

**CARTERTON DISTRICT COUNCIL
COMMUNITRAK™ SURVEY
JUNE 2008**

COMMUNITRAK™ SURVEY

PUBLIC PERCEPTIONS AND INTERPRETATIONS OF COUNCIL SERVICES/FACILITIES

PREPARED AS PART OF THE PUBLIC FEEDBACK PROGRAMME FOR:

CARTERTON DISTRICT COUNCIL

JUNE 2008



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NB: Please note the following explanations for this report:



Figures that are comparably lower than percentages for other respondent types.



Figures that are comparably higher than percentages for other respondent types.

Arrows, whenever shown, depict a directional trend.

In general, where bases are small (<30), no comparisons have been made. For small bases, the estimates of results are not statistically reliable due to the high margins of error.

A. SITUATION AND OBJECTIVES

The mission statement for Carterton District Council reads:

"To maintain and where possible enhance the quality of life and provide amenities and services within the Carterton District for the benefit of residents and visitors."

Council has engaged a variety of approaches both to seeking public opinion and to communicating its decisions and programmes to the people resident in the area. One of these approaches was to commission the National Research Bureau's Communitrak™ survey in 2008.

The advantages and benefits of this are that Council has the National Average and Peer Group comparisons against which to analyse perceived performance.

* * * * *

B. COMMUNITRAK™ SPECIFICATIONS

Sample Size

This Communitrak™ survey was conducted with 201 residents of the Carterton District.

The survey is framed on the basis of the Wards as the elected representatives are associated with a particular Ward.

Interviews were spread as follows:

Urban Ward	121
Rural Ward	80
N =	<u>201</u>

Interview Type

All interviewing was conducted by telephone, with calls being made between 4.30pm and 8.30pm on weekdays and 9.30am and 8.30pm weekends.

Sample Selection

The relevant white pages of the telephone directory were used as the sample source, with every xth number being selected.

Quota sampling is used to ensure an even balance of male and female residents, with the sample also stratified according to Ward. Sample sizes for each Ward are predetermined to ensure a sufficient number of residents within each Ward, so that analysis can be conducted on a Ward-by-Ward basis.

A target of interviewing approximately 40 residents, aged 18 to 39 years, was also set.

Households were screened to ensure they fell within the Carterton District Council's geographical boundaries. As some residents in the rural Ward may feel they live in the Masterton District, all respondents were asked the following question ...

"Could you tell me if rates for the dwelling you live in are paid to the Carterton District Council, the Masterton District Council or the South Wairarapa District Council?"

Respondent Selection

Respondent selection within the household was also randomised, with the eligible person being the man or woman normally resident, aged 18 years or over, who had the last birthday.

Call Backs

Three call backs, ie, four calls in all, were made to a residence before the number was replaced in the sample. Call backs were made on a different day or, in the case of a weekend, during a different time period, ie, at least four hours later.

Sample Weighting

Weightings were applied to the sample data, to reflect the actual Ward, gender and age group proportions in the area as determined by Statistics New Zealand's 2006 Census data. The result is that the total figures represent the adult population's viewpoint as a whole across the entire Carterton District. Bases for subsamples are shown in the Appendix. Where we specify a "base", we are referring to the actual number of residents interviewed.

Survey Dates

All interviews were conducted between 6th June and 15th June 2008.

Comparison Data

Communitrak™ offers to Councils the opportunity to compare their performance with that of Local Authorities across all New Zealand (National average) as a whole and with similarly constituted Local Authorities (Peer Group Average), through a national survey of 1,006 residents carried out in January 2007.

The survey methodology for the comparison data is similar in every respect to that used for your Council's Communitrak™ reading.

Weightings have been applied to this comparison data to reflect the actual adult population in Local Authorities as determined by Statistics NZ 2006 Census data.

Where comment has been made regarding respondents more or less likely to represent a particular opinion or response, the comparison has been made between respondents in each socio-economic group, and not between each socio-economic group and the total.

It is important to bear in mind that this is a 'yardstick' only to provide an indication of typical resident perceptions. The performance criteria established by Council are of particular relevance, and thus are the emphasis of the survey.

Margin Of Error

The survey is a scientifically prepared service, based on a random probability sample. The maximum likely error limits occur when the sample is split 50/50 on an issue, but often the split is less, and an 80/20 split is shown below, as a comparison. Margins of error, at the 95 percent level of confidence, for different sample sizes are:

	<u>50/50</u>	<u>80/20</u>
n = 500	±4.4%	±3.5%
n = 400	±4.9%	±3.9%
n = 300	±5.7%	±4.5%
n = 200	±6.9%	±5.5%

The margin of error figures above refer to the accuracy of a result in a survey, given a 95 percent level of confidence. A 95 percent level of confidence implies that if 100 samples were taken, we would expect the margin of error to contain the true value in all but five samples. The results in 95 of these samples are most likely to fall close to those obtained in the original survey, but may, with decreasing likelihood, vary by up to plus or minus 6.9%, for a sample of 200.

Significant Difference

Significant differences, at the 95 percent level of confidence, for different sample sizes are:

	<u>Midpoint is 50%</u>	<u>Midpoint is 80% or 20%</u>
n = 500	±6.2%	±4.9%
n = 400	±6.9%	±5.5%
n = 300	±8.0%	±6.4%
n = 200	±9.8%	±7.8%

The significant difference figures above refer to the boundary, above and below a result, whereby one may conclude that the difference is significant, given a 95 percent level of confidence. Thus the significant difference, for the same question, between two separate surveys of 200 respondents, is plus or minus 9.8%, given a 95 percent level of confidence, where the midpoint of the two results is 50%.

* * * * *



C. EXECUTIVE SUMMARY

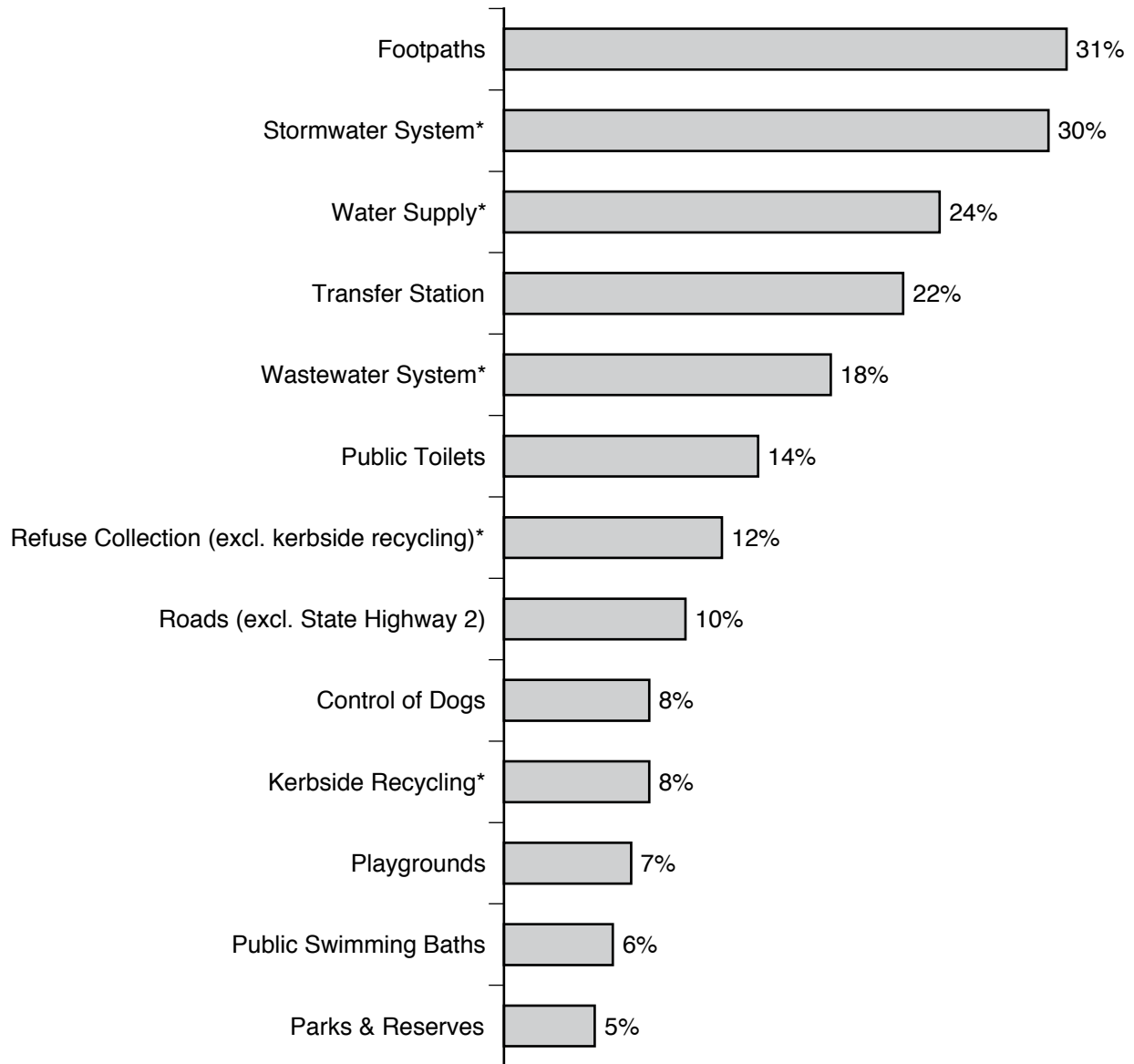
This report summarises the opinions and attitudes of Carterton District Council residents to the services and facilities provided for them by their Council and their elected representatives.

The Carterton District Council commissioned Communitrak™ as a means of measuring their effectiveness in representing the wishes and viewpoints of their residents. Understanding residents' opinions and needs will allow Council to be more responsive towards its citizens.

Communitrak™ provides a comparison for Council on major issues, on their performance relative to the performance of their Peer Group (similarly constituted Local Authorities), and to Local Authorities on average throughout New Zealand.

Council Services/Facilities

Percent Saying They Are Not Very Satisfied With ...



* Urban residents only (N=121)

The percent not very satisfied in Carterton District is **slightly higher/higher** than the Peer Group and/or National Average for ...

	<u>Carterton</u>	<u>Peer Group</u>	<u>National Average</u>
• stormwater system*	30%	19%	13%
• water supply*	24%	24%	9%
• wastewater system*	18%	12%	7%

However, the comparison is **favourable** for Carterton District for ...

• roads in the District, excluding State Highway 2	10%	24%	22%
• dog control	8%	22%	21%

For the remaining services, Carterton District is **on a par with/similar to** other similar Local Authorities and Local Authorities nationwide on average.

