



Versus
RESEARCH

Hauraki District Council Residents Survey

Prepared by: Versus Research

September 2019

Executive Summary

Council Measures

Fifty-four per cent of residents agreed to some extent that Council makes decisions in the best interest of its customers. This is a significant decrease since 2018 (65%). A significant decrease in resident's agreeance ratings were also seen for the value for money in rates (48%, c.f.* 2016, 59%), that the elected members do a good job (60%, c.f. 2016, 66%), and that Council listens to the concerns of its residents (56%, c.f. 2016, 75%). This year also saw a significant decrease in overall satisfaction for the consultation and engagement from Council regarding its major policies and strategies (50%, c.f. 2018, 58%).

Sixty per cent of residents indicated an overall sense of agreeance that Council provides enough opportunities to have their say about Council matters, and another 58% of residents indicated agreeance that Council understands the needs of residents.

Almost half of the respondents (46%) said that roads, footpaths, cycleways and street lighting are the most important matters which Council ought to be addressing over the next three years and 92% of respondents said they were intending on voting in the next local government election.

Over half the participants (55%) indicated they preferred engaging with Council face to face. When asked if they had visited the Council's website in the last 12 months, 58% indicated they had. This is an 18% increase since it was last measured in 2016. Seventy-two per cent of website users said it took them less than five minutes to find what they were looking for on the website, and 75% of users agreed that the website was easy to navigate. Seventy-seven per cent of website users indicated they could find exactly what they were looking for on the Council's website, while 33% of users said they needed further help from Council to get the information they needed.

Personal Media Use

The 2019 survey saw the introduction of questions relating to personal media use. Findings indicated that 67% of residents use some form of social media,

of which Facebook has the highest use rate (93%), followed by Instagram (32%), and Snapchat (17%).

The Hauraki Herald (66%) and Waihi Leader (40%) are the most regularly read newspapers for Hauraki residents, with 88% of Hauraki newspaper readers indicating that they read the Hauraki Herald weekly.

Community Facilities

Forty-seven per cent of residents indicated they have used a district library in the past 12 months, while Waihi library was the most visited with 41% of residents indicating they had visited here in the past 12 months.

Just 22% of respondents said they had visited a Council swimming pool in the last 12 months. Of those users, results indicated that Paeroa public pools had the highest patronage (45%).

Findings showed that 75% of residents had visited a sports field, park or reserve in the last 12 months.

Satisfaction results showed a significant increase in satisfaction ratings for library services (97%, c.f. 2018, 88%), Council swimming pools (92%, c.f. 2018, 79%), and district sports fields, parks and reserves (89%, c.f. 2018, 73%).

While not statistically significant, a slight decrease in satisfaction was noted in the Council's approach to economic development (39%, c.f. 2018, 41%).

Road Quality

Forty-nine per cent of residents were satisfied with the road quality, resulting in a slight increase from last year's 45% satisfaction rating. An additional 55% of respondents were satisfied with the footpath quality throughout the district.

Drinking Water Utilities

A slight decrease in the number of residents using a Council water supply was seen in 2019 (79%) when

**c.f. is an abbreviation for compare in Latin. It is used within the text of the report when 2019's results are significantly different from 2018's, or 2016's results.*

Executive Summary

compared to 2018 (83%). Seventy-two per cent of residents indicated an overall sense of satisfaction with the quality of water. This is just a slight decrease (2%) compared to the previous year's water satisfaction (74%). Satisfaction with the cost of water saw a statistically significant increase of 15% this year (60%), compared to last year (45%).

Wastewater, Solid Waste, Land Drainage & Stormwater Facilities

Over half (65%) of the respondents indicated they were on Council piped sewerage systems. This is a 5% decrease compared to 2018, when 70% of respondents indicated they used this system.

Satisfaction with the quality of wastewater services significantly increased by 12% since 2018 (76%), to 87% this year. Other significant increases in satisfaction were seen for Council's kerbside refuse collection service (89%, c.f. 2018, 79%), for stormwater services (59%, c.f. 2018, 46%) and for satisfaction with land drainage and flood protection services (54% c.f. 2018, 36%).

Climate Change

Seventy-six per cent of respondents indicated that their understanding of climate change was either somewhat good (29%), good (28%), or very good (19%).

Sixty-eight per cent of respondents said that their household had taken actions to try reduce climate change. The most common action to reduce climate change was recycling, reducing waste or reusing (75%). Other key actions included reducing plastic use (19%) and composting or using a worm farm (18%).

The main effects of climate change were identified as rising sea levels (20%), flooding (20%), and heavy weather (19%). When asked how significant the effects of climate change will be on the Hauraki area in the next 20 years, 62% of respondents indicated impacts would be either moderate (36%) or significant (26%). Main effects of climate change on the Hauraki area in 20 years were forecasted as

flooding (16%), weather patterns (14%), and rising sea levels (13%).

Just 37% of residents indicated an overall sense of satisfaction with the steps Council takes to prepare for climate change. Residents identified recycling (12%), planting trees (8%), and waste management (7%) as the initiatives Council can currently implement to reduce the overall impacts of climate change on the area, while climate change education (11%), better communication (6%) and more information on climate change (5%) were identified as the key measures which Council can implement to reduce future impacts of climate change on the area.

Year on Year Comparison

The table below indicates overall satisfaction results (ratings 4-6) of all measures with a satisfied rating scale. Please note that 'don't know' responses are excluded from these results and have been re-proportioned accordingly. The table lists measures from those with the highest satisfaction rating to the lowest.

	2016	2017	2018	2019	DIFFERENCE
Library services	92%	95%	90%	97%	+7%
Wastewater services	95%	97%	91%	96%	+5%
Swimming pools	90%	90%	80%	93%	+13%
Sports fields, parks and reserves	91%	92%	76%	90%	+14%
Solid waste services	88%	91%	80%	89%	+9%
Water quality	76%	74%	75%	73%	-2%
Council's approach to economic development	73%	74%	70%	70%	0%
Stormwater services	75%	80%	57%	68%	+11%
Cost of water	61%	67%	51%	66%	+15%
Footpath quality	-	-	-	58%	-
Consultation and engagement from Council regarding its major strategies	69%	66%	73%	57%	-16%
Land drainage and flood protection	64%	61%	45%	56%	+11%
Road quality (excluding highways)	62%	64%	46%	49%	+3%

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Background and Objectives

Hauraki District Council (Council) is the local authority responsible for the Paeroa, Plains, and Waihi wards that make up the Hauraki District. In this capacity, Council oversees the planning and provision of community services and facilities. The Council is interested in resident's perceptions of the services and facilities they provide. To measure resident's perceptions, Council conducts a satisfaction survey. This survey is conducted annually with results presented in Council's annual report. The research objective of the satisfaction survey is to measure residents' satisfaction with the services and facilities Council are responsible for, and to compare these year on year.

Participants were surveyed using telephone or online methods. To this a total of n= 405 interviews were completed via Computer-Aided Telephone Interviewing (CATI), and an additional n= 145 were completed through the online method. A summary of the achieved sample is included in Appendix 1.

Margin of Error (MoE)

Margin of Error (MoE) is a statistic used to indicate the amount of random sampling error present in a survey's results. The MoE is particularly relevant when analysing a subset of the data as a smaller sample size often incurs a greater MoE. The final sample size for this study is n=550, with n=405 achieved via CATI and n=145 achieved online. A sample size of n=550 has a maximum margin of error of +/- 4.17% at the 95% confidence interval. This means, that if an observed result is 50% (point of maximum margin of error), then there is a 95% chance that the true answer falls between 45.83% and 54.17%.

Weighting

Age and gender weighting were applied to the final dataset. Doing so ensures there is a proportionate representation of each demographic group relative to the population makeup in the final results. Weighting ensures no demographic group is over or underrepresented and that the data is not skewed by a group. This provides greater confidence that the results are a true representation of the Hauraki

population overall. The table below indicates how the final dataset has been weighted. These proportions have been taken from the 2013 Census (Statistics NZ).

AGE	MALE	FEMALE	TOTAL
16-39	13%	14%	27%
40-49	8%	9%	17%
50-59	10%	10%	20%
60 +	17%	19%	36%

Survey Changes

Traditionally, the satisfaction survey has included specific questions directed towards those who have lodged building and resource consents. These questions have a focus on the processes which residents go through and their satisfaction results which have been included in the full report. This year, resource and building consent processes were surveyed and reported separately.

Climate change and personal media use sections are new to the report this year with satisfaction, awareness, and usage questions introduced into the report.

Area and demographic differences have been changed from verbal insight into numerical to allow better interpretation.

A copy of the questionnaire is included in Appendix 2.

Reporting of Results

Results are shown at the total level for all measures. Where applicable, previous years' results are also shown in the chart. Base sizes for each question are shown beneath the chart.

In accordance with previous years, a total satisfied rating has been included next to the full results. This rating shows the combined result of somewhat satisfied, satisfied, and very satisfied ratings and has been re-proportioned to exclude don't know responses.

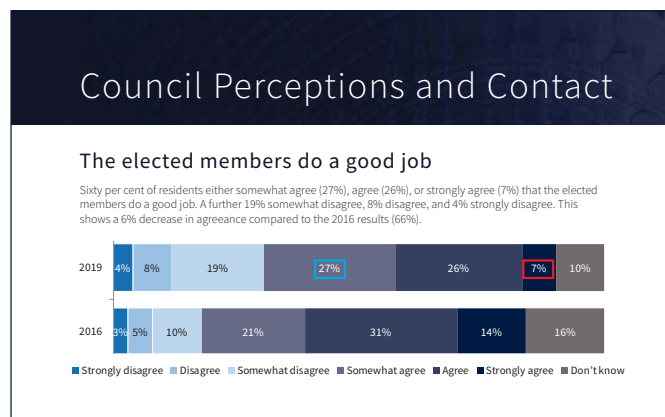
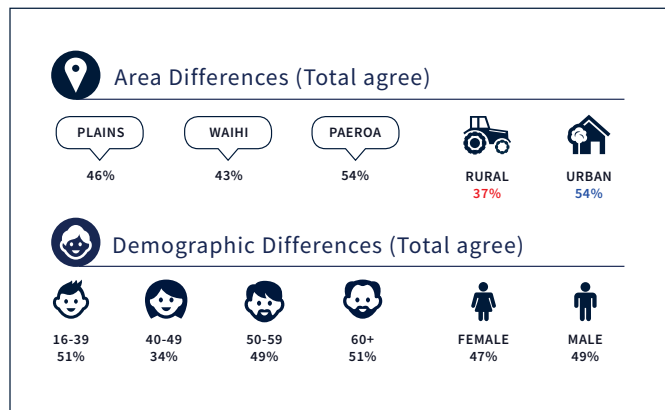
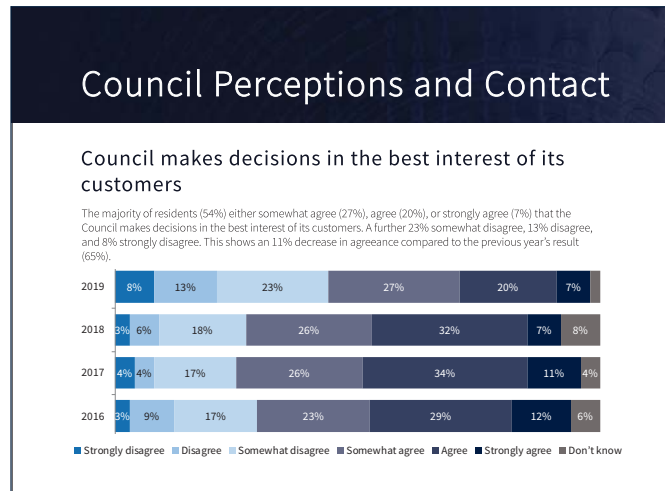
It should also be noted that not all percentages shown add up to 100%. This is due to rounding and/ or occurs where questions allow multiple responses (rather than a single response).

The labels on charts for extremely small proportions (2% and below) are not shown as they overlap the area allocated to them, making the labels unreadable.

Icons are used to display the different subgroups, these icons are kept consistent through the report, and are shown in the box to the right.

Statistically significant differences are also displayed by ward, rural/ urban location, age and gender. Red text indicates that an observed result is significantly lower than the total level, while blue text indicates that the observed results is significantly higher than the total level.

Significance testing is also presented at the total level on all satisfied results. A result with a red box indicates that the observed result is significantly lower than the prior year's result, while a result with a blue box indicates that the observed result is significantly higher than the prior year's result.



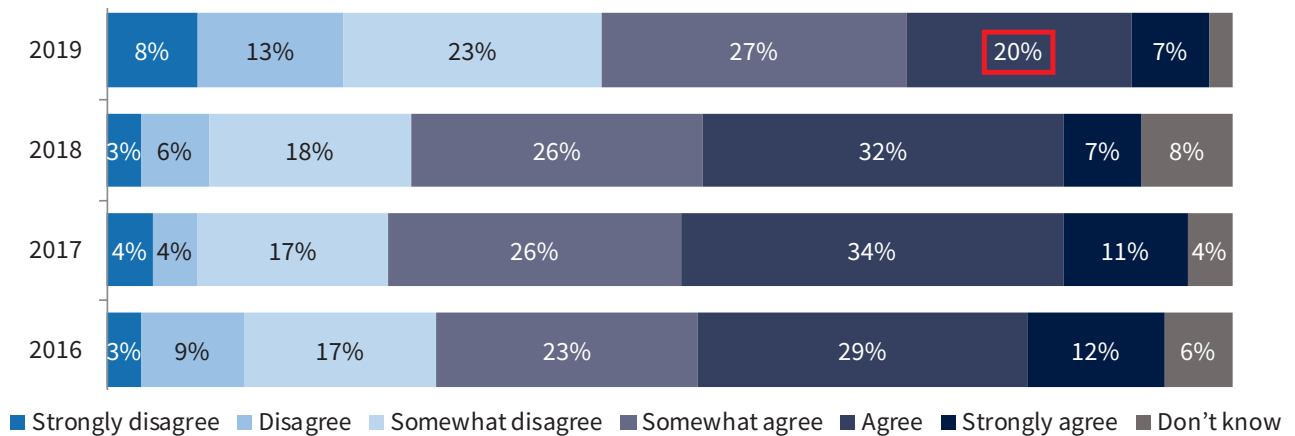
The background is a dark blue gradient. On the left side, there is a vertical column of binary code (0s and 1s) that appears to be part of a larger grid or data stream. The text is centered in the upper half of the page.

Council Perceptions and Contact

Council Perceptions and Contact

Council makes decisions in the best interest of its customers

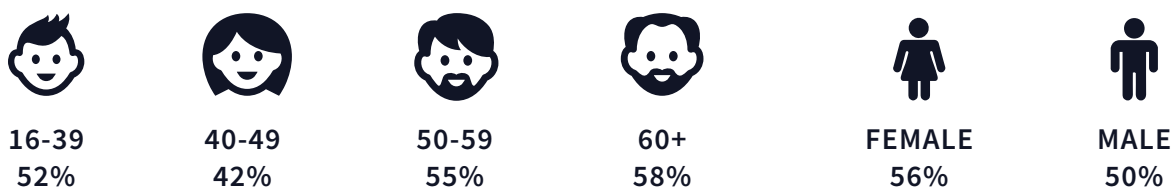
Just over half of residents (54%) either somewhat agree (27%), agree (20%), or strongly agree (7%) that Council makes decisions in the best interest of its customers. A further 23% somewhat disagree, 13% disagree, and 8% strongly disagree. This shows an 11% decrease in agreeance compared to the previous year's result (65%).



Area Differences (Total agree)



Demographic Differences (Total agree)

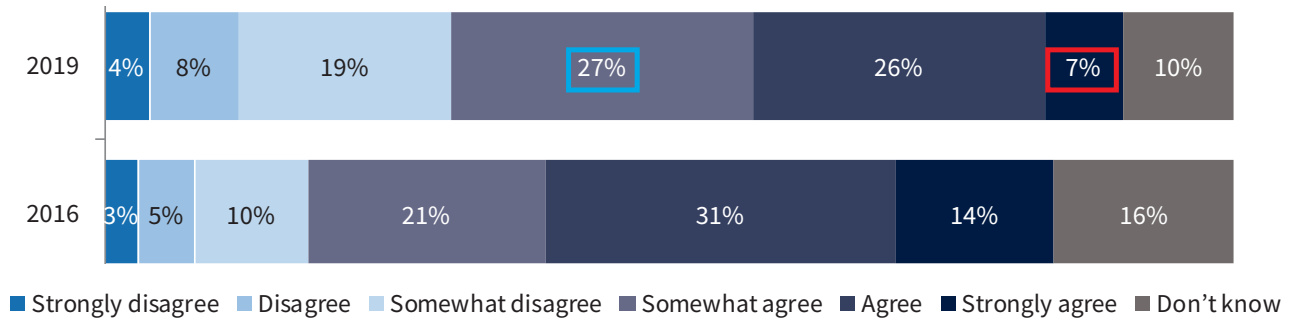


Council makes decisions in the best interest of its customer: The first few questions are about perceptions about Council. From the following statements, please indicate how strongly you agree or disagree with these statement using a 1 to 6 scale. Base n=550.

Council Perceptions and Contact

The elected members do a good job

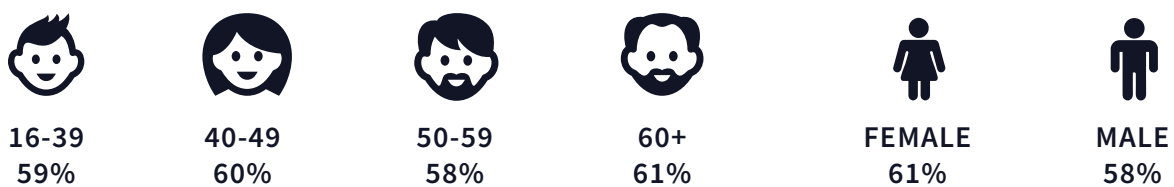
Sixty per cent of residents either somewhat agree (27%), agree (26%), or strongly agree (7%) that the elected members do a good job. A further 19% somewhat disagree, 8% disagree, and 4% strongly disagree. This shows a 6% decrease in agreeance compared to the 2016 results (66%).



Area Differences (Total agree)



Demographic Differences (Total agree)

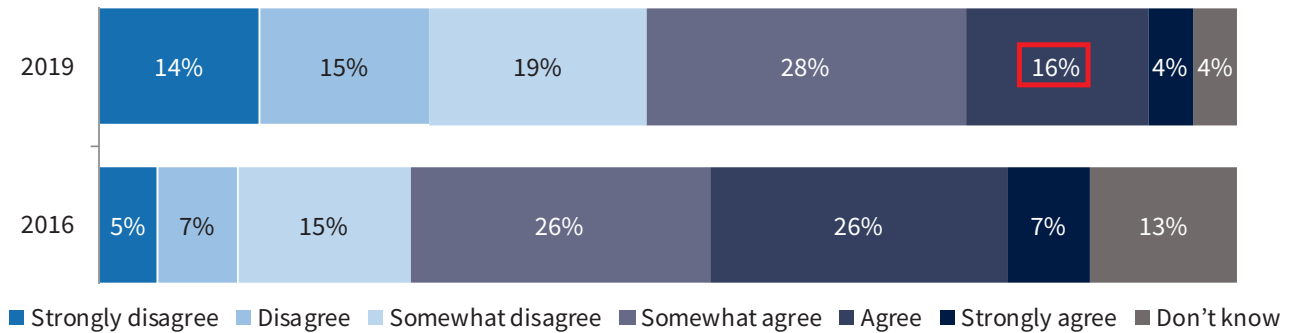


The elected members do a good job: The first few questions are about perceptions about Council. From the following statements, please indicate how strongly you agree or disagree with these statement using a 1 to 6 scale. Base n=550.

Council Perceptions and Contact

Council provides value for money for the rates you pay

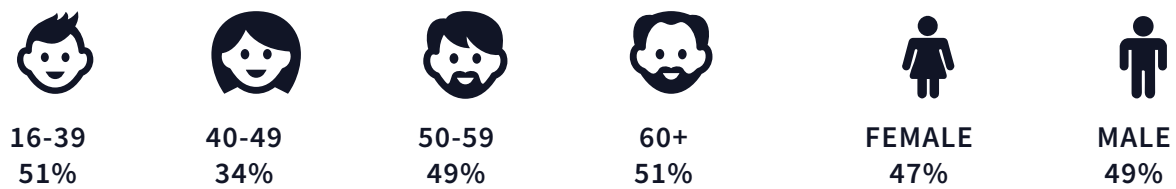
Forty-eight per cent of residents either somewhat agree (28%), agree (16%), or strongly agree (4%) that the Council provides value for money for the rates they pay. A further 19% somewhat disagree, 15% disagree, and 15% strongly disagree. This shows an 11% decrease in agreeance compared to the 2016 results (59%).



Area Differences (Total agree)



Demographic Differences (Total agree)

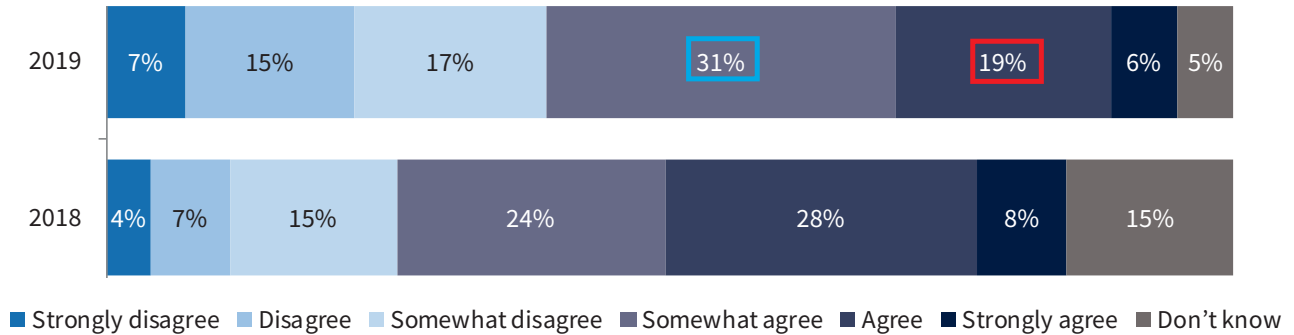


Council provides value for money for the rates you pay: The first few questions are about perceptions about Council. From the following statements, please indicate how strongly you agree or disagree with these statement using a 1 to 6 scale. Base n=550.

Council Perceptions and Contact

Council listens to the concerns of its residents

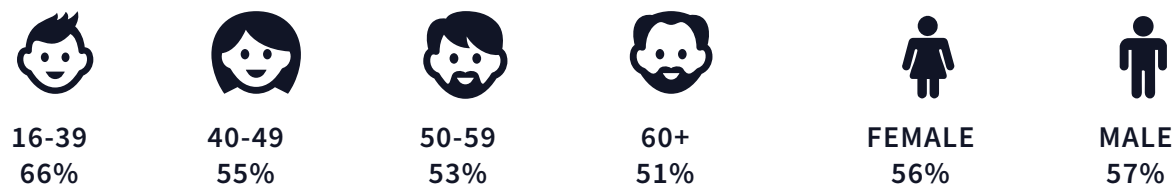
Fifty-six per cent of residents either somewhat agree (31%), agree (19%), or strongly agree (6%) that Council listens to the concerns of its residents. A further 17% somewhat disagree, 15% disagree, and 7% strongly disagree. This shows a 4% decrease in agreeance compared to the 2018 results (60%).



Area Differences (Total agree)



Demographic Differences (Total agree)

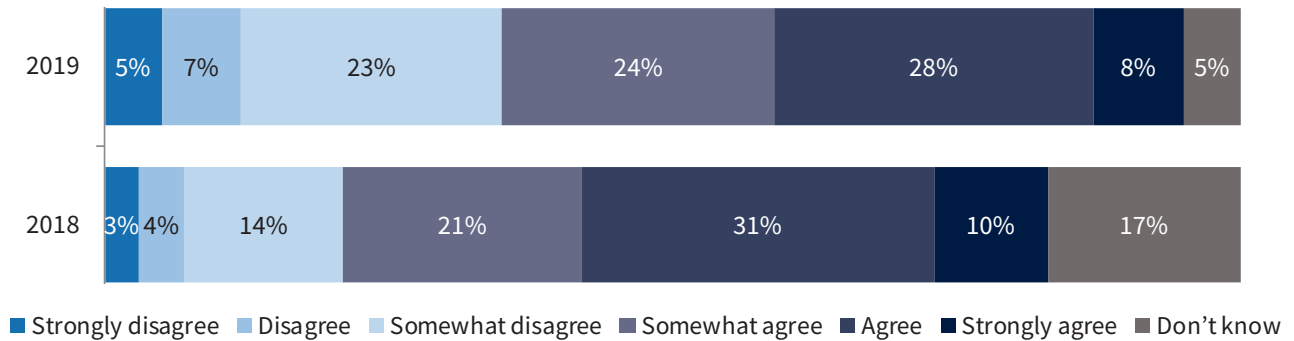


Council listens to the concerns of its residents: The first few questions are about perceptions about Council. From the following statements, please indicate how strongly you agree or disagree with these statement using a 1 to 6 scale. Base n=550.

Council Perceptions and Contact

Council provides enough opportunities to have your say about Council matters

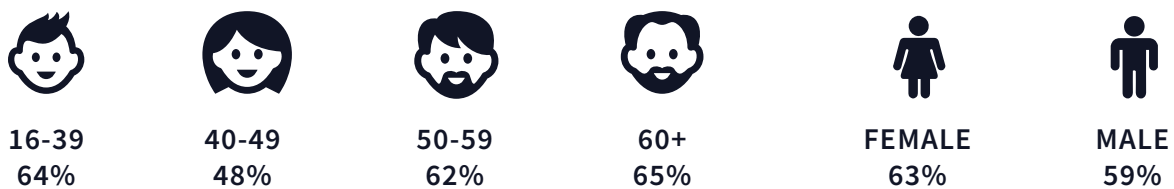
Sixty per cent of residents either somewhat agree (24%), agree (28%), or strongly agree (8%) that Council provides enough opportunities for residents to have their say about Council matters. A further 23% somewhat disagree, 7% disagree, and 5% strongly disagree. This shows a 2% decrease in agreeance compared to the 2018 results (62%).



Area Differences (Total agree)



Demographic Differences (Total agree)

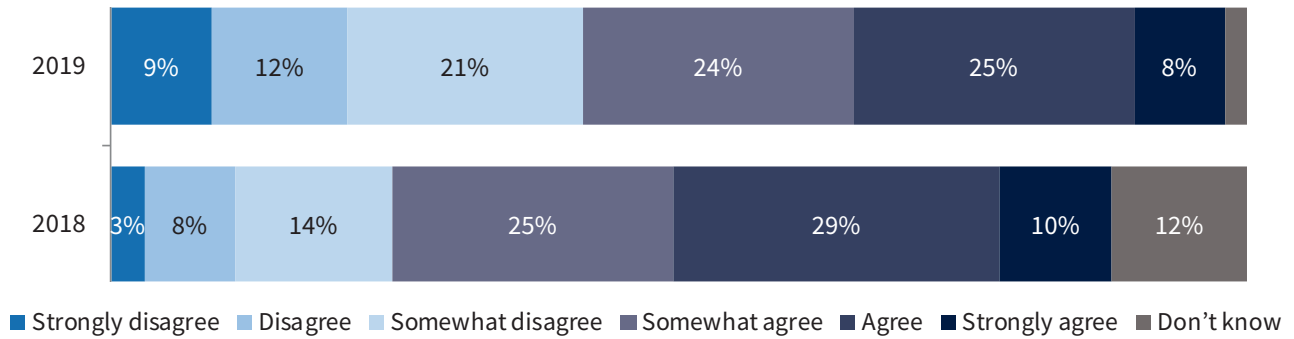


Council provides enough opportunities to have your say about Council matters: The first few questions are about perceptions about Council. From the following statements, please indicate how strongly you agree or disagree with these statement using a 1 to 6 scale. Base n=550.

