

An aerial photograph of the Waitomo District Council area. The foreground is dominated by a dense forest of trees with vibrant autumn foliage in shades of yellow, orange, and brown. In the middle ground, a town is visible, featuring a mix of residential houses, commercial buildings, and a large green sports field. The background consists of rolling green hills under a clear blue sky.

WAITOMO DISTRICT COUNCIL

RESIDENT SURVEY JUNE 2024

EXECUTIVE SUMMARY

Waitomo District Council (the Council) surveys Waitomo residents to understand their perceptions of the Council's services and facilities. The survey is completed annually, and this year's survey was undertaken between May 23rd and June 23rd, 2024.

A total of n=404 residents responded to this survey, n=394 surveys were completed online, and n=10 surveys were received via post. The largest response was received from residents in Te Kūiti, with fewer responses from residents in rural areas. The proportion of responses for different areas in the district is shown below.

Areas

Te Kūiti	61%	(n=247)
Rural Central	49%	(n=76)
Rural North	12%	(n=47)
Rural South and East	8%	(n=34)

The final sample size has a maximum margin of error of +/- 4.9% at the 95% confidence interval. The final data set is weighted by age and gender to ensure the final results represent the district's population overall.

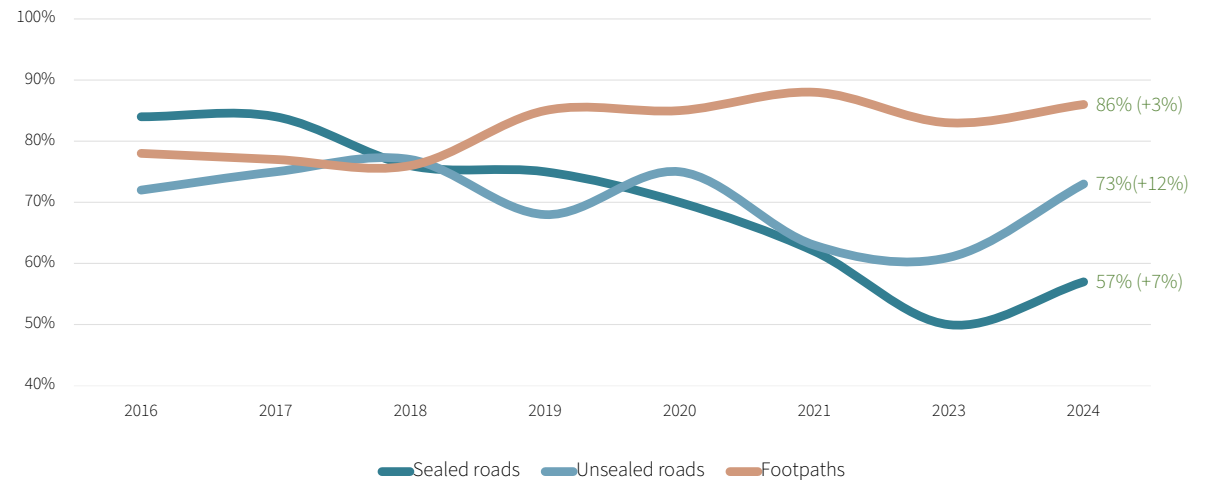
The following pages summarise the key measures from the survey. The year-on-year change from 2023 is shown in parentheses next to the 2024 result; year-on-year increases are shown in green font, while decreases are shown in red font.

EXECUTIVE SUMMARY

Roads

This year, satisfaction with all roading measures increased compared to the 2023 results. The most significant change is the increase in satisfaction with unsealed roads, which saw a 12% increase and is currently at 73%. Although satisfaction with sealed roads increased, this result has trended downwards over time.

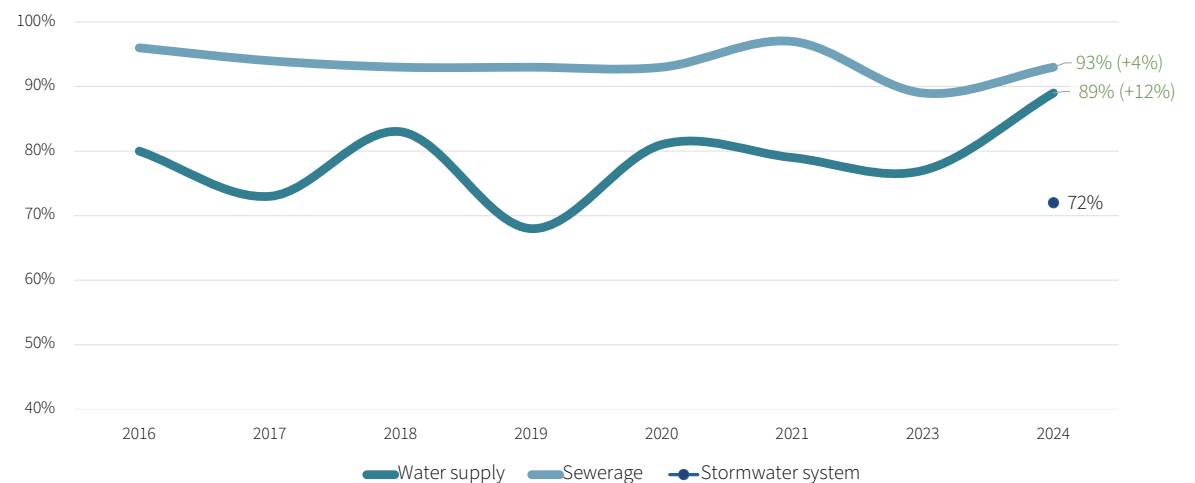
No performance targets set



Water & wastewater

Satisfaction with the district’s water supply and sewerage system increased this year (12% and 4% respectively). Satisfaction with the sewerage system has remained relatively consistent over time, while satisfaction with the Council’s water supply has fluctuated slightly over the monitoring period. In a new measure this year, 72% of respondents are satisfied with the stormwater system in their community.

No performance targets set

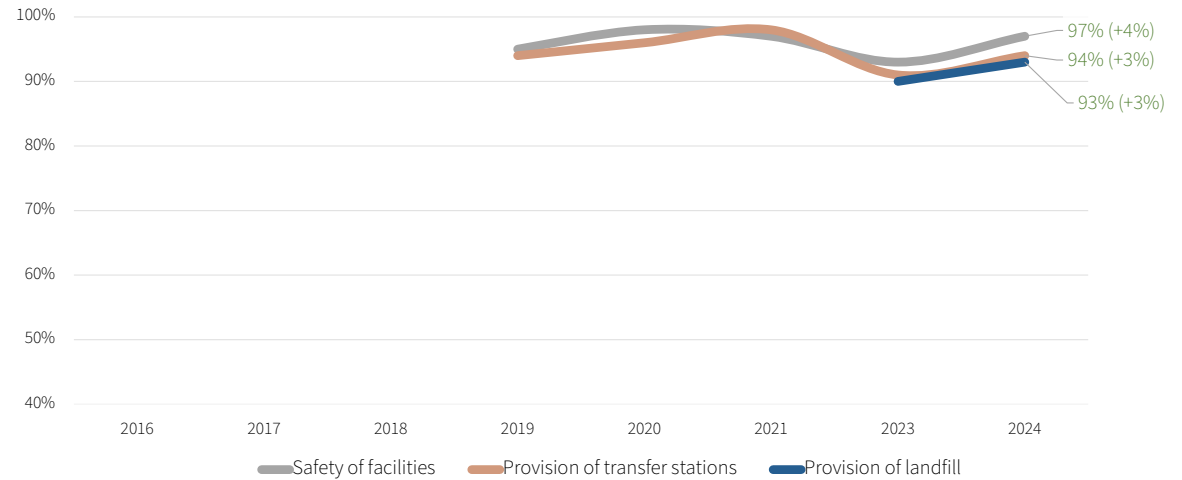


EXECUTIVE SUMMARY

Refuse & recycling

Respondents' satisfaction with the refuse and recycling facilities increased this year. Transfer stations met its performance target this year while facility safety is the highest it has been since monitoring began. Satisfaction with the district's provision of the landfill increased 3% this year.

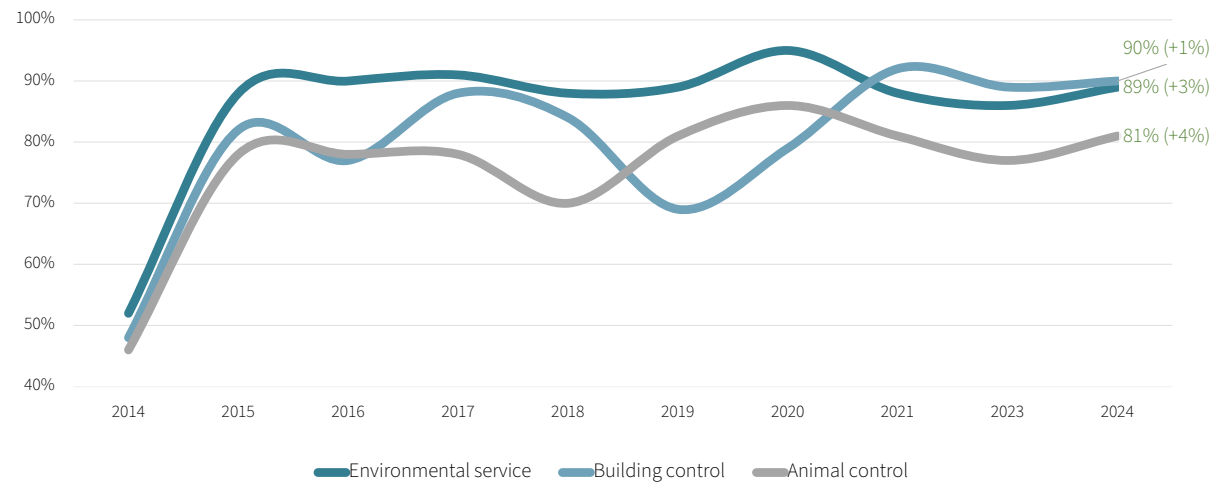
Provision of transfer stations Target achieved



Regulatory services

Satisfaction with all environmental service measures increased this year. The most significant increase was for animal control, which increased by 4% from 2023 and achieved its target this year.

Animal control Target achieved



EXECUTIVE SUMMARY

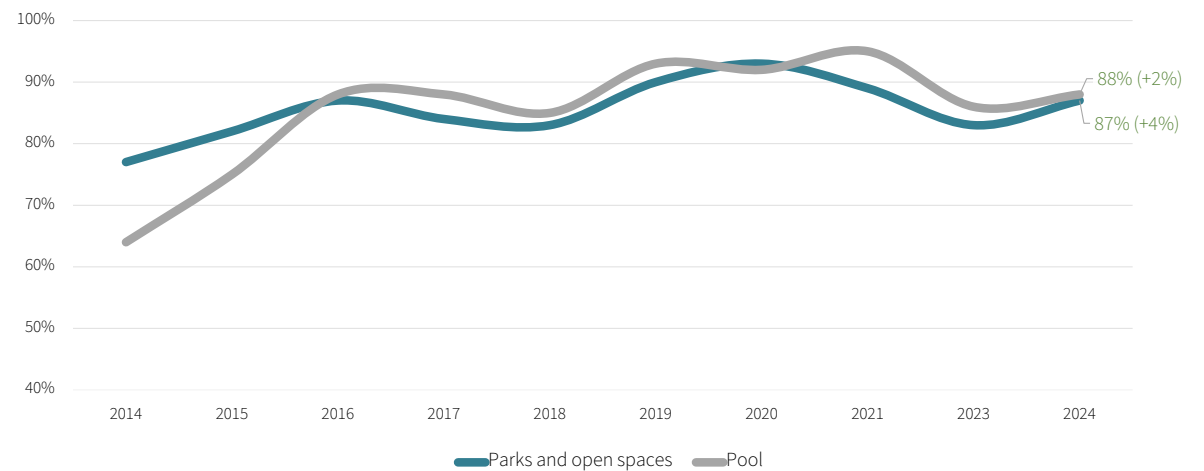
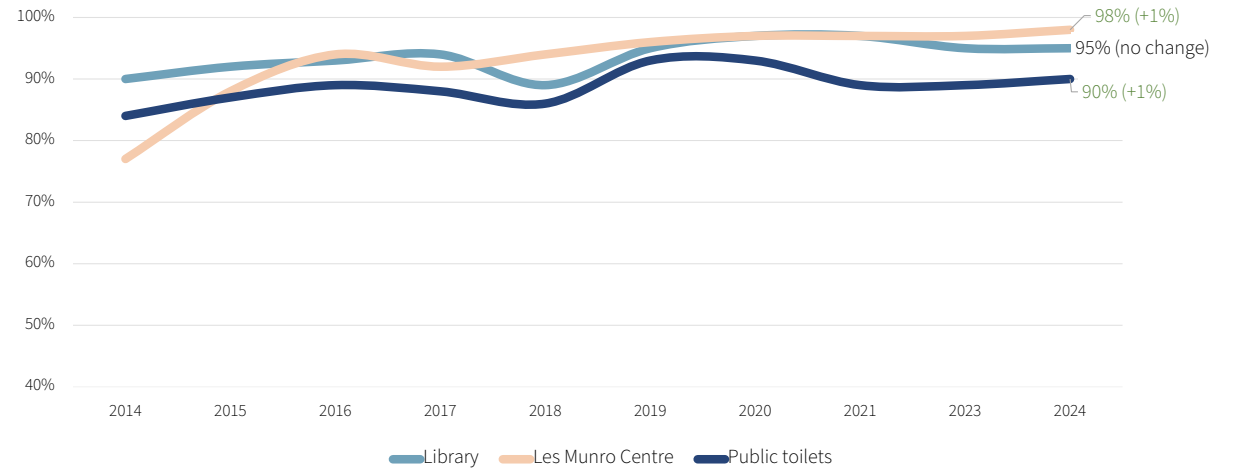
Recreation & property

Satisfaction with the Les Munro Centre and the public toilets increased this year. In contrast, satisfaction with the library, which is already very high at 95%, has not changed.

Satisfaction with parks and open spaces and the pool have increased this year, with results above 85%.

All performance targets are met for the facilities with targets.

Library	Target achieved
Public toilets	Target achieved
Parks and opens spaces	Target achieved



EXECUTIVE SUMMARY

Council communication & performance

Satisfaction with a range of communication and performance measures for the Council shows positive increases. In particular, there are improvements in respondents' satisfaction with the Council's efficiency and approachability and the amount of information that the Council provides. However, respondents' overall satisfaction with the Council's communications remains the same (resulting in an unmet performance target), and respondents' satisfaction with their access to the Council's information has increased.

Communications Target NOT achieved

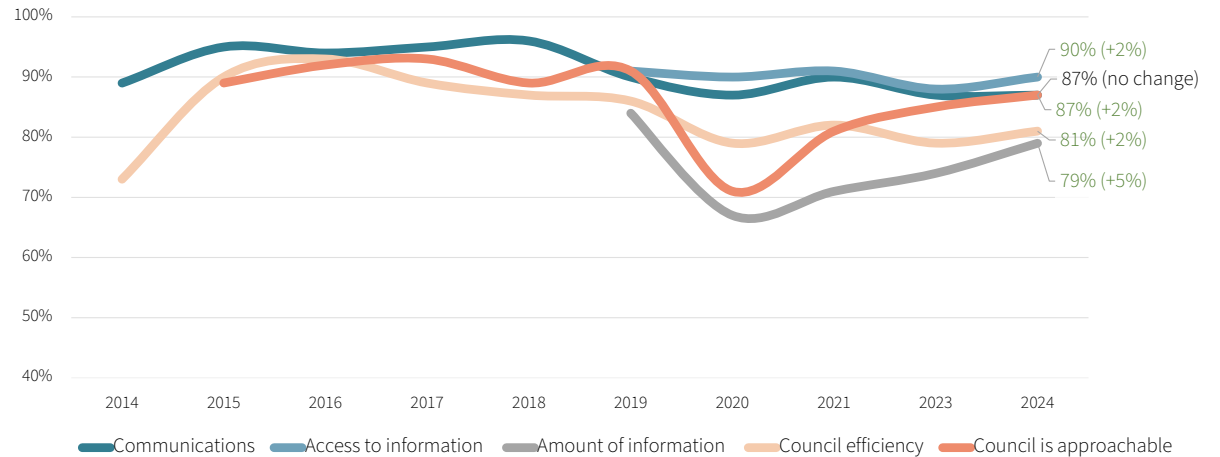
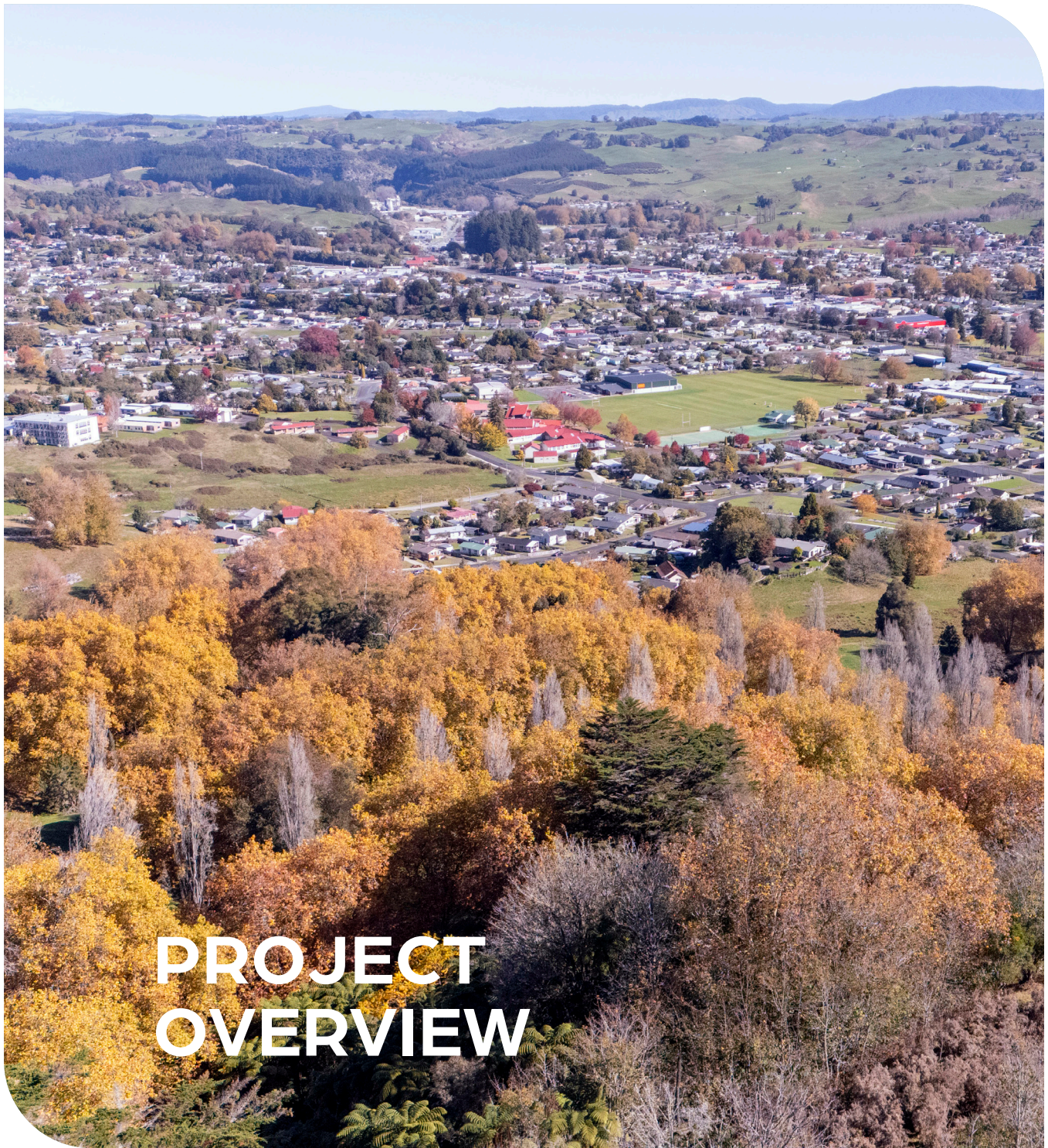


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PROJECT OVERVIEW

BACKGROUND & METHOD

Background

Waitomo District Council (the Council) is the local authority responsible for delivering community services and facilities to residents in Te Kūiti, Waitomo Caves, Piopio, and surrounding rural areas. Each year, the Council undertakes a resident survey to understand residents' perceptions of the services it provides.

