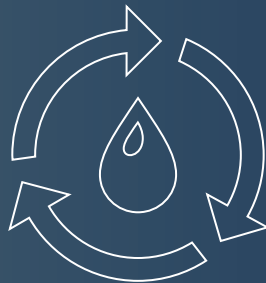


# Matamata-Piako District Council

Community Views Survey

July 2024



## Executive Summary

Matamata-Piako District Council’s annual Community Views Survey gauges residents’ perceptions of, and attitudes towards, various council-provided services and facilities. The final sample size is n=400; the sample has gender and age weights, and area quotas applied to ensure it is proportionately representative.

A summary of the findings for each area is provided below. The tables also show the trends for overall satisfaction (satisfied and very satisfied results) as well as comparisons to the council’s Key Performance Measures (KPMs) where appropriate.

### COUNCIL PERFORMANCE

In 2024, 52% of respondents were satisfied with the council’s performance, a decline from 2023, with a 9% increase in those dissatisfied. Respondents’ satisfaction with the council’s leadership (49%) was consistent with last year. However, dissatisfaction rose by 7% in 2024, mostly attributed to perceptions of poor consultation, visibility, and communication.

PERFORMANCE	KPM	2019	2020	2021	2022	2023	2024	+/- Y.O.Y	+/- DIFF. FROM TARGET
Council overall	-	58%	67%	57%	57%	56%	52%	-4%	-
Leadership of Councillors and Mayor	52%	55%	50%	58%	51%	49%	49%	0%	-3%

### CONTACT AND COMMUNICATION

In 2024, 57% of respondents were satisfied with their access to the council’s information, similar to the 2023 results, with dissatisfaction stemming from accessibility and communication issues. For consultation participation, 42% of respondents were satisfied, with a slight increase in dissatisfaction from 2023.

With regards to contact with the council, 59% of respondents had contacted the council, with 86% satisfied with their first point of contact. The Customer Service Team was viewed positively, showing improvements across all metrics compared to 2023. Preferred communication methods included email (52%), followed by both digital and traditional channels, with noticeable differences in preferences across age groups.

COMMUNICATIONS	KPM	2019	2020	2021	2022	2023	2024	+/- Y.O.Y	+/- DIFF. FROM TARGET
Ease of access to Council information	65%	62%	58%	51%	60%	57%	57%	0%	-8%
Public involvement in consultation process	52%	56%	40%	43%	37%	42%	42%	0%	-10%
Customer service (users)	-	85%	73%	77%	90%	90%	86%	-4%	-

### SERVICES AND FACILITIES

In 2024, satisfaction with various district services showed mixed results, many falling below the target Key Performance Measure (KPM). For aquatic facilities, 40% of all respondents and 72% of users were satisfied, with dissatisfaction stemming from the need for upgrades and better opening hours. The kerbside collection service had 60% of respondents and 67% of users satisfied, but faced dissatisfaction due to inconsistent collections and small bin sizes. The transfer station saw 55% overall satisfaction and 76% among users, with perceptions of disorganisation and infrequent hours cited as concerns.

Cemeteries met the KPM target with 50% of all respondents and 80% of users satisfied, although this was a decline from the previous year. Flood management maintained a 33% satisfaction rating, which was fairly consistent with 2023, with 19% of respondents dissatisfied. Parks and reserves had 62% satisfaction among all respondents and 72% among users.

Sports fields saw 60% of all respondents and 75% of users satisfied, consistent with last year but still slightly below the KPM target. Parking access in shopping areas held steady with 53% satisfaction, with dissatisfaction stemming from insufficient parking and layout concerns. Playgrounds had just under 50% of respondents satisfied, with satisfaction much higher among users (78%), with dissatisfaction largely stemming from maintenance issues. In a new question this year, 61% of respondents and 71% of users were satisfied with other district facilities.

## Executive Summary

SERVICES AND FACILITIES	KPM	2019	2020	2021	2022	2023	2024	+/- Y.O.Y	+/- DIFF. FROM TARGET
Aquatic facilities (users)	80%	72%	73%	76%	75%	69%	72%	+3%	-8%
Kerbside rubbish and recycling services (users)	80%	65%	72%	58%	80%	73%	67%	-6%	-14%
Transfer stations (users)	71%	-	-	-	71%	70%	76%	+6%	+5%
Cemeteries (users)	80%	89%	87%	78%	85%	89%	80%	-9%	0%
Management of flooding within urban areas	-	46%	38%	36%	32%	34%	33%	-1%	-
Parks and reserves (users)	80%	78%	78%	68%	75%	84%	72%	-12%	-8%
Sports fields (user)	80%	81%	78%	78%	74%	77%	75%	-2%	-5%
Parking in shopping areas (users)	-	42%	50%	51%	57%	49%	53%	+4%	-
Playgrounds (users)	-	64%	72%	60%	70%	74%	78%	+4%	-
Other (users)	-	-	-	-	-	-	71%	-	-

### LIBRARY SERVICES

In the past year, 42% of respondents reported using a library, which was a significant increase from 2023. Morrinsville library was the most frequented library, followed by Te Aroha and Matamata. Satisfaction with library services remains high at 91%, slightly above the KPM of 90%, though there was a minor drop in satisfaction compared to 2023.

Additionally, 22% of respondents used online library services, which was a significant increase from 2023. Satisfaction with these services was slightly below the KPM at 86%, although this result was consistent with past results, with minimal dissatisfaction reported.

LIBRARY	KPM	2019	2020	2021	2022	2023	2024	+/- Y.O.Y	+/- DIFF. FROM TARGET
Library services (users)	90%	85%	80%	84%	85%	93%	91%	+2%	+1%
Online library services (users)	90%	83%	63%	89%	86%	87%	86%	-1%	-

### WATER SUPPLY AND WASTEWATER

Among respondents, 88% were connected to the council water supply system, with 63% expressing satisfaction. Fifteen percent of users were dissatisfied, largely due to issues with water supply, water restrictions, and poor water colour.

Seventy-three percent of respondents were connected to the council's wastewater system, with 80% satisfied, which was similar to previous years. Only 4% were dissatisfied.

WATER AND WASTEWATER	KPM	2019	2020	2021	2022	2023	2024	+/- Y.O.Y	+/- DIFF. FROM TARGET
Water supply services (users)	-	63%	73%	62%	67%	71%	63%	-8%	-
Council's wastewater network (users)	-	84%	87%	82%	83%	81%	80%	-1%	-

### ROADING NETWORK

Respondents reported consistent satisfaction levels with the council’s roading network and footpaths/cycleways. Sixty percent of respondents were satisfied with the roading network, which was similar to last year’s results. However, 15% of respondents were dissatisfied with the roading network largely due to poor repairs, potholes, and inadequate lighting.

For footpaths and cycleways, 57% of respondents were satisfied, showing a slight improvement of 4% from 2023. Fifteen percent of respondents were dissatisfied, mostly due to uneven paths, poor maintenance, and insufficient footpaths in their area.

ROADING NETWORK	KPM	2019	2020	2021	2022	2023	2024	+/- Y.O.Y	+/- DIFF. FROM TARGET
Roading network well maintained	-	45%	54%	57%	61%	60%	60%	0%	-
Footpaths and cycleways	-	44%	48%	54%	54%	53%	57%	+4%	-

### IMPORTANCE

Respondents were asked to rate the importance of different services provided by the council. Kerbside collection and the roading network were rated as important or very important by 92% of respondents, making them the most valued services. Water and wastewater systems were also highly prioritised, with each receiving a 90% importance rating. In contrast, libraries and aquatic facilities were seen as less critical, each being important to 65% of respondents.

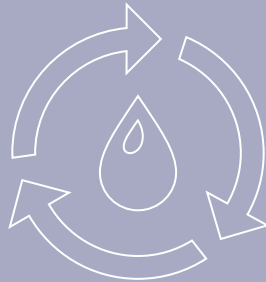
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# Project Overview



## BACKGROUND

Matamata-Piako District Council (the council) is the local area authority for Matamata-Piako District and commissioned Versus Research (Versus) to oversee its annual Community Views Survey (CVS) for 2023-2024. The CVS survey measures and determines residents’ perceptions of, and attitudes towards, the council and their service offerings.

## RESEARCH OBJECTIVES

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

- Determine residents’ usage and satisfaction with core 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 the council’s communications and consultation processes;
- Highlight any issues as to where the council can make gains in satisfaction.

## METHOD AND SAMPLE

Responses for the CVS were collected on a quarterly basis from July 2023 to June 2024 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%

## NOTES ON REPORTING

- Findings from this study have been presented using charts and tables, along with corresponding commentary to clarify charted results.
- Some labels showing results lower than 3% may not be shown due to the overlapping of labels making them difficult to read.
- Verbatim responses have been coded into themes and charted accordingly when more than n=10 responses are included.
- Where applicable, year-on-year findings have been shown. Significance testing (determining if a difference occurred as a result of chance) has been applied to year-on-year findings with significant differences shown using a small square.
- Most charts will show the results for all n=400 respondents. Where base sizes vary these are noted as footnotes under the question.
- Area tables have been included in Appendix 1, demographic tables are shown in Appendix 2.



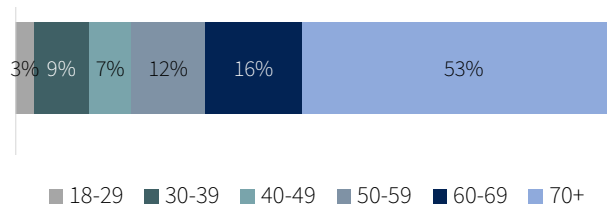
## Sample Overview

This year's unweighted sample breakdown is shown below.

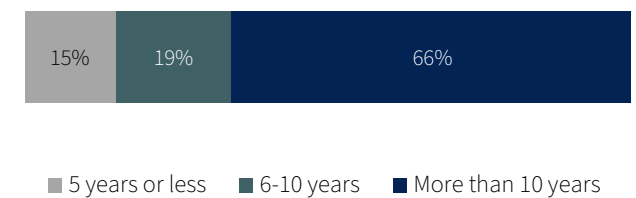
### Gender



### Age



### Years in the District



*\*Please note that these results are unweighted.*

# Council Performance

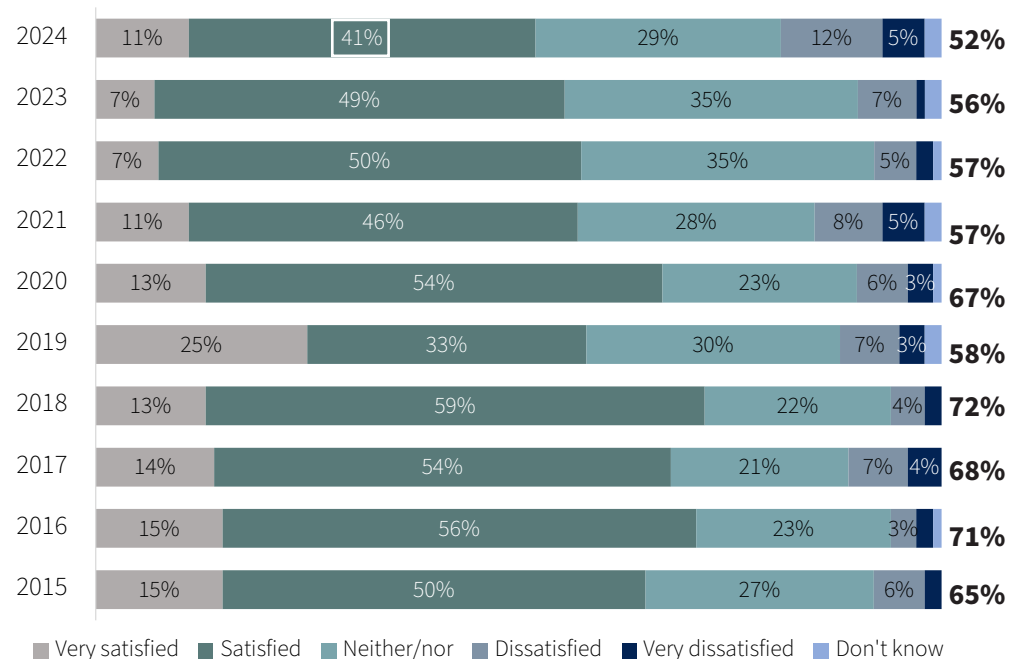


## Council Overall

This year, 52% of respondents were satisfied (41%) or very satisfied (11%) with the council’s performance, 29% were neither satisfied nor dissatisfied, and a further 17% were dissatisfied (12%) or very dissatisfied (5%). There has been a slight decrease in total satisfaction since 2023, with a significant decrease in the proportion of respondents who were satisfied. There has been a 9% increase in total dissatisfaction since 2023.

### 2024 Satisfaction

KPM:  
N/A

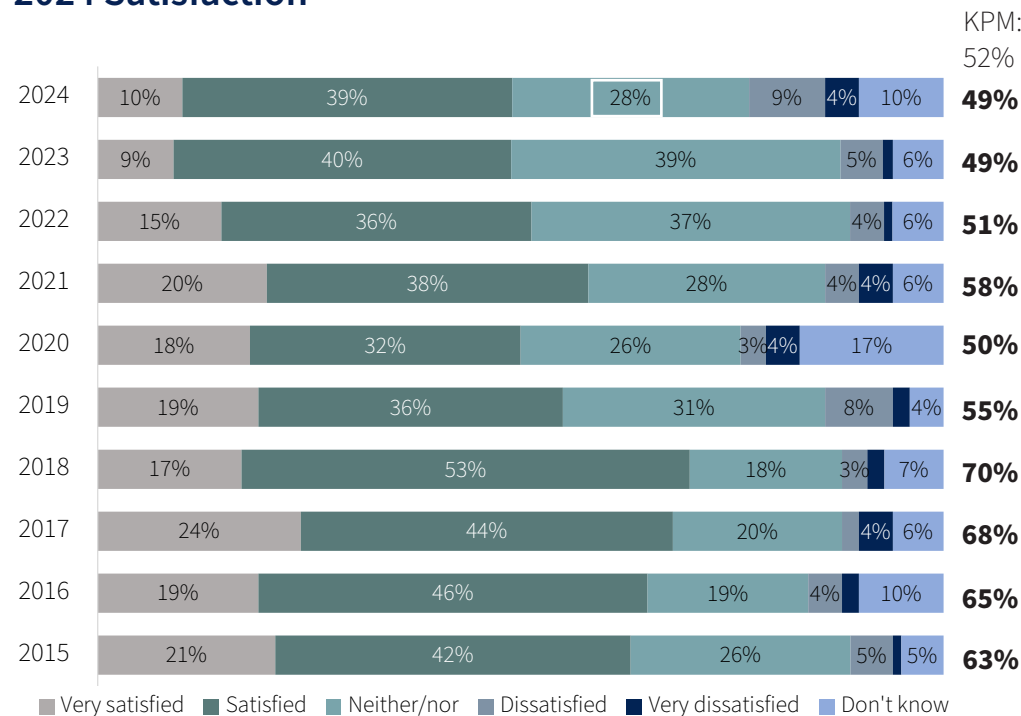


Q: Using the 5-point scale with 1 representing Very Dissatisfied, 2 representing Dissatisfied, 3 representing Neither Satisfied nor Dissatisfied, 4 representing Satisfied and 5 representing Very Satisfied, how satisfied are you with the Council overall?

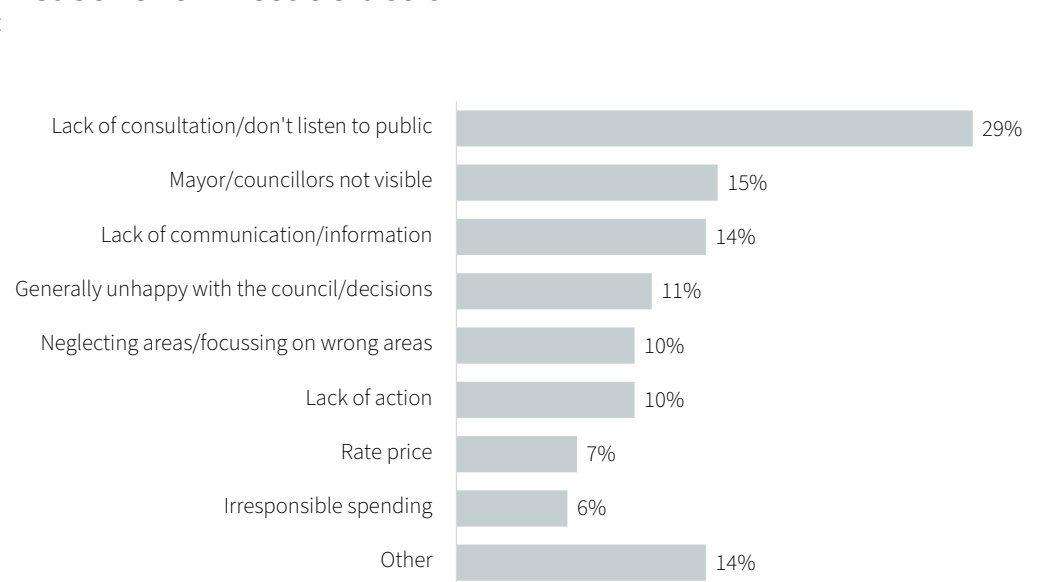
## Leadership of Councillors and the Mayor

Respondents were asked about their satisfaction with the leadership of the elected members. This year 49% of respondents were satisfied (39%) or very satisfied (10%) with the leadership, 28% were neither satisfied nor dissatisfied, and 13% were dissatisfied (9%) or very dissatisfied (4%). Ten percent of respondents were unsure how to respond to this question. While the total level of satisfaction has remained the same as in 2023, the level of dissatisfaction has grown 7%, mainly attributed to a decline in the proportion of respondents who provided a neither nor response. The primary reasons for dissatisfaction with the leadership of the elected members related to a lack of consultation, poor visibility, and a lack of communication.

### 2024 Satisfaction



### Reasons for Dissatisfaction



Q: 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?

Q: Why do you say that? Base n=36

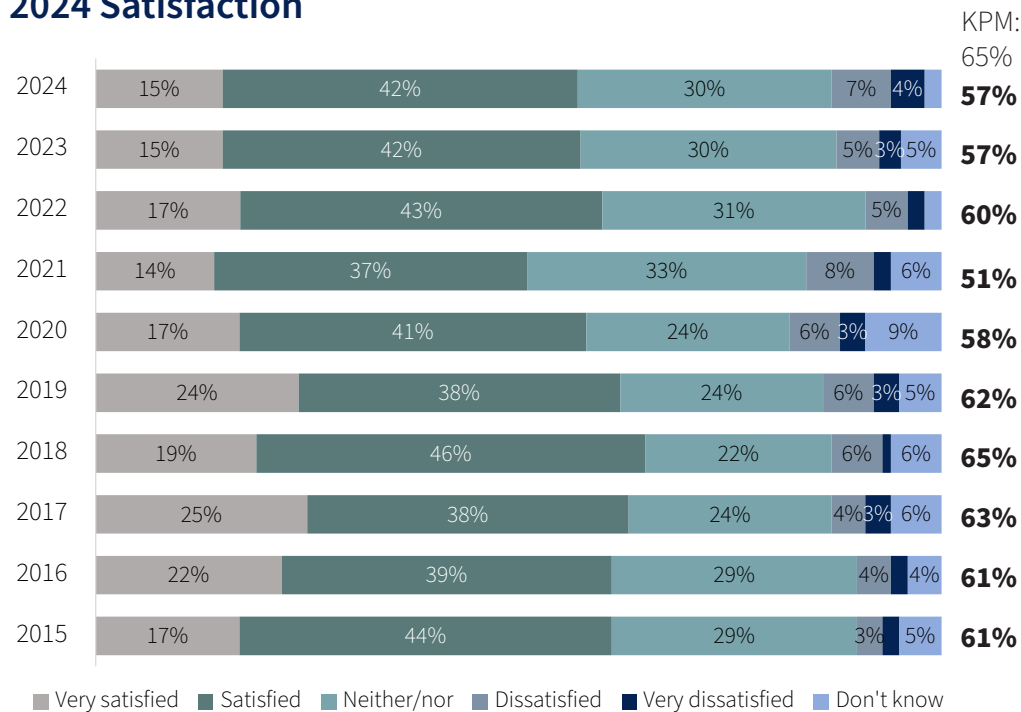
# Contact and Communication



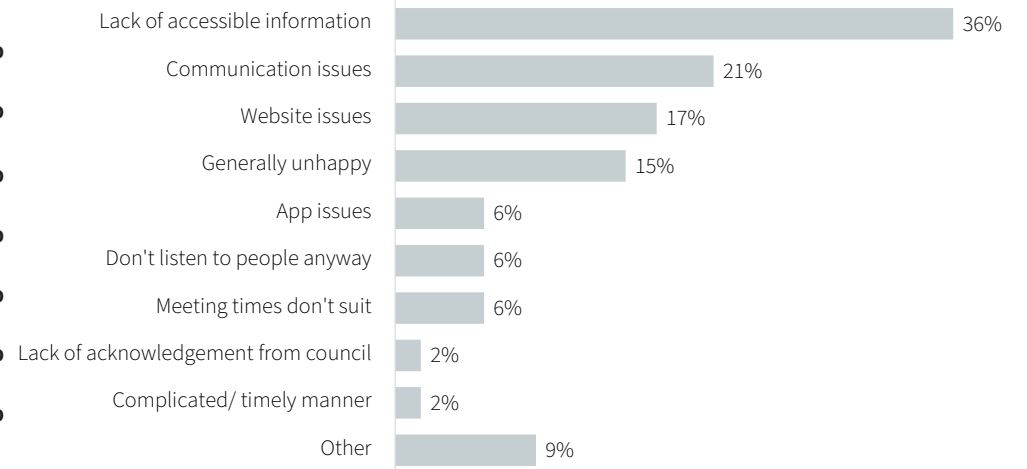
## Ease of Access to Council Information

Respondents were asked their satisfaction level with ease of access to the council’s information. This year, 57% of respondents were satisfied (42%) or very satisfied (15%) with their access to the council’s information, 30% were neither satisfied nor dissatisfied, and 11% were dissatisfied (7%) or very dissatisfied (4%). These results were similar to those seen in 2023. The primary reasons for dissatisfaction with ease of access to information were the lack of accessible information, communication issues, or website issues.