Council Perceptions and Contact

Council does a good job of informing you about their decisions

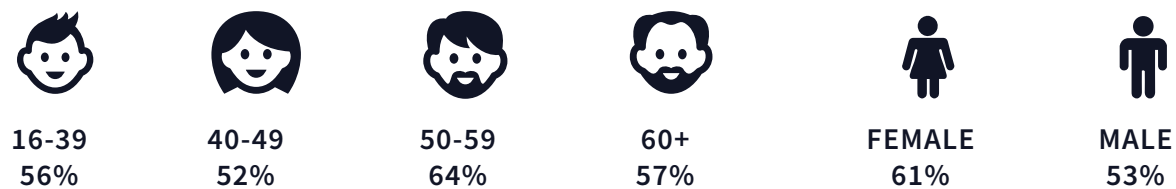
Fifty-seven per cent of residents either somewhat agree (24%), agree (25%), or strongly agree (8%) that Council does a good job of informing you about their decisions. A further 21% somewhat disagree, 12% disagree, and 9% strongly disagree. This shows a 7% decrease in agreeance compared to the 2018 results (64%).



Area Differences (Total agree)



Demographic Differences (Total agree)

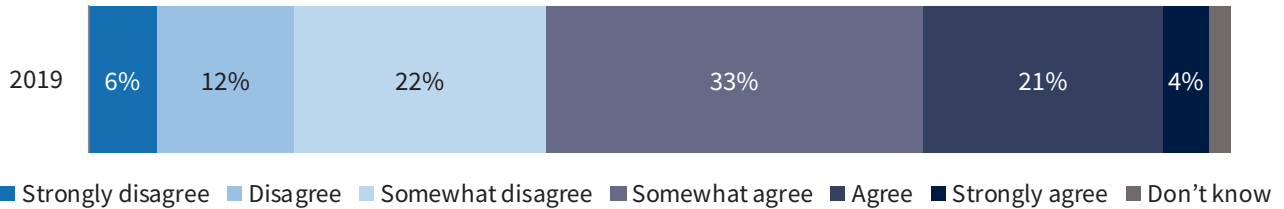


Council does a good job of informing you about their decisions: The first few questions are about perceptions about Council. From the following statements, please indicate how strongly you agree or disagree with these statement using a 1 to 6 scale. Base n=550.

Council Perceptions and Contact

Council understands the needs of residents

Fifty-eight per cent of residents either somewhat agree (33%), agree (21%), or strongly agree (4%) that Council understands the needs of residents. A further 22% somewhat disagree, 12% disagree, and 6% strongly disagree.



Area Differences (Total agree)



PLAINS

57%



WAIHI

54%



PAEROA

62%



RURAL

49%



URBAN

63%



Demographic Differences (Total agree)



16-39
58%



40-49
56%



50-59
59%



60+
57%



FEMALE
58%



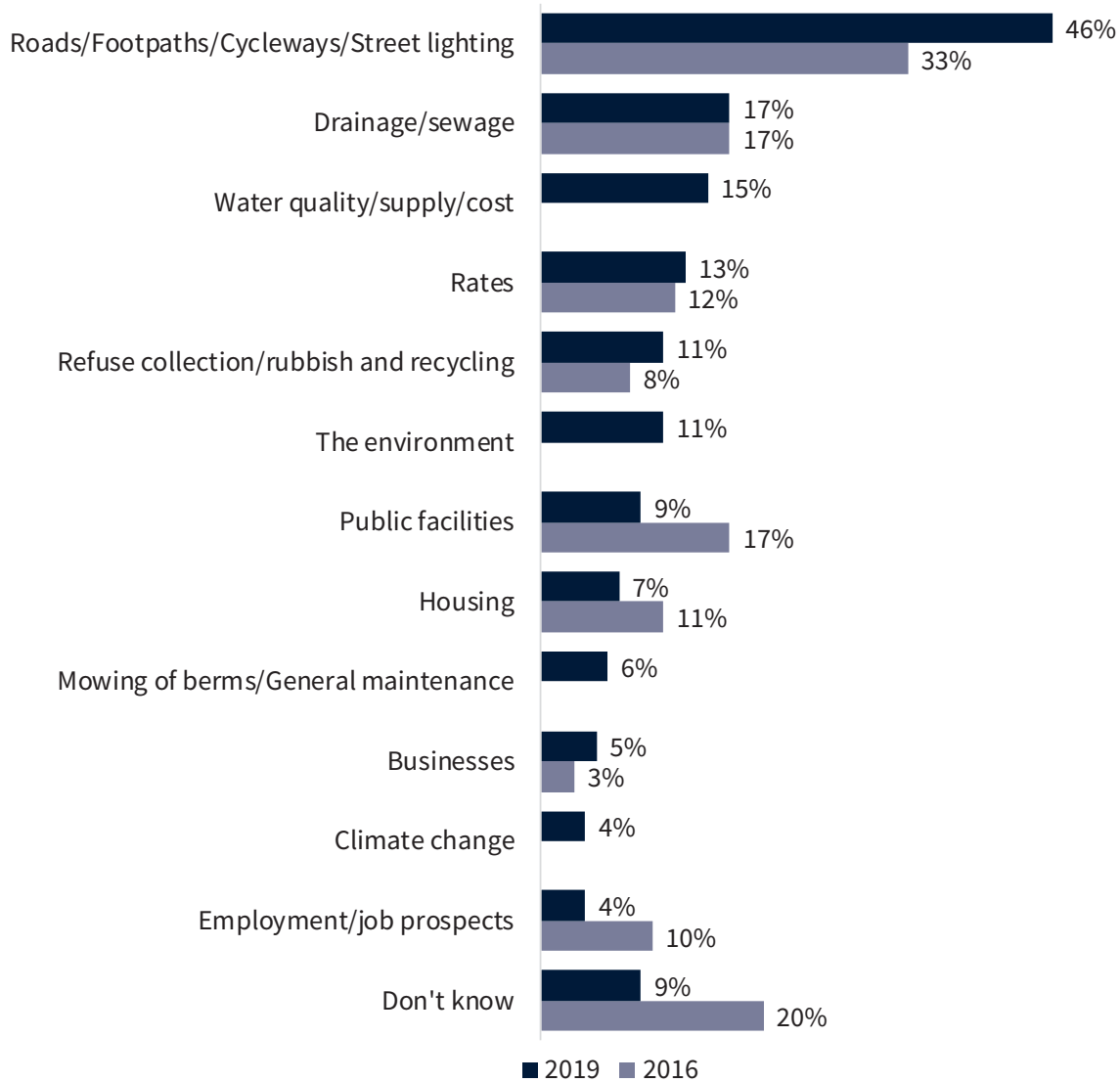
MALE
58%

Understands the needs of residents: The first few questions are about perceptions about Council. From the following statements, please indicate how strongly you agree or disagree with these statement using a 1 to 6 scale. Base n=550.

Council Perceptions and Contact

Three most important matters the new Council should be addressing over the next three years

When asked what residents think are the three most important matters the new Council should be addressing over the next three years, almost half of residents (46%) stated Council should address roads/footpaths/cycleways/street lighting. Residents also highlighted drainage/sewage (17%), the water quality/supply/cost (15%), and rates (13%) as important matters. It is also interesting to see the environment (11%) and climate change (4%) considered important matters this year which were not highlighted in the previous triennial results. More residents see roads/footpaths/cycleways/street lighting as important this year (46%) compared to 2016 (33%), while residents appear to have more of an idea of what matters to them over the next three years with fewer stating they don't know this year (9% c.f. 2016, 20%).

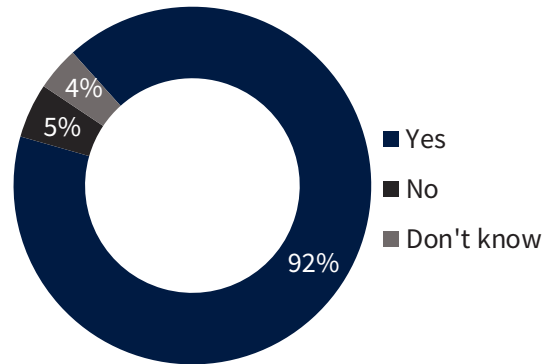


The triennial elections will be held on Saturday 12 October 2019 to elect the new council. What do you consider to be the three most important matters the new council should be addressing over the next three years? - Coded. Base n=550.

Council Perceptions and Contact

Do you intend to vote in the next local government election?

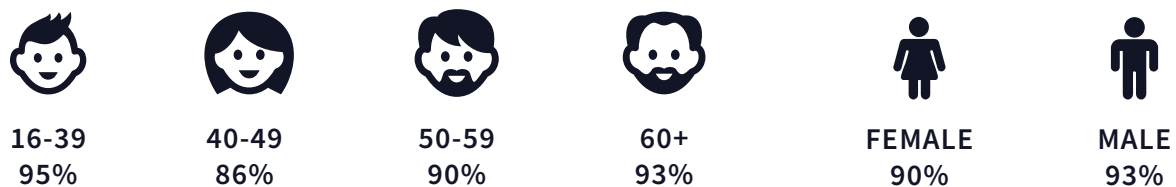
Ninety-two per cent of residents intend to vote in the next local government election, while 5% do not intend to vote. Of those few residents who do not intend to vote, reasons include not having any knowledge on the candidates, having no interest in politics, and Council not listening.



Area Differences (Intending to vote)



Demographic Differences (Intending to vote)



Non-Voter

There aren't enough respondents who don't plan to vote to give clear insight. However, the main reasons were:

"Council doesn't listen."

"Not interested/ too busy."

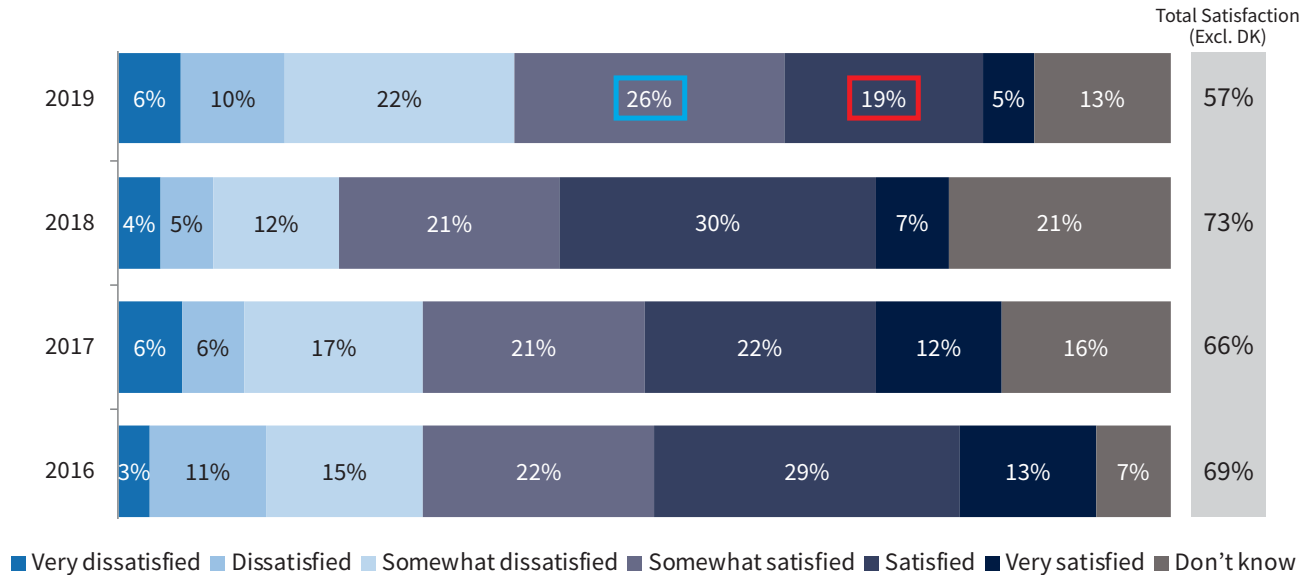
"Don't know enough about elected members."

Do you intend to vote in the next local government election? Base n=550. Why not? n=27.

Council Perceptions and Contact

Consultation and engagement from Council regarding its major policies and strategies

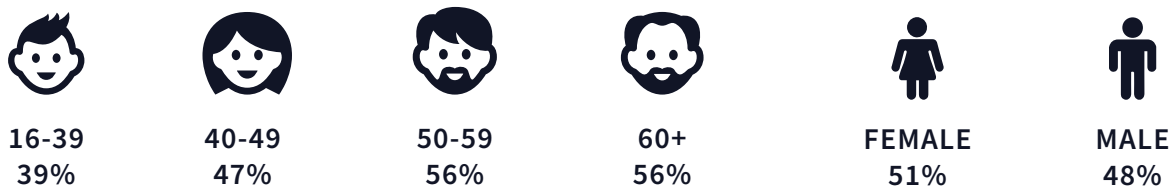
Fifty per cent of residents were either somewhat satisfied (26%), satisfied (19%), or very satisfied (5%), while 38% were either somewhat dissatisfied (22%), dissatisfied (10%), or very dissatisfied (6%), and 13% didn't know about Council's consultation and engagement on major policies and strategies.



Area Differences (Total satisfied)



Demographic Differences (Total satisfied)



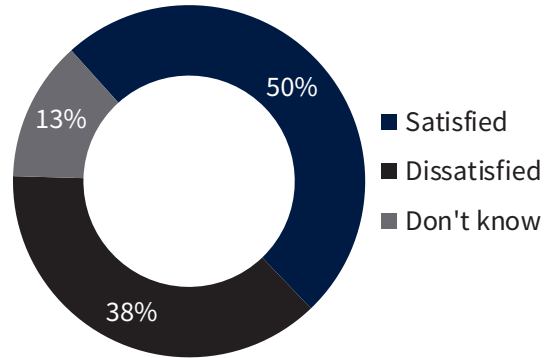
Using the same scale of 1 to 6, how satisfied or dissatisfied are you with the level of consultation and engagement from Council regarding its major policies and strategies? Base n=550.

Council Perceptions and Contact

Consultation and engagement from Council regarding its major policies and strategies

The majority of satisfaction with Council's consultation and engagement is due to Council providing them with plenty of information (43%), Council offering the public opportunities to talk (15%). Although those who were satisfied still felt there was limited information available (13%).

The majority of residents' dissatisfaction is due to Council not engaging with the public (25%), having not heard anything from Council (20%), and poor communication (17%).



Satisfied



Dissatisfied



Using the same scale of 1 to 6, how satisfied or dissatisfied are you with the level of consultation and engagement from Council regarding its major policies and strategies? Base n=550.

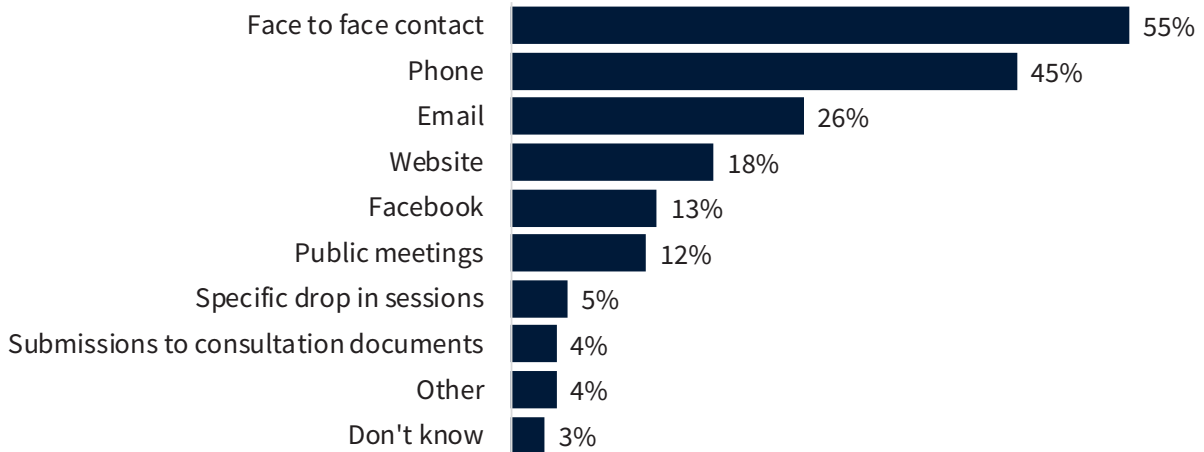
Why is that? Please provide an example which has led you to feel satisfied. Base n= 292.

Why is that? (Dissatisfied). Base n=192.

Council Perceptions and Contact

Most preferred method for engaging with Council

The majority of residents prefer to engage with Council through face to face contact (55%). Residents also prefer contacting Council on the phone (45%). At a lower level, 26% of residents prefer engaging with Council through email, 18% through the Council's website, 13% on Facebook, and 12% in public meetings.

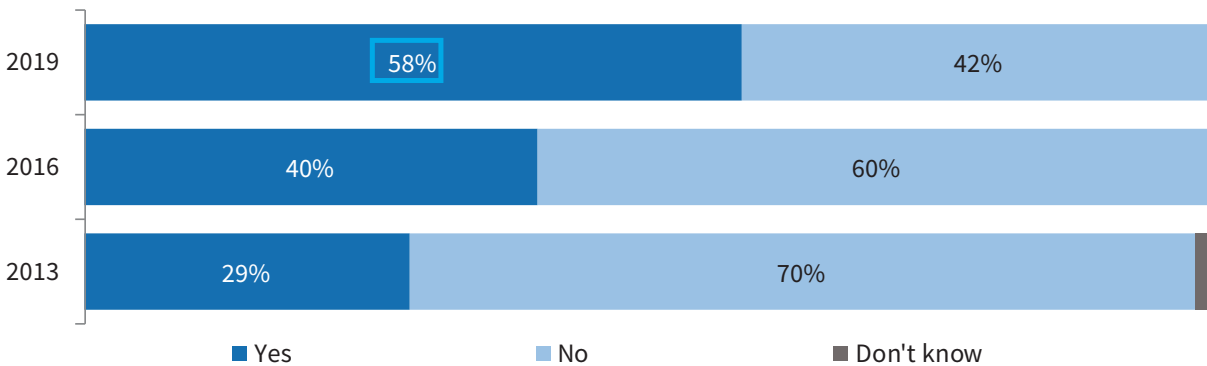


Thinking of social media, such as Facebook, Twitter and others, which ones do you have an account with? Base n=550.

Council Perceptions and Contact

Hauraki District Council's website

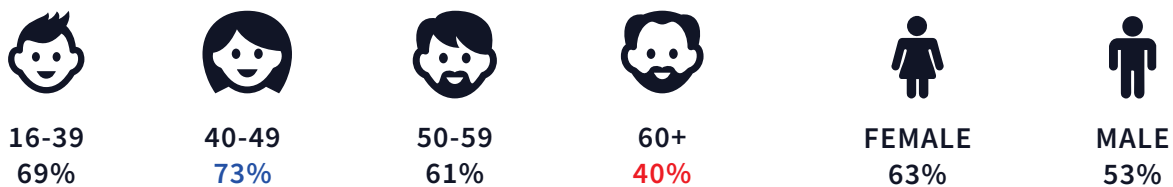
Fifty-eight per cent of residents have visited the Council's website in the past 12 months, while 42% have not. There has been an 18% increase in residents visiting the website since 2016, with a continuous increase in residents visiting the website every three years. It is also interesting to notice age groups 40-49 are significantly more likely to have visited the Council's website in the past 12 months (73%), while ages 60+ are significantly less likely to have visited it in the past 12 months (40%).



Area Differences (User)



Demographic Differences (User)

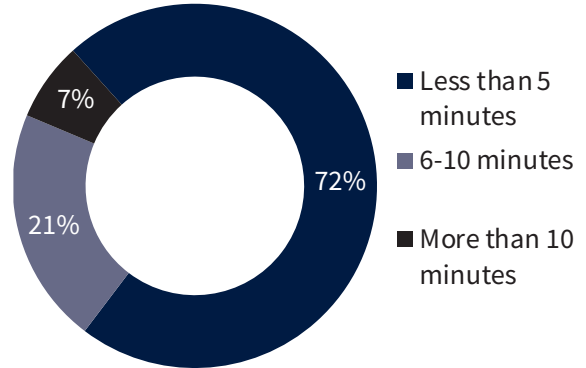


Have you visited the Hauraki District Council's website in the last 12 months? Base n=550.

Council Perceptions and Contact

Hauraki District Council's website

The majority of residents took less than five minutes to find what they were looking for on the Council's website (72%). A further 21% of residents took 6-10 minutes, and 7% took more than 10 minutes to find what they were looking for.



Seventy-five per cent of residents either somewhat agree (17%), agree (47%), or strongly agree (11%) that they found the website easy to navigate. A further 12% somewhat disagree, 7% disagree, and 4% strongly disagree that the Council's website was easy to navigate.

Found the website easy to navigate



Strongly disagree 4% Disagree 7% Somewhat disagree 12% Somewhat agree 17% Agree 47% Strongly agree 11% Don't know



Area Differences (Total agree)



RURAL
68%



URBAN
80%



Demographic Differences (Total agree)



16-39
69%



40-49
65%



50-59
86%



60+
83%



FEMALE
76%



MALE
75%

How long did it take you to find what you were looking for on the website? Base n=550.

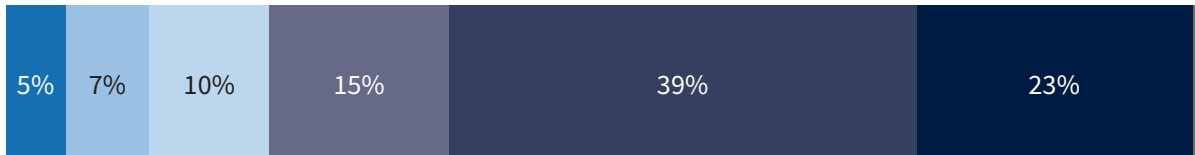
I found the website easy to navigate: Thinking about the website, can you please tell me how much you agree or disagree with the following statements using the same 1 – 6 scale as before where 1 is strongly disagree and 6 is strongly agree. Base n=550.

Council Perceptions and Contact

Hauraki District Council's website

Seventy-seven per cent of residents either somewhat agree (15%), agree (39%), or strongly agree (23%) that they could find exactly what they were looking for on the Council's website. A further 10% of residents somewhat disagree, 7% disagree, and 5% strongly disagree.

Could find exactly what I was looking for



■ Strongly disagree ■ Disagree ■ Somewhat disagree ■ Somewhat agree ■ Agree ■ Strongly agree ■ Don't know



Area Differences (Total agree)



PLAINS

69%



WAIHI

76%



PAEROA

89%



RURAL

84%



URBAN

76%



Demographic Differences (Total agree)



16-39
82%



40-49
67%



50-59
85%



60+
80%



FEMALE
85%



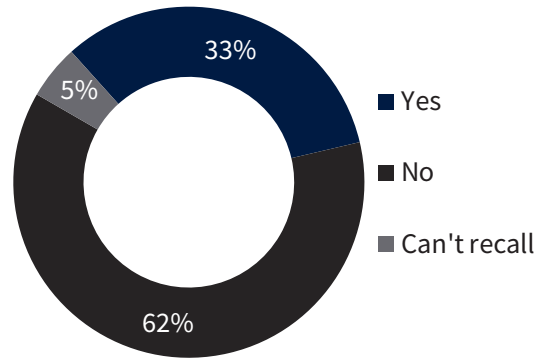
MALE
71%

I could find exactly what I was looking for: Thinking about the website, can you please tell me how much you agree or disagree with the following statements using the same 1 – 6 scale as before where 1 is strongly disagree and 6 is strongly agree. Base n=550.

Council Perceptions and Contact

Did you need further help from Council to get the information you were looking for?

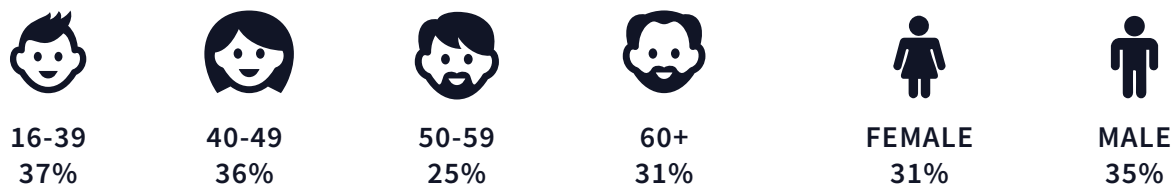
Of the residents who have visited the Council's website, 33% needed further help from Council to get the information they were looking for, while 62% did not need further help.



Area Differences (Required help)



Demographic Differences (Required help)



After looking on the website, did you need further help from Council to get the information you were looking for? Base n=282.

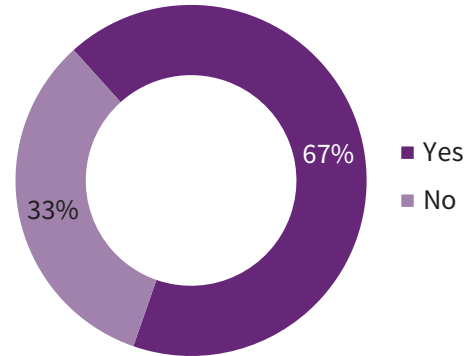


Personal Media Use

Personal Media Use

Do you use any form of social media?

Sixty-seven per cent of residents do use a form of social media to get their information, while 33% do not. Almost all residents aged 16-39 use a form of social media (94%) while only 44% of residents aged 60 years and older use a form of social media. It is also interesting to note that females are more likely to use a form of social media (73%) compared to males (62%).



Area Differences (User)



65%



63%



74%



RURAL
68%



URBAN
67%



Demographic Differences (User)



16-39
94%



40-49
77%



50-59
66%



60+
44%



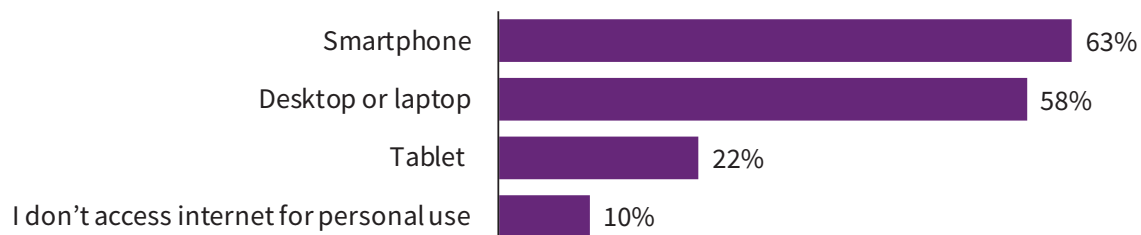
FEMALE
73%



MALE
62%

How do you access the internet for personal use?

The majority of residents use a smartphone (63%) and/or desktop computer or laptop (58%) to access the internet for personal use. A further 22% use a tablet to access the internet for personal use, while 10% don't access the internet for personal use.



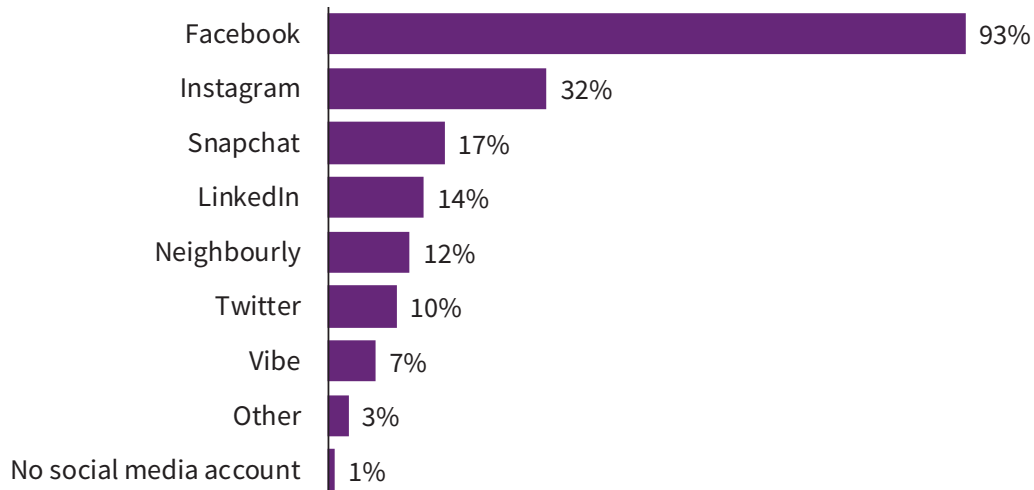
Do you use any form of social media such as Facebook, Twitter or Instagram? Base n=550.

