

Corporate and Operations Committee



Open Agenda



Notice is hereby given that an ordinary meeting of the Corporate and Operations Committee will be held on:

Date: Wednesday 23 May 2018
Time: 9:00am
Venue: Council Chambers
35 Kenrick Street
TE AROHA

Membership

Mayor

Jan Barnes, JP

Councillors

Donna Arnold
Teena Cornes
Paul Cronin
Neil Goodger
Brian Hunter
Peter Jager

James Sainsbury
Ash Tanner
Kevin Tappin
James Thomas, JP
Adrienne Wilcock

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1 Meeting Opening

2 Present

3 Apologies

At the close of the agenda no apologies had been received.

4 Notification of Urgent Business

Pursuant to clause 3.7.5 and 3.7.6 of the Standing Orders NZS 9202:2003 and Section 6A (7) of the Local Government Official Information and Meetings Act 1987, the Chairman to enquire from members whether there are any additional items for consideration which qualify as extraordinary or urgent additional business.

5 Confirmation of minutes

Minutes, as circulated, of the Ordinary Meeting of the Corporate and Operations Committee, held on 26 April 2018

Consideration of the Removal of a proposed Road Designation on Charlestone Street, Morrinsville

Trim No.: 2006301

Executive Summary

A request has been received by a property owner that is affected by Designation 52, a proposed road, for Council to consider removing this designation.

The Designation currently places a building restriction on the properties where the designation is located within the private property.

The designation was put in place when the District Plan came operative in 2005. It provides access to land locked parcels and links Avenue Road South with Marshall Street.

Council does not have any plans in the Long Term Plan to purchase the land and construct the Road. The terrain of the land does not make it easy to construct a road. It is not impossible but very expensive.

It is requested Council consider whether it wishes to remove the designation, keep it or whether it wishes to complete some consultation with all the affected property owners before it makes a decision.

Recommendation

That:

1. **The Committee receives the report;**
2. **The Committee determines whether it wishes to remove or keep Designation 52 or complete some consultation with all the affected property owners before making a final decision.**

Content

Background

It has been requested by Piako Property Trusts Limited on Charlestone Street, Morrinsville, that the current designation for a proposed road be removed.

The designation restricts the development of some of the sites as there are no buildings allowed to be built over the designation.

A designation is a planning technique used by Ministers of the Crown, local authorities and network utility operators approved as requiring authorities under s167 of the RMA. Only requiring authorities can seek designations for land.

Historically, designations enabled central and local government to get planning authorisation for public works and protected land for future public works. Requiring authorities can only make a designation where they are financially responsible for the project, work, or operation on the designated land.

A designation is a form of 'spot zoning' over a site, area or route in a district plan. The 'spot zoning' authorises the requiring authority's work and activity on the site, area or route without the need for land use consent from the relevant territorial authority (i.e. s9(3) of the RMA does not apply). A designation has a similar effect to a plan change establishing a permitted activity as it:

- *identifies the land affected in the district plan*
- *enables a requiring authority to undertake the works within the designated area without the need for a land use consent*
- *sets the parameters under which the activity can occur.*

Designations are also similar to a comprehensive land-use resource consent as they enable a requiring authority to undertake the works within the designated area (subject to any conditions applied to it).

Designation 52 is a designation for proposed road, from Avenue Road South through to Marshall Street. The Designation has been in place since the District Plan become operative in 2005. The designation will not lapse as part of it has already been enacted by the construction of Charlestons Street otherwise the designation would have lapsed by now.



Pursuant to Section 182 of the Resource Management Act 1991, the Matamata-Piako District Council can agree to remove the existing Designation and that the District Plan be altered accordingly.

Under the Resource Management Act 1991 the Requiring Authority, Matamata-Piako District Council, is required to give notice in the prescribed form to all owners, occupiers and those parties likely to be affected by the removal of the designation.

Issues

The reason for the designation

The purpose of this Designation is to provide access to some properties and also to provide an additional linkage from Avenue Road South through to Marshall Street.

The development of the road is at Councils discretion and currently the district plan does not allow for any buildings to be placed onto the designation.

There are no plans in the Long Term Plan to fund the land purchase and construction of the road. Construction is difficult as there are large gullies and a stream is in the way, part of the land is also contaminated and would require all cut to be disposed of off-site. It would make construction very expensive. An estimate has not been completed for the entire Road.

Impact on the affected Parties

No consultation with the other property owners has been completed on the removal of the designation. Although the sites on the eastern end of the proposed road are occupied by the same property owner, there are a number of parcels which are currently land locked.



There are 8 legal parcels involved but it appears only 3 separate property owners affected by the proposed road designation.

Currently access could be constructed and formalised via right of ways or a private road.

Analysis

Options considered

1. Council retains the designation as it is.

This option allows Council to complete any further investigation work if it is deemed necessary and/or allow for funding to be included in the next Long Term Plan.

This will mean that the property owners will continue to not be allowed to build on the designation.

2. Council removes the designation under Section 168 of the Resource Management Act.

This will give certainty to the property owners about being able to utilise their land for further development.

This will also mean that the potential for future access may restrict the use or saleability of some of the land. This is unknown as consultation with all the property owners has not yet been completed.

3. Council completes consultation with all the directly affected property owners before it makes a decision.

This will allow Council to make an informed decision and find out whether the proposed road is still necessary.

Analysis of preferred option

There is no preferred option but it is requested that Council make sure it is being transparent and considers the impact of the designation on the affected property owners.

Legal and statutory requirements

Pursuant to Section 182 of the Resource Management Act 1991, the Matamata-Piako District Council can agree to remove the existing Designation and that the District Plan be altered accordingly.

Under the Resource Management Act 1991 the Requiring Authority, Matamata-Piako District Council, is required to give notice in the prescribed form to all owners, occupiers and those parties likely to be affected by the removal of the designation.

Impact on policy and bylaws

There are no policy or bylaw issues

Consistency with the Long Term Plan / Annual Plan

This decision does not impact the Long Term Plan unless funding of the construction of the proposed road is required.

Impact on Significance and Engagement Policy

This issue is not considered significant.

Communication, consultation and decision making processes

Consultation with all the affected property owners has not been undertaken.

Consent issues

There are no consent issues.

Timeframes

This depend on the option. Council can remove the designation by resolution.

Contribution to Community Outcomes

Financial Impact

i. Cost

Apart from administration cost there are no major costs in removing the designation. The cost of construction of the proposed road has not been estimated but is likely to be well over \$300,000 with the construction of culverts and the earthworks on a contaminated site.

ii. Funding Source

Existing Budgets can fund the removal process but there is no cost allocated in the Long Term Plan for the Road construction.

Some of the funding can be attributed to future growth so can be funded from Development Contributions.

Attachments

There are no attachments for this report.

Signatories

Author(s)	Susanne Kampshof Asset Manager Strategy and Policy	
Approved by	Manaia Te Wiata Group Manager Business Support	

Amendment of Road Name for Holyoak at Parkwood Subdivision in Morrinsville

Trim No.: 2002762

Executive Summary

There has been some confusion created as the Road Name for the recently completed road in the Parkwoods subdivision in Morrinsville refers to Hoylake and Holyoak depending on the reference used. The street names installed on the subdivision also read Hoylake.

At the time the Road name was formally approved by Council, back in 2006, it was requested that the name be Holyoak. It has since been raised that this was not consistent with the Developer's intentions.

Since Council formally has to approve any new or changed Road Names, it is requested Council formally name the road Hoylake Place. This will clarify and stop any further confusion.

The properties on the road are still being built on. All the property owners have been contacted and out of the 13 surveyed, 8 have advised they wish the road name to be renamed to Hoylake and only 2 wanted it to remain Holyoak.

Recommendation

That:

1. The report be received;
2. Holyoak Place in Morrinsville be amended to Hoylake Place

Content

Background

A subdivision in Morrinsville near the golf course has used the Road Naming theme of golf courses around the world. Back in 2006 when most of the Road Names for the subdivision were approved by Council the map submitted by the developer had shown Holyoak. This was subsequently approved by Council.

It was then brought to the attention of Council staff that it should probably have been named Hoylake as the Developer installed the signpost Hoylake. The Detailed Engineering plans also refer to Hoylake.

Although the subdivision was approved some time ago, this road has only recently been constructed. As there is no housing currently in place Council staff took the opportunity to survey the preference of Road Names with the property owners.

The outcome of the survey of the 13 properties on the road is as following:

8 for Hoylake

- 2 for Holyoake
- 3 non responses

Issues

Hoylake is in keeping with the theme of Golf courses from around the world as Hoylake is the location of Royal Liverpool Golf Club in England.

Holyoak does not tie in with the golf theme.

Proposed Name - Existing Streets or Roads with the same names

Hoylake Place	Wattle Downs, Auckland
---------------	------------------------

Note all Holyoak names in NZ Road names have an "e" at the end

Holyoake Place	Chatswood, Auckland
Holyoake Terrace	Omokoroa, Western Bay of Plenty
Holyoake Crescent	Kawerau
Holyoake Crescent	Lower Hutt

Hoylake Place has an identical road name in Auckland, it is unlikely to cause confusion as the districts are well separated.

Holyoak with an "e" at the end has been used in 4 locations with a variance in the road type and again would be unlikely to cause confusion.

Impact on policy and bylaws

The proposed Road name aligns with Councils policy. It is a single word name and there are no other similar named roads in the district.

Communication, consultation and decision making processes

Te Manawhenua Forum Mo representative are yet to be notified of the proposed name.

Te Manawhenua Forum Mo will be advised of Councils resolution.

Consent issues

The Naming of vested roads is part of a resource consent condition.

Timeframes

A prompt amendment will ensure property owners do not have to go through a change of postal address issue.

Financial Impact

i. Cost

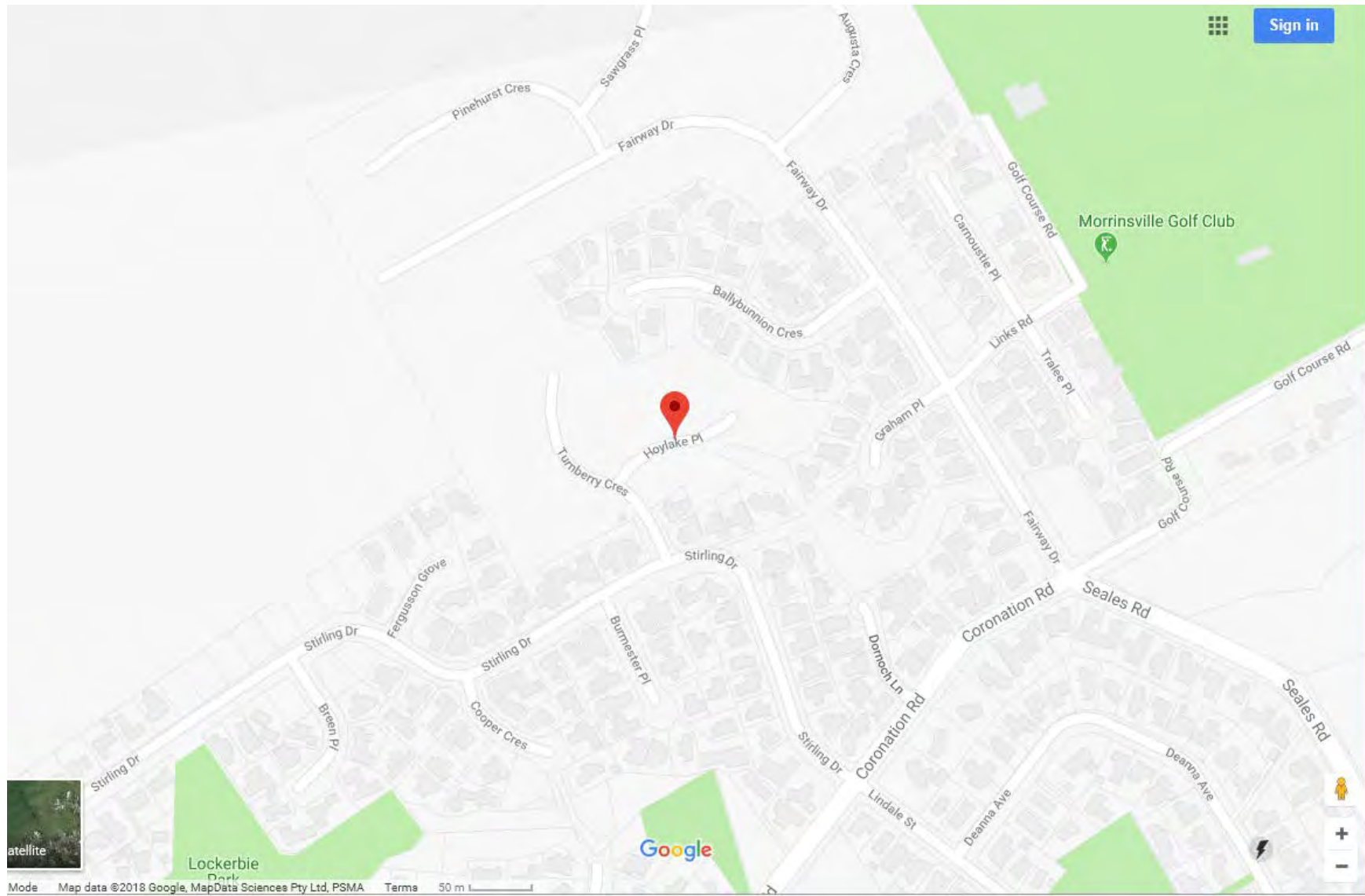
There are no costs associated with this name change apart from staff administration time to advise/correct the name to the appropriate agencies.

Attachments

A. Hoylake Place Map

Signatories

Author(s)	Raymond Short Roading Asset Engineer	
Approved by	Manaia Te Wiata Group Manager Business Support	
	Susanne Kampshof Asset Manager Strategy and Policy	



Annual Customer Survey 2018

Trim No.: 2006151

Executive Summary

As a part of the Annual Report each year we undertake the Annual Customer Survey to gauge perception from the community on a number of our services, and relate those results back to the relevant performance measures.

This report highlights some of the results from the Annual Customer Survey 2018. There will be a presentation on the survey.

Recommendation

That:

1. The report is received.

Content

Background

The Annual Customer Survey was undertaken by Versus Research (Versus). This survey asks how satisfied respondents are with a number of different services or facilities that Council provides. Respondents are asked to rate their satisfaction on a 5 point scale with 1 being very dissatisfied, 3 being neither satisfied nor dissatisfied and 5 being very satisfied.

There were 400 randomly selected people surveyed. Versus ensure respondents are representative of the overall population of our district in regards to where they live, gender, age, ethnicity etc. The margin of error in the survey was +/- 4.9% at the 95% confidence interval. In other words if this survey was to be repeated again with a different set of randomly selected respondents at a similar time there would be a very high probability that the results would be within 5% of the original results.

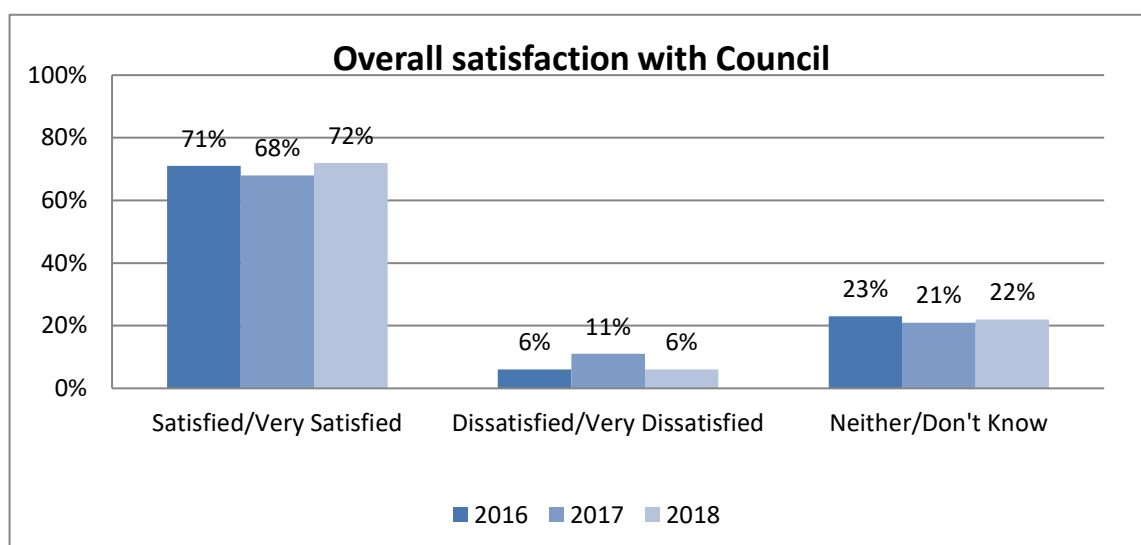
This year's survey included 10 questions related to our Long Term Plan (LTP) performance measures. The results from the Survey are used to track our performance against our performance measure targets set in the LTP. Activity managers also use the results and verbatim comments to target efforts and resources, and to inform the prioritisation of work.

The full questionnaire is included in the appendices (page 93) of the Survey.

Issues

Overall satisfaction with Council

Overall satisfaction with Council is 72% (68% 2017, 71% 2016).



The below table is a summary of all results. Please refer to the full report for further details.

Satisfaction with...	2016 results	2017 results	2018 results	Difference 2017-2018
Aquatic facilities (users)	74%	70%	87%	+17
Opportunity be involved in consultation processes	52%	49%	56%	+7
First point of contact	88%	85%	91%	+6
Library services (users)	85%	85%	90%	+5
Walking tracks (users)	81%	80%	84%	+4
Management of flooding in urban areas	45%	41%	45%	+4
Roading network maintained for the long term	61%	59%	63%	+4
Kerbside refuse, recycling services and transfer stations	80%	82%	85%	+3
Performance of Councillors and Mayor	65%	68%	70%	+2
Ease of access to Council information	61%	63%	65%	+2
Parks and reserves (users)	79%	83%	84%	+1
Sports fields (users)	79%	79%	79%	No change
Cemeteries (visitors)	88%	91%	89%	-2
Wastewater network	90%	92%	90%	-2
Access to parking in shopping areas	56%	53%	50%	-3
Playgrounds (users)	74%	75%	71%	-4
Water supply (users)	79%	81%	75%	-6
Library online services	73%	90%	80%	-10
Satisfaction with CBDs*			72%	New Question*

Legal and statutory requirements

There is no requirement to undertake an Annual Customer Satisfaction Survey however there is a requirement under the Local Government Act 2002 to produce an Annual Report each year. Many of our performance measures are measured through the Annual Customer Survey.

Attachments

A. Annual Customer Survey 2018

Signatories

Author(s)	Jesse Gooding Graduate Policy Planner	
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Approved by	Sandra Harris Acting Strategic Policy Manager	
	Don McLeod Chief Executive Officer	

Item 6.3

Attachment A



versus
RESEARCH

Annual Customer Views Survey Report

April 2018

1 Executive Summary

Matamata-Piako District Council (Council) has commissioned Versus Research to conduct its Annual Customer Views Survey. This survey identifies and measures perceptions which residents of Matamata-Piako district (residents) have towards Council and the services Council provides.

Interviewing for the survey was carried out via telephone (computer-assisted telephone interviewing) from February 20 to March 14, 2018, with interviewing conducted between 9.30am and 8.30pm.

The final sample size (total number of residents interviewed) was n=400. The sample frame was designed to be proportionate to each ward, i.e., to ensure the sample was representative of the Matamata-Piako district overall. Age and gender weighting has been applied to the final data set to ensure specific demographic groups are not under or over represented.

A sample of n=400 is relatively robust, yielding a maximum margin of error of +/-4.9%.

A summary of key results, along with comparisons to last year's results, and Council's Key Performance Measures (KPMs), is given in the tables below (page over).

1.1 Key Performance Measures

Overall satisfaction with Council (72%) has increased 4% from last year's results. Satisfaction with the performance of Councillors and the Mayor has increased slightly to 70%, which is 5% below the KPM community satisfaction target of 75%. Verbatim comments indicate dissatisfaction with Councillors and the Mayor is driven by a lack of communication as well as unhappiness with a Council decision.

COUNCIL PERFORMANCE	2018 Target	2015 Satisfied & Very Satisfied	2016 Satisfied & Very Satisfied	2017 Satisfied & Very Satisfied	2018 Satisfied & Very Satisfied	+/- Y.o.Y. ¹	+/- Diff. from Target
Overall satisfaction with Council	Not specified	65%	71%	68%	72%	+4%	-
Performance of Councillors and Mayor	75% community satisfaction	63%	65%	68%	70%	+2%	-5%

In terms of contact and communication measures, there is a slight increase from last year's results. Sixty-five percent of residents are satisfied with their ease of access to Council information, an increase of 2% from last year. Reasons for dissatisfaction here relate to dissatisfaction regarding specific outcomes. In 2018, preferred forms of contact from Council are through email updates (40% cf. 2017, 37%), a Council page in the newspaper (27%), articles in the newspaper (25%) and addressed mail (21%).

More than half (56%) of residents indicate they are satisfied with the public's involvement in the consultation process. Although year-on-year results are indicative because of the question wording change in 2016, this is a 7% increase from last year's results. User satisfaction with customer service has increased 6%, with 91% of users indicating they are satisfied with the customer service they receive.

CONTACT AND COMMUNICATION	2018 Target	2015 Satisfied & Very Satisfied	2016 Satisfied & Very Satisfied	2017 Satisfied & Very Satisfied	2018 Satisfied & Very Satisfied	+/- Y.o.Y.	+/- Diff. from Target
Ease of access to Council information	62% community satisfaction	61%	61%	63%	65%	+2%	+3%
Public involvement in consultation process*	52% community satisfaction	48%	52%	49%	56%	+7%	+4%
Satisfaction with customer services (users)	Not specified	90%	88%	85%	91%	+6%	-

¹ Y.o.Y – Year on Year comparison.

* Question wording change in 2016.

User satisfaction with services and facilities remains relatively high. Satisfaction is highest with cemeteries (89%). This is followed by aquatic facilities (87%), kerbside refuse (85%), parks and reserves and Council walking tracks (both 84%), recycling collection services and transfer stations (85%), sports fields (79%) and playgrounds (71%). At a lower level, 45% of residents are satisfied with the management of flooding within urban areas.

In a new question for 2018, 72% of residents are satisfied with the look and feel of the Central Business Districts.

Satisfaction with aquatic facilities has increased 17%, while satisfaction of Council's management of flooding within urban areas and Council walking tracks have increased 4% each. Satisfaction with kerbside refuse, recycling collection services and transfer stations has increased 3%. Decreases in satisfaction from last year's results are with satisfaction of Council playgrounds (decreased 4%), and parking in shopping areas (decreased 3%) and cemeteries (decreased 2%).

Total satisfaction with cemeteries exceeds the KPM target by 9%, while satisfaction with aquatic facilities exceeds the KPM target by 7%. Satisfaction with kerbside refuse, recycling collection services and transfer stations exceeds the KPM target by 5%, while satisfaction parks and reserves exceeds the KPM target by 4%. Satisfaction with sports fields is 1% less than the KPM target. Other measures do not have a KPM target.

SERVICES / FACILITIES	2018 Target	2015 Satisfied & Very Satisfied	2016 Satisfied & Very Satisfied	2017 Satisfied & Very Satisfied	2018 Satisfied & Very Satisfied	+/- Y.o.Y.	+/- Diff. from Target
Aquatic facilities	80% user satisfaction	75%	74%	70%	87%	+17%	+7%
Kerbside refuse, recycling collection services and transfer stations	80% user satisfaction	77%	80%	82%	85%	+3%	+5%
Cemeteries	80% visitor satisfaction	90%	88%	91%	89%	-2%	+9%
Management of flooding within urban areas	Not specified	40%	45%	41%	45%	+4%	-
Parks and reserves	80% user satisfaction	75%	79%	83%	84%	+1%	+4%
Sports fields	80% user satisfaction	81%	79%	79%	79%	0%	-1%
Walking tracks	Not specified	83%	81%	80%	84%	+4%	-
Parking in shopping areas	Not specified	-	56%	53%	50%	-3%	-
Playgrounds	Not specified	-	74%	75%	71%	-4%	-
Central Business Districts	Not specified	-	-	-	72%	-	-

At a total level, library use has decreased by 5% this year, with 40% of residents indicating they have used a library in the past twelve months. Amongst those surveyed, Morrinsville library continues to be the most used library, with more than half of library users (57%) indicating they have used this facility in the past year. In terms of satisfaction, 90% of users are satisfied with library services. This is a 5% increase compared with last year's result; and meets the KPM target. Verbatim comments indicate any dissatisfaction with libraries is driven by the new check-out service for books as well as charges associated with book loaning.

Usage of the online library service has decreased this year, with 26% of residents indicating they use the service. Satisfaction with this service has decreased this year by 10% to 80%.

LIBRARY SERVICES	2018 Target	2015 Satisfied & Very Satisfied	2016 Satisfied & Very Satisfied	2017 Satisfied & Very Satisfied	2018 Satisfied & Very Satisfied	+/- Y.o.Y.	+/- Diff. from Target
Library services	90% user satisfaction	85%	85%	85%	90%	+5%	0%
Online library services	Not specified	80%	73%	90%	80%	-10%	-

Eighty percent of residents surveyed are connected to town water supply, a 3% decrease from last year's results. User satisfaction with this service has decreased 6% this year to 75%. Verbatim comments indicate dissatisfaction with this service is related to the taste and smell of water as well as water pressure and restrictions.

The majority of users (90%) are satisfied with Council's wastewater system, however this is a 2% decrease from last year's results.

WATER SUPPLY & WASTEWATER	2018 Target	2015 Satisfied & Very Satisfied	2016 Satisfied & Very Satisfied	2017 Satisfied & Very Satisfied	2018 Satisfied & Very Satisfied	+/- Y.o.Y.	+/- Diff from Target
Water supply services	Not specified	73%	79%	81%	75%	-6%	-
Council's wastewater system	Not specified	91%	90%	92%	90%	-2%	-

Satisfaction with the roading network being managed well for the long term has increased marginally this year to 63%. This is an increase of 4% from last year's result, however, does not meet the KPM target of 75% community satisfaction. Verbatim comments show dissatisfaction with the roading network is caused by poor quality repairs and general maintenance as well as potholes and uneven surfaces.

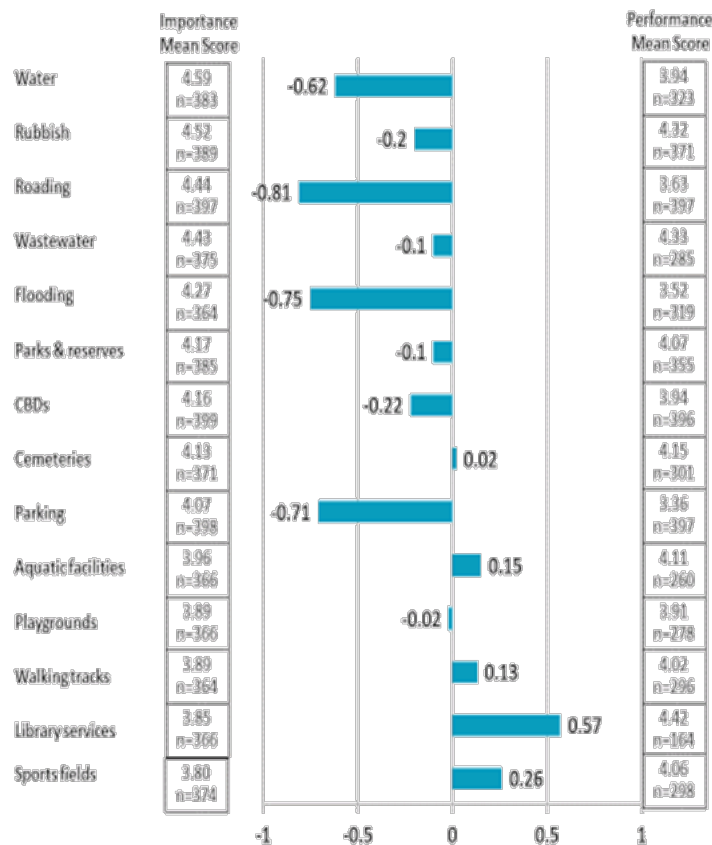
Satisfaction with footpaths has increased by 7% compared to 2017's results, with 58% of residents indicating they are satisfied with the look, smoothness and comfort of ride of footpaths. Verbatim comments indicate dissatisfaction is surfaces being unsafe as well as potholes and uneven surfaces.

ROADING NETWORK	2018 Target	2015 Satisfied & Very Satisfied	2016 Satisfied & Very Satisfied	2017 Satisfied & Very Satisfied	2018 Satisfied & Very Satisfied	+/- Y.o.Y	+/- Diff from target
Roading network maintained for long-term	75% community satisfaction	59%	61%	59%	63%	+4%	-12%
Footpaths	Not specified	48%	48%	51%	58%	+7%	-

1.2 Service vs. Performance: Gap Analysis

Similar to previous years, residents were asked to rate the importance of a number of Council's services. The highest importance rating, based on mean scores, include water services (4.59), kerbside rubbish collection (4.52), the roading network (4.44) and wastewater services (4.43).

When offset against importance, the most significant service gaps are for the roading network (-0.81), Council's management of flooding in urban areas (-0.75), access to parking in shopping areas (-0.71) and water services (-0.62) and indicates a perception that Council's performance is lacking in these spaces, relative to the importance residents place on these services. Conversely, libraries and sports fields are performing well, relative to the importance residents place on them.



1.3 In Conclusion

Overall satisfaction with Council has increased in 2018, with 72% of residents citing they are satisfied. This is a 4% increase from last year's results. Improving communication with residents will help further improve overall satisfaction with Council. Satisfaction with the performance of Councillors and the Mayor has increased this year by 2%.

Satisfaction ratings remain similar to last year's results. The biggest differences can be seen with resident's satisfaction with the aquatic facilities which has increased 17% to 87%. Satisfaction with sports fields (79%) remains on par with last year's results, while satisfaction with Council playgrounds has decreased the most (decreased 4% to 71%). Dissatisfaction of the Council playgrounds is driven by the lack of facilities or equipment.

Analysis of the importance attached to services versus performance (gap analysis) indicates Council is not meeting residents expectations for service regarding the roading network, access to parking and management of flooding.

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3 Project Scope

3.1 Background

Matamata-Piako District Council (Council) commissioned Versus Research to conduct its Annual Customer Views Survey. This survey identifies and measures perceptions which Matamata-Piako district residents (residents) hold towards Council and the services it provides.

3.2 Research Objectives

The findings of the Annual Customer Views Survey will assist Council to better understand levels of satisfaction amongst the community and determine ongoing improvements to the delivery of its services and activities. Council's specific research objectives are to:

- Determine residents usage and satisfaction with core Council activities, in comparison to previous measures but also against Key Performance Measures (KPMs) outlined in its Long Term Plan.
- Determine awareness and impressions of Council's communications and consultation processes.
- Highlight any issues as to where Council can make the greatest gains in resident satisfaction via future development.

3.3 Methodology and Sample

Interviewing for the survey was carried out via telephone (computer-assisted telephone interviewing) from February 20 to March 14, 2018, with interviewing conducted between 9.30am and 8.30pm. The final sample size (total number of residents interviewed) was n=400.

Telephone numbers for interviewing were supplied by Equifax, a sample supply company which provides privacy compliant phone numbers from the White Pages. Equifax randomly selected data cases which fit within the specified sample frame, i.e., people living within the Matamata-Piako district, via SQL random code. These contact phone numbers were then provided to Versus Research.

The overall response rate was approximately one in five i.e., one interview for every five phone calls made. Phone numbers were called a maximum of four times (an initial call and three call-backs) before the number was replaced.

3.3.1 Quotas

Sample quotas have been applied to each ward to ensure the final sample is proportionately representative of the district overall. A comparison of the final sample sizes/proportions by ward for 2018, 2017, 2016 and 2015 are outlined below:

Ward	Actual ²	Sample Size	Sample Size	Sample Size	Sample Size
		2015	2016	2017	2018
Matamata	39%	156	156	156	156
Morrinsville	36%	144	144	144	144
Te Aroha	25%	100	100	100	100
Total	100%	400	400	400	400

3.3.2 Weighting

Age and gender weightings have been applied to the final data set. Weighting ensures specific demographic groups are not under or over represented in the final data set and each group is represented as it would be in the population.

Weighting gives greater confidence that the final results are representative of the Matamata-Piako district population overall and not skewed by a particular demographic group. The proportions used for the gender and age weights are taken from 2013 Census data (Statistics New Zealand). These proportions are outlined in the table below.

Demographic	Proportion of Matamata-Piako District Population	Weight Factor
Male 39 & under	16%	3.15
Female 39 & under	16%	1.90
Male 40 - 59	18%	1.07
Female 40 - 59	19%	0.74
Male 60+	15%	0.61
Female 60+	16%	0.81

3.3.3 Questionnaire

The questionnaire for the 2018 Customer Views Survey was constructed by Versus Research in conjunction with Council.

This year, new questions around the look and feel of Central Business Districts as well as Council considering cashless payments were added to the questionnaire.

² Proportions for 2018 results are based on NZ Statistics Census Data 2013

As Council is focused on providing relevant and acceptable services, residents who are dissatisfied with a service were asked to clarify the service ratings they provided with additional in-depth questions to reveal the reasons for their dissatisfaction. This is done to ensure areas which require targeting are covered in sufficient detail. As such, the questionnaire focused largely on understanding reasons why residents are dissatisfied rather than elaborating on reasons they are satisfied.

A copy of the questionnaire is available in Appendix 11.1.

3.4 Analysis

3.4.1 Margin of Error

Margin of Error (MoE) is a statistic used to express the amount of random sampling error there is in a survey's results. The MoE is particularly relevant when analysing a subset of the data as smaller sample sizes incur a greater MoE.

The final sample size for this survey is n=400, which gives a maximum MoE of +/- 4.9% at the 95% confidence interval. That is, if the observed result on the total sample of n=400 respondents was 50% (point of maximum Margin of Error), then there is a 95% probability that the true answer falls between 45.1% and 54.9%. Outlined in the table below is the MoE (95% confidence interval) for a range of sample sizes which are presented in this report.

Ward	Sample Size, n = 400	Mo	E at the 95% Confidence Interval
Matamata	156		+/- 7.85%
Morrinsville	144		+/- 8.17%
Te Aroha	100		+/- 9.8%
Total	400		+/- 4.9%

3.4.2 Significance Testing

Significance testing is used to determine whether the difference between two results is statistically significant or not, i.e., to determine the probability that an observed difference occurred as a result of chance. Significance testing has been applied to those groups with more than n=30 people.

This test shows differences between the proportions (also known as a Z test) and compares the results for respondents in each subgroup with all other respondents who are not in that subgroup.

Differences are indicated in the charts as follows:

- **Green** shading indicates the result is significantly greater year-on-year at the 95% and 99% confidence level.
- **Yellow** shading indicates the result is significantly lower year-on-year at the 95% and 99% confidence level.

Differences are indicated in tables by plus or minus signs as follows:

- One plus after a result indicates the result is significantly greater at the 90% confidence interval.
- Two plusses after a result indicate the result is significantly greater at the 95% confidence level.
- Three plusses after a result indicate the result is significantly greater at the 99% confidence level.

Example	Total	Matamata	Morrinsville	Te Aroha
	400	156	144	100
Yes	10%	6%	14%	9%
No	88%	93%	81%	91%
Don't know	2%	1%	5%	0%

3.4.3 Notes on Reporting

In general, the reporting of results for each section follows a deductive course whereby a 'high-level view' of the result for that particular service is provided first, then increasing detail follows. Generally, the results for each service follow the order of presentation as below:

- The 2018 overall (high-level view) result, presented first across the full rating scale (generally charted), including comparisons with 2017, 2016 and 2015 results.
- Results by ward are presented in tabulated format.
- Reasons for dissatisfaction are analysed by theme including examples of verbatim responses.
- Reasons for dissatisfaction were collected verbatim. These have been primarily analysed and presented according to key themes. Where base sizes for verbatim responses are relatively small, verbatim comments have been presented as recorded and grouped according to theme.

The question which relates to each table and/or chart is included as a footnote at the bottom of the page, as is the number of people (base) who answered each question (marked as 'n='). It is important to note base sizes vary with each table and/or chart.

Please note to ensure consistency, rounding has been applied to all single answer questions. Verbatim questions have been grouped by theme and displayed in tables.

4 Council Performance

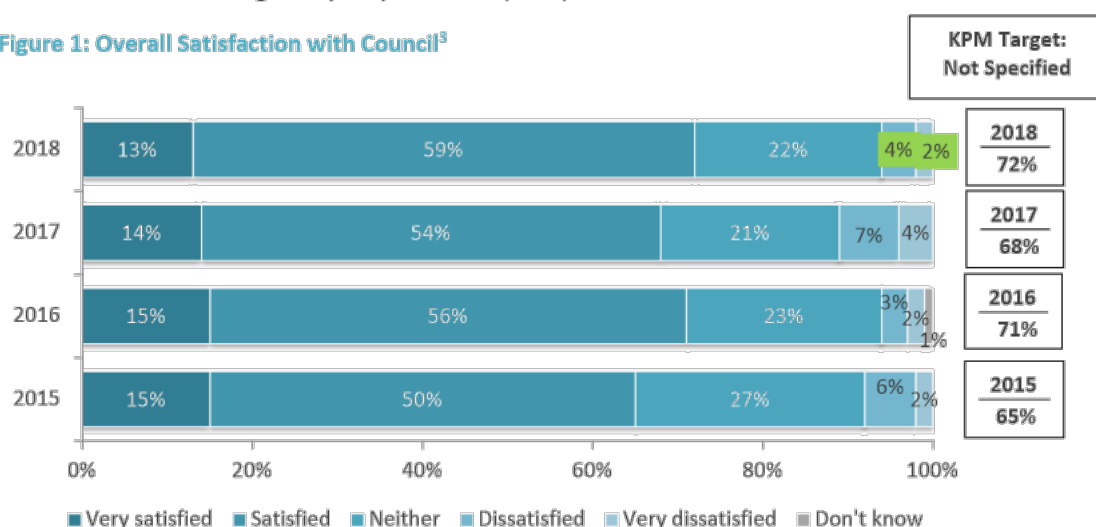
This section details the KPMs regarding satisfaction with Council overall, and the performance of Councillors and the Mayor.

4.1 Overall Satisfaction with Council

In 2018, 72% of residents are satisfied (59%) or very satisfied (13%) with Council. Following this, 22% of residents are neither satisfied nor dissatisfied, and 6% are dissatisfied (4%) or very dissatisfied (2%).

Although not significant, total satisfaction has increased 4% this year. There is a significant decrease in total dissatisfaction ratings this year (6% cf. 2017, 11%).

Figure 1: Overall Satisfaction with Council³



³ Q. Using the 5 point scale with 1 representing very dissatisfied and 5 representing very satisfied, how satisfied are you with Council overall? Base: All respondents 2015 n=400; 2016 n=400; 2017 n=400; 2018 n=400.

Overall Satisfaction with Council: By Ward, 2018

Overall, Te Aroha residents are the most satisfied (75%) with Council in 2018. This is followed by 72% of Morrinsville residents, and 70% of Matamata residents.

Table 1: Overall Satisfaction with Council, by Ward

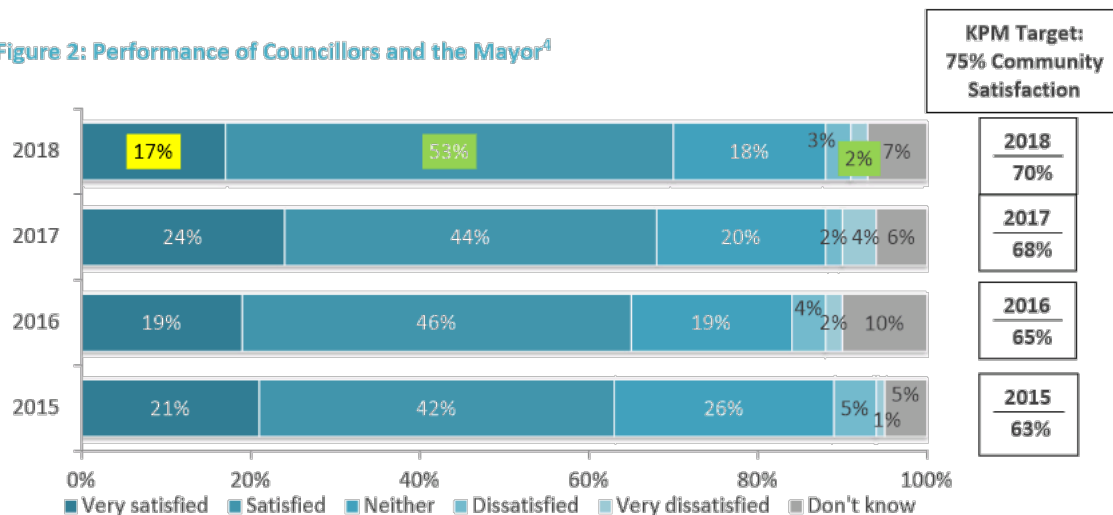
	Total	Matamata	Morrinsville	Te Aroha
	400	156	144	100
Very dissatisfied	2%	3%	1%	0%
Dissatisfied	4%	5%	4%	1%
Neither satisfied nor dissatisfied	22%	22%	23%	24%
Satisfied	59%	53%	61%	68%
Very satisfied	13%	17%	11%	7%

4.2 Performance of Councillors and the Mayor

Seventy percent of residents are satisfied (53%) or very satisfied (17%) with the performance of Councillors and the Mayor. Although not significant, this is a 2% increase from last year's results, however does not meet the KPM target of 75%. A further 5% of residents indicate they are dissatisfied (3%) or very dissatisfied (2%) with the performance of Councillors and the Mayor.

This year, residents giving neither satisfied nor dissatisfied ratings has decreased 2% (18% cf. 2017, 20%), while residents giving an unsure rating has increased 1% (7% cf. 2017, 6%).

Figure 2: Performance of Councillors and the Mayor⁴



⁴ Q. How satisfied are you with the performance of Councillors and the Mayor? Base: All respondents 2015 n=400; 2016 n=400; 2017 n=400; 2018 n=400.

Performance of Councillors and the Mayor: By Ward, 2018

Te Aroha residents are the most satisfied with the performance of Councillors and the Mayor, with 72% of these residents giving a positive rating. Morrinsville residents are on par with total satisfaction (70% cf. total, 70%), while Matamata residents have an overall satisfaction rating of 67%.

Table 2: Performance of Councillors and the Mayor, by Ward

	Total	Matamata	Morrinsville	Te Aroha
	400	156	144	100
Very dissatisfied	2%	3%	1%	0%
Dissatisfied	3%	2%	4%	1%
Neither satisfied nor dissatisfied	18%	22%	17%	19%
Satisfied	53%	47%	52%	64%
				++
Very satisfied	17%	20%	18%	8%
				--
Don't know	7%	6%	8%	8%

A total of 21 residents are dissatisfied with the performance of Councillors and the Mayor. The reasons for their dissatisfaction were recorded verbatim, coded by theme and are detailed in Table 3 below.

A lack of communication (five mentions) is the main driver behind dissatisfaction with the performance of Councillors and the Mayor. Unhappiness with decision and lack of action (four mentions each) from Councillors and the Mayor are also primary reasons for dissatisfaction.

Table 3: Reasons for Dissatisfaction with the Performance of Councillors and the Mayor⁵

Reasons	Number of mentions	Verbatim Comments
Lack of communication, lack of information	5	<ul style="list-style-type: none"> - They don't make themselves known. - Because of the issues we have over this Memorial Hall problem. We have not received any replies either verbally or through the mail. - The Mayor doesn't make any comments. - I never see them. There is no personal contact. They could ring and tell me what's going on. - The only time you see or hear of them is at the charity functions you read in the newspaper.
Lack of action	4	<ul style="list-style-type: none"> - Nothing gets done in town. We have a lot of traffic in the town, when they come down they go fast, and they don't slow down. They should put judder bars by the skateboard ramp. They go down that corner quite fast. There's going to be an accident one day, because kids don't look. Rewi Street by the RSA – they need to put stop signs there. - Too many yes people, meaning they just say yes to you just to get rid of you, and they can't be bothered dealing with the issue. - They do not make the hard decisions. For example, the subdivision of Horrell Road and instead of pursuing it, the Council have put it into the too hard basket.

⁵ Q. And why do you say that? Base those dissatisfied/very dissatisfied with Councillors and the Mayor's performance n=21.

		<ul style="list-style-type: none"> - I don't think the Mayor spends enough time in our town. And I do not think the Councillors do enough. The Mayor should get involved with the businesses more promotion in the town more etc. Support the emergency services, she could do more for those services.
Unhappy with Council decision	4	<ul style="list-style-type: none"> - She came to the women's institute. The stage for the Memorial Hall is not going in which I am pretty upset about. I think that the stage should need to go in the hall. - The Mayor went and offered all these jobs to people outside of town instead of the people who lives in the town or the district. - Morrinsville, we're dissatisfied because we tried to get the motorhomes parked there. We run Motarama – we have running it for 12 years. We have to pay for the gates to be open, we bring in business and the Council does not help at all. It is advertised all over New Zealand which we pay for and we get nothing back. - They don't do much for us only look after the tourists instead of the people who live here in Waharoa.
Cost of Council	2	<ul style="list-style-type: none"> - They spend money in the wrong places and knocked down the memorial for our returned soldiers. The surrounds were donated by the loved ones. We have no say they don't listen to the little man. - The Council is paying too much for permits for building new houses and alterations.
Lack of consultation; do not listen to public	1	<ul style="list-style-type: none"> - The handling of the Memorial Hall was a bit bad.
Other single mentions	5	<ul style="list-style-type: none"> - All my correspondence and telephone conversations have been with the Mayor (unspecified). - We don't get recognised out here in Waharoa. They need to look after us like they look after Matamata. Waharoa gets neglected. - Our interactions for example noise control (we made a complaint about stereo noise two houses down, the people closed the garage door and then re-opened it. And the noise control officers were rude to my wife) and getting a building permit for a garage is drawn out, expensive and time consuming. - No comment. - All the Councillors seem to be in Matamata, and Morrinsville, not in Te Aroha. No Mayor seems to come from Te Aroha.

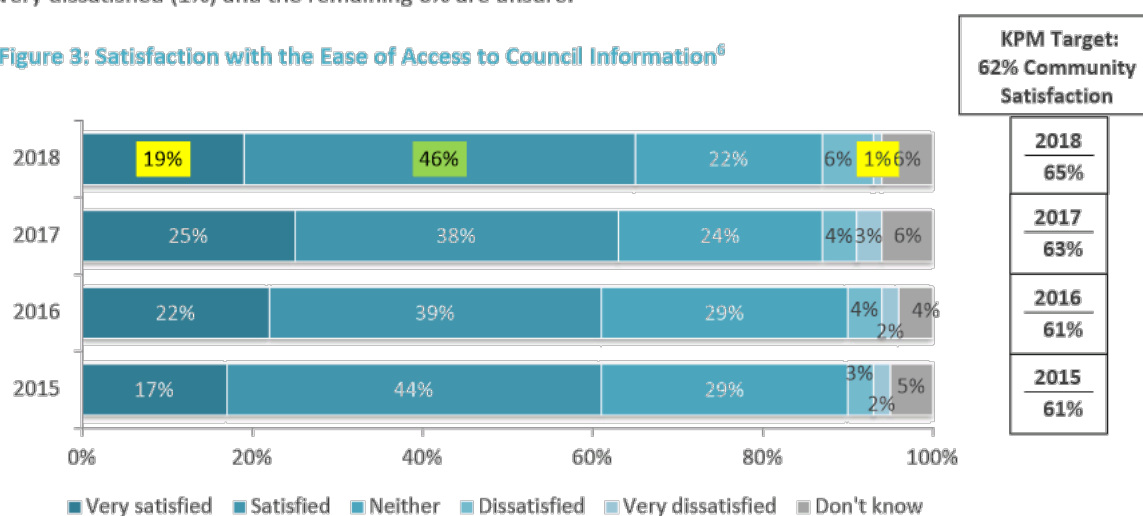
5 Contact and Communication

This section presents the results for a range of customer service measures including satisfaction with: The ease of accessing Council information; preferred mode of communication; feedback on the customer services team, and overall satisfaction rating for the first point of telephone contact or reception enquiries.

5.1 Ease of Access to Council Information

Close to two-thirds of residents (65%) are satisfied (46%) or very satisfied (19%) with the ease of access to Council information. This is a 2% increase from last year's results and is 3% above the KPM target. Following this, 22% of residents are neither satisfied nor dissatisfied, 7% are either dissatisfied (6%) or very dissatisfied (1%) and the remaining 6% are unsure.

Figure 3: Satisfaction with the Ease of Access to Council Information⁶



⁶ Q. How satisfied are you with the ease of access to Council information? Base: All respondents 2015 n=400; 2016 n=400; 2017 n=400; 2018 n=400.

Satisfaction with the Ease of Access to Council Information: By Ward, 2018

In terms of positive ratings, Te Aroha (79%) and Morrinsville (67%) are most satisfied with the ease of access to Council information, with 56% of Matamata residents indicating their satisfaction with this. These residents are more likely to be dissatisfied or very dissatisfied (12% cf. total, 17%) with their ease of access to Council information.

Table 4: Satisfaction with the Ease of Access to Council Information, by Ward

	Total	Matamata	Morrinsville	Te Aroha
	400	156	144	100
Very dissatisfied	1%	2%	1%	0%
Dissatisfied	6%	10% +	5%	2%
Neither satisfied nor dissatisfied	22%	26%	19%	18%
Satisfied	46%	33% ---	50%	61% +++
Very satisfied	19%	23%	17%	18%
Don't know	6%	6%	8%	1% --

A total of 25 residents are dissatisfied with their ease of access to Council information. The reasons for dissatisfaction were recorded verbatim and coded by theme. All responses are detailed below in Table 5.

Dissatisfaction regarding specific outcomes is the primary reason for dissatisfaction with eight mentions. General unhappiness (six mentions) is also a main driver for dissatisfaction.

Table 5: Reasons for Dissatisfaction with the Ease of Access to Council Information⁷

Reasons	Number of mentions	Verbatim Comments
Dissatisfaction regarding specific outcomes	8	<ul style="list-style-type: none"> - I don't think it would make any difference, they do what they want to do. There was an activity I was involved in and the Council didn't do anything. - We have built a shed on our property recently and I've found that the Council are very very slow on getting in touch with people. We haven't heard from the building inspector for months. They wanted us to remove another building on the property which we've done, but we've heard nothing else from them. Lack of communication. - We had an issue with the water we were told all the information was on the Matamata-Piako Facebook page. We could not find it and we found it on the general website page. I have family who do not have a computer. The Council should set a standard where they post information, so everyone knows where to go to look for information. This was in regard to two water breakages. - We live near a park and there is always something happening, I have asked the Council to stop the vandalism of the area and nothing has happened. Murray Oaks Scenic Reserve. - When they had the water breakage before Christmas there was nothing

⁷ Q. And why do you say that? Base those dissatisfied / very dissatisfied with the ease of accessing Council information n=25.

