



**NATIONAL RESEARCH BUREAU LTD**

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To: James Simpson

From: Ken Sutton and Janette Simpson

Of: Rotorua Lakes Council

Date: 23 June 2017

Dear James,

**SUMMARY OF COMMUNITRAK™ SURVEY RESULTS**

The following is a summary of your Communitrak™ survey results and, of course, detail will be provided in the report.

If you have any queries, please give one of us a call.

Kind regards,

Ken Sutton

Janette Simpson

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## OVERALL SATISFACTION WITH COUNCIL SERVICES/FACILITIES

		Very / Fairly satisfied %	Not very satisfied %	Don't know / Unable to say %
The appearance and cleanliness of the Rotorua City Centre	2017	93	6	1
	2016	94	6	-
Promotion of Rotorua as a destination to visit	2017	92	4	4
	2016	91	5	4
Beautification and landscaping	2017 <sup>†</sup>	91	9	1
	2016	92	7	1
Parks, reserves and playgrounds	2017	86	9	5
	2016	89	9	2
Event promotion	2017	84	10	6
	2016	78	12	10
Noise control	2017 <sup>†</sup>	81	7	11
	2016	68	13	19
Sportsfields	2017 <sup>†</sup>	79	8	14
	2016	82	5	13
Recycling waste materials	2017	79	19	2
	2016	69	26	5
Footpaths	2017	78	19	3
	2016	79	16	5
Parking in Rotorua City	2017	74	24	2
	2016 <sup>†</sup>	71	27	1
Dog control	2017 <sup>†</sup>	73	20	8
	2016	71	18	11
Cycling facilities in the District	2017	72	17	11
	2016 <sup>†</sup>	79	16	6
Library Service	2017	71	6	23
	2016	73	7	20
Promotion of Rotorua as a destination to live, work and invest	2017	70	11	19
	2016	68	18	14
Rotorua Aquatic Centre	2017	64	14	22
	2016	70	12	18
Roads in the District	2017 <sup>†</sup>	61	40	-
	2016	81	18	1
Art and History Museum	2017	59	14	27
	2016	82	1	17
Public toilets	2017 <sup>†</sup>	46	35	20
	2016	53	29	18

<sup>†</sup> does not add to 100% due to rounding

### Satisfaction With Council Services - Residents Provided With Service Only

		Base	Very / Fairly satisfied %	Not very satisfied %	Don't know %
Rubbish collection	2017 <sup>†</sup>	365	94	7	-
	2016	355	91	8	1

<sup>†</sup> does not add to 100% due to rounding

### The Main Areas Of Concern About Services/Facilities For All Residents Are ...

- roads in the District 40% of **all** residents are not very satisfied (18% in 2016)
- public toilets 35% (29% in 2016)
- parking in Rotorua City 24% (27% in 2016)

### The Main Reasons Given For Being Not Very Satisfied With Roads In The District Are ...

- traffic issues / congestion / speed of traffic, mentioned by 14% of all residents,
- potholes / uneven / rough, bumpy surfaces, 14%,
- poor condition / lack maintenance / need upgrading / slow to maintain, 9%,
- poor quality of work / materials used / patching, 6%.

## RATES

90% of residents identify themselves, or members of their household, as ratepayers (87% in 2016).

### Satisfaction With How Rates Are Spent On The Services And Facilities Provided By The Council

Very satisfied	11% of all residents <sup>†</sup>	(9% in 2016)
Fairly satisfied	60%	(55% in 2016)
Not very satisfied	25%	(31% in 2016)
Don't know / Unable to say	5%	(5% in 2016)

The main reasons\* given by those who are not very satisfied are ...

- overspending / wasting money / debt / spending priorities, 7% of all residents,
- cycleways, 4%,
- high rates / increases / too high for services received / not value for money / unfair, 4%,
- more spending on infrastructure / other specified services / facilities needing attention, 4%.

\* multiple responses allowed

<sup>†</sup> does not add to 100% due to rounding

## LOCAL ISSUES

### Council Consultation And Community Involvement

*How Satisfied Are Residents With The Opportunities To Be Involved And Participate In The Way Council Makes Decisions?*

Very satisfied	5% of all residents (7% in 2016)
Satisfied	33% (37% in 2016)
Neither satisfied nor dissatisfied	37% (31% in 2016)
Dissatisfied	14% (16% in 2016)
Very dissatisfied	5% (5% in 2016)
Don't know	6% (4% in 2016)

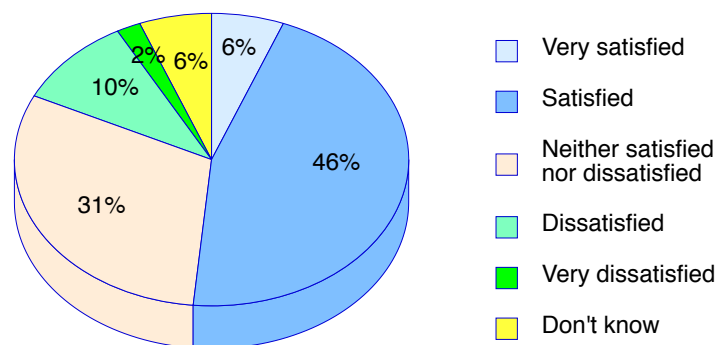
### Council Decisions/Actions In Last 12 Months

Residents' impressions of decisions and/or actions of Council in last 12 months ...

Strongly approve	3% of all residents (4% in 2016)
Approve	56% (45% in 2016)
Disapprove	30% (30% in 2016)
Strongly disapprove	6% (13% in 2016)
Don't know	6% (8% in 2016)

(Does not add to 100% due to rounding)

### Satisfaction With Quality Of Council's Information<sup>†</sup>



<sup>†</sup> does not add to 100% due to rounding