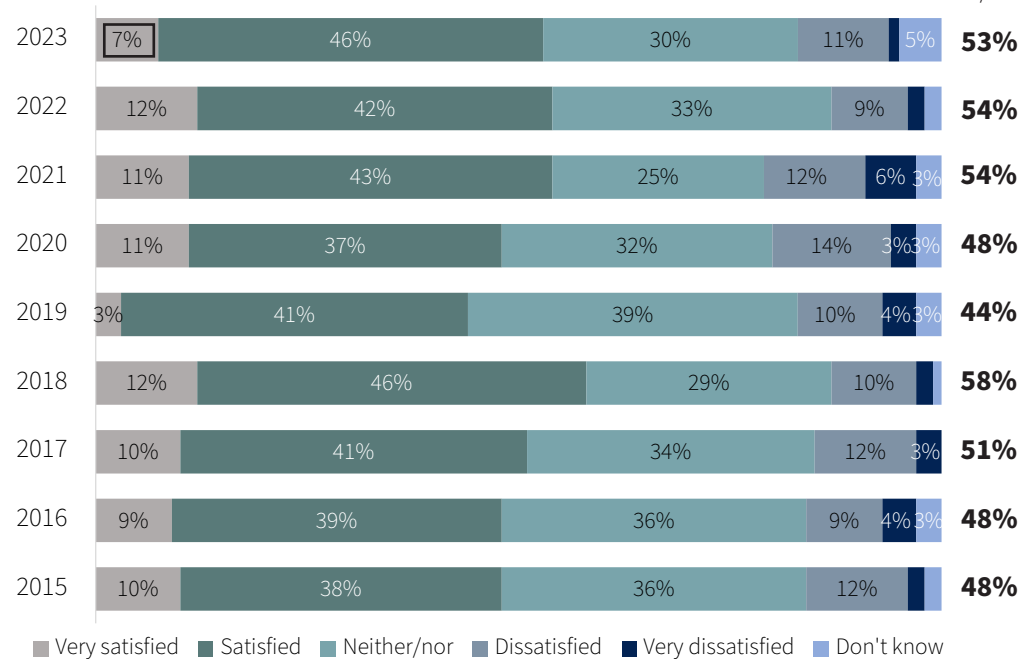
Footpaths and Cycleways

Overall, 53% of residents are satisfied (46%) or very satisfied (7%) with the footpaths and cycleways. Although overall satisfaction is on a par with last year's results, significantly fewer residents indicate they are very satisfied with the footpaths and cycleways in the district (7% cf. 2022, 12%).

Twelve percent of residents are dissatisfied with the footpaths and cycleways in the district. Primary reasons for dissatisfaction with the footpaths and cycleways pertain to potholes and uneven surfaces (45%) and general maintenance issues (45%).

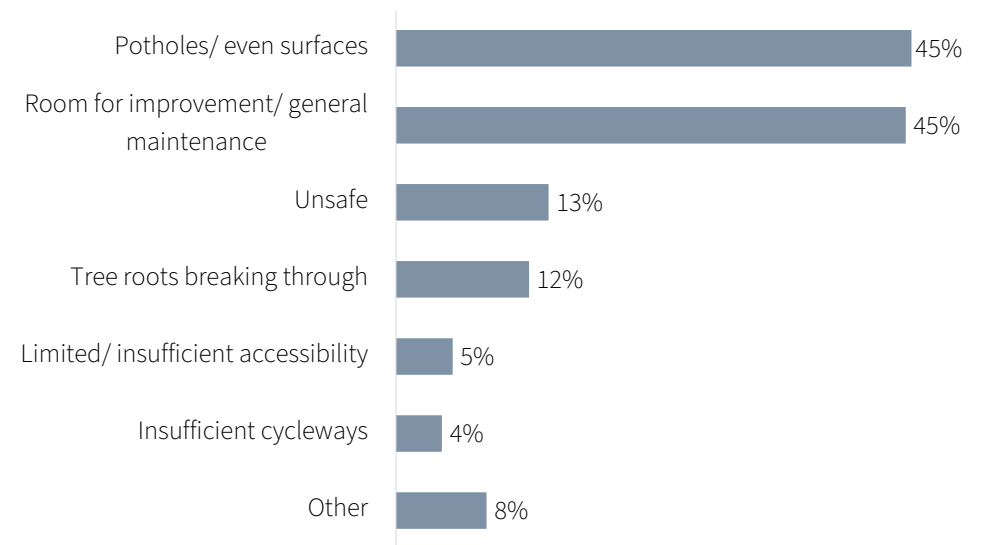
2023 Satisfaction

KPM:
N/A



(Base size n= 400)

Reasons for Dissatisfaction



(Base size n= 58)

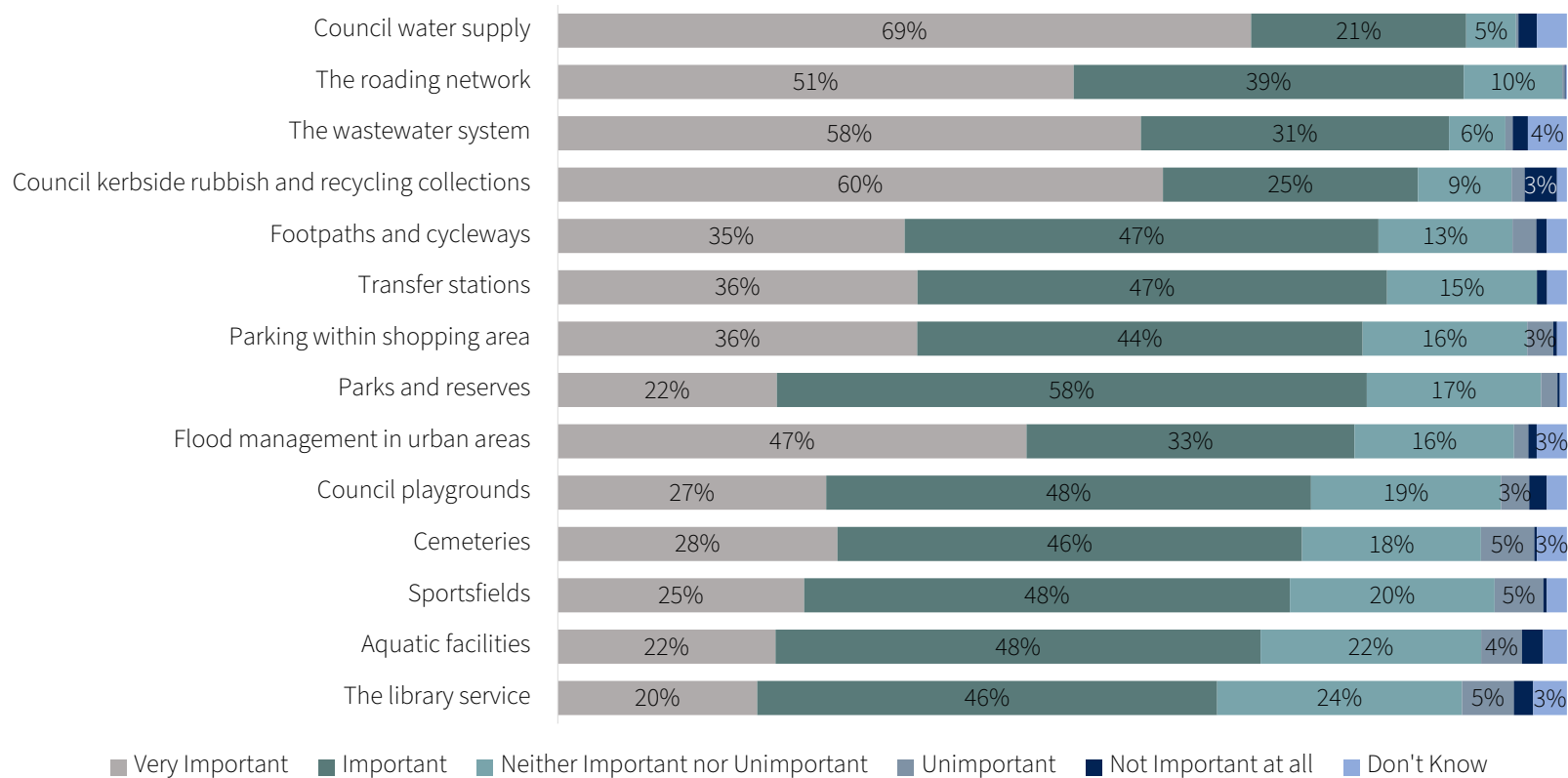
Facility Importance



Importance

The majority of residents (91%) rate Councils water supply as important (21%) or very important (69%). This is closely followed by the roading network, with 90% of residents rating this as important, 88% rating the wastewater system as important, and 86% of residents rating Council’s kerbside rubbish or recycling services as important.