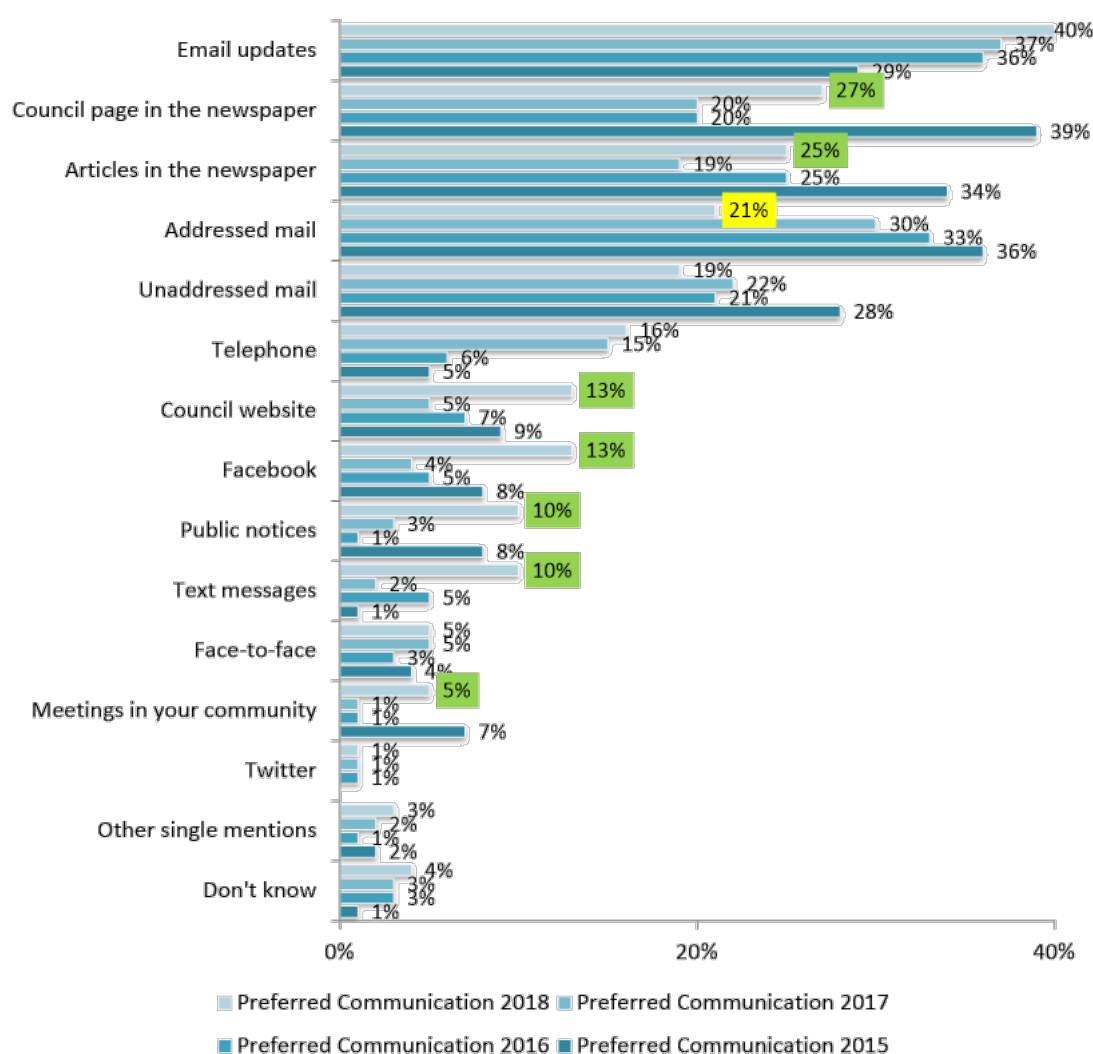
		<p>on the website. That was the first place we looked. We found out on the television. The next day a person knocked on the door) but we feel we could have been more regularly updated with the website. Nothing about how much water we should have used. Maybe someone could have driven around with a loud speaker. The website should have had on it in bold letters 'water breakage' and then all other information about what's happening and what to do and what not to use updated. We had to look under water for information. People were watering their gardens and did not know about the water shortage. Very poor. Common sense. Maybe the Council should do something about it.</p> <ul style="list-style-type: none"> - Lots of problem with the internet, can't get connected to the Council website or even through email. The website needs updating. - They won't tell me what's in my water. - The Council website was not updating fire restrictions as we live in a rural area. It was not updated regularly i.e., after rain.
Generally unhappy	6	<ul style="list-style-type: none"> - As ratepayers we need to be more well-informed. The thing is they have put all the Councils together it feels like we are a bit left out. - The only communication I really get from them is about the rates bill. - If I need to contact the Council, they put you on hold for a long time and it's hard to get in touch with them. It just seems like they don't care. - I don't have much to do with the Council, I am just a ratepayer. Council information more geared for businesses. - I haven't heard from them, about anything really. We just carry on regardless. - I don't really involve myself with the Council. They just do what they want to do.
Unhappiness with timeliness in response	3	<ul style="list-style-type: none"> - Never seem to speak to the person you need to speak to and when you speak to someone or to leave a message they don't call back. - When we ran out of water (not that long ago) the flyer was sent out too late - before then we woke up with no water. No idea what was going on. Flyer was helpful, but it was a bit late. - Have some queries in the past and spoke to them and I haven't heard from them.
Lack of ready access to information	2	<ul style="list-style-type: none"> - I belong to a group of people that use the Memorial Hall and trying to find out why the charges are so high is just about impossible. - There is some stuff they need to advertise more, like that online library thing I didn't know we had that.
Have to find information yourself	2	<ul style="list-style-type: none"> - Recently during a rain event my daughter's place was flooded. I called the Council asking or if they know a place where we can get sandbags and they didn't know and they were not helpful. - I find it hard to find information on things without having to do a lot of digging on the website.
Other single mentions	4	<ul style="list-style-type: none"> - I don't have a computer, it's all on the computer but I don't use one. - No comment. - You can't get any sense out of them. - I think their communication could be better on lots of things.

5.2 Preferred Form of Communication

In terms of residents preferred form of communication from Council, email updates is the most popular mention with 40% of residents mentioning this. Following this, a Council page in the newspaper (27%), articles in the newspaper (25%), addressed mail (21%), unaddressed mail (19%) are also popular mentions.

Residents mentioning their preferred form of via Facebook (13% cf. 2017, 4%) has significantly increased this year, while addressed mail (21% cf. 2017, 30%) as a preferred form of communication with Council has significantly decreased.

Figure 4: Preferred Form of Communication⁸



⁸ Q. How would you prefer Council to communicate with you? (Can be more than one answer). Base: All respondents 2015 n=400; 2016 n=400; 2017 n=400; 2018 n=400.

Table 6: Radio stations mentions, television channels mentioned and other forms of communications used⁹

Form	Number of mentions	Verbatim Comments
Other forms of communication	8	<ul style="list-style-type: none">- Coast.- Newstalk ZB/ Sport.- Waikato.- TV One.- TV One, Three, Prime.- Group feedback session.- Honesty.- Morrinsville paper, not the Piako Post.

⁹ Other communication channels? Base: n=8.

Preferred Form of Communication: By Ward, 2018

In terms of preferred form of communication from Council, Matamata residents prefer to receive information through email updates (53% cf. total, 40%) or via articles in the newspaper (33% cf. total, 25%), while Morrinsville residents are more likely to indicate they prefer to receive information via Facebook (22% cf. total, 13%). Te Aroha residents are more likely to indicate they prefer to receive public notices updates (32% cf. total, 10%), or meetings in the community (18% cf. total, 5%).

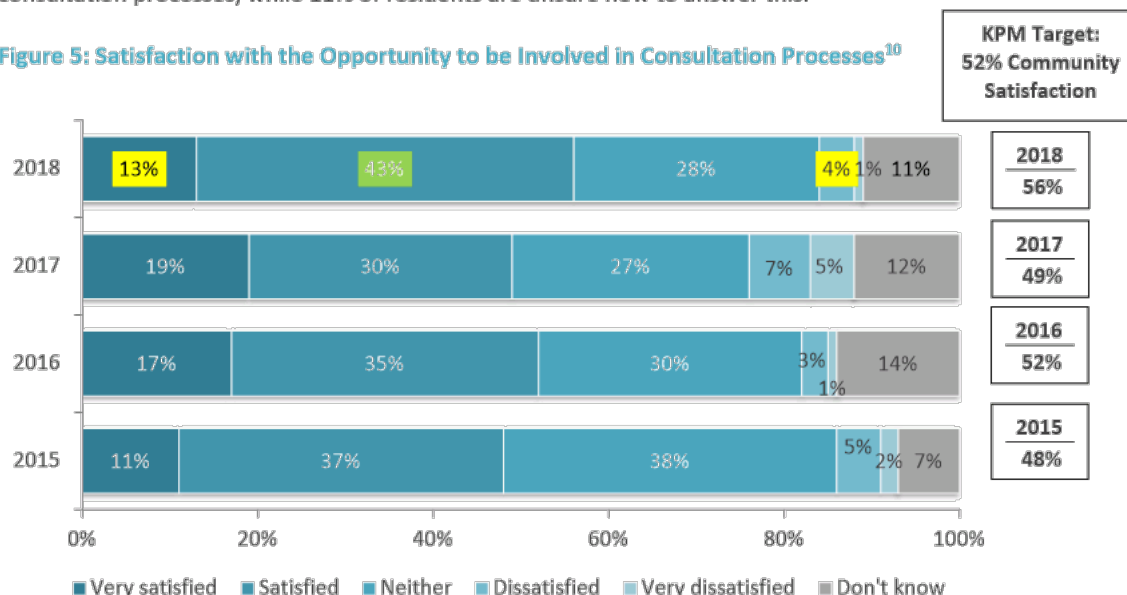
Table 7: Preferred Form of Communication, by Ward

	Total	Matamata	Morrinsville	Te Aroha
	400	156	144	100
Email updates	40%	53% +++	26% ---	44%
Council page in the newspaper	27%	33%	16% ---	35%
Articles in the newspaper	25%	33% ++	12% ---	35% ++
Addressed mail (letters specifically to you)	21%	18%	17%	32% ++
Unaddressed mail (e.g. flyers in the mail)	19%	14%	16%	33% +++
Telephone	16%	7% ---	18%	29% +++
Council website	13%	10%	12%	20% +
Facebook	13%	3% ---	22% ++	16%
Public notices	10%	7%	0% ---	32% +++
Text messages	10%	10%	6%	16% +
Face-to-face	5%	4%	2%	13% +++
Meetings in your community	5%	3%	0% ---	18% +++
Twitter	1%	0%	1%	5% +++
Other single mentions	3%	1%	3%	5%
Don't know	4%	7%	3%	1%

5.3 Opportunity to be Involved in Consultation Processes

More than half of residents surveyed (56%) are satisfied (43%) or very satisfied (13%) with their opportunity to be involved in consultation processes, a 7% increase from last year's results. This exceeds the KPM target by 4%. Following this, 28% of residents are neither satisfied nor dissatisfied. A further 5% of residents are dissatisfied (4%), or very dissatisfied (1%) with their opportunity to be involved in consultation processes, while 11% of residents are unsure how to answer this.

Figure 5: Satisfaction with the Opportunity to be Involved in Consultation Processes¹⁰



¹⁰ Q. And lastly, how satisfied are you with your opportunity to be involved in consultation processes over the last 12 months. Base: All respondents 2015 n=400; 2016 n=400; 2017 n=400; 2018 n=400. Comparisons to previous years' results are indicative as a result of wording changes in 2016.

Satisfaction with the Opportunity to be Involvement in Council's Consultation Processes: By Ward, 2018

In terms of positive ratings, 70% of Te Aroha residents, 62% of Morrinsville, and 41% of Matamata residents are satisfied with their involvement in Council's consultation processes. Matamata residents appear to be most dissatisfied (7% cf. total, 4%) with their involvement in Council's consultation processes.

Table 8: Satisfaction with the Public's Involvement in Council's Consultation Processes, by Ward

	Total	Matamata	Morrinsville	Te Aroha
	400	156	144	100
Very dissatisfied	1%	1%	3% +	0%
Dissatisfied	4%	7%	2%	3%
Neither satisfied nor dissatisfied	28%	36% +	21% +	23%
Satisfied	43%	23% ---	50%	63% +++
Very satisfied	13%	18%	12%	7%
Don't know	11%	15%	12%	4% ++

Twenty-three residents are dissatisfied with their opportunity to be involved in consultation processes. Reasons for dissatisfaction were recorded verbatim and coded by theme. Verbatim responses are detailed below in Table 9.

Dissatisfaction with the public's involvement with consultation processes stems from there not being enough consultation generally (eight mentions). A perception that Council seems to act first and consult after (five mentions) is also a reason for dissatisfaction.

Table 9: Reasons for Dissatisfaction with the Public's Involvement with Consultation Processes¹¹

Reasons	Number of mentions	Verbatim Comments
Not enough consultation with residents in general	8	- <i>Build a new Council in Matamata. We had two beautiful water features the Council got rid of them. They gave us all these things against it, they asked public opinion - 99% wanted to keep them, then the Council called in the family and offered them a room with their family name on the Monday night. The family agreed and then 3pm the next day the water features were gone no one knew about it until something came out in the paper a week later. Now the new build is complete it and it's looking bare -all we've got is grass, but those water features would have looked great there. I just thought it was all very underhanded.</i>

¹¹ Q. And why do you say that? Base those dissatisfied / very dissatisfied with the public's involvement in consultation processes n=23.

Item 6.3

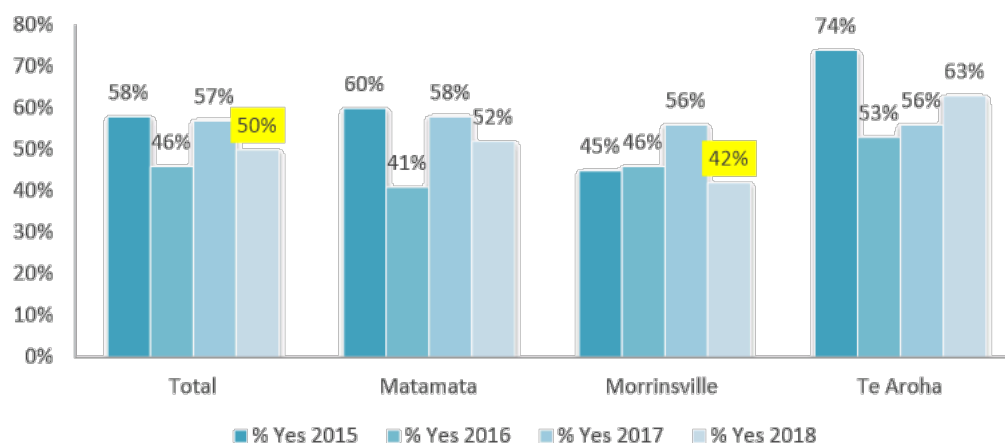
Attachment A

		<ul style="list-style-type: none"> - They don't listen to the people. - There was no consultation of the Horrell Road subdivision. The Council abandoned it there was just a letter saying the Council was not going ahead with it I would have liked to be consulted about why the Council abandoned the subdivision. No feedback. - No one comes out to Waitoa, to ask us things. No consultation. - You don't even hear about anything that might need a big decision on. - Lack of communication, nothing in the Piako Post regarding roading on Horrell Road, Morrinsville, which we live on. I heard what was going on by a neighbour, I could have been consulted. - I see in the newspaper asking questions about knocking down the speed limit which is a good thing. There are no street lights in our street and it's very dark and there should be one. - No information. We don't hear from them at all unless they want money from us.
Council seems to act first and consult after	5	<ul style="list-style-type: none"> - I don't think it would make a difference, they do what they want to do. - They ask you to write to them expressing your concerns, but it's a waste of time because they already made up their own minds. They do what they want to do. - Mainly with the Memorial Centre upgrade, there were many decisions made without consulting to the public first. - No point in consultation as the Council does what they want anyway. Total waste of time especially with this Council as they are just not listening. - This was to do with the consultation about the protected trees. They sort of introduced their point system and asked for consultations, and also, I sent in some remarks and suggestions. I also got a copy of the marks and suggestions from other people, so that was good as an overview. But looking at all the suggestions made by other people, I couldn't see the Council really listened to the suggestions. They really didn't take it up. If there is a high percentage of people against the proposal, as Council, you should pay good attention to that.
Generally unhappy	3	<ul style="list-style-type: none"> - Through my own experience with the Council. - No comment. - You get passed on to another person, the person you want isn't available. In the case, in the past 12 months it was noise control.
Haven't been involved/ not interested	3	<ul style="list-style-type: none"> - I never hear from them. - I would have no idea of what is going on. - Have never really been consulted.
Other single mentions	4	<ul style="list-style-type: none"> - I think we need to see and hear more of them. - They are building new premises in town and it's unnecessary, it's a waste of money it's a waste of our money. - Eynon Road development was appalling - the Council tried to get the other side of the road made industrial. We had a huge fight for it not to go ahead. I feel the Council should be supplying the ratepayer essential services and not get into property development. - They've probably got good ideas, but no follow through.

5.4 Contacting Council

Overall, half of residents (50%) have had contact with Council in the past 12 months; this is a significant decrease from last year (cf. 2017, 57%). In terms of specific areas; fewer Matamata residents (52% cf. 2017, 58%) and significantly fewer Morrinsville residents (42%) have made contact with Council in the past 12 months. Results for Te Aroha (63%) have increased marginally compared with results from last year.

Figure 6: Level of Contact with Council in the Last Twelve Months¹²

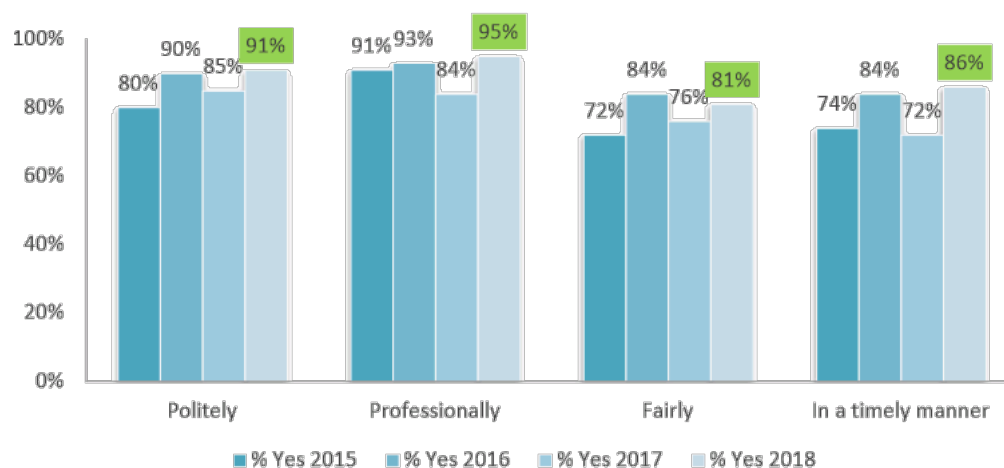


¹² Q. Have you made contact with the Council in the last year via telephone or face-to-face? Base: All respondents 2015 n=400; 2016 n=400; 2017 n=400; 2018 n=400.

5.5 Impressions of First Point of Contact

Impressions made by residents about the customer service team at their first point of contact have all significantly increased this year. There are increases in residents agreeing the service they received is professional (95% cf. 2017 84%), polite (91% cf. 2017, 85%), timely (86% cf. 2017, 72%), and fair (81% cf. 2017 76%).

Figure 7: Impressions of First Point of Contact¹³

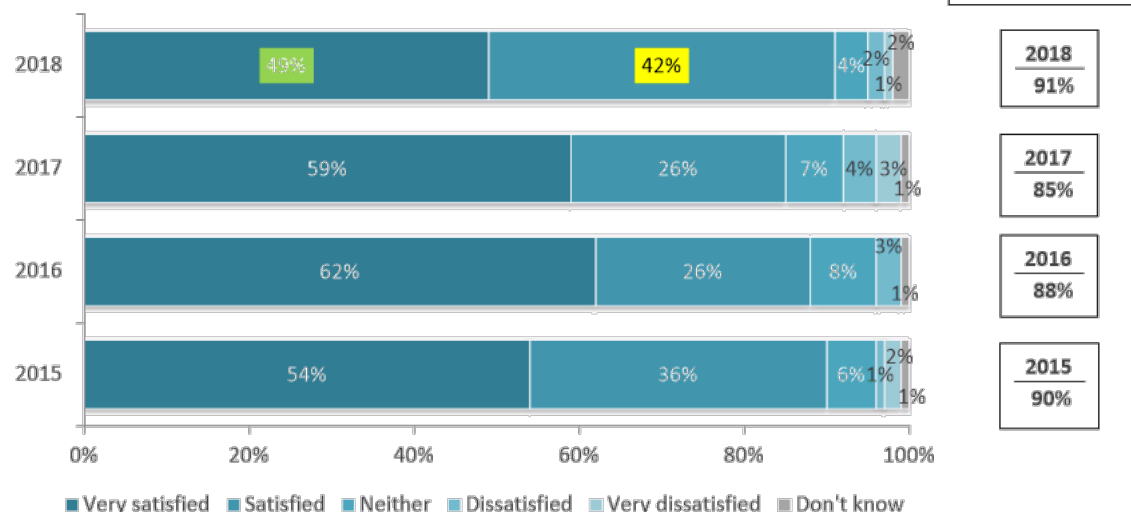


¹³ Q. We are interested in your feedback on our customer services team that is the first point of telephone contact or reception enquiries. Could you tell me if your enquiry was handled...? Base: All respondents who had contact with Council via telephone or face-to-face, 2015 n=244; 2016 n=204; 2017 n=240; 2018 n=229.

5.6 Satisfaction with First Point of Contact

Residents who contacted Council via telephone or face-to-face in the past year were asked to rate the service they received overall. The majority of these residents (91%) are satisfied (42%) or very satisfied (49%) with the service they received. This is a 6% increase from last year (91% cf. 2017, 85%). Four percent of residents are neither satisfied nor dissatisfied, 2% are dissatisfied, and 1% are very dissatisfied. The remaining 2% of these residents don't know how to rate this question.

Figure 8: Customer Satisfaction with First Point of Contact¹⁴



User Satisfaction with First Point of Contact: By Ward, 2018

The majority (96%) of Te Aroha residents are satisfied with their first point of contact with Council staff. Following this, 91% of Morrinsville residents and 89% of Matamata residents are satisfied with their first point of contact.

Table 10: User Satisfaction with First Point of Contact, by Ward

	Total	Matamata	Morrinsville	Te Aroha
	229	92	73	64
Very dissatisfied	1%	1%	2%	1%
Dissatisfied	2%	1%	2%	1%
Neither satisfied nor dissatisfied	4%	6%	4%	1%
Satisfied	42%	26%	48%	58%
		---		++
Very satisfied	49%	63%	43%	38%
		++		
Don't know	2%	3%	1%	1%

¹⁴ Q. Could you tell me how satisfied you were with the service at the first point of telephone contact or reception enquiries overall. Base: All respondents who have contacted Council via telephone or face-to-face 2015 n=244; 2016 n=204; 2017 n=240; 2018 n=229.

Eight residents are dissatisfied with their first point of contact. Reasons for dissatisfaction were recorded verbatim and coded by theme. All responses are detailed below in Table 11.

A lack of action or follow up is the main reason residents are dissatisfied with their first point of contact. Other reasons included being unhappy with customer service and a lack of interest from Council.

Table 11: Reasons for Dissatisfaction with First Point of Contact¹⁵

Reasons	Number of Mentions	Verbatim Comments
Lack of action / follow up	4	<ul style="list-style-type: none"> - Nobody turned up to have a look at the flooding on my driveway, full of street water, storm water. Clarke Avenue, Te Aroha. - I have contacted the Council regarding the vandalism of Murray Oaks Scenic Reserve no one has returned calls or communicated with me regarding the above issue. - They didn't do anything about the tree that is blocking the footpath that is close to my driveway. - Good to deal with, but hard to get the job done, we've had quite a few issues with dog control. They don't seem to enforce the dog control laws. One time we were told to put a dog proof fence up, but we don't have a dog.
Unhappy with customer service	3	<ul style="list-style-type: none"> - My husband died in April. I went down to enquire about the rates rebate in Te Aroha. The lady told me to get a whole lot of paperwork together, which I did. And to come back as soon as I had it completed. When I went back with the completed paper work in May, I was told by another person that I could not apply, I had to wait for the rates round to come to out – July or September. It annoyed me because I couldn't get it until the next rates came out. After I had made an appointment, it went through perfectly no problem. - I was making enquiries about a bush reserve in Tauhei just outside of Morrinsville, I enquired at the information centre and they advised to call Matamata-Piako District Council and they advised it was just outside their area and put me onto Waikato District Council who I couldn't get hold of. - When I rang Council about feral cats he laughed and said it was no concern of Council. But I don't think it's the concern of an 81-year-old lady who's disabled to go out and catch feral cats. I caught 10 in first fortnight and another two a week later.
Lack of interest	1	<ul style="list-style-type: none"> - I've been put off, like no one really cares about the issue.

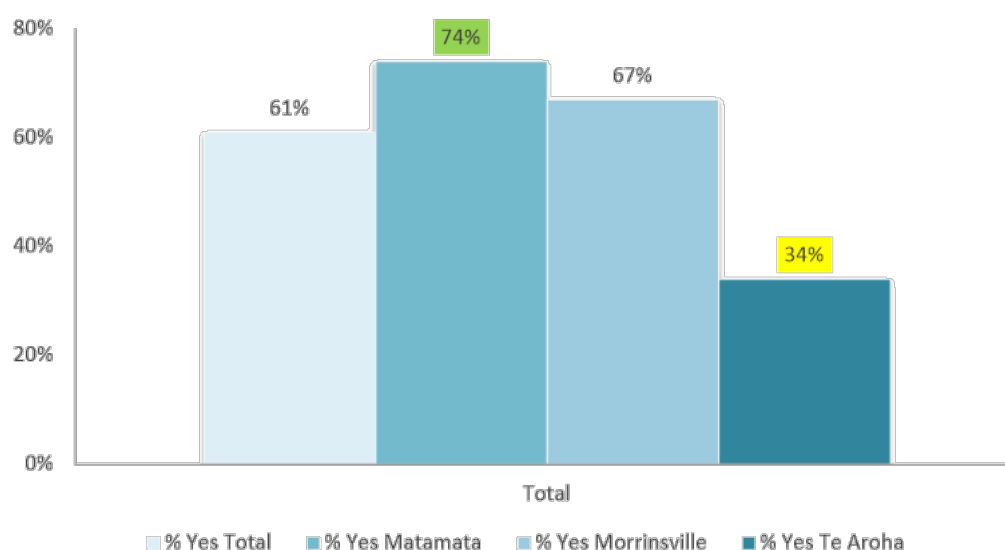
¹⁵ Q. And why do you say that? Base those dissatisfied / very dissatisfied with the customer service n=8.

5.7 Council offices going cashless

In a new question for 2018, Council is seeing a change in the way customers choose to make payments, the preferred method is electronic payment in place of cash.

Sixty-one percent of residents surveyed would support the Council offices going cashless. In terms of specific areas, a significantly greater number of Matamata residents (74%) and 67% of Morrinsville residents would support the Council offices going cashless. Significantly fewer Te Aroha residents (34%) would support the Council offices going cashless.

Figure 9: Supporting the Council offices going cashless¹⁶



¹⁶ Q. Council is seeing a change in the way customers choose to make payments, the preferred method is electronic payment in place of cash. Would you support the Council offices going cashless? Base: All respondents 2018 n=400.

6 Services and Facilities

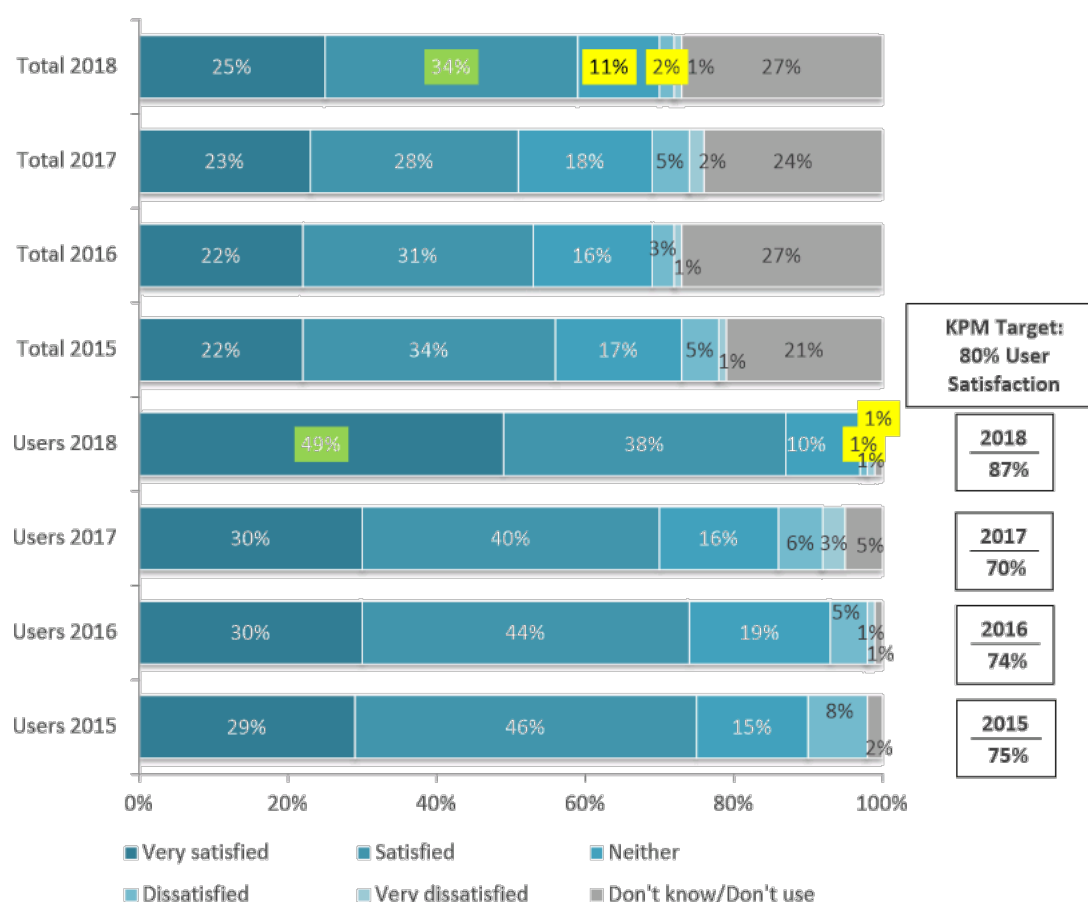
Ratings for the following facilities and services are presented in this section: Aquatic facilities and public swimming pools; kerbside rubbish collection, kerbside recycling services and transfer stations; cemeteries; Council's management of flooding within urban areas; parks and reserves; sports fields; Council's walking tracks; access to parking in shopping areas; Council playgrounds; and the look and feel of the Central Business Districts.

6.1 Aquatic Facilities and Public Swimming Pools

At a total level, satisfaction with the aquatic facilities and public swimming pools has increased by 8% compared with results from last year, with more than half of residents (59%) indicating they are satisfied (34%) or very satisfied (25%) with these facilities.

In terms of users of the aquatic facilities and public swimming pools, 87% are satisfied (38%) or very satisfied (49%) with the facilities. This is a 17% increase from last year's results (70%) and exceeds the KPM target of 80%. Following this, 10% are neither satisfied nor dissatisfied, 2% are dissatisfied (1%) or very dissatisfied (1%), while 1% are unsure how to answer, a significant decrease from last year (1% cf. 2017, 5%).

Figure 10: Aquatic Facilities and Public Swimming Pools¹⁷



¹⁷ Q. I am going to read out various Council services. It doesn't matter whether you have used these or not. Please rate each in terms of how satisfied you are with the service overall, using a 5 point scale with 1 representing very dissatisfied and 5 representing very satisfied... aquatic facilities and public swimming pools? Base: All respondents 2015 n=400; 2016 n=400; 2017 n=400; 2018n=400; Users 2015 n=145; 2016 n=149; 2017 n=147; 2018 n=106.

User Satisfaction with Aquatic Facilities and Public Swimming Pools: By Ward, 2018

The majority of Morrinsville users (94%) are satisfied with the aquatic facilities and public swimming pools. Following this, 84% of both Matamata and Te Aroha users are satisfied with the facilities.

Table 12: User Satisfaction with Aquatic Facilities and Public Swimming Pools, by Ward

	Total	Matamata	Morrinsville	Te Aroha
	106	50	26	30
Very dissatisfied	1%	1%	1%	0%
Dissatisfied	1%	0%	2%	0%
Neither satisfied nor dissatisfied	10%	15%	3%	14%
Satisfied	38%	32%	53%	31%
Very satisfied	49%	52%	41%	53%
Don't know/ Don't use	1%	0%	0%	2%

Fourteen residents are dissatisfied with the aquatic facilities and public swimming pools. Reasons for dissatisfaction were recorded verbatim and coded by theme. All responses are detailed below in Table 13.

Restricted times, access and season (seven mentions) and being expensive (three mentions) are the main reasons for dissatisfaction with the aquatic facilities and public swimming pools. Cleanliness and being generally unhappy are also reasons for dissatisfaction.

Table 13: Reasons for Dissatisfaction with the Aquatic Facilities and Public Swimming Pools¹⁸

Reasons	Number of mentions	Verbatim Comments
Restricted times, access, season	7	<ul style="list-style-type: none"> - Te Aroha – There's no disability access, it's impossible to get up those steps. - The opening hours are poor – I feel they open too late in the season, and close too early. The hours are limited, and people cannot go after work. - Morrinsville. The availability of being able to use them. Opening hours. - We're ratepayers and we can never get into the swimming pool as it is always closed for the schools. They get funding from the Government to look after the schools. Why should we be denied using the public facility, when they have funding from the Government to have their own pool. - Pools close on the weekend around 2 o'clock. - They are closed Boxing Day. - The Morrinsville pools closes in March. It's heated slightly in summer and then they close it down. I feel they could be open all year and heated – it could be financial reasons, but the opening hours could be longer.
Expensive	3	<ul style="list-style-type: none"> - The price and the rules. When you take the kids for a swim they're not allowed to jump in the pool or anything. The price is too high.

¹⁸ Q. And why do you say that? Base those dissatisfied / very dissatisfied with aquatic facilities n=14.

		<ul style="list-style-type: none"> - They have put the price back up again, the last time I was up there it didn't look as child-friendly as it once did. - The pools are too expensive to use, especially since there is no covered pool – if there was, I would use it more.
Cleanliness an issue	1	<ul style="list-style-type: none"> - Te Aroha – In the spa, a child was in there with a normal nappy and he did his business. No one did anything about it. It was about six months ago.
Generally unhappy	1	<ul style="list-style-type: none"> - They have lifeguards on, who have shoes and socks on and not a bathing suit, so they don't look prepared to jump in. The rules around clothing is not equally adhered to. I have been going 4 plus times per week, they are unfriendly, the staff are shocking they only seem to be there for social reasons. They seem to just close a pool when they are understaffed. It's not staffed well, and I don't get a discount when they don't have enough staff on. I am really unhappy. Using bathing caps in the pool so be regulation.
Other single mentions	2	<ul style="list-style-type: none"> - I've never been there. - At least one of the toilets at the swimming pools should be kept open because of the caravans that stay overnight.

6.2 Kerbside Refuse, Recycling Services, and Transfer Stations

6.2.1 Kerbside Refuse, Recycling Service and Transfer Station Usage

Seventy-nine percent of residents surveyed use the kerbside rubbish collection service, on par with last year's results. Following this, 79% of residents use the kerbside recycling service, also on par with last year's results, while 54% use the transfer stations, a significant decrease of 16% compared to 2017. Five percent of residents surveyed indicate they don't use any of these.

Figure 11: Use of Kerbside Refuse, Recycling Services and Transfer Stations¹⁹

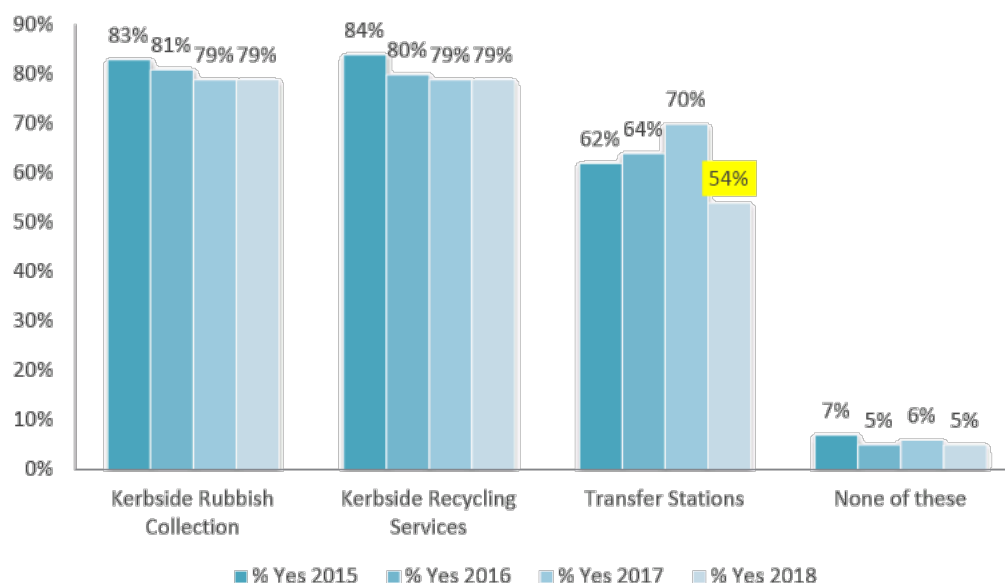


Table 14: Use of Kerbside Refuse, Recycling and Transfer Stations: By Ward

	Total	Matamata	Morrinsville	Te Aroha
	400	156	144	100
Council's kerbside rubbish collection	79%	76%	81%	83%
Council's kerbside recycling service	79%	73%	83%	83%
The transfer stations	54%	54%	55%	51%
None of these	5%	9% +	5%	1% -

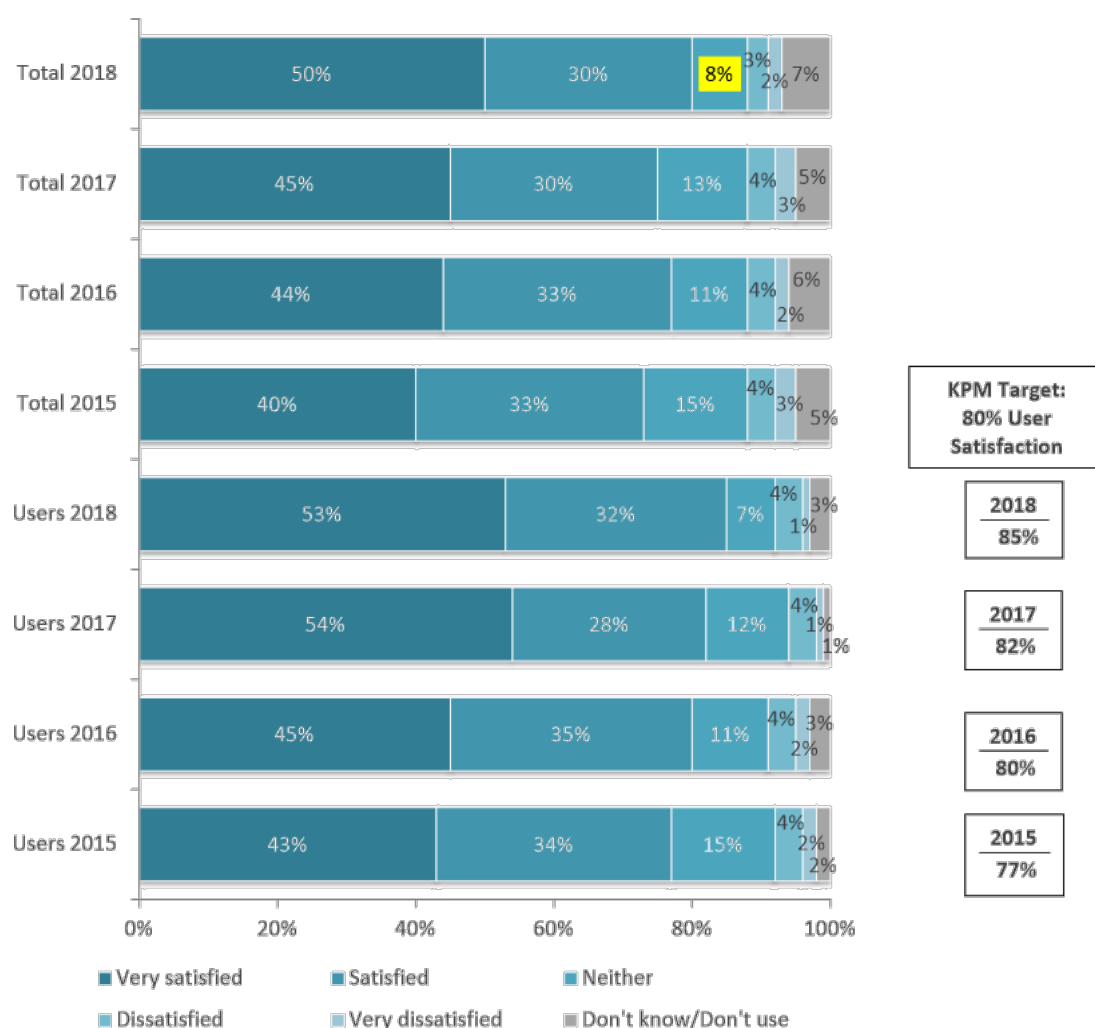
¹⁹ Q. And do you use Council's kerbside rubbish collection, Council's kerbside recycling service or the transfer stations? (Can be more than one answer) Base: All respondents, 2015 n=400; 2016 n=400; 2017 n=400; 2018 n=400.

6.2.2 Satisfaction with Kerbside Refuse, Recycling Services and Transfer Stations

At a total level, 80% of residents are satisfied (30%) or very satisfied (50%) with kerbside refuse, recycling services and transfer stations. Although not significant, it is a 5% increase in satisfaction from last year.

In terms of users, 85% are satisfied (32%) or very satisfied (53%) with kerbside refuse, recycling services and transfer stations. This is a 3% increase compared with 2017 results which exceeds the KPM target of 80% satisfaction amongst users. Following this, 7% of residents are neither satisfied nor dissatisfied with the service, with 5% rating this as either dissatisfied (4%) or very dissatisfied (1%). Three percent of respondents are unsure how to rate this.

Figure 12: Kerbside Refuse Collection, Recycling Services and Transfer Stations²⁰



²⁰ Q. I am going to read out various Council services. It doesn't matter whether you have used these or not. Please rate each in terms of how satisfied you are with the service overall, using a 5 point scale with 1 representing very dissatisfied and 5 representing very satisfied.... Council kerbside rubbish collection, recycling, and transfer stations. Base: All respondents 2015 n=400; 2016 n=400; 2017 n=400; 2018 n=400; Users 2015 n=374; 2016 n=382; 2017 n=326; 2018 n=379.

User Satisfaction with Kerbside Refuse, Recycling Services, and Transfer Stations: By Ward, 2018

User satisfaction with Council's kerbside refuse, recycling services and transfer stations is similar across all three wards, with 86% of Morrinsville and Te Aroha users, and 82% of Matamata users satisfied with the facilities.

Table 15: User Satisfaction with Kerbside Refuse, Recycling and Transfer Stations, by Ward

	Total	Matamata	Morrinsville	Te Aroha
	379	143	138	98
Very dissatisfied	1%	1%	2%	0%
Dissatisfied	4%	4%	4%	2%
Neither satisfied nor dissatisfied	7%	10%	4%	8%
Satisfied	32%	34%	37%	20%
				--
Very satisfied	53%	48%	49%	66%
				++
Don't know/ Don't use	3%	3%	4%	4%

A total of 20 residents are dissatisfied with kerbside refuse collection, recycling services and transfer stations. Reasons for dissatisfaction were recorded verbatim and coded by theme. All responses are detailed below in Table 16.

Unhappiness with kerbside collection (seven mentions) is the primary reason for dissatisfaction. Unhappiness with the transfer stations (five mentions) and recycling collection (four mentions) are also reasons for dissatisfaction.

Table 16: Reasons for Dissatisfaction with Kerbside Refuse, Recycling and Transfer Stations²¹

Theme	Number of mentions	Verbatim Comments
Unhappy with kerbside collection service	7	<ul style="list-style-type: none"> - When the guys pick up the rubbish they just chuck it in the truck and leave a mess on the ground. Also, I am confused when the rubbish or recycling comes in holiday times. - The rubbish trucks leave markings on the road. - The size of the bags is getting smaller, and the allocation is not enough. - Some weeks they are inconsistent – they either come early or too late. Some weeks they don't turn up. - I'm not happy with the rubbish bags. They make rubbish bags too small, it needs to be bigger for a big household. - The rubbish collection. We don't know when they are coming to pick up the rubbish? They are inconsistent with the timing. - The rubbish bags are too expensive. They are not big enough or strong enough for the amount we pay in rates...then there is the cost to buy extras.
Unhappy with transfer station	5	<ul style="list-style-type: none"> - There is an inconsistency in the running of the Matamata Transfer Station, in the management and I wonder if they are underfunded. - My daughter and son-in-law took some of my rubbish to the transfer station. They felt the staff member was very abrupt and could have been more pleasant. - Now when you go down there to take your rubbish it's very untidy, messy. - The transfer station, it's overflowing and dirty. Sometimes I worry we'll get a flat tyre. Some transfer stations are well laid out, the one in Morrinsville could be improved. The people are friendly, that has improved, but it's not great. There would be a demand for a rubbish collection service outside Morrinsville – Tahuroa Road area. - It's not open when we want it to be opened, when we have a lot of recycling to throw away.
Unhappy with recycling pick up service	4	<ul style="list-style-type: none"> - The big yellow bins (the recycling ones) the guys that pick them up, they don't leave them upright, or they leave the lids open. - We have a big family living in this household and we have lots of things to recycle. It fills up the recycling bin, and the rubbish or recycling bags are just not big enough. - The recycling bin is too big for cardboard and metal. There is no way to recycle televisions and microwaves. There is no green waste removal. The transfer stations overcharge. - I live in Lindale Street – they never pick up the rubbish on

²¹ Q. And why do you say that? Base those dissatisfied / very dissatisfied with kerbside refuse, recycling and transfer stations n=20.

Item 6.3

Attachment A

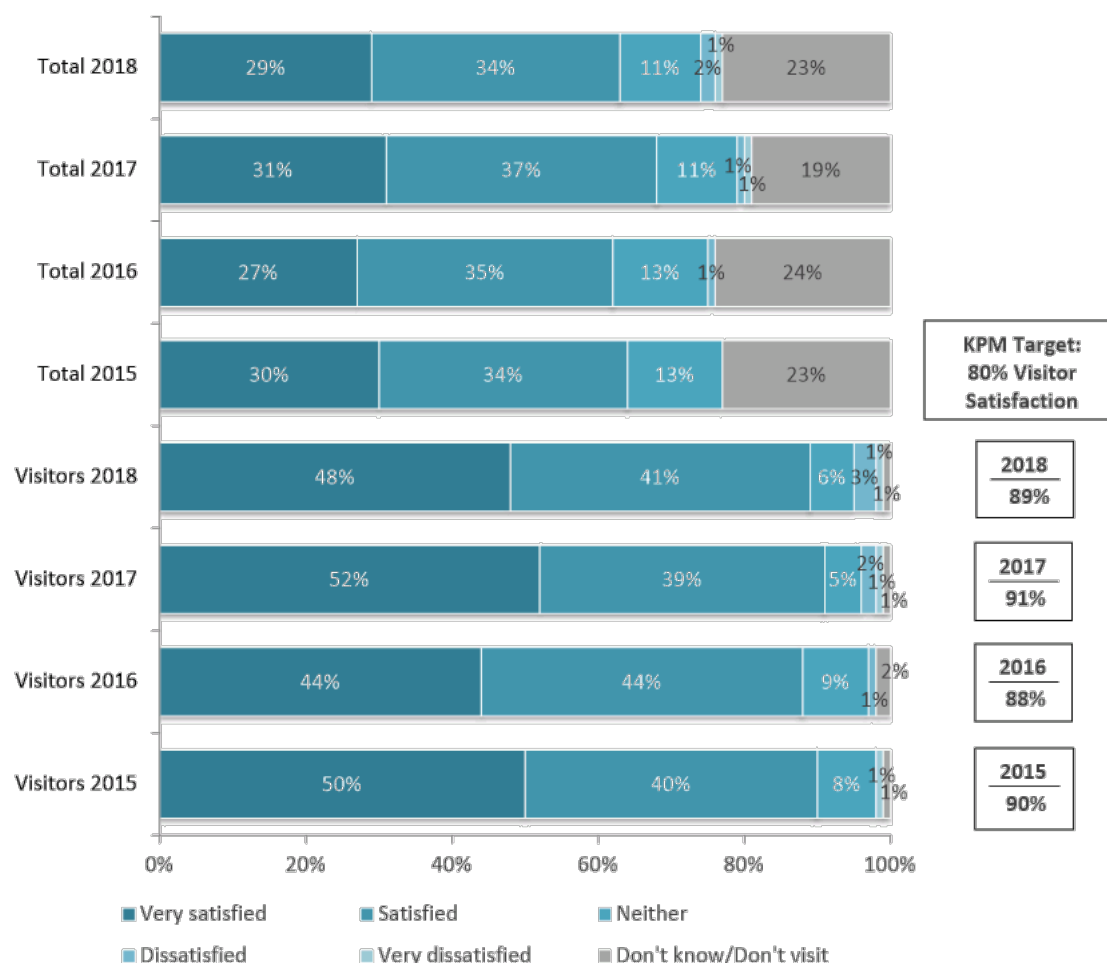
			<i>time. If you put extra bottles out beside the green bin in a box they do not pick them up. So if the green box is full, why can't they take the bottles in the box? Even if they emptied the box and left it there. If they see a can in with the plastics, they won't take any of it.</i>
Kerbside collection not available	3	-	<i>We don't get the kerbside stuff, we take our recyclables to the transfer station. The Council is quite expensive.</i> <i>I pay a lot of rates and I also have to pay for my own rubbish removal...I am paying for a service I don't receive, so I am very unhappy.</i> <i>We do not have rubbish collection or kerbside recycling. We have to pay for this on top of our rates.</i>
Other single mentions	1	-	<i>We've got no use for it.</i>

6.3 Cemeteries

Overall, 63% of residents are satisfied (34%) or very satisfied (29%) with cemeteries, a 5% decrease from last year's results.

In terms of visitors, 89% are satisfied (41%) or very satisfied (48%) with cemeteries. While this is a 2% decrease from last year, this result exceeds the visitor satisfaction KPM target by 9%. A further 6% of visitors are neither satisfied nor dissatisfied, while 3% are dissatisfied, 1% are very dissatisfied and 1% don't know how to answer this.

Figure 13: Satisfaction with Cemeteries²²



²² Q. I am going to read out various Council services. It doesn't matter whether you have used these or not. Please rate each in terms of how satisfied you are with the service overall, using a 5 point scale with 1 representing very dissatisfied and 5 representing very satisfied.... cemeteries. Base: All respondents 2015 n=400; 2016 n=400; 2017 n=400; 2018 n=400; Users 2015 n=186; 2016 n=189; 2017 n=185; 2018 n=187.

Visitor Satisfaction with Cemeteries: By Ward, 2018

The majority of Te Aroha residents (94%) who are visitors to cemeteries are satisfied with the facilities. Similarly, 91% of Matamata residents and 85% of Morrinsville residents who have visited cemeteries are satisfied with the facilities.

Table 17: Visitor Satisfaction with Cemeteries, by Ward

	Total	Matamata	Morrinsville	Te Aroha
	187	72	69	46
Very dissatisfied	1%	1%	1%	0%
Dissatisfied	3%	3%	4%	0%
Neither satisfied nor dissatisfied	6%	5%	9%	0% -
Satisfied	41%	56% ++	34%	25% --
Very satisfied	48%	35% -	51%	69% ++
Don't know/ Don't use	1%	0%	1%	6% ++

Eleven residents identified they are dissatisfied with cemeteries with the main driver being the cemeteries are untidy or unkempt (eight mentions). Reasons for dissatisfaction were recorded verbatim and all responses are detailed in Table 18 below.

