



Matamata-Piako District Council Annual Community Views Survey Report

June 2019

Executive Summary

Executive Summary

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

The final sample size (total number of residents interviewed) is n=400. The sample frame was designed to be proportionate to each ward, i.e., to ensure the sample is 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 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.

In 2019, overall satisfaction with Council has significantly decreased 14% from last year's results (58% cf. 2018, 72%). In a new measure, satisfaction with the leadership of Councillors and the Mayor is 55%. In previous years, residents were asked to give satisfaction ratings regarding the performance of Councillors and the Mayor so year-on-year comparisons are indicative. Verbatim comments indicate dissatisfaction with Councillors and the Mayor is driven by a lack of action.

COUNCIL PERFORMANCE	2019 TARGET	2015 SATISFIED & VERY SATISFIED	2016 SATISFIED & VERY SATISFIED	2017 SATISFIED & VERY SATISFIED	2018 SATISFIED & VERY SATISFIED	2019 SATISFIED & VERY SATISFIED	+/- Y.O.Y.	+/- DIFF. FROM TARGET
Overall satisfaction with Council	Not specified	65%	71%	68%	72%	58%	-14%	-
Leadership of Councillors and Mayor	Not specified	63%	65%	68%	70%	55%	-15%	-

In terms of contact and communication measures, 62% of residents are satisfied with their ease of access to Council information; this does not meet the KPM community satisfaction target of 63%. In 2019, preferred forms of contact from Council are through a Council page in the newspaper (67% cf. 2018, 27%), articles in the newspaper (53% cf. 2018, 25%), and email updates (40% cf. 2018, 40%). There are significant increases amongst most of the top 10 preferred forms of communication.

More than half of residents (56%) are satisfied with the public's involvement in the consultation process. This is on par with last year's results and exceeds the KPM community satisfaction target of 52%. User satisfaction with customer services has decreased by 6%, with 85% of residents satisfied with the customer service they receive (cf. 2018, 91%).

CONTACT AND COMMUNICATION	2019 TARGET	2015 SATISFIED & VERY SATISFIED	2016 SATISFIED & VERY SATISFIED	2017 SATISFIED & VERY SATISFIED	2018 SATISFIED & VERY SATISFIED	2019 SATISFIED & VERY SATISFIED	+/- Y.O.Y.	+/- DIFF. FROM TARGET
Ease of access to Council information	63% community satisfaction	61%	61%	63%	65%	62%	-1%	0%
Public involvement in consultation process	52% community satisfaction	48%	52%	49%	56%	56%	0%	+4%
Satisfaction with customer services (users)	Not specified	90%	88%	85%	91%	85%	-6%	-

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In 2019, satisfaction of the services and facilities is highest for cemeteries (89%). This is followed by sports fields (81%), parks and reserves (78%), aquatic facilities (72%), kerbside refuse, recycling collection services and transfer stations (65%) and playgrounds (64%). At a lower level, 44% of residents are satisfied with the management of flooding within urban areas, and 43% with the access to parking in shopping areas.

Satisfaction with sports fields has increased by 2%, while satisfaction with the cemeteries remains on par with last year's result. Satisfaction with aquatic facilities, and kerbside refuse, recycling collection services and transfer stations have both decreased 15%, while satisfaction with playgrounds and access to parking in shopping areas have both decreased by 7%. Satisfaction with parks and reserves has decreased by 6%, and satisfaction of Council's management of flooding within urban areas has decreased by 1%.

COUNCIL PERFORMANCE	2019 TARGET	2015 SATISFIED & VERY SATISFIED	2016 SATISFIED & VERY SATISFIED	2017 SATISFIED & VERY SATISFIED	2018 SATISFIED & VERY SATISFIED	2019 SATISFIED & VERY SATISFIED	+/- Y.O.Y.	+/- DIFF. FROM TARGET
Aquatic facilities	80% user satisfaction	75%	74%	70%	87%	72%	-15%	-8%
Kerbside refuse, recycling collection services and transfer stations	80% community satisfaction	73%	77%	85%	80%	65%	-15%	-15%
Cemeteries	80% visitor satisfaction	90%	88%	91%	89%	89%	0%	+9%
Management of flooding within urban areas	Not specified	40%	45%	41%	45%	44%	-1%	-
Parks and reserves	80% user satisfaction	75%	79%	83%	84%	78%	-6%	-2%
Sports fields	80% user satisfaction	81%	79%	79%	79%	81%	+2%	+1%
Parking in shopping areas	Not specified	-	56%	53%	50%	43%	-7%	-
Playgrounds	Not specified	-	74%	75%	71%	64%	-7%	-

Library use has decreased by 2% this year, with 38% of residents indicating they have used a library in the past twelve months. Morrinsville library continues to be the most used library, with more than half of library users (56%) indicating they have used this library. In terms of satisfaction, 85% of residents are satisfied with library services. This is a 5% decrease compared with last year's result, and does not meet the KPM target of 90%.

Use of the library online services has increased this year, with 34% of library users indicating they use the services. Satisfaction with the library online services has increased this year by 3% to 83%.

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LIBRARY SERVICES	2019 TARGET	2015 SATISFIED & VERY SATISFIED	2016 SATISFIED & VERY SATISFIED	2017 SATISFIED & VERY SATISFIED	2018 SATISFIED & VERY SATISFIED	2019 SATISFIED & VERY SATISFIED	+/- Y.O.Y.	+/- DIFF. FROM TARGET
Library services	90% user satisfaction	85%	85%	85%	90%	85%	-5%	-5%
Library online services	Not specified	80%	73%	90%	80%	83%	+3%	-

Seventy-seven per cent of residents are connected to a town water supply, a 3% decrease from last year's results. User satisfaction with this service has decreased by 12% this year (63% cf. 2018, 75%). Verbatim comments indicate dissatisfaction with this service is related to the taste and smell of water, as well as water pressure, and chemicals in the water.

Eighty-four per cent of residents are satisfied with Council's wastewater network, this is a 6% decrease from last year's results (cf. 2018, 90%).

WATER SUPPLY & WASTEWATER	2019 TARGET	2015 SATISFIED & VERY SATISFIED	2016 SATISFIED & VERY SATISFIED	2017 SATISFIED & VERY SATISFIED	2018 SATISFIED & VERY SATISFIED	2019 SATISFIED & VERY SATISFIED	+/- Y.O.Y.	+/- DIFF. FROM TARGET
Water supply services	Not specified	73%	79%	81%	75%	63%	-12%	-
Council's wastewater network	Not specified	91%	90%	92%	90%	84%	-6%	-

Satisfaction with the roading network being managed well for the long term has decreased this year to 45%. This is a decrease of 18% from last year's result (cf. 2018, 63%), and 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 decreased by 12% compared to 2018's results, with 44% of residents satisfied with the look, smoothness, and 'comfort of ride' of footpaths. Verbatim comments indicate dissatisfaction is with surfaces being unsafe as well as potholes and uneven surfaces.

ROADING NETWORK	2019 TARGET	2015 SATISFIED & VERY SATISFIED	2016 SATISFIED & VERY SATISFIED	2017 SATISFIED & VERY SATISFIED	2018 SATISFIED & VERY SATISFIED	2019 SATISFIED & VERY SATISFIED	+/- Y.O.Y.	+/- DIFF. FROM TARGET
Roading network maintained for long term	Not specified	59%	61%	59%	63%	45%	-18%	-
Footpaths	Not specified	48%	48%	51%	58%	44%	-12%	-

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Project Scope

Project Scope

BACKGROUND

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

RESEARCH OBJECTIVES

The findings of the annual Community 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 (LTP).
- 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.

METHODOLOGY AND SAMPLE

Interviewing for this year's Community Views Survey was carried out via a mixed-method approach utilising Computer-Assisted Telephone Interviewing (CATI) and online interviewing.

In previous years, Council has completed this work using a CATI only approach to collect responses from n=400 residents. Over the past three years we have noticed a marked change in how people communicate and engage in general. In response to this shift, over the last three years, Versus has adapted its preferred method of data collection and reporting, and a mixed-method approach combining CATI and online interviewing ensures a representative sample is achieved, and accounts for the declining trend in landline ownership.

The results from both forms of interviewing were combined and analysed as a single dataset.

In previous years, data was collected during a short timeframe of three to four weeks. To account for any seasonality in the results, we recommended undertaking the interviewing for this project at monthly intervals.

Interviewing for this work was completed between 20th July, 2018 and 30th April, 2019.

The final sample size (total number of residents interviewed) is n=400 (n=300 from CATI and n=100 from online interviewing) which gives a maximum Margin of Error (MoE) of +/- 4.90%.

Project Scope

QUOTAS

Sample quotas have been applied to each ward to ensure the final sample is proportionately representative of the district overall, and is consistent year-on-year. The final sample sizes/proportions by ward are outlined in the table below.

WARD	ACTUAL	SAMPLE SIZE 2019
Matamata	39%	156
Morrinsville	36%	144
Te Aroha	25%	100
Total	100%	400

WEIGHTING

Gender and age weightings have been applied to the final data set. Weighting ensures specific demographic groups are neither 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 age and gender 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 and under	16%	4.26
Female 39 and under	16%	1.60
Male 40 - 59 years	18%	2.25
Female 40 - 59 years	19%	0.85
Male 60 and older	15%	0.75
Female 60 and older	16%	0.44

QUESTIONNAIRE

The questionnaire for the 2019 Community Views Survey was constructed by Versus Research in conjunction with Council.

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 the appendix.

Analysis

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 +/- 4.90% 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 45.10% and 54.90%. 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	MoE AT THE 95% CONFIDENCE INTERVAL
Matamata	156	+/- 7.85%
Morrinsville	144	+/- 8.17%
Te Aroha	100	+/- 9.80%
Total	400	+/- 4.90%

STATISTICAL TESTING

Statistical 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. Statistical testing has been applied to those groups with more than n=30 respondents.

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 and tables as follows:

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

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 2019 overall (high-level view) result, presented first across the full rating scale (generally charted), including comparisons with 2018, 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.

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.

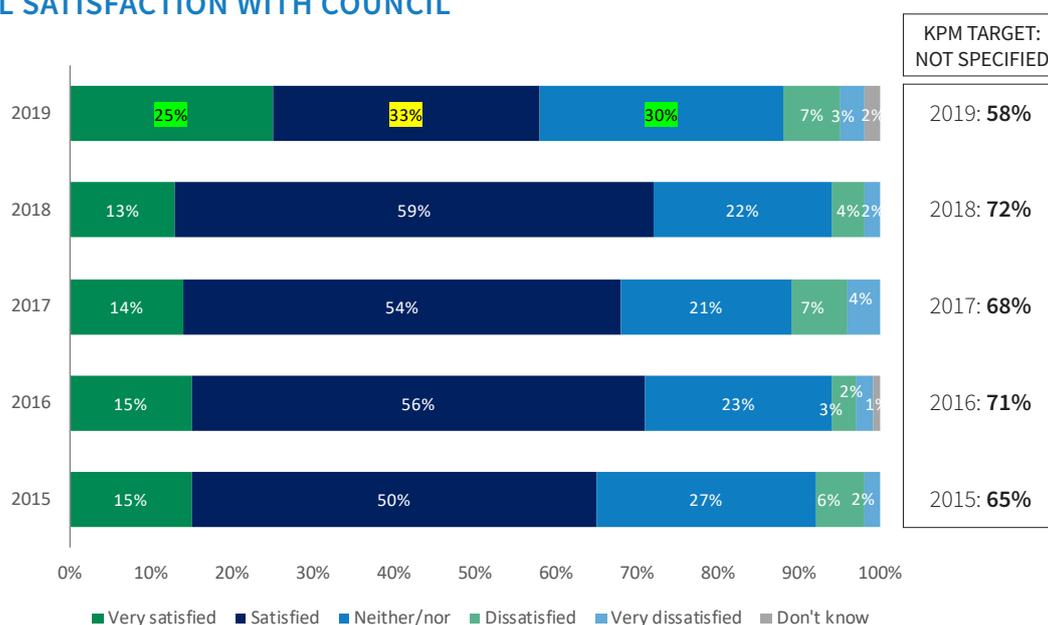
Council Performance

This section details the KPMs regarding satisfaction with Council overall; and the leadership of Councillors and the Mayor.

Overall Satisfaction with Council

In 2019, 58% of residents are satisfied (33%) or very satisfied (25%) with Council overall. A further 30% of residents are neither satisfied nor dissatisfied, while 10% are dissatisfied (7%) or very dissatisfied (3%), and 2% are unsure how to answer this. There is a significant increase in residents who are very satisfied (25% cf. 2018, 13%), as well as neither satisfied nor dissatisfied (30% cf. 2018, 22%), and a significant decrease in residents who are satisfied (33% cf. 2018, 59%).

OVERALL SATISFACTION WITH COUNCIL



Morrinsville residents have the highest satisfaction ratings (67%) with Council overall in 2019. This is followed by a 62% satisfaction rating from Te Aroha residents, and a 49% satisfaction rating from Matamata residents.

OVERALL SATISFACTION WITH COUNCIL, BY WARD

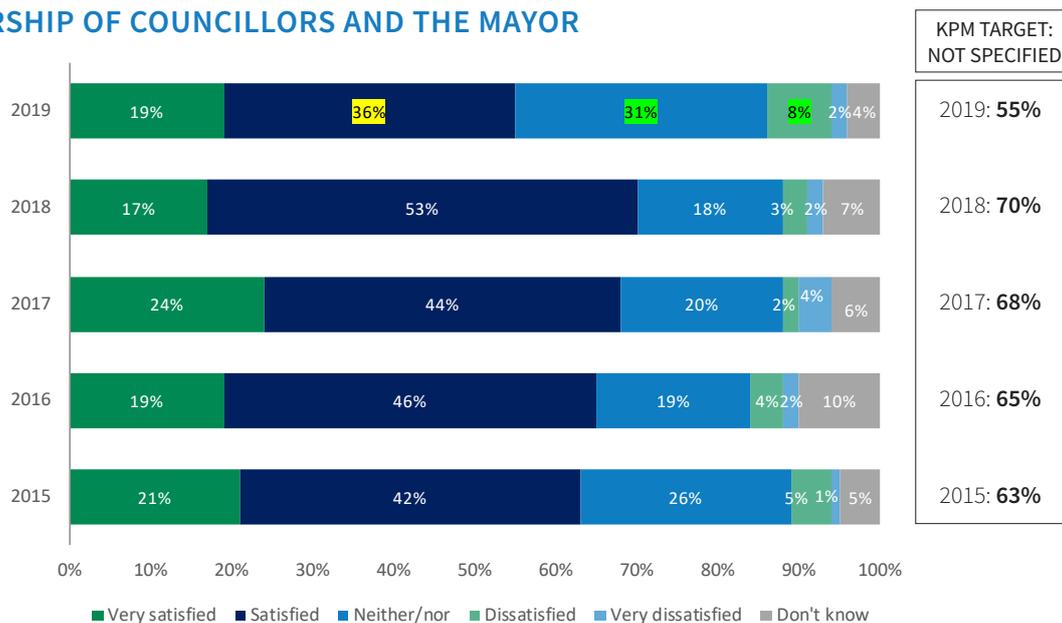
	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	400	156	144	100
Very satisfied	25%	20%	30%	26%
Satisfied	33%	29%	37%	36%
Neither satisfied nor dissatisfied	30%	32%	27%	31%
Dissatisfied	7%	12%	2%	5%
Very dissatisfied	3%	3%	3%	2%
Don't know	2%	4%	1%	0%

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; 2019 n=400.

Leadership of Councillors and the Mayor

More than half of residents (55%) are satisfied (36%) or very satisfied (19%) with the leadership of the Councillors and the Mayor. Following this, 31% are neither satisfied nor dissatisfied, 10% are dissatisfied (8%) or very dissatisfied (2%), and 4% are unsure how to answer this. There is a significant decrease in residents who are satisfied (36% cf. 2018, 53%), and a significant increase in residents who are neither satisfied nor dissatisfied (31% cf. 2018, 18%), and dissatisfied (8% cf. 2018, 3%)*.

LEADERSHIP OF COUNCILLORS AND THE MAYOR



Regarding the leadership of the Councillors and the Mayor, Morrinsville residents have the highest satisfaction rating in 2019 (60%). Te Aroha and Matamata residents both have an overall satisfaction rating of 52%.

LEADERSHIP OF COUNCILLORS AND THE MAYOR, BY WARD

	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	400	156	144	100
Very satisfied	19%	20%	21%	16%
Satisfied	36%	32%	39%	36%
Neither satisfied nor dissatisfied	31%	31%	31%	35%
Dissatisfied	8%	14%	3%	5%
Very dissatisfied	2%	2%	1%	2%
Don't know	4%	1%	5%	6%

Q. How satisfied are you with the leadership of Councillors and the Mayor? Base: All respondents 2015 n=400; 2016 n=400; 2017 n=400; 2018 n=400; 2019 n=400. *Year-on-year comparisons are indicative due to wording change in the questionnaire in 2019.

Leadership of Councillors and the Mayor

Twenty-five residents are dissatisfied with the leadership of the Councillors and the Mayor in 2019. The reasons for their dissatisfaction were recorded verbatim, coded by theme, and are detailed in the table below.

REASONS FOR DISSATISFACTION WITH THE LEADERSHIP OF COUNCILLORS AND THE MAYOR

THEME	NUMBER OF MENTIONS	VERBATIM COMMENTS
Lack of communication, lack of information	4	<ul style="list-style-type: none"> Lack of communication. Lack of future development. Because I've raised points with the Councillors, and I'm still waiting for the Mayor to ring me back from five or six years ago. And that's not good enough. So, their follow up is appalling. I have been told different things when I have made enquiries and generally have been mucked about. There is no communication and when there is, there is less than 24 hours' notice for meetings even if they are informal.
Lack of action	7	<ul style="list-style-type: none"> Nothing seems to happen except rates increases. Why is it all we hear about is how much the Mayor has done for Matamata - I don't see her picking up any tools and helping. I only know of one being active in the community, one says she watches but doesn't say much and two, never met and have never seen them do their job. Because of the main traffic going through the town and nothing is going to be done for another 10 years. I love the Mayor, but the Councillors aren't pulling their weight in the community. I have seen two at events but am sure there are more hiding. I never see them. I live rurally so don't even know who the Mayor or Councillors are. In general – they're all talk, no action.
Unhappy with Council decision	3	<ul style="list-style-type: none"> I am not very happy with how they are going about the Hobbiton issues, and the sports stadium, both the existing and proposed ones. They're wasting money to build a cycleway between Matamata and Te Aroha. Unpoliced town and then gang members are put in local accommodation. A lot of crime and it seems to be escalating and not addressed.
Cost of Council	1	<ul style="list-style-type: none"> Some expenses are often too much. Travelling in a V8 Holden for a year is a lot of fuel..the Mayor.
Lack of consultation; do not listen to public	5	<ul style="list-style-type: none"> Not enough consultation is provided for the community to have their say. e.g. Running of Starship. Too much wasted spending... e.g. bike trail. Facebook comments clearly showed locals were against it, but they went ahead and spent a lot on something no locals/ratepayers will use. All this while our rates increase. Once again poor, poor decisions. As with most Councils, they have an agenda and any pretence of actually giving the public the chance of expressing their opinions, is just a farce, no matter if we disagree on anything, we know they'll do what they've already decided. They forget we employ them. Wasting money on unimportant things. Need to listen to us - the local ratepayers and not what they want to rub their ego. They are not interested in issues you have and just bury their head in the sand.
Other single mentions	5	<ul style="list-style-type: none"> They are useless. Look at the parks and sport fields. Administration of the halls. They seem a law in themselves. I don't like the Mayor, she focuses on Te Aroha and Matamata.

Q. And why do you say that? Base: Those dissatisfied/very dissatisfied with Councillors and the Mayor's leadership n=25.

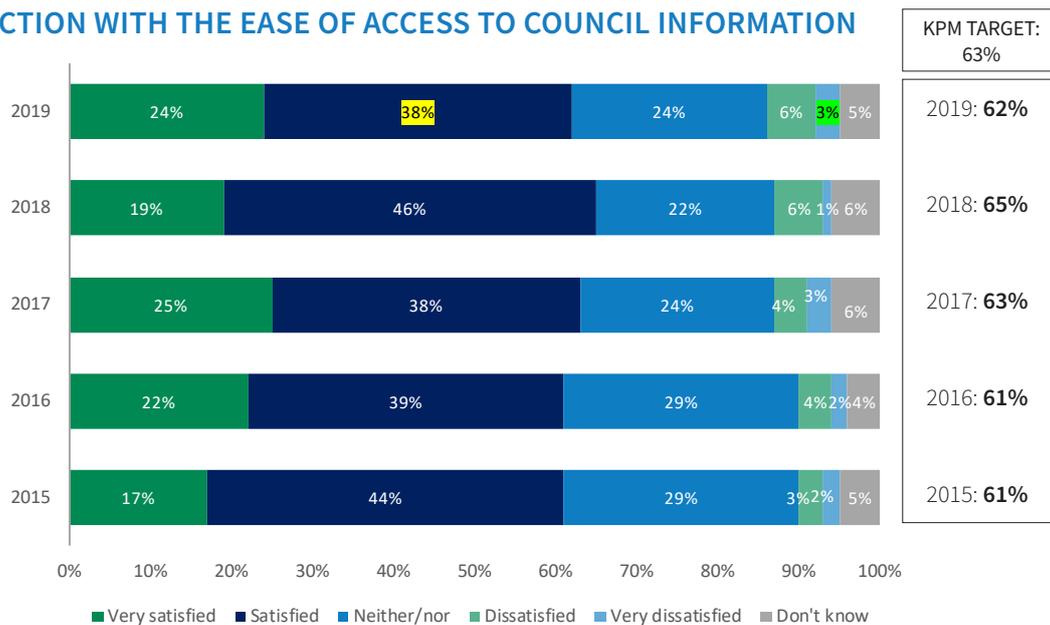
Contact and Communication

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.

Ease of Access to Council Information

Sixty-two per cent of residents are satisfied (38%) or very satisfied (24%) with the ease of access to Council information. A further 24% of residents are neither satisfied nor dissatisfied, 9% are either dissatisfied (6%) or very dissatisfied (3%), and 5% are unsure how to answer this. There is a significant decrease in residents who are satisfied (38% cf. 2018, 46%), and a significant increase in residents who are very dissatisfied (3% cf. 2018, 1%).

SATISFACTION WITH THE EASE OF ACCESS TO COUNCIL INFORMATION



Morrinsville residents (67%) and Te Aroha residents (64%) have the highest satisfaction ratings regarding the ease of access to Council information. Following this, Matamata residents have an overall satisfaction rating of 56%.

SATISFACTION WITH THE EASE OF ACCESS TO COUNCIL INFORMATION, BY WARD

	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	400	156	144	100
Very satisfied	24%	20%	25%	29%
Satisfied	38%	36%	42%	35%
Neither satisfied nor dissatisfied	24%	26%	22%	26%
Dissatisfied	6%	9%	4%	4%
Very dissatisfied	3%	4%	1%	3%
Don't know	5%	5%	6%	3%

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; 2019 n=400.