Which of the following ways do you usually access the internet for personal use? Base n=550.

Personal Media Use

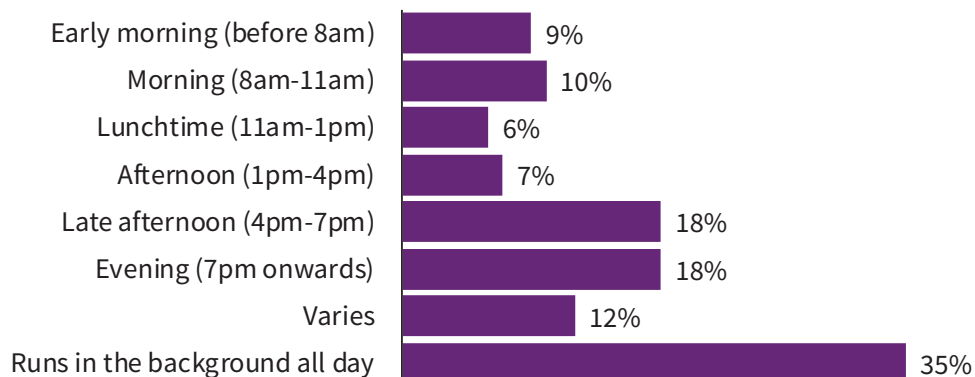
What social media sites do you use?

Almost all residents who do use social media to access information have an account on Facebook (93%) and 32% of residents have an account on Instagram. On a lower scale, 17% of residents have an account on Snapchat, 14% have an account on LinkedIn, 12% have an account on Neighbourly, and 10% have an account on Twitter.



Preferred time to receive information via social media

Almost half of the residents using social media don't have a specific time they would prefer to receive information via social media (35%) or their preferred time varies (12%). Of those residents who have a preferred time to receive information, 18% of residents prefer receiving information in the evening (7pm onwards), another 18% prefer receiving information in the late afternoon, 10% prefer receiving information in the morning (8am - 11am), and 9% prefer receiving information in the early morning (before 8am).



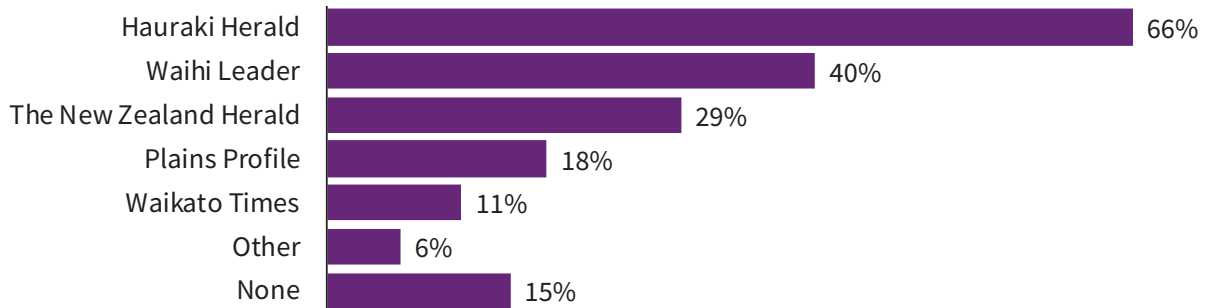
Which, if any, social media sites do you have an account with? Base n=328.

What would be your preferred time to receive information via social media? Base n=313.

Personal Media Use

Which newspapers do you read regularly?

The majority of residents regularly read the Hauraki Herald (66%), while 40% of residents read the Waihi Leader regularly. At a lower level, 29% of residents read The New Zealand Herald regularly and 18% read the Plains Profile regularly. A further 15% of residents don't read any newspaper regularly.

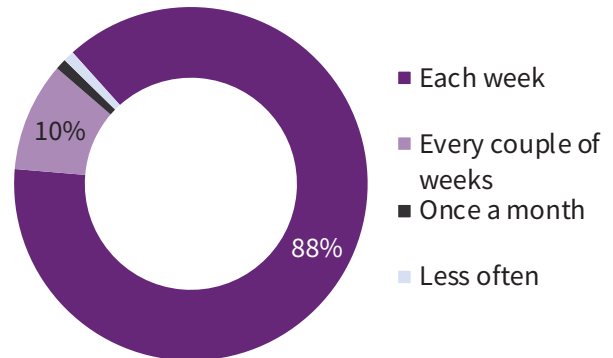


Which of the following newspapers do you read regularly? Base n=550.

Personal Media Use

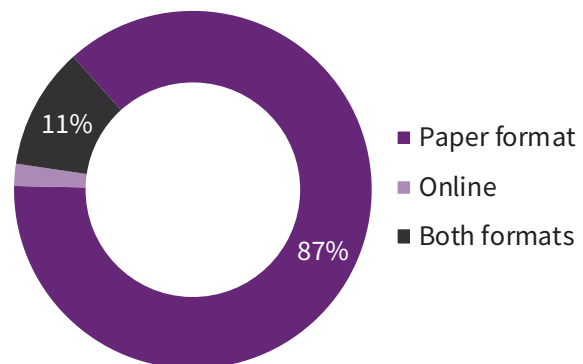
How frequently do you read the Hauraki Herald?

Almost all of the residents who read the Hauraki Herald read it each week (88%), while a further 10% read it every couple of weeks .



Do you read the Hauraki Herald online, in paper format or both?

Almost all of residents who read the Hauraki Herald read it in paper format (87%), while 11% of residents read it in both paper and online formats. A small proportion of residents just read the Hauraki Herald online (2%).



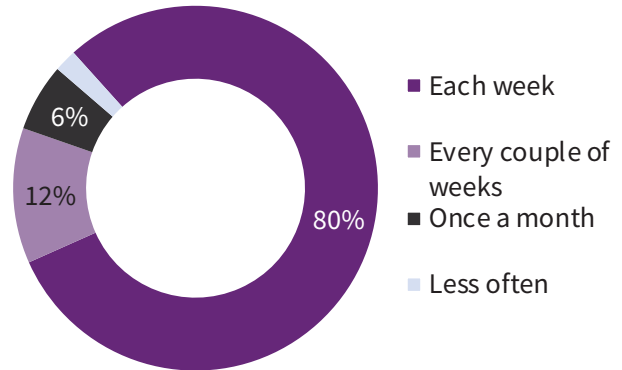
How frequently do you read the Hauraki Herald? Base n=389.

Do you read the Hauraki Herald online, in paper format, or both? Base n=389.

Personal Media Use

How frequently do you read the Waihi Leader?

The majority of residents who read the Waihi Leader read it weekly (80%). A further 12% of residents read the Waihi Leader every couple of weeks, 6% read it once a month, and 2% read it less than once a month.

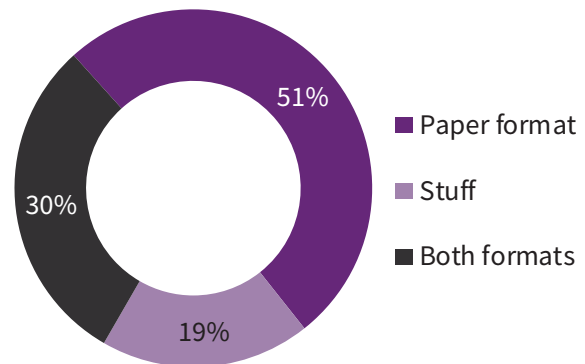


How frequently do you read the Waihi Leader? Base n=263.

Personal Media Use

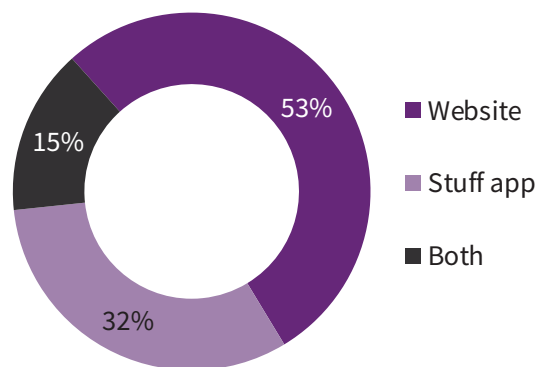
Do you read the Waikato Times via Stuff, in paper format, or both?

More than half of residents who read the Waikato Times read it in paper format (51%). A further 30% of residents read the Waikato Times in both formats, and 19% read the Waikato Times via Stuff.



Do you read the Waikato Times via the app or through the website?

Fifty-three per cent of residents who read the Waikato Times read it via the Stuff website while 32% read the Waikato Times via the Stuff app. A further 15% of residents read the Waikato Times through both platforms.



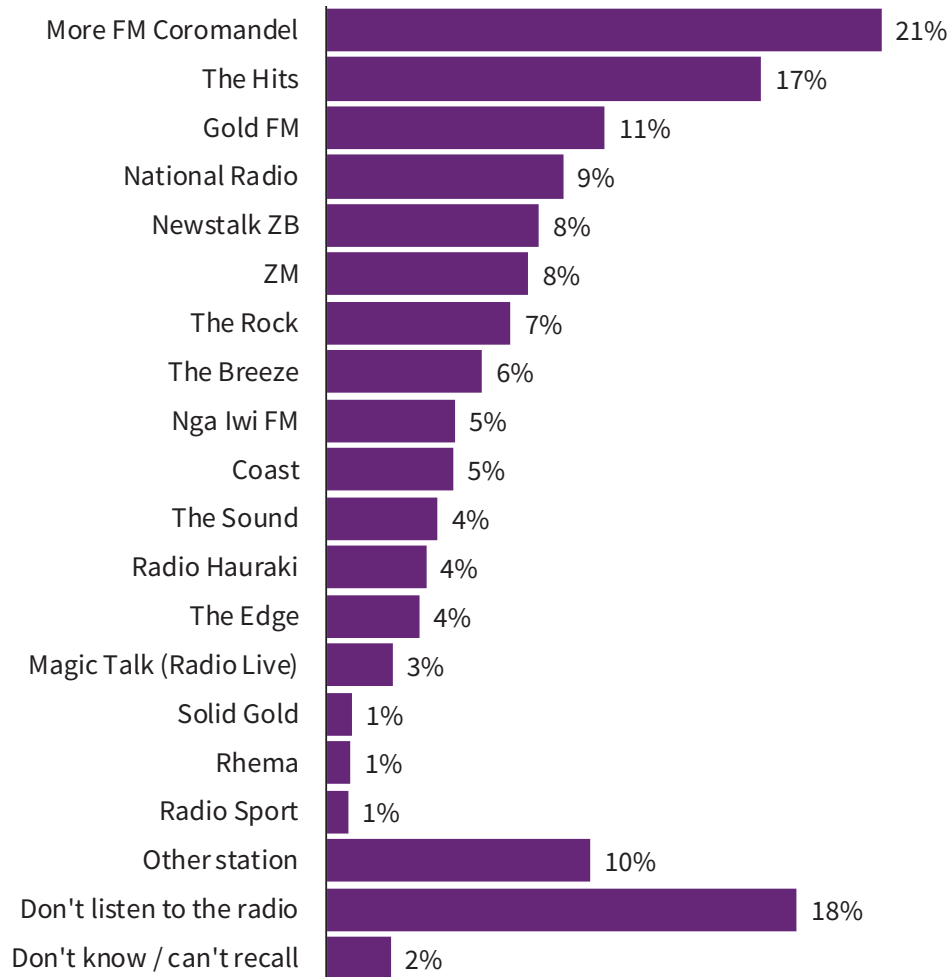
Do you read the Waikato Times via Stuff, in paper format, or both? Base n=75.

Do you use the Stuff app to read the Waikato Times or do you access this via the website? Base n=29.

Personal Media Use

Radio station listenership

Eighty-two per cent of residents listen to the radio. Twenty-one per cent of residents listen to More FM Coromandel, 17% listen to The Hits, and 11% listen to Gold FM.

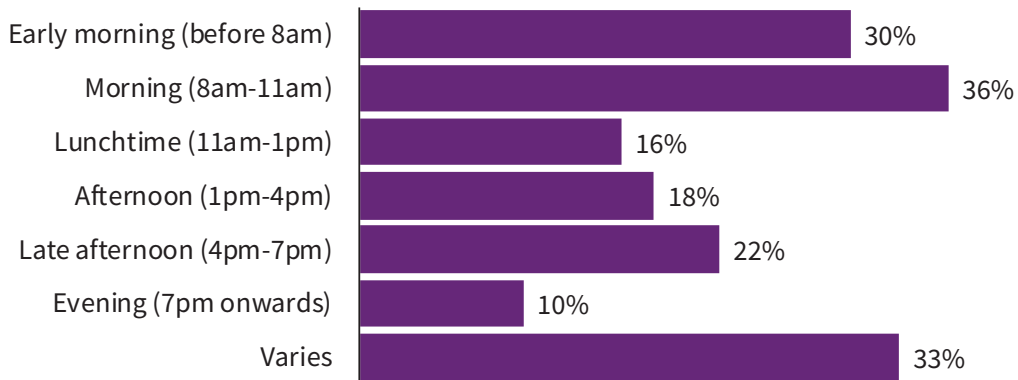


Which radio stations do you regularly listen to? Base n=550.

Personal Media Use

Preferred time to listen to the radio

Residents who listen to the radio prefer to listen in the morning (36%). A further 30% prefer to listen to the radio in the early morning and 22% prefer to listen to the radio in the late afternoon. However, 33% of residents don't have a preferred time, stating that it varies.



What times of the day do you mostly listen to the radio? Base n=426.

The background is a solid orange color. On the left side, there is a vertical column of binary code (0s and 1s) that appears to be part of a larger, curved digital pattern. Overlaid on this background are numerous overlapping, semi-transparent circles of varying sizes, creating a textured, cellular effect.

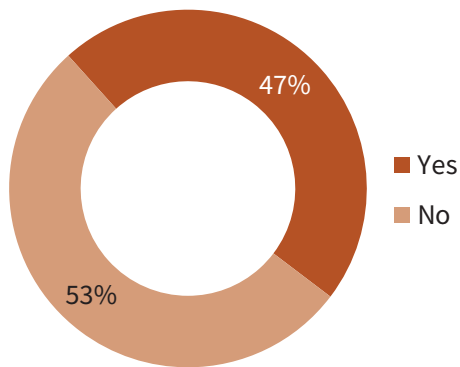
Community Facilities

Community Facilities

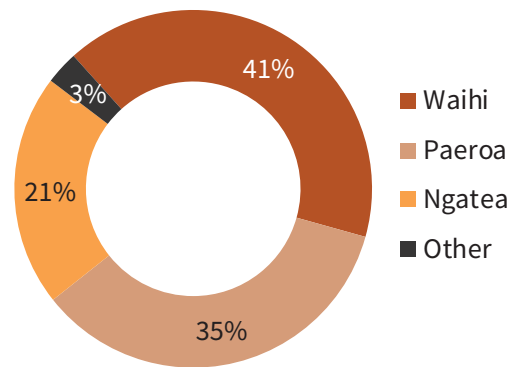
Libraries in the Hauraki District

Forty-seven per cent of residents have visited a library in Hauraki District in the past 12 months, while 53% have not visited a library within the district during the last 12 months. Of those who have visited a library in Hauraki District in the past 12 months, almost half have visited the branch in Waihi (41%). A further 35% of residents have visited the branch in Paeroa and 21% have visited the branch in Ngatea.

Visited a library in the district in past 12 months



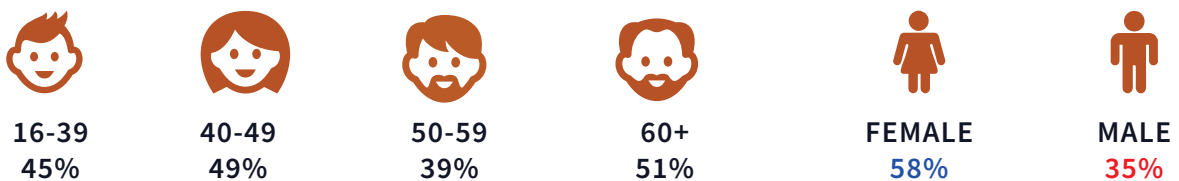
Which district library do you mainly visit?



Area Differences (Visitor)



Demographic Differences (Visitor)

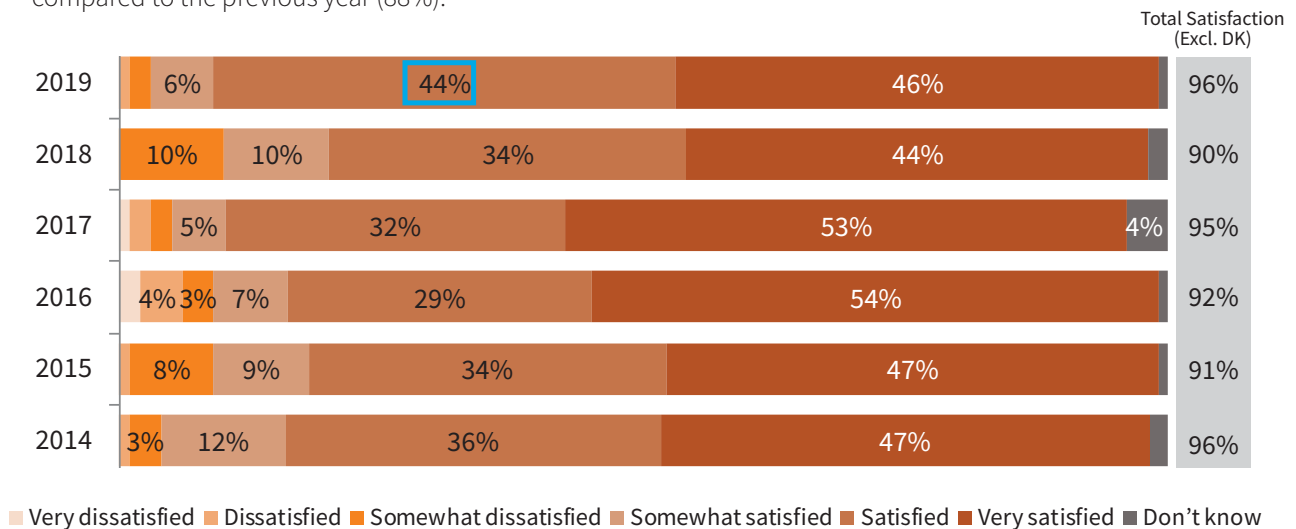


*In the past 12 months, have you visited a library in the Hauraki District? Base n=550.
Which Hauraki District library branch do you mainly visit? Base n=281.*

Community Facilities

Satisfaction with library services

Almost all residents (96%) who visited a library are either somewhat satisfied (7%), satisfied (44%), or very satisfied (45%) with the library services in the district. Only 3% of residents are either somewhat dissatisfied (2%) or dissatisfied (1%) with the services. This shows a 9% increase in satisfaction with library services compared to the previous year (88%).



Area Differences (Total satisfied)



Demographic Differences (Total satisfied)



Using the same scale of 1 to 6, how satisfied or dissatisfied are you with the library services in the district? Base n=280.

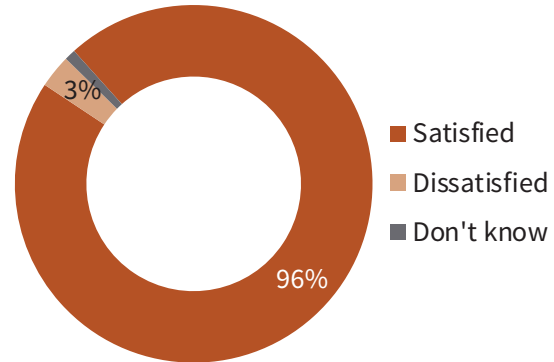
Community Facilities

Satisfaction with library services

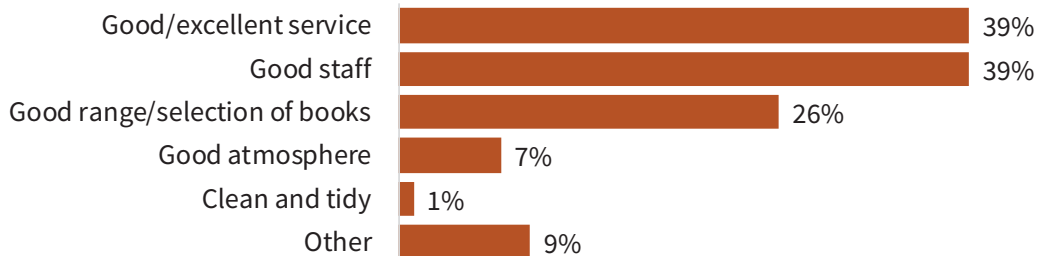
Ninety-seven per cent of residents are satisfied (somewhat satisfied, satisfied, or very satisfied) with the library services in the district, while 3% are dissatisfied (somewhat dissatisfied, dissatisfied, or very dissatisfied).

Residents who are satisfied with the library services cite good/excellent service (39%), having good staff (39%), and having a good range/selection of books at the library (26%).

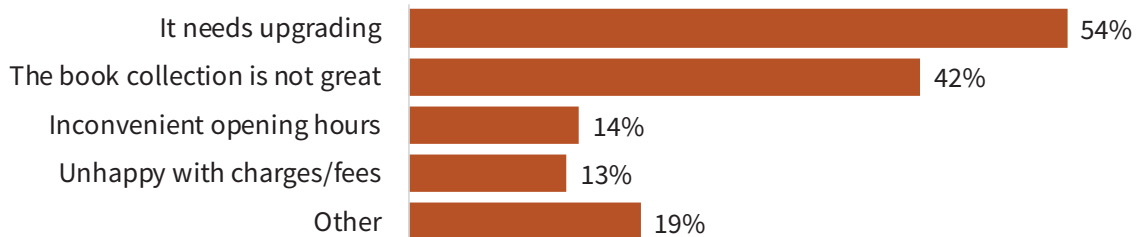
Of the few residents who are dissatisfied with the library services, the main reasons are due to the library needing an upgrade (54%) and the poor collection of books (42%).



Satisfied



Dissatisfied



Why is that? Please provide an example which has led you to feel satisfied? Base n=263.

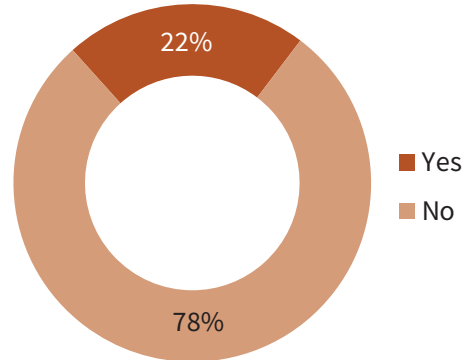
Why is that? Base n=9.

Community Facilities

Visited a Council swimming pool in past 12 months

Twenty-two per cent of residents have visited a Council swimming pool in the past 12 months, while the majority of residents have not (78%).

It is interesting to note that females are more likely to have visited a Council swimming pool in the past 12 months (31%) compared to males (12%). Furthermore, those aged 16-39 are more likely to have used a Council swimming pool in the past 12 months (37%), while those aged 60+ are less likely to have used it (13%).



Area Differences (User)



26%



13%



26%



RURAL
23%



URBAN
21%



Demographic Differences (User)



16-39
37%



40-49
26%



50-59
13%



60+
13%



FEMALE
31%



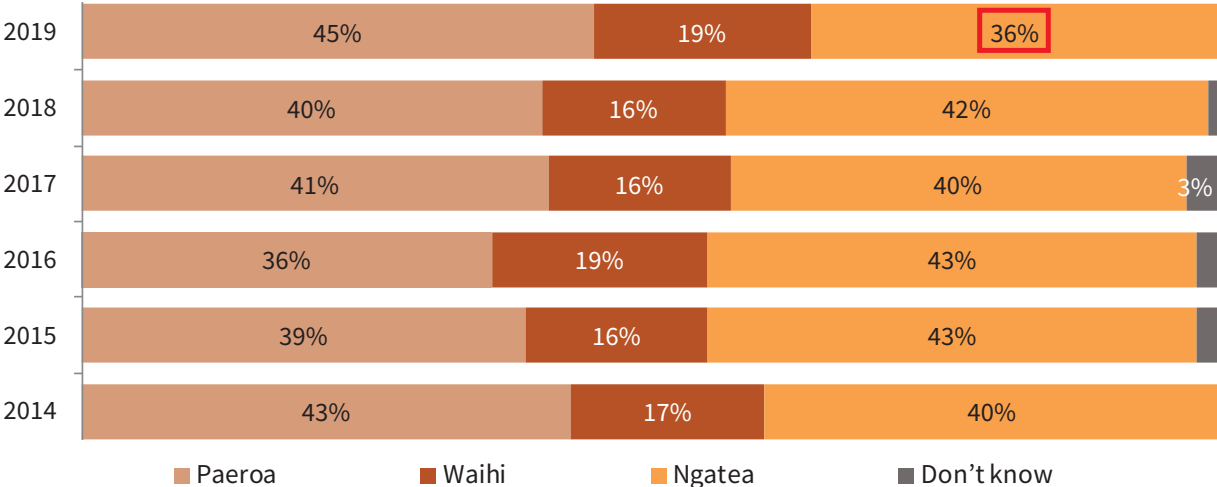
MALE
12%

In the past 12 months, have you visited a Hauraki District Council swimming pool? This includes visiting a swimming pool to swim or to watch others swim. Base n=550.

Community Facilities

Which public swimming pool do you mainly visit?

Almost half of all residents who visited a Council swimming pool in the past 12 months visited the Paeroa public pools (45%). A further 36% of residents visited the Ngatea public pools and 19% visited the Waihi public pools. This shows a 5% increase in residents mainly visiting the Paeroa public swimming pool and a 3% increase in residents mainly visiting the Waihi public swimming pool. There is a 6% decrease in residents mainly visiting the Ngatea public pools compared to the previous year.

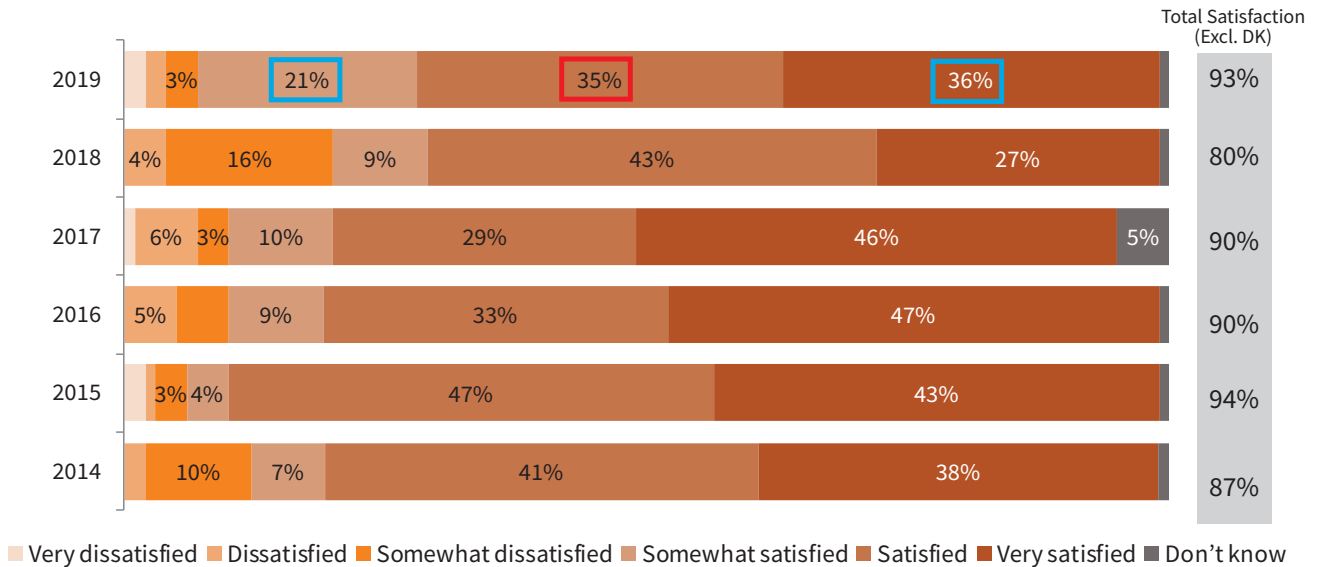


Which public swimming pool do you mainly visit? Base n=101.