Importance of Services



(Base size n= 400)

Performance and Importance

The table below shows the performance (satisfaction) and the importance rating for Council services and facilities. Key areas to focus on are those with high importance and relatively lower performance, in line with last year the highest priority here would be flood management in urban areas (importance: 80%, performance: 34%). Areas that should be a focus for Council, with high importance and relatively low performance are the roading network (importance: 90%, performance: 60%), footpaths and cycleways (importance: 82%, performance: 53%), and parking access in shopping areas (importance: 80%, performance: 48%). Furthermore, areas with high importance and high performance are worth retaining the current level of service on, Council water supply (importance: 90%, performance: 71%), wastewater system (importance: 89%, performance: 81%), and transfer stations (importance: 83%, performance: 57%). Measures with low importance and high performance could have their level of service reviewed, such as library services (importance: 66%, performance: 93%).

	PERFORMANCE 2023	IMPORTANCE 2023
Library services	93%	66%
Wastewater system	81%	89%
Kerbside rubbish and recycling services	64%	85%
Parks and reserves	70%	80%
Council water supply	71%	90%
The roading network	60%	90%
Sports fields	57%	73%
Transfer stations	57%	83%
Footpaths and cycleways	53%	82%
Council playgrounds	49%	75%
Cemeteries	48%	74%
Parking access in shopping areas	48%	80%
Aquatic facilities	44%	70%
Flood management in urban areas	34%	80%

Appendices



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



Appendix 1: Results by Area

Overall satisfaction with Council

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	10%	4%	8%
Satisfied	46%	49%	54%
Neither/nor	35%	41%	24%
Dissatisfied	7%	5%	8%
Very dissatisfied	1%	0%	3%
Don't know	1%	1%	3%

Leadership of Councillors and the Mayor

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	6%	9%	15%
Satisfied	42%	38%	40%
Neither/nor	40%	48%	26%
Dissatisfied	5%	1%	4%
Very dissatisfied	2%	0%	2%
Don't know	5%	4%	13%

Reasons for Dissatisfaction: Leadership of Councillors and the Mayor

	MATAMATA (n=11)	MORRINSVILLE (n=4)	TE AROHA (n=8)
Lack of communication/ information	59%	26%	0%
Generally unhappy with Council/ decisions	10%	48%	72%
Lack of action	9%	0%	9%
Focusing on wrong/ neglecting areas	0%	26%	9%
Rate price	9%	0%	0%
Lack of consultation/ don't listen to public	5%	0%	0%
Other	17%	0%	9%

Appendix 1: Results by Area

Ease of Access to Council Information

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	21%	12%	10%
Satisfied	41%	40%	51%
Neither/nor	25%	36%	28%
Dissatisfied	7%	4%	5%
Very dissatisfied	2%	4%	1%
Don't know	4%	4%	5%

Reasons for Dissatisfaction: Ease of Access

	MATAMATA (n=9)	MORRINSVILLE (n=7)	TE AROHA (n=6)
Generally unhappy	18%	22%	77%
Lack of accessible information	22%	39%	11%
Website issues	35%	18%	0%
Communication issues	21%	21%	11%
Dissatisfaction regarding outcome	0%	0%	0%
Complicated/ timely manner	4%	0%	0%

Appendix 1: Results by Area

Consultation Process

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	5%	7%	7%
Satisfied	33%	38%	38%
Neither/nor	42%	46%	26%
Dissatisfied	7%	3%	4%
Very dissatisfied	0% ↓	1%	7%
Don't know	13%	5% ↓	15%

Reasons for Dissatisfaction: Consultation Process

	MATAMATA (n=11)	MORRINSVILLE (n=6)	TE AROHA (n=9)
Haven't heard anything	60%	29%	26%
Poor communication/ listening	8%	53%	22%
Not enough consultation with residents in general	39%	6%	5%
Pointless participating	0%	0%	27%
Process makes it difficult to be heard	0%	0%	20%
Haven't been involved/ not interested	4%	6%	5%
Other	4%	6%	0%

Made Contact with Council (Last 12 months)

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Yes	45%	47%	53%
No	55%	53%	46%
Don't know	1%	0%	1%

Appendix 1: Results by Area

Handling of Council Information

	MATAMATA (n=92)	MORRINSVILLE (n=73)	TE AROHA (n=58)
Politely	76%	73%	73%
Professionally	73%	68%	81%
Fairly	58%	55%	54%
In a timely manner	67%	63%	57%

First Point of Contact

	MATAMATA (n=92)	MORRINSVILLE (n=73)	TE AROHA (n=58)
Very satisfied	55%	53%	57%
Satisfied	35%	33%	37%
Neither/nor	7%	2%	1%
Dissatisfied	3%	4%	0%
Very dissatisfied	0%	8%	4%
Don't know	0%	0%	1%

Appendix 1: Results by Area

Aquatic Facilities

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	3%	9%	24%
Satisfied	41%	30%	66%
Neither/nor	26%	16%	2%
Dissatisfied	7%	14%	2%
Very dissatisfied	3%	2%	0%
Don't know	20%	29%	6%

Reasons for Dissatisfaction: Aquatic Facilities

	MATAMATA (n=13)	MORRINSVILLE (n=7)	TE AROHA (n=5)
Restricted time/ access/ season	11%	53%	0%
Outdated/ insufficient facilities	83%	40%	94%
Too expensive	0%	4%	31%
Other	14%	4%	6%

Council's Kerbside Rubbish and Recycling Service

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	20%	18%	24%
Satisfied	57%	47%	35%
Neither/nor	14%	22%	23%
Dissatisfied	3%	0%	10%
Very dissatisfied	3%	9%	8%
Don't know	3%	4%	0%

Appendix 1: Results by Area

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

	MATAMATA (n=12)	MORRINSVILLE (n=10)	TE AROHA (n=6)
Cost/ size of rubbish bag	30%	54%	0%
Unhappy with rubbish collection services	17%	28%	28%
Unhappy with recycling pick up services	30%	9%	37%
Kerbside collection not available	3%	27%	28%
Unhappy with type of bags used	17%	0%	0%
Unhappy with transfer station	6%	0%	7%

Transfer Stations

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	28%	25%	20%
Satisfied	44%	46%	45%
Neither/nor	10%	18%	26%
Dissatisfied	17%	5%	8%
Very dissatisfied	0%	6%	0%
Don't know	1%	0%	1%

Reasons for Dissatisfaction: Transfer Stations

	MATAMATA (n=14)	MORRINSVILLE (n=9)	TE AROHA (n=7)
Difficult to access	0%	43%	78%
Too expensive	40% ↑	3% ↓	11%
Limited recycling	32% ↑	3%	0%
Increasing opening hours	10%	27%	0%
Issues with payments	2%	11%	0%
Other	16%	14%	11%

Appendix 1: Results by Area

Cemeteries	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	9%	10%	32%
Satisfied	25%	43%	31%
Neither/nor	23%	28%	27%
Dissatisfied	0%	0%	2%
Very dissatisfied	0%	0%	0%
Don't know	43%	19%	8%

Appendix 1: Results by Area

Flood Management

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	5%	1%	2%
Satisfied	39%	15%	50%
Neither/nor	19%	46%	12%
Dissatisfied	15%	11%	16%
Very dissatisfied	1%	2%	8%
Don't know	21%	25%	12%

Reasons for Dissatisfaction: Flood Management

	MATAMATA (n=20)	MORRINSVILLE (n=17)	TE AROHA (n=13)
Drains blocked/ don't have capacity	43%	39%	18%
Road/ street flooding	28%	49%	4%
Insufficient cleaning/ maintenance	17%	6%	39%
Flooding with heavy rains	18%	0%	40%
Council unhelpful	3%	11%	14%
Gutters blocked/ not cleared	9%	2%	0%
Leaves not cleared/ areas around trees	0%	4%	0%
Other	10%	0%	0%

Parks and Reserves

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	16%	15%	19%
Satisfied	51%	68%	64%
Neither/nor	30%	8%	12%
Dissatisfied	3%	2%	2%
Very dissatisfied	0%	0%	0%
Don't know	0%	7%	3%

