



Waikato District Council

2023/2024 Residents' Perception Survey

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Background, Objectives and Method

Background

Waikato District Council has an ongoing need to measure how satisfied residents are with the resources, services and facilities provided by Council, and to identify improvement opportunities that will be valued by the community.

Research objectives

- To provide a robust measure of satisfaction with Waikato District Council's performance in relation to service delivery.
- To establish perceptions of various services, infrastructure and facilities provided by Council.
- To provide insights into how Council can best invest its resources to improve residents' satisfaction with its overall performance.
- To provide benchmarking of performance for Waikato District Council compared to other similar authorities.

Method

- The methodology involves a postal to online survey measuring the performance of the Waikato District Council, together with dashboard reporting of progress across four waves.
- The questionnaire was created in consultation with staff from the Waikato District Council. It is structured to provide a comprehensive set of measures relating to core activities, services and infrastructure, as well as to provide a wider perspective of performance. This includes assessment of reputation, the willingness of residents to become involved with Council's decision making and to measure satisfaction across a range of lifestyle related matters.
- A total sample size of n=488 was achieved with data collected over four periods; from 4 September to 25 September 2023, 8 November to 6 December 2023, 6 February to 10 March 2024 and 1 May to 4 June 2024.
- Post data collection the sample has been weighted so it is exactly representative of key population demographics based on the 2018 Census.
- At an aggregate level the survey has an expected 95% confidence interval (margin of error) of +/- 4.42%.
- There are instances where the sum of the whole number score varies by one point relative to the aggregate score due to rounding.
- Due to rounding, percentages may add to just over or under (+/- 1%) totals.

Significance testing

The margin of error for a sample of 488 indicates that 95 chances out of a 100 will fall within 4.42% of a given result in any binomial distribution.

Statistical significance testing helps quantify whether a result is likely due to chance or to some factor of interest. Where statistical significance is identified it indicates that an observed relationship is unlikely to be due to chance.

Significant differences were tested across the following groups - age, gender, ward, ethnicity.

Significant differences between wards, age groups and ethnicities were marked where relevant. Colour is used to mark statistical significance for the same reporting period between different demographics.



Executive summary

Key Findings

Overall, 2023/24 has recorded several significant declines in key performance measures. Many performance indicators remain in a declining trend over the past 24 months. 40% are satisfied with *Councils performance overall*, which is an overall decline of 9% points since the 2021/22 reporting period. 31% are satisfied with the *Value for money they receive for their rates*, which is a total decline of 12% points from 43% recorded in 2021/22. 46% consider Council's *Image and reputation* 'Good' or 'Excellent'. Whilst 48% are satisfied with *Core service deliverables*, this area has returned a significant year-on-year decline in performance (-6% points over 12 months).

Of the services and facilities, *Roading* and *Community engagement (Public being consulted about the right issues)* are the areas that showed the lowest levels of satisfaction (28% and 25% respectively), while around seven in ten residents are satisfied with *Waste management* (69%), which is the highest performing areas amongst the core services.

With *Core service deliverables* recording a significant decline year-on-year, *Roading* is an area of the most concern. Based on the verbatim comments, those from the Tuakau-Pokeno ward in particular are concerned with both the state of the roads, including potholes that are not being fixed, signage, and the lack of footpaths. Many comments mentioned that the current state of the roads across the District are contributing to decreased safety.

Three areas of Council performance are considered priorities for the next 12 months. These have the highest impact on residents' overall perception of the Council, combined with a relatively low performance.

- *Value for money* and *Quality of Services* are the two main priorities that together have a strong influence on how residents feel about the Council overall. Looking at the verbatim comments, *Value for money* has been questioned by many residents who live either rurally, or whose closest town is managed by a different Council (Auckland or Waipa). These residents express that they live too far away to use District facilities, or are too rural to receive services such as wastewater management. These residents in particular question how high their rates are, as well as what services and facilities they are able to use while paying these rates.
- *Leadership* is another priority for Council to focus on. While there were many positive verbatim comments about the competency of the new Mayor, residents also comment that Councillors need to be stepping up more and act in the interest of their local communities, rather than big agendas that do not make life in certain wards better.

Highest performing areas (with the highest proportion % 7 to 10)



1. The reliability of the water supply (83%)
2. Regular kerbside collection service (82%)
3. Presentation of cemeteries (74%)
4. Safety during the day (73%)
5. Local parks and reserves including sports fields and/or playgrounds (72%)

Lowest performing areas (with the highest proportion % 1 to 4)



1. How well the roads are maintained (53%)
2. Annual property rates are fair and reasonable (51%)
3. The sealed roading network (50%)
4. The unsealed roading network (46%)
5. I have a good understanding of the work and activities the Waikato District Council is undertaking or planning to undertake in my community (46%)

Overall measures (showing proportion of respondents scoring % 7-10)

		% change year on year	2024 (Satisfied %7-10)	2023 (Satisfied %7-10)	2022 (Satisfied %7-10)
INT6	Overall customer service	+2%	55%	53%	69%
WM3	Overall waste management	+1%	69%	68%	72%
REP5	Overall reputation	-1%	46%	47%	53%
LIO4	Quality of life in the Waikato District	-2%	71%	73%	77%
OV1	Overall Performance	-5%	40%	45%	49%
TW6	Overall water management	-5%	48%	53%	58%
FS4	Satisfaction with public facilities	-6%	58%	64%	71%
OVSLV	Overall core service delivery	-6%	48%	54%	59%
RF3	Overall roading related infrastructure	-7%	28%	35%	40%
VM3	Value for money	-9%	31%	40%	43%

Overall measures (showing proportion of respondents scoring % 7-10)

		% change year on year	2024 (Satisfied %7-10)	2023 (Satisfied %7-10)	2022 (Satisfied %7-10)
INT4_1	How easy it was to make your enquiry or request	+6%	67%	61%	75%
INT4_3	The information provided being accurate	+6%	62%	56%	73%
LIO3	Community spirit in your area	+5%	59%	54%	60%
WM2_1	Regular kerbside collection service	+3%	82%	79%	80%
INT4_4	Council staff's understanding of what you wanted	+2%	64%	62%	75%
TW2_2	The quality of the water	+2%	67%	65%	61%
VM2_3	Invoicing is clear and correct	+2%	66%	64%	72%
INT4_2	How long it took to resolve the matter	+2%	47%	45%	60%
COM2_2	How easy it is to access information about key issues	+1%	34%	33%	39%
VM2_4	Payment arrangements are fair and reasonable	+1%	69%	68%	72%
COM2_3	The information available on these issues is clear and instructive	-	33%	33%	39%
COM2_4	There is a suitable range of consultation options available	-	29%	29%	37%
FS2_4	Presentation of cemeteries	-	74%	74%	72%
TW2_3	Overall, how satisfied are you with the District's water supply	-	69%	69%	68%
WM2_3	Council's recycling services	-	66%	66%	68%
RF1_3	The availability of footpaths	-1%	40%	41%	43%
FS2_1	District library services	-1%	71%	72%	78%
REP2	Trust	-1%	38%	39%	47%
FS2_2	Local parks and reserves including sports fields and/or playgrounds	-2%	72%	74%	79%
FS2_5	Community halls	-2%	66%	68%	73%
TW2_1	The reliability of the water supply	-2%	83%	85%	84%
TW3_1	Keeping roads and pavements free from flooding	-2%	43%	45%	50%
TW3_2	Overall, how satisfied are you with the stormwater system in the Waikato District	-2%	43%	45%	50%
RF1_7	The availability of cycleways	-2%	38%	40%	36%
VM2_2	Water rates are fair and reasonable	-2%	35%	37%	42%
REP4	Quality of the services	-2%	50%	52%	54%

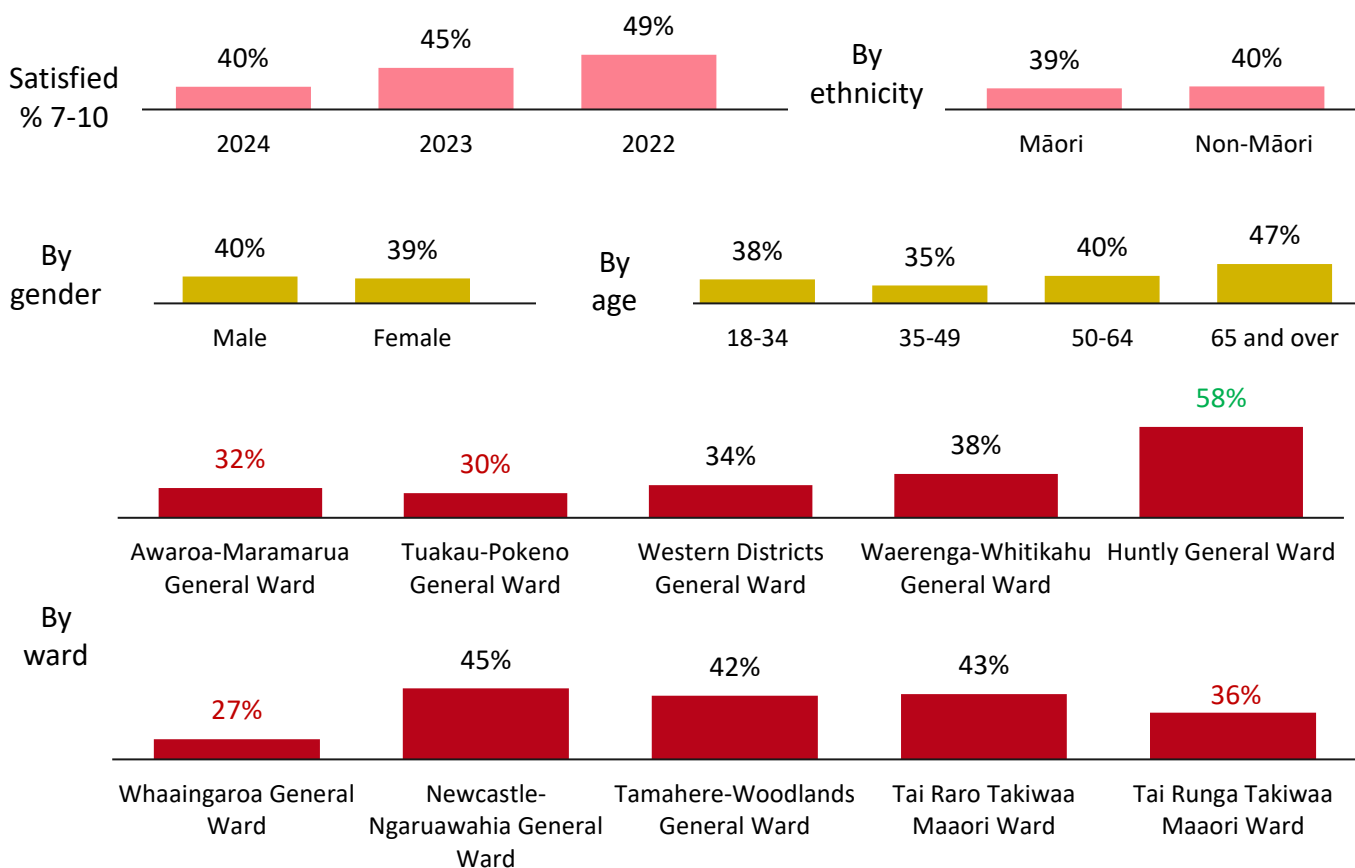
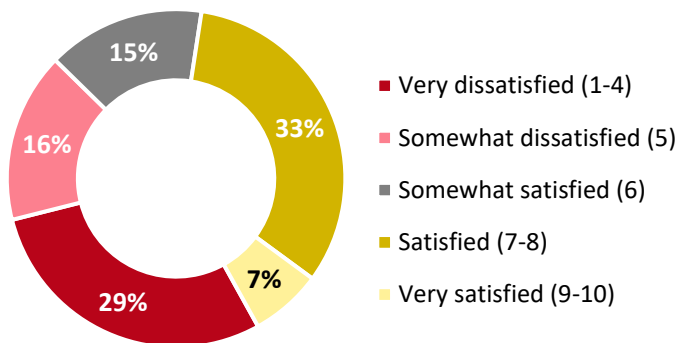
Overall measures (showing proportion of respondents scoring % 7-10)

		% change year on year	2024 (Satisfied %7-10)	2023 (Satisfied %7-10)	2022 (Satisfied %7-10)
FS2_6	Public swimming pools	-3%	56%	59%	62%
COM2_6	Council clearly explains or communicates the reasons for the decisions it needs to make, even if I don't always agree with those decisions	-3%	28%	31%	37%
FS2_3	Cleanliness of public toilets	-3%	45%	48%	56%
REP1	Leadership	-3%	40%	43%	48%
OS1_1	Litter, illegal dumping and graffiti control	-3%	35%	38%	34%
LIO2	Satisfaction with availability of local Councillor	-3%	43%	46%	47%
TW5_2	Overall satisfaction with the sewerage system	-4%	66%	70%	74%
COM2_1	The public are consulted about the right issue	-4%	25%	29%	32%
RF1_4	How well footpaths are maintained	-4%	40%	44%	46%
RF1_6	The safety of the roads	-4%	32%	36%	48%
LIO1_1	I am comfortable that my community receives its fair share of funding and resources compared to other communities in the Waikato District	-4%	31%	35%	40%
LIO1_2	I have a good understanding of the work and activities the Waikato District Council is undertaking or planning to undertake in my community	-4%	23%	27%	31%
CS1_1	Safety during the day	-4%	73%	77%	81%
TW5_1	The reliability of the sewerage system	-5%	66%	71%	74%
COM2_5	I know how to provide feedback to Council on issues that are relevant to me or may affect me	-5%	36%	41%	48%
CS3	Emergency preparedness	-5%	57%	62%	62%
VM2_5	Fees and charges for other council provided services and facilities are fair and reasonable	-6%	36%	42%	42%
REP3	Financial management	-6%	31%	37%	34%
WM2_2	Refuse transfer stations (Huntly MetroWaste, Te Kauwhata MetroWaste, Xtreme Zero Waste)	-7%	65%	72%	60%
CS1_2	Safety after dark	-7%	50%	57%	62%
SEN2_1	District is going in the right direction	-7%	41%	48%	51%
RF1_5	How well the roads are maintained	-7%	21%	28%	33%
VM2_1	Annual property rates are fair and reasonable	-7%	21%	28%	31%
OS1_2	Animal management (dogs or stock control)	-8%	49%	57%	57%
RF1_1	The sealed roading network	-9%	26%	35%	47%
RF1_2	The unsealed roading network	-10%	19%	29%	31%



Overall satisfaction with the Council

Overall Performance



- Four in ten residents (40%) are satisfied with Council’s Overall performance. Overall satisfaction continues to decrease and has declined by 9% points since 2022.
- Verbatim comments provide an insight into what is behind the decreasing satisfaction with the Council. The main reasons stated for dissatisfaction related to issues around *Roading, Lack of transparency and action on the long-term issues from the Council, and Not receiving value for the rates that residents pay.*
- Residents from Huntly General Ward are more likely to be satisfied with Council’s overall performance when compared to other wards.

NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. OV1. When you think about Council overall, its image and reputation, the services and facilities it provides and 448
3. Excludes don’t know response

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

General comments



- *The Council will continue to lose support in the community if it takes it for granted to increase the rates and ignore the financial pressure residents currently receive.*
- *Other than rubbish collection, there has been no evidence of anything in our local area that the Council has done in the last 12 months.*
- *Unsealed roads need more frequent maintenance.*
- *I think engaging with younger people in the community may be beneficial. I feel like only older people who have the time to devote to following the Council and their decisions have an idea of what is going on.*
- *It is hard to feel part of the Waikato District when we are so far from the facilities. From Tauwhare Road, I am not going to use swimming pools, libraries, water supply, sewerage or even footpaths, we don't have any.*

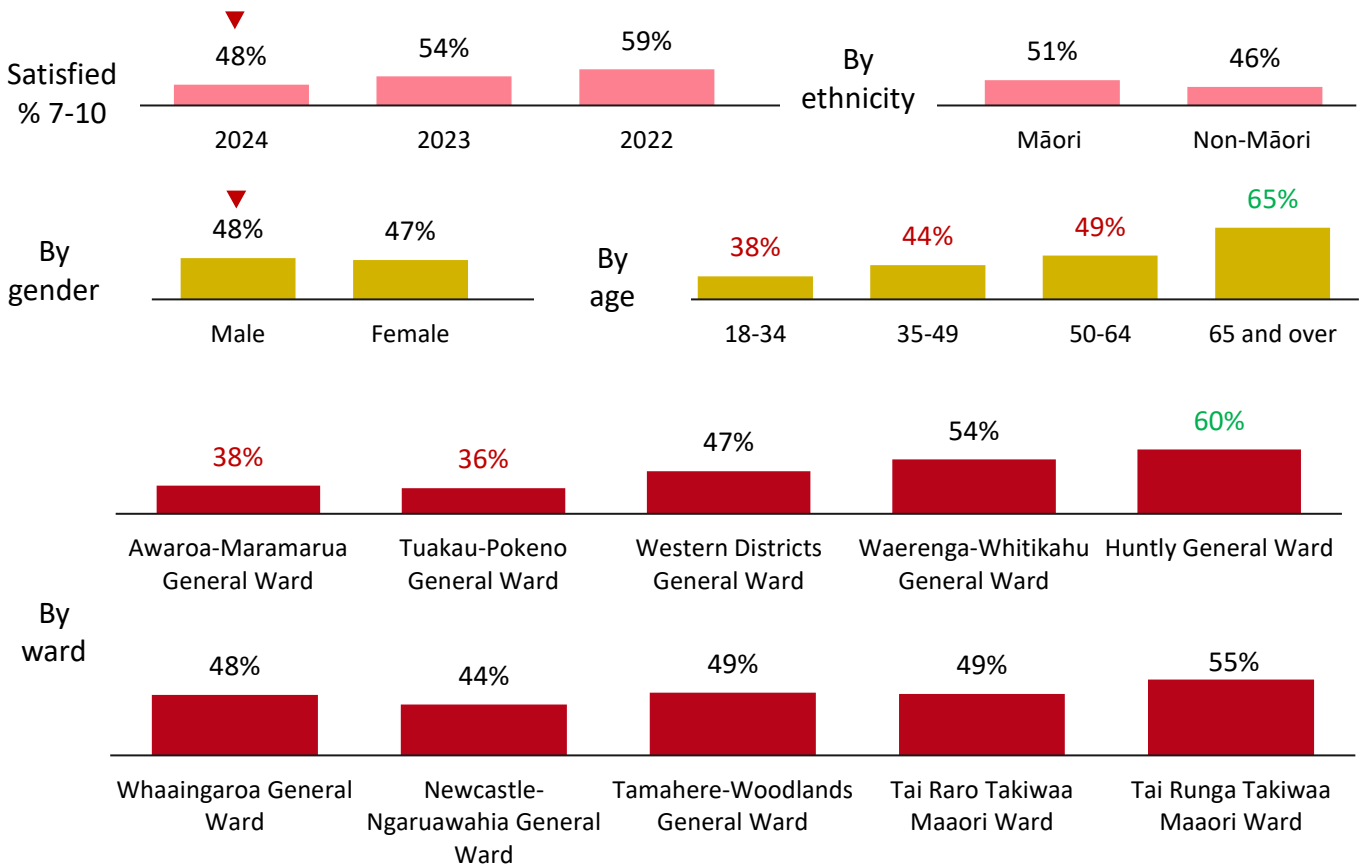
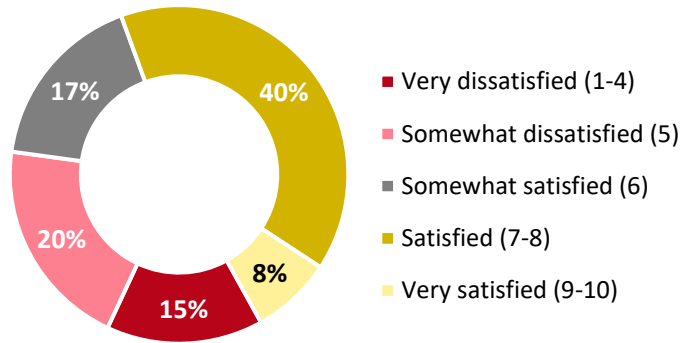


- *Carry on with the fantastic work you do, keep it up. Thank you.*
- *Thank you for getting onto the stormwater drains so quickly in Kahui Avenue, Tauwhare.*
- *I know it must be a huge responsibility, and not an easy one working for the Council, so I do appreciate their hard work.*
- *We have a good Mayor who is an outgoing person who is vibrant, active and wanting to improve relationships across the board is a bonus for us the community. Go Jacqui Church.*
- *I think Waikato council has a great dog control system.*
- *Thank you for what you have done for Pokeno in the past, and for what you are going to do in the future.*
- *I am pleased with how our council is managed.*

NOTES:

1. GEN1. Finally, are there any comments or feedback that you would like to make? n=183

Overall core service delivery



- 48% of residents have rated their overall satisfaction with *Core services* 7-10 on the ten-point scale. This is a significant decline when compared with the 54% recorded 12 months prior, and 59% 24 months prior.
- Those residing in Awaroa-Maramarua General Ward and Tuakau-Pokeno General Ward are the least likely to be satisfied with the *Core services* when compared to other wards.
- Close to one in five respondents (17%) verbatim comments mentioned that Council need to prioritise projects better and spend money on core services as a priority.

NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. OVCRS. Now, thinking about ALL THE FACILITIES and SERVICES of the Waikato District Council taking into account facilities, water, parks and reserves, roading, waste management and other services, how would you rate Waikato District Council for its OVERALL CORE SERVICE DELIVERABLES? n=474
3. Excludes don't know response

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower



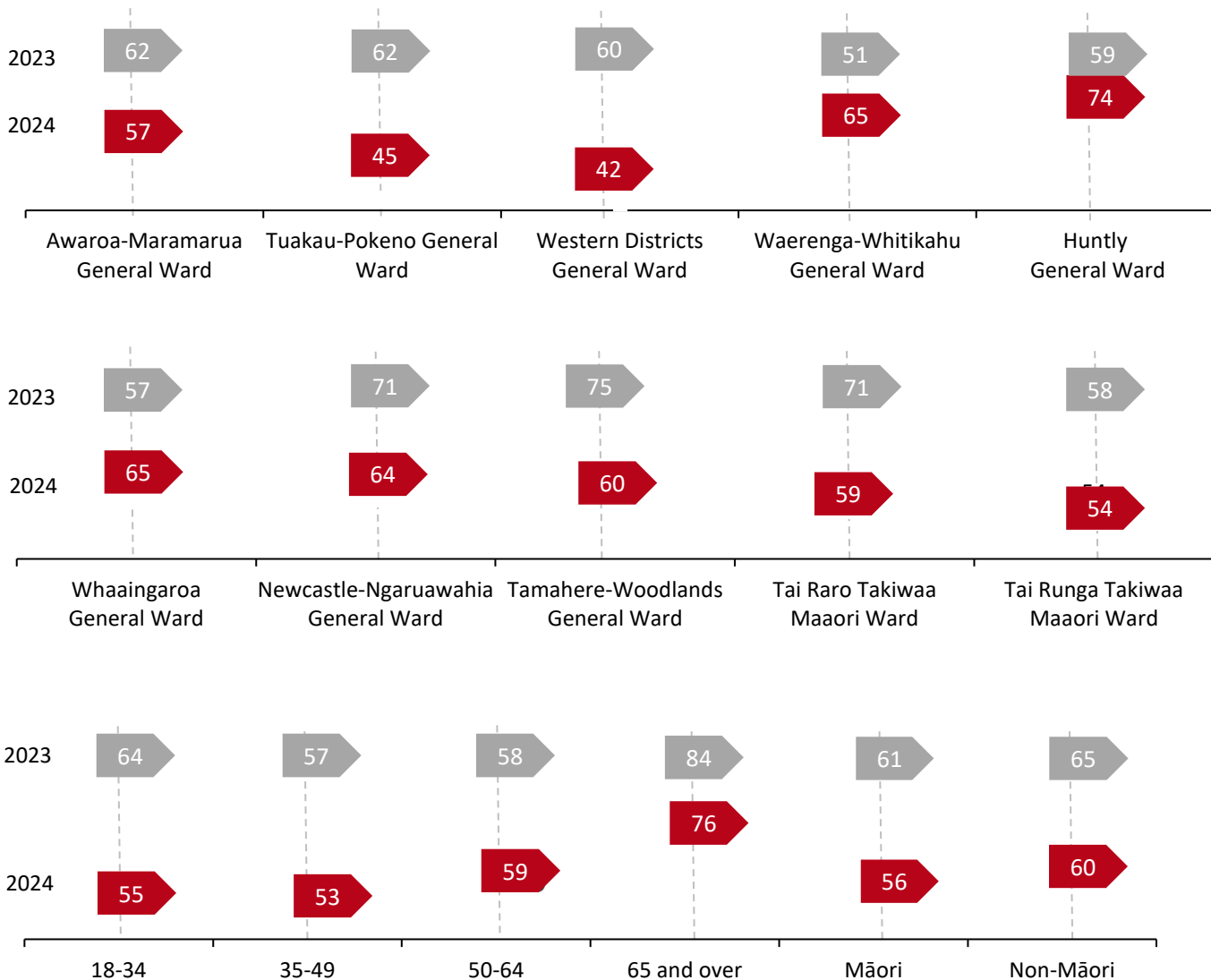
Reputation profile

Reputation Benchmarks

- Reputation benchmark is calculated by rescaling the *Overall reputation* measure to a new scale between -50 and +150 to improve granularity of the results.
- The benchmarking is done among different demographic groups to identify the communities that are least/most supportive of the Council.

Overall reputation benchmark:

2024: 59
2023: (64)
2022: (67)



- The *Overall reputation benchmark* has declined and is now just below the 'Acceptable' range (59).
- Residents aged over 65 years register the highest reputation benchmark (74), whilst younger residents record significantly poorer scores.
- Residents from Huntly General Ward (74), Waerenga-Whitikahu General Ward (65), Whaaingarua General Ward (65), Newcastle-Ngaruawahia General Ward (64) and Tamahere-Woodlands General Ward (60) rate the Council's reputation as 'Acceptable', while other wards fall into the 'Poor' range.

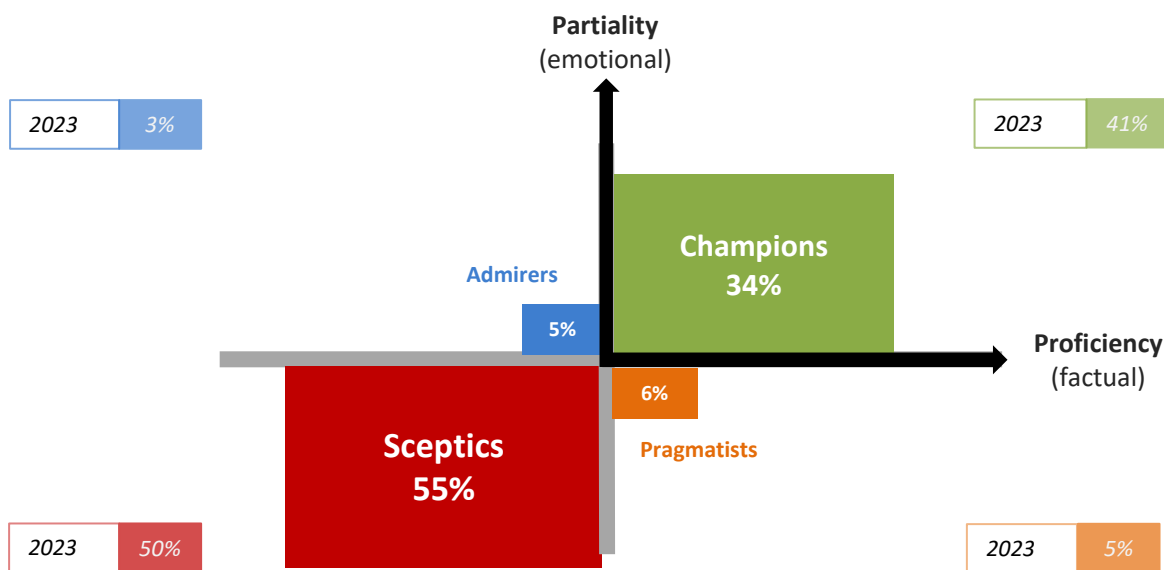
NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. REP5.So, everything considered, leadership, trust, financial management, quality of services provided, and preparing for the future, how would you rate Waikato District Council for its OVERALL REPUTATION? n=425
3. The benchmark is calculated by rescaling the overall reputation measure to a new scale between -50 and +150 to improve granularity for the purpose of benchmarking

Key:

- >80 Excellent reputation
- 60-79 Acceptable reputation
- <60 Poor reputation
- 150 Maximum score

Reputation Profile



- ‘Admirers’ of the Council include residents that have a positive emotional connection to the Council but believe performance could be better.
- Those from the Western Districts General Ward are more likely than those from other wards to belong to this group (10%).

- There has been a significant decrease in the proportion of ‘Champions’ over the past 12 months (from 41% in 2023 down to 34% in 2024)
- ‘Champions’ of the Council include residents that view the Council as competent and have a positive emotional connection to the Council. Those from the Western Districts General Ward (16%) are the least likely to be Council’s ‘Champions’ .