### 2024 Satisfaction



### Reasons for Dissatisfaction



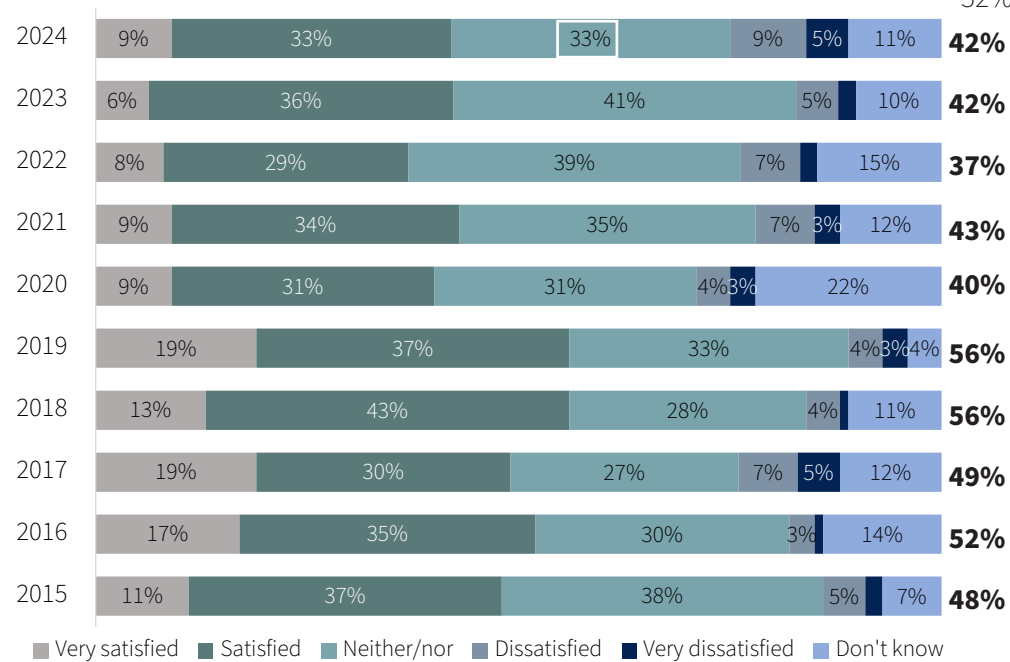
Q: Using the same 5-point scale as earlier, with 1 representing Very Dissatisfied, 2 representing Dissatisfied, 3 representing Neither Satisfied nor Dissatisfied, 4 representing Satisfied and 5 representing Very Satisfied, how satisfied are you with the ease of access to Council information?  
 Q: Why do you say that? Base n=28

## Opportunity to be Involved in Consultation Process

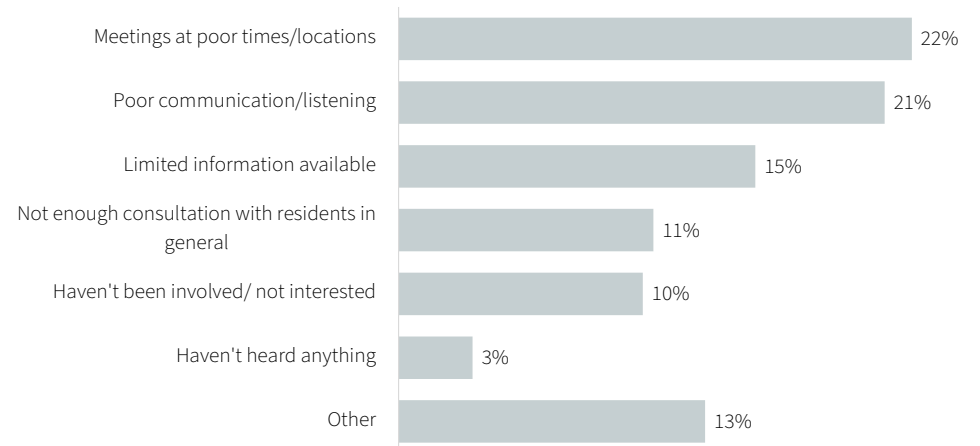
Respondents were asked how satisfied they were with the opportunity to participate in consultation processes over the past year. Overall, 42% of respondents were either satisfied (33%) or very satisfied (9%) with the opportunity to be involved, 33% were neither satisfied nor dissatisfied, and 14% were dissatisfied (9%) or very dissatisfied (5%). This year, the level of total satisfaction remains the same as in 2023. However, there has been a decline in the proportion of respondents who have provided a neither nor rating, and a slight increase in the proportion of dissatisfied respondents. The primary reasons for dissatisfaction with the opportunity to be involved in consultation related to meetings being at poor times, poor communication from the council, and the fact that there was limited information available.

### 2024 Satisfaction

KPM:  
52%



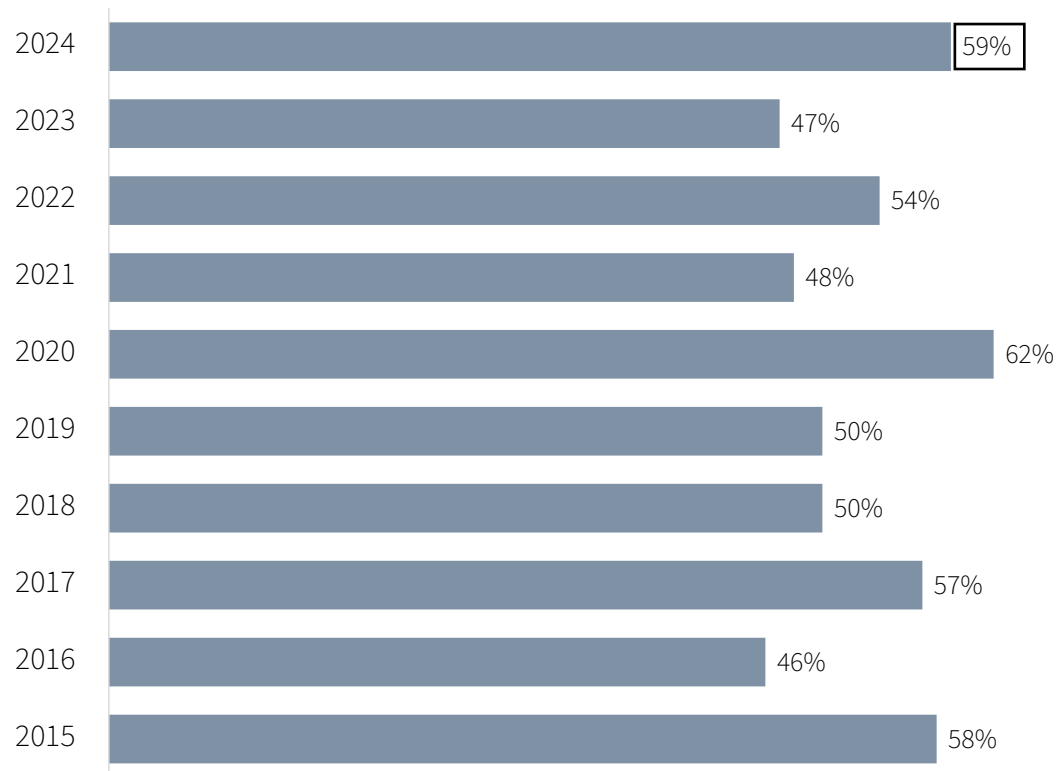
### Reasons for Dissatisfaction



Q: 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?  
Q: Why do you say that? Base n=42

## Made Contact with Council

### Made Contact within Past 12 Months



Respondents were asked if they had contacted the council in the past year. This year, 59% of respondents had contacted the council.

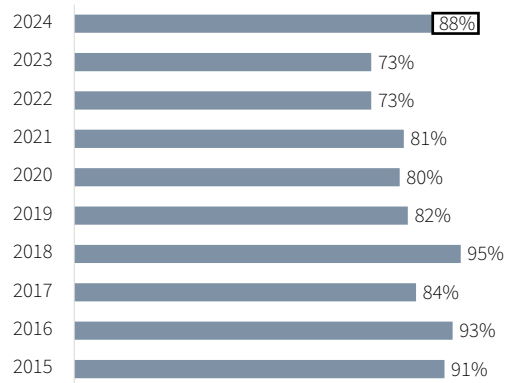
*Q: Have you made contact with the Council in the last year via telephone or face-to-face?*



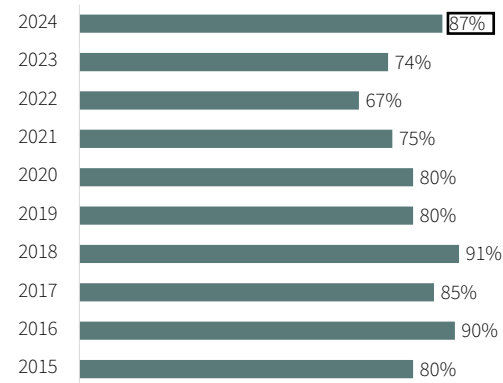
## First Point of Contact

Respondents who have contacted the council in the past year were asked their views on their engagement with the Customer Services Team. This year, the majority of respondents noted that their engagement was professional (88%) and polite (87%), while just over two-thirds of respondents indicated that their engagement was timely (68%) or fair (66%). This year, all the measures relating to the Customer Services Team increased from the 2023 results, with significant increases in the proportion of respondents who noted that their engagement was professional, polite, and fair.

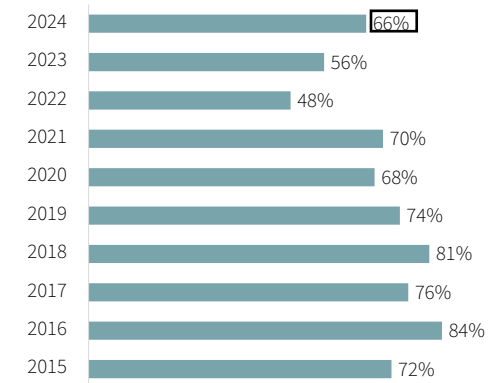
### Professional



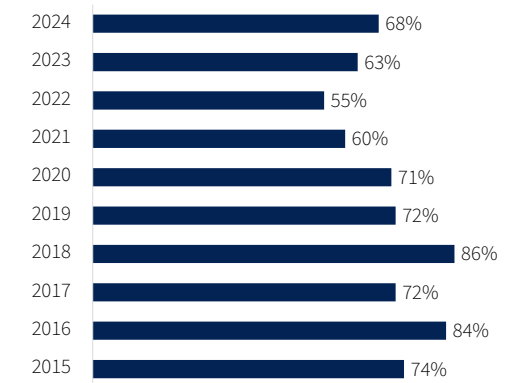
### Politely



### Fairly



### Timely Manner

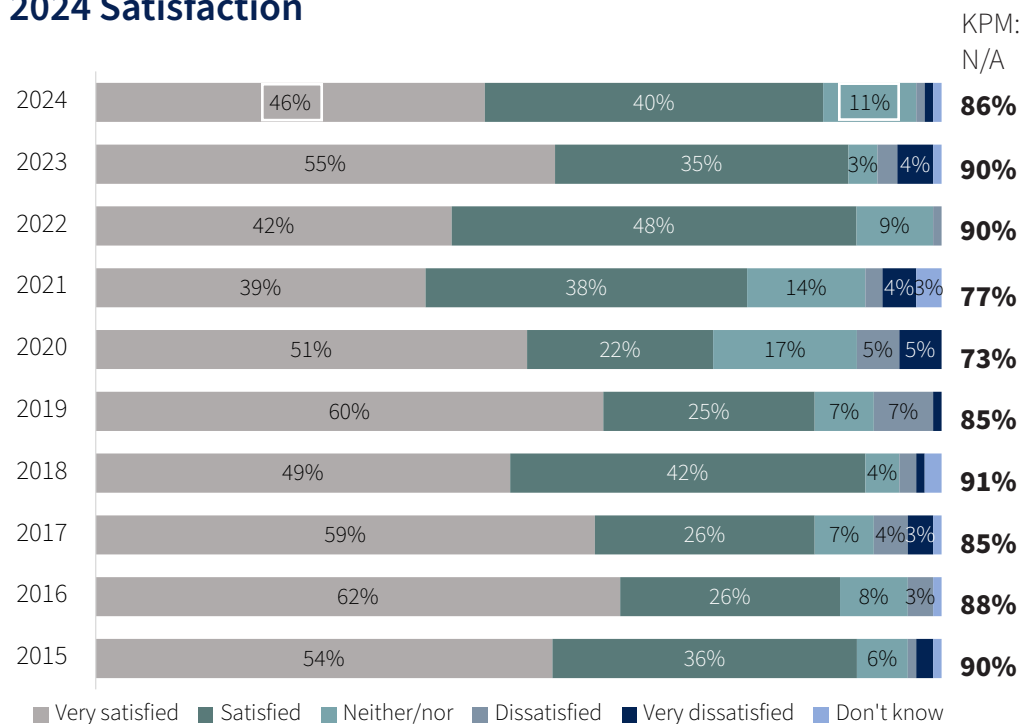


Q: We are interested in your feedback on our Customer Services team, that is the first point of telephone contact or reception enquiries.  
 Could you tell if your enquiry was handled:  
 Base n=254

## First Point of Contact

Respondents who had contacted the council were asked about their overall satisfaction with the service provided by the first point of contact at the council. Overall, 86% of respondents were satisfied (40%) or very satisfied (46%) with their first point of contact at the council, 11% were neither satisfied nor dissatisfied. Only 2% were dissatisfied (1%) or very dissatisfied (1%). This year saw a significant decline in the proportion of respondents who stated they were very satisfied and a significant increase in the proportion of respondents who were neither satisfied nor dissatisfied. Reasons for dissatisfaction are listed to the right of the chart.

### 2024 Satisfaction

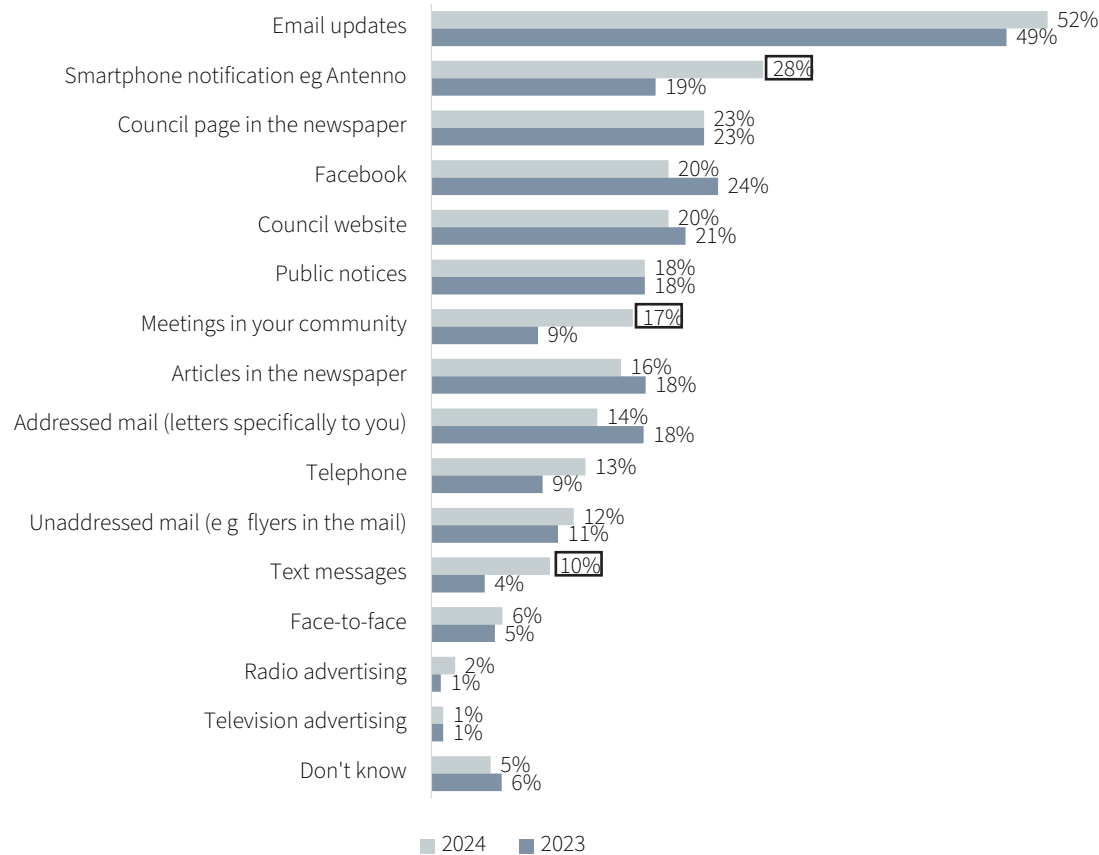


### Reasons for Dissatisfaction

- Can't understand them, foreign language barrier.
- No reply to emails.
- I can't get a hold of the correct person and we were running around in circles. They were a bit rude.
- I didn't get a satisfactory answer.
- No response to the inquiry I phoned about. Six weeks later I logged it electronically. Then two weeks after the electronic message, the job was sorted.
- They seem to lack empathy for a start on how distressing it was. They have my contact details, why didn't they call me. I think she's snippy.

Q: 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?  
Base n=254

## Communication Channels



Respondents were asked how they would prefer to be communicated with. This year, the most preferred communication channel was email (52%), followed by Antenno (28%), newspaper (23%), Facebook (20%), and the council website (20%).

While email continued to be the most preferred channel, this year, the proportion of respondents who prefer to hear from the council via Antenno, community meetings, or text messages increased.

The responses to this question varied by age, with respondents under the age of 39 years showing a higher preference for Facebook (36%) and respondents over the age of 60 years showing a lower preference for email (37%), Antenno (17%), Facebook (6%), public notices (8%), or community meetings (8%).

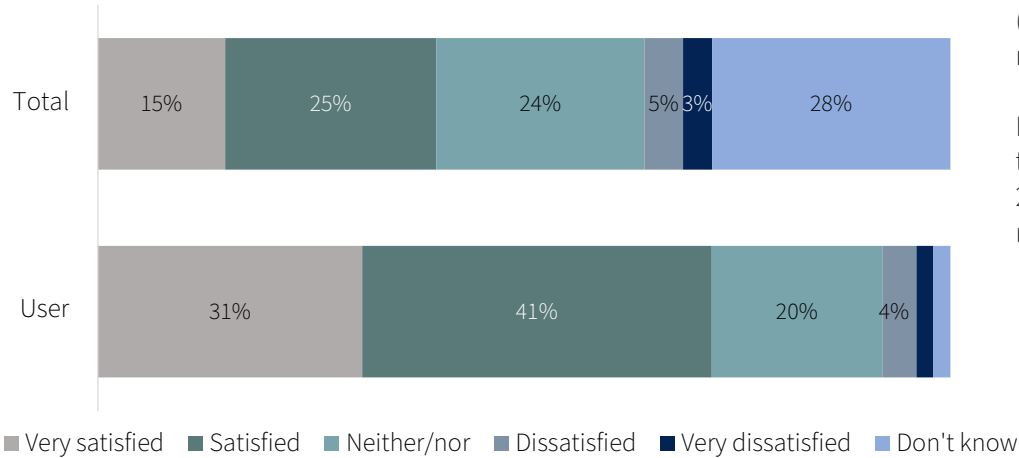
Q: How would you prefer Council to communicate with you?