• footpaths	31%	28%	24%
• transfer station	22%	[†] 21%	[†] 17%
• public toilets	14%	16%	20%
• refuse collection*	12%	15%	12%
• kerbside recycling*	8%	16%	11%
• playgrounds	7%	^{††} 6%	^{††} 6%
• public swimming baths	6%	13%	11%
• parks and reserves	5%	6%	4%

[†] based on ratings for refuse disposal (landfill sites)

* Asked of Urban Ward residents only (N=121). The respective Peer Group and National Averages refer to those respondents provided with the particular service.

^{††} based on ratings for sportsfields and playgrounds

Frequency Of Household Use - Council Services And Facilities

	Usage		
	3 times or more %	Once or twice %	Not at all %
Park or reserve	67	18	15
Playground	45	19	36
Public toilet	33	25	42
Dalefield Road Transfer Station	34	19	47
Public swimming baths	20	13	67
Contacted Council about dogs	4	19	77

% read across

Parks or reserves, 85%, and
playgrounds, 64%,

... are the facilities or services surveyed which have been most frequently used by residents in the last year.

Council Policy And Direction

It is important for Council to understand where public sentiment presently lies in terms of Council policy and direction. Council is, of course, not forced to adopt the most "popular" policies or direction. Rather, through understanding where people's opinions and attitudes lie, Council is able to embark on information, education, persuasion or communication strategies on particular topics if it is felt necessary to lead the public to fulfil Council's legitimate community leadership role.

37% of residents have an action, decision or management in mind they approve of or like. This is similar to the Peer Group Average and on par with the National Average.

The main Council actions gaining resident approval are ...

- doing a good job / friendly / approachable, mentioned by 6% of all residents,
- the Carterton Community facility, 6%,
- Town Centre tidiness / beautification, 6%,
- Mayor's performance, 6%,
- improvements to various services / facilities, 3%,
- manning of the police station, 3%.

44% of residents have an action, decision or management in mind they disapprove of or dislike. This is similar to the Peer Group and National Averages.

Disapproval focused on ...

- the Carterton Community facility, mentioned by 21% of all residents,
- the town centre / subdivisions / changes to section sizes, 5%,
- water meters / water charges, 3%,
- roading, 3%.

Contact With Council

Who residents contact first if they need to raise a matter with Council

A Councillor	12% of all residents
The Council offices / staff	68%
Depends on the matter	5%
The Mayor	14%
Don't know	1%

In the last 12 months, 33% of residents have contacted a Councillor or the Mayor.

65% of residents have contacted the Council offices in the last 12 months by phone, in person, in writing and / or by email.

Satisfaction with overall service received

Very satisfied, mentioned by	56% of residents who have contacted Council in the last 12 months
Fairly satisfied	23%
Not very satisfied	19%
Don't know	2%

Base = 132

Representation

The success of democracy in the Carterton District Council depends on the Council both influencing and encouraging the opinions of its citizens and representing these views and opinions in its decision making.

a. Awareness Of Councillors

92% of residents can name one or more Councillors, with 46% able to name three or more. In 2008, residents who can name a Councillor are able, on average, to name three Councillors.

b. Accessibility Of Councillors

87% of residents feel that if a situation arose where they wanted to put a viewpoint to a Councillor, they know how to contact one and would go ahead and do so.

c. Approachability Of The Councillors

In terms of how approachable residents feel their Councillors are, 68% believe their elected representatives welcome questions, comments and requests so that they would feel comfortable approaching them. 4% feel Councillors would be reluctant and resistant to approaches. 25% of residents feel it is somewhere in between these two.

Carterton District residents are above their Peer Group counterparts and residents nationwide, in feeling comfortable approaching their elected representatives.

d. Open-mindedness

47% of residents feel the Mayor and Councillors give a fair and open-minded hearing. 9% feel the Mayor and Councillors are defensive and are one-sided in these situations. Most of the balance, 41%, feel it is somewhere in between.

Carterton District is above the Peer Group and National Averages, when comparing those rating the Mayor and Councillors as giving a fair and open-minded hearing.

e. Consultation

59% of residents would like to see the Mayor and Councillors consult on major issues only. This is on par with the Peer Group Average and similar to the National Average.

17% would like to see the Mayor and Councillors get on with the job they were elected for, while keeping the public informed, and 23% would like to see consultation on most issues.

f. Performance Rating Of The Mayor And Councillors

75% of residents rated the performance of the Mayor and Councillors as either very or fairly good, with 4% rating their performance as not very good / poor.

Carterton District is above the Peer Group and National Averages, in terms of rating the Mayor and Councillors' performance as very / fairly good.

g. Performance Rating Of The Council Staff

75% of residents rate the performance of the Council staff as very good or fairly good. 4% rate the performance as not very good.

Carterton District is above the Peer Group and National Averages, in terms of those rating staff performance as very / fairly good.

Local Issues

Perception of Safety

Do residents feel that Carterton District is generally a safe place to live?

Yes, definitely	28% of all residents
Yes, mostly	64%
Not really	6%
No, definitely not	1%
Don't know	1%

* * * * *



D. MAIN FINDINGS

Throughout this Communitrak™ report comparisons are made with figures for the National Average of Local Authorities and the Peer Group of similar Local Authorities, where appropriate.

For Carterton District Council, this Peer Group of similar Local Authorities are those comprising a provincial city or town(s), together with a rural component.

NRB has defined the Rural Peer Group as those Territorial Authorities where between 68% and 91% of meshblocks belong within an urban area, as classified by Statistics New Zealand's 2001 Census data.

Included in this Peer Group are...

Ashburton District Council	Ruapehu District Council
Buller District Council	Selwyn District Council
Central Hawke's Bay District Council	South Taranaki District Council
Central Otago District Council	Southland District Council
Clutha District Council	South Wairarapa District Council
Far North District Council	Stratford District Council
Franklin District Council	Tararua District Council
Hauraki District Council	Tasman District Council
Hurunui District Council	Thames Coromandel District Council
Kaikoura District Council	Waimate District Council
Kaipara District Council	Wairoa District Council
MacKenzie District Council	Waitaki District Council
Manawatu District Council	Waitomo District Council
Matamata Piako District Council	Western Bay of Plenty District Council
Opotiki District Council	Westland District Council
Otorohanga District Council	Whakatane District Council
Rangitikei District Council	

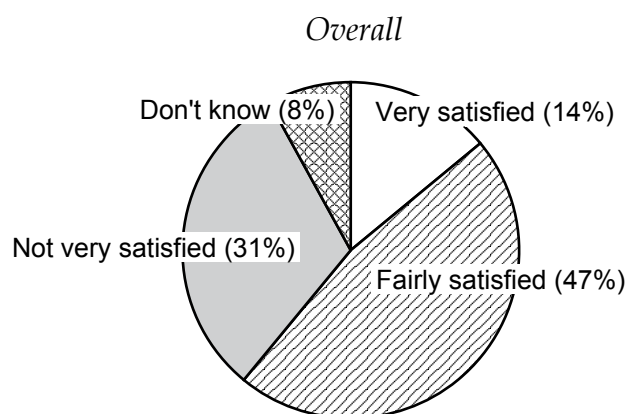


1. Council Services/Facilities

a. Satisfaction With Council Services/Facilities

Residents were read out a number of Council functions and asked whether they are very satisfied, fairly satisfied or not very satisfied with the provision of that service or facility.

i. Footpaths



61% of residents are satisfied with Carterton's footpaths, while 31% are not very satisfied.

The percent not very satisfied with footpaths is similar to the Peer Group Average, and on par with the National Average.

Residents more likely to be not very satisfied are ...

- Urban Ward residents,
- residents with an annual household income of less than \$30,000.

Rural Ward residents are more likely to be unable to comment (18%) than Urban Ward residents (2%).

The main reasons residents are not very satisfied with footpaths are ...

- rough/uneven/broken by tree roots,
- poor condition/need attention,
- made of loose gravel/loose stones left on them,
- no footpaths/footpaths only on one side.

Recommended Satisfaction Measure For Reporting Purposes:
Total District = 61%

Satisfaction With Footpaths

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2008	14	47	61	31	8
<u>Comparison</u>					
Peer Group (Rural)	16	45	61	28	11
National Average	23	50	73	24	3
<u>Ward</u>					
Urban	11	42	53	45	2
Rural*	19	53	72	11	18
<u>Household Income</u>					
Less than \$30,000 pa	14	39	53	44	3
\$30,000 pa - \$50,000 pa	14	51	65	28	7
More than \$50,000 pa	15	48	63	25	12

% read across (the very / fairly satisfied readings are the sum of the very satisfied and fairly satisfied readings)

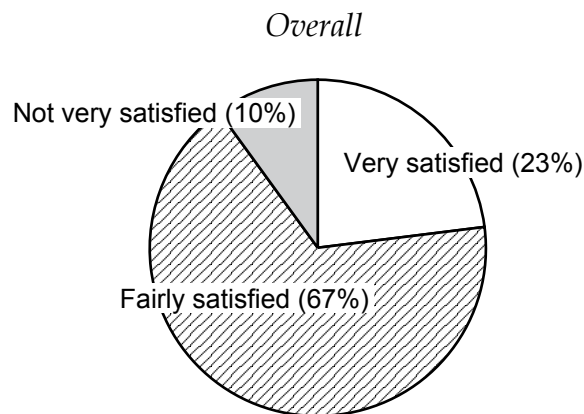
* does not add to 100% due to rounding

Summary Table: Main Reasons* For Being Not Very Satisfied With Footpaths

	Total District 2008 %	Ward	
		Urban %	Rural %
<u>Percent Who Mention ...</u>			
Rough/uneven/broken by tree roots	18	25	8
Poor condition/need attention	11	17	3
Made of loose gravel/loose stones left on them	4	7	-
No footpaths/footpaths only on one side	3	4	1

* multiple responses allowed

ii. Roads (excluding State Highway 2)



90% of residents are satisfied with the District's roads, excluding State Highway 2, and 10% are not very satisfied.

The percent not very satisfied is below the Peer Group and National Averages.

There are no notable differences between Wards and socio-economic groups, in terms of those residents not very satisfied with the District's roads.

The main reasons residents are not very satisfied with the District's roads are ...

- gravel roads/needs tarsealing,
- poor condition/need attention,
- potholes/bumps,
- overgrown verges need attention.