Data collection

Data collection for this survey was completed between May 23rd and June 23rd, 2024. This survey utilised a post-to-online method for data collection. Contact details for residents were sourced through the electoral roll, and a portion was matched to the ratepayer database to allow for email delivery of the survey invitation.

A total of n=5,504 residents were selected from the electoral roll and invited to participate in the survey. Of these residents, n=298 were emailed a link to the survey, n=4,838 were posted a letter with a unique link to complete the online survey, and n=368 were posted a letter with the full survey to complete and return via Freepost. This approach was similar to last year; however, slightly fewer respondents received the full survey, with a greater number receiving a letter only¹.

A total of n=404 residents completed the survey; n=394 responses were completed online, and n=10 responses were returned via the post.

¹ in 2023 n=687 residents were emailed, n=3,237 were posted a letter, and n=1,858 were provided with the full printed survey.

Notes on reporting

Questionnaire

The questionnaire was designed by the Council in conjunction with Versus Research and was in line with the questionnaire used in 2023.

Weights

Weighting has been applied to the data in this report. Weighting ensures that specific demographic groups are neither under nor over represented in the final dataset, and that each group is represented as it would be in the population. This work utilises age and gender weights which have been taken from the 2018 Census data.

Margin of error

Margin of Error (MoE) is a statistic used to express the amount of random sampling error present in a survey's results. The final sample size for this study is n=404, which gives a maximum margin of error of +/- 4.9% at the 95% confidence interval, that is, if the observed result on the total sample of n=404 respondents is 50% (point of maximum margin of error), then there is a 95% probability that the true answer falls between 45.1% and 54.9%.

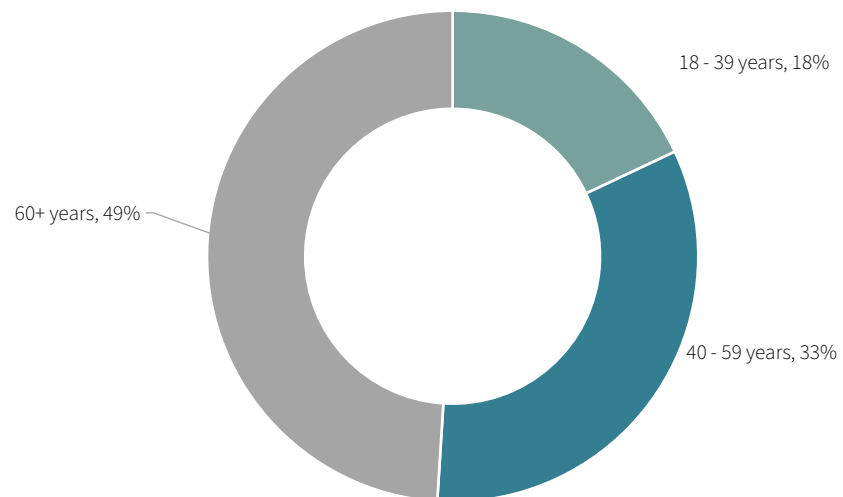
Statistical testing

Statistical testing has been applied to figures in this report. This testing compares the 2024 results with results from 2023. When changes are statistically significant at the 95% confidence level, these differences are highlighted with a red square. In tabulated results the differences are shown with arrows.

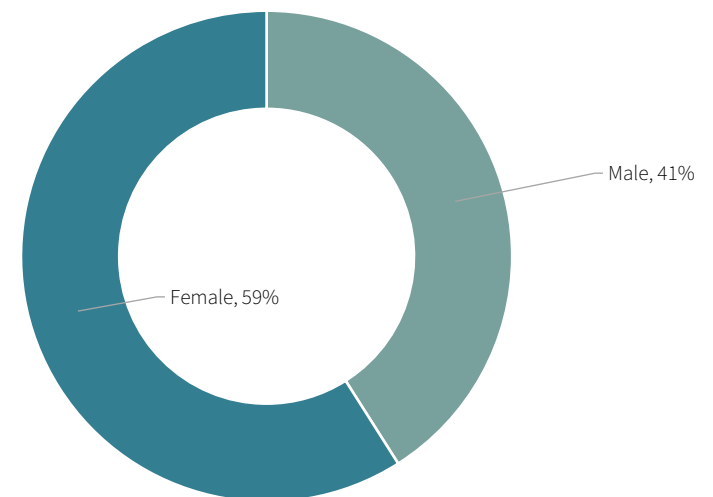
SAMPLE PROFILE

The charts below show the unweighted age and gender distributions within the final sample. Over half of the respondents are over the age of 60, with one-third aged between 40 and 59 and the remaining 18% under 39. Forty-one percent of the respondents are male, and 59% are female. The distribution is similar to the 2023 sample.

Age (unweighted)



Gender (unweighted)



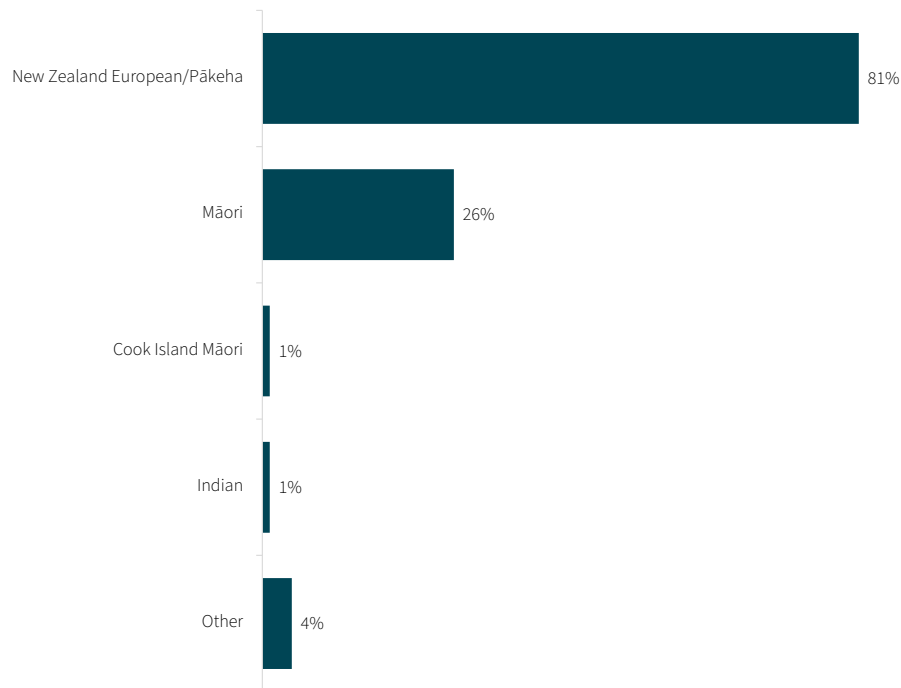
Q: Which age bracket do you belong to? n=404

Q: Which of the following do you identify as? n=404

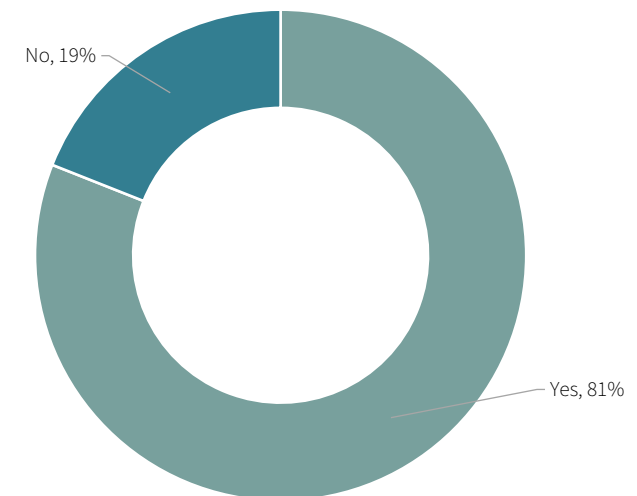
SAMPLE PROFILE

Eighty-one percent of the respondents are New Zealand European, with 26% identifying as Māori. Other ethnicities are less represented within the sample. Eighty-one percent of the respondents own property within the Waitomo district, a distribution similar to 2023.

Ethnicity (unweighted)



Ratepayer (unweighted)



Q: Which of the following ethnic groups do you belong to? n=404
Q: Do you own a property in the Waitomo district? n=404

SAMPLE PROFILE

The area groupings included in this study are shown below. Comparisons to the 2023 sample are provided in parentheses.

Rural North

Hangatiki, Kinohaku, Marokopa, Oparure, Taharoa, Te Anga, Te Waitere, Waitomo Caves

Number of respondents: n=47 (2023: n=61)

Proportion of total: 12% (2023: 14%)

Proportion of population: 20%

Te Kūiti

Number of respondents: n=247 (2023: n= 272)

Proportion of total: 61% (2023: 60%)

Proportion of population: 47%

Rural Central

Aria, Mahoenui, Mokauiti, Piopio, Waikawau

Number of respondents: n=76 (2023: n=83)

Proportion of total: 19% (2023: 18%)

Proportion of population: 21%

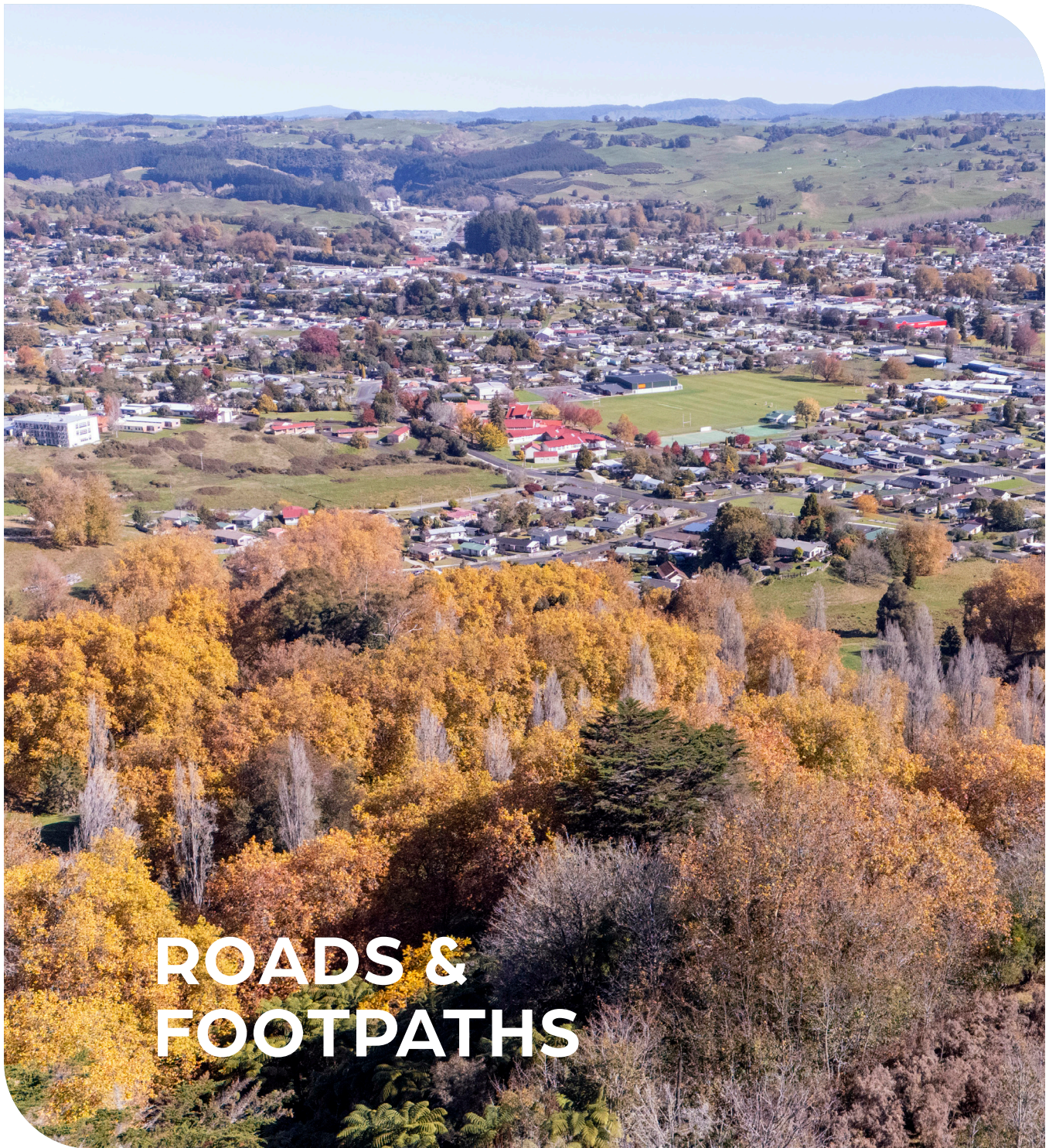
Rural South & East

Awakino, Maniaiti/Benneydale, Kopaki, Mapiu, Mōkau, Puketutu, Rangitoto, Waipa Valley

Number of respondents: n=34 (2023: n=34)

Proportion of total: 8% (2023: 8%)

Proportion of population: 12%

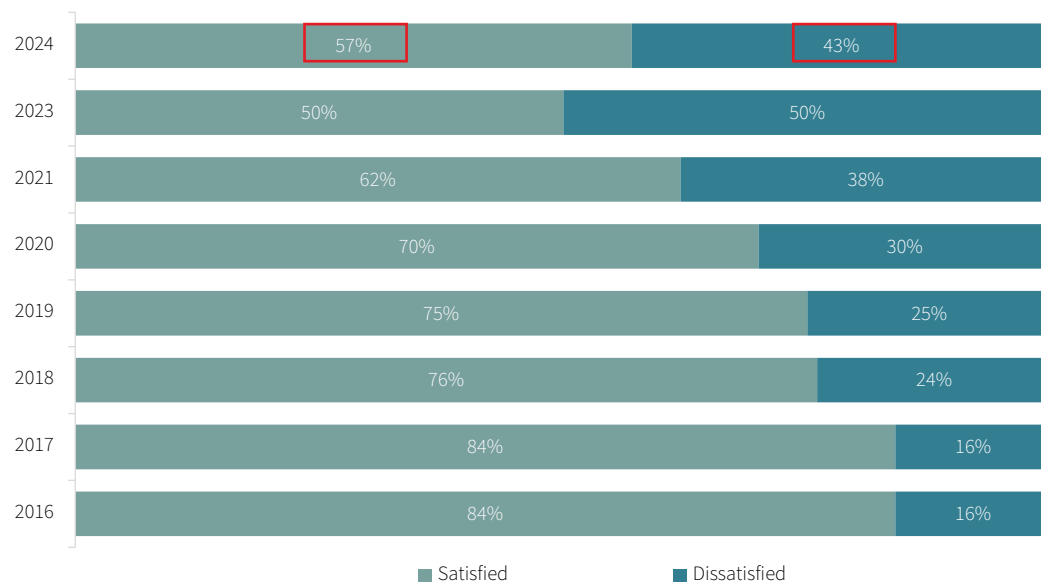


**ROADS &
FOOTPATHS**

ROADS

Respondents were asked about their overall satisfaction with the condition of the district’s sealed roads. Overall, 57% of respondents are satisfied with the condition of the roads, which is a significant increase from the 2023 result and similar to the result of 2021. Forty-three percent of respondents are dissatisfied with the condition of the roads; the primary reasons for dissatisfaction are poor maintenance and poor construction.