Ease of Access to Council Information

A total of 18 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 in the table below.

REASONS FOR DISSATISFACTION WITH THE EASE OF ACCESS TO COUNCIL INFORMATION

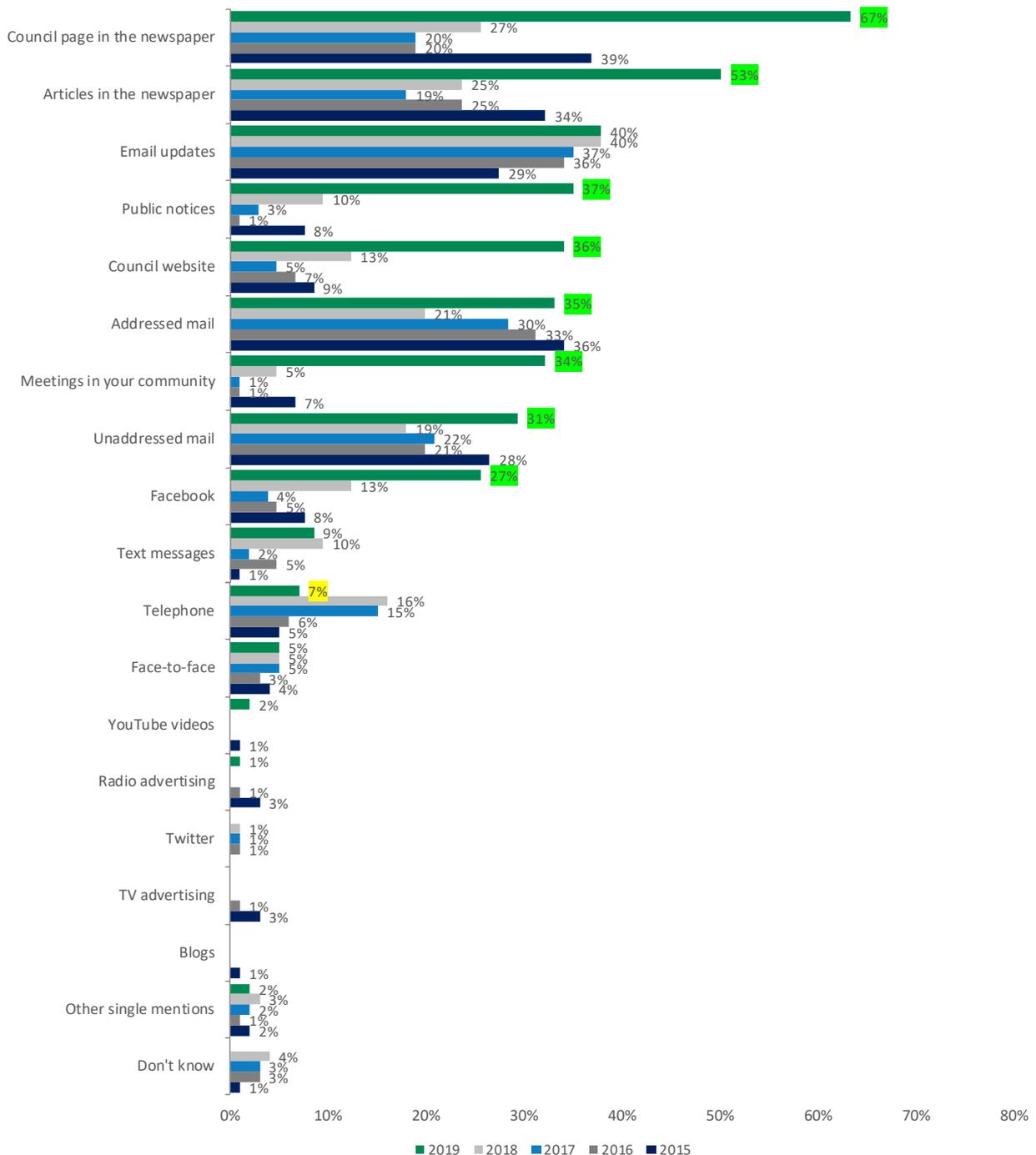
THEME	NUMBER OF MENTIONS	VERBATIM COMMENTS
Dissatisfaction regarding specific outcomes	1	<ul style="list-style-type: none"> I told them about the park, and they said it's the kids that wreck the grass but is not mowed and it's a tree that was chopped down and it's still there - disgusting!
Generally unhappy	4	<ul style="list-style-type: none"> Why are rates advices sent out 10 days before payment is due? Yes, things like this are budgeted for, but being new to the area and receiving our first rates advice 10 days before the due date (dated 1 August, received 4 August, due 15 August) is crazy. Other council areas we have been residents in send them out 1-2 months prior. They do what they want, they use rates on things out of Matamata like the Cambridge velodrome. Too many words on reports, I like photos and videos. I find we don't know all our councillors as we only see one present in the community so what are the others up to? I find they make decisions without asking us ratepayers, we should have final say on things. And more community events in Morrinsville - Te Aroha and Matamata get all the attention and Morrinsville is ignored by events and also not enough money coming back here. Nothing for teens to do and nothing to build communities like public movies. Hard to get a straight answer if you're not put through to correct person to begin with.
Unhappiness with timeliness in response	3	<ul style="list-style-type: none"> Slowness for replies. It took far too long to get our shed consent process and we were repeating ourselves 10 times. They have done nothing to help residents in the Waharoa area to help with the terrible odour coming from Open Country Dairy.
Lack of ready access to information	4	<ul style="list-style-type: none"> The Council is holding back information from the community. I don't know how to access Council information. Not enough information is provided to rural residents. Has the Council ever released an honest press release on anything, or accurately recorded minutes? To try and find information on the Council website is like a horrible maze with no ending.
Have to find information yourself	3	<ul style="list-style-type: none"> Hard to find. Unaware of any changes that aren't publicly posted in the local paper or by post. Difficult in obtaining the right information and answers when applying for a sub-division permit.
Other single mentions	3	<ul style="list-style-type: none"> I follow on Facebook then get unfollowed...annoying. They don't want to know about problems. The velodrome - and talking about putting another in Te Aroha. Clean up of Lake Taupo. The water meters in town - everybody thought fiber was going in, but they put in water meters. They seem to do what they want, when they want - I have not met one person that wanted the new council building, yet they said 77% of people wanted it - they even ripped out the monument in front of the old building that so many people didn't want it to go - there were protests to save it. They are a law under themselves and they don't seem to care. P.S. Where's Christmas - every town has lights - we have hobbits.

Q. And why do you say that? Base: Those dissatisfied/ very dissatisfied with the ease of accessing Council information n=18.

Preferred Form of Communication

In terms of residents' preferred form of communication from Council; a Council page in the newspaper is the most popular mention, a significant increase compared with last year (67% cf. 2018, 27%). Following this is articles in the newspaper (53% cf. 2018, 25%), also a significant increase, and email updates (40% cf. 2018, 40%). There is a significant decrease in telephone being a preferred form of communication (7% cf. 2018, 16%). There are significant increases amongst most of the top 10 preferred forms of communication.

PREFERRED FORM OF COMMUNICATION



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; 2019 n=400.

Preferred Form of Communication

RADIO STATIONS MENTIONS, TELEVISION CHANNELS MENTIONED AND OTHER FORMS OF COMMUNICATIONS USED

FORM	NUMBER OF MENTIONS	VERBATIM COMMENTS
Other forms of communication	9	<ul style="list-style-type: none"> • <i>The Hits.</i> • <i>Radio Waikato.</i> • <i>More FM.</i> • <i>The Council calendar that is sent out.</i> • <i>Whichever is more convenient for the Council, just not online as I don't have a computer.</i> • <i>Through Grey Power meetings.</i> • <i>Satisfied with current methods.</i> • <i>Access at the library.</i> • <i>Information with rates.</i>

In terms of preferred forms of communication from Council, Matamata residents prefer to receive information through a Council page in the newspaper (73%), while Morrinsville residents prefer to receive information via email updates (46%). Te Aroha residents prefer to receive addressed mail (38%), or unaddressed mail (40%).

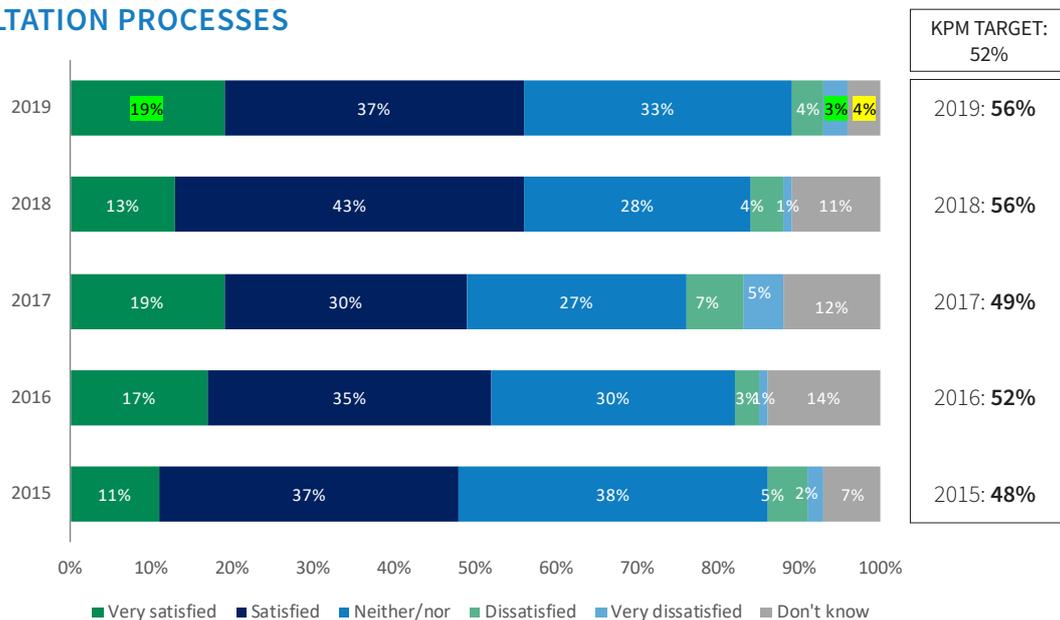
PREFERRED FORM OF COMMUNICATION, BY WARD

	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	400	156	144	100
Council page in the newspaper	67%	73%	65%	58%
Articles in the newspaper	53%	56%	52%	49%
Email updates	40%	36%	46%	37%
Public notices	37%	37%	39%	35%
Council website	36%	31%	43%	34%
Addressed mail (letters specifically to you)	35%	29%	39%	38%
Meetings in your community	34%	32%	37%	34%
Unaddressed mail (e.g. flyers in the mail)	31%	23%	34%	40%
Facebook	27%	22%	29%	33%
Text messages	9%	9%	10%	9%
Telephone	7%	6%	8%	10%
Face-to-face	5%	1%	6%	8%
YouTube videos	2%	3%	2%	2%
Radio advertising	1%	1%	1%	0%
Other single mentions	2%	4%	2%	0%
Don't know	0%	1%	0%	0%

Opportunity to be Involved in Consultation Processes

More than half of residents (56%) are satisfied (37%) or very satisfied (19%) with their opportunity to be involved in consultation processes. This exceeds the KPM target of 52%. A further 33% of residents are neither satisfied nor dissatisfied, 7% are dissatisfied (4%) or very dissatisfied (3%), and 4% of residents are unsure how to answer this. There is a significant increase in residents who are very satisfied (19% cf. 2018, 13%), as well as very dissatisfied (3% cf. 2018, 1%), and a significant decrease in residents who are unsure (4% cf. 2018, 11%).

SATISFACTION WITH THE OPPORTUNITY TO BE INVOLVED IN CONSULTATION PROCESSES



With regards to total satisfaction ratings, 62% of Morrinsville residents, 61% of Te Aroha residents, and 47% of Matamata residents are satisfied with their opportunity to be involved in Council's consultation processes.

SATISFACTION WITH THE OPPORTUNITY TO BE INVOLVED IN CONSULTATION PROCESSES, BY WARD

	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	400	156	144	100
Very satisfied	19%	17%	21%	18%
Satisfied	37%	30%	41%	43%
Neither satisfied nor dissatisfied	33%	38%	29%	34%
Dissatisfied	4%	6%	3%	1%
Very dissatisfied	3%	6%	2%	0%
Don't know	4%	3%	4%	4%

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; 2019 n=400.

Opportunity to be Involved in Consultation Process

Seventeen 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 in the table below.

REASONS FOR DISSATISFACTION WITH THE OPPORTUNITY TO BE INVOLVED IN CONSULTATION PROCESSES

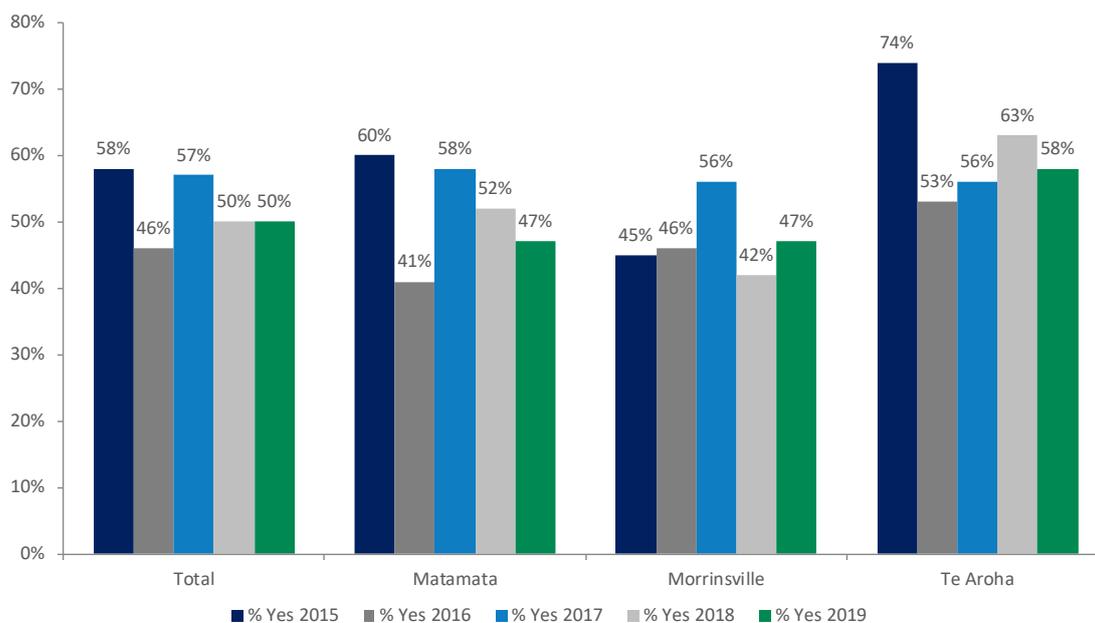
THEME	NUMBER OF MENTIONS	VERBATIM COMMENTS
Not enough consultation with residents in general	6	<ul style="list-style-type: none"> As far as I know there hasn't been any opportunities. Not enough consultation and information provided to the public with major developments. They ask for feedback but still go against what the feedback showed. Just wanted our time. CEO and Council staff ignore what people say and do whatever they want anyway. Not enough consultation provided for rural residents. There is no communication or information around submissions that have been made i.e. resource consent to expand or renew the ponds at Open Country Dairy. How do we get a say if the submissions are just getting pushed through by local Council - all resource consents should be advertised in the local paper so residents can have their say fairly.
Council seems to act first and consult after	2	<ul style="list-style-type: none"> I put in ideas over an issue I think it was at the beginning of the year. It was about Matamata Airport and I haven't heard back. No response whatsoever. In general, I think they have preconceived ideas and don't take notice of what the ratepayers are saying. They do what they've already decided on, regardless of how many submissions they receive.
Generally unhappy	2	<ul style="list-style-type: none"> Over the possibility of building consent which wasn't not approved. Over a year and half wait. Look at the way they handled the pulling down of the fountain and building the new centre.
Haven't been involved/ not interested	2	<ul style="list-style-type: none"> Didn't know of what was happening, when the cut off was, and what the results were. Kept in the dark. I don't wish to be involved any further.
Other single mentions	5	<ul style="list-style-type: none"> The process is too difficult. We don't get much say out here. More encouragement for collaboration and participation. There too much red tape and paperwork before things happen. Trying to gain information for a project such as Paddock 66 has been incredibly difficult to the point of almost giving up.

Q. And why do you say that? Base: Those dissatisfied/ very dissatisfied with the public's involvement in consultation processes n=17.

Contacting Council

In 2019, half of residents (50%) have made contact with Council in the last 12 months; this is on par with last year's results (cf. 2018, 50%). In terms of specific areas; 58% of Te Aroha residents, and 47% (each) of Matamata and Morrinsville residents have made contact with Council in the last 12 months.

LEVEL OF CONTACT WITH COUNCIL IN THE LAST TWELVE MONTHS

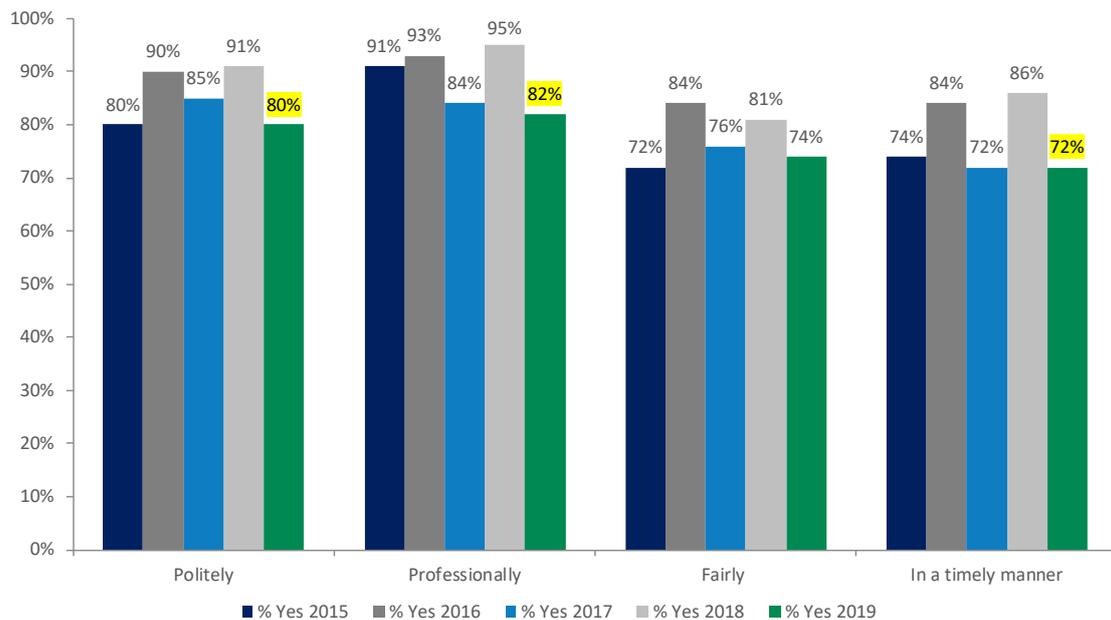


Q. Have you made contact with the Council in the last year via telephone or face-to-face? Base: All respondents 2015 n=400; 2016 n=400; 2017 n=400; 2018 n=400; 2019 n=400.

Impressions of First Point of Contact

In terms of impressions of first point of contact, there are significant decreases in residents agreeing the service they received is polite (80% cf. 2018, 91%), professional (82% cf. 2018, 95%), and timely (72% cf. 2018, 86%). While not statistically significant, there is a decrease in residents who agree it is fair (74% cf. 2018, 81%),

IMPRESSIONS OF FIRST POINT OF CONTACT



Morrinsville and Matamata residents are more likely to agree the service they received was polite (both 81%), while Te Aroha residents are more likely to agree the service they received was fair (80%).

IMPRESSIONS OF FIRST POINT OF CONTACT, BY WARD

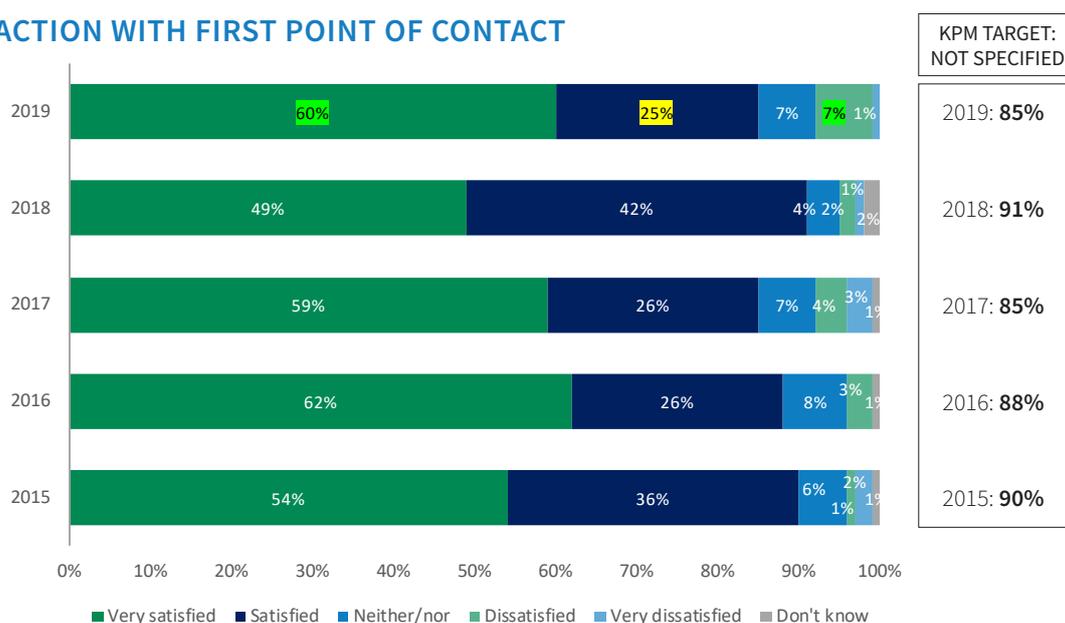
	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	194	71	70	53
Politely	80%	81%	81%	77%
Professionally	82%	78%	84%	84%
Fairly	74%	68%	74%	80%
In a timely manner	72%	78%	68%	71%

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; 2019 n=194.

Satisfaction with First Point of Contact

Eighty-five per cent of residents are satisfied (25%) or very satisfied (60%) with the service at the first point of telephone contact or reception enquiries overall. Following this, 7% of residents are neither satisfied nor dissatisfied, while 8% are dissatisfied (7%), or very dissatisfied (1%) with the service they received. There is a significant increase in residents who are very satisfied (60% cf. 2018, 49%), as well as dissatisfied (7% cf. 2018, 1%), and a significant decrease in residents who are satisfied (25% cf. 2018, 42%).

