

Hauraki District Council

RESIDENTS' SURVEY

2004 Final Report

21 February 2005

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1 Executive Summary

Community Outcomes – (Building Blocks)

- The theme *Economic development (employment/housing/industry/mining) should be encouraged* was a significant response across a number of the questions. A number of inferences were made to the flow-on effects which a strong economy would have for the well-being of the district.
- *Taking individual and communal responsibility for ourselves, each other, and families* was the most common theme to emerge when respondents were asked what they consider important to the future of the community in respect to looking after themselves and others.
- The major theme to emerge when respondents were asked what they consider important to the future of the community in respect to looking after their own and others health was *increase and enhance the quality of medical services (hospitals/emergency and after-hour services/mental health)*.
- *Support and encourage the number of industries/larger businesses/retailers in the area (department stores/cafes)* was the major theme to emerge when respondents were asked what they consider important to the future of the community in respect to the local economy.
- Respondents were generally satisfied when asked to consider specific aspects for the future. A theme of 'general satisfaction' emerged as the principal response for six of the ten questions around the visions for the future of the community and district. 'General satisfaction' was the main response for the question *'what should be done to make the Hauraki District a great place to live, work and play'*.
- 'General satisfaction' was also the main response for the questions:
 - *the importance of the environment to the future of the community;*
 - *the importance of facilities and services to the future of the community;*
 - *the importance of things to do in the community to the future of the community;*
 - *the importance of learning and achieving new things to the future of the community;*
 - and
 - *the importance of Maori culture to the future of the community.*

Satisfaction with Services and Activities

- In general, most respondents were satisfied with each of the Council services and activities which were studied.
- Respondents were most satisfied with the quality of parks and reserves (78%), street lighting (68%) and public libraries (67%).
- Respondents were most likely to be dissatisfied with the quality of footpaths (29%), control/management of dogs in the district (23%), and the quality of roads in the district (22%).

Future Direction

- Significant proportions of respondents felt that the Council should be involved in activities which they are not at present. Almost two-thirds of respondents stated that the Council should be involved in housing (65%), while 59% of respondents felt that the council should be involved in employment and 50% felt that the council should be involved in policing (50%).
- Almost three quarters of respondents however (72%) felt that rates should not be raised to allow for the requisite increased levels of Council involvement in additional activities. One fifth of respondents (20%) stated that rates should be raised to allow for an increased level of Council involvement.
- Over three quarters of respondents (77%) believed that the Council should be more involved in recycling initiatives. The most common recycling initiatives sought by respondents were kerbside recycling, bins, and access to a transfer stations. A majority of these respondents stated that they were not prepared to pay additional rates for increased recycling initiatives.

Online Services

- A large proportion of respondents (89%) do not visit the Council website.
- 46% of respondents are likely to use on-line services/forms provided by the Hauraki District Council.

Waihi Residents

- Almost two thirds of respondents residing in Waihi (64%) were either very satisfied (25%) or satisfied (39%) with the maintenance and mowing of road verges.
- A very significant majority of respondents residing in Waihi (92%) believe that gold mining provides economic benefits for Waihi.
- A large majority of respondents residing in Waihi (82%) feel that they are not adversely affected by the mining operations.

2 Introduction

The Hauraki District Council is responsible for the planning and provision of community services and facilities in the Waihi, Paeroa and Plains wards that make up the Hauraki District.

The Hauraki District Council commissioned Key Research & Marketing to conduct a survey of residents within its area of jurisdiction, following on from a similar study that was conducted in 2002.

The purpose of this survey is to assess levels of satisfaction with community services and facilities as well as gauging community opinion regarding social, economic, cultural and environmental well-beings that facilitate Community Outcomes.

2.1 Research Objectives

The specific objectives of the research were to:

- Assess satisfaction levels with services and facilities which are provided by the Council;
- Identify the types of things residents would like to see achieved for their future well-being (Community Outcomes).

2.2 Research Method

This study consisted of 502 interviews with residents in the Hauraki District. The majority (302) of these interviews included questions designed to identify building blocks' for Community Outcomes. The remainder of the interviews (200) did not include these questions.

- To ensure a proportionately representative sample of the Hauraki District's population, 146 interviews were conducted with residents in the *Plains* ward, 166 interviews were conducted with residents in the *Paeroa* ward and 190 interviews were conducted with residents of the *Waihi* ward.
- Interviewing took place between Friday 15th October and Tuesday 2nd November 2004.
- Quotas were enforced according to age and gender to ensure that a proportionally representative sample of the Hauraki District's population was obtained, again, in keeping with previous survey methodology.
- The overall results have a margin of error of +/- 4.4% at the 95% confidence level.

The following steps were taken to ensure objectivity, validity and reliability of the study:

- The questionnaire was based on the previous one used in 2002 and updated for the 2004 survey by executives from Key Research & Marketing in partnership with Hauraki District Council;
- Respondents for telephone interviews were selected from the Hauraki district using Telecom's random number generation service;
- All interviews were conducted by trained and experienced Key Research & Marketing interviewers.

Appendix One is the questionnaire.

Appendix Two is the verbatim answers to the open-ended questions.

Appendix Three contains a detailed breakdown of the results by ward, age, gender, ethnicity, and location (urban/rural).

Appendix Four contains graphs for a series of the cross-tabulations for questions 5-14.

2.3 Analysis

Each question is analysed at district level and then under the following sub-sections:

- Results by Ward

Waihi, Paeroa, Plains

- Results by Age

18-29, 30-39, 40-49, 50-59, 60+

- Results by Gender

Male, Female

- Results by Ethnicity

Maori, non-Maori

- Results by Location

Urban, Rural

The extremes of differences are compared, e.g. *Respondents from the Waihi ward were more likely (54%) to be dissatisfied with the quality of roads than respondents from the Plains ward (27%).*

It can be assumed that any other differences fall within the two extremes. Where no significant differences exist between the sub-categories, this is noted.

3 Research Results – Community Outcomes

Respondents were first given an explanation of Community Outcomes and asked a series of questions surrounding the visions which they have for the future of the community and District.

3.1 Summary Themes

The following key themes emerged from the analysis of the open-ended questions designed to identify building blocks for Community Outcomes.

- A **focus upon economic development** was a significant theme to emerge from the analysis and was a typical response to many of the questions. In general, economic development referred to the encouragement of new industry and improved levels of employment.
- Respondents also identified a **sense of community** as a vision which they shared for the district. There is a general perception that facilities, services and activities for the community (such as those pertaining to recreational, sporting, cultural, social and entertainment forms) should be enhanced. This sense of belonging also extended to 'caring for each other' through neighbourhood watch and voluntary support for different groups in the community and also to high levels of consultation and connectivity through strong communication networks.
- Significant proportions of respondents also suggested that **enhancing tourism facilities and services** would generate improvements in the economic well-being of the community. Respondents envisaged the district as 'well-promoted' and as a desirable place to both live and visit.
- **Improvements in the standard of infrastructure** (such as roading, and footpaths) across the district were identified by respondents as a vision for a prosperous district. In keeping with this theme respondents were also likely to value improvements in the availability of public transport.
- Respondents also identified **quality medical services** as an important component of personal and communal well-being. In general participants were likely to refer to desires for improvements in current services, after-hours and emergency services, and the recruiting and retaining of medical staff.

3.2 Life in the Community

Respondents were first asked what should be done to make the Hauraki District a great place to live, work and play.

- A number of respondents (84 responses) expressed *general satisfaction* with Hauraki District as a great place to live, work and play.
- Common themes identified to make Hauraki District a great place to live, work and play were *Encourage economic development (employment/housing/industry/mining)* (38 responses) and *public transport, roading and footpaths* (35 responses).

Table 1:

Theme	Number of Responses	% of Responses
General satisfaction.	84	24
Economic development (employment/housing/industry/mining) should be encouraged.	38	11
Public transport, roading and footpaths.	35	10
Increase the numbers of and maintain community facilities/activities (cultural/sporting/recreational/walkways).	26	8
Increase facilities/activities for children and youth.	25	7
Increase opportunities and quality of retail/shopping/restaurants/cafes/bars and entertainment experiences.	24	7
A sense of community is encouraged through greater levels of consultation and involvement with the community.	22	6
An emphasis is placed upon the conservation and beautification of both the natural and urban environments.	16	5
The district has less crime and is a safer place.	10	3
The district is promoted as a great place and tourism plays a major part of the economic well-being of the district.	10	3
Public facilities/amenities and services such as toilets and water supply are enhanced and well maintained.	10	3
Rates are reduced and expenditure is well managed.	9	3
Population growth is planned for and well managed.	8	2
Excellent systems for managing waste including solid waste, recycling and sewage are provided.	5	1
Excellent health services are provided.	5	1
Miscellaneous.	16	5
Total	343	100

Base: 302 respondents

Note: Multiple responses and non-responses were permitted, therefore the total number of responses differs from 302.

3.3 The Future of the District

Respondents were then asked what they thought the focus should be for the future of the District.

- 92 respondents stated that *economic development (employment/housing/industry/mining) should be encouraged* for the future of the district.
- Other common areas of focus raised by respondents were *the district is promoted as a great place and tourism plays a major part of the economic well-being of the district* (59 respondents) and *public transport/roading and footpaths* (45 respondents).

Table 2:

Theme	Number of Responses	% of Responses
Economic development (employment/housing/industry/mining) should be encouraged.	92	27
The district is promoted as a great place and tourism plays a major part of the economic well-being of the district.	59	17
Public transport/roading and footpaths.	45	13
An emphasis is placed upon the conservation and beautification of both the natural and urban environments.	32	9
Increase facilities/activities for children and youth.	19	6
Increase the numbers of and maintain community facilities/activities (cultural/sporting/recreational/walkways).	19	6
Public facilities/amenities and services such as toilets and water supply are enhanced and well maintained.	19	6
General satisfaction.	11	3
Population growth is planned for and well managed.	11	3
A sense of community is encouraged through greater levels of consultation and involvement with the community.	5	1
Rates are reduced and expenditure is well managed.	5	1
Improve education/training.	5	1
Improve services/facilities for the elderly.	5	1
Miscellaneous.	16	5
Total	343	100

Base: 302 respondents

Note: Multiple responses and non-responses were permitted, therefore the total number of responses differs from 302.

3.4 The Environment

Respondents were then asked what they consider important to the future of the community in respect to the environment.