- ‘Sceptics’ of the Council include residents that do not value or recognise the performance of the Council and have doubts or a lack of faith in the Council’s abilities.
- Residents from Tuakau-Pokeno General Ward (76%) and Whaangaroa General Ward (68%) are more likely than those from other wards to belong to this group

- ‘Pragmatists’ of the Council include residents that are more fact based and less emotional in their connection to the Council, they typically rate performance favourably but trust and leadership poorly.
- Those from the Waerenga-Whitikahu General Ward are more likely than those from other wards to belong to this group (10%).

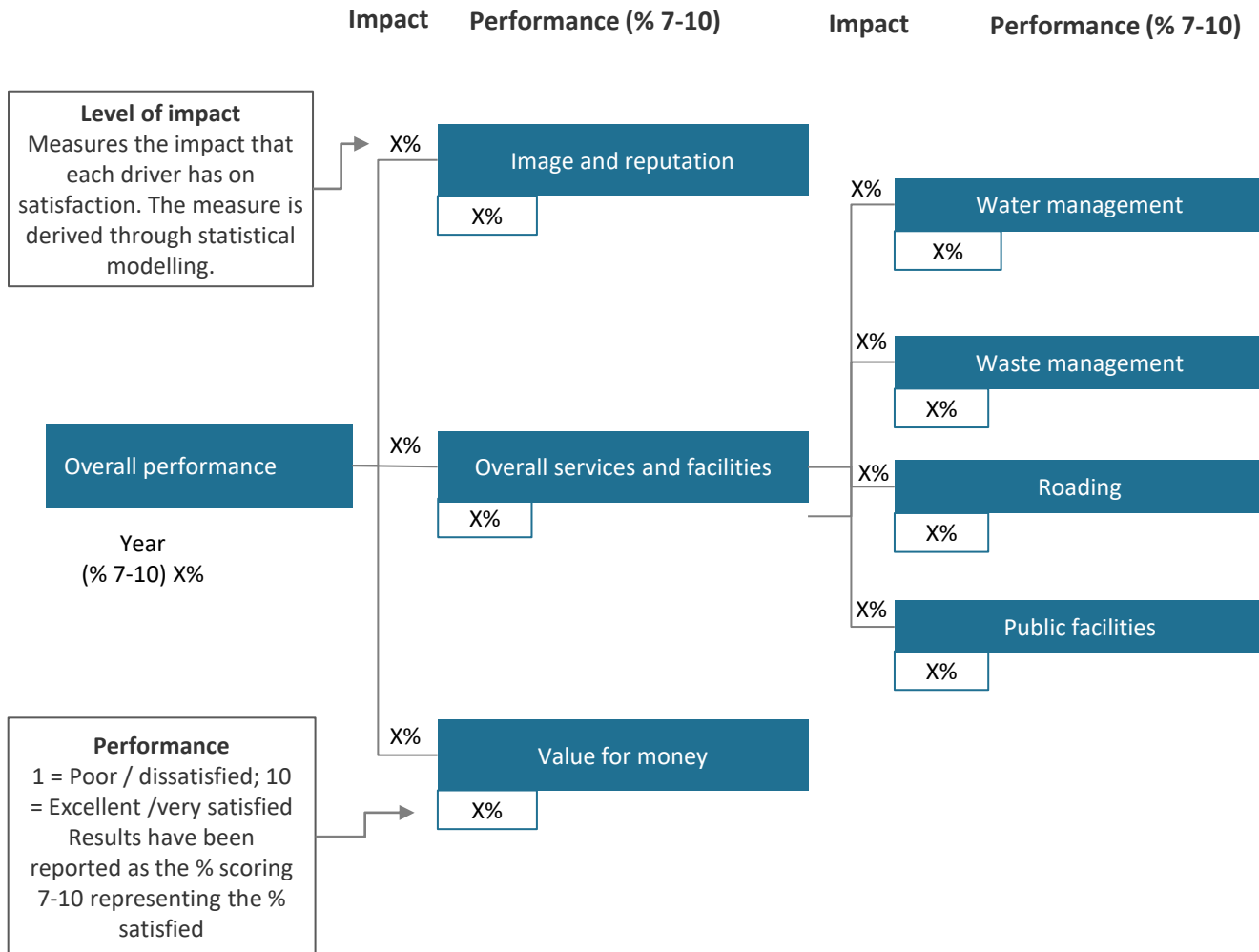
NOTES:

1. Sample: 2024 n=488; 2023 n=477;
2. REP1. How would you rate the Council for being committed to creating a great district, how it promotes economic development, being in touch with the community and setting clear direction; Overall, how would you rate the Council for its LEADERSHIP? n=369
3. REP2. Thinking about how open and transparent Council is, how council can be relied on to act honestly and fairly, and their ability to work in the best interests of the district, overall, how would you rate the Council in terms of the FAITH and TRUST you have in them? n=399
4. REP3. Now thinking about the Council’s financial management – how appropriately it invests in the district, how wisely it spends and avoids waste, and its transparency around spending -, how would you rate the Council overall for its FINANCIAL MANAGEMENT? n=329
5. REP4. When you think about everything that Council does, how would you rate the Council for the QUALITY OF THE SERVICES and FACILITIES it provides the Waikato District? n=429
6. REP5. So, everything considered, leadership, trust, financial management, quality of services provided, and preparing for the future, how would you rate Waikato District Council for its OVERALL REPUTATION? n=425.
7. Excludes don’t know response



Drivers of satisfaction Priorities and opportunities

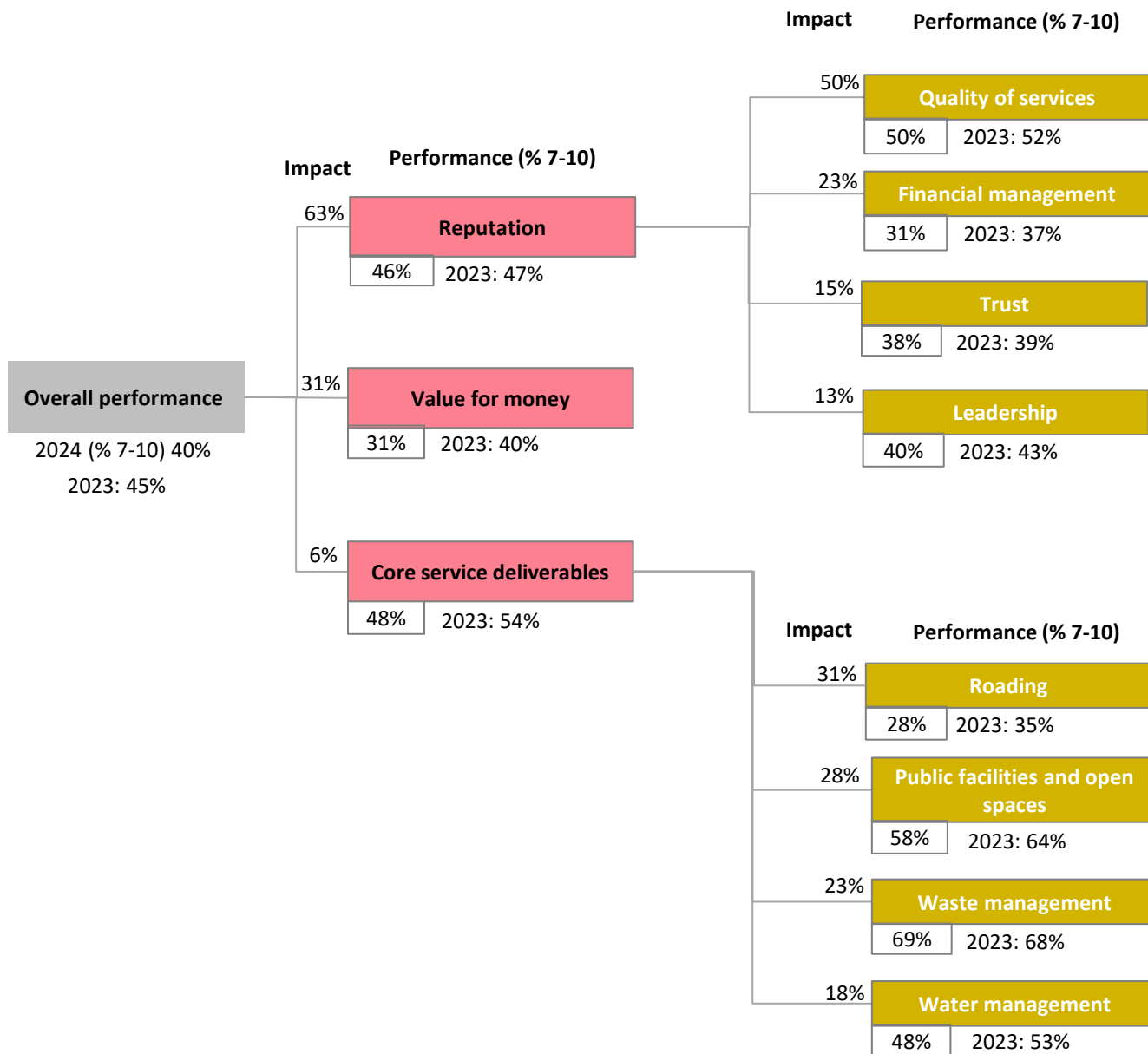
Introduction to the CVM driver model



Overview of our driver model

- Residents are asked to rate their perceptions of Council’s performance on the various elements that impact overall satisfaction. These processes must align with the customer facing services and processes to ensure they are actionable
- We use multiple regression analysis to identify how much different areas of services provided by Council impact overall perception. Impact scores represent how strong the connection is.
- For example, if impact score for one of the KPI’s is 50%, it means that increasing residents’ perception in this area by 4% will increase perception of Overall performance by 2%, given all other factors remain unchanged.

Drivers of Perceptions of Waikato District Council Performance

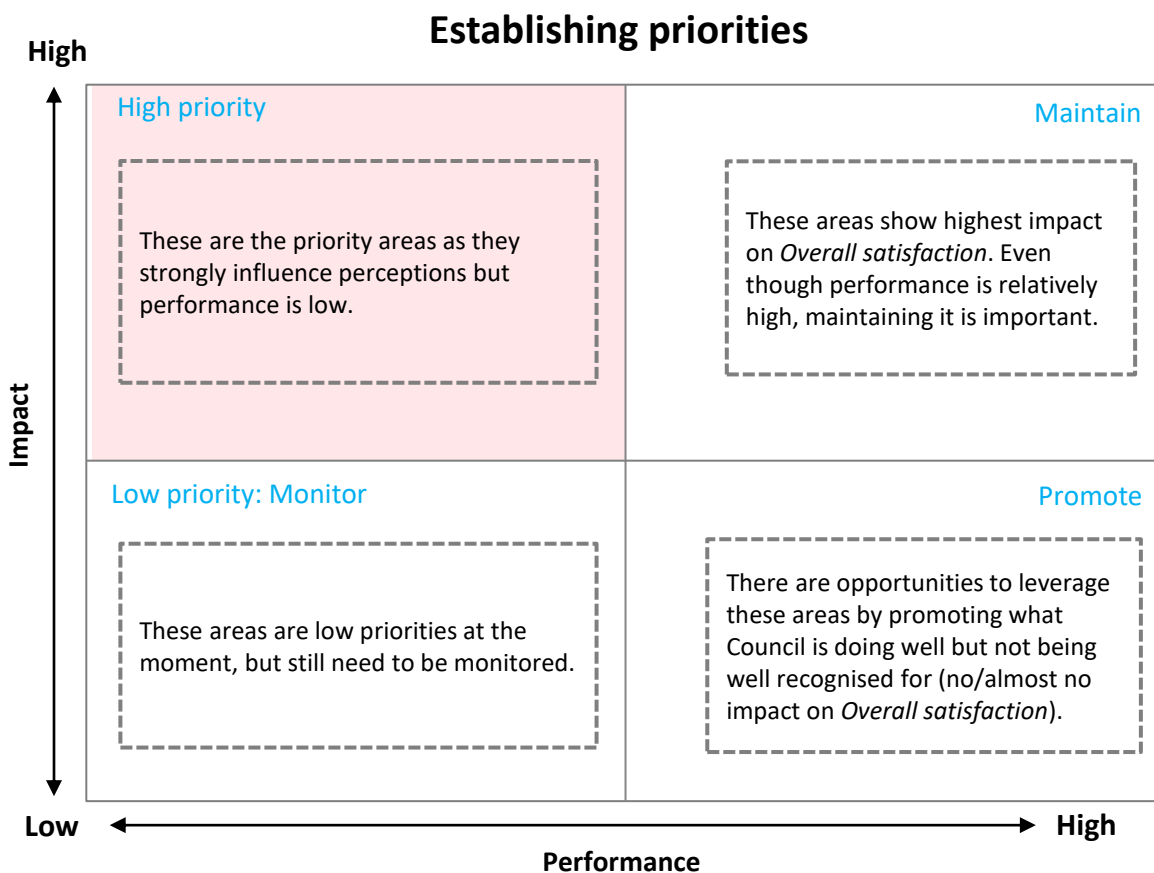


- *Reputation* has the most impact on how residents perceive Council’s performance (66%), followed by *Value for money* (31%) and *Core service deliverables* (6%). Over the past 12 months the impact of *Value for money* has increased by 3% points, while the impact of *Core service deliverables* has declined by 4% points.
- Within *Reputation*, the area with most impact on *Overall performance* is *Quality of services* (50%).

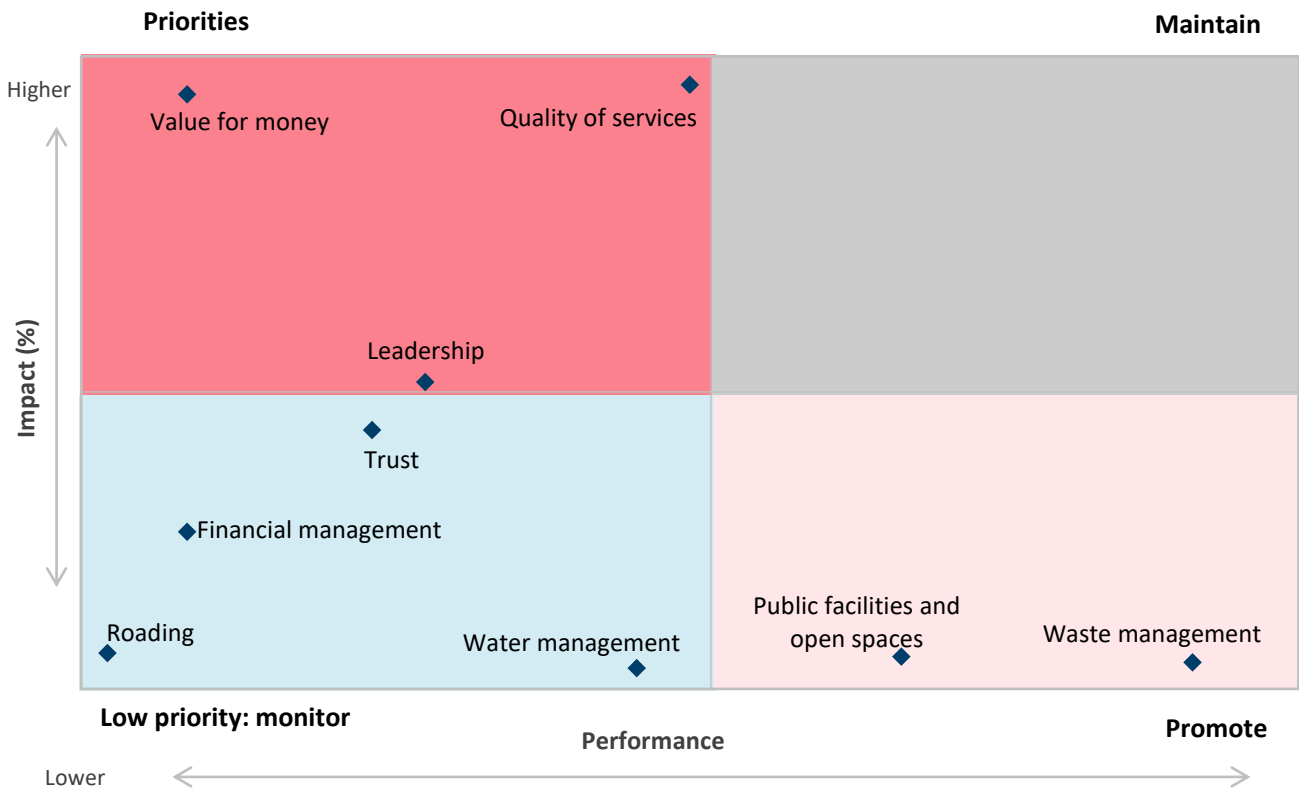
NOTES:

1. Sample: 2024 n=488; 2023 n=477;
2. Excludes ‘Don’t know’ responses

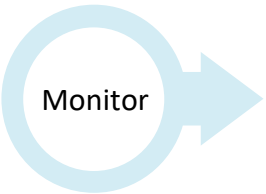
Establishing priorities - Matrix



Opportunities and priorities. Overall measures



- *Value for money* and *Quality of Services* are two main priorities that together have a strong influence on how residents feel about the Council overall. Looking at the verbatim comments, *Value for money* has been questioned by many residents who live either rural, or whose closest town is managed by a different Council (Auckland or Waipa). These residents express that they live too far away to use District facilities, or too rural to receive services such as wastewater management. These residents in particular question how high their rates are, as well as what services and facilities they are able to use while paying these rates.
- *Leadership* is another priority for Council to focus on. While there were many positive verbatim comments about the competency of the new Mayor, residents also comment that Councillors need to be stepping up more and act in the interest of their local communities, rather than big agendas that do not make life in certain wards better.



- There are four areas of performance that show the lowest satisfaction. However, at the moment they also have a low impact on *Overall performance*. Monitoring these and trying to make some improvements before these shift into *Priorities* is important for the Council to manage future risks. Based on verbatim comments, *Financial management* and *Roading* unsealed roading in particular are two areas that are at most risk of becoming bigger priorities, as many residents in rural areas question the financial decisions that Council make, as well as having large complaints about poor and infrequent maintenance of the unsealed roads.

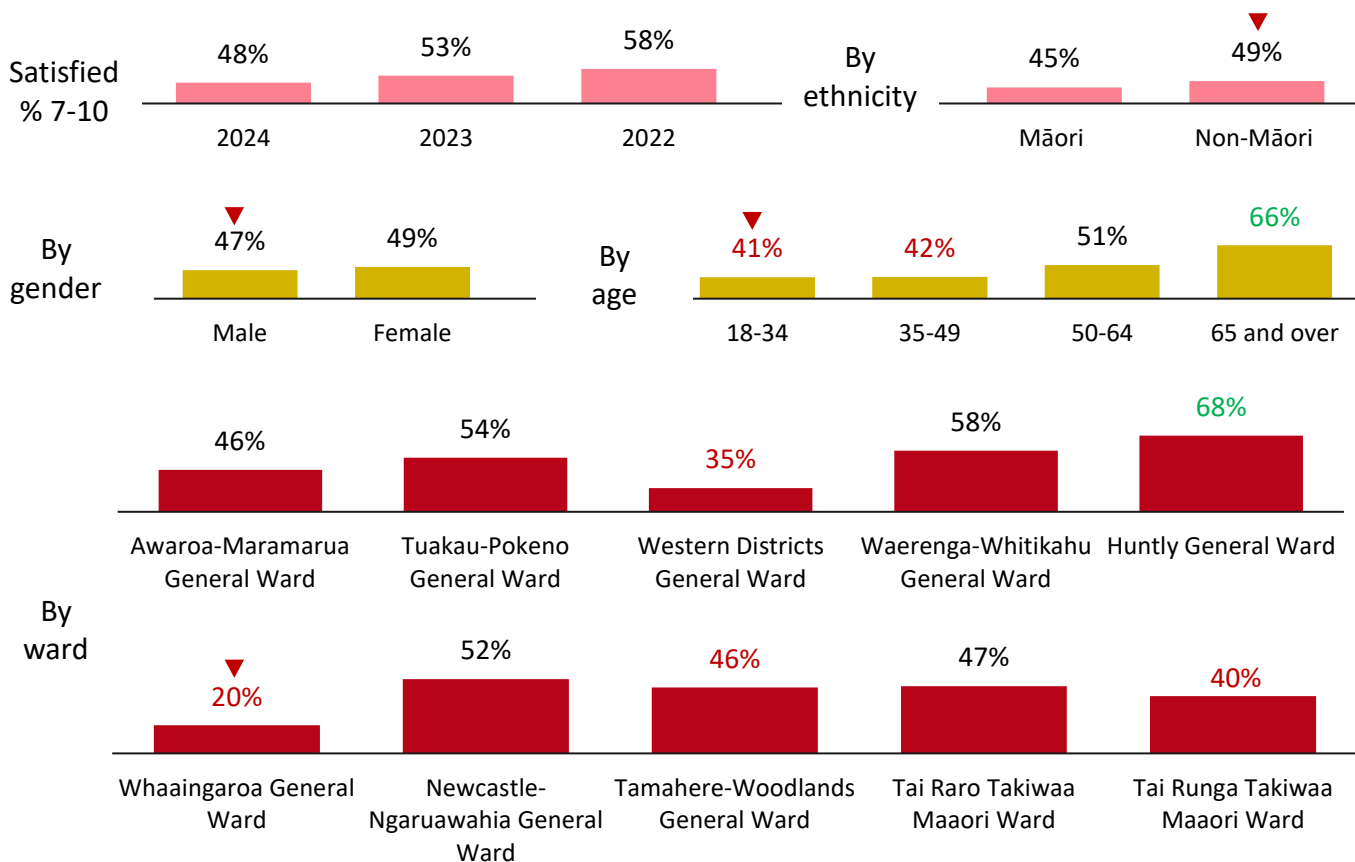
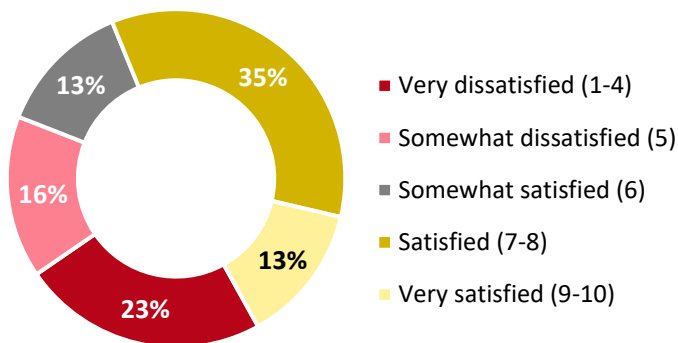


- Some of the higher rated areas include *Waste management* and *Public facilities and open spaces*.



Water management: water supply, sewerage and stormwater

Overall water management



- 48% are satisfied with *Overall water management*.
- Looking at the verbatim comments, those from Tamahere and surrounding areas are more dissatisfied than other wards. Residents have an issue with the central water supply and wastewater management not being available to residents while they continue to pay rates for this service.
- For several demographics, satisfaction has significantly declined year-on-year. These include residents who are Non-Māori, male, those from the Whaingaroa General Ward and those aged between 18 and 34 years.

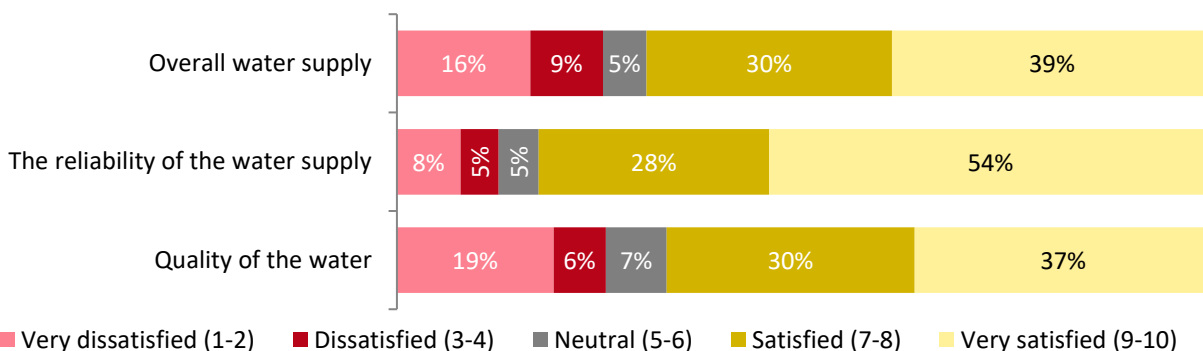
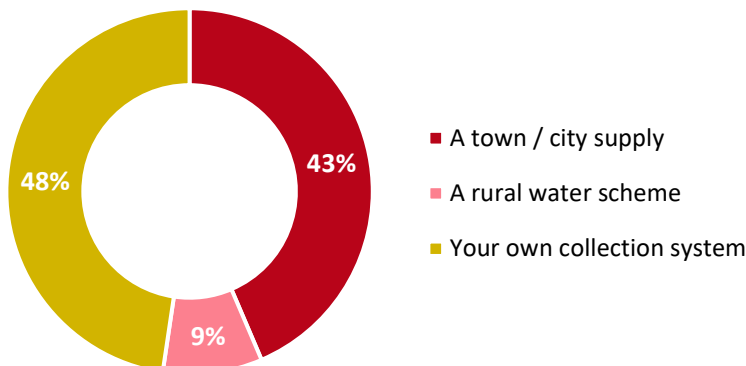
NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. TW6. And overall, when you think about the supply of water, stormwater collection and the sewerage system, how would you rate your satisfaction with Council overall for its management of water in the district? n=379
3. Excludes don't know response

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Water management: water supply



Scores % 7-10	2024	2023	2022
Overall water supply	69%	69%	68%
The reliability of the water supply	83%	85%	84%
Quality of the water	67%	65%	61%

- Satisfaction with the measures related to *Water supply* are on par with the results from 2023.
- Those belonging to the Huntly General Ward show significantly lower satisfaction than residents from the other wards, especially when it comes to perceptions of the *Quality of water*.
- Residents aged 50 and above are considerably more satisfied with the measures related to *Water supply* when compared to younger age groups.

NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. TW1 Which of the following best describes your water supply connection? n=478
3. TW2. On a scale of 1 to 10, how would you rate your satisfaction with...?
 - a. The reliability of the water supply? n=220
 - b. The quality of the water? n=219
 - c. Overall, how satisfied are you with the District’s water supply? n=214
4. Excludes don't know response

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Water management: water supply

Scores % 7-10 By age and ethnicity	18-34	35-49	50-64	65 and over	Māori	Non-Māori
Overall water supply	62%	62%	81%	81%	60%	74%
The reliability of the water supply	77%	83%	86%	86%	73%	88%
Quality of the water	56%	59%	80%	81%	58%	71%

Scores % 7-10 By ward ⁵	Awaroa-Maramarua General Ward	Tuakau-Pokeno General Ward	Western Districts General Ward	Waerenga-Whitikahu General Ward	Huntly General Ward
Overall water supply	-	72%	-	-	54%
The reliability of the water supply	-	87%	-	-	86%
Quality of the water	-	67%	-	-	47%

Scores % 7-10 By ward ⁵	Whaaingaroa General Ward	Newcastle-Ngaruawahia General Ward	Tamahere-Woodlands General Ward	Tai Raro Takiwaa Maaori Ward	Tai Runga Takiwaa Maaori Ward
Overall water supply	-	88%	82%	61%	60%
The reliability of the water supply	-	85%	86%	77%	68%
Quality of the water	-	80%	94%	56%	61%

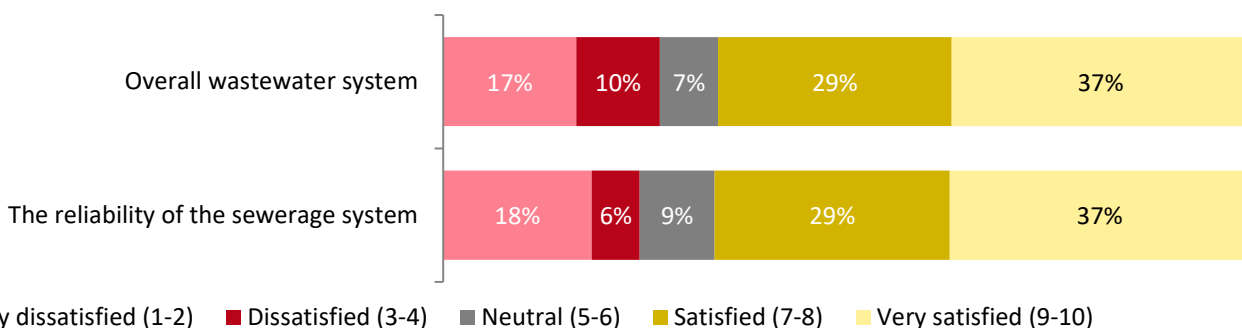
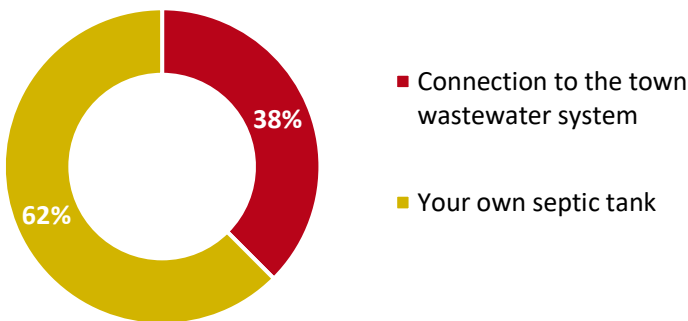
NOTES:

- Sample: 2024 n=488; 2023 n=477; 2022 n=444;
- TW1 Which of the following best describes your water supply connection? n=478
- TW2. On a scale of 1 to 10, how would you rate your satisfaction with...?
 - The reliability of the water supply? n=220
 - The quality of the water? n=219
 - Overall, how satisfied are you with the District’s water supply? n=214
- Excludes don’t know response
- The proportion of residents connected to the town rural supply in rural areas affect these results when comparing wards.