SATISFACTION WITH FIRST POINT OF CONTACT



Ninety per cent of Morrinsville residents are satisfied with the service at the first point of telephone contact or reception enquiries overall. Following this, 81% of both Matamata and Morrinsville residents are satisfied with the service they received.

USER SATISFACTION WITH FIRST POINT OF CONTACT, BY WARD

	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	400	156	144	100
Very satisfied	60%	60%	60%	57%
Satisfied	25%	21%	30%	24%
Neither satisfied nor dissatisfied	7%	8%	7%	6%
Dissatisfied	7%	11%	1%	11%
Very dissatisfied	1%	0%	1%	2%
Don't know	0%	0%	1%	0%

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; 2019 n=194.

Satisfaction with First Point of Contact

Ten residents are dissatisfied with the service at the first point of telephone contact or reception enquiries. Reasons for dissatisfaction were recorded verbatim and coded by theme. All responses are detailed in the table below.

REASONS FOR DISSATISFACTION WITH FIRST POINT OF CONTACT

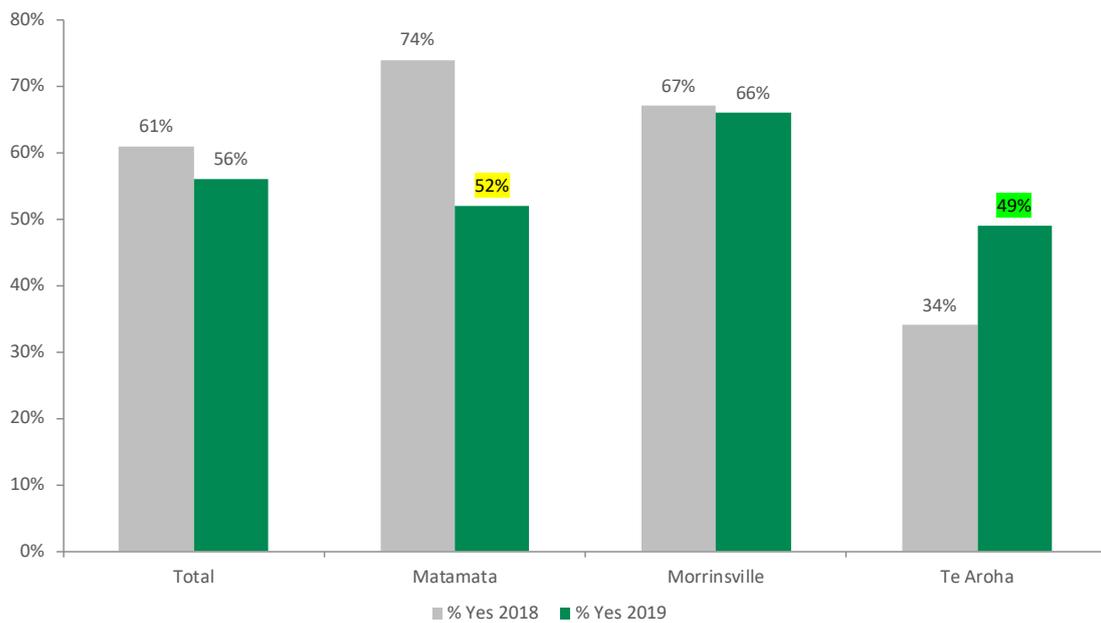
THEME	NUMBER OF MENTIONS	VERBATIM COMMENTS
Lack of action/ follow up	1	<ul style="list-style-type: none"> I was trying to contact dog control over a dangerous dog threatening a person on a weekend. The call centre could not contact dog control and I had no feedback from him until I phoned back on the following day. He knew the dog in question and said he couldn't do anything about it as he didn't see it himself and wasn't sure where to find the owner.
Unhappy with customer service	6	<ul style="list-style-type: none"> I wasn't connected to correct person. When the staff answer their phone, it is like you are the biggest inconvenience to their day. Basically, I was lied to. One girl in the end put it right, before that, the service was very poor. It took a year to get a permit to put a shed up in the back yard. We were applying to build a new shed. Firstly, we are based in Te Aroha and were not told we were supposed to be at a meeting in Morrinsville. That was the start of it, and it was all downhill from there. The receptionists acted like they owned the place and were the bosses and I went around and around in circles. Eventually we were sent a threatening letter telling us to pull down the shed that we had not even started building yet because we were still waiting on the permit. In the end I had to demand to speak with a Councillor who put it right within two days. But it was a very bad experience. It took ages to get them and when I did, they couldn't help. The staff do not return calls and seem to be always on leave or sick...a huge asset for the community and tourists and New Zealand on offer via my opening of Paddock 66 (google it) and I get no support whatsoever...
Lack of interest	2	<ul style="list-style-type: none"> I didn't feel like concern was shared by the staff member and despite being told they would look into it have heard nothing since. I went into the Council building and passed over a sketch of a corner McGabe Road and Nickelson Road, there is a substation on the left and some trees and you can't see far enough around to safely turn right and you need to move out onto the road in order to see and that can be very dangerous and I never heard anything back whatsoever.
Other single mentions	1	<ul style="list-style-type: none"> I was overcharged and had to be rung to remedy the problem.

Q. And why do you say that? Base: Those dissatisfied/ very dissatisfied with the customer service n=10.

Council Offices Going Cashless

In 2019, more than half of residents (56%) support the Council offices going cashless. In terms of specific areas; 66% of Morrinsville residents support the Council offices going cashless, 52% of Matamata residents would, a significant decrease compared with last year (cf. 2018, 74%), and 49% of Te Aroha residents would, a significant increase compared with last year (cf. 2018, 34%).

SUPPORT FOR THE COUNCIL OFFICES GOING CASHLESS



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; 2019 n=400.

Services and Facilities

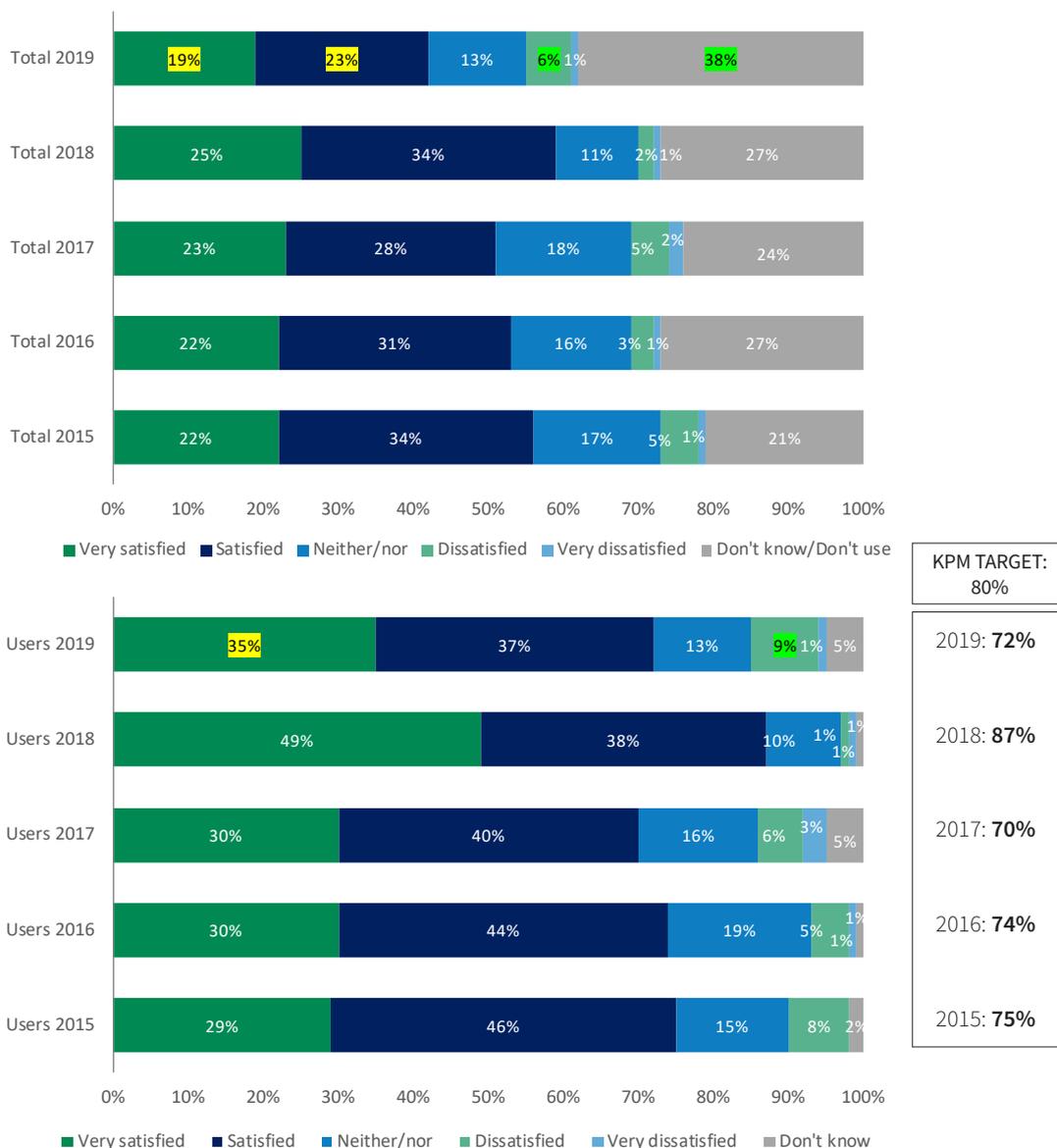
Ratings for the following facilities and services are presented in this section: Aquatic facilities and public swimming pools; kerbside rubbish collection; kerbside recycling services and transfer stations; cemeteries; Council's management of flooding within urban areas; parks and reserves; sports fields;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

Aquatic Facilities and Public Swimming Pools

Overall, satisfaction with the aquatic facilities and public swimming pools has significantly decreased by 17% compared with results from last year (cf. 2018, 59%), with 42% of residents satisfied (23%) or very satisfied (19%) with these facilities.

Amongst users of the aquatic facilities and public swimming pools, 72% are satisfied (37%) or very satisfied (35%) with the facilities. This is a 15% decrease from last year's results (cf. 2018, 87%), and does not meet the KPM user satisfaction target of 80%. Following this, 13% are neither satisfied nor dissatisfied, 10% are dissatisfied (9%) or very dissatisfied (1%), while 4% are unsure how to answer.

AQUATIC FACILITIES AND PUBLIC SWIMMING POOLS



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; 2018 n=400; 2019 n=400. Users 2015 n=145; 2016 n=149; 2017 n=147; 2018 n=106; 2019 n=137.

Aquatic Facilities and Public Swimming Pools

Three-quarters of Te Aroha pool users (75%) are satisfied with the aquatic facilities and public swimming pools. Following this, 72% of Matamata pool users, and 71% Morrinsville pool users are satisfied with the facilities.

USER SATISFACTION WITH AQUATIC FACILITIES AND PUBLIC SWIMMING POOLS, BY WARD

	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	137	53	47	37
Very satisfied	35%	23%	46%	37%
Satisfied	37%	49%	25%	38%
Neither satisfied nor dissatisfied	13%	12%	14%	15%
Dissatisfied	9%	14%	7%	6%
Very dissatisfied	1%	0%	0%	2%
Don't know	5%	2%	8%	2%

Aquatic Facilities and Public Swimming Pools

A total of 23 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 in the table below.

REASONS FOR DISSATISFACTION WITH THE AQUATIC FACILITIES AND PUBLIC SWIMMING POOLS

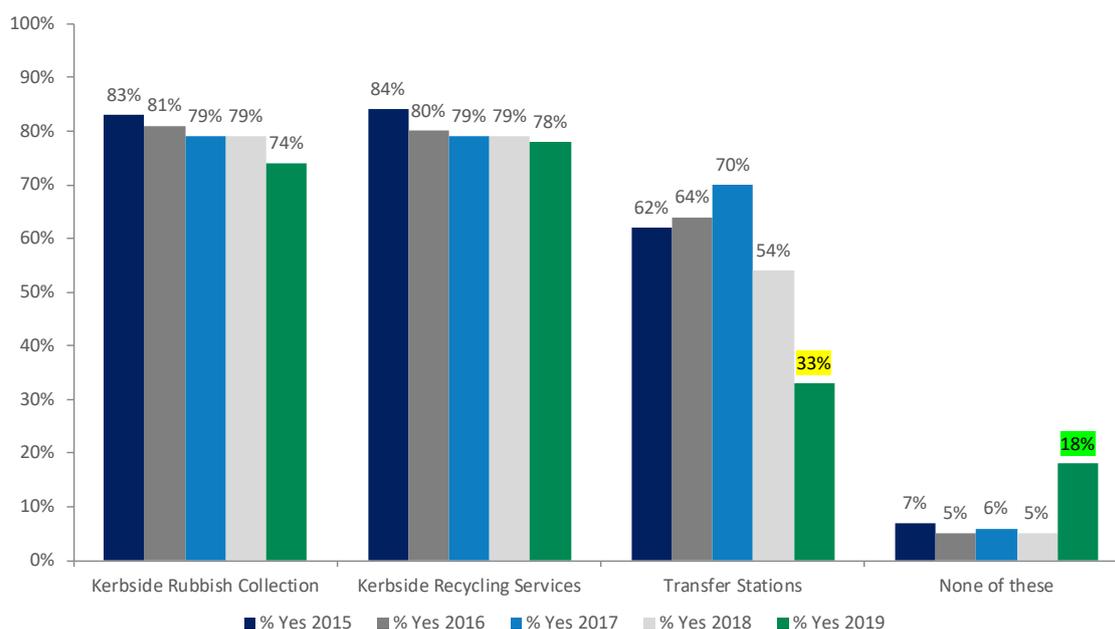
THEME	NUMBER OF MENTIONS	VERBATIM COMMENTS
Restricted times, access, season	9	<ul style="list-style-type: none"> Water temperature needs to be warmer and cheaper for ratepayers. Pool needs to be closed in. Pool needs to be closed in to make it more comfortable for all round use. Morrinsville, would really benefit from it being all year facility - would get much more therapy usage if heated. Morrinsville isn't undercover and can't be used year-round, special events aren't advertised. Matamata needs to be improved, great holiday events but not enough notice or advertising. User-friendly with hours of operation for children and teenagers. More activities need to be provided. Not undercover for year-round use and changing rooms/toilets. By being undercover you can have a gym, childcare and many other options available - year-round! A lot of the time you can't get in because they are booked out. The pools are not open enough. Opening hours and swimming club takes over.
Expensive	5	<ul style="list-style-type: none"> The pool cost is too expensive. Too expensive and hours of operation needs to be increased. Too expensive for families to attend. Price is too expensive for locals. Te Aroha, price of entry.
Cleanliness an issue	1	<ul style="list-style-type: none"> Too small and not looked after. The changing rooms smell all the time and the pools themselves are not looked after e.g. tiles coming off.
Other single mentions	8	<ul style="list-style-type: none"> Matamata swimzone, not enough equipment for kids. For Morrinsville residents who would like to enrol in swimming lessons we have to travel to Te Aroha or Matamata. Swimming lessons are already very expensive in NZ, even more so when you have multiple children so adding travel costs on to that makes it worse. It is also not always possible to get to the classes when you have to factor in travel time and work around school hours. For a country that seems very into water safety you'd think swimming lessons would be more affordable. Morrinsville's pools are also open for such a short time throughout the year. One day last week when it came to washing hands, the tap had no water running. Compare Matamata pools to Te Aroha...Matamata wins in price, parking and facilities as they are bigger. Matamata swimming pool complex; I am an IHC user, I have a son in a wheelchair, and the hoist and a changing table we put in there, is not able to be used. Management not wanting to use it. There are often no car parks at the pools at the domain and elderly need to be dropped off and then you go and find a park and then go up the stairs and go and pay then go and pick the person back up. Swimzone in Matamata highly overpriced, rude staff, no value for money, and unclean. There is not enough accessible parking on Awara Street. It's not easy to back out of angle parking at all and there is not enough parking on Broadway Street as well.

Q. And why do you say that? Base: Those dissatisfied/ very dissatisfied with aquatic facilities n=23.

Kerbside Refuse, Recycling Services, Transfer Stations

Close to three-quarters of residents (74%) use the kerbside rubbish collection service in 2019. A further 78% of residents use the kerbside recycling service, while 33% use the transfer stations, a significant decrease of 21% compared to last year (cf. 2018, 54%). Eighteen percent of residents don't use any of these, this is a significant increase of 13% (cf. 2018, 5%).

USE OF KERBSIDE REFUSE, RECYCLING AND TRANSFER STATIONS



In terms of specific areas, there are significantly fewer Morrinsville residents who use the kerbside rubbish collection service (64% cf. total, 74%), and the kerbside recycling service (67% cf. total, 78%), and a significantly greater number of Morrinsville residents who don't use any of these (29% cf. total, 18%).

USE OF KERBSIDE REFUSE, RECYCLING AND TRANSFER STATIONS, BY WARD

	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	400	156	144	100
Council's kerbside rubbish collection	74%	78%	64%	85%
Council's kerbside recycling service	78%	84%	67%	85%
The transfer stations	33%	33%	28%	41%
None of these	18%	11%	29%	10%

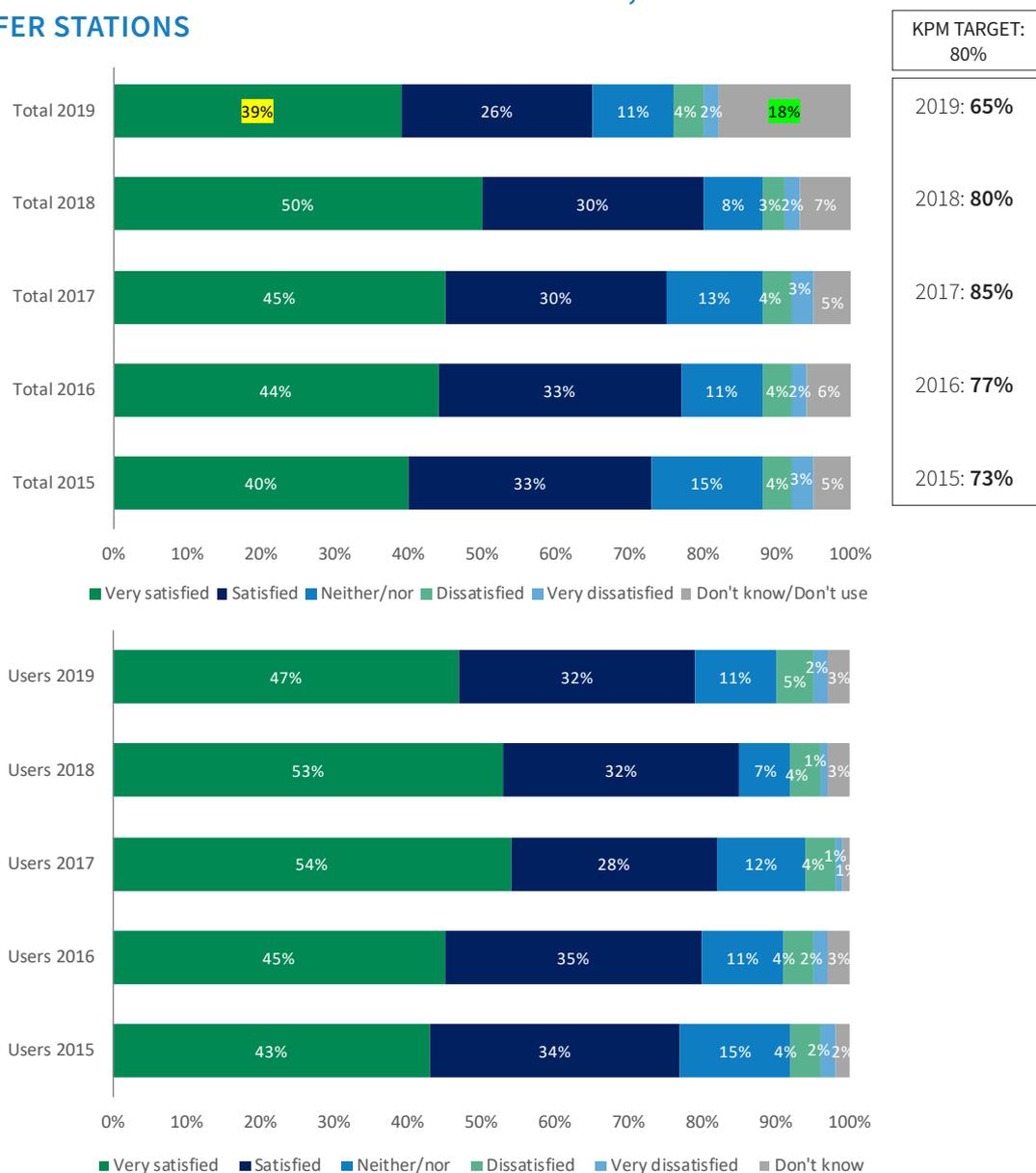
Q. And do you use Council's kerbside rubbish collection, Council's kerbside recycling service or the transfer stations? (Can be more than one answer) Base: All respondents, 2015 n=400; 2016 n=400; 2017 n=400; 2018 n=400; 2019 n=400.

Kerbside Refuse, Recycling Services, Transfer Stations

Overall, 65% of residents are satisfied (26%) or very satisfied (39%) with kerbside refuse, recycling services and transfer stations. This does not meet the KPM target of 80% satisfaction amongst residents. There is a significant decrease in residents who are very satisfied (39% cf. 2018, 50%), and a significant increase in residents who are unsure (18% cf. 2018, 7%).

In terms of users, 79% are satisfied (32%) or very satisfied (47%) with kerbside refuse, recycling services and transfer stations. This is a 6% decrease compared with 2018 results (cf. 2018, 85%).

SATISFACTION WITH KERBSIDE REFUSE COLLECTION, RECYCLING SERVICES AND TRANSFER STATIONS



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; 2019 n=400. Users 2015 n=374; 2016 n=382; 2017 n=326; 2018 n=379; 2019 n=337.

Kerbside Refuse, Recycling Services, Transfer Stations

Seventy per cent of Te Aroha residents are satisfied with Council’s kerbside refuse, recycling services, and transfer stations. Following this, 65% of Matamata residents, and 62% of Morrinsville residents are satisfied with the facilities. Morrinsville residents significantly less likely to be neither satisfied nor dissatisfied (4% cf. total, 11%), and significantly more likely to be unsure (31% cf. total, 18%).

SATISFACTION WITH KERBSIDE REFUSE, RECYCLING AND TRANSFER STATIONS, BY WARD

	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	400	156	144	100
Very satisfied	39%	36%	40%	41%
Satisfied	26%	29%	22%	29%
Neither satisfied nor dissatisfied	11%	16%	4%	13%
Dissatisfied	4%	5%	3%	3%
Very dissatisfied	2%	3%	0%	3%
Don't know	18%	11%	31%	11%

Sixteen residents are dissatisfied with the kerbside refuse collection, recycling services and transfer stations. Reasons for dissatisfaction were recorded verbatim and coded by theme. All responses are detailed in the table below.