- 49 respondents expressed *general satisfaction* in respect to the environment and the future of the community.
- 33 respondents raised aspects in relation to *rivers / waterways / forests / bush / native flora / water quality / walkways / tracks are enhanced and protected* as important in respect to the environment and the future of the community.

Table 3:

Theme	Number of Responses	% of Responses
General satisfaction.	49	17
Rivers/waterways/forests/bush/native flora/water quality/walkways/tracks are enhanced and protected.	33	11
Recycling is encouraged and waste is minimised and disposed of appropriately.	27	9
Pollution (noise/odours/dust/water/rubbish/chemicals) is reduced/eliminated.	25	9
The standard of infrastructure (sewerage/water/reticulation/roading/footpaths) and development ensures that the quality of the environment is not compromised.	24	8
An emphasis upon increasing the numbers of trees, green open spaces/greenbelts to eliminate and reduce erosion.	15	5
The impact of the mine is reduced.	14	5
There is a general cleanliness of the environment.	13	5
Parks/reserves/recreation areas and associated facilities are numerous and well-maintained.	10	3
Noxious weeds are eliminated.	6	2
Miscellaneous.	71	25
Total	287	100

Base: 302 respondents

Note: Multiple responses and non-responses were permitted, therefore the total number of responses differs from 302.

3.5 Facilities and Services

Respondents were then asked what they consider important to the future of the community in respect to facilities and services.

- 62 respondents expressed *general satisfaction* when asked what they consider important to the future of the community in respect to facilities and services.
- *Improve transport / roading / footpath / networks (public infrastructure)* (41 respondents) and *increase opportunities and quality of retail/shopping / restaurants / cafes / bars and entertainment experiences* (37 respondents) were common areas respondents consider important to the future of the community in respect to facilities and services.

Table 4:

Theme	Number of Responses	% of Responses
General satisfaction.	62	22
Improve transport/roading/footpath/networks (public infrastructure).	41	14
Increase opportunities and quality of retail/shopping/restaurants/cafes/bars and entertainment experiences.	37	13
Increase numbers and quality of recreational/sporting facilities (parks/swimming pool/playgrounds/beach access ways).	28	10
Public facilities/amenities and services such as toilets and water supply are enhanced and well maintained.	22	8
The elimination of waste is encouraged and appropriate systems for managing solid waste and recycling are implemented.	21	7
Excellent health services are provided.	14	5
Increase facilities/activities for children and youth.	11	4
The cultural heritage of the district is cared for through the provision of museums/art galleries/libraries and marae.	8	3
Increase the numbers of/upgrade community facilities/activities (cultural/sporting/recreational/walkways).	7	2
Improve educational facilities/services.	5	2
Miscellaneous.	28	10
Total	284	100

Base: 302 respondents

Note: Multiple responses and non-responses were permitted, therefore the total number of responses differs from 302.

3.6 Things to Do in the Community

Respondents were then asked what they consider important to the future of the community in respect to things to do in the community.

- When respondents were asked what they consider important to the future of the community in respect to things to do in the community, 108 expressed *general satisfaction*.
- 49 respondents consider *increases and improvement in services and facilities for youth* as important to the future of the community in respect to things to do in the community.

Table 5:

Theme	Number of Responses	% of Responses
General satisfaction.	108	38
Increase and improve services and facilities for youth.	49	17
Numbers of recreational and sports facilities (gym/swimming pool/playgrounds) are increased.	37	13
Develop social and entertainment facilities and activities (movie theatre/nightclubs/dance clubs/tenpin bowling/library/shows/events).	37	13
Develop and enhance parks/lakes/open spaces/walkways/beaches.	13	5
Miscellaneous	38	13
Total	282	100

Base: 302 respondents

Note: Multiple responses and non-responses were permitted, therefore the total number of responses differs from 302.

3.7 Looking After Ourselves and Others

Respondents were then asked what they consider important to the future of the community in respect to looking after ourselves and others.

- *Taking individual and community responsibility for ourselves, each other, and families* (67 respondents) was the most common theme to emerge when respondents were asked what they consider important to the future of the community in respect to looking after themselves and others.
- Other common themes to emerge were *increase and enhance community and voluntary support and facilities (neighbourhood watch/organisations/elderly/clubs/parents)* (53 respondents) and *general satisfaction* (42 respondents).

Table 6:

Theme	Number of Responses	% of Responses
Taking individual and community responsibility for ourselves, each other, and families.	67	30
Increase and enhance community and voluntary support and facilities (neighbourhood-watch/organisations/elderly/clubs/parents).	53	23
General satisfaction.	42	19
Increasing community safety with policing/law enforcement/ more drug and alcohol awareness.	14	6
Increase and improve medical services (hospitals/dentists/staff including doctors).	12	5
Increase community support and activities for youth.	8	4
Miscellaneous.	31	14
Total	227	100

Base: 302 respondents

Note: Multiple responses and non-responses were permitted, therefore the total number of responses differs from 302.

3.8 Health

Respondents were then asked what they consider important to the future of the community in respect to looking after their own and others health.

- The major theme to emerge when respondents were asked what they consider important to the future of the community in respect to looking after their own and others health was *increase and enhance the quality of medical services (hospitals/emergency and after-hour services/mental health)* (72 respondents).
- Other common themes to emerge were *individuals value good physical, spiritual and mental health in themselves and others* (52 respondents) and *general satisfaction* (50 respondents).

Table 7:

Theme	Number of Responses	% of Responses
Increase and enhance the quality of medical services (hospitals/emergency and after-hour services/mental health)	72	26
Individuals value good physical, spiritual and mental health in themselves and others.	52	19
General satisfaction.	50	18
Recruit and retain more medical staff/doctors.	38	14
Enhance community health education programmes and facilities (diet/family planning/general health/exercise).	17	6
Provision of more and better quality health care for elderly people.	15	5
A greater level of support from the government for community health initiatives.	14	5
Excellent water supply quality is achieved.	7	3
The cost of medical services are monitored and kept to a minimum.	6	2
Miscellaneous.	5	2
Total	276	100

Base: 302 respondents

Note: Multiple responses and non-responses were permitted, therefore the total number of responses differs from 302.

3.9 Learning and Achieving New Things

Respondents were then asked what they consider important to the future of the community in respect to learning and achieving new things.

- In respect to learning and achieving new things, 54 respondents expressed *general satisfaction* with the future of the community.
- The other major theme to emerge when respondents were asked what they consider important to the future of the community in respect to learning and achieving new things was *A wide range of educational facilities, programmes and resources are provided and current educational facilities, programmes and resources are improved (primary / secondary / tertiary / vocational / crafts / better technology / spiritual /museum / parenting / youth /elderly /substance abuse/cultural)* (44 respondents).

Table 8:

Theme	Number of Responses	% of Responses
General satisfaction	54	35
A wide range of educational facilities, programmes and resources are provided and current educational facilities, programmes and resources are improved (primary/secondary/tertiary/vocational/crafts/better technology/spiritual/museum/parenting/youth/elderly/substance abuse/cultural).	44	29
Individuals are responsible for their own learning.	11	7
Communication network informs and ensures the community is educated about new things.	6	4
The community is tolerant, has a respect for others and a willingness to learn new things (cultural).	6	4
Careers advice and help with employment opportunities is provided.	5	3
Miscellaneous.	28	18
Total	154	100

Base: 302 respondents

Note: Multiple responses and non-responses were permitted, therefore the total number of responses differs from 302.

3.10 The Local Economy

Respondents were then asked what they consider important to the future of the community in respect to the local economy.

- *Support and encourage the number of industries/larger businesses/retailers in the area (department stores/cafes)* was a major theme to emerge when respondents were asked what they consider important to the future of the community in respect to the local economy (84 respondents).
- Other common themes to emerge were *increase and improve tourism services and infrastructure ensuring the environment is not compromised* (29 respondents) and *employment opportunities are abundant for a wide cross section of the labour force* (29 respondents).

Table 9:

Theme	Number of Responses	% of Responses
Support and encourage the number of industries/larger business/retailers in the area (department stores/cafes).	84	31
Increase and improve tourism services and infrastructure ensuring the environment is not compromised.	29	11
Employment opportunities are abundant for a wide cross section of the labour force.	29	11
General satisfaction.	25	9
The provision of local retail and small industry is well managed and promoted.	25	9
Continued mining activities provide economic prosperity.	13	5
Farming is supported and encouraged.	11	4
Managing economic and population growth effectively for the long term.	8	3
Miscellaneous.	43	16
Total	267	100

Base: 302 respondents

Note: Multiple responses and non-responses were permitted, therefore the total number of responses differs from 302.

3.11 Maori Culture

Respondents were then asked what they consider important to the future of the community in respect to Maori culture.

- 46 respondents expressed *general satisfaction* when asked what they consider important to the future of the community in respect to Maori culture.
- Other common themes to emerge were to *encourage and increase the availability of education about/involvement in Maori culture, language, and heritage (teachers/exhibitions/Treaty of Waitangi)* (25 respondents) and to *support and maintain the local Maori people/culture/identity (playgroups/Maori warden/culture groups)* (21 respondents).

Table 10:

Theme	Number of Responses	% of Responses
General satisfaction.	46	24
Encourage and increase the availability of education about/involvement in Maori culture, language, and heritage (teachers/exhibitions/Treaty of Waitangi).	25	13
Support and maintain the local Maori people/culture/identity (playgroups/Maori warden/cultural groups).	21	11
Maori should not be given preferential treatment and separated as a culture.	19	10
Encourage more integration, respect and better relationships between all cultures.	17	9
Maori culture should not dominate our society/education and should have less emphasis.	14	7
Marae and cultural facilities/features are made available (signage/landmarks)	11	6
Individuals are responsible for their own awareness of Maori culture.	6	3
Miscellaneous.	30	16
Total	189	100

Base: 302 respondents

Note: Multiple responses and non-responses were permitted, therefore the total number of responses differs from 302.