Table 18: Reasons for Dissatisfaction with Cemeteries²³

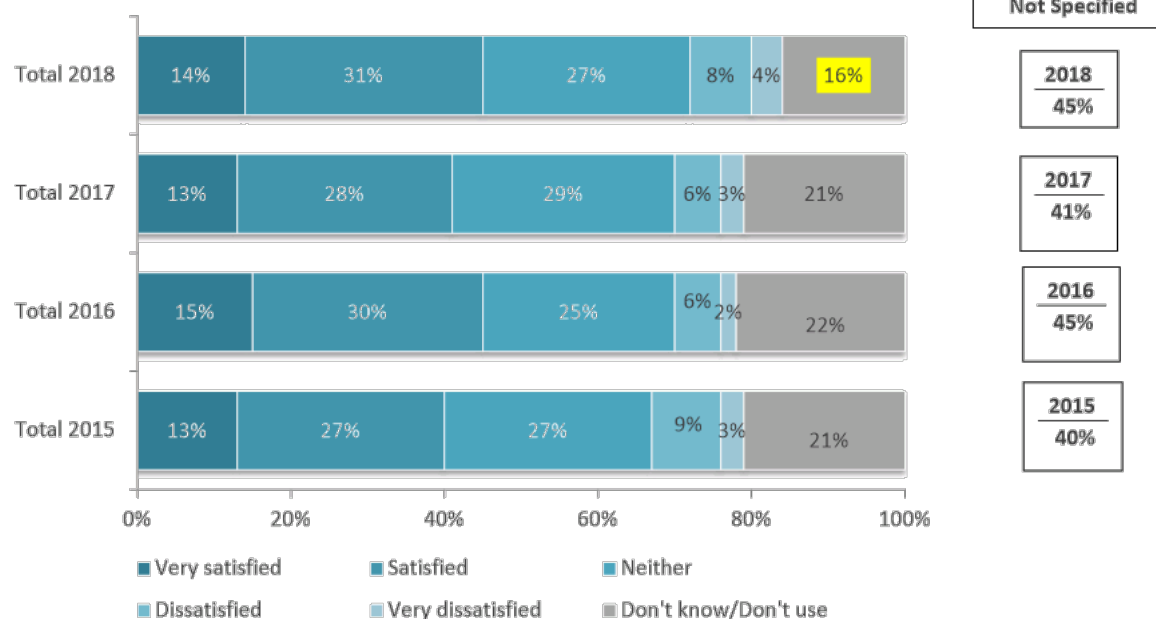
Theme	Number of mentions	Verbatim Comments
Untidy/ unkempt	8	<ul style="list-style-type: none"> - <i>Matamata. When I was out there it was untidy and needed mowing, and the look of the cemetery could really use a revamp – the number 8 fence makes it look like the Council is keeping cows.</i> - <i>Because of the fence, it is shocking!</i> - <i>I went to the Council and complained, saying it's disgusting and it's overgrown with weeds and it needs a clean-up.</i> - <i>I visited my mum's grave and there are holes on the ground and it needs mowing.</i> - <i>Morrinsville. The cemetery on Seales Road – I feel that it needs work. When you drive into the cemetery the headstones are broken and it's untidy. There are weeds growing out of headstones – I think it's terrible. The new part is adequate. We have to drive through the old part of the cemetery to get to the new part.</i> - <i>The old Morrinsville cemetery is very neglected – the grass is long, and the headstones are falling off.</i> - <i>There is a broken wall that hasn't been fixed. That's very disrespectful.</i> - <i>The length of the lawns, sometimes they just look uncared for.</i>
Don't use	2	<ul style="list-style-type: none"> - <i>I'm not too sure, I hardly go there.</i> - <i>I don't really have a problem, I just don't use them. I don't go there.</i>
Single mention	1	<ul style="list-style-type: none"> - <i>It's alright, but I don't know what they will do you with the old one in Thames Street.</i>

²³ Q. And why do you say that? Base those dissatisfied / very dissatisfied with the cemeteries n=11.

6.4 Council's Management of Flooding within Urban Areas

Satisfaction with Council's management of flooding within urban areas has increased by 4% this year. Forty-five percent surveyed are satisfied (31%) or very satisfied (14%) with Council's management of flooding within urban areas. More than a quarter of residents (27%) are neither satisfied nor dissatisfied with the service. A further 12% of residents are dissatisfied (8%) or very dissatisfied (4%), while 16% are unsure how to rate this, a significant decrease from last year (16% cf. 2017, 21%).

Figure 14: Satisfaction with Council's Management of Flooding within Urban Areas²⁴



²⁴ Q. I am going to read out various Council services. It doesn't matter whether you have used these or not. Please rate each in terms of how satisfied you are with the service overall, using a 5 point scale with 1 representing very dissatisfied and 5 representing very satisfied...Council's management of flooding within urban areas. Base: All respondents 2015 n=400; 2016 n=400; 2017 n=400; 2018 n=400.

Satisfaction with Council's Management of Flooding within Urban Areas: By Ward, 2018

Close to half of Te Aroha residents (46%) are satisfied with Council's management of flooding within urban areas. Following this, 45% of both Matamata and Morrinsville residents are satisfied with Council's management. Notably, Te Aroha residents are neither satisfied nor dissatisfied with Council's management of flooding within urban areas (38% cf. total, 27%) while Morrinsville residents (25% cf. total, 16%) are more likely to be unsure how to rate this.

Table 19: Satisfaction with Council's Management of Flooding within Urban Areas, by Ward

	Total	Matamata	Morrinsville	Te Aroha
	400	156	144	100
Very dissatisfied	4%	2%	6%	2%
Dissatisfied	8%	11%	6%	6%
Neither satisfied nor dissatisfied	27%	31%	18% --	38% ++
Satisfied	31%	26%	36%	31%
Very satisfied	14%	19%	9%	15%
Don't know/ Don't use	16%	10% -	25% ++	8% --

Forty-six residents are dissatisfied with Council's management of flooding within urban areas. Reasons for dissatisfaction were recorded verbatim and coded by theme shown in Table 20.

Close to half of these residents (22 mentions) indicated their dissatisfaction with Council's management of flooding is associated with flooding during heavy rain. Drains blocked and not being cleared (10 mentions) and Council being generally unhelpful (six mentions) are also main factors in dissatisfaction with Council's management of flooding.

Detailed verbatim comments, highlighting specific streets and areas of concern within each ward are available in Appendix 11.2.

Table 20: Reasons for Dissatisfaction with Council's Management of Flooding within Urban Areas²⁵

Theme	Number of mentions	Illustrative Quote
Flooding with heavy rains	22	- <i>Our street floods quite a bit during heavy downfalls and leaves an awful mess and we end up having to clean it. They need the street swept more (Kilbride Street).</i>
Drains blocked, not cleared	10	- <i>Stormwater drains are not cleared regularly – gets a lot of flooding around our area. We are around Osborne, Alexander area. The trees are dropping debris in the winter.</i>
Council unhelpful	6	- <i>They don't seem to fix the situation. It seems to be flooding in the same place all the time. Need to remove the trees.</i>
Leaves not cleared	5	- <i>They need a consistent 'cleaning up of the leaves' programme, a lot of the drainage cleaning seems to be done after a storm, especially around Burwood Road and where the swimming pool complex is. Matamata.</i>
Gutter blocked, not cleared	1	- <i>Every time it rains on Broadway in Matamata they never come and clean the gutters on the side of the road. It's very poor.</i>
No stormwater from houses	1	- <i>We're on Seddon Street, everyone's back yards flood. And I'm pretty sure we don't have stormwater drains.</i>
Rubbish blocking stormwater traps	1	- <i>I live on Bank Street in Morrinsville. At the northern end the drain hole on the road in front of our house is continually filled with rubbish. I have to clean it out before it rains. If I don't, it floods and water goes up your driveway and floods the road.</i>

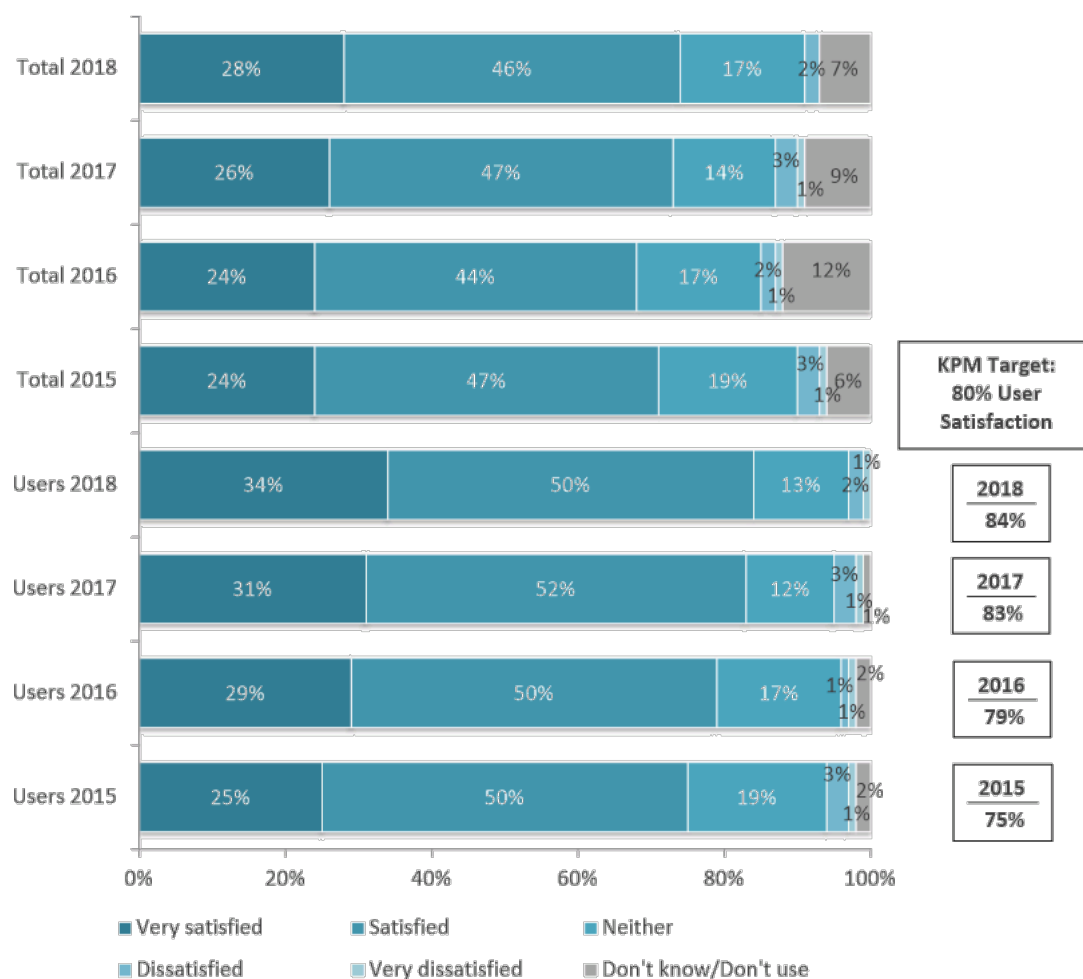
²⁵ Q. And why do you say that? Base those dissatisfied/ very dissatisfied with Council's management of flooding within urban areas n=46.

6.5 Parks and Reserves

Close to three-quarters of residents (74%) are satisfied (46%) or very satisfied (28%) with parks and reserves. Although not significant, it is a 1% increase from last year's results.

Amongst users, 84% are satisfied (50%) or very satisfied (34%) with parks and reserves. This is a 1% increase from last year and exceeds the KPM target by 4%. A further 13% of users are neither satisfied nor dissatisfied. Three percent are either dissatisfied (2%) or very dissatisfied (1%).

Figure15: Satisfaction with Parks and Reserves²⁶



²⁶ Q. I am going to read out various Council services. It doesn't matter whether you have used these or not. Please rate each in terms of how satisfied you are with the service overall, using a 5 point scale with 1 representing very dissatisfied and 5 representing very satisfied.... parks and reserves, excluding sport fields. Base: All respondents 2015 n=400; 2016 n=400; 2017 n=400; 2018 n=400; Users 2015 n=248; 2016 n=234; 2017 n=254; 2018 n=232.

User Satisfaction with Parks and Reserves: By Ward, 2018

The majority of Morrinsville users (90%) are satisfied with parks and reserves. Comparatively, 84% of Te Aroha users and 78% of Matamata users surveyed are satisfied with parks and reserves.

Table 21: User Satisfaction with Parks and Reserves, by Ward

	Total	Matamata	Morrinsville	Te Aroha
	232	90	79	63
Very dissatisfied	1%	1%	0%	0%
Dissatisfied	2%	2%	2%	1%
Neither satisfied nor dissatisfied	13%	19%	7%	15%
Satisfied	50%	39%	59%	55%
Very satisfied	34%	39%	31%	29%
Don't know / Don't use	0%	0%	1%	0%

A total of 14 residents identified they are dissatisfied with parks and reserves. Reasons for dissatisfaction were recorded verbatim and coded by theme. All responses are detailed below in Table 22.

Residents who are dissatisfied with parks and reserves attribute most of their dissatisfaction to a lack of maintenance (eight mentions).

Table 22: Reasons for Dissatisfaction with Parks and Reserves²⁷

Theme	Number of mentions	Verbatim Comments
Lack of maintenance	8	<ul style="list-style-type: none"> - <i>Poorly maintained needs mowing.</i> - <i>Lockerbie Park is overgrown with noxious weeds, the lawns aren't kept short enough. People are dumping rubbish and their garden waste around the walkways. What used to be the wet ponds are now dry ponds, they are overgrown with creepers and honeysuckle throughout the bush park and the willows have black mould on them, so they'll be dying.</i> - <i>The domain looks untidy.</i> - <i>Founders Park, the grass edges they spray them about 6inch into the park, but the grass still goes over the path, the grass hanging over the curb catches the leaves and stuff gets caught blocking the drains, I have to pick up the leaves and put in my rubbish, the grass edges need cutting on the edges. cutting is a much better option than spraying. they also made the park a place that people can let dogs free and the people don't pay attention their dog or clean the poo up.</i> - <i>The walkway off Rata Street down to the Bedford Park area there are some huge trees hanging over people's sections and I feel people need to get up and have a good look at these trees as there are quite a few with noticeable areas of rot. I know a lot of these trees were planted years and years ago and they used to be regularly pruned but they are not done very regularly at all now and I think if this was done we would not have the problem with leaves in the gutters.</i> - <i>The park by me is poorly maintained.</i> - <i>We have not got the resources of the big cities. I would like to see an improvement in the standard in gardens beyond the central business district up to the Matamata gardens standard.</i> - <i>Centennial Drive in Matamata always look pristine and the domain in Te aroha are always very well maintained and a credit to the Council. But Morrinsville recreation grounds is very disappointing. The trees are neglected, the ground has so much potential. The grounds are poor when it rains the grounds flood and are muddy. The recreation grounds which are an off-leash area but its riddled with wandering dew and ivy and other plants toxic to dogs. A lot of people who walk that area are very disappointing in Council performance in that area.</i>
Other single mentions	6	<ul style="list-style-type: none"> - <i>The walkway to the cemetery is poorly maintained.</i> - <i>We don't use them.</i> - <i>There's no access for people with disabilities, or for the older generation. Accessibility.</i> - <i>Te Aroha Domain. There is not enough parking available. Right through Boundary Street to Wilson Street.</i> - <i>'Anzac Park' tends to have a lot of ruffians around...it looks like a drug dealing park. Not a good look for a town in my opinion.</i>

²⁷ Q. And why do you say that? Base those dissatisfied / very dissatisfied with parks and reserves n=14.

Item 6.3

Attachment A

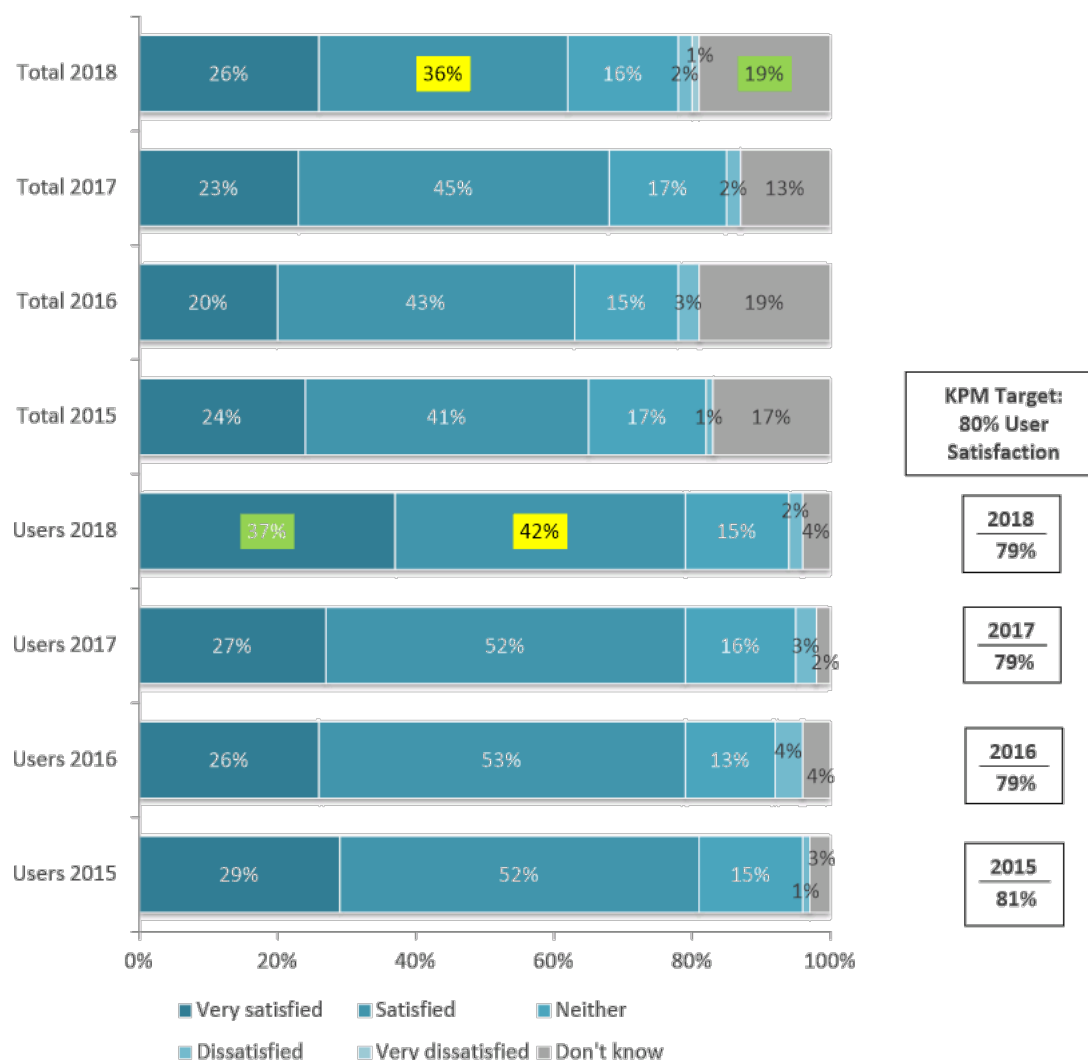
- *Morrinsville camping ground which has been closed. All the people who have campervans cannot use it and we have the perfect situation - there is a house by then pools which could take fees. From what we are told people with campervans are told to move on to the Te Aroha camping grounds. In my street there are four owners of campervans and they are appalled that there is no camping ground in Morrinsville. I feel that Morrinsville is losing a lot of business.*

6.6 Sports Fields

Sixty-two percent of residents surveyed are satisfied (36%) or very satisfied (26%) with sports fields. This is a 6% decrease from last year's results. There is a significant increase in residents who are unsure how to rate this (19% cf. 2017, 13%).

In terms of users, 79% are satisfied (42%) or very satisfied (37%) with sports fields. This is the same result as 2017 and is 1% short of the KPM target. Following this, 15% of residents are neither satisfied nor dissatisfied with sports fields. Two percent of residents are dissatisfied, while 4% are unsure how to rate this.

Figure 16: Satisfaction with Sports Fields²⁸



²⁸ Q. I am going to read out various Council services. It doesn't matter whether you have used these or not. Please rate each in terms of how satisfied you are with the service overall, using a 5 point scale with 1 representing very dissatisfied and 5 representing very satisfied... sports fields, excluding parks and reserves. Base: All respondents 2015 n=400; 2016 n=400; 2017 n=400; 2018 n=400; Users 2015 n=158; 2016 n=181; 2017 n=196; 2018 n=160.

User Satisfaction with Sports Fields: By Ward, 2018

Matamata and Morrinsville users (both 80%) are the most satisfied with sports fields. Following this, 73% of Te Aroha users are satisfied with sports fields.

Table 23: User Satisfaction with Sports Fields, by Ward

	Total	Matamata	Morrinsville	Te Aroha
	160	70	65	25
Very dissatisfied	0%	0%	0%	0%
Dissatisfied	2%	4%	0%	0%
Neither satisfied nor dissatisfied	15%	15%	11%	23%
Satisfied	42%	37%	53%	26%
Very satisfied	37%	43%	27%	47%
Don't know	4%	1%	9%	4%

Five residents are dissatisfied with sports fields. Reasons for dissatisfaction were recorded verbatim and coded by theme. All responses are detailed below in Table 24.

With five mentions, dissatisfaction stems from residents not using sports fields, accessibility issues as well as a lack of maintenance.

Table 24: Reasons for Dissatisfaction with Sports Fields²⁹

Theme	Number of mentions	Verbatim Comments
Don't use	2	<ul style="list-style-type: none"> - <i>I hardly go there to be honest.</i> - <i>I haven't really used them much, so I can't judge as well.</i>
Lack of maintenance	2	<ul style="list-style-type: none"> - <i>The maintenance isn't great on the sports field. The facilities have been terrible.</i> - <i>There is graffiti on the buildings that needs cleaning up. The park near me – soccer people used to come and practice there, now they don't because they changed it into a cricket patch and that's very sad.</i>
Other single mention	1	<ul style="list-style-type: none"> - <i>Accessibility. There's no access for disabled people.</i>

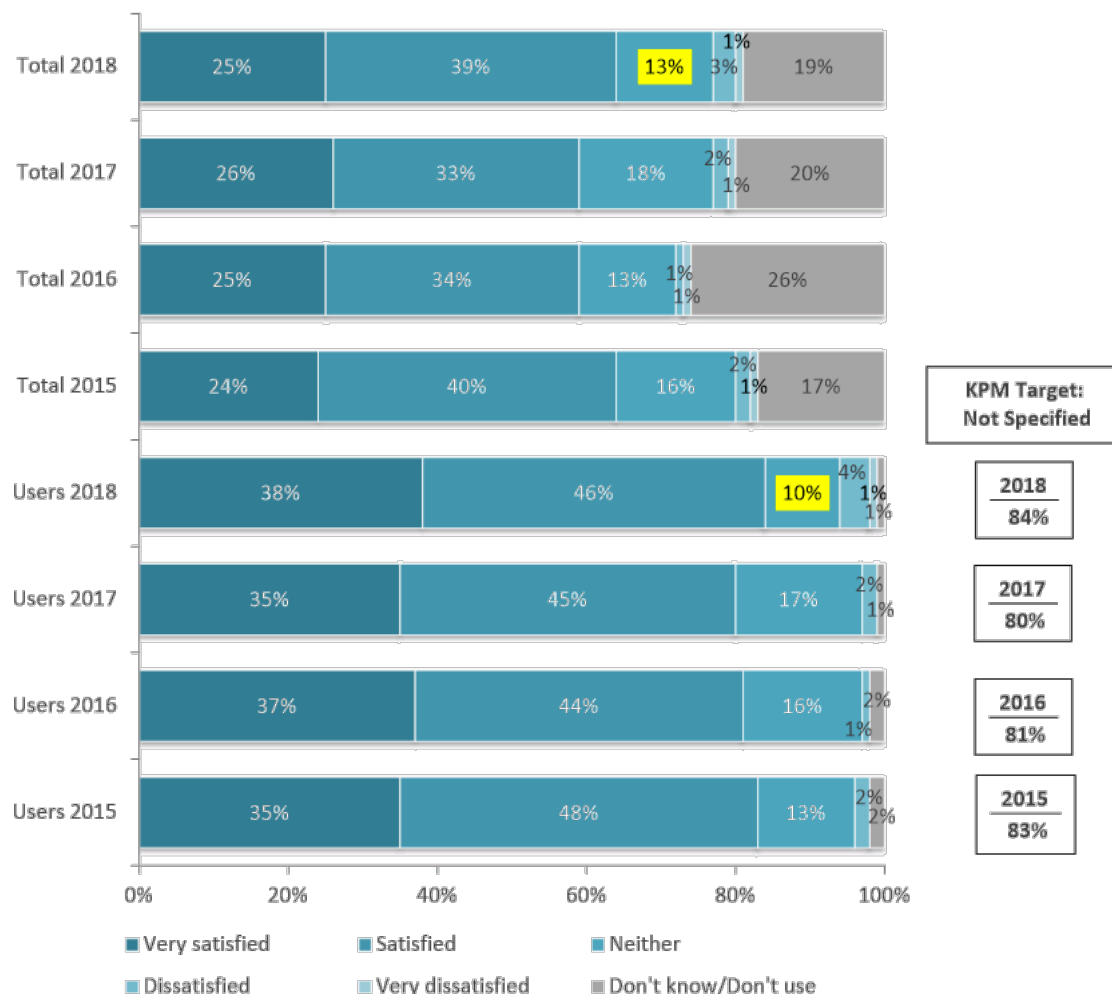
²⁹ Q. And why do you say that? Base those dissatisfied / very dissatisfied with sports fields n=5.

6.7 Council's Walking Tracks

Close to two-thirds of residents (64%) surveyed are satisfied (39%) or very satisfied (25%) with Council's walking tracks. This is a 5% increase from last year's results. A further 13% of residents are neither satisfied nor dissatisfied, while 4% are either dissatisfied (3%) or very dissatisfied (1%). This year, 19% of residents are unsure how to rate this, a 1% decrease from last year.

Amongst users, 84% are satisfied (46%) or very satisfied (38%) with Council's walking tracks. Although not significant, it is a 4% increase from last year's result.

Figure 17: Satisfaction with Council's Walking Tracks³⁰



³⁰ Q. I am going to read out various Council services. It doesn't matter whether you have used these or not. Please rate each in terms of how satisfied you are with the service overall, using a 5 point scale with 1 representing very dissatisfied and 5 representing very satisfied.... Council's walking tracks. Base: All respondents 2015 n=400; 2016 n=400; 2017 n=400; 2018 n=400; Users 2015 n=208; 2016 n=187; 2017 n=202; 2018 n=174.

Satisfaction with Council's Walking Tracks: By Ward, 2018

Matamata residents (88%) and Morrinsville residents (81%) are the most satisfied with Council's walking tracks. Following this, 80% of Te Aroha residents are satisfied. These users are more likely to be neither satisfied nor dissatisfied with Council's walking tracks (16% cf. total, 10%).

Table 25: User Satisfaction with Council's Walking Tracks, by Ward

	Total	Matamata	Morrinsville	Te Aroha
	174	70	56	48
Very dissatisfied	1%	0%	2%	0%
Dissatisfied	4%	0%	9%	2%
		-		
Neither satisfied nor dissatisfied	10%	10%	7%	16%
Satisfied	46%	44%	49%	42%
Very satisfied	38%	44%	32%	38%
Don't know/ Don't use	1%	2%	1%	2%

Sixteen residents identified they are dissatisfied with Council's walking tracks. Reasons for dissatisfaction were recorded verbatim and coded by theme. All responses are detailed below in Table 26.

A lack of maintenance (nine mentions) is the primary reason for residents dissatisfaction with Council's walking tracks.

Table 26: Reasons for Dissatisfaction with Council's Walking Tracks³¹

Theme	Number of mentions	Verbatim Comments
Lack of maintenance	9	<ul style="list-style-type: none"> - The walk up to the tower in Matamata is poorly maintained. - I walk the track from Stirling Drive through to (was called) Old Golf Course Road, it's terribly kept - weeds are overgrown and not mowed often enough. - The ones up the back of Te Aroha Domain. I don't know that they belong to the Council. There's a whole lot of privet that needs to come out. And it's muddy at times. - The Morrinsville River Walk – it's terrible, there's rubbish everywhere, it's overgrown and the water's polluted. - Morrinsville River Walk when it's wet, it's very slippery and dangerous. There are places where it's quite steep and there's nothing to grip onto. You have to be very careful, I nearly slipped. The kids even had issues when it was wet. - Around the wetlands, it needs a good tidy up. Just the long grass around the edges and that. - They are poorly maintained, need more regular resurfacing and weeding. I feel there is a bridge on the track at Holmwood Park which has rotting planks and should not be walked on. Riverside walks have bits of concrete coming through - needs to be resurfaced and weeded. Piako River has numerous fallen trees in the river which will cause a hazard in the next flood. - The one in Willow Park we use quite regularly, it's becoming the same with wandering dew and ivy, poor old Neville is fighting a losing battle with no help from the Council. I'm extremely disappointed in the walking tracks and parks I use. - Could be better maintained and there could be more of them particularly on the Piako River.
Other single mentions	7	<ul style="list-style-type: none"> - All the tracks are used by walkers and cyclists. I am a member of the Rotary Club who likes walking on the tracks and we have been told they are going to be concreted. This would be dangerous because skateboarders and all sorts will use it. - Don't use it. - Generally dissatisfied. - All the walking tracks are not that satisfying because the scenery is not all that satisfying. - People with dogs are collecting the dog poo in their dog poo bags and they hang it on the branches. People walking on the tracks find it disappointing and it is not very nice because it sits there for ages. - Accessibility for people with disabilities. - I don't know where they are.

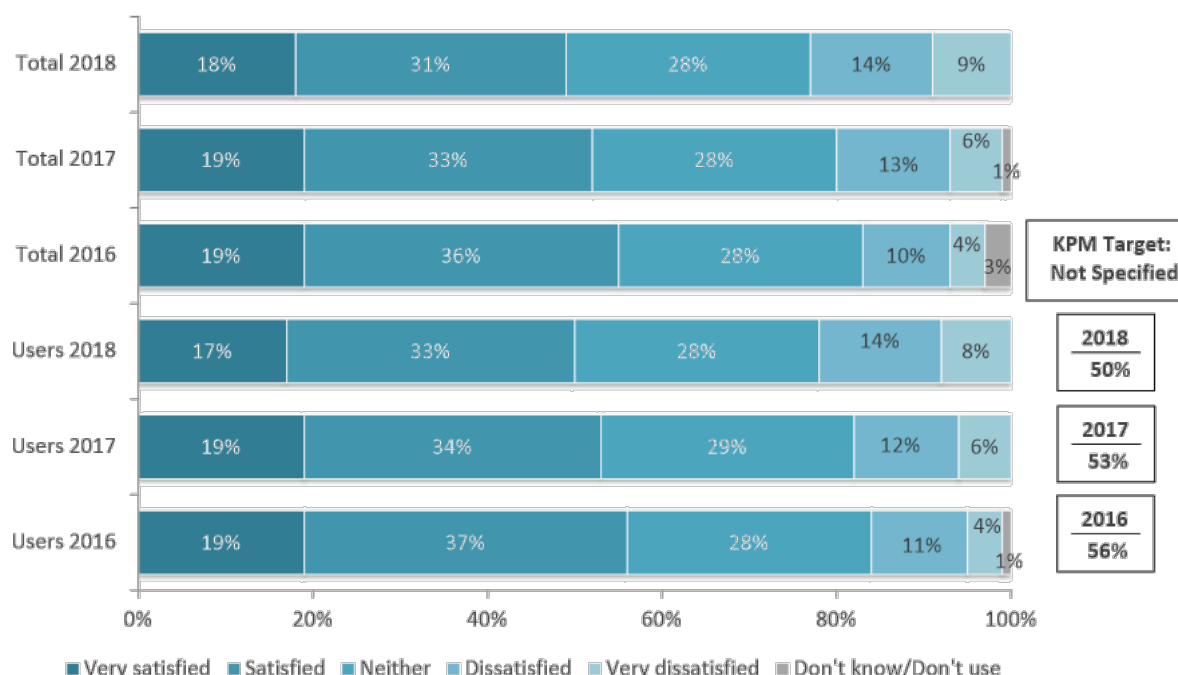
³¹ Q. And why do you say that? Base those dissatisfied / very dissatisfied with Council walking tracks n=16.

6.8 Access to Parking in Shopping Areas

At a total level, close to half of residents (49%) surveyed are satisfied (31%) or very satisfied (18%) with access to parking in shopping areas. However, this is a 3% decrease from last year's results.

Satisfaction amongst users of parking in shopping areas is similar, with 50% of users satisfied (33%) or very satisfied (17%) with the access to parking in shopping areas. Twenty-eight percent are neither satisfied nor dissatisfied with the access to parking, while 22% are either dissatisfied (14%) or very dissatisfied (8%) with the access to parking.

Figure 18: Satisfaction with Access to Parking in Shopping Areas³²



³² Q. I am going to read out various Council services. It doesn't matter whether you have used these or not. Please rate each in terms of how satisfied you are with the service overall, using a 5 point scale with 1 representing very dissatisfied and 5 representing very satisfied.... parking in shopping areas. Base: All respondents 2016 n=400; 2017 n=400; 2018 n=400; Users 2016 n=372; 2017 n=377; 2018 n=379.

User Satisfaction with Access to Parking in Shopping Areas, 2018

In terms of satisfaction with access to parking in shopping areas, Te Aroha users (85%) are more likely to be satisfied. Comparatively, 40% of Morrinsville users are satisfied with access to parking, while 38% of Matamata users are satisfied with access to parking. Notably Matamata users are more likely to be neither satisfied nor dissatisfied (37% cf. total, 28%) with access to parking in shopping areas.

Table 27: User Satisfaction with Access to Parking in Shopping Areas, by Ward

	Total	Matamata	Morrinsville	Te Aroha
	379	142	140	97
Very dissatisfied	8%	8%	13% +	0% ---
Dissatisfied	14%	17%	20% +	0% ---
Neither satisfied nor dissatisfied	28%	37% ++	27%	15% ---
Satisfied	33%	27%	26%	53% +++
Very satisfied	17%	11% -	14%	32% +++
Don't know/ Don't use	0%	0%	0%	0%

A total of 107 residents identified they are dissatisfied with parking in shopping areas. Reasons for dissatisfaction were recorded verbatim and coded by theme. Responses are detailed below in Table 28.

Lack of parking availability is the main driver of dissatisfaction, with 63 mentions from residents indicating they are unhappy with this. At a lower level, shop owners and workers taking the parks (27 mentions), and issues with disability parks (seven mentions) are also identified as causes of dissatisfaction with parking in shopping areas.

Detailed verbatim comments, highlighting specific areas of concern within each ward are available in Appendix 11.3.

Table 28: Reasons for Dissatisfaction with Parking in Shopping Areas³³

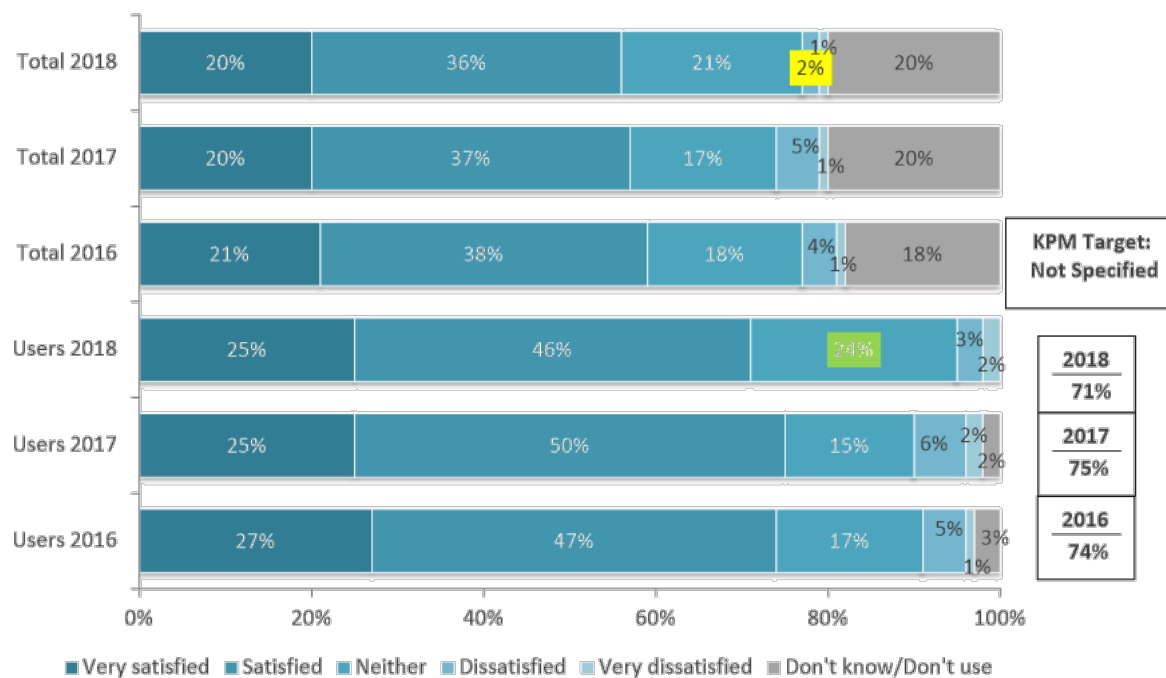
Theme	Number of mentions	Illustrative Quote
Not enough parking available	63	- <i>Because there isn't any. You can never get a park.</i>
Shop owners / workers taking parks in town	27	- <i>Too many business people are taking over the parking spaces</i>
Disability parking issues	7	- <i>There are not enough disability parks. And, other people use the disabled parks and they are not disabled. Also, the disability parks are not big enough.</i>
Dangerous	5	- <i>The angled parking in the main street is dangerous and could cause an accident. People cannot see when they back out.</i>
Have to park too far away	4	- <i>We have to park outside the shopping area and walk.</i>
Don't use	1	- <i>I don't use the carparks much, I live too close to town. I don't need to use it.</i>

³³ Q. And why do you say that? Base those dissatisfied / very dissatisfied with parking in shopping areas n=107.

6.9 Council Playgrounds

More than half of residents (56%) are satisfied (36%) or very satisfied (20%) with Council playgrounds. In terms of users, 71% are satisfied (46%) or very satisfied (25%) with Council playgrounds. A further 24% are neither satisfied nor dissatisfied. Five percent of users are dissatisfied (3%) or very dissatisfied (2%).

Figure 19: Satisfaction with Council Playgrounds³⁴



³⁴ Q. I am going to read out various Council services. It doesn't matter whether you have used these or not. Please rate each in terms of how satisfied you are with the service overall, using a 5 point scale with 1 representing very dissatisfied and 5 representing very satisfied.... Council playgrounds. Base: All respondents 2016 n=400; 2017 n=400; 2018 n=400; Users 2016 n=160; 2017 n=152; 2018 n=136.

User Satisfaction with Council Playgrounds, 2018

Eighty percent of Morrinsville users are satisfied with Council playgrounds. Comparatively, 67% of Matamata users and 66% of Te Aroha users are satisfied with Council playgrounds. Te Aroha users are also more likely to be neither satisfied nor dissatisfied (34% cf. total, 24%).

Table 29: User Satisfaction with Council Playgrounds, by Ward

	Total	Matamata	Morrinsville	Te Aroha
	136	64	48	24
Very dissatisfied	2%	3%	0%	0%
Dissatisfied	3%	4%	2%	0%
Neither satisfied nor dissatisfied	24%	26%	16%	34%
Satisfied	46%	37%	56%	52%
Very satisfied	25%	30%	24%	14%
Don't know/ Don't use	0%	0%	2% +	0%

Eleven residents identified they are dissatisfied with Council playgrounds. Reasons for dissatisfaction were recorded verbatim and coded by theme. All responses are detailed below in Table 30.

Having more facilities and equipment (seven mentions) is the main drivers of dissatisfaction. One resident mentioned a lack of maintenance with Council playgrounds.

Table 30: Reasons for Dissatisfaction with Council Playgrounds³⁵

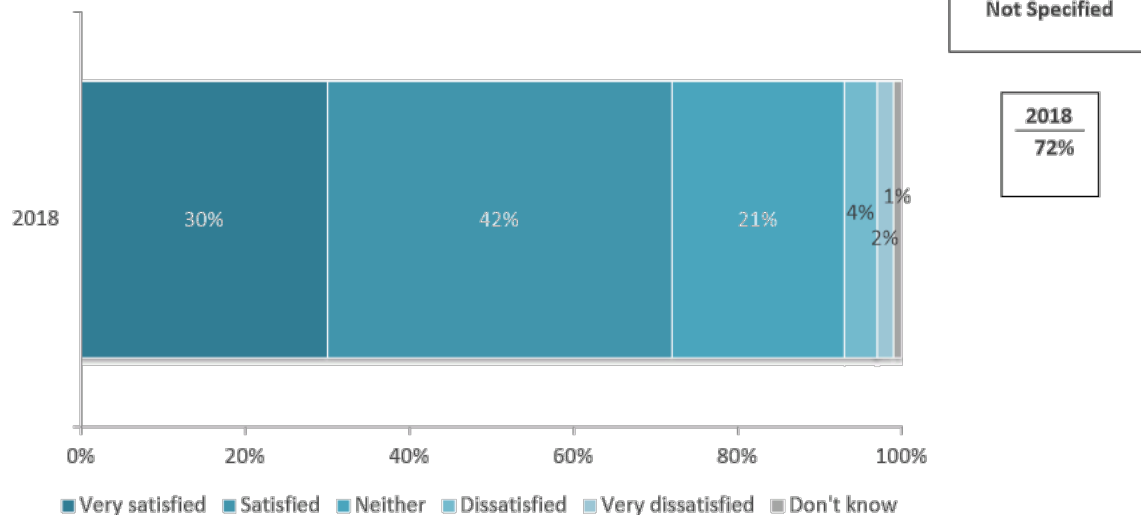
Theme	Number of mentions	Verbatim Comments
More facilities / equipment required	7	<ul style="list-style-type: none"> - Pretty basic. - It could be a little more fun for the kids to be there. It doesn't look inviting. - The equipment is not good. - Matamata is hopeless – it needs more swings and a nice big slide. I find it utterly below standard you go to other towns and theirs are fantastic. - Needs an upgrade. - Needs an upgrade especially for children who are nine years of age. - The one on the corner of Anderson and Moorhouse Street. Because every time we go there my daughter complains there is less and less stuff there and the rubbish bin is always full.
Lack of maintenance	1	<ul style="list-style-type: none"> - Beside the town pools it's just scruffy and dirty. It needs to be a lot more interesting needs re-barking. It really is quite boring and scruffy.
Single mentions	3	<ul style="list-style-type: none"> - Don't use. - There's not enough shade in the playground next to the pools and netball courts. - We had the perfect playgrounds at the recreation grounds and a skating bowl. These facilities should not have been moved but should have been monitored better. The one at the recreation grounds were in a beautiful spot. Wasted.

³⁵ Q. And why do you say that? Base those dissatisfied/ very dissatisfied with Council playgrounds n=11.

6.10 Satisfaction with CBDs

In a new question for 2018, residents were asked to rate their satisfaction with the look and feel of the Central Business Districts (CBDs). Seventy-two percent of residents are satisfied (42%) or very satisfied (30%) with the look and feel of the CBDs. Following this, 21% of residents are neither satisfied nor dissatisfied, a further 6% indicated they are dissatisfied (4%) or very dissatisfied (2%), and the remaining 1% don't know how to rate this question.

Figure 20: Customer Satisfaction with the look and feel of Central Business Districts³⁶



Satisfaction with CBDs: By Ward, 2018

Seventy-seven percent of Morrinsville residents are satisfied with the look and feel of the Central Business District. Following this, 70% of Te Aroha residents and 68% of Matamata residents are satisfied with the look and feel of the Central Business District.

Table 31: Satisfaction with CBDs, by Ward

	Total	Matamata	Morrinsville	Te Aroha
	400	156	144	100
Very dissatisfied	2%	3%	2%	0%
Dissatisfied	4%	6%	4%	1%
Neither satisfied nor dissatisfied	21%	23%	17%	28%
Satisfied	42%	35%	46%	46%
Very satisfied	30%	33%	31%	24%
Don't know	1%	0%	0%	1%

³⁶ Q. I am going to read out various Council services. It doesn't matter whether you have used these or not. Please rate each in terms of how satisfied you are with the service overall, using a 5 point scale with 1 representing very dissatisfied and 5 representing very satisfied.... Central Business Districts. Base: All respondents 2018 n=400.

A total of 28 residents are dissatisfied with the look and feel of the Central Business District. Reasons for dissatisfaction were recorded verbatim and coded by theme. All responses are detailed below in Table 32.

Presentation is the main reason residents are dissatisfied with the look and feel of the Central Business District with eight mentions. Other reasons included it being dirty or litter around as well as issues with the footpaths (five mentions each).

Table 32: Reasons for Dissatisfaction with the Central Business District³⁷

Reasons	Number of Mentions	Verbatim Comments
Presentation	8	<ul style="list-style-type: none"> - <i>It's rough-looking, needs work on it.</i> - <i>Presentation is poor.</i> - <i>I own a property in the main street, the front of shops looks very run down. The verandas and front of shops look very average compared to Cambridge, Matamata and Te Awamutu. It's unattractive to anybody. I think the cows are one of the good things that has made a good impression so Morrinsville could make more of an impact with visitors with a tidy up.</i> - <i>Te Aroha, it's not upgraded the same at Matamata and Morrinsville.</i> - <i>It could look a lot better, could have lighting in the trees, it would be much more appealing to anyone driving through</i> - <i>Needs upgrading.</i> - <i>There's a couple of businesses, used to be an engineering business, the building is filthy looks like terrible.</i> - <i>It needs a tidy up, do not know any solution to too much parking taking up space.</i>
Footpath issues	5	<ul style="list-style-type: none"> - <i>The footpaths, some of the pavers have moved which makes it very up and down so they need some maintenance.</i> - <i>The cobblestones in the streets are wobbly and unsafe. An elderly person or anyone could fall (wobbly in patches). There are Council markings outside Noel Leeming's – orange and purple dots – not a good look for the people who come and look at the fibreglass cows, lots of children get photos taken etc.</i> - <i>The footpaths are uneven, the sand under the tiles has dropped down by the ANZ bank is the worst. For anyone with a wheelchair or walking frame it's not good.</i> - <i>The whole of Morrinsville – these stupid trees 40 to 50 metres too high. So, the trees are breaking up the kerbing. Somebody needs to do something - older people are tripping up and falling over.</i> - <i>Dissatisfied with footpaths, I use a mobility scooter, the roughness of them, you get a real jolt when you go over the joins, about four places. On the right-hand side of the road, Tui Road, going up to the main shopping centre, on both sides, one side it is worse than the other.</i>
Dirty/ litter	5	<ul style="list-style-type: none"> - <i>They are looking quite grubby - the flowers look nice but</i>

³⁷ Q. And why do you say that? Base those dissatisfied / very dissatisfied with the Central Business Districts n=28.

		<p>mostly when the leaves are falling it makes the area look quite shabby, and outside, some areas there is quite a horrible smell like old fish, etc.</p> <ul style="list-style-type: none"> - The rubbish bins are always overflowing with rubbish and the footpath is dirty, businesses are taking over the footpath, making hard to walk down the footpath. They're taking up too much space. - There's litter everywhere and tagging. - It is grubby, you know the crossing with the yellow balls on Broadway, they should be flicking to make drivers more aware of them, seen it's a main drag. And the one by the school should be lit up too. - The bin outside Domino's Pizza is always overflowing, like there is dominoes boxes beside it, they don't have their own bin, it's always a mess beside it. There's a misleading hump that people seem to assume is a pedestrian crossing that isn't one. Either make it a crossing or take it out.
Better shops needed	3	<ul style="list-style-type: none"> - If I wanted to buy a suit there is nowhere in town to do that, it's all land agents. We need a wider range of shops. If I want to get a suit I have to go to Cambridge or Hamilton as there is only about 12 retail shops. - Love the gardens but the shops are not very satisfying. - I don't know what's wrong with it? It just doesn't have a nice feel. It's got too many takeaway and food places, I avoid shopping there. My husband has to go out of town to buy clothes for himself because there are no menswear stores.
Traffic issues	3	<ul style="list-style-type: none"> - The roading. I think it really puts you off, for example the traffic it's too busy. - It is the traffic and the trucks that puts you off the Central Business District. The trucks should not be going through Broadway. And the state of the road is shocking with potholes. - In the Central Business District people drive into the protection (fencing) barriers around corners and it takes a long time to get fixed if people run into them. There is seating there so it could be dangerous.
Pedestrian crossings	2	<ul style="list-style-type: none"> - The Council has got it wrong. There should be a pedestrian crossing in the middle of Morrinsville - they have put in a bypass, there should be more crossings. - There are no proper pedestrian crossings that are clear to both pedestrians and cars. There's constant confusion and it's very dangerous.
Parking issues	2	<ul style="list-style-type: none"> - Parking. - There is never enough police activity around. For example, watching the use of disable carparking, illegal carparking basically, in Thames Street. The wrong people are using the disabled carparks. New World has no disabled car parking.

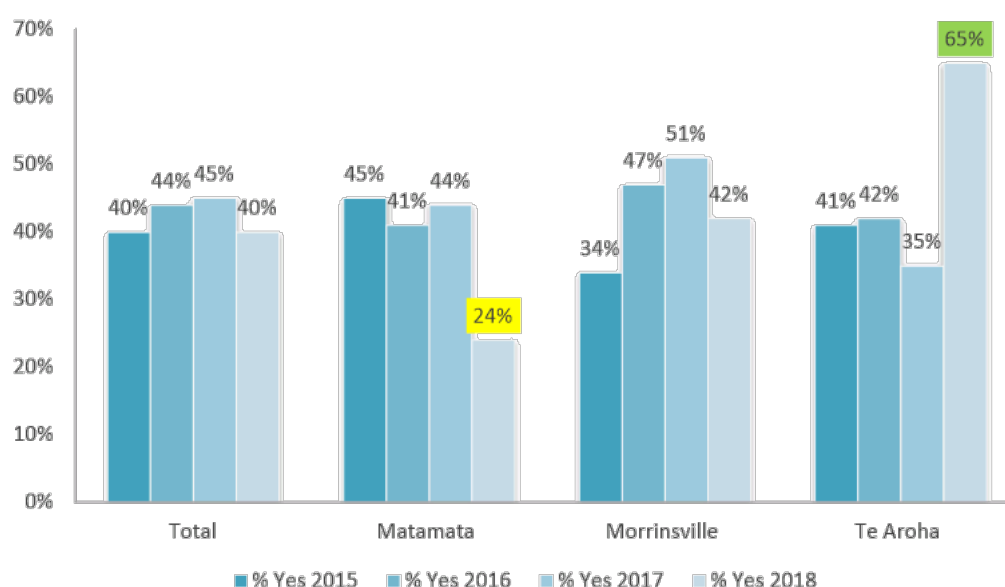
7 Library Services

This section presents the results for a range of library measures including: Library usage, online library services, and satisfaction with these.

7.1 Library Usage

Overall, 40% of residents have used a library in the past twelve months, a 5% decrease from 2017's results. Te Aroha residents have the highest proportion of library users, with 65% of residents indicating they have used the library in the past twelve months, a significant 30% increase from last year. Twenty-four percent of Matamata residents have used the library, a significant decrease of 20% from last year, while Morrinsville (42%) has a 9% decrease from last year's results.

Figure 21: Library Usage in Last Twelve Months, by Ward³⁸



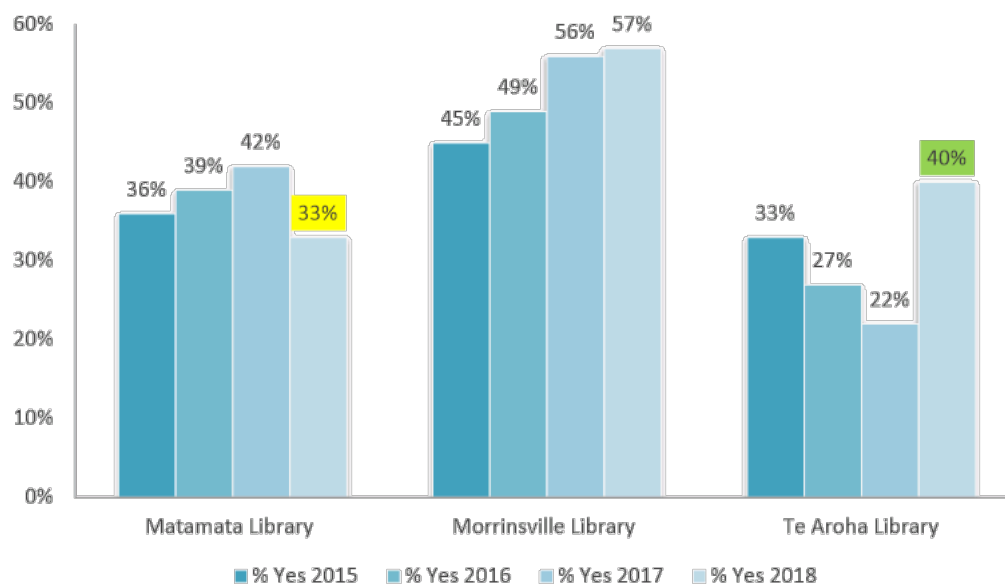
³⁸ Q. Have you used a district library in the last 12 months? Base: All respondents 2015 n=400; 2016 n=400; 2017 n=400; 2018 n=400.