REASONS FOR DISSATISFACTION WITH KERBSIDE REFUSE, RECYCLING AND TRANSFER STATIONS

THEME	NUMBER OF MENTIONS	VERBATIM COMMENTS
Unhappy with kerbside collection service	5	<ul style="list-style-type: none"> • \$2.00 for a bag, really? With the money they are getting in rates they could get wheel bins and ratepayers pay an extra \$100 a year. Remember no plastic. • Often they don't pick up the rubbish on a set day. Some recyclable items are left too e.g. glass. • Rubbish bags are too small and always rip, we should have a wheelie bin for rubbish like other towns and more specific recycling wheelie bins i.e. Bay of Plenty get provided three wheelie bins. The transfer station - half the time you go there, repost isn't working or no receipts are provided. How do I know I'm not being over charged, and the staff aren't just pocketing the cash for themselves? • Morrinsville, you have taken rubbish bags away from our rates, yet rates have gone up. Bags have gotten smaller! • I don't see why we have to pay rates and then go and buy rubbish bags.
Unhappy with transfer station	2	<ul style="list-style-type: none"> • Contractors have a horrible attitude about collecting rubbish. Transfer stations are closed on days when they should be open (Monday/Friday). There is poor communication about when the transfer stations are open. There should be recycling stations in town, not five minutes out of town. • There needs to be recycling or safe disposal of batteries and collection and compost of kitchen waste. The rural areas need recycling services and not all in the one waste bag and into to landfill.

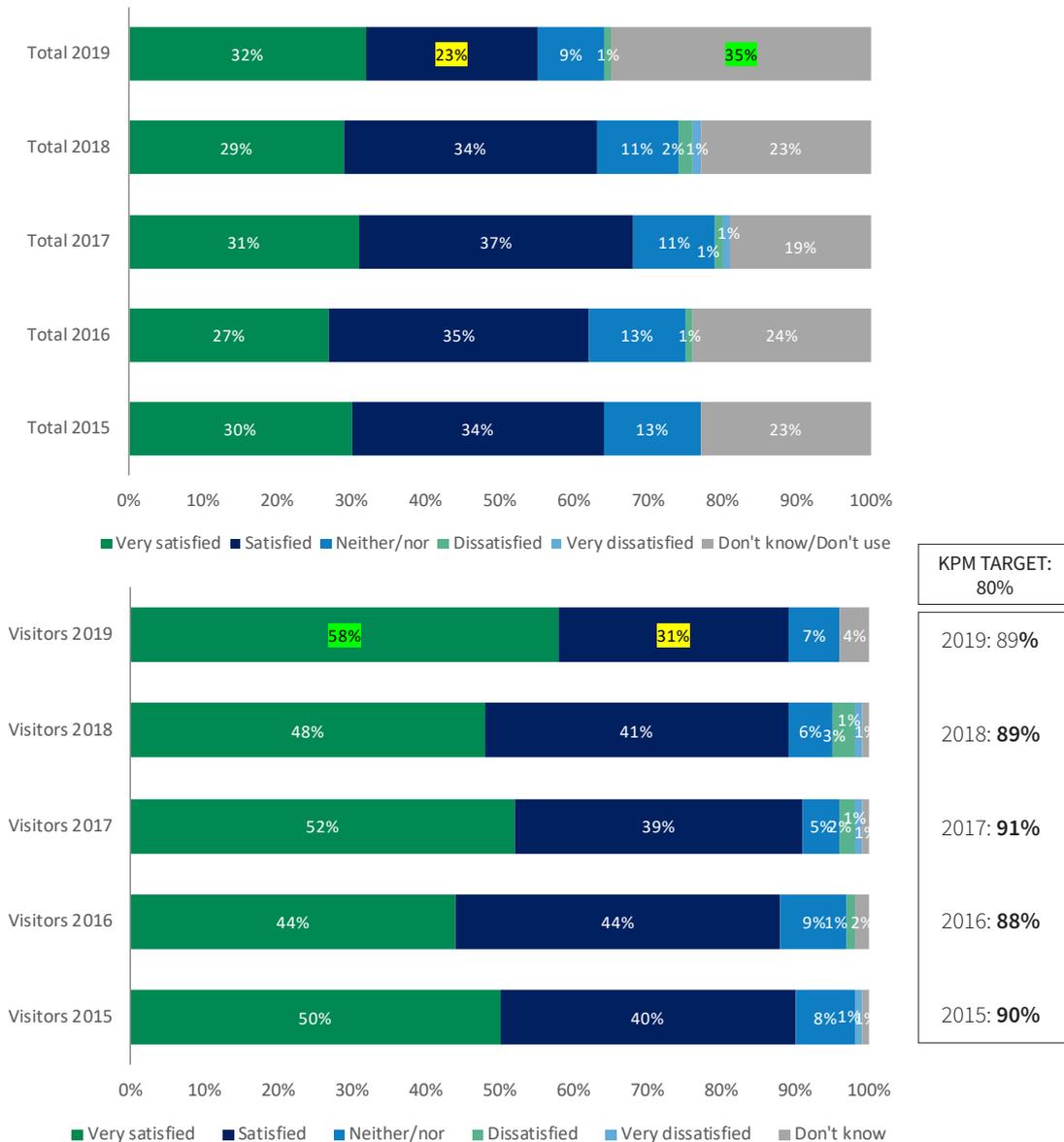
Kerbside Refuse, Recycling Services, Transfer Stations

Unhappy with recycling pick up service	2	<ul style="list-style-type: none"> • <i>Glass in separate bin. Crazy!</i> • <i>I would like to put all the recycling into one bin, and I dislike paying extra for the rubbish bags.</i>
Kerbside collection not available	2	<ul style="list-style-type: none"> • <i>It is very frustrating that we pay rates for recycling, yet we can't have the recycling truck pick it up like the rest of the community because we live at a rural address. The recycling truck goes past our driveway! So, while the recycling is free to drop off at the transfer station. The transfer stations don't have a late night during the week to be able to get there after work. We can't always get to one on the weekend. It's not a 5-minute job of dropping the recycling off - to have to sort it. Not providing a rural pick up or longer hours at the recycling is not encouraging or supporting people to recycle. We need rural pick up. We need later transfer opening hours. We need our rates reduced if you're not going to change.</i> • <i>No rural collection especially for recycling.</i>
Other single mentions	5	<ul style="list-style-type: none"> • <i>Two separate big bins provided for rubbish pick each week, plastic bags can then be removed.</i> • <i>The driveway entrance into Waihou rubbish dump has that many potholes and the state of the dump is disgusting...and the Morrinsville one is not much better. Rubbish bags should also be completely changed for wheelie bins then animals walking around the streets won't rip the bags open and rubbish get blown around.</i> • <i>The services are generally disorganised.</i> • <i>There is no green waste recycling, and this is a great shame. With Hamilton bringing it in in 2020, MPDC could use the same infrastructure surely.</i> • <i>There should be plans to introduce green matter recycling in conjunction with, or off the back of, the proposed scheme in Hamilton.</i>

Cemeteries

A total level, 55% of residents are satisfied (23%) or very satisfied (32%) with cemeteries. There is a significant decrease in residents who are satisfied (23% cf. 2018, 34%), and a significant increase in residents who are unsure (35% cf. 2018, 23%). In terms of visitors, 89% are satisfied (31%) or very satisfied (58%) with cemeteries. This is on par with last year's result and exceeds the visitor satisfaction KPM target by 9%.

SATISFACTION WITH CEMETERIES



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; 2019 n=400. Users 2015 n=186; 2016 n=189; 2017 n=185; 2018 n=187; 2019 n=208.

Cemeteries

The majority of Morrinsville residents (91%) who are visitors to cemeteries are satisfied with the facilities. Similarly, 89% of Te Aroha residents and 86% of Matamata residents who have visited cemeteries are satisfied with the facilities.

VISITOR SATISFACTION WITH CEMETERIES, BY WARD

	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	208	81	75	52
Very satisfied	58%	47%	62%	69%
Satisfied	31%	39%	29%	20%
Neither satisfied nor dissatisfied	7%	11%	6%	0%
Dissatisfied	0%	0%	0%	2%
Very dissatisfied	0%	0%	0%	2%
Don't know	4%	3%	3%	7%

Four residents are dissatisfied with cemeteries, with the main driver being the cemeteries are untidy or unkempt (three mentions). Reasons for dissatisfaction were recorded verbatim and all responses are detailed in the table below.

REASONS FOR DISSATISFACTION WITH CEMETERIES

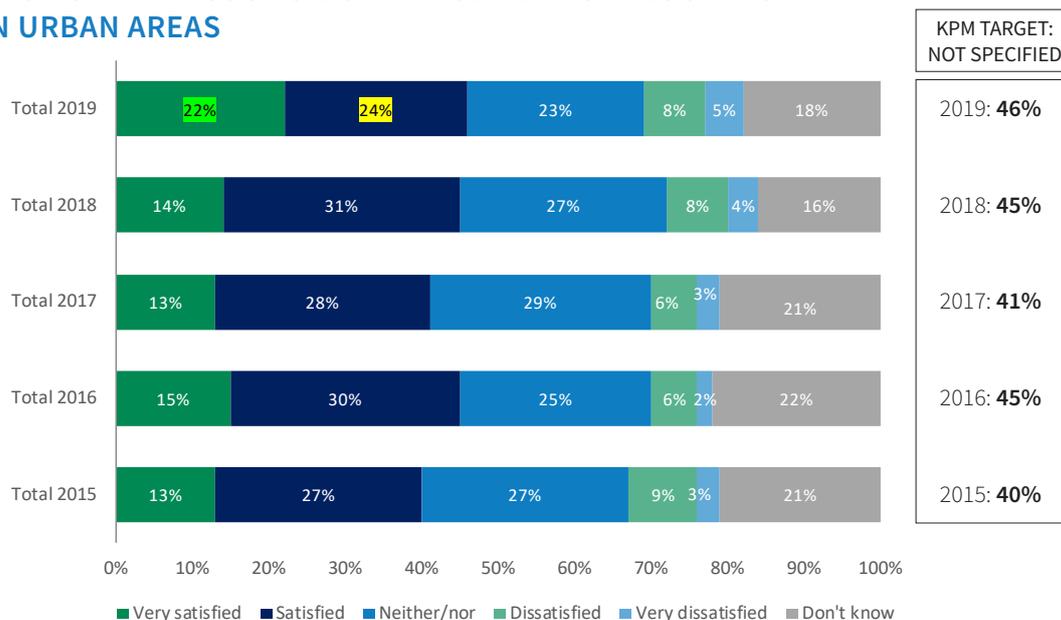
THEME	NUMBER OF MENTIONS	VERBATIM COMMENTS
Untidy/unkempt	3	<ul style="list-style-type: none"> <i>The overall presentation is very poor.</i> <i>The graves need to be tidied up at Morrinsville cemetery and there needs to be better parking spaces.</i> <i>The rubbish left by the gates. Matamata cemetery.</i>
Other single mentions	1	<ul style="list-style-type: none"> <i>Individuals don't respect the cemeteries.</i>

Q. And why do you say that? Base: Those dissatisfied/very dissatisfied with the cemeteries n=4.

Council's Management of Flooding within Urban Areas

Forty-six per cent of residents are satisfied (24%) or very satisfied (22%) with Council's management of flooding within urban areas. There is a significant increase in residents who are very satisfied (22% cf. 2018, 14%), and a significant decrease in residents who are satisfied (24% cf. 2018, 31%).

SATISFACTION WITH COUNCIL'S MANAGEMENT OF FLOODING WITHIN URBAN AREAS



More than half of Morrinsville and Te Aroha residents (both 52%) are satisfied with Council's management of flooding within urban areas. Following this, 40% of Matamata residents are satisfied with Council's management. Matamata residents are significantly more likely to be dissatisfied (15% cf. total, 8%), while Morrinsville residents are significantly less likely to be dissatisfied (2% cf. total, 8%), and Te Aroha residents significantly less likely to be unsure (7% cf. total, 18%).

SATISFACTION WITH COUNCIL'S MANAGEMENT OF FLOODING WITHIN URBAN AREAS, BY WARD

	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	400	156	144	100
Very satisfied	22%	19%	27%	22%
Satisfied	24%	21%	25%	30%
Neither satisfied nor dissatisfied	23%	26%	15%	27%
Dissatisfied	8%	15%	2%	6%
Very dissatisfied	5%	3%	6%	8%
Don't know	18%	16%	25%	7%

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; 2019 n=400.

Council's Management of Flooding within Urban Areas

A total of 47 residents are dissatisfied with Council's management of flooding within urban areas. Reasons for dissatisfaction were recorded verbatim and coded by theme as shown in the table below.

An example of a verbatim response is provided below, however, detailed verbatim comments, highlighting specific streets and areas of concern within each ward are available in the appendix.

REASONS FOR DISSATISFACTION WITH COUNCIL'S MANAGEMENT OF FLOODING WITHIN URBAN AREAS

THEME	NUMBER OF MENTIONS	ILLUSTRATIVE QUOTE
Flooding with heavy rains	11	<ul style="list-style-type: none"> Every time it rains heavy flooding occurs on the roadway. Needs to be better maintained.
Drains blocked, not cleared	16	<ul style="list-style-type: none"> In heavy rain the drains block and creates surface flooding.
Council unhelpful	3	<ul style="list-style-type: none"> They (Council) are not controlling the flooding.
Leaves not cleared	7	<ul style="list-style-type: none"> David Street is full of trees. When the leaves fall into the gutters and drains, when heavy rain occurs, it floods. Overall maintenance needs to be more often.
Gutter blocked, not cleared	1	<ul style="list-style-type: none"> Matamata - Broadway is always flooding when there is rain forecast there is a huge build-up of debris left in the gutters and always floods outside the school.
No stormwater from houses	3	<ul style="list-style-type: none"> Stormwater drainage is not well maintained, which creates flooding after heavy rain due to leaves which block the surface.
Other single mentions	6	<ul style="list-style-type: none"> There needs to be more signage on public areas and roads warning when flooding has occurred. Also, isn't it time to stop persisting with the wetland area by the bridge into Te Aroha and just let it fill with water.

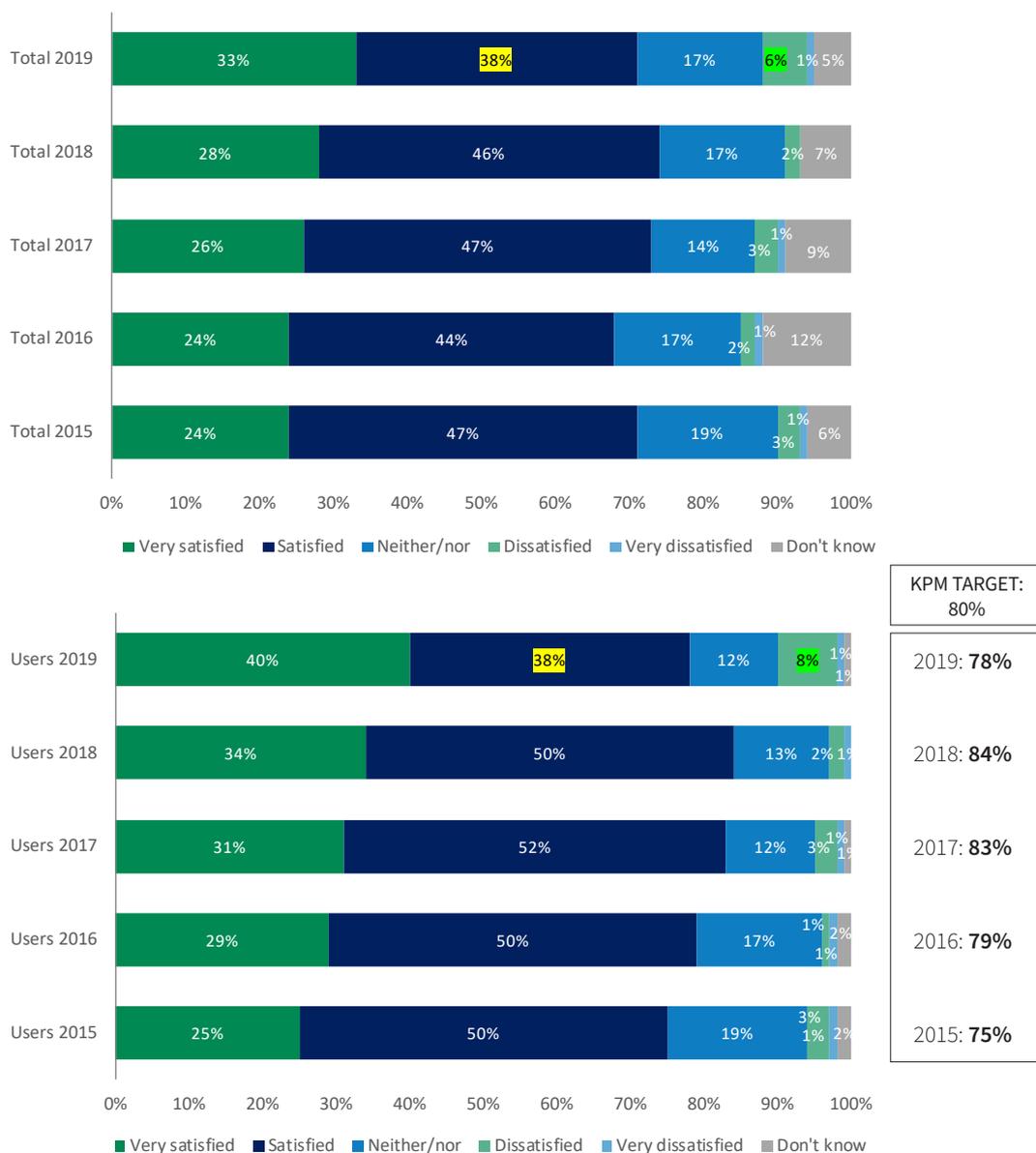
Q. And why do you say that? Base: Those dissatisfied/very dissatisfied with Council's management of flooding within urban areas n=47.

Parks and Reserves

At a total level, 71% of residents are satisfied (38%) or very satisfied (33%) with parks and reserves. There is a significant decrease in residents who are satisfied (38% cf. 2018, 46%), and a significant increase in residents who are dissatisfied (6% cf. 2018, 2%).

In terms of users, 78% are satisfied (38%) or very satisfied (40%) with parks and reserves. This is a 6% decrease from last year and does not meet the KPM target of 80%. A further 12% of users are neither satisfied nor dissatisfied. Eight per cent are dissatisfied, a significant increase compared to last year (cf. 2018, 2%), and 1% are very dissatisfied, and 1% unsure.

SATISFACTION WITH PARKS AND RESERVES



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; 2019 n=400. Users 2015 n=248; 2016 n=234; 2017 n=254; 2018 n=232; 2019 n=299.

Parks and Reserves

Eighty-three per cent of Morrinsville users are satisfied with parks and reserves (cf. total, 78%). Following this, 80% of Te Aroha users, and 72% of Matamata users are satisfied with parks and reserves.

USER SATISFACTION WITH PARKS AND RESERVES, BY WARD

	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	299	121	105	73
Very satisfied	40%	35%	40%	50%
Satisfied	38%	37%	43%	30%
Neither satisfied nor dissatisfied	12%	12%	14%	9%
Dissatisfied	8%	12%	2%	10%
Very dissatisfied	1%	3%	0%	1%
Don't know	1%	1%	1%	0%

Parks and Reserves

Seventeen residents are dissatisfied with parks and reserves. Reasons for dissatisfaction were recorded verbatim and coded by theme. All responses are detailed in the table below.

Residents who are dissatisfied with parks and reserves attribute most of their dissatisfaction to a lack of maintenance (14 mentions).

REASONS FOR DISSATISFACTION WITH PARKS AND RESERVES

THEME	NUMBER OF MENTIONS	VERBATIM COMMENTS
Lack of maintenance	14	<ul style="list-style-type: none"> • They are not well maintained. • Weeds are present on walking tracks. • The overall presentation and maintenance needs to be improved. • Overall presentation is very poor. • Some of the tracks are extremely neglected and these are one of the only things that encourage tourists into our town Te Aroha. Some money needs to be spent to upgrade walking tracks on Mt Te Aroha especially, Wairongomai Loop and Wairere Falls. • Matamata playground on Station Road is disgusting. • Matamata, just the overall upkeep has gone downhill since we moved here 14 years ago, the bins are often overflowing, and the mowing and weeding of all our parks is embarrassing. Te Aroha and Morrinsville seem to be upkept better and yet we are bigger. • See more walkways and more public access for the community. To make sure the overall presentation is kept up to a high standard. • Weeds in the parks are very messy, which makes overall presentation very poor. Spraying of weeds needs to be done on a regular basis. • Not being well maintained. Lack of presentation. • Playgrounds need activities for older children and upgraded, with shelter if possible. Howie Park needs a total overhaul especially towards the playground. A long slide would be cool, octopus climbing frame, huge rope swing for adults and children to play on. Maybe a water park? • The playground at Pohlen Park is unusable and dangerous. There needs to be another rung on the ladder so children can climb on to it safely. Also, other parks around the Matamata area are untidy and have lots of rubbish. Centennial Drive is unfriendly for dogs with the ginko trees and highly dangerous to young children when it drops its fruit, not to mention how much it smells really bad. • Quite often we go to Herries Park in Te Aroha but the last few times we have gone it's been a mess, glass bottles broken, rubbish everywhere etc. It makes us not want to take our little children as it's just too much of a gamble. • Wairere Falls rubbish is collected but lack of care has resulted in an accumulation of rogue rubbish around the entry at Wairere Falls. The actual track is badly littered 20metres on each side of the track.
Other single mentions	3	<ul style="list-style-type: none"> • Morrinsville's park on Moorhouse Street needs proper parking. • Turning Swap Park into a sportsground. Another waste of money! • Not enough encouragement to use and maintain parks.