Appendix 1: Results by Area

Reasons for Dissatisfaction: Parks and Reserves

	MATAMATA (n=6)	MORRINSVILLE (n=5)	TE AROHA (n=4)
Lack of maintenance	23%	85%	100%
Issues with dogs	39%	0%	0%
Lack of facilities/ catering for people	15%	8%	0%
Other	30%	7%	0%

Sports Fields

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	16%	31%	22%
Satisfied	59%	47%	60%
Neither/nor	21%	19%	18%
Dissatisfied	0%	0%	0%
Very dissatisfied	0%	0%	0%
Don't know	4%	3%	0%

Parking in Shopping Areas

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	11%	1%	28%
Satisfied	52%	19%	20%
Neither/nor	18%	42%	42%
Dissatisfied	18%	36%	10%
Very dissatisfied	0%	2%	0%
Don't know	1%	0%	0%

Appendix 1: Results by Area

Reasons for Dissatisfaction: Parking Access in Shopping Areas

	MATAMATA (n=33)	MORRINSVILLE (n=40)	TE AROHA (n=13)
Not enough parking	68%	86%	50%
Dangerous/ difficult to manoeuvre	27%	18%	29%
Shop owners/ workers taking up parks	18%	4%	17%
Disability parking issues	3%	6%	4%
Unnecessary facilities taking up parks	0%	1%	14% ↑
Other	12% ↑	0%	4%

Council Playgrounds

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	9%	8%	6%
Satisfied	41%	69%	68%
Neither/nor	22%	10%	8%
Dissatisfied	22%	0%	8%
Very dissatisfied	0%	0%	0%
Don't know	6%	13%	10%

Reasons for Dissatisfaction: Council Playgrounds

	MATAMATA (n=11)	MORRINSVILLE (n=2)	TE AROHA (n=6)
Lack of maintenance	46%	72%	67%
More facilities/ equipment	27%	0%	87% ↑
Different age groups catered for	31%	0%	0%
Other	13%	28%	7%

Appendix 1: Results by Area

Importance of Facilities: Kerbside Waste and Recycling Services	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very important	60%	60%	63%
Important	25%	24%	29%
Neither/nor	9%	13%	4%
Unimportant	1%	0%	4%
Not important at all	4%	4%	0%
Don't know	1%	0%	0%

Importance of Facilities: Transfer Stations	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very important	36%	36%	39%
Important	53%	42%	44%
Neither/nor	10%	19%	13%
Unimportant	0%	0%	0%
Not important at all	1%	1%	1%
Don't know	1%	2%	2%

Importance of Facilities: Parking Access in Shopping Areas	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very important	37%	37%	30%
Important	44%	40%	54%
Neither/nor	14%	20%	16%
Unimportant	4%	3%	0%
Not important at all	0%	1%	1%
Don't know	1%	0%	0%

Appendix 1: Results by Area

Importance of Facilities: Parks and Reserves

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very important	19%	22%	26%
Important	66%	56%	49%
Neither/nor	11%	21%	23%
Unimportant	3%	0%	1%
Not important at all	0%	1%	0%
Don't know	1%	0%	1%

Importance of Facilities: Flood Management

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very important	48%	44%	48%
Important	35%	26%	42%
Neither/nor	12%	22%	10%
Unimportant	1%	2%	1%
Not important at all	0%	2%	0%
Don't know	3%	3%	0%

Importance of Facilities: Cemeteries

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very important	26%	30%	28%
Important	44%	45%	53%
Neither/nor	16%	21%	15%
Unimportant	10%	3%	1%
Not important at all	0%	0%	1%
Don't know	4%	1%	3%

Appendix 1: Results by Area

Importance of Facilities: Sports Fields	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very important	33%	14%	29%
Important	46%	50%	49%
Neither/nor	12%	33%	11%
Unimportant	7%	2%	7%
Not important at all	0%	1%	0%
Don't know	1%	1%	4%

Importance of Facilities: Aquatic Facilities	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very important	25%	16%	25%
Important	47%	48%	51%
Neither/nor	17%	29%	17%
Unimportant	5%	3%	3%
Not important at all	4%	1%	1%
Don't know	2%	2%	3%

Importance of Facilities: Council Playgrounds	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very important	28%	27%	23%
Important	48%	47%	51%
Neither/nor	17%	22%	17%
Unimportant	4%	2%	2%
Not important at all	2%	1%	4%
Don't know	1%	1%	3%

Appendix 1: Results by Area

Library User

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Yes	32%	28%	36%
No	68%	72%	64%

Library Location

	MATAMATA (n=58)	MORRINSVILLE (n=53)	TE AROHA (n=37)
Matamata library	92% ↑	4% ↓	9% ↓
Morrinsville library	5% ↓	73% ↑	26%
Te Aroha library	2% ↓	4% ↓	86% ↑

Library Services

	MATAMATA (n=60)	MORRINSVILLE (n=45)	TE AROHA (n=37)
Very satisfied	56%	59%	64%
Satisfied	33%	35%	34%
Neither/nor	8%	1%	0%
Dissatisfied	2%	5%	2%
Very dissatisfied	1%	0%	0%
Don't know	0%	0%	0%

Appendix 1: Results by Area

Online Library User

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Yes	19%	16%	11%
No	81%	84%	89%

Online Library Services

	MATAMATA (n=27)	MORRINSVILLE (n=30)	TE AROHA (n=11)
Very satisfied	57%	25%	45%
Satisfied	22% ↓	72% ↑	44%
Neither/nor	19%	0%	11%
Dissatisfied	0%	0%	0%
Very dissatisfied	0%	0%	0%
Don't know	2%	3%	0%

Importance of Facilities: Library Services

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very important	17%	20%	24%
Important	45%	49%	42%
Neither/nor	22%	27%	23%
Unimportant	12%	0%	2%
Not important at all	2%	1%	4%
Don't know	2%	4%	5%

Appendix 1: Results by Area

Water Supply Services

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Town supply	89% ↑	66% ↓	87%
Private water supply	11% ↓	35% ↑	16%

Council's Water Supply Service

	MATAMATA (n=141)	MORRINSVILLE (n=97)	TE AROHA (n=88)
Very satisfied	23%	6% ↓	50% ↑
Satisfied	58%	42%	38%
Neither/nor	9%	22%	9%
Dissatisfied	9%	28% ↑	2% ↓
Very dissatisfied	1%	2%	0%
Don't know	0%	0%	1%

Reasons for Dissatisfaction: Council's Water Supply

	MATAMATA (n=14)	MORRINSVILLE (n=25)	TE AROHA (n=4)
Insufficient water supply/ storage sources	33%	46%	35%
Water restrictions	3%	19%	68%
Poor tasting/ smelling	7%	13%	32%
Low water pressure	3%	9%	0%
Continuous leaks/Slow repairs	0%	6%	0%
Lack of maintenance	0%	6%	0%
Milky/ dirty water	3%	1%	32% ↑
Unjustified pricing	3%	0%	0%
Water supply resources	0%	2%	0%
Other	53% ↑	0% ↓	0%

Appendix 1: Results by Area

Connected to District's Wastewater

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Yes	75%	61%	77%
No	25%	39%	23%

Wastewater

	MATAMATA (n=124)	MORRINSVILLE (n=97)	TE AROHA (n=75)
Very satisfied	36%	19%	28%
Satisfied	50%	53%	59%
Neither/nor	14%	24%	11%
Dissatisfied	0%	0%	2%
Very dissatisfied	0%	0%	0%
Don't know	0%	4% ↑	0%

Importance of Facilities: Council Water Supply Services

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very important	68%	69%	71%
Important	27%	14%	27%
Neither/nor	2%	11%	0%
Unimportant	0%	0%	0%
Not important at all	1%	3%	0%
Don't know	1%	3%	2%

Appendix 1: Results by Area

Importance of Facilities: Wastewater System

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very important	54%	56%	68%
Important	36%	26%	30%
Neither/nor	4%	10%	0%
Unimportant	0%	1%	0%
Not important at all	0%	3%	1%
Don't know	5%	3%	2%

Appendix 1: Results by Area

Roading Network

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	14%	4%	10%
Satisfied	47%	55%	49%
Neither/nor	23%	33%	31%
Dissatisfied	14%	8%	11%
Very dissatisfied	1%	0%	0%
Don't know	1%	0%	0%

