



Customer Satisfaction Survey 2022

Key Findings



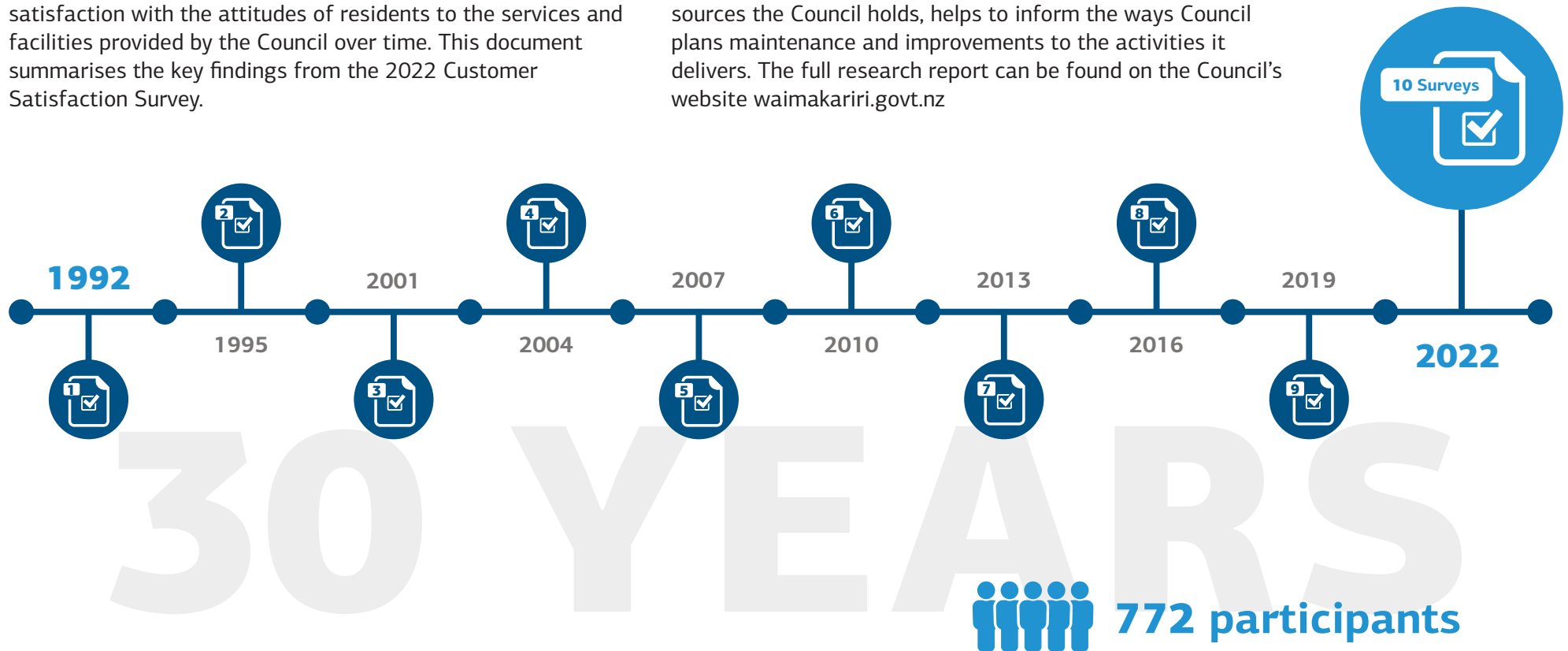
May 2023

Introduction













In 1992 the Waimakariri District Council conducted its first “Household Survey” now known as the Customer Satisfaction Survey. We’ve repeated this survey every three years since, and in 2022, completed the 10th in the series.

The purpose of the survey is to obtain an overview of residents’ satisfaction with the attitudes of residents to the services and facilities provided by the Council over time. This document summarises the key findings from the 2022 Customer Satisfaction Survey.

Information received from this survey, as well as from other sources the Council holds, helps to inform the ways Council plans maintenance and improvements to the activities it delivers. The full research report can be found on the Council’s website waimakariri.govt.nz

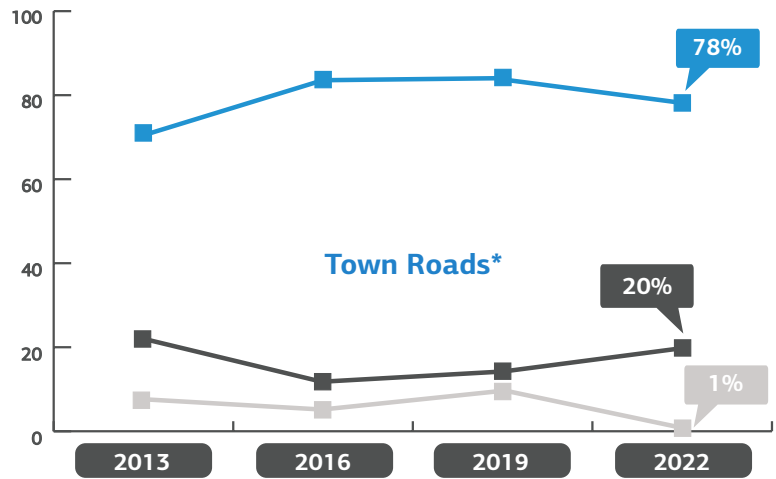


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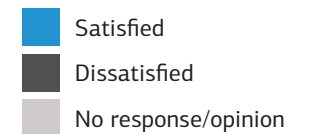
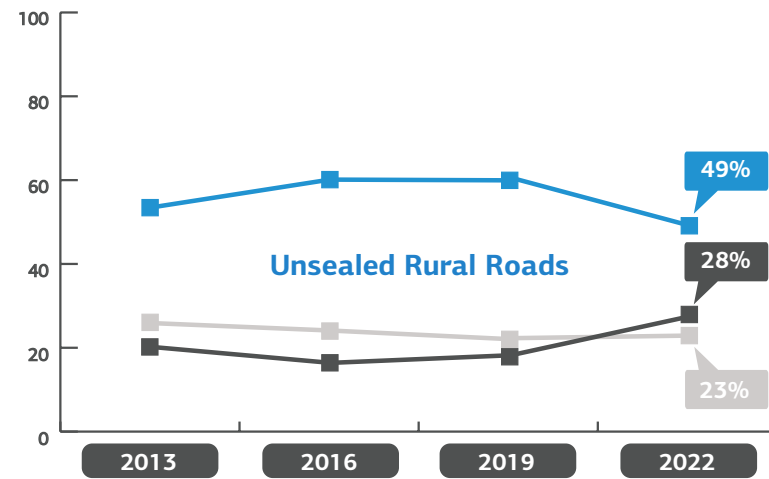
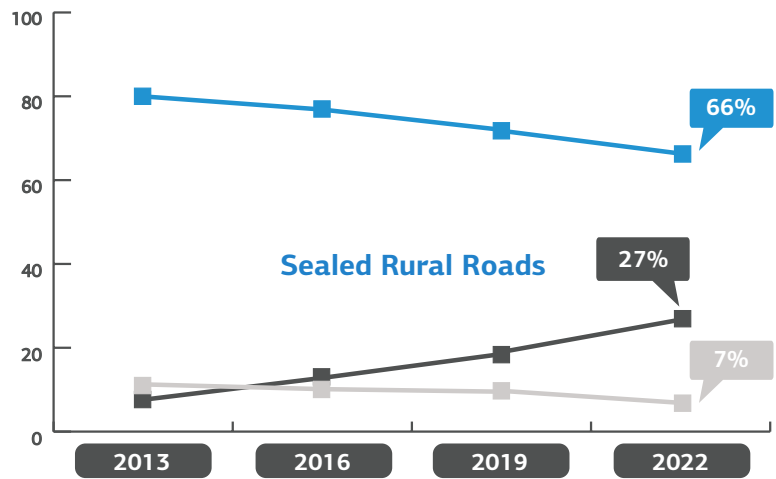
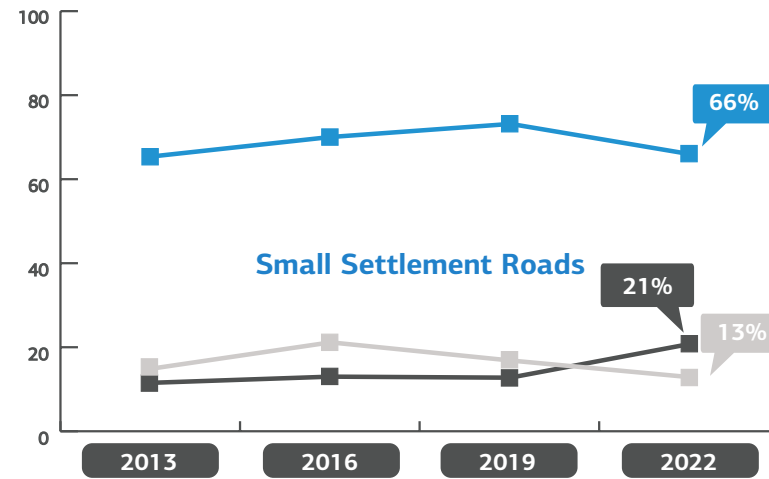
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Are you satisfied with roads in the Waimakariri District?