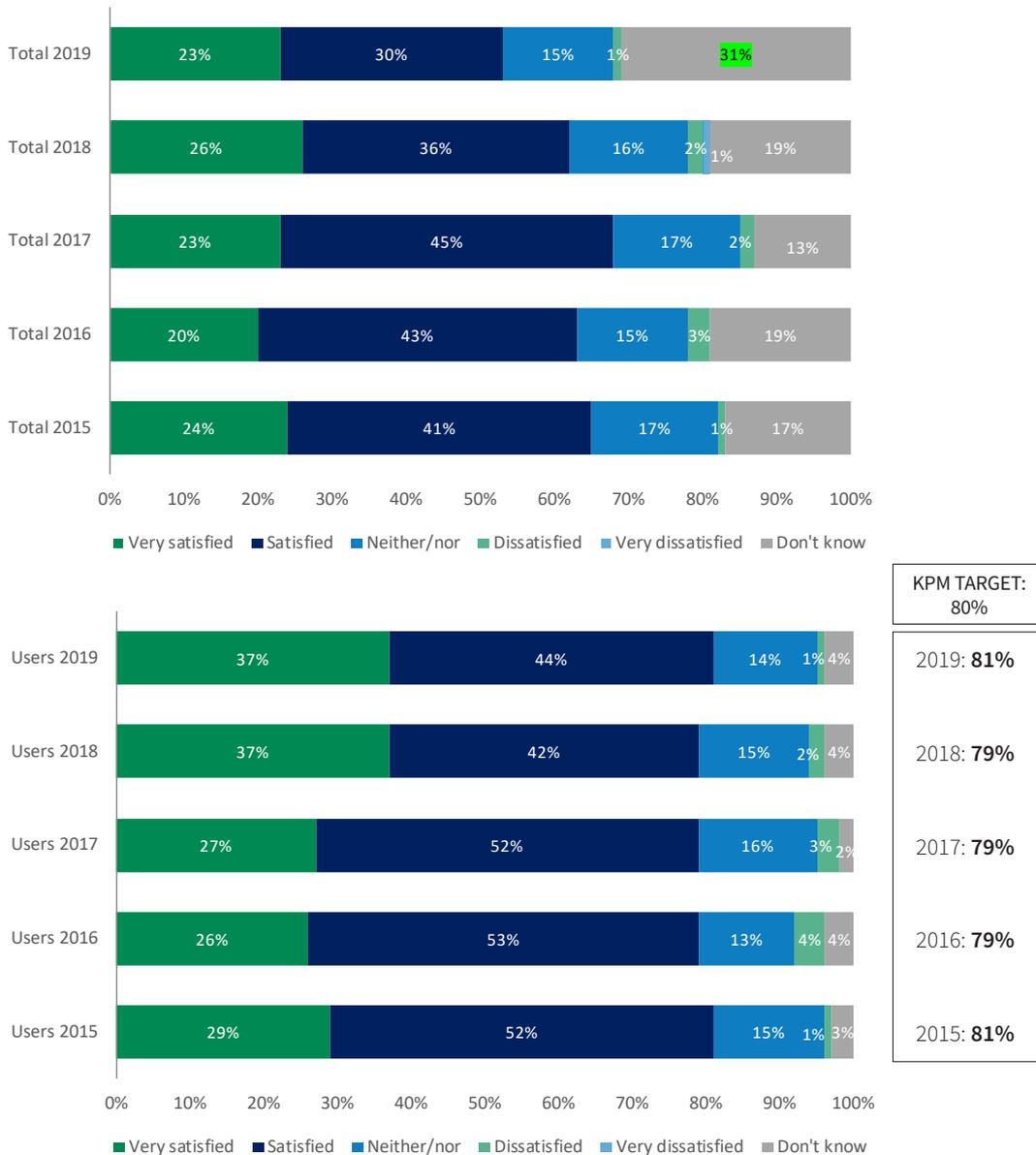
Q. And why do you say that? Base: Those dissatisfied/very dissatisfied with parks and reserves n=17.

Sports Fields

Overall, 53% of residents are satisfied (30%) or very satisfied (23%) with sports fields. This is a 9% decrease from last year's results (cf. 2018, 62%). There is a significant increase in residents who are unsure how to rate this (31% cf. 2018, 19%).

Amongst users, 81% are satisfied (44%) or very satisfied (37%) with sports fields. This exceeds the KPM target by 1%.

SATISFACTION WITH SPORTS FIELDS



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; 2019 n=400. Users 2015 n=158; 2016 n=181; 2017 n=196; 2018 n=160; 2019 n=174.

Sports Fields

Te Aroha users have the highest satisfaction ratings for sports fields (83%). Comparatively, 81% of Morrinsville users, and 78% of Matamata users are satisfied with sports fields.

USER SATISFACTION WITH SPORTS FIELDS, BY WARD

	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	174	64	69	41
Very satisfied	37%	26%	42%	43%
Satisfied	44%	52%	39%	40%
Neither satisfied nor dissatisfied	14%	15%	14%	11%
Dissatisfied	1%	2%	1%	0%
Very dissatisfied	0%	1%	0%	0%
Don't know	4%	4%	4%	6%

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

REASONS FOR DISSATISFACTION WITH SPORTS FIELDS

THEME	NUMBER OF MENTIONS	VERBATIM COMMENTS
Lack of maintenance	3	<ul style="list-style-type: none"> Matamata. Need more rubbish containers. Boyd Park, Stanley Avenue. Always broken glass in carparks and often around grandstand. Dangerous when so many children run around barefoot. Very little in way of rubbish bins as well. Maybe if more bins were provided there would be less glass around. Matamata Rugby Club carpark is really bad for holes. They cut down the trees and never fixed it.
Other single mentions	2	<ul style="list-style-type: none"> My opinion. Car parking at Campbell Park needs to be looked at. Should have adult exercise equipment to get more people there as it is underutilised.

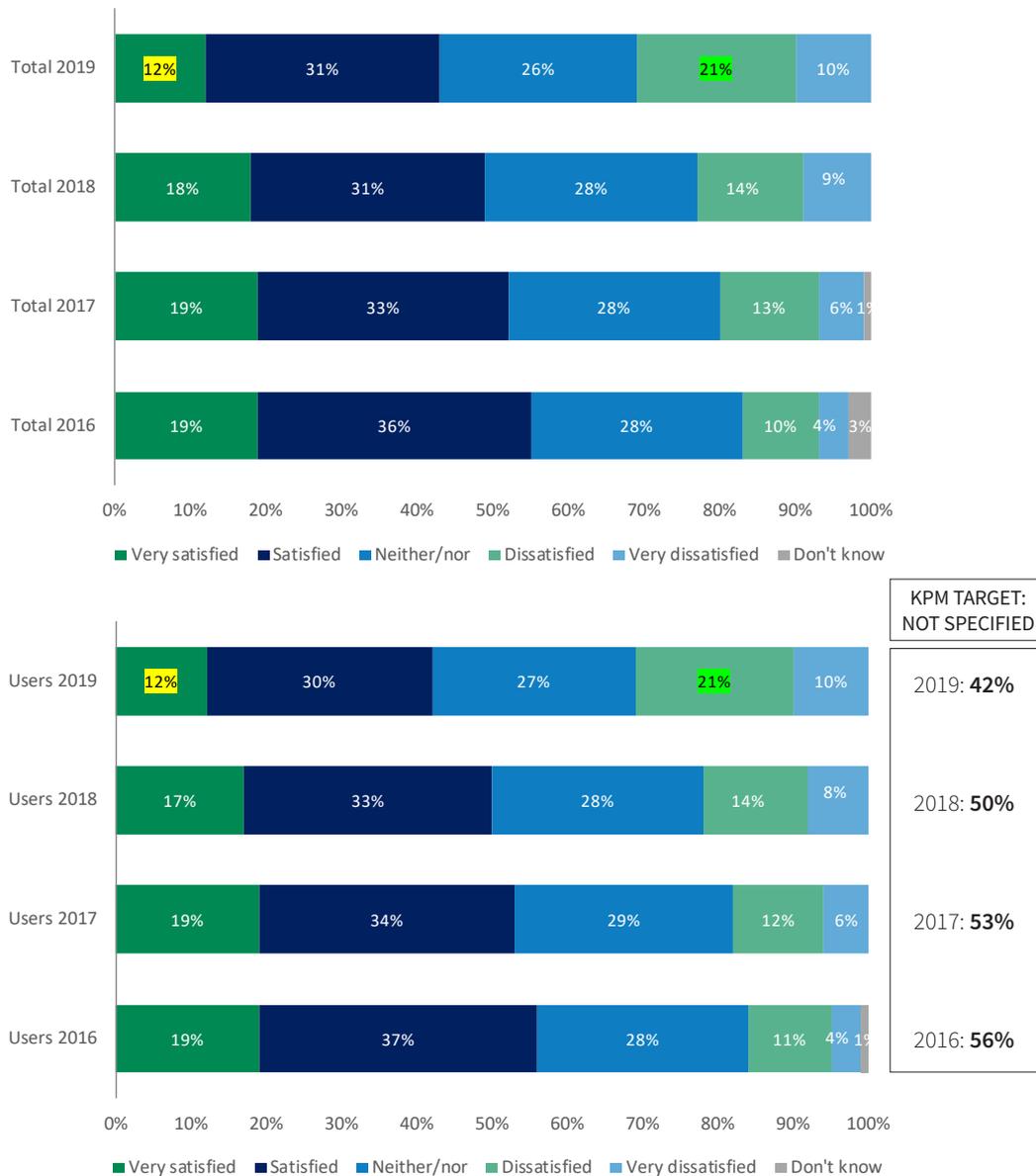
Q. And why do you say that? Base: Those dissatisfied/very dissatisfied with sports fields n=5.

Access to Parking in Shopping Areas

At a total level, 43% of residents are satisfied (31%) or very satisfied (12%) with access to parking in shopping areas. There is a significant decrease in residents who are very satisfied (12% cf. 2018, 18%), and a significant increase in residents who are dissatisfied (21% cf. 2018, 14%).

Satisfaction amongst users of parking in shopping areas is similar, with 42% satisfied (30%) or very satisfied (12%) with the access to parking in shopping areas. There is a significant decrease in residents who are very satisfied (12% cf. 2018, 17%), and a significant increase in residents who are dissatisfied (21% cf. 2018, 14%).

SATISFACTION WITH ACCESS TO PARKING IN SHOPPING AREAS



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; 2019 n=400. Users 2016 n=372; 2017 n=377; 2018 n=379; 2019 n=390.

Access to Parking in Shopping Areas

In terms of satisfaction with access to parking in shopping areas, Te Aroha users have the highest satisfaction ratings (59%). Following this, 44% of Morrinsville users, and 32% of Matamata users are satisfied with access to parking. Te Aroha residents are significantly more likely to be very satisfied (25% cf. total, 12%), while Matamata residents are significantly less likely to be very satisfied (6% cf. total, 12%).

USER SATISFACTION WITH ACCESS TO PARKING IN SHOPPING AREAS, BY WARD

	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	390	152	140	98
Very satisfied	12%	6%	11%	25%
Satisfied	30%	26%	33%	34%
Neither satisfied nor dissatisfied	27%	29%	22%	29%
Dissatisfied	21%	27%	22%	10%
Very dissatisfied	10%	12%	12%	3%
Don't know	0%	0%	0%	0%

A total of 115 residents identified they are dissatisfied with parking in shopping areas. Reasons for dissatisfaction were recorded verbatim and coded by theme. Responses are detailed in the table below. An example of a verbatim response is provided below, however, detailed verbatim comments, highlighting specific areas of concern within each ward are available in the appendix.

REASONS FOR DISSATISFACTION WITH PARKING IN SHOPPING AREAS

THEME	NUMBER OF MENTIONS	ILLUSTRATIVE QUOTE
Not enough parking available	70	<ul style="list-style-type: none"> <i>There's not enough parking.</i>
Shop owners/ workers taking parks in town	28	<ul style="list-style-type: none"> <i>Shop owners use the car parks available, not taking into account the residents/tourists needs.</i>
Disability parking issues	11	<ul style="list-style-type: none"> <i>More disability car parks need to be created on the main street.</i>
Dangerous	5	<ul style="list-style-type: none"> <i>The angle parks down the western end of Thames Street in Morrinsville are hard to see when you're pulling out.</i>
Have to park too far away	1	<ul style="list-style-type: none"> <i>I can't get a carpark near the shops I need to visit as I am getting elderly and I need to park close. I have been told that the shop assistants are parking in the main streets. If I can't get a park, I will go further afield to get a coffee or to do my shopping. I have recently got my disability pass, but I believe there is only one park in Arawa Street, and it is always full and is not much use.</i>

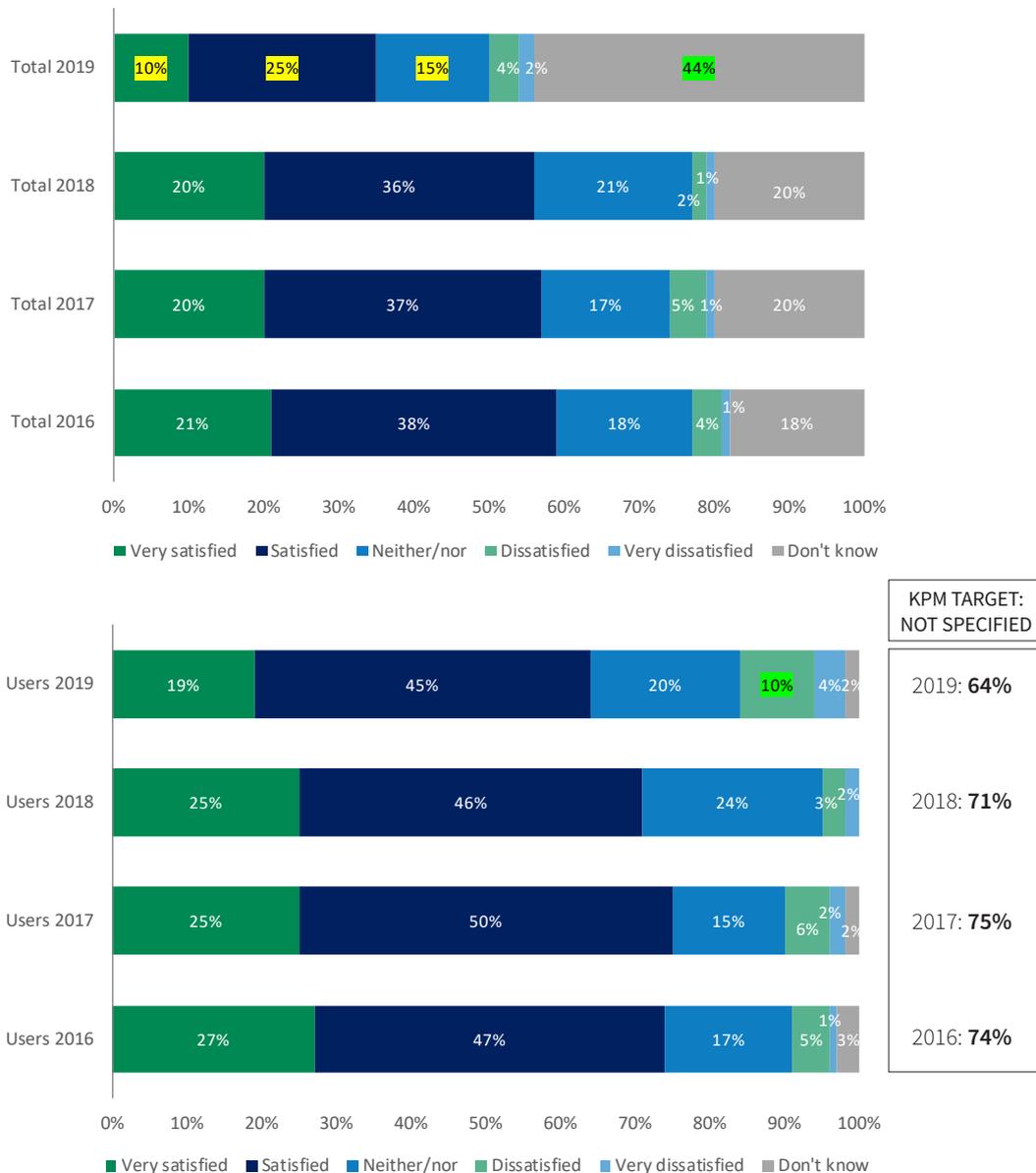
Q. And why do you say that? Base: Those dissatisfied/ very dissatisfied with parking in shopping areas n=115

Council Playgrounds

Overall, 35% of residents are satisfied (25%) or very satisfied (10%) with Council playgrounds. There is a significant decrease in residents who are very satisfied (10% cf. 2018, 20%), satisfied (25% cf. 2018, 36%), and neither satisfied nor dissatisfied (15% cf. 2018, 21%); and a significant increase in residents who are unsure (44% cf. 2018, 20%).

Amongst users, 64% are satisfied (45%) or very satisfied (19%) with Council playgrounds. There is a significant increase in residents who are dissatisfied (10% cf. 2018, 3%).

SATISFACTION WITH COUNCIL PLAYGROUNDS



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; 2019 n=400. Users 2016 n=160; 2017 n=152; 2018 n=136; 2019 n=132.

Council Playgrounds

In terms of specific areas, 83% of Morrinsville users are satisfied with Council playgrounds. Comparatively, 80% of Te Aroha users, and 38% of Matamata users are satisfied with Council playgrounds. Matamata residents are significantly less likely to be very satisfied with Council playgrounds (6% cf. total, 19%).

USER SATISFACTION WITH COUNCIL PLAYGROUNDS, BY WARD

	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	132	49	52	31
Very satisfied	19%	6%	31%	22%
Satisfied	45%	32%	52%	58%
Neither satisfied nor dissatisfied	20%	32%	11%	12%
Dissatisfied	10%	17%	4%	8%
Very dissatisfied	4%	10%	0%	0%
Don't know	2%	2%	3%	0%

Council Playgrounds

Seventeen residents are dissatisfied with Council playgrounds. Reasons for dissatisfaction were recorded verbatim and coded by theme. All responses are detailed in the table below.

Having more facilities and equipment (12 mentions) is the main driver of dissatisfaction.

REASONS FOR DISSATISFACTION WITH COUNCIL PLAYGROUNDS

THEME	NUMBER OF MENTIONS	VERBATIM COMMENTS
More facilities/ equipment required	12	<ul style="list-style-type: none"> Needs an upgrade. Needs to be upgraded with new equipment. The park is hopeless, it's got hardly any playground toys for kids to play on, it's old and the playground equipment is hopeless, we need more and updated playground equipment. We need more seating and rubbish bins, we need the equipment for the kids to be more challenging and more than just a couple of swings. It's truly not a good playground at all. Been around New Zealand a bit, I'm not going to answer that. Use your eyes would you take your kids there to play? As a new person to the area I could only locate one park and felt it was very busy but very dated. It would be good to see a more interactive larger playground for both young and older children to learn important coordination and playing among other skills. Also, as it is next to Plunket everybody sees it and knows where it is. The playground on Station Road by Firth Primary needs more playground equipment. Nothing's really suitable for preteen/teenagers, my daughters are now bored of the parks. Need an octopus climbing frame to get them moving again. Matamata Domain playground is a joke, each time we go we wonder what equipment will be gone, nothing gets replaced and for the size of our town it's not very big compared to a lot of smaller towns. In Te Aroha, the playgrounds are substandard compared to Matamata. Have you ever looked at other council's playgrounds? Our playgrounds suck! For the size of the town the playgrounds need to be improved and upgraded. The size and number needs to be expanded and more thought put into them for the number of children wanting to use them. It's outdated and need more activities for all ages.
Lack of maintenance	5	<ul style="list-style-type: none"> Bit old and poor. There are no lovely playground/parks in Matamata at all. The amount of rubbish left behind. Matamata Domain. The upkeep of the parks is poor and most times they are unclean. Last time I took my grandchildren there, the bins were overflowing and there wasn't a big variety of equipment at the Matamata Domain.

Q. And why do you say that? Base: Those dissatisfied/ very dissatisfied with Council playgrounds n=17.

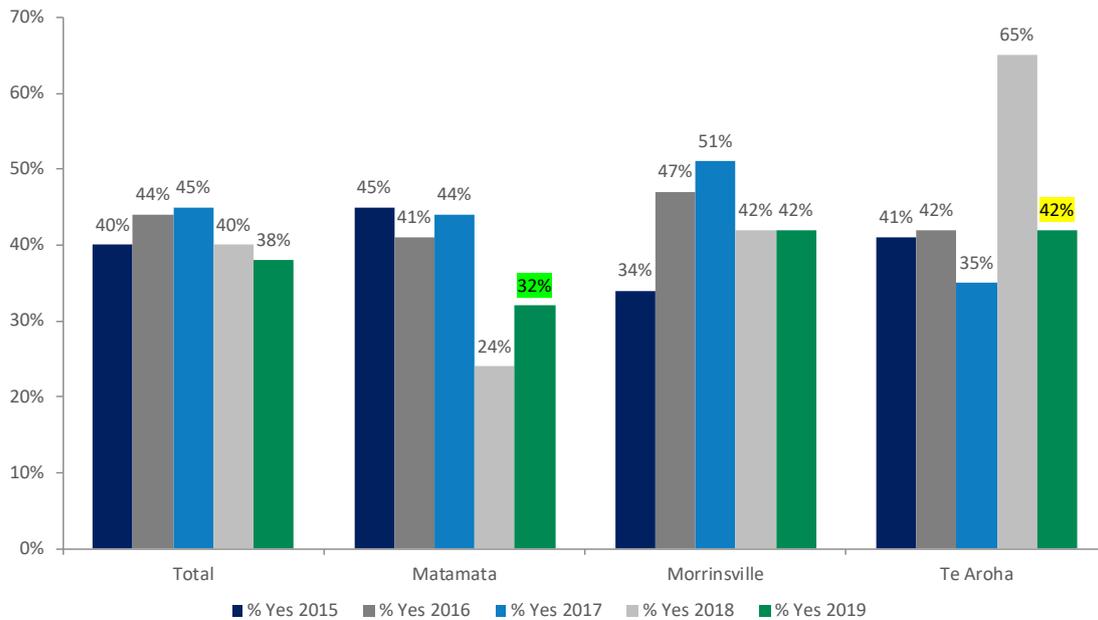
Library Services

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

Library Usage

In 2019, 38% of residents have used a library in the past twelve months. Morrinsville and Te Aroha residents have the highest proportion of library users (both 42%), while 32% of Matamata residents have used a library. There has been a significant decrease in Te Aroha residents who have used a library (42% cf. 2018, 65%).

LIBRARY USAGE IN LAST TWELVE MONTHS, BY WARD

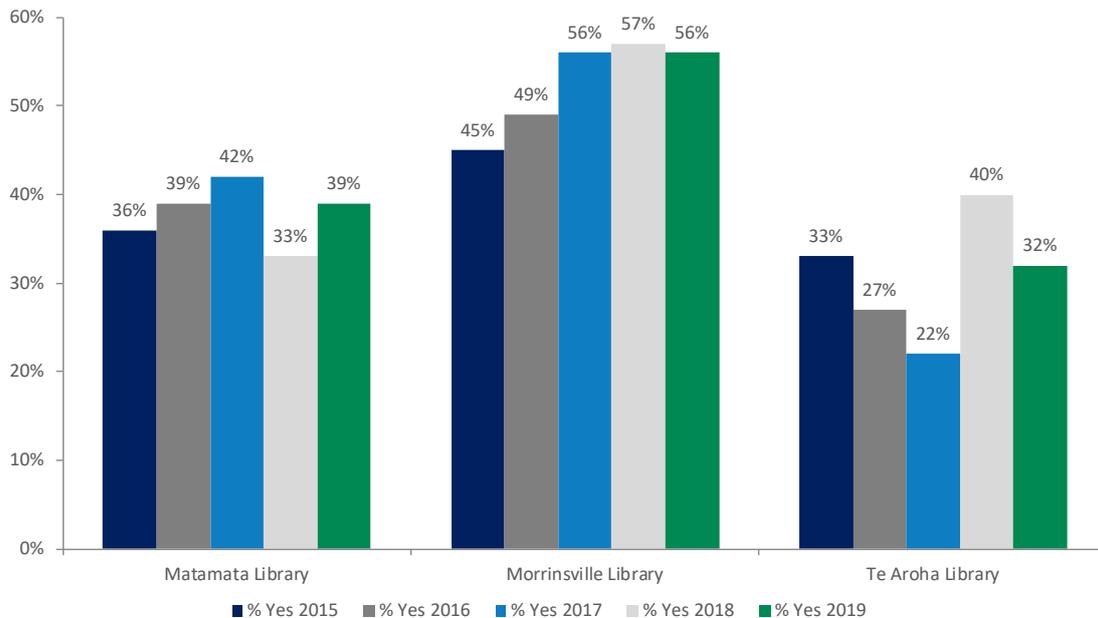


Q. Have you used a district library in the last 12 months? Base: All respondents 2015 n=400; 2016 n=400; 2017 n=400; 2018 n=400; 2019 n=400.