Satisfaction with condition of sealed roads



Reasons for dissatisfaction

Better maintenance required	93%
Need better construction	49%
Need for lower/variable speed zones	10%
Not appropriate for my travel needs	7%
Potholes	5%
Other	5%

Base: n=164

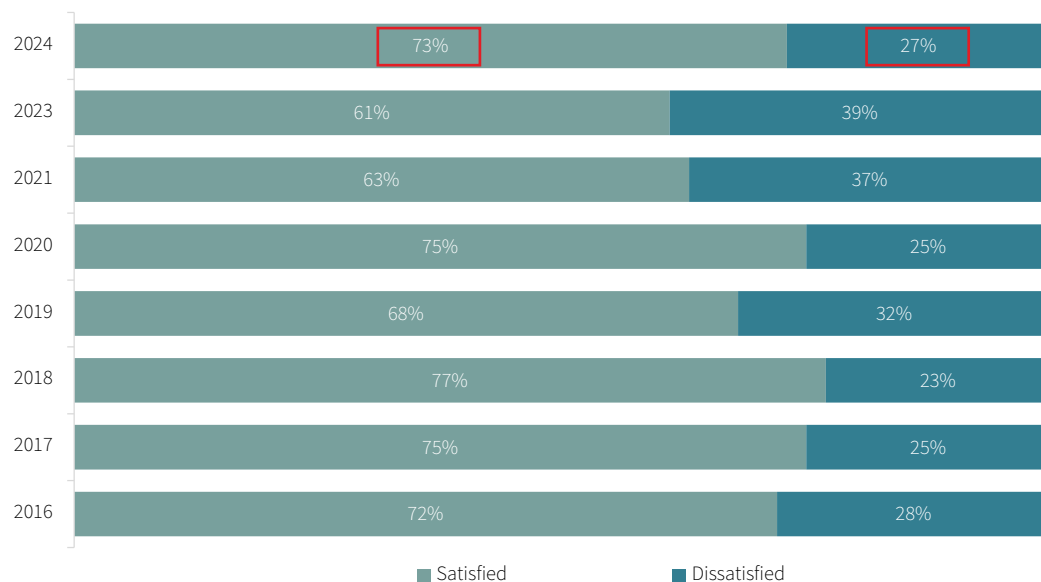
No performance target

Q: How satisfied are you with the overall condition of sealed LOCAL roads in the district EXCLUDING state highways?
 Base: 2016 n=325; 2017 n=296; 2018 n=184; 2019 n=504; 2020 n=439; 2021 n=407; 2023 n=450; 2024 n=404

ROADS

Respondents were asked about the condition of the district’s unsealed roads. This year, 73% of respondents are satisfied with the condition of unsealed roads, and 27% are dissatisfied; these are significant changes from the 2023 results and similar to results from earlier monitoring. The primary reasons for dissatisfaction are potholes, rough surfaces, and perceptions that the repairs need to be completed correctly.

Satisfaction with condition of unsealed roads



Reasons for dissatisfaction

Potholes/rough surfaces	89%
Not properly repaired	61%
Roads not wide enough	31%
Overhanging vegetation/ poor line of sight	28%
Poor maintenance	4%
Corrugations	3%
Other	2%

Base: n=110

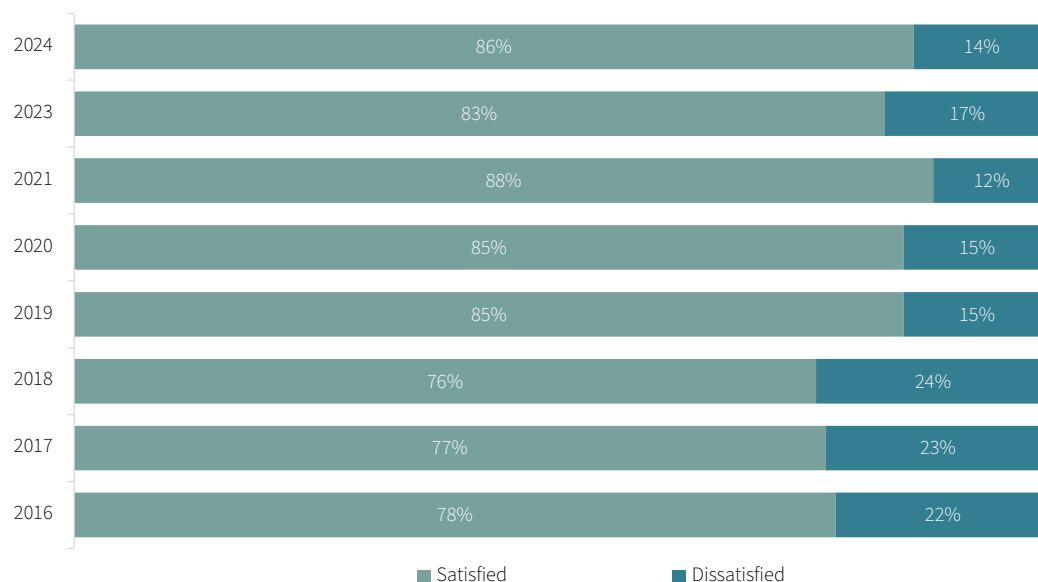
No performance target

Q: How satisfied are you with the overall condition of unsealed roads in the district?
 Base: 2016 n=325; 2017 n=296; 2018 n=184; 2019 n=504; 2020 n=439; 2021 n=407; 2023 n=450; 2024 n=404

FOOTPATHS

Respondents were asked about the safety and accessibility of the district’s footpaths. This year, 86% of respondents are satisfied with the footpaths, and 14% are dissatisfied. These results are similar to those in 2023 and have remained relatively consistent since 2019. The main reasons respondents cite for their dissatisfaction are that the footpaths need better maintenance, are cracked and damaged, or are too narrow.

Satisfaction with safety and accessibility of footpaths



Reasons for dissatisfaction

Better maintenance required	64%
Cracked/damaged footpaths	68%
Too narrow	28%
None in our area	12%
Slippery	8%
Get blocked by other users	6%
Uneven	5%
Vegetation is overgrown	3%
Other	4%

Base: n=60

No performance target

Q: How satisfied are you that the public footpaths are safe and accessible?
 Base: 2016 n=325; 2017 n=296; 2018 n=184; 2019 n=504; 2020 n=439; 2021 n=407; 2023 n=450; 2024 n=404

AREA DATA

The table below shows the responses for the road and footpath measures for different areas within the district.

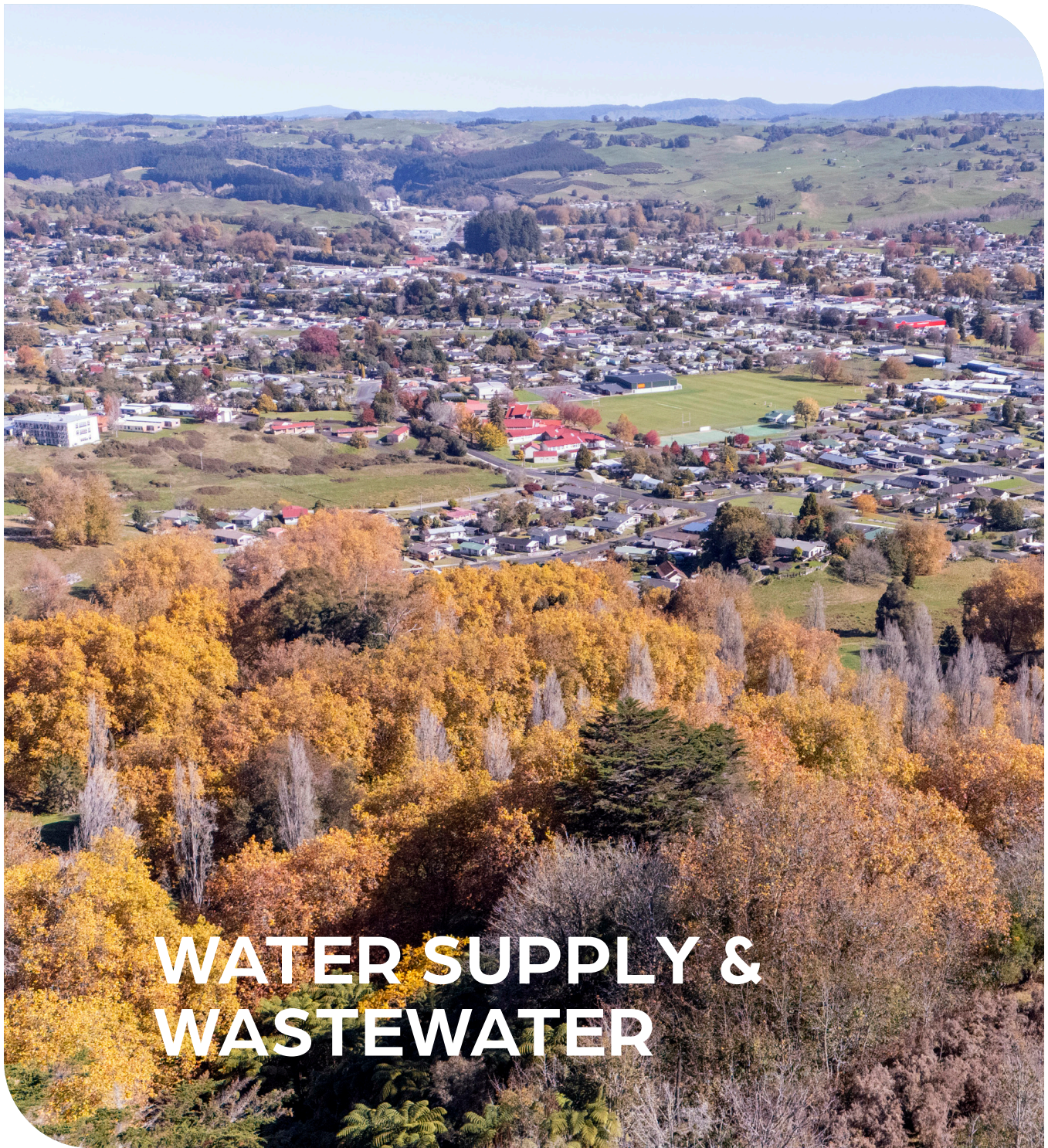
The results for the different parts of the district are relatively similar, with Rural South and Rural East respondents consistently providing higher ratings than other areas and Rural Central respondents consistently showing lower responses.

Area results for road & footpath measures*

	TOTAL	Te Kūiti	Rural North	Rural South & East	Rural Central
Condition of sealed roads	57%	57%	61%	78% ↑	45%
Condition of unsealed roads	73%	75%	67%	86%	63%
Footpaths	86%	85%	87%	94%	87%

Base: Total n=404, Te Kūiti n=247, Rural North n=47, Rural South & East n=34, Rural Central n=76.

*An upward arrow indicates the result is significantly higher for that area than for the total result. A downward arrow indicates the result is significantly lower for that area than for the total result.

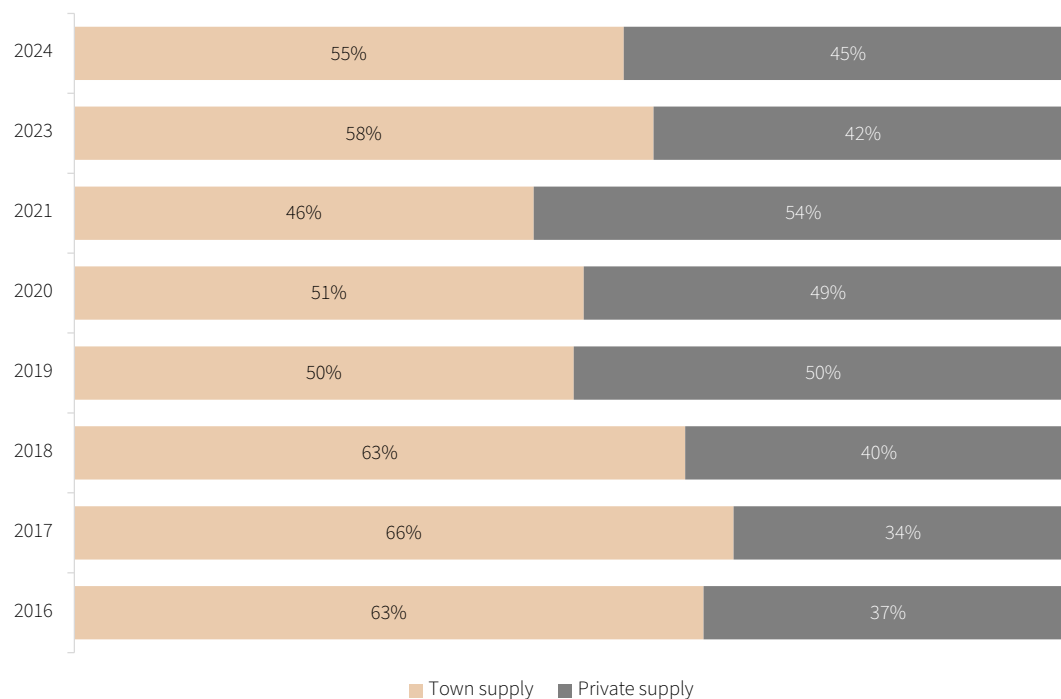


**WATER SUPPLY &
WASTEWATER**

WATER SUPPLY

This year, 55% of respondents are connected to the town water supply, and 45% use a private supply, similar to the 2023 proportions. Respondents in the Rural North and Rural Central areas are less likely to be connected to the Council’s water supply. In contrast, respondents from Te Kūiti are more likely to be connected.

Private and town supply: Water



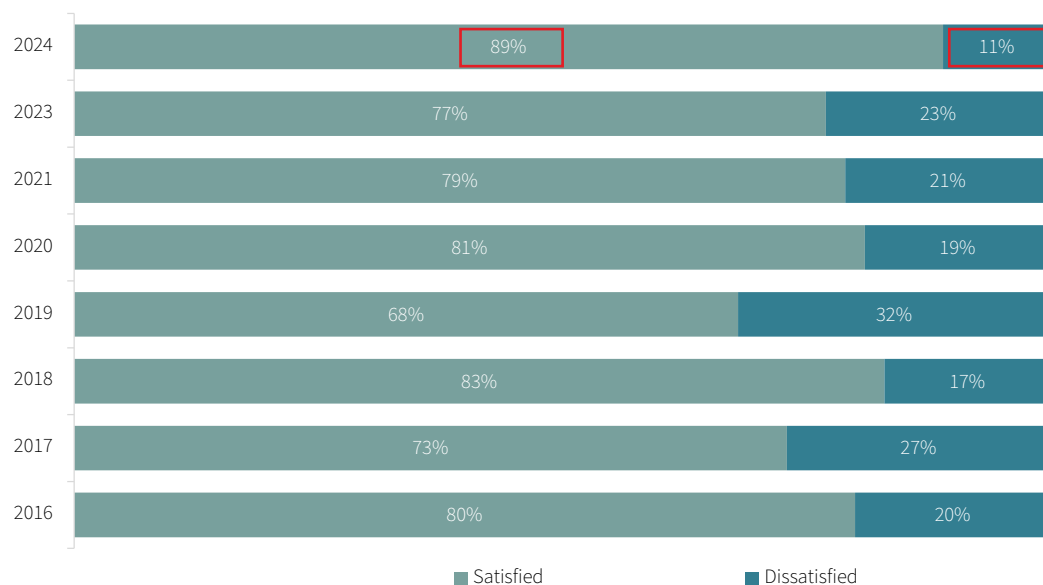
Q: Do you have a private water supply (i.e. roof water, natural spring or bore supply) or are you connected to a Council provided supply?

Base: 2016 n=325; 2017 n=296; 2018 n=184; 2019 n=504; 2020 n=439; 2021 n=407; 2023 n=450; 2024 n=404

WATER SUPPLY

Respondents connected to the Council’s water supply were asked about their satisfaction with the service. This year, 89% of respondents are satisfied with the water supply, a significant increase from the 2023 results and the highest result since monitoring commenced. Only 11% of respondents are dissatisfied with the water supply service, with the primary reasons for dissatisfaction being the water’s taste and odour and the water’s poor quality.

Satisfaction with the Council’s provision of water supply service



Reasons for dissatisfaction

Taste and odour of water	79%
Poor quality of water	63%
Appearance of water	38%
Insufficient pressure	27%
Water leaks	18%
Other	13%

Base: n=21

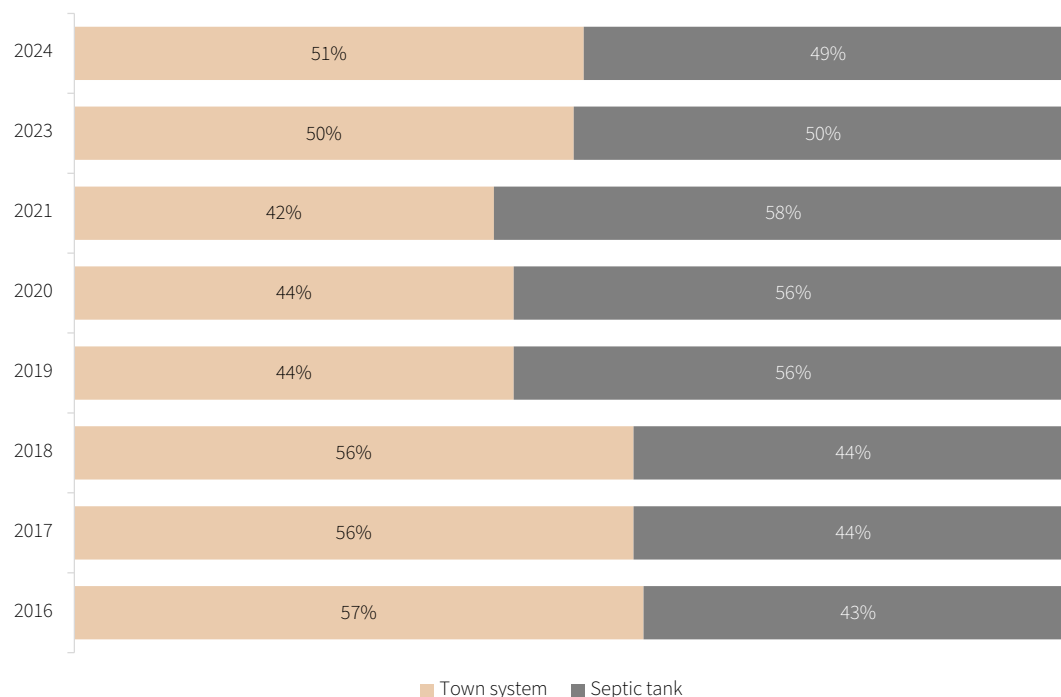
No performance target

Q: How satisfied are you with Council's provision of your water supply service?
 Base: 2016 n=325; 2017 n=296; 2018 n=184; 2019 n=504; 2020 n=439; 2021 n=407; 2023 n=257; 2024 n=221

WASTEWATER

This year, 51% of respondents are connected to the town sewerage system, and 49% use a private disposal system, similar to the 2023 proportions. Respondents in the rural areas of the district are less likely to be connected to the sewerage system. In contrast, respondents from Te Kūiti are more likely to be connected.