Reasons or Dissatisfaction: Roding Network

	MATAMATA (n=24)	MORRINSVILLE (n=11)	TE AROHA (n=6)
Potholes and uneven surfaces	46%	7% ↓	73%
Room for improvement/ general maintenance	35%	38%	27%
Improved signage/ lighting	17%	45%	0%
Poor quality repairs	25%	0%	0%
No road markings	0%	13%	0%
Roding facilities	0%	0%	0%
Other	2%	0%	0%

Footpaths and Cycleways

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	9%	3%	11%
Satisfied	54%	34%	50%
Neither/nor	19% ↓	44% ↑	25%
Dissatisfied	14%	10%	8%
Very dissatisfied	3% ↑	0%	0%
Don't know	1% ↓	9%	6%

Appendix 1: Results by Area

Reasons for Dissatisfaction: Footpaths and Cycleways

	MATAMATA (n=30)	MORRINSVILLE (n=19)	TE AROHA (n=10)
Potholes/ even surfaces	48%	38%	54%
Room for improvement/ general maintenance	33%	52%	77%
Unsafe	21%	6%	0%
Tree roots breaking through	20%	3%	0%
Insufficient cycleways	2%	9%	0%
Limited/ insufficient accessibility	7%	0%	8%
Other	2%	18%	8%

Importance of Facilities: Roading

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very important	57%	44%	53%
Important	31%	48%	35%
Neither/nor	12%	7%	12%
Unimportant	0%	0%	0%
Not important at all	0%	0%	1%
Don't know	0%	0%	0%

Importance of Facilities: Footpaths and Cycleways

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very important	34%	32%	41%
Important	47%	48%	47%
Neither/nor	13%	17%	8%
Unimportant	4%	1%	4%
Not important at all	2%	0%	1%
Don't know	0%	3%	0%

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



Appendix 2: Results by Demographics

Overall satisfaction with Council

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Very satisfied	7%	2%	12% ↑	7%	7%
Satisfied	47%	47%	53%	48%	50%
Neither/nor	38%	44%	24% ↓	35%	35%
Dissatisfied	7%	6%	7%	9%	4%
Very dissatisfied	0%	1%	2%	1%	2%
Don't know	1%	0%	2%	0% ↓	2% ↑

Leadership of Councillors and the Mayor

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Very satisfied	7%	9%	11%	11%	7%
Satisfied	45%	30% ↓	45%	43%	37%
Neither/nor	38%	53% ↑	31% ↓	36%	45%
Dissatisfied	0% ↓	5%	5%	4%	2%
Very dissatisfied	2%	0%	2%	1%	1%
Don't know	8%	3%	6%	5%	8%

Appendix 2: Results by Demographics

Reasons for Dissatisfaction: Leadership of Councillors and the Mayor

	39 YEARS AND UNDER (n=1)	40-59 YEARS OLD (n=3)	60+ YEARS OLD (n=19)	MALE (n=12)	FEMALE (n=11)
Lack of communication/ information	100%	36%	22%	35%	41%
Generally unhappy with Council/ decisions	0%	36%	38%	40%	24%
Lack of action	0%	0%	16%	5%	12%
Focusing on wrong/ neglecting areas	0%	0%	12%	10%	0%
Rate price	0%	0%	11%	5%	6%
Lack of consultation/ don't listen to public	0%	0%	6%	5%	0%
Other	0%	27%	6%	5%	23%

Ease of Access to Council Information

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Very satisfied	14%	8%	23% ↑	19%	12%
Satisfied	47%	37%	43%	40%	44%
Neither/nor	31%	35%	25%	27%	34%
Dissatisfied	2%	10% ↑	3%	8%	3%
Very dissatisfied	3%	4%	1%	5% ↑	0% ↓
Don't know	3%	6%	5%	1% ↓	7% ↑

Appendix 2: Results by Demographics

Reasons for Dissatisfaction: Ease of Access

	39 YEARS AND UNDER (n=2)	40-59 YEARS OLD (n=8)	60+ YEARS OLD (n=12)	MALE (n=15)	FEMALE (n=7)
Generally unhappy	0%	39%	27%	31%	15%
Lack of accessible information	66%	13%	28%	34%	0%
Website issues	0%	36% ↑	9%	21%	30%
Communication issues	34%	13%	27%	12%	54%
Dissatisfaction regarding outcome	0%	0%	0%	0%	0%
Complicated/ timely manner	0%	0%	9% ↑	2%	0%
Diversification of information platforms	0%	0%	0%	0%	0%
Other	0%	0%	0%	0%	0%

Consultation Process

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Very satisfied	3%	5%	10%	8%	4%
Satisfied	36%	33%	39%	36%	36%
Neither/nor	47%	42%	33%	39%	41%
Dissatisfied	2%	9% ↑	4%	4%	6%
Very dissatisfied	0%	5% ↑	1%	3%	1%
Don't know	12%	6%	13%	10%	12%

Appendix 2: Results by Demographics

Reasons for Dissatisfaction: Consultation Process

	39 YEARS AND UNDER (n=1)	40-59 YEARS OLD (n=9)	60+ YEARS OLD (n=16)	MALE (n=14)	FEMALE (n=12)
Haven't heard anything	100%	45%	13% ↓	40%	42%
Poor communication/ listening	0%	23%	37%	27%	23%
Not enough consultation with residents in general	0%	19%	25%	7%	32%
Pointless participating	0%	13%	0%	16%	0%
Process makes it difficult to be heard	0%	10%	0%	0%	13%
Haven't been involved/ not interested	0%	0% ↓	18% ↑	3%	6%
Other	0%	0%	13% ↑	7%	0%

Made Contact with Council (Last 12 months)

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Yes	31% ↓	51%	60% ↑	44%	51%
No	69% ↑	49%	39% ↓	56%	48%
Don't know	0%	0%	1% ↑	0%	1%

Appendix 2: Results by Demographics

Handling of Council Information

	39 YEARS AND UNDER (n=15)	40-59 YEARS OLD (n=33)	60+ YEARS OLD (n=175)	MALE (n=97)	FEMALE (n=126)
Professionally	63%	74%	77%	70%	75%
Politely	71%	73%	76%	70%	78%
In a timely manner	54%	73%	61%	62%	65%
Fairly	42%	65%	57%	58%	55%

First Point of Contact

	39 YEARS AND UNDER (n=15)	40-59 YEARS OLD (n=33)	60+ YEARS OLD (n=175)	MALE (n=97)	FEMALE (n=126)
Very satisfied	56%	50%	59%	58%	52%
Satisfied	28%	39%	35%	32%	38%
Neither/nor	0%	3%	5%	5%	3%
Dissatisfied	5%	3%	1%	0%	4%
Very dissatisfied	11%	5%	0%	5%	3%
Don't know	0%	0%	0%	0%	0%

Appendix 2: Results by Demographics

Aquatic Facilities

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Very satisfied	0% ↓	14%	19% ↑	10%	8%
Satisfied	55% ↑	29%	29%	36%	47%
Neither/nor	17%	25%	12%	26%	9%
Dissatisfied	10%	10%	3%	6%	12%
Very dissatisfied	0%	4%	3%	1%	4%
Don't know	18%	18%	34%	21%	20%

Reasons for Dissatisfaction: Aquatic Facilities

	39 YEARS AND UNDER (n=7)	40-59 YEARS OLD (n=7)	60+ YEARS OLD (n=11)	MALE (n=14)	FEMALE (n=11)
Restricted time/ access/ season	37%	13%	0%	23%	24%
Outdated/ insufficient facilities	63%	83%	64%	60%	82%
Too expensive	13%	0%	9%	0%	16%
Other	0%	17%	18%	14%	3%

Council's Kerbside Rubbish and Recycling Service

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Very satisfied	17%	9%	40% ↑	18%	22%
Satisfied	55%	51%	38%	53%	46%
Neither/nor	17%	22%	14%	19%	17%
Dissatisfied	0%	9% ↑	1%	3%	4%
Very dissatisfied	7%	8%	0%	6%	6%
Don't know	4%	1%	7%	1%	5%

Appendix 2: Results by Demographics

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

	39 YEARS AND UNDER (n=7)	40-59 YEARS OLD (n=10)	60+ YEARS OLD (n=11)	MALE (n=13)	FEMALE (n=15)
Cost/ size of rubbish bag	46%	31%	30%	24%	66%
Unhappy with rubbish collection services	27%	22%	19%	22%	29%
Unhappy with recycling pick up services	18%	25%	10%	29% ↑	3% ↓
Kerbside collection not available	18%	22%	10%	22%	13%
Unhappy with type of bags used	0%	12%	11%	9%	0%
Unhappy with transfer station	0%	0%	30% ↑	2%	5%