# Services and Facilities



# Aquatic Facilities

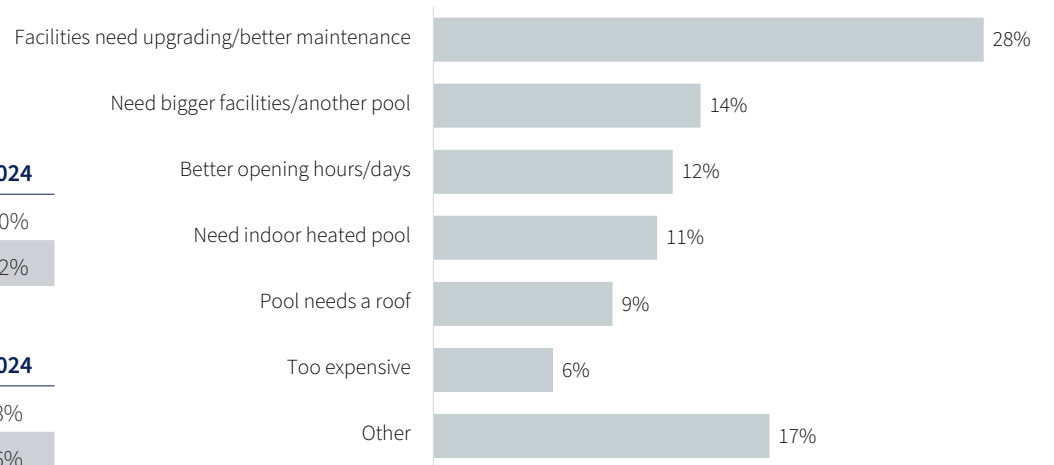
## 2024 Satisfaction



Respondents were asked how satisfied they were with the district’s aquatic facilities. At a total level, 40% of respondents were satisfied (25%) or very satisfied (15%), while 72% of users were satisfied (41%) or very satisfied (31%). This year’s result was below the target KPM of 80%.

Dissatisfaction with the aquatic facilities was relatively low among users (6% total) and at the overall level (8% total), with user dissatisfaction declining from 2023. The primary reasons for dissatisfaction related to the need for upgrades and maintenance (28%), more facilities (14%), and better opening hours (12%).

## Reasons for Dissatisfaction



**KPM: 80% (user)**

### Overall Satisfaction

	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Total	56%	53%	51%	59%	42%	46%	50%	49%	44%	40%
User	75%	74%	70%	87%	72%	73%	76%	75%	69%	72%

### Overall Dissatisfaction

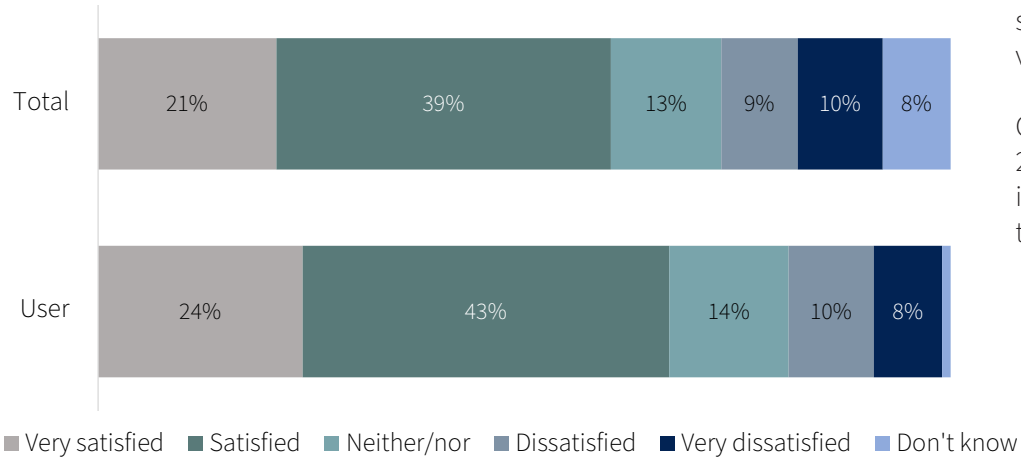
	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Total	6%	4%	7%	3%	7%	5%	6%	9%	9%	8%
User	8%	6%	9%	2%	10%	8%	9%	11%	14%	6%

Q: 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.

Base: Users n=81, Dissatisfied respondents n=20

# Kerbside Service

## 2024 Satisfaction



Respondents were asked how satisfied they were with the district’s kerbside collection service. Overall, 60% of respondents were satisfied (39%) or very satisfied (21%) with kerbside recycling, while 67% of users were satisfied (43%) or very satisfied (24%). This year’s result was below the target KPM of 80%.

Overall, 19% of respondents were dissatisfied (9%) or very dissatisfied (10%), while 21% of users were dissatisfied (10%) or very dissatisfied (8%). Dissatisfaction has increased significantly this year, with the main reasons for dissatisfaction relating to inconsistent collections, small bin sizes, and a lack of collection availability.

**KPM: 80% (user)**

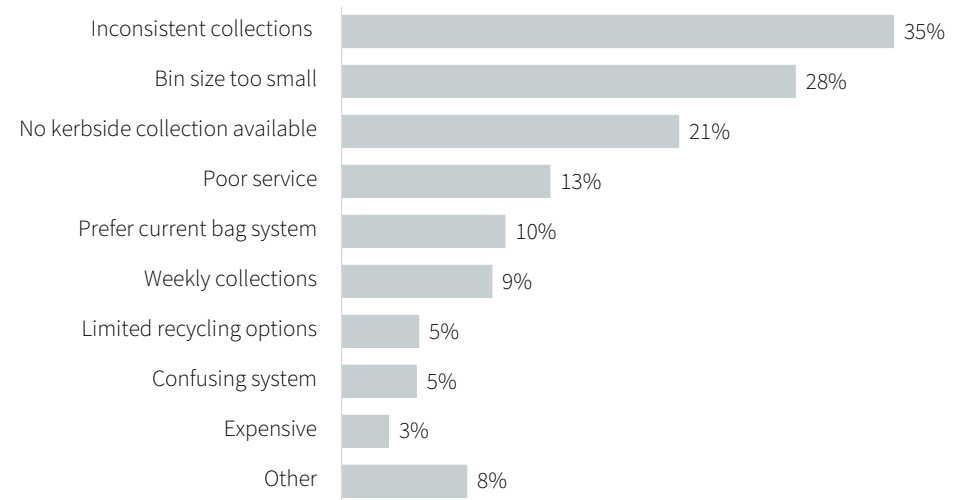
### Overall Satisfaction

	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Total	73%	77%	75%	80%	75%	72%	58%	71%	64%	60%
User	77%	80%	82%	85%	79%	75%	64%	80%	73%	67%

### Overall Dissatisfaction

	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Total	7%	6%	7%	5%	6%	7%	12%	10%	12%	19%
User	6%	6%	5%	5%	7%	8%	11%	9%	10%	18%

## Reasons for Dissatisfaction

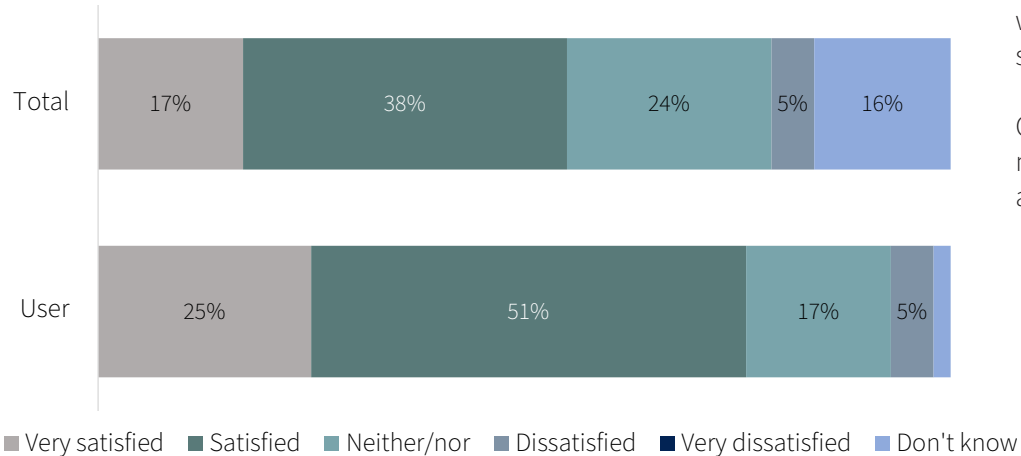


Q: The following are some various Council services. It doesn't matter whether you have used these or not. Please rate each in terms of how satisfied you are with the service overall, using a 5-point scale with 1 representing Very Dissatisfied, 2 representing Dissatisfied, 3 representing Neither Satisfied nor Dissatisfied, 4 representing Satisfied and 5 representing Very Satisfied.

Base: Users n=342, Dissatisfied respondents n=49

# Transfer Station

## 2024 Satisfaction



Respondents were asked about their level of satisfaction with the district’s transfer station. Overall, 55% of respondents were satisfied (38%) or very satisfied (17%) with the transfer stations, while 76% of users were either satisfied (51%) or very satisfied (25%). This year’s result was above the target KPM of 71%.

Overall, dissatisfaction is 5% among all respondents and 5% among users. The main reasons for dissatisfaction with the transfer station were its disorganisation and infrequent open hours.

**KPM: 71% (user)**

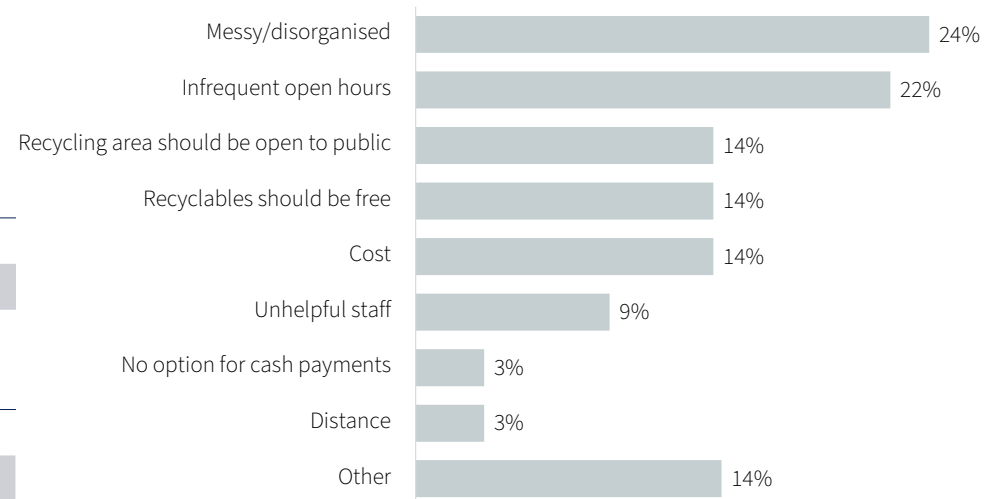
### Overall Satisfaction

	2022	2023	2024
Total	55%	57%	55%
User	71%	70%	76%

### Overall Dissatisfaction

	2022	2023	2024
Total	7%	10%	5%
User	10%	12%	5%

## Reasons for Dissatisfaction

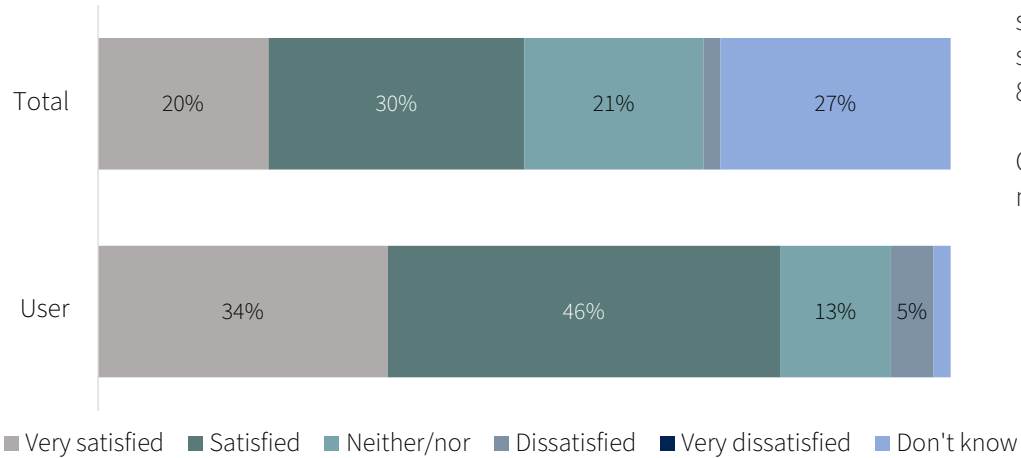


Q: The following are some various Council services. It doesn't matter whether you have used these or not. Please rate each in terms of how satisfied you are with the service overall, using a 5-point scale with 1 representing Very Dissatisfied, 2 representing Dissatisfied, 3 representing Neither Satisfied nor Dissatisfied, 4 representing Satisfied and 5 representing Very Satisfied.

Base: Users n=221, Dissatisfied respondents n=17

# Cemeteries

## 2024 Satisfaction



Respondents were asked how satisfied they were with the cemeteries in the district. At an overall level, 50% of respondents were satisfied (30%) or very satisfied (20%); however, amongst users, satisfaction was much higher, with 80% satisfied (46%) or very satisfied (34%). This year's result was at the target KPM of 80% but was a decline from the 2023 results.

Overall, dissatisfaction is 2% among all respondents and 5% among users. The main reasons for dissatisfaction have been listed below.

## Reasons for Dissatisfaction

- We just had our Nana's headstone damaged by some of your staff.
- Poor condition, tree rubbish, and mower damage.
- Need to plan better for future, put rates towards alternative like planting.
- Te Aroha. Dogs should not be allowed in cemetery grounds. It is not nice having to remove dog poo from plaques of loved family members.
- Ground is uneven for walking.

**KPM: 80% (user)**

### Overall Satisfaction

	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Total	64%	62%	68%	63%	55%	57%	53%	57%	48%	50%
User	90%	88%	91%	89%	89%	87%	78%	85%	89%	80%

### Overall Dissatisfaction

	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Total	0%	1%	2%	3%	1%	1%	2%	0%	1%	2%
User	1%	1%	3%	4%	0%	1%	4%	1%	1%	5%

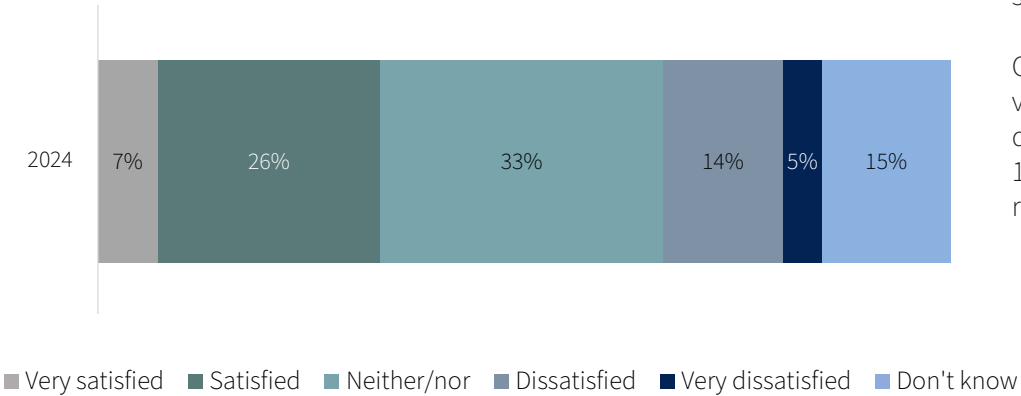
Q: The following are some various Council services. It doesn't matter whether you have used these or not. Please rate each in terms of how satisfied you are with the service overall, using a 5-point scale with 1 representing Very Dissatisfied, 2 representing Dissatisfied, 3 representing Neither Satisfied nor Dissatisfied, 4 representing Satisfied and 5 representing Very Satisfied.

Base: Users n=149, Dissatisfied respondents n=5



# Flood Management

## 2024 Satisfaction



Respondents were asked how satisfied they were with the council’s flood management in the district. Thirty-three percent of respondents were satisfied (26%) or very satisfied (7%) with the council’s flood management, which was similar to the 2023 result.

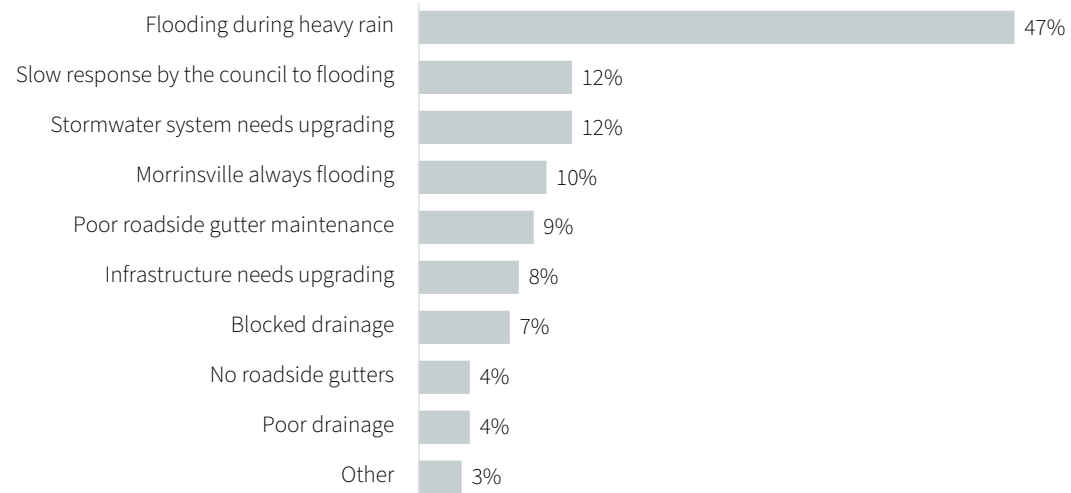
Overall, dissatisfaction is 19%, with 14% of respondents dissatisfied and 5% very dissatisfied. This result was similar to that of 2023. The main reason for dissatisfaction was the continued flooding during heavy rainfall (47%). However, 12% of the dissatisfied respondents also noted that the council has been slow to respond and that the system requires upgrading.

KPM: N/A

### Overall Measures

	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Overall satisfied	40%	45%	41%	45%	46%	38%	36%	32%	34%	33%
Overall dissatisfied	12%	8%	9%	12%	13%	18%	15%	14%	16%	19%

## Reasons for Dissatisfaction

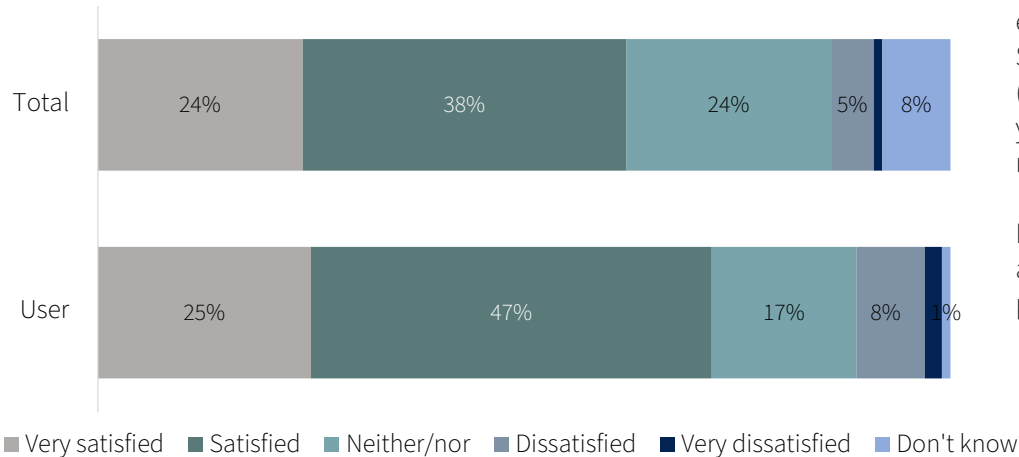


Q: The following are some various Council services. It doesn't matter whether you have used these or not. Please rate each in terms of how satisfied you are with the service overall, using a 5-point scale with 1 representing Very Dissatisfied, 2 representing Dissatisfied, 3 representing Neither Satisfied nor Dissatisfied, 4 representing Satisfied and 5 representing Very Satisfied.

Base: Dissatisfied respondents n=55

## Parks and Reserves

### 2024 Satisfaction



Respondents were asked about their satisfaction with the parks and reserves in the district (excluding the sports fields). Sixty-two percent of respondents were either satisfied (38%) or very satisfied (24%) with the district’s parks and reserves. Satisfaction is much higher amongst users, with 73% of respondents satisfied (47%) or very satisfied (25%). Despite the strong satisfaction amongst users, this year’s result was below the target KPM. It is a significant decline from the 2023 result.

Dissatisfaction has increased significantly among all respondents (6% overall) and also among users (10% overall). The main reasons for dissatisfaction related to poor upkeep and maintenance at the parks and reserves.