Community Facilities

Satisfaction with Council swimming pools

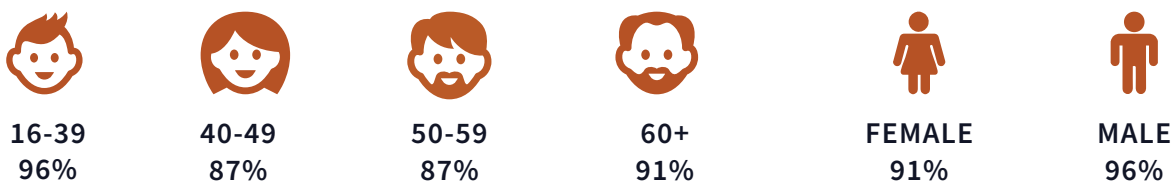
Although there were few residents who used Council's swimming pools in the past 12 months, 92% of those who did were either somewhat satisfied (21%), satisfied (35%), or very satisfied (36%) with Council's swimming pools. This shows a 13% satisfaction increase compared to the previous year (79%). Residents within Waihi are less satisfied with the swimming pools (76%).



Area Differences (Total satisfied)



Demographic Differences (Total satisfied)



Using the same scale of 1 to 6, how satisfied or dissatisfied are you with the operation of Council's swimming pools in the district?
Base n=101.

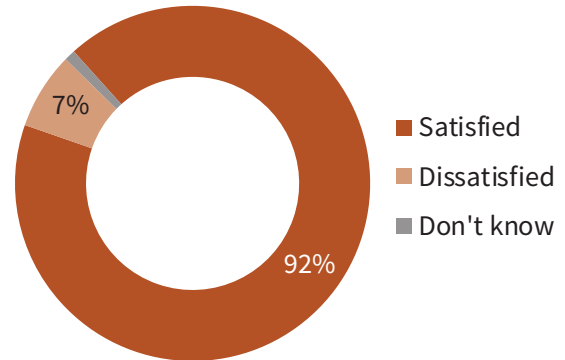
Community Facilities

Satisfaction with Council's swimming pools

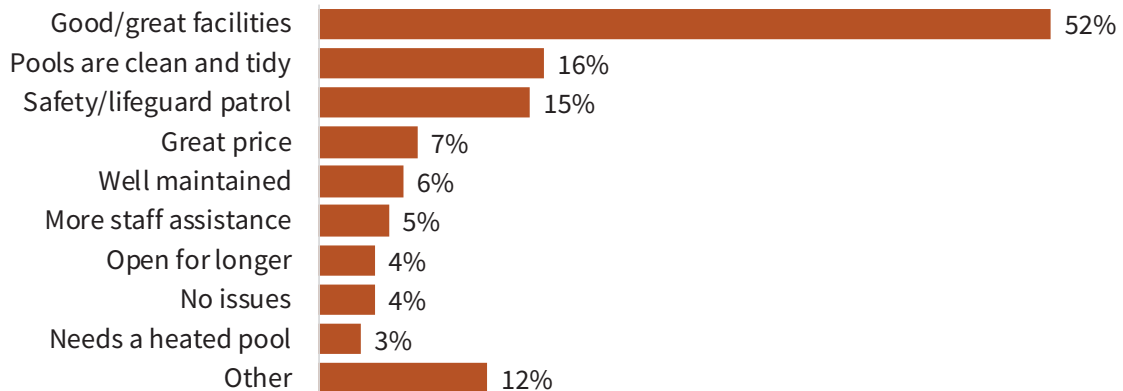
Ninety-two per cent of residents are satisfied (somewhat satisfied, satisfied, or very satisfied) Council's swimming pools, while 7% are dissatisfied (somewhat dissatisfied, dissatisfied, or very dissatisfied).

The majority of residents are satisfied due to having good/great facilities (52%). On a smaller level, 16% are satisfied due to pools being clean and tidy and another 15% are satisfied because of safety/lifeguard patrol.

The majority of residents who are dissatisfied highlighted that the swimming pools need updating (76%). Furthermore, residents suggested the pools have inconvenient opening hours (52%), the facilities are poor/unclean (49%), and there is a need for an indoor pool (49%).



Satisfied



Dissatisfied



Why is that? Please provide an example which has led you to feel satisfied? Base n=89.

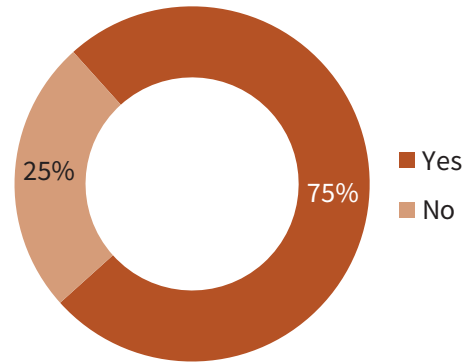
Why is that? Base n=8.

Community Facilities

In the past 12 months, have you visited a sports field, park or reserve in the Hauraki District?

Seventy-five per cent of residents have visited a sports field, park, or reserve in the past 12 months, while 25% have not.

Residents aged 60 and over are less likely to have visited a sports field, park or reserve in the Hauraki District compared to other age demographics (66%).



Area Differences (User)



Demographic Differences (User)

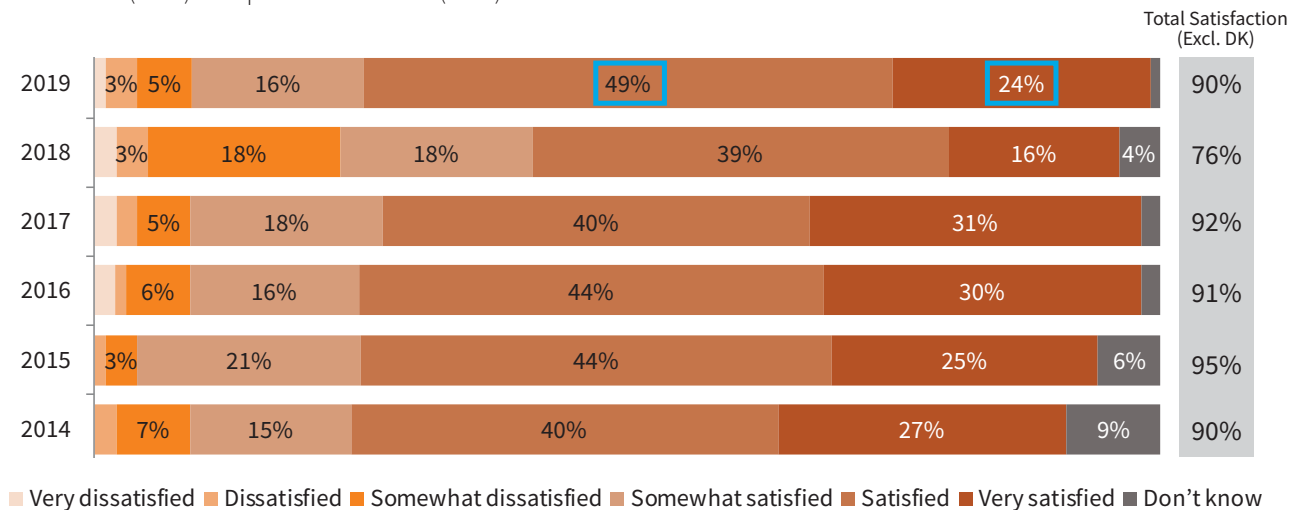


In the past 12 months, have you visited a sports field, park or reserve in the Hauraki District? Base n=550.

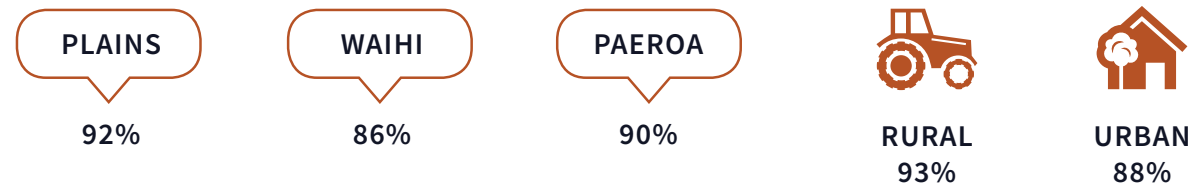
Community Facilities

Satisfaction with sports field, park, or reserve in Hauraki District

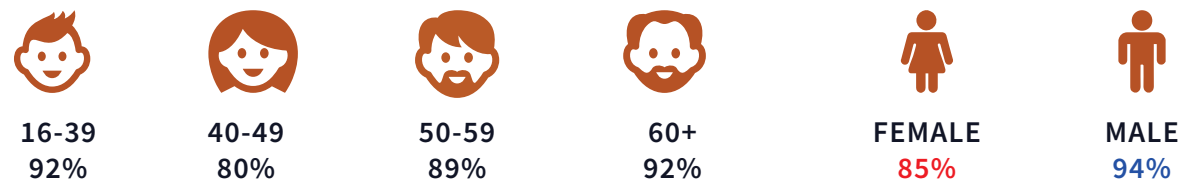
Eighty-nine per cent of residents who have visited a sports field, park or reserve within the district are either somewhat satisfied (16%), satisfied (49%), or very satisfied (24%) with the services and facilities provided at these facilities. This shows a 16% increase in satisfaction compared to the previous year (73%). With this, males appear to be more satisfied with the services and facilities provided at the sports fields, parks and reserves (94%) compared to females (85%).



Area Differences (Total satisfied)



Demographic Differences (Total satisfied)



Using the same scale of 1 to 6, how satisfied or dissatisfied are you with the services and facilities provided at the District's sports fields, parks and reserves? Base n=384.

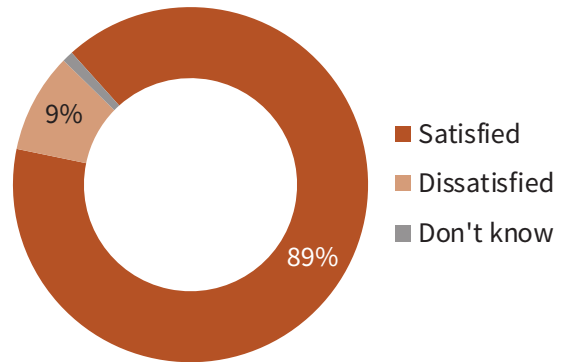
Community Facilities

Satisfaction with sports field, park, or reserve in Hauraki District

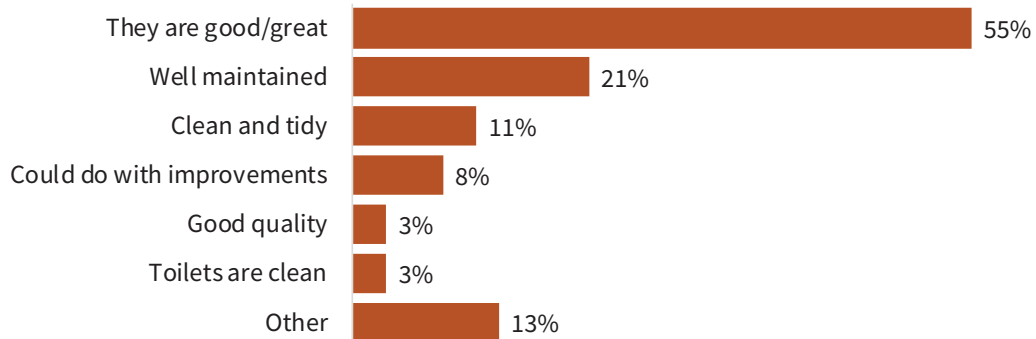
Eighty-nine per cent of residents are satisfied (somewhat satisfied, satisfied, or very satisfied) while 9% are dissatisfied (somewhat dissatisfied, dissatisfied, or very dissatisfied) with sports fields, parks, or reserves in Hauraki District.

More than half of those residents who are satisfied said the sports fields, parks, or reserves are good/great (55%). A further 21% stated they are well maintained, and 11% believe they are clean and tidy. This suggests residents aren't necessarily satisfied with specific features of the facilities but instead the facility as a whole.

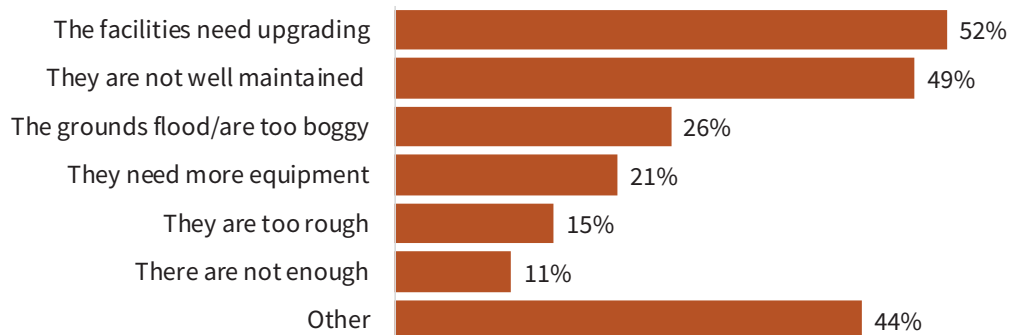
More than half of those residents who are dissatisfied believe the facilities are in need of upgrading (52%) and another 49% believe the facilities are not well maintained. On a smaller scale, residents are dissatisfied because the grounds flood (26%), and because facilities are not well equipped (21%).



Satisfied



Dissatisfied



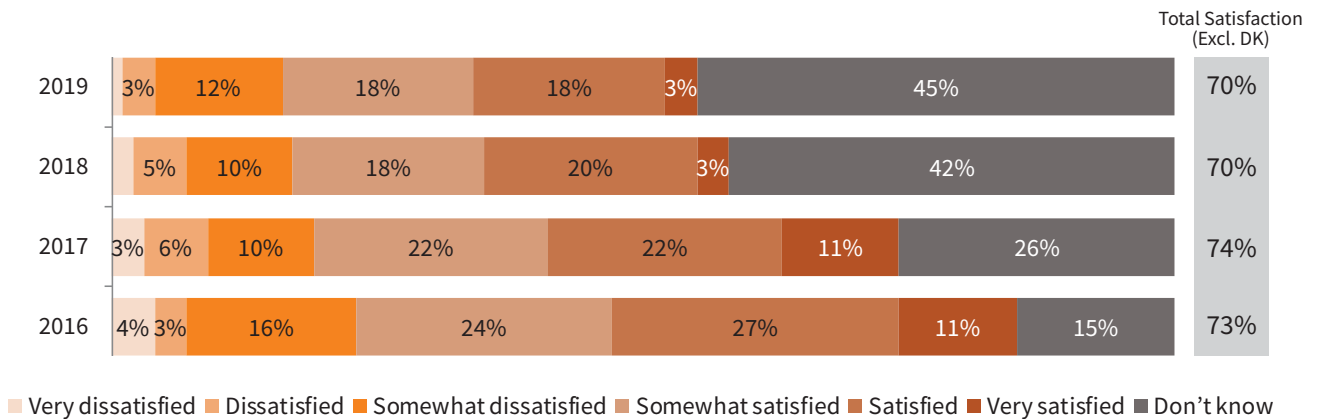
Why is that? Please provide an example which has led you to feel satisfied? Base n=339.

Why is that? Base n=35.

Community Facilities

Satisfaction with Council’s approach to economic development

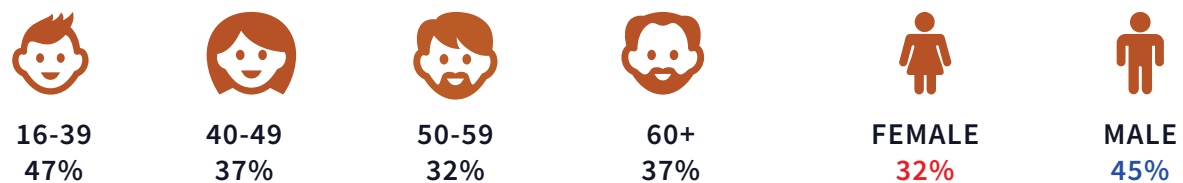
Thirty-nine per cent of residents are somewhat satisfied (18%), satisfied (18%), or very satisfied (3%). A further 16% are either somewhat dissatisfied (12%), dissatisfied (3%), or very dissatisfied (1%) with Council’s approach to economic development. Meanwhile almost half of residents don’t know how they feel about Council’s approach to economic development (45%). In regards to demographic differences, males are more likely to be satisfied with Council’s approach to economic development (45%) compared to females (32%).



Area Differences (Total satisfied)



Demographic Differences (Total satisfied)



Using the same scale of 1 to 6, how satisfied or dissatisfied are you with Council’s approach to economic development? Base n=550.

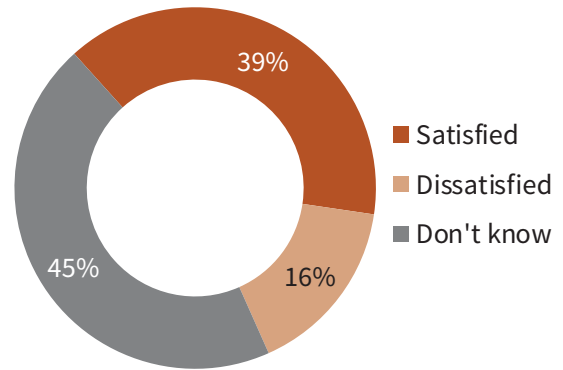
Community Facilities

Satisfaction with Council’s approach to economic development

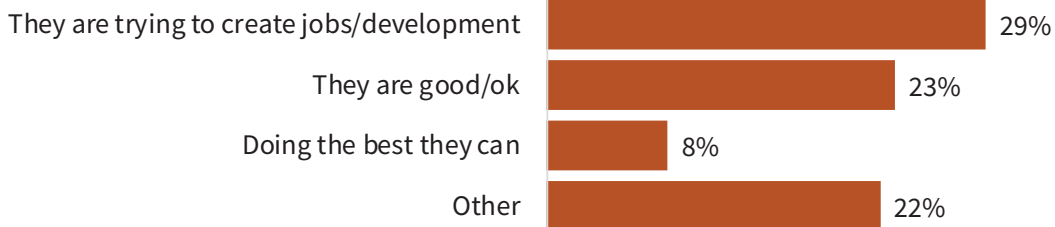
Thirty-nine per cent of residents are satisfied (somewhat satisfied, satisfied, or very satisfied) while 16% are dissatisfied (somewhat dissatisfied, dissatisfied, or very dissatisfied) and 45% don't know.

Residents who are satisfied mention that Council is trying to create jobs (29%), that Council are doing good (23%), or that Council is doing the best they can (8%).

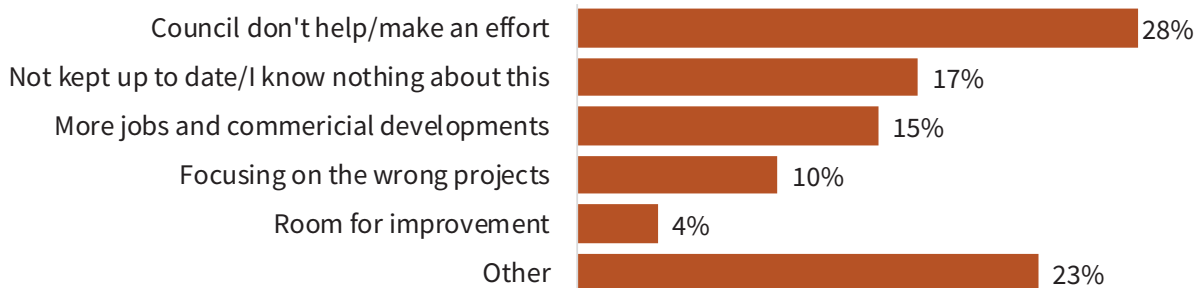
Of those residents who are dissatisfied, 28% believe the Council do not help/make an effort. Following this, 17% of residents feel they are not kept up to date/know nothing about this and others believe there is a need for more jobs and commercial development (15%).



Satisfied



Dissatisfied



Why do you say that? Base n=78.
Why do you say that? Base n=192.

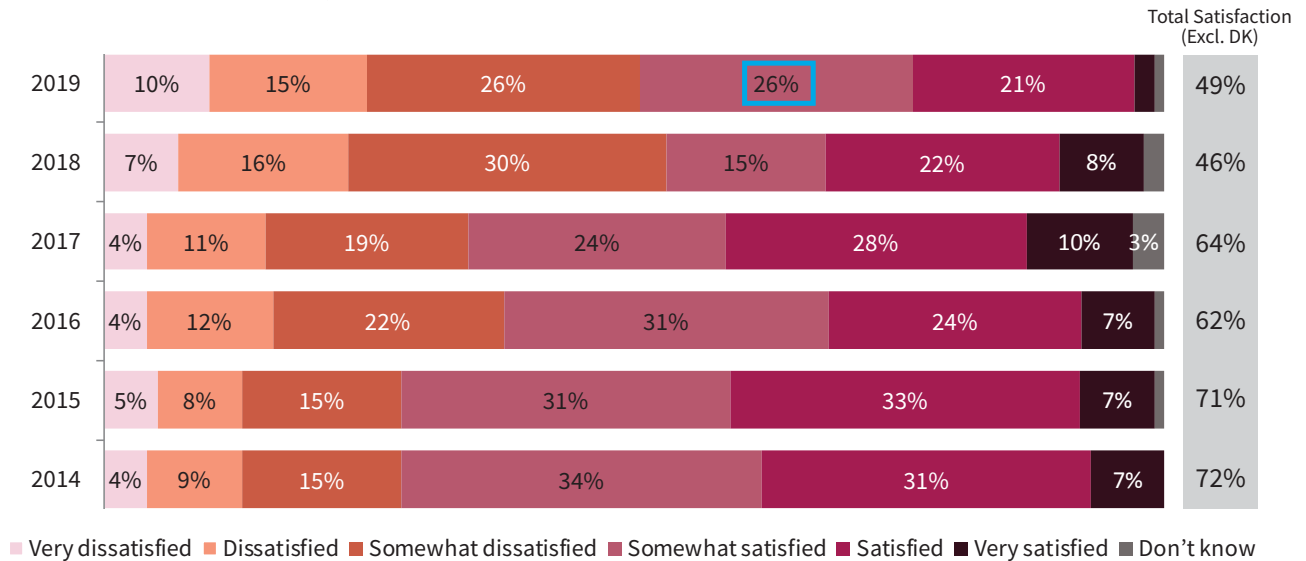


Road Quality

Road Quality

Road quality satisfaction

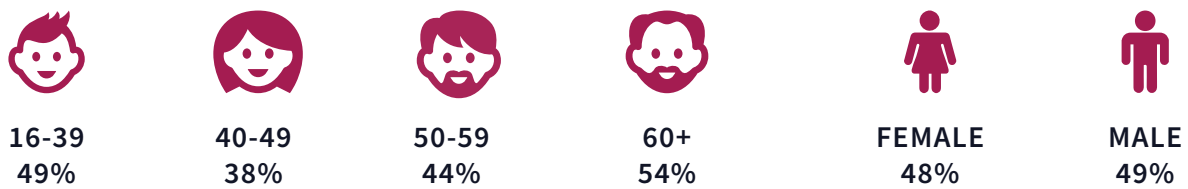
Forty-nine per cent of residents are either somewhat satisfied (26%), satisfied (21%), or very satisfied (2%) with the quality of the roads. A further 26% are somewhat dissatisfied, 15% dissatisfied, and 10% are very dissatisfied. Residents this year are 4% more satisfied compared to 2018 results (45%).



Area Differences (Total satisfied)



Demographic Differences (Total satisfied)

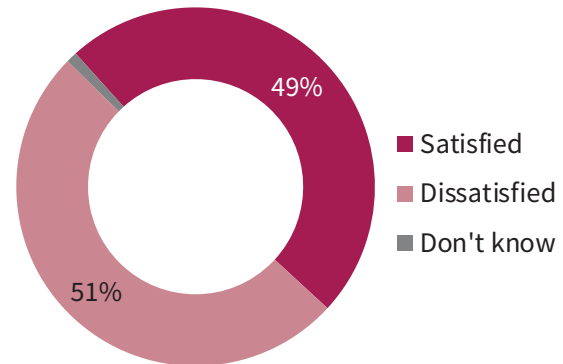


Using a scale of 1 to 6, where 1 is very dissatisfied and 6 is very satisfied, how satisfied or dissatisfied are you with the quality of the roads in the Hauraki District, excluding state highways? Base n=550.

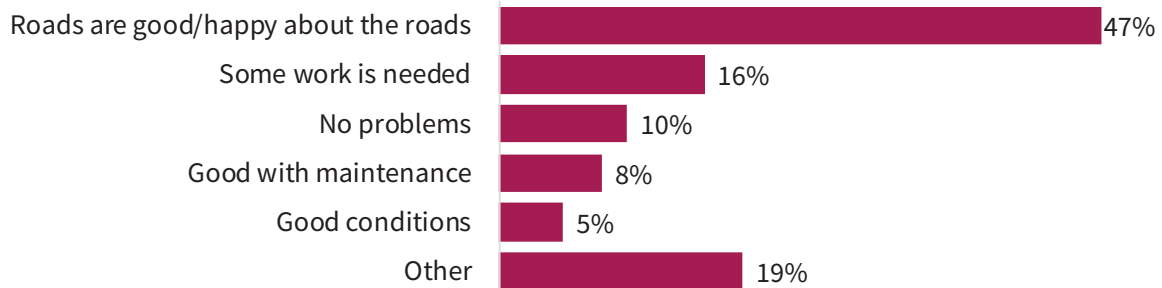
Road Quality

Road quality satisfaction

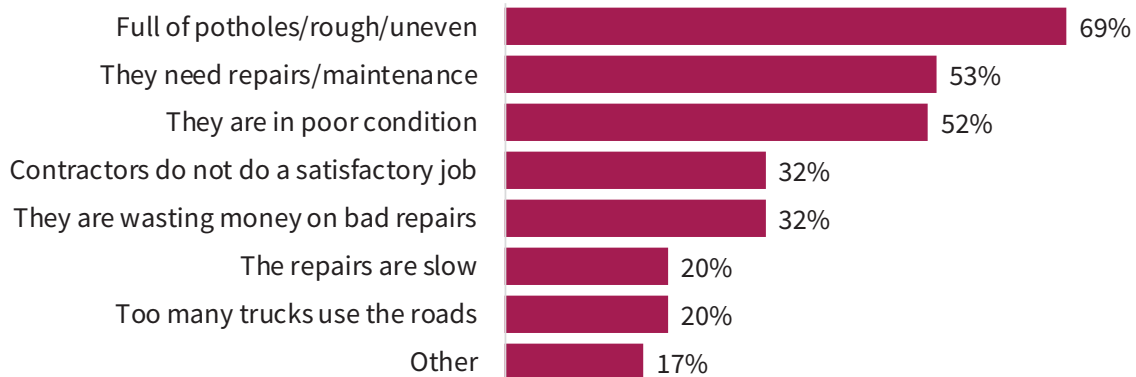
Forty-nine per cent of residents are satisfied (somewhat satisfied, satisfied, or very satisfied) while 51% are dissatisfied (somewhat dissatisfied, dissatisfied, or very dissatisfied). Residents who are satisfied with the roads indicate the roads are good (47%), however some work is still needed (16%). Residents are dissatisfied mainly due to roads being full of potholes or rough/uneven roads (69%). A further 53% of residents believe repairs and maintenance is needed and 52% feel the roads are generally in a poor condition.