Transfer Stations

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Very satisfied	17%	16%	41% ↑	23%	28%
Satisfied	40%	52%	44%	49%	41%
Neither/nor	17%	25%	7% ↓	15%	17%
Dissatisfied	20% ↑	7%	6%	9%	13%
Very dissatisfied	6%	0%	0%	3%	0%
Don't know	0%	0%	2% ↑	1%	1%

Appendix 2: Results by Demographics

Reasons for Dissatisfaction: Transfer Stations

	39 YEARS AND UNDER (n=7)	40-59 YEARS OLD (n=7)	60+ YEARS OLD (n=16)	MALE (n=14)	FEMALE (n=16)
Difficult to access	27%	15%	27%	23%	26%
Too expensive	27%	15%	19%	17%	31%
Limited recycling	18%	20%	13%	28% ↑	3% ↓
Increasing opening hours	27%	0%	0%	17%	13%
Issues with payments	0%	15%	7%	2%	10%

Cemeteries

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Very satisfied	14%	0% ↓	29% ↑	12%	14%
Satisfied	38%	33%	20%	38%	24%
Neither/nor	21%	36%	20%	24%	27%
Dissatisfied	0%	0%	1%	0%	1%
Very dissatisfied	0%	0%	0%	0%	0%
Don't know	27%	31%	30%	26%	34%

Flood Management

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Very satisfied	3%	0%	6%	1% ↓	6% ↑
Satisfied	41%	17%	35%	34%	30%
Neither/nor	17%	42%	26%	26%	29%
Dissatisfied	17%	13%	8%	14%	14%
Very dissatisfied	0%	4%	4%	1%	4%
Don't know	22%	24%	21%	24%	17%

Appendix 2: Results by Demographics

Reasons for Dissatisfaction: Flood Management

	39 YEARS AND UNDER (n=6)	40-59 YEARS OLD (n=16)	60+ YEARS OLD (n=28)	MALE (n=22)	FEMALE (n=28)
Drains blocked/ don't have capacity	55%	33%	15% ↓	45%	27%
Road/ street flooding	33%	35%	18%	37%	24%
Insufficient cleaning/ maintenance	0%	20%	39% ↑	14%	21%
Flooding with heavy rains	22%	12%	15%	4% ↓	28% ↑
Council unhelpful	0%	12%	14%	0% ↓	18% ↑
Gutters blocked/ not cleared	0%	8%	3%	7%	1%
Leaves not cleared/ areas around trees	0%	0%	7% ↑	1%	1%

Parks and Reserves

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Very satisfied	10%	10%	35% ↑	19%	12%
Satisfied	66%	62%	42% ↓	51%	69%
Neither/nor	21%	24%	10%	27% ↑	9% ↓
Dissatisfied	0%	4%	6%	1% ↓	5% ↑
Very dissatisfied	0%	0%	0%	0%	0%
Don't know	3%	0%	7%	2%	5%

Appendix 2: Results by Demographics

Reasons for Dissatisfaction: Parks and Reserves

	39 YEARS AND UNDER (n=1)	40-59 YEARS OLD (n=3)	60+ YEARS OLD (n=11)	MALE (n=7)	FEMALE (n=8)
Lack of maintenance	100%	0% ↓	73%	68%	46%
Issues with dogs	0%	57%	0%	27%	0%
Lack of facilities/ catering for people	0%	0%	27% ↑	6%	18%
Other	0%	43%	9%	0% ↓	45% ↑

Sports Fields

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Very satisfied	17%	24%	31%	21%	24%
Satisfied	76% ↑	32% ↓	46%	58%	52%
Neither/nor	7%	41% ↑	16%	20%	19%
Dissatisfied	0%	0%	0%	0%	0%
Very dissatisfied	0%	0%	0%	0%	0%
Don't know	0%	3%	7%	1% ↓	5% ↑

Parking in Shopping Areas

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Very satisfied	7%	9%	19%	13%	6%
Satisfied	31%	41%	37%	33%	38%
Neither/nor	34%	32%	20%	36%	23%
Dissatisfied	28%	18%	20%	16%	32%
Very dissatisfied	0%	0%	3% ↑	1%	1%
Don't know	0%	0%	1%	1%	0%

Appendix 2: Results by Demographics

Reasons for Dissatisfaction: Parking Access in Shopping Areas

	39 YEARS AND UNDER (n=14)	40-59 YEARS OLD (n=15)	60+ YEARS OLD (n=57)	MALE (n=38)	FEMALE (n=48)
Not enough parking	81%	79%	61%	79%	71%
Dangerous/ difficult to manoeuvre	31%	15%	20%	26%	20%
Shop owners/ workers taking up parks	0% ↓	15%	21%	14%	8%
Disability parking issues	0%	6%	9%	3%	6%
Unnecessary facilities taking up parks	0%	6%	2%	0%	4%
Other	6%	0%	7%	3%	6%

Council Playgrounds

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Very satisfied	3%	9%	18%	8%	9%
Satisfied	69%	50%	35% ↓	60%	49%
Neither/nor	14%	14%	20%	15%	16%
Dissatisfied	14%	17%	1% ↓	9%	17%
Very dissatisfied	0%	0%	0%	0%	0%
Don't know	0% ↓	10%	26% ↑	8%	9%

Reasons for Dissatisfaction: Council Playgrounds

	39 YEARS AND UNDER (n=6)	40-59 YEARS OLD (n=9)	60+ YEARS OLD (n=4)	MALE (n=5)	FEMALE (n=14)
Lack of maintenance	62%	46%	50%	66%	48%
More facilities/ equipment	13%	62%	0%	17%	44%
Different age groups catered for	38%	0%	0%	0%	32%
Other	0%	27%	50%	17%	12%

Appendix 2: Results by Demographics

Importance of Facilities: Kerbside Waste and Recycling Services

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Very important	45% ↓	68%	68% ↑	54%	67%
Important	34%	17%	25%	26%	25%
Neither/nor	14%	10%	4% ↓	14% ↑	5% ↓
Unimportant	2%	2%	0%	1%	1%
Not important at all	5%	3%	1%	4%	2%
Don't know	0%	0%	2% ↑	1%	0%

Importance of Facilities: Transfer Stations

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Very important	21% ↓	39%	50% ↑	31%	42%
Important	59% ↑	45%	36% ↓	50%	43%
Neither/nor	20%	16%	7% ↓	15%	14%
Unimportant	0%	0%	0%	0%	0%
Not important at all	0%	0%	2% ↑	1%	0%
Don't know	0% ↓	0% ↓	5% ↑	3%	1%

Appendix 2: Results by Demographics

Importance of Facilities: Parking Access in Shopping Areas

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Very important	35%	28%	45% ↑	29% ↓	43% ↑
Important	41%	52%	40%	49%	40%
Neither/nor	24%	15%	10% ↓	17%	16%
Unimportant	0%	5% ↑	2%	4% ↑	1% ↓
Not important at all	0%	0%	1% ↑	1%	0%
Don't know	0%	0%	2% ↑	0%	0%

Importance of Facilities: Parks and Reserves

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Very important	21%	13% ↓	31% ↑	23%	20%
Important	55%	68% ↑	52%	56%	61%
Neither/nor	21%	18%	13%	17%	17%
Unimportant	3%	0%	1%	3% ↑	0% ↓
Not important at all	0%	0%	1% ↑	1%	0%
Don't know	0%	1%	2% ↑	0%	2%

Appendix 2: Results by Demographics

Importance of Facilities: Flood Management

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Very important	40%	52%	48%	44%	49%
Important	34%	27%	37%	30%	35%
Neither/nor	22%	16%	9% ↓	21%	11%
Unimportant	0%	2%	2%	2% ↑	0% ↓
Not important at all	0%	2%	1%	1%	0%
Don't know	4%	1%	3%	2% ↓	5% ↑

Importance of Facilities: Cemeteries

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Very important	12% ↓	29%	42% ↑	24%	31%
Important	53%	45%	40%	46%	46%
Neither/nor	24%	18%	11% ↓	17%	18%
Unimportant	7%	7%	2%	9% ↑	2% ↓
Not important at all	0%	0%	1% ↑	1%	0%
Don't know	4%	1%	4%	3%	3%