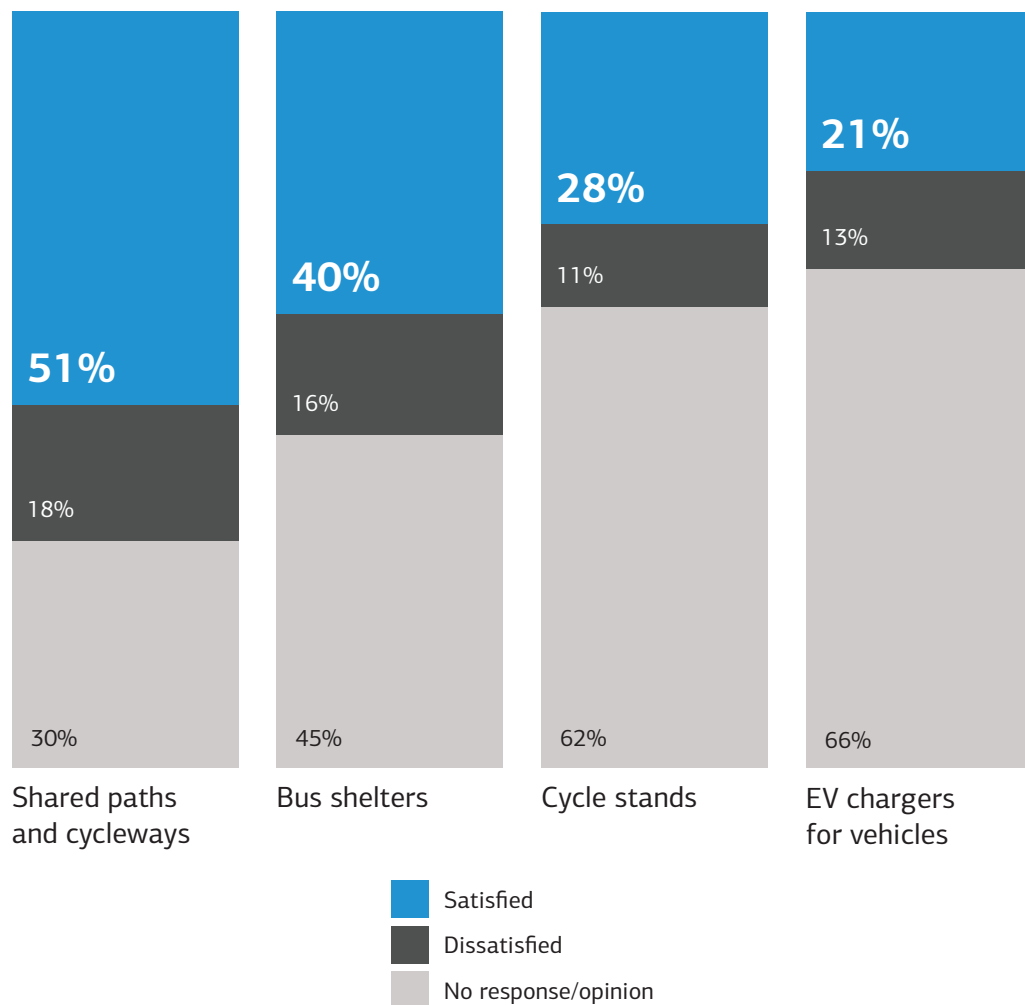


* Worded differently in 2019: Town roads in general



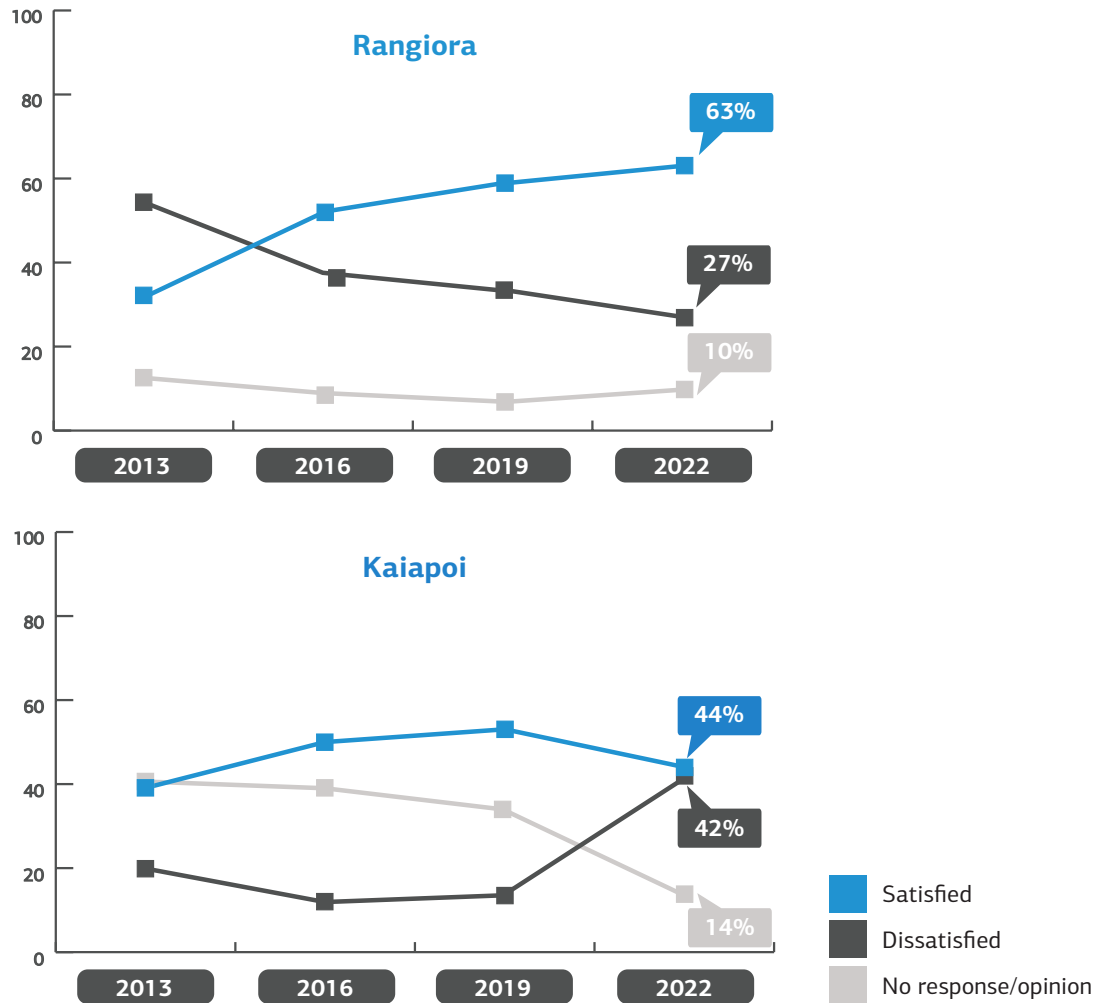


Are you satisfied with the infrastructure to support alternative transport options?





Are you satisfied with the off-street parking?

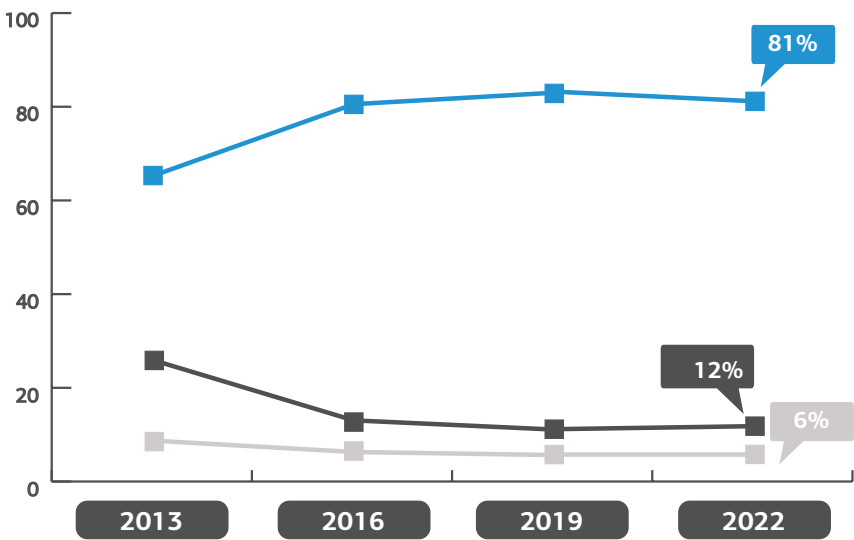




Are you satisfied with footpaths?

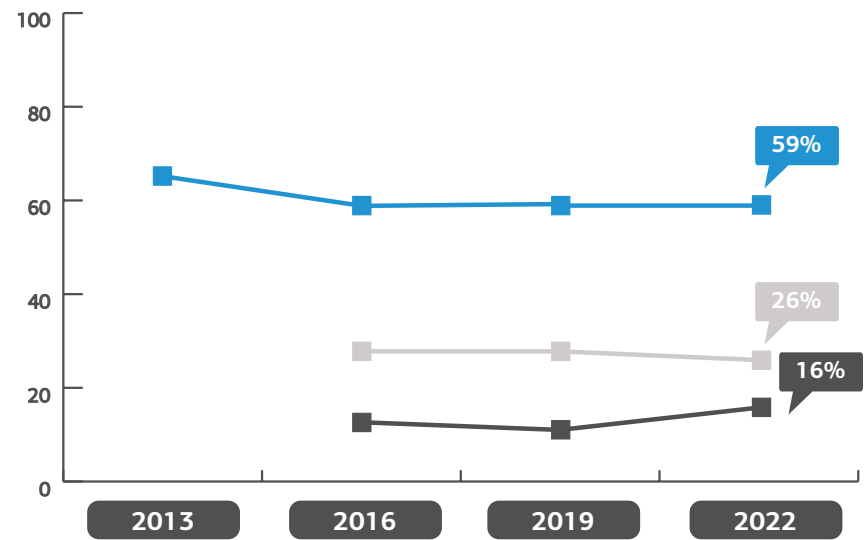


Town Footpaths*



* Worded differently in 2019: Town footpaths in general

Small Settlement Footpaths



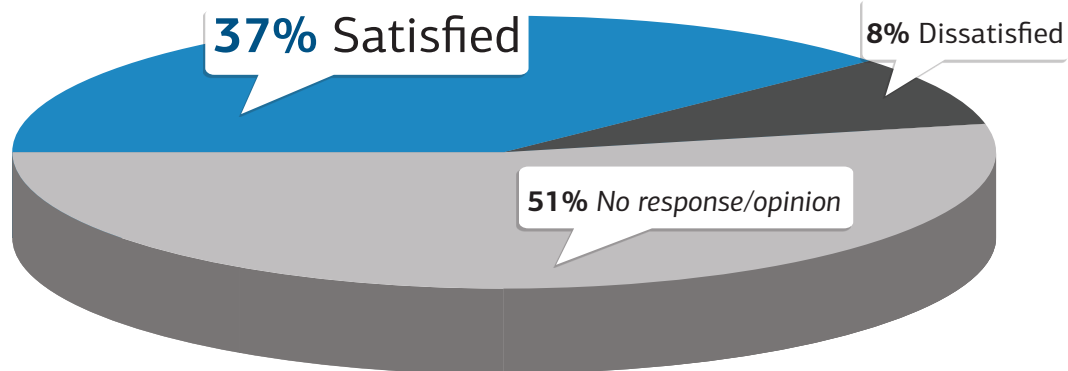
Key concern: Increase maintenance of footpaths.

- Satisfied
- Dissatisfied
- No response/opinion

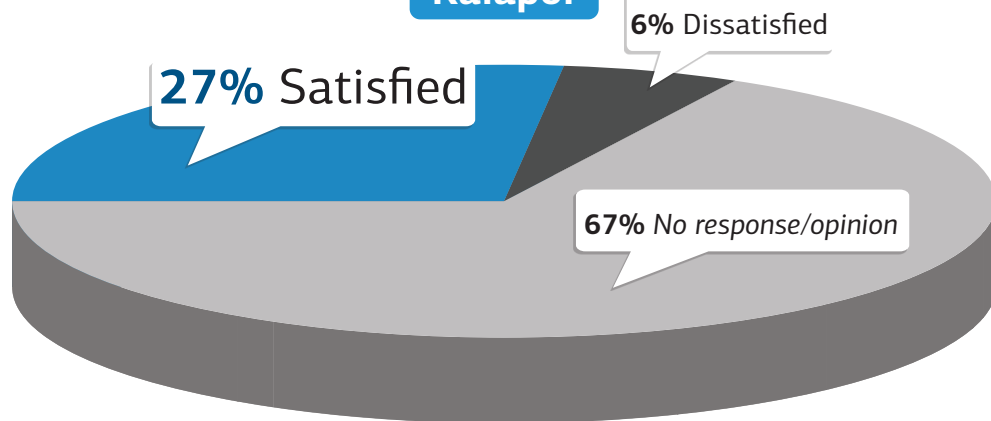


How satisfied are you with the provision of park & ride facilities?