Satisfied



Dissatisfied

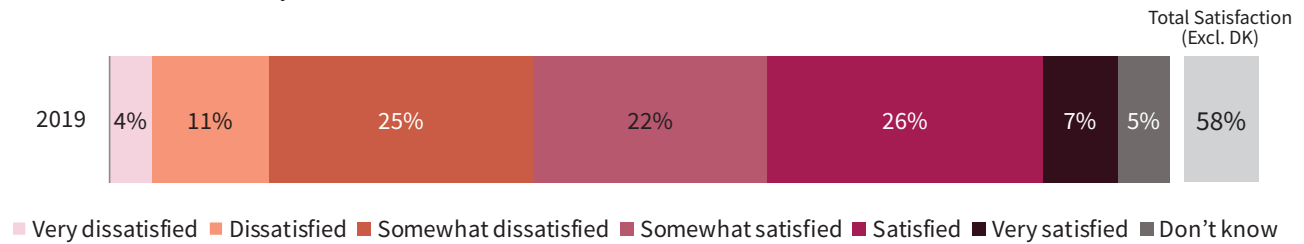


Why is that? Please provide an example which has led you to feel satisfied? Base n=273.
Why is that? Base n=267.

Road Quality

Footpath quality satisfaction

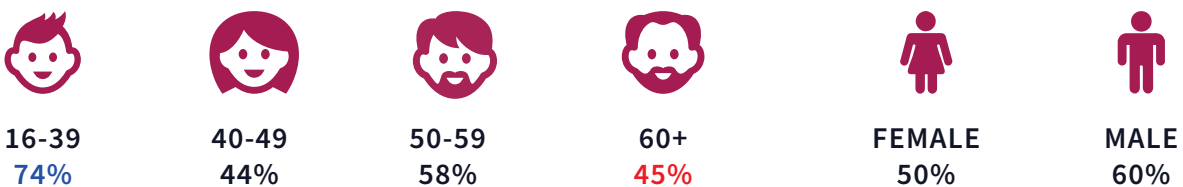
Fifty-five per cent of residents are either somewhat satisfied (22%), satisfied (26%), or very satisfied (7%) with the quality of footpaths. A further 25% are somewhat dissatisfied, 11% dissatisfied, and 4% very dissatisfied. Rural residents are more likely to be satisfied with the footpath quality (66%) compared to urban residents (49%). Residents aged 16-39 are also more likely to be satisfied with footpaths (74%), while residents aged 60 and over are less likely to be satisfied (45%).



Area Differences (Total satisfied)



Demographic Differences (Total satisfied)



Using a scale of 1 to 6, where 1 is very dissatisfied and 6 is very satisfied, how satisfied or dissatisfied are you with the quality of the footpaths in the Hauraki District? Base n=550.

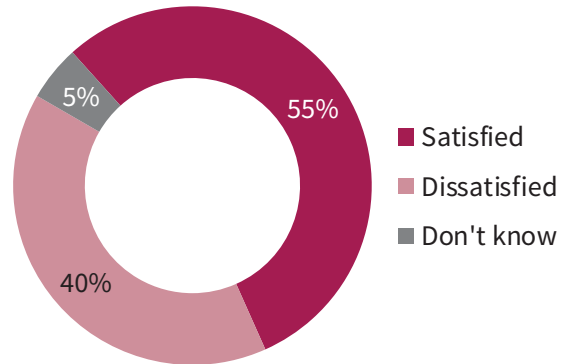
Road Quality

Footpath quality satisfaction

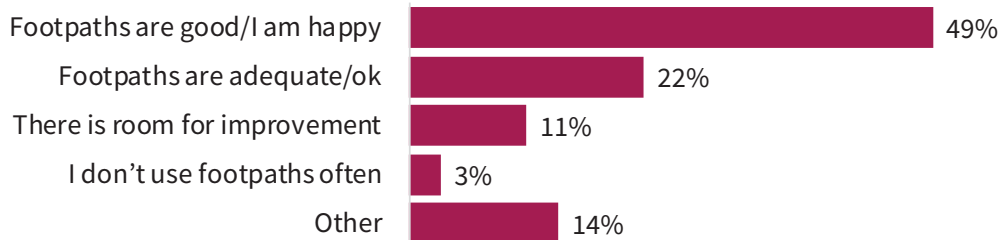
Fifty-five per cent of residents are satisfied (somewhat satisfied, satisfied, or very satisfied) while 40% are dissatisfied (somewhat dissatisfied, dissatisfied, or very dissatisfied), and 5% don't know.

Forty-nine per cent of residents who are satisfied feel the footpaths are good. A further 22% who are satisfied feel the footpaths are adequate/ok, and 11% believe there is room for improvement.

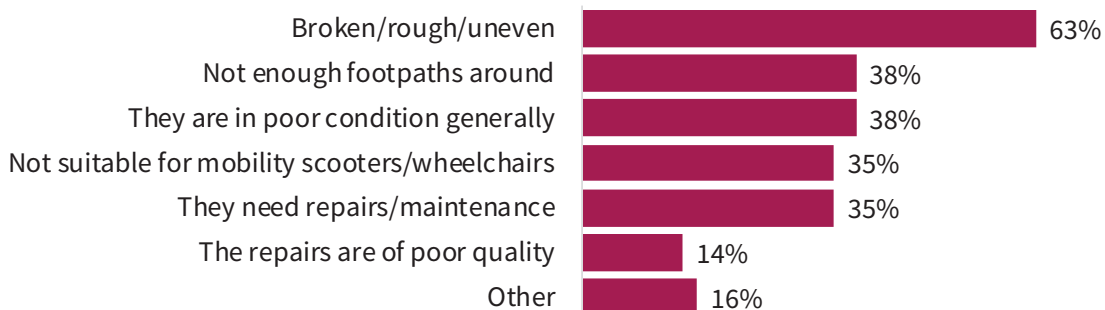
Over half of residents who are dissatisfied with footpaths believe the footpaths are broken/rough/uneven (63%). A further 38% are dissatisfied because there are not enough footpaths around, and the footpaths that currently exist are generally in poor condition (38%). Residents have further identified that the footpaths are not suitable for scooters/wheelchairs (35%) and that footpaths are in need of repairs/maintenance (35%).



Satisfied



Dissatisfied



Why is that? Please provide an example which has led you to feel satisfied? Base n=262.
Why is that? Base n=254.

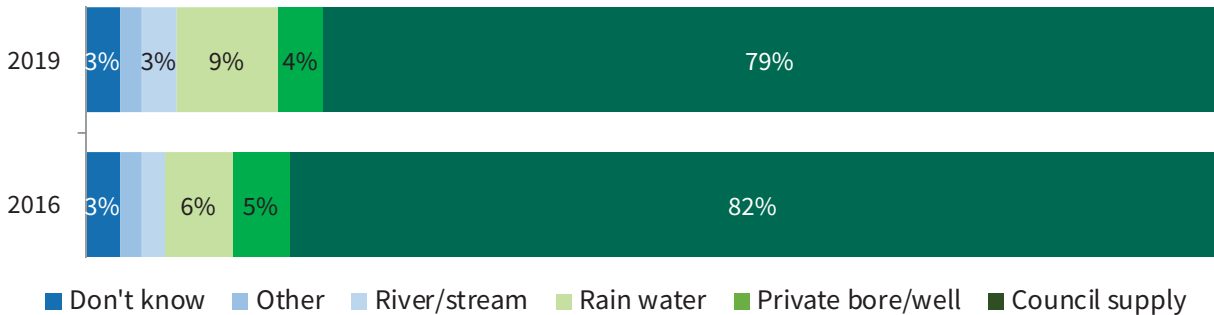
The background is a solid teal color. On the left side, there is a vertical column of binary code (0s and 1s) that appears to be fading or receding into the distance. Scattered across the entire teal background are numerous faint, semi-transparent water droplets of various sizes, creating a textured, organic feel.

Drinking Water Utilities

Drinking Water Utilities

Source of household drinking water

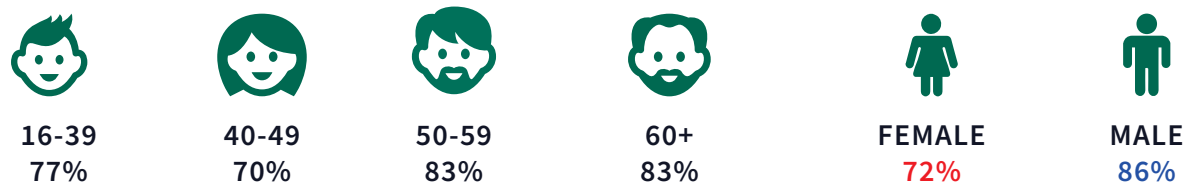
The majority of residents source their household drinking water from a Council supply (79%). Other sources of household drinking water include rain water (9%), a private bore or well (4%), and from a river/stream (3%). Urban residents are more likely to source their drinking water from a Council supply (88%), while rural residents are less likely to (61%).



Area Differences (Council supply)



Demographic Differences (Council supply)

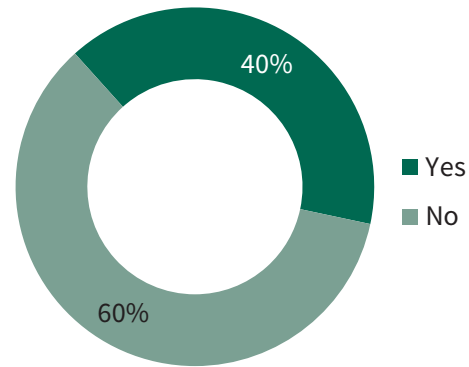


Where does your household get its drinking water from? Base n=550.

Drinking Water Utilities

Is your water supply shared with other households as well as your own?

Of those not on a Council supply, 40% of residents water supply is shared with other households as well as their own, while 60% of residents do not share their water supply with other households.



Area Differences (Shared supply)



PLAINS

67%



WAIHI

19%



PAEROA

60%



RURAL

43%



URBAN

26%



Demographic Differences (Shared supply)



16-39

50%



40-49

42%



50-59

46%



60+

30%



FEMALE

49%



MALE

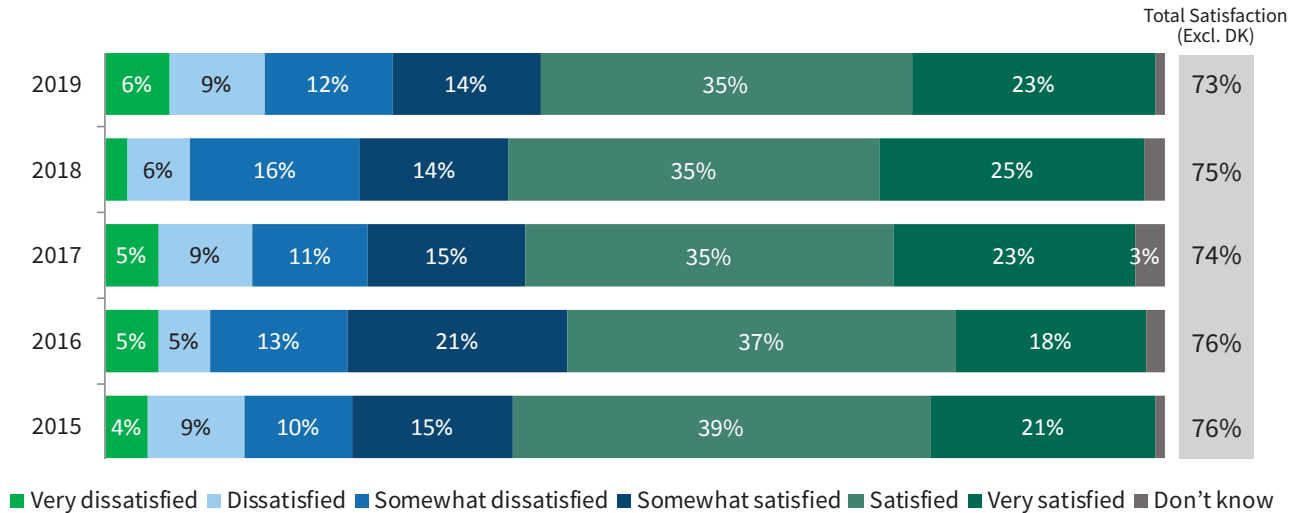
27%

Is your water supply shared with other households as well as your own? Base n=39.

Drinking Water Utilities

Water quality satisfaction

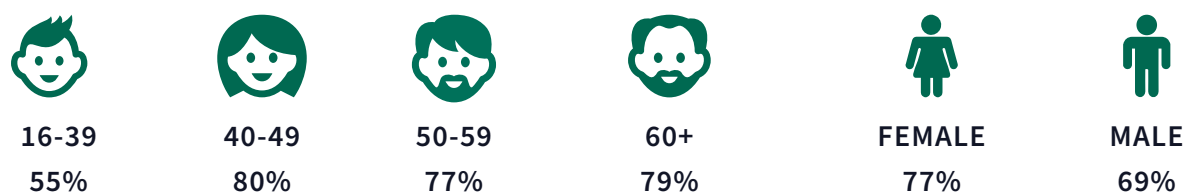
Seventy-two per cent of residents on Council supplied water are either somewhat satisfied (14%), satisfied (35%), or very satisfied (23%) with the quality of water. A further 27% are somewhat dissatisfied (12%), dissatisfied (9%), or very dissatisfied (6%). The satisfaction within water quality remains similar to the previous year (74%) and throughout the five years of measuring water quality satisfaction.



Area Differences (Total satisfied)



Demographic Differences (Total satisfied)



Using the same scale of 1 to 6, how satisfied are you with the water quality from Hauraki District Council? Base n=449.

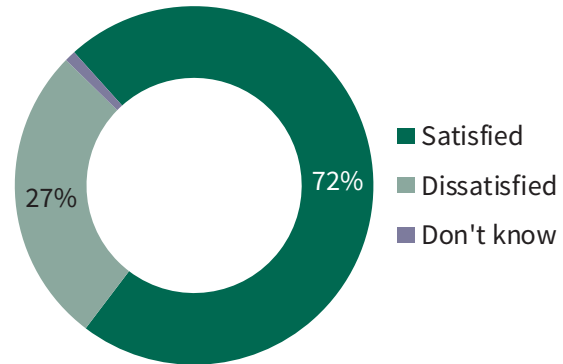
Drinking Water Utilities

Water quality satisfaction

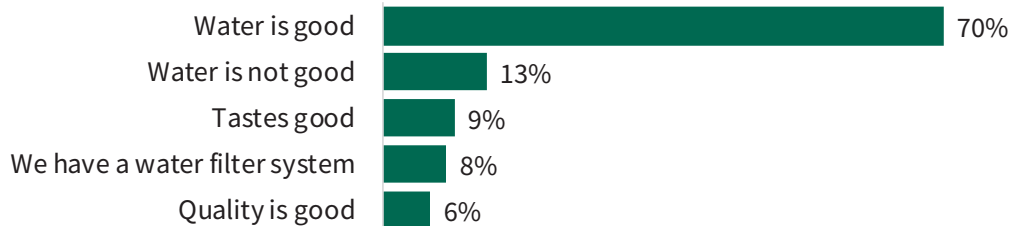
Seventy-two per cent of residents are satisfied with the water quality, while 27% are dissatisfied.

The majority of residents who are satisfied with the drinking water utilities feel the water is good (70%). Nine per cent stated the water tastes good and 8% have a water filtration system.

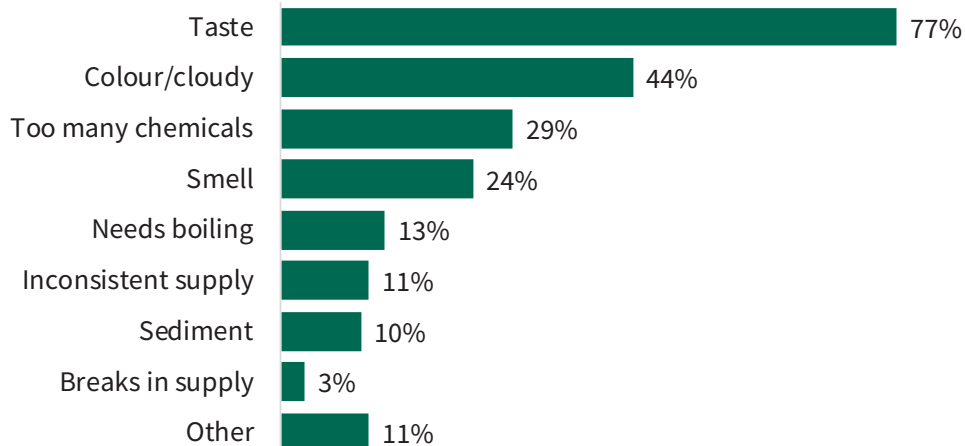
Of those residents who are dissatisfied, the majority are dissatisfied because of the taste (77%). A further 44% are dissatisfied because of the colour/cloudiness of water, 29% feel there are too many chemicals/chlorine in the water, and 24% due to the smell of their water.



Satisfied



Dissatisfied



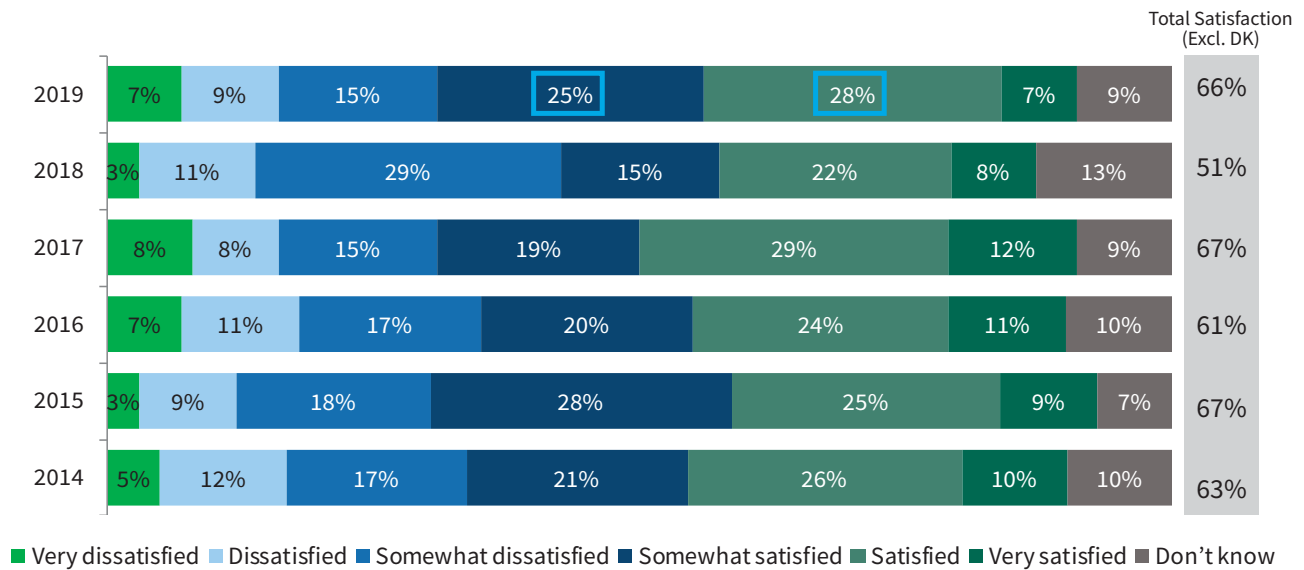
Why is that? Base n=102.

Why is that? Please provide an example which has led you to feel satisfied? Base n=340.

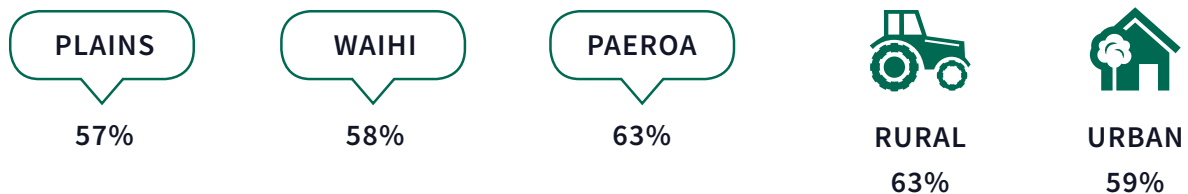
Drinking Water Utilities

Satisfaction with the cost of water

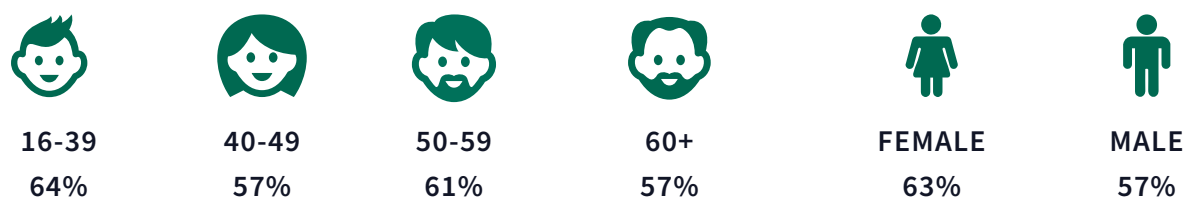
Sixty per cent of residents are either somewhat satisfied (25%), satisfied (28%), or very satisfied (7%) with the cost of water. A further 15% are somewhat dissatisfied, 9% dissatisfied, and 7% very dissatisfied. This year shows a 15% increase in residents' levels of satisfaction with the cost of water compared to the previous year (45%).



Area Differences (Total satisfied)



Demographic Differences (Total satisfied)

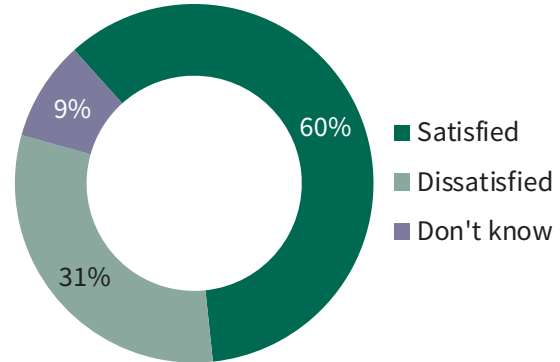


And, using the same scale of 1 to 6, how satisfied are you with the cost of water supplied to you by Council? Base n=449.

Drinking Water Utilities

Satisfaction with the cost of water

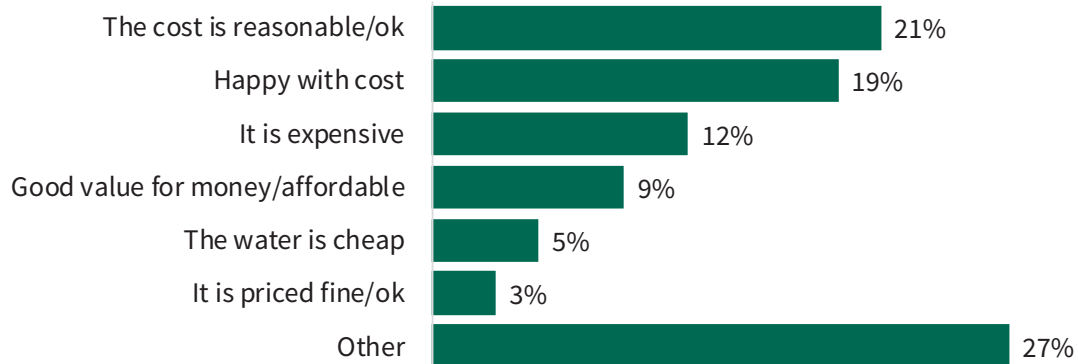
Sixty per cent of residents are satisfied (somewhat satisfied, satisfied, or very satisfied) with the cost of water, while 31% are dissatisfied and 9% don't know. Of those residents who are satisfied, 21% are satisfied because the cost is reasonable/ok, and 19% are happy with the cost. Twelve per cent are satisfied but feel the cost of water is expensive.



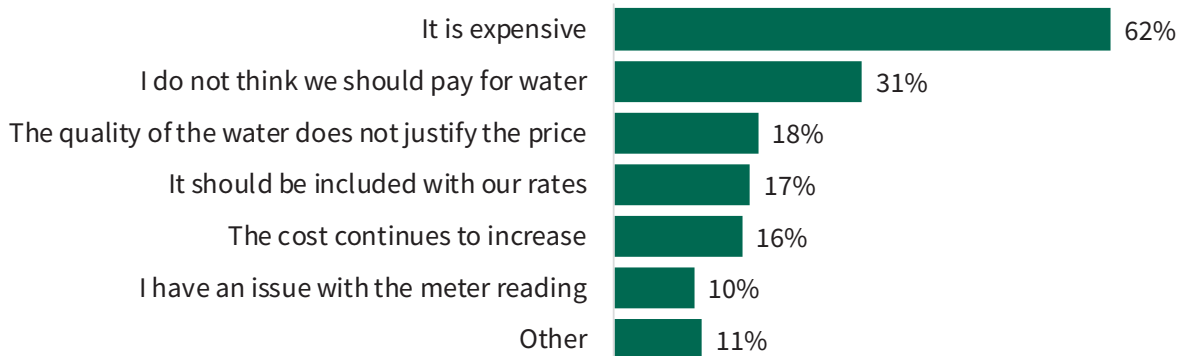
Of those residents who are dissatisfied, 62% are dissatisfied because the water is expensive. A further 31% of residents are dissatisfied because they feel they should not pay for their water.



Satisfied



Dissatisfied



Why is that? Base n=158.

Why is that? Please provide an example which has led you to feel satisfied? Base n=257.

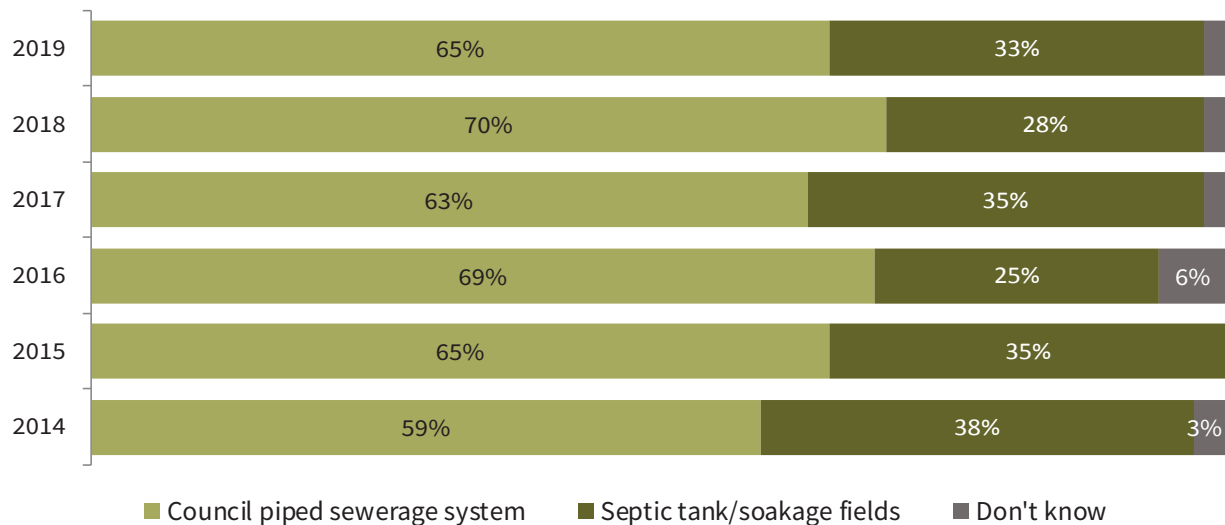
The background is a solid olive green color. On the left side, there is a vertical column of binary code (0s and 1s) that appears to be part of a larger, slightly curved grid of binary digits. Overlaid on this background are numerous semi-transparent, overlapping circles of varying sizes, creating a textured, bokeh-like effect.

Wastewater, Solid Waste, Land Drainage & Stormwater Facilities

Wastewater Services

Household disposal of sewage

Sixty-five per cent of residents use a Council piped sewerage system for household disposal of sewerage while 33% use a septic tank/soakage fields. There is a 5% decrease in residents using a Council piped sewerage system and a 5% increase in residents using a septic tank/soakage fields compared to the previous year.