7.2 Libraries Used

Library users were asked to identify which of the three district libraries they used during the past twelve months.

More than half of library users surveyed (57%) have used the Morrinsville library in the past year; this continues a steady increase in use of this library. Forty percent of library users have used the Te Aroha library, a significant increase from last year (cf. 2017, 22%) and 33% have used the Matamata library, a significant decrease from last year's results (cf. 2017, 42%).

Figure 22: Specific Libraries Used in Last Twelve Months³⁹

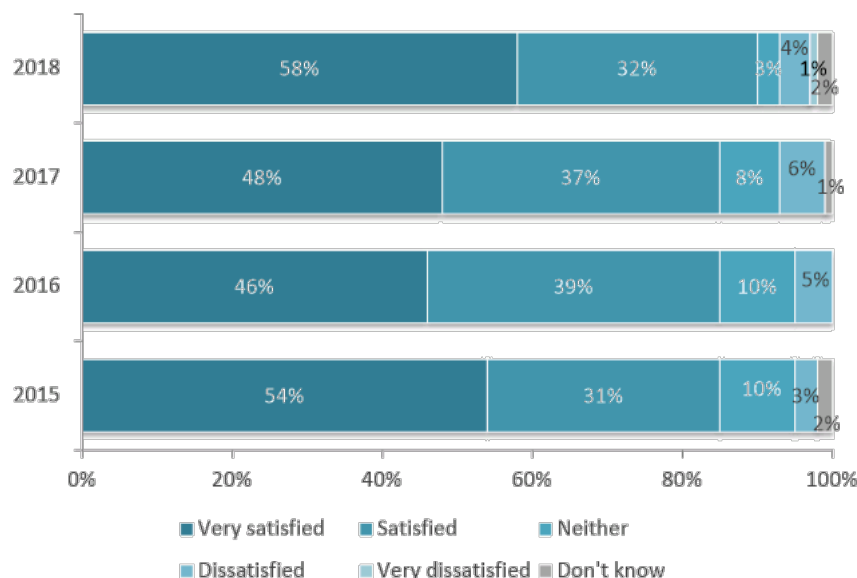


³⁹ Q. Which of the following libraries did you use...? Base: Those who use the district libraries 2015 n=170; 2016 n=173; 2017 n=178; 2018 n=165.

7.3 Library Services

The majority of users (90%) surveyed are satisfied (32%) or very satisfied (58%) with library services. This meets the KPM target of 90%. Following this, 3% are neither satisfied nor dissatisfied, and 5% of users indicate they are dissatisfied (4%) or very dissatisfied (1%). The remaining 2% don't know what rating to provide.

Figure 23: User Satisfaction with Library Services⁴⁰



KPM Target:
90% User
Satisfaction

2018
90%

2017
85%

2016
85%

2015
85%

User Satisfaction with Library Services: By District Library Used, 2018

The majority of Te Aroha library users (94%) are satisfied with library services. Following this, 90% of Matamata library users are satisfied, while 88% of Morrinsville library users are satisfied with library services. Morrinsville residents are more likely to be dissatisfied (8% cf. total, 5%).

Table 33: User Satisfaction with Library Services by District Library Used, by Ward

	Total	Matamata	Morrinsville	Te Aroha
	165	49	59	57
Very dissatisfied	1%	1%	2%	0%
Dissatisfied	4%	2%	6%	3%
Neither satisfied nor dissatisfied	3%	3%	4%	3%
Satisfied	32%	32%	36%	29%
Very satisfied	58%	58%	52%	65%
Don't know	2%	4%	0%	0%

⁴⁰ Q. And using the same 5 point scale, how satisfied are you with the library services. Base: Those who use the district libraries 2015 n=170; 2016 n=173; 2017 n=178; 2018 n=165

Thirteen residents identified they are dissatisfied with district libraries. Reasons for dissatisfaction were recorded verbatim and coded by theme. All responses are detailed below in Table 34.

Improvements to the library and its services (five mentions) is the primary reason for user dissatisfaction with the libraries. The new check-out service (three mentions) is also causing user dissatisfaction.

Table 34: Reasons for Dissatisfaction with District Libraries⁴¹

Theme	Number of mentions	Verbatim Comments
Room for improvement	5	<ul style="list-style-type: none"> - <i>It's cramped it's just sort of claustrophobic.</i> - <i>I ring them up to ask them if I can extend the time with the book and it's pretty hard to get them. They don't answer the phone, they don't change the books often enough.</i> - <i>I hate the way the fiction is all mixed up and I prefer to go to the counter. The staff are great, and it does look good in general.</i> - <i>Because of the free internet you get lots of unsavoury types who go in there for the free internet, making noises, and now it's changed the environment and it's uncomfortable and I avoid the library because of it. Prior to this I was a weekly visitor. Maybe if they made the free internet in a separate area or a room off to the side rather than in the middle there destroying the space. I would go in there more if they didn't have all the drama with the internet if they moved it to a side room, I'd go back.</i> - <i>I had an episode trying to pick up a book for my mother who had a stroke, she had ordered one. I spoke to library and said I could come in to get the book. They suggested I could go to her house and get the card and then collect the book, I thought that was rude as she had a stroke and she ordered the book, so I said thanks and hung up. They rung back and said I could use my card after all. I don't use the library anymore they are not customer-friendly.</i>
Check-out service	3	<ul style="list-style-type: none"> - <i>In the last six months all the libraries have been changed to a check in and check out service (computerised). All the fictional area has been rearranged to alphabetical and not categories. I do not have the time to search for authors, I just want to go to the categories. There is no service, it used to take me 10 minutes to go in and now it is time consuming. This is the reason why I don't use the libraries.</i> - <i>I have to check books out and in, there's no personal service. I have to use the computer, I am elderly and do not use a computer and it is not easy to do the above. I find it frustrating.</i> - <i>I feel there is no more personal service - nice to have a librarian help me find what books I like. I find it a little more difficult to find the books in the categories I like.</i>
Charges	2	<ul style="list-style-type: none"> - <i>The computerised system when you have to pay is stupid, the machine is a hassle to use. Cannot use notes. Should be able to use coins. Doing a transaction for \$2.00 is expensive all the time.</i> - <i>The percentage of books you rent has gone up to 70%. The charges are too expensive. The new equipment that has been introduced has replaced interaction with staff.</i>
Lack of range	1	<ul style="list-style-type: none"> - <i>It is too small. There should be a common library service and should be run by the Regional Council. There are inadequate catalogues. Not enough books to select from.</i>
Other single mentions	2	<ul style="list-style-type: none"> - <i>It's too hard to get to, they knocked the old one down which was good, I used it a lot.</i> - <i>I find it very difficult to get a book from a popular author, and all the books which are popular at the moment, are a pay for book, if I have two</i>

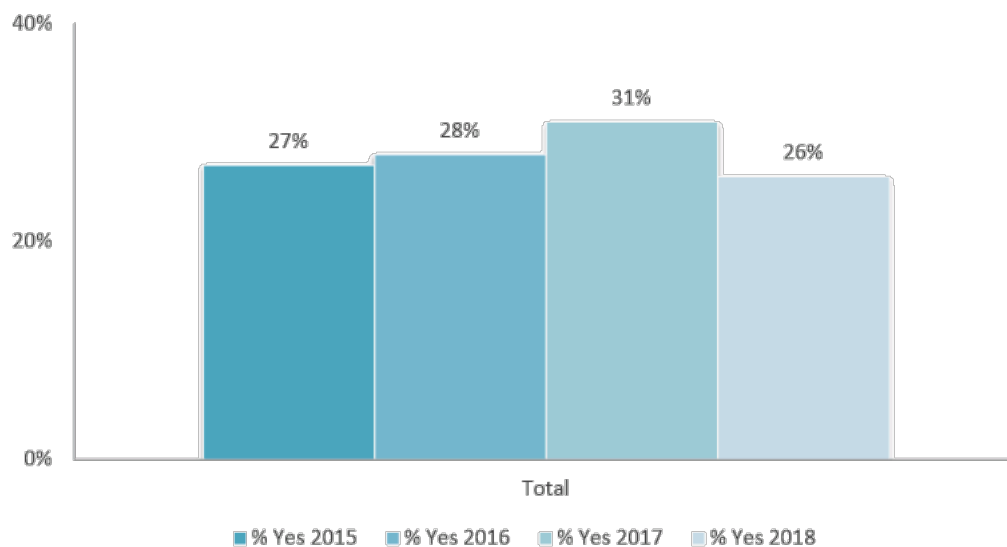
⁴¹ Q. And why do you say that? Base those dissatisfied / very dissatisfied with district libraries n=13.

books a week, it's \$2.00 per book so that's \$208.00 a year. And I think that's a lot of money to pay a year to borrow books. You may as well belong to a book club paying that much a year. The library is not offering a free service. I'm not really happy with this new check-in service. I think they need to look at the check-out system, when you've taken that book out before. When it was manual the librarian would look at her screen and tell you whether you had hired out that book out before. I prefer books to be in genre, not A to Z, because if you want a romance book or a different category you've got to look through them all because they are not sectionalised. I like the librarians being there and they do help you if you get stuck. I think that Amazon offers a more comprehensive and cheaper service than the library. That is downloading books from Amazon.

7.4 Use of Online Library Services

The proportion of library users (26%) surveyed use online library services, including e-books, databases, placing holds, book renewals or accessing account information. This has decreased 5% from last year's results.

Figure 24: Use of Online Library Services in the Last Twelve Months⁴²

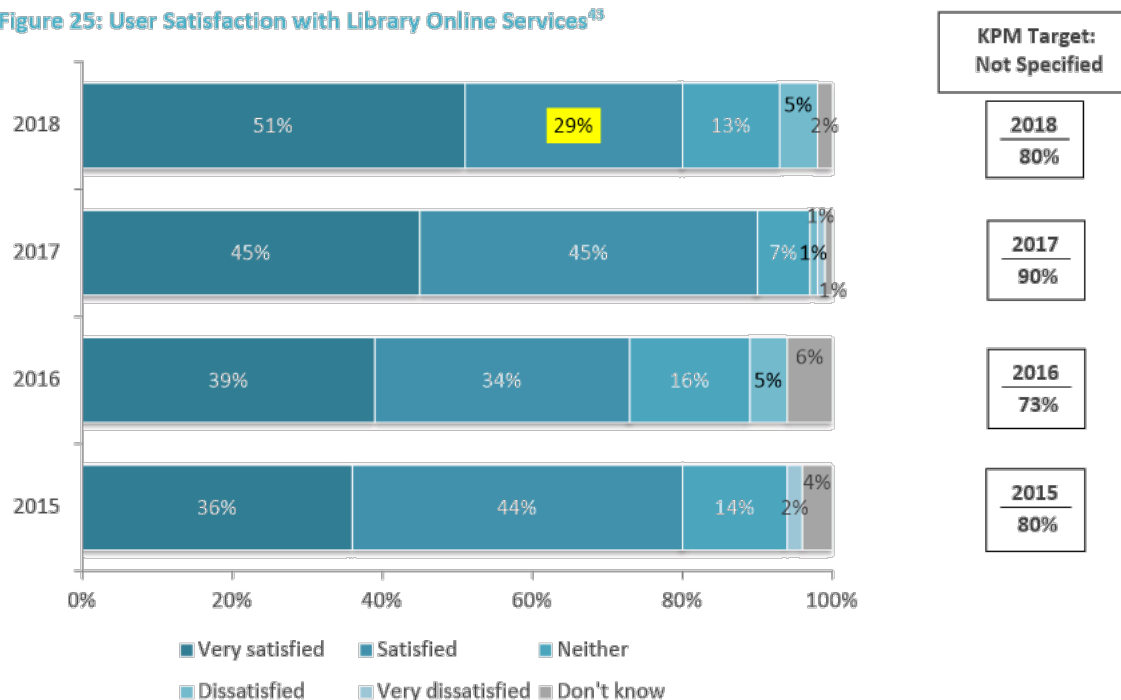


⁴² Q. Have you or your family used the online library services, that is, e-books, databases, placing holds, book renewals or accessing your account information, in the last 12 months. Base: Those who use the library 2015 n=170; 2016 n=173; 2017 n=178; 2018 n=165.

7.5 Library Online Services

Eighty percent of online library users are satisfied (29%) or very satisfied (51%) with services. This is a 10% decrease from last year's results and a significant decrease in satisfied results (29% cf. 2017, 45%). A further 13% of residents are neither satisfied nor dissatisfied, while 5% are dissatisfied and 2% are unsure how to rate this.

Figure 25: User Satisfaction with Library Online Services⁴³



⁴³ Q. Using the same 5 point scale, how satisfied are you with the library online services? Base: Those who use the online services at district libraries 2015 n=48; 2016 n=57; 2017 n=61; 2018 n=46.

User Satisfaction with Library Online Services, 2018

Close to all of Te Aroha library online users (97%) surveyed are satisfied with library online services. Comparatively, 83% of Matamata library online users and 71% of Morrinsville library online users are satisfied. None of the Matamata or Te Aroha library online users are dissatisfied or very dissatisfied.

Table 35: User Satisfaction with Library Online Services, by Ward

	Total	Matamata	Morrinsville	Te Aroha
	46	17	19	10
Very dissatisfied	0%	0%	0%	0%
Dissatisfied	5%	0%	10%	0%
Neither satisfied nor dissatisfied	13%	11%	19%	3%
Satisfied	29%	18%	28%	44%
Very satisfied	51%	65%	43%	53%
Don't know	2%	6%	0%	0%

Three users who are dissatisfied with the online library service felt there is room for improvement as detailed below in Table 36.

Table 36: Reasons for Dissatisfaction with Library Online Services⁴⁴

Theme	Number of mentions	Verbatim Comments
Other single mentions	3	<ul style="list-style-type: none"> - <i>There's a lack of categories – I would like to be able to reach a greater pool of books.</i> - <i>I found it to be more time consuming to find what I wanted online.</i> - <i>I couldn't get connected.</i>

⁴⁴ Q. And why do you say that? Base those dissatisfied / very dissatisfied with the online library services n=3.

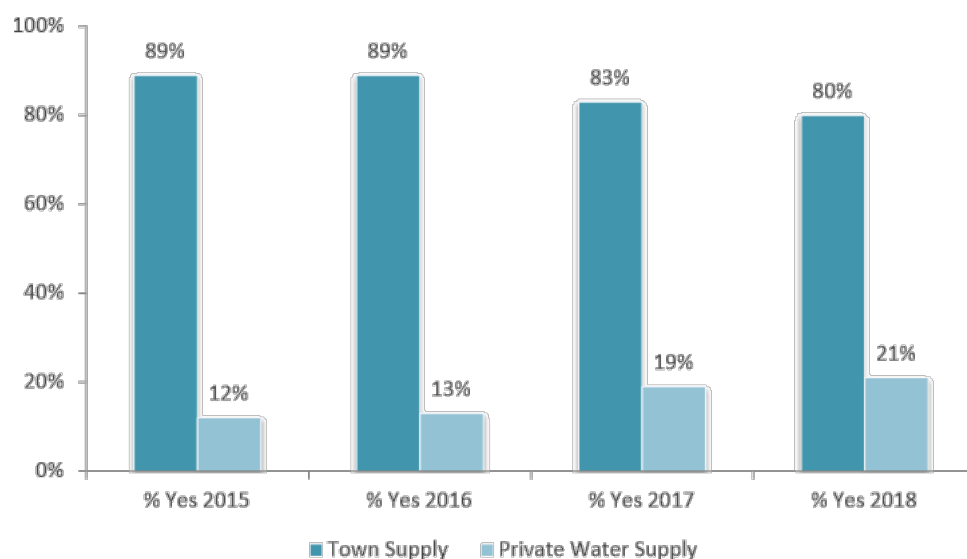
8 Water Supply and Wastewater

This section presents the results for water supply and wastewater measures including use of town water supply and private water supply, satisfaction with Council's water supply services in urban areas and satisfaction with Council's wastewater network.

8.1 Use of Water Supply Services

Overall, 80% of residents use town supply of water, a decrease in results from previous years, while residents who use private water supply (21%) has continued to increase.

Figure 26: Use of Water Supply Services⁴⁵

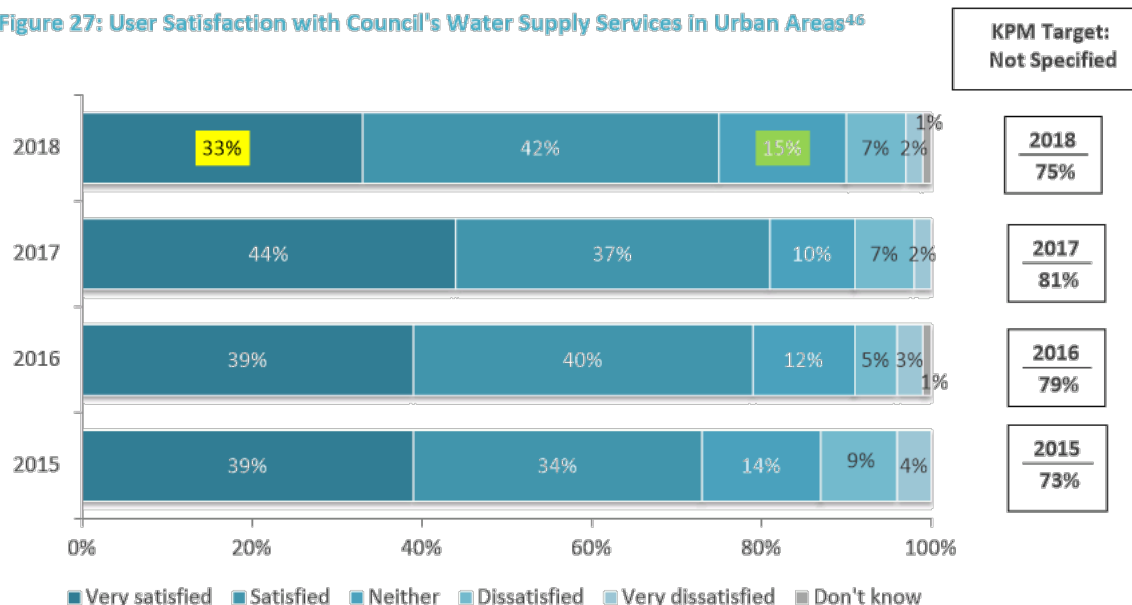


⁴⁵ Q. Thinking about water supply, do you have your own private water supply, for example roof or bore water, or are you connected to the town supply? (Can be more than one answer) Base: All respondents 2015 n=400; 2016 n=400; 2017 n=400; 2018 n=400.

8.2 Council's Water Supply Services in Urban Areas

Three-quarters of water supply users (75%) are satisfied (42%) or very satisfied (33%) with Council's water supply services. This is a 6% decrease from last year's result. Following this, 15% of water supply users are neither satisfied nor dissatisfied, 9% are dissatisfied (7%) or very dissatisfied (2%) and the remaining 1% don't know how to rate this question.

Figure 27: User Satisfaction with Council's Water Supply Services in Urban Areas⁴⁶



⁴⁶ Q. Using the same 5 point scale, how satisfied are you with Council's water supply services? Base: Those who are connected to the town water supply 2015 n=359; 2016 n=357; 2017 n=322; 2018 n=325.

User Satisfaction with Council's Water Supply Services in Urban Areas: By Ward, 2018

Eighty-five percent of Te Aroha water users and 82% of Matamata water users are satisfied with Council's water supply services. In terms of Morrinsville residents, 63% are satisfied. Notably, Morrinsville residents are significantly more likely to be neither satisfied nor dissatisfied (23% cf. total, 15%) with Council's water supply services.

Table 37: User Satisfaction with Council's Water Supply Services in Urban Areas, by Ward

	Total	Matamata	Morrinsville	Te Aroha
	325	127	120	78
Very dissatisfied	2%	1%	4%	0%
Dissatisfied	7%	4%	10%	4%
Neither satisfied nor dissatisfied	15%	11%	23% ++	9%
Satisfied	42%	33% -	43%	56%
Very satisfied	33%	49% +++	20% ---	29%
Don't know	1%	2%	0%	2%

Twenty-nine residents identified they are dissatisfied with Council's water supply services in urban areas. Reasons for dissatisfaction were recorded verbatim and coded by theme. All responses are detailed below in Table 38.

Poor tasting or smelling water (six mentions) and milky or dirty water, low water pressure and water restrictions (all five mentions) are the main drivers of dissatisfaction with Council's water supply services.

Table 38: Reasons for Dissatisfaction with Council's Water Supply Services in Urban Areas⁴⁷

Theme	Number of mentions	Verbatim Comments
Poor tasting/ smelling water	6	<ul style="list-style-type: none"> - The quality of the water is poor, can't drink the water from the tap. - It has an awful taste especially this time of year (summer) we buy bottled water. In winter it's not great but better. - The water tastes disgusting, I go out to my parents to get drinking water or buy it in town. - The water was terrible I'm pleased I had a water purifier. - The water does not taste that good and it's not very clear spasmodically. - There is terrible odour in the water. The taste is very poor.
Milky/ dirty water	5	<ul style="list-style-type: none"> - I have noticed that the water in the toilet is cloudy,

⁴⁷ Q. And why do you say that? Base those dissatisfied / very dissatisfied with Council's water supply services n=29.

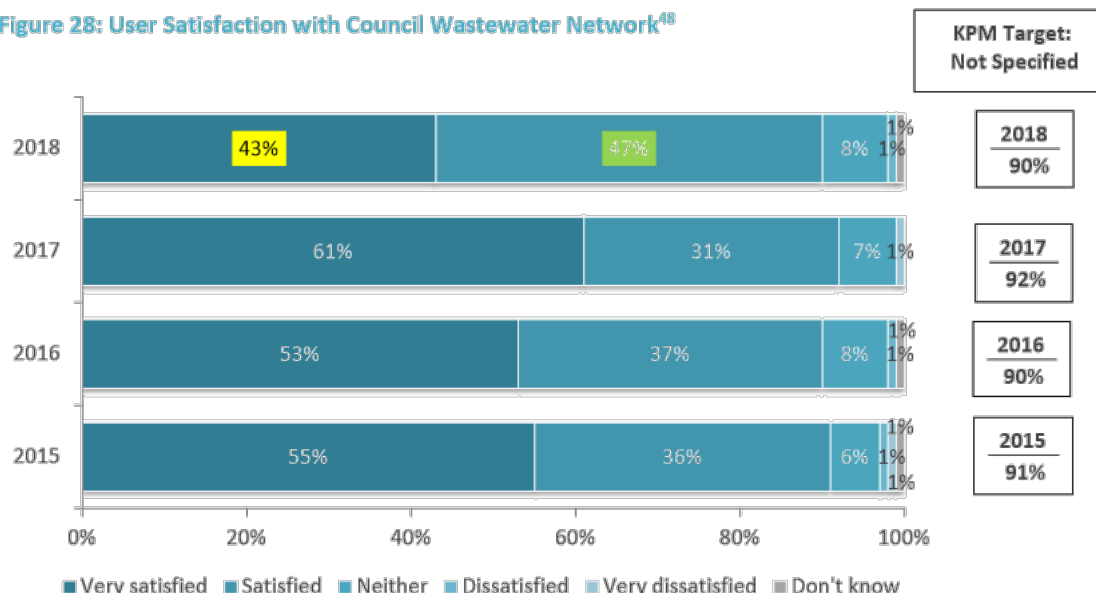
		<p>never looks clean and then I have to go to the tap in the kitchen and drink that water.</p> <ul style="list-style-type: none"> - I cannot drink the tap water because it is brown. I have had to buy a water filter. - Some days the water is either green or dirty. I don't know if that's because of the 30-degree days ruining the water in the pipeline. If town water has fluoride in it I would have thought that would kill the algae. - We were hit with the no water access in December. It wasn't very nice after it was fixed, our water went a brown-grey colour and stained the porcelain bath, toilet etc and it went orange – it was very hard to get rid of. The discolouring has gone into the coating. I clean at the kindergarten, it stained their toilets and as a cleaner the stain was very hard to get rid of. - We use a filter for the water and have to change them often. Discolouration, but no idea why?
Low water pressure	5	<ul style="list-style-type: none"> - The water pressure is terrible. I have to use a pump so that I can get hot water and the water fluctuates all the time. - It comes down to the pressure, if I have a shower after 7pm you really notice the drop in pressure. I live on the westside of Matamata. - We have issue with our water – very low pressure we called the Council about the issue and they did nothing about it – no communication with the Council at all about the issue. - They seem to run low on pressure. - We can have good water pressure one day and then no good water pressure the next day. They are inconsistent. Mainly the water pressure is not good.
Water restrictions	5	<ul style="list-style-type: none"> - You run out, you have restrictions, it's third world stuff. I go to Arab countries and Australia where there's pipes that go for 600 or 700 kilometres and they don't run out and they have no rain for years. I grow a garden and some years I take all my native trees to the dump as they need water to grow as seedlings, then I have to start again. I grow trees for fun and give them away to schools but this year I threw them all away – it's sad. - We're still on water restrictions, we have had heaps of rain, we only ended up on water restrictions as the pipe burst. And no rate rebates. We had to buy water for us in our house it cost \$140.00 for water as we needed containers as well. Of course, there were none in Morrinsville, so we had to go to Matamata. - We didn't have any water and for so long while they were fixing it, the gardens suffered. It was awkward having to buy water and not flushing the toilet, it was gross. - There is a lack of supply in the summer because we want to water the gardens. I am not sure if it is treated or not, I would like to know. We boil our water because we do not know. - To me it was the way the water shortage was managed, it could have been managed better and urgency placed around the repairs. We were lucky, but my daughter had three days of no toilet water or showering.
Water supply issues	4	<ul style="list-style-type: none"> - I moved into town from a farm and have always had issues with water supply in town. Have had issues with no water. When it rains the water is being wasted, it's

		<p>going down the drain and not collected for supply. We have had good rain this year but, yet we can't use our hose and run water. I try to adhere to everything. If they had storage in every house for water collection we wouldn't have this issue.</p> <ul style="list-style-type: none"> - The pipe that comes over the Waihou River has it been renewed? If not, they should be looking after the water supply especially the pipe over Waihou River. - The pipes are shagged and need to be replaced. The line from Waterworks Road into Morrinsville was put in over 50 years ago. The towns getting bigger and the water systems staying the same. They need a backup and the best is Motumaoho Quarry. - The Council should fix the water supply with the development of more urban areas. We want to be able to water our garden more.
Chemicals in water	2	<ul style="list-style-type: none"> - The taste of water has too many chemicals. The smell of the water has an earthly odour. - We have a pet shop that has tropical fish and what not. The amount of chlorine that comes through kills our fish. I have asked what's in the water and never been given an answer, I really want to know what's in it. In the past, I have lost several thousands worth of fish from the water.
Other single mentions	2	<ul style="list-style-type: none"> - We need water tanks, so much water goes to waste off roofs of houses. - Very dissatisfied with regards to selling water to a cheese company.

8.3 Council Wastewater Network

Sixty-eight percent of residents use the wastewater network. The majority of those residents (90%) are satisfied (47%) or very satisfied (43%) with the Council wastewater network. Following this, 8% are neither satisfied nor dissatisfied, while 1% of users are dissatisfied and the remaining 1% don't know how to answer.

Figure 28: User Satisfaction with Council Wastewater Network⁴⁸



User Satisfaction with Council's Wastewater Network: By Ward, 2018

The majority of Te Aroha (96%) and Matamata (91%) wastewater users are satisfied with Council's wastewater network. Following this, 86% of Morrinsville wastewater users are satisfied, however, these users are more likely to be neither satisfied nor dissatisfied (11% cf. total, 8%).

Table 39: User Satisfaction with Council's Wastewater Network, by Ward

	Total	Matamata	Morrinsville	Te Aroha
	287	105	113	69
Very dissatisfied	0%	0%	0%	0%
Dissatisfied	1%	1%	1%	0%
Neither satisfied nor dissatisfied	8%	7%	11%	4%
Satisfied	47%	26%	51%	69%
		---		+++
Very satisfied	43%	65%	35%	27%
		+++		--
Don't know	1%	1%	2%	0%

⁴⁸ Q. Using the same 5 point scale, how satisfied are you with the wastewater system? Base: Those who are connected to the wastewater network: 2015 n=310; 2016 n=298; 2017 n=292; 2018 n=287.

Three residents mentioned they are dissatisfied with Council's wastewater network. Reasons for dissatisfaction were recorded verbatim and all responses are detailed below in Table 40.

Table 40: Reasons for Dissatisfaction with Council's Wastewater Network⁴⁹

Theme	Number of mentions	Verbatim Comments
Other single mentions	3	<ul style="list-style-type: none"> - <i>The flooding was a once-off. These things happen.</i> - <i>We have a very sandy sub drain, over the years I have noticed the discharge on the ground has slowed so maybe it has started to silt up. In the next 20 years the pits will have to be opened up and cleaned.</i> - <i>When Council put the gas line in it blocked the sewage pipe and caused it to block up. We got it fixed, Council said they would pay for it, but we kept getting the accounts from the plumbers, it took about four months to sort out.</i>

⁴⁹ Q. And why do you say that? Base those dissatisfied / very dissatisfied with the wastewater network n=3.

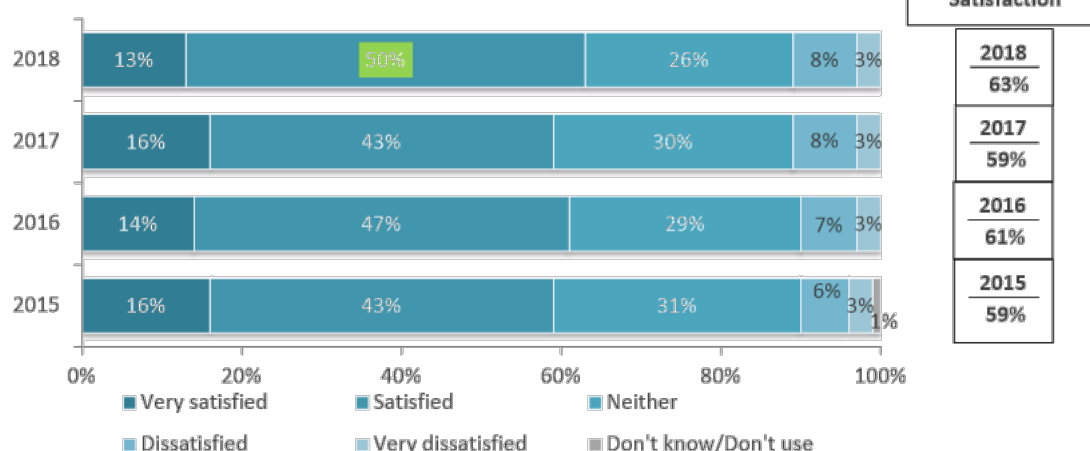
9 Roothing Network

This section outlines residents satisfaction ratings for the roading network and footpaths.

9.1 Roothing Network

Close to two-thirds of residents (63%) surveyed are satisfied (50%) or very satisfied (13%) with the roading network. This is a 4% increase from last year's results, however, it does not meet the KPM community satisfaction target of 75%. More than a quarter (26%) of residents are neither satisfied nor dissatisfied, while 11% are dissatisfied (8%) or very dissatisfied (3%).

Figure 29: Satisfaction with the Roothing Network⁵⁰



⁵⁰ Q. The next few questions are about Council-funded roads and footpaths. This excludes state highways, as these are not Council funded. Using the same 5 point scale, could you rate the following roading services? The roading network, meaning the roads, footpaths, signage, etc., being maintained well for the long term. Base: All respondents 2014 n=413; 2015 n=400; 2016 n=400; 2017 n=400; 2018 n=400.

Satisfaction with the Roding Network: By Ward, 2018

Three-quarters of Morrinsville residents (75%) are satisfied with the roading network, while 70% of Te Aroha residents are satisfied with the roading network. In terms of Matamata residents, less than half (48%) are satisfied with the roading network. These residents are more likely to be dissatisfied (16% cf. total, 11%).

Table 41: Satisfaction with the Roding Network, by Ward

	Total	Matamata	Morrinsville	Te Aroha
	400	156	144	100
Very dissatisfied	3%	5%	2%	0%
				-
Dissatisfied	8%	11%	7%	6%
Neither satisfied nor dissatisfied	26%	35% ++	16% --	24%
Satisfied	50%	33% ---	62% ++	59%
Very satisfied	13%	15%	13%	11%
Don't know/ Don't use	0%	1%	0%	0%

Forty-seven residents identified they are dissatisfied with the roading network. Reasons for dissatisfaction were recorded verbatim and coded by theme. Illustrative responses are detailed below in Table 42.

Residents who are dissatisfied with the roading network attributed their ratings to poor quality repairs and general maintenance (11 mentions each), and potholes and uneven surfaces (10 mentions) as well as being unsafe (eight mentions).

Detailed verbatim comments, highlighting specific streets and areas of concern within each ward are available in Appendix 11.4.

Table 42: Reasons for Dissatisfaction with the Roding Network⁵¹

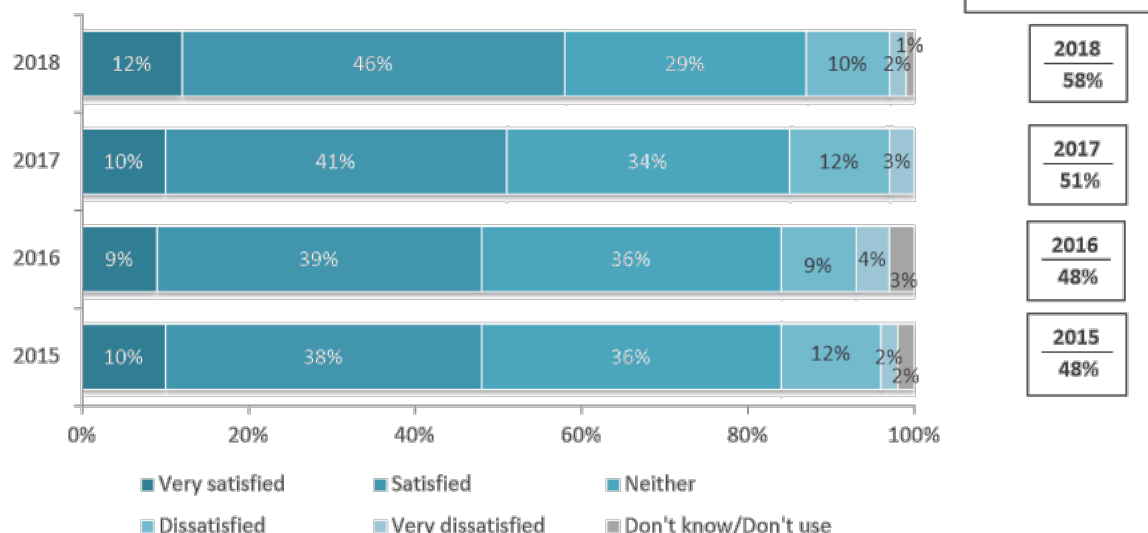
Theme	Number of mentions	Illustrative Quote
Poor quality repairs	11	- <i>They only did about 100 metres of our road and then they stopped – they left in unfinished.</i>
Room for improvement, general maintenance	11	- <i>There's one area in town that is really messy, and the roads need a bit of work. There are cracks and holes in the road.</i>
Potholes and uneven surfaces	10	- <i>There are always potholes and a lot of roadworks...some are not fixed yet.</i>
Unsafe	8	- <i>There are holes and patches on the road which can be very dangerous.</i>
Trucks on the road an issue	5	- <i>We have bigger trucks going through town and we can hear the noise of trucks from where I live. Also, there is a lot of damage being done on the road.</i>
Improved signage needed	1	- <i>There are not enough highway signs e.g. stop/ give way signs.</i>
Pedestrian crossings	1	- <i>Thames Street pedestrian crossings. Need to get rid of them. I just about run up the bum as cars are stopping. The sign says pedestrians give way, but cars are stopping and blocking the roundabout. Needs to be a lot clearer.</i>

⁵¹ Q. And why do you say that? Base those dissatisfied / very dissatisfied with Council's management of the roading corridor n=47. Although the question specifically excluded non-Council roads such as the state highways, some respondents included comments about their dissatisfaction with specific roads such as Broadway and Firth Street in Matamata, which are both State Highways, and not maintained by Council.

9.2 Footpaths

More than half of residents (58%) surveyed are satisfied (46%), or very satisfied (12%) with the look, smoothness and comfort of ride of footpaths. This is a 7% increase from last year's results. A further 29% of residents are neither satisfied nor dissatisfied, 12% are dissatisfied (10%) or very dissatisfied (2%) and the remaining 1% don't know or don't use footpaths.

Figure 30: Satisfaction with the Look, Smoothness and Comfort of Ride of Footpaths⁵²



⁵² Q. The next few questions are about Council-funded roads and footpaths. This excludes state highways, as these are not Council funded. Using the same 5 point scale, could you rate the following roading services? The look, smoothness and comfort of ride of the footpaths for all users including pedestrians, cyclists, joggers etc. Base: All respondents 2015 n=400; 2016 n=400; 2017 n=400; 2018 n=400.

Satisfaction with Look, Smoothness and Comfort of Ride of Footpaths for All Users: By Ward, 2018

Overall, 70% of Te Aroha residents are satisfied with the look, smoothness and comfort of ride of footpaths. Comparatively, 58% of Morrinsville residents and 52% of Matamata residents are satisfied. Morrinsville residents are more likely to be dissatisfied (17% cf. total, 12%).

Table 43: Satisfaction with the Look, Smoothness and Comfort of Ride of Footpaths for All Users, by Ward

	Total	Matamata	Morrinsville	Te Aroha
	400	156	144	100
Very dissatisfied	2%	2%	2%	1%
Dissatisfied	10%	6%	15%	7%
Neither satisfied nor dissatisfied	29%	40% ++	23%	21%
Satisfied	46%	39%	43%	62% +++
Very satisfied	12%	13%	15%	8%
Don't know/ Don't use	1%	0%	2%	1%

Fifty-three residents identified they are dissatisfied with the look, smoothness and comfort of ride of footpaths. Reasons for dissatisfaction were recorded verbatim and coded by theme. Illustrative responses are detailed below in Table 44.

Footpaths being unsafe (16 mentions) as well as potholes and uneven surfaces (14 mentions) are the primary drivers of dissatisfaction with the footpaths.

Detailed verbatim comments, highlighting specific streets and areas of concern within each ward are available in Appendix 11.5.

Table 44: Reasons for Dissatisfaction with Footpaths⁵³

Theme	Number of mentions	Illustrative Quote
Unsafe	16	- <i>Rawhiti Avenue. Where the crossings are – where they dip down, they're quite steep which is a bit dangerous.</i>
Potholes, uneven surfaces	14	- <i>There's lots of bumps and cracks on the footpaths.</i>
Room for improvement, general maintenance	12	- <i>In many cases they are quite old and poorly maintained.</i>
Tree roots breaking through	7	- <i>The roots lift up the footpaths, causing large cracks to appear.</i>
No footpaths, not enough footpaths	4	- <i>We haven't got them. Goodfellow Road, Waihou.</i>

⁵³ Q. And why do you say that? Base those dissatisfied / very dissatisfied with the look, feel and comfort of ride of footpaths for all users n=53.

10 Service Importance, Performance and Gap Analysis

This section outlines the importance attached to Council's services, compared with the perceived performance (combined satisfaction) of each service. The importance and performance are plotted on a matrix to indicate relative strengths and weaknesses. This is followed by a correlation between individual service performance and overall satisfaction with Council.

10.1 Perceived Importance of Council Services

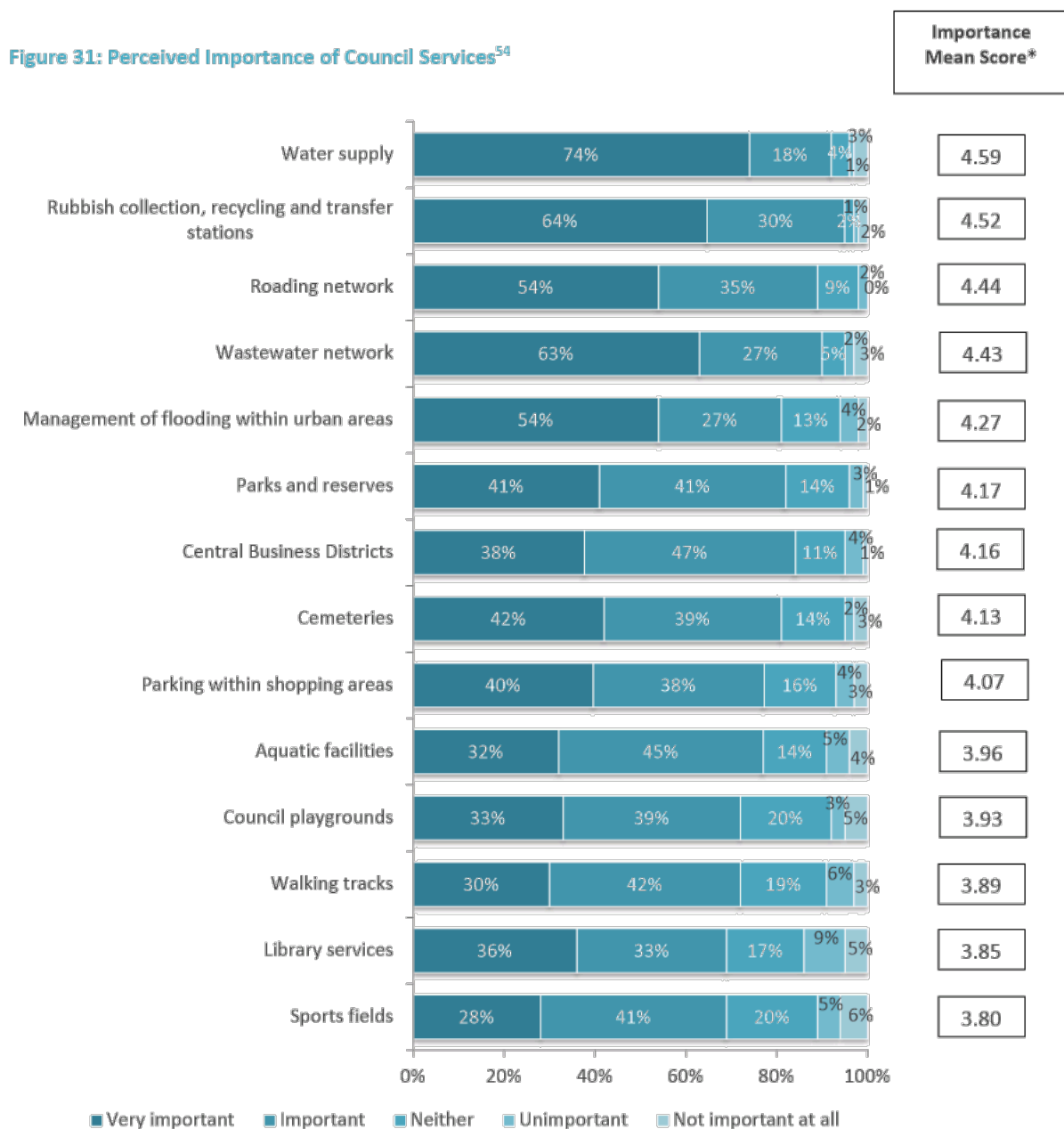
Residents were asked to rate the importance of a number of Council services. The chart overleaf shows Council's services ranked in order of importance based on mean score. The mean score has been calculated based on count (frequency) and a rating of one to five (excluding 'don't know' responses); the base sizes therefore vary for each service.

The services with the highest importance rating based on mean score include water supply (4.59), the wastewater network (4.43), rubbish collection, recycling services and transfer stations (4.52), and the roading network (4.44).

The services with the lowest importance rating include library services (3.85), walking tracks (3.89) and sports fields (3.80).

The chart for this is shown overleaf.

Figure 31: Perceived Importance of Council Services⁵⁴



⁵⁴ Q. I am now going to read out a list of Council services and I would like you to rate them in terms of importance. This will help the Council focus on the services which are most important to you. Using a similar 5 point scale with 1 representing not very important at all and 5 being very important, how would you rate....? Base: varied as don't know responses have been deleted.

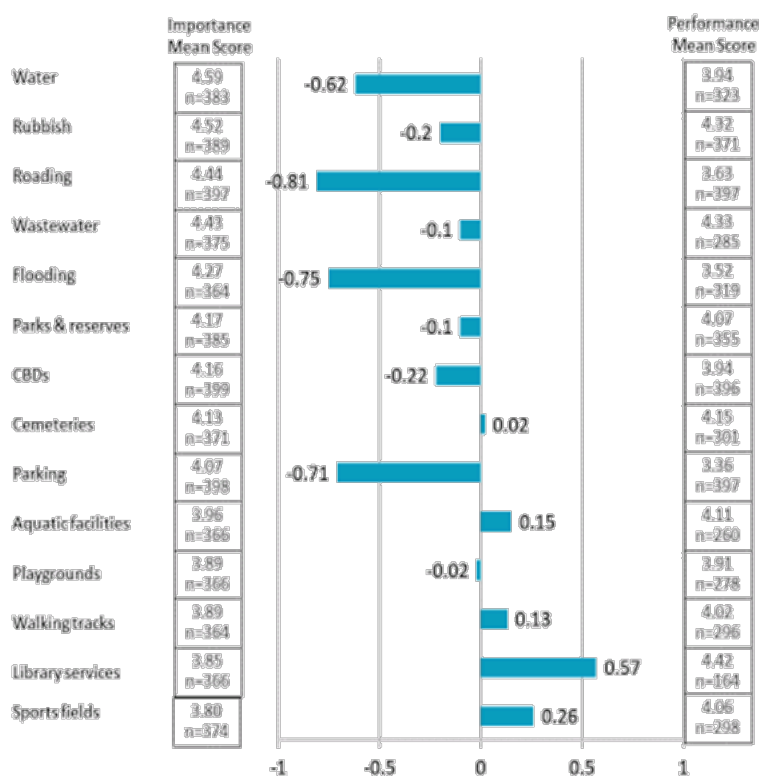
* Mean score calculated from weighted frequencies.

10.2 Gap Analysis

Residents were asked to rate each service in terms of importance and performance, and a mean score has been calculated based on the overall satisfaction rating. The mean score only includes one to five ratings (i.e., excluding 'don't know / don't use'); therefore, the base size varies for each service. When offset against importance, a positive or negative difference (gap) is obtained, this provides an indication of Council's ability to meet residents' expectations regarding each service.

The most notable negative differences in terms of performance and importance were for roading (-0.81), flood management (-0.75), parking (-0.71) and water services (-0.62) indicating these are three key areas for improvement, as Council's performance in these areas is not meeting residents expectations. In comparison, most notable positive differences are associated with the library (+0.57), sports fields (+0.26), aquatic facilities (+0.15) and walking tracks (+0.13) indicating these services are meeting residents expectations.

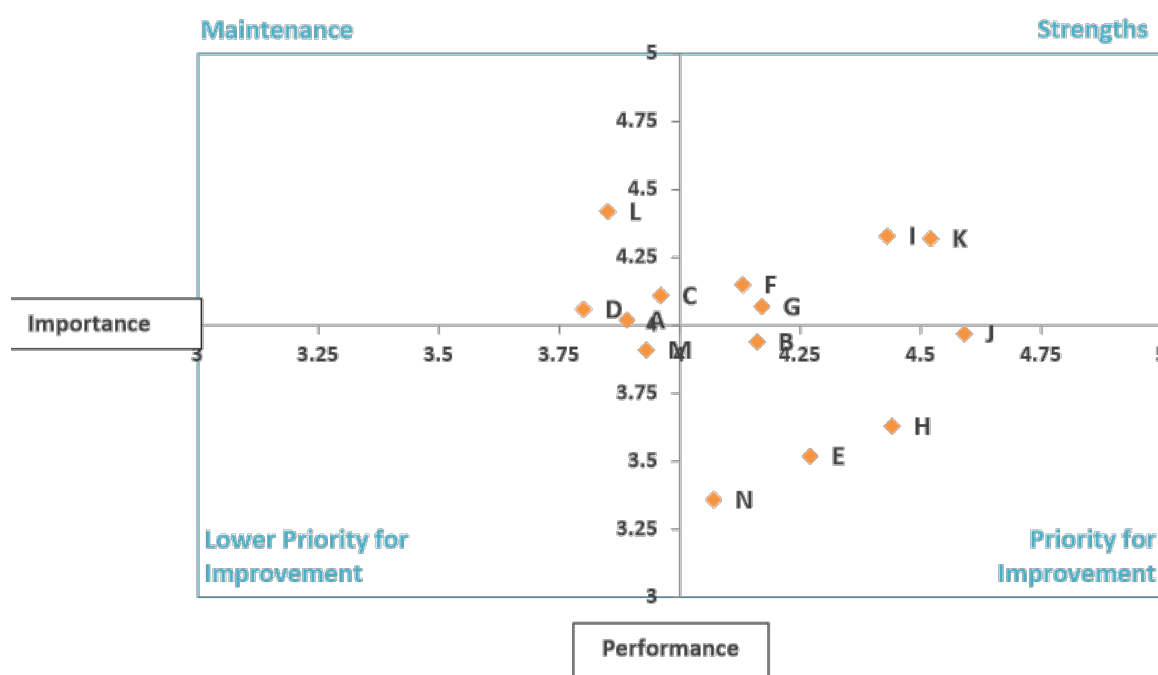
Figure 32: Gap Analysis: Importance v Performance



10.3 Priorities for Action

The dashboard below shows Council's services mapped in terms of performance and importance. Those services which have been ranked of relatively low performance and of relatively high importance are highlighted as areas of priority for improvement and include Council's management of flooding, roading network services and access to parking in shopping areas.

Figure 33: Priorities for Action



- A Council's walking tracks
- B Look and feel of Central Business Districts
- C Aquatic facilities and public swimming pools
- D Sports fields
- E Council's management of flooding within urban areas
- F Cemeteries
- G Parks and reserves
- H Roding network
- I Council wastewater system
- J Council's water supply services in urban areas
- K Kerbside refuse collection, recycling services, and transfer stations
- L Library services
- M Council playgrounds
- N Access to parking in shopping areas

10.4 Points to Consider

- Correlations between residents' satisfaction and communication measures indicate that improved communication will improve overall satisfaction.
- It should be noted there has been a decrease in satisfaction with Council playgrounds this year. Dissatisfaction of Council playgrounds is driven by a lack of facilities or equipment.
- Analysis of the gap between service expectation (importance) and performance (satisfaction) identify Council's roading network, management of flooding and access to parking in shopping areas as areas of priority for improvement.

10.5 Sample Profile

This section outlines the sample composition of residents surveyed.

Table 45: Age, by Ward⁵⁵

	Total	Matamata	Morrinsville	Te Aroha
	400	156	144	100
18 - 29	18%	19%	24%	9%
30 - 39	14%	16%	14%	9%
40 - 49	16%	13%	19%	14%
50 - 59	21%	21%	17%	30%
60 - 69	12%	12%	8%	18%
70 or over	19%	19%	18%	20%

Table 46: Gender, by Ward⁵⁶

	Total	Matamata	Morrinsville	Te Aroha
	400	156	144	100
Male	49%	49%	52%	43%
Female	51%	51%	48%	57%

Table 47: Ethnicity, by Ward⁵⁷

	Total	Matamata	Morrinsville	Te Aroha
	400	156	144	100
New Zealand European	83%	76%	82%	95%
New Zealand Maori	6%	11%	3%	3%
Pacific Island	1%	3%	0%	0%
Asian	4%	3%	6%	0%
Other	6%	7%	8%	2%
Refused	0%	0%	1%	0%

⁵⁵ Q. Which of the following age groups do you belong to?