Rangiora



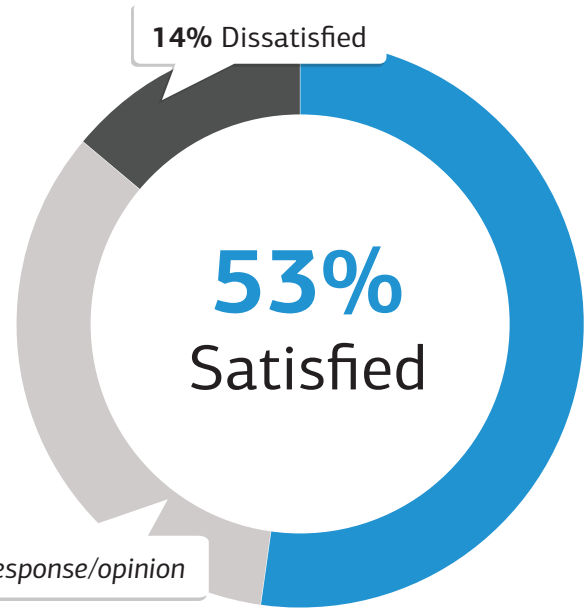
Kaiapoi



You support 'Park and Ride' and the use of ride sharing and public transport to reduce congestion.



Are you satisfied with cycling facilities in the Waimakariri District?



Overall standard of provision

Satisfaction with provision for cycling was higher among residents in the Rangiora Subdivision.



What you asked for:

- Improve maintenance programme to sealed roads
- Ensure repairs to roads are efficient
- Improve traffic congestion at Southbrook, Rangiora
- Improve parking issues, including in the Rangiora and Kaiapoi town centres
- Maintain sealed and unsealed rural roads better
- Provide more footpaths in small settlements
- Improve overall quality of maintenance
- Investigate a passenger train service
- Support alternative transport modes to reduce congestion.





“

Linking cycleways between population centres is great. Infrastructure within towns for cycles not so much.



“

Many roads are in poor condition and need to be better maintained.



“

Cycling infrastructure and charging facilities for EV's and e-bikes need to be rolled out much faster to facilitate uptake.



“

Current pothole correction methodologies are either temporary (at an additional unnecessary cost) or very substandard.

“

Need to focus on enabling public transport options and methods of travel that reduce reliance on cars.



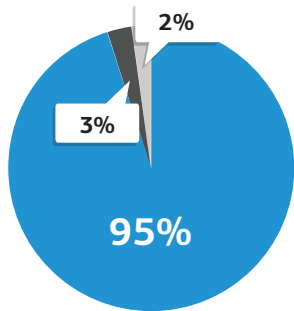
“

Would be great to hear of a future plan to implement a small passenger carriage rail service, Rangiora-Christchurch.

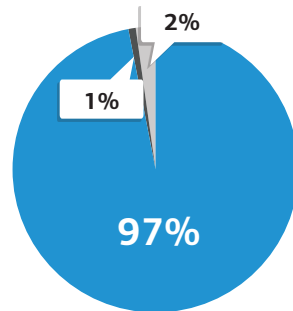




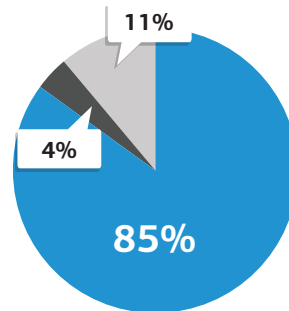
Are you satisfied with library services?



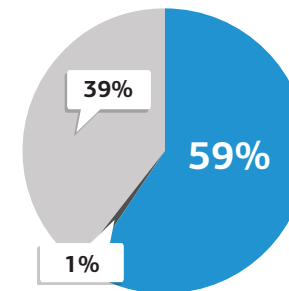
Opening hours



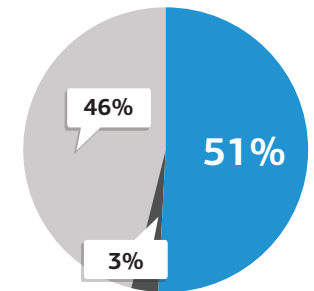
Service by staff



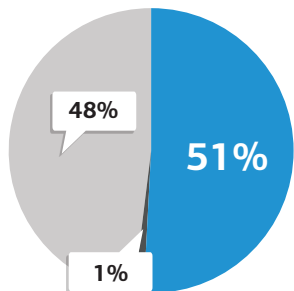
Physical collections



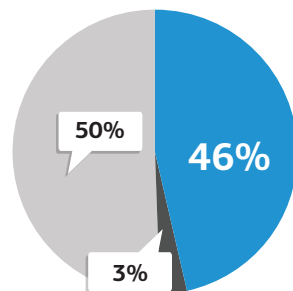
Computer Services



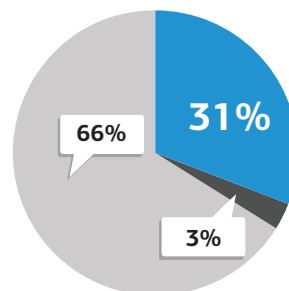
Digital collections



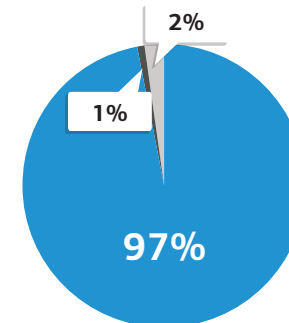
Programme, events
and services for
children/families



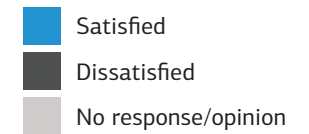
Programme, events
and services
for adults



Programme, events
and services
for young adults



Library Space



Sample: those that have used a Waimakariri library in the last 12 months: 2022: 395.



Many of you loved the services provided

“

Very friendly and helpful staff, the ambience is very good and meeting rooms are very practical. I love the views from upstairs too.



Oxford Service Centre and Library

“

Our Kaiapoi library is quite simply put, sensational. I have utilised the services a lot over the last year. Printing out documents, reviewing my emails, sourcing information.



Ruataniwha Civic Centre

“

I love the Rangiora library. The staff are always so friendly. They always have the book I want.

“

The staff at the Oxford library and the programmes that are held there are great, keep up the good work!



What you asked for:

- Longer opening hours at weekends
- Upgrade of Rangiora Library and facilities
- Newer range of books - more updated titles
- More activities and events - such as toddler times and book clubs
- Greater range of books available at the Kaiapoi and Oxford Libraries.

“I would like extended opening hours at the weekend...”

“I’d like to see them host more events such as book clubs etc.”

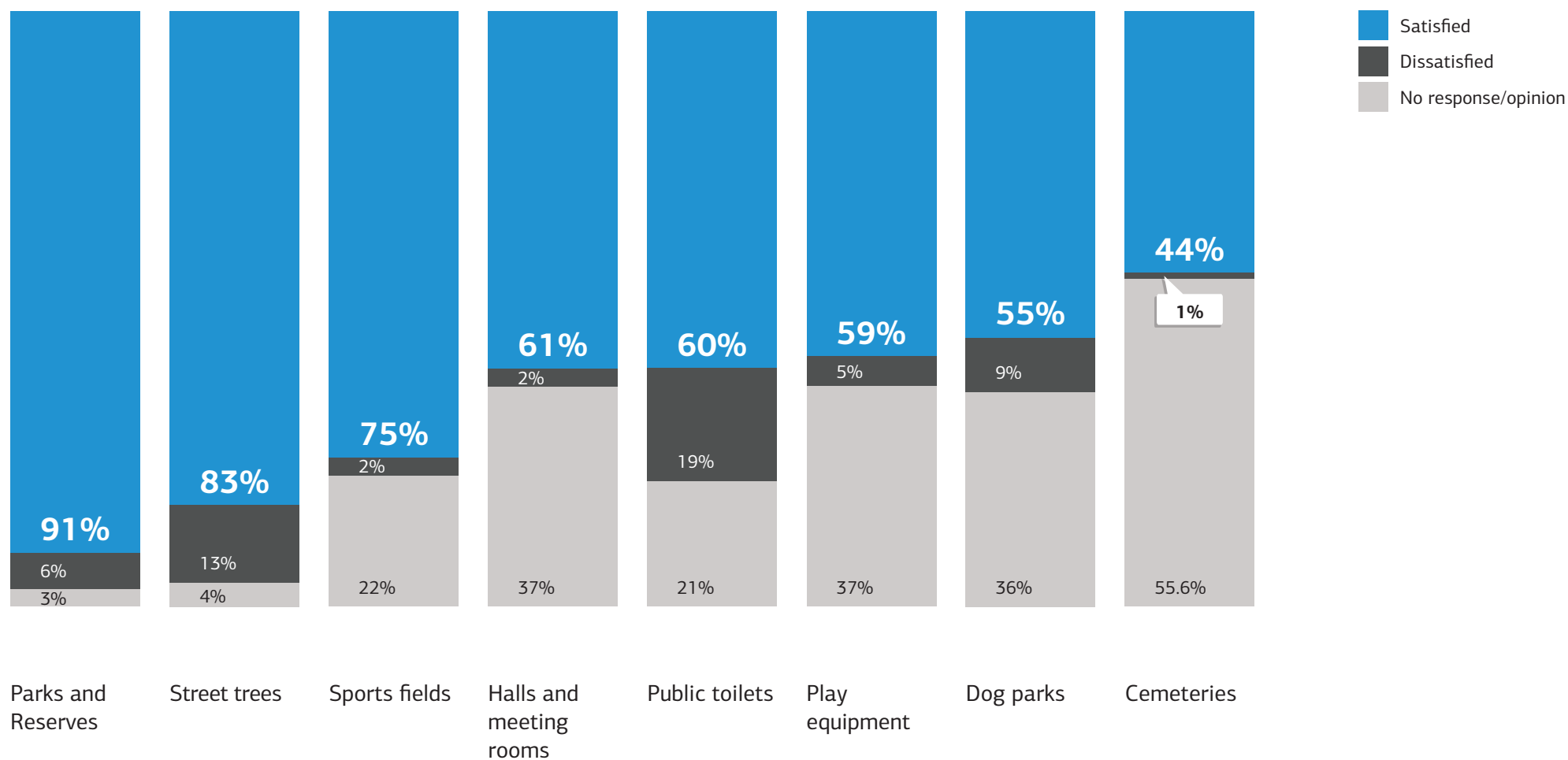
“More large print books provided.”

“I often find there seems to be the same old selection there all the time, from specific authors I am interested in, and very few if any fresh ones.”

“Their accessible bathrooms don’t meet the needs of all people with disabilities, only some.”



Are you satisfied with the overall quality of parks and community facilities?





You had plenty of suggestions for how the parks and community facilities in the District could be improved.



“

Many of the toilets are few and far between and not of a high hygiene standard.



“

Oxford would like a dog park - lots of dogs here!

“

Make sure all new developments have decent parks. Not just a small play area with a generic metal swing set or swale, but a decent park where you can have a picnic or let your dog off the lead. Where birds can nest. Where ducks can roam. Where kids can jump in muddy puddles and have fun.

“

Not enough green areas. They also need to be maintained more frequently.



“

There seems to be a generally high standard and availability of these different things. Matawai Park is a lovely space that we use a lot.



What you asked for:

- More/better maintained public toilets
- Upgraded play areas, including equipment for older children
- Better maintenance of street trees
- More street trees around the district with a focus on natives.

Some of you were happy with the parks as they are: 'District parks are beautiful and always well cared for - well done!'