Private and town supply: Sewerage

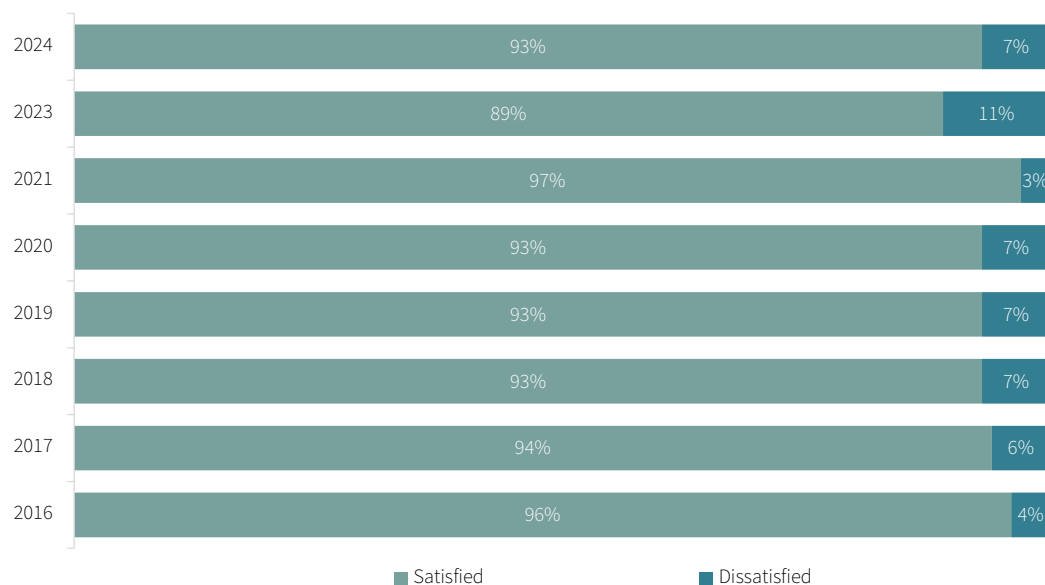


Q: Do you have a septic tank or are you on a Council provided reticulated sewerage disposal system?
 Base: 2016 n=326; 2017 n=303; 2018 n=184; 2019 n=504; 2020 n=444; 2021 n=405; 2023 n=450; 2024 n=404

WASTEWATER

Respondents who were connected to the sewerage system were asked about their satisfaction with the system. This year, 93% of respondents are satisfied with the service. This is an increase since 2023 however, it is not a significant change. Results have remained relatively stable since monitoring commenced, and there have been continued high satisfaction levels with this service. Only 7% of respondents are dissatisfied; the primary reasons are overflows and smells.

Satisfaction with the Council’s provision of sewerage service



Reasons for dissatisfaction

Overflows/blockages	76%
Odour/smell	34%
Response to service requests is poor	13%
Other	34%

Base: n=12

No performance target

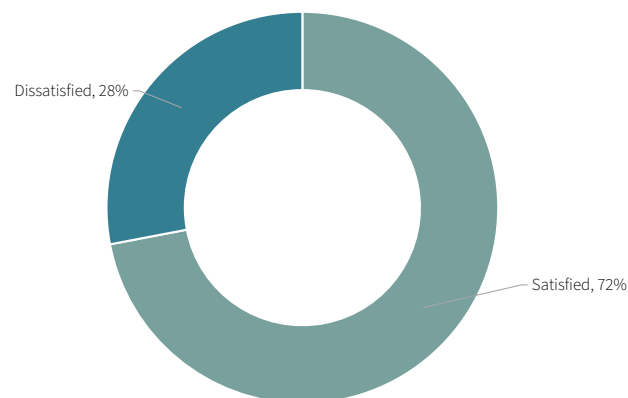
Q: How satisfied are you with Council’s overall provision of an adequate sewerage treatment and disposal service for the community where you live?

Base: 2016 n=326; 2017 n=303; 2018 n=184; 2019 n=504; 2020 n=444; 2021 n=405; 2023 n=450; 2024 n=196

STORMWATER

This year, respondents were asked about their community’s satisfaction with the stormwater system. Seventy-two percent of respondents are satisfied with the stormwater system, while 28% are dissatisfied. Dissatisfaction is highest amongst respondents in Te Kūiti. The main reasons for dissatisfaction relate to flooding concerns, the system not coping with heavy rainfall, an inadequate system for the area, and issues with drains blocking.

Satisfaction with the Council’s provision of stormwater system



Q: How satisfied are you with Council's stormwater system for the community where you live?
Base: 2024 n=404

Reasons for dissatisfaction

Our area floods	41%
System doesn't cope with heavy rain	35%
The system is inadequate for the area	26%
Drains get blocked	20%
Other	4%

Base: n=90

No performance target

AREA DATA

The table below shows the responses for the water, wastewater, and stormwater measures for different areas within the district.

Consistently, respondents from Te Kūiti have higher connection ratings and satisfaction with water and wastewater supply systems than those in rural areas, noting lower connection and satisfaction ratings. However, respondents from Te Kūiti are much less likely to be satisfied with the stormwater system in the area, with results for Te Kūiti significantly lower than all other areas in the district.

Area results for water & wastewater measures*

	TOTAL	Te Kūiti	Rural North	Rural South & East	Rural Central
Town water supply (yes)	55%	76% ↑	0%	42%	25% ↓
Satisfaction with water supply	89%	89%	0%	90%	95%
Council sewerage supply (yes)	51%	72% ↑	1% ↓	9% ↓	19% ↓
Satisfaction with wastewater service	93%	94%	0%	100%	86%
Satisfaction with stormwater system	72%	67% ↓	77%	100% ↑	78%

Base: Total n=404, Te Kūiti n=247, Rural North n=47, Rural South & East n=34, Rural Central n=76.

*An upward arrow indicates the result is significantly higher for that area than for the total result. A downward arrow indicates the result is significantly lower for that area than for the total result.

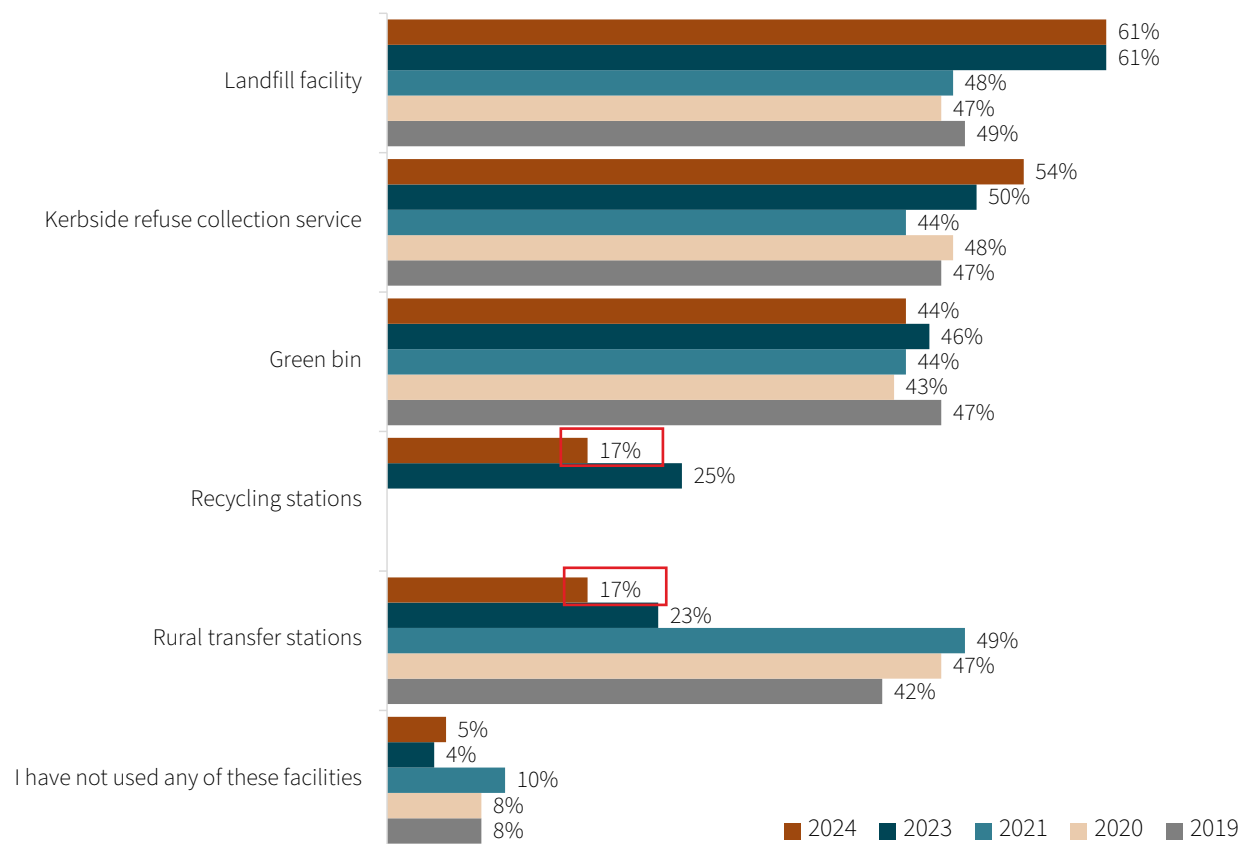


**REFUSE &
RECYCLING**

REFUSE FACILITY USE

Respondents were asked about their use of the refuse facilities in the district. Ninety-five percent of respondents had used at least one facility, the most common being the landfill facility, which 61% of respondents used, followed by the kerbside service and the green bin service. Fewer respondents noted that they used the recycling and transfer stations this year, with significant declines in use observed for both facilities.

Refuse facility use



Q: Which of the following Council provided refuse (rubbish) and recycling facilities have you used in the last 12 months?

Base: 2019 n=504; 2020 n=444; 2021 n=408; 2023 n=450; 2024 n=404

AREA DATA

The table below shows the facilities used by respondents in different parts of the district. Respondents from Te Kūiti are more likely to use the landfill facility, kerbside collection, and green bin collection. Still, they are less likely to use the recycling and rural transfer stations. The opposite pattern is observed amongst respondents from rural areas with much lower use of landfills, kerbside collections, and green bin services.

Area results for refuse facility use*

	TOTAL	Te Kūiti	Rural North	Rural South & East	Rural Central
Landfill facility	61%	77% ↑	45% ↓	25% ↓	31% ↓
Kerbside refuse collection service	54%	66% ↑	53%	24% ↓	26% ↓
Green bin	44%	58% ↑	35%	12% ↓	13% ↓
Recycling stations	17%	11% ↓	13%	35% ↑	32% ↑
Rural transfer stations	17%	4% ↓	22%	33% ↑	51% ↑
I have not used any in the past 12 months	5%	1% ↓	11%	24% ↑	5%

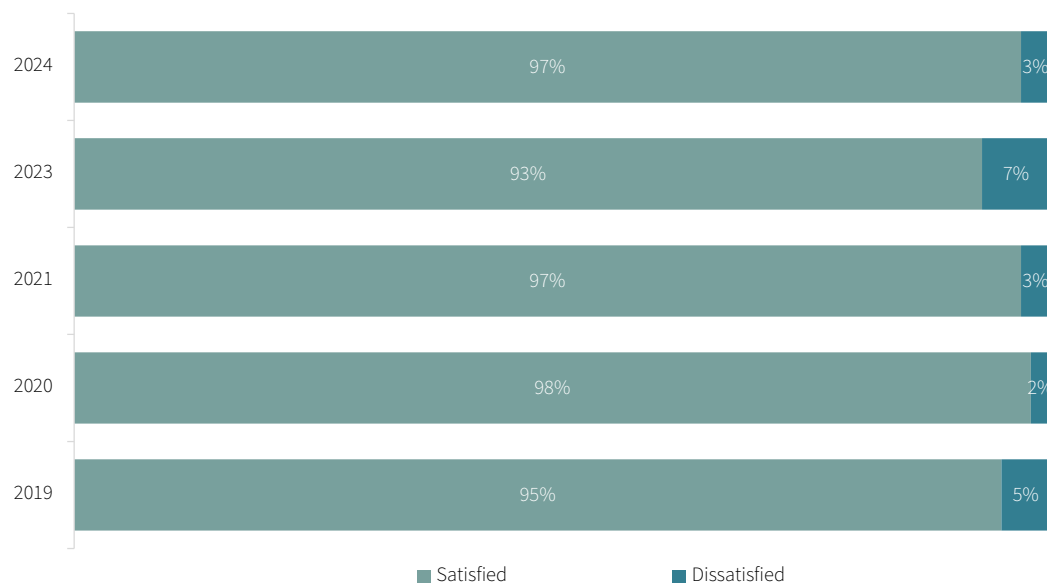
Base: Total n=404, Te Kūiti n=247, Rural North n=47, Rural South & East n=34, Rural Central n=76.

*An upward arrow indicates the result is significantly higher for that area than for the total result. A downward arrow indicates the result is significantly lower for that area than for the total result.

REFUSE FACILITIES

Respondents who had used the landfill or rural transfer stations were asked their views of the safety of these facilities. Overall, 97% of users are satisfied with the safety of these facilities, which is similar to previous years' monitoring. Only 3% of users are dissatisfied and cite reasons for unsuitable open hours, cost, full bins, and rubbish or glass around the site.

Safety of facilities



Reasons for dissatisfaction

Open hours not suitable	57%
Cost too much	19%
Bins are always full	15%
Broken glass on-site	15%
Dumped rubbish at site	15%
Trip hazard	10%
Not enough parking	10%

Base: n=7

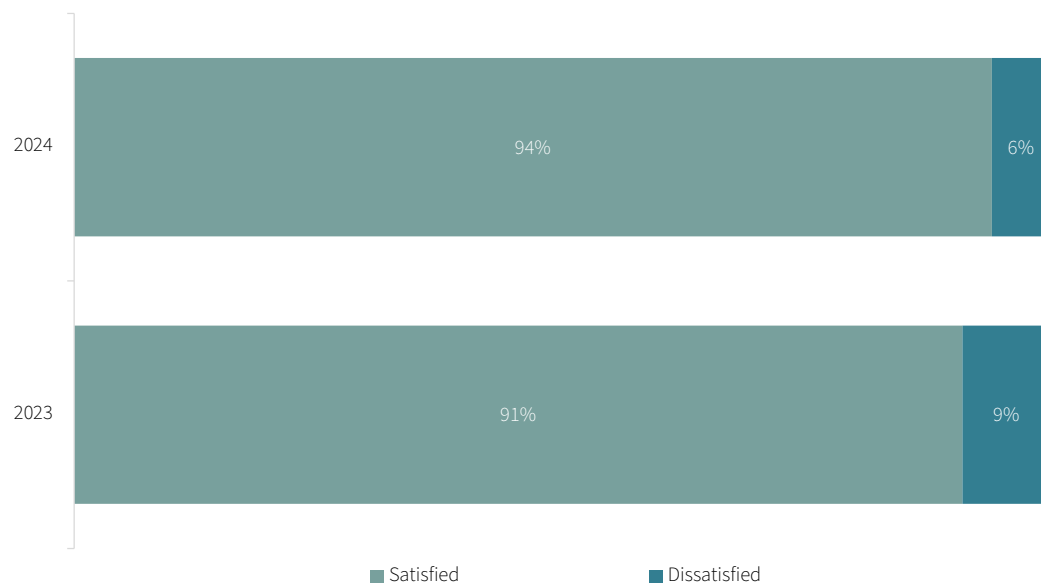
No performance target

Q: How satisfied are you with the safety of the facilities (Landfill and/or the Rural Transfer Stations)?
 Base: 2019 n=468; 2020 n=398; 2021 n=357; 2023 n=335; 2024 n=284

REFUSE FACILITIES

Respondents who used the rural transfer station were asked about their satisfaction with the facilities provided. This year, 94% of users are satisfied with the facilities, which exceeds the performance target of 80% and is also an increase of 3% from 2023. Only 6% of respondents are dissatisfied with the facilities, citing unsuitable open hours and limited services.

Provision of Rural Transfer Stations



Reasons for dissatisfaction

Open hours are not suitable	100%
Disposal services I want are not provided	22%
Recycling services I want are not provided	22%

Base: n=3

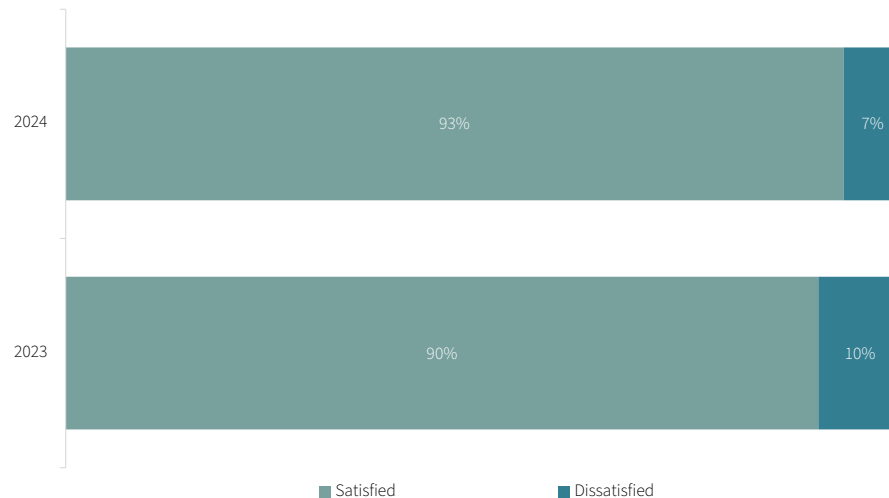
Target achieved (94%)
≥ 91% performance target

Q: How satisfied are you with the provision of facilities at the Rural Transfer Stations?
Base: 2023 n=100; 2024 n=72

REFUSE FACILITIES

Respondents who had used the Waitomo District Landfill were asked how satisfied they were with the provision of these facilities. Ninety-three percent of respondents are satisfied with the provision of facilities, a slight increase from 2023. Only 7% are dissatisfied with the provision of these facilities, with the main concerns relating to difficulty with payments, confusing layout, and unsuitable open hours. Positively, 43% of those respondents who stated they were dissatisfied provided a positive comment about the staff at the facility.