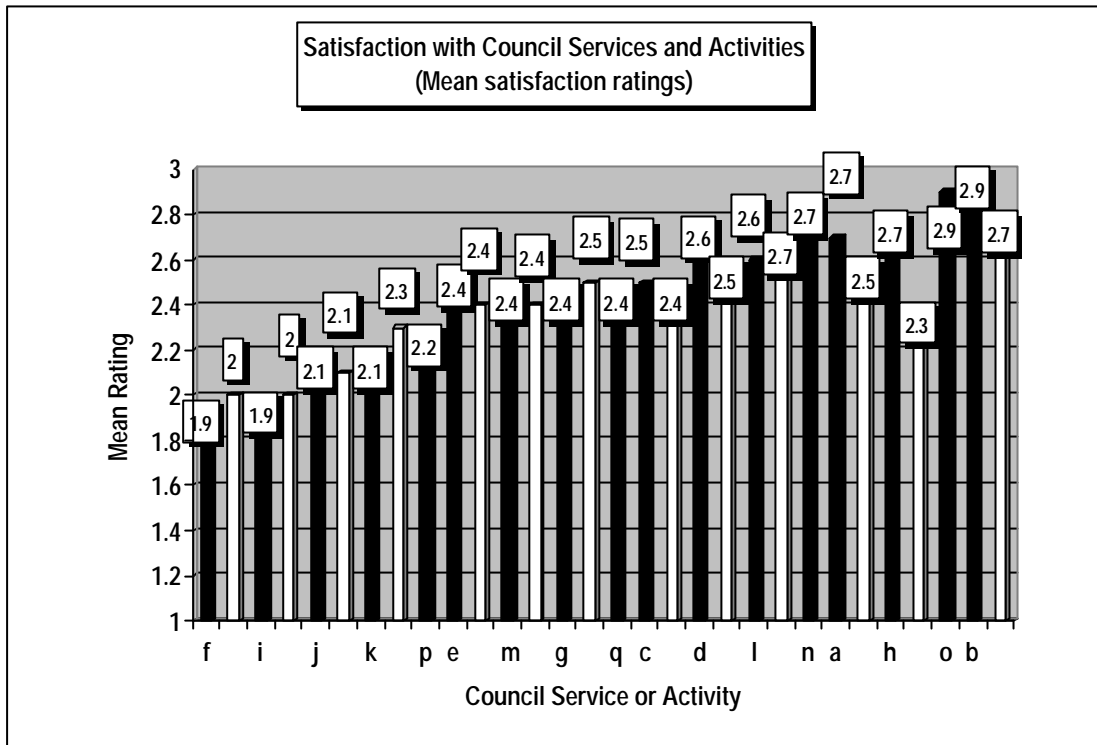
4 Research Results – Satisfaction with Services

Respondents were then read a list of services and activities that the Hauraki District Council is involved with. They were asked to rate each service or activity on a scale of 1 to 5 where 1 is *very satisfied*, 2 is *satisfied*, 3 is *neither satisfied nor dissatisfied*, 4 is *dissatisfied* and 5 is *very dissatisfied*.

4.1 Mean Satisfaction Ratings

- The Council services that received the best mean ratings for satisfaction were *the public libraries in the District* (1.89) and *the quality of parks and reserves in the District* (1.91).
- The Council services that received the worst mean ratings for satisfaction were *the way in which the community's contribution is reflected in the Council's policies* (2.86) and *the quality of the footpaths in the District* (2.89).
- Overall, respondents are satisfied with Council services as all mean ratings are within the 'satisfaction zone' (i.e. <3.0).

Figure 1:



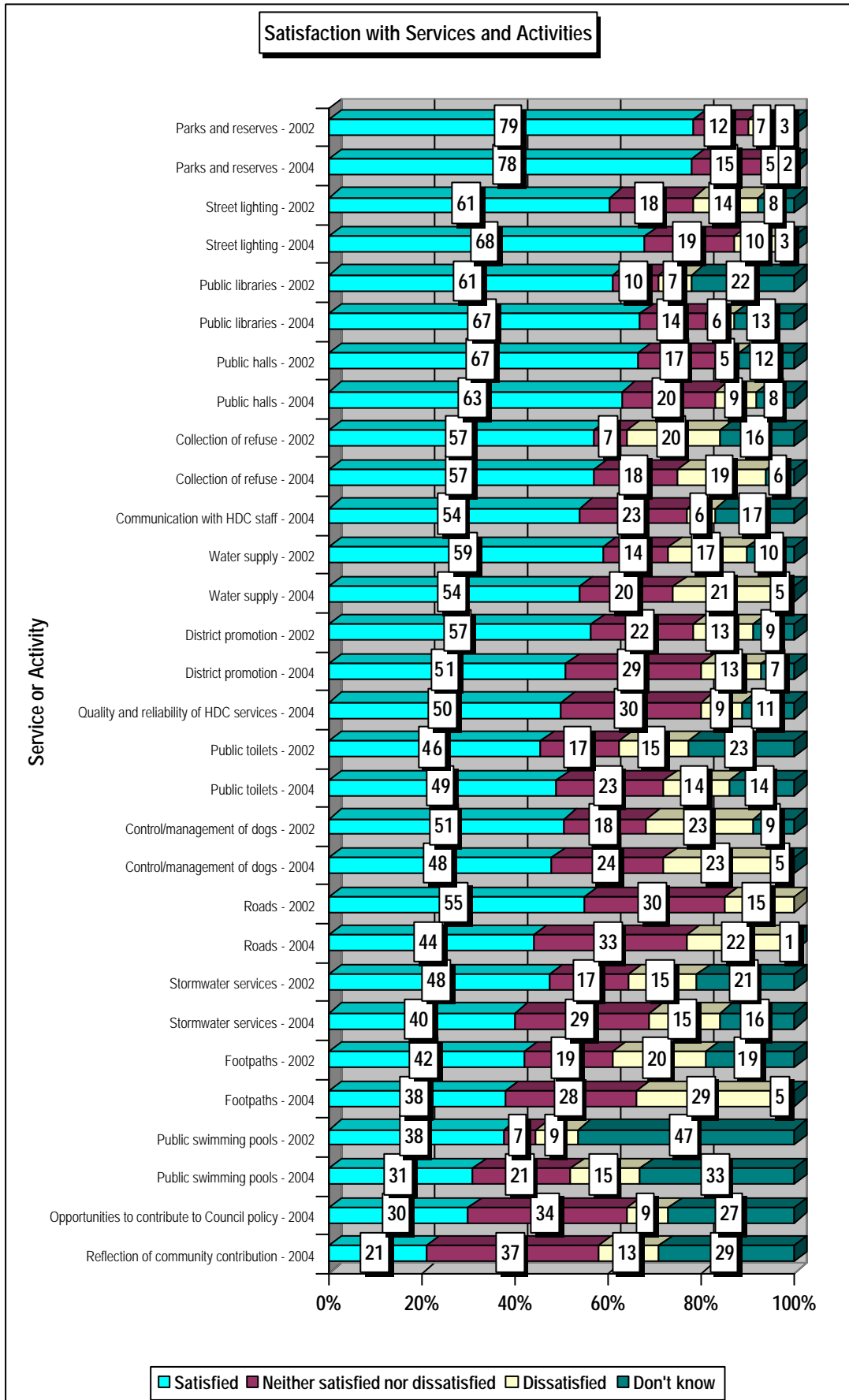
Base: 502 respondents

- 2004 Mean Ratings
- 2002 Mean Ratings

a	The quality of the roads in the District	j	The public halls in the District
b	The quality of the footpaths in the District	k	The street lighting in the District
c	The quality of the water supply in the District	l	The control/management of dogs in the District
d	The stormwater services in the District	m	The way in which the District is promoted
e	The collection of refuse in the District	n	The opportunities to contribute to Council's policy development*
f	The public libraries in the District	o	The way in which the community's contribution is reflected in the Council's policies*
g	The public toilets in the District	p	The accessibility to, and quality of, communication with Hauraki District Council staff*
h	The public swimming pools in the District	q	The quality and reliability of Hauraki District Council services*
i	The quality of parks and reserves in the District		

* 2004 was the first time these attributes were measured; therefore there is no comparison available to 2002.

Figure 2:



Base: 502 respondents

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Note: *satisfied* includes very satisfied and satisfied, while *dissatisfied* includes very dissatisfied and dissatisfied.

- More than three quarters of respondents (78%) are *satisfied* with *the quality of parks and reserves in the district*. This is only one percentage point less than the 2002 study in which 79% of respondents were *satisfied* with *the quality of parks and reserves in the district*.
- The highest dissatisfaction rating was recorded for *the quality of footpaths in the district* (29%). This result is nine percentage points more than the 20% of respondents who expressed dissatisfaction with this Council service in 2002.
- One third of respondents (33%) are unable to state whether or not they are satisfied with *the public swimming pools in the district*.

4.2 Results by Ward

Quality of roads

- Respondents from the Waihi ward were more likely (54%) to be dissatisfied with the quality of roads than respondents from the Plains ward (27%).

Quality of footpaths

- Respondents from the Waihi ward were more likely (42%) to be dissatisfied with the quality of footpaths than respondents from the Plains ward (26%).

Quality of water supply

- Respondents from the Waihi ward were more likely (65%) to be satisfied with the quality of the water supply than respondents from the Plains ward (43%).

Stormwater services

- Respondents from the Paeroa ward were much more likely (24%) to be dissatisfied with the stormwater services in the district than respondents from the Plains ward (9%).

Collection of refuse

- Respondents from the Plains ward were much more likely (33%) to be dissatisfied with the collection of refuse than respondents from the Paeroa ward (11%).

Public libraries

- No significant differences between the sub-categories are noted.

Public toilets

- Respondents from the Plains ward were more likely (64%) to be satisfied with public toilets than respondents from the Paeroa ward (37%).

Public swimming pools

- Respondents from the Plains ward were much more likely (47%) to be satisfied with public swimming pools than respondents from the Waihi ward (13%).

Quality of parks and reserves

- Respondents from the Plains ward were more likely (82%) to be satisfied with the quality of parks and reserves than respondents from the Waihi ward (71%).

Public halls

- Respondents from the Paeroa ward were much more likely (19%) to be dissatisfied with public halls than respondents from the Plains ward (2%).

Street lighting

- Respondents from the Plains ward were more likely (75%) to be satisfied with street lighting than respondents from the Paeroa ward (61%).

Control management of dogs

- Respondents from the Plains ward were more likely (64%) to be satisfied with the control/management of dogs than respondents from the Waihi ward (41%).

Way in which district is promoted

- Respondents from the Paeroa ward were more likely (18%) to be dissatisfied with the way in which the district is promoted than respondents from the Waihi ward (8%).

Opportunities to contribute to Council's policy development

- Respondents from the Plains ward were more likely (34%) to be satisfied with the opportunities to contribute to Council's policy development than respondents from the Paeroa ward (25%).

The way in which the community's contribution is reflected in the Council's policies

- Respondents from the Waihi ward were more likely (17%) to be dissatisfied with the way in which the community's contribution is reflected in the Council's policies than respondents from the Paeroa ward (6%).