Recommended Satisfaction Measure For Reporting Purposes:
Total District = 90%

Satisfaction With Roads In The District (excluding State Highway 2)

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2008	23	67	90	10	-
<u>Comparison</u>					
Peer Group (Rural)	16	60	76	24	-
National Average	21	57	78	22	-
<u>Ward</u>					
Urban	27	69	96	4	-
Rural	18	63	81	18	1

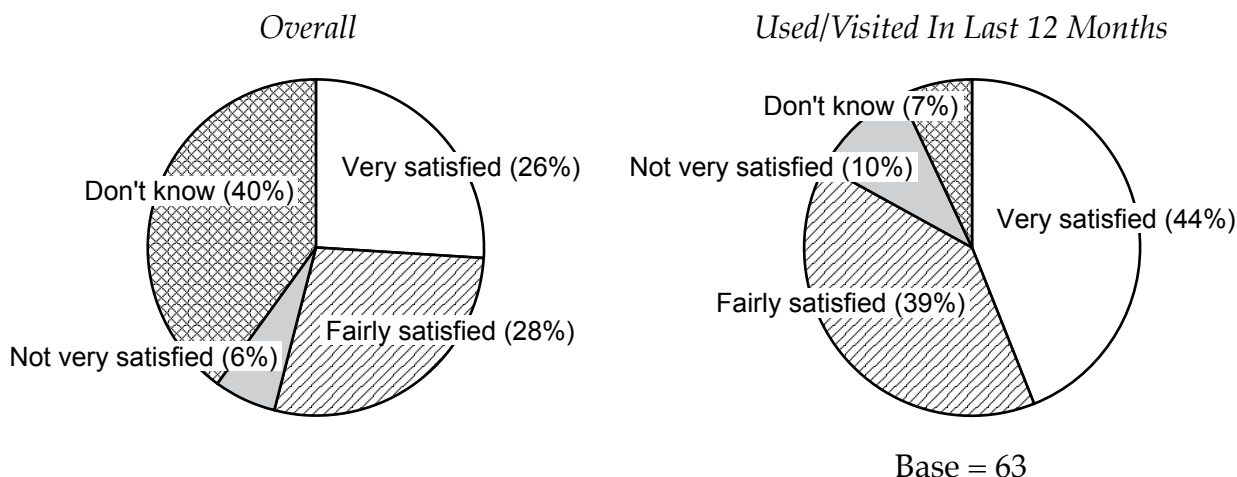
% read across (the very / fairly satisfied readings are the sum of the very satisfied and fairly satisfied readings)

Summary Table: Main Reasons* For Being Not Very Satisfied With The District's Roads

	Total District 2008 %	Ward	
		Urban %	Rural %
<u>Percent Who Mention ...</u>			
Gravel roads/ needs tarsealing	4	1	8
Poor condition/ need attention	3	1	6
Potholes/ bumps	3	2	4
Overgrown verges need attention	2	-	4

* multiple responses allowed

iii. The Public Swimming Baths



Overall, 54% of residents are satisfied with the public swimming baths, including 26% who are very satisfied. 6% are not very satisfied.

The percent not very satisfied is on par with the Peer Group and National Averages.

A significant percentage, 40%, are unable to comment and this is probably due to only 33% of households having used / visited a public swimming bath in the last 12 months. Of these, 83% are satisfied and 10% are not very satisfied.

There are no notable differences between Wards and socio-economic groups in terms of those residents not very satisfied with the public swimming baths.

Rural Ward residents are more likely to be unable to comment (53%) than Urban Ward residents (32%).

The main reasons* residents are not very satisfied with the public swimming baths are ...

- condition could be improved/upgrading/more facilities, mentioned by 3% of all residents,
- hygiene concerns, 2%.

* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:

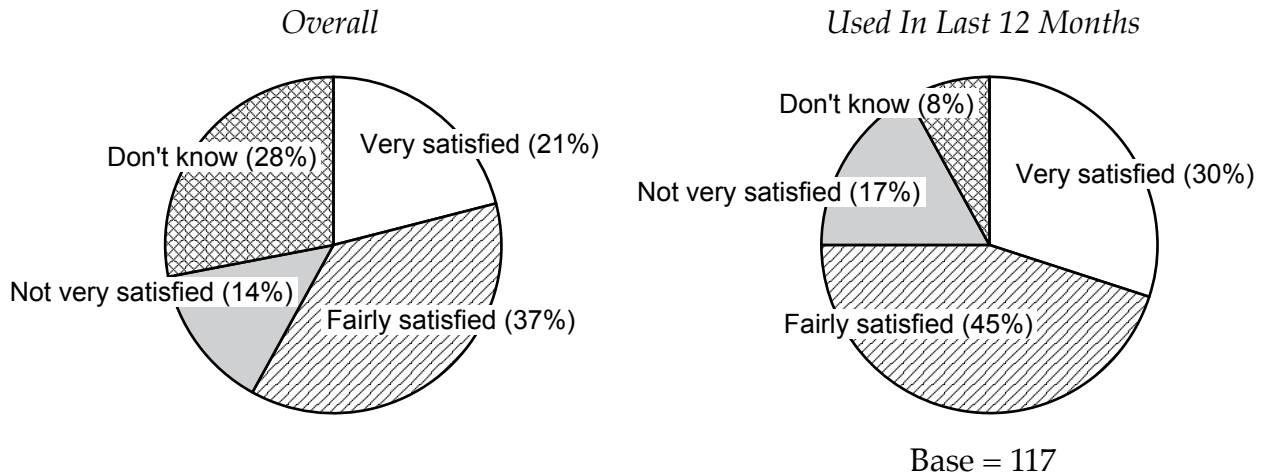
Total District	=	54%
Users/ Visitors	=	83%

Satisfaction With The Public Swimming Baths

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2008	26	28	54	6	40
Users/Visitors	44	39	83	10	7
<u>Comparison</u>					
Peer Group (Rural)	32	26	58	13	29
National Average	38	32	70	11	19
<u>Ward</u>					
Urban	32	28	60	8	32
Rural	18	27	45	2	53

% read across (the very / fairly satisfied readings are the sum of the very satisfied and fairly satisfied readings)

iv. Public Toilets



58% of residents are satisfied with public toilets, while 14% are not very satisfied and 28% are unable to comment.

The percent not very satisfied with public toilets is similar to the Peer Group Average and on par with the National Average.

58% of households have used a public toilet in the last 12 months. Of these "users", 75% are satisfied and 17% are not very satisfied.

Women are more likely to be not very satisfied with the public toilets, than men.

The main reasons residents are not very satisfied with public toilets are ...

- old worn condition/need upgrading,
- dirty/need better cleaning,
- not cared for/untidy/need maintenance.

Recommended Satisfaction Measure For Reporting Purposes:

Total District	=	58%
Users/Visitors	=	75%

Satisfaction With Public Toilets

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2008	21	37	58	14	28
Users	30	45	75	17	8
<u>Comparison</u>					
Peer Group (Rural)	30	43	73	16	11
National Average	22	48	70	20	10
<u>Ward</u>					
Urban*	19	39	58	17	24
Rural	23	34	57	10	33
<u>Gender</u>					
Male	26	43	69	9	22
Female	16	32	48	19	33

% read across (the very / fairly satisfied readings are the sum of the very satisfied and fairly satisfied readings)

* does not add to 100% due to rounding

Summary Table: Main Reasons* For Being Not Very Satisfied With Public Toilets

	Total District 2008 %	Ward	
		Urban %	Rural %
<u>Percent Who Mention ...</u>			
Old worn condition/need upgrading	8	8	8
Dirty / need better cleaning	5	8	1
Not cared for / untidy / need maintenance	2	1	2

* multiple responses allowed

v. Parks And Reserves



90% of residents are satisfied with the District's parks and reserves, including 55% who are very satisfied, while 5% are not very satisfied.

The percent not very satisfied with parks and reserves is similar to the Peer Group and National Averages.

85% of households have used or visited a park or reserve in the last 12 months. Of these "users/visitors", 90% are satisfied with the District's parks and reserves, while 5% are not very satisfied.

There are no notable differences between Wards and socio-economic groups, in terms of those residents not very satisfied with parks and reserves.

The main reasons* residents are not very satisfied with parks and reserves are ...

- need better upkeep, mentioned by 3% of all residents,
- too much time and money spent on them, 1%.

* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:

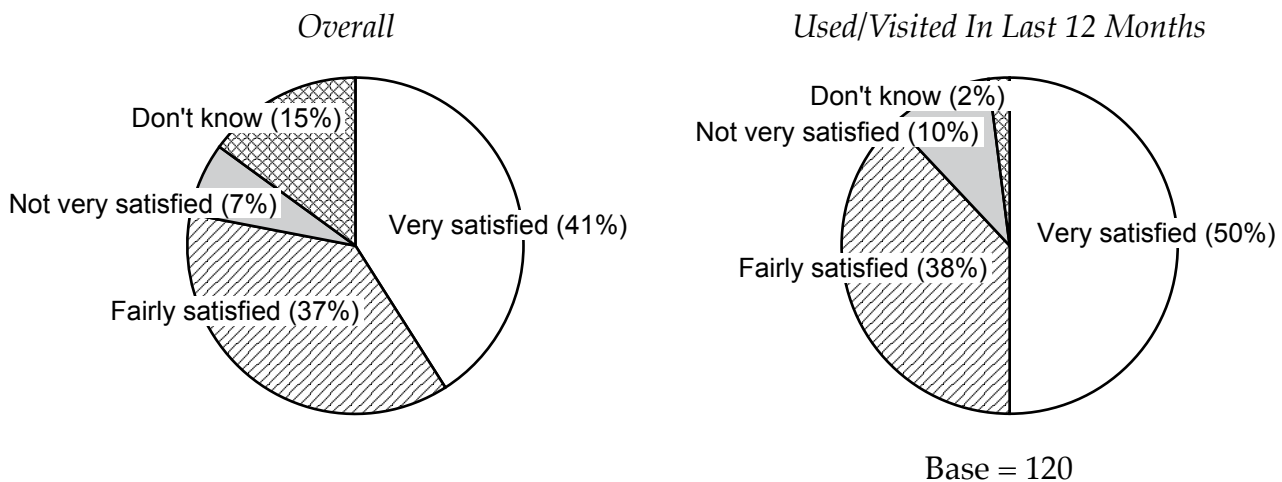
Total District	= 90%
Used / Visited A Park Or Reserve	= 95%

Satisfaction With Parks & Reserves

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2008	55	35	90	5	5
Users/Visitors	59	36	95	5	-
<u>Comparison</u>					
Peer Group (Rural)	47	42	89	6	5
National Average	57	37	94	4	2
<u>Ward</u>					
Urban	55	36	91	5	4
Rural	55	34	89	4	7

% read across (the very / fairly satisfied readings are the sum of the very satisfied and fairly satisfied readings)

vi. Playgrounds



78% of residents are satisfied with the District's playgrounds, including 41% who are very satisfied, while 7% are not very satisfied.

The percent not very satisfied is similar to the Peer and National Averages for sportsfield and playgrounds.

64% of households have used or visited a playground in the last 12 months. Of these "users/visitors", 88% are satisfied, and 10% are not very satisfied.

Residents who live in a three or more person household are more likely to be not very satisfied with playgrounds, than those who live in a one or two person household.

Rural Ward residents are more likely to be unable to comment (21%) than Urban Ward residents (10%).