**KPM: 80% (user)**

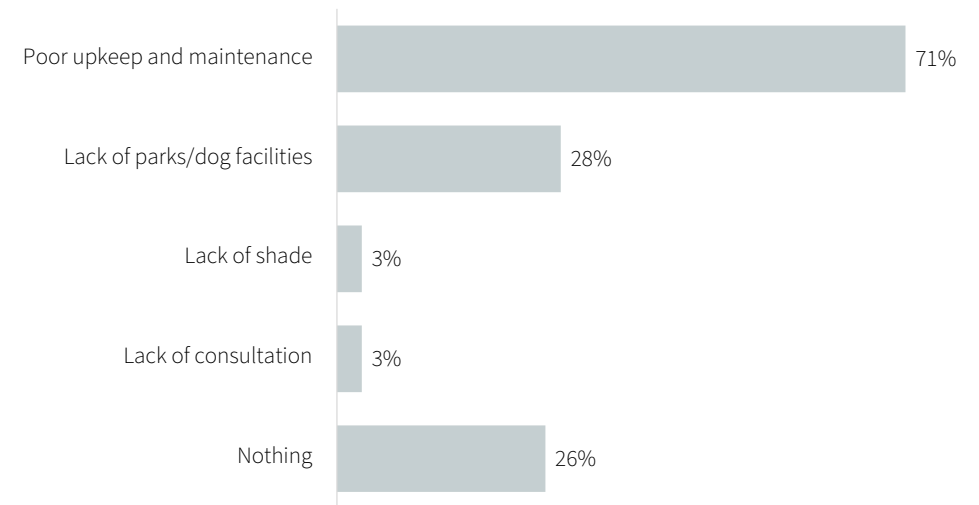
#### Overall Satisfaction

	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Total	71%	68%	73%	74%	71%	69%	64%	69%	70%	62%
User	75%	79%	83%	84%	78%	78%	68%	75%	84%	72%

#### Overall Dissatisfaction

	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Total	4%	3%	4%	2%	7%	3%	4%	2%	3%	6%
User	4%	2%	4%	3%	9%	5%	6%	3%	2%	10%

### Reasons for Dissatisfaction

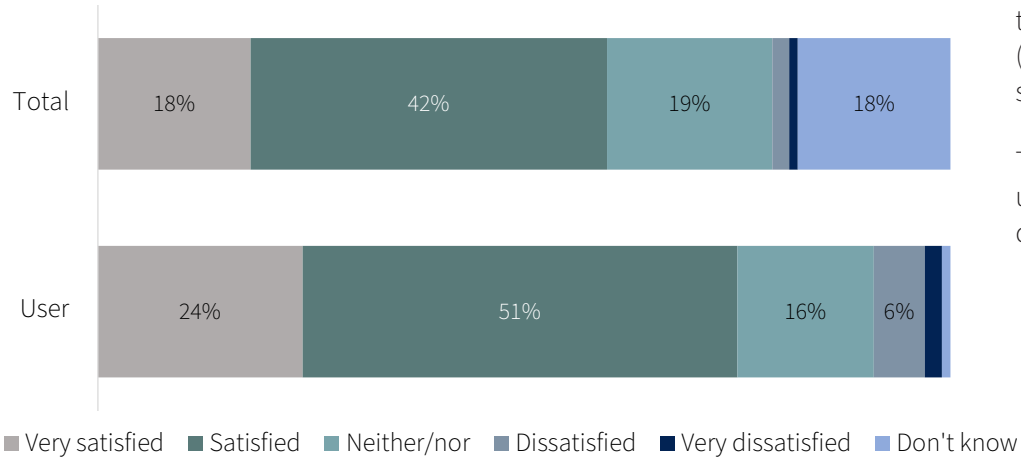


Q: The following are some various Council services. It doesn't matter whether you have used these or not. Please rate each in terms of how satisfied you are with the service overall, using a 5-point scale with 1 representing Very Dissatisfied, 2 representing Dissatisfied, 3 representing Neither Satisfied nor Dissatisfied, 4 representing Satisfied and 5 representing Very Satisfied.

Base: Users n=192, Dissatisfied respondents n=13

## Sports Fields

### 2024 Satisfaction



Respondents were asked how satisfied they were with the district’s sports fields. Sixty percent of all respondents were satisfied (42%) or very satisfied (18%) with the district’s sports fields, while 75% of users were satisfied (51%) or very satisfied (24%). This year’s results were on par with those from 2023; however, the user satisfaction result was slightly below the KPM target of 80%.

Total dissatisfaction among respondents was 3% overall and 8% among users, which was a significant increase from the 2023 result. The reasons for dissatisfaction have been listed below.

**KPM: 80% (user)**

#### Year on Year: Overall Satisfaction

	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Total	65%	63%	68%	62%	53%	60%	63%	59%	57%	60%
User	81%	79%	79%	79%	81%	78%	78%	74%	77%	75%

#### Overall Dissatisfaction

	2015	2016	2017	2018	2019	2020	2021	2022	2023	2024
Total	1%	3%	2%	3%	1%	4%	4%	0%	2%	3%
User	1%	4%	3%	2%	1%	8%	8%	0%	0%	8%

### Reasons for Dissatisfaction

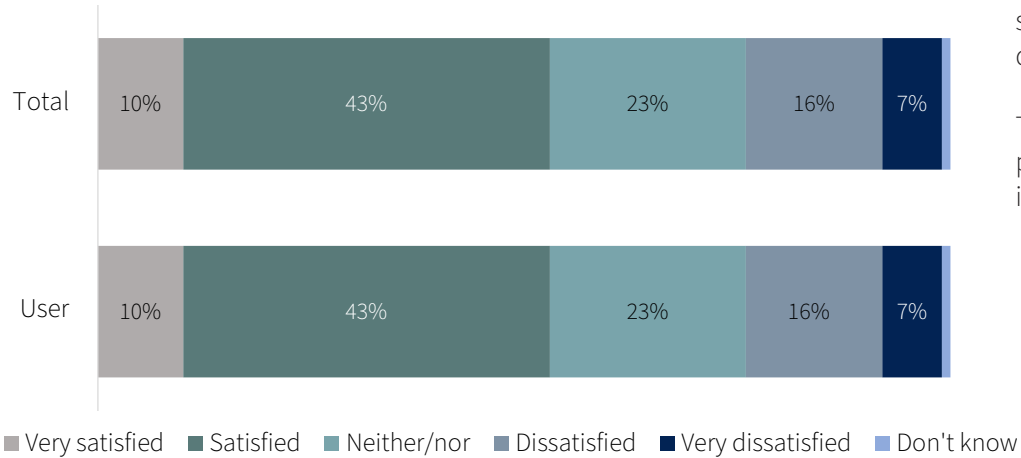
- The facilities for the sports fields could be better - cleanliness and parking.
- Heavy handed with other users, anti-dog attitude, no encouragement for rate payers use of facilities they own. Only thing the council does is mow, often when not needed, cut down what few plantings [we have]; where is the planning?
- Same as parks comments, poor maintenance.
- Pohlen Park is not monitored and dogs are freely allowed to run around there off leash, motorbikes frequent it as well as people practicing golf, even though there are signs. Lawns are not kept up regularly at Founders Park or Magnolia Drive
- It is lovely to have Matamata maintain one sport club and not other sports clubs.
- No comment x3

Q: 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.

Base: Users n=117, Dissatisfied respondents n=8

## Parking Access in Shopping Areas

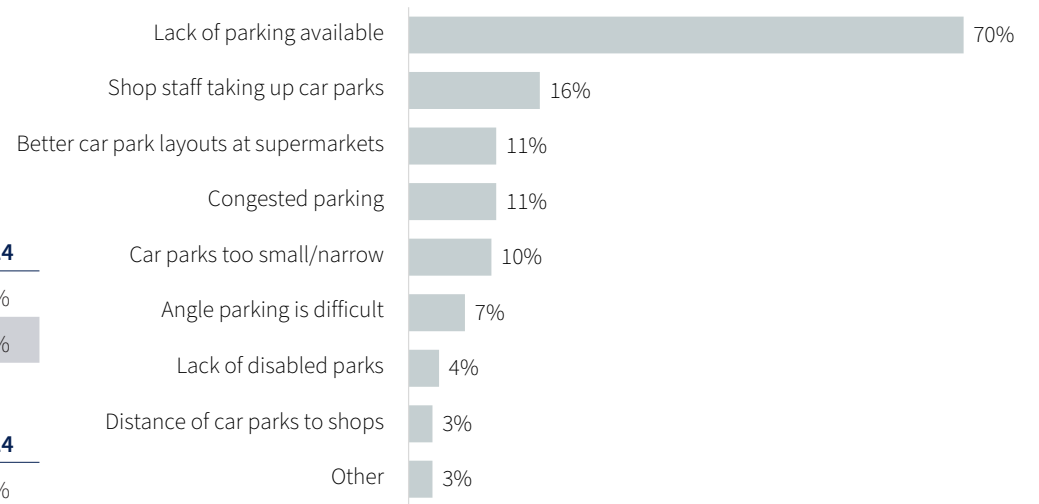
### 2024 Satisfaction



Respondents were asked about their satisfaction with the parking access in shopping areas. This year, 53% of respondents were satisfied (43%) or very satisfied (10%) with the parking access, while 23% were dissatisfied (16%) or very dissatisfied (7%). This result was the same for users and similar to those from 2023.

The main reason for dissatisfaction with the shopping areas related to a lack of parking (70%), followed by staff taking up the car parks (16%), the need for an improved layout, and congested parking (11% each).

### Reasons for Dissatisfaction



KPM: N/A

### Overall Satisfaction

	2016	2017	2018	2019	2020	2021	2022	2023	2024
Total	55%	52%	49%	43%	50%	51%	56%	48%	53%
User	56%	53%	50%	42%	50%	51%	57%	49%	53%

### Overall Dissatisfaction

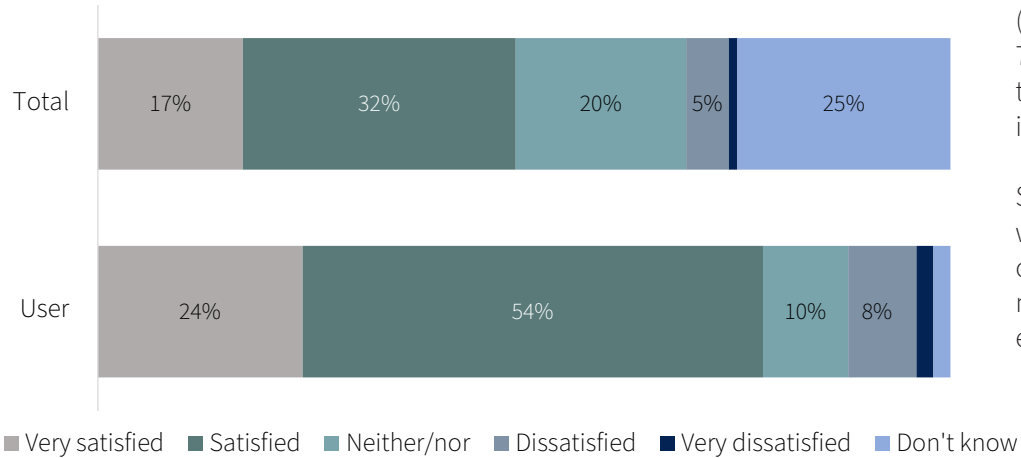
	2016	2017	2018	2019	2020	2021	2022	2023	2024
Total	14%	19%	23%	31%	25%	22%	21%	23%	23%
User	15%	18%	22%	31%	26%	22%	20%	22%	23%

Q: 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.

Base: Users n=380, Dissatisfied respondents n=77

# Council Playgrounds

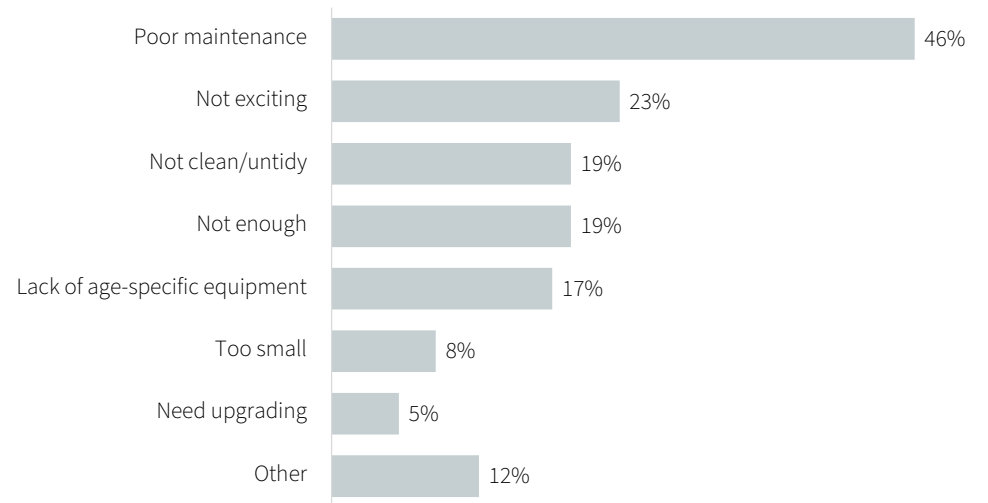
## 2024 Satisfaction



Respondents were asked how satisfied they were with the district’s playgrounds. Overall, just under half (49%) of respondents are satisfied (32%) or very satisfied (17%) with the playgrounds. Satisfaction was much higher among users, with 78% of users either satisfied (54%) or very satisfied (24%) with the playgrounds in the district. These results were similar to those from 2023, with user satisfaction increasing slightly.

Six percent of all respondents were either dissatisfied (5%) or very dissatisfied (1%) with the district’s playgrounds. In contrast, 10% of users were dissatisfied (8%) or very dissatisfied (2%). The primary reason for dissatisfaction related to poor maintenance (46%), with respondents also noting that the playgrounds were not exciting (23%), untidy, or too few (19% each).

## Reasons for Dissatisfaction



KPM: N/A

### Overall Satisfaction

	2016	2017	2018	2019	2020	2021	2022	2023	2024
Total	59%	57%	56%	35%	53%	45%	48%	49%	49%
User	74%	75%	71%	64%	72%	60%	70%	74%	78%

### Overall Dissatisfaction

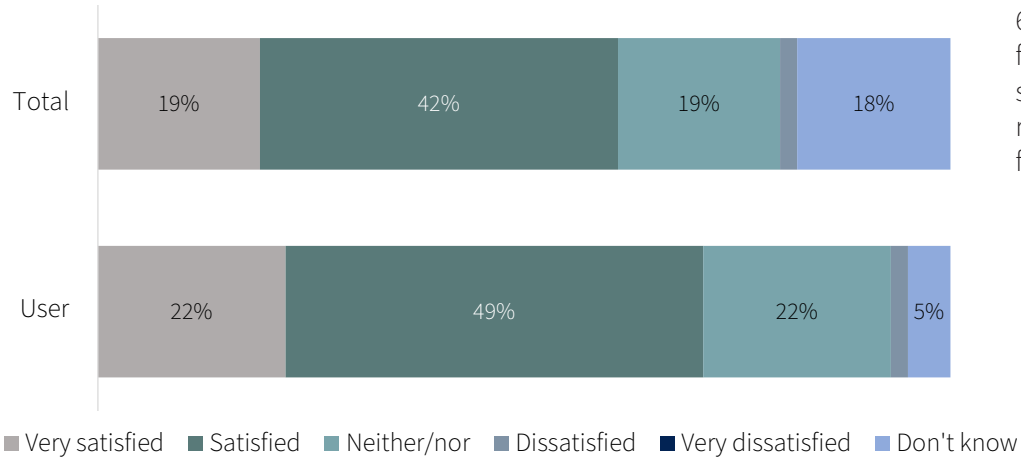
	2016	2017	2018	2019	2020	2021	2022	2023	2024
Total	5%	6%	3%	6%	8%	8%	4%	9%	6%
User	6%	8%	5%	14%	12%	15%	7%	14%	10%

Q: 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.

Base: Users n=96, Dissatisfied respondents n=18

## Other Facilities

### 2024 Satisfaction



In a new question this year, respondents were asked about their level of satisfaction with any other facilities they had used in the district. At an overall level, 61% of respondents were satisfied (42%) or very satisfied (19%) with the other facilities in the district. In comparison, 71% of users were satisfied (49%) or very satisfied (22%). The overall level of dissatisfaction was very low, with only 2% of all respondents and users dissatisfied with other facilities in the district. The reasons for dissatisfaction with other facilities have been listed below.

KPM: N/A

### Overall Satisfaction

	2024
Total	61%
User	71%

### Overall Dissatisfaction

	2024
Total	2%
User	2%

### Reasons for Dissatisfaction

- *I've only lived here for 6 months so I haven't been everywhere yet, I've been to a few places but it's hard to say when you've only lived here for a few months.*
- *I have just been to Hamilton to have my eyes looked at, I don't really go to the ones in town often.*
- *Bad use of rates.*

Q: 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.

Base: Users n=114, Dissatisfied respondents n=3

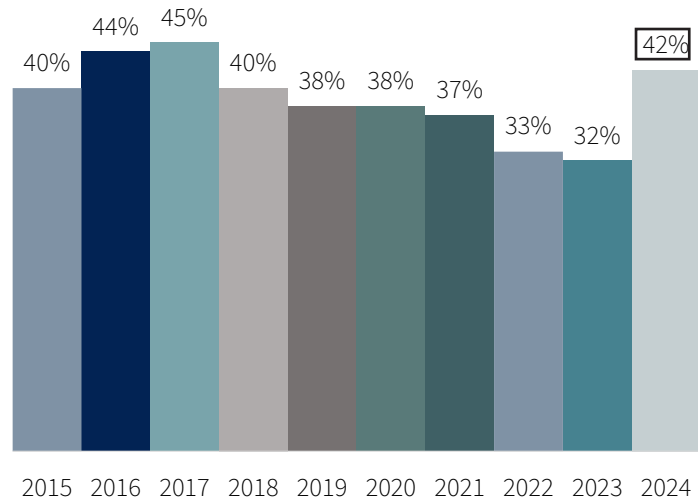
# Library Services



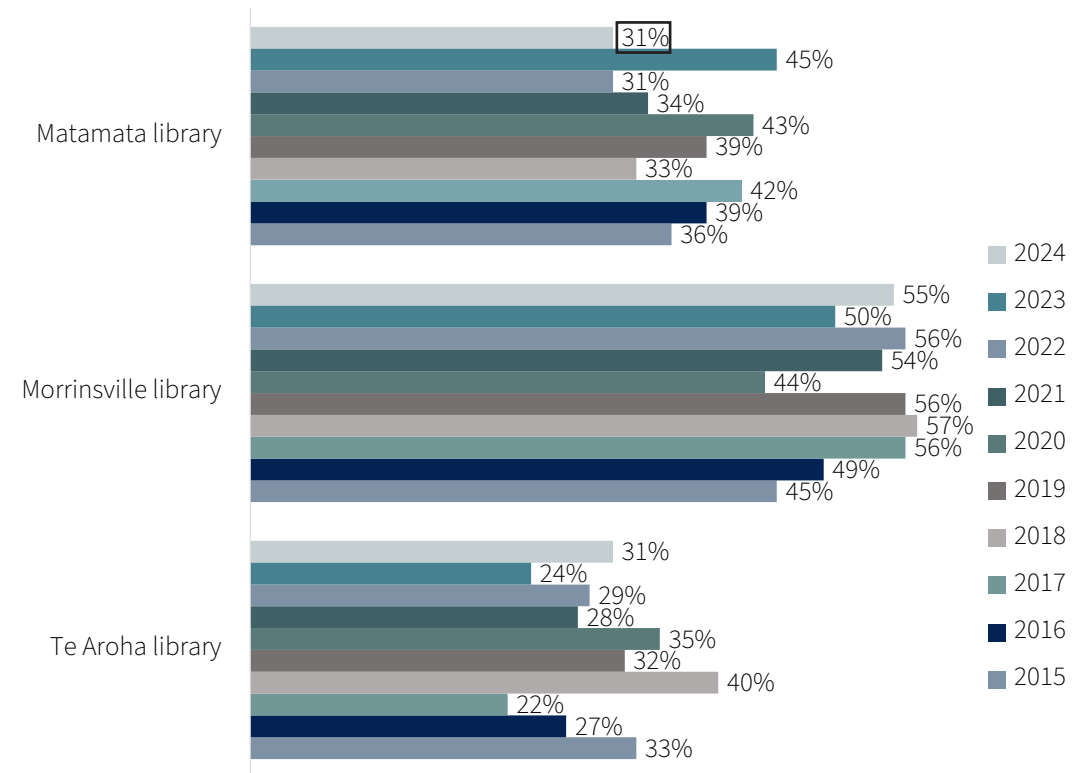
## General Library Use

Respondents were asked if they had used a library in the past 12 months. Forty-two percent of respondents had used a library in the past year, a significant increase from the previous few years of monitoring. Morrinsville (55%) was the most commonly used library, followed by Te Aroha and Matamata (31% each).