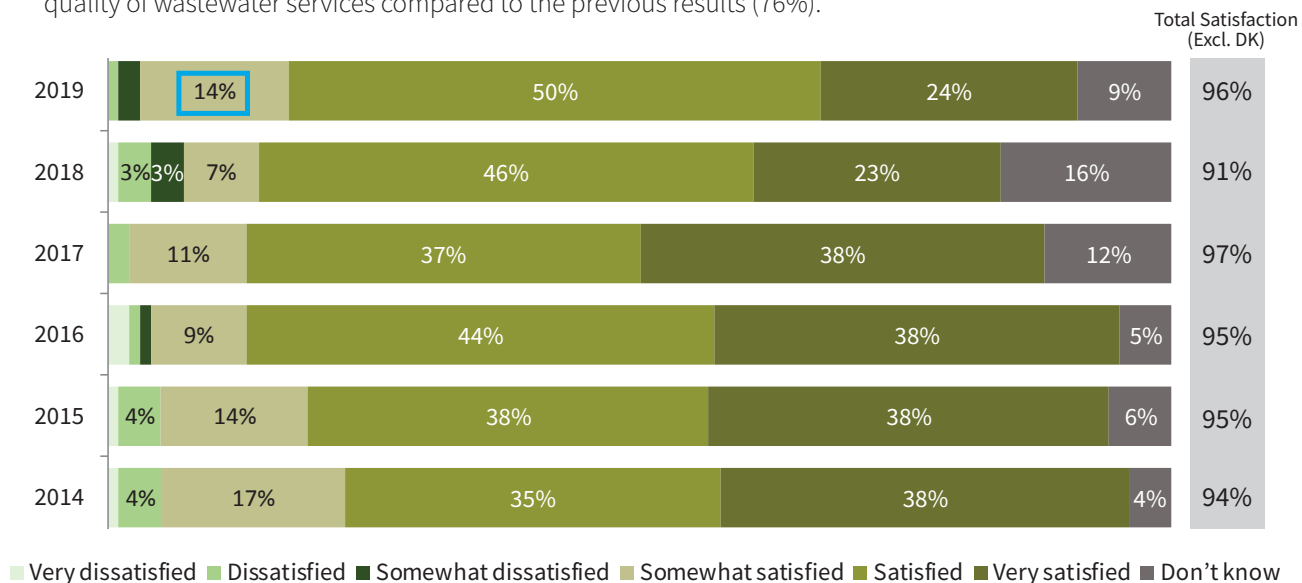


How does your household dispose of its sewage? Base n=550.

Wastewater Services

Satisfaction with quality of sewage services

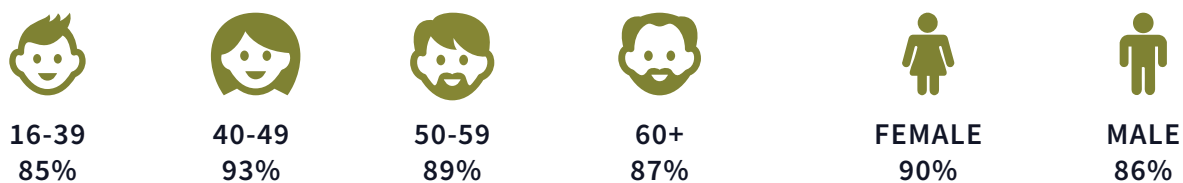
Eighty-eight per cent of residents are either somewhat satisfied (14%), satisfied (50%), or very satisfied (24%) with the quality of wastewater services. This shows a 12% increase in residents' levels of satisfaction with quality of wastewater services compared to the previous results (76%).



Area Differences (Total satisfied)



Demographic Differences (Total satisfied)

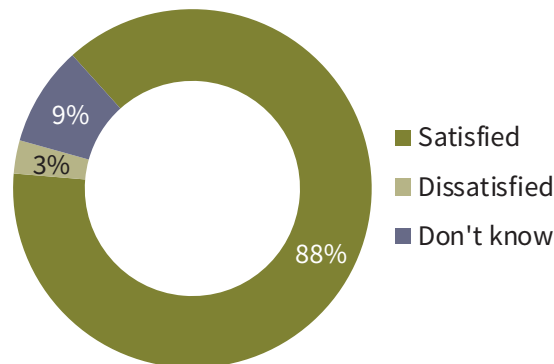


Using the same scale of 1 to 6, how satisfied or dissatisfied are you with the quality of the wastewater services by Council?
Base n=387.

Wastewater Services

Satisfaction with quality of sewage services

Eighty-eight per cent of residents are satisfied (somewhat satisfied, satisfied, or very satisfied) with the quality of wastewater services while 3% are dissatisfied (somewhat dissatisfied, dissatisfied, or very dissatisfied) and 9% don't know.

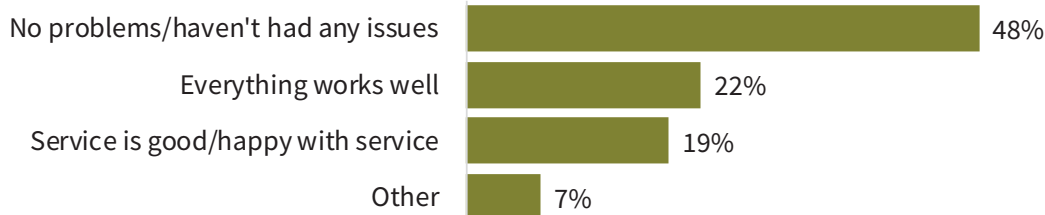


Residents are satisfied because they have had no problems/haven't had any issues (48%). A further 22% are satisfied because everything works well and 19% feel the service is good/they are happy with services.

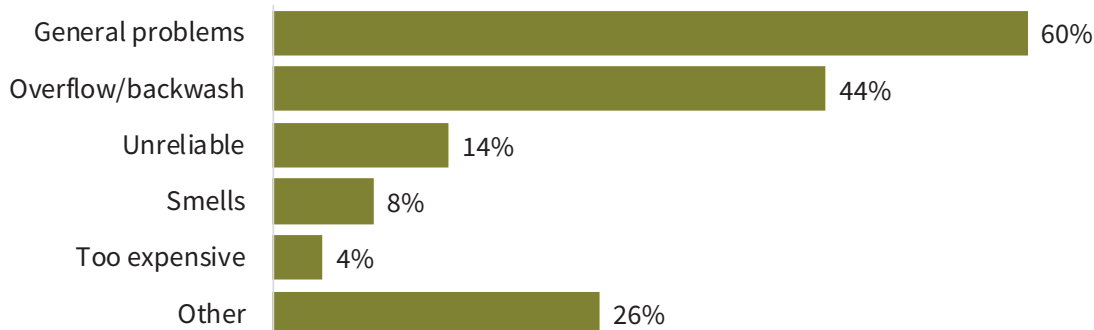
Residents are primarily dissatisfied with the general problems of the wastewater services (60%). A further 44% are dissatisfied due to overflow/backwash and 14% feel it is unreliable.



Satisfied



Dissatisfied

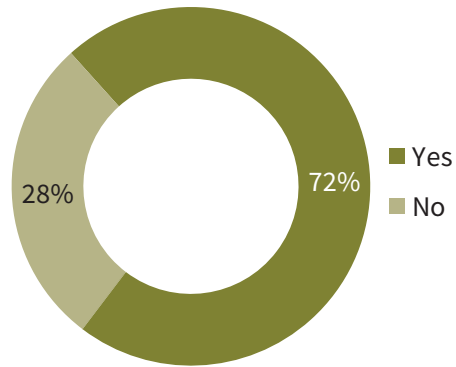


*Why is that? Please provide an example which has led you to feel satisfied? Base n=337.
Why is that? Base n=16.*

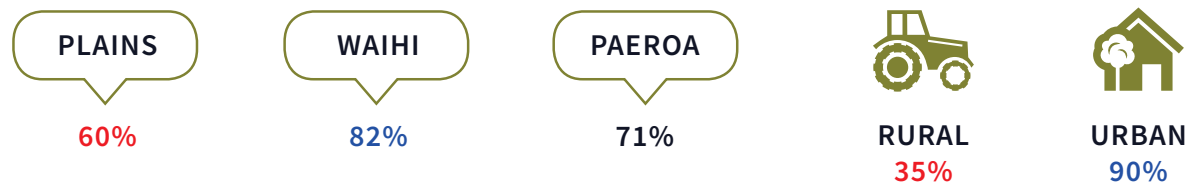
Solid Waste Services

Do you use the Council's kerbside refuse collection service?

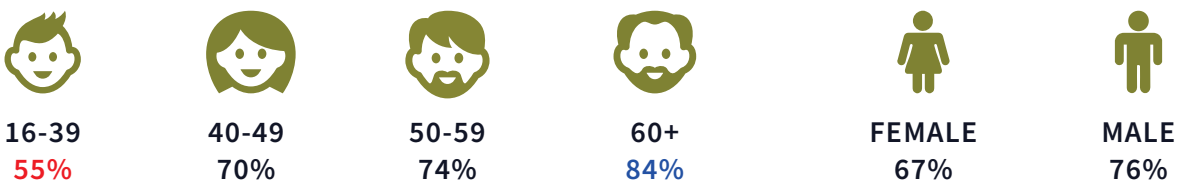
Seventy-two per cent of residents use the Council's kerbside refuse collection service, while 28% do not. Residents within the Plains ward appear to be less likely to use the kerbside refuse collection service (60%) while Waihi residents are more likely to use the service (82%). Almost all of urban residents use the service (90%) while only 35% of rural residents use the service. Interestingly, residents aged 16-39 appear to be less likely to use the service (55%), while ages 60 and over are more likely to use Council's kerbside refuse collection service (84%).



Area Differences (User)



Demographic Differences (User)

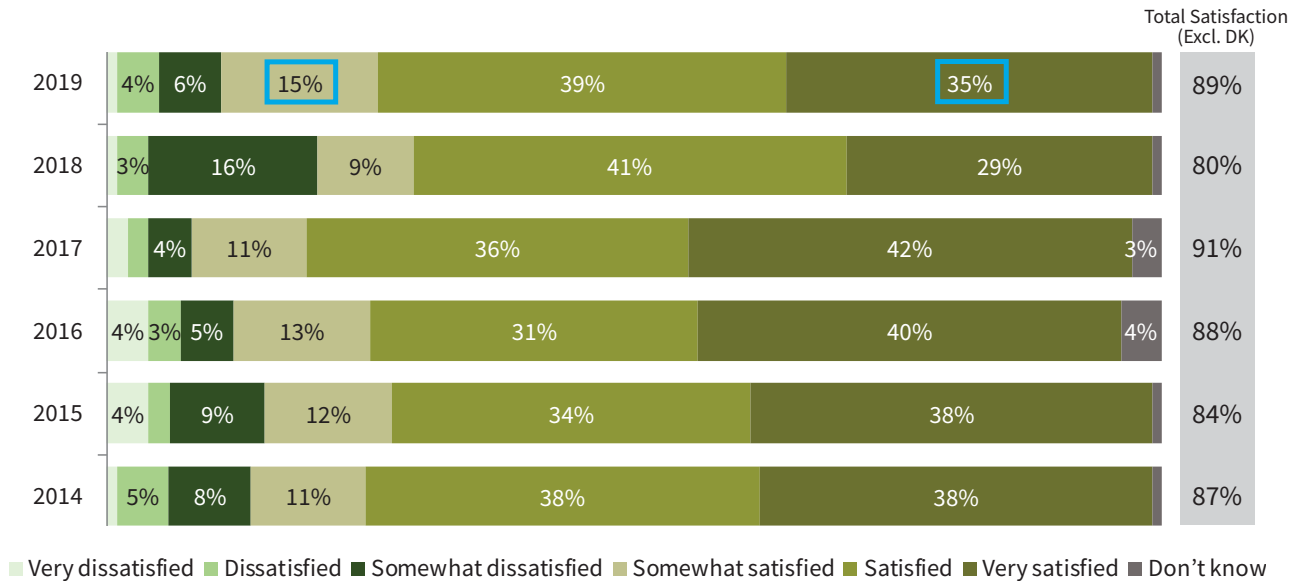


Do you use Council's kerbside refuse collection service? Base n=550.

Solid Waste Services

Satisfaction with Council’s kerbside refuse collection service

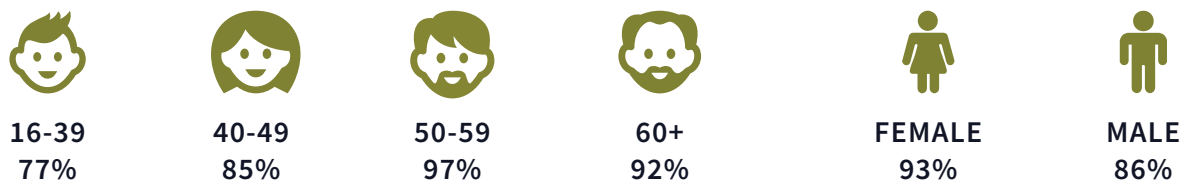
Eighty-nine per cent of residents are either somewhat satisfied (15%), satisfied (39%), or very satisfied (35%) with Council’s kerbside refuse collection service. A further 6% are somewhat dissatisfied, 4% dissatisfied, and 1% very dissatisfied. This shows a 10% increase in residents’ levels of satisfaction with Council’s kerbside refuse collection service compared to last year (79%).



Area Differences (Total satisfied)



Demographic Differences (Total satisfied)



Using the same scale of 1 to 6, how satisfied or dissatisfied are you with Council kerbside refuse collection service? Base n=430.

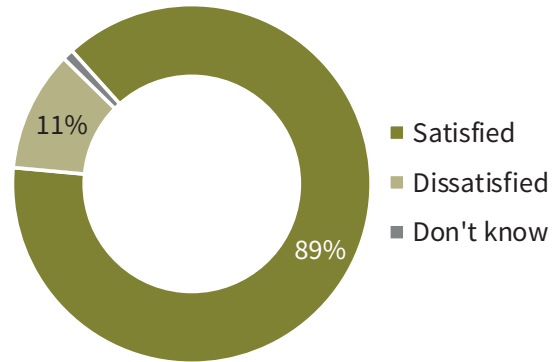
Solid Waste Services

Satisfaction with Council’s kerbside refuse collection service

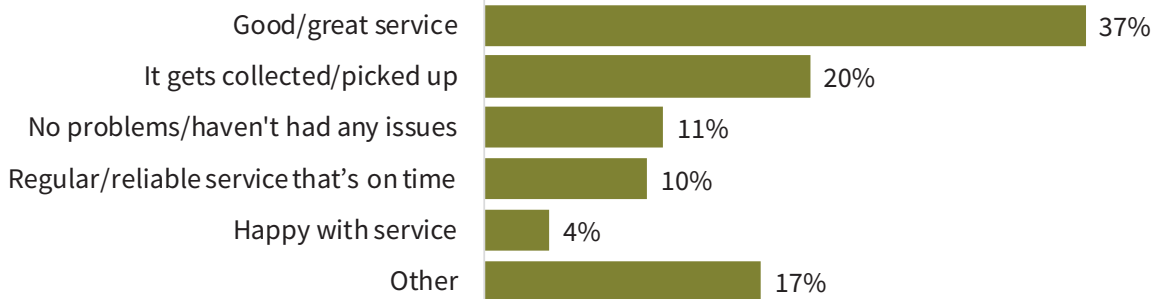
Eighty-nine per cent of residents are satisfied (somewhat satisfied, satisfied, or very satisfied) while 11% are dissatisfied (somewhat dissatisfied, dissatisfied, or very dissatisfied).

Of those residents who are satisfied, 37% believe the service is good/great. A further 20% are satisfied because their rubbish gets collected/picked up, 11% don't have any problems, and 10% for the services being regular/reliable.

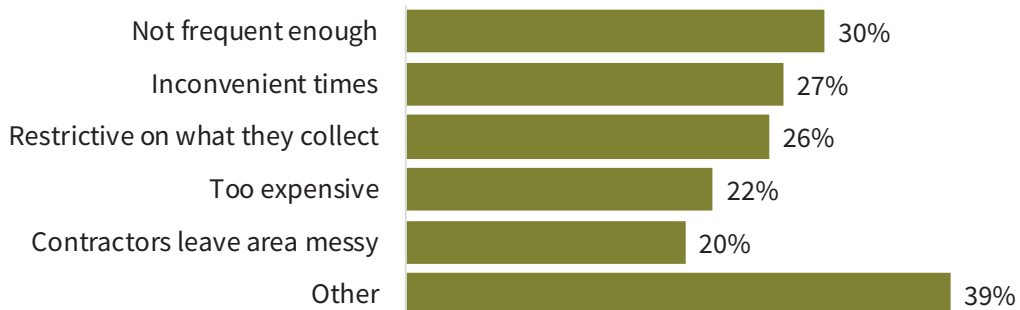
Of those residents who are dissatisfied, 30% feel the service is not frequent enough, 27% feel the service is at an inconvenient time, and 26% feel they are too restrictive on what they collect.



Satisfied



Dissatisfied

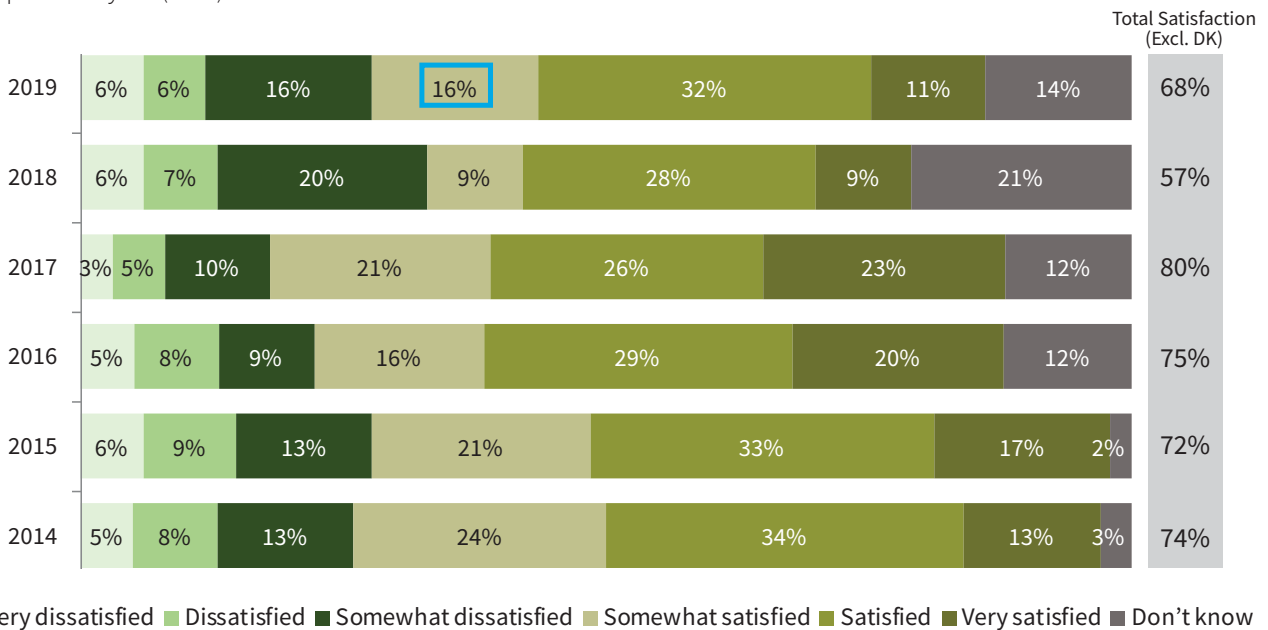


Why is that? Please provide an example which has led you to feel satisfied? Base n=388.
Why is that? Base n=41.

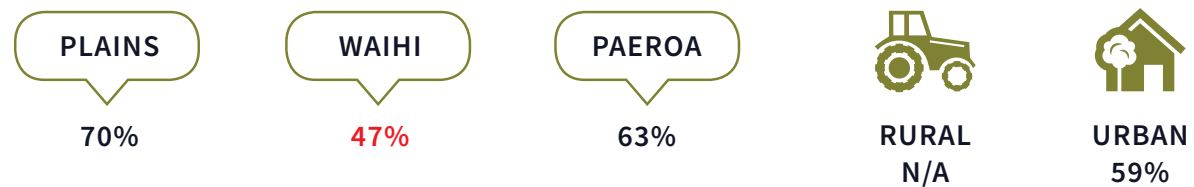
Stormwater Services

Satisfaction with stormwater services

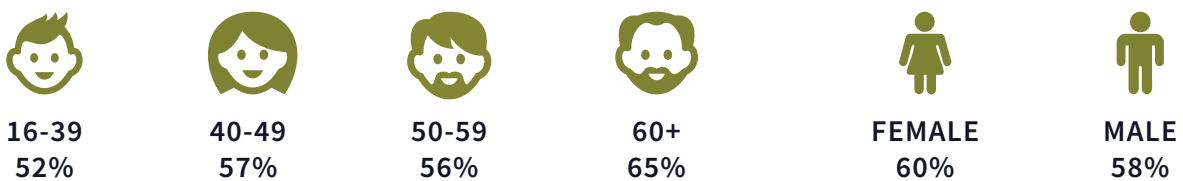
Fifty-nine per cent of residents are either somewhat satisfied (16%), satisfied (32%), or very satisfied (11%) with the stormwater services. A further 16% are somewhat dissatisfied, 6% dissatisfied, 6% very dissatisfied, and 14% don't know. This shows a 13% increase in satisfaction with stormwater services compared to the previous year (46%).



Area Differences (Total satisfied)



Demographic Differences (Total satisfied)

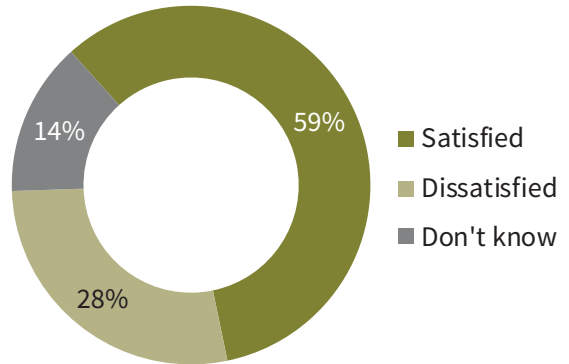


And, using the same scale, how satisfied or dissatisfied are you with the stormwater services provided by Council? Base n=392.

Stormwater Services

Satisfaction with stormwater services

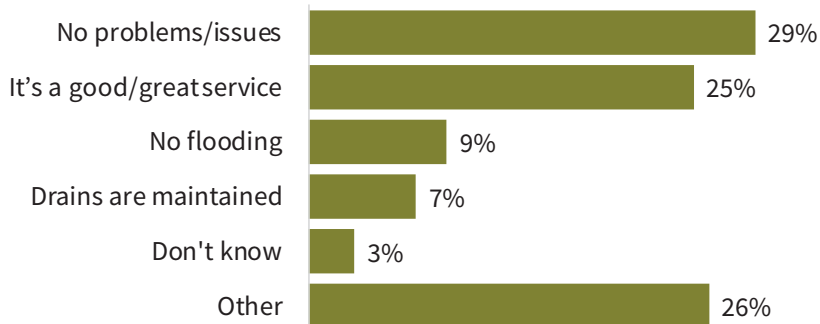
Fifty-nine per cent of residents are satisfied (somewhat satisfied, satisfied, or very satisfied) while 28% are dissatisfied (somewhat dissatisfied, dissatisfied, or very dissatisfied). Residents who are satisfied with stormwater services, 29% say there are no problems/issues with the services and 25% believe it is a good/great service. A further 9% are satisfied because there has been no flooding and 7% feel the drains are maintained. A further 9% are satisfied because there has been no flooding and 7% feel the drains are maintained.



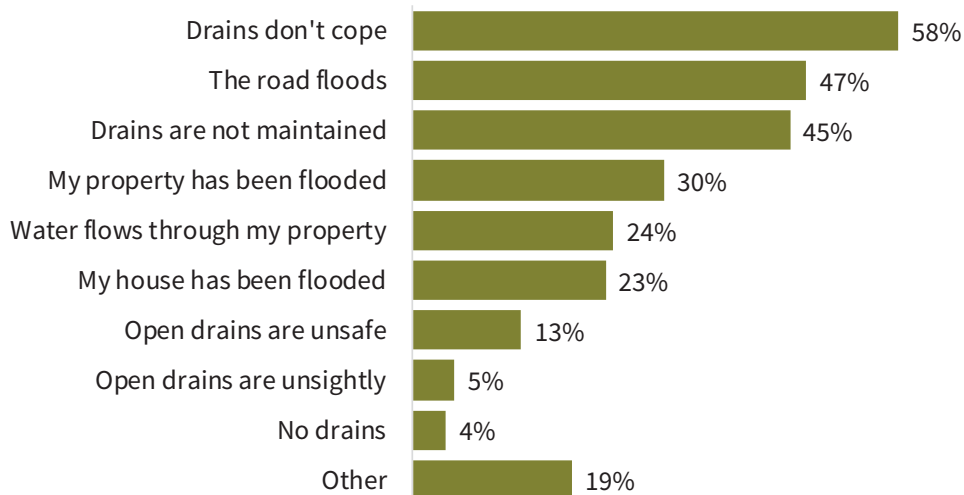
The majority of residents who are dissatisfied with stormwater services feel they are dissatisfied because the drains don't cope (58%) and are not maintained (45%). A further 47% are dissatisfied because the roads flood, and another 30% note that their own property has been flooded.



Satisfied



Dissatisfied



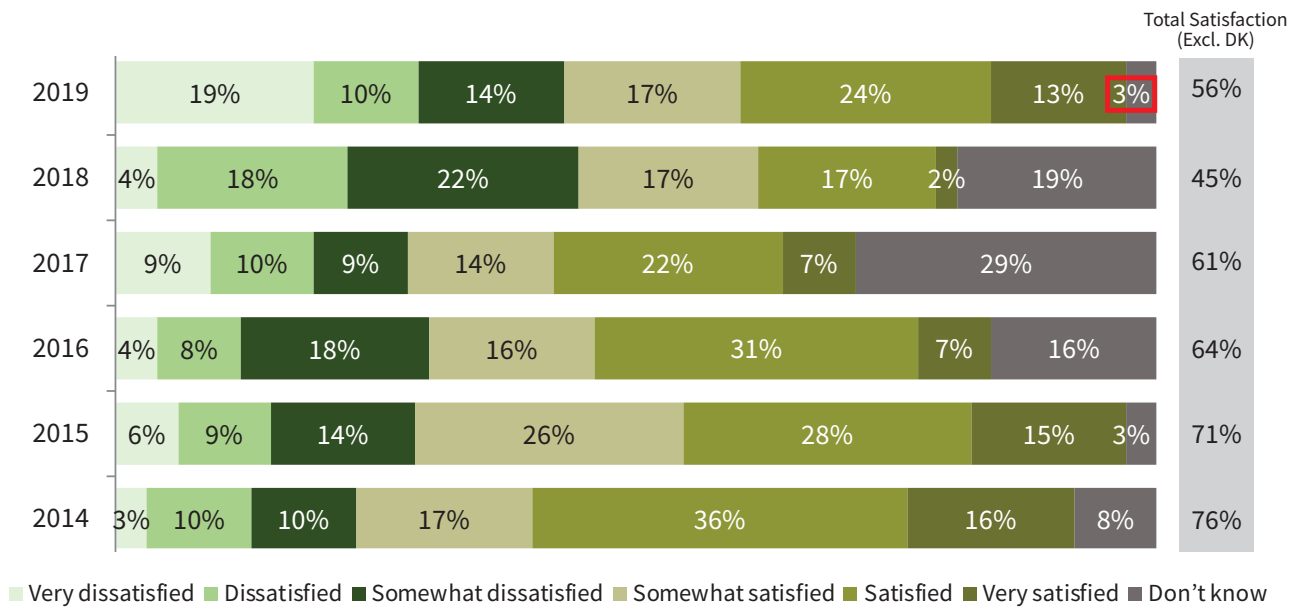
Why is that? Please provide an example which has led you to feel satisfied? Base n=240.

Why is that? Base n=102.