The main reasons* residents are not very satisfied with playgrounds are ...

- need more/better/updated equipment, mentioned by 3% of all residents,
- need better upkeep, 3%,
- dangerous equipment/situations, 2%,
- security concerns with youths hanging about, 2%.

* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:

Total District	=	78%
Users/Visitors	=	88%

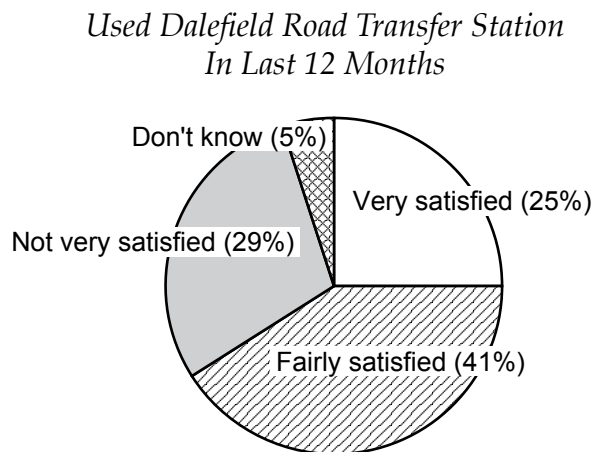
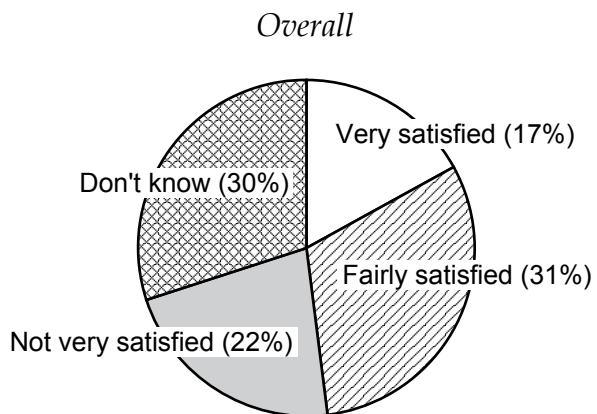
Satisfaction With Playgrounds

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2008	41	37	78	7	15
Users/Visitors	50	38	88	10	2
<u>Comparison*</u>					
Peer Group (Rural)	43	45	88	6	6
National Average	48	42	90	6	4
<u>Ward</u>					
Urban	(47)	36	(83)	7	10
Rural	33	38	71	8	(21)
<u>Household Size</u>					
1-2 person household	40	37	77	3	(20)
3+ person household	43	36	79	(13)	8

% read across (the very / fairly satisfied readings are the sum of the very satisfied and fairly satisfied readings)

* Peer Group and National Averages refer to readings for Sportsfields and Playgrounds

vii. The Transfer Station



Base = 103

Recommended Satisfaction Measure For Reporting Purposes:

Total District	=	48%
Users	=	66%

Satisfaction With The Transfer Stations

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2008	17	31	48	22	30
Users	25	41	66	29	5
<u>Comparison</u>					
Peer Group (Rural)	24	37	61	21	18
National Average	27	38	65	17	18
<u>Ward</u>					
Urban	18	39	57	24	19
Rural	15	21	36	18	46
<u>Length of Residence</u>					
Lived there 10 years or less	22	25	47	26	27
Lived there more than 10 years	13	36	49	18	33

% read across (the very / fairly satisfied readings are the sum of the very satisfied and fairly satisfied readings)

* based on ratings for refuse disposal (landfill sites)

48% of Carterton residents are satisfied with the transfer station, while 22% are not very satisfied.

The percent not very satisfied is similar to the Peer Group Average and on par with the National Average, although the latter figures relate to refuse disposal.

A large percentage, 30%, are unable to comment, and this is probably due to only 53% of households have used the Dalefield Road Transfer Station in the last 12 months. Of these "users", 66% are satisfied with the transfer station, and 29% are not very satisfied. Rural Ward residents are more likely to be unable to comment (46%), than Urban Ward residents.

There are no notable differences between Wards and socio-economic groups, in terms of those residents not very satisfied with the transfer station. However, it appears that shorter term residents, those residing in the District 10 years or less are slightly more likely to feel this way, than longer term residents.

The main reasons residents are not very satisfied with the transfer station are ...

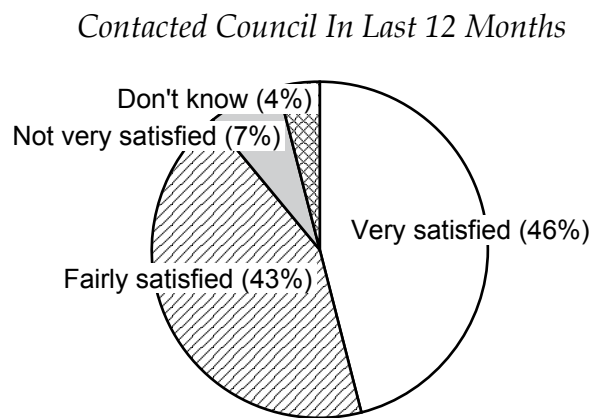
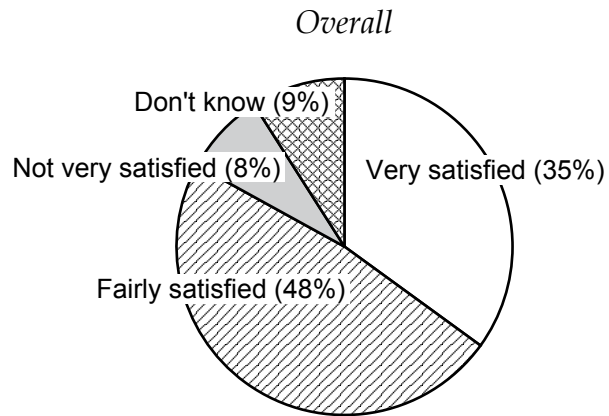
- need longer opening hours,
- charge too much/too expensive/other cost issues,
- need to encourage recycling more - no charge/take more items.

Summary Table: Main Reasons* For Being Not Very Satisfied With The Transfer Station

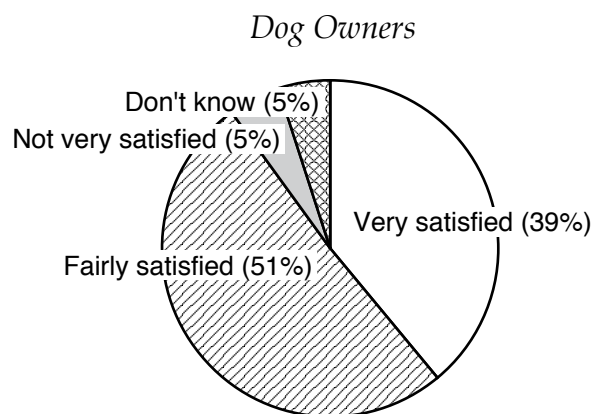
	Total District 2008 %	Ward	
		Urban %	Rural %
<u>Percent Who Mention ...</u>			
Need longer opening hours	11	15	6
Charge too much/too expensive/other cost issues	7	6	8
Need to encourage recycling more - no charge/take more items	4	2	7

* multiple responses allowed

viii. Control Of Dogs



Base = 44



Base = 97

83% of residents are satisfied with dog control in the Carterton District and 8% are not very satisfied.

The percent not very satisfied is below the Peer Group and National Averages.

Of the 23% of households who have contacted the Council within the last year about dogs, 89% are satisfied, while 7% are not very satisfied.

49% of residents are dog owners. Of these, 90% are satisfied and 5% not very satisfied.

There are no notable differences between Wards and socio-economic groups in terms of those residents not very satisfied with dog control.

The main reasons* residents are not very satisfied with dog control are ...

- too many roaming/uncontrolled dogs, mentioned by 4% of all residents,
- owners should be more responsible, 1%,
- fouling by dogs, 1%,
- too expensive, 1%,
- too much control of dogs, 1%,
- scared of dogs/danger to people, 1%.

* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:	
Total District	= 83%
Contacted Council about dogs	= 89%
Dog Owners	= 90%

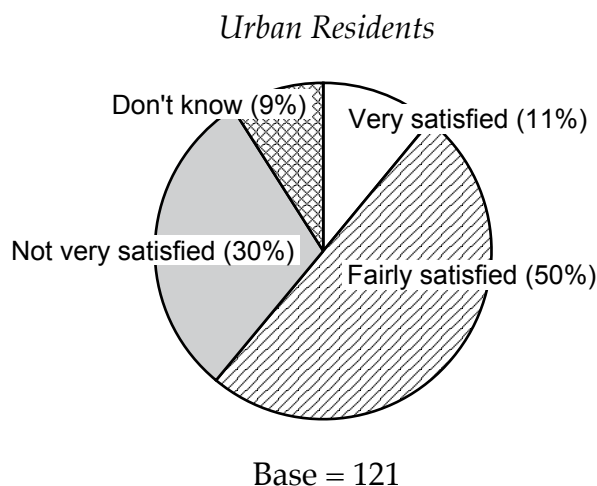
Satisfaction With Dog Control

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2008	35	48	83	8	9
Contacted Council in Last 12 Months	46	43	89	7	4
Dog Owners	39	51	90	5	5
<u>Comparison</u>					
Peer Group (Rural)	29	40	69	22	9
National Average	31	43	74	21	5
<u>Ward</u>					
Urban	34	53	87	10	3
Rural*	36	41	77	5	18

% read across (the very / fairly satisfied readings are the sum of the very satisfied and fairly satisfied readings)

b. Satisfaction With Council Services - Urban Ward Residents

i. Stormwater System



61% of Urban Ward residents are satisfied with the stormwater system. 30% are not very satisfied. 9% are unable to comment.

The percent not very satisfied with the stormwater system is slightly above the Peer Group Average and above the National Average.

Residents[†] with an annual household income of less than \$30,000 are less likely to be not very satisfied with the stormwater system, than other income groups.

The main reasons* Urban residents are not very satisfied with the stormwater system are ...

- system overloaded / doesn't cope / needs upgrading, mentioned by 13% of Urban residents,
- flooding / ponding occurs, 13%,
- drains blocked / need better cleaning, 8%.