### Have Used a Library



### Library Used



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

Q: Which of the following libraries did you use?

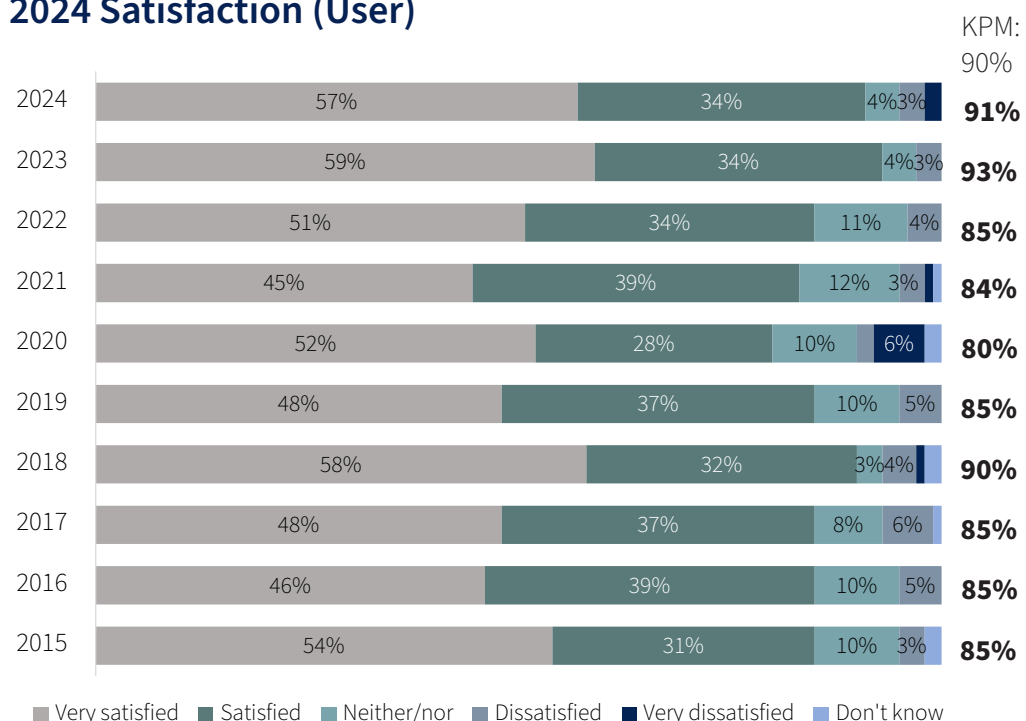
Base: Users n=154



## General Library Services

Users were asked how satisfied they were with the library services. Ninety-one percent of respondents were either satisfied (34%) or very satisfied (57%) with the library services, while 4% were neither satisfied nor dissatisfied, and only 5% were dissatisfied (3%) or very dissatisfied (2%). This result was above the KPM of 90% but was a very slight decline from the satisfaction result for 2023. Reasons for dissatisfaction have been listed to the right of the chart.

### 2024 Satisfaction (User)



### Reasons for Dissatisfaction

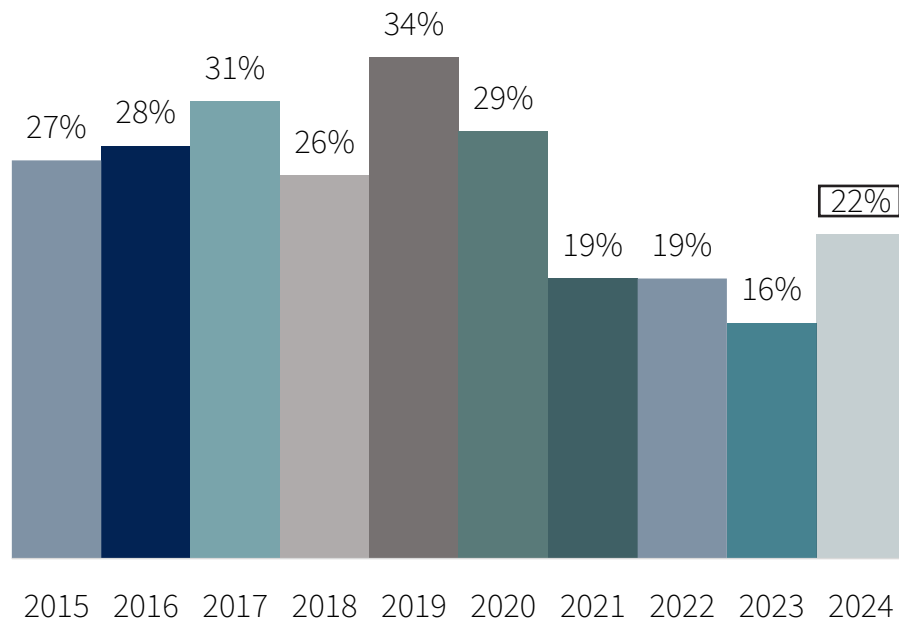
- The Morrinsville library staff are either rude or disinterested. I signed up when I first moved to Morrinsville 6 years ago and the staff were so unfriendly and unhelpful that I didn't go back until this year. As the president of a community service organisation, I emailed STAFF NAME in Morrinsville, who never got back to me. Two months ago, I left a message on their answer phone and never got a call back. I went in and saw them last month and they were disinterested but said they would ask the person in charge of the holiday programmes in the MPDC to contact me. That person hasn't. My mother gave up going when the staff weren't interested in helping her use the computer to sign up. I wouldn't recommend the library to anyone and it's a real let down when the rest of Morrinsville are so friendly.
- Lots of books have been made redundant in all our libraries. Emphasis seems to be on the digital collection - not interested in that.
- Library is set out for observation, so you can't relax. It's not inviting, you constantly feel like you are under observation (Matamata).
- The building is run down and old and its not big enough.
- Very limited range of books. Out-of-town orders far too expensive.

Q: 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?

Base: Users n=154, Dissatisfied respondents n=5

## Online Library

### Use



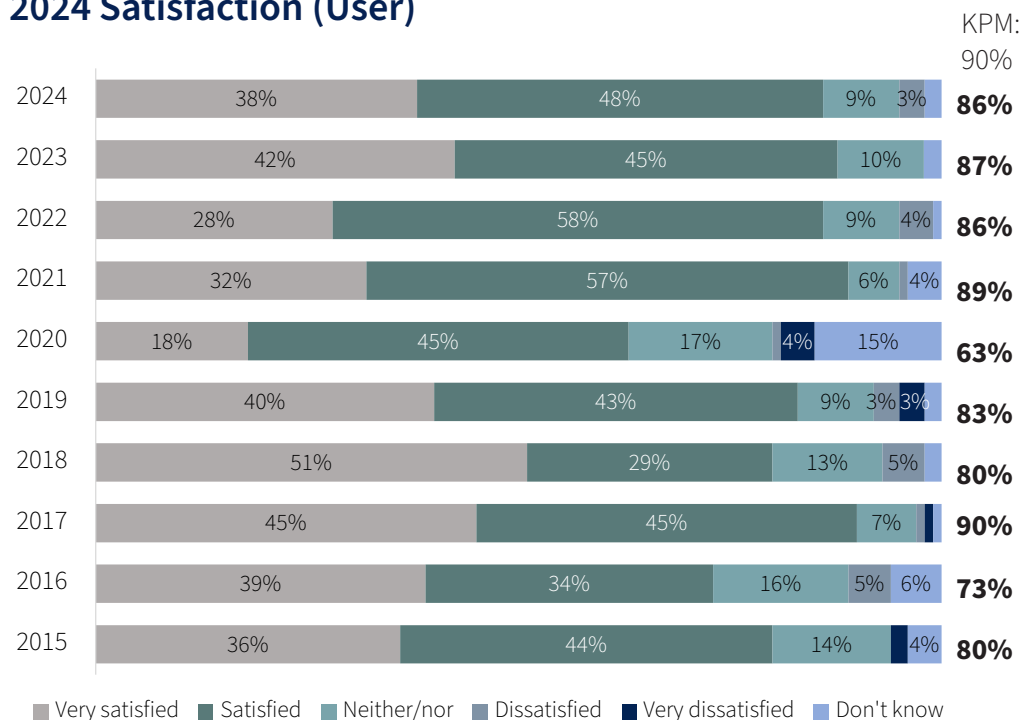
Respondents were asked if they had used the online library services in the past 12 months, and 22% indicated they had. This was a significant increase from previous years' results.

*Q: 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?*

## Online Library

Those who had used the online library services were satisfied with them. Overall, 86% of users were satisfied (48%) or very satisfied (38%) with the online services, with only 9% providing a neither nor rating and 3% stating they were dissatisfied. The satisfaction result was slightly lower than the KPM of 90% but was on par with the results from previous years.

### 2024 Satisfaction (User)

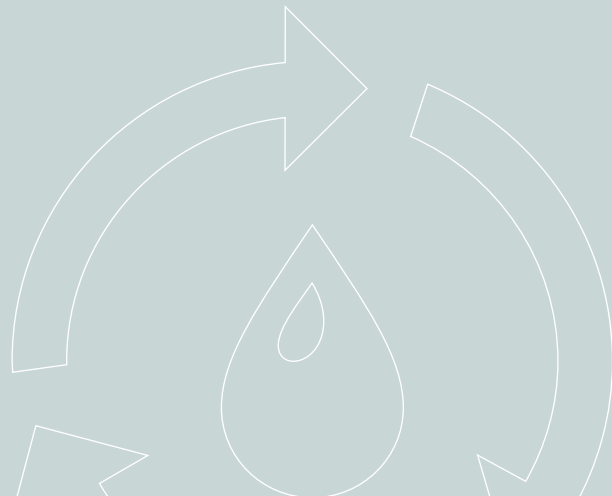


### Reasons for Dissatisfaction

- Have an issue placing books on hold which has yet to be resolved, otherwise it's a good system.

Q: 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?  
 Base: Users n=78, Dissatisfied respondents n=1

# Water Supply and Wastewater

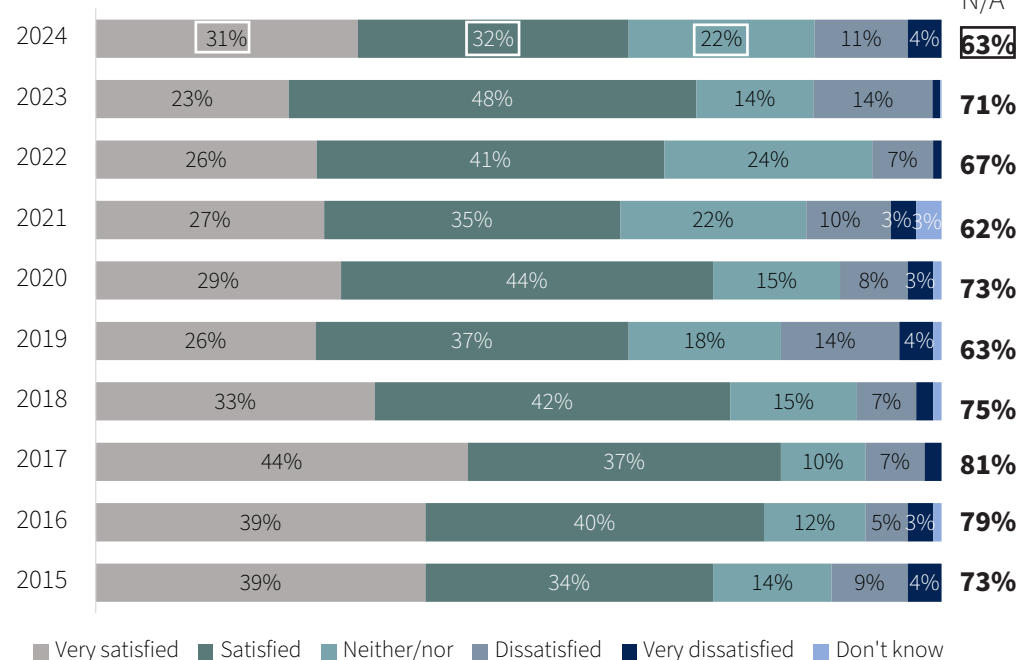


## Council's Water Supply

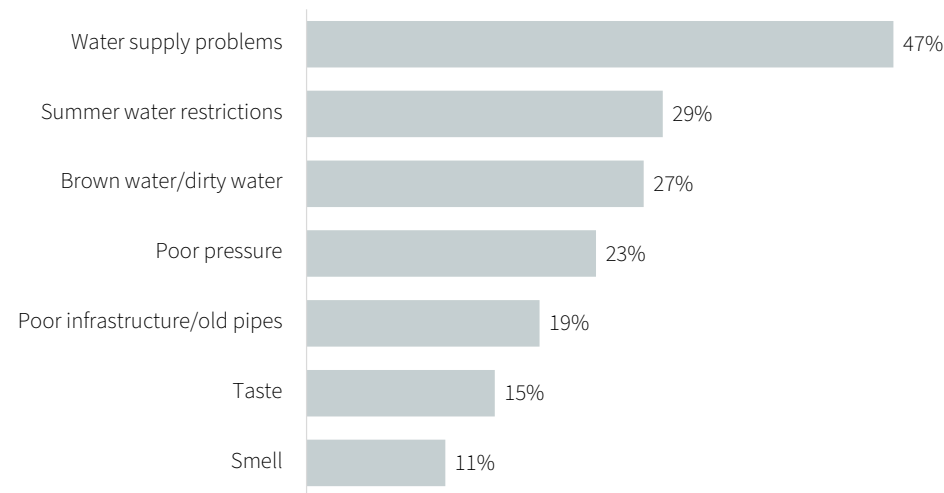
Respondents were asked if they were connected to the council water supply system, with 88% indicating they were connected. Town supply users were asked to rate their satisfaction, with 63% of respondents satisfied (32%) or very satisfied (31%) with their water supply, 22% providing a neither nor rating, and 15% stating they were dissatisfied (11%) or very dissatisfied (4%). This year, there has been a significant decrease in total satisfaction with an increase in the proportion of neither nor responses and a relatively consistent level of dissatisfaction. The main reasons for dissatisfaction related to supply problems (47%), water restrictions (29%), and poor water colour (27%).

### 2024 Satisfaction (User)

KPM:  
N/A



### Reasons for Dissatisfaction



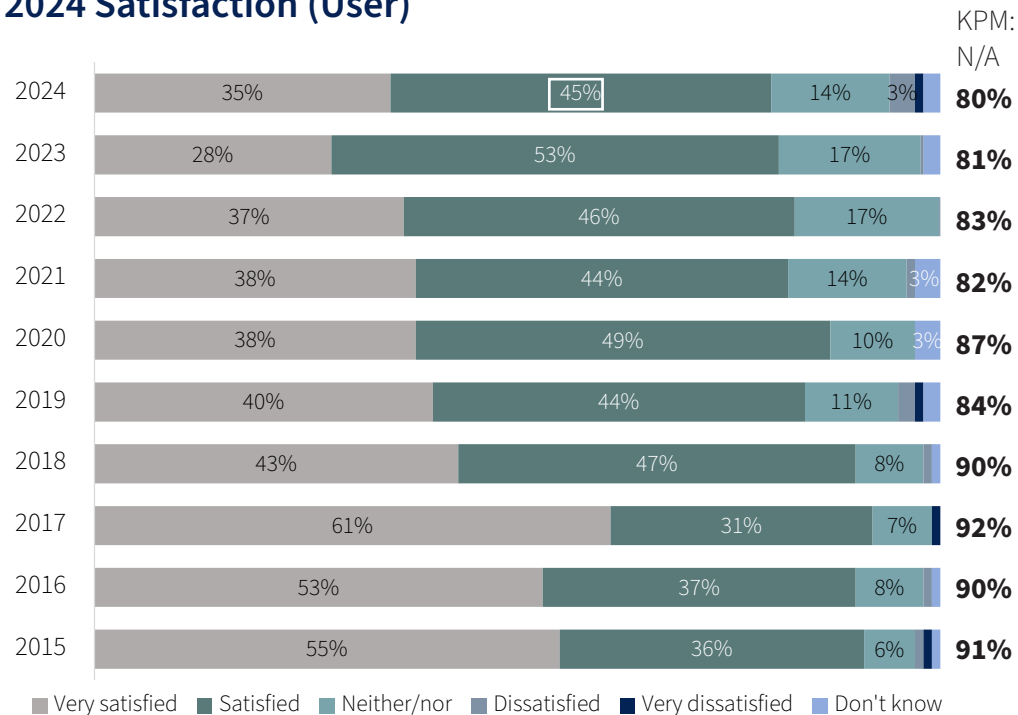
Q: Using the same 5-point scale, with 1 representing Very Dissatisfied, 2 representing Dissatisfied, 3 representing Neither Satisfied nor Dissatisfied, 4 representing Satisfied and 5 representing Very Satisfied, how satisfied are you with Council water supply services?

Base: Users n=350, Dissatisfied respondents n=38

## Wastewater System

Respondents were asked if they were connected to the council’s wastewater system, of which 73% indicated they were. Amongst the respondents who were connected to the council’s system, 80% were satisfied (45%) or very satisfied (35%) with the wastewater system, 14% provided a neither nor rating, and 4% were either dissatisfied (3%) or very dissatisfied (1%). These results are similar to those from previous years, with total satisfaction only declining by 1% this year. Reasons for dissatisfaction with the wastewater system have been listed to the right of the chart.

### 2024 Satisfaction (User)

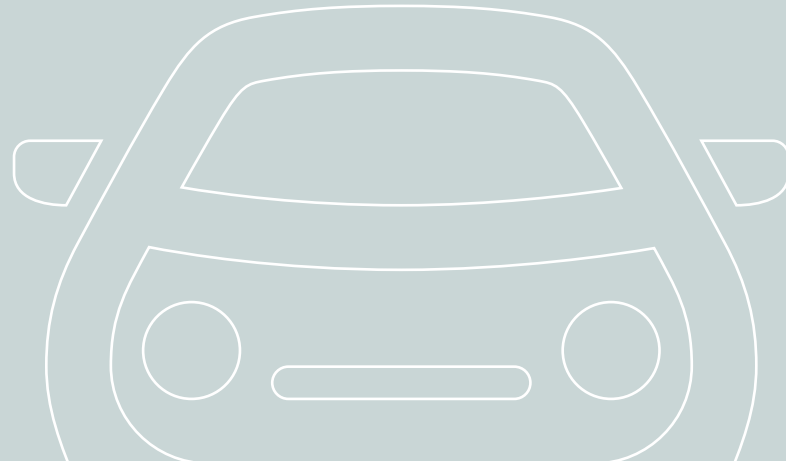


### Reasons for Dissatisfaction

- We flood a lot, I actually go out and clean out the leaves that go into the storm pipes, I go out and rake the leaves.
- As I said a single person is paying the same amount as going on as going off the property, that's why I'm disappointed.
- During heavy rain, households are required to reduce waste water resulting in not being able to have showers.
- Doesn't cope with weather challenges, not environmentally or future proofed.
- When the system works it's great. However, during events of rainfall we often have to reduce use. The treatment facilities have not increased as the town has. Why are more projects/subdivisions/ houses being permitted. Taking in more rates but not being used to maintain/improve facilities?