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Water management: wastewater system



Scores % 7-10	2024	2023	2022
Overall wastewater system	66%	70%	74%
The reliability of the wastewater system	66%	71%	74%

- *The Wastewater system* and its *Reliability* are evaluated slightly lower than in previous years. These measures have been on a declining trend over the past 24 months, with a decline of 8% points on each measure since 2022.
- Residents of the Whaingaroa General Ward and the Tai Runga Takiwaa Maaori Ward are significantly less likely to be satisfied with the *Wastewater system* when compared to other wards.

NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. TW4. Which of the following best describes the sewerage system you use? n=476
3. TW5. Thinking about the Council’s management of its sewerage (wastewater) system, how would you rate your satisfaction with?
 - a. The reliability of the sewerage system? n=144
 - b. Overall, how satisfied are you with the sewerage system? n=143
4. Excludes don’t know response

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

Water management: wastewater system

Scores % 7-10 By age and ethnicity	18-34	35-49	50-64	65 and over	Māori	Non-Māori
Overall wastewater system	66%	65%	64%	69%	56%	72%
The reliability of the wastewater system	65%	67%	64%	70%	56%	73%

Scores % 7-10 By ward ⁵	Awaroa-Maramarua General Ward	Tuakau-Pokeno General Ward	Western Districts General Ward	Waerenga-Whitikahu General Ward	Huntly General Ward
Overall wastewater system	-	71%	-	-	87%
The reliability of the wastewater system	-	74%	-	-	87%

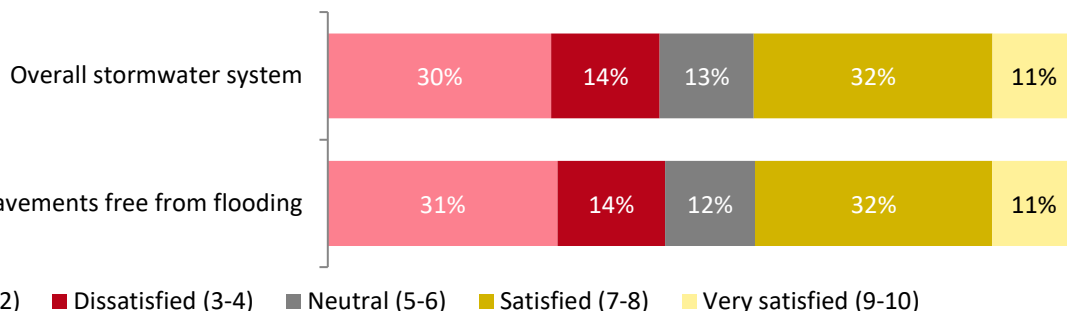
Scores % 7-10 By ward ⁵	Whaaingarua General Ward	Newcastle-Ngaruawahia General Ward	Tamahere-Woodlands General Ward	Tai Raro Takiwaa Maaori Ward	Tai Runga Takiwaa Maaori Ward
Overall wastewater system	23%	85%	-	66%	45%
The reliability of the wastewater system	23%	85%	-	70%	42%

NOTES:

- Sample: 2024 n=488; 2023 n=477; 2022 n=444;
- TW4. Which of the following best describes the sewerage system you use? n=476
- TW5. Thinking about the Council's management of its sewerage (wastewater) system, how would you rate your satisfaction with?
 - The reliability of the sewerage system? n=144
 - Overall, how satisfied are you with the sewerage system? n=143
- Excludes don't know response
- The proportion of residents connected to the wastewater system in rural areas affect these results when comparing wards.

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower

Water management: stormwater system and drainage



Scores % 7-10	2024	2023	2022
Overall stormwater system	43%	45%	50%
Keeping roads and pavements free from flooding	43%	45%	50%

Scores % 7-10 By age and ethnicity	18-34	35-49	50-64	65 and over	Māori	Non-Māori
Overall stormwater system	37% ▼	40%	45%	56%	48%	42%
Keeping roads and pavements free from flooding	35%	43%	43%	56%	43%	43%

Scores % 7-10 By ward	Awaroa-Maramarua General Ward	Tuakau-Pokeno General Ward	Western Districts General Ward	Waerenga-Whitikahu General Ward	Huntly General Ward
Overall stormwater system	31%	40%	38%	51%	53%
Keeping roads and pavements free from flooding	33%	41%	37%	56%	53%

Scores % 7-10 By ward	Whaangaroa General Ward	Newcastle-Ngaruawahia General Ward	Tamahere-Woodlands General Ward	Tai Raro Takiwaa Maaori Ward	Tai Runga Takiwaa Maaori Ward
Overall stormwater system	19% ▼	49%	42%	51%	42%
Keeping roads and pavements free from flooding	27% ▼	47%	40%	46%	41%

- Just over four in ten respondents (43%) were satisfied with both the *Overall stormwater system* and *Keeping roads and pavements free from flooding*.
- Residents of the Waerenga-Whitikahu General Ward, Whaangaroa General Ward, Tai Raro Takiwaa Maaori Ward and Huntly General Ward were significantly more satisfied than other wards, and the Whaangaroa General Ward in particular when rating both *Overall stormwater system* and *Keeping roads and pavements free from flooding*.

NOTES:

- Sample: 2024 n=488; 2023 n=477; 2022 n=444;
- TW3. How would you rate your satisfaction with the stormwater system in terms of...?
 - Keeping roads and pavements free from flooding? n=453
 - Overall, how satisfied are you with the stormwater system in the Waikato District? n=427
- Excludes don't know response

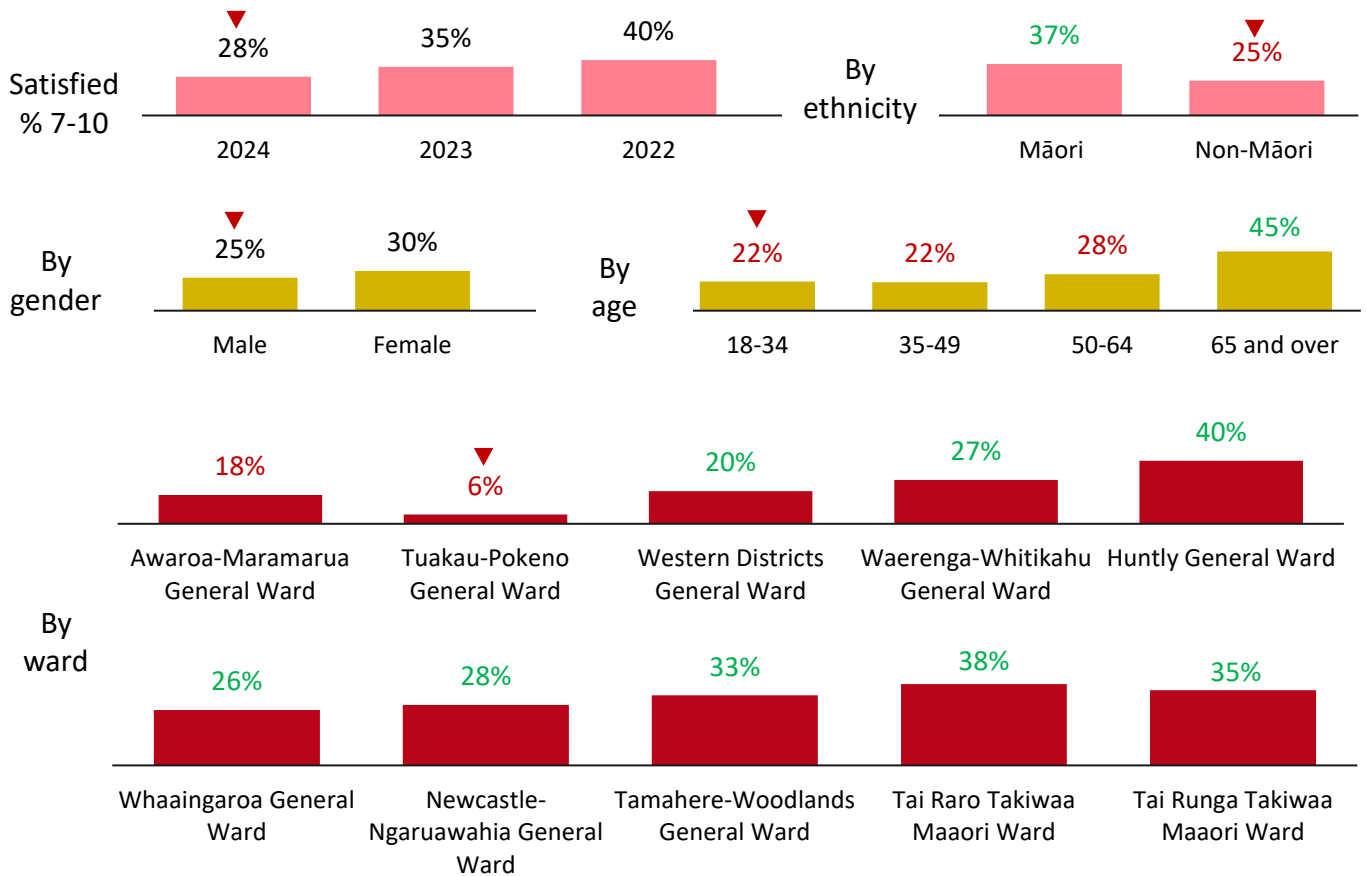
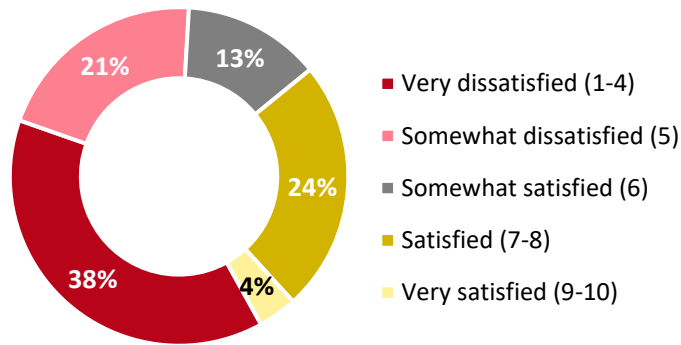
Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower



Roads and footpaths

Overall roading related infrastructure



- Overall satisfaction with *Roading and footpaths* has significantly declined over the past 24 months by 7% points since 2023 and by 12% points since 2022.
- Based on the verbatim comments, those from the Tuakau-Pokeno ward in particular are concerned with both the state of the roads, including potholes that are not being fixed, signage, and a lack of footpaths.
- Many comments have mentioned that the current state of roads across the District is contributing to a decrease in safety.

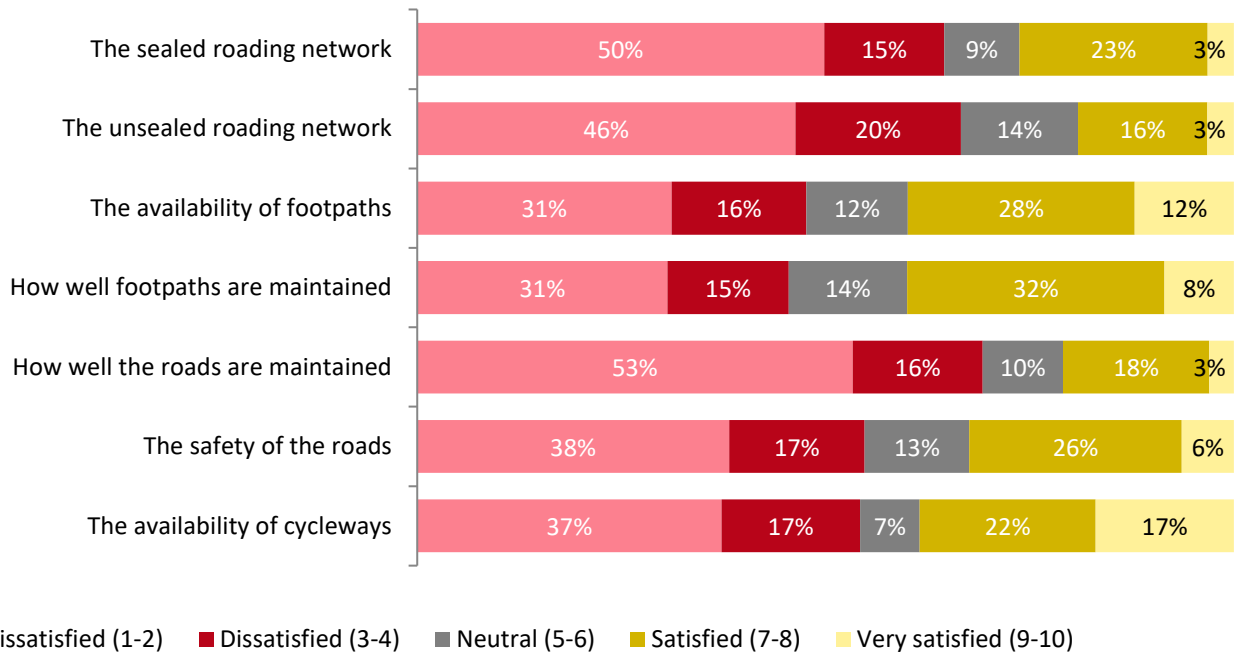
NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. RF3. Thinking about the roading and footpaths of the Waikato District Council how would you rate Waikato District Council on their overall ROADING and FOOTPATHS? n=475
3. Excludes don't know response

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Roads, footpaths and cycleways



Scores % 7-10	2024	2023	2022
The sealed roading network	26% ▼	35%	47%
The unsealed roading network	19% ▼	29%	31%
The availability of footpaths	40%	41%	43%
How well footpaths are maintained	40%	44%	46%
How well the roads are maintained	21% ▼	28%	33%
The safety of the roads	32%	36%	48%
The availability of cycleways	38%	40%	36%

- Three out of seven measures related to *Roading infrastructure* have recorded a significant decline in satisfaction amongst residents over the past year.
- Respondents were least satisfied with the *Unsealed road network* (19%) and *How well the roads are maintained* (21%).
- Whaingaroa General Ward recorded the lowest satisfaction levels for the *Unsealed roading network* with just 4% of residents from that area satisfied. This is also the only ward that has recorded a significant year-on-year decline across both *Sealed* and *Unsealed roading networks* in the District.

NOTES:

- Sample: 2024 n=488; 2023 n=477; 2022 n=444;
- RF1. Now thinking about roads provided by Waikato District Council roads - excluding State Highways which are not Council managed roads - how satisfied are you with...?
 - The sealed roading network? n=485
 - The unsealed roading network? n=344
 - The availability of footpaths? n=442
 - How well footpaths are maintained? n=417
 - How well the roads are maintained? n=480
 - The safety of the roads? n=475
 - The availability of cycleways? n=345
- Excludes don't know response

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Roads, footpaths and cycleways (continued)

Scores % 7-10 By ward	18-34	35-49	50-64	65 and over	Māori	Non-Māori
The sealed roading network	18% ▼	24% ▼	28%	40%	29%	25% ▼
The unsealed roading network	12% ▼	17%	19%	38%	21%	18% ▼
The availability of footpaths	43%	37%	35%	49%	46%	38%
How well footpaths are maintained	41%	40%	36%	46%	49%	37%
How well the roads are maintained	17% ▼	15%	21%	37%	24%	20% ▼
The safety of the roads	27% ▼	32%	26%	52%	37%	31%
The availability of cycleways	38%	31%	41%	52%	42%	38%

Scores % 7-10 By ward	Awaroa-Maramarua General Ward	Tuakau-Pokeno General Ward	Western Districts General Ward	Waerenga-Whitikahu General Ward	Huntly General Ward
The sealed roading network	24%	11%	10%	17%	29%
The unsealed roading network	19%	10%	31%	19%	24% ▼
The availability of footpaths	29%	38%	54%	31%	67%
How well footpaths are maintained	28%	46%	44%	32%	32%
How well the roads are maintained	15%	10%	17%	17%	22%
The safety of the roads	26%	22%	21%	38%	41%
The availability of cycleways	43%	21%	43%	33% ▼	31%

Scores % 7-10 By ward	Whaingaroa General Ward	Newcastle-Ngaruawahia General Ward	Tamahere-Woodlands General Ward	Tai Raro Takiwā Māori Ward	Tai Runga Takiwā Māori Ward
The sealed roading network	26% ▼	38%	30%	24%	35%
The unsealed roading network	4% ▼	20%	23%	19%	26%
The availability of footpaths	30%	40%	32% ▼	57%	30%
How well footpaths are maintained	34%	39%	42%	54%	41%
How well the roads are maintained	22%	28%	24%	20%	28%
The safety of the roads	26%	33%	35%	39%	32%
The availability of cycleways	24%	44%	44%	34%	51%

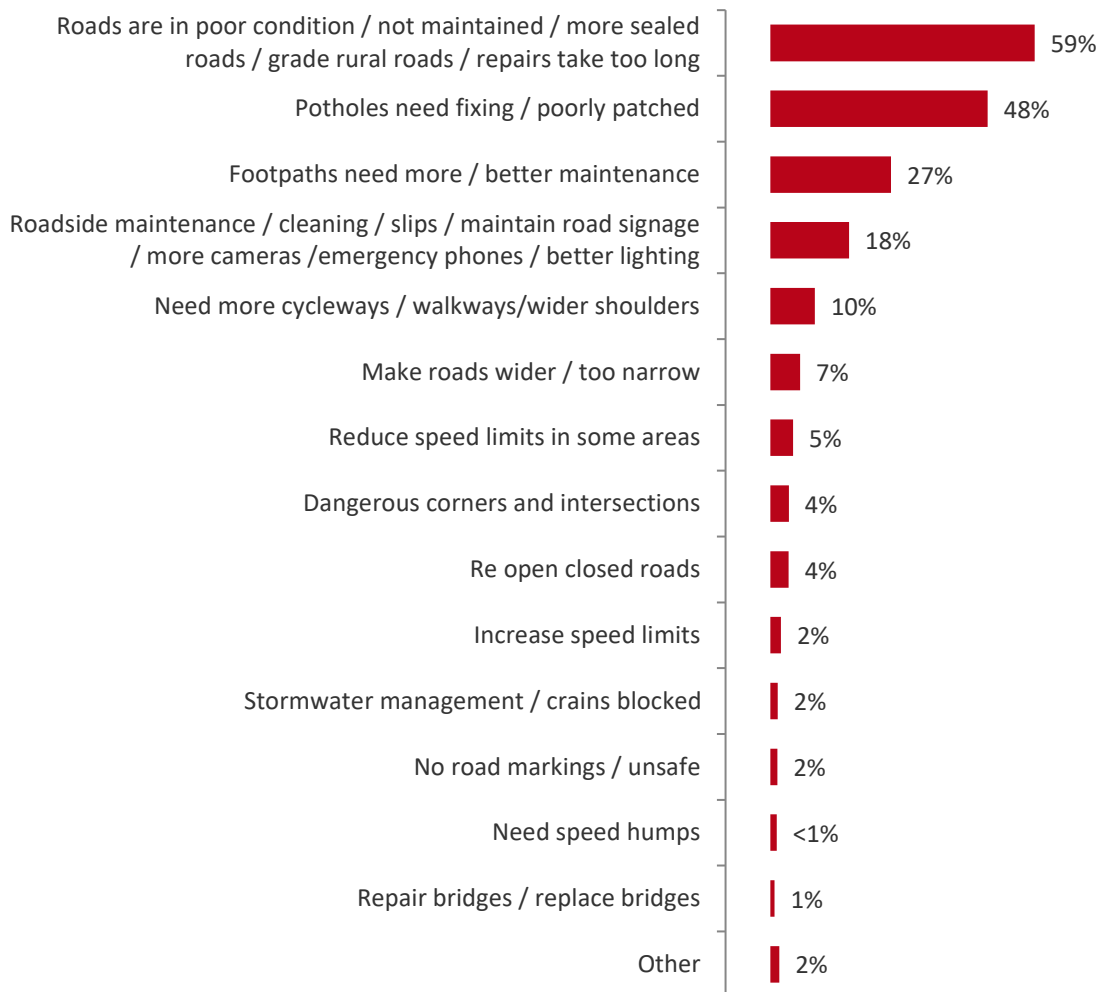
NOTES:

- Sample: 2024 n=488; 2023 n=477; 2022 n=444;
- RF1. Now thinking about roads provided by Waikato District Council roads - excluding State Highways which are not Council managed roads - how satisfied are you with...?
 - The sealed roading network? n=485
 - The unsealed roading network? n=344
 - The availability of footpaths? n=442
 - How well footpaths are maintained? n=417
 - How well the roads are maintained? n=480
 - The safety of the roads? n=475
 - The availability of cycleways? n=345
- Excludes don't know response

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Comments on improvements of roading infrastructure



- I don't think we have cycleways, and the footpaths are cracked and have higher and lower areas that my kids' trip over and fall. Trees are overgrowing footpaths, and even though they are always working on the roads there are constantly potholes.*
- The bridge on Cambridge Road has been narrow without a proper cycle path and poorly maintained for a long time.*
- Poorly maintained. When requested for maintenance to be done, these are largely ignored or poorly done, and are short lived.*
- Lots of potholes on Hunter Road, Eureka. Resealing that should have been done. But it has not been done, causing the road to start breaking up. The temporary repairs that are done are done so poorly that the potholes open up again soon after.*
- Clearing of roadside vegetation to enable water to run off and away when there is wet weather. Waerenga to Te Kauwhata.*
- There are no footpaths where I am, even though we are not that far from town. Our road has a railway and a ditch on the other side. Absolutely no way to walk anywhere.*
- Pothole management. The response to the notification of them is great, but the fact they are happening across the district and are not managed ahead of them becoming hazardous to road users isn't great.*

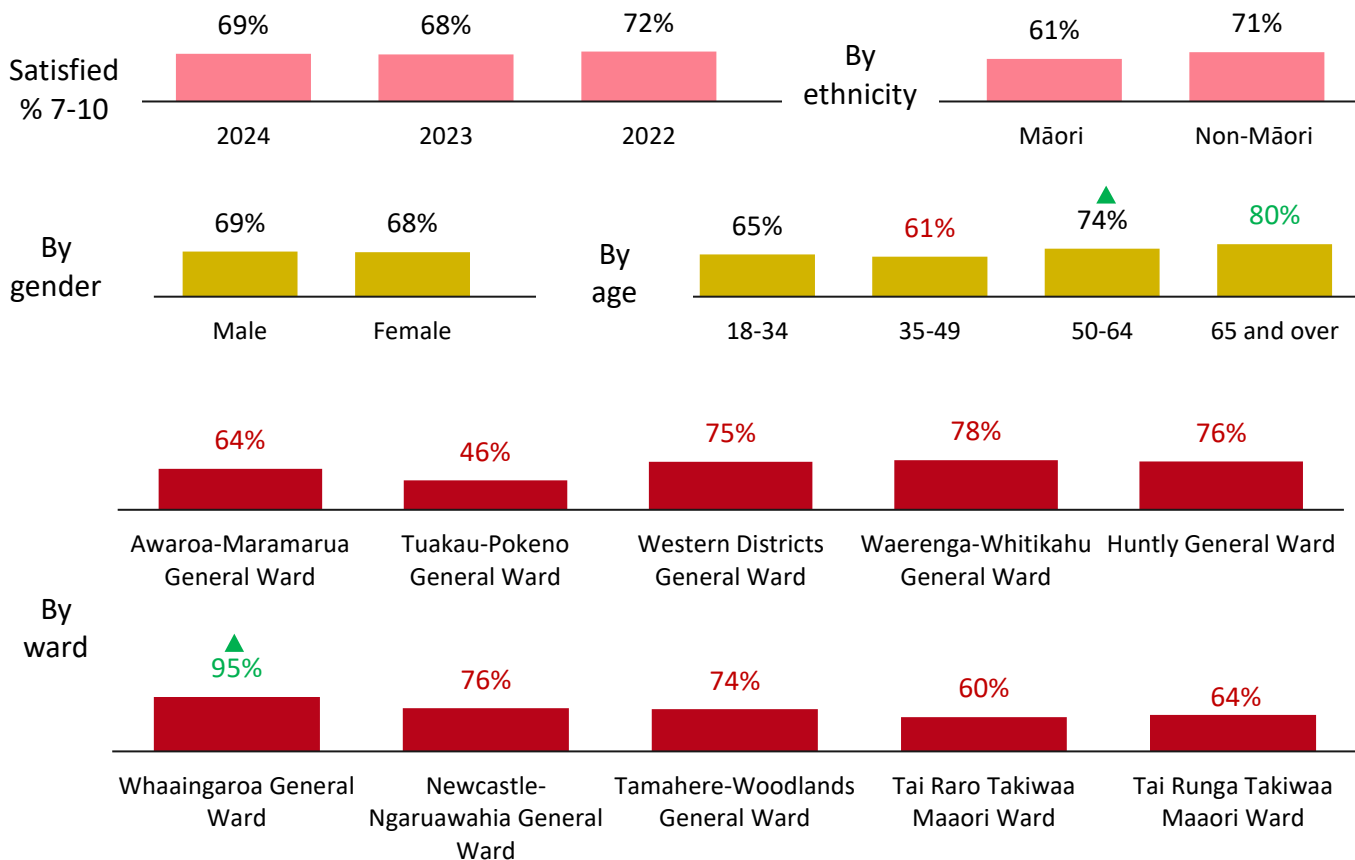
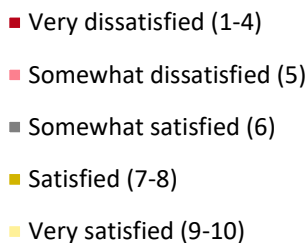
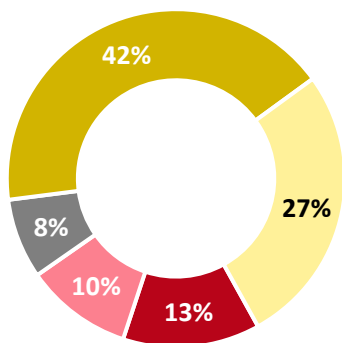
NOTES:

- RF2. If you are very dissatisfied with any aspects regarding Council roads and footpaths, i.e., rated them 1 or 2 out of 10 above, can you tell us why you are not satisfied? (Please provide as much detail as possible, including where the problem occurred e.g., road name where applicable) n=142



Waste management and waste minimisation

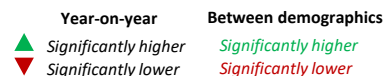
Overall waste management



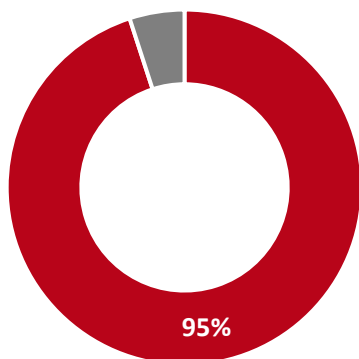
- *Waste management* remains one of the highest performing areas in 2024 with over two in three residents (69%) satisfied with *Overall waste management*, results are on par with 2023.
- Residents aged 35 – 49 were significantly less likely to be satisfied with *Overall waste management*.
- The highest satisfaction was recorded in the Whaingaroa General Ward, with 95% of residents from this area rating *Overall waste management* 7-10 on the 10-point scale.

NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. WM3. Thinking about the WASTE MANAGEMENT of the Waikato District Council, considering rubbish bag collection, recycling services and litter bins, how would you rate Waikato District Council for its overall WASTE MANAGEMENT? n=471
3. Excludes don't know response



Satisfaction with waste management



Does the Waikato Council provide a regular rubbish and recycling service where you live?

■ Yes

% Yes	Awaroa-Maramarua General Ward	Tuakau-Pokeno General Ward	Western Districts General Ward	Waerenga-Whitikahu General Ward	Huntly General Ward
Council provide a regular rubbish and recycling collection service	100%	93%	84%	95%	100%

% Yes	Whaingaroa General Ward	Newcastle-Ngaruawahia General Ward	Tamahere-Woodlands General Ward	Tai Raro Takiwaa Maaori Ward	Tai Runga Takiwaa Maaori Ward
Council provide a regular rubbish and recycling collection service	80%	100%	100%	89%	94%

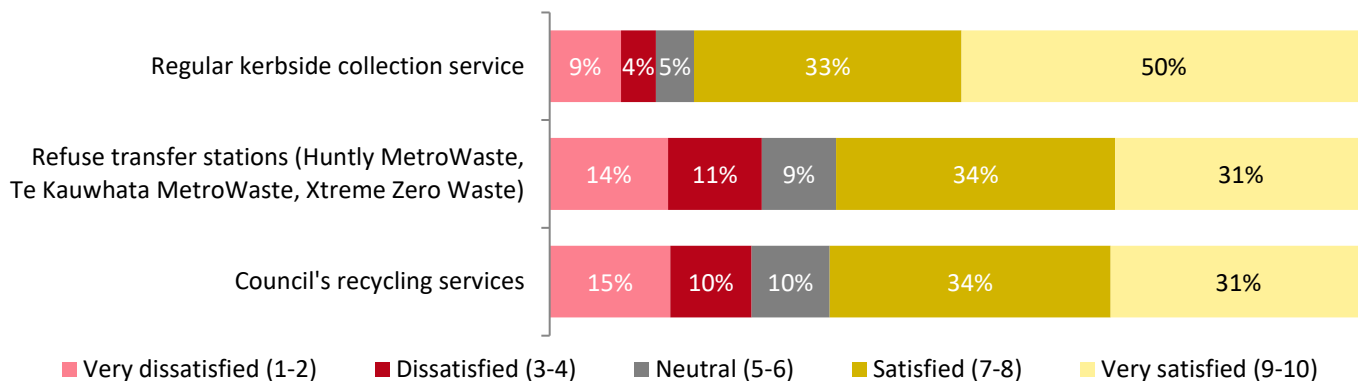
- Waikato District Council provides a regular rubbish and recycling collection service to 95% of respondents. Residents of the Whaingaroa General Ward have the least claimed coverage. Despite this ward having the least coverage, residents are more satisfied than other wards across all measures related to *Waste management*, especially the Tuakau-Pokeno General Ward.
- Respondents were most satisfied with the *Regular kerbside collection* (82%) which is a slight year-on-year increase.
- Satisfaction with *Refuse transfer stations* has declined over the past 12 months, and is the area of *Waste management* rated the lowest.

NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. WM1. Does the Waikato Council provide a regular rubbish and recycling collection service where you live? n=472
4. Excludes don't know response

Year-on-year
▲ Significantly higher
▼ Significantly lower
 Between demographics
▲ Significantly higher
▼ Significantly lower

Satisfaction with waste management (continued)



Scores % 7-10	2024	2023	2022
Regular kerbside collection service	82%	79%	80%
Refuse transfer stations	65%	72%	60%
Council's recycling services	66%	66%	68%

Scores % 7-10 By ward	18-34	35-49	50-64	65 and over	Māori	Non-Māori
Regular kerbside collection service	78%	73%	89% ▲	93%	76%	84%
Refuse transfer	66%	62%	63%	73%	61%	66%
Council's recycling services	61%	62%	67%	78%	61%	67%

Scores % 7-10	Awaroa-Maramarua General Ward	Tuakau-Pokeno General Ward	Western Districts General Ward	Waerenga-Whitikahu General Ward	Huntly General Ward
Regular kerbside collection service	73%	73%	91%	84%	85%
Refuse transfer stations	49%	23%	84%	70%	91%
Council's recycling services	63%	47%	72%	64%	68%

Scores % 7-10	Whaaingarua General Ward	Newcastle-Ngaruawahia General Ward	Tamahere-Woodlands General Ward	Tai Raro Takiwā Māori Ward	Tai Runga Takiwā Māori Ward
Regular kerbside collection service	95%	87%	93%	77%	77%
Refuse transfer stations	83%	50%	61%	55%	69%
Council's recycling services	85%	71%	74%	63%	59%

NOTES:

- Sample: 2024 n=488; 2023 n=477; 2022 n=444;
- WM1. Does the Waikato Council provide a regular rubbish and recycling collection service where you live? n=472
- WM2. How satisfied are you with the following waste management services? n=449
 - Regular kerbside collection service? n=468
 - Refuse transfer stations (Huntly MetroWaste, Te Kauwhata MetroWaste, Xtreme Zero Waste)? n=204
 - Council's recycling services? n=432
- Excludes don't know response

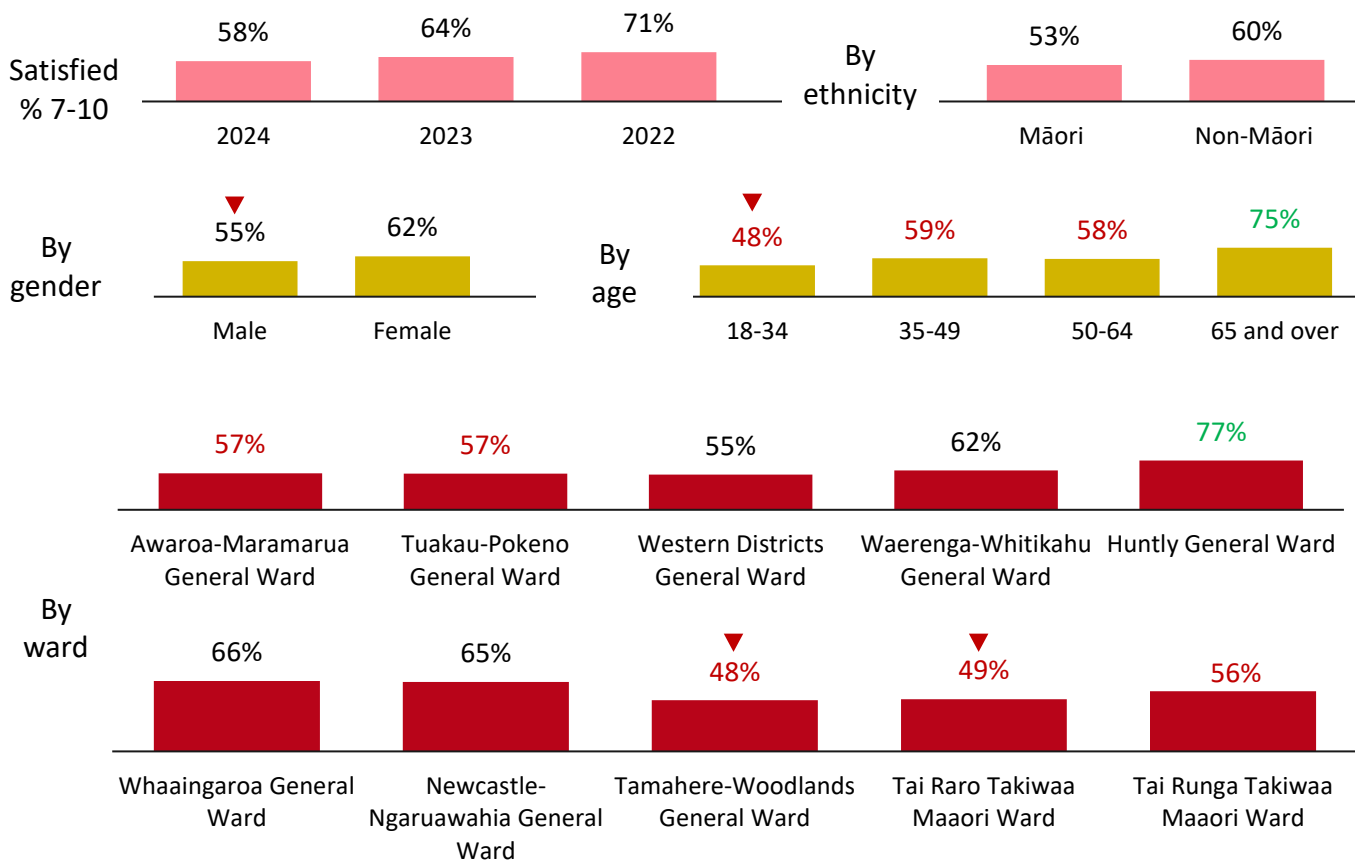
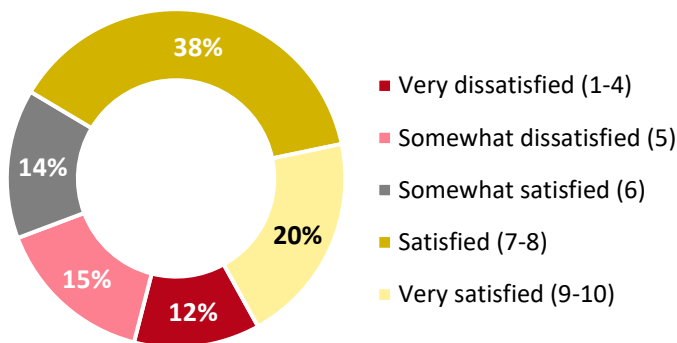
Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower



Public Facilities

Satisfaction with public facilities



- Just under six in ten respondents (58%) are satisfied with *Public facilities*, this is a slight decline of 6%points from 2023.
- The year-on-year decline is most noticeable among those aged 18-34, and those in Tamahere-Woodlands General Ward and Tai Raro Takiwaa Maaori ward.
- Residents aged 65 years and over were significantly more likely to be satisfied with the *Public facilities* than younger residents.

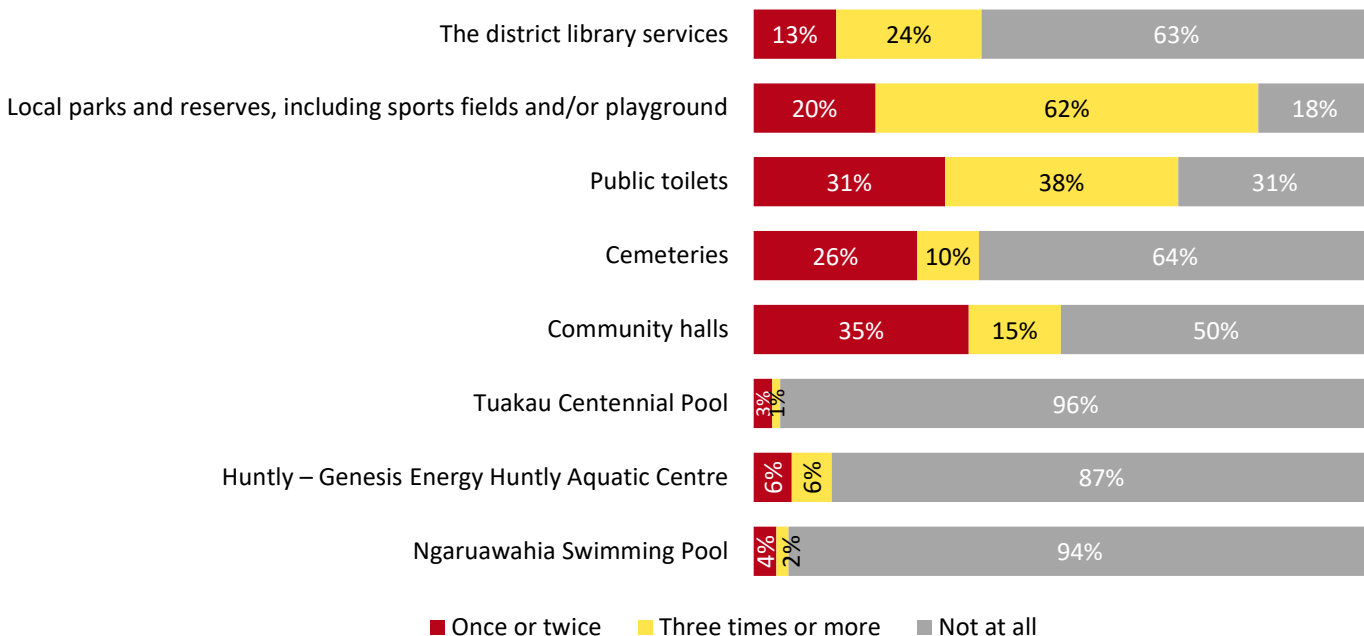
NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. FS4. Thinking about the FACILITIES provided by the Waikato District Council considering things like libraries, parks and reserves, including sports fields and playgrounds, public toilets, cemeteries, community halls and swimming pools overall, how would you rate Waikato District Council for the FACILITIES provided? n=431
3. Excludes don't know response

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Public facilities - visitation



Usage / visitation By gender and ethnicity	2024	2023	2022	Māori	Non-Māori	18-34	35-49	50-64	65 and over
The district library services	37%	35%	36%	56% ▲	32%	39%	41%	27%	43%
Local parks and reserves, including sports fields and/or playground	82%	78%	82%	96% ▲	78%	86%	87%	78% ▲	73%
Public toilets	69%	67%	67%	84%	64%	73%	75%	65%	57%
Cemeteries	36%	33%	36%	55%	31%	46%	33%	32%	34%
Community halls	50%	44%	44%	63%	46%	52% ▲	54%	43%	49%
Tuakau Centennial Pool	4%	6%	3%	6% ▼	4%	5%	6%	1% ▼	6%
Huntly – Genesis Energy Huntly Aquatic Centre	13%	10%	9%	31%	7%	16%	17%	9%	8%
Ngaruawahia Swimming Pool	6%	4%	3%	16%	3%	6%	8%	4%	3%

- *Local parks and reserves, Public toilets and Community halls* are the facilities most used (82%, 69% and 50% respectively).
- Visitation levels for most of the public facilities with the exception of *Tuakau Centennial Pool* have slightly increased when compared with the results from the previous survey in 2023.

NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. FS1. In the last year, how frequently have you used the following services provided by the Waikato District Council...? n=488
3. Excludes don't know response

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Public facilities - visitation

Usage / visitation By ward	Awaroa- Maramarua General Ward	Tuakau-Pokeno General Ward	Western Districts General Ward	Waerenga- Whitikahu General Ward	Huntly General Ward
The district library services	13%	29%	35%	30%	77%
Local parks and reserves, including sports fields and/or playgrounds	65%	67%	86%	75%	90%
Public toilets	73%	42%	73%	73%	71%
Cemeteries	30%	33%	22%	29%	51%
Community halls	51%	48%	52%	47%	53%
Tuakau Centennial Pool	4%	15%	6%	3%	-
Huntly – Genesis Energy Huntly Aquatic Centre	2%	-	6%	12%	38%
Ngaruawahia Swimming Pool	2%	-	-	3%	-

Usage / visitation By ward	Whaingaroa General Ward	Newcastle- Ngaruawahia General Ward	Tamahere- Woodlands General Ward	Tai Raro Takiwaa Maaori Ward	Tai Runga Takiwaa Maaori Ward
The district library services	58%	29%	16%	54%	57%
Local parks and reserves, including sports fields and/or playgrounds	97%	85%	74%	96%	96%
Public toilets	90%	63%	55%	80%	89%
Cemeteries	22%	32%	27%	54%	56%
Community halls	76%	30%	38%	69%	57%
Tuakau Centennial Pool	6%	1%	-	10%	-
Huntly – Genesis Energy Huntly Aquatic Centre	-	8%	-	38%	23%
Ngaruawahia Swimming Pool	6%	10%	-	7%	26%

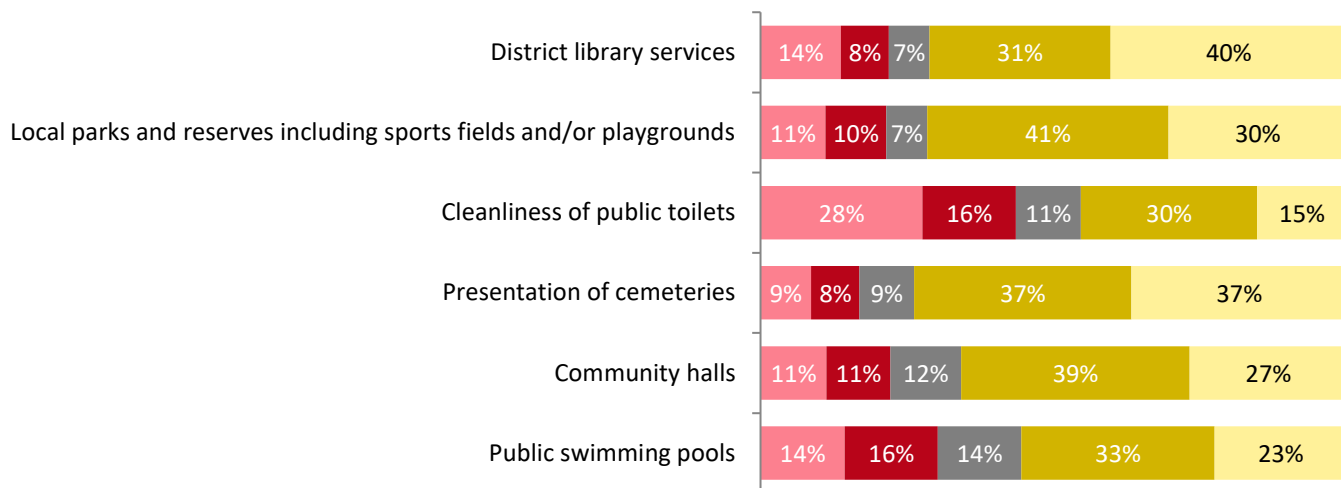
NOTES:

- Sample: 2024 n=488; 2023 n=477; 2022 n=444;
- FS1. In the last year, how frequently have you used the following services provided by the Waikato District Council...? n=488
- Excludes don't know response

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Satisfaction (Overall)



Very dissatisfied (%1-2) Dissatisfied (%3-4) Neither (%5-6) Satisfied (%7-8) Very satisfied (%9-10)

Scores % 7-10	2024	2023	2022	Satisfaction among Users	Satisfaction among Non-users
District library services	71%	72%	78%	89%	52%
Local parks and reserves including sports fields and/or playgrounds	72%	74%	79%	74%	52%
Cleanliness of public toilets	45%	48%	56%	48%	23%
Presentation of cemeteries	74%	74%	72%	74%	73%
Community halls	66%	68%	73%	73%	46%
Public swimming pools	56%	59%	62%	73%	44%

- Residents were the most satisfied with the *Presentation of cemeteries* (74%), *Local parks and reserves including sports fields and/or playgrounds* (72%) and *District library services* (71%).
- However, *Cleanliness of public toilets* received the lowest satisfaction rating (45%).
- There are no significant year-on-year changes across different demographics.
- Verbatim comments reveal a particular issue with cleanliness of public toilets, and need for more facilities available in areas where there is no access to libraries, swimming pools, or sport facilities.

NOTES:

- Sample: 2024 n=488; 2023 n=477; 2022 n=444;
- FS2. Thinking about the follow public facilities, how satisfied are you with...? (It does not matter whether you used them or not, it is your opinion that counts)
 - District library services? n=337
 - Local parks and reserves including sports fields and/or playgrounds? n=433
 - Cleanliness of public toilets? n=363
 - Presentation of cemeteries? n=278
 - Community halls? n=302
 - Public swimming pools? n=207
- Excludes don't know response

Year-on-year
▲ Significantly higher
▼ Significantly lower
Between demographics
▲ Significantly higher
▼ Significantly lower

Public facilities – Satisfaction (Overall)

Scores with % 7-10 By age and ethnicity	18-34	35-49	50-64	65 and over	Māori	Non-Māori
District library services	74%	69%	68%	76%	77%	69%
Local parks and reserves including sports fields and/or playgrounds	67%	75%	68%	78%	62%	75%
Cleanliness of public toilets	31%	47%	51%	60%	37%	48%
Presentation of cemeteries	70%	74%	73%	82%	60%	79%
Community halls	63%	66%	64%	72%	61%	67%
Public swimming pools	50%	58%	52%	66%	43%	61%

Scores with % 7-10 By ward	Awaroa-Maramarua General Ward	Tuakau-Pokeno General Ward	Western Districts General Ward	Waerenga-Whitikahu General Ward	Huntly General Ward
District library services	67%	66%	70%	70%	87%
Local parks and reserves including sports fields and/or playgrounds	75%	75%	67%	75%	79%
Cleanliness of public toilets	45%	35%	48%	50%	63%
Presentation of cemeteries	71%	74%	94%	74%	93%
Community halls	61%	56%	83%	70%	100%
Public swimming pools	50%	43%	89%	64%	94%

Scores with % 7-10 By ward	Whaingarua General Ward	Newcastle-Ngaruawahia General Ward	Tamahere-Woodlands General Ward	Tai Raro Takiwaa Maori Ward	Tai Runga Takiwaa Maori Ward
District library services	81%	71%	47%	74%	81%
Local parks and reserves including sports fields and/or playgrounds	79%	79%	67%	58%	66%
Cleanliness of public toilets	66%	50%	39%	28%	46%
Presentation of cemeteries	92%	79%	71%	51%	71%
Community halls	71%	68%	52%	59%	65%
Public swimming pools	69%	56%	45%	42%	45%

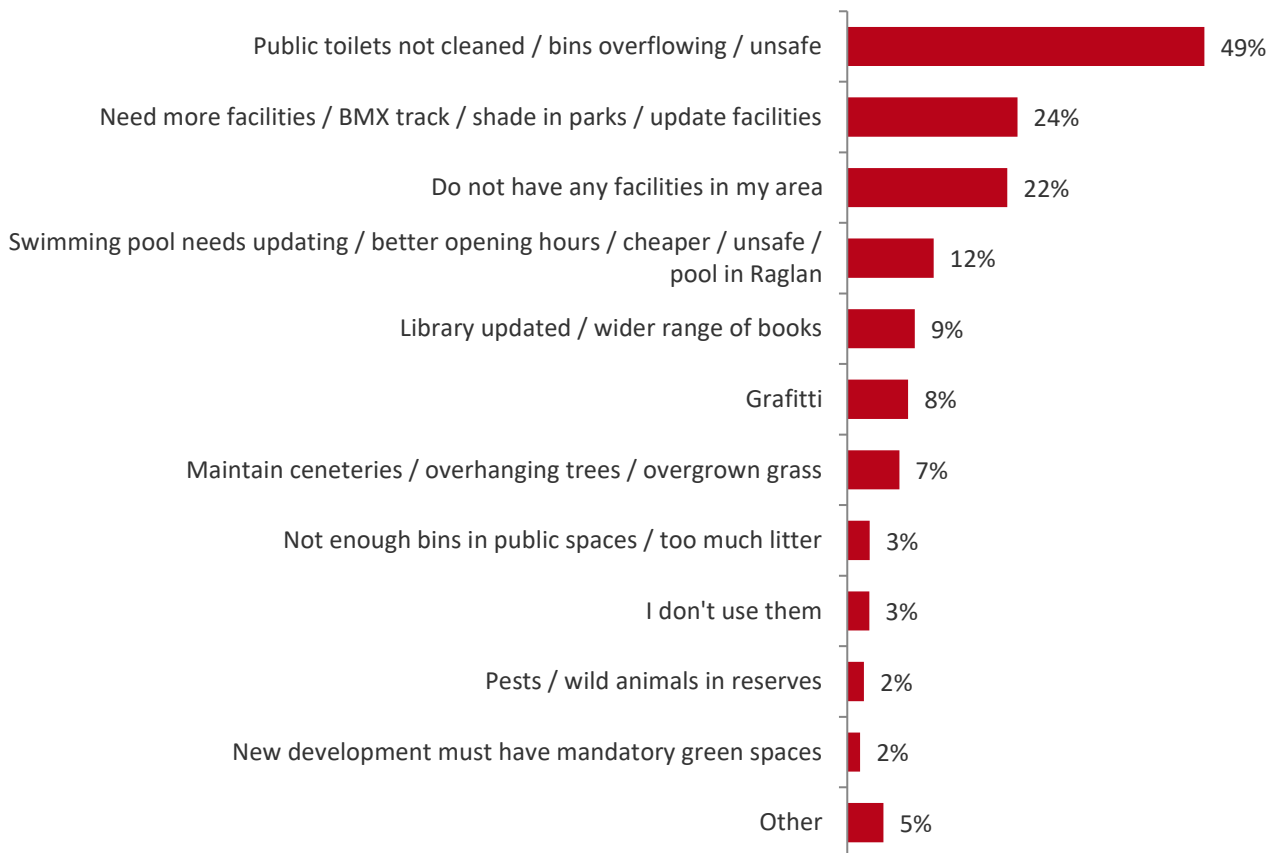
NOTES:

- Sample: 2024 n=488; 2023 n=477; 2022 n=444;
- FS2. Thinking about the follow public facilities, how satisfied are you with...? (It does not matter whether you used them or not, it is your opinion that counts)
 - District library services? n=337
 - Local parks and reserves including sports fields and/or playgrounds? n=433
 - Cleanliness of public toilets? n=363
 - Presentation of cemeteries? n=278
 - Community halls? n=302
 - Public swimming pools? n=207
- Excludes don't know response

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Comments on dissatisfaction with public facilities



- *Public toilets are not hygienic. People disrespect these by soiling, blocking with paper, graffiti, and the list goes on. Cemeteries are disrespected and headstones are not always cleaned.*
- *The public swimming pools are over chlorinated, and the smell is so strong that the fumes burn the inside of your nose. Your property gets stolen, and the staff spend very little time monitoring the facilities. They spend more time talking to each other and sitting in the office.*
- *Pookeno does not have a library or sports facilities that are as accessible as Tuakau and Pukekohe. We do not have a regional bus route to Hamilton. Te Kauwhata has one. Huntly has one. Ngāruawhāhia has one. I would like to know how our rates and taxes compare to these towns who have more facilities and services.*
- *Community Halls are too old, bad looking, cold, and too small for hosting event like weddings or birthday parties.*
- *Waikato District Library eBook collection is too limited. I live so close to Pukekohe the Waikato District facilities and are not relevant to me.*
- *Very limited access to parks for just walking and relaxing as opposed to for sports events. Very limited access to green space around communities, for example Whatawhata has nothing. Development is not being supported by green space. Lack of facilities for dogs is abysmal.*
- *Raglan does not have a pool. Toilets are never clean, nor the rubbish bins.*

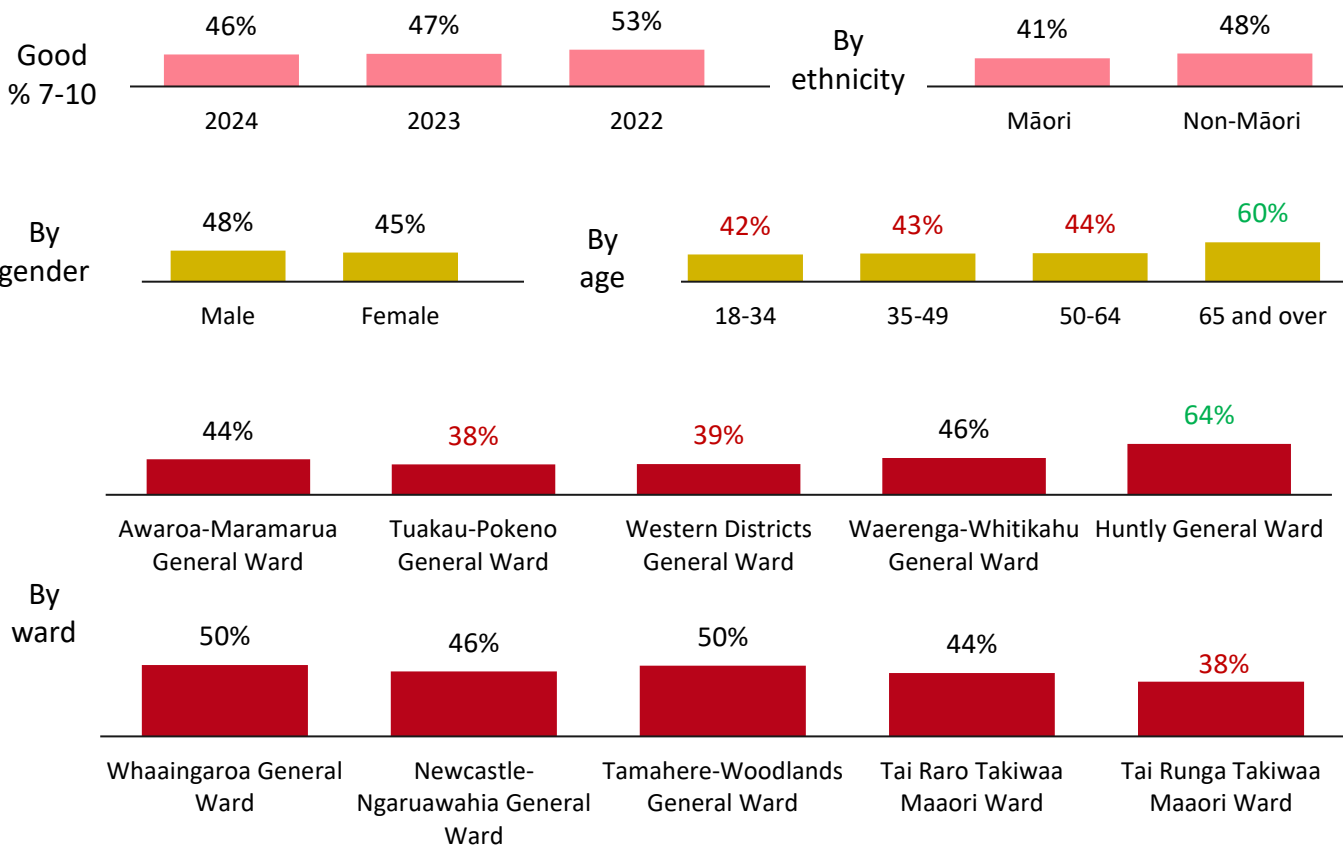
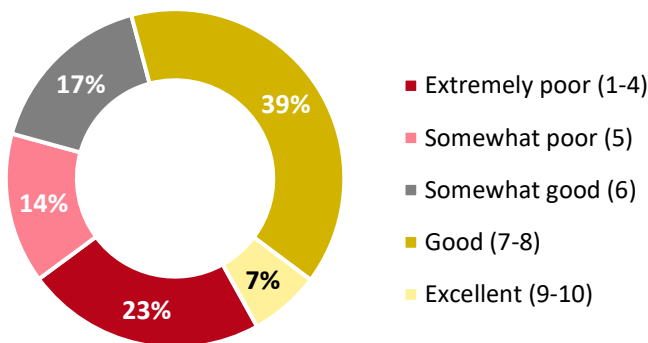
NOTES:

1. Sample: 2023 n=477;
2. FS3. If you are very dissatisfied with any of the Council provided facilities listed above i.e., rated them 1 or 2 out of 10, can you please tell us why you are not satisfied? (Please provide as much detail as possible, including where the problem occurred e.g., facility name where applicable) n=53



Image and reputation

Overall reputation



- Overall Image and reputation, and all related measures, remain on par with the results recorded in 2023.
- There is no discrepancy in perception between residents of different ethnicities.
- The perceptions of residents aged over 65 years and those residing in Huntly General ward are the highest across all demographics.
- The top-performing measure remains *Quality of services* with 50% of respondents rating it 7-10 on the 10-point scale.