NB: no other reason mentioned by more than 2% of Urban residents

[†] Urban Ward residents only

* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:
Urban Ward = 61%

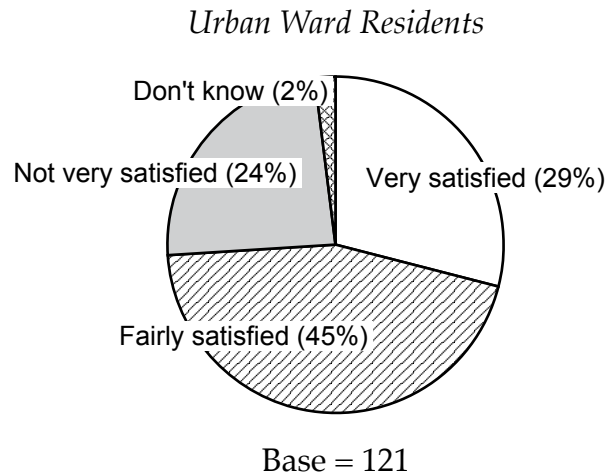
Satisfaction With Stormwater System

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Urban Ward</u> 2008	11	50	61	30	9
<u>Comparison*</u>					
Peer Group (Rural)	24	55	79	19	2
National Average	35	49	84	13	3
<u>Household Income</u>					
Less than \$30,000 pa	16	60	76	19	5
\$30,000 pa - \$50,000 pa	10	46	56	35	9
More than \$50,000 pa	9	44	53	35	12

% read across (the very / fairly satisfied readings are the sum of the very satisfied and fairly satisfied readings)

* Peer Group and National Averages refer to those respondents provided with a piped stormwater collection

ii. Water Supply



74% of Urban Ward residents are satisfied with their water supply, including 29% who are very satisfied, while 24% are not very satisfied.

The percent not very satisfied with the water supply is similar to the Peer Group Average and above the National Average.

There are no notable differences between socio-economic groups, in terms of those residents[†] not very satisfied with the water supply.

The main reasons* Urban residents are not very satisfied with the water supply are ...

- summer shortages / water restrictions, mentioned by 13% of Urban residents,
- demand growing / need more dams / bores etc, 6%,
- poor quality of water / bad taste / needs better filtering, 3%,
- opposed to metering, 3%.

[†] Urban Ward residents only

* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:
Urban Ward = 74%

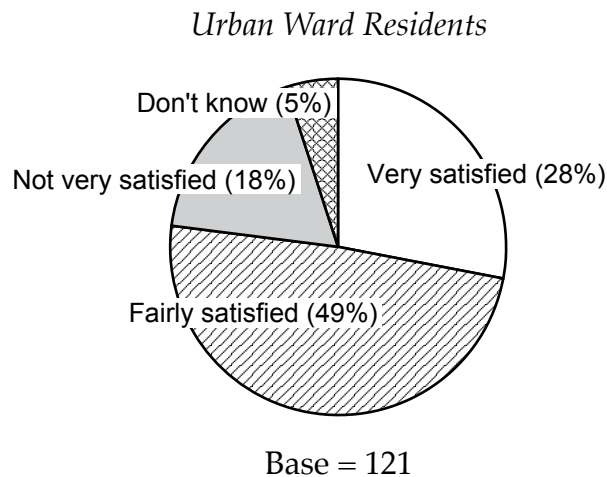
Satisfaction With The Water Supply

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Urban Ward</u> 2008	29	45	74	24	2
<u>Comparison</u> *					
Peer Group (Rural)	34	42	76	24	-
National Average	48	42	90	9	1

% read across (the very / fairly satisfied readings are the sum of the very satisfied and fairly satisfied readings)

* Peer Group and National Averages refer to those respondents provided with a piped water supply

iii. Wastewater System, that is, the Sewerage System



77% of Urban Ward residents are satisfied with the wastewater system, including 28% who are very satisfied. 18% are not very satisfied.

The percent not very satisfied with the sewerage system is on par with the Peer Group Average and slightly above the National Average.

Residents[†] with an annual household income of more than \$50,000 are more likely to be not very satisfied with the sewerage system, than other income groups.

The main reasons* Urban residents are not very satisfied with the wastewater system are ...

- needs addressing with increased housing/needs upgrading, mentioned by 6% of Urban residents,
- smells, 6%,
- back-ups/overflows of sewage, 5%.

NB: no other reason mentioned by more than 2% of Urban residents

[†] Urban Ward residents only

* multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:
Urban Ward = 77%

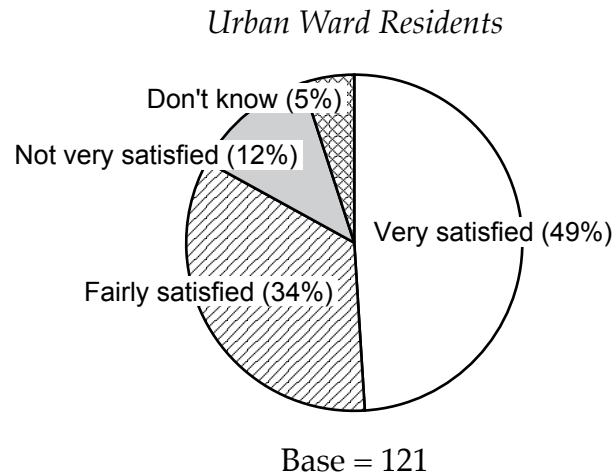
Satisfaction With The Wastewater System

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Urban Ward</u> 2008	28	49	77	18	5
<u>Comparison</u> [†]					
Peer Group (Rural)	42	45	87	12	1
National Average	48	43	91	7	2
<u>Household Income</u>					
Less than \$30,000 pa	37	41	78	13	9
\$30,000 pa - \$50,000 pa	40	49	89	11	-
More than \$50,000 pa	16	50	66	29	5

% read across (the very / fairly satisfied readings are the sum of the very satisfied and fairly satisfied readings)

[†] Peer Group and National Averages refer to those respondents provided with a sewerage system

iv. Refuse Collection (excluding Kerbside Recycling)



83% of Urban Ward residents are satisfied with the refuse collection service (excluding kerbside recycling), with 49% who are very satisfied. 12% are not very satisfied and 5% are unable to comment.

The percent not very satisfied with the refuse collection is similar to the Peer Group and National Averages.

There are no notable differences between socio-economic groups, in terms of those residents not very satisfied with the rubbish collection service. However, it appears that residents* with an annual household income of more than \$50,000 are slightly more likely to feel this way, than other income groups.

The reasons† Urban residents are not very satisfied with the refuse collection are ...

- cost of bags/too expensive/should be free, covered by rates, mentioned by 9% of Urban residents,
- others, 7%.

* Urban Ward residents only

† multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:
Urban Ward = 83%

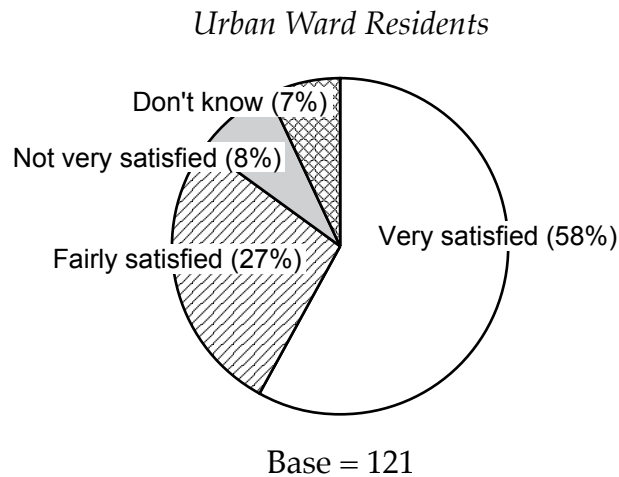
Satisfaction With Refuse Collection

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Urban Ward</u> 2008	49	34	83	12	5
<u>Comparison</u> [†]					
Peer Group (Rural)	49	34	83	15	2
National Average	51	36	87	12	1
<u>Household Income</u>					
Less than \$30,000 pa	48	44	92	8	-
\$30,000 pa - \$50,000 pa	56	31	87	5	8
More than \$50,000 pa	47	26	73	20	7

% read across (the very / fairly satisfied readings are the sum of the very satisfied and fairly satisfied readings)

[†] Peer Group and National Averages refer to those respondents provided with a regular rubbish collection service

v. Kerbside Recycling



85% of Urban Ward residents are satisfied with kerbside recycling, including 58% who are very satisfied. 8% are not very satisfied and 7% are unable to comment.

The percent not very satisfied with kerbside recycling is on par with the Peer Group Average and similar to the National Average.

There are no notable differences between socio-economic groups, in terms of those residents not very satisfied with the kerbside recycling. However, it appears that women* are slightly more likely to feel this way, than men.

The reasons† Urban residents are not very satisfied with kerbside recycling are ...

- want to recycle more items, mentioned by 3% of Urban residents,
- issues with the recycling bins, 2%.

* Urban Ward residents only

† multiple responses allowed

Recommended Satisfaction Measure For Reporting Purposes:
Urban Ward = 85%

Satisfaction With Kerbside Recycling

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Urban Ward</u> 2008	58	27	85	8	7
<u>Comparison</u> [†]					
Peer Group (Rural)	45	37	82	16	2
National Average	53	35	88	11	1
<u>Gender</u>					
Male	64	29	93	2	5
Female	54	25	79	13	8

% read across (the very / fairly satisfied readings are the sum of the very satisfied and fairly satisfied readings)

[†] Peer Group and National Averages refer to those respondents who have used a recycling service in the last 12 months

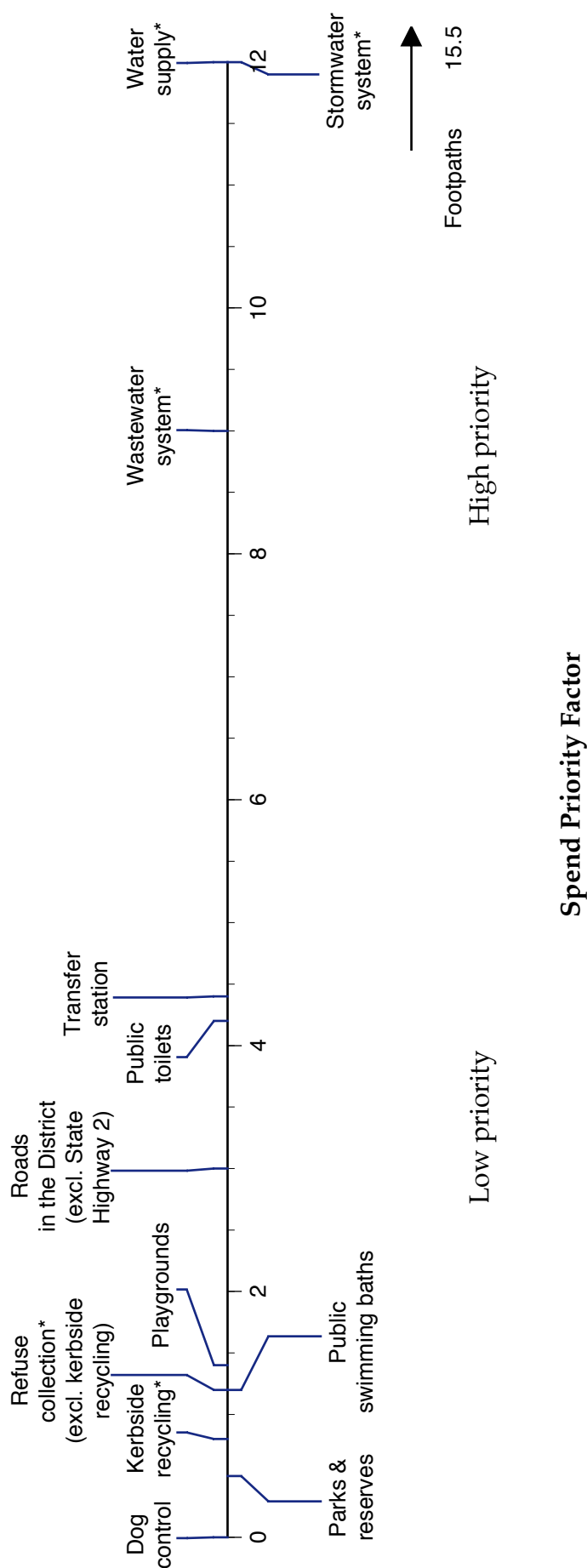
c. Spend Emphasis On Services/Facilities

Residents were asked if they would like to see more, about the same or less spent on each of the services / facilities measured, given that Council cannot spend more on every service or facility.