Appendix 2: Results by Demographics

Importance of Facilities: Sports Fields

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Very important	26%	19%	29%	28%	21%
Important	43%	56%	46%	45%	52%
Neither/nor	21%	22%	18%	22%	19%
Unimportant	10% ↑	1%	3%	4%	6%
Not important at all	0%	0%	1% ↑	1%	0%
Don't know	0%	2%	3%	0%	2%

Importance of Facilities: Aquatic Facilities

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Very important	26%	15%	23%	19%	24%
Important	40%	59% ↑	46%	51%	45%
Neither/nor	22%	24%	19%	19%	24%
Unimportant	9% ↑	2%	2%	4%	4%
Not important at all	3%	0%	3%	3%	1%
Don't know	0% ↓	0% ↓	7% ↑	4%	2%

Appendix 2: Results by Demographics

Importance of Facilities: Council Playgrounds

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Very important	22%	31%	27%	20% ↓	33% ↑
Important	47%	55%	43%	49%	47%
Neither/nor	28%	12%	17%	23%	15%
Unimportant	3%	0%	5%	5% ↑	1% ↓
Not important at all	0% ↓	1%	4%	2%	2%
Don't know	0% ↓	1% ↓	5% ↑	1%	2%

Appendix 2: Results by Demographics

Library User	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Yes	31%	23%	40% ↑	26%	36%
No	69%	77%	60% ↓	74%	64%

Library Location	39 YEARS AND UNDER (n=15)	40-59 YEARS OLD (n=16)	60+ YEARS OLD (n=117)	MALE (n=55)	FEMALE (n=93)
Matamata library	16%	8%	18%	16%	16%
Morrinsville library	16%	12%	19%	13%	21%
Te Aroha library	7%	5%	10%	7%	10%

Library Services	39 YEARS AND UNDER (n=15)	40-59 YEARS OLD (n=16)	60+ YEARS OLD (n=117)	MALE (n=55)	FEMALE (n=93)
Very satisfied	67%	38%	66%	63%	57%
Satisfied	33%	48%	26%	30%	37%
Neither/nor	0%	8%	4%	5%	1%
Dissatisfied	0%	6%	3%	2%	4%
Very dissatisfied	0%	0%	1%	0%	1%
Don't know	0%	0%	0%	0%	0%

Appendix 2: Results by Demographics

Online Library User	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Yes	16%	15%	18%	19%	14%
No	84%	85%	82%	81%	86%

Online Library Services	39 YEARS AND UNDER (n=7)	40-59 YEARS OLD (n=10)	60+ YEARS OLD (n=51)	MALE (n=32)	FEMALE (n=36)
Very satisfied	56%	35%	37%	43%	42%
Satisfied	33%	53%	49%	47%	43%
Neither/nor	11%	12%	8%	10%	10%
Dissatisfied	0%	0%	0%	0%	0%
Very dissatisfied	0%	0%	0%	0%	0%
Don't know	0%	0%	6% ↑	0%	5%

Importance of Facilities: Library Services

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Very important	14%	14%	32% ↑	17%	22%
Important	40%	53%	44%	42%	49%
Neither/nor	31%	27%	15% ↓	25%	23%
Unimportant	12% ↑	1%	2% ↓	8%	3%
Not important at all	0%	4%	2%	4% ↑	0% ↓
Don't know	3%	1%	5%	4%	3%

Appendix 2: Results by Demographics

Water Supply Services	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Town supply	76%	73%	88% ↑	73%	85%
Private water supply	24%	27%	15% ↓	28%	16%

Council's Water Supply Service	39 YEARS AND UNDER (n=34)	40-59 YEARS OLD (n=49)	60+ YEARS OLD (n=256)	MALE (n=142)	FEMALE (n=197)
Very satisfied	23%	14%	30%	33% ↑	14% ↓
Satisfied	48%	53%	45%	45%	51%
Neither/nor	18%	8%	15%	10%	17%
Dissatisfied	11%	25% ↑	7% ↓	10%	17%
Very dissatisfied	0%	0%	2% ↑	1%	1%
Don't know	0%	0%	1%	1%	0%

Reasons for Dissatisfaction: Council's Water Supply

	39 YEARS AND UNDER (n=5)	40-59 YEARS OLD (n=13)	60+ YEARS OLD (n=25)	MALE (n=16)	FEMALE (n=27)
Insufficient water supply/ storage sources	40%	44%	40%	51%	37%
Water restrictions	20%	7%	28%	9%	19%
Poor tasting/ smelling	0%	15%	16%	3%	16%
Low water pressure	20%	0%	8%	6%	7%
Continuous leaks/Slow repairs	0%	7%	0%	0%	6%
Lack of maintenance	0%	7%	0%	0%	6%
Milky/ dirty water	0%	0%	12% ↑	3%	3%

Appendix 2: Results by Demographics

Connected to District's Wastewater

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Yes	64%	68%	77% ↑	67%	72%
No	36%	32%	23% ↓	33%	28%

Wastewater

	39 YEARS AND UNDER (n=29)	40-59 YEARS OLD (n=44)	60+ YEARS OLD (n=223)	MALE (n=132)	FEMALE (n=164)
Very satisfied	22%	17% ↓	43% ↑	37% ↑	20% ↓
Satisfied	51%	66% ↑	43% ↓	52%	54%
Neither/nor	22%	17%	12%	10%	22%
Dissatisfied	0%	0%	1%	0%	0%
Very dissatisfied	0%	0%	0%	0%	0%
Don't know	5% ↑	0%	1%	1% ↓	4% ↑

Importance of Facilities: Council Water Supply Services

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Very important	57% ↓	76%	75%	68%	70%
Important	31% ↑	15%	19%	21%	22%
Neither/nor	7%	5%	3%	6%	4%
Unimportant	0%	0%	1% ↑	0%	0%
Not important at all	2%	3%	1%	1%	2%
Don't know	3%	1%	1%	4%	2%

Appendix 2: Results by Demographics

Importance of Facilities: Wastewater System

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Very important	43% ↓	63%	67% ↑	57%	58%
Important	43% ↑	24%	25%	27%	34%
Neither/nor	7%	7%	3%	7%	4%
Unimportant	0%	2% ↑	0%	1%	0%
Not important at all	0%	3%	1%	2%	1%
Don't know	7%	1%	4%	6%	3%

Roading Network

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Very satisfied	10%	5%	11%	11%	7%
Satisfied	55%	41%	55%	56%	46%
Neither/nor	26%	36%	25%	27%	30%
Dissatisfied	9%	18% ↑	7% ↓	6% ↓	16% ↑
Very dissatisfied	0%	0%	1% ↑	0%	1%
Don't know	0%	0%	1% ↑	0%	0%

Appendix 2: Results by Demographics

Reasons or Dissatisfaction: Rooding Network

	39 YEARS AND UNDER (n=5)	40-59 YEARS OLD (n=13)	60+ YEARS OLD (n=23)	MALE (n=10)	FEMALE (n=31)
Potholes and uneven surfaces	40%	38%	43%	8% ↓	51% ↑
Room for improvement/ general maintenance	20%	45%	26%	64%	24%
Improved signage/ lighting	40%	8%	35%	8%	27%
Poor quality repairs	0%	17%	17%	20%	11%

Footpaths and Cycleways

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Very satisfied	5%	5%	12%	10% ↑	4% ↓
Satisfied	53%	41%	42%	46%	45%
Neither/nor	24%	39%	28%	28%	33%
Dissatisfied	7%	12%	13%	10%	11%
Very dissatisfied	0%	1%	2%	1%	2%
Don't know	11% ↑	2%	3%	5%	5%

Appendix 2: Results by Demographics

Reasons for Dissatisfaction: Footpaths and Cycleways

	39 YEARS AND UNDER (n=4)	40-59 YEARS OLD (n=9)	60+ YEARS OLD (n=46)	MALE (n=26)	FEMALE (n=33)
Potholes/ even surfaces	75%	35%	41%	27% ↓	60% ↑
Room for improvement/ general maintenance	50%	52%	37%	49%	41%
Unsafe	25%	10%	11%	5%	21%
Tree roots breaking through	0%	24%	7%	15%	9%
Insufficient cycleways	0%	0%	9% ↑	7%	2%
Limited/ insufficient accessibility	0%	0%	11% ↑	7%	3%
Other	0%	14%	7%	15% ↑	2% ↓

Importance of Facilities: Roading

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Very important	41%	55%	57%	47%	55%
Important	43%	38%	35%	38%	39%
Neither/nor	15%	7%	7%	15% ↑	5% ↓
Unimportant	0%	0%	1% ↑	0%	0%
Not important at all	0%	0%	0%	0%	0%
Don't know	1%	0%	0%	0%	1%