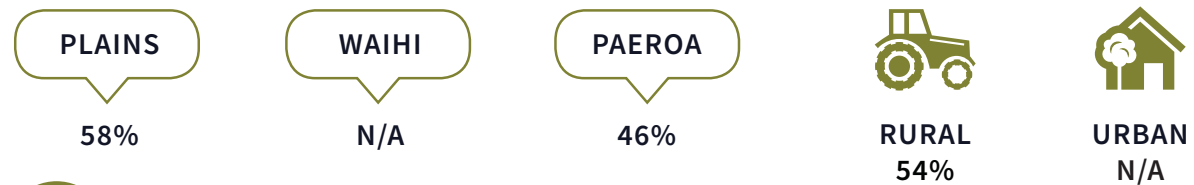
Land Drainage Services

Satisfaction with land drainage and flood protection services

Fifty-four per cent of those receiving the LD service are either somewhat satisfied (17%), satisfied (24%), or very satisfied (13%) with the land drainage and flood protection services. A further 14% of residents are somewhat dissatisfied, 10% dissatisfied, and 19% very dissatisfied. This shows an increase of 18% in satisfaction towards land drainage and flood protection services compared to the previous year (36%).



Area Differences (Rural)



Demographic Differences (Rural)



Using the same scale of 1 to 6, how satisfied or dissatisfied are you with the land drainage and flood protection services in your area? Base n=311.

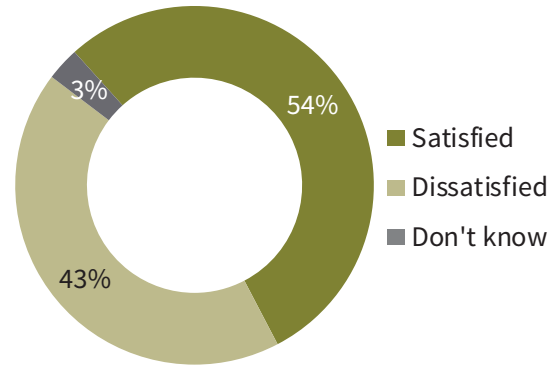
Land Drainage Services

Satisfaction with land drainage and flood protection services

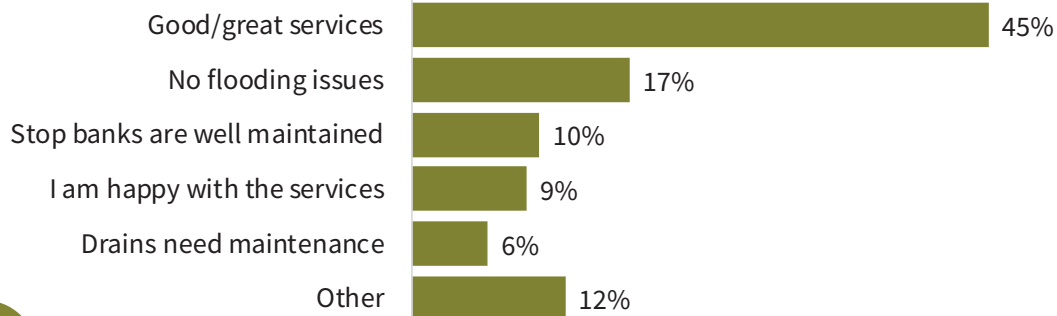
Fifty-four per cent of residents are satisfied (somewhat satisfied, satisfied, or very satisfied) with the land drainage and flood protection services, while 43% are dissatisfied (somewhat dissatisfied, dissatisfied, or very dissatisfied) and 3% don't know.

Of those residents who are satisfied, 45% believe the services are good/great. A further 17% are satisfied because they haven't had any flooding issues, 11% mention the stop banks are well maintained, and 9% are happy with the services. Although 6% are satisfied but feel the drains need maintenance.

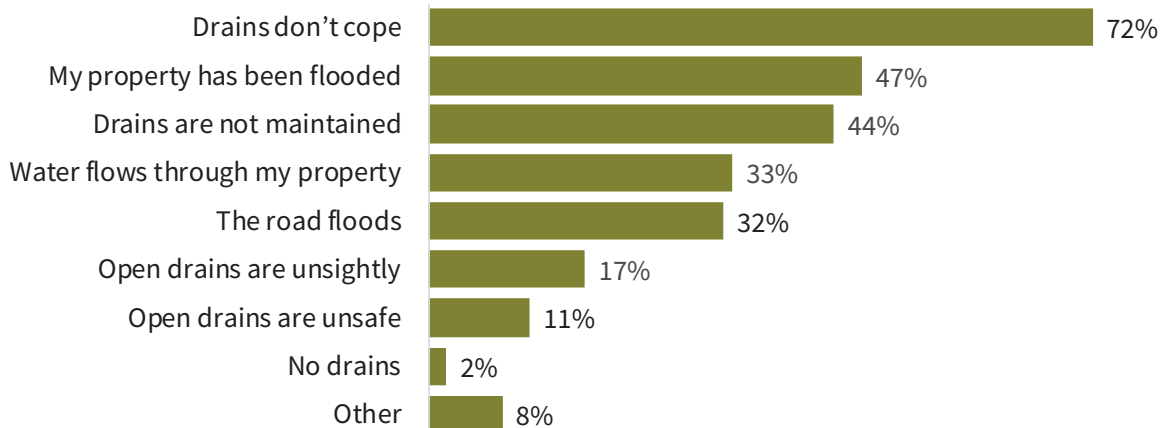
Residents who are dissatisfied indicate the drains don't cope (72%). A further 47% mention their property flooded, and 44% state the drains are not maintained.



Satisfied



Dissatisfied



Why is that? Base n=116.

And, using the same scale, how satisfied or dissatisfied are you with the land drainage and flood protection provided by Council? Base n=151.

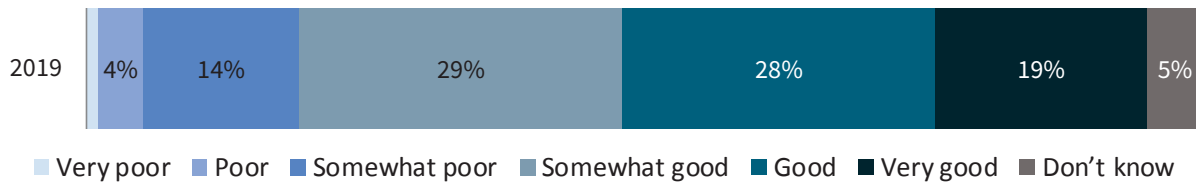
The background is a solid teal color. On the left side, there is a vertical column of binary code (0s and 1s) that appears to be part of a larger, curved digital structure. Scattered across the entire background are numerous semi-transparent, light teal circles of varying sizes, some overlapping each other.

Climate Change

Climate Change

Understanding of climate change

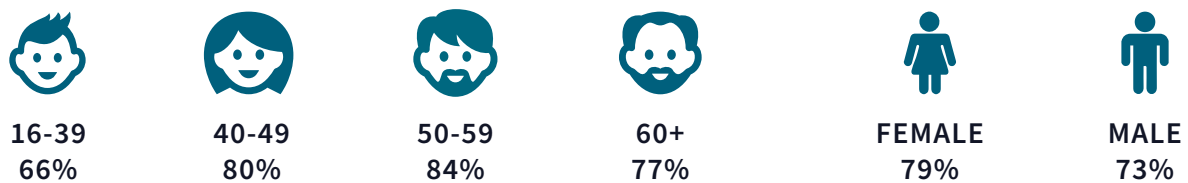
Seventy-six per cent of residents believe their understanding of climate change is either somewhat good (29%), good (28%), or very good (19%). A further 19% of residents believe their understanding of climate change is either somewhat poor (14%), poor (4%), or very poor (1%). Residents within the Plains area appear to have a poorer understanding of climate change (67%), while Waihi residents believe they have a greater understanding (85%).



Area Differences (Total understanding)



Demographic Differences (Total understanding)

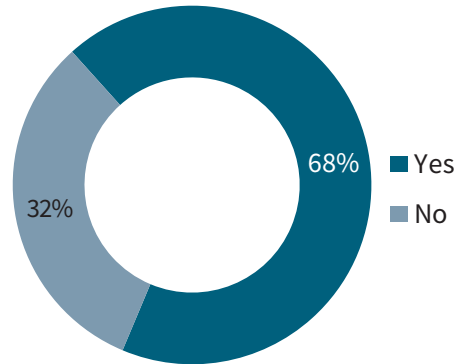


Understanding of climate change: The next few questions are about climate change. Using a scale from 1 to 6, where 1 is very poor and 6 is very good, please rate your understanding of climate change. Base n=550.

Climate Change

Household climate change actions

Sixty-eight per cent of residents have taken actions to reduce climate change, while 32% have not taken any actions. Residents within the Waihi ward appear to be more likely to have taken actions to reduce climate change (81%), while residents in the Plains ward are less likely to have taken actions (58%).



Area Differences (Have taken actions)



58%



81%



63%



RURAL
64%



URBAN
70%



Demographic Differences (Have taken actions)



16-39
55%



40-49
80%



50-59
71%



60+
70%



FEMALE
63%



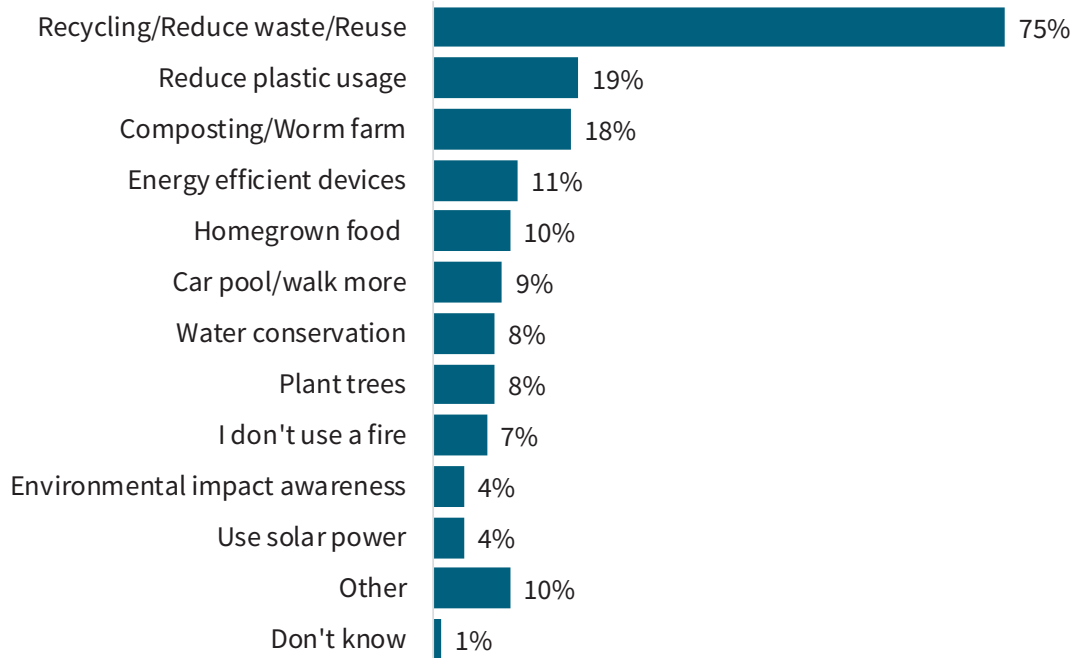
MALE
73%

Has your household taken any actions to reduce climate change? Base n=550.

Climate Change

Actions taken to reduce climate change

Of the residents who have taken actions to reduce climate change, the majority of them have recycled/reduced waste/reused items (75%). At a lower level, 19% of residents have reduced plastic usage, and 18% have used compost or have a worm farm.

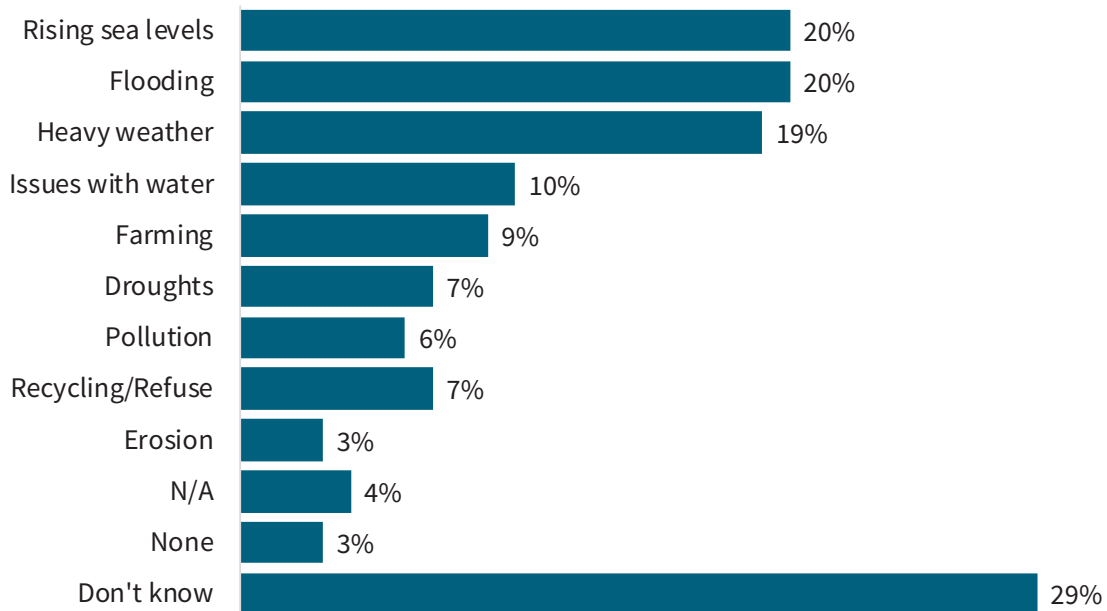


What are they? Base n=390.

Climate Change

Main effects of climate change on the Hauraki District area

Residents identified the rising sea levels (20%) and flooding (20%) to be the main effects of climate change on the Hauraki District area. A further 19% believe heavy weather will be an effect while 10% think there will be issues with water from climate change. Notably 29% were unsure.

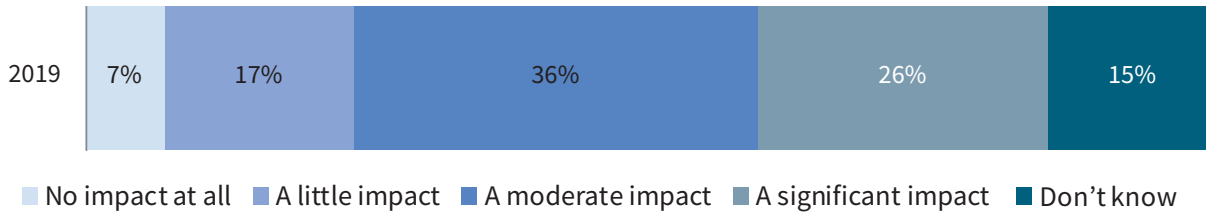


Recently councils in New Zealand have looked at the impact climate change is having at a local level. With this in mind, what do you think are the main effects of climate change on the Hauraki District area? Base n=540.

Climate Change

Effects of climate change on the Hauraki area in the next 20 years

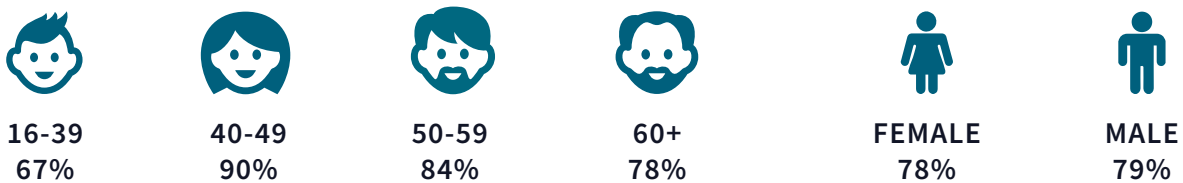
Thirty-six per cent of residents feel climate change will have a moderate impact on the Hauraki area in the next 20 years. A further 26% feel it will have significant impact, 17% feel it will have little impact, 7% feel it will have no impact, and 15% don't know.



Area Differences (Total impact)



Demographic Differences (Total impact)

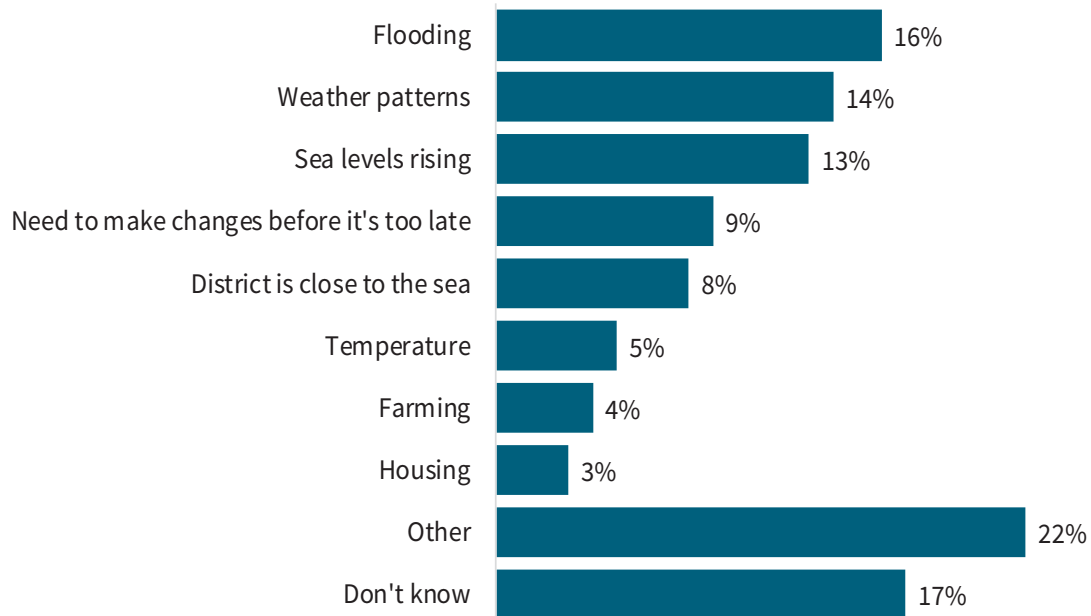


And in the next 20 years do you expect the effects of climate change on the Hauraki area to have... Base n=550.

Climate Change

Effects of climate change on the Hauraki area in the next 20 years

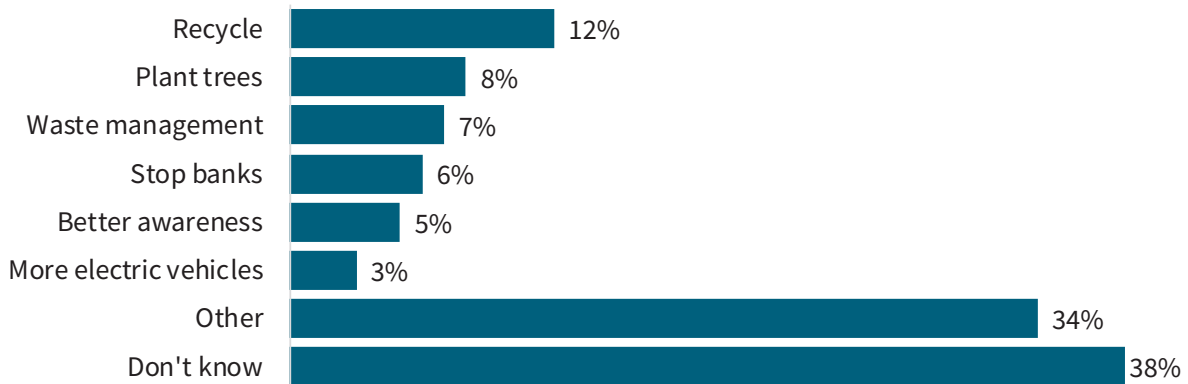
In the next 20 years, residents feel the main effects of climate change will be flooding (16%), weather patterns (14%), and sea levels rising (13%). A further 9% feel changes need to be made before it is too late, and 8% feel there will be an effect as the district is close to the sea. However, 17% of residents state they do not know the effects of climate change in the coming 20 years.



Climate Change

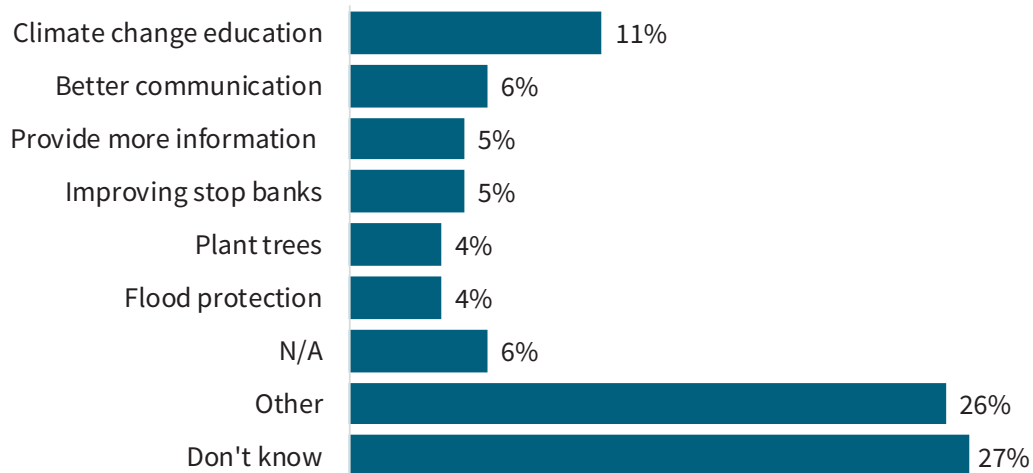
Hauraki District Council's help to reduce overall impact of climate change in the area currently

Thirty-eight per cent of residents don't know what Council could do to help reduce the impact of climate change in Hauraki District currently. However, of the few actions that were highlighted, 12% of residents feel that Council could recycle, 8% feel they could plant more trees, 7% see the need for more waste management, and another 6% see the need to increase or improve stop banks.



Hauraki District Council's help to reduce overall impact of climate change in the area in the future

Eleven per cent of residents feel Council should educate people about climate change to help reduce the overall impact in the future. A further 6% believe better communication and another 5% believe providing more information on climate change are steps to help reduce the overall impacts of climate change in the future. Residents also appear to lack surety on what is needed to reduce the overall impact with 27% of residents not knowing how to help. This reflects back on the 11% who see climate change education helpful to reducing its future impact.



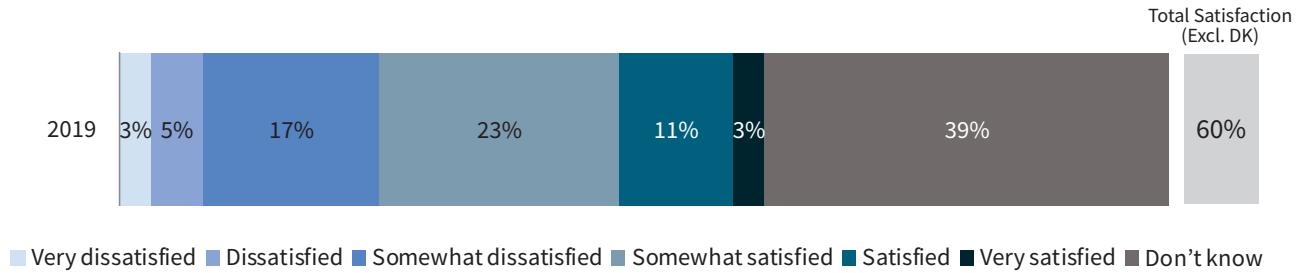
Overall, what do you think is the main thing Hauraki District Council could do to help reduce the impact of climate change in the Hauraki District area currently? Base n=491.

Overall, what steps do you believe Hauraki District Council could take to help prepare the Hauraki area for the impacts of climate change in the future? Base n=475.

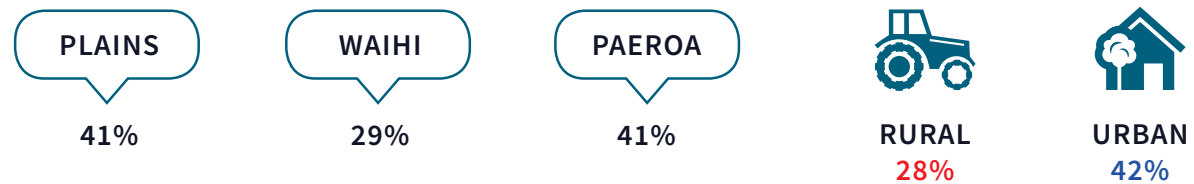
Climate Change

Satisfaction with the steps Hauraki District Council is taking to prepare for climate change

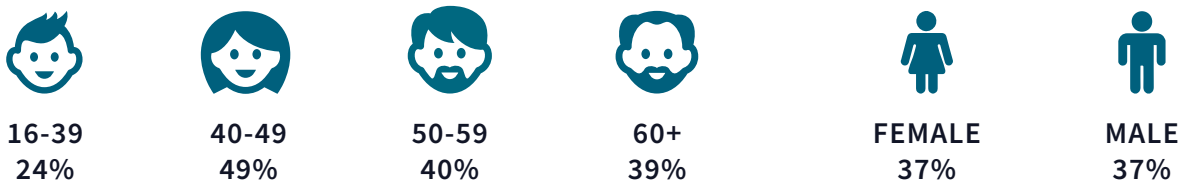
Thirty-seven per cent of residents are either somewhat satisfied (23%), satisfied (11%), or very satisfied (3%) with the steps Council is taking to prepare for climate change. A further 39% don't know.



Area Differences (Total satisfied)



Demographic Differences (Total satisfied)



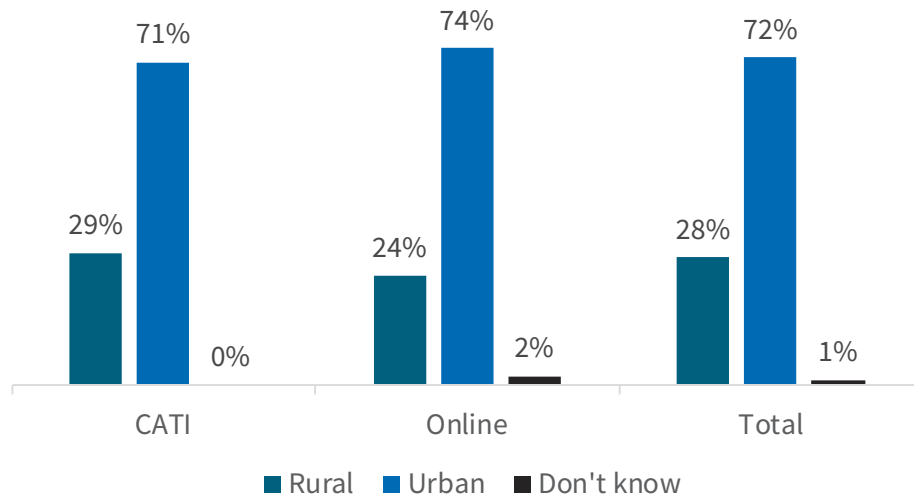
Overall, using the same scale of 1 to 6 as before, how satisfied or dissatisfied are you with the steps Hauraki Council is taking to prepare for climate change? Base n=456.