The accessibility to, and quality of, communication with Hauraki District Council

- Respondents from the Paeroa ward were more likely (57%) to be satisfied with the accessibility to, and quality of communication with Hauraki District Council staff than respondents from the Plains ward (47%).

The quality and reliability of Hauraki District Council services

- Respondents from the Paeroa ward were more likely (54%) to be satisfied with the quality and reliability of Hauraki District Council services than respondents from the Waihi ward (46%).

4.3 Results by Age

Quality of roads

- Respondents aged 60+ were more likely (56%) to be satisfied with the quality of roads than respondents aged 18-29 (32%).

Quality of footpaths

- Respondents aged 18-29 were much more likely (51%) to be satisfied with the quality of footpaths than respondents aged 50-59 (30%).

Quality of water supply

- Respondents aged 40-49 were more likely (26%) to be dissatisfied with the quality of the water supply than respondents aged 60+ (13%).

Stormwater services

- Respondents aged 30-39 were more likely (48%) to be satisfied with the stormwater services in the district than respondents aged 40-49 (26%).

Collection of refuse

- Respondents aged 30-39 were much more likely (27%) to be dissatisfied with the collection of refuse than respondents aged 18-29 (12%).

Public libraries

- Respondents aged 60+ were more likely (75%) to be satisfied with the quality of public libraries than respondents aged 18-29 (58%). Respondents aged 18-29 (25%) however were much more likely to state 'don't know' to this question than respondents aged 60+ (12%).

Public toilets

- No significant differences between the sub-categories are noted.

Public swimming pools

- Respondents aged 18-29 were much more likely (42%) to be satisfied with public swimming pools than respondents aged 50-59 (24%). Respondents aged 60+ were much more likely (44%) than respondents aged 30-39 (24%) to state 'don't know' to this question.

Quality of parks and reserves

- Respondents aged 60+ were more likely (85%) to be satisfied with the quality of parks and reserves than respondents aged 50-59 (69%).

Public halls

- No significant differences between the sub-categories are noted.

Street lighting

- Respondents aged 60+ were more likely (80%) to be satisfied with street lighting than respondents aged 40-49 (55%).

Control/management of dogs

- Respondents aged 18-29 were more likely (54%) to be satisfied with the control/management of dogs than respondents aged 40-49 (46%).

Way in which district is promoted

- Respondents aged 30-39 were more likely (18%) to be dissatisfied with the way in which the District is promoted than respondents aged 60+ (9%).

Opportunities to contribute to Council's policy development

- Respondents aged 50-59 were much more likely (41%) to be satisfied with the opportunities to contribute to Council's policy development than respondents aged 18-29 (23%). Respondents aged 18-29 were much more likely (41%) to state 'don't know' to this question than respondents aged 50-59 (21%).

The way in which the community's contribution is reflected in the Council's policies

- Respondents aged 50-59 were more likely (30%) to be satisfied with the way in which the community's contribution is reflected in the Council's policies than respondents aged 18-29 (13%). Significant proportions of each age group stated 'don't know' for this question. Respondents aged 18-29 (48%) were much more likely to state 'don't know' to this question than respondents aged 50-59 (21%).

The accessibility to, and quality of, communication with Hauraki District Council

- Respondents aged 60+ were much more likely (64%) to be satisfied with the accessibility to, and quality of communication with Hauraki District Council staff than respondents aged 18-29 (36%).

The quality and reliability of Hauraki District Council services

- Respondents aged 60+ were more likely (56%) to be satisfied with the quality and reliability of Hauraki District Council services than respondents aged 18-29 (42%). Respondents aged 18-29 were much more likely to state 'don't know' to this question than respondents aged 30-39 and 40-49 (8% respectively).

4.4 Results by Gender

Quality of roads

- No significant differences between the sub-categories are noted.

Quality of footpaths

- Male respondents were more likely (45%) to be satisfied with the quality of footpaths than female respondents (31%).

Quality of water supply

- Male respondents were more likely (60%) to be satisfied with the quality of the water supply than female respondents (49%).

Stormwater services

- Male respondents were much more likely (47%) to be satisfied with the stormwater services in the District than female respondents (34%).

Collection of refuse

- Male respondents were more likely (60%) to be satisfied with the collection of refuse than female respondents (53%).

Public libraries

- Female respondents were more likely (70%) to be satisfied with public libraries than male respondents (64%).

Public toilets

- No significant differences between the sub-categories are noted.

Public swimming pools

- Male respondents were more likely (20%) to be dissatisfied with public swimming pools than female respondents (11%).

Quality of parks and reserves

- No significant differences between the sub-categories are noted.

Public halls

- Male respondents were more likely (66%) to be satisfied with public halls than female respondents (60%).

Street lighting

- No significant differences between the sub-categories are noted.

Control management of dogs

- No significant differences between the sub-categories are noted.

Way in which district is promoted

- Female respondents were more likely (55%) to be satisfied with the way in which the District is promoted than male respondents (48%).

Opportunities to contribute to Council's policy development

- No significant differences between the sub-categories are noted.

The way in which the community's contribution is reflected in the Council's policies

- Female respondents were more likely (23%) to be satisfied with the way in which the community's contribution is reflected in the Council's policies than male respondents (18%).

The accessibility to, and quality of, communication with Hauraki District Council

- No significant differences between the sub-categories are noted.

The quality and reliability of Hauraki District Council services

- Male respondents were more likely (53%) to be satisfied with the quality and reliability of Hauraki District Council services than female respondents (47%).

4.5 Results by Ethnicity

Quality of roads

- Non-Maori respondents were more likely (45%) to be satisfied with the quality of roads than Maori respondents (32%).

Quality of footpaths

- No significant differences between the sub-categories are noted.

Quality of water supply

- Non-Maori respondents were more likely (56%) to be satisfied with the quality of the water supply than Maori respondents (46%).

Stormwater services

- Non-Maori respondents were much more likely (42%) to be satisfied with the stormwater services in the District than Maori respondents (25%).

Collection of refuse

- No significant differences between the sub-categories are noted.

Public libraries

- No significant differences between the sub-categories are noted.

Public toilets

- Maori respondents were more likely (54%) to be satisfied with the public toilets than Non-Maori respondents (48%).

Public swimming pools

- Maori respondents were more likely (40%) to be satisfied with the public swimming pools than Non-Maori respondents (29%).

Quality of parks and reserves

- Non-Maori respondents were more likely (78%) to be satisfied with the quality of parks and reserves than Maori respondents (71%).

Public halls

- Non-Maori respondents were more likely (64%) to be satisfied with the public halls than Maori respondents (50%).

Street lighting

- No significant differences between the sub-categories are noted.

Control/management of dogs

- No significant differences between the sub-categories are noted.

Way in which district is promoted

- Maori respondents were more likely (65%) to be satisfied with the way in which the District is promoted than Non-Maori respondents (50%).

Opportunities to contribute to Council's policy development

- No significant differences between the sub-categories are noted.

The way in which the community's contribution is reflected in the Council's policies

- No significant differences between the sub-categories are noted.

The accessibility to, and quality of, communication with Hauraki District Council

- Non-Maori respondents were more likely (54%) to be satisfied with the accessibility to, and quality of communication with Hauraki District Council staff than Maori respondents (48%).

The quality and reliability of Hauraki District Council services

- No significant differences between the sub-categories are noted.

4.6 Results by Rural/Urban

Quality of roads

- Respondents who live in rural areas were more likely (29%) to be dissatisfied with the quality of roads than respondents who live in towns/settlements (20%).

Quality of footpaths

- No significant differences between the sub-categories are noted.

Quality of water supply

- Respondents who live in rural areas were more likely (25%) to be dissatisfied with the quality of the water supply than respondents who live in towns/settlements (19%).

Stormwater services

- Respondents who live in towns/settlements were more likely (43%) to be satisfied with the stormwater services in the District than respondents who live in rural areas (33%). Respondents who live in rural areas who were more likely to answer 'don't know' to this question (28%) than respondents who live in towns/settlements (11%).

Collection of refuse

- Respondents who live in towns/settlements were more likely (59%) to be satisfied with the collection of refuse in the District than respondents who live in rural areas (52%).

Public libraries

- No significant differences between the sub-categories are noted.

Public toilets

- No significant differences between the sub-categories are noted.

Public swimming pools

- No significant differences between the sub-categories are noted.

Quality of parks and reserves

- Respondents who live in towns/settlements were more likely (79%) to be satisfied with the quality of parks and reserves than respondents who live in rural areas (73%).

Public halls

- No significant differences between the sub-categories are noted.

Street lighting

- No significant differences between the sub-categories are noted.

Control/management of dogs

- No significant differences between the sub-categories are noted.

Way in which district is promoted

- No significant differences between the sub-categories are noted.

Opportunities to contribute to Council's policy development

- No significant differences between the sub-categories are noted.

The way in which the community's contribution is reflected in the Council's policies

- Respondents who live in rural areas were more likely (25%) to be satisfied with the way in which the community's contribution is reflected in the Council's policies than respondents who live in towns/settlements (19%).

The accessibility to, and quality of, communication with Hauraki District Council

- No significant differences between the sub-categories are noted.

The quality and reliability of Hauraki District Council services

- No significant differences between the sub-categories are noted.

4.7 Reasons for Dissatisfaction

Respondents who stated they were either *dissatisfied* or *very dissatisfied* were then asked "Why is that?"

Their responses are tabulated below. The full list of verbatim responses are included in Appendix 2.

