

## **STAFF REPORT**

**TO:** Mayor and Councillors

**FROM:** Susan Edwards, Strategic Development Manager

**REFERENCE:** C797

**DATE:** 24 August 2010

**SUBJECT:** **2010 Communitrak Survey Results – RCN10-09-05**

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### **PURPOSE**

The purpose of this report is to advise Council that the Communitrak residents survey has been carried out, and for Council to receive the survey report prepared by the National Research Bureau (NRB).

### **BACKGROUND**

Since 1996 Council has commissioned a survey of residents' views on a range of services delivered by the Council every three years. This survey is now done annually, and had been undertaken by the NRB over recent years.

A total of 400 residents over 18 years of age were surveyed, with interviews conducted spread across the five wards and across the various age brackets to ensure a representative sample. The survey was conducted by telephone during the period 11 to 20 June 2010.

The full report was sent to Councillors under separate cover in mid August 2010. Please bring your copy to the meeting.

The report has been put on Council's website for the public to access.

### **DISCUSSION**

The results cover satisfaction with Council services. They also provide data on where people find out information about the Council.

The information on levels of satisfaction with Council services has been compared to the peer group (similar local authorities) and the national average of all local authorities. The results are also broken down across the wards.

The information contained in the survey will be useful for Councillors when considering the levels of service (i.e. what the Council will provide) for the public through the Annual Plan, and also to Council managers.

The residents' satisfaction levels for many of Council's activities are also reported on as performance measures in the Annual Report.

## RESULTS

Overall the results are similar to last year, noting that there is a survey margin of error of 4.9 percent.

The only activity where residents satisfaction scores below the peer group and national average (i.e. people are less satisfied) is roading (36% not very satisfied). The areas where residents satisfaction scores above the peer group and national average are public toilets, parking, dog control and water supply. All other activities are on a par with the peer group and national average.

The most used council services and facilities are recreation facilities (85%), kerbside recycling services (81%) and public libraries (80%). However, we did not ask about use of water supplies, wastewater or stormwater services, as we know that people connected to those services use them.

The Council decisions people most supported were the provision of sports and recreation facilities (6%), beautification of parks and public areas (5%), good service and leadership (4%), roading and traffic safety (4%), walkways and footpaths (4%).

The Council decisions people disapproved of most were relocating the hall at the Hope Reserve (11%), water supply (5%), roading (4%) and disruption from road works (4%).

Overall, 76% of residents are satisfied with the way rates are spent on services and facilities provided by council, while 19% are not very satisfied (this is below the peer group and national average).

Of the 62% of residents who have contacted the Council in the last 12 months, 86% are satisfied with the service they received.

More people are getting the main source of their information about Council from Newsline than in the past (63% compared to 55% in 2009), while there has been a corresponding drop in the people getting most of their information on Council from the newspapers (27%, compared to 35% in 2009), 92% of residents say they have seen, read or heard information from the Council through Newsline. 81% of residents say they receive enough information about Council.

## SIGNIFICANCE

The matters covered in this report and the Communitrak Survey report are not significant in terms of Council's Policy on Significance.

## RECOMMENDATION

**THAT the Tasman District Council receives this report on the 2010 Communitrak Survey Results Report RCN10-09-05, and receives the NBR 2010 Tasman District Council Survey Results**

Susan Edwards  
Strategic Development Manager