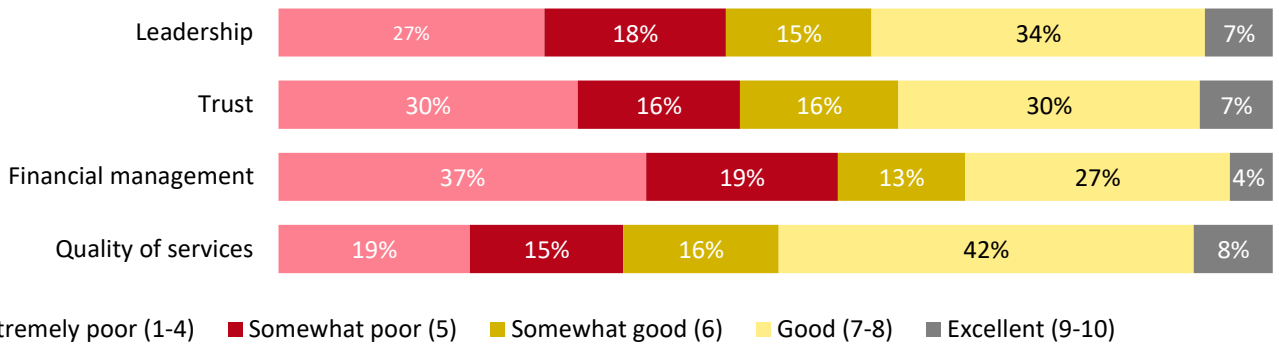
NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. REP5. So, everything considered, leadership, trust, financial management, quality of services provided, and preparing for the future, how would you rate Waikato District Council for its OVERALL REPUTATION? n=425
3. Excludes don't know response

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Image and Reputation



Scores % 7-10 By age and ethnicity	2024	2023	2022	18-34	35-49	50-64	65 and over	Māori	Non-Māori
Leadership	40%	43%	48%	32%	38%	40%	56%	34%	42%
Trust	38%	39%	47%	30%	33%	43%	50%	35%	38%
Financial management	31%	37%	34%	19% ▼	28%	35%	49%	29%	31%
Quality of services	50%	52%	54%	44%	48%	48%	64%	49%	50%

Scores % 7-10 By ward	Awaroa-Maramarua General Ward	Tuakau-Pokeno General Ward	Western Districts General Ward	Waerenga-Whitikahu General Ward	Huntly General Ward
Leadership	38%	33%	27%	39%	54%
Trust	41%	29%	25%	34%	50%
Financial management	34%	19%	18%	30%	47%
Quality of services	44%	47%	37%	53%	65%

Scores % 7-10 By ward	Whaingaroa General Ward	Newcastle-Ngaruawahia General Ward	Tamahere-Woodlands General Ward	Tai Raro Takiwaa Maori Ward	Tai Runga Takiwaa Maori Ward
Leadership	53%	42%	44%	42%	29%
Trust	36%	39%	40%	40%	32%
Financial management	31%	40%	21%	34%	26%
Quality of services	36%	51%	51%	48%	51%

NOTES:

- Sample: 2024 n=488; 2023 n=477; 2022 n=444;
- REP1. How would you rate the Council for being committed to creating a great district, how it promotes economic development, being in touch with the community and setting clear direction; Overall, how would you rate the Council for its LEADERSHIP? n=369
- REP2. Thinking about how open and transparent Council is, how council can be relied on to act honestly and fairly, and their ability to work in the best interests of the district, overall, how would you rate the Council in terms of the FAITH and TRUST you have in them? n=399
- REP3. Now thinking about the Council's financial management – how appropriately it invests in the district, how wisely it spends and avoids waste, and its transparency around spending -, how would you rate the Council overall for its FINANCIAL MANAGEMENT? n=329
- REP4. When you think about everything that Council does, how would you rate the Council for the QUALITY OF THE SERVICES and FACILITIES it provides the Waikato District? n=429

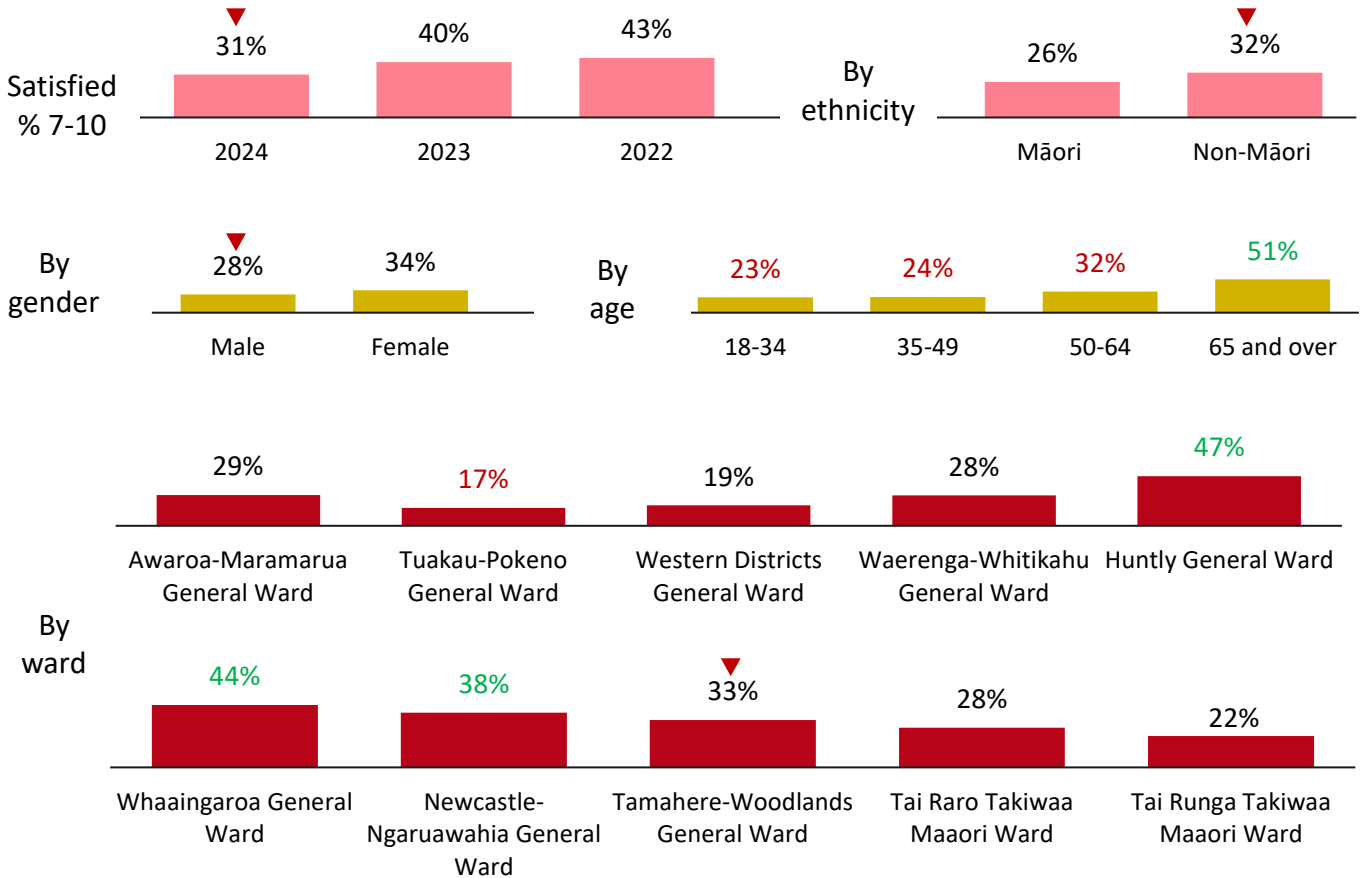
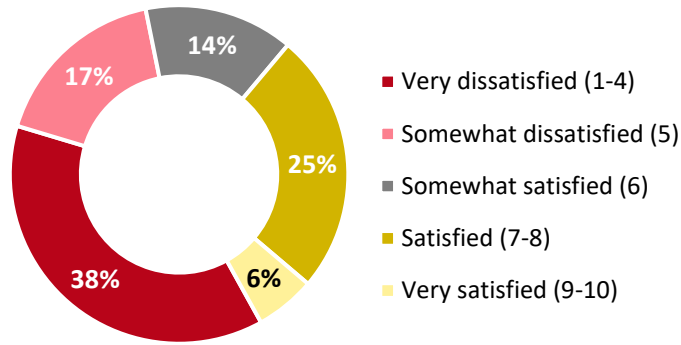
Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower



Value for money

Value for money



- More residents are dissatisfied (55%) than satisfied (31%) with *Value for money*, a significant decrease in satisfaction since 2023
- The only age group where a majority expressed satisfaction with *Value for money* are those aged 65 and older.
- Tuakau-Pokeno General Ward has recorded a significantly lower level of satisfaction with *Value for money* when compared to the Huntly General Ward, Whaingaroa General Ward and Newcastle-Ngaruawahia General Ward. Tamahere-Woodlands General Ward is the only ward that recorded a significant year-on-year decline.

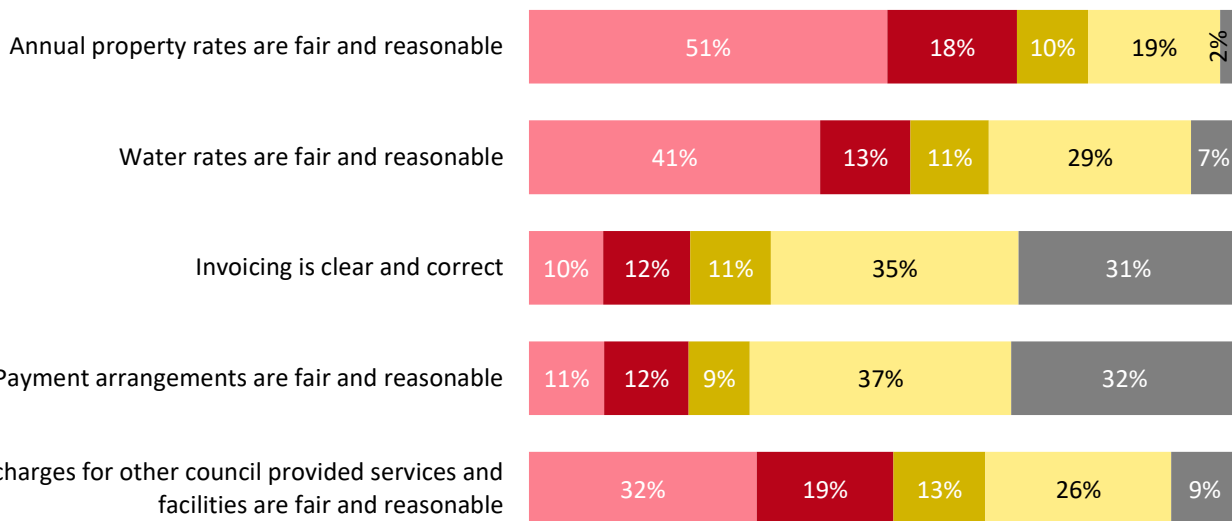
NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. VM3. Now, thinking about everything Waikato District Council has done over the last 12 months and what you have experienced of its services and facilities, how satisfied are you with how rates and fees are spent on services and facilities provided by Council, and the value for money you get for your rates? n=430
3. Excludes don't know response

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Rates and value for money



■ Strongly disagree (1-4)
 ■ Somewhat disagree (5)
 ■ Somewhat agree (6)
 ■ Agree (7-8)
 ■ Strongly agree (9-10)

Scores % 7-10	2024	2023	2022
Annual property rates are fair and reasonable	21% ▼	28%	31%
Water rates are fair and reasonable	35%	37%	42%
Invoicing is clear and correct	66%	64%	72%
Payment arrangements are fair and reasonable	69%	68%	72%
Fees and charges for other council provided services and facilities are fair and reasonable	36%	42%	42%

- The majority of respondents disagree that *Annual property rates* (69%) and *Annual water rates* (54%) are fair and reasonable.
- The perception of *Annual property rates being fair and reasonable* has significantly declined over the past 12 months. The significant year-on-year decline was especially noticeable amongst residents from the Tamahere-Woodlands General Ward, and those aged under 50.
- Verbatim comments provide an insight behind the decline. Respondents stated that it is not just about the rates increasing and being high, but also that they *Pay for services that are not provided / get nothing for what they pay*.

NOTES:

- Sample: 2024 n=488; 2023 n=477; 2022 n=444;
- VM2. How much do you agree or disagree with the following statements?
 - Annual property rates are fair and reasonable? n=445
 - Water rates are fair and reasonable? n=297
 - Invoicing is clear and correct? n=426
 - Payment arrangements are fair and reasonable? n=403
 - Fees and charges for other council provided services and facilities are fair and reasonable? n=373
- Excludes don't know response

▲ Year-on-year Significantly higher
▼ Year-on-year Significantly lower
▲ Between demographics Significantly higher
▼ Between demographics Significantly lower

Rates and value for money (continued)

Scores % 7-10 By age and ethnicity	18-34	35-49	50-64	65 and over	Māori	Non-Māori
Annual property rates are fair and reasonable	13% ▼	15% ▼	26%	33%	18%	22%
Water rates are fair and reasonable	29%	26%	44%	52%	27%	38%
Invoicing is clear and correct	51%	58%	72%	86%	55%	69% ▼
Payment arrangements are fair and reasonable	55%	64%	73%	87%	61%	71%
Fees and charges for other council provided services and facilities are fair and reasonable	23% ▼	32%	39%	55%	29%	38%

Scores % 7-10 By ward	Awaroa-Maramarua General Ward	Tuakau-Pokeno General Ward	Western Districts General Ward	Waerenga-Whitikahu General Ward	Huntly General Ward
Annual property rates are fair and reasonable	25%	13%	25%	13%	33%
Water rates are fair and reasonable	26%	49%	35%	28%	33%
Invoicing is clear and correct	71%	55%	89% ▲	73% ▼	66%
Payment arrangements are fair and reasonable	72%	62%	88%	59%	74%
Fees and charges for other Council provided services and facilities are fair and reasonable	35%	28%	25%	24% ▼	52%

Scores % 7-10 By ward	Whaingaroa General Ward	Newcastle-Ngaruawahia General Ward	Tamahere-Woodlands General Ward	Tai Raro Takiwā Māori Ward	Tai Runga Takiwā Māori Ward
Annual property rates are fair and reasonable	17%	23%	27% ▼	18%	17%
Water rates are fair and reasonable	34%	32%	49%	29%	24%
Invoicing is clear and correct	73%	70%	68%	66%	45%
Payment arrangements are fair and reasonable	73%	75%	73%	66%	56%
Fees and charges for other Council provided services and facilities are fair and reasonable	53%	39%	41%	25%	36%

NOTES:

- Sample: 2024 n=488; 2023 n=477; 2022 n=444;
- VM2. How much do you agree or disagree with the following statements?
 - Annual property rates are fair and reasonable? n=445
 - Water rates are fair and reasonable? n=297
 - Invoicing is clear and correct? n=426
 - Payment arrangements are fair and reasonable? n=403
 - Fees and charges for other council provided services and facilities are fair and reasonable? n=373
- Excludes don't know response

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Comments on dissatisfaction with value for money

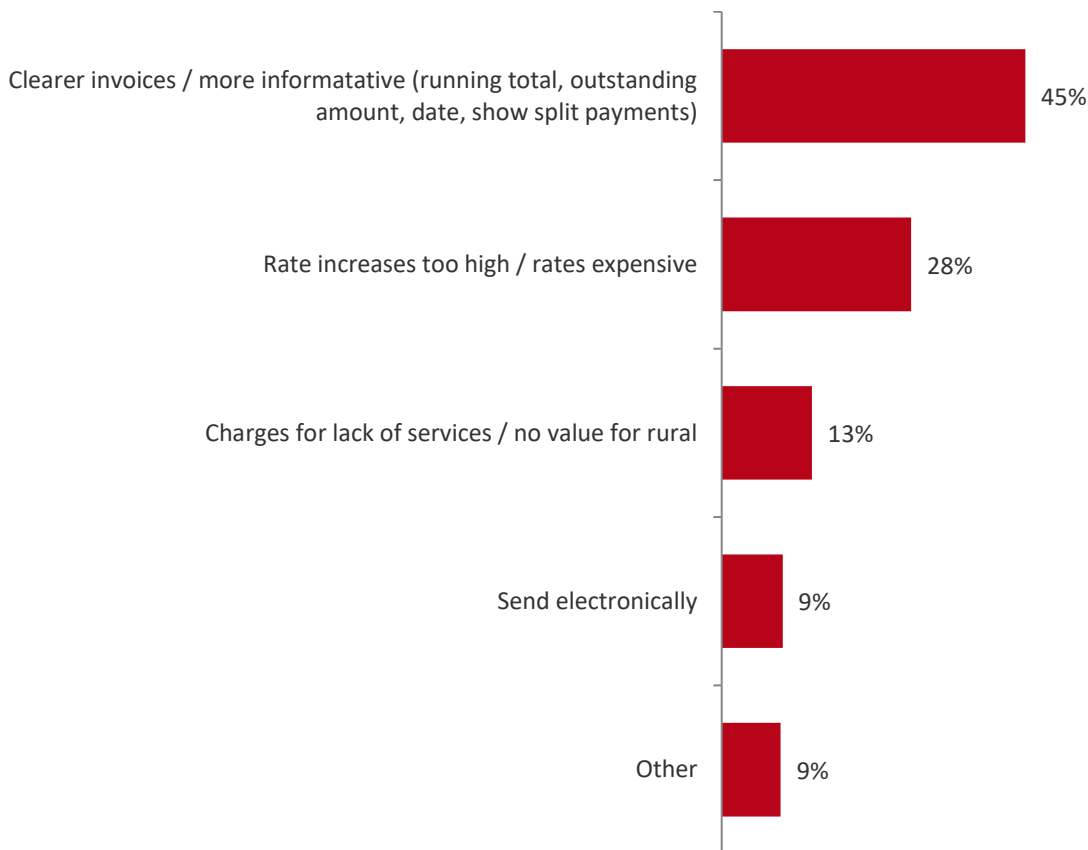


- *Way too expensive for the level of care the community gets. For the prices paid by the community, we should not have potholes and graffiti everywhere.*
- *The only thing we get is our rubbish picked up and we still have to pay for a sticker to put on the bag. The rest I think we don't get.*
- *Nothing has changed. Rates go up with new laws to take our money. Yet there is no change in the delivery of your service.*
- *Because all we get for the rates is road maintenance, and that is exceptionally poor.*
- *Extremely high rates compared to Auckland, and we don't have any local facilities to compare it with. Our rubbish collection is terrible and hope a big bin will be introduced soon rather than bags.*
- *We live just on the outskirts of Hamilton, a rural property on a road that we have to maintain without any financial input from Waikato District Council. We pay for our own sewerage system, own water supply and apart from a council weekly rubbish pickup, we get nothing from the high cost of rates we pay to the Waikato District Council.*
- *Rates are too high. Some things like the museum are too dear. We should be paying for drainage of the land, incentive to support return land to native.*

NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. VM4. If you are dissatisfied with the value for money offered, i.e., rated them 1 or 2 out of 10 above, can you tell us why you are not satisfied with the value for money? (Please provide as much detail as possible) n=55

Issues with invoicing and improvement opportunities



- *Showing the debit amount along with any payments in more of a bank statement style with a running total would be easier to read, so that you can see how much is outstanding along with the date.*
- *On recent invoices, it does not tell you how you can do split payments. I had to ring up and request this. Didn't tell me on the invoice you could do this.*
- *Do more things electronically. I always select this, but I still seem to get invoices by paper.*
- *Invoices are very confusing to read. They should show what payments have been made, and on the dates it was received, not just a summary of what is remaining.*
- *It doesn't show payments that have been made. The invoices always have the wrong balances. It need to show regular payments.*
- *Unsure why we need to pay Watercare for water as well as the Council.*
- *Single reference number.*
- *We are rural with no rubbish collection, our own water collection and septic tank, gravel road and yet our rates are on a par with residents who have all of these provided by the Council. Our rates should be much lower considering our use of services is much more limited.*

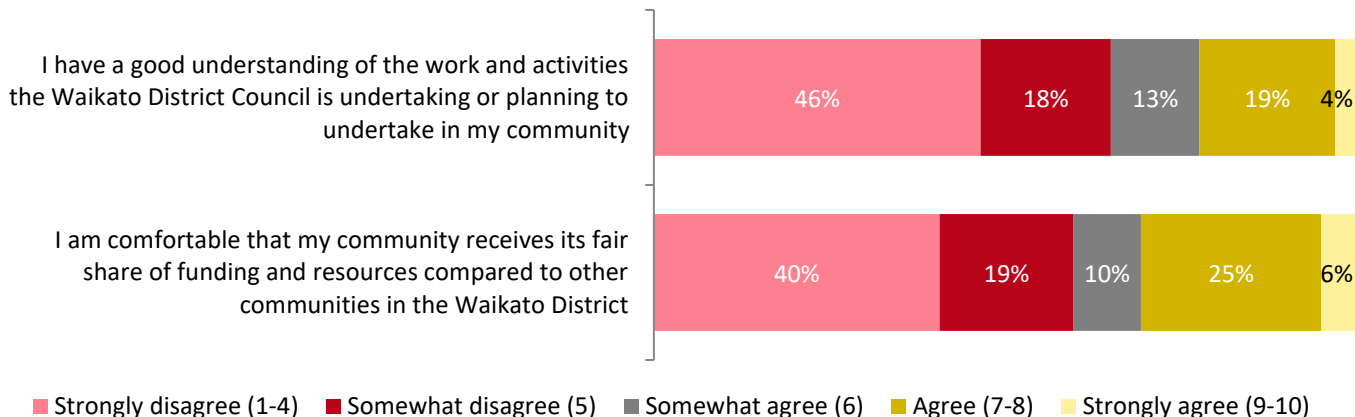
NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. VM2_A: What were the issues with invoicing and how can it be improved? n=37



Local issues and outcomes

Local Issues and Outcomes



Scores with % 7-10	2024	2023	2022
I am comfortable that my community receives its fair share of funding and resources compared to other communities in the Waikato District	31%	35%	40%
I have a good understanding of the work and activities the Waikato District Council is undertaking or planning to undertake in my community	23%	27%	31%

- The majority of residents do not agree that their *Community receives its fair share of funding and resources compared to other communities in the Waikato District* (59%) or *Have a good understanding of the work and activities the Waikato District Council is undertaking or planning to undertake in my community* (64%).
- Respondents aged 65 years and over are noticeably more likely to agree that their *Community receives its fair share of funding and resources compared to other communities*.
- Those residing in the Whaingaroa General Ward have the least *Understanding of the work and activities the Waikato District Council is undertaking or planning to undertake in my community* compared to other wards (7%).

NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. LI01. How much do you agree or disagree with the following statements?
 - a. I am comfortable that my community receives its fair share of funding and resources compared to other communities in the Waikato District? n=340
 - b. I have a good understanding of the work and activities the Waikato District Council is undertaking or planning to undertake in my community? n=388
3. Excludes don't know response

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower

Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

Local Issues and Outcomes (continued)

Scores with % 7-10 By age and gender	18-34	35-49	50-64	65 and over	Māori	Non-Māori
I am comfortable that my community receives its fair share of funding and resources compared to other communities in the Waikato District	24%	30%	29%	48%	27%	32%
I have a good understanding of the work and activities the Waikato District Council is undertaking or planning to undertake in my community	17%	18%	21%	44%	30%	21%

Scores % 7-10 By ward	Awaroa-Maramarua General Ward	Tuakau-Pokeno General Ward	Western Districts General Ward	Waerenga-Whitikahu General Ward	Huntly General Ward
I am comfortable that my community receives its fair share of funding and resources compared to other communities in the Waikato District	23%	13%	16%	38%	46%
I have a good understanding of the work and activities the Waikato District Council is undertaking or planning to undertake in my community	15%	10%	22%	21%	40%

Scores % 7-10 By ward	Whaingaroa General Ward	Newcastle-Ngaruawahia General Ward	Tamahere-Woodlands General Ward	Tai Raro Takiwaa Maaori Ward	Tai Runga Takiwaa Maaori Ward
I am comfortable that my community receives its fair share of funding and resources compared to other communities in the Waikato District	30%	41%	35% ▼	21%	38%
I have a good understanding of the work and activities the Waikato District Council is undertaking or planning to undertake in my community	7%	26%	19%	31%	32%

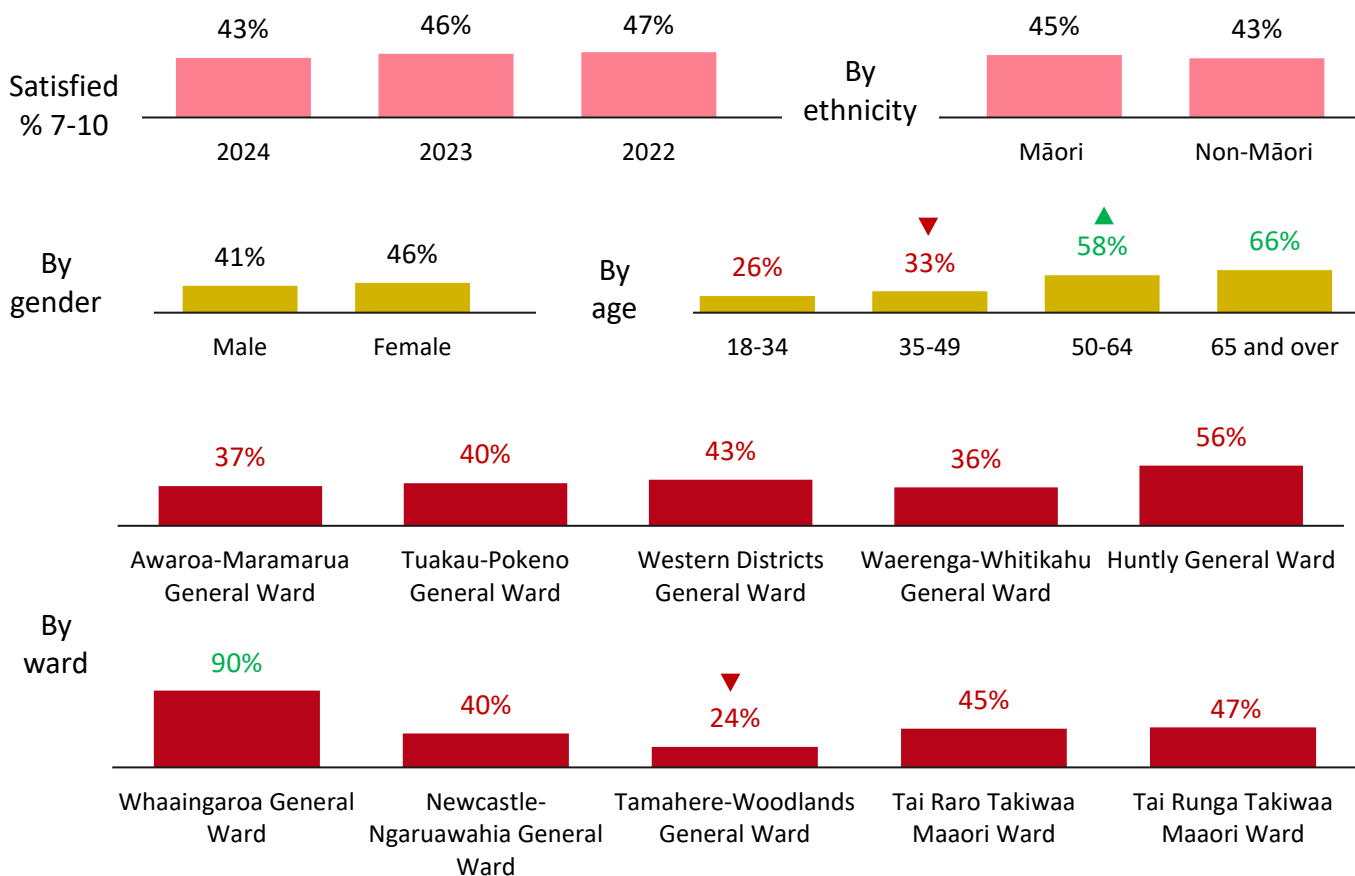
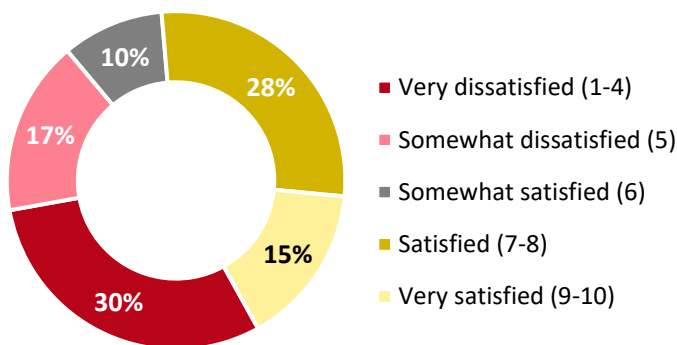
NOTES:

- Sample: 2024 n=488; 2023 n=477; 2022 n=444;
- LI01. How much do you agree or disagree with the following statements?
 - I am comfortable that my community receives its fair share of funding and resources compared to other communities in the Waikato District? n=340
 - I have a good understanding of the work and activities the Waikato District Council is undertaking or planning to undertake in my community? n=388
- Excludes don't know response

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Satisfaction with availability of local Councillor



- Just over four in ten respondents (43%) are satisfied with the *Availability of local Councillor*.
- There is a large discrepancy across the wards, which reflects the Councillors involvement with the community. While 90% of those residing in the Whaingaroa General Ward are satisfied with the *Availability of local Councillor*, just 24% of those from the Tamahere-Woodlands General Ward are satisfied with this aspect.