⁵⁶ Gender recorded.

⁵⁷ Q. Just for our statistics, which of the following ethnic groups do you consider yourself? Can be more than one answer.

Table 48: Household Income, by Ward⁵⁸

	Total	Matamata	Morrinsville	Te Aroha
	400	156	144	100
Under \$40,000	32%	29%	29%	42%
Between \$40,000 and \$60,000	19%	25%	14%	18%
More than \$60,000	33%	34%	33%	31%
Don't know	11%	11%	16%	4%
Prefer not to say	5%	1%	8%	5%

Table 49: Years Living in the District, by Ward⁵⁹

	Total	Matamata	Morrinsville	Te Aroha
	400	156	144	100
5 years or less	14%	18%	11%	12%
6 to 10 years	11%	13%	10%	10%
More than 10 years	75%	69%	79%	78%

Table 50: Ratepayer status, by Ward⁶⁰

	Total	Matamata	Morrinsville	Te Aroha
	400	156	144	100
Yes	89%	82%	91%	98%
No	11%	18%	9%	2%

⁵⁸ Q. Which of the following income brackets does your total annual household income, before tax, fall into?

⁵⁹ Q. How many years have you lived in the District?

⁶⁰ Do you, or does any member of your household pay rates on a property in the District?

11 Appendices

11.1 Questionnaire

Good morning/ afternoon/ evening. It's ____ calling on behalf of Matamata-Piako District Council. We are conducting a survey about residents' opinions on the services provided by Council.

Screener 1:

Could I please speak to the youngest in the household over the age of 18?

Under 18 - Ask for the guardian. If not available: *Sorry but we need to speak with people who are 18 and over. Thank you for being willing to participate, have a nice day/ evening.*

IF CORRECT PERSON, OTHERWISE RE-INTRODUCE AND ASK:

Do you have a few minutes now to participate?

Screener 2:

And, do you or does anyone in your household work for, or contract to, Council?

1. No one works / Contracts - Continue

2. Someone works / Contracts - *Sorry, but we need to speak with people who do not work for, or contract to, Council. Thank you for being willing to participate, have a nice day/ evening.*

IF NECESSARY: It should take about 10-15 minutes, depending on your answers.

IF NECESSARY: All phone numbers are randomly selected from within the Matamata-Piako District, and have been provided by Equifax, a privacy compliant telephone number supplier.

IF NECESSARY: I am calling from Versus Research, an independent research company commissioned by Council to carry out this survey. All responses are confidential, and your name and telephone number are not recorded against your answers.

Q.1 Firstly, over the last 12 months, have you or has anyone in your household, used or visited any of the following in the district...?

READ OUT THE SERVICES. SELECT IF USED IN THE LAST 12 MONTHS

[READ ANSWERS IN RANDOM ORDER, EXCEPT THE LAST 1]

Used an aquatic facility or public swimming pool	1
A park or reserve, excluding sports fields	2
A sports field, excluding parks and reserves	3
Visited a cemetery in the district	4
A Council walking track	5
Parked in a shopping area	6
A Council playground	7
(DO NOT READ OUT) None of these	8

Q.2 And do you use...?

READ OUT THE SERVICES. SELECT IF USED.

[READ ANSWERS IN RANDOM ORDER, EXCEPT THE LAST 1]

Council's kerbside rubbish collection	1
Council's kerbside recycling service	2

The transfer stations 3
(DO NOT READ OUT) None of these 4

Q.3 I am going to read out various Council services. It doesn't matter whether you have used these or not.

Please rate each in terms of how satisfied you are with the service overall, using a 5 point scale with 1 representing *Very Dissatisfied* and 5 representing *Very Satisfied*.

READ OUT THE ACTIVITIES

PROMPT IF SATISFIED: Is that satisfied or very satisfied?

PROMPT IF DISSATISFIED: Is that dissatisfied or very dissatisfied?

[READ ANSWERS IN RANDOM ORDER]

	1: Very Dissat.	2: Dissat.	3: Neither nor	4: Sat.	5: Very Sat.	DO NOT READ: Don't Know	DO NOT READ: Don't Use
Aquatic facilities and public swimming pools	1	2	3	4	5	6	7
Council kerbside rubbish collection, recycling, and transfer stations	1	2	3	4	5	6	7
Cemeteries	1	2	3	4	5	6	7
Council's management of flooding within urban areas	1	2	3	4	5	6	7
Parks and reserves, excluding sports fields	1	2	3	4	5	6	7
Sports fields, excluding parks and reserves	1	2	3	4	5	6	7
Council walking tracks	1	2	3	4	5	6	7
Access to parking in the shopping area	1	2	3	4	5	6	7
Council playgrounds	1	2	3	4	5	6	7
Look and feel of the Central Business Districts (e.g. footpaths, gardens and seating)	1	2	3	4	5	6	7

[IF THE ANSWER TO SUB-QUESTION 1 OF QUESTION 3 IS 3-7, THEN SKIP TO QUESTION 5]

Q.4 You mentioned that you are 'not satisfied' with the aquatic facilities or public swimming pools, why do you say that?

Please be as specific as possible by providing us with the name of the swimming facility, which town it is in, the specific problem and the date it happened if applicable.

[IF THE ANSWER TO SUB-QUESTION 2 OF QUESTION 3 IS 3-7, THEN SKIP TO QUESTION 6]

Q.5 You mentioned that you are 'not satisfied' with Council kerbside rubbish collection, recycling, or transfer stations, why do you say that? Please provide as much detail as possible by providing the street name or exactly which transfer station it is and where it is located.

INTERVIEWER NOTE: There is only 3 transfer stations please indicate which one it is. Matamata, Morrinsville, Waihou (Te Aroha rural)

[IF THE ANSWER TO SUB-QUESTION 3 OF QUESTION 3 IS 3-7, THEN SKIP TO QUESTION 7]

Q.6 You mentioned that you are 'not satisfied' with cemeteries, why do you say that?
Please tell me the name of the cemetery, which town it is in, and exactly what the problem is.

[IF THE ANSWER TO SUB-QUESTION 4 OF QUESTION 3 IS 3-7, THEN SKIP TO QUESTION 8]

Q.7 You mentioned that you are 'not satisfied' with Council's management of flooding within urban areas – why do you say that?

Can you please tell me about more about this, giving me the name of the street(s) and the town affected; and whether flooding is affecting a house, private land or the roadway?

[IF THE ANSWER TO SUB-QUESTION 5 OF QUESTION 3 IS 3-7, THEN SKIP TO QUESTION 9]

Q.8 You mentioned that you are 'not satisfied' with the parks and reserves (excluding sports fields), why do you say that?

Please provide us with as much detail as possible including the street the park is on, which town it is, and exactly what the problem is.

[IF THE ANSWER TO SUB-QUESTION 6 OF QUESTION 3 IS 3-7, THEN SKIP TO QUESTION 10]

Q.9 You mentioned that you are 'not satisfied' with the sports fields (excluding parks and reserves) – why do you say that?

Please be as specific as possible by telling me the street the park is on, which town it is, and exactly what the problem is.

[IF THE ANSWER TO SUB-QUESTION 7 OF QUESTION 3 IS 3-7, THEN SKIP TO QUESTION 11]

Q.10 You mentioned that you are 'not satisfied' with Council's walking tracks. Why is that and which track are you referring to?

[IF THE ANSWER TO SUB-QUESTION 8 OF QUESTION 3 IS 3-7, THEN SKIP TO QUESTION 12]

Q.11 You mentioned that you are 'not satisfied' with parking within the shopping area, why do you say that?
Please provide as much detail as possible by providing the street name or exactly which car park it is and where it is located.

[IF THE ANSWER TO SUB-QUESTION 9 OF QUESTION 3 IS 3-7, THEN SKIP TO QUESTION 13]

Q.12 You mentioned that you are 'not satisfied' with Council playgrounds, why do you say that?
Please provide as much detail as possible by providing the street name or exactly which playground it is and where it is located.

[IF THE ANSWER TO SUB-QUESTION 10 OF QUESTION 3 IS 3-7, THEN SKIP TO QUESTION 14]

Q.13 You mentioned that you are 'not satisfied' with the look and feel of the Central Business Districts, why do you say that?
Please provide as much detail as possible by providing which town it is in, and what exactly the problem is.

Q.14 Using the 5 point scale with 1 representing *Very Dissatisfied* and 5 representing *Very Satisfied*, how satisfied are you with the Council overall?

Very Dissatisfied	1
Dissatisfied	2
Neither Satisfied nor Dissatisfied	3
Satisfied	4
Very Satisfied	5
(DO NOT READ OUT) Don't Know	6

Q.15 Thinking about water supply, do you have your own private water supply, for example roof or bore water, or are you connected to the town supply?

NOTE: CAN HAVE BOTH - MORE THAN ONE ANSWER ALLOWED

Private water supply	1
Town supply	2

[IF THE ANSWER TO QUESTION 15 IS NOT 2, THEN SKIP TO QUESTION 18]

Q.16 Using the same 5 point scale, how satisfied are you with Council water supply services?

NOTE: This includes the taste, colour and odour of water supplied

READ OUT THE ANSWER CHOICES

Very Dissatisfied	1
Dissatisfied	2
Neither Satisfied nor Dissatisfied	3
Satisfied	4
Very Satisfied	5
(DO NOT READ OUT) Don't Know	6

[IF THE ANSWER TO QUESTION 16 IS 3-6, THEN SKIP TO QUESTION 18]

Q.17 Why do you say that? Please be as specific as possible.

PROBE FULLY AND RECORD VERBATIM

Q.18 Is your household connected to the wastewater network?

DO NOT READ OUT

Yes	1
No/ Don't Know	2

[IF THE ANSWER IS 2, THEN SKIP TO QUESTION 21]

Q.19 Using the same 5 point scale with 1 representing *Very Dissatisfied* and 5 representing *Very Satisfied*, how satisfied are you with the wastewater system?

READ OUT THE ANSWER CHOICES

Very Dissatisfied	1
Dissatisfied	2
Neither Satisfied nor Dissatisfied	3
Satisfied	4
Very Satisfied	5
(DO NOT READ OUT) Don't Know	6

[IF THE ANSWER TO QUESTION 19 IS 3-6, THEN SKIP TO QUESTION 21]

Q.20 Why do you say that? Please be as specific as possible

PROBE FULLY AND RECORD VERBATIM

Q.21 The next few questions are about Council funded roads and footpaths. This **EXCLUDES** State Highways such as Broadway in Matamata; Thames, Marshall and Allen streets; Whakahongi Rd around Morrinsville, and Kenrick, Whitaker streets and Centennial Avenue in Te Aroha as these are **NOT** Council funded.

Using the same 5 point scale, could you rate the following roading services?

READ OUT THE ROADING ATTRIBUTES

IF NECESSARY: CYCLISTS ALLOWED ON CERTAIN FOOTPATHS, I.E., ONES NOT RUNNING DIRECTLY ALONGSIDE ROADS

[READ ANSWERS IN RANDOM ORDER]

	1: Very Dissat.	2: Dissat.	3: Neither nor	4: Sat.	5: Very Sat.	DO NOT READ: Don't Know	DO NOT READ: Don't Use
The roading network, meaning the roads, footpaths, signage, etc is well maintained for the long term.	1	2	3	4	5	6	7
The look, smoothness and comfort of ride of FOOTPATHS for all users including pedestrians, cyclists, joggers, etc	1	2	3	4	5	6	7

[IF THE ANSWER TO SUB-QUESTION 1 OF QUESTION 21 IS 3-7, THEN SKIP TO QUESTION 23]

Q.22 You mentioned that you are 'not very satisfied' with how **THE ROAD NETWORK IS BEING WELL MANAGED FOR THE LONG TERM**. Why do you say that? Please be as specific as possible.

[IF THE ANSWER TO SUB-QUESTION 2 OF QUESTION 21 IS 3-7, THEN SKIP TO QUESTION 24]

Q.23 You mentioned that you are 'not very satisfied' with the appearance and standard of **FOOTPATHS**.

Please tell me the street names, the town, and exactly what the problem is.

IF NECESSARY: The look, smoothness and comfort of ride on **FOOTPATHS** for all users including pedestrians, cyclists and joggers etc.

Q.24 The next few questions are about libraries in the District. Have you personally used a District library in the last 12 months?

DO NOT READ OUT

NOTE: RESPONDENT VISITED PERSONALLY, NOT ANYONE ELSE IN THE HOUSEHOLD

Yes 1
No 2

[IF THE ANSWER IS 2, THEN SKIP TO QUESTION 28]

Q.25 Which of the following libraries did you use...

READ OUT THE ANSWERS - CAN BE MORE THAN ONE ANSWER

Matamata	1
Morrinsville	2
Te Aroha	3

Q.26 And using the same 5 point scale, how satisfied are you with the library services?

READ OUT THE ANSWER CHOICES

PROMPT IF SATISFIED: Is that satisfied or very satisfied?

PROMPT IF DISSATISFIED: Is that dissatisfied or very dissatisfied?

Very Dissatisfied	1
Dissatisfied	2
Neither Satisfied nor Dissatisfied	3
Satisfied	4
Very Satisfied	5
(DO NOT READ OUT) Don't Know	6

[IF THE ANSWER TO QUESTION 26 IS 3-6, THEN SKIP TO QUESTION 28]

Q.27 You indicated that you are dissatisfied with the library service - why do you say that? Please be as specific as possible.

IF NEEDED: Please tell me which library it is, and exactly what the problem is.

Q.28 In the last 12 months have you or your family used the online library services, that is e-books, databases, placing holds, book renewals or accessing your account information?

DO NOT READ OUT THE ANSWERS

Yes	1
No / Don't Know	2

[IF THE ANSWER IS 2, THEN SKIP TO QUESTION 31]

Q.29 Using the same 5 point scale, how satisfied are you with the library online services?

READ OUT THE ANSWER CHOICES

Very Dissatisfied	1
Dissatisfied	2
Neither Satisfied nor Dissatisfied	3
Satisfied	4
Very Satisfied	5
(DO NOT READ OUT) Don't Know	6

[IF THE ANSWER TO QUESTION 29 IS 3-6, THEN SKIP TO QUESTION 31]

Q.30 And why do you say that?

PROBE FULLY AND RECORD VERBATIM

Q.31 I am now going to read out a list of Council services and I would like you to rate them in terms of importance. This will help the Council focus on the services which are most important to you. Using a similar 5 point scale with 1 representing *Not important at all*, and 5 *Very important*, how would you rate...?

I am now going to read out a list of Council services and I would like you to rate them in terms of importance. This will help the Council focus on the services which are most important to you. Using a similar 5 point scale with 1 representing *Not important at all*, and 5 *Very important*, how would you rate...?

[READ ANSWERS IN RANDOM ORDER]

	1: Not important at all	2: Unimportant	3: Neither nor	4: Important	5: Very Important	Don't Know
Aquatic facilities and public swimming pools	1	2	3	4	5	6
Council kerbside rubbish collection, recycling and transfer stations	1	2	3	4	5	6
Cemeteries	1	2	3	4	5	6
Council's management of flooding within urban areas	1	2	3	4	5	6
Parks and reserves, excluding sports fields	1	2	3	4	5	6
Sportsfields, excluding parks and reserves	1	2	3	4	5	6
Council walking tracks	1	2	3	4	5	6
Council water supply services	1	2	3	4	5	6
The wastewater system	1	2	3	4	5	6
The roading network, meaning the roads, footpaths and signage	1	2	3	4	5	6
The library service	1	2	3	4	5	6
Parking within shopping area	1	2	3	4	5	6
Council playgrounds	1	2	3	4	5	6
Look and feel of our central business districts (e.g. footpaths, gardens and seating)	1	2	3	4	5	6

Q.32 The next set of questions is about communication from Council. Using the sample 5 point scale, how satisfied are you with the ease of access to Council information?

Very Dissatisfied	1
Dissatisfied	2
Neither Satisfied nor Dissatisfied	3
Satisfied	4
Very Satisfied	5
(DO NOT READ OUT) Don't Know	6

[IF THE ANSWER TO QUESTION 32 IS 3-6, THEN SKIP TO QUESTION 34]

Q.33 Why do you say that?

PROBE FULLY AND RECORD VERBATIM

Q.34 How would you prefer Council to communicate with you...?

DO NOT READ OUT - CODE CLOSEST

Council page in the newspaper	1
Articles in the newspaper	2
Council website	3
Email updates	4
Unaddressed mail (e.g. flyers in the mail)	5
Addressed mail (letters specifically to you)	6
Meetings in your community	7
Facebook	8
Text messages	9
Public notices	10
YouTube videos	11
Radio advertising (stations specify)	12
Television advertising (channels specify)	13
Twitter	14
Blogs	15
Other (please specify)	16
(DO NOT READ OUT) Don't Know	17
Face-to-face	18
Telephone	19

[IF THE ANSWER TO QUESTION 34 IS NOT 12, THEN SKIP TO QUESTION 36]

Q.35 Which radio stations do you prefer?

RECORD VERBATIM

[IF THE ANSWER TO QUESTION 34 IS NOT 13, THEN SKIP TO QUESTION 37]

Q.36 Which television channels do you prefer?

RECORD VERBATIM

[IF THE ANSWER TO QUESTION 34 IS NOT 16, THEN SKIP TO QUESTION 38]

Q.37 **Other communication channels**

Q.38 **Have you made contact with the Council in the last year via telephone or face-to-face ?**

DO NOT READ OUT

- | | |
|-----------------------|---|
| Yes | 1 |
| No | 2 |
| Don't Know / Not Sure | 3 |

[IF THE ANSWER IS 2-3, THEN SKIP TO QUESTION 43]

Q.39 **We are interested in your feedback on our Customer Services team, that is the first point of telephone contact or reception enquiries.**

Could you tell if your enquiry was handled:

READ OUT THE CHOICES, SELECT IF YES - CAN BE MORE THAN ONE ANSWER

- | | |
|-----------------------------|---|
| Politely | 1 |
| Professionally | 2 |
| Fairly | 3 |
| In a timely manner | 4 |
| (DO NOT READ) None of these | 5 |

Q.40 **Using the same 5 point scale, with 1 representing *Very dissatisfied* and 5 *Very satisfied*, could you tell me how satisfied you were with the service at the first point of telephone contact or reception enquires overall?**

READ OUT THE ANSWER CHOICES

- | | |
|------------------------------------|---|
| Very Dissatisfied | 1 |
| Dissatisfied | 2 |
| Neither Satisfied nor Dissatisfied | 3 |
| Satisfied | 4 |
| Very Satisfied | 5 |
| (DO NOT READ OUT) Don't Know | 6 |

[IF THE ANSWER TO QUESTION 40 IS 3-6, THEN SKIP TO QUESTION 42]

Q.41 **Why do you say that?**

PROBE FULLY AND RECORD VERBATIM

Q.42 Council is seeing a change in the way customers choose to make payments, the preferred method is electronic payment in place of cash.

Would you support the Council offices going cashless?

Yes.....1

No.....2

Don't Know/ Not Sure.....3

Q.43 Again, using the same 5 point scale, with 1 representing Very Dissatisfied and 5 Very Satisfied, how satisfied are you with the performance of Councillors and the Mayor?

READ OUT

Very Dissatisfied 1

Dissatisfied 2

Neither Satisfied nor Dissatisfied 3

Satisfied 4

Very Satisfied 5

(DO NOT READ OUT) Don't Know 6

[IF THE ANSWER TO QUESTION 43 IS 3-6, THEN SKIP TO QUESTION 45]

Q.44 And why do you say that?

PROBE FULLY AND RECORD VERBATIM

Q.45 And lastly, how satisfied are you with your opportunity to be involved in consultation processes over the last 12 months?

NOTE: Consultation processes include Council communications to the community and invitations to receive feedback from the community, for example, the submission process

READ OUT THE ANSWER CHOICES

Very Dissatisfied 1

Dissatisfied 2

Neither Satisfied nor Dissatisfied 3

Satisfied 4

Very satisfied 5

(DO NOT READ OUT) Don't Know 6

[IF THE ANSWER TO QUESTION 45 IS 3-6, THEN SKIP TO QUESTION 47]

Q.46 Why do you say that ?

Q.47 And finally a few questions to ensure we have a good cross section of people. Can you please tell me which of the following ethnic groups you most consider yourself:

READ OUT

New Zealand European	1
New Zealand Maori	2
Pacific Islander	3
Asian	4
Other - Specify	5
(DO NOT READ OUT) Refused	6

[IF THE ANSWER TO QUESTION 47 IS NOT 5, THEN SKIP TO QUESTION 49]

Q.48 Other - Ethnicity

RECORD ANSWER

Q.49 Which of the following age groups do you belong to?

READ OUT THE ANSWER CHOICES

18 - 29	1
30 - 39	2
40 - 49	3
50 - 59	4
60 - 69	5
70 or over	6
(DO NOT READ OUT) Refused	7

Q.50 And which of the following income brackets does your total annual household income, before tax, fall into?

READ OUT THE ANSWER CHOICES

Under \$40,000	1
Between \$40,000 and \$60,000	2
More than \$60,000	3
(DO NOT READ OUT) Don't Know	4
(DO NOT READ OUT) Refused	5

Q.51 How many years have you lived in the District?

READ OUT THE ANSWER CHOICES

5 years or less	1
6 to 10 years	2
More than 10 years	3
Unsure	4
(DO NOT READ OUT) Refused	5

Q.52 Do you, or does any member of your household, pay rates on a property in the District?

DO NOT READ OUT THE ANSWER CHOICES. ONE ANSWER ONLY.

Yes	1
No	2
Don't know	3
Renting	4

Q.53 That's all the questions I have for you today.

Is there any other feedback that you would like me to record about Matamata-Piako District Council with regards to what we have been discussing today?

Q.54 Just in case you missed it my name is [INTERVIEWER NAME] calling from Versus Research.

On behalf of the Matamata-Piako District Council, thank you very much for your time.

RECORD GENDER:

Male	1
Female	2

Q.55 AREA – Marked from sample

Matamata	1
Morrinsville	2
Te Aroha	3

11.2 Reasons for Dissatisfaction with Management of Flooding within Urban Areas: Specific Streets and Areas of Concern by Ward

11.2.1 Matamata

- Up by where you turn off by the pools, the water sometimes does not go away fast enough, and it can flood up onto the footpaths - up by Phil's Motorcycle Centre.
- Matamata - the street by the swimming pool is terrible when it rains, muddy and flooding, and on the corner of what used to be Iles and Burgess and also by the roundabout up by the Gull service station, this also floods when it rains.
- Smith Street that goes into Peria Road, when you get a good downpour it gets flooded.
- The infrastructure with the new developments needs to be looked into, we seem to get a lot of surface flooding where the new and old meet, I may be wrong, but I notice a lot more surface flooding around, but then again, we have had a lot of torrential rain at times.
- It often doesn't cope with the flooding due to everything that is blocked up.
- They don't come around and clean the drainage when I get flooded. I have my gumboots and rake, so I get up at 5am if it's raining and clean them out myself so I don't get flooding. They don't sweep the kerb enough. Private land - I live at the bottom of an incline, the neighbours up the road have liquid amber and English plane trees. They have huge leaves and drop leaves annually. I think these people should be made by law to clean them up because they block my grate, flooding my place. The gutter sweepers used to come 4-5 times a year, now we're lucky if we see them once.
- They don't keep the leaves out of things so when it rains heavily it floods.
- In the country area we have problems with flooding and the Council didn't do anything.
- They need to upgrade their facilities, trees need pruning they block things up.
- They don't seem to fix the situation, it seems to be flooding in the same place all the time. Need to remove the trees.
- When I go walking after there's been rain, it's always blocked up with leaves, so it floods all over the road.
- The same area is flooding every time and they are not well maintained, the Council are not doing anything about it or doing it properly.
- I go down town after it rains and the leaves are blocking the drains which causes a flood.
- Outside the primary school it floods every time it rains, and they need to fix the issue.
- A number of times I went down near the primary school and it's always flooding. The Council should do something about it. I think there are leaves blocking the drains that's why it's flooding all the time when it rains.
- In Waharoa when it rains it's always flooding. The Council comes out to check it but does nothing.
- In Matamata around the KFC area it's quite bad around there.
- In my time there has been flooding.
- The ability to ponding after short term rain, the drainage is antiquated, if there wasn't the debris from the trees we wouldn't have the same flooding. The flooding would be reduced if you were able to control the debris.
- Had to get a building permit from them they mucked me around quite a lot (unspecified).
- I look at the streams and it gets flooded when it rains.
- Our street floods quite a bit during heavy downfall and leaves and awful mess and we end up having to clean it. We need the street swept more. Kilbride Street.

11.2.2 Morrinsville

- There is too much service flooding. I visited a new urban area, brand new, there was water over the street. The drainage could not handle it. I do not know if the drains are full of leaves or that they are not big enough to cope with the water. My property is fine, and my concerns are about other property owners.
- The Council needs to clean the drains. I feel the trees need to be trimmed especially around the schools. If there is another big storm somebody is going to hurt, and it will cost more. We own a property up north; North Power is cutting the trees down near powerlines or under powerlines to stop any more main issues. Morrinsville High School has massive trees which could cause damage. Osborne Avenue - the Council need to take trees out because they have broken the water mains.
- We had that dry spell and all of the leaves blocked the gutters. We then got all that rain and then ended up with flooding, I picked the kids up from David Street School and it was completely flooded on the road.
- Flooding has affected the back of properties in Thames Street - Raven Hair Ltd, Graeme Taylor's clothing shop. The Council don't seem to be doing anything about it.

- I live in Alexandra Avenue. It only happened once but the back of my house was totally flooded. Firemen had to come and drain it. When they replaced the kerbing, they smashed the drainage pipe so that it was blocked and smashed the overflow pipe to bits. A fireman jumped up and down and water flowed out about 4 feet high. They could not believe the kerbing had blocked it. And the Council has never been back to fix the problem. The Council needs to clean grates etc out. The engineer was great cleaning my backyard up - it took three days it was a mess and had to be disinfected.
- In general, the culverts are never cleaned out to get rid of the water. On-going issue.
- Excessive water, yes you can understand, flooding, some of its out of human control - leaves and things on the road and in the gutters. I know the road sweeper is there, but I don't think it goes around the streets often enough really.
- I am in Alamein Avenue. We have a lot of issues with the urban flooding on the corner of Alamein Avenue and Studholme Street and if there's more than half an hour of rain it floods across to the middle of the road. We call them every time it has happened and there has been no permanent fix. High traffic area. I feel sorry for the people beside the flooding - they have a low garage and it gets flooded about two or three times a year in the winter. A Cambodian family - I feel they are just putting up with it.
- We are in Young Street and it floods quite often if there's a good heavy rain pour.
- If you have a big rainfall nothing gets done, it doesn't appear to be a big concern. A section of Young Street fills with water and gets stinky and gross.
- The drainage in the subdivisions needs to be vastly improved - in the new subdivisions.
- I just see global warming and it's going to get worse and worse.
- Because we do have flooding in urban areas. There is flooding in Lindale Street. The grate is full and there is flooding. We do clean it but if we don't it floods. When there's heavy downpours they need to sort things out - that is just how things are now. I am in the Fire Brigade we have basement flooding caused by the drainage problems. The Fire Brigade has told the Council.
- Every time it rains there is a flood on Thames Street around number 300 up about 50 metres onto the Hamilton side of Campbell Park floods that bad you have to drive on wrong side of the road to go past and it does that every time there is heavy rain.

11.2.3 Te Aroha

- The Council manages the road but there's no kerbing or drainage. Second Avenue, Waihou. No flooding, just not managed.
- Flooding occurs.
- Clarke Avenue (south), it affects about five houses, it covers the road as well, it goes right across the road. In heavy rain. In Te Aroha.
- The condition of the drains, nobody sprayed the weeds inside the drains, in Waitoa, Bellamy Street. Just the visual look of things.
- It affects private land, Lovegrove Road, when it's heavy rain, it comes off the roadway, and driveway, and floods the section. The overflow from the drains, and road.

11.3 Reasons for Dissatisfaction with Access to Parking in Shopping Areas, Specific Streets and Areas of Concern by Ward

11.3.1 Matamata

- It's too hard to get in and out of a park in Matamata with the trucks going by, and we need more parking.
- Not enough parking provided for people who work in town.
- It is very hard to get a park, even the disability park always seems to be a long way from where I want to be, by Broadway and the information centre.
- It is more that there is never any parking close to the main shopping area and I think that the main problem is tourists parking on the main street to go to Hobbiton.
- You have to go shopping either early in the morning or later in the afternoon. The rest of the time this area belongs to out-of-towners.
- There seems to be a lot of business owners parking their cars there and they're (carparks) full eight hours a day. By the railway station area. The Council could buy vacant land by the town area for example by Broadway and turn it into parking area, or even create a parking building. It is absolutely chaotic, so is the traffic flow.
- A lot of the time you see the shop owners parked there more often than not you have to go around and round sometimes you get one. Mainly Arawa Street.

- *Broadway is very difficult to back out onto Arawa Street. There's never enough parks for the Hobbiton parking there isn't enough for the amount of people. If you're a local you have to spend a lot of time driving around and around.*
- *Not enough parking.*
- *It's so hard to get parking.*
- *You've got the area growing in the main street. There are no parks available.*
- *Lack of parking mostly.*
- *There are too many businesses using the parking. I would love to have a warden go around now and then, it's amazing how many cars around town that have expired WOF - I think it's dangerous.*
- *Not enough parks if you go in after 9.30am and before 3pm, you'll never find a park and the business people park in them.*
- *There are a lot of people, it's hard to find parking in Matamata, you can't find any at all.*
- *Usually I have to drive around twice to find a park and there is never a park available.*
- *Let's face it, there are too many tourists in town, you end up going around and round and end up parking past Farmers, I get annoyed with the young able-bodied people using the handicapped spaces that the people with cards need.*
- *Can't seem to find a park.*
- *Not enough parks in town.*
- *Not enough parking.*
- *Sometimes there's no parking. Not enough parking spaces.*
- *I never park in Broadway, there is too much through traffic and it's hard to get out. I park in the side streets.*
- *Too many businesses use the parks there.*
- *There is not enough, most of the people who go to work they park in the parking areas, every time I got there it's very hard to get a park.*
- *Can never get a park in town. Too much traffic.*
- *You can never get a park there.*
- *Not enough parking, too much traffic.*
- *Not enough parking, the business people takes over all the parks.*
- *A lot of shop owners park their cars there all day. Not enough car parks.*
- *Every time we go there you have to park in the Council parks. They are filled with the people who work there. Most days you've got to park away from it and its mainly the Hobbiton people.*
- *It's hard to get out of the park because of the traffic in the town. And also, it's hard to look for a park when it's busy.*
- *It's very hard to get out of Broadway, it's quite a dangerous one. You need a swivel head to get out because of the big trucks it's terrible. An out-of-town friend says it terrible and won't park there. We need another parking area.*
- *It has got so busy, so of course there is not enough spaces. They are not catering for the volume of cars in our town, can't get a park anywhere.*
- *It's just the community in general is growing and its quite limited to what we are used to. The town is getting busier.*
- *Very dissatisfied. When we came to Matamata there was 6803 people, now there is 9000 and the town is still in the same place there isn't any more parks. I'm critical of the Council not building a parking building under the town hall, the age has gone up considerably and we are not looking after the aging population. It's almost impossible on a wet day to go shopping at Countdown, maybe if they shifted Countdown we could have parking.*
- *There is not enough parking available.*
- *It's the disabled parking. There are two things: The clearance for wheelchair access always seems to be on the driver's side, I don't drive I'm a passenger. In Arawa Street the access onto the footpath isn't easy because there are seats very close.*
- *It's hard to get a park.*
- *Lack of facilities, lack of parking areas.*
- *A lot of business owners park their car themselves, using up all the car parks.*
- *Not enough car parks.*
- *Can't get a park and when you do get a park it's hard to get back into the road.*
- *Not enough car parks.*
- *It's very limited, there are cars parked there all day. I've noticed that 4 or 5 are for certain businesses too, so that doesn't help. Mostly on Broadway and Te Aroha and another handicap park near the post office it's just too far away.*

11.3.2 Morrinsville

- *I feel although I cannot get a park. I go to knitting – there's insufficient parking. I cannot use the senior citizens parking because it is a tow away spot. I feel parking is very hard and I cannot get to the library. I am capable of walking, but there are others who are not capable. If there is a funeral there is usually no parking. I feel it's impossible for others to get car parks.*
- *There are too many land agents who park in the main street outside Heathcotes in Thames Street. I understand that the land agent has moved, but they are still parking their cars in Thames Street.*
- *There is not enough parking i.e. Thames Street. It is too narrow, a bottleneck, people who work use the parking. I feel the Council needs to address the parking in the main street and close to where shopping is. The footpaths are uneven, I have seen elderly people trip and fall. They could pick the look and feel of the cobblestones up a bit. There could be more pedestrian crossings.*
- *The town has not got enough parks, it's too busy, we need more parking. Thames Street is terrible.*
- *Never being able to get a park when we need it. There wasn't a park in the whole town today, but there was a funeral in town, these things do happen as the churches are in the middle of town. It's not just people parking for shopping, it could be people working as if you walk up the street the car density doesn't match the people shopping.*
- *The area outside the Police Station, there should be a parking restriction. Off Thames Street the parking is used all day 7.30am to 5pm, it would hold about 70 cars - that is a lot of carparks which could be used by shoppers.*
- *The parking in the main street is pretty poor to be fair, you had more chance to get a park when they had the parallel parking, before Treescape, when you angle park, it's quite dangerous backing out to see what's coming down the main street.*
- *There's a lack of parking spaces in the main parking area that workers are using, not shoppers. If you go down at 9am you will find car parked there that stay all day, they should be for shoppers only.*
- *Parking is impossible in Morrinsville regardless of time and day. The carpark outside the police station is full before 8.30am and you can't tell me that's shoppers, I think it's workers. Even on the main street it's difficult. Parking planning is needed in Morrinsville, you need another carpark. The event centre in Morrinsville, the car park there is ridiculous you can only fit very little cars.*
- *I can't get a park half the time especially outside the banks, mainly in the main street, the side streets aren't too bad.*
- *Any parking around Morrinsville town, people park there all day it's 'Rawhiti rules'. I don't know what you do about it, there's no room. It's people working, they park all day.*
- *I can't get one, town is getting bigger and bigger but not expanding any parking areas. To be fair where can they go? They've got a problem coming up, I can't think of anywhere else they can go.*
- *I feel that three or four days of the week at peak times there is no parking. Thames Street, Canada Street and Moorhouse Street.*
- *Employees of businesses, for example Moorhouse Street (accountants, ANZ Bank) are parking there all day. I know some of the people that work there, and they park there. I feel if businesses have a large number of employees, they should find them parking. I feel there is a parking problem in Morrinsville.*
- *It's very hard to get a park, I give up so many times and just don't go down anymore. And, there are people parking there all day. I don't shop downtown I tend to go to Chartwell (Hamilton) where I can get a park.*
- *The parking at The Warehouse carpark in Studholme Street is a disaster. I am not sure who owns it.*
- *I am unhappy in the Central Business District parking - retailers and employees are using all the parks and not leaving parking for the customers. For example, the Countdown carpark is being used by Heathcote marked vehicles. The Warehouse carpark is a mess. Any parking in Morrinsville? Moorhouse Street is always full.*
- *There are too many cars for the parking places. The growth in the urban area has grown a lot and there's no increase in parking facilities. This includes the whole Central Business District, the only parking available at New World.*
- *There is not enough parking. I can circle around to park, but there is nowhere to park. This includes every street of the main street, it's a nightmare to find parking if you work in town. Each business should have their own parking for their workers. No parking for anyone once parking areas are filled up.*
- *Good luck getting a park, I seem to manage to always find one. There's always virtually none left.*
- *There's never any parking on the main street because shop owners park there.*
- *You cannot find a carpark during certain times of the day in Thames Street and Studholme Street. I work in Hamilton and the carparks in Morrinsville's Central Business District are full in the mornings. I stop to buy my lunch on my way to work, I see people parking in the main streets and going to work. I drive around a couple of times to find parks at lunchtime and after school its jam-packed. I feel I may as well just shop in Hamilton.*
- *Every street in the Central Business District can be either filled all day depending what is on i.e. a large funeral. I know there is not enough public car parking in that area.*
- *My main concern is the lack of parking. Parking in Thames Street. If there was parking available somewhere else, for example a parking building.*

- *I can never get a park with my disabled card. Others that don't need it use it, outside the medical centre is the worst and Countdown is bad. We need someone to move people on. We need more disability parks.*
- *There's not enough we need more, we've got new subdivisions up near the golf club. Those people will come into town to do shopping. Where will they park? The main street and the main CBD area is too narrow.*
- *I went into town at about 9.05am Wednesday to the bank in Thames Street - no carparks. All the carparks are full. People who work park their car in parking areas all day. I now know the busy times and do not go down there to shop.*
- *I can never get a parking place, even disabled carparks. Thames Street, The Warehouse carpark. There is a lack of disabled carparks, I would like to see more and around The Warehouse. The Warehouse carpark is full most of the time.*
- *There should be some sort of carparking just for business owners and things like that. We have a lot of real estate agents in the main street and a lot of the businesses are using the parks. The elderly have to walk too far. The parking outside the police station, that's all Cooper Aitken, you can never get a park down there.*
- *There doesn't seem to be enough of them, you know they put that skateboard area there which took a lot of parking away. There's a lot more people in Morrinsville now. That should have been further away.*
- *You can never get a park. if you go early in the morning you can usually get some, but if you go later in the day you have to drive around.*
- *I struggle to get a park.*
- *It depends on the time of day, a lot of people who work in town park in town. At 10am you can't, but at 1.30-2pm there's parks. I do find a lot of the parks are taken up by people who work in the central area.*
- *We need more parking spaces.*
- *There is not enough car parking in the Central Business Districts of Matamata and Morrinsville. Frustrating - cannot get a park.*
- *There is a lack of parking in the Central Business District. When I want to go shopping, I have to go around and around to look for a carpark. We need another public carpark. Where they would put it I do not know? I am against metred parking.*
- *In Morrinsville, I work outside of town. When we come in for lunch, around lunchtime, we can't get a park and have to walk quite a way and I don't get long for lunch. It puts me off going into Morrinsville at lunchtime.*
- *Over the last year, so many cars are parking in the Central Business District. Employers should have dedicated parking away from the town centre for their employees.*
- *There is not enough parking in the Morrinsville Central Business District. Need parking for employees and leave parking spaces for shoppers.*
- *It's quite hard to get a park down town, sometimes it's quite busy, normally in the afternoon.*
- *Morrinsville - there is no parking for shopping in the Central Business District. Parking is hard to every find, even on a Saturday morning. Employees using parking i.e. real estate agents. Need to walk about four streets to get a park. Create another carpark, but where is that going to go?*
- *The main street, Thames Street, is terrible. The population is growing and there is no parking. There needs to be a carpark built.*
- *I have struggled to get park to do anything i.e. coffee. The Central Business District could not get a park between 9am and 3pm all week.*
- *Parking is starting to become a premium in Morrinsville.*
- *There's not enough of it, there's never any parks. People are parking all day.*
- *In Morrinsville there are a few areas that could be converted into parking, something to do with business or employee parking. Parking's at a premium in Morrinsville.*
- *Parking in the shopping area- I think the entrances to the parking facilities are bad. The main street parking - that's not good either*
- *Not enough carparks and it's very hard to get parks in the middle of the day.*
- *Not enough parking.*
- *Not enough parking.*
- *The carparking area itself is too busy and I can never find a park. Outside Countdown, it's a very tight street, people just back out. I think the Council needs to find public carparking. No idea where?*
- *There isn't enough parking in the shopping area. Thames Street and the Countdown carpark are always full, mostly in the afternoons.*
- *There is not enough parking. The parking seems to be full all the time. In the Central Business District.*
- *I am a shop owner and I do know shop owners park in the main street – real estate agents etc, I feel they should park somewhere else. They're taking up retail customers carparks. I know it is a bone of contention with retail owners.*
- *Difficult to get parking.*
- *I went in to town today and most of the carparks were full. We had to walk quite a way. We belong to the Lyceum Club, so we used that carpark and went into town. If there is a function on there we cannot get a park.*

11.3.3 Te Aroha

- *There's not enough handicapped parking. Just the street parking in Te Aroha.*

11.4 Reasons for Dissatisfaction with the Roding Network, Specific Streets and Areas of Concern by Ward

11.4.1 Matamata

- *Where the road connects to the footpath, it dips too low and it's scary for people on scooters or even with walking sticks.*
- *Firth Street. You've got potholes down the end of Firth Street. They just do patch up jobs and a week later it's bad again.*
- *The feeling of the road and the tidiness of the road needs work on. For example, there are cracks and holes on the roads and there are a lot of rubbish around the road.*
- *Firth Street is a disgrace around the railway crossing.*
- *They rebuilt the road outside my house two years ago and they raised it which makes it difficult to access our property.*
- *We've got drains at the front here and they don't come out to clean it regularly.*
- *Firth Street onto Hopkins Road is a shocker. It's full of potholes and god knows what.*
- *Too many potholes on the road and when kids ride their bikes on the footpath they might crash into someone.*
- *Broadway in Matamata is the main highway and the trucks keep going through the town. It needs a bypass. There is too much traffic.*
- *When the highway was getting done they diverted the traffic through the town.*
- *It seems to always be potholes. There's areas with nowhere to get off - Wardville Road, Pohlen Road there is no bay there. Also in town coming up to the roundabouts we need two entrance lanes, traffic doesn't flow. The main ones at the main intersection and Pohlen Road because it's a 100km area and you need somewhere to get off the road to turn, they could be mowing or tidying that up straight on Waharoa Road. All the other entrances to Matamata are kept tidy except that one.*
- *Roads are getting ripped up and then two weeks later it needs doing again and there's too many trucks on the road.*
- *Where our house is they really haven't done anything down that road.*
- *It's all rough. When the trucks go past it shakes our house and there's a lot of rough patches.*
- *It's just untidy after the road works.*
- *In Waharoa towards our driveway is not good.*
- *Broadway is in poor repair.*
- *The roads by Broadway are used a lot by the trucks and there are a lot of potholes.*
- *The rim on my car was cracked because there are a lot of potholes on the road.*

11.4.2 Morrinsville

- *I drive my car into town and I am mostly concerned about the footpaths. I believe the cobblestones are unsafe.*
- *It could be improved. We have toured the South Island - the roads up here are dreadful compared to the south. Potholes etc are shocking.*
- *Tahuna - Ohinewai Road is pretty rough, potholes etc, and they always work where it's not needed - not a good road. Something more needs to be done with the stop signs and give way signs around the place.*
- *The state highway is our main road and it is not well maintained.*
- *I guess they do their best.*
- *Wasting money on re-tar sealing in certain areas. They put road works in where they shouldn't put it. I feel someone is making money somewhere.*
- *There are too many patch-up jobs on the streets and not done properly. General roads.*
- *Re-tar sealing all the time, why can they not get it right the first time.*
- *The roads around Morrinsville are shagged. It's the funding, it's going to the new motorways. The roads aren't getting repaired properly they're using band aids. It's North Island wide.*
- *Potholes and stuff, it took a year-and-a-half for the potholes on the road to the dump to get rectified. Roache Road?*
- *The roads near where we stay are not done properly. It's shocking.*
- *I think the roads are rubbish, we are very good at patching roads and not laying roads.*

- *I feel that on Avenue Road and Thames Street desperately needs a roundabout - it's too hard to cross in our vehicles. Four roads meeting together in the middle of Morrinsville because the main road from Hamilton feeds into it.*
- *The intersection at the Morrinsville Club is dangerous, the whole layout is not good. One of the signs was taken out. It's very hard to know where to give way. St Joseph's Catholic Primary School - there are no 40km signs on either Clarke or Victoria Avenues. There are 40km signs around the other schools.*

11.4.3 Te Aroha

- *There is not enough warning, people should stick to the 50km speed limit. Even when they are going past the schools they are going too fast. I would like to see 50km painted on the road and a sign 50 km within 200 metres.*
- *Putting all those safety barriers up. I think they should maintain the road before they put the safety barriers in, which appears to me, they should be put in more dangerous places. It's State Highway 27, it's where you come out of Morrinsville. The potholes are disgusting, and dangerous, if you try to avoid them.*
- *It seems to take a long time to get around to things.*
- *The bridges around the district are awful and need to be better maintained.*
- *The up-keep of the footpaths, and the trees and bushes that overhang over the footpaths. The joins in the concrete footpaths are not joined, they are a danger.*
- *The roads need further maintenance. With regards to patch up jobs. Needs to be completed are a permanent basis.*
- *Something I've never thought very deeply about. I think the road surfaces are not that brilliant. They could be smoother, better maintained, in places the weeds grow up. Probably needs a bit more work.*

11.5 Reasons for Dissatisfaction with Look, Smoothness and Comfort of Ride of the Footpaths, Specific Streets and Areas of Concern by Ward

11.5.1 Matamata

- *The footpaths where the road connects to the footpath, it dips too low and it's scary for people on scooters or even with walking sticks.*
- *Mainly the footpaths in town centre where the pavers have lifted.*
- *I walked around Jellicoe Road in Matamata and I see over-hanging trees, and cracks on the footpath.*
- *I walk a lot and the footpaths are really bad down town. The gardens need weeding.*
- *When I walk to town the footpath is not that smooth.*
- *The footpaths in Hinuera are disgusting - we have weeds growing on the footpaths.*
- *There are not enough footpaths, they are not safe, in particular around the college. There needs to be more pedestrian crossings.*
- *They are not very good. Lots of places that it's uneven on all of them. Trees have lifted the footpaths.*
- *Because they are often uneven little bits are sticking out and it's dangerous especially for the disabled.*
- *There are no footpaths down the road I'm on.*
- *It's uneven, cracked.*
- *I'm disabled, and some of the footpaths are a bit uneven. The slope to cross the road they are very steep angles and I damaged my wheelchair using them. Around Smith Street, Station Road, Sheffield Street.*

11.5.2 Morrinsville

- *The footpaths I use are lifted in some areas by tree roots or other reasons sometimes. About an inch high, enough to trip and fall over. I can see it, but others can't and sometimes I may not. I belong to a walking group - some footpaths are excellent, and some aren't. North Street and Lincoln Street. I belong to a community group and it's not that great - the girls do a lot of walking and see these things.*
- *Thames Street, Studholme Street, Morrinsville. I feel the Council needs to have a walk around and look how tacky they are.*
- *I don't think the footpath up the top of Lorne Street is maintained very well.*
- *There are footpaths which are broken up. The tree roots are coming out of the ground and breaking the footpaths.*
- *There's still a few bumpy areas we take the dogs for a walk and you find uneven surfaces.*
- *The way the trees have uprooted the footpaths in Morrinsville. Willow Grove mainly.*

- Along Coronation Road it's very up and down, the footpath levels are not one level. I'd say it would be hard if someone on a mobility scooter was going around town. It's just enough to trip you up if you're not careful.
- The white paint put on the uneven cobblestones in Hetherington Street are stupid for older people or anyone who could trip and fall over. They should be fixed. And also, the roots of trees are pushing the concrete footpaths up. Concerned.
- Footpaths can be improved. For example, elderly people could easily trip as the concrete has dropped. If someone is on mobility scooters they could have an accident. I feel the footpaths could be upgraded. I am not happy walking down the street. Footpaths are sunk and redone but unlevel.
- A footpath past the 'top hotel' is not well-maintained, the drains etc are a mess. We mow it ourselves.
- Some of the streets are unsatisfactory especially for walkers (the unevenness of the concrete squares) can trip easily. Morrinsville urban streets. Cannot name them sorry.
- The patches on potholes on the footpaths do not last long - could be better done.
- The trees are making mess of the footpaths all over Morrinsville. They look great, but some have become too tall. The roots are making a mess.
- The Thames Street footpaths are in very poor condition. The paving stones are not level.
- Morrinsville. The footpaths are terrible I walk 6km a day with my dog, not so much for me, but elderly and mobility scooters on the uneven footpath is dangerous. Tree roots uplifting paths is across a wide range of streets in Morrinsville.
- Anderson Street from the fire station down to the commercial area is shocking, I fell over. It's uneven and some of the concrete is broken.
- Very uneven especially for elderly people, the paving around the area has to be maintained as it's uneven. One of my friends broke both her wrists going over on the footpath down towards the gallery.
- I live in Acorn Lane and walk into town on a regular basis. The surfaces aren't level, there are trees by the factory that lean over the footpath, and you have to duck to go under.
- I am in Morrinsville where I walk down by the bowling club in Thames Street, it's all uneven, a friend of mine had a bad fall there. Where the join in the concrete was sticking out a bit, she fell over it, she broke her finger. She may have caught her shoe, but that is not the issue, she fell over.
- The roots of the exotic trees push up into the footpath, sections lift up and create a ridge, dangerous for walkers etc.
- If there's any issues with broken concrete it takes a while to get it looked at.
- The footpaths seem to be like really badly maintained and bumpy.
- The footpaths are uneven and it's hard for the elderly to walk on it.
- In Morrinsville. Riverview Road on to Thames Street, the roots of the trees are lifting up the concrete dangerous people could trip and fall especially at night.
- Centennial Drive, Moorhouse Street, George Street - uneven footpaths with concrete edges sticking up approximately an inch. It's dangerous for my daughter when she's on her scooter if she crashes. Seales Road - they have a steel grate across the footpath that scooter wheels fall straight in and when you're going down the hill you don't know.
- The footpaths are uneven in places in Morrinsville.
- My partner is in a wheelchair and the footpaths are uneven and there's a lot deep cracks on the footpath. It's just not wheelchair friendly.
- A lot of footpaths are uneven.
- Not happy.

11.5.3 Te Aroha

- To give you an example if you look at Stanley Avenue, in Te Aroha. There are little stones, so if you ride on your bike, especially if cars have gone so fast, you can get stones in your legs. And there's also an issue with glass from the recycling, it's left on the road. So there needs to be more attention.
- Tui Road, Te Aroha, there's footpaths everywhere, there's no continuity of footpaths. The footpaths are broken and haven't been repaired. It's only parts of Tui Road that has footpaths. It makes it difficult for elderly people that have mobility scooters. The even number side of the road (number 4 or 6), they have steel ramps over the culvert, and it's a constant bang, bang as they go over the metal ramps.
- Overall Waihou, there are no footpaths in the town or urban areas. (Second Avenue).
- Footpaths need further maintenance due to uneven surfaces and safety issues.
- The up-keep of the footpaths, and the trees and bushes that overhang over the footpaths. The joins in the concrete footpaths are not joined, they are a danger. Just in general widespread around the town. The northern end of Te Aroha, so between there and Te Aroha.
- The surface of the footpaths are uneven, which effects all residents especially the elderly.
- In Te Aroha I'm very aware of people riding motor scooters, they have trouble riding the footpaths and across roads. It's not user-friendly for those people. Off Centennial Avenue. The roads going up the hill.

Herd of Cows

Trim No.: 2007804

Executive Summary

The Morrinsville Chamber of Commerce is seeking support from Council for Phase 4 of the 'Herd of Cows' project. Phase 4 proposes for up to eight cows to be installed on public and/or private land. This would round the number off at a maximum of 60 painted cows.

Support cost involves approving licences to occupy on public land and support towards installations and process for siting, similar to Phase 1 to 3.

The letter of request from Morrinsville Chamber of Commerce is attached to this report.

Recommendation

That:

1. **The Committee considers whether or not to approve funding of up to \$10,000 to complete the remaining installation of cows (phases 3 and 4) for the 'Herd of Cows' project in Morrinsville.**

Content

Background

The 'Herd of Cows' Project in Morrinsville was initiated in 2014 and has successfully created a 'point of difference' for the town. The life sized, artistically painted fibreglass 'Cows' within the street environment as street art has been well received by both visitors and the community. The 'Cows' are sponsored by businesses or individuals and were erected for public viewing on public and private land throughout Morrinsville. Maber Motors mega cow 'Mabel' renewed interest in the project. The Chamber of Commerce got approval from Council to install a further nine 'Cows' (Phase 3) with five 'Cows' located on public land and financial support for Kaimai Valley Services to assist with the placements.