4.7.1 Reasons for dissatisfaction with the quality of roads in the District

Table 11:

Reason	Number of Respondents
Better/more maintenance required	27
Potholes	26
General bad condition	16
Need improving	10
Uneven surfaces	9
Need sealing	8
Speed/volume of traffic	8
Footpaths/kerbing	6
Too narrow	4
Miscellaneous	6
Total	120

4.7.2 Reasons for dissatisfaction with the quality of the footpaths in the District

Table 12:

Reason	Number of Respondents
There are none	36
Need more	26
Need better/more maintenance	24
Need upgrade/are of poor standard	23
Too rough/uneven/too many holes	15
Difficult for wheelchairs, scooters and the elderly	13
Miscellaneous	4
Total	141

4.7.3 Reasons for dissatisfaction with the quality of the water supply in the District

Table 13:

Reason	Number of Respondents
Full of pollutants/soot	25
Bad taste	19
Quality affected by rain	19
Unsafe to drink	11
General poor quality	10
Too much chlorine	8
Inconsistent/poor pressure	5
Miscellaneous	9
Total	106

4.7.4 Reasons for dissatisfaction with the stormwater services in the District

Table 14:

Reason	Number of Respondents
Flooding problems	36
Needs upgrading/development	9
Poor maintenance	7
Poor drainage	6
Open drains	3
Miscellaneous	11
Total	72

4.7.5 Reasons for dissatisfaction with the collection of refuse in the District

Table 15:

Reason	Number of Respondents
Need recycling options	22
Expensive/have to pay for it	17
Poor/irregular service	12
Need kerbside recycling/collection	12
Wider spread or more regular service needed	11
Inappropriate restrictions	9
Miscellaneous	7
Total	90

4.7.6 Reasons for dissatisfaction with the public libraries in the District

Table 16:

Reason	Number of Respondents
Poor/inadequate selection of books	12
Needs development/expansion	8
Too expensive/shouldn't have to pay	6
Miscellaneous	5
Total	31

4.7.7 Reasons for dissatisfaction with the public toilets in the District

Table 17:

Reason	Number of Respondents
Need more/poor positioning	32
Dirty/need cleaning	13
Need maintaining/upgrading	13
Hard to find	8
Miscellaneous	3
Total	69

4.7.8 Reasons for dissatisfaction with the public swimming pools in the District

Table 18:

Reason	Number of Respondents
There isn't one/need one	40
Should be indoor/heated	10
Have to use school pool	9
Needs upgrading	8
Miscellaneous	5
Total	72

4.7.9 Reasons for dissatisfaction with the quality of parks and reserves in the District

Table 19:

Reason	Number of Respondents
Poorly maintained	10
Need more	5
Other	10
Total	25

4.7.10 Reasons for dissatisfaction with the public halls in the District

Table 20:

Reason	Number of Respondents
Need upgrading/they are run down	18
Maintenance needed	12
Miscellaneous	12
Total	42

4.7.11 Reasons for dissatisfaction with the street lighting in the District

Table 21:

Reason	Number of Respondents
More lights needed/dark streets	35
Could be improved/inadequate	8
Miscellaneous	7
Total	50

4.7.12 Reasons for dissatisfaction with the control/management of dogs in the District

Table 22:

Reason	Number of Respondents
Roaming/stray dogs	58
Dog nuisance	16
Poor ranger service	13
Poor control	11
Miscellaneous	12
Total	110

4.7.13 Reasons for dissatisfaction with the way in which the District is promoted

Table 23:

Reason	Number of Respondents
More promotion required	32
Better promotion required	15
Miscellaneous	14
Total	61

4.7.14 Reasons for dissatisfaction with the opportunities to contribute to Council's policy development

Table 24:

Reason	Number of Respondents
Council doesn't listen/consult	18
Contribution not encouraged/advertised	8
Nothing comes of submissions	3
Unsure/unaware of process	3
Miscellaneous	6
Total	38

4.7.15 Reasons for dissatisfaction with the way in which the community's contribution is reflected in the Council's policies

Table 25:

Reason	Number of Respondents
Council doesn't listen/consult	24
Council follows own agenda	19
Miscellaneous	12
Total	55

4.7.16 Reasons for dissatisfaction with the accessibility to, and quality of, communication with Hauraki District Council staff

Table 26:

Reason	Number of Respondents
Difficult process	11
Some staff hard to contact	6
No action/slow to take action	4
Frontline staff not helpful	2
Miscellaneous	5
Total	28

4.7.17 Reasons for dissatisfaction with the quality and reliability of Hauraki District Council services

Table 27:

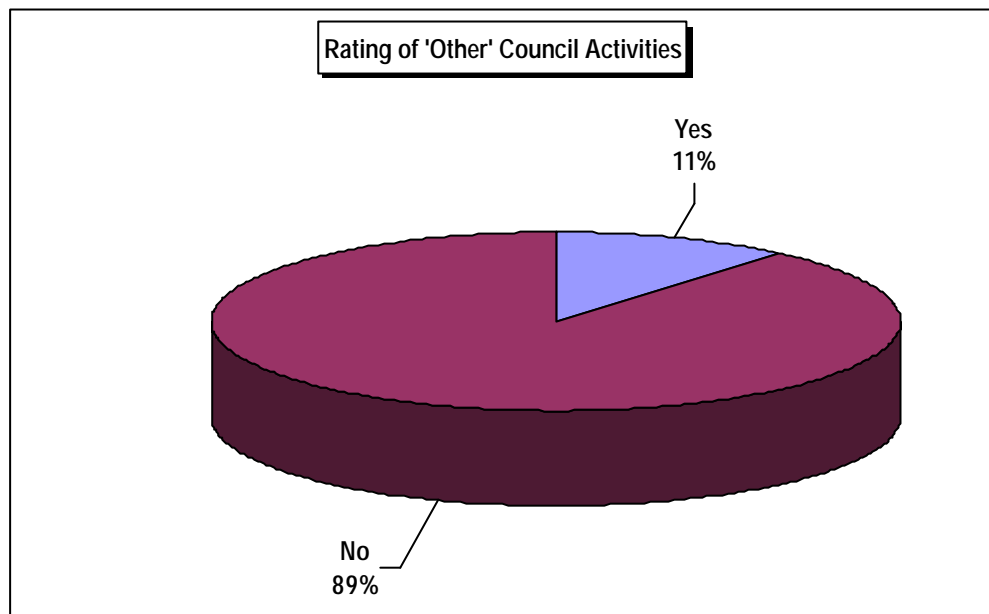
Reason	Number of Respondents
Slow/non-response to requests	15
Don't get value for rates	6
Miscellaneous	14
Total	35

4.8 Other Council Activities

Respondents were then asked whether there were any other Council activities they would like to rate.

- A large majority of respondents (89%) stated that there were not any other Council activities they would like to rate.

Figure 3:



Base: 502 respondents

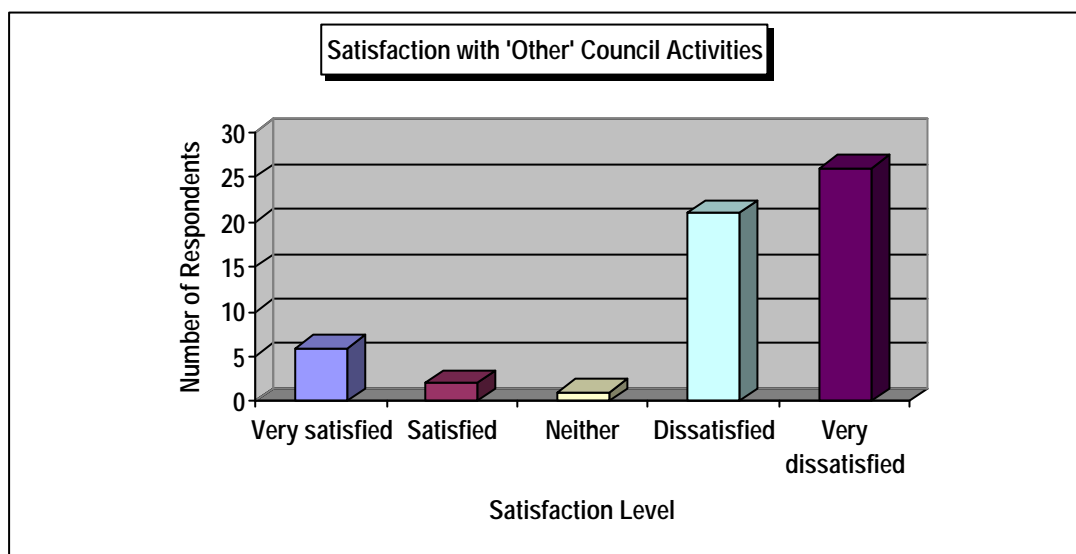
4.9 Satisfaction with Other Activities

Respondents who stated that there were other Council services that they would like to rate were asked what these services are and how they rated on a scale of 1 to 5.

Due to the small numbers involved, further analysis (i.e. by age or ward) is statistically unreliable, and is therefore excluded.

- Almost one half of respondents (26 respondents) were *very dissatisfied* with the 'other' Council activities they identified.

Figure 4:



Base: 56 respondents

4.9.1 Specified Other Activities

The following list are the other activities which respondents rated.

Waihi Ward (33)

- "Go Waihi".
- Access to Council. Working committees and working groups.
- Art: Needs to encourage more art.
- Building consents.
- Building permits cost too much.
- Clear information when it comes to applying for building permits, etc.
- Council glossy pamphlets.
- Council meetings.
- Council promote a tidier Waihi.
- Dog Ranger.
- Keeping the town tidier e.g. public gardens and footpaths.
- Lawn mowing.
- Local transfer station - charge too much.
- Noise control.

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- *Price of their permits - they're excessive e.g. \$800 to build an \$8,000 ensuite.*
- *Rate increase (gone up by 150% in 6 years).*
- *Rate increases are excessive.*
- *Rates - (they are too high and we don't have kerbing or footpaths in a lot of streets), on top of our rates we also have water rates and we also pay Environment Waikato. This all adds up.*
- *Rates.*
- *Rating - it's too high for where we live.*
- *Security - like to see more security cameras catching speeding drivers.*
- *Sporting fields - (could do with some more).*
- *Support of arts and artists (creative people generally).*
- *Support training for new business - please continue.*
- *The bureaucratic style of some of the departments.*
- *The fixed charge on the water meter. We were told the \$60 was a one off charge for the water bill but we keep getting charged every time.*
- *Tidying up the area, particularly rural area. For example people buy from KFC in town and the wrapper is thrown in the country.*
- *Tip fees - a bit high. They took away the local tip, make you go into town and now you have to pay for it.*
- *To get heavy traffic out of main street - via Kenny Street preferably.*
- *Too much rubbish left by people who eat at takeaway outlets.*
- *Tourist facilities.*
- *Voting - I didn't know the candidates. They didn't give people opportunities to get to know them.*
- *Would like to see policing of speeding cars on the beach and car parks.*

Paeroa Ward (19)