Summary Table: Spend Emphasis For Services/Facilities

	More %	About The Same %	Less %	Don't Know %
<u>Percent Who Mentioned ...</u>				
Footpaths	44	50	1	5
Water Supply	42	43	1	14
Wastewater System	38	39	1	22
Stormwater Services	34	48	-	18
Roads, excluding State Highways	30	69	-	1
Public Toilets	26	57	1	16
Transfer Station	22	51	4	23
Playgrounds	21	66	2	11
Public Swimming Baths	18	58	3	21
Parks and Reserves	16	78	3	3
Kerbside Recycling	13	66	2	19
Dog Control	10	78	7	5
Refuse Collection (excl Kerbside Recycling)	10	73	1	16

d. Spend Priority



(Spend priority = mean spend × percentage not very satisfied).

This graph shows the priorities for spending for Council.

The spend priority factor is gained by multiplying the mean spend (where spend more = +1, spend about the same = 0, and spend less = -1) by the percentage not very satisfied.

For the services / facilities measured, footpaths, stormwater system and water supply are the top priorities for Council in terms of spend, with dog control, parks and reserves and kerbside recycling being of lowest priority in terms of spend for the services / facilities measured. Note however that for stormwater system, water supply and kerbside recycling, only Urban residents were asked how satisfied they were with these facilities.

* Only Urban residents asked satisfaction question



2. Council Policy And Direction

It is important for Council to understand where public sentiment presently lies in terms of Council policy and direction. Council is of course, not forced to adopt the most "popular" policies or direction, rather by understanding where people's opinions and attitudes currently lie, Council is able to embark on information, education, persuasion and communication strategies on particular topics if it is felt necessary to lead the public to fulfil Council's legitimate community leadership role.

Residents were asked whether there was any recent Council action, decision or management that they ...

- like or approve of,
- dislike or disapprove of.

This was asked in order to gauge the level of support Carterton District residents have for Council's actions, decisions and management. "Support" is a mixture of agreement with the activity, decision or management, and/or whether District residents have been adequately informed of the proposed action/decision/management.

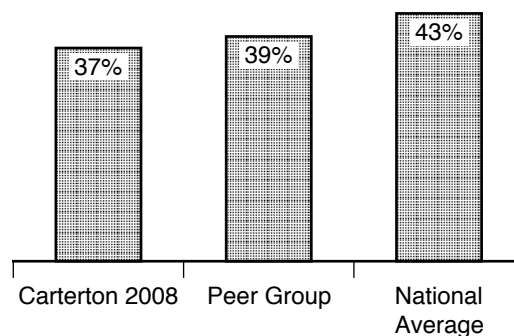
a. Recent Actions, Decisions Or Management Residents Approve Of

Overall, 37% of Carterton District residents have in mind a recent Council action, decision or management they approve of. This is similar to the Peer Group Average and on par with the National Average.

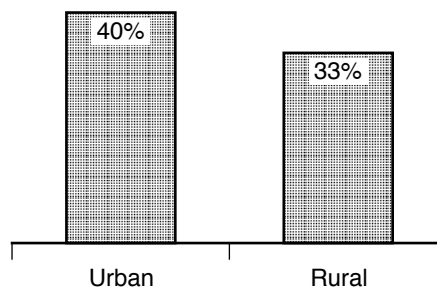
Residents more likely to have in mind a Council action, decision or management they approve of, are ...

- residents aged 40 years or over,
- residents who live in a one or two person household.

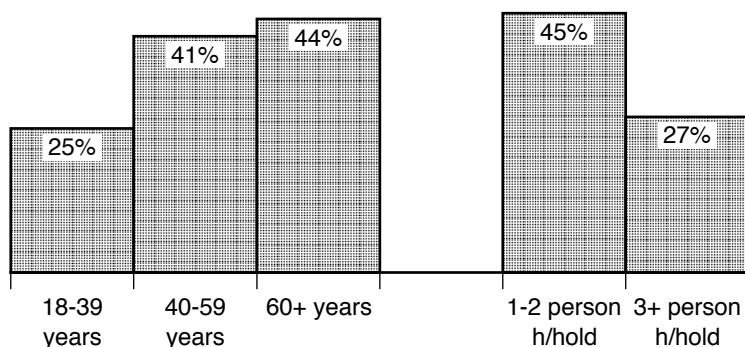
Percent Approving - Comparison



Percent Approving - By Ward



Percent Approving - Comparing Different Types Of Residents



Actions/Decisions/Management Residents Approve Of

Main actions/decisions/management residents approve of are ...

- doing a good job / friendly / approachable,
- the Carterton Community facility,
- town centre tidiness/beautification,
- Mayor's performance,
- improvements to various services / facilities,
- manning of the police station.

Summary Table: Main Actions/Decisions/Management Approve Of

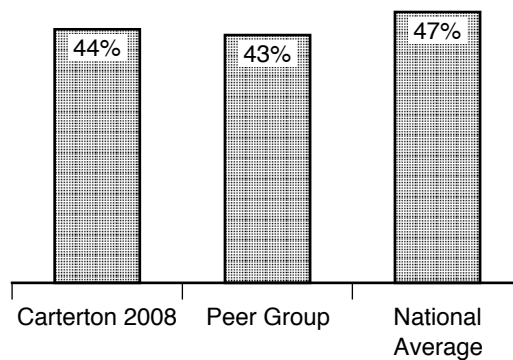
	Total District 2008 %	Ward	
		Urban %	Rural %
<u>Percent Who Mention ...</u>			
Doing a good job / friendly / approachable	6	8	5
The Carterton Community facility	6	6	7
Town centre tidiness / beautification	6	8	4
Mayor's performance	6	6	5
Improvements to various services / facilities	3	5	1
Manning of the police station	3	3	2

b. Recent Actions, Decisions Or Management Residents Disapprove Of

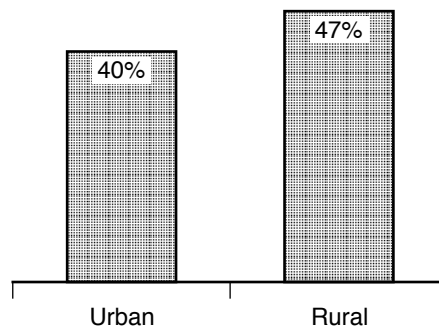
Overall, 44% of Carterton District residents have in mind a recent Council action, decision or management they disapprove of. This is similar to the Peer Group and National Averages.

There are no notable differences between Wards and socio-economic groups, in terms of those residents who to have in mind a Council action, decision or management they disapprove of. However, it appears that residents aged 18 to 39 years are slightly less likely, than other Ward residents, to feel this way.

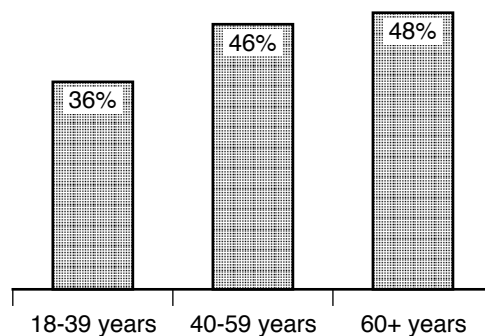
Percent Disapproving - Comparison



Percent Disapproving - By Ward



Percent Disapproving - Comparing Different Types Of Residents



Actions/Decisions/Management Disapprove Of

Main actions / decisions / management residents disapprove of are ...

- the Carterton Community facility,
- the town plan / subdivisions / changes to section size,
- water meters / water charges,
- roading.

Summary Table: Main Actions/Decisions/Management Disapprove Of

	Total District 2008 %	Ward	
		Urban %	Rural %
<u>Percent Who Mention ...</u>			
The Carterton Community facility*	21	23	18
The town plan / subdivisions / changes to section sizes	5	6	5
Water meters / water charges	3	4	1
Roading [†]	3	2	4

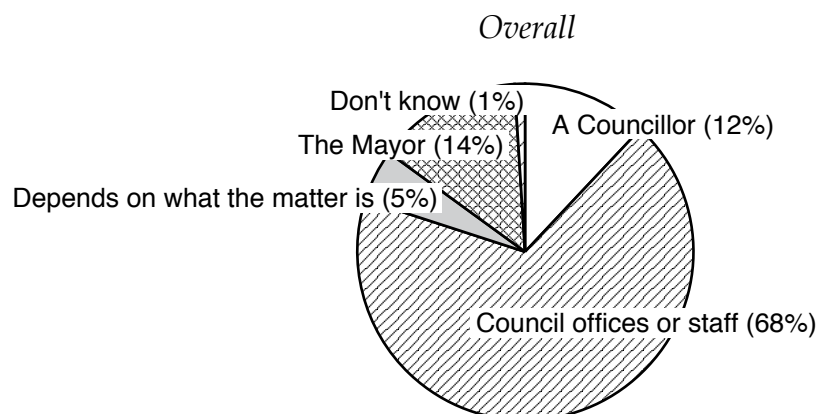
* 6% of residents mention "The Carterton Community facility" as an action / decision / management they approve of

[†] 2% of residents mention "roading" as an action / decision / management they approve of



3. Contact

a. **Who They Approach First If They Have A Matter To Raise With Council**



Summary Table:

Who They Approach First If They Have A Matter To Raise With Council

	Total District 2008 %	Ward Group	
		Urban %	Rural %
<u>Percent Who Mention ...</u>			
The Council offices or staff	68	66	71
A Councillor	12	13	12
The Mayor	14	16	11
Depends on what the matter is	5	5	5
Don't know	1	1	1
Total	100	101	100

[†] does not add to 100% due to rounding

68% of residents and non-resident ratepayers would contact Council offices or staff first if they have a matter to raise with Council, followed by the Mayor (14%) and a Councillor (12%).