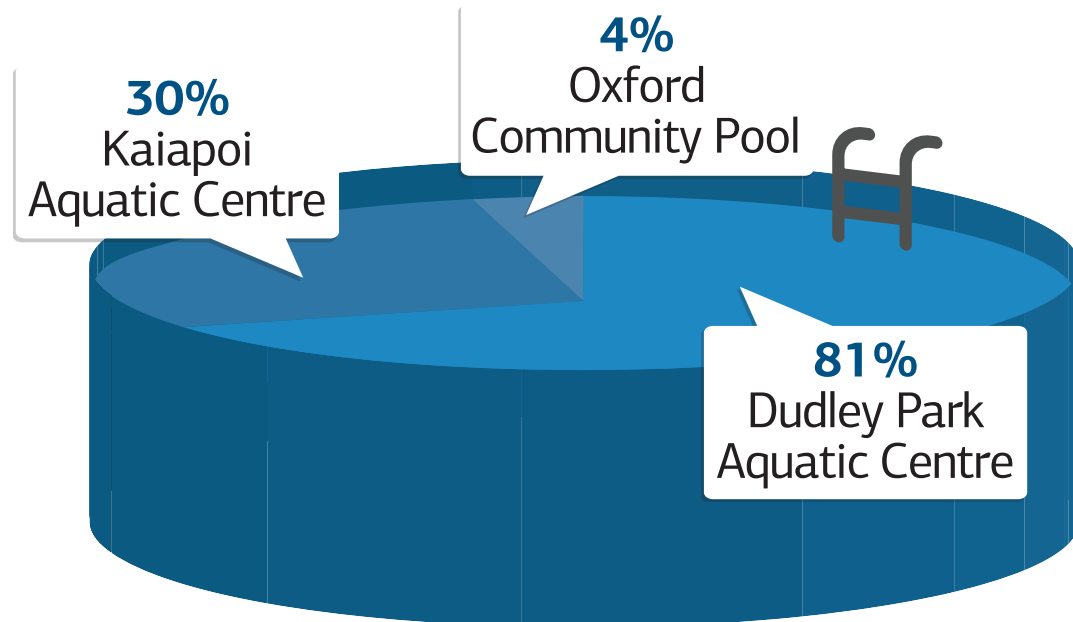




Have you used a Council-operated swimming pool in our District in the last year?



Total sample:
2022: 772



Sample: those who have used a Council-operated swimming pool in the District in the past 12 months: 2022: 243



What you asked for:

- More swimming areas
- More space/time for public use
- More facilities such as a sauna, wave pool etc
- A water playground for children
- Upgraded changing rooms
- Cheaper fees
- A roof/cover for Oxford pool.

Many of you were “happy with the service” at your local pool but said “it needs to grow”.

“Friendly staff. It would be good to have a spa pool added to the centre.”

“At times the pool is committed to swimming lessons and this restricts space a bit. However it’s a great resource. It would be nice to have a slide.”

“I have used this facility since it was built and it is a great facility for the community.”

“It would be great if there was a hydrotherapy pool in North Canterbury.”

“I believe the pool is now too small to accommodate the needs of the town and the people using it.”





Are you satisfied with the community support we provide?



Support for community groups and organisations



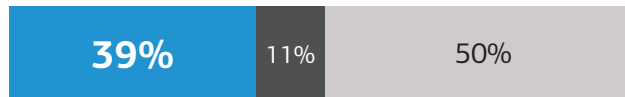
Support for youth development



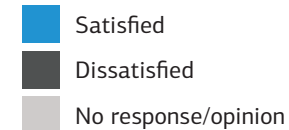
Ensuring resident safety and wellbeing



Provision of elderly persons housing



Welcome and support for new residents





What you asked for:

- Better communication about what community support Council provides
- More recreational activities for youth
- More support for older people
- Welcoming new residents.

“There is still much about the District I don’t know!”

“No welcome or pack as a new resident 4 years ago. There are great community programs and events in Rangiora.”

“The WDC have an opportunity to develop the community and elderly housing I would like to see the plan going forward.”

““We need places for youth to go off the streets like a youth centre or ten pin bowling, laser strike, gaming lounge type of thing.”

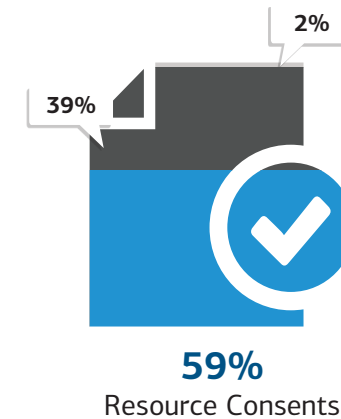
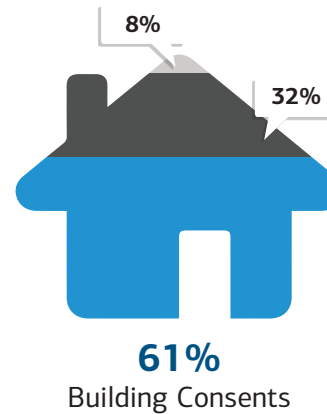
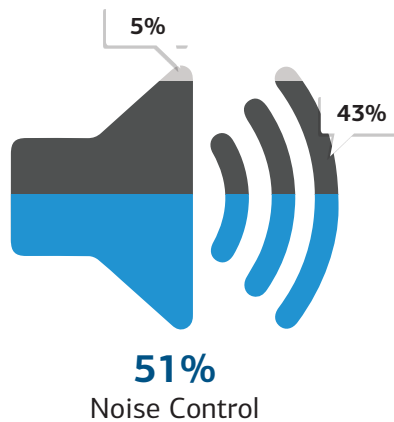
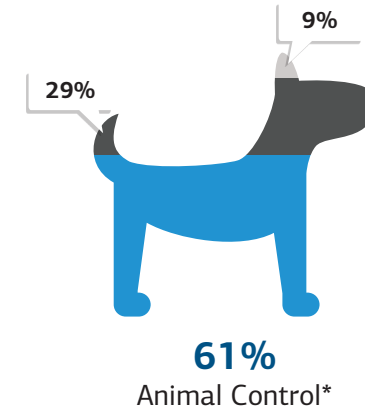
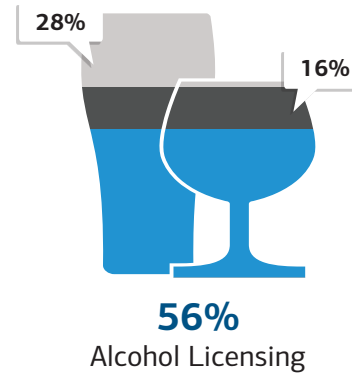
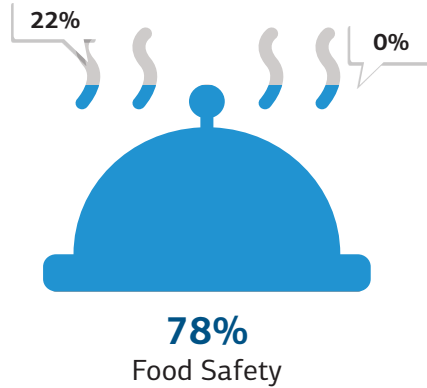
“I have no opinion as I have no knowledge of any of these activities.”

“I haven’t had to use any of these, but I’m aware that Rangiora offers all that one might need, and found when I first shifted here the library staff were extremely helpful.”





Are you satisfied with our regulatory performance?



■ Satisfied
 ■ Dissatisfied
 ■ No response/opinion

**Dog control in 2019
Sample: those that have used a Waimakariri
regulatory service in the last 12 months.*



What you asked for:

- More/improved animal control enforcement
- More efficient processing of building consents and resource consents
- Less liquor outlets
- Better communication, engagement and consultation.

“More community notification about changes in resource consents and more engagement where possible so we are not caught unaware of changes in land allocations and designations.”

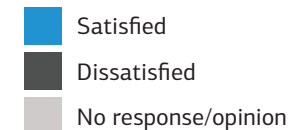
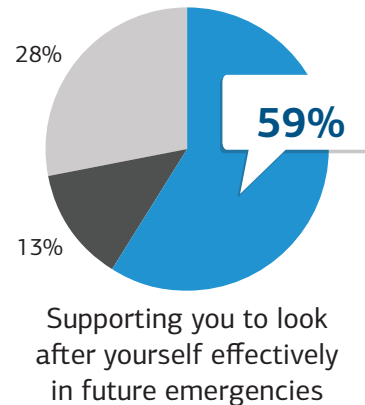
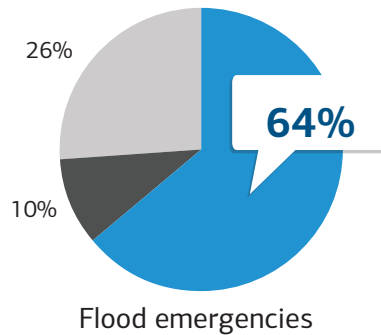
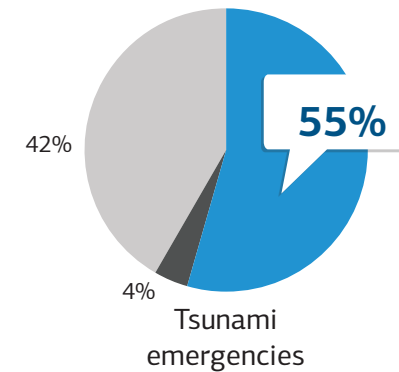
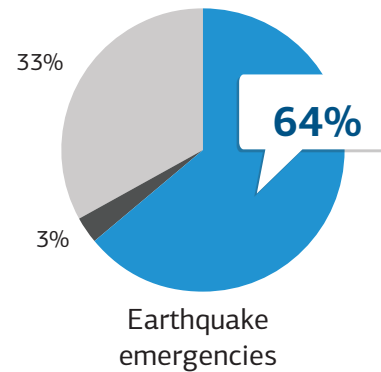
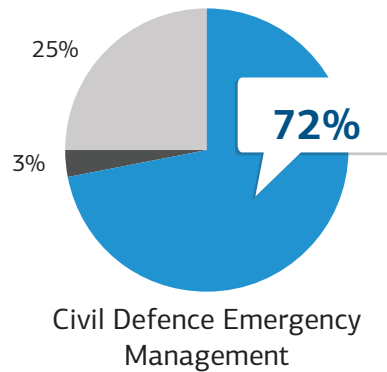
“Noise control needs to take a strong stance on anti-social regular offenders.”

“It’s all invisible. It would be good to know what the Council does. It would be good to know more about local building and resource consents.”

“Long timeframes and lack of communication between departments and customers. Nothing is actioned until chased up by customers or agents.”

“They provide a good service, but high cost of building consents needs to be reviewed – it’s detrimental to ongoing economic development.”

Are you satisfied with our Civil Defence Emergency Management and natural hazards planning?



What you asked for:

- Increase awareness of emergency management planning
- More cleaning of natural drains and gutters before rain to stop flooding
- Warnings and signs put in place of know flooding locations
- Ongoing planning to promote resilience.

“Perhaps Council should be more proactive rather than responsive to flooding.”

“During the earthquake, communities looked after themselves, WDC was awesome in enabling that and supporting the community.”