Appendices

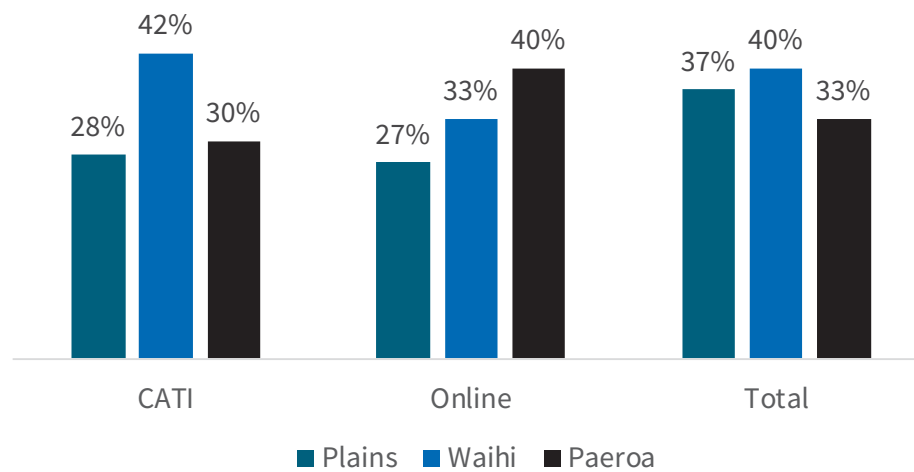
Appendix 1 - Sample



Rural/ Urban



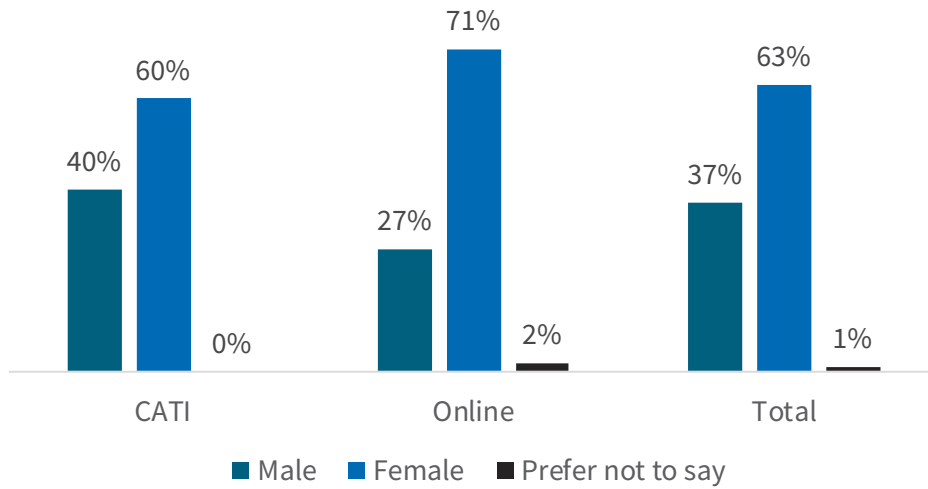
Ward



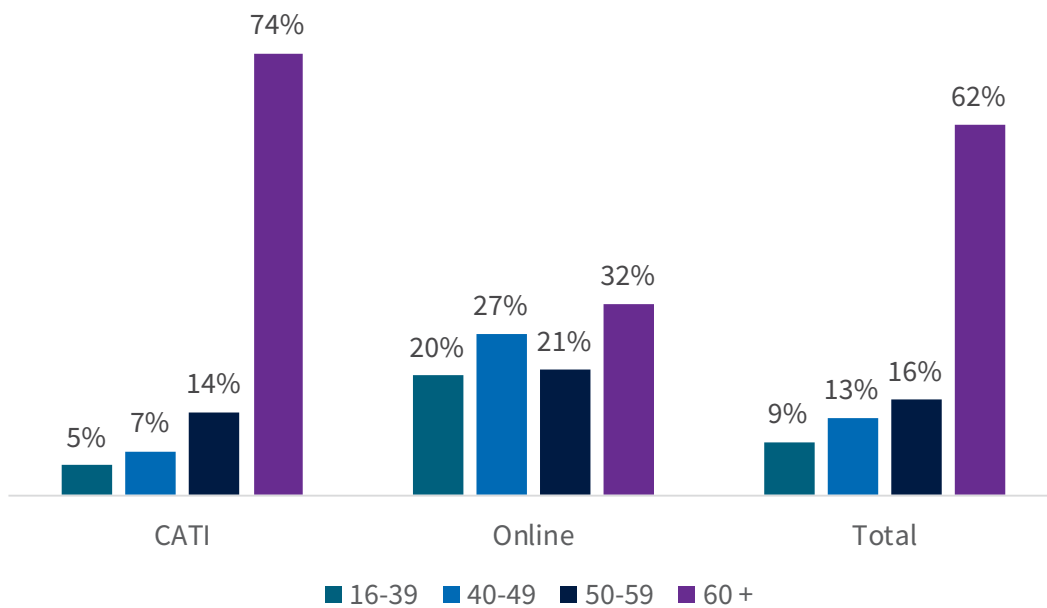
Appendix 1 - Sample



Gender



Age



Appendix 2 - Residents Survey

A INTRODUCTION QUESTIONS

A1

Kaiaua	1
Kaihere	2
Kerepehi	3
Ngatea	4
Patetonga	5
Turua	6
Waitakaruru	7
Waihi	8
Waikino	9
Paeroa	10
Mackaytown	11
Karangahake	12
Waihi Beach - THANK AND CLOSE ...	13
Whiritoa	14

[IF THE ANSWER TO QUESTION 1 IS 13, THEN SKIP TO END]

A2. And do you live in a rural or urban area

Rural	1
Urban	2
Don't know .	3

A3. Are you currently a ratepayer in the Hauraki District?

Yes	1
No	2

B. COUNCIL PERCEPTIONS AND CONTACT

B1. The first few questions are about perceptions about the Council. I am going to read out some statements, please indicate how strongly you agree or disagree with these statement using a 1 to 6 scale where 1 is strongly disagree, 2 is disagree, 3 is somewhat disagree, 4 is somewhat agree, 5 is agree and 6 is strongly agree.

READ OUT

[READ ANSWERS IN RANDOM ORDER]

	1 - Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	Strongly agree	Don't know
Council makes decisions in the best interest of its customers	1	2	3	4	5	6	7
The elected members do a good job	1	2	3	4	5	6	7
Council provides value for money for the rates you pay	1	2	3	4	5	6	7
Council listens to the concerns of its residents	1	2	3	4	5	6	7
Council provides enough opportunities to have your say about Council matters	1	2	3	4	5	6	7
Council does a good job of informing you about their decisions	1	2	3	4	5	6	7
Understands the needs of residents	1	2	3	4	5	6	7

Appendix 2 - Residents Survey

B2. The triennial elections will be held on Saturday 12 October 2019 to elect the new council. What do you consider to be the three most important matters the new council should be addressing over the next three years?

[RECORD VERBATIM]

B3.. Do you intend to vote in the next local government election?

Yes 1
No 2
(DO NOT READ OUT) Don't know 3

ASK ALL NON-VOTERS

B4. Why not?

[RECORD VERBATIM]

B5. Using the same scale of 1 to 6, how satisfied or dissatisfied are you with the level of consultation and engagement from Council regarding its major policies and strategies?

Very dissatisfied 1
Dissatisfied 2
Somewhat dissatisfied 3
Somewhat satisfied 4
Satisfied 5
Very satisfied 6
Don't know (DO NOT READ OUT) .. 7

B6a. Why do you say that? Ask dissatisfied (1-3)

[RECORD VERBATIM]

B6b. Why do you say that? Ask satisfied (4-6)

[RECORD VERBATIM]

B7. Have you visited the Hauraki District Council's website in the last 12 months?

Yes.....1
No..... 2 – SKIP TO B11
Don't know .. 3 – SKIP B11

Appendix 2 - Residents Survey

B8. Thinking about the website, can you please tell me how much you agree or disagree with the following statements using the same 1 – 6 scale as before where 1 is strongly disagree and 6 is strongly agree.

	1 - Strongly disagree	Disagree	Somewhat disagree	Somewhat agree	Agree	6 - Strongly agree	7 – Don't know
I found the website easy to navigate	1	2	3	4	5	6	7
I could find exactly what I was looking for	1	2	3	4	5	6	7

B9. After looking on the website, did you need further help from Council to get the information you were looking for?

- Yes1
- No2
- Can't recall3

B10. How do you feel most comfortable engaging with Council?

DO NOT READ OUT, MULTIPLE ANSWERS ALLOWED

- Website1
- Facebook2
- Email3
- Face to face contact4
- Phone5
- Specific drop in sessions6
- Public meetings7
- Submissions to consultation documents8
- Other specify..... 9
- Don't know.....10

C. CLIMATE CHANGE

C1. The next few questions are about climate change. Using a scale from 1 to 6, where 1 is very poor and 6 is very good, please rate your understanding of climate change.

	Very poor	Poor	Quite poor	Quite good	Good	Very good	Don't know
Understanding of climate change	1	2	3	4	5	6	7

C2. Has your household taken any actions to reduce climate change?

- Yes.....1
- No.....2

ASK ALL WHO HAVE TAKEN ACTIONS TO REDUCE CLIMATE CHANGE AT C2

C3. What are they?

C4. Recently councils in New Zealand have looked at the impact climate change is having at a local level. With this in mind, what do you think are the main effects of climate change on the Hauraki District area?

[VERBATIM ANSWER]

Appendix 2 - Residents Survey

C5. And in the next 20 years do you expect the effects of climate change on the Hauraki area to have...

READ OUT

- A significant impact 1
- A moderate impact 2
- A little impact..... 3
- No impact at all..... 4
- Don't know 5

ASK ALL WHO FEEL THERE WILL BE AN IMPACT (1-3)

C6. Why do you say that?

RECORD VERBATIM

C7: Overall, what do you think is the main thing Hauraki District Council could do to help reduce the impact of climate change in the Hauraki District area currently?

RECORD VERBATIM

C8. Overall, what steps do you believe Hauraki District Council could take to help prepare the Hauraki area for the impacts of climate change in the future?

RECORD VERBATIM

C9. Overall, using the same scale of 1 to 6 as before, how satisfied or dissatisfied are you with the steps Hauraki Council is taking to prepare for climate change?

- Very dissatisfied 1
- Dissatisfied 2
- Somewhat dissatisfied 3
- Somewhat satisfied 4
- Satisfied 5
- Very satisfied 6
- Don't know 7

D. ROAD QUALITY

I am going to read out a list of some of the specific services and activities the Council is involved with. I would like you to tell me how satisfied or dissatisfied you are with these services and activities on a scale of 1 to 6 where 1 is very dissatisfied, 2 is dissatisfied, 3 is somewhat dissatisfied, 4 is somewhat satisfied, 5 is satisfied and 6 is very satisfied.

D1. Using a scale of 1 to 6, where 1 is very dissatisfied and 6 is very satisfied, how satisfied or dissatisfied are you with the quality of the roads in the Hauraki District, excluding state highways?

INTERVIEWER: Prompt if necessary: 1 is very satisfied, 2 is dissatisfied, 3 is somewhat dissatisfied, 4 is somewhat satisfied, 5 is satisfied and 6 is very satisfied.

- Very Dissatisfied 1

Appendix 2 - Residents Survey

Dissatisfied	2
Somewhat dissatisfied	3
Somewhat satisfied	4
Satisfied	5
Very satisfied	6
Don't know (DO NOT READ OUT) ..	7

ASK ALL DISSATISFIED (1-3)

D2. Why is that?

DO NOT READ OUT. CODE CLOSEST. MULTIPLE RESPONSES ALLOWED.

Full of potholes / rough / uneven	1
The contractors do not do a satisfactory job / are continually doing repairs ..	2
They need repairs / maintenance	3
The repairs are slow	4
They are wasting money on bad repairs	5
They are in poor condition	6
There are too many trucks / heavy vehicles using the roads	7
Other, please specify	8
Don't know	9

D2A. Other, please specify:

ASK ALL SATISFIED (4-6)

D3. Why is that? Please provide an example which has led you to feel satisfied?

[RECORD VERBATIM]

D4. Using a scale of 1 to 6, where 1 is very dissatisfied and 6 is very satisfied, how satisfied or dissatisfied are you with the quality of the footpaths in the Hauraki District?

INTERVIEWER: Prompt if necessary: 1 is very satisfied, 2 is dissatisfied, 3 is somewhat dissatisfied, 4 is somewhat satisfied, 5 is satisfied and 6 is very satisfied.

Very Dissatisfied	1
Dissatisfied	2
Somewhat dissatisfied	3
Somewhat satisfied	4
Satisfied	5
Very satisfied	6
Don't know (DO NOT READ OUT) ..	7

ASK ALL DISSATISFIED (1-3)

D5. Why is that?

DO NOT READ OUT. CODE CLOSEST. MULTIPLE RESPONSES ALLOWED.

Broken/ rough / uneven	1
They need repairs / maintenance	2
The repairs are of poor quality	3
Not enough footpaths around	4
They are in poor condition generally	5
Not suitable for mobility scooters/ wheelchairs	6
Other, please specify	7

Appendix 2 - Residents Survey

Don't know 8

D5A. Other, please specify:

ASK ALL SATISFIED (4-6)

D6. Why is that? Please provide an example which has led you to feel satisfied?

[RECORD VERBATIM]

E. DRINKING WATER UTILITIES

E1. Where does your household get its drinking water from?

PROMPT IF NECESSARY. *SINGLE RESPONSE.*

- Council Supply 1
- Private bore / well 2
- Rainwater 3
- River / stream 4
- Other, please specify .. 5
- Don't know 6

E2. Other, please specify

ASK ALL PRIVATE BORE/WELL OR RIVER/STREAM SUPPLY AT E1

E3. Is your water supply shared with other households as well as your own?

- Yes 1
- No 2
- Don't know 3

ASK ALL CONNECTED TO COUNCIL SUPPLY AT E1

E4. Using the same scale of 1 to 6, how satisfied are you with the water quality from Hauraki District Council?

- Very dissatisfied 1
- Dissatisfied 2
- Somewhat dissatisfied 3
- Somewhat satisfied 4
- Satisfied 5
- Very satisfied 6
- Don't know (DO NOT READ OUT) .. 7

ASK ALL DISSATISFIED (1-3)

E5. Why is that?

DO NOT READ OUT. CODE CLOSEST. MULTIPLE RESPONSES ALLOWED.

Appendix 2 - Residents Survey

Breaks in supply	1
Colour / cloudy	2
Giardia	3
Inconsistent supply	4
Needs boiling	5
Sediment	6
Smell	7
Taste	8
Too many chemicals / chlorine	9
Other, please specify	10
Don't know	11

E6. Other, please specify

[RECORD VERBATIM]

ASK ALL SATISFIED (4-6)

E7. Why is that? Please provide an example which has led you to feel satisfied?

[RECORD VERBATIM]

E8. And, using the same scale of 1 to 6, how satisfied are you with the cost of water supplied to you by the council?

Very dissatisfied	1
Dissatisfied	2
Somewhat dissatisfied	3
Somewhat satisfied	4
Satisfied	5
Very satisfied	6
Don't know (DO NOT READ OUT) ..	7

ASK ALL DISSATISFIED (1-3)

E9. Why is that?

DO NOT READ OUT. CODE CLOSEST. MULTIPLE RESPONSES ALLOWED.

It is expensive	1
The cost continues to increase	2
I do not think we should pay for water	3
I have an issue with the meter reading / the cost of the meter .	4
The quality of the water does not justify the price	5
It should be included with our rates	6
Other, please specify	7
Don't know	8

E10. Other, please specify

Appendix 2 - Residents Survey

ASK ALL SATISFIED (4-6)

E11. Why is that? Please provide an example which has led you to feel satisfied?

[RECORD VERBATIM]

F. SEWAGE/ WASTE UTILITIES

F1. How does your household dispose of its sewage?

PROMPT IF NECESSARY

- Council piped sewerage system . 1
- Septic tank / soakage fields 2
- Don't know 3

[IF THE ANSWER TO QUESTION F1 IS NOT 1, THEN SKIP TO QUESTION F6]

F2. Using the same scale of 1 to 6, how satisfied or dissatisfied are you with the quality of the wastewater services by the Council?

- Very dissatisfied 1
- Dissatisfied 2
- Somewhat dissatisfied 3
- Somewhat satisfied 4
- Satisfied 5
- Very satisfied 6
- Don't know (**DO NOT READ OUT**) .. 7

ASK ALL DISSATISFIED (1-3)

F3. Why is that?

DO NOT READ OUT. CODE CLOSEST. MULTIPLE RESPONSES ALLOWED.

- Environmentally poor .. 1
- General problems 2
- Overflow / backwash .. 3
- Smells 4
- Too expensive 5
- Unreliable 6
- Other, please specify .. 7
- Don't know 8

F4. Other, please specify

ALL SATISFIED (4-6)

F5. Why is that? Please provide an example which has led you to feel satisfied?

[RECORD VERBATIM]

Appendix 2 - Residents Survey

F6. Do you use Council's kerbside refuse collection service?

- Yes .. 1
- No 2

[IF THE ANSWER TO QUESTION D6 IS 2, THEN SKIP TO QUESTION F11]

F7. Using the same scale of 1 to 6, how satisfied or dissatisfied are you with the Council kerbside refuse collection service?

- Very dissatisfied 1
- Dissatisfied 2
- Somewhat dissatisfied 3
- Somewhat satisfied 4
- Satisfied 5
- Very satisfied 6
- Don't know (DO NOT READ OUT) .. 7

ASK ALL DISSATISFIED (1-3)

F8. Why is that?

DO NOT READ OUT. CODE CLOSEST. MULTIPLE RESPONSES ALLOWED.

- Inconvenient times 1
- Not frequent enough 2
- Too expensive 3
- Restrictive on what they collect 4
- Contractors leave area messy / leave split bags . 5
- Other, please specify 6
- Don't know 7

F9. Other, please specify

ASK ALL SATISFIED (4-6)

F10. Why is that? Please provide an example which has led you to feel satisfied?

[RECORD VERBATIM]

ASK ALL URBAN RESIDENTS (AT A2)

F11. And, using the same scale, how satisfied or dissatisfied are you with the stormwater services provided by the Council?

- Very dissatisfied 1
- Dissatisfied 2
- Somewhat dissatisfied 3
- Somewhat satisfied 4
- Satisfied 5
- Very satisfied 6
- Don't know (DO NOT READ OUT) .. 7

ASK ALL DISSATISFIED (1-3)

F12. Why is that?

Appendix 2 - Residents Survey

DO NOT READ OUT. CODE CLOSEST. MULTIPLE RESPONSES ALLOWED.

- My house has been flooded 1
- My property has been flooded 2
- Water flows through my property 3
- The road floods 4
- Open drains are unsafe 5
- Open drains are unsightly 6
- Drains are not maintained 7
- No drains 8
- Drains don't cope 9
- Other, please specify 10
- Don't know 11

F13. Other, please specify

ASK ALL SATISFIED (4-6)

F14. Why is that? Please provide an example which has led you to feel satisfied?

[RECORD VERBATIM]

[IF THE ANSWER TO QUESTION A2 IS NOT 1, THEN SKIP TO QUESTION G1]
[IF THE ANSWER TO QUESTION A1 IS 8, THEN SKIP TO QUESTION G1]

ASK ALL RURAL RESIDENTS (AT A2)

F15. Using the same scale of 1 to 6, how satisfied or dissatisfied are you with the land drainage and flood protection services in your area?

- Very dissatisfied 1
- Dissatisfied 2
- Somewhat dissatisfied 3
- Somewhat satisfied 4
- Satisfied 5
- Very satisfied 6
- Don't know (DO NOT READ OUT) .. 7

ASK ALL DISSATISFIED (1-3)

F16. Why is that?

DO NOT READ OUT. CODE CLOSEST. MULTIPLE RESPONSES ALLOWED.

- My property has been flooded 1
- Water flows through my property 2
- The road floods 3
- Open drains are unsafe 4
- Open drains are unsightly 5
- Drains are not maintained 6
- No drains 7
- Drains don't cope 8
- Other, please specify 9
- Don't know 10

Appendix 2 - Residents Survey

F17. Other, please specify

[RECORD VERBATIM]

ASK ALL SATISFIED (4-6)

F18. Why is that? Please provide an example which has led you to feel satisfied?

[RECORD VERBATIM]

G. COMMUNITY FACILITIES

G1. In the past 12 months, have you visited a library in the Hauraki District?

- Yes ... 1
- No 2

[IF THE ANSWER TO QUESTION G1 IS 2, THEN SKIP TO QUESTION G8]

G2. Which Hauraki District library branch do you mainly visit?

SINGLE RESPONSE

- Paeroa 1
- Waihi 2
- Ngatea 3
- Other, please specify 4
- Don't know (DO NOT READ OUT) .. 5

G3. Other, please specify

[RECORD VERBATIM]

G4. Using the same scale of 1 to 6, how satisfied or dissatisfied are you with the library services in the district?

- Very dissatisfied 1
- Dissatisfied 2
- Somewhat dissatisfied 3
- Somewhat satisfied 4
- Satisfied 5
- Very Satisfied 6
- Don't know (DO NOT READ OUT) .. 7

ASK ALL DISSATISFIED (1-3)

G5. Why is that?

DO NOT READ OUT. CODE CLOSEST. MULTIPLE RESPONSES ALLOWED.

- Inconvenient opening hours 1

Appendix 2 - Residents Survey

- It needs upgrading 2
- The book collection is not great . 3
- Unhappy with charges / fees 4
- Other, please specify 5
- Don't know 6

G6. Other, please specify
[RECORD VERBATIM]

ASK ALL SATISFIED (4-6)

G7. Why is that? Please provide an example which has led you to feel satisfied?

[RECORD VERBATIM]

G8. In the past 12 months, have you visited Hauraki District Council swimming pool? This includes visiting a swimming pool to swim or to watch others swim.

- Yes .. 1
- No 2

[IF THE ANSWER TO QUESTION G8 IS 2, THEN SKIP TO QUESTION G14]

G9. Which public swimming pool do you mainly visit?

SINGLE RESPONSE

- Paeroa 1
- Waihi 2
- Ngatea 3
- Don't know (DO NOT READ OUT) .. 4

G10. Using the same scale of 1 to 6, how satisfied or dissatisfied are you with the operation of Council swimming pools in the district?

- Very dissatisfied 1
- Dissatisfied 2
- Somewhat dissatisfied 3
- Somewhat satisfied 4
- Satisfied 5
- Very satisfied 6
- Don't know (DO NOT READ OUT) .. 7

ASK ALL DISSATISFIED (1-3)

G11. Why is that?

DO NOT READ OUT. CODE CLOSEST. MULTIPLE RESPONSES ALLOWED.

- It needs updating 1
- The facilities are poor / unclear .. 2
- Too expensive 3
- Inconvenient opening hours 4
- Need an indoors pool 5
- The pool is too far away 6
- Other, please specify 7
- Don't know 8

Appendix 2 - Residents Survey

G12. Other, please specify

[RECORD VERBATIM]

ASK ALL SATISFIED (4-6)

G13. Why is that? Please provide an example which has led you to feel satisfied?

[RECORD VERBATIM]

G14. In the past 12 months, have you visited a sports field, park or reserve in the Hauraki District?

- Yes .. 1
- No 2

[IF THE ANSWER TO QUESTION G14 IS 2, THEN SKIP TO QUESTION G19]

G15. Using the same scale of 1 to 6, how satisfied or dissatisfied are you with the services and facilities provided at the District's sports fields, parks and reserves?

- Very dissatisfied 1
- Dissatisfied 2
- Somewhat dissatisfied 3
- Somewhat satisfied 4
- Satisfied 5
- Very satisfied 6
- Don't know (DO NOT READ OUT) .. 7

ASK ALL DISSATISFIED (1-3)

G16. Why is that?

DO NOT READ OUT. CODE CLOSEST. MULTIPLE RESPONSES ALLOWED.

- The grounds flood / are too boggy 1
- The facilities need upgrading 2
- They are not well equipped / need more equipment 3
- They are not well maintained (unclean / need to be mown) . 4
- They are too rough 5
- There are not enough 6
- Other, please specify 7
- Don't know 8

G17. Other, please specify

ASK ALL SATISFIED (4-6)

G18. Why is that? Please provide an example which has led you to feel satisfied?

[RECORD VERBATIM]

Appendix 2 - Residents Survey

G19: Using the same scale of 1 to 6, how satisfied or dissatisfied are you with Council's approach to economic development?

- Very dissatisfied 1
- Dissatisfied 2
- Somewhat dissatisfied 3
- Somewhat satisfied 4
- Satisfied 5
- Very satisfied 6
- Don't know (DO NOT READ OUT) 7 – SKIP TO H1

G20a: Why do you say that? **ASK ALL DISSATISFIED (1-3)**

[RECORD VERBATIM]

G20b: Why do you say that? **ASK ALL SATISFIED (4-6)**

[RECORD VERBATIM]

H. PERSONAL MEDIA USE

H1. The next few questions are about where you get your information generally. Do you use any form of social media such as Facebook, Twitter or Instagram?

- Yes.....1
- No.....2 – SKIP TO H4

H2. Thinking of social media, such as Facebook, Twitter and others, which ones do you have an account with?

MULTIPLE RESPONSE

- Facebook 1
- Twitter2
- Instagram 3
- Snapchat 4
- Viber5
- Neighbourly6
- LinkedIn7
- Other, specify8
- DO NOT READ OUT** Do not have an account with any social media sites ...9

H3. What would be your preferred time to receive information via social media...

DO NOT READ OUT

- Early morning (before 8am) 1
- Morning (8am - 11am) 2
- Lunchtime (11am - 1pm) 3
- Afternoon (1pm - 4pm) 4
- Late afternoon (4pm – 7pm).....5
- Evening (7pm onwards) 6
- Varies 7
- No specific time, it is in the background all day 8

Appendix 2 - Residents Survey

H4. Which of the following ways do you usually access the internet for personal use?

READ OUT, MULTIPLE ANSWERS ALLOWED

- Desktop computer or laptop.....1
- Tablet.....2
- Smartphone.....3
- I do not access the internet for personal use.....4

H5. Which of the following newspapers do you read regularly?

READ OUT

- Hauraki Herald 1
- Waihi Leader 2
- Plains Profile 3
- Waikato Times 4
- The New Zealand Herald 5
- Other (please specify) 6
- None 7

ASK ALL HAURAKI HERALD READERS AT H5

H6: Do you read the Hauraki Herald online, in paper format, or both?

- Online 1
- Paper format.....2
- Both formats 3

H7: How frequently do you read the Hauraki Herald?

DO NOT READ OUT

- Each week 1
- Every couple of weeks 2
- Once a month 3
- Less often..... 4
- Don't know..... 4

ASK ALL WAIHI LEADER READERS AT H5

H8: How frequently do you read the Waihi Leader?

DO NOT READ OUT

- Each week 1
- Every couple of weeks 2
- Once a month 3
- Less often..... 4
- Don't know..... 4

ASK ALL WAIKATO TIMES READERS AT H5

H9: Do you read the Waikato Times via Stuff, in paper format, or both?

- Stuff 1
- Paper format.....2
- Both formats 3

ASK ALL WHO READ VIA STUFF OR BOTH FORMATS AT H9

H10: Do you use the Stuff app to read the Waikato Times or do you access this via the website?

- Stuff app 1
- Website.....2
- Both 3

Appendix 2 - Residents Survey

H11. Which radio stations do you regularly listen to?

DO NOT READ OUT

Gold FM.....	1
More FM Coromandel	2
Coast	3
National Radio	4
Newstalk ZB	5
Nga Iwi FM	6
Radio Hauraki	7
Radio Sport	8
Solid Gold	9
The Breeze	10
The Hits	11
The Edge	12
The Rock	13
The Sound	14
Magic Talk (Radio Live).....	15
Rheema	16
ZM	17
Other station	18
Don't listen to the radio	19 – SKIP TO J1
Don't know / can't recall	20

H12. What times of the day do you mostly listen to the radio?

DO NOT READ OUT

Early morning (before 8am)	1
Morning (8am - 11am)	2
Lunchtime (11am - 1pm)	3
Afternoon (1pm - 4pm)	4
Late afternoon (4pm – 7pm).....	5
Evening (7pm onwards)	6
Varies	7

J. DEMOGRAPHICS

J1. Finally, just some demographic questions, to ensure we get a good cross section of respondents. Firstly, which of the following age brackets do you fall within?

16 to 29	1
30 to 39	2
40 to 49	3
50 to 59	4
60 or older	5
Refused (DO NOT READ OUT) ..	6

J2. Which ward do you live in?

Plains	1
Waihi Ward ..	2
Paeroa	3

J3. Would you like to go into the draw to win an iPad mini?

Yes	1
No	2

ASK ALL WHO WISH TO GO IN THE DRAW AT J3

J4. Please could I ask you to confirm the best number to call you on, and your name?

IF NEEDED: These details will not be connected to your survey results and will only be used for the prize draw.

First Name: _____

Phone Number: _____

Appendix 2 - Residents Survey

J5. That's the end of our survey, thank you so much for your time. In case you missed it, my name is (NAME) and I'm calling from Versus Research on behalf of the Hauraki District Council. If you have any questions or feedback on this interview you can call our office on 0800 837 787.

(IF WAIHI BEACH: I'm sorry but Waihi Beach is not part of the Hauraki District Council area - thank you for your time anyway)

INTERVIEWER: RECORD GENDER

Male 1
Female .. 2



Versus
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