- *Building division for consent. Cost benefits.*
- *Care of town is quite good.*
- *Development of the district.*
- *Local bike race.*
- *Mobility parking - they keep saying it's a good idea but do nothing.*
- *Mowing of road verges.*
- *Opposed to the walkway along the old railway lines.*
- *Rates - they're too high for where we're living. We pay more than some city areas.*
- *Rates payments are too high.*
- *Rates too high.*
- *Rating - I don't like having to pay for water separately.*
- *Rating - we're paying for services not being provided or not being provided well enough.*
- *River utilisation - they could utilise the river to provide some sort of aquatic activities.*
- *Road signs - need to be outside Ohinemuri House.*
- *Roading wasting a lot of money.*
- *The bypass going through town - the heavy traffic goes right through the main street.*
- *Verge control.*
- *Water metering.*
- *Waterborne activities - we live on a river, but there are no aquatic activities at all, it's very poorly utilised.*

Plains Ward (10)

- *Controlling trees and vegetation over footpaths. I would like Council to remind residents to prune them so that they are not a hazard - send out a reminder with the rates.*
- *Drainage board.*
- *Drains: at the back of my section is a dirty drain which has rats in it.*
- *Gym facilities for elders.*
- *Noise Control - having someone outside the area doing this job is ineffective. We need to improve the service.*

- *Public works.*
- *Rural drainage.*
- *Town planning - they claim they can't get a company to come in and develop the Ngatea area so they have been doing it themselves and have made a mess of it.*
- *Paeroa 'Fresh Look' should go ahead as soon as possible*
- *Memorial wall: when they built this wall they removed trees that were already there and replaced them with a very drab garden.*

5 Research Results – Future Direction

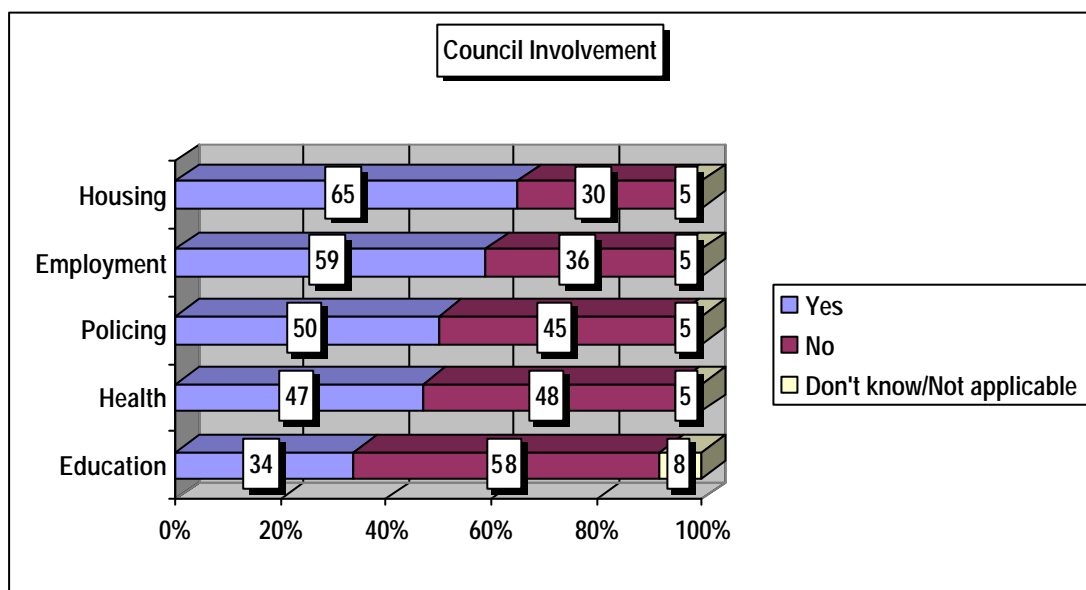
Respondents were then asked a number of questions relating to the future direction of the Hauraki District Council.

5.1 Activities Council Should Have Involvement In

The first question of this section asked respondents whether they thought the Council should have a direct involvement in education, health, housing, policing, or employment.

- Over one half of the respondents stated that the Council should be involved in *housing* (65%), *employment* (59%) and *policing* (50%).
- A majority of respondents stated that the Council should not be involved in *health* (48%) and *education* (58%).

Figure 5:



Base: 502 respondents

Results by Ward

Education

- No significant differences between the sub-categories are noted.

Health

- Respondents from the Waihi ward were more likely (52%) to state that the Council should have a direct involvement in *health* than respondents from the Plains ward (44%).

Housing

- Respondents from the Waihi ward were more likely (73%) to think that the Council should have a direct involvement in *housing* than respondents from the Plains ward (60%).

Policing

- No significant differences between the sub-categories are noted.

Employment

- Respondents from the Waihi ward were more likely (62%) to think that the Council should have a direct involvement in *employment* than respondents from the Plains ward (53%).

Results by Age

Education

- Respondents aged 18-29 were much more likely (68%) to think that the Council should have a direct involvement in *education* than respondents aged 50-59 (19%).

Health

- Respondents aged 18-29 were much more likely (68%) to think that the Council should have a direct involvement in *health* than respondents aged 50-59 (30%).

Housing

- Respondents aged 40-49 were much more likely (75%) to think that the Council should have a direct involvement in *housing* than respondents aged 60+ (59%).

Policing

- Respondents aged 18-29 were much more likely (70%) to think that the Council should have a direct involvement in *policing* than respondents aged 50-59 (36%).

Employment

- Respondents aged 18-29 were much more likely (82%) to think that the Council should have a direct involvement in *employment* than respondents aged 60+ (50%).

Results by Ethnicity

Education

- Maori respondents were much more likely (52%) to think that the Council should have a direct involvement in *education* than non-Maori respondents (32%).

Health

- Maori respondents were much more likely (65%) to think that the Council should have a direct involvement in *health* than non-Maori respondents (45%).

Housing

- No significant differences between the sub-categories are noted.

Policing

- No significant differences between the sub-categories are noted.

Employment

- Maori respondents were more likely (71%) to think that the Council should have a direct involvement in *employment* than non-Maori respondents (58%).

Results by Gender

Education

- No significant differences between the sub-categories are noted.

Health

- Female respondents were more likely (50%) to think that the Council should have a direct involvement in *health* than male respondents (44%).

Housing

- No significant differences between the sub-categories are noted.

Policing

- No significant differences between the sub-categories are noted.

Employment

- Male residents were more likely (63%) to think that the Council should have a direct involvement in *employment* than female residents (55%).

Results by Rural/Urban

Education

- No significant differences between the sub-categories are noted.

Health

- No significant differences between the sub-categories are noted.

Housing

- Residents who live in rural areas were more likely (69%) to think that the Council should have a direct involvement in *housing* than respondents who live in towns/settlements (63%).

Policing

- No significant differences between the sub-categories are noted.

Employment

- Residents who live in rural areas were more likely (67%) to think that the Council should have a direct involvement in *employment* than respondents who live in towns/settlements (56%).

5.2 Additional Rates

Respondents were then asked; "Do you believe that additional rates should be raised to allow this level of involvement?"

- Almost three quarters of respondents (72%) stated that rates *should not* be raised to allow for this level of involvement.
- One fifth of respondents (20%) stated that rates *should* be raised to allow for this level of involvement.

Table 28:

Do you believe that additional rates should be raised to allow for this level of involvement?	% of Respondents
No	72
Yes	20
Don't know	8
Total	100

Base: 502 respondents

Results by Ward

- Respondents from the Waihi ward were more likely (24%) to believe that additional rates should be raised to allow this level of involvement than respondents from the Plains ward (13%).

Results by Age

- Respondents aged 18-29 were more likely (28%) to believe that additional rates should be raised to allow this level of involvement than respondents aged 60+ (13%).

Results by Ethnicity

- No significant differences between the sub-categories are noted.

Results by Gender

- Male respondents were more likely (24%) to believe that additional rates should be raised to allow this level of involvement than female respondents (16%).

Results by Rural/Urban

- No significant differences between the sub-categories are noted.

5.3 Recycling Initiatives

Respondents were then asked if they believe that the Council should be more involved in recycling initiatives.

- Over three quarters of respondents (77%) believed that Council should be more involved in recycling initiatives.

Table 29:

Do you believe that Council should be more involved in recycling initiatives?	% of Respondents
Yes	77
No	20
Don't know	3
Total	100

Base: 502 respondents

Results by Ward

- No significant differences between the sub-categories are noted.

Results by Age

- Respondents aged 30-39 were more likely (86%) to believe that Council should be more involved in recycling initiatives than respondents aged 60+ (68%).

Results by Ethnicity

- No significant differences between the sub-categories are noted.

Results by Gender

- Female respondents are more likely (81%) to believe that Council should be more involved in recycling initiatives than male respondents (74%).

Results by Rural/Urban

- No significant differences between the sub-categories are noted.

5.4 Further Recycling Initiatives

Those respondents who stated that they do believe the Council should be more involved in recycling initiatives were then asked what further recycling initiatives they would like to see.

Kerbside collection (89 responses) and the provision of bins for recycling (85 responses) were the two most significant groups of responses to this question.

Kerbside collection (89)

- *Kerbside recycling.(50)*
- *Roadside recycling.(3)*
- *Recycling at the gate.(6)*
- *Rubbish collection in our area please.*
- *Rubbish collection at my gate and recycling bins.*
- *Roadside collections for paper, bottles, plastics, etc.*
- *Recycle bins and rubbish collection would be very much appreciated.*
- *Recyclable collections (door to door).*
- *Pick-up required for recycling materials from individual houses, as normal rubbish collection.*
- *Pick-up of recycled stuff and education on the purpose of recycling.*
- *Pick-up from street.*
- *More options with gate services e.g. glass, paper.*
- *More collections of recycled bottles or cans or plastics.*
- *More collections of paper and plastic.*
- *I'd like to see recycling pick up i.e. provision of recycle bins like in town.*
- *I'd like something provided for garden rubbish and bottles on kerbside.*
- *Home gates - supply bins for separate rubbish.*
- *Have rubbish day to put out recycling.*
- *Have got a depot but have to take it there. Should be roadside collected.*
- *Green plastic bucket for milk bottles-kerbside collection. Plastic bucket for newspaper-kerbside collection.*
- *Door to door recycling needed.*
- *Door to door collections of recycled glass, plastic, etc.*
- *Kerbside paper collection, provision of recycle bins.*
- *Kerbside collection more information needed to youth.*
- *Kerbside collection (have different materials collected each day).*
- *Kerbside collection - better set up for paper and cardboard.*
- *Kerbside - glass and paper.*
- *Collection of bottles and plastics.*
- *Collection at the gates - paper, plastics, tins.*
- *A door to door recycling collection.*

Bins (85)