Provision of Waitomo District Landfill



Reasons for dissatisfaction

Staff at facility are nice	43%
It is difficult to pay	30%
Inadequate signage/confusing layout	28%
Opening hours are not suitable	22%
Costs too much	21%
Recycling services I need not provided	11%

Base: n=12

No performance target

Q: How satisfied are you with the provision of facilities at the Waitomo District Landfill?
Base: 2023 n=253; 2024 n=235

AREA DATA

The table below illustrates the results for the refuse and recycling facilities among respondents from different parts of the district. Satisfaction is high across the district, with most results reporting positive ratings. Significantly lower ratings are seen among Rural Central respondents for facility safety and among Rural North respondents for transfer stations.

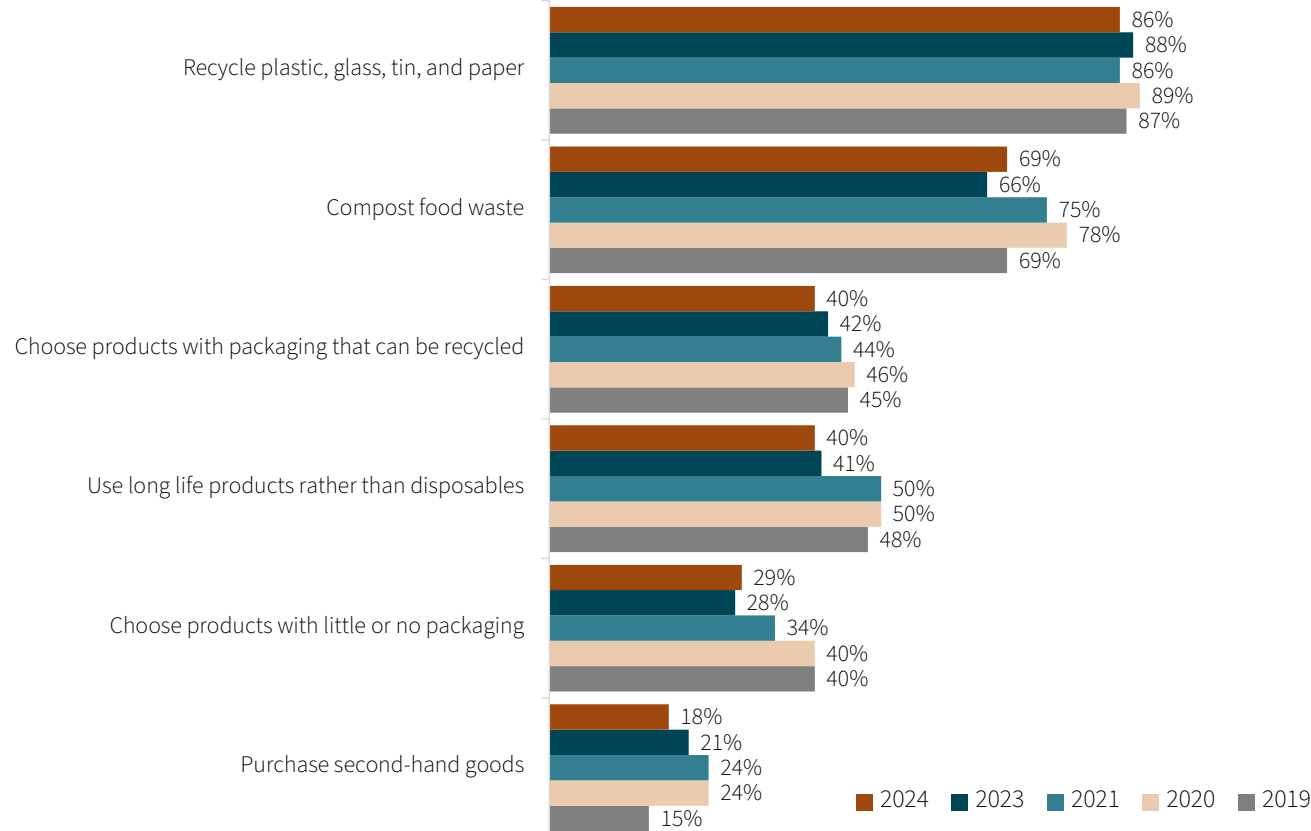
Area results for satisfaction with waste facilities

	TOTAL	Te Kūiti	Rural North	Rural South & East	Rural Central
Facility safety	97%	98%	100%	100%	90% ↓
Facilities at Rural Transfer Stations	94%	100%	69% ↓	100%	96%
Facilities at Waitomo District Landfill	93%	92%	100%	88%	100%

WASTE AT HOME

Respondents were asked about their actions at home to reduce their household’s waste. The most common actions people take are recycling and composting, with results similar to those seen in previous years. Secondary actions relate to product selection, with 40% stating they select products based on packaging or long-life products and 29% stating they choose products with no packaging. Interestingly, all these actions have declined over the monitoring period, with all packaging-related measures around 5% to 10% lower than when monitoring commenced.

Actions taken to reduce waste at home*



Q: Thinking about how you reduce waste at home, which of the following do you do at home?

*Total of 'always' and 'almost always'

Base: 2019 n=504; 2020 n=433; 2021 n=396; 2023 n=450, 2024 n=404

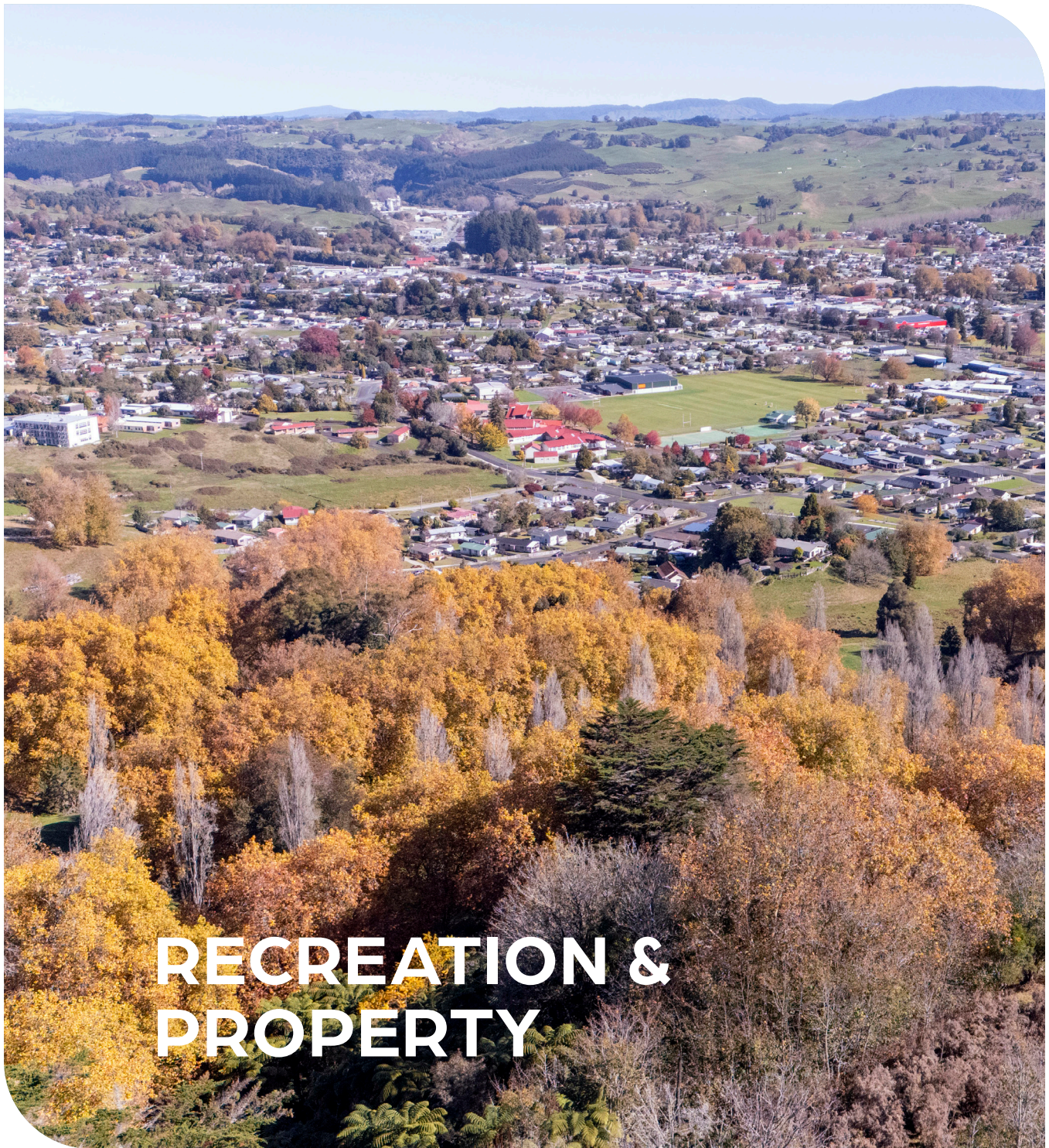
AREA DATA

The table below shows the differences in actions people take from different areas across the district. There is very little variation in people's actions, with high levels of recycling and composting evident across all areas. Respondents in the Rural Central area had a greater uptake of product selection but a lower propensity for purchasing second-hand goods. In contrast, the opposite pattern is observed for respondents from Te Kūiti.

Area results for actions taken at home (total always and almost always)

	TOTAL	Te Kūiti	Rural North	Rural South & East	Rural Central
Recycle plastic, glass, tin and paper	86%	86%	93%	78%	85%
Compost food waste	69%	66%	79%	76%	70%
Choose products with packaging that can be recycled	40%	40%	37%	36%	48%
Use long life products rather than disposables	40%	37%	35%	46%	54%
Choose products with little or no packaging	29%	26%	33%	25%	37%
Purchase second hand goods	18%	20%	19%	15%	10%

Base: Total n=404, Te Kūiti n=247, Rural North n=47, Rural South & East n=34, Rural Central n=76.

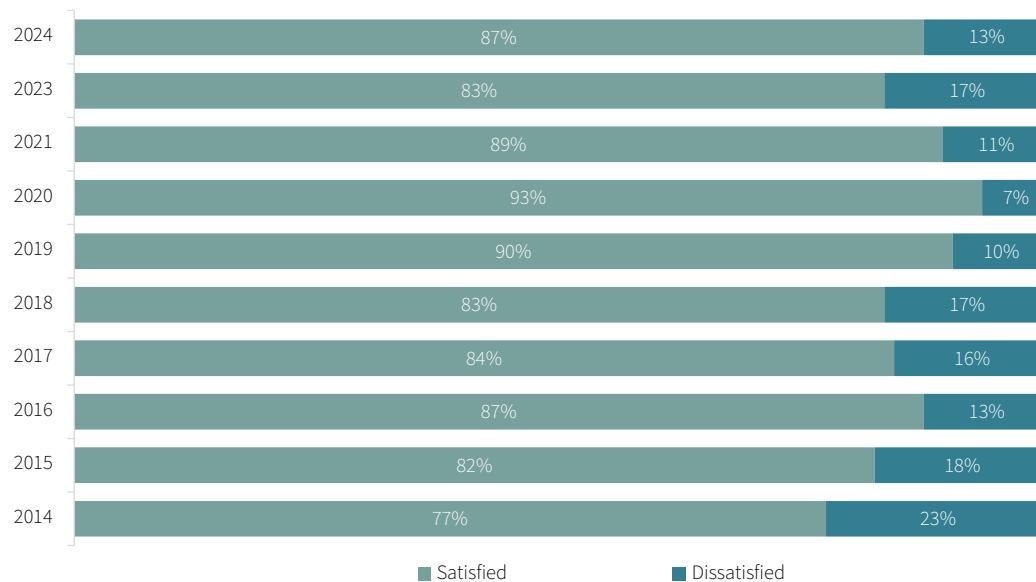


**RECREATION &
PROPERTY**

PARKS & OPEN SPACES

Respondents were asked how satisfied they were with the quality of parks and open spaces. Overall, 87% of respondents are satisfied with the parks and open spaces, a 4% increase from 2023 and above this year’s target of 83%. Thirteen percent of respondents are dissatisfied with the parks and open spaces, with the main concerns relating to upgrading and cleanliness.

Quality of parks & open spaces



Reasons for dissatisfaction

Playgrounds need upgrading	67%
Graffiti and damage	50%
Needs better seating or signs	37%
Not enough rubbish bins	34%
Need better maintenance	27%
Frequency of grass mowing	20%
Not accessible	8%
Other	5%

Base: n=30

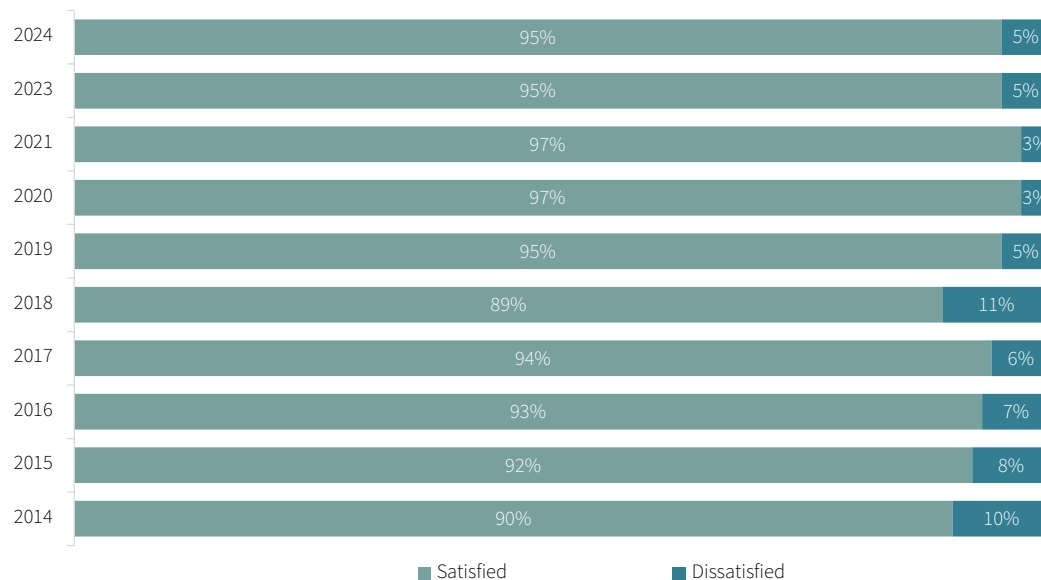
Target achieved (87%)
 ≥ 83% performance target

Q: How satisfied are you with the quality of the our parks and open spaces?
 Base: 2014 n=315; 2015 n=363; 2016 n=305; 2017 n=275; 2018 n=181; 2019 n=504; 2020 n=421;
 2021 n=386; 2023 n=393; 2024 n=336

LIBRARY

Respondents were asked about their satisfaction with the district’s library’s facilities and services. Ninety-five percent of respondents are satisfied with the library, similar to 2023, and 10% above the performance target. Dissatisfaction has remained low over the monitoring period and is at 5% this year. The main reasons for dissatisfaction relate to book selection and open hours.

Quality of library facilities



Reasons for dissatisfaction

Inadequate selection of books	60%
The library hours are not convenient	52%
Appearance of the library	28%
Inadequate digital material/devices	20%
Fees are too expensive	18%
Other	4%

Base: n=10

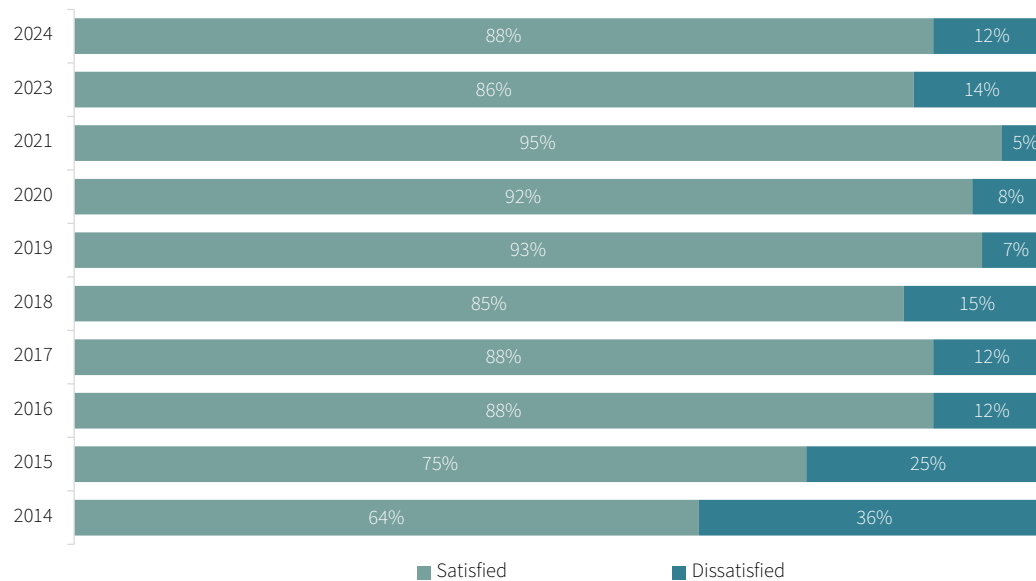
Target achieved (95%)
 ≥ 85% performance target

Q: How satisfied are you with the quality of the library facilities and services provided at the Waitomo District Library?
 Base: 2014 n=305; 2015 n=361; 2016 n=292; 2017 n=242; 2018 n=170; 2019 n=504; 2020 n=400; 2021 n=364; 2023 n=283; 2024 n=262

POOL FACILITY

Respondents were asked about the quality of the district’s pool facility. Eighty-eight percent of respondents are satisfied with the quality of the pool, a 2% increase from the 2023 results and 8% above the performance target. Twelve percent of respondents are dissatisfied with the pool, and the primary reasons for dissatisfaction are unsuitable open hours, expensive fees, and temperature issues.