Issues

Council has previously given approval to locate 'Cows' on public land and provided financial support towards installation and reinstatement of public land. The Morrinsville Chamber of Commerce are requesting support for the installation of up to a further eight 'Cows'. There is currently no approved budget for this activity. To complete the remaining installations (Phases 3 and 4) costs are estimated to be between \$5,000-\$10,000.

Engineers will inspect any proposed locations and add to the existing licence to occupy agreement. Costs are dependent on whether the 'Cow' is being mounted onto a flat concrete location or garden/grass mounted location which requires additional base preparation/reinstatement. A location register of the 'Cows' will be developed for Phase 4.

Location Register

Item 6.4

The proposed locations for the 'Cows' will be set out in a Location Register when Phase 4 begins. This register will identify information specific to each individual 'Cow' including its location, sponsor, structure and any additional comments that may be of assistance to the engineer prior to inspection.

Each location will be inspected to determine:

- traffic safety and visibility
- pedestrian and scooter access on footpaths
- street cleaning – manoeuvring around the 'Cow' with the footpath cleaning machinery
- placement in areas required to be mowed
- presence or otherwise of underground services.

The design and maintenance of each 'Cow' is managed by the Morrinsville Chamber of Commerce who ensure the:

- design for each 'Cow' is appropriate and the art work is non-offensive
- cleaning, maintenance and repair work is to a quality standard, including the repair to damage and/or graffiti removal

In addition to the register, there is a Sponsorship Agreement between each 'Cow' sponsor and the Morrinsville Chamber of Commerce. The final location of the 'Cows' are subject to engineer inspection and Council approval.

Installation and Reinstatement Support

The Morrinsville Chamber of Commerce are seeking financial support for Kaimai Valley Services to undertake the installation of the 'Cows' similar to what was provided for in Phases 1 to 3. The total cost of the installation for each 'Cow' in 2015 was \$466.

For the nine 'Cows' (Phase 3) a total budget of \$5,000 was allocated to be paid from the Community Purposes Special Fund. This estimate was made up of Kaimai Valley Services undertaking the installation (\$4,500) and provisions for engineering inspections (\$500). To date approximately \$2,000 total costs have been incurred for the installation of the first four of nine 'Cows' (Phase 3).

If any of the 'Cows' are to be located on public land and/or near public services, if the work is not undertaken by Kaimai Valley Services, there will be Council costs associated with monitoring and inspecting the work carried out by either volunteers or external contractors.

Analysis

Legal and statutory requirements

Approval under section 334(1)(c) of the Local Government Act 1974 is required for each 'Cow' and its intended location.

Impact on Significance and Engagement Policy

This issue is not considered significant in terms of Council's Significance Policy.

Consent issues

The 'Cows' are exempt from requiring a building consent under Schedule 1 of the Building Act 2004.

Resource consent would not be required provided the 'Cow' did not constitute a sign under the District Plan. It is intended that the 'Cows' don't have signage or logos as part of the design. They may however, have sponsors colours or be designed to indicate the sponsors business such as pushing a shopping trolley for a supermarket sponsor.

Timeframes

To be advised as only in the planning stage of Phase 4.

Financial Impact

i. Cost

Each 'Cow' will be located in a different location and costs are likely to vary from site to site. There are expected to be eight 'Cows' for installation. The most common installations will be either onto a concrete surface or into a garden/grassed area. The cost of installation and inspection for the eight 'Cows' is expected to be similar to the cost of Phase 3 installation. To complete the remaining installations (Phase 3 and 4) costs are estimated to be between \$5,000-\$10,000.

ii. Funding Source

Proposed to be funded from the 2017/18 end of year surplus.

Attachments

A. Morrinsville Chamber of Commerce request for support of Phase 4, Herd of Cows project

Signatories

Author(s)	Vicky Oosthoek Committee Secretary	
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7th May 2018

Mayor Jan Barnes & Morrinsville Ward Councillors
Matamata Piako District Council
P O Box 266
Te Aroha 3342

Dear Jan

Re: Herd of Cows? Project Morrinsville – possible Phase 4

Following recent communication with Councillor Donna Arnold I write to advise that there are several well-known local businesses/individuals still keen to sponsor a cow in Morrinsville and we would like Council to consider this request.

Phase 3 is almost complete following the arrival of 7 (of the 9) new cows in this round and these girls have started popping up in and around the district already.

The two remaining cows (Fonterra & Fitness Furnishings/Morrinsville Flooring Xtra) in this round are a little way off yet and would fit well with a few more to add to them, all to be installed at the same time later in the year if approved.

Total number of cows following the completion of phase 3 will be 52 (this includes Mabel, Mega Cow).

If we were to proceed with Phase 4 we would be looking at a maximum of 8, rounding the number off nicely at 60 artfully painted cows.

The following have confirmed their interest:

Placemakers (Canada Street – outside Placemakers)
Kaimai Cycles (Thames Street – outside Nite N Day Fashions)
Don Chapman (Anderson Street – outside Don Chapman Waikato Ltd)

At this stage I have a further 3 to confirm bringing the number to 58, however if we were to go to the maximum of 60 we would require 2 two more sponsors.

Council have been extremely supportive of this project since its inception and on behalf of the Morrinsville Chamber of Commerce and the Herd of Cows? Committee I would like to take this opportunity of thanking everyone involved in ensuring the ongoing success of this fantastic tourism venture.

I would appreciate this request being considered and if accepted will proceed with Phase 4.

I look forward to your response following your upcoming meeting.

Please do not hesitate to contact me should you require further information.

Kindest Regards

Cathy Balvert
Chief Executive - Morrinsville Chamber of Commerce
Herd of Cows co-ordinator



Health and Safety Report April 2018

Trim No.: 2008809

Executive Summary

The report on health and safety for the month of April 2018 is attached.

The H&S Manager will be in attendance to discuss the report with members.

Recommendation

That:

1. The report be received.

Attachments

- A. April 2018 Health and safety

Signatories

Author(s)	Sandy Barnes Health & Safety/Quality Manager	
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Approved by	Dennis Bellamy Group Manager Community Development	
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Health & Safety Report – April 2018

Introduction

Council's Safety Charter states there will be KPI's in the LTP for health and safety. The following has been proposed and will be put to Council for consideration:

Levels of service	How we measure performance	Previous years	Target	Additional information
We will provide a safe working environment with an aim to ensure that every person working on, near, or visiting our sites goes home healthy and safe every day.	Monthly reporting to Council showing our progress towards health and safety targets.	New measure.	11 reports to Council per year.	Reporting progress on health and safety targets is key to ensuring Council is focussing on safety of employees and the wider community. This is measured through Council reporting. Note: No council meetings are generally held in January each year therefore 11 reports will be presented to Council.

WorkSafe New Zealand have offered to hold a workshop with staff, and contractors, on the new Hazardous Substances Regulations. The sessions are on 29 May 2018.

Events(*) of interest this month included:

- Two patrons fainted at Te Aroha Mineral Spas. These were separate incidents.
- Three pool rescues at aquatic facilities.
- KVS staff struck an underground cable at the new Matamata Memorial Centre while digging a hole for the new pou. Has been investigated.
- Persons with limited mobility have been driving to the front door of the Matamata Office over the footpath area. This has been referred to staff to investigate and report back on solutions.
- A KVS truck had the tailgate swing open and hit a parked vehicle. The vehicle sustained damage to its back door and back window. This incident is being investigated.
- Minor incident between a KVS vehicle and a cyclist. The cyclist believes the KVS vehicle backed into her but the driver checked before reversing and did not see anyone. No injuries to cyclist.

**Terminology: the term 'event' used in the Health and Safety at Work Act (2015) includes safety events such as incidents (including near misses), injuries, illnesses and fatalities.*

Annual Key Objectives

Our key objectives for 2018 are:

- Improving contractor H&S management
- Improving safety collaboration
- Improving accessibility to H&S information
- Improving health and wellbeing (improve general health, stress and bullying reduction)

Information on how these objectives will be achieved, measured and our progress are included at the back of this report as Appendix A.

Monitoring risk

Risk Management

Hazard/Risk tracking

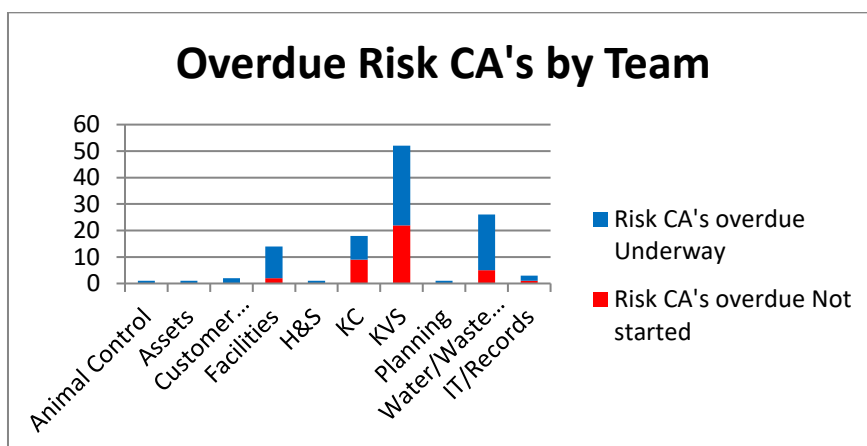
# new risks identified	1	• Relief Valve Tower Rd (Water Team)
# existing risks reviewed	24	
# risk control (CA's) completed	23	
# existing risks overdue for review	0	
# risk control (CA's) overdue 15+ days**	119	

** Explanation of risk control CA's

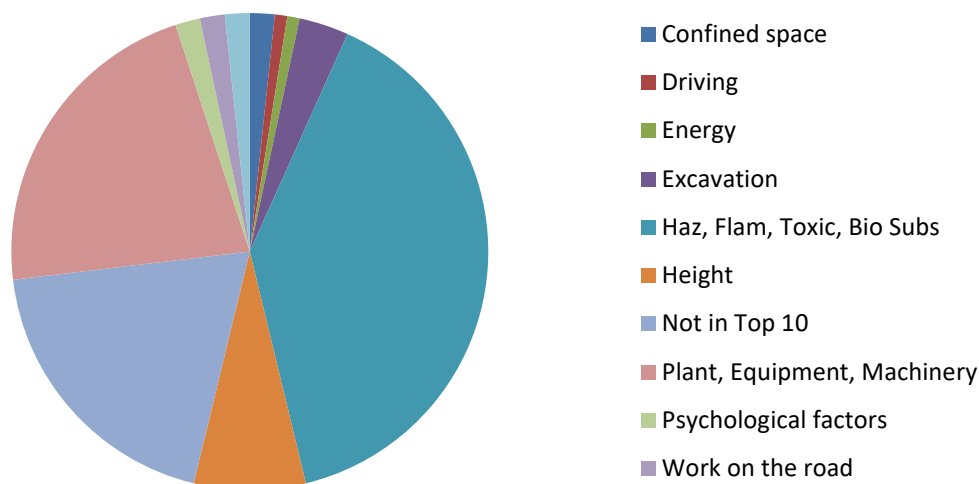
During a risk review corrective controls are identified. These are then loaded into Vault and allocated to the appropriate staff member to action. A timeframe is placed on the CA for completion. These controls are therefore 15+ days over the timeframe placed for completion. This figure does not differentiate between high and low risks.

The two graphs below explain

1. the number of corrective actions (CA's) overdue by team and whether they are "Underway" or "Not Started".
2. which of our "Top 10" risk categories the CA's fall into.



Risk Categories for Overdue Hazard CA's



Note: Hazardous substances category includes silica dust, asbestos and waste water.

Council's organisation wide "Top 10 critical risks / significant hazards" categories

RISK / HAZARD	ACTION TAKEN
Hazardous, flammable, toxic, biological substances	<ul style="list-style-type: none"> Two faecal incidents at pools.
Driving on the roads	
Psychological factors	<ul style="list-style-type: none"> Two incidents of aggressive and threatening behaviour by members of the public towards our staff. Where we know the name of the offenders this is reported to Police.
Confined space entry	
Working on the road	
Working at heights	
Energy	<ul style="list-style-type: none"> Electrical fault in the staff sandwich maker. Equipment isolated and plug cut off.
Excavations	
Working over / near water	
Plant, equipment, machinery	<ul style="list-style-type: none"> Sprained wrist while trying to undo a valve. Noisy extractor fan annoying staff.

Risk register reviews – The following risk register reviews will be conducted by our H&S Reps.

Risk register reviews	Auditor	Due date
Te Aroha Waste Water Treatment Plant	Ross Hall	May 2018
Waihou Waste Water Treatment Plant	Rick Smith	June 2018
Tahuna Waste Water Treatment Plant	Hayley Coetzer	July 2018
Te Aroha Mineral Spas	Trudy Haines	July 2018

Park and Reserves Arborist/Mowing	Tony Watts	July 2018
Parks and Reserves Gardening	Gary Robinson	August 2018
Waihou Depot	Kenneth Ranger	August 2018
Te Aroha Water Treatment Plant	Bryan Turner	September 2018
Te Aroha (Silver Fern Farms) Event Centre	Rochelle Rogers	October 2018
Swim Zone Morrinsville	Nalisha Jackson	October 2018
Park and Reserves Refuse/cleaning	Stacey Blake	October 2018
Matamata Waste Water Treatment Plant	Kerry Tanner	November 2018
Refuse transfer station	Vicki Black	November 2018
Swim Zone Matamata	Charissa Tarry	December 2018

Staff inductions

# staff inductions completed	0	# staff inductions outstanding	1
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Procurement

# procurement assessments completed	3	Hyundai van for KVS cleaners, Animal control ute, Hyundai van attachment
# procurement assessments outstanding	0	None that the H&S team are aware of

Plant, equipment & machinery

# incidents / near misses where plant/equipment design is a contributing factor	0	
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Review & Audits

# internal audits conducted	1	• Refer to schedule below.
# internal audits outstanding*	3	• Refer to schedule below.
# external audits conducted	0	

* Schedule of audits to be conducted by H&S Reps

Process / Risk / Hazard	Top 10 Risk Category	Auditor	Due date
General Maintenance at Transfer Stations	Substances	Bryan Turner	April
Epipen Use	Critical incidents	Charissa Tarry	Completed
Vacuum Cleaner : Safe method to remove filter and dust bag	Plant, equip, mach.	Kenneth Ranger	April
Stumpgrinder Safe Work Procedure	Plant, equip, mach.	Tony Watts	April
Pressure DE filter washdown	Substances	Trudy Haines	May
Lifting a pump from a well (with safety rails)	Working on/over water	Hayley Coetzer	Completed
Jacobson Mower Safe Work Procedure	Plant, equip, mach.	Stacey Blake	May

Tie Down & Lifting Chain Inspection	Plant, equip. Mach.	Kerry Tanner	May
Mowing Waharoa Aerodrome	Plant, equip, machinery	Gary Robinson	May
Safe work with Asbestos Cement Pipes (AC Pipes)	Substances	Daniel Wright	May
Hazardous Waste Sheds – Refuse Transfer Stations	Substances	Kenneth Ranger	June
Cleaning Septage Unit	Substances	Vicki Black	June
Safe work around an excavator & Excavator Loading & Unloading PL625	Excavations	Sandy Barnes	June
Self Contained Breathing Apparatus	Plant, equip, mach.	Charissa Tarry	June
Safe Work with a Harness	Working at Heights	Rochelle Rogers	June
Operating crane vehicle	Plant, equip, mach.	Sandy Barnes	July
Investigate and repair a Catchpit Tomo	Working over /near water	Nalisha Jackson	July
Annual Ladder inspections	Plant, equip, mach.	Stacey Blake	July
Te Poi – 200L PACL drum deliveries	Substances	Vicki Black	August
Disposal of screenings MVWWTP	Substances	Rick Smith	August
Lightning Emergency Procedure	Energy	Kerry Tanner	August
Agrichemical Application	Substances	Nalisha Jackson	August
Monitoring Sodium Hypo Liquid Bulk Delivery – SZMM & Sodium Hypo Safety Procedure	Substances	Ross Hall	August
KVS Escalation – Working Alone Serv.	Critical incidents	Rochelle Rogers	August
Hedge Trimming Safe Work Procedure	Plant, equip, mach.	Hayley Coetzer	September
Lifting manhole lids (Retic)	Working over/near water	Trudy Haines	September
Lock Out Process for Electrical, Air or Hydraulic Driven Machinery	Plant, equip, mach.	Gary Robinson	October
Safe Access to Silver Fern Farms Events Centre roof	Working at Heights	Daniel Wright	October
Fitting extensions to Fork Hoist	Plant, equip. Mach.	Ross Hall	November
Emergency Safety Shower & Eye Wash Test	Plant, equip, mach.	Rick Smith	November
Safe Work on Water – Using a Boat	Working on/near water	Bryan Turner	November
MMWWTP - Entering Influent Chamber for Routine Washdown	Confined Space	Tony Watts	December

Eastern Waikato Councils (TCDC, HDC & MPDC) Solid Waste Contract

The final meeting with the consultant conducting the PCBU duties review has been completed and we are awaiting the documentation. A process will then need to be considered to ensure we are meeting all our PCBU requirements.

Discussions on progress with actions from the risk register reviews in December 2017 is continuing.

Monthly contract meeting with the three TLA's and the contractor. The six monthly Partnering Forum with SEL management was also held.

Community event safety management

Groups using our facilities are required to have adequate safety planning in place. This has proved to be a difficult, and at times, frustrating process. A Morrinsville resident with a H&S qualification has been engaged to assist with development of a programme that can be delivered to community groups to step them through the process of preparing a safety management plan for their events.

This month we've received the following requests for large events and we're awaiting their safety management plans:

- A Royal Wedding in Te Aroha Domain

- World Challenge Day
- AP&H Show, Te Aroha
- Hauraki Kaumatua Olympics 2018
- Youth Event for Matamata-Piako Whanau

Emergency Management

% Emergency Response Plans (ERP) completed		The ERP's for the minor water treatment plants and waste water treatment plants are near completion. However, changes to the Hazardous Substances Regulations will delay the final release until we have conducted our inventory reviews into the required calculator. We will then have a definitive idea of which sites require a formal ERP.
% Emergency Response Plans (ERP) tested by due date	100%	
% Trial evacuations completed on time	100%	
% Trial evacuations/training programmes completed on time for Council halls	100%	
# equipment checks conducted	0	

Staff health / monitoring

Drug testing

# post incident drug tests conducted	0	
# reasonable cause drug tests	0	
# random drug tests conducted	0	

Return to work (RTW) programmes

# work related RTW programmes	0	
# pending work related RTW programmes	0	
# non-work related	1	Currently underway and progressing well.

Health monitoring

# pre-employment medical checks conducted (includes drug testing)	1	No issues
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# inoculations conducted	46	Flu vaccinations
# workstation assessments conducted	0	
# fit for work assessments	1	Discussions held with an OT on options for a staff member.
# respirator fit tests conducted	5	4 half masks & 2 full face masks were tested & issued on 11/4/18
# respirator fit tests outstanding	2	2 SZMM staff to be tested for half masks

Site safety audits (non-Contractor sites)

# audits conducted	0*
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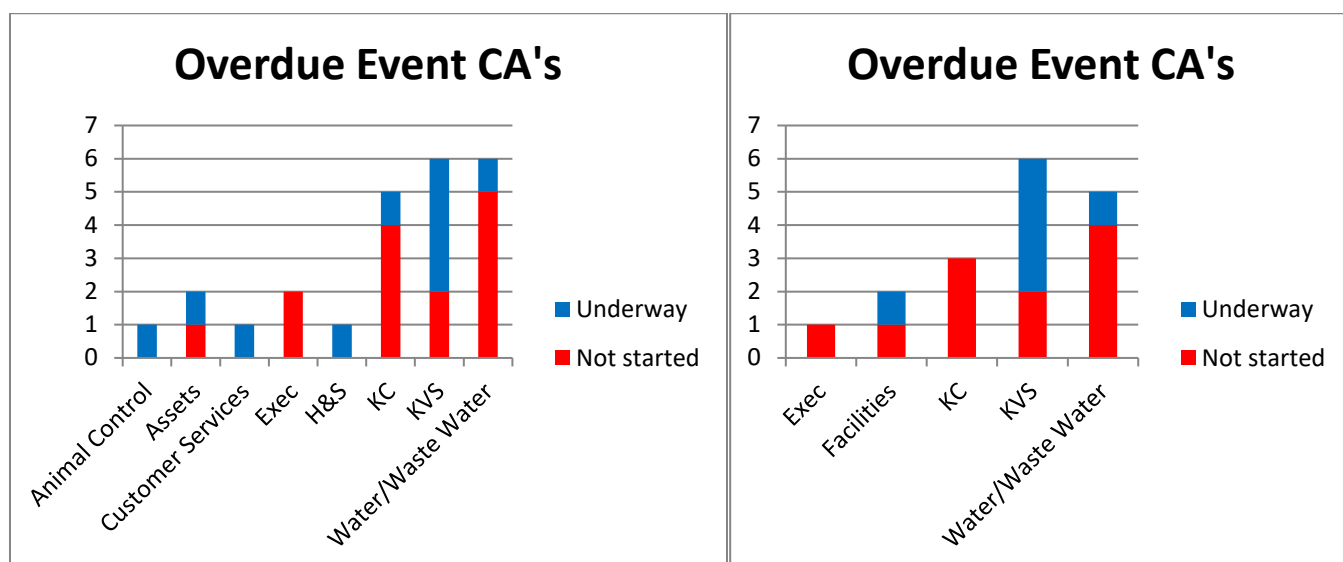
*H&S Facilitator was away during April

Events (Accident / Incidents)

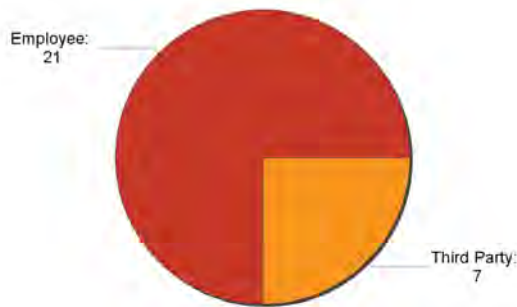
# incidents for period	28	# incidents notifiable to WorkSafe	0
# of LTI's	1	# ACC claims	1

Investigations not completed by due date*	17	Underway: 11 Not started: 6
Incident Corrective actions not completed by due date^	24	Underway: 10 Not started: 14

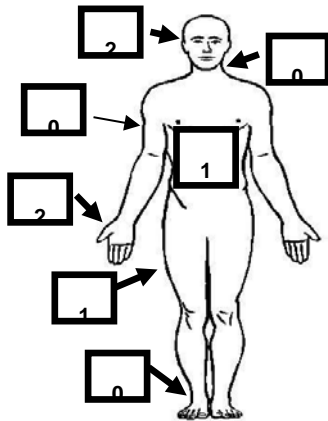
^ Accident/event corrective actions overdue by more than 15 days



Incident by person



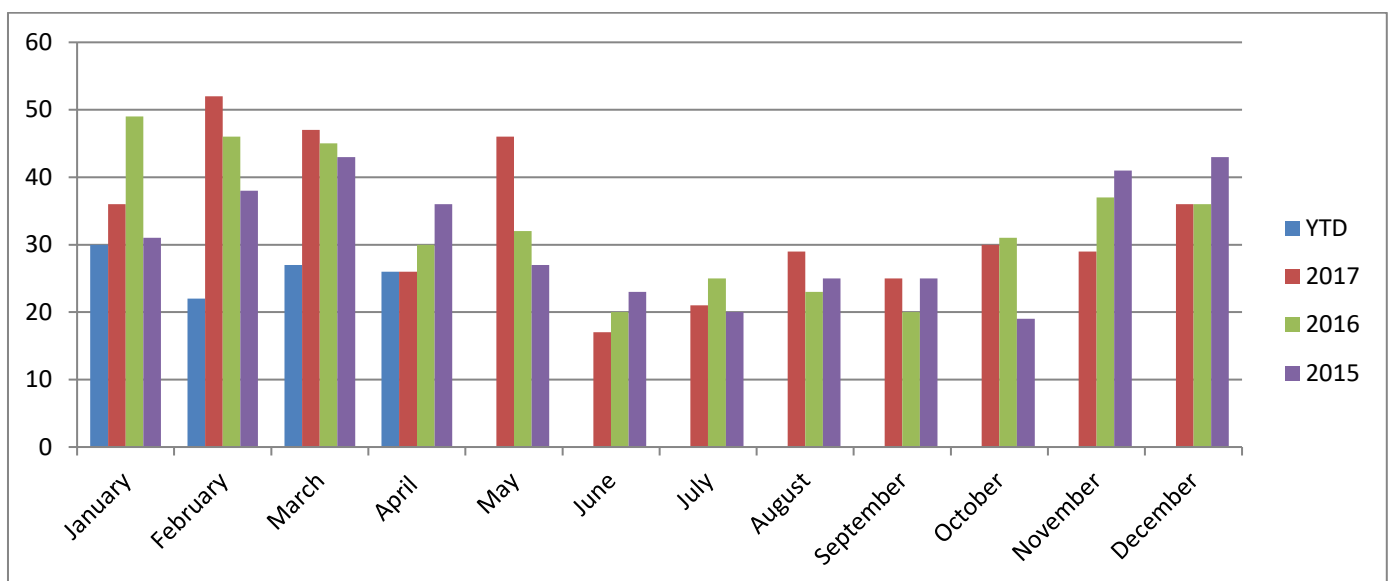
Staff injury by body location:



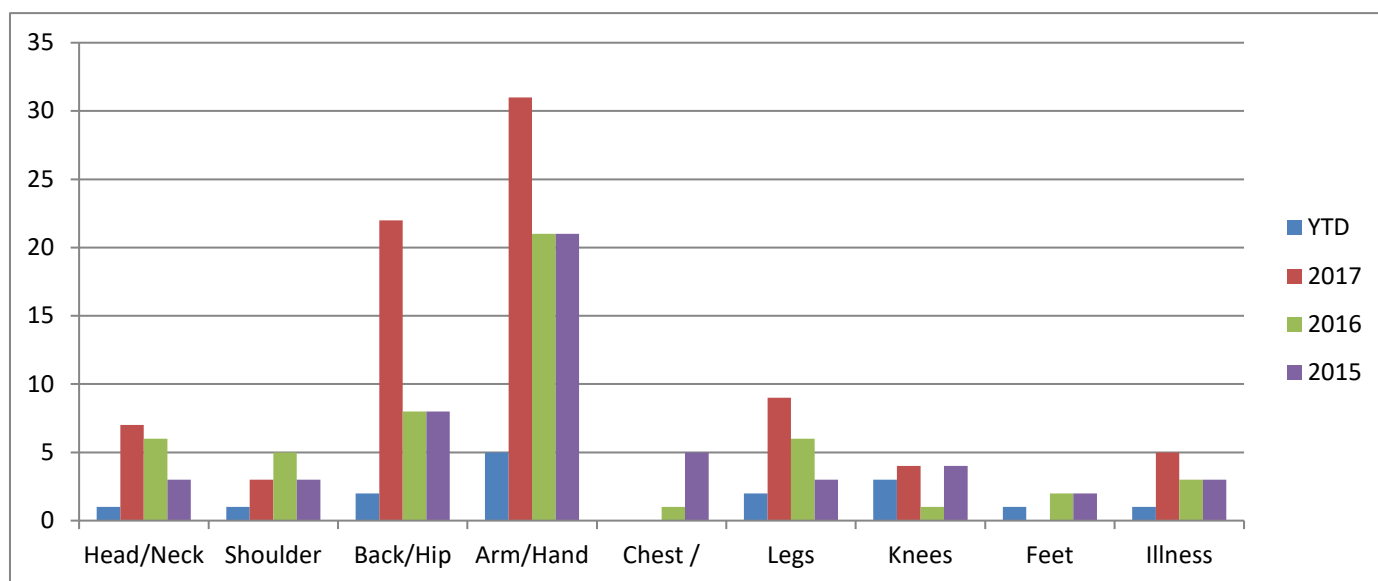
Incidents by site

KVS Depot	1	MM Office	2	Spas	3
SZTA	8	TA Office	3	Firth Tower	6
KVS Works	3	SZMM	1	KVS Retic	1

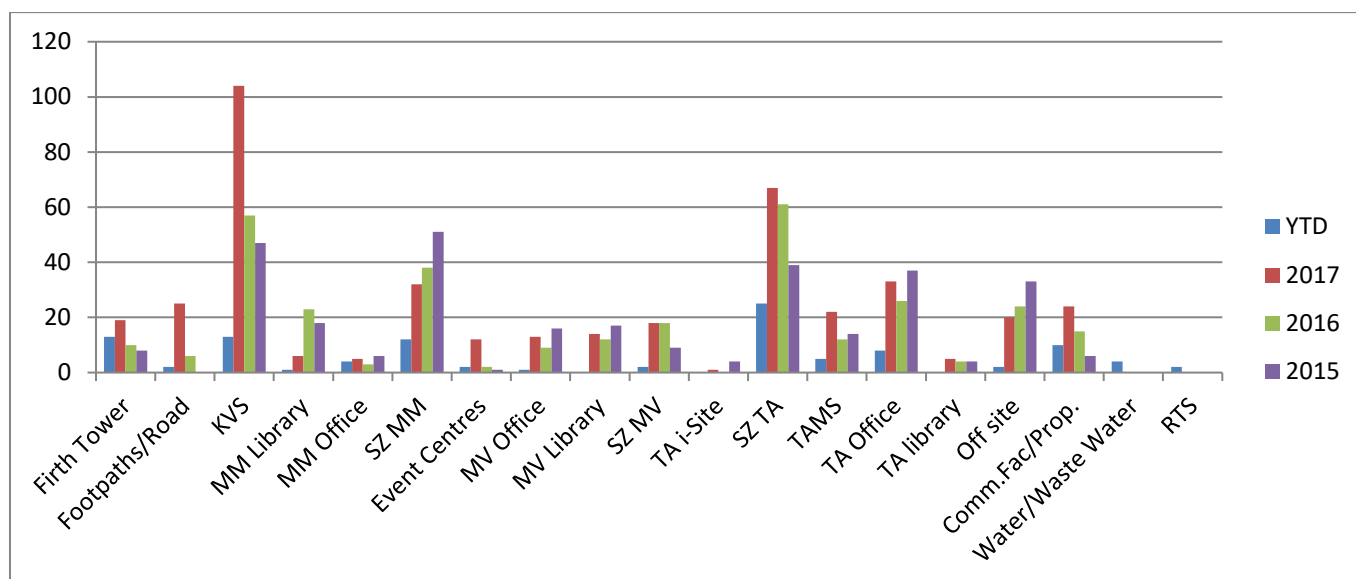
Total Incidents by month



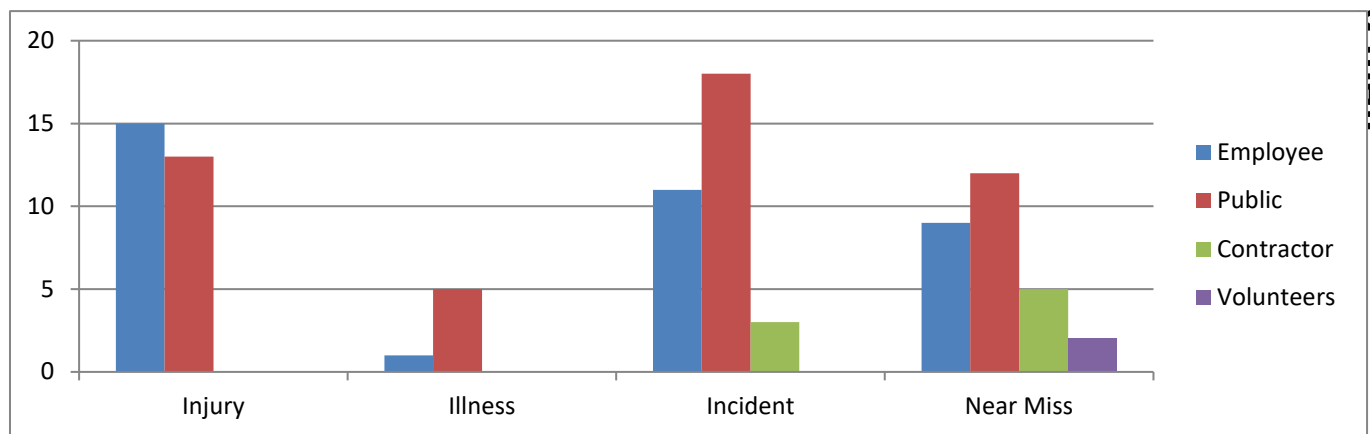
Breakdown of body location - staff injuries/illness



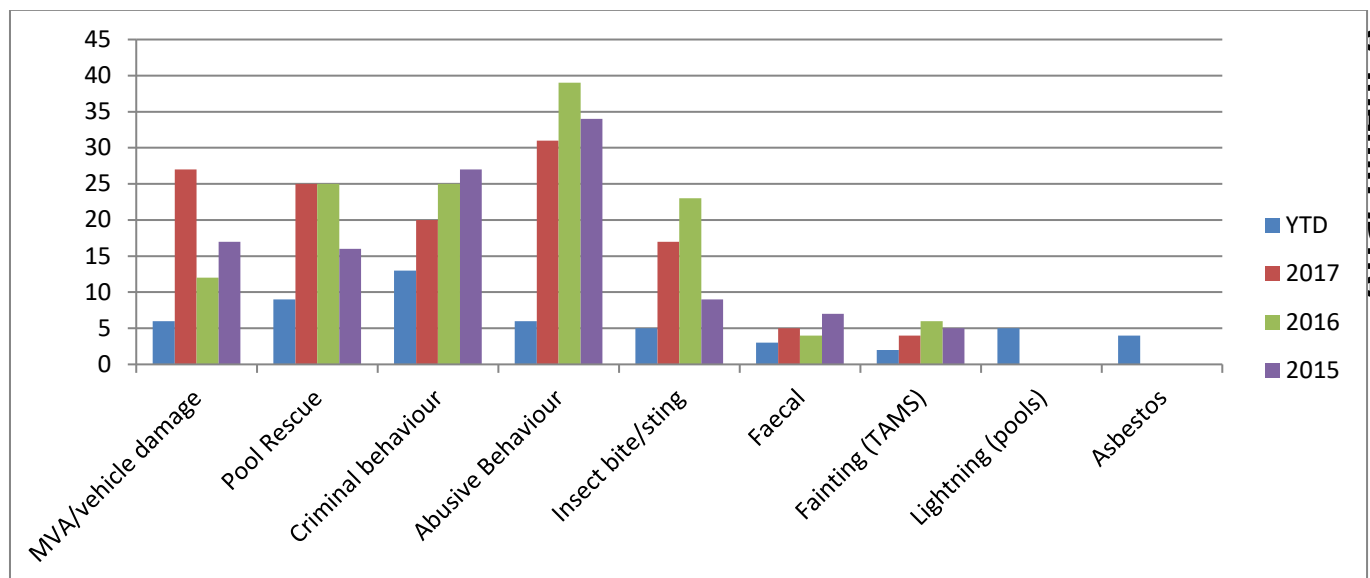
Breakdown of incidents by site



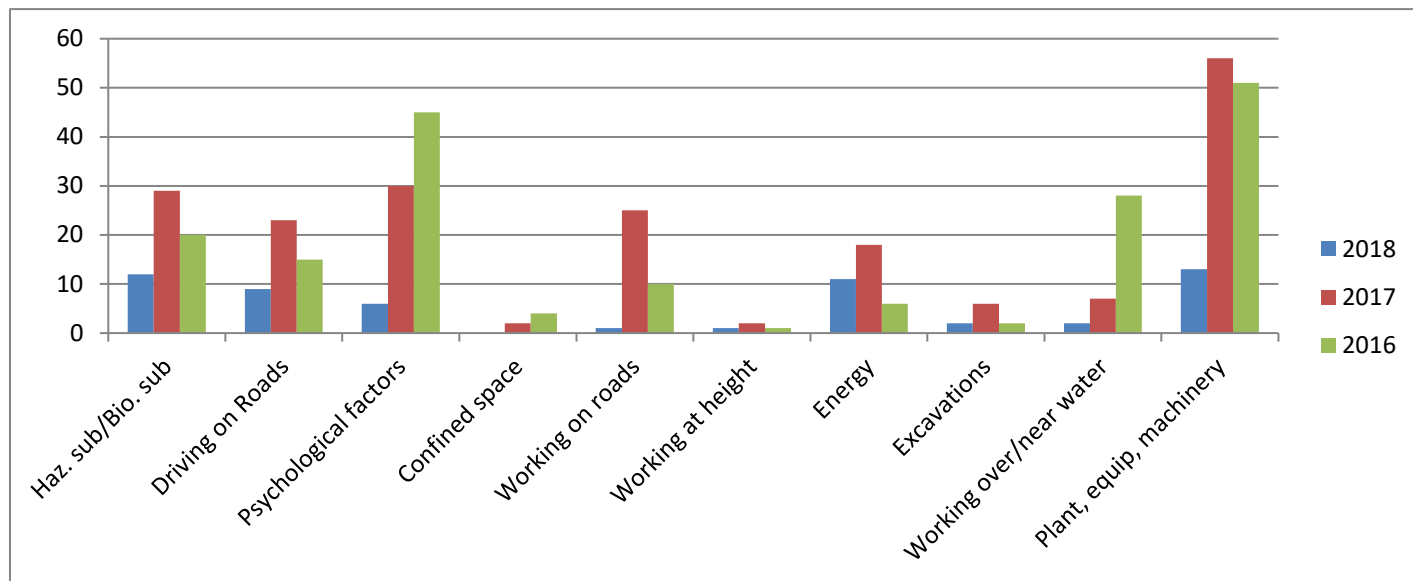
Breakdown of incidents by person type 2018 YTD



Frequently recurring issues



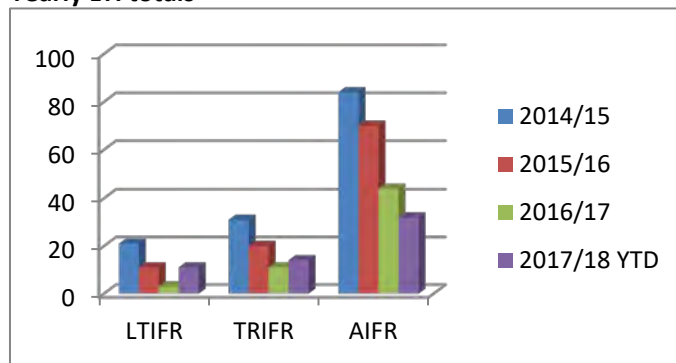
Incidents related to "Top 10 Hazards/Risks"



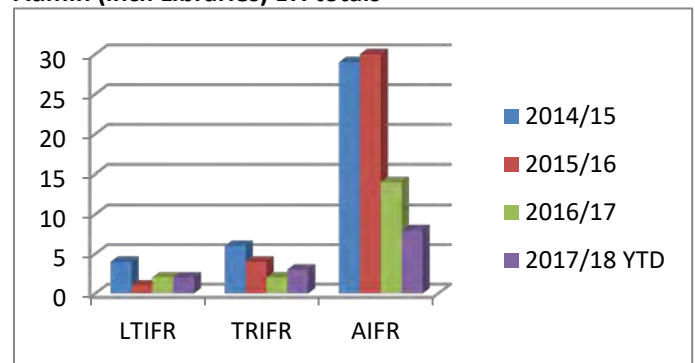
LTI statistics

LTIFR	Lost Time Injury Frequency Rate	Number of injuries that resulted in a day or more off, divided by number of hours worked over the same period x 200,000
TRIFR	Total Recordable Incident Frequency Rate	All injuries that required greater treatment than first aid (e.g. doctor, hospital, death). Calculated using same of injuries (as LTIFR) divided by the number of hours worked over the same period.
AIFR	All Injury Frequency Rate	This is the TRIFR with first aid treatment injuries added.

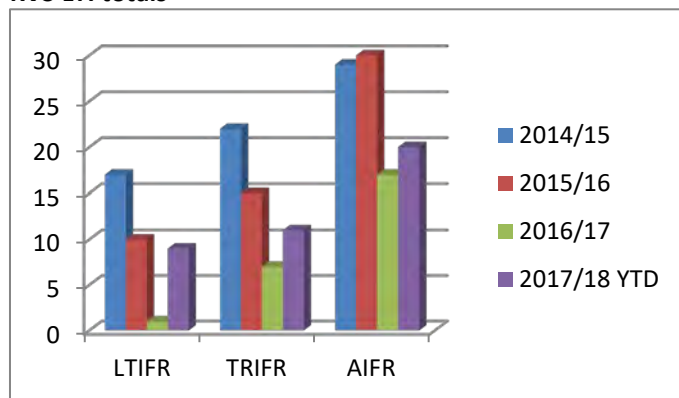
Yearly LTI totals



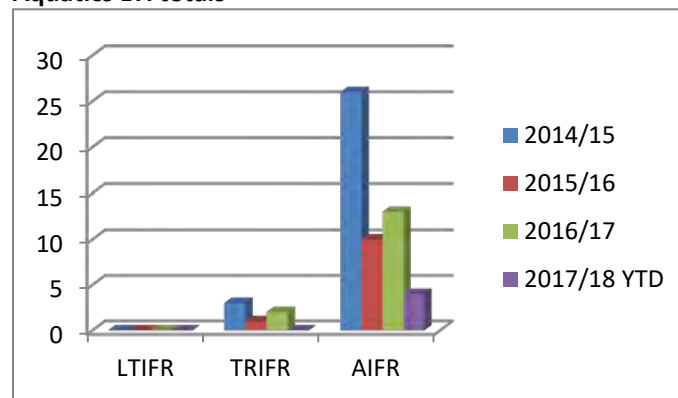
Admin (incl. Libraries) LTI totals



KVS LTI totals



Aquatics LTI totals



Monitoring relationships

Wellbeing initiatives

Te Rauna Cawker is giving basic Te Reo lessons to interested staff during the lunch hour once a week.

Volunteers

Nothing to report.

WorkSafe New Zealand

Meeting with WorkSafe inspector regarding the mis-management of asbestos issue in March 2018.

Internal worker engagement

Meeting attendance

# E-Team meetings where H&S was discussed	4	Key outcomes:	Recorded in minutes.
# H&S Committee meetings	0	Key outcomes:	Recorded in minutes.
# other H&S meetings conducted	2	Key outcomes:	
# HR / H&S Manager meetings	2	Key outcomes:	Recorded in Trello.
# KVS H&S meeting for team leaders & H&S Reps	1	Key outcomes:	Recorded in minutes
# REACH Rep meetings	0	Key outcomes:	
# REACH Rep discussions with staff	0	Key outcomes:	

Refusal to undertake work

# incidences of “push-backs” (staff refusing to undertake unsafe work or stopping unsafe work)	0	Key outcomes:	
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External engagement

Forum	# attended	Key actions
Waikato LASS (6 weekly)	0	Regional H&S Framework being developed with associated Best Practice Guides. Refer below for other projects underway.
Waikato/BOP Local Government H&S Forum (quarterly)	0	
Waikato LG H&S Managers & WorkSafe NZ (6 weekly)	1	Discussion on asbestos and the hazardous substances regulations.
Meetings with ACC	0	
NZISM meetings	0	

Waikato LASS H&S Working Party projects

Project	Status	Comments
Development of KPI's and PPI's	Underway	MPDC H&S Facilitator is on this working party. Draft KPI's to be presented at February WLASS meeting. Work on PPI's may follow completion of KPI's.

Contractor Management

The Joint Council Contractor Pre-qual scheme was a finalist in the SOLGM awards for 2018. Sadly we weren't successful.

# unapproved contractors used	2	Kings Glass & Glazing, Rex Barnes Engineering
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Contractor auditing

# Site safety audits conducted	1	Downer
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Contractor inductions

# on-site contractor inductions completed and provided to H&S team	1		
# Council (2 yearly) Contractor inductions conducted by H&S team	0	# attendees	Next due in 2018

Celebrating success

# staff celebrated for their actions to support good H&S	1	KVS staff conducting a repair job in Matamata had excellent safety management in place for managing public – i.e. barriers, cones etc.
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Monitoring resourcing

Process management

# processes created in Promapp	1
# processes in Promapp overdue for review (primarily by the H&S team)	31
# corrective actions in Promapp Improvement Module not closed	5

# procedures in Promapp reviewed	6
# feedback in Promapp with no responses	9

Policy management

Staff Occupational Health Monitoring Policy

The H&S Manager and HR Manager are working through the final document prior to further staff submissions.

Health & Safety Policy

The review of our health and safety policy has been completed. There are no significant changes proposed and we are awaiting the final document from the Comms team.

Training

Training course	# identified	# completed	Key outcomes/commentary	Complete / Outstanding
First-aid Training	69	18	May training scheduled	Underway
Fire Warden & Extinguisher	30	15	May training scheduled	Underway
Traffic Controller	14		May training scheduled	
Confined Space	8			
Breathing Apparatus	8			
STMS – Level 1	9	1	May training scheduled	Underway
Customer Conflict Awareness including Suspicious Package/Bomb Threat	41	16		Underway
Electrical Testing	6			
Civil Defence – Induction	11			

Civil Defence – Other	33			
Respirator Fit Testing	1	1		Completed
Chemical Handling	14			
Approved Handler (Chlorine only)	5			
Forklift Operators Certificate	10			
Manual Handling	10		May training scheduled	
Height Safety Introduction	5	4	3 trained in January 2018, 1 still to be trained at later date	Underway
H&S Representative Training	11	15		Underway
Ventrac refresher training	4		Commercial Outdoor Machinery provided refresher training on this piece of machinery	Completed
Operate Road/Concrete Saw Training	3			
Supervise and Remove Class B Asbestos	2	2		Completed
Low Level (Non-notifiable) Scaffolding Course	2	2		Completed
Improving Observation Skills	2	2		Completed
SiteSafe – Construction	6			
Dangerous Goods	6			
WorkSafe CEO Video	All	13		Underway
LifeCare Consultants “Cardiovascular Disease Webinar”	All	39		Underway
LifeCare Consultants “Hearing Webinar”	All	36		Underway
LifeCare Consultants “Lung Function Webinar”	All	32		Underway
LifeCare Consultants “Sun Smart & Hydration Webinar”	All	43		Underway
LifeCare Consultants “Poor Health = Risk Webinar”	All	41		Underway
LifeCare Consultants “Fatigue Webinar”	All	6		Underway

Vault Management System

Nothing to report.

Health & Safety Team 2017/18 project plan

Underway

- Priority 1
 - Staff Occupational Health Policy & subsequent health monitoring set-up
 - Asbestos management – Asbestos Management plan required for completion by 4 April 2017 is being managed by Kaimai Consultants. H&S team are focussing on internal processes and staff training.
 - Solid waste contract issues
- Priority 2 : Contractor management
- Priority 3 : Worker engagement & participation

2018 priorities (not started)

- Priority 1 : Risk framework, Vault maintenance
- Priority 2 : Overlapping PCBU duties, Lone worker

Officer (elected member) due diligence

Policy & Planning

1. **Keep up-to-date with health & safety matters**
 - Alert 24 – KiwiRail worker exposed to asbestos because no hazard label attached.
WorkSafe NZ – Work Related Health newsletter
2. **Understand the nature of our business and its hazards and risks**
 - Monthly report to Council

Delivery

3. **Ensure Council has appropriate resources and processes to eliminate or minimise risks to health and safety**
 - Audit information included in monthly report.
 - Staff training information included in monthly report.

Monitor

4. **Ensure there are appropriate reporting and investigation processes in place**
 - Accident/incident information included in monthly report.
 - Accident investigation status included in monthly report.
5. **Ensure we have and implement appropriate processes for complying with the Act – monitor & comply**
 - Audit information included in monthly report.

Review

6. **Verify**

APPENDIX A – 2018 H&S Objectives

2018 Health & Safety Objectives

Objective	How achieved	Measured by	Status
Improving Contractor H&S management	<u>Auditing</u> <ul style="list-style-type: none"> Contract managers conduct safety audits of their contractors and provide completed reports to the H&S team. Third tier managers to monitor their teams to ensure audits are being conducted within required timeframes. 	<p>5 large contracts and 5 smaller contractor jobs (works order) audited at the end of 2018 to check whether they:</p> <ul style="list-style-type: none"> Completed a H&S Risk Assessment at the start Provided an appropriate induction for the contractor Had an appropriate plan for auditing the contractor and complied with it Completed a post contract review (where applicable) <p>with a target of 50% compliance on each of those measures.</p>	<p>Site specific induction form launched for high risk sites.</p> <p>Training provided for contract managers in planning for contractor H&S management.</p>
	<u>Inductions</u> <ul style="list-style-type: none"> Develop an induction system for providing Contractor inductions appropriate to the worksite and level of risk. 	<ul style="list-style-type: none"> Contractor induction system prepared and ready for launch in 2018. 	
Improving safety collaboration	<ul style="list-style-type: none"> Increased H&S rep participation in risk register reviews and process audits. 	<ul style="list-style-type: none"> H&S reps to complete at least two process audits in an area outside their area of work per year. 	<p>Process audit schedule provided to H&S reps.</p>
	<ul style="list-style-type: none"> Review of the worker participation (H&S Rep/Committee) system and structure in line with new HSWA. 	<ul style="list-style-type: none"> H&S reps to complete at least one risk register review per year. Worker participation system meets requirements of regulations. H&S Committee meetings to be attended by at least 50% of H&S Reps. 	<p>Process is complete.</p> <p>February – 8/10 March – 11/15</p>

	<ul style="list-style-type: none"> Develop system for providing sharing of learnings with staff on events, risks etc. Encouraging a “no blame” culture to ensure staff feel comfortable reporting incidents, risks etc without fear of ridicule or repercussions. Promote near miss reporting. 	<ul style="list-style-type: none"> Improved feedback in staff climate survey on the reporting back of issues raised: Q31 (<i>I believe the outcome of accident investigations is adequately communicated to those involved</i>) improvement in never & occasionally combined to less than 10%. 2016 results were 13%, 2017 results were 12.95% Management Group and Team Leaders to view the Dr Todd Conklin video about “failing safely”. “Failing Safely” and “no blame” culture to be regularly discussed at Management Group meetings. Information provided to H&S Committee on what “failing safely” means and seeking their suggestions on how we can support this and encourage engagement Health and safety section to be added to expected behaviours section of PDT forms. Improved feedback in staff climate survey on Q30 (<i>I report near misses</i>) never/occasionally to go down to no more than 10%. 2017 results were 12.14% 	
Improving accessibility to H&S information	<ul style="list-style-type: none"> Promapp refresher training sessions conducted (relevant to sites). Information on risks specific to each team to be provided to team members. 	<ul style="list-style-type: none"> All staff to have access to Promapp and RM. (Requires consultation with Records/IT) and refresher Promapp sessions conducted throughout the year. Improved feedback in staff climate survey on accessibility of H&S information: Q4 (<i>H&S information is easy to find, communicated in a simple way</i>) ‘occasionally’ to go down to no more than 10%. 2016 results were 21.99%, 2017 results were 17.61% Q22 (<i>Safety processes are appropriate, logical and easy to follow</i>) ‘occasionally’ to go down to no more than 7%. 2016 results were 10.71%, 2017 results were 11.35% Teams to identify their high risk areas of work/tasks where this has not already been done (i.e. site hazard registers). (Requires consultation with teams and is expected to take some time to complete). 	

<p>Improving health and wellbeing (improve general health, stress and bullying reduction)</p>	<ul style="list-style-type: none"> • Develop guidelines for fatigue management and provide education to relevant staff. • Review stress management policy to provide more user friendly staff guide. • Develop an “unacceptable workplace behaviours” poster and associated education to encourage a reduction of bullying. • Promote health and wellbeing. 	<ul style="list-style-type: none"> • New guidance on fatigue published by October 2018 and training provided. • New guidance on stress management published by May 2017 and training provided. • Improved feedback in staff climate survey on Q37 (<i>‘Do you feel the demands placed on you at work are generally more than you are able to cope with?’</i>) always/often responses to go down to no more than 15%. 2016 results were 20%, 2017 results were 18.44% • Improved feedback in staff climate survey on Q38 (<i>‘Have you experienced negative work related stress in the last 12 months?’</i>) always/often responses to go down to no more than 20%. 2016 results were 25%, 2017 results were 20.71% • H&S Committee to drive this initiative by seeking feedback in the Bulletin and then preparing a draft document for E-Team approval. • Run two campaigns during the year on health and wellbeing topics such as healthy eating, exercise, sun smart (melanoma), work/life balance etc. 	
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Chief Executive Officers Report April 2018

Trim No.: 2008067

A copy of the Chief Executive Officer's report for April 2018 will be circulated separately.