- *Provision of recycle bins.(13)*
- *Kerbside bins.(5)*
- *Recycle bins.(4)*
- *Recycling bins.(4)*
- *Variety of bins supplied for recycling bottles plastic and plastic.*
- *To put out recycling bins from council.*
- *The provision of recycling bins like they have in town.*
- *Some bins to collect - glass, plastics.*

- *Should supply houses with recycling bins for a kerbside collection.*
- *Separation of bottles, plastic - bags/bins at kerbside.*
- *Separate bin to rubbish.*
- *Recycling bins that will get collected at the gate.*
- *Recycling bins that can be picked up.*
- *Recycling bins placed town e.g. outside our for glass bottles.*
- *Recycling bins like TCDC.*
- *Recycling bins given to the householders.*
- *Recycling bins for plastic and paper.*
- *Recycling bins for glass, plastic and paper in strategic places - household green bins would be ideal.*
- *Recycling bins for each household.*
- *Recycling bins at the gate, also allow more bags of rubbish.*
- *Recycling bins at points around the district.*
- *Recycling bin collection and stop charging for green waste at their yard.*
- *Recycle bins provided.*
- *Recycle bins provided or a local transfer station.*
- *Recycle bins please.*
- *Recycle bins or a transfer station.*
- *Recycle bins provided.*
- *Provision of recycling bins or recycling stations set up for things like plastics, glass, etc.*
- *Provision of recycling bins like in town. A recycling station set up at some central point like a school.*
- *Provision of recycling bins like councils in town do.*
- *Provision of recycle bins, recycling of green waste.*
- *Provision of little recycling bins. Recycling stations at the county office for example.*
- *Provision of household recycling bins.*
- *Provision of bins. A local transfer station.*
- *Provision of bins.*
- *Providing recycle bins like in town.*
- *Only 1 dump - expensive. Recycling bins - kerbside or other recycling ideas for bottles, plastic, etc.*
- *Need bins for plastics.*
- *I want to see the green bins collection, plastics, bottles and paper.*
- *Green bins.*
- *Green bins to be made available, plastics.*
- *Green bins do catch up with the rest of the country.*
- *Green bins are great or similar Weekly collection of green bins.*
- *Green bins - picked up each week.*
- *Free bins for all homes.*
- *Kerbside bins, paper collection.*
- *Kerbside bins provided.*
- *Collection of green bins, paper, plastics and bottles.*
- *Bins for recycling at houses.*
- *Bins for recycle and rubbish collection.*
- *Bins for plastics.*
- *Bins for plastics, paper, etc.*
- *Bins for glass and paper.*
- *Bins for cardboard, plastics and glass.*
- *Bins for cans, bottles, paper, plastics.*
- *Bins for bottles, tins, paper, etc.*
- *Bins for bottles, paper, plastics.*
- *Bins at the gate. Plastic, bottles, paper, etc.*
- *Bins at the gate. Paper, plastic, etc.*
- *Bins at the gate - paper, glass, etc.*

- *Bin collections or something it's too far - if you haven't got a car.*
- *What T.C.D.C has done. Bins.*
- *A bin for recycling.*

Paper/plastics/glass/tins (56)

- *Plastics, paper. (3)*
- *Plastics, glass.(2)*
- *Glass, plastics and paper, etc.(2)*
- *Tins and metals.*
- *Glass, plastics, etc.*
- *Glass, plastic and paper collection.*
- *Glass, paper, plastics and everything.*
- *Glass, paper and plastics recycling.*
- *Paper, plastics, etc.*
- *Paper, plastics, bottles.*
- *Paper, plastics and glass recycling.*
- *Paper, plastic, glass, cans, garden waste.*
- *Paper, glass, plastic recycling please.*
- *Paper, glass, etc. Pick up at the gate.*
- *Paper, cardboard and bottles.*
- *Paper and bottles should be collected.*
- *Tin can recycling at the transfer station.*
- *Take our plastics and paper.*
- *Should cater for tins for recycling.*
- *Food cans need to be recycled.*
- *Can't put my tins out.*
- *They should provide us with buckets for plastics and paper bottles.*
- *They should do a collection of plastics and bottles.*
- *Separating bottles, plastics, etc. Collected from the gate - not always having to go to transfer station. Organic pick up days perhaps 3 times a year.*
- *Plastics, papers, tins.*
- *Plastics and paper recycling bins.*
- *Plastic, tins, paper, recycling bins.*
- *Plastic and paper collected.*
- *A plastic/paper collection.*
- *Glass, bottles, etc.*
- *Glass and paper separated.*
- *Glass and paper recycling bins.*
- *Glass and paper collection.*
- *Collection of paper and glass monthly.*
- *Bottles, cans.*
- *Bottles, cans, paper. Recycle bins.*
- *Bottle bin.*
- *Bins for tins, bottle, etc.*
- *A collection of bottles and that sort of stuff.*
- *Separate pickups for paper and glass.*
- *Separate collection of glass and paper.*
- *Plastics, glass - making available places you can take it to.*
- *Plastics and tins.*
- *Plastics and timber waste.*
- *Plastic they just take 1 and 2 grades.*
- *More bottle collection bins.*
- *Metals.*
- *Glass, aluminium, paper and plastics.*

- *Glass and plastics.*
- *Glass and plastic bins.*
- *Collect plastics, tins and bottles all on separate weeks.*
- *Bottles, plastics, aluminium.*

Local transfer station/greater accessibility to transfer stations (36)

- *We should have a local transfer station.*
- *We should have a local transfer station.*
- *We should have a local centre.*
- *We should be able to recycle material in the right places.*
- *Transfer stations or things that are not going to cost a lot.*
- *Transfer station, plastics.*
- *They need a recycling station.*
- *The transfer station being opened daily.*
- *Recycling station - a proper one.*
- *Recommend recycling centre.*
- *Reasonable access to take recyclables.*
- *Needs a transfer station.*
- *More recycling stations in area.*
- *I would like us to have a proper transfer station.*
- *I would like to see a recycling plant (somewhere not too close to houses).*
- *Get a transfer station in Ngatea.*
- *Get a place where we can take them.*
- *Free recycling station.*
- *Drop off centre to be open more than the 2 days and make it more accessible.*
- *Provision of recycling centres closer or existing ones to do longer hours.*
- *Clean up the refuse centre. Recycle bin at gate - bonus for house owners to encourage them to participate.*
- *A transfer station or recycling bins.*
- *A transfer station or provide bins by the roadside like in larger centres.*
- *A place where you can take recyclables to .*
- *A local transfer station. Recycle bins like in town.*
- *A local transfer station. Collection of recycled good - a special day or special bins provided.*
- *A local transfer station.*
- *A local recycling station. Having recycling collections like in town.*
- *A local dump.*
- *A dumping place for glass and papers.*
- *Tips should be more accessible and recycling centres should be open longer hours. Too much rubbish being dumped along roadside.*
- *More sights for being able to place recyclable goods.*
- *Longer hours at the recycling depot.*
- *I would like to see a reduction in tip prices.*
- *Greater access to facilities for the residents.*
- *People need to have an easier access to facilities.*

Some form of recycling (20)

- *Would like recycling.*
- *Would be nice to have some form of recycling.*
- *Whole lot recycled.*
- *We haven't got any - something. It's up to them to organise it.*
- *They should have some sort of scheme if they do it we will use it.*
- *There should be recycling facilities because at the moment we have none.*
- *Something that's going to cost very little money.*

- *Something for glass - paper - plastics.*
- *Recycling of all recyclable products.*
- *Recycling anything - glass, plastics more thoroughly. Rubbish policy is poor and very expensive to dump.*
- *Recycling - A proper recycling system should be in place like in Katikati.*
- *Like to see more recycling for town people. For plastics wrapping from silage wrappings.*
- *Just more recycling.*
- *I don't know but I would like to see them do something.*
- *I can't specify, but I'd just like to see as much recycled as possible.*
- *Collections for glass, paper.*
- *Any measures that prevent the community, just dumping rubbish.*
- *A separate collection, plastics, bottles.*
- *A recycling service.*
- *A recycling programme.*

Promotion/encouragement of recycling (18)

- *More push to encourage people e.g. roadside recycling.*
- *More promotion for recycling.*
- *More community involvement.*
- *More promotion - so we know what's out there.*
- *Just more encouragement to get people to do it.*
- *Encouragement with advertising.*
- *Education. Recycling bins.*
- *Education to the public.*
- *A better communication with the community.*
- *What council provides at tip is adequate - would like to see recycling made compulsory.*
- *Some system that encourages home owners to recycle.*
- *Recycling programme into the schools.*
- *Recycling encouraged.*
- *More education to get the public participating in recycling.*
- *Promotion of awareness for local schools and individual in the community.*
- *People should be able to take old stuff to a central point and get a small financial return on it e.g. like we used to for old bottles and cans.*
- *I think people who are already recycling should get a rates rebate. I think that would be more effective than kerbside recycling.*
- *Promotion with manufacturers to reduce rubbish.*

Full recycling service (13)

- *We have none, we need it all.*
- *Waste paper, glass, scrap metal.*
- *Total recycling for: paper, bottles, steel.*
- *Need full recycling.*
- *Milk bottles, glass bottles, paper/cardboard - pick up from individual houses - once a month.*
- *Make sure everything that can be recycled is recycled.*
- *Like to see total recycling.*
- *I think all the rubbish should be recycled, we're running out of dump services.*
- *General recycling - bottles, tins, anything that can be recycled.*
- *Everything as regards to recycling. No recycling services here that I am aware of.*
- *Complete recycling.*
- *Complete pick up of all types of unwanted items and rubbish.*
- *Collections - regularly recycled collections. Collecting bottles, plastics, cardboard, garden waste. All from the gate.*

Inorganic collections (9)

- *Like to see inorganic material recycled.*
- *Inorganic rubbish collection.*
- *Inorganic collections.*
- *In organic collections perhaps per year.*
- *Inorganic collections.*
- *An inorganic collection (1 or 2 a year).*
- *More frequent inorganic collections.*
- *Faster access for the disposal to non-biodegradable e.g. metal things.*
- *An inorganic collection at the gate once a year.*

Composting/green waste collections (9)

- *I would like to see more people making compost rather than just dumping their vegetation.*
- *I think something needs to be done with green waste, but apart from that I'm not to sure.*
- *Green waste kerbside collections and plastics and beer bottles and newspaper kerbside collection.*
- *Green waste recycling.*
- *Garden rubbish should be recycled by council.*
- *The green waste in Waihi should be free.*
- *Organic collection.*
- *No charges for greenery being dumped. But normal charges for the rest.*
- *I don't know - we have problems with compost- it's getting expensive to hire a trailer.*

Paper collection (5)

- *Would like cardboard pickups.*
- *They could have separate collections of paper, etc.*
- *Paper collection.*
- *Newspaper collection, separate days for separate items.*
- *I would like a paper collection.*

Plastics (5)

- *Plastics.(4)*
- *Plastics, spray containers.*

Don't know (12)

- *Don't know.(6)*
- *Not sure.(4)*
- *No.*
- *Can't think of anything.*

Miscellaneous (12)

- *Worm farming.*
- *We should have more reticulated services here.*
- *Too much plastic in tips. Should go back to paper bags, milk bottles recycled. Encourage cardboard milk bottles, pay so much per kilo for recycling.*
- *There should be a recycling area where people can come along and look for bits and pieces that they want to find.*
- *The means to dispose of hazardous waste, simplifying all waste management possibilities.*
- *Recycling of plastic bags - packaging companies should use bio-degradable material*
- *Poison, dangerous goods area recycling area close by.*

- *Old car removal service.*
- *Non organic days like Auckland.*
- *Would like to see our sewage recycled and turned into fertiliser.*
- *Getting kids/teenagers to pick up rubbish.*
- *Everything that comes from mother earth should go back to mother earth.*

5.5 Willingness to Pay for Recycling Initiatives

Those respondents who stated that they do believe the Council should be more involved in recycling initiatives were then asked how much they would be prepared to pay for this service.