Quality of pool



Reasons for dissatisfaction

Opening hours are unsuitable	51%
Fees are expensive	40%
Need to be heated/covered	28%
Water quality is not good	26%
Changing rooms are untidy/unclean	26%
Reduced season	26%
Need better monitoring of swimmers	11%
Other	6%

Base: n=18

No performance target

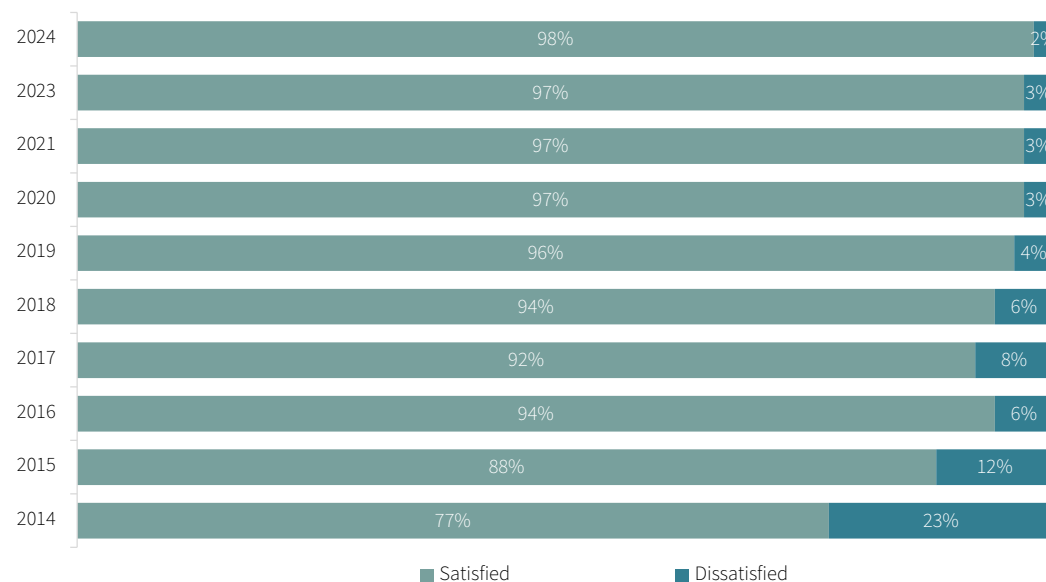
Q: How satisfied are you that the pool facility (District Aquatic Centre) is of quality and meets the needs of residents?

Base: 2014 n=193; 2015 n=259; 2016 n=234; 2017 n=188; 2018 n=136; 2019 n=504; 2020 n=377; 2021 n=327; 2023 n=198; 2024 n=189

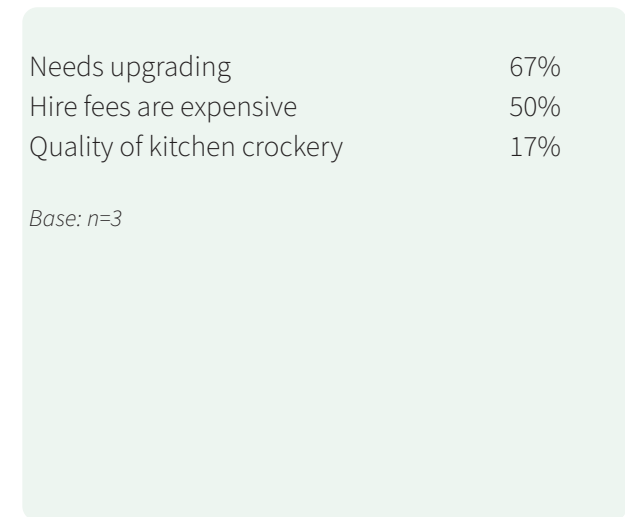
LES MUNRO CENTRE

Respondents were asked about their satisfaction with the quality of the Les Munro Centre. Nearly all respondents are satisfied with the centre, which is similar to previous years, and 18% above the performance target. Only 2% of respondents are dissatisfied with the main concerns about the centre needing upgrading or expensive hire fees.

Quality of Les Munro Centre



Reasons for dissatisfaction



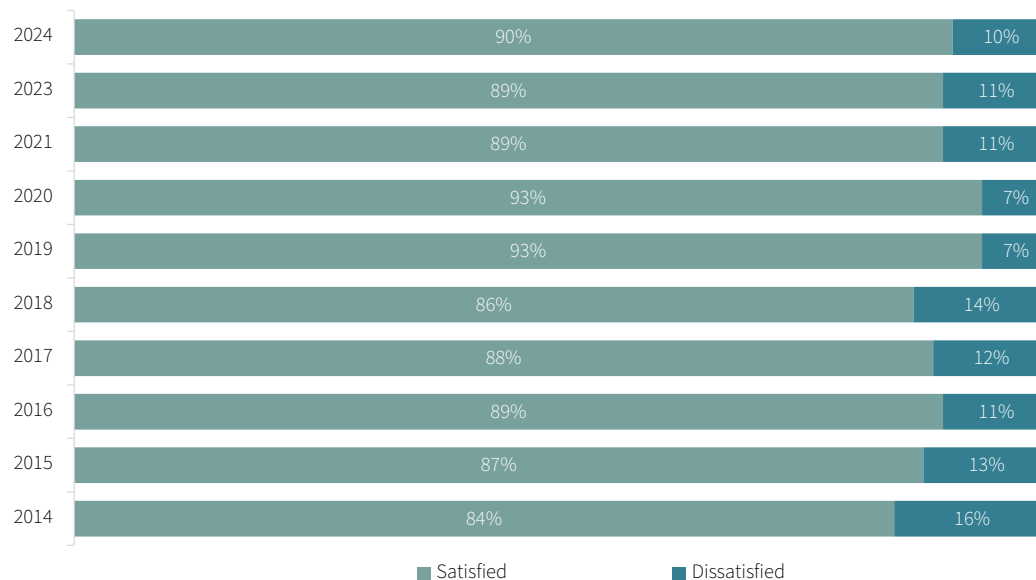
No performance target

Q: How satisfied are you with the quality of the Les Munro Centre (arts and culture facilities and services)?
 Base: 2014 n=261; 2015 n=341; 2016 n=273; 2017 n=237; 2018 n=163; 2019 n=504; 2020 n=398; 2021 n=349; 2023 n= 331; 2024 n=296

PUBLIC TOILETS

Respondents were asked about their satisfaction with the district’s public toilets. Ninety percent of respondents are satisfied with the public toilets, which is similar to previous years’ monitoring and above the target of 85%. Ten percent of respondents are dissatisfied with the public toilets with the main concerns about cleanliness and upgrades.

Quality of public toilets



Reasons for dissatisfaction

Public toilets are dirty	92%
Amenities need upgrading	57%
Toilets broken/damaged	24%
Locked	6%
Other	5%

Base: n=23

Target achieved (90%)
 ≥ 85% performance target

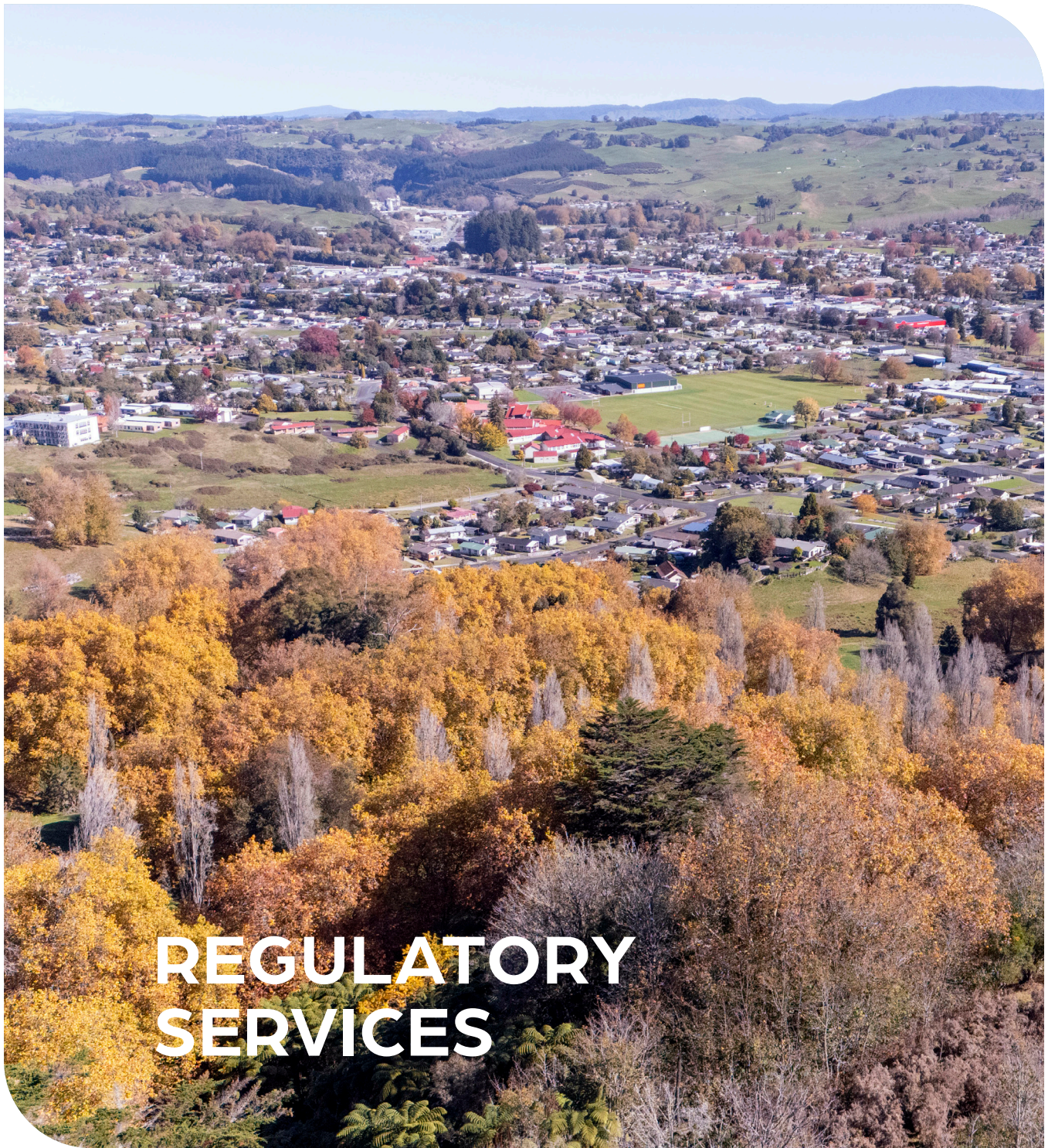
Q: How satisfied are you with the quality of public toilets?
 Base: 2014 n=261; 2015 n=362; 2016 n=304; 2017 n=271; 2018 n=173; 2019 n=504; 2020 n=433;
 2021 n=394; 2023 n=360; 2024 n=313

AREA DATA

The table below shows the results for the community services from different parts of the district. The satisfaction levels are relatively similar across the district, with high levels of satisfaction observed across all locations. No significant differences are observed across these results.

Area results for recreation and property

	TOTAL	Te Kūiti	Rural North	Rural South & East	Rural Central
Parks and open spaces	87%	89%	78%	75%	93%
Library facilities	95%	94%	94%	97%	100%
Pool facilities	88%	89%	76%	80%	95%
Les Munro Centre	98%	97%	100%	100%	100%
Public toilets	90%	88%	87%	96%	97%

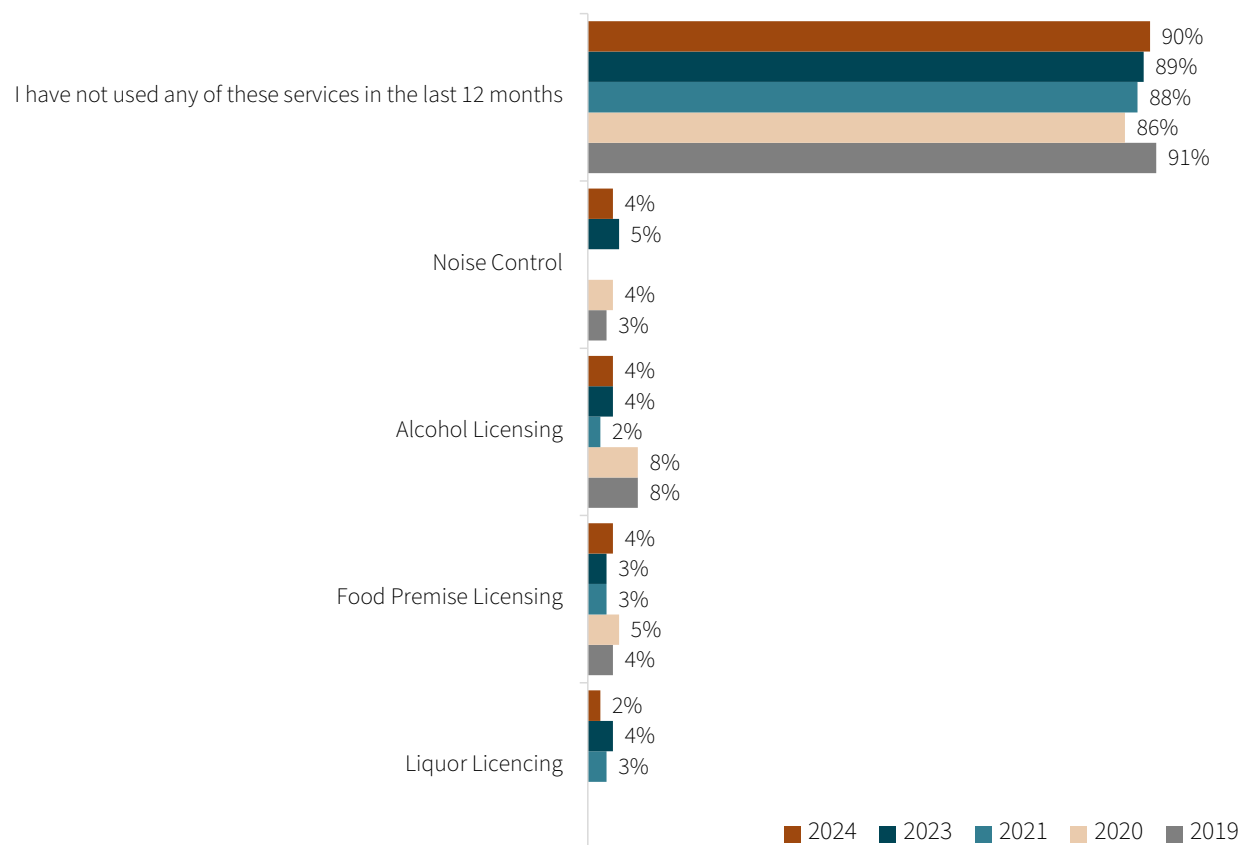


**REGULATORY
SERVICES**

USE OF REGULATORY SERVICES

Respondents were asked about their use of different environmental services in the district. Only 10% of respondents have used one of the environmental services, with 4% each using noise control, alcohol licensing, and food premise licensing.

Use of environmental services



Q: Which of the following Council services have you used in the last 12 months?
 Base: 2019 n=504; 2020 n=444; 2021 n=408; 2023 n=450; 2024 n=404

AREA DATA

The table below shows the results for using environmental services across the district. The results show that respondents from Te Kūiti are the most frequent users of environmental services, with alcohol licensing being the most commonly used service. In comparison, respondents from the Rural North area of the district have not used any of these services.

Area results for environmental services*

	TOTAL	Te Kūiti	Rural North	Rural South & East	Rural Central
I have not used any of these services in the last 12 months	90%	86% ↓	100%	96%	94%
Noise Control	4%	4%	0%	4%	4%
Alcohol Licensing	4%	7% ↑	0%	0%	0%
Food Premise Licensing	4%	5%	0%	4%	1%
Liquor Licensing	2%	3%	0%	4%	1%

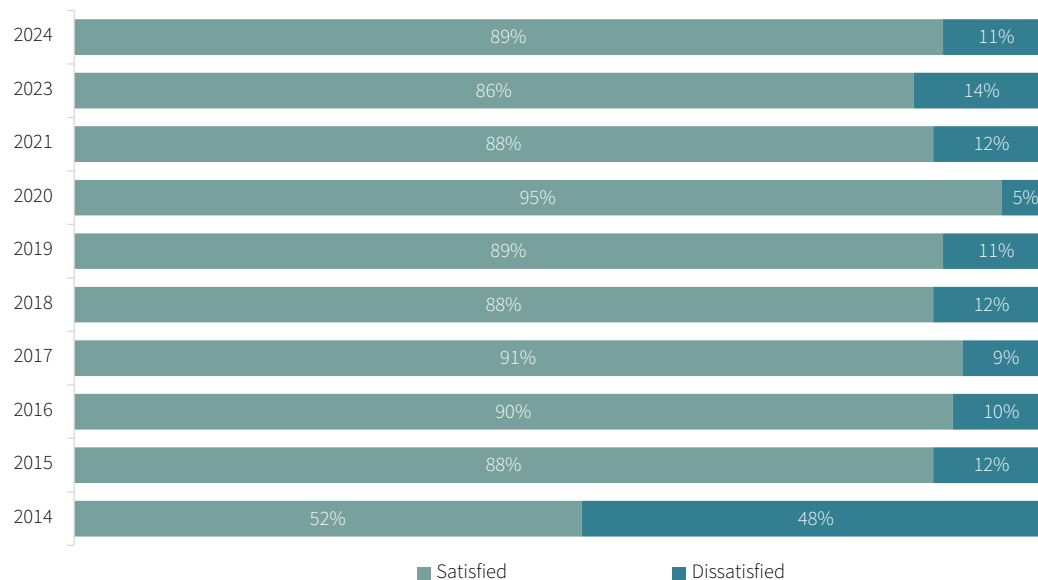
Base: Total n=404, Te Kūiti n=247, Rural North n=47, Rural South & East n=34, Rural Central n=76.

*An upward arrow indicates the result is significantly higher for that area than for the total result. A downward arrow indicates the result is significantly lower for that area than for the total result.

ENVIRONMENTAL HEALTH SERVICE

Respondents who have used environmental health services were asked about their satisfaction with them. Eighty-nine percent of respondents are satisfied with these services, a slight increase from 2023 and above the performance target of 85%. Only four respondents (11%) are dissatisfied with the service. Their comments about the service are provided in the box to the right of the chart.