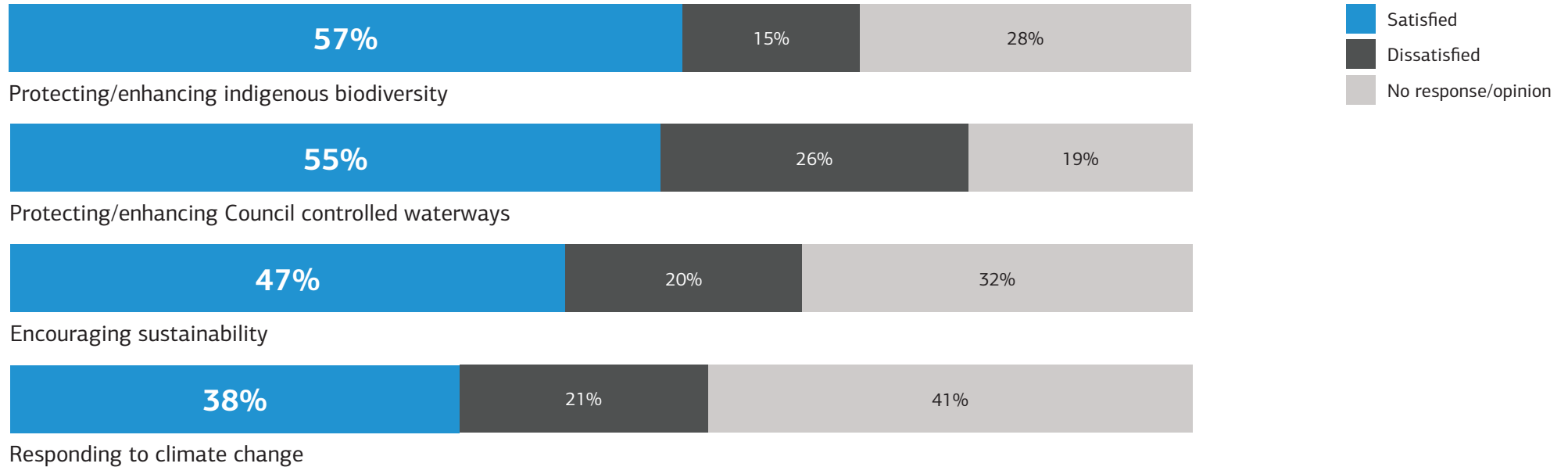
“I have no idea what the Council is doing in this regard. The Council came across as on to it during recent media coverage of the Pegasus fires though.”

“More information would help, including how to prepare for such events.”

“Having been very involved with earthquake recovery and welfare services alongside the Council I have had first-hand experience with working with Council services and can say that we are very blessed to have a Council totally committed to these natural disasters.”



Are you satisfied with our environmental management?





What you asked for:

- More information and communication to the community
- Council to show leadership by prioritising climate change, sustainability and environmental protection
- Cleaner and upgraded waterways
- More native planting
- More education opportunities for the community
- Increase community awareness of reducing waste and improve recycling opportunities.

“I think that the Council could be doing more work in these areas as the current state of our waterways, native trees and bird life leaves a lot to be desired. Need greater knowledge among residents on what they can do to reduce their impact on the climate.”

“My ‘no opinion’ answers reflect my poor knowledge of how the Council is dealing with these issues.”

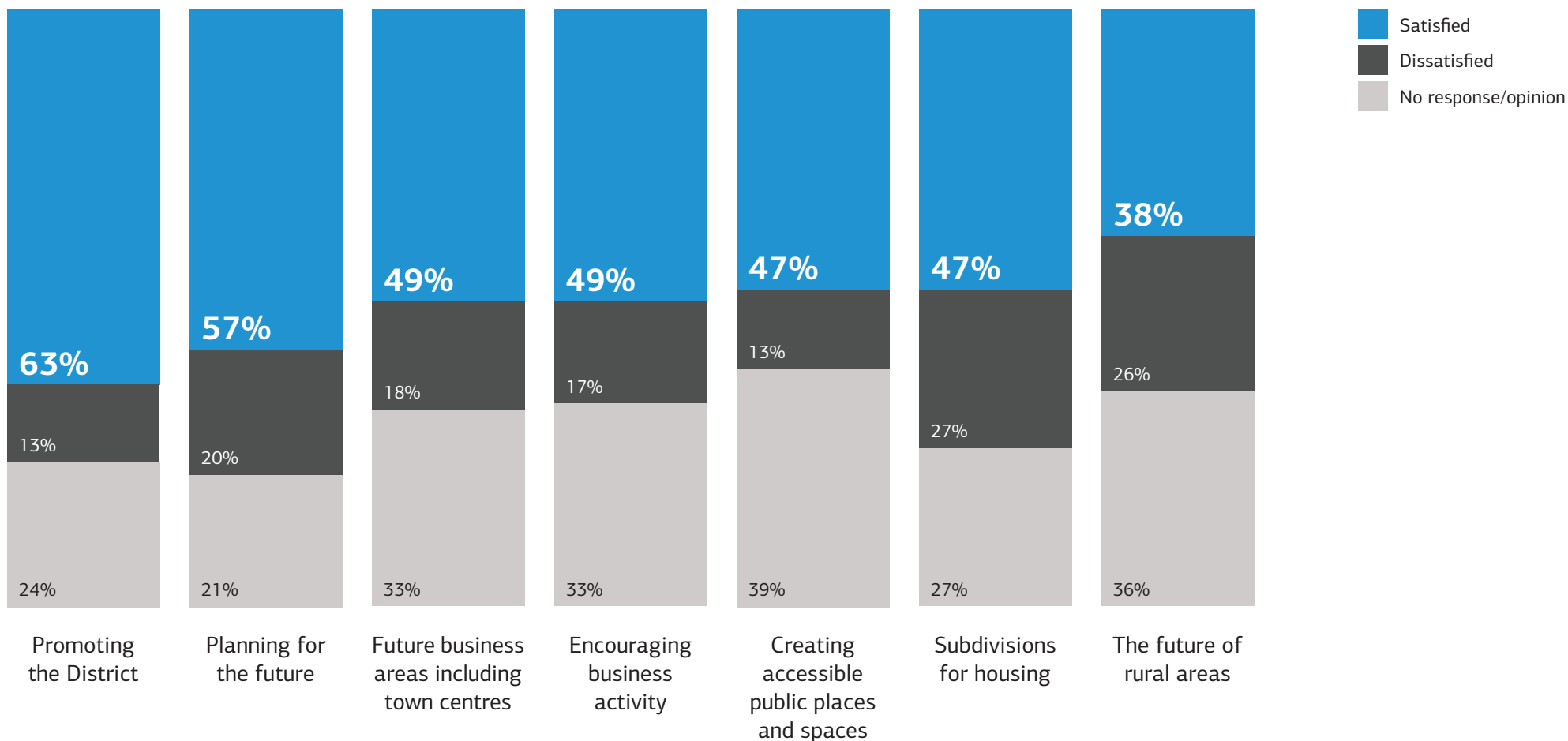
“Not enough priority is given to the response to climate change and sustainability. Our central government only has words, no real action. It would be nice to see a local government that actually makes a real effort and has a clear target for emissions reduction.”

“I think the Council could be showing stronger leadership in confronting and responding to the challenges of climate change.”

“I think the WDC is proactive and I like that they seek the public’s opinion on what ratepayers and communities want.”



Are you satisfied with our planning for the District?





You raised a few issues for us to think about:

Is the current subdivision development taking infrastructure and amenities into consideration?

Are we retaining enough open spaces between the three eastern centres?

Are we protecting enough rural land for production?

Is information about District development readily available and clearly communicated?

“Too much good productive farm land is being subdivided for lifestyle blocks.”

“Kaiapoi seems on the cusp of being a great little town but some of the newer subdivisions could use a little more social infrastructure (cafés, retail, etc), obviously not to the detriment of the main township.”

“Regulations for controlling further sprawl of residential developments need tightening urgently.”





What you asked for:

- No charges to change bin sizes
- More frequent collections
- Bigger bins
- Consistent bin collection times
- Free rubbish bags for rural households
- Extend the current collection zones
- More education on recycling.

Many of you were happy with the kerbside collection service. 'It's a great system and efficiently implemented.'

“Being able to choose which service is great. Thanks to the people who get the job done each week.”

“Keep extending it... we are only 100m away.”

“I would like an option (maybe included with rates notice) to review the bins I use. I chose them four years ago and my patterns change over time. I would love the option of a bigger recycle bin or more frequent pickups around Christmas when there is so much cardboard!”

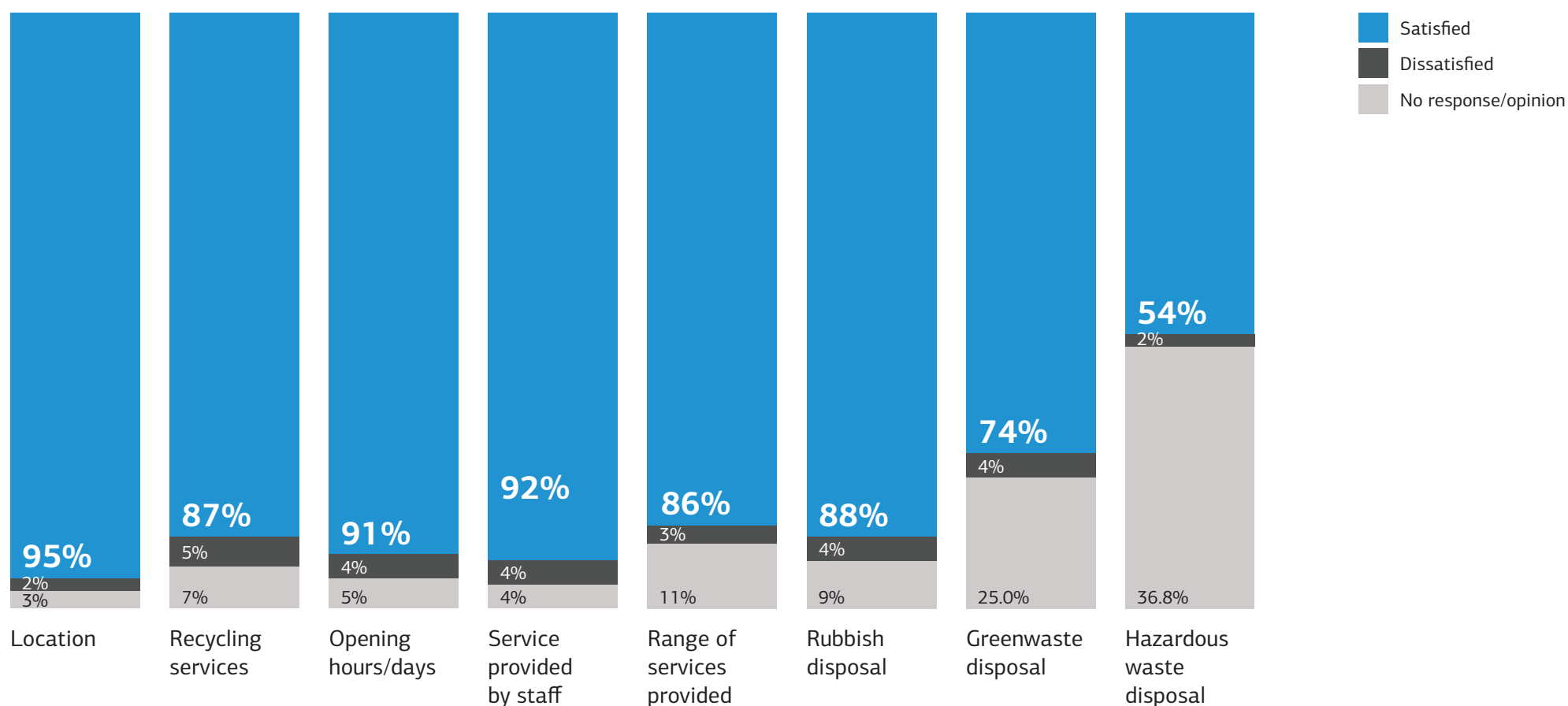
“They're a bit rough with the bins and often don't empty them properly.”