Appendix 2: Results by Demographics

Importance of Facilities: Footpaths and Cycleways

	39 YEARS AND UNDER (n=43)	40-59 YEARS OLD (n=66)	60+ YEARS OLD (n=291)	MALE (n=173)	FEMALE (n=227)
Very important	22% ↓	36%	45% ↑	24% ↓	45% ↑
Important	57%	44%	41%	52%	43%
Neither/nor	17%	13%	10%	16%	11%
Unimportant	0%	5% ↑	2%	4% ↑	1% ↓
Not important at all	0%	2%	1%	2% ↑	0% ↓
Don't know	4% ↑	0%	1%	2% ↑	0% ↓

Appendix 3: 2022-2023 Questionnaire

MPDC Community Views Survey 2022-2023

1) Firstly, which ward do you live in?*

- Matamata
- Morrinsville
- Te Aroha
- I don't live in the Matamata-Piako District

2) Over the last 12 months, have you or has anyone in your household, used or visited any of the following in the district...?*

- Used an aquatic facility (e.g swimzone pools or mineral spas)
- A park or reserve, excluding sports fields
- A sports field, excluding parks and reserves
- Visited a cemetery in the district
- Parked in a shopping area
- A Council playground
- None of these

3) And do you use?*

- Council's kerbside rubbish collection
- Council's kerbside recycling collection
- The transfer stations
- None of these

4) The following are some various Council services. It doesn't matter whether you have used these or not.

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

	1: Very Dissatisfied	2: Dissatisfied	3: Neither Satisfied nor Dissatisfied	4: Satisfied	5: Very Satisfied	Don't Know	Don't Use
Aquatic facilities (e.g. swimzone pools or mineral spas)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council kerbside rubbish and recycling collections	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transfer stations	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cemeteries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council's management of flooding within urban areas	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and reserves, excluding sports fields	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sports fields, excluding parks and reserves	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Access to parking in the shopping area	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Council playgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Appendix 3: 2022-2023 Questionnaire

Logic: Hidden unless: Question "Aquatic facilities (e.g. swimzone pools or mineral spas)" is one of the following answers ("1: Very Dissatisfied", "2: Dissatisfied")

5) You indicated that you are 'not satisfied' with the aquatic facilities (e.g. swimzone pools or mineral spas), why do you say that?

*Please be as specific as possible by providing us with the name of the swimming facility, which town it is in, the specific problem and the date it happened if applicable.**

Logic: Hidden unless: Question "Council kerbside rubbish and recycling collections " is one of the following answers ("1: Very Dissatisfied", "2: Dissatisfied")

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

Logic: Hidden unless: Question "Cemeteries" is one of the following answers ("1: Very Dissatisfied", "2: Dissatisfied")

7) You indicated that you are 'not satisfied' with cemeteries, why do you say that? *Please provide the name of the cemetery, which town it is in, and exactly what the problem is.**

Logic: Hidden unless: Question "Council's management of flooding within urban areas " is one of the following answers ("1: Very Dissatisfied", "2: Dissatisfied")

8) You indicated that you are 'not satisfied' with Council's management of flooding within urban areas – why do you say that?

*Could you please be specific as possible, providing the name of the street(s) and the town affected; and whether flooding is affecting a house, private land or the roadway?**

Logic: Hidden unless: Question "Parks and reserves, excluding sports fields " is one of the following answers ("1: Very Dissatisfied", "2: Dissatisfied")

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

Logic: Hidden unless: Question "Sports fields, excluding parks and reserves " is one of the following answers ("1: Very Dissatisfied", "2: Dissatisfied")

10) You indicated that you are 'not satisfied' with the sports fields (excluding parks and reserves), why do you say that? *Please be as specific as possible by providing the street the park is on, which town it is, and exactly what the problem is.**

Logic: Hidden unless: Question "Access to parking in the shopping area " is one of the following answers ("1: Very Dissatisfied", "2: Dissatisfied")

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

Logic: Hidden unless: Question "Council playgrounds " is one of the following answers ("1: Very Dissatisfied", "2: Dissatisfied")

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

Appendix 3: 2022-2023 Questionnaire

13) You indicated that you are 'not satd' with the transfer stations, why do you say that?
Please provide as much detail as possible by providing the street name or exactly which playground it is and where it is located.*

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

- 1: Very Dissatisfied
- 2: Dissatisfied
- 3: Neither Satisfied nor Dissatisfied
- 4: Satisfied
- 5: Very Satisfied
- Don't Know

Page exit logic: Skip / Disqualify LogicIF: #15 Question "Thinking about water supply, do you have your own private water supply, for example roof or bore water, or are you connected to the town supply?" is not one of the following answers ("Town supply") THEN: Jump to Question 18

15) Thinking about water supply, do you have your own private water supply, for example roof or bore water, or are you connected to the town supply? *

Private water supply

Town supply

Page exit logic: Skip / Disqualify LogicIF: #16 Question "Using the same 5-point scale, with 1 representing *Very Dissatisfied*, 2 representing *Dissatisfied*, 3 representing *Neither Satisfied nor Dissatisfied*, 4 representing *Satisfied* and 5 representing *Very Satisfied*, how satisfied are you with Council water supply services?" is one of the following answers ("3: Neither Satisfied nor Dissatisfied", "4: Satisfied", "5: Very Satisfied", "Don't Know") THEN: Jump to Question 18

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

- 1: Very Dissatisfied
- 2: Dissatisfied
- 3: Neither Satisfied nor Dissatisfied
- 4: Satisfied
- 5: Very Satisfied
- Don't Know

17) Why do you say that? Please be as specific as possible.*

Page exit logic: Skip / Disqualify LogicIF: #18 Question "Is your household connected to the wastewater network?" is one of the following answers ("No/ Don't Know") THEN: Jump to Question 21

18) Is your household connected to the wastewater network?*

Yes

No/ Don't Know

Page exit logic: Skip / Disqualify LogicIF: #19 Question "Using the same 5-point scale with 1 representing *Very Dissatisfied*, 2 representing *Dissatisfied*, 3 representing *Neither Satisfied nor Dissatisfied*, 4 representing *Satisfied* and 5 representing *Very Satisfied*, how satisfied are you with the wastewater system" is one of the following answers ("3: Neither Satisfied nor Dissatisfied", "4: Satisfied", "5: Very Satisfied", "Don't Know") THEN: Jump to Question 21

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

- 1: Very Dissatisfied
- 2: Dissatisfied
- 3: Neither Satisfied nor Dissatisfied
- 4: Satisfied
- 5: Very Satisfied
- Don't Know

20) Why do you say that? Please be specific as possible. *

21) The next few questions are about Council funded roads and footpaths.

This EXCLUDES State Highways such as Broadway in Matamata; Thames, Marshall and Allen streets; Whakahongi Rd around Morrinsville, and Kenrick, Whitaker streets and Centennial Avenue in Te Aroha as these are NOT Council funded.

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

	1: Very Dissatisfied	2: Dissatisfied	3: Neither Satisfied nor Dissatisfied	4: Satisfied	5: Very Satisfied	Don't Know	Don't Use
The roading network, meaning the roads, signage, streetlighting, road marking etc.	()	()	()	()	()	()	()
Footpaths and cycleways	()	()	()	()	()	()	()

Appendix 3: 2022-2023 Questionnaire

Logic: Hidden unless: Question "The roading network, meaning the roads, signage, streetlighting, road marking etc." is one of the following answers ("1: Very Dissatisfied", "2: Dissatisfied")

22) You indicated that you are 'not satisfied' with the roading network. Why do you say that?
Please be as specific as possible.*

Logic: Hidden unless: Question "Footpaths and cycleways" is one of the following answers ("1: Very Dissatisfied", "2: Dissatisfied")

23) You indicated that you are 'not satisfied' with footpaths and cyclways. Why do you say that?
Please state the street names, the town, and exactly what the problem is.*

Page exit logic: Skip / Disqualify LogicIF: #24 Question "The next few questions are about libraries in the district. Have you personally used a district library in the last 12 months?" is one of the following answers ("No") THEN: Jump to Question 28

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

- Yes
- No

25) Which of the following libraries did you use...*

- Matamata
- Morrinsville
- Te Aroha

Page exit logic: Skip / Disqualify LogicIF: #26 Question "And using the same 5-point scale, with 1 representing Very Dissatisfied, 2 representing Dissatisfied, 3 representing Neither Satisfied nor Dissatisfied, 4 representing Satisfied and 5 representing Very Satisfied, how satisfied are you with the library services?" is one of the following answers ("3: Neither Satisfied nor Dissatisfied", "4: Satisfied", "5: Very Satisfied", "Don't Know") THEN: Jump to Question 28

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

- 1: Very Dissatisfied
- 2: Dissatisfied
- 3: Neither Satisfied nor Dissatisfied
- 4: Satisfied
- 5: Very Satisfied
- Don't Know

27) You indicated that you are dissatisfied with the library service, why do you say that?
Please be as specific as possible.*

Page exit logic: Skip / Disqualify LogicIF: #28 Question "In the last 12 months have you or your family used the digital library services, that is e-books, databases, placing holds, book renewals or accessing your account information?" is one of the following answers ("No/ Don't Know") THEN: Jump to Question 31

28) In the last 12 months have you or your family used the online library services, that is e-books, databases, placing holds, book renewals or accessing your account information via the website, catalogue or library apps?

