NATIONAL RESEARCH BUREAU LTD
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To: Marty Sebrie	From: Ken Sutton and Janette Simpson
Of: Carterton District Council	Date: 17 September 2014

Dear Marty,

SUMMARY OF COMMUNITRAK™ SURVEY RESULTS

The following is a summary of your Communitrak™ survey results and, of course, detail of the full results will be provided in the report.

If you have any queries, please give one of us a call.

Kind regards,

Ken Sutton Janette Simpson

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EVENTS CENTRE

Awareness

Services residents are aware of that are available at the Events Centre (unprompted responses).

Main services* residents are aware of are:

- library, mentioned by 69% of all residents,
- auditorium or hall or theatre, 62%,
- meeting room(s), 38%,
- information centre, 29%,
- Youth Centre/Scout Hall, 20%,
- Plunket/Ron Wakelin Wing, 17%.

19% of residents could not mention any service.

* multiple responses allowed

Usage

How often have residents, or any member of their households, used or visited the following:

	In Last 12 Months		
	Three times or more %	Once or twice %	Not at all %
Library	55	12	33
Auditorium	30	26	44
Information Centre	12	29	59
Youth Centre or Scout Hall	11	6	83
Meeting room(s)	14	14	72
Kitchen	9	7	84
Plunket or Ron Wakelin Wing	4	3	93
Foodbank	1	1	98

% read across

Overall 81% of households used/visited the Events Centre, in the last 12 months.

OVERALL SATISFACTION WITH COUNCIL SERVICES/FACILITIES

	Very / fairly satisfied %	Not very satisfied %	Don't know / Unable to say %
Wastewater system*†	97	4	-
Town water supply*†	95	5	-
Roads (excluding State Highway 2)	93	7	-
Parks and reserves	92	2	6
Refuse collection (excl Kerbside Recycling)*†	90	5	6
Kerbside recycling*	89	10	1
Street trees*†	81	19	1
Events Centre (excluding the library)†	77	6	16
Public toilets†	74	1	26
Public library	74	1	25
Stormwater drainage system*	73	22	5
Dog control†	72	11	16
Footpaths	69	23	8
Public swimming baths	63	3	34
Business promotion	61	12	27
Transfer station	50	21	29

* NB: asked of Urban Area residents only
† does not add to 100% due to rounding

The Main Areas Of Concern About Services/Facilities Are:

- footpaths — 23% of *all residents* are not very satisfied (32% in 2011)
- transfer station — 21% (31% in 2011)

The Main Area Of Concern About Urban Area Services Is:

- stormwater system — 22% of Urban Area residents (21% in 2011)

The Main Reasons Given For Being Not Very Satisfied With *Footpaths* Are:

- uneven/rough/potholes/broken by tree roots, mentioned by 11% of *all residents*,
- poor condition/need upgrading/attention, 8%,
- no footpaths/footpaths only on one side, 3%.

The Main Reasons Given For Being Not Very Satisfied With The *Stormwater System* Are:

- flooding/ponding occurs, mentioned by 13% of Urban Area residents,
- drains/gutters blocked/need better cleaning, 11%,
- system overloaded/overflows/backs up, 5%.

PERFORMANCE

		Very good/ Fairly good %	Just acceptable %	Not very good/Poor %	Don't know/ No opinion %
Staff	**2014**	**77**	**11**	**6**	**6**
	2011	73	14	6	7
Mayor & Councillors					
	2014	**78**	**4**	**5**	**13**
	2011	62	22	8	8

CONSULTATION

Level Of Consultation Preferred

Get on with the job, but keep the public informed, 24% of all residents (21% in 2011),

Consult on major issues only; otherwise get on with the job, 61% (58% in 2011),

Consult step by step on most issues, 15% (20% in 2011),

Don't know, 0% (1% in 2011).

Major Issues Mentioned Which Residents Want Consultation On Are:

Council spending/major expenditure, mentioned by	19% of all residents,
High rates/rates increases	10%
Roading/bypass/traffic	9%
Sewerage/wastewater	9%
Events Centre	8%

OUTCOMES

Any Action, Decision Or Management That Comes To Mind They *Disapprove* Of?

Yes 25% (40% in 2011)

Main actions/decisions disapproved of are:

- overspending/wasting money, mentioned by 4% of all residents,
- increase in rates, 3%.

Any Action, Decision Or Management That Comes To Mind They *Approve* Of?

Yes 42% (54% in 2011)

Main actions/decisions approved of are:

- town centre upgrade/tidying up/beautification/gardens, mentioned by 11% of all residents
- doing a good job/friendly staff/approachable, 6%,
- parks and reserves, 6%,
- the Events Centre, 5%.

SERVICE/FACILITY SPEND EMPHASIS

	Spend More On Service/Facility
Business promotion	42% of all residents
Footpaths	38%
Stormwater drainage system	23%
Roads, excluding State Highway 2	18%
Transfer station	18%
Wastewater system	18%
Street trees	17%
Public swimming baths	17%
Town water supply	12%
Parks and reserves	11%
Public library	11%
Dog control	9%
Events Centre (excluding library)	6%
Refuse collection (excluding kerbside recycling)	6%
Kerbside recycling	6%
Public toilets	2%

CONTACT WITH COUNCIL

Who Residents Contact First If They Need To Raise A Matter With Council

A Councillor	13%	of all residents (10% in 2011)
The Council offices/staff	77%	(76% in 2011)
Depends on the matter	4%	(4% in 2011)
The Mayor	7%	(9% in 2011)
Don't know	0%	(1% in 2011)

(Does not add to 100% due to rounding)

In the last 12 months, 19% of residents have contacted a Councillor or the Mayor (22% in 2011).

52% of residents have contacted the Council offices in the last 12 months by phone, in person, in writing and/or by email (62% in 2011).

Satisfaction With Overall Service Received

Very satisfied, mentioned by	53%	of residents who have contacted Council in the last 12 months (47% in 2011)
Fairly satisfied	39%	(35% in 2011)
Not very satisfied	8%	(18% in 2011)

Base = 103

LOCAL ISSUES

Perception Of Safety

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

Yes, definitely	46%	of all residents (34% in 2011)
Yes, mostly	52%	(59% in 2011)
Not really	2%	(6% in 2011)
No, definitely not	0%	(1% in 2011)

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