Q: 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?  
 Base: Users n=291, Dissatisfied respondents n=5

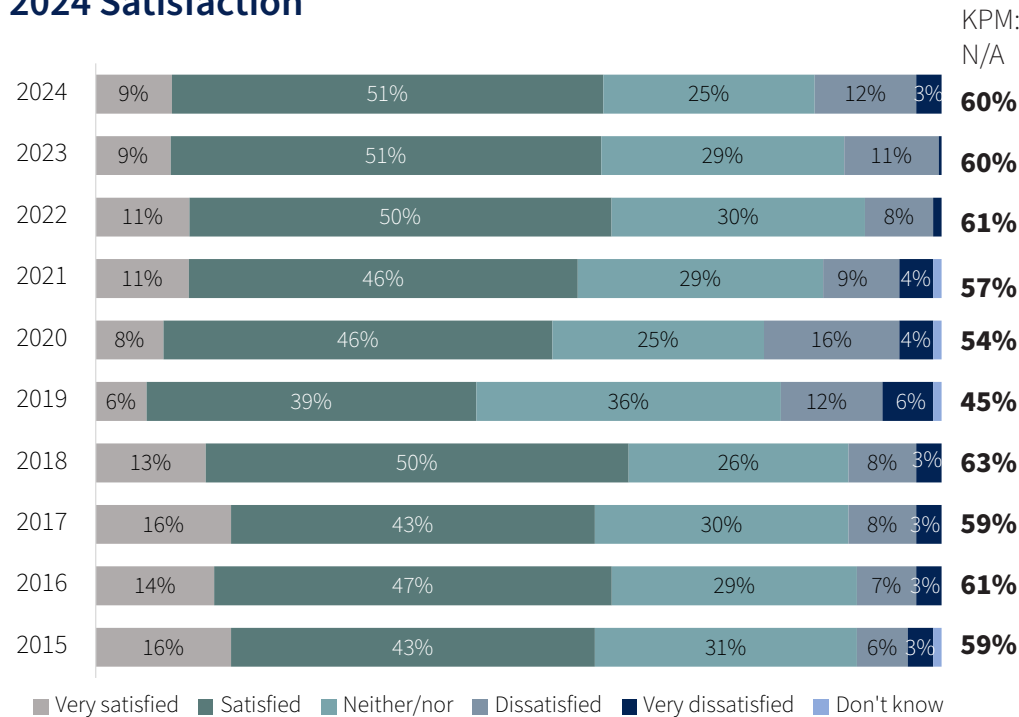
# Roading Network



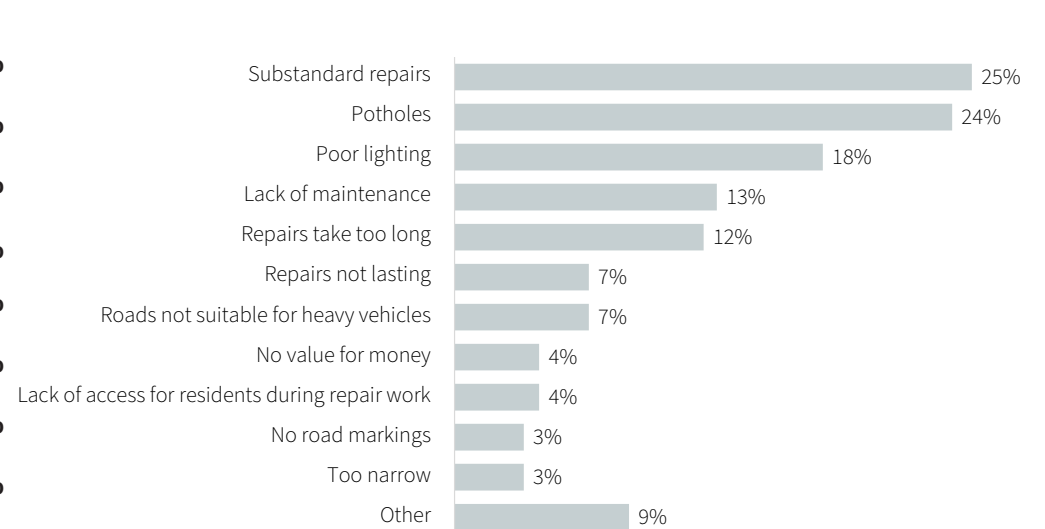
# Roading

Respondents were asked how satisfied they were with the roading network provided by the council. Similar to last year, 60% of respondents were either satisfied (51%) or very satisfied (9%) with the roading network. Twenty-five percent of respondents provided neither nor rating, and 15% were dissatisfied (12%) or very dissatisfied (3%). The primary reasons for dissatisfaction related to perceived poor repair work (25%), the number of potholes in the roads (24%), and inadequate lighting (18%).

## 2024 Satisfaction



## Reasons for Dissatisfaction



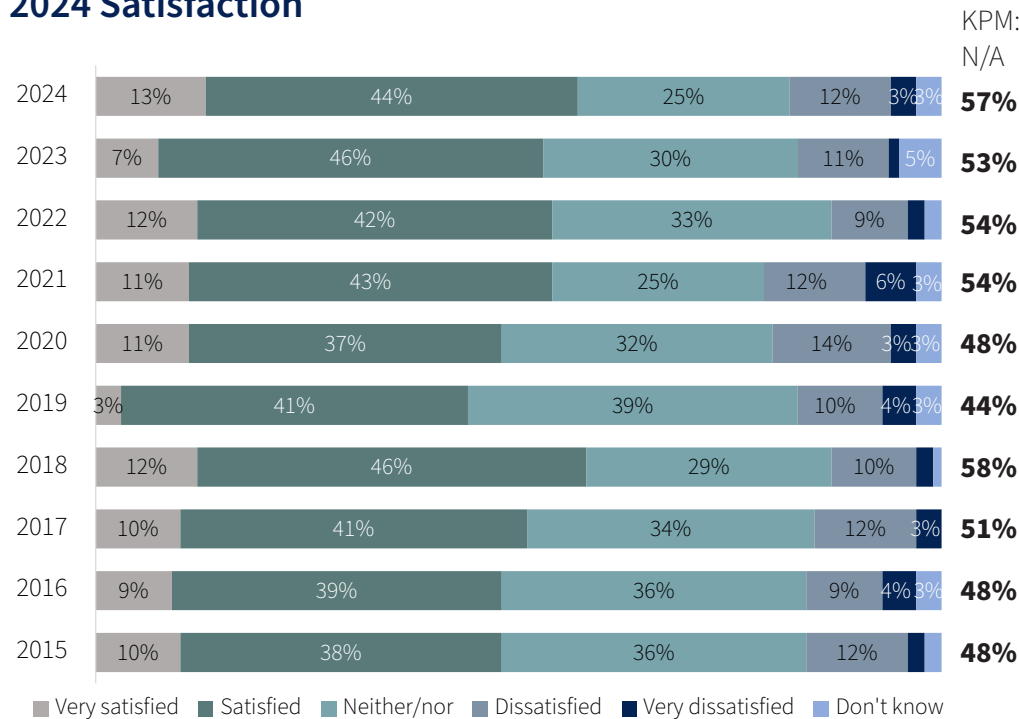
Q: Using the same 5-point scale, with 1 representing Very Dissatisfied, 2 representing Dissatisfied, 3 representing Neither Satisfied nor Dissatisfied, 4 representing Satisfied and 5 representing Very Satisfied, could you rate the following roading services? The roading network, meaning the roads, signage, streetlighting, road marking etc.  
 Base: Dissatisfied respondents n=50



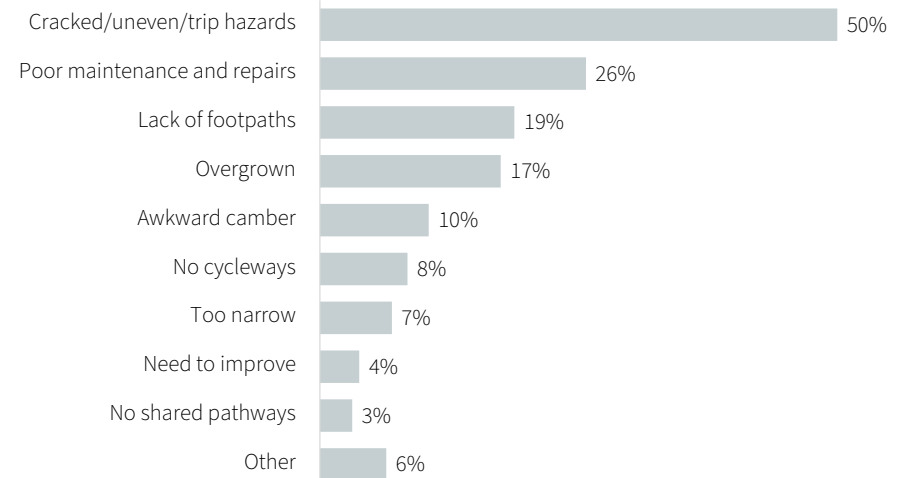
## Footpaths and Cycleways

Respondents were asked how satisfied they were with the footpaths and cycleways in the district. Fifty-seven percent of respondents were either satisfied (44%) or very satisfied (13%) with the footpaths and cycleways, a 4% increase from the 2023 results. Twenty-five percent of respondents provided neither nor rating, and 15% noted they were dissatisfied (12%) or very dissatisfied (3%). The primary reasons for dissatisfaction related to uneven or cracked footpaths (50%), poor maintenance or repairs (26%), and a lack of footpaths (19%).

### 2024 Satisfaction



### Reasons for Dissatisfaction



Q: 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? Footpaths and cycleways  
 Base: Dissatisfied respondents n=63

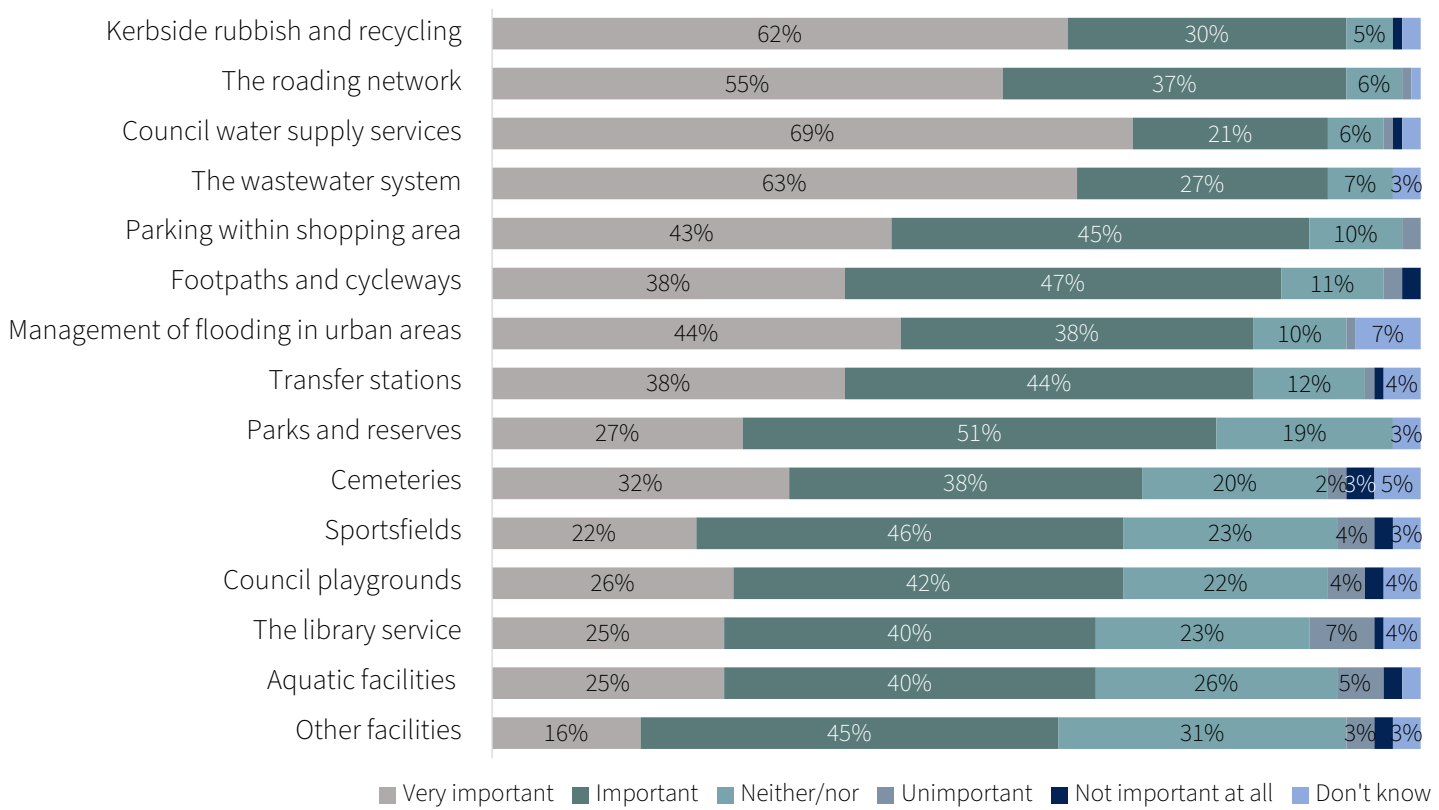
# Facility Importance



## Importance

Respondents were asked to rate the importance of different services and facilities. Most residents (92%) rate the council’s kerbside collection and roading network as important or very important. These facilities are followed closely by the water and wastewater systems (90% importance each). The relative importance of different facilities declines from thereon, with the facilities considered the least important being the library and aquatic facilities (65% importance each).

### Importance of Services



Q: 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...?

## 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 relate to core services of rubbish, roading, water, flooding and footpaths, among which flooding is the area where performance is significantly lower than the importance rating suggesting it is a key focus for the future. In comparison, services such as sports fields, playgrounds, libraries, and aquatic facilities appear to be performing well above the perceived importance, suggesting that the council maintain these levels of service.

	PERFORMANCE 2024*	IMPORTANCE 2024	DIFFERENCE BETWEEN IMPORTANCE AND PERFORMANCE
Kerbside rubbish and recycling	67%	92%	25%
The roading network*	60%	92%	32%
Council water supply services	63%	90%	27%
Council wastewater system	80%	90%	10%
Parking within shopping area	53%	88%	35%
Footpaths and cycleways*	57%	85%	28%
Management of flooding in urban areas*	33%	82%	49%
Transfer stations	76%	82%	6%
Parks and reserves	72%	78%	6%
Cemeteries	80%	70%	-10%
Sports fields	75%	68%	-7%
Council playgrounds	78%	68%	-10%
The library service	91%	65%	-26%
Aquatic facilities	72%	65%	-7%
Other facilities	71%	61%	-10%

\*Performance results are shown as user results, unless noted with an \*

# Appendices



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



## Appendix 1: Results by Area

### Overall satisfaction with Council

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	11%	12%	9%
Satisfied	48%	35%	42%
Neither/nor	29%	35%	21%
Dissatisfied	8%	13%	15%
Very dissatisfied	3%	2%	11%
Don't know	1%	3%	2%

### Leadership of Councillors and the Mayor

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	16%	7%	6%
Satisfied	40%	36%	41%
Neither/nor	30%	29%	23%
Dissatisfied	5%	9%	13%
Very dissatisfied	3%	2%	6%
Don't know	6%	17%	11%

### Reasons for Dissatisfaction: Leadership of Councillors and the Mayor

	MATAMATA (n=12)	MORRINSVILLE (n=14)	TE AROHA (n=10)
Lack of consultation/ don't listen to public	35%	24%	30%
Mayor/councillors not visible/don't know who they are	9%	20%	12%
Lack of communication/ information	5%	31% ↑	1% ↓
Generally unhappy with the council/ decisions	9%	7%	16%
Neglecting areas/focussing on wrong areas	3%	24% ↑	0%
Lack of action	13%	16%	1%
Rate price	6%	14%	0%
Irresponsible spending	29%	0%	0%

## Appendix 1: Results by Area

### Ease of Access to Council Information

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	16%	16%	13%
Satisfied	46%	39%	42%
Neither/nor	30%	35%	24%
Dissatisfied	5%	5%	11%
Very dissatisfied	2%	3%	7%
Don't know	1%	2%	3%

### Reasons for Dissatisfaction: Ease of Access

	MATAMATA (n=8)	MORRINSVILLE (n=9)	TE AROHA (n=11)
Lack of accessible information	38%	27%	43%
Communication issues	30%	33%	7%
Website issues	52%	17%	0%
Generally unhappy	0%	0%	34%
Meeting times not for working people to attend	0%	17%	0%
Don't listen to people anyway	0%	17%	0%
App issues	27%	0%	0%
Other	8%	0%	17%



## Appendix 1: Results by Area

Consultation Process	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	11%	6%	12%
Satisfied	35%	27%	40%
Neither/nor	30%	37%	30%
Dissatisfied	12%	9%	4%
Very dissatisfied	3%	4%	8%
Don't know	9%	17%	6%

Reasons for Dissatisfaction: Consultation Process	MATAMATA (n=15)	MORRINSVILLE (n=15)	TE AROHA (n=12)
Meetings at poor times/locations	25%	31%	0%
Poor communication/listening	19%	30%	7%
Limited information available	26%	0%	25%
Not enough consultation with residents in general	5%	18%	7%
Haven't been involved/not interested	17%	11%	0%
Haven't heard anything	0%	3%	8%
Pointless participating	0%	3%	0%
Other	4%	0%	51% ↑

Made Contact with Council (Last 12 months)	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Yes	62%	49%	69%
No	38%	50%	31%
Don't know	0%	1%	0%

## Appendix 1: Results by Area

### Handling of Council Information

	MATAMATA (n=101)	MORRINSVILLE (n=78)	TE AROHA (n=75)
Politely	89%	79%	93%
Professionally	93%	79% ↓	92%
Fairly	72%	56%	70%
In a timely manner	80% ↑	60%	63%

### First Point of Contact

	MATAMATA (n=101)	MORRINSVILLE (n=78)	TE AROHA (n=75)
Very satisfied	54%	41%	43%
Satisfied	32%	48%	38%
Neither/nor	11%	8%	15%
Dissatisfied	2%	2%	0%
Very dissatisfied	1%	1%	0%
Don't know	0%	0%	4% ↑

## Appendix 1: Results by Area

### Aquatic Facilities

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	13%	13%	20%
Satisfied	31%	18%	27%
Neither/nor	20%	30%	22%
Dissatisfied	7%	5%	1%
Very dissatisfied	2%	3%	6%
Don't know	27%	31%	24%

### Reasons for Dissatisfaction: Aquatic Facilities

	MATAMATA (n=8)	MORRINSVILLE (n=9)	TE AROHA (n=4)
Facilities need upgrading/better maintenance	36%	30%	10%
Need bigger facilities/another pool	28%	9%	0%
Better opening hours/days	6%	22%	0%
Need indoor heated pool	12%	17%	0%
Pool needs a roof	27%	0%	0%
Too expensive	12%	0%	10%

### Council's Kerbside Rubbish and Recycling Service

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	21%	18%	26%
Satisfied	40%	40%	36%
Neither/nor	13%	15%	10%
Dissatisfied	7%	10%	10%
Very dissatisfied	11%	8%	13%
Don't know	8%	9%	5%

## Appendix 1: Results by Area

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

	MATAMATA (n=18)	MORRINSVILLE (n=18)	TE AROHA (n=13)
Inconsistent collection	40%	30%	34%
Bin size too small	10%	25%	48%
No kerbside collection available	30%	13%	21%
Poor service	1% ↓	21%	15%
Prefer current bag system	10%	0%	22%
Weekly collections	5%	21%	1%
Limited recycling options	11%	4%	0%
Confusing system	15%	0%	0%

### Transfer Stations

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	25%	13%	14%
Satisfied	38%	40%	36%
Neither/nor	23%	19%	34%
Dissatisfied	2%	4%	10%
Very dissatisfied	0%	0%	0%
Don't know	12%	24% ↑	6% ↓

### Reasons for Dissatisfaction: Transfer Stations

	MATAMATA (n=4)	MORRINSVILLE (n=5)	TE AROHA (n=8)
Messy/disorganised/poor condition	25%	47%	7%
Infrequent open hours	0%	0%	45%
Recyclables should be free	0%	0%	29%
Recycling area should be open to public	0%	0%	29%
Cost	25%	16%	9%
Unhelpful staff	25%	16%	0%

## Appendix 1: Results by Area

<b>Cemeteries</b>	<b>MATAMATA (n=156)</b>	<b>MORRINSVILLE (n=144)</b>	<b>TE AROHA (n=100)</b>
Very satisfied	22%	19%	20%
Satisfied	33%	22%	39%
Neither/nor	26%	20%	12%
Dissatisfied	1%	3%	3%
Very dissatisfied	0%	0%	0%
Don't know	18%	36%	26%

## Appendix 1: Results by Area

### Flood Management

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	8%	5%	11%
Satisfied	27%	25%	28%
Neither/nor	31%	41%	22%
Dissatisfied	12%	8%	27%
Very dissatisfied	5%	3%	7%
Don't know	17%	18%	5% ↓

### Reasons for Dissatisfaction: Flood Management

	MATAMATA (n=20)	MORRINSVILLE (n=17)	TE AROHA (n=13)
Flooding when it rains	59%	44%	40%
Slow response by council to flooding	0%	0%	26%
Stormwater system needs upgrading	3%	11%	18%
Morrinsville always flooding	0%	41% ↑	0%
Poor roadside gutter maintenance	17%	4%	7%
Infrastructure needs upgrading	0%	0%	17%
Blocked drainage	14%	11%	1%
Poor drainage	7%	6%	2%

### Parks and Reserves

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	20%	24%	27%
Satisfied	47%	36%	32%
Neither/nor	26%	19%	28%
Dissatisfied	3%	4%	8%
Very dissatisfied	0%	0%	3% ↑
Don't know	4%	17% ↑	2% ↓

## Appendix 1: Results by Area

### Reasons for Dissatisfaction: Parks and Reserves

	MATAMATA (n=4)	MORRINSVILLE (n=4)	TE AROHA (n=5)
Poor upkeep and maintenance	92%	53%	76%
Lack of parks/dog facilities	0%	0%	55%
Lack of consultation	0%	10%	0%
Lack of shade	0%	10%	0%

### Sports Fields

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	11%	20%	24%
Satisfied	47%	40%	39%
Neither/nor	25%	17%	13%
Dissatisfied	4%	0%	3%
Very dissatisfied	0%	0%	3%
Don't know	13%	23%	18%

### Parking in Shopping Areas

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	9%	7%	16%
Satisfied	50%	40%	40%
Neither/nor	25%	22%	21%
Dissatisfied	12%	23%	12%
Very dissatisfied	2%	8%	11%
Don't know	2%	0%	0%

