

Report No:	RCN11-06
File No:	A503-4
Date:	
Information Only – no decision required	

REPORT SUMMARY

Report to: Full Council
Meeting Date: 22 September 2011
Report Author: Susan Edwards – Strategic Development Manager
Subject: **2011 Communitrak Survey Results Report RCN11-09-06**

EXECUTIVE SUMMARY

The Communitrak Survey report summarises the opinions and attitudes of Tasman District Council residents, to the services provided for them by their Council and their elected representatives. This report summarises those results.

RECOMMENDATION/S

That the Council receives this report and adopts the draft resolution in the report.

DRAFT RESOLUTION

THAT the Tasman District Council:

- 1. receives the report on the 2011 Communitrak Survey Results RCN11-09-06**
- 2. receives the Communitrak Survey May/June 2011 Report prepared by the National Research Bureau**
- 3. notes that the Communications Subcommittee will be discussing and considering the communications matters in the Communitrak Survey report at its meeting on 27 September 2011.**

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1. Purpose

- 1.1 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).

2. Background

- 2.1 Since 1996 Council has commissioned a survey of residents' views on a range of services delivered by the Council every three years. Over the last three years this survey has been carried out annually. It has been undertaken by the NRB over recent years.
- 2.2 A total of 401 residents over 18 years of age were surveyed, with the interviews conducted spread across the five wards and across various age brackets to ensure a representative sample. The survey was conducted by telephone during the period 27 May to 8 June 2011.
- 2.3 The full report was sent out to Councillors under separate cover. Please bring your copy to the meeting.
- 2.4 The report will be put on Council's website for the public to access and will be summarised in the next edition of Newline.

3. Discussion/Results

- 3.1 This Communitrak Survey report would normally go to the Communications Subcommittee in the first instance for discussion prior to being put on the Council agenda. Due to the timing of the receipt of the report and the Council meetings, staff have put the report on this agenda for Council to receive it, prior to it being discussed by the Communications Subcommittee, otherwise it would have had to wait until the November Council meeting.

- 3.2 The report will be an agenda item for discussion and consideration at the next Communications Subcommittee meeting on 27 September 2011.
- 3.3 The results contained in the report cover satisfaction with Council services. They also provide data on where people find out information about the Council and on what Council decisions they approve or disapprove of. 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.
- 3.4 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 Long Term Plan, and also to Council managers.
- 3.5 The residents' satisfaction levels for many of Council's activities are also reported on as performance measures in the Annual Report.
- 3.6 Overall the results are similar to last year, noting that there is a survey margin of error of 4 percent.
- 3.7 There are no instances where the percentage not satisfied in the Tasman District is higher than the peer group and/or national average. However, the percent not very satisfied for water supply (11%) is below the peer group average (18%) and slightly above the national average (6%).
- 3.8 The percent not very satisfied in Tasman District is lower/slightly lower than the peer group and/or national average for: roads, public toilets, kerbside recycling, rubbish collection and parking in your local town.
- 3.9 Tasman District is on par with the peer group and national average for not being very satisfied for footpaths, stormwater services, emergency management, sewerage system, recreational facilities and public libraries.
- 3.10 The most used council services and facilities are recreation facilities (85%), kerbside recycling services (83%) and public libraries (79%).
- 3.11 The Council decisions people most supported were:
- the cycleway/cycleways (11% of all residents);
 - beautification/upgrades/upkeep parks, reserves and public places (6%);
 - sports and recreation facilities (5%);
 - walkways (4%);
 - do a good job/good service/good leadership (4%).

- 3.13 The Council decisions people disapproved of most were:
- relocating hall at Hope Doman/lack of consultation (9% of all residents);
 - money spent/overspending/money wasted/spending on themselves (5%);
 - environmental issues (5%);
 - rates increases/rates too high/rates issues (4%);
 - planning issues/zoning/subdivisions (4%);
 - lack of communication/consultation/information/don't listen (4%);
 - water supply issues (4%).
- 3.14 Overall, 73% of residents are satisfied with the way rates are spent on services and facilities provided by council, while 22% are not very satisfied (this is below the peer group average and similar to the national average).
- 3.15 Of the 56% of residents who have contacted the Council in the last 12 months, 82% are satisfied with the service they received.
- 3.16 More people are getting the main source of their information about Council from Newsline than in the past (66% compared with 63% in 2010), while there has been a corresponding drop in the people getting most of their information on Council from the newspapers (25% compared with 27% in 2010). 95% of residents say they have seen, read or heard information from the Council through Newsline. 79% of residents say they receive enough information about Council.
- 3.17 Every third year we ask where residents would like Council to spend more on services or facilities. We do this in the year that corresponds with the preparation of the Long Term Plan. The areas where most residents would like more money spent are:
- rivers and flood protection (45%);
 - walkways and cycleways (32%);
 - roads (31%);
 - footpaths (30%);
 - emergency management/civil defence (30%);
 - environmental education (27%);
 - public toilets (26%);
 - managing pests and weeds (25%).

4. Significance

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

5. RECOMMENDATION/S

- 5.1 That the Council receives this report and adopts the draft resolution in the report.

6. DRAFT RESOLUTION

THAT the Tasman District Council:

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