Satisfaction with provision of environmental health service



Reasons for dissatisfaction

- *Rubbish everywhere.*
- *Slow to act.*
- *I have elderly friends whose calls for assistance with noise control go unresolved.*
- *Lot more can be done.*

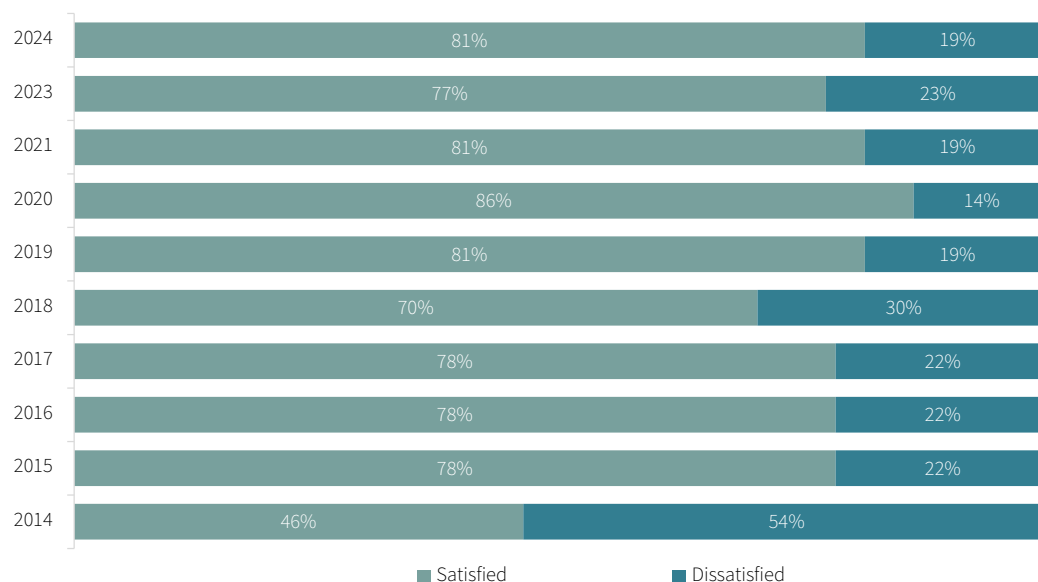
No performance target

Q: How satisfied are you with the provision of an effective Environmental Health Service for the community?
 Base: 2014 n=21; 2015 n=68; 2016 n=60; 2017 n=46; 2018 n=40; 2019 n=47; 2020 n=59; 2021 n=28; 2023 n=42; 2024 n=35

ANIMAL CONTROL

Respondents were asked how satisfied they were with the animal control service. Eighty-one percent of respondents are satisfied with the service, a slight increase from the 2023 result and above the performance target of 75%. Nineteen percent of respondents are dissatisfied with the service; the primary reasons for dissatisfaction relate to roaming, dangerous, and barking dogs.

Satisfaction with provision of the animal control service



Reasons for dissatisfaction

Dogs roaming	74%
Dangerous dogs	42%
Dogs barking during the day/night	35%
People walking dogs off leash in town	28%
Stock on roads/public places	19%
Feral cats	8%
Disempowered service/too soft	7%
Dogs attacked my stock	5%
Other	3%

Base: n=69

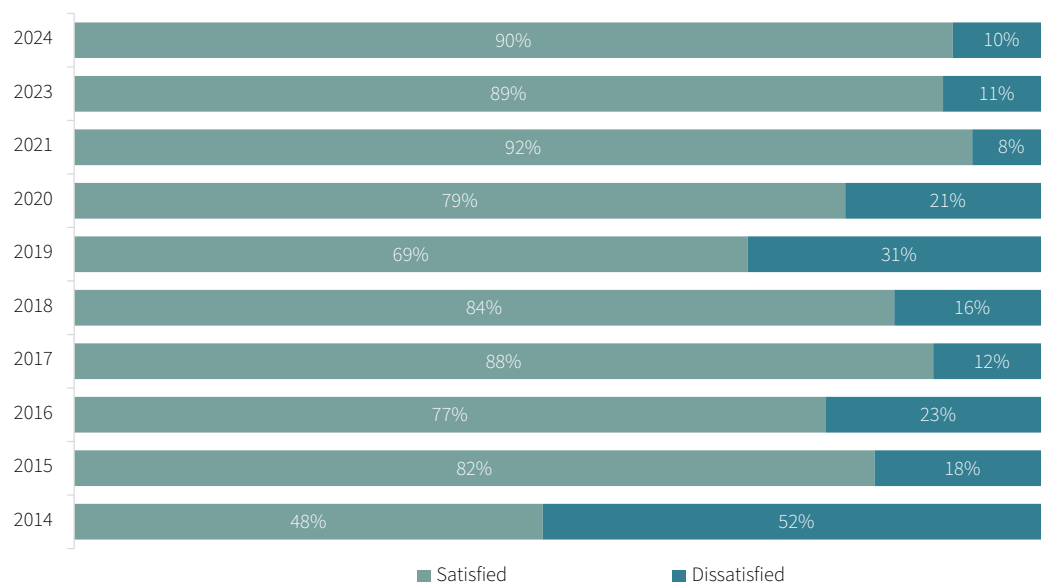
Target achieved (81%)
 ≥ 75% performance target

Q: How satisfied are you with Council's provision of an effective Animal Control Service?
 Base: 2014 n=295; 2015 n=123; 2016 n=292; 2017 n=260; 2018 n=160; 2019 n=504; 2020 n=407;
 2021 n=352, 2023 n=450; 2024 n=404

BUILDING CONTROL

Respondents who had used the building control service were asked about their satisfaction with its provision. Ninety percent of respondents are satisfied with the service, similar to last year’s result and above the 75% performance target. This result is the highest level of satisfaction for this measure since monitoring began. Only four people are dissatisfied with this service (10%), with most concerns relating to the long and complicated process.

Satisfaction with provision of the building control service



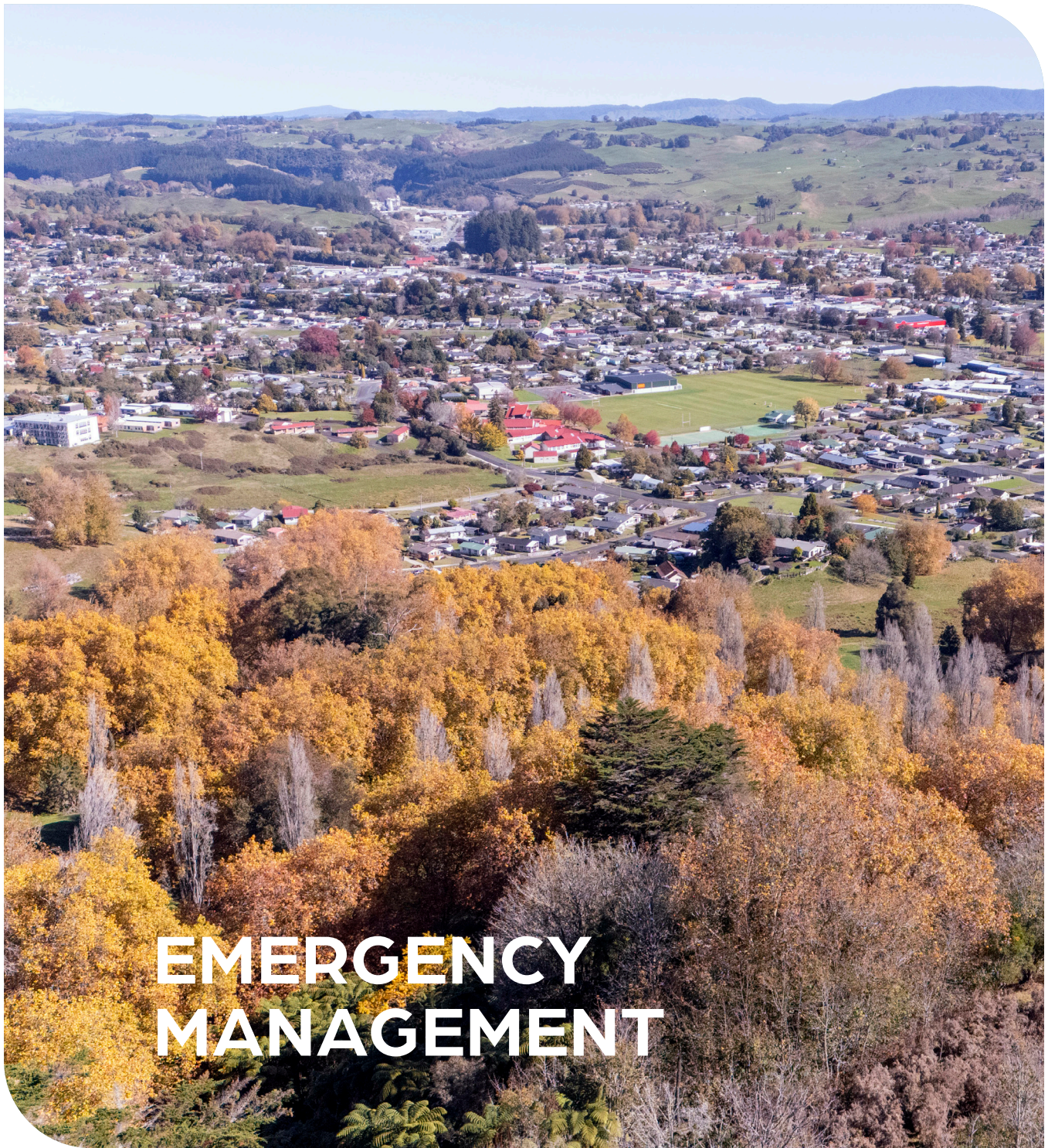
Reasons for dissatisfaction

Process takes a long time	61%
Process is complicated	45%
Strict requirements	24%
Other	31%

Base: n=4

No performance target

Q: How satisfied are you with the provision of an effective Building Control Service for the community?
 Base: 2014 n=23; 2015 n=67; 2016 n=53; 2017 n=41; 2018 n=127; 2019 n=68; 2020 n=46; 2021 n=57; 2023 n=29; 2024 n=29

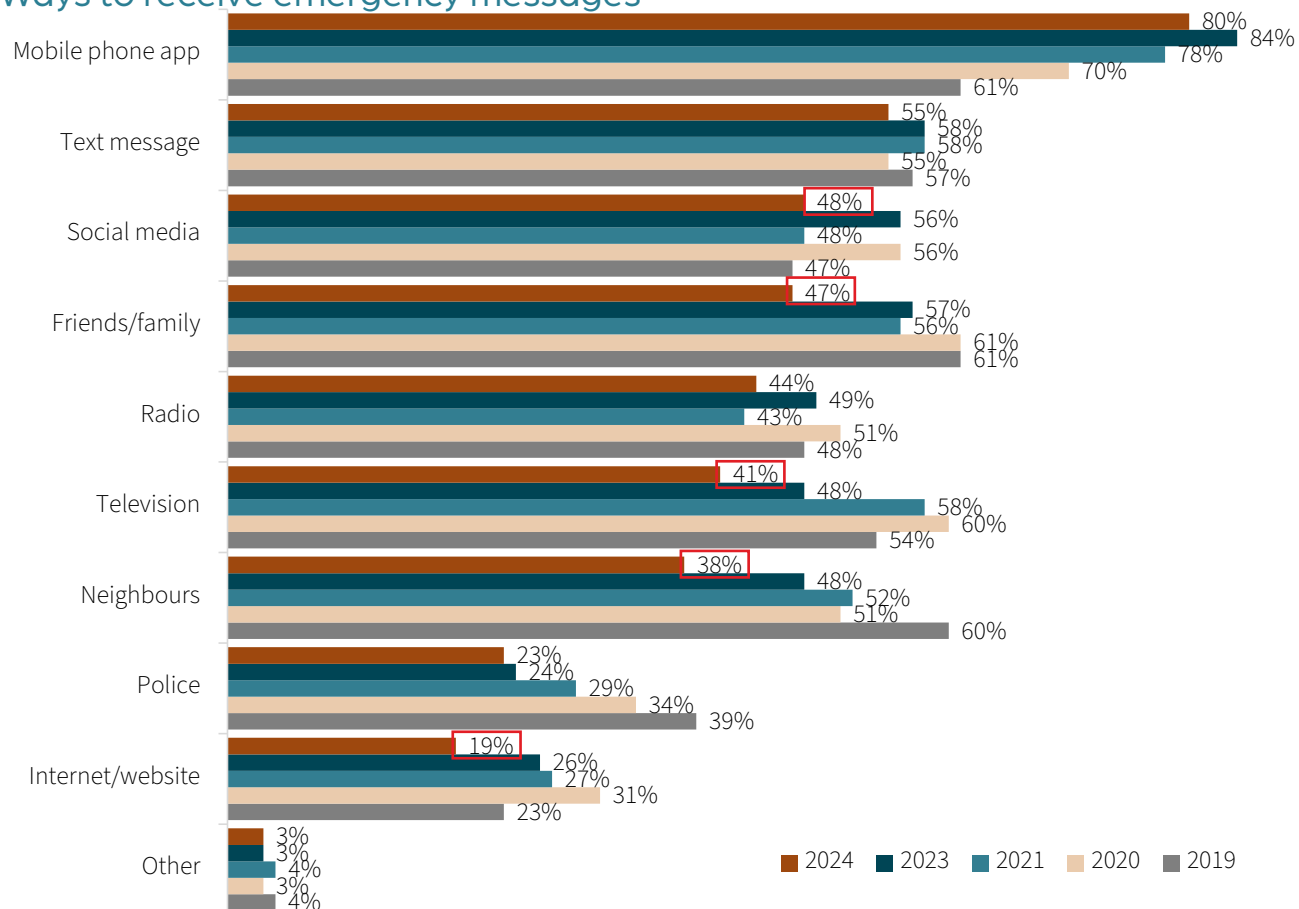


**EMERGENCY
MANAGEMENT**

COMMUNICATIONS CHANNELS

Respondents were asked about their preparedness in an emergency. This year, 55% noted they had an emergency plan, an increase from 2023 (49%). The primary way respondents expect to receive emergency messages is via a mobile phone app or a text message. Significantly fewer people expect to receive notifications via social media, friends/family, neighbours, and the Internet this year.

Ways to receive emergency messages



Q: If there was a natural disaster tonight, how would you expect to receive emergency messages?
Base: 2019 n=504; 2020 n=444; 2021 n=408; 2023 n=450; 2024 n=404

AREA DATA

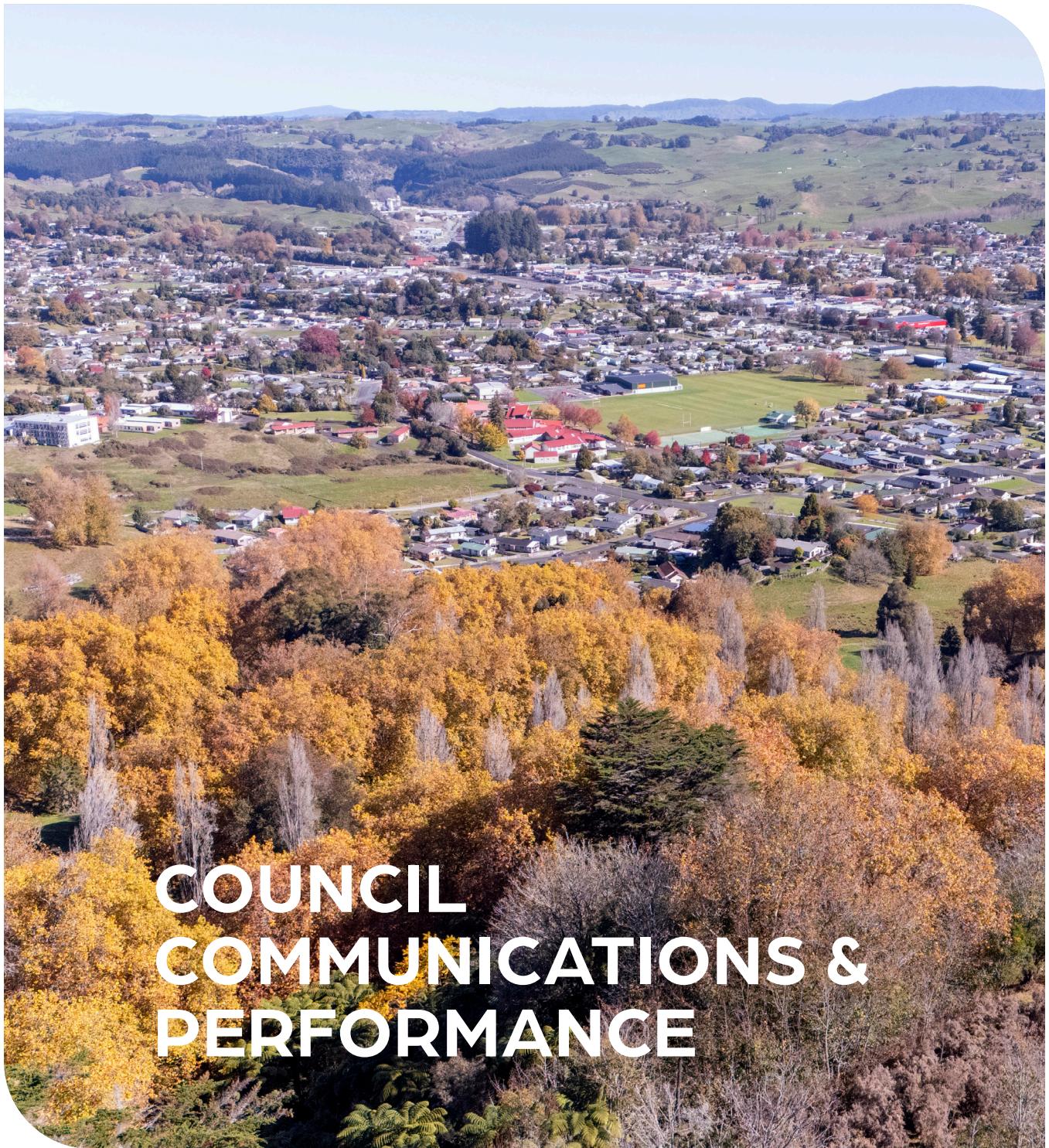
The table below shows the results for different areas across the district. Respondents mostly expect to receive an emergency message via the mobile phone app; this is significantly higher amongst respondents in Te Kūiti. Interestingly, respondents from the Rural North area seem more likely to rely on friends/family or neighbours, although this is not significantly higher.