## Appendix 1: Results by Area

### Reasons for Dissatisfaction: Parking Access in Shopping Areas

	MATAMATA (n=19)	MORRINSVILLE (n=42)	TE AROHA (n=16)
Lack of parking available/Not enough	67%	68%	76%
Shop staff taking up car parks	16%	18%	14%
Better car park layouts at supermarkets	15%	11%	10%
Congested parking	24%	12%	0%
Car parks too small/Too narrow	0%	13%	13%
Angle parking is difficult	2%	6%	13%
Lack of disabled parks	11%	1%	4%

### Council Playgrounds

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	10%	21%	20%
Satisfied	33%	39%	21%
Neither/nor	30%	14%	18%
Dissatisfied	3%	2%	13%
Very dissatisfied	2%	0%	3%
Don't know	22%	24%	25%

### Reasons for Dissatisfaction: Council Playgrounds

	MATAMATA (n=7)	MORRINSVILLE (n=2)	TE AROHA (n=9)
Poor maintenance	37%	92%	41%
Not exciting	61%	0%	14%
Not enough	0%	92% ↑	12%
Not clean/Untidy	0%	0%	28%
Lack of variety in age specific playground equipment	4%	0%	25%
Too small	0%	0%	12%
Need upgrading	24%	0%	0%



## Appendix 1: Results by Area

### Library User

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Yes	35%	46%	43%
No	65%	54%	57%

### Library Location

	MATAMATA (n=58)	MORRINSVILLE (n=53)	TE AROHA (n=37)
Matamata library	91% ↑	8% ↓	11% ↓
Morrinsville library	13% ↓	99% ↑	22% ↓
Te Aroha library	4% ↓	10% ↓	97% ↑

### Library Services

	MATAMATA (n=56)	MORRINSVILLE (n=52)	TE AROHA (n=44)
Very satisfied	76%	41%	68%
Satisfied	20%	48%	26%
Neither/nor	1%	7%	0%
Dissatisfied	3%	0%	6%
Very dissatisfied	0%	4%	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	13% ↓	34% ↑	16%
No	87% ↑	66% ↓	84%

### Online Library Services

	MATAMATA (n=28)	MORRINSVILLE (n=34)	TE AROHA (n=16)
Very satisfied	44%	39%	32%
Satisfied	47%	42%	65%
Neither/nor	3%	13%	1%
Dissatisfied	0%	4%	0%
Very dissatisfied	0%	0%	0%
Don't know	6%	2%	2%

### Other Facilities

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	14%	17%	27%
Satisfied	48%	36%	43%
Neither/nor	24%	15%	16%
Dissatisfied	1%	3%	3%
Very dissatisfied	0%	0%	0%
Don't know	13%	27%	11%

## Appendix 1: Results by Area

### Water Supply Services

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Town supply	89%	83%	89%
Private water supply	15%	21%	12%

### Council's Water Supply Service

	MATAMATA (n=144)	MORRINSVILLE (n=116)	TE AROHA (n=90)
Very satisfied	46% ↑	9% ↓	45%
Satisfied	27%	37%	28%
Neither/nor	18%	33% ↑	13%
Dissatisfied	8%	18%	4%
Very dissatisfied	0%	3%	10%
Don't know	1%	0%	0%

### Reasons for Dissatisfaction: Council's Water Supply

	MATAMATA (n=11)	MORRINSVILLE (n=21)	TE AROHA (n=6)
Water supply problems	38%	41%	67%
Summer water restrictions	16%	23%	49%
Brown water/Dirty water	10%	45% ↑	0%
Poor pressure	7%	8%	67%
Poor infrastructure/Old pipes	23%	15%	23%
Taste	17%	20%	2%
Smell	0%	20%	0%
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	69%	68%	76%
No	31%	32%	24%

### Wastewater

	MATAMATA (n=117)	MORRINSVILLE (n=96)	TE AROHA (n=78)
Very satisfied	48%	21% ↓	42%
Satisfied	44%	53%	33%
Neither/nor	6%	22%	13%
Dissatisfied	2%	1%	8%
Very dissatisfied	0%	0%	4%
Don't know	0%	3% ↑	0%

## Appendix 1: Results by Area

### Roading Network

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	9%	10%	7%
Satisfied	50%	46%	62%
Neither/nor	31%	27%	14%
Dissatisfied	8%	17%	8%
Very dissatisfied	1%	0%	9% ↑
Don't know	1%	0%	0%

### Reasons or Dissatisfaction: Roding Network

	MATAMATA (n=16)	MORRINSVILLE (n=22)	TE AROHA (n=12)
Substandard repairs	26%	18%	37%
Potholes	29%	28%	15%
Poor Lighting	22%	26%	2% ↓
Lack of maintenance	8%	7%	25%
Repairs take too long	2%	4%	31%
Roads not suitable for heavy vehicles	6%	0%	18%
Repairs not lasting	6%	11%	0%

### Footpaths and Cycleways

	MATAMATA (n=156)	MORRINSVILLE (n=144)	TE AROHA (n=100)
Very satisfied	11%	11%	19%
Satisfied	47%	43%	44%
Neither/nor	25%	30%	15%
Dissatisfied	13%	12%	16%
Very dissatisfied	2%	2%	6%
Don't know	2%	2%	0%

## Appendix 1: Results by Area

### Reasons for Dissatisfaction: Footpaths and Cycleways

	MATAMATA (n=22)	MORRINSVILLE (n=26)	TE AROHA (n=15)
Cracked/uneven/tripping hazards	48%	69%	33%
Poor maintenance and repairs	9%	11%	54% ↑
Lack of footpaths	16%	1% ↓	38%
Overgrown	9%	7%	35%
Awkward camber	4%	13%	14%
No cycleways	9%	16%	0%
Too narrow	0%	6%	14%
Need to improve	0%	11%	0%
No shared pathways	11%	0%	0%

## Appendix 1: Results by Area

### Importance of Facilities: Matamata (n=156)

	VERY IMPORTANT	IMPORTANT	NEITHER NOR	UNIMPORTANT	NOT IMPORTANT AT ALL	DON'T KNOW
Council water supply services	58% ↑	24%	12%	1%	1%	4%
The wastewater system	52%	34%	9%	0%	1%	4%
Council kerbside rubbish and recycling collections	56% ↑	31%	6% ↓	1%	1%	5%
The roading network	53%	37%	7%	1%	0%	2%
Council's management of flooding within urban areas	51%	38%	6% ↓	1%	0%	4%
Parking within shopping area	45%	42%	11%	1%	1%	0%
Footpaths and cycleways	33%	42%	18%	5%	1%	1%
Transfer stations	41%	34%	18%	1%	0%	6%
Cemeteries	36%	35%	23%	2%	2%	2%
Parks and reserves, excluding sports fields	31%	47%	17%	1%	1%	3%
Council playgrounds	21% ↓	42%	22%	6%	4%	5%
The library service	27%	35%	24%	8%	2%	4%
Aquatic facilities	27%	44%	20%	2%	2%	5%
Sports fields, excluding parks and reserves	21% ↓	43%	24%	5%	4%	3%
Other facilities	22% ↓	46%	26%	1%	2%	3%

## Appendix 1: Results by Area

### Importance of Facilities: Morrinsville (n=144)

	VERY IMPORTANT	IMPORTANT	NEITHER NOR	UNIMPORTANT	NOT IMPORTANT AT ALL	DON'T KNOW
Council water supply services	76% ↑	19% ↓	3% ↓	0%	1%	1%
The wastewater system	70% ↑	22% ↓	5% ↓	0%	0%	3%
Council kerbside rubbish and recycling collections	66% ↑	31%	1% ↓	0%	0%	1%
The roading network	56% ↑	38%	6% ↓	0%	0%	0%
Council's management of flooding within urban areas	38%	36%	15%	0%	1%	10% ↑
Parking within shopping area	47%	47%	6% ↓	0%	0%	0% ↓
Footpaths and cycleways	36%	53% ↑	9%	0%	1%	1%
Transfer stations	36%	46%	11%	1%	1%	5%
Cemeteries	25% ↓	39%	21%	4%	5%	6%
Parks and reserves, excluding sports fields	22% ↓	58% ↑	19%	0%	0%	1%
Council playgrounds	31%	36%	28% ↑	1%	1%	4%
The library service	22% ↓	44%	25%	5% ↑	1%	3%
Aquatic facilities	21% ↓	39%	34% ↑	3%	2%	1%
Sports fields, excluding parks and reserves	24% ↓	44%	24%	3%	1%	4%
Other facilities	10% ↓	44%	39% ↑	2%	3%	2%



## Appendix 1: Results by Area

### Importance of Facilities: Te Aroha (n=100)

	VERY IMPORTANT	IMPORTANT	NEITHER NOR	UNIMPORTANT	NOT IMPORTANT AT ALL	DON'T KNOW
Council water supply services	71% ↑	21% ↓	3%	4%	0%	1%
The wastewater system	65% ↑	25%	9%	1%	0%	0%
Council kerbside rubbish and recycling collections	61%	26%	12%	0%	1%	0%
The roading network	57%	35%	5%	3%	0%	0%
Council's management of flooding within urban areas	44%	43%	8%	3%	0%	2%
Parking within shopping area	35%	46%	15%	4%	0%	0%
Footpaths and cycleways	46%	42%	7%	0% ↓	4% ↑	1%
Transfer stations	36%	52%	9%	3%	0%	0%
Cemeteries	38%	41%	16%	1%	1%	4%
Parks and reserves, excluding sports fields	32%	47%	18%	1%	0%	2%
Council playgrounds	24%	51%	14%	6%	1%	4%
The library service	28%	40%	18%	12%	0%	2%
Aquatic facilities	29%	36%	20%	11%	1%	3%
Sports fields, excluding parks and reserves	21% ↓	53%	20%	6%	0%	0%
Other facilities	20% ↓	46%	25%	6%	0%	3%

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=46)	40-59 YEARS OLD (n=73)	60+ YEARS OLD (n=281)	MALE (n=163)	FEMALE (n=237)
Very satisfied	12%	6%	15%	9%	12%
Satisfied	41%	38%	44%	43%	39%
Neither/nor	20%	38%	30%	32%	27%
Dissatisfied	15%	12%	9%	12%	12%
Very dissatisfied	7%	6%	1%	4%	6%
Don't know	5% ↑	0%	1%	0%	4%

### Leadership of Councillors and the Mayor

	39 YEARS AND UNDER (n=46)	40-59 YEARS OLD (n=73)	60+ YEARS OLD (n=281)	MALE (n=163)	FEMALE (n=237)
Very satisfied	4%	6%	18% ↑	12%	7%
Satisfied	35%	39%	41%	40%	37%
Neither/nor	20%	35%	27%	31%	23%
Dissatisfied	15%	6%	6%	9%	9%
Very dissatisfied	4%	5%	3%	5%	3%
Don't know	22% ↑	9%	5% ↓	3% ↓	21% ↑

## Appendix 2: Results by Demographics

### Reasons for Dissatisfaction: Leadership of Councillors and the Mayor

	39 YEARS AND UNDER (n=9)	40-59 YEARS OLD (n=5)	60+ YEARS OLD (n=22)	MALE (n=17)	FEMALE (n=19)
Lack of consultation/ don't listen to public	52% ↑	0%	12%	27%	31%
Mayor/councillors not visible	19%	9%	11%	3%	28%
Lack of communication/ information	19%	0%	20%	5%	24%
Generally unhappy with Council/ decisions	0%	23%	21%	19% ↑	1% ↓
Neglecting areas/Focusing on wrong areas	19% ↑	0%	3%	0%	22%
Lack of action	10%	0%	21%	8%	12%
Rate price	10%	0%	9%	3%	12%
Irresponsible spending	0%	23%	0%	12%	0%

### Ease of Access to Council Information

	39 YEARS AND UNDER (n=46)	40-59 YEARS OLD (n=73)	60+ YEARS OLD (n=281)	MALE (n=163)	FEMALE (n=237)
Very satisfied	9%	8%	28% ↑	15%	15%
Satisfied	47%	34%	44%	35%	49%
Neither/nor	36%	35%	21%	34%	27%
Dissatisfied	4%	13%	3%	10%	4%
Very dissatisfied	4%	6%	2%	4%	3%
Don't know	0%	4%	2%	2%	2%

## Appendix 2: Results by Demographics

### Reasons for Dissatisfaction: Ease of Access

	39 YEARS AND UNDER (n=4)	40-59 YEARS OLD (n=9)	60+ YEARS OLD (n=15)	MALE (n=15)	FEMALE (n=13)
Lack of accessible information	25%	38%	44%	44%	21%
Communication issues	25%	18%	24%	14%	34%
Website issues	25%	18%	4%	11%	28%
Generally unhappy	0%	26%	0%	23%	0%
Meeting times not for working people to attend	25%	0%	0%	0%	17%
Don't listen to people anyway	25%	0%	0%	0%	17%
App issues	25%	0%	0%	0%	17%
Other	0%	13%	9%	14%	0%

### Consultation Process

	39 YEARS AND UNDER (n=46)	40-59 YEARS OLD (n=73)	60+ YEARS OLD (n=281)	MALE (n=163)	FEMALE (n=237)
Very satisfied	5%	6%	16%	11%	8%
Satisfied	40%	23%	35%	37%	29%
Neither/nor	32%	38%	31%	32%	34%
Dissatisfied	5%	15%	5%	9%	8%
Very dissatisfied	5%	5%	4%	5%	4%
Don't know	13%	13%	9%	6%	17%

## Appendix 2: Results by Demographics

### Reasons for Dissatisfaction: Consultation Process

	39 YEARS AND UNDER (n=6)	40-59 YEARS OLD (n=12)	60+ YEARS OLD (n=24)	MALE (n=19)	FEMALE (n=23)
Meetings at ridiculous times/venues	50%	17%	0%	11%	34%
Poor communication/listening	17%	17%	35%	21%	20%
Limited information available	17%	21%	0%	11%	20%
Not enough consultation with residents in general	0%	10%	26%	8%	15%
Haven't been involved/not interested	17%	12%	0%	11%	10%
Haven't heard anything	0%	0%	14%	5%	1%
Pointless participating	0%	0%	6%	3%	0%

### Made Contact with Council (Last 12 months)

	39 YEARS AND UNDER (n=46)	40-59 YEARS OLD (n=73)	60+ YEARS OLD (n=281)	MALE (n=163)	FEMALE (n=237)
Yes	62%	48%	65%	52%	65%
No	38%	51%	35%	48%	34%
Don't know	0%	1%	0%	0%	1%

## Appendix 2: Results by Demographics

### Handling of Council Information

	39 YEARS AND UNDER (n=31)	40-59 YEARS OLD (n=37)	60+ YEARS OLD (n=186)	MALE (n=100)	FEMALE (n=154)
Professionally	85%	90%	88%	93%	83%
Politely	91%	83%	86%	89%	85%
In a timely manner	62%	69%	72%	69%	67%
Fairly	65%	51%	77%	79%	55%

### First Point of Contact

	39 YEARS AND UNDER (n=31)	40-59 YEARS OLD (n=37)	60+ YEARS OLD (n=186)	MALE (n=100)	FEMALE (n=154)
Very satisfied	35%	48%	54%	45%	47%
Satisfied	49%	38%	33%	35%	43%
Neither/nor	16%	5%	10%	16%	7%
Dissatisfied	0%	4%	1%	0%	3%
Very dissatisfied	0%	0%	2%	1%	0%
Don't know	0%	5% ↑	0%	3%	0%

## Appendix 2: Results by Demographics

### Aquatic Facilities

	39 YEARS AND UNDER (n=46)	40-59 YEARS OLD (n=73)	60+ YEARS OLD (n=281)	MALE (n=163)	FEMALE (n=237)
Very satisfied	20%	9%	16%	16%	14%
Satisfied	30%	19%	25%	27%	22%
Neither/nor	22%	31%	20%	23%	26%
Dissatisfied	2%	10%	2%	5%	4%
Very dissatisfied	5%	4%	1%	2%	5%
Don't know	21%	27%	36%	27%	29%

### Reasons for Dissatisfaction: Aquatic Facilities

	39 YEARS AND UNDER (n=4)	40-59 YEARS OLD (n=10)	60+ YEARS OLD (n=7)	MALE (n=9)	FEMALE (n=12)
Facilities need upgrading/Better maintenance	25%	31%	22%	28%	28%
Need bigger facilities/Another pool	0%	24%	0%	23%	7%
Better opening hours/days	0%	14%	31%	10%	14%
Need indoor heated pool	25%	7%	0%	0%	20%
Pool needs a roof	0%	7%	38%	10%	8%

### Council's Kerbside Rubbish and Recycling Service

	39 YEARS AND UNDER (n=46)	40-59 YEARS OLD (n=73)	60+ YEARS OLD (n=281)	MALE (n=163)	FEMALE (n=237)
Very satisfied	12%	17%	35% ↑	23%	19%
Satisfied	40%	38%	39%	35%	43%
Neither/nor	10%	16%	12%	17%	10%
Dissatisfied	13%	11%	4% ↓	7%	11%
Very dissatisfied	19%	9%	3% ↓	8%	12%
Don't know	6%	9%	7%	10%	5%



## Appendix 2: Results by Demographics

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

	39 YEARS AND UNDER (n=16)	40-59 YEARS OLD (n=14)	60+ YEARS OLD (n=19)	MALE (n=18)	FEMALE (n=31)
Inconsistent collection times/Days/ Unreliable	23%	52%	34%	47%	26%
Bin size too small	43%	18%	0%	18%	35%
No kerbside collection available	17%	26%	24%	26%	18%
Poor service	11%	11%	27%	16%	11%
Prefer current bag system	20%	0%	0%	18%	5%
Weekly collections	11%	9%	3%	0%	16%
Limited recycling options	0%	9%	14%	4%	5%
Confusing system	0%	11%	7%	12%	0%
Expensive	6%	0%	0%	0%	5%
Other	11%	4%	3%	0%	13%

### Transfer Stations

	39 YEARS AND UNDER (n=46)	40-59 YEARS OLD (n=73)	60+ YEARS OLD (n=281)	MALE (n=163)	FEMALE (n=237)
Very satisfied	7%	18%	25%	15%	19%
Satisfied	40%	36%	39%	39%	37%
Neither/nor	29%	30%	13%	29%	19%
Dissatisfied	5%	6%	5%	6%	5%
Very dissatisfied	0%	0%	1%	0%	0%
Don't know	19%	10%	17%	11%	20%

## Appendix 2: Results by Demographics

Reasons for Dissatisfaction: Transfer Stations	39 YEARS AND UNDER (n=3)	40-59 YEARS OLD (n=3)	60+ YEARS OLD (n=11)	MALE (n=11)	FEMALE (n=6)
Messy/Disorganised	0%	42%	31%	42%	0%
Infrequent open hours	67%	0%	0%	0%	53%
Recyclables should be free	0%	42%	0%	25%	0%
Recycling area should be open to public	0%	42%	0%	25%	0%
Cost	0%	17%	25%	11%	17%
Unhelpful staff	0%	17%	10%	6%	14%

Cemeteries	39 YEARS AND UNDER (n=46)	40-59 YEARS OLD (n=73)	60+ YEARS OLD (n=281)	MALE (n=163)	FEMALE (n=237)
Very satisfied	8%	22%	31%	22%	18%
Satisfied	26%	28%	35%	31%	29%
Neither/nor	22%	24%	13%	22%	19%
Dissatisfied	2%	5%	1%	4%	1%
Very dissatisfied	0%	0%	0%	0%	0%
Don't know	42%	21%	20%	21%	33%

Flood Management	39 YEARS AND UNDER (n=46)	40-59 YEARS OLD (n=73)	60+ YEARS OLD (n=281)	MALE (n=163)	FEMALE (n=237)
Very satisfied	5%	6%	11%	7%	8%
Satisfied	23%	23%	33%	27%	26%
Neither/nor	34%	37%	28%	29%	35%
Dissatisfied	20%	15%	8%	15%	14%
Very dissatisfied	4%	7%	3%	7%	3%
Don't know	14%	12%	17%	15%	14%

## Appendix 2: Results by Demographics

Reasons for Dissatisfaction: Flood Management	39 YEARS AND UNDER (n=10)	40-59 YEARS OLD (n=14)	60+ YEARS OLD (n=31)	MALE (n=24)	FEMALE (n=31)
Flooding when it rains	65%	39%	23%	34%	62%
Slow response by council to flooding	27%	0%	6%	16%	8%
Stormwater system needs upgrading	0%	26%	9%	18%	4%
Morrinsville always flooding	23%	0%	0%	0%	21%
Poor roadside gutter maintenance	0%	0%	45% ↑	13%	4%
Infrastructure needs upgrading	19%	0%	0%	14%	0%
Blocked drainage	0%	15%	6%	9%	5%
No roadside gutters	0%	11%	0%	7%	0%
Poor drainage	0%	4%	12%	2%	7%