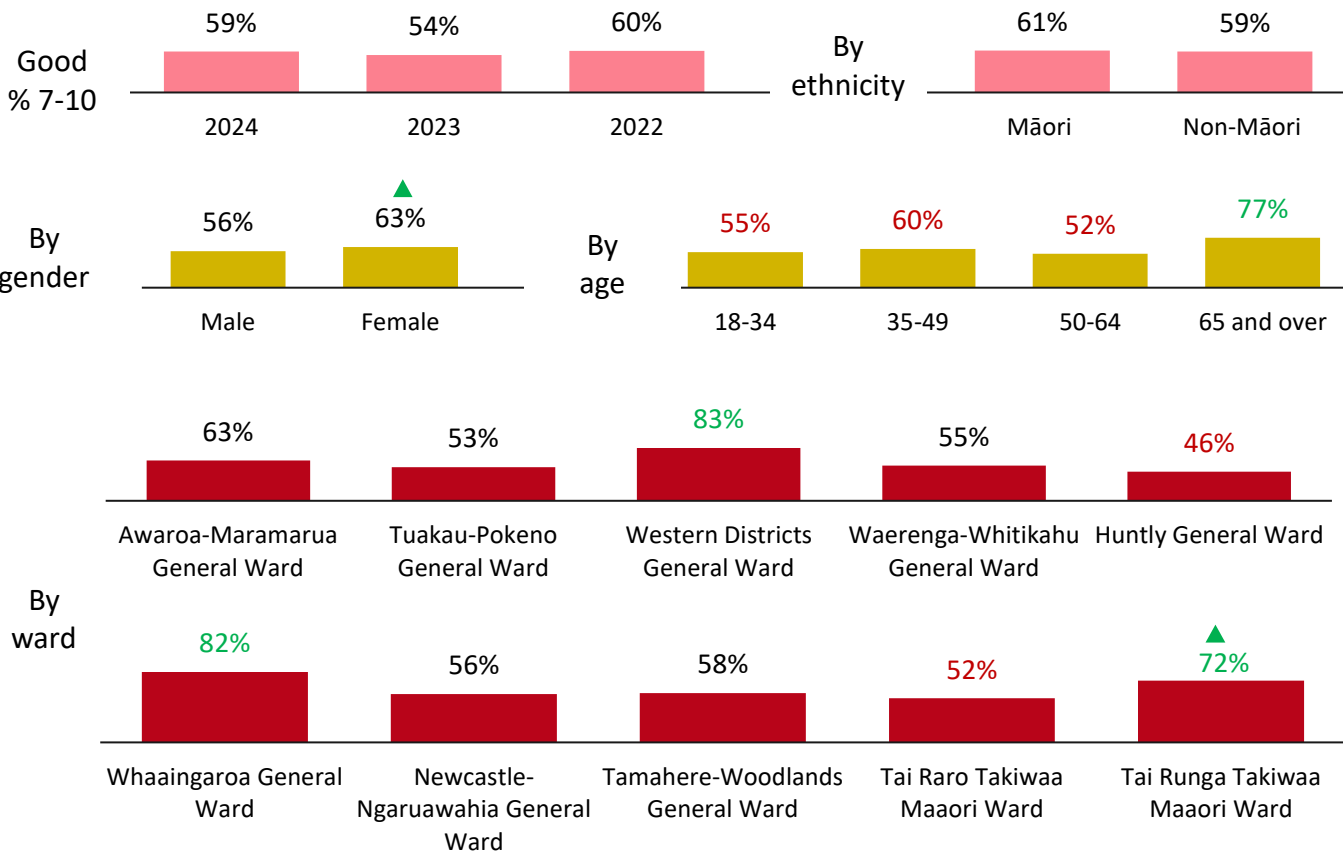
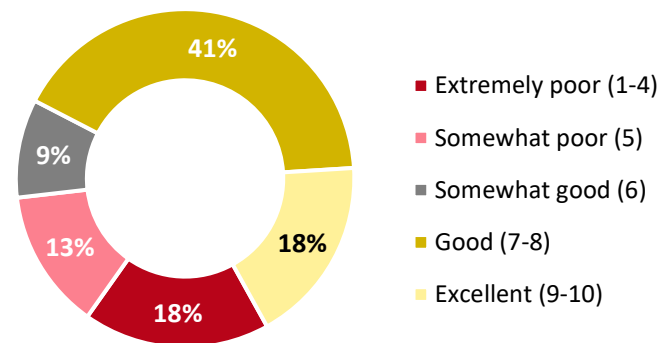
NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. LI02. How satisfied are you with the availability of your local councillor? n=285
3. Excludes don't know response

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Community spirit in your area



- Close to six in ten respondents (59%) reported that the *Community spirit* in their area was either ‘Good’ or ‘Excellent’, an increase of 5% points since the 2023 survey and on par with the results from 2022 survey.
- Perceived *Community spirit* was lower for residents aged 18-34 and 50-64.
- *Community spirit* was rated quite differently across wards, with three wards showing statistically higher results when compared to others.

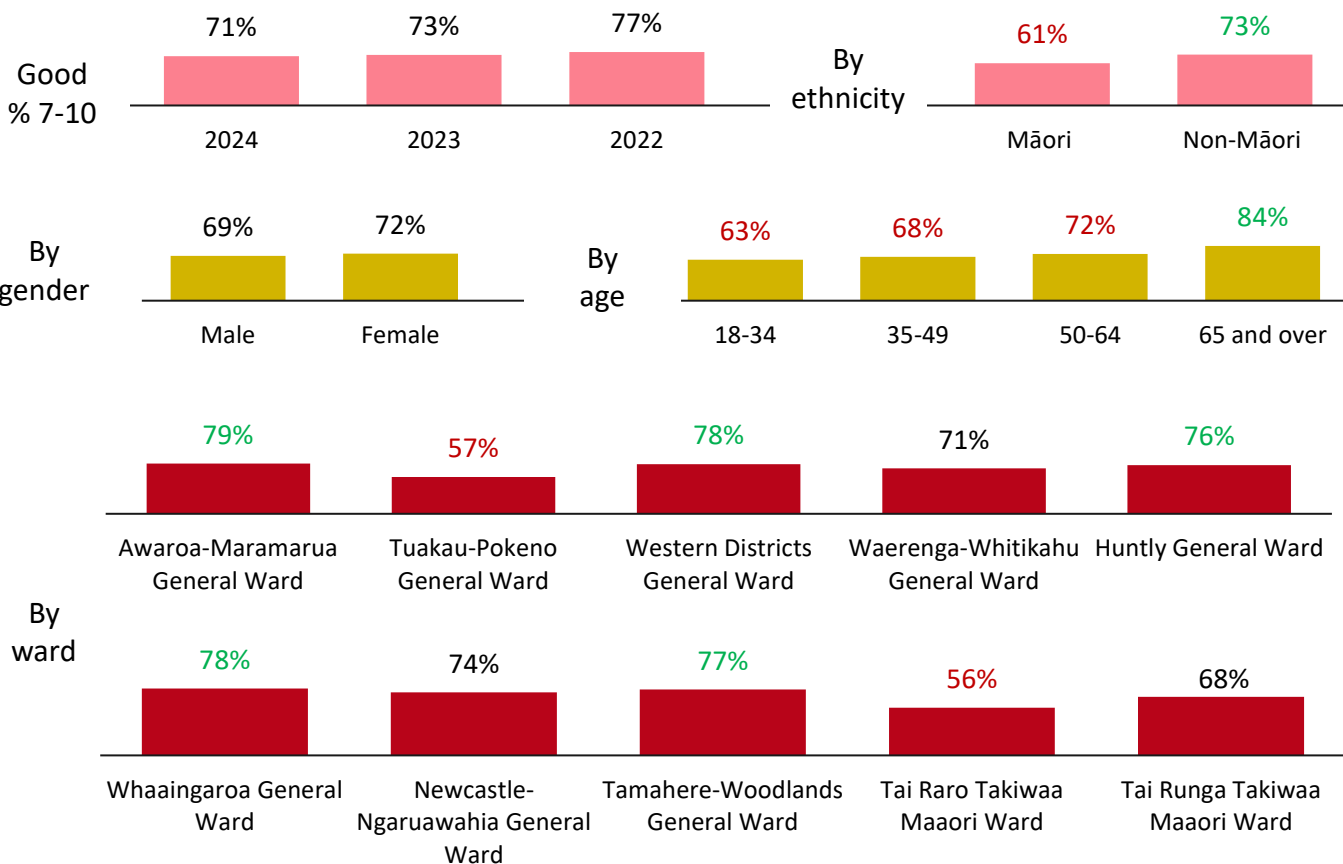
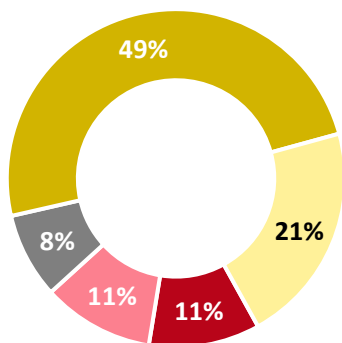
NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. LIO3. If we think of community spirit as being a sense of belonging to a community, where people work together to shape their future, how would you rate the community spirit in your area? n=453
3. Excludes don't know response

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

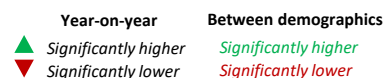
Quality of life



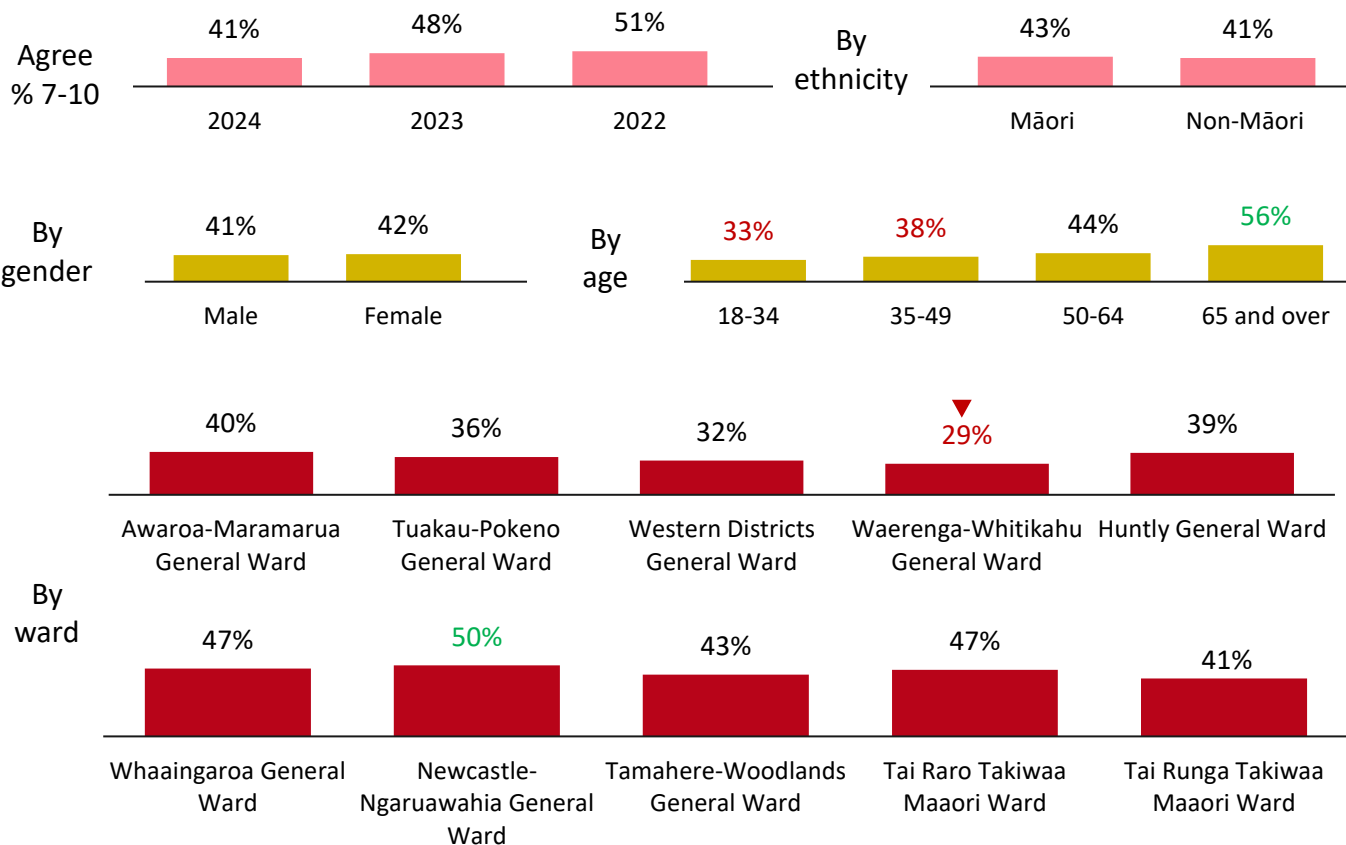
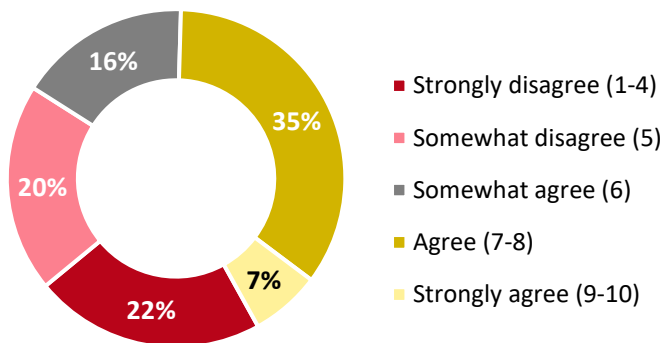
- Over seven in ten respondents (71%) rated the *Quality of life in the Waikato District* as either ‘Good’ or ‘Excellent’.
- Just 11% of respondents rated the *Quality of life in the Waikato District* as ‘Extremely poor’.
- Residents aged 65 and over were significantly more likely to rate the *Quality of life in the district* higher, while Māori respondents were more likely to rate it lower.
- Large differences in perceived *Quality of life* were recorded across the wards.

NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. LIO4. Would you say that, overall, the quality of life in the Waikato District is ...? n=473
3. Excludes don't know response



District is going in the right direction



- Over four in ten respondents (41%) agreed that the *Waikato District is going in the right direction*, with a similar proportion (42%) not in agreement.
- Younger respondents, those under 50, were less likely to agree that *The District is going in the right direction* compared to other age groups, and gender or ethnicity.
- The opinion by ward again varies widely with a significant year-on-year decline among those residing in the Waerenga-Whitikahu General Ward.

NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. SEN2. On a scale of 1 to 10 where 1 is 'strongly disagree' and 10 is 'strongly agree', how strongly do you agree or disagree with the following statement about the District? n=407
3. Excludes don't know response

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Comments on Council's actions and decisions (disapprove / dislike)

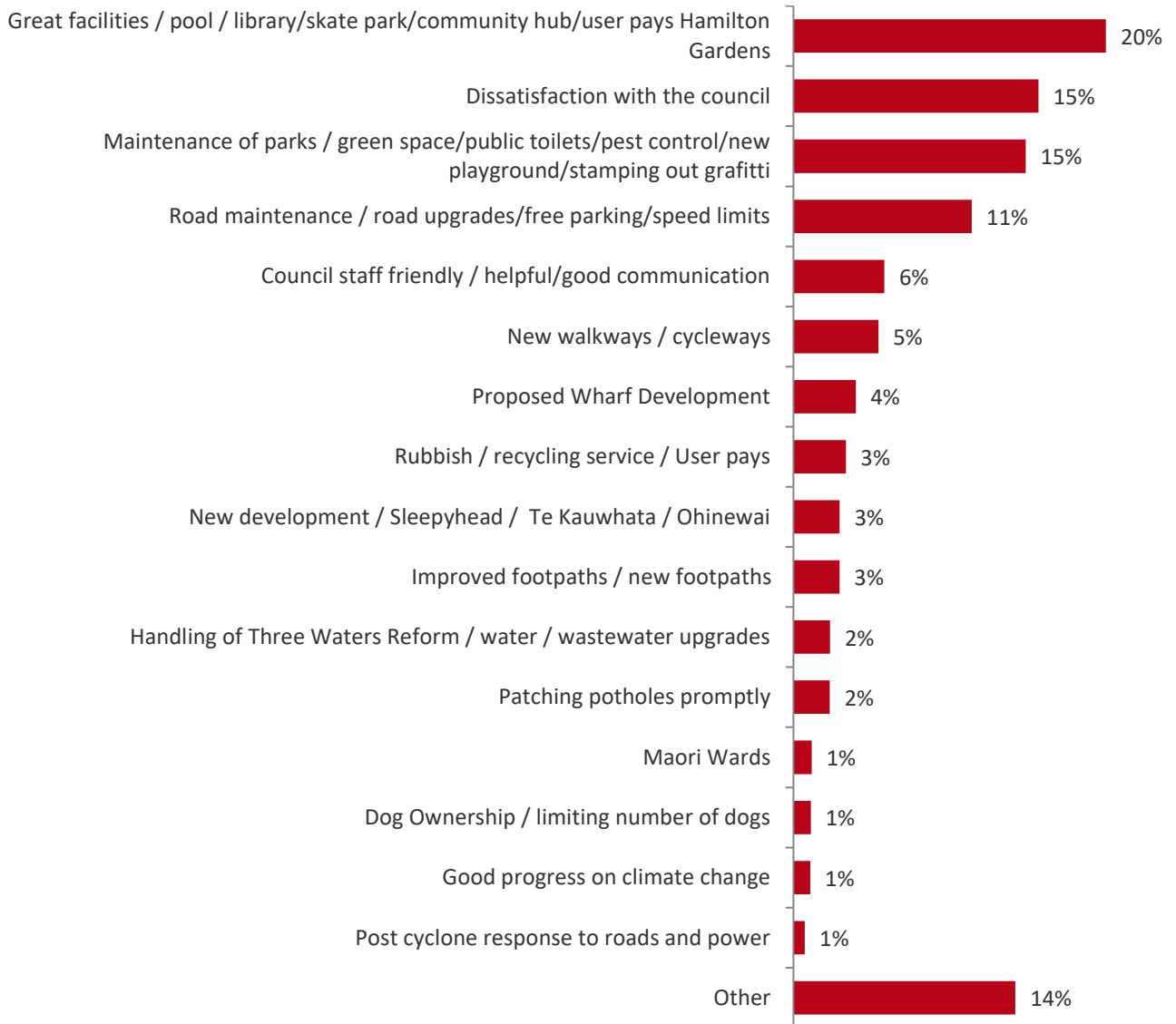


- *Because we don't know any of the Council's actions, decisions, or get any information from them.*
- *The roading network. Potholes can stay on the roads for months and when eventually resealed, are poorly done and the potholes return a few days after.*
- *Flooding control as a result of climate change. Nothing is being done to protect Huntly by the river protection.*
- *Communication is needed for all of the community to know what is going on. Gas and water supply is too expensive. Rates are too high.*
- *I would like advanced notification of planned maintenance or intended shutdowns of our water supply.*
- *Increasing rates. Living expenses are already so high. We can't afford for them to carry on going any higher. We're already paying \$5k and it's going to continue to go up.*
- *Length of time for zoning changes and lack of information around zoning changes.*
- *Tamahere playground coverage, don't feel like we're part of one core council.*

NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. LI05. Is there any one thing that comes to mind about the Council's actions, decisions or management in the last few months, that you dislike or disapprove of? n=168

Comments on Council's actions and decisions (approve / like)



- *The traffic lights at Helenslee and Pokeno roads area are effective and are good.*
- *We love that the Tamahere Gully restoration project has been supported by Council.*
- *Yes, a few weeks ago I believe Te Wetini Drive was expanded and connects up with Rotokauri Road which makes travel to work a little faster for me. This was a helpful addition.*
- *Upgrading the main road in Pokeno and looking forward to the new library.*
- *Public facilities are well maintained, for example parks and toilets.*
- *Safe steps put in at Huntly Pool. Congratulations, it was badly needed.*
- *Finishing the pathway along Matangi Road as I have watched progress for 30 years, and glad it's done finally.*
- *Support for the Whatawhata Community Hall.*
- *The new park being built in Ngaruawahia Patterson Park seems to be a hit, I can't wait until it's ready.*

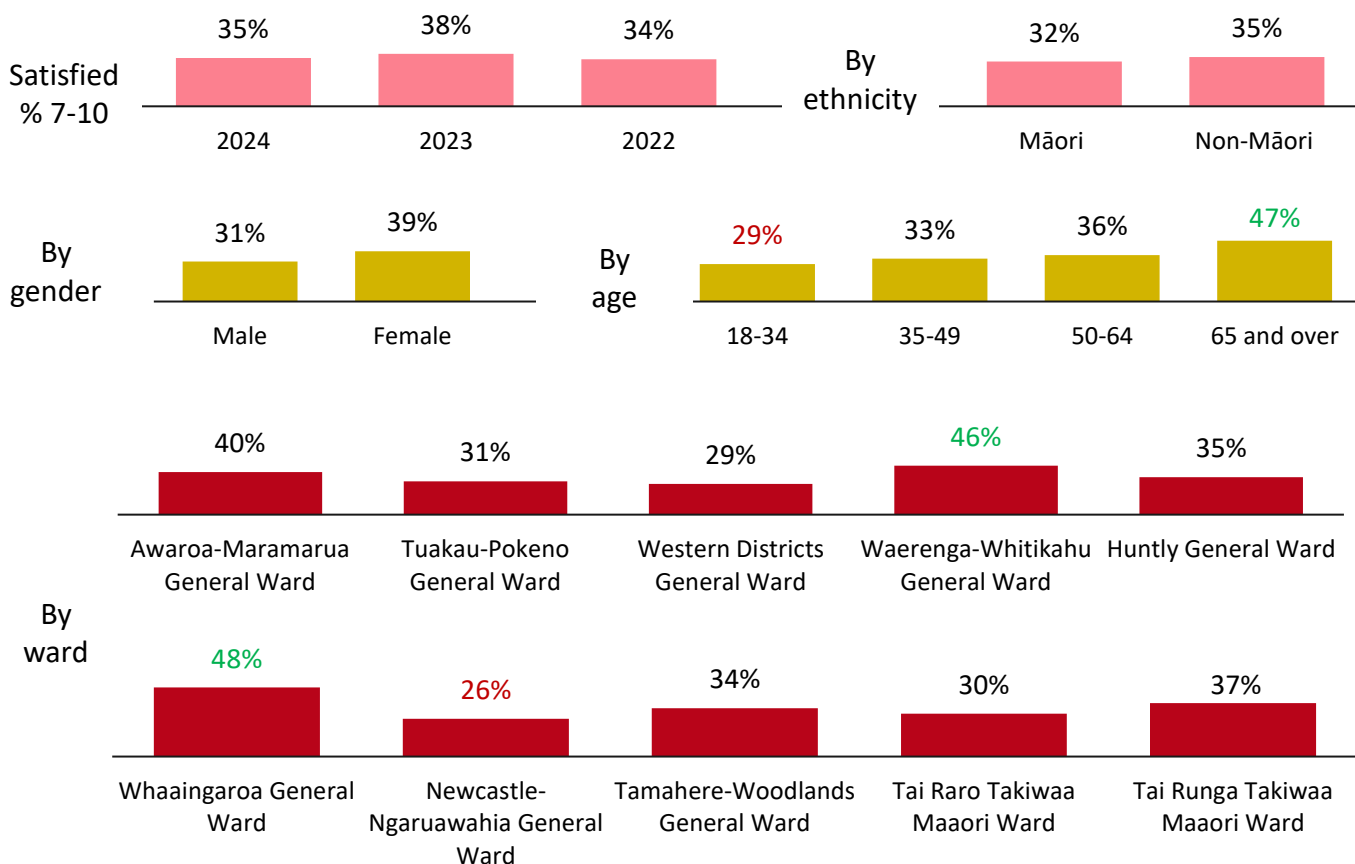
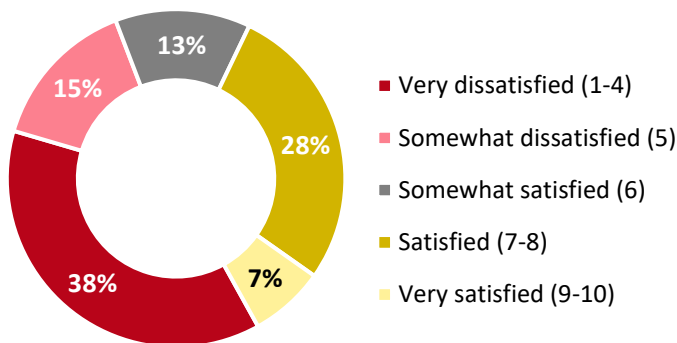
NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. LIO6. Is there any one thing about the Council's actions, decisions or management in the last few months, that comes to mind as something you do like or approve of? n=93



Other services

Litter, illegal dumping and graffiti control



- Satisfaction with *Litter, illegal dumping and graffiti control* remains low with just 35% of respondents reporting to be 'Satisfied' or 'Very satisfied'.
- Over half of residents (53%) are 'Very dissatisfied' (38%) or 'Dissatisfied' (15%) with this measure.
- Residents of the Waerenga-Whitikahu General Ward and Whaangaroa General Ward reported the highest levels of satisfaction (46% and 48% respectively).

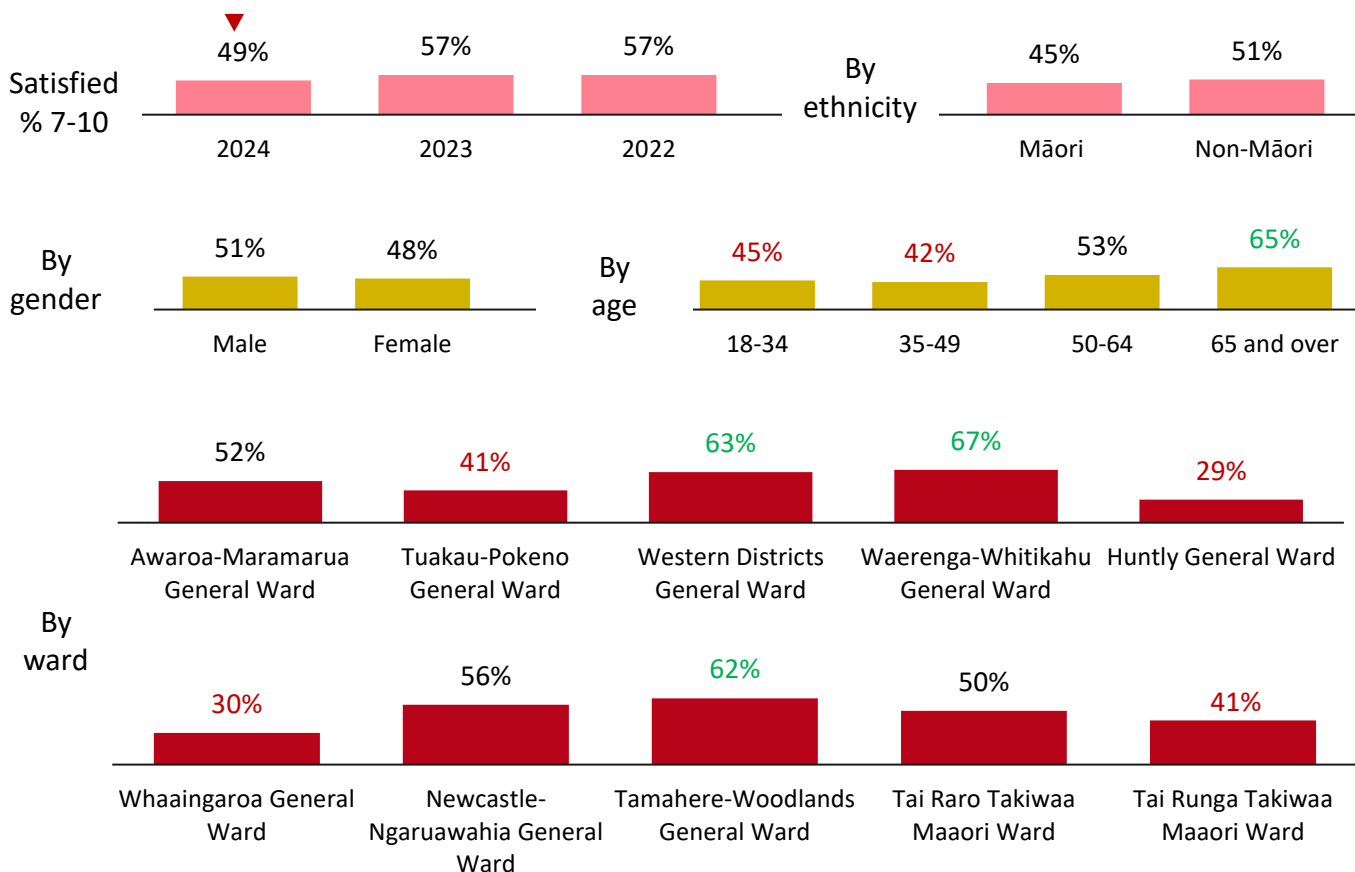
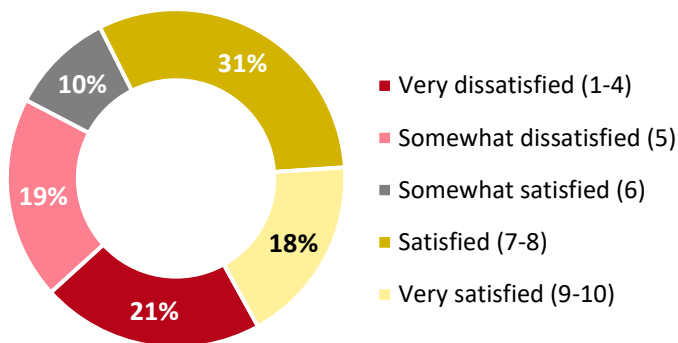
NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. OS1. How satisfied are you with the following services or facilities? n=439
3. Excludes don't know response

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Animal management (dogs or stock control)



- Close to half of respondents (49%) were satisfied with *Animal management* in the Waikato District.
- Some wards recoded a significantly lower level of satisfaction with the measure than others, this includes the Huntly General Ward and the Whaaingaroa General Ward.

NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. OS1. How satisfied are you with the following services or facilities? n=381
3. Excludes don't know response

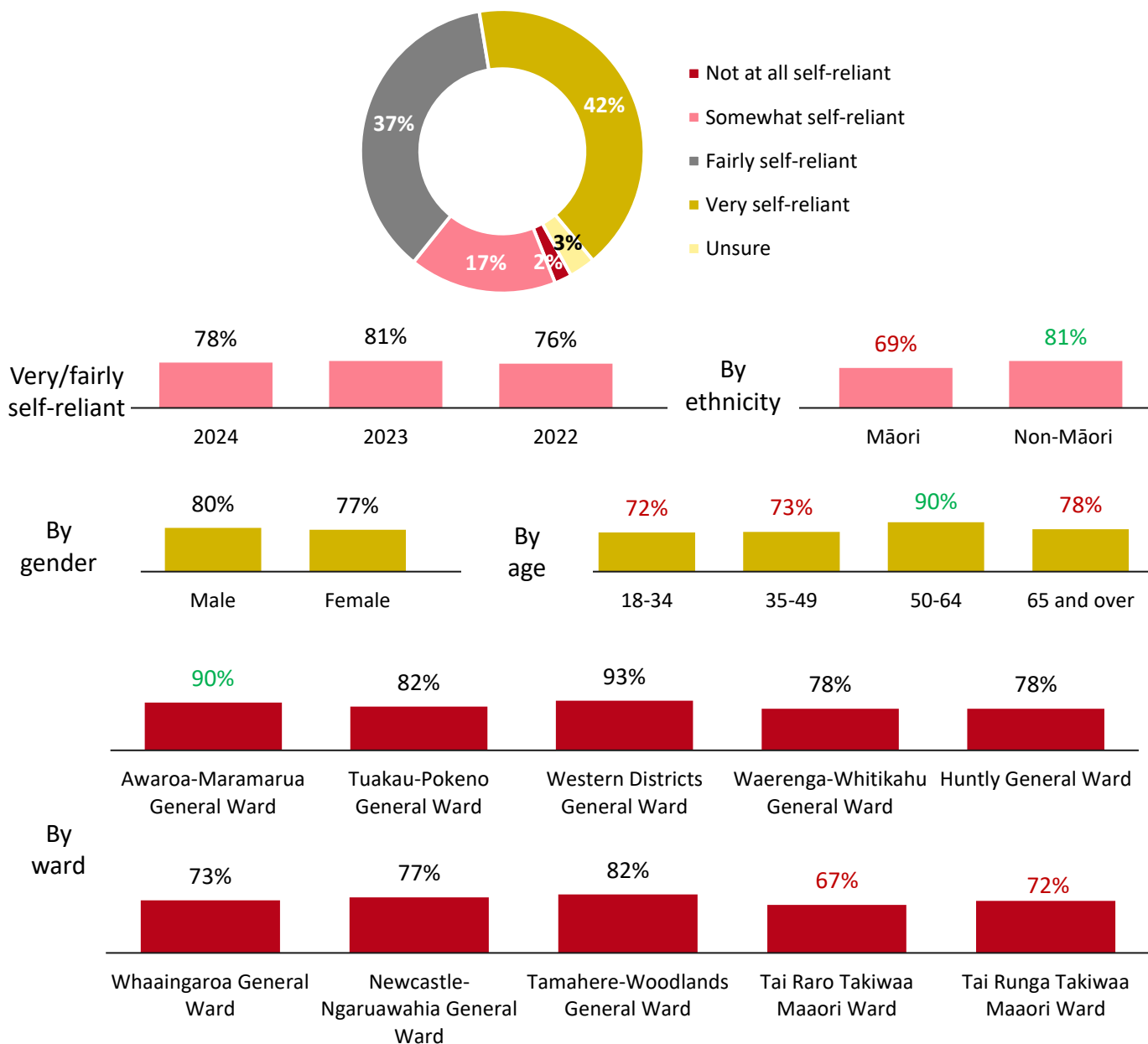
Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower



Community safety and Civil Defence

Being self-reliant



- There is a slight decline in the proportion of residents who believe they need to be *Very or Fairly self-reliant*, 3% points when compared with the 2023 survey results.
- Just under eight in ten residents (78%) believe that they would need to be *Fairly or Very self-reliant* in the event of a major civil defence emergency.
- Those aged 50-64 have the highest proportion of those who believe they are *Very or Fairly self-reliant*.
- Awaroa-Maramarua General Ward residents recorded a very high (90%) level of belief that they would need to be *Self-reliant* following a civil defence emergency.

NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;

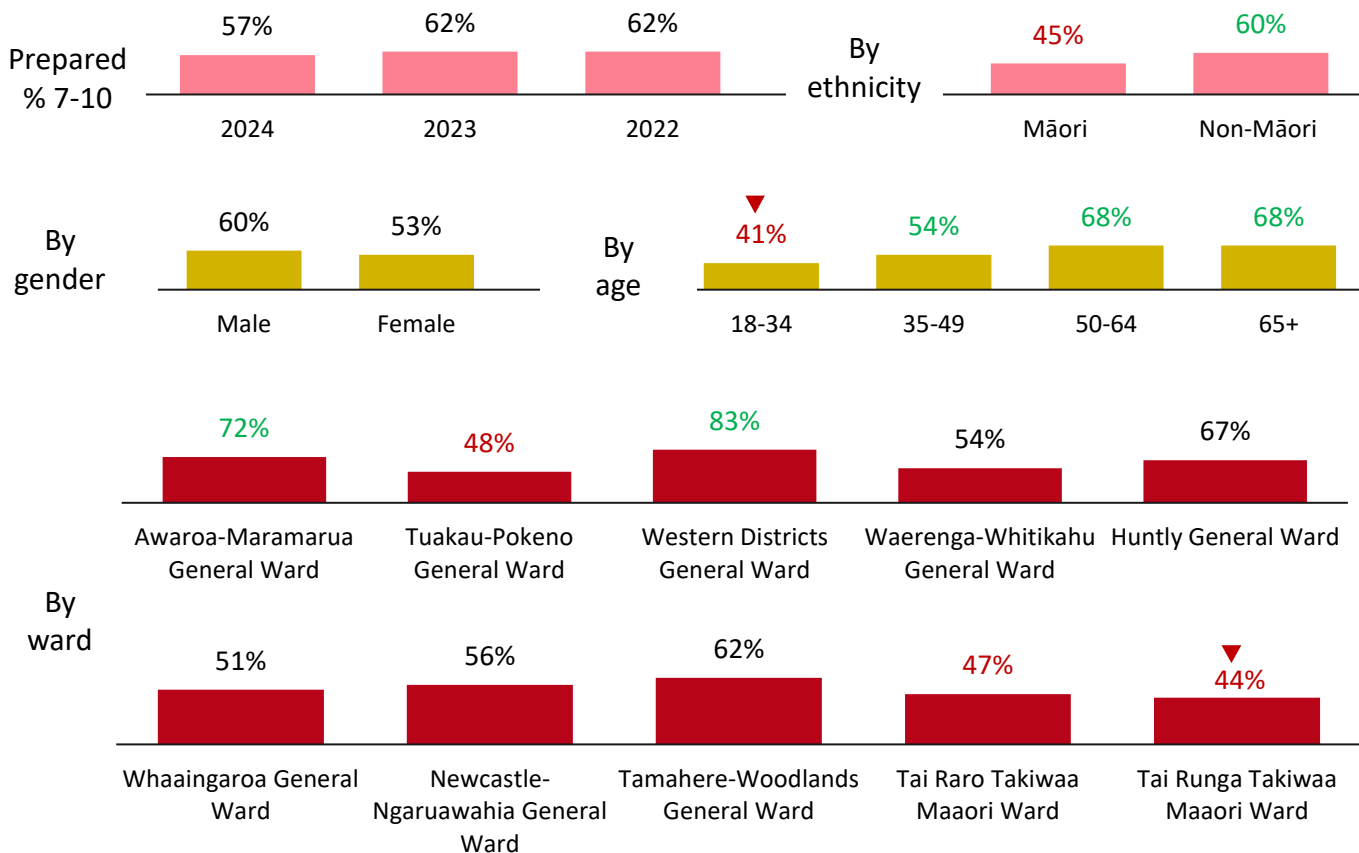
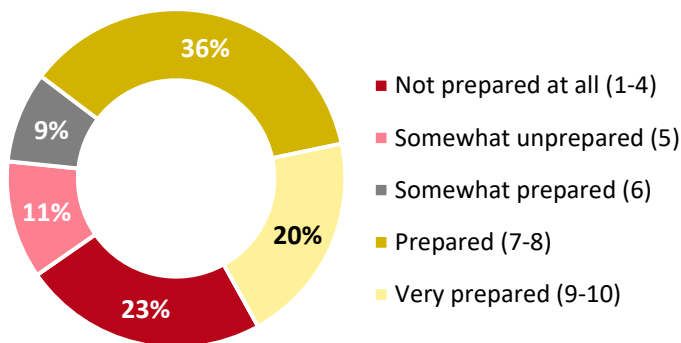
2. CS2. How self-reliant do you believe you have to be in the event of a major civil defence emergency e.g. flooding, earthquake, long-term power outage? n=488

3. Excludes don't know response

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Emergency preparedness



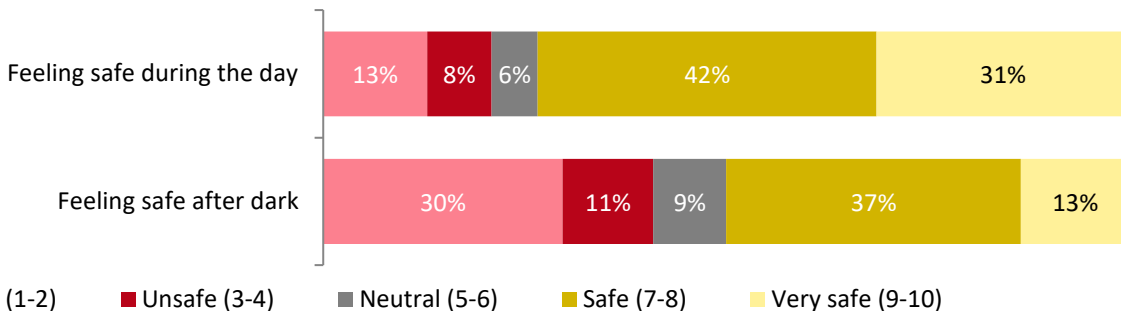
- A little under six in ten respondents (57%) report that they are either *Prepared* or *Very prepared* for a *Civil defence emergency in the Waikato District*.
- Residents aged 18-34 are the least likely to report that they were *Prepared for a civil defence emergency*.
- Residents from the Western Districts General Ward (83%) and those belonging to the Awaroa-Maramarua General Ward (72%) reported to be the most prepared.

NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. CS3. If we think of emergency preparedness as having a plan for your household and supplies available to support your family for 3 days or more, how prepared are you and your household for a civil defence emergency in our district? n=480
3. Excludes don't know response

Year-on-year
▲ Significantly higher
▼ Significantly lower
 Between demographics
▲ Significantly higher
▼ Significantly lower

Community safety



Scores % 7-10	2024	2023	2022
Feeling safe during the day	73%	77%	81%
Feeling safe after dark	50% ▼	57%	62%

Scores % 7-10 By age and ethnicity	18-34	35-49	50-64	65 and over	Māori	Non-Māori
Feeling safe during the day	70%	68% ▼	76%	82%	61%	77%
Feeling safe after dark	41% ▼	43% ▼	57%	65%	39% ▼	53%

Scores % 7-10 By ward	Awaroa-Maramarua General Ward	Tuakau-Pokeno General Ward	Western Districts General Ward	Waerenga-Whitikahu General Ward	Huntly General Ward
Feeling safe during the day	82%	68%	73%	72%	73%
Feeling safe after dark	72%	32%	73%	51%	48%

Scores % 7-10 By ward	Whaingaroa General Ward	Newcastle-Ngaruawahia General Ward	Tamahere-Woodlands General Ward	Tai Raro Takiwā Māori Ward	Tai Runga Takiwā Māori Ward
Feeling safe during the day	85%	77%	82%	62%	60%
Feeling safe after dark	51%	43%	65%	41%	40% ▼

- People feel considerably less safe in their neighbourhood *After dark* when compared with the previous survey in 2023.
- The year-on-year decline is particularly large amongst younger residents, those aged under 50, those who identify as Maori, and those residing in the Tai Runga Takiwā Māori Ward.

NOTES:

- Sample: 2024 n=488; 2023 n=477; 2022 n=444;
- CS1. On a scale of 1 to 10, where 1 is very unsafe and 10 is very safe, how would you describe your perception of safety in your local neighbourhood.
 - During the day? n=481
 - After dark? n=479
- Excludes don't know response

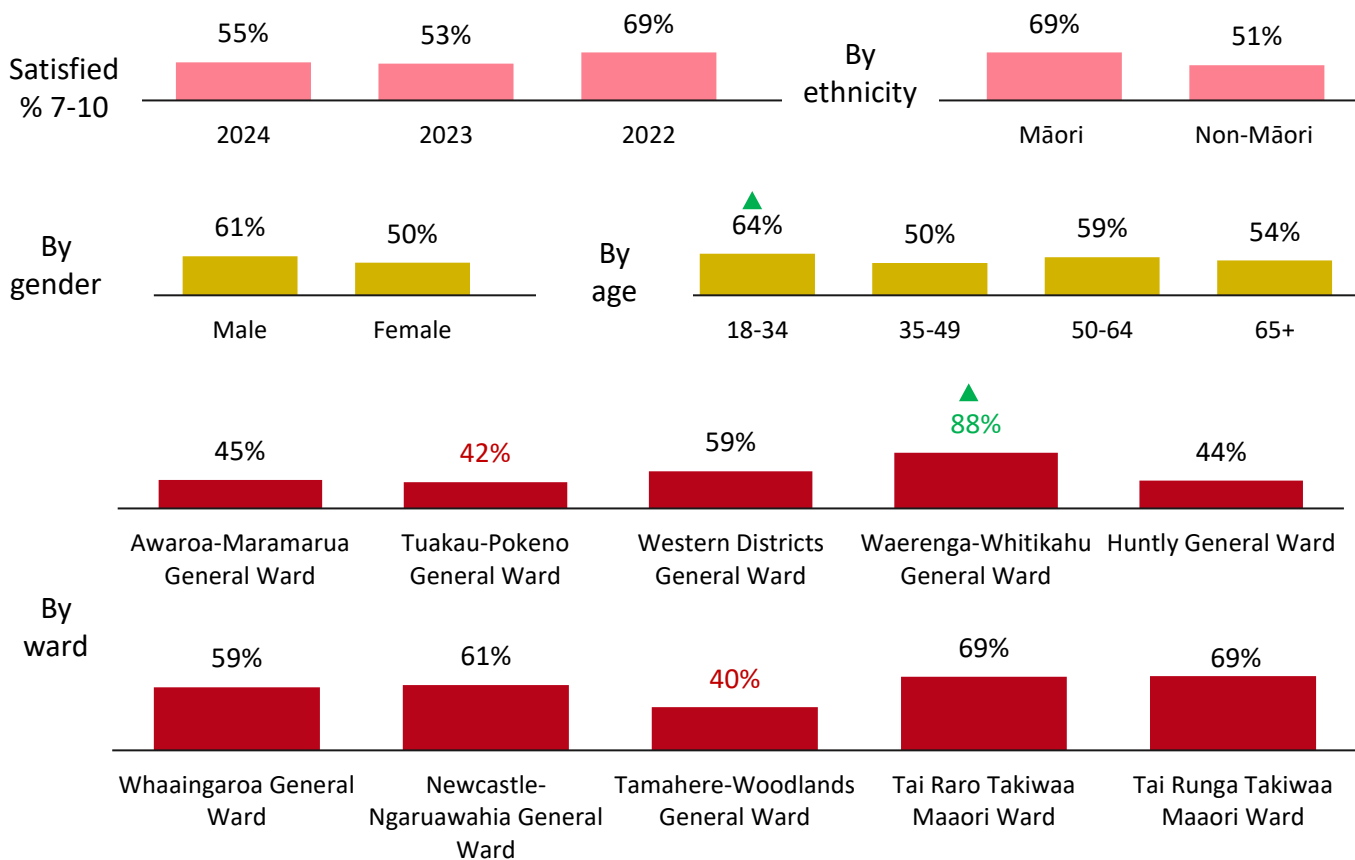
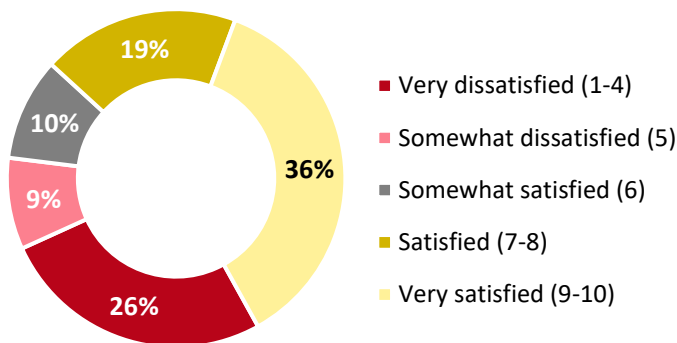
Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower



Interactions and communication with the Council

Customer service



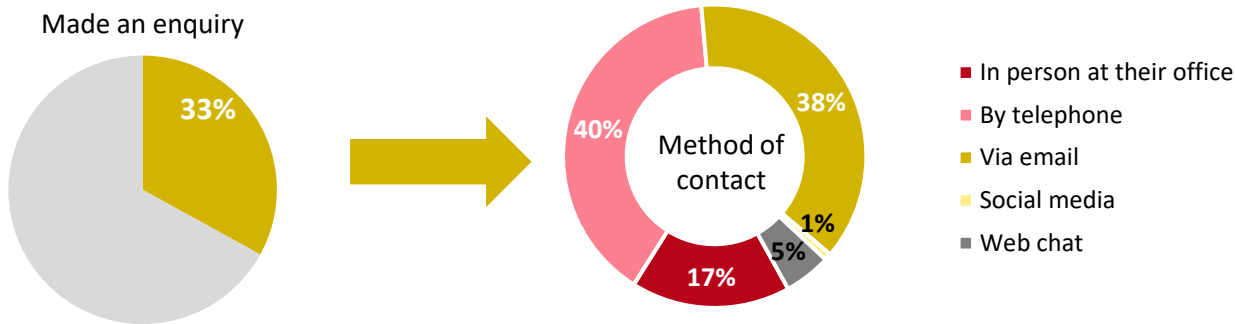
- 33% of respondents had made an enquiry with Council in the last three months. Of those who have contacted Council, 40% have done so via *Telephone*, 38% via *Email*, and 17% *In person at their office*.
- Younger residents (18-34) are the least likely to have made an enquiry. When they do however, they are more likely to use the *Telephone* option than other residents.
- Satisfaction with *Customer service* remains on par when compared with the results from the 2023 survey. However, it is still significantly lower than the 69% recorded in 2022.
- Satisfaction has increased over the past 12 month for the younger residents of the district, those who are aged 18-34.

NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. Excludes don't know response
3. INT6. How satisfied are you with the overall service received when you contacted the Council offices? n=156

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower
 Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

Contact with the Council



	2024	2023	2022
Made an enquiry	33%	29%	35%
In person at their office	17%	24%	22%
By telephone	40%	37%	49%
Via email	38%	34%	24%
Social media	1%	3%	1%
Web chat	5%	3%	5%

By age and ethnicity	18-34	35-49	50-64	65 and over	Māori	Non-Māori
Made an enquiry	16%	43% ▲	35%	39%	37%	32%
In person at their office	19%	15%	15%	22%	24%	15%
By telephone	49%	32%	44%	41%	40%	40%
Via email	32%	43%	34%	37%	33%	39%
Social media	-	2%	-	-	-	1%
Web chat	-	8%	7%	-	2%	6%

By ward	Awaroa-Maramarua General Ward	Tuakau-Pokeno General Ward	Western Districts General Ward	Waerenga-Whitikahu General Ward	Huntly General Ward
Made an enquiry	32%	40%	41%	14%	47%
In person at their office	7%	10%	35%	-	10%
By telephone	35%	48%	24%	32%	47%
Via email	46%	43%	32%	46%	34%
Social media	7%	-	-	-	-
Web chat	5%	-	9%	22%	9%

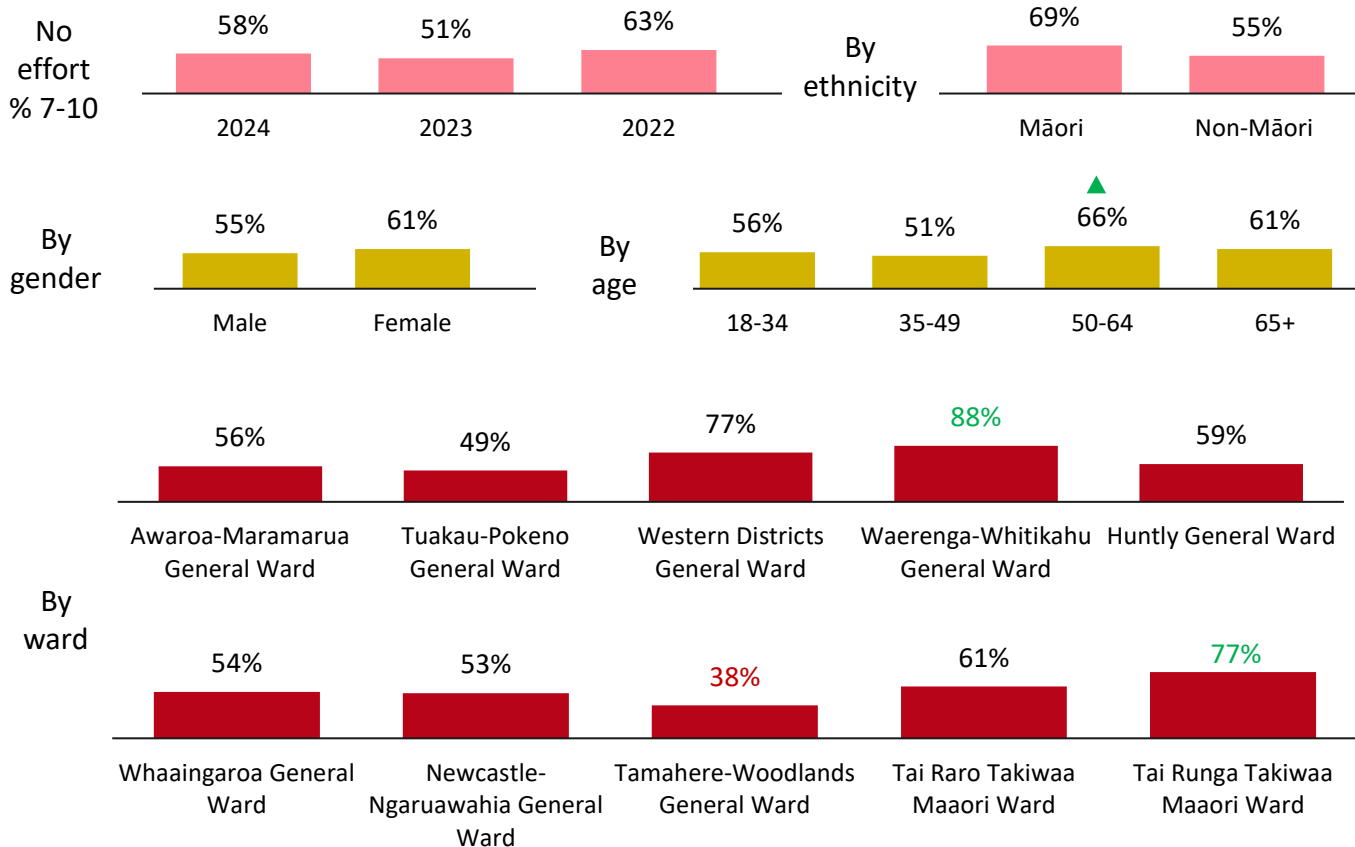
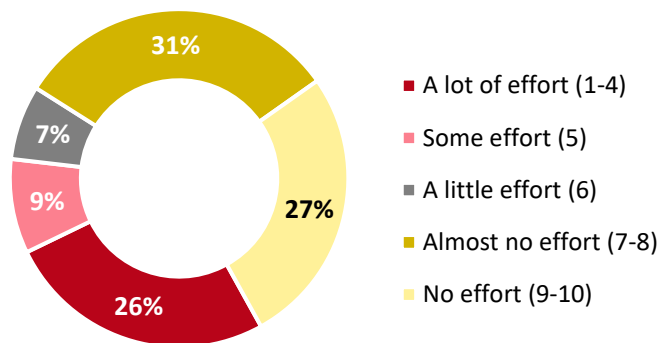
By ward	Whaingaroa General Ward	Newcastle-Ngaruawahia General Ward	Tamahere-Woodlands General Ward	Tai Raro Takiwā Māori Ward	Tai Runga Takiwā Māori Ward
Made an enquiry	33%	36%	24%	31%	43%
In person at their office	18%	32%	8%	26%	22%
By telephone	11%	39%	51%	48%	32%
Via email	71%	20%	41%	20%	46%
Social media	-	-	-	-	-
Web chat	-	10%	-	5%	-

- NOTES:
- Sample: 2024 n=488; 2023 n=477; 2022 n=444;
 - INT1. Have you made an enquiry about something with the Waikato District Council within the last six months? n=473 Made enquiry n=158
 - INT2. Which best describes how you contacted the Council about this matter? Was it...? n=154
 - Excludes don't know response

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Effort to conduct business



- A little under six in ten respondents (58%) reported that their *Business with the council* was conducted with either 'Almost no effort' or 'No effort', which is a slight increase when compared with the results from 2023.
- Residents aged 50-64 are far more likely to report that their business took 'Almost no effort' or 'No effort', than residents aged under 50.

NOTES:

- Sample: 2024 n=488; 2023 n=477; 2022 n=444;
- INT3. How much effort did it take to conduct your business with Council? n=157
- Excludes don't know response

Year-on-year
 ▲ Significantly higher
 ▼ Significantly lower
 Between demographics
 ▲ Significantly higher
 ▼ Significantly lower

Effort score

Scores % 7-10	2024	2023	2022	Effort score
Overall	58%	51%	63%	2.6
In person at their office	64%	59%	80%	2.3
By telephone	53%	55%	58%	2.7
Via email	56%	41%	63%	2.7
Social media	100%	19%	100%	1.0
Web chat	100%	44%	36%	1.6

Scores % 7-10	2024	2023	2022
Effort score	2.6	2.7	2.4

Scores % 7-10 By age and ethnicity	18-34	35-49	50-64	65 and over	Māori	Non-Māori
Effort score	2.7	2.8	2.4	2.4	2.2	2.7

Scores % 7-10 By ward	Awaroa-Maramarua General Ward	Tuakau-Pokeno General Ward	Western Districts General Ward	Waerenga-Whitikahu General Ward	Huntly General Ward
Effort score	2.5	2.8	2.2	2.2	2.6

Scores % 7-10 By ward	Whaaingarua General Ward	Newcastle-Ngaruawahia General Ward	Tamahere-Woodlands General Ward	Tai Raro Takiwaa Maaori Ward	Tai Runga Takiwaa Maaori Ward
Effort score	2.9	2.5	3.2	2.3	2.0

- Effort scores differ significantly across the contact channels.
- Residents find *social media* and *webchat* are the least difficult channels to use to have their issue resolved (effort score of 1.0 and 1.6 respectively) while *telephone* (2.7) and *in person* (2.7) are the channels that prove to be the hardest to resolve the issue.