“Need regular updated information about what can and can't be recycled and tops on or off to keep residents informed.”



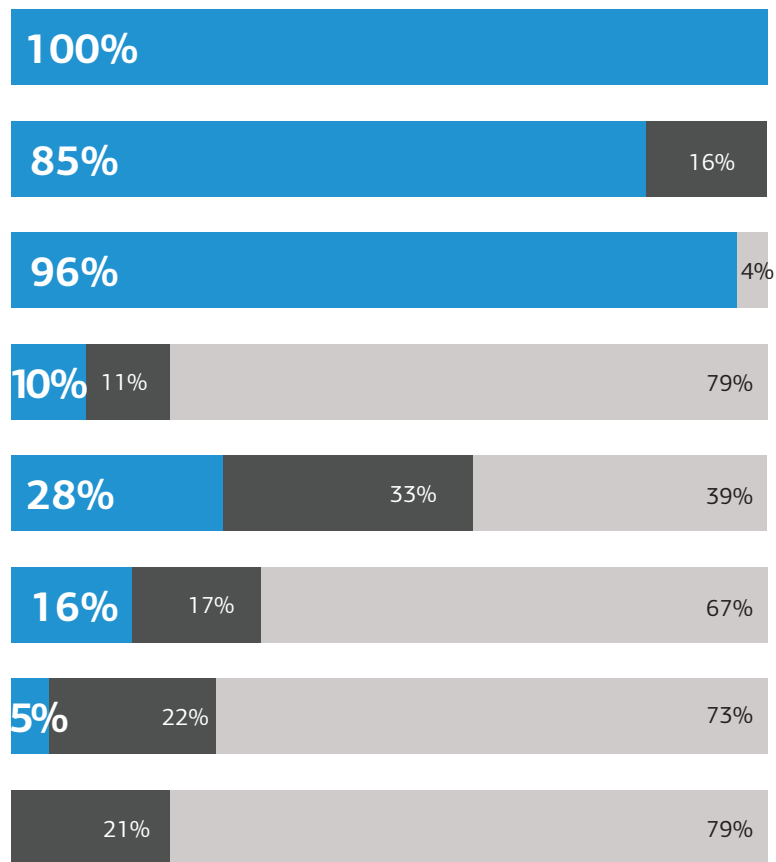
Are you satisfied with our waste handling facilities?

Southbrook Resource Recovery Park Satisfaction





Cust Rural Recycling Facility Satisfaction

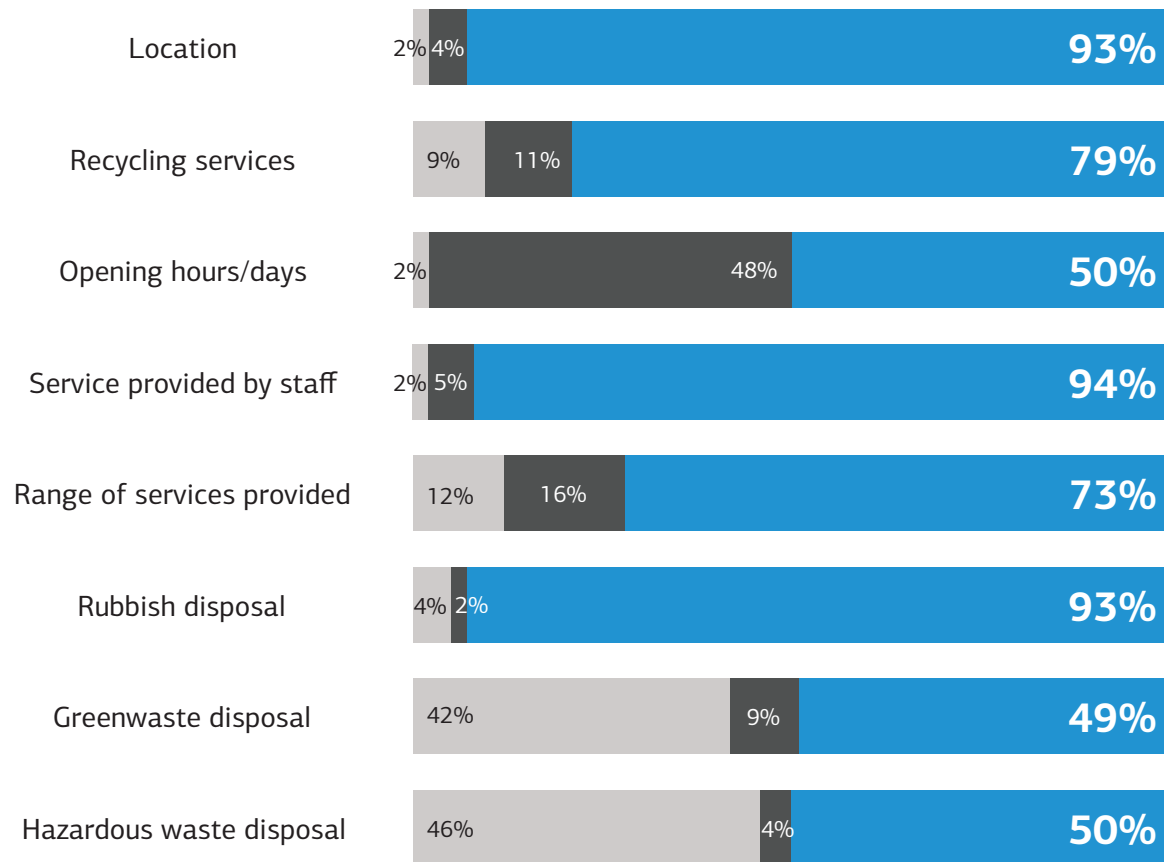


■ Satisfied

■ Dissatisfied

■ No response/opinion

Oxford Transfer Station Satisfaction





What you asked for:

- Reduce fees
- Extend recycling facilities
- Increase opening hours
- Free dumping of green waste
- Expand Southbrook transfer station
- Ongoing community education

“To ensure people use it and don’t litter the community with their rubbish, by dumping inappropriately, keep it cheap to use.”

“It would be helpful if e-waste could be accepted at the transfer station. There must be increasing amounts of this waste.”

“It’s time to rethink hours, especially over summer, to make the weekends less busy. Maybe have a couple of late nights during the week.”

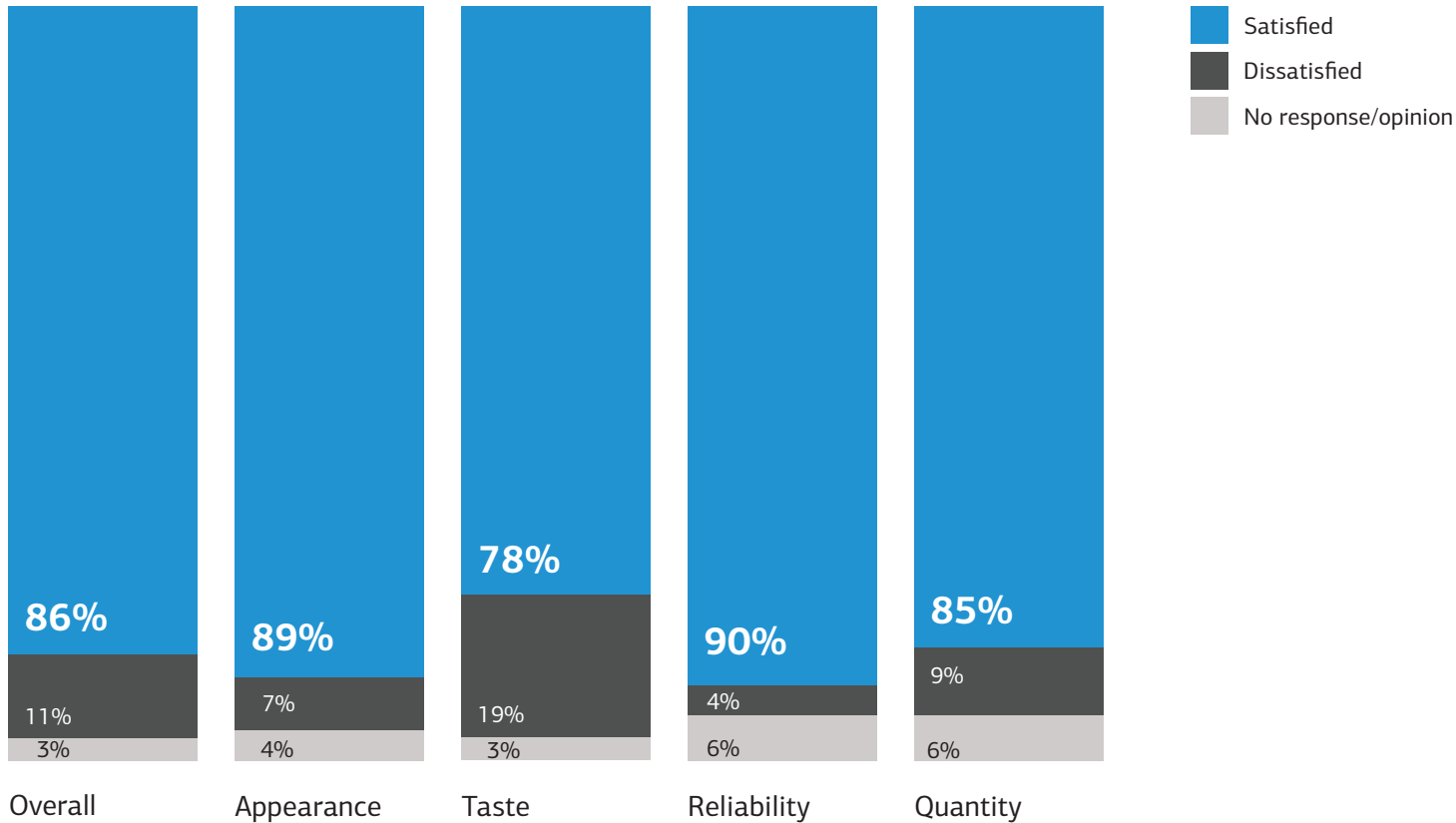
“Great service. Great staff. Reasonably priced. Plus my dog loves the treats she is given checking out :-)”

“Possibly there is an opportunity to do more on the upcycling side? Maybe a Trash Palace type concept (Porirua model), plus education/ workshops maybe?”





Are you satisfied with the drinking water Council supplies?



Sample includes those on Council operated water supply including Ashley Rural Water Supply also includes those who don't know if they are on a Council operated water supply who select a water supply: 578.



What you asked for:

- Stop chlorination or fluoridation
- Reduce chlorine smell/taste
- Reduce, test and filter nitrates in the Mandeville supply
- Increase water pressure in Kaiapoi
- Communicate the chemical make up/additives in each of the water supplies
- Notify residents of water outages.

There were divided views about chlorination and/or fluoridation of water supplies.

A close-up photograph of a hand holding a clear glass under a chrome water tap. Water is flowing from the tap into the glass. The background is a blurred green plant.

Please keep the water unchlorinated!

No complaints at all. Nice clean water and we haven't run out.