Libraries Used

More than half of library users (56%) used the Morrinsville library in the past year. Following this, 39% used the Matamata library, and 32% used the Te Aroha library.

SPECIFIC LIBRARIES USED IN LAST TWELVE MONTHS



In terms of specific areas, Matamata residents are significantly more likely to use the Matamata Library (97%), Morrinsville residents are significantly more likely to use the Morrinsville Library (100%), and Te Aroha residents are significantly more likely to use the Te Aroha Library (98%).

SPECIFIC LIBRARIES USED IN LAST TWELVE MONTHS, BY WARD

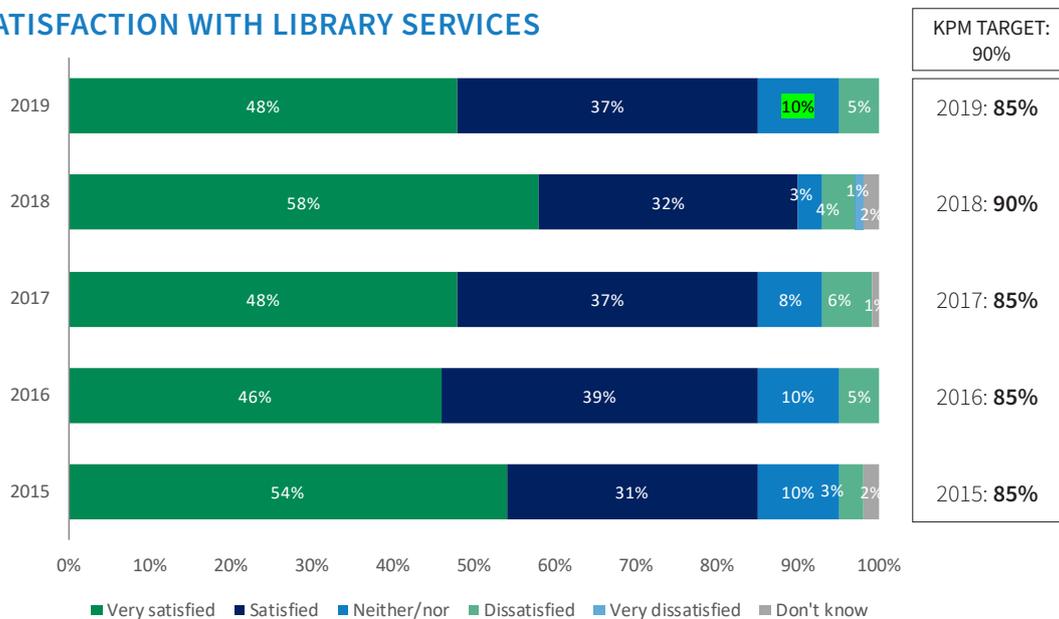
	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	158	55	58	45
Matamata	39%	97%	8%	15%
Morrinsville	56%	13%	100%	39%
Te Aroha	32%	8%	11%	98%

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; 2019 n=158.

Library Services

Eighty-five per cent of library users are satisfied (37%) or very satisfied (48%) with library services. A further 10% are neither satisfied nor dissatisfied, and 5% are dissatisfied. There is a significant increase in residents who are neither satisfied nor dissatisfied (10% cf. 2018, 3%).

USER SATISFACTION WITH LIBRARY SERVICES



The majority of Morrinsville residents who are library users are satisfied with library services (91%). Following this, 84% of Matamata residents are satisfied, and 79% of Te Aroha residents are satisfied with library services.

USER SATISFACTION WITH LIBRARY SERVICES, BY WARD

	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	158	55	58	45
Very satisfied	48%	36%	51%	60%
Satisfied	37%	48%	40%	19%
Neither satisfied nor dissatisfied	10%	6%	7%	17%
Dissatisfied	5%	10%	2%	4%
Very dissatisfied	0%	0%	0%	0%
Don't know	0%	0%	0%	0%

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; 2019 n=158.

Library Services

Seven residents are dissatisfied with district libraries. Reasons for dissatisfaction were recorded verbatim and coded by theme. All responses are detailed in the table below.

REASONS FOR DISSATISFACTION WITH LIBRARY SERVICES

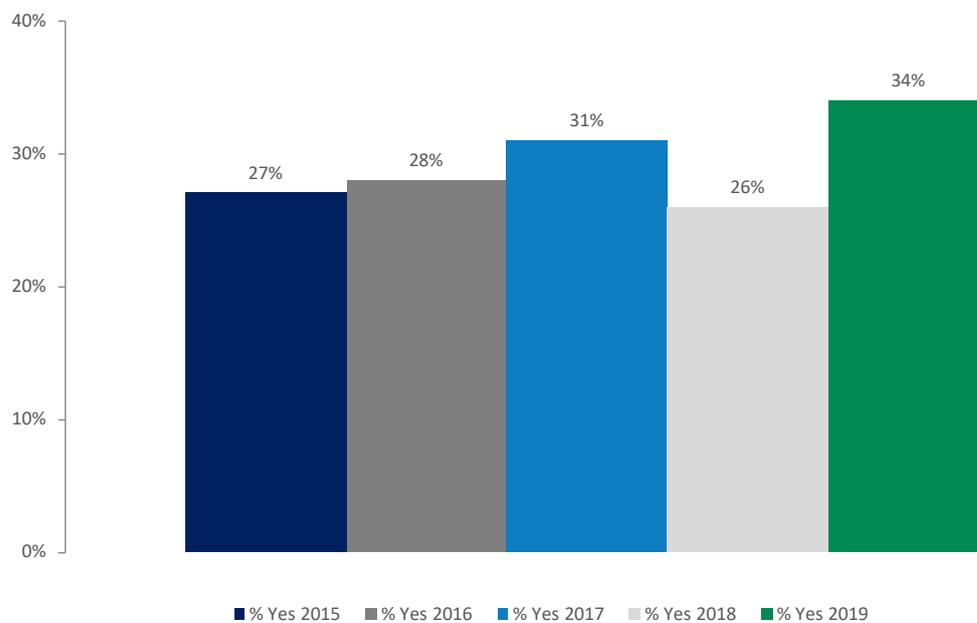
THEME	NUMBER OF MENTIONS	VERBATIM COMMENTS
Check-out service	4	<ul style="list-style-type: none"> • <i>The staff are very slow in getting new books out, so the service is pretty slow.</i> • <i>Self service is not acceptable.</i> • <i>Staff were very rude and unhelpful.</i> • <i>The new library in Matamata is smaller than I'd believed it would be, the personal service isn't as good, sometimes it's hard to get actual people to serve you at the counter, the self-service machines often don't work.</i>
Charges	1	<ul style="list-style-type: none"> • <i>Billing.</i>
Lack of range	2	<ul style="list-style-type: none"> • <i>The extend of the library the variety and the number of the books. Previously Matamata had more, and a variety of books.</i> • <i>Matamata - after the upgrade to the memorial centre, the library seems smaller and the selection of books less. Also why do you have to pay for all the decent books?</i>

Q. And why do you say that? Base: Those dissatisfied/very dissatisfied with district libraries n=7.

Library Online Services

In 2019, 34% of library users use the library online services; this includes e-books, databases, placing holds, book renewals or accessing account information. While not statistically significant, this is an 8% increase from last year's result.

USE OF LIBRARY ONLINE SERVICES IN THE LAST TWELVE MONTHS



Morrinsville residents (38%) are more likely to be library online users than other residents. Following this, 36% of Matamata residents are library online users, and 25% of Te Aroha residents are library online users.

USE OF LIBRARY ONLINE SERVICES IN THE LAST TWELVE MONTHS, BY WARD

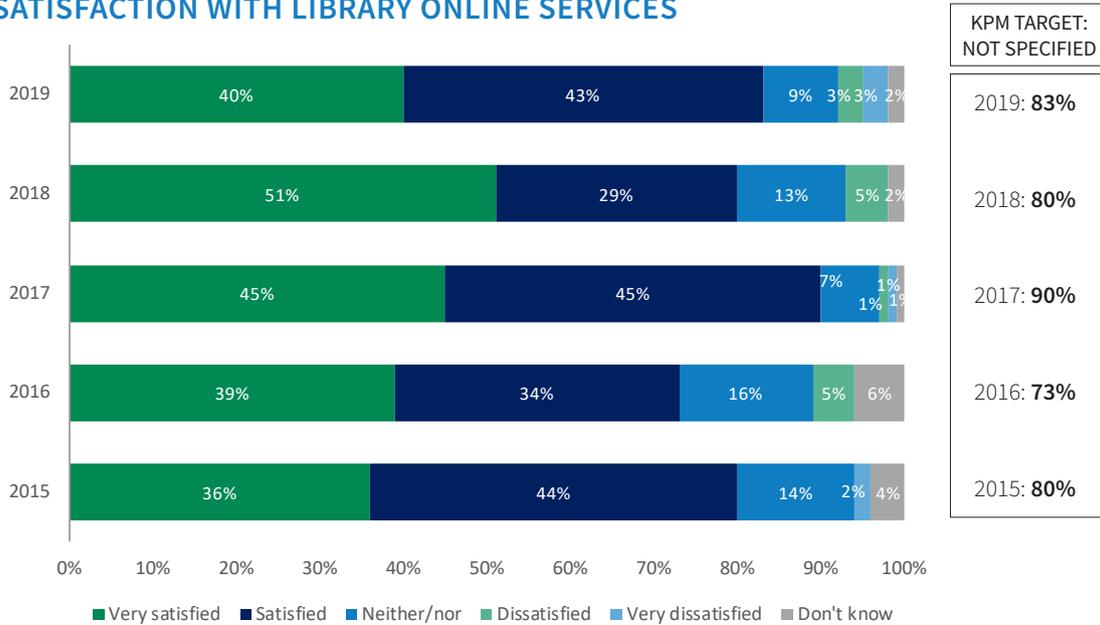
	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	158	55	58	45
Yes	34%	36%	38%	25%
No/ Don't know	66%	64%	62%	75%

Q. Have you or your family used the library online 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; 2019 n=158.

Library Online Services

Eighty-three per cent of library online users are satisfied (43%) or very satisfied (40%) with the online services. Following this, 9% of residents are neither satisfied nor dissatisfied, while 6% are dissatisfied (3%) or very dissatisfied (3%), and 2% are unsure how to rate this question.

USER SATISFACTION WITH LIBRARY ONLINE SERVICES



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; 2019 n=47.

Library Online Services

The majority of Morrinsville residents who are library online users are satisfied with library online services (95%). Comparatively, 83% of Matamata residents, and 50% of Te Aroha residents are satisfied with library online services in 2019.

USER SATISFACTION WITH LIBRARY ONLINE SERVICES, BY WARD

	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	47	17	20	10
Very satisfied	40%	30%	53%	22%
Satisfied	43%	53%	42%	28%
Neither satisfied nor dissatisfied	9%	11%	0%	28%
Dissatisfied	3%	0%	3%	8%
Very dissatisfied	3%	0%	0%	14%
Don't know	2%	6%	2%	0%

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

REASONS FOR DISSATISFACTION WITH LIBRARY ONLINE SERVICES

THEME	NUMBER OF MENTIONS	VERBATIM COMMENTS
Other single mentions	3	<ul style="list-style-type: none"> • <i>Difficult to use, not user friendly (my opinion).</i> • <i>Couldn't use it.</i> • <i>We shouldn't have to pay for these services.</i>

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

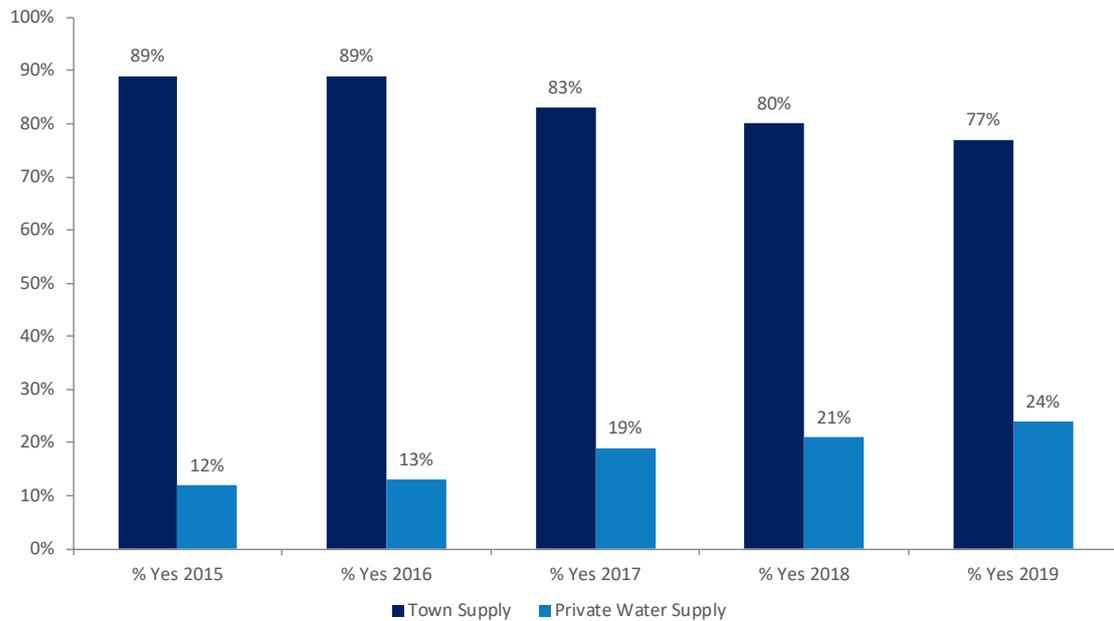
Water Supply and Wastewater

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.

Water Supply Services

In 2019, 77% of residents use a town supply of water, a decrease in results from previous years. Concurrently, residents who use a private water supply (24%) has continued to increase year-on-year.

USE OF WATER SUPPLY SERVICES



Matamata residents are significantly more likely to use a town water supply (87% cf. total 77%), while Morrinsville residents are significantly more likely to use a private water supply (36% cf. total, 24%).

USE OF WATER SUPPLY SERVICES, BY WARD

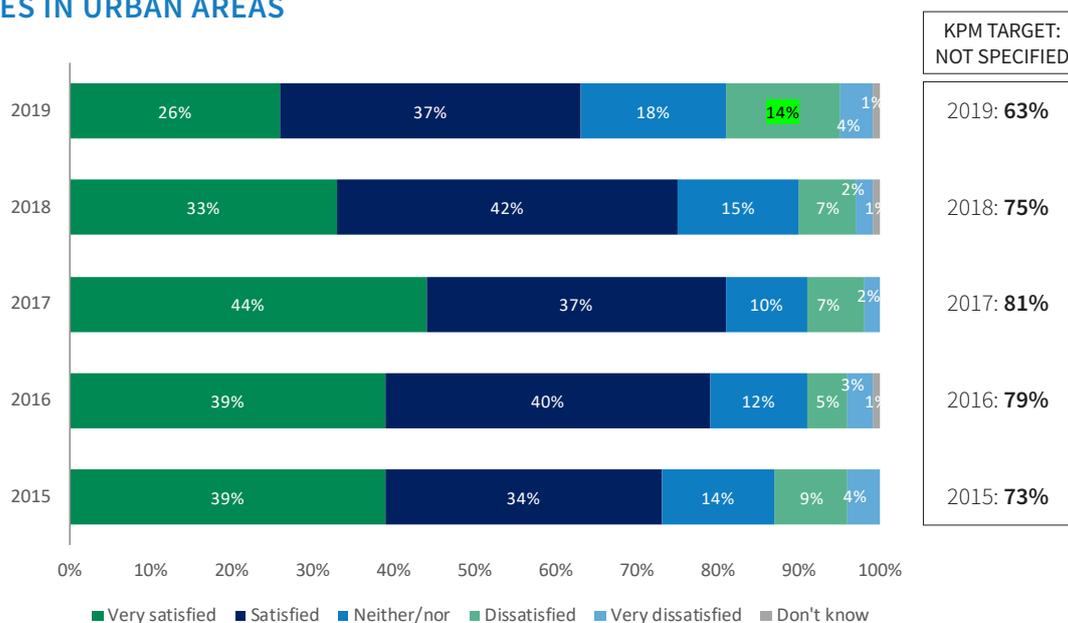
	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	400	156	144	100
Town Supply	77%	87%	67%	78%
Private Water Supply	24%	14%	36%	24%

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; 2019 n=400.

Water Supply Services

Sixty-three per cent of residents who are water supply users are satisfied (37%) or very satisfied (26%) with Council’s water supply services. A further 18% of residents are neither satisfied nor dissatisfied, 18% are dissatisfied (14%) or very dissatisfied (4%), and 1% are unsure how to rate this question. There is a significant increase in residents who are dissatisfied (14% cf. 2018, 7%).

USER SATISFACTION WITH COUNCIL’S WATER SUPPLY SERVICES IN URBAN AREAS



Seventy-seven per cent of Te Aroha residents who are water supply users are satisfied with Council’s water supply services (cf. total, 63%). Following this, 63% of Morrinsville residents, and 58% of Matamata residents are satisfied. Residents from Matamata are significantly more likely to be very dissatisfied than other residents (8% cf. total, 4%).

USER SATISFACTION WITH COUNCIL’S WATER SUPPLY SERVICES IN URBAN AREAS, BY WARD

	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	319	138	102	79
Very satisfied	26%	27%	28%	24%
Satisfied	37%	31%	35%	53%
Neither satisfied nor dissatisfied	18%	21%	17%	9%
Dissatisfied	14%	11%	19%	14%
Very dissatisfied	4%	8%	1%	0%
Don't know	1%	2%	0%	0%

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; 2019 n=319.

Water Supply Services

Forty 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 in the table below.

REASONS FOR DISSATISFACTION WITH COUNCIL’S WATER SUPPLY SERVICES IN URBAN AREAS

THEME	NUMBER OF MENTIONS	VERBATIM COMMENTS
Poor tasting/ smelling water	20	<ul style="list-style-type: none"> • <i>The taste of water requires a water filter.</i> • <i>The taste of water is horrible.</i> • <i>We still find we have to filter tap water before we can drink it because of the unusual taste and often colour.</i> • <i>Doesn't taste good.</i> • <i>The smell and taste of the waste is poor - like chlorinated swamp water.</i> • <i>We have had a huge amount of problems this year, and still need a filter to be able to drink the water! Yet the moment any work is done on anyone's properties, Council expects lots of rules and regulations.</i> • <i>Don't like the taste.</i> • <i>Too many problems with it in the last year and we have a filter so we can drink it.</i> • <i>It tastes yuck and seems to get discoloured a lot.</i> • <i>The taste.</i> • <i>Smells like chloride all the time.</i> • <i>The water - we don't drink it unless it's been in the fridge otherwise it tastes like crap after its been in the fridge for half a day its drinkable.</i> • <i>Tastes terrible.</i> • <i>It smells and tastes awful.</i> • <i>It does not taste good.</i> • <i>The water is yuck. Can't drink it at all - we have had to have a filter system installed.</i> • <i>Every aspect is a little poor - colour, odour, taste.</i> • <i>It tastes terrible, I will only drink filtered water.</i> • <i>The taste is often unpleasant.</i> • <i>It smells unpleasant, like swamp water and chlorine. Washing smells like chlorine very strongly on occasion. I don't drink water from the tap, only filtered water.</i>
Milky/ dirty water	3	<ul style="list-style-type: none"> • <i>Water comes out of the tap white occasionally.</i> • <i>The colour of water is often cloudy, and the taste is very poor.</i> • <i>Recent brown water issue - was told when I phoned reception it was excess magnesium but know it was broken pipes. I didn't get a Facebook message although I am signed up. Thankful I ran a bath and saw colour of the water before I put my white duvet cover in the washing machine.</i>

Water Supply Services

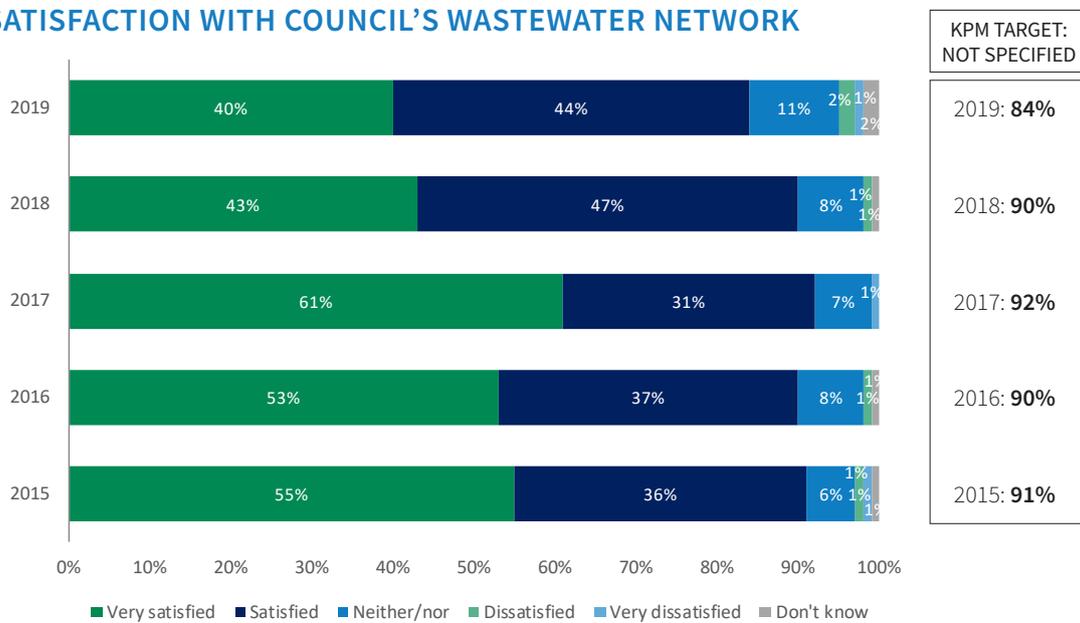
Low water pressure	6	<ul style="list-style-type: none"> • The water pressure is poor. • The pressure is low. • Not a lot of pressure out here and on busy mornings it is very bad. • Since the Council put in the new water lines, the water pressure is terrible and won't get up to our second story. • The water pressure in our area is as low as you could possibly get sometimes. It takes a long time to water your gardens or fill your jug. • Low pressure.
Water restrictions	2	<ul style="list-style-type: none"> • The town is growing, and the Council doesn't seem to be putting any forethought into the supply for the future and we get lots of water restrictions over summer which is only going to get worse with the increased number of planned housing developments. • Water restrictions.
Chemicals in water	6	<ul style="list-style-type: none"> • As I suffer from a water allergy from all the poisonous chemicals that are used in the water. • There are too many chemicals placed in the water. • The water often does not taste or smell nice...tastes and smells like chemicals. • I would like to get my water tested as I get bad eczema and Psoriasis. After returning from a trip overseas where it cleared up, after my second shower I was itching bad all over. • I have had a good water filter installed because I used to have real trouble with my skin and now I don't any more issues. • The contaminants accumulate overnight, and the water tastes worse than a swimming pool.
Other single mentions	3	<ul style="list-style-type: none"> • We have a filter for water coming into our property, it is totally disappointing of the filth when we change filters. This is only meant to be once a year, but with the Morrinsville water we have an added expense of changing our filters more than once a year. People with no filters are consuming this filth, so I guess we are lucky. • Asbestos pipes have not been replaced. No transparent reporting on e-coli issues. • I think there is room for improvement with the water quality.