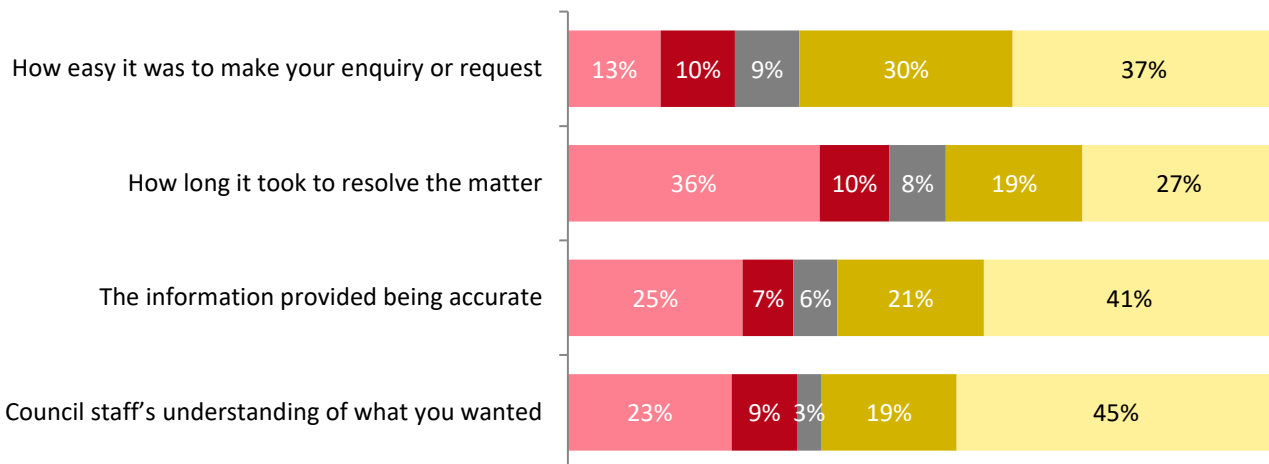
NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. INT2. Which best describes how you contacted the Council about this matter? Was it...? n=157
3. INT3. How much effort did it take to conduct your business with Council? n=154
4. Excludes don't know response

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Satisfaction with enquiry handling



■ Very dissatisfied (1-4) ■ Somewhat dissatisfied (5) ■ Somewhat satisfied (6) ■ Satisfied (7-8) ■ Very satisfied (9-10)

Scores with % 7-10	2024	2023	2022
How easy it was to make your enquiry or request	67%	61%	75%
How long it took to resolve the matter	47%	45%	60%
The information provided being accurate	62%	56%	73%
Council staff's understanding of what you wanted	64%	62%	75%

- All measures related to *Enquiry handling* have shown a slight year-on-year increase in satisfaction. However, it is still significantly lower than it was in 2022
- Verbatim comments point towards several issues, which include an inability to get in touch over the phone with staff, lack of response and follow up on queries, long processing times, as well as issues with staff providing inaccurate information and rudeness.

NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. INT4. How would you rate your satisfaction with each of the following?
 - a. How easy it was to make your enquiry or request? n=157
 - b. How long it took to resolve the matter? n=152
 - c. The information provided being accurate? n=148
 - d. Council staff's understanding of what you wanted? n=154
3. Excludes don't know response

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Satisfaction with enquiry handling (continued)

Scores with % 7-10 By age and ethnicity	18-34	35-49	50-64	65 and over	Māori	Non-Māori
How easy it was to make your enquiry or request	79% ▲	63%	63%	73%	83%	63%
How long it took to resolve the matter	41%	42%	51%	52%	66%	41%
The information provided being accurate	67%	58%	64%	62%	69%	60%
Council staff's understanding of what you wanted	72% ▲	64%	63%	62%	67%	63%

Scores % 7-10 By ward	Awaroa-Maramarua General Ward	Tuakau-Pokeno General Ward	Western Districts General Ward	Waerenga-Whitikahu General Ward	Huntly General Ward
How easy it was to make your enquiry or request	60%	61%	68%	82%	69%
How long it took to resolve the matter	54%	31%	59%	69%	40%
The information provided being accurate	67%	55%	59%	88%	71%
Council staff's understanding of what you wanted	63%	57%	59%	88%	76%

Scores % 7-10 By ward	Whaingarua General Ward	Newcastle-Ngaruawahia General Ward	Tamahere-Woodlands General Ward	Tai Raro Takiwā Māori Ward	Tai Runga Takiwā Māori Ward
How easy it was to make your enquiry or request	72%	57%	55%	93%	73%
How long it took to resolve the matter	11%	53%	26%	66%	65%
The information provided being accurate	32%	66%	42%	65%	73%
Council staff's understanding of what you wanted	54%	62%	58%	59%	75%

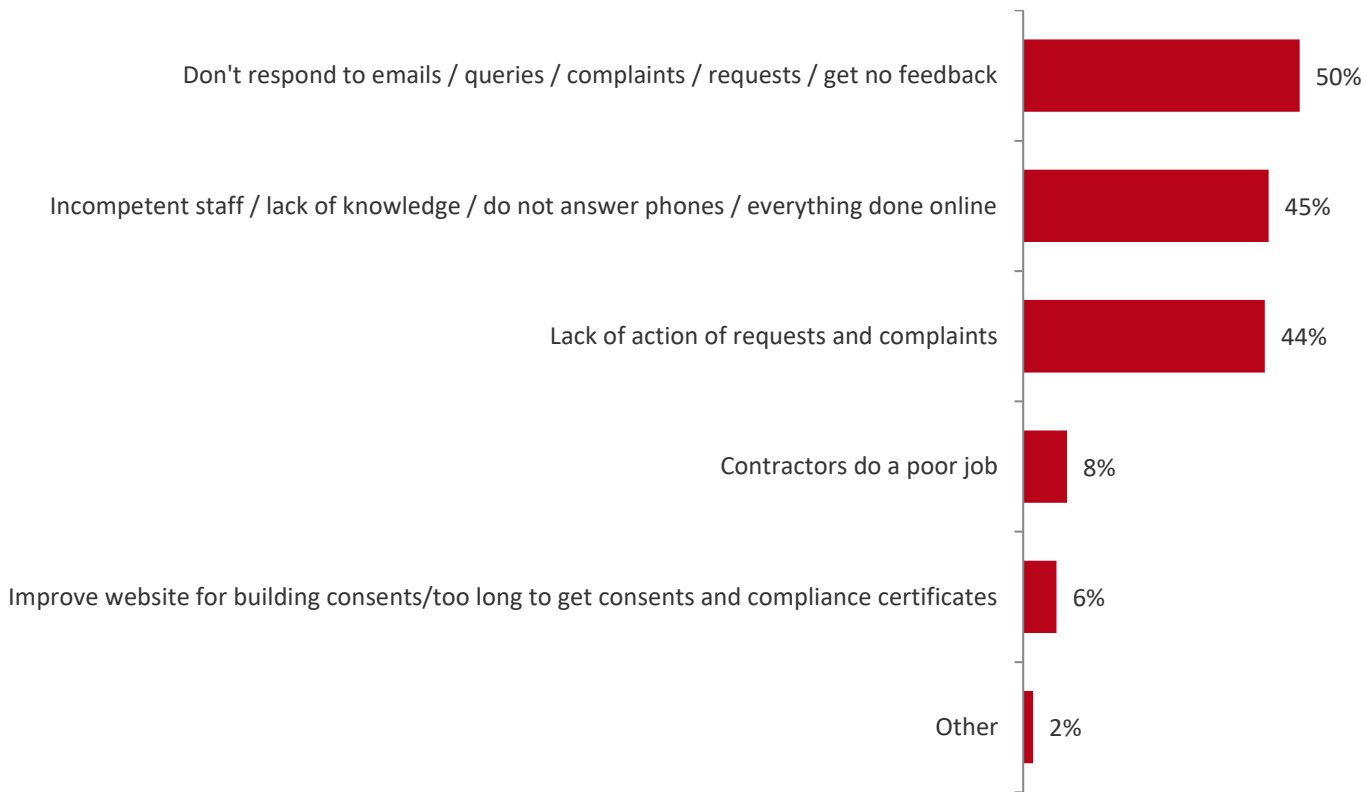
NOTES:

- Sample: 2024 n=488; 2023 n=477; 2022 n=444;
- INT4. How would you rate your satisfaction with each of the following?
 - How easy it was to make your enquiry or request? n=157
 - How long it took to resolve the matter? n=152
 - The information provided being accurate? n=148
 - Council staff's understanding of what you wanted? n=154
- Excludes don't know response

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Comments on dissatisfaction with customer service



- They don't know which organisation is responsible for resolving the request, that delayed the request.
- No one replied other than an auto reply saying someone would.
- We have phoned several times about the 4 signs which have fallen down and need to be put back up. This is within 2kms of our property. The drain on the side of our property on the road needs digging out to stop flooding in our paddock. We have asked the Council to do this, and we have been told it would be done, and over a year later we are still waiting.
- Trying to rearrange boundaries of titles and finding the staff to be obstructive.
- Whenever applying for any approval, there's always a problem with the application forms, even if you do everything right and you pay for it. Bad service.
- Got put on hold and nothing happened so I hung up. After a very long hold time.
- Called, asked a question and was told to email so I did. Automatic email was sent back saying would get back to me, but no one ever did.
- The excess time to find then send the LIM report. Also, the cost as it was just accessing file data, printing a copy then sending by post.
- The person on the phone was very abrupt and they gave me the wrong information.
- Longer wait, no one there to listen, no action taken.
- I tried to log multiple requests for road maintenance for several issues but had to complete multiple forms, the jobs weren't done anyway, just trivial sticky plaster fixes.

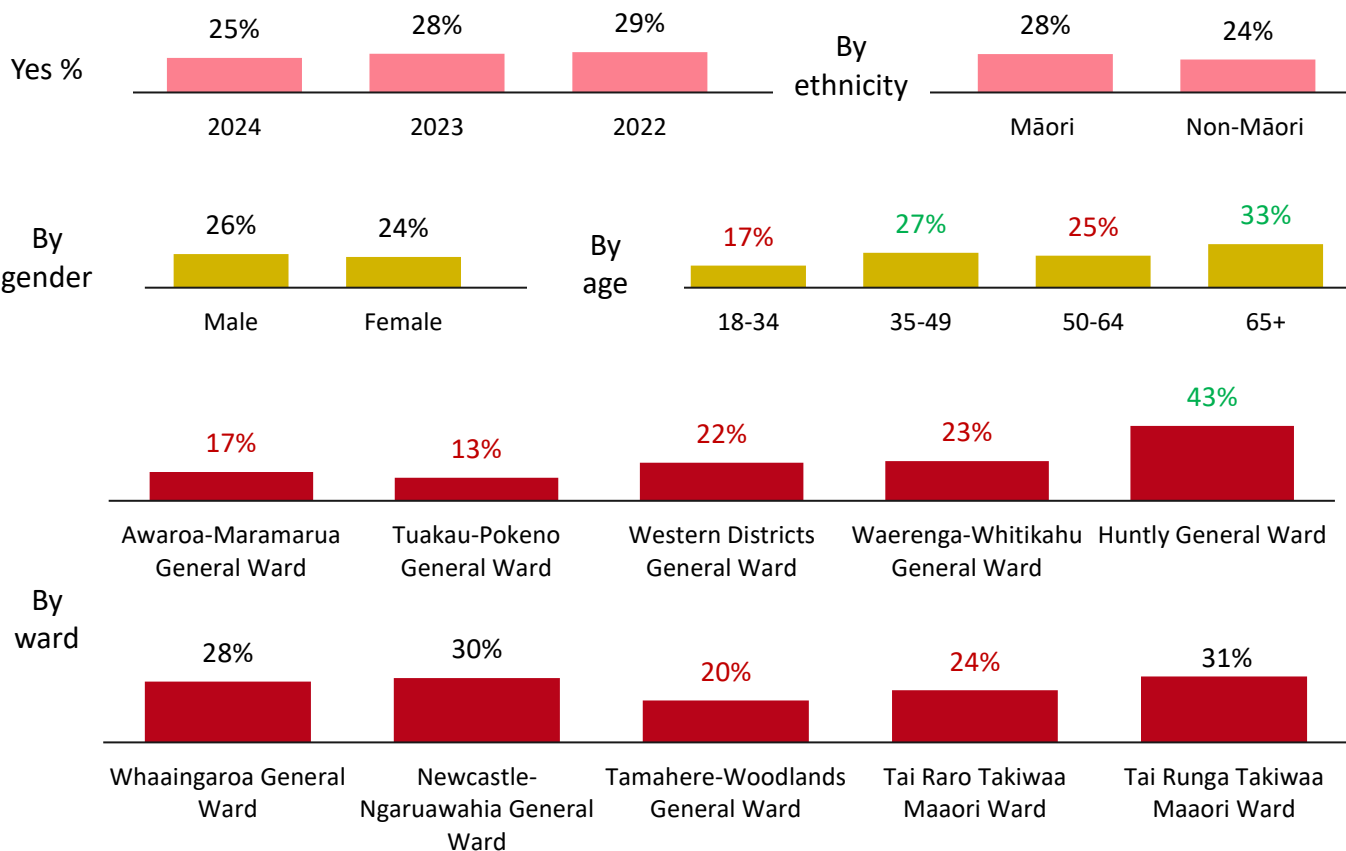
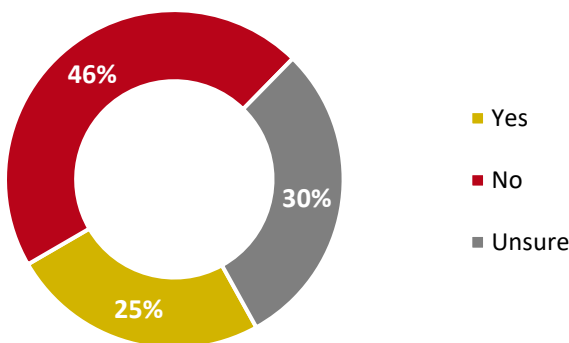
NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. INT5. If you are very dissatisfied with any aspect of your recent interaction with Council, i.e., rated them 1 or 2 out of 10 above, can you please tell us why you are not satisfied? (Please provide as much detail as possible) n=35



Consultation and communication

Opportunity to be involved and participate in decision-making



- One-quarter of respondents (25%) believe there is *Opportunity to be involved and participate in decision-making*.
- Residents aged 18-34 and 50-64 are significantly less likely to feel that there is *Opportunity to be involved and participate in decision-making* than other age groups.
- Residents from the Huntly General Ward were significantly more likely to feel that there is *Opportunity to be involved and participate in decision-making* when compared to other wards.

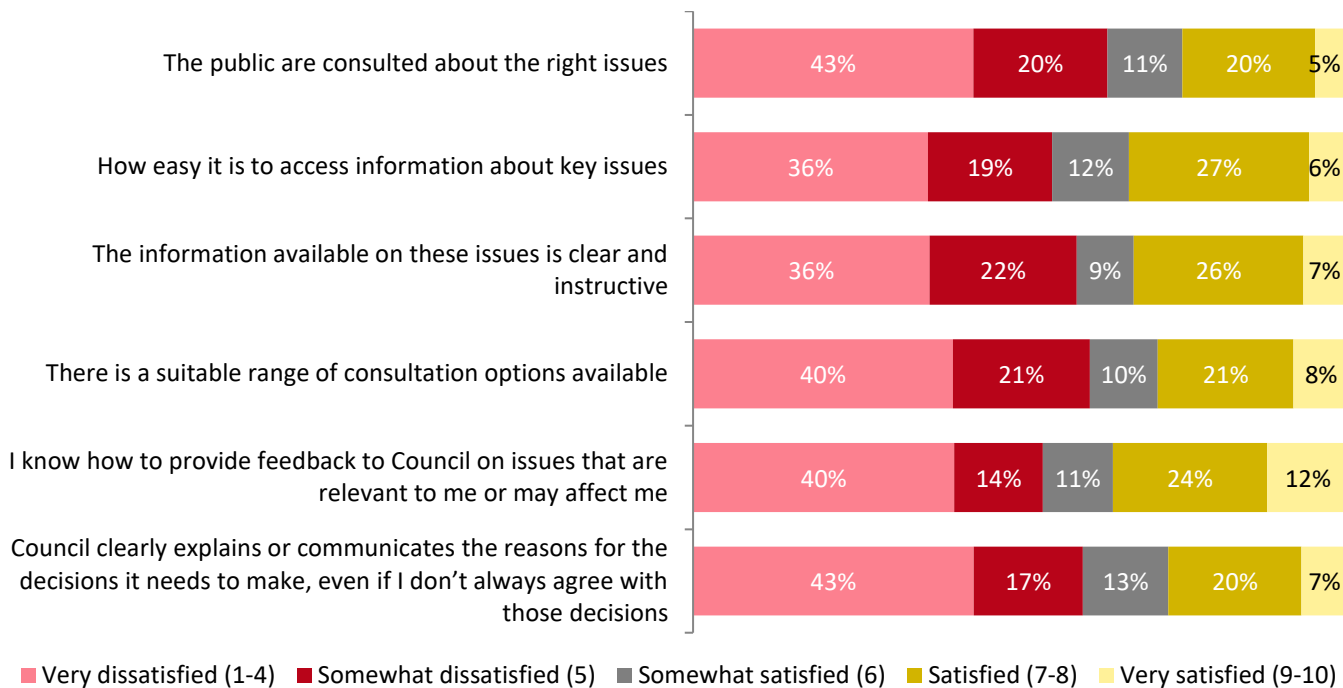
NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. COM1. Do you feel you, as a ratepayer or resident, had the opportunity to be involved and participate in the way Council makes decisions? n=488
3. Excludes don't know response

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Satisfaction with consultation



Scores with % 7-10 By age and ethnicity	2024	2023	2022	18-34	35-49	50-64	65 and over	Māori	Non-Māori
The public are consulted about the right issues	25%	29%	32%	16% ▼	26%	30%	31%	31%	24%
How easy it is to access information about key issues	34%	33%	39%	31%	28%	35%	42%	35%	33%
The information available on these issues is clear and instructive	33%	33%	39%	31%	27%	37%	37%	35%	32%
There is a suitable range of consultation options available	29%	29%	37%	24%	26%	34%	35%	33%	28%
I know how to provide feedback to Council on issues that are relevant to me or may affect me	36%	41%	48%	24% ▼	33%	41%	51%	38%	36%
Council clearly explains or communicates the reasons for the decisions it needs to make, even if I don't always agree with those decisions	28%	31%	37%	22%	29%	27%	35%	28%	27%

- All aspects of *Consultation* remain on par with the results from the 2023 survey.
- Residents aged 18-34 were significantly less likely to be satisfied with *The public are consulted about the right issues* and *I know how to provide feedback to Council on issues that are relevant to me or may affect me* than those aged 50 years and over.

NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. COM2. Thinking about how Council consults with the community and the information provided how satisfied are you with the following? (It does not matter whether you took part or not, it is your opinion that counts) n=418
3. Excludes don't know response

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Satisfaction with consultation (continued)

Scores % 7-10 By ward	Awaroa-Maramarua General Ward	Tuakau-Pokeno General Ward	Western Districts General Ward	Waerenga- Whitikahu General Ward	Huntly General Ward
The public are consulted about the right issues	23%	11%	15%	25%	46%
How easy it is to access information about key issues	26%	22%	18%	30%	58%
The information available on these issues is clear and instructive	31%	19%	20%	33%	63%
There is a suitable range of consultation options available	25%	14%	17%	25%	64%
I know how to provide feedback to Council on issues that are relevant to me or may affect me	20%	32%	41%	29%	61%
Council clearly explains or communicates the reasons for the decisions it needs to make, even if I don't always agree with those decisions	24%	14%	7%	37%	54% ▲

Scores % 7-10 By ward	Whaingaroa General Ward	Newcastle- Ngaruawahia General Ward	Tamahere- Woodlands General Ward	Tai Raro Takiwā Māori Ward	Tai Runga Takiwā Māori Ward
The public are consulted about the right issues	7%	29%	24%	28%	34%
How easy it is to access information about key issues	26%	42%	31%	32%	38%
The information available on these issues is clear and instructive	21%	42%	24%	33%	37%
There is a suitable range of consultation options available	33%	36%	19%	28%	37%
I know how to provide feedback to Council on issues that are relevant to me or may affect me	35%	46%	30%	35%	40%
Council clearly explains or communicates the reasons for the decisions it needs to make, even if I don't always agree with those decisions	11% ▼	35%	22%	30%	25%

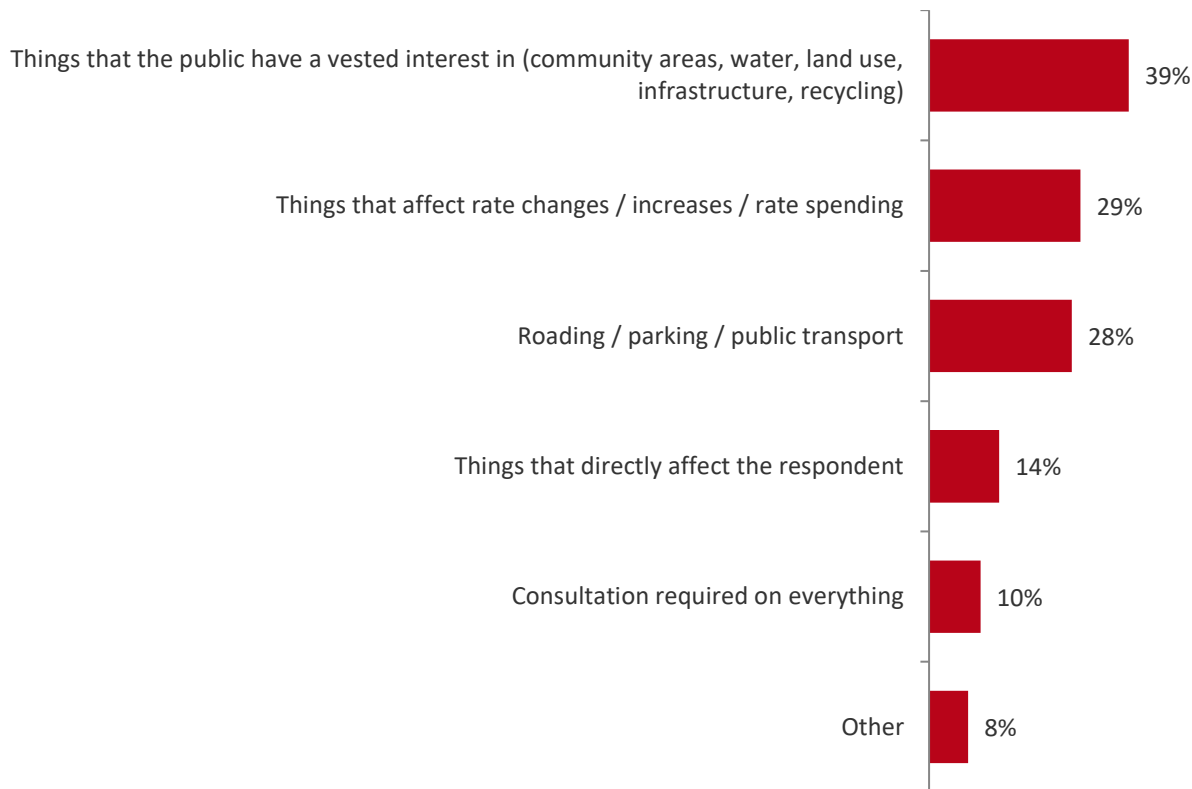
NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. Excludes don't know response
3. COM2. Thinking about how Council consults with the community and the information provided how satisfied are you with the following? (It does not matter whether you took part or not, it is your opinion that counts) n=418

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower

Issues public should be consulted about



- *I don't think the public is consulted about anything, or if we are, the voices of the public are never considered. For example, with the Rotokauri Lake there is often work being done or you see Council cars but there is never information provided regarding what is going on or any consultation about how the wildlife and ecosystem should best be protected.*
- *Consultation about decisions that affect our rates.*
- *24-hour Medical Centre, town centre require to be upgraded, community garden, sport and recreation facility, improved roading, and traffic management.*
- *Rising cost of rates, gentrification driving up rates costs.*
- *Issues to do with parking and roading are not clearly communicated. You wake up one morning and suddenly there is a new roundabout being installed. Which isn't exactly clear communication, or democratic surveys about what is needed to help reduce traffic or make roads safer. This is the biggest issue.*
- *Local quarry activity with increased trucks on roads for rubbish disposal at quarry site. Changing of speed zones to ludicrously low speeds. Roads falling apart. No communication regarding road use for the Huntly half marathon.*
- *Untreated waste being dumped into Whāingaroa harbour regularly.*
- *The state of our rural sealed roads, and some sort of plan and action before they become impassable, or deaths occur. Progress on SNA's.*
- *Lack of consultation regarding the potential wind farm in North Western Waikato, Maioro.*

NOTES:

1. Sample: 2024 n=488; 2023 n=477; 2022 n=444;
2. COM2A: If you feel that public are not consulted about the right issues, i.e. rated them 1 or 2 out of 10 above, can you please tell us what are the issues that you think public should be consulted about? (Please provide as much detail as possible) n=50

Ways to stay informed

	2024	2023	2022	18-34	35-49	50-64	65 and over	Māori	Non-Māori
Newspaper	7%	7%	14%	4%	4%	7%	16%	11%	6%
Council publications	5% ▼	9%	12%	3%	3% ▼	8%	8%	3%	6% ▼
Letters to households	37%	31%	28%	29%	38%	39%	42%	34%	38%
Social Media (Facebook, etc)	28%	26%	21%	40%	32%	22%	11%	31%	27%
Council's website	16%	20%	16%	12%	16%	19%	14%	15%	16%
Radio	1%	2%	2%	2%	2%	-	2%	1%	2%
Other	3%	2%	4%	2%	2%	3%	4%	3%	2%
Don't know	3%	3%	4%	7%	2%	1%	3%	3%	3%

	Awaroa-Maramarua General Ward	Tuakau-Pokeno General Ward	Western Districts General Ward	Waerenga-Whitikahu General Ward	Huntly General Ward
Newspaper	12%	4%	-	5%	2%
Council publications	10%	4%	11%	4%	11%
Letters to households	38%	42%	52%	32%	27%
Social Media (Facebook, etc)	15%	26%	18%	37%	31%
Council's website	20%	17%	9%	14%	22%
Radio	2%	-	4%	3%	-
Other	1%	4%	6%	-	4%
Don't know	2%	3%	-	5%	2%

	Whaaingarua General Ward	Newcastle-Ngaruawahia General Ward	Tamahere-Woodlands General Ward	Tai Raro Takiwaa Maaori Ward	Tai Runga Takiwaa Maaori Ward
Newspaper	7%	2%	10%	7%	17%
Council publications	4%	9%	1%	5%	-
Letters to households	25%	45%	37%	25%	46%
Social Media (Facebook, etc)	40%	32%	22%	39%	20%
Council's website	9%	9%	18%	17%	13%
Radio	6%	-	2%	-	2%
Other	3%	1%	3%	5%	-
Don't know	6%	1%	6%	2%	4%

NOTES:

- Sample: 2024 n=488; 2023 n=477; 2022 n=444;
- COM3. Which of the following do you MOST rely on for information about Council n=488
- Excludes don't know response

Year-on-year
▲ Significantly higher
▼ Significantly lower

Between demographics
▲ Significantly higher
▼ Significantly lower



Sample profile

Demographics

Gender



	Male	Female	Other Gender
Weighted	50%	50%	<1%
Unweighted	49%	51%	<1%

Age (weighted)

Age Group	Weighted	Unweighted
18 to 34 years	26%	22%
35 to 49 years	28%	22%
50 to 64 years	28%	32%
65 years or over	17%	25%

Unweighted

Ethnicity (weighted)

Ethnicity	Weighted	Unweighted
Māori	22%	21%
Non-Māori	78%	79%

Unweighted

Rural/urban (weighted)

Rural/urban Category	Weighted	Unweighted
In a town or township, e.g., an urban area	30%	25%
On the outskirts of town, a semi urban area	17%	16%
In an area of predominantly lifestyle blocks or farms, e.g., a rural area	53%	58%

Unweighted

Ward (weighted)

Ward	Weighted	Unweighted
Awaroa-Maramarua General Ward	11%	13%
Tuakau-Pokeno General Ward	11%	9%
Western Districts General Ward	3%	5%
Waerenga-Whitikahu General Ward	9%	9%
Huntly General Ward	8%	6%
Whaaingaroa General Ward	6%	5%
Newcastle-Ngaruawahia General Ward	15%	15%
Tamahere-Woodlands General Ward	15%	18%
Tai Raro Takiwaa Maaori Ward	12%	11%
Tai Runga Takiwaa Maaori Ward	10%	10%

Unweighted

Paying rates (weighted)

Response	Weighted	Unweighted
Yes	90%	91%
No	3%	3%
Renting	7%	6%

Unweighted

Length of time lived in Waikato District (weighted)

Length of Time	Weighted	Unweighted
5 years or less	16%	15%
6 to 10 years	18%	18%
Over 10 years	66%	67%
Unsure	<1%	<1%

Unweighted

Demographics (counts)

Male	237
Female	250
Other gender	1

Māori	104
Non-Māori	384

Awaroa-Maramarua General Ward	62
Tuakau-Pokeno General Ward	44
Western Districts General Ward	23
Waerenga-Whitikahu General Ward	43
Huntly General Ward	29
Whaaingarua General Ward	22
Newcastle-Ngaruawahia General Ward	71
Tamahere-Woodlands General Ward	89
Tai Raro Takiwaa Maaori Ward	55
Tai Runga Takiwaa Maaori Ward	50

18 to 34 years	106
35 to 49 years	107
50 to 64 years	155
65 years or over	120

5 years or less	71
6 years to 10 years	87
Over 10 years	329
Unsure	1

Pay rates	444
Don't pay rates	15
Renting	29

In a town or township, e.g., an urban area	123
On the outskirts of town, a semi urban area	80
In an area of predominantly lifestyle blocks or farms, e.g., a rural area	285

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