There are no notable differences between Wards and socio-economic groups, in terms of those residents who say they would contact Council staff and offices.

However, it appears that shorter term residents, those residing in the District 10 years or less, are slightly more likely to feel this way, than longer term residents.

Contact An Elected Councillor

"Rural, high rates, no services, regarding rubbish."
"In regards to opinion."
"Concerned about something in town."
"Concern about something the Mayor was doing."
"Issue worth pursuing i.e. roading issue."
"On sorting out a rural matter, driveways, entranceway, sewerage."
"Roading issues."
"Problems getting satisfactory action from Council office staff."

Council Offices Or Staff

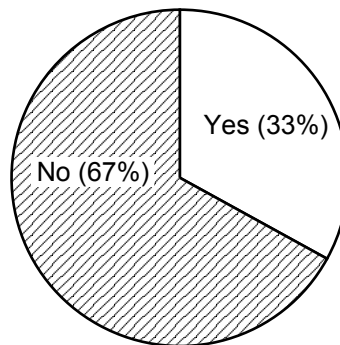
"Information on water rates."
"If there is a problem with existing services."
"Flooding."
"Issue with scout den."
"Booked a hall."
"House ownership problems or rates or footpath problems."
"Dogs roaming or lost, rates bill problems."
"Lawns not being mowed."
"Building consent, resource consents, health licence for cafe business."
"To make appointment with Mayor, opening times to tip, name change on road."
"If something was wrong with drains or water supply."

Contact The Mayor

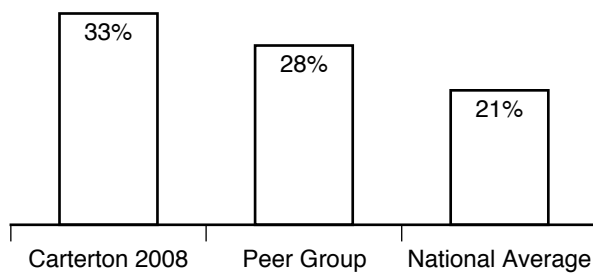
"Regarding child support legislation."
"In regards to opinion."
"In extreme circumstances."
"To do a job for me."
"Hooliganism, if elderly people might get hurt, social issues."
"Something about community issues, violence, drugs, crime."
"Legal issue, go to the top."
"Waste management, promise by existing Mayor and I followed it up."
"I have contacted him regarding infrastructure."
"If I perceived the town was lacking in something it ought to have or if it was a political matter."

b. Have Residents Contacted The Mayor Or Councillors In The Last 12 Months?

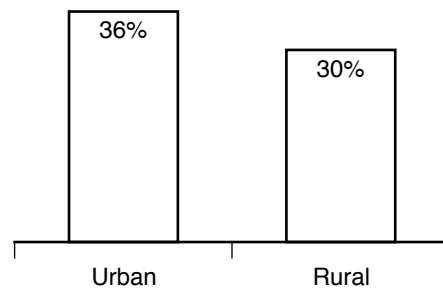
Overall



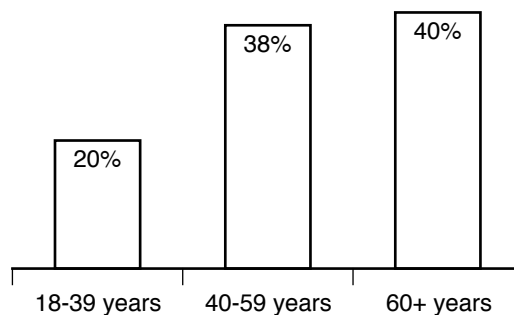
Percent Saying "Yes" - Comparison



Percent Saying "Yes" - By Ward



Percent Saying "Yes" - Comparing Different Types Of Residents

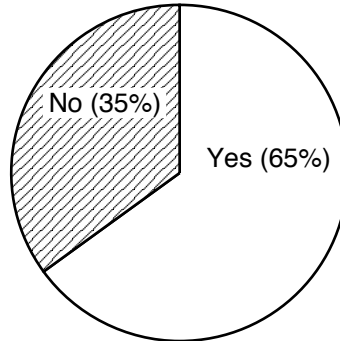


33% of Carterton residents have contacted a Councillor or the Mayor in the last 12 months by phone, in person, in writing and/or by email. This is on par with the Peer Group Average and above the National Average.

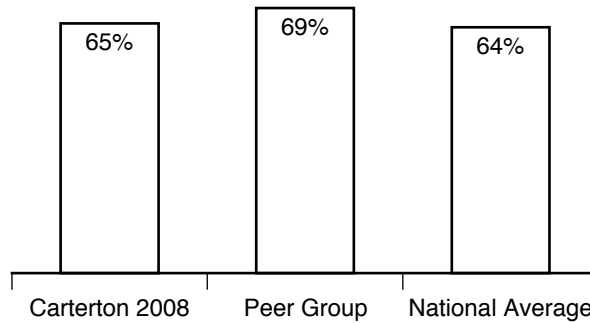
Residents aged 18 to 39 years are less likely to have contacted a Councillor or the Mayor, than other age groups.

c. **Have Residents Contacted The Council Offices In The Last 12 Months?**

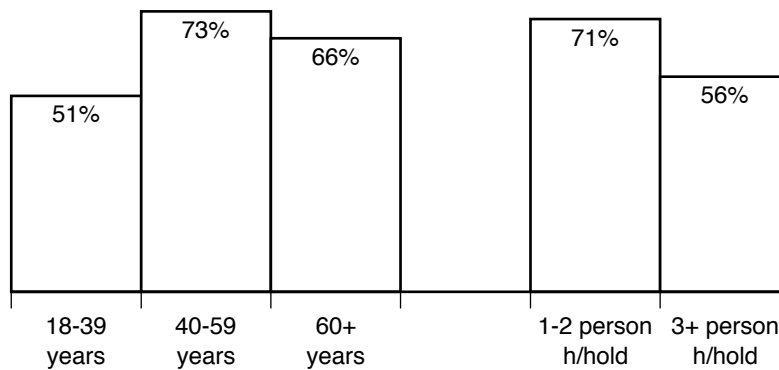
Overall



Percent Saying "Yes" - Comparison



Percent Saying "Yes" - Comparing Different Types Of Residents



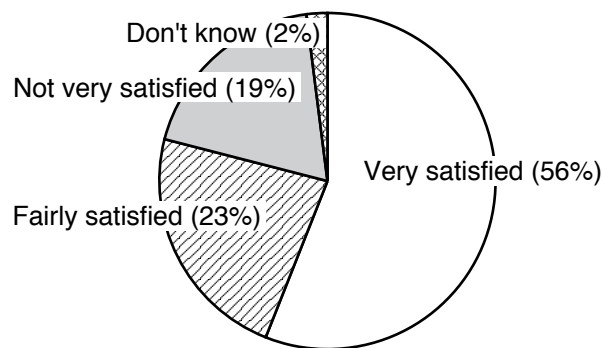
65% of Carterton residents have contacted the Council offices in the last 12 months by phone, in person, in writing and/or by email. This is on par with the Peer Group Average and similar to the National Average.

Residents more likely to have contacted the Council offices are ...

- residents aged 40 years or over,
- residents who live in a one or two person household.

d. **Overall Satisfaction With The Service Received When Contacting The Council Offices**

Contacted The Council Offices In The Last 12 Months



Base = 132

Of the residents who contacted the Council offices in the last 12 months, 79% are satisfied with the overall service received, while 19% are not very satisfied.

The percent not very satisfied is similar to the Peer Group and National Averages.

There are no notable differences between Wards and socio-economic groups, in terms of those residents* who are not very satisfied with the overall service received.

* refers to residents who have contacted Council in the last 12 months

Overall Satisfaction With Service Received When Contacting Council Offices

	Very Satisfied %	Fairly Satisfied %	Very/Fairly Satisfied %	Not Very Satisfied %	Don't Know %
<u>Overall</u>					
Total District 2008	56	23	79	19	2
<u>Comparison</u>					
Peer Group (Rural)	37	45	82	18	-
National Average	38	48	86	13	1
<u>Ward</u>					
Urban	54	28	82	17	1
Rural	60	14	74	23	3

% read across

Base = 132



4. Representation

The success of democracy in the Carterton District Council depends on the Council both influencing and encouraging the opinions of its citizens and representing these views and opinions in its decision making. The Council wishes to understand the perceptions that its residents have on how easy or how difficult it is to have their views heard. It is understood that people's perceptions can be based either on personal experience or on hearsay.

a. Awareness Of Their Councillors

To be able to put a viewpoint to a Councillor, a citizen must first know who their Councillors are.

Number of Councillors Correctly Identified	2008 %
Five or more	17
Four	13
Three	16
Two	17
One	29
Incorrect names	-
No names recalled	8
Total	100
Base	201

92% of residents can name one or more Councillors, with 46% able to name three or more.

In 2008, residents who can name a Councillor, are able, on average, to name three Councillors correctly.

b. Accessibility Of Councillors

	Would know how to make contact and would do so %	Wouldn't know how to contact a Councillor - would let matter drop %	Don't know %
<u>Overall</u>			
Total District 2008	87	13	-
<u>Ward</u>			
Urban	87	13	-
Rural	87	13	-

% read across

87% of residents feel they know how to contact a Councillor and would go ahead and do so if the situation arose where they wanted to put a viewpoint, problem or issue to a Councillor.

There are no notable differences between Wards and socio-economic groups, in terms of those residents who feel they know how to contact a Councillor if a problem arose.

c. Councillors' Approachability

Summary Table: Degree Of Approachability

	Welcome comments - be comfortable approaching %	Reluctant/ resistant - have to push hard %	Somewhere between the two %	Don't know %
<u>Overall</u>				
Total District 2008	68	4	25	3
<u>Comparison</u>				
Peer Group (Rural)	42	14	33	11
National Average	33	11	44	12
<u>Ward</u>				
Urban	70	4	25	1
Rural	65	4	24	7
<u>Gender</u>				
Male*	73	4	18	4
Female	63	3	31	3
<u>Household Income</u>				
Less than \$30,000 pa	79	5	14	2
\$30,000 - \$50,000 pa	66	5	24	5
More than \$50,000 pa	63	3	32	2

% read across

* does not add to 100% due to rounding

In terms of how approachable residents feel their Councillors to be, 68% believe their elected representatives welcome questions, comments and requests so that they would feel comfortable approaching them.

Carterton District residents are more likely to see Councillors as comfortable to approach, than residents nationwide and their Peer Group counterparts.