Q. And why do you say that? Base: Those dissatisfied/very dissatisfied with Council's water supply services n=40.

Wastewater Network

Sixty-six per cent of residents use Council’s wastewater network in 2019. Eighty-four per cent are satisfied (44%) or very satisfied (40%) with the wastewater network, 11% are neither satisfied nor dissatisfied, while 3% are dissatisfied (2%) or very dissatisfied (1%) and 1% don’t know how to answer this question.

USER SATISFACTION WITH COUNCIL’S WASTEWATER NETWORK



Eighty-eight per cent (each) of Morrinsville and Te Aroha residents who are wastewater network users are satisfied with Council’s wastewater network. Comparatively, 80% of Matamata residents are satisfied with the wastewater network.

USER SATISFACTION WITH COUNCIL’S WASTEWATER NETWORK, BY WARD

	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	291	126	92	73
Very satisfied	40%	47%	36%	34%
Satisfied	44%	33%	52%	54%
Neither satisfied nor dissatisfied	11%	16%	7%	8%
Dissatisfied	2%	3%	1%	1%
Very dissatisfied	1%	0%	0%	3%
Don't know	2%	1%	4%	0%

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; 2019 n=291.

Wastewater Network

Six residents mentioned they are dissatisfied with Council’s wastewater network. Reasons for dissatisfaction were recorded verbatim and all responses are detailed in the table below.

REASONS FOR DISSATISFACTION WITH COUNCIL’S WASTEWATER NETWORK

THEME	NUMBER OF MENTIONS	VERBATIM COMMENTS
Other single mentions	6	<ul style="list-style-type: none"> • <i>The galley traps bring up sewage.</i> • <i>Totally not happy that residents are responsible for repair and maintenance of the pipes even when it is a Council tree that caused the damage.</i> • <i>I prefer to buy water for my family and I. I do not like the taste of the water supply.</i> • <i>Our backyard is waterlogged year-round, coming from the bare section behind us.</i> • <i>Tree roots from the neighbours broke through the pipes and I had to pay a fortune to get it fixed.</i> • <i>Not sure that it is recycled?</i>

Q. And why do you say that? Base: Those dissatisfied/very dissatisfied with the wastewater network n=6.

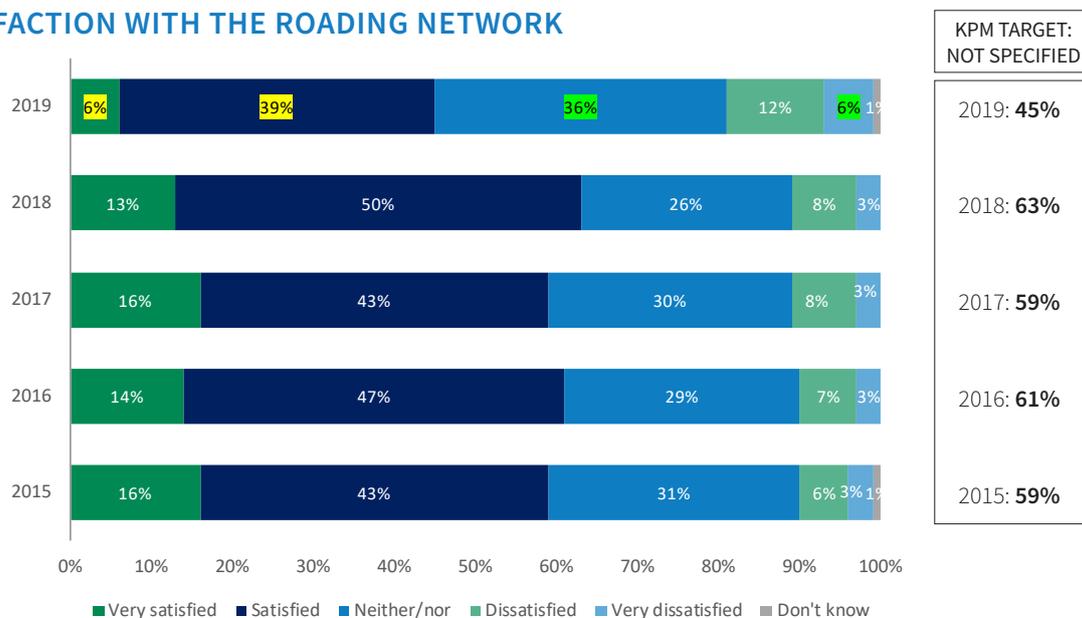
Roading Network

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

Roading Network

Less than half of residents (45%) are satisfied (39%) or very satisfied (6%) with the roading network. This is an 18% decrease from last year's results. Thirty-six per cent of residents are neither satisfied nor dissatisfied, while 18% are dissatisfied (12%) or very dissatisfied (6%). One per cent did not know how to rate this question.

SATISFACTION WITH THE ROADING NETWORK



Fifty-six per cent of Te Aroha residents, and 54% of Morrinsville residents are satisfied with the roading network in 2019. Following this, 32% of Matamata residents are satisfied with the roading network.

SATISFACTION WITH THE ROADING NETWORK, BY WARD

	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	400	156	144	100
Very satisfied	6%	3%	8%	9%
Satisfied	39%	29%	46%	47%
Neither satisfied nor dissatisfied	36%	41%	34%	29%
Dissatisfied	12%	16%	8%	9%
Very dissatisfied	6%	10%	4%	4%
Don't know	1%	1%	0%	2%

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; 2019 n=400.

Roading Network

Sixty-nine residents identified they are dissatisfied with the roading network. Reasons for dissatisfaction were recorded verbatim and coded by theme. Illustrative responses are detailed in the table below. Detailed verbatim comments, highlighting specific streets and areas of concern within each ward are available in the appendix.

REASONS FOR DISSATISFACTION WITH THE ROADING NETWORK

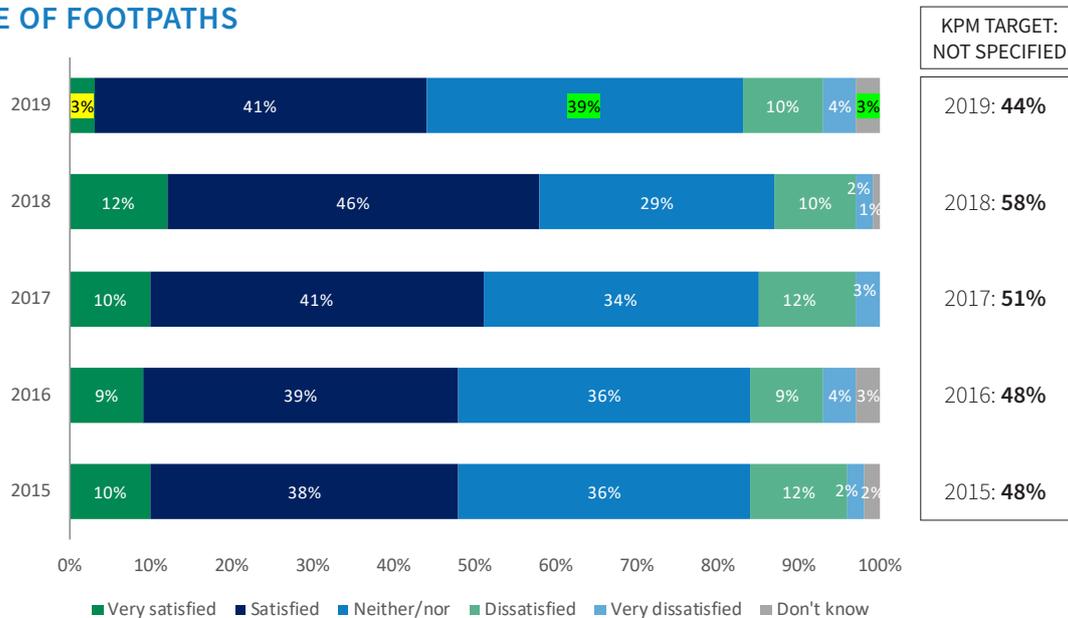
THEME	NUMBER OF MENTIONS	ILLUSTRATIVE QUOTES
Poor quality repairs	6	<ul style="list-style-type: none"> <i>They do quick fixes, which in the long term is money wasted.</i>
Room for improvement, general maintenance	13	<ul style="list-style-type: none"> <i>Roads overall need to be better maintained.</i>
Potholes and uneven surfaces	30	<ul style="list-style-type: none"> <i>Uneven surfaces and full of potholes.</i>
Trucks on the road an issue	5	<ul style="list-style-type: none"> <i>Bypass needs to be put into place to cope with heavy vehicles.</i>
Improved signage needed	4	<ul style="list-style-type: none"> <i>Avenue Road is very dangerous due to lack of signage and maintenance.</i>
Other single mentions	11	<ul style="list-style-type: none"> <i>Council trees are damaging the roads.</i>

Q. And why do you say that? Base those dissatisfied/ very dissatisfied with Council's management of the roading corridor n=69. 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.

Footpaths

Forty-four per cent of residents are satisfied (41%), or very satisfied (3%) with the look, smoothness, and ‘comfort of ride’ of footpaths. Following this, 39% of residents are neither satisfied nor dissatisfied, 14% are dissatisfied (10%) or very dissatisfied (4%), and 3% don’t know how to rate this question.

SATISFACTION WITH THE LOOK, SMOOTHNESS AND COMFORT OF RIDE OF FOOTPATHS



In terms of specific areas, 48% of Te Aroha residents are satisfied with the look, smoothness and comfort of ride of footpaths. Following this, 45% of Morrinsville residents and 42% of Matamata residents are satisfied.

SATISFACTION WITH THE LOOK, SMOOTHNESS, AND ‘COMFORT OF RIDE’ OF FOOTPATHS, BY WARD

	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	400	156	144	100
Very satisfied	3%	2%	3%	7%
Satisfied	41%	40%	42%	41%
Neither satisfied nor dissatisfied	39%	42%	38%	35%
Dissatisfied	10%	12%	8%	9%
Very dissatisfied	4%	3%	3%	5%
Don't know	3%	1%	6%	3%

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; 2019 n=400.

Footpaths

Sixty-three residents 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. Detailed verbatim comments are available in the appendix.

REASONS FOR DISSATISFACTION WITH THE LOOK, SMOOTHNESS AND COMFORT OF RIDE OF FOOTPATHS

THEME	NUMBER OF MENTIONS	ILLUSTRATIVE QUOTES
Unsafe	26	<ul style="list-style-type: none"> <i>In the winter months they get very dangerous with leaves and ice in certain areas.</i>
Potholes, uneven surfaces	22	<ul style="list-style-type: none"> <i>Very cracked in some places.</i>
Room for improvement, general maintenance	7	<ul style="list-style-type: none"> <i>The footpaths need to be done up properly.</i>
Tree roots breaking through	2	<ul style="list-style-type: none"> <i>Tree roots are lifting the footpaths.</i>
No footpaths, not enough footpaths	2	<ul style="list-style-type: none"> <i>More footpaths are required for all users, due to population increase.</i>
Other single mentions	4	<ul style="list-style-type: none"> <i>Too overcrowded with tables and seats.</i>

Appendices

*Sample profile, questionnaire and
verbatim comments*

Sample Profile

This section outlines the sample composition of residents surveyed.

AGE, BY WARD

	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	400	156	144	100
18 - 29 years	11%	16%	9%	5%
30 - 39 years	21%	24%	21%	16%
40 - 49 years	14%	10%	19%	15%
50 - 59 years	23%	16%	24%	31%
60 - 69 years	12%	11%	11%	13%
70 or over	19%	23%	16%	20%

GENDER, BY WARD

	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	400	156	144	100
Male	49%	54%	50%	39%
Female	51%	46%	50%	61%

ETHNICITY, BY WARD

	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	400	156	144	100
New Zealand European	84%	82%	87%	83%
Māori	10%	15%	1%	13%
Other	5%	2%	9%	5%
Refused	1%	0%	2%	0%

Sample Profile

HOUSEHOLD INCOME, BY WARD

	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	400	156	144	100
Under \$40,000	29%	37%	22%	26%
Between \$40,000 and \$60,000	17%	22%	14%	14%
More than \$60,000	46%	34%	55%	52%
Don't know	2%	2%	3%	1%
Prefer not to say	6%	5%	7%	7%

YEARS LIVING IN THE DISTRICT, BY WARD

	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	400	156	144	100
5 years or less	14%	15%	16%	12%
6 to 10 years	12%	8%	15%	15%
More than 10 years	72%	76%	69%	72%

RATEPAYER STATUS, BY WARD

	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	400	156	144	100
Yes	90%	88%	95%	85%
No	6%	5%	5%	10%

METHOD, BY WARD

	TOTAL	MATAMATA	MORRINSVILLE	TE AROHA
n=	400	156	144	100
Telephone	75%	75%	75%	75%
Online	25%	25%	25%	25%

Questionnaire

Matamata-Piako District Council Community Views Survey 2018/2019 Questionnaire

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
- Parked in a shopping area 5
- A Council playground 6
- (DO NOT READ OUT) None of these 7

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*, 2 representing *Dissatisfied*, 3 representing *Neither Satisfied nor Dissatisfied*, 4 representing *Satisfied* and 5 representing *Very Satisfied*.

[READ OUT ACTIVITIES 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
Access to parking in the shopping area	1	2	3	4	5	6	7
Council playgrounds	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]

Questionnaire

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]

Questionnaire

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 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 8 OF QUESTION 3 IS 3-7, THEN SKIP TO QUESTION 12]

Q.11 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.

Q.12 Using the 5-point scale with 1 representing *Very Dissatisfied*, 2 representing *Dissatisfied*, 3 representing *Neither Satisfied nor Dissatisfied*, 4 representing *Satisfied* 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.13 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 13 IS NOT 2, THEN SKIP TO QUESTION 16]

Questionnaire

Q.14 Using the same 5-point scale, with 1 representing *Very Dissatisfied*, 2 representing *Dissatisfied*, 3 representing *Neither Satisfied nor Dissatisfied*, 4 representing *Satisfied* and 5 representing *Very Satisfied*, how satisfied are you with Council water supply services?

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

- 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 14 IS 3-6, THEN SKIP TO QUESTION 16]

Q.15 Why do you say that? Please be as specific as possible.

PROBE FULLY AND RECORD VERBATIM

Q.16 Is your household connected to the wastewater network?

DO NOT READ OUT

- Yes 1
- No/ Don't Know .. 2

[IF THE ANSWER TO QUESTION 16 IS 2, THEN SKIP TO QUESTION 19]

Q.17 Using the same 5-point scale with 1 representing *Very Dissatisfied*, 2 representing *Dissatisfied*, 3 representing *Neither Satisfied nor Dissatisfied*, 4 representing *Satisfied* and 5 representing *Very Satisfied*, how satisfied are you with the wastewater system?

- 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 17 IS 3-6, THEN SKIP TO QUESTION 19]

Q.18 Why do you say that? Please be as specific as possible

PROBE FULLY AND RECORD VERBATIM

Questionnaire

Q.19 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, with 1 representing *Very Dissatisfied*, 2 representing *Dissatisfied*, 3 representing *Neither Satisfied nor Dissatisfied*, 4 representing *Satisfied* and 5 representing *Very Satisfied*, could you rate the following roading services?

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

[READ OUT THE ROADING ATTRIBUTES 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 19 IS 3-7, THEN SKIP TO QUESTION 21]

Q.20 You mentioned that you are 'not 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 19 IS 3-7, THEN SKIP TO QUESTION 22]

Q.21 You mentioned that you are 'not 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.22 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 TO QUESTION 22 IS 2, THEN SKIP TO QUESTION 26]

Questionnaire

Q.23 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.24 And using the same 5-point scale, with 1 representing *Very Dissatisfied*, 2 representing *Dissatisfied*, 3 representing *Neither Satisfied nor Dissatisfied*, 4 representing *Satisfied* and 5 representing *Very Satisfied*, how satisfied are you with the library services?

- 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 24 IS 3-6, THEN SKIP TO QUESTION 26]

Q.25 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.26 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 29]

Questionnaire

Q.27 Using the same 5-point scale, with 1 representing *Very Dissatisfied*, 2 representing *Dissatisfied*, 3 representing *Neither Satisfied nor Dissatisfied*, 4 representing *Satisfied* and 5 representing *Very Satisfied*, how satisfied are you with the library online services?

- 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 27 IS 3-6, THEN SKIP TO QUESTION 29]

Q.28 And why do you say that?

PROBE FULLY AND RECORD VERBATIM

Q.29 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*, 2 representing *Unimportant*, 3 representing *Neither Important nor Unimportant*, 4 representing *Important* and 5 representing *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
Sports fields, excluding parks and reserves	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

Questionnaire

Q.30 The next set of questions are about communication from Council. Using the same 5-point scale as earlier, with 1 representing *Very Dissatisfied*, 2 representing *Dissatisfied*, 3 representing *Neither Satisfied nor Dissatisfied*, 4 representing *Satisfied* and 5 representing *Very Satisfied*, 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 30 IS 3-6, THEN SKIP TO QUESTION 32]

Q.31 Why do you say that?

PROBE FULLY AND RECORD VERATIM

Q.32 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 32 IS NOT 12, THEN SKIP TO QUESTION 34]

Q.33 Which radio stations do you prefer?

RECORD VERBATIM

Questionnaire

[IF THE ANSWER TO QUESTION 32 IS NOT 13, THEN SKIP TO QUESTION 35]

Q.34 Which television channels do you prefer?

RECORD VERBATIM

[IF THE ANSWER TO QUESTION 32 IS NOT 16, THEN SKIP TO QUESTION 36]

Q.35 Other communication channels

Q.36 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 41]

Q.37 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

Questionnaire

Q.38 Using the same 5-point scale, with 1 representing *Very Dissatisfied*, 2 representing *Dissatisfied*, 3 representing *Neither Satisfied nor Dissatisfied*, 4 representing *Satisfied* and 5 representing *Very Satisfied*, could you tell me how satisfied you were with the service at the first point of telephone contact or reception enquiries overall?

- 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 38 IS 3-6, THEN SKIP TO QUESTION 41]

Q.39 Why do you say that?

PROBE FULLY AND RECORD VERBATIM

Q.40 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.41 Again, using the same 5-point scale, with 1 representing *Very Dissatisfied*, 2 representing *Dissatisfied*, 3 representing *Neither Satisfied nor Dissatisfied*, 4 representing *Satisfied* and 5 representing *Very Satisfied*, how satisfied are you with the leadership of Councillors and the Mayor?

- 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 41 IS 3-6, THEN SKIP TO QUESTION 43]

Q.42 And why do you say that?

PROBE FULLY AND RECORD VERBATIM

Questionnaire

Q.43 And lastly, again using the 5-point scale with 1 representing *Very Dissatisfied*, 2 representing *Dissatisfied*, 3 representing *Neither Satisfied nor Dissatisfied*, 4 representing *Satisfied* and 5 representing *Very Satisfied*, 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.

- 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 Why do you say that ?

