

## **Comparison of 2017/18 & 2018/19 resident survey results**

### **Public libraries**

We are delighted that more library users were satisfied with our library services this year than last year. While we narrowly missed achieving our target of 95%, we are pleased to see that no survey respondents were very dissatisfied/dissatisfied, compared with 10% last year.

Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2019	0%	0%	6%	42%	51%	93%
2018	2%	8%	8%	32%	57%	89%

### **Community Recycling Stations**

We are pleased that satisfaction levels with community recycling stations remained high in 2018/19. However, we are disappointed that we did not achieve our 84% target, particularly as the Council opened a new recycling facility at Waipapa, giving Kerikeri residents a long-awaited alternative to kerbside recycling services. We will review public information about our recycling services. Only 18% of respondents had used a community recycling station during the year and one of those complained that a recycling station wasn't open at the advertised times on a number of occasions.

Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2019	1%	5%	12%	38%	44%	82%
2018	2%	2%	11%	39%	45%	84%

### **Public Swimming Pools**

We are pleased that satisfaction levels at public swimming pools remained high in 2018/19. The percentage of pool users who were satisfied/very satisfied averaged 66% at the four pools the Council operates or subsidises. While we only achieved our target of 70% at Kawakawa Pool, the percentage of very dissatisfied/dissatisfied pool users was low at the other pools. It is important to note that survey samples ranged from 38 to 17, so the results may not give an accurate picture.

**Kawakawa Pool**

Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2019	0%	0%	19%	42%	39%	81%
2018	0%	0%	12%	54%	34%	88%

**Kerikeri Pool**

Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2019	0%	9%	22%	34%	35%	69%
2018	3%	0%	9%	46%	41%	88%

**Kaitaia Pool**

Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2019	2%	4%	29%	53%	12%	65%
2018	4%	5%	15%	56%	19%	75%

**Kaikohe Pool**

Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2019	0%	0%	50%	18%	32%	50%
2018	5%	0%	4%	44%	47%	91%

## Wastewater

We are pleased to see that a high percentage of survey respondents remain satisfied with the Council's wastewater services. Only 9% of respondents were very dissatisfied/dissatisfied in 2018/19, compared to 10% in 2017/18. We hope to achieve our 85% satisfaction target as more households and business enjoy the benefits of sewerage upgrades that are currently underway or planned.

Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2019	6%	3%	11%	44%	36%	80%
2018	5%	5%	10%	45%	35%	80%

## Cemeteries

We are pleased to have achieved our 2018/19 goal of 62%. While satisfaction levels were lower than in 2017/18, there were fewer very dissatisfied/dissatisfied respondents - only 3% compared with 8% last year.

Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2019	2%	1%	17%	41%	39%	80%
2018	4%	4%	6%	58%	28%	86%

## Percentage of residents aware of their community board

We are pleased that most survey respondents (78%) had heard of their community board. However, we are disappointed that 22% of respondents hadn't heard of their board compared with 15% in 2018. We also consider this target a low bar and would like to increase the percentage of respondents who know what their board does and how it affects them. We will consider this feedback when we plan our publicity campaign in the new triennium.

### Awareness of community board

Year	Never heard of board	Heard of board, don't know anything about it	Heard of board, know a bit about what it does	Have detailed knowledge of board's work that interests or effects me	Have detailed knowledge of everything the board does
2019	22%	35%	32%	9%	2%
2018	15%	37%	38%	8%	2%

### Refuse Transfer Stations

We are pleased to see high levels of satisfaction with refuse transfer station services again this year. While these were lower than in 2017/18 and we did not meet the 83% target, the percentage of very dissatisfied/dissatisfied respondents (9%) did not change. We also note that some negative feedback from respondents was about kerbside refuse services operated by private companies rather than services at refuse transfer stations. One respondent wasn't aware that there was a refuse transfer station in Kaitaia and another wrongly believed that most plastics can't be recycled. We will review our public information about refuse and recycling services, so people are better-informed about these services.

Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2019	3%	6%	14%	41%	36%	77%
2018	3%	6%	11%	45%	35%	80%

### Drinking Water

All of our water supplies will meet New Zealand Drinking Water Standards when we commission a new treatment plant at our Omanaia-Omapere water supply in 2019/20. We are therefore disappointed that we weren't able to sustain the improved satisfaction levels recorded in our previous two resident surveys. Satisfaction levels were lower this year across five areas measured (continuity of supply, water pressure, water clarity, water odour, water taste). We will discuss these results with our alliance partner Far North Waters and look for improvement opportunities. While we did not achieve our overall satisfaction target of 85%, only 16% of respondents were 'very dissatisfied' or 'dissatisfied'. Twenty-four percent had no strong opinion.

**Water supply**

Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2019	5%	11%	24%	38%	22%	60%
2018	5%	6%	19%	46%	23%	69%

**Continuity of supply**

Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2019	3%	4%	14%	42%	37%	79%
2018	2%	3%	8%	42%	45%	87%

**Water pressure**

Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2019	4%	7%	16%	42%	31%	73%
2018	3%	4%	11%	45%	36%	81%

**Clarity of water**

Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2019	5%	12%	26%	30%	27%	57%
2018	7%	8%	18%	35%	33%	68%

### Odour of water

Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2019	9%	14%	26%	26%	25%	51%
2018	7%	8%	20%	40%	25%	65%

### Taste of water

Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2019	12%	20%	26%	24%	18%	42%
2018	14%	15%	19%	35%	16%	51%

### Parks & Reserves

We are pleased that only 11% of survey respondents were very dissatisfied/dissatisfied with the range of parks and facilities, compared with 13% last year. We have noted respondents' feedback about the need for more options, more play areas and better maintenance. We will consider this and other feedback when we start developing our Long Term Plan 2021-31.

Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2019	4%	7%	29%	46%	14%	60%
2018	2%	11%	28%	44%	15%	59%

## Cleanliness of public toilets

We are disappointed that satisfaction levels in 2018/19 were lower than in 2017/18 and short of our 62% goal. Respondents who weren't satisfied with the cleanliness of public toilets wanted the Council to increase the frequency and level of cleaning. We will consider this feedback when we start developing our Long Term Plan 2021-31 and discuss more specific concerns with Recreational Services which cleans public toilets on our behalf.

Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2019	6%	16%	23%	41%	14%	55%
2018	8%	8%	21%	40%	23%	63%

## Coastal access

We didn't achieve our 2018/19 target of 80%. However, only 19% of respondents were very dissatisfied/dissatisfied with access to the coast. Reasons for being dissatisfied with coastal access included not enough options, the need for better maintenance and lack of car parking. We will consider this feedback when we start developing our Long Term Plan 2021-31 and review our public information about Council reserves on the coast, so people know where these are located.

Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2019	9%	10%	30%	40%	11%	51%
2018	5%	11%	24%	43%	16%	59%

## Stormwater

We are pleased to see higher satisfaction with stormwater services in this year's resident survey. This corresponds to a 21% decrease in storm water-related requests for service and may reflect the effectiveness of drainage works in areas with historic stormwater issues. We hope to continue this improving trend in 2019/20 as we address stormwater issues in other areas.

Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2019	14%	13%	25%	39%	9%	48%
2018	15%	15%	30%	31%	10%	41%

## Roading

We are disappointed that the Council did not achieve its 2018/19 target of 57%. However, lower satisfaction levels in this year's resident survey reflect a higher percentage of neutral responses than last year, rather than higher dissatisfaction levels. Thirty-three percent of respondents had no strong opinion in 2018/19, compared with 27% in 2017/18. Thirty percent of respondents this year were dissatisfied/very dissatisfied, compared with 31% last year. There was also no change in the percentage of respondents who were 'very satisfied', 'satisfied' or had no strong opinion ('neutral'). Seventy percent of respondents were in this category last year and this figure didn't change this year, so we take some comfort from this result.