Recommendation

That the report be received.

Attachments

There are no attachments for this report.

Signatories

Author(s)	Don McLeod Chief Executive Officer	
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Approved by	Don McLeod Chief Executive Officer	
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Chief Executive Report

April 2018



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1. CEO overview

1.1 National

The major announcements in recent times is the review of the Water, Waste Water function around regulatory framework in particular.

The review includes issues of Governance and Management. The Minister has undertaken to work with the sector to establish the way forward.

1.2 Regional

The two major pieces of work underway at Regional level are;

Preparation for Waikato Means Business

Review of structures supporting various Regional and Sub-Regional planning

1.3 Organisational

At an organisation level we are underway with;

- A review of resource verses capital and renewal commitment
- Development of the Water and Waste Water team management systems and location development.
- Ongoing review of procurement practices and strategy
- Annual Report
- Review of a number of asset maintenance
- Development of the Events and Promotions work.

2. Finance and Business Services

Council's financial result to 30 April 2018 is a surplus of \$3.045 million compared to a budgeted surplus of \$581,000; an increase of \$2.464 million.

Total income is \$2.280 million higher than budgeted and total expenses are \$185,000 below budget to date.

Council's activities continue to progress within budget. Major variances remain the same as reported last month.

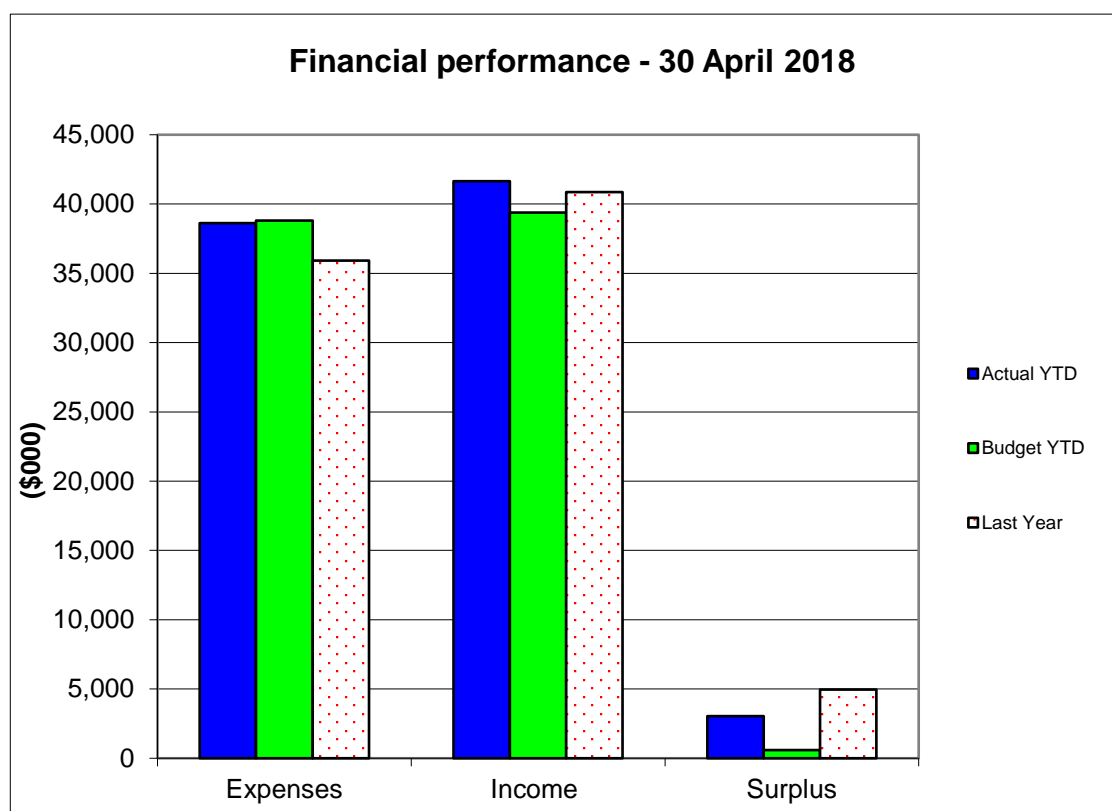
- storm events and weather impacting on the cost to maintain our parks, reserves and public amenities
- more reticulation work being undertaken
- the delay in the capital program resulting in savings on net finance costs
- some staff vacancies
- Significant building and resource consent activity and development contributions received due to development across the district.

Other variances are due to seasonal factors or timing that will in most cases even out by the end of the year.

The loss of metered water revenue from Open Country Dairy Limited at Waharoa has resulted in a reduction of revenue by \$284,919. However the increased Tankered Water supply of \$133,924 to this industry prior to October 2017 negates some of this loss and results in a net water income lower than budget of \$127,000.

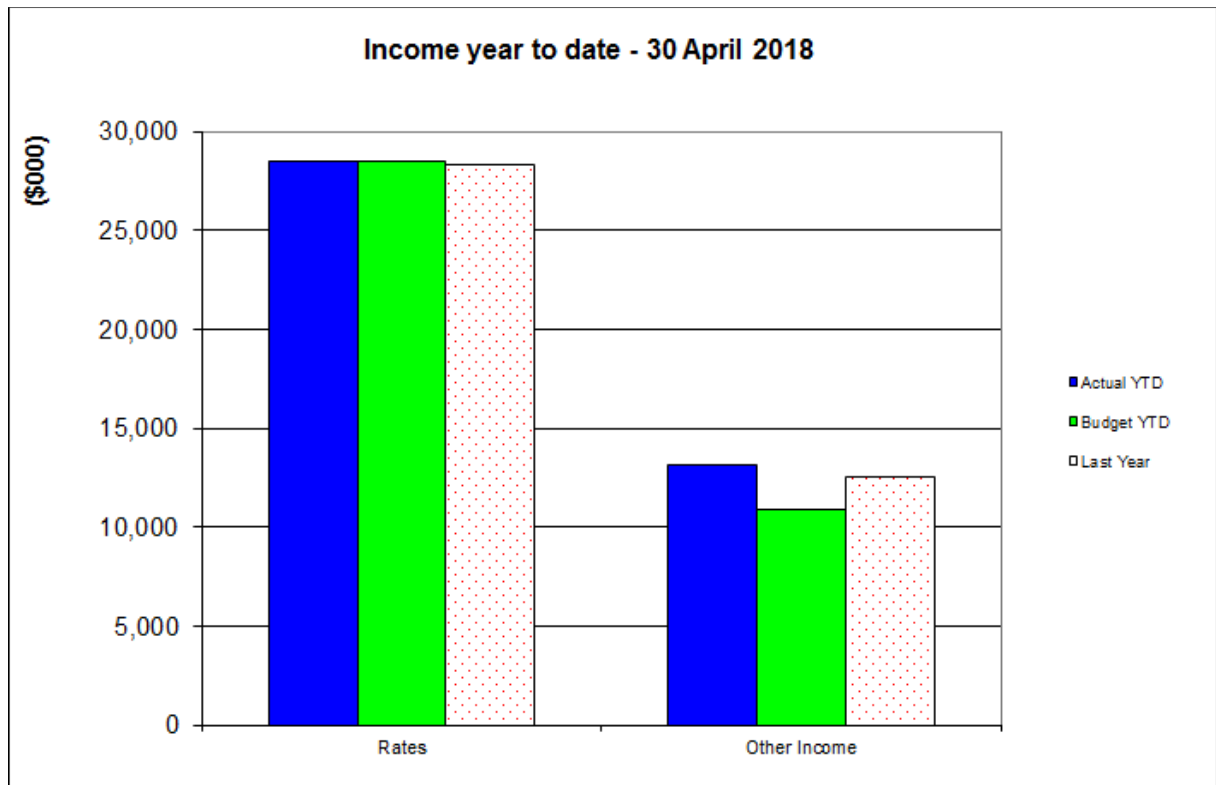
Also included in this report are the end of month statements for rates, and information on Council's external borrowing and investments, and the compliance of these with Treasury Management Policies.

1. Overall Financial Performance



Overall expenses are \$185,000 less than budgeted. Income is above budget by \$2.280 million, resulting in a surplus of \$2.464 million more than budgeted. Explanation for the main variances to budget follows.

Income



- Rates income overall is ahead of budget by \$32,000. Rates from metered water are lower by \$127,000 overall due to Open Country Dairy Limited no longer requiring Council supply, and offset by a significant increase in charges from tankered water.
- Other income is higher than budget by \$2.248 million. There are a number of ups and downs in other income as follows:

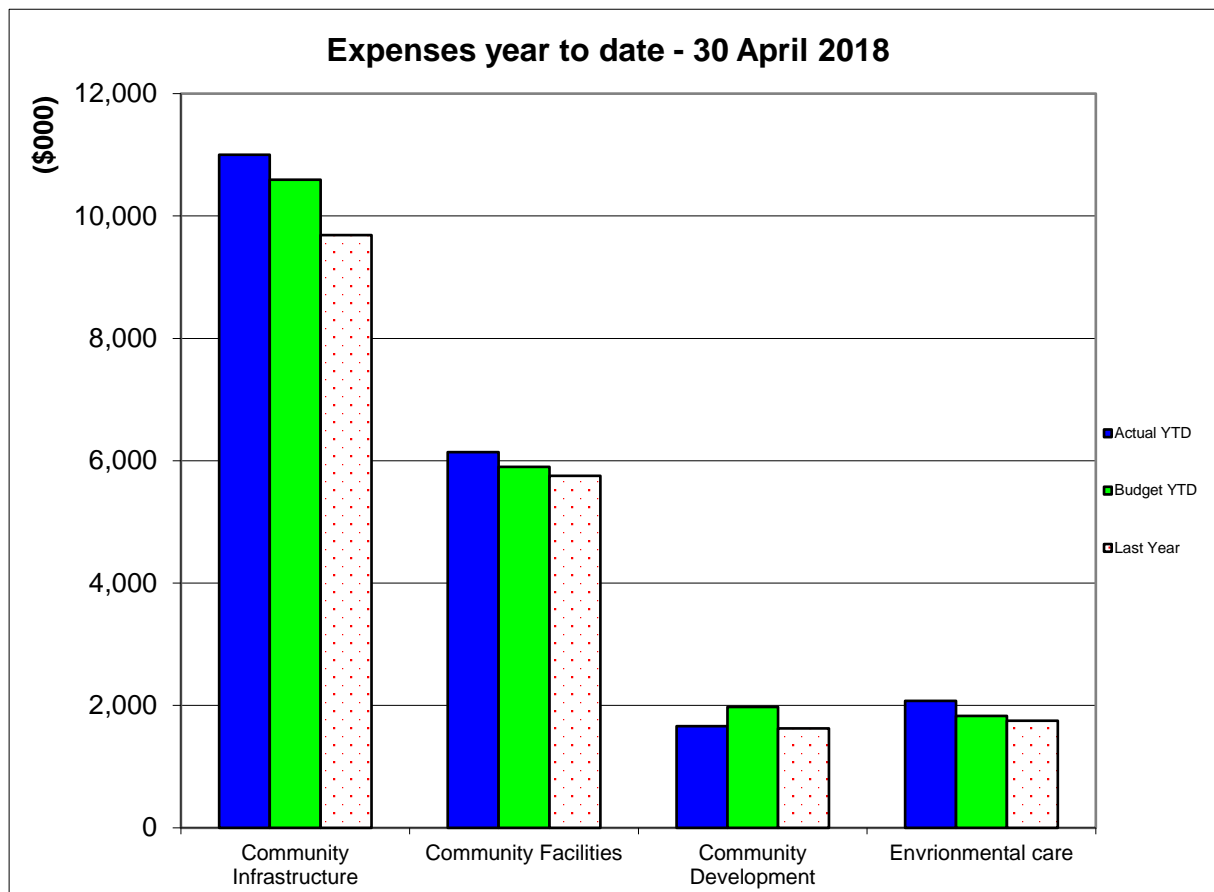
Income below the level budgeted includes:

- NZTA subsidy is below budget by \$131,000. This is mainly due to lower than budgeted contract prices obtained on the sealed road resurfacing contract resulting in a reduced income subsidy being received.
- Vested Assets income is currently nil compared to a budget of \$167,000. This income is usually recognised at the end of the year.
- External work income is lower by \$65,000 mainly due to the loss of an external mowing contract.

Income higher than the level budgeted includes:

- Development contributions are \$1,014,000 higher than budget due to development activity. Subdivisions in Thames Street, \$141,000, Parkwood, \$506,000 (both Morrinsville) and Stanley Avenue \$133,000 (Te Aroha) being the major contributors.
- Contribution of \$145,000 received from the Te Aroha Events Centre Charitable Trust.
- Investment income is higher than budget by \$349,000. More cash has been invested due to the delayed capital works programme.
- Revenue from Building and Resource Consent activities are higher than budget, \$222,000 and \$407,000 respectively due to increased activity.
- Waste Minimisation subsidy received more than previous year and received for last quarter during this month resulted in \$36,000 higher income for Subsidy. Waste Management income is higher by \$139,000 due to an increase in fees and volume.
- Dog Registration is \$74,000 higher than budget due to annual registration being at the start of the financial year and increase in registration fees.

Expenses



Overall, expenditure is \$185,000 below budget at this point. There are factors that extend across all activities, including;

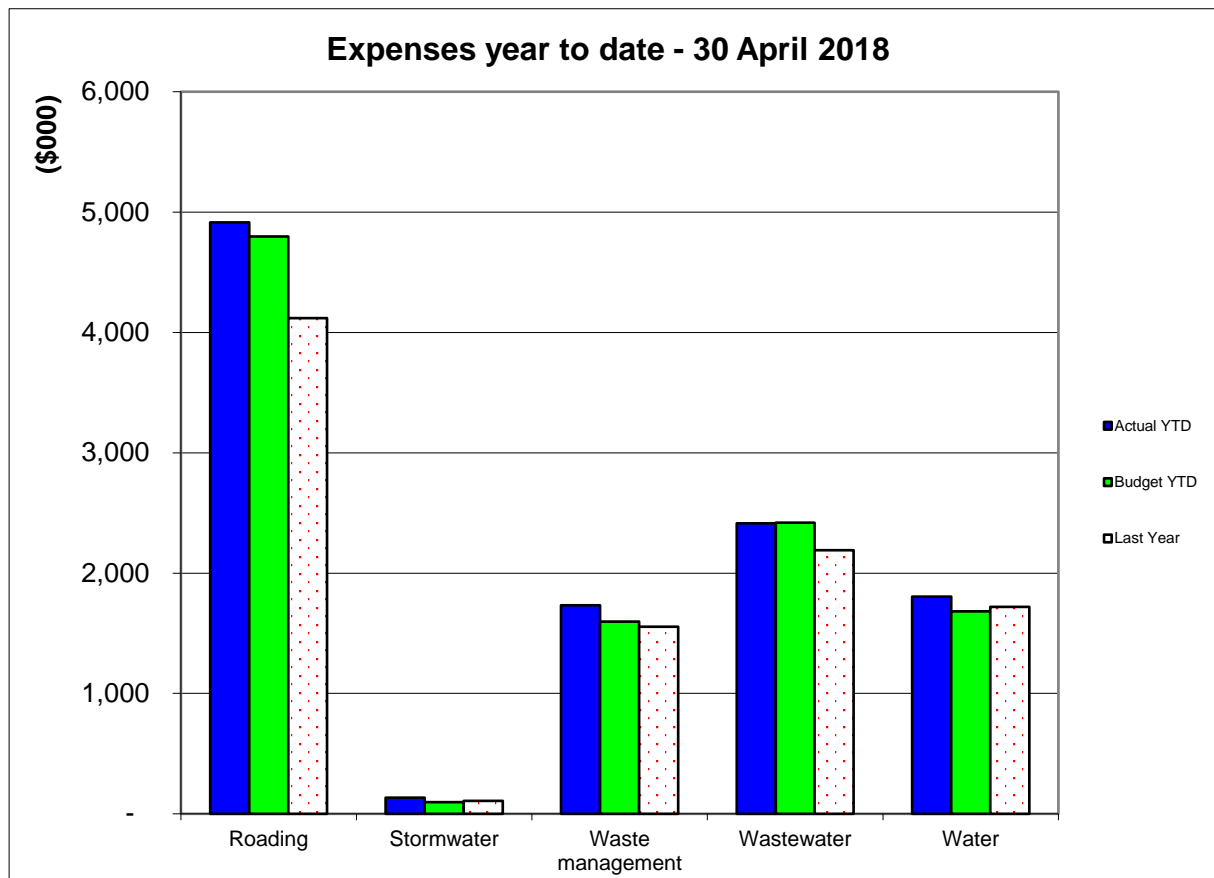
- Savings in interest costs of \$379,000 due to external borrowing being significantly less than budgeted.
- Payments to staff are approximately \$479,000 less than budgeted at this point, due largely to budgeted positions and vacancies not being filled, and a number of staff taking leave without pay due to accident or illness.

In terms of direct costs, Council activities are \$758,000 more than budgeted at this point (keeping in mind that some of these increased costs are offset by increased external revenue). The significant ups and downs include:

- Community infrastructure - is covered in further detail later in the report.
- Community Facilities over budget by \$244,000
 - Parks and Tracks expenditure is higher than budget as more asset management work has been undertaken during this period (including parks safety audit, Geo-tech report and investigation). Recent weather events caused additional costs - safety concerns in Hetana Street required extra tree work, extra maintenance was required on the bike track in Te Aroha, and the removal of old vegetation at Herries Park. The Waihou rugby ground re-soiling and reseeded was required prior to the rugby season to provide a safe playing field.
 - Public Amenity - Replacement of seats in Matamata CBD. Street cleaning in the three CBDs was carried out during this period. We have increased the number of rubbish bins. A contractor has been used to clean rubbish bins at a cost of \$20 higher than staff cost per bin. Public toilet expenditure is higher due to more bulk of supplies being ordered during this period. More electrical and plumbing work required than estimated. Cemeteries costs are higher. We now employ a contractor for digging graves instead of KVS.

- Housing and recreation and pool expenditure is lower due to less maintenance required/completed to date. Sports Waikato contract payment still to be done for \$36,000.
- Community Development is below budget by \$311,000
 - 3 yearly Election costs are budgeted for annually to smooth the impact on rates – there will be no costs in this year.
 - Budgeted costs for regional policy and district plan monitoring and implementation have not been required to date and the Economic Development budget has not been spent. Sports Waikato contract second instalment to be paid later in year.
- Environmental Care costs are over budget by \$247,000
 - Resource consent cost is higher due to high activity which is negated by higher income.
 - Rural fire has been transferred to Central Government resulted in savings in contributions.

Community Infrastructure



- Community Infrastructure expenses are \$409,000 more than budgeted at this point overall.
 - Waste Management costs are higher due to an increase in the contract price and increased volumes which are negated by higher income.
 - Rooding, Water, and Storm water costs are higher than budgeted due to more reticulation work, asset management work and water meter installation costs. We also had the major water main events in Morrinsville in late 2017.

STATEMENT OF FINANCIAL PERFORMANCE TO 30 April 2018						
YTD 2017		Actual YTD	Budget YTD	Variance	Fav(unfav)	Note
\$ 000		\$ 000	\$ 000	\$ 000	%	
INCOME						
28,320	Rates	28,512	28,481	32	0%	1
5,346	Subsidies and grants	5,365	5,317	48	1%	2
5,285	Fees, charges	5,797	4,848	949	20%	3
419	Investments income	563	214	349	163%	4
326	Development and financial contribution	1,351	337	1,014	300%	5
1,170	Other	66	178	-113		vested assets
40,865	TOTAL INCOME	41,655	39,376	2,280	6%	
EXPENSES						
12,270	Payments to suppliers	14,149	13,391	-758	-6%	6
11,355	Payments to staff	11,826	12,305	479	4%	7
1,069	Finance Costs	1,093	1,472	379	26%	8
11,220	Depreciation	11,542	11,628	85		
0	Other Expenditure		0	0		
35,914	TOTAL EXPENSES	38,610	38,795	185		
4,952	PROFIT(LOSS) FROM OPERATIONS	3,045	581	2,464		
<p>1 Metered water income is lower by \$127,000 due to lower industry consumption. Negated by rates penalty and income.</p> <p>2 Roading subsidy received to date is lower by \$131,000 than budgeted as contract price for re-sealing is lower than expected. Contribution of \$179,000 received from T.A. Event centre and Waste minimisation grant for the quarter received earlier and higher than budgeted.</p> <p>3 Fees and charges are higher due to Dog registration received earlier in year and increase in registration charges by \$74,000. Building consent and Resource consent income is higher by 222,000 and \$407,000 due to higher activity. Waste water and Waste Management income is higher by \$56,000 and \$175,000 respectively due to increase in fees. Spa income is higher by \$116,000 due to more activity negated by lower income in pools. T.A. Event Centre, Firth tower and Information Centre income is higher due to higher activity.</p> <p>4 Interest received on investment (Term Deposits) is much higher than budgeted due to lower capital spending in previous year.</p> <p>5 Major Development contribution of \$506,000 received from Parkwood MV Limited for Morrinsville subdivision. \$133,000 received from new subdivision in Stanley Avenue. New subdivision on Thames Street \$141,000.</p> <p>6 Payment to suppliers is higher. Parks and tracks expenditure is higher due to exceptional mowing requirement and one off events. Rubbish and re-cycling activity cost is higher due to increased contract price is negated by higher income due to higher volume and increase in landfill charges. Water reticulation cost is higher due to more leakage and major events like Scott Road water main cost \$86,000 and Snell Road water main issue. Waste water expenditure is higher due to more reticulation and maintenance cost. Resource consents expenditure is higher due high activity. This cost will be negated by higher income. Asset Management cost is overspent in Parks, Roading and Storm water due to more consultant work during this period. Expenditure includes high level analysis of Water Reticulation, obtain building report on Headon stadium and the Hobbiton traffic study. Council has approved an additional \$150,000 to be funded from the Community Purpose fund. Higher cost is partially negated by Strategies & Plans - Underspent in Economic development which is budgeted \$150,000. LTP and Annual report costs are still to come. Regional policy for Plan Change 1 and Waikato Regional Council involvement about to start. District plan cost is underspent up-to-date. Rural fire as it has been transferred to Central Government.</p> <p>7 Payment to staff is lower than budgeted due to staff turnover and vacant position in KVS and payroll timing.</p> <p>8 Finance cost is lower due to lower opening debt than budgeted</p>						

YTD 2017		Actual YTD	Budget YTD	Variance	Variance	Note
\$ 000		\$ 000	\$ 000	\$ 000	Fav(unfav) %	
	DIRECT REVENUE ANALYSIS					
17	Community Development	0	-6	6		
	Community Facilities and Property					
1,020	Housing and property management	1,055	991	65	7%	9
120	Libraries	104	117	-13		
49	Parks and tracks	40	39	1		
165	Public Amenities	153	189	-36	-19%	10
1,796	Recreation & Culture	1,269	1,027	241	23%	11
3,149	Total Community Facilities and Property	2,621	2,364	257		
	Roading Water and Waste					
4,581	Roading	5,138	5,229	-91	-2%	
0	Storm water	0	0	0		
500	Rubbish & recycling	609	434	175	40%	12
495	Wastewater	590	533	56	11%	13
1,940	Water	1,775	1,910	-135	-7%	14
7,516	Total Roading Water and Waste	8,111	8,106	5		
	Consents and Licensing					
264	Animal Control	294	220	74	33%	15
883	Building consents and monitoring	856	634	222	35%	16
3	Civil defence	0	6	-6		
356	Resource consent processing	776	369	407	110%	17
1,506	Total Consents and Licensing	1,926	1,228	698		
12,188	Total Activity Operating Revenue	12,659	11,692	966		
	Notes:					
	9 Increased income due to increase in EPH rents but not reflected in the budget. \$148 to \$156 Since Feb 2017					
	10 Cemeteries income is lower due to less sale of plots and burials than budgeted.					
	11 T.A. Spa pool income is higher by \$84,000. T.A. event centre committee donation received \$125,000 which was not budgeted. Event Centre, Firth tower and Information Centre income is higher due to higher activity. Income is partially negated by lower income in pools.					
	12 Waste Minimisation subsidy received more than previous year and received for last quarter during this month resulted in income higher by \$36,000 and higher recovery due to increase in fees last year.					
	13 Higher wastewater income due to higher activity by industries.					
	14 Lower water income due to lower consumption by Industries.					
	15 Increase in income due to dog registration received in July for the year and increase in Dog registration fees.					
	16 Building Consent - Building consents expenditure is higher due to high activity.					
	17 Resource consent income is higher due to high activity which is partially negated by higher cost.					

YTD 2017		Actual YTD	Budget YTD	Variance	Variance Fav(unfav)	Note
\$ 000		\$ 000	\$ 000	\$ 000	%	
DIRECT COST ANALYSIS						
Strategy and Engagement						
546	Community leadership	464	466	3	1%	
1,080	Community Development	1,196	1,507	311	21%	18
1,626	Total Strategy and Engagement	1,660	1,974	314		
Community Facilities and Property						
811	Housing and property management	810	843	32	4%	
781	Libraries	711	775	65	8%	
1,162	Parks and tracks	1,493	1,186	-307	-26%	19
726	Public Amenities	841	761	-80	-11%	20
1,972	Pools and spas	1,830	1,793	-37	-2%	
300	Recreation & Culture	458	541	83	15%	21
5,753	Total Community Facilities and Property	6,143	5,899	-244		
Roading, Water and Waste						
4,120	Roading	4,914	4,796	-118	-2%	
106	Storm Water	135	96	-39		
1,553	Rubbish & recycling	1,733	1,598	-136	-9%	
2,189	Wastewater	2,413	2,420	7	0%	
1,721	Water	1,805	1,682	-122	-7%	
9,689	Total Roothing Water and Waste	11,000	10,591	-409		
Consents and Licensing						
170	Animal Control	163	187	24	13%	22
664	Building	688	630	-58	-9%	
295	Community Protection	307	392	84	22%	23
621	Resource consent processing	920	622	-297	-48%	24
1,750	Total Consents and Licensing	2,077	1,831	-247		
18,818	Total Operating Expenditure	20,880	20,294	-586		
18	Underspent in Economic development which is budgeted \$150,000. Regional policy for Plan Change 1 and Waikato Regional Council involvement about to start. This budget will be underspent at end of year. District plan cost is underspent up-to-date. Audit fess will be accrued at the end of the year					
19	The weather storm created safety concerns in Hetana Street. Extra tree work was required. Waihou rugby ground re-soiling and reseeding was required prior to the rugby season to provide a safe playing field. We removed old vegetation at Herries Park. Extra maintenance was required on the bike track in Te Aroha following the weather storm. Losing a mowing contract from industries has resulted in more work being performed in the Parks and Reserve duties resulting in higher cost.					
20	Replacement of seats in Matamata CBD. Street cleaning in the three CBDs were carried out during this period. We have increased the number of rubbish bins. A contractor has been used to clean rubbish bins at a cost of \$20 higher than staff cost per bin. Public toilet expenditure is higher due to more material ordered during this period. More electrical and plumbing work required than estimated. Cemeteries cost are higher. We now employ a contractor for digging graves instead KVS.					
21	Matamata Memorial Hall cost is lower as it was not in operation most o the year. Building maintenance costs not required. Firth tower c is higher due to unplanned maintenance and more activity negated by higher income. Sports Waikato contract is underspent currently as second instalment will be paid later in year.					
22	Animal control costs are lower mainly due to lower staff costs and lower building maintenance					
23	More staff time on civil defence call is negated by underspent on rural fire as it has been transferred to Central Government.					
24	Higher cost in Resource consent due to higher volume of activity negated by higher income.					

2. Rates

The total rates levied for the 2017/2018 year were \$37,388,536 (16/17:\$36,927,034). The balance of current rates owing at 30 April 2018 is \$7,709,594 representing a collection rate of 79.38% (16/17: 78.87%). The collection rate of arrears for the year is 62.10% (16/17: 67.26%).

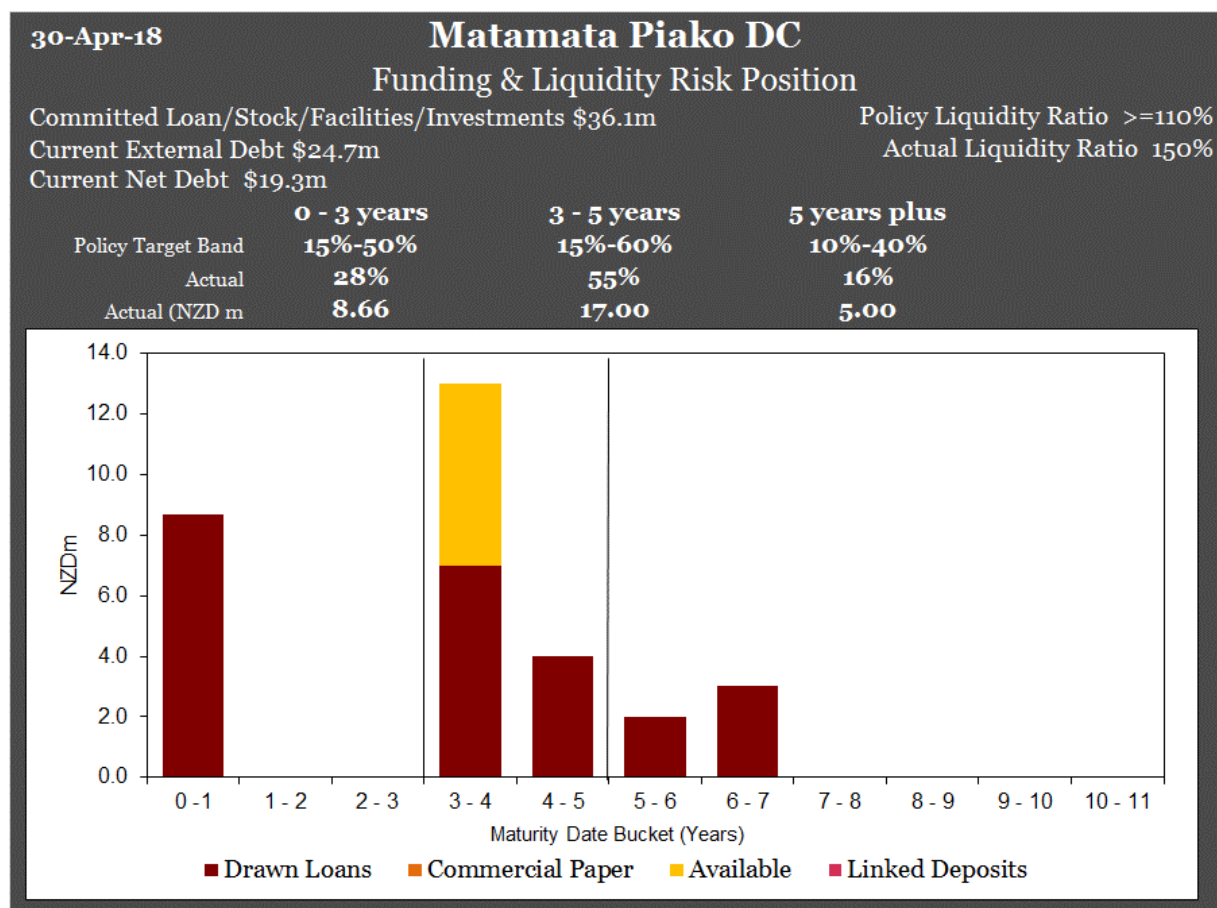
RATES STATUS REPORT As at 30 April 2018		
Notes	April 2018 \$000	
Rates for 2017/18		
Total annual rates levied	37,388	
Balance of total current rates owing	7,709	
Current year rates collected YTD	29,679	
Percentage of current rates collected YTD	79.38%	
Arrears from prior years		
Opening balance	930	
Less statute barred arrears written-off	(13.3)	
Less arrears collected this year	(577)	
Total owing from prior years	352	
Percentage of arrears collected YTD	62.10%	
	2018	2017
Penalty applied for 1st installment	39	43
Penalty applied for 2nd installment	44	43
Penalty applied for 3rd installment	45	38
Penalty applied for 4th installment		36
Rates collection		
Number of rateable properties	14,559	14,488
Number of assessments paid by direct debit		
Weekly	444	288
Fortnightly	475	292
Monthly	957	906
Quarterly	2,448	2,260
Annually	14	17
TOTAL	4,338	3,763
Staff have processed 140 Change of Ownerships during April 2018 (145: April 2017).		

3. External Borrowing

Council Interest Rate Position as at 30 April 2018

Matamata Piako DC Interest Rate Position			
12 Month Forecast Core Debt:	28.6	30-Apr-18	
Policy Limits	55% - 90%		
Overall Fixed: Floating Mix	82%		
Policy Compliance	Y		
Liquidity Ratio:	110%		
Actual	150%		
Policy Compliance	Y		
Fixed Rate Maturity Profile:			
Years	1 - 3 years	3 - 5 years	5 years plus
Policy Limits	15% - 60%	15% - 60%	15% - 60%
Actual Position %	17%	26%	57%
Actual \$m	4.00	6.11	13.40
Policy Compliance	Y	Y	Y
Funding Maturity Profile:			
Years	0 - 3 years	3 - 5 years	5 years plus
Policy Limits	15% - 50%	15% - 60%	10% - 40%
Actual Position %	28%	55%	16%
Actual \$m	8.66	17.00	5.00
Policy Compliance	Y	Y	Y
Weighted Average Duration:			
Funding	3.44 Years		
Fixed Rate Portfolio (swaps and fixed rate loans)	5.48 Years		
Weighted average fixed rate on current borrower swaps*:			
Swap Portfolio	4.22%	* Note: non-active forward starts are not included.	
Counterparty Credit Risk (Interest Rate Risk Mgmt Instruments and investments)			
Policy Credit Limit (NZ\$) per NZ Registered Bank (Interest rate risk management)	\$	10,000,000	
Policy Credit Limit (NZ\$) per NZ Registered Bank (Investments)	\$	20,000,000	
Policy Credit Limit (NZ\$) per NZ Registered Bank (Total maximum per counterparty)	\$	30,000,000	
	Credit Exposure (Swaps)	Credit Exposure (Investments)	Compliance
	(\$m)	(\$m)	
WPC	4.35	2.75	Y
ANZ	0.00	0.00	Y
ASB	0.00	1.00	Y
BNZ	0.74	6.40	Y
Kiwibank	0.00	1.70	Y
CBA	0.00	0.00	Y

4. Funding Maturity as at 30 April 2018

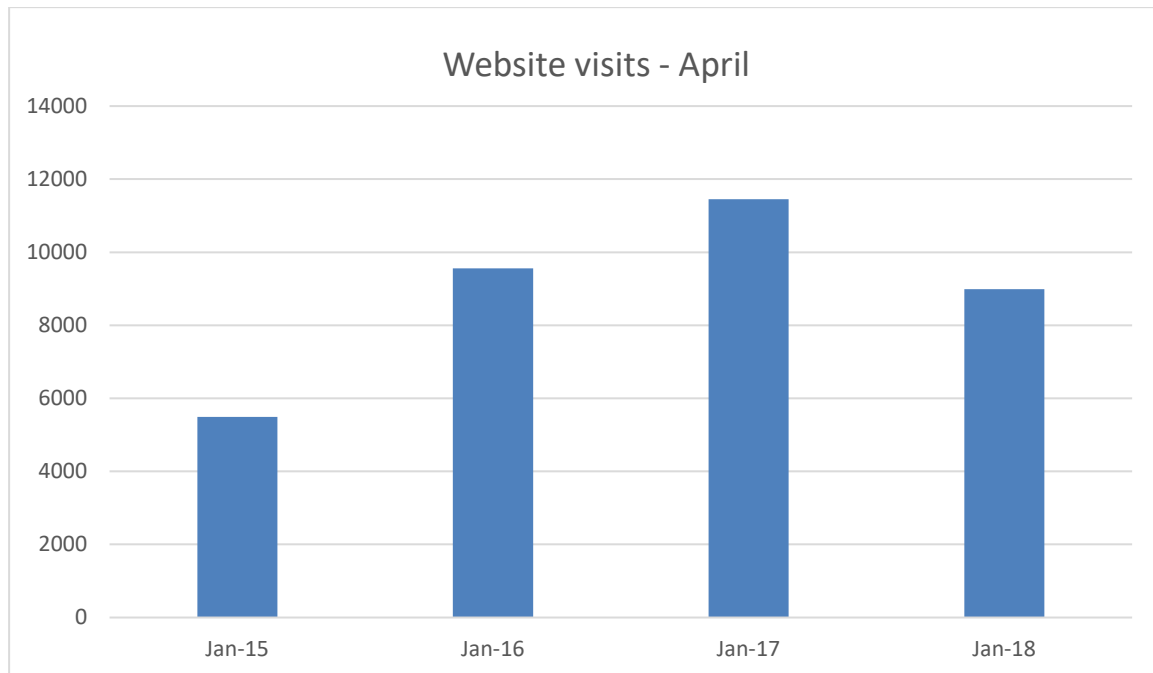


5. Treasury Investments as at 30 April 2018

TREASURY INVESTMENTS As at 30 April 2018						
Deal number	Investment type	Counter party	Maturity date	Term (days)	Interest rate	Amount invested
Long-term Investments						
944	Borrower Notes	LGFA	15-Mar-19	2209	2.43%	96,000
951	Borrower Notes	LGFA	17-May-21	2639	2.36%	56,000
956	Borrower Notes	LGFA	15-Apr-23	3253	2.42%	64,000
957	Borrower Notes	LGFA	15-Mar-19	1726	2.22%	40,000
958	Borrower Notes	LGFA	17-May-21	2520	2.34%	56,000
959	Borrower Notes	LGFA	15-Apr-24	2527	2.31%	32,000
960	Borrower Notes	LGFA	15-Apr-25	2892	2.35%	48,000
Total Long-term Investments as at					30-Apr-18	392,000
Short-term and call investments						
1039	Term Deposit	Kiwibank	31-May-18	120	3.25%	1,700,000
1040	Term Deposit	BNZ	08-Aug-18	181	3.47%	5,400,000
1044	Term Deposit	ASB	20-Jul-18	81	3.04%	1,000,000
1045	Term Deposit	Westpac	20-Aug-18	112	3.19%	2,750,000
1046	Term Deposit	BNZ	30-Oct-18	183	2.45%	1,000,000
Call	23 account	BNZ			1.75%	387,698
Total short-term and call Investments as at					30-Apr-18	12,237,698
Weighted Average Interest Rate						
This month		3.16%				
YTD		3.25%				
Investment Policy Compliance						
Complied						

3. Corporate Overview

3.1 Communications



Events

- The Communications Staff coordinated the Civic Centre Street Party to officially open the Matamata Civic Centre and show off different facets of the facility. The event featured live music, street entertainers, food stalls, workshops and sporting displays, as well as providing the usual Customer Service and Library services. The event was attended by a wide range of people from the community, and was well received.
- ANZAC Day Civic Ceremonies took place in Matamata, Morrinsville, Walton and Te Aroha. The ceremonies were well attended and largely ran smoothly.
- Council acknowledged the success of 19 industry graduates at the Industry Training Graduation at Power Farming, Morrinsville on Friday, 27 April. Ryan Tesselaar (Waikato Registered Master Builders Carters Apprentice of the Year in 2016), inspired with his stories and experiences as a recent building apprentice.
- Preparations continue for World Challenge Day, with groundwork taking place during April to try and get groups to register. The major public campaign for this event will begin in May.

Economic Development

- Rachael Singh joined the Communications team in the role of Events and Promotions Co-ordinator. Rachael has hit the ground running attending all the above, as well as the Business Breakfast and BA5s during April to introduce herself and her role
- Planning has begun for a workshop for businesses or individuals interested in capitalising on the extension of the Hauraki Rail Trail.

Communications and Marketing

- The team implemented the Communications plan for the Long Term Plan, promoting the topics on the website, email, social media, in local media, and in public places.
- A dog photo competition took place to get local images to use PawPrint (the publication that is sent to all dog owners with their dog registration notice). The PawPrint newsletter was then written and designed incorporating these photos.

3.2 Corporate and Legal Services

Policies and Bylaws

Staff are undertaking a rolling review of the bylaws. The following updates work on these bylaws, at this stage policy review is limited outside of the LTP project -

- Fires in open spaces bylaw - a review of the bylaw will now focus on the revocation of any powers that duplicate those held by the new authority. Staff have contacted FENZ to start consultation on the revocation of the Fires Bylaw (as required by legislation) and are waiting for a response.
- Grants policies - overall review of all policies to align with LTP in 2018 is needed (non-statutory), a workshop was held on 21 February.
- Sustainability policy - review required (non-statutory) Work on the review of the sustainability policy has not yet started.

A number of other policies/bylaws have been identified for review, most of this work will commence in the second half of 2018, once the bulk of the work on the Long Term Plan is completed – subject to team and Council approval:

Policies/Bylaws to review:

- Growth Strategy
- Utilities Bylaw
- Transport Bylaw – Speed limits and Bridge weights (Bylaw schedule)
- Legal Highs Policy
- Gambling & TAB Policy – due 2019
- Introductory Bylaw (due 2020)
- Trade Waste (due 2021)
- Solid Waste licensing clauses (implementation)

Annual Report

Staff are currently working on the project planning for the 17/18 Annual Report. Six monthly reporting on performance measures is complete, as are the financials and forecasting. Staff presented the six month report to the 7 March Council meeting and 6 March ARC meeting. The interim audit is scheduled for 14-18 May, staff are currently preparing information for the audit.

Long Term Plan

Consultation on the Long Term Plan and other associated documents has now closed and a hearing is scheduled for 16 and 17 May with final adoption on 27 June.

Treaty Settlements

Hauraki Treaty Settlements - Ngāti Rahiri Tumutumu

Council has discussed the Hauraki Treaty Settlements and these discussions with the Crown and Ngāti Rahiri Tumutumu are on-going. Timelines are driven by Crown and Iwi. Draft legislation and easements have been received for review by staff, with feedback being provided to the Crown. We are currently waiting on updated versions of the deed drafting and settlement legislation for review. No further updates are available at this stage.

Hauraki Treaty Settlements - Co-governance

An update was sent to Council in February regarding the co-governance proposals which have largely been settled. An MOU regarding RMA mechanisms has been discussed at the Council workshop on 1 November. Further discussions are underway with the other affected Councils and the Crown on the content of the MOU. Council will be updated once a second draft is made available.

Ngāti Hinerangi Treaty Settlements

Staff were approached early 2016 regarding the Ngāti Hinerangi Treaty Settlement process, a report updating Council was sent to its May 2016 meeting with arrangements with Ngāti Hinerangi largely settled, Staff are awaiting deed/legislation drafting. No further updates are available at this stage.

LGNZ Excellence Programme – Action Plan

Areas for Improvement	Response
OVERVIEW – pages 4-5	
1 Information on the district's growth outlook currently is from moderate to high in the Council's view. To achieve buy-in for the Council's vision and to address the required pace and extent of change in the Long Term Plan for the district, councillors will need the most objective growth information available	Completed - This has been completed with Council adopting its growth projections in April 2017. A further review of growth will be completed for the 2021 LTP
2 In the new Long Term Plan, Council performance needs to be driven by improved key performance indicators linked to the Chief Executive's performance agreement, which in turn links to management's key performance indicators.	Completed - This has been completed through the CE Performance Review Committee.
3 Opportunities for improved service delivery may be realised through more substantive operational reviews under s.17A of the Local Government Act.	Programmed - S17A reviews were completed August 2017. A new project for the ongoing reviews will be implemented once the Long Term Plan has been completed
4 The Council should further strengthen its financial and asset strategies, and link these more clearly to the Long Term Plan.	Completed - with the development of the Financial Strategy (FS) and the Infrastructure Strategy (IS) as part of the LTP project.
5 Future Council infrastructure expenditure is highly dependent on NZ Transport Agency (NZTA) decisions for the Waikato region. Looking forward, the Council needs to strike a careful balance between investment in transport and the three waters and a significant fixed-income rating base.	Completed - addressed through the FS and IS
6 Council and community would benefit from actively engaging with Māori/Iwi in economic development.	<p>Underway - Council has a manawhenua forum. The Forum has asked to review its Heads of Agreement with Council, and this is completed. Individual iwi agreements are also proposed to cover the latest RMA amendments as well as Council's broader engagement with iwi. Much of Council's future engagement with iwi, especially around economic development, will be dependent on the final outcome of treaty settlements and potential new co-governance structures. Council will explore future opportunities for engagement as and when they present themselves.</p> <p>Further engagement with Iwi has been undertaken through Council's Business Awards, the Matamata-Piako Civic Centre Project and Youth Awards. Council has also made an approach to Ngati Haua to develop an engagement agreement, and a review of the heads of agreement with Iwi is underway.</p> <p>Treaty settlement negotiations have been in engaged in in good faith – staff are currently awaiting responses from OTS on their progress.</p>

7 The Council requires an overarching engagement and communications strategy.	Underway - This will be covered as part of the Communications and Events Activity Plan
Governance, leadership and strategy – pages 6-8	
8 There is a need for the Council to fully understand growth outlook for its district, and to translate its aspiration into a simple and clear vision for the Long Term Plan.	Refer 1 under Overview.
9 Not all councillors have undertaken governance training. More needs to be done on developing the knowledge and skills required for governance.	Underway - A training needs assessment will be undertaken, and training plans for the 2016-19 triennium developed.
10 The Annual Report would benefit from improved transparency, particularly of projects that were not completed.	Underway - This will be discussed with the Annual Report project team for consideration as part of the 2017/18 Annual Report. It is recommended that major projects that were not completed be included in the following year's Annual Report for transparency, and also considered when planning the following year's work programme in terms of existing commitment and capacity.
11 The Council should ensure that major project investment decisions are supported by appropriate business cases	Underway - Work is currently underway on reviewing the Project Management framework, which includes improving our Business Case framework
12 The staff satisfaction survey needs to be conducted independently	Underway - HR is reviewing this. It is expected that an independent survey will be conducted in 2018/19.
13 The Council should progress implementation of its health and safety policies to embed a strong culture of health and safety throughout the Council	Underway An external audit of Council's H&S policies and processes has recently been conducted, and the recommendations are currently being pursued and implemented as appropriate.
Financial decision-making and transparency – pages 9-10	
14 The Council should separate its financial strategy ("why") from its financial plans ("how" and "what")	Completed - This will be addressed as part of the development of the new FS.
15 There is a need for greater clarity in evaluating investment activities undertaken by the Council.	Refer 11 above.
16 Budget variances and the carrying forward of uncompleted capital-expenditure projects should be more clearly reported	Refer 10 above.
17 The Council would benefit from zero-based budgeting	Underway - Executive Management to consider.
Service delivery and asset management – pages 11-12	
18 Asset renewal strategies should explain why each asset is important for the district, and what the options are for its future development	This has been considered as part of the development of the IS and the individual AMPs. Business Cases are being prepared as part of the Capital Works programme development for the LTP.
19 Council should make the cost and benefits of large proposed infrastructure investment (transport, stormwater, drinking water) clear to the district's residents and businesses.	Underway – This is being addressed through the LTP Consultation Document

3.3 Human Resources

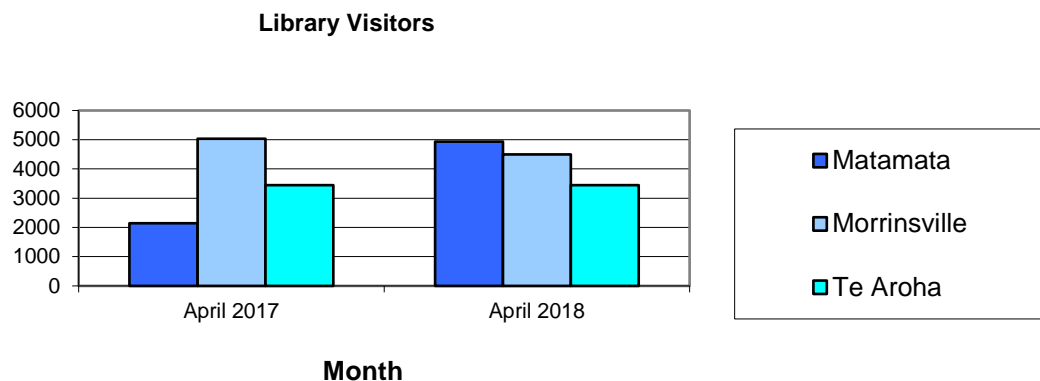
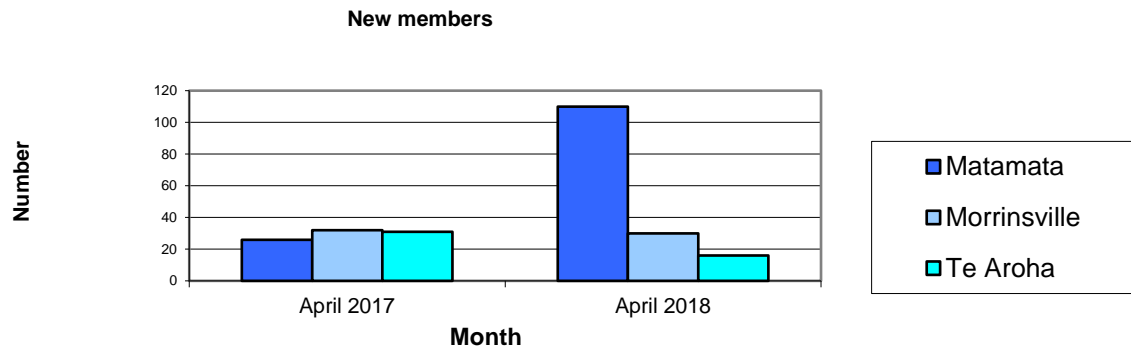
Staff turnover figures for year to date from 1 July 2017 to 30 April 2018 are:

Year to date at	Office	KVS	Libraries	Facilities	Total
	%	%	%	%	%
July 2017	0	1.7	0	0	.45
August 2017	0	3.42	0	5.48	1.83
September	0	3.42	0	5.48	1.825
October	0	6.9	6.67	8.22	3.64
November	0	6.9	6.67	14.01	4.56
December	0	6.9	6.67	13.89	4.55
January	2.73	12.28	6.67	13.89	7.34
February	2.73	12.28	6.67	13.89	7.34
March	2.71	15.93	29.63	16.00	10.09
April	5.48	17.54	29.63	18.67	12.41

Total permanent staff resigned up to 30 April = 27

4. Community Development Overview

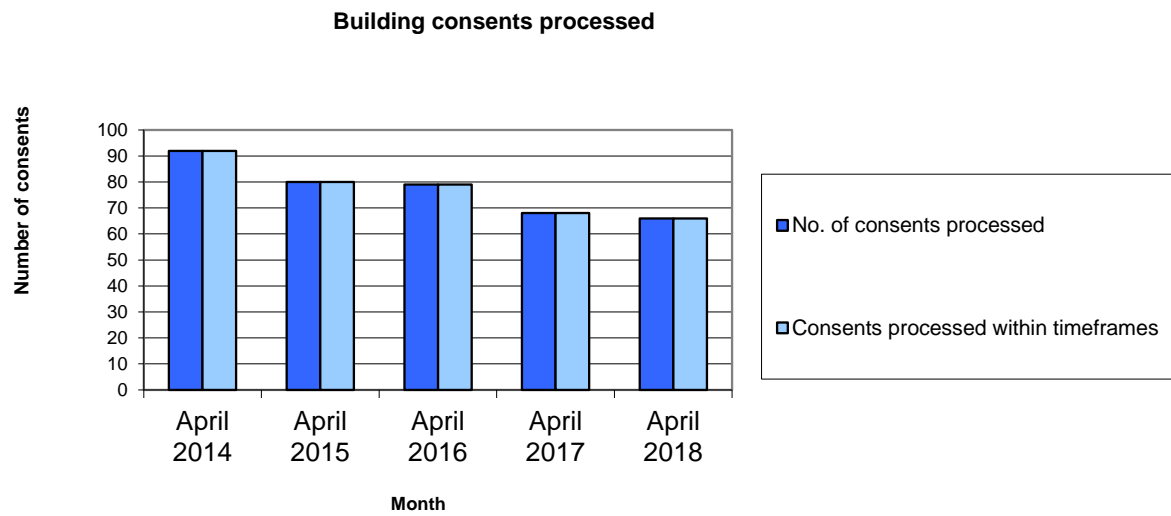
4.1 Libraries



Libraries comments

- The formal opening of the civic centre at Matamata was a great opportunity to showcase the new library. Over 900 people came through the library on the day, and the responses to the new facility were overwhelmingly positive. There is still a bit of work to be done in terms of adding more soft seating, and this will happen in the new financial year. For Matamata customers, the opening of the new library is the first time that they are seeing the RFID self check units in action. Most customers are enjoying the autonomy that these bring, and staff are on hand to help if needed. Wriggle and Rhyme is also now underway in Matamata, as well as in the other two libraries.
- At Morrinsville Library the collection has been swapped over. In line with our customer survey responses last year, we have brought the adult fiction and teen collections downstairs for easier browsing access. The adult non-fiction and Māori collections have been moved upstairs. Our movers had the ingenious idea for moving the packed boxes, and recruited the services of the Morrinsville College 1st Fifteen who are fundraising for an overseas trip. This was a huge help.
- During the school holidays, activity sheets for children have been popular. These included showing children how to do their family tree, as well as colouring activities. The new children's area in Matamata has been very busy with children and families enjoying the larger space.