Q.45 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 45 IS NOT 5, THEN SKIP TO QUESTION 47]

Q.46 Other - Ethnicity

RECORD ANSWER

Q.47 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

Questionnaire

Q.48 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.49 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.50 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.51 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.52 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.53 AREA – Mark from sample

- Matamata 1
- Morrinsville .. 2
- Te Aroha 3

REASONS FOR DISSATISFACTION WITH MANAGEMENT OF FLOODING WITHIN URBAN AREAS: SPECIFIC STREETS AND AREAS OF CONCERN, BY WARD

MATAMATA

- *A lot of flooding occurs after heavy rain in certain areas.*
- *When there is a lot of rain the streets around town flood.*
- *Well known areas that have bad flooding. My sister's house is one of them. Almost flooded inside last year. Does need improvement in high risk areas.*
- *Flooding occurs after heavy rain down Matipo Street.*
- *Every time it rains heavy flooding occurs on the roadway. Needs to be better maintained.*
- *We live in Meura Street and we often get flooded out. This often happens down by the pools as well.*
- *The volume of rain at times exceeds runoff so ponding occurs in the main street.*
- *Water flow is not being controlled due to the drains not being cleared often.*
- *The drains block with leaves and rubbish, which creates flooding when heavy rain occurs.*
- *Drains block up with leaves which creates surface flooding after heavy rain. Maintenance needs to be checked more regularly.*
- *Often leaves clog the drains and prevent water from heavy rain from draining away causing flooding in town and outside Matamata Primary School and Matamata College. It often takes the Council until after autumn for the leaves to be cleared.*
- *Drains block up with leaves which creates flooding after heavy rain. More maintenance to occur more often especially autumn and winter.*
- *The drains don't cope with the amount of rain that we get, quite often we get a lot of flooding and it takes quite a while to drain away just enough to affect the roadway, I haven't seen it affect a house or private land.*
- *Trees by the information centre, the leaves drop and block the drains.*
- *In heavy rain the drains block and creates surface flooding.*
- *We are still flooding in Smith Street for a start. What has the Council done for the average Matamata person please don't say roads or I will say look at the main street into Matamata. Look at the parking in town.*
- *A general consensus from neighbourhoods is that some places are being ignored!*
- *After heavy rain the road around Broadway, Station Road floods due to all the leaves in the drains.*
- *Leaves quite often block drains. I cleared two drains close by to an elderly lady I know (I live nowhere near her) as she rang Council to say they were blocked from flooding and nothing happened.*
- *The corner where you go down to Broadway and Meura Street it blocks up with leaves and floods across both streets.*
- *Matamata - Broadway is always flooding when there is rain forecast there is a huge build-up of debris left in the gutters and always floods outside the school.*
- *It's Dawson Street - Matamata, they put a big soak hole there, but it can still overflow into our place in Dawson Street. It needs a drain opposite our place.*

MORRINSVILLE

- *Flooding occurs after heavy rain in all areas.*
- *Alexandra Avenue - always floods on the corner.*
- *Lack of maintenance to clearing drains and picking up rubbish.*
- *A lot of drains blocked with leaves Lorne Street, Anderson Street. Morrinsville.*
- *We have issues with drains not being cleared at the end of Page Street.*
- *David Street is full of trees. When the leaves fall into the gutters and drains, when heavy rain occurs, it floods. Overall maintenance needs to be more often.*
- *Drainage system often blocks with heavy rain in some areas. Needs to be better maintained.*

Verbatim

- *Stormwater drainage is not well maintained, which creates flooding after heavy rain due to leaves which block the surface.*
- *New subdivisions although come under each developer are not addressing the wetness of the ground and how the drainage works resulting in very wet sections.*
- *Create an underground tank which would enable the excess of water to run into rivers, which would limit the flooding in certain areas.*
- *Maintenance of the rivers and lakes is very poor. Which creates more surface flooding.*
- *I have had flooding numerous times on my land from a creek behind me...Council don't seem to want to know or care.*

TE AROHA

- *Aroha View Avenue in Te Aroha gets flooding at least twice a year, some mild, others worse.*
- *Roadway leading out of Te Aroha to Paeroa floods and destroys embankments regularly.*
- *Drains block after heavy rain due to the leaves not being cleared and rubbish.*
- *Drainage is very poor due to the system not being cleaned and drained on a regular basis.*
- *Behind our house, the drain is not cleared, and the open drain can often flood in severe weather (running along at the beginning of the bike path on Emma Street. Te Aroha.)*
- *Drains are not cleaned regularly.*
- *When heavy rain occurs the drains block with leaves.*
- *They are not controlling the flooding.*
- *Every year the galley traps the water and it comes back up and brings sewage with it. The drains next to the roads gets filled with leaves and stones and floods properties which include the lawn.*
- *There needs to be more signage on public areas and roads warning when flooding has occurred. Also, isn't it time to stop persisting with the wetland area by the bridge into Te Aroha and just let it fill with water.*

REASONS FOR DISSATISFACTION WITH ACCESS TO PARKING IN SHOPPING AREAS: SPECIFIC STREETS AND AREAS OF CONCERN, BY WARD

MATAMATA

- *Not enough car parks in the Central Business District.*
- *Not enough car park spaces available.*
- *More car parks need to be put into place. Due to over population.*
- *Car parks on Broadway are too narrow and angle parking is not ideal.*
- *There aren't enough car parks on the main street.*
- *More car parks need to be created on the main street.*
- *More car parks need to be created due to over population.*
- *Not enough car parks which includes Countdown and the information centre and the main street.*
- *Not enough car parks provided on the main street. Time limits needs to be put into place.*
- *There is not enough parking in Matamata.*
- *Parking is becoming a luxury these days. Often there is very few or limited parking spaces, it's very frustrating.*
- *Countdown parking - there never is enough spaces.*
- *Parking.*
- *Need to provide more parking spaces.*
- *People that work in town should not park outside the shops.*
- *Main street parking is always full.*
- *Not enough car parks on the main street (Broadway).*

Verbatim

- *Not enough car parks on main street and other areas.*
- *It's just you have to go out early to find a park. Matamata shopping centre.*
- *Generally, the town is busy, a lack of carparks, during the week, not so much on the weekend.*
- *Mainly just the lack of public parking generally. Central town in Matamata.*
- *Hard to find parking in the main street since all the cafes have gone in.*
- *It is very hard to find a park in Broadway.*
- *Sometimes when I just need to pop into town for something quick, I spend most of my time looking for a park.*
- *We just haven't got enough parking in the area with another 200 houses to be built.*
- *Need more car parks at Countdown, Matamata.*
- *I say that because it's fact. People park their cars there all day. Using up parks for shoppers. All around Matamata.*
- *To get to the bank I have to go in before it opens. There is no parking at times including weekends, town is growing and only going to get worse.*
- *The lack of car parks in the centre of town.*
- *Never enough parks. Business owners parking outside their own businesses all day.*
- *Not enough car parks available on the main street. Needs to be a separate parking area for non-business residents.*
- *Shop owners use the car parks available, not taking into account the residents/tourists needs.*
- *Business owners and employees parked on Broadway (main road). Which limits car parks for residents.*
- *Not enough car parks available due to business owners and employees on Broadway.*
- *Need more car parks created on the main street for residents not just for workers.*
- *Needs monitoring and fine those who overstay. e.g. business owners who park outside their shops all day.*
- *Real estate agents park their cars in town, all day. This takes up space for other customers. There are no enforced time restrictions. There is not enough motorhome parking. There is not enough bus parking. There is not enough parking off-street.*
- *There's not enough parking, the shop owners take up too much of the parking. Central Business District in Matamata.*
- *Most of business owners park outside their own shops and it is very difficult to get a park during the day, especially when you just want to make a quick stop.*
- *You know can't go to town and get a park and workers e.g. Real Estate agents are taking up parks.*
- *Business owners parking outside shops for long periods. Silly.*
- *More car parks need to be created closer to the Central Business District, for elderly people, or for people with a disability.*
- *More disability car parks need to be created on the main street.*
- *I think we need extra car parks in Arawa Street. I have a disabled parking pass, there is only two in the street and often I have to go around and around trying to find a park.*
- *People without disability parking passes are parking in disability car parks. This needs to be monitored.*
- *There are never any parks in town. There are time limits no one adheres to and all the local business owners or Real Estate agents take the parks all day.*
- *Safety aspects of parking too close together. Limited vision.*
- *Matamata CBD, parking is insufficient. Large tourist motor homes angle parking on Broadway should be stopped as they restrict the vision of other drivers parked nearby.*
- *I can't get a carpark near the shops I need to visit as I am getting elderly and I need to park close. I have been told that the shop assistants are parking in the main streets. If I can't get a park, I will go further afield to get a coffee or to do my shopping. I have recently got my disability pass, but I believe there is only one park in Arawa Street, and it is always full and is not much use.*

MORRINSVILLE

- *Not enough parking facilities.*
- *There are not enough car parks – I find it difficult to find parking in the shopping area.*

Verbatim

- *You can't find parking in the shopping area.*
- *There are not enough parks through the central business areas.*
- *Overcrowded by cars. The exit from the Countdown car park is dangerous with cars parking on the kerbside.*
- *Growing population within the district. More car parks needed.*
- *More car parks need to be created.*
- *Needs to be more car parks created in the shopping area.*
- *More car parks need to be created on the main street.*
- *On some occasions it's hard to get a park near the end of the week.*
- *Access to parking on the main street needs to be increased.*
- *More car parks need to be created within the main shopping area.*
- *Not enough car parks in the main street. Parking meters needs to be put into place with time limits.*
- *Not enough car parks on the main street.*
- *Change the layout of the car parks on the main street. To do with the access.*
- *The Warehouse and Countdown car parks are so small.*
- *Car parks are always full on the main street.*
- *Traffic overflow within the main street which makes it hard to obtain a car park.*
- *More car parks need to be created on the main street near shopping areas.*
- *The main street is limited with car parks available, which includes Moorehouse Street and Lorne Street.*
- *More adequate car parks need to be created on Thames Street and Alexandra Avenue.*
- *Time limit on parking in one area including Thames Street.*
- *Needs to be more car parks to be provided on the main street due to issues on horizontal parking and access.*
- *More car parks need to be created on the main street e.g. double storey base.*
- *I could not find a carpark close to the main shopping centre (Gayle's), midday in the pouring rain. I find it hard to find a carpark close to Countdown on Fridays. It is hard to find parking close to food places at/ around 3pm due to school being let out. I've had a lawyer ask to use a business carpark and someone wanting to pay a fine at the police station because they couldn't find a carpark.*
- *Population of the district has grown, some of the resources haven't been kept up to speed with the growth.*
- *Create more car parks due to the growth within the community.*
- *Too difficult to get a car park in the centre of town. More public car parks need to be created.*
- *No timeframe limits put into car parking.*
- *Not enough car parks available on the main street.*
- *Not enough parking at peak times.*
- *There is not enough parking in the main street.*
- *Trying to pop down to Thames Street is a mission to find a car park.*
- *It is very difficult to get a park from around 12-4pm.*
- *Town has grown and parking spaces are limited, and parking has become a bit of a problem.*
- *Mainly in the area around the skating rink and library it is difficult to get a park and get to the community house.*
- *Lack of parking in Morrinsville during weekdays.*
- *It's has become overcrowded with business owners and workers. More car parks need to be put into place.*
- *Not enough parking spaces on the main street, due to business or workers using the parks.*
- *Not enough car parks available due to business owners taking up all spaces. Seems to be very limited.*
- *Too many workers parked on the main street and I struggle to get a park where I want and when I want. Plenty of parks further away but they all seem lazy and take public parks. All ok if they don't want my business, will take it elsewhere. Need a parking officer as I think some are parking longer than they should and also parking longer than 10 minutes opposite the courthouse in Morrinsville.*
- *Shop workers and business owners should not be allowed to park on the main street.*
- *Create more car parks on the main street. Including mobility parking.*
- *Not enough car parks available for residents. Seems to be taken up by businesses or workers.*
- *The police station street - the car parks are fully taken up by workers. Time restrictions should be put into place. The car park behind the event centre should be better utilised.*

Verbatim

- *Businesses take over majority of the car parks, I have sat in the barber and watched the owner from Top Gear park outside her shop. You walk down the street and through countdown carpark in the morning lots of those cars are still there at 5pm, easier to drive to Hamilton and shop than find a carpark.*
- *Businesses parking outside shops and no fines.*
- *The workers don't seem to want to use the new car park and when you just want to whip into town you rarely get a park and often have to drive around and around, especially on court days as I can't walk too far.*
- *Parking in Morrinsville is bad and I have to park on the road when I go to the squash club. It would be good if the office and shop people used the new car park near the event centre and old railway station.*
- *When you go downtown, by 9.15am all the car parks are full. It appears the shop workers are taking all the parks closest to the shops.*
- *More mobility access on the main street for a person with a disability or elderly person.*
- *There is not enough mobility parking on the main street.*
- *Create more car parks on the main street. Including mobility parking.*
- *A. There is not enough parking spaces and B. The nice-looking cobble pavers are not friendly for anyone with a walker or walking difficulties. There are not enough disabled parking spaces. I think the people involved in the design should walk in the steps of the disabled.*
- *The angle parks down the western end of Thames Street in Morrinsville are hard to see when you're pulling out.*
- *Parks are narrow and the supermarket car park is a nightmare.*

TE AROHA

- *There's not enough parking.*
- *When it is busy in the town it is hard to get a car park in the main street. The beautification of the town is all good and well, but it took out car parks which I disagree with. In Morrinsville I think there is even less parking available.*
- *A lot of the parks are too small for a bigger car and with two cars you often can't get out and there is no parking if you have a trailer.*
- *The parking in the main street of Te Aroha has become quite small. It's almost as if one car park should be dropped. I have lost count of the times we have gone to hop back in the car, and we can't get the door open enough to put our baby capsule in or enough room to put our son in his car seat. It has even been to the point where the cars were that close, we couldn't open the door enough for our son to get out of the car. Very frustrating especially when you purchase a nice car only to find big ding marks in your door from other people. It makes us not want to shop in Te Aroha.*
- *Car parks are taken up by business owners and workers.*
- *Both Morrinsville and Te Aroha's main streets seem to have the same cars parked there from before businesses open until just after they close, doesn't leave a lot for shoppers.*
- *There are not enough cars parks on the main street including mobility parking.*
- *Not enough disability car parks available within the main street.*
- *Trucks take up more than one park and when they park in the median it's had to see when reversing.*

REASONS FOR DISSATISFACTION WITH THE ROADING NETWORK: SPECIFIC STREETS AND AREAS OF CONCERN, BY WARD

MATAMATA

- *They do quick fixes, which in the long term is money wasted.*
- *Does not look long term and encourage sustainability.*
- *Roads and footpaths could be smoother and not patched, that would be an improvement.*
- *Look at the main road into town.*

Verbatim

- *Roads overall need to be better maintained.*
- *Overall maintenance and appearance of the roads e.g. Perth Street, the surfaces are uneven and full of potholes making it dangerous to drive. Also, a roundabout needs to be put into place near the service station, Farmers Road.*
- *The present management lacks eyes, simple problems could be easily solved in months not years making a safer environment. Like the sunken cobbles by the post office intersection...four years in the making...just fix it.*
- *Too many potholes and uneven surfaces. Bypass needs to be created for heavy vehicles.*
- *Too many potholes in the main street.*
- *Forever fixing potholes. The surfaces are very uneven.*
- *The roads are very uneven and full potholes.*
- *The roads are terrible - Mangawhero Road is so rough. Firth Street is like a rollercoaster when you have to cross it.*
- *The roads in and around Matamata are terrible. Lots of potholes and uneven surfaces. It's quite embarrassing given the number of tourists we have visit.*
- *The roads through the township - the surface is very uneven through Broadway.*
- *Some roads are full of potholes. The amount of traffic on Waharoa East Road is concerning, there seems to be a build up at certain times of the day.*
- *Potholes developing after heavy rain which is present in the town streets.*
- *Road maintenance needs to be better maintained with regards potholes uneven surfaces.*
- *Roads are poorly maintained due to potholes and rough and uneven surfaces. Patched up work in certain areas.*
- *Potholes always seem to be patched poorly and for instance there are ongoing issues with the corner of Farmers Road and Firth Street.*
- *Lots of roads coming into Matamata need to be fixed, too many potholes and rough roads especially around Waharoa.*
- *Gladstone Road, Matamata it's as rough as anything. Very uneven. Some of the rural roads are in a very bad state.*
- *I travel into Matamata from Te Poi the roads have had potholes which are poorly done, and they keep recurring. Too many trucks on the roads creating these potholes.*
- *Too much heavy traffic going through the main town and therefore making the roads break up in certain areas which makes it dangerous for residents to use in relation to the overall condition.*
- *Bypass needs to be put into place to cope with heavy vehicles.*
- *The main road goes through the middle of the village, so there needs to be a separate bypass.*
- *Trucks need a separate access way rather than coming up the main street.*
- *There are a lot of trucks that go through the main street. It is just terrible, and I avoid it like the plague as it is so noisy and not pleasant to make your way down the main street or to get across the road. And these trucks make the roads really rough.*
- *State Highways 27 and 29 are poorly maintained.*
- *If there's a problem with the roads, they don't get fixed very quickly.*
- *There should be a bypass through town to stop traffic building up.*
- *Gordon Terrace - which is the main intersection is too close together. Speed is an issue.*
- *State Highway 27 is poorly maintained due to heavy vehicles.*
- *They recently sealed a number of roads off Rawhiti Avenue. None of these needed resealing. After the new seal was put down it just all become loose and was never swept up so ended up in gutters, front lawns etc. The state of those roads are now worse than before the new seal was laid as it's all patchy without stones. Summer will be terrible when it melts and there are no stones...poor decisions made by Council!*
- *Roads that always have work done on them, and there is next to nothing wrong with them. But there are roads where it is horrible to drive on, but nothing is done about them. (Matamata area)*
- *The footpaths aren't all flat.*
- *Council trees are damaging the roads.*

Verbatim

MORRINSVILLE

- *I drive in my car for my job in these areas - Matamata has appalling roads especially coming from the Hobbiton side by the crossing - the cobble raised bits in Morrinsville require attention as they have deteriorated terribly.*
- *Not enough money is being spent on adequate repairs. Not just doing a patched-up job.*
- *Too much patchwork being undertaken. And not enough preparation for the groundwork.*
- *Need to put a roundabout in Thames Street, Avenue Road.*
- *More white lines needed out on the country roads.*
- *The main roads need to be wider or slow the traffic down. Avenue Road needs a roundabout.*
- *Roads are small, footpaths are really big.*
- *Investment has not been made at the levels required to take us into the future.*
- *Intersection through Avenue Road and into Thames Street is shocking and needs major repairs and upgraded.*
- *Country roading needs to be upgraded and better maintained for the long-term.*
- *They don't do their job properly. There are still a lot of potholes.*
- *Too many potholes and uneven surfaces. Pedestrian crossings are not made visible to the public.*
- *Potholes present on Bell Road. State Highways are very poor - Highway 27.*
- *Too many potholes and uneven surfaces on certain areas.*
- *Uneven surfaces and full of potholes.*
- *Full of potholes and a very poor state of the roads overall.*
- *There are large potholes in Lincoln Street that need to be fixed.*
- *A lot of roads are uneven and have potholes and any roadworks don't seem to make a lot of difference.*
- *Avenue Road is very dangerous due to lack of signage and maintenance.*
- *Outside Repco and Sports World in Thames Street there are give way signs, but people are not stopping, and something needs to be done about this. Last week someone went straight over the roundabout without stopping.*
- *The ongoing cost, we are paying in our taxes for continuous footpaths that are being lifted by the tree roots.*
- *Need something done at top pub.*

TE AROHA

- *The continued poor maintenance of road repairs.*
- *Sometimes the road works take a long time to be done and completed and when it is completed it doesn't take long for the repairs to be needed to be done again.*
- *Too many potholes and uneven surfaces.*
- *Too many potholes and uneven surfaces creates a safety issue for all drivers.*
- *Potholes.*
- *Some roads are full of potholes.*
- *Potholes on certain roads. On the road where I live the grass verge across from my yard is overgrown with long grass and in summertime it will become a fire hazard.*
- *Some of the roading has been done badly there are many potholes on SH6 into Matamata and on the way from Te Aroha to Waitoa there are bumps that should have been removed but were left when it was resurfaced.*
- *I have a small car and some of the potholes around the area are bad for my car, especially with heavy rain as you can't see them until you're on top of them, especially when you travel further out rurally.*
- *More clear signage needs to be put into place on Centennial Avenue.*
- *Needs to be more signage provided to say town centre, entering Te Aroha.*

Verbatim

REASONS FOR DISSATISFACTION WITH LOOK, SMOOTHNESS AND COMFORT OF RIDE OF THE FOOTPATHS: SPECIFIC STREETS AND AREAS OF CONCERN, BY WARD

MATAMATA

- *Around the smaller streets they are not level due to tree roots lifting the concrete, which makes it dangerous for older people.*
- *In the winter months they get very dangerous with leaves and ice in certain areas.*
- *Too many uneven surfaces making this a safety issue for all users.*
- *Too many uneven surfaces due to tree roots which is a safety issue for all users.*
- *The footpaths in some areas are uneven which makes it dangerous for all users.*
- *The footpaths are very uneven which makes it dangerous for all users.*
- *Tree roots lifting the surface of the footpaths making it dangerous for all users.*
- *I walk a lot around Hampton, Farmers, Station, Jellicoe, Burwood, Firth, Eldonwood, Rata, in Matamata. There are a lot of high lips, low trees, slippery leaves in autumn, I tripped and fell over a footpath lip in Eldonwood and was bruised and sore for weeks.*
- *Some of the footpath surfaces are uneven, which becomes a concern for older people.*
- *Some footpaths are uneven down the main street which makes it dangerous for all users.*
- *Uneven surfaces in some areas, which makes it dangerous for wheelchair access or residents overall.*
- *I still sometimes stumble on the edging in Matamata. I think it's improved but could be better.*
- *The surfaces are uneven.*
- *The footpaths are uneven, and potholes keep occurring. More kerbing needs to be put into place.*
- *There are cracks in the footpaths in the residential area in Matamata.*
- *The surfaces of some areas are uneven including Broadway.*
- *Very cracked in some places.*
- *Uneven footpaths, I don't know the name of the road.*
- *The footpaths up Eldonwood Drive, some are uneven in parts of them. And broken concrete.*
- *The footpaths are very uneven and very difficult for wheelchair access. Trees need to be trimmed back on the walkway to the tower.*
- *Most are very bumpy or have trip hazards and, in some areas, have over hanging trees.*
- *Tree roots are lifting the footpaths.*

MORRINSVILLE

- *Need better pavements to make it safe for all users.*
- *Due to uneven surfaces in some areas, which creates safety issues for all users.*
- *I jog around Morrinsville – lots of uneven footpaths lifted areas that if aren't going to be remedied soon would benefit from glow paint for those that head out in the wee hours and to bring attention to others during the day – also unsafe for those on mobility scooters or have mobility issues.*
- *Some footpaths are very rough and uneven which makes it dangerous for all users.*
- *Footpaths are not being maintained due to tree roots lifting the surface making it dangerous for all users, Bank Street for example.*
- *Pave concrete – stones are lifting in some places which makes the surface uneven and dangerous for all users.*
- *Uneven surfaces on the main street which makes it dangerous for all users.*
- *Injuries to our elderly on our footpaths is very sad. I walk down Lorne Street and Anderson Street and have to be on guard on our footpaths.*
- *There are often raised areas of concrete which are a tripping hazard.*
- *The footpaths are uneven and not good for the elderly that find it difficult to walk or use a mobility scooter.*

Verbatim

- *The footpaths e.g. Lorne Street, outside the Council flats and around town are disgraceful and high risk of tripping over.*
- *I think they are shocking, they are all on a slope and uneven. I feel sorry for the elderly using them.*
- *The footpaths here are rough and uneven.*
- *The footpaths have too many uneven surfaces.*
- *Some surface areas are uneven.*
- *Many footpaths are cracked and uneven, trees and/or hedges overhang the footpaths so that you have to dodge or move off footpaths when walking along.*
- *Unevenness everywhere.*
- *Footpaths on Anderson Street need to be better maintained.*
- *The standard of the footpaths needs to be upgraded and better maintained.*
- *Better maintained for all users especially for older people.*
- *There are lots of dips and cracks. The Council is starting to improve them.*
- *The width of all paths is not adequate for the combined users of feet, cycle, and scooters*
- *More access required for people using walkers or wheelchairs.*
- *The tree roots are lifting up the footpaths in most areas making it dangerous for all users.*
- *More footpaths are required for all users, due to population increase.*
- *There are few footpaths in Tahuna and the ones that are here are uneven.*

TE AROHA

- *Wintertime makes the cobblestone footpaths dangerous from slipping as they get slippery even after supposedly being cleaned as this has happened to me in the past.*
- *In Te Aroha - the end towards Tui Road, East Avenue, Centennial Avenue. We quite often take our dog and baby (in pushchair) for a walk around that area and a few times have tripped over because there is a lot of difference between the footpath where they've added a patch here and there*
- *The surface is full of potholes at Boyd Park near the soccer field entrance.*
- *Too many uneven surfaces. Footpaths need be better maintained. Trees over hanging need to be pruned.*
- *The surface of the footpaths need to be more even to make it safe for all users.*
- *Footpath along Emma Street, is new and cracked, broken.*
- *Some footpaths are cracked and uneven.*
- *The footpath surfaces are uneven which makes it dangerous for all users.*
- *Pave concrete - stones are uneven and rough.*
- *The surface of the footpaths are uneven in some areas.*
- *The footpaths need to be done up properly.*
- *Some of the footpaths need repair with the path lifting in areas, especially rurally.*



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