Parks and Reserves	39 YEARS AND UNDER (n=46)	40-59 YEARS OLD (n=73)	60+ YEARS OLD (n=281)	MALE (n=163)	FEMALE (n=237)
Very satisfied	23%	21%	27%	21%	26%
Satisfied	38%	30%	46%	36%	41%
Neither/nor	24%	34%	14% ↓	26%	20%
Dissatisfied	5%	7%	2%	5%	4%
Very dissatisfied	0%	2% ↑	0%	2%	0%
Don't know	10%	6%	11%	10%	9%

## Appendix 2: Results by Demographics

Reasons for Dissatisfaction: Parks and Reserves	39 YEARS AND UNDER (n=3)	40-59 YEARS OLD (n=4)	60+ YEARS OLD (n=6)	MALE (n=6)	FEMALE (n=7)
Poor upkeep and maintenance	67%	75%	66%	78%	61%
Lack of parks/Dog facilities	0%	50%	0%	45%	0%
Lack of consultation	0%	0%	28%	5%	0%
Lack of shade	0%	0%	28%	5%	0%

Sports Fields	39 YEARS AND UNDER (n=46)	40-59 YEARS OLD (n=73)	60+ YEARS OLD (n=281)	MALE (n=163)	FEMALE (n=237)
Very satisfied	20%	14%	20%	18%	18%
Satisfied	50%	35%	40%	40%	44%
Neither/nor	13%	27%	19%	19%	17%
Dissatisfied	2%	4%	0%	2%	3%
Very dissatisfied	0%	2%	0%	2%	0%
Don't know	15%	18%	21%	19%	18%

Parking in Shopping Areas	39 YEARS AND UNDER (n=46)	40-59 YEARS OLD (n=73)	60+ YEARS OLD (n=281)	MALE (n=163)	FEMALE (n=237)
Very satisfied	5%	9%	16%	10%	10%
Satisfied	45%	38%	47%	45%	42%
Neither/nor	23%	24%	21%	29%	17%
Dissatisfied	18%	22%	10%	12%	21%
Very dissatisfied	9%	6%	4%	4%	9%
Don't know	0%	1%	2%	0%	1%

## Appendix 2: Results by Demographics

### Reasons for Dissatisfaction:

Parking Access in Shopping Areas	39 YEARS AND UNDER (n=15)	40-59 YEARS OLD (n=20)	60+ YEARS OLD (n=42)	MALE (n=24)	FEMALE (n=53)
Lack of parking available	67%	76%	63%	64%	72%
Shop staff taking up car parks	27%	9%	12%	12%	19%
Better car park layouts at supermarkets	20%	7%	4%	2%	16%
Congested parking	13%	12%	5%	12%	10%
Car parks too small	13%	0%	25%	13%	9%
Angle parking is difficult	7%	9%	5%	12%	4%
Lack of disabled parks	0%	3%	12%	4%	3%
Distance of car parks to shops	0%	3%	9%	4%	3%

### Council Playgrounds

	39 YEARS AND UNDER (n=46)	40-59 YEARS OLD (n=73)	60+ YEARS OLD (n=281)	MALE (n=163)	FEMALE (n=237)
Very satisfied	19%	14%	19%	18%	17%
Satisfied	44%	26%	27%	23%	41%
Neither/nor	14%	28%	19%	26%	14%
Dissatisfied	5%	9%	1% ↓	5%	5%
Very dissatisfied	4% ↑	0%	1%	0%	3%
Don't know	14%	23%	33%	28%	20%

## Appendix 2: Results by Demographics

Reasons for Dissatisfaction: Council Playgrounds	39 YEARS AND UNDER (n=5)	40-59 YEARS OLD (n=6)	60+ YEARS OLD (n=7)	MALE (n=5)	FEMALE (n=13)
Poor maintenance	60%	42%	0%	47%	44%
Not exciting	40%	8%	24%	0%	41%
Not enough	20%	21%	0%	24%	15%
Not clean/Untidy	20%	21%	0%	24%	15%
Lack of variety in age specific playground equipment	40%	0%	12%	0%	31%
Too small	20%	0%	0%	0%	15%
Need upgrading	0%	8%	12%	0%	10%

## Appendix 2: Results by Demographics

Library User	39 YEARS AND UNDER (n=46)	40-59 YEARS OLD (n=73)	60+ YEARS OLD (n=281)	MALE (n=163)	FEMALE (n=237)
Yes	61% ↑	30% ↓	35%	35%	49%
No	39% ↓	70% ↑	65%	65%	51%

Library Location	39 YEARS AND UNDER (n=29)	40-59 YEARS OLD (n=22)	60+ YEARS OLD (n=103)	MALE (n=56)	FEMALE (n=98)
Matamata library	24%	23%	50%	42%	23%
Morrinsville library	61%	69%	35% ↓	45%	63%
Te Aroha library	36%	14%	38%	41%	25%

Library Services	39 YEARS AND UNDER (n=29)	40-59 YEARS OLD (n=22)	60+ YEARS OLD (n=101)	MALE (n=54)	FEMALE (n=98)
Very satisfied	49%	47%	81% ↑	79% ↑	43% ↓
Satisfied	48% ↑	28%	16% ↓	12% ↓	50% ↑
Neither/nor	0%	14% ↑	2%	4%	3%
Dissatisfied	3%	3%	1%	0%	4%
Very dissatisfied	0%	8%	0%	5%	0%
Don't know	0%	0%	0%	0%	0%

## Appendix 2: Results by Demographics

Online Library User	39 YEARS AND UNDER (n=46)	40-59 YEARS OLD (n=73)	60+ YEARS OLD (n=281)	MALE (n=163)	FEMALE (n=237)
Yes	37% ↑	13% ↓	17%	19%	26%
No	63% ↓	87% ↑	83%	81%	74%

Online Library Services	39 YEARS AND UNDER (n=16)	40-59 YEARS OLD (n=12)	60+ YEARS OLD (n=50)	MALE (n=27)	FEMALE (n=51)
Very satisfied	32%	45%	47%	35%	41%
Satisfied	49%	55%	38%	59%	38%
Neither/nor	14%	0%	4%	0%	15%
Dissatisfied	5%	0%	0%	0%	5%
Very dissatisfied	0%	0%	0%	0%	0%
Don't know	0%	0%	11% ↑	6%	1%

Other Facilities	39 YEARS AND UNDER (n=46)	40-59 YEARS OLD (n=73)	60+ YEARS OLD (n=281)	MALE (n=163)	FEMALE (n=237)
Very satisfied	12%	15%	29%	18%	19%
Satisfied	50%	35%	41%	40%	44%
Neither/nor	17%	24%	13%	23%	15%
Dissatisfied	2%	5%	1%	4%	1%
Very dissatisfied	0%	0%	1%	0%	0%
Don't know	19%	21%	15%	15%	21%



## Appendix 2: Results by Demographics

Water Supply Services	39 YEARS AND UNDER (n=46)	40-59 YEARS OLD (n=73)	60+ YEARS OLD (n=281)	MALE (n=163)	FEMALE (n=237)
Town supply	90%	84%	85%	82%	91%
Private water supply	14%	19%	17%	24% ↑	10% ↓

Council's Water Supply Service	39 YEARS AND UNDER (n=42)	40-59 YEARS OLD (n=62)	60+ YEARS OLD (n=246)	MALE (n=133)	FEMALE (n=217)
Very satisfied	23%	26%	43% ↑	45% ↑	18% ↓
Satisfied	35%	22%	38%	21% ↓	40% ↑
Neither/nor	23%	33%	11% ↓	19%	26%
Dissatisfied	12%	14%	7%	9%	13%
Very dissatisfied	7%	4%	1%	6%	2%
Don't know	0%	1%	0%	0%	1%

Reasons for Dissatisfaction: Council's Water Supply	39 YEARS AND UNDER (n=8)	40-59 YEARS OLD (n=10)	60+ YEARS OLD (n=20)	MALE (n=14)	FEMALE (n=24)
Water supply problems	68%	37%	16%	52%	43%
Summer water restrictions	47%	6%	31%	32%	25%
Brown water/dirty water	42%	13%	21%	6% ↓	46% ↑
Poor pressure	37%	16%	7%	39%	9%
Poor infrastructure/dld pipes	0%	44% ↑	10%	28%	10%
Taste	11%	13%	31%	8%	21%
Smell	11%	16%	3%	13%	10%

## Appendix 2: Results by Demographics

Connected to District's Wastewater	39 YEARS AND UNDER (n=46)	40-59 YEARS OLD (n=73)	60+ YEARS OLD (n=281)	MALE (n=163)	FEMALE (n=237)
Yes	65%	72%	74%	69%	72%
No	35%	28%	26%	31%	28%

Wastewater	39 YEARS AND UNDER (n=31)	40-59 YEARS OLD (n=53)	60+ YEARS OLD (n=207)	MALE (n=119)	FEMALE (n=172)
Very satisfied	21%	31%	52% ↑	47% ↑	25% ↓
Satisfied	55%	39%	41%	35%	54%
Neither/nor	14%	24%	6% ↓	11%	17%
Dissatisfied	7%	1%	1%	5%	1%
Very dissatisfied	0%	3%	0%	2%	0%
Don't know	3%	1%	0%	0%	3%

## Appendix 2: Results by Demographics

Roading Network	39 YEARS AND UNDER (n=46)	40-59 YEARS OLD (n=73)	60+ YEARS OLD (n=281)	MALE (n=163)	FEMALE (n=237)
Very satisfied	14%	2% ↓	11%	9%	9%
Satisfied	63%	35% ↓	56%	55%	48%
Neither/nor	12%	38% ↑	25%	24%	24%
Dissatisfied	11%	16%	8%	7%	17%
Very dissatisfied	0%	8% ↑	0% ↓	5%	1%
Don't know	0%	1%	0%	0%	1%

## Appendix 2: Results by Demographics

Reasons for Dissatisfaction: Roading Network	39 YEARS AND UNDER (n=6)	40-59 YEARS OLD (n=18)	60+ YEARS OLD (n=26)	MALE (n=15)	FEMALE (n=35)
Substandard repairs	17%	31%	20%	34%	20%
Potholes	33%	24%	15%	0%	40%
Poor lighting	33%	16%	5%	0%	29%
Lack of maintenance	0%	14%	27%	26%	4%
Repairs take too long	17%	14%	2%	14%	11%
Roads not suitable for heavy vehicles	0%	10%	6%	17%	0%
Repairs not lasting	0%	10%	6%	17%	0%
Lack of access for residents during repair work	17%	0%	0%	0%	7%
No value for money	17%	0%	0%	0%	7%
Too narrow	0%	4%	6%	3%	4%
No road markings	0%	4%	6%	3%	4%

Footpaths and Cycleways	39 YEARS AND UNDER (n=46)	40-59 YEARS OLD (n=73)	60+ YEARS OLD (n=281)	MALE (n=163)	FEMALE (n=237)
Very satisfied	22%	4% ↓	14%	13%	13%
Satisfied	56%	35%	41%	43%	45%
Neither/nor	11% ↓	38% ↑	27%	28%	23%
Dissatisfied	11%	16%	12%	9%	17%
Very dissatisfied	0%	6%	2%	5%	1%
Don't know	0%	1%	4%	2%	1%

## Appendix 2: Results by Demographics

Reasons for Dissatisfaction: Footpaths and Cycleways	39 YEARS AND UNDER (n=6)	40-59 YEARS OLD (n=17)	60+ YEARS OLD (n=40)	MALE (n=25)	FEMALE (n=38)
Cracked/uneven/tripping hazards	17%	63%	55%	60%	42%
Poor maintenance and repairs	33%	26%	20%	33%	20%
Lack of footpaths	17%	26%	10%	28%	12%
Overgrown	33%	20%	3%	12%	22%
Awkward camber	0%	20%	5%	14%	8%
No cycleways	17%	4%	8%	5%	11%
Too narrow	0%	15%	0%	12%	3%
Need to improve	17%	0%	0%	0%	7%
Nothing/don't know	0%	4%	3%	3%	3%
No shared pathways	0%	4%	3%	3%	3%

## Appendix 2: Results by Demographics

### Importance of Facilities: Under 39 years (n=46)

	VERY IMPORTANT	IMPORTANT	NEITHER NOR	UNIMPORTANT	NOT IMPORTANT AT ALL	DON'T KNOW
Council water supply services	66% ↑	28%	4%	0%	0%	2%
The wastewater system	59% ↑	35%	4%	0%	0%	2%
Council kerbside rubbish and recycling collections	66% ↑	27%	5%	0%	0%	2%
The roading network	56%	38%	5%	0%	0%	0%
Council's management of flooding within urban areas	27%	51%	14%	0%	0%	8%
Parking within shopping area	40%	56%	4%	0%	0%	0%
Footpaths and cycleways	30%	57%	11%	2%	0%	0%
Transfer stations	33%	46%	10%	2%	2%	7%
Cemeteries	17%	36%	32%	4%	6%	5%
Parks and reserves, excluding sports fields	20%	58%	22%	0%	0%	0%
Council playgrounds	33%	31%	30%	4%	2%	0%
The library service	27%	45%	14%	10% ↑	2%	2%
Aquatic facilities	28%	39%	27%	4%	2%	0%
Sports fields, excluding parks and reserves	23%	40%	29%	4%	4%	0%
Other facilities	5% ↓	50%	35% ↑	4%	4%	2%

## Appendix 2: Results by Demographics

### Importance of Facilities: 40 - 59 years (n=73)

	VERY IMPORTANT	IMPORTANT	NEITHER NOR	UNIMPORTANT	NOT IMPORTANT AT ALL	DON'T KNOW
Council water supply services	69% ↑	17% ↓	11%	2%	0%	1%
The wastewater system	61% ↑	23%	12%	0%	0%	2%
Council kerbside rubbish and recycling collections	56% ↑	35%	7%	0%	1%	1%
The roading network	51%	36%	9%	2%	0%	2%
Council's management of flooding within urban areas	55% ↑	33%	7%	2%	0%	3%
Parking within shopping area	48%	33%	16%	2%	1%	0%
Footpaths and cycleways	38%	45%	14%	1%	2%	0%
Transfer stations	33%	48%	18%	0%	0%	1%
Cemeteries	30%	50%	13%	0%	0%	7%
Parks and reserves, excluding sports fields	32%	44%	21%	0%	0%	3%
Council playgrounds	16% ↓	55%	20%	3%	0%	6%
The library service	17% ↓	35%	37% ↑	8%	1%	2%
Aquatic facilities	21%	46%	24%	7%	0%	2%
Sports fields, excluding parks and reserves	14% ↓	53%	22%	6%	0%	5%
Other facilities	18% ↓	40%	38% ↑	2%	0%	2%

## Appendix 2: Results by Demographics

### Importance of Facilities: 60+ years (n=281)

	VERY IMPORTANT	IMPORTANT	NEITHER NOR	UNIMPORTANT	NOT IMPORTANT AT ALL	DON'T KNOW
Council water supply services	71% ↑	18% ↓	4% ↓	1%	2%	4%
The wastewater system	68% ↑	21% ↓	5% ↓	1%	1%	4%
Council kerbside rubbish and recycling collections	63% ↑	27% ↓	5% ↓	1%	1%	3%
The roading network	59% ↑	37%	3% ↓	1%	0%	0% ↓
Council's management of flooding within urban areas	50%	30%	11%	1%	1%	7% ↑
Parking within shopping area	41%	46% ↑	11%	2%	0%	0% ↓
Footpaths and cycleways	46%	38%	9%	2%	2%	3%
Transfer stations	48%	37%	9%	2%	0%	4%
Cemeteries	47%	29%	17%	3%	3%	1%
Parks and reserves, excluding sports fields	29% ↓	53% ↑	13%	1%	1%	3%
Council playgrounds	29% ↓	39%	19% ↑	4%	3%	6%
The library service	32% ↓	40%	17%	4%	1%	6%
Aquatic facilities	26% ↓	35%	25% ↑	4%	3%	7% ↑
Sports fields, excluding parks and reserves	30% ↓	44% ↑	17%	3%	2%	4%
Other facilities	25% ↓	46% ↑	21% ↑	2%	2%	4%



## Appendix 2: Results by Demographics

### Importance of Facilities: Male (n=163)

	VERY IMPORTANT	IMPORTANT	NEITHER NOR	UNIMPORTANT	NOT IMPORTANT AT ALL	DON'T KNOW
Council water supply services	69% ↑	18% ↓	8%	2%	1%	2%
The wastewater system	62% ↑	27%	8%	0% ↓	1%	2%
Council kerbside rubbish and recycling collections	59% ↑	29%	8%	1%	1%	2%
The roading network	53% ↑	40%	5% ↓	2%	0%	0%
Council's management of flooding within urban areas	39%	40%	12%	2%	0%	7%
Parking within shopping area	35%	49%	13%	3%	0%	0%
Footpaths and cycleways	37%	47%	11%	1%	3%	1%
Transfer stations	37%	46%	14%	1%	0%	2%
Cemeteries	34%	35%	21%	2%	4%	4%
Parks and reserves, excluding sports fields	25%	52%	21%	1%	0%	1%
Council playgrounds	18% ↓	44%	25%	7%	2%	4%
The library service	25%	39%	22%	11% ↑	1%	2%
Aquatic facilities	23% ↓	36%	29% ↑	7%	1%	4%
Sports fields, excluding parks and reserves	22% ↓	40%	29%	5%	1%	3%
Other facilities	18% ↓	45%	32% ↑	3%	1%	1%

## Appendix 2: Results by Demographics

### Importance of Facilities: Female years (n=237)

	VERY IMPORTANT	IMPORTANT	NEITHER NOR	UNIMPORTANT	NOT IMPORTANT AT ALL	DON'T KNOW
Council water supply services	69% ↑	24% ↓	5% ↓	0%	0%	2%
The wastewater system	64% ↑	27% ↓	6% ↓	0%	0%	3%
Council kerbside rubbish and recycling collections	65% ↑	31%	1% ↓	0% ↓	1%	2%
The roading network	57% ↑	34%	8%	0%	0% ↓	1%
Council's management of flooding within urban areas	48%	36%	11%	0% ↓	0% ↓	5%
Parking within shopping area	51%	41%	7% ↓	0% ↓	1%	0% ↓
Footpaths and cycleways	39%	47%	11%	2%	0%	1% ↓
Transfer stations	39%	42%	11%	1%	1%	6%
Cemeteries	29% ↓	41%	20%	3%	2%	5%
Parks and reserves, excluding sports fields	29% ↓	51% ↑	17%	0% ↓	0% ↓	3%
Council playgrounds	33%	39%	21%	1%	2%	4%
The library service	26% ↓	41%	23% ↑	4%	2%	4%
Aquatic facilities	27% ↓	43%	23% ↑	3%	2%	2%
Sports fields, excluding parks and reserves	23% ↓	51% ↑	17%	3%	3%	3%
Other facilities	15% ↓	46%	29% ↑	3%	3%	4%

## Appendix 3: 2023 - 2024 Questionnaire

### MPDC Community Views Survey – Draft for 2023-24

#### 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)
- Other facilities (e.g. I SITE, Firth Tower Museum, events centre)
- 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)	( )	( )	( )	( )	( )	( )	( )
Council kerbside rubbish and recycling collections	( )	( )	( )	( )	( )	( )	( )
Transfer stations	( )	( )	( )	( )	( )	( )	( )
Cemeteries	( )	( )	( )	( )	( )	( )	( )
Council's management of flooding within urban areas	( )	( )	( )	( )	( )	( )	( )
Parks and reserves, excluding sports fields	( )	( )	( )	( )	( )	( )	( )
Sports fields, excluding parks and reserves	( )	( )	( )	( )	( )	( )	( )
Access to parking in the shopping area	( )	( )	( )	( )	( )	( )	( )
Council playgrounds	( )	( )	( )	( )	( )	( )	( )
Other facilities (e.g. I SITE, Firth Tower Museum, events centre)	( )	( )	( )	( )	( )	( )	( )

## Appendix 3: 2023 - 2024 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.\**

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Logic: Hidden unless: Question "Other facilities (e.g. I SITE, Firth Tower Museum, events centre)" is one of the following answers ("1: Very Dissatisfied", "2: Dissatisfied")

5) You indicated that you are 'not satisfied' with other facilities (e.g. I SITE, Firth Tower Museum, events centre), why do you say that?

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

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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.\**

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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.\**

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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?\**

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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.\**

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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.\**

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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.\**

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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.\**

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# Appendix 3: 2023 - 2024 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.\*

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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.\*

\_\_\_\_\_

\_\_\_\_\_

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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: 2023 - 2024 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.\*

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**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.\*

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**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.\*

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**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?\*

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# Appendix 3: 2023 - 2024 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	( )	( )	( )	( )	( )	( )
Other facilities (e.g. ISITE, Firth Tower Museum, events centre)	( )	( )	( )	( )	( )	( )

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?\*

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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

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](#)

## Appendix 3: 2023 - 2024 Questionnaire

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?\*

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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?\*

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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?\*

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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
- Podcast
- Twitter
- 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: 2023 - 2024 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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