### How well Far North District Council-owned roading network meets your needs

Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2019	17%	13%	33%	28%	9%	37%
2018	13%	18%	27%	33%	10%	43%



### Unsealed roading network meets your needs

Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Dissatisfied
2019	32%	30%	26%	10%	2%	12%
2018	35%	26%	29%	9%	2%	11%

### Sealed roading network meets your needs

Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Dissatisfied
2019	15%	19%	33%	28%	5%	33%
2018	14%	19%	33%	27%	6%	33%

### Car parking facilities

We are aware that population and visitor growth puts pressure on parking facilities in some areas. This may partly account for lower satisfaction levels in this year's survey. We will consider this feedback when we start developing our Long Term Plan 2021-31.

Year	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2019	10%	16%	33%	34%	7%	41%
2018	8%	15%	30%	38%	10%	48%

## Footpaths

The Council completed 10 new footpaths in 2018/19, so it is disappointing that satisfaction with footpaths was lower than in 2017/18 and short of the 62% target. We will ensure that this feedback is considered when we start preparing our Long Term Plan 2021-31. We also acknowledge lower satisfaction levels with footpath maintenance. We have completed condition assessments of footpaths and will use this data to prioritise maintenance and renewal works so footpaths meet designated standards.

### How well FNDC-owned footpaths meet your needs

Date	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2019	23%	15%	27%	28%	7%	35%
2018	24%	12%	26%	29%	10%	39%

### How well footpaths are maintained

Date	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2019	28%	15%	24%	25%	8%	33%
2018	24%	16%	24%	28%	8%	36%

### The availability of footpaths

Date	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2019	28%	17%	23%	26%	6%	32%
2018	25%	16%	20%	28%	11%	39%

### Percentage of residents who feel very well-informed or informed about what the Council is doing.

We are pleased that we continued an improving trend which started in 2017. We believe this may be partly due to an extensive publicity campaign that is designed to inform communities about Council projects. While we have a long way to go before we achieve our 80% target, we are encouraged by the fact that 64% of respondents were *not* dissatisfied with Council communications. We also feel it is relevant to point out that only 25% of survey respondents said they made an effort to stay informed about the Council.

Date	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2019	16%	20%	36%	23%	5%	28%
2018	15%	22%	38%	22%	4%	26%

### Percentage of Maori who feel well-informed about what the Council is doing.

We are pleased that we continued an improving trend which started in 2017. We believe this may be partly due to an extensive publicity campaign that is designed to inform communities about Council projects. While we have a long way to go before we achieve our 80% target, we are encouraged by the fact that 63% of respondents were *not* dissatisfied with Council communications. We also feel it is relevant to point out that only 25% of survey respondents said they made an effort to stay informed about the Council.

Date	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2019	18%	18%	38%	20%	6%	26%
2018	16%	20%	40%	17%	6%	23%

## Percentage of residents who are aware of plan change processes and opportunities for participation

We are disappointed that only 24% of survey respondents were aware of the District Plan Review, given the extensive community engagement exercise and publicity campaign the District Plan Review Team conducted in 2018/19. While we were close to achieving our 30% target, we consider this to be a low bar, given the strong public interest in land use issues. We will rethink our communications approach in the new triennium.

Date	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2019	24%	21%	31%	19%	5%	24%
2018	24%	18%	29%	23%	5%	29%

## Percentage of residents who feel very well-informed or well-informed about the District Plan

We are disappointed that fewer respondents felt well-informed about the District Plan, given the extensive community engagement exercise and publicity campaign the District Plan Review Team conducted in 2018/19. Clearly, we need to rethink our communications approach if we want to reduce the number of people who are uninformed about the plan. We will consider this feedback when we plan our communications programme for the new triennium.

Date	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Satisfied + Very Satisfied
2019	26%	24%	32%	15%	3%	18%
2018	24%	21%	32%	19%	4%	23%