- Yes
- No/ Don't Know

Page exit logic: Skip / Disqualify LogicIF: #29 Question "Using the same 5-point scale, with 1 representing Very Dissatisfied, 2 representing Dissatisfied, 3 representing Neither Satisfied nor Dissatisfied, 4 representing Satisfied and 5 representing Very Satisfied, how satisfied are you with the digital library services?" is one of the following answers ("3: Neither Satisfied nor Dissatisfied", "4: Satisfied", "5: Very Satisfied", "Don't Know") THEN: Jump to Question 31

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

- 1: Very Dissatisfied
- 2: Dissatisfied
- 3: Neither Satisfied nor Dissatisfied
- 4: Satisfied
- 5: Very Satisfied
- Don't Know

30) And why do you say that?*

Appendix 3: 2022-2023 Questionnaire

31) The following is a list of Council services and I would like you to rate them in terms of importance. This will help the Council focus on the services which are most important to you. Using a similar 5-point scale with 1 representing *Not Important at All*, 2 representing *Unimportant*, 3 representing *Neither Important nor Unimportant*, 4 representing *Important* and 5 representing *Very Important*, how would you rate...?*

	1: Not Important at all	2: Unimportant	3: Neither Important nor Unimportant	4: Important	5: Very Important	Don't Know
Aquatic facilities (e.g. swimzone pools or mineral spas)	()	()	()	()	()	()
Council kerbside rubbish and recycling collections	()	()	()	()	()	()
Cemeteries	()	()	()	()	()	()
Council's management of flooding within urban areas	()	()	()	()	()	()
Parks and reserves, excluding sports fields	()	()	()	()	()	()
Sportsfields, excluding parks and reserves	()	()	()	()	()	()
Council water supply services	()	()	()	()	()	()
The wastewater system	()	()	()	()	()	()
The roading network, meaning the roads, signage, streetlighting, road marking etc.	()	()	()	()	()	()
Footpaths and cycleways	()	()	()	()	()	()

The library service	()	()	()	()	()	()
Parking within shopping area	()	()	()	()	()	()
Council playgrounds	()	()	()	()	()	()
Transfer stations	()	()	()	()	()	()

Page exit logic: Skip / Disqualify LogicIF: #32 Question "The next set of questions are about communication from Council. Using the same 5-point scale as earlier, with 1 representing *Very Dissatisfied*, 2 representing *Dissatisfied*, 3 representing *Neither Satisfied nor Dissatisfied*, 4 representing *Satisfied* and 5 representing *Very Satisfied*, how satisfied are you with the ease of access to Council information?" is one of the following answers ("3: Neither Satisfied nor Dissatisfied", "4: Satisfied", "5: Very Satisfied", "Don't Know") THEN: Jump to [Question 34](#)

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

() 1: Very Dissatisfied
 () 2: Dissatisfied
 () 3: Neither Satisfied nor Dissatisfied
 () 4: Satisfied
 () 5: Very Satisfied
 () Don't Know

33) Why do you say that?*

Page exit logic: Skip / Disqualify LogicIF: #34 Question "Have you made contact with the Council in the last year via telephone or face-to-face ?" is one of the following answers ("No", "Don't Know") THEN: Jump to [Question 34](#)

34) Have you made contact with the Council in the last year via telephone or face-to-face ?*

() Yes
 () No
 () Don't Know

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

[] Politely
 [] Professionally
 [] Fairly
 [] In a timely manner
 [] None of these

Appendix 3: 2022-2023 Questionnaire

Page exit logic: Skip / Disqualify LogicIF: #36 Question "Using the same 5-point scale, with 1 representing Very Dissatisfied, 2 representing Dissatisfied, 3 representing Neither Satisfied nor Dissatisfied, 4 representing Satisfied and 5 representing Very Satisfied, how satisfied you were with the service at the first point of telephone contact or reception enquiries overall?" is one of the following answers ("3: Neither Satisfied nor Dissatisfied", "4: Satisfied", "5: Very Satisfied", "Don't Know") THEN: Jump to [Question 38](#)

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

- 1: Very Dissatisfied
- 2: Dissatisfied
- 3: Neither Satisfied nor Dissatisfied
- 4: Satisfied
- 5: Very Satisfied
- Don't Know

37) Why do you say that?*

Page exit logic: Skip / Disqualify LogicIF: #38 Question "Again, using the same 5-point scale, with 1 representing Very Dissatisfied, 2 representing Dissatisfied, 3 representing Neither Satisfied nor Dissatisfied, 4 representing Satisfied and 5 representing Very Satisfied, how satisfied are you with the leadership of Councillors and the Mayor?" is one of the following answers ("3: Neither Satisfied nor Dissatisfied", "4: Satisfied", "5: Very Satisfied", "Don't Know") THEN: Jump to Question 40

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

- 1: Very Dissatisfied
- 2: Dissatisfied
- 3: Neither Satisfied nor Dissatisfied
- 4: Satisfied
- 5: Very Satisfied
- Don't Know

39) And why do you say that?*

Page exit logic: Skip / Disqualify LogicIF: #40 Question "Again using the 5-point scale with 1 representing Very Dissatisfied, 2 representing Dissatisfied, 3 representing Neither Satisfied nor Dissatisfied, 4 representing Satisfied and 5 representing Very Satisfied, how satisfied are you with your opportunity to be involved in consultation processes over the last 12 months?" is one of the following answers ("3: Neither Satisfied nor Dissatisfied", "4: Satisfied", "5: Very Satisfied", "Don't Know") THEN: Jump to [Question 42](#)

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

- 1: Very Dissatisfied
- 2: Dissatisfied
- 3: Neither Satisfied nor Dissatisfied
- 4: Satisfied
- 5: Very Satisfied
- Don't Know

41) Why do you say that?*

42) How would you prefer Council to communicate with you?*

- Council page in the newspaper
- Articles in the newspaper
- Council website
- Email updates
- Unaddressed mail (e.g. flyers in the mail)
- Addressed mail (letters specifically to you)
- Meetings in your community
- Facebook
- Text messages
- Public notices
- YouTube videos
- Smartphone notification eg Antenno
- Twitter
- Blogs
- Face-to-face
- Telephone
- Radio advertising (please specify stations)
- Television advertising (please specify channels)
- Other communication channels (please specify)
- Don't know

43) And finally a few questions to ensure we have a good cross section of people. Can you please indicate which of the following ethnic groups you most consider yourself:*

- New Zealand European
- New Zealand Maori
- Pacific Islander
- Asian
- Other - Specify: _____*
- Prefer not to say

44) Which of the following age groups do you belong to?*

- 18-29
- 30-39
- 40-49
- 50-59
- 60-69
- 70 or over
- Prefer not to say

45) And which of the following income brackets does your total annual household income, before tax, fall into? *

- Under \$40,000
- Between \$40,000 and \$60,000
- More than \$60,000
- Don't Know
- Prefer not to say

46) How many years have you lived in the district?*

- 5 years or less
- 6 to 10 years
- More than 10 years
- Don't Know
- Prefer not to say

Appendix 3: 2022-2023 Questionnaire

47) Do you, or does any member of your household, pay rates on a property in the district? *

- Yes
- No
- Don't Know
- Renting

48) And lastly, which do you identify as... *

- Male
- Female
- Gender diverse
- Prefer not to say

49) Is there any other feedback that you would like to record about Matamata-Piako District Council with regards to this survey today?

If not, then just push next.



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