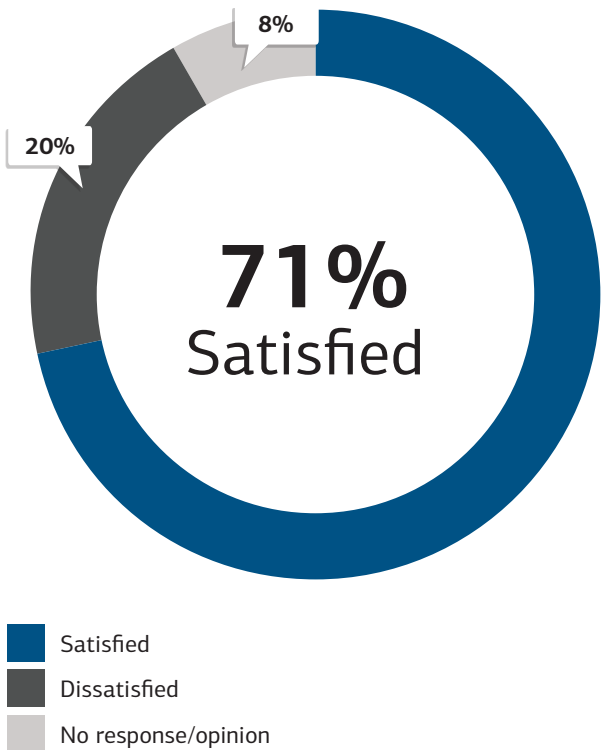
One of the things that I appreciate the most about living in Kaiapoi is how good our tap water is. It is very drinkable and the taste is great.

Please keep up the same standard and keep local control of doing the great job you do.

Great concern about the potential for fluoridation and over-chlorination of water and the addition of other chemicals.



Are you satisfied with your stormwater drainage?



What you asked for:

- Better maintenance of drainage ditches to ensure they work properly before major events
- Regular cleaning of drains to prevent flooding
- Action to be taken on identified flooding risk issues
- Keep residents informed.

“The Council needs to ensure the stormwater grills are kept free of leaves during autumn and winter as a maintenance programme and not wait until heavy rainfalls cause flooding.”

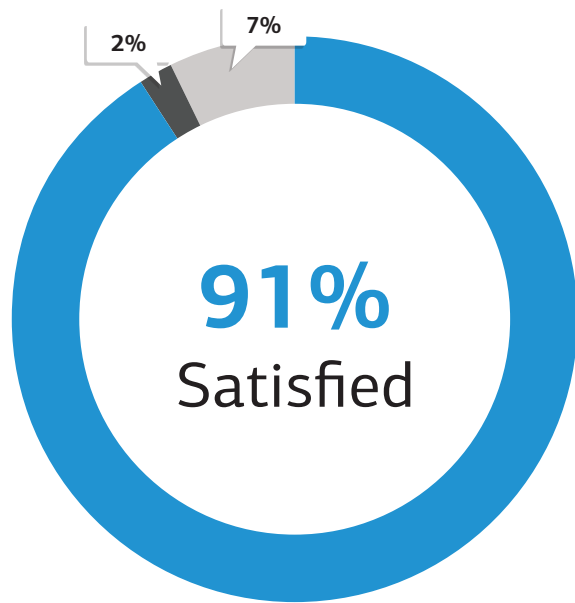
“We have had several flooding events through our property due to poor drainage.”

“...the situation can be vastly improved by redirecting water to its natural flow.”

*Percentages are for those people who identified themselves as living within a drainage area.



Are you satisfied with your Council-operated waste water system?



- Satisfied
- Dissatisfied
- No response/opinion

**Percentages are for those people connected to a Council-operated waste water system.*

Key concerns:

- Connecting up outlying properties to services when they on the edge of the current infrastructure
- Paying large rates bills while receiving no service
- Regular maintenance of septic tanks.

Some people wanted to be connected to town supplies while others didn't.

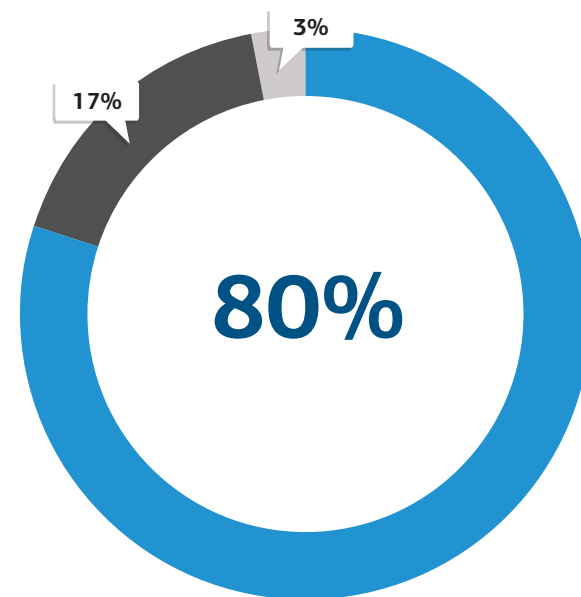
“Keep up the great work.” - Kaiapoi Woodend Ward

“We have a sewer line down the road next to us but we weren't ever given a chance to join.”

“Our septic tank should be emptied every three years but we seem to be missed and we have to call when it is so full our toilets back up.”



Are you satisfied with our customer service?



- Satisfied
- Dissatisfied
- No response/opinion

Sample: those who had contact with Council staff during the last 12 months regarding Council business: 2022: 265.



The courteousness of staff

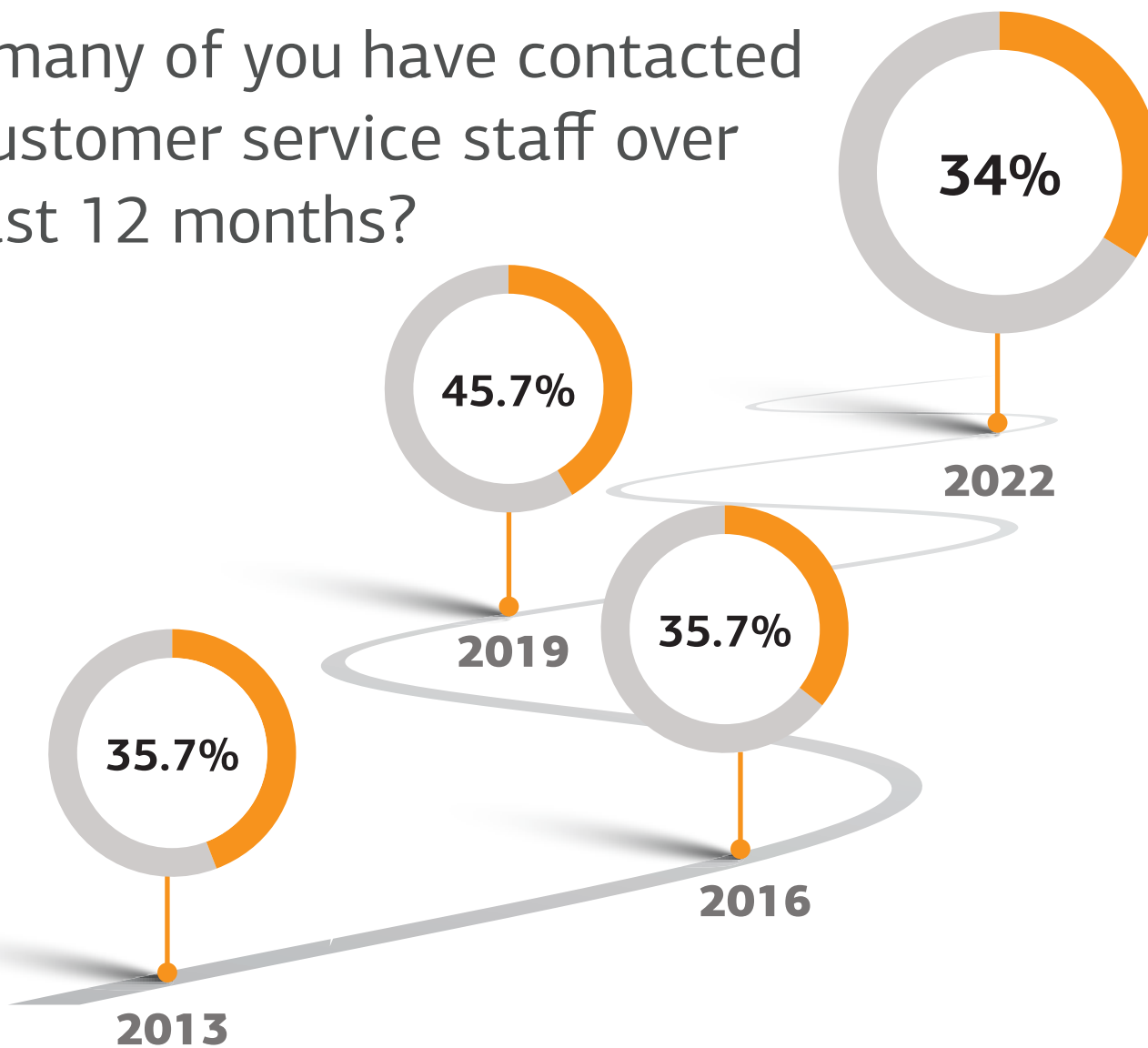


Time taken to provide that service





How many of you have contacted our customer service staff over the last 12 months?





What you asked for:

- Consistent standard of service from staff
- Quicker response
- Correct information provided
- More community engagement outside of elections
- Make using online services more user friendly.

“I have always found the staff to be approachable, welcoming and helpful.”

“They didn’t do what they said they would do.”

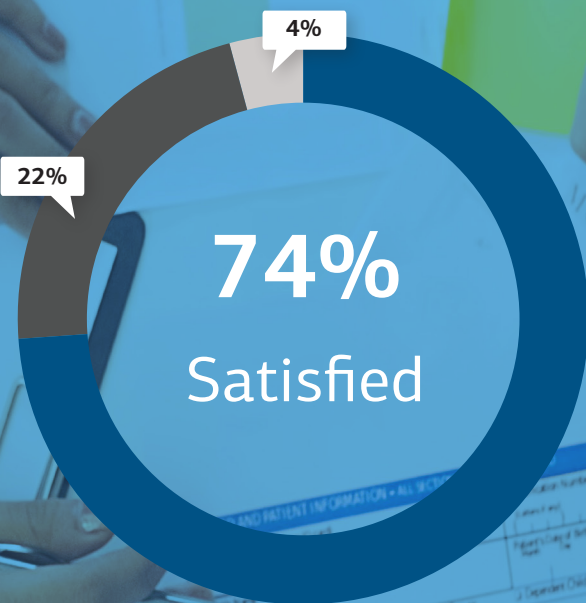
“I have not had to contact the Council recently so that is a positive in itself!”

“Such a great service, from checking that your rates are paid to issues regarding flooding, so helpful and they actually listen to what you are telling them. Also the fact that they get back to you about your concerns via phone and email, for us is a really good thing and shows their level of customer service is great.”

“The staff are great to deal with but there are deficiencies in the overall system with lack of internal communication.”



Are you satisfied with the way we ran our consultations?



- Satisfied
- Dissatisfied
- No response/opinion

What you asked for:

- Real consultations which don't have predetermined outcomes
- Listen to feedback of residents
- Better information/communication to be provided to residents
- Include more face to face, postal and online opportunities for residents to feedback to Council.

You said Council consultations should be conducted prior to options being drafted.

Sample is of those who participated in Council consultation in the last 12 months: 99.



“They are completed as a box ticking exercise in which major decisions are made before consultation and only minor tweaks occur as a result of consultation.”

“I do wonder at the value of consultation. It seems to be done because it is legislated.”