4.2 Building



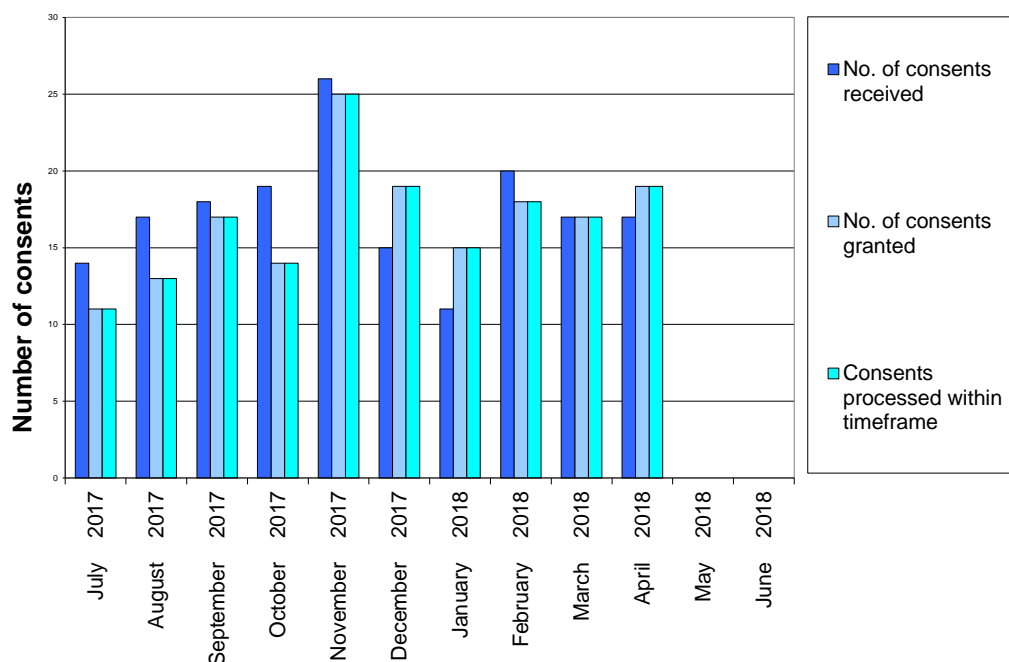
Building highlights:

- All building consents were processed within legislative 20 day timeframe
- Six Swimming Pool Inspections
- Seven Building Warrant of Fitness (BWoF) Inspections
- Building Warrant of Fitness/Compliance Schedule Audit with MBIE in April 2018 – On Track with Corrective Action's.

4.3 Planning

Planning Resource Consents – April 2018

Resource consents processed



A report on resource consents received for April 2018 is included as Appendix B to this report.

In April, Council received 17 resource consents and granted 19 consents, all of which were processed within the statutory timeframe.

Limited or Publicly Notified Resource Consents:

There were no Limited or Publically Notified Resource Consents for April 2018.

Policy

- Plan Your Town (PC 47) – The appeal period for the Kuranui Road portion of this plan change has closed and no appeals were received. This portion will be put before Council to make operative in June. We are still waiting on the courts to make a decision on “scope” in regards to the Banks Road appeal.
- Hobbiton DCP (PC 50) – This Private Plan Change was notified in April inviting submissions and a total of 15 submissions were received.
- Open Country Dairy DCP (PC 51) – Open Country Dairy are still working with submitters and further submitters to clarify / resolve the matters raised in submissions.
- Tatua Dairy Factory DCP (PC 52) – This Private Plan Change has been notified inviting submissions and a total of four submissions were received. We have notified the summary of submissions inviting further submissions which closes on the 23 May.

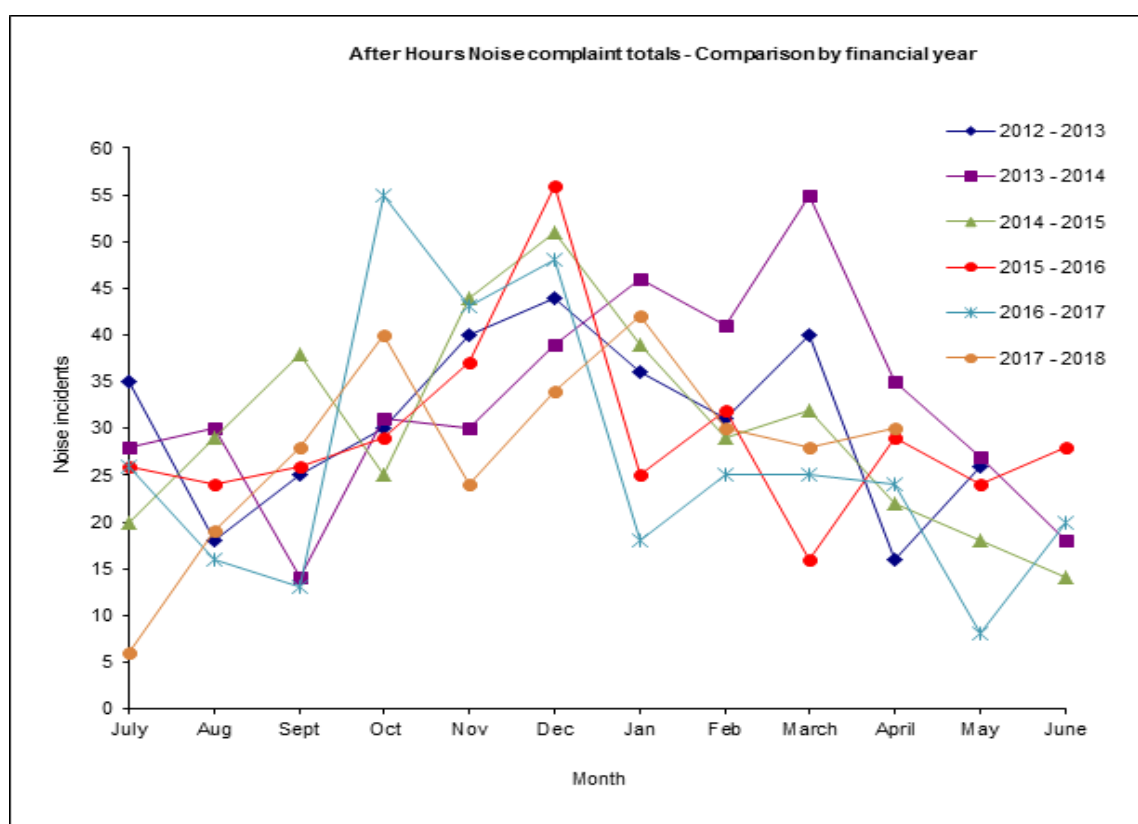
Health

- We are currently inspecting all the hair dressers, funeral directors and camping grounds to ensure that they are licenced by the 31 May (funeral directors) and 30 June (hairdressers and camping grounds).
- In April, we held a workshop to again help business transition to the Food Act 2014.

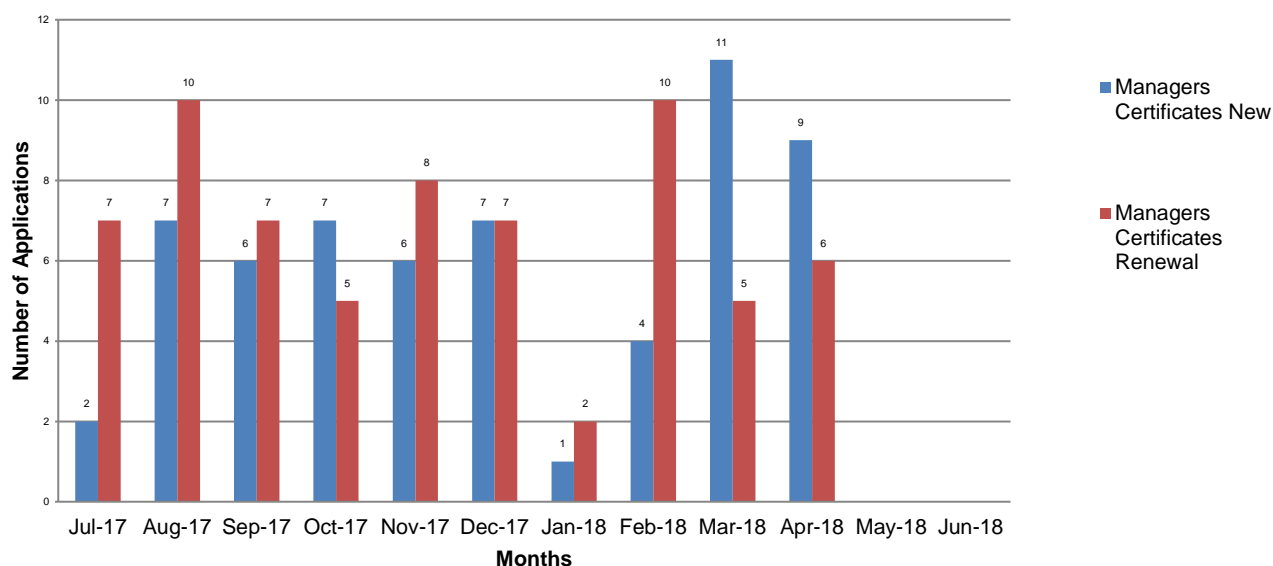
Noise

Noise Stats – April 2018

	Apr-14	Apr-15	Apr-16	Apr-17	Apr-18
Matamata	17	7	14	11	8
Morrinsville	13	9	11	10	22
Te Aroha	5	6	4	3	0
All wards	35	22	29	24	30



Manager Certificate Applications



New/ Renewal Licences April 2018

Agency Application Number	Applicant Name	Type of Licence
162.2005.53.6	Julia Shields – Crazee Cow Cafe	Renewal On Licence
162.2017.1240.2	Woody Ventures – New World Morrinsville	Renewal Off Licence
162.2000.71.7	Tahuna Golf Club	Renewal Club
162.1996.62.9	Morrinsville Bulls Rugby League Club – Morrinsville Sports Centre Inc	Renewal Club
162.1993.26.10	Matamata Social Club	Renewal Club

Special Licences April 2018

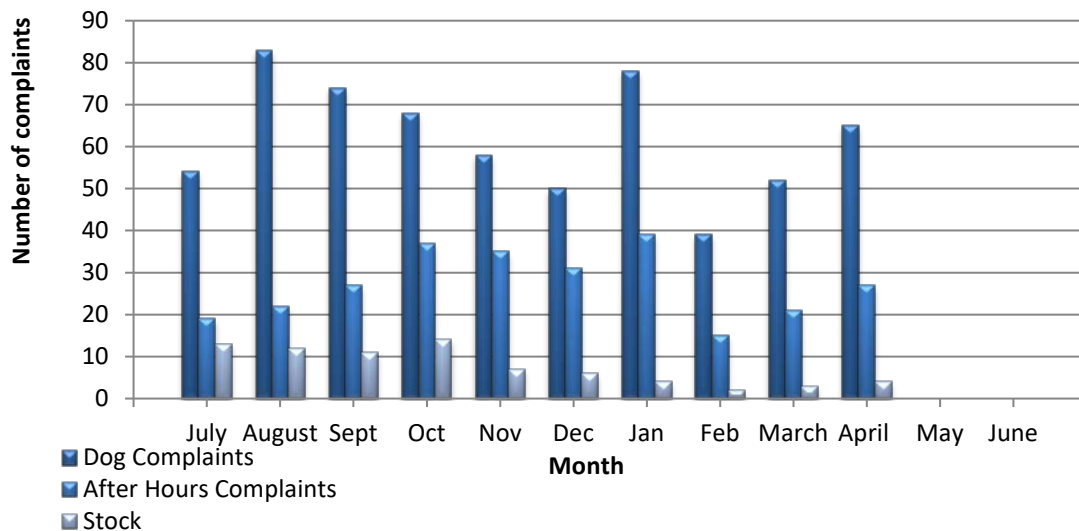
Agency Application Number	Applicant Name	Event
162.2018.1333	Matamata Musical Theatre	2 x Shows
162.2018.1336	Matamata Fire Brigade	Gold Star Awards
162.2018.1337	Te Aroha Club	60 th Birthday & Snooker Tournament
162.2018.1338	Matamata Club	21 st Party
162.2018.1340	Te Poi School Board of Trustees	Annual Quiz Night
162.2018.1341	Rotary Club of Matamata	Rotary Club Meetings
162.2018.1342	Matamata Club Inc	Westpac Quiz
162.2018.1343	Kiwitahi School	Ambrose Golf Tournament

4.4 Civil Defence

- Attended Response Managers meeting. Items included a review of actions from the Thames Coast/Kaiaua flood event.
- New Smart white board in the Council Chambers has been provided by Thames Valley and installed. Training will happen in May.
- Old base radios are being upgraded. This includes the ones in Council vehicles, fire stations and Council offices.
- EOC Incident Management Team has been reviewed and two new staff added to the Operations (Nerida Turner) and Logistics (Chelsea Cannell) teams.
- Currently reviewing the Waikato Emergency Coordination Centre Operational Response Manual as requested by TVEOA.

4.5 Animal Control

Animal Control Complaints 2017-2018



April Statistics

69 calls in total were received 17 Matamata, 26 Morrinsville 26 Te Aroha

- 65 of these calls received were regarding dog complaints
- 4 of these calls were wandering stock calls
- 27 calls were received after hours
- 14 dogs were impounded during the month

Complaints per Ward

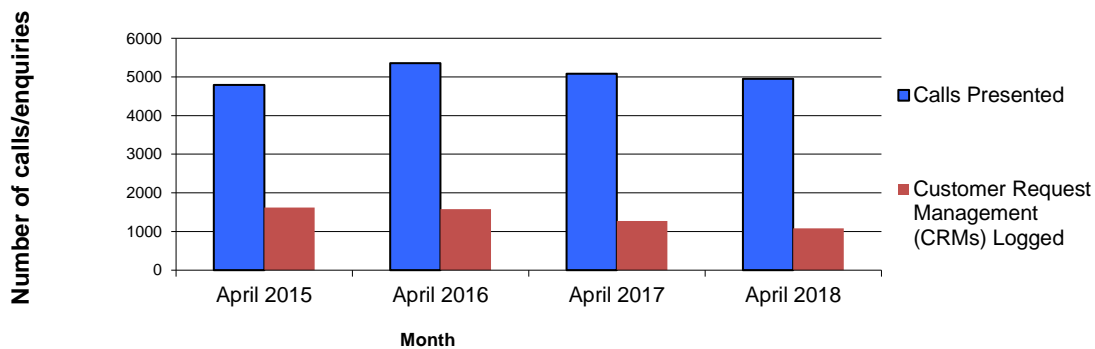


■ Matamata ■ Morrinsville ■ Te Aroha

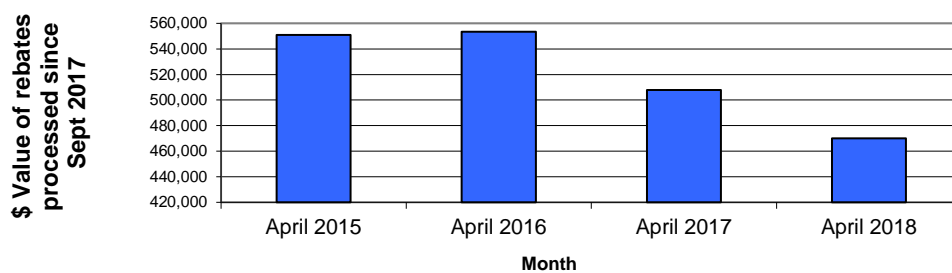
5. Service Delivery Overview

5.1 Customer Services

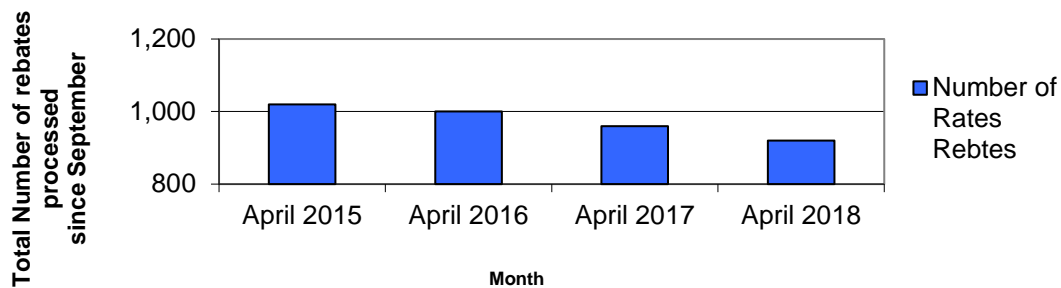
Customer Service Calls & CRMs logged



Rates Rebates - total value processed

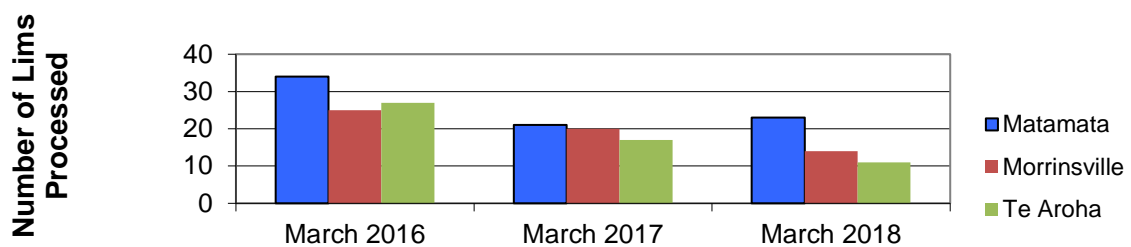


Rates Rebates - total number processed



Rate Rebates – 920 applications have been processed since applications opened in September 2017, totalling **\$469,974.95**

LIMs - Land Information Memorandum



LIM (Land Information Memorandum) – 48 applications were received in April, **19** of these were urgent requests.

5.2 Kaimai Consultants

5.2.1 Roading

Maintenance Contract – Fulton Hogan April 2018 activities – Contract 1985

- The cyclic crews continued with pothole repairs, EMP (edge marker post) replacements, detritus removal and culvert cleaning.
- The stabilising crew completed the pre reseal program, and spent the remainder of the month on the Stanley Rd South area wide treatment.
- The drainage crew have been working on the Stanley Rd South area wide treatment site.
- The hotmix crew have carried out a small number of asphalt repairs across the network.

Other Contracts and Activities

Contract No. 2178 Supply and Installation of LED Streetlights 2017/2018

- This contract was awarded to McKay Limited and entails the replacement of existing lights (scheduled) with LED lights in Morrinsville, Matamata and Te Aroha. 206 LED's have been installed. Contract works have been completed and final payment was made on 20 April 2018.

Contract No. 2191 Supply and Installation of LED Streetlights 2017/2018 - Stage 2

- This contract was awarded to Downer New Zealand Limited and entails the replacement of 329 existing lights (scheduled) with LED lights in Morrinsville, Matamata and Te Aroha. Work commenced last week.

Contract No. 2194 Supply and Installation of LED Streetlights 2017/2018 - Stage 3

- This contract was awarded to McKay Limited and entails the replacement of existing lights (scheduled) with LED lights in Morrinsville, Matamata and Te Aroha. Lights have been ordered and are expected to arrive mid-July when installation of the lights will commence.

Other

- Reseals – Contract 2098 – Fulton Hogan. This is a 2+1+1 Contract. Contractor now proceeding with reseals across the district. Currently approx. 95% through 17/18 reseals programme.
- Bridge 53 Rail Replacement - Contract 2193 – Works completed
- Road Marking – Contract 2177 awarded to Roadmarkers New Zealand. Urban remarking completed. Complete.
- Signs – Contract 2119. Contractor – Directions (3+1+1 contract). Works ongoing
- Corridor Access Requests – Twenty five (25) CAR's were processed in April.
- High Productivity Motor Vehicle (HPMV) Permits – Two (2) HPMV permits were processed in April.
- Overweight Permits – Two (2) overweight permit applications were processed in April.

Works Programme 2017/18

- Matuku Road (section between Hangawera Rd and Reay and Watson Rd) - Contract 2163 awarded to J Swap Contractors. Complete.

Package 1 - Contract 2176 – Contract awarded to J Swap Contractors.

- Okauia Springs Rd (RAMM 50-1100). Pavement rehabilitation. Complete
- Peria Rd (RAMM 928-1935). Pavement rehabilitation. Complete

Package 2. Contract 2180 – Contract awarded to J Swap Contractors.

- Landsdowne Rd (RAMM 20-1000). Pavement Rehabilitation. Complete
- Old Te Aroha Rd (RAMM – 5770) Slip repairs. Gabion wall construction. Complete

Package 3. Contract 2185 – Contract awarded to J Swap Contractors.

- Morrinsville-Tahuna Rd (RAMM 8375-8625). Minor Improvement works to improve alignment on bend. Complete.
- Rawhiti Rd Matamata (RAMM 600-1100). Pavement Rehabilitation works complete. Informal pedestrian crossing adjacent to Pohlen Hospital. Complete.

Package 4. Contract 2189 – Contract awarded to Schick Construction

- Piako Rd (RAMM 1878-3275). Pavement rehab. Works 95% complete. Surface preparation under way for sealing. Programmed for sealing week starting 15 May 2018.
- Waterworks Rd (RAMM 833-7400). Minor Improvement works. This entails pavement works (seal widening) that complement the earthworks that were undertaken last financial year to improve the alignment and visibility on this narrow rural road. Work will start upon completion of the Piako Rd works.

Other

- Woodlands Rd Seal Extension. Fulton Hogan have now completed the drainage and sealing works on Woodlands Rd.
- Stanley Road South rehab. (RAMM 1823-2416). Fulton Hogan did this job under their maintenance contract rates. Complete.
- The roading survey / design team is now busy doing surveys / designs for the 2018/19 forward works programme.

Events and Road Closures

- *All Events within the Road Reserve are subject to formal approval by Council and NZTA (if held on a State Highway). Road Closures are subject to formal approval including advertising, insurance and traffic management approval.*
- There are no events on our calendar for May 2018.
- The 2018 Aroha Cruise-In has just been confirmed for 6 October. We are now waiting for the formal application for road closures.

5.3 Kaimai Valley Services

Gardens

- All of the winter annuals have been planted.
- Roses' deadheading is occurring fortnightly and spraying of the roses is underway.
- Work is underway to identify the areas that need replanting in the Autumn/Winter.
- The preliminary "MILK RUN" (Work Flow planning) in the CBD's and High profile gardens is working well, a similar concept is being worked into operation with the rest of the gardening and mowing team.

Mowing

- The vigorous growth season has finally showing signs of slowing down and the mowing team are back on track with their weekly/fortnightly mowing schedule. I would like to recognise that the mowing and gardening teams have certainly provided a sterling effort this season. The year has been long and drawn out with very little spare time.
- The autumn renovations have been completed and the entire fertilizing program for the sports fields has been accomplished.
- There have been continual quality improvements from the walker mowing team. They are now mechanically trimming the hard edges at the pensioner units. Chemical control was previously used.
- The replacement mower operator for the walker mowers is being advertised and appointment will be made soon.

Cleaning and Rubbish Collection

- Cleaning positions have been advertised for the Matamata Civic Centre. Applications close shortly.
- Ongoing additional rubbish collections to what is normally picked up are still being carried out in Matamata. The increase in rubbish volume has certainly been noticed.
- There has also been an increase in the amount of house hold rubbish being dumped in or beside the council rubbish bins. This is a concern as the amount of extra rubbish has been trending upwards.

Contracts

- The cleaning contract at the council buildings is continuing but this will be something that staff would like to bring back in house. The reason for bringing this service back in house is that we'll have better control over performance provided.
- Arborcare contract of \$160,000 is getting close to being spent. Currently sitting at \$150,000 with two months to go to the end of the financial year. With this in mind, only urgent tree work is being carried out and non-priority work is being held to after 1 July.

Other

- The last round of the Herd of Cow installations in Morrinsville has gone well. There are two cows left for placement. The last two have been held up because of issues with location for one and the plinth having a crack in it and having to be re cast.
- With the higher than normal growth and the extra demands on the mowing and gardening teams, the Parks and Reserves budgets are currently over budget. This has been presented in the six monthly forecasting and all steps are being taken to limit the amount that the budget will be over.



Te Aroha Domain gardens

5.4 Water and Waste Water

Waste Water

Waihou Waste Water Plant

- Last three months the plant is compliant in all of the resource consent parameters.
- A report outlining costing's for improvements in discharge parameters has been received from Mott MacDonald consultants and staff are in the process of analysing the findings.

Morrinsville Waste Water Plant

- Currently in compliance with all discharge limits.
- The plant is experiencing no major issues.

Te Aroha Waste Water Plant

- Currently in compliance with all the discharge limits.
- The plant is experiencing no major issues.

Matamata Waste Water Plant

- Currently in compliance with all discharge limits.
- Currently experiencing no major issues.

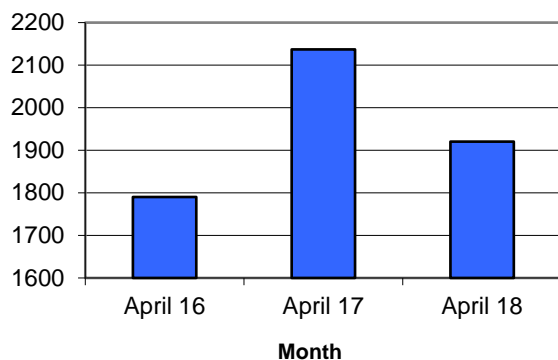
Tahuna Waste Water Plant

- Currently in compliance with all discharge limits.
- Currently experiencing no major issues.

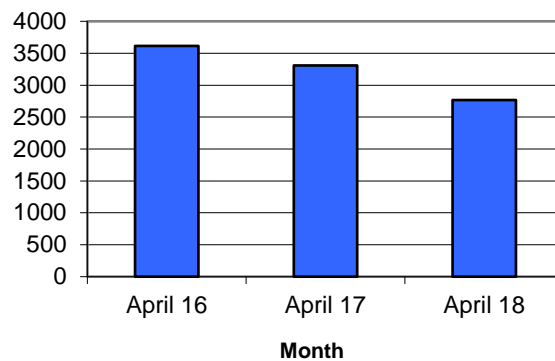
6. Business Support Overview

6.1 Community Facilities Operations

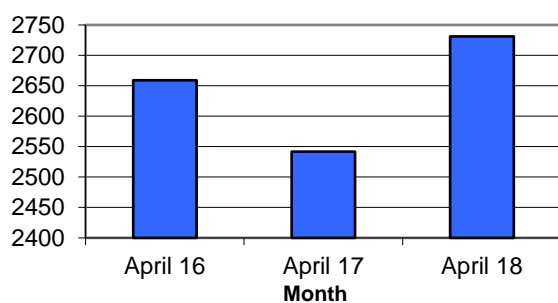
Te Aroha i-SITE
Number of visitors
Door counter



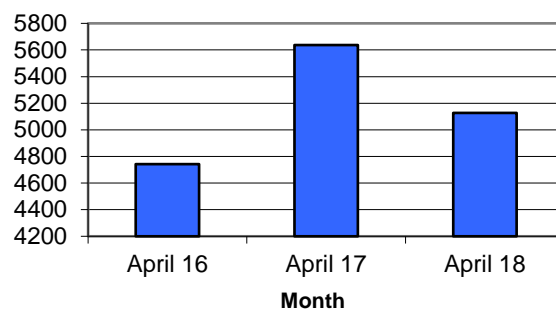
Swim Zone Te Aroha
Cash Register Reports
Number of visitors



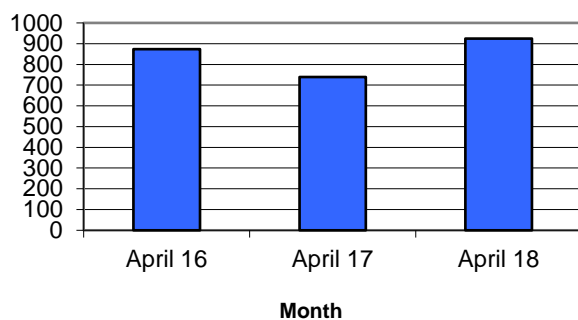
Te Aroha Mineral Spas
Cash Register Reports
Number of visitors



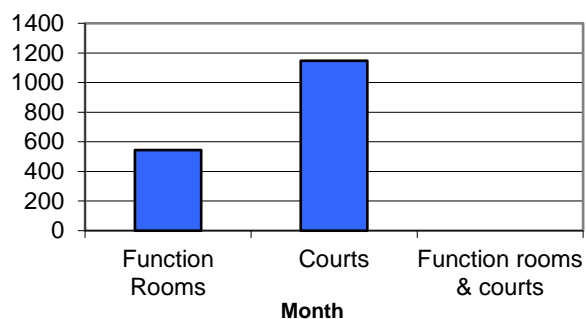
Swim Zone Matamata
Cash Register reports
Number of visitors



Firth Tower Visitor Numbers (manual count)



Silver Fern Farms Events Centre
Users & Spectators
February 2018



Te Aroha Mineral Spas.

- Busy Easter and school holidays for the spa baths and spa treatments

Firth Tower Museum.

- The VW car club held a rally at the Museum grounds during Easter. 150 cars and 450 people attended the event.
- Heritage rescue television programme was filmed in the Tower with the displays upgraded by the TV crew and MHS members. This work took 5 days to complete.

Swim Zone Matamata.

- The dive pool and toddler's pool have closed for the season.
- New pool covers installed at the outdoor 25 metre pool

Swim Zone Te Aroha

- The school holiday period was busy at the facility.

Swim Zone Morrinsville

- Closed for winter

Matamata Aerodrome.

- Turf renovation work has been carried out on the main runway 10/28. Pest and bird control work has been carried out.

Te Aroha i-SITE

- Working on visual display upgrades. Cobranding Tourism NZ/i-SITE

Domain Pavilion

- Regular users scouts, keas and cubs; Pilates twice weekly.

6.2 Assets Strategy and Policy

Development contributions and LIMS

- Development Contributions processed - (13) Building Consents, (0) PIMs (3) Landuse Consents, (4) Subdivision Consents
- (0) Special Assessments
- (48) Lim Enquiries

Roading

- Staff attended Road Efficiency Group R12 workshop in Tokoroa. Self-reflection & sharing: what worked and what needs improvement with the process to complete the future AMP.
- Staff attended Regional Road Safety Forum: Topics –Speed limit bylaws, Government signals of changing priorities, Child restraints-Regional approach, Heavy vehicle rest stops implementation plan.
- Staff including two Kaimai Consultant staff attended RATA forum: Topics - Crack detection. High speed data collection. Understanding HPMV's (pinch points, narrow roads, access). East Waikato NOC-learnings from NZTA.
- Staff met with WRC & NZ Transport Agency re proposed Stock Truck Effluent dump, store and retrieve station at the junction of SH29/SH24. MPDC staff assisting with supplying contacts to affected Iwi.

Utilities

- Staff attended a briefing by WRC on the new Stormwater guidelines for the Waikato which will replace the present use of Auckland ones from 1 July. Effectively the calculation of existing runoff will be less and the runoff from developments will be more.
- The backflow register is now fully set up with 621 sites currently included. Three district plumbing firms have applied to be approved certifiers within the district – one from each of the 3 towns.
- Significant time has been spent assisting with the collation of information for the Morrinsville RC hearing.

Parks & Facilities

- Researched history and current status of former tennis club site in Waharoa.
- Completed Sport Waikato performance survey.
- Reviewed District Sports Facility data for Regional Sports Facility Plan Review.
- Met with members of Te Miro Pest Control Group a new volunteer community group keen to control rats and possums at the Outdoor Adventure Park.
- Visited Whitianga Aerodrome to look at hangar development options and issues. Staff will report to the Aerodrome Committee on this in future.
- Xyst Consultants was the successful tenderer to facilitate the reserve management plan and outline plan processes for the Waharoa (Matamata) Aerodrome.
- Met with 'Local Community Rapurapu Reserve Committee' about potential projects and developing a Memorandum of Understanding between Council and the Group.
- Attended Local Authority Property Association regional meeting.
- The annual external playground safety audit report has been received. It concluded that:
 - The majority of the playgrounds were in good condition
 - The level of compliance to the playground safety standards is at a comparatively high level (a compliance rate of 86%)
 - The level of maintenance was generally at a good standard
 - Some minor play equipment maintenance issues were identified for action.
 - Ten safety surfaces did not comply with the standard. The auditor did however notice improvement in the condition of the loose fill compared to last time.
 - The auditor noted that using artificial grass and in-ground edging at new playgrounds has improved access and reduced maintenance.

- The audit confirmed that some equipment at Kowhai Street and Tom Grant need replacing. This equipment had already been identified by staff for replacement within the next two years.

Council Consents Received Report

Type(s): 100 - Resource Management , 101 - Subdivision , 102 - Landuse , 103 - Certificate of Compliance , 104 - Designations ,

Start Date: 01/04/2018

End Date: 30/04/2018



Printed: 11/05/2018

RC NUMBER	APPLICANT	DATE LODGED	CONTACT	ADDRESS	WARD	PROPOSAL	ACTIVITY STATUS	NOTIFICATION
102-2011-10419-4	Rings Scenic Tours Limited	23/04/2018	Urban Perspectives Limited	472 A Buckland RD RD 2	Matamata Rural	Change of consent conditions to allow, in lieu of the construction of a new visitor centre; - The shires rest to remain as visitor centre and cafe rather than to be converted to staff offices. - The construction of a new staff office complex.	Discretionary Activity	Non Notified Application
102-2012-10610-2	Ms Patricia Thomas	12/04/2018	BCD Group Limited	2568 State Highway 26 RD 2	Morrinsville Urban	To vary conditions of consent relating to car parking	Discretionary Activity	Non Notified Application
101-2016-11196-3	Sunridge Park Limited	20/04/2018	Cogswell Surveyors Limited	Snell ST Morrinsville	Morrinsville Rural	To vary the conditions for vehicle access and easement layout purposes	Non Complying Activity	Non Notified Application
103-2018-11562-1	Mr Michel Arnephy Mrs Janna Arnephy	11/04/2018	Mr Michel Arnephy Mrs Janna Arnephy	6 Ballybunnion CR Morrinsville	Morrinsville Urban	To construct an archgola encroaching the side yard setback requirement	Permitted Boundary Activity	Not Applicable
102-2018-11565-1	Mr Timothy Vedder	23/04/2018	Mr Timothy Vedder	1094 Tauranga RD RD 3	Matamata Rural	To construct a sleep out encroaching the side and rear yard setback requirements	Restricted Discretionary Activity	Non Notified Application
101-2018-11570-1	Mr Richard Treloar	13/04/2018	Surveying Services Limited Hamilton	Quine RD RD 3	Morrinsville Rural	Boundary adjustment that results in a change of area of one of the lots by more than 10%. Part cancellation of easement ref 10781129.7 in so far as Lot 4 DP 509951 is concerned	Non Complying Activity	Non Notified Application
101-2018-11576-1	Luxton Farms Limited	05/04/2018	Louise Feathers Planning Limited	State Highway 27 RD 1	Morrinsville Rural	To undertake a non-complying subdivision in the Rural Zone	Non Complying Activity	Non Notified Application
102-2018-11577-1	Manjit Singh	06/04/2018	Manjit Singh	Tainui RD RD 3	Morrinsville Rural	To erect a third dwelling on site for a full-time farm worker	Discretionary Activity	Non Notified Application
102-2018-11578-1	Mr Joseph Webby	12/04/2018	Redpath Pacific Ltd	366 Bell RD RD 1	Morrinsville Rural	To construct a calf shelter 21m from the front boundary, where 25m is required	Restricted Discretionary Activity	Non Notified Application
101-2018-11579-1	Mr Darryl Houghton	13/04/2018	Blue Wallace Surveyors Limited	19 Lorne ST Morrinsville	Morrinsville Urban	To create two residential lots	Controlled Activity	Non Notified Application
102-2018-11581-1	Mr Roderick McKinnon	20/04/2018	Mr Roderick McKinnon	302 Taotaoroa RD RD 2	Matamata Rural	To construct a second dwelling for a farmworker	Restricted Discretionary Activity	Non Notified Application
102-2018-11582-1	Mr Bruce Freemantle	23/04/2018	Tiaki Engineering Consultants Limited	1462 Alexandra RD RD 1	Matamata Rural	To construct two bridges of the Waiheka Stream	Discretionary Activity	Non Notified Application
102-2018-11583-1	Mr Colin Hicks	23/04/2018	Mr Colin Hicks	122 Pond RD RD 2	Matamata Rural	To construct a new vehicle entrance not complying with separation distances	Restricted Discretionary Activity	Non Notified Application
101-2018-11584-1	Mr Stewart Broomhall Mrs Raewyn-Beth	26/04/2018	Barr & Harris Surveyors Limited	Beatty RD Matamata	Matamata Urban	To create two residential lots and a balance lot to be amalgamated	Restricted Discretionary Activity	Non Notified Application
102-2018-11585-1	Mr Harsimranjit Dhillon	24/04/2018	Mr Harsimranjit Dhillon	12 Stirling ST Te Aroha	Te Aroha Urban	To relocate a second hand dwelling onto a vacant site	Discretionary Activity	Non Notified Application
102-2018-11586-1	Mr Rene Rutten	27/04/2018	Mr Rene Rutten	943 A Waiheka RD RD 1	Te Aroha Rural	To construct a third dwelling onsite associated with a broiler chicken farm	Discretionary Activity	Non Notified Application
101-2018-11587-1	Mr Keith Manning Mrs Rosaleen Manning	30/04/2018	GeoMetrix Limited	2 Short ST Te Aroha	Te Aroha Urban	Residential infill subdivision to create two lots from an existing title	Restricted Discretionary Activity	Non Notified Application

	Current Activity Status
	Serious issue, one or more targets will not be met
	Identified issue may cause problems to one or more targets, may require delay or further reports to council
	On track to time, budget and resource targets.
	Complete

Project	Project Manager	Project Start Date	Project Finish Date	Current Activity Status	Comments on Activity	Interdependencies	Reporting
Mt Misery Replacement Reservoir	Aaron Toone	01/07/2014	30/06/2017		Old reservoir demolition and hydroseeding complete, grass is starting to strike. Remaining drainage work, farm water tanks and supply line, and final fencing to begin within a fortnight.	Comms, KVS, IT, Assets, H&S, Planning, Building, Legal, CS	Council
PC 47 - Three Towns, Development Control, Subdivisions and Zoning	Ally van Kuijk				Majority of PC 47 became operative end March 2018. Kuranui Rd has no appeals and will become operative in June. Banks Rd appeal progressing with Judge currently considering all submissions regarding 'on/off scope'.	Comms, CS, IT, S&P, KC, FABS, Legal	Council
PC 49 - Waharoa Zoning and Development	Ally van Kuijk	01/03/2016			Project plan approved, external assistance currently being engaged.	Comms, IT, Records, CS, FABS, S&P, Legal	Council
Regional RMA Policy	Ally van Kuijk	01/11/2015			The regional council have indicated that they are undertaking a variation to review the rules regarding the Waihou and Piako catchment in the regional plan, this work is to be started once the Hauraki Iwi Settlement is finalised. They are also initiating a review of the whole regional plan, and starting other work streams for the implementation of the RPS (heritage and biodiversity being two of these). We are dependent on WRC re timing . We will investigate the feasibility of collaborating with other TAs on this project where we have mutual interests. Plan Change 1 - Health Rivers has closed and Council has lodged a submission. Hearings will be held later in 2018.	S&P, Legal, Comms	Council
RMA Changes	Ally van Kuijk	01/07/2017			Implemented new changes that came into force on 17 October. Initiated discussion with Ngati Haua around Iwi agreements.	S&P, Legal, Comms	Council
Add tags to existing book stock for RFID	Claire Scott	01/06/2017	01/10/2017		Tagging project now completed at all libraries.	Libraries	Council
Water meters Tills Road Supply	Graham Robertson				Not a priority at present.	Planning, Legal, FABS	Council
Online Voting	Jenni Cochrane				Legislative changes to allow a trial of online voting are currently working through the parliamentary process. Central Government have confirmed there will be no government funding available for this project for the 2018/19 year. SOLGM and LGNZ have also advised that there will be no levy across all Councils towards a trial, and that they are not resourced to continue the project management for this project.	Comms, Corp Legal	Council
RM/Website integration	Jenni Cochrane	01/07/2015	30/06/2017		Work has begun on this project, with a document structure set up in RM ready for testing to begin. An initial prototype has been developed. We are working with IT to setup the necessary infrastructure that will allow the web publisher to run from the perimeter network and serve the website with RM records that have been made accessible to the public. A pilot test is being set up to publish a set of documents from RM on the website (completed date amended). Project on hold	Records, CS, IT, Quality	Council
World Challenge Day	Jenni Cochrane	01/09/2017	07/06/2018		Work continues to attract registrations for this event. We currently have over 3000 people registered to take part. Work is also underway to establish 'hubs' in each of our towns for people to participate on the day where promotional videos will be played as well as live links with Kitikami, Japan.	Comms, CS	Council

Project	Project Manager	Project Start Date	Project Finish Date	Current Activity Status	Comments on Activity	Interdependencies	Reporting
District boundary signage (Welcome/Farewell)	Mark Naude				The construction of the signs are progressing.		Council
Review of Leisure Strategy and regional facilities	Mark Naude	01/07/2016			The draft findings/recommendation on the Recreation Facilities strategy were presented to a council workshop in February. Another workshop on this has been programmed for July.	Community Facilities	Council
Review Track Strategy	Mark Naude	01/08/2015			Drafting of new strategy has begun in preparation for a workshop with the new Council. Timing to be confirmed as Council workshop timetable is heavily focused on LTP at this time.	KC, Planning, CS, Records, KVS, Legal	Council
Annual Report 17/18	Michelle Staines-Hawthorne	01/04/2017	31/10/2018		Results for Q3 have been collected and reported to the Executive team. The interim audit is scheduled for 14-18 May, staff are currently preparing information for the audit.	FABs, Communications, Assets	Council
Bylaw and Policy review 17/18	Michelle Staines-Hawthorne	01/10/2017	30/06/2018		17/18 Project At this stage policy review is limited outside of the LTP project - - Fires in open spaces bylaw - a review of the bylaw will now focus on the revocation of any powers that duplicate those held by the new authority. Staff have contacted FENZ to start consultation on the revocation of the Fires Bylaw (as required by legislation) and are waiting for a response. - Grants policies - overall review of all policies to align with LTP in 2018 is needed (non-statutory). - Sustainability policy - review required (non-statutory) Work on the review of the sustainability policy has not yet started.	Comms, Rural Fire, Assets	Council
Community Grants 17/18	Michelle Staines-Hawthorne	01/07/2017	30/06/2018		Both funding rounds for 17/18 have now been completed and reported to Council. Grant recipients have all been advised and payment is currently being arranged with recipients.	FABs, Planning, Community Facilities, Assets	Council
Community Resource Consent Grant	Michelle Staines-Hawthorne	01/07/2017	30/06/2018		17/18 Project - one funding application has been received this financial year. This was reported to Council's November 8 Meeting for a decision. No further applications have been received.	FABs, Planning, Community Facilities, Assets	Council
Development Contributions Review	Michelle Staines-Hawthorne	01/07/2016	30/06/2018		The development contributions review is being undertaken alongside the LTP project. Consultation has now closed and a hearing is scheduled for 16 and 17 May with final adoption on 27 June.	FABs, Assets, Planning	Council
Economic Development/UFB application	Michelle Staines-Hawthorne	01/05/2015	30/06/2017		Council has included an additional \$50k for Economic Development initiatives for the Draft Long Term Plan 2018-28. A Big Business Breakfast was held on 12 April at the Te Aroha Council Office.	Assets, KVS, KC, Planning, Comms, LIBS, IT	Council
Heritage Buildings Sites Protection	Michelle Staines-Hawthorne	01/07/2017	30/06/2018		17/18 Project - no funding applications have been received this financial year.	FABs, Planning, Community Facilities, Assets	Council
LGNZ Excellence Programme improvements	Michelle Staines-Hawthorne	01/10/2017	30/06/2018		Please refer to the CEO's report for details on progress on improvement recommendations.	Comms, Assets, FABs and Eteam	Council
LTP 2018-28	Michelle Staines-Hawthorne	01/09/2016	30/07/2018		Consultation has now closed and a hearing is scheduled for 16 and 17 May with final adoption on 27 June.	All managers	Council

Project	Project Manager	Project Start Date	Project Finish Date	Current Activity Status	Comments on Activity	Interdependencies	Reporting
LTP/Annual Plan Grants	Michelle Staines-Hawthorne	01/07/2017	30/06/2018		The majority of grants have been paid, staff are just chasing the any remaining .	FABs, Planning, Community Facilities, Assets	Council
Own your own housing review	Michelle Staines-Hawthorne	01/07/2015	01/12/2016		Review of management structure of the own your own housing scheme in Morrinsville. This project was anticipated to commence in the second quarter, however with changes in staff this is currently not anticipated to take place until 2019	KC, Assets	Council
Representation Review	Michelle Staines-Hawthorne	01/07/2017	30/06/2018		Options for the representation review were workshopped with Council on 11 April. A communications plan is currently being developed and will be workshopped with Council on 23 or 30 May. A formal report for approval will be sent to Council on 13 June.	Comms	Council
Section 17a LGA review	Michelle Staines-Hawthorne	01/10/2015	01/12/2016		Council is required to review all services under 17a of the LGA by 2017, these reviews have been completed and a paper was sent to Council's August meeting for approval. The project will now move in to a forward planning phase for the six yearly review process.	All managers	Council
Significant Natural Features 17/18	Michelle Staines-Hawthorne	01/07/2017	30/06/2018		17/18 Project - funding round is currently open, we have received a couple of queries however no formal applications have been received to date. Staff will continue to work with current grant holders to get works and protection mechanisms completed.	FABs, Planning, Community Facilities, Assets	Council
Treaty Settlements	Michelle Staines-Hawthorne	31/10/2013	30/06/2017		<p>Hauraki Treaty Settlements - Ngati Rahiri Tumutumu</p> <p>Council has discussed the Hauraki Treaty Settlements and these discussions with the Crown and Ngati Rahiri Tumutumu are on-going. Timelines are driven by Crown and Iwi. Draft legislation and easements have been received for review by staff, with feedback being provided to the Crown. We are currently waiting on updated versions of the deed drafting and settlement legislation for review. No further updates are available at this stage.</p> <p>Hauraki Treaty Settlements - Co-governance</p> <p>An update was sent to Council in February regarding the co-governance proposals which have largely been settled. Further discussions on an MOU regarding RMA mechanisms has been discussed informally with Council at its 1 November meeting.</p> <p>Ngati Hinerangi Treaty Settlements</p> <p>Staff were approached early 2016 regarding the Ngati Hinerangi Treaty Settlement process, a report updating Council was sent to its May meeting with arrangements with Ngati Hinerangi largely settled, Staff are awaiting deed/legislation drafting. No further updates are available at this stage.</p>	Planning, Assets	Council

Project	Project Manager	Project Start Date	Project Finish Date	Current Activity Status	Comments on Activity	Interdependencies	Reporting
Waikato Spatial Plan (Regional Collaboration)	Michelle Staines-Hawthorne	01/11/2014	15/12/2016		Council adopted the Waikato Plan at its meeting on 12 July 2017. Council also endorsed the setup of the Waikato Plan Leadership Group to oversee the implementation of the plan with delegations and membership as per an agreement and terms of reference. This provided that the Joint Committee membership will be as follows: <ul style="list-style-type: none"> • Independent Chairperson (non-elected member) • Local Government – five representatives • Tāngata whenua – up to six representatives • Business / Community – up to four representatives • Government Agencies – up to four representatives (non-voting) An update on the Waikato Plan was provided at the March COC meeting, along with the last minutes of the committee.	Planning, Assets, Comms,	Council
Youth	Michelle Staines-Hawthorne	01/11/2017	31/12/2018		The VYA has been set up for 2018, their first official meeting was held on 11 April 8-9am in the Te Aroha boardroom. The next meeting is scheduled for 9 May, 730-8.30 at Morrinsville College	FABs, Community Facilities, Assets	Council
Amend Stock underpasses ownership. Person paying for the installation to take ownership.	Raymond Short	01/07/2015			Project deferred pending other priorities.	Legal, KC	Council
District parking review	Raymond Short	01/07/2016			Staff and the Mayor have met with the Morrinsville Business Association and their comments will be incorporated into the Council report in June.	Planning, Legal,	Council
Investigate structural Loading capacity for Bridges with unknown capacity	Raymond Short	01/07/2015			A desk-top assessment of a number of bridges was undertaken in preparation for Vehicle Dimension and Mass rule changes due in December 2017. HPMV restrictions are posted on Council's website. 50 max restrictions are to be posted. It has been decided to undertake more detailed investigations on timber bridges.	KC, Comms, CS	Council
Morrinsville Crossings - look at signage and road marking to improve visibility of current informal crossings and progressively renew these	Raymond Short	01/07/2015			This work has been completed. There have been some complaints about the pedestrian crossing being unsafe and more warning is required. Staff have looked into providing more signage but this is not feasible and the pedestrian crossing meets the marking and signage requirements. An article has been placed into the local papers to ensure the community are aware of the new pedestrian crossing.	KC, Assets, KVS, Comms, CS	Council
Wardville / Tower / Armidale upgrade	Raymond Short	01/07/2015			Electronic signage installed. Periodic monitoring of intersection underway to assess effectiveness. Progress report given to Council in March 2017. A further report will be prepared for Council consideration.		Council
Matamata Civic Centre Upgrade	Roger Lamberth	01/07/2014	01/03/2018		Practicle completion issued dated 3 May 2018. Code compliance is expect end of month once enhanced hearing equipment has been installed. Meeting Rooms and Hall are being used by community groups. 99% Positive comments. Foyer left open dawn to dusk Anzac Day, approx 150 visitors between end of Civic service and dusk	All	Council
Cemetery data entry	Sheree O'Brien	01/08/2015	31/12/2016		6061 records now online	KVS, Comms, IT	Council
Continue discussion with Campbell/Bedford Park re Asset maintenance	Susanne Kampshof	01/07/2015			Campbell Park Trust has advised verbally that it does not wish to change the settlor to Council.	Assets, KVS,KC	Council

Project	Project Manager	Project Start Date	Project Finish Date	Current Activity Status	Comments on Activity	Interdependencies	Reporting
Investigations into surplus property	Susanne Kampshof	01/07/2015			New working group has been set up by Council to discuss these further.	KC, FABS, S&P, KVS	Council
Matamata Inner Walkway Land Acquisition - Part 1	Susanne Kampshof	01/07/2015			Matamata Rotary has completed the Peria Road to Dawson Street section. No other projects underway at this time.	All	Council
Morrinsville River Walkway Extension Land Acquisition	Susanne Kampshof	01/07/2015			The lease for Greenlea's is being developed after survey completed. The work on the survey and valuation is being completed for the Chattfield land and negotiations have started again with the property owern.	All	Council