Area results for emergency management*

	TOTAL	Te Kūiti	Rural North	Rural South & East	Rural Central
Mobile phone app (Emergency Alert)	80%	86% ↑	71%	67%	69%
Text message	55%	57%	50%	51%	53%
Social media	48%	51%	50%	31%	42%
Friends/family	47%	47%	52%	33%	46%
Radio	44%	44%	42%	36%	48%
Television	41%	43%	34%	32%	42%
Neighbours	38%	34%	46%	37%	46%
Police	23%	25%	15%	24%	22%
Internet/website	19%	23%	15%	11%	12%

Base: Total n=404, Te Kūiti n=247, Rural North n=47, Rural South & East n=34, Rural Central n=76.

*An upward arrow indicates the result is significantly higher for that area than for the total result. A downward arrow indicates the result is significantly lower for that area than for the total result.

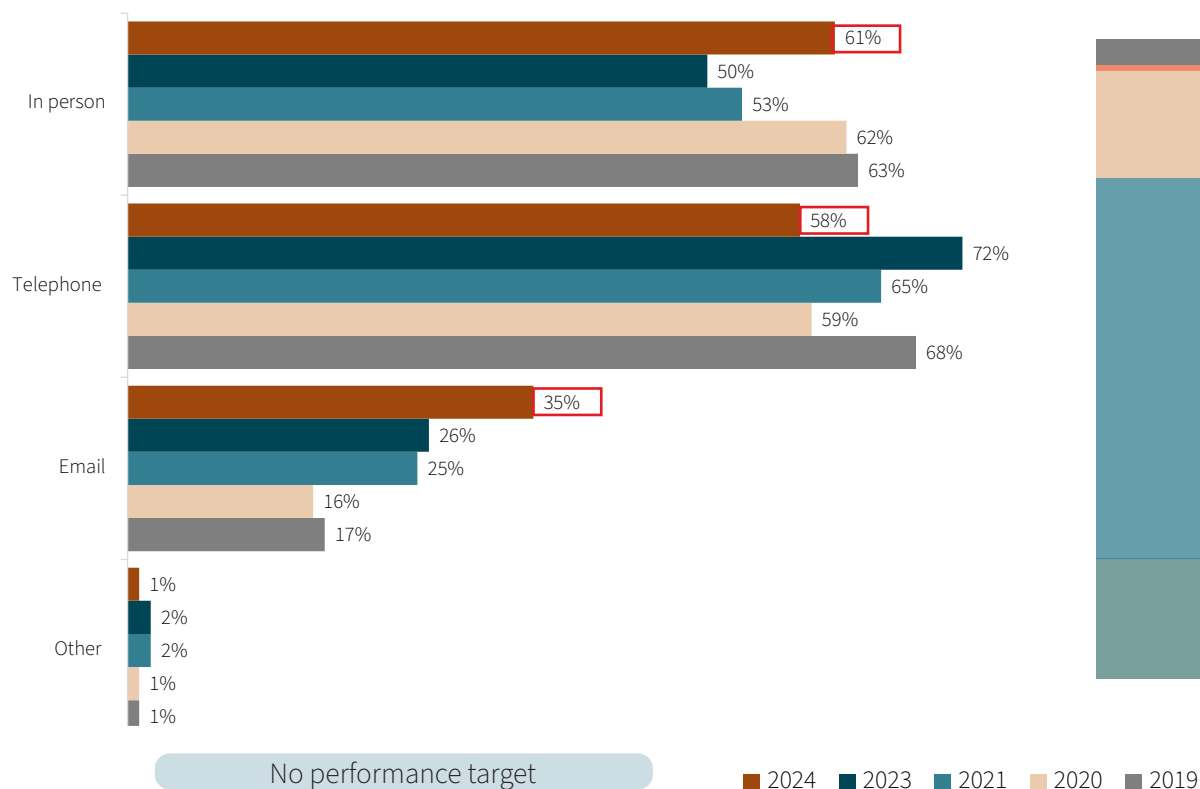


**COUNCIL
COMMUNICATIONS &
PERFORMANCE**

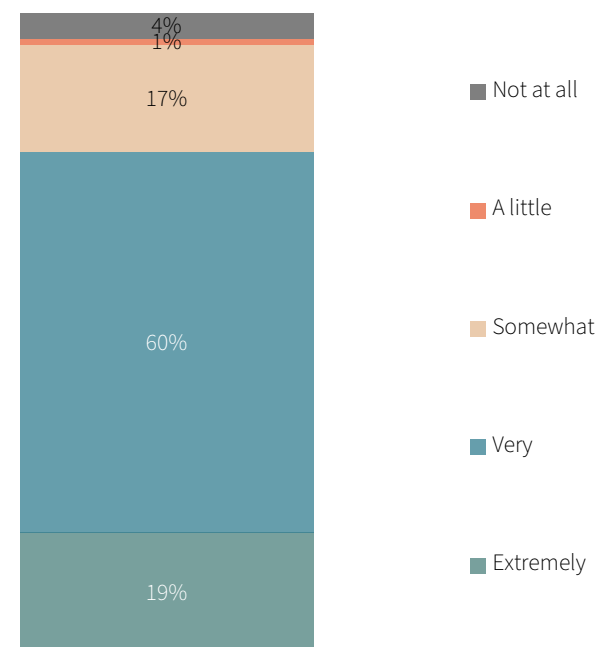
CUSTOMER SERVICE

Respondents were asked about their experiences with the Council’s customer service team. Fifty-two percent of respondents had contacted the customer service team, similar to 2023 (51%). The primary contact methods are in person, by phone, and by email. Since last year, in person and email contact has increased significantly, while phone contact has declined. Respondents were asked if the customer services team were helpful and friendly during the interaction, with 95% of respondents noting that this was the case, and only 1% noting that the team was only a little helpful and friendly and 4% noting the team was not at all helpful or friendly.

Contact with customer service team



Customer service team was helpful and friendly

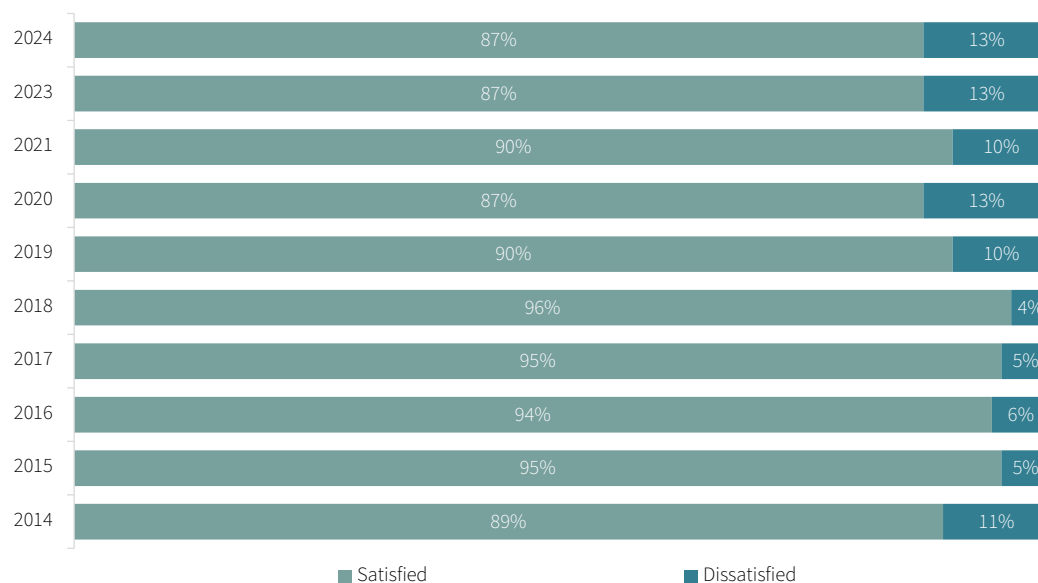


Q: How was this contact made?
 Q: We are interested in your feedback on our Customer Services Team. How helpful and friendly was your interaction with the Customer Services Team?
 Base: 2019 n=297; 2020 n=254; 2021 n=236; 2023 n=252; 2024 n=222

COMMUNICATION

Respondents were asked about their views on the Council’s communications. Eighty-seven percent of respondents think the Council’s communications are useful and effective, with only 13% stating they are dissatisfied. This result is just short of the performance target of 90% and is the same as the result from last year.

Satisfaction with usefulness and effectiveness of Council’s communications



Target NOT achieved (87%)
90% performance target

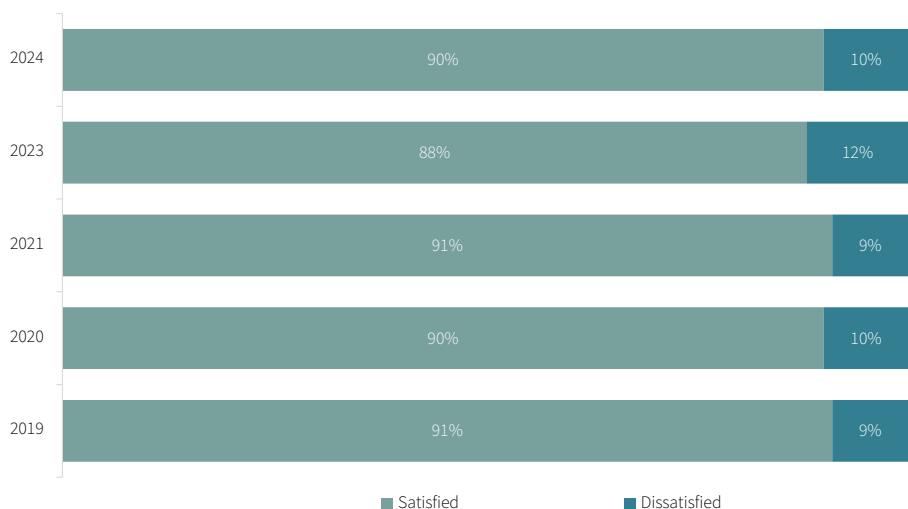
Q: How satisfied are you with the usefulness and effectiveness of the Council communications?
Base: 2014 n=250; 2015 n=366; 2016 n=301; 2017 n=274; 2018 n=180; 2019 n=504; 2020 n=444;
2021 n=390; 2023 n=450; 2024 n=404

COUNCIL INFORMATION

Respondents were asked how satisfied they were that they received or could find Council’s information. This year, 90% of respondents are satisfied they could receive or find the Council’s information, with only 10% dissatisfied. This result is slightly higher than last year’s and is similar to previous years’ results*.

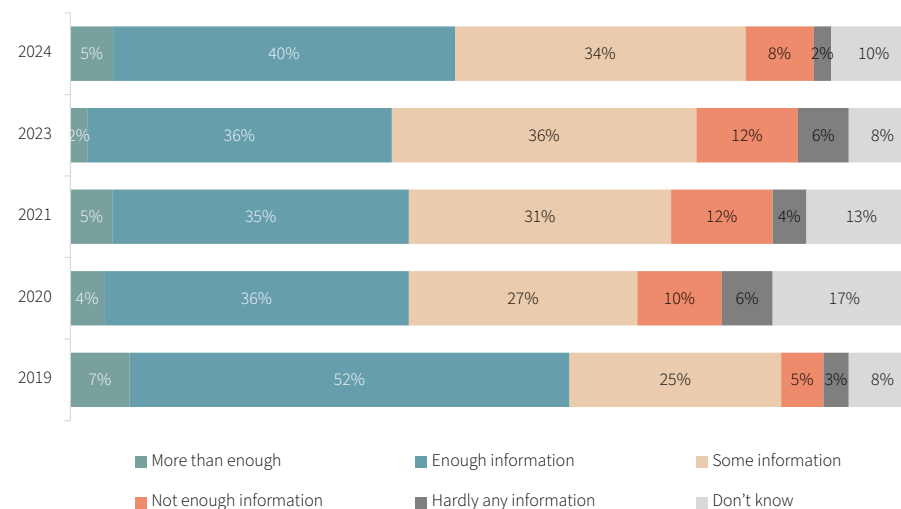
Respondents were also asked how satisfied they were with the amount of information the Council supplied. The majority of respondents noted that the Council provides some (34%), enough (40%), or more than enough (5%) information. Ten percent of respondents think that the Council needs to provide more information.

Satisfaction with receiving and finding information*



No performance target

Supply of information



No performance target

Q: How satisfied are you that you received or could find Council information when you needed it?

*Please note that the question wording changed slightly this year. The prior wording asked about satisfaction with ease of accessing Council information.

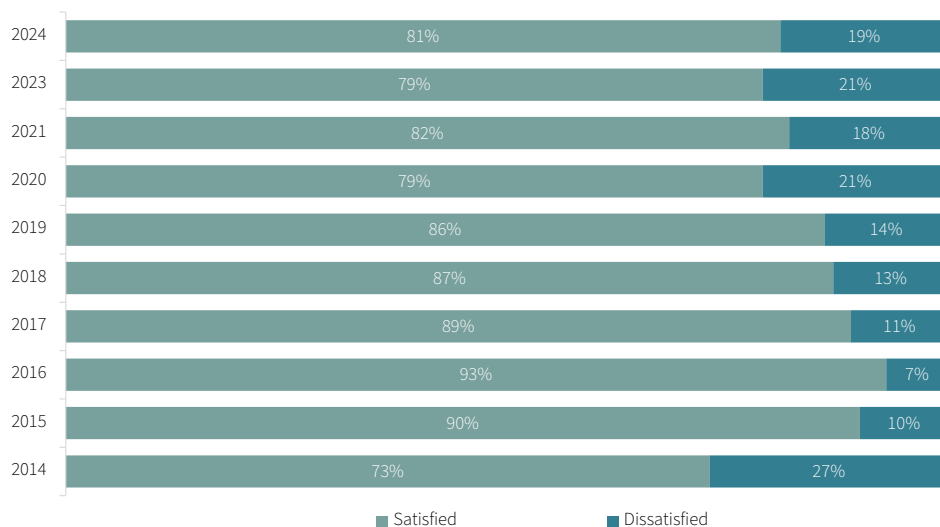
Q: Thinking about the amount of information supplied by Council in the past 12 months, do you think Council has supplied...

Base: 2019 n=504; 2020 n=444; 2021 n=377; 2023 n=450; 2024 n=404

PERFORMANCE

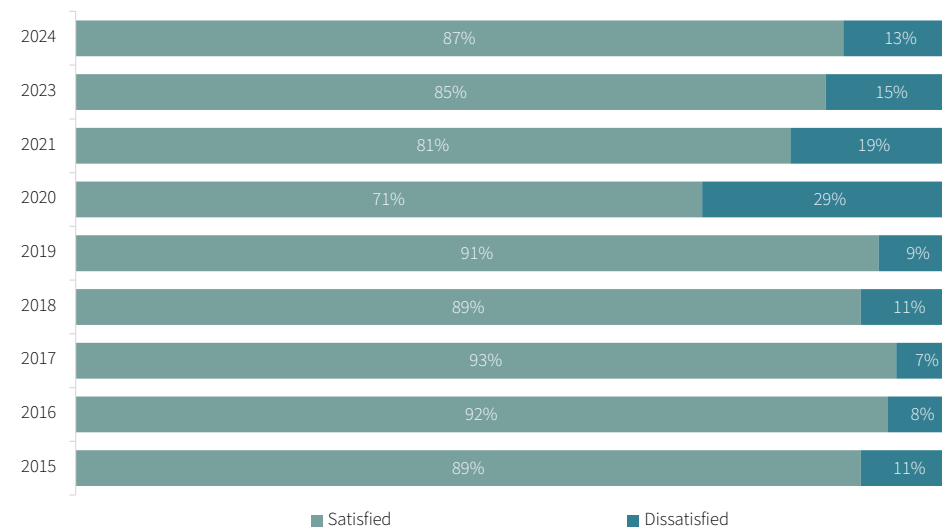
Respondents were asked about their general satisfaction with the Council. Eighty-one percent of respondents are satisfied with the Council's efficiency, while 19% are dissatisfied. This result is similar to those seen over the past four years. Furthermore, 87% of respondents are satisfied that the Council and elected members are approachable and works in the community's best interests, while 13% are dissatisfied. Satisfaction with the Council's approachability has increased steadily over the past four years.

Satisfaction with the Council's efficiency



No performance target

Elected members are approachable



No performance target

Q: How satisfied are you with Council's efficiency - doing things well with the resource and funding available?

Q: How satisfied are you that Councilors (elected Members and Mayor) are approachable and have been working in the best interests of the Waitomo district?

Base: 2014 n=233; 2015 n=386; 2016 n= 301; 2017 n=275; 2018 n=176; 2019 n=504; 2020 n=444; n=395; 2023 n=450; 2024 n=404

AREA DATA

The table below shows the results of the Council's communication and performance measures across different areas in the district. Respondents from Te Kūiti have a slightly more pessimistic view of the Council, with lower ratings for the Council's communications and ease of access measures. Te Kūiti respondents also provide much lower ratings for the Council's approachability. Respondents from Rural South and Rural East areas have significantly higher ratings for the Council's communications, information access, and efficiency.

Area results for Council's communication and performance*

	TOTAL	Te Kūiti	Rural North	Rural South & East	Rural Central
Contact with customer service	52%	55%	39%	41%	52%
Staff are helpful and friendly	95%	94%	98%	96%	98%
Usefulness and effectiveness of communications	87%	83% ↓	94%	99% ↑	90%
Could receive or find Council information	90%	86% ↓	98% ↑	99% ↑	94%
Amount of information (more than enough, enough, and some)	79%	78%	85%	73%	84%
Council efficiency	81%	79%	93%	97% ↑	71%
Council is approachable	87%	83% ↓	95%	94%	91%

Base: Total n=404, Te Kūiti n=247, Rural North n=47, Rural South & East n=34, Rural Central n=76.

*An upward arrow indicates the result is significantly higher for that area than for the total result. A downward arrow indicates the result is significantly lower for that area than for the total result.



versus