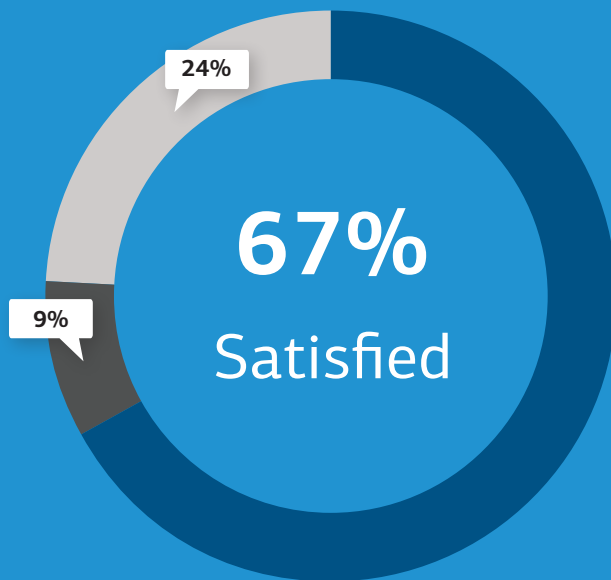
“Participated in one Council survey (over the Three Waters reforms) but I could not see my viewpoints represented in the survey results.”

“I appreciate being asked. There is a new playground planned for near me and the kids and I got to give feedback and ideas about how we want it to turn out.”

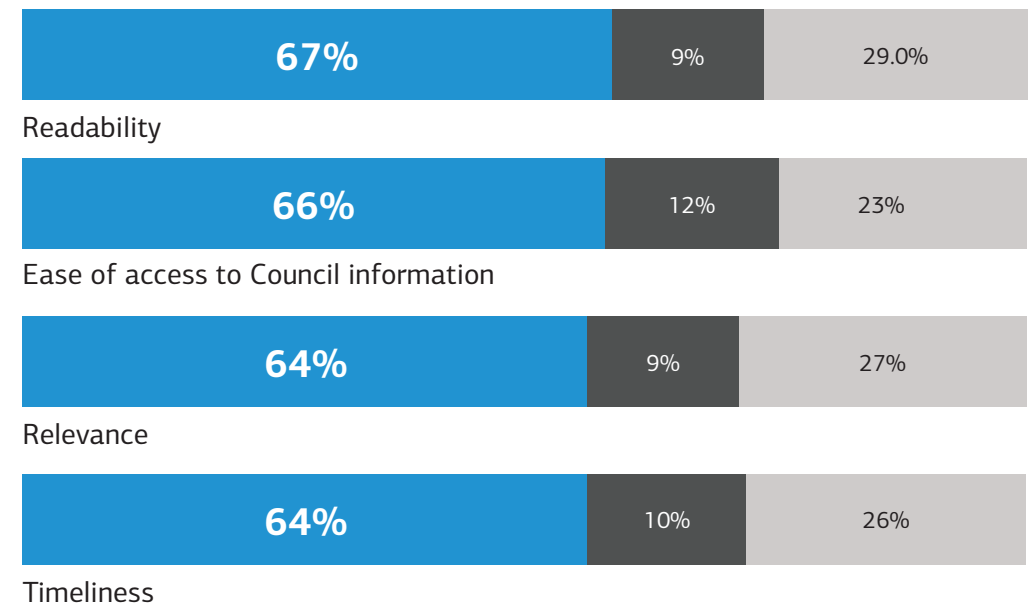




The overall quality of the information provided:



Are you satisfied with the information Council provides about its activities?





“I don't read local papers so don't see any activity unless there is a letterbox drop.”

“More plain language needed.”

“I guess I would have to go online to find out what these are?”

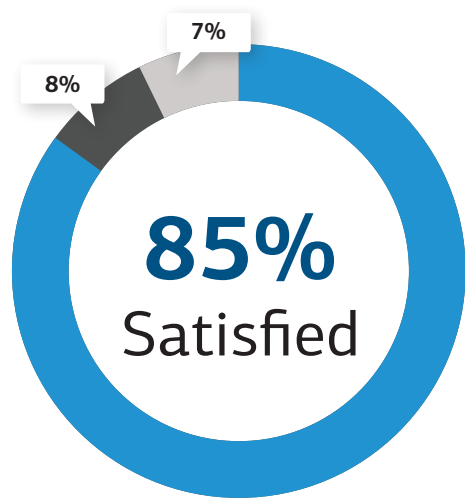
“I expect information to be available and easily accessible on the web. The Council website is hard to navigate and it is difficult to find information about what they are planning.”

“More on social media would be great, that's typically where I stumble across information.”

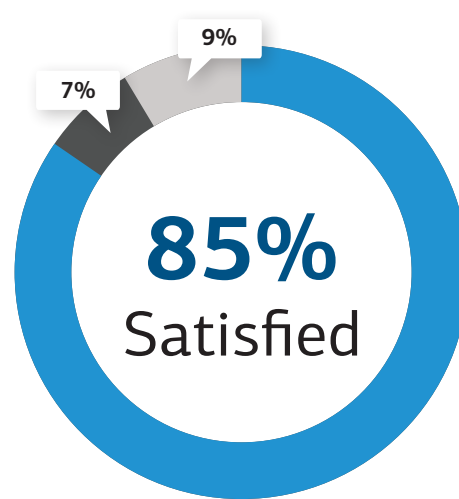




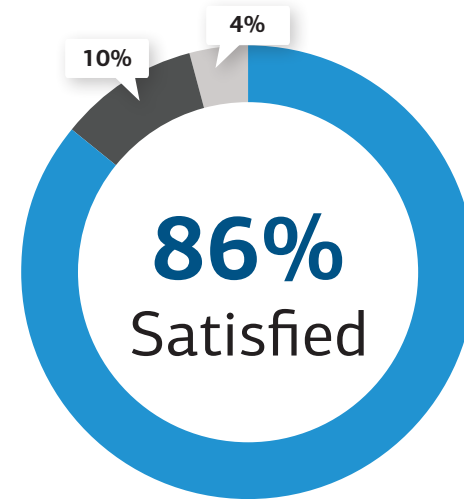
How satisfied were you with our overall performance?



2016



2019



2022

■ Satisfied ■ Dissatisfied ■ No response/opinion



What you asked for:

- Consistency of service
- Keep to budget
- Ensure rates are value for money
- Equity in rates payments between urban and rural rate payers for services received
- Better communication
- Greater transparency on spending.

“You guys do an amazing job, and we really appreciate you trying to improve the daily lives of those living in the area.”

“I think the rates we currently pay are excessive for the services we receive. Rural properties like ours look after our own waste, wastewater and stormwater, and cannot readily access many town facilities that we pay for in our rates.”

“I’ve lived in many regions, both here and in the UK, and the WDC is by far the best Council I have ever had dealings with. Well done to your people.”

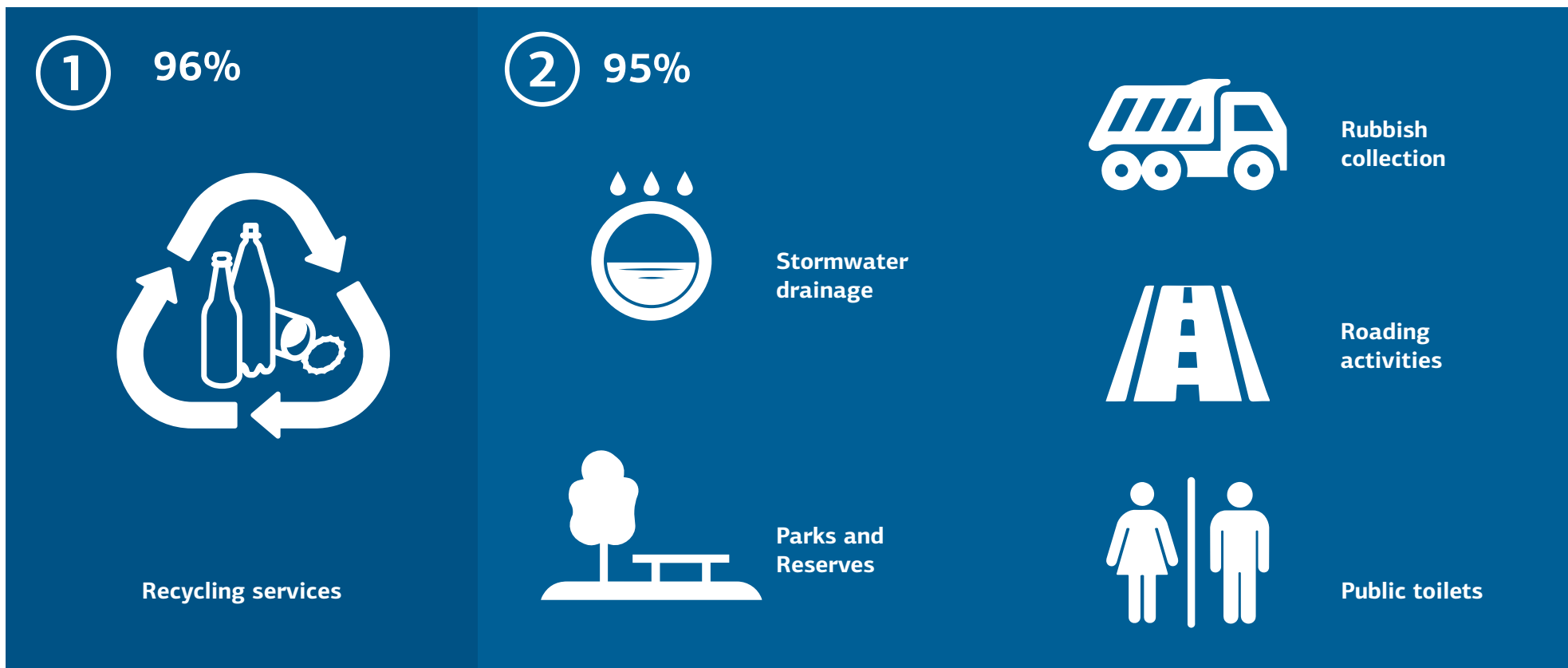
“I feel that our rates are ridiculously high, yet a lot of what the Council does is not apparent to us. I struggle to figure out where our hard earned money is going.”

“Overall we think the Council does a great job. Some road issues are the biggest problem.”





The top ten activities you thought were very important/important for Council to be involved in:





3 94%



Emergency &
hazard
management

5 92%



Water
reticulation

4 93%



Sewerage



Supporting
resident safety
and wellbeing



We would like to thank the 772 residents who took the time to complete the 2022 Customer Satisfaction Survey, for all the honest feedback, shared experiences, and kind words:

“

I wouldn't want to live anywhere else.

“

Great space, spacious and welcoming. Librarians are great - very helpful and obliging. - Rangiora Library

“

I think we could do a lot more as a community to respond to climate change and encourage a greener community.

“

I think the WDC is proactive and I like that they seek the public's opinion on what ratepayers and communities want.

“

One of the things that I appreciate the most about living in Kaiapoi is how good our tap water is.



We will use your feedback to fulfil our Customer Service Promise

“ We will be professional, approachable and solutions-focused.

For the 2022 survey, quota sampling has been applied by age, gender and location to match the 2018 Census profile of residents. The 2022 survey was directed to individual residents, whereas previous surveys were directed to the household. Therefore, caution should be applied when comparing results. The statistical margin of error for 772 residents is $\pm 3.5\%$ at a 95% confidence level.



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