- By far the majority of respondents stated that they would not be prepared to pay for this service.

Negative/neutral (250)

- *Nothing/Zero (162)*
- *Don't know. (50)*
- *Rates should cover it/unwilling to pay for this service (38)*

Affirmative (109)

- *\$20 per year. (9)*
- *\$1 per week. (7)*
- *\$50 per year. (7)*
- *\$2 per week. (5)*
- *A small amount. (4)*
- *Small amount. (4)*
- *\$200 pa. (4)*
- *\$5 per week. (4)*
- *As little as possible. (3)*
- *Yes - I don't know much they usually just charge you.*
- *Yes - but would like to see value for money.*
- *Would pay a small increase. Can't think how much.*
- *With the savings recycling would involve it should actually lead to a rates reduction. Initially say \$2 per year.*
- *Willing to pay a minimum amount.*
- *Whatever.*
- *Whatever we say they charge what they like anyway.*
- *Very little.*
- *User pays. (Buy rubbish bag with sticker or an official rubbish bags).*
- *User pays (Don't know how much).*
- *User pays - can't comment on how much.*
- *Up to \$6 per week.*
- *They're saving money by recycling so why should we have to pay more.*
- *Prefer to be contracted to Green Bins or such, then residents have their own choice.*
- *Paying the same as now.*
- *Pay for rubbish bags - user pays.*
- *Not sure on how much, but something.*
- *Live in country.*
- *Just some extra - that's all.*
- *Just a little bit.*
- *If they stopped rating us for a non existent rubbish collection service I'd pay extra but I can't name a figure.*
- *If it was done properly.*
- *I would be willing to pay more.*
- *I would be prepared to pay something but I don't know how much.*

- *I think green waste fees should be decreased.*
- *I probably would but I won't be happy with it.*
- *I believe each proposal has to be presented to the community with costings.*
- *I am willing to pay something but hopefully not too much.*
- *I already pay \$2.00 per bag and I would be happy to have this added to my rates.*
- *Happy to pay for recycling - don't know how much.*
- *Half a percentage extra on the rates.*
- *Extra \$3 on to my rates.*
- *Kerbside recycling \$20 per annum. More accessible recycling stations \$5.00 per annum.*
- *As small as it needs to be.*
- *Another 2-3%.*
- *A couple of dollars a month.*
- *A bit more.*
- *5% more per year.*
- *5% more on the rates.*
- *2% increase per year.*
- *10% rate rise cover.*
- *10% more on the rates.*
- *50c.*
- *50 cents.*
- *\$70 per year.*
- *\$50 a month.*
- *\$5.00 per annum.*
- *\$5 per year.*
- *\$40.00*
- *\$40 - \$50 per year.*
- *\$39.00 per 3 months.*
- *\$30 per annum*
- *\$3 per week.*
- *\$250 - \$300 pa.*
- *\$25 per car.*
- *\$2.00*
- *\$150 per year.*
- *\$150 per annum.*
- *\$100 pa.*
- *\$100 a month.*
- *\$10 per year.*
- *\$10 per rate payer.*

5.6 Council Website

Respondents were then asked if they visit the Council website

- A large majority of respondents (89%) do not visit the Council web-site.

Table 30:

Do you visit the Council web-site?	% of Respondents
No	89
Yes	11
Total	100

Base: 502 respondents

Results by Ward

- No significant differences between the sub-categories are noted.

Results by Age

- Respondents aged 40 to 49 were more likely (18%) to visit the Council's website than respondents aged 60 or older (8%).

Results by Ethnicity

- No significant differences between the sub-categories are noted.

Results by Gender

- No significant differences between the sub-categories are noted.

Results by Rural/Urban

- No significant differences between the sub-categories are noted.

5.6.1 Likelihood of using web-site in future

Respondents were then asked "If the Council placed forms on its web-site (for example, application forms, dog registration forms) which could be downloaded or completed online, how likely would you be to use this service?"

- 46% of the Hauraki District Council population are likely to use on-line services/forms provided by the Council.

Results by Ward

- Respondents from the Plains ward were more likely (59%) to download or complete forms online than respondents from the Paeroa ward (39%)

Results by Age

- Respondents aged 18-29 were much more likely (74%) than respondent aged 60+ (18%)

Results by Gender

- Male respondents (48%) were more likely than females (45%)

Results by Ethnicity

- Non-Maori respondents were less likely to download or complete forms online (46%) than Maori (53%)

Results by Rural/Urban

- Rural respondents (54%) were more likely to download or complete forms online than urban respondents (44%)

6 Waihi Residents

Waihi residents were then asked a specific set of questions.

6.1 Maintenance and Mowing of Road Verges

Waihi respondents were first asked how satisfied they are with the maintenance and mowing of road verges.

- Almost two thirds of respondents (64%) were either *very satisfied* (25%) or *satisfied* (39%) with the maintenance and mowing of road verges.

Table 31:

How satisfied are you with the maintenance and mowing of road verges?	% of Respondents
Very satisfied	25
Satisfied	39
Neither satisfied nor dissatisfied	20
Dissatisfied	11
Very dissatisfied	4
Don't know	1
Total	100

Base: 131 respondents

6.2 Economic Benefit of Gold Mining

Waihi respondents were then asked if they believed that gold mining provides economic benefits for Waihi.

- A large majority of respondents (92%) believe that gold mining provides economic benefits for Waihi. Only 7% of respondents believed that gold mining does not provide economic benefits to Waihi.

Table 32:

Do you believe that the gold mining operation provides economic benefits for Waihi?	% of Respondents	% of town/settlement respondents	% of rural respondents
Yes	92	91	94
No	7	8	0
Don't know	1	1	6
Total	100	100	100

Base: 131 respondents

6.3 Adverse Effects of the Mining Operation

Respondents were then asked whether or not they felt they were adversely affected by the mining operation.

- A large majority of respondents (82%) feel that they *are not* adversely affected by the mining operations.

Table 33:

Are you adversely affected by the mining operations?	% of Respondents	% of town/settlement respondents	% of rural respondents
No	82	82	81
Yes	17	17	19
Don't know	1	1	0
Total	100	100	100

Base: 131 respondents

Those respondents who felt they are adversely affected by mining operations were then asked in what ways they were adversely affected. Their answers are below:

Vibration/House shakes (9)

- *Vibration (3)*
- *When they blast I get the vibration.*
- *When they blast at night time you can hear and feel the floor shaking - it forms cracks in the garage and concrete terrace.*
- *Vibration felt during blast.*
- *The shudder of the house twice a day occasionally.*
- *Shaking ground.*
- *House shakes.*

Pollution (8)

- *Dust pollution. (2)*
- *The atmosphere and water get polluted.*
- *Pollution.*
- *Occasionally Nitrogen dioxide and dust.*
- *It worries me about chemicals left in the ground. It's undermining some of the houses in town.*
- *Copious amounts of dust to deal with.*
- *Because of my health the dust from the mine affects me.*

Noise (9)

- *Noise. (5)*
- *Noise. Unbelievably noisy.*
- *Trucks zoom up my street.*
- *Continually breaking noise levels.*
- *Hear the explosion.*

Devalues property/neighbourhood (4)

- *Sometimes I think it could affect house prices - some underlying things going on.*
- *Sort of people that it brings into town.*
- *Devalued private property prices. Nothing has been finalised - not aware of what is actually happening which makes the future apprehensive.*
- *Extract water from under houses causing land to tilt.*

Miscellaneous (3)

- *Had to move house due to the mine.*
- *Desecrates the land.*
- *As a community we haven't been heard. They want more land in East end and bringing down more houses.*

7 Respondent Profile

7.1 Gender

Table 34:

Gender	2001 Census	% of Respondents
Male	50	50
Female	50	50
Total	100	100

Base: 502 respondents

7.2 Age

Table 35:

Age	2001 Census	% of Respondents
18 to 29	15	14
30 to 39	20	20
40 to 49	20	21
50 to 59	17	17
60 or older	28	28
Total	100	100

Base: 502 respondents

7.3 Ward

Table 36:

Ward	2001 Census	% of Respondents
Waihi	38	38
Paeroa	33	33
Plains	29	29
Total	100	100

Base: 502 respondents

7.4 Urban/Rural

Table 37:

Urban/rural	2001 Census	% of Respondents
Urban	57	65
Rural	43	35
Total	100	100

Base: 502 respondents

7.5 Ethnicity

Table 38:

Ethnicity	% of Respondents
European/NZ Pakeha	71
Kiwi/New Zealander	15
Maori	10
Other	2
Asian	1
Pacific Islander	>1
Refused	>1
Total	100

Base: 502 respondents

7.6 Location

Table 38:

Which town or settlement do you live in or closest to?	Number of Respondents
Paeroa	157
Waihi	156
Ngatea	82
Turua	26
Kerepehi	15
Waikino	8
Mackaytown	8
Waitakaruru	8
Whiritoa	2
Kaihere	2
Karangahake	1
Other	37
Total	502

Base: 502 respondents