Residents more likely to feel that Councillors would welcome their input so that they would feel comfortable approaching a Councillor are ...

- men,
- residents with an annual household income of less than \$30,000.

d. Perceived Degree Of Open-Mindedness Of Councillors/Mayor

	Give fair and open- minded hearing %	Give defensive one-sided hearing %	Somewhere between the two %	Don't know %
<u>Overall</u>				
Total District 2008	47	9	41	3
<u>Comparison</u>				
Peer Group (Rural)	28	23	41	8
National Average	28	20	45	7
<u>Ward</u>				
Urban	52	10	35	3
Rural	39	8	49	4
<u>Household Income</u>				
Less than \$30,000 pa	61	11	25	3
\$30,000 - \$50,000 pa	58	9	28	5
More than \$50,000 pa	33	8	57	2

% read across

47% of Carterton District residents feel that their elected representatives give a fair and open-minded hearing when dealing with local community issues, while 9% believe the Mayor and Councillors give a defensive and one-sided hearing. 41% feel the answer lies somewhere between the two.

Carterton District is above the Peer Group and National Averages, in terms of rating Councillors as giving a fair and open-minded hearing.

Residents more likely to feel the Mayor and Councillors give a fair and open-minded hearing are ...

- Urban Ward residents,
- residents with an annual household income of \$50,000 or less.

e. **Expected Degree Of Consultation**

Summary Table: Expected Degree Of Consultation

	Get on with job, keep informed %	Consult on major issues %	Consult on most issues %	No opinion %
<u>Overall</u>				
Total District 2008	17	59	23	1
<u>Comparison</u>				
Peer Group (Rural)	17	53	29	1
National Average	14	58	26	2
<u>Ward</u>				
Urban	18	55	27	-
Rural	15	64	18	3
<u>Household Income</u>				
Less than \$30,000 pa	24	50	24	2
\$30,000 - \$50,000 pa	20	48	28	4
More than \$50,000 pa	11	70	19	-

% read across

When asked how much consultation they would like Council to have with its citizens, 59% opted for Council consulting with people on major issues only, otherwise getting on with the job they were elected to do.

Carterton District residents are on par with the Peer Group Average and similar to the National Average, to want consultation on major issues only.

17% say Council should get on with the job but keep the public informed, while 23% would like Council to consult on most issues.

Residents with an annual household income of more than \$50,000, are more likely to opt for consultation on major issues only, than other income groups.

It also appears that Rural Ward residents are slightly more likely, than Urban Ward residents, to feel this way.

Those who expressed a desire for consultation on major issues, 59% overall, were asked what they considered to be major issues*. Main issues arising are ...

- the Carterton Community facility,
- the District Plan/subdivisions/zoning,
- water supply/water shortages,
- large expenditure/big budgeted projects,
- roading,
- sewerage,
- high rates/rates increases.

Other major issues mentioned by 2% of residents are ...

- infrastructure/city resources,
- footpaths,
- new developments that will have impact,

by 1% ...

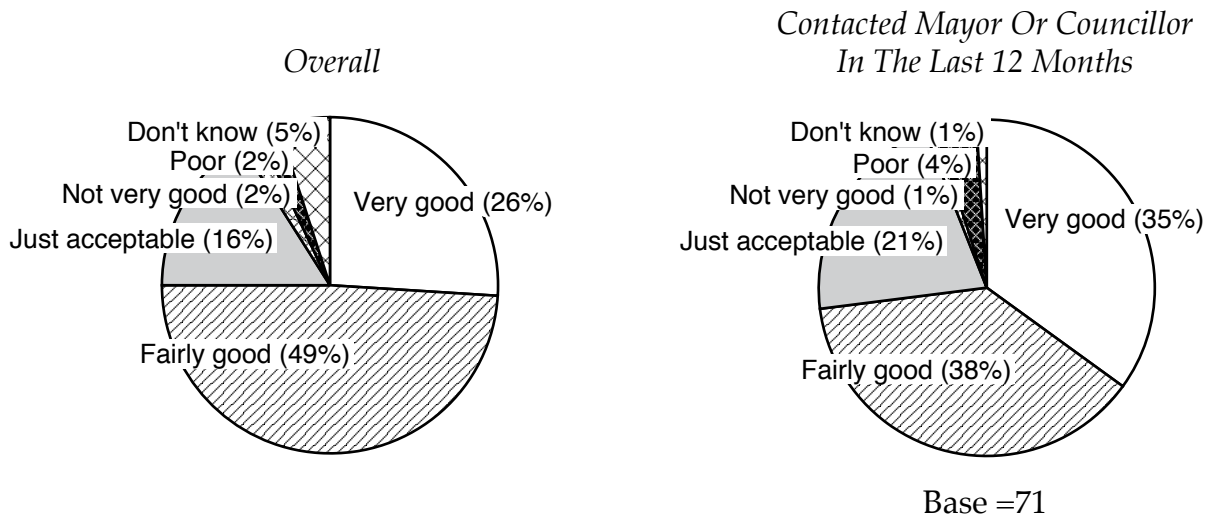
- the town square/Memorial Square,
- drainage,
- water races/water rates charges.

Summary Table: Main Major Issues* Residents Feel They Should Be Consulted On

	Total District 2008 %	Ward	
		Urban %	Rural %
<u>Percent Who Mention ...</u>			
The Carterton Community facility	23	21	26
The District Plan/subdivisions/zoning	6	3	11
Water supply/water shortages	6	7	4
Large expenditure/big budgeted projects	5	6	4
Roading	5	7	1
Sewerage	4	6	3
High rates/rates increases	3	2	4

* multiple responses allowed

f. **Performance Rating Of The Mayor And Councillors In The Last Year**



75% of Carterton District residents rate the performance of the Mayor and Councillors, in the last 12 months, as very good / fairly good. 4% rate their performance as not very good / poor, with 16% rating their performance as just acceptable.

The percentage rating performance as very good / fairly good is above the Peer Group and National Averages.

Of the 33% of residents who have contacted the Mayor or Councillors in the last 12 months, 73% rate their performance as very good / fairly good. 21% rate performance as just acceptable, while 5% rate performance as not very good / poor.

Residents more likely to rate the performance of the Mayor and Councillors in the last year as very good / fairly good are ...

- Rural Ward residents,
- residents who live in a three or more person household.

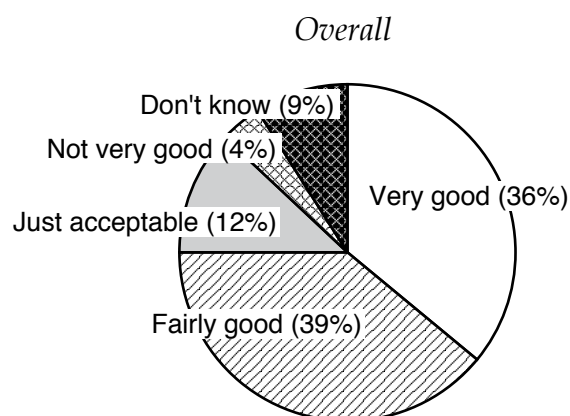
Summary Table: Performance Rating Of The Mayor And Councillors In The Last Year

	Rated as ...			
	Very good / fairly good %	Just acceptable %	Not very good / poor %	Don't know %
<u>Overall</u>				
Total District 2008	75	16	4	5
Contacted in last 12 months	73	21	5	1
<u>Comparison</u>				
Peer Group (Rural)	56	24	14	6
National Average	54	29	11	6
<u>Ward</u>				
Urban*	71	22	4	4
Rural	82	8	4	6
<u>Household Size</u>				
1-2 person household*	70	20	4	5
3+ person household	82	12	3	3

% read across

* does not add to 100% due to rounding

g. Performance Rating Of The Council Staff In The Last Year



75% of residents rate the performance of the Council staff as very or fairly good. This reading is above the Peer Group and National Averages.

4% rate the performance of Council staff as not very good, and 12% say it is just acceptable.

There are no notable differences between Wards and socio-economic groups in terms of those residents who feel that Council staff's performance is very / fairly good.

Summary Table: Performance Rating Of The Council Staff In The Last Year

	Rated as ...			
	Very good / fairly good %	Just acceptable %	Not very good / poor %	Don't know %
<u>Overall</u>				
Total District 2008	75	12	4	9
<u>Comparison</u>				
Peer Group (Rural)	60	20	11	9
National Average	59	23	8	10
<u>Ward</u>				
Urban	77	13	4	6
Rural	72	10	4	14

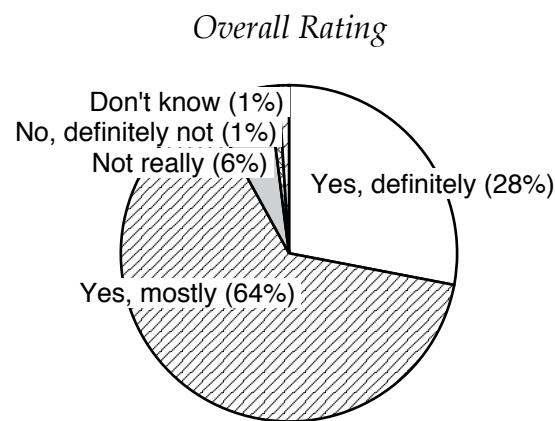
% read across

* * * * *



5. Local Issues

a. **Perception Of Safety**



Is Carterton District generally a safe place to live?

28% of residents feel Carterton District is generally a safe place to live, 64% say it is mostly, while 6% say 'not really' and 1% say it definitely is not.

The percent saying 'Yes, definitely' is below the Peer Group Average and similar to National Average.

Men, are more likely to say 'Yes, definitely', than women.

Is Carterton District Generally A Safe Place To Live?

	Yes, definitely %	Yes, mostly %	Not really %	No, definitely not %	Unsure %
<u>Overall</u>					
Total District 2008	28	64	6	1	1
<u>Comparison</u>					
Peer Group (Rural)	43	52	5	-	-
National Average	30	56	12	2	-
<u>Ward</u>					
Urban	28	65	7	-	-
Rural*	28	64	5	2	2
<u>Gender</u>					
Male	39	54	5	2	-
Female	18	74	6	-	2

% read across

* does not add to 100% due to rounding

* * * * *

E. APPENDIX

Base By Sub-sample

		Actual residents interviewed	*Expected numbers according to population distribution
Ward:	Urban	121	119
	Rural	80	82
Gender:	Male	99	98
	Female	102	103
Age:	18 - 39 years	39	59
	40 - 59 years	82	85
	60+ years	80	57

* Interviews are intentionally conducted to get reasonable bases for comparison between the two Wards. Post stratification (weighting) is then applied to adjust back to population proportions in order to yield correctly balanced overall percentages. This is accepted statistical procedure. Please see also pages 2 to 4.

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