

**NATIONAL RESEARCH BUREAU LTD.**

Box 10118, Auckland, New Zealand

Tel: (09) 630 0655 Fax: (09) 638 7846

To: Joyanne Stevens

From: Ken Sutton & Janette Simpson

Of: Hutt City Council

Date: 23 April 2009

Dear Joyanne,

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

Overall Satisfaction with Council Services and Facilities
--

	Very / Fairly Satisfied %	Not very satisfied %	Don't know / Unable to say %
Water Supply	94	5	1
Sewerage System	93	3	4
Parks, Reserves & Gardens	91	4	5
Libraries	90	2	8
Overall look and feel of the City	90	9	1
Litter Control	88	9	3
Street lighting	86	12	2
Rubbish Collection	85	8	7
Dog Control	84	11	5
Traffic Control	84	13	3
City overall being free of graffiti	84	13	3
Sportsgrounds	83	3	14
Recycling Service	83	12	5
Footpaths	80	19	1
Stormwater Drainage	79	19	2
Swimming Pools	76	5	19
Parking in and around Hutt City	76	19	5
Refuse Disposal	75	8	17
Roads in the City	74	25	1
Leisure Active Programmes and Events	73	1	26
The NewDowse	71	4	25
Petone Settlers Museum	66	1	33
Public Halls	63	5	32
Cemeteries	60	3	37
Visitor Information Centre	54	-	46
Public Toilets	48	23	29
Inspection Services	47	11	42

The main areas of concern about services/ facilities are:

- roads in the City 25% of residents are not very satisfied (20% in 2008)
- public toilets 23% (22% in 2008)
- parking in and around Hutt City 19% (19% in 2008)
- footpaths 19% (19% in 2008)
- stormwater drainage 19% (14% in 2008)

The main reasons* given for being not very satisfied with roads in the City are:

- poor condition/lack maintenance/upgrading, mentioned by 8% of all residents,
- poor quality of work/materials used/patched, 8%,
- uneven/bumpy/potholes/rough, 7%,
- constant roadworks/takes too long/inconvenience, 5%.

* multiple responses allowed

Performance

		Very good/ Fairly Good %	Just acceptable %	Not very good/Poor %	Don't know/ No opinion %
Council Staff	2009	63	17	2	18
	2008	66	15	3	16
Mayor & Councillors	2009	57	25	8	10
	2008	57	25	6	12

Rates

84% of residents identify themselves, or a member of their household, as ratepayers (87% in 2008).

Satisfaction with how rates are spent on the services and facilities provided by the Council

Very satisfied	12%	of all residents (10% in 2008)
Fairly satisfied	63%	(69% in 2008)
Not very satisfied	17%	(13% in 2008)
Don't know / Unable to say	8%	(8% in 2008)

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

- waste money / not well spent / overspend, 4% of all residents,
- rates too high / rates increases / rating system, 3%,
- spending on property development / apartment blocks, 3%,

* multiple responses allowed

Local Issues

Emergency Management

58% of residents say their household is prepared for a Civil Defence emergency, with 41% saying they are not and 1% are unable to comment.

63% of residents say they have stored enough drinking water in their home to last their household more than three days in an emergency (60% in 2008), while 37% say they have not (40% in 2008).

Place To Live

As a place to live, 34% of residents think Hutt City is better than it was three years ago, 55% think it is the same, while 3% think it is worse. 8% are unable to comment.

Access To Internet

81% of residents have accessed the internet in the last 7 days. Of these 97% say they have access at home.

Types of access households[†] have ...

Broadband	87%
Dial-up	11%
Other	1%
Don't know	1%

[†] Base = 366, those residents who have access to the internet at home

In the last 7 days residents[†] have mainly accessed the internet for personal use ...

At home	88%
At work	10%
At school/university	1%
Other	1%

Base = 379

[†] the 81% of residents who have access to the internet in the last 7 days

Hutt City's Built Environment

Hutt City's built environment, that is, the City's man-made elements such as buildings and roads are ...

	Yes %	No %	Don't know %
Attractive	59	31	10
Safe	83	6	11
Healthy	70	11	19

45% of residents think there is sufficient access to **affordable** housing in Hutt City (32% in 2008), while 30% say there is not (53% in 2008). 25% are unable to comment (15% in 2008).

66% of residents think there is sufficient access to **quality** housing in Hutt City (73% in 2008), while 17% say there is not. 17% are unable to comment (10% in 2008).

Physical Activity

	Days Per Week							
	None %	1 %	2 %	3 %	4 %	5 %	6 %	7 %
Moderate physical activity	10	5	8	13	9	14	5	36
Vigorous physical activity	41	13	15	10	7	6	2	6
At least 30 mins moderate or 15 minutes vigorous	12	8	12	12	10	14	6	26

Contact With Council

7% of residents have contacted a Councillor or the Mayor in the last 12 months (10% in 2008), while 5% say they have contacted a member of a Community Board or Community Committee in the last 12 months.

37% of residents have contacted the Council offices in the last 12 months by phone, with 22% contacting the Council in person. 6% have contacted Council in writing, 3% by Fix-A-Gram, and 6% by email in the last 12 months (10% in 2008) and 5% via the Council website.

Overall, 50% have contacted Council in the last 12 months.

Satisfaction with the overall service received when contacted Council offices

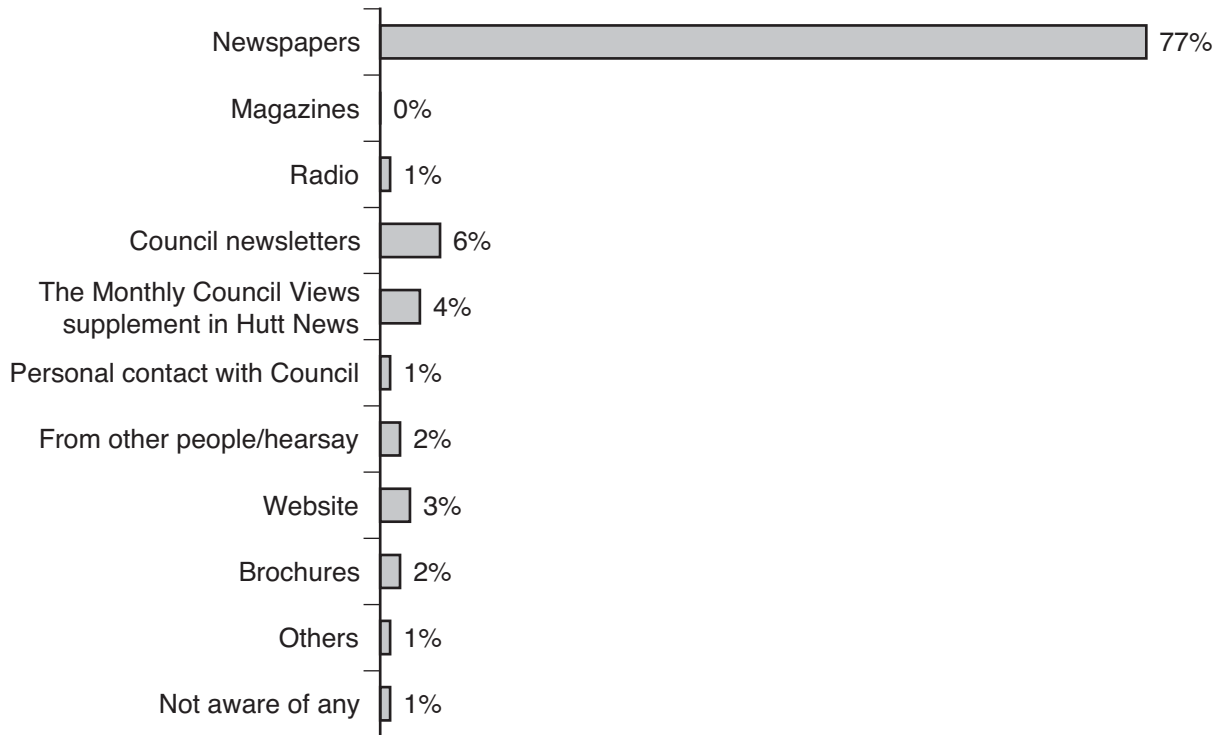
Very satisfied	47%	of all residents who have contacted Council in the last 12 months (44% in 2008)
Fairly satisfied	38%	(37% in 2008)
Not very satisfied	13%	(16% in 2008)
Don't know	2%	(3% in 2008)

Base = 246

4% of residents have visited or contacted the Council's Community Development Division in the last 12 months.

Information

Main Source Of Information About The Council



(does not add to 100% due to rounding)

Those residents who say newspapers are their main source of information, give the following as the newspapers they read*:

Hutt News	94%	of residents who say newspapers are their main source of information about the Council
Dominion Post	10%	
Petone Herald	7%	
Citylife Wainuiomata	6%	
Stokes Valley Times	3%	
Eastbourne Herald	3%	
Upper Hutt Leader	2%	
Vibrant Hutt	1%	
Jackson Street Scene	1%	
Capital Times	1%	

Base = 394

* multiple responses allowed

Readership And Awareness Of Information Published By The Council

Which of the following would residents like to know about ...

	Yes %	No %
Events in the City	83	17
Council services	77	23
Council meetings and decisions	47	53
What Council is consulting the public on	81	17

Satisfaction with Council's consultation with residents and the publicity provided

Very satisfied	11% of all residents (9% in 2008)
Fairly satisfied	72% (67% in 2008)
Not very satisfied	11% (12% in 2008)
Don't know	6% (